

<b>INFORMATION ACT (FOIA) 5 U.S.C. 552(B)(6)</b> DOT Auto Safety Hotline		FOR AGENCY USE ONLY 100148	
U.S. Department of Transportation <b>National Highway Traffic Safety Administration</b>		<b>Vehicle Owner's Questionnaire</b> To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline	
Name: [REDACTED]		Date Received: <b>JUL 26 2013</b> 20-JUN-2013	Repository: <input type="checkbox"/> Reference No.: 10520857
Address: [REDACTED]		Daytime Telephone Number: [REDACTED]	E-mail Address: [REDACTED]
City: FAIR TOWNSHIP	State: MI	Evening Telephone Number: [REDACTED]	
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).			
<b>VEHICLE INFORMATION</b>			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1FTNW21F12E [REDACTED]	Make: FORD	Model: F-250	Model Year: 2002
Date Purchased: <b>11-12-2001</b>	Dealer's Name and Telephone Number: <b>Romeo Ford</b>	Engine: No: Cylinders <b>8</b>	Fuel Type: <b>Diesel</b>
Original Owner: <input checked="" type="checkbox"/>	Dealer's City: [REDACTED]	State: [REDACTED]	Zip Code: [REDACTED]
Transmission Type: <b>4 speed</b>	<input checked="" type="checkbox"/> Anti-lock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain: <b>4100</b>	Multiple Failure: [REDACTED]
		Incident Date(s): 01-JUN-2011	
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>			
Vehicle Component Code: 010000 STEERING		Failure Mileage: 12500	Failure Speed: [REDACTED]
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>			
Tire Make: [REDACTED]	Tire Model (Name or Number): [REDACTED]	Tire Size (Example P215/65R15): [REDACTED]	
DOT No. (Example: DOTM1A9ABC036): [REDACTED]	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location: [REDACTED]	
Tire Component Code: [REDACTED]		Tire Failure Type: [REDACTED]	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>			
Make: [REDACTED]	Date Manufactured: [REDACTED]	Model No./Name: [REDACTED]	
Seat type: [REDACTED]	Installation System: [REDACTED]		
Child Seat Component Code: [REDACTED]	Failed Part: [REDACTED]		
<b>APPLICABLE INCIDENT INFORMATION</b> (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: [REDACTED]		Reported to Police: [REDACTED]	
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. THE CONTACT STATED THE STEERING WHEEL FAILED. TL- THE CONTACT OWNS A 2002 FORD F-250. THE CONTACT STATED THE STEERING WHEEL WAS LOOSE AND REQUIRED HIM TO PUT BOTH HANDS ON THE STEERING WHEEL IN ORDER TO KEEP THE VEHICLE UNDER CONTROL. THE VEHICLE WAS TAKEN TO A MECHANIC TWICE FOR THE STEERING WHEEL FAILURE. THE STEERING BOX GEAR BOX WAS ALSO ADJUSTED TWICE; HOWEVER, IT DID NOT CORRECT THE FAILURE AND THE STEERING WHEEL CONTINUED TO BE LOOSE. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 125,000. THE CURRENT MILEAGE WAS 142,000.			
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)

To whom it may concern:

I may have been premature on blaming the "Steering Box" for the erratic steering. Romeo Ford checked and said it was the ball joints. For a second opinion, I took it to Belle Tire and they confirmed the ball joints were bad. It will now replace the ball joints and check again. Thank you for your response.

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



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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?**

**Use the enclosed form to file a complaint if so:**

or visit: **www.safercar.gov**

or call: **Vehicle Safety Hotline 888-327-4236**

**safercar.gov**

**NHTSA**

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

UNITED WE STAND