



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](http://www.nhtsa.dot.gov/hotline)

FOR AGENCY USE ONLY 100148

Date Received

Repository

2006 JUN 07 2006 7:41

Reference No.  
10159567

**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]  
Address: [REDACTED]  
City: ELIZABETH State: NJ Zip Code: [REDACTED]

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of [REDACTED] name or address to the vehicle manufacturer.  
Signature of Owner: [REDACTED] Date: 6/7/06

**VEHICLE INFORMATION**

17 Digit Vehicle Identification Number: Located at bottom of windshield on driver's side: 2FACP74W03X [REDACTED]  
Make: FORD Model: CROWN VICTORIA Model Year: 2003  
Date Purchased: 02-NOV-02 Dealer's Name and Telephone Number: [REDACTED]  
Original Owner:  Dealer's City: [REDACTED] State: [REDACTED] Zip Code: [REDACTED]  
Transmission Type: AUTOMATIC  Antilock Brakes  Cruise Control Powertrain: REAR WHEEL DRIVE  
Vehicle Component Code: 114200 ELECTRICAL SYSTEM; WIRING: INTERIOR/UNDER DASH  
Multiple Failure: 1

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

Incident Date(s): 12-JUN-2006 Failure Mileage: 41000 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 P215/65R15): [REDACTED]  
DOT No. (Example: DOTM19ABC036): [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: NONE Number of Deaths: 0 Reported to Police: N NO.

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).

DT\*: THE CONTACT STATED WHILE DRIVING THE WINDSHIELD WIPERS AND THE WASH WAS OPERATING ON ITS OWN. THE RADIO MADE A CRACKLING NOISE AND THE RECEPTION CAME IN AND OUT. THE DASHBOARD LIGHTS INTERMITTENTLY ILLUMINATED. ALSO, THE CONTACT SMELLED PLASTIC OR RUBBING BURNING HOWEVER, NO SMOKE WAS PRESENT. THERE IS A NHTSA RECALL, #05V206000, REGARDING THE ELECTRICAL SYSTEM: WIRING: INTERIOR/UNDER DASH. THE VIN WAS NOT INCLUDED IN THE RECALL.

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)**

I  
WHILE DRIVING THE WINDSHIELD WAS OVER WASHED  
AGRIATE AND SPRAY FLUID ON A CLEAR DAY ALL BY ITSELF.  
THEN WIPER BLADES WOULD ACTIVATE AT HIGH RATE & I  
COULD NOT STOP SAME USING CONTROL KEYS. PERSONAL LIGHTS  
FLICKERED OFF & ON BY THEMSELVES & RADIO STOPPED WORKING.  
DENVER MECHANIC FIXED RADIO & STATED RADIO HEAD LOSS ALL WERE  
BUT HE COULD NOT DUPLICATE OTHER PROBLEMS. THE NEXT DAY  
THE WIPERS - WASHERS & LIGHTS STARTED TO ACTIVATE BY THEM-  
SELVES AGAIN, I DROVE THE CAR STRAIGHT TO THE DENVER  
FORA WORKS & THEY <sup>ATTACH ADDITIONAL SHEETS IF NECESSARY</sup> HAD TO ORDER NEW PARTS  
TO INSTALL. A COPY IS ENCLOSED. I FEEL THESE ELEC  
PARTS ARE A BUILT IN DEFECT & SHOULD NOT OCCUR

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

DVD KEARNY NJ 07033

28 JUN 2006 PM 5 L

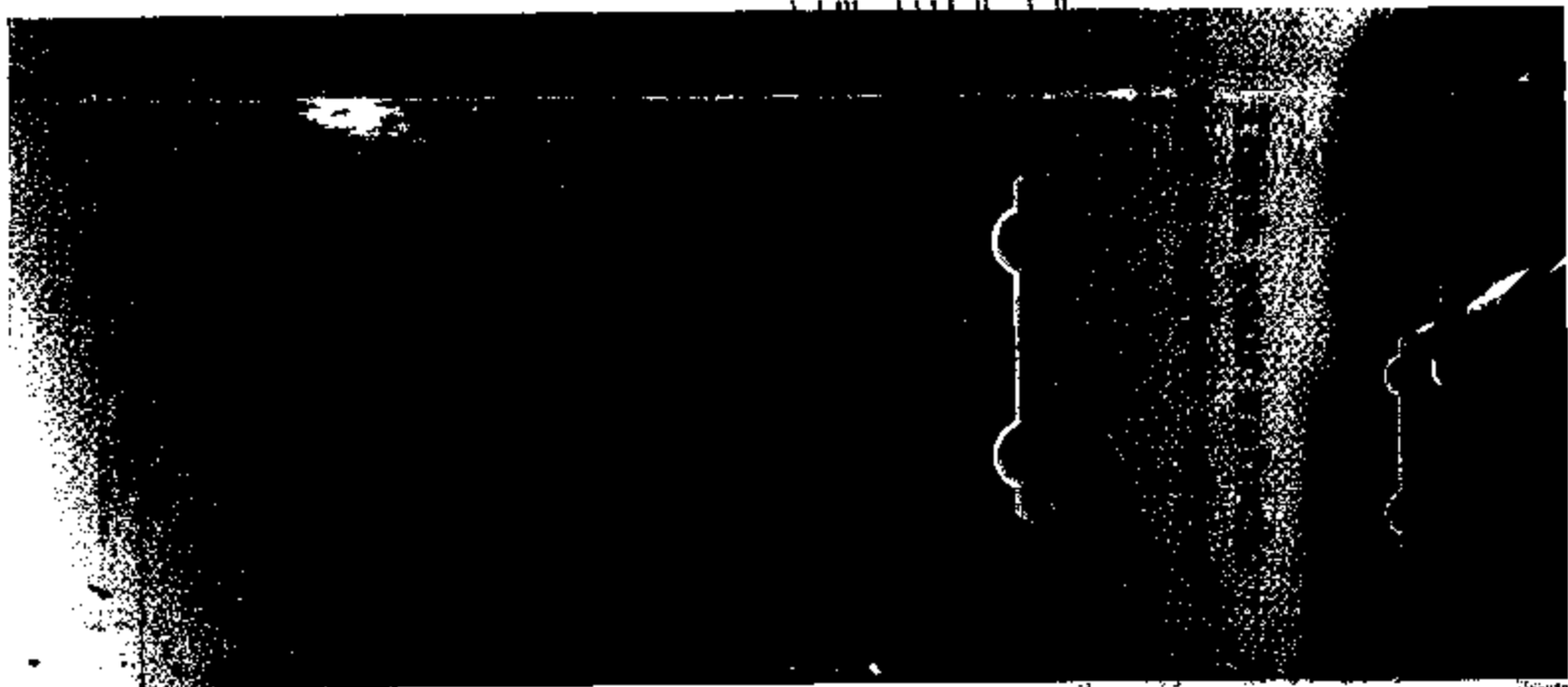
NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

**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-210  
400 7th Street, SW  
Washington, DC 20590



II  
THE SWEET OF BURNING OR MELTING RUBBER OR PLASTIC WAS BECOMING STRONG. I FEEL FORTUNATE THAT I WAS NOT ON A LONG TRIP IN THE MIDDLE OF NOWHERE & THE CAR DID NOT BURST INTO FLAMES & POSSIBLY CREATE A SERIOUS BODILY INJURY OR FATALITY.

I HAVE OWNED 2 PRIOR FORD STATION WAGONS & TOOK CROSS COUNTRY TRIPS WITH MY WIFE & 7 CHILDREN THRU 40 STATES & NEVER EXPERIENCED THIS PROBLEM.

THE MECHANIC TOLD ME "IT HAPPENS SOMETIMES BUT VERY RARE. THAT CONDITION SHOULD NOT HAPPEN.

MY CAR IS LIKE NEW - NOT ABUSED & OTHERWISE IN GREAT CONDITION.

THE WIRES INVOLVED ARE EITHER UNDER THE DASH & IN THE STEERING COLUMN ARE NEVER TOUCHED BY ANYONE. THEREFORE THEY SHOULD NOT START TO MELT & BURN ON THEIR OWN.

THAT IS WHY I FEEL IT IS A BUILT IN DEFECT & COULD RESULT VERY SERIOUS CONSEQUENCES.  
Sincerely,  
[REDACTED]

**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).**