

Form Approved: O.M.B. No. 2127-0008



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

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-8393

DC METRO AREA (202) 366-0123

INTERNET: <http://www.nhtsa.dot.gov>

Use a No. 2 pencil or a blue
or black ink pen only.

CORRECT MARK: ●

FOR AGENCY USE ONLY

Date Received

9/26/01

Reference No.

Old or

1st

2nd

3rd

OWNER INFORMATION (Type or Print)

DAYTIME TELEPHONE NUMBER

VEHICLE INFORMATION

VEHICLE IDENT. NO. (VIN) (Located at bottom of windshield on driver's side)		VEHICLE MAKE	VEHICLE MODEL	MANUFACTURE DATE	MODEL YEAR
1FMNU42S1YEE35359		FORD	Excursion	062400	2000
VEHICLE MANUFACTURER					
☐ BMW ☒ Ford ☐ Honda ☐ Nissan ☐ Subaru ☐ Volvo ☐ Other ☐ Daimler/Chrysler ☐ General Motors ☐ Hyundai ☐ Saab ☐ Toyota ☐ VW					
PURCHASE DATE	☒ New ☐ Used	DEALER'S NAME	CITY	STATE	ZIP CODE
9-30-00		Ford West	Bellflower	CA	90706
ENGINE SIZE (CID/CC/L)	FUEL SYSTEM	FUEL TYPE	TRANSMISSION TYPE	ANTILOCK BRAKES	RESTRAINT SYSTEM
NO. CYLINDERS	☐ Turbo ☒ Fuel Injection	☐ Diesel ☒ Gas	☐ Manual ☒ Automatic	☒ Yes ☐ No	☒ Driverside Airbag ☐ 2-Point Belt ☒ Passengerside Airbag ☐ Motorbelt ☐ 3-Point Belt
CRUISE CONTROL					
☐ Yes ☒ No					
DRIVETRAIN		VEHICLE TYPE		DOORS	BODY STYLE
☐ Front ☐ 4-Wheel ☐ Rear		☐ Car ☐ Minivan ☒ Truck ☐ Other ☐ Van ☐ Sport Utility ☐ Motorcycle		☐ 2-Door ☒ 4-Door	☐ Hatchback ☐ Sedan ☐ Pick Up Truck ☐ Stationwagon

FAILED COMPONENT(S)/PART(S) INFORMATION

COMPONENT ☐ Child Seat ☐ Electrical Lights & Alarms ☐ Engine & Cooling System ☐ Equipment ☐ Fuel System Exhaust ☐ Heater Defrost Ventilation ☐ Interior ☐ Parking Brake ☒ Power Train ☐ Service Brakes ☐ Steering ☐ Structure ☐ Suspension ☐ Visual Systems ☒ Other <i>lose power / while driving and/or just not start</i>	NO. OF FAILURES	To report defective or failed tires provide the following: Tire Brand, Tire Name, Tire Size (include all number and letters).	
	9	TIRE NAME	COMPLETE TIRE SIZE
	INCIDENT DATE		
	UNRECORDED - but had incident 8-4-01		
	MILEAGE AT INCIDENT	TIRE BRAND	
	4444	☐ BF Goodrich ☐ Cooper ☐ Firestone ☐ Goodyear ☐ Kelly Springfield ☐ Michelin ☐ Yokohama ☐ Other	
	VEHICLE SPEED AT INCIDENT		
	STOPPED TO RUN IN STATE. CAME OUT AND WOULD NOT RESTART		
	FAILED PART(S)		
	☒ Original ☐ Replacement		
HANDICAPPED ADAPTIVE	FAILED PART(S) AVAILABLE?	NHTSA PREVIOUSLY CONTACTED?	
☐ Yes ☒ No	☒ Yes ☐ No	☐ Yes ☒ No <i>only to request this form</i>	

APPLICABLE INCIDENT INFORMATION

Please describe in detail the Incident(s), Failure(s), Crash(es), and Injury(ies) on the back of this form.	CRASH	NUMBER OF PERSONS INJURED	CAUSE OF INCIDENT	RESULT OF INCIDENT
	☐ Yes ☒ No	☐ 0 ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 0 ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9	☐ Wear/Corroded/Frust ☐ Weak/Poor Fit/Loose ☐ Cut/Torn ☐ Disconnect/Fel Off ☐ Erratic/Poor Performance ☐ Excessive Effort ☐ Noisy ☐ Leaks ☐ Short ☐ Locks/Sticks/Grabs ☐ Stability/Vibration ☐ Broken ☐ Explosion/Fire ☐ Loss of Control ☐ Poor Visibility ☐ Inadvertent Start ☐ Rollover ☐ Stalls ☐ Sudden Acceleration	☐ Explosion/Fire ☐ Loss of Control ☐ Poor Visibility ☐ Inadvertent Start ☐ Rollover ☐ Stalls ☐ Sudden Acceleration
	FIRE	NUMBER OF FATALITIES		
	☐ Yes ☒ No	☐ 0 ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 0 ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9		

PLEASE DO NOT WRITE IN THIS AREA

04209

crash/see), location(s), and injury/ies). Include additional accidents if applicable.

On 5th different occasions the truck would just lose power. Benjamin All of these occasions occurred on two different days. July 8, 2001 while driving down Slussen Avenue we lost power. We would sit and attempt to restart. Finally it restarted, went a few blocks and out of again. We continued w/ this pattern until we reached a relative's home, then called back to Riverside Assistance to change or point of pick up.

It was then towed into Ford West in Bellflower, CA, however by July 16, 2001, the problem could not be duplicated so the Ford could not acknowledge any problem existed.

The same scenario repeated itself on August 3, while on our way to Plum Desert. The only difference being that Aug 4, the truck would not restart. It was towed into Plum Desert. (Continued)

Describe any additional incidents. (include date and mileage) on page

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 request. Your response may be used to assist the NHTSA in its efforts to improve highway safety. Information you provide will be used to identify safety trends, conduct research, and develop safety programs. Information you provide may be used in reports, press releases, or a statistical summary thereof, may be used in support of the agency's action.

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PS Form 350 (Rev. 8/99)

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

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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

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

Complete and return or place in your car manual for future use



VEHICLE OWNER'S

QUESTIONNAIRE

(V00Q)

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM

OR

DASH 2 DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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

www.nhtsa.dot.gov/hotline

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Ford Excursion
Sept 10, 2001

August 4 was a Saturday and so it was signed in by Tracy Nichols. She informed us that no mechanic would be able to service the truck until that Monday. Fearing that by Monday, the truck would start right up and they would blow us off just like Ford West, we asked her to attempt to start the engine. She did and the truck would not start up.

By Tuesday, Aug 7, Patrick Martinez, the Service Advisor, called us at our resort, and told us that the ~~Plomb~~ problem had been found and it was the key. Since we did not have our other key, he was going to reprogram the one set we had, and Ford West could reprogram the other once we returned home from our vacation.

After further inspection he called back to let us know that the Power Train Control Module was also going to be replaced and that actually the keys may not need to be reprogrammed after all. However, he would not be able to determine that until after the new module was installed in the truck.

The module was installed ~~but unfortunately~~, and two sets of keys were reprogrammed, but unfortunately, while out on a test drive the vehicle was involved in an accident. Consequently I did not get the truck back until Thursday, Sept 6, 2001. My insurance had to have my vehicle repaired because P.S. Motor's insurance refused to get involved.

As of today, Sept 10, the truck has
not stalled ~~note~~ Note: ~~note~~ since it was
returned to us, it has only been driven one
day and that was Sunday, Sept. 9, 2001.