



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 284

Date Received

23-APR-2001

Od_or _____
rt_dt _____
pd_rt _____
rp_lr _____

Reference No.

886446

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) (Location at bottom of windshield and driver's side)		Vehicle Make FORD TRUCK	Vehicle Model EXPEDITION	Vehicle Year 1997	Current Odometer Reading
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 ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Bel ☐ Passengerside Airbag	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Util ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____ Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 01150000	Part Name(s) STEERING: COLUMN SHAFT UPPER	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure	Date(s) of Failure(s) _____ Mileage at Failure(s) _____	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ 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 Damag	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

VEHICLE EXPERIENCED TOTAL STEERING LOSS WHILE DRIVING AT HIGHWAY SPEEDS. DEALER INSPECTED VEHICLE, AND SAID THAT STEERING SHAFT HAD SHEARED. MANUFACTURER HAS BEEN NOTIFIED.*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 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 284

Date Received

23-APR-2001

Od_or

rt_dt

od_rt

up_ltr

Reference No.

886446

OWNER INFORMATION (Type or Print)

687907

Work Number

Home Number

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

Signature of Owner

Date 5/5/01

VEHICLE INFORMATION

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

Vehicle Make

Vehicle Model

Vehicle Year

Current Odometer Reading

1FMFU18L9VLA22762 FORD TRUCK

EXPEDITION

1997

83,610

Purchase Date

Oct. 1998

Dealer's Name

Engine Size

(CID/CC/L) 5.4

☐ Turbo☐ Diesel☒ Gas☒ Fuel Injection☒ New ☒ Used

City State Zip Code

No Cylinders 8

Transmission Type

Antilock Brakes

Restraint System

Cruise Control

Drive Train

Vehicle Type

Body Style

☐ Manual☒ Yes☒ 3-Point Belt☐ Motorbelt☒ Yes☐ Front☒ Sport Ult☐ 2-Door☒ Automatic☐ No☒ Driverside Airbag☐ 2-Point Belt☐ No☒ 4-Wheel☐ Van☐ Truck☒ 4-Door☐ Other☐ Other☒ Passengerside Airbag☐ Minivan☐ Motorcycle☐ Stationwagon

Component

Part Name(s)

Location

Failed Part(s)

01150000

STEERING COLUMN SHAFT UPPER

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

No of Failures

Date(s) of Failure(s)

Mileage at Failure(s)

Vehicle Speed at Failure(s)

4-13-01

83315

35 to 60 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

Fire

Number of Persons Injured

Number of Fatalities

Estimated Property Damage

Reported to Police

☐ Yes☒ No☐ Yes☒ No

0

0

0

☐ Yes☒ No

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

VEHICLE EXPERIENCED TOTAL STEERING LOSS WHILE DRIVING AT HIGHWAY SPEEDS. DEALER INSPECTED VEHICLE, AND SAID THAT STEERING SHAFT HAD SHEARED. MANUFACTURER HAS BEEN NOTIFIED.*AK

Vehicle serial # 1FMFU18L9VLA22762

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																		MANUFACTURER/TIRE NAME	SIZE
* 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)																					

On 4-13-01 while driving on Interstate 5 at a speed of about 55 mph the operator of the vehicle experienced total and nearly immediate loss of control due to a catastrophic failure of the steering. Dealer inspected and reports "...found lower shaft completely stripped, gear teeth on steering gear ~~sector~~ sector shaft damaged and air bag clock spring broken." This failure cannot be attributed to an accident or ~~the~~ failure to maintain the car. It is due either to a design defect or manufacturing defect. Cost to repair \$1,066.36. Reported to Ford Motor Co. and they refused to make reimbursement or assume responsibility. Repair invoice attached. Contact Dan Kay at Dee Thomson Ford (503-655-1355) and/or James at Johns Auto (503-656-3633) for details.

☆ U.S. G.P.O.: 1982 - 425-577/80

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

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

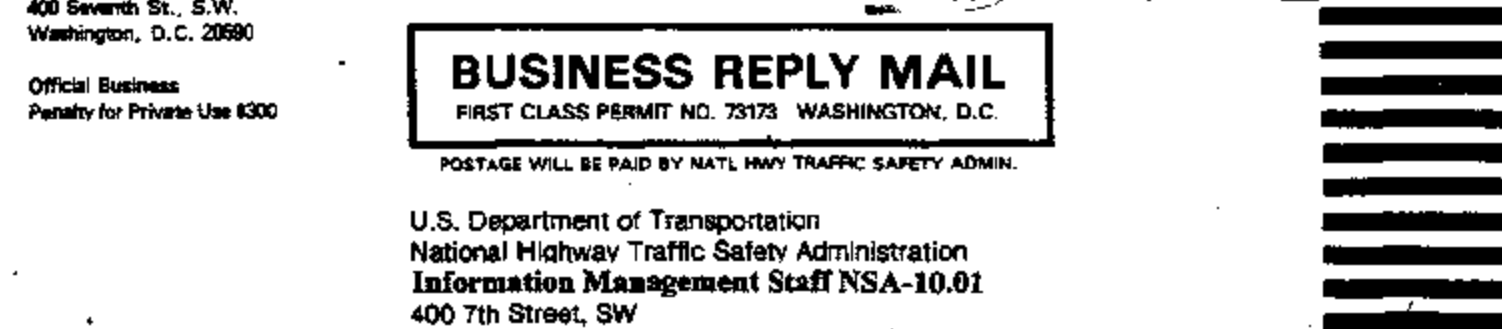
NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

Official Business **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
Information Management Staff NSA-10.01
400 7th Street, SW
Washington, DC 20590





THOMASON

autogroup

Thomason FORD

19405 S.E. MCLOUGHLIN BL.
(503) 655-3355



CUSTOMER NO	3595	ADVISOR	DANIEL B KAY	1411	TAG NO	3400	NOTICE DATE	04/17/01	INVOICE NO	F0C5526871	
		DATE PAID	68.00	DATE SOLD	WGK975	MILEAGE	83,311	COLOR	MAROON/	STOCK NO	
		YEAR - MAKE - MODEL						DELIVERY DATE	02/20/97	DELIVERY MILES	
		97/FORD TRUCK/EXPEDITION									
		VEHICLE I.D. NO						SELLING DEALER NO	09/04/96		
						P.D. NO.		H.O. DATE			
								04/16/01			
COMMENTS						MO: 83315					

COMMENTS:
BEING TOWED IN

TOTALS

TOTAL LABOR....	299.20
TOTAL PARTS....	585.82
TOTAL SUBLET....	98.50
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	20.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00

TOTAL INVOICE \$ 1003.52

CUSTOMER SIGNATURE

TERMS
NO RETURNS ON ELECTRICAL OR SPECIAL ORDER ITEMS.
A RESTOCKING CHARGE WILL BE APPLIED ON ALL MERCHANDISE RETURNED FOR CREDIT.
NO RETURNS AFTER 30 DAYS.

DISCLAIMER OF WARRANTIES
Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation, contained herein does not apply where prohibited by law.

PAID

PAID

APR 17 2001

THOMASON

autogroup

Thomason FORD

19405 S.E. McLOUGHLIN BL.
(503) 655-3355



CUSTOMER NO.	3595	ADVISOR	DANIEL B KAY	TAG NO.	1411	3400	INVOICE DATE	04/17/01	INVOICE NO.	FOCS526871
		LARGE RATE	68.00	LICENSE NO.	WGK975	VEHICLE	83,311	COLOR	MAROON/	STOCK NO.
		YEAR - MAKE - MODEL	97/FORD TRUCK/EXPEDITION				DELIVERY DATE	02/20/97	DELIVERY MILES	
		VEHICLE I.D. NO.	1 F M F U 1 8 L 9 V L A 2 2 7 6 2				SELLING DEALER NO.		PRODUCTION DATE	09/04/96
		F.T.E. NO.		P.O. NO.			R.C. DATE	04/16/01		
		COMMENTS								

MO: 83315

JOB# 1 CHARGES

LABOR
 J# 1 33F0Z SUSPENSION/STEERING UNITS: 4.40 TECH(S):1372 299.20
 CUST. CONCERN OF LOSE OF POWER STEERING. ADV.
 NO STEERING. INSPECTED AND FOUND LOWER SHAFT COMPLETELY
 STRIPPED. GEAR TEETH ON STEERING GEAR SECTOR SHAFT DAMAGED
 AND AIR BAG CLOCK SPRING BROKEN - REPLACED STEERING GEAR
 LOWER SHAFT AND CLOCK SPRING. RETESTED AND FOUND TO BE GOOD

PARTS-----QTY-----FP-NUMBER-----	DESCRIPTION-----	LIST PRICE-UNIT PRICE-	
1 F75Z-38676-AA	SHFT ASY-STNG	194.26 194.26	194.26
1 F77Z-3504-ABRM	GEAR ASY-STNG	487.48 487.48	487.48
1 F77Z-3504-ABRM	CORE RETURN	150.00 150.00	-150.00
1 F85Z-14A664-AA	CONTACT ASY-AI	45.48 45.48	45.48
2 F7AZ-3F823-AA	FLUID-PWR/STR.	4.30 4.30	8.60
TOTAL - PARTS			585.82

SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----	
1016296 500296 04/16/01 TOW IN	
TOTAL - SUBLET	98.50

JCB# 1 TOTALS-----	LABOR 299.20 PARTS 585.82 SUBLET 98.50
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JCB# 1 JOURNAL PREFIX FOCS JOB# 1 TOTAL 983.52

JOB# 2 CHARGES

LABOR
 J# 2+40FOZ00505 TRAILER HITCH UNITS: 0.80 TECH(S):1372 WARRANTY
 INSTALL TRAILER HITCH FASTENER KIT
 PERFORMED RECALL PER INSTRUCTIONS

PARTS-----QTY-----FP-NUMBER-----	DESCRIPTION-----	LIST PRICE-UNIT PRICE-	
1 YL1Z-170826-CA	HITCH SERVICE K		
1 F6AZ-2C410-AB	CLEANER-BRAKE		
1 OSP	UNDERCOATING		
TOTAL - PARTS			0.00

JCB# 2 TOTALS-----	JCB# 2 JOURNAL PREFIX FOCS JOB# 2 TOTAL 0.00
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MISC-----CODE-----DESCRIPTION-----	CONTROL NO-----	
JOB # A SS ENVIRONMENTAL FEES		
TOTAL - MISC		20.00

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$74.80 (+TAX)
 APPROVED REVISED ESTIMATE (# 1) OF \$1003.52 (+TAX) ON 04/17/01 AT 03:45pm
 BY MRS. COMMENTS

TERMS
 NO RETURNS ON ELECTRICAL OR SPECIAL
 ORDER ITEMS
 A RESTOCKING CHARGE WILL BE APPLIED ON
 ALL MERCHANDISE RETURNED FOR CREDIT.
 NO RETURNS AFTER 30 DAYS.

DISCLAIMER OF WARRANTIES
 Any warranties on the product sold hereby are
 those made by the manufacturer. The seller hereby
 expressly disclaims all warranties, either express or
 implied, including any implied warranty of merchant-
 ability or fitness for a particular purpose, and the
 seller neither assumes nor authorizes any person to
 assume for it any liability in connection with the
 sale of said products. Any limitation contained
 herein does not apply where prohibited by law.

