

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

FOR AGENCY USE ONLY 100148



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

Date Received 08-DEC-2016 JAN 24 2017	Repository <input type="checkbox"/>
	Reference No. 10933849

OWNER INFORMATION (Type or Print)

Name	Daytime Telephone Number	E-mail Address
Address		
City YORK	State PA	Zip Code
	Evening Telephone Number Same	

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 NM0KS9BN2AT	Make FORD	Model TRANSIT CONNECT	Model Year 2010
Date Purchased 6-9-2010	Dealer's Name and Telephone Number APPLE Automotive 717-244-7677	Engine: No: Cylinders 4	Fuel Type: Gas
Original Owner <input checked="" type="checkbox"/>	Dealer's City 3250 Cape Horn Rd Red Lion	State Pa	Zip Code 17356
Transmission Type Automatic	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain F.W.D	Multiple Failure: Power lock
		Incident Date(s) 24-NOV-2016	

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 980000 UNKNOWN OR OTHER, 110000 ELECTRICAL SYSTEM	Failure Mileage 30000	Failure Speed
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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: DOTMAL9ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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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 2010 FORD TRANSIT CONNECT. THE CONTACT STATED THAT THE DOOR LOCK ACTUATOR FAILED. THE VEHICLE WAS TAKEN TO THE DEALER, BUT WAS NOT DIAGNOSED OR REPAIRED. THE FAILURE MILEAGE WAS 30,000.

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)

Repairs would cost \$682.25. can't afford that much

I can't lock the driver door, and I can't unlock the other doors with driver door. Driver door will NOT lock with key or latch.

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

HARRISBURG

PA 171

04 JAN '17

PM 2 L



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, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



safercar.gov

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

Repair Estimate

Service Advisor

Pam Dalton (202)
pdalton@appleauto1.com
717-417-1824

PREPARED FOR

[REDACTED]
Date 12/07/2016 10:00 AM
2010 FORD TRAN CONN
VIN NM0KS9BN2AT [REDACTED]
Mileage 30,202
RO# [REDACTED]

Service Name	Price
[Primary]: N/A - CUSTOMER STATES LEFT FRONT DOOR WON T LOCK WITH OT HER DOORS. \$104.99	0.00
[Customer States]: Check out found drivers door latch assembly is bad	59.99
[Customer States]: Remove and replace drivers door latch assembly	583.64
[Primary]: 99P - CHECK & FILL FLUIDS, BELTS, HOSES, EXHAUST AND VEHICLE FOR MAINTENANCE	0.00
Printed on December 07, 2016	
Quote expires on January 06, 2017	

Subtotal 643.63
Tax 38.62
Total 682.25



Apple Ford
3250 Cape Horn Rd,
Red Lion PA

(717) 244-7677