



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 1368

Date Received
2004 APR 20 AM 9:03
20-JAN-2004

Repository ☐

Reference No.
10055381

OWNER INFORMATION (Type or Print)

Name
Address
City ROCHESTER State NY 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 1/1

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
Make FORD Model F350 Model Year 2002
Date Purchased Dealer's Name and Telephone Number
Engine: No. Cylinders Fuel Type:
Original Owner ☒ Dealer's City State Zip Code
Transmission Type ☒ Antilock Brakes Powertrain
☐ Cruise Control
Vehicle Component Code
180000 VEHICLE SPEED CONTROL
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 08-JAN-2004
Failure Mileage 28000
Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make Tire Model (Name or Number) Tire Size (Example P215/85R15)
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 COMING TO A STOP ACCELERATED TO A HIGH RATE. CONSUMER MANAGED TO STOP THE VEHICLE. DEALERSHIP WAS NOTIFIED, BUT DID NOT RESOLVE THE PROBLEM. *AK

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.


ROCHESTER, N.Y.

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

RE: Reference Number 10055361

Dear Sir or Madam,

This letter is a follow-up to my previous correspondence. I am the owner of a Ford F350 model year 2002. This intermittent problem still exists.

After waiting 3 months, the dealer Genesee Ford Truck, installed a flight recorder borrowed from another dealer. This was on my truck for 4 weeks without any incident. Genesee Ford Truck contacted me and stated that the flight recorder had to be returned to the other dealer. Needless to say the truck again malfunctioned 3 times.

The only response that I have received from the dealer, from Ford motor company is that they do not know what is wrong. **THIS IS A VERY DANGEROUS SITUATION, WHICH NEEDS TO BE RESOLVED.**

Please advise me as to the necessary follow-up steps that I need to take. Thank you for your time and assistance.

Sincerely, 
