

Posted AUTO SAFETY HOTLINE VEHICLE OWNER'S QUESTIONNAIRE		QC'd	
U.S. Department of Transportation National Highway Traffic Safety Administration NATIONWIDE 1-800-424-9393 DC METRO AREA 202-366-0123		FOR AGENCY USE ONLY DATE RECEIVED DO FEB 28 AM 7:00 OFFICE EFFECTS INVESTIGATION 551112 DAY TIME TELEPHONE NO. (AREA CODE) _____	
OWNER INFORMATION (TYPE OR PRINT) NAME and ADDRESS _____ 		od. or _____ rt. dt _____ od. rt _____ up. ltr _____ REFERENCE NO. _____	
Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES ☐ NO ☒ In the absence of an _____ name or address to the vehicle manufacturer.		SIGNATURE OF OWNER _____ DATE DEC-15-1999	
VEHICLE INFORMATION			
VEHICLE IDENTIFICATION NO. 1FPSW36F3VEA72580 *LOCATED AT BOTTOM OF WINDSHIELD ON DRIVER'S SIDE		VEHICLE MAKE FORD VEHICLE MODEL Cab Turbo Chg - Crew 350-DIESEL- MODEL YEAR 1997	
CURRENT ODOMETER READING 72000	DATE PURCHASED Q3-97 ☒ NEW ☐ USED	DEALER'S NAME, CITY & STATE Marshall Ford, Now Boulder Co - John Elway's Ford	
TRANSMISSION TYPE ☐ MANUAL ☒ AUTOMATIC	ANTILOCK BRAKES ☐ YES ☐ NO	RESTRAINT SYSTEM ☒ DRIVERSIDE AIRBAG ☐ MOTORBELT ☐ PASSENGERSIDE AIRBAG ☐ 3-POINT BELT ☒ 2-POINT BELT	CRUISE CONTROL ☐ YES ☒ NO
		DRIVETRAIN ☐ FRONT ☐ REAR ☒ 4-WHEEL	BODY STYLE STAWAG 4 DR ☒ HATCH BK 2 DR ☒ VAN PK UP TRK ☒ OTHER _____
FAILED COMPONENT(S)/PART(S) INFORMATION (REPORT TIRE INFORMATION ON BACK)			
COMPONENT TRANSMISSION (No Gears work)	PART NAME(S) Mechanic couldn't determine the exact part	LOCATION ☐ LEFT FRONT ☐ RIGHT REAR	FAILED PART(S) ☒ ORIGINAL ☐ REPLACEMENT
NO. OF FAILURES TRANSMISS. did not run right since brand new -	DATE(S) OF FAILURE(S) to run properly since day one. Put stuck at 12000 without gears. MILEAGE AT FAILURE(S) Since it was purchased VEHICLE SPEED AT FAILURE(S) while changing gears	MANUFACTURER CONTACTED ☒ YES ☐ NO	NHTSA PREVIOUSLY CONTACTED ☐ YES ☒ NO
APPLICABLE ACCIDENT INFORMATION			
ACCIDENT Almost ☐ YES ☐ NO	FIRE ☐ YES ☒ NO	NUMBER PERSONS INJURED 0	NUMBER OF FATALITIES 0
		PROPERTY DAMAGE ESTS. _____	POLICE REPORTED ☐ YES ☒ NO
NARRATIVE DESCRIPTION OF FAILURE(S), ACCIDENT(S), INJURY(IES)			
From the first time on, since purchase, the transmission hasn't been performing normal. The diesel mechanic, John, at Ford's service was told several times to take a look why every time the gears changed, there was such a jolt, rough transition between gears. He said that was normal for a big truck and never wanted to check it out, why. Finally the whole transmission blew up the 7th of Dec 1999.			
CONTINUE ON BACK IF NEEDED			
The Privacy Act of 1974 Public Law 96-579 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.	

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

DOT

SIZE

NARRATIVE DESCRIPTION (CONTINUED)

white in the mountains at 12000 feet at night. the transmission fluid ^{was} over 3 quarts, ^{low} when last oil change and fluids check was done ⁴⁰⁰⁰ miles before. Luckily someone helped with some fluids and made it down into town with only a couple gears working. Thank God for the help, otherwise someone could have frozen to death. We relied ~~on~~ ^{the only} the mechanic ^{in the} dealer's service dept. to ^{fix it} correct, since March, 1997, the performance of the transmission. Obviously there has always been a problem with it, since a transmission garage has fixed the transmission, 20th of Jan-2000, the truck has never ran like it does now. The difference is like night and day. All this aggravation and \$ 2427⁰⁰ ^{expense} was caused because the mechanic wouldn't listen to the customer ^{"truck"} owner's complaint.

Thank you for looking into this -



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