



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 798

Date Received

21-MAY-2002

Od_or _____
rt_dt _____
pd_rt _____
rp_lr _____

Reference No.

8010246

OWNER INFORMATION (Type or Print)

LARRY

ADDRESSES

755496



U.S. Department of Transportation
National Highway Traffic Safety Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT
1-888-327-4236
www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 798

Date Received
21-MAY-2002
OFFICE OF DEFECTS INVESTIGATION

Od_or
rt_dt
od_rl
up_ltr

Reference No.
8010246

OWNER INFORMATION (Type or Print)

[Redacted] 755128
LA GRAND OR [Redacted]

Work Num [Redacted]
Home Num [Redacted]

Do you authorize NHTSA to contact the manufacturer of your vehicle? YES NO
In the absence of an authorized signature, please print name and address to the vehicle manufacturer.
Signature of Owner [Redacted] Date 6/14/02

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (If scaled at bottom of windshield on driver's side) 1FTMX2G62TEH40421	Vehicle Make FORD TRUCK	Vehicle Model F250	Vehicle Year 1996	Current Odometer Reading 30,000	
Purchase Date May 1996	Dealer's Name Legacy Ford (Went to 3rd Pharranmark Ford)	Engine Size (CID/CC) 7.3	<input checked="" type="checkbox"/> Turbo Diesel Gas	<input type="checkbox"/> Fuel Injection	
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City La Grange State IL Zip Code 617850	No Cylinders 8			
Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> Passengerside Airbag	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input checked="" type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Sport Util Truck <input checked="" type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other
Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input checked="" type="checkbox"/> Pick Up Truck					

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 03271000	Part Name(s) BRAKES:HYDRAULIC:DISC:CALIPER	Location <input checked="" type="checkbox"/> Left <input checked="" type="checkbox"/> Right <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part(s) <input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement
No of Failures 1	Date(s) of Failure(s) 11-OCT-2000 Mileage at Failure(s) #0000 29,000 Vehicle Speed at Failure(s) N/A	Failed Part(s) <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously <input type="checkbox"/> Yes <input type="checkbox"/> No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured N/A	Number of Fatalities N/A	Estimated Property Damages N/A	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

FRONT CALIPERS CRACKED. CALIPERS HAVE CRACKED SEVERAL TIMES SINCE DATE OF PURCHASE. CONTACTED DEALER, AND THE DEALER COULD NOT FIND CAUSE OF PROBLEM. *AK
This is the first failure that I have had but I know of several others that have happened. Dealer knows what the problem is. The calipers are not strong enough for a large pickup that pulls on corners any weight. They just refuse to do anything about it.

CONTINUE ON BACK IF NEEDED

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.

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

noticed cracks calipers both front & back sides, went to have them fall when tires
like related. Talked with another friend across the street happened to have pickup
truck once at 30,000 miles again around 50,000 miles. Had calipers replaced by
A-1 Sunde Tire Center, they told me they know how to repair them, all on front
Pickup front same problem. ~~But~~ I do have copy of repair bill but did not send it
At this time, one comment that came from a Ford service manager was they
had gone bigger around on calipers but went thinner with plates. They
knew they have a problem with their calipers but it is obvious they
are not going to do anything about it, what will it take for them
to address this problem, some car has to be killed? I guess wonder
if someone that does not do the pre-rotative maintenance and
always inspecting of their equipment like I do has not already been
killed or killed?

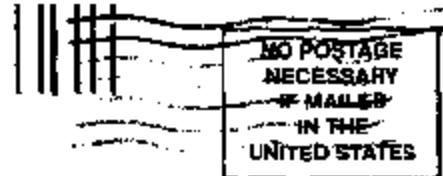
ATTACH ADDITIONAL SHEETS IF NECESSARY

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



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
DOT Auto Safety Hotline, NSA-10.1
400 7th Street, SW
Washington, DC 20590



**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

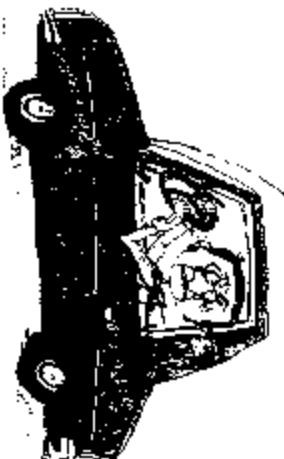
DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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