



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 1374

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OWNER INFORMATION (Type or Print)

Name _____
Address _____
City SHINGLETOWN State CA Zip Code _____

Daytime Telephone Number _____
Evening Telephone Number
SAME

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorized signature, provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 3/16/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1FTNX21FX4EB14182

Make FORD Model F250 Model Year 2000

Date Purchased 11/17/99 Dealer's Name and Telephone Number CORNING FORD
Original Owner Dealer's City CORNING State CA Zip Code _____
Engine: No: Cylinders 8 Fuel Type: Diesel

Transmission Type Auto Antilock Brakes Cruise Control
Powertrain 4X4 - 7.3 Liter Diesel -
Vehicle Component Code 036000 SERVICE BRAKES, HYDRAULIC-ANTILOCK
Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) _____ Failure Mileage 50,000 Failure Speed _____
BRAKES - Front wheel Assemblies
Front ball joints

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 _____ The 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 Yes No Fire Yes No
Number of Persons Injured N/A Number of Deaths N/A 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 STATED WHEN BRAKING, THE VEHICLE VIBRATED VIOLENTLY IN THE FRONT. DEALER WAS NOTIFIED AND REPAIRED WITH ROTORS, 10,000 MILES LATER PROBLEM REOCCURRED. PLEASE ANY ADDITIONAL INFORMATION. NB
to warranty, braking problems - Schwab tire → Refused
in Redding, CA replaced all 4 rotors & brake pads - vibration still there. Finally took vehicle back to dealer - inner front braking seals failed. Bearings went dry - oil thrown through dry seals - saturated brake pads on front rotors - created chatter.

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.

vibration - concern - bearing failure - front unit failure - front wheels come off? Please see attached sheets

Feb 28, 2003

Shingletown, CA

Corning Ford
2280 Short Drive
Corning, CA 96021
(530) 824-5434
(800) 273-3257

2000 Ford Super duty 250 4x4 Pickup

PROBLEM:

- A. Vehicle vibration first showed up on downhill brake application
Now shows up on flat land brake application also
- B. Brake "surge" (like ABS is working) on flat dry road during
Non-emergency stop. Vehicle vibration.

SYMPTOMS:

- A. Whole vehicle vibrates and shakes including steering wheel.
- B. Brake pedal doesn't vibrate, surge or give any indication of
back pressure to pedal.
- C. Passenger can feel vibration and shaking from passenger seat
easily.

HISTORY:

A. New tires-Schwabe-10 ply	10/11/01	43,955 miles
B. Turn Rotors-wheel spin/balance	10/11/01	43,958 miles
C. Alignment-Schwabe	10/17/01	44,243 miles
D. Re-turn rotors	10/17/01	44,243 miles
E. Front rotors turned	12/21/01	50,509 miles
1. Replaced rear rotors	12/21/01	50,509 miles

F. Replace front rotors Raybestos rotors	8/19/02	63,439 miles
G. All 4 rotors "trued" 4 new Ford brake pads(OEM) <u>No Improvement in vibration</u>	1/15/03	73,314 miles

I started trying to correct the vibration in Oct 2001. From the start of the first rotor turn, the vibration was mild but never totally quit and is getting worse.

Possible Causes?

- A. Wheel bearings?
 - B. Right front ball joint is worn?
 - C. ABS coming on when it shouldn't (vibration not discernible)?
 - D Different tire pressures tried ?- not a lot of difference
 - E. Tire wear-possible broken cord inside?
LT265x75xR16
 - F. When in 4 Wh. Dr. – even without engaging differential- a LOT of movement in front wheels when hubs locked. Wheels are popping and jumping.
- G. Suspension?

UPDATE

MARCH 3, 2003

Finally took vehicle to Corning Ford to see if problem was covered under " extended warranty". It was. The problem is: front brake/locking hub assembly is sealed at the factory. The seals on rear of each front wheel unit dry out over time. The seals then leak and throw the lubricant on the brake rotors and brake pads on only one side of each brake assembly. This condition then makes the brakes drag on one side of the rotor but not on the slippery side. This eventually creates heat which warps the rotors, covers the brake pads with oil and wears out the front ball joints.

If the whole sealed unit goes completely dry, possible brake and wheel failure/lost wheel/tire.