

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: 11279622.pdf
Date: Thursday, January 9, 2020 12:19:56 PM
Attachments: [11279622.pdf](#)

Questionnaire

From: [REDACTED]
Sent: Tuesday, January 07, 2020 6:38 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: 11279622.pdf

Sent from my Sprint Samsung Galaxy Note9.



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

12-NOV-2019

Repository ☐

Reference No.
11279622

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City BELLMORE

State NY

Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address [REDACTED]

Evening Telephone Number [REDACTED]

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

Make
FORD

Model
EXPLORER

Model Year
2020

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Multiple Failure:

Incident Date(s)

12-NOV-2019

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 180000 VEHICLE SPEED CONTROL, 100000 POWER TRAIN

Failure Mileage
2000

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

N

Narrative Description of Incident(S), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

TL* THE CONTACT OWNS A 2020 FORD EXPLORER. WHILE THE VEHICLE WAS PARKED, THE ENGINE SUDDENLY BEGAN TO REV VERY HIGHLY AND THE VEHICLE ATTEMPTED TO ACCELERATE FORWARD. THE DRIVER DEPRESSED THE BRAKE PEDAL TO PREVENT THE VEHICLE FROM MOVING. THE TRANSMISSION WAS SWITCHED INTO NEUTRAL, BUT THE FAILURE CONTINUED. AFTER TURNING THE VEHICLE OFF AND BACK ON, IT RESUMED NORMAL OPERATION. THE MANUFACTURER AND LEVITOWN FORD (3195 HEMPSTEAD TPKE, LEVITOWN, NY) WERE NOTIFIED. THE MANUFACTURER WAS NOT NOTIFIED. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE VIN WAS NOT AVAILABLE. THE FAILURE MILEAGE WAS 2,000.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.