


JUL 21 2015

 <p>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</p>		<p>FOR AGENCY USE ONLY 100148</p>	
<p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>Date Received 07-JAN-2015 JUL 21 2015</p>	<p>Repository <input type="checkbox"/> Reference No. 10670626</p>
<p>OWNER INFORMATION (Type or Print)</p>			
<p>Name [REDACTED]</p>		<p>Daytime Telephone Number [REDACTED]</p>	
<p>Address [REDACTED]</p>		<p>E-mail Address</p>	
<p>City SOUTHERN PINES</p>	<p>State NC</p>	<p>Zip Code [REDACTED]</p>	
<p><i>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).</i></p>			
<p>VEHICLE INFORMATION</p>			
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1FAHP28135G [REDACTED]</p>		<p>Make FORD</p>	<p>Model 500</p>
<p>Model Year 2005</p>		<p>Date Purchased 6/4/2012</p>	
<p>Dealer's Name and Telephone Number Drive Time 910-274-0980</p>		<p>Engine: No: Cylinders</p>	<p>Fuel Type: Gas</p>
<p>Original Owner <input type="checkbox"/></p>	<p>Dealer's City Fayetteville</p>	<p>State NC</p>	<p>Zip Code 28804</p>
<p>Transmission Type Automatic</p>	<p><input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control</p>	<p>Powertrain</p>	<p>Multiple Failure: Incident Date(s) 29-DEC-2014</p>
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>			
<p>Vehicle Component Code: 110000 ELECTRICAL SYSTEM</p>		<p>Failure Mileage 119000</p>	<p>Failure Speed</p>
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>			
<p>Tire Make</p>	<p>Tire Model (Name or Number)</p>	<p>Tire Size (Example P215/65R15)</p>	
<p>DOT No. (Example: DOTM19ABC036)</p>	<p><input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair</p>	<p>Failure Location:</p>	
<p>Tire Component Code</p>		<p>Tire Failure Type:</p>	
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>			
<p>Make:</p>	<p>Date Manufactured:</p>	<p>Model No./Name:</p>	
<p>Seat Type:</p>		<p>Installation System:</p>	
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>	
<p>APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</p>			
<p>Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured 0</p>	<p>Number of Deaths 0</p>
		<p>Reported to Police N</p>	
<p>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).</p>			
<p>TL-THE CONTACT OWNS A 2005 FORD 500. THE CONTACT STATED THAT WHEN DRIVING, THE INSTRUMENT PANEL FAILED TO ILLUMINATE. IN ADDITION, THE REVERSE LIGHTS ILLUMINATED WHEN THE VEHICLE WAS IN DRIVE. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE VIN WAS NOT AVAILABLE. THE FAILURE MILEAGE WAS 119,000. DJR</p>			
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.</p>		<p>ATTACH ADDITIONAL SHEETS IF NECESSARY</p>	
<p>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.</p>			

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

The instrument panel at times fails to illuminate. This is a major safety issue because when it happens I am not able to see the speed I am going, how much gas I have or any warning light indicators if I were to have an issue. This is can be dangerous especially if the instrument panel were to go out while driving on the highway / interstate.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. 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

CHARLOTTE

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**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**



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

