



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
(1-888-327-4238)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100216

Date Received

Repository ☐

11/20/04
20-DEC-2004

Reference No.
10106080

OWNER INFORMATION (Type or Print)

Name

Address

City WEST COLUMBIA

State SC

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?
In the absence of an authorized source with NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date

VEHICLE INFORMATION

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

Make

Model

Model Year

1FMRU1769WL

FORD

EXPEDITION

1998

Date Purchased

Dealer's Name and Telephone Number

Engine:

Fuel Type:

New 97

Red Fern

800-535-0763

No. Cylinders

Gas

Original Owner

Dealer's City

State

Zip Code

8

Gas

Transmission Type

☒ Antilock Brakes

Powertrain

Vehicle Component Code

114100 ELECTRICAL SYSTEM: WIRING: FRONT UNDERHOOD

AUTOMATIC

☒ Cruise Control

rear drive

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

Failure Mileage

Failure Speed

car had been driven, then when parked
it caught fire

11/26/04

88,212

0

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: DOTM19ABC038)

☐ Original Equipment

Failure Location:

☐ Prior Repair

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

Y 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)).

WHILE THE VEHICLE WAS PARKED SMOKE WAS COMING FROM UNDERNEATH THE HOOD. CONSUMER OPENED THE HOOD, AND VEHICLE CAUGHT ON FIRE. CONSUMER WAS ABLE TO EXTINGUISH THE FIRE WITH A FIRE EXTINGUISHER. THEN, VEHICLE WAS TOWED TO THE DEALER FOR INSPECTION. *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)

Car was inspected by dealer + dealer stated that the cause of the fire was due to a short in the cruise deactivation switch; this switch was located on the resistor that had a hole burned in it.

The insurance company has pictures + has been notified of a NHTSA investigation into Ford Expeditions + F150s (I heard about it on the news)

Total damage is \$2,003.20 but an appeal is in to pay for more

The insurance company's info is: AIG 800-310-5046 ATTACH ADDITIONAL SHEETS IF NECESSARY

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

Official Business
Penalty for Private Use \$300



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



**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM

OR

DASH2DOT

and dial toll free at

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1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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The policy # is 7073458, claim # is 4-591611.
I had asked Ford if they were going to
take care of the damages, before
I knew that they were being investigated
by your organization. They told
me NO, they would not since they
had no record of this ever
happening before. The very next
morning after picking up the car,
I saw an article on the news
about you investigation into Ford.
The insurance company has been
notified (800-310-5046).

Thank you for your help