



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 117

Date Received

Repository ☐

2004 MAR -2 11:15
30-JAN-2004

Reference No.
10057231

OWNER INFORMATION (Type or Print)

Name

Address

City HAUGHTON

State LA

Zip Code

Daytime Telephone Number

E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☒ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner  Date 2/19/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1FTNE24L43H 

Make
FORD

Model
E250

Model Year
2003

Date Purchased
12/30/03

Dealer's Name and Telephone Number
South Point Ford 925.3333

Engine:
No. Cylinders
8

Fuel Type:
Gas

Original Owner
☒

Dealer's City
Stone Mountain

State LA Zip Code 71078

Transmission Type

☒ Antilock Brakes

Powertrain

☒ Cruise Control

Vehicle Component Code
021000 SUSPENSION:FRONT

Multiple Failure: 1

Automatic

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
12/30/03
1/8/04

Failure Mileage
30

Failure Speed
40+

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: DOTM19ABC036)

☐ 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(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

N

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

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).

WHILE DRIVING FRONT END SUSPENSION CAUSED STEERING WHEEL TO VIBRATE WHEN DRIVING AND HITTING ROUGH OR UNEVEN SURFACES. CONSUMER TOOK VEHICLE TO DEALERSHIP SEVERAL TIMES, BUT MECHANIC WAS UNABLE TO RESOLVE THE VIBRATION PROBLEM. *AK

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