



NOV 3 2009

DOT Auto Safety Hotline

FOR AGENCY USE ONLY 100148

U.S. Department of Transportation

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects

1-888-DASH-2-DOT

(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

National Highway Traffic Safety Administration

Date Received

13-OCT-2009

Repository

Reference No.
10287227

OWNER INFORMATION (Type or Print)

Name

Address

City RAMONA

State CA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

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

1FTWW33P26E

Make

FORD

Model

F-350

Model Year

2006

Date Purchased

2/4/06

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

Dealer's City

State

Zip Code

Transmission Type

Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

17-FEB-2007

Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 010000 STEERING

Failure Mileage

24200

Failure Speed

40

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: DOTM9ABC036)

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

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 F350. WHILE DRIVING BETWEEN 40 TO 60 MPH AND WHEN HITTING BUMPS ON THE ROAD THE FRONT END OF THE VEHICLE ALONG WITH THE STEERING COLUMN SHIMMIES. AROUND MAY SHE RECEIVED A NOTICE ABOUT VEHICLE VIBRATION. THE DEALER WAS CONTACTED AND A TECHNICIAN CONCLUDED THAT SHE MISINTERPRETED THE NOTICE. HE THEN SPECULATED THAT SHE NEEDED A FOUR WHEEL ALIGNMENT WITH CAMS. AN INSPECTION WAS CONDUCTED, AND THE TECHNICIAN CONCLUDED THAT THE STEERING NEEDED TO BE UPDATED. THE FAILURE MILEAGE WAS 24200. THE CURRENT MILEAGE WAS 42500.

AND ALIGNMENT

HE ALSO SAID IT MAY NEED A 4 wheel alignment with cams.

damper

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.

SALES

SERVICE

B.A.R. #AA-231396



12740 Poway Road • Poway, CA 92064

858 748-1400 • FAX 858 748-4779

www.perryford.com

PARTS

LEASING

U.S. E.P.A. #CAD 981997323

RECOMMENDED SERVICES

Table with 8 columns: OPERATION, OPERATION DESCRIPTION, MO/MI, TOTAL, OPERATION, OPERATION DESCRIPTION, MO/MI, TOTAL. Includes services like REPLACE PCV VALVE, REPLACE FUEL FILTER, BRAKE INSPECTION, REPLACE SPARK PLUGS, REPLACE AIR FILTER, ROTATE TIRES.

SERVICE HISTORY

Table with 8 columns: DATE, REPAIR ORDER, MILEAGE, ADVISOR, TECHNICIAN, TYPE, OPERATION, OPERATION DESCRIPTION. Shows history of engine work, quality control, and diesel repairs.

SALESPERSON NO.

SERVICE

STATE REG.

Service form containing vehicle details (1FTWW33P26E), customer info (RAMONA, CA), technician (TONY), and service description (06/FORD TRUCK/F350/4 DOOR CREW).

Customer estimate form with two items: 1. C 30FOZ SUSPENSION (steering wheel/frnt end shakes) and 2. C 01FOZ99P ATW INSPECTION. Includes original estimate total of 100.00.

Administrative form with sections for PRELIMINARY EST., CONTACTED PHONE, SERVICE DEPT. HOURS, PARTS DEPT. HOURS, and a large handwritten 'PAID 598.00' stamp.

PERRY of Poway advertisement featuring Tony Owen, Service Advisor, and a Ford F150 truck. Contact info: 12740 Poway Road, Poway, CA 92064, (858) 956-2353.

The Reynolds and Reynolds Company ERMTW014E C068049 Q (09/06)

232805


PERRY

 **OF POWAY**



Dear 

Thank you for having your Ford Vehicle in our service department. I want you to be aware again of the additional work needed on your vehicle. Below you will find the repairs that are still needed. Keep in mind you may have rewards points you may use toward these needed repairs. Call me when making your appointment so I can check your balance. Please call me directly if I can assist in any way.

Thank you, 

FRONT
END
ALIGNMENT } * Recommend updated steering damper } 630
 } alignment
~\$100 → * May need 4 wheel alignment with cams ~ 100
(extra skin labor)
apply points of 7/27/09 charge < 98 >
730
632 + tax