

3-9-05

 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 1220	
Date Received 2005 FEB 22 22-FEB-2005		Repository ☐ Reference No. 10112874			
OWNER INFORMATION (Type or Print)				Daytime Telephone Number	
Name				E-mail Address	
Address				Evening Telephone Number	
City NORTH STREET		State MI		Zip Code	
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/					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 2FMZA58265B		Make FORD		Model FREESTAR	
Model Year 2005		Date Purchased 11-8-04		Dealer's Name and Telephone Number NORTHGATE FORD 810-984-5011	
Engine: No: Cylinders 6		Fuel Type: REGULAR		Original Owner ☒	
Dealer's City FORT HURON		State MI		Zip Code 48060	
Transmission Type ☒ Antilock Brakes ☒ Cruise Control		Powertrain		Vehicle Component Code 171100 LATCHES/LOCKS/LINKAGES:DOORS:LATCH	
Multiple Failure: 3					
FAILED COMPONENT(S)/PART(S) INFORMATION					
Incident Date(s) 11-8-04		Failure Mileage 0-6000		Failure Speed ALL CONTINUING	
BRAKE PEDAL IS SOFT WITH LONG TRAVEL BRAKES GO TO FLOOR WHEN PUSHED HARD					
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: DOTM19ABC036)		☐ 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 NOT YET	
Number of Deaths 0 NOT YET		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).					
THE ELECTRIC SLIDING DOOR WILL OPEN ABOUT A FOOT, AND IT WILL STICK. THE BRAKES ARE LIKE SPONGES. CONSUMER STATES HE HAS TO COMPLETELY DEPRESS THE BRAKE PEDAL TO THE FLOOR BEFORE THE VEHICLE WILL STOP. CONSUMER CONTACTED FORD THREE TIMES FOR THESE ISSUES. *AK THIS IS CORRECT STATEMENT. 1-1-05 HAD TO DRIVE WITH DOOR PARTLY OPEN AS WOULD NOT CLOSE - CLOSED WHEN IGNITION AND PARK LEVER WAS CYCLED REPEATEDLY AT SUGGESTION OF KY-STANBBA-					
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.					

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

① BRAKES - NOW LABELED BRAKES AS "SPONGE BOB" BECAUSE THEY ARE SOFT AND "SQUISHY" LONG TRAVEL OF PEDAL BEFORE BRAKE TAKE HOLD - THEN PEDAL CONTINUES TO TRAVEL UNTIL REACHES FLOOR SCARS THE HEEL OUT OF YOU IN PANIC STOP SITUATION. CALL TO FORD "HOTLINE" GOT NO ACTION - 3 RETURNS TO DEALER - "THEY ARE WITHIN SPECS" THEY ARE DANGEROUS!!

② SLIDING ELECTRIC SIDE DOORS DO NOT ALWAYS OPERATE - THEY WILL EITHER NOT OPEN OR IF OPEN, NOT CLOSE - DRIVING WITH OPEN DOOR IS NOT AN OPTION.

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



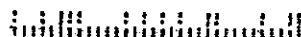
NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 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**

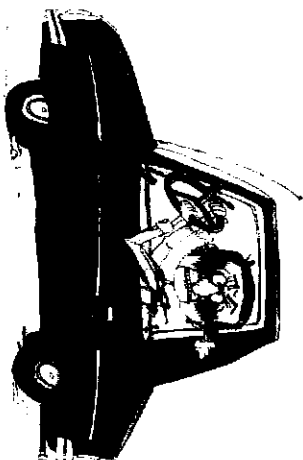
OR

DASH2DOT

and dial toll free at

**1-888-DASH-2-DOT
1-888-327-4236**

DOT Auto Safety Hotline
(DASH) 2 DOT



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