

<p style="text-align: center;">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</p>	FOR AGENCY USE ONLY 100148	
	Date Received NOV 18 2010 14-JUN-2010	Repository <input type="checkbox"/> Reference No. 10336163

OWNER INFORMATION (Type or Print)			
Name			
Address			
City	State	Zip Code	E-mail Address
LANDSTROM	MN		

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 2FAPF71W13X				Make FORD	Model CROWN VICTORIA	Model Year 2003	
Date Purchased	Dealer's Name and Telephone Number				Engine: No: Cylinders	Fuel Type:	
Original Owner <input type="checkbox"/>	Dealer's City			State	Zip Code		
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain.		Multiple Failure:		Incident Date(s) 10-JUN-2010	
<input type="checkbox"/> Cruise Control							

FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Codes: 120000 EXTERIOR LIGHTING, 121000 EXTERIOR LIGHTING: HEADLIGHTS		Failure Mileage 105000	Failure Speed 45

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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths
			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 2003 FORD CROWN VICTORIA. THE CONTACT STATED WHILE DRIVING AT SPEEDS OF 45 MPH, THE HEADLIGHTS FAILED AND RESET THEMSELVES WITHIN SECONDS. THE FAILURE WOULD OCCUR INTERMITTENTLY. THE DEALER ADVISED REPLACING THE RELAY CONTROL MODULE. THE MANUFACTURER ADVISED THAT THERE WERE NO RECALLS FOR THE FAILURE AND ANY REPAIRS WOULD BE AT THE EXPENSE OF THE CONTACT. THE VEHICLE WAS LEFT WITH THE DEALER WHERE HE WAS AWAITING REPAIRS. THE FAILURE AND CURRENT MILEAGES WERE 105,000.

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 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)

Driving Down Road at Night, Headlights go out without warning. May come back on, may not. I took apart the lighting control module and found the relays that control headlights melted the solder on circuit board creating intermittent connection. I compared the relays with a different lighting controller module and found my controller had significantly smaller relays and the Relay terminals appeared undersized. Someone decided to change the relays used in module to control headlights and the "New" Relays failed in the circuit, but the relays were not failed. Just melted.

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

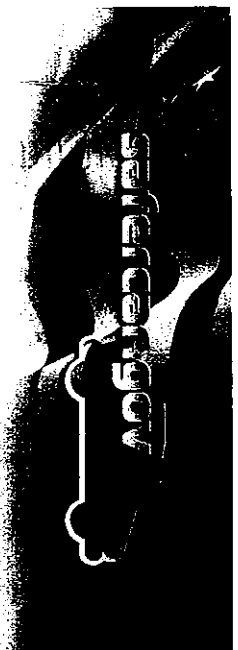
ST PAUL MN 551
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FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



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