



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-JAN-2002

Od_or

rt_dt

od_rt

ip_lr

Reference No.

757163

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) (Location at bottom of windshield and driver's side door)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1FMRU18W0WLC34765	FORD TRUCK	EXPEDITION	1998	

Purchase Date 01-SEP-1998	Dealer's Name _____	Engine Size (CID/CC/L) 4.6 L	☐ 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 ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Bel ☐ Passengerside Airbag	Cruise Control ☒ Yes ☐ No
	Drive Train ☐ Front ☐ Rear ☒ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Util ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 10332000	Part Name(s) VISUAL SYSTEMS: REAR WINDOW WIPER MOTOR	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure 1	Date(s) of Failure(s) C3-JUN-1999 Mileage at Failure(s) 8530 Vehicle Speed at Failure(s) 0	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ 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 0	Number of Fatalities 0	Estimated Property Damag 0	Reported to Police ☐ Yes ☒ No
---	---	---------------------------------------	----------------------------------	--------------------------------------	---

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

REAR WIPER MOTOR (RWM) HAS FAILED AND BEEN REPLACED 4 TIMES WITHIN 36K MILES, 39 MOS FROM PURCHASE AS NEW. PURCHASED TRUCK ON 9/12/98; RWM REPLACEMENT #1 ON 6/3/99 AT 8530 MI; RWM REPLACEMENT #2 ON 9/25/99 AT 11965 MI; RWM REPLACEMENT #3 ON 7/13/00 AT 20413 MI; RWM REPLACEMENT #4 ON 12/12/01 AT 35419 MI. WHY HAS THIS COMPONENT FAILED SO OFTEN? DEFECTIVE DESIGN? DEFECTIVE COMPONENTS? IMPROPER INSTALLATION? ALSO SEE RWM FAILURE COMPLAINTS MADE BY OTHER CONSUMERS TO NHTSA. PLEASE REFER TO THOSE ODI #'S: 540834; 608809; 608715; 607562; 609271; 609531; 544197. THERE APPEARS TO BE A PATTERN OF RWM FAILURE. CONSIDER HOW MANY OTHERS HAVE NOT BOTHERED TO REPORT THIS PROBLEM. I CAN PROVIDE ANY DATA

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.