



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 197

Date Received

20-NOV-2001

Od_or _____
rt_dt _____
pd_rt _____
rp_lr _____

Reference No.

899339

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 door)		Vehicle Make FORD TRUCK	Vehicle Model EXCURSION	Vehicle Year 2000	Current Odometer Reading
Purchase Date ☐ New ☒ Used	Dealer's Name _____ City _____ State _____ Zip Code _____		Engine Size (CID/CC/L) _____ No Cylinders _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection	
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 10140000	Part Name(s) VISUAL SYSTEMS:GLASS:WINDOW:TAILGATE AND BACK DOOR	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure 0	Dates of Failure(s) 30-AUG-2001 Mileage at Failure(s) _____ Vehicle Speed at Failure(s) 0	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 1	Number of Fatalities 0	Estimated Property Damag	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

VEHICLE HAS THREE BACK DOORS. TOP ONE MADE OF GLASS, AND TWO BOTTOM ONES. BOTTOM ONE HAS TO BE CLOSE FIRST, THEN TOPPED WITH THE GLASS. BUT, SITUATION WAS DIFFERENT BECAUSE GLASS ONE WAS CLOSED FIRST, THEN BOTTOM SHATTERE GLASS INTO PIECES, INJURING CONSUMER AT THE TIME OF PICKING IT UP. *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		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 197 Date Received FEB -5 PM 12:12 23-NOV-2001 Defect # 727027		Od_or _____ re_dt _____ od_rt _____ up_ltr _____ Reference No. 899339	
OWNER INFORMATION (Type or Print) [Redacted] 727027				Web [Redacted] Home Number [Redacted]			
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? In the absence of an authorized signature, please print name and address to the vehicle manufacturer.				☒ YES ☐ NO Date 12/5/01			
VEHICLE INFORMATION							
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) 1FMNU42F8YE615712		Vehicle Make FORD TRUCK		Vehicle Model EXCURSION		Vehicle Year 2000	
Purchase Date 10/2000		Dealer's Name Superior Ford		Engine Size (CID/CC/L) 2.3		☒ Turbo ☒ Diesel ☐ Gas ☐ Fuel Injection	
☒ New ☒ Used		City ZACHARY State LA Zip Code _____		No. Cylinders 8			
Transmission Type ☐ Manual ☒ Automatic		Antilock Brakes ☐ Yes ☒ No		Restraint System ☒ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Belt		Cruise Control ☒ Yes ☒ No	
Drive Train ☐ Front ☒ Rear ☐ 4-Wheel		Vehicle Type ☐ Car ☐ Van ☐ Minivan ☐ Other		☒ Sport Utility ☐ Truck ☐ Motorcycle		Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up ☒ Truck	
FAILED COMPONENT(S)/PART(S) INFORMATION							
Component 10140000		Part Name(s) VISUAL SYSTEMS: GLASS: WINDOW: TAILGATE AND BACK DOOR		Location ☐ Left ☐ Front ☐ Right ☒ Rear		Failed Part(s) ☒ Original ☐ Replacement	
No of Failures 0		Date(s) of Failure(s) 30-AUG-2001		Mileage at Failure(s) 6000		Vehicle Speed at Failure(s) 0	
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 1		Number of Fatalities 0	
Estimated Property Damage \$1250		Reported to Police ☐ Yes ☒ No					
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES) VEHICLE HAS THREE BACK DOORS. TOP ONE MADE OF GLASS, AND TWO BOTTOM ONES. BOTTOM ONE HAS TO BE CLOSE FIRST, THEN TOPPED WITH THE GLASS. BUT, SITUATION WAS DIFFERENT BECAUSE GLASS ONE WAS CLOSED FIRST, THEN BOTTOM SHATTERED GLASS INTO PIECES, INJURING CONSUMER AT THE TIME OF PICKING IT UP. *AK CONT'D ON BACK							
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 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.							

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)																					

This is clearly a design flaw. Ford should issue a warning to owners and offer to repair under warranty, as a minimum. New models should be modified to cause the door to close under the glass object and interlock in so that the wrong sequence will not occur. There is currently no warning of the hazard in the owner's manual. There are protective strips installed by Ford to prevent damage during delivery, & these are designed to be removed before sale.

☆ U.S.G.P.O. : 1982-125-28716

Abstract

