



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 100148

Date Received 06-JUL-2004	Repository <input type="checkbox"/>
2004 AUG -5	Reference No. 10081351

OWNER INFORMATION (Type or Print)

Name: [REDACTED]  
Address: [REDACTED]  
City: CUMMING State: GA 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 Signature of Owner: [REDACTED] Date: 7/16/2004

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1FTNX20FX2E [REDACTED]	Make FORD	Model F250 SUPER DUTY	Model Year 2002
Date Purchased	Dealer's Name and Telephone Number		Engine: No. Cylinders
Original Owner <input checked="" type="checkbox"/>	Dealer's City	State	Zip Code
Transmission Type AUTOMATIC	<input checked="" type="checkbox"/> Anti-lock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Vehicle Component Code 015300 STEERING:HYDRAULIC POWER ASSIST-POWER STEERING FI
Multiple Failures: 5			

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 06-JUL-2004	Failure Mileage 46000	Failure Speed
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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: DOTM4L9ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
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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 ATTEMPTING TO MAKE A HARD TURN RIGHT OR LEFT POWER STEERING FAILS INTERMITTENTLY. \*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.

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

From the time of delivery until now, the power steering has been unsatisfactory - When you have a deep turn forward or when you back up, it becomes very difficult to turn - it's as though the power disengages and it's all forceful - I have discussed this problem with Ford dealers from Ga. to Alaska and they say "that's the way it is". This is an unacceptable answer. The dealer in Cumming, Ga. furnished me a copy of Fords letter outlining the problem - I have attached that letter - Several dealers have said when you drive a Ford you can't apply the brakes and turn the steering wheel at the same time - I don't need to remind you all terrains are not level and this is not acceptable performance!

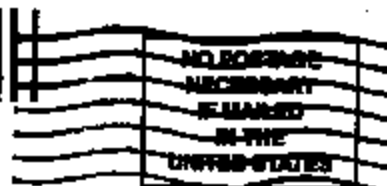
ATTACH ADDITIONAL SHEETS IF NECESSARY

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



**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  
Office of Defects Investigation, NVS-216  
400 7th Street, SW  
Washington, DC 20590



U.S. Department of Transportation  
National Highway Traffic Safety Administration  
http://www.nhtsa.dot.gov/odiv

DOT Auto Safety Hotline  
(DASH) 2 DOT

**1-888-DASH-2-DOT**  
**1-888-327-4236**

**DASH2DOT**  
and dial toll free at

TO REPORT VEHICLE SAFETY DEFECTS  
COMPLETE THIS FORM  
OR

**DOT AUTO SAFETY HOTLINE**

**QUESTIONNAIRE**

**VEHICLE OWNER'S**

		000	6005F7		
		000	6005F9		
		000	6005F10		
		000	6005F11		
		000	6005F12		
		000	6005F13		
		000	6005F14		
		000	6005F16		
		000	6005F17		
		000	6005F19		

CALCULATIONS ARE BASED UPON 55 MPH FUEL CONSUMPTION. LESS MILES PER HOUR AT HIGHER SPEEDS

## SYMPTOM CODE INFORMATION

### 303000 - CHASSIS STEERING/HANDLING

#### SPECIAL SERVICE MESSAGES

**15902 LACK OF POWER STEERING ASSIST**  
 SOME 1999-2002 SUPERDUTY AND EXCURSION VEHICLES MAY EXHIBIT GREATER THAN EXPECTED STEERING EFFORTS DUE TO A REDUCTION IN THE LEVEL OF POWER STEERING ASSIST. THIS CONDITION MAY OCCUR AT ALL VEHICLE SPEEDS. THE CONDITION MAY BE CAUSED BY AIR IN THE POWER STEERING SYSTEM. TO SERVICE, REMOVE ANY AIR PRESENT IN THE SYSTEM BY PERFORMING THE PURGE PROCEDURE IN SECTION 211-00 OF THE APPROPRIATE WORKSHOP MANUAL.

**15448 BRAKE PULL RIGHT, THEN LEFT**  
 SOME 2002 F-SERIES SUPER DUTY AND EXCURSION MAY EXHIBIT A SLIGHT BRAKE PULL TO THE RIGHT ON INITIAL BRAKE APPLICATION AND THEN A SLIGHT BRAKE PULL TO THE LEFT UPON RELEASE OF THE BRAKE PEDAL. THIS MAY BE DUE TO A DELAYED OR SLOWED LEFT FRONT BRAKE CALIPER RESPONSE TO BRAKE PEDAL APPLICATION AND/OR BRAKE PEDAL RELEASE. TO SERVICE, PERFORM NORMAL DIAGNOSTICS, INSPECT AND VERIFY THAT ALL BRAKE LINES, HOSES, AND LININGS ARE IN PROPER WORKING ORDER. IF THE CONDITION IS STILL PRESENT, REPLACE THE LEFT FRONT CALIPER.

**16448 INCREASED STEERING EFFORT IS NORMAL AT LOW/STOP SPEEDS**  
 SOME 1999-2002 SUPER DUTY F-SERIES, AND 2000-2002 EXCURSION MAY EXHIBIT INCREASED STEERING EFFORTS AT VERY LOW SPEED 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, AND THEREFORE SERVICE IS NOT RECOMMENDED.

#### TECHNICAL SERVICE BULLETINS

**03-11-02 1999-2004 SUPER DUTY F SERIES, 2000-2004 EXCURSION: AXLE, SUSPENSION - ON-VEHICLE FRONT INTEGRATED HUB/BEARING ROCKING END-PLAY MEASUREMENT**