



U.S. Department of Transportation  
National Highway Traffic Safety Administration

**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: 15-AUG-2008  
Repository:   
Reference No.: 10238377

**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]  
Address: [REDACTED]  
City: WRIGHTS State: GA Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] E-mail Address: [REDACTED]  
Evening Telephone Number: [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  
In the absence of your name or address to the vehicle manufacturer.  YES  NO  
Signature of Owner: [REDACTED] Date: 8/27/08

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1FTXW43R0[REDACTED]  
Make: FORD Model: F-450 SD Model Year: 2008

Date Purchased: 11-07 Dealer's Name and Telephone Number: Swainsboro Ford 478-237-7811  
Original Owner:  Dealer's City: Swainsboro State: GA Zip Code: 30401 Engine: No. Cylinders: 8 Fuel Type: D

Transmission Type:  Antilock Brakes Powertrain: Vehicle Component Code: 061000 ENGINE AND ENGINE COOLING:ENGINE  
 Cruise Control Multiple Failure:

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s): 24-NOV-2007 Failure Mileage: 64,000 Failure Speed: 65  
Power steering lock-up at 65 MPH Attempting to exit I-20 LA.

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R15): [REDACTED]  
DOT No. (Example: DOTM19ABC036): [REDACTED]  Original Equipment  Prior Repair Failure Location: [REDACTED]  
Tire Component Code: [REDACTED] Tire Failure Type: [REDACTED]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]  
Seat Type: [REDACTED] Installation System: [REDACTED]  
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

**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 2008 FORD F-450 SD. WHILE DRIVING, THE RADIATOR BUSTED. IN ADDITION, THE HIGH PRESSURE PUMP FAILED WHILE TOWING A BOAT. WHILE DRIVING APPROXIMATELY 65 MPH, THE STEERING WHEEL FROZE WHILE ATTEMPTING TO EXIT THE INTERSTATE. THE CONTACT PULLED THE STEERING WHEEL HARD TO THE RIGHT UNTIL IT POPPED AND THEN THE VEHICLE BEGAN TO DRIVE NORMALLY. THE VEHICLE HAS BEEN TAKEN TO THE DEALER APPROXIMATELY THREE TIMES REGARDING THESE FAILURES. THE CURRENT MILEAGE WAS 64,000 AND FAILURE MILEAGE WAS 4.

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 to 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.

## Standard Claims List For Model Year 2008

Detailed Vehicle Specification

VIN	VEH LINE	MKT DERIV	BODY CAB	VER SERIES	DRIVE TYPE	PLT CD	TRS CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC_6	PREF	BASE	SUFF	CCC	CD	DIST (Miles)
1FTXW43R08EB	T/F7	F	T/BC	T/DB	T/E	A1	T/BE	T/QL	24-16- MAY-NOV- 2007 2007	121497	USA	4	1H03	030804	8C3Z	9P456	A	L87	DI	25034	
<b>AWS Claim Key:</b>		511970	<b>Trx Code:</b> S07		<b>Labor Hrs:</b> 11.7																
<b>Dlr Cd-Sub Cd:</b>		01009 - *	<b>Name:</b> KENDALL FORD OF WASILLA		<b>Ph:</b> 907-3765656		<b>St:</b> AK	<b>Ctry Cd:</b>		USA	<b>Reg Cd:</b>	NA	<b>Repr Date:</b> 22-FEB-2008		<b>Doc #:</b> 99946901						
<b>Cust Comments:</b>		CUSTOMER CONCERN LOST HEAT AND VEHICLE NOW IS OVER HEATING																			
<b>Tech Comments:</b>		LOW COOLANT LEVEL ADD COOLANT PERFORM COOLANT SYSTEM PRESS URE TEST FOUND LEAK AT LT LOWER RADIATOR SEAM REFER TO SSM 20126 COOLANT AT EXHAUST SYSTEM REFER TO SSM 19968 REMOVE EB TUBE PRESS REPLACE RADIATOR PERFORM KOEO CHECK FOR DTC P0118 ECT HI CLEAR DTC ROAD TEST COOLANT BLOWING OUT EXHAUST PIPE REPLACE BOTH EGR COOLER ASSEMBLIES REPROGRAM PCM TO LATEST CALIBRATION LEVEL 8U7A 12A650 DB																			
1FTXW43R08EB	T/F7	F	T/BC	T/DB	T/E	A1	T/BE	T/QL	24-16- MAY-NOV- 2007 2007	121497	USA	4	1H03	030804	*	9P456	*	D50	42	25065	
<b>AWS Claim Key:</b>		562399	<b>Trx Code:</b> S07		<b>Labor Hrs:</b> 0																
<b>Dlr Cd-Sub Cd:</b>		09487 - *	<b>Name:</b> REDDING SWAINSBORO FORD LINCOLN MERCURY, INC.		<b>Ph:</b> 478-2377811		<b>St:</b> GA	<b>Ctry Cd:</b>		USA	<b>Reg Cd:</b>	NA	<b>Repr Date:</b> 05-MAR-2008		<b>Doc #:</b> 00764551						
<b>Cust Comments:</b>		MISCELLANEOUS HOTEL BILL & RENTAL																			
<b>Tech Comments:</b>		MISCELLANEOUS HOTEL BILL & RENTAL MISCELLANEOUS HOTEL BILL & RENTAL AMOUNT OF AWA \$786 COMM. CODE M01MT																			
1FTXW43R08EB	T/F7	F	T/BC	T/DB	T/E	A1	T/BE	T/QL	24-16- MAY-NOV- 2007 2007	121497	USA	7	2E06	030402	8C3Z	9A543	A	D42	42	49504	
<b>AWS Claim Key:</b>		1119249	<b>Trx Code:</b> S07		<b>Labor Hrs:</b> 13.7																
<b>Dlr Cd-Sub Cd:</b>		09487 - *	<b>Name:</b> REDDING SWAINSBORO FORD LINCOLN MERCURY, INC.		<b>Ph:</b> 478-2377811		<b>St:</b> GA	<b>Ctry Cd:</b>		USA	<b>Reg Cd:</b>	NA	<b>Repr Date:</b> 05-JUN-2008		<b>Doc #:</b> 00849251						
<b>Cust Comments:</b>		CUST STATES VEHICLE HAS NO POWER																			
<b>Tech Comments:</b>		CUST STATES VEHICLE HAS NO POWER ENGINE PERFORMANCE DIAGNOSTICS DIESEL ENGINE DIAGNOSIS RETREIVE CODES P0088 P0301. RUN KOEO & KOER FUEL PRESSURE TEST HIGH PRESSURE SYSTEM TEST PINPOINT TEST IND BAD FUEL CONTROL VALVE R&R CAB TO REPLACE FUEL PUMP RETEST OK																			