

 U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 2009 FEB 23 1888-DAW-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148	
		Date Received 21-JAN-2009		Repository ☐ Reference No. 10255862	
OWNER INFORMATION (Type or Print)				Daytime Telephone Number	
Name				Evening Telephone Number	
Address				E-mail Address	
City GAINESVILLE		State GA	Zip		
Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO In the absence of a signature, you 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 1FTSW20P77		Make FORD		Model F-250	Model Year 2007
Date Purchased 05-07	Dealer's Name and Telephone Number Billy Howell Ford - 770-887-2311			Engine: No. Cylinders V-8	Fuel Type: Diesel
Original Owner ☒	Dealer's City Cumming		State GA	Zip Code 30506	
Transmission Type Auto	☒ Antilock Brakes ☒ Cruise Control	Powertrain 2 wheel Super Duty	Multiple Failure:		Incident Date(s) 19-DEC-2008
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 021000 SUSPENSION: FRONT				Failure Mileage 77847	Failure Speed 65
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make Michelin		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 ☐ 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 2007 FORD F-250. WHILE DRIVING APPROXIMATELY 65 MPH, THE DRIVER HEARD A NOISE COMING FROM THE FRONT END OF THE VEHICLE. HE PULLED OVER TO THE SHOULDER AS THE NOISE INCREASED. THE VEHICLE WAS DRIVEN TO A DEALER AND THEY STATED THAT THE FRONT WHEEL BEARINGS WERE DEFECTIVE. THE VEHICLE WAS REPAIRED. THE MANUFACTURER STATED THAT THEY WERE NOT LIABLE FOR THE REPAIRS DUE TO POOR MAINTENANCE. THE CURRENT MILEAGE WAS 82,500 AND FAILURE MILEAGE WAS 77,847. 1) why weren't the shields installed before purchase by selling Dealer 2) why weren't the shields installed at time of repair 3) why was this not a recall. Ford knew the road debris contamination could have caused the bearing to go bad and in turn loose a wheel while driving					
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 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)

Vehicle was being driven, front wheel bearing caused the spindle to break apart - the front wheel could have come off per the mechanics findings. Due to road debris + contamination Ford had issued a Service Bulletin about the brake shield not having the correct material to keep the contamination from occurring. Ford never issued a recall to advise the consumer of this potential problem. Ford has come out with a new brake shield but would not help with the cost of the repair that we are out of pocket. I believe this should have been a recall. The wheel could have come off.

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

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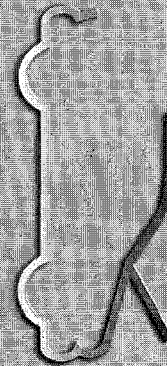
WASHINGTON, DC

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**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



**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

Gainesville, Ga. _____

January 31, 2009

US Department of Transportation
NHTSA

This letter is to bring to your attention a failure that occurred on December 18, 2008 with my Ford F250 Super Duty # (1FTSW20P77) _____ purchased May of 2007.

My husband was towing a boat to Florida. While driving on the interstate, he heard a loud whining noise coming from the front of the truck. Knowing that this was not a good sound he pulled the truck over to check the truck for any problems that he could see. When he could not determine the problem he decided to contact a Ford dealer in the area (Bozard Ford). The dealer luckily was located right off the next exit which was about 6 miles up the road. The truck was driven into their location where the mechanic took the truck on a test drive to determine the noise.

The mechanic was gone for a short time and came back and reported that the front right spindle was disintegrating and the wheel could have come off. If this had occurred especially while towing a boat, it could have been a bad situation.

Knowing that the truck had a 100,000 DRIVETRAIN warranty and the mileage was 77,822 my husband questioned the mechanic about warranty coverage. He was told that the failure was not related to the DRIVETRAIN, Ford would not cover the repairs. They quoted a cost \$1,013.67 for the repair (see enclosed). The mechanic was questioned as to how this could happen on a truck just 19 months old. He informed my husband that it was due to road contaminants such as debris or water getting into the bearing.

Ford customer service was contacted on December 18, 2008 to see if any assistance would be available. The lady that I spoke with gave me the same answer. Due to the mileage the answer was NO. I let the lady know that we have owned Ford trucks for a very long time and that we were a good customer. I asked again for assistance and again was denied.

My husband had no choice but to leave the truck overnight at the dealer for the parts to be ordered and arrive the next day. The truck would be fully repaired at this time. A car was rented so that a place could be found to stay overnight. He left the next day with the truck repaired.

Since I did not receive any assistance from Ford Customer Relations I decided to contact several Ford dealers in my area to question them about the failure. I was informed by every Ford dealer I contacted that this was a known issue and they see the failure occurred on a frequent basis.

To further my research I found a Technical Service Bulletin (TSB) dated 08/21/06: (see enclosed) DRIVETRAIN FRONT WHEEL BEARING NOISE. The bulletin was for FRONT WHEEL BEARING NOISE ON F-250/350 VEHICLES BUILT PRIOR TO 7/21/06 and the issue was on some 2005-2007 F-Super Duty 250/350 vehicles built prior to 7/21/2006 may exhibit front wheel bearings that are noisy. This may be caused by bearing contamination due to road debris or water (the same words used by the Ford mechanic at Bozard). The fix was a revised brake disc shield which includes a foam seal to help reduce bearing contamination from road debris and water.

After reading the bulletin I checked the date of when the truck was built. The door jam indicated the truck was built 06/06. This would fall directly under the bulletin information and with the exact same failure that occurred with the truck.

I then recontacted Ford on January 21, 2009 and asked them to review my request again. I was told that Ford would not be able to offer assistance due to the mileage and the answer was NO. I explained to them about the service bulletin that was listed under the DRIVETRAIN. The truck has a 100,000 mile DRIVETRAIN warranty and the same failure occurred. Again the answer was NO. I then asked again to please look at all the information. I was put on hold so some research could be done, the lady came back on the line I was told NO and the this time it was due to poor maintenance that caused the bearing to go bad.

I questioned this due to the fact this was not noted on the repair order as to the cause, and the first lady I spoke with never gave this as the reason. Again I was told NO assistance.

I also questioned that fact that this was a safety issue and that with the failure being a known problem with the trucks why the customers were not notified if the end result can be a wheel coming off. The answer was this was a service bulletin not a recall. I tried to have her give me a supervisor but she said that I would be given the same information and the decision was already made. At that point the conversation was over.

I have several questions now for Ford.

- 1) Why weren't the revised shields installed at the factory or by the dealer before the sale of the truck (bulletin issue in 2006 truck purchased in 2007).
- 2) If the failure is due to road contaminates to the point of a wheel coming off then why was this not a safety recall to inform the consumer to have the update shields installed.
- 3) Why weren't the revised shields installed by the authorized Ford dealer in Florida when they did the repair. After reading the repair order (see enclosed) all they did was replace the right front spindle, bearings and hub assembly. Repack left front wheel bearing. At this point the same failure can happen again.

I would appreciate if you would look into this and maybe see my point of view. I am asking that Ford reimburse me fully for the repairs @ \$1,013.67 (see enclosed repair order) and also have the revised shields installed (left and right) on the truck at no cost to me so this does not happen again.

If you would please respond to me I would appreciate it. I believe I have some viable questions and concerns and would like an answer from someone in your position that will listen and understand.

Sincerely,
