



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

2003

FOR AGENCY USE ONLY 335

Date Received
JUL -3 AM 11:12
22-MAY-2003

Repository
Reference No.
10020443

OWNER INFORMATION (Type or Print)

Name: [REDACTED] Daytime Telephone Number: [REDACTED] E-mail Address: [REDACTED]
Address: [REDACTED] Evening Telephone Number: [REDACTED]
City: SAINT CLOUD State: FL Zip Code: [REDACTED]

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 name or address to the vehicle manufacturer.
Signature of Owner: [REDACTED] Date: 5/20/03

VEHICLE INFORMATION

1F85S31S72HAZ2395 Make: FORD Model: E350 SD Model Year: 2002
Date Purchased: 6 JUN 02 Dealer's Name and Telephone Number: ROLLING HILLS FORD 407-469-4481 Engine: No. Cylinders: V10 Fuel Type: GAS
Original Owner: [X] Dealer's City: CLERMONT State: FL Zip Code: 34711
Transmission Type: AUTO Antilock Brakes: [X] Powertrain: RR DRIVE
Cruise Control: [X] Vehicle Component Code: 030000 SERVICE BRAKES, HYDRAULIC
Multiple Failure: ON GOING

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 6 JUN 02 Failure Mileage: 78 Failure Speed: N/A
THE BRAKES HAVE BEEN A PROBLEM SINCE THE DATE OF PURCHASE

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: DOTMA(SABC036)): [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).

WHEN THE BRAKES BECAME HOT, THE VEHICLE PULLED TO THE RIGHT WHEN BRAKING. THE DEALER STATED IT WAS NORMAL. *JB

PLEASE SEE ATTACHED

Include, if available: Police/Fire Department Report, Photos, and Repair Invoices. 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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

SEE ATTACHED FOR ADDITIONAL INFORMATION AND SERVICE WORK ORDERS.

THIS INFORMATION HAS ALSO BEEN PROVIDED TO THE DISPUTE SETTLEMENT BOARD, PO BOX 5122, SOUTHFIELD MI 48086-5122

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department of Transportation

National Highway Traffic Safety Administration

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

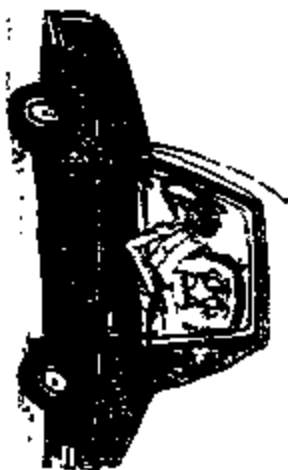
Official Business Penalty for Private Use \$300

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 75173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
DOT Auto Safety Hotline, NSA-10.1
400 7th Street, SW
Washington, DC 20590



VEHICLE OWNER'S QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH2DOT

and dial toll free at

1-888-DASH-2.DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



US Department of Transportation
National Highway Traffic Safety Administration
http://www.nhtsa.dot.gov/vehicle

[Redacted]
 Saint Cloud, FL
 [Redacted]

VIN: 1FBSS31872HA22395, 02E-350SD EXT VAN
Vehicle pulls to the right when braking

Date of Purchase: 06June2002
Selling Dealer: Rolling Hills Ford
Clermont, Fl. 34711
Phone # 407-489-4481

1. **06 June 02, Rolling Hills Ford, SADV: Edith Diaz, miles in 78, miles out 82.**
Vehicle pulls to the right when braking, this happened as I was leaving the dealers lot. I was told the rotors had tire dressing on them. (NOTE: This vehicle has full wheel covers).

2. **05 July 02, Rolling Hills Ford, SADV: Ron Sorensen, miles in 1214, miles out 1231.**
Road tested with Ron, both of us drove. I was told he determined the vehicle was operating as designed and this was the way this van drove. (No one else inspected the vehicle), however he would check with "Danny" the SVC MGR to see if more could be done.

3. **12 July 02, Brondes Ford, Maumee, OH. 43537 (419-887-1511) SADV: Scott Carmen, miles in 2677**
After travelling from FL to OH VIA the Great Smokey Mountain National Park, I had determined that as the brakes heat up the pulling problem got much worse. I stopped at Brondes Ford for a LOF and requested the problem be, once again, checked. The SVCADV drove the vehicle and agreed there appeared to be a problem. He stated it would be a week or ten days before they could schedule an appointment.
I declined.

- 4. 05 Aug 02 (while traveling) approximately 7000 miles I talked to Ron Sorensen, Rolling Hills Ford and was informed that the SVCMMGR had talked to Ford and they would not authorize any additional diagnostic service work under warranty. I informed Ron what I had learned about the heating causing the problem and making the pulling worse. I was informed by Ron that there was nothing more Rolling Hills Ford could do for me.**
- 5. Sept 02, after returning to FL VIA Banff and Jasper National park in the Canadian Rockies, I was more than convinced the problem was heat related. The vehicle was put in storage mid-Sept 02 and I went into the Hospital for major surgery.**
- 6. 21 May 2003, Poffenbaugh Ford, Saint Cloud, FL 34769 (407-892-2141) SADV: Mike & Steve. SVCMMGR: Randy Knapp, miles in 11474, miles out 11478. Vehicle was taken out of storage and taken to Poffenbaugh Ford for an LOF. Requested the brakes be checked, and once again explained the brake heating problem. Mike told me "this was the way these vehicles drove. It's just the nature of the truck"(?).**
I later called the SVCMMGR, Randy and was informed that he remembered the vehicle and had gotten involved with the problem. He stated that he had "done his homework" and had checked with the Ford Hotline. He stated that he had been told to take no action, and that Ford would not allow them to "throw parts at a problem". He further stated that Poffenbaugh Ford could not help me.
- 7. I called Ford's Customer Service 800 number and was told that they realize it is frustrating when things like this happen, but they cannot direct a dealer to take any action. Warranty work must be initiated at dealer level.**
- 8. As of this date all of the diagnostic work that has taken place has been "test drives" and someone taking a "look" while the vehicle was on a lift. No one has left a fingerprint on the tire or wheel assembly.**

**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).**