



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

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
30-AUG-2016
OCT 10 2016

Repository
Reference No.
10899549

OWNER INFORMATION (Type or Print)

Name [Redacted]
Address [Redacted]
City BAY SHORE State NY Zip Code [Redacted]

Daytime Telephone Number [Redacted] E-mail Address [Redacted]
Evening Telephone Number [Redacted]

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: 2FAFP73W92X [Redacted]
Make FORD Model CROWN VICTORIA Model Year 2002
Date Purchased JULY 5, 2002 Dealer's Name and Telephone Number NEWINS BAY SHORE FORD, INC 631-665-1300
Engine: No: Cylinders 8 Fuel Type: GAS
Original Owner SEE REPORT Dealer's City BAY SHORE State NY Zip Code 11706
Transmission Type AUTOMATIC Antilock Brakes Cruise Control Powertrain Multiple Failure: Incident Date(s) 25-AUG-2016

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 110000 ELECTRICAL SYSTEM Failure Mileage 38000 Failure Speed 45

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [Redacted] Tire Model (Name or Number) [Redacted] Tire Size (Example P215/65R15) [Redacted]
DOT No. (Example: DOTM19ABC036) Original Equipment Prior Repair Failure Location: [Redacted]
Tire Component Code [Redacted] Tire Failure Type: [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [Redacted] Date Manufactured: [Redacted] Model No./Name: [Redacted]
Seat Type: [Redacted] Installation System: [Redacted]
Child Seat Component Code: [Redacted] Failed Part: [Redacted]

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 [Redacted] Number of Deaths [Redacted] 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 CROWN VICTORIA. WHILE DRIVING APPROXIMATELY 45 MPH AND ATTEMPTING TO MAKE A TURN, THE TURN SIGNALS AND HEADLIGHTS FAILED TO WORK, EXCEPT WHEN THE BRAKE PEDAL WAS DEPRESSED. THE CONTACT ALSO NOTICED THAT THE TAIL LIGHTS DID NOT WORK AND THE DASHBOARD WAS BLACKED OUT. THE VEHICLE WAS TAKEN TO A LOCAL DEALER WHO WAS UNABLE TO SCHEDULE THE VEHICLE FOR A DIAGNOSTIC EVALUATION. THE MANUFACTURER WAS MADE AWARE OF THE FAILURES AND STATED THAT THERE WAS NO RECALL. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 38,000.

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.

[REDACTED]
Bay Shore, New York [REDACTED]

October 12, 2016

NHTSA

Office of Defects Investigation Enforcement
1200 New Jersey Avenue SE
Washington, DC 20590

ODI#10899549

Dear Sirs,

It is troubling to me that my vehicle was excluded from the recall campaign #15V861000 for early 2000 Ford Crown Victoria Lighting Control Modules, as this was a very costly part to replace. Loosing headlights, tail lights emergency flashers and blinkers, among other electrical components while driving is a serious hazard in my opinion.

The representative at the NHTSA complaint hotline told me I had to put my request "in writing" to the NHTSA to learn what your investigators decided reference my specific complaint ODI# 10899549. So I am asking you this question in writing.

Also, can you please help me understand why my vehicle should be excluded from the recall that specifically address this defect?

Thank you in advance for your reply to these two questions.

Very truly yours,

[REDACTED]

cc. Repair bill
Bill of sale

[REDACTED]
Bay Shore, NY [REDACTED]

October 12, 2016

**New York State Department of State
Division of Consumer Protection
Consumer Assistance Unit
99 Washington Avenue
Albany, New York 12231-0001**

Dear Sirs:

Attached is the content of a letter I sent to the National Highway Traffic Safety Administration concerning NHTSA Recall 15V861000 for a defective Lighting Control Module that required a \$1103.95 repair to my 2002 Ford Crown Victoria. I believe my vehicle should qualify for this recall. Can you recommend a course of action I might take in this matter?

Respectfully,

[REDACTED]

[REDACTED]
Bay Shore, NY [REDACTED]
September 27, 2016

NHTSA Headquarters
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue, SE
Washington, DC 20590

Dear Sirs,

I am contacting your agency concerning NHTSA Campaign Number 15V861000 and + ODI # 10899549.

In mid-August I was driving my 2002 Ford Crown Victoria from Bay Shore, NY to Southold, NY. When I reached the Nichols Road / LIE 495 interchange my blinkers stopped working as I tried to signal to enter the LIE. Then I realized my headlights suddenly stopped working as well. My high-beams would flash but they would not stay on. My tail lights stopped working yet my brake lights still functioned as I could see the reflection of my high mounted brake light in the rear window. My emergency flashers stopped working as well.

On 8/30/16, a check with the NHTSA confirmed there is a recall for the exact defect I experienced. Your representative Shatara, informed me that my vehicle did not qualify as a vehicle included in this Ford recall and she told me to contact the Ford Motor company for an explanation.

On 8/30/16, around 2pm, I called Ford's customer Service number 1-800-392-3673 and I spoke with Ford representative Aaron. He told me Ford chose not to include 2002 Fords in this recall because they do it in "batches" and my car just was not in one of their "batches" of recalled cars. He told me he could do nothing at all to help me in this matter. He said my information would be reviewed.

On 8/30/16, around 2:15pm, I called the NHTSA back and this time spoke with Laura. She took down information from me and gave me ODI #10899549. She said my information would be reviewed.

I could not drive the car in this condition so I was forced to have it repaired. Eventually I was able to schedule a service appointment with the Lucas Ford Dealership in Southold, NY, and they replaced the Lighting Control Module and I had to pay \$1,103.95 for the repair!

Here are facts that need to be considered:

My mother [REDACTED] at age [REDACTED] purchased this 2002 Ford Crown Victoria brand new in 2002, from the Newins Ford Dealership in Bay Shore, NY. She always kept it garaged and drove it mainly in town to church and the supermarket. She also had it serviced at Newins Ford. She passed away in 2011 at age [REDACTED] and in the last few years of her life she drove it less and less as my siblings and I would take her places in our own cars. After she passed away the car sat in her garage for about three years as neither I nor my siblings had any use for it. When we finally sold mom's house I took title of the car and I now drive it only intermittently because I have my own cars.

Although this car is now 14 years old, it is in showroom condition with less than 40,000 miles. It's never been damaged or abused in any way and it still has all of its original tires with plenty of tread still on them.

If this car had traded hands a few times, if it had high mileage, if the interior/exterior showed signs of wear, if it hadn't been kept garaged, etc, I might understand Ford's position that it is too old to even be considered for their "Good Will" assistance program. But it is my opinion that this particular Ford's original Lighting Control Module never saw much duty in 38,000 miles, since my [REDACTED] year-old mother didn't even drive at night!

I would like to know if there is any way of obtaining some kind of compensation via the NHTSA Campaign Number 15V861000, in this particular case?

Respectfully,

[REDACTED]

enclosed: Copy of original new car bill of sale

Lucas Ford Dealer invoice for defect repair (NHTSA Campaign Number 15V861000)

Completed NHTSA form that was sent to me.

I can supply any additional documentation including photos if necessary.

cc. Ford Motor Company
Customer Relationship Center
P.O. Box 6248
Dearborn, MI 48126



October 4, 2016

[REDACTED]
Bay Shore, NY [REDACTED]

Case # [REDACTED]

Dear [REDACTED]

Thank you for contacting Ford Motor Company. We have received your letter and request for reimbursement for recent repairs to your Crown Victoria.

Ford Motor Company considers the satisfaction of its owners to be one of its most important objectives. We commit substantial resources and effort in a sincere attempt to resolve the concerns of our owners.

Our records indicate that you have recently spoken to our Customer Relationship Center and were provided a response to your request.

After careful consideration, we are supporting the previous decision and will not grant your request for reimbursement.

Thank you for contacting Ford Motor Company.

Sincerely,

A handwritten signature in cursive script that reads "Marsha Boyd".

Marsha Boyd
Customer Service Representative
Ford Motor Company

NEWINS BAY SHORE FORD, INC.

219 West Main Street Tel: (631) 665-1300

BAY SHORE, N.Y. 11706



THE VERY BEST



FOCUS
CROWN VICTORIA
TAURUS
CONTOUR
MUSTANG
ESCORT
USED CARS

EALUKSIUM
EXPEDITION
EXPLORER
F-SERIES
ECONOLINE
RANGER
WINDSTAR
USED TRUCKS

PLEASE ENTER MY ORDER FOR THE FOLLOWING:

DATE 7/5/02

NEW USED 20 02 FORD MAKE CROWN VIC SERIES 2FAFP73W92K SERIAL # [REDACTED]

TAN TRIM ① GREEN ② V-DPR BODY STYLE ESTIMATED DELIVERY DATE [REDACTED] PLACE OF DELIVERY NEWINS BAY SHORE FORD, INC. STOCK NUMBER [REDACTED]

BASE UNIT PRICE	\$	DEALER INSTALLED EQUIPMENT	\$
FACTORY INSTALLED EQUIPMENT			
AS PER WINDOW STICKER # [REDACTED]			
SUB-TOTAL	\$	TOTAL PRICE OF ABOVE ITEMS	\$ 22,959.00

MINIMUM DEPOSIT \$1000.00	TRADE ALLOWANCE		\$
	LESS OWING TO:		\$
	SALES TAX		1951.52
	LICENSE FEE \$ TITLE FEE \$ N.Y.S. INSPECTION \$		10.00
	Dealers optional fee for processing application for registration and/or certificate of title. *\$		20.00
		TOTAL	\$ 24,940.52
DEPOSIT	CASH	\$	
	CHECK	REBATE \$ 3000.00	
DUE ON DELIVERY	CASH OR CERTIFIED CHECK		\$ 21,940.52

*THE DEALER APPLICATION PROCESSING FEE IS NOT A NEW YORK STATE DEPARTMENT OF MOTOR VEHICLES FEE. UNLESS A LIEN IS BEING RECORDED OR THE DEALER ISSUED NUMBER PLATES, YOU MAY AVOID THIS FEE BY SUBMITTING YOUR OWN APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OF TITLE TO ANY MOTOR VEHICLE ISSUING OFFICE.

If the new motor vehicle has not been delivered in accordance with this contract within 30 days following the estimated delivery date, the consumer has the right to cancel the contract and to receive a full refund, unless the delay in delivery is attributable to the consumer.

SPECIAL NOTICE TO CONSUMER
 UNDER THE LAW OF THE STATE OF NEW YORK CONTROLLING THE SALE OF USED MOTOR VEHICLE, YOU SHOULD BE ENTITLED TO A REFUND IN CONNECTION WITH THIS TRANSACTION. THE VALUE OF ANY VEHICLE YOU MAY HAVE TRADED IN (IF THE SELLER CHOOSES NOT TO RETURN IT TO YOU) SHALL NOT BE THE VALUE LISTED IN THIS DOCUMENT. INSTEAD, THE VALUE WILL BE DETERMINED BASED ON THE NATIONAL AUTO DEALERS ASSOCIATION USED CAR GUIDE WHOLESALE VALUE OR OTHER GUIDE APPROVED BY THE COMMISSIONERS OF MOTOR VEHICLE, AND ADJUSTED FOR MILEAGE, IMPROVEMENTS AND ANY MAJOR PHYSICAL OR MECHANICAL DEFECTS.
 THE AMOUNT INDICATED ON THIS SALES CONTRACT OR LEASE AGREEMENT FOR REGISTRATION AND TITLE FEES IS AN ESTIMATE. IN SOME INSTANCES, IT MAY EXCEED THE ACTUAL FEES DUE TO THE COMMISSIONER OF MOTOR VEHICLES. THE DEALER WILL AUTOMATICALLY, AND WITHIN SIXTY DAYS OF SECURING SUCH REGISTRATION AND TITLE, REFUND ANY AMOUNT OVERPAID FOR SUCH FEES.
 Purchaser's Initials: _____ Date: _____

IF YOU AGREE TO ASSIST ME IN OBTAINING FINANCING FOR ANY PART OF THE PURCHASE PRICE, THIS ORDER SHALL NOT BE BINDING UPON YOU OR ME UNTIL ALL OF THE CREDIT TERMS ARE PRESENTED TO ME IN ACCORDANCE WITH REGULATION "Z" (TRUTH-IN-LENDING) AND ARE ACCEPTED BY ME. IF I DO NOT ACCEPT THE CREDIT TERMS WHEN PRESENTED, I MAY CANCEL THIS ORDER AND MY DEPOSIT WILL BE REFUNDED.
 THE INFORMATION YOU SEE ON THE (FEDERAL TRADE COMMISSION) WINDOW FORM IS PART OF THIS AGREEMENT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.

NEW PLATES RE-REGISTRATION DESCRIPTION OF TRADE-IN PLATE # _____ EXP. DATE _____

20	MAKE	MODEL	TYPE	COLOR
SERIAL NO.	STANDARD <input type="checkbox"/>	AUTOMATIC <input type="checkbox"/>	RADIO <input type="checkbox"/>	HEATER <input type="checkbox"/>
				P/STRG: <input type="checkbox"/>

SALESPERSON MIKE B

I HAVE READ THE MATTER ON THE BACK HEREOF AND AGREE TO IT AS A PART OF THIS ORDER THE SAME AS IF IT HAD BEEN PRINTED ABOVE MY SIGNATURE. THE FRONT AND BACK HEREOF, COMPRISE THE ENTIRE AGREEMENT AFFECTING THIS ORDER AND NO OTHER AGREEMENT OR UNDERSTANDING OF ANY NATURE CONCERNING SAME HAS BEEN MADE OR ENTERED INTO.

I HEREBY CERTIFY THAT I AM EIGHTEEN YEARS OF AGE OR OVER

APPROVED _____ BUYERS NAME (PRINT) [REDACTED]

THIS ORDER IS NOT VALID UNLESS SIGNED AND ACCEPTED BY DEALER.

BUYERS ADDRESS [REDACTED]

PRIOR USE CERTIFICATION (Required by Vehicle and Traffic Law 17a if the principal use of the vehicle was as a police vehicle, taxi-cab, driver education vehicle, or rental vehicle). The principal prior use of this vehicle was as a _____

CITY AND STATE BAYSHORE, NY F-MAIL ADDRESS [REDACTED]

HOME PHONE [REDACTED] BUSINESS PHONE [REDACTED]

BUYERS SIGNATURE X [REDACTED]

THIS ORDER NOT BINDING UNLESS SIGNED BY THE SELLER AND BUYER.
 Customers will confer a favor if they will indicate the medium which prompted them to buy their car from us

Bought Previous Car from us Service Customer Building Prominence Recommendation Internet
 Newspaper Advertising Radio or TV Mail Advertising Friend or Acquaintance

X [REDACTED]

CUSTOMER #: [REDACTED]

INVOICE

LUCAS

FORD • LINCOLN • MERCURY • TRUCKS

CALL (631) 765-9200 FAX (631) 765-9319

LUCAS FORD LINCOLN MERCURY, INC.

P.O. BOX 1575 3245 HORTONS LANE
SOUTHOLD, NEW YORK 11971

3AY SHORE, NY [REDACTED]

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 4 JAMES CROSSER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	02	FORD CROWN VICTORIA	2FAFP73W92X [REDACTED]		38849/38849	T2446

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN02 DD			17:45 20SEP16		120.00	CASH	23SEP16

R.O. OPENED	READY	OPTIONS:	DLR:	ENG:
7:10 20SEP16	12:59 23SEP16		[REDACTED]	4.6 Liter EFI-SOHC

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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CUSTOMER STATES THE HEADLAMPS WILL NOT STAY ON, BLINKERS ARE INOP AND THE HAZARDS LIGHTS ARE INOP

MISC DIAGNOSIS

10	CP					240.00	240.00
MISC REPLACE LIGHTING CONTROL MODULE							
12	CP					120.00	120.00
1	1W7Z*13C788*BC	PROCESSOR - LIGHTING CONTROL			656.29	656.29	656.29
PARTS:	656.29	LABOR:	360.00	OTHER:	0.00	TOTAL LINE A:	1016.29

CUSTOMER HAD VEH CHECKED, POSSIBLE MODULE FAILURE

MISC SEE LINE A

10	CP					0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

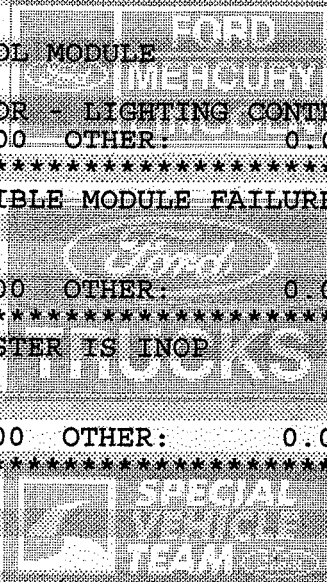
CUSTOMER STATES THE REAR DEPROSTER IS INOP

MISC SEE LINE A

12	CP					0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00

PART WARRANTY

2 YEARS / unlimited mileage



Ask about our Extended Service Plans and our Service Specials

LUCAS FORD LINCOLN MERCURY, INC.
NYS REPAIR SHOP NO. 704 9241

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

DESCRIPTION	TOTALS
LABOR AMOUNT	360.00
PARTS AMOUNT	656.29
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	1016.29
LESS INSURANCE	0.00
SALES TAX	87.66
PLEASE PAY THIS AMOUNT	1103.95

CUSTOMER SIGNATURE

THANK YOU !