



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

Date Received

17-DEC-2002

Repository

Reference No.
10001061

OWNER INFORMATION (Type or Print)

Name

Address

City ROSEVILLE

State CA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an owner's signature or address to the vehicle manufacturer,
Signature of Owner _____ Date 1/15/03

VEHICLE INFORMATION

Make
FORD

Model
F250

Model Year
2002

Date Purchased
2-9-02

Dealer's Name and Telephone Number
MATE AUTO (530) 886-1025

Engine:
No. Cylinders
8

Fuel Type:
Diesel

Original Owner

Dealer's City
Auburn

State
CA

Zip Code
95603

Transmission Type
Auto

Antilock Brakes
 Cruise Control

Powertrain
Diesel

Vehicle Component Code
06000 ENGINE AND ENGINE COOLING

Multiple Failures:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
01-JUN-2002

Failure Mileage
7800

Failure Speed
Various

Cam Sensor, Injector Driven
Power Train Control module module

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: DOTMALSABC036)

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

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

Yes No

Yes No

0

0

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).

CONSUMER ADVISED THAT 4 TIMES THE ENGINE HAS STALLED WHEN THE BRAKES WERE APPLIED, RESULTING IN LOSS OF STEERING CONTROL AND BRAKE FUNCTION. TS

Now 5 Times - See Attached letter with time line for repairs & repair, towing & rental truck invoices

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.

1/16/03

Mr. William Clay Ford, Jr., CEO
Ford Motor Company
16800 Executive Plaza Dr.
P.O. Box 6248
Dearborn, Mi. 48126

Dear Mr. Ford,

Attached for your information is a history of the repair problems we have experienced with our Ford F250 Diesel truck. This vehicle appears to fall under the Lemon Law presumptions as set forth in California Civil Code Section 1793.22(b) and described in their booklet "Lemon-Aid For Consumers". We have a case (# 1439852592) currently pending before the Dispute Settlement Board. We believe this vehicle is unsafe to drive. Your dealership repair departments are unable to identify the problem and therefore will not give us a guarantee the problem is solved.

We hope you will advise other owners there is a possible safety issue with vehicles of this type which includes engine dying with subsequent loss of all power including brakes and steering.

Thank you for your consideration.

Sincerely,

[REDACTED]
[REDACTED]
Roseville, CA
[REDACTED]

cc: Mr. Roman J. Krygier, Jr., Vice President Mfg & Quality, Ford Motor Co.
~~National Highway Traffic Safety Administration~~
California Department of Consumer Affairs
Vincent L. Maita, Maita Ford, Auburn, CA
Steven V. Maita,
Leslie Ann Hill, Maita Ford
Mike Crabbe, General Mgr, Maita Ford

1/13/03
Dispute Settlement Board
P.O. Box 5120
Southfield Mi., 48086-5120

RE: 2002 Ford F-250 Diesel
Previous Case Number: 1439852592
Vin: 1FTNX21F42ECO6380

The above referenced vehicle continues to have problems. You denied our claim in your correspondence dated November 7, 2002. The following is a time line for problems with this vehicle:

- 2/2002 Purchase date Maita dealership, Auburn, CA.
6/25/02 Taken to Maita dealership for engine die out when braking & subsequent loss of all power, including brakes and steering.
6/27/02 Mike Russel (Maita service foreman) called and stated they don't know what the problem is but are researching it and will replace the cam sensor.
Note: In your "Dispute Settlement Board - Company Statement" page 2 the days out of service was listed as 3 days. This is incorrect. We did not get the vehicle back until July 3, 2002.
9/10/02 Vehicle would not start and was taken to Maita dealership with same problem as on 6/25/02. Cam sensor replaced and Mike Russel stated they "don't know what the problem is."
9/12/02 Repairs completed and vehicle picked up. Mike Russel stated "We have made repairs to Ford's specifications but there are no guarantees". He stated they had "repaired maybe 9 other vehicles with the same problem."
9/16/02 Called Ford customer service spoke to Asim Syed with concerns regarding the safety of this vehicle, which we use to tow a 30 ft. 5th wheel. He stated "the repairs were done properly" but could not guarantee it would not happen again. He stated "it is a machine and things can go wrong."
9/19/02 Vehicle taken to Grass Valley Ford dealership for 2nd opinion of problem. They found a faulty brake switch and repaired it. Al Leas, service advisor, stated "it may have been the problem" but they were not certain.
10/8/02 Correspondence from Dispute Settlement Board (DSB) acknowledging receipt of application.
Through Correspondence received with a DSB meeting date of 11/5/02 in Pleasanton (considerable distance). Phone contact from Ms. Dean Storissian offered an
11/5/02 alternative of a phone conference in lieu of the 11/5/02 meeting. Agreed to phone conference.
11/7/02 Correspondence from DSB denying claim. Never received phone conference.

RE

2002 Ford F-250 Diesel
VIN: 1FTNX21F42ECO6380

- 12/11/02 Vehicle dies and loses all power, restarted several times before it would run. After restarting, the engine began to cut out and lurch when accelerating and continued to die intermittently until we could get it home.
- 12/12/02 Vehicle towed to Grass Valley Ford because it was unsafe to drive. A towing charge of \$120 was incurred.
- 12/17/02 Picked up vehicle. Invoice disclosed several fault codes in system. The following items were replaced: injector drive, driver module, power train control module, cam sensor (3rd time).
- 12/20/02 Vehicle broke down 110 mi. from home while towing 5th wheel to So. California for Christmas. Same problem - intermittent dying, lurching, no brakes, no power steering etc. for several miles until we could get off freeway. Quit completely halfway down off-ramp and would not restart. Sat in rain for 3 hours waiting for tow trucks. Vehicle towed to Santos Ford dealership in Los Banos - 5th wheel towed to home in Roseville for \$375 towing charge plus a yet unknown amount for campground cancellation fees.
- 12/24/02 Spoke to "Daryl" ID 2185 from Ford customer relations. He stated he would send the information to the NCA region dealership and we would be contacted in 2 business days. We have never been contacted.
- 12/26/02 Picked up vehicle from Los Banos Dealership - cam sensor replaced (4th time).
- 1/2/03 Spoke to "Tully" ID 2501 from Ford customer relations. Advised him we had not been contacted by the NCA regional dealership as promised by "Daryl" in our 12/24/02 conversation. He stated they did not contact us because the problem was fixed. Advised him the vehicle was unreliable and unsafe and that we expected a full refund. He stated they did not do refunds but that we could pursue legal action.
- 1/2/03 New application and copy of this letter through 12/26/02 sent to Dispute Settlement Board at both their Waukesha, WI. And Southfield MI addresses.
- 1/3/03 Started vehicle up at home ran for about 1 minute and died. Started up 3 more times and died each time. Spoke by phone to Mike Russel who advised me to bring it in and suggested I talk to Bruce Hodge (Maita Ford Service Mgr). Bruce Hodge asked about the problem and stated "we have encountered other problems of this type, and they would have a factory technician come out on 1/6/03 to check it out. Bruce Hodge sent tow truck and vehicle was towed to Maita. Bruce Hodge was unavailable when I arrived at Maita and I spoke to Mike Russell who informed me he would put information into computer and they would call on 1/6/03.
- 1/6/03 Bruce Hodge called stated "technician checked vehicle, could not duplicate problem, and they would add a spacer to the cam sensor" (5th cam sensor repair). Bruce Hodge requested permission to drive vehicle off the lot to see if they could duplicated problem and I said OK.
- 1/8/03 Received letter from Dispute Settlement Board stating we no longer had a case and we needed to submit new application (application was already submitted on 1/2/03, see above. They returned out paperwork with the denial letter??
- 1/8/03 Spoke to Ms. Frankie O'Neill, Complaint Mediation Program, State of California Department of Consumer Affairs who advised me Ford Motor company (Mfg.) is aware of the problem with these vehicles and requested I fax her all repair invoices and a copy of this letter which I did.

RE: [REDACTED]
2002 Ford F-250 Diesel
VIN: 1FTNX21F42ECO6380

1/10/03 Spoke to Mike Contreras, Supervisor, Dispute Settlement Board about the request for documentation that had already been submitted to them. He agreed they had made an error and that another denial letter was in the mail and to fax all the paperwork (application & letter) to him when I received it.

This vehicle is unreliable and unsafe - it is unable to perform the task for which it was purchased - i.e. towing our 5th wheel, and of course, our Christmas was ruined. We expect a refund for the full price of this vehicle, sales tax, extended warranty purchase, all expenses incurred for towing charges, and all costs associated with installing a 5th wheel hitch on another vehicle.

[REDACTED]
[REDACTED] Roseville, CA [REDACTED]
[REDACTED]

THE ATTACHMENTS TO THIS DOCUMENT HAVE BEEN REMOVED TO PROTECT UNWARRANTED INVASION OF PERSONAL PRIVACY PURSUANT TO EXEMPTION 6 OF THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6).