



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects

2009 MAR -5 1-888-DASH-2-DOT
(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

06-FEB-2009

Repository ☐

Reference No.

10257681

OWNER INFORMATION (Type or Print)

Name

Address

City

GALLOWAY

State

NJ

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 an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 2/13/09

VEHICLE INFORMATION

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

1FTSX21576

Make

FORD

Model

F-250 SD

Model Year

2006

Date Purchased

03-21-06

Dealer's Name and Telephone Number

CHAPMAN FORD

609-646-2000

Engine: 5.4 EFI

No: Cylinders

8

Fuel Type:

Gas

Original Owner

☒

Dealer's City

EGG HARBOR TWP

State

NJ

Zip Code

08234

Transmission Type

5 Speed
Automatic

☒ Antilock Brakes

☒ Cruise Control

Powertrain

5.4 EFT
5 Speed Auto, 373 REARS
4WD. 9400# GVWR

Multiple Failure: Vibration,

Handling
DEATH RATTLE

Incident Date(s)

10-JUL-2006

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 020000 SUSPENSION

Failure Mileage

3016 3000
30235

Failure Speed

60
65

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

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

Number of Deaths

Reported to Police

0

0

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 2006 FORD F-250 SUPERDUTY 4X4. WHILE DRIVING AT AN UNKNOWN SPEED, THE CONTACT DROVE OVER A BUMP AND NOTICED THAT THE VEHICLE WOULD BOUNCE AND VEER TO THE LEFT OR RIGHT. HE TOOK THE VEHICLE TO THE DEALER AND THEY PLACED A "BOTTOMING OUT KIT" IN THE VEHICLE. AFTERWARDS, THEY LOWERED THE AIR PRESSURE IN THE TIRES AND ADVISED THE CONTACT TO KEEP IT AT THAT SET PRESSURE. THE CONTACT NOTICED THAT THE VEHICLE SHOOK VIOLENTLY WHEN DRIVING ON TURNPIKES AND HIGHWAYS. HE HAD NO CONTROL OF THE VEHICLE UNLESS HE SLOWED DOWN OR STOPPED THE VEHICLE. THE CONDITION WORSENE AS THE VEHICLE BECAME OLDER. THE CONTACT SCHEDULED ANOTHER APPOINTMENT WITH THE DEALER. HE HAD NOT SPOKEN WITH THE MANUFACTURER. THE CURRENT MILEAGE WAS 30,130 AND FAILURE MILEAGE WAS APPROXIMATELY 3,000. 3016 1ST TIME

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)

When the truck was new it bounced all around. At 3016 miles Ford installed a "Bottom out Kit" per TBS 0666. The truck continued to ride rough, shaking going over bumps. Now it has what Ford terms a "DEATH RATTLE". At speeds of 65 MPH + at times of a continuous rough road the entire truck will shake. The only way to regain control is by slowing down to a stop. You cannot steer the vehicle and the ABS braking system tries to take over when the brakes are applied. At 30,230 miles per Fords TBS 10-07-07 (a 20 page + TBS) They retorqued the front end, replaced several worn parts and rebalanced the tires. The truck still rides hard and bounces.

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

50 NEW JERSEY RD 082

13 FEB 2009 PM 2

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

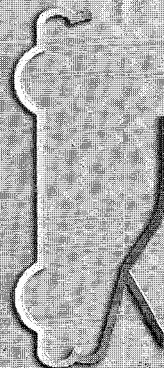
POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



safecar.gov

**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safecar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



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

**BBB AUTO LINE
Customer Claim Form**

Case number: FRD0932283
Contact Date: 02/06/09
Start Date:

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

Titled owner:		
Mailing address:		
City: Galloway	State: NJ	Zip code:
Day phone:	Evening phone:	Cell phone:
Fax:	E-mail address:	

SECTION 2: VEHICLE INFORMATION

Make: Ford	Model: F-250 Truck ^{GAS} Diesel	Year: 2006	Current mileage: 030,140
Name(s) that appears on the vehicle title: Stephen Popa			
Selling dealer/city/state: , , NJ			
Primary Servicing dealer/city/state: CHAPMAN FORD LINCOLN MERCURY SALES, EGG HARBOR TOWNSHIP NJ			
Acquired as ☒ new ☐ used ☐ demo ☐ leased		Is the vehicle in your possession? ☒ yes ☐ no	
Purchase/lease date: 3-21-06		Mileage at purchase/lease: 00675	
First repair attempt date: 7-13-06		First repair attempt mileage: 0 3,016	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business: Transmission type: ☒ Automatic ☐ Manual	
Has the vehicle been in an accident/had body damage? ☐ yes ☒ no		Date of accident:	
Description of damage:			

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

The 2006 F-250 Super Duty develops a severe shake Ford calls a "Death Rattle." I'm very apprehensive about driving the vehicle on Interstate Highways or the Turnpikes. I would like Ford to replace the entire suspension, steering components, and tires with the guarantee this will correct the "Death Rattle" or replace the Truck with a new model F 250.

Please complete the missing information in the box below and on page 2.

VEHICLE IDENTIFICATION NUMBER 1FTSX21576
Lienholder/Leasing Company CAPITAL ONE AUTO FINANCE Phone Number 1-800-946-0332
Account Number _____



Inspection Report Card As Recommended by Ford Motor Company

Date: _____

Technician: _____

REPORT CARD

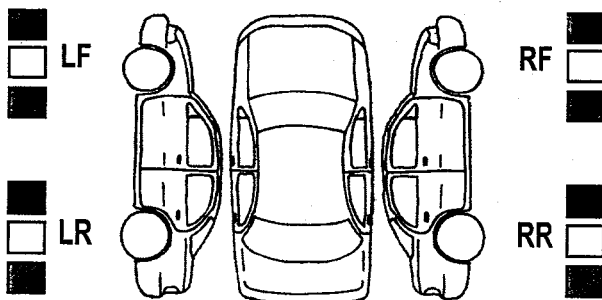
CHECKED AND OK

MAY REQUIRE FUTURE ATTENTION

REQUIRES IMMEDIATE ATTENTION

BRAKES

Measure Front / Rear Brake Linings



Over 5mm or 7/32" (Disc) or Over 2mm or 3/32" (Drum)

3 to 5mm or 4/32" to 7/32" (Disc) or 1.01 to 2mm or 2/32" to 3/32" (Drum)

Less than 3mm or 4/32" (Disc) or 1mm or 2/32" or less (Drum)

Brake Measurements Not Taken This Service Visit ☐

BRAKES

Head Lights

Turn Signals, Hazard Lights

Brake Lights

UNDER HOOD

Fluid Levels: Oil / Coolant / Power Steering / Brake Fluid / Windshield Washer / Automatic Transmission

Note: Brake Fluid not filled — Wear indicator lamp lights based on fluid level.

External Drive Belts (condition and adjustment)

UNDER HOOD

Brakes Lines / Hoses / Parking Brake Cable

Shock Absorbers / Struts / Suspension Condition

Muffler / Exhaust Pipes / Mountings / Catalytic Converter

Engine Oil and/or Fluid Leaks

Drive Shaft Boots / Constant Velocity Boots, and Bands

CHECK TIRES

LF

7/32 or greater

4/32 to 6/32

3/32 or less

7/32 or greater

4/32 to 6/32

3/32 or less

LR

TREAD DEPTH

7/32 or greater

4/32 to 6/32

3/32 or less

7/32 or greater

4/32 to 6/32

3/32 or less

RF

7/32 or greater

4/32 to 6/32

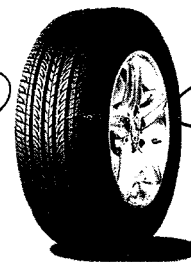
3/32 or less

7/32 or greater

4/32 to 6/32

3/32 or less

RR

TIRE PRESSURE SET TO
FACTORY RECOMMENDATIONS

PSI FRONT

REAR

BATTERY PERFORMANCE



GOOD

MARGINAL

REPLACE

ADDITIONAL SERVICE RECOMMENDED

ITEMS REQUESTED	FRH

COMMENTS

Depth n/a -

NEXT SERVICE DUE _____

CUSTOMER COPY - WHITE

FILE COPY - YELLOW

30230



www.chapmanautogroup.com



CHAPMAN FORD SALES, INC.

6740 - 6744 - 6750 Black Horse Pike

EGG HARBOR TWP., NEW JERSEY 08234

(609) 646-2000

Fax (609) 641-5602

E-Mail: chapman646@aol.com

www.chapmanford.net
www.chapmannj.com

CUSTOMER NO.	ADVISOR CAROLYN TIRELLI	249	TAG NO.	INVOICE DATE 07/13/06	INVOICE NO. FOCS251926
GALLOWAY, NJ	LABOR RATE	LICENSE NO.	MILEAGE 3,016	COLOR DK SHAD GRY	STOCK NO. FT6128
	YEAR / MAKE / MODEL 06/FORD TRUCK/S-DTY F-250/F250 HEAVY			DELIVERY DATE 03/21/06	DELIVERY MILES 75
	VEHICLE I.D. NO. 1 F T S X 2 1 5 7 6 E			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	B.O. DATE 07/13/06
RESIDENCE PHONE	BUSINESS PHONE			COMMENTS	
					MO: 3016

LABOR & PARTS
1 77FOZA A-SERVICE HOURS: TECH(S):415 INTERNAL
SERVICE-A OIL AND FILTER CHANGE

COMPLETE OIL AND FILTER CHANGE- CHECK ALL FLUIDS
CHECK AND SET TIRE PRESSURE

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1	FL-820-S	FILTER ASY - 0			INTERNAL
				JOB # 1 TOTAL PARTS	0.00	
				JOB # 1 TOTAL LABOR & PARTS	0.00	

2 27FOZ SEAT BELT/AIR BAG HOURS: TECH(S):415 INTERNAL
C/S PASS AIRBAG LITE DOES NOT COME ON CHECK AND ADVISE
WDS CHECK AIRBAG OPERATION NO PROBLEM SYSTEM DOES MONITOR NO
RMAL

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
				JOB # 2 TOTAL PARTS	0.00	
				JOB # 2 TOTAL LABOR & PARTS	0.00	

3 03FOZ SUSPENSION HOURS: TECH(S):415 WARRANTY
C/S FRONT END OVER BUMPS NOISE
CHECK FRONT SUSPENSION ALL TIGHT NO LOOSE PARTS
FOUND TSB FOR BOTTOM OUT ON STOPS 0666 ORDERED
PARTS TO CORRECT THIS CONDITION
INSTALLED AXLE BUMPER AS PER TSB

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 3	2	5C3Z-3020-DA	BUMPER			WARRANTY
JOB # 3	2	-N802455-S426	SCREW			WARRANTY
JOB # 3	2	5C3Z-3A089-BA	BRACKET			WARRANTY
				JOB # 3 TOTAL PARTS	0.00	
				JOB # 3 TOTAL LABOR & PARTS	0.00	

4 06FOZ ACCESSORIES HOURS: TECH(S):1249 INTERNAL
C/S CAN NOT GET TO TIE DOWNS BEDLINER IS IN THE WAY
REINSTALLED BEDLINER

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
				JOB # 4 TOTAL PARTS	0.00	
				JOB # 4 TOTAL LABOR & PARTS	0.00	

5 04FOZ ENGINE REPAIRS HOURS: TECH(S):415 WARRANTY
C/S HIGH IDLE INITIAL START IN AM
CHECKED FOR HIGH IDEL ON COLD ENGINE NO CODES SSM 619400 NOR
MAL AS PER FORD
SEE ATTACHED

DISCLAIMER OF WARRANTIES
The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.



CHAPMAN AUTO GROUP

www.chapmanautogroup.com



LINCOLN
Mercury



Jeep.

CHAPMAN FORD SALES, INC.

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(609) 646-2000

Fax (609) 641-5602

E-Mail: chapman646@aol.com

www.chapmanford.net
www.chapmannj.com

CUSTOMER NO.	ADVISOR KEVIN RANKIN	1310	TAG NC	INVOICE DATE 02/10/09	INVOICE NO. FOCS307266
GALLOWAY, NJ	LABOR RATE	LICENSE NO.	MILEAGE 30,230	COLOR DK SHAD GRY	STOCK NO. PT0128
	YEAR / MAKE / MODEL 06 / FORD TRUCK/S-DTY F-250/F250 HEAVY			DELIVERY DATE 03/21/06	DELIVERY MILES 75
	VEHICLE I.D. NO. 1 F T S X 2 1 5 7 6 E			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.		P.O. NO.	ROD # 02/09/09	
COMMENTS			MO: 30235		

LABOR & PARTS

1 99F0Z99P MULTI POINT INSPECT TECH(S): 1625 0.00
COMPLETE MULTI POINT INSPECTION

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
				JOB # 1 TOTAL PARTS		0.00
				JOB # 1 TOTAL LABOR & PARTS		0.00

2 02F0Z TIRES AND WHEELS TECH(S): 1625 WARRANTY
CUSTOMER STATES RIGHT REAR TIRE HAS A LEAK FROM THE VALVE
STEM WHERE IT MEETS THE RIM
VERIFIED CONCERN FOUND VALVE STEM DEFECTIVE
REPLACED VALVE STEM AND REBALANCED TIRE

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 2	1	6C3Z-1700-A	VALVE ASY			WARRANTY
				JOB # 2 TOTAL PARTS		0.00
				JOB # 2 TOTAL LABOR & PARTS		0.00

3 03F0Z SUSPENSION TECH(S): 1625 WARRANTY
CUSTOMER STATES FRONT END WILL SHAKE VIOLENTLY OVER BUMPS
WHEN THIS OCCURS, THE SHAKING WILL CONTINUE UNTIL
VEHICLE IS SLOWED DOWN ALMOST TO A STOP
ROAD TESTED VEHICLE AND VERIFIED CONCERN
INSPECTED SUSPENSION AND TIRES PER TSB 07-10-10
TORQUED FASTENERS ORDERED AND REPLACED STEERING
DAMPNER ASSY AND REPLACED WORN DRAG LINK
RESET TOE AND RETESTED OPERATION

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 3	1	8C3Z-3E652-A	BRACKET			WARRANTY
JOB # 3	1	8C3Z-3E651-E	DAMPER ASY			WARRANTY
JOB # 3	1	-W706196-S439	BOLT			WARRANTY
JOB # 3	1	-W520114-S441	NUT - HEX.			WARRANTY
JOB # 3	1	6C3Z-3A131-D	END ASY - DRAG			WARRANTY
				JOB # 3 TOTAL PARTS		0.00
				JOB # 3 TOTAL LABOR & PARTS		0.00

DISCLAIMER OF WARRANTIES

The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.

IMPORTANT

You may receive a questionnaire from the manufacturer in the next few weeks. If for any reason you cannot grade us, "Completely Satisfied" on each question, please contact your service manager. Thank You, CHAPMAN AUTO GROUP



www.fordvehicles.com

VEHICLE DESCRIPTION

F-SERIES



2006 SD F250 4X4 SUPERCAB
XLT 158" WB STYLESIDE
5.4L EFI V-8 ENGINE
5 SPEED AUTOMATIC TRANS

VIN 1FTSX215

B75433

EXTERIOR
DARK SHADOW GRAY CLEARCOAT
INTERIOR
MEDIUM FLINT CLOTH

STANDARD EQUIPMENT INCLUDED AT NO EXTRA CHARGE

EXTERIOR

- LT265/70R17E BSW A/S TIRES
- BUMPER, CHROME W/LWR TRIM
- CHROME STEEL WHEELS
- FIXED INTERVAL WIPERS
- FLIP OUT REAR QTR GLASS
- FRONT TOW HOOKS
- GRILLE, ARGENT W/CHRM SURR
- JEWEL EFFECT HEADLAMPS
- LOCKING REMOVABLE TAILGATE
- PICKUP BOX, TIE DOWN HOOKS
- SPARE TIRE & WHEEL LOCK

INTERIOR

- AIR COND, MANUAL FRONT
- AM/FM STEREO W/SINGLE CD
- CLOTH FRONT 40/20/40 SPLIT
- COLOR COORDINATED CARPET AND FLOORMATS
- DAY-NIGHT REAR VIEW MIRROR
- DOME LAMP

- DUAL CUPHOLDERS
- REAR FOLD-UP BENCH SEAT
- SPEED CONTROL/TILT WHEEL

FUNCTIONAL

- 38 GALLON FUEL TANK
- AUXILIARY POWER POINT
- CARGO BOX LIGHT
- MONO BEAM COIL SPRING SUSPENSION W/ STABIL BAR
- POWER STEERING
- POWER WINDOWS/LOCKS/MIRRORS
- TRAILER TOWING PACKAGE

SAFETY/SECURITY

- 4-WHEEL ANTILOCK BRAKE SYS
- ADJUSTABLE SAFETY BELTS
- DRIVER/PASSENGER AIR BAGS

WARRANTY

- 24 HR ROADSIDE ASSISTANCE
- 36 / 36 BUMPER TO BUMPER

PRICE INFORMATION

Manufacturer's
Suggested Retail Price

STANDARD VEHICLE PRICE

INCLUDED ON THIS VEHICLE

- PREMIUM AM/FM CD/CLK

\$32,470.00

OPTIONAL EQUIPMENT

PREFERRED EQUIPMENT PKG.607A	1,490.00
5 SPEED AUTOMATIC TRANS	250.00
LT265/70R17E OWL ALL TERRAIN	300.00
3.73 RATIO LIMITED SLIP AXLE	315.00
ADVANCED SECURITY GROUP	NO CHARGE
FRONT LICENSE PLATE BRACKET	25.00
ALL-WEATHER FLOOR MATS	370.00
CAB STEPS	125.00
9400# GVWR PACKAGE	NO CHARGE
SLIDING REAR WINDOW	55.00
SPARE TIRE AND WHEEL	
ROOF CLEARANCE LIGHTS	
JACK	
FORGED ALUMINUM WHEELS-17"	305.00
UPFITTER SWITCHES	85.00
SNOWFLOW PACKAGE	85.00
TRAILER HITCH RECEIVER 12.5K	175.00
TOW COMMAND SYSTEM	450.00
TRAILER BRAKE CONTROLLER	
TELESCOPING TT MIRR-POWR/HTD	
NOT FOR AMBULANCE USE. USING THIS VEHICLE TO PRODUCE AN AMBULANCE VOIDS FORD WARRANTY.	

TOTAL VEHICLE & OPTIONS 36,500.00
DESTINATION & DELIVERY 875.00

Compare this vehicle to others in the FREE FUEL ECONOMY GUIDE available at the dealer.

**FUEL ECONOMY
RATINGS NOT REQUIRED
ON THIS VEHICLE**

TOTAL MSRP

\$37,375.00

1FTSX21576E

