

 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 28-MAR-2013 APR 29 2013	Repository ☐ Reference No. 10504807
OWNER INFORMATION (Type or Print)			
Name		Daytime Telephone Number	
Address		E-mail Address	
City	State	Zip Code	Evening Telephone Number
MARBLEHEAD	OH		
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
2FM0K3GC400		FORD	EDGE
Date Purchased	Dealer and Telephone Number	Engine:	Model Year
1-21-2013	419-626-4721 Mathews	No: Cylinders 6	2013
Original Owner	Dealer's City	State	Fuel Type:
☒	Sandusky	OH	gas
Zip Code	44870		
Transmission Type	☒ Antilock Brakes	Powertrain	Multiple Failure:
automatic	☐ Cruise Control	2 wheel	1
		Incident Date(s)	
		01-FEB-2013	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: 220000 SEATS		Failure Mileage	Failure Speed
		2000	
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	Number of Deaths
☐ Yes ☒ No	☐ Yes ☒ No	0	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 2013 FORD EDGE. THE CONTACT STATED THAT THE PASSENGER SEAT WAS EXTREMELY LOW CAUSING CONCERN THAT IF THE AIR BAG WAS TO DEPLOY, IT WOULD STRIKE HER IN THE FACE. THE CONTACT MENTIONED THAT THE VEHICLE WAS NOT EQUIPPED WITH A SEAT ADJUSTMENT SWITCH. THE VEHICLE WAS NOT TAKEN TO THE DEALER. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE BUT DID NOT OFFER ANY ASSISTANCE SINCE THEY COULD NOT ALTER THE DESIGN OF THE VEHICLE. THE VEHICLE WAS NOT REPAIRED. THE VIN WAS NOT AVAILABLE. THE FAILURE AND CURRENT MILEAGE WAS 2,000. *TR			
(Not correct) I said I felt the air bag would hit me in the forehead and possibly snap my neck. In my opinion the seat needs an adjustment lever like is on the drivers side for			
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.			

upper or lower adjustment, when sitting in the passenger seat, it feels like your sitting in a hole and it's hard to see over the very large dash board. →

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

Mathews Ford Lincoln Inc.

610 E. Perkins Ave.

Sandusky, Oh 44870

mathewsford.com

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1206 New Jersey Avenue SE,
Washington, D.C. 20077-9382

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Penalty for Private Use \$300

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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

NO POSTAGE
NECESSARY
IF MAILED

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

NHTSA
www.nhtsa.gov

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