



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 1220

Date Received

12-MAR-2002

Od_or _____
rt_dt _____
pd_rt _____
rp_lr _____

Reference No.

8005519

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)		Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1FTNW21F01EA31448		FORD TRUCK	F250	2001	
Purchase Date	Dealer's Name _____		Engine Size (CID/CC/L _____)	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection	
☐ New ☒ Used	City _____ State _____ Zip Code _____		No Cylinders _____		
Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type
☐ Manual ☐ Automatic	☒ Yes ☐ No	☐ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag	☒ Yes ☐ No	☐ Front ☐ Rear ☐ 4-Wheel	☐ Car ☐ Van ☐ Minivan ☐ Other _____
		☐ Motorbelt ☐ 2-Point Bel		☐ Sport Utl ☐ Truck ☐ Motorcycle	☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 01300000	Part Name(s) STEERING:POWER ASSIST	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure	Dates of Failure(s) _____ Mileage at Failure(s) 30000 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)

POWER STEERING IS WEAK OR NON-EXISTING WHEN PUTTING FOOT ON THE BRAKE AND DRIVING IN SLOW CONDITIONS. PLEASE PROVIDE ANY FURTHER INFORMATION.*AK

COPIES OF REPORTS ARE KEPT

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.

U.S. Department
of TransportationNational 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 1220

Date Received

12-MAR-2002

Od_or

rt_dt

od_rt

up_ltr

Reference No.

8005519

OWNER INFORMATION (Type or Print)

743103

Work Number

Home Number

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 4/11/02

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (located at front of
windshield on driver's side)

1FTNW21F01EA31448

Vehicle Make

FORD TRUCK

Vehicle Model

F250

Vehicle Year

2001

Current Odometer Reading

32,900

Purchase Date

SEPT 2000

Dealer's Name VITALE FORD

Engine Siz
(CID/CC/L

7.3L

☒ Turbo
☒ Diesel
☐ Gas
☐ Fuel Injectio

No Cylinders

8

☒ New ☐ Used

City MONTROSE State PA Zip Code 18801

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☐ Van☐ Minivan☐ Other☐ Sport Jlt☒ Truck☐ Motorcycle

Body Style

☐ 2-Door☐ 4-Door☐ Stationwagon☐ Pick Up☐ Truck

FAILED COMPONENT(S)/PART(S) INFORMATION

Component

01300000

Part Name(s)

STEERING:POWER ASSIST

Location

☐ Left☐ Front☐ Right☐ Rear

Failed Part(s)

☒ Original☐ Replacement

No of Failures

500

Date(s) of Failure(s)

WHEN NEW -> PRESENT

Mileage at Failure(s)

0 - 20000

Vehicle Speed at Failure(s)

0 - 5mph

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 Damage

Reported to Police

☐ Yes☒ No

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

POWER STEERING IS WEAK OR NON-EXISTING WHEN PUTTING FOOT ON THE BRAKE AND DRIVING IN SLOW CONDITIONS. PLEASE PROVIDE ANY FURTHER INFORMATION. *AK

WHEN I FIRST PICKED UP THE TRUCK FROM THE DEALER NEW, I KNEW THERE WAS A PROBLEM WITH THE STEERING. THE DEALER SAID TO SEE IF IT GETS WORSE. I COMPLAINED MANY TIMES TO THE SERVICE MGR. AND THE REPLACED THE POWER STEERING PUMP. ->

CONTINUE ON BACK IF APPLICABLE

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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)

THE PUMP SENDS PRESSURE TO THE BRAKE BOOSTER FIRST, THEN WHAT IS LEFT OVER GOES TO THE STEERING. WHEN USING THE BRAKES, TO LITTLE IS LEFT TO BE ABLE TO TURN THE WHEEL. WHEN STOPPED, IN PARK, I CAN SPIN THE STEERING WHEEL BACK AND FORTH, STOP TO STOP. IF I APPLY SMALL PRESSURE TO THE BRAKES, THE WHEEL LOCKS UP. THE

STEERING ALSO FALLS AT LOW SPEED LIKE WHEN TRYING TO PARK. THE TRUCK IS IMPOSSIBLE TO PARALLEL PARK. IF YOU PUT THE TRUCK IN NEUTRAL AND REV THE MOTOR, IT DOES NOT MAKE THE STEERING ANY BETTER. FOOT ON BRAKE, NO STEERING AT ANY RPM.

I TOOK IT TO A ZEP DEALER AND NO ONE WOULD TOUCH THE TRUCK. THEY SAID THEY COULD REPLACE EVERYTHING AND IT WOULD STILL BE THE SAME BECAUSE THAT IS HOW IT IS DESIGNED. THIS SAFETY ISSUE WILL CAUSE AN ACCIDENT WHILE PARKING OR SLOW MANUEVERS IN TIGHT SPACES.

U.S. G.P.O. 1992-023-957/80286

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO. 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL HWY TRAFFIC SAFETY ADMIN.

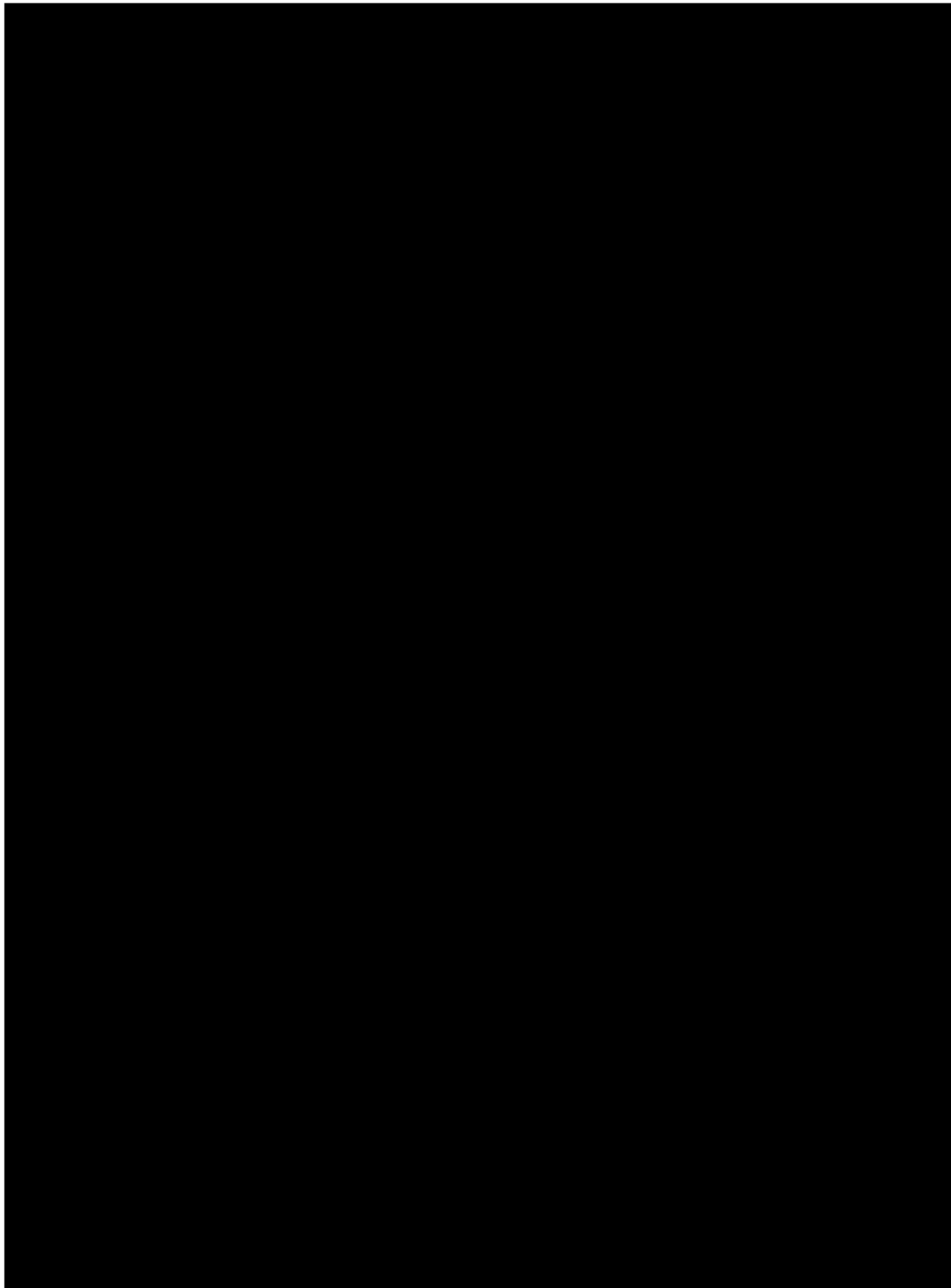
U.S. Department of Transportation
National Highway Traffic Safety Administration
Information Management Staff NSA-10.01
400 7th Street, SW
Washington, DC 20590

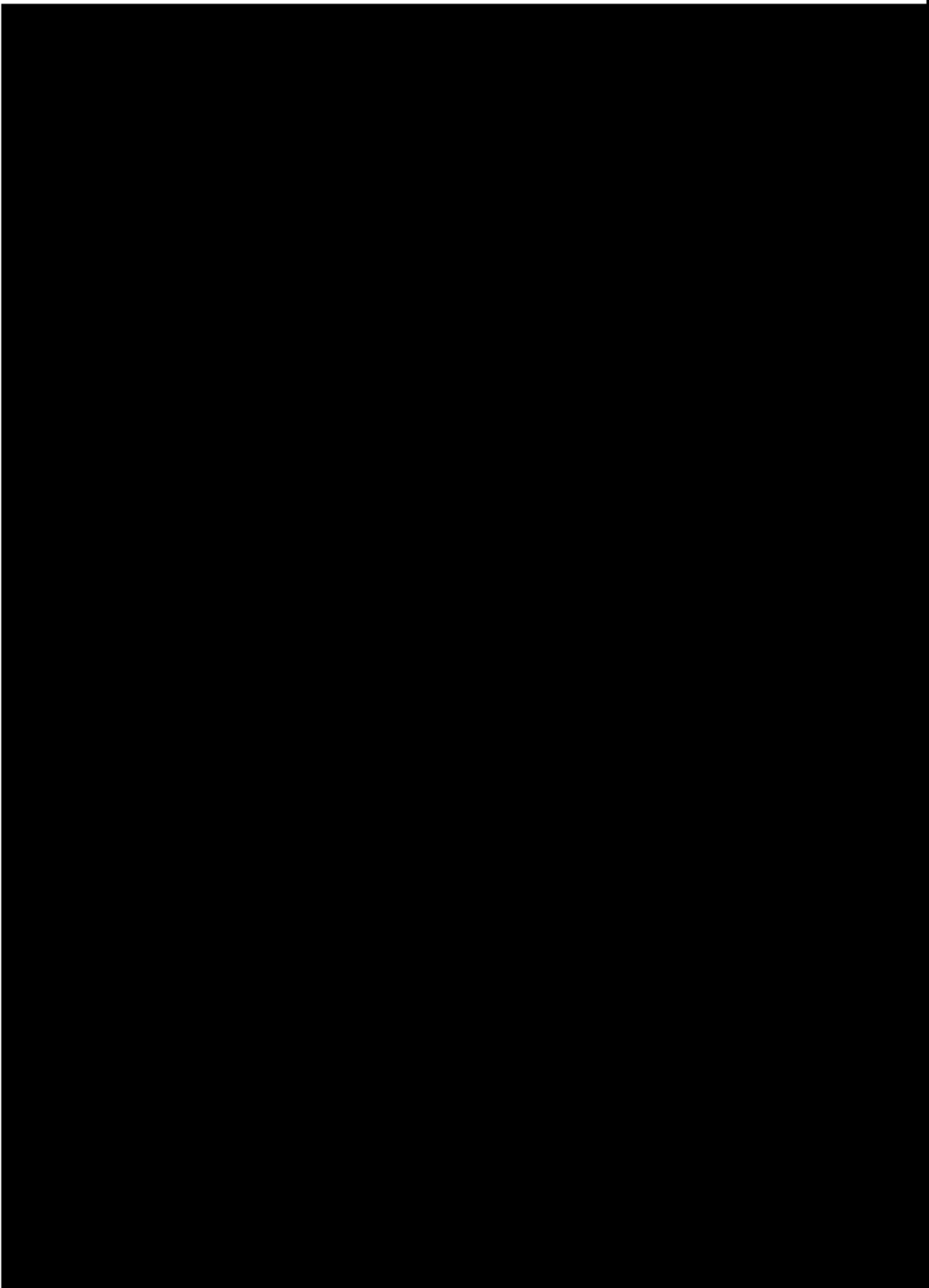


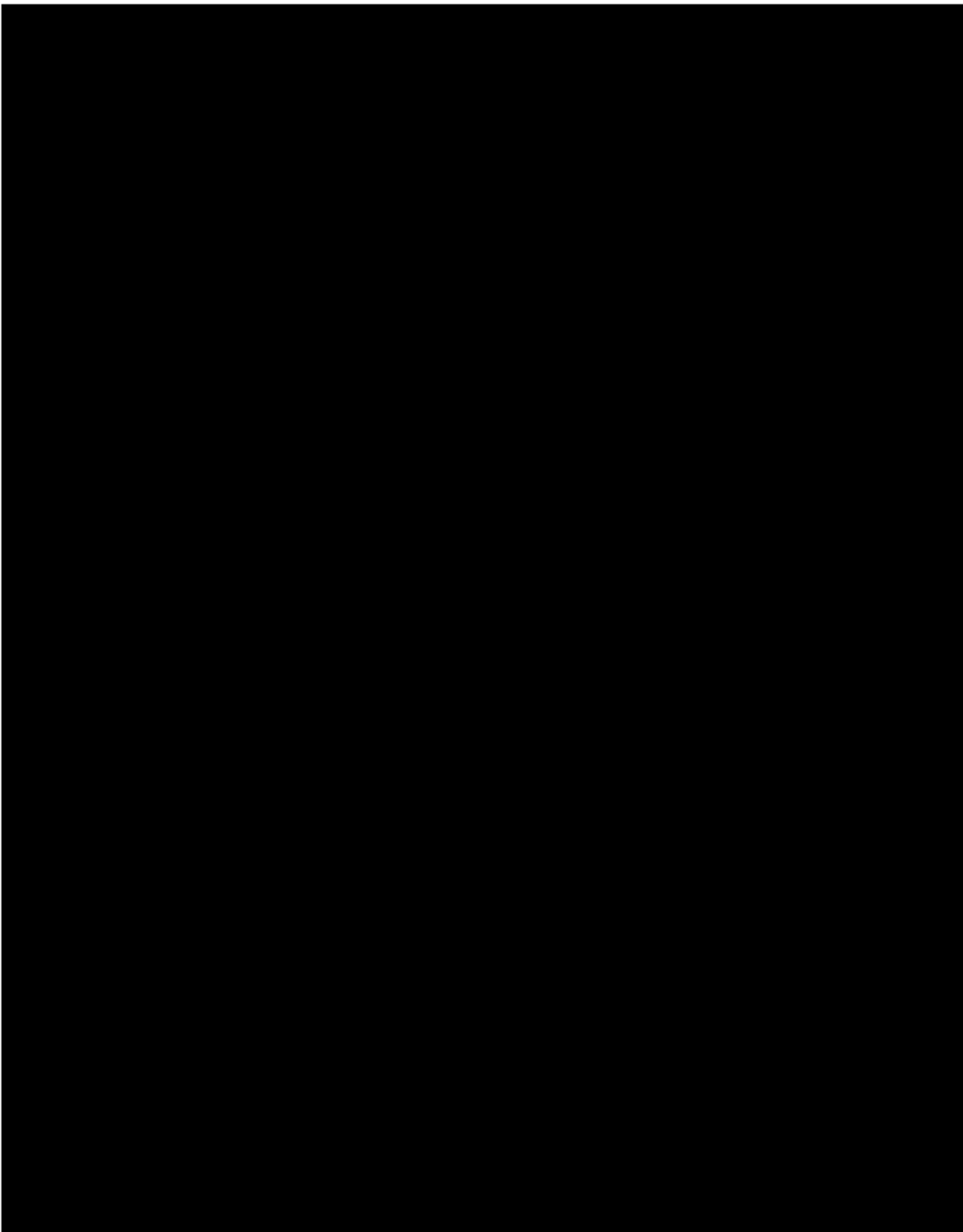
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IF MAILED
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UNITED STATES

**THE FOLLOWING PAGES ARE WITHHELD TO
PROTECT UNWARRANTED INVASION OF
PERSONAL PRIVACY PURSUANT TO
EXEMPTION 6 OF THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6)**

(Page 1 through Page 8)

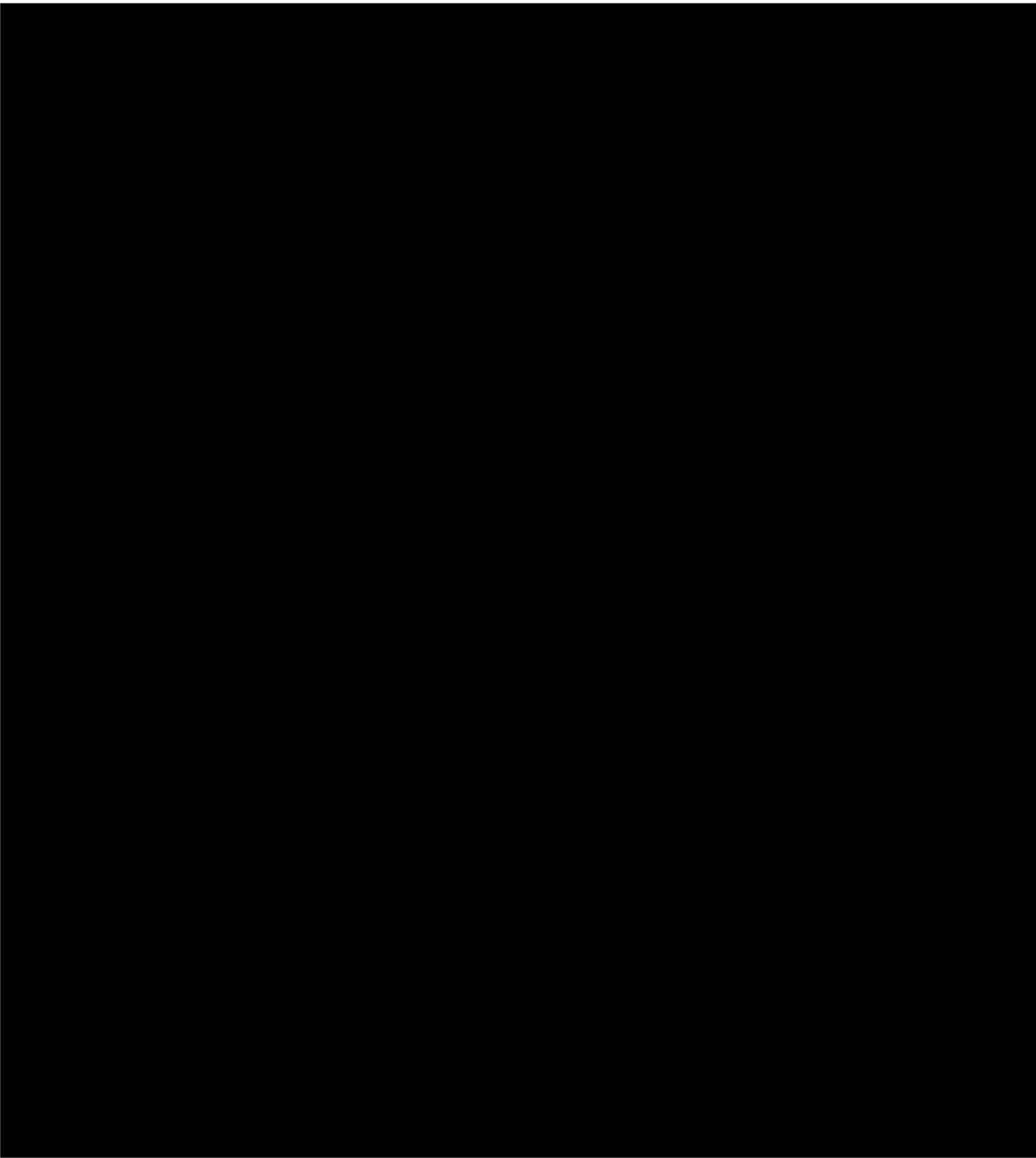


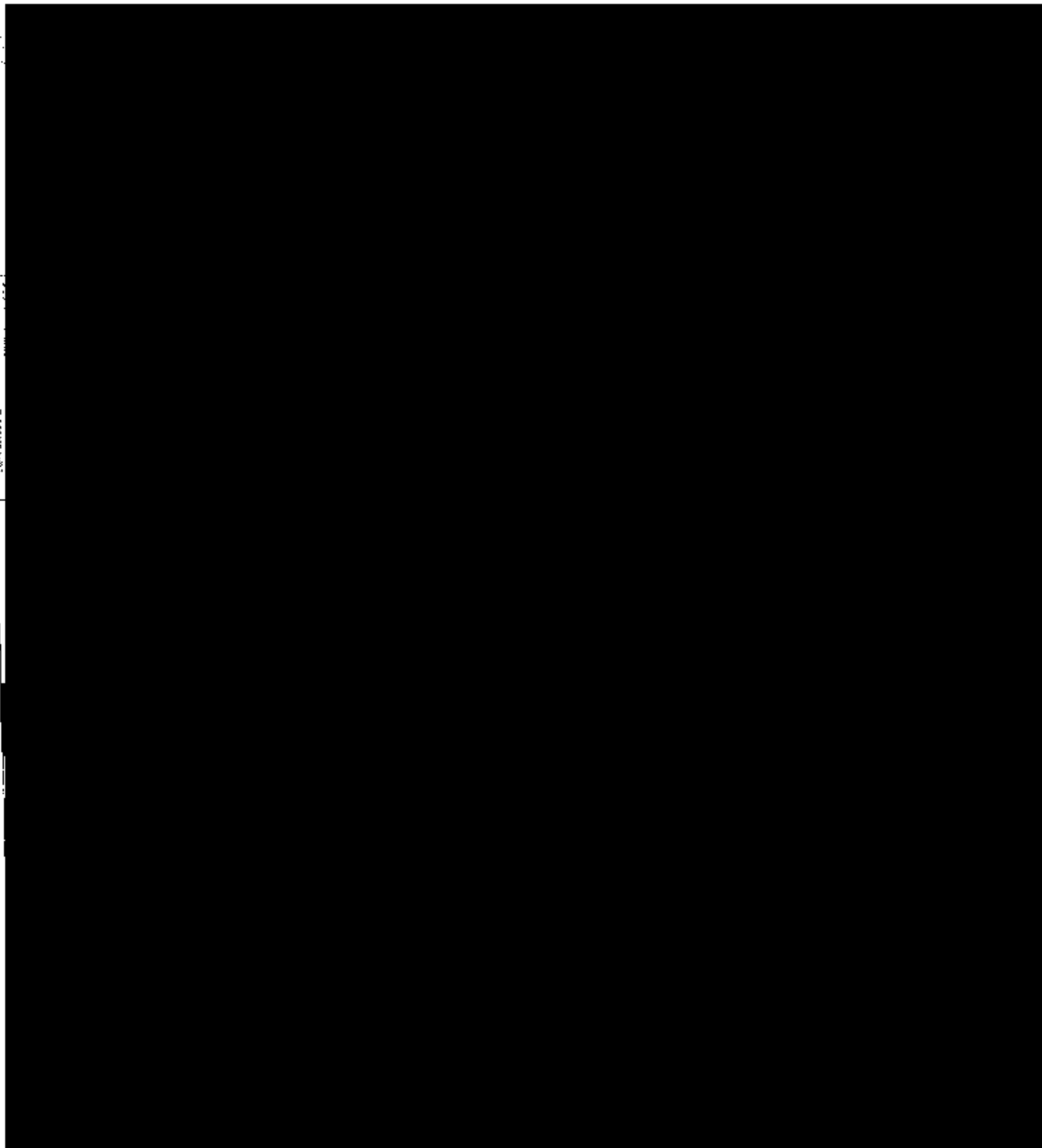


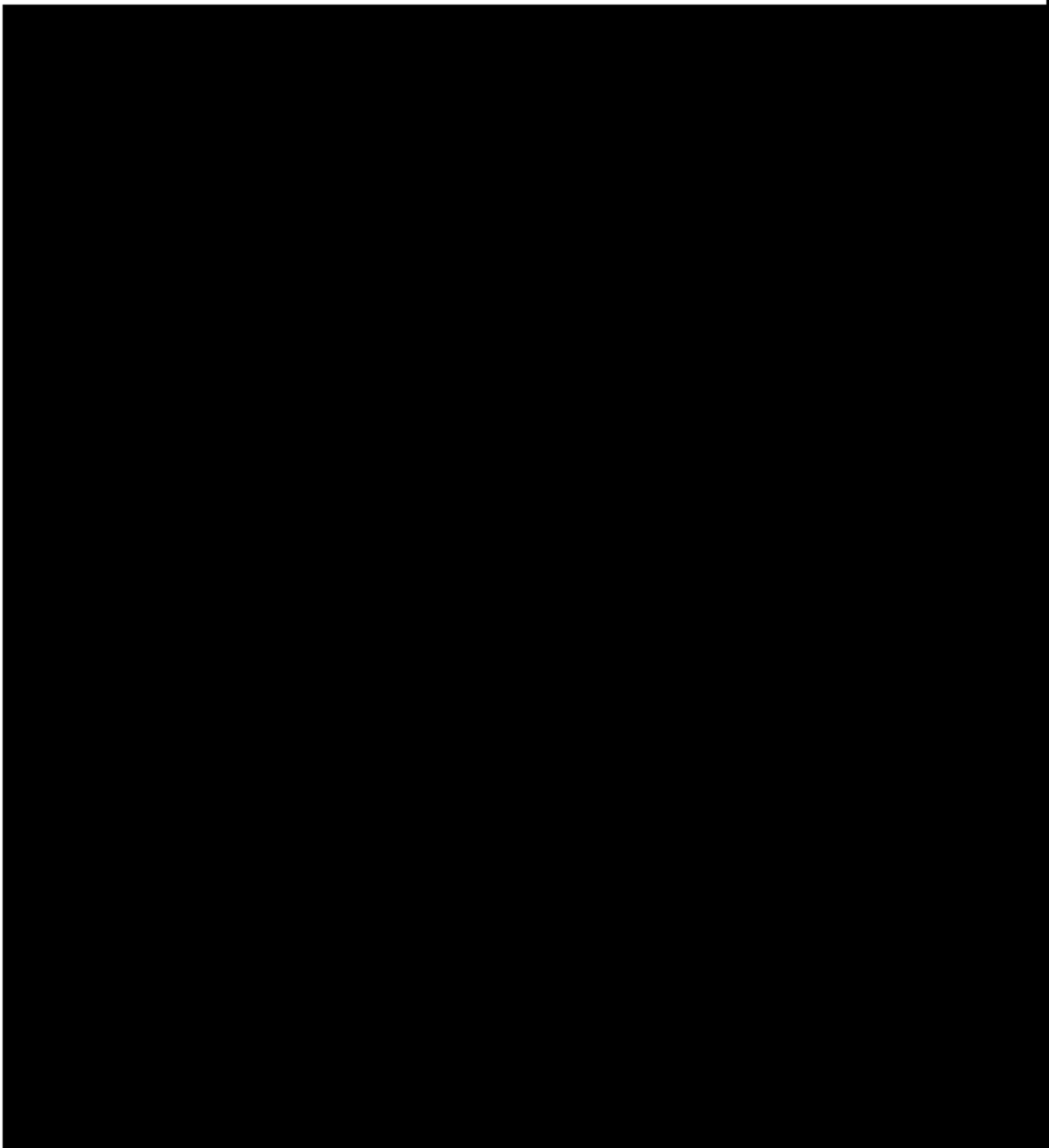


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