



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

**DOT Auto Safety Hotline**  
**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET: [www.nhtsa.dot.gov/hotline](http://www.nhtsa.dot.gov/hotline)

FOR AGENCY USE ONLY 335

Date Received

Repository

2003 MAR 10 7 20 AM '03

Reference No.

10003667

**OWNER INFORMATION (Type or Print)**

Name

Address

City LITTLE ROCK

State CA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorized address to the vehicle manufacturer.

Signature of Owner

Date 3/4/03

17 digit Vehicle Identification Number located at bottom of windshield on driver's side  
FAFHP60R12Y11912

Make FORD

Model THUNDERBIRD

Model Year 2002

Date Purchased 6-17-02

Dealer's Name and Telephone Number Magic Ford 601-255-0066

Engine: No. Cylinders 8

Fuel Type: GAS

Original Owner

Dealer's City Valencia

State CA

Zip Code 91355

Transmission Type 5 speed auto w/overdrive

Antilock Brakes  
 Cruise Control

Powertrain REAR WHEEL DRIVE V8-AUTO

Vehicle Component Code 150000 SEAT BELTS

Multiple Failure: 1

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s) Oct 2002

Failure Mileage 5,509

Failure Speed From Stop

THIS WAS DISCOVERED WHEN THE CAR WAS TAKEN ON A TRIP. THERE WAS NO PASSENGER PRESENT.

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTMALSABC036)

Original Equipment  
 Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), failure(s), complaint, and injury(ies).)

Crash

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

Yes  No

Yes  No

N

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

CONSUMER STATED AFTER THE FRONT PASSENGER SEATBELT HAD BEEN FASTENED, IT WOULD NOT RELEASE. \*JB

In Oct we took the car for the first road trip. The passenger side seat belt would lock and the passenger could not move while it was on. We attempted to reset the belt as described in the vehicle manual. The belt would seem to be alright but as soon as the passenger puts the seat belt on it would lock.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

Lock in a position that will not allow you to move. The only way for the passenger to move is to unbuckle the seat belt. WE REPORTED THIS TO MARY FORD ON OUR RETURN Oct 14, 2002. They ordered a seat belt & replaced the seat belt. The problem was not fixed. We reported this to them & they said they had replaced the seat belt and they could not find anything wrong. On 11, 11, 2002 they replaced the seat belt again. at that time a Ford Motor Co. Representative was at the dealership and he inspected the belt and couldn't see a problem so we had him get in the car & demonstrated the problem to him. His solution at that time was to put on a seat belt extension!! As of this date the problem still exists. THE EXTENSION DID NOT HELP AT ALL STILL THE SAME. ADDITIONAL SHEETS IF NECESSARY

US Department of Transportation

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400 Seventh St., S.W. Washington, D.C. 20590

Official Business Penalty for Private Use \$300



**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  
DOT Auto Safety Hotline, NSA-10.1  
400 7th Street, SW  
Washington, DC 20590



**VEHICLE OWNER'S QUESTIONNAIRE**

**DOT AUTO SAFETY HOTLINE**

TO REPORT VEHICLE SAFETY DEFECTS  
COMPLETE THIS FORM  
OR

**DASH2DOT**

and dial toll free at

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**1-888-327-4236**

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(DASH) & DOT



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**THE ATTACHMENTS TO THIS  
DOCUMENT HAVE BEEN REMOVED  
TO PROTECT UNWARRANTED  
INVASION OF PERSONAL PRIVACY  
PURSUANT TO EXEMPTION 6 OF  
THE FREEDOM OF INFORMATION  
ACT (FOIA), 5 U.S.C. 552(b)(6).**