



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 100148

Date Received

Repository ☐

Reference No.
10205344

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City SANTA FE State TX Zip Code [REDACTED]

Daytime Telephone Number

Evening Telephone Number

E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of an authorizing signature, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 10/29/07

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1FTZX1724X [REDACTED] Make FORD Model F150 Model Year 1999

Date Purchased 01-JUL-05 Dealer's Name and Telephone Number

Original Owner ☐ Dealer's City State Zip Code

Engine:
No: Cylinders 6 Fuel Type: Gas

Transmission Type ☒ Antilock Brakes Powertrain
MANUAL ☒ Cruise Control FRONT WHEEL DRIVE
Vehicle Component Code
141000 AIR BAGS:FRONTAL
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 17-JUL-2007 Failure Mileage 172,000 Failure Speed 5

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) ☐ 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 1 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).

TL*THE CONTACT OWNS A 1999 FORD F150. WHILE DRIVING 5 MPH, THE FRONT AIR BAGS DEPLOYED WITHOUT WARNING OR AN IMPACT. THE DEALER WAS UNABLE TO DETERMINE THE CAUSE OF THE FAILURE. NO REPAIRS WERE MADE. THE REARVIEW MIRROR SHATTERED AND CUT THE DRIVER'S HAND. THE FAILURE MILEAGE WAS 172,000 AND CURRENT MILEAGE WAS 174,000.

172,000 175,739

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.

November 5, 2007

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

To Whom it may concern:

I have enclosed a copy of all the information of sent to Ford Consumer Affairs. If there is any other information in which you need please feel free to contact me at anytime, my phone number is [REDACTED] Thank you for your time and assistance in this matter.

Sincerely,

[REDACTED]



Consumer Affairs

Regent Court Building
PO Box 6248, MD 3NE-B
Dearborn, MI 48126 USA

July 20, 2007

[REDACTED]
Santa Fe, TX [REDACTED]

RE: 1999 F-SERIES
VIN: 1FTZX1724X [REDACTED]

Dear [REDACTED]

We have been advised of your pursuit of damages due to an accident in which your vehicle was involved. In order to evaluate this matter, we request that you provide us with all the following information by completing and returning this form:

1. Please provide a copy of each of the following documents and check the box indicating that each item is attached:
 - A copy of the police/fire report. If a police/fire report was not made, attach a separate sheet of paper providing a complete description of the incident.
 - Medical records for each person alleged injured from all treating physicians/facilities
 - Medical bills for each person alleged injured from all treating physicians/facilities.
 - Original photographs or laser copies of the vehicle's collision/fire damage from several different angles.
 - Original photographs or laser copies of the inside of vehicle showing the steering wheel, dash and roof areas.
 - Repair estimate or repair order

OR

- Total loss worksheet with copies of draft payments
 - Complete service history for vehicle including tune ups and oil changes.
2. For each person alleged injured provide the following: (If there are additional names continue on back.)

Name: [REDACTED]	Name: [REDACTED]
Address: [REDACTED] Santa Fe, TX [REDACTED]	Address: [REDACTED]
Spouse's Name: [REDACTED]	Spouse's Name: [REDACTED]
DOB: [REDACTED]	DOB: [REDACTED]
Occupation: <u>Mechanic/hauling service</u>	Occupation: [REDACTED]
Injury: <u>Cuts to hand,</u> <u>Bruising on arm + hand</u>	Injury: [REDACTED]

3. Please specify what you believe is defective, if anything, with your vehicle.

Driver + passenger airbag - Both deployed while towing a vehicle from tow package

4. Has the alleged defective vehicle/part been repaired or replaced? Yes ☐ No ☒

5. Please provide the current location of the vehicle (you may need to contact your insurance company to provide this information).

Home address [redacted] Santa Fe, TX

6. Has an insurance company been advised of this incident? ☒ Yes ☐ No
If yes, please provide name, address and phone number of insurance company and adjuster's name and claim number.

Allstate - 12102 Hwy 6 Santa Fe TX 77510 (William Cheek)
No claim - insurance will not assist because there was no accident

7. What are you seeking from Ford Motor Company in this matter?

Repair of airbags, minor dash vent for compensation for damages, injury and inconvenience for being without safe vehicle
Please note that we need all the information requested above to evaluate this matter. Your concern will not be evaluated until all the above information is submitted. Please feel free to provide any other additional information that may be helpful to us in evaluating this matter.

Once we are in receipt of all the requested information, it will be reviewed and you will be notified of our decision concerning your claim. Should you not send all of the requested information and materials within 45 days, we will assume that you are not interested in pursuing a claim and we will close our file. Please note that your vehicle will not be inspected until all the above information has been submitted and a determination has been made as to whether an inspection is warranted.

Should you decide to pursue a claim against Ford Motor Company, please be advised that all necessary steps should be taken to ensure that the subject vehicle and all of its component parts are maintained and preserved for trial. Ford Motor Company has the right to inspect the vehicle and remove and test any component part that you claim to be defective, and to be presented with the vehicle and the subject component part(s) at the time of trial.

If you propose to repair the vehicle for continued usage, such repairs may not be performed until after Ford Motor Company has inspected the vehicle and removed and tested any component part you claim to be defective or advised you in writing that it does not intend to perform such inspection and/or testing at this time. But even in that event, Ford Motor Company will insist that all components claimed to be defective are maintained and preserved for trial.

Respectfully yours,

T. Rodgers

T. Rodgers
Consumer Affairs

I have been unable to tell entire job duties due to I have a unsafe truck - this is my only means of transportation - I've been unable to get a rental because they don't cover manufacture defects

August 10,2007

Consumer Affairs
Attn: T. Rodgers

I have chose to include a short letter adding information to my claim that I was unable to fit into the spaces you provided me.

I have spoke with several dealerships in the matter of my truck and all have agreed that something is/was not working properly and that my airbags should have never deployed. I have spoke with my insurance company in helping me to resolve this issue, but they will not cover any repairs or a rental vehicle because there was no accident. Also, Insurance's do not cover manufacture defects. Prior to the incident I was looking into trading in my truck for a new vehicle, however that's on hold now because when I went into the dealership they said the truck has little to no trade in value, unless the matter is resolved. I also feel as though my truck is dangerous and unsafe in it's current condition . I have been driving it this way very cautiously for the last month with the advice from several service mangers that something else must be or could go wrong. My work has slowed down tremendously because I am unable to fulfill my duties or want to jeopardize the safety of myself or my passengers. I have already sustained enough physical injuries from the defects of the truck that I wish to not take the risk of driving a truck that does not have it's properly working safety features. The physical injuries in which I acquired the day my air bags deployed were; my hands were hurled into the air, smashing my right hand into the rear view mirror causing it to break, and the glass from the mirror to cut my hand deep enough to leave a scar, bruising on both arms, and a violent impact leaving me in a significant amount of discomfort and pain for a few days after the incident.

I would appreciate your assistance in resolving this issue as soon as possible. If you have any further questions please contact me at [REDACTED]

Thank you,

[REDACTED]

August 10, 2007

Consumer Affairs
Attn: T. Rodgers

Enclosed is the cheapest estimate I could find to fix the airbags in my truck starting at [REDACTED]. This does not cover damage to other parts that could be and are most likely damaged. The dealer advised me that the clock spring is not included in the estimate and will need to be replaced for an extra [REDACTED] plus labor. Other major parts and factory safety features that may have been damaged and need replacing are the steering column, several modules, both driver and passenger seat belts, sensors, mounts, wiring, connections, terminals, etc. (please refer to estimate for a more detailed list). Another item needing to be replaced that was overlooked in the dealer estimate is the rear view mirror which I can buy and install for [REDACTED] at the local parts store.

Thank you

[REDACTED]

Incident Summary

On July 17, 2007 I [REDACTED] was pulling my Grandmother's car (1993 Pontiac Grand Prix) out of our ditch that was muddy, her front wheels were stuck in the mud and I attempted to pull her rear of the car by using the rear of my truck up onto the road. I had a chain attached to my trailer hitch (which is attached to my tow package) and began to pull forward when without impact the air bags deployed.

[REDACTED]

Medical

During the deployment of the airbags I didn't receive any broken bones or injuries requiring medical attention. I did however receive cuts on my right hand which have left scars, bruises on my hands and arms, also sustained a significant amount of discomfort and pain.

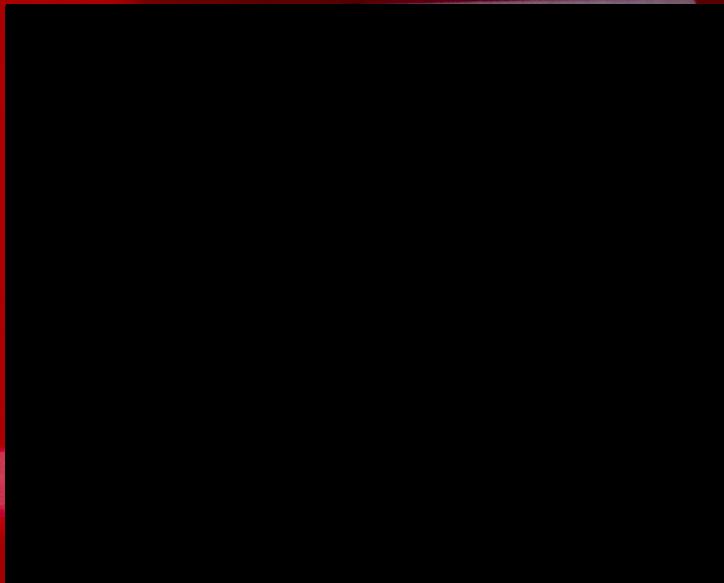






























THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXAMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).