



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 241

Date Received: SEP 12 01 2004 2:38  
Repository:   
Reference No.: 100R1672

**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]  
Address: [REDACTED]  
City: DUNKIRK State: MD 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  
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.  
Signature of Owner: \_\_\_\_\_ Date: 1/1/04

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 2FAFP74W43X [REDACTED]  
Make: FORD Model: CROWN VICTORIA Model Year: 2003  
Date Purchased: 02-SEP-03 Dealer's Name and Telephone Number: SHERWOOD FORD 301-423-4950 Engine: No. of Cylinders: 8 Fuel Type: GAS  
Original Owner: [REDACTED] Dealer's City: MARLO MD State: MD Zip Code: 20746  
Transmission Type: AUTO Antilock Brakes:  Powertrain: [REDACTED] Vehicle Component Code: 151000 SEAT BELTS:FRONT  
 Cruise Control Multiple Failure: 1 2 Both front belts

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

Incident Date(s): 01-JAN-2004 Failure Mileage: 4000 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 P215/85R15): [REDACTED]  
DOT No. (Example: DOTM1A1ABC036): [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).

BOTH FRONT SEAT BELTS WERE FRAYING. DEALER AND THE MANUFACTURER WERE NOTIFIED, AND THEY INFORMED THE CONSUMER THAT THE SEAT BELTS WERE NOT COVERED UNDER A RECALL, AND ANY REPAIRS OR REPLACEMENT WOULD BE AT A COST TO THE CONSUMER. \*AK  
Also check engine light has come on 5 separate times 5 times in stop has to do with fuel line from motor to tank line was replaced at Sherwood Ford Salisbury MD 410 548 4630 BRIAN

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

BOTH FRONT SEAT BELTS Shredding car still under warranty  
DEALER SHEEHY REFUSED TO FIX HAD TO TAKE PICTURES  
TO DOCUMENT. BELTS WERE UNSAFE TO USE GOING ON TRIP W/  
FAMILY TOOK TO ANOTHER DEALER WERE REPAIRED IMMEDIATELY  
TOLD DEFECTIVE BELTS WERE SHREDDED ON BOTH R & L FRONT  
BELTS SHREDDED 1/2 to 3/4" in 1 to belt strong coming apart.

ALSO Check engine light has come on 5 times 5 times in shop  
has to do with Fuel line coming off TANK to Motor. Fire hazard.

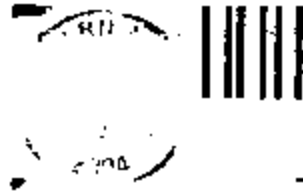
ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department  
of Transportation

National Highway  
Traffic Safety  
Administration

400 Seventh St., S.W.  
Washington, D.C. 20580

Official Business  
Penalty for Private Use \$300



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

**BUSINESS REPLY MAIL**  
FIRST CLASS PERMIT NO 78173 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, NVS-216  
400 7th Street, SW  
Washington, DC 20580



**VEHICLE  
OWNER'S  
QUESTIONNAIRE**

**DOT AUTO SAFETY HOTLINE**

TO REPORT VEHICLE SAFETY DEFECTS  
COMPLETE THIS FORM  
OR

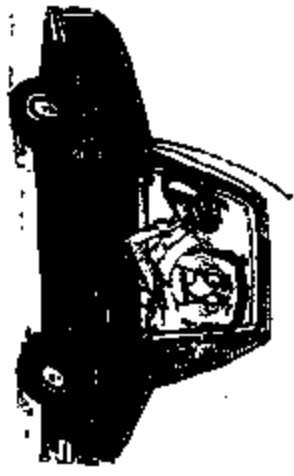
**DASH2DOT**

and dial toll free at

**1-888-DASH-2-DOT**

**1-888-327-4236**

DOT Auto Safety Hotline  
(DASH) 2 DOT



U.S. Department of Transportation  
National Highway Traffic Safety  
Administration  
<http://www.nhtsa.dot.gov/defects>