



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 100161

Date Received

2004 NOV 11

Repository ☐

Reference No.
10046680

OWNER INFORMATION (Type or Print)

Name

Address

City

VERO BEACH

State FL

Zip Code 32961

Daytime Telephone Number

Evening Telephone Number

E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of your signature, your name or address to the vehicle manufacturer.
Signature of Owner ☒ YES ☐ NO Date 11/11/04

VEHICLE INFORMATION

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

1FTSW31FXXEB87966

Make

FORD

Model

F350 SUPER DUTY

Model Year

1997

Date Purchased

Dealer's Name and Telephone Number

Engine:

No. Cylinders

8

Fuel Type:

Diesel

Original Owner

☒ Yes

Dealer's City

State

Zip Code

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Vehicle Component Code

103000 POWER TRAIN: AUTOMATIC TRANSMISSION

Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

Failure Mileage

Failure Speed

50

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

FIRESTONE

Tire Model (Name or Number)

STEELTEX AT

Tire Size (Example P215/65R15)

LT265/75R16

DOT No. (Example: DOTM19AB0038)

☒ Original Equipment

☐ Prior Repair

Failure Location: DRIVER SIDE-REAR- Front

Tire Component Code

190000 TIRES

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

0

Number of Deaths

0

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)).

A RATTLING NOISE CAN BE HEARD COMING FROM THE AUTOMATIC TRANSMISSION. THE FLUIDS WERE CHANGED BUT THE NOISE CAN STILL BE HEARD. ALSO, THERE IS A TIRE COMPLAINT. THE LEFT-REAR TIRE DISINTEGRATED WHILE DRIVING 50 MPH. *AK

Front

see attached sheets for tires and transmission problems.

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-578) 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.

9-18-02

Ford Motor Company
16800 Executive Plaza Dr.
P.O. Box 6248
Dearborn, Mich., 48121
Attn: Bill Ford

RE: 1999 Ford F-350 Super Duty Powerstroke Automatic

Dear Mr. Ford,

I have seen you and your commercials on TV about how good and tuff the Ford trucks are and how long they last. It looks impressive to the general public, but, I along with a number of other owners I have talked with and read about, have a different idea of the trucks and Quality Care.

I own the above captioned truck. I noticed a roughness getting worse between 39 and 45 MPH. I stopped by the local Ford dealership and talked with the Service Advisor and he said it needed the transmission fluid and filter changed at 30,000 miles. It had less than 37,000 miles when I talked with him. Since I was driving my Tempo and did not have my truck with me, I told him I would bring it back. A couple of days later, I was in Orlando, (2 hours away), on business, then stopped by to see a friend who has a garage and works on diesels, especially Powerstrokes since he owns one, and he said he would change the fluid and filter if I paid for the supplies and not labor. When he dropped the pan, he called me into the shop and showed me metal chips and metallic residue in the bottom. He took a sample for an oil analysis, changed the fluid and filter and said to watch it. He had his transmission changed 2 times before 20,000 miles. He sent the analysis off and I headed back to Vero Beach. I got a call and had to go north on a family medical emergency for a week, my father had to have surgery and my brother in law had 2 strokes. When I returned, the analysis was back, copy attached. I took the report to the dealer and the service advisor took me into the shop to talk with the mechanic that worked on transmissions. They both said they did not know what the analysis was and all they could do was put the gauges on it and see what happened. I dropped my truck off on a Wednesday morning, told them I may have to go back north because of the family problems. They said they would get right on it and call me. I did not hear anything and Saturday when I was in town, I drove by the dealership and saw my truck in the lot. I stopped and the Customer Relations woman was there and said she did not know what was going on and apparently they did not find anything with the gauges and DID NOT pull the pan. She said it had been driven 16 miles and they could not duplicate the problem. She told me the truck had a lot of power and it looked like it was set up to drag because of the gauges I have installed. What she was talking about, was a turbo boost gauge, egt and transmission differential gauge that is not hooked up yet. Not a very qualified opinion to me. I towed a 21 ft. fiberglass pontoon boat 4 times before it was sold, other than vacation trips up to 4,000 miles, the truck is used 90% of the time driving around town with NO LOAD. I called the service advisor Monday afternoon and he said he had not talked with the service manager yet. Since it was out of warranty and Ford would not pay anything on it, he said to drive it until something happened. After hearing that, I told him I would pick up my truck. Since all this has happened, I have researched and found that a number of other owners have had this same type of problem with their vehicles. It kind of sounds like another Firestone Tire episode, wait until a lot of lives have been taken, then do something. I have lived in this town since 1966 and have dealt with this dealership a few times. It seems the first question they ask, even other dealers, "did you purchase the vehicle here?" If not, you are not given as much priority or price breaks. Not a good reputation for my dealership, Ford or any other. About a year ago I stopped by a Chevy dealership to let a friend look at a car. A salesman walked over before we could get out and said, "you ready to get a Duramax before your transmission stops completely?" I thought it was just a smart remark, guess he knew a lot more than I did at that time. It is too bad that you have a good product with such a weak area that could be fixed for just a little more money, I don't think the shareholders would mind that much. I have found a couple of

aftermarket people that build a stronger transmission and torque converter, looks like Ford could do the same and really give the so called Super Duty a real good name for itself. When I ordered my truck, I had plans of getting a camper. After looking at the report and seeing the chips in the bottom of the pan and not hauling anything, makes me wonder if it is a good idea.

A little background about me: When I came to Fla., I worked at an International Harvester company as a mechanic on semi trucks, other vehicles and grove equipment, then moved into parts, sales and service.

Moved to Vero Beach starting to work in the Aviation business. Manufacturing, production, assembly, 6 years research and development as a class A mechanic along with instrumentation and structural analysis; issued Delegation Option Authorization by the Federal Aviation Administration, to certify aircraft as air worthy before deliver to the customer; 12 years quality control management; 6 years as a test pilot; 2 years Legal department/Engineering department as an Accident Investigation manager working in the field a lot with the Federal Aviation Administration and the National Transportation Safety Board on accidents.

I understand that price and service in a product is important to the bottom line, but a little more can make a big difference in the long run.

Thank you for your time.

[REDACTED]

Vero Beach, Fl [REDACTED]
[REDACTED]

UNIT # 1
 COMPONENT AUTOMATIC TRANSMISSION
 SERIAL # 1FTSW35X8M1316260
 MAKE, MODEL, YEAR FORD F350 1999
 DISPLACEMENT 7.3 L

VIS. GRADE
 SUMP CAPACITY
 MAKE UP OIL
 TYPE OF FILTER
 LAST FILTER CHANGE

ATF
 NOEN
 FACTORY
 NONE

Oil Analyzers

2208 WINTER STREET • SUPERIOR, WISCONSIN 54880
 TEL: 715-395-0222 • FAX: 715-395-0222

UNIT DATA					PHYSICAL PROPERTIES						OIL DEGRADATION									
SAMPLE #	DATE SAMPLED	COMPONENT	OIL	OIL CHNG.	GLY COL	% WATER	% FUEL	VISCOSITY		% SOLIDS	SOOT	% OXD	% NOX	TBN	TAN					
20020805002	7/25/2002	37000/M	37000/M	Y	NEG	<0.05	NA	NA	4.9	TR	NA	5.6	<1.0	NA	0.38					
SPECTROGRAPHIC ANALYSIS (PPM*)																				
Fe	Cr	Pb	Cu	Sn	Al	Ni	Ag	Mn	Si	B	Na	Mg	Ca	Ba	P	Zn	Mo	Ti	V	Cd
Iron	Chromium	Lead	Copper	Tin	Aluminum	Nickel	Silver	Manganese	Silicon	Boron	Sodium	Magnesium	Calcium	Barium	Phosphorus	Zinc	Molybdenum	Titanium	Vanadium	Cadmium
153	0	158	486	33	14	12	0	8	25	41	24	0	1138	0	657	461	0	0	0	0

20020805002 RESULTS OF TESTS PERFORMED INDICATE:
 WEAR METAL(S) UNDERLINED ARE ELEVATED
 EXCESSIVE WEAR INDICATED
 CHECK AND REPAIR PROBLEM
 CHANGE OIL AND FILTERS, IF NOT DONE WHEN SAMPLED
 RESAMPLE AT 5000 MILES OR 125 HOURS

BEARING WEAR INDICATED/MISALIGNMENT?

VERO BEACH FL

* COMPONENT IDENTIFICATION MUST BE GIVEN TO GENERATE HISTORY.
 SEE REVERSE FOR EXPLANATION OF TERMS

2-26-04

To Whom It May Concern,

I was driving at 55 mph when the first tire, left front, blew out. I had been on the road about 15 minutes. When it blew out, it caused my truck to go hard to the left. If there had been another vehicle in the left lane, I would have hit it because I was unable to control my truck when it first happened. It felt like the truck went up on the right wheels and was going to tip over. I went off the left side of the road before I could regain control and almost hit a bridge. The tire came apart without any warning. It had a big bang then parts started to fly off.

Since the tire seems to be an odd size and most dealers don't keep them in stock, I could only find one dealer local that had any in stock. I got to GCR Tire Center, 2750 South Kings Highway, Ft. Pierce, FL 34945, telephone 772-489-8473, to purchase a tire. I asked Ken Peterson if there was any problems with this type of tire like the one's on the Ford SUV's. He said no, so the tire was not kept or marked to save and no paper work was filed out. The first tire blow out caused the damage to my truck.

A few weeks later, I had been on the road about 20 minutes and on the Interstate about 5 minutes driving about 55 mph, when I felt the front of my truck starting to jump up and down and move left to right. I pulled over to the side of the road and saw the right front tire separating like the first tire and the tire I had put on the left front was getting bumps and signs of separating also. I returned home, driving about 25 mph. After I got home, I was watching the evening news and saw where there was problems with the same type tire that I have. I called the Department of Transportation and was told that a lot of other people had called and complained about the same problem that I was having. The next morning, I also read in the local newspaper of the same problem. I made a few other telephone calls to Firestone and ended up talking with Gregg MacDonald, claim #828467. He said he would call Mr. Peterson and for me to call him also, to see about getting replacement tires for the two that I was having problems with like the first one. I took my truck back to Mr. Peterson who said that he was told I would still have to pay for the two tires, but he did fill out some paper work per the directions of Mr. MacDonald and kept the two tires and told me they would be sent back to Firestone for evaluation. The only thing I have of the three tires are pictures and two estimates to repair the damage per Mr. MacDonald's instructions. (Pictures, estimates, charges enclosed). I still have two of the same type and age tires which are not showing any problems yet, but the other three tires did not show until they started to fly apart. I am very scared that these two tires are going to cause the same problem as the other three. It is a very bad safety hazard for these tires to blow without any warning.

Any help with this matter would be appreciated.

Thank you,

[REDACTED]
Vero Beach, FL [REDACTED]
[REDACTED]

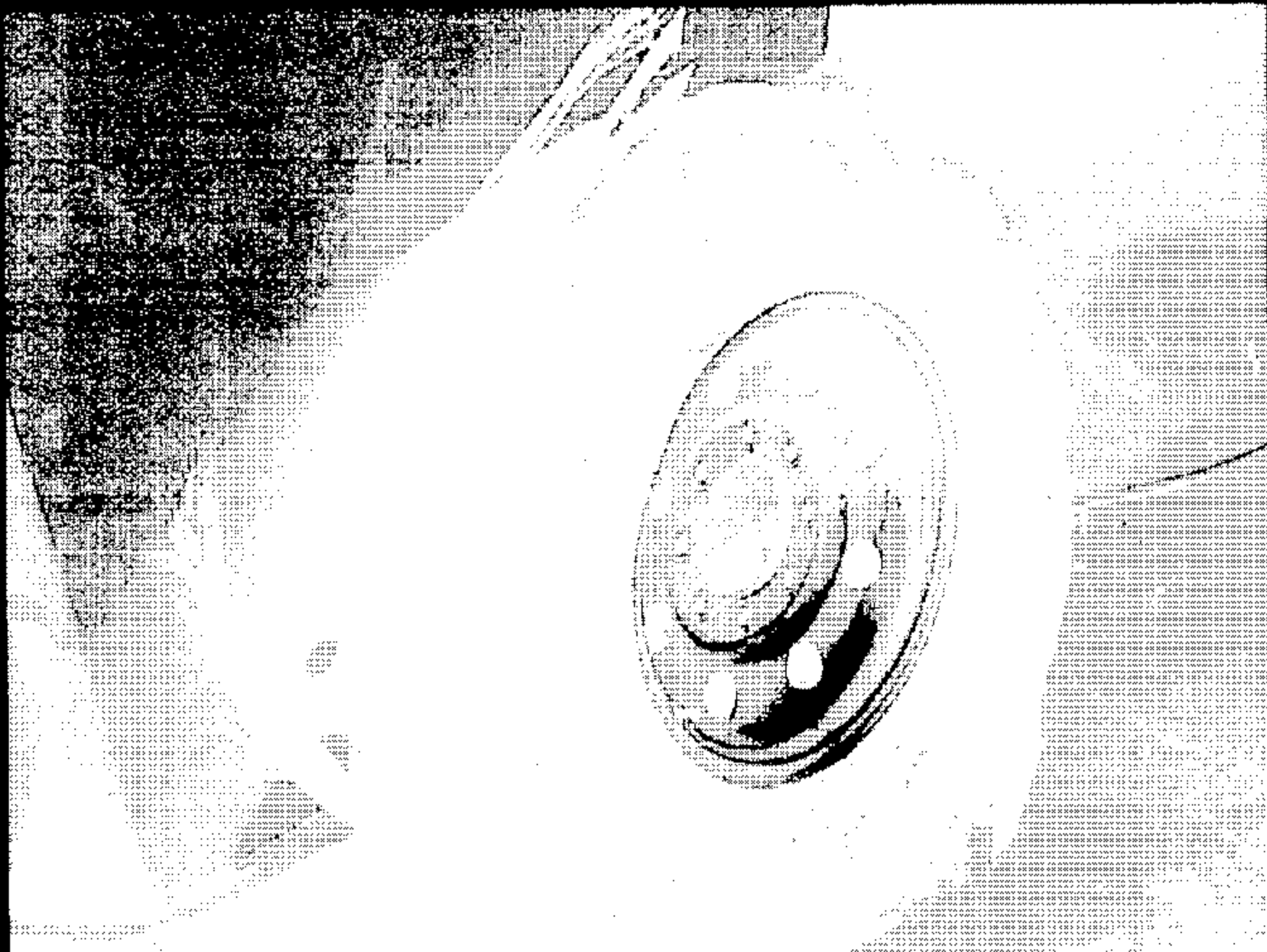
cc:File; Firestone; Department of Transportation

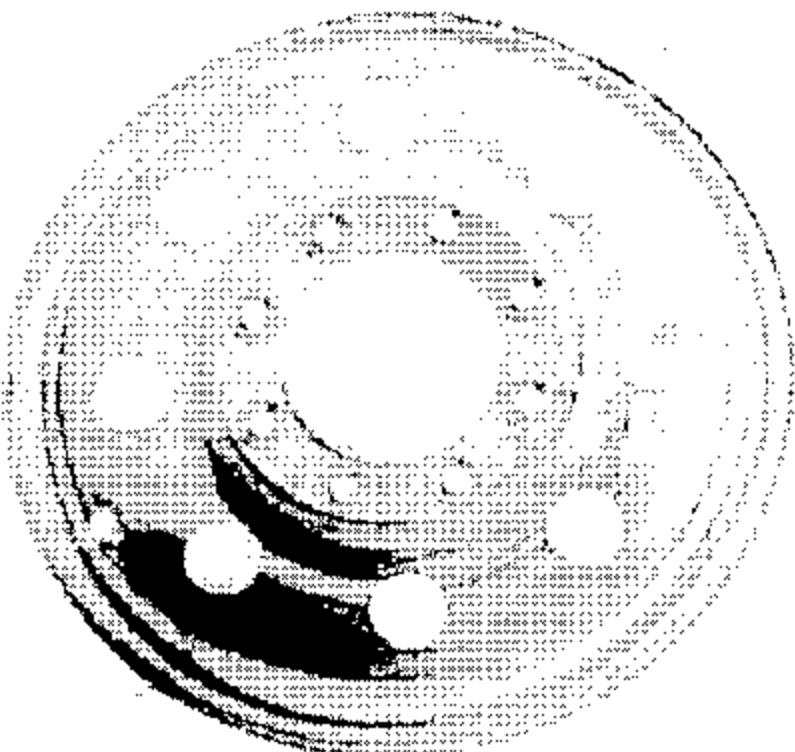
mailed 3-3-04

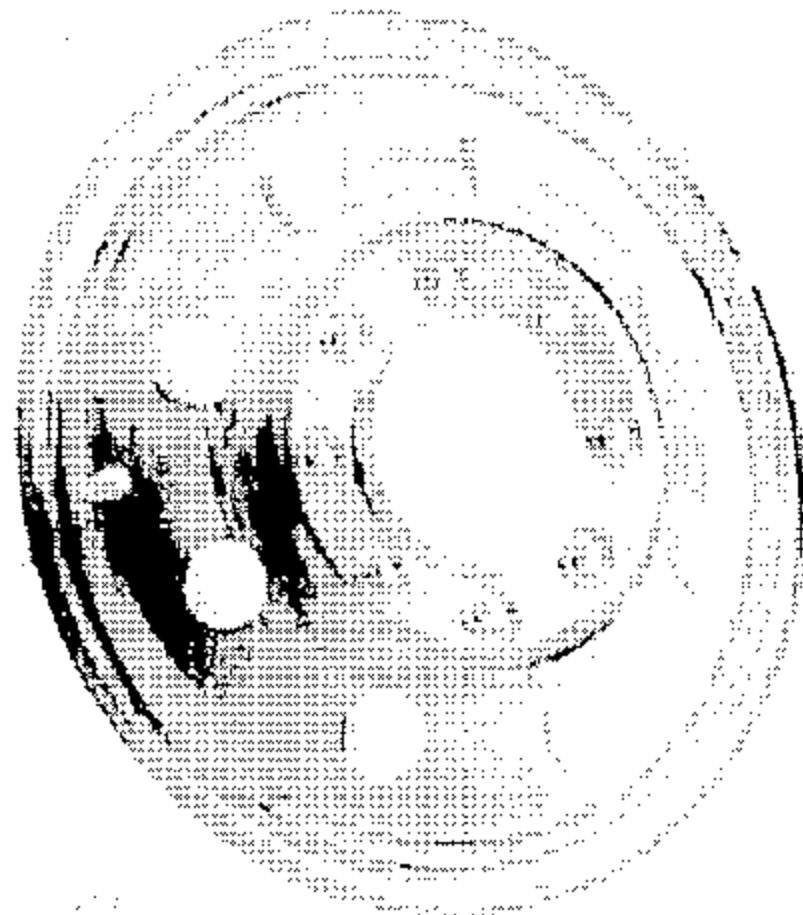


INCIDENT REPORT 828467

Time and Place	Date of Incident 10-2-03 and 11-14-03	Time 0800 AM 1000 AM	Exact Location Where Incident Occurred Vero Beach, FL	
Customer Vehicle	Vehicle Make Ford	Year 1999	Model F350	Mileage 49,700
	Owner of Auto [Redacted]			Telephone Number [Redacted]
	Address [Redacted]		City Vero Beach	State FL Zip Code [Redacted]
	Driver [Redacted]		Minor Yes ☐ No ☒	Telephone Number
	Address [Redacted]		City	State Zip Code
	Passenger (If Not All) [Redacted]		Minor Yes ☐ No ☒	Telephone Number
	Address [Redacted]		City	State Zip Code
	Vin Number 1FTSW31EXXB817966 Trail Hitch? Yes ☒ No ☐ What is Towed? NA			
	Vehicle Usage Recreational ☐ Personal ☒ Commercial ☐			
	Is this a motorhome or conversion van? Yes ☐ No ☒ Has the vehicle been modified? Yes ☐ No ☒ If Yes? What is Model? If so, how?			
Property Damage to Customer's Car	Did the vehicle rollover? Yes ☐ No ☒		Was the vehicle involved in a crash? Yes ☐ No ☒	
	Damage to Customer Vehicle See attached sheets			Estimated Cost 1,626.
	Have you submitted this to your insurance company? Yes ☐ No ☒			
	Are you planning to submit this claim to insurance company? Yes ☐ No ☒			
	Has your vehicle been repaired? Yes ☐ No ☒ Bought - Times DEDUCTIBLE AMOUNT \$			
Customer Insurance Co. (Please include telephone number)				
Property Damage to Other Car (If applicable)	Was another Vehicle involved? Yes ☐ No ☒		Name and Address	
	Damage		Estimated Cost	
	Does Owner of Vehicle Have Insurance? Yes ☒ No ☐	Covering Damages to Car? Yes ☐ No ☐	Covering Damages to Other Car? Yes ☐ No ☐	
	Other Property Damage			
Injured Person	Was Anyone Injured? Yes ☐ No ☒			
Nature of Injury				
Tire Data (If available)	Size-Type LT265/75R16E	Mileage on Tire 49,700	DOT Number (10 or 11 digit # located on sidewall) VNW81KL278	Position Mounted L - Front R - Front
Description Of Incident	See attached sheet			
Signature of Customer [Redacted]		Date Signed 2-27-04		







BRIDGESTONE FIRESTONE LIMITED WARRANTY FORM

10956286

TO CUSTOMER OR NATIONAL FLEET: COMPLETE SHADED AREA. READ AND SIGN STATEMENT. PHONE NUMBER REQUIRED.

DEALER ACCOUNT NUMBER

FLEET SUB-LOCATION OR ASSOC. DEALER NAME

ADDRESS

CITY

STATE

ZIP/POSTAL CODE

DEALER NAME

063002
111303

GCR TIRE

ADDRESS

2760 S. Kings Hwy

CITY

STATE

ZIP/POSTAL CODE

FT. PIERCE, FL 34945

11 14 03

INVOICE NUMBER

[REDACTED]

NATIONAL FLEET ACCOUNT NUMBER

VIN NUMBER

DEALER MUST COMPLETE ENTIRE SECTION ON CREDIT DENIED

1FTSW31FX4E087966

YEAR

MANUFACTURER

MODEL

1999 FORD SD F350 PSD

FOR MILEAGE WARRANTY

ON MILEAGE

OFF MILEAGE

O.E. YES NO
TIRE

VEHICLE TYPE
(SEE BACK OF FORM)

REPLACEMENT BLANK

SUBMITTED TIRE DESCRIPTION, S/W, PLY

REMOVED ARTICLE #

REASON FOR REMOVAL

REPLACED ARTICLE NUMBER *

CUSTOMER BASE PRICE

26575R16 F/S STLT AT 297615 WEATHER CRACKS 297615 11904

DEALER MUST COMPLETE

TIRE COMPANY USE ONLY

DOT # OF REMOVED TIRES

WAS COLLECTED

REPLACED PRICE

WAS

RTD

% ADJ

PROD CODE

COND 1

COND 2

NO REPAIR HC TYPE

CASING CRG

CREDIT AMOUNT

1 VNWBIKE 278 769 82.13 LF
2 VNWBIKL 278 769 82.13 RF

ID NUMBER

INSPECTOR SIGNATURE

DATE

*PRODUCT/ARTICLE NO. OF CURRENT EQUIPMENT REPLACEMENT IF REMOVED TIRE HAS BEEN DISCONTINUED.
DENIED TIRES RETURNED FREIGHT COLLECT IF BOX IS CHECKED ☐

BRIDGESTONE Firestone **DAYTON** Giletta Pontiac LeMans
ROAD KING **SPARCO** BRIDGEMAN Triumph



* 1 0 9 5 6 2 8 6 *

SEE INSTRUCTIONS ON BACK OF FORM

2nd time - 49,400 miles



3rd time started to go same time as the 2nd time.



2-26-04

To Whom It May Concern,

I was driving at 55 mph when the first tire, left front, blew out. I had been on the road about 15 minutes. When it blew out, it caused my truck to go hard to the left. If there had been another vehicle in the left lane, I would have hit it because I was unable to control my truck when it first happened. It felt like the truck went up on the right wheels and was going to tip over. I went off the left side of the road before I could regain control and almost hit a bridge. The tire came apart without any warning. It had a big bang then parts started to fly off.

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A few weeks later, I had been on the road about 20 minutes and on the Interstate about 5 minutes driving about 55 mph, when I felt the front of my truck starting to jump up and down and move left to right. I pulled over to the side of the road and saw the right front tire separating like the first tire and the tire I had put on the left front was getting bumps and signs of separating also. I returned home, driving about 25 mph. After I got home, I was watching the evening news and saw where there was problems with the same type tire that I have. I called the Department of Transportation and was told that a lot of other people had called and complained about the same problem that I was having. The next morning, I also read in the local newspaper of the same problem. I made a few other telephone calls to Firestone and ended up talking with Gregg MacDonald, claim #828467. He said he would call Mr. Peterson and for me to call him also, to see about getting replacement tires for the two that I was having problems with like the first one. I took my truck back to Mr. Peterson who said that he was told I would still have to pay for the two tires, but he did fill out some paper work per the directions of Mr. MacDonald and kept the two tires and told me they would be sent back to Firestone for evaluation. The only thing I have of the three tires are pictures and two estimates to repair the damage per Mr. MacDonald's instructions. (Pictures, estimates, charges enclosed). I still have two of the same type and age tires which are not showing any problems yet, but the other three tires did not show until they started to fly apart. I am very scared that these two tires are going to cause the same problem as the other three. It is a very bad safety hazard for these tires to blow without any warning.

Any help with this matter would be appreciated.

Thank you,

[REDACTED]
Vero Beach, FL [REDACTED]

cc:File; Firestone; Department of Transportation

macdon 2-2-04



INCIDENT REPORT 828467

Time and Place	Date of Incident 10-2-03 and 11-14-03	Time AM/PM 0800 AM 1045 AM	Exact Location Where Incident Occurred Vero Beach, FL	
Customer Vehicle	Vehicle Make Ford	Year 1999	Model F350	Mileage 49,700
	Owner's Name [REDACTED]			Telephone Number [REDACTED]
	Address [REDACTED]		City Vero Beach	State FL
	Driver [REDACTED]	Minor Yes ☐ No ☒	Telephone Number [REDACTED]	
	Address [REDACTED]		City [REDACTED]	State [REDACTED]
	Passenger (If Not All) [REDACTED]		Minor Yes ☐ No ☒	Telephone Number [REDACTED]
	Address [REDACTED]		City [REDACTED]	State [REDACTED]
	Vin Number 1FTSW31FXXE817966			
	Trailer Hitch? Yes ☒ No ☐ What is Towed? NA			
	Vehicle Usage Recreational ☐ Personal ☒ Commercial ☐			
Is this a motorhome or conversion van? Yes ☐ No ☒ Has the vehicle been modified? Yes ☐ No ☒ If Yes? What is Model? If so, how?				
Property Damage to Customer's Car	Did the vehicle rollover? Yes ☐ No ☒		Was the vehicle involved in a crash? Yes ☐ No ☒	
	Damage to Customer Vehicle See attached sheets			Estimated Cost 1,626.
	Have you submitted this to your insurance company? Yes ☐ No ☒			
	Are you planning to submit this claim to insurance company? Yes ☐ No ☒			
	Has your vehicle been repaired? Yes ☐ No ☒ Bought Trade-In DEDUCTIBLE AMOUNT \$			
Customer Insurance Co. (Please include telephone number)				
Property Damage to Other Car (If applicable)	Was another Vehicle Involved? Yes ☐ No ☒		Name and Address [REDACTED]	
	Damage [REDACTED]			Estimated Cost [REDACTED]
	Does Owner of Vehicle Have Insurance? Yes ☒ No ☐	Covering Damages to Car? Yes ☐ No ☐	Covering Damages to Other Car? Yes ☐ No ☐	
	Other Property Damage [REDACTED]			
Injured Person	Was Anyone Injured? Yes ☐ No ☒			
Nature of Injury	[REDACTED]			
Tire Data (If available)	Size-Type LT265/75R16E	Mileage on Tire 49,700	DOT Number (10 or 11 digit # located on sidewall) VNW81KL278	Position Mounted L-Front R-Front
Description of Incident	See attached sheet			
	[REDACTED]			
	[REDACTED]			
	[REDACTED]			
	[REDACTED]			
Signature of Customer [REDACTED]			Date Signed 2-27-04	

1st time. I was traveling on a 2 lane road $\approx$ 50 to 55 mph, front of my truck started to vibrate, then the left front tire blew out. Pieces of tire flew off and it looked like a recap coming apart. My truck swerved to the left, it felt like I was going to tip over. I was lucky there was not a vehicle in the left lane. I took my foot off of the accelerator pedal, the truck went off the road on the left side, almost hit a guard rail on a bridge, before I could get it straight.

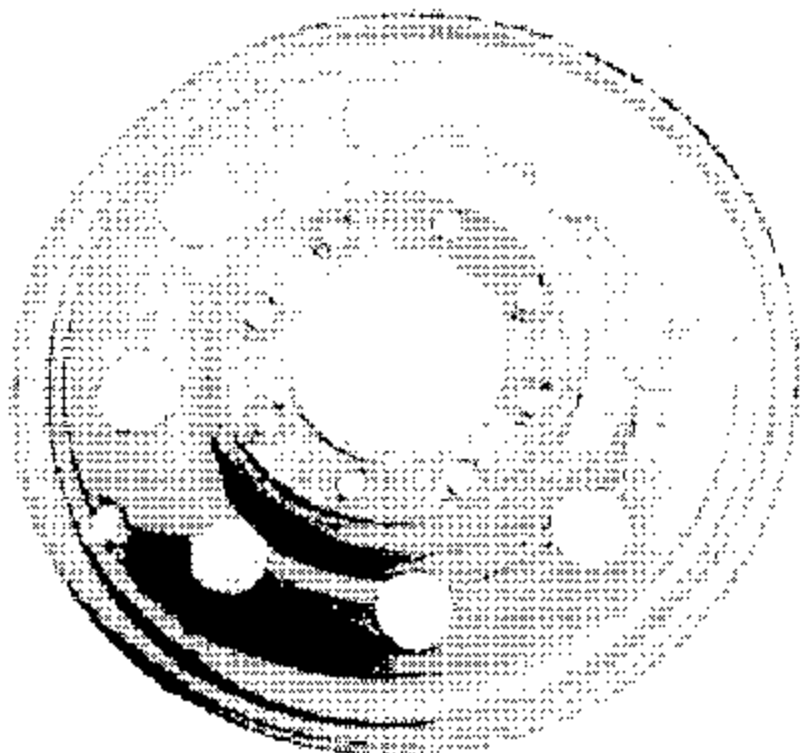
2nd & 3rd times. A couple of weeks after my first tire blew out, I had just got on the interstate driving $\approx$ 50 to 55 when I started to notice a slight vibration on the front of my truck. After $\approx$ 5 to 10 minutes, it got worse. I pulled off to the side of the road, checked the R front tire and it was starting to come apart and throw pieces of rubber. I looked at the left front tire and it was starting to bulge on the top like the cap was coming off. I also checked the L front and it ~~was~~ was also starting to bulge on top and the sidewall, but no pieces had come off yet.

Fast time 4/20/21 to 4/21/21

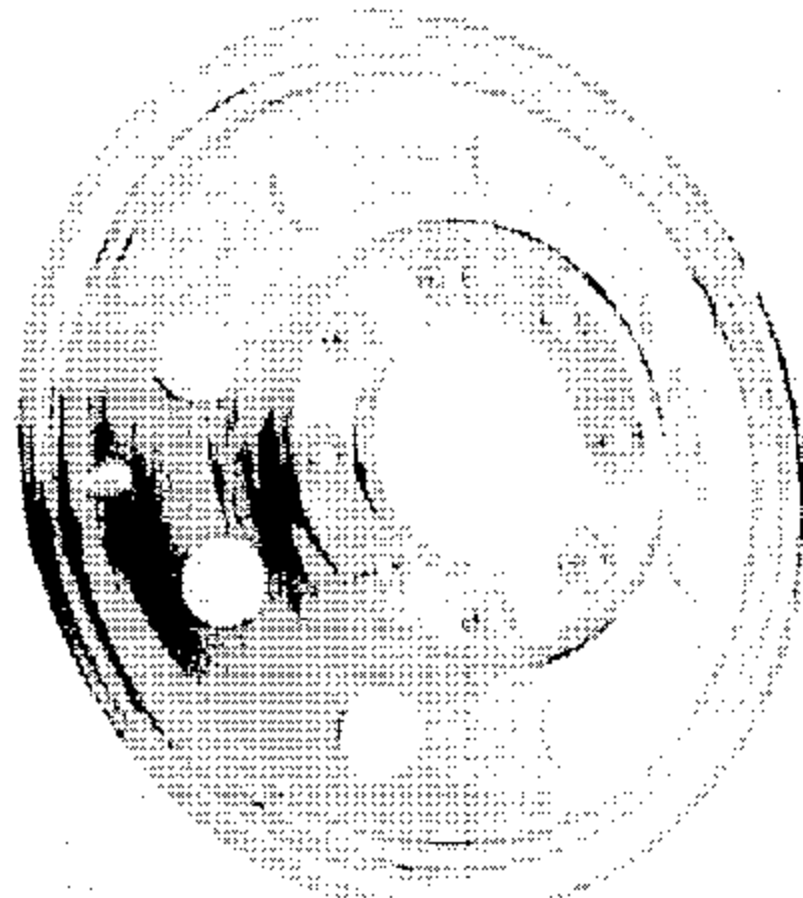
1000 - 1000



First fix to blowout



East tie to basement



**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).**