



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 20-JUL-2009	Repository <input type="checkbox"/>
	Reference No. 10277491

**OWNER INFORMATION (Type or Print)**

Name	Address	City	State	Zip Code	Daytime Telephone Number	E-mail Address
		KARTHAUS	PA			
					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 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 1FTNX21FX2E	Make FORD	Model F250	Model Year 2002
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code
Transmission Type	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: Incident Date(s) 20-JUL-2009

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 010000 STEERING	Failure Mileage 83000	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: DOTM9ABC036)	<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).

TL\*THE CONTACT OWNS A 2002 FORD F250. WHILE DRIVING AT AN UNKNOWN SPEED, THE CONTACT HEARD A SQUEAKING SOUND COMING FROM THE STEERING WHEEL. HE ALSO NOTICED THAT THE BRAKES WERE INTERTWINED WITH THE STEERING EQUIPMENT. THE VEHICLE HAS NOT BEEN DIAGNOSED BY THE DEALER. THE CURRENT AND FAILURE MILEAGES WERE 83,000.

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 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]  
[REDACTED]  
Karthaus, PA [REDACTED]

January 20, 2010

While traveling in a 35mph zone, on a curved road, I noticed a noise coming from the engine compartment. I was in the middle of a strong right turn when I was unable to steer the vehicle without extreme effort on my part. When the steering failed I tried to apply the brakes and the brakes had also failed. I weigh over 200 lbs. and I had to stand on the brake pedal with all my might in order to slow the vehicle down from 35 mph.

The cause of the problem was the power steering hose chaffed against the steering sector and rubbed a hole in the hose, allowing the fluid to escape, disrupting the steering control.

Because Ford installed what they refer to as HYDRO ASSIST BRAKES, when I lost power steering fluid I also lost brakes because the fluid from the power steering also controls a hydraulic motor that controls the power brakes.

My daughter uses my truck to haul horses and I would hate to have that hose break while she was using the truck to haul. As far as I am concerned this is the worst design I have ever seen. Most of these F250 & F350 trucks are bought for hauling livestock and travel trailers. With the additional weight pushing them from behind, I feel you will be having a lot of accidents as these trucks get older and power steering hoses start to wear.

I do not know when Ford changed their design, and installed HYDRO ASSIST, but they should go back to a BELT DRIVE VACUUM PUMP for their power brakes. Ford used the vacuum pump in their 1994 F250 trucks.

I hope you can influence Ford to do something before accidents start to happen.

Sincerely,  
[REDACTED]