

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 118

Date Received

02-MAR-2000

 Od_or _____
 rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

857783

 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 1997	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 ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbell ☐ 2-Point Belt	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Van ☐ Minivan ☐ Other _____ ☐ Sport Ult ☐ Truck ☐ Motorcycle	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 03273000	Part Name(s) BRAKES:HYDRAULIC:DISC:ROTOR:DISC HUB	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) <u>02-MAR-2000</u> Mileage at Failure(s) <u>45000</u> 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)

WHEN BRAKING NORMALLY, ON ANY TYPE OF ROAD SURFACE, TRUCK DOES NOT STOP PROPERLY. BRAKES GRIND AND SQUEAL VERY BADLY. DRIVER IS ACTUALLY ABLE TO FEEL THE GRINDING THROUGH THE BRAKE PEDAL. TRUCK WAS TAKEN TO THE DEALERSHIP. THE ROTORS WILL NEED TO BE REPLACED BECAUSE OF HARD SPOTS. PLEASE PROVIDE ANY FURTHER INFORMATION. *AK

CONTINUED ON BACK (11888)

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.



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Date Received
07 MAR 23 AM 8:02
02-MAR-2000

Od or
rt dt
rt
up_ltr

OFFICE
EFFECTS INVESTIGATION

Reference No.
857783

OWNER INFORMATION (Type or Print)

93309

Work Number

Home Number

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

☒ YES☐ NO

In the absence of a signature, provide your name and address to the vehicle manufacturer.

Signature of Owner

Date 3/15/2000

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (located at bottom of windshield on driver's side) 1FMEU1841VLA74600
Vehicle Make FORD TRUCK
Vehicle Model EXPEDITION
Vehicle Year 1997
Current Odometer Reading 45867

Purchase Date

Dealer's Name Whitman Ford

Engine Size
(CID/CC/L)

☐ Turbo
☐ Diesel
☐ Gas
☐ Fuel Injection

☐ New ☒ Used

City Temperence State MI Zip Code

No Cylinders

Transmission Type

Antilock Brakes

Restraint System

Cruise Control

Drive Train

Vehicle Type

Body Style

☐ Manual☒ Yes☒ 3-Point Belt☐ Motorbelt☐ Yes☐ Front☒ Sport Utr☐ 2-Door☒ Automatic☐ No☐ Driveside Airbag☐ 2-Point Belt☒ No☐ Rear☐ Truck☐ 4-Door☐ Passengerside Airbag☒ 4-Wheel☐ Minivan☐ Motorcycle☐ Stationwagon☐ Pick Up Truck☒ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component

Part Name(s)

Location

Failed Part(s)

03273000

BRAKES:HYDRAULIC:DISC:ROTOR:DISC HUB

☐ Left☐ Right☐ Original☒ Front☐ Rear☐ Replacement

No of Failures

Date(s) of Failure(s) 02-MAR-2000

Mileage at Failure(s) 45000

Vehicle Speed at Failure(s)

Failed Part(s)

Available?

NHTSA Previously

Contacted?

☐ Yes ☐ No☐ 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

Fire

Number of Persons Injured

Number of Fatalities

Estimated Property Damage

Reported to Police

☐ Yes ☒ No☐ Yes ☒ No☐ Yes ☒ No

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

WHEN BRAKING NORMALLY, ON ANY TYPE OF ROAD SURFACE, TRUCK DOES NOT STOP PROPERLY. BRAKES GRIND AND SQUEAL VERY BADLY. DRIVER IS ACTUALLY ABLE TO FEEL THE GRINDING THROUGH THE BRAKE PEDAL. TRUCK WAS TAKEN TO THE DEALERSHIP. THE ROTORS WILL NEED TO BE REPLACED BECAUSE OF HARD SPOTS. PLEASE PROVIDE ANY FURTHER INFORMATION. *AK

The Vehicle is in the Name of Joseph D. Hargrove
I have contacted Ford Customer Service 4 Time since 3-2-2000
The Dealership has yet to contact us about this problem.

CONTINUE ON BACK IF NEEDED

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INFORMATION ON TIRE FAILURE(S) IF APPLICABLE:

D	O	T
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SIZE

NARRATIVE DESCRIPTION (CONTINUED)

We were told by the salesman at the time of purchase that the vehicle ~~that~~ had the rotors had been inspected and they were fine. We have since been told by the Service Dept. that they were not inspected.

*U.S. Government Printing Office, 1995 — 623-590



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IN THE
UNITED STATES

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U.S. Department of Transportation
National Highway Traffic Safety Administration
Auto Safety Hotline, NEF-11 HL
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Washington, DC 20590