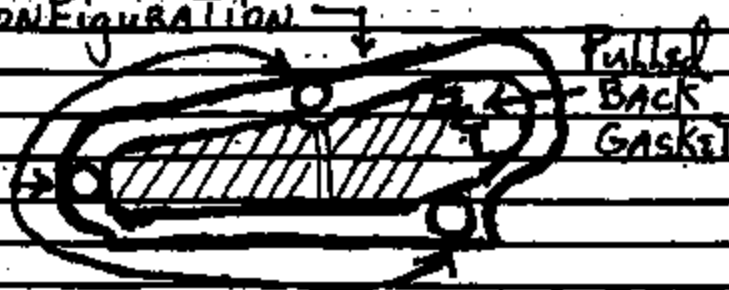


 U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 1001B4	
Date Received: 26 JAN 12 06-FEB-2004		Repository ☐		Reference No. 10057863	
OWNER INFORMATION (Type or Print)					
Name: [REDACTED]		Daytime Telephone Number: [REDACTED]		E-mail Address: [REDACTED]	
Address: [REDACTED]		Evening Telephone Number: [REDACTED]		[REDACTED]	
City: SAN RAFAEL		State: CA		Zip Code: [REDACTED]	
Do you authorize NHTSA to use this report to the manufacturer of your vehicle? ☒ YES ☒ NO In the absence of a signature, you are NOT providing your name or address to the vehicle manufacturer. Signature of Owner: [REDACTED] Date: 2/19/04					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 2FALP74W7V [REDACTED]		Makes: FORD		Model: CROWN VICTORIA	
Model Year: 1997		Engine: 4.6 L No. of Cylinders: 8		Fuel Type: REG.	
Date Purchased: 1/24/97		Dealer's Name and Telephone Number: Novato Ford (415) 892-4286		Original Owner: ☒ [REDACTED]	
Dealer's City: Novato		State: CA		Zip Code: 94945	
Transmission Type: Auto.		☒ Antilock Brakes ☒ Cruise Control		Powertrain: STANDARD	
Vehicle Component Code: 162000 STRUCTURE: BODY		Multiple Failures: 1			
FAILED COMPONENT(S)/PART(S) INFORMATION					
Incident Date(s): 23-DEC-2003		Failure Mileage: 29000		Failure Speed: 0 LEAF SCREEN GASKET 0 DUCT #FSVY-19C590-A	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make: [REDACTED]		Tire Model (Name or Number): [REDACTED]		Tire Size (Example P215/65R15): [REDACTED]	
DOT No. (Example: DOTM19ABC036): [REDACTED]		☐ Original Equipment ☐ Prior Repair		Failure Location: [REDACTED]	
Tire Component Code: [REDACTED]		Tire Failure Type: [REDACTED]			
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make: [REDACTED]		Date Manufactured: [REDACTED]		Model No./Name: [REDACTED]	
Seat Type: [REDACTED]		Installation System: [REDACTED]			
Child Seat Component Code: [REDACTED]		Failed Part: [REDACTED]			
APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), crash(es), 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: i.e. parts repaired or replaced (and if old part is available).					
CONSUMER NOTICED THAT THE FLOORBOARDS WERE ALWAYS MOIST. DEALER EXAMINED THE VEHICLE, AND DETERMINED THAT A LEAF SCREEN DEFECT WAS CAUSING THE PROBLEM. THE LEAF SCREEN WAS SITUATED UNDER THE AIR VENTS AT THE FRONT OF THE WINDOW. *AK					
MY COMMENTS: LEAF SCREEN GASKET DEFECT WAS PRINCIPAL CAUSE OF MAJOR LEAK DOWN INTO DUCT (PART #FSVY-19C590-A) THAT FILLED AND THEN EMPTIED INTO VEHICLE INTERIOR. I BELIEVE THIS GASKET WAS IMPROPERLY ALIGNED FROM FACTORY BUILD, AS EVIDENCED BY THE PHYSICAL APPEARANCE AT THE MANUFACTURER END OF LEAF SCREEN. IT (GASKET) WAS PULLED BACK SHORT AT 'FAT' END OF SCREEN AND WAS CRACKED, SHOWN, SHOWN, ETC. (SEE REAR OF SHEET FOR MORE.)					
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 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.					

NOTICE: REPAIR INVOICE COPY AVAILABLE BY FAX # (415) 892-5106
NOVATO FORD, 6995 REDWOOD BLVD., NOVATO, CALIF. 94947

MORE COMMENTS: LEAF SCREEN CONFIGURATION

Plastic Gasket Pins



AS YOU CAN SEE, THE 'FAT' END OF THE LEAF SCREEN GASKET DOES NOT HAVE A HOLE FOR PLACEMENT OF A PLASTIC GASKET PIN. THIS LACK OF GASKET RESTRAINT RESULTED IN THE MIS-ALIGNMENT OF THE 'FAT' END GASKET WITH RESULTING LEAKAGE INTO & DOWN THE DIRT AND, THEN, INTO THE CAR'S INTERIOR. ALTHOUGH I DID NOT FIND THIS COSTLY PROBLEM UNTIL CHRISTMAS, 2003, I BELIEVE ATTACH ADDITIONAL SHEETS IF NECESSARY THIS WAS A MANUFACTURERS DEFECT FROM THE ASSEMBLY LINE WHEN BUILT!

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

Also, THIS HAS COST US OVER \$2,000.00 TO CORRECT, ENVI PARTS, LABOR, INTERIOR I.E. RUGS, PREPARATION, WORK additional insulation, etc.

YES, WE HAVE AN EXTENDED WARRANTY

Totally USELESS FOR THIS, OF COURSE!

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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
Office of Defects Investigation, NYS-216
400 7th Street, SW
Washington, DC 20590

**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
ON

DASH2DOT

and dial toll free at

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

DOT Auto Safety Hotline
(DASH) 2 DOT



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National Highway Traffic Safety
Administration
http://www.safercar.gov