

784523

From: siracusa@publicinteractive.com
To: Young, Beverly <NHTSA>, Jimenez, Alberto <NHTSA>, Chiang, George <NHTSA>
Date: 2/21/00 6:26PM
Subject: Car Talk VOC submission

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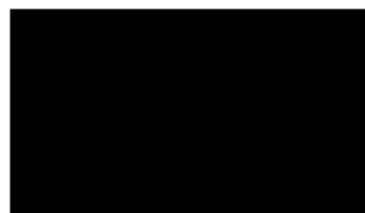
SUBMISSION DATE: Monday, February 21st 2000 at 11:23:01 AM

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VEHICLE OWNER'S QUESTIONNAIRE

OWNER INFORMATION

NAME:
ADDRESS:
FAX:
TELEPHONE:



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

VEHICLE INFORMATION

VIN: 1FMEU18W1VLB05883

MAKE: Ford

MODEL: Expedition

YEAR: 1997

ODOMETER: 54000

PURCHASE DATE: NEW OR USED: Used

DEALER NAME: Trucks Plus

ADDRESS: Jacksonville, FL 32244

ENGINE SIZE: 4.7

CYLINDERS: 8

FUEL INJECTION: No

TURBO: No

FUEL TYPE: Gas

ANTILOCK BRAKES: Yes

CRUISE CONTROL: Yes

DRIVETRAIN: 4 Wheel

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

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

ACCIDENT: No
FIRE:
NUMBER OF PERSONS INJURED:
NUMBER OF FATALITIES:
ESTIMATED PROPERTY DAMAGE: \$
DRIVER AIRBAG DEPLOYED:
PASSENGER AIRBAG DEPLOYED:
REPORTED TO POLICE:

APPLICABLE ACCIDENT INFORMATION

COMPONENT: Steering has slip or over-steers
uncommanded. Dealer can not find
the problem and this is getting
very unsafe.
PART NAME(S):
LOCATION:
NUMBER OF FAILURES: Multiple times
DATE(S) OF FAILURES: Multiple times
MILEAGE AT FAILURE(S): since ownership
SPEED AT FAILURE(S): >15mph
MANUFACTURER CONTACTED: Yes
NHTSA CONTACTED: No

FAILED COMPONENT(S)/PART(S) INFORMATION

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

END OF FORM

The steering problem has been checked by three different dealers on six different occasions with no results. When the vehicle was about to fall out of warranty the company was contacted. Ford told me to continue to drive the vehicle until the problem could be solved. However, this is now becoming unsafe. I now live in an area that gets lots of snow and when this occurs on a snow covered road the vehicle becomes uncontrollable. Do I wait until I have an accident before taking action?

ADDITIONAL COMMENTS
