



DOT Auto Safety Hotline

U.S. Department of Transportation

National Highway Traffic Safety Administration

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

2008 APR -2 AM 7:26 28-FEB-2008

Reference No. 10219392

OWNER INFORMATION (Type or Print)

Name

Address

City

WOODSTOCK

State

IL

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? In the absence of an address to the vehicle manufacturer. Signature of Owner Date 3/8/08

VEHICLE INFORMATION

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

2FAPP73W42X

Make

FORD

Model

CROWN VICTORIA

Model Year

2002

Date Purchased 01-NOV-01

Dealer's Name and Telephone Number 1-815-338-6680 WOODSTOCK FORD NOW BULL VALLEY FORD

Engine:

No: Cylinders 8

Fuel Type:

Gas

Original Owner

Dealer's City WOODSTOCK

State

IL

Zip Code

60098

Transmission Type

AUTOMATIC

Automatic Brakes

Cruise Control

Powertrain

REAR WHEEL DRIVE

Vehicle Component Code

176100 LATCHES/LOCKS/LINKAGES:HOOD:LATCH

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

28-FEB-2008

Failure Mileage

56000

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: DOTM19ABC036)

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:

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 2002 FORD CROWN VICTORIA. THE CONTACT OPENED THE HOOD, BUT IT FAILED TO OPEN AUTOMATICALLY. HE PULSED HIS HAND ON THE FENDER AND THE HOOD SUDDENLY FELL AND SLAMMED DOWN ON HIS HAND. THE CONTACT SUSTAINED SEVERAL BRUISES, CUTS, AND BLISTERS. THE VEHICLE WAS NOT TAKEN TO THE DEALER. THE FAILURE AND CURRENT MILEAGES WERE 56,000.

THE HOOD WAS RAISED TO FULL OPEN MANUALLY BEFORE IT CAME DOWN ON THE HAND WITHOUT NOTICE. WHEN CAR WAS TAKEN TO THE DEALER STRUTS HAD TO BE REPLACED AT MY COST THESE STRUTS, APPARENTLY PRONE TO FAILURE SHOULD NOT BE WARRANTY LIMITED

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)

IF THE FAILURE IS POSSIBLE DESIGNS SHOULD BE CHANGED. SUPPOSED IT HAD BEEN A HEAD INSTEAD OF A HAND OR WORSE IF SOMEONE WAS WORKING ON A RUNNING ENGINE AT VERY LEAST PEOPLE SHOULD BE WARNED OF THE POSSIBILITY OF FAILURE

ATTACH ADDITIONAL SHEETS IF NECESSARY

VALUATION 12 000

THINK, SPEAK AND WRITE

10 MAR 2008 PM 11

John Adams, 1765

poweroftheletter.com

U.S. Department of Transportation

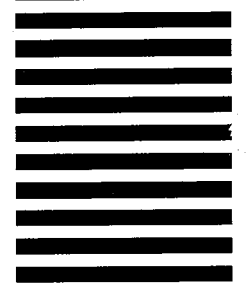
National Highway Traffic Safety Administration

1200 New Jersey Avenue SE, Washington, D.C. 20077-9382

Official Business Penalty for Private Use \$300



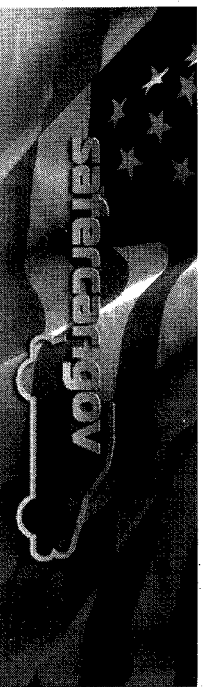
NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES



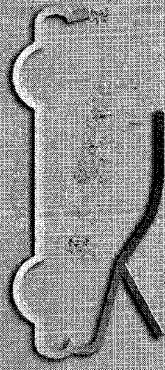
BUSINESS REPLY MAIL FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation National Highway Traffic Safety Administration Office of Defects Investigation, NVS-210 1200 New Jersey Ave SE Washington, DC 20077-9382



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



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