



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 1368

Date Received: 10-JAN-2003
Repository:
Reference No.: 10002517

OWNER INFORMATION (Type or Print)
Name: [Redacted]
Address: [Redacted]
City: BIRMINGHAM State: AL Zip Code: [Redacted]

Daytime Telephone Number: [Redacted] E-mail Address: [Redacted]
Evening Telephone Number: [Redacted]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of a signature, provide your name or address to the vehicle manufacturer.
Signature of Owner: [Redacted] Date: 2/1/03

VEHICLE INFORMATION
17 digit Vehicle Identification Number located at location of windshield on owner's side: 1FTNW21F62EC03029
Make: FORD Model: F250 Model Year: 2002

Date Purchased: 1/10/03 Dealer's Name and Telephone Number: [Redacted] (800-422-2232)
Original Owner: Dealer's City: [Redacted] State: [Redacted] Zip Code: [Redacted]
Engine: No. Cylinders: 8 Fuel Type: Diesel

Transmission Type: Automatic Antilock Brakes: Powertrain: [Redacted]
 Cruise Control
Vehicle Component Code: D10000 STEERING
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION
Incident Date(s): 07-JAN-2003 Failure Mileage: 2600 Failure Speed: 30+

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE
Tire Make: [Redacted] Tire Model (Name or Number): [Redacted] Tire Size (Example P215/65R15): [Redacted]
DOT No. (Example: DOTM19ABC036): [Redacted] Original Equipment Prior Repair Failure Location: [Redacted]
Tire Component Code: [Redacted] Tire Failure Type: [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE
Make: [Redacted] Date Manufactured: [Redacted] Model No./Name: [Redacted]
Seat Type: [Redacted] Installation System: [Redacted]
Child Seat Component Code: [Redacted] Failed Part: [Redacted]

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: [Redacted] Number of Deaths: [Redacted] 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 THE BRAKES WERE BEING APPLIED, THE VEHICLE WOULD PULL TO THE LEFT OR RIGHT. *JB

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.

Attachment to DOT Vehicle Owner's Questionnaire

Date: 2/4/03

I have had four (4) new F250, and one (1) new F350 Ford, 4x4, diesel crewcab pickup trucks during the past nineteen months. They have all had the same brake pull problem.

Truck #1 was purchased on 7/16/01, and was a new 2001, F250. I drove the truck for the normal brake-in period of a thousand miles before putting a heavy load in the bed or towing a trailer. When I loaded the truck, it would pull extremely hard to the right when braking, almost pulling the steering wheel out of my hand. I returned the truck to dealer numerous times and the dealer tried to fix the problem numerous times. After several attempts the dealer was finally able to prevent the truck from pulling to the right, but then the truck started to pull violently to left when braking. During the eight months I owned truck #1, the dealer kept the truck almost 50% of the time. After numerous unsuccessful attempts to fix truck #1, Ford agreed to replace truck #1 with a new 2002, F250 if I agreed to pay the base price difference. I paid the base price difference and obtained truck #2. I drove truck #2 for one day and the truck started to pull left when braking. I returned truck #2 to the dealer several times and the dealer worked on it several times. After several attempts, the problem appeared to have been fixed. Three months later, while I was towing a small ski boat, I had to make an emergency stop. During the emergency stop, truck #2 pulled violently to the left, almost causing a head-on collision with another truck. Luckily there was no collision! The oncoming truck had to go into the ditch to avoid hitting me. The following business day, I contacted the dealer and told them what happened. The dealer said that they wanted to try to fix the problem again. I returned truck #2 to the dealer and the dealer kept it for three weeks without correcting the brake pull problem. Ford agreed to replaced truck #2 with truck #3, a second new 2002, F250. I drove truck #3 for two days and it started to pull violently to the left when braking. After about a week of talking to the dealer, the dealer stated that they would refund my money. Prior to refunding my money, the dealer contacted me and offered to replace truck #3 with truck #4, a new 2003, F350. I conditionally agreed to the offer by saying that I wanted to test drive the 2003 F350 (truck #4) prior to the replacement because I wasn't sure I wanted a truck that large. When test-driving truck #4, and with only 10 miles on the truck's odometer, I simulated a high-speed emergency stop. Truck #4 pulled violently to the left during the simulated emergency stop. I returned truck #4 to the dealer and explained to them what happened. The dealer then stated again that they would refund my money. The following day a Ford engineer called me and told me that they would not refund my money," so I could go buy a Chevrolet". I then contacted a lawyer regarding the situation. The lawyer did some research and discovered that according to Alabama's "Lemon Law", Ford has to either fix or replace the truck. Alabama's "Lemon Law" does not require Ford to refund my money. The Ford engineer has already told me that, "WE DON'T KNOW WHAT IS CAUSING THE BRAKES TO PULL AND WE DO NOT HAVE A FIX FOR BRAKE PULL PROBLEM". So my only recourse was to receive yet another replacement truck. On 1/10/03 I received my third new 2002, F250 pickup (truck #5). I have been driving truck #5 three weeks and it now has begun to pull hard to the left during slow to medium speed stops, and will almost jerk the steering wheel out of my hand during high speed stops. I contacted the dealer on 2/3/03 to inform him of the problem with truck #5. On 2/4/03 the dealer called me and told me to take truck #5 to Town & Country Ford on 2/5/03 to have them test drive and verify the problem.

Truck information is as follows:

Truck #1: A new 2001, F250 4x4 diesel crewcab with Lariat package. VIN 1FTNW21F91ED54588. The truck was delivered to me with 140 miles on the odometer. The brake problem first occurred with approximately 1300 miles on the odometer.

Truck #2: A new 2002, F250 4x4 diesel crewcab with Lariat package. VIN 1FTNW21F62EC03029. The truck was delivered to me with 513 miles on the odometer. The brake problem first occurred with approximately 1000 miles on odometer.

Truck #3: A new 2002, F250 4x4 diesel crewcab with Lariat package. VIN 1FTNW21F52ED40916. The truck was delivered to me with 338 miles on the odometer. The brake problem first occurred with approximately 800 miles on the odometer.

Truck #4: A new 2003, F350 4x4 diesel crewcab with Lariat package. VIN was not obtained. The brake problem first occurred with 10 miles on the odometer.

Truck #5: A new 2002, F250 4x4 diesel crewcab with Lariat package. VIN 1FTNW21F62EC03029. The truck was delivered to me with 606 miles on the odometer. The brake problem first occurred with approximately 2200 miles on the odometer.

The dealership that I bought the truck from is:

Long Lewis Ford of Muscle Shoals
2800 Woodward Ave.
Muscle Shoals, AL 35661
1-800-832-2233

Two other Ford dealerships attempted to correct the brake system malfunctions. The other dealers were:

Long Lewis Ford	Town & Country Ford
2551 John Hawkins Parkway	5041 Ford Parkway
Hoover, AL 35244	Bessemer, AL 35022
205-989-3500	205-491-0000

Please contact me if you need additional information or if you would like to test-drive truck #5. The brake system malfunctions are very serious problems that could get someone killed or hurt, if they haven't already. I have been extremely patient and cooperative with Ford to try to make this process of fixing the trucks go smoothly but Ford doesn't seem to care about my safety and the safety of others. I am enclosing a copy of all of the service records that I have, and an affidavit of my friend that was with me when I test-drove the 2003, F350 (truck #4). This friend has also driven one of the other trucks and could provide collaborating information if desired.

The problem is intermittent and is worse with a load in the bed or when towing a trailer. The problem occurs without warning. The trucks have mainly pulled to the left, but will occasionally pull to the right.

Work
Cell
Home

**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).**