

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

 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 AUG 15 2011 09-JUN-2011		Repository ☐ Reference No. 10405748	
OWNER INFORMATION (Type or Print)							
Name		[REDACTED]		Daytime Telephone Number		E-mail Address	
Address		[REDACTED]		[REDACTED]			
City		KINGS MOUNTAIN		State		NC	
Zip Code		[REDACTED]		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				Make		Model	
1FBNE31L35H [REDACTED]				FORD		ECONOLINE	
Date Purchased		Dealer's Name and Telephone Number		Engine:		Fuel Type:	
5/18/2009		Keith Hawthorne 704-478-2000		No: Cylinders		Gas	
Original Owner		Dealer's City		State		Zip Code	
☐		Lowell		NC		28098	
Transmission Type		☒ Antilock Brakes		Powertrain		Multiple Failure:	
Auto		☒ Cruise Control				Incident Date(s)	
						05-APR-2010	
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Code: 153000 SEAT BELTS: INTEGRATED CHILD SEAT						Failure Mileage	
						40000 70000	
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		Fire		Number of Persons Injured		Number of Deaths	
☐ Yes ☒ No		☐ Yes ☒ No				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 2005 FORD ECONOLINE 350 VAN. THE CONTACT STATED THAT THE SEATBELTS WERE DEFECTIVE (SECOND ROW CAPTAIN SEAT BEHIND THE PASSENGER SIDE/CAPTAIN CHAIR BEHIND THE DRIVERS SEAT). THE CONTACT SAID THE SEATBELT DISLODGED FROM THE HINGE AND WOULD NOT LOCK IN PLACE. THE DEALERSHIP AND MANUFACTURER WERE CONTACTED AND ADVISED THE CONTACT THAT SHE HAD TO PAY OUT OF POCKET TO REPAIR THE DEFECT. THE FAILURE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 40,000 AND THE CURRENT MILEAGE WAS 58,000. THE CONTACT ALSO STATED THAT THE BENCH SEAT (THIRD ROW) WOULD NOT LOCK INTO PLACE WHEN A CHILD WAS BEING PLACED IN ITS CHILD SEAT.							
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.							

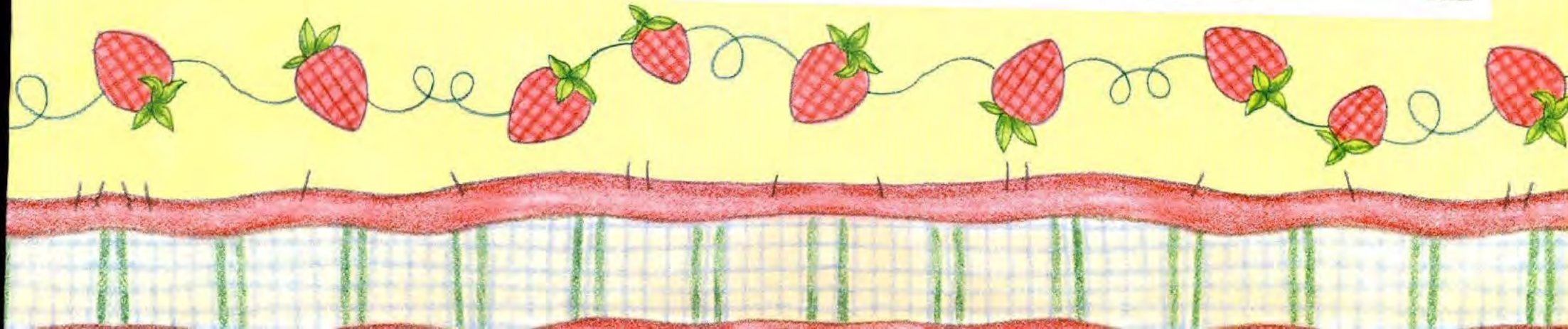
OUR VAN



2005
Ford-350
Econoline Van
XLT-Super Duty

Vin#
1FBNE31L35H [redacted]
Milage 78635

We
♥
Our
VAN!



MY STORY



The seatbelt
on right →
was taken from
Seat on left
← because
Seatbelt on
right came
completely off.
Seatbelt on left
← Already had
a shoulder strap
not working.



Driver Side
2nd Row Captain Seat

Passenger Side
2nd Row Captain Seat



← Seatbelt
Came off

Daddy
Fixed
my
Seat
temporarily



These are
the words we
hope not to
hear about
our vehicle. ☹



THIS IS MY FAMILY

[REDACTED]
Kings Mountain, NC [REDACTED]

Phone# [REDACTED]



We purchased our van 2009 used with extended warrenty, I have contacted dealerships, Ford, etc. no one cares. We thought we purchased a nice safe van for our growing family. But we are soon finding out there is nothing safe about our seatbelts. Can you please help us.

The Princess of
All I See!



ZOYA



My name is [redacted]
I am 6 years old.
Can you help keep
me safe to live
for my next birthday.

My (Our) car's seat
belts keep breaking
Don't let
mine be next.

Please help
our
car.



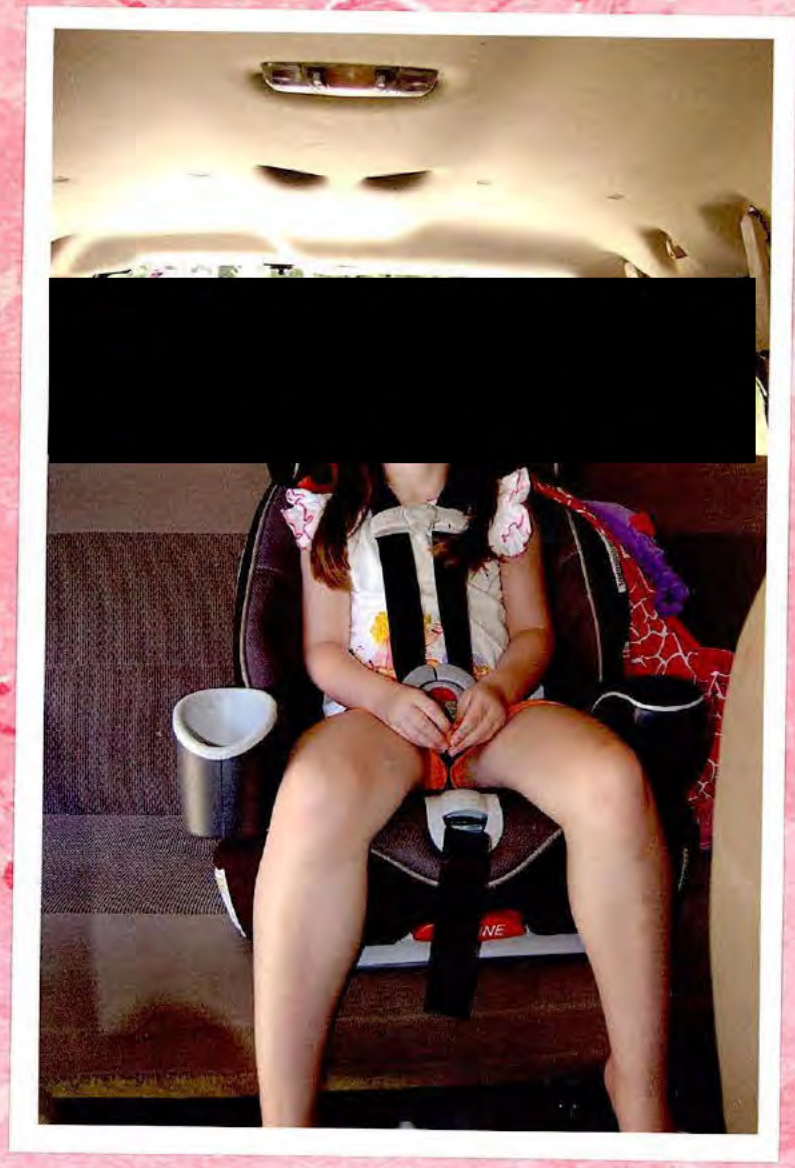
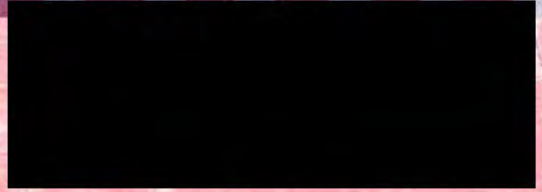


passenger side
2nd Row Captain Chair
Seat belt will not work
we hold it up with velcro straps

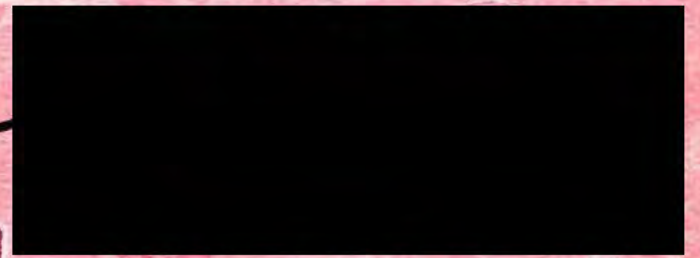


I am [redacted]
I am 3 years
old. I Love
Spiderman.

Can you help
our car she has
boo boos.



My name is [redacted] I
am 5 years old
I Love baby dolls.
Can you help
Keep me safe
For my next
Christmas to see
Santa and what
baby dolls he
brings. Please
help our car
she needs
Seat belts that
work.



The Princess of Everything!

I Love Blues Clues
here is his car
he is safe in
his seat. Can
you make my
seat safe?

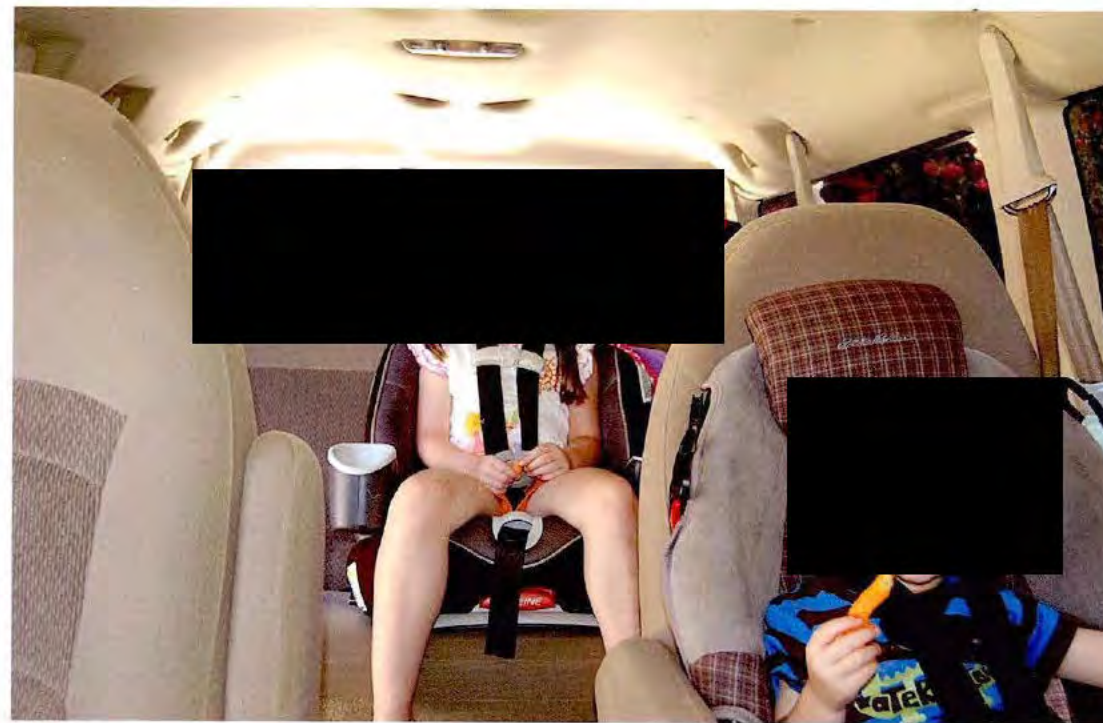


Captain Seat
2nd Row

My name is [redacted]
I am 2 years old.
My seat belt broke
on me. My Mommy
was moving my
car seat and the
seat belt broke
in my seat (car)
Luckily for me
it broke while
Mommy was moving
my seat. My
Daddy fixed it
temporarily after
Ford Motor Company
told us they do not
care. Do you
care, can you
help fix my
seat belt in our
car?



OUR WISH



Our wish is to be safe in our van.
For our seatbelts to be fixed, we
feel that Ford should honor and respect
their name. We are asking for help
as a family of 6 just to feel
Safe.

Thank you
God Bless You

Maybe some one heard
my story and will help
repair our seat belts.

Or

Maybe I wasted my
time and effort,
but At least I tried
I Love my family
and just want to
keep them safe.

Thank you for reading
my story.

Thank you,

