



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
14-MAY-2008
MAY 30 PM 12: 42

Repository
Reference No.
10227744

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City CLEVELAND State OH 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 authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date / /

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 3FDEE14H7R [REDACTED]
Make FORD Model E150 Model Year 1994
Date Purchased Dealer's Name and Telephone Number Engine: No: Cylinders Fuel Type:
Original Owner Dealer's City State Zip Code
Transmission Type Antilock Brakes Powertrain Vehicle Component Code 185000 VEHICLE SPEED CONTROL:CRUISE CONTROL
 Cruise Control Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 07-MAY-2008 Failure Mileage 108000 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 Failure Location:
 Prior Repair
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; i.e. parts repaired or replaced (and if old part is available).

TL*THE CONTACT OWNS A 1994 FORD E150. THE CONTACT RECEIVED A FORD RECALL NOTICE FOR THE VEHICLE SPEED CONTROL: CRUISE CONTROL IN DECEMBER OF 2007. HE CALLED THE DEALER AND WAS INFORMED THAT THE PARTS FOR THE RECALL REPAIR WERE UNAVAILABLE. ON MAY 7, 2008, HIS VEHICLE CAUGHT FIRE AND BURNED THE WIRING HARNESS FUSE. AS A RESULT, THE VEHICLE IS STUCK IN THE PARK POSITION. THE DEALER STATED THAT BECAUSE THE HARNESS WAS ALREADY MELTED, THEY WOULD NOT ASSUME ANY FINANCIAL LIABILITY, NOR WOULD THEY ATTEMPT TO REPAIR THE VEHICLE. THE CONTACT IS IN THE PROCESS OF NOTIFYING THE MANUFACTURER. THE RECALL NUMBER WAS UNKNOWN. THE FAILURE AND CURRENT MILEAGES WERE 108,000.

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.

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FORD WEST

16100 LORAIN AVE.
CLEVELAND, OHIO 44111
Phone: (216) 941-9800

SERVICE · PARTS · SALES
Service with "Personal Attention"

INVOICE

PAGE 1

SERVICE ADVISOR: 124 JENNIFER ONTKO

CLEVELAND, OH
HOME: [REDACTED] BUS:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	94	FORD E150 VAN	1FDDE14H7RH [REDACTED]		109941/109941	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN94 IS			WAIT 14MAY08		0.00	CASH	14MAY08
R.O. OPENED		READY		OPTIONS: DLR		ENG:5.8 Liter_EFI	
11:08 14MAY08		13:18 14MAY08					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	RECALL	05S28					
R99 RECALL NOT PERFORMED-BRAKE SWITCH LEAKING -CATCH ON FIRE AND MELTED WIRING HARNES-FORD DENIED HARNES REPAIR AND SO DID CUSTOMER							
	4584	CP				0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00

RECALL NOT PROFORMED WIRING HARNES MELTED AND FORD DENIED HARNES REPLACMENT AND CUSTOMER DID TOO -

Thank you for your patronage. Any questions or problems with your service visit, please call our service manager Bob "Mac" McClafferty to make us aware of any problems and give us the opportunity to make you COMPLETELY SATISFIED
MON-THU 7:30-7:00, FRI 7:30-6:00, SAT 8:00-1:00

CUSTOMER

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER COPY