FAX [redacted]

[redacted] ANS. MACHINE

CL- 10368998- 4475

[redacted]

*Havertown, PA* [redacted]

[redacted]

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

December 28, 2013

JAN -7 2014

United States Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE.
Washington, DC 20590
1-888-327-4236
Randy Reid, Chief Correspondence Research Division
Office of Defects Investigation Enforcement

RE: [redacted] vs. Ford Motor Company # NVS-216 rr, ref. no. 10368998

Dear Randy Reid

I never heard back from you?

Sincerely,

[redacted]

Enclosures (10)

ET
1814
SMD

FAX [redacted] [redacted] ANS. MACHINE

[redacted]

*Havertown, PA* [redacted]

September 18, 2010

Ford Motor Company
Customer Relationship Center
16800 Executive Plaza Drive
P.O. Box 6248
Dearborn, MI 48121

RE: Ford E-350 Cargo Van
Vin: 1FTSE34P45H[redacted]
Purchase: March, 2005

Dear CRC:

On or about August 7, 2010 I was driving the above listed vehicle.

While pulling into a parking spot and applying my breaks, the van's breaks failed to operate and I back-ended a 2000 Honda Accord causing $1611 in damages to the Honda. The claim was paid by Erie Insurance Company.

The vehicle was towed to John Kennedy Ford in Conshohocken, PA. And it was determined, based on the diesel function, the Vacuum Pump attached to the engine failed.

This was a major break component part and there was no red light or warning on the dash that anything had failed. Please see John Kennedy Repair Order #FOCS410480.

In my opinion, the failure to warn was a major omission in the design of the vehicle and its sensing systems. A copy of this letter is forwarded to NHTSA.

I would hope that you will review this problem and take appropriate action including retrofitting my vehicle with a failure sensing system.

Sincerely yours,

[redacted]

Enclosures
Forward: USPS: 3817
Cc: NHTSA
Erie Insurance Co.

HAT-FORDBRK1.doc

U.S. POSTAL SERVICE **CERTIFICATE OF MAILING**

MAY BE USED FOR DOMESTIC AND INTERNATIONAL MAIL. DOES NOT PROVIDE FOR INSURANCE–POST MASTER

Received From:

[redacted]

Havertown, PA [redacted]

One piece of ordinary mail addressed to:

NHTSA
400 SEVENTH STREET
U.S. DEPARTMENT OF TRANSP
WASHINGTON D.C. 20590

PS Form **3817**, January 2001

Affix fee here in stamps or meter postage and post mark. Inquire of Postmaster for current fee.

UNITED STATES POSTAL SERVICE

1000

$1.15
0007548-06

U.S. POSTAGE
PAID
WAYNE, PA
19087
SEP 18, 10
AMOUNT

U.S. POSTAL SERVICE **CERTIFICATE OF MAILING**

MAY BE USED FOR DOMESTIC AND INTERNATIONAL MAIL. DOES NOT PROVIDE FOR INSURANCE–POST MASTER

Received From:

[redacted]

Havertown, PA [redacted]

One piece of ordinary mail addressed to:

FORD MOTOR CO
CUSTOMER RELATION. CENTER
16800 EXECUTIVE PLAZA DRIVE
P.O. BOX 6248

PS Form **3817**, January 2001

DEARBORN MI 48121

Affix fee here in stamps or meter postage and post mark. Inquire of Postmaster for current fee.

UNITED STATES POSTAL SERVICE

1000

$1.15
0007548-06

U.S. POSTAGE
PAID
WAYNE, PA
19087
SEP 18, 10
AMOUNT

U.S. POSTAL SERVICE CERTIFICATE OF MAILING

MAY BE USED FOR DOMESTIC AND INTERNATIONAL MAIL. DOES NOT PROVIDE FOR INSURANCE—SEE INSTRUCTIONS

Posted From:

[redacted]

Havertown, PA [redacted]

One piece of ordinary mail addressed to:

ERIE INS.
PHILA CLAIMS OFFICE
1400 NORTH PROVIDENCE RD.
MEDIA PA 19063-2095

PS Form 3817, January 2001

Affix fee here in stamps or meter postage and post mark. Inquire of Postmaster for current fee.

1000

UNITED STATES POSTAL SERVICE

U.S. POSTAGE PAID WAYNE, PA 19087-10 SEP 18, AMOUNT $1.15 00075484-06

# JOHN KENNEDY DEALERSHIPS

LINCOLN

SUBARU

John Kennedy Ford
1403 Ridge Pike - Conshohocken, PA 19428 - (610) 279-1700

www.kennedyauto.com

CELL: [redacted]

| CUSTOMER NO. | ADVISOR | TAG NO. | INVOICE DATE | INVOICE NO. |
|---|---|---|---|---|
| 98095 | NICHOLAS GRAVES 1524 | 6894 | 08/10/10 | FOCS410480 |
| [redacted] | LABOR RATE / LICENSE NO. [redacted] | MILEAGE 64,852 | COLOR / | STOCK NO. |
| WAYNE, PA [redacted] | YEAR / MAKE / MODEL 05/FORD TRUCK/ECONO CARGO VAN/VAN E- | | DELIVERY DATE | DELIVERY MILES |
| | VEHICLE I.D. NO. 1 F T S E 3 4 P 4 5 H [redacted] | | SELLING DEALER NO. | PRODUCTION DATE |
| | F.T.E. NO. | P.O. NO. | R.O. DATE 08/09/10 | |
| [redacted] | BUSINESS PHONE | COMMENTS | | MO: 64852 |

JOB# 1 CHARGES

LABOR

| J# | | | | | WARRANTY |
|---|---|---|---|---|---|
| 1 | 02FOZ | *BRAKE CONCRN | TECH(S):8408 | | |
| | | CUSTOMER STATES THE VEHICLE HAS NO POWER BRAKES ROADTEST. VERIFY. HOOKED VACUUM GAUGE TO VEH. NO VACUUM. PUM P NOISY. R&I RADIATOR, FAN AND SHROUD TO R&R VACUUM PUMP. NECESSARY TO SWAP PULLEY. REASSEMBLED. FILLED COOLANT AND ROADTEST | | | |

| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE | WARRANTY |
|---|---|---|---|---|---|
| | 1 | 4C2Z-2A451-AA | PUMP ASY - VAC | | |
| | | | | TOTAL - PARTS | 0.00 |

| SUBLET | PO# | VEND INV# | INV.DATE | DESCRIPTION | WARRANTY |
|---|---|---|---|---|---|
| | 153294 | | 08/10/10 | ESP RENTAL | |
| | | | | TOTAL - SUBLET | 0.00 |

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX FOCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR 0.00

| J# | | | | |
|---|---|---|---|---|
| 2 | 00FOZ99P | *MULTI POINT INSP | TECH(S):8408 | |
| | | PERFORM MULTIPOINT INSPECTION<br>?<br>Perform multi-point inspection All | | |

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX FOCS JOB# 2 TOTAL 0.00

COMMENTS
NIGHT DROP/SPOT D-6

TOTALS

********** PLEASE TAKE NOTE **********
YOUR COMPLETE SATISFACTION IS OUR GOAL. YOU MAY RECEIVE A SURVEY AS A RESULT OF THE WORK PERFORMED ON YOUR VEHICLE. IF YOU ARE UNABLE TO RESPOND "COMPLETELY SATISFIED" FOR ANY REASON, PLEASE CONTACT SCOTT WISTER AT 610-279-1700 EXT 250
THANK YOU !!!!!!!!!!!

| | |
|---|---|
| TOTAL LABOR.... | 0.00 |
| TOTAL PARTS.... | 0.00 |
| TOTAL SUBLET... | 0.00 |
| TOTAL G.O.G.... | 0.00 |
| TOTAL MISC CHG. | 0.00 |
| TOTAL MISC DISC | 0.00 |
| TOTAL TAX..... | 0.00 |
| **TOTAL INVOICE $** | **0.00** |

CUSTOMER SIGNATURE

**YOUR STATE INSPECTION**

**IS DUE** ___/___/___

**LIMITED LABOR WARRANTY**

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 4 MONTHS OR 4,000 MILES FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEM-WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO, NOR ENFORCEABLE BY, ANY OTHER PERSON.

THIS PART(S) IS SOLD "AS IS". THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER(S). THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. IN ADDITION, EXPRESSLY EXCLUDED IS ANY DEALER LIABILITY FOR DEFECTS PERTAINING TO SAFETY OR PERFORMANCE, BY WAY OF "STRICT LIABILITY", NEGLIGENCE OR OTHERWISE.

*Thank You, We appreciate your business!*

JOHN KENNEDY DEALERSHIPS

For Re-order TRI-STATE BUSINESS FORMS (888) 579-3636



CUSTOMER COPY

www.kennedyauto.com

[ END OF INVOICE ] 01:39pm

0

Job Number:

08/17/2010 at 07:58 AM
23100

PRELIMINARY ESTIMATE

2000 HOND ACCORD EX 6 3.0L F1 4D SED Green Int:

| NO. | OP. | DESCRIPTION | QTY | EXT. PRICE | | LABOR | PAINT |
|---|---|---|---|---|---|---|---|
| | | | | | | | 0.3 |
| 13 | | Add for Clear Coat | | | | | |
| 14 | | INFORMATION LABELS | | | | 0.3 | |
| 15 | | Rpl information labels | 1 | 5.48 | | Incl. | |
| 16 | Repl | Air bag label on hood | 1 | 5.48 | | Incl. | |
| 17 | Repl | Info label coolant | 1 | 3.65 | | Incl. | |
| 18 | Repl | Info label specification LX, EX, SE w/3.0L | 1 | 2.58 | | Incl. | |
| 19 | Repl | Info label timing belt adjust 3.0 liter | 1 | 2.13 | | Incl. | |
| 20 | Repl | AC label | | | | | 1.0 |
| 21 | | FENDER | | | | | 1.0 |
| 22 | Blnd | RT Fender | | | | 0.5 | |
| 23 | Blnd | LT Fender | | | | 0.5 | |
| 24 | R&I | RT Fender liner | | | | | |
| 25 | R&I | LT Fender liner | | | m | 0.5 | |
| 26 | | ELECTRICAL | | | | | |
| 27 | R&I | Battery | | | | Incl. | |
| 28 | | WINDSHIELD | | | | Incl. | |
| 29 | R&I | RT Washer nozzle black | | | | | |
| 30 | R&I | LT Washer nozzle black | | | | 0.3 | |
| 31 | | PILLARS, ROCKER & FLOOR | | | | | |
| 32 | R&I | RT Rocker molding EX, SE emerald pearl | | | | 0.3 | |
| 33 | R&I | LT Rocker molding EX, SE emerald pearl | | | | | |
| 34 | | MISCELLANEOUS OPERATIONS | | | | | |
| 35* | Repl | Cover Vehicle To Protect | 1 | 5.00 | T | 0.3 | 0.3 |
| 36# | | Mask Jambs | 1 | | T | | |
| 37# | | Corrosion Protection | 1 | 8.00 | T | 0.3 | |
| 38# | | Color Tint To Match | 1 | | T | | 0.5 |
| 39# | | Color Sand & Polish | 1 | | T | | 0.5 |
| 40# | | Clean Vehicle For Delivery | 1 | | T | 0.5 | |
| 41# | | Hazardous Waste Removal | 1 | 3.00 | T | | |
| | | SubTotals ---> | | 497.47 | | 8.3 | 8.9 |

| | | |
|---|---|---|
| Parts | | 486.47 |
| Body Labor | 8.3 hrs @ $ 46.00/hr | 381.80 |
| Paint Labor | 8.9 hrs @ $ 46.00/hr | 409.40 |
| Paint Supplies | 8.9 hrs @ $ 26.00/hr | 231.40 |
| Sublet/Misc. | | 11.00 |
| | | $ 1520.07 |
| SUBTOTAL | $ 1520.07 @ 6.0000% | 91.20 |
| Sales Tax | | $ 1611.27 |
| GRAND TOTAL | | |



(3)

Job Number:

08/17/2010 at 07:59 AM
23100

01019028091
-002

MARTIN COLLISION CENTER
Federal TD #:232665466
201 Rockhill Road
Bala Cynwyd, PA 19004
(610)664 4200 Fax: (610)664 3516

PRELIMINARY ESTIMATE

Written By: Martin Rudolph ## 135857
Adjuster:

Insured: [redacted]
Owner: [redacted]
Address: [redacted] Philadelphia, PA [redacted]
Evening: [redacted]

Claim #
Policy #
Deductible:
Date of Loss:
Type of Loss:
Point of Impact:

Inspect Location:

Insurance Company:

Days to Repair

2000 HOND ACCORD EX 6 3.0L F1 4D SED Green Int:
VIN: 1HGCG1652YA[redacted] Lic: Prod Date: Odometer:

Air Conditioning
Cruise Control
Keyless Entry
Dual Mirrors
Clear Coat Paint
Power Windows
Power Mirrors
Stereo
Anti Lock Brakes (4)
Front Side Impact Air Bag
Bucket Seats
Aluminum/Alloy Wheels
Rear Defogger
Intermittent Wipers
Alarm
Console/Storage
Power Steering
Power Locks
AM Radio
Search/Seek
Driver Air Bag
4 Wheel Disc Brakes
Automatic Transmission
Tilt Wheel
Climate Control
Steering Wheel Controls
Electric Glass Sunroof
Power Brakes
Power Driver Seat
FM Radio
CD Player
Passenger Air Bag
Leather Seats
Overdrive

| NO. | OP. | DESCRIPTION | QTY | EXT. PRICE | LABOR | PAINT |
|---|---|---|---|---|---|---|
| 1 | | FRONT BUMPER | | | 1.0 | |
| 2 | R&I | R&I bumper cover | | | | |
| 3 | | FRONT LAMPS | | | 0.5 | |
| 4 | R&I | RT Headlamp assy | | | 0.5 | |
| 5 | R&I | LT Headlamp assy | 1 | | 0.5 | |
| 6 | Repl | Aim headlamps | | | | |
| 7 | | RADIATOR SUPPORT | | | s 1.0 | |
| 8* | Algn | Radiator support | | | | |
| 9 | | HOOD | 1 | 462.15 | 1.3 | 2.8 |
| 10 | Repl | Hood | | | | 1.1 |
| 11 | | Add for Clear Coat | | | | 1.4 |
| 12 | | Add for Underside(Complete) | | | | |



(2)

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

1200 New Jersey Avenue SE.
Washington, DC 20590

July 25, 2011

[redacted]
Havertown, PA [redacted]

NVS-216 rr
Ref. No. 10368998

Dear [redacted]

Thank you for your correspondence that was received by the National Highway Traffic Safety Administration's (NHTSA), Office of Defects Investigation regarding your model year 2005 Ford E-350 truck. Due to the unprecedented increase of correspondence received by this office last year for the Toyota unintended acceleration recalls we are now just getting to your letter. In 2010, NHTSA received over 66,000 complaints which is a significant increase over the 36,000 complaints we received as an annual average from 2005 to 2009. Please accept our apologies for this delay. Please be assured that your complaint will be considered along with other complaints for future defect investigations and to identify safety-related defect trends.

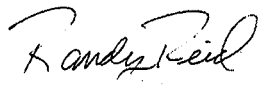
If your letter concerned a problem you encountered with a motor vehicle or motor vehicle equipment, we appreciate the report you provided. If your problem still remains unresolved at this time; we would appreciate an updated report of your problem.

If your letter is requesting motor vehicle or motor vehicle equipment information, we recommend that you visit our Internet web site at www.safercar.gov. This site provides information concerning motor vehicle recalls, manufacturers' service bulletins, complaints from vehicle owners, etc. You may also contact our toll-free Auto Safety Hotline at 1-888-DASH-2-DOT (1-888-327-4236).

If your letter concerns a service problem or request for reimbursement, this type of complaint does not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency, Better Business Bureau, and the Office of Attorney General in your State regarding your problem. In addition, the Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems,

remuneration matters, and fair trade practices. There are three ways to contact the FTC: by toll free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at http://www.ftc.gov/ftc/complaint.htm.

Sincerely,



Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

## Purpose

The purpose of this booklet is to answer the most commonly asked questions about how and why recall campaigns are initiated, and to inform consumers of their rights and responsibilities when a vehicle or item of motor vehicle equipment is recalled. In these pages, you'll discover how to report a safety-related problem to NHTSA, as well as how participation by citizens like you helps to keep motor vehicles as safe as possible. See the following section for comprehensive answers to some of the most frequently asked questions (FAQs) NHTSA receives on recalls.

## Frequently Asked Questions (FAQs) on Recalls

### When Is a Recall Necessary?

- When a motor vehicle or item of motor vehicle equipment (including tires) does not comply with a Federal Motor Vehicle Safety Standard.
- When there is a safety-related defect in the vehicle or equipment.

Federal Motor Vehicle Safety Standards set minimum performance requirements for those parts of the vehicle that most affect its safe operation (brakes, tires, lighting) or that protect drivers and passengers from death or serious injury in the event of a crash (air bags, safety belts, child restraints, energy absorbing steering columns, motorcycle helmets). These Federal Standards are applicable to **all** vehicles and vehicle-related equipment manufactured or imported for sale in the United States (including U.S. territories) and certified for use on public roads and highways.

### What Is a Safety-Related Defect?

The United States Code for Motor Vehicle Safety (Title 49, Chapter 301) defines motor vehicle safety as "the performance of a motor vehicle or motor vehicle equipment in a way that protects the public against unreasonable risk of accidents occurring because of the design, construction, or performance of a motor vehicle, and against unreasonable risk of death or injury in an accident, and includes nonoperational safety of a motor vehicle." A defect includes "any defect in performance, construction, a component, or material of a motor vehicle or motor vehicle equipment." Generally, a safety defect is defined as a problem that exists in a motor vehicle or item of motor vehicle equipment that:

- poses a risk to motor vehicle safety, and
- may exist in a group of vehicles of the same design or manufacture, or items of equipment of the same type and manufacture.

### Examples of Defects Considered Safety-Related

- Steering components that break suddenly, causing partial or complete loss of vehicle control.
- Problems with fuel system components, particularly in their susceptibility to crash damage, which result in leakage of fuel and may cause vehicle fires.
- Accelerator controls that break or stick.
- Wheels that crack or break, which may result in loss of vehicle control.
- Engine cooling fan blades that break unexpectedly, causing injury to people working on a vehicle.
- Windshield wiper assemblies that fail to operate properly.
- Seats and/or seat backs that fail unexpectedly during normal use.
- Critical vehicle components that break, fall apart, or separate from the vehicle, causing potential loss of vehicle control or injury to people inside or outside the vehicle.
- Wiring system problems that result in a fire or loss of lighting.
- Car ramps or jacks that may collapse and cause injury to someone working on a vehicle.
- Air bags that deploy under conditions for which they are not intended to deploy.

DOT HS 808 795
Revised March 2006

## Think your vehicle or child safety seat has a safety defect?

If so, please contact us to file a complaint by one of the three methods listed below:

www.safercar.gov

888-327-4236

NHTS 210)

NHTSA, OFFICE OF DEFECTS
INVESTIGATION (NVS-210)
1200 NEW JERSEY AVENUE SE
WASHINGTON, DC 20590

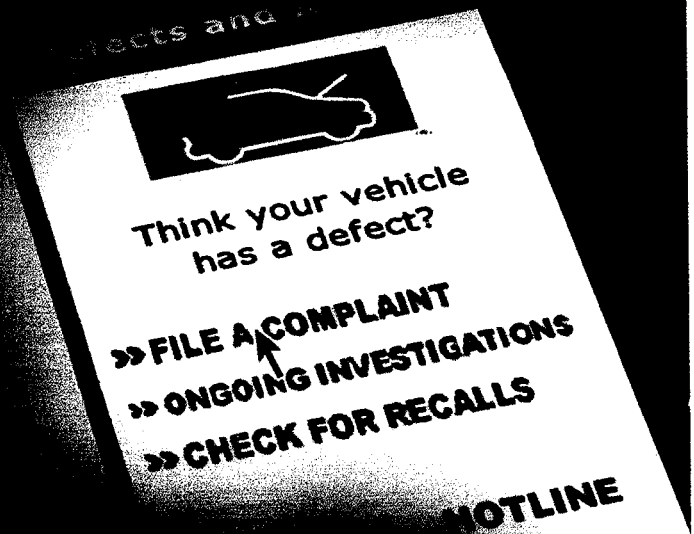
*All complaints are carefully reviewed by our team of safety experts. We welcome your input.*

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

www.nhtsa.dot.gov
nhtsa
people saving people

safercar.gov

# Motor Vehicle Safety Defects and Recalls




## What Every Vehicle Owner Should Know

www.nhtsa.dot.gov
nhtsa
people saving people

[redacted]
Havertown, PA
210

UNITED STATES POSTAL SERVICE
1000
20590
PAID
VILLANOVA,PA
19085
DEC 30, '13
AMOUNT
$0.66
00041625-97

United States Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Avenue S.E.
Washington, DC 20590