



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 1368

Date Received

Repository ☐

FN 10-26
28-AUG-2003

Reference No.
10017888

OWNER INFORMATION (Type or Print)

Name

Address

City PETAL

State MS

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☒ NO
In the absence of a signature or address to the vehicle manufacturer.
Signature of Owner Date 9/15/03

VEHICLE INFORMATION

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

Make
FORD

Model
EXPEDITION

Model Year
1998

1PMPV18L4WLA56999

Date Purchased
11/2/2000

Dealer's Name and Telephone Number
Andrew's Ford 601-876-2166

Engine: V8 Triax
No. Cylinders 8
2.4 liter

Fuel Type:
unleaded

Original Owner

Dealer's City
Tipton, MS 39167

State MS

Zip Code 39167

Transmission Type

☒ Antilock Brakes

Powertrain

Automatic

☒ Cruise Control

Vehicle Component Code
022000 SUSPENSION-REAR

Multiple Failure: 6

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

25-AUG-2003

Failure Mileage

Failure Speed

Varies

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

17 inch

Tire Model (Name or Number)

Good Year

Tire Size (Example P215/65R15)

P265/70 186 S2

DOT No. (Example: DOTM15ABC036)

☒ Check Component
Failure Report

Failure Location:

Left Side

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).

WHEN DRIVING AT VARIOUS SPEEDS REAR SUSPENSION FELL ONTO THE REAR TIRES AND CAUSED VEHICLE TO BE NON DRIVABLE. DEALER HAS BEEN NOTIFIED. *AK

This has been an ongoing problem since I purchased the truck. The 1st being Sept 5, 2000 under Ford Warranty. Please refer to enclosed letter, receipts, history.

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.

[REDACTED]
Petal, Mississippi [REDACTED]

Dear Mr. Andrews,

I am sure that you are aware of the problems that I have had since I purchased my Ford Expedition from your dealership, since I have spoken with you on several occasions concerning this problem. I realize that you took care of this problem the first time under WARRANTY, but considering it is still the same problem and it was covered once then you should still cover it until the problem is solved. I have since then had 2 other air ride suspension pumps put on my truck with the last being March 18th 2002. I am sure that you are also aware of what the truck does when the pump goes out and I have three kids and my husband works out of town I had to rent a vehicle last time. Also, it is dangerous to drive and it has scared my children on several occasions. The pump is out again and the truck is making a horrible noise as I stated to you last eweek on the phone and you told me there was nothing that you could do and I know that isn't true. I need you to fix my vehicle because I know that there is something wrong with this truck and it was in the beginning and another pump will only go out again even if I put another one on it. I nor anyone else could afford to put a pump on ever 6-9 mths, nor should they have to with such an expensive vehicle. I am sure that we can work something out and that you will contact me concerning this matter.

[REDACTED]
11/22/2002

7002 0660 0006 3117 5710

U.S. Postal Service	
CERTIFIED MAIL RECEIPT	
(Domestic Mail Only - No Insurance Coverage Provided)	
OFFICIAL USE	
Postage	\$
Certified Fee	
Return Receipt Fee (Endorsement Required)	
Restricted Delivery Fee (Endorsement Required)	
Total Postage & Fees	\$ 4.42
Sent To: DANNY ANDREWS	
Street, Apt. No., or PO Box No. ANDREWS FORD	
City, State, ZIP+4 4 P.O. BOX 2106	
MERTOWN, MS. 39067	
PS Form 3800 April 2002	
Get Return to Instructions	

U.S. POSTAGE
NOV 22 2002
63000

September 16, 2003

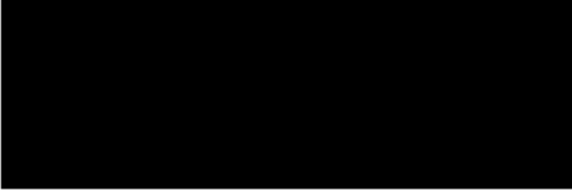
To Whom It May Concern:

I am writing this letter in response to the answer given by Danny Andrews of Andrew's Ford and to give full documentation and detail of the history of the repairs of my truck. I tried to resolve this matter with Mr. Andrew's, he claims he did not speak to me until April 2003, which I have enclosed a certified letter to Mr. Andrew's, dated November 22, 2002. I have requested phone records to prove the many other times I phoned him over the past 3 years but due to time being a factor I will send them at a later date. I phoned Mr. Andrew's several times, when I also called the Courtesy Hotline number. He stated to me he couldn't help me. In response to the March 12, 2002 complaint to Ford Motor hotline, my suspension pump was out again, I have three children, one baby, at that time and it was dangerous and impossible to drive to Tylertown (1 hr 45 min) with them. Already, Mr. Andrews said no warranty coverage and Ford Motor said there was no recall set up on that suspension component. I told him on phone that I went to local Dealership "Courtesy Ford in Hattiesburg"; I had a friend follow me and I didn't risk the danger of having children with me. Hattiesburg is approximately 20 minutes from my home compared to the almost 2 hours to Tylertown. They performed diagnostic test and pump was out again. Considering no one could explain why pumps were going out and I had no warranty I opted to order a pump with the same 1 year warranty but was almost \$400 cheaper got it overnighted. (See enclosed documentation). It was a rebuilt compressor but I knew that it would go out again because there was something wrong with my truck causing pumps to go out. I even told Mr. Cooley (service manager at Courtesy Ford) that a few mechanics said to check rear air bags. Arnott industries also stated this when I told them this was the 3rd pump. I had the pump put on myself on the 16th of March. On the 17th of March suspension light was coming on, which was unusual, because in all times in past there is no warning the rear end just falls onto tires, vehicle is hard to control, ruff and your head will hit roof. I took it to local mechanic in Petal, he tested the pump from Arnott that I had put in, it was fine, so because Ford can only test some of trucks components I went back to Hattiesburg Dealership on March 18, 2002, due to safety and distance issue again. True to local mechanic, compressor was running, it was a relay switch, replaced at Courtesy Ford (invoice). 9/30/2002 suspension pump went out again but part was under warranty of Arnott Industries and it was replaced. I tried another time to contact Mr. Andrews this time by certified letter to try to get something done to possibly get Ford Motor Rep. To come and look at vehicle to try and determine why pumps don't last. I sent the letter, certified, November 22, 2002 (see enclosed receipt) however, in letter dated September 9, 2003 to Attorney General's office, Mr. Andrews states he has had no contact from me from Sept. 2000 to April 14, 2003 except for the complaint I made to Ford Motor Co. However sometime after the certified letter he phoned me and said that he would take care of the problem and to bring my truck to him and he would supply me with a vehicle. He said he would call me when one became available and I didn't hear from him. During this time I also inquired to Service Manager about Field Rep. Request to Ford Motor, he stated that

he had been there for many years and although Ford Motor advised this, that he had never had Field Rep. Come, but they had bought back a Lincoln from a past customer that had similar suspension problems and given him another vehicle. (See enclosed conversation to Ford Motor, I told them what he said). During this time of trying to resolve this problem with Mr. Andrews I replaced the pump again under Arnott's warranty on 1/27/03 and 3/1/03. That makes a total of 6 pumps; excluding one that my stepfather ordered for me during the year of 2001 he is currently trying to locate credit card receipt. Arnott's computer crashed and they can't pull up records. Around the first of April of 2003, Jerry, service manager called me and said they were expecting a loaner car back into shop and did I still need my truck looked at? I suppose they only have one loaner since it has taken 6 months to get one for me. I reminded service manager again to get Field Rep. Request into Ford Motor. My husband took the truck with a brand new pump, installed 3/19/03 for rep to find source causing pumps to go out. They did not ask him to sign anything anyway Mr. Andrews said he would take care of the problem. They removed my new pump, which was working and found the cause to be a leak in the air bags, as I had tried to tell them to check before. Later, we were billed \$995.68 and a field rep request was never done. My pump was good and still under Arnott's warranty, and I can't return it again because they have it, and they are charging me for another pump. I didn't need a pump at that time, I just wanted to find source of problem. The reasons that I have enclosed tire purchase receipts is because I have had so much trouble keeping tires because of how my truck rides. I mainly use Goodyear of Petal and service manager says that the type of wear on my tires is caused by this, and I even had a bent wheel, probably caused by blow out of suspension going out and rear end of truck falling.

Please help me resolve this problem. I never meant to cause problems and I tried to explain that to Mr. Andrews I just want to know that it isn't going to happen again. I'm afraid I'm going to wreck one day. I just want it fixed.

Thanks



P. S. Service manager told me that this has not happened to all other trucks like mine and that it must be a defect. Also that something needed to be done to make my vehicle safe to drive, otherwise someone would get hurt in a wreck when the suspension went out again.

**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).**