

CI-10467342-8475  
EQ=10467342.9218

Complaint Detail

19-JUL-2012

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

AUG 2 2012

**Complaint Information**

<b>ODN:</b> 10467342	<b>Referral Source:</b>	<b>Num. Injured:</b>	<b>Property Damag:</b> N
<b>Received Date:</b> 19-JUL-2012	<b>Incident Date:</b> 23-APR-2012	<b>Crash:</b> N	<b>Police Report:</b> N
<b>Description:</b>	<b>Fire:</b> N	<b>Num Occurrences:</b> 2	<b>Confidential:</b> N
<p><b>Num. Deaths:</b></p>			

**Description:** I AM THE ORIGINAL OWNER OF A 2008 F-550 SUPERDUTY USED FOR MY BUSINESS. IT HAS APPROXIMATELY 108,000 AND HAS REQUIRED THE REPLACEMENT OF THE ENTIRE ENGINE ASSEMBLY TWICE. IN BOTH INSTANCES THE TRUCK WAS TRAVELING DOWN THE INTERSTATE AT HIGHWAY SPEEDS WHEN THE FAILURES OCCURRED AND THE DRIVER WAS UNABLE TO GET TO THE SHOULDER OF THE ROAD. BOTH FAILURES ALSO GAVE NO WARNING.

THE FIRST FAILURE OCCURRED IN AUGUST 2009 @ 32,225 WHEN THE DRIVER HEARD A LOUD NOISE COMING FROM THE ENGINE AND IT IMMEDIATELY STALLED. THE TRUCK WAS TOWED TO THE DEALER UPON WHICH IT WAS DETERMINED A CONNECTING ROD HAD GONE THROUGH THE BLOCK. THERE WAS NO EXPLANATION PROVIDED EXCEPT THE ENGINE WAS STILL UNDER THE POWERTRAIN WARRANTY.

THE SECOND FAILURE OCCURRED IN APRIL 2012 @ 107,000 WHILE THE DRIVER WAS ON HIS WAY TO THE DEALER TO GET THE RADIATOR FIXED DUE TO A LEAK. HE WAS ON THE BELTWAY WHEN HE IMMEDIATELY STARTED TO LOOSE POWER AND IT STALLED WITH A CHANCE OF GETTING TO THE SHOULDER. WHEN TOWED TO THE DEALER, IT WAS DIAGNOSED AS EXCESSIVE COOLANT IN THE OIL PAN (3 GALLONS) WHICH CAUSED INTERNAL FAILURE TO THE BEARINGS/CRANK/RODS. THE ENGINE HAD TO BE REPLACED AGAIN. THIS TIME THE FAILURE WAS CAUSED BY THE WATER PUMP FRONT COVER THAT WAS SEVERELY PITTED ALLOWING COOLANT TO ENTER THE ENGINE. THIS FRONT COVER HAD BEEN REPLACED AROUND 71,000 FOR THE SAME PROBLEM, WHICH ACCORDING TO THE MECHANIC, IS COMMON WITH THE 6.4L ENGINE.

I HAVE SERVICED THIS TRUCK ACCORDING TO FORDS RECOMMENDATIONS AND HAVE HAD THE OIL CHANGED MORE FREQUENTLY THAN THE 10,000 MILE THAT IS RECOMMENDED FOR THE TYPE OF USAGE. THE DEALER AGREED THAT 7,500 MILES BETWEEN OIL CHANGES WAS SUFFICIENT SINCE THE TRUCK WAS NOT USED IN SEVERE OPERATING CONDITIONS. I'M CONCERNED FOR THE SAFETY OF MY DRIVER SINCE THIS TRUCK HAS STALLED TWICE ON THE ROAD RESULTING IN MAJOR ENGINE REPAIRS EVEN THOUGH I HAVE PROPERLY MAINTAINED THE TRUCK. I HAVE GOOGLED AND FOUND MANY OTHER OWNERS OF FORD TRUCKS WITH THE 6.4L DIESEL THAT HAVE HAD THE SAME PROBLEMS I HAVE HAD.

**Consumer Information**

<b>Title:</b> [REDACTED]	<b>Address:</b> [REDACTED]	<b>Zip Code:</b> [REDACTED]	<b>Evening Phone:</b> [REDACTED]	<b>Country Phone Code:</b>
<b>Name:</b> [REDACTED]	<b>City:</b> JESSUP	<b>Country:</b> UNITED STATES	<b>Email:</b>	
<b>Org.:</b>	<b>State:</b> MARYLAND	<b>Daytime Phone:</b> [REDACTED]	<b>Fax:</b>	

**Product Information**

Vehicle Information

**Product:** Product Type: VEHICLE Product Category: BUSES, MEDIUM & HEAVY VEHICLES Manufacturer: FORD MOTOR COMPANY  
**Make:** FORD Model: F-550 SD Model Year: 2008 Type: TRUCK

**VIN:** 1FDAW57R8BE0 [REDACTED]

**Original Owner:** Y

**Failure Mileage:** 106923

**Body Style:** PICKUP TRUCK

**AntiLock Brakes:** Y

**Speed:** 55

NM  
082012  
[Signature]

SHEEHY TRUCK CENTER  
**Ford** service center



10467342

**Motorcraft**  
 EXCEEDS THE NEED

600 NORTH FREDERICK AVE  
 GAITHERSBURG, MD 20879  
 PHONE 240-912-0660  
 www.sheehy.com

MONTGOMERY COUNTY REG...  
 DEALER CODE: 00664

DIESEL

WE SERVICE ALL FORD AND LINCOLN MERCURY PRODUCTS.

CUSTOMER NO. <b>866219</b>	ADVISOR <b>RON KAROLICK</b>	TAG NO. <b>369208</b>	INVOICE DATE <b>05/14/12</b>	CELL# <b>GTCS72135</b>
LABOR RATE	LICENSE NO.	MILEAGE <b>106,923</b>	COLOR <b>WHITE</b>	STOCK NO.
YEAR/MAKE/MODEL <b>08/FORD TRUCK/E550</b>	VEHICLE I.D. NO. <b>1EDAW57R88E</b>	DELIVERY DATE	DELIVERY MILES	
REFERENCE PHONE	BUYER'S SIGNATURE	COMMENTS	R.O. DATE <b>04/23/12</b>	

JOB# 1 CHARGES----- NO: 106923

LABOR  
 J# 1 09FTZ FUEL/DRIVABILITY TECH(S):364242 BT003 3750.00  
 REPLACE HIGH PRESSURE FUEL PUMP  
 REPLACED ENGINE ASSY COMPLETE, 3 YEAR/UNLIMITED MILEAGE WARRANTY  
 REPLACED INTERCOOLER, RADIATOR, GLOW PLUG HARNESS'S, STARTER, BELT, COOLANT RESERVOIR, AIR FILTER

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	8C3Z-6007-AARM	ENGINE ASY 8C3Z-600	15400.00	15400.00
	1	SERIAL#409497			
	1	3C3Z-7A248-AA		9.53	9.53
	1	8C3Z-8009-B		686.42	686.42
	4	VC-7-B		16.71	66.84
	1	8C3Z-12A690-BA		44.00	44.00
	1	8C3Z-12A690-AA		44.00	44.00
	1	7C3Z-11002-AA		362.46	362.46
	1	JK6-401-A		29.18	29.18
	1	JK8-872-D		49.70	49.70
	2	XT-5-DW		4.23	8.46
		FOR RECEIPT ONLY			
	1	7C3Z-9601-B	ELEMENT ASY - 7C3Z	57.65	57.65
	1	UPGRADE-PACKAGE	UPGRADE UPGRADE-PAC	1000.00	1000.00
	1	7C3Z-11002-AA	CORE RETURN	35.00	-35.00
	1	8C3Z-6007-AARM	CORE RETURN	3200.00	-3200.00
	1	7C3Z-6K775-C	COOLER ASY - E 7C3Z	524.33	524.33
	1	9C3Z-8A080-AA	TANK ASY - RAD 9C3Z	135.82	135.82
			TOTAL - PARTS		15183.39

Authorized Signature And Date  
 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 REPRESENTATIVES OF FORD.

SUBLET----- PO#----- VEND INV# INV. DATE DESCRIPTION-----  
 400050 44055 04/24/12 TOM TO DEALER  
 TOTAL - SUBLET 166.25

JOB# 1 TOTALS-----  
 LABOR 3750.00  
 PARTS 15183.39  
 SUBLET 166.25

SIGNED: DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE

I certify that this vehicle has been tested or test driven when needed and that the mechanic's work was performed satisfactorily.

JOB# 2 CHARGES----- JOB# 1 JOURNAL PREFIX GTCS JOB# 1 TOTAL 19099.64

LABOR  
 J# 2 30FTZ599 MULTI-POINT INSPECT TECH(S):364242 0.00  
 PERFORM MULTI-POINT INSPECTION  
 CUSTOMER REQUESTED  
 PERFORMED MULTI-POINT INSPECTION

JOB# 2 TOTALS-----

JOB# 3 CHARGES----- JOB# 2 JOURNAL PREFIX GTCS JOB# 2 TOTAL 0.00

LABOR-----

Authorized Signature  
 All labor performed and parts replaced were necessary to perform repairs.

The Hyundai and Ford/Jeep Company Equiptive Codes are Q (1990)

MT. AIRY

302 Century Dr., P.O. Box 200

Mount Airy, MD 21771

(301) 829-2800 • (301) 891-5252 • (401) 798-5333

Fax: (301) 829-0577 • Email: CenturyMtAiry@aol.com

JESSUP, MD

SERVICE ADVISOR: RICH BUCHRIMER

28MAR11	30MAR11	88227	1PDAW57R88E	3693400	T3070	30MAR11	235117
08:09	13:38	08 FORD F550		99.00	31DEC07	6959	8202
79369	79369						
1703							
EST: 0.00 28MAR11 08:09 SA: 8202							
CUSTOMER PAY SHOP SUPPLY & ENVIRONMENTAL CHARGE						20.81	

MAR 31 2011

USE

\*\* PRE-INVOICE \*\*

CENTURY



FORD

www.centuryford.com

LABOR AMOUNT	208.10
PARTS AMOUNT	339.08
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGE	20.81
TOTAL CHARGE	1332.99
LESS INSURANCE	0.00
SALES TAX	21.60
PLEASE PAY THIS AMOUNT	

Customer labor charges are based on the rate hour. We use standard time which is an average repair time. Actual time for a repair may be more or less than the standard average time. Where no standard time exists, we use actual time.

**LIMITED EXPRESS WARRANTY**  
Parts found to be defective in factory-certified material or workmanship will be repaired, replaced, or exchanged at Dealer's discretion for a period of twelve months or 12,000 miles, whichever comes first. Warranty does not include wear items. Dealer's workmanship is warranted for ninety days or 4,000 miles, whichever occurs first. Vehicle must be returned to Dealer for repair under this warranty. All labor performed and parts replaced under warranty is performed under the terms of this warranty. All parts are new unless otherwise specified. Remanufactured parts are indicated by an "R" or "TR" in the part number.

CUSTOMER SIGNATURE:

FOLLOW CENTURY FORD ON FACEBOOK, TWITTER AND CENTURYFORD.COM!  
VISIT FORDOWNER.COM- ACCESS SERVICE RECORDS, PRINT SERVICE COUPONS, AND MORE!  
ASK ABOUT DEALERSHIP FOR LIFE REWARDS PROGRAM!  
VISIT SYNCMYRIDE.COM- STAY CONNECTED!

Warranty does not cover...  
THEY WERE THE CUSTOMER'S MOTOR VEHICLE IS ON THE...  
AUTOMOTIVE REPAIR FACILITY MAY NOT BE RESPONSIBLE FOR DAMAGE TO THE CUSTOMER'S MOTOR VEHICLE...  
CERTAIN STATES AND THE...  
CUSTOMER'S MOTOR VEHICLE...  
OF THE...  
INCLUDING THE EXTENT OF THE...  
CONSUMER OF THE AUTOMOTIVE REPAIR FACILITY.

Manufacturer Recall Policy Adjustment Program  
Please see reading instructions to...  
Federal Motor Vehicle Manufacturers to...  
Administer the National Highway Traffic Safety...  
Administration (NHTSA) with...  
regarding any defect in their...  
The...  
from either the manufacturer or...  
In addition, certain...  
organizations prohibit this...  
which may be available for a fee or for free.

"At Your Service"