



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

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 252

Date Received

Repository ☐

2003-MAR-28 03 AM 17

Reference No.
10014707

OWNER INFORMATION (Type or Print)

Name

Address

City

CAMANO ISLAND

State WA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of an authorized signature, please print your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 3/18/2003

VEHICLE INFORMATION

Do you have a copy of the vehicle's title, registration, or other state-issued document?

Make
FORD

Model F350
1 Ton

Model Year
2001

Date Purchased
MAR 2001

Dealer's Name and Telephone Number
PICK FORD FORD 360-568-8122

Engine:
No. Cylinders 8

Fuel Type:
DIESEL

Original Owner

Dealer's City
SPOKANE, ID

State WA

Zip Code 83401-1117

Transmission Type

☒ Antilock Brakes

Powertrain

Vehicle Component Code
012000 STEERING: COLUMN

AUTOMATIC

☒ Cruise Control

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
28-MAR-2003

Failure Mileage
0-50000

Failure Speed
0-15 MPH

STEERING WHEEL LOCK DOWN AND NO
RESPONSE -

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM15ABC0361)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(es).)

Crash

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

☐ Yes ☒ No

☐ Yes ☒ No

N

Narrative Description of Incident(s), Crash(es), and Injury(es).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure;
i.e., parts repaired or replaced (and if old part is available).

WHEN THE BRAKES WERE APPLIED, THE STEERING COLUMN LOCKED UP. *JB

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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 a declaratory enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

FUNCTION..... ?H
VEHID..... 7312355

VEHID [REDACTED]	SERIAL NO.	1FT8W31F11EA08588
[REDACTED]	CUSTOMER	312355
[REDACTED]	DELV. DATE	17FEB01
COMMAND WA [REDACTED]	IN SERVICE	17FEB01
HOME [REDACTED]	WAR.EXP.DATE	KEY 1806X STKR 23274
BUS. PHONE N/A	LICENSE NO.	
01 FORD F350 PU 48980	SLSMN	4010

Command? (Enter, *, N, VEH, CUST, ?)?

RO NO: 585631 OPENED: 18MAR03 CLOSED: 25MAR03 MILEAGE: 48980
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
585 4858 IST STEER N/C PER GOODWILL BY BICKFORD

Press return to continue, S to list the story for this RO, or E to exit: ?S

Story for RO# 585631, line A, Version # 1:
48980
NPF

NORMAL CONDITION FOR STEERING EFFORT TO
INCREASE DUE TO OVER SIZE TIRES AND DESIGN OF
POWER STEERING SYSTEM.88M 15448 NO RECOMMENDED
REPAIR.

Press RETURN to continue.?

RO NO: 543600	OPENED: 31JAN02	CLOSED: 31JAN02	MILEAGE: 20514
SA... TECH. TYPE. OPCODE.....	CB-RO..	DESCRIPTION.....	
2589 4858 WF 01S24D		REPLACE WIPER MOTOR GEAR COVER	
2589 9999 WF ADMIN		ADMINISTRATION TIME	
2589 4858 WF 3674A		PUMP - POWER STEERING - REMOVE AND INSTA	
		LL OR REPLACE (3A874) - L	
2589 4858 WF 3674D		POWER STEERING PUMP-FLOW & PRESSURE TEST	
		- DIAGNOSIS - L	
2589 4658 WF MT3A874		MT TO DO 2 PS ANALIZER TEST SWAP TIRES C	
		HK FRT END	
2589 9999 INTS ENT		RENTAL - ERAC	
2689 INTS 9999		SUBLET REPAIRS	

Press return to continue, S to list the story for this RO, or E to exit: ?S

Story for RO# 543600, line A, Version # 1:
20514
RECALL 01S24

REMOVED AND REPLACED WIPER MOTOR GEAR COVER.

Story for RO# 543600, line B, Version # 1:
20514
LOW PRESSURE P/S PUMP

VERIFY LACK OF POWER STEERING IN PARKING LOT.

CHECKED P/S FLUID LEVEL-OK.LIFT TRUCK AND
INSPECTED STEERING LINKAGE -ALL OK.PERFORM
VISUAL INSPECTION AND VERIFY NO BINDING OR
BENT STEERING PARTS.PERFORM POWER STEERING
TEST WITH P/S ANALYZER.MONIOTR P/S PUMP
PRESSURE AND FLOW RATE.FOUND PRESSURE BELOW
SPEC AT IDLE. 150 PSI SPEC.FOUND PRESSURE
READING 100 PSI. TO GAIN ACESS TO P/S FITTING
TO INSTALL ANALYZER HAD TO REMOVE TURBO AIR

Press RETURN to continue listing the stories, E to return to history.?

CHARGE TUBE.R AND R AIR CLEANER ASSEMBLY.TO
GAIN ACESS TO P/S PUMP PULLEY HAD TO REMOVE
COOLING FAN AND SHROUD,R AND R COOLANT.
REMOVED AND REPLACED POWER PUMP.PERFORM POST
TEST WITH P/S ANALYZER AND VERIFY PRESSURES
ARE NOW NORMAL.IMPROVED STEERING BUT STILL
LACK OF ASSIST.CHECKED FOR SSM AND TSB.
NONE APPLY.CALLED HOTLINE.HOTLINE RECOMMENDS
TO HAVE OVERSIZE TIRES REMOVED.SWAP FRT TIRES
WITH STOCK SIZE TIRES AND RETEST.FOUND MUCH
IMPROVED WITH STOCK SIZE TIRES.
LACK OF ASSIST IS DUE TO OVERSIZE TIRES AND
POWER STEERING SYSTEM IS NOT DESIGNED FOR
THE LOAD CAUSED BY THE TIRES.

Story for ROM 543600, line B, Version # 2:

20514

LOW PRESSURE P/S PUMP
VERIFY LACK OF POWER STEERING IN PARKING LOT.
CHECKED P/S FLUID LEVEL-OK.LIFT TRUCK AND

Press RETURN to continue listing the stories, E to return to history.?

INSPECTED STEERING LINKAGE -ALL OK.PERFORM
VISUAL INSPECTION AND VERIFY NO BINDING OR
BENT STEERING PARTS.PERFORM POWER STEERING
TEST WITH P/S ANALYZER.MONIOTR P/S PUMP
PRESSURE AND FLOW RATE.FOUND PRESSURE BELOW
SPEC AT IDLE. 150 PSI SPEC.FOUND PRESSURE
READING 100 PSI. TO GAIN ACESS TO P/S FITTING
TO INSTALL ANALYZER HAD TO REMOVE TURBO AIR
CHARGE TUBE.R AND R AIR CLEANER ASSEMBLY.TO
GAIN ACESS TO P/S PUMP PULLEY HAD TO REMOVE
COOLING FAN AND SHROUD,R AND R COOLANT.
REMOVED AND REPLACED POWER PUMP.PERFORM POST
TEST WITH P/S ANALYZER AND VERIFY PRESSURES
ARE NOW NORMAL.IMPROVED STEERING BUT STILL
LACK OF ASSIST.CHECKED FOR SSM AND TSB.
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TO HAVE OVERSIZE TIRES REMOVED.SWAP FRT TIRES
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IMPROVED WITH STOCK SIZE TIRES.
LACK OF ASSIST IS DUE TO OVERSIZE TIRES AND

Press RETURN to continue listing the stories, E to return to history.?

POWER STEERING SYSTEM IS NOT DESIGNED FOR
THE LOAD CAUSED BY THE TIRES.

Story for RO# 549800, line C, Version # 1:
20514

INV 978728 \$27.65

Press RETURN to continue.?

RO NO: 528899 OPENED: 23MAY01 CLOSED: 15JUN01 MILEAGE: 0590
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
5101 5044 INTT 9003 OUTER TRIM REPAIRS MISC.
5101 5044 INTT 9003 OUTER TRIM REPAIRS MISC.
5101 9999 INTS ELEC1 ELECTRICAL REPAIRS MISC.
5101 9999 INTS STEER STEERING REPAIRS MISC.
5101 9999 INTS ENT RENTAL - ERAC
5101 INTS 9999 SUBLET REPAIRS
6101 3549 INTS MTBAL4 COMPUTER SPIN BALANCE & N/C MOUNTING WIT
H PURCHASE OF 4 TIRES
5101 INTS 9997 MISC. SHOP CHARGES
5101 INTS 9997 MISC. SHOP CHARGES
5101 INTS 9997 MISC. SHOP CHARGES
COMMENTS: DON'T CLOSE!!!!!!!!!!
NOT CODED!!!!!!!!!!!!!!
NEED INFO ON LINE B

Press return to continue, 8 to list the story for this RO, or E to exit: 78

Story for RO# 528899, line A, Version # 1:
8595
OVERSIZED TIRES AND WHEELS
ST TIME
VERIFIED RR LH FT INNER FENDER WILL NEED TO HA
VE ADD-A-LEAF INSTALLED IN FT TO RAISE TO
PREVENT DAMAGE AGAIN

Story for RO# 528899, line B, Version # 1:
8595
MUD FLAPS
ST TIME
REMOVE MUD FLAPS

Story for RO# 528899, line C, Version # 1:
8595
INSPECTED AND VERIFIED FOG LIGHTS WORKING

Story for RO# 528899, line D, Version # 1:
6595

Press RETURN to continue listing the stories, E to return to history.?

VERIFIED CONCERN - ENGINEERING HAS NO
RECOMMENDED REPAIR AT THIS TIME

Story for RO# 528899, line E, Version # 1:
8595

INV 974700 7 DAYS 219.65

Story for RO# 528899, line F, Version # 1:
6595

1.0
MOUNTED AND BALANCED 4 BFG 33X12.50R16.5
STOCK# 54758. TREAD DEPTH 17 32NDS,
DOT#S 3/BEXFUB111101 1/BEXFUB111001

Story for RO# 528899, line F, Version # 2:
6595
1.0

Press RETURN to continue listing the stories, E to return to history.?

MOUNTED AND BALANCED 4 BFG 33X12.50R16.5
STOCK# 54758. TREAD DEPTH 17 32NDS,
DOT#S 3/BEXFUB111101 1/BEXFUB111001

Press RETURN to continue.?

RO NO:	523181	OPENED:	17FEB01	CLOSED:	28FEB01	MILEAGE:	30
SA...	TECH.	TYPE.	OPCODE.....	CS-RO..	DESCRIPTION.....		
1219	1203	INTA	Z11999A		ACCESSORIES - MISC REPRS		
1219		INTA	9997		MISC. SHOP CHARGES		
1219	1203	INTA	Z11999A		ACCESSORIES - MISC REPRS		
1219	9999	CDA	Z11999A		ACCESSORIES - MISC REPRS		
1219		CDA	9999		SUBLET REPAIRS		
1219	1203	INTA	Z11999A		ACCESSORIES - MISC REPRS		
1219		CDA	9997		MISC. SHOP CHARGES		
1219	1203	INTA	ZA4001		UNDERCOAT		
1219		INTA	9997		MISC. SHOP CHARGES		
1219		CDA	9997		MISC. SHOP CHARGES		
1219	4066	INTA	ZA4002		PAINT SEALANT		
1219		INTA	9997		MISC. SHOP CHARGES		
1219		CDA	9997		MISC. SHOP CHARGES		
1219	1203	INTA	ZA4003		FABRIC PROTECTION		
1219		INTA	9997		MISC. SHOP CHARGES		
1219		CDA	9997		MISC. SHOP CHARGES		
1219	9999	INTA	Z11999A		ACCESSORIES - MISC REPRS		
1219		CDA	9997		MISC. SHOP CHARGES		

Press return to continue, S to list the story for this RO, or E to exit: ?S

Story for RO# 523181, line A, Version # 1:
30
INSTALL FACTORY NERF BARS
0.50

Story for RO# 523181, line B, Version # 1:
30
INSTALL PIPE RACK

Story for RO# 523181, line D, Version # 1:
30
INSTALL J&J MUD FLAPS
0.50

Story for RO# 523181, line E, Version # 1:

30
UNDERCOAT
1.40

Story for RO# 523181, line 0, Version # 1:

Press RETURN to continue listing the stories, E to return to history.?

30
FABRIC PROTECTION
0.30

Press RETURN to continue.?

RO NO: 522288 OPENED: 31JAN01 CLOSED: 05FEB01 MILEAGE: 25
8A... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
1219 1203 INTA ZA4004 UNDER RAIL BEDLINER

Press return to continue, S to list the story for this RO, or E to exit: ?

Lee Enterprises
PO Box 1528
Stanwood, WA 98282

May 6, 2003

To Whom it may concern at Ford Motor Company:

I purchased a one ton, extended cab, fourwheeldrive pickup in March of 2001. The first two days were spent running the truck up and down the freeway having a canopy and pipe rack installed. On the third day I was able to operate the truck in parking lots and around city blocks. That's when I discovered a definate steering problem. The steering wheel totally locks down in idle situations, usually while braking and trying to maneuver in these situations every time. I promptly took the truck back to the dealership where I purchased the truck and was told that the tires that were installed were too wide for the truck, and that the diesel engine was so heavy that it also contributed to the problem. I responded by asking to drive another one with the stock width tires. I was allowed to drive five more new trucks. I found everyone had the same problem.

The dealership checked all systems and everything was to factory specifications. They said to give them some time and when enough complaints were turned in then you folks would come up with a fix.

Now it is two years later and I have made numerous phone calls to the dealership to see if there is a remedy to the problem. I have made three service visits which have costed me alot of down time for my business. The dealership installed a rebuilt pump and that did not fix the problem.

Presently the dealership says there is no fix and that is the nature of the truck. This is not acceptable for me as I feel this is a huge safety issue. The truck will not steer in that situation.

Due to the nature of my work I am truly afraid of the performance of this truck when I am hauling heavy loads. In an emergency situation I cannot afford the truck steering to lock down.

In addition I have employees who I feel responsible for and who may not be familiar with this problem. I can't feel confident that a serious accident may not occur. My truck needs to be performing 100%.

The dealership now has told me there is no fix and I am asking to please replace my truck or purchase it back from me. The truck cost me \$44,000. I am waiting for your reply and have started the "lemon-law" action. As this truck is a business vehicle I would appreciate a prompt response. Thanks in advance for your time.

Sincerely [REDACTED]

**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).**