



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
(1-888-327-4235)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100078

Date Received

Repository ☐

2004 AUG 12 PM 5:01
14-JUL-2004

Reference No.
10081825

OWNER INFORMATION (Type or Print)

Name

Address

City RALEIGH

State NC

Zip Code

Daytime Telephone Number

Email Address

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 provide your name or address to the vehicle manufacturer.
Signature of Owner Date 9/24/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1FMPU1BL1WA

Make
FORD

Model
EXPEDITION

Model Year
1998

Date Purchased
June 1998

Dealer's Name and Telephone Number
Don Jenkins Ford

Engine:
No. Cylinders 8

Fuel Type:
Gas

Original Owner
☒

Dealer's City
Fuquay-Varina

State
NC

Zip Code

Transmission Type
AUTOMATIC

☐ Antilock Brakes
☒ Cruise Control

Powertrain
4 WHEEL DRIVE

Vehicle Component Code
103000 POWER TRAIN: AUTOMATIC TRANSMISSION

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
14-JUL-2004

Failure Mileage

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R16)

DOT No. (Example: DOTM158BC036)

☐ 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

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

☐ Yes ☒ No

☐ Yes ☒ No

0

0

3

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).

THIS VEHICLE EXPERIENCED THE SAME PROBLEM AS MENTIONED IN NHTSA CAMPAIGN 87V171000. LIGHT DUTY PICKUP TRUCKS AND MULTI-PURPOSE PASSENGER VEHICLES. IF THE AUTOMATIC TRANSMISSION SHIFT CABLE ASSEMBLY WAS NOT FULLY ATTACHED TO THE STEERING COLUMN BRACKET, THE SHIFT CABLE ASSEMBLY CAN COME OUT OF THE BRACKET. DEALERSHIP INDICATED TO THE CONSUMER, YES YOU HAVE THE SAME PROBLEM DUE TO VIN NOT BEING INCLUDED IN THIS RECALL. *AK

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)

I recently returned to my parked vehicle and found that my steering column gear shift lever would no longer line up correctly under the proper gear. For instance, "Park" now lines up with "Reverse"; "Reverse" lines up with "Neutral", etc. When I asked my mechanic about this repair he referred me to Ford because there is an open recall on '98 Expeditions for exactly this problem (recall # 980586). My local Ford service department told me there were no open recalls on my vehicle and a call to Ford's Customer Assistance Center verified the local dealer's claim. It seems, although my Expedition has experienced the identical issue, it is not included in the recall because it was manufactured after 8-22-97. This is a very unsafe condition because the gear indicator does not show the gear the CLZ is actually in. No accident has occurred as of yet.

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 73178 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 Defect Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590

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UNITED STATES



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

DOT Auto Safety Hotline
(DASH) 2 DOT



DASH2DOT

and dial toll free at

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1-888-327-4236

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DOT AUTO SAFETY HOTLINE

QUESTIONNAIRE

**VEHICLE
OWNER'S**