



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  
(1-888-327-4238)  
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY

Date Received

Od. or

dt

od

up air

Reference No.

OWNER INFORMATION (Type or Print)

559806

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 02/19/01

## PRODUCT INFORMATION

Vehicle Identification No. (VIN.) (17 Digits)		(Located at bottom of windshield on driver's side)		Make <b>FORD</b>	Model <b>F150 SUPERDUTY</b>	Year <b>2000</b>	
Purchased Date <b>11-19-99</b>	Dealer's Name <b>MATHEWS FORD</b>			Engine Size (CID/GCC/L) <b>7.3</b>	<input checked="" type="checkbox"/> Turbo <input checked="" type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection		
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	Dealer's City <b>ASHEVILLE</b>		State <b>NC</b>	Zip Code <b>28801</b>	No. Cylinders <b>8</b>		
Manufacture Date (on driver's door or pillar) <b>10-99</b>	Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Restraint System <input checked="" type="checkbox"/> Driverside Air Bag <input type="checkbox"/> Motorbat <input checked="" type="checkbox"/> Passengerside Air Bag <input type="checkbox"/> 2-Point Belt <input checked="" type="checkbox"/> 3-Point Belt		Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Drivetrain <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear <input checked="" type="checkbox"/> Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Sport Utility <input type="checkbox"/> Van <input checked="" type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other	Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input checked="" type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other

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

Part Name(s) <b>LOSS OF POWER STEERING</b>	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part(s) <input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement	Handicap Adaptive Equip <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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## TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand	Tire Name	Complete Tire Size
No. of Failures	Date(s) of Failure(s) Mileage at Failure(s) Vehicle Speed at Failure(s):	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No
		NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No

## APPLICABLE INCIDENT INFORMATION

(Please describe in detail the Incident(s), Failure(s), Crash(es), and Injury(ies). Attach photos if available.)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured <b>0</b>	Number of Fatalities <b>0</b>	Reported to Manufacturer <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <b>SEE ATTACHED</b>
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Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies).

Cont nue on back.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Mail postage free or fax to 202-366-7882

THIS IS A COPY OF A LETTER  
SENT TO FORD.

February 19, 2001

To: Dispute Settlement Board  
P.O. Box 5120  
Southfield, MI 48086-5120

To Whom It May Concern:

The main concern I am having involving my vehicle is the loss of power steering. I believe this to be a major safety concern also. I have had the truck since November 1999, the truck had no steering problems until August 10, 2000. At this time I was pulling into my driveway and couldn't turn the wheel. After looking under the hood I noticed a large amount of power steering fluid on the inner fender, air box, etc. I called Matthews Ford and was advised to call "Roadside Assistance" and have the truck towed in. This is when all of the problems began. From August 10, 2000 until present the power steering works about 10% of the time. When it works I can be in my gravel driveway and turn the steering wheel from left to right with one hand until the steering stops are physically hit, when it doesn't work, which is 90% of the time now, you cannot turn the wheel with both hands. It is absolutely impossible to park this size truck in any parking lot or driveway with no power steering and forget about backing up to hook up a boat trailer. If you don't have about a mile of room to swing into a space then forget about going to the grocery store or the mall. In this letter I will briefly discuss each service visit made and a detailed explanation of the difficulties I have had. Also enclosed are copies of each service attempt at fixing my vehicle.

#### AUGUST 10, 2000

Matthews Ford first worked on the truck for this problem. They replaced the entire steering column down to the firewall and replaced two hydraulic lines on the power steering pump. The service advisor Sandra told me that the truck was ready to pick up however "the aftermarket security system was causing the power windows to not work and that they would probably never work again". The power windows have absolutely nothing to do with the security system. The security system was installed December 23, 1999, if this was the problem it would have happened in December '99 not in August '00. While arguing with service advisor Sandra about the window problem I noticed several scratches and chips in the paint. While waiting to talk to the shop manager about the paint I took the truck for a test drive to check out the steering problem. The steering seemed to be fixed but I had no turn signals and the seat, steering wheel, and floor mats were covered in black grease. Needless to say that did not look good on tan leather interior. After returning from the test drive I had a somewhat heated discussion with shop manager, Terry Holland, in the parking lot about the paint and he agreed to touch up the chips in the body shop while they "looked into the turn signal problem". The service advisor agreed to clean the interior. The dealer kept the truck another day and I kept the loaner car. On August 21, 2000 I picked up my truck only to learn that now the aftermarket auto start did not work. Shop Mgr. Terry Holland told me to take the truck to

Automotive Alterations (the shop that installed the auto start in December '99) and they would pay the bill if it was something that they had done. The bill was \$75.00 to repair two broken wires near the steering column where the dealer had been working. Matthews Ford did not pay the bill and it is still outstanding. I was told the power window and turn signal problem was a bad "gem module" and not the security system. Matthews Ford kept my truck for a total of 11 days and it spent 1 day at Automotive Alterations having the auto start repaired. The truck worked fine for several weeks but the problem returned.

After several weeks of driving with no power steering I called Bryan Easler Ford, which is about a thirty minute drive from my home. I was disgusted with Matthews Ford over the condition my truck was in the last time I picked it up. I then had to wait two and a half weeks longer to get the appointment because I needed a loaner car to use and they had to schedule these in advance.

**NOVEMBER 3, 2000 BRYAN EASLER FORD**

They replaced the hydra boost and the hydraulic lines that I was told were cross-threaded by the technicians at Matthews Ford. The power steering worked when I left the dealer but only lasted a couple weeks. I called to schedule another appointment for service after the holidays.

**DECEMBER 27, 2000 BRYAN EASLER FORD**

The power steering fluid was low. Bryan Easler Ford filled it and tested for leaks. There were no leaks but problem still existed when I picked it up.

**JANUARY 11, 2001 BRYAN EASLER FORD**

I showed the service advisor, Stephanie, the problem when dropping off the truck. She acknowledged the existence of the problem.

That afternoon I was told by the service advisor Stephanie that, "the truck was ready to pick up but that the problem was not fixed after replacing the hydra boost and the power steering unit", she also stated that, "the technician had called Ford hotline and Ford was aware of the problem but they did not have a fix at this time". I then talked to the service manager, Jeff, to find out how I could file a formal complaint about this problem. Jeff told me that "I really didn't have a problem". The invoice even states "talked to Travis at hotline and was informed that problem was normal on a ~~diesel~~ with a hydra boost system". This shows me in writing that Ford acknowledges the fact that there is a problem. My question about this comment is how can a "problem" be "normal"? A problem is not a normal condition.

I am really tired of having this truck worked on time and time again and getting no results. I can't get a loaner car at Matthews Ford while mine is being worked on. I was told that they only had twenty two loaner vehicles, how many does a dealer need? When they kept it for 11 days I had to demand they give me a loaner car because we had planned a family vacation and could not cancel now. At Bryan Easler Ford they will arrange for a loaner car but I have to schedule the appointment several weeks in advance, they have already said that they can't fix the problem. For the first nine months I had

absolutely no problems and I cannot accept that the problem I am having now is normal. I have tried to resolve this problem with the service managers from Matthews Ford and Bryan Easler Ford. I have also tried Ford Customer Service. I filed a formal complaint with Ford Customer Service on 01/11/01, at this time I made them aware of the problem and they were glad to help, they gave me case #4900. I got to thinking about what the next step would be and called them back on 01/18/01, operator #2121. I was then told the complaint was on record. When I asked what would happen next they asked me what I meant. In other words these people are here to take your complaint and keep a record of it but they don't follow up or take any action to correct it. The operator agreed with my suggestion that contacting a lawyer would be the next step in resolving this matter. In my opinion their customer service is worthless. I found out about the Dispute Settlement Board through an Internet discussion group about Ford diesels. There are several other people that I have talked to that have this same exact problem. After finding out about the Dispute Settlement Board I again contacted Ford customer service, they acknowledged the existence of this board for the first time. I then received the application and hence this letter.

I have exhausted every resource to get this problem fixed with the exception of hiring a lawyer and pursuing a lawsuit under the lemon law statutes of the state of North Carolina. I feel that Ford Motor Company should buy the truck back so that I can buy something else and not have to look forward to a trip to the dealer for maintenance every few months. I really like this truck but feel that the dealers and Ford Motor Company are working against me because they admit there is a problem but cannot fix it. It's not fair to the consumer to make me wait indefinitely for them to find a fix.

I have also filed a complaint to the National Highway Traffic Safety Administration about this problem. When I did I found that they are already investigating a problem with the power steering involving the power steering pump and the hydra boost (see list attached). This is a safety issue and needs immediate attention by Ford Motor Company.

Please find enclosed the original Dispute Settlement Board Application, copies of the service records, copies of all receipts for aftermarket equipment installed on the truck, a copy of the original buyers worksheet showing the purchase price and a copy of the NHTSA investigation with their case numbers.

Thank you for your time.

Sincerely,

