

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 335

Date Received

17-APR-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

860423

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) _____ (located at front of windshield on drivers side)	Vehicle Make FORD TRUCK	Vehicle Model F350	Vehicle Year 1999	Current Odometer Reading
---	-----------------------------------	------------------------------	-----------------------------	--------------------------

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 _____
--	---	---	--	--	--	--

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 07100000	Part Name(s) POWER TRAIN:CLUTCH ASSEMBLY	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 0	Date(s) of Failure(s) 01-MAR-2000 Mileage at Failure(s) 77000 Vehicle Speed at Failure(s) 55	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 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
--	---	---------------------------------------	----------------------------------	---------------------------	---

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

CLUTCH LOCKS UP AND ITS IMPOSSIBLE TO SHIFT GEARS. IF THIS HAPPENS IN TRAFFIC IT COULD CAUSE A SERIOUS ACCIDENT. FORD ADMITS THAT THERE IS A FAILURE PROBLEM WITH CLUTCH DISC . CONSUMER SAYS CLUTCHES ARE LASTING 30 MILES BETWEEN FAILURES. *AK

CONTINUED ON BACK (REVERSE)

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.

Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail

INFORMATION ON TIRE FAILURE(S) IF APPLICABLE

TIRE IDENTIFICATION NO.*

D O T

MANUFACTURER/TIRE NAME

SIZE

* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.

NARRATIVE DESCRIPTION (CONTINUED)



Parts
ENGINE/TRANSMISSION COMBINATION TO RETROFIT IMPROVED
Ford should recall all trucks with this
Typical failed part.
And Special Service message 13237. Also see photo of
Please Review Attached letter, Typical Repair Bill,

U.S. Government Printing Office: 1995 - 625-500

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
Auto Safety Hotline, NEF-11 HL
400 7th Street, SW
Washington, DC 20590


Darrell Hazelett, President
FORD Customer Service Department
16800 Executive Plaza Drive
Dearborn, MI 48126

April 20, 2000

Dear Mr. Hazelett:

The clutch in my '99 F-350 truck (VIN 1F1WX32F8XEB03298) has failed three times, in two cases without warning, resulting in locking the engine to the drive wheels. I use my truck to pull trailers weighing about 7,000 lbs., well within its rating. Less than 1/2 of the mileage is with trailer attached.

The frequent (averaging every 25,000 miles) failures have been costly - \$3,665.84 in dealer repair charges, eight days lost time, motel bills, and inability to use the truck while waiting for repairs. As a small business operator, I can't afford the losses resulting from this product's failure to meet expected performance. My dealer has been sympathetic and has obtained \$988.54 in compensation for the repair charges.

The clutch failures also are a significant safety issue. The inability to disengage the engine from the wheels on a truck weighing nearly 8,000 lbs. can be hazardous to me and other traffic.

After the first failure, I sent a detailed letter (8/8/99) to the Ford C.A.C., including photos of the broken clutch disc, and requesting answers to corrective action questions. Apparently the C.A.C. has been told that clutch problems are always the responsibility of the operator, and they are incapable of understanding the problem and answering specific questions.

Talking with other Ford owners indicated that my problem with the clutch is not uncommon, and Ford has acknowledged that a design problem exists. The attached "Special Service Message" 13237 specifies an "improved" clutch disc. I expect that this is an interim fix as the "improved" part is visually identical to the ones that have failed.

In consideration of this, I am requesting that Ford consider a recall of the trucks described in the Service Message 13237.

I am also requesting that Ford fully reimburse me for the balance of my clutch repair charges, which amounts to \$2,677.30; and I request your assurance that future failures of the clutch disc in my truck will be covered by Ford should such occur.

If my request for reimbursement cannot be promptly and favorably considered, I will pursue this matter with the NHTSA-DOT, local media consumer affairs, and the Pennsylvania "lemon law" office.

If you would like further details, please contact me or my dealer, Glenn Bush Ford, Apollo, PA.

Thank you,


ATTACHMENT

11/12/2000 14:06:11

*SPECIAL SERVICE MESSAGE 1227

ANNOUNCING AVAILABILITY OF NEW CLUTCH RELEASE BEARING

SOME 1997/2000 SUPER DUTY F- SERIES TRUCKS EQUIPPED WITH MANUAL TRANSMISSIONS MAY EXHIBIT VARIOUS CLUTCH ISSUES RELATED TO THE RELEASE BEARING, AN IMPROVED CLUTCH RELEASE BEARING, PART NUMBER 8817-7548-AC, IS NOW AVAILABLE AND SHOULD BE USED ANYTIME THE CLUTCH RELEASE BEARING IS REPLACED. THE NEW BEARING CAN BE IDENTIFIED BY THE TWO METAL SLEEVES ON EITHER SIDE OF THE MAIN SHAFT.

*SPECIAL SERVICE MESSAGE 1227

SUPER DUTY F-SERIES 7.3L - ANNOUNCEMENT OF NEW CLUTCH AVAILABLE

SOME 1990 SUPER DUTY F-SERIES EQUIPPED WITH 7.3L ENGINES AND 5 SPEED MANUAL TRANSMISSIONS MAY EXHIBIT A CRACKED CLUTCH DISC RETAINER PLATE. ENGINEERING HAS DEVELOPED AN IMPROVED NEW CLUTCH DISC (Y80Z-7550-DA) TO SERVICE THE VEHICLES. PLEASE REFER TO THE SERVICE MANUAL FOR PROPER CLUTCH REPLACEMENT INSTRUCTIONS.

PRESS CTRL+ FOR MORE BEN INFORMATION

OR M. MENU 99. BYE

7273690

68343

DAHL

1310 East Kimberly Rd.

P.O. Box 3548

DAVENPORT, IOWA 52808

Phone (319) 391-2600

INVOICE



PAGE 1

SERVICE ADVISOR: 105 DAWN CAES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
TAN	1999	FORD F350 PICKUP	1FTWX32F8XEB03298		38384/38384	T272	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
15JUN1998	24MAY98		WAIT		0.00	CASH	15APR1999
R.O. OPENED		READY	OPTIONS: DLR:20051 ENG:7.3 TRN:MANUAL AXL:F2				

14APR99

15APR99

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A WHEN COMING OFF INTERSTATE CLUTCH WOULDN'T DISENGAGE

M DIAGNOSE

20 C 0.80

41.80

41.80

M REPLACE CLUTCH ASSY. CLEAN & ADJUST

20 C 6.50

361.71

361.71

1 F81Z*7550*HB DISC ASY - CLUTCH

136.85

136.85

136.85

1 F81Z*7563*DA COVER

117.29

117.29

117.29

1 F81Z*7548*AA BEARING ASY - CLUTCH RELEASE

46.45

46.45

46.45

1 D8T2*7600*A BRG ASY-TRANS INP SHFT PIL

21.67

21.67

21.67

PARTS: 322.26 LABOR: 403.51 OTHER: 0.00 TOTAL LINE A: 725.77

SHOP SUPPLIES AND MATERIALS

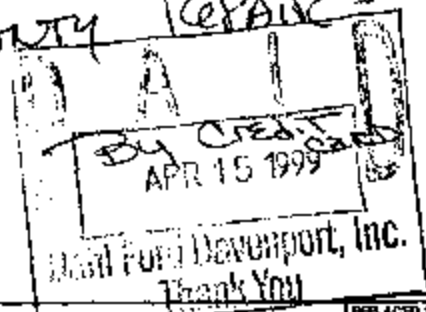
20.00



NOTE:

THIS BILL PAID UNDER PROTEST - SHOULD BE

WARRANTY REPAIR

Dawn C.
Service Advisor

P & A CODE: 20081

(CHECK L/H APPROPRIATE BOX)

CLAIMS REVIEW	AUTHORIZATION TO REPAIR CLAIM	PARTS (SCRAP OUT)
---------------	-------------------------------	-------------------

PARTS

LABOR

TOTAL

REPLACED PARTS REQUESTED BY CUSTOMER YES ☐ NO ☐

DATE CALLED

CALL WHEN READY YES ☐ NO ☐

LIMITED WARRANTY - PARTS AND LABOR - GUARANTEED 12 MONTHS OR 12,000 MILES - WHICHEVER COMES FIRST.

The selling dealer makes no other warranty of any kind whatsoever as to the merchantability of the products listed herein or as to their fitness for any particular purpose. Any other warranty which may exist is in agreement solely between the manufacturer and the purchaser.

DESCRIPTION	TOTALS
LABOR AMOUNT	403.51
PARTS AMOUNT	322.26
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
SHOP SUPPLIES	20.00
TOTAL CHARGES	745.77
DEDUCTIBLE	0.00
SALES TAX	44.75
PLEASE PAY THIS AMOUNT	790.52

Authorized Signature and Date
ON BEHALF OF SELLING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR UNLAWFUL BEHAVIOR. SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SELLING DEALER FOR INSPECTION BY REPRESENTATIVE OF FORD.

BUSINESS DEALER, GENERAL MANAGER, OR AUTHORIZED PERSON DATE

CUSTOMER COPY

