



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 758

Data Received

14-DEC-2000

Od_or _____
rt_dt _____
od_rt _____
up_ltr _____

Reference No.

876532

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	Vehicle Model	Vehicle Year	Current Odometer Reading
1FTNX21L3YEB07421	FORD TRUCK	F250	2000	

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

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
<input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbell <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> Passengerside Airbag	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	<input type="checkbox"/> Car <input type="checkbox"/> Sport Ult <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other _____	<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 02000000	Part Name(s) SUSPENSION	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No. of Failures	Date(s) of Failure(s) _____ Mileage at Failure(s) 18000 Vehicle Speed at Failure(s) _____	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" 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)

WHEN AT A STOP NOT ABLE TO TURN WHEELS WHILE BRAKES ARE APPLIED. FORD COMPANY INDICATED THAT THIS WAS THE WAY VEHICLE WAS DESIGNED. *AK

CONTINUED ON BACK (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.



Vehicle Owner's Questionnaire (VOQ)

DOT Auto Safety Hotline

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

OWNER INFORMATION (Type or Print)

661163

876532

Reference No.

Date Received: 14-DEC-2000
11:00 AM
14-DEC-2000
up
DEFECTS INVESTIGATION

FOR AGENCY USE ONLY 758

Signature of Owner

Date: 01/01/01

YES NO

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?

In the absence of an authorization, NHTSA will NOT provide your name and address to the vehicle manufacturer.

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

1F1XK21L3YEB07421

FORD TRUCK

F250

2000

Vehicle Year

18,500

Current Odometer Reading

Purchase Date

11-26-1999

Dealer's Name: Littlefield Ford

City: Littlefield State: TX Zip Code: 06750

New Used

Antilock Brakes

Automatic Manual

Yes No

3-Point Belt 2-Point Belt

Motorist Driver's Side Airbag

Passenger's Side Airbag

Cruise Control

Yes No

Drive Train

Front Rear

4-Wheel

Vehicle Type

Car Van Minivan Other

Sport Ut Truck Motorcycle

Body Style

2-Door 4-Door

Stationwagon Pick Up Truck Other

No of Failures

Several

Date(s) of Failure(s)

26-NOV-1999

Mileage at Failure(s)

18000

Vehicle Speed at Failure(s)

Failed Part(s)

Location

Front Left Right Rear

Failed Part(s)

Original Replacement

NHTSA Previously Contacted? Yes No

Available? 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)

WHEN AT A STOP NOT ABLE TO TURN WHEELS WHILE BRAKES ARE APPLIED. FORD COMPANY INDICATED THAT THIS WAS THE WAY VEHICLE WAS DESIGNED.

Hydraulic brakes/steering - when brakes are applied with any force, truck will not steer. Have talked to a dealer. This problem is a design issue which impacts all 99,2000,2001 Ford 250, 350 trucks. Ford has not addressed this and will not fix this. Please see attached tech notes from Ford dealer.

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.

U.S. Department of Transportation
National Highway Traffic Safety Administration
DOT Auto Safety Hotline
January 1, 2001

To Whom It May Concern:

This complaint is in regard to a Ford Truck F-250 SD year 2000. The issue seems to be caused by a design problem and may impact all 1999,2000, 2001 Ford 250 and 350 Trucks. The problem:

When the brakes are applied with any force, the truck will not steer.

I have contacted the dealer about the problem with my truck. According to the Dealer Technician notes of 11/13/00:

... This is a normal condition and Ford isn't going to reengineer the vehicle to solve it. The condition comes from a new wider stance, tie rod angle and the fact that there is more weight in the front end than on the 97 older body style vehicle. The truck cannot be reengineered to solve the customer's design issue unless the entire platform is redesigned. Ford is not going to incorporate a design change at this time and has no plans on the drawing board that the hotline knows about.

This complaint and the "design issue" is a serious safety problem. The Dealer has not been able to offer a solution to my complaint. I have also contacted the State of Connecticut to report the problem and lodge a complaint. It should be noted that there are complaints from others on the NHTSA web site in regard to the suspension hydraulic braking/steering system.

I am concerned about my truck, but also about others who have purchased the 250 and/or 350 Ford 1999, 2000, 20001. A driver's inability to steer a vehicle under normal driving conditions constitutes a serious problem. Given this serious safety issue, I urge you to investigate this. If you need further information, please contact me at [REDACTED]

Sincerely,

[REDACTED]

ATTENTION OTHER REPAIR ORDERS ON THIS VEHICLE:
 DATE OPENED FOR DATES INVOICED
 11/13/00 11/13/00 (P)

SUMMARY OF CHARGES FOR INVOICE C78372
 TOTAL CHARGE .00
 CASH DUE .00
 TOTAL CHARGE .00
 PAYMENT DISTRIBUTION FOR INVOICE C78372

TYPE 0
 GRAND TOTALS
 TOTAL CHARGE FOR CONCERN .00
 SUBTOTAL

FACTORY
 TECH 104 - #4775044, ARCHI
 THE HOTLINE KNOWS ABOUT
 DESIGN CHANGE AT THIS TIME AND HAS NO PLANS ON THE DRAFTING BOARD THAT
 HE ENTIRE PLATFORM IS BE DESTROYED, FORD IS NOT GOING TO INCORPORATE A
 UNLESS I
 TRUCK CAN NOT BE RE-ENGINEERED TO SOLVE THE CUSTOMERS DESIGN ISSUE
 MORE WEIGHT IN THE FRONT END THAN ON THE '97 OLD BODY STYLE VEHICLE. THE
 FROM THE NEW WIDER STANCE, THE ROAD ANGLE AND THE FACT THAT THERE IS
 IS NOT GOING TO REENGINEER THE VEHICLE TO SOLVE IT, THE CONDITION COMES
 HOTLINE AND TALKED TO RUSSE HE SAID THIS IS A NORMAL CONDITION AND FORD
 WE CHECKED OASIS, NO SERVICE MESSAGES OR TSB'S APPLY, HE CALLED FORD
 HE GOT THE NEW VEHICLE DOES THE SAME THING AS THE CUSTOMERS,
 CORRECTION: HE VERIFIED THE CONCERN AND CHECKED ANOTHER GAS MOTOR VEHICLE IN 1
 CAUSE
 NORMAL CONDITION
 LEFT OR RIGHT CHECK AND REPORT.
 CONCLUSION: CSF STATES WITH THE FOOT ON THE BRAKE THEY CAN NOT MOVE THE STEERING WHEEL. OPERATION TECH HOURS .00 AMOUNT .00

FOR OFFICE USE
 ADV: 211 SEYMOUR INVOICE: PRELIM US C RM
 REG: 803446 TAX REGS: 11/13/2000 13:52:58
 COMPETER IN: 17248
 RATES: 11/13/00 DONE: 11/13/00
 DATES INVOICE: 113699 PRODUCTION: 100699 SOLD: 112699
 STOCK# 00012329
 F-250 SD 4WD SWL KCAJ RED
 VIN 1FTWZ1L3VEB07401
 LICENSE NUMBER CT 36589

DRIVER/OWNER INFORMATION -- INVOICE: C78372
 INVOICE TO

ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW.
 I warrant on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.
 P & A CODE 03648-8
 DISCLAIMER OF WARRANTIES

LITCHFIELD FORD
 ROUTE 202 • P.O. BOX 940
 LITCHFIELD, CT 06759
 (860) 567-4561 • Fax (860) 567-3520
 Toll Free (CT) 1-800-545-0422



1800 392 3673

TSB = Technical Service Bulletin