



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

05-JUN-2009

Repository Reference No.
10272981

OWNER INFORMATION (Type or Print)

Name

Address

City TWIN BRIDGES

State MT

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

None

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 ____/____/____

VEHICLE INFORMATION

17 Digit Vehicle Identification Number Located at bottom of windshield on driver's side
1FTWW31P368Make
FORDModel
F-350Model Year
2006

Date Purchased

Sept 13, 2008

Dealer's Name and Telephone Number

Rice Ford (406) 287-3801

Engine:

No: Cylinders

8

Fuel Type:

Diesel

Original Owner

Dealer's City

Whitchell

State

Mt.

Zip Code

59759

Transmission Type

Auto

 Antilock Brakes Cruise Control

Powertrain

4x4

Multiple Failure:

Incident Date(s)

13-SEP-2008

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 980000 UNKNOWN OR OTHER, 021000 SUSPENSION: FRONT

Failure Mileage
42000Failure Speed
65

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

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 2006 FORD F-350. WHILE DRIVING APPROXIMATELY 65 MPH, THE VEHICLE DROVE OVER A BUMP IN THE ROAD. THE STEERING WHEEL VIBRATED AND SHIMMIED SEVERELY. THE VEHICLE BEGAN TO VEER ACROSS THE ROAD WITHOUT ASSISTANCE. THE FAILURES OCCURRED WHENEVER THE VEHICLE TRAVELED OVER ROUGH ROAD SURFACES. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC FOR INSPECTION AND THEY STATED THAT THE FRONT SUSPENSION WAS FAULTY DUE TO A MANUFACTURER DESIGN DEFECT. THE MANUFACTURER WAS NOTIFIED, BUT DID NOT ASSIST. THE CONTACT WAS ADVISED TO CHECK THE TIRE INFLATION PRESSURE. THE CONTACT IS IN THE PROCESS OF TAKING THE VEHICLE TO AN AUTHORIZED DEALER. THE FAILURE MILEAGE WAS 42,000 AND CURRENT MILEAGE WAS 57,000.

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)

AS I highlighted on the photocopy. I think it is
crazy I bought a \$50,000 truck & have to stop the brakes
& slow down for every dip in the road, pothole, or bridge
embankment.

Thank you

ATTACH ADDITIONAL SHEETS IF NECESSARY

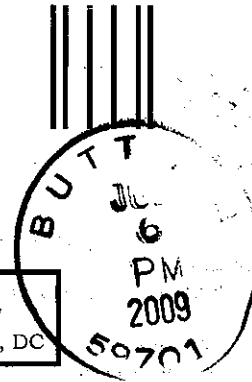
U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

Official Business
Penalty for Private Use \$300

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**



**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



Tire pressure should be checked and set with cold tires before the vehicle is driven. It is necessary to adjust air pressure in tires periodically. Tire pressure changes with outside air temperature, and can lose approximately one pound per square inch (psi) of air pressure per month.

Use Only Proper Replacement Tires

Only install LT (Light Truck) load range E replacement tires that are the same size, type and speed rating as those originally installed on your vehicle. Under no circumstances should P-metric (Passenger) tires be installed.

Tires should be replaced prior to the tread depth being under 1/16th of an inch.

Do Not Make Suspension Modifications

Ford does not recommend the installation of after-market lift kits, stabilizer bars, or replacement parts that are not equivalent to the original factory equipment.

IF YOUR VEHICLE EXPERIENCES SHIMMY:

In the event your vehicle experiences shimmy, you should slowly reduce speed by either lifting off the accelerator pedal or lightly applying the brakes. The shimmy will cease as the vehicle speed decreases.

What if you no longer own this vehicle?

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

Can we assist you further?

If after setting the tire pressures on your truck to the Ford specified levels, you believe the vehicle needs additional service, please contact your local Ford dealer. If you have any questions, please contact your dealership's Service Manager for assistance.

RETAIL OWNERS: If you still have concerns, please contact the Ford Customer Relationship Center at 1-866-436-7332 and one of our representatives will be happy to assist you. For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 5:00PM (Your Local Time).

If you wish to contact us through the Internet, our address is:
www.ownerconnection.com.

FLEET OWNERS: If you still have concerns, please contact the Fleet Customer Information Center at 1-800-34-FLEET, Option #3 and one of our representatives will be happy to assist you. Representatives are available Monday through Friday: 8:30AM - 5:00PM (Eastern Time). Or you may contact us through the internet at www.fleet.ford.com.

As described in your Owner Guide, proper maintenance is the best way to help ensure you continue to get the safety, fuel economy, performance, dependability, and the long life you expect from your vehicle.

Thank you for your attention to this important matter.

Ford Customer Service Division



Ford Motor Company
 Ford Customer Service Division
 P.O. Box 1904
 Dearborn, Michigan 48121



F0002158

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April 2009

TWIN BRIDGES, MT

2006 F-350 Ford Truck
 Vehicle ID #: 1FTWW31P36E 09L02

As the owner of an F-Super Duty truck, your vehicle satisfaction is very important to us.

It has come to our attention that some owners of F-Super Duty 250/350 4x4 vehicles have experienced severe steering wheel and front wheel vibrations and oscillations after traveling over a bump or dip in the road. Ford Motor Company and the National Highway Traffic Safety Administration have been studying this condition, sometimes known as shimmy.

What is the issue?

Your vehicle may experience shimmy, a severe vibration and oscillation in the steering wheel that begins after the vehicle travels over a bump or dip in the road and does not dampen out by itself. The condition may cause the cab of the truck to vibrate significantly.

Shimmy differs from the more typical, slight oscillation of the steering wheel that may occur immediately following wheel impacts and disappears on its own. This type of steering wheel oscillation is a normal characteristic of most trucks, especially a 4x4 vehicle with a solid front axle.

What should you do?

TO PREVENT SHIMMY:

Maintain Recommended Tire Inflation Pressures

Some Super Duty customers intentionally lower the tire pressures on their truck to change the ride characteristics. If you do not maintain the tire inflation pressures at the levels specified by Ford, your truck may experience shimmy. This condition results from significant tire under-inflation. Please visit the National Highway Traffic Safety Administration's website (www.safercar.gov) for more information regarding the importance of maintaining proper tire inflation pressures.

REMINDER: The proper tire inflation pressures are found on the tire label which is located on the B-pillar or on the rear edge of the driver's door.

TIRE AND LOADING INFORMATION			
SEATING CAPACITY		TOTAL X	FRONT X REAR X
The combined weight of occupants and cargo should never exceed: XXX kg or XXX lbs.			
TIRE	SIZE	COLD TIRE PRESSURE	SEE OWNERS MANUAL FOR ADDITIONAL INFORMATION
FRONT	LT265/70R17E	XXX KPA, XX PSI	
REAR	LT265/70R17E	XXX KPA, XX PSI	
SPARE	LT265/70R17E	XXX KPA, XX PSI XXX KPA, XX PSI	