Form Approved: OMB No. 2127-0042

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: 20-MAY-2002

Od_or ____ ____
rt_dt ____ ____
od_rt ____ ____
np_ltr ____ ____

Reference No.: 762096

[redacted]

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 on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Readin
1FMRU1660YLC26560	FORD TRUCK	EXPEDITION	2000	

Purchase Dat		Engine Size	
01-OCT-2000	Dealer's Name_____	(CID/CC/L 4.6L	☐ Turbo
☒ New ☐ Used	City_____ State_____ Zip Code_____	No Cylinders _____	☐ Diesel ☐ Gas ☒ Fuel Injectio

Transmission Type	Antilock Brakes	Restraint System	Cruise Contro	Drive Trai	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 Utl ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other_____	☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other_____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component	Part Name(s	Location	Failed Part(s
05150021	ENGINE:GASKETS:VALVE COVER	☐ Left ☐ Right ☐ Front ☐ Rear	☐ Original ☐ Replacement

No of Failure	Date(s) of Failure(s)	Failed Part(s)	NHTSA Previously
1	16-MAY-2002		
	Mileage at Failure(s 45000	☐ Yes ☐ No	☐ Yes ☐ No
	Vehicle Speed at Failure(s) 0		

APPLICATION INCIDENT INFORMATION

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

Crash	Fire	Number of Persons Injured	Number of Fatalitie	Estimated Property Damag	Reported to Polic
☐ Yes ☐ No	☐ Yes ☒ No				☐ Yes ☒ No

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

I PURCHASED MY NEW EXPEDITION IN OCTOBER OF 2000. ON 5/16/02 I TOOK IT IN FOR MY SECOND ANNUAL INSPECTION (44,000 MILES). I HAD ALSO ASKED THEM TO LOOK INTO A SMALL OIL LEAK ON MY VEHICLE. I THOUGHT THAT PERHAPS THE PLUG WASNUT FULLY TIGHTENED AT MY LAST OIL CHANGE. NEEDLESS TO SAY I WAS SHOCKED WHEN I WAS INFORMED THAT I HAVE A DEFECTIVE HEAD GASKET. I WAS EVEN MORE SHOCKED WHEN I WAS INFORMED THAT THE REPAIR ESTIMATE FOR THE HEAD GASKET WAS $2100! I WAS INFORMED THAT BECAUSE MY CAR WAS OUT OF WARRANTY THERE IS NOTHING THEY COULD DO. I ASKED THEM TO HOLD OFF ON THAT REPAIR UNTIL I COULD DO SOME RESEARCH REGARDING THIS ISSUE. I DID SOME RESEARCH AND FOUND THAT THERE HAVE BEEN 3 SERV

CONTINUE ON BACK IF NEEDED

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 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.