



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 100148

Date Received

Repository ☐2008 DEC 12 11:17:15
03-NOV-2005Reference No.
10120246

OWNER INFORMATION (Type or Print)

Name

Address

City WEST PALM BEACH

State FL

Zip Code

Daytime Telephone Number

E-mail Address

Do you authorize NHTSA to provide 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 6/5/05

VEHICLE INFORMATION

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

17ARUT56G1

Make

FORD

Model

EXPEDITION

Model Year

2006

Date Purchased
08-DEC-02Dealer's Name and Telephone Number
MAROONE TOYOTA

Engine:

No: Cylinders 8

Fuel Type:

Gas

Original Owner

☐

Dealer's City

DAVE

State

FL

Zip Code

33331

Transmission Type

AUTOMATIC

☒ Antilock Brakes☒ Cruise Control

Powertrain

UNKNOWN

Vehicle Component Code

110000 ELECTRICAL SYSTEM

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

In-Went Date(s)

14-FEB-2006

Failure Mileage

75000

Failure Speed

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: DOTM19ABC036)

☐ 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 complete if vehicle involved in crash, fire, or injury)

Crash

☐ Yes ☒ No

Fire

☒ Yes ☐ No

Number of Persons Injured

0

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).

DT: TRUCK STARTED SMOKING AND CAUGHT ON FIRE IN PARKING LOT. CAUGHT FIRE BEFORE HE GOT RECALL LETTER. TRUCK WAS TOTALED. *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.

Consumer- [REDACTED]

West Palm Beach, FL [REDACTED]

July 25, 2005

To Whom It May Concern:

I, [REDACTED], am writing this letter in regards to a 2000 Ford Expedition that I own which caught fire in February 2005 at my place of employment. This Ford Expedition model was on the recall list due to faulty cruise control wiring which could ignite a fire in which I learned via mail a week later after this incident. Upon arriving to my place of employment at 7:20a.m., and leaving my secured vehicle, two witnesses contacted me stating they saw smoke coming from the engine area of my vehicle. As I approached the vehicle at 7:30 it was totally engulfed in flames, and was in danger of exposing which was a very dangerous situation due to the fact I am an elementary school teacher and this was occurring as students, parents, and buses were arriving to school. My wife, [REDACTED] and I had full insurance coverage on this vehicle, and the insurance company investigation concluded this fire was caused by the before mentioned recall item. My insurance company paid the Kelley Blue Book value of the vehicle, but a remaining balance of \$7000.00 is still outstanding. I feel Ford as a major corporation should make vehicles that are safe and reliable for the public and their consumers. This could have been a very tragic incident due to the fact that I just dropped my kids off at the daycare and they could have been in this vehicle at the time of this fire. I have been a faithful customer by purchasing a Ford vehicle, and right now I am without a vehicle with a wife and 3 small children (ages 6, 4, 3). I have been commuting via public transportation since this incident. Ford has not taken any responsibility or actions to relieve my burdens. I feel Ford should help me get into a new vehicle by repaying my outstanding balance with Triad Financial Corp. (phone # 1(817) 605-5137) who financed this vehicle which shows up on my credit report as a repossession. As in filing a report through the Federal Department of Safety, I have found out that this is a major problem with this said vehicle model. I am in the process of joining several other consumers through prominent attorney, [REDACTED] of West Palm Beach, FL, who have experienced this same occurrence with their vehicles catching fire without warning. I feel Ford should relieve me of my understanding balance through Triad, and help me purchase a new vehicle because I am the ONLY one uncompensated. I look forward in hearing from you as soon as possible about this matter. I can be reached at [REDACTED]

Sincerely yours, [REDACTED]

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

I drove this vehicle to work on the morning of [redacted]. I arrived to work at 7:30 a.m., and got out of the vehicle and went to work. After about 5 minutes several of my co-workers were calling up to my classroom mentioning that they saw white smoke coming from the hood of my truck. I then went to investigate and as I was walking back to the parking lot many people and kids were in a panic running around campus. As I approached my vehicle, I saw fire flames shooting out of the hood of my vehicle. As I approached closer, the flames got higher and the right tire exploded. Everyone then stood back while the fire department was en route. They came and put out the fire. (see attached police report). Also see recall letters from Ford.

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

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

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



**VEHICLE
OWNER'S**

QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

**TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM**

OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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

F. M. Ligon
Ford Motor Company
P.O. Box 1904
Dearborn, Michigan 48121

F05#3377

2056

|||||

2000 Expedition

Vehicle ID #: 1FMRU1568YL [REDACTED] 05S26

February 2005

[REDACTED]
WEST PALM BCH, FL [REDACTED]

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in certain 2000 model year F-150, Expedition, Navigator, and 2001 F-150 SuperCrew vehicles equipped with speed control. We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with Ford and Lincoln Mercury dealers, is to provide you with the highest level of service and support.

What is the issue?

On your vehicle, an underhood speed control deactivation switch may overheat, smoke, or burn, which could result in an underhood fire. This condition may occur either when the vehicle is parked or when it is being operated, even if the speed control is not in use.

What will Ford and your dealer do?

Parts to repair your vehicle will not be available until April or May 2005, and as a result, we are implementing a two-stage repair process. Until parts are available for the permanent repair, you should contact your dealer to make an appointment to have the electrical connector disconnected from the speed control deactivation switch, which is located under the hood of your vehicle. This procedure will disable the speed control system and eliminate the potential for the switch to overheat. The speed control system will then be inoperative until the permanent repair is performed. We recognize this may be an inconvenience, but we believe this preventive action is in the best interest of our customers' safety.

When parts become available for the permanent repair in April or May 2005, you will be notified via postcard to contact your dealer to schedule an appointment to have the new switch installed and to reconnect the speed control system on your vehicle.

Ford Motor Company and your dealer will perform the above repairs free of charge (parts and labor).

How long will it take?

The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.



F. M. Ligon
Ford Motor Company
P.O. Box 1804
Dearborn, Michigan 48121

FO279548

0676



2000 Expedition

Vehicle ID #: 1FMRU1566Y1 [REDACTED] 05S28

May 2005

[REDACTED]
WEST PALM BEACH, FL [REDACTED]

In February 2005 we mailed you a letter announcing Safety Recall 05S28. **PARTS ARE NOW AVAILABLE TO REPAIR YOUR VEHICLE.**

Program Description: Safety Recall 05S28: Certain 2000 Model Year F-150, Expedition, Navigator, and 2001 F-150 SuperCrew Vehicles Equipped With Speed Control - Speed Control Deactivation Switch Replacement.

What is the Issue? On your vehicle, an underhood speed control deactivation switch may overheat, smoke, or burn, which could result in an underhood fire. This condition may occur either when the vehicle is parked or when it is being operated, even if the speed control is not in use.

What Are We Asking You To Do? At no charge to you, your dealer will install a new Speed Control Deactivation Switch. Please contact your dealer to schedule an appointment to have this Safety Recall Service repair completed. If you do not already have a servicing dealer, you can access <http://www.genuinefordservice.com> for dealer addresses, maps and driving instructions.

Service Assistance: If you have difficulty getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

If you still have concerns, please contact the Ford Motor Company or Lincoln Customer Relationship Center and one of our representatives will be happy to assist you.

Ford Owners: Call 1-866-436-7332. For the hearing impaired call 1-800-232-5952 (TDD).

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.ownerconnection.com

We apologize for any inconvenience this may cause and want to assure you, that with your assistance, we will correct this condition. Our commitment, together with Ford and Lincoln Mercury dealers, is to provide you with the highest level of service and support possible.

Thank you for your attention to this important matter.

Sincerely,

Frank M. Ligon
Director
Service Engineering Operations