



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-DASH2300
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

Repository ☐

16-JUN-2008

Reference No.
10231148

OWNER INFORMATION (Type or Print)

Name

Address

City

DAY CITY

State

FL

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 authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer. ☐ YES ☒ NO
Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

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

2FALP73W4R

Make

FORD

Model

CROWN VICTORIA

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

☐ Cruise Control

Vehicle Component Code

185000 VEHICLE SPEED CONTROL: CRUISE CONTROL

Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

30-MAY-2008

Failure Mileage

144271

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

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 CROWN VICTORIA. THE CONTACT RECEIVED A SAFETY RECALL NOTICE IN AUGUST OF 2007. IN SEPTEMBER OF 2007, SHE TOOK HER VEHICLE TO THE DEALER TO HAVE THE VEHICLE SPEED CONTROL DISCONNECTED. IN MARCH OF 2008, SHE WAS INFORMED THAT THE PART FOR THE RECALL REPAIR WAS AVAILABLE AND TOOK HER VEHICLE TO THE DEALER. THE VEHICLE WORKED NORMALLY AFTER THE REPAIR; HOWEVER, WHEN SHE RETURNED HOME IN JUNE OF 2008, THE CRUISE CONTROL FAILED. SHE WAS INFORMED THAT THE CRUISE CONTROL HAD NEVER WORKED. PRIOR TO HAVING THE CRUISE CONTROL DISCONNECTED, IT WORKED FINE. THE CONTACT BELIEVES THAT THE FAILURE IS DIRECTLY RELATED TO THE DISCONNECT AND REPAIR. NHTSA CAMPAIGN ID NUMBER 08V051000 (VEHICLE SPEED CONTROL: CRUISE CONTROL) WAS REFERENCED. THE CURRENT MILEAGE WAS 144,288 AND FAILURE MILEAGE WAS 144,271.

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.

* I returned Home May 27, 2008 - (11 AM) went to dealer May 30th. When cruise control (1st time I had tried it - since repairs (Mar. 8th.) would not work. ON Mar. on way home (I live about 1 mile from dealer - traffic was heavy (over)

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

and I never tried the cruise control.
I got sick for over a month with Bronchitis & never drove
a gain til I got back from Colorado on May 30th (2008)
I tried it on the open road - May 30th - it wouldn't work - so I went
to the Ford dealer & he said that my control wasn't working when
I first came in & I could pay \$40-\$80 & get it checked out & see what
was wrong with it. He was very rude to me!
I enclosed all receipts & my plane itinerary to prove that I was
gone is the reason I didn't try it sooner. I called the consumer 5-30-08 &
6-16-08
ATTACH ADDITIONAL SHEETS IF NECESSARY I got NO satisfaction

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

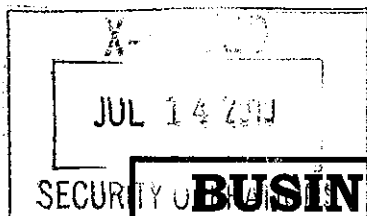
1200 New Jersey Avenue SE,
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300

SAINT PETERSBURG FL

25 JUN 2008 PM 8

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



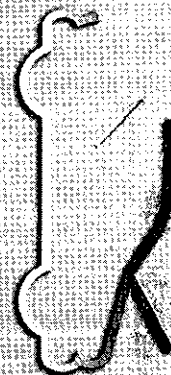
BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

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 (U.S. or Foreign)
U.S. Department of Transportation
National Highway Traffic Safety Administration

all I want is to get my cruise
control back working. 6-24-2008

Since May 30th. I noticed that
my odometer is not working. It
tries to, but stops on 3 when I
push the button, However my speed-
ometer works. But I will get that
checked out somewhere else.

All I want is my cruise control
working like it was prior to
Sept. 9th. 2007. I took it in because
I was asked to & I did not want it
catching on fire & maybe hurting
other motorists.

I have no reason to say it was
working if it wasn't. I am not
wanting to invest in a cruise control
in a 14 yr. old car.

My car is in good shape & has never
been in a garage. I keep it up. I
am 70 yrs. old & it'll probably be my last
car unless it does tear up. Thanks.





Frank M. Ligon
Ford Motor Company
P.O. Box 1904
Dearborn, Michigan 48121



F0264645

0903



DADE CITY, FL

August 2007

1994 Crown Victoria

Vehicle ID #: 2FALP73W4RX 05S28

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

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in certain 1992-2004 vehicles equipped with speed control. We apologize for this situation 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) equipped 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?

Parts to repair the above concern (fused wiring harness) will not be available until 4th quarter of 2007. Until the parts become available, please call your dealer to schedule an appointment to disconnect the SCDS and disable the speed control system. This will eliminate any concerns with the SCDS on your vehicle. Ford Motor Company has authorized your dealer to disable the speed control system of your vehicle free of charge (parts and labor).

Parts will be available in the 4th quarter of 2007, at which time Ford will notify you to return to your dealer to have the fused wiring harness installed and the SCDS reconnected on your vehicle.

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?

Please call your dealer without delay and request a service date to have the switch disconnected (Recall 05S28). 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.

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.



BOX 1296, 301 & 98 BYPASS
DADE CITY, FL 33526-1296
PHONE (352) 567-6711



1305 U.S. 27 NORTH • P.O. BOX 1683
AVON PARK, FL 33825
PHONE (863) 453-3117



200 E. BAKER ST.
PLANT CITY, FL 33566
PHONE (813) 752-4171
LAKELAND 686-2318



P.O. BOX 915, 2600 ACCESS RD. N.W.
DAVENPORT, FL 33897
PHONE (863) 422-1167



3015 LAKE ALFRED ROAD
WINTER HAVEN, FL 33881
PHONE (863) 294-3571



STATE OF FLORIDA REGIS.

CUSTOMER NO.	ADVISOR DARELLA S JOHNSON	TAG NO. 444	INVOICE DATE 09/06/07	INVOICE NO. FOCS112855
LABOR RATE	LICENSE NO.	MILEAGE 144,271	COLOR	STOCK NO.
YEAR / MAKE / MODEL 94/FORD/CROWN VICTORIA/4D SEDAN	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	PRODUCTION DATE
VEHICLE I.D. NO. 2 F A L P 7 3 W 4 R X	R.O. DATE 09/06/07			
F.T.E. NO.	P.O. NO.			
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: 144298

JOB# 1 CHARGES

LABOR
J# 104F07-01 OPEN RECALL'S TECH(S) 943 WARRANTY

CUSTOMER REQUESTS OPEN RECALL BE PERFORMED
05S28
OPEN RECALL
✓ UNHOOKED SWITCH FOR RECALL 05S28

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX FOCS JOB# 1 TOTAL 0.00

TOTALS

TOTAL LABOR.... 0.00
TOTAL PARTS.... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.00

TOTAL INVOICE \$ 0.00

DISCLAIMER OF WARRANTIES

The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this vehicle or product. (P.L. 93-637).

SERVICE & PARTS GUARANTEE

ORIGINAL EQUIPMENT FACTORY PARTS REPLACED OR INSTALLED CARRY A 12 MONTH OR 12,000 MILE WARRANTY UNLESS OTHERWISE NOTED.
ALL PARTS INSTALLED ON THIS VEHICLE ARE NEW OR REMANUFACTURED UNLESS OTHERWISE INDICATED.
*U/USED R/REBUILT RC/RECONDITIONED NC/NO CHG/WARRANTY RD/REDUCED/WARRANTY

MATERIAL CHARGES: This charge represents costs and profits to the motor vehicle repair facility for items such as miscellaneous shop supplies and/or waste disposal.

STATE OF FLORIDA TIRE & BATTERY FEE
The State of Florida has a \$1.00 fee to be collected on each tire and battery in the state.

IMPORTANT
Thank You for selecting Jarrett Ford as your Servicing Dealer.

You will receive a Service Survey from the Ford Motor Co. in the next few days. If for any reason you are not completely satisfied, Please contact our Quality Commitment Dept. - Thank you.
Jerry McDaniel C.R.M.
P.O. Box 1296
Dade City FL 33526
(352) 567-6711

Parts Dept. Hours
Mon - Fri
7:30 AM to 6:00 PM
Sat
7:30 AM to 4:00 PM



CUSTOMER #: 56368

126028



13720 US 98 & 301 BY-PASS

DADE CITY, FL 33525

PHONE (352) 567-6711

INVOICE

DADE CITY, FL [REDACTED]

HOME: [REDACTED] CONT:N/A

BUS: [REDACTED] CELL:

PAGE 1

SERVICE & PARTS DEPT. HOURS

Monday - Friday: 7:30 AM - 6:00 PM

Saturday: 7:30 AM - 4:00 PM

SERVICE ADVISOR: 67 ERIC KNOPP

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG
	94	FORD CROWN VICTORIA		2FALP73W4RX		144271/144271		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV. DATE	
01JAN94 IS								
01JAN94 DD			20:00 28MAR08			CASH	28MAR08	
R.O. OPENED		READY		OPTIONS: ENG:4.6_LITER_EFI TRN:A				
10:18 28MAR08		11:13 28MAR08						

LINE OPCODE TECH TYPE HOURS

A CUSTOMER REQUEST 05S28 RECALL

LIST NET TOTAL

CAUSE: VERIFIED RECALL

04 RECALLS

80 WS

1 8W7Z*14A411*BB WIRE ASY

(N/C)

FC: PART#: COUNT:

(N/C)

CLAIM TYPE:

AUTH CODE:

9633

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

✓ REPLACED 05S28 RECALL NON LEAKER

IMPORTANT

Thank You for selecting
Jarrett Ford
as your Servicing Dealer.

You will receive a Service Survey from the
Ford Motor Co. in the next few days.

If for any reason you are not completely
satisfied, Please contact our

Quality Commitment Dept. --Thank you.

Jerry McDaniel C.R.M.

P.O. Box 1296

13720 301 & 98 By-Pass

Dade City, FL 33526

(352) 567-6711

DISCLAIMER OF WARRANTIES: The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this vehicle or product. (PL. 93-637).

MATERIAL CHARGES: This charge represents costs and profits to the motor vehicle repair facility for items such as miscellaneous shop supplies and/or waste disposal.

SERVICE & PARTS GUARANTEE

ORIGINAL EQUIPMENT FACTORY PARTS REPLACED OR INSTALLED CARRY A 12 MONTH OR 12,000 MILE WARRANTY UNLESS OTHERWISE NOTED.

ALL PARTS INSTALLED ON THIS VEHICLE ARE NEW OR REMANUFACTURED UNLESS OTHERWISE INDICATED.

*USED R/REBUILT RC/RECONDITIONED NC/NO CHG/WARRANTY RD/REDUCED/ WARRANTY

STATE OF FLORIDA TIRE & BATTERY FEE

The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state(s.403.718), and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state(s.403.7185).

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.

CUSTOMER SIGNATURE

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



Your Trip Details

Know Before You Go

- Print this page and keep for your records.
- Read the policies.

Note: We sent a confirmation message to the email address you provided: (

Your Travelocity Trip ID is: _____

Your phone number for this trip: _____

Please note: Your original seat requests could not be accommodated. Also, note that seat requests are not guaranteed and may be changed by the airline.

Itinerary

Primary Contact: [REDACTED]
For questions about this itinerary, call 1-888-872-8356

Travel Tools: [Online flight check-in](#)
[Look up flight status](#) | [Change or cancel this trip](#)

All flight times are local to each city.

Flight: 1 Round-Trip Ticket

Confirmation #: EEPHXE

For your boarding pass, use reference code **RKQT4Q** for online or airport check-in.

Tue, Apr 22, 2008
Depart: 08:00am **7:25** Tampa International Airport (TPA) to Colorado Springs Peterson Field (COS)
Arrive: 09:50am **9:19** Tampa, FL (TPA) to Denver, CO (DEN) **United 1471**
Flight 1471 (on Airbus A321)
Confirmation #: RKQT4Q
Senior fare rules

Class of Service: Economy
Requested Seats: 14C
1 Stop -- change planes in Denver, CO (DEN)
Connection Time: 1 hr 35 mins

Depart: 11:25am **11:30** Denver, CO (DEN) to
Arrive: 12:06pm **12:07** Colorado Springs, CO (COS)

United 5818
Flight 5872 (on Canadair Regional Jet)
Confirmation #: RKQT4Q
Senior fare rules

Class of Service: Economy
Requested Seats: 3C
Total Travel Time: 4 hrs 6 mins

For your boarding pass, use reference code **RKQT4Q** for online or airport check-in.

Tue, May 27, 2008
Depart: 10:35am **11:09** Colorado Springs Peterson Field (COS) to Tampa International Airport (TPA)
Arrive: 11:22am **11:47** Colorado Springs, CO (COS) to Tampa, FL (TPA) **United 6482**
Flight 6005 (on Canadair Regional Jet)
Confirmation #: RKQT4Q
Senior fare rules

Class of Service: Economy
Requested Seats: 2C
1 Stop -- change planes in Denver, CO (DEN)
Connection Time: 1 hr 13 mins

LV 3:35 Depart: 12:35pm
AR 8:50 Arrive: 05:50pm
AR 9:08 Denver, CO (DEN) to Tampa, FL (TPA)

United 1612
Flight 1612 (on Airbus A321)
Confirmation #: RKQT4Q
Senior fare rules

Class of Service: Economy
Requested Seats: 12D
Total Travel Time: 7 hrs 15 mins

Passenger Name

Frequent Flyer Information

Ticket Number

You can add your frequent flyer number at the airport.

0167102457431

Pricing

1 Senior: \$245.58
Taxes & Fees: \$65.92
Total: \$311.50*

We charged a total of \$311.50 to your VISA [REDACTED]

Travel Alert!

BUCHANAN/ELVA

UA1471

FROM TAMPA
TO DENVER

APR 22

GATE E75
DEPARTS AT 7:25 AM

GIVE FEEDBACK - WWW.UALSURVEY.COM

SEAT 14C *l*

Y-CABIN
016 7102457431 CPN 1

