[redacted] 4 [redacted] ANS. MACHINE

[redacted]
Havertown, PA [redacted]

NOV 0 9 2010

CL-10368998-9611

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.

[redacted]

DH/nd
Enclosures
Forward: USPS: 3817 11
Cc: NHTSA
Erie Insurance Co.

HAT-FORDBRK1.doc

210

MC
120210
TGW

JOHN KENNEDY DEALERSHIPS

LINCOLN

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

SUBARU

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	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS		MO: 6485

JOB# 1 CHARGES

LABOR — TECH(S):8408 — WARRANTY

J# 1 02FOZ *BRAKE CONCRN
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 — TECH(S):8408 — 0.00

J# 2 00FOZ99P *MULTI POINT INSP
PERFORM MULTIPOINT INSPECTION
?
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 TH LABOR USED IN PERFORMING THE REPAIF LISTED ON THIS REPAIR ORDER FOR A PERIC OF 4 MONTHS OR 4,000 MILES FROM THE DAT SUCH REPAIRS WERE COMPLETED. THIS LI ITED WARRANTY SPECIFICALLY EXCLUDE FRONT END ALIGNMENTS, ELECTRICAL WIRIN AND SHORTS, AND FUEL SYSTEM-WHEN DUE " CONTAMINATION. THIS LIMITED WARRANTY EXTENDED TO THE VEHICLE OWNER/CU TOMER AND IS NOT TRANSFERABLE TO, NC ENFORCEABLE BY, ANY OTHER PERSON.

THIS PART(S) IS SOLD "AS IS". THE ONLY W/ RANTIES APPLYING TO THIS PART(S) A THOSE WHICH MAY BE OFFERED BY THE MAI FACTURER(S). THE SELLING DEALER HERE EXPRESSLY DISCLAIMS ALL WARRANTI EITHER EXPRESS OR IMPLIED INCLUDING A IMPLIED WARRANTY OF MERCHANTABILITY FITNESS FOR A PARTICULAR PURPOSE. A NEITHER ASSUMES NOR AUTHORIZES A OTHER PERSON TO ASSUME FOR IT ANY LIA ITY IN CONNECTION WITH THE SALE OF T PART(S) AND/OR SERVICE. BUYER SHALL I BE ENTITLED TO RECOVER FROM THE SELL DEALER ANY CONSEQUENTIAL DAMAGES, D AGES TO PROPERTY, DAMAGES FOR LOSS USE, LOSS OF TIME, LOSS OF PROFITS, INCOME, OR ANY OTHER INCIDENTAL DAMAG IN ADDITION, EXPRESSLY EXCLUDED IS DEALER LIABILITY FOR DEFECTS PERTAI TO SAFETY OR PERFORMANCE, BY WA "STRICT LIABILITY", NEGLIGENCE OR OTH WISE.

Thank You, We appreciat your business

JOHN KENNEDY DEALERSH

*or Re-order TRI-STATE BUSINESS FORMS (888) 578-3636

CUSTOMER COPY www.kennedyauto.com [END OF INVOICE] 01:39pm

1

Job Number:

08/17/2010 at 07:58 AM
23100

01019028091
-002

MARTIN COLLISION CENTER
Federal ID #:232665486
201 Rockhill Road
Bala Cynwyd, PA 19004
(610)664 4200 Fax: (610)664 3516

PRELIMINARY ESTIMATE

Written By: Martin Rudolph ## 138857
Adjuster:

Insured: [redacted]
Owner: [redacted] Rd - Fl #1
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 Fl 4D SED Green Int:
VIN: 1HGCG1652YA[redacted] Lic:
Pred 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	$62.15	1.3	2.8
10	Repl	Hood				1.1
11		Add for Clear Coat				1.4
12		Add for Underside(Complete)				

(3)

Job Number:

08/17/2010 at 07:58 AM
23100

PRELIMINARY ESTIMATE

2000 HOND ACCORD EX 6 3.0L V6 4D SED Cream Int:

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
						0.3
13		Add for Clear Coat			0.3	
14		INFORMATION LABELS				
15		Apl 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, SR 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				
31		PILLARS, ROCKER & FLOOR			0.3	
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			
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		486.07
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
SUBTOTAL		$ 1520.07
Sales Tax	$ 1520.07 @ 6.0000%	91.20
GRAND TOTAL		$ 1611.27

User Accepts/Agrees to Disclaimer. Not for official use.
Search Home | New Search | Search Help | Case Description
Related Cases | Event Schedule | Case Parties | Docket Entries

(3)

[redacted]

PHILADELPHIA PA [redacted]

Insurer: ERIE INSURANCE EXCHANGE

Policy No.: [redacted]

Claim No.: [redacted]

Date of Loss: 08-07-2010

Check No.: [redacted]

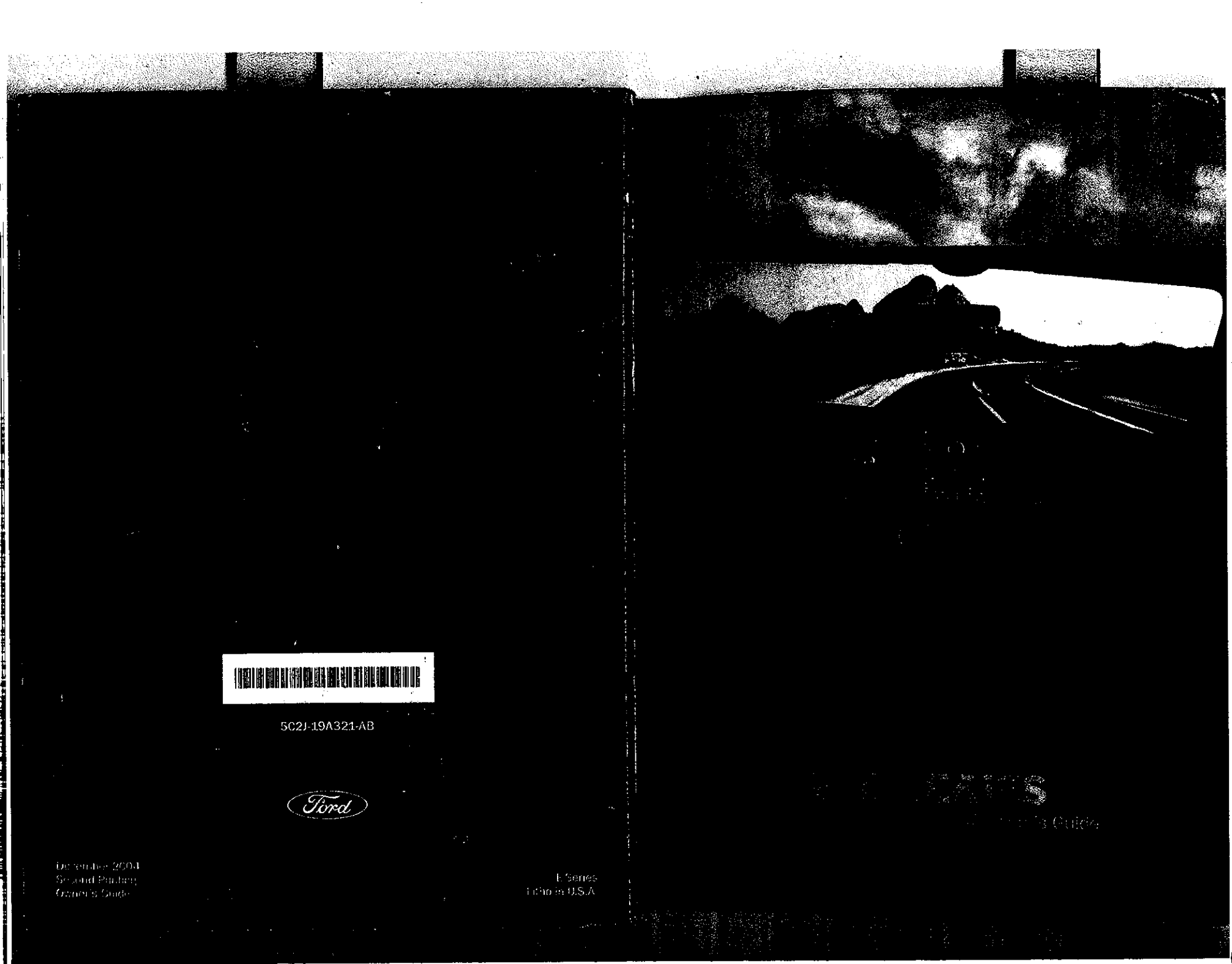
CMS No.: JW58769

Check Amt.: $1,611.27

For: PAYMENT OF
PROPERTY DAMAGE LIABILITY
AS PER REVISED SHOP ESTIMATE

Erie Insurance offers home, auto, business and life insurance.
Call your local ERIE Agent to learn what is available in your area.

(4)



5C2J-19A321-AB

Ford

December 2004
Second Printing
Owner's Guide

E-Series
Built in U.S.A.

Parts

Owner's Guide

5

These are some of the symbols you may see on your vehicle.

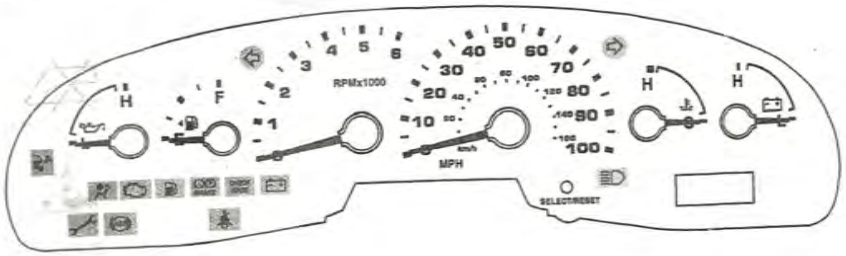
Vehicle Symbol Glossary

Safety Alert		See Owner's Guide	
Fasten Safety Belt		Air Bag-Front	
Air Bag-Side		Child Seat	
Child Seat Installation Warning		Child Seat Lower Anchor	
Child Seat Tether Anchor		Brake System	
Anti-Lock Brake System		Brake Fluid - Non-Petroleum Based	
Powertrain Malfunction		Speed Control	
Master Lighting Switch		Hazard Warning Flasher	
Fog Lamps-Front		Fuse Compartment	
Fuel Pump Reset		Windshield Wash/Wipe	
Windshield Defrost/Demist		Rear Window Defrost/Demist	

Vehicle Symbol Glossary

Power Windows Front/Rear		Power Window Lockout	
Child Safety Door Lock/Unlock		Interior Luggage Compartment Release Symbol	
Panic Alarm		Engine Oil	
Engine Coolant		Engine Coolant Temperature	
Do Not Open When Hot		Battery	
Avoid Smoking, Flames, or Sparks		Battery Acid	
Explosive Gas		Fan Warning	
Power Steering Fluid		Maintain Correct Fluid Level	
Emission System		Engine Air Filter	
Passenger Compartment Air Filter		Jack	
Check fuel cap			

WARNING LIGHTS AND CHIMES



Warning lights and gauges can alert you to a vehicle condition that may become serious enough to cause expensive repairs. A warning light may illuminate when a problem exists with one of your vehicle's functions. Many lights will illuminate when you start your vehicle to make sure the bulb works. If any light remains on after starting the vehicle, have the respective system inspected immediately.

If your vehicle is equipped with a Diesel engine, it has a unique cluster, refer to *Starting the engine in your 6.0 Liter Power Stroke Direct Injection Turbo Diesel Owner's Guide Supplement.*

Service engine soon: The *Service engine soon* indicator light illuminates when the ignition is first turned to the ON position to check the bulb. Solid illumination after the engine is started indicates the On Board Diagnostics System (OBD-II) has detected a malfunction. Refer to *On board diagnostics (OBD-II)* in the *Maintenance and Specifications* chapter. If the light is blinking, engine misfire is occurring which could damage your catalytic converter. Drive in a moderate fashion (avoid heavy acceleration and deceleration) and have your vehicle serviced immediately.

⚠ Under engine misfire conditions, excessive exhaust temperatures could damage the catalytic converter, the fuel system, interior floor coverings or other vehicle components, possibly causing a fire.

Electronic throttle control (if equipped): Illuminates when the engine has defaulted to a 'limp-home' operation. Report the fault to a dealer at the earliest opportunity.

Check fuel cap: Illuminates when the fuel cap may not be properly installed. Continued driving with this light on may cause the Service Engine Soon warning light to come on, refer to *Fuel filler cap* in the *Maintenance and Specification* chapter.

Brake system warning light: To confirm the brake system warning light is functional, it will momentarily illuminate when the ignition is turned to the ON position when the engine is not running, or in a position between ON and START, or by applying the parking brake when the ignition is turned to the ON position. If the brake system warning light does not illuminate at this time, seek service immediately from your dealership. Illumination after releasing the parking brake indicates low brake fluid level and the brake system should be inspected immediately by your servicing dealership.

⚠ Driving a vehicle with the brake system warning light on is dangerous. A significant decrease in braking performance may occur. It will take you longer to stop the vehicle. Have the vehicle checked by your dealer immediately.

Anti-lock brake system: If the ABS light stays illuminated or continues to flash, a malfunction has been detected, have the system serviced immediately. Normal braking is still functional unless the brake warning light also is illuminated.

Air bag readiness: If this light fails to illuminate when ignition is turned to ON, continues to flash or remains on, have the system serviced immediately. A chime will also sound when a malfunction in the supplemental restraint system has been detected.

Safety belt: Reminds you to fasten your safety belt. A chime will also sound to remind you to fasten your safety belt.

Charging system: Illuminates when the battery is not charging properly.

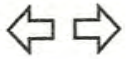
Low fuel: Illuminates when the fuel level in the fuel tank is at or near empty (refer to *Fuel gauge* in this chapter).

Check gauge: Illuminates when any of the following conditions has occurred:

CHECK GAGE

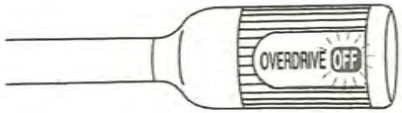
- The engine coolant temperature is high.
- The engine oil pressure is low.
- Flashes when Failsafe cooling mode has been activated.

Turn signal: Illuminates when the left or right turn signal or the hazard lights are turned on. If the indicators stay on or flash faster, check for a burned out bulb.



High beams: Illuminates when the high beam headlamps are turned on.

Transmission control indicator light (TCIL): Illuminates when the overdrive function of the transmission has been turned off, refer to the *Driving* chapter. If the light flashes steadily or does not illuminate, have the transmission serviced soon, or damage may occur.

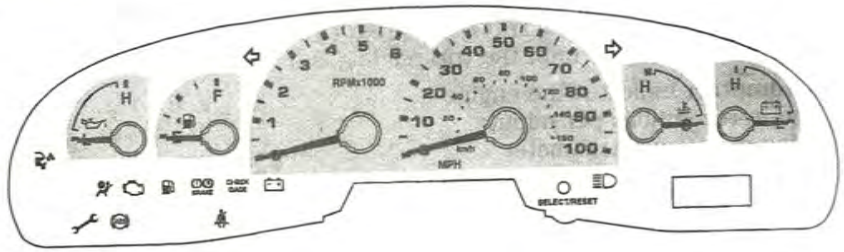


Key-in-ignition warning chime: Sounds when the key is left in the ignition in the OFF/LOCK or ACCESSORY position and the driver's door is opened.

Headlamps on warning chime: Sounds when the headlamps or parking lamps are on, the ignition is off (the key is not in the ignition) and the driver's door is opened.

Parking brake ON warning chime: Sounds when the parking brake is set, the engine is running and the vehicle is driven more than 3 mph (5 km).

GAUGES



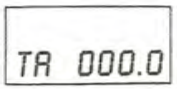
Speedometer: Indicates the current vehicle speed.

Engine coolant temperature gauge: Indicates engine coolant temperature. At normal operating temperature, the needle will be in the normal range (between "H" and "C"). **If it enters the red section, the engine is overheating. Stop the vehicle as soon as safely possible, switch off the engine and let the engine cool.**

⚠ Never remove the coolant reservoir cap while the engine is running or hot.

Odometer: Registers the total miles (kilometers) of the vehicle.

Trip odometer: Registers the miles (kilometers) of individual journeys. Press the SELECT/RESET control once to switch from the odometer to the trip odometer. Press the control again to select Trip A and Trip B features. To reset the trip, press and hold the control again until the trip reading is 0.0 miles.



Tachometer: Indicates the engine speed in revolutions per minute. Driving with your tachometer pointer continuously at the top of the scale may damage the engine.

Battery voltage gauge: Indicates the battery voltage when the ignition is in the ON position. If the pointer moves and stays outside the normal operating range, have the vehicle's electrical system checked as soon as possible.

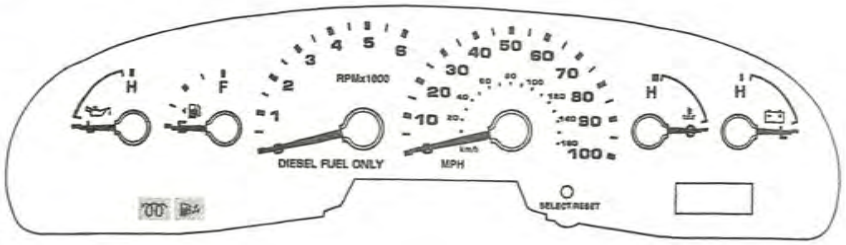
Engine oil pressure gauge: Indicates engine oil pressure. The needle should stay in the normal operating range (between "L" and "H"). If the needle falls below the normal range, stop the vehicle, turn off the engine and check the engine oil level. Add oil if needed. If the oil level is correct, have your vehicle checked at your dealership or by a qualified technician.

Fuel gauge: Indicates approximately how much fuel is left in the fuel tank (when the ignition is in the ON position). The fuel gauge may vary slightly when the vehicle is in motion or on a grade.

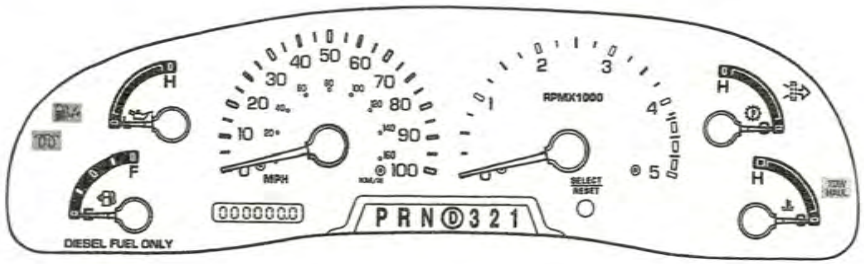
The FUEL icon and arrow indicates which side of the vehicle the fuel filler door is located.

Refer to *Filling the tank* in the *Maintenance and Specifications* chapter for more information.

E-SERIES

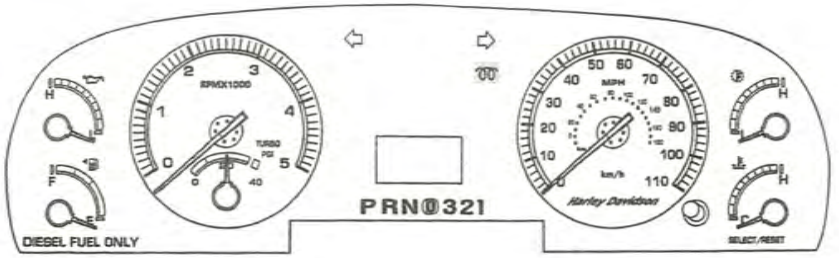


EXCURSION



F-SUPER DUTY (EXCEPT HARLEY-DAVIDSON)

F-SUPER DUTY HARLEY-DAVIDSON



Glow plug pre-heat indicator

With the key in the ON position, the light will illuminate if glow plug heat is necessary as a starting aid. Wait until the light goes off before starting. The light should always illuminate briefly, when the ignition key is in the ON position. If the light does not illuminate, there may be a problem. Refer to *Cold weather starting* in the *Driving* section of this supplement. After the engine starts, the light should remain off. The light should always illuminate at least momentarily when the engine is cold and the ignition is turned to ON. If it does not illuminate, the glow plug system should be checked and repaired promptly to avoid difficulty in cold starting.

Water in fuel

During refueling, it is possible for water-contaminated diesel fuel to be pumped into your tank. Your vehicle fuel system is equipped with a fuel filter/water separator to remove water from the fuel. The WATER IN FUEL light will illuminate when the ignition is turned to START (as part of the light function check) and when the FCM/HFCM has a significant quantity of water in it.

Type A

Type B

Type C

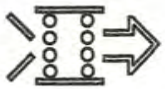
If the light illuminates when the engine is running, stop the vehicle as soon as safely possible, shut off the engine, then drain the FCM/HFCM. Refer to *Draining the FCM/HFCM and changing the fuel filters* in the *Maintenance and Specifications* section of this supplement for the drain procedure. Allowing water to stay in the system could result in extensive damage to, or failure of, the fuel injection system.

⚠ Do not drain the water separator while the engine is running. Fuel may ignite if the separator is drained while the engine is running or the vehicle is moving.

Engine air filter (if equipped)

The engine air filter warning light illuminates when the air filter restriction gauge reaches the CHANGE FILTER mark.

Type A



Type B

Type C

The condition should be verified by inspecting the underhood air filter restriction gauge; the warning light is only a secondary indicator. Always use the underhood air filter restriction gauge to determine when the air filter element needs to be changed.

The vehicle may be driven with the engine air filter warning light illuminated/or when the underhood air filter restriction gauge has moved to the CHANGE FILTER mark for up to 250 miles (400 km) without damaging the engine or related components. However, the air filter element must be replaced at the earliest opportunity. Refer to *Air filter restriction gauge (if equipped)* in this section of the supplement for more information.

Transmission Tow/Haul Feature (if equipped): Illuminates when the Tow/Haul feature has been selected. Refer to the *Driving* chapter for transmission function and operation. If the light flashes steadily or does not illuminate, have the transmission serviced soon, or damage may occur.

[redacted]

Hawtown Pa [redacted]

UNITED STATES POSTAL SERVICE

1000

20590

U.S. POSTAGE
PAID
WAYNE, PA
19087
NOV 03.10
AMOUNT
$1.22
00050043-10

U.S. Dep of Transportation
National Highway Traffic Safety
Administration
Office of Defects Investigation
(NVS-210)
1200 New Jersey Ave, S.E.
[redacted]
20590