

CL 10494303-8210  
1/7/13

NVS-200

JAN 17 2013

National Highway Traffic Safety Administration(NHTSA) ✓  
400 Seventh Street  
U.S. Department Of Transportation  
Washington, D.C.20590  
Re: Replacement of top ball joints Ford 2005 Explorer

TELETYPE SECURITY UNIT  
JAN 17 10 49 58

INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Dear Sir or Madam,

My family owns a 2005 Ford Explorer, Model XLS, four door, with 4.0 V-6 engine with automatic transmission. This vehicle was purchased from Rozier Ford in Statesboro Georgia in December 2005. The vehicles VIN # is 1FMZU62K85U [REDACTED]

After a scheduled tire rotation on 12/20/12 both ball top ball joints were inspected and were out of tolerance resulting in replacement. Both bottom ball joints were inspected and were found to be in tolerance. The repair work was completed by a non Ford shop or dealer.

My concern and disappointment is that both top ball joints failed prematurely with only 66,704 miles resulting in a possible safety issue with the front suspension . It is important to note by locating and completing repairs no damage was sustained to the vehicle or to the owner.

To my knowledge there has been no recall by the manufacturer noting problems with the above described repair.

Thank you for your attention in this matter.

Sincerely,

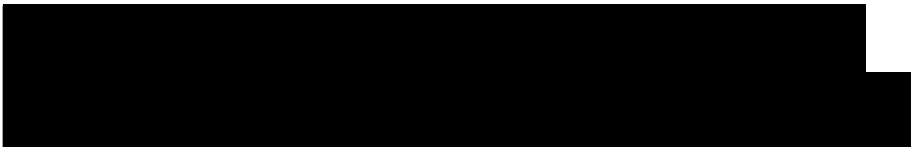
[REDACTED]

Statesboro, Georgia

[REDACTED]

Copy to:  
Ford Motor Company  
Customer Relationship Center  
P.O. Box 6248  
Dearborn, Michigan 48121

NAF  
1/8/13  
AMD



STATES BOND, GEORGIA

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WY1-323 EF  
BERNDETTE  
MILLINGS

(NHTSA)  
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION  
400 SEVENTH STREET  
U.S. DEPARTMENT OF TRANSPORTATION  
WASHINGTON, D.C. 20590

