



US 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

Date Received

RECEIVED

NOV 13 PM 4:15

OFFICE DEFECTS INVESTIGATION

557301

Daytime Telephone Number

Od. or _____
 rt. of _____
 id. rt _____
 al. tr _____
 Reference No. _____

OWNER INFORMATION (Type or Print)

Name _____
 Street _____
 City _____

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 _____ MECHANIC SMS Date 10/31/00

PRODUCT INFORMATION

Vehicle Identification No. (VIN.) (Located at bottom of windshield on driver's side)		Make	Model	Year
1FDKE30G4RH52513		FORD	E350	1994
Purchased Date	Dealer's Name	Engine Size (CID/CYL)	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input checked="" type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection	
6/94	WESTERN BUS SALES	7.5		
<input type="checkbox"/> New <input type="checkbox"/> Used	Dealer's City	State	Zip Code	No. Cylinders
	PORTLAND	OR	97015	8
Manufacture Date (on driver's door or pillar)	Transmission Type	Restraint System	Cruise Control	Drivetrain
4/94	<input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	<input type="checkbox"/> Driverside Air Bag <input type="checkbox"/> Passengerside Air Bag <input checked="" type="checkbox"/> 3-Point Belt	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Front <input checked="" type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel
		Vehicle Type		Body Style
		<input type="checkbox"/> Car <input type="checkbox"/> Sport Utility <input checked="" type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other		<input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other BUS

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s)	Location	Failed Part(s)	Handicap Adaptive Equip
BRAKE BACKING PLATE	<input type="checkbox"/> Left <input checked="" type="checkbox"/> Right <input type="checkbox"/> Front <input checked="" type="checkbox"/> Rear	<input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
FORD PART# E9TZ-2211-A			

TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand	Tire Name	Complete Tire Size
No. of Failures	Date(s) of Failure(s)	Failed Part(s) Available?
	Mileage at Failure(s)	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Vehicle Speed at Failure(s)	NHTSA Previously Contacted?
		<input type="checkbox"/> Yes <input type="checkbox"/> No

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the Incident(s), Failure(s), Crash(es), and Injury(ies). Attach photos if available.)

Crash	Fire	Number of Persons Injured	Number of Fatalities	Reported to Manufacturer
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	0	0	<input type="checkbox"/> Yes <input type="checkbox"/> No

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

WE HAVE A FLEET OF 22 VEHICLES - ALL FORD CHASSIS 1989-2000
 OUR 1994 AND 1995 VEHICLES ARE STARTING TO SHOW A
 HIGH RATE OF FAILURE OF THE BRAKE BACKING PLATES -
 THE UPPER BRAKE SHOE ANCHOR IS BREAKING OUT OF THE
 BACKING PLATE - CAUSING THE BRAKE SHOES TO CONTACT
 THE OUTBOARD FACE OF THE BRAKE DRUM - ALSO DAMAGING
 THE WHEEL CYLINDER - AT THIS TIME THE DRIVER
 TEMPORARILY LOOSES BRAKE PEDAL PRESSURE -

Continue on back.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If NHTSA proceeds with administration 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)

IF THE BRAKE SHOES SHOULD CATCH ON THE FACE OF THE BRAKE DRUM DURING FAILURE THE RESULT WOULD BE COMPLETE REAR BRAKE FAILURE AND POSSIBLE WHEEL LOCK UP.

SO FAR WE HAVE HAD 5 FAILURES - IN OUR FLEET

I HAVE NEVER SEEN A BRAKE BACKING PLATE FAILURE ON ANY OTHER VEHICLE - OF ANY TYPE - THIS SHOULD NOT HAPPEN - THERE IS A DEFINITE DESIGN FLAW -



MECHANIC SERVICES -

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

400 Seventh St., S.W. Washington, D.C. 20590

Official Business Penalty for Private Use \$300



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation National Highway Traffic Safety Administration Office of Defects Investigation, NSA-10.01 400 7th Street, SW Washington, DC 20590



Complete and return or place in your car manual for future use



VEHICLE OWNER'S

QUESTIONNAIRE

(V000)

DOT AUTO SAFETY HOTLINE

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DASH 2 DOT

and dial toll free at

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