

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                      |                           |                                |                                        |                                                                      |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|---------------------------|--------------------------------|----------------------------------------|----------------------------------------------------------------------|
|  <b>DOT Auto Safety Hotline</b><br><b>Vehicle Owner's Questionnaire</b><br><b>To Report Vehicle Safety Defects</b><br><b>1-888-DASH-2-DOT</b><br><b>(1-888-327-4236)</b><br><b>INTERNET:www.nhtsa.dot.gov/hotline</b>                                                                                                                                                                                                                                                                           |                                                                                      |                           |                                | <b>FOR AGENCY USE ONLY 100148</b>      |                                                                      |
| <b>U.S. Department of Transportation</b><br><b>National Highway Traffic Safety Administration</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                      |                           |                                | Date Received<br><br>07-SEP-2010       | Repository <input type="checkbox"/><br><br>Reference No.<br>10354176 |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                      |                           |                                | Daytime Telephone Number<br>[REDACTED] |                                                                      |
| <b>OWNER INFORMATION (Type or Print)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                      |                           |                                |                                        |                                                                      |
| Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                      | [REDACTED]                |                                |                                        |                                                                      |
| Address                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                      | [REDACTED]                |                                |                                        |                                                                      |
| City                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | LENOIR                                                                               | State                     | NC                             | Zip Code                               | [REDACTED]                                                           |
| The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).                                                                                                                                                                                                                                                                |                                                                                      |                           |                                |                                        |                                                                      |
| <b>VEHICLE INFORMATION</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                      |                           |                                |                                        |                                                                      |
| 17 digit Vehicle Identification Number Located at bottom of windshield on driver's side                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                      | Make                      | Model                          | Model Year                             |                                                                      |
| 1FTSW21P35E [REDACTED]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                      | FORD                      | F-250                          | 2005                                   |                                                                      |
| Date Purchased                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Dealer's Name and Telephone Number                                                   |                           | Engine:                        | Fuel Type:                             |                                                                      |
| 9/05                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | CROSSROADS FORD                                                                      |                           | No: Cylinders                  |                                        |                                                                      |
| Original Owner                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Dealer's City                                                                        | State                     | Zip Code                       |                                        |                                                                      |
| <input checked="" type="checkbox"/>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | MORGANTON NC                                                                         |                           |                                | 8 DIESEL                               | Diesel                                                               |
| Transmission Type                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | <input type="checkbox"/> Antilock Brakes                                             | Powertrain                | Multiple Failure:              | Incident Date(s)                       |                                                                      |
| AUTO                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | <input type="checkbox"/> Cruise Control                                              | 4x4                       | yes                            | 08-FEB-2010                            |                                                                      |
| <b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                      |                           |                                |                                        |                                                                      |
| Vehicle Component Code: 021000 SUSPENSION: FRONT                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                      |                           |                                | Failure Mileage                        | Failure Speed                                                        |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                      |                           |                                | 26000                                  | 65                                                                   |
| <b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                      |                           |                                |                                        |                                                                      |
| Tire Make                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Tire Model (Name or Number)                                                          |                           | Tire Size (Example P215/65R15) |                                        |                                                                      |
| DOT No. (Example: DOTM9ABC036)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <input type="checkbox"/> Original Equipment<br><input type="checkbox"/> Prior Repair |                           | Failure Location:              |                                        |                                                                      |
| Tire Component Code                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                      |                           | Tire Failure Type:             |                                        |                                                                      |
| <b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                      |                           |                                |                                        |                                                                      |
| Make:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Date Manufactured:                                                                   |                           | Model No./Name:                |                                        |                                                                      |
| Seat Type:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Installation System:                                                                 |                           |                                |                                        |                                                                      |
| Child Seat Component Code:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                      | Failed Part:              |                                |                                        |                                                                      |
| <b>APPLICABLE INCIDENT INFORMATION</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                      |                           |                                |                                        |                                                                      |
| (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                     |                                                                      |
| <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No                  |                           |                                | N                                      |                                                                      |
| Narrative Description of Incident(s), Crash(es), and Injury(ies).<br>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-250. WHILE TRAVELING 65 MPH OVER A BUMP OR CRACK IN THE SURFACE OF THE ROAD THE CONTACT NOTICED THAT THE FRONT END OF THE VEHICLE BEGAN TO SHAKE. THE VEHICLE WAS TAKEN TO A LOCAL MECHANIC WHERE THE CONTACT WAS INFORMED THAT THE VEHICLE WAS PERFORMING NORMALLY. THERE WERE NO PRIOR WARNINGS. THE FAILURE MILEAGE WAS 26000 AND THE CURRENT MILEAGE WAS 28000.                                                                                                                                                                            |                                                                                      |                           |                                |                                        |                                                                      |
| 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. |                                                                                      |                           |                                |                                        |                                                                      |



# FRED'S OFF ROAD & PERFORMANCE CENTER

1615 Norwood Street, Lenoir, N.C. 28645

Toll Free 1-888-728-9799 / Local 828-728-8616

web site: [www.fredsoffroad.com](http://www.fredsoffroad.com)

"Largest Performance Store in the Carolinas"

CASH INVOICE

PO#

INVOICE# 102965

CUST#

CO. DOC.

IVC DATE 07/23/10

SOLD +++ CASH CUSTOMER +++  
TO

0

| ITEM # | LINE       | DESCRIPTION | X | QTY | PRICE | NET   | AMOUNT T |
|--------|------------|-------------|---|-----|-------|-------|----------|
| 87322  | ROUGH CTRY | SUSPENSION  | A | 2   |       | 39.94 | 79.88 Y  |
| 87150  | ROUGH CTRY | RED BOOT    | A | 2   |       | 3.44  | 6.88 Y   |
|        | /DP        | SHIPPING    | A | 1   |       | 11.95 | 11.95 Y  |

SUBTOTAL 98.71  
SALES TAX 7.65

SLSMAN 1T-03

1:21 PM

TOTAL \$106.36

=====

107.00 / 106.36 / 0.64

00003 10.65

KEEP COOLER THIS SUMMER WITH AVS VENTVISORS-LOWER WINDOWS/KEEP RAIN OUT!!

Not legal for use on emission-control vehicles and intended for racing purposes only.

NO REFUNDS AFTER 10 DAYS. ALL CLAIMS MUST BE ACCOMPANIED BY THIS INVOICE.

Box  
ENDS w/PART#<sup>s</sup>

①



Rough CTRY  
PART #<sup>s</sup>

②



FOR FRONT  
SUSPENSION

12-29-10

TO FORD MOTOR COMPANY:

I [REDACTED] OWN TWO 2005 F250 SUPER DUTYS I HAVE CALLED FORD 3 OR 4 TIMES CONCERNING MY SAFETY WHILE DRIVING MY VEHICLE. I HAVE CALLED FORD CUSTOMER ASSISTANCE ABOUT THE PROBLEM AND IT HAS BEEN A VERY UNRESOLVED CONCERN (SAFETY) WHEN I SPOKE WITH CUSTOMER SERVICE THEY TOLD ME WE HAVE HAD NO REPORTS OR ISSUES WITH THIS PROBLEM OK CHECK YOUR TIRE PRESSURE? FRONT END WEAR? OR HAVE YOUR FRONT END CHECKED I DID ALL ABOVE THERE WERE NO FAULTS I DO NOT TAKE MY VEHICLES OFF ROAD I TAKE CARE OF MY VEHICLES

[REDACTED] • Lenoir, NC • [REDACTED]

THE PROBLEM I HAVE IS  
WHILE DRIVING MY TRUCK  
AT SPEEDS OF 55 TO 65 MPH  
AFTER HITTING UNPAVED OR UNEVEN  
SURFACES MY TRUCK GOES INTO  
A SHAKE I CANT CONTROL  
IT SHAKES SO HARD THANK OF  
HOLDING ON TO THE WHEEL AND  
RUNNING OVER 100 YARDS OF  
POT HOLES THATS WHAT ITS LIKE  
IT WILL SHAKE A INCH OF COFFEE OUT  
OF A 16 OUNCE CUP I HAVE HAD  
MY VEHICLES CHECKED NO ONE  
CAN FIND ANYTHING WRONG?  
I HAVE CALLED DEALER NO HELP  
I HAVE CALLED FORD NO HELP  
WHAT DO I DO WELL I  
CALLED A OFF ROAD DEALER SHOP

[REDACTED] • Lenoir, NC [REDACTED]  
[REDACTED]

Called FRED'S OFF ROAD  
& PERFORMANCE CENTER  
I TOLD THEM MY PROBLEM  
& SAFETY CONCERNS THAT  
I NEEDED TO FIND OUT WHY  
MY TRUCK GOES INTO THIS  
SHAKING SO BAD I COULDN'T  
HOLD ON TO THE WHEEL &  
I WOULD TAKE MY <sup>VEHICLE</sup> FROM THE  
RIGHT LANE TO THE LEFT AFTER  
HITTING A UNEVEN PLACE IN THE  
ROAD I DON'T FEEL GOOD OR  
SAFE WHILE DRIVING, WELL FRED'S  
TOLD ME THAT IT'S CALLED  
A (DEATH CHATTER) SHAKE  
THEY SAID IT SOUNDED LIKE  
STEERING STABILIZER WELL WE  
LOOKED IN ROUGH COUNTRY CATALOG  
GUESS WHAT IT SAID  
(PROBLEM SOLVER) (SHADED IN  
BLACK)

PART # 87322

IT STATES: PROBLEM SOLVER  
STAB: ROUGH COUNTRY

I TOLD THEM I HAVE TWO  
F-250 SUPER DUTYS I WANT TWO  
OF THOSE THERE WAS A BACK  
ORDER ON #87322 I PUT THIS  
SO CALLED PROBLEM SOLVER ON  
MY TRUCKS I HAVE HAD NO  
SHAKING SINCE WHATS WRONG  
WITH FORD THERE IS A PROBLEM  
THE REPLACEMENT PART IS CALLED  
'PROBLEM SOLVER STAB' I WILL  
CALL N.H.T.S.A I WOULD LIKE TO  
HAVE MY MONEY REFUNDED TO ME  
FOR TAKEING MATTERS INTO MY

• Lenoir, NC

OWN HANDS I AM A FORD  
CUSTOMER MY SATISFACTION MEANS  
A LOT I SPENT A LOT OF TIME  
& MONEY FINDING OUT WHAT WAS  
WRONG WITH MY TRUCKS.

I OWN 2 FORD F-250'S 2005

① VEH-ID 1FTSW21D35E [REDACTED]  
AS OF 9-5-2010 <sup>MILES</sup> 28.982 MILES

② VEH-ID 1FTSX21555E [REDACTED]  
AS OF 9-5-2010 <sup>MILES</sup> 74.291

IT IS ONLY RIGHT THAT  
FORD REFUNDS MY MONEY BECAUSE  
IT IS A PROBLEM AND  
HAS BEEN. THANKS [REDACTED]



FROM THE DESK OF

[REDACTED]

[REDACTED]

[REDACTED]

Lenoir, NC

[REDACTED]

H-  
C-

[REDACTED]

NHTSA # 10354176  
Report

[REDACTED] • Lenoir, NC • [REDACTED]