

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 231

Date Received

19-JAN-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

855116

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) _____ (located at front of windshield on drivers side)	Vehicle Make FORD TRUCK	Vehicle Model EXPEDITION	Vehicle Year 2000	Current Odometer Reading
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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 ☐ Manual ☐ Automatic	Antilock Brakes ☐ Yes ☒ No	Restraint System ☐ 3-Point Belt ☐ Motorbell ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Ult ☒ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02615000	Part Name(s) WHEELS:LUGS:NUTS:BOLTS	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) _____ Mileage at Failure(s) _____ Vehicle Speed at Failure(s) _____	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ 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	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHILE TRAVELING NOTICE REAR OF VEHICLE SHOOK. PULLED OVER AND NOTICED 3 OF THE LUGS: NUTS: BOLTS BROKE OFF. DEALER HAS BEEN NOTIFIED. PLEASE PROVIDE FURTHER INFORMATION.
*AK

CONTINUED ON BACK (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.



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

Vehicle Owner's Questionnaire
NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

Auto Safety Hotline

FOR AGENCY USE ONLY 231

RECEIVED
OFFICE OF DEFECTS INVESTIGATION
19 JAN 2000
Reference No. 865116

684723

OWNER INFORMATION (Type or Print)

Work Number
Home Number

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?

In the absence of your name and address to the vehicle manufacturer.

Signature of Owner

Date 8/9/2000

VEHICLE INFORMATION

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

1EMPW1870YLA51804

Vehicle Make

Vehicle Model

Vehicle Year

Current Odometer Reading

Purchase Date 11-21-1999

Used ☒ New ☐

Dealer's Name Fritts Ford
City Riverside State CA Zip Code 92504

Engine Size (CID/COL) 5.4
No Cylinders 4
Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection ☒

Transmission Type ☒ Automatic ☐ Manual
Antilock Brakes ☒ Yes ☐ No
Restraint System ☐ Passenger Side Airbag ☐ Driver Side Airbag ☐ 2-Point Belt ☐ Motorcyclist ☐ 3-Point Belt
Cruise Control ☐ Yes ☒ No
Drive Train ☐ Front ☐ Rear ☒ 4-Wheel
Vehicle Type ☒ Car ☐ Van ☐ Minivan ☐ Other ☐ Motorcycle ☐ Sport Utility ☐ Truck ☐ Body Style ☐ 2-Door ☐ 4-Door ☐ Station Wagon ☐ Pick Up Truck ☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02615000
Part Name(s) WHEELS: LUGS: NUTS: BOLTS
Location Left ☐ Right ☒ Front ☐ Rear ☒
Failed Part(s) Original ☒ Replacement ☐
No of Failures
Date(s) of Failure(s) 1-1-2000
Mileage at Failure(s) 9300
Vehicle Speed at Failure(s) 70-75 M.P.H.
Failed Part(s) Available? ☐ Yes ☐ No
NHTSA Previously Contacted? ☐ 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 none
Number of Fatalities none
Estimated Property Damage
Reported to Police ☐ Yes ☒ No

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

WHILE TRAVELING NOTICE REAR OF VEHICLE SHOOK, PULLED OVER AND NOTICED 3 OF THE LUGS: NUTS: BOLTS BROKE OFF. DEALER HAS BEEN NOTIFIED. PLEASE PROVIDE FURTHER INFORMATION.

*AK

CONTINUE ON BACK IF NEEDED

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Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

TIRE IDENTIFICATION NO.*

D O T P 9 6 5 7 0 R 1 7

MANUFACTURER/TIRE NAME

Wrangler RT-S Good Year

SIZE

1135

* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.

NARRATIVE DESCRIPTION (CONTINUED)

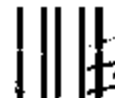
I am enclosing pictures of the tire and a picture of Broken Lug nuts
and also a copy of the receipt of what was fixed on the Expedition
~~is~~ one of the reason that we don't feel safe to drive the truck
and a long trip is we are afraid the other tires will also
have the same thing happen to them, which is the lug
nuts will break-off.

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
Office of Defects Investigation, NSA-10.01
400 7th Street, SW
Washington, DC 20590

87-1-85
1-63



BAR # ADO17232
SMOG # RD 017232
EPA # CAD-028005956

8000 AUTO DRIVE • (909) 687-2121
RIVERSIDE, CALIFORNIA 92504

PARTS SUB TOTAL		PARTS ALLOWANCE		DEDUCTIBLE	
REPAIR NO.	CUSTOMER PARTICIPATION	DEALER PARTICIPATION	REPAIR TOTAL		

NOTICE TO CONSUMER:
PLEASE READ IMPORTANT INFORMATION ON BACK.

PRELIMINARY ESTIMATE \$	REVISED ESTIMATE \$
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I acknowledge notice and oral approval of an increase in the original estimated price and/or the receipt of the parts and labor listed below.

(SIGNATURE OR INITIALS)

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

DATE: _____ DEALER GENERAL MANAGER OR AUTHORIZED PERSON: _____

INVOICE TO: [REDACTED]

FOR OFFICE USE

TAX # 4264 ADV: 317 HAMILTON, INVOICE: PRELIM MAR 00 BY MFG# 805557 TAX RULES: NYMM INVOICED AT: 01/05/00 15:24:42 ODOMETER IN: 4619 OUT: 4619 LOCATION: M DIST: 174 DATES: BEGIN: 01/03/00 DONE: 01/05/00

DATE: IN-SERVICE: 11/19/00 EXPIRATION DATE: 11/19/00

CONCERN 51 CHECK LUG STUDS ON RIGHT REAR CUSTOMER STATES LUG NUTS CAME LOOSE AND STUDS BROKE AND CENTER CAP CAME OFF CUSTOMER HAD STUDS AND NUTS REPLACED

CAUSE: STRIPPED BOLTS

CORRECTION: BOLT(S) - REAR HUB - REPLACE

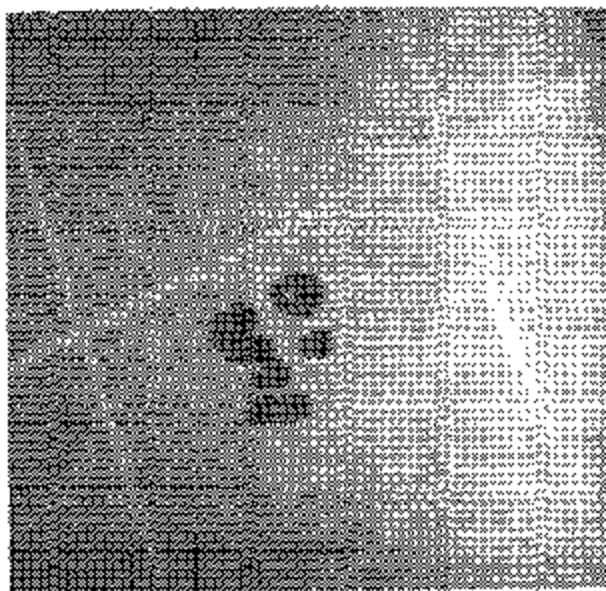
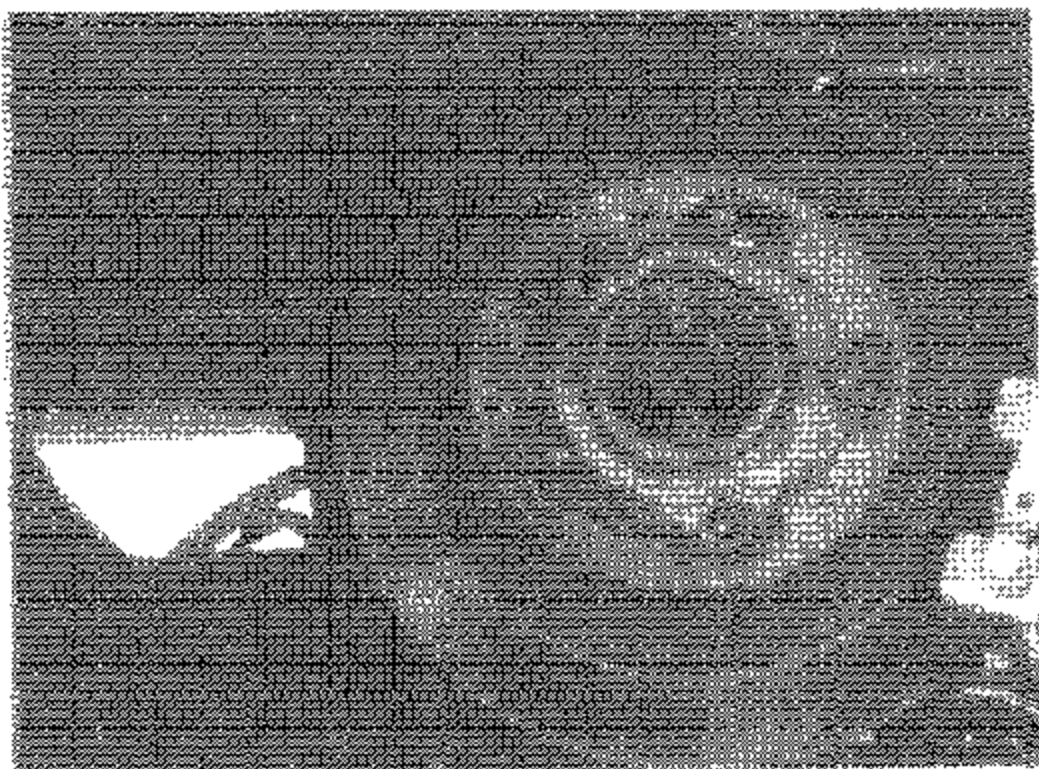
51-1 WHEEL RING/HUB CAP/WHEEL COVER REPLACE

51-2 AXLE ASSEMBLY - (REAR INTERFERAL - LESS DRIVES, DRUMS, HUB AND NUTS)

TECH NOTES: R&R RIGHT REAR WHEEL, INSPECTED FOR DAMAGE MOUNTING HOLES ELONGATED, R&R RIGHT REAR WHEEL AND HUB ASSEMBLY - REMOVED DIRT COVER PLATE TO ACCESS AXLE CLIP TO INSTALL 5 NEW WHEEL STUDS

PART NUMBER	QTY	NOTE	DESCRIPTION	QTY	UNIT
FMC YL32 1107 AA	56		BOLT M14X53 CAN-SPN	56	
FMC YL32 1012 AA	56		NUT & WSR M14-SPN	56	
FMC YL32 1100 GA	16		WHEEL RING HUB CAP	16	
FMC F652 1107 CC	5		BOLT M14X1.75X51 S W	5	
FMC F652 1012 CC	5		WASHER M12X1.75 W	5	
FMC XL32 1007 DA	16		WHEEL RING HUB CAP	16	
FMC F1TZ 19500 P	1		DRUM BEARING LUG 1/2	1	
FMC C8A7 198500 A	1		AXLE HUB FRUCTION M	1	
SPD XL32 1007 DA	1		WHEEL RING HUB CAP	1	
FMC XL32 1100 GA	16		WHEEL RING HUB CAP	16	

FACTORY TECH: 452 - NEW YORK 452, 1 CONCERN CD: B05



4/10/98
10027

