



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 798

Date Received

09-APR-2002

Od_or

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ip_lr

Reference No.

8007156

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
1FMEU16W81LB42233		FORD TRUCK	EXPEDITION	2001	
Purchase Date	Dealer's Name _____		Engine Size (CID/CC/L _____)	☐ 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
☐ Manual ☐ Automatic	☐ Yes ☐ No	☒ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Belt	☒ Yes ☐ No	☐ Front ☐ Rear ☐ 4-Wheel	☐ Car ☐ Van ☐ Minivan ☐ Other _____ ☐ Sport Utl ☐ Truck ☐ Motorcycle
					Body Style
					☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 10110000	Part Name(s) VISUAL SYSTEMS:GLASS:WINDSHIELD	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure	Dates of Failure(s) 01-SEP-2001	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ Yes ☐ No
	Mileage at Failure(s) 18000		
	Vehicle Speed at Failure(s)		

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	Number of Fatalities	Estimated Property Damag	Reported to Police ☐ Yes ☐ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WINDSHIELD WAS MANUFACTURED IN A WRONG WAY. WHEN THERE IS A GLARE THERE ARE A TON OF SPOTS ON GLASS, AND IT DISTURBS CONSUMER WHEN DRIVING. CONTACTED DEALER, AND DEALER COULD NOT FIND CAUSE. *AK

COPIES OF THIS FORM ARE:

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.



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

NATIONWIDE 1-888-DASH-2-DOT
1-888-327-4236
www.nhtsa.dot.gov/hotline

DEFECTS INVESTIGATION

Reference No. 8007156

747528

Work Number

Home Number

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?
☒ YES ☐ NO

Date 04/23/02

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (located at bottom of windshield on driver's side)

1FMEU16W81B42233

FORD TRUCK

EXPEDITION

Vehicle Year 2001

Current Odometer Reading

Purchase Date

Dealer's Name

Toplin Ford

☒ New ☐ Used

City

State

Zip Code

64801

Transmission Type

☒ Automatic ☐ Manual

Antilock Brakes

☒ Yes ☐ No

3-Point Belt

☒ Yes ☐ No

Motorbelt

2-Point Belt

☒ Yes ☐ No

Passenger Side Airbag

☒ Yes ☐ No

Driver Side Airbag

☒ Yes ☐ No

Motorbelt

2-Point Belt

☒ Yes ☐ No

Passenger Side Airbag

☒ Yes ☐ No

Driver Side Airbag

☒ Yes ☐ No

Motorbelt

2-Point Belt

☒ Yes ☐ No

Passenger Side Airbag

☒ Yes ☐ No

Driver Side Airbag

☒ Yes ☐ No

Motorbelt

2-Point Belt

☒ Yes ☐ No

Part Name(s)

10110000

Component

10110000

Visual Systems: Glass: Windshield

Location

☒ Front ☒ Left ☒ Right ☒ Rear

Failed Parts

☒ Replacement ☒ Original

Failed Parts

☒ Yes ☐ No

Previously

☒ Yes ☐ No

NHTSA

☒ Yes ☐ No

Vehicle Speed at Failure(s)

18000

Mileage at Failure(s)

01-SEP-2001

Date(s) of Failure(s)

Number of Persons Injured

Number of Fatalities

Estimated Property Damage

Reported to Police

Crash

☒ Yes ☐ No

☒ Yes ☐ No

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

WINDSHIELD WAS MANUFACTURED IN A WRONG WAY. WHEN THERE IS A GLARE THERE ARE A TION OF SPOTS ON GLASS, AND IT DISTURBS CONSUMER WHEN DRIVING. CONTACTED DEALER, AND DEALER COULD NOT FIND CAUSE. *AK

CONTINUE ON BACK IF NEEDED

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Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

(1) Dealer has been ~~great~~ great! They saw the spots & replaced the windshield. But the replacement glass also has these spots as does 2 other Expeditions on their lot. The dealer is willing to replace with another brand of glass but the factory Ford rep declined the payment. The problem is only during an early morning or evening direct sun. The spots appear as tiny grains of sand! (Gritty Looking)

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
DOT Auto Safety Hotline, NSA-10.1
400 7th Street, SW
Washington, DC 20590

20590-10001



**VEHICLE
OWNER**

QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECT
COMPLETE THIS FORM
OR

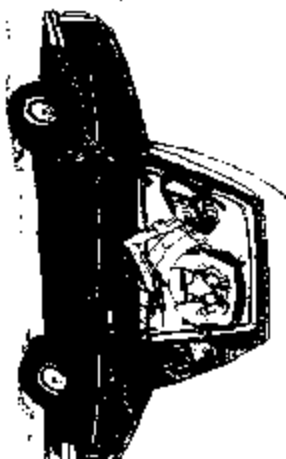
DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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