



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 100148

Date Received

18-JUL-2008

Repository ☐

Reference No.
10234836

OWNER INFORMATION (Type or Print)

Name

Address

City

JEFFERSON

State WI

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 ☒ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date / /

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1FTPX145

Make
FORD

Model
F-150

Model Year
2005

Date Purchased

Dealer's Name and Telephone Number

Engine:

Fuel Type:

No: Cylinders

Original Owner
☐

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Vehicle Component Code
010000 STEERING

Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
03-JUL-2008

Failure Mileage
33000

Failure Speed
0

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
☐ 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

0

Number of Deaths

0

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 F-150. THE CONTACT TOOK HIS VEHICLE TO HAVE IT REPAIRED FOR NHTSA CAMPAIGN ID NUMBER 08V208000 (SERVICE BRAKES, HYDRAULIC:POWER ASSIST:VACUUM:HOSES, LINES/PIPING, AND FITTINGS). AFTER THE REPAIR, THE TECHNICIAN INFORMED HIM THAT HE NEEDED TO HAVE THE TIE RODS REPLACED AT THE COST OF \$288. THE CONTACT HAS NOT HAD THE TIE RODS REPLACED. THE MANUFACTURER WOULD ONLY ASSUME PARTIAL FINANCIAL RESPONSIBILITY FOR THE REPAIRS. THE FAILURE AND CURRENT MILEAGES WERE 33,000.

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.

001 10234836

65023

CORTNEY

289916



INVOICE

1642 JANESVILLE AVE.
FORT ATKINSON, WI 53538
920-568-4444 • TOLL FREE 800-289-6666
www.havillspoerl.com



FORD WARRANTY 06143
P & A CODE

JEFFERSON, WI
HOME: BUS:

PAGE 1

SERVICE ADVISOR: 134 NICK ALVARADO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
SILVER	05	FORD F-150	1FTPX14545N		33681/33681		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03JUL08 IS			WAIT 03JUL08		0.00	CASH	03JUL08
R.O. OPENED		READY	OPTIONS: ENG:5.4_Liter_3V_SOHC				

07:07 03JUL08 08:58 03JUL08

LINE OPCODE TECH TYPE HOURS

A 08S05 BRAKE MODIFICATION

CAUSE: 33681 RECALL REPLACED THE BRAKE BOOSTER HOSE

08S05C REPLACE BRAKE BOOSTER VACUUM HOSE

74 W

1 6L3Z*9W431*A TUBE - VACUUM

FC: PART#: COUNT:

CLAIM TYPE: 08S05

AUTH CODE:

7539

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00

IMPORTANT

YOU MAY RECEIVE A
CUSTOMER SATISFACTION SURVEY
FROM FORD MOTOR CO. REGARDING
THIS SERVICE. IF, FOR ANY REASON YOU
CANNOT GRADE US COMPLETELY SATISFIED

(N/C)

(N/C)

PLEASE CONTACT OUR SERVICE
MANAGER. THANK YOU.

HAVILL-SPOERL
FORD LINCOLN MERCURY
(800) 289-6666

0.00

33681 RECALL REPLACED THE BRAKE BOOSTER HOSE

B PERFORM QUALITY CARE MULTI POINT INSPECTION REPORT CARD, SEE SERVICE
ADVISOR FOR INSPECTION RESULTS.

99P PERFORM QUALITY CARE MULTI POINT INSPECTION
REPORT CARD, SEE SERVICE ADVISOR FOR
INSPECTION RESULTS.

74 C

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

33681 INSPECT NEEDS TIRE ROTATION RIGHT OUTER TIEROD END IS LOOSE

NEEDS TIRES ROTATED AND RIGHT
OUTER TIE ROD END 284.95

YOU MAY BE RECEIVING A SURVEY FROM THE
MANUFACTURER. IF FOR ANY REASON YOU CAN NOT
RATE YOUR VISIT AS "COMPLETELY SATISFIED"
PLEASE CONTACT TONY BAKER, GENERAL MANAGER,
AT 800-289-6666. THANK YOU!!

Bill

Call AT

WWW.HAVILLSPOERLFORD.COM

2:00

1:00



"Motor vehicle repair
practices are regulated by
chapter ATCP 132, Wis.
Adm. Code, administered
by the Bureau of Consumer
Protection, Wisconsin
Dept. of Agriculture, Trade
and Consumer Protection,
P.O. Box 8311, Madison,
Wisconsin 53708-8911."

"Any warranties on the products 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 neither assumes nor authorizes any other person to assume for it any liability in
connection with the sale of said products."

***SHOP SUPPLIES**

A NOMINAL CHARGE FOR SHOP SUPPLIES IS INCLUDED TO ACCOUNT FOR
MISCELLANEOUS CLEANERS, SOLVENTS, RAGS, HARDWARE AND ITEMS USED
IN THE COURSE OF SERVICING YOUR VEHICLE.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are
not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your
control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I
hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or
elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above
vehicle to secure the amount of repairs thereto. I ACKNOWLEDGE RECEIPT OF A COPY OF THIS AGREEMENT.

X

CUSTOMER'S SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

65023

290365



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FORD WARRANTY 06143
P & A CODE

JEFFERSON, WI

PAGE 1

HOME: [REDACTED] BUS:

SERVICE ADVISOR: 134 NICK ALVARADO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
SILVER	05	FORD F-150	1FTPX1454		34450/34450		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03JUL08 IS			13:00 22JUL08		0.00	CASH	22JUL08
R.O. OPENED		READY	OPTIONS: ENG:5.4 Liter_3V_SOHC				

06:17 22JUL08 07:50 22JUL08

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A CUSTOMER STATES STEERING WHEEL HAS SHIMMY WHILE DRIVING
CAUSE: 34450 RIGHT OUTER TIEROD END TEST DRIVE. INSPECT FRONT END FOR
CAUSE OF SHIMMY. FOUND THE RIGHT OUTER TIEROD END IS
LOOSE. REPLACED IT. CHECKE

3130AA TIE ROD END AND/OR DRAG LINK - REPLACE
(3A130/3A131/3304) - L

74 W

1 MEOE*76* END - SPINDLE ROD CONNECTING

30J1A CASTER, CAMBER, TOE-IN - CHECK - L

74 W

3001A6 TOE-IN - CORRECT (FRONT/REAR) - L

74 W

DED CUSTOMER PAY DEDUCTIBLE

99 CWD

HAVILL-SPOERL
PAID

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(N/C)

(N/C)

(N/C)

PLEASE CONTACT OUR SERVICE
MANAGER. THANK YOU.

(N/C)

HAVILL-SPOERL
FORD LINCOLN MERCURY
(800) 289-6666

135.00

135.00

FC: C50 33

PART#: MEOE*76*

COUNT:

CLAIM TYPE: P05

AUTH CODE:

7539

JUL 22

CHK [REDACTED]
CC# [REDACTED]

SH [REDACTED]

PARTS: 0.00 LABOR: 135.00 OTHER: 0.00 TOTAL LINE A: 135.00

34450 RIGHT OUTER TIEROD END TEST DRIVE. INSPECT FRONT END FOR CAUSE OF
SHIMMY. FOUND THE RIGHT OUTER TIEROD END IS LOOSE. REPLACED IT. CHECKED
THE ALIGNMENT AND RESET TOE.

B COURTESY WASH

WASH COURTESY WASH

99 C

0.00

0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C PERFORM QUALITY CARE MULTI POINT INSPECTION REPORT CARD, SEE SERVICE
ADVISOR FOR INSPECTION RESULTS.



"Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911."

"Any warranties on the products 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 neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products."

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X

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MISC. CHARGES	
TOTAL CHARGES	
LESS ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY