

CL-11089053-3821

 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 20-APR-2018 JUN 22 2018		Repository ☐ Reference No. 11089053	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	
City		State		Evening Telephone Number	
GANBIER		OH		None	
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		Make		Model	
1FTRF17243N		FORD		F-150	
Model Year		Engine:		Fuel Type:	
2003		No: Cylinders		Regular	
Date Purchased		Dealer's Name and Telephone Number		Incident Date(s)	
10-31-2003				04-APR-2010	
Original Owner		Dealer's City		State	
☐				Zip Code	
Transmission Type		Antilock Brakes		Multiple Failure:	
4 sp / 100		☒ Cruise Control		complete clutch 5 failures	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 100000 POWER TRAIN, 101000 POWER TRAIN: CLUTCH ASSEMBLY				Failure Mileage	
5 complete clutch units to date.				31950	
Failure Speed					
30					
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		Fire		Number of Persons Injured	
☐ Yes ☒ No		☐ Yes ☒ No		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 2003 FORD F-150. WHILE DRIVING APPROXIMATELY 30 MPH, THE VEHICLE DECELERATED AND THE ENGINE REVVED. THERE WERE NO WARNING INDICATORS ILLUMINATED. THE VEHICLE WAS TAKEN TO MATHEWS FORD NEWARK (500 HEBRON RD, NEWARK, OH 43056, (740) 522-2181) WHERE IT WAS DIAGNOSED THAT THE CLUTCH ASSEMBLY UNIT FAILED AND NEEDED REPLACEMENT. THE CLUTCH ASSEMBLY WAS REPLACED, BUT THE FAILURE RECURRED FIVE TIMES. AFTER EACH FAILURE, THE CLUTCH ASSEMBLY UNIT WAS REPLACED BY THE SAME DEALER. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURES. THE FAILURE MILEAGE WAS 31,950.					
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.					

NAM
7-12-18
W

5-26-2018

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

Sirs:

To date, 5 complete clutch units have failed; Original at 31,950 miles and 4 others. Data attached.

The 5th clutch unit now failing after only about 11,000 mile - data attached.

Last 2 complete clutch units that failed are Ford parts & labor; data attached.

I am an 81 yr. Old Marine Corps Veteran. I cannot afford a new clutch on my social security!!

I have paid for except 4th failure.

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, NEF-100
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

Take phone

Mary
Foster

Original equipment,
Complete clutch assembly

4-8-2010
31,950 miles

Mary
Foster

Second complete Clutch Assembly — 51,402.

3-10-14 = starting to slip

2nd & 3rd, 4th and OD worse!

Miles 19,452

Rays

Third Clutch assembly

4-22-14 51,501

Automotive Vehicle still driveable.

Miles 4,250

Ray
Keen

4-6-14 = Clutch pedal depresses to floor.
After driving, harder to depress to floor
slippage starts and gets worse.

Rich. Blakiston

9th = 7:30-8:00^{AM}

3-30-15 Fourth Clutch, complete assembly
Mathews Ford Newark, Ohio
Mileage 55,751
2 yrs + 24,000 miles = Warranted Parts + Labor
unlimited

11-3-15 Miles 2745

11-11-15 Fifth complete clutch assembly
Mileage 58,564 - 58,576

4-30-18 Starting to slip badly in O.D. + 4th gear.
Mileage 69,737.6 = 11,161 Miles



www.fordvehicles.com

VEHICLE DESCRIPTION

F-SERIES

2002 F-150 4X2 SUPERCAB
XL 139" WHEELBASE STYLESIDE
4.2L EFI V6 ENGINE
5-SPD MANUAL O/D TRANS

VIN 1FTRX17242K

EXTERIOR
OXFORD WHITE CLEARCOAT
INTERIOR
DARK GRAPH 40/60 SPLIT BENC

STANDARD EQUIPMENT INCLUDED AT NO EXTRA CHARGE

FUNCTIONAL

- 4.2L EFI V-6 W/100K MILES BETWEEN TUNE-UPS
- FAIL-SAFE COOLING SYSTEM
- 5-SPD MANUAL TRANSMISSION
- WHEELS, 16" STYLED STEEL-4
- P235/70R16 BSW AS TIRES
- BRAKES, POWER 4-WHEEL DISC WITH 4-WHEEL ABS
- POWER STEERING
- SLA FRONT SUSPENSION
- AIR CONDITIONING
- 25 GALLON FUEL TANK
- 10-MINUTE BATTERY SAVER

INTERIOR

- CLOTH BENCH SEAT
- SPLIT FOLD REAR BENCH SEAT
- BLACK VINYL FLOOR COVERING
- AM/FM STEREO CASS W/4SPKRS
- INTERVAL WIPERS

- AUXILIARY POWER POINT
- DUAL MAP LIGHTS
- DOOR MAP POCKET

EXTERIOR

- 4 DOORS
- CHROME FRONT/REAR BUMPERS
- REMOVABLE TAILGATE
- 4-PIN TRAILER TOW WIRING
- CHROME GRILLE SURROUND
- UNDER HOOD LIGHT
- BOX RAIL MOLD/TIE HOOKS

SAFETY/SECURITY

- DRIVER/PASS AIRBAGS W/PASS DEACTIVATION SWITCH
- SECURILOCK ANTI-THEFT
- ROADSIDE ASSISTANCE
- ADJUST SHOULDER SEATBELTS
- CHILD SEAT TETHERS

WARRANTY

- 36/36 BUMPER TO BUMPER

PRICE INFORMATION

Manufacturer's
Suggested Retail Price

STANDARD VEHICLE PRICE

\$20,890.00

OPTIONAL EQUIPMENT

PREFERRED EQUIPMENT PKG.502A	
5-SPD MANUAL O/D TRANS	NO CHARGE
3.55 RATIO LIMITED SLIP AXLE	285.00
XL CONVENIENCE GROUP	350.00
XL SPORT GRP (PARTIAL LIST)	495.00
FRONT LICENSE PLATE BRACKET	NO CHARGE
6050# GVWR PACKAGE	
AIR CONDITIONING	NO CHARGE

TOTAL VEHICLE & OPTIONS 22,020.00
DESTINATION & DELIVERY 715.00

TOTAL BEFORE DISCOUNTS 22,735.00

V6 SPORT APPEAR GRP PLU - 495.00
MANUAL TRANS DISCOUNT - 500.00
TOTAL SAVINGS - 995.00

"RESIDENCY RESTRICTIONS APPLY
TO BASE VEHICLE - SEE DEALER
FOR DETAILS."

mark Farol
5922 State Route 13
Ballville, OH 44313-0000



TOTAL MSRP

\$21,740.00

1FTRX17242K



CITY MPG

17

Actual Mileage will vary with options,
driving conditions, driving habits and
vehicle's condition. Results reported to
EPA indicate that the majority of vehicles
with these estimates will achieve
between

14 and 20 mpg in the city
and between
17 and 25 mpg on the
highway.

Fuel Economy
Information



For more information see
WWW.FUELECONOMY.GOV

2002 F150 PICKUP 2WD,
4.2 LITER ENGINE(F.F.S.),
6 CYLINDERS, FUEL INJECTION,
CATALYST,
5-SPD MANUAL TRANSMISSION.

Estimated Annual Fuel Cost: \$1251

HIGHWAY MPG

21

For Comparison Shopping
all vehicles classified as
STANDARD PICKUP

have been issued mileage ratings
ranging from 11 to 24 mpg city
and 15 to 28 mpg highway.

EXTENDED

Ford Extended Service Plan is the ONLY service contract backed by Ford Motor Company and honored by over 5,100 Ford and

CUSTOMER #:

INVOICE

DUPLICATE 1
PAGE 1500 Hebron Road Box 4220 NEWARK, OHIO 43058-4220
740-522-2181 1-800-562-1946
COLUMBUS 221-5681
Fax 740-522-1997

MT VERNON OH

HOME:

CONT: N/A

BUS:

CELL:

SERVICE ADVISOR: 2264 SYLVESTER S WALLEN I

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
WHITE	03	FORD F150	1FTRF17243N		55751/55767		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN03 DL			17:00 30MAR15			COUPS	31MAR15
R.O. OPENED		READY	OPTIONS: DLR:47P539 ENG:4.2 Liter EFI				

08:47 30MAR15 11:56 31MAR15

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER REQUEST NEW CLUTCH BE INSTALLED FLY WHEEL TO BE MACHINED SEE KEVIN FOR PARTS. MAKE SURE TO CHECK EVERYTHING OVER VERY GOOD. THIS WILL BE THE THIRD CLUTCH IN TRUCK. MAKE SURE THERE IS NO OTHER ISSUE. KEEP ALL OLD PARTS PUT IN A BOX ON PASS FLOOR BOARD

7 TRANSMISSION REPAIR

2315 CPF

1 6L3Z*7L596*K KIT - CLUTCH REPAIR

1 88117-NA FLYWHEEL

PARTS:	603.78	LABOR:	450.00	OTHER:	0.00	TOTAL LINE A:	1053.78
--------	--------	--------	--------	--------	------	---------------	---------

55751 REPLACED CLUTCH FLYWHEEL AND SLAVE PERFORMED ROAD TEST
OPERATION NORMAL

B Ford Standard Vehicle Report Card

99P Ford Standard Vehicle Report Card

2315 CPF

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00
--------	------	--------	------	--------	------	---------------	------

SHOP MATERIALS

MERCURY

15.00

CLAIM CHECK

434

*Thank you for bringing
your car to us for service.*

CONVENIENT SERVICE HOURS
MON - FRI 7:30 AM - 5:30 PM

Disclaimer of Warranties

Any warranties on the products sold herein are those made by the manufacturer of those products. Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose (regarding any products or services provided, unless otherwise indicated on the service repair order). This dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products or services. This disclaimer by the dealership in no way affects the terms or performance of the manufacturer's warranty.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	450.00
PARTS AMOUNT	603.78
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	15.00
TOTAL CHARGES	1068.78
LESS INSURANCE	114.00
SALES TAX	77.49
PLEASE PAY THIS AMOUNT	1032.27

CUSTOMER COPY

5th clutch..

CUSTOMER COPY

CUSTOMER #:

INVOICE

500 Hebron Road Box 4220 NEWARK, OHIO 43058-4220
740-522-2181 1-800-562-1948
COLUMBUS 221-5681
Fax 740-522-1997

MOUNT VERNON, OH

PAGE 1

HOME: CONT: [REDACTED]
BUS: CELL: [REDACTED]

SERVICE ADVISOR: 2345 RICHARD H BLAKINSTON

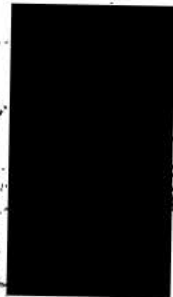
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
WHITE	03	FORD F150	1FTRF17243N		58564/58576		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN03 DD			17:00 11NOV15			CASH	10NOV15
R.O. OPENED		READY	OPTIONS: DLR:47P539 ENG:4.2			EFT	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CS THAT THE CLUTCH IS GOING OUT AGAIN (SEE HIS CAUSE: MATERIAL DEFECT

- 7003A MANUAL TRANSMISSION / AUTOMATIC SHIFT
- MANUAL TRANSMISSION ASSEMBLY (DPS6) - RE
- AND INSTALL (7002/7003) - L
- 2315 WP40
- 1 6L3Z*7L596*K KIT - CLUTCH REPAIR
- 2 WA*11*SBA STRAP - WIRING
- 1 OSP HOSE
- 7003A3 MANUAL TRANSMISSION CLUTCH PRESSURE P
- DISC OR PILOT BEARING - REPLACE
- (7550/7563/7600/7B546) - L
- 2315 WP40

FC: P22 42
PART#: 6L3Z*7L596*K
COUNT:
CLAIM TYPE:
AUTH CODE:
009850



KEY TAG

(N/C)
(N/C)
(N/C)
(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 E A: 0.00
58576 ROAD TEST VERIFY CONCERN PERFORMED PIN POINT TEST 308
00 PIN POINT TEST A1Y A2N A3N NECESSARY TO R&R TRANS TO GAIN ACCESS TO
CLUTCH PERFORMED INSPECTION SUSPECT DEFECTIVE PRESSURE PLATE NOT
ADJUSTING FOR WEAR REPLACED CLUTCH KIT REASSEMBLED RETEST OPERATION
NORMAL

B PERFORM MULTI-POINT INSPECTION AS RECOMMENDED BY FORD MOTOR COMPANY
99P PERFORM MULTI-POINT INSPECTION AS RECOMMENDED
BY FORD MOTOR COMPANY

2315 CPF
GBATT BATTERY GOOD
2315 CPF
NBK Brake Linings not inspected
2315 CPF

11-11-15
cash CB
0.00 0.00
0.00 0.00
0.00 0.00

Thank you for bringing
your car to us for service.

CONVENIENT SERVICE HOURS
MON - FRI 7:30 AM - 5:30 PM

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
CUSTOMER SIGNATURE	
PLEASE PAY THIS AMOUNT	

5th clutch.

CUSTOMER COPY

CUSTOMER #:

INVOICE

500 Hebron Road Box 4220 NEWARK, OHIO 43058-4220
740-522-2181 1-800-562-1946
COLUMBUS 221-6681
Fax 740-522-1997

MOUNT VERNON, OH

PAGE 2

HOME:

CONT:

BUS: CELL:

SERVICE ADVISOR: 2345 RICHARD H BLAKINSTON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
WHITE	03	FORD F150	1FTRF17243N		58564/58576		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN03 DD			17:00 11NOV15			CASH	10NOV15
R.O. OPENED		READY	OPTIONS: DLR:47P539 ENG:4.2 Liter EFI				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
	GTIRE	TIRES	GOOD--	OVER 7/32			
		2315	CPF			0.00	0.00
PARTS:		0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B: 0.00
58576 REPLACED IDLER PULLEY							

C** CS THAT THERE IS A WHINING SOUND WHEN DRIVING (PULLEY ?)							
	129	GENERAL REPAIR					
		2315	CPF			100.00	100.00
	1	5L3Z*8678*AA KIT - TENSION PULLEY			43.13	43.13	43.13
PARTS:	43.13	LABOR:	100.00	OTHER:	0.00	TOTAL LINE C:	143.13

SHOP MATERIALS							6.00
LC: A REF. RO: 754671 SVC PART							
DATE: 03/02/15 SVC PART							
DISTANCE: 2813							

MERCURY

LINCOLN

Thank you for bringing
your car to us for service.

CONVENIENT SERVICE HOURS
MON - FRI 7:30 AM - 5:30 PM

Disclaimer of Warranties

Any warranties on the products sold herein are those made by the manufacturer of those products. Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose (regarding any products or services provided, unless otherwise indicated on the service repair order.) This dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products or services. This disclaimer by the dealership in no way affects the terms or performance of the manufacturer's warranty.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	100.00
PARTS AMOUNT	43.13
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	6.00
TOTAL CHARGES	149.13
LESS INSURANCE	0.00
SALES TAX	10.82
PLEASE PAY THIS AMOUNT	159.95

CUSTOMER COPY

Catalog: F150 1980-2003

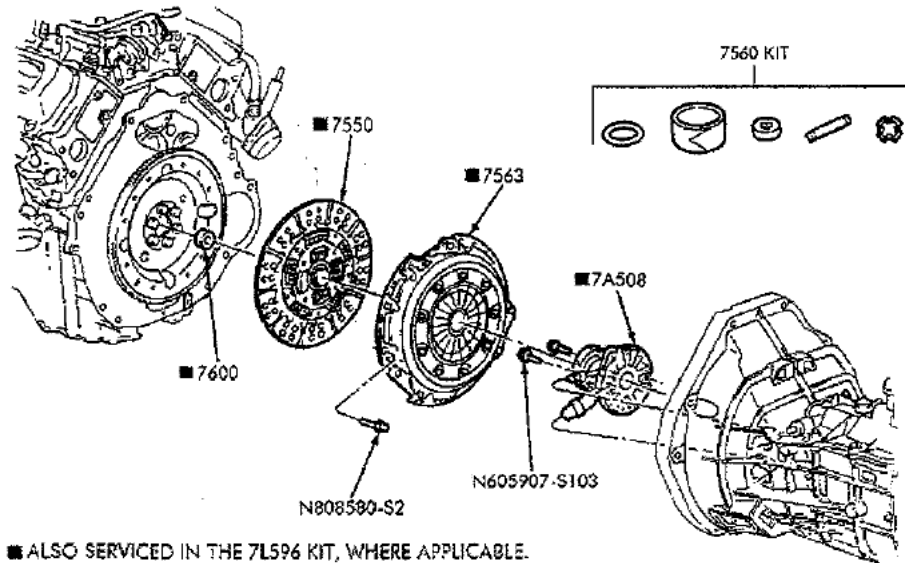
Print Date: 03/25/2015

Section: P36004 CLUTCH DISC PRESSURE PLATE AND HOUSING - 6 CYL. 4.2L, 8 CYL. 4.6L
AND 5.4L EXTERNAL PARTS (FR ...

VIN:

Customer Tag:

Build date:



P-36004
03/03/2008

FORD PARTS - 2 YR UNLIMITED MILEAGE
PARTS/LABOR

KEVIN IN PARTS
PARTS ON ORDER

Newark
Matthew Ford

3-26-15

3-30-15

MONDAY 9:00 AM

Confirmed Cost of parts & Labor - 950.00
Jeff Freeland.

COLUMBUS

OH 430

26 MAY '18

PM 2 L

Columbier, OH