



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
(1-888-327-4238)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY

Date Received

RECEIVED
25 Nov 2002
03 JAN 14 AM 11:35

Od_or _____
R_d _____
ed_r _____
up_r _____

Reference No.
10000825
~~10000825~~

OWNER INFORMATION (Type or Print)

City PhoenixState AZ

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

Signature of Owner _____

Date 12/21/02

PRODUCT INFORMATION

Vehicle Identification No. (VIN) (17 Digits) <u>1FMPU17L23LA98418</u>		Make <u>Expedition</u>		Model <u>Eddie Bauer</u>		Year <u>2003</u>	
Purchased Date <u>11-1-02</u>		Dealer's Name <u>SANDERSON FORD</u>		Engine Size (CID/GAL) <u>5.4</u>		☐ Turbo	
☒ New ☐ Used		Dealer's City <u>Glendale</u>		State <u>AZ</u>		No. Cylinders <u>4</u>	
Transmission Type ☒ Manual ☐ Automatic		Rearrest System ☒ Driver's Air Bag ☐ Motorist ☒ Passenger's Air Bag ☐ 2-Point Belt ☐ 3-Point Belt		Cruise Control ☒ Yes ☐ No		Vehicle Type ☒ Car ☐ Sport Utility ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other	
Manufacture Date (on driver's door or pillar) <u>10-02</u>		Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other		Fuel Injection ☐ Gas ☐ Diesel			

FAILED COMPONENT(S)/PART(S) INFORMATION

COMPONENT <u>02700000</u>	Part Name(s) <u>Tires - Continental General SUV</u>	Location ☒ Left ☐ Right ☒ Front ☐ Rear	Failed Part(s) ☒ Original ☐ Replacement	Handicap Adaptive Equip ☐ Yes ☒ No
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TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand <u>CONTINENTAL</u>	Tire Name <u>GENERAL SUV</u>	Complete Tire Size <u>P26570R17</u>
No. of Failures <u>3</u>	Date(s) of Failure(s) <u>30 NOV. 2002</u>	Failed Part(s) Available? ☐ Yes ☒ No
	Mileage at Failure(s) <u>220</u>	NHTSA Previously Contacted? ☐ Yes ☒ No
	Vehicle Speed at Failure(s) <u>65-70</u>	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies). Attach photos if available.)

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured <u>NONE</u>	Number of Fatalities <u>NONE</u>	Reported to Manufacturer ☒ Yes ☐ No
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Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies).

ORIGINAL TIRES on FORD EXPEDITION 2003 DOT ADT645PW/4002 P26570R17
while TRAVELING AT 65 TO 70 MPH VEHICLE DEVELOPED A VIBRATION. Took
Vehicle to Ford, and Ford says there are THREE BAD TIRES.

Continue on back.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your responses may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If 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.

Mail postage free or fax to 202-368-7862

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

Original Equipment Tires were not available. The first date of failure occurred on Nov. 20th 02 and the vehicle was deadlined until Nov. 27th 02. At that point in time the tires were still not available and would not be available until mid Dec. Contacted Ford Motor Co. twice, & they refused to put a different manufacturer's tires on the vehicle. The Ford Motor Co. employees that I spoke with were: Franz ID # 2004 and Audrey ID # 2192, to no avail.

After negotiating with the selling dealer I agreed to pay a price difference of \$356.65 for 5 new different brand of tires.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300



BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 75173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NSA-10.01
400 7th Street, SW
Washington, DC 20590



Complete and return or place in your car manual for future use

FOR YOUR OWN PROTECTION, PLEASE DO NOT RETURN THIS QUESTIONNAIRE TO THE MANUFACTURER.



**VEHICLE
OWNER'S**

QUESTIONNAIRE

(V000)

DOT AUTO SAFETY HOTLINE

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COMPLETE THIS FORM

OR

DASH 2-DOT

and dial toll free at

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1-888-327-4236

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(DASH) 2-DOT



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**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**