

 U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Auto Safety Hotline		FOR AGENCY USE ONLY 100148	
		Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		Date Received 01-JUL-2019 SEP 13 2019	
OWNER INFORMATION (Type or Print) Name [REDACTED] Address [REDACTED] City NEVADA State IA Zip Code [REDACTED]		Daytime Telephone Number [REDACTED]		Repository ☐ Reference No. 11228826	
		Evening Telephone Number [REDACTED]		E-mail Address [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 1FMJK2A51E [REDACTED]		Make FORD		Model EXPEDITION	
Model Year 2014		Engine: No. Cylinders 8		Fuel Type: Unleaded	
Date Purchased 5/26/16		Dealer's Name and Telephone Number Deery Brothers of Ames Inc.		Original Owner ☐	
Dealer's City Ames		State IA		Zip Code 50010	
Transmission Type ☐ Antilock Brakes ☐ Cruise Control		Powertrain		Multiple Failure: Incident Date(s) 26-MAY-2019	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 100000 POWER TRAIN, 060000 ENGINE (PWS), 180000 VEHICLE SPEED CONTROL				Failure Mileage 146000 112,460	
Failure Speed 60					
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	
				Number of Deaths	
				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 2014 FORD EXPEDITION. WHILE DRIVING APPROXIMATELY 60 MPH, THE TRANSMISSION SEIZED WITHOUT WARNING. THE VEHICLE BEGAN TO SKID AND THE CONTACT WAS ABLE TO SHIFT INTO NEUTRAL. THE CONTACT PLACED THE VEHICLE INTO DRIVE AND ACCELERATED OFF THE HIGHWAY. THE CONTACT WAS ABLE TO RESTART THE VEHICLE AND RESUME NORMAL DRIVING. THE VEHICLE WAS DRIVEN TO AMES FORD LINCOLN (123 AIRPORT RD, AMES, IA 50010, (515) 233-1913) WHERE IT WAS DIAGNOSED THAT THE GASKETS, CONNECTORS, AND TRANSMISSION FLUID NEEDED TO BE REPLACED. THE MANUFACTURER WAS CONTACTED AND STATED THAT THERE WERE NO RECALLS. THE CONTACT WAS PROVIDED CASE NUMBER [REDACTED] THE FAILURE MILEAGE WAS 146,000 112,460 The vehicle was traveling roughly 15 to 10 mph before I could shift into neutral once stopped I put the vehicle into Drive.					
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.					



LINCOLN

123 Airport Road P.O. Box 1687 - Ames, IA 50010
(515) 233-1913 - (800) 308-2536

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
7:30 a.m. to 5:00 p.m. Saturday

5/29/19	
5/31/19	Final
111999	112000
Service Advisor / Tag #	
Bryan Thiel/264*W*	

NEVADA, IA			Work Phone	Vehicle Identification Number	
			Home Phone	1FMJK2A51EE	
				Delivery Date	In-Service Date
Year	Make	Model	Body	Color	License Number
2014	FORD	EXPEDITION EL	4WD 4DR LIMITED		

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [REDACTED]	
#1 - 30FO: AUTO TRANSMISSION CUSTOMER STATES SPEEDOMETER DROPS TO ZERO AT HIGHWAY SPEEDS AND WHEELS LOCK UP, BRAKES NOT APPLIED Tech: Dale Halbur (869) Installed AL3Z 7G276 D :CONNECTOR 1@148.50 148.50 Installed 6L2Z 7G276 AA :CONNECTOR 1@29.95 29.95 Installed BL3Z 7A191 C :GASKET 1@24.88 24.88 Installed FT 188 :SCREEN ASY 1@34.66 34.66 Installed 31253 :TRANS FLUID 8@4.99 39.92 RUN SELFTEST CODE FOR OSS R R VALVED BODY REPLACED SENSOR RETESTED OK Sub Total: 777.51	
#2 - 99P: MULTIPOINT INSPECTION Caused by PERFORMED INSPECTION Tech: Dale Halbur (869) SPARK PLUGS \$399.95 TRANSMISSION.DRIVELINE SERVICE \$510.00 COOLANT SERVICE \$160.00 CALL BRYAN T 233-1916 TO SCHEDULE Sub Total: .00	

* You may receive a survey about your recent service *	
* visit. If you are unable to answer Completely Satisfied *	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. *I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.*

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X