

 INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline		FOR AGENCY USE ONLY 100148	
Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET:www.nhtsa.dot.gov/hotline		Date Received SEP 16 2011 15-JUL-2011	Repository ☐ Reference No. 10413071
OWNER INFORMATION (Type or Print)			
Name		Daytime Telephone Number	E-mail Address
Address		Evening Telephone Number	
City	State	Zip Code	
WENATCHEE	WA		
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		Make	Model
1FTSX21506E		FORD	F-250
Date Purchased	Dealer's Name and Telephone Number		Model Year
7-06	Wenatchee Ford 509-663-2111		2006
Original Owner	Dealer's City	State	Engine:
☒	Wenatchee	WA	5.4 L
		Zip Code	No. Cylinders
		98801	8
Transmission Type	☒ Antilock Brakes	Powertrain	Incident Date(s)
AUTOMATIC	☐ Cruise Control	4X4	22-JUN-2011
		Multiple Failure:	
		TIE ROD SLEEVE RIGHT TIE ROD END	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Codes: 020000 SUSPENSION, 017500 STEERING: LINKAGES: TIE ROD ASSEMBLY			Failure Mileage
			51000
			Failure Speed
			25
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: STEERING HILL
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
		0	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 F250. THE CONTACT WAS DRIVING 25 MPH WHEN THE STEERING WHEEL BECAME DIFFICULT TO TURN. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHO INSPECTED THE VEHICLE AND FOUND THAT THE TIE ROD SLEEVE ASSEMBLY TREAD HAD DETACHED. HE THE TIE ROD AND SLEEVE WERE REPLACED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 51,000.			
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.			

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

TRUCK BECAME HARD TO STEER
GOT BACK TO HOME/OFFICE LOOKED UNDER TRUCK
SAW TIE ROD COMING APART

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



safercar.gov

**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

GCR TIRE CENTERS • TDS

TDS WENATCHEE C802TTC
1265 S. WENATCHEE AVE.
WENATCHEE, WA 98801
(509)663-0575

SOLD
TO

WENATCHEE, WA

REMIT TO: Dept. 530 • Denver, CO 80291-0530

INVOICE DATE	CUST. NO.	ORDER NO.	PAGE	INVOICE NO.
06/22/11	104086	3639	1	802-3543
License: XXXXXXXXXX COPY				
Mileage: 51,818 Yr:2006Mk:FORD Md1:F250				
Tax Id: WENATCHEE WA 98801 US				

SHIP
TO

WENATCHEE, WA

PURCHASE ORDER NO.	SALES PERSON	MAIN PERSON	OTHER PHONE	SHIP VIA	Charge			
	322			PICKUP				
ITEM NO.	DESCRIPTION			QTY. ORDERED	QTY. SHIPPED	F.E.T.	PRICE	NET EXTENSION
MSS04	MISC SHOP SUPPLIES/ENV CHARGE			1	1		2.50	2.50
FEPOL	INST. RIGHT OUTER & LOWER TIE-ROD			1	1		35.00	35.00
3634810	FE TRUCK WHEEL ALIGNMENT-LABOR			1	1		49.95	49.95
	*CUSTOMERS PARTS							
MDLT	SV LT MOUNT + DISMOUNT			2	2		16.95	33.90
TDT	SCRAP DISPOSAL CHARGE			2	2		4.00	8.00

Customer authorizes company to perform the above written services to their vehicle.

SEE INFORMATION STATEMENT OF REVERSE SIDE REGARDING CONSUMER CREDIT CONTRACT AND SECURITY AGREEMENT

X _____
PRINT NAME / AUTHORIZED SIGNATURE

NOTE: In order to save all FINANCE CHARGES, the customer must pay, in full, the entire unpaid balance by the 10th of the following month. FINANCE CHARGES are computed on amounts 30 days or more past due at the PERIODIC RATE of 1.5% PER MONTH (MINIMUM CHARGE OF \$1.00) which is an ANNUAL PERCENTAGE RATE OF 18%. The above credit terms have been set out in accord with the Truth-In-Lending requirements of the Federal Government and are for the customer's benefit and protection.

Inv Total : 139.84

FILE

PAY FROM THIS INVOICE

PO# _____
Date Delivered: _____
Fleet Authorization # _____
Credit Release # _____
Phone: _____
Customer/Fleet Acct # _____
Customer/Fleet Loc # _____

Disposition of Take Off Tires:
Ret'd w/Driver _____ Ret'd w/ Dealer _____
Ret'd to Customer _____ Ret'd for Warranty _____

Tire Replacement Reason _____

Vehicle Information:

Hubometer _____
Make _____ Odometer _____
Model _____ Color _____
Vehicle # _____ Lic#/State _____
Trailer # _____ Chassis # _____
Tire/Wheel Pos: _____
Container # _____

For ERS Information Only:
ERS Work Order # _____
DOT On Tires _____
DOT Off Tires _____
Driver Roll Time _____
Serial/VIN# _____

☐ Your wheel components have been inspected and it has been determined your wheel components require immediate attention.

☐ A wheel assembly has been installed. Industry guidelines require that the torque level of the wheel nuts be rechecked between 50 and 100 miles of operation and retorqued as necessary. Failure to do so may result in loss of this assembly. I acknowledge receipt of wheel assembly info.

(Signature)

(Name Printed)



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

**Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects**

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(1-888-327-4236)

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FOR AGENCY USE ONLY 100148

Date Received

SEP 16 2011

15-JUL-2011

Repository ☐

Reference No.

10413071

OWNER INFORMATION (Type or Print)

Name

Address

City

WENATCHEE

State

WA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

1FTSX21506E

Make

FORD

Model

F-250

Model Year

2006

Date Purchased

7-06

Dealer's Name and Telephone Number

Wenatchee Ford 509-663-2111

Engine: 5.4 L

No: Cylinders

8

Fuel Type:

GAS

Original Owner

☒

Dealer's City

Wenatchee

State

WA

Zip Code

98801

Transmission Type

☒

Antilock Brakes

Powertrain

Multiple Failure: Tie Rod
Sleeve & Right
Tie Rod End

Incident Date(s)

22-JUN-2011

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 020000 SUSPENSION, 017500 STEERING: LINKAGES: TIE ROD ASSEMBLY

Failure Mileage

51000

Failure Speed

25

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

Number of Deaths

Reported to Police

N

Narrative Description of Incident(S), Crash(es), and Injury(ies).

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Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

COMING BACK TO HOME/OFFICE WHEN TRUCK
BECAME HARD TO SEE. LOOKED UNDER TRUCK
AND SAW TIE ROD ABOUT TO COME APART

ATTACH ADDITIONAL SHEETS IF NECESSARY

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TDS WENATCHEE C802TTC
1265 S. WENATCHEE AVE.
WENATCHEE, WA 98801
(509) 663-0575

INVOICE DATE	CUST. NO.	ORDER NO.	PAGE	INVOICE NO.
06/22/11	104086	3639	1	802-3543
License: XXXXXXXXXX COPY Mileage: 51,818 Yr: 2006 Mk: FORD Md1: F250 Tax Id: WENATCHEE WA 98801 US				

SOLD TO

SHIP TO

WENATCHEE, WA

WENATCHEE, WA

PURCHASE ORDER NO.	SALES PERSON	MAIN PERSON	OTHER PHONE	SHIP VIA	Charge			
	322			PICKUP				
ITEM NO.	DESCRIPTION			QTY. ORDERED	QTY. SHIPPED	F.E.T.	PRICE	NET EXTENSION
MSS04	MISC SHOP SUPPLIES/ENV CHARGE			1	1		2.50	2.50
FEPOL	INST. RIGHT OUTER & LOWER TIE-ROD			1	1		35.00	35.00
3634810	FE TRUCK WHEEL ALIGNMENT-LABOR			1	1		49.95	49.95
	*CUSTOMERS PARTS							
MDLT	SV LT MOUNT + DISMOUNT			2	2		16.95	33.90
TDT	SCRAP DISPOSAL CHARGE			2	2		4.00	8.00
				Total Units: 7				
						SubTot Parts:		10.50
						SubTot Labor:		118.85

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PRINT NAME / AUTHORIZED SIGNATURE

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CUSTOMER ORIGINAL

PAY FROM THIS INVOICE

Inv Total : 139.84

PO# _____
 Date Delivered: _____
 Fleet Authorization # _____
 Credit Release # _____
 Phone: _____
 Customer/Fleet Acct # _____
 Customer/Fleet Loc # _____

Disposition of Take Off Tires:
 ___ Ret'd w/Driver ___ Ret'd w/ Dealer
 ___ Ret'd to Customer ___ Ret'd for Warranty

Tire Replacement Reason _____

Vehicle Information:
 Make _____ Hubometer _____
 Model _____ Odometer _____
 Vehicle # _____ Color _____
 Trailer # _____ Lic#/State _____
 Chassis # _____
 Tire/Wheel Pos: _____
 Container # _____

For ERS Information Only:
 ERS Work Order # _____
 DOT On Tires _____
 DOT Off Tires _____
 Driver Roll Time _____
 Serial/VIN# _____

- ☐ Your wheel components have been inspected and it has been determined your wheel components require immediate attention.
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(Signature)

(Name Printed)