



U.S. Department of Transportation  
 2009 APR 20 PM 1:24  
 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 <input type="checkbox"/>
06-APR-2009	Reference No. 10264269

**OWNER INFORMATION (Type or Print)**

Name		
Address		
City	State	Zip Code
PRARIE VIEW	TX	

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 provide your name or address to the vehicle manufacturer.  
 Signature of Owner \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make	Model	Model Year
		FORD	EXPEDITION	2004
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:
			No: Cylinders	
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code	
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)
	<input type="checkbox"/> Cruise Control			10-OCT-2007

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Codes: 130000 VISIBILITY, 060000 ENGINE AND ENGINE COOLING	Failure Mileage	Failure Speed
	97000	0

**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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	0	0	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).

TL\*THE CONTACT OWNS A 2004 FORD EXPEDITION. THE CONTACT STATED THAT THERE WAS INADEQUATE SEALANT ON THE FRONT WINDSHIELD. IN RAINY CONDITIONS, WATER WOULD LEAK INTO THE VEHICLE. IN ADDITION, WHEN THE WINDSHIELD WIPER UNIT WAS ACTIVATED, THE WINDSHIELD CLEANER WOULD ALSO LEAK INTO THE VEHICLE. THE CONTACT COULD HEAR A CRACKLING SOUND COMING FROM THE DASHBOARD. ALL THE DIGITAL COMPONENTS ON THE INSTRUMENT PANEL BECAME INOPERABLE DUE TO THE LEAK IN THE FRONT WINDSHIELD. THE DEALER STATED THAT THE WINDSHIELD COULD BE RESEALED AT THE COST OF LESS THAN \$100. IF THE WINDSHIELD NEEDED TO BE REPLACED, IT WOULD COST OVER \$200. THERE WERE NO RECALLS FOR THE FAILURE. ON A SEPARATE OCCASION, THE ENGINE STARTED ON ITS OWN. THE VIN WAS UNABLE TO BE ACCEPTED BY THE SYSTEM. THE CURRENT AND FAILURE MILEAGES WERE LESS THAN 97,000.

*Reported windshield leak as it was raining. Windshield sealant was replaced. Dealer stated it would cost over \$200. On a separate occasion, the engine started on its own. The VIN was unable to be accepted by the system. The current and failure mileages were less than 97,000.*

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 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.