



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-NOT
(1-888-327-4238)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100078

Date Received: 05-MAY-2004
Reference No.: 10072168

5: 25

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: PEEKSKILL State: NY Zip Code: [Redacted]

Daytime Telephone Number: [Redacted] E-mail Address: [Redacted]
Evening Telephone Number: [Redacted]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
Signature of Owner: [Redacted] Date: 05/01/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number: 2FAFP74W X3 [Redacted]
Make: FORD Model: CROWN VICTORIA Model Year: 2003
Data Purchased: [Redacted] Dealer's Name and Telephone Number: Crazy Ford 914 736-9678
Original Owner: Dealer's City: [Redacted] State: [Redacted] Zip Code: [Redacted]
Transmission Type: AUTOMATIC Antilock Brakes Cruise Control
Powertrain: REAR WHEEL DRIVE
Vehicle Component Code: 221200 SEATS:FRONT ASSEMBLY:RECLINER
Multiple Failures: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 05-MAY-2004 Failure Mileage: [Redacted] Failure Speed: [Redacted]

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: [Redacted] Number of Deaths: [Redacted] 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).

~~WHILE DRIVING, FRONT SEAT MOVED BACK AND FORTH. ALSO, SPEEDOMETER FAILED. DEALER IMPULSED CONSUMER TO CALL AND FILE COMPLAINT.~~

Enclosed

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 Administration and its 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.

Peekskill, NY
June 1, 2004

Narrative

I was driving on the Major Deegan Thruway; I slowed down due to a construction area. The driver in the next lane gave me room to move into his lane. Once I got into the lane, both my mother and I felt a strange sensation, like the car was going backwards. My foot was on the brake, and the car didn't jerk. Later someone explained to me, it could have been the seats reclining.

I called and made an appointment with Curry Ford. Nancy typed my complaints, and handed me the invoice. The invoice did not have the above incident stated correctly, and I asked her to correct it (see October 31 2003 fax). I've also have problems with the electronic dashboard flickering, the speedometer not registering from 1-4, grinding noises when I use my transmitter. I also asked them for the third time to road test the car (they never did), because the ride was uncomfortable.

The odometer registered 3375.0 when I parked the car, Monday October 27, 2003. Tuesday Nancy called me and stated the car wasn't ready. Thursday, October 30, 2003 I called in the morning, and Nancy stated the car is almost ready. I picked the car up Thursday afternoon (it was parked behind other cars), and saw that the electronic dashboard was still flickering. I looked at the odometer and it still registered 3375.0. It appears they just backed my car into a parking space and left it.

The position of the driver's seat keeps changing. Sometime I'll get into the car, and my legs are almost straight, and sometimes there perpendicular.

Last month coming from La Guardia Airport, my mother said, 'I feel the same sensation, as I did before.' When I looked over at her, her seat had reclined half way.



Present mileage 5,096.3

PEEKSKILL NY

002431

CERTIFICATE OF TITLE

NEW YORK STATE



Title and Identification No.		Year	Make	Model Code	Body/Use	Document No.
[REDACTED]		2003	FORD	CVC	4D8D	235845V
Color	Wt./Sta. Lgth.	Fuel	Cyl./Prop.	New or Used	Type of Title	Date Issued
TN	3947	GAS	8	NEW	VEHICLE	2/10/03

Name and Address of Owner(s)

ODOMETER READING

PEEKSKILL NY

This document is a receipt of title for a motor vehicle, boat or manufactured home. Keep it in a safe place with your license, registration or in your vehicle or boat. To dispose of your vehicle, boat or manufactured home, complete the transfer section on the back and give this title to the new owner.

Lienholder

Lienholder

NO LIENS RECORDED

NO LIENS RECORDED

Lienholder

Lienholder

NO LIENS RECORDED

NO LIENS RECORDED

MV-999 (5/02)

Phone: [REDACTED]

Fax: [REDACTED]

Message :

[REDACTED]
Peekskill, NY [REDACTED]
June 18, 2006 [REDACTED]

To: Florence Kelly,

I will detailed my dissatisfaction re: my car service as soon as I get an independent review, including the refusal to change the oil, as we discussed when I left the car June 9 to be serviced June 10, and wasn't. And June 16th, for June 17 servicing, and you specifically told me I could not pick up the car, because you had to order a part to be downloaded, which wouldn't arrive until June 18.

I will elaborate further, after I receive the independent report.

Ironically, The speedometer is once again registering the four.

[REDACTED]
As previously documented, my maintenance schedule is by the months, not mileage. Otherwise, it would be over a year before I would receive my first oil change.

From: [REDACTED]

To: Florence Kelly
Curry Ford

Page(s): 1



PEEKSKILL, NY

Phone

Fax:

Message :

Peekskill, NY
October 27 2003

To: Service Dept

My appointment is for tomorrow @ 8AM. as per our last conversation, I will bring the auto in today about 1PM.

Re: the car going backward when I slowed down on the thruway. It's suggested that it could have been the seats moving backward, which gave the sensation of the car moving backward. It was also suggested that the cruise control be check, since the above happened in the same time span. The cruise control may not have fully disengaged.

Please road check
Bumpy ride

Power Locks
Sometimes you can hear grinding noises, when the transmitter is used to open the locks.

Headlights
The headlights will not go off, on automatic, even in the full sun. You have to manually turn them off.

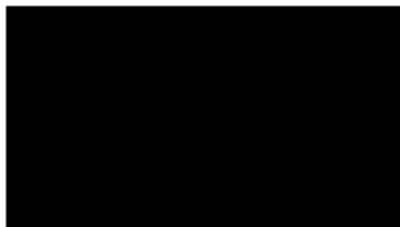
Electronic Clock
Last Thursday it lost a little over four hours. It was 11:16PM, and the clock said 07:01.

Please document on my invoice the reason the speedometer doesn't register from one to four MPH on a regular basis.

Thank you,

From: [Redacted]

To: Service Dept
Curry Ford



PEEKSKILL, NY



Phone:



Fax:

Message :



Peekskill, NY

To: Bob Torres,

Now, that my anger has subsided somewhat, I decided to send you this notice before the kids comes.

I started my car, and saw the radio lights were still blinking (Monday when I brought the car in, I showed it to one your workers, and he said it might be the battery). Not to amplify, I'll save that for my follow-up report to Eric at the DMV (I wanted to make sure the incident I experienced with the car was documented for future reference) I looked at the odometer and it was registered at 3375.0, the same reading it had when I brought it in 3375.0. It appears my car was backed into the parking space where I found it, and left there for four days. Just sitting.

Now I know why everyone scattered when I came back into the room unexpectedly. And why I wasn't asked to sign a corrected invoice, when I reported the initial one was documented incorrectly.

Tuesday, Nancy called and said the car wasn't ready
Thursday, when I called, Nancy said, "It's almost finish".

What a team what a team



From

To: Bob Torres
Curry Ford

**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).**