



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 1367

Date Received

2004 SEP 1 01-SEP-2004

Repository

Reference No:
10090178

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City EAST HARTLAND State CT 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 authorized signature, provide your name or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 11/1/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1FTSX31P04E [REDACTED]
Make FORD Model F350 Model Year 2004
Date Purchased Dealer's Name and Telephone Number Engine: No: Cylinders 8 Fuel Type:
Original Owner Dealer's City State Zip Code
Transmission Type Antilock Brakes Powertrain 4 WHEEL DRIVE Vehicle Component Code 103100 POWER TRAIN:AUTOMATIC TRANSMISSION:CONTROL MOD
AUTOMATIC Cruise Control Multiple Failure: 5

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 13-FEB-2004 Failure Mileage 2716 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: DOTM9ABC036) 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).

INTERMITTENTLY WHILE DRIVING ENGINE SHUT OFF FOLLOWED BY THE METERS ON THE DASHBOARD READING ZERO. THEN, VEHICLE STALLED. CONSUMER PUT VEHICLE INTO NEUTRAL AND RESTARTED. WHEN THIS HAPPENED BEFORE LOST CONTROL OF VEHICLE. DEALERSHIP PERFORMED SEVERAL DIAGNOSTIC TESTS, AND REPLACED THE PCM GROUND/ENGINE GROUND, AND WIRING GOING TO THE PCM. THE FAILURE STILL EXISTED. CONSUMER INVOKED THE LEMON LAW BECAUSE DEALERSHIP WAS UNABLE TO RECTIFY THE FAILURE. *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 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)

Per attached letters written to the dealer, Serat Ford of Agawam, MA. The truck engine would shut off while driving 55-65 mph or going down a hill (or any time, really). It makes the truck undrivable because the power steering shuts off; this has happened 5 times now, and been back to the dealer 4 times, in the shop 31 days since Feb. 10th. It is EXTREMELY unsafe, as I nearly hit a tree with my two children in the truck. Ford has refused to acknowledge there is a problem. Also attached are (6) repair orders done at Serat Ford.

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



VEHICLE OWNER'S QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

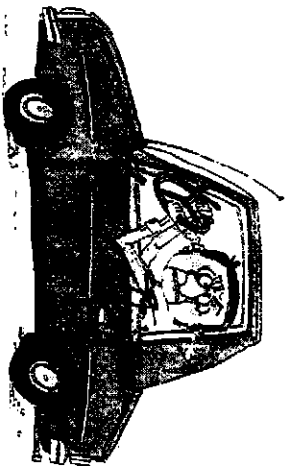
TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH2DOT

and dial toll free at

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

DOT Auto Safety Hotline
(DASH) 2 DOT



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

Scout Fund

2/11/04

Service Dept.

I

Justin has probably told you the truck at any given time (not when motor is cold) driving down the road or taking off from a stop sign with cut out + stall. A few times I can catch it starting to quit through the shifter into neutral by play with the peddle. When that happens it lunges forward skips gears takes off or completely stalls out

II

Please adjust driver's door.

Thanks



shloy

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[Redacted]

[Redacted] Granby CT [Redacted]

[Redacted] (Cell) [Redacted]

Home Improvement Contractor
License #55057

New Home Contractor
License #475

Jack Sarat -

My name is [Redacted], the owner of a truck purchased from your company. The truck has been back to your service dept. 3 times, with the same results.

Last night I took my 2 daughters out for ice cream we never made it. The truck again shut itself off. I was not able to restart it, like in the past, & ended up off the side of the road. The vehicle behind pulled over & asked me why I drove off the road. At that time my daughters were screaming & crying.

It is obvious I have no confidence in your service dept. Get another Ford Dealers service dept. or Ford factory rep. To not only find the problem. **FIX IT**

I drove the truck less than 25 miles since they fixed it the last time, until last night. ~~was about~~

[Redacted]

4/29/04
Pg. 4 of 7

[REDACTED]
Granby CT
(Cell) [REDACTED]

Home Improvement Contractor
License #55657

New Home Contractor
License #475

Sanat Fera

Service Manager—

Driving my 2004 F-350 vin# 1FTBX31P04E [REDACTED]
down the road the speedometer says 55-60 mph.
The tachometer reads 0, that will give you
A good indication the problem still need fixing.

AFTER putting the shifting lever into neutral +
turning the key the truck will start again

You + I don't need this to happen AGAIN
Fix it so the truck doesn't go the shop AGAIN
For the repair for a 4th time.

[REDACTED]
OWNER

[REDACTED]
[REDACTED]
East Hartland, Ct. [REDACTED]

Ford Motor Company.
1600 Executive Plaza Drive
Mail Drop #3 NE-B Suite 311
Dearborn, MI 48126-4207

Dear Sir,

The 2004 Ford F350 Pickup truck I purchased from Sarat Ford on Jan. 13, 2004 for over \$40,000 (VIN number 1FTSX31P04E [REDACTED])

is a dangerous vehicle and should not be driven. The engine shuts off for no reason while driving and renders the truck impossible to steer because the power steering cuts out. This has happened five times now. The first time was Feb. 10, 2004. Again on April 27, then May 5, May 7, and then last week. Sarat Ford continued to return this vehicle to me with a known major defect. Sarat currently has the truck and has had it since Aug. 19. While driving with my two children I nearly ran off the road. I have attached letters I have written expressing my outrage and concern about this issue. Also attached are repair receipts from Sarat Ford that failed to correct this dangerous situation. I DO NOT want this vehicle anymore. If a satisfactory offer is not presented to me within seven days of receipt of this letter. I will pursue this through an attorney through the Massachusetts Lemon Law and whatever liability statutes may be pertinent to this situation.

[REDACTED]
[REDACTED]
repair orders from Sarat Ford and my letters to them attached

**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).**