



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 241

Date Received

08-FEB-2005

Repository ☐

Reference No.
10111043

OWNER INFORMATION (Type or Print)

Name

Address

City PALM CITY

State FL

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

SAME

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of an authorized name or address to the vehicle manufacturer. ☐ YES ☒ NO

Signature of Owner

Date 2/2/05

VEHICLE INFORMATION

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

1F4NW21F41E

Make

FORD

Model

F250

Model Year

2001

Date Purchased
16-OCT-02

Dealer's Name and Telephone Number

Engine:

No: Cylinders 8

Fuel Type:

Diesel

Original Owner

☒

Dealer's City

State

Zip Code

Transmission Type

☒

Antilock Brakes

MANUAL

☒

Cruise Control

Powertrain

4 WHEEL DRIVE

Vehicle Component Code

015000 STEERING:HYDRAULIC POWER ASSIST SYSTEM

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

22-APR-2004

Failure Mileage

35000

Failure Speed

5

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: DOTM9ABC036)

☐ 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).

VEHICLE LOSES POWER STEERING ASSIST WHILE DRIVING AT LOW SPEED OR AT AT STOP POSTION. THE VEHICLE HAS BEEN TO THE DEALER, WHO WAS UNABLE TO RESOLVE THE PROBLEM.*AK

YOU CANNOT TURN THE STEERING WHEEL WHEN YOU HAVE THE
BRAKES ON. VEHICLE IS VERY HARD TO STEER AT A SLOW SPEED.
FORD MECHANIC SAID THEY KNOW THAT THEY HAVE THIS PROBLEM BUT
THEY DO NOT HAVE A FIX. I WAS TOLD NOT TO TURN THE STEERING
WHEEL AND BRAKE AT THE SAME TIME.

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)

THIS IS A F-250 3/4 TON 4X4 TRUCK. YOU CANNOT
TURN THE STEERING WHEEL AT A SLOW SPEED IN
ANY KIND OF OFF ROAD CONDITION IE. SAND OR
MUD.

THIS IS AN ACCIDENT WAITING TO HAPPEN &
FORD IS AWARE OF THE PROBLEM.

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



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

33483+3479



**VEHICLE
OWNER'S**

QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

**TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM**

OR

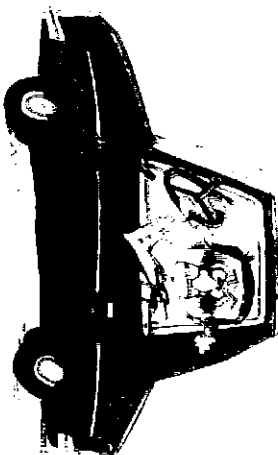
DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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

Print Page Click Here

(800) 241-3673

OASIS RESULT:

1FTNW21F41E

See bottom of the OASIS result for
contact ID02/08/2005
07:49:24

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VEHICLE INFORMATION**VEHICLE DESCRIPTION**

2001 F-SERIES

TRANSMISSION

ZF M6HD-C 6-SPEED

BODY STYLE

F-250 CREW CAB 4X4

AXLE CODE**ENGINE**

7.3L TURBO - DI

ENGINE CALIBRATION

1F729Q0A

GENERAL WARRANTY INFORMATION**WARRANTY START DATE**

10/02/2001

BUILD DATE

06/01/2001

SALE MILEAGE

00126

WARNING MESSAGES**ATTENTION TECHNICIANS AND SERVICE MANAGERS:**

BEFORE REPLACING DIESEL TURBOCHARGERS (-6K682-) SEE TSB 03-21-49

BEFORE REPLACING DIESEL HIGH PRESSURE PUMP (-9A543-) SEE TSB 04-04-04

BEFORE REPLACING 7.3L DIESEL TURBO PEDESTALS (-6N639-) SEE TSB 04-20-02

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

OUTSTANDING FIELD SERVICE ACTIONS

NO CAMPAIGN MESSAGE(S) FOUND

EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

REPAIR HISTORY

04/22/2004

DEALER: Advantage Ford of Stuart

WARRANTY CLAIM NUMBER: 456865

ODOMETER: 035567M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
F1TZ 3A674DBRM	PUMP ASY P/STRG	001	3674A	69	FROZEN/SEIZED/BINDIN
OSP		001			

35567 P-S PUMP INOP 69 RUN RELATIVE PRESSURE FLOW TEST REPLACE P-S PUMP ASSE MBLY PURGE AIR

SYMPTOM CODE INFORMATION

303000 - CHASSIS STEERING/HANDLING

SPECIAL SERVICE MESSAGES

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.
EFFECTIVE DATE: 01/08/2004

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.
EFFECTIVE DATE: 05/16/2002

13470 SUPER DUTY F-SERIES - ALIGNMENT/SERVICE ADJUSTMENTS

SOME 1999/2001 F-250/350 4X4 AND F-450/550 SUPER DUTY F-SERIES MAY REQUIRE ADJUSTMENT TO THE FRONT END ALIGNMENT SETTINGS TO ADDRESS TIRE-WEAR OR VEHICLE DIRECTIONAL SENSITIVITY CONDITIONS. CAMBER/CASTER BUSHINGS ARE AVAILABLE IN OFFSETS FROM .25 DEGREES TO .75 DEGREES. IF YOU NEED TO MAKE A CASTER CHANGE LARGER THAN .75 DEGREE IT IS RECOMMENDED THAT YOU USE AN AXLE WEDGE FOR FURTHER ADJUSTMENT TO MAINTAIN PROPER SUSPENSION GEOMETRY.
EFFECTIVE DATE: 11/09/1999

TECHNICAL SERVICE BULLETINS

04-24-03

1999-2005 VARIOUS VEHICLES: LEATHER-WRAPPED STEERING WHEEL - LEATHER COMING LOOSE
EFFECTIVE DATE: 11/19/2004

03-19-10

1999-2003 4X4 F-250/350 AND 4X4 EXCURSION VEHICLES ONLY - BRAKES - BRAKE PULL
EFFECTIVE DATE: 09/19/2003

03-11-02

1999-2004 SUPER DUTY F SERIES, 2000-2004 EXCURSION: AXLE, SUSPENSION - ON-VEHICLE FRONT INTEGRATED HUB/BEARING ROCKING END-PLAY MEASUREMENT
EFFECTIVE DATE: 05/22/2003

00-22-02

STEERING, ENGINE - POWER STEERING PUMP BOLT - CORRECT PLACEMENT OF BOLTS AND WASHER - WINDSOR BUILT ENGINES ONLY: ENSURE THE WASHER IS RE-USED ON THE BOLT AND CORRESPONDING BOLT HOLE THAT IT WAS ORIGINALLY TAKEN FROM IN THE BLOCK (NOT THE FRONT COVER). THIS IS TO ENSURE PROPER TORQUE. SEE TSB
EFFECTIVE DATE: 10/21/2000

207 492 522 TECH HOTLINE CONTACT ID EXPIRES IN 5 DAYS FOR 1FTNW21F41ED51999
END OF OASIS REPORT FOR 1FTNW21F41ED51999

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).