



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 1058

Date Received 2007 DEC 12 AM 10:59 19-SEP-2007	Repository <input type="checkbox"/>
Reference No. 10203839	

OWNER INFORMATION (Type or Print)

Name	[REDACTED]			Daytime Telephone Number	E-mail Address
Address	[REDACTED]			[REDACTED]	[REDACTED]
City	LIVONIA	State	MI	Zip Code	[REDACTED]
Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.					
Signature of Owner				Date 9/25/2007	

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 2FALP73W25[REDACTED]	Make UNKNOWN FORD	Model CROWN UNKNOWN VICTORIA	Model Year 9999 1995
Date Purchased 01-JAN-95	Dealer's Name and Telephone Number BILL BROWN (734) 421-7000		Engine: No: Cylinders 8
Original Owner <input checked="" type="checkbox"/>	Dealer's City LIVONIA	State MI	Zip Code 48150
Transmission Type auto	<input type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Fuel Type: Reg gas
Vehicle Component Code 061000 ENGINE AND ENGINE COOLING:ENGINE		Multiple Failure: 1 2	

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 01 NOV 2006 03-22-07	Failure Mileage 93,402	Failure Speed IN REVERSE
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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: DOTM9ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
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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).

FORD CROWN VICTORIA RUSTED OIL PAN AND BRAKE FAILURE. CUSTOMER STATES THE BRAKES FAILED WHILE BACKING OUT OF A PARKING SPACE. THE OIL PAN RUSTED AND WAS REMOVED AND REPLACED ON A MAINTENANCE SERVICE. *KB
WHEN THE BRAKES FAILED, FLUID WAS DRIPPING FROM UNDER THE LEFT/CENTER BODY. THE DEALER INFORMED THE CONSUMER THE BRAKE LINE WAS ENCLOSED IN THE FRAME CHANNEL AND THE BODY WOULD HAVE TO BE LIFTED IN ORDER TO MAKE THE REPAIR. *JB

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)

Brakes failed while backing out of a parking space - Brake line to the rear wheels was rusted through.

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

25 SEP 2007 PM 6 T

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

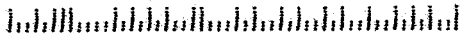
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FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

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



3099+06100



Think your vehicle has a safety defect?

If so:

Use the enclosed form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline

888-327-4236

safercar.gov

nhitsa
www.nhtsa.doh.gov
people saving people

Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

9-10-2007

Dear Mr. William Ford,

As concerned Ford shareholders, we are writing regarding the Crown Victoria we purchased new in January 1995. It has given us very good service. At 97,000 miles it doesn't use any oil, has no body rust and has the original exhaust system.

Last November while having the car serviced, it was noted that the oil pan was badly rusted. The labor charge to remove the pan was \$474 because the engine had to be lifted.

A few months later (**luckily while backing out of a parking space**) the brakes failed. The fluid was dripping from under the left/center of the body. I called Bill Brown Ford in Livonia, MI where we purchased the car and was told there was no brake related recall. When I asked for a ball park repair estimate, he said about \$1,000 because the brake line at that point was enclosed in the frame channel and the body would have to be lifted to get at it. It is hard to believe an oil pan could rust through! Rusted brake lines are unthinkable! The labor costs are incredible!

I purchased a 2002 Taurus from Bill Brown. **Please assure us the oil pan and brakes are not going to fail.**

The next car we purchase must have a rust proof oil pan and brake lines. We will also check the labor repair cost book.

Awaiting your reply concerning the 2002 Taurus.

