



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 **MAY - 5 2011**
13-APR-2011
Repository
Reference No. 10395707

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City WORCESTER State MA Zip Code [REDACTED]

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

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: 1FDWF37P87E [REDACTED]
Make FORD Model F350 Model Year 2007
no longer # of dealer DUMP TRUCK
Date Purchased 7/26/07 Dealer's Name and Telephone Number HARR MOTOR CO. (508) 471-2800 Engine: 6.0 No: Cylinders 8 Fuel Type: DIESEL
Original Owner Dealer's City [REDACTED] State [REDACTED] Zip Code [REDACTED]
Transmission Type Antilock Brakes Cruise Control Powertrain Multiple Failure: Incident Date(s) 14-MAR-2011

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 080000 FUEL SYSTEM, DIESEL Failure Mileage 25430 Failure Speed 5

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) 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 [REDACTED] Number of Deaths [REDACTED] 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 2007 FORD F350 DUMP TRUCK DIESEL. THE CONTACT STATED THAT THE LINING OF THE FUEL TANK WAS COVERED WITH RUST AND DE-LAMINATED. THERE WERE ALSO PIECES OF RUST IN THE BOTTOM OF THE FUEL TANK. THE VEHICLE WAS TAKEN TO THE DEALER WHO DRAINED THE WATER SEPARATOR AND INSTALLED TWO FUEL FILTERS. THE CONTACT WAS RESPONSIBLE FOR THE REPAIR COST SINCE THERE WERE NO RECALLS OR RELATED WARRANTIES. THE FORD MANUFACTURER WAS CONTACTED AND A COMPLAINT WAS FILED. THE FAILURE MILEAGE WAS 25,430.

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 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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

my new dealer is Sunnyside Motors
HENDER, MA Telephone # (508) 829-4333

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300

CENTRAL MA 018

27 APR 2011 PM 1 F

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



CUSTOMER #: 15810

170992

Sunnyside

944 Main St.



INVOICE

HOLDEN, MASS. 01520

508-829-4333

1-800-649-4333

www.sunnysideford.com

WORCESTER, MA

DUPLICATE 1

PAGE 1

SERVICE ADVISOR: 308 CHRISTOPHER WILLMAN

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
REDUMP	07	FORD F350 PICKUP	1FDWF37P87E [REDACTED]	[REDACTED]	6/24922	T061	
DEL. DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26JUL07	DD06DEC06		14:30 14MAR11			MCV	14MAR11
R.O. OPENED	READY	OPTIONS: DLR:08916 ENG:6.0_Liter_EFI TRN:TORQ					
14MAR11	14MAR11						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A WATER IN FUEL LAMP COMES ON FREQUENTLY IS PLUG FROZEN SOULD SEPERATOR BE REPLACED ??							
MT TEST AND REPLACE WATER SEP AND REPROGRAM							
	6058	CP				173.00	173.00
	1	6C3Z*9B249*A	KIT - MODULE - FUEL RECIRCULAT		128.74	128.74	128.74
132P REPLACE FUEL FILTER (21)							
	6058	CME				40.51	40.51
	1	FD*4616*	ELEMENT		114.98	78.00	78.00
PARTS:	206.74	LABOR:	213.51	OTHER:	0.00	TOTAL LINE A:	420.25

24922 IDS DIAG KOEO PASS KOEOC P2269 WIF LIGHT ON. DRAIN WATER SEPRATOR AND FOUND LARGE AMOUNTS OF RUST AND DEBRIS. RAISE DUMP BODY AND REMOVE PICKUP AND INSPECT TANK. TANK INSIDE TOP IS RUSTING AND LARGE AMOUNTS OF RUST IN BOTTOM OF TANK. REPLACE FUEL MANIFOLD AND FITLERS AND REFLASH PCM TCM AND FICM. TIRE EST \$226.06 EACH INC MOUNT, BALANCE AND DISPOSAL

ENVIRONMENTAL CHARGE 7.11

You can now schedule your appointments 24 hrs a day online at Sunnysideford.com.

Thank you very much. We appreciate your business.

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly 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 this item/items.	DESCRIPTION	TOTALS
		LABOR AMOUNT	213.51
		PARTS AMOUNT	206.74
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	7.11
		TOTAL CHARGES	427.36
		LESS DISCOUNT	0.00
		SALES TAX	13.37
		(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE

CUSTOMER #: 15810

171833

Sunnyside

944 Main St.



INVOICE

HOLDEN, MASS. 01520

508-829-4333

1-800-649-4333

www.sunnysideford.com

WORCESTER, MA

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 308 CHRISTOPHER WILLMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
REDUMP	07	FORD F350 PICKUP	1FDWF37P87E [REDACTED]	[REDACTED]	25420/25420	T854	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26JUL07	DD06DEC06		12:00 11APR11			MCV	11APR11
R.O. OPENED		READY	OPTIONS: DLR:08916 ENG:6.0 Liter_EFI TRN:TORQ				
11APR11		11APR11					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A DRAIN WATER SEPERATOR , AHD REMOVE FUEL FILTERS AND . . .???????							
CAUSE: DTO							
132P REPLACE FUEL FILTER (21)							
			2259	CME		29.95	29.95
	1	FD*4616*	ELEMENT		86.23	60.00	60.00
PARTS:	60.00	LABOR:	29.95	OTHER:	0.00	TOTAL LINE A:	89.95

25420 DRAIN WATER SEPERATOR AND REPLACED FUEL FILTERS WATER SEP CLEAN, STILL SOME RUST IN FUEL FILTERS

ENVIRONMENTAL CHARGE 5.40

You can now schedule your appointments
24 hrs a day online at Sunnysideford.com.

Thank you very much.
We appreciate your business.

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly 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 this item/items.

DESCRIPTION	TOTALS
LABOR AMOUNT	29.95
PARTS AMOUNT	60.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	5.40
TOTAL CHARGES	95.35
LESS DISCOUNT	0.00
SALES TAX	4.09
PLEASE PAY THIS AMOUNT	99.44

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE