



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

2007 FEB 24 AM 9:59
13-JAN-2006

Repository

Reference No.
10147690

OWNER INFORMATION (Type or Print)

Name

Address

City AMSTERDAM

State NY

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 or address to the vehicle manufacturer.
Signature of Owner _____ Date 1/23/06

VEHICLE INFORMATION

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

1FTEF2769V

FTEF2769VN

FORD

Model

F-250

Model Year

1997

Date Purchased

Dealer's Name and Telephone Number
BROWN FORD

Engine:

No: Cylinders 8

Fuel Type:

Gas

Original Owner

Dealer's City
AMSTERDAM

State

NY

Zip Code

12010

Transmission Type

AUTOMATIC

Antilock Brakes

Cruise Control

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

013100 STEERING;GEAR BOX;SHAFT SECTOR

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
12-JAN-2006

Failure Mileage
120000

Failure Speed

Stopped when attempting to go forward not steering available

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 (e.g., parts repaired or replaced (and if old part is available)).

DT*: THE CONSUMER STATED WHILE AT A STOP SIGN, THE STEERING WHEEL TURNED 360 DEGREES AND THE TIRES DID NOT REACT. THE VEHICLE WAS TOWED TO THE DEALERSHIP, WHERE IT WAS DETERMINED THIS IS THE SAME PROBLEM AS INDICATED IN NHTSA RECALL # 03V196000, REGARDING THE SHAFT SECTOR. THE VEHICLE IDENTIFICATION NUMBER WAS NOT INCLUDED IN THE RECALL. *JB

I have spoken to Ford and was told it was just a "coincidence" that the same exact problem occurred with my vehicle as did occur with the recall vehicles. Spoke to Sammi 8/6/08, also sent a letter which is attached here.

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

ATTACH ADDITIONAL SHEETS IF NECESSARY.

The Privacy Act of 1974 (Public Law 93-502) 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.

[REDACTED]
Amsterdam, NY
[REDACTED]

Ford Motor Company
Customer Relationship Center
PO Box 6248
Dearborn, Michigan 48126

To Whom It May Concern:

Re: Ford Recall 03S02

I am writing to let you know what I consider to be an important safety issue that exists with the Ford F-250. My husband was driving our Ford F-250 pick-up truck the other day when he came to a stop sign and stopped then proceeded to go and the steering wheel turned 360 degrees but there was no connection to the vehicle. Luckily he was stopped or there could have been tragic circumstances. After we had the vehicle towed our mechanic could not believe this had happened, he had never heard of it happening without any warning like that.

I went online and found there was a recall for this exact same problem on some F-250's (also F-150's and Expeditions) but according to the VIN number on our truck, our truck was not included. The recall I am discussing is NHTSA campaign number 03V196000 or Ford recall number 03S02. When I spoke to Ford Motor Company (Sammi 2688) I was told it was just a "coincidence" that this occurred with my truck and that it was not covered in the recall. I have found out my vehicle was even built at the same plant in the same year of the recall but it is not included.

How can Ford get away with including some vehicles in a recall, having the same exact problem occur in the same model and not including this vehicle? What about all those other innocent people driving these vehicles that this may occur to. There may be many more accidents waiting to happen with the same problem. Imagine what would happen if the vehicle was travelling 65 mph on the Thruway and this occurred. Perhaps an expanded recall could save many lives and prevent countless accidents across the United States.

Thank you 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).**