



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

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

07-DEC-2009

Repository ☐

Reference No.
10294814

OWNER INFORMATION (Type or Print)

Name

Address

City

WASHINGTON BURROUGH Boro

State

PA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

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

1FMRU16W01L

Make

FORD

Model

EXPEDITION

Model Year

2001

Date Purchased

Dealer's Name and Telephone Number

David & Sons 717-684-9264

Engine:

No: Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

Columbia

State

PA

Zip Code

17512

Transmission Type

☐ Antilock Brakes

Powertrain

☒ Cruise Control

Multiple Failure:

Incident Date(s)

27-NOV-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 180000 VEHICLE SPEED CONTROL

Failure Mileage

175000

Failure Speed

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: 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

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

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 2001 FORD EXPEDITION. THE CRUISE CONTROL ON THE VEHICLE WAS INOPERATIVE. A FUSE AND THE BRAKE LIGHTS ON THE VEHICLE WERE REPLACED. TWO WEEKS AFTER THE REPAIR, AND WHILE THE VEHICLE WAS PARKED FOR FIFTEEN MINUTES, THE VEHICLE CAUGHT ON FIRE. THE FIRE SPREAD QUICKLY AND CAUSED A NEARBY VEHICLE TO ALSO CATCH ON FIRE. BOTH VEHICLES WERE DESTROYED. THE MANUFACTURER WAS NOTIFIED, AND SHE WAS ADVISED THAT THERE WAS AN OPEN RECALL ON THE VEHICLE (SEE NHTSA CAMPAIGN ID NUMBER: 05V388000). THEY STATED THAT THEY WOULD FURTHER INVESTIGATE THE FAILURE. THE FAILURE AND CURRENT MILEAGES WERE 175,000.

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 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.

Description of incident

On November 27, 2009 at 27 Donegl
St. Washington Boro, PA, my truck
caught on fire around 3:30pm. It
destroyed my vehicle and another
that was parked in the driveway.
I discovered there was in fact a
recall on the vehicle for catching on
fire. I contacted Ford Motor Company
where a case was opened which is
still pending.



Office of the General Counsel

Ford Motor Company
Claims Department
P.O. Box 70
Dearborn, Michigan 48121-0070

December 8, 2009

WASHINGTON BORO, PA

RE: 2001 EXPEDITION XLT 4X4 4-DR.

VIN: 1FMRU16W011

Dear

Your claim, regarding the fire to your vehicle, has been forwarded to me for review. In order to begin evaluation of your claim, we will need the following documents:

- A copy of the police and/or fire report.
- A copy of the vehicle title, bill of sale, and registration.
- Verification of coverage and/or denial of claim from insurance company.
- Six (6) color photographs of the vehicle showing the damaged areas (both sides of the vehicle, the entire engine and driver's side of the engine, the front of the vehicle with the hood open and closed).
- A copy of this letter.

You may mail the documents to the address listed on this letter. Unfortunately, we will be unable to provide assistance if you have settled this matter with your insurance carrier or if you no longer own the vehicle.

Please answer the following in the space provided. If you need additional space, please use the back of this form:

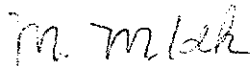
1. Date of incident/fire? November 27, 2009
2. What was the mileage at the time of the occurrence? 175,000
3. What is the alleged defect? Cruise Control
4. Has the alleged defective part been repaired or replaced? (circle one) Yes or (No)
5. What is the current location of the vehicle? 1046 Letort Rd. Conestoga, PA
(Father's Body Shop) 17516
6. List all the after market additions or modifications that were made to the vehicle:
Stereo system including head unit, 2 12" speakers with box, and amplifier.
7. At the time of the fire, was the engine running? (circle one) Yes or (No)
8. What are you seeking from Ford? Compensation

Should you not send all of the requested information and materials within 90 days, we will assume that you are not interested in pursuing a claim and we will close our file. Please note that your vehicle will not be inspected until all the above information has been submitted and a determination has been made as to whether an inspection is warranted.

Please be advised that all necessary steps should be taken to ensure that the subject vehicle and all of its component parts are maintained and preserved for trial, should litigation ensue from this informal claim. Ford Motor Company has the right to inspect the vehicle and remove and test any component part that you claim to be defective, and to be presented with the vehicle and the subject component part(s) at the time of trial.

We appreciate the opportunity to review this matter.

Respectfully yours,

A handwritten signature in dark ink, appearing to read "M. Morris".

Marquis Morris
Legal Analyst- OGC Product Claims



12/2/2009

[REDACTED]
Washingtonboro, PA [REDACTED]

RE: Claim No: [REDACTED]
Policy No: [REDACTED]
Insured: [REDACTED]
Date of Loss: 11/27/2009
Cancellation Date: 11/26/2009

Dear [REDACTED]

Please be advised that First Acceptance Services, Inc. is the claims firm for First Acceptance Insurance Company, Inc., which is the insurance company of the above named insured.

We acknowledge receipt of the captioned loss, which was reported to our office on 11/27/2009.

Our records indicate that policy number [REDACTED] cancelled on 11/26/2009 as of 12:01a.m. CST for non-payment of premium. The date of this loss has been confirmed as 11/27/2009. Therefore, we regret to inform you that there is no coverage for this loss.

We are unable to locate any record of any other policy in your name that would provide coverage for this claim.

However, if you disagree with our position and/or can provide additional information that might have a bearing on this issue, please inform us immediately and we will reconsider our position. We are retiring our file with no payments.

Sincerely,

A handwritten signature in black ink, appearing to be 'L Robinson'.

Leonard Robinson
Claims Adjuster
800-779-2103 Ext. 31103

A handwritten signature in black ink, appearing to be 'RC Chan'.

RC Chan
Claims Supervisor

MANOR TOWNSHIP POLICE DEPARTMENT

950 WEST FAIRWAY DRIVE
LANCASTER, PENNSYLVANIA 17603
PHONE NO. (717) 299-5231 FAX NO. (717) 391-7047

December 21, 2009

Marquis Morris
Ford Motor Company Claims Dept.
P.O. Box 70
Dearborn, MI 48121-0070

Dear Mr. Morris,

It is our policy not to release a police report without a court order. However, we can supply the following information.

On Friday, November 27, 2009 it was reported to the Manor Township Police Department by [REDACTED] that her vehicle was in fact on fire. In speaking with the Assistant Fire Chief, he advised the fire started in the engine compartment of the Ford Expedition and that nothing appeared to be suspicious.

This is the extent of the information we can supply at this time.

Sincerely

Todd A. Graeff
Chief of Police

TAG:bds









