

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 117**

Date Received

12-JAN-2001

Od_or
rt_dt
od_rt
up_ltr

Reference No.

878103

Work Number

Home Number

OWNER INFORMATION (Type or Print)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.☐ YES ☐ NO

Signature of Owner

Date / /

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) 1TNW21F8YED30440	Vehicle Make FORD TRUCK	Vehicle Model F250	Vehicle Year 2000	Current Odometer Reading
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 ☐ 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		Body Style ☐ Sport Utility Truck ☐ Motorcycle ☐ 2-Door ☐ 4 Door ☐ Stationwagon ☒ Pick Up Truck		

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 01300000 03250000	Part Name(s) STEERING:POWER ASSIST BRAKES:HYDRAULIC:ANTI-SKID SYSTEM	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) 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 Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHEN BRAKES WERE APPLIED POWER STEERING WHEEL WOULD LOCK OR SEIZE UP. THERE WOULD BE NO CONTROLLING OF VEHICLE. PROBLEM WAS HAPPENING FOR A SHORT PERIOD OF TIME, AND IT WAS GETTING MUCH WORSE. *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 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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Date Received

ED-5 PU 3115

12-JAN-2001

OFFICE INVESTIGATION

 Od_or
rt_dt
od_rt
up_itr

Reference No.

878103

OWNER INFORMATION (Type or Print)

666512

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

address to the vehicle manufacturer.

Signature of Owner

Date 1/29/01

VEHICLE INFORMATION

Vehicle Ident. No. (VIN.) (Located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1TNW21F8YED30440	FORD TRUCK	F250	2000	

Purchase Date

4-21-01

Dealer's Name Holmes Tuttle Ford

Engine Size

(CID/CCIL) 7.3

☒ Turbo
☒ Diesel
☐ Gas
☐ Fuel Injection
☒ New ☐ Used

City Tulsa State AZ Zip Code 85705

No Cylinders

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
☐ 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 Util. ☒ Truck ☐ Motorcycle ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component D1300000 03250000	Part Name(s) STEERING:POWER ASSIST BRAKES:HYDRAULIC:ANTI-SKID SYSTEM	Location ☐ Left ☒ Front ☐ Right ☐ Rear	Failed Part(s) ☒ Original ☐ Replacement
No of Failures everytime brakes are applied	Date(s) of Failure(s) Started November 2000 Mileage at Failure(s) 24 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)

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* See attachment

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January 23, 2001

Reference No. 877814

Written response to Narrative Description of Failures:

Power steering seizes up when brakes are applied. Would have no control of vehicle when it happened. Problem has been happening since November 2000. Problem doesn't seem to be substantially increasing, at this time.

Our company, Desert Hues, has two F250 crew cab 4x4 powerstroke diesel trucks, both ordered from Ford Motor Company, manufactured together and purchased on April 21, 2000.

November 2000, we started noticing that both trucks were having the same steering problem, when the brakes were applied there was no steering ability. This seemed to be a serious safety issue so we took both trucks into Holmes Tuttle Ford in Tucson, Arizona on November 30, 2000 to correct this mechanical problem. Holmes Tuttle asked us not to drive the vehicles until they could get the necessary replace parts and repair the problem. So we left the trucks at the dealership until they were repaired. When the two trucks were picked up on December 5, 2000, we were told this is a normal problem! I told them this was my third truck like this one and this is not a normal problem!

A week later, Holmes Tuttle Ford requested one of the trucks be brought in to have the regional service representative look at it. I was told they would get back to me as soon as they could figure out how to fix this problem. I wrote to Steve Kaufman, Holmes Tuttle Ford Service Manager and sent a copy to the Ford Motor Company representative, on January 12, 2001. I spoke with Steve Kaufman, Service Manager at Holmes Tuttle Ford on January 23, 2001 and he told me the engineering department said this is a normal condition! How can this be a normal problem when it didn't develop until three months ago on both trucks? I consider this a highway hazard not to have any steering when the brakes are applied.

VIN numbers for the two F250 Ford trucks:
1FTNW21F8YED30471 and
1FTNW21F8YED30440

Encls.

[REDACTED]

January 12, 2001

Mr. Steve Kaufman,
Service Manager
Holmes Tuttle Ford
660 W. Auto Mall Drive
Tucson, AZ 85705



VIA FACSIMILE

Reference: F250, VIN # 1FTNW21F8YED30471 and
F250, VIN # 1FTNW21F8YED30440

Dear Mr. Kaufman:

Several weeks have passed and I have yet to hear from anyone regarding my steering failure. Both of the F250 Ford trucks continue to loose steering and the problem is only growing worse. I feel I must reiterate how serious this problem is and the need for immediate repair.

Please contact me as soon as possible, so this situation can be resolved.

Sincerely,

A large black rectangular redaction box covering the signature area.

President.

Cc: Paul M. Bernardi,
Field Service Engineer,
Ford Customer Service Division

A large black rectangular redaction box covering the footer area.

January 12, 2001

Mr. Steve Kaufman,
Service Manager
Holmes Tuttle Ford
660 W. Auto Mall Drive
Tucson, AZ 85705

VIA FACSIMILE

Reference: F250, VIN # 1FTNW21F8YED30471 and
F250, VIN # 1FTNW21F8YED30440

Dear Mr. Kaufman:

Several weeks have passed and I have yet to hear from anyone regarding my steering failure. Both of the F250 Ford trucks continue to loose steering and the problem is only growing worse. I feel I must reiterate how serious this problem is and the need for immediate repair.

Please contact me as soon as possible, so this situation can be resolved.

Sincerely,

President.

Cc: Paul M. Bernardi,
Field Service Engineer,
Ford Customer Service Division

December 6, 2000

Mr. Steve Kaufman,
Service Manager
Holmes Tuttle Ford
660 W. Auto Mall Drive
Tucson, AZ 85705



VIA FACSIMILE

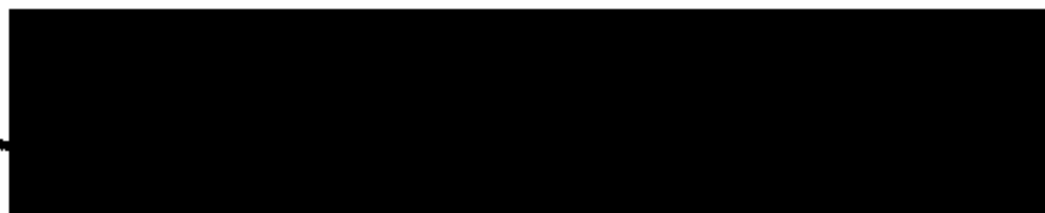
Reference: F250, VIN # 1FTNW21F8YED30471 and
F250, VIN # 1FTNW21F8YED30440

Dear Mr. Kaufman:

Last week on November 30, 2000, these two vehicles were brought in for service at Holmes Tuttle Ford for power steering failure when the brakes are applied. The service representative from Ford Motor Company said this was becoming a common problem with these trucks and they were not sure what the cause of the problem is.

Mr. Dale Naugle felt that these trucks were unsafe to drive until parts arrived and this problem was corrected. Mr. Naugle spoke with the service manager, who, to prevent liability, authorized two rental cars until these trucks were fixed. The trucks were picked up at the end of the day on 12-05-2000 upon completion of the service. I told Mr. Naugle that the problem still existed and was told that this was a normal problem. This is my third Crew Cab 4X4 Ford and since this problem arose in the last week before prior to servicing, and considering that two trucks exhibit the same problems, I am sure this is a gross mistake on the part of Holmes Tuttle Ford Service.

This letter serves as formal notice to you that I do not consider the problem corrected to my satisfaction, nor shall I accept any liability arising from this matter. By copies of this letter, I am also notifying The Ford Motor Company Customer Service Department and Ford Motor Credit, the legal owner of the vehicles.



Please govern yourself accordingly.

Sincerely,



President.

Cc: Ford Motor Company Customer Service Department
Ford Motor Credit





Division of Holmes Tuttle Ford
17945 N. ORACLE RD.
ORO VALLEY, AZ 85737
PHONE: (520) 818-6261

HOURS:
Monday through Friday 7:00am to 6:00pm
Saturday 8:00am to 5:00pm



Holmes Tuttle Ford

660 W. Auto Mall Drive
Tucson, AZ 85705
PHONE: (520) 292-3675
Toll Free (800) 350-FORD
HOURS

Monday through Friday 7:00am to 7:00pm
Saturday 8:00am to 5:00pm
www.holmesuttletf.com



Division of Holmes Tuttle Ford
1431 W. Valencia Road
Tucson, AZ 85746
PHONE: (520) 573-9930

HOURS:
Monday through Friday 7:00am to 6:00pm
Saturday 8:00am to 5:00pm

CUSTOMER NO. 1024650	ADVISOR DALE NAUGLE	TAG NO. 1130 3910	INVOICE DATE 12/05/00	INVOICE NO. FHCS109314
	LABOR RATE	LICENSE NO. GTFRE	MILEAGE 24,668	COLOR /
	YEAR MAKE MODEL 00/FORD TRUCK/5-DTY F-250/CREW CAB S	DELIVERY DATE	DELIVERY MILES 0	
	VEHICLE ID NO. 1FTNW21F8YED30440	SELLING DEALER NO.	PRODUCTION DATE 04/04/00	
	F.T.E. NO.	P.O. NO.	S.O. DATE 11/30/00	
	COMMENTS			

JOB# 1 CHARGES

LABOR					
J# 1 03F02	STEERING/SUSPENSION	TECH(S):1199		WARRANTY	
H20					
C/S HAS NO P/S WHEN BRAKES APPLIED					
VERIFY CONCERN. PERFORM PRESSURE FLOW TEST. PUMP OK. HYDRO					
BOOST ERROR. REMOVE AIR CLEANER ASSY. BATTERY, MASTER					
CYLINDER. RPL HYDRO BOOST. RETEST TO VERIFY. OK.					
PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	CB4Z-19B546-A	ADDITIVE FRIC		
	3	F7AZ-3F823-AA	FLUID-PWR/STR.		
	1	F81Z-2005-AA	BSTR ASSY-BRK H		
	1	F7AZ-3F823-AA	FLUID-PWR/STR.		
			TOTAL - PARTS		0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX FHCS JOB# 1 TOTAL 0.00

TOTALS

* [] CASH [] CHECK OK NO. [] *
* [] VISA [] MASTERCARD [] DISCOVER *
* [] AMER XPRESS [] OTHER [] CHARGE *

TOTAL LABOR... 0.00
TOTAL PARTS... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G... 0.00
TOTAL MISC CHG... 0.00
TOTAL MISC DISC... 0.00
TOTAL TAX... 0.00

TOTAL INVOICE \$ 0.00

THANK YOU FOR YOUR BUSINESS!!
GET A FREE PERSONALIZED WEB PAGE FOR YOUR VEHICLE.GO TO WEB
SITE www.holmesuttletford.com,LOCATE AND CLICK ON THE
MyCarPage BUTTON.CLICK THE SIGN ON NOW BUTTON.FOLLOW THE
ONSCREEN DIRECTIONS,THE REST IS AUTOMATIC.

CUSTOMER SIGNATURE

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

X

I ACKNOWLEDGE RECEIPT AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

X

THIS COPY MUST BE RETURNED FOR ADJUSTMENT.

X

APPROVED SIGNATURE & DATE

APPROVED SIGNATURE	DATE

ON BEHALF OF SELLING DEALER: I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREIN IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICE DESCRIBED WERE PERFORMED AT NO CHARGE TO CUSTOMER. THE WARRANTY INFORMATION FROM THE APPROPRIATE FILE OF THE VEHICLE OR OTHERWISE THE PARTS REPAIRED OR REPLACED LOCK THE CLAIM HAS BEEN CONNECTED TO ALL DATA AND ACCIDENTAL DAMAGE OR PHYSICAL DAMAGE TO PROPERTY. NO THE CLAIM ARE AVAILABLE FOR 1 YEAR FROM THE DATE OF REPAIR NOTIFICATION TO THE SELLING DEALER FOR REPAIR. I AM REPRESENTATIVE OF 1000

DATE: 12/05/00