



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 151

Date Received

25-FEB-2002

Od_or

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ip_lr

Reference No.

8004434

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)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
FILL IN	FORD TRUCK	EXCURSION	2002	
Purchase Date	Dealer's Name		Engine Size (CID/CC/L)	☐ Turbo
☐ New ☒ Used	City _____ State _____ Zip Code _____		No Cylinders _____	☐ Diesel
				☐ Gas
				☐ Fuel Injection
Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train
☐ Manual ☐ Automatic	☐ Yes ☐ No	☐ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Belt	☐ Yes ☐ No	☐ Front ☐ Rear ☐ 4-Wheel
				Vehicle Type
				☐ Car ☒ Van ☐ Minivan ☐ Other
				☐ Sport Utl ☐ Truck ☐ Motorcycle
				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	Dates of Failure(s) Mileage at Failure(s) Vehicle Speed at Failure(s)	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ Yes ☐ No

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	Number of Fatalities	Estimated Property Damag	Reported to Police ☐ Yes ☐ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHEN BRAKES ARE APPLIED AND VEHICLE HAS STOPPED, DRIVER IS UNABLE TO TURN STEERING WHEEL. HAD CONTACTED DEALER,AND INFORMED CONSUMER THAT IT WAS NORMAL.*AK

COPIES OF THIS FORM ARE:

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.

DOT Auto Safety Hotline		FOR AGENCY USE ONLY 151	
 U.S. Department of Transportation National Highway Traffic Safety Administration		Vehicle Owner's Questionnaire (VQ) NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline	
OWNER INFORMATION (Type or Print) 740235		Date Received <u>22 Feb 2002</u> Office <u>DEFECTS INVESTIGATION</u> Reference No. 8004434	
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 <u>3/1/02</u>		Work Number Home Number	
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) FILL IN 1FMNU41S22E829595		Vehicle Make FORD TRUCK Vehicle Mode EXCURSION Vehicle Year 2002 Current Odometer Reading 2700	
Purchase Date ☐ New ☒ Used		Dealer's Name <u>Valley Ford</u> City <u>FARGO</u> State <u>ND</u> Zip Code <u>58103</u>	
Engine Siz (CID/CC/L) <u>6.6L</u> No Cylinders <u>10</u>		☐ Turbo ☐ Diesel ☒ Gas ☐ Fuel Injection	
Transmission Type ☐ Manual ☒ Automatic		Antilock Brakes ☒ Yes ☐ No	
Restraint System ☒ 3-Point Belt ☐ Motorbelt ☒ Driverside Airbag ☐ 2-Point Belt ☒ Passengerside Airbag		Cruise Control ☒ Yes ☐ No	
Drive Train ☐ Front ☐ Rear ☒ 4-Wheel		Vehicle Type ☒ Car ☐ Van ☐ Minivan ☐ Other	
☒ Sport Ult ☐ Truck ☐ Motorcycle		Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up ☐ Truck	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component <u>01100000</u> Part Name(s) <u>STEERING:WHEEL AND COLUMN</u> <u>PROBABLY POWER STEERING SYSTEM</u>		Location ☐ Left ☐ Right ☐ Front ☐ Rear	
Failed Part(s) ☒ Original ☐ Replacement		No of Failures <u>1</u> Date(s) of Failure(s) <u>DEC 2001</u> Mileage at Failure(s) <u>1500 miles</u> Vehicle Speed at Failure(s) <u>LOW SPEED TO STOPPED</u>	
Failed Part(s) ☐ Yes ☐ No		NHTSA Previously ☐ Yes ☒ No	
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 <u>NONE</u>		Number of Fatalities <u>NONE</u>	
Estimated Property Damage		Reported to Police ☐ Yes ☒ No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES) WHEN BRAKES ARE APPLIED AND VEHICLE HAS STOPPED, DRIVER IS UNABLE TO TURN STEERING WHEEL. HAD CONTACTED DEALER, AND INFORMED CONSUMER THAT IT WAS NORMAL.*AK 1) - very hard to turn at slow speed, feel like steering is "binding". 2) - cannot turn steering wheel more than 1/4 turn right or left when brake is on and truck is stopped 3) - truck wanders on highway 4) - one month after my truck was built, ford changed pitman arm and steering gear (DEC 6 2001) on further 2002 models			
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CONTINUE ON BACK IF NEEDED

Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail

INFORMATION ON TIRE FAILURE(S) IF APPLICABLE

TIRE IDENTIFICATION NO.*

D O T

MANUFACTURER/TIRE NAME

SIZE

* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.

NARRATIVE DESCRIPTION (CONTINUED)

History

- Jan 7 in for service for inability to turn wheels while stopped & brakes applied - also ~~that~~ truck wandered more than expected at highway speeds - was told this is normal for solid front axle vehicles and Ford - has really strong - brakes - customer - who would have to release brake to steer ~~vehicle~~ customer informed dealership this is unacceptable and left again Mark Pas, sales manager, had verified condition
- Jan 8 ~~at~~ was informed again this is normal for Ford excursions
- Jan 11 informed again this is normal service tech Terry Bruner feels it is unacceptable - want Ford rep to inspect.
- Jan 20 Ford tech Steve Johnston visited problem said its normal claim # 292
- 1-22-02 returned to dealership & left truck - was on local television about problem
- Ford rep Mike Van Beusekom called 1-31-02 said Ford is not going to buy back he says I'm the first person who has complained about this "normal" thing that they could switch the pitman arm & steering gear (shorter) (more turns lock to lock) if I would be happy with a reduction in condition. They have switched it for 4 other people and they were happy with results. 2002 Excursions built after DEC 6 2001 have this gear & pitman arm - he does not know why Ford switched more documentation to follow in separate package

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Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

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