 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 29 2011 14-JUL-2011		Repository <input type="checkbox"/> Reference No. 10412311	
OWNER INFORMATION (Type or Print)				
Name			Daytime Telephone Number	
Address			E-mail Address	
City WESTLAND		State MI	Zip Code	
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 FORD	Model ECONOLINE E150	Model Year 1998
Date Purchased 11-16-1998		Dealer's Name and Telephone Number stark Hickey west inc		Engine: No: Cylinders 6
Original Owner <input checked="" type="checkbox"/>	Dealer's City Detroit	State MI	Zip Code 48219	Fuel Type: gas
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s) 01-NOV-2010 was late on about
	<input type="checkbox"/> Cruise Control			
FAILED COMPONENT(S)/PART(S) INFORMATION				
Vehicle Component Code: 070000 FUEL SYSTEM, GASOLINE		Failure Mileage 79000		Failure Speed
gas tank is cracked due to bad Design and leaks gas		68000		
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: DOTM4L9ABC036)	<input type="checkbox"/> Original Equipment	Failure Location:		
	<input type="checkbox"/> Prior Repair			
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 1998 FORD ECONOLINE E-150. THE CONTACT STATED THAT THE FUEL TANK FRACTURED AND WAS LEAKING FUEL. THE DEALER HAD NOT BEEN NOTIFIED. THE MANUFACTURER WAS AWARE OF THE FAILURE. NO REPAIRS WERE PERFORMED. THE APPROXIMATE FAILURE MILEAGE WAS 79,000 AND THE CURRENT MILEAGE WAS 83,000. THE VIN WAS UNAVAILABLE.				
I hear the Bottom of my Van sound like it is going to fall fall off the Van like something wrong with the Bottom I am afraid of Bottom or gas tank to fall off fire to happen etc I can't afford to fix it				
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)

for the passed 2 winters I noticed that everytime I go fill gas in the gas station I step on gas paddle But never knew it was from my Van so about 11-1-10 I looked under my Van to see where the gas is from and found my tank is leaking gas I contacted ford and ford have a Recall on a console E150 1998 for the same defect But it goes by Vin # and my Vin # is not on the list so to where Van was made they said the problem is with the Design not where it was made

ATTACH ADDITIONAL SHEETS IF NECESSARY

so ford should fix all E150 not by Vin #

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

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



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



www.safercar.gov
or visit:
www.safercar.gov
or call:
Vehicle Safety Hotline
888-327-4236

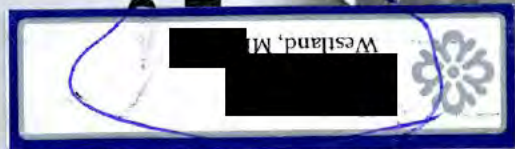
Use the enclosed form to file a report.

If so:



Think your vehicle has a safety defect

safercar.gov





Customer Follow-Up Survey

PO Box 930
Ann Arbor, Michigan 48106-0930

[Redacted]
Westland, MI [Redacted]
[Barcode]

For your convenience, if you would prefer to complete this survey online, please go to <https://www.FordViewpoint.com/CRC>.

Your personal User ID is [Redacted] and your PIN is [Redacted]. Please do not answer by mail if you have answered online.

Dear [Redacted]

Ford Motor Company's Relationship Center appreciated the opportunity to answer your questions on July 14, 2011.

As a valued customer, your opinion is very important to us. Please take a moment to complete this brief survey regarding your experience.

Ford Motor Company will use the information you provide to improve our products and services. This information is not shared or disclosed to outside parties for their own sales or marketing efforts.

Thank you in advance for your time in completing this survey.

Sincerely,

Rosemary O'Malley
Manager, Customer Relationship Center
Ford Motor Company

Your Experience

This survey should be completed by the person who contacted Ford Motor Company's Customer Relationship Center on July 14, 2011.

1 How would you rate your satisfaction with the way your call on July 14, 2011 was handled by your Customer Care Representative?

Completely Satisfied	Very Satisfied	Fairly Well Satisfied	Somewhat Dissatisfied	Completely Dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Skip to Question #2		↓	↓	↓

If Fairly Well Satisfied, Somewhat Dissatisfied or Completely Dissatisfied, please explain why. my 1998 econoline E150 /have a Diffect Because of Bad Design not which please make it so I have safety problem that ford Do not want to fix same as all Recalled E150 F150 E250 F250 I got gas leaks do to cracked gas tank /that make me think that Brand Van I will get next time /When the Design is Bad than it shouldn't Be By Vin # /that is

Your Experience (continued)

2 How would you rate your Customer Care Representative in terms of ...

	Excellent	Very Good	Good	Fair	Poor
a. Treating you with courtesy and respect	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Professionalism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Treating you as a valued customer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Understanding your question or concern	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Knowledge to answer your question or resolve your concern	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Working to resolve your question or concern as quickly as possible	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Finding a satisfactory resolution to your question or concern	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

as she was talk by ford I get as long as it doesn't cost ford money tell section things

3 How would you rate your satisfaction with the length of time you had to wait before your call was answered?

Completely Satisfied	Very Satisfied	Fairly Well Satisfied	Somewhat Dissatisfied	Completely Dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4 Was the Customer Care Representative able to answer your question or resolve your concern during the first call?

Yes No

5 During your call on July 14, 2011, did you speak to more than one representative?

Yes No

6 Did your question or concern require follow-up from the Customer Relationship Center?

Yes No (If NO, skip to Question #9)

7 Within how many business days after July 14, 2011 were you contacted by a Ford Motor Company representative regarding your question or concern?

Same day Within 1-2 days Within 3-7 days More than 7 days Have not been contacted

8 How satisfied are you with the length of time it took for the Customer Relationship Center to follow up on your question or concern?

Completely Satisfied	Very Satisfied	Fairly Well Satisfied	Somewhat Dissatisfied	Completely Dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

In Summary

9 Has your question or concern been resolved to your satisfaction?

Yes No

10 Overall, how would you rate your satisfaction with the Customer Relationship Center?

Completely Satisfied	Very Satisfied	Fairly Well Satisfied	Somewhat Dissatisfied	Completely Dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Recommendations

11 Based on your experience, how likely would you be to purchase another Ford, Lincoln, or Mercury vehicle?

Definitely Would	Probably Would	Maybe Would, Maybe Not	Probably Would Not	Definitely Would Not
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12 Would you recommend a Ford, Lincoln, or Mercury vehicle?

Tell Us About Yourself

13 Your gender: Female Male

14 Your age: Under 25 25-34 35-44 45-54 55-64 65-74 75 or over

Please return in the postage-paid envelope provided.

Thank you!

