 <p><b>DOT Auto Safety Hotline</b>  <b>Vehicle Owner's Questionnaire</b>  <b>To Report Vehicle Safety Defects</b>  <b>1-888-DASH-2-DOT</b>  <b>(1-888-327-4236)</b>  <b>INTERNET: www.nhtsa.dot.gov/hotline</b></p>		FOR AGENCY USE ONLY 100148	
		Date Received <b>JAN 3 2012</b> 28-NOV-2011	Repository <input type="checkbox"/>  Reference No. 10437565
<b>OWNER INFORMATION (Type or Print)</b>			
Name [REDACTED]		Daytime Telephone Number [REDACTED]	
Address [REDACTED]		E-mail Address [REDACTED]	
City VILLAGE	State VA	Zip Code [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).			
<b>VEHICLE INFORMATION</b>			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1FDXF46P24E [REDACTED]		Make FORD	Model Year 2004
Date Purchased	Dealer's Name and Telephone Number		Model F-450 SD
Original Owner <input checked="" type="checkbox"/>	Dealer's City	State	Zip Code
Transmission Type Auto.	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Engine: V8 No: Cylinders = 8 8cyl.
Multiple Failure:		Incident Date(s) 23-MAR-2011	
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>			
Vehicle Component Code: 070000 FUEL SYSTEM, GASOLINE		Failure Mileage 200000	Failure Speed 55
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>			
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:	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>			
Make:	Date Manufactured:	Model No./Name:	
Seat Type:	Installation System:		
Child Seat Component Code:	Failed Part:		
<b>APPLICABLE INCIDENT INFORMATION</b> (Please describe in detail the incident(s), Failure(s), Crash(es), and injury (ies).)			
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			
<b>Narrative Description of Incident(S), Crash(es), and Injury(ies).</b> 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).			
<p>TL* THE CONTACT OWNS A 2004 FORD F-450. THE CONTACT STATED THAT THE VEHICLE STALLED WHILE DRIVING 55 MPH. THE CHECK ENGINE LIGHT ILLUMINATED AFTER THE FAILURE OCCURRED. THE VEHICLE WAS TOWED TO THE DEALER WHERE THE DEALER PERFORMED A DIAGNOSTIC THAT LOCATED THE FAILURE AS THE FUEL LINER DELAMINATING. MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE AND THE CURRENT MILEAGE WAS 200,000.</p> <p><i>Ford did not have any repair parts for 7 months and will not help with any cost. The NHTSA should demand a recall. Customers should not be forced to pay thousands of dollars for problems that are not of their making. All calls to Ford fail on deaf ears.</i></p>			
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)**

Complete failure of fuel tank resulted in damage to entire fuel system. Tank was only service for 7 months. Ford could not supply a new tank. Ford is not helping with any costs of repair. The magnitude of this problem is huge. There has been no recall. Tanks should not go back ever. Ford has a problem, they know it, and has chosen to recall away leaving customers with no help. The problems and leaked parts resulted in our company having to purchase a new truck, this should not be allowed to happen.

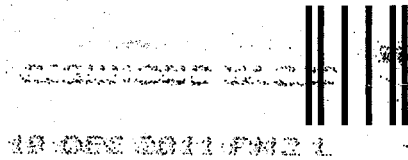
ATTACH ADDITIONAL SHEETS IF NECESSARY

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



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 #: 710002

19489

# COLONIAL FORD TRUCK SALES, INC.

1833 COMMERCE ROAD • P.O. BOX 24288  
RICHMOND, VIRGINIA 23224  
(804) 232-3492  
1-800-283-2387  
FAX: (804) 230-1932

\*INVOICE\*

DUPLICATE 3  
PAGE 1

VILLAGE, VA  
HOME: [REDACTED]  
BUS: [REDACTED]

CONT:N/A  
CELL:

SERVICE ADVISOR: 721 JEFF DOWDY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
WHITE	04	FORD F450	1FDXF46P24E [REDACTED]	[REDACTED]	222503/222503	T5598	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22DEC03	DD29SEP03		13:12 25MAR11		0.00	CHG	29SEP11
R.O. OPENED	READY	OPTIONS: W-COMP:X STK:D108 ENG:6.0L V-8 DIESEL					
12:42 25MAR11	09:28 29SEP11	TRN:AUTO 1) CONTACT: CHRIS 804-450-8003					

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL  
A MISSING/LACK OF POWER HAS BEEN GOING ON FOR A WHILE/ SHUT OFF TODAY

AND WONT RESTART

D42 POOR PERFORMANCE / LACKS POWER

3243 BARNETT, DANIEL LIC#: 3243

CLHT

212.00 212.00

1 6C3Z\*9002\*F TANK ASY - FUEL

1109.68 1077.61 1077.61

ADMIN ADMINISTRATIVE FEE

3243 BARNETT, DANIEL LIC#: 3243

CADLT

3.50 3.50

TOOL ELECTRONIC TOOL FEE

3243 BARNETT, DANIEL LIC#: 3243

COMP

50.00 50.00

PARTS: 1077.61 LABOR: 265.50 OTHER: 0.00 TOTAL LINE A: 1343.11

222503 PERFORMED DIESEL DIAGNOSIS RUN KOEO AND KOER. RUN POWER BALANCE TEST. FAILED MULTIPLE INJECTORS, CHECK FUEL PRESSURE LOW. PERFORMED INLET RESTRICTION TEST. FOUND FUEL TANK DELAMINATING. FOUND F.I.C.M. HAS LOW VOLTAGE AND IS TESTING AT 38 VOLTS OUT OF 48 VOLTS AND FOUND OIL COOLER LEAKING. RECOMMEND REPLACEMENT OF FUEL TANK, FUEL PUMP, FUEL FILTERS, F.I.C.M., ALL 8 INJECTORS, AND OIL COOLER. ADVISED CHRIS. SPECIAL ORDERED FUEL TANK THAT IS ON NATIONAL BACK ORDER. BILLED TANK AND DIAGNOSIS CHARGES TO THIS R.O. CHRIS PICKED VEHICLE UP 04-5-2011. TANK ARRIVED 8/10/11 AND WAS PUT IN WILL CALL AT PARTS ON 9/29/11. ADVISED CHRIS TO PICK UP TANK ON 9/29/11 9:24AM. CHRIS IS GOING TO PERFORM REPAIRS AT HIS SHOP.



B ENGINE OIL LEAK

L65 ENGINE OIL LEAK

3243 BARNETT, DANIEL LIC#: 3243

CSML

0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

222503 FOUND OIL COOLER LEAKING SEE LINE A

EXCLUSION OF WARRANTIES	DESCRIPTION	TOTALS	
<p>Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.</p> <p><b>AUTHORIZATION FOR REPAIRS</b></p> <p>I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.</p>	LABOR AMOUNT		
	PARTS AMOUNT		
	GAS, OIL, LUBE		
	SUBLET AMOUNT		
	MISC. CHARGES		
	TOTAL CHARGES		
	LESS INSURANCE		
	SALES TAX		
	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	

THANK YOU