

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

436

Date Received

15-JUN-2000

Od_or _____

rt_dt _____

od_rt _____

up_ltr _____

Reference No.

863646

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.) (located at front of vehicle or driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1FTWWS3F8YEB10982	FORD TRUCK	F350 SUPER DUTY	2000	

Purchase Date	Dealer's Name _____	Engine Size (CID/CCL) _____	☐ 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 ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Belt	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☒ Van ☐ Minivan ☐ Other	Sport Vlt Truck Motorcycle	Body Style ☐ 2-Door ☐ 4-Door ☐ Station Wagon ☐ Pick Up Truck ☐ Other
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 03250000	Part Name(s) BRAKES:HYDRAULIC/ANTI-LOCK SYSTEM	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures 4	Dates of Failure(s) 15-DEC-2000 Mileage at Failure(s) _____ Vehicle Speed at Failure(s) _____	Failed Part(s) Available? Yes No	NHTSA Previously Contacted? 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
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

BRAKE SYSTEM MALFUNCTIONED, AND CONSUMER LOST ALL POWER WHEN BRAKING. VEHICLE HAS BEEN AT THE DEALER 4 TIMES & THEY HAVE FOUND NO REMEDY. *AK

CONTINUE ON BACK IF NEEDED

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.

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FOR AGENCY USE ONLY 436

 Date Received **RECEIVED**
15 JUL 2000 PM **2:22**
 Office **DEFECTS INVESTIGATION**
 Reference No. **863646**

OWNER INFORMATION (Type or Print)

614481

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 _____ name and address to the vehicle manufacturer.

Signature of Owner

Date **7/1/00**

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)		Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1FTWWS3F8YEB10982		FORD TRUCK	F350 SUPER DUTY	2000	8,700.00
Purchase Date	Dealer's Name		Engine Size (CID/CC/L)	☒ Turbo ☒ Diesel ☐ Gas ☐ Fuel Injection	
☒ New ☐ Used	City _____ State _____ Zip Code _____		No. Cylinders 8		
Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type
☒ Manual ☐ Automatic	☒ Yes ☐ No	☒ 3-Point Belt ☐ Motorbelt ☒ Driverside Airbag ☐ 2-Point Belt ☒ Passengerside Airbag	☐ Yes ☒ No	☐ Front ☐ Rear ☐ 4-Wheel	☐ Car ☒ Van ☐ Minivan ☐ Other
					☐ Sport Utility ☒ Truck ☐ Motorcycle
					☐ 2-Door ☐ 4-Door ☐ Stationwagon ☒ Pick Up Truck ☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 03260004	Part Name(s) BRAKES:HYDRAULIC:ANTI-SKID SYSTEM	Location ☐ Left ☐ Right ☒ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures 4	Date(s) of Failure(s) 15-FEB-2000 Mileage at Failure(s) _____ Vehicle Speed at Failure(s) _____	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ 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
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

BRAKE SYSTEM MALFUNCTIONED, AND CONSUMER LOST ALL POWER WHEN BRAKING. VEHICLE HAS BEEN AT THE DEALER 4 TIMES & THEY HAVE FOUND NO REMEDY. *AK

When Vehicle is first started in the morning the steering is extremely hard to turn. When brakes are applied, steering wheel cannot be turned more than 1/4 of a turn.

CONTINUE ON BACK IF NEEDED

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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)

When the truck was "repaired" by the dealership, the steering effort ~~has~~ went up. I no longer drive my truck because I am ~~too~~ afraid of crashing or not being able to turn

☆ U.S. G.P.O.: 1992-622-957/60089

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



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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
Auto Safety Hotline, NEF-11 HL
400 7th Street, SW
Washington, DC 20590



Noted Prior Damage: None ☐ Frt. End ☐ Rt. Fend. ☐ Rt. Door ☐ Rt. Q. ☐ Rear End ☐ L.Q. ☐ L. Door ☐ L. Fend. ☐ Roof ☐ Interior ☐ Glass ☐ Wheel Cover(s) ☐ Other ☐

UNDER VEHICLE			VEHICLE MAINTENANCE INSPECTION			SERVICE WORK ORDER		
	PASS	FAIL		PASS	FAIL		PASS	FAIL
OIL LEAKS			COOLING SYSTEM			ELECTRICAL		
ENGINE			RADIATOR			HID LIGHTS		
TRANSMISSION			RAD HOSES			SIGNAL LIGHTS		
TRANSFER CASE			HEATER HOSES			PARKING LIGHTS		
DIFFERENTIAL			LEAKS			TAIL LIGHTS		
BRAKES			RELT'S			BRAKE LIGHTS		
FRT LININGS			FLUSH			TURNER LIGHTS		
RR LININGS			FLUID LEVELS			HAZARD LIGHTS		
ROTORS			ENGINE OIL			BACK UP LIGHTS		
DRUMS			TRANS FLUID			MARKER LIGHTS		
CABLES			ANTI FREEZE			GENERAL		
FLUID LEAKS			WIPER SYSTEM			HORN OPERATION		
WHEEL BRNGS			WIPER SYSTEM			TIRE CONDITION		
STEERING			WIPER SYSTEM			RIGHT FRT		
FLUID LEAKS			WIPER SYSTEM			RIGHT RR		
LINKAGE			WIPER SYSTEM			LEFT FRT		
FRT SHOCKS			WIPER SYSTEM			LEFT RR		
RR SHOCKS			WIPER SYSTEM			BATTERY TERM		
SPRINGS			WIPER SYSTEM			& CABLES		
EXHAUST			WIPER SYSTEM			UNIVERSAL JNITS		
MUFFLER			WIPER SYSTEM					
PIPES			WIPER SYSTEM					
BRACKETS			WIPER SYSTEM					
LEAKS			WIPER SYSTEM					

	RUSS MILNE FORD, INC. 24777 HALL RD. MACOMB, MI 48042 PHONE (810) 948-7700 STATE REGISTRATION NO. F-101011	 MONDAY - FRIDAY	REPLACED PARTS REQUESTED BY CUSTOMER ☐ YES ☐ NO	ORIGINAL ESTIMATE PARTS & LABOR \$ AUTHORIZED ADDITIONS \$ TOTAL \$	STORAGE WILL BE CHARGED 12 HOURS AFTER REPAIRS ARE COMPLETED.	CREDIT CARDS ACCEPTED	RECEIVED	DATE
			ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED	STORAGE WILL BE CHARGED 12 HOURS AFTER REPAIRS ARE COMPLETED.	CREDIT CARDS ACCEPTED	RECEIVED	DATE	

15K AS PER MENU	30K AS PER MENU	LUBE	OIL & FILTER	SERVICE NT	SERVICE AC	ROTATE TIRES	SERVICE COOLING	TUNE UP 4 CYL	TUNE UP 6 CYL	TUNE UP 8 CYL	FUEL INJ. SERVICE	ALIGNMENT	WHEEL BALANCE	WHEEL BEARING PACK	COMPUTER ANALYSIS	CHECK BRAKES

INSTRUCTIONS ON WORK TO BE DONE				OR 2 71 2			
TECH #	OPERATION	TIME	CONDITION	TECH #	OPERATION	TIME	CONDITION
55	PAY TYPE: W CC: P02 CLUNK IN TRANS WHEN SHIFTING FROM FIRST TO SECOND INTERMITTENTLY			TECH NO. LAST 4 - SOC. SEC.			
56	PAY TYPE: W CC: S55 DRIVERS SEAT STITCHING BAD PARTS IN TRUCK			TECH #			
				TECH NO. LAST 4 - SOC. SEC.			
				TECH #			
				TECH NO. LAST 4 - SOC. SEC.			
				TECH #			
				TECH NO. LAST 4 - SOC. SEC.			
				TECH #			
				TECH NO. LAST 4 - SOC. SEC.			

RD 62102	*TAG 5213*	LIC: MN UNK	SVC ADV: 303 JOSEPH B. ENGELHARD
			OO **VIN: 1FTW030F3 YED10502**
			F 350 SD
			CREW CAB
			LICENSE: MN UNK
			GREEN
			SVC DLR: 802090

ODOMETER:	CURRENT:	4700
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DIST CODE:	170
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CUSTOMER #:7319069

153604

Elder Ford

WORKORDER
REPRINT
PAGE 1777 JOHN R RD,
TROY, MICHIGAN 48083
(248) 597-5147
Visit our website
www.elderford.com

SERVICE ADVISOR: 8506 RICHARD B WRINSTEIN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	00	FORD F350 PICKUP	1FTWW33F8YEB10982		8154/	11409
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	PAYMENT	INV DATE
20DEC1999			17:00 22JUN00		CASH	
R.O. OPENED	READY	OPTIONS: DLR:48013				

06JUN2000 16:49

LINE OF CODE	TECH TYPE	DESCRIPTIONS/INSTRUCTIONS
# A C50	2468 WF	POWER STEERING IS STILL HARD

B *REN CF RENTAL 60003 LNR/COMEBACK LAK

C *C20 WF AIR ONLY COMING FROM DEFROST , ALSO MAKING THUMPING NOISE INTERMITTANTLY

REPAIR ORDER		PROGRAM		AUTHORIZATION		COMMIT.	
PARTS EST.		LABOR EST.		TOTAL EST.		HOURS	
AUTHORIZED ADD.		DATE		TIME		WAIVER LIMIT	
STORAGE WILL BE CHARGED 48 HOURS AFTER REPAIRS ARE COMPLETED		CREDIT CARDS ACCEPTED		VISA		MCC	
DISCLAIMER OF WARRANTIES		I hereby warrant the work and materials are to be done in accordance with the manufacturer's instructions and to the best of my ability. I warrant that the work and materials are to be done in accordance with the manufacturer's instructions and to the best of my ability. I warrant that the work and materials are to be done in accordance with the manufacturer's instructions and to the best of my ability.					
REPLACED PARTS REQUESTED BY CUSTOMER		YES ☐ NO ☐					
ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED							
CONTINUATION OF REPAIRS AND PARTS LISTED WERE REFERENCED IN COMPLIANCE WITH MICHIGAN AUTO REPAIR ACT P.A. 200							
REPAIR ORDER		PROGRAM		AUTHORIZATION		COMMIT.	
PARTS		LABOR		TOTAL		HOURS	
AUTHORIZED ADD.		DATE		TIME		WAIVER LIMIT	
STORAGE WILL BE CHARGED 48 HOURS AFTER REPAIRS ARE COMPLETED		CREDIT CARDS ACCEPTED		VISA		MCC	
DISCLAIMER OF WARRANTIES		I hereby warrant the work and materials are to be done in accordance with the manufacturer's instructions and to the best of my ability. I warrant that the work and materials are to be done in accordance with the manufacturer's instructions and to the best of my ability. I warrant that the work and materials are to be done in accordance with the manufacturer's instructions and to the best of my ability.					
REPLACED PARTS REQUESTED BY CUSTOMER		YES ☐ NO ☐					
ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED							
CONTINUATION OF REPAIRS AND PARTS LISTED WERE REFERENCED IN COMPLIANCE WITH MICHIGAN AUTO REPAIR ACT P.A. 200							

RENTALS AVAILABLE
COURTESY SHUTTLE SERVICE

CUSTOMER COPY

P & A CODE: 02697-9 48013 DETR 48
STATE REGISTRATION NO. F-102563

OASIS response display for VIN 1FTWW33F8YEB10982
1FTWW33F8YEB10982 06/19/2000 17:20:05
2000 F-SERIES F350 PICKUP CC 4X4
7.3L TURBO - DI 6 SPD MAN TRANS Z/F AXLE CD:
*WARRANTY START DATE 12/20/1999 BUILD DATE 10/19/1999 START ODOM 00010
NO CAMPAIGN MESSAGE(S) FOUND
LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE
*EXTENDED SERVICE PLAN
NO ESP INFORMATION AVAILABLE

DEALER: Elder Ford REPAIR DATE: 05/17/2000
WARRANTY CLAIM NUMBER: 152496 008052 M
8052 CC42 BOOSTER PART 2005 PERFORMED PRESSURE AND FLOW TESTS FOUND METERING
VALVE MALFUNCTIONING AT TIMES R AND R BOOSTER ROAD TESTED
PART NUMBER PART DESCRIPTION QTY LABOR CP CONDITION CODE AND DESC
F81Z 2005AA BOOSTER ASY-POWER RR 001 2005A 42 DOES NOT OPERATE PRO
000 MT2005

DEALER: Elder Ford REPAIR DATE: 05/17/2000
WARRANTY CLAIM NUMBER: 152496 008052 M
8052 CC42 VACUUM PUMP PART 2A451 PERFORMED PINPOINT TESTS LOCATED INTERMITTENT
T OPEN IN PUMP COIL R AND R PUMP
F81Z 2A451BA PUMP ASY-BRAKE VACUUM 001 MT2451 42 DOES NOT OPERATE PRO

DEALER: Elder Ford REPAIR DATE: 05/17/2000
WARRANTY CLAIM NUMBER: 152496 008052 M
8052 CC14 ROTORS AND FRONT PADS PART 2001 FRONT BRAKES PULSATING DUE TO WARPE
D FRONT ROTORS R AND R FRONT PADS PART 2001 REMOVED AND MACHINED FRONT ROTORS
THE PRO CUT LATHE WILL NOT FIT ON F350 4X4 APPLICATION PAY M TIME SEE JOE K HE
IS AWARE OF NEED TO REMOVE AND MACHINE ROTORS
F81Z 2001AB KIT-BRAKE SHOE LININ 001 2001BFA 14 SURFACE ROUGH/UNEVEN
000 2001B1FA
000 2001B5FT
000 MT2001

DEALER: Elder Ford REPAIR DATE: 04/06/2000
WARRANTY CLAIM NUMBER: 150334 005454 M
5454 CC33 9C675 7.3L KOEO PASS, KOER PASS, KOEC PASS. PINPOINT TEST LACK OF POW
ER CONCERN, MONITOR PIDS ON DCL, GOOD TURBO BOOST AND PIDS WITHIN NORMAL RANGES
. RESECURE LOOSE AIR INTAKE HOSE CAUSING LOUD HISSING NOISE. RETEST OK. 12650D, D
X1 D45, D80.
9C675 TUBE ASY AIR CLNR IN 000 12650D 33 LOOSE
000 12650DX1
000 12650D45
000 12650D80
000 MT9675

DEALER: Elder Ford REPAIR DATE: 04/06/2000
WARRANTY CLAIM NUMBER: 150334 005454 M
5454 CC28 2780 TEST APRK BRK WARNING LIGHT CIRCUITS. REPAIR CONNECTION LOOSE
AT PARK BRK SWITCH. RETEST OK.
2780 CONTROL ASY-PARK BRA 000 14200A 28 OPEN CIRCUIT

DEALER: Russ Milne Ford, Inc REPAIR DATE: 03/23/2000
WARRANTY CLAIM NUMBER: 062103 004783 M
INOP REPLACED SPARE TIRE CARRIER
F81Z 1A131AF PLUG FRT HUB VENT 001 MT1A131 42 DOES NOT OPERATE PRO

DEALER: Russ Milne Ford, Inc REPAIR DATE: 03/23/2000
WARRANTY CLAIM NUMBER: 062103 004783 M
LOOSE INSTRUMENT PANEL - REPLACE
3804320 PANEL ASY-INSTRUMENT 000 04320A 12 IMPROPER ASSEMBLY
000 MT04320A

DEALER: Russ Milne Ford, Inc REPAIR DATE: 03/23/2000
WARRANTY CLAIM NUMBER: 062103 004783 M
UNABLE TO DUPLICATE CONCERN EEC - (QUICK TEST) - DIAGNOSIS
12A581 WIRING ASSY EEC SENS 000 12650D 42 DOES NOT OPERATE PRO
000 12650D45
000 12650D80
000 12650D81
000 12650DX1

DEALER: Russ Milne Ford, Inc REPAIR DATE: 03/23/2000
WARRANTY CLAIM NUMBER: 062103 004783 M
STITCHING COMING APAT OSL A-C TRIM INSTALL COVER
3862900 COVER FRT ST CUSH 000 OSL 31 SEWING FAILURE/SPLIT
DEALER: Wolf Motor Co Inc REPAIR DATE: 02/21/2000
WARRANTY CLAIM NUMBER: 091663 003500 M
VERIFY ORDER CUSTOMER INSTALLED CUSHIONS, WORKS OUT OF TOWN
YC3Z 2562901DAA COVER FRT ST CUSH 001 31 SEWING FAILURE/SPLIT
F81Z25632A23CA CUSHION KIT F/SEAT 001

Safety agency upgrades investigation of some Ford trucks

Detroit Free Press

July 25, 2000

BY NEDRA PICKLER / ASSOCIATED PRESS

WASHINGTON—A federal safety agency on Monday upgraded its investigation of nearly 250,000 Ford Motor Co. trucks after hundreds of drivers cited problems with braking and steering.

There have been 233 complaints and 310 warranty claims involving 1999 and 2000 model Ford Super Duty F Series and Stripped Chassis with Hydroboost trucks, according to the National Highway Traffic Safety Administration.

Some drivers reported losing the power assistance in steering or braking, making the trucks harder to handle. The problem has been cited in 13 crashes in which one person died and four were hurt, according to NHTSA.

Ford spokesman Mike Vaughn said the company is aware of the problem and cooperating with the investigation.

NHTSA also upgraded its investigation into 1998 and 1999 model years of the Kia Sephia and Sportage. Some drivers have reported turn signals do not work while the car is in motion.

There have been 115 complaints, 1,868 warranty claims and two lawsuits related to the problem. There are 179,302 of the vehicles on the road.

NHTSA opens safety investigations with a preliminary inquiry in which the government and manufacturer exchange paperwork that includes any complaints.

The investigation then could be upgraded to an "engineering analysis," during which engineers study parts to see if they are defective. An investigation eventually can lead to a recall.

Kia is recalling 100,137 model year 1998 and 1999 Sephias because of an NHTSA investigation into faulty fuel valves. NHTSA found that valves on some of the vehicles stopped gas from being pumped before the tank was full.

Dealers will replace the faulty valve for free.

Two cases were opened in June, according to NHTSA's monthly report. They involve 1995 to 1998 model years of the Ford Contour and Windstar and the Mercury Mystique.

NHTSA has received 28 complaints that the blower switch in the Contour and Mystique can overheat, melt or burn. Five of the complaints involved a vehicle fire. There are 878,078 of the cars on the road.

The agency also received 10 complaints from Windstar owners who said the van's front suspension coil spring broke, resulting in a collapsed suspension. In four cases, the broken coil spring punctured the tire, once while the van was going 45 to 50 m.p.h..

The report notes all the complaints came from states that heavily salt roads. There are an estimated 250,000 of the cars in the so-called "salt belt" states.