



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 1220

Date Received

03-NOV-2004

Repository ☐

Reference No.
10099301

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City MAY State TX Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]

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 [REDACTED] Date 11/15/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1FMSU45F53B [REDACTED] Make FORD Model EXCURSION Model Year 2003
Date Purchased [REDACTED] Dealer's Name and Telephone Number [REDACTED] Engine: No. Cylinders 8 Fuel Type: Diesel
Original Owner ☐ Dealer's City [REDACTED] State [REDACTED] Zip Code [REDACTED]
Transmission Type ☒ Automatic Brakes ☒ Antilock Brakes Powertrain [REDACTED] Vehicle Component Code 038000 SERVICE BRAKES, HYDRAULIC:ANTILOCK
☐ Cruise Control Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 27-OCT-2004 Failure Mileage 13950 Failure Speed 55/60

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15) [REDACTED]
DOT No. (Example: DOTM18ABC036) ☐ Original Equipment ☐ Prior Repair Failure Location: [REDACTED]
Tire Component Code [REDACTED] Tire Failure Type [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

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 [REDACTED] Number of Deaths [REDACTED] Reported to Police [REDACTED]

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).

WHILE DRIVING AND UPON PRESSING ON THE BRAKES VEHICLE PULLED TO THE LEFT. TOOK VEHICLE TO DEALER FOR REPAIRS AND THE PROBLEM BECAME WORSE. CONSUMER GOT RID OF THE VEHICLE. HOWEVER, HE GOT ANOTHER EXCURSION VEHICLE OF THE SAME YEAR, BUT THE NEW ONE WAS FOUR WHEEL DRIVE. HOWEVER, THE PROBLEM WITH THE BRAKES CONTINUED. UPON PRESSING ON THE BRAKES VEHICLE PULLED TO THE LEFT. CONSUMER WAS ON TRAVELING AND PRESSED THE BRAKES AND THEY LOCKED UP. *AK

Vehicle Has Been in The Ford Dealers Shop for Almost Three Weeks As of 11-15-04. They Told me They changed The pads, calipers, brake lines; returned no part, pulled over and checked limited slide vehicle still pulled to the left/right

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

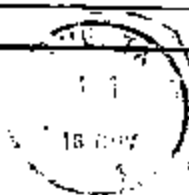
The Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether 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)

Vehicle Had At Times Pulled To The Left and
Right you never know. This Time When Steering
Down Normal Driveway The Steerers looked around
The vehicle into A Skid. I Took It To The
Ford House The Next Day

I Had complained several Time About The Bumpers
To The Ford dealer (Hollywood Ford Hollywood TX)
They could not get The vehicle To duplicate what
I was telling them - They call now.
This incident Almost caused A Major Accident

ATTACH ADDITIONAL SHEETS IF NECESSARY



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 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



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and dial toll free at

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