



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 100222

Date Received
2005 MAR 2 10:34 AM
10-JAN-2005

Repository
Reference No.
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OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City SMITHTOWN State NY Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]
Evening 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 _____ Date 1/1

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1FMFU1BL34 [REDACTED]
Make FORD Model EXPEDITION Model Year 2004

Date Purchased 12-8-04 Dealer's Name and Telephone Number: Smithtown Ford 631 265-2340
Original Owner Dealer's City State Zip Code Engine: No. Cylinders 8 Fuel Type: Gas

Transmission Type AUTOMATIC Antilock Brakes Cruise Control
Powertrain 4 WHEEL DRIVE Vehicle Component Code 142000 AIR BAGS:SIDE/WINDOW
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 03-JAN-2005 Failure Mileage 3200 Failure Speed 60

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: DOTM18ABC038) 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 0 Number of Deaths 0 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).

BOTH ROOF AIR BAGS DEPLOYED WHILE THE CONSUMER WAS DRIVING ON THE HIGHWAY AT 55 MPH. TOOK THE VEHICLE TO THE DEALER, WHERE THEY TUCKED THE AIR BAGS, AND THE CONSUMER CONTINUED TO TRAVEL. MANUFACTURER STATED THEY WILL REPAIR IF A DEFECT IS FOUND. *AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY.

The Privacy Act of 1974-Public Law 93-502 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)

While Driving in my new Exped Expedition from Florida to New York in Quantico Va. my safety canopy airbags went off. The road conditions were perfect, there was no accident and my car was on cruise control at approx. 60 MPH. Roadside assistance never came to get us so we drove to Cowles Ford in Woodbridge Va. and spoke to Tom Linnehan the service manager. He said this was a one in a million event, tucked in the airbags as best he could and we drove home slowly. On Jan. 4th I saw Danny Matuzs the service manager at Smithtown Ford where I bought the car who also said this was a one in a million situation and would be covered by the warranty. I feel there are major electronic and computer problems with this car and this should not happen with a 3 week old car. There were other times the electronics with the cruise control did not work. We could have been killed by the airbags or waiting for assistance. I feel Ford is trying to cover up a major problem with this device. The head airbag engineer at Ford told me that even a small bump or pothole could deploy the airbags and if this is a MAJOR RECALL is needed before many lives are lost.

COULD YOU ALSO LOOK INTO ANY CORRELATION BETWEEN THE AIRBAGS AND THE CRUISE CONTROL 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



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES



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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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