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: 05-APR-2005 2005 MAY 11 AM 6:51	Repository ☐
	Reference No.

OWNER INFORMATION (Type or Print)

Name		Daytime Telephone Number	E-mail Address
Address			
City: RICHARDSON	State: TX	Zip Code:	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: [signature] Date: 4/12/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make	Model	Model Year
1FMNU42S1YEB	FORD	EXCURSION	2000

Date Purchased	Dealer's Name and Telephone Number	Engine: No: Cylinders	Fuel Type:
2000	VO-1		Gas
Original Owner ☒	Dealer's City / State / Zip Code		

Transmission Type		Powertrain	Vehicle Component Code
AUTOMATIC	☒ Antilock Brakes ☒ Cruise Control	REAR WHEEL DRIVE	114100 ELECTRICAL SYSTEM:WIRING:FRONT UNDERHOOD Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)	Failure Mileage	Failure Speed	
30-MAR-2005	62000		

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: DOTMAL9ABC036)	☐ 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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☒ Yes ☐ No			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).

AFTER PARKING THE VEHICLE FOR 20 MINUTES , THEN,WHILE WALKING TO THE VEHICLE, CONSUMER SMELLED SMOKE COMING FROM UNDER THE HOOD. THE HOOD WOULD NOT OPEN. FIRE DEPARTMENT RESPONDED, AND THE FIRE WAS PUT OUT. THERE WAS MINIMAL DAMAGE.*AK

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

Richardson, TX
April 24, 2005

Ke'Nisha Dunlap
Consumer Affairs
Ford Motor Company
PO Box 6248, MD 3NE-B
Dearborn, MI 48126

RE: 2000 Excursion
VIN: 1FMNU42S1YE

Dear Ms. Dunlap:

I received your standard business letter response on April 1, 2005, with regard to a known product defect (ABS Cruise Control Module). The fact that Ford is not willing to admit an issue with the 2000 Excursion ABS Cruise Control Module is absolutely unacceptable.

Therefore, I am forwarding you legal evidence of the ABS/Cruise Control Module fire that occurred on my 2000 Ford Excursion 3/30/05:

- Fire investigation report dated 3/30/05
- Article dated 3/24/05, indicating similar recalls, provided by responding Fire Chief
- North Central Ford service report, including towing charges
- Photos showing damage

On March 30, we were told by the dealership and your Ford Customer Service Center to wait for the Legal Department's response before acting. Needless to say, we were very disappointed after waiting one week without the use of our vehicle and several calls to an unresponsive phone center to only receive a standard letter.

Therefore, I have also forwarded these documents to the National Highway Traffic Safety Administration to force a recall on all 2000 Excursion SUVs. After all, it is the same module on the F150, Expedition and Navigator covered under a recall.

I feel that my family was very lucky in suffering such a small amount of cost. Because of this good fortune, I have not yet turned this over to my attorney for further action. If this vehicle had not been parked on the street in front of my house and the fire not discovered in the beginning stages, the damage could have included the entire loss of the vehicle

and/or loss of my house and belongings. Other Excursion owners may not be as fortunate and will have to pursue subrogation through their insurance companies.

Our damages were below our insurance deductible; therefore, the cost to Ford is $348.33 for service and parts and $68.75 for towing. I anticipate a full refund of $417.08 as I have no doubt this is a design flaw known to Ford and the NHTSA. If I don't hear from you within 30 days, I'll be forced to take legal action and expose this issue to the media to ensure that other Ford owners and potential customers are aware of this real danger. I expect, as your standard letter says, "a sincere attempt to address the concerns of Ford customers!"

Sincerely,

Attachments 4
Copied: NHTSA

RICHARDSON FIRE DEPARTMENT

Complete this side for all fires

NFIRS - 2 Fire

☐ Delete ☐ Change

A

FDID	State	Incident Date (MM)	Incident Date (DD)	Incident Date (YYYY)	Station	Incident Number	Exposure
DH722	TX		30	2005	ST4	0501959	0

B Property Details

B1 0 — Estimated number of residential living units in building of origin whether or not all units became involved — ☒ Not Residential

B2 0 — Number of buildings involved — ☒ Buildings not involved

B3 ___ . ___ — Acres burned (outside fires) — ☒ None ☐ Less than one acre

C On-Site Materials or Products ☒ None

Enter up to three codes. Check one box for each code entered.

Complete if there were any significant amounts of commercial, industrial, energy or agricultural products or materials on the property, whether or not they became involved

On-site material (1) — 1 ☐ Bulk storage or warehousing; 2 ☐ Processing or manufacturing; 3 ☐ Packaged goods for sale; 4 ☐ Repair or service; U ☐ Undetermined

On-site material (2) — 1 ☐ Bulk storage or warehousing; 2 ☐ Processing or manufacturing; 3 ☐ Packaged goods for sale; 4 ☐ Repair or service; U ☐ Undetermined

On-site material (3) — 1 ☐ Bulk storage or warehousing; 2 ☐ Processing or manufacturing; 3 ☐ Packaged goods for sale; 4 ☐ Repair or service; U ☐ Undetermined

D Ignition

D1 83 — Engine area, running gear, wheel area — Area of fire origin ☆

D2 13 — Arcing — Heat source ☆

D3 81 — Electrical wire, cable insulation — Item first ignited ☆ — 1 ☐ Check box if fire spread was confined to object of origin

D4 47 — Plastic — Type of material first ignited — Required only if item first ignited code is 00 or <70

E1 Cause of Ignition ☆

☐ Check box if this is an exposure report. ⇨ Skip to Section G

3 — Failure of equipment or heat source

E2 Factors Contributing To Ignition ☒ None

NN — None — Factor contributing to ignition (1)

Factor contributing to ignition (2)

E3 Human Factors Contributing To Ignition

Check all applicable boxes ☐ None

1 ☐ Asleep
2 ☐ Possibly impaired by alcohol or drugs
3 ☐ Unattended person
4 ☐ Possibly mentally disabled
5 ☐ Physically disabled
6 ☐ Multiple persons involved
7 ☐ Age was a factor

Estimated age of person involved ___

1 ☐ Male 2 ☐ Female

F1 Equipment Involved in Ignition

☐ None ⇨ If equipment was not involved, skip to Section G

NNN — None — Equipment involved

Brand

Model

Serial #

Year

F2 Equipment Power

Equipment Power Source

F3 Equipment Portability

1 ☐ Portable
2 ☐ Stationary

Portable equipment normally can be moved by one person, is designed to be used in multiple locations, and requires no tools to install.

G Fire Suppression Factors

Enter up to three codes. ☐ None

Fire suppression factor (1)

Fire suppression factor (2)

Fire suppression factor (3)

H1 Mobile Property Involved

2 — Involved in ignition, but did not itself burn

H2 Mobile Property Type & Make

10 — Passenger road vehicle, other — Mobile property type

FO — Ford — Mobile property make

EXCURSION — Mobile property model — 2000 — Year

License Plate Number — State — 1FMNU4281YEB38452 — VIN Number

Structure fire? Please be sure to complete the other side of this form.

Local Use

☐ Pre-Fire Plan Available

Some of the information presented in this report may be based upon reports from other agencies:

☒ Arson report attached
☐ Police report attached
☐ Coroner report attached
☐ Other reports attached

RICHARDSON FIRE DEPARTMENT

K1 Person/Entity Involved

Local Option

Business name (if applicable) | Area Code | Phone Number

☐ Check this box if same address as incident location. Then skip the three duplicate address lines.

Mr., Ms., Mrs. | First Name | MI | Last Name | Suffix

Number | Prefix | Street or Highway | Street Type | Suffix

Post Office Box | Apt./Suite/Room | City

State | Zip Code

☐ More people involved? Check this box and attach Supplemental Forms (NFIRS-1S) as necessary.

K2 Owner

Local Option

☒ Same as person involved? Then check this box and skip the rest of this section.

Business name (if applicable) | Area Code: 972 | Phone Number: 238 – 9210

☒ Check this box if Above address as incident location. Then skip the three duplicate address lines.

Mr., Ms., Mrs. | First Name: LAUREN | MI: MC | Last Name: MOORE | Suffix

Number | Prefix | Street or Highway | Street Type | Suffix

Post Office Box | Apt./Suite/Room | City

State | Zip Code

L Remarks:

Local Option

****

Narrative Title: Narrative From CAD

Date Entered:

RPD 05-026715

Complaint Type: VEHICLE FIRE - VEHICLE FIRE

Caller Name:

[03/30/2005 17:08:04 : KBROWN]

[Call 05-026714,05-026715 are related.]

Cross streets: VICTORIA LN//WINDSOR DR

FORD EXCURSION PARKED INFRONT OF THE RESIDENCE THAT IS SMOKING. NO FLAMES SEEN BUT LOTS OF SMOKE.

[03/30/2005 17:09:32 : KBROWN]

ITEMS WITH A ☆ MUST ALWAYS BE COMPLETED!

Fire Module Required?

Check the box that applies and then complete the additional Fire mod. based on Incident Type as follows:

☐ Buildings 111-112	Complete Fire & Structure
☐ Confined 113-118	Complete Fire Mod. & the I block on Structure Module
☐ Mobile Property 120-123	Complete Basic Module
☒ Vehicle 130-138	Complete Fire Module
☐ Vegetation 140-143	Complete Fire Module
☐ Outside rubbish fire 151-155	Complete Fire or Wildland
☐ Special outside fire 161-164	Complete Basic Module
☐ Crop fire 170-173	Complete Fire Module

☐ More remarks? Check this box and attach Supplemental Forms(NFIRS-1S) as necessary.

M Authorization

Check box if same as Officer in charge. ☐

Officer in charge ID	Signature	Position or rank	Assignment	Month	Day	Year
103	GASTON, BILLY R	Captain	E4-1		30	2005

Member making report ID	Signature	Position or rank	Assignment	Month	Day	Year

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).