 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>	<p>Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>	FOR AGENCY USE ONLY 100148	
		Date Received 30-APR-2014	Repository <input type="checkbox"/> Reference No. 10585630

OWNER INFORMATION (Type or Print)			
Name	[REDACTED]		
Address	[REDACTED]		
City	State	Zip Code	
COTUIT	MA	[REDACTED]	
Daytime Telephone Number		E-mail Address	
[REDACTED]		[REDACTED]	
Evening Telephone Number			

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 1FTYR14U24P [REDACTED]	Make FORD	Model RANGER	Model Year 2004
Date Purchased	Dealer's Name and Telephone Number BALISE FORD		Engine: No: Cylinders 6
Original Owner <input type="checkbox"/>	Dealer's City HYANNIS, MA	State	Fuel Type: GAS
Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 05 FEB 2014 15 JAN 2014

FAILED COMPONENT(S)/PART(S) INFORMATION		
Vehicle Component Code: 020000 SUSPENSION	Failure Mileage 80000 61,000	Failure Speed 25

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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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				
<i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</i>				
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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 2004 FORD RANGER. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 25 MPH, THE REAR SHACKLES FAILED. THE VEHICLE WAS TAKEN TO A DEALER WHERE IT WAS ADVISED THAT THERE WAS CORROSION AROUND THE CONTROL ARM WHERE IT WAS MOUNTED TO THE FRAME. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE DEFECT. THE APPROXIMATE FAILURE MILEAGE WAS ~~80,000~~ 61,000.

FORD WAS NOTIFIED APPROX. FEB 14 ON THEIR CUSTOMER LINE & THEY RECORDED MY COMPLAINT & VIN. [REDACTED]

June 10, 2014

Addendum to VOQ

Ref. 10585630

2004 Ford Ranger VIN 1FTYR14U24P [REDACTED]

Date of Shackle Failure: Jan 15, 2014

When the rear shackle for leaf spring failed, I had both sides replaced at Sullivan Tire. The said truck was severely rusted from the shackle mounting brackets back through where the bumper brackets were attached. They recommended that I not tow a trailer with the bumper trailer ball at the risk of losing the trailer on the road while underway. The new shackle brackets were mounted on "tenuous metal" using large washers (see photo), and I was advised to get the frame resupported/rebuilt as the shackle mounts could fail again. The shackle work cost \$448.59.

Then I took the vehicle to a body shop specializing in frame restoration. They removed the truck bed and replaced the rotted metal with new, going beyond the shackle attachment area so that it would be solid again. See photos included here, of before frame patch-up and after. Bill was \$500, invoice included. The frame is now safe and fit for towing.

Other warnings:

1. In 2002 I had a slow leak in a tire. The shop discovered the steel rim was leaking at the weld seam where the two halves were joined together. I replaced the four rims with alloy to forestall further problems. Never had a rim leak at the weld bead ever. Rim appeared to be unplated.
2. Spare tire rim and holding device was so rusted that tire could not be removed. Had this discarded. Now no spare.

My request

I want Ford Motor Co. to replace the entire frame of my Ranger. The body shop people told me frame would continue to deteriorate and could fail in other locations. Because my vehicle has 62,000 miles on it, I want to use this for at least 8 more years and do not want any further safety issues.

It would be appropriate if they reimbursed me for \$948 for necessary repairs to date.

I have included in this package a piece of the rotted frame where the shackles attached and photos and invoices. I have other pieces of the frame if necessary.

[REDACTED]

Garbitt Auto
178 Thornton Dr.
Hyannis, MA 02601
774-212-0781

NAME	PHONE
ADDRESS	
CITY, STATE, ZIP	
2ND AUTHORIZED NAME	PHONE

MATERIAL: ALL PARTS NEW UNLESS SPECIFIED: U-USED, R-REBUILT, RC-RECONDITIONED

QTY.	PART NO.	NAME OF PART	PRICE	WARRANTY Y/N
All material INC.				
TOTAL PARTS				
MECHANICS RECOMMENDATIONS				
Gar. @ Cash				
Estimated cost \$	Estimate Charge	Basis for Charge		

CUSTOMER'S INFORMATION			
RECEIVED (DATE & TIME) A.M. P.M.	CUSTOMER'S ORDER NO.	PROMISED (DATE & TIME) A.M. P.M.	
YEAR • MAKE • MODEL 2004 Range XIT		SERIAL #/VIN	
LICENSE NO.	ODOMETER	MOTOR #	
<input type="checkbox"/> LUBE <input type="checkbox"/> OIL CHANGE <input type="checkbox"/> FLUSH TRANS. <input type="checkbox"/> FLUSH DIFF. <input type="checkbox"/> WASH <input type="checkbox"/> POLISH			
CHARGE FOR HAZARDOUS OR OTHER WASTE REMOVAL *			
Frame Repair Rear			
Rust Repair Frame Horn			
Ends Trailer Hitch Area			
METHOD OF PAYMENT:		Daily Storage fee after repair work has been completed and customer has been notified. No charges shall accrue or be due and payable for a period of 3 working days from date of notification.	
<input type="checkbox"/> CHECK <input type="checkbox"/> CHARGE <input type="checkbox"/> CASH		LABOR ONLY	
LABOR		PARTS	
<input type="checkbox"/> FLAT RATE <input type="checkbox"/> HOURLY <input type="checkbox"/> BOTH		ACCESSORIES	
GUARANTEED ITEM(S)		GAS, OIL & GREASE	
GUARANTEE EFFECTIVE UNTIL:		MISC. MERCHANDISE	
TIME		SUBLET REPAIRS	
MILEAGE		STORAGE FEE	
<input type="checkbox"/> RETAIN PARTS <input type="checkbox"/> DESTROY PARTS		TAX	
AUTHORIZED BY		TOTAL ▶	

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN:
 I UNDERSTAND THAT, UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, INCLUDING A COMPLETION DATE, IF MY FINAL BILL WILL EXCEED \$100. (\$50 in MD)

- I REQUEST A WRITTEN ESTIMATE. THE FINAL BILL MAY NOT EXCEED THIS ESTIMATE WITHOUT MY WRITTEN APPROVAL.
- I DO NOT REQUEST A WRITTEN ESTIMATE, AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$_____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.
- I DO NOT REQUEST A WRITTEN ESTIMATE.

You are entitled by law to the return of all parts replaced, except those for which there is a core charge, unless you agree otherwise by initialing the following: _____ I do not desire the return of any of the parts that are replaced during the authorized repairs.

Estimate good for 30 days. Not responsible for damage caused by theft, fire, or acts of nature. I authorize the above repairs, along with any necessary materials. I authorize you and your employees to operate my vehicle for the purpose of testing, inspection, and delivery at my risk. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of the repairs thereto. If I cancel repairs prior to their completion for any reason, a tear-down and reassembly fee of \$_____ will be applied.

*Checked lines apply (Preparer must check at least one):
 _____ This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal.
 _____ This amount includes a charge of \$_____, which is required under _____ law.

SIGNED _____
 DATE _____



Sullivan Tire Hyannis
55 Airport Road
Hyannis, MA 02601
(508)775-0096

Customer ID: 0044005471
 Name: [REDACTED]
 Address: [REDACTED]
 Address 2: [REDACTED]
 City, State, Zip/Postal Code: COTUIT, MA, [REDACTED]
 Home Phone: [REDACTED]
 Work Phone: () - [REDACTED]
 Other Phone: [REDACTED]
 Tax Exempt #: [REDACTED]

Year: 04
 Make: FORD
 Model: RANGER
 Lic No: [REDACTED]
 VIN: 1FTYR14U24P [REDACTED]
 Color:
 Engine: V6-182ci 3.0L F
 Mileage In: 0

Date/Time: 01/18/14 13:18:13
 Workorder #: 128577
 Invoice #: 90089
 Key Tag:
 PO Number:
 Email Address: na
 Fleet/Wholesale: N
 Unit Number:

Mileage Out: 60676

Service comments:
 NOISE IN REAR OVER BUMPS

Salesperson: B. PARKER

TIRE PRESSURE: LF 30 RF 30 LR 30 RR 30 SPARE NA

TREAD DEPTH: LF 9/32 RF 9/32 LR 9/32 RR 9/32 SPARE NA/32

Qty.	Part #	RFR	Loc	Description	Parts	Labor	Total
SYSTEM FLUSHES							
1	RDSYN			752 REAR DIFF SERV SYN	0.00	0.00	0.00
1	REARDIFF			Rear Differential Service	0.00	49.00	49.00
Remove old fluid from REAR Differential and refill to proper level with new Full Synthetic Fluid.							
1	BG752			QT.75/140 Full Synthetic Flui	49.99	0.00	49.99
				TOTAL SYSTEM FLUSHES:	98.99		
SHOCKS/STRUTS							
1	OP/RCP577	*		LEAF SPRING SHAKLES KI	278.00	170.59	448.59
2	OP/RCP577	*		FRONT SHOCKS	76.00	37.91	227.82
2	OP/RCP577	*		REAR SHOCKS	76.00	37.91	227.82
				TOTAL SHOCKS/STRUTS:	904.23		
ALIGNMENTS							
1	LTA			SUV or LT Truck Alignment	0.00	89.99	89.99
				TOTAL ALIGNMENTS:	89.99		
MISC AUTO SERVICE							
1	OP/AP577	*		REAR DIFF COVER	65.20	0.00	65.20
1	RTV			ROAD- TEST VEHICLE	0.00	0.00	0.00
				TOTAL MISC AUTO SERVICE:	65.20		
COUPONS + DISCOUNTS							
-1	XX95995			RETAIL COMPANY GROUP	50.00	0.00	(50.00)
				TOTAL COUPONS + DISCOUNTS:	(50.00)		

WARRANTY EXCLUSION - To the extent permitted by state and local law, any warranty on products sold herein are those made by the manufacturer. EXCEPT FOR CONSUMER SALES, SELLER HEREBY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. In states that do not allow the disclaimer of implied warranties, the foregoing disclaimer of such warranties will not apply to you. Limited Lifetime Warranty on Mufflers, Shocks, Struts

WORK AUTHORIZATION - I HEREBY AUTHORIZE THE REPAIR WORK SHOWN ON THIS WORK ORDER TO BE DONE ALONG WITH THE NECESSARY MATERIAL(S). I hereby grant you and/or your employees permission to operate the vehicle described on streets, highways or elsewhere for the purpose of testing and/or inspection. I am hereby notified of and acknowledge that under state law you have a mechanic's lien on the above vehicle to secure the amount of repairs thereto which I have authorized and are not covered by my warranty. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your reasonable control. Notice: Wheel Torque Validation Wheel fastener torque must be checked within the first 50 miles following this service _____

*** Customer Wishes To Discard Old Parts ***

SEE NEXT PAGE

REF 10585630

For house charge accounts,
 Please remit all payments:
 Sullivan Tire Co. Inc.
 Attn: Credit Department
 PO BOX 370
 Rockland, MA 02370

Now featuring Gift Cards!

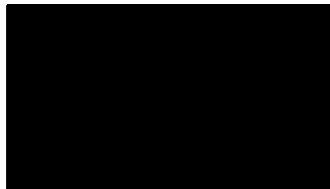


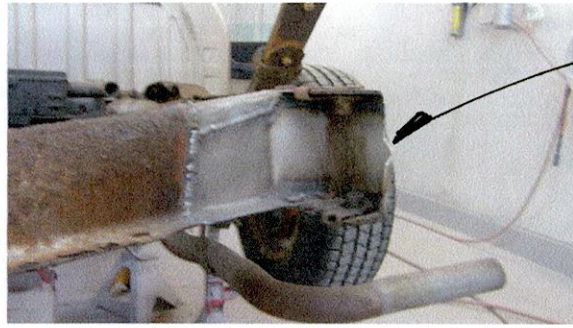
2004 FORD RANGER
62K MILES
VOQ REF 10585630



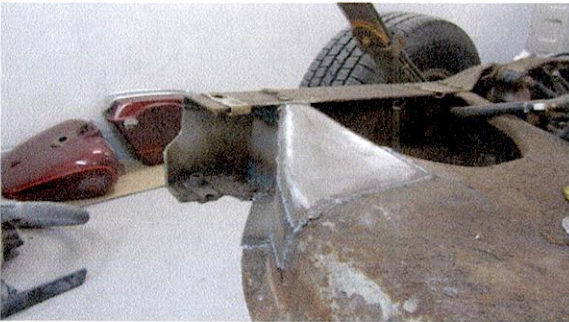
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UNDERCARRIAGE PICTURES OF RUST AND
LARGE WASHERS USED TO INSTALL NEW
SHACKLE BRACKETS,





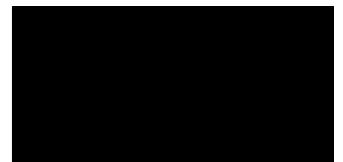
FRAME
EXT. TO
HOLD
BUMPER.



REF. 10585630

NEW FRAME METAL
ADDED USING WELDING.

THIS WITH TRUCK BED
REMOVED. PAN HOLDING
SPARE WAS ALSO REPAIRED



FRAME SECTION
AT SHACKLE

