



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

JUN 00 2011
12-JAN-2011

Repository

Reference No.
10376394

OWNER INFORMATION (Type or Print)

Name [REDACTED]
 Address [REDACTED]
 City JEROME State ID [REDACTED] Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

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: 2FAHP71V59X [REDACTED]
 Make: FORD Model: CROWN VICTORIA Model Year: 2009
 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 Cruise Control Powertrain: Multiple Failure: Incident Date(s): 01-OCT-2010

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 110000 ELECTRICAL SYSTEM Failure Mileage: 43000 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: 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: 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 2009 FORD CROWN VICTORIA POLICE INTERCEPTOR(NA). WHILE STARTING THE VEHICLE, THE CONTACT TURNED ON THE VENT AND WHITE TOXIC FLAMES ESCAPED FROM IT. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER WHO STATED THAT THE VEHICLE WAS NO LONGER UNDER WARRANTY. THE MANUFACTURER AGREED TO COVER 50% OF THE REPAIR COSTS AND THE VEHICLE WAS REPAIRED. THE FAILURE OCCURRED AGAIN. THE CONTACT REFERENCED TSB 09-21-6. THE CONTACT CALLED THE MANUFACTURER WHO AGREED TO PAY 50% OF THE REPAIR COSTS AGAIN. THE VEHICLE HAD NOT BEEN REPAIRED. THE FAILURE MILEAGE WAS APPROXIMATELY 43,000 AND THE CURRENT MILEAGE WAS APPROXIMATELY 48,000.

Flakes

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)

WE HAVE ENCOUNTERED SEVERAL INSTANCES ON 2 FORD CROWN VIC CARS IN WHICH THE ENAPORATOR CORE HAS BEEN SPENDING OUT WHITE FLAKES THAT ARE TOXIC. ON ONE VEHICLE IT OCCURED AFTER THE WARRANTY EXPIRED. FORD REFUSED TO REPLACE AT NO COST. I BELIEVE FORD MOTOR CO. HAS NEGLECTED ITS CONSUMERS BY NOT PUBLICLY ACKNOWLEDGING THIS PROBLEM + ISSUING A RECALL. THE EFFECTS OF THIS TOXICITY MAY NOT SHOW UP FOR YEARS + COULD BE MISDIAGNOSED AS ARTHRITIS.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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

Official Business Penalty for Private Use \$300



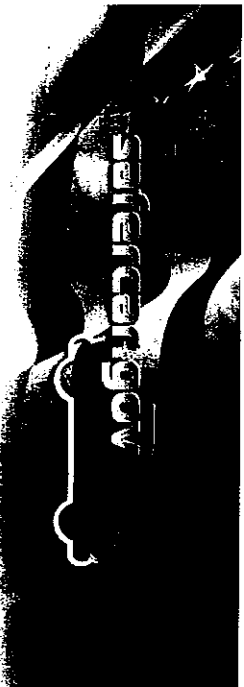
NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES



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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.safercar.gov

or call:
Vehicle Safety Hotline
888-327-4236



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