



U.S. Department of Transportation

National Highway Traffic Safety Administration

**DOT Auto Safety Hotline
Vehicle Owner's Questionnaire (VOQ)**

NATIONWIDE 1-888-DASH-2-DOT
1-888-327-4236
www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 258

Data Received 09-AUG-2000	Od_or _____
	rt_dt _____
	od_rt _____
	up_ltr _____
Reference No. 727162	

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) _____ <small>(Listed at front of windshield or driver's side)</small>	Vehicle Make FORD TRUCK	Vehicle Model F250	Vehicle Year 2000	Current Odometer Reading
---	-----------------------------------	------------------------------	-----------------------------	--------------------------

Purchase Date 01-JAN-2000	Dealer's Name _____	Engine Size (CID/CC/L) 7.3 DI	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input checked="" type="checkbox"/> Fuel Injection
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	

Transmission Type <input type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbell <input type="checkbox"/> 2-Point Belt	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input checked="" type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other _____ <input type="checkbox"/> Sport Ult. Truck <input type="checkbox"/> Motorcycle	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

Component 01300000 03220000	Part Name(s) STEERING:POWER ASSIST BRAKES:HYDRAULIC:POWER ASSIST:VACUUM SYSTEM	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Frnt <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
---	--	---	---

No. of Failures 2	Date(s) of Failure(s) 29-JUN-2000	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	Mileage at Failure(s) 5400	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No
	Vehicle Speed at Failure(s) 20			

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form.)

Crash <input type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
---	---	---------------------------	----------------------	---------------------------	---

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

AFTER WAITING FOR A STEERING GEAR BOX TO ARRIVE AT THE LOCAL FORD DEALERSHIP FOR SEVERAL WEEKS. MY TRUCK WAS RETURNED TO ME. SEVERAL DAYS LATER, I HAD TO HIT THE BRAKES RATHER HARD TO AVOID RUNNING OVER A BOTTLE ON THE ROAD. AS I HIT THE BRAKES, I TRIED TO TURN TO GO AROUND THE BOTTLE. I NOTICED THAT STEERING THE TRUCK IS EXTREMELY DIFFICULT WHEN THERE IS PRESSURE ON THE BRAKES. WHEN I REMOVED MY FOOT FROM THE BRAKE PEDAL, NORMAL STEERING RETURNED. AS I WAS TREATED POORLY (TO SAY THE LEAST) BY THE LOCAL FORD DEALERSHIP, I RETURNED TO THE DEALERSHIP WHERE I PURCHASED THE VEHICLE. THIS INVOLVED A 120 MILE ROUND-TRIP DRIVE. THE VEHICLE WAS RETURNED TO ME TODAY. WHEN I GOT THE TRUCK BACK, THE SERVICE MADVISOR, JACK DUGAN, TOLD ME THAT THIS IS "A CHARACTERI

CONTROLLED BY JACK DUGAN

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.