



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 100192

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Reference No.  
10064775

**OWNER INFORMATION (Type or Print)**

Name [Redacted]  
Address [Redacted]  
City GAITHERSBURG State MD 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 authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner [Redacted] Date 1/1

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1FXTN X21F72 [Redacted]  
Make: FORD Model: F250 SUPER DUTY Model Year: 2002  
Date Purchased: [Redacted] Dealer's Name and Telephone Number: [Redacted] Engine: No. Cylinders: 8 Fuel Type: DIESEL  
Original Owner:  Dealer's City: ROCKVILLE MD State: [Redacted] Zip Code: [Redacted]  
Transmission Type: Auto  Antilock Brakes  Cruise Control Powertrain: 7.3 Liter Power Stroke  
Vehicle Component Code: 034530 SERVICE BRAKES, HYDRAULIC; FOUNDATION COMPONENTS  
Multiple Failure: 3

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s): [Redacted] Failure Mileage: 43000 Failure Speed: [Redacted]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make: [Redacted] Tire Model (Name or Number): [Redacted] Tire Size (Example P215/65R15): [Redacted]  
DOT No. (Example: DOTM19ABC036)  Original Equipment  Prior Repair Failure Location: [Redacted]  
Tire Component Code: [Redacted] Tire Failure Type: [Redacted]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: [Redacted] Date Manufactured: [Redacted] Model No./Name: [Redacted]  
Seat Type: [Redacted] Installation System: [Redacted]  
Child Seat Component Code: [Redacted] Failed Part: [Redacted]

**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: [Redacted] Number of Deaths: [Redacted] 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).

VEHICLE HAD PROBLEMS WITH THE BRAKES. THE BRAKE ROTORS WARPED EVERY 20,000 MILES. IT WAS ALSO DISCOVERED THAT THE BALL JOINTS WERE LOOSE WHEN THE VEHICLE WAS BEING REPAIRED. PROVIDE FURTHER DETAILS. \*JB  
The brake rotors warped at 20,000 miles, then FORD FIXED AT NO COST. 43,000 MILES ROTORS WARPED. AT 43000 miles. This time I required replacements. ALSO MECHANIC found loose ball joints (lower). I did not feel any pulling, driving brakes and front suspension failures can be fatal. This is a \$49,000 truck.

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