



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

Repository ☐

03 FEB 26 AM 11:11
13-DEC-2002

Reference No.
10001075

OFFICE
DEFECT INVESTIGATION

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City PEACH CREEK State WV Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] 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 authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 1 / 1

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1SDWF3579KEC94623 Make FORD Model F350 Model Year 1999

Date Purchased 1/28/99 Dealer's Name and Telephone Number Trumpike Ford, Inc. Engine: No. Cylinders 10 Fuel Type: unleaded
Original Owner ☒ Dealer's City Monroeville State WV Zip Code 25365
Transmission Type ☐ Antilock Brakes Powertrain ☐ Cruise Control Vehicle Component Code 092100 FUEL SYSTEM, OTHER: DELIVERY: FUEL PUMP
Auto Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 13-DEC-2002 Failure Mileage Failure Speed

N/A 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

N/A 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).

CONSUMER STATES HE HAS PUT 6 FUEL PUMP ON HIS TRUCK SINCE 1999. HE ALSO STATES THAT THE FIRST PUMP LASTED APPROX 40,000 MILE, THE 2ND ONE LASTED UP TO 60,000 MILES, AND THE REST OF THEM HE CANNOT REMEMBER. HE STATES THAT THE LAST PUMP WAS PUT ON NOV 19 OR 20TH AND LASTED ONLY 10 DAYS. HE STATED TOO, THAT WHEN THE PUMPS GOES OUT HIS TRUCK STOPS AND IF HE IS ON THE MOUNTAIN OR ON A HILL, HE CANNOT BREAK OR STOP THE TRUCK BECAUSE OF THE WEIGHT THAT HE CARRIES. HE CARRIES STEEL AND IT IS HEAVY. HE STATES THAT THIS IS SCARY, AND NOBODY SEEM TO BE ABLE TO HELP HIM.

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.

CUSTOMER NAME ADVANCE MACHINE AND HYDRAULICS SERIAL NO. 1FDWF37S8XEC94623

R.O. NO. 81203 1 R.O. DATE 08/13/2002 2 DEPT (S,B,P) S SERVICE

2 OF 3] [1 OF 1] 3 MILEAGE 88930 4 ADVISOR NO. 3113

5 OPERATION NO. 02FOZ11 OP. DESC. MISFIRES/CUTS OUT

6 SALE TYPE (C/W/I) C TECH.NO(S). 6412

7 COMPLAINT CUSTOMER STATES: ENGINE LOSING POWER WHEN ACCELERATING LIKE
BAD FUEL PUMP.

8 CAUSE

9 CORRECTION DIAGNOSIS TIME TO REPLACE FUEL PUMP AND TANK

10 WARRANTY CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

11 CAMPAIGN NO. CAMPAIGN DESC.

12 CAMPAIGN NO. CAMPAIGN DESC.

1=COMMENTS(2=RECOMMENDATIONS)(3=CCC SCREEN)(E=ENTER)(JOB#)(TAB)

COPY

CUSTOMER NAME ADVANCE MACHINE AND HYDRAULICS SERIAL NO. 1FDWF37S8XEC84623

R.O. NO. 88078 1 RO.DATE 11/09/2000 2 DEPT (S,B,P) S SERVICE
3 OF 3 2 OF 3 3 MILEAGE 42185 4 ADVISOR NO. 64125 OPERATION NO. 09FOZ OP. DESC. TRANSMISSION
6 SALE TYPE (C/W/T) C TECH.NO(S). 2137
7 COMPLAINT CUSTOMER STATES: OVERDRIVE BUTTON WONT WORK

8 CAUSE

9 CORRECTION ORDERED SHIFTER

10 WARRANTY CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

11 CAMPAIGN NO. CAMPAIGN DESC.

12 CAMPAIGN NO. CAMPAIGN DESC.

1=COMMENTS)(2=RECOMMENDATIONS)(3=CCC SCREEN)(E=ENTER)(JOB#)(TAB)

COPY

19, 2002 HISTORY - SPECIFIC VEHICLE Store 01 SERVC01 PORT B 3030

CUSTOMER NAME ADVANCE MACHINE AND HYDRAULICS SERIAL NO. 1FDWF3758XEC94823

R.O. NO. 66978 1 R.O. DATE 11/09/2000 2 DEPT (S,B,P) S SERVICE

3 OF 3] [1 OF 3] 3 MILEAGE 42185 4 ADVISOR NO. 6412

5 OPERATION NO. 02FOZ20 OP. DESC. POOR PERFORMANCE

6 SALE TYPE (C/W/I) C TECH.NO(S). 565

7 COMPLAINT CUSTOMER STATES; ENGINE BOGGS DOWN ON A HILL WHEN HOT RUNS
GOOD COLD

8 CAUSE FUEL PUMP

9 CORRECTION SET ON MACHINE HOOK UP LOOSE AIR CHARGE SENSOR AND REPLACE
FUEL PUMP IN GAS TANK

10 WARRANTY CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

11 CAMPAIGN NO. CAMPAIGN DESC.

12 CAMPAIGN NO. CAMPAIGN DESC.

1=COMMENTS)(2=RECOMMENDATIONS)(3=CCC SCREEN)(E=ENTER)(JOB#)(TAB) _

COPY

CUSTOMER NAME ADVANCE MACHINE AND HYDRAULICS SERIAL NO. 1FDWF37S8XEC94623

I.O. NO. 83418 1 RO. DATE 11/11/2002 2 DEPT (S,B,P) S SERVICE
OF 3] 2 OF 2] 3 MILEAGE 94586 4 ADVISOR NO. 4042

OPERATION NO. 02FOZ02 OP. DESC. SES LAMP ON

SALE TYPE (C/W/I) C TECH.NO(S). 565

COMPLAINT SES LIGHT ON

RUNS POOR PER LINE 1

CAUSE FAULTY EGR FOR SES LIGHT

CORRECTION REPLACED EGR SENSOR

TECH WAS PAID ON LINE 1

COPY

WARRANTY CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

CAMPAIGN NO. CAMPAIGN DESC.

CAMPAIGN NO. CAMPAIGN DESC.

COMMENTS(2=RECOMMENDATIONS)(3=CCC SCREEN)(E=ENTER)(JOB#)(TAB)

CUSTOMER NAME ADVANCE MACHINE AND HYDRAULICS SERIAL NO. 1FDWF3789XEC94623

R.O. NO. 83418 1 RO. DATE 11/11/2002 2 DEPT (S,B,P) S SERVICE

1 OF 3 1 OF 2 3 MILEAGE 94586 4 ADVISOR NO. 4042

5 OPERATION NO. 02FOZ OP. DESC. DRIVE & EMISSIONS

6 SALE TYPE (C/W/I) W TECH. NO(S). 585

7 COMPLAINT VEHICLE CRANKS BUT DOES NOT START

8 CAUSE PERFORMED FUEL SYSTEM PRESSURE DIAGNOSES AND
ENGINE DIAGNOSTICS9 CORRECTION REPLACED FAULTY FUEL PUMP UNDER PARTS WARRANTY
8-13-02 R.O. 81203 89930 MILES

10 WARRANTY CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

083418-01 9350EXE 083418-01 9350EB

083418-01 9350D

11 CAMPAIGN NO. CAMPAIGN DESC.

12 CAMPAIGN NO. CAMPAIGN DESC.

(1=COMMENTS)(2=RECOMMENDATIONS)(3=CCC SCREEN)(E=ENTER)(JOB)(TAB)

Called Ford Motors
1-800-323-8400
talked to Dwight
ID No. 3055 on 12-12-02
He told me the same
it was in the process.

Call Ford Motors
1-800-392-3673

Talked to Paula
ID No. didn't let
talk to her on 12-13-02
she said Paul won't
take care of it.

Called Ford Motors
1-800-392-3673
talked to Pamela
ID No. 2047 on
12-13-02.
He said turn over
to his supervisor
let her contact me.

Called State at her
office 1-800-868-8808
on 12-17-02 talked to
Ledy and explained
problem she was
to send papers to
fill out and filled
against Ford Motors.

Call Ford 12-12-02

Called to Rose

1-800-392-8679

ID NO. 2492

Call back at 5:00

on 12-13-02

Didn't leave call.

used

Call 1-800-424-9393

Called to Mildred

on 12-13-02. She listen

to my story and was

going to send Papers

to be filled out and

fill against Ford

Motors

COPY

Ford Motor called
back on 12/17/02

Brenton ID NO. 982

His answer was Ford

Motor would not give

any Financial help.

Mike said Ford wants

nothing to do with

Repairing Ford Truck.

Advance is on its

own if Truck is

to be repaired. Advance

would have to do it.

I ask Brenton if this

was his final answer

and he said yes.

Called Ford Motors

1-800-323-8700

Talked to Brenton

ID No. 982 12/16/02

He told me he would

get answer and call

back 12-18-02 3:00

P.M.

**ADVANCE
MACHINING & HYDRAULICS**

P.O. Box 220 • Peach Creek, WV 25639

PHONE: (304) 752-6993

State Att General
- 800-368-8808

COPY

Ford MF 1-800-323-8400

Dwight ID 3055- 12/14/02

ID, IFDWF 2579 XEC 94623

(Michele) *200 swing*
12/13/02

Boyle Deputo
1-800-424-9393

Burton ID 982 12/14/02

1-800-239-2536

**ADVANCE
MACHINING & HYDRAULICS**

P.O. Box 220 • Peach Creek, WV 25639
PHONE: (304) 752-6993

*Called Ford Motor
on 12-12-02 talked
to Lisa IP No. 2492.*

9:00

5:00

COPY

Henrich

IP NO. 2077 12/17/02

Lisa 12/12/02



Advance Machining & Hydraulics, Inc.
P O Box 220
Peach Creek, WV 25639
(304) 752-6993

January 21, 2003

State of West Virginia
Office of the Attorney General
Darrell V. McGraw, Jr.
Consumer Protection Division
P O Box 1789
Charleston, WV 25326-1789

Re: Complaint of 1/21/03

Dear Mr. McGraw,

Please find enclosed a copy of your office's complaint form and copies to substantiate my complaints. I feel that I have been wronged and would appreciate your assistance in making it right. This problem has cost me a considerable amount of money, not to mention time and aggravation.

If you need to reach me I can be reached at (304) 752-6993 during the day and (304) 752-6047 in the evenings.

Sincerely,

[Handwritten signature]
[Redacted signature block]

[Redacted signature block]

Owner

COPY

**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).**