

DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 2009 AUG 10 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY - 100148	
U.S. Department of Transportation National Highway Traffic Safety Administration		Date Received 16-JUN-2009	Repository ☐ Reference No. 10274039
		Daytime Telephone Number [REDACTED]	E-mail Address [REDACTED]
OWNER INFORMATION (Type or Print)		Evening Telephone Number [REDACTED]	
Name [REDACTED] Address [REDACTED] City ELKHART State IN Zip Code [REDACTED]			
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 1FMNU43S62E [REDACTED]		Make FORD	Model EXCURSION
		Model Year 2002	
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders
Original Owner ☐	Dealer's City	State	Zip Code
Transmission Type ☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 28-MAY-2009
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Codes: 110000 ELECTRICAL SYSTEM; 185000 VEHICLE SPEED CONTROL; CRUISE CONTROL		Failure Mileage 92000	Failure Speed 45
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: DOTM9ABC036)	☐ 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 <i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</i>			
Crash ☐ Yes ☒ No	Fire ☒ Yes ☐ No	Number of Persons Injured 0	Number of Deaths 0
		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).			
TL*THE CONTACT OWNS A 2002 FORD EXCURSION. WHILE DRIVING APPROXIMATELY 45 MPH, THE CONTACT NOTICED SMOKE COMING FROM THE STEERING COLUMN. THE VEHICLE WAS PULLED OVER TO THE SIDE OF THE ROAD AND THEN TAKEN TO AN AUTHORIZED DEALER FOR INSPECTION. THE TECHNICIAN OBSERVED THAT THE CONTROL BOX AND ELECTRICAL WIRING BURNED WITHOUT WARNING. THE FAILURE WAS RELATED TO THE CRUISE CONTROL SWITCH. THE VIN WAS INCLUDED IN NHTSA CAMPAIGN ID NUMBER 07V553000 (ENGINE AND ENGINE COOLING:ENGINE:DIESEL); HOWEVER, THE MANUFACTURER REFUSED TO ASSUME FINANCIALLY RESPONSIBILITY FOR THE \$4,500 REPAIR COST. THE VEHICLE IS CURRENTLY INOPERABLE AND HAS NOT BEEN REPAIRED. THE FAILURE AND CURRENT MILEAGES WERE 92,000.			
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.			