



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects

2008 NOV -6 PM 1:38:20 DASH-2-DOT
(1-888-327-4236)

INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY

100148

Date Received

24-SEP-2008

Repository ☐

Reference No.
10243326

OWNER INFORMATION (Type or Print)

Name

Address

City

WASHINGTON

State

NC

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? ☐ YES ☒ NO
In the absence of a signature, provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 9/27/08

VEHICLE INFORMATION

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

1FTSW31F31

Make

FORD

Model

F350

Model Year

2001

Date Purchased

4-27-01

Dealer's Name and Telephone Number

Pecheles Ford 252-946-9104 (Formally PDBJ)

Engine:

No: Cylinders

8

Fuel Type:

DIESEL

Original Owner

☒

Dealer's City

Washington

State

NC

Zip Code

27889

Transmission Type

Auto

☒ Antilock Brakes

☒ Cruise Control

Powertrain

4x4

Vehicle Component Code

190000 TIRES

Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

14-SEP-2008

Failure Mileage

31660

Failure Speed

70

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make
FIRESTONE

Tire Model (Name or Number)
STEELTEX A/T

LT

Tire Size (Example P215/65R15)
265/75R16

DOT No. (Example: DOTM19ABC036)
VINW81XL1301

☒ Original Equipment
☐ Prior Repair

Failure Location: DRIVER SIDE FRONT

Tire Component Code

191000 TIRES:TREAD/BELT

Tire Failure Type TREAD SEPARATION

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).

TL*THE CONTACT OWNS A 2001 FORD F350. THE VEHICLE HAS FIRESTONE STEELTEX A/T TIRES. WHILE DRIVING 70 MPH, THE FRONT PASSENGER SIDE TREAD DETACHED FROM THE TIRE DOWN TO THE BELT. THE CONTACT REFERENCED NHTSA CAMPAIGN ID NUMBER 04T003000 (TIRES). THE FAILURE HAS NOT BEEN REPAIRED. THE VIN AND TIRE SIZE WERE UNKNOWN. THE CONTACT HAS PICTURES AVAILABLE. THE CURRENT MILEAGE WAS 32,000 AND FAILURE MILEAGE WAS 31,660.

No advance notice of the failure other than a slight vibration immediately before the failure.
Tire did not deflate until days later.
Tire was aired to 80 psi prior to trip

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 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)

Additional Photos^(Hi Res) Can be emailed upon request
Estimate to repair truck Attached.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

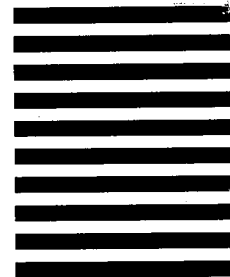
National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Ave SE
Washington, DC 20077-9382



Think your vehicle
has a safety defect?



If so:

Use the enclosed
form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

safercar.gov

BLAND AND NEWSOME, INC.
ALL THINGS IN BODY REPAIR EXCELLENCE
1510 HOOKER RD
GREENVILLE, NC 27834
(252) 355-2800 Fax: (252) 321-2148

PRELIMINARY ESTIMATE

Written By: FOUNTAIN MCLAWHORN
Adjuster:

Insured: [REDACTED]
Owner: [REDACTED]
Address: [REDACTED]
Cellular: [REDACTED]

Claim #
Policy #
Deductible:
Date of Loss:
Type of Loss:
Point of Impact:

Inspect
Location:

Insurance
Company:

Days to Repair

2001 FORD F350 4X4 CREW CAB 8-7.3L-TD 4D LONG BURG/GRAY Int:

VIN: 1FTSW31F31 [REDACTED] Lic: Prod Date: Odometer:
Intermittent Wipers Dual Mirrors Clear Coat Paint
Power Steering Power Brakes AM Radio
FM Radio Stereo Search/Seek
Anti-Lock Brakes (4) Driver Air Bag Passenger Air Bag
4 Wheel Disc Brakes Rear Step Bumper Trailering Package
6 Speed Transmission 4 Wheel Drive Overdrive
Styled Steel Wheels

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
1		FRONT BUMPER					
2		O/H Front Bumper				1.6	
3	Repl	LT Bumper brace	1	51.15	Incl.		
4	Repl	Valance panel upper medium platinum	1	69.76	Incl.		
5	Repl	Valance panel lower	1	58.64	Incl.		
6	Repl	LT Bumper filler	1	12.13	Incl.		
7	R&I	R&I bumper assy			Incl.		
8		FENDER					
9	Repl	LT Fender liner	1	112.33		0.6	
10*	Align	LT Fender				5.0	
11	Repl	Mud guard 4WD	1	45.00		0.2	
12		FRONT SUSPENSION					
13	Repl	LT Brake hose auto hub lock F250, F350	1	35.38	m	0.5	
14		Bleed brake system 4 wheel ABS			m	0.6	
15		CAB					
16	Repl	LT Step bar cover	1	50.85			
17#		ALIGNMENT	1	69.95	X		
18#		HAZARDOUS WASTE	1	5.00	X		
Subtotals ==>				510.19		8.5	0.0

PRELIMINARY ESTIMATE

2001 FORD F350 4X4 CREW CAB 8-7.3L-TD 4D LONG BURG/GRAY Int:

Parts		435.24
Body Labor	8.5 hrs @ \$ 42.00/hr	357.00
Sublet/Misc.		74.95

SUBTOTAL		\$ 867.19
Sales Tax	\$ 435.24 @ 7.2500%	31.55

GRAND TOTAL		\$ 898.74
ADJUSTMENTS:		
Deductible		0.00

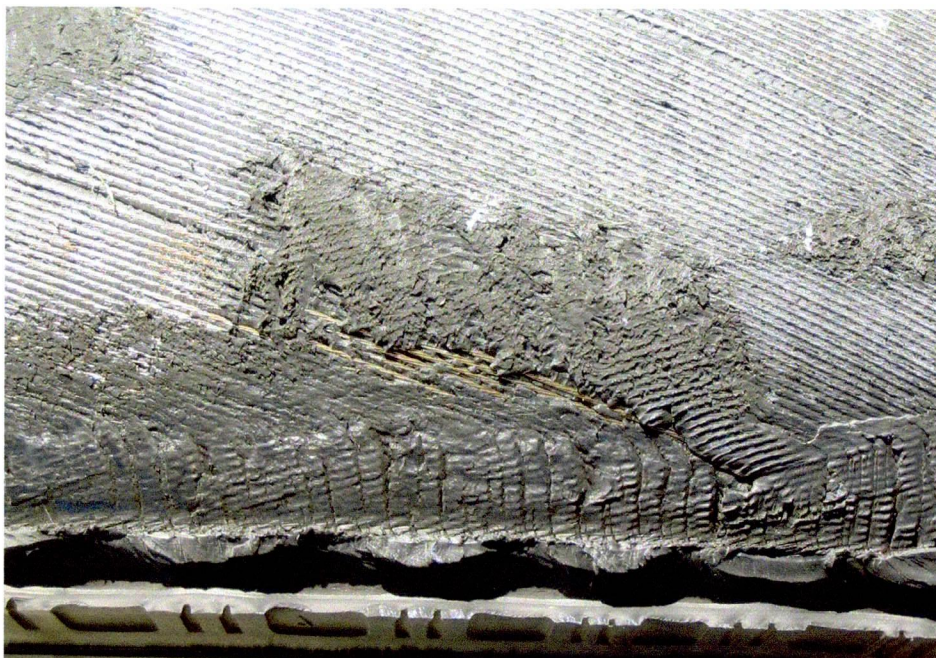
CUSTOMER PAY		\$ 0.00
INSURANCE PAY		\$ 898.74

THIS REPAIR FACILITY PROVIDES A (1) ONE YEAR WARRANTY ON ALL WORKMANSHIP
INCLUDING PAINT AND LABOR FROM DATE OF DELIVERY.

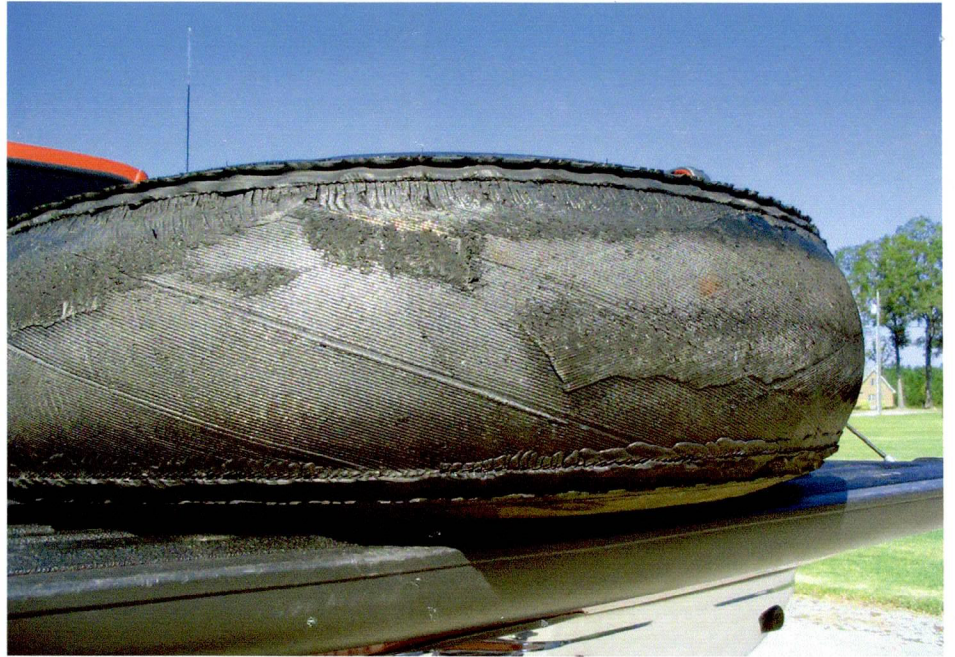
Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DR2ME99, CCC Data Date 10/01/2008, and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships. OPT OEM or ALT OEM parts may reflect some specific, special, or unique pricing or discount. OPT OEM or ALT OEM parts may include "Blemished" parts provided by OEM's through OEM vehicle dealerships. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. Non-Original Equipment Manufacturer aftermarket parts are described as AM, Qual Repl Parts or Comp Repl Parts which stands for Competitive Replacement Parts. Used parts are described as LKQ, Qual Recy Parts, RCY, or USED. Reconditioned parts are described as Recond. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries. Some 2009 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The Pathways estimator has a complete list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

CCC Pathways - A product of CCC Information Services Inc.

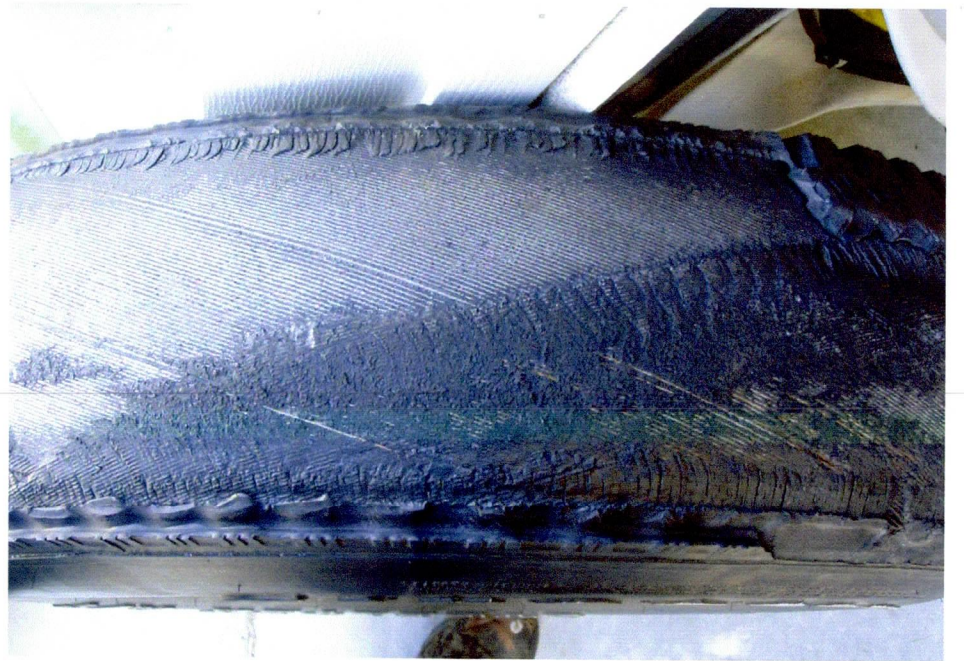
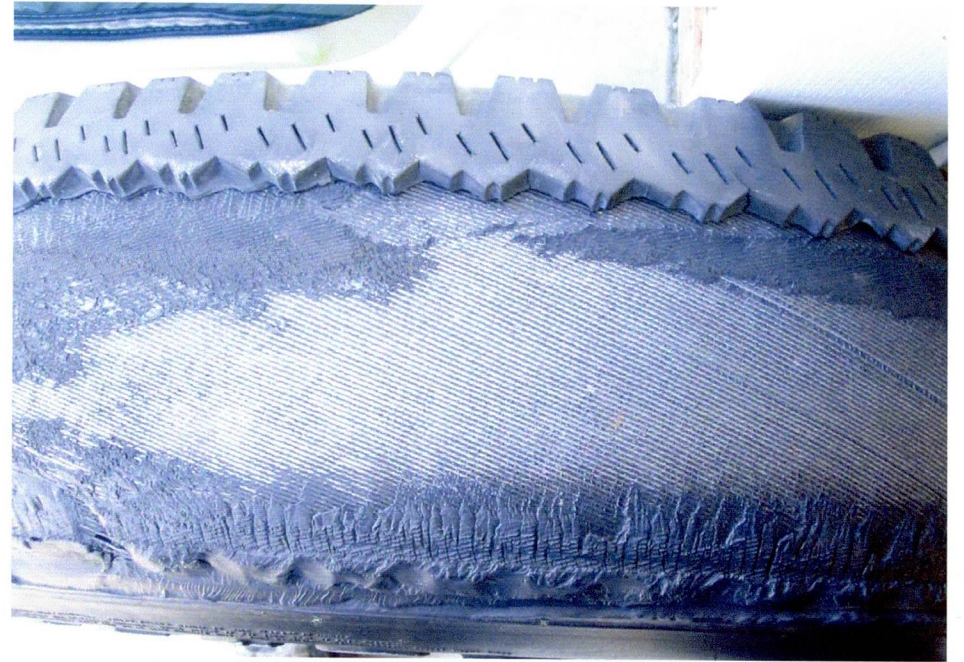






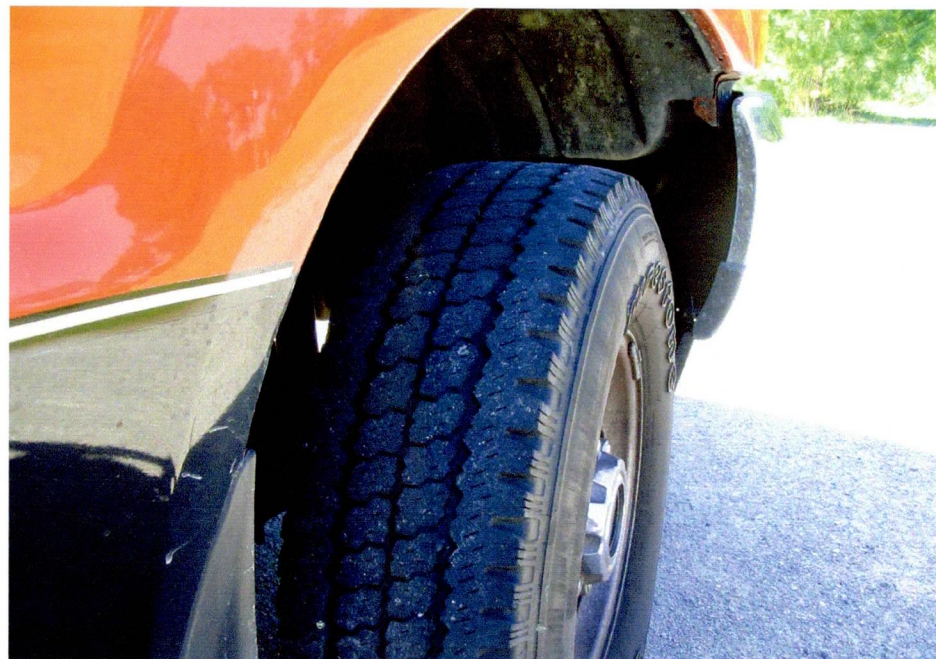














U.S. Department
of Transportation

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

24-SEP-2008

Repository ☐

Reference No.
10243326

OWNER INFORMATION (Type or Print)

Name

Address

City

WASHINGTON

State

NC

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 9/24/08

VEHICLE INFORMATION

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

1FTSW31F31

Make
FORD

Model
F350

Model Year
2001

Date Purchased
4-27-01

Dealer's Name and Telephone Number
Peches Ford (Formerly PB&J) 252-946-9104

Engine:
No: Cylinders 8

Fuel Type:

Diese /

Original Owner
☒

Dealer's City
WASHINGTON

State

NC

Zip Code

27689

Transmission Type

Auto

☒ Antilock Brakes Powertrain

☒ Cruise Control

4x4

Vehicle Component Code
190000 TIRES

Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
14-SEP-2008

Failure Mileage
31660

Failure Speed
70

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make
FIRESTONE

Tire Model (Name or Number)
STEELTEX A/T

Tire Size (Example P215/65R15)
265/75R16

DOT No. (Example: DOTM19ABC036)
VNW81XL1301

☒ Original Equipment
☐ Prior Repair

Failure Location: DRIVER SIDE FRONT

Tire Component Code
191000 TIRES:TREAD/BELT

Tire Failure Type TREAD SEPARATION

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).

TL*THE CONTACT OWNS A 2001 FORD F350. THE VEHICLE HAS FIRESTONE STEELTEX A/T TIRES. WHILE DRIVING 70 MPH, THE FRONT PASSENGER SIDE TREAD DETACHED FROM THE TIRE DOWN TO THE BELT. THE CONTACT REFERENCED NHTSA CAMPAIGN ID NUMBER 04T003000 (TIRES). THE FAILURE HAS NOT BEEN REPAIRED. THE VIN AND TIRE SIZE WERE UNKNOWN. THE CONTACT HAS PICTURES AVAILABLE. THE CURRENT MILEAGE WAS 32,000 AND FAILURE MILEAGE WAS 31,660.

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.

7-23-01 to 7-30-01

Drop off at Ford dealer for appt at Classic Auto Body (Donnie Garris 946-4693)
Richard J. Pulcini Work: 252-931-5813 HOME: 252-940-1610

Black - Bottom of Rockers (Bed & Cab)
Black - Wheel Wells (Bed & Cab)

Gold - Under Hood
Gold - Under Gas Cap
Gold - Chip Top of Drivers Door (open edge)

Rust - Under Bed (under/near mounts)
Rust - Under Cab (under/near mounts)

7-30-01 to 8-1-01

Transmission hangs in 3rd gear and shifts late when cold. (hangs in 3rd until over 40 MPH)
Transmission Slips at times From 3rd gear to TC lockup?? - next to last shift)
Air Conditioning does not seem cold enough on a hot day while driving slower speeds (town driving)
Steering Wander - Service Bulletin Steer Wander/Hard Steering
Cruise control searches going downhill & at slower speeds.

Transmission Shift Pattern History
(slow acceleration at about 1700-1750 RPM)

	New Truck	After 2500 miles
1 st to 2 nd	15 MPH	15 MPH
2 nd to 3 rd	25 MPH	15 MPH
3 rd to TC lockup	35 MPH	40-42 MPH
TC lockup to OD (4 th)	45 MPH	50 MPH

Originally, TC lockup was firm, identical to a gear change upshift. Tach jumps down.
Now, TC lockup is slow and sounds like a slipping transmission. Tach drops slowly during engagement.
Other issues noticed:
Shift pattern is not consistent, shift points verify.
Cold shift pattern (In morning):
Sometimes no OD, Sometimes TC locup @ 35 MPH and OD @ 45 MPH

07-31-01 Test Drive with Service Tech & then Service Manager
Trans prob. late shift & slip, prob started around XXXX miles
(not evident in demo truck, test other new truck on lot - problem also not evident.

08-01-01 Dealer reports problems to Ford Service Rep.,
Cruise & Trans Problems reported by other customers, no resolution.

08-04-01 2631 miles Call to Ford Help Line 1-800-392-3673 Press 3 & 1
Contact: John ID assigned: 2997
Report Probs. Transmission, Cruise Control, Paint Issues.
Already to Dealer, Dealer to Ford Service Rep.,
Cruise & Trans Probs reported by other customers, no resolution.
John instructs not to drive truck except local & that report will be conducted & I will be contacted no later that 08-06-01

08-07-01 Call to Ford Help Line 1-800-392-3673 Press 3 & 1

Contact: Eula Give ref # and asks why not contacted as promised.

Eula explains that dealership was contacted & Dealer stated that condition is normal and not a problem. I explain that this is not what we determined & that I want to talk to Ford Factory Rep.

I am told this is not possible & that I must go back to dealer.

I state I already was at dealer & Dealer contacted Factory.

Factory is aware of problem but has no solution at this time.

I ask to talk to Supervisor. Told I have to wait 24-72 hours for Supervisor to call back.

08-05-01

1. Painting on underside of hood not done.
2. Still some gray showing inside gas filler area.
3. Gold still showing in lower black area. (between Ft pass. door & rt. ft fender)
4. Cab mounts not reinstalled properly. (1 not tightened, lower rubber ½ inch away from mount).
5. Battery terminals left loose. (1 on each battery pulled off by hand).
6. **Dealer needs to put truck on lift to fully examine work.**
 - a. **Check that all rust in cab & bed mount areas was repaired properly.**
 - b. **Check cab mounts to verify that cab support rubbers were reinstalled properly.**
(Compression spec or torque spec)

Your Tire Selector Results**Your selected vehicle:****2003 Ford F-350 Super Duty Lariat 4x4 Super Cab****Original equipment tire size:****LT265/75R16/E**

Check your owner's manual or tire sidewall to confirm your selection.

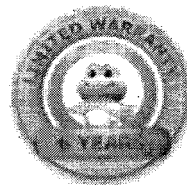
Reading a tire's sidewall



The sizes and/or speed ratings listed may vary slightly from the specified OE size shown on the vehicle placard. Your local Tire Dealer, as a trained professional, will provide the required assistance to install the tire listed by:

LTX® A/T2 LT265/75R16/E 123/120R LRE[See dealer for pricing](#)**Sidewall:** Outlined Raised White Letters**Model # (MSPN):** 38691**Benefits**

- Superior Off-Road Traction¹
- A More Comfortable Ride Than the Competition²
- Longest Tread Life in its Class³

[Tire Details](#)**LTX® A/T2 LT265/75R16/E 123/120R LRE**[See dealer for pricing](#)**Sidewall:** Black Sidewall**Model # (MSPN):** 26117**Benefits**

- Superior Off-Road Traction¹
- A More Comfortable Ride Than the Competition²
- Longest Tread Life in its Class³

[Tire Details](#)

LTX® M/S LT265/75R16/E 123/120R LRE[See dealer for pricing](#)

Sidewall: Outlined Raised White Letters

Model # (MSPN): 52169

Benefits

- Up to 15% Better Snow Traction Than the Competition†
- Three-Steel-Belt Durability
- Wears Evenly, Long Lasting

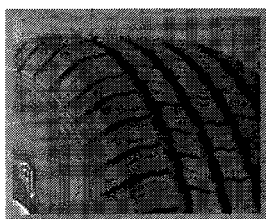
[Tire Details](#)**X® Radial LT LT265/75R16/E 123/120R LRE**[See dealer for pricing](#)

Sidewall: Outlined Raised White Letters

Model # (MSPN): 99508

Benefits

- Sure Grip in Wet and Snow
- Three-Steel-Belt Durability
- Wears Evenly, Long Lasting

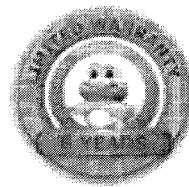
[Tire Details](#)**XC™ LT4 LT265/75R16/E 123/120R**[See dealer for pricing](#)

Sidewall: Outlined Raised White Letters

Model # (MSPN): 65058

Benefits

- Sure Grip in Wet and Snow
- Three-Steel-Belt Durability
- Wears Evenly, Long Lasting

[Tire Details](#)

⚠ WARNING: Serious or fatal injury may result from tire failure due to underinflation or overloading.

To ensure correct air pressure and

Tire Buying Tips**When to Buy**

Find out how to tell when it's time to replace your tires.

vehicle load, refer to vehicle owner's manual or tire information placard on the vehicle.

Serious injury or death may result from explosion of tire/rim assembly due to improper mounting.

Only tire professionals should mount tires and they should never inflate beyond 40 psi to seat the beads.

Before mixing types of tires in any configuration on any vehicle, be sure to check the vehicle owner's manual for its recommendations.

How to Buy

Make an informed purchase with the help of these simple tips.

Why Buy Michelin

Get confidence to enjoy the road and stay safe behind the wheel.

- ¹ Compared to other Michelin light truck tires.
- ² Based on internal subjective comfort and noise test results versus Bridgestone® Dueler™ A/T Revo and Goodyear® Wrangler® SA.
- ³ Wear test results for LT245/75R16 on Chevy Tahoe vs. Bridgestone® Dueler™ A/T Revo and Goodyear® Wrangler® SA.
- ⁴ Compared against Bridgestone® Dueler™ H/T, Goodyear® Fortera® featuring TripleTred Technology™, and Goodyear® Wrangler® featuring SilentArmor Technology™.

Copyright © 2008 Michelin North America, Inc. All rights reserved.

Michelin North America, Inc. 1 Parkway S. , Greenville, SC 29615 USA
1-866-866-6605