

U.S. Department
of TransportationNational 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

FOR AGENCY USE ONLY 252

Date Received

Repository ☐

2003 SEP 23 AM 12:52

Reference No.

10034586

OWNER INFORMATION (Type or Print)

Name

Address

City

ELYRIA

State OH

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?
In the absence of an owner's signature, please print the name or address to the vehicle manufacturer.☒ YES ☐ NO

Signature of Owner

Date 9/8/2003

VEHICLE INFORMATION

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

2FALP73W2VX133794

Make

FORD

Model

CROWN VICTORIA

Model Year

1997

Date Purchased

9-24-01

Dealer's Name and Telephone Number

SPITZER MOTORS OF ELYRIA

Engine:

No. Cylinders

Fuel Type:

GAS

Original Owner

☐

Dealer's City

ELYRIA

State

OH

Zip Code

44035

Transmission Type

AUTOMATIC

☐ Antilock Brakes

Powertrain

☒ Cruise Control

Vehicle Component Code

161000 STRUCTURE: FRAME AND MEMBERS

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

25-AUG-2003

Failure Mileage

74,500

Failure Speed

55

LOWER CONTROL ARM BRACKET

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: DOTM5ABC036)

☐ 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), condition(s), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☒ Yes ☐ No

Number of Persons Injured

0

Number of Deaths

0

Reported to Police

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(s), i.e., parts repaired or replaced (and if old part is available).

WHILE TRAVELING ABOUT 55MPH WITHOUT AND PRIOR WARNING FRAME CONTROL ARM BRACKET PULLED AWAY FROM THE VEHICLE. *AK

NOT ONLY WAS THE LOWER CONTROL ARM BRACKET PULLED AWAY FROM THE FRAME IT ALSO PULLED A BIG CHUNK OUT OF THE FRAME

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 2004 (Public Law 103-579) 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 responses 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 responses, or a statistical summary thereof, may be used in support of the agency's action.



CC: NATIONAL HWY TRAFFIC SAFETY ADMINISTRATION

DISPUTE SETTLEMENT BOARD APPLICATION

(Please supply all requested information)

Please print (in black ink) or type.

Owner/Lessee Name ☐ Mr. ☒ Mrs. ☐ Ms.

Address

City ELYRIA

State OH

Zip

Vehicle I.D. No.

2FALP73W2VX133794

Home Phone

Business Phone

(Required)

Ext.

Vehicle Year

1997

Make

FORD

Model

CROWN VICTORIA

Acquired: New ☐ * Used ☒ Leased ☐

Vehicle Use:

☒ Personal

☐ Commercial

* Mileage at time of used vehicle purchase

55,548

Date Purchased/Leased

9-24-01

Current Mileage

74,500

How did you hear about the Dispute Settlement Board process?

☒ Dealer

☐ Factory Representative

☐ Ford 800 #

☐ State or Federal agency

☐ Other (specify)

DUNN'S MANUAL

Selling Dealer

SPITZER MOTORS OF ELYRIA

City

ELYRIA

Servicing Dealer(s)

MIKE BASS FORD

City

SHEFFIELD VILLAGE OH. 44054

1. Briefly describe your unresolved service concern(s) below: (Attach legible copies of applicable repair orders and/or other supporting documents. Keep the originals for your records.)

I CALLED FORD CUSTOMER SERVICE 8/18/03 SPOKE WITH MIKE - EXPLAINED TO HIM THE PASSENGER SIDE HAS A CRACKED OR BROKEN LOWER CONTROL ARM BRACKET THAT IS SEPARATING FROM THE FRAME WHILE DRIVING MY CAR TO AND FROM WORK ABOUT 15 MILES ONE WAY AND BACK - MY CAR HAS BEEN PULLING VERY BADLY TO THE RIGHT AND NOW IS MAKING A CRACKING NOISE WHEN STEERING ON THE BRAKE

2. How many times has the vehicle been in for the same warranty repair?

NONE

First repair attempt:

Date

Mileage

Last repair attempt:

Date

Mileage

3. How many days has the vehicle been out of service for warranty repairs?

USED CAR

6 YRS

4. Have you recently contacted your dealer about this concern? Yes ☒ No ☐

Individual's name

CHRIS

5. Does the stated warranty concern now exist? Yes ☐ No ☒

MIKE BASS FORD

6. Would you like to make an oral presentation to the Board? Yes ☐ No ☒

If yes, would you like to make it in person ☐ or by teleconference ☐

7. Describe what you want done to resolve your concern:

I WANT FORD TO REPAIR MY CAR AT THEIR EXPENSE TO MAKE IT SAFE TO DRIVE CAR ONLY 6 YRS. OLD THEY SHOULD LAST LONGER THAN 6 YEARS

DISPUTE SETTLEMENT BOARD - a voluntary, free, independent dispute settlement program

Signature

Date 9-8-03

Mail this completed form, and any supporting documents to:

Dispute Settlement Board

P.O. Box 5120

Southfield, MI 48066-5120



ATTENTION: OHIO RESIDENTS

PLEASE RETURN WITH YOUR DISPUTE SETTLEMENT BOARD APPLICATION

If you are a resident of the State of Ohio and your complaint involves a concern that occurred during the first 24 months and 25,000 miles of ownership, you may elect to make a personal, telephone, or written presentation to the Board.

Please indicate below if you wish to make an oral presentation, telephone conference call, or have the Board review your case on the basis of written statements only. Enclose this card with your completed customer application.

Should this card not be returned, the Board will review your case on the basis of written statements.

Check One: ☐ Oral Presentation ☐ Telephone Conference ☒ Written Presentation

Signed _____

Date: 9-8-2003

4-11-01

September 8, 2003

CC:
NATIONAL HWY TRAFFIC SAFETY ADMINISTRATION

Elyria, Oh.

To the Dispute Settlement Board:

This is an attachment to the Dispute Settlement Application I just complete today 9/8/2003

Dear Sirs:

As stated I was driving my 1997 Crown Victoria back and forth to work which is only approximately 15 miles each way and the car started pulling to the right very badly. I work at a company of about 500 employees and mentioned to my co-workers of the problem I was having. They said the car probably was out of alignment. Then I noticed on Saturday 8/16/2003 while driving to the store that when I put my brakes on it made a cracking noise. When my husband and I got home he took off the tire to look at the breaks and could not believe what he saw. The lower control arm bracket on the passenger side pulled away from the frame and a possible cracked frame. He was really upset that something could break away from the frame and we could have been killed. I called the Ford Customer Service Dept. on 8/18/2003 and spoke to Mike. I explained to him what happened while I was driving it. I was and still am very upset that I could have been killed or caused a bad accident. He told me to take it to the nearest Ford dealer and have them inspect the car, we had the car towed by Mike Bass Ford which was the closest Ford dealer by our house. Mike said if they inspect it and find it is justified save my receipts and I would be reimbursed. I took it to Mike Bass Ford (had it towed there) approximately on 8/20/2003. Chris the body shop Mgr. called Ford to have the car inspected. Ford Motor denied paying to get it fixed. Ford denied it because of the mileage and the age

My car is in excellent condition except for the bad weld job to the frame. Ford inspectors did not see my car, just told Chris the Service Manager of the body shop over the phone. Per Chris my car has a MAJOR problem Not only was the lower control arm bracket pulled away from the frame; it also pulled a BIG chunk out of the frame.

Per Chris according to the State of Ohio law, they will not let you just spot weld the frame it would have to be the entire framed replaced or done in sections. We are talking a MAJOR job. I still cannot believe and either can my co-workers that something like this was the fault of my normal driving (which I only have put on in less than 2 years of owning my car approximately 20,000 miles) The average drivers puts on about 12,000 miles. My co-workers also mentioned I could have been killed or caused a bad accident due to the bad weld on the frame. This is something that happened at the factory, bad weld to the frame. I bought my Crown Victoria especially for the fact that they have a full frame. I have enclosed a copy from the National HwyTraffic Safety Administration, showing that this has happened to other cars like mine. I don't agree with the Ford inspectors saying its mileage and age of my car. The car is not even 6 years old, and the mileage is not anything extreme. It is hard to believe that Ford Motor Co. would only expect a heavy car full frame Crown Victoria to last only 6 years. We are talking about the FRAME not the transmission, or engine that could go wrong, but not the FRAME. My car is parked at Mike Bass Ford since 8/20/2003 I cannot drive my car... I am making payments and am making insurance payments. I expect Ford Motor to fix my car, to make it safe for me to drive again. That is not much to ask for. Thank God I did not get killed while driving my car or cause an accident to someone else due to the defect in the weld to the frame of my car. I still get stressed thinking of me driving the car in the condition that it is in. It really upsets me very much. My co-workers calm me down when I start to think about it.

We have always bought Ford and hope that we can continue to do business with Ford. We want Ford Motor Co. to step up to the plate and fix our car. This defect was not caused by my normal driving, but a factory defect in the weld to the frame.

Sincerely,

DISPUTE SETTLEMENT BOARD

Supplemental Operating Procedures in Ohio

- Copies of the written procedures shall be made available to any person upon request.
- Upon written notification of a dispute, the Board shall immediately inform both Ford Motor Company and the consumer of the dispute. The consumer will be advised in bold face ten-point type:

"ATTENTION: OHIO RESIDENTS OHIO LAW REQUIRES YOU TO USE A QUALIFIED ARBITRATION PROGRAM BEFORE SUING THE MANUFACTURER OVER NEW CAR WARRANTY DISPUTES. FAILURE TO ARBITRATE YOUR CLAIM MAY PRECLUDE YOU FROM MAINTAINING A LAWSUIT UNDER SECTION 1345.75 OF THE REVISED CODE."

- The Board's arbitration decision shall be reported to the Attorney General in an approved format.
- At disclosure of the Board's decision, the consumer shall be informed:

"The Dispute Settlement Board is a dispute settlement procedure. Decisions by the Board are binding on the dealer and Ford, but not on the consumer unless the consumer elects to accept the decision. If you are dissatisfied with the decision or if Ford, its agent, or its authorized dealer fails to promptly fulfill the terms of the Board's decision, you may seek redress by other rights and remedies, including asserting a cause of action under Section 1345.75 of the Ohio Revised Code. You may obtain, at reasonable cost, copies of all Board records relating to your dispute."

- The Board may delay the performance of its duties beyond the forty-day time limit:
 - (a) Where the period of delay is due solely to the failure of a consumer to provide promptly name, address, make, model and vehicle identification number and a statement of the nature of the concern;
 - (b) For a seven-day period in those cases where the consumer has made no attempt to seek redress directly from Ford;
 - (c) For a fourteen-day period for delays due solely to compliance with the requirement that the parties have an opportunity to explain or rebut contradictory information;
 - (d) For a fourteen-day period for delays due to consumer requests for hearing postponement, consumer failure to submit adequate information which the arbitrator(s) feel(s) is needed to render a decision, arbitrator unavailability, or acts of God.
 - (e) For a fourteen-day period at the discretion of the arbitrator(s). The reason for any such discretionary delay shall be disclosed with the Board's decision to the consumer and Ford Motor Company.
 - (f) Where the dispute is settled but the settlement is not fully implemented.
- The Board must allow an oral presentation at the request of the consumer. If the consumer elects an in-person oral presentation, Ford may make its presentation in person, by telephone conference call, or by written submission. If the consumer elects an oral presentation by telephone conference call, Ford may make its presentation by telephone conference call, or by written submission. If the consumer does not request an oral presentation, Ford shall make its presentation by written submission. Upon receipt of the dispute the Board shall fully disclose to the parties the following information:
 - (a) That an oral presentation either in person or by telephone conference call will take place if requested by the consumer, but that, once requested, if one party fails to appear or to give an oral presentation at the agreed-upon time and place, the presentation by the other party shall be allowed; and



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Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT
1-888-327-4236
www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 239

Date Received

25-AUG-2000

Old or

R_#

ad_Lt

sp_Lt

Reference No.

729110

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) 2FALP74W5VX138048	Vehicle Make FORD	Vehicle Model CROWN VICTORY	Vehicle Year 1997	Current Odometer Reading
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Purchase Date 01-MAY-1997	Dealer's Name	Engine Size (CID/CCL) 4.9L	☐ Turbo ☐ Diesel ☐ Gas
☒ New ☐ Used	City State Zip Code	No. Cylinders	☒ Fuel Injection

Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☒ 3-Point Belt ☐ Driver's Side Airbag ☐ Passenger's Side Airbag ☐ Side-Impact Protection	Cruise Control ☒ Yes ☐ No	Drive Train ☐ Front ☒ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Van ☐ Minivan ☐ Other	Body Style ☒ 2-Door ☐ 4-Door ☐ Station Wagon ☐ Pick Up Truck ☐ Other
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 05200000 13100000	Part Name(s) ENGINE COOLING SYSTEM STRUCTURE/FRAME/MEMBERS AND BODY	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures 1	Date(s) of Failure(s) 0-JUN-2000 Mileage at Failure(s) 46000 Vehicle Speed at Failure(s) 3	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ Yes ☐ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), cause(s), 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)

NO SUMMARY

OPTIONAL SECTION

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Office of Defects Investigation

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1-888-DASH-2-DOT
(1-888-327-4236)

The Office of Defects Investigation works continuously to be responsive to users of its information and to ensure data quality. Recently, ODI deployed an enhanced information system that reclassified certain information by product and/or component in anticipation of the Early Warning Reporting submissions by manufacturers. Thank you for your patience while we are perfecting the system.

If you have any questions about the information you receive, please contact ODIDATA@nhtsa.dot.gov.

Search Results

Report August 31, 2003 at 12:42

Date : AM

TYPE : VEHICLE

YEAR : 1997

MAKE : FORD

MODEL : CROWN VICTORIA

Results : 4 | All records displayed

Make : FORD

Model : CROWN
VICTORIA

Year : 1997

Crash : No

Fire : No

Number of Injuries:
0

ODI ID Number : 729110

Date of Failure: June
1, 2000

Component: STRUCTURE:FRAME AND MEMBERS

Summary:

NO SUMMARY

☒ Check to Request Research. Submit below.

Make : FORD

Model : CROWN
VICTORIA

Year : 1997

Crash : No

Fire : No

Number of
Injuries: 0

ODI ID Number : 833396

Date of Failure:
December 12, 1998

Component: STRUCTURE:FRAME AND MEMBERS

Summary:

THE WATER TOWNSHIP POLICE DEPARTMENT HAS 30 ADDITIONAL COMPLAINTS ON THE SAME TYPE OF VEHICLE, AND WILL SEND ADDITIONAL DOCUMENTS REGARDING OTHER COMPLAINTS. *AK.

Document Search

☒ Check to Request Research. Submit below.

Make : FORD	Model : CROWN VICTORIA	Year : 1997
Crash : No	Fire : No	Number of Injuries: 0
ODI ID Number : 894143		Date of Failure: August 12, 2001
Component: STRUCTURE:FRAME AND MEMBERS		

Summary:

WHILE DRIVING LEFT FRONT ASSEMBLY BROKE OFF.ALSO, ENTIRE FRAME ASSEMBLY COLLAPSED. VEHICLE CAME TO A HALT, AND THERE WAS NO BRAKING.*AK

Document Search

☒ Check to Request Research. Submit below.

Make : FORD	Model : CROWN VICTORIA	Year : 1997
Crash : No	Fire : No	Number of Injuries: 0
ODI ID Number : 10034586		Date of Failure: August 25, 2003
Component: STRUCTURE:FRAME AND MEMBERS		

Summary:

WHILE TRAVELING ABOUT 55MPH WITHOUT AND PRIOR WARNING FRAME CONTROL ARM BRACKET PULLED AWAY FROM THE VEHICLE. CAUSING A COLLISION PLEASE FILL IN ADDITIONAL INFORMATION.

Document Search

☒ Check to Request Research. Submit below.

Request Research

ATTENTION: OHIO RESIDENTS
PLEASE RETURN WITH YOUR DISPUTE SETTLEMENT BOARD APPLICATION

If you are a resident of the state of Ohio and your complaint involves a concern that occurred during the past 24 months and 36,000 miles of ownership, you may elect to make a personal, telephone, or written presentation to the Board.

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Should this card not be returned, the Board will review your case on the basis of written statements.

Check One: ☐ Oral Presentation ☐ Telephone Conference ☒ Written Presentation

Signed

Date:

LL OH 0-00-02

9-8-2008

PURCHASED MY 1997 CROWN VICTORIA FROM:

**SPITZER MOTORS OF ELYRIA
140 BROAD ST.
ELYRIA, OH. 44035**

**MOVED TO: SPITZER MOTORS
4850 TRANSPORTATION DR.
SHEFFIELD, OH. 44054
PH. 440-385-2000**

MY CAR IS BEING SERVICED BY:

**MIKE BASS FORD
190 AND DETROIT RD.
SHEFFIELD, OH. 44054
PH. 440-934-3673 CONTACT PERSON: CHRIS WINKLE BODY SHOP MGR.**