



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 100248

Date Received

15-NOV-2004

Repository ☐

Reference No.
100990845

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City COVINA State CA 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 11/15/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
2FAFP74W23X [REDACTED] Make FORD Model CROWN VICTORIA Model Year 2003

Date Purchased 21-MAY-04 Dealer's Name and Telephone Number CHIPENGER FORD Engine: No. Cylinders 8 Fuel Type: Gas

Original Owner ☐ Dealer's City _____ State _____ Zip Code _____

Transmission Type AUTOMATIC ☒ Antilock Brakes Powertrain REAR WHEEL DRIVE
☒ Cruise Control
☒ Traction Control Vehicle Component Code 03B000 SERVICE BRAKES, HYDRAULIC:ANTILOCK
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 01-OCT-2004 Failure Message Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make Tire Model (Name or Number) Tire Size (Example P215/85R15)
DOT No. (Example: DOTM18ABC036) ☐ 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).)

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 COMPLAINED ABOUT A BRAKE PROBLEM. WHILE DRIVING VEHICLE ACCELERATED WHENEVER THE BRAKES WERE APPLIED. *AK

Dear Sir or Madam
I was driving freeway 65 or 70 MPH on Nov 6, 2004
making normal stops in traffic & go traffic
I applied brake appropriately, vehicle slowed
down, but I had to apply more brake to stop
in time. At the same time engine was
stalling. I don't think it is a brake

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-578) 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.

over

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

problem because vehicle accelerated when braking. I exited the freeway & made a right hand turn. I put my foot on the brake to slow down while turning but the vehicle accelerated also. After this I tried to mimic what happened on the freeway while on a straight side street & the same thing happened. This happened three times in the same spot, but has not happened since. I purchased the vehicle on May 01, 2004. My wife was in the car & can attest to this information. Thank you.

12-1-04

ATTACH

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

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73178 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 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

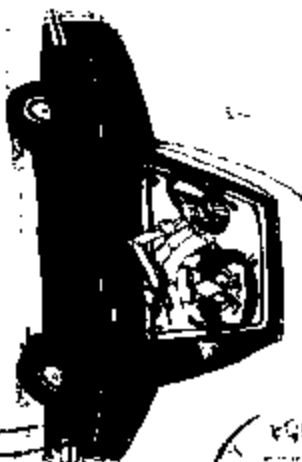
DASH2DOT

and dial toll free at

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(DASH) 2 DOT



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