

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 150

Date Received

04-OCT-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

872229

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
 In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (located at front of windshield on drivers side) 1FMDU32X4TUA75469	Vehicle Make FORD TRUCK	Vehicle Model EXPLORER	Vehicle Year 1996	Current Odometer Reading
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Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
☒ New ☐ Used	City _____ State _____ Zip Code _____	No Cylinders _____	

Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☐ 3-Point Belt ☐ Motorbell ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☒ Yes ☐ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Ult ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 11000000	Part Name(s) HEATER/DEFROSTER/DEFOGGER AND VENTILATION	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) _____ Mileage at Failure(s) <u>40000</u> Vehicle Speed at Failure(s) _____	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ Yes ☐ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash



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OFFICE
DEFECTS INVESTIGATION
 Od or
rt dt
pl rt
up/lt

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872229

OWNER INFORMATION (Type or Print)

644131

Work Number

Home Number

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?

In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner

Date 10/1/00

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)		Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1FMDU32X4TUA76489		FORD TRUCK	EXPLORER	1996	79,300
Purchase Date	Dealer's Name		Engine Size (CID/CC/L)		☐ Turbo ☐ Diesel ☒ Gas ☐ Fuel Injection
☒ New ☐ Used	City _____ State _____ Zip Code _____		No Cylinders 6		
Transmission Type	Antilock Brakes	Restraint System		Cruise Control	Drive Train
☐ Manual ☒ Automatic	☒ Yes ☐ No	☒ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Belt ☒ Passengerside Airbag		☒ Yes ☐ No	☐ Front ☒ Rear ☐ 4-Wheel
Vehicle Type		Body Style			
☐ Car ☐ Van ☐ Minivan ☐ Other		☒ Sport UR ☐ Truck ☐ Motorcycle ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other			

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 11000000	Part Name(s) HEATER:DEFROSTER:DEFOGGER AND VENTILATION	Location ☐ Left ☐ Right ☐ Front
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THE VEHICLE OWNER SHOULD NOT BE REQUIRED TO PAY FOR REPAIRS THAT ARE DUE TO A MANUFACTURING DEFECT AND ESPECIALLY POOR DESIGNED PRODUCTS THAT CAN RESULT IN DAMAGE TO THE VEHICLE, INJURY OR DEATH TO THE OCCUPANTS. SAFETY IS THE ISSUE.

Many of the mentioned vehicle owners cannot afford the \$1000 repair and instead will continue to drive their vehicles, as that may be their only means of transportation. The inability of being able to defrost the windows poses great risk.

In closing, thank you for your timely response, as I have not received this courtesy from Ford

At 40,000 miles I contacted the local Ford dealer to see if a recall had been made on the mentioned problem. It had not been. But I was assured that my complaint was on record and if a recall was made I would be included. At that time I was given a 1-800 number which was Ford's customer assistance. They too, recorded the complaint. With cold weather coming and fogged windows, I contacted the local Ford dealer and the 1-800 number once again. The person at the 800 customer assistance gave me a glimmer of hope as he acknowledged that complaints had been registered (His name was Sherwin and his id # is 2333). I was instructed to contact my local Ford dealer and hopefully the repairs would be made at no-charge. If not, I would possibly have to share in some small amount. When I contacted the Ford dealer I was told that 75,000 miles was the cut-off for consideration. The mileage on the Explorer was 79,000 at this time. My argument was, I had the complaint documented at 40,000 miles and should be included in the repairs. I called the 800 number again and they would not transfer me to Sherwin. The lady suggested that I contact the regional Ford Rep. And that he had the authority to offer the repairs at some adjusted amount. I contacted the Ford dealer and waited ten days for the regional Rep. to refuse any repairs. I called the 800 number again and asked WHAT RECOURSE DO I HAVE NOW? She said, unfortunately none.

MAYBE I DONT HAVE ANY... BUT THIS IS A SAFETY ISSUE AND FORD SHOULD HAVE TO MAKE THE REPAIRS. WITHOUT DELAYERS... IT IS IMPOSSIBLE TO SAFELY DRIVE THE VEHICLE.

Thank you again... as I have received your R-mail and your firm response in a timely manner. And this is more attention than I have received from Ford.

And by-the-way we did have a tread separation on the Explorer, prior to the Bristone recall. The tires would have only lasted a few thousand miles, therefore we just replaced them. Unfortunately, with new Bristone tires of the same series and size.

Best Regards



Check that the ICT3 is properly sealed against dash panel with no gaps.

Check for kinks and cuts in the aspirator hose.

Ford Truck Explorer 2WD V6-248 4.0L Copyright © 2000, ALTDATA 1-800-859-3282 4.50

Repair as needed.

Check for proper operation of the heater water valve. Visually inspect vacuum hose for kinks, leaks, or disconnections.

Temperature differential between panel and floor vents in mix modes and temperature setpoints that are not at full cool. Setpoints not at full cool full heat may exist and are a normal concern and not repairable.

CE PLENUM TIPS

Procedure applies to 1993-1999 Explorers when service of the blend door/plenum or actuator is concerned. The following applies to equipped vehicles.

1998 and 1999 blend door actuators are electronically different than 1993-1997 blend door actuators and cannot be interchanged.

The service plenum for 1993-1999 model year vehicles is the 1999 model year Plenum (3872-18471-DA).

The service plenum may be different from the plenum being removed from the vehicle in the following ways:

The service plenum has the blend door actuator mounting bracket molded in the plenum. If you have a new or original actuator with the mounting bracket attached, remove the bracket and discard.

The service plenum will have a hole about 1.5 mm (3/4") diameter near the heater core cover. This hole is the location for the aspirator tube connection on 1999 model year vehicles. If the service plenum is installed on an earlier vehicle, this hole should be plugged.

The service plenum has a nylon blend door which is stronger than the ABS plastic door installed on vehicles built through April 1998.

When installing actuators on the plenum, there will be pressure on the door if the actuator is driven to full heat or full cold position. This is necessary to rest the door and is not the cause of blend door freezeage that occurred on earlier vehicles. Driving the actuator to a midrange position will allow easy installation of the actuator.

NUMBER PART NAME

18471-DA A/C Plenum

8. APPLICABLE ARTICLES: NONE
WARRANTY STATUS: INFORMATION ONLY

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