



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-2-2008
(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

Repository ☐

21-MAR-2008

Reference No.
10221967

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City ERIE State PA Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☒ NO
In the absence of an authorized signature, NHTSA will use the signature of the vehicle owner.
Signature of Owner [REDACTED] Date 6/19/08

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
2FACP74WXX [REDACTED]

Make
FORD

Model
CROWN VICTORIA

Model Year
1993-1992

Date Purchased
8-31-01

Dealer's Name and Telephone Number
PRIVATE OWNER

Engine:
No: Cylinders 8

Fuel Type:
Gas

Original Owner
☐

Dealer's City State Zip Code

Transmission Type
AUTOMATIC

☐ Antilock Brakes
☒ Cruise Control

Powertrain
FRONT WHEEL DRIVE

Vehicle Component Code
072200 FUEL SYSTEM, GASOLINE: DELIVERY: HOSES, LINES/PIPING, .

Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
06-AUG-2007

Failure Mileage
91000

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:

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

Number of Deaths

Reported to Police

0

0

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 1993 FORD CROWN VICTORIA. THE CONTACT RECEIVED A RECALL NOTICE FOR THE VEHICLE SPEED CONTROL: CRUISE CONTROL. WHILE AT A LOCAL REPAIR SHOP, THE MECHANIC IDENTIFIED ANOTHER FAILURE IN THE FUEL LINE. THE DEALER INFORMED THE CONTACT THAT THEY HAD THE PARTS AVAILABLE AND ADVISED HER TO BRING THE VEHICLE IN FOR REPAIR. AT THE TIME, SHE COULD NOT DRIVE TO THE DEALER DUE TO THE FUEL LINE FAILURE. THE PURCHASE DATE AND RECALL NUMBER WERE UNKNOWN. THE FAILURE AND CURRENT MILEAGES WERE 91,000.

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. 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)

NECESSARY PAPERWORK, TITLE TRANSFER, ETC. WAS DONE AT
BOB FERRANDO FORD DEALERSHIP, GIRARD PA 16417
PHONE NUMBER 774-5698

ADDITIONAL SHEET ATTACHED.

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

Erie, Pa.



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

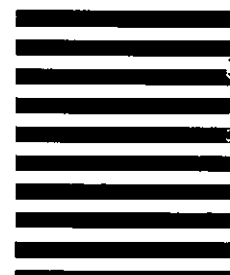
FIRST-CLASS MAIL

PERMIT NO. 1888

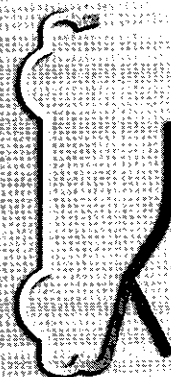
WASHINGTON, DC

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

THE TWO IDENTIFIABLE FAILURES ARE REASONS ENOUGH TO ASK YOU TO PLEASE RECALL THE WHOLE CAR. THE SPEED CONTROL SWITCH POSES THE RISK OF AN UNDERHOOD FIRE AND THE FORD GARAGE DOES NOT TOW NOR SEND ANYONE TO DISABLE THE CONTROL SYSTEM. NO EXTRA MAN. PRIOR TO THE ABOVE NOTICE, OUR YEARLY STATE INSPECTION WAS DUE AUGUST 2007. WHILE DRIVING TO THE GARAGE THE SMELL OF GAS WAS HORRIFIC. MONTHS EARLIER, OFF AND ON, THE ODOR WAS PRESENT, BUT THE PROBLEM WASN'T FOUND UNTIL NOW. THE INSPECTION DIDN'T PASS SINCE A HOLE WAS DISCOVERED IN THE FUEL LINE LEADING TO THE GAS TANK. THE MECHANIC ADVISED US TO TOW THE CAR HOME RATHER THAN TAKING THE CHANCE OF AN EXPLOSION. HE SAID THE JOB IS EXPENSIVE AND LONG HOURS OF LABOR DUE TO THE UNKNOWN PROBLEMS HE MAY ENCOUNTER. HE DIDN'T HAVE THE TIME TO START ON IT AND IT WAS A LIABILITY TO PARK IT ON HIS LOT. THE CAR HAS BEEN PARKED IN OUR DRIVEWAY SINCE AUGUST 2007. WE CANCELLED OUR CAR INSURANCE OCTOBER 2007 SO WE CANNOT PARK IT ON THE STREET. IT IS VERY STRESSFUL. WE ARE ASKING YOU TO PLEASE CONSIDER THE RECALL, COMPENSATE US, AND TOW THE CAR TO YOUR LEARNING OR INSTRUCTIONAL CENTER. THIS FORD CAR NEEDS TO BE INSPECTED BY YOUR TECHNICIANS AND LEARN FROM THESE FAILURES SO AS NOT TO REPEAT THEM ON THE PRODUCTION LINE. THEY MAY EVEN FIND THE PROBLEM OF THE WATER LEAKAGE INTO THE CAR ON THE FRONT PASSENGER SIDE FLOOR, WHICH STARTED IN THE SUMMER OF 2006. AFTER A HEAVY RAINFALL, THE WATER ON THE FLOOR WAS ANKLE HIGH. THE CARPET REMAINED SOAKED. THE PROBLEM CONTINUED THROUGH 2007, THE SNOW ACCUMULATED OVER THE WINTER MONTHS AND AFTER THE THAW OF THE HEAVY SNOWFALL, WE NOTICED IN MARCH, THAT THE WATER SHIFTED TO THE BACK FLOOR, PASSENGER SIDE AND ONCE AGAIN ANKLE DEEP. IT STILL IS NOT DRY. THIS SHIFT OF WATER CAN BE DUE TO THE FACT THAT THE CAR WAS BACKED IN THE DRIVEWAY THIS TIME. WE JUST DON'T KNOW WHAT IS NEXT. VERY DISAPPOINTING. I HOPE TO HEAR FROM YOU WITH GOOD NEWS.

SINCERELY,

[REDACTED]

Spence