



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 258

Date Received

15-FEB-2002

Ord. or
rt. dt
pd. rt
up. ltr

Reference No.

758303

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) (Location at bottom of windshield and driver's side door) 1FTEE1461VHB59629	Vehicle Make FORD	Vehicle Model FORD	Vehicle Year 1997	Current Odometer Reading
Purchase Date 01-MAY-1997	Dealer's Name _____		Engine Size (CID/CC/L) 4.6	☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection
☒ New ☐ Used	City _____ State _____ Zip Code _____		No Cylinders _____	
Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☐ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Bel ☐ Passengerside Airbag	Cruise Control ☒ Yes ☐ No	Drive Train ☐ Front ☒ Rear ☐ 4-Wheel
Vehicle Type ☐ Car ☐ Sport Util ☒ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____		Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____		

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 01100000	Part Name(s) STEERING:WHEEL AND COLUMN	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failure	Date(s) of Failure(s) 01-FEB-2002	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ Yes ☐ No
	Mileage at Failure(s) 25000		
	Vehicle Speed at Failure(s) 0		

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies) on the back of this form)

Crash ☐ Yes ☐ No	Fire ☐ Yes ☒ No	Number of Persons Injured 0	Number of Fatalities 0	Estimated Property Damag 0	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

I AM GETTING IN TOUCH WITH YOU TO LET YOU KNOW ABOUT A VERY SERIOUS PROBLEM WITH THE AFTER MARKET STEERING EXTENSION DEVICE PUT ON A LOT OF HANDICAPPED VEHICLES. THIS PART IS PUT ON THESE CARS AND TRUCKS TO HELP ASSIST THE DRIVER IN TURNING THE STEERING WHEEL. THE PROBLEM WITH THIS PART IS THAT IS NOT SAFE. WHEN THE STEERING WHEEL IS TAKEN OFF OF THE SPLINED SHAFT THE NEW PIECE IS PUT ON AND DOES NOT EVEN HAVE A SPLINED CENTER TO FIT TIGHT ON THE SHAFT AND THE ONLY OTHER THING TO HOLD IT TIGHT IS 2 SET SCREWS. IF ONE OF THESE SET SCREWS WOULD WORK LOOSE OR IF THE STEERING WHEEL WERE TURNED TO HARD THESE SET SCREWS WOULD WORK LOOSE AND THE STEERING WHEEL WOULD TURN BUT THE WHEELS WOULD

CONTINUE ON REVERSE

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.