

DOT Auto Safety Hotline				FOR AGENCY USE ONLY 100145	
U.S. Department of Transportation National Highway Traffic Safety Administration Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline				Date Received SEP 26 12-AUG-2004	
				Repository ☐ Reference No. 10067784	
OWNER INFORMATION (Type of Prior)				Daytime Telephone Number	
Name				E-mail Address	
Address				Evening Telephone Number	
City SHIRLAND	State IL	Zip Code			
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 1-2-04	
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1FTSW31S511				Make FORD	Model Year 2001
Date Purchased	Dealer's Name and Telephone Number			Engine	Fuel Type
Original Owner ☒	Dealer's City	State	Zip Code	No. Cylinders	
Transmission Type AUTOMATIC	☒ Antilock Brakes	Powertrain	Vehicle Component Code		
	☒ Cruise Control		036000 SERVICE BRAKES, HYDRAULIC-ANTILOCK		
				Multiple Failure: 1	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Incident Date(s) 04/3/2004	Failure Mileage 30300	Failure Speed 55			
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: 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 indicate 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 THE CONSUMER ATTEMPTED TO APPLY THE BRAKES, THEY DID NOT PERFORM AS DESIGNED, AS A RESULT THE BRAKES SEIZED UP AND THE VEHICLE CAME TO A HALT AND THE BRAKE PISTON SHATTERED CAUSING BRAKE FLUID TO LEAK. PLEASE PROVIDE ADDITIONAL INFORMATION. *JB BRAKE PADS WERE THE ROOT CAUSE. THE PADS SEPARATED FROM THE BACKING PLATE AND WERE DISLODGED FROM THE CALIPER, RESULTING IN THE CALIPER PISTONS TO GRIND INTO THE ROTOR. THE PISTONS SHATTERED FROM THE HEAT CAUSING FLUID LEAKAGE.					
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.					