



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 MAY -2 10 3:
10-APR-2006

Repository ☐

Reference No.
10154979

OWNER INFORMATION (Type or Print)

Name
Address
City State 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 authorization, NHTSA WILL NOT send this report or address to the vehicle manufacturer.
Signature of Owner Date 4/18/06

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1FMRU15L91
Make FORD Model EXPEDITION Model Year 2001
Date Purchased 01-APR-01 Dealer's Name and Telephone Number LOU SOBHI FORD 404-633-4005
Engine: No. Cylinders 8 Fuel Type: Gas
Original Owner ☒ Dealer's City 16655 16655 State GA Zip Code 30033
Transmission Type AUTOMATIC ☒ Antilock Brakes ☒ Cruise Control Powertrain REAR WHEEL DRIVE
Vehicle Component Code 103700 POWER TRAIN: AUTOMATIC TRANSMISSION; TORQUE CONV
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 07-APR-2006 Failure Mileage 26200-27,100 Failure Speed 55
Repaired at Tim Stewart Ford
Lawrenceville Hwy 29
Lawrenceville, Ga. attachments enclosed.

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: DOTM15ABC035) ☐ 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(es).)

Crash ☐ Yes ☒ No Fire ☐ Yes ☒ No
Number of Persons Injured 0 Number of Deaths 0 Reported to Police N

Alternative Description of Incident(s), Crash(es), and Injury(es).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure(s), parts repaired or replaced (and if old part is available).

DT*: THE CONTACT STATED WHILE DRIVING 55MPH, THE CHECK ENGINE AND OVER DRIVE LIGHT ILLUMINATED. AFTERWARDS, THE ENGINE STALLED. THE VEHICLE WAS COASTED TO THE SIDE OF THE ROAD WHERE IT WAS RESTARTED HOWEVER, THE LIGHTS REMAINED ILLUMINATED. IT WAS DRIVEN TO THE DEALERSHIP WHICH DETERMINED THE TORQUE CONVERTER AND THE TRANSMISSION NEEDED TO BE REPLACED.

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 responses 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 responses, 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)

Enclosed data which shows the cost after discount
was 3424.35. I did not have the money to pay
for this repair and had to put it on my credit
card. I talked to customer service at Ford &
was told that they would not pay Tim Stewart
Ford for the repair. Tim Stewart Ford discounted
some on the price. The people I talked to at
Ford were very negative. I feel a car in this
price range should not fail. Car is driven by my
spouse only. I feel this car should be recalled for the repairs.

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

NORTH METRO GA 100

19 APR 2006 PM 6 T

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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, NHTSA-210
400 7th Street, SW
Washington, DC 20590

Think your vehicle
is safe?

OWNER'S GUIDE
Expedition



2001 MODEL YEAR



Service Advisor: 998001

Customer Number: [REDACTED] Name: [REDACTED]

1FMRU15L91L [REDACTED]

04/05/2006 11:00:53

2001 EXPEDITION

XLT 4 DR WAGON 4X2

5.4L SOHC EFI

1B314B0A 4R100 (E4OD) 4SP O/D

AXLE CD: H9

*WARRANTY START DATE 04/16/2001 BUILD DATE 11/11/2000 START ODOM

NO CAMPAIGN MESSAGE(S) FOUND

W A R N I N G W A R N I N G W A R N I N G

ATTENTION TECHNICIANS AND SERVICE MANAGERS:

BEFORE REPLACING AIR SUSPENSION COMPRESSOR (5319) FOR NOISE, SEE TSB 05-26-18

W A R N I N G W A R N I N G W A R N I N G

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

THIS VEHICLE HAS A CLOSED CUDL CONTACT

*EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

DEALER: Tim Stewart Ford

REPAIR DATE: 01/13/2006

WARRANTY CLAIM NUMBER: [REDACTED]

ODOMETER: 25706 M

PERFORM RECALL 05S28

PART NUMBER PART DESCRIPTION QTY LABOR OP

4W1Z 14A411BC WIRE ASY MAIN JUMPER 001 05S28D

DEALER: Tim Stewart Ford

REPAIR DATE: 11/28/2005

WARRANTY CLAIM NUMBER: [REDACTED]

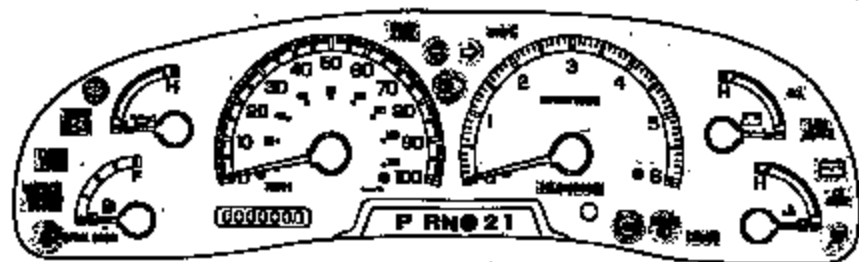
ODOMETER: 25504 M

DISCONNECT PER 05S28

PART NUMBER PART DESCRIPTION QTY LABOR OP

000 05S28K

WARNING LIGHTS AND CHIMES



Low fuel

Illuminates as an early reminder of a low fuel condition indicated on the fuel gauge (refer to *Fuel Gauge* in this chapter for more information).

When refueling, after the light comes on, the amount of fuel that is added will be less than the advertised capacity since there is fuel still in the tank. The ignition must be in the ON position for this lamp to illuminate. The lamp will also illuminate for several seconds after the ignition is turned to the ON position regardless of the fuel level to ensure your bulb is working.

**LOW
FUEL**

Service engine soon

Your vehicle is equipped with a computer that monitors the engine's emission control system. This system is commonly known as the On Board Diagnostics System (OBD II). The OBD II system protects the environment by ensuring that your vehicle continues to meet government emission standards. The OBD II system also assists the service technician in properly servicing your vehicle.

The *Service Engine Soon* indicator light illuminates when the ignition is first turned to the ON position to check the bulb. If it comes on after the engine is started, one of the engine's emission control systems may be malfunctioning. The light may illuminate without a driveability concern being noted. The vehicle will usually be drivable and will not require towing.

**SERVICE
ENGINE
SOON**

What you should do if the Service Engine Soon light illuminates Light turns on solid:

This means that the OBD II system has detected a malfunction.

Temporary malfunctions may cause your *Service Engine Soon* light to illuminate. Examples are:

1. The vehicle has run out of fuel. (The engine may misfire or run poorly.)
2. Poor fuel quality or water in the fuel.
3. The fuel cap may not have been properly installed and securely tightened.

These temporary malfunctions can be corrected by filling the fuel tank with high quality fuel of the recommended octane and/or properly installing and securely tightening the gas cap. After three driving cycles without these or any other temporary malfunctions present, the *Service Engine Soon* light should turn off. (A driving cycle consists of a cold engine startup followed by mixed city/highway driving.) No additional vehicle service is required.

If the *Service Engine Soon* light remains on, have your vehicle serviced at the first available opportunity.

Light is blinking:

Engine misfire is occurring which could damage your catalytic converter. You should drive in a moderate fashion (avoid heavy acceleration and deceleration) and have your vehicle serviced at the first available opportunity.



Air bag readiness

Momentarily illuminates when the ignition is turned ON. If the light fails to illuminate, continues to flash or remains on, have the system serviced immediately.



Speed dependent wipers

When the windshield wiper control is set on the intermittent settings, speed-sensitive front wipers automatically adjust as the vehicle's speed changes.

OVERDRIVE CONTROL

Activating overdrive

D (Overdrive) is the normal drive position for the best fuel economy.

The overdrive function allows automatic upshifts and downshifts through all available gears.

Deactivating overdrive

Press the Transmission Control Switch (TCS) located on the end of the gearshift lever. The Transmission Control Indicator Light (TCIL) (the word OFF) will illuminate on the end of the gearshift lever.



The transmission will operate in all gears except overdrive. To return to normal overdrive mode, press the Transmission Control Switch again. The TCIL (the word OFF) will no longer be illuminated.



When you shut off and re-start your vehicle, the transmission will automatically return to normal **D** (Overdrive) mode.

For additional information about the gearshift lever and the transmission control switch operation refer to the *Automatic Transmission Operation* section of the *Driving* chapter.

OVERHEAD CONSOLE

The appearance of your vehicle's overhead console will vary according to your option package.

**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).**