



U.S. Department of Transportation
National Highway Traffic Safety Administration

Vehicle Owner's Questionnaire

TO REPORT VEHICLE SAFETY DEFECTS
888-327-4236
www.safercar.gov

FOR AGENCY USE ONLY	
Date Received 4-11-06	Repository <input type="checkbox"/>
Reference No. 10151873	

OWNER INFORMATION (Type or Print)			
Name	[REDACTED]		
Street No	[REDACTED]		Apt. No.
City BUFFALO	State NY	Zip Code [REDACTED]	
Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? In the absence of authorization, NHTSA will contact the manufacturer only during a defect investigation or when you make a complaint about recall performance on your vehicle.			YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>
Signature of Owner [REDACTED]			Date 1 / 1

VEHICLE INFORMATION							
17 digit Vehicle Identification number located at bottom of windshield on driver's side 2FAFP74W9WX [REDACTED]				Make FORD	Model LAWN VEC	Year 1998	Current Mileage 36 000
Date Purchased 6-1-05	Dealer's Name and Telephone Number WEST HERR CHEVROLET 716-662-9775			Engine:	Fuel Type: <input type="checkbox"/> Diesel <input type="checkbox"/> Hybrid <input checked="" type="checkbox"/> Gas <input type="checkbox"/> Other		
<input type="checkbox"/> Original Owner	Dealer's City ORCHARD PARK	State NY	Zip Code 14127	No. Cylinders 8			
Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control		Powertrain <input type="checkbox"/> All-Wheel Drive <input type="checkbox"/> Front-Wheel Drive		<input checked="" type="checkbox"/> Rear-Wheel Drive <input type="checkbox"/> Four-Wheel Drive		

FAILED COMPONENT(S)/PART(S) INFORMATION					
Component Name FUEL TANK RETROFIT	Incident Date(s)	Failure Mileage	Failure Speed	Failure Location <input type="checkbox"/> Driver <input type="checkbox"/> Passenger <input type="checkbox"/> Front <input type="checkbox"/> Rear	

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE			
Tire Make/Brand	Tire Model/Line	Tire Name	Tire Size (Example: P215/65R1105)
Failed Structure <input type="checkbox"/> Tread <input type="checkbox"/> Sidewall <input type="checkbox"/> Bead		DOT No. (Example: DOT MAL9ABC036 on sidewall)	
Failure Type: <input type="checkbox"/> Blowout <input type="checkbox"/> Blister <input type="checkbox"/> Crack <input type="checkbox"/> Torn <input type="checkbox"/> Tread Separation <input type="checkbox"/> Road Hazard <input type="checkbox"/> Out of Round		<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE			
Make	Date Manufactured	Model Number and Name	
Seat Type <input type="checkbox"/> Infant <input type="checkbox"/> Booster <input type="checkbox"/> Integrated <input type="checkbox"/> Convertible <input type="checkbox"/> Other			Installed in Vehicle using the: <input type="checkbox"/> Vehicle safety belt <input type="checkbox"/> LATCH system* <small>*Vehicle info required</small>
Failed Part. Describe Failure Below <input type="checkbox"/> Base <input type="checkbox"/> Harness/Buckle <input type="checkbox"/> LATCH Connector <input type="checkbox"/> Shell <input type="checkbox"/> Handle <input type="checkbox"/> Other			

APPLICABLE INCIDENT INFORMATION			
<i>(Please describe in detail the Incident(s), Failure(s), Crash(es), and Injury(ies).)</i>			
Crash <input type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input type="checkbox"/> No	Number of Persons Injured	Number of Deaths
			Police Report No.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies).
ATTACHED IS COST OF RETROFIT FOR FUEL TANK. FORD COVERS PARTS COST ON POLICE CARS & LIMOSINES. I WANT MY \$93.71 PARTS COST REIMBURSED BY FORD. I GOT A FORD DEALER TO INSTALL PARTS FREE. HOW DOES NHTSA SUPPORT REPAIRS TO POLICE CARS & LIMOSINES & NOT MY CAR?? SAME RISK, SAME CAR, SAME FUEL TANK, SAME REPAIR.

Continue on back.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to a49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Mail postage free or fax to 202-366-7882



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

400 Seventh Street, S.W.
Washington, D.C. 20590

MAR 21 2006

[REDACTED]
Buffalo, NY [REDACTED]

NVS-216 mrc
Ref No. 10151873

Dear [REDACTED]:

Thank you for your correspondence dated February 6, 2006, concerning your 1998 Ford Crown Victoria vehicle. Your correspondence was received on February 21, 2006. Due to limited resources we were not able to respond to you in a timelier manner. We regret any inconvenience our delay may have caused you.

The National Highway Traffic Safety Administration (NHTSA) is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect may exist. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. Each report is analyzed and entered into a database to determine whether an investigation into a possible safety defect or recall inadequacy is warranted.

NHTSA investigated this issue and found that the Crown Victoria vehicles comply with the federal safety standards for fuel integrity. Also, a review of real-world crash experience and other data indicates that the performance of the Crown Victoria is not unlike that of the most comparable peer vehicle, the Chevrolet Caprice B-body sedan. Details of this investigation (SQ01014) are available on NHTSA's Web site at: www.nhtsa.dot.gov/cars/problems. Select Investigations from the menu and follow the instruction provided.



You can contact our toll-free DOT Auto Safety Hotline (Hotline) at 1-888-DASH-2-DOT (1-888-327-4236). One of our representatives may be able to assist you on matters concerning motor vehicle and motor vehicle equipment safety recalls or to report an alleged safety problem. You can also request safety information. If our telephones are busy, or you call during non-working hours, you can leave your name, telephone number, and a brief subject on our recording system. A DOT Hotline representative will return your call.

Additionally, we have an Internet Web site at <http://www.nhtsa.dot.gov> that you may want to visit. An electronic Vehicle Owner's Questionnaire (VOQ) is also available on this Web site at <http://www.nhtsa.dot.gov/ivoq>. This form is for vehicle owners to report safety related problems about their motor vehicles or motor vehicle equipment, e.g., child safety seats, jacks, tires, brake fluid, etc. The reports submitted are transferred to our database and are used to identify safety-related defect trends that require our attention. If you do not have access to the Internet, please use the enclosed VOQ to inform this agency of any future motor vehicle or motor vehicle equipment safety problems you may experience. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc., can be obtained at <http://www.nhtsa.dot.gov/cars/problems>.

Sincerely,



Alberto A. Jimenez, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure

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).