



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-DDT

(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100192

Date Received

Repository ☐

03-MAY-2004 7:08

Reference No.
10072022

OWNER INFORMATION (Type or Print)

Name

Address

City

HIGHLAND PARK

State

IL

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of
in the absence of an authorization, NHTSA will
Signature of Owner

Manufacturer of your vehicle? ☐ YES ☒ NO
Name or address to the vehicle manufacturer.

Date 5/10/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1FMFU18L94LA49202

Make
FORD

Model
EXPEDITION

Model Year
2004

Date Purchased

12/20/03

Dealer's Name and Telephone Number

Kenosha Ford - 888-607-9898

Engine:

No. Cylinders

8

Fuel Type:

Gas

Original Owner

☒

Dealer's City

Kenosha

State

WI

Zip Code

53142

Transmission Type

Auto

☒ Anti-lock Brakes

☒ Cruise Control

Powertrain

Vehicle Component Code

021000 SUSPENSION:FRONT

Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

1-10-04

Failure Mileage

50

Failure Speed

3-5 MPH

wheels are touching front axle when turning.

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Continental

Tire Model (Name or Number)

M+S

113S

Tire Size (Example P215/65R15)

P265/70R17

DOT No. (Example: DOTM4SABC036)

☒ Original Equipment

☐ Prior Repair

Failure Location: Left & Right front wheels

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 TURNING THE FRONT TIRES ARE RUBBING AGAINST THE AXLE. DEALERSHIP IS PUZZLED AS TO HOW TO REPAIR THE DEFECT. *AK

See attached Dealer's service notes.

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.

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

when starting the car, which is ~~equipped~~ with Air Suspension, then going forward or backward while turning sharp wheel, the car would wheel will touch the axle and make loud noise. 3 dealers could not fix the problem, the last one was Nissan as the second one. I still have the problem in the car, it is not normal for a wheel to touch the axle when turning the wheel.

* The dealer almost checked the ARM on the axle with one that is not to spec, until I asked them not to do that and took the car away.

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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 72173 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, 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) & DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
<http://www.safercar.gov>

Car Far Away

**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).**