


| | | | |
|--|--|--|-----------------------------------|
|  <p>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</p> | | FOR AGENCY USE ONLY 100148 Date Received 15-FEB-2011 Repository <input type="checkbox"/> Reference No. 10382765 | |
| OWNER INFORMATION (Type or Print) | | | |
| Name Address City FRANKLIN State TN Zip Code | | Daytime Telephone Number Evening Telephone Number SAME | E-mail Address |
| The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004). | | | |
| VEHICLE INFORMATION | | | |
| 17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1FBJS31Y1PH | | Make FORD | Model E350 |
| Model Year 1993 | Date Purchased 28 APR 03 | Dealer's Name and Telephone Number N/A | Engine: 4.9 No: Cylinders 6 |
| Fuel Type: GAS | Original Owner <input type="checkbox"/> NO | Dealer's City State Zip Code | Multiple Failure: |
| Transmission Type AUTO | <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control | Powertrain RWD | Incident Date(s) 19-DEC-2010 |
| FAILED COMPONENT(S)/PART(S) INFORMATION | | | |
| Vehicle Component Code: 010000 STEERING | | Failure Mileage 85000 | Failure Speed 50 |
| ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE | | | |
| Tire Make N/A | Tire Model (Name or Number) | Tire Size (Example P215/65R15) | |
| DOT No. (Example: DOTM19ABC036) | <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: N/A | 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 NONE | Number of Deaths NONE |
| | | | 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 1993 FORD E350. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY LESS THAN 60 MPH THE VEHICLE WOULD FISH TAIL CAUSING THE VEHICLE TO SWAY LEFT AND RIGHT. THE VEHICLE WAS INSPECTED BY A DEALER WHO ADVISED HIM THAT IF EVERYTHING THAT WAS CONNECTED TO THE STEERING COLUMN WERE REPAIRED IT MAY REMEDY THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS APPROXIMATELY 85,000. | | | |
| 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. | | | |



Mid-Tenn. Ford & Sterling Truck Sales

6823005627
MID-TENN FORD TRUCK SALE
1319 FOSTER AVE
NASHVILLE, TN 37210
(615) 259-2050

Term ID: 006

Ref #: 030

P.O. Box 100856 • 1319 FOSTER AVE. • NASHVILLE,
Sales and Service Phone (615) 259-2050 • Parts Phone (615) 259-2050
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CATERPILLAR
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DETROIT DIESEL

SPICER
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NEW PROCESS

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HESC
ROCK

Refund
XXXXXXXXXX
VISA
10/28/13
Inv #: 653347
Apprvd: Online
Total: \$ 150.00
Entry Method: Swiped
14:43:39
Appr Code:
Batch#: 298001

DISCLAIMER OF WARRANTIES

THE ONLY WARRANTIES APPLYING TO THIS PART(S) AND/OR SERVICE ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. MID-TENN. FORD TRUCK SALES, INC. HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, AND MID-TENN. FORD TRUCK SALES, INC. NEITHER ASSUMES NOR AUTHORIZES ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR OTHER INCIDENTAL DAMAGES.

Customer Copy

| DATE ENTERED | YOUR ORDER NO. | DATE SHIPPED | INVOICE DATE | INVOICE NUMBER |
|--------------|----------------|--------------|--------------|----------------|
| 28OCT2013 | | 28 OCT 13 | 28 OCT 13 | CM653347 |

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ACCOUNT NO. [REDACTED]

FO=W H

PAGE 1 OF 1

FRANKLIN, TN [REDACTED]

FRANKLIN, TN [REDACTED]

| SHIP VIA | SLSM. | B/L NO. | TERMS | F.O.B. POINT | | | | | | | | | | | | | | |
|---|------------------|---------|-----------|----------------|--|--------|--------------|---------|-------|---------|--------|--|---------|------|-----------|------|--------------|------------------|
| | 4001 | OSSP | CASH SALE | NASHVILLE, TN | | | | | | | | | | | | | | |
| QTY | DRD | SHIP | S.O. | PART NO. | DESCRIPTION | LIST | NET | AMOUNT | | | | | | | | | | |
| -1 | -1 | | 0 | F8TZ*3504*ACRM | 287 CORE RET | 347.89 | 150.00 | -150.00 | | | | | | | | | | |
| Serial#: | | | | | - Tag#: | STD | No Deduction | | | | | | | | | | | |
| <p>NEW PART - SAME CONDITION</p> <p>THIS IS YOUR INVOICE</p> <p>IS THERE AN UPGRADABLE PART?</p> <p>THERE IS TOO MUCH FREE PLAY</p> <p>VISA</p> | | | | | | | | | | | | | | | | | | |
| <p>VISA MC AMEX DISCOVER</p> <p>CASH CHECK #</p> <p>PRINT NAME</p> <p>CUSTOMER'S SIGNATURE</p> <p>X</p> | | | | | <table border="1"> <tr> <td>PARTS</td> <td>-150.00</td> </tr> <tr> <td>SUBLET</td> <td></td> </tr> <tr> <td>FREIGHT</td> <td>0.00</td> </tr> <tr> <td>SALES TAX</td> <td>0.00</td> </tr> <tr> <td>TOTAL</td> <td>\$-150.00</td> </tr> </table> | | | | PARTS | -150.00 | SUBLET | | FREIGHT | 0.00 | SALES TAX | 0.00 | TOTAL | \$-150.00 |
| PARTS | -150.00 | | | | | | | | | | | | | | | | | |
| SUBLET | | | | | | | | | | | | | | | | | | |
| FREIGHT | 0.00 | | | | | | | | | | | | | | | | | |
| SALES TAX | 0.00 | | | | | | | | | | | | | | | | | |
| TOTAL | \$-150.00 | | | | | | | | | | | | | | | | | |

**Thank You
For Your
Business**

ALL CLAIMS AND RETURNED MERCHANDISE SUBJECT TO 10% HANDLING CHARGES and must be returned within 10 days accompanied by this invoice. NO EXCHANGE OR REFUND ON ELECTRICAL PARTS. Absolutely NO CREDIT ISSUED AFTER 30 DAYS.

TERMS:
NET 10TH PROX.

CREDIT

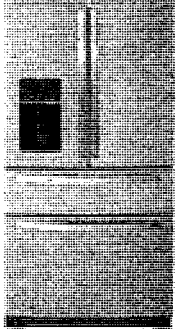
NO REFUNDS WITHOUT THIS INVOICE

X
RECEIVED BY

28 OCT 13 14:42

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GET DETAILS >



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*Among leading brand French door refrigerators with external refrigerated drawers.

hasnt been towed and I have put it back in place twice before because its moving forward as you see

You say the steering gear was replaced, but everything I see looks like it's been in place a very long time. looks that way caused by salt, sand and rain (cold and warm) still everything is less than 7 month old

Suggest you have somebody rock the steering wheel back & forth thru its free play & center, while you inspect the steering box output shaft underneath. The shaft & pitman arm should go left & right only. If you find it going up & down, what I call the steering gear (inside the steering box) is showing excessive wear. Sometimes you can adjust out excess play, but be extremely careful not to make steering tight when it's not near center wear portion.

steering gear is an replacement from Rockauto as all the other parts , I dont expect this to be in need of tightning

Can't you find a Chilton or Haynes repair manual? have it all and they arent precis enough conserning this subject

If I grab the input shaft just above the steering gear and turn it quickly left and right I can feel that there is a problem on the primary side of the steering gear (and the pitman arm isnt mowing) tried to tighten the steering gear once before and didnt do anything to the problem

when I drive thru waterpits with one wheel the car goes to the "water" side

I have allready ordered the rubbers mentioned above , hopefully this will solve the problem

or at least solve some of the problems as all the parts replaced until now hasnt done s%*#

still looking for the replacement parts to the primary side of the steering gear , non at this moment has come up with an split drawing of the area



01-27-2011, 05:14 PM

#18 (permalink)



Henry10s
Elder User

Join Date: Jun 2010
Location: NY, NY
Posts: 627

150's steering is busy and sloppy and you have to constantly adjust when driving. Part of it is attributed to sway, and part of the sway is attributed to soft sidewalls of the tires -- jelly feeling....

Previous:
1995 E-150, 5.8L E40D, High-Top. Extensive mods
1997 E-150, 4.6L, 4R70W, High-Top. Light mods



01-27-2011, 11:59 PM

#19 (permalink)

icbx
Junior User

Join Date: Feb 2008
Posts: 89

Quote:

Originally Posted by Henry10s
150's steering is busy and sloppy and you have to constantly adjust when driving. Part of it is attributed to sway, and part of the sway is attributed to soft sidewalls of the tires -- jelly feeling....

can I swap it to another model steering without bigger problems ?

and get rid of that sloppy*%# --nes ?

I have tried 2 other E-lines but cant recall the model number , do think one was a inline six E150 , the other a Diesel cargo van could have been a E350

Sincerly
ICBX



01-28-2011, 12:18 AM

#20 (permalink)

Club Wagon
Posting Guru

Join Date: Feb 2007
Posts: 2,351

There was a time when I thought E-"150's steering is busy and sloppy and you have to constantly adjust when driving". But after going thru everything else mentioned, including the sway "attributed to soft sidewalls of the tires" concluded that Econolines can steer precisely, like a train on tracks.



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Ford Truck Enthusiasts Forums > Ford Vans and other vehicles > 1968-2013 Full Size Vans > steering problems

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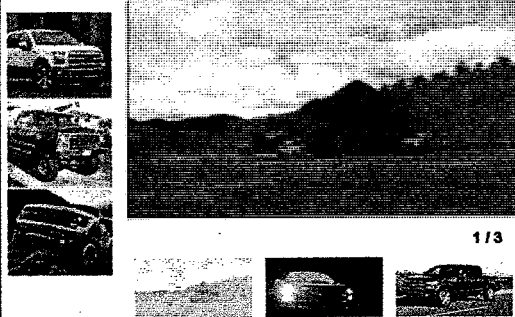
Notices

Hey Unregistered - like ford-trucks.com!

1968-2013 Full Size Vans Econolines. E150, E250, E350, E450 and E550

Welcome to Ford-Trucks Forums!

LATEST VIDEOS [\(more\)](#)



Welcome to Ford-Trucks.com.

You are currently viewing our forums as a guest, which gives you limited access to view most discussions and access our other features. By joining our community you will have access to post topics, communicate privately with other members (PM), respond to polls, upload content and access many other special features. Registration is fast, simple and absolutely free so please, [join the Ford-Trucks Forums community today!](#)

Post Reply Page 2 of 2 < 1 2 >

01-27-2011, 01:36 PM #16 (permalink)

Club Wagon ● Posting Guru

Just a guess, but did anyone tow your Econoline by attaching to the sway bar? The bushing doesn't look worn, as if it was trying to move forward to me. It looks like a chain was hooked to it & then pulled, bending the mount forward.

You say the steering gear was replaced, but everything I see looks like it's been in place a very long time.

Suggest you have somebody rock the steering wheel back & forth thru its free play & center, while you inspect the steering box output shaft underneath. The shaft & pitman arm should go left & right only. If you find it going up & down, what I call the steering gear (inside the steering box) is showing excessive wear. Sometimes you can adjust out excess play, but be extremely careful not to make steering tight when it's not near center wear portion.

Can't you find a Chilton or Haynes repair manual?

01-27-2011, 02:52 PM #17 (permalink)

icbx ● Junior User

Quote:

Originally Posted by **Club Wagon** ●

Just a guess, but did anyone tow your Econoline by attaching to the sway bar? The bushing doesn't look worn, as if it was trying to move forward to me. It looks like a chain was hooked to it & then pulled, bending the mount forward.

THE TIRES ONLY POINT OUT THE PROBLEM

MARK TIRES HAVE BEEN RECALLED BUT NOT THE PROBLEM!?

* SEE INSERT FOR *
* COUNTY FEE *

784346570

Invoice: 11183

| | | | | |
|---------------------------|-----------|----------------|------------------------|--|
| LICENSE NO. | | VALIDATION NO. | DATE OF ISSUE | WHEN VALIDATED REGISTRATION EXPIRES |
| [REDACTED] | | 2039398 | 06/02/2011 | 08/31/2012 |
| CLASS CODE | BASE YEAR | COLOR | COMPANY VEHICLE NO. | PREVIOUS LICENSE NO. |
| 1000 | 2006 | O | [REDACTED] | [REDACTED] |
| VIN | | | TITLE NO. | MAKE |
| 1FBJS31Y1PH [REDACTED] | | | [REDACTED] | FORD |
| ZONE | | | COUNTY STICKER NO. | ADDRESS TYPE: |
| [REDACTED] | | | 061787 | [REDACTED] |
| PRIMARY DRIVER'S LIC. NO. | | | [REDACTED] | |
| [REDACTED] | | | FRANKLIN TN [REDACTED] | |

Port: WK11
 Drawer: 31
 Cash: .00
 Check: 49.75
 Check#: 13347
 Credit: .00
 Change: .00

| | |
|-------------|-------|
| RENEWAL FEE | 24.00 |
| COUNTY FEE | 25.75 |
| DONOR | .00 |
| TOTAL | 49.75 |



TENNESSEE
DEPARTMENT
OF REVENUE

Handwritten signature
2/5

INDICATE CHANGE OF ADDRESS BELOW:

IS THIS THE SAME ADDRESS AS THE VEHICLE OWNER'S DRIVER LICENSE ADDRESS? YES NO

| | | | | |
|-----------------------|------------|--|-----------------|----------------------|
| STREET OR RFD BOX NO. | | FOR PRIVATE PASSENGER VEHICLE OWNERS ONLY I CERTIFY THAT I AM A RESIDENT OF | | REGISTRANT SIGN HERE |
| [REDACTED] | | WILLIAMSON | | [REDACTED] |
| CITY | STATE | ZIP CODE | COUNTY CLERK | ACCT. NO. |
| [REDACTED] | [REDACTED] | [REDACTED] | ELAINE ANDERSON | NKC 94 |

Emission No: 0801380415708454

94 WILLIAMSON SF-1164 784346570

CLUB WAGON

**OFFICIAL DOCUMENT
NOTICE OF VEHICLE REGISTRATION**

T.C.A. 55-4-108 Every Certificate of Registration shall at all times be carried in the vehicle to which it refers or shall be carried by the person driving or in control of such vehicle.

Renewals of registration for all vehicles (except permanent registrations) are for twelve (12) months from the current expiration date. If the current expiration date falls on Saturday, Sunday, or a holiday, the current registration remains valid until the next business day.

URGENT SAFETY MESSAGE

to owners and operators of 15-passenger vans from the U.S. Department of Transportation

You can avoid the common causes of fatal crashes in these vehicles if you
TAKE ACTION:

- ▶ Check your vehicle owner's manual for correct size, inflation, and load information. A U.S. Department of Transportation study shows that 57 percent of these vans have at least one significantly underinflated tire.
- ▶ Worn, underinflated, or improperly sized tires are among the leading causes of rollover crashes.
- ▶ Check the condition and age of your tires, including the spare tire.
- ▶ Some manufacturers recommend never using a tire more than 10 years old, even if it looks okay.
- ▶ If you are operating a passenger van for commercial purposes that seats nine or more people see www.fmcsa.dot.gov/vans.

THE TIRES LET YOU KNOW THERE IS A MAJOR PROBLEM WITH THE STEERING

▶ And ALWAYS USE SEAT BELTS IN ALL POSITIONS.

These precautions can help prevent needless tragedies.

For more information on
15-passenger van safety and tips to keep you
and your passengers safe, please visit

www.SaferCar.gov

These precautions can help prevent needless

▶ And ALWAYS USE SEAT BELTS IN ALL POSITIONS.

▶ If you are operating a passenger van for nine or more people see www.fmcsa.dot.gov/vans.

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▶ Check the condition and age of your tires, including the spare tire.

▶ Worn, underinflated, or improperly sized tires are among the leading causes of rollover crashes.

▶ Check your vehicle owner's manual for information. A U.S. Department of Transportation study shows that 57 percent of these vans have at least one significantly underinflated tire.

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U.S. Department of Transportation

safercar.gov

URGENT SAFETY MESSAGE
to owners and operators of 15
passenger vans from
the U.S. Department of
Transportation

CHRIS' AUTO REPAIR

106 Confederate Dr.
FRANKLIN, TN 37064
(615) 591-0171

REPAIR ORDER

8786

DATE

00040244

| [REDACTED] | | DATE RECEIVED | 8-17-11 |
|----------------------|----------|--|-------------------|
| [REDACTED] | | DATE PROMISED | |
| CITY, STATE, ZIP | | PHONE | |
| [REDACTED] | | LICENSE # | |
| MAKE & MODEL VEHICLE | | MILEAGE | |
| CUSTOMER'S COMPLAINT | | ESTIMATE | |
| QTY. | PART NO. | DESCRIPTION | AMOUNT |
| | | <i>per</i> | |
| | | <i> labor for tie rods & L & R</i> | 300 ⁰⁰ |
| | | <i> labor for pressing Ball Joints</i> | 120 ⁰⁰ |
| LABOR PERFORMED | | TOTAL PARTS & MATERIAL | |
| | | LABOR | |
| | | TAX | |
| | | TOTAL | 420 ⁰⁰ |
| SIGNATURE | | | |

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4

| TERMS | DATE | PG. |
|--------|-----------|-----|
| C.O.D. | 8/17/2011 | 1 |

| DISC % | EXTENDED | TX. |
|--------|----------|-----|
| | \$120.00 | X |

OWNER'S SIGNATURE INDICATES SATISFACTORY PERFORMANCE AT TIME OF DELIVERY OR COMPLETION OF WORK.

ALL WORK PERFORMED BY QUALIFIED TECHNICIANS, ALL MATERIALS USED IN REPAIR OF THIS VEHICLE ARE FIRST QUALITY
WARRANTED FOR A PERIOD OF NINETY DAYS AFTER DATE OF REPAIR.

| | | |
|--|-------------|----------|
| | SALE AMT. | \$120.00 |
| | FREIGHT | \$0.00 |
| | SALES TAX | \$0.00 |
| | TOTAL AMT. | \$120.00 |
| | PAID TODAY | \$120.00 |
| | BALANCE DUE | \$0.00 |

uper Duties.

Changes inside include a revised dash with better materials and a modernized gauge cluster. It can include a 4.2-inch productivity screen that let's the driver keep tabs on various trailer functions. Seats remain all-day comfortable and as big as the Texas sky. New for 2011 is a reconfigurable flow-through center console.

Ford's SYNC infotainment system is available, along with Ford Work Solutions, a new option that makes the Super Duty a true mobile office.

At our test track, that deep well of diesel torque helped our F-350 hit 60 in 8.9 seconds, with shifts going by in a hurry. The quarter mile mark came up in 16.9 seconds at 84 miles per hour. Our F-350 lumbered through our slalom slowly, but with more poise than you might expect. The tall tires don't provide much lateral control, so understeer rears its head early. Steering was quick and not too light, but was uncomfortably numb. Braking chores are handled by four-wheel ventilated ABS discs. Stops from 60 averaged 146 feet, with a mushy pedal and noticeable fade after only three runs. Diesels include Engine Exhaust Braking to better handle heavy loads going down hills. So a weekend auto crosser the F-350 is not. But then you knew that already.



No, this F-350 is happiest on the road with some serious weight over the rear axle. Big trucks also carry big prices. The base Super Duty starts at \$28,995.

But, with trim levels fit for a King Ranch, they can easily breach \$50 grand.

In this uniquely American arms race, the stakes have always been high.

Horsepower and load figures are hotly contested, but at the end of the day, comfort, durability, and competence make the winner. And the 2011 Ford F-Series Super Duty has all those things in spades.

MotorWeek is sponsored by





MID-TENN. FORD SERVICE DEPT.

P.O. BOX 100856 1319 FOSTER AVENUE NASHVILLE, TENN. 37210

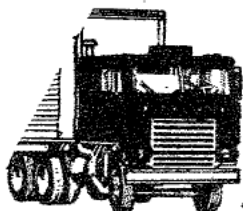
MAIN PHONE - 259-2050

Specializing In All Makes And Models Of Semi-Tractors

ESTIMATE OF REPAIRS

SHEET NO. 1

DATE 2/14/2011



OWNERS NAME _____

ADDRESS _____

PHONE _____

TRUCK TYPE Ford E350

YEAR 1993

PHONE _____

BELOW IS OUR ESTIMATE TO REPAIR YOUR _____

TRUCK TRACTOR

| ENGINE | SERIAL NO. | LICENSE NO. | TRANSMISSION | MILEAGE |
|--------|-----------------|-------------|--------------|---------------|
| | <u>PAH76752</u> | | | <u>85,147</u> |

| QUAN. | PARTS NECESSARY AND ESTIMATE OF LABOR REQUIRED | LABOR HOURS | PARTS AT LIST | SUBLET AND NET ITEMS |
|-------|---|-------------|---------------|----------------------|
| | <u>Replace 4 ball joints, drag link, clean inspect and replace wheel bearings and base alignment</u> | | <u>878.90</u> | |
| | <u>Parts needed for above repair</u> | | <u>405.68</u> | |
| | <u>Note: This estimate does not include any other parts or labor needed found during above estimated repairs,</u> | | | |

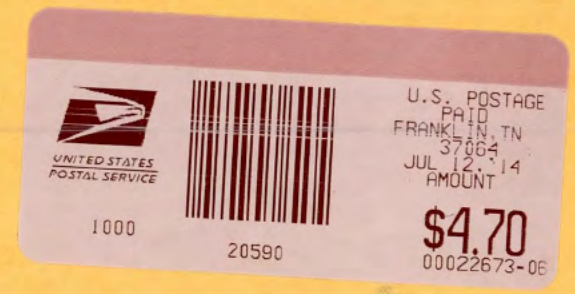
The above is an estimate based on our inspection and does not cover any additional parts or labor which may be required after the work has been opened up. Occasionally after the work has started damaged or broken parts are discovered which are not evident on the first inspection. Because of this the above prices are not guaranteed.

Labor _____ hrs @ _____ \$ 878.90
 Parts \$ _____ Less _____ % \$ 405.68
 Sublet and Net Items \$ _____
 Sub Total \$ 1284.58
 plus 7% Sales Tax \$ _____
 TOTAL \$ _____

Parts Prices Subject To Change!

ITEMS LEFT OPEN ON THIS UNIT ARE UNDERLINED

FRONT SUSPENSION, ENGINE, TRANSMISSION & REAR SUSPENSION



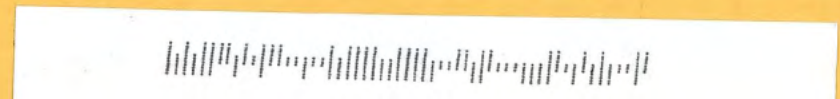
W40-304

DOT Mailroom
 TO: W40- 304
 Building: DOT
 Mailstop: 4 West
 Route Sym: NOA-010
 external carrier: Certified
 Sender:
 Manufacturer:
 Purchase Order:
 Item 1 of 2

7/16/2014 10:47:35 AM

DOT
 70140510000187896551

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WASHINGTON, DC 20590



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