



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 258

Date Received

21-JUL-2001

Od_or _____
rt_dt _____
pd_rt _____
up_lr _____

Reference No.

748886

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) (Locate at bottom of windshield or driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1FMRU17L8WLA58975	FORD TRUCK	EXPEDITION	1998	

Purchase Date 01-NOV-1997	Dealer's Name _____	Engine Size (CID/CC/L) <u>5.4</u>	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
☒ New ☐ Used	City _____ State _____ Zip Code _____	No Cylinders _____	

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
☐ Manual ☐ Automatic	☒ Yes ☐ No	☐ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Bel ☐ Passengerside Airbag	☒ Yes ☐ No	☐ Front ☒ Rear ☐ 4-Wheel	☐ Car ☐ Sport Util ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 05150000	Part Name(s) ENGINE:OTHER PARTS	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
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No of Failure 1	Date(s) of Failure(s) 17-JUL-2001 21000 Mileage at Failure(s) 0	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ Yes ☐ No
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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 0	Number of Fatalities 0	Estimated Property Damag 0	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WE PURCHASED A BRAND NEW 1998 FORD EXPEDITION IN NOVEMBER OF 1997. THE CAR CAME STANDARD WITH A 3 YEAR "BUMPER-TO-BUMPER" WARRENTY. OUR 3 YEAR WARRANTY EXPIRED IN NOVEMBER OF 2000. ON JULY 19, 2001, WE EXPERIENCED A MECHANICAL PROBLEM WITH OUR VEHICLE AND HAD IT TOWED TO THEODORE ROBINS-FORD IN COSTA MESA, CA. THEY,THEODORE ROBINS INFORMED US THAT ONE OF THE ENGINES CYLINDERS WAS NOT WORKING. NOW, OUR CAR IS A LITTLE LESS THAN 4 YEARS OLD AND HAS ONLY 21,000 MILES ON IT. THEODORE ROBINS-FORD IS REFUSING TO FIX THE CAR FREE OF CHARGE. THE TOTAL COST OF REPAIRS IS ABOUT \$1900. THEODORE ROBINS-FORD MAINTAINS THE POINT-OF-VIEW THAT THE WARRENTY HAS EXPIRED. THEY ARE WILLING TO CHARGE US \$495 THAT WOULD EXTEND OUR WARRENTY FROM NOVEMBER OF 2000 UNTIL NOVEMBER OF 2002. THIS \$

CONTINUE ON REVERSE

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.