



U.S. Department of Transportation

DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects

Date Received
Form Approved: O.M.B. No. 2127-0008

Repository

18-JAN-2023 National Highway
Traffic Safety Administration
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

E-mail Address

OWNER INFORMATION (Type or Print)

Daytime Telephone Number
Reference No: 11502456

Address [REDACTED]
City
Bellevue
[REDACTED]

State	NE	ZIP Code	[REDACTED]
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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 1FMJK2AT3GE [REDACTED]

MAKE FORD
Model

EXPEDITION
Model Year 2016

Dealer's Name and Telephone Number			Engine: No. Cylinders
Dealer's City Council	STATE IA	ZIP Code 51501	

Date Purchased Fuel Type:

Original Owner:

Transmission Type Powertrain Multiple Failure Incident Date(s) Antilock Brakes

Cruise Control
18-MAR-2022

FAILED COMPONENT(S)/PART(S) INFORMATION

Failure Mileage

Vehicle Components Codes: D30000 SERVICE BRAKES, HYDRAULIC Failure Speed:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make Tire Model (Name or Number) Tire Size (Example P215/65R15)

Original Requirement: Prior Repair

DOT No. (Example: DOTMAL 9ABC036) 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), 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), Injury(ies).

i.e. parts repaired or replaced (and if old part is available).

The contact owns a 2016 Ford Expedition. The contact received notification of the NHTSA Campaign Number: 22V150000 (Service Brakes, Hydraulic) however, the part to do the recall repair was not yet available. The contact stated that the manufacturer had exceeded a reasonable amount of time for the recall repair. The local dealer was notified of the recall notice and confirmed that the parts were not available for the recall remedy. The manufacturer was not notified of the issue. The contact had not experienced a failure.

The complaint herein is not against Ford Motor Company. My complaint is against the dealer, McMullen Ford in Council Bluffs, IA for not doing the repair on the date of appointment to complete the repair. Parts were ordered for the recall repair on our car and then were sold to another customer, thereby leaving our car without the recall repair.

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.