 <p>DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) NATIONALWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline</p>	<p>FOR AGENCY USE ONLY 1401</p> <p>Date Received: 29-NOV-2002</p> <p>Reference No.: 6023456</p> <p>Work Number: _____ Home Number: _____</p> <p>Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? In the absence of an authorized representative and address to the vehicle manufacturer. <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>Signature of Owner: _____ Date: 12/16/02</p>
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OWNER INFORMATION (Type or Print)				
<div style="background-color: black; width: 100%; height: 20px; margin-bottom: 5px;"></div> GENERAL TULARE CA				
VEHICLE INFORMATION				
Vehicle Ident. No. (VIN) <small>(Located at bottom of windshield on driver's side)</small> 1FTWXX21F72EA84436 15C648483CA89632	Vehicle Make FORD TRUCK	Vehicle Model F250	Vehicle Year 2002	Current Odometer Reading 10,600
Purchase Date 11/23/01	Dealer's Name SWANSEN FAHNEY FORD City SELMA State CA Zip Code 93662		Engine Size (CID/CC) _____ No. Cylinders 6	<input type="checkbox"/> Turbo <input checked="" type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injectio
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	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 checked="" type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Bel <input checked="" 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"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other		Body Style <input type="checkbox"/> Sport Ut <input checked="" type="checkbox"/> Truck <input type="checkbox"/> Motorcycle <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other

FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 05100000	Part Name(s) ENGINE	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part(s) <input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement
No of Failures 10+	Date(s) of Failure(s) 15-FEB-2002 See Back Mileage at Failure(s) 3000 Vehicle Speed at Failure(s) Slow Speed Coming to a stop	Failed Part(s) Available? <input 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 type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input type="checkbox"/> No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

INTERMENTLY STAWLING WHEN SLOWING DOWN IN HEAVY TRAFFIC. PROVIDE FUTHER INFOMATION. PH STALLING Coming to a stop

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

- 1- FIRST PART of FEB 2001- wife slowed down for stop. TRUCK made grinding noise & stalled. ne-start & stalled. ne-start & truck had little power (27700 local dealer unable to determine problem. (will require P20 in vehicle)
- 2- Feb 14th wife slowed for a stop. TRUCK made grinding noise & stalled. ne-start & stall about 3 or 4 more times. Finally able to start & drive to local dealer. Again unable to locate problem.
- 3- Feb 27th my wife & I driving to church. slowed for red light. TRUCK made grinding noise & stalled. ne-start & stall 2 more times. 2/27 TRUCK driven to dealer in Selma. they recalibrated "PCM"
- 4- 3/10 wife driving to work. slowed for stop & truck stalled/died. ne-start & truck chugged into intersection almost hit by cross traffic 3/13 drove truck to Selma, again. They returned it saying they couldn't "duplicate" the problem.

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
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

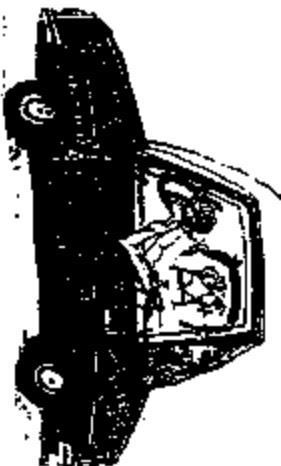
DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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

(2)

5- 4/1/02 I was driving home from work + slowing for a red light. Heard grinding noise + truck started to stall. I put it neutral + truck died. put it in drive + truck chugged across the intersection + eventually regained power.

During this time period I telephoned FORD Customer Service + explained my problem. I spoke to "ANDREW" who put me on 3 way call with "DALTON". DALTON is the Service manager at Swanson Truckway FORD. I told them I have a "Lemon" + DALTON said, "There are no Lemons unless you own a Yugo or a HYUNDAI." (I did not receive any satisfaction).

4/5/02 I AGAIN Drove to Swanson Truckway to have them fix the truck.

6- on 4/11, after the dealer having the truck for 6 days they again said they couldn't "duplicate the problem. when I returned back to Tulsa + slowing for a stop, the truck did it again. STALLED.

I finally made it home + telephoned Swanson Truckway. The Service dept was closed so I spoke to a Sales manager + I asked for a new truck. He said he would leave a message for Dalton to call me. He never did. I called him. AGAIN NO satisfaction.

(3)

7 4/12 I was driving to town with my grand-
son. approached & slowed for a stop ~~sign~~^{light} truck
grinding sound & stalled. He started it & chugged.

Slowed for another stop sign & the truck
again stalled. I tried re-starting it, putting it
in gear 6 or 7 times & it came over to stall.

I telephoned Swanson again & demanded a new
truck. Daniel, the service writer said he would call
back. He didn't. (still stuck in the intersection).

I was finally able to start the truck & chug
across the street to a parking lot.

I re-telephoned Swanson & spoke to Dalton
who told me to drive the truck, knowing it was
faulty, to the local dealer in future. Dalton
said he would call them so they would know I
was coming & they would put the truck on their
computer immediately. I made it to will teresa
& they didn't know I was coming. They said to
leave the truck there & they would get to it later.

4/15 I returned to will teresa Ford and was
told they couldn't "duplicate" the problem.

I drove to Swanson factory (30 miles away) &
dropped off the truck again.

• ~~the~~ after retrieving the truck, again, they
installed a "Flight recorder"

I was instructed to activate the recorder when the truck stalled again.

8- 4/30/02 Driving to work, with a passenger. Slowed for a stop sign & truck grinded & stalled. I activated the re-corder. I re-started the truck, cleared intersection (indeedly coming) put in gear drove ahead & stalled. Car is now coming & almost hit us. (Took truck to dealer. They didn't know how to read the recorder ^{archive} it.

9- 5/31/02 slowing for a stop sign. Truck stalled had re-start it 4 times.

10- 7/22/02 Driving to work coming to a stop sign. Truck stalled.

11- 9/2/02 Driving to Doctor's office. Slow for red light & truck stalled.

12- 11/9/02 Drive into wal mart parking lot. Slow down to pull into parking stall. Truck grinds & stalls.

I have retained an attorney & I have copies of all my work/service orders. Ford refuse to settle & this case is set for trial in April 2003. Meanwhile I try not to drive the truck & continue to make monthly payments & bmv payments for a...
"LEMON" A FAULTY & DANGEROUS FORD PRODUCT!