 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 APR 18 2013 28-FEB-2013		Repository <input type="checkbox"/> Reference No. 10500743	
OWNER INFORMATION (Type or Print)							
Name		Address		City		State	
[REDACTED]		[REDACTED]		SHAWNEE		KS	
Zip Code		Evening Telephone Number		E-mail Address		Daytime Telephone Number	
[REDACTED]		SAA		[REDACTED]		[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				Make		Model	Model Year
1FDWF37P77E [REDACTED]				FORD		F-350	2007
Date Purchased		Dealer's Name and Telephone Number		Engine:		Fuel Type:	
10-17-2006		Louisburg Ford Sales Inc 1-877-901-1311		No: Cylinders		Diesel	
Original Owner		Dealer's City		State		Zip Code	
<input type="checkbox"/>		Louisburg, KS		KS		66053	
Transmission Type		<input checked="" type="checkbox"/> Antilock Brakes		Powertrain		Multiple Failure:	
Automatic		<input checked="" type="checkbox"/> Cruise Control		4x4		Incident Date(s)	
						16-JAN-2013	
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Code: FUEL/PROPULSION SYSTEM (PWS)						Failure Mileage	Failure Speed
						84200	0
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE							
Tire Make		Tire Model (Name or Number)			Tire Size (Example P215/65R15)		
DOT No. (Example: DOTM19ABC036)		<input type="checkbox"/> Original Equipment		Failure Location:			
		<input type="checkbox"/> Prior Repair					
Tire Component Code					Tire Failure Type:		
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE							
Make:		Date Manufactured:		Model No./Name:			
Seat Type:		Installation System:					
Child Seat Component Code:		Failed Part:					
APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)							
Crash		Fire		Number of Persons Injured		Number of Deaths	Reported to Police
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		0		0	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 F-350. THE CONTACT STATED WHILE THE VEHICLE WAS BEING SERVICED, THE TECHNICIAN STATED THE LINING OF THE FUEL TANK WAS COVERED WITH RUBBER AND HAD DELAMINATED. THE TECHNICIAN DIAGNOSED THAT A NEW FUEL SYSTEM AND THE FUEL FILTERS NEEDED TO BE REPLACED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND DID NOT PROVIDE ANY ASSISTANCE. THE VEHICLE WAS REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 84,200 AND THE CURRENT MILEAGE WAS 85,300.							
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 to 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.							

[REDACTED]
Shawnee, KS. [REDACTED]

Consumer Affairs
PO Box 6248
Dearborn, MI. 48126

February 6, 2013

Subject: Fuel Tank 2007 F-350 4x4

On January 21& 22, 2013 I replaced my diesel fuel tank and fuel pump on my 2007 F-350 with 86,400 miles. I'm proud to said this has been a very dependable truck, best I've ever owned. I have kept my truck in good running condition since 2007 only letting Louisburg Ford of Louisburg, KS. do all servicing and repairs and only using Ford parts and additives in my truck. I brought the truck new from Louisburg Ford on October 17, 2006.

Now let me go back to January 16, 2013 I took my Truck to Louisburg Ford for oil change, fuel filters and to replace the rear brakes. I was waiting on the truck when Jesse Elkins Service Advisor Louisburg Ford came to me and informed me the brake fluid was needing to be replaced and the Anti-freeze also needed changed, I said go ahead and change the fluids because I need the truck in good running condition. I sat down in the waiting area because I knew I would be there for at least two more hours, however what was coming next I wasn't prepared for! Jesse came to the waiting area and asked me to come with him to the service area he wanted me to see something they found, my truck was on the lift and the mechanic directed me to the fuel filter under the cab of the truck, the mechanic moves his light to the filter and what I saw sent a sinking feeling in my stomach, the filter had small and larger particles all around he filter and contianer. (I've been working on vehicles since I was 12 years old, as a Fire Fighter for 34 years working on all the fire department equipment I never saw anything like this or had I heard of anything like this from other departments in the greater Kansas City area.) I asked Jesse and the mechanic what's happening. They explained that Louisburg Ford had seen a few vehicles with the same problem. They explain the problem was the coating on the inside of the fuel tank was breaking down and getting into the fuel system. OK? What will it take to fix the problem, we have one customer who changes his fuel filters on a monthly bases. **To keep the particles from getting into the injector pump and the engine, because this could ruin your motor, the best solution is to replace the tank and fuel pump.**

Jesse recommended that I call Customer Relations and got me the cost to replace the tank and fuel pump , I called Customer Relations and told her what was happening and with the cost of \$1784.14 to replace the tank and fuel pump, she said she wasn't able to help. I asked her to put me in contact with a supervisor. I left my name and phone number. On January 18, 2013 Kevin call from Customer Relations and I explain the problem to him and he told me they didn't have the money for this and you don't have any warranty. I asked Kevin that I wanted to talk with someone over his position and he told me the write a letter and hang up on me without giving me a address so that I could write a letter. When I had no hope of Ford helping with replacing my tank and fuel pump and left without an address to write to Ford, I called Jesse and had him make an appoint to replace my fuel tank and pump. The Service Manager at Louisburg Ford after two days of research found where at Ford to write this letter. **I have high praise for Louisburg Ford for all the help they have given me.**

In closing this letter my brother-law has a 1999 F-250 diesel with over 250,000 miles and hasn't had to replace his tank, I've checked around the Kansas City area with street department. Police, fire and Ambulance and haven't found any of these department who are having my problem, but there are some at Louisburg ford who have had this problem. The Service manager at Louisburg Ford stated that Bio-diesel may be the cause, **for the record not a gallon of bio-diesel ever has been put in my truck, I buy my diesel from Shell, BP, Valero and Philipp 66.** Since the problem seems somewhat small I hope, maybe something else is going on, like the metal of the tank wasn't prepare for the coating, or maybe the coating wasn't mixed right, leaving the coating more susceptible to breaking down in diesel. Last week I saw GM had a recall on 7,000 vehicles, this shows that smaller issues do develop and can be taken care of.

Ford has a large history in the diesel market and I can't see a fuel tank problem ruin that history, as I stated earlier in this letter my truck is 6 years old with 86,400 miles, for a diesel truck its barely broke in, when I see your trucks still on the road from the first Ford diesel F-250 and F-350s, when Ford was king of the diesel pickup engines for pickups.

I believe that this fuel tank issue should be taken care of by Ford because in over five years of driving this truck there wasn't any fuel problems it only developed in this last fuel filter change, since I've replaced the tank I'm getting full power back in my engine, before the power loss was so small it only seemed natural.

Thank you





LOUISBURG FORD SALES, INC.
 111 FAIRLANE DRIVE • (913) 837-4311 • 1-877-901-4311
 LOUISBURG, KS 66053
 www.louisburgford.com

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

CELL: [REDACTED]
 INVOICE # FOC114571

CUSTOMER # 12662	ADVISOR JESSE ELKINS	93270	TAG # 006	INVOICE DATE 01/22/13	INVOICE # FOC114571
[REDACTED]	LABOR RATE	LICENSE #	MILEAGE 84,407	COLOR OXFORD WHT/	STOCK #
SHAWNEE, KS	YEAR / MAKE / MODEL 07/FORD TRUCK/S-DTY F-350 DRW/REG CH		DELIVERY DATE 10/18/06		DELIVERY MILES 10
[REDACTED]	VEHICLE I.D. # L F D W F 3 7 P 7 7 E		SELLING DEALER #		PRODUCTION DATE
[REDACTED]	F.T.E. #		R.O. #	R.O. DATE 01/18/13	
[REDACTED]	WORK PHONE		COMMENTS		

MO: 84490

JOB# 3 TOTALS
 LABOR 45.50
 PARTS 69.50
 JOB# 3 JOURNAL PREFIX FOC3 JOB# 3 TOTAL 115.00

JOB# 4 CHARGES
 LABOR
 16FOZ075 COURTESY TRANSPORT HOURS: 0:00
 CUSTOMER REQUEST TRANSPORTATION WHILE IN FOR SERVICE
 CUSTOMER SUPPLIED TRANSPORTATION WHILE VEHICLE WAS IN FOR SERVICE

JOB# 4 TOTALS
 JOB# 4 JOURNAL PREFIX FOC3 JOB# 4 TOTAL 0.00
 MISC - CODE - DESCRIPTION - CONTROL NO -
 JOB # A 1SS3 SHOP SUPPLIES & ENVIRONMENTAL FEE
 TOTAL - MISC 31.81

COMMENTS
 PROP OFF LOANER 135 126 213

TOTALS

 NEXT RECOMMENDED SERVICE:
 01/18/2013 / 84490 MI 16FOZ075 75000 MILE SERVICE

[] CASH [] CHECK CK NO. []	TOTAL LABOR....	397.60
[] VISA [] MASTERCARD [] DISCOVER	TOTAL PARTS....	1245.37
[] AMER XPRESS [] OTHER [] CHARGE	TOTAL SUBLET...	0.00
	TOTAL G.O.G....	0.00
	TOTAL MISC CHG.	31.81
	TOTAL MISC DISC	-38.02
	TOTAL TAX.....	147.38
	TOTAL INVOICE \$	1784.14

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.

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

(CHECK (✓) APPROPRIATE BOX)
 CLAIMS REVIEW AUTHORIZATION TO SUBMIT CLAIM PARTS SCRAP OUT
 \$ PARTS \$ LABOR \$ TOTAL

Authorized Signature and Date
 Disclaimer Of Warranties - All expressed warranties, if any, by a manufacturer or supplier other than the dealer are theirs, not Dealer's unless otherwise provided in writing and furnished to buyer by Dealer.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE
 I hereby authorize the repair work hereinafter 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 below vehicle to secure the amount of repairs thereto.
I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW:

THANK YOU FOR VISITING LOUISBURG FORD SERVICE DEPARTMENT
 WE WANT YOU TO BE "COMPLETELY SATISFIED" WITH YOUR VISIT
 IF FOR ANY REASON YOU WERE NOT COMPLETELY SATISFIED, PLEASE
 CALL BRIAN VANDERPOOL, SERVICE MANAGER (877) 901-4311

CUSTOMER SIGNATURE
 ***** DUPLICATE INVOICE *****

CUSTOMER SIGNATURE X



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 LOUISBURG, KS 66053
 www.louisburgford.com

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

CELL: [REDACTED]

CUSTOMER #	12662	NAME FOR ORDER	JESSE ELKINS	93270	TAG #	006	INVOICE DATE	01/22/13	INVOICE #	FOCS114571
LABOR RATE		LICENSE #		MILEAGE	84,407	OXFORD WHT/		STOCK #		
SHAWNEE, KS		YEAR/MAKE/MODEL	07/FORD TRUCK/S-DTY F-350 DRW/REG CH	DELIVERY DATE	10/18/06	DELIVERY MILES	10			
VEHICLE I.D.#	W F 3 7 P 7 7 E	SELLING DEALER #		PRODUCTION DATE						
F.T.E.#		P.O.#		DATE	01/18/13					
WORK PHONE		COMMENTS								MO: 84490

JOB# 1 CHARGES

LABOR
 09F0Z04 FUEL TANK HOURS: 3.50 TECH(S): 1480 352.10

CUSTOMER STATES TO REPLACE THE FUEL TANK ASSEMBLY PER PRIOR INSP. RECOMMENDATIONS. EST: \$1656.77+TAX/SHOP SUPPLIES FOR THE WHOLE REPAIR PER PRIOR INSPECTION RECOMMENDATIONS CUSTOMER ADVISED AND THE TECHNICIAN REPLACED THE FUEL TANK ASSEMBLY WITH A NEW PLASTIC TANK, NEW FUEL PUMP ASSEMBLY AND SENDER AND PER LINE #3 A NEW SET OF FUEL FILTERS. RETEST GOOD WITH NO ISSUES WITH THE INJECTORS AT THIS TIME.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
	1	XC3Z-9276-AA	GASKET	13.60	13.60	13.60
	1	4740M	TANK ASSY	740.50	740.60	740.60
	1	6C3Z-9G2B2-C	PUMP ASY - FUE	464.17	421.67	421.67
TOTAL - PARTS						1175.87

MISC	CODE	DESCRIPTION	CONTROL NO	PRICE
	0A	OWNER ADVANTAGE		-38.02
TOTAL - MISC				-38.02

JOB# 1 TOTALS	LABOR	352.10
	PARTS	1175.87
	MISC	-38.02
JOB# 1 JOURNAL PREFIX FOCS	JOB# 1 TOTAL	1489.95

LABOR
 09F0Z09 FUEL PUMP HOURS: 0.00 TECH(S): 1480 0.00

REPLACE THE FUEL PUMP ASSEMBLY PER PRIOR INSP. RECS. LINE CREATED FOR HISTORY PURPOSES. SEE JOB #1 REPLACED FUEL PUMP PER RECOMMENDATION LINE CREATED FOR HISTORY PURPOSES

JOB# 2 TOTALS	LABOR	0.00
JOB# 2 JOURNAL PREFIX FOCS	JOB# 2 TOTAL	0.00

LABOR
 09F0Z09 6.0/6.4 FUEL FILTERS HOURS: 45.50 TECH(S): 1480 45.50

REPLACE THE FUEL FILTERS PER REQUIREMENTS OF JOB #1 REPLACED BOTH FUEL FILTERS AND 6.0/6.4 LITER DIESEL ENGINES

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
	1	3C3Z-9N184-CB	ELEMENT	69.50	69.50	69.50
TOTAL - PARTS						69.50

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.

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

(CHECK (✓) APPROPRIATE BOX)

CLAIMS REVIEW AUTHORIZATION TO SUBMIT CLAIM PARTS SCRAP OUT

\$ PARTS \$ LABOR \$ TOTAL

Authorized Signature and Date

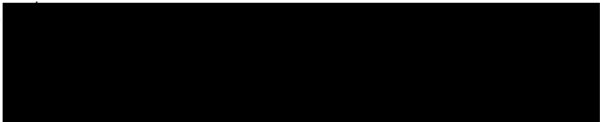
Disclaimer Of Warranties - All expressed warranties, if any, by a manufacturer or supplier other than the dealer are theirs, not Dealer's unless otherwise provided in writing and furnished to buyer by Dealer.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the repair work hereinafter 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 below vehicle to secure the amount of repairs thereto.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW:

CUSTOMER SIGNATURE: X



Shawnee, KS



KANSAS CITY 640

12 APR 2013 PM 2 L



FOREVER

W48-226

US Department of Transportation
1200 New Jersey Avenue SE
Washington, DC 20590

Ref: 10500743

20590

