



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

2008 JAN -2 PM 1:31
29-OCT-2007

Repository []

Reference No.
10207352

OWNER INFORMATION (Type or Print)

Name

Address

City SHADYSIDE

State OH

Zip Code

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? [X] YES [] NO
In the absence of an authorized signature, NHTSA will NOT provide your name or address to the vehicle manufacturer.

Signature of Owner [] Date 10/29/07

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

1FTEF15Y9T

Make

FORD

Model

F150

Model Year

1996

Date Purchased
22-SEP-07

Dealer's Name and Telephone Number

MID

Engine:

No: Cylinders 6

Fuel Type:

Gas

Original Owner []

Dealer's City

State

Zip Code

Transmission Type

AUTOMATIC

[] Antilock Brakes

[X] Cruise Control

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

060000 ENGINE AND ENGINE COOLING

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
05-OCT-2007

Failure Mileage
119934

Failure Speed
0

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 [X] No

Fire

[X] Yes [] No

Number of Persons Injured

0

Number of Deaths

0

Reported to Police

Y

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 1996 FORD F150. ON OCTOBER 4, 2007, THE VEHICLE BURST INTO FLAMES WHILE PARKED ON THE SIDE OF THE HOUSE. A TREE AND SOME OF THE GRASS CAUGHT FIRE. A FIRE REPORT WAS FILED. THE MANUFACTURER STATED THAT THEY WOULD NOT BE ABLE TO DETERMINE IF THE FIRE WAS DUE TO RECALL NUMBER 05S28 BECAUSE OF THE EXTENSIVE FIRE DAMAGE. THE CURRENT AND FAILURE MILEAGES WERE 119,934. Truck was towed to junkyard

reattached letters to provide pictures,

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.



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

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NVS-216rbf

As a result of your report to the Vehicle Safety Hotline (VSH), we have recorded that report on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the drivers door jam. It may also be listed on the dealer's repair invoices. When reporting a tire problem, the brand name, tire name and complete tire size should be included. If possible also provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

The Privacy Act prohibits our agency from identifying you to the manufacturer without your permission. If you wish to give us that permission, please mark the appropriate authorization box and sign the form to allow us to provide your name to the manufacturer. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicle or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.
Thank you for your cooperation.

Sincerely,

Ronald B. Fields, Chief
Correspondence Research Division
Enforcement

Enclosure: VOQ

12/26/87

★★★★★
NHTSA

SHADYSIDE FIRE DEPARTMENT
ALARM REPORT

DATE: 10-19-07

ALARM # 86

TIME REC'D 1229 TIME OUT 1234 ON SCENE 1236 CLEARED 1303 IN QUARTERS 1309

TIME REPORT WAS DONE 1310 # OF ALARMS TRANSMITTED 1

LOCATION OF ALARM [REDACTED] VILLAGE TWP OUT OF DIST

TYPE OR CALL: HOUSE MOBILE HOME GARAGE BARN IND. BUILDING COMM. BUILDING
RESID. COMPLEX AUTO FIRE GRASS/BRUSH ACCIDENTAL TRASH
FALSE CALL MVC SERVICE CALL GOOD INTENT
OTHER

RESPONDING: ENG 20 ENG 21 ENG 22 ENG 23 BRUSH 26 RESCUE 28 IC-1

APPARATUS: SQ 25 SQ 27 SQ 29 BOAT 33 Chief 35

BUSINESS OR OCCUPANTS NAME [REDACTED]

OWNER [REDACTED] OWNERS ADDRESS [REDACTED]

SITUATION UPON ARRIVAL Engine Comp. Rally Evolved

ACTION TAKEN E. Eng H2O from Eng 22 U.A. 1229

METHOD OF EXTINGUISHMENT

ORIGIN Eng Comp

CAUSE Eng Comp unknown

LENGTH AND WIDTH OF BUILDING

SMOKE DETECTORS PRESENT YES NO DID THEY ACTIVATE YES NO

YEAR-MAKE-MODEL OF VEHICLE 1996 Ford 150

LICENSE # AND STATE [REDACTED] VIN NUMBER 1FTEP15197L [REDACTED]

INJURIES:

CIVILIAN YES NO IF YES LAST NAME _____ COMPLAINT _____
FIREFIGHTER YES NO IF YES LAST NAME _____ COMPLAINT _____

ESTIMATED LOSS/SAVE

EST. VALUE BEFORE FIRE 1200
EST. LOSS STRUCTURE _____
EST. LOSS CONTENTS _____
EST. LOSS VEHICLE _____
EST. TOTAL LOSS 1200
EST. VALUE SAVED 0

INSURED YES NO IF YES AGENT NAME _____

EQUIPMENT USED: 1 1/2 HAND 20 1 1/4 HAND _____ 2 1/2 HAND _____ 2 1/2 SUPPLY _____ 3 SUPPLY _____ 4 SUPPLY _____
5 SUPPLY 2 AIR PACKS 3 TANKS _____ MULTI-GAS METER _____ THERMAL IMAGER _____ HEAT GUN _____
FAN _____ AIR BAGS _____ JAWS HAND TOOLS _____
OTHER _____



Ford Customer Service Division

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

Sent Via U.S. Mail

October 5, 2007

[REDACTED]
[REDACTED]
SHADYSIDE, OH [REDACTED]

RE: 1996 F-Series

VIN: 1FTEF15Y9[REDACTED]

Case # [REDACTED]

Dear [REDACTED]

This letter is in response to your contact with the Ford Customer Relationship Center regarding fire to the above-mentioned vehicle.

In order to begin evaluation of your claim we need the following documents:

- A copy of the police and/or fire report
- A copy of the vehicle title and registration
- Pictures of the vehicle showing the damaged areas (both sides of the vehicle, the entire engine whole engine shots, and the front of the vehicle with the hood open and closed)
- A copy of this letter

You may e-mail the above documents to Lprev@ford.com, please put my name in the subject. If you do not have access to e-mail you may also mail the documents to the address listed on this letter. We will be unable to provide assistance if you have settled this matter with your insurance carrier or if you no longer own the vehicle.

We appreciate the opportunity to review this matter.

Respectfully yours,

Beth Shuman
Consumer Affairs



October 14,2007

Beth Shuman
Consumer Affairs
Ford Customer Service Division
PO Box 6248,MD 3NE-B
Dearborn, MI 48126

RE: 1996 Ford F150 XL
VIN: 1FTEF15Y [REDACTED]

Dear Ms. Shuman:

Per your request, the articles you requested are enclosed, except for the registration which was burnt in the glove box of the truck. Registration is required in the state of Ohio to be kept in the vehicle. The license plate number is [REDACTED] s shown on the fire department report.

We just purchased the truck one and a half weeks before the fire, already had the title in our name and Ohio plates put on it.

My daughter was home that day and heard honking outside. When she looked out the kitchen window, the truck had smoke and flames coming out from the hood on the driver's side. She grabbed her cell phone and ran out of the house calling 911. No one even drove the truck in over twenty four hours. If you can see, the truck was parked next to our house, luckily not in our garage. Thank God our house did not catch on fire and no one got injured. A fireman lived only a few blocks away and ran to the scene, grabbed our neighbor's hose and started to water down our house and got the fire out of the tree which partially burned until the fire truck came.

The damage to the truck is clearly seen in the photos. It also remains in our yard awaiting a response from Ford so we can get it towed away. Ford's prompt response to this incident would greatly be appreciated.

Sincerely,

[REDACTED]
[REDACTED]
[REDACTED]
Shadyside, OH [REDACTED]
[REDACTED]
Cell [REDACTED]



Ford Customer Service Division

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

Sent Via U.S. Mail

October 19, 2007

[REDACTED]
[REDACTED]
SHADYSIDE, OH [REDACTED]

RE: 1996 F-Series Truck
VIN: 1FTEF15Y9T [REDACTED]

Dear [REDACTED]

Thank you for contacting Ford Motor Company regarding your 1996 F-Series Truck.

Our office has investigated your concern. Due to the extensive amount of damage to the vehicle, we are unable to verify if the fire was caused by the 05S28 recall regarding the speed control deactivation switch. Consequently, Ford Motor Company is unable to offer you assistance at this time.

However, a situation such as this is normally handled by your insurance carrier. We suggest that you follow the direction of your insurance carrier, which has the right to file a subrogation claim against Ford Motor Company if it chooses to pursue the matter.

We appreciate the opportunity to review your request.

Respectfully yours,

Beth Shuman
Consumer Affairs



November 6, 2007

Ms. Beth Shuman
Consumer Affairs
Ford Customer Service Division
PO Box 6248, MD 3NE-B
Dearborn, MI 48126 USA

RE: 1996 F-Series

VIN: 1FTEF15Y9 [REDACTED]

Case: [REDACTED]

Dear Ms. Shuman

I would like to thank you for responding to my situation so quickly. I appreciate the advice to seek damages from my insurer but I have explored that option and it is not possible. As I mentioned in previous communications, the truck's insurance coverage was not comprehensive. Surely you must be aware that most older, low-value vehicles are not fully insured because it is not cost effective to do so. My truck was no exception; I only carried liability coverage.

You seem to welcome the idea of an insurance company filing against you to recoup damages paid out. To me such suggestion insinuates you are all too familiar with the procedure of dealing with these fires. I do not see any reason for you to suggest this recourse if you sincerely believed the vehicle was manufactured appropriately. This fire was an absolute textbook description of how a truck burns when the cruise control switch malfunctions. I have done hours of research comparing my truck with other fires caused by the same switch and the correlations are vast. The photographs you have on file clearly show the damage is concentrated in the left rear area of the engine compartment. All of the circumstances surrounding this fire point directly to the cruise control switch. How you can have the audacity to deny Ford's wrongdoing is beyond me. Such actions are insulting. I would expect a great American company such as Ford to accept responsibility when they engineer a sub-standard product.

Therefore, I am adamantly requesting that Ford stand behind its reputation of a quality company and refund me \$1,800. This is the exact amount I paid for the vehicle just days before it caught fire. The actual damages sustained far exceed said figure but I feel \$1,800 is incredibly fair. Not included in this figure is the extensive fire and water damage to my yard that will need reconditioning in the spring. Also, I will need to have the exterior of my home professionally cleaned due to soot staining the vinyl windows and trim. Moreover, I had to absorb the costs of towing the vehicle from my property. As you can clearly see, the costs of this situation far exceed \$1,800. However, in all fairness, \$1,800 is current market value for the truck. I am now asking you to also be fair and

compensate me for this portion of my total loss.

Sincerely,

[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

Shadyside, OH

Cell: [REDACTED]



STATE OF OHIO - BUREAU OF MOTOR VEHICLES
CERTIFICATE OF REGISTRATION

PLATE NO.: [REDACTED] REG. DATE: 10/15/2007 EXP. DATE: 05/16/2008 ISSUE DATE: 10/15/2007

VALIDATION NO.: [REDACTED]

APP NO.: 248591AV

OWNER NAME: [REDACTED]

VEHICLE OWNERSHIP: SINGLE

AGENCY: 0706

OWNER ADDR.: [REDACTED]

USER ID: MB

CITY: SHADYSIDE

OLD APP NO.: 246717AV

STATE OH ZIP: [REDACTED]

OLD PLATE: [REDACTED]

TAX DISTRICT: SHADYSIDE

COUNTY: BELMONT

INSIDE CORP LIMIT: YES

VEHICLE CLASS: NON COMM TRUCK

VEHICLE YEAR: 1996

ODOMETER READING: 119,934

BODY TYPE: TK

MAKE: FORD

STATE FEES: \$1.00

CARRYING CAPACITY: 1000

PLATE TYPE: SUNBURST

LOCAL TAX: \$0.00

REG TYPE: DUPLICATE

REFL./CO. FEE: \$0.00

CERTIFICATE TITLE NO. [REDACTED]

VEH. SERIAL NO.: 1FTEF15Y9 [REDACTED]

PURCHASE DATE: 09/22/2007

DEPUTY FEE: \$3.50

USED

SUSPENSION/REVOCAION: NO

PRIOR OPERATION: NO

FEES PAID: NO

TOTAL FEES: \$4.50

- In Ohio, it is illegal to drive any motor vehicle without insurance or other financial responsibility (FR) coverage.
• It is also illegal for any motor vehicle owner to allow anyone else to drive the owner's vehicle without FR coverage.
• PROOF OF COVERAGE IS REQUIRED: Whenever a police officer issues a traffic ticket*At all vehicle inspection stops*Upon traffic court appearances*Upon random checks by the Registrar of Motor Vehicles.
• ANY DRIVER OR OWNER WHO FAILS TO SHOW PROOF OF INSURANCE OR OTHER COVERAGE WILL: Lose his or her driver license for 90 days on first offense, one year on second offense* Lose his or her license plates and vehicle registration*Pay reinstatement fees of \$75.00 on first offense, \$250.00 for second offense, and \$500.00 on any additional offense*Pay a \$50.00 penalty for any failure to surrender his or her driver license, license plates or registration AND*Be required to maintain special FR coverage ("High-risk" insurance or equivalent) on file with the Bureau of Motor Vehicles for THREE or FIVE YEARS.
• ONCE THIS SUSPENSION IS IN EFFECT: Any driver or owner who violates the suspension will have his or her vehicle immobilized and his or her license plates confiscated for at least 30 DAYS first offense and 60 DAYS second offense. For third or subsequent offenses, the vehicle will be forfeited and sold and the person will not be permitted to register any motor vehicle in Ohio for FIVE YEARS.
• IF YOU ARE INVOLVED IN AN ACCIDENT WITHOUT INSURANCE OR OTHER FR COVERAGE: In addition to all the penalties listed above, you may have*A SECURITY SUSPENSION for TWO YEARS or more and*A JUDGEMENT SUSPENSION INDEFINITELY (until all damages have been satisfied).
• THESE PENALTIES ARE IN ADDITION TO ANY FINES OR PENALTIES IMPOSED BY A COURT OF LAW. WARNING: THESE LAWS DO NOT PREVENT THE POSSIBILITY THAT YOU MAY BE INVOLVED IN AN ACCIDENT WITH A PERSON WHO HAS NO INSURANCE OR OTHER FR COVERAGE.
• WHEN REQUIRED, PROOF OF COVERAGE MAY BE SHOWN BY ANY OF THE FOLLOWING:*AN INSURANCE POLICY showing automobile liability insurance of at least \$12,500 bodily injury per person, \$25,000 injury two or more persons, and \$7,500 property damage*AN INSURANCE IDENTIFICATION CARD (same coverage)*A SURETY BOND OF \$30,000 issued by any authorized surety company or insurance company*A BMV BOND SECURED BY REAL ESTATE having equity of at least \$60,000*A BMV CERTIFICATE FOR MONEY OR GOVERNMENT BONDS in the amount of \$30,000 on deposit with the Ohio Treasurer of State*A BMV CERTIFICATE OF SELF-INSURANCE, available only to companies or persons who own at least twenty-six motor vehicles.

PROOF OF FINANCIAL RESPONSIBILITY

I affirm that all owners (or lessees of leased vehicle) now have insurance or other FR coverage and will not operate or permit the operation of this motor vehicle without FR coverage; all previous registration fees due have been paid; this plate category is correct; and this vehicle will not be used as a commercial or farm vehicle unless so registered.

By signing below I agree to and attest that all the above is true and accurate,

X SIGNATURE ON FILE

SIGNATURE OF OWNER(S)

DATE

WARNING: APPLICANT GIVING FALSE INFORMATION IS SUBJECT TO PROSECUTION-O.R.C. SEC. 2921.13. APPLICATION MUST BE SIGNED BY THE OWNER(S) AS NAMED ON CERTIFICATE OF TITLE.

DO NOT DISCARD. THIS IS YOUR VEHICLE REGISTRATION CERTIFICATE.

OHIO CERTIFICATE OF TITLE

ISSUING CITY **BELMONT**
RESIDENT CITY **BELMONT**

STATE OF OHIO
ORIGINAL

No. **07 0061 6756**

ISSUE DATE
09/24/2007

IDENTIFICATION NUMBER
1FTEF15Y9

COMMENTS

YEAR MAKE MAKE DESCRIPTION
1996 FORD FORD

BODY TYPE MODEL MODEL DESCRIPTION
PT F15

PURCHASE PRICE
\$500.00

TAX
\$35.00

MILEAGE
119,934

EVIDENCE
WV BR87264

CONVERSION

MLG BRAND **ACTUAL**

SPANDER

OWNER

SHADYSIDE, OH

PREVIOUS OWNER

MOUNDVILLE, WV

LICENSE EXPIRES

TRANSFER ISSUED

PLUCK WT

LIEN DISCHARGE

REGISTRAR OF MOTOR VEHICLES

LIEN DISCHARGE

Lienholder

by:

Authorized signature

date

CLERK OF COURTS LIEN CANCELLATION

by:

Deputy Clerk

date

by:

Authorized signature

date

CLERK OF COURTS LIEN CANCELLATION

by:

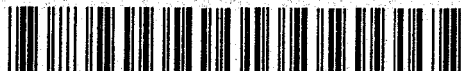
Deputy Clerk

date

WITNESS MY HAND AND OFFICIAL SEAL THIS 24th DAY OF SEPTEMBER, 2007

7.084167082

(SEAL)



* 7 0 8 4 1 6 7 0 8 2 *

*084167082

RANDY MARPLE
CLERK OF COURTS

DO NOT ACCEPT TITLE SHOWING ANY ERASURES, ALTERATIONS OR MUTILATIONS.



