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| <b>INFORMATION ACT (FOIA) 5 U.S.C. 552(B)(6)</b><br><b>DOT Auto Safety Hotline</b><br><b>Vehicle Owner's Questionnaire</b><br><b>To Report Vehicle Safety Defects</b><br><b>1-888-DASH-2-DOT</b><br><b>(1-888-327-4236)</b><br><b>INTERNET: www.nhtsa.dot.gov/hotline</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  | <b>FOR AGENCY USE ONLY 100148</b><br>Date Received<br><b>JAN 25 2012</b><br>21-NOV-2011<br>Repository <input type="checkbox"/><br>Reference No.<br>10436640                                                                                                                                                       |  |
| <b>OWNER INFORMATION (Type or Print)</b><br>Name <b>[REDACTED]</b><br>Address <b>[REDACTED]</b><br>City <b>MARGATE</b> State <b>FL</b> Zip Code <b>[REDACTED]</b><br>Daytime Telephone Number <b>[REDACTED]</b> E-mail Address <b>[REDACTED]</b><br>Evening Telephone Number <b>[REDACTED]</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  | 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). |  |
| <b>VEHICLE INFORMATION</b><br>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side<br><b>1FDWE35S34H [REDACTED]</b> Make <b>FORD</b> Model <b>E350</b> Model Year <b>2005</b><br>Date Purchased <b>8-24-2004</b> Dealer's Name and Telephone Number <b>Albany RV 518-459-4695</b> Engine: <b>V10</b> Fuel Type: <b>Gas</b><br>Original Owner <input checked="" type="checkbox"/> Dealer's City <b>Albany</b> State <b>NY</b> Zip Code <b>12205</b><br>Transmission Type <b>Auto</b> <input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control Powertrain Multiple Failure: Incident Date(s) <b>01-OCT-2011</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |                                                                                                                                                                                                                                                                                                                   |  |
| <b>FAILED COMPONENT(S)/PART(S) INFORMATION</b><br>Vehicle Component Code: <b>110000 ELECTRICAL SYSTEM</b> Failure Mileage <b>35000</b> Failure Speed <b>10</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |                                                                                                                                                                                                                                                                                                                   |  |
| <b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b><br>Tire Make _____ Tire Model (Name or Number) _____ Tire Size (Example P215/65R15) _____<br>DOT No. (Example: DOTM9ABC036) <input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair Failure Location: _____<br>Tire Component Code _____ Tire Failure Type: _____                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |  |                                                                                                                                                                                                                                                                                                                   |  |
| <b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b><br>Make: _____ Date Manufactured: _____ Model No./Name: _____<br>Seat Type: _____ Installation System: _____<br>Child Seat Component Code: _____ Failed Part: _____                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |                                                                                                                                                                                                                                                                                                                   |  |
| <b>APPLICABLE INCIDENT INFORMATION</b><br>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)<br>Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Number of Persons Injured _____ Number of Deaths _____ Reported to Police <b>N</b><br>Narrative Description of Incident(S), Crash(es), and Injury(ies).<br>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).<br><b>TL* THE CONTACT OWNS A 2005 FORD E350. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 10 MPH, THE VEHICLE SUDDENLY STALLED. THE CONTACT REPLACED THE BATTERY AND WAS ABLE TO RESTART THE VEHICLE. THE CONTACT ALSO STATED THAT HE HAD TESTED THE BATTERY BEFORE THE VEHICLE STALLED AND IT WAS OPERATING NORMALLY. THE CONTACT STATED THAT THE CONNECTION TO THE POST OF THE BATTERY CAUSED THE FAILURE. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 35,000.</b><br><b>By Owner</b><br><b>Installed new battery</b> |  |                                                                                                                                                                                                                                                                                                                   |  |
| Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. <b>ATTACH ADDITIONAL SHEETS IF NECESSARY</b><br>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.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  |                                                                                                                                                                                                                                                                                                                   |  |

→ internal

[REDACTED]  
[REDACTED]  
MARGATE, FL [REDACTED]

Ford Motor Company  
Ford Customer Service Division  
P.O. Box 6248  
Dearborn, MI 48126

October 24, 2011

On August 24, 2004 we purchased a 2005 Fourwinds 5000/22RK Motor home on a Ford E350 chassis. 1FDWE35S34H [REDACTED]

I am retired and have a vast mechanical background. We take very good care of our vehicles. The batteries are always kept clean and put on a maintenance charge when parked. On September 22, 2011 we were in Kenosha Wisconsin preparing for our trip home to Florida. There wasn't a nearby Ford Service Center so I took the batteries to Auto Zone for load tests. Both were excellent. We encountered no problems on our trip until - On October 6, 2011 we drove about 125 miles and were lined up entering Barber Motor sports Park in Leeds AL. [REDACTED] was driving and the line of RV's was moving slowly down a steep hill. Just as the line stopped our engine quit, resulting in an almost total loss of control, no power steering and no power brakes. She was able to stop just short of impact with the RV in front of us. Trying to re-start the Ford resulted in nothing. We were able to proceed to the parking area by holding the power transfer switch in with one hand, using the RV battery. Not an easy task on a hilly, curvy road.

Checking the battery, the charge indicator on the Ford engine battery was green and it tested at 12.75 volts. Turn on the key and it dropped to 9, 7, 5, 2, 0 indicating a good battery with a bad internal connection. A friend who works in a battery plant told me following confidentially; on some OEM batteries one or both of the links between the battery's plates and the posts are designed to fail after the warranty is up.

This is a very risky practice. Loosing control of a vehicle because of this could result in serious injury or death. As long time Ford owners we expect a safe ride. Instant, total failure of a crucial part is not an option. Usually a battery looses power gradually over time and testing or difficulty starting will indicate time for replacement. This BXT-65-650 Motorcraft battery has a 100 month warranty. It failed completely in less than 86 months. One wouldn't expect a battery to just drop dead in traffic!

In view of these facts please do the following;

1. Have our local dealer Maroone Ford of Margate FL exchange the defective battery for a new one.
2. Stop producing batteries with a weak link.
3. Consider a recall of such batteries.

Sincerely,  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]



Ford Customer Service Division

PO Box 6248, MD 4S-B  
Dearborn, MI 48126 USA

November 4, 2011

[REDACTED]

Margate, FL [REDACTED]

Case # 0455233071

Vehicle ID # 1FDWE35S34H [REDACTED]

Dear [REDACTED]

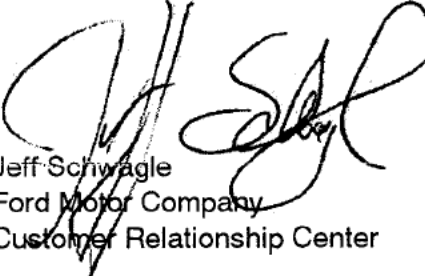
Your recent letter has been received and reviewed.

Customer satisfaction is the primary objective of Ford Motor Company and we make every attempt to ensure that our owners are satisfied.

We are always willing to consider individual requests for assistance beyond the normal warranty provisions. However, we must place limits on our post warranty assistance. We regret to advise you that your vehicle is beyond those limits and we are therefore, unable to assist with the cost of any repairs.

We appreciate your writing and wish that our response could have been more favorable.

Sincerely,

  
Jeff Schwagle  
Ford Motor Company  
Customer Relationship Center



**Ford Motor Company**  
**Ford Customer Relationship Center**  
**P.O. Box 6248**  
**Dearborn, MI 48126**  
**Attention Jeff Schwagle**

**Case # 0455233071**

## Ford E350 Motor home

Your letter of 11/4 2011 has been reviewed several times. It appears you are trying to blow this off as an out of warranty problem. I don't believe there is a warranty limit on vehicle safety. Your defective battery nearly caused an accident and under some circumstances a stalled engine resulting in loss of control and lack of power to the air bags could have caused serious injury or death. A similar incident happened to the Motorcraft battery in our F150. Lucky we weren't moving. Neither battery was totally out of warranty.

Our batteries are always kept clean, put on a maintenance charge when parked, and have tested good. Instant total failure of a battery and electrical system without warning should not happen. I have asked you to:

**cerely**

[REDACTED]

Margate, Fl [REDACTED]

FORT LAUDERDALE FL 336

10 JAN 2012 PM 3 T



U. S. Dept. of Transportation  
National Hwy Traffic Safety Administration  
Office of Defect Investigations (NVS-210)  
1200 New Jersey Ave. West Bldg.  
Washington, DC 20590

