



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 100248

Date Received
12-APR-2005

Repository
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OWNER INFORMATION (Type or Print)

Name _____
Address _____
City **QUINCY** State **CA** Zip Code _____

Daytime Telephone Number _____
Evening Telephone Number _____

E-mail Address _____

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 4/29/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: **1FTSW31P04E** Make: **FORD** Model: **F350** Model Year: **2004**

Date Purchased: **8/27/04** Dealer's Name and Telephone Number: **Corning Ford Mercury Kia** Engine: No. Cylinders: **8** Fuel Type: **Gas Diesel**
Original Owner: Dealer's City: **CORNING** State: **CA** Zip Code: **96021**

Transmission Type: **AUTOMATIC** Antilock Brakes Cruise Control Powertrain: **4 WHEEL DRIVE** Vehicle Component Code: **138000 VISIBILITY:DEFROSTER/DEFOGGER SYSTEM**
Multiple Failure: **1**

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): ~~01-NOV-2004~~ **9-04** Failure Mileage: **1100** Failure Speed: _____

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: _____ Tire Model (Name or Number): _____ Tire Size (Example P215/65R16): _____
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 describe 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).

THERE ARE TOXIC FUMES COMING THROUGH THE DEFROSTER WHEN IT IS TURNED, WHICH IS DISTRACTING THE DRIVER ON THE ROAD. MANUFACTURER HAD BEEN CONTACTED BY CONSUMER. *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 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.

May 1, 2005

To Whom It May Concern:

Enclosed please find the information that you have requested. I would also like to add that after the last repair from Conning Ford, I was told over the phone what they had found and what they were going to do. Upon reviewing the Service Invoice I see that they did not put down that they found a crack wye one day then the next day they called to tell me that they tightened all the bolts up. This was Bill Bradley that had called me both times.

Recently we purchased a Carbon Monoxide Detector (1/9/05) and placed that in the truck on the dash while the truck is running. Finding that the detector registers 40 ppm. My question is: Are you suppose to be getting any diesel exhaust fumes in the cab while the truck is running? If so, this information should be made available to future customers.

Sincerely,

March 23, 2005

Dear Sirs:

We purchased our new truck 8/27/04 after much research. The Dodge manual will not allow you to put a cab over camper on it. The Chevy turns on a dime, but the interior was cheap looking. The FORD was quiet sleek and would allow us to do all that we wanted to do. Mainly, after three major back surgeries, the FORD truck offered us a comfort that I could not get with the other trucks we test drove.

From the time we brought the truck home we had diesel exhaust entering the cab through the air and heating system. We called Bill Bradley immediately. He informed us that it was a sealed unit and that there was no way that the exhaust could be entering the cab. So we assumed that it was a fluke thing. As the weather turned cold we were unable to use the defrosters or heater because of the fumes. Even if we turned the defrosters on, the passenger side windows would accumulate moisture. We were unable to allow our grandchildren in the truck as one is severely asthmatic. I suffered bloody noses from the long exposure to the fumes.

We took the truck to (1) Corning Ford on 11/03/04. They could find nothing wrong with the truck. We again drove the truck and suffered from exhaust fumes. We then took the truck to (2) Bonanza Auto Center here in Quincy on 1/5/05. They also could not find anything wrong with the truck.

We were called to San Francisco on a family emergency Feb. 22. Again, unable to use the defrosters or heater. We did not know that we would be bring my mother-in-law home with us from the San Francisco Cancer Research Center. We will be traveling with her back and forth from San Francisco while she participates in a cancer trial. We had her bundled in blankets as we had to keep rolling down our windows to clear the windshield. We ended up spending the night as it was making my mother-in-law feel ill. If we wiped our windows we would get black soot off of them from the inside.

When I arrive home I contacted Corning Ford and made arrangements to take the truck to them. I delivered the truck on 2/28/05. They gave me a rental car which cost me \$170.00.

When I arrived home I contacted the Ford Company at 1-800-392-3673, the girl I talked to put

me on hold after I explained what was going on. She contacted Corning Ford and she then told me that I would have to go back to Corning Ford to pick the truck up as Corning Ford still could NOT FIND A PROBLEM with the truck. She told me to drive the truck and the next time it happened to take the truck back to Corning Ford (this is a 2 ½ hour drive one way for me). I refused to do so. I would not pick the truck up until they found the problem. The next day I was contacted by Bill Bradley. They found the problem. They found more than just an exhaust leak. They would order the parts and fix the truck. I confronted them about the exhaust fumes and the residue left in the cab carpet, head liner, etc.....

I drove to Corning 3/11/05 to pick the truck up. They advised me that the Ford Company would not do anything about the interior of the truck. I asked Bill Bradley what it would take for me to get a new vehicle without going through the hassle. He quoted me \$12,000.00 to \$20,000.00. He also suggested that I put a few Bar-B-Que brisket in a bag and they would remove odor. I drove the truck home. From Corning Ford to Highway 99 is approximately 9 miles, in which I drove with my defrosters on high. At that point I had to turn the defrosters off due to the fumes, and roll down the window. My nose was burning. I drove all the way home and parked the truck where it sits today. I immediately contacted Corning Ford and talked with Bill Ridge, the service manager, and told him what was happening and that I was not going to drive the truck. He was going to contact the Ford Company. I never heard back from him.

This is a health hazard.

Sincerely,

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).