



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

28-FEB-2008

Reference No.

10219392

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OWNER INFORMATION (Type or Print)

Name [REDACTED]
 Address [REDACTED]
 City WOODSTOCK State IL Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]
 Evening Telephone Number [REDACTED]

Do you authorize NHTSA to use your name and address to the vehicle manufacturer? YES NO
 Signature of Owner [REDACTED] Date 3/8/08

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 2FAPF73W42 [REDACTED]
 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 NEW BULL VALLEY FORD
 Original Owner Dealer's City WOODSTOCK IL 60098 State IL Zip Code 60098
 Engine: No: Cylinders 8 Fuel Type: Gas

Transmission Type AUTOMATIC Antilock 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 [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15) [REDACTED]
 DOT No. (Example: DOTM19ABC036) Original Equipment Prior Repair Failure Location: [REDACTED]
 Tire Component Code [REDACTED] Tire Failure Type [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
 Seat Type: [REDACTED] Installation System: [REDACTED]
 Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

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 PLACED 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 OWNER 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 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

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



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LET US MAKE IT EASY TO RETURN MAIL TO THE UNITED STATES
John Adams, 1775
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NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

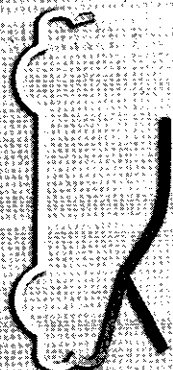
BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

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)
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