

 <b>DOT Auto Safety Hotline</b> U.S. Department of Transportation National Highway Traffic Safety Administration		<b>Vehicle Owner's Questionnaire</b> To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100248 Date Received: 12-30-04 9:34 09-DEC-2004		Repository <input type="checkbox"/> Reference No. 10103430			
<b>OWNER INFORMATION (Type or Print)</b>						Daytime Telephone Number: [REDACTED]		E-mail Address: [REDACTED]	
Name: [REDACTED] Address: [REDACTED] City: MARSHALL State: MO Zip Code: [REDACTED]						Evening Telephone Number: [REDACTED]			
Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO In the absence of [REDACTED] provide your name or address to the vehicle manufacturer. Signature of Owner: [REDACTED] Date: 12-18-04									
<b>VEHICLE INFORMATION</b>									
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1FTWW33P34E [REDACTED]				Make: FORD		Model: F350		Model Year: 2004	
Date Purchased: [REDACTED]		Dealer's Name and Telephone Number: Machens Ford 573-445-4411				Engine: No: Cylinders 8		Fuel Type: Diesel	
Original Owner: <input checked="" type="checkbox"/>		Dealer's City: Columbia		State: MO Zip Code: 65205					
Transmission Type: AUTOMATIC		<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control		Powertrain: 4 WHEEL DRIVE		Vehicle Component Code: 060000 ENGINE AND ENGINE COOLING Multiple Failure: 2			
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>									
Incident Date(s): 06-DEC-2004 6-23-04		Failure Mileage: 5456		Failure Speed: 70		SEE ATTACHED INVOICE # W 22234 OTHER INV. ATTACHED			
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>									
Tire Make: [REDACTED]			Tire Model (Name or Number): [REDACTED]			Tire Size (Example P215/65R15): [REDACTED]			
DOT No. (Example: DOTM15ABC036)			<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair		Failure Location: [REDACTED]				
Tire Component Code: [REDACTED]						Tire Failure Type: [REDACTED]			
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>									
Make: [REDACTED]			Date Manufactured: [REDACTED]			Model No./Name: [REDACTED]			
Seat Type: [REDACTED]			Installation System: [REDACTED]						
Child Seat Component Code: [REDACTED]			Failed Part: [REDACTED]						
<b>APPLICABLE INCIDENT INFORMATION</b> (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)									
Crash: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Fire: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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).									
THE ENGINE STALLED TWICE ON THE HIGHWAY AT ABOUT 70 MILES PER HOUR. THE VEHICLE WAS TAKEN TO DEALER FOR A DIAGNOSIS, BUT THEY WERE UNABLE TO DETERMINE THE CAUSE OF THE STALLING. *JB									
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION 12 31 P 1 31									
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. [REDACTED]									
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Administration 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.									

[REDACTED]

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From: [REDACTED]  
Sent: Saturday, December 18, 2004 11:45 AM

Ford Motor Co.

— I am writing in regards to your 11/22/04 decision on our claim VIN # 1ptww33834e [REDACTED]. Your letter states you will not review our claim because we use our Ford F-350 for commercial use. When we purchased this 2004, F-350, 6 litre diesel 4x4 King ranch (over 50,000.00) we were expecting to have a truck we could use for much longer than 6 months. We purchased this truck early in June 2004 and started experiencing problems within 3 weeks, a problem that has turned out to plague us ever since. We were in Colorado coming down a mountain and experienced complete power failure running 70-75 mph, by the grace of God we weren't pulling anything at the time. We've had the truck at numerous dealerships trying to diagnose this apparently common problem with this engine. We've had this truck in Columbia Mo. service center numerous times and still is not corrected. We aren't blaming any of the mechanics or service centers for the problems, everyone of them have tried to find the problems, and some have been corrected, there's just something that eludes them and we're tired of trying to fix this truck. The main reason we buy new vehicles is to keep from having annoying problems. We've purchased several new trucks from Ford Motor Co. and have always been satisfied. But this truck is a whole new matter. We feel the problems we're experiencing not only endanger us, but others as well. We would greatly appreciate it if you would take time to review our claim, we would like to resolve this matter to the satisfaction of both parties. Thank You!—

[REDACTED]

[REDACTED]

VIN# 1FTWW33P34E [REDACTED]

12/18/04

Office Advisor: 838  
 Customer Number: [REDACTED] Name: [REDACTED]

11/15/2004 14:50:24

1FTWV33P34E [REDACTED] F-350 CREW CAB 4X4  
 2004 F-SERIES AXLS CD: F2  
 6.0L DIESEL DI V8  
 \*WARRANTY START DATE 06/02/2004 BUILD DATE 05/12/2004 START ODOM 19  
 NO CAMPAIGN MESSAGE(S) FOUND  
 LESS THAN TWO DEALER APPROVED AMA REPAIR VISITS PAID TO DATE  
 \*THIS VEHICLE HAD A CUDL CONTACT CLOSED  
 \*EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE  
 DEALER: Joe Machens Ford, Inc REPAIR DATE: 09/23/2004  
 WARRANTY CLAIM NUMBER: [REDACTED] ODOMETER: 35893 M  
 EGR VALVE & #1 INJECTOR ROAD TEST, VERIFIED CONCERN. PERFORMED DIESEL DIAGNOSIS P0401. INSUFFICIENT EGR FLOW. TESTED EGR VALVE, VALVE CONDITION CODE AND DESC - 42 DOES NOT OPERATE PRO

PART NUMBER	PART DESCRIPTION	QTY	LABOR OP
3C3Z 9F452AC	TRANSDCR-EGR BACK PR	001	6005F
4C3Z 9E527AA	NOZZLE ASY-FUEL INJE	001	6005F1
		000	6005F1X1
		000	6005F2
		000	6005F6
		000	6005F8
		000	6005F9
		000	6005F11
		000	6005F12
		000	6005F13
		000	6005F14
		000	6005F18
		000	6005F19
		000	6005F20
		000	6005F21
		000	6005F22
		000	12650D30
		000	9E527AA

DEALER: Harvest Ford REPAIR DATE: 08/04/2004  
 WARRANTY CLAIM NUMBER: [REDACTED] ODOMETER: 19507 M  
 ROAD TEST WITH AND WITHOUT THE CUSTOMER, PERFORMED DIAG FOR CODES, CALLED OASIS, CK FOR WIRE CHAFFING AND AT THIS TIME WE TECH TESTED FOUND NO CODES PRESENT THE ST DROVE WITH CUSTOMER AND WITHOUT. CALLED HOTLINE WAS TOLD TO CHECKED FOR WIRE

CONDITION CODE AND DESC - 82 FREIGHT/POSTAGE/MAIN  
 PART NUMBER PART DESCRIPTION QTY LABOR OP  
 DIAG DIAGNOSIS 000 12650D  
 000 12650D81

DEALER: Joe Machens Ford, Inc REPAIR DATE: 07/05/2004  
 WARRANTY CLAIM NUMBER: [REDACTED] ODOMETER: 10256 M  
 FOUND NO. 6 CYLINDER LOW ON CONTRIBUTION TEST. PERFORMED DIESEL DIAG. ALL TEST PASSED. PERFORMED CYLINDER CONTRIBUTION. FOUND CYLINDER 6 LOW. INSPECTED HARNESS OKAY.

CONDITION CODE AND DESC - 42 DOES NOT OPERATE PRO  
 PART NUMBER PART DESCRIPTION QTY LABOR OP  
 4C3Z 9E527AA NOZZLE ASY-FUEL INJE 001 6005F  
 000 6005F1  
 000 6005F1X1  
 000 6005F2  
 000 6005F6  
 000 6005F8  
 000 6005F11

Dispute Settlement Board  
P.O. Box 1424  
Waukesha, WI 53187-1424



Subject: 2004 Ford F-350  
VIN: 1FTWW33P34E [REDACTED]

November 22, 2004

[REDACTED]  
[REDACTED]  
Marshall, MO [REDACTED]

Dear [REDACTED]

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This letter is to acknowledge the receipt of your application to have your concerns resolved by the Dispute Settlement Board. We regret to advise you that the concern stated in your application does not fall within the jurisdiction of the Board. Furthermore, it will not be reviewed, because the vehicle is used commercially.

Although the Board cannot review your concern, we suggest that you discuss it with the Dealer Principal or General Manager at your dealership, if you haven't already done so. If the problem still remains, you may contact the Ford Customer Assistance Center at 1-800-392-3673 (FORD) for further assistance.

The terms and conditions for eligibility for Board review cannot be changed in anyway. Thank you for your interest in the Dispute Settlement Board.

Sincerely,

DSB Administration

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**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).**