



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 100148

Date Received

2006 FEB 13 PM 2:37

12-JAN-2006

Repository ☐

Reference No.
10147650

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City CLIFTON PARK

State NY

Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address [REDACTED]

Evening Telephone Number

SAME

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

☒ YES

☐ NO

YES

Signature of Owner _____ Date 1/1

VEHICLE INFORMATION

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

1FMFU16L1V [REDACTED]

Make

FORD

Model

EXPEDITION

Model Year

1997

Date Purchased
01-NOV-96

Dealer's Name and Telephone Number
JACK BYRNE FORD 518-664-2571

Engine:

No: Cylinders 8

Fuel Type:

Gas

Original Owner
☒

Dealer's City
MECHANICVILLE

State
NY

Zip Code
12118

Transmission Type
AUTOMATIC

☒ Antilock Brakes
☒ Cruise Control

Powertrain
4 WHEEL DRIVE

Vehicle Component Code

185000 VEHICLE SPEED CONTROL: CRUISE CONTROL

Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
12-JAN-2006

Failure Mileage
56100

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 describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

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).

DT: THE CONTACT STATED AFTER RECEIVING NHTSA RECALL CAMPAIGN 05V388000 CONCERNING THE VEHICLE SPEED CONTROL, THE INTERIM DEACTIVATION REPAIR WAS PERFORMED AS INDICATED IN THE RECALL. WHEN THE PARTS WERE AVAILABLE THE RECALL REPAIR WAS COMPLETED BY THE DEALER. ALTHOUGH THE VEHICLE DISPLAYED NO PREVIOUS PROBLEMS WITH THE CRUISE CONTROL, AFTER THE RECALL WAS COMPLETED, THE CRUISE CONTROL DID NOT WORK. THE VEHICLE WAS RETURNED TO THE DEALER. A DIAGNOSTIC TEST DETERMINED THERE WAS A RESISTANCE SHORT AND HIGH CURRENT EXPOSED BY THE NEWLY INSTALLED SWITCH. THE SERVICE DEPARTMENT SUGGESTED THE PROBLEM WAS NOT THE NEWLY INSTALLED SWITCH, BUT A CONDITION AS A RESULT OF THE INTERIM DEACTIVATION WHICH EXPOSED SOME OF THE WIRES. *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)

The service advisor said that the problem was something else even though it worked perfect before they made the recall repair. He said all they did was install some kind of fused shrapnel lead. Speed Control didn't work the next thing I tried it about 3-4 weeks later just over 100 miles after I brought it back to be checked, a mechanic checked it and told me about the resistance. The service advisor said it would cost \$70. plus dollars to analyze the problem plus repair cost. I called the recall center 3 different times and Ford Motor twice, the second time the girl took down all the information I gave at recall center and the girl at Ford said other people have had the same problem. I thought I gave permission to use name + information to send to 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

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NECESSARY
IF MAILED
IN THE
UNITED STATES

**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

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

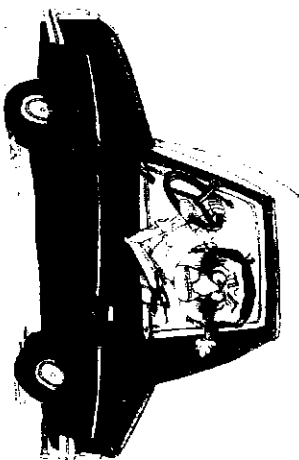
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and dial toll free at

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