



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 100216

Date Received

Repository ☐

15-MAR-2005

Reference No. 20
10115182

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City HUNTINGTON PARK State CA Zip Code [REDACTED]

Country Telephone Number E-mail 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 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
IFMP017L53L [REDACTED]
Make FORD Model EXPEDITION Model Year 2003
Date Purchased 6-03 Dealer's Name and Telephone Number DOWNER FORD -
Original Owner ☒ Dealer's City DOWNER State CA Zip Code [REDACTED]
Transmission Type AUTOMATIC ☒ Antilock Brakes ☒ Cruise Control Powertrain
Vehicle Component Code 052000 ENGINE AND ENGINE COOLING-COOLING SYSTEM
Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 20-DEC-2003 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/B5R15)
DOT No. (Example: DOTM18ABC036) ☐ 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).

WHILE THE VEHICLE WAS PARKED CHECK ENGINE LIGHT APPEARED ON THE DASHBOARD AND REMAINED ON. VEHICLE WAS TAKEN TO THE DEALER FOR INSPECTION NUMEROUS TIMES, BUT MECHANIC COULD NOT DUPLICATE THE PROBLEM. WHILE APPLYING THE BRAKE PEDAL VEHICLE FAILED TO STOP COMPLETELY. VEHICLE WAS TAKEN TO THE DEALER FOR INSPECTION, AND MECHANIC DETERMINED THAT BRAKE ROTORS NEEDED TO BE REPLACED. *AK

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974, Public Law 93-578 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)

WHEN MAKING A STOP THE MOTOR STARTS SHAKING APPEARING THE TRUCK
WILL TURN OFF.
WHEN TURNING ON THE VEHICLE IT DOESN'T RESPOND TILL TRYING TWO OR THREE
TIMES WHEN FINALLY ON IT THROWS ALOT OF SMOKE.
IT APPEARS TO HAVE THE SUSPENSION LOOSEN.
ONE SENSOR ON THE WHEELS DOSE NOT RESPOND.
THE DRIVER HAD CHANGE THE BRAKES 6 MONTHS AGO, DETERMINED THAT
WAS THE PROBLEM FOR THE TIRES AND BRAKES OF ONE SIDE BEING
W' OUT BUT THE VEHICLE IS HAVING THE SAME PROBLEM.

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



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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



**VEHICLE
OWNER'S**

QUESTIONNAIRE

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OR

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and dial toll free at

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