



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 1368

Date Received

2004 DEC

04-NOV-2004

Repository ☐

Reference No 29
10099403

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City CENTERREACH State NY Zip Code [REDACTED]

Daytime Telephone Number

631-888-1609

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 authorization, NHTSA will NOT provide your name or address to the vehicle manufacturer.

☒ YES

☐ NO

Signature of Owner [REDACTED]

Date 11/17/2004

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1FTSX30S4XB [REDACTED] Make FORD Model F350 Model Year 1999

Date Purchased

8/2003

Dealer's Name and Telephone Number

Ramp Ford

Engine:

No. Cylinders

10

Fuel Type:

GAS

Original Owner

☐

Dealer's City

Port Jefferson

State

NY

Zip Code

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

2WD

Vehicle Component Code

110000 ELECTRICAL SYSTEM

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 11-OCT-2004 Failure Mileage 63000-63500 Failure Speed 40 CYLINDER HEAD THREADS FOR SPARK PLUG

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/B5R15)
DOT No. (Example: DOTM19ABC038) ☐ Original Equipment ☐ Prior Repair Failure Location:
Tire Component Code [REDACTED] Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name:
Seat Type: [REDACTED] Installation System:
Child Seat Component Code: [REDACTED] 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).

WHILE DRIVING AT 40 MPH CONSUMER HEARD A POPPING NOISE UNDER THE HOOD. CONSUMER HAD THE VEHICLE TOWED. DEALERSHIP INFORMED THE CONSUMER THAT THE PROBLEM PERTAINED TO THE SPARK PLUG FAILURE. THE PROBLEM WAS NOT RESOLVED. *AK

THIS WAS CYLINDER HEAD FAILURE. SPARK
PLUG FELL OUT OF ENGINE. POSSIBLY CAUSING
A FIRE UNDER HOOD OF TRUCK.

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)

While on Vacation, I was Driving down Rt 41 in North Port Florida, I came to Traffic Light and Stopped. When out of nowhere the 104XL Engine began making a Popping Sound. I Drove the Truck to Repair shop 1/4 mile away. When I Opened the hood I could see Orange + Blue Glows coming from Passenger side No. 4 Cylinder And the Coil + Spark Plug were going up and down in the hole. IF I had Driven any Further God only Knows what could have happened. After going on the Internet and Typing in "Spark Plug V10 Ford" This was just one of Hundreds of the SAME Problem. Called Ford in Florida they Never Heard the Problem. Guess they didn't Look To Hard.

ATTACH ADDITIONAL SHEETS IF NECESSARY

OUT OF ORDER



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

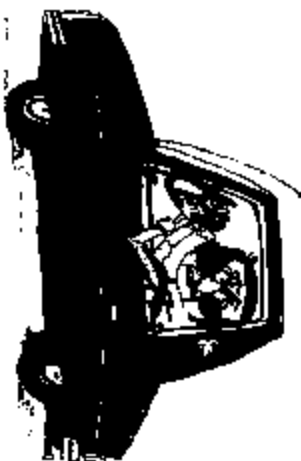
DASH2DOT

and dial toll free at

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(DASH) 2 DOT



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