

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

EQ-10605870-3681

Subject: FW: Consumer comments - ODI #10605870 (2000 Ford Expedition / air bag failure)
Date: Tuesday, July 01, 2014 9:23:37 AM
Attachments: [Ford Expedition Air Bags - 2000 FORD EXPEDITION Problems With Air Bags.mht.msg](#)
[Ford Expedition recall.mht.msg](#)

Subject: FW: ★★ Consumer comments - ODI #10605870 (2000 Ford Expedition / air bag failure)

██████████ claims that his VOQ is incomplete and needs to be amended, but he provides no amended text. Also the attachments appear to be blank to me – I believe mht files usually require a folder and he provided only the pointer to that folder . However, he did send 2 attachments yesterday – an Autosource report (pdf) and a pdf that contained 14 photos. I sent this to you yesterday, 6/26/14 at 5:33 PM, to add to ██████████ file – he had just sent them yesterday morning with no comment except the 2 attachments.

From: ██████████]
Sent: Friday, June 27, 2014 3:43 AM
To: donotreplyodi (VOLPE)
Subject: Re: Acknowledgement from NHTSA/ODI of your safety complaint

I have read your summary of my complaint that is totally in complete and should be amended without delay. I also contend that I have provided pictures to support my complaint and I have also found 39 other complaints as my complaint which makes it clear that nhtsa since 2000 knew of the defective airbags in the 2000 expeditions with are the same defective airbag system as the 2001 expedition that the nhtsa issued under odi no.# 01v082000. however that constitute total subjective and willful deliberate indifferances to my and others health and safety. therefore you should immediately issue a recall on all 2000 expeditions before someone gets killed. finally should you not amend my files and not issue a recall I may have to file federal civil and criminal actions my injuries could have been avoided if only you listen lo the complaints of others. see attachments please do not ignore??????????????????

On Wed, Jun 25, 2014 at 12:04 PM, US DOT NHTSA <donotreplyodi@dot.gov> wrote:

Thank you for filing your safety-related complaint via our Web site or our Vehicle Safety Hotline. The ODI Number listed below will be a direct link to your complaint as soon as it is ready to view. Please allow at least two business days for approval and processing before trying to view your complaint online. You will then be able to view it and search any associated documents.

Your Confirmation number (ODI Number) is: [10605870](#)

Your complaint information will be entered into the NHTSA vehicle owner complaint database. NHTSA technical staff review this information to identify potential safety problems. While you may or may not be contacted by a NHTSA investigator to clarify the information submitted, all reports are reviewed and analyzed for potential defects trends. Also, the NHTSA complaint database provides valuable information to other consumers and to manufacturers.

If you have any questions regarding this complaint, please contact ODI:

- By phone: [1-888-327-4236](tel:1-888-327-4236) Monday-Friday, 8:00AM to 8:00PM Eastern
TTY: [1-888-424-9153](tel:1-888-424-9153)
Have your ODI Number available.
(Spanish-speaking operators available)
- By e-mail: <http://www-odi.nhtsa.dot.gov/contact.cfm>
Indicate your ODI Number in the contact form.

Thank you,

Office of Defects Investigation (ODI)
National Highway Traffic Safety Administration (NHTSA)
U.S. Department of Transportation (DOT)

Did you know you can receive real-time information about safety recalls? There are two options:

Recall notification via email: <http://www-odi.nhtsa.dot.gov/subscriptions/index.cfm?refurl=email>

Recall notification via RSS: <http://www-odi.nhtsa.dot.gov/rss/index.cfm?refurl=email>

To find out more about NHTSA, please go to the [Safercar.gov](http://www.safercar.gov) website or call our Vehicle Safety Hotline toll-free at [1-888-327-4236](tel:1-888-327-4236).

Our [Privacy Policy](#) can be found at this Web page.

If you have questions regarding these emails, please go to our [Contact](#) Web page.

This is a system-generated e-mail. Do NOT respond to the sender of this e-mail.