

DOT Auto Safety Hotline				FOR AGENCY USE ONLY 1399	
 U.S. Department of Transportation National Highway Traffic Safety Administration		Vehicle Owner's Questionnaire (VOQ) NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4238 www.nhtsa.dot.gov/hotline		Date Received 11-18-OCT-2002 OFFICE DEFECTS INVESTIGATION	
OWNER INFORMATION (Type or Print) COFFMAN COVE AK				Reference No. 8021182	
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? In the absence of YES NO Signature of Owner Date 11/10/02				Work Number Home Number	
VEHICLE INFORMATION					
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) 1FTSF31F4XEB27164		Vehicle Make FORD TRUCK	Vehicle Model F350	Vehicle Year 1999	Current Odometer Reading 29,900
Purchase Date ☐ New ☒ Used		Dealer's Name Hilliers Ford City Woodburn State OR Zip Code		Engine Size (CID/CC) 7.3L No Cylinders 8 ☐ Turbo ☒ Diesel ☐ Gas ☐ Fuel Injection	
Transmission Type ☒ Manual ☐ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☒ 3-Point Belt ☐ Motorbelt ☒ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☒ Rear ☒ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Lift ☒ 2-Door ☐ Van ☐ Truck ☐ 4-Door ☐ Minivan ☐ Motorcycle ☐ Stationwagon ☐ Other ☐ Pick Up Truck ☐ Other
FAILED COMPONENT(S)/PART(S) INFORMATION					
Component 03930690	Part Name(s) BRAKES-ROTOR		Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement	
No of Failures	Date(s) of Failure(s) 15-OCT-2002 Mileage at Failure(s) 28000 Vehicle Speed at Failure(s)		Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously ☐ Yes ☐ 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 ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured —	Number of Fatalities 2	Estimated Property Damage —	Reported to Police ☐ Yes ☒ No
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)					
CONSUMER STATES REAR BRAKES FAILED CAUSED BY THE ROTORS. ROTORS WHICH WENT BAD CAUSING DAMAGES THE REAR BRAKES AND PADS. DEALER HAS BEEN NOTIFIED. PLEASE PROVIDE FURTHER INFORMATION. MR The truck has dual rotor brakes on the rear. There is no shield or guarding to protect the rotors from dirty road spray kicked up by the front					
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)

uses. Consequently dirt and grit gets between the brake pads and the inside rotor causing extreme wear to both over a short period of time - depending on road conditions. Once the brake pad and rotor reach a certain wear point the brake pad literally drops out of the caliper allowing the caliper pistons to directly come into contact with the rotor. This metal to metal contact at this point is what stops the vehicle and if this occurs while driving down the highway total brake failure can occur. The pistons in the caliper get ground down in just a few applications of the brakes and they literally hypers extend in there cylinders. When this happens all brake pressure is fled in just with a single application of the brake causing complete brake failure all the way around.

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

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

31 = 14.57
2-70 = 140
1-93

**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



U.S. Department of Transportation
National Highway Traffic Safety
Administration
<http://www.nhtsa.dot.gov/defects>

THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).