



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

Repository ☐

2006 APR 24 9:16 AM '06

Reference No.
10153421

OWNER INFORMATION (Type or Print)

Name

Address

City

SAN ANTONIO

State

TX

Zip Code

Daytime Telephone Number

E-mail Address

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 authorized signature, please print your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 3/29/06

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1FMEU17

Make
FORD

Model
EXPLORER

Model Year
1997

Date Purchased

Dealer's Name and Telephone Number

Engine:
No. Cylinders 8

Fuel Type:
Gas

Original Owner

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

☒ Cruise Control

4 WHEEL DRIVE

Vehicle Component Code

185000 VEHICLE SPEED CONTROL/CRUISE CONTROL

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
11-NOV-2005

Failure Mileage
11300

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: DOT148ABC036)

☐ 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

☐ Yes ☒ No

☒ Yes ☐ No

Number of Persons Injured

Number of Deaths

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).

ON NOVEMBER 11, 2005 DRIVING MY FORD EXPLORER ON HIGHWAY 410 AND JONES MALTBERGER IN THE CITY OF SAN ANTONIO TEXAS. MY CAR WAS ON FIRE IN THE FRONT HOOD. I BELIEVE IT GOT CAUGHT ON FIRE BECAUSE IT HAS A DEFECTIVE SPEED CONTROL CAUSING ON THE VEHICLE CONTROL DEACTIVATION SWITCH BECAUSE IT OVERHEATED AND SMOKE AND BURNING UNDER THE HOOD HAPPENED. I CONTACTED FORD AND THEY DONT WANT TO BE RESPONSIBLE TO MAKE REPAIRS. FORD SENT AN INSPECTOR ON JANUARY 4, 2006. MR. MARCEL MICLEA WAS IN CHARGE OF THE CASE FROM CONSUMER AFFAIRS. HE SENT A LETTER AND CONCERN WAS REVIEW AND WAS NOT ABLE TO VERIFY MANUFACTURER DEFECT AND COULD NOT OFFER ASSISTANCE AT THIS TIME. *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.



**Important Parts Notification
Safety Recall 05S28**

Your Vehicle: 1997 Expedition

November 2005

Your Vehicle Identification Number: 1FMEU1766 [REDACTED]

Dear [REDACTED]:

In September 2005, you were mailed a letter announcing Safety Recall 05S28 (Speed Control System Modification). At that time, we anticipated that service parts would be available in November 2005. However, the availability of service parts has been delayed until February 2006. We urge you to contact your dealer in February to schedule an appointment to have the new parts installed. Until these parts are available, your dealer is still authorized to perform a temporary repair, which includes disconnecting the speed control system on your vehicle.

Sincerely,
Frank M. Ligon
Director
Service Engineering Operations



Consumer Affairs

PO Box 8246, MD 3NE-B
Dearborn, MI 48126 USA

Sent Via U.S. Mail

December 12, 2005

[REDACTED]
San Antonio, TX [REDACTED]

RE: 1997 Expedition
VIN: 1FMEU1760 [REDACTED]

Dear [REDACTED]

This is in response to your phone call to the Ford Customer Relationship Center regarding your vehicle claim. We apologize for the delay in our response.

In order to begin evaluation of your claim, your vehicle must be delivered to your local Ford or Lincoln-Mercury dealership. The cost associated with the delivery to and timely removal from your local dealership is your responsibility. Once delivered, have the Service Manager contact me at (313) 322-1760 to advise me the vehicle is at the dealership. If you no longer own the vehicle, or if your insurance company has settled your claim, we will be unable to proceed with this investigation.

Thank you for your prompt attention to this matter.

Respectfully yours,

Marcel Micola
Consumer Affairs



Consumer Affairs

PO Box 8248, MD 3NE-B
Dearborn, MI 48128 USA

January 4, 2006

[REDACTED]
San Antonio, TX [REDACTED]

RE: 1997 Expedition
VIN: 1FMEU170 [REDACTED]

Dear [REDACTED]

Thank you for contacting Ford Motor Company regarding your vehicle.

Your concern has been reviewed by our department. Based on the report provided by the inspector who performed the inspection, we were not able to verify a manufacturer's defect; therefore, Ford Motor Company is unable to offer you assistance at this time.

Our experience has shown that insurance companies typically handle these types of situations. We suggest that you contact them for possible assistance. Your insurance company has the right to file a subrogation claim against Ford Motor Company if it chooses to pursue this matter.

Thank you for the opportunity to review this concern.

Respectfully yours,

Marcel Micola
Consumer Affairs



January 11, 2006

Mr. Marcel Miclea
Consumer Affairs
Ford Motor Company
PO Box 6248, MD 3NE-B
Dearborn, MI 48126

Re: Claim No. 0590383185
1997 Expedition/VIN 1FMEU176

Dear

Per our telephone conversation, and your subsequent letter dated January 4, 2006, you advised me that a decision had been reached regarding the damage to my vehicle which I believe to have been caused by a manufacturer's defect. You informed me that your "inspector" was not able to verify that a manufacturer's defect caused the damage to my vehicle.

On December 10, 2005, I received a notice from Ford Motor Company sent to owners of 1997 Expeditions advising that Safety Recall 05S28 (Speed Control System) replacement parts would not be available until February, 2006. Enclosed please find a copy of that notice. Because of the unavailability of these parts, my vehicle suffered an underhood fire which I believe is related to your recall. The vehicle caught fire and has been damaged beyond being repairable. I hold your company responsible for this occurrence and subsequent loss.

As you know, I have been greatly inconvenienced by this occurrence, including barely escaping a vehicle in the process of what could have been a serious explosion, the expense incurred in towing the vehicle, and cost of storage. I have also had to lease transportation. I have invested time and energy in trying to reach a resolution with your consumer affairs department; however, now you refuse to take responsibility. I have requested a copy of your "inspector's report" but you have refused to forward that report for my review. I am legally entitled to see the report in order to be able to obtain a second opinion from a reputable mechanic. I believe this is an excuse on your company's part to "make this all go away." However, I will not be dissuaded from seeking a resolution to this problem. The expenses incurred on my part are the value of the vehicle, storage, towing wrecker service, and rental car (est. \$

I have spoken with an attorney who advised me to prepare and send you this letter in order to provide you another opportunity to reconsider your decision before I may be forced to take legal action. If I am forced to go this route, please be advised that I will seek exemplary as well as punitive damages, including attorney's fees. I will take whatever steps are necessary to reach a satisfactory conclusion to this unfair and irresponsible decision on your part.

I hope to hear from you soon regarding this situation.

Sincerely,

San Antonio, TX



Consumer Affairs

PO Box 8248, MD 3NE-B
Dearborn, MI 48126 USA

January 19, 2006

[REDACTED]
San Antonio, TX [REDACTED]

RE: 1997 Expedition
VIN: 1FMEEU1766 [REDACTED]

Dear [REDACTED]

This letter is in response to your request for a reconsideration of your case.

Customer satisfaction is one of the primary objectives of Ford Motor Company. We commit substantial resources and diligent efforts in a sincere attempt to address the concerns of our customers. We regret not being able to assist you further; our review indicates that the previous determination is appropriate. Therefore, we will not make any adjustments or revisions to our earlier decision.

Thank you for the opportunity to consider your request.

Respectfully yours,


Lourdes Fonseca-Neaton
Consumer Affairs

PLEASE YOU DEER
CHANGE - MY SUV IS
97. FORD EXPEDITION -
FAILURE MILEAGE
IS 113,000