



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
(1-888-327-4238)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

2005 JUN 28 AM 9:5
02-JUN-2005Repository ☐Reference No.
10124002

OWNER INFORMATION (Type or Print)

Name

Address

City FORT JOHNSON

State NY

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

☒ YES

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

Signature of Owner

Date 6/10/05

VEHICLE INFORMATION

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

2FTRF082031

Make

FORD

Model

F150

Model Year

2003

Date Purchased

12/27/02

Dealer's Name and Telephone Number

BROWN'S FORD/MERCURY 518-843-4600

Engine:

No. Cylinders 6

Fuel Type:

Gas

Original Owner

☒

Dealer's City

AMSTERDAM

State

NY

Zip Code

12010

Transmission Type

MANUAL

☒ Antilock Brakes☐ Cruise Control

Powertrain

4 WHEEL DRIVE

Vehicle Component Code

083200 ENGINE AND ENGINE COOLING: EXHAUST SYSTEM: MANIFOLD

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

09-MAY-2005

Failure Mileage

-44000-

Failure Speed

0

Heat Shield over Exhaust System became loose. Brown's Ford removed Heat Shield entirely without my permission.

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example: P216/66R15)

DOT No. (Example: DOTM18A8C03G)

☐ 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

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

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).

DT: OWN A 2003 FORD F150 WITH 11,000 MILES. THERE IS A HEAT SHIELD OVER THE MUFFLER THAT WAS FALLING DOWN. TOOK VEHICLE TO THE DEALER, AND AS INSTRUCTED BY FORD, WAS TO REMOVE THE HEAT SHIELD ENTIRELY. FEELS THIS IS DANGEROUS WITHOUT THE HEAT SHIELD WHICH IS NOT ON THE VEHICLE RIGHT NOW. DEALER ORDERED A NEW HEAT SHIELD BECAUSE THE OLD ONE WAS DETERIORATING. FORD ORDERED NOT TO REPLACE THE HEAT SHIELD AS PER ENGINEERING SINCE IT WAS NO LONGER NEEDED. *AK

Heat Shield was removed without my permission. Brown's Ford indicated that 2 heat shields on order. Ford & Brown's Ford indicated on 6/2/05 that the subject heat shield would not be replaced. enclosed a Work order dated 5/9/05 an invoice dated 5/25/05 + a fax dated 5/27/05. (old part is available)

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.

Ticket#: 2855812

Paact Code#: 02728 BROWN'S FORD & MERCURY

Activity: Truck Body and Trim

Contact Person#:

Service: Catalog Concern

Phone#: (518)843-4600 Ext#:

Work: Check Catalog For Error

Fax:(518)843-5091

Original Record Date/Time: 05/27/2005 11:35:06 AM

Source: Phone

Concern Type: Customer (Dealer)

EMail:

Description: 2003 F150, Need the heatshield that is on the underside of the
pick up box at the rear.

Answer: Per engineering, that heat shield has been removed and no longer
needed.

Service Part Base X

Vehicle Type Light Truck

Vehicle Line F1

Model Year 2003

Catalog Deck 218

Model F150 F-SERIES

Product Analyst Code 505

Customer Bulletin:

Did you know the new 2006 Mark LT is now
available in your EPC catalog. You will find all
Mark LT parts under the F6 vehicle designation
which is also used for the F150.

Paperwork from Ford Engineering

Gryzb

THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
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).