



U.S. Department
of Transportation
2010 FEB 16 PM 12:12
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

13-JAN-2010

Repository ☐

Reference No.
10299679

OWNER INFORMATION (Type or Print)

Name

Address

City LITCHFIELD

State NH

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

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

1FTZR45E54P

Make

FORD

Model

RANGER

Model Year

2004

Date Purchased

10/03

Dealer's Name and Telephone Number

GLANSTONE FORD

603-434-4141

Engine:

No: Cylinders

6

Fuel Type:

GASOLINE

Original Owner

☐

Dealer's City

LONDONDERRY

State

NH

Zip Code

03053

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

12-JAN-2010

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 140000 AIR BAGS

Failure Mileage

60000

Failure Speed

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: DOTM9ABC036)

☐ 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

N/A

Number of Deaths

N/A

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 2004 FORD RANGER. HE STATED THAT THE PASSENGER ON AND OFF SWITCH REMAINS IN THE ON POSITION AND THAT IT HAS FAILED. THE LIGHT AIR BAG LIGHT IS ILLUMINATED ON THE DASHBOARD; HOWEVER, NO ONE HAS TURNED THE AIR BAG SWITCH ON. THE MECHANIC PERFORMED A DIAGNOSTIC TEST AND CONFIRMED THAT THE SWITCH HAS FAILED. THE CONTACT STATED THAT THE AIR BAGS HAVE ALSO MALFUNCTIONED. THE FORD MANUFACTURER HAS BEEN CONTACTED AND THEY STATED THAT THERE WERE NO RELATED RECALLS FOR HIS YEAR, MAKE AND MODEL VEHICLE. FORD HAS ALSO STATED THAT THE REPAIR PARTS ARE NOT AVAILABLE. THE FAILURE CONTINUED TO OCCUR. THE REPAIRS WILL BE DONE AT THE OWNERS EXPENSE. THE FAILURE AND CURRENT MILEAGES WERE 60000.

* FORD INDICATED DRIVER'S AIRBAG NOT WORKING WHEN CLUSTER LIGHT ILLUMINATES INDICATING PROBLEM.

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)

Part was Available within (2) days, however the (2) Dealers in Central New Hampshire both indicated they normally stock, but they have so many failures of this switch, that they are "Difficult to keep in stock". This would indicate to me that perhaps there is a problem with a component of the switch, thus requiring a recall after design/component reconfiguration.

ATTACH ADDITIONAL SHEETS IF NECESSARY

US 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

MANCHESTER NH 03101

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IN THE
UNITED STATES

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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 Avenue SE.
Washington, D.C. 20077-9382**



safecar.gov

**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safecar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



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