



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 21367

Date Received

Repository

2005 JAN 05 11:11:12  
05-JAN-2006

Reference No.  
10108798

OWNER INFORMATION (Type or Print)

Name [REDACTED]  
Address [REDACTED]  
City LUSBY 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 authorized NHTSA mail agent providing your name or address to the vehicle manufacturer.  
Signature of Owner [REDACTED] Date 1/14/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number (located at bottom of windshield on driver's side) 1FAHP60A3 [REDACTED]  
Make FORD Model THUNDERBIRD Model Year 2003  
Date Purchased 12/29/03 Dealer's Name and Telephone Number Astoria Ford, Lincoln, Mercury  
Original Owner  Dealer's City Parkersburg State WV Zip Code 26102  
Engine: No. Cylinders 8 Fuel Type:  
Transmission Type Automatic/Select Shift  Antilock Brakes Powertrain 3.9L V8  
 Cruise Control Vehicle Component Code 034510 SERVICE BRAKES, HYDRAULIC: FOUNDATION COMPONENTS  
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 01-JAN-2006-2004 Failure Mileage 300+ Failure Speed 30-25 Front Brake Caliper Fell Off

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/B5R15) [REDACTED]  
DOT No. (Example: DOTM19ABC038)  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), correction, 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).

COMPLAINT RECEIVED VIA E-MAIL. FRONT RIGHT BRAKE CALIPER CAME OFF AND LOCKED UP WHEEL AND SLID MY CAR SIDEWAYS WHEN BRAKES WERE APPLIED. 2003, FORD, THUNDERBIRD ON THE DAY OF DELIVERY WITH 300 MILES ON THE CAR CALIPER BOLT FELL OUT, AND WHEN BRAKES APPLIED THE CALIPER TURNED UP INTO THE WHEEL, AND JAMMED WHEEL. AT 6:30 PM. MOVED FROM LEFT TO RIGHT LANE, AND APPLIED BRAKES TO SLOW DOWN APPROXIMATELY 25 MPH TO TURN INTO A PARKING LOT. ORIGINAL SPEED WAS BETWEEN 35 AND 40 MPH. RELEASED BRAKES, AND HEARD A CLUNG UNDER THE CAR AS IF WE RAN OVER SOMETHING. IMMEDIATELY LOOKED BACK, BUT SAW NOTHING IN THE ROAD. CONTINUED TO PARKING LOT, APPLIED BRAKES, AND FRONT RIGHT WHEEL LOCKED UP, CAR SLID TO AN ANGLED STOP, RELEASED BRAKES, AND ROLLED FORWARD WITH VERY STRONG CLANKING NOISE. WE CONTINUED INTO THE PARKING LOT. MY WIFE CALLED FORD ROADSIDE ASSISTANCE TO REPAIR FRONT RIGHT CALIPER BOLTS. AND WHEEL WAS REPLACED. THE PROPER CALIPER BOLT WAS NOT AVAILABLE AT THE TIME OF REPLACEMENT SERVICE USED BOLT THEY COULD FIND. 1 FAILURE. NO ONE HURT, NO POLICE REPORT, JUST VERY LUCKY. \*AK

Additional comment on back

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 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)

Damage to Thunderbird required replacement of wheel, caliper, and caliper bolts. Selling dealer said they had this same failure with another car in the past. This is a critical failure and at higher speeds could have contributed to loss of life and/or car.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 78178 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



VEHICLE OWNER'S QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS COMPLETE THIS FORM ON

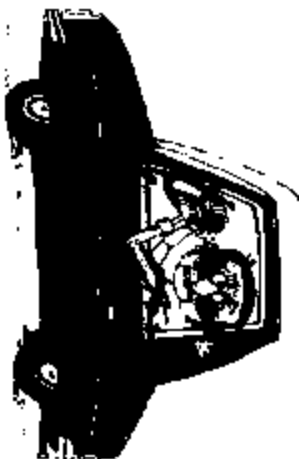
DASH2DOT

and dial toll free at

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