

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



U.S. Department of Transportation

National Highway Traffic Safety Administration

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

18-AUG-2017  
081 17 2017

Repository

Reference No.  
11016138

OWNER INFORMATION (Type or Print)

Name

Address

City

ENGLEWOOD

State

NJ

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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 (1) Vehicle Identification Number Located at bottom of windshield on driver's side

Make

FORD

Model

TRANSIT

Model Year

2015

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

Dealer's City

State

Zip Code

Transmission Type

Antilock Brakes

Powertrain

Cruise Control

Multiple Failure:

Incident Date(s)

15-FEB-2017

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 110000 ELECTRICAL SYSTEM

Failure Mileage

80000

Failure Speed

40

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

Number of Deaths

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 2015 FORD TRANSIT. WHILE DRIVING 40 MPH, THE INDICATORS ON THE INSTRUMENT CLUSTER BEGAN TO FLASH AND THE VEHICLE BEGAN TO CHIME. THE VEHICLE STALLED AND WAS UNABLE TO BE RESTARTED. THE VEHICLE WAS TOWED TO ALL AMERICAN FORD (HACKENSACK 520 RIVER ST, HACKENSACK, NJ 07601) WHERE IT WAS DIAGNOSED THAT A GPS IN THE VEHICLE CAUSED THE FAILURE. THE VEHICLE WAS REPAIRED, BUT THE FAILURE RECURRED AND THE VEHICLE WAS TAKEN BACK TO ALL AMERICAN FORD. THE DEALER REVISED THE DIAGNOSIS AND STATED THAT THE ELECTRICAL CLUSTER FAILED AND NEEDED TO BE REPAIRED. THE VEHICLE WAS REPAIRED, BUT THE FAILURE RECURRED. THE VEHICLE WAS TAKEN BACK TO ALL AMERICAN FORD WHERE IT WAS DIAGNOSED THAT THE PCM FAILED AND NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED, BUT THE FAILURE RECURRED ONCE AGAIN. THE VEHICLE WAS TAKEN BACK TO ALL AMERICAN FORD WHERE IT WAS DIAGNOSED THAT THE WIRING IN THE VEHICLE CAUSED THE FAILURE. THE VEHICLE WAS REPAIRED, BUT THE FAILURE CONTINUED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURES AND STATED THAT THE VIN WAS NOT INCLUDED IN NHTSA CAMPAIGN NUMBER: 15V406000 (ELECTRICAL SYSTEM) AND THE CONTACT NEEDED TO CONTINUE TO WORK WITH THE DEALER. THE APPROXIMATE FAILURE MILEAGE WAS 80,000.

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 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.

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

ON SEPT 27, 2017, THE LIGHTS AND ALARM WAS COMING ON AGAIN (PICS ENCLOSED) FOR SAFETY REASONS WE HAD TO SEND IT BACK TO HACKENSACK FORD FOR THE 6<sup>TH</sup> TIME. IT IS STILL THERE (DATE 10/6/17) AND WE HAVE NOT HEARD ANYTHING. THIS WAS AFTER THEY TOLD ME THEIR BEST TECHNICIAN A FORD WHO IS FAMILIAR WITH THIS HAD WORKED ON THE VEHICLE. I FEEL THAT THE AMOUNT OF TIME WE LOST ON THIS VEHICLE, MONEY SPENT, AND THE RISK OF DRIVER SAFETY AND OTHER DRIVERS ON THE ROAD SOMETHING HAS TO BE DONE. THANK YOU.

VIN# 1FTNR3XM1FK [REDACTED]

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



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**



**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**

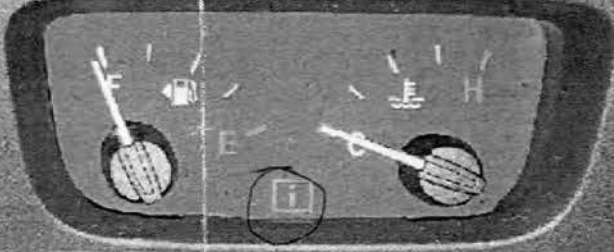
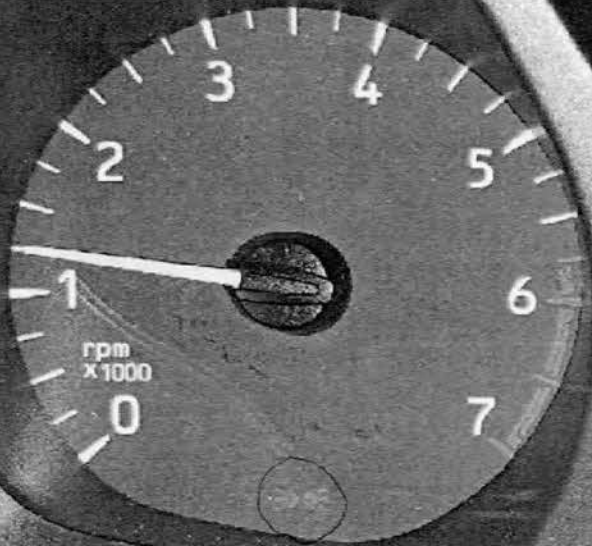


Vehicle Owner's Questionnaire (VOQ)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration





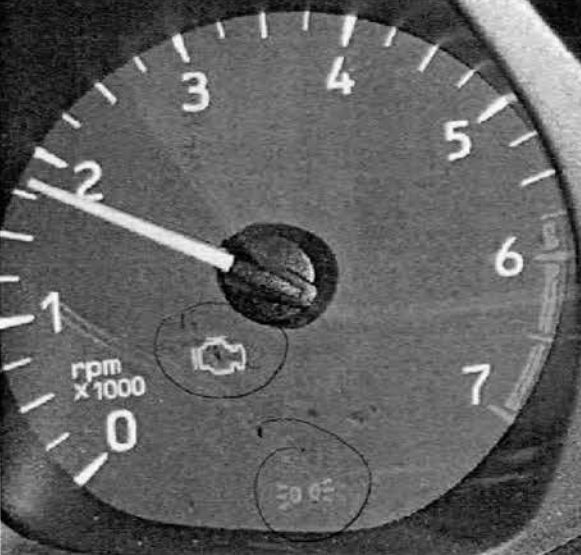
PRNDM  
Brake system  
Service now



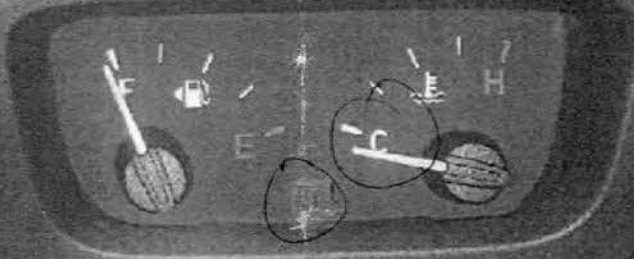
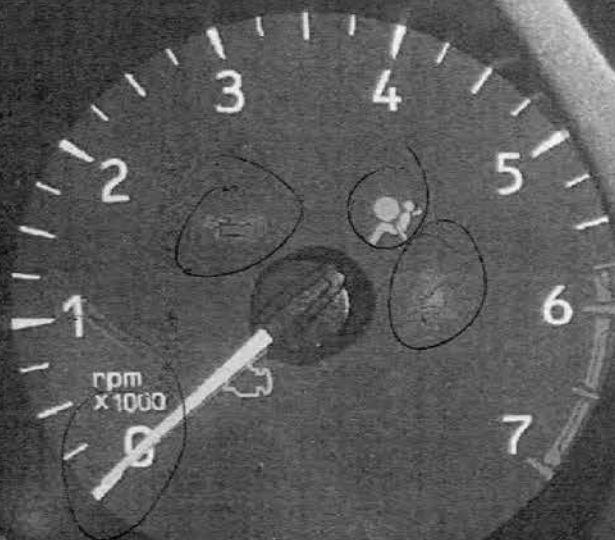
START THE  
AT WOULD  
WOULD NOT  
SOUND.

WHEN DRIVING, ALARM STARTS  
SOUNDING AND ALL LIGHTS COME  
ON. ALSO SOMETIMES SPEEDOMETER  
AND ODOMETER GO OFF + DRIVER  
HAS TO PULL OVER BECAUSE HE  
DOES NOT KNOW HOW FAST HE IS  
GOING.

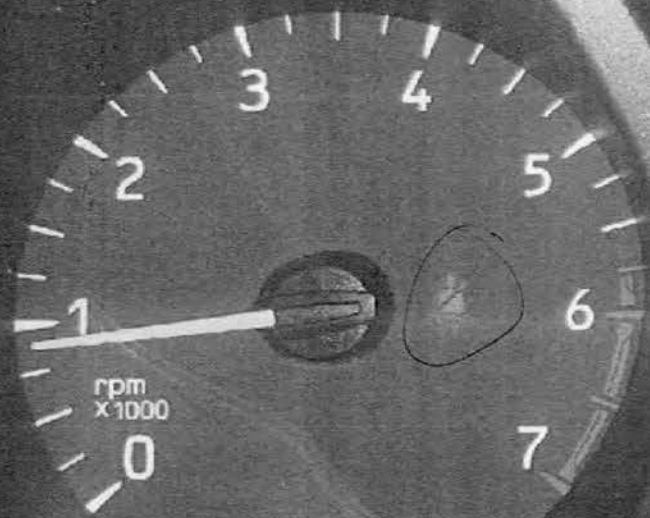
PERIOD  
Parking aid  
fault  
Service req'd



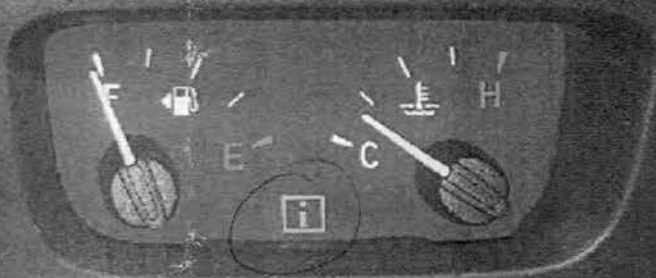
Driving Vehicle  
when this happened.



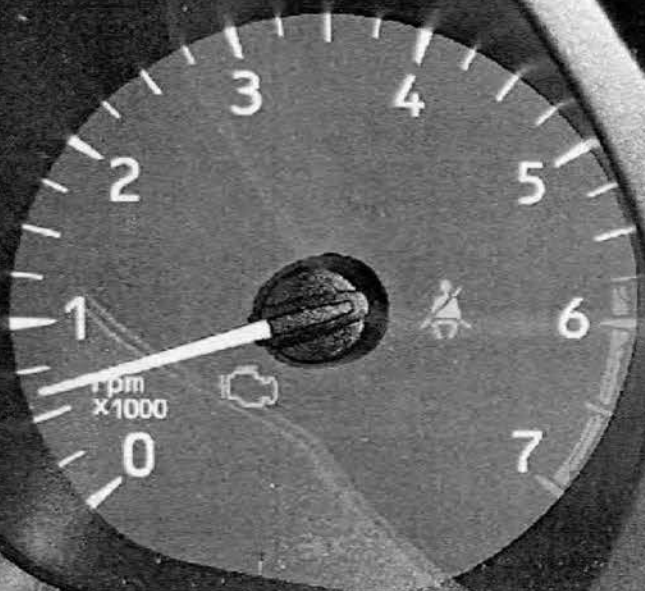
Driving Vehicle when  
this happened



75°F  
005930mi



Driving Vehicle when  
This happened.



Select P

