



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY

119

Date Received

31-JAN-2001

Od_or _____
rt_dt _____
pd_rt _____
ip_ltr _____

Reference No.

879483

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 bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1FMDU34X7TUA25856	FORD TRUCK	EXPLORER	1996	

Purchase Date ☒ New ☐ Used	Dealer's Name _____ City _____ State _____ Zip Code _____	Engine Size _____ (CID/CC/L) _____ No Cylinders _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☐ Yes ☒ No	Restraint System ☐ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☐ Yes ☒ No
Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Util ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other _____	

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 06136000	Part Name(s) FUEL:FUEL PUMP	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures	Date(s) of Failure(s) 01-DEC-1997 Mileage at Failure(s) 15 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(es), and injury(ies) on the back of this form)

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

FUEL PUMP BROKE. THERE WAS A RECALL FOR THIS PROBLEM, BUT THIS VEHICLE WAS NOT AFFECTED BY RECALL ALTHOUGH IT HAS SAME PROBLEM. PLEASE PROVIDE FURTHER INFORMATION. *AK

CONTINUE ON BACK IF NEEDED

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.

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

119

Date Received

FEB 21 AM
31-JAN-2001OFFICE
EFFECTS INVESTIGATIONOd or
rt dt
bd 20
up ltr

Reference No.

878483

OWNER INFORMATION (Type or Print)

671756

Work Number

Home Number

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

☒ YES☐ NO

In the absence of an authorized signature, your name and address to the vehicle manufacturer.

Signature of Owner

Date 02/13/01

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of
windshield on driver's side)

1FMDU34X7TUA25858

Vehicle Make

FORD TRUCK

Vehicle Model

EXPLORER

Vehicle Year

1996

Current Odometer Reading

122,278

Purchase Date

09/07/95

Dealer's Name

Mott's Ford

Engine Size
(CID/CC/L)

4.0L

☐ Turbo☐ Diesel☒ Gas☐ Fuel Injection☒ New ☐ Used

City

Boone

State

IA

Zip Code

50036

No Cylinders

6

Transmission Type

☐ Manual☒ Automatic

Antilock Brakes

☒ Yes☒ No

Restraint System

☐ 3-Point Belt☐ Motorbelt☐ Driverside Airbag☐ 2-Point Belt☒ Passengerside Airbag

Cruise Control

☒ Yes☒ No

Drive Train

☐ Front☐ Rear☒ 4-Wheel

Vehicle Type

☐ Car☐ Van☐ Minivan☐ Other☒ Sport Utl☐ Truck☐ Motorcycle

Body Style

☐ 2-Door☐ 4-Door☐ Stationwagon☐ Pick Up Truck☒ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component
06136080

Part Name(s)

FUEL:FUEL PUMP

Location

☐ Left☐ Front☐ Right☐ Rear

Failed Part(s)

☒ Original☐ Replacement

No of Failures

4-5 times

Date(s) of Failure(s)

01-DEC-1997

Mileage at Failure(s)

15

Vehicle Speed at Failure(s)

45 - 65 mph

Failed Part(s)
Available?☒ Yes ☐ NoNHTSA Previous
Contacted?☐ Yes ☒ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form.)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Fatalities

Estimated Property Damage

Reported to Police

☐ Yes ☒ No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

FUEL PUMP BROKE. THERE WAS A RECALL FOR THIS PROBLEM, BUT THIS VEHICLE WAS NOT AFFECTED BY RECALL ALTHOUGH IT HAS SAME PROBLEM. PLEASE PROVIDE FURTHER INFORMATION. *AK

Since 1996 I've had several incidents where the gas pedal seemed stuck and the acceleration wouldn't stop. This happens when the weather is below freezing. Once in Minneapolis traveling at 65 mph and the auto wouldn't slow when the cruise control was disengaged. I had to stomp on the gas pedal several times to stop the acceleration.

(OVER)

CONTINUE ON BACK IF NEEDED

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INFORMATION ON TIRE FAILURE(S) IF APPLICABLE:

D	O	T								
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SIZE

NARRATIVE DESCRIPTION (CONTINUED)

Once when I left home and a heated garage. The weather was below freezing and traveled about 5 miles with the cruise control set at 65MPH, the acceleration wouldn't stop without stamping on the gas pedal several times. I had the accelerator inspected at a Ford garage in Minneapolis incident and the Ford garage in Boone. At no time was the accelerator clogged or frozen with ice or any other material. Moftitti's Ford instructed me there was no recall on my Explorer and nothing could be done. I expressed the safety problem this was creating to Moftitti's Ford and called Ford Motor Company. Ford Motor Company instructed me I had to talk to my local Ford dealer. I explained I had, but no accomplishment. I was told they couldn't help me. I called U.S. DOT. Thank you for your help on this matter.

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PM
14 FEB
2001

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

U.S. Department of Transportation
National Highway Traffic Safety Administration
Information Management Staff NSA-10.01
400 7th Street, SW
Washington, DC 20590