



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 <input type="checkbox"/>
31-MAY-2019 JUL 19 2019	Reference No. 11217054

OWNER INFORMATION (Type or Print)

Name [REDACTED]		
Address [REDACTED]		
City	State	Zip Code
BALTIMORE	OH	[REDACTED]

Daytime Telephone Number	Email Address
[REDACTED]	[REDACTED]
Evening Telephone Number	[REDACTED]

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 1FMJK1JT1GE [REDACTED]	Make FORD	Model EXPEDITION	Model Year 2016
Date Purchased 01/12/2017	Dealer's Name and Telephone Number BYERS FORD (740) 281-5599		Engine: No: Cylinders 6
Original Owner <input type="checkbox"/>	Dealer's City DELAWARE	State OH	Zip Code 43015
Transmission Type AUTO	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: Incident Date(s) 30-MAY-2019

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 030000 BRAKES (PWS)	Failure Mileage 50450	Failure Speed 40
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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)	<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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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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 2016 FORD EXPEDITION. WHILE DRIVING 40 MPH AND MAKING A TURN, THE BRAKE PEDAL WAS DEPRESSED AND TRAVELED TO THE FLOORBOARD. THE CONTACT COULD NOT STOP THE VEHICLE. WHEN THE CONTACT PUMPED THE BRAKE PEDAL, THE VEHICLE STOPPED. ALSO, THE BRAKE FLUID WARNING INDICATOR ILLUMINED. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC, BUT WAS NOT DIAGNOSED OR REPAIRED. THE CONTACT CALLED A FORD CUSTOMER SERVICE LINE AND WAS INFORMED THAT THE BRAKE CYLINDER WAS FRACTURED AND WAS LEAKING BRAKE FLUID. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND PROVIDED A CASE NUMBER. THE DEALER WAS NOT CONTACTED. THE FAILURE MILEAGE WAS 50,450.

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

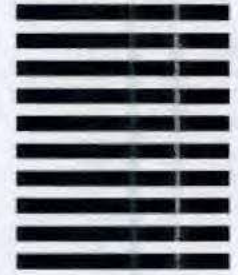
WHILE I WAS DRIVING THE BRAKE WARNING LIGHT CAME ON. I WAS ABLE TO SAFELY GET THE VEHICLE STOPPED BUT THE BRAKE PEDAL WAS TRAVELLING ALL THE WAY TO THE FLOOR. I HAD THE EXPEDITION TOWED TO A REPAIR SHOP. THE SHOP INFORMED ME THAT ALL OF THE BRAKE FLUID HAD LEAKED FROM THE MASTER CYLINDER INTO THE BRAKE BOOSTER. REPAIRS REQUIRED THE REPLACEMENT OF THE MASTER CYLINDER, THE BRAKE BOOSTER, AND THE CHECK VALVE/SENSOR. THIS EXACT SAME ISSUE RESULTED IN A RECALL OF 2013-2014 F-150 PICKUPS THAT USE THE SAME COMPONENTS AS THE 2016 EXPEDITION THAT IS THE SUBJECT OF THIS REPORT.

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE, Washington, D.C. 20077-9382
Official Business
Penalty for Private Use \$300

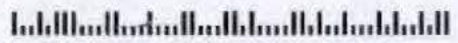


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US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
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Washington, D.C. 20077-9382



Think your vehicle has a safety defect?



If so:
Use the enclosed form to file a report.

or visit:
www.safercar.gov

or call:
Vehicle Safety Hotline
888-327-4236



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

