

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 335

Date Received

01-JUN-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

862865

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 or driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1FMRU176XWLC29543	FORD TRUCK	EXPEDITION	1998	

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 07301000	Part Name(s) POWER TRAIN:TRANSMISSION:AUTOMATIC:INTERLOCK SYSTEM	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 0	Date(s) of Failure(s) 28-MAY-2000 Mileage at Failure(s) 33600 Vehicle Speed at Failure(s) 0	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 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

A 2-YEAR OLD WAS ABLE PUT CAR INTO GEAR AND CAR ROLLED BACK. VEHICLE WAS NOT ON, AND IT TOTALLED ANOTHER CAR. CONSUMER SAID THANK GOD THERE WERE NO KIDS AROUND BECAUSE SOMEONE COULD HAVE BEEN RUN OVER. CONSUMER TOOK CAR TO FORD AND THEY WERE NOT HELPFUL. *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.



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00 JUL 27 AM 11:00

01 JUN 2000

OFFICE

EFFECTS INVESTIGATION

Od. or

od. rt

od. rt

up. ltr

up. ltr

Reference No.

862865

OWNER INFORMATION (Type or Print)

611776

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 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 bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1FMRU176XWLC29543	FORD TRUCK	EXPEDITION	1998	33,135

Purchase Date 9-98	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	Body Style
☐ 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 Ult ☐ Truck ☐ Motorcycle ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 07301000	Part Name(s) POWER TRAIN:TRANSMISSION:AUTOMATIC:INTERLOCK SYSTEM	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☒ Original ☐ Replacement
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No of Failures 0	Date(s) of Failure(s) 29-MAY-2000	Failed Part(s) Available?	NHTSA Previously Contacted?
	Mileage at Failure(s) 33000	☐ Yes ☐ No	☐ Yes ☐ No
	Vehicle Speed at Failure(s) 0		

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 0	Number of Fatalities 0	Estimated Property Damage \$ 5,000	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

A 2-YEAR OLD WAS ABLE PUT CAR INTO GEAR AND CAR ROLLED BACK. VEHICLE WAS NOT ON, AND IT TOTALLED ANOTHER CAR, CONSUMER SAID THANK GOD THERE WERE NO KIDS AROUND BECAUSE SOMEONE COULD HAVE BEEN RUN OVER. CONSUMER TOOK CAR TO FORD AND THEY WERE NOT HELPFUL. *AK

See attached letter

CONTINUE ON BACK IF NEEDED

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 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.

TO: U.S. DEPARTMENT OF TRANSPORTATION

FROM: [REDACTED]

DATE: July 24, 2000

Subject: DESIGN DEFECT

In response to the recent inquiry, I am enclosing a copy of the report from the Ford Dealership, and from the Insurance company.

The description of the accident is as follows: My two (2) year old son was in the vehicle (car was not running) and was able to put vehicle into gear and car rolled down the driveway into street and hit another vehicle. My biggest concern is "how" a 2 year old could have done this? The utility vehicles are marketed as the "safest" vehicles for children.

I took the vehicle to the Ford dealership and at the time they said the only way to get the vehicle into gear is "you have to have your foot on the brake" and pull on the gearshift. Well after they reviewed the situation the story changed. The reply was "It appears that if you cock the key enough the vehicle goes into gear." Ford claims this is a normal operation and no problem. The vehicle is also marketed that you cannot get the vehicle into gear without pushing on the brake. I believe we have a design defect.

I didn't think this could ever happen. I am so thankful kids were not playing in the street, cars were not coming down the street, my husband or I (being 6 months pregnant at the time) was not behind the vehicle unloading it.

Should you have any questions please call me [REDACTED]

[REDACTED]

Fax

Scott Streller Agency, Inc.
1708 S. Kelly
Edmond, OK 73013

Office: (405) 348-3777
Fax: (405) 359-2204

**FARMERS****TO: AUTO CLAIMS 08****FROM: ROD WOLFARD****Attn: Steve Wilbur****Pages: 1****Fax: 478-8630****Date: 6/2/00****Phone: 478-3500****Re: SALN# 08 129492**☐ **Urgent**☐ **For Review**☐ **Please Comment**☐ **Please Reply****Comments:**

Steve:

359
8457
86126A
Thanks for your time on the phone earlier today. As we discussed LaDonna Giachino feels this is a mechanical defect in her auto and Farmers should not have to pay the claim. I understand that it takes time to subrogate against Ford Motor Company, but here is the information you needed to give Lloyd Honeycutt to begin the subrogation process.

LaDonna spoke with a supervisor Debra employee#6315 on 5/31/00. Debra told her she would forward her complaint to the Main Office for review. I spoke with Sandra employee#2126 today and she said Farmers needed to send the information in writing to:

Ford Motor Company
Customer Relations Center
16800 Executive Plaza
PO Box 6248
Dearborn, MI 48121

Debra said the correspondence needed to include Phillip & LaDonna Giachino and their zip code 73034, so they could pull the file. If you have any questions or need any additional information please call.

Respectfully,

Confidentiality Note: The information contained in this facsimile message is being transmitted to and intended for the use of the individual named above. If the reader of this message is not the intended recipient, you are hereby advised that any dissemination, distribution or copy of this facsimile is strictly prohibited. If you have received this facsimile in error, please immediately notify us by telephone and destroy this facsimile message.

C29543

352171



220 S. HARVEY P.O. BOX 1747
OKLAHOMA CITY, OK 73101-1747
(405) 278-2936

INVOICE

FRED JONES
FORD
OF OKLAHOMA CITY, INC.

PAGE 1

SERVICE ADVISOR: 1377 MICHAEL JOHNSON

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/OUT		TAG
BLUE	98	FORD EXPEDITION		1FMRU176XWLC29543	PJC-IKG	33735/33735		T5822
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
05SEP1998	21JUL98		12:06 31MAY00		0.00	CASH	31MAY2000	

R.O. OPENED: READY: OPTIONS: DLR:02637 ENG:4.6L-848JR10A TRN:4R70W

30MAY00 31MAY00 AXL:17

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A. CUST STATES GEAR SHIFTER CAME OUT OF PARK WITH IGNITION OFF
CAUSE: 33735 CHECK COMPLETE SYSTEM NOTE IF VEHICLE IS RUNNING YOU MUST
STEP ON BRAKE TO GET OUT PARK BUT IF LEAVE KEY IN VEHICLE IF
NOT RUNNING

NPT NO DESCRIPTION PROVIDED - REPLACE
9934 WF94 (N/C)

FC: P01 82 PART#: NPT COUNT:

CLAIM TYPE:

AUTH CODE:

9934

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

33735 CHECK COMPLETE SYSTEM NOTE IF VEHICLE IS RUNNING YOU MUST STEP
ON BRAKE TO GET OUT PARK BUT IF LEAVE KEY IN VEHICLE IF NOT RUNNING
AND KEY ISNT ALL THE WAY ON LOCK CAN GET OUT OF PARK WITHOUT HITTING
BRAKE THIS IS NORMAL OPERATION NO PROBLEM FOUND WITH THIS VEHICLE AT
THIS TIME

B. NEED EST ON FRONT BUMPER DAMAGE

NC NO CHARGE

9293 CF 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C** RENTAL

NC NO CHARGE

2118 CF 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

PROGRAM CODE	AUTHORIZATION NUMBER	COMMITMENT NUMBER	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
			Any warranties on the products sold hereby and those made by the manufacturer(s) of those products. The above named Dealership, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the said dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.	LABOR AMOUNT	
				PARTS AMOUNT	
				GAS, OIL, LUBE	
				SUBLET AMOUNT	
				MISC. CHARGES	
				TOTAL CHARGES	
				DEDUCTIONS	
				SALES TAX	
				TOTAL AMOUNT	
				CUSTOMER SIGNATURE	

CUSTOMER COPY

JC29543

3 5 2 1 7 1



220 S. HARVEY P.O. BOX 1747
OKLAHOMA CITY, OK 73101 1747
(405) 278-2936

INVOICE

**FRED JONES
FORD**
OF OKLAHOMA CITY, INC.

PAGE 2

SERVICE ADVISOR: 1377 MICHAEL JOHNSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MLTAGE IN/OUT	TAG	
BLUE	98	FORD EXPEDITION	1FMRU176XWLC29543	PJG-LKG	33735/33735	T5822	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
05SEP1998	21JUL98		12:06 31MAY00		0.00	CASH	31MAY2000
R.O. OPENED		READY	OPTIONS: DLR:02637 ENG:4.6L-848JR13A TRN:4R7CW				
30MAY00		31MAY00	AXL:17				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
FRED JONES FORD WARRANTS OUR WORKMANSHIP ON DEALER INSTALLED PARTS FOR 12 MONTHS OR 12000 MILES, WHICHEVER COMES FIRST.							

IT'S BEEN A PLEASURE TO SERVE YOU.
AND REMEMBER, PLEASE, DON'T DRINK AND DRIVE

PROGRAM CODE		AUTHORIZATION NUMBER		COMMITMENT NUMBER		STATEMENT OF DISCLAIMER		DESCRIPTION		TOTALS
						Any warranties on the products sold hereby are those made by the manufacturer of these products. The above named Dealership, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the said dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.		LABOR AMOUNT	0.00	
								PARTS AMOUNT	0.00	
								GAS, OIL, LUBE	0.00	
								SUBLET AMOUNT	0.00	
								MISC. CHARGES	0.00	
								TOTAL CHARGES	0.00	
								DEDUCTIONS	0.00	
								SALES TAX	0.00	
								TOTAL AMOUNT	0.00	
SERVICE INSTALLED PARTS						CROSS REFERENCED TO				
VE	DATE INSTALLED DAY		YR	ACCUSED MILEAGE						
				OMIT TENTHS						
MILEAGE	PLUS PRICE D/T	LESS REC	PER CENT		TOTAL, MAX-10	THIS DATA PERCENT	GIVE LABOR	TOTAL CHARGE		
We warrant the services rendered in this contract. We do not warrant the condition of the vehicle or the condition of the parts installed. We warrant the condition										

CUSTOMER COPY