



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 1387

Date Received

Repository ☐

2005 FEB 21 3 37
08-FEB-2005

Reference No.
10111044

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City DEARING

State GA

Zip Code [REDACTED]

Daytime Telephone Number
NOT GIVEN

E-mail Address
[REDACTED]

Evening Telephone Number
[REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner [REDACTED] Date 2-12-05

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

Make
FORD

Model
F150

Model Year
1999

IFTEX17W [REDACTED]

Date Purchased
July 2001

Dealer's Name and Telephone Number
W. H. Lighty Ford/Mercury/Excursion Ford/Kia/Jeep Ford

Engine:
No. Cylinders
8

Fuel Type:
Gas

Original Owner
☐

Dealer's City
Ft. Thomson

State
GA

Zip Code
30224

Transmission Type

☒ Antilock Brakes

Powertrain

Automatic

☐ Cruise Control

Vehicle Component Code

135200 VISIBILITY: REARVIEW MIRRORS/DEVICES: EXTERIOR

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
05-FEB-2005

Failure Mileage
40,000 gradually
got worse

Failure Speed

Side Mirrors

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

NA

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

☐ Yes ☒ No

☐ Yes ☒ No

N

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure:
i.e. parts repaired or replaced (and if old part is available).

COMPLAINT RECEIVED VIA E-MAIL. I OWN A 1999 F150 FORD. THE MIRRORS ON THE DOORS ARE DEFECTIVE. THE FINISH HAS ALMOST ALL COME OFF. IT IS VERY DIFFICULT TO VIEW OUT OF THE SIDE MIRRORS. THEY HAVE THE SIGNAL FLASHERS R AND L IN THE MIRRORS. I HAVE GONE TO THE DEALER, (LOCATED IN THOMSON, GA), AND ASKED THEM TO REPLACE THE MIRRORS. THEY SAID THEY WOULD NOT REPLACE THE MIRRORS, AND THEY WERE NOT COVERED UNDER THE EXTENDED WARRANTY. THE SERVICE DEPARTMENT ACKNOWLEDGED TO ME THAT THE MIRRORS WERE DEFECTIVE, BUT SAID I WOULD HAVE TO PAY TO HAVE THEM FIXED ON MY OWN AT A NON FORD GLASS REPAIR SHOP. THEY ESTIMATED THE COST TO BE \$500.00-\$600.00. I HAD ANOTHER PERSON CHECK AT A DEALER IN COLUMBIA, SOUTH CAROLINA. THEY SAID THE POWER OPERATING PART OF THE SIDE MIRRORS WERE COVERED UNDER WARRANTY, BUT NOT THE GLASS. *AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

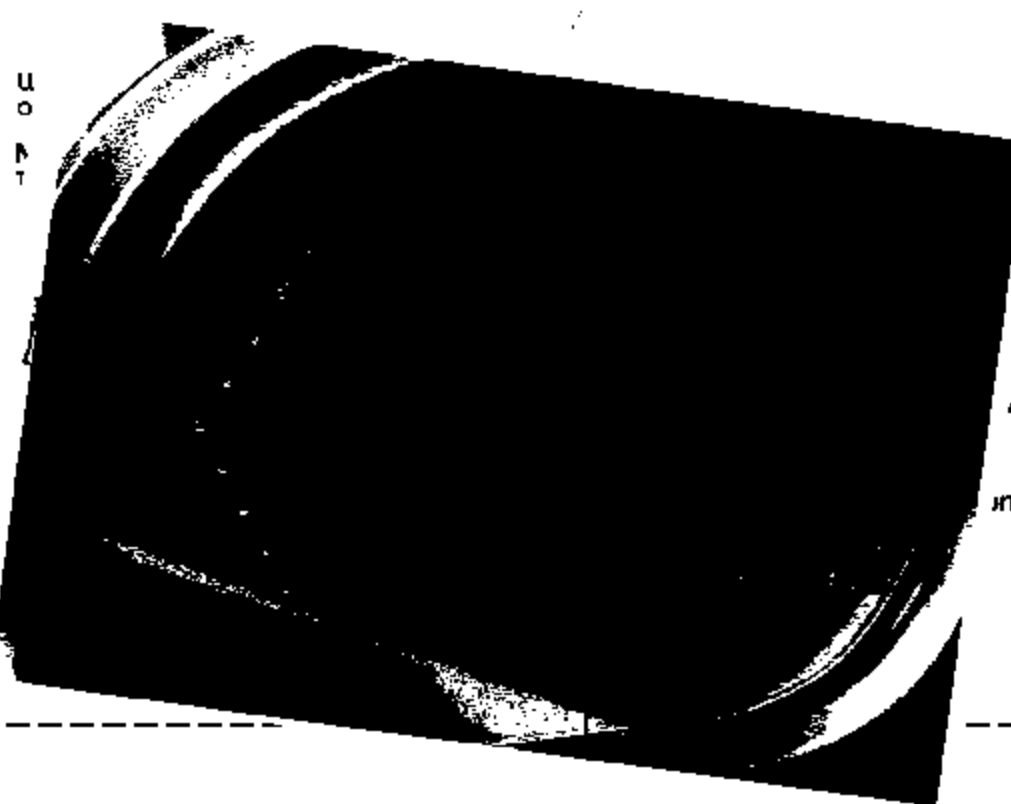
ATTACH ADDITIONAL SHEETS IF NECESSARY

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

Enclosed please find picture of defective side mirror. This is a picture of left side - the right side mirror is also defective. As noted on front side Truck was purchased from Willoughby Ford-Motor in Thomson Ga - About 2 yrs later dealership changed to Fairway Ford. In Sept. or Oct 2004 I went to dealer Fairway Ford in Thomson. At first they said ^{mirrors} were covered under warranty - When I went back to get them replaced - 7-5 days They said they were not covered. Now the dealer is Culpepper Ford - They said they would not correct the problem. Thank You for any assistance you can give me in this matter. Present Mileage 51,880

ATTACH ADDITIONAL SHEETS IF NECESSARY



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



L
J.C.
ADMIN.



**VEHICLE
OWNER'S**

QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

**TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM**

OR

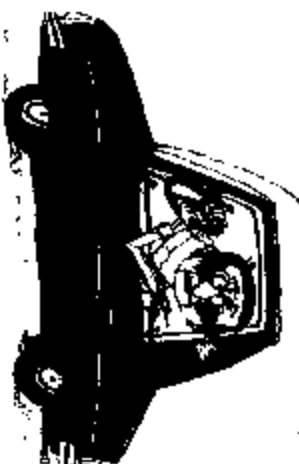
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