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From: siracusa@publicinteractive.com
To: Young, Beverly <NHTSA>, Jimenez, Alberto <NHTSA>, Chiang, George <NHTSA>
Date: 1/28/00 2:52PM
Subject: Car Talk VOQ submission

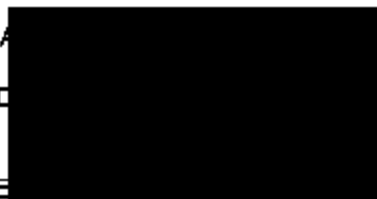
* This data was submitted via a fill-in form at the Cartalk web site
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* to webmaster@cartalk.com

SUBMISSION DATE: Friday, January 28th 2000 at 10:56:04 AM

VEHICLE OWNER'S QUESTIONNAIRE
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OWNER INFORMATION

NAME
ADDRESS
TELEPHONE



NHTSA authorized to send a copy of this report to the manufacturer: Yes

VEHICLE INFORMATION

VIN: 1fmfu1817v1b87273
MAKE: FORD
MODEL: EXPEDITION
YEAR: 1997

ODOMETER: 54123
PURCHASE DATE: NEW OR USED: New

DEALER NAME: BROWN DAUB FORD LINCOLN MERCURY
ADDRESS: NAZARETH, PA 18064

ENGINE SIZE: 5.4L
CYLINDERS: 8

FUEL INJECTION: Yes
TURBO: No
FUEL TYPE: Gas
ANTILOCK BRAKES: Yes
CRUISE CONTROL: Yes
DRIVETRAIN: 4 Wheel

DRIVER AIRBAG: Yes
PASSENGER AIRBAG: Yes
3-POINT BELT: Yes
MOTOR BELT: No
2-POINT BELT: No
BODY STYLE: 4-Door

FAILED COMPONENT(S)/PART(S) INFORMATION

COMPONENT: steering components

PART NAME(S): 1.Pitman arm - seal failure
2.Steering box shaft - shaft
cracked in seven places,
defective part used in assembly

LOCATION: Right Front

NUMBER OF FAILURES: first time failure

DATE(S) OF FAILURES: December 28, 1999 approx

MILEAGE AT FAILURE(S): 53720

SPEED AT FAILURE(S): not determined

MANUFACTURER CONTACTED: Yes

NHTSA CONTACTED: No

APPLICABLE ACCIDENT INFORMATION

ACCIDENT: No
FIRE: No

NUMBER OF PERSONS INJURED: none
NUMBER OF FATALITIES: none
ESTIMATED PROPERTY DAMAGE: \$none

DRIVER AIRBAG DEPLOYED: No
PASSENGER AIRBAG DEPLOYED: No

REPORTED TO POLICE: No

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

DOT NUMBER: DOT
TIRE MANUFACTURER:
TIRE NAME:
TIRE SIZE:

ADDITIONAL COMMENTS

I noticed a "squel/rubbing" noise from the front of the vehicle. Called dealer and they suggested I come in the next day. Dealers tech determined that it was a bad pitman arm bushing, upon further investigation during the removal and replacement, tech noticed that the steering shaft was also cracked in seven places. Units will be replaced today at considerable cost. Called FORD service and made them aware of the problem. I ask that they cover cost of parts and they declined to do so. Reason, vehicle out of warranty. It is my contention they should have replaced both parts without any question, because both parts were defective at installation. If either part had broken there is no question that it would have resulted in a very serious injury to any and all occupants of the vehicle. I further suggest that recall procedures be started to check all early manufactured Ford Expeditions. Furthermore, Ford should without question pay for all parts and labor as the aforementioned items were defective at point of manufacture.

END OF FORM
