



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

Date Received: 11-FEB-2003 MAR 7
Repository:
Reference No: 54
10007086

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: HOPATCONG State: NJ 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 ALREADY REPORTED TWICE
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner: _____ Date: 1/1/03

VEHICLE INFORMATION

Vehicle Identification Number: 1FTNF21L8YEE01397
Make: FORD Model: F250 Model Year: 2000
Date Purchased: 9/28/00 Dealer's Name and Telephone Number: HACKETTSTOWN FORD
Engine: V-8 No. of Cylinders: 8 Fuel Type: REGULAR
Original Owner: Dealer's City: HACKETTSTOWN State: NJ Zip Code: 07840
Transmission Type: AUTO Antilock Brakes Cruise Control Powertrain: 4W DRIVE
Vehicle Component Code: 200000 WHEELS Multiple Failure: 1

FAILED COMPONENT(S) / PART(S) INFORMATION

Incident Date(s): 1/1/03 Failure Mileage: 5,385 Failure Speed: 40 MPH

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: _____

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: DRIVER - NECK BACK 0 Number of Deaths: 0 Reported to Police: YES

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).

THE DRIVER SIDE AXLE BROKE *18

SEE ATTACHED CHRONOLOGY w/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.

[REDACTED]
Hopatcong, New Jersey [REDACTED]
March 19, 2003

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590

Dear Sir:

Re: [REDACTED]
Ford F-250 Truck
Reference No. 10007086

Enclosed please find our questionnaire and all supporting documentation for your review with regard to the above referenced matter. Since this is our second complaint to your office, please refer to all previous correspondence under Reference No. 560655.

Should you have any questions or require any additional information, please feel free to contact us. Thank you for your cooperation and we look forward to hearing from you shortly.

Very truly yours,
[REDACTED]

paf

Enc.

43 CASE NUMBER: 2001-1111
 44 POLICE DEPARTMENT OF: LIVINGSTON
 46 DATE OF COLLISION: 01/11/01
 47 DAY OF WEEK: TH
 48 TIME (USE 2400 HRS.): 0637
 49 MUNICIPALITY CODE: 07110
 50 TOTAL KILLED: -
 51 TOTAL INJURED: -
 ACCIDENT OCCURRED ON: #599 N. Mt. Pleasant Ave
 52 ROAD NAME: N. Mt. Pleasant Ave
 53 ROUTE NO. SUFFIX: 15
 54 MILEPOST: -

56 VEH. NO.: 81
 56 POLICY NO.: 420-BT
 58 INS. CODE: 920
 59 VEH. NO.: -
 59 POLICY NO.: -
 58 INS. CODE: X
 PARKED PED BICYCLIST RESPONDING TO AN EMERGENCY HIT & RUN

67 DRIVER NAME: [REDACTED]
 68 DRIVERS FIRST NAME: [REDACTED] INITIAL: [REDACTED] LAST NAME: [REDACTED]
 69 NUMBER AND STREET: [REDACTED]
 70 CITY: HOPATCONG STATE: NJ EXPIRES: 2102
 71 CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED] EXPIRES: [REDACTED]

72 DRIVER'S LICENSE NUMBER: [REDACTED] STATE: NJ DOB: [REDACTED] EYES: 2 H SEX: M
 73 OWNERS FIRST NAME: PNC Leasing Corp. INITIAL: [REDACTED] LAST NAME: [REDACTED]
 74 CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED] EXPIRES: [REDACTED]

75 MAKE AND MODEL: FORD PHUP
 76 YEAR: 88
 77 COLOR: BLUE
 78 VIN NUMBER: 1FTNF21L84EE01307
 79 MAKE AND MODEL: [REDACTED]
 80 YEAR: [REDACTED]
 81 COLOR: [REDACTED]
 82 VIN NUMBER: [REDACTED]

83 VEHICLE REMOVED TO: LIVINGSTON COLLISION
 84 AUTHORITY: 1 OWNER, 2 DRIVER, 3 POLICE
 85 VEHICLE REMOVED TO: [REDACTED]
 86 AUTHORITY: 1 OWNER, 2 DRIVER, 3 POLICE

108 ALCOHOL DATA: TEST GIVEN: [REDACTED] RESULTS 0.0%
 109 HAZARDOUS MATERIAL: ON BOARD: [REDACTED]
 110 USDOT CARRIER NO.: [REDACTED]
 111 ICC CARRIER NO.: [REDACTED]
 112 VEHICLE WEIGHT (GVW): V1: [REDACTED] V2: [REDACTED]

114 ACCIDENT DESCRIPTION: Operator [REDACTED] Strayed while traveling in the right lane on N. Mt. Pleasant Ave (East-bound), an unknown car cut in front of him causing his vehicle to strike Pole # BT 310 LT then come to rest in a snow bank.

115 DAMAGE TO OTHER PROPERTY: NONE
 116 OPER. 118 CHARGE: [REDACTED] 117 CHARGE: [REDACTED]
 119 OPER. SIGNATURE: [REDACTED] 120 BADGE NUMBER: 216 121 STATUS: COMPLETE

17	18	19	20	21	22	23	24	25	26	27	122 NAMES & ADDRESSES OF OCCUPANTS-IF DECEASED DATE & TIME OF DEATH
A	1	1	1	49	H	T	-	0909	-		Driver #1
B	1	1	1	1	1	1	1	1	1	1	
C	1	1	1	1	1	1	1	1	1	1	
D	1	1	1	1	1	1	1	1	1	1	
E	1	1	1	1	1	1	1	1	1	1	

BACKGROUND INFORMATION
2000 Ford F-250 Heavy Duty Pickup Truck

Leased by:

[REDACTED]
Hopatcong, NJ [REDACTED]
[REDACTED]

E-Mail Address at Home: [REDACTED]

Dealer:

Hackettstown Ford
100 Main Street
Hackettstown, NJ 07840
908/852-1933

Mr. Russ Owen, General Manager (2001)

Contact Person:

[REDACTED]
Hopatcong, New Jersey
[REDACTED]

E-Mail Address at Work: [REDACTED]
E-Mail Address at Home: [REDACTED]

Repair Shop:

Automotive Specialties
848 Route 46
Kenil, New Jersey 07847
973/927-0900
Fax #: 973/927-5015

Mr. Joseph Marea, Principal

Insurance Company:

Parkway Insurance Company
1200 East Route 22
Bridgewater, New Jersey 08807
1/800/821-1818, Ext. 3818
Fax #: 908/685-7563

Mr. Phillip Crowell, Manager

Our Policy No.: PPA02159533
Our Claim No.: 0100243



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

400 Seventh Street, S.W.
Washington, D.C. 20590

July 9, 2001

[Redacted]

NSA10.01nj
Ref: 560655

Hopatcong, NJ [Redacted]

Dear [Redacted]

Thank you for your correspondence dated March 21, 2001, concerning the steering gear box, hose clamp and service problems you experienced with your 2000 Ford F250 Truck. We regret any inconvenience our delay in responding to your correspondence may have caused.

The National Highway Traffic Safety Administration (NHTSA) is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. In order for the agency to initiate a safety defect investigation, sufficient data must exist to warrant the expenditure of agency resources. We cannot act on isolated problems or disputes between individual owners and dealers or manufacturer's.

We appreciate the report you have provided. Reports from motorists are a very important source of information for us. Each report is analyzed and compiled into a computerized data system to assist us in identifying safety defects to determine whether an investigation is warranted. A review of our data relative to the steering gear box failure and the broken hose clamps you described revealed insufficient evidence to warrant a defect investigation at this time. However, the information you provided has been entered into our data system. It will be used with other reports to identify safety defect trends that may require our attention.

The Federal Trade Commission (FTC) has jurisdiction over **non-safety defects, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices.** There are three ways you can contact the FTC, by toll free telephone: 1-877-FTC-HELP (1877-387-4357), BY MAIL: Federal Trade Commission, CRC-240, Washington DC 20850, and by using the Internet complaint form at <http://www.ftc.gov/ftc/complaint.htm>. Enclosed is a copy of the FTC Fact Sheet on consumer warranty rights, which may be of assistance to you.

If further assistance is needed, please contact Mr. Alberto A. Jimenez, Chief, Information Management Staff, at (202) 366-5211.

Sincerely,

Kathleen C. DeMeter, Director
Office of Defects Investigations



DOT AUTO SAFETY HOTLINE
888-DASH-2-DOT
888-327-4238



State of New Jersey
DEPARTMENT OF LAW AND PUBLIC SAFETY
DIVISION OF CONSUMER AFFAIR
ALTERNATIVE DISPUTE RESOLUTION UNIT
153 HALSEY STREET, 7TH FLOOR, NEWARK NJ

CHRISTINE TODD WHITMAN
Governor

JOHN J. FARMER, JR.
Attorney General

June 19, 2001

MARK S. HERR
Director

[REDACTED]
Hopatcong, N.J.

Mailing Address:
P.O. Box 45023
Newark, NJ 07101
(973) 504-6100

Re: Ford
File No.: A527-01

Dear [REDACTED]

The office of Consumer Protection has forwarded your correspondence to this unit, the Alternative Dispute Resolution ("ADR") Unit, for assistance in resolving your matter. It is expected that this issue can be best handled through the mediation process.

Our mediation is offered as a free public service. We rely on the voluntary cooperation of the disputing parties to settle their differences with the assistance of a trained, impartial, volunteer mediator. Although we make no final decision regarding the issues and cannot compel either party to reach a settlement, experience has shown that the involvement of the ADR Unit creates a climate that is favorable to resolution and the majority of our cases are successfully concluded. We are enclosing a brochure that will give you a more complete picture of the process.

Your case has been assigned to volunteer Mediator Jules Hoffman who is available only on **Wednesdays** between the hours of 12:30 pm - 4:00 pm, and can be reached at (973) 504-6100.

So that your case, as well as other matters, can be handled expeditiously, please keep us up to date of all developments. In addition, if you haven't already provided a daytime telephone number, please be sure to do so now.

We look forward to getting back to you shortly.

Sincerely,

Linda Palma
Assistant Director

LP/dsw
Brochure enclosed



State of New Jersey
DEPARTMENT OF BANKING AND INSURANCE
OFFICE OF THE INSURANCE CLAIMS OMBUDSMAN
PO BOX 472
TRENTON, NJ 08625-0472

DONALD T. DI FRANCESCO
Acting Governor

Tel (609) 292-5360
Fax (609) 292-2431

KAREN L. SUTER
Commissioner

April 3, 2001

File# 01-41168

[REDACTED]
Hopatcong, NJ [REDACTED]

RE: Ford Motor Company
2000 Ford F-250

Dear [REDACTED]

We are in receipt of your correspondence dated March 21, 2000 with regard to the above captioned matter.

Please be advised that the Office of the Insurance Claims Ombudsman, a unit within the New Jersey Department of Banking and Insurance, has jurisdiction only over insurance contracts that are issued or issued for delivery in the State of New Jersey by licensed insurance carriers. We do not, unfortunately, maintain any authority over Ford Motor Company.

Although we have memorialized your complaint in our records, we have also taken the liberty of forwarding your grievance to the following agency that may be in a position to assist in this matter:

Office of the Director
New Jersey Division of Consumer Affairs (NJDCA)
124 Halsey Street
Newark, NJ 07102

Although we regret that we are not in a position to intervene, we trust that NJDCA will properly pursue your concerns.

Ford Motor Company,

Rec #12/01

Consumer Affairs

Sent U. S. Certified Mail

March 29, 2001

[REDACTED]
Hopatcong, NJ [REDACTED]

RE: 2000 Ford F-Series
1FTNF21L8YEE01397

Dear [REDACTED]

This letter is in response to your correspondence dated March 20, 2001 to Jacques Nasser.

Customer satisfaction is one of the primary objectives of Ford Motor Company. We commit substantial resources and diligent efforts in a sincere attempt to address the concerns of our customers. However, limits must be placed on those efforts. We regret not being able to assist you further; our review indicates that the previous determination is appropriate. Therefore, we will not make any adjustments or revisions to our earlier decision.

Thank you for the opportunity to consider your request.

Respectfully yours,


Kelly T. Shack
Consumer Affairs



[REDACTED]
Hopatcong, New Jersey [REDACTED]
March 28, 2001

**CERTIFIED MAIL,
RETURN RECEIPT REQUESTED**

Ford Motor Company
ATT: Pat Doran
Crossroad Corporation Center
1 International Boulevard
Suite 1101
Mahwah, New Jersey 07495

To Whom It May Concern:

Re: 2000 Ford F-250 Pickup Truck

We believe that the above named vehicle is a "lemon" under the New Jersey Lemon Law (N.J.S.A. 58:12-29 TO 58:12-49). We are hereby making a written demand for relief under the Lemon Law.

A 2000 Ford F-250 Heavy Duty Pickup Truck with a regular cab, Vehicle I.D. No. #1FTNF21LBYEEO1397, was leased on September 23, 2000 from the Hackettstown Ford Dealer, 100 Main Street, Hackettstown, New Jersey 07840. Since that date, the truck has been returned to the dealership on two separate occasions due to "broken parts." In addition, it was involved in an accident on January 11, 2001 as a result of a "broken steering mechanism" and, as of this date, has yet to be repaired because the Ford Motor Company was unable to supply parts. This vehicle has been out of service for repairs for a total of 75 days. The current mileage on this truck is 5,800 miles.

Please review the enclosed Background Information and Chronology of Events. This describes in detail exactly what has transpired since inception of this lease. Also included are invoices from Hackettstown Ford and a work order from Automotive Specialties highlighting the problem regarding parts. (Additional documentation from this shop can be supplied if needed.)

Since these defects substantially impair the use, value or safety of this vehicle, we are hereby allowing you one final opportunity to repair this vehicle. If these repairs are not completed within 10 calendar days of receipt of this letter, I am entitled to a refund calculated in accordance with the Lemon Law.

We look forward to hearing from you soon. You can reach Patricia Freda between the hours of 8:30 A.M. and 4:00 P.M. at [REDACTED] and in the evening we can both be reached at [REDACTED]

Sincerely,

[REDACTED]

pat

Enc.

Ford Motor Company

rec. 3/19/01

Consumer Affairs

Sent Via Certified Mail

March 14, 2001

[REDACTED]
Hopatcong, NJ [REDACTED]

RE: 2000 Ford F-Series
VIN: 1FTNF21L8YEE01397


Dear [REDACTED]

Thank you for contacting us regarding your 2000 Ford F-Series.

Customer satisfaction is one of the primary objectives of Ford Motor Company and we try to make every attempt to ensure that our owners are satisfied. We recognize the importance of retaining your confidence in us after the purchase. We understand, however, that this matter was turned over to your insurance company and they are paying the claim. Ford Motor Company proposes no further actions. Your insurance carrier may subrogate Ford Motor Company if they determine that Ford Motor Company is responsible.

Thank you for giving us the opportunity to review your concern.

Sincerely,


Kelly T. Shack
Consumer Affairs



