



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
(1-888-327-4238)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 1387

Date Received
2004 APR 29 PM 12:56
30-MAR-2004

Repository

Reference No.
10065228

OWNER INFORMATION (Type or Print)

Name [Redacted]
Address [Redacted]
City WOODBINE State MD Zip Code [Redacted]

Daytime Telephone Number [Redacted] E-mail Address [Redacted]
Evening Telephone Number [Redacted]

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 4/29/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1FTNX21P12EAB0203 Make FORD Model F250 SUPER DUTY 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 _____ Vehicle Component Code 030000 SERVICE BRAKES, HYDRAULIC-ANTILOCK
 Cruise Control Multiple Failure: 30

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 02-MAR-2004 Failure Mileage 0 Failure Speed _____

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: DOTM15ABC036) 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, failure(s), condition, and injury(ies).)

Crash Yes No Fire Yes No
Number of Persons Injured _____ Number of Deaths _____ Reported to Police _____

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 DRIVING ON ICY OR SNOWY ROADS AND THE ABS ENGAGED, IT STAYED RELEASED FOR 3-4 SECONDS. THIS RESULTED IN VEHICLE FREE WHEELING. AS A RESULT, VEHICLE HAD ~~REAR~~ REAR ENDED ANOTHER VEHICLE. DEALERSHIP INDICATED THAT THE ABS WAS WORKING NORMALLY. *AK

No one from Ford ever drove this vehicle on icy roads to experience the problem!

See Attached Letter! [Redacted]

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)

See Attached Letter

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. 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 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



U.S. Department of Transportation
National Highway Traffic Safety
Administration
<http://www.nhtsa.gov>



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(DASH) 2 DOT

1-888-DASH-2-DOT
1-888-327-4236

and dial toll free at

DASH2DOT



COMPLETE THIS FORM
ON

DOT AUTO SAFETY HOTLINE

GREETINGS
FROM
Frederick, Md.



**VEHICLE
OWNER'S
QUESTIONNAIRE**

January 15, 2004

Ford Motor Company
Customer Assistance Center
16800 Executive Plaza Drive
P. O. Box 6248
Dearborn, Mich. 48126

Re: 2002 F250 , LFTNX21F12EA50203, ABS brakes.

Dear Sir:

In the winter of 2002-2003 I drove the above referenced vehicle on an icy road for the first time since I had purchased it. I discovered that the operation of the ABS braking system is totally unacceptable. When the wheels slide the ABS releases all brake and does not reapply the brake for several seconds allowing free wheeling for a great distance.

I took the vehicle to Century Ford in Mount Airy Maryland and they checked it and stated that there was no mal-function codes set for the ABS and that it was operating as designed.

I did not drive on any more icy roads until December 2003 when I took this vehicle to South Dakota and was driving on some icy roads. As I came to a traffic light my vehicle was nearly stopped when the ABS took over releasing all brake and the vehicle free wheeled through the intersection barely missing another vehicle load of children. A couple days later I was stopped at the top of a fairly steep incline where another vehicle was stopped approximately 40 feet ahead of my vehicle. I began to move forward and then decided to stop when the ABS system released all brake and my vehicle free wheeled down the incline striking the rear of the vehicle ahead of mine. This time the ABS light on the dash came on and stayed on for several hours. The damage to my vehicle was \$1,242.61 and the damage to the Chevy pickup which I struck was \$820.65, copies of invoices enclosed.

I returned to Maryland and took my vehicle back to Century Ford and explained to the manager, Chris Mullen, what had happened. Mr. Mullen called Ford Motor Co. and a representative came and stated that again there was no codes set and that the ABS was operating as designed. I informed Mr. Mullen that if the ABS system was operating as designed that it was unacceptable and had to be disabled since the vehicle, as it remains, is a potential lethal weapon.

The ABS system was disabled and I am writing to you for a resolution to this problem before I go public and seek legal counsel.

I expect Ford to pay for the repairs to the two vehicles stated above in the total amount of \$2,063.26 and look into this apparent engineering problem.

I hereby request positive response to this letter within 30 days along with your check in the amount of \$2,063.26. Thank you

Enclosures:

Sincerely,

P.S. I am 65 years old and have purchased Ford vehicles all my life and I expect satisfaction.

Woodbine, Md.



Consumer Affairs

PO Box 6248, MD 3NE-B
Dearborn, MI 48128 USA

Sent Via U.S. Mail

February 6, 2004

[REDACTED]
Woodbine, MD [REDACTED]

RE: 2002 Ford F-Series
VIN: 1FTNE24291HA26484

Dear [REDACTED]

Thank you for contacting Ford Motor Company regarding your vehicle concern.

Your concern has been thoroughly reviewed by the Ford's Field Service Engineer. We have been informed that after carefully inspecting your vehicle, they were not able to verify any manufacturer's defects. Based on this finding, we propose no further action.

Thank you for the opportunity to review this concern.

Respectfully yours,


Cassandra Jones-McBryde
Consumer Affairs

**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).**