

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY

137

Date Received

30-JUN-2000

 Od_or _____
 Rt_dt _____
 Od_rt _____
 Up_ltr _____

Reference No.

864640

 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.) (located at front of windshield or driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1FAPP6046NH164240	FORD	THUNDERBIRD	1992	

Purchase Date	Dealer's Name _____	Engine Size (CID/CCL) _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
☐ New ☒ Used	City _____ State _____ Zip Code _____	No. Cylinders _____	

Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☐ Yes ☒ No	Restraint System ☐ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☒ 2-Point Belt	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Van ☐ Minivan ☐ Other ☐ Sport Utl ☐ Truck ☐ Motorcycle	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 09002000	Part Name(s) LIGHTING: GENERAL OR UNKNOWN COMPONENT: HEAD LIGHTS	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures 0	Date(s) of Failure(s) 29-JUN-2000 Mileage at Failure(s) 140000 Vehicle Speed at Failure(s) 0	Failed Part(s) Available? Yes No	NHTSA Previously Contacted? Yes 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 ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHILE DRIVING AT NIGHT WITH HEADLIGHTS ON, HEADLIGHTS WILL FLICK. THEN, WILL GO OUT COMPLETELY. *AK

CONTINUE ON BACK IF NEEDED

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.

 DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 197	
		Date Received <u>NO AUG -7 AM 11:15</u> <u>30 JUN-2000</u> OFFICE DEFECTS INVESTIGATION Reference No. <u>864640</u> Work Number <u>[REDACTED]</u> Home Number <u>[REDACTED]</u>	
OWNER INFORMATION (Type or Print)			
		617819	
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 <u>[REDACTED]</u>		Date <u>7/14/2000</u>	
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) 1FAPP8046NH124240		Vehicle Make FORD	Vehicle Model THUNDERBIRD
		Vehicle Year 1992	Current Odometer Reading 144K
Purchase Date 1992	Dealer's Name <u>McDONALD FORD</u>		Engine Size (CID/CC/L) <u> </u> No Cylinders <u>6</u>
☒ New ☐ Used	City <u>McDONALD</u> State <u>PA</u> Zip Code <u>15057</u>	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection	
Transmission Type ☐ Manual ☒ Automatic	Antilock Brakes ☐ Yes ☒ No	Restraint System ☐ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbell ☒ 2-Point Belt	Cruise Control ☒ Yes ☐ No
		Drive Train ☐ Front ☒ Rear ☐ 4-Wheel	Vehicle Type ☒ Car ☐ Van ☐ Minivan ☐ Other
		Body Style ☒ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 09002000	Part Name(s) LIGHTING: GENERAL OR UNKNOWN COMPONENT: HEAD LIGHTS	Location ☐ Left ☒ Front ☐ Right ☐ Rear	Failed Part(s) ☒ Original ☐ Replacement
No of Failures MANY	Date(s) of Failure(s) <u>29 JUN-2000</u> Mileage at Failure(s) <u>140000</u> Vehicle Speed at Failure(s) <u>0 ANY SPEED + PARK</u>	Failed Part(s) Available? ☒ Yes ☐ No	NHTSA Previously Contacted? ☐ Yes ☒ No <u>NO YES 12/19/99</u>
APPLICATION INCIDENT INFORMATION (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)			
Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured 0	Number of Fatalities 0
		Estimated Property Damage 0	Reported to Police ☐ Yes ☒ No
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
WHILE DRIVING AT NIGHT WITH HEADLIGHTS ON, HEADLIGHTS WILL FLICK. THEN, WILL GO OUT COMPLETELY. *AK I HAVE CALLED FORD MOTOR COMPANY SEVERAL TIMES + WRITTEN THEM LETTERS THE FIRST CALL THE REP TOLD ME NO RECALL. I WROTE A LETTER SAYING THERE WAS A RECALL. THEY CALLED BACK + SAID NO. I WROTE ANOTHER LETTER STATED AGAIN THE DANGEROUS SITUATION THE			
CONTINUE ON BACK IF NEEDED			
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.			



Ford Customer Service Division
Ford Motor Company
June 28, 2000

16800 Executive Plaza Drive
P. O. Box 6248
Dearborn, MI 48121



Dear Mrs. [REDACTED]

We have reviewed all of the necessary information in order to respond to your inquiry.

Although the joint efforts of your dealer and our representative have not met your expectations, we feel that every consideration has been given to the matter and the decision reached was correct. Therefore, we are unable to further review this concern.

If you have concerns other than those we have already reviewed, please contact the service manager at your dealership.

Thank you for contacting Ford Motor Company.

Sincerely,

A handwritten signature in black ink, appearing to read "Thomas J. Fetters".

Thomas J. Fetters
Director
Customer Assistance Center

Serial # 15898604604168240

1992 Thunder Bird

Cody Mims

TO

A.E. O'Brien Danville

Vehicle Service & Repairs/Programs

Ford Service Division

DATE

June 9, 2000

SUBJECT

1992 Ford T-Bird

Wadsworth Station

Dear A.E. O'Brien,

On 4/6/00 I wrote you a letter regarding a very dangerous condition with our 92 T-Bird. The Wadsworths go out there all over the world to go off to work etc. I wrote you because the customer service people here told me there is no recall. In my situation there I wanted to know regarding the recall on my 92 T-Bird. Some one gave dangerous advice. I would also like a recall on my 92 T-Bird. That is why I wrote this letter. I believe of the my own you customer service people called me to tell me there is no recall on my T-Bird. That is why I wrote this letter. Because they told me that when I called them.

The Wadsworths believe is very dangerous and should be recalled. The 92 is as well as the 93 T-Birds. Contact the Wadsworth on my vehicle.

RAPID MEMO

Serial # 154 892046 NH16 0240

1992 T-800 DOD

TO

A.R.O. 1/11 Donato

Vehicle Service and Repairs

Hand Carriage Service Division

DATE

4/6/00

SUBJECT

1992 T-800 DOD

Hand Carriage Service

I am A.R.O. 1/11

The problem is to express to you the problem with my 92 T-800. My Carriage Division, which I am at night with the Hand Carriage of course. They find me and off and find me out completely. It has come to my attention that there was a recall on 93 T-800s for the problem. I checked my file and gave 800 number and was told there is no recall for this on the 92 T-800. This to me is ridiculous and very dangerous. I also checked the car to see if it was possibly having a fire. If the same problem is happening on both cars, we will have the same vehicle. It should be covered on both. Please reply as soon as possible. There is a dangerous vehicle problem that could result in a disaster.