

 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 100148	
U.S. Department of Transportation National Highway Traffic Safety Administration		Date Received 26-MAR-2007	Repository ☐ Reference No. 10186217
		Daytime Telephone Number Evening Telephone Number	E-mail Address
OWNER INFORMATION (Type or Print)			
Name		Address	
City	State	Zip Code	
SUNNYVALE	CA		
Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO In the absence of an authorized signature, please provide your name and address to the vehicle manufacturer. Signature of Owner: _____ Date: 4/5/2007			
VEHICLE INFORMATION			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make	Model
1FAHP28125G		FORD	FIVE HUNDRED
		Model Year	
		2005	
Date Purchased	Dealer's Name and Telephone Number		Engine:
10-MAY-05			No: Cylinders 6
Original Owner	Dealer's City	State	Zip Code
☒			
Transmission Type	☐ Antilock Brakes	Powertrain	Vehicle Component Code
AUTOMATIC	☒ Cruise Control	ALL WHEEL DRIVE	034530 SERVICE BRAKES, HYDRAULIC: FOUNDATION COMPONENTS
Multiple Failure: 1			
FAILED COMPONENT(S)/PART(S) INFORMATION			
Incident Date(s)	Failure Mileage	Failure Speed	
26-MAR-2007	19600 19619	0	REAR ROTOR + BRAKES
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE			
Tire Make	Tire Model (Name or Number)		Tire Size (Example P215/65R15)
DOT No. (Example: DOTM9ABC036)	☐ Original Equipment	Failure Location:	
	☐ Prior Repair		
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
☐ Yes ☒ No	☐ Yes ☒ No		
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).			
TL*THE CONTACT OWNS A 2005 FORD FIVE HUNDRED. THE VEHICLE WAS TAKEN TO DEALER FOR ROUTINE MAINTENANCE ON MARCH 26, 2007. THE CONTACT BELIEVES THERE WAS A DEFECT WITH THE BRAKE ROTORS AND REAR BRAKES. THE CURRENT AND FAILURE MILEAGE WERE 19600.*AK The dealer changed the rotor ^{+brakes} on the rear brakes, stating the brakes & rotor were near the end of their life. The Rotors were replaced under warranty. Why? Why should the rotor/brakes need to be replaced at such an early mileage of 19,619. Shouldn't the rear brakes/rotor be good for at least 80-90 thousand miles? If this was normal wear, why replace the rotor under warranty?			
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY			

There was no sound of any kind to indicate any brake defect. I have held on to my ^{OLD} brake pads but they couldn't provide me with the old rotors.

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

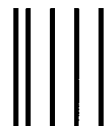
My worry now is the fact there was no "sound" or "performance" indication that the brake system was defective. Do I need to keep worrying that there will be another change needed within another 17-19K miles and once again I will be caught unaware.

In my past experience, the brakes start making a little noise when they've reached end of life. What indication should I be hearing/looking for the next brake change??

ATTACH ADDITIONAL SHEETS IF NECESSARY

DOT
NATIONAL HIGHWAY
TRAFFIC SAFETY ADM
400 7TH ST SW
WASHINGTON DC 20590

OFFICIAL BUSINESS



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO 1888 WASHINGTON DC

POSTAGE WILL BE PAID BY ADDRESSEE

US DEPARTMENT OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
OFFICE OF DEFECTS INVESTIGATION, NVS-210
400 7TH ST SW
WASHINGTON DC 20077-8214



**Think your vehicle
has a safety defect?**



**If so:
Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

