

POSTED

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

Department of Transportation
National Highway Traffic Safety Administration

RECEIVED FOR AGENCY USE ONLY
Date Received: JUN 16 09 11 2001
OFFICE OF DEFECTS INVESTIGATION
References No: 558987

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Street: [Redacted]
City: [Redacted]

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: [Redacted]

Date: 07/12/01

PRODUCT INFORMATION

Vehicle Identification No. (VIN): 1FTRX2769WNB02269
Make: F250
Model: EXT CAB
Year: 98
Purchased Date:
Dealer's Name: METRO FORD
Dealer's City: MIAMI
State: FL
Zip Code:
Engine Size (CID/CC): V-8
No. Cylinders: 8
Transmission Type: Automatic
Restraint System: Passenger Air Bag, Side-impact Protection System, 3-Point Belt
Vehicle Type: Car
Body Style: 4-Door

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s): SUSPENSION SYSTEM
Location: Left
Failed Part(s): Original
Handicap Adaptive Equip: No

TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand:
Tire Name:
Complete Tire Size:
No. of Failures:
Date(s) of Failure(s):
Mileage at Failure(s):
Vehicle Speed at Failure(s):
Failed Part(s) Available?
NHTSA Previously Contacted?

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies). Attach photos if available.)

Crash: No
Fire: No
Number of Persons Injured: 0 TO DATE
Number of Fatalities: 0 TO DATE
Reported to Manufacturer: Yes

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies):
I SPENT FOR REPAIR TO SUSPENSION & FRAME \$12,000.00. ISSUE NOT RESOLVED. 6 MO. OLD FRAME IS WARRANT. THIS SAME PROBLEM STARTED OVER 2 YEARS AGO. FORD ENGINEER CONTACTED FIRST WEEKS OF JANUARY 2001. HONESTLY WORLD FORD TELLS ME "SEVERAL WEEKS OR MONTHS" BEFORE A REPRESENTATIVE WILL BE AVAILABLE TO INSPECT MY VEHICLE. SERV. REP. DON CALL POINTED OUT I AM IN A VEHICLE NOT DESIGNED FOR MY PURPOSES. THESE PEOPLE RELEASED TO ME A REPAIRED VEHICLE WITH A BROKEN FRAME LET ME DRIVE INTO THE HIGHWAY.

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 administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of this agency's action.

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

THE BREAK WAS 100% VISIBLE WHILE MAKING MAJOR REPAIRS.
 H of SUSPENSION REPAIR MADE. 12-23-00 AT HOME SENS I WOULD
 FORD. 12-26-00 KENDALL WOULD FORD BODY SHOP FOUND
 SUSPENSION BROKE. I PAID +/T 1,000.00 FOR THE REPAIR
 & \$600.00 FOR RENTAL VEHICLE, SINCE IT WAS A 10 DAY
 REPAIR. I SPENT \$ 1,600.00 FOR A PAID REPAIR.
 I AM NOW DRIVING WITH A WARPED FRAME THAT POTENTIALY
 COULD BREAK WHILE DRIVING.
 ALTHOUGH THIS IS NOT A COMMON PROBLEM &
 THE SUSPENSION ON THIS VEHICLE IS INSUFFIC. I HAVE A PROBLEM
 THAT HAS COSTED ME OVER \$12,000.00 AND STILL PERSIST. IT
 IS A SAFETY PROBLEM. IT IS THE MANUFACTURERS CONCERN.
 PLEASE HELP RESOLVE THIS ISSUE.

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 73172 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 (VQQ)

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DASH 2 DOT

and dial toll free at

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