



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 1358

Date Received: 2003 DEC 10 PM 2:57
14-NOV-2003
Repository
Reference No. 100-47999

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: PLAISTOW State: NH Zip Code: [Redacted]

Daytime Telephone Number: [Redacted] 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 authorized dealer, please provide your name or address to the vehicle manufacturer.
Signature of Owner: [Redacted] Date: 11/29/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1FTPX2TL2WNB35658
Make: FORD Model: F250 Model Year: 1998
Date Purchased: JUNE 29, 1998 Dealer's Name and Telephone Number: Kegan Ford (978) 373-3878
Original Owner: Dealer's City: Haverhill State: MA Zip Code: 01830 Engine: 8 No. Cylinders: 8 Fuel Type: GAS
Transmission Type: Auto Antilock Brakes: Powertrain: Vehicle Component Code: 022000 SUSPENSION: REAR
 Cruise Control Multiple Failure: 2 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 10-NOV-2003 Failure Mileage: ~~166000~~ 115736 Failure Speed: N/A

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: 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).

WHILE DRIVING REAR SUSPENSION SNAPPED. CONSUMER MANAGED TO PULL OVER, AND HAD VEHICLE TOWED. DEALERSHIP TRIED TO REPAIR THE PROBLEM ONCE BEFORE, BUT THE PROBLEM WAS NOT RESOLVED. *AK

Three AIR Suspension Bags have blown out since I owned the vehicle. The first time one blew out was approx 3 years ago on Rt 81 in Shippensburg PA. and was fixed by Shippensburg Ford on Rt 81 in PA. (OVRP)

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)

Ford payed for it at this time and I never received a bill from the garage. Ford has this on record but will not send me a copy of the repair.

You will see by the repair bills that so far I have replaced three Air Suspension plus other parts, the last being on Nov 3th of this year.

One Bag that was replaced at Shippensburg Ford in P.A. Does not show because I wasn't allowed the repair order.

Also when I spoke to a person at Ford she stated to me that Ford had taken care of the first bag because it was a safety problem and that I was a good customer.

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department of Transportation

National Highway Traffic Safety Administration

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

Official Business Penalty for Private Use \$300



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

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



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

1-888-327-4238

DOT Auto Safety Hotline
(DASH) 2 DOT



US Department of Transportation
National Highway Traffic Safety Administration
Washington, D.C. 20590

March 10, 2003

Ford Motor Company
Customer Service Division
Dearborn, MI 48121-1904

Dear Sir,

I am writing this letter because I am very upset about service that was done to my vehicle at Regan Ford in Haverhill, MA. I contacted Ford Motor Company several times about this matter. I finally had to bring my vehicle to another Ford Dealer to correct the problem.

I first noticed this problem before the warranty ran out but I was in Florida at the time and couldn't get to where I purchased the vehicle. I did bring the vehicle to a Ford Dealer in Palm Bay Florida for a callback on the wheel lugs. At this time I spoke to the service manager at the dealership about the rear of the vehicle not being level and he told me to bring it in to him in the morning. When I brought it back to the dealership the service manager had taken the day off and nobody else was able to help me. I then waited until I got back to Haverhill and brought it to Regan Ford where I purchased it. I spoke to the service manager Jim Anderson and he checked out the problem. I was charged \$71.95 at this time. The problem was not taken care of. Eventually the right airbag on the rear suspension blew out and I was stuck in PA. It was repaired by the Ford Dealership in Shippensburg, PA and the bill was taken care of by Ford.

This year the left airbag went and I brought the vehicle back to Regan Ford to be fixed. I was told by the service manager Dan Germain that the airbag had blown and that they would have to order one. I was charged \$217.56 for this visit and told to bring the vehicle back for the repair. The charge was for labor to find the problem and also to pay for the airbag up front. I did this and brought the vehicle back the following week. At this time they say that they replaced the airbag but that there were other problems. They said that a module and the left sensor may be the problem. Mr. Germain said that they had to replace other parts, one costing \$300.00 and the other about \$106.00 and that it would take about 3 1/2 to 4 hours labor. I believed that he was just guessing and told him that I would get in touch with him. I then took the truck

(Over)

but it was worse than when I had brought it in. At this time I brought the Truck to McFarland Ford in Exeter, NH where it was repaired. Neither of the parts that were mentioned by Dan Germaln at Regan Ford was the problem. It was the right sensor and the air compressor. So far I have given Regan Ford \$441.57 and they have done nothing to fix the problem. I don't believe that a garage should be guessing at problems for \$84.00 per hour. I would like to say that since McFarland Ford fixed the problem the Truck has been fine and that this is the first time since I owned the truck that it has been level. Beside giving Regan Ford the above mentioned money I also had to rent a vehicle for 4 days at \$35.00 per day plus taxes. I wish that you would contact Regan Ford to address this problem and find out why they treat customers the way they do. I believe that you have copies of the service calls and could look them up.

Thank You,

[REDACTED]

**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).**