



Vehicle Owner's Questionnaire

Office of Defects Investigation

You may want to refer to your owner's manual while completing this section. Required information is marked with *.

Vehicle Information

*** Vehicle Make:**

For example: Ford, or Honda

* **Vehicle Year:** (yyyy)

Purchase Date: / (yyyy)

*** Vehicle Model:**

For example: Taurus, or Accord

Current Mileage Reading:

☒ New ☐ Used

Engine Size(CID/CC/L):

No. Cylinders:

- ☒ Fuel Injection
☒ Turbo
☒ Diesel
☒ Gas

Antilock Brakes

- ☒ Yes
☐ No

Restraint System

- ☒ Driverside Airbag
☒ Passengerside Airbag
☒ Side Airbag - Driver
☒ Side Airbag - Passenger
☒ 3-Point Belt
☒ Motor Belt
☒ 2-point Belt

Cruise Control

- ☒ Yes
☐ No

Drivetrain

- ☒ Front
☒ Rear
☒ 4 Wheel

Body Style

- ☒ Station Wagon
☒ Hatch Back
☒ 4-Door
☒ Van
☒ 2-Door
☒ Mini Van
☒ Pickup Truck
☐ Other

Dealer Information

Name:

Address:

City:

State: **Zip:**

Phone:

Processed for NHTSA

Help



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1-888-DASH 2 DOL

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In this section, please provide details about the safety defect. Select the closest description of the problem component from the Major Assembly list. If you select 'None', any other information you enter in this section of the questionnaire will be discarded.

Failed Component/Part Information

Major Assembly:

Assembly Description:
(If you select "Other Equipment" as the Major Assembly, please provide a description)

Location:

☒ Left ☐ Right ☐ NA
☒ Front ☐ Rear ☐ NA

Failed Part:

☒ Original
☐ Replacement

Number of Failures:

Date of Failure: (mm/dd/yyyy)

Mileage at Failure:

Vehicle Speed at Failure:

Manufacturer Contacted?

☒ Yes
☐ No

NHTSA Previously Contacted?

☐ Yes
☒ No

Applicable Incident Information

Crash: ☐ Yes ☒ No
Fire: ☐ Yes ☒ No

Airbag Deployed?

Driver side: Front

☐ Yes
☒ No
☐ N/A

Side

☐ Yes
☒ No
☐ N/A

Passenger side: Front

☐ Yes
☒ No
☐ N/A

Side

☐ Yes
☒ No
☐ N/A

Number of Persons Injured:

Number of Fatalities:

Estimated Property Damage: \$

Reported to police? ☐ Yes

(Rounded to nearest dollar)

☒ No

You may report problems with as many as 8 component parts of a single vehicle in a single questionnaire. Click **Report Another Component** to provide details about another problem component on the same vehicle. When you have finished reporting all the problem components, click **Proceed to Next Section**.

Help



[Send mail to the Web Master](#)

SEPTEMBER 18, 2000

COPY

To: **Ford Motor Company**

Attention: Jacques Nasser, President and CEO
Ford Motor Company
2050 North Woodward Ave, Suite 304
Bloomfield Hills, MI 48304

Subject: Design error front end steering. Formal Legal Request to Correct the Problem.

My 1997, F350, 7.3 liter diesel, 1FJW36F2VEC81714 has a front end design error. The truck steering wheel shakes violently out of control at speeds around 40-52 mph.

Ford has corrected this design error of customer safety problem by revamping the front end components in new models.

I request that Ford replace and add components as required within 7 days to make this a safe truck to travel. I may entertain Ford replacing the vehicle with a new safely designed truck at no cost to me.

Pursuant to Martin Inglis, Vice President, Ford North America in his letter dated August 28, 2000, "We are absolutely committed to enhancing your safety and maintaining your trust. At Ford Motor Company, providing the highest level of customer safety is out top priority".

Date:


Larry R. Danielsen, Ford Customer

c: U.S. Department of Transportation, National Highway Traffic Safety
Administration, Office of Defects Investigation, NSA-10.01, 400 7th
Street, SW, Washington, DC 20590.

Ford 95 front end