



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 120

Date Received

Repository ☐

26-SEP-2003
PM 3:02

Reference No.
10040809

OWNER INFORMATION (Type or Print)

Name

Address

City

STONY POINT

State NC

Zip Code

Daytime Telephone Number

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 11/23/03

VEHICLE INFORMATION

Vehicle Identification Number (located at bottom of windshield on driver's side) 1FDWF37F0YEA96470		Make FORD	Model F350	Model Year 2000
Date Purchased 2-2-2000	Dealer's Name and Telephone Number Larry Schrock 828-632-7048		Engine: No. Cylinders 8	Fuel Type: Diesel
Original Owner ☒	Dealer's City Taylorsville	State NC	Zip Code 28681	
Transmission Type Manual	☒ Anti-lock Brakes ☒ Cruise Control	Powertrain	Vehicle Component Code 102000 POWER TRAIN:MANUAL TRANSMISSION	
Multiple Failure: 1				

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 26-SEP-2003	Failure Mileage 31,000	Failure Speed 25 MPH	Clutch Arm, Slave cylinders, Pilot Bearing, Clutch Cover, Release Bearing
--	----------------------------------	--------------------------------	--

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: DOTM15ABC036)	☐ 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), condition(s), 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 STATED THAT WHILE DRIVING ATTEMPTED TO CHANGE GEARS, PUT FOOT ON THE CLUTCH, AND THE CLUTCH WENT ALL THE WAY DOWN TO THE FLOOR. HE MANAGED TO PULL TO THE SIDE, AND HAD VEHICLE TOWED TO THE DEALER. DEALER TOLD CONSUMER THAT GEAR SHIFT WAS GONE. CONSUMER INDICATED THAT HE NEVER LOST CONTROL BECAUSE HE WAS NOT GOING FAST. HOWEVER, HE WAS VERY UNHAPPY BECAUSE THIS IS A 2000 MODEL AND GEARS ALREADY WERE GONE. HE HAD TO PAY \$1527.00 TO HAVE VEHICLE REPAIRED.
*AK

I Enclosed a ~~repair~~ Invoice from Finish line Ford

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.

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

Was driving down road going to work went to change gears.
Clutch pedal went down to floor board & would not come back up.
Was able to roll aside out of road & on coming
Traffic

U.S. 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 73173 WASHINGTON, D.C.

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

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

24 NOV
2003

PIEDMONT

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

**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



U.S. Department of Transportation
National Highway Traffic Safety
Administration
<http://www.nhtsa.dot.gov/defects>



Office of Defects Investigation

2

Complaints

Defect Investigations

Recalls

Service Bulletins

Navigate: ODI Home » Complaints » Search » Results List

■ Complaints

- » Search
- » File a Complaint

■ Defect Investigations

- » Search

■ Recalls

- » Search

■ Service Bulletins

- » Search

■ Downloads

■ EWR Information

■ Sitemap

■ Contact

1-888-DASH-2-DOT
(1-888-327-4236)

The Office of Defects Investigations works continuously to be responsive to users of its information and to ensure data quality. Recently, ODI deployed an enhanced information system that reclassified certain information by product and/or component in anticipation of the Early Warning Reporting submissions by manufacturers. Thank you for your patience while we are perfecting the system. If you have any questions about the information you receive, please contact ODIDATA@nhtsa.dot.gov.

Search Results

Report Date **September 18, 2003 at**
: **02:55 PM**

TYPE : VEHICLE

YEAR : 2001

MAKE : FORD

MODEL : F350 SUPER DUTY

Results : 1 | All records displayed

Make : FORD

Model : F350
SUPER DUTY

Year : 2001

Crash : No

Fire : No

Number of
Injuries: 0

ODI ID Number : 10033445

Date of Failure:
August 17, 2003

Component: POWER TRAIN:CLUTCH ASSEMBLY

Summary:

MULTIPLE FAILURES OF CLUTCH MASTER/SLAVE CYLINDER ASSEMBLIES. TOLD BY THE DEALER THAT THE FAILURES ARE PROBABLY DUE TO OTHER PROBLEMS IN THE CLUTCH. I REPLACED MY CLUTCH AND FOUND A SIEZED PILOT SHAFT BEARING, DAMAGE TO FLYWHEEL, AND BAD CLUTCH PRESSURE PLATE. *AK

☐ Check to Request Research. Submit below.

Summary:

WHEN COMING TO A STOP OR SHIFTING THE CLUTCH WILL NOT DISENGAGE, AND THE PEDAL STAYS ON THE FLOOR -- MULTIPLE INCIDENTS. *AK

☐ Check to Request Research. Submit below.

Make : FORD **Model :** F350 SUPER DUTY **Year :** 2002

Crash : No **Fire :** No **Number of Injuries:** 0

ODI ID Number : 10025409 **Date of Failure:** June 1, 2003

Component: POWER TRAIN:CLUTCH ASSEMBLY

Summary:

WHEN COMING TO A STOP OR SHIFTING THE CLUTCH WILL NOT DISENGAGE, AND THE PEDAL STAYS ON THE FLOOR -- MULTIPLE INCIDENTS. *AK

☐ Check to Request Research. Submit below.

[NHTSA Home](#) | [ODI Home](#) | [Complaints](#) | [Defect Investigations](#) | [Recalls](#) | [Service Bulletins](#)





Office of Defects Investigation

2

Complaints

Defect Investigations

Recalls

Service Bulletins

Navigate: ODI Home » Complaints » Search » Results List

■ Complaints

- » Search
- » File a Complaint

■ Defect Investigations

- » Search

■ Recalls

- » Search

■ Service Bulletins

- » Search

■ Downloads

■ EWR Information

■ Sitemap

■ Contact

1-888-DASH-2-DOT
(1-888-327-4236)

The Office of Defects Investigations works continuously to be responsive to users of its information and to ensure data quality. Recently, ODI deployed an enhanced information system that reclassified certain information by product and/or component in anticipation of the Early Warning Reporting submissions by manufacturers. Thank you for your patience while we are perfecting the system. If you have any questions about the information you receive, please contact ODIDATA@nhtsa.dot.gov.

Search Results

Report Date **September 18, 2003 at**
: 03:00 PM

TYPE : VEHICLE

YEAR : 2002

MAKE : FORD

MODEL : F350 SUPER DUTY

Results : 3 | All records displayed

Make : FORD

Model : F350
SUPER DUTY

Year : 2002

Crash : No

Fire : No

Number of
Injuries: 0

ODI ID Number : 10025407

Date of Failure:
May 20, 2003

Component: POWER TRAIN:CLUTCH ASSEMBLY

Summary:

WHEN COMING TO A STOP OR SHIFTING THE CLUTCH WILL NOT DISENGAGE, AND PEDAL STAYS ON THE FLOOR. *AK


☐ Check to Request Research. Submit below.

Make : FORD

Model : F350
SUPER DUTY

Year : 2002

Crash : No

Fire : No

Number of
Injuries: 0

ODI ID Number : 10025408

Date of Failure:
May 26, 2003

Component: POWER TRAIN:CLUTCH ASSEMBLY

**Office of Defects Investigation**

2

Complaints**Defect Investigations****Recalls****Service Bulletins****Navigate:** [ODI Home](#) » [Complaints](#) » [Search](#) » [Results List](#)**Complaints**

- » [Search](#)
- » [File a Complaint](#)

Defect Investigations

- » [Search](#)

Recalls

- » [Search](#)

Service Bulletins

- » [Search](#)

Downloads**EWR Information****Sitemap****Contact**

1-888-DASH-2-DOT
(1-888-327-4236)

The Office of Defects Investigations works continuously to be responsive to users of its information and to ensure data quality. Recently, ODI deployed an enhanced information system that reclassified certain information by product and/or component in anticipation of the Early Warning Reporting submissions by manufacturers. Thank you for your patience while we are perfecting the system.

If you have any questions about the information you receive, please contact ODIDATA@nhtsa.dot.gov.

Search Results

Report Date **September 18, 2003 at**
: 02:48 PM

TYPE : **VEHICLE**

YEAR : **1999**

MAKE : **FORD**

MODEL : **F350 SUPER DUTY**

Results : 1 | All records displayed

Make : **FORD**

Model : **F350
SUPER DUTY**

Year : **1999**

Crash : **No**

Fire : **No**

Number of
Injuries: **0**

ODI ID Number : **10026797**

Date of Failure:

Component: **POWER TRAIN:CLUTCH ASSEMBLY**

Summary:

CONSUMER CALLED COMPLAINING ABOUT HAVING CLUTCH PROBLEMS. STATED THAT WHILE DRIVING AND STEPPING ON THE CLUTCH, CLUTCH WILL NOT COME OUT, AND THE VEHICLE KEEPS ON RUNNING BY ITSELF.*AK

[REDACTED]

☐ Check to Request Research. Submit below.

[REDACTED]

1-888-327-4236



Office of Defects Investigation

Complaints - Search Results

1 Records Displayed.

Report Date : September 17, 2003 at 08:22 PM

TYPE : VEHICLE

YEAR : All Years

MAKE : FORD

MODEL : F350 SUPER DUTY

Make : FORD

Model : F350 SUPER DUTY

Year : 2000

Crash : No

Fire : No

Number of Injuries: 0

ODI ID Number : 10005503

Date of Failure: January 14, 2003

Components POWER TRAIN:CLUTCH ASSEMBLY:PEDAL/LINKAGE

Summary:

CLUTCH RELEASE BEARING (THROW OUT BEARING) ACTUATOR ARM FAILURE RESULTING IN MOVEMENT OF VEHICLE WHILE CLUTCH PEDAL IS DEPRESSED THIS IS THE SECOND FAILURE OF THE SUBJECT PART IN THE LIFE OF THIS SERIAL NUMBER TRUCK. THE FIRST OCCURRED AT APX. 37,000 MILES; THE SECOND AT APX. 95,000 MILES. BOTH REPAIRS WERE COMPLETED USING OEM PARTS. I AM IN POSSESSION OF THE SECOND FAILED PART AND WILL MAKE IT AVAILABLE FOR INSPECTION UPON REQUEST. THIS FAILURE IS A MAJOR SAFETY ISSUE AS THE POWER TRAIN CAN NOT BE INTERRUPTED BY NORMAL MEANS. THAT IS, ONE NORMALLY DEPRESSES THE CLUTCH PEDAL TO INTERRUPT POWER TRANSMISSION AND APPLIES BRAKE ACTION TO STOP THE VEHICLE. WHEN THE SUBJECT ARM FAILS, ONE DEPRESSES THE CLUTCH PEDAL AND THE VEHICLE CONTINUES MOVEMENT, CAUSING AN INHERENT REACTION DELAY TO ASSES THE ABNORMALITY, SUBSEQUENTLY FOLLOWED BY APPLICATION OF BRAKE PRESSURE TO STOP THE VEHICLE, CAUSING A SIGNIFICANT BIND IN THE TRANSMISSION, RESULTING IN THE INABILITY TO MOVE THE TRANSMISSION SHIFTER OUT OF GEAR, THEN ONE MUST EITHER TURN OFF THE IGNITION OR APPLY BRAKE PRESSURE OF SUFFICIENT FORCE TO STALL THE ENGINE; ALL OF WHICH HAS CONSUMED AND EXCEEDED A REASONABLY PLANNED STOPPING DISTANCE. THE RESULTING DELAY MAY RESULT IN INJURY OR DEATH OF BY STANDERS, SHOULD THEY BE PINCHED BETWEEN THE FAILURE VEHICLE AND A STATIONARY OBJECT. THE OPERATING NATURE OF A TRUCK OF THIS DESIGN INCREASES THE RISK OF INJURY OR DEATH, FOLLOWING THE DESCRIBED FAILURE. THE MANUFACTURER MARKETS THIS TRUCK TO COMMERCIAL OPERATORS AND ONE WILL ROUTINELY FIND THE VEHICLE EMPLOYED ON WORK SITES AND SIMILARLY CONGESTED AREAS. THIS FAILURE LEAVES THE TRUSTING AND CAPABLE OPERATORS OF THIS VEHICLE AND UNSUSPECTING BY-STANDERS AT RISK OF INJURY OR DEATH; WHILE AT PLAY OR ON THE WORK PLACE.



Important: If the link above is flashing, you have been selected as a Winner! [Claim Here](#)

The Complaint Station for Ford

[[View Complaints Archive](#) | [Search Archive](#) | [Post Your Complaint](#) | [Reply](#) | [Next](#) | [Previous](#) | [Up](#)]

1999 Ford F-350 Diesel Pick-Up Standard Clutch Problem

From: [REDACTED]
EmailId: [REDACTED]
Category: Services
ComplaintResolution: Complaint
CompanyName: QuinLin Consulting, Ltd.
TopicName: Ford F-350
CompanyAddress: 10070 Western Reserve Rd.
CompanyCity: Canfield
CompanyState: Ohio
CompanyZipcode: 44406
Country:
CompanyDivision: n/a
CompanyDepartment: n/a
Date: 11/23/00
Time: 3:05:21 PM

Comments

I have a 1999 Ford F-350. At 29,000 miles the clutch smelled like it was burning and I could not shift. I took it into Dick Sabo Ford in Mt. Vernon, Ohio. It was there for a week, when I picked it up, they gave me paperwork stating that the clutch was replaced. I drove it for the summer, and once again started having trouble with the clutch when I was on the road. I took it into Tiffin Ford (had 80,000 miles on it). They took it all apart, it was there for a week, they replaced the entire clutch, but when they took the old one out, they discovered that the clutch disc had been installed backwards. I contacted Dick Sabo Ford and spoke with Joe Sabo. He told me that they did NOT replace the clutch disc. He told me that the technician said he only replaced the clutch lines, etc. He said that even though our paperwork said the clutch disc was replaced, that it must have been a mistake - it never was. He denies ever taking it out of the truck. He says it must have been put in that way at the factory. He refuses to reimburse us for the cost to have the clutch replaced because he says he never worked on the clutch disc. He said since it must have been put in that way at the factory, he would have Ford reimburse us. It cost us almost \$800.00 to have the work done at Tiffin Ford and another \$160.00 for me to rent a truck so I could work that week. I had to stay an extra two nights at a hotel in Tiffin at \$140.00. I feel that if that clutch disc had not been put in backwards, I would not have had to go through that whole experience, not to mention the out of pocket expense I had in paying to have it repaired (for the second time). There is no reason in my mind that a heavy duty truck like that

should have to have three clutches in 80,000 miles. I trust that Ford will do the right thing here and resolve this for us and reimburse us for the repair. I just ordered a new 2001 Ford F-350. If this is not resolved, I will have to be forced to cancel my order and go to a Company that will stand behind the products they sell. (I have the clutch disc that was taken out of the truck. I spent a whole day and drove it down to Mt. Vernon - 3 hours from where I live so they could see what it looked like. It was all chipped and worn where it had been rubbing on the fly wheel). Please let me know if this can be resolved. Thank you very much, [REDACTED]

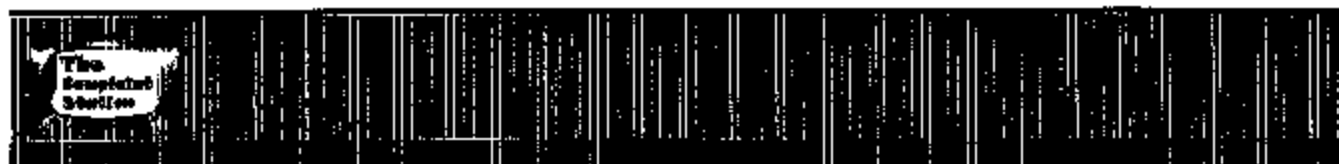
Last changed: July 07, 2001

Home	About TCS	TCS Help	This Works	Tips For You	Recalls	Free Stuff
----------------------	---------------------------	--------------------------	----------------------------	------------------------------	-------------------------	----------------------------

Please do not send complaints to the email address below because they will not be posted. Instead, go to our home page to search the alphabet and find the letter of the company or topic you are looking for. If you cannot find what you are looking for go to [add a Complaint Station](#). You are responsible for filing your own complaint at the appropriate site! Please send only comments, questions or suggestions to: Complain@TheComplaintStation.com. Thank you!

Disclaimer: The Complaint Station, aka TCS purpose is to provide an Internet forum for lodging complaints and to provide a research facility on previous complaints. TCS is not affiliated in any way with the companies listed as Complaint Stations wherein complaints are filed. We are not responsible for content or any information posted to these sites, including but not limited to any personal information that you, the complainant include in your complaint. We do not act as an arbitrator between the complainant filed herein and the company or topic named within each complaint station. TCS also reserves the right to remove any postings at management's discretion for any reason including but not limited to vulgar language. Obtaining email addresses posted here to facilitate solicitation or advertising is prohibited. All violators will be civilly accountable for violating this policy.

Copyright © 1998 The Complaint Station. All rights reserved. Revised: November 23, 2000



The Complaint Station for Ford

[[View Complaints Archive](#) | [Search Archive](#) | [Post Your Complaint](#) | [Reply](#) | [Next](#) | [Previous](#) | [Up](#)]

clutch plate on 99 f350 4x4 power stroke

From:
Emailid:
Category: Products
ComplaintResolution: Complaint
CompanyName:
TopicName: ford clutch
CompanyAddress: 4704 Paseo Fortuna
CompanyCity: PALMDALE
CompanyState: CA
CompanyZipcode: 93551
Country: USA
CompanyDivision:
CompanyDepartment:
Date: 2/10/01
Time: 9:23:06 PM

Comments

my clutch plate bent now it is in for repairs i have 48000 miles on it .a friend has the same truck and had the same problem at 44000 miles. if you have had this problem or know of any one please let me know tom cass palmdale ca warthogiii@aol.com

Last changed: July 07, 2001

Home	About TCS	TCS Help	This Works	Tips For You	Recalls	Free Stuff
----------------------	---------------------------	--------------------------	----------------------------	------------------------------	-------------------------	----------------------------

Please do not send complaints to the email address below because they will not be posted. Instead, go to our home page to search the alphabet and find the letter of the company or topic you are looking for. If you cannot find what you are looking for go to [add a Complaint Station](#). You are responsible for filing your own complaint at the appropriate site! Please send only comments, questions or suggestions to: Complain@TheComplaintStation.com. Thank you!



The Complaint Station for Ford

[[View Complaints Archive](#) | [Search Archive](#) | [Post Your Complaint](#) | [Reply](#) | [Next](#) | [Previous](#) | [Up](#)]

Re: CLUTCH PROBLEMS FOR FORD F450'S

From: [REDACTED]
Emailed: [REDACTED]
Category: Services
ComplaintResolution: Complaint
CompanyName: ITI
TopicName: 99 F-350 clutch
CompanyAddress: p.o. box 55
CompanyCity: westerngrove
CompanyState: ar
CompanyZipcode: 72685
Country:
CompanyDivision:
CompanyDepartment:
Date: 5/7/2001
Time: 8:27:59 PM

Comments

I have a F350 that had a problem with the pilot shaft bearing. I took the truck to my local dealer, and told them I had a driveline noise that I wanted them to check. After two visits, while under warranty, I was told each time that it was common for this truck to have some, "road noise," and not to worry about it. Well, needless to say, I drove 3 states away and the pilot bearing let loose a domino effect which took out the clutch, pressure plate, and the flywheel. all to the tune of \$1000.00 and 2 days of lost wages. So, I then returned to the hometown dealer with my box of "road noise" and asked them for ANY type of compensation. They then proceeded to tell me the items were not covered under my warranty. I thought they were a little harsh because their ASE Certified Mechanic said there was not a problem. If my truck was correctly diagnosed as a bad pilot bearing in the first place, the repair on my truck would not have been so steep. The Ford shop manager was no help, and Ford customer service was to no avail either. I think I'll just have to eat this repair as a lesson well learned. Funny how the Ford part dept. has 3 separate clutches for a truck that was made in 1999!! Any info on how to make this right would be greatly appreciated.

Last changed: July 07, 2001

Home	About TCS	TCS Help	This Works	Tips For You	Recalls	Free Staff
----------------------	---------------------------	--------------------------	----------------------------	------------------------------	-------------------------	----------------------------

Please do not send complaints to the email address below because they will not be posted. Instead, go to our home page to search the alphabet and find the letter of the company or topic you are looking for. If you cannot find what you are looking for go to add a Complaint Station. You are responsible for filing your own complaint at the appropriate site! Please send only comments, questions or suggestions to: Complain@TheComplaintStation.com. Thank you!

Disclaimer: The Complaint Station, aka TCS purpose is to provide an Internet forum for lodging complaints and to provide a research facility on previous complaints. TCS is not affiliated in any way with the companies listed as Complaint Stations wherein complaints are filed. We are not responsible for content or any information posted to these sites, including but not limited to any personal information that you, the complainer include in your complaint. We do not act as an arbitrator between the complainer filed herein and the company or topic named within each complaint station. TCS also reserves the right to remove any postings at managements discretion for any reason including but not limited to vulgar language. Obtaining email addresses posted here to facilitate solicitation or advertising is prohibited. All violators will be civilly accountable for violating this policy.

Copyright © 1998 The Complaint Station. All rights reserved. Revised: May 07, 2001

**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).**