

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

EQ-10446229-8497

From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: NHTSA: Follow up to ODI Complaint: 10446229
Date: Monday, February 27, 2012 11:21:28 AM
Attachments: [NHTSA - \[REDACTED\] - Form Ref 10446229.pdf](#)
[NHTSA - \[REDACTED\] - Repair Ref 10446229.pdf](#)
[NHTSA - \[REDACTED\] - Photos Ref 10446229.pdf](#)

Report Vehicle Safety Defects!



www.safercar.gov

From: Williams, Maritza CTR (NHTSA) **On Behalf Of** DataQuality, DataQuality (NHTSA)
Sent: Monday, February 27, 2012 11:00 AM
To: Wells, Cynthia CTR (NHTSA)
Subject: FW: NHTSA: Follow up to ODI Complaint: 10446229

Here is a follow-up to ODI 10446229.

From: [REDACTED]
Sent: Monday, February 27, 2012 9:31 AM
To: DataQuality, DataQuality (NHTSA)
Subject: NHTSA: Follow up to ODI Complaint: 10446229

To Whom This May Concern,

I'm responding with additional information, as requested, to a follow up letter I received by email for Reference Number 10446229.

Please find the attached documents further detailing the incident, as well as supporting photos of the failed parts as recovered from the Firestone repair shop, as well as the repair documentation.

Any questions at all, please let me know.

Thank you for your assistance,

[REDACTED]

[REDACTED] ASAI
[REDACTED] - design visualization
[REDACTED] | Westerville, OH [REDACTED]
[REDACTED] | follow me on [twitter](#)



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 ☐

02-FEB-2012

Reference No.
10446229**OWNER INFORMATION (Type or Print)**

Name

Address

City

WESTERVILLE

State

OH

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

1FMRU16W8

Make

FORD

Model

EXPEDITION

Model Year

2001

Date Purchased

JUNE 2003

Dealer's Name and Telephone Number

KRIEGER FORD 1-614-888-3320

Engine:

No: Cylinders

Fuel Type:

REGULAR

Original Owner

☐

Dealer's City

COLUMBUS

State

OH

Zip Code

43229

4.6L/Boxer

Transmission Type

Auto

☐ Antilock Brakes☒ Cruise Control

Powertrain

4WD

Multiple Failure:

YES. TRAILING ARMS

Incident Date(s)

31-JAN-2012

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 020000 SUSPENSION

BOTH TRAILING ARMS COMPLETELY RUSTED OUT AND
FAILED CAUSING REAR END TO FALL LOOSE.

Failure Mileage

~~129000~~
128,400

Failure Speed

5

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: DOTM19ABC036)

☐ 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

NONE

Number of Deaths

NONE

Reported to Police

AT 9 THEY SAT WITH LIGHTS

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 CONTACT STATED THAT THE TRAILING ARMS DETACHED WHEN ACCELERATING FROM A STOP. THE VEHICLE WAS TOWED TO A LOCAL REPAIR SHOP. THE REPAIR SHOP STATED THAT THE UPPER AND LOWER TRAILING ARMS NEEDED TO BE REPLACED ON BOTH SIDES OF THE VEHICLE. THE MANUFACTURER WAS NOTIFIED. THE VEHICLE WAS REPAIRED. THE FAILURE AND CURRENT MILEAGES WERE ~~129,000~~ 128,400.

TRAILING ARMS BROKE IN HALF DUE TO RUST. BOTH SIDES FAILED AND REAR AXLE WENT LOOSE. LUCKILY WHILE ACCELERATING FROM A STOP. HIGHWAY SPEED WOULD HAVE CAUSED CRASH AS VEHICLE WAS NOT DRIVEABLE. PLEASE SEE ATTACHED PHOTOS.

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.













Customer Invoice
058436
02/01/2012

**FIRESTONE COMPLETE AUTO CARE
POLARIS EAST
8510 ORION PLACE
COLUMBUS, OH. 43249-4028**

Service Advisor:
04 ROD
614.523.2259

WESTERVILLE, OH

2001 FORD EXPEDITION [BLACK]
V8-281 4.6L SOHC

Lic #: [REDACTED] OH Vin #: 1FMRU16W81L [REDACTED]
In: 01/31/12 3:40PM Mileage: 125,396
Out: 02/01/12 4:30PM 128,400

Store # 315843

RETAIL SALE

Description	Rev Hist /Article # ID	Qty	Unit Price	Extended Price	Job Total
COMPLETE VEHICLE INSPECTION	3 04				20.89
Symptom:- REAR END IS NOT MOVING					
VEHICLE INSPECTION	7028789 39TN	1	21.99	21.99	
LBR-DISC CFNA DISCOUNT 5% OFF SERVICES	7001671 39T	-1	1.10	-1.10	
MISCELLANEOUS SUSPENSION	1,3 04				601.05
K100014 UPPER TRAILING ARM	7030066 39TN	2	256.84	513.68	
RR TRAILING ARM	7041572 39TS	1	119.00	119.00	
PRT-DISC CFNA DISCOUNT 5% OFF SERVICES	7001639 39T	-1	25.68	-25.68	
LBR-DISC CFNA DISCOUNT 5% OFF SERVICES	7001639 39T	-1	5.95	-5.95	
MISCELLANEOUS SUSPENSION	1,3 04				495.25
K100014 LOWER TRAILING ARM	7030066 39TN	2	205.41	410.82	
7041572 RR TRAILING ARM	7041572 39TS	1	110.50	110.50	
PRT-DISC CFNA DISCOUNT 5% OFF SERVICES	7001639 39T	-1	20.54	-20.54	
LBR-DISC CFNA DISCOUNT 5% OFF SERVICES	7001639 39T	-1	5.53	-5.53	
MISCELLANEOUS SUSPENSION	1,3 04				267.23
64-3000F PANARD BAR	7030066 39TN	1	170.80	170.80	
7041572 RR PANARD BAR	7041572 39TS	1	110.50	110.50	
PRT-DISC CFNA DISCOUNT 5% OFF SERVICES	7001639 39T	-1	8.54	-8.54	
LBR-DISC CFNA DISCOUNT 5% OFF SERVICES	7001639 39T	-1	5.53	-5.53	
ALIGNMENT CHECK - LIFETIME	2 04				
Symptom:- LIFETIME ALIGNMENT RECHECK	7022837 39TS	1	N/C	N/C	

Technician(s):

39 WALT FRANKENBERG

Payment History:

CFNA 2551 1,505.58 09043
Total Tendered 1,505.58

Summary:

Parts 1,040.54
Labor 343.88
Shop Supplies 19.38
Sub-Total 1,403.80
Tax (7.25%) 101.78
Total \$1,505.58

All CFNA purchase(s) through June 30, 2012 of \$249 or more receive 6 month deferred interest, see www.CFNA.com for more details.

I have received the above goods and/or services. If this is a credit card purchase, I agree to pay and comply with my cardholder agreement with the issuer.

Revision History:	Rev Amt	Init
1) 01/31/2012 06:53PM 1561 24	[REDACTED]	[REDACTED]
2) 02/01/2012 09:49AM 0.00	[REDACTED]	[REDACTED]
3) 02/01/2012 02:08PM -79 24	[REDACTED]	[REDACTED]

Customer Signature

All parts are new unless otherwise specified.