



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 100192

Date Received

Repository ☐

2004 APR - 1 11:54
26-FEB-2004

Reference No.

10059877

OWNER INFORMATION (Type or Print)

Name

Address

City

SACRAMENTO

State

CA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA

In the absence of an

Signature of Owner

Signature of your vehicle?

or address to the vehicle manufacturer.

☒ YES ☒ NO

Date 3/17/04

VEHICLE INFORMATION

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

1FMFU18L3AAJ35491

Make

FORD

Model

EXPEDITION

Model Year

1997

Date Purchased

12/22/96

Dealer's Name and Telephone Number

Downtown Ford 442-6931

Engine:

No. Cylinders

8

Fuel Type:

GAS

Original Owner

☒

Dealer's City

Sacramento

State

CA

Zip Code

95814

Transmission Type

Auto

☒ Antilock Brakes

Powertrain

☒ Cruise Control

Vehicle Component Code

136000 VISIBILITY: WINDSHIELD WIPER/WASHER

Multiple Failure: 3 replacements

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

1996-2004

Failure Mileage

250?

Failure Speed

Mult. function switch

YL12*13K359*BA

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: DOTM198BC036)

☐ 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).

WINDSHIELD WIPER WASHER ASSEMBLY WAS DEFECTIVE. IT WORKED INTERMITTENTLY, AND HAD BEEN REPLACED 3 TIMES. CURRENTLY, WARRANTY EXPIRED. *AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 92-579) 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.

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

see attached letter to Jason Scher from Ford. This problem started when I bought the car new. Vehicle was a hazard to drive in snow because washer/wiper wouldn't work properly. Why did I buy a 4 wheel drive that was unsafe to drive in bad weather! More than 100 failures Reported to Bureau of Automotive repair in May 2003. See e-mail from Call 3.

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 72175 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NHTL, NHTSA, TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
Washington, D.C. 20590

Copy of letter sent to Ford

February 6, 2004

Jason Scher
San Francisco Regional Office
Ford Customer Service Division
P.O. Box 5140
San Ramon, CA 94583-5140

RE: 1997 Ford Expedition
1FMFU18L3VLA35491

Dear Mr. Scher,

I have been waiting to hear from you since I contacted the Ford Customer Service Center on November 5, 2003. This is in response to your being "unable to assist me due to the age of my vehicle" on October 22, 2003. I don't think you understand the nature of the problem on my Expedition. I have had problems with the windshield/turn signal assembly since I bought the vehicle new. The problem is the part that front washer/wiper will not work intermittently. Shortly after I purchased the vehicle the window washer/wiper would not work intermittently. Sometimes the wiper will not wipe or the washer will not squirt or wipe or it will squirt but not wipe or wipe but not squirt. I put up with this for a while and finally took it to be checked in September of 1998. They replaced the assembly then. Again the same problem but they had a recall for this now and it was replaced in May of 1999. The problems continued but I knew all they would do is put in the same bad windshield wiper/turn signal assembly. I took the vehicle back in for this, a door ajar light problem and the 100,000 mile check in May of 2003. I told them the wiper has never worked correctly. They said it needed replacing and would only get worse. I had Downtown Ford order the part. While waiting for the parts, I was frustrated with the fact Ford is going to put a fourth new part in that is probably no better than the ones they replaced previously.

I feel I should not have to pay for the same bad parts for my Expedition. I know the car is old now and isn't covered by my extended warranty, but what Ford does not comprehend is the fact that these are bad parts! The vehicle was brand new when this part began to fail and even had a Recall on this exact part! Ford needs to make a better part and install it at no cost to the consumer. I'm sure there are many people having the same problem as I. I would like you to contact me at your earliest convenience. I can be reached at work at [REDACTED] or at home at [REDACTED]

Thank you for your prompt attention,

[REDACTED]
Sacramento, CA [REDACTED]

same problem as mine
I'm sure there are many others too!

888.327.4236

Form Approved O.S.B. No. 2157-0006

AUTO SAFETY HOTLINE				FOR AGENCY USE ONLY	
U.S. Department of Transportation National Highway Traffic Safety Administration		VEHICLE OWNER'S QUESTIONNAIRE		DATE RECEIVED: 98 SEP 15 PM 3:02	
NATIONWIDE 1-888-484-4869 DC METRO AREA 800-338-8123		OWNER INFORMATION (TYPE OR PRINT)		OFFICE DEFECTS INVESTIGATION	
[REDACTED]		[REDACTED]		REFERENCE NO. 540039	
Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES ☒ NO ☐		In the absence of an authorized signature, please sign to the vehicle manufacturer.		DAY TIME TELEPHONE NO. [REDACTED]	
SIGNATURE OF OWNER [REDACTED]		DATE 2 Sept 98			
VEHICLE IDENTIFICATION NO. 1FMPU18W3VLA20835		VEHICLE MAKE Ford		VEHICLE MODEL Expedition	
*LOCATED AT BOTTOM OF WINDSHIELD ON DRIVER'S SIDE		MODEL YEAR '97			
CURRENT ODOMETER READING 29432		DATE PURCHASED Oct '96		DEALER'S NAME, CITY & STATE PKL Long Ford Colorado Springs CO	
☒ NEW ☐ USED		ENGINE SIZE (CID/CYL) 4.6		TURBO ☐ DIESEL ☐ GAS ☒ FUEL INJECTN ☐	
NO. CYLINDERS 6		TRANSMISSION TYPE ☐ MANUAL ☒ AUTOMATIC		ANTILOCK BRAKES ☒ YES ☐ NO	
RESTRAINT SYSTEM ☐ DRIVER/SIDE AIRBAG ☐ MOTORBELT ☐ PASSENGER/SIDE AIRBAG ☐ 3-POINT BELT ☐ 8-POINT BELT		CRUISE CONTROL ☒ YES ☐ NO		DRIVESTRAIN ☐ FRONT ☐ REAR ☒ 4-WHEEL	
BODY STYLE ☐ STANG ☐ 4 DR ☐ 3 DR		HATCH BK ☐ VAN ☐ PICK UP TRUCK ☐ OTHER 52V			
FAILED COMPONENT(S)/PART(S) INFORMATION REPORT THE INFORMATION ON BACK					
COMPONENT Windshield Wiper Sprayer		PART NAME(S) Multi Direction wiper/washer switch		LOCATION ☐ LEFT FRONT ☐ RIGHT REAR	
NO. OF FAILURES 50+		DAYS OF FAILURE(S) Ongoing since Oct '96		MANUFACTURER CONTACTED ☒ YES ☐ NO Dealership	
MILEAGE AT FAILURE(S) N/A		VEHICLE USED AT FAILURE(S) N/A		NHTSA PREVIOUSLY CONTACTED ☐ YES ☒ NO	
APPLICABLE ACCIDENT INFORMATION					
ACCIDENT ☐ YES ☒ NO		FIRE ☐ YES ☒ NO		NUMBER PERSONS INJURED ☐ 0 ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☐ 11 ☐ 12 ☐ 13 ☐ 14 ☐ 15 ☐ 16 ☐ 17 ☐ 18 ☐ 19 ☐ 20 ☐ 21 ☐ 22 ☐ 23 ☐ 24 ☐ 25 ☐ 26 ☐ 27 ☐ 28 ☐ 29 ☐ 30 ☐ 31 ☐ 32 ☐ 33 ☐ 34 ☐ 35 ☐ 36 ☐ 37 ☐ 38 ☐ 39 ☐ 40 ☐ 41 ☐ 42 ☐ 43 ☐ 44 ☐ 45 ☐ 46 ☐ 47 ☐ 48 ☐ 49 ☐ 50 ☐ 51 ☐ 52 ☐ 53 ☐ 54 ☐ 55 ☐ 56 ☐ 57 ☐ 58 ☐ 59 ☐ 60 ☐ 61 ☐ 62 ☐ 63 ☐ 64 ☐ 65 ☐ 66 ☐ 67 ☐ 68 ☐ 69 ☐ 70 ☐ 71 ☐ 72 ☐ 73 ☐ 74 ☐ 75 ☐ 76 ☐ 77 ☐ 78 ☐ 79 ☐ 80 ☐ 81 ☐ 82 ☐ 83 ☐ 84 ☐ 85 ☐ 86 ☐ 87 ☐ 88 ☐ 89 ☐ 90 ☐ 91 ☐ 92 ☐ 93 ☐ 94 ☐ 95 ☐ 96 ☐ 97 ☐ 98 ☐ 99 ☐ 100	
NARRATIVE DESCRIPTION OF FAILURE(S), ACCIDENT(S), INJURY(ES)					
Windshield wiper sprayer switch works inconsistently. Causes road spray/mud to smear across windshield rather than wash off. Causes driver to spend additional time and attention trying to get sprayer to work while vision is obscured. Other owners report the same problem.					
CONTINUE ON BACK IF NEEDED					
This Privacy Act of 1974 Public Law 95-554 This information is requested pursuant to authority vested in the National Highway Traffic Safety Administration. You are under no obligation to respond to this questionnaire. Your responses 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.					

FROM: [REDACTED]
TO: [REDACTED]
SUBJECT: [REDACTED]

Call3 KCRA
02/23/2004 12:52 PM

To:
Cc:

Subject: by 2/23/04, Ford, s/r [REDACTED]

If the same problem persists prior to the warranty expiration, even though the warranty has expired, the manufacturer must repair/replace it. Point this out to the dealer, and if they refuse, report them to the State Bureau of Automotive Repair at (800) 952-5210. Also, you mentioned this is/was a new car when the problem occurred. You should also contact the State New Motor Vehicles Board at (916) 445-1888. Good luck

web_form@thekcrachannel.com on 02/23/2004 12:36:45 PM



web_form@thekcrachannel.com on 02/23/2004 12:36:45 PM

To:
Cc:

Subject: by 2/23/04, Ford, s/r

EMAIL SUBJECT:
E-Mail Call3

SUBJECT OF COMPLAINT:
Ford Manufacturer and Downton Ford

SENDER'S NAME:
[REDACTED]

EMAIL ADDRESS:
[REDACTED]

ADDRESS:
[REDACTED]

CITY:
Sacramento

ZIP:
[REDACTED]

COUNTY:
Sacramento

HOMEPHONE:
[REDACTED]

HOMEHOURS:

after 6:30 p.m. weekdays

WORKPHONE:

WORKHOURS:

8:30 to 5p.m.

NATURE COMPLAINT:

Multi-function wiper/washer switch replaced 2 times including once as recall and Ford would not pay for 3rd replacement because extended warranty had lapsed. I think Ford keeps putting parts they know are defective into my Expedition. I had to pay ~~\$226.02~~ to replace again. This make a total of four switches put into this vehicle. The switch was bad from the time I bought the vehicle new.

***** (ts '2004-02-23 14:36:45') *****

\$135.87 Tax

**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).**