

U.S. Department
of TransportationNational 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
SEP 27 2011Repository ☐

02-SEP-2011

Reference No.
10423002**OWNER INFORMATION (Type or Print)**

Name **[REDACTED]**
 Address **[REDACTED]**
 City **GOLF BREEZE GULF** State **FL** Zip Code **[REDACTED]**

Daytime Telephone Number **[REDACTED]** E-mail AddressEvening Telephone Number
SAME

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
3FAHP07Z27R [REDACTED] Make **FORD** Model **FUSION** Model Year **2007**

Date Purchased Dealer's Name and Telephone Number

WORLD FORDEngine:
No. Cylinders

Fuel Type:

Original Owner ☒

Dealer's City

Pensacola

State

Zip Code

Multiple Failure:

(1) Door Handle

Incident Date(s)

21-AUG-2011

Transmission Type

☒ Antilock Brakes

Powertrain

☒ Cruise Control**AUTO****FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 170000 LATCHES/LOCKS/LINKAGES

Failure Mileage
42000Failure 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: DOTM19ABC036) ☐ Original Equipment Failure Location:
☐ 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 ☐ Yes ☒ No Fire ☐ Yes ☒ No Number of Persons Injured **0** Number of Deaths **0** 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 2007 FORD FUSION. WHILE PARKED, THE CONTACT OPENED THE DRIVER SIDE DOOR AND THE INTERIOR DOOR HANDLE FRACTURED. THE VEHICLE WAS TAKEN TO THE DEALER HERE THE INTERIOR DOOR HANDLE WAS REPLACED. THE APPROXIMATE FAILURE MILEAGE WAS 42,000.

- OWNER:**
- Dealer & Ford Corp Refuse to Replace/Repair handle - out of warranty
 - Unable to exit vehicle in emergency due to Broken Door.
 - Handle will Break (hypothesis) in Panic situation due to poor design. SAFETY ISSUE.
 - Numerous complaints on line.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

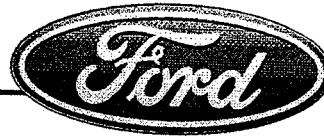
ATTACH ADDITIONAL SHEETS IF NECESSARY

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.

FORD PENSACOLA
6397 PENSACOLA BLVD.
PENSACOLA, FL 32505
(850) 479-6066

Sale

ID: 004
Merchant ID: 000000874479
Bank ID: 1340
08/22/11 08:11:42
Batch#: 000049
Retrieval Ref #: 000000043058585



Pensacola

6397 PENSACOLA BLVD. · PENSACOLA, FL 32505

PARTS DIRECT: (850) 479-6066

TOLL FREE: (800) 752-7679

FAX: (850) 266-2107

MASTERCARD Entry Method: Swiped
XXXXXXXXXX
Appr Code: 02256Z Inv #: 124569
Total: \$ 53.41

Customer Copy



POWER STROKE
DIESEL

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any Limitation contained herein does not apply where prohibited by law.

NO REFUNDS WITHOUT THIS INVOICE. NO RETURNS AFTER 2 DAYS.

NO REFUNDS ON ELECTRICAL PARTS OR SPECIAL ORDERS. 20% HANDLING CHARGE ON RETURNED PARTS.

DATE ENTERED	YOUR ORDER NO.	DATE SHIPPED	INVOICE DATE	INVOICE NUMBER
22 AUG 11		22 AUG 11		124569

08:11

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ACCOUNT NO. 551P98

PTS-CASH

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PAGE 1 OF 1

SHIP VIA		SLSM.	B/L NO.	TERMS	F.O.B. POINT				
		27		CASH	PENSACOLA FL				
ORD.	QUANTITY	SHIP	B.O.	PART NO.	DESCRIPTION	LIST	NET	AMOUNT	
1	1		0	6E5Z*5422601*A	HANDLE 84	53.16	49.68	49.68	
								<i>Thank You For Your Business!</i>	
*THANK YOU FOR YOUR PATRONAGE***									
*HAVE A GREAT DAY***									
CUSTOMER'S SIGNATURE									
X									
								PARTS	49.68
								SUBLET	
								FREIGHT	0.00
								SALES TAX	3.73
								TOTAL	\$53.41

124569

CUSTOMER COPY