



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 1220

Date Received

Repository

2004 SEP 13 AM 5:52  
05-AUG-2004

Reference No.  
10087266

OWNER INFORMATION (Type or Print)

Name \_\_\_\_\_  
Address \_\_\_\_\_  
City HOUSTON State TX 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 \_\_\_\_\_

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
**5-02 ATTACHMENT**  
Make FORD Model CAB CHASSIS Model Year 1999  
**2004**  
Date Purchased \_\_\_\_\_ Dealer's Name and Telephone Number **Jack Road Ford (211) 688-6200**  
Original Owner  Dealer's City **Houston** State **TX** Zip Code \_\_\_\_\_  
Engine: No. Cylinders **8** Fuel Type: **Diesel**  
Transmission Type **AUTOMATIC**  Antilock Brakes Powertrain \_\_\_\_\_ Vehicle Component Code **REAR**  
 Cruise Control 021230 SUSPENSION:FRONT:SPRINGS:AIR SUSPENSION SYSTEM  
Multiple Failure: **X 2 G**

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 01-JUN-2004 Failure Mileage **ALL UNDER 7000 mi** Failure Speed \_\_\_\_\_  
**REAR SUSP BRACKETS ATTACHED TO FRAME**

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: DOTM1A3ABC036)  Original Equipment  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 **None** Number of Deaths **None** Reported to Police **N**

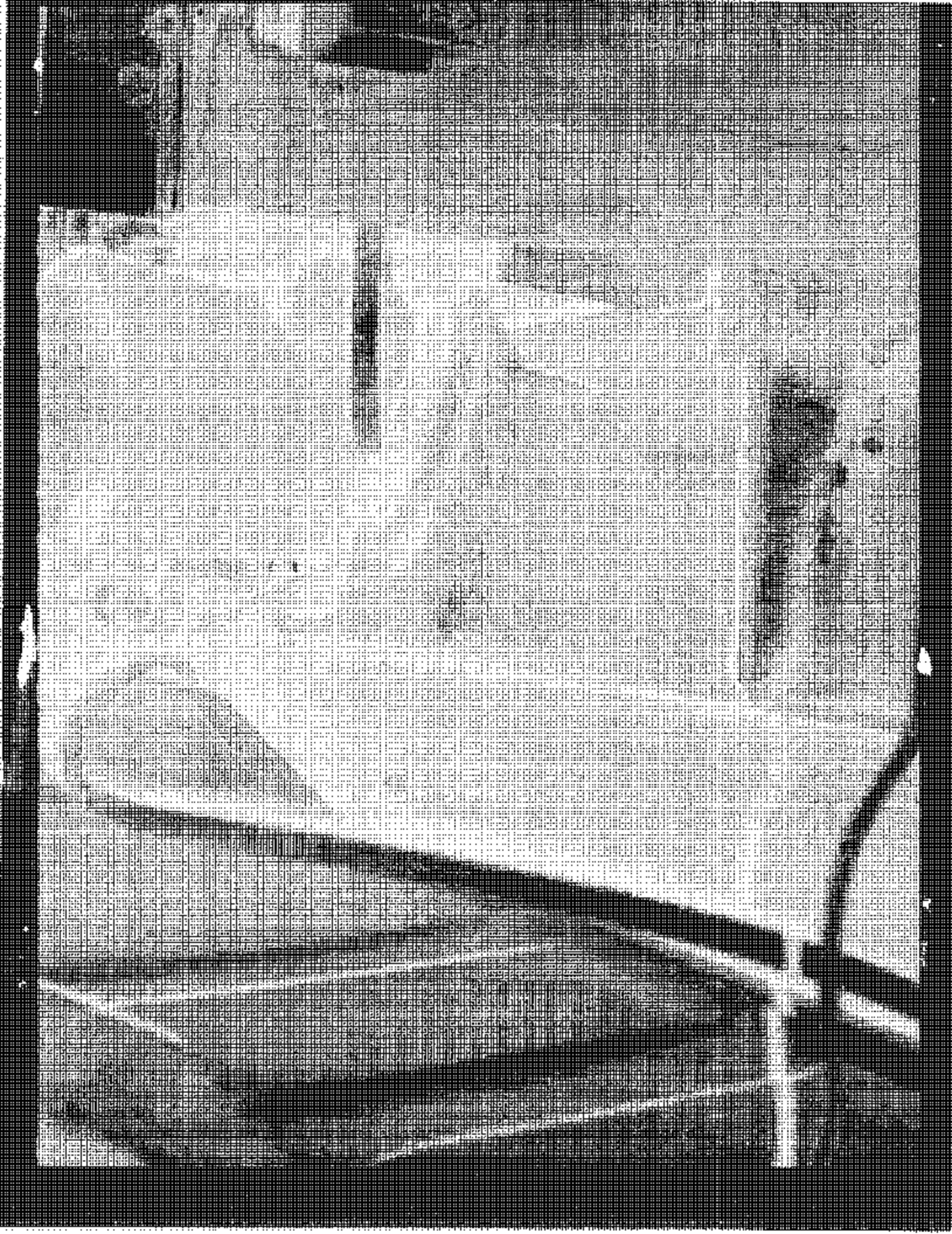
Narrative Description of Incident(s), Crash(es), and Injury(ies).  
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

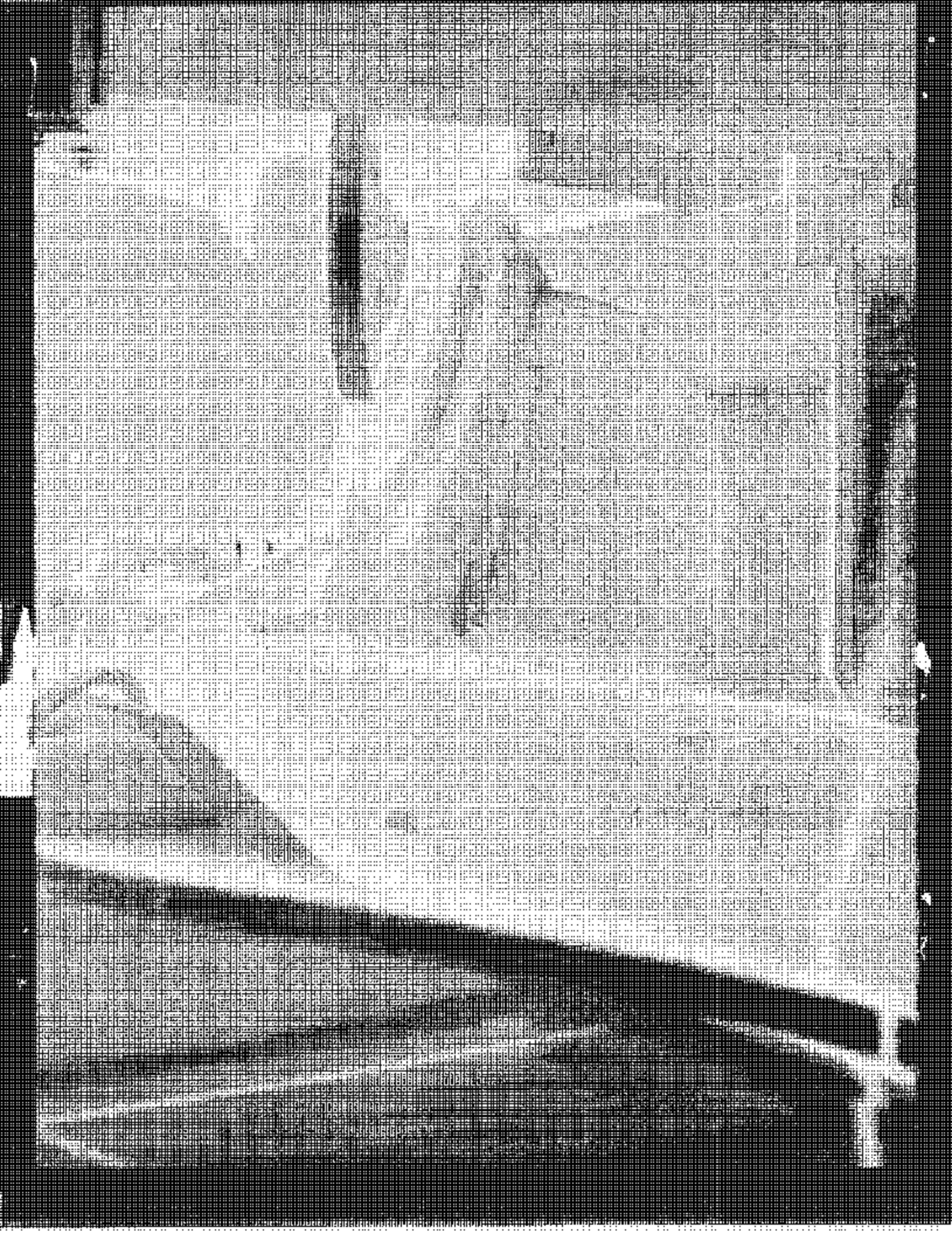
THE BOLTS THAT HOLD THE BRACKETS FOR THE TOP SUPPORT OF THE AIR SUSPENSION SYSTEM CONTINUOUSLY BREAK. THIS OCCURRED IN THREE VEHICLE SO FAR, VIN NUMBERS: 1FDWF36P94EC38000, 1FDWF36P94EC36004, AND 1FDWF36P14EC38000. TOOK THE VEHICLES TO BE REPAIRED AT FORD DEALERSHIP. \*AK # 5/25/04  
**1FDWF36P74EC**  
**1FDWF36P54EC**  
**1FDWF36P49EC**  
**NO WORK ORDER FROM DEALER A-446**  
**\*5/25/04**

**2 UNITS WITH BRACKET FAILURE ALSO HAD BROKEN BRAKE LINES WHICH CAUSED THE BRAKES TO FAIL.**

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.





**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).**