

U.S. Department
of TransportationNational 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 241

Date Received

06-APR-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

859848

 Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
 In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Listed at front of windshield or drivers side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1FTRF08W2XKB29287	FORD TRUCK	F150	1999	

Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
☒ New ☐ Used	City _____ State _____ Zip Code _____	No Cylinders _____	

Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☒ 3-Point Belt ☐ Motorbell ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Ult ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☒ Pick Up Truck ☐ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 03250000	Part Name(s) BRAKES:HYDRAULIC:ANTI-SKID SYSTEM	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) 15-JUN-1999 Mileage at Failure(s) 10500 Vehicle Speed at Failure(s) _____	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ 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	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHEN BRAKES WERE APPLIED IN WET ROAD CONDITIONS, THEY CAUSED THE BACK WHEELS TO LOCK UP INTERMITTENTLY. VEHICLE BEEN IN/OUT OF DEALER SHOP ON SEVERAL OCCASIONS, AND PROBLEM STILL OCCURRING. *AK

CONTINUED ON BACK

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.



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Od. or
rt. dr
od. rt
up. ltr

Reference No.

859848

Work Number

Home Number

OWNER INFORMATION (Type or Print)

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

☒ YES ☐ NO

Signature of Owner

Date 5/13/00

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) 1FTRF08W2XKB29287
Vehicle Make FORD TRUCK
Vehicle Model F150
Vehicle Year 1999
Current Odometer Reading

Purchase Date

4-1-99

Dealer's Name STONER & WADE

Engine Size
(CID/CC/L)

☐ Turbo
☐ Diesel
☒ Gas
☐ Fuel Injection

☒ New ☐ Used

City QUAKERTOWN State PA Zip Code 17566

No Cylinders 8

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 UTV
☐ Van ☒ Truck
☐ Minivan ☐ Motorcycle
☐ Other

Body Style

☒ 2-Door
☐ 4-Door
☐ Stationwagon
☐ Pick Up Truck
☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 03260009
Part Name(s) BRAKES:HYDRAULIC:ANTI-SKID SYSTEM
Location ☐ Left ☐ Right ☐ Front ☒ Rear
Failed Part(s) ☒ Original ☒ Replacement

No of Failures

10

Date(s) of Failure(s) 15 JUN 1999

Mileage at Failure(s) 10500

Vehicle Speed at Failure(s) SLOWLY UP 15/10 MPH

Failed Part(s)

Available?

☒ Yes ☐ No

NHTSA Previously

Contacted?

☒ 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
Estimated Property Damage
Reported to Police ☐ Yes ☒ No

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

WHEN BRAKES WERE APPLIED IN WET ROAD CONDITIONS, THEY CAUSED THE BACK WHEELS TO LOCK UP INTERMITTENTLY. VEHICLE BEEN IN/OUT OF DEALER SHOP ON SEVERAL OCCASIONS, AND PROBLEM STILL OCCURRING. *AK

CONTINUE ON BACK IF NEEDED

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Purchased New - 1999 Ford F-150 Flare Side

Rear brakes lock up intermittently, the majority of the time this occurs when it has Rained and the roads are wet, however this has also occurred when the roads are dry. When the rear brakes lock up it causes the vehicle to skid, which causes the driver to lose control of the vehicle.

In one instance when the roads where dry the brakes locked up, causing myself to go into a skid and almost go through a busy intersection.

The vehicle has been taken back regarding this problem more then ten times for the braking problem. The dealership stated (service manager, Brian Wade, sales manager, Kurt Woerth, and owner Kent Wade) that this is a "FORD THING" and it is going to happen; they also stated that this has been an existing problem and they knew about the problem before I had purchased my truck. At the time of purchase I was not informed of this "DEFECT".

I called the Ford Customer Assistance Center, spoke to Heather (Ext. 2045) on 3/20/2000 and was told she couldn't do anything to help, but would make note of my complaint.

We have given this dealership ample time and opportunity to fix this problem, and over and over again their response was that "it's a Ford thing" and this is going to continue to happen until Ford can correct the problem with the braking systems on the new vehicles.

Brian Wade even drove the vehicle to his home, kept it over night, drove it back to the dealership and said at that time "the brakes LOCKED up on him".

This truck was purchase new and has been taken back for numerous problems, the main problem being that the rear brakes lock up intermittently. Despite the fact the vehicle is not operable, I am required to maintain my monthly truck payments in the amount of \$347.45 per month.

I want to be able to drive my vehicle safely without having to be concerned that at any given moment my brakes may LOCK UP and I may go into a skid and lose control of the vehicle, where as causing an accident and possibly injury to myself or others.

It should also be noted that the dealership "Stoner & Wade" Quarryville, PA, did not give me receipts when the vehicle was in & out for services. Only when I demanded receipts were some given to me, I did not receive them all. I was only given 2 or three receipts evidencing the alleged inspection/repairs of the vehicle.

I also was misled by the Dealership when they stated that they had put through a proposal to Ford under the "Lemon Law" and filed a dispute claim form, this was also told to the bank where I financed my vehicle.

Specifically Kent Wade one of the owners of the dealership told myself and the lienholder, Farmers First Bank, that he submitted a Proposal to Ford pertaining to the "Lemon Law" on March 28th, 2000, this was a lie. Kent Wade later confirmed that Brian Wade never submitted a Proposal/Dispute Claim Form as we were told.

On March 30th, 2000 a phone call was received from Stoner and Wade (from Brian Wade) stating that the Proposal was denied by Ford and that the brakes locking up is not a Safety Factor.

When I requested a copy of the proposal and the denial from the dealership, I was told that they did not have a copy and they would have one faxed over the next day and we would be able to pick it up (his was told to us by Kent Wade).

The next day however, when we went to Stoner & Wade to pick this up, we were told "No Proposal/Dispute Claim Form" was ever submitted to Ford, that only a phone call had actually been made by Brian Wade.

I feel that the Brakes are an essential part of any vehicle, and that we do need them to work properly in order to stop safely, and they should not be locking up!

I DO NOT WANT MY BRAKES TO LOCK UP, AND THIS IS UNDOUBTEDLY A MAJOR SAFETY FACTOR!

Date: 5-13-00

Signature: 

STONER-WADE, INC. • QUARRYVILLE, PA 17566-0007 • PHONE (717) 786-7331

CUSTOMER NO. 5051	ADDRESS BRIAN WADE	CARD NO. 2	INVOICE DATE 02/11/00	INVOICE NO. FOCS1006
	LABOR RATE	MILEAGE IN 9592	COLOR RED/	STOCK NO.
	YEAR/MAKE/MODEL 99/FORD TRUCK/F-150 SERIES/REG CAB			DELIVERY DATE
	VEHICLE ID NO. 1 F T R F 0 8 W 2 Y K B 2 9 2 8 7			DELIVERY MILES
	P.O. NO.			SELLING DEALER NO.
	R.O. DATE 02/10/00			PRODUCTION DATE
				MILEAGE OUT

JOB# 1 CHARGES				
LABOR			TECH(S):13	
J# 1 02F0Z01	STATE INSPECT 1 YEAR			20.0
JOB# 1 TOTALS				
			LABOR	20.0
JOB# 1 JOURNAL PREFIX FOC8			JOB# 1 TOTAL	20.0
JOB# 2 CHARGES				
LABOR			TECH(S):13	
J# 2 11F0Z	ENGINE MINOR BELT NOISE COLD COULD NOT DUPLICATE CONCERN			WARRANT
JOB# 2 TOTALS				
JOB# 2 JOURNAL PREFIX FOC8			JOB# 2 TOTAL	0.0
JOB# 3 CHARGES				
LABOR			TECH(S):13	
J# 3 11FDZZ	ENGINE CONCERN FIRST START STARTER NOISE ON FIRST START ONLY COULD NOT DUPLICATE			WARRANT
JOB# 3 TOTALS				
JOB# 3 JOURNAL PREFIX FOC8			JOB# 3 TOTAL	0.0
MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	S1	SHOP SUPPLIES		
TOTAL - MISC				0.0
TOTALS				

* [] CASH ☒ CHECK CK NO. E 413 *				TOTAL LABOR.... 20.0
* [] VISA [] MASTERCARD [] DISCOVER *				TOTAL PARTS.... 0.0
* [] AMER XPRESS [] OTHER [] CHARGE *				TOTAL SUBLET... 0.0
*****				TOTAL G.O.G.... 0.0
				TOTAL MISC CHG. 2.0
				TOTAL MISC DISC 0.0
				TOTAL TAX..... 1.3
				TOTAL INVOICE \$ 23.3

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

CUSTOMER NO. 5051	ADVISOR BRIAN WADE	CARD NO. 2	INVOICE DATE 03/21/00	WARRANT NO. FOCS1025
	LABOR RATE	9851	COLOR RED/	STOCK NO.
	YEAR/MAKE/MODEL 99/FORD TRUCK/F-150 SERIES/REG CAB		DELIVERY DATE	DELIVERY MILES
	VEHICLE ID NO. 1 F T R F O S W 2 X K B 2 9 2 8 7		SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.	P.O. NO.	R.D. DATE 02/23/00	MILEAGE DUT

JOB# 1 CHARGES-----

LABOR-----
JH 1 10FQZ01 DRIVEABILITY CONCERN TECH(S):15 WARRANT
CK 1ST START STARTER MAKES NOISE
CK STARTER ASY CK COMM. START 15-20 TIMES OK

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX FOCS JOB# 1 TOTAL 0.0

JOB# 2 CHARGES-----

LABOR-----
JH 2 11FQZ06 ENGINE NOISE TECH(S):15 WARRANT
NOISE AT ENGINE FROM BELT WITH DEFROSTER ON
REPLACE SERPENTINE BELT

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
	1	F65Z-8620-JB	BELT DR 948618	
TOTAL - PARTS				WARRANT 0.00

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX FOCS JOB# 2 TOTAL 0.0

JOB# 3 CHARGES-----

LABOR-----
JH 3 40FOZ01 BRAKE CONCERN TECH(S):15 WARRANT
BRAKES LOCK UP WHEN WET
REMOVE REAR DRUM CK LINING ALREADY DID NOTIFICATION
99-10-07. SEEMS LIKE MOISTURE ON LINING 1ST APPLICATION
REAR LINING GRABS

JOB# 3 TOTALS-----

JOB# 3 JOURNAL PREFIX FOCS JOB# 3 TOTAL 0.0

JOB# 4 CHARGES-----

LABOR-----
JH 4 10FQZ10 ENGINE STALLS TECH(S):15 WARRANT
ENGINE STALLS WHEN YOU COME TO STOP INT.
TEST-EEC SYSTEM, SCAN SYSTEM MONITOR PID'S, CODES CLEAN
ROAD TESTED 4 DIFFERENT TIMES OK

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
	1	-389665-S100	BOLT 1/ 143208	
TOTAL - PARTS				WARRANTY 0.00

JOB# 4 TOTALS-----

JOB# 4 JOURNAL PREFIX FOCS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES-----

LABOR-----
JH 5+40FOZ05 PARKING BRAKE TECH(S):15 WARRANT
E-BRAKE HANGING DOWN RIGHT REAR
DRILL OUT BROKEN OFF BOLT FOR RR E-BRAKE CABLE SUPPORT
BRACKET ON SHOCK SUPPORT ON AXEL TUBE, REPLACE MISSING BOLT
ON BRACKET

CUSTOMER NO. 5051	ADVISOR BRIAN WADE	CARD NO. 2	INVOICE DATE 03/21/00	INVOICE NO. FOLS1025
	LABOR RATE	MILEAGE # 9851	COLOR RED/	STOCK NO.
	YEAR / MAKE / MODEL 99/FORD TRUCK/F-150 SERIES/REG CAB		DELIVERY DATE	DELIVERY MILES
	VEHICLE ID NO. 1 E T R F 0 8 W 2 X K 2 9 2 8 7		SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.	P.G. NO.	R.O. DATE 02/23/00	
				MILEAGE OUT

JOB# 5 TOTALS-----
 JOB# 5 JOURNAL PREFIX FDCS JOB# 5 TOTAL 0.0

JOB# 6 CHARGES-----
 LABOR
 JH 6+96FDZ01 GENERAL BODY REPAIR TECH(S):15 INTERNAL
 NEW CAR FREE SERVICE
 BUFF LEFT DOOR SCRATCHES
 SUBLET TO CROUSE'S

SUBLET-----POH-----VEND INV#-INV.DATE-DESCRIPTION-----
 127 031400 03/15/00 BUFF SCRATCHES LEFT DOOR TOTAL - SUBLET INTERNAL 0.0

JOB# 6 TOTALS-----
 JOB# 6 JOURNAL PREFIX FDCS JOB# 6 TOTAL 0.0

TOTALS-----

*****	TOTAL LABOR....	0.0
* [] CASH [] CHECK CK NO. []	TOTAL PARTS....	0.0
* [] VISA [] MASTERCARD [] DISCOVER	TOTAL SUBLET...	0.0
* [] AMER XPRESS [] OTHER [] CHARGE	TOTAL 0.0.0....	0.0
*****	TOTAL MISC CHG.	0.0
	TOTAL MISC DISC	0.0
	TOTAL TAX.....	0.0
	TOTAL INVOICE \$	0.0

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

MISCELLANEOUS EXPENSE
 LOANER DAYS RATE AMT.
 REPAIR AMOUNT
 TOWING AMOUNT
 HAWKING/RENTAL AMOUNT
 OTHER AMOUNT

KEY: THE "KEY" COLUMN IS USED TO INDICATE THREE FUNCTIONS: "N" FOR NET PRICING, "A" FOR ACTUAL PRICE, AND "R" FOR REMANUFACTURED PART.
 055919

SERVICE NUMBER: 15719
 DATE AND OCCASION AT TIME OF VEHICLE RECEIPT: 15719
 DATE AND OCCASION AT TIME OF VEHICLE RELEASE: 15719
 DATE AND OCCASION AT TIME OF VEHICLE RETURN: 15719
 DATE AND OCCASION AT TIME OF VEHICLE REPAIR: 15719
 DATE AND OCCASION AT TIME OF VEHICLE DELIVERY: 15719

Program Code	Approved No. 1	Approved No. 2	Part No	Part Name	QTY	UNIT	AMOUNT	DATE	TIME	REMARKS
			10854		1	EA	15.40			
			10400		1	EA	10.40			
COLUMN TOTAL BOXES										

Part No	Part Name	QTY	UNIT	AMOUNT	DATE	TIME	REMARKS
8325164	ME H/d	1	EA				
8325164	ME H/d	1	EA				
ALBA							
1087840		1	EA				

CUSTOMER NO. 5051	ADVISOR BRIAN WADE	CARD NO. 2	INVOICE DATE 04/20/00	INVOICE NO. FOCS105
	LABOR RATE	MILEAGE IN 10521	COLOR RED	STOCK NO.
	YEAR / MAKE / MODEL 99/FORD TRUCK/F-150 SERIES/REG CAB		DELIVERY DATE	DELIVERY MILE
	VEHICLE ID NO. 1 F T R F 8 W 2 X K B 2 9 2 8 7		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 04/08/00	
				MILEAGE OUT

JOB# 1 CHARGES

LABOR

J# 1 10FOZ01

DRIVEABILITY CONCERN

TECH(S):15

WARRANT

CK IDLE DIE'S DOWN.

TEST EEC SYSTEM, MONITOR PIDS, ROAD TEST 5 TIMES, COULD NOT DUPLICATE THE CONCERN. REPLACE IAC MOTOR, CONTROLS IDLE SPEED. RETEST AND ROAD TEST.

PARTS

QTY

FP-NUMBER

DESCRIPTION

UNIT PRICE

1

F65Z-9F715-EA

VALVE A 892341

TOTAL - PARTS

WARRANT

0.

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX FOCS JOB# 1 TOTAL

0.

JOB# 2 CHARGES

LABOR

J# 2 51FOZ06

TAILLIGHTS

TECH(S):15

WARRANT

MOISTURE IN REAR TAILLIGHT LENS

REPLACE BOTH REAR TAILLIGHT LAMP ASY

PARTS

QTY

FP-NUMBER

DESCRIPTION

UNIT PRICE

1

F85Z-13405-BA

LP ASY 087911

1

F85Z-13404-BA

LP ASY 087910

TOTAL - PARTS

WARRANT

WARRANT

0.

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX FOCS JOB# 2 TOTAL

0.

JOB# 3 CHARGES

LABOR

J# 3 61FOZ12

WATER LEAK

TECH(S):15

WARRANT

SLIDING REAR WINDOW LEAKS (SEAL)

SPRAY TRUCK AT WINDOW AREA, SPRAY MULTIPLE TIMES. HIGH PRESSURE, LOW PRESSURE HIGH VOLUME. SET IN RAIN OUTSIDE 2 DAYS HARD AND STEADY RAIN. NO SIGNS OF LEAK.

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX FOCS JOB# 3 TOTAL

0.

JOB# 4 CHARGES

LABOR

J# 4 40FOZ01

BRAKE CONCERN

TECH(S):15

WARRANT

CUSTOMER STATES REAR BRAKES LOCK UP DAMP CONDITIONS. (DID TSB ON REAR LINING REPLACEMENT. ROAD TESTED WITH KENT WADE CK REAR BRAKES OK. ROAD TESTED MULTIPLE TIMES. SET OUTSIDE DROVE AFTER 2 DAYS OF RAIN. BRAKES FUNCTIONED PROPERLY.

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX FOCS JOB# 4 TOTAL

0.