

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 22-MAR-2011 MAY 02 2011		Repository ☐ Reference No. 10392459
				Daytime Telephone Number [REDACTED]		E-mail Address
OWNER INFORMATION (Type or Print)						
Name [REDACTED]			Evening Telephone Number			
Address [REDACTED]						
City FINCASTLE	State VA	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).						
VEHICLE INFORMATION						
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1FTRF14W55N [REDACTED]			Make FORD	Model F-150	Model Year 2005	
Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:	
Original Owner ☐	Dealer's City	State	Zip Code			
Transmission Type	☐ Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s) 22-MAR-2011		
	☐ Cruise Control					
FAILED COMPONENT(S)/PART(S) INFORMATION						
Vehicle Component Code: 021000 SUSPENSION: FRONT				Failure Mileage 36500	Failure Speed	
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: 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	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).						
TL* THE CONTACT OWNS A 2005 FORD F-150. THE VEHICLE WAS TAKEN FOR INSPECTION WHEN THE CONTACT WAS INFORMED THAT BOTH FRONT LOWER BALL JOINTS WERE WORN AND WOULD NEED TO BE REPLACED. THE CONTACT DID NOT INFORM THE DEALER OR MANUFACTURER NOR WAS THE VEHICLE REPAIRED. THE CURRENT AND FAILURE MILEAGES WERE 36,500. <i>See enclosed ITR.</i> <i>Dealer & Manufacturer were notified.</i> <i>Repairs were made.</i>						
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.						

[REDACTED]
Fincastle, VA
[REDACTED]

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

April 11, 2011

Dear Sir:

On March 22, 2011 I took my Ford F150 Pickup Truck to a local inspection station for its yearly state inspection. I was informed at that time that both front lower ball joints were worn and would need to be replaced before it would pass inspection.

I had 36,923 miles on my truck on that date, and find it near impossible to believe that not only one, but both front lower ball joints were worn to the point of failure in only 36,923 miles.

I firmly believe that Ford has used inferior and faulty parts on these vehicles, and that Ford needs to be responsible for these repairs, not only on my vehicle, but all vehicles that have these worn out parts in such low mileage situations.

The mechanic explained to me that these parts have a plastic liner inside the ball joint that does not hold up well and that he personally has seen many of these cases on Ford trucks brought to his shop for replacement and repairs. This is just one small garage, what is the problem like nationwide?

I look forward to hearing from you soon. Thank you for your time and attention to this matter.

Sincerely,

[REDACTED]
[REDACTED]
[REDACTED]



Fincastle VA

ROANOKE VA 2401

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USA FIRST CLASS PERMIT NO. 1000 ROANOKE VA

PAID 02/20/11

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