



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
(1-888-327-4286)
INTERNET www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100145

Date Received: JAN 16 2003

Repository

Reference No.
10050079

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: GOODLETTSVILLE State: TN Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED]

E-mail Address: [REDACTED]

Evening Telephone Number: SAME

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 signature, please provide your name or address to the vehicle manufacturer.
Signature of Owner: [REDACTED] Date: 12/19/02

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: PLEASE FILL IN 1FTNX21F02 [REDACTED]
Make: FORD Model: F250 Model Year: 2002
Date Purchased: 4/12/02 Dealer's Name and Telephone Number: NEILL SANDLER FORD 1-800-251-9214
Original Owner: Original Owner Dealer's City: ALBION TENNESSEE State: TN Zip Code: 37072 Engine: No. of Cylinders: 8 Fuel Type: DIESEL
Transmission Type: AUTO Antilock Brakes Cruise Control 4x4
Powertrain: DIESEL AND 4x4 3/4 TON VEHICLE
Vehicle Component Code: 030000 SERVICE BRAKES, HYDRAULIC
Multiple Failure: 1 ^{BEFORE SINCE FEBRUARY 2001} 2.50+ TIMES

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 06-JUL-2003 Failure Mileage: 32000 Failure Speed: 50
12/2002 32000 18000 HIG HWAY & NOT

2ND TIME ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [REDACTED] Tire Model (Name or Number): STEEL TER FIRESTONE Tire Size (Example P215/65R15): LT 265 75R16
DOT No. (Example: DOTNALSABC036) 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: 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).

WHEN APPLYING THE BRAKES THE VEHICLE PULLS TO THE RIGHT. THE CAUSE HAS YET TO BE DETERMINED. PLEASE PROVIDE ADDITIONAL INFORMATION. *PH
BRAKES PULL LEFT ONE TIME, RIGHT ANOTHER TIME, I MAY NOT PULL AT ALL. VEHICLE VIBRATES SO BAD THE CHANGE IN ASH TRAY RATTLES & STEERING WHEEL VIBRATES FORWARD & REARWARD APPROX 2". BRAKES PADS WERE CHANGED AT 9116 MILES & WITH IN 7000 MILES THEY WAS DOING THE SAME THING BUT COULD NOT GET REPAIRED TILL AFTER THE HOLIDAYS & FORD HAS REFUSED TO REPAIR SINCE JAN 2003
I KNOW OF ~~NAME~~ OTHER VEHICLES WITH SAME PROBLEM

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

This Privacy Act of 1974-Public Law 93-502 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)

HAS BEEN THRU ARBITRATION & PROBLEM STILL NOT RESOLVED
HAVE BEEN REFUSED ANY REPAIRS ON VEHICLE HAVE STATEMENT
FROM INDEPENDENT REPAIR GARAGE SAYING THERE IS A
PROBLEM LEADS STILL REFUSES TO FIX PROBLEM, MY SELLING
DEALER NEIL SANDLER FROM TOLD ME HE COULD REPAIR
THE BRAKES BY TURNING ROTORS & INSTALLING AFTER MARKET
MARKET BRAKE PADS ON THE FRONT WHEELS IN APRIL
WHEN I PICK UP MY VEHICLE AFTER THEY COULD NOT FIND
PROBLE UNTILL SHOWED THEM WHEN I PICK UP THE VEHICLE
I WOULDT ANYWAY DRIVE VEHICLE EXCEPT MY SELF NOT EVEN MY WIFE BECAUSE
GETHE IN SAFE CONDITION OF THE BRAKES THE ONLY REASON I DRIVE IT IS I
DONT HAVE ANYTHING ELSE TO DRIVE.

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



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 72173 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



291



**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) & DOT



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

FORD CHANGED SLIDE PINS ON CALIPERS TO CORRECT AS PER ENGINEER INSTRUCTIONS & ENGINEER NEVER DROVE VEHICLE AFTERWARD TO SEE IF IT CORRECTED THE PROBLEM WHICH IT DID NOT. ALL THE PINS DO IS HOLD CALIPERS INTO THE AXLE HUB & FOR MOVEMENT OF CALIPERS. ROTORS IS WHAT CAUSES VIBRATION AS PER 5 DIFFERENT FORD SERVICE DEPTS. AS FAR AS THE PULLING BOTH DIRECTIONS EACH DEALER SHIP SAID THEY WOULD HAVE TO CHECK SEVERAL THINGS TO FINALLY ^{PROBLEM}

VEHICLE PULLS LEFT
ONE TIME NEXT TIME
IT MAY PULL RIGHT + IT
ALSO MAY NOT PULL AT ALL
WHEN BRAKE GET HOT
& UNDER FIRM APPLICATION
DEC 17 2003 Oubland

Ford is Refused to
do any warranty work on
Vehicle ever though it
is still under bumper to
bumper 5yr 36,000mi Warranty
Since June 2003
VEHICLE IS DANGEROUS 12/17/03

Dispute Settlement Board
P.O. Box 1424
Waukesha, WI 53187-1424
(800) 688-2429



Case Number: 427421703B
Subject: 2002 Ford F-250
VIN: 1FTNX21F02 [REDACTED]

October 15, 2003

[REDACTED]
[REDACTED]
Goodlettsville, TN [REDACTED]

Dear [REDACTED]

This letter is to acknowledge the receipt of your contact stating that the concern addressed in your previous application to the Dispute Settlement Board remains unresolved. We understand you wish to have the matter reviewed by the Dispute Settlement Board and we have re-opened your case. The case number is: 427421703B

The following unresolved concern(s) will be presented to the Board.

CONCERNS:

Brakes Suspension Noise

In addition, Ford Motor Company and your dealer are being advised that your case has been re-opened.

We have begun collecting information from your servicing dealership(s) and Ford Motor Company. You will receive a copy of this information prior to the Board meeting, which will occur within approximately 40 days of this letter date.

Please note, you may be contacted by your dealership and/or a Ford Motor Company Representative in an effort to resolve your case before it is heard by the Board.

Questions regarding the status of your case can be directed to Jacque Hampton and Angelique DeMars at (800) 688-2429 between the hours of 8:00 a.m. and 5:00 p.m. Central time, Monday through Friday.

Sincerely,

DSB Administration

02 73
00 72
99 69
97 67
95 65
86 51
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1800
329 FORD
3673
A
*new
refused
warranty*

Dispute Settlement Board
P.O. Box 1424
Waukesha, WI 53187-1424



Case Number: 427421703
Meeting Date: July 16, 2003
VIN: 1FTNX21F02 [REDACTED]

July 18, 2003

[REDACTED]
[REDACTED]
[REDACTED]
Goodlettsville, TN [REDACTED]

Dear [REDACTED]

Your case, involving your 2002 Ford F-250, has been evaluated at the Dispute Settlement Board's most recent meeting.

The Board's decision, based on a review of the information submitted by you, the dealer, and Ford Motor Company, denies the request for a vehicle replacement or an extended service plan. The Board determined that the brakes and suspension concerns remain unresolved and affect the use, value, or safety of the vehicle. However, the Board found that these concerns are repairable. Therefore, the Board requests that the vehicle be taken to the servicing dealership for repair of these concerns under the supervision of a Ford Field Service Engineer. Furthermore, the Board directs Ford to provide a loaner vehicle of equal size and value during this repair. The Board based its decision on the case file information.

Please return the enclosed "Acceptance or Rejection of Decision" Form within 14 days of this letter date. Should the form not be received within 14 days, it will be considered to be a rejection of the decision. If you accept the award, contact Thelma Perry at (313)845-5180 to schedule an appointment for the vehicle repair. Every effort will be made to complete this award within 30 days following our receipt of the form.

5/1 gelay

The Dispute Settlement Board is an arbitration process. Once accepted by the customer, the Board's decision is binding on Ford and the dealer. Customers, however, may reject such decisions and, if they choose, are free to pursue other rights and remedies available under state or federal law. These decisions may be introduced into evidence by any party in subsequent legal proceedings.

B



ADDITIONAL COMMENTS REPORT

Case Originally Reviewed By: Charlotte Board
Original Board date: 7/16/2003
Customer Name: [REDACTED]
DSB Case: 427421703
New Board date: 11/19/2003
VIN: 1FTNX21F02 [REDACTED]
Vehicle Year/Model: 2002 F250
Current Mileage: 27,881
Servicing Dealership: Mid-Tenn Ford Truck Sales

INITIAL BOARD DECISION: FSE REPAIR

1. What reason(s) does the customer have for re-opening the case?

Customer states the board directed repairs did not correct his concerns.

2. Has a Ford representative inspected or test-driven the vehicle?

Yes. Ford FSE Michael Coleman inspected and test drove the vehicle. Please see his attached report.

3. What are the vehicle inspection/test results?

The tires on the vehicle had uneven tire wear due to uneven inflation and most likely a lack of rotation. The customer's complaint of a rattle from the front end was verified and would disappear when a foot was rested on the brake pedal. The rattle was resolved with the replacement brake caliper pins as described in SSM-15661

4. What actions have been taken to resolve the concern(s)?

The brake pins were replaced to resolve the front end rattle. The larger concerns of alignment and ~~the~~ pull are concerns that are directly caused by a lack of, or a need for, customer pay maintenance. The FSE recommended the replacement of the front, if not all of the vehicle tires and an alignment. The customer states in his reopening statement that the repairs did not resolve his concerns. However, the customer has declined to have those maintenance services performed on the vehicle that would resolve the concerns, and therefore the concerns do remain.



VEHICLE INSPECTION REPORT

Date of Inspection: 9/11/2008

Inspection by: MOOISMAN

Inspection Prior DSB application: NO

Inspection Post DSB application: YES

Customer Name: [REDACTED]

DSB Case # 427421703

VIN # 1FTDX21F02 [REDACTED]

Vehicle Year/Model: 2002 F-250

Current Mileage: 27651

Dealership: Mid-Tenn Ford Truck Sales

City & State: Nashville, TN

1. Customer's Concerns: (List all on customer's application)

The customer's listed complaints are with a brake pull and/or shudder and two front end noise concerns. Customer described the first noise as a rattle from the front end at high speeds on gravel roads. The second noise was described as an intermittent spring squeak over speed bumps.

The customer had added complaints of the clear coat paint coring off of the right front door molding and with the ignition key intermittently hard to remove from the lock cylinder.

2. Inspection/Test Performed/Results: (List all customer concerns separately)

1. The customer's first complaint of brake pull or shudder was verified during moderate to hard braking from highway speeds. The vehicle exhibits a constant very light pull to the left, due to the alignment, during normal driving. When the brakes are applied the amount of pull to the left is amplified due to the alignment issue. The amount of pull is not considered excessive or uncontrollable. The shudder felt in the front end and in the steering wheel during braking is caused by a radial force concern with the front tires. The front tires make an obvious noise, easily heard over the diesel engine, at 25-30mph, lessens, then comes back at 50-60mph. The tire noise is always present, just loudest at those speeds. The shudder in the steering wheel while braking is in perfect unison with the noise from the front tires. The right front tire seems to be the main source of the concern. Three of the four tires have erratic tread depth measurements, most likely from lack of proper rotation and inflation.

2. The customer's complaint of a rattle from the front end on gravel or rough roads was verified and the rattle would go away if a foot was rested on the brake pedal. This concern is address with new front brake caliper pins as parts that are listed in SSM-15481.

3. For the customer complaint of a spring squeak from the front end, the vehicle was driven 51 miles. It was driven on the highway, in the city, through residential neighborhoods and in parking lots. A spring squeak was never verified or duplicated.

3. Repairs Performed: (Per concern)

1. Recommendations to repair the brake pull/shudder would be to replace the front, if not all, tires and have an alignment performed. Both of these actions are maintenance items and should be performed at the discretion of the customer. As stated, all of the tires are worn uneven and inconsistent with measurements from 4.2 to 6.0mm across the face of the tires.

6

2. The rattling from the front end at high speeds on gravel roads should be repaired by performing SSM-15881. Repairs for this SSM has satisfied all six previous customers that I have been involved with that were concerned with this same issue.

3. In relation to the customer concern for front end spring squeak; I test drove the truck for over 18 miles, on top of the 32 miles by myself, with the Quality Control employee who had ridden with the customer and the spring squeak could not be duplicated. If a 3/4 ton diesel truck can be driven over 50 miles under varying road conditions and no suspension noise can even be heard or identified, I would consider it to be operating normally and not a concern that inhibits the use, value or safety of the vehicle. If a squeak had been heard, the suspension could be laced to help eliminate the noise but could possibly come back after power washing or extended driving in the rain. Since no noise was heard, no repairs were performed.

4. Conclusion:

1. The brake pull and shudder would be repaired by replacement of the tires and an alignment.

2. The dealership is going to perform SSM-15881 on 9/12/03 when the parts come in to repair the rattling at high speeds on gravel roads.

3. Please read the comments in the "Repairs Performed 3." section.

The customer's added concerns: The dealer plans to replace the passenger's side body molding when the part arrives at the dealer. The ignition cylinder and SSM-15881 should be performed and completed on 9/12/03.

Name: MCOISMAN

Title: Fee

Region: 23

WHEN REPLYING VIA E MAIL, PLEASE USE THE "FORWARD" OPTION, NOT "REPLY"

H

COPY



Please fax your reports to 262-549-6744 when completed or mail it to the address on the attached letter. Fax is preferred for timing reasons.

Attn: Service Manager - Immediate Action Required Customer's DSB case has been Re-Opened.

This is a follow-up to your previously received report. It is needed due to the customer visiting your dealer again since your report was first filed.

Case Re-open Date: 10/15/03 Owner's Name: [REDACTED] Vehicle Model: F-250
Region Number: 21 VIN: 1FTNX21F02 [REDACTED] Model Year: 2002
Case Number: 4274217030 Dealer Name: Neill Sandler Ford Current Mileage: _____

- 1.) Have you or someone from your department spoken with the customer about the concern(s) listed on customer's application since your last report was filed? Yes No

Please explain: _____

- 2.) Have you or someone from your department inspected or test driven the vehicle for the concern(s) listed on customer's application since your last report was filed? Yes No

Please explain: _____

- 3.) Was the customer offered a loaner or other courtesy transportation during service? Yes No

- 4.) What additional actions, if any, have been taken to assist with the customer's concern(s)? NONE

WE HAVE NOT WORKED ON THIS TRUCK !!!
WE ARE TNE SELLING DLR.

Signature: [Signature] Title: SVC. MGR Date: 10/22/03

Please attach any additional comments on a separate page.

I



July 11, 2003

DSB Administration
P.O. Box 1424
Waikesho, WI 53187-1424

Dear DSB Board,

At the customers request I am writing this letter to inform you that [REDACTED] case number 427421703, has not declined the recommended alignment to his front end.

However, due to a clerical error on our part on R.O.# 224312 it appears that he did. In fact the alignment was completed on the same repair order and the customer paid for the repair.

Also, he wanted me to express to you that he did request to speak to a Ford Motor Company representative about the concerns he has listed on his DSB application. As far as I know he has not been able to speak to anyone except the Dealers involved and the CRC.

Sincerely,


Jerry Cox
Service Manager



DISPUTE SETTLEMENT BOARD APPLICATION

(Please supply all requested information)

Please print (in black ink) or type.

Case No. 427421703

ELIGIBLE

Owner/Lessee Name Mr. Mrs. Ms. [Redacted]

Address [Redacted]

City Goodlettsville State TN Zip [Redacted]

Vehicle ID. No. 1FTNX21F02

Home Phone [Redacted]

Business Phone [Redacted]

Ext. [Redacted]

Vehicle Year 2002 Make Ford Model F-250 SUPER DUTY Type: New *Used Leased

Vehicle Use: Personal Commercial

* Mileage at time of used vehicle purchase _____

Date Purchased/Leased April 12 2002 Current Mileage 22603

How did you hear about the Dispute Settlement Board process? Dealer Factory Representative

Ford 800 # State or Federal agency Other (specify) _____

SERVICE MANAGER

Selling Dealer NEILL SANDLER FORD LINCOLN City ALCOA TN

Servicing Dealer(s) NEILL SANDLER City MIDTOWN State ALCOA TN

1. Briefly describe your unresolved service concern(s) below: (Attach legible copies of applicable repair orders and/or other supporting documents. Keep the originals for your records.)

Brake pulling, grinding, & vibrating on front landing application

Popping + squawks noise on front suspension

2. How many times has the vehicle been in for the same warranty repair? 4

First repair attempt: Date 9/23/02 Mileage 9116

Last repair attempt: Date 4/15/03 Mileage 20330

3. How many business days has the vehicle been out of service for warranty repairs? 20

4. Have you recently contacted your dealer about this concern? Yes No Individual's name Jimmy Cox

5. Does the stated warranty concern now exist? Yes No

SERVICE MGR.

6. Would you like to make an oral presentation to the Board? Yes No

If yes, would you like to make it in person or by teleconference

7. Describe what you want done to resolve your concern:

Repair vehicle properly + extend warranty period
To make sure problem is resolved properly or replace
vehicle if necessary

DISPUTE SETTLEMENT BOARD - a voluntary, free, independent dispute settlement program.

Signature [Redacted]

Date 6/3/2003

Mail this completed form, and any supporting documents to:

Dispute Settlement Board
P.O. Box 5120
Southfield, MI 48086-5120

7-97-01 Updated

JUN 19 2003

21
8400-DSD-04
Printed 1/02

Jimmy Cot recommended I go with the VSB

TOWSON DEWAY CONCERN

On approx Sept 23, 2002 I caused approx 2002 F274 Super Duty to Met Taw Ford Parkhill To with 9116 Miles with a problem with the Brake Pulling, grabbing & Vibe with a firm application at intermediate speeds also a Popping & squeaking noise when you go over bumps & road bumps real slow. Both problems started between 4500 & 5000 miles but I could not do without the Vehicle because of my work. When I called up the Dealer they told me the 15000 mile warranty was only for the computer so I did not receive a transfer so I did not know what they did for the problem. After driving approx 1500 to 2000 miles the brake started doing the same thing I was in a panic again I could not do without the Vehicle again & they did not have a loaner to use. On Jan 6 2003 I found some street to Met Taw Ford for the same problem with the Brake Vibrating, grabbing & pulling one way or the other (Left or Right) the time also I had them check for the Popping & squeaking noise in front end. When I got the Vehicle back they say they found a shock hitting the frame as they took it out & said the brake pulling & Vibrating & grabbing was caused by the tires being cupped out & I know this was not the best because I did it after rotating the tires after rotating the wheels cupped tires were on the rear & it still did the same problem. After looking up the Vehicle I needed it for a week to do a job & could not use loaner. So a week later I caused the Dealer had a Met Taw Ford for brake still grabbing, pulling & vibrating & also for the popping & squeaking noise before I went I found a place close to Met Taw Ford where they could see all the problems with the Brake & noise in front end. This truck & shorter ride was not & when I could not

drove off the pavement onto a big hole about 6" deep
& it made the squeaking & popping noise
We didn't know how high these shocks were because
he said they could be it when they checked it out
to work on it. After putting up the vehicle
on Jan 27, 2003 on the way home it still had
the squeaking & popping noise & the Brake still
chattering, pulling & vibrating I called Mark
Trost (seems orange) to see what else he
could do & he said he would get hold of the
factory Rep. to see what they could do. After
a couple of weeks I called Mark Trost to say he
had heard from the Rep & he said no. So I called
every two weeks & finally after the front of Opus
stalled to Mark Trost & he said he talked to
the Rep finally but he didn't say anything
what they would do on my Vehicle. So I
called Neil Smith F.L.M. is a Dealer (my
selling Dealer) & talked to Jimmy Cox (Service
Manager) he said bring it to him & he would
check it out & he would have a loaner ready for me
so I came out to him on April 15/03. They had
the only thing they was find wrong with the Brake
& front end was the front end was out of align
I told him that it was not the problem because
it has been aligned 3 times since I have
owned the Vehicle (1 year) and also I had it
aligned after Mark Trost said it was out of
alignment & it still did the same thing after

it was aligned that time. But I still ~~found~~ ^{found} it to go ahead & have it aligned again but it would not correct the problem. After they aligned the front end it was still pulling to the right a little like it was before alignment. He told me they had to stop first time to stop the pulling when driving down a straight road. As they called me later & said it was ready & I picked it up the next day. I drove 200 miles to Alton to pick it up & after I left to come home I got on F 140 approx 1 mil. from the dealership a car with left hand pulled over in front of me quickly to get off the left in front of me & when I applied my hand the steering wheel vibrates as hand it pulled left & quaked to hold on road but on the wheel would stop in your hands. So I turned around immediately & drove around & went back to talk to Jimmy Cox to go for a ride to see the problem with the beater. So we went back the same place where there were no traffic, I hit my brake firmly, but not locking them up & the steering wheel vibrated forward & remained approx 1 1/2" & also pull to the right. After a few more times, stopping the same way, he told me he knew of himself & someone could get it to do what was ^{being} ~~done~~ & the same was also still in the front of vehicle when you ^{go} over a large speed bump slowly in expanding lot it pops & squeals people tend to come to see what the noise is. The popping & squealing noise does not bother me as bad as the problem with the beater because the beater you never know which way the vehicle is going when you hit the beater.

Dispute Settlement Board
P.O. Box 1424
Waukesha, WI 53187-1424
(800) 688-2429



Case Number: 427421703
Subject: 2002 Ford F-250
VIN: IFTNX21F02 [REDACTED]

June 19, 2003

[REDACTED]
Goodlettsville, TN [REDACTED]

Dear [REDACTED]

This letter is to acknowledge the receipt of your DSB application and to provide you with your DSB case number: 427421703

Upon initial review of your application we find that the following concern(s) will be presented to the Board.

CONCERNS:

Brakes

Suspension Noise

Concerns in your application that are not listed above may not be within the Board's jurisdiction. Please refer to the Dispute Settlement Board brochure for the rules and guidelines.

We have begun collecting information from your servicing dealership(s) and Ford Motor Company. You will receive a copy of this information prior to the Board meeting, which will occur within approximately 40 days of this letter date.

Please note, you may be contacted by your dealership and/or a Ford Motor Company Representative in an effort to resolve your case before it is heard by the Board.

Questions regarding the status of your case can be directed to Jacque Hampton and Angelique DeMars at (800) 688-2429 between the hours of 8:00 a.m. and 5:00 p.m. Central time, Monday through Friday.

Sincerely,

DSB Administration

5

DISPUTE SETTLEMENT BOARD - COMPANY STATEMENT

40 DAY DELAY CODE:

CASE NUMBER: 427421703

Owner Name: [REDACTED]

Vehicle Model: F-250

Year: 2002

VIN: 1FTDX21F02 [REDACTED]

WSD: 4/12/2002

Current Mileage: 22,603

New Vehicle Purchase:

Used Vehicle Purchase:

New Leased Vehicle:

ESP:

Mileage at purchase: ___ Miles

Lease Term: ___ Months / ___ Miles

Type: ___ Years / ___ Miles

Selling Dealership: Nelli Sandler Ford

Servicing Dealership: Nelli Sandler Ford/Mid-Tenn Ford

1. Has a Ford representative contacted the customer about the concern(s)? **ATTEMPTED**

The Dispute Resolution Specialist (DRS), Thelma Perry, attempted to contact the customer to discuss the details of the concern.

2. What is the customer's unresolved warranty concern(s)?

The customer writes the vehicle has front end noises and brake pull concerns.

3. Has a Ford representative inspected or test-driven the vehicle? **NO**

4. How many times has the vehicle been in for the same warranty concern(s)?

4 - front end noise

3 - brake pull

5. How many days has the vehicle been out of service for warranty repair(s)?

The customer writes the vehicle has been out of service for 28 days. Both dealerships involved indicate the vehicle has been out of service for a total of 23 days.

6. What actions have been taken to resolve the concern(s) prior to Board review?

Although the vehicle has been in four times for a front-end noise issue the concern has only been duplicated one time. On that service visit Neill Sandler Ford replaced the sway bar link. Since that repair visit the vehicle has returned to the dealership on three different occasions but the issue was not verified. The vehicle has also been in three times for a brake pull concern. Neill Sandler Ford duplicated the issue on 9/23/02 and the brakes were repaired. The vehicle has returned to the dealership for the concern on 1/8/03 but the dealership was unable to duplicate. On 4/15/03 Mid-Tenn Ford provided the customer with a price for a front-end alignment but the customer declined the repair.

In Ford's opinion all verifiable warranty concerns have been resolved and the vehicle is operating as designed.

Warranty History

FRONT END NOISE

9/23/02 @ 9,116 miles. Neill Sandler Ford replaced the sway link.

1/6/03 @ 15,570 miles. Neill Sandler Ford was unable to duplicate the concern.

1/13/03 @ 15,925 miles. Neill Sandler Ford indicated the vehicle is operating as designed.

4/15/03 @ 20,330 miles. Mid-Tenn Ford was unable to duplicate the concern.

BRAKE PULL

9/23/02 @ 9,116 miles. Neill Sandler Ford connected the caster, camber and toe-in. The front rotors, pads and shoes were also replaced.

1/6/03 @ 15,570 miles. Neill Sandler Ford was unable to duplicate the concern.

4/15/03 @ 20,330 miles. Mid-Tenn Ford priced a front end alignment for the customer. The customer declined there were no repairs performed.

Signature: Thelma Perry Title: Dispute Resolution Specialist Date: July 9, 2003

Please fax your reports to 262-549-6744 when completed or mail it to the address on the attached letter. Fax is preferred for timing reasons. (If mailed, PLEASE RETAIN A COPY FOR YOUR RECORDS.)



REC'D JUL 01 2003

Attn: Service Manager - Immediate Action Req

Case Open Date: 06/19/2003
Case Number: 427421703
Region Number: 21
Dealer Name: NEILL SANDLER FORD

Owner's Name: [REDACTED]
Model Year: 2002 Vehicle Model: [REDACTED]
VIN: 1FTNX21E02 [REDACTED]
Current Mileage: [REDACTED]

1.) Have you or someone from your department spoken with the customer about the concern(s) listed on customer's application? Yes No

Please explain: I ROAD TESTED VEHICLE WITH CUSTOMER

2.) Have you or someone from your department inspected or test driven the vehicle for the concern(s) listed on the application? Yes No

Please explain: THE ONLY CONCERN THAT COULD BE DUPLICATED WAS THE BRAKE VIBRATION & PULL AFTER BRAKES WERE NOT

3.) Does this vehicle show signs of abuse or lack of maintenance? Yes No
If yes, please explain: _____

4.) Has a Ford Market Area Team member (CSM, FSE or DOM) been involved? Yes No
If yes, how? CSM WAS CONTACTED AT THE REQUEST OF THE CUSTOMER

BECAUSE HE WAS NOT ABLE TO MEET WITH ONE AT HIS SERVING DEALER

5.) Was the customer offered a loaner or other courtesy transportation during service? Yes No

6.) How many days has the vehicle been out of service for the Ford warranty concern(s) listed on the customer's application? 7

7.) What additional actions, if any, have been taken to assist with the customer's concern(s)? ALL OF REPAIR ATTEMPTS HAVE BEEN MADE AT ANOTHER DEALER EXCEPT THIS ONE.

SMC SHOULD GET RECORDS & INFO FROM MID-TENN TRUCKS IN NASHVILLE, TN.

Signature: [Signature] Title: SVC MGR Date: 6/23/03

Please attach any additional comments on a separate page.

9

Dealership Repair History Summary

Model: **F-250**

Customer: XXXXXXXXXX

VIN: **1FTNX21F02** XXXXXXXXXX

WARRANTY 3/36 Bumper to Bumper 4/50 Bumper to Bumper 5/100 PowerStroke Diesel Engine Warranty (\$100 Deductible)

FORD ESP PremiumCare ExtraCare BaseCare PowertrainCare RentalCare MaintenanceCare

Expiration: Date _____ Miles _____

PLEASE INDICATE TYPE Goodwill ESP Retail ESP

NON-FORD ESP

RO Number	Date In	Date Completed	Total Days	Mileage	Customer's Concern	Action Taken	How Paid? Warranty / AWA / ESP / Retail / Dealer Internal
224312	4/15/03	4/24/03	7	20330	POP/SAVEEK 15th NORD PULLS WIND NOSE	NO PROBLEM FOUND NO PROBLEM FOUND ALIGNED FRONT END ADJUST DOORS	
					STEERING NOSE ESP MISS BRAKES VIB	INSTALL O-RING NO PROBLEM FOUND CUST WANTS FORD TO PAY FOR BRAKES	

Please duplicate, as necessary and attach additional sheets.

Revised: 7/01

10

Dealership Repair History Summary

Model: **F-250**

Customer: [REDACTED]

VIN: **1FTNX21F02** [REDACTED]

WARRANTY 3/36 Bumper to Bumper 4/50 Bumper to Bumper 5/100 PowerStroke Diesel Engine Warranty (\$100 Deductible)

FORD ESP PremiumCare ExtraCare BaseCare PowertrainCare RentalCare MaintenanceCare

Expiration: Date _____ Miles _____ PLEASE INDICATE TYPE Goodwill ESP Retail ESP

NON-FORD ESP

RO Number	Date In	Date Completed	Total Days	Mileage	Customer's Concern	Action Taken	How Paid? Warranty / AWA / ESP / Retail / Dealer Internal
45003	1/6/03	1/8/03	4	15570	Driving on Rough Road Heard Rattle	Road Test and perform NVH test. The only concern we found was the trailer hitch receiver rattling	Warranty
Line B 45003	1/6/03	1/8/03	-	15570	Brake Pull to Right	Road Test and Inspect, No Problem Found	Warranty
45004	1/6/03	1/9/03	6	15570	Glow Plug Lamp ON	CK cycle time and operation, NPF	Warranty
45190	1/13/03	1/17/03	4	15926	CK for Squeak & Pop in Front End	Road Test on rough road, NPF	Warranty

Please duplicate, as necessary and attach additional sheets.

Revised: 7/01

13

WALKER GIARDINO

Lincoln Mercury

EXPERIENCE THE DIFFERENCE WITH US TODAY

October 3, 2003

[REDACTED]
Goodlettsville, TN [REDACTED]

[REDACTED]

Here is the estimate that you requested to replace the brake pads and to machine the rotors on your 2002 F-250 truck. The total price for parts and labor is \$391.60, this estimate does not include tax.

Sincerely,

Jimmy Cox
Jimmy Cox
Service Manager

Doug Bowling
Proprietor and Owner
Bowling's Automotive
643 North Main
Goodlettsville TN 37072

427421703B
CASE #

Phone (615) 859-9964

20 years experience as independent
Automotive repair service.

2 Technicians (Mechanics)

Goodlettsville Area since 1983.

Dispute Settlement Board
P.O. Box 1424
Waukesha, W.I. 53187-1424

November 13, 2003

To Whom It May Concern:

On November 12, 2003, [REDACTED] brought his 2002 Ford F250 Truck to me for an evaluation of a brake problem that he had been experiencing with the truck. On a test drive with [REDACTED], I denoted a definite problem with the braking system on the truck (VIN: IFTNX21FOJ [REDACTED]) one which I have not encountered in my 20 years of Automotive repair business. However, I am aware that along with automotive technology advances, new problems arise and we encounter them almost daily.

[REDACTED] truck pulls suddenly right or left when the brakes are applied suddenly at speeds over 55 mph. The problem could possibly pose an unsafe situation and needs to be corrected. As an independent Automotive repair business, I would be very reluctant to try to rectify the problem and would refer [REDACTED] to a Ford Dealer with the technology of Ford Motor Company at their disposal. I have every confidence that 'Ford' can correct the situation because I continually refer and work with Bob Williams Dealership on such problems. (868-7850) IN

P.O. Box 1424
Waukesha, WI 53187-1424



Case Number: 427421703b
Meeting Date: November 19, 2003
VIN: 1FTNX21F02BC12631

November 21, 2003

[REDACTED]
Goodlettsville, TN [REDACTED]

Dear [REDACTED]

At the Dispute Settlement Board's most recent meeting, we reviewed the history and status of your case involving your 2002 Ford F-250, as reported in the statements and supporting documents submitted by you, the dealer, and Ford Motor Company.

After careful consideration of this information, the Board concluded that the brake and suspension concerns have been repaired. Furthermore, the Board determined that the vehicle is operating normally. Therefore, the Board found that no further action was necessary and the request for a vehicle replacement was denied. The Board based its decision on the case file information specifically, the Dealer Statements, the additional faxed information, and the oral presentation.

Decisions by the Board are binding on the dealer and Ford, but not on consumers who are free to seek remedies available under State or Federal law. The decisions of the Board, however, may be introduced into evidence by any party in any subsequent legal proceedings that may occur.

On behalf of the other Board members, I wish to express our appreciation for the opportunity to review your request.

Sincerely,

Gene Wilson
Board Chairperson

cc: Ford Motor Company
Neill Sandler Ford

FINAL

2003

PSB
1 800 688 2429

Shop Foreman at
PERFORMANCE FORD
NASHVILLE TN (ROD)

said there is a problem
with the brakes

On Dec 4, 2003

DATE

Ronnie

MAKE	MODEL
IDENTIFY TAG #	EXTENDED WARRANTY YES () NO ()
IDENTIFICATION NUMBER (CONTAINS EXACTLY 17 DIGITS)	
EXPIRES	TIME PROVIDED

CONCERN # 1

~~Brake Wobble~~

~~Brake Pedal~~

CONCERN # 2

Spring ^{Possible} Forge | Springs Area
Front | Rear.

CONCERN # 3

MECHANIC ROAD
UNTESTED

CONCERN # 4

SAID THEY HAVE
PROBLEMS WITH

DIAGNOSIS FEES QUOTED \$

NEW ROTORS & PADS

I HAVE MY OWN VEHICLE
I DO NOT WANT TO
PAY FOR MY REPAIRS

DISCLAIMER OF WARRANTY: All warranties on these parts are the manufacturer's. Selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, selling dealer neither assumes nor authorizes any other person to assume for it any liability in connection with sale of these parts. This disclaimer by the seller, selling dealer, in no way affects the terms of the manufacturer's warranty. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit or income or any other incidental damages.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the repair work hereunder set forth to be done along with the necessary materials and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs thereto. IN THE EVENT OF MY DELAY IN PAYMENT OF MY BILL, I SHALL BE RESPONSIBLE FOR COST OF COLLECTION INCLUDING REASONABLE ATTORNEY FEES PLUS INTEREST. NOT RESPONSIBLE FOR PERSONAL ITEMS LEFT IN VEHICLE WHILE IN OUR POSSESSION, INCLUDING C.D., RADIOS, TAPE PLAYERS, ETC.

WE ACCEPT ALL MAJOR CREDIT CARDS

X

**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).**