



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 258

Date Received

30-MAY-2002

Od. or
rt. dt
pd. rt
rp. ltr

Reference No.

762468

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date: ___/___/___

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) <small>(Location at bottom of and to the left of driver's seat)</small> 2FAFP74W4WX187997	Vehicle Make FORD	Vehicle Model CROWN VICTORI	Vehicle Year 1998	Current Odometer Reading		
Purchase Date 01-OCT-2098	Dealer's Name _____	Engine Size (CID/CC/L) 4.6	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input checked="" type="checkbox"/> Fuel Injectio			
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City _____ State _____ Zip Code _____	No Cylinders _____				
Transmission Type <input type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Bel <input type="checkbox"/> Passengerside Airbag	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input checked="" type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Sport Util <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other _____	Body Style <input type="checkbox"/> 2-Door <input checked="" type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 09417000 09302000 09311000	Part Name(s) LIGHTING:SWITCH:MULTI-FUNCTION SWITCH:TURN SIGNAL LIGHTING:FUSE:HEAD LIGHTS LIGHTING:FUSE:EMERGENCY FLASHING:HAZARD WARNING LIG	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part's <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No of Failure 4	Date(s) of Failure(s) 24-JUL-1998 Mileage at Failure(s) 5373 Vehicle Speed at Failure(s)	Failed Part(s) <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously <input type="checkbox"/> Yes <input type="checkbox"/> No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

Crash <input type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damag	Reported to Polic <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

FIRST FAILURE WAS WINDSHIELD WIPERS COME ON BY THEMSELVES (7/99), SECOND WAS HEADLIGHTS FAILED WHILE DRIVING AT NIGHT, TWO TIMES (10/99), THIRD WAS WINDSHIELD WIPERS AGAIN AND RAPID TURN SIGNAL FLASHING (06/01), FOURTH WAS RAPID TURN SIGNAL FLASHING (8/01). ON EACH AND EVERY ONE OF THESE OCCASIONS THEY REPLACED THE "MULTI FUNCTION SWITCH" PART NO. FMC YW3Z 13K359 AB. THERE HAVE BEEN NUMEROUS OTHER OCCASIONS WHERE WE HAVE TAKEN THIS CAR TO THE DEALER FOR THESE PROBLEMS AND THE DEALER RETURNED THE CAR WITH "NO PROBLEM FOUND". IT IS NOW MAY 2002 AND GUESS WHAT?! WE HAVE A FIFTH FAILURE, RAPID TURN SIGNAL FLASHING. WHATS NEXT? ARE MY HEADLIGHTS GOING TO FAIL AGAIN? ARE MY WINDSHIELD WIPERS GO

CONTINUE ON REVERSE

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.