



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 100145

Date Received

2004 JUN 24
27 APR 2004

Repository

Reference No.
10071645

OWNER INFORMATION (Type or Print)

Name

Address

City GOLDSBORO

State NC

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to release information from this form to the manufacturer of your vehicle? YES NO
In the absence of a signature, your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 05/22/04

VEHICLE INFORMATION

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

PLEASE FILL IN

1E1MCA11038Z

Make

FORD

Model

AEROSTAR

Model Year

1995

Date Purchased

10-01-96

Dealer's Name and Telephone Number

Sales Auto Mall Kinston N.C.

Engine

No. Cylinders

6

Fuel Type:

UNLEADED

Original Owner

N/A

Dealer's City

Kinston N.C. Hwy 70

State

NC

Zip Code

Transmission Type

automatic

Anti-lock Brakes

Cruise Control

Powertrain

3.0 litre engine with automatic transmission

Vehicle Component Code

072100 FUEL SYSTEM, GASOLINE:DELIVERY: FUEL PUMP

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

10-APR-2004

Failure Mileage

151000

Failure Speed

(ignition switch)

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: DOTM19ABC038)

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), crash(es), and injury(ies).)

Provide a 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;
if repaired or replaced (and if old part is available).

CONSUMER ATTEMPTED TO GET VEHICLE RECALL 99V028000 REPAIRED. HOWEVER, THE DEALER REFUSED TO HONOR THE RECALL. *AK

I purchased the vehicle from Sales Auto Mall in Kinston N.C., which is a Chevrolet, Buick, Mitsubishi, dealer. I've taken my car to Dixon Jones Lynch Mercury dealer, (Goldsboro N.C. 20530 Ash St, now located at Hwy 70 Bypass, several times. They always gave me different why they was not ready to perform the recall. (That was 15 months ago!) They didn't refuse to do it, they just keep giving me excuses.

P.S. I just want these guys to do what they are suppose to do.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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

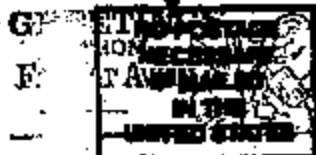
I've enclosed a copy of the recall Defect. Please
Hurry!

US Department
of Transportation

National Highway
Traffic Safety
Administration

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

Official Business
Penalty for Private Use \$300



BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73175 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY INCL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-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

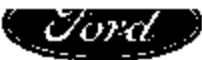
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1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



US Department of Transportation
National Highway Traffic Safety
Administration
http://www.dhs.gov/ncr/guide.htm



A. R. O'Neill
Director
Vehicle Service and Programs
Ford Customer Service Division

Ford Motor Company
P.O. Box 1804
Dearborn, MI 48121-1804

95 Aerostar

Vehicle ID #: IFMCA11U3SZ [redacted] 99S02

March, 1999

[redacted]
GOLDSBORO, NC [redacted]



This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has determined that a defect which relates to motor vehicle safety exists in all 1992 through 1997 Aerostar vehicles.

Safety Defect: The affected vehicles were produced with a higher than specified electrical load through an accessory power circuit that connects to the ignition switch. Over time, this overload condition could create a short circuit resulting in overheating of electrical components in the steering column and potentially a vehicle fire. The operator may be forewarned by a smoke odor or a popping noise from the steering column. Upon turning the key off, the short is eliminated.

Repairs: At no charge to you, your dealer will re-route the accessory power circuit through a relay. Dealers currently have instructions and parts ordering information.

Refunds: If you paid to have the ignition switch replaced for this condition before the date of this letter, Ford is offering a full refund. For the refund, please show your paid original receipt to your Ford dealer. To avoid delays, do not send receipts to Ford Motor Company.

Changed Address Or Sold The Vehicle? Please fill out the enclosed prepaid postcard and mail it to us if you have changed your address or sold the vehicle.

If the dealer doesn't make the repair promptly and without charge, you may contact the Ford Customer Assistance Center, 15800 Executive Plaza Drive, P.O. Box 6348, Dearborn, Michigan 48121. You also may send a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, D.C. 20590 or call the toll free Auto Safety Hotline 1-800-424-9393 (Washington, D.C. area residents may call 366-0123).

We regret the inconvenience this service may cause you, but we want you to have the work done for your safety and satisfaction with your Ford-built product.

Sincerely,

A. R. O'Neill
Director
Vehicle Service and Programs