



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 100148

Date Received

Repository

2007 AUG 20 2007
2007 SEP 10 PM 1:50

Reference No.
0200261

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City MILTON State IN 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 authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner [REDACTED] Date 9/13/07

VEHICLE INFORMATION

17 digit Vehicle Identification Number: Located at bottom of windshield on driver's side
1FTWW31R68E [REDACTED] Make FORD Model F-350 SD Model Year 2008
Date Purchased 01-JUN-07 Dealer's Name and Telephone Number ADVANTAGE FORD 765-825-0594 Engine: No: Cylinders 8 Fuel Type: Diesel
Original Owner Dealer's City CONNERSVILLE State IN Zip Code 47331
Transmission Type Antilock Brakes Powertrain 4 WHEEL DRIVE Vehicle Component Code 185000 VEHICLE SPEED CONTROL:CRUISE CONTROL
AUTOMATIC Cruise Control Multiple Failure: 5

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 17-AUG-2007 Failure Mileage 4400 Failure Speed 60

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15) [REDACTED]
DOT No. (Example: DOTM19ABC036) Original Equipment Prior Repair Failure Location: [REDACTED]
Tire Component Code [REDACTED] Tire Failure Type [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

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

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).

TL*THE CONTACT OWNS A 2008 FORD F-350 SD. WHILE DRIVING 60 MPH, THE VEHICLE DECELERATED TO APPROXIMATELY 30 MPH. THE CONTACT STATED THAT WHEN THE CRUISE CONTROL IS ENGAGED, THE VEHICLE DOWNSHIFTS AND BECOMES STUCK IN FOUR WHEEL DRIVE. THE DEALER STATED THAT THE VEHICLE COULD NOT BE REPAIRED UNTIL THE FOURTH QUARTER OF 2007 AND THEY HAVE TO WAIT ON THE PCM CALIBRATION. CURRENTLY, THE DEALER IS UNSURE OF WHAT CAUSED THE FAILURE. THE CURRENT MILEAGE WAS 4,683 AND FAILURE MILEAGE WAS 4,400.

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.

CUSTOMER #: 8270428

WORKORDER

FORD-LINCOLN-MERCURY, Inc.

2350 Park Road

Connersville, Indiana 47331

(765) 825-0594

PAGE 1

MILTON, IN

HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 5725 CENTERS, PAUL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
OXFORD WHI	08	FORD F350 DRW	1FTWW31R68E [REDACTED]		4613/	T385	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
24APR07 IS			17:00 20AUG07			CASH	
R.O. OPENED		READY	OPTIONS: STK:4003 DLR:47L099				
20AUG2007 08:56							

LINE OP CODE	TECH. TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	W94	POOR FUEL ECONOMY <i>Ran fuel economy test. Vehicle getting 16.7 mpg.</i>
# B	W94	ENGINE JERKS WHILE MOVING <i>waiting on new PCM calibration.</i>
# C	W94	HARD TO GET OUT OF 4-WHEEL DRIVE <i>Ran system test PASSED All tests.</i>

ESTIMATE		<input type="checkbox"/> WRITTEN ESTIMATE <input type="checkbox"/> ORAL ESTIMATE <input type="checkbox"/> I DO NOT REQUEST AN ESTIMATE		Any warranties on the parts and accessories sold hereby are made by the manufacturers of those products. This dealership hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and this dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said product. Buyer shall not be entitled to recover from the dealership of any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.	In the event that you, the customer authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly, or partial completed work. Such charge will be directly related to the actual amount of labor and parts involved in the inspection of repair or service.
REPLACED PARTS WILL BE RETURNED UNLESS SPECIFIED OTHERWISE. <input type="checkbox"/> DISCARD <input type="checkbox"/> INITIAL		I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.			
ORIGINAL ESTIMATE	CUSTOMER ACCEPTANCE	AUTHORIZED ADDITIONS	DATE		
\$ _____	\$ _____ SIGNATURE	\$ _____	TIME	BY _____	
ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE		<input type="checkbox"/> DISCOVER <input type="checkbox"/> VISA <input type="checkbox"/> CASH <input type="checkbox"/> MC <input type="checkbox"/> AMX		AUTH. BY CUSTOMER COPY	

MILTON, IN
HOME: [REDACTED]

BUS: [REDACTED]

SERVICE ADVISOR: 7589 BARRETT, MIKE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
OXFORD WHI	08	FORD F350 DRW	1FTWW31R68E [REDACTED]		3676/	T041	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
24APR07 IS			** WAITER **			CASH	
R.O. OPENED		READY	OPTIONS: STK:4003 DLR:47L099				
31JUL2007 09:13							

LINE OP CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS
 # A W94 CUSTOMER STATES YOU GOT TO LET OFF THE ACCELERATOR TO GET IT IN OVER DRIVE

Reprogrammed Pcm

B W94 CUSTOMER STATES WHILE DRIVING WITH THE CRUISE CONTROL ON IT WILL DOWN SHIFT AND WONT STOP ACCELERATING

C W94 CUSTOMER STATES WHILE DRIVING SOMETIMES THE VEHICLE CUTS OUT AND MISSES

*Released Air pocket In Fuel Line
Regeneration process*

D W94 CUSTOMER STATES THE VEHICLE IS USING TO MUCH FUEL CK AND ADVISE

16 - MPG

ESTIMATE			
WRITTEN ESTIMATE	ORAL ESTIMATE	I DO NOT REQUEST AN ESTIMATE	
REPLACED PARTS WILL BE RETURNED UNLESS SPECIFIED OTHERWISE.			
ORIGINAL ESTIMATE	CUSTOMER ACCEPTANCE	AUTHORIZED ADDITIONS	INITIAL
\$	\$	\$	DATE
	SIGNATURE		TIME
			BY
ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE			
<input type="checkbox"/> DISCOVER <input type="checkbox"/> VISA <input type="checkbox"/> CASH <input type="checkbox"/> MC <input type="checkbox"/> AMX			
Any warranties on the parts and accessories sold hereby are made by the manufacturers of those products. This dealership hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and this dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said product. Buyer shall not be entitled to recover from the dealership of any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.			
In the event that you, the customer authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly, or partial completed work. Such charge will be directly related to the actual amount of labor and parts involved in the inspection of repair or service.			
I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.			
AUTH. BY CUSTOMER COPY			