

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 197

Date Received

27-OCT-2000

Oid_or _____
rt_dt _____
od_rt _____
up_ltr _____

Reference No.

874071

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>(Listed at front of windshield or driver's side)</small>	Vehicle Make FIRESTONE	Vehicle Model FR680	Vehicle Year 1900	Current Odometer Reading
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Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	

Transmission Type <input type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbell <input checked="" type="checkbox"/> 2-Point Belt	Cruise Control <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other _____ <input type="checkbox"/> Sport Ult. Truck <input type="checkbox"/> Motorcycle	Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02740000	Part Name(s) TIRES:TREAD	Location <input type="checkbox"/> Left <input type="checkbox"/> Frnt <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
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No. of Failures 0	Date(s) of Failure(s) 27-OCT-2000 Mileage at Failure(s) 20000 Vehicle Speed at Failure(s) 2	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No
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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 checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

CONSUMER STATED THAT WHILE DRIVING ABOUT 70 MPH WHEN THE RIGHT REAR TIRE TREAD IN CENTER WAS COMPLETELY GONE, SHATTERING LENS ON REAR TAIL LIGHT SECONDS PRIOR TO INCIDENT CONSUMER HEARD LOUD EXPLOSION BUT TIRE DIDN'T BLOW. (P205/70R14 WITH 20,000 MILES AFTER MARKET)

CONTINUED ON BACK (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.

DOT Auto Safety Hotline		FOR AGENCY USE ONLY 197	
 U.S. Department of Transportation National Highway Traffic Safety Administration		Vehicle Owner's Questionnaire (VOQ) NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline	
OWNER INFORMATION (Type or Print) [Redacted]		Date Received <u>10/27/00</u> 27-OCT-2000 OFFICE DEFECTS INVESTIGATION Reference No. <u>874071</u>	
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? In the absence of a signature, address to the vehicle manufacturer.		<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
Signature of Owner [Redacted]		Date <u>10/27/00</u>	
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver side) <u>2B4FK5134JR724109</u>	Vehicle Make <u>FIRESTONE</u>	Vehicle Model <u>CRAYAN FR680</u>	Vehicle Year <u>1998</u> 1900 Current Odometer Reading <u>140,500</u>
Purchase Date <input type="checkbox"/> New <input checked="" type="checkbox"/> Used	Dealer's Name _____ City _____ State _____ Zip Code _____		Engine Size (CID/CC/L) _____ No Cylinders <u>6</u> <input type="checkbox"/> Turbo Diesel Gas <input checked="" type="checkbox"/> Fuel Injection
Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbelt <input checked="" type="checkbox"/> 2-Point Belt	Cruise Control <input checked="" type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Drive Train <input type="checkbox"/> Front <input checked="" type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel		Vehicle Type <input checked="" type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other	Body Style <input type="checkbox"/> Sport Ut <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input checked="" type="checkbox"/> Other
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component <u>02740000</u>	Part Name(s) <u>TIRES:TREAD</u>	Location <input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input checked="" type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No of Failures <u>0</u>	Date(s) of Failure(s) <u>27-OCT-2000</u> Mileage at Failure(s) <u>20000</u> Vehicle Speed at Failure(s) <u>0</u>	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <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 checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured <u>0</u>	Number of Fatalities <u>0</u>
Estimated Property Damage <u>0</u>		Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
<p>WHILE DRIVING ABOUT 70 MPH RIGHT REAR TIRE TREAD IN CENTER WAS COMPLETELY GONE, SHATTERING LENS ON REAR TAIL LIGHT. SECONDS PRIOR TO INCIDENT, CONSUMER HEARD LOUD EXPLOSION, BUT TIRE DIDN'T BLOWOUT. P205/70R14 WITH 20,000 MILES, AFTER MARKET. *AK ALSO REAR TAIL LENS SHATTERED ON PASSENGER SIDE</p>			
CONTINUE ON BACK IF NEEDED			
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November 21, 2000

Ford Motor Company
Customer Relationship Center
P.O. Box 6246
Dearborn, MI 48126

RE: VIN #1FAPP6243NH123710

Dear Sir/Madam:

We are writing this letter in regards to two separate recall issues involving Ford representatives that we have recently been involved with. One was resolved to our satisfaction, and the other has not yet been resolved.

The first situation involves Recall #99530 - Headlight Switch. We took our car in to have the headlights checked on 10/23/98 and were told there was a loose wire. We took the car in again on 11/9/98 at which time the headlight switch was replaced at our expense. We then received a recall notice and took our car in on 12/27/99, which resulted in the headlight switch being replaced again. All of the above service was provided by the following Ford dealership:

Shawnee Mission Ford, Inc.
11501 Shawnee Mission Pkwy
Shawnee, KS 66203

When we brought this situation to their attention in October of this year, they were very prompt and courteous in getting us a refund for the expenses we incurred on 10/23/98 and 11/9/98. We would like to take this opportunity to commend them on the superior customer service we received from the Service Manager, Jennifer Hutton.

Unfortunately, the second situation has still not been resolved. This situation involved Recall #95S28 - Ignition Switch. We received a recall notice and took our car in on 11/1/97, which resulted in the ignition switch being replaced. In September of this year, we began experiencing a loss of power to various electronic components, including the air conditioner and blinkers. We discovered that by jiggling the key around in the ignition, the air conditioner and blinkers would begin working. We contacted the Ford dealership who had performed the original recall work, and asked whether this might be caused by the ignition switch previously installed by them. The service technician we talked to said the ignition switch would not cause these types of problems, and that it must be the tumbler. We replaced the tumbler, but the problem did not go away. We then took our car in on 10/3/00, and were told that we needed a new ignition switch. At that time, the ignition switch was replaced at our expense. The original recall and the subsequent service for the replacement ignition switch were both performed by the following Ford dealership:

Olathe Ford
1845 E. Santa Fe
Olathe, KS 66062

We felt that the second ignition switch should have been replaced at Ford's expense since the replacement of the original part was the result of a recall, and the recall part ended up being faulty. In addition to this, we were advised by several experienced mechanics/car-enthusiasts that ignition switches do not ordinarily need to be replaced over the life of a car, not to mention being replaced twice in less than 3 years. We had talked to the Service Manager, Mitch, about this prior to having the replacement ignition switch installed, and were told that the 12 month warranty period had expired. We do not feel that the warranty period should apply in this situation, as the part being replaced was put there as a result of a recall to begin with. Mitch said there was nothing he could do, and advised us to call the Ford Corporate Customer Service 800 number.

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Prior to getting the headlight switch refund and the replacement ignition switch installed, we called the 800 Customer Service number and ended up talking to a representative of the Ford Fleet Hotline by the name of Ron Lopez. (We ended up in the Ford Fleet Hotline because our Thunderbird was originally a rental for the first year.) Mr. Lopez stated that the ignition switch installed as a result of the recall was only covered by a 12-month warranty period. After we explained our situation, he transferred us to his manager Lynn Black.

Ms. Black provided the absolute worst customer service we have ever received in our lives ! She was rude, condescending, unsympathetic and extremely unhelpful. She wouldn't consider the possibility that the problems with the original ignition switch might be the same problems that we were experiencing with the replacement ignition switch, and stated that until enough problems were reported (such as car fires) that Ford would not be held responsible. She was adamant about the 12-month warranty period (even though it was a recall replacement part) and that our only recourse was to contact the dealership.

Also, when we first talked to Ms. Black, we had not yet discovered that our headlight switch had been replaced twice, once at our expense and once because of a recall. We indicated to her that we had replaced the headlight switch at our own expense in 11/98, and that we believed that we should have been notified of a recall involving the headlight switch in 11/99. We asked if she could look up the recall information details to see if it would have pertained to our car, and she asked for the "recall number". We told her that if we had not received a recall letter, we would therefore not have a recall number. She said that without the recall number, she could not locate recall information on the computer. We found this ridiculous - because we could not provide her with Ford's internal "recall number", she could not locate Ford's internal recall information. (We later located our receipt which indicated the recall number, and provided us with the documentation we needed to get a refund.) Finally, when I asked to speak with Ms. Black's manager, she said she would not transfer me, or even give me her manager's name.

Our concerns in writing this letter were 1) the treatment that we received from Ms. Black, and 2) the lack of compensatory restitution of the expenses we incurred as a result of the ignition switch replacement on 10/3/00. This does not seem like too much to ask, as the ignition switch part is under \$10, plus labor. Obviously, this has become more of a matter of principal than of money.

I would like to end this letter by saying that I have owned a Ford from the time I was 16 years old. I am now 35, and have been very happy with Ford up until now. We hope to see a positive resolution to this situation, and ask for your assistance. Thank you for your consideration.

Sincerely,

Debra & David Plucknett
22307 W. 64th Terrace
Shawnee, KS 66226
(913)441-1833

cc: Ford Fleet Hotline
National Highway Traffic Safety Administration