

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 06-JAN-2014 Repository ☐ Reference No. 10558691	
OWNER INFORMATION (Type or Print)			
Name		Daytime Telephone Number	
Address		Evening Telephone Number	
City	State	Zip Code	E-mail Address
JOHNSTON	RI		
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
1FTZR45E72T		FORD	RANGER
Model Year		Engine:	
2002		No: Cylinders	
Date Purchased		Fuel Type:	
10-30-2001		6 gas	
Dealer's Name and Telephone Number		Original Owner	
Rizzo Ford - out of business		☐	
Dealer's City		State	Zip Code
Transmission Type	☒ Antilock Brakes	Powertrain	Multiple Failure:
Automatic	☒ Cruise Control	4 wheel drive	Incident Date(s)
			01-JAN-2011
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Codes: 162000 STRUCTURE: BODY, 071120 FUEL SYSTEM, GASOLINE: STORAGE: TANK		Failure Mileage	Failure Speed
ASSEMBLY: MOUNTING		72000	
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 ☐ 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 2002 FORD RANGER. THE CONTACT STATED THAT THE SUB FRAME WAS CORRODED AND CAUSED THE FUEL TANK STRAP TO FRACTURE. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 72,000 AND THE CURRENT MILEAGE WAS 92,000, IT WAS THE FRAME THAT ROTTED WHERE THE FUEL TANK STRAP GAVE WAY CAUSING THE TANK TO HANG LOWER THAN IT SHOULD. IT WAS HOLDING BY 1 STRAP. THERE WAS A CRACK IN THE FRAME FROM THE CORRODED FRAME THAT WAS REPAIRED.			
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.			

Customer Relations

Ford Motor Company

PO Box 6248,

Dearborn, Michigan 48126

[REDACTED]
Johnston, RI [REDACTED]

December 10, 2013

Dear Customer Relations,

In October, 2001, I purchased a new 2002 Ford Ranger 4X4 (vin # 1FTZR45E72T [REDACTED]). The truck was purchased at Rizzo Ford in North Providence, RI.

Unfortunately, this vehicle has not performed as expected. The frame on the truck rusted, and rotted. The frame cracked. So as not to have further damage, I had it repaired. The cost was considerable to have this repaired at \$1,723.00. I would appreciate being reimbursed for the expense. Enclosed you will find a copy of my receipt.

Most of my life I have purchased Ford vehicles and been quite satisfied with their performance and the customer relations you have shown me. However after many phone calls to customer relations Dept. I have not been happy with their response. I am looking forward to your prompt reply and a resolution to my problem of being reimbursed. I will wait three weeks before seeking assistance from a consumer protection agency. You may contact me at my home listed above, or [REDACTED]

Sincerely,

[REDACTED]



275 NIANTIC AVENUE • CRANSTON, RI 02907
(401) 944-4444 • Fax (401) 944-4203

A Service of
REVISION AUTOMOTIVE INC.
SINCE 1977 - WOW!

INVOICE

DATE: 8/14/2013

SOLD TO		[REDACTED]		SHIP TO		[REDACTED]	
JOHANSTON, RI		[REDACTED]		[REDACTED]		[REDACTED]	
VEHICLE MAKE		VEHICLE MODEL		VIN #			
FORD		RANGER		BLACK			
CUST. ORDER NO.	DATE SHIPPED	SHIPPED VIA	TERMS	SALESMAN	F.O.B.	OUR ORDER NO.	
QUANTITY	B/O	QTY. SHIPPED	DESCRIPTION		UNIT PRICE	AMOUNT	
			REPAIR GAS TANK SUPPLY 8 HRS		700	—	
			MATERIALS		50	—	
			BLAST		600	—	
			COAT		100	—	
			LEFT SIDE FRAME REPAIR 3 HRS		262.50	—	
						1712.50	
			TAX		10.50	—	
			TOTAL		1723.00	—	

AUTO RUST TECHNICIANS
275 NIANTIC AVE
CRANSTON, RI 02907
401-944-4444
Merchant ID: 240367357
crm ID: 1016

Sale

ISCOVER
XXXXXXXXXX
Entry Method: Swiped
pprid: Online Batch#: 000002
3/14/13 12:42:29
v#: 00000002 Appr Code: 01437R
Total: \$ 1,723.00

Customer Copy
THANK YOU