

U.S. Department of Transportation National Highway Traffic Safety Administration		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 13-JUL-2020 AUG 24 2020	Repository ☐ Reference No. 11339021
OWNER INFORMATION (Type or Print)				Daytime Telephone Number	
Name				E-mail Address	
Address				Evening Telephone Number	
City	PAINESVILLE	State	OH	Zip Code	
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 1FMSK8D87JG		Make FORD	Model EXPLORER	Model Year 2018	
Date Purchased 8-23-2018	Dealer's Name and Telephone Number AUTONATION FORD		Engine: No: Cylinders 6	Fuel Type: REG	
Original Owner ☒	Dealer's City WESTLAKE	State OH	Zip Code 44145		
Transmission Type AUTOMATIC	☒ Antilock Brakes ☒ Cruise Control	Powertrain 3.5L T-VCT	Multiple Failure: FAILURE WAS HAPPENED 3 TIMES	Incident Date(s) 01-MAY-2020 JUNE 26, JULY 13, 2020	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 060000 ENGINE (PWS), 100000 POWER TRAIN			Failure Mileage 14,500	Failure Speed 25-30 mph	
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 2018 FORD EXPLORER. THE CONTACT STATED THAT WHILE MERGING INTO TRAFFIC ON THE FREEWAY AT VARIOUS SPEEDS, THE VEHICLE INDEPENDENTLY SHIFTED INTO LIMP MODE WITHOUT WARNING. THE CONTACT TOOK THE VEHICLE TO AUTONATION FORD EAST (28825 EUCLID AVE, WICKLIFFE, OH 44092) WHERE THE MECHANIC WAS UNABLE TO DUPLICATE THE FAILURE. THE MECHANIC ATTRIBUTED THE FAILURE TO A POTENTIAL TURBO LAG. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS UNKNOWN. MY FORD DID NOT SHOW ANY INDICATOR FAULT LIGHTS ON THE DASH DISPLAY - THIS IS A VERY INTERMITTENT PROBLEM - SO FAR THREE TIMES, BUT WITH COVID-19 NOT DRIVING AS MUCH. SEE ATTACHED					
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 to 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.					

Today's Date 8/5/2020

Wrote this 7/22/20

Three times only during heavy acceleration while entering highway or pulling out from stop with traffic closing fast. Very dangerous as when I accelerate to the floor the vehicle just does nothing. It does not stall just limps along. Speed diminishes for several seconds. The dealer identified it as turbo lag but my research on the internet says it is a problem with the throttle sensor. Code P0211 or P0212. Dealer said no codes showed up in onboard computer and told me unless the check engine light comes on nothing will be documented. This is very intermittent but dangerous. What if I were passing a truck on a two-lane road? What if I get hit from behind for being well below the posted speed? During the latest incident which will be the third time I was entering the highway and floored the accelerator and there was no acceleration I kept it floored and basically coasted for about 15-20 seconds with emergency flashers on and pulled off the side of the road. No warning lights came on. The engine was still running and once I removed my foot from and placed the car in park. I put it back in drive and everything was normal including the next several times I floored it. For the safety of my family I am considering getting rid of this Ford. I advised my wife that she will never experience this issue because I don't think she ever floors it. I wonder how many other Ford Explorers have this intermittent issue but not very many people put the pedal to the floor as sometimes I do. This is not turbo lag. This fault goes on for 15-20 seconds until I ease up on the gas.

I emailed the Ford Dealership and advised to contact Ford to see if they have other alternatives for me to get it fixed. Prior visit said unless computer showed a fault, they were not going to just change parts.

As of today, I have not heard from Ford.

Sincerely,

[REDACTED]

[REDACTED]

[REDACTED]