



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: 10-DEC-2008
Repository:
Reference No.: 10251392

2009 JAN 18 PM 2:29

OWNER INFORMATION (Type or Print)
Name: _____
Address: _____
City: FORESTVILLE 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, NHTSA will NOT provide your name or address to the vehicle manufacturer.
Signature of Owner: _____ Date: 12/29/08

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1FTNX21L22
Make: FORD Model: F-250 SD Model Year: 2002
Date Purchased: 2/15/02 Dealer's Name and Telephone Number: AL Marcone Ford
Engine: 5.4 No. of Cylinders: 8 Fuel Type: Gas
Original Owner: Dealer's City: Williamsville State: N.Y. Zip Code: 14221
Transmission Type: Auto 4sp Electronic Antilock Brakes Powertrain Cruise Control
Multiple Failure: _____ Incident Date(s): 01-DEC-2008

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 010000 STEERING Failure Mileage: 105662 Failure Speed: 10

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).

TL*THE CONTACT OWNS A 2002 FORD F-250 SUPER DUTY. WHILE MAKING A LEFT TURN AT APPROXIMATELY 10-15 MPH, THE STEERING MADE AN UNFAMILIAR NOISE. THE CONTACT WAS UNABLE TO MOVE OUT OF THE INTERSECTION. WITHIN SECONDS, PINS BEGAN TO LOOSEN FROM THE GEAR BOX. THE VEHICLE WAS TOWED TO THE DEALER AND THEY STATED THAT THE SHREDDING OF THE BOLTS CAUSED THE PINS TO SEPARATE FROM THE STEERING GEAR BOX. THE VEHICLE WAS REPAIRED AT THE COST OF \$932. THE FAILURE AND CURRENT MILEAGES WERE 105,662.

This problem could be happening to other people and causing accidents. My to truck man said my truck was the third Ford pickup he has seen do this.

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)

While I was Turning Left I herd a ping noise. I saw a bolt fly out into the intersection. My truck went straight to the opposite corner then I jammed on the brakes, I stopped just before the corner where there was a stop sign. I could not turn the wheels. I even tried to kick them to turn. I backed up to the other corner so traffic could get by. Then I picked up the bolt in the intersection. I popped the hood to my truck and observed that the bolts to my gear box for steering had sheared off. The gear box was not attached to my frame any more. I contacted Ford and they said they hadn't had enough complaints so this

ATTACH ADDITIONAL SHEETS IF NECESSARY isn't a recall.

U.S. Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE, Washington, D.C. 20077-9382

Official Business Penalty for Private Use \$300

BUFFALO NY 142

CHIPPY

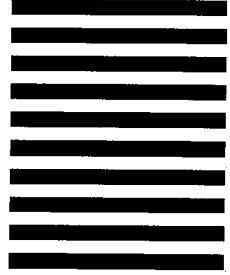
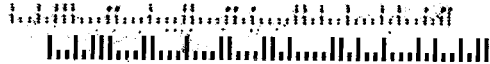
NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**

20077-9382



Think your vehicle has a safety defect?



**If so:
Use the enclosed form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



ESTIMATE

CUSTOMER NAME _____ RO # _____
 YEAR 2002 MAKE Ford MODEL F-250 Super Duty ENGINE SIZE 5.4L
 VIN 1FTNX21L22 BUILD DATE 2/23/02 TRANS 4R100 (E400)

QTY	DESCRIPTION	PART #	Y/N	PART PRICE	LABOR PRICE	TOTAL
1	Steering Gear Box <i>steerorm</i>	YC3Z3504ABRM	N	467.20	28 201.60	715.52
1	Steering Gear Line <i>(bolt)</i>	3C3Z3A719EA	N	66.99	0.9 64.80	138.43
3	Bolts for gear box <i>(bolt)</i>	392009 \$100	N	9.00 ea	27.00	29.70
2	Quart of Mercon	XT2 QDX	Y	3.84 ea	7.68	8.45
1	Steering gear line <i>(bolt)</i>	YC3Z3A713AE	N	32.07	0.8 57.60	93.54
<p><i>very rusted, very very unlikely to come out without breaking</i></p> <p><i>Delay has all parts - add 10% for them</i></p> <p style="text-align: right;">Added</p>						
<p><i>Did not use this line</i> OK met</p>						
				<u>4.5</u> <u>HRS</u>		
				<u>2.8</u> <u>+ .8</u> <u>3.6</u>		
						985.64
						86.24
						1071.88

GOWANDA FORD INC.

14650 Route 62
 P.O. Box 69
 Gowanda, NY 14070
 (716) 532-2208



REPAIR SHOP REG. NO. R708E

R/O	VIN	1FTNX21L22		DATE IN	12/01/00
YEAR	MAKE	MODEL	COLOR	TIME IN	05:33
2002	FORD	F250 SUPER	GRAY	CLOSED	12/04/00
MILES IN	MILES OUT	FIRST USE	LIC.	WRITER	MATTHEW
105662	105662	00/00/00	FORESTVILLE NY		
SEE ALSO					

(1) TOWED IN- BOLTS BROKE OFF OF STEERING BOX
 STEERING IS NOW LOCKED

Labor	T73 36	259.20
YC3Z3504ABRM (GEAR ASY - STE)	1	513.92
YC3Z3A713AE (HOSE)	1	35.94
392009S100 (BOLT)	3	29.70
Xt2qdx Dex3 Trans F1	2.5	9.60
Total Labor		259.20
Total Parts		579.56
Total Lubricants		9.60
Total Repair (Customer)		848.36

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Next Service	Lube-Oil-Filter	TERMS	W.C	INT.	CUSTO																
<p>DISCLAIMER OF WARRANTIES Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.</p>		<p>No returns on electrical or special order items. A restocking charge will be applied on all merchandise returned for credit or refund. No returns after 30 days or without this invoice.</p>			<table border="1"> <tr><td>Labor</td><td>259.2</td></tr> <tr><td>Parts</td><td>579.5</td></tr> <tr><td>Sublet</td><td>.0</td></tr> <tr><td>Paint & Mate</td><td>.0</td></tr> <tr><td>Oil/Grease</td><td>9.6</td></tr> <tr><td>Sub Total</td><td>848.3</td></tr> <tr><td>.00 Tax</td><td>74.2</td></tr> <tr><td>Total (Cash)</td><td>922.5</td></tr> </table>	Labor	259.2	Parts	579.5	Sublet	.0	Paint & Mate	.0	Oil/Grease	9.6	Sub Total	848.3	.00 Tax	74.2	Total (Cash)	922.5
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