



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

02-JAN-2008

AM 7:46

Reference No.

10213416

OWNER INFORMATION (Type or Print)

Name, Address, City (LAWRENCEVILLE), State (VA), 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

VEHICLE INFORMATION

17 digit Vehicle Identification Number (1FTEX15N6...), Make (FORD), Model (F150), Model Year (1995), Date Purchased (01-SEP-95), Dealer's Name (Allen Veste Ford, Nissan etc.), Engine (8 cylinders), Fuel Type (Gas), Transmission Type (AUTOMATIC), Antilock Brakes, Cruise Control, Powertrain (REAR WHEEL DRIVE), Vehicle Component Code (180000 VEHICLE SPEED CONTROL)

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) (16-NOV-2007), Failure Mileage (169000), Failure Speed (0)

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make, Tire Model, Tire Size, DOT No., 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 (0), 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;

TL*THE CONTACT OWNS A 1995 FORD F-150. THE CONTACT STATED THAT FLAMES ERUPTED FROM THE ENGINE COMPARTMENT APPROXIMATELY THREE HOURS AFTER HE PARKED. THE FIRE DEPARTMENT EXTINGUISHED THE FIRE BUT WAS UNABLE TO DETERMINE THE CAUSE OF THE FIRE. AS OF JANUARY 2, 2008, THE DEALER HAD NOT INSPECTED THE VEHICLE TO DETERMINE THE CAUSE OF THE FIRE. IN ADDITION, THE FIRE DESTROYED THE VEHICLE. THERE IS A RECALL FOR THE VEHICLE SPEED CONTROL (NHTSA CAMPAIGN ID #07V336000). THE MANUFACTURER STATED THAT THEY SENT FOUR RECALL NOTICES HOWEVER, THE CONTACT STATED THAT HE NEVER RECEIVED THE RECALL NOTICES. THE CURRENT AND FAILURE MILEAGES WERE 169,000.

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.

To Whom It May Concern:

My name is [REDACTED] and I am writing to your company in an effort to make known a serious and, what I consider to be, a very dangerous problem with some Ford vehicles.

On November 16, 2007, I left home to go to a local convenience store. I returned home in less than twenty minutes and found my 1995 Ford F-150 Extended Cab Pickup Truck engulfed in flames. This was a very intense fire that must have started very forcefully in order for it to have caused such total damage to my truck in such a short period of time. The whole engine compartment had burned and the flames had also burned the front seat area, the extended area and was on it's way out of the rear window. At the time, I did not know what had caused the fire, but, had no reason to suspect foul play. I started making inquiries and just generally talking to people about it and found out that there was a possibility that the fire might have been caused by a vehicle re-call issue concerning the cruise control on the vehicle. I thought about it and remembered that the cruise control on my truck had stopped working previously. I made contact with Ford through information I received from Hardee Ford in South Hill, Virginia. I contacted Ford, however, no one returned my contact until I contacted them again. (I had to give them all of my information twice) When Ford did respond to me in writing, they did not deny nor question whether the fire was caused by the re-call issue. (There was a re-call that causes fire) I found it highly unusual that no one from Ford would even come out and investigate such a dangerous fire and safety hazard that would cause a vehicle to be destroyed in a such a short period of time. (The fire had to be put out by the fire department)

Here is the problem I have with their response: After Ford's "thorough" review of their records, they claim I received recall notices on four different occasions. I have received no recall notices. Also, according to their letter, the first notice would have been sent in 2005. I bought my truck in 1995 which was 10 years earlier. Why would they wait to send me a recall notice 10 years later than the purchase of my truck? I have enclosed Ford's letter and as you will be able to see, they have responded to me in reference to a 2002 Expedition. I had a 1995 Ford F-150 Pick-up. The vehicle I. D. numbers are different. I have also enclosed my personal property tax form as a means of identifying my vehicle by its vehicle I. D. number. I believe that Ford has made a very big mistake in that, if they did send out a recall notice, they apparently sent it to the owner of the 2002 Expedition and thought they sent it to me. The evidence is right here. This is of

course after their "thorough" review. If Ford has such a problem with a recall issue that it has the potential to cause a fiery death trap, shouldn't they at least send out certified letters to make sure that customers receive this information instead of assuming they do.

My recall letter (if it was sent) was evidently sent to the 2002 Expedition owner because I did not receive it. As I stated earlier, a grievous mistake has been made and the enclosed documents show proof of this.

What I am requesting of you is to assist me in airing my complaint in an official capacity. I believe that I should receive compensation for the loss of my truck because contrary to Ford's opinion of being "thorough" they have made some serious mistakes in my opinion, in ensuring consumers are informed adequately of life-threatening safety issues. My truck fire was very serious (picture enclosed). Again, I stress that Ford should send certified letters for a recall with such devastating consequences. (I could have been in that truck and died) A certified letter would be much more effective in insuring that the correct individual is receiving the letter. Ford's actions on my behalf as a consumer have been egregious to put it mildly. Their errors have caused me to lose an otherwise perfectly good and well maintained truck that I had intended on keeping a lifetime. Moreover, their actions may well have caused unnecessary dangers and hazards to me and most assuredly may impact other Ford customers and their families.

Contact Phone:



Respectfully,





Office of the General Counsel
Litigation Prevention

Ford Motor Company
3 Parklane Blvd. Suite 1500 W
Dearborn, MI 48126-2568

Sent via U.S. Mail

December 19, 2007

[REDACTED]
Lawrenceville, VA [REDACTED]

RE: 2002 EXPEDITION
VIN: 1FMRU15W4 [REDACTED]
Case# [REDACTED]

Dear Mr. Badgett:

This is in response to your contact with the Ford Customer Relationship Center.

A thorough review of our records shows that you received recall notices on the following dates:

- October 4, 2005
- November 16, 2005
- April 17, 2006
- January 3, 2007

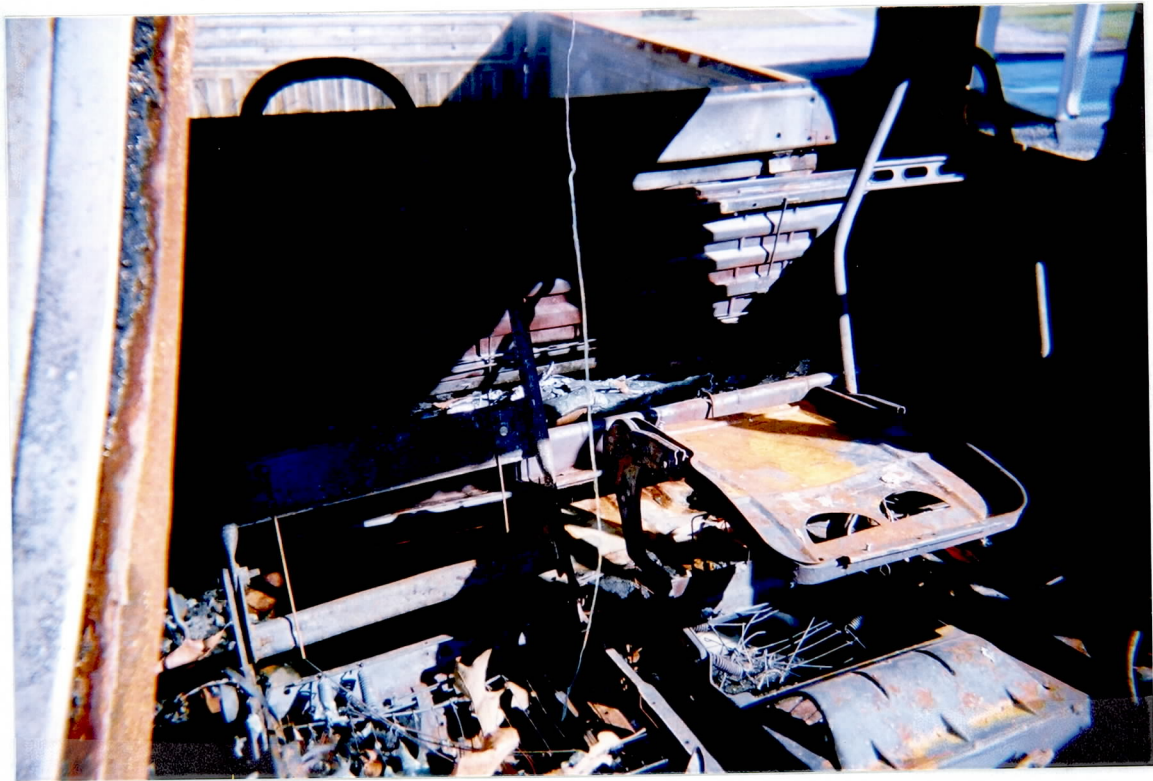
Upon receipt of these letters, it was your responsibility to bring the vehicle to any Ford or Lincoln/Mercury dealership to have the recall services performed. Accordingly, Ford declines to provide any assistance at this time.

Thank you for the opportunity to review this concern.

Respectfully yours,

Carmen Simonds
Office of General Counsel







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).