



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 1388

Date Received

007 14 PM 3:50
17-SEP-2004

Repository ☐

Reference No.
10092842

OWNER INFORMATION (Type or Print)

Name

Address

City MOUNDSVILLE

State WV

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 an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner Date 9/13/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number (located on business of manufacturer on driver's side)

1FMPU16L9YL

THIS TRUCK WAS ON THE LOT AT RECEIVED 9/7/04

Make

FORD

Model

EXPEDITION

Model Year

2000

Date Purchased

8/03

Dealer's Name and Telephone Number

OHIO VALLEY FORD 304.845.4244

Engine

No. Cylinders

8

Fuel Type

GAS

Original Owner

Dealer's City

MOUNDSVILLE

State

WV

Zip Code

26041

Transmission Type

AUTO

☐ Antilock Brakes

☒ Cruise Control

Powertrain

?

Vehicle Component Code

017500 STEERING/LINKAGES/TIE ROD ASSEMBLY

Multiple Failures: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

26-AUG-2004

Failure Mileage

50029

Failure Speed

30

TIE ROD END SEPARATION LOST CONTROL OF VEC.

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: DOTM15ABC038)

☐ 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

ONE 1

Number of Deaths

0

Reported to Police

Y

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 30 MPH FRONT TIE ROD SEPARATED. CONSUMER HIT A GUMM. VEHICLE WAS TOWED. DEALERSHIP WAS NOTIFIED, BUT DID NOT RESOLVE THE PROBLEM. *AK

WHILE DRIVING ON A COUNTRY ROAD AT 30 MPH ON A TURN IN THE ROAD, MY TRUCK STARTED SHAKING AND TOOK ME OFF THE ROAD INTO A LAOY'S YARD. THE TRUCK WENT INTO A BIG HOLE WHERE THERE WAS A COLUERT FOR DRAINAGE ACROSS THE ROAD I REALLY HIT HARD. MY SEAT BELT DIDN'T HOLD ME AND MY HEAD HIT THE TOP OF THE TRUCK. AIR BAG DIDN'T GO OFF EITHER. HURT MY NECK AND BACK.

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.

I NEVER ASKED THE DEALERSHIP TO DO ANYTHING TO THE TRUCK.

I had my accident on a Thursday the 26th of August and on Monday the 30th of August I received the letter warning me of Tie Rod failure

ALSO I THINK THE FORD MOTOR CO. IS TRYING TO CAUSE CONFUSION BY PUTTING THE WRONG VIN NO. ON THE SECOND LETTER THEY SENT ME, AND SPELLING MY NAME WRONG BERSINGER INSTEAD OF PERSINGER

I SPENT 40 yrs WORKING IN AND AROUND THE COAL INDUSTRY IN WEST VIRGINIA AND BOUGHT THIS FORD EXPEDITION TO COMPLEMENT MY RETIREMENT AND BANG.

I FEEL LIKE I'VE BEEN VIOLATED

ATTACH ADDITIONAL SHEETS IF NECESSARY

**National Highway
Traffic Safety
Administration**

400 Seventh St., S.W.
Washington, D.C. 20590

**Official Business
Penalty for Private Use \$300**

Baskets ... Baskets ...

I COPIED THIS VIN. NO
FROM THE SECOND LETTER
FORD MOTOR CO. SENT ME.
AFTER I LOOKED AT THE
FIRST LETTER AN THEN MY
INSURANCE PAPERS I REALIZED
THEY PRINTED THE WRONG
NO. 2FTHF25MOL

**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**

Baskets... Baskets... Baskets ...

Baskets... Baskets... Baskets...



Right Vin No.

1 FMFU16L9YLB830



DOT

H-2-DOT

4236

DOT

Free at

4.FIFTY DEFECTS

TY HOTLINE

VEHICLE OWNER'S QUESTIONNAIRE

U.S. Department of Transportation
National Highway Traffic Safety
Administration
http://www.nhtsa.dot.gov/ncbim



1513144

1151

XXXXXXXXXXXXXXXXXXXXXXXXXXXX

2000 Expedition

Vehicle ID #: 1FMFU16L9YL

04L19

August 2004

MOUNDSVILLE WV

At Ford Motor Company, it has been our goal for more than 100 years to provide customers with high-quality, dependable products. In order to maintain these standards, Ford Motor Company has updated the maintenance inspection procedure for tie-rod ends on certain F-Series, Expedition, Navigator, and Blackwood vehicles. Your Ford or Lincoln Mercury dealer has the updated inspection procedure, but it may be possible that independent repair facilities do not have this information, and as a result, may overlook critical inspection points.

As always, we are concerned about customer satisfaction and recommend having all your service needs performed by an authorized Ford or Lincoln Mercury dealer. However, we have enclosed a copy of the updated Tie-Rod Inspection Procedure for use if you choose to have your vehicle serviced by an independent repair facility. Please place the attached Tie-Rod Inspection Procedure in your glove box for future reference and safekeeping.

If you do not already have a servicing dealer, please access <http://www.genuinebmwservice.com> for dealer addresses, maps, and driving instructions.

Important Maintenance Reminder: The scheduled maintenance guide for your vehicle specifies that the steering linkage (which includes tie-rod ends), front suspension and ball joints should be inspected every 15,000 miles. Please provide your servicing facility with the enclosed inspection procedure to assist them in properly identifying worn tie rod-ends.

Performing scheduled vehicle maintenance, including maintenance inspections, is the responsibility of the vehicle owner. It is essential that the steering linkage, front suspension and ball joints be inspected every 15,000 miles. It is important that you follow the vehicle maintenance schedule specifically as it pertains to tie-rod ends, because failure to replace worn tie-rod ends may eventually result in a tie-rod end separation that could adversely affect steering control. If the inspection reveals that the tie-rod end is worn and must be replaced, the repair will be at the vehicle owner's expense unless the vehicle has remaining coverage under the basic vehicle warranty, or has an Extended Service Plan with coverage that includes these components.

Received 8/30/04

If you require further information: If you require any further information, please contact the Ford Motor Company or the Lincoln Customer Relationship Center and one of our representatives will be happy to assist you. Please have your vehicle identification number ready for our representative when you call.

Ford Owners: Call 1-866-436-7332

Lincoln Owners: Call 1-800-521-4140

For the hearing impaired, call 1-800-232-5952 (TDD)

Office Hours: (Eastern Time Zone)

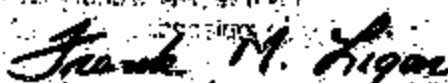
Monday – Friday: 8AM – 8PM

Saturday: 9AM – 5:30PM

If you wish to contact us through the Internet, our address is: www.wherconnection.com

Thank you for your attention to this important matter.

Sincerely,



Frank M. Ligon
Director
Service Engineering Operations

TIE-ROD INSPECTION PROCEDURE

THIS UPDATED TIE-ROD INSPECTION PROCEDURE APPLIES TO THE FOLLOWING VEHICLES:

- 1997-2002 F-150
- 1997-1998 F-250 Light Duty
- 1997-2002 Expedition
- 1998-2002 Navigator
- 2002 Blackwood

This updated procedure is designed to supplement the vehicle Workshop Manual, as it provides a more detailed tie-rod end inspection procedure.

STEP 1 — FREE PLAY INSPECTION

Check the outer tie-rod ends by grasping by hand and pushing up and down. Check the inner tie-rod ends, pushing them front to rear. If any free play is observed in a tie-rod end joint, it is worn and should be replaced.

STEP 2 — STUD LASH FREE PLAY INSPECTION

While the vehicle is on the ground or on a drive or hoist, have an assistant rotate the steering wheel rapidly back and forth from the 10 o'clock to 2 o'clock to 10 o'clock positions while observing the inner and outer tie-rod ends. If the outer tie-rod ends have any vertical movement or the inner tie-rod ends have any horizontal movement, the tie-rod end with the observed movement should be replaced.

STEP 3 — SEAL INSPECTION

Raise the vehicle on a hoist and remove the front wheels. The wheels must be turned to the right in order to inspect the passenger side inner tie-rod end and to the left to inspect the driver side inner tie-rod end. Inspect all four seals for tears, perforations and wear. If there is any indication of wear or perforations on the seal, the affected tie-rod end should be replaced.

STEP 4 — STUD CORROSION INSPECTION

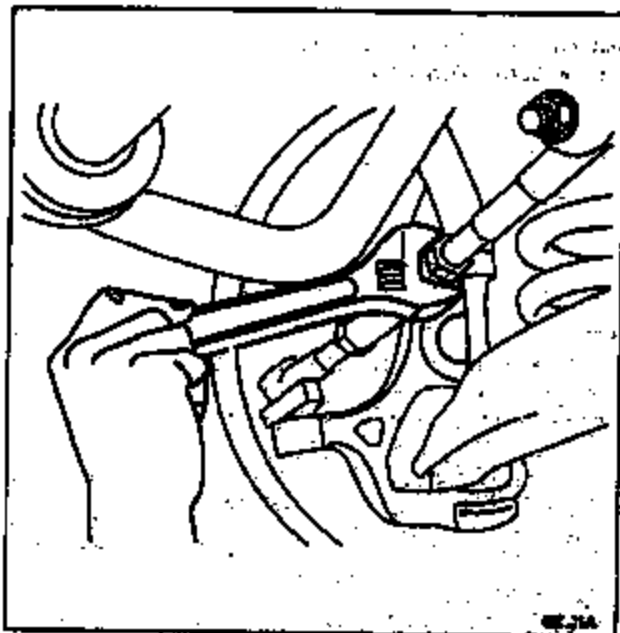


FIGURE 1

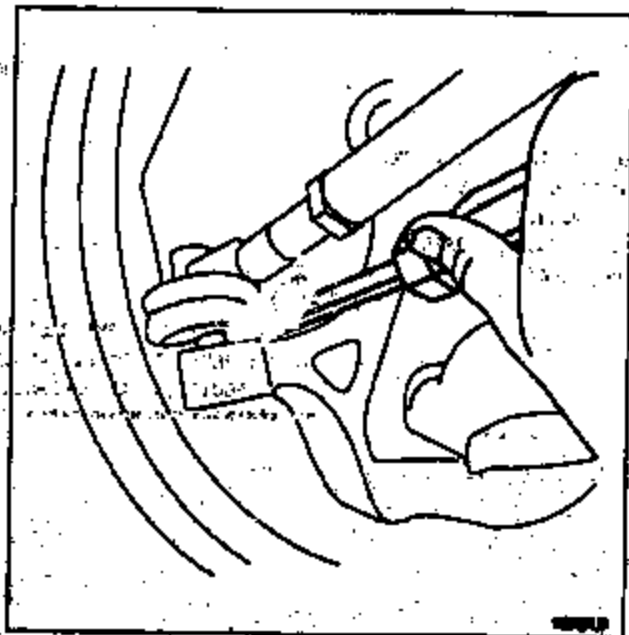


FIGURE 2

Using a wrench, rotate the tie-rod end so that the front of the seal on the outer tie-rod end is expanded (see Figure 1). Using a putty knife or other hard, flat, dull object, lift the bottom of the seal, exposing the stud (see Figure 2). If any water escapes from the seal in the form of bubbles or in a liquid form, that tie-rod end should be replaced. Closely examine the stud for signs of corrosion, especially around the interface with the knuckle. A rag might be needed to remove any grease that prevents a good visual inspection of the stud. If there is evidence of corrosion, that tie-rod end should be replaced.

Rotate the tie-rod end in the opposite direction to expand the inner tie-rod seal. Repeat the inspection procedure used on the outer tie-rod. Repeat this entire procedure on the other side of the vehicle. If there is evidence of corrosion, that tie-rod end should be replaced.

NOTE: The information in this article is intended for use by trained, professional technicians with the knowledge, tools and equipment to do the job properly and safely. It provides information that can assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers".

Date: 9/15/2004 03:23 PM

Estimate ID: 48-5366-41501

Estimate Version: 1

Supplement: 1(E) 9/15/2004 03:27:12 PM

Profile ID: UNBELINE

YINTOLMAY, YINTOLMAY

Inspection Site: TATICH AUTO BODY

Inspection Date: 9/8/2004

Body Shop: TATICH'S BODY SHOP

Address: 910 FIRST ST.

MOUNDVILLE, WV 26041

Telephone: (304) 845-0335

Fax phone: (304) 845-3130

CAUTION
NOTICE: REPAIRS TO THIS VEHICLE MAY REQUIRE SPECIFIC WELDING
EQUIPMENT AS RECOMMENDED BY THE MANUFACTURER

3 BRUDE

11 10015

ESTIMATE RECALL NUMBER: 9/8/2004 11:59:22 48-5366-41501

Mitchell Data Version: SEP_04_A
UltraMate Version: 5.0.024

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Page 4 of 4

Model: 2000 Ford Expedition
 Estimate No: 48-5366-41501
 Estimate Date: 9/26/2004
 Estimate Time: 11:50:22
 Estimate By: [Signature]
 Estimate For: [Signature]

STATE FORD MOTOR CO
 21 TOWN VALLEY ROAD, BURLINGTON, VT 05405
 (800) 333-3333

Damage Assessed By: TERRY FOLSON

Approved For: [Signature]
 (800) 333-3333

Date of Date: 9/26/2004
 Subject: 199.00
 Claim Number: 48-5366-41501

Insured:
 Address: NEWBURYVILLE, VT
 Telephone: Home Phone: [Number]

Ritchell Service: 974423

Description: 2000 Ford Expedition XLT

Body Style: 48 UC
 VIN: 1FMPU16L9Y200000000

Drive Train: 3.4L Inj 8 Cyl 4WD
 License: 036536 W

Mileage: 50,029

Search Code: 1000

CBM/MT: A

Options: AWD or AWD, Air Conditioning, Power Steering, Power Brakes, Power Windows, Power Door Locks, Tilt Steering Wheel, Cruise Control, Electric Defogger, Automatic Transmission, Running Boards, V6 Engine, Power Driver Seat, AM-FM Stereo/CD Player (Single), Passenger-Front Air Bag, Power Side Mirror, 4-Door, Driver-Front Air Bag.

Line	Entry	Labor	Line	Item	Part Type/	Dollar	Labor
Item	Number	Type	Operation	Description	Part Number	Amount	Units
1	900500	FRM	REPAIR	FRAME/UNIBODY REPAIR AND SETUP	Sublet	344.00	
2	AUTO	BDY	OVERHAUL	FRT BUMPER BODY			1.5
3	602400	BDY	REMOVE/REPLACE	FRT BUMPER FACE BAR	Replaced	299.00 *	INC
4	602403	BDY	REMOVE/REPLACE	FRT BUMPER VALANCE PANEL	New	184.37	INC
5	603355	BDY	REMOVE/REPLACE	FRT BUMPER PAD	New	124.33	INC
6	602433	BDY	REMOVE/REPLACE	R FRT BUMPER FILLER TO BUMPER	XL32 17AB61 AA	12.08	INC
7	602434	BDY	REMOVE/REPLACE	L FRT BUMPER FILLER TO BUMPER	XL32 17AB61 AB	12.08	INC
8	602437	BDY	REMOVE/REPLACE	R FRT BUMPER MOUNT PLATE	XL32 17AB61 AA	15.07	INC
9	602461	BDY	REMOVE/REPLACE	GRILLE	YL12 0200 AAB	322.50	INC #
10	600066	BDY	REPAIR	HOOD PANEL	Existing		3.0 *
11	AUTO	REF	REFINISH	HOOD OUTSIDE			C 3.0
12	600082	BDY	CHECK/ADJUST	HEADLAMP			0.4
13	600083	MCH	REMOVE/REPLACE	EVACUATE & RECHARGE A/C	-R		1.4
14	600084	MCH	REMOVE/REPLACE	A/C REFRIGERANT RECOVERY	-R		0.3
15	600085	BDY	REMOVE/REPLACE	COOLING RADIATOR SUPPORT	4L1Z 16130 BA	208.75	6.9 #
16	AUTO	REF	REFINISH	RADIATOR SUPPORT			1.5
17	603020	BDY	REMOVE/REPLACE	R FENDER PANEL	New	208.65	2.6 #
18	AUTO	REF	REFINISH	R FENDER OUTSIDE			C 1.8
19	AUTO	REF	REFINISH	R FENDER EDGE			C 0.5

ESTIMATE RECALL NUMBER: 9/26/2004 11:50:22 48-5366-41501

Nitchell Data Version: SEP_04_A
 UltraParts Version: 5.0.024

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Page 1 of 4

Estimate Number: 9/8/2004 11:39:22
 Estimate: 40-3366-41981
 Customer: Mitchell
 Product: 100-1000000

20	000127	RENT	RENTAL/REPLACE	12 MONTH RENT	RENT THERM 20	69.00	100	0
21	000127	RENT	RENTAL/REPLACE	12 MONTH RENTAL/REPLACE	RENTAL/REPLACE	70.00	100	0
22	000127	RENT	RENTAL/REPLACE	12 MONTH RENTAL/REPLACE	RENTAL/REPLACE	70.00	100	0
23	000127	RENT	RENTAL/REPLACE	12 MONTH RENTAL/REPLACE	RENTAL/REPLACE	70.00	100	0
24	000127	RENT	RENTAL/REPLACE	12 MONTH RENTAL/REPLACE	RENTAL/REPLACE	70.00	100	0
25	000127	RENT	RENTAL/REPLACE	12 MONTH RENTAL/REPLACE	RENTAL/REPLACE	70.00	100	0
26	000127	RENT	RENTAL/REPLACE	12 MONTH RENTAL/REPLACE	RENTAL/REPLACE	70.00	100	0
27	000127	RENT	RENTAL/REPLACE	12 MONTH RENTAL/REPLACE	RENTAL/REPLACE	70.00	100	0
28	000127	RENT	RENTAL/REPLACE	12 MONTH RENTAL/REPLACE	RENTAL/REPLACE	70.00	100	0
29	000127	RENT	RENTAL/REPLACE	12 MONTH RENTAL/REPLACE	RENTAL/REPLACE	70.00	100	0
30	000127	RENT	RENTAL/REPLACE	12 MONTH RENTAL/REPLACE	RENTAL/REPLACE	70.00	100	0
31	000127	RENT	RENTAL/REPLACE	12 MONTH RENTAL/REPLACE	RENTAL/REPLACE	70.00	100	0
32	000127	RENT	RENTAL/REPLACE	12 MONTH RENTAL/REPLACE	RENTAL/REPLACE	70.00	100	0
33	000127	RENT	RENTAL/REPLACE	12 MONTH RENTAL/REPLACE	RENTAL/REPLACE	70.00	100	0
34	000127	RENT	RENTAL/REPLACE	12 MONTH RENTAL/REPLACE	RENTAL/REPLACE	70.00	100	0
35	000127	RENT	RENTAL/REPLACE	12 MONTH RENTAL/REPLACE	RENTAL/REPLACE	70.00	100	0
36	000127	RENT	RENTAL/REPLACE	12 MONTH RENTAL/REPLACE	RENTAL/REPLACE	70.00	100	0

* - Judgment Item
 F - Labor Rate Applies
 ** CALL REPL PART - Quality Replacement Parts
 C - Included in Clear Cost Sale

MAPS AUTO PARTS
 CALL YOUR LOCAL STORE
 OR CALL 1-800-LET-MAPS

(800) 530-4872

27 ** 1000000000 21.50

Prior Damage

END

ESTIMATE RECALL NUMBER: 9/8/2004 11:39:22 40-3366-41981

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 UltraMate Version: 3.0.004
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State Farm Insurance Companies



September 11, 1984

State Farm Mutual Automobile Insurance Company
One State Farm Plaza, Box 999
Bloomington, IL 61701-0999
Phone (312) 426-1000
Fax (312) 426-1000

Woodbridge, NJ

RE: Claim Number: 43-5265-615
Date of Loss: August 26, 1984

Dear

Enclosed please find important information that pertains to Non-original Equipment Replacement Parts, Quality Replacement Parts, and Quality Recycled Parts used in the repair of your vehicle.

If you have any questions, please contact us at 1-800-613-3966 and speak to anyone on Team C1.

Sincerely,

Sam Smith

Sam Smith
Claim Processor
State Farm Mutual Automobile Insurance Company

Enclosure

Mountville, WV

Re: 2000 Ford Expedition
TDE 2FHEF36H4C

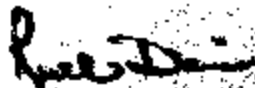
Dear Sir,

Thank you for contacting us regarding your 2000 Expedition.

We sincerely regret the circumstances you described. However, your insurance carrier normally handles a situation such as this. We suggest that you follow the direction of your insurance carrier, which has the right to file a subrogation claim against Ford Motor Company if it chooses to pursue the matter.

We appreciate the opportunity to review your request.

Sincerely,



Paul Davis
Customer Affairs

ATTN MARK CARR - State Farm

havent 9/7/04

Spelled my name wrong

State Farm Insurance Companies



RE: Claim # [redacted]

Date of Loss [redacted]

Dear [redacted]:

Enclosed is your copy of the supplemental estimate for repairs to your vehicle. The original of this estimate has been given/sent to the shop so they can continue repairs.

The supplemental payment has been paid directly to the repair facility on your behalf.

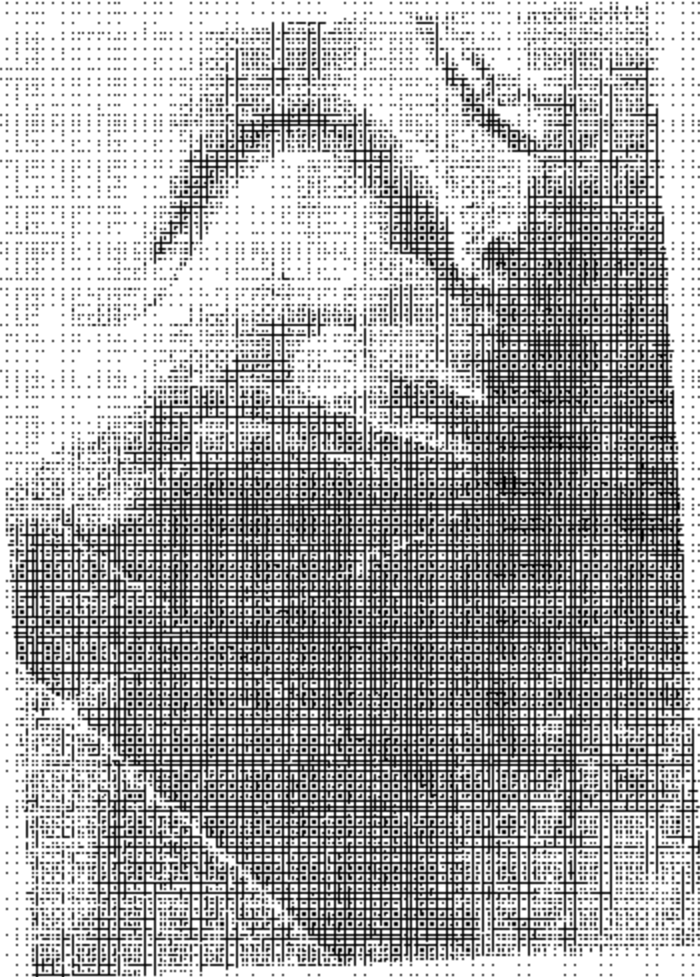
If you have any questions, please contact us at 1-800-613-3966 and speak to anyone on Team 1.

Sincerely,

Randy DeBoer Team 1
Claim Processor
State Farm Mutual Automobile Insurance Company

ENCLOSURE:

Supplement Estimate Copy
Quality Recycled Parts Package



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).