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

2008 JUN -9 AM 7:47

FOR AGENCY USE ONLY 100148	
Date Received 20-MAY-2008	Repository ☐
	Reference No. 10228326

OWNER INFORMATION (Type or Print)

Name	[redacted]	Daytime Telephone Number	E-mail Address
Address	[redacted]	[redacted]	[redacted]
City BLACK SHEER	State GA	Zip Code [redacted]	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	Make	Model	Model Year
2FALP73W0RX[redacted]	FORD	CROWN VICTORIA	1994

Date Purchased	Dealer's Name and Telephone Number			Engine:	Fuel Type:
08/20/97	GUY'S AUTOMOTIVE 9122854557			No. Cylinders	
Original Owner ☐	Dealer's City WAYCROSS	State GA	Zip Code 31503	8	gasoline

Transmission Type			Vehicle Component Code
auto	☑ Antilock Brakes ☑ Cruise Control	Powertrain	180000 VEHICLE SPEED CONTROL
			Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)	Failure Mileage	Failure Speed	
10-APR-2002		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: DOTMAL9ABC036)	☐ 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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☒ Yes ☐ No	0	0	Y

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 OWNED A 1994 FORD CROWN VICTORIA. WHILE PARKED, THE CONTACT'S VEHICLE CAUGHT FIRE UNDERNEATH THE HOOD. THE VEHICLE WAS DESTROYED. TWO VEHICLES PARKED NEAR THE BURNING VEHICLE RECEIVED PAINT DAMAGE, AND WERE REPAIRED BY THE CONTACT'S INSURANCE COMPANY. SHE HAS REPORTS FROM HER INSURANCE COMPANY REGARDING THE FIRE. SHE FILED A COMPLAINT WITH FORD AND THEY SENT A LETTER IN RESPONSE STATING THAT THERE WERE NO OPEN RECALLS ON HER VEHICLE. THEY FURTHER STATED THAT IF A RECALL SHOULD BECOME AVAILABLE, SHE WOULD BE NOTIFIED. IN MARCH OF 2008, THE CONTACT RECEIVED A SAFETY RECALL NOTICE FOR NHTSA CAMPAIGN ID NUMBER 07V336000 (VEHICLE SPEED CONTROL). A POLICE REPORT WAS FILED. THE CONTACT HAS PICTURES. THE CURRENT AND FAILURE MILEAGES WERE UNAVAILABLE.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

Ford Motor Company
Ford Customer Service Division
P.O. Box 1904
Dearborn, Michigan 48121

F0081254 0233

[redacted]

March 2008

BLACKSHEAR, GA [redacted]

1994 Crown Victoria
Vehicle ID #: 2FALP73W0RX[redacted] 05S28

******* ***IMPORTANT REMINDER*** *******

Service parts are now available to perform the necessary repairs to your vehicle.

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has previously sent you a letter indicating that a defect which relates to motor vehicle safety exists in your speed control equipped vehicle. This condition may result in a vehicle fire, even if the vehicle is parked even if you have never used your speed control. We apologize for this situation and for our previous lack of repair parts and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with Ford and Lincoln Mercury dealers, is to provide you with the highest level of service and support.

What is the issue?

Ford cannot be confident that over many years in service, the type of Speed Control Deactivation Switch (SCDS) installed on your vehicle will not leak, posing the risk of an underhood fire. This condition may occur either when the vehicle is parked or when it is being operated, even if the speed control is not in use.

What will Ford and your dealer do?

Ford Motor Company has authorized your dealer to perform the repairs under this program free of charge (parts and labor). If you had the Interim Repair (Speed Control System disconnect) performed, the final repair will restore operation of the speed control system. If your dealer has recently completed the final repair on your vehicle for this recall, please disregard this letter.

How long will it take?

Your dealer may be able to perform this repair while you wait; however, due to scheduling requirements, your dealer may need your vehicle for a longer period of time.

What are we asking you to do?

We urge you to contact your dealer as soon as possible to schedule an appointment to have this service performed.

Provide the dealer with the Vehicle Identification Number (VIN) of your vehicle. The VIN is printed near your name at the beginning of this letter.

Until you have the recall service performed, park your vehicle away from structures to prevent a potential underhood fire from spreading.

The vehicle owner is responsible for having this service action performed. Ford Motor Company reserves the right to deny coverage for any vehicle damage that may result from failure to have this recall performed on a timely basis. Therefore, please have this recall performed as soon as possible.

F24911

RETAIL OWNERS: If you do not already have a servicing dealer, you can access http://www.genuineservice.com for dealer addresses, maps, and driving instructions.

FLEET OWNERS: If you do not already have a servicing dealer, you may access our Dealer Locator on https://www.fleet.ford.com for dealer addresses, maps, and driving instructions.

Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

What if you no longer own this vehicle?

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.

You received this notice because government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which indicate that you are the current owner.

Can we assist you further?

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

RETAIL OWNERS: If you still have concerns, please contact the Ford Motor Company Customer Relationship Center at 1-888-222-2751 and one of our representatives will be happy to assist you. For the hearing impaired call 1-800-232-5952 (TDD). Office Hours are Monday through Friday: 8AM – 5PM (Your Local Time).

If you wish to contact us through the Internet, our address is: www.ownerconnection.com

FLEET OWNERS: If you still have concerns, please contact the Fleet Customer Information Center at 1-800-34-FLEET, Option #3 and one of our representatives will be happy to assist you. Representatives are available 8:30AM to 5:00PM Monday through Friday (Eastern Time Zone).

Or you may contact us through the internet at www.fleet.ford.com.

If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, D. C. 20590 or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to http://www.safercar.gov.

Thank you for your attention to this important matter.

Ford Customer Service Division

Confirmation #
10228326

Ford
1-800-392-3673

Ford Motor Company

Consumer Affairs

Sent via U.S. Mail

October 4, 2002

[redacted]
Blackshear, GA [redacted]

RE: 1994 Crown Victoria
VIN: 2FALP73W0RX[redacted]

Dear [redacted]

Thank you for contacting Ford Motor Company regarding your vehicle.

Our review indicates that there are no open recalls on your 1994 Crown Victoria. Recalls and Owner Notification Programs (ONP) are Vehicle Identification Number (VIN) and model year specific. Should there be any future recalls on your vehicle, you will be notified via first class mail.

Thank you for the opportunity to review this concern.

Respectfully yours,

Cassandra Jones-McBryde
Consumer Affairs

INCIDENT REPORT

Waycross Fire Department

NFIRS-1

[ ] DELETE
[ ] CHANGE

A

FDID	INCIDENT NO	EXP NO	MO	DAY	YR	DAY OF WEEK	ALARM TIME	ARRIVAL TIME	IN SERVICE
14802	02-041156	00	04	10	02	Wednesday 4	14:18:00	14:22:00	15:39:00

B

TYPE OF SITUATION FOUND	TYPE OF ACTION TAKEN	MUTUAL AID
Vehicle Fire 13	Extinguishment 1	[ ] Recd [ ] Given

C

FIXED PROPERTY USE	IGNITION FACTOR
Storage Property 800	Undetermined 00

D

CORRECT ADDRESS	CO.	TWN	ZIP CODE	CENSUS TRACT
[redacted] Waycross, GA	WA		[redacted]	

E

OCCUPANT NAME	TELEPHONE	ROOM/APT NO
	[redacted]	

F

OWNER NAME	ADDRESS	TELEPHONE
[redacted]	[redacted] Waycross, GA	[redacted]

G

METHOD OF ALARM FROM PUBLIC	TYPE OF ALARM	DISTRICT	SHIFT	STATION	NO. ALARMS
Telephone Tie Line 7		2-C	B	2	1

H

911 USED	PERSONNEL RESPONDED	ENGINES RESPONDED	AERIAL APPARATUS	OTHER VEHICLES
Ware County PSCC 1	004	001	000	001

ALL INCIDENTS

I

NUMBER OF INJURIES		NUMBER OF FATALITIES	
FIRE SERVICE 000	OTHER 000	FIRE SERVICE 000	OTHER 000

CAS

J

COMPLEX	MOBILE PROPERTY TYPE
Warehouse, Storage Complex 80	Automobile 11

K

AREA OF FIRE ORIGIN	EQUIPMENT INVOLVED IN IGNITION
Engine Area, Running Gear 83	Vehicle 96

L

FORM OF HEAT OF IGNITION	TYPE OF MATERIAL IGNITED	FORM OF MATERIAL IGNITED
Unspecified Short Circuit 24	Polyurethane 41	Electrical Wire 61

M

METHOD OF EXTINGUISHMENT	LEVEL OF FIRE ORIGIN	ESTIMATED LOSS	ESTIMATED VALUE
Preconnect 6	Grade to +9' 1		

ALL FIRES

N

NUMBER OF STORIES	CONSTRUCTION TYPE

O

EXTENT OF FLAME DAMAGE	EXTENT OF SMOKE DAMAGE

P

DETECTOR PERFORMANCE	SPRINKLER PERFORMANCE

Q

IF SMOKE SPREAD BEYOND ROOM OF ORIGIN	TYPE OF MATERIAL GENERATING MOST SMOKE	AVENUE OF SMOKE TRAVEL

R

	FORM OF MATERIAL GENERATING MOST SMOKE

STRUCTURE

S

IF MOBILE PROPERTY	YEAR	MAKE	MODEL	SERIAL NO.	LICENSE NO.
	94	Ford	Crown Victoria	2FALP7[redacted]	[redacted]

T

IF EQUIPMENT INVOLVED IN IGNITION	YEAR	MAKE	MODEL	SERIAL NO.
	94	Ford	Crown Victoria	2FALP73WORX[redacted]

[ ] CHECK IF COMMENTS

U

OFFICER IN CHARGE (NAME, POSITION, ASSIGNMENT)	DATE
Ray, Robert L/Lieutenant	04/10/2002
MEMBER MAKING REPORT (IF DIFFERENT FROM ABOVE)	DATE
Ray, Robert L/Lieutenant	04/10/2002

MARKET CLAIM OFFICE
P.O. BOX 7877
MACON GA 31209

PHONE NUMBER: 800-729-0130
OFFICE HOURS: MONDAY-FRIDAY 8:00-5:30

May 14, 2002

[redacted]
[redacted]
BLACKSHEAR GA [redacted]

Allstate Insurance Company
Claim Number: [redacted]HPA
Loss Date: April 10, 2002
Our Insured: [redacted]
Location: INSD WK: STEWART CANDY 400..., BLACKSHEAR

Please find enclosed the check copies for the above incident. We have settled with both parties involved and closed our file.

Sincerely,
Patrice Claxton

PATRICE CLAXTON
Allstate Insurance Company

SM00/0/01/1

Copy to FILE

[redacted]

FINAL SETTLEMENT OF ANY AND ALL CLAIMS
FOR PROPERTY DAMAGE CAUSED BY
ACCIDENT ON 04/10/02

FIVE HUNDRED FORTY SEVEN DOLLARS AND 52 CENTS******* $*******547.52

POLICY NUMBER	CLAIM NUMBER
[redacted]	[redacted]
SSN/TIN	DESK LOC / EMPLOYEE I.D.
	HFA

Allstate.
You're in good hands.

INVOICE NUMBER	PROC MCO	IRS	PAYEE	DATE ISSUED MONTH	DAY	YEAR
	0408		2	05	09	02

95622474 6

[redacted]
WAYCROSS GA [redacted]

ALLSTATE INSURANCE COMPANY OR ONE OF ITS AFFILIATES

COMPANY NAME
ALLSTATE INSURANCE COMPANY

Security feature included. Details on back

FILE COPY N[redacted]

VOID IF NOT PRESENTED WITHIN THREE HUNDRED, SIXTY-FIVE DAYS OF THE DATE OF ISSUE.

[redacted]

FINAL SETTLEMENT OF ANY AND ALL CLAIMS
FOR PROPERTY DAMAGE CAUSED BY
ACCIDENT ON 04/10/02

SIX HUNDRED FOURTEEN DOLLARS AND 00 CENTS********** $*******614.00

POLICY NUMBER	CLAIM NUMBER
[redacted]	[redacted]
SSN/TIN	DESK LOC / EMPLOYEE I.D.
	HFA GBYT

Allstate.
You're in good hands.

INVOICE NUMBER	PROC MCO	IRS	PAYEE	DATE ISSUED MONTH	DAY	YEAR
	0408		2	05	09	02

[redacted]
WAYCROSS GA [redacted]

ALLSTATE INSURANCE COMPANY OR ONE OF ITS AFFILIATES

COMPANY NAME
ALLSTATE INSURANCE COMPANY

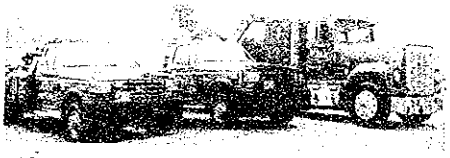
Security feature included. Details on back

FILE COPY N[redacted]

VOID IF NOT PRESENTED WITHIN THREE HUNDRED, SIXTY-FIVE DAYS OF THE DATE OF ISSUE.

MIKE'S BODY SHOP, INC.

"SPECIALIZING IN COLLISION REPAIR"



TOWING REPORT

1611 State Street • Waycross, GA 31501
Day: 283-3587 • Night: 285-5451 • Beeper: 285-6679

Name [redacted]			Date 4-10-02
Address		City	State
Home Phone	Insurance Company		Insurance Phone
Business Phone	Year 97	Make Ford	Model Crown Vic	Color Silver
License	Speedometer	VIN 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17	

CALL NO.
CALL TIME
TYPE OF CALL
SERVICE TIME
EXTRA MAN
MILEAGE FINISH
MILEAGE START
MILEAGE TOTAL

TOWED FROM: Stewart + Candy Co

TOWED TO: Christie Curb

REMARKS

Paid cash

☐ START ☐ WRECK
☐ BATTERY ☑ TOW
☐ FLAT TIRE ☐ CARRIER
☐ GAS ☐ FLAT BED
☐ LOCKOUT ☐ AAA

MILEAGE CHARGE	
TOWING CHARGE	
ROAD SERVICE CHARGE	
STORAGE CHARGE	
SUB TOTAL	
TAX	
TOTAL	35.00

MECHANIC'S SIGNATURE

X Cody

AUTHORIZED SIGNATURE

X

17153