

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 258

Date Received

22-MAR-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

720484

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
 In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (located at front of windshield on driver's side) 1FMFU18L7VLA89960	Vehicle Make FORD TRUCK	Vehicle Model EXPEDITION	Vehicle Year 1997	Current Odometer Reading
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Purchase Date 01-JAN-1997	Dealer's Name _____	Engine Size (CID/CC/L) 5.4L	☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection
☒ New ☐ Used	City _____ State _____ Zip Code _____	No Cylinders _____	

Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☐ 3-Point Belt ☐ Motorbell ☐ Driverside Airbag ☒ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☒ Yes ☐ No	Drive Train ☐ Front ☐ Rear ☒ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Ult ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☐ 4-Door ☒ Stationwagon ☐ Pick Up Truck ☐ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 06610001 12420000	Part Name(s) EXHAUST SYSTEM:MANIFOLD:OXYGEN SENSOR INTERIOR SYSTEMS:INSTRUMENT PANEL:GAUGE:INDICATOR	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 1	Date(s) of Failure(s) 30-JAN-2000 Mileage at Failure(s) 46500 Vehicle Speed at Failure(s) 65	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ Yes ☐ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

Crash ☐ Yes ☐ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WE WERE INFORMED BY RITAR FORD THAT THE REASON THE ENGINE" CHECK LIGHT CAME ON ,WAS CAUSED BY WATER DRIPPING FROM THE AIR CONDITIONER LINE ONTO THE OXYGEN SENSOR. WE WERE ALSO INFORMED THAT T.S.B.# 00-1-7 WOULD ALLEVIATE THE PROBLEM BY RE-ROUTING THE LINE SO THE WATER WOULD NOT DRIP ON THE OXYGEN SENSOR . HOWEVER EVEN THOUGH WE PURCHASED E.S.P. (EXTENDED WARRANTY PROTECTION) THIS REPAIR WAS NOT COVERED BECAUSE WE EXCEEDED 36,000 MILES. I FEEL AS WE WERE "RIPPED-OFF BEING ASKED TO PAY FOR A OBVIOUS ENGINEERING SHORTFALL BY FORD MOTOR COMPANY . ASIDE FROM THE ENGINEERING PROBLEM, A PONTENTAL ENVIROMENTAL PROBLEM IS POSSIBLE DUE TO THE FAILURE OF THE OXYGEN SENSOR.
*AK

CONTINUED ON BACK (RELEAS)

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.