



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](http://www.nhtsa.dot.gov/hotline)

FOR AGENCY USE ONLY 100216

Date Received

Repository ☐

Reference No.

10096549

### OWNER INFORMATION (Type or Print)

Name

Address

City

BURKE

State

VA

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?

In the absence of an authorized signature, provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 12/10/2004 12:00 PM

### VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

LFMMU435326

Make

FORD

Model

EXCURSION

Model Year

2002

Date Purchased

4/10/2004

Dealer's Name and Telephone Number

Desert Pacific GMC Buick

702-558

3300

Engine

No. Cylinders

10

Fuel Type

unl

Original Owner

Dealer's City

Las Vegas

State

NV

Zip Code

89126

Transmission Type

AUTOMATIC

☒ Anti-lock Brakes

Powertrain

☒ Cruise Control

Vehicle Component Code

034530 SERVICE BRAKES, HYDRAULIC: FOUNDATION COMPONENTS

Multiple Failure: 3

100 PLS.

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

Incident Date(s)

10-MAY-2004

Failure Mileage

16,000

Failure Speed

All stops

### 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: DOTM19A8C036)

☐ 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

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).

WHILE APPLYING THE BRAKE PEDAL, THE VEHICLE JERKED AND VIBRATED UNCONTROLLABLY. HOWEVER, THE DRIVER WAS ABLE TO MAINTAIN CONTROL OF THE VEHICLE AND DROVE IT TO THE DEALER FOR INSPECTION. THE MECHANIC INFORMED THE DRIVER THAT THE ROTORS NEEDED TO BE REPLACED. PLEASE PROVIDE FURTHER DETAILS. \*JB

See attached.

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.

TO: U.S. Department of Transportation, National Highway  
Traffic Safety Administration.

FROM: [REDACTED], United States Marine Corps.

I contacted your company several months ago and I received a package from your company. What is written in the package from your company is not all the information. I bought my 2002 Ford around Apr 2004 in Las Vegas, NV. It had 34,000 miles on it and I paid around \$31,000 for it. When I bought, the dealership informed me they just replaced the front rotors and pads. I bought the Ford and was on military orders to the Pentagon (Washington, DC). I drove cross country and my brakes started shaking after about 1000 miles. I continued to Ohio where I went to a shop where my warranty was accepted from the dealership. They told me my rotors were warped and I needed new ones. I had to pay half of the price, they worked something out with the dealership. I left Ohio and drove to DC. After 600 miles, my truck started shaking again when I would hit the brakes. I went to the Ford Dealership in Springfield, VA and they informed me there was a break problem with my truck and that is why they are going to stop making them. They said it was under warranty for 10,000 miles and they would only cut the rotors one time. They told me to wait until the last few miles and then get them cut. I waited as long as I could, but it shakes so much you can barely keep the truck on the road when driving on the highway and you apply the brakes. Ford cut the brakes and it was good for about 2000 miles and they went bad again. I went back to Ford and they told me I have to buy new rotors. I keep driving the truck and it is unsafe. I have a five year old son, a two year old son and a third son due in Aug2005, and my truck is unsafe. My wife will not even drive the truck because she is so scared to get into an accident. I have had to swerve countless times while on the highway, due to the shaking and vibrating when I hit the brakes. When I bought the vehicle it had 34,000 miles on it. It now has 54,000 miles. I have put about 20,000 miles on the truck in a year and about 80 percent of the time it has been unsafe. I do not know what to do, nobody at Ford is helping me, just telling me to buy new rotors, again. I will include the receipts from every time someone fixed my brakes. I have been in the United States Marine Corps for over 12 years and I am a Special Agent in the Criminal Investigation Division, so I travel a lot. If you can not reach me at home, please call my cell phone at 703-851-3038.

Thank you very much. [REDACTED]