

 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 27-MAR-2012 MAY 0 2012	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	
City		State		Evening Telephone Number	
Baton Rouge		LA			
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
2FMZA516X6B			FORD		FREESTAR
Model Year			Engine:		Fuel Type:
2006			No: Cylinders		Gas
Date Purchased		Dealer's Name and Telephone Number		Engine:	
Aug 28, 2007		Enterprise 225 293-7461		No: Cylinders	
Original Owner		Dealer's City		State	
☐		Baton Rouge		LA	
Transmission Type		Powertrain		Multiple Failure:	
V6				Lights	
☒ Antilock Brakes		☒ Cruise Control		Incident Date(s)	
				09-SEP-2009	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 110000 ELECTRICAL SYSTEM				Failure Mileage	
				120000	
				Failure Speed	
				5	
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 ☐ 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	
☐ Yes ☒ No		☐ Yes ☒ No		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 2006 FORD FREESTAR. THE CONTACT STATED THAT ALL OF THE WARNING LAMPS ILLUMINATED ON THE INSTRUMENT PANEL. THE CONTACT MENTIONED THAT THE EXTERIOR AND INTERIOR LAMPS WERE FLICKERING. THE VEHICLE WAS TAKEN TO THE DEALER, WHO DIAGNOSED THAT ECM WAS DEFECTIVE AND NEEDED TO BE REPLACED. THE REMEDY FAILED TO REPAIR THE FAILURE. THE VEHICLE WAS TAKEN BACK TO THE DEALER, WHO DIAGNOSED THAT THE WIRING HARNESS NEEDED TO BE REPLACED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 120,000 AND CURRENT MILEAGE WAS 140,000.					
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)

All Lights - Headlights, Tails, Dashboard and inside Lights
→ Had Computer Changed 2009, still Have lights on
Dash go on & off - At light, Powertrain fire & more when
Signal light is on ALL Blinks - Found out when it rains
Water may get By wipers and seep into Computer
Connectors Something that's a factory Defect
Had to get my van towed to Dealer Because it wouldn't
Do A thing

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department
of Transportation

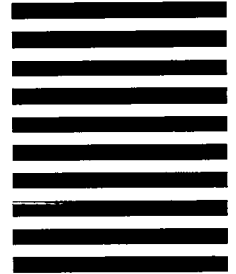
National Highway
Traffic Safety
Administration

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

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

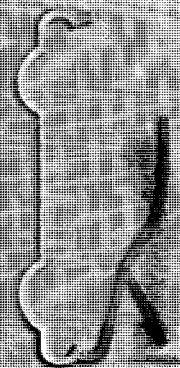
WASHINGTON, DC

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



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



U.S. Department of Transportation
National Highway Traffic Safety Administration