



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 100145

Date Received **2004 APR 29 PM 2:56**
05-APR-2004
Repository ☐
Reference No.
10065512

OWNER INFORMATION (Type or Print)

Name **[REDACTED]**
Address **[REDACTED]**
City **SANFORD** State **FL** Zip Code **[REDACTED]**

Daytime Telephone Number **[REDACTED]** E-mail Address **[REDACTED]**
Evening Telephone Number **[REDACTED]**

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 **1 / 1**

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1FTWW33F32EAB4864 Make **FORD** Model **F350** Model Year **2002**
Date Purchased **12/20/01** Dealer's Name and Telephone Number **Courtesy Ford 4073221481** Engine: No: Cylinders **8** Fuel Type: **DEISEL**
Original Owner ☐ Dealer's City _____ State _____ Zip Code _____
Transmission Type **AUTO** ☒ Anti-lock Brakes Powertrain Vehicle Component Code **010000 STEERING**
☒ Cruise Control Multiple Failure: **3**

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) **02-APR-2004** Failure Mileage **23000** Failure Speed **STOPPED TO 60 MPH**

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: DOTM15ABC036) ☐ 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 **0** Number of Deaths **0** 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).

WHEN APPLYING THE BRAKES THE STEERING LOCKED WITHOUT WARNING. THE DEALER STATED THERE WAS NO FIX AT. PLEASE PROVIDE
ADDITIONAL INFORMATION. *JB WHEN BRAKE PEDAL IS FIRMLY DEPRESSSED
NO STEERING IS POSSIBLE. DEALER STATED THE PROBLEM
HAS NO FIX AND TOLD ME OTHER F350 TRUCKS UP TO
2004 HAVE HAD SIMILAR PROBLEMS WHILE DRIVING AT
ANY SPEED EMERGENCY BRAKING TAKE ALL THE POWER
AWAY FROM THE STEERING AND NO STEERING IS POSSIBLE.

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.

04/02/2004 09:53:57

*SPECIAL SERVICE MESSAGE 17469

1999-2004 SUPER DUTY F-SERIES/EXCURSION - HIGH STEERING EFFORT

SOME 1999-2004 SUPER DUTY F-SERIES AND 2000-2004 EXCURSION VEHICLES MAY EXHIBIT INCREASED STEERING EFFORTS AT VERY LOW SPEEDS OR WHEN STOPPED WITH THE BRAKES APPLIED. CUSTOMERS MAY PERCEIVE THIS AS HIGH STEERING EFFORT. PLEASE REFER TO WORKSHOP MANUAL SECTION 211-00 FOR STEERING WHEEL TURNING RESISTANCE SPECIFICATIONS. INCREASED STEERING EFFORT AT LOW SPEED OR WHILE STOPPED IS A NORMAL CONDITION WITH HYDROBOOST OR VACUUM OPERATED BRAKES, THEREFORE NO SERVICE ACTION SHOULD BE TAKEN.

PRESS <RTN> FOR MORE SSM INFORMATION
OR M. MENU 99. BYE

**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).**