

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Form Approved: O.M.B. No. 2127-0008



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
NOV 15 2013
21-OCT-2013

Repository
Reference No.
10548743

OWNER INFORMATION (Type or Print)

Name [Redacted] Daytime Telephone Number [Redacted] E-mail Address [Redacted]
Address [Redacted]
City VERMILION State OH 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).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1FTXW43R08E [Redacted]
Make: FORD Model: F-450 SD Model Year: 2008
Date Purchased: 3-29-12 Dealer's Name and Telephone Number: Gibson Truck World
Original Owner: Dealer's City: Sanford State: FL Zip Code: 32773 Engine: No: Cylinders: Fuel Type: Diesel
Transmission Type: auto Antilock Brakes: Cruise Control: Powertrain: Multiple Failure: Incident Date(s): 01-APR-2013

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: ENGINE (PWS) Failure Mileage: 96000 Failure Speed: 60

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): Original Equipment Prior Repair Failure Location:
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: Yes No Fire: Yes No
Number of Persons Injured: 0 Number of Deaths: 0 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 2008 FORD F-450 SD. THE CONTACT STATED THAT WHILE THE VEHICLE WAS HAULING A TRAILER AT 60 MPH UPHILL WHEN THE VEHICLE DECELERATED TO 20 MPH INDEPENDENTLY AS THE CHECK ENGINE WARNING LIGHT ILLUMINATED. THE FAILURE WAS RECURRING. THE VEHICLE WAS TAKEN TO A DEALER WHERE THE MECHANIC STATED THAT THE COMPUTER WOULD NEED TO BE REPROGRAMMED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED. THE FAILURE MILEAGE WAS 96,000.

Please see enclosed correspondence. The above is not quite accurate. A summary is on the back of this form.

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.

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

When the computer registers that it is time to clean the exhaust, all the power is directed to that chore and you are left with NO power. When you are towing even a light load the clean exhaust function NEVER goes off so you are left going 20 miles per hour. I cannot emphasize strongly enough how dangerous this is on a high-speed, limited access road. Unfortunately, we have been in this situation so many times – after we have been assured that the vehicle was fixed – that we no longer use it.

Ford is well aware of this problem and we have been told that they actually have a lawsuit against the engine maker, which, I believe, is International. Ford's service bulletin instructs the repair shop to reprogram the computer, which we have learned gives you somewhere between 4 to 6 hours before the clean exhaust function engages, and you are back to 20 MPH.

Please note: There is no LEGAL fix for the problem.

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
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UNITED STATES

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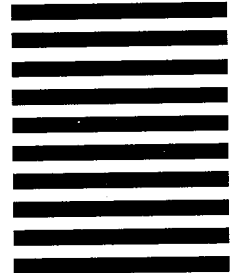
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WASHINGTON, DC

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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





October 29, 2013

[REDACTED]
Vermillion, OH [REDACTED]

Case # CAS-[REDACTED]

Dear Mr. & Mrs. [REDACTED]

We have received your letter, providing details of concerns for your 2008 F-Series Super duty. We sincerely regret the circumstances you described and apologize for the inconvenience you were caused as a result.

After receiving your letter, we thoroughly reviewed your situation and our records of it. We note that you did graciously take the time to speak to us about this issue. We further determined that a Representative at our Customer Relationship Center appropriately addressed your concerns.

At this time, we are unable to change the facts surrounding your contact with us, or the answer we provided. Please be assured that every effort was made on your behalf, and that while the issue is currently closed, we continue to appreciate your interest in this matter.

Thank you for contacting Ford Motor Company. We appreciate your position on this matter and the feedback you have provided.

Sincerely,

A handwritten signature in cursive script, appearing to read "Teresa Wesley", with a long, sweeping flourish extending to the right.

Teresa Wesley
Customer Service Representative
Ford Motor Company

October 23, 2012

Mr. Robert Shanks, Chief Financial Officer
And Executive Vice President
Ford Motor Co.
P. O. Box 6248
Dearborn, MI 48126

Dear Mr. Shanks:

We own a 2008 F-450 with a 6.4 liter engine, Vin. No. 1FTXW43R08E [REDACTED] My guess is that I do not need to tell you any more. I am simply another innocent consumer Ford wishes would go away and if they can wait a couple more years all of these dangerous vehicles will be off the road.

We purchased this pristine – at least visibly – vehicle used about 18 months ago. We were so naïve because we never bothered to see if there had been issues with this truck. In our opinion, it was a Ford and, after all, Ford was the go to vehicle to get the job done. We drove it for the better part of a year without asking it to do any kind of job at all. That changed dramatically the moment we hauled a light-weight camper. Had it “fixed.” Next trip, same result, had it “fixed”, etc. I am not bothering with all those repair details. You can look it up easily enough by the Vin. No. or with Ford Complaint No. CAS-3109964.

As I am sure Ford knows all too well, when the “clean exhaust function” engages and you have any kind of load on the vehicle will not go over 20 MPH and stays there because it cannot complete the cleaning cycle. I wish that a Ford executive could experience how terrifying it is to be on the NY Thruway with their family and a load of extremely expensive horses when this happens. You are jeopardizing all of their lives as well as everyone else around you.

We have been offered the “employee discount “ if we want to buy a new truck. I suppose that would help get us off the hook and pass a dangerous vehicle to the next unsuspecting victim. When I filed our report on your web site, it asked what remedy I wanted. My first choice was for you to tell us how to fix it; the second was that you take this thing back and give us in trade what we paid for it and what the repair bills are. I didn't bother including the \$14,620 in hauling fees that we had to pay because we could not use the truck to do its job.

In all probability, you are not the person who is primarily responsible for vehicle quality and safety, but Finance is intimately involved in ALL operations. Next time I will pay more attention to my Annual Report to help me determine who bears the responsibility.

Bottom line. This vehicle is inherently flawed, legally unfixable, and dangerous and Ford knows it. (How is your lawsuit going against the engine manufacturer, International?) If

there were more of them on the road the accident reports would rival the tires that were malfunctioning and killing people a few years back. Ford needs to do what a company of your stature should do and that is trade this one in and TAKE IT OFF THE ROAD.

Sincerely,

A solid black rectangular redaction box covering the signature of the sender.

C/ Legal Department
Steven Marchbanks

October 22, 2013

Dear Mr. Marchbanks

It is probable that you will be able, through your resources, to find ample evidence that the 2008 Ford F-450 with the 6.4 liter engine is inherently defective, with no legal option to fix it.

This vehicle had a newly designed engine that was supposed to clean the exhaust. It did not work and now has been redesigned with a tank that requires that you use a fluid to clean the exhaust.

When the computer registers that it is time to clean the exhaust, all the power is directed to that chore and you are left with NO power. When you are towing even a light load the clean exhaust function NEVER goes off so you are left going 20 miles per hour. I cannot emphasize strongly enough how dangerous this is on a high-speed, limited access road. Unfortunately, we have been in this situation so many times – after we have been assured that the vehicle was fixed – that we no longer use it.

Ford is well aware of this problem and we have been told that they actually have a lawsuit against the engine maker, which, I believe, is International. Ford's service bulletin instructs the repair shop to reprogram the computer, which we have learned gives you somewhere between 4 to 6 hours before the clean exhaust function engages, and you are back to 20 MPH.

The vehicle is currently back in the shop – at Ford's request – and has been there for about a week. They cannot make the check engine light go off and are ordering some kind of chip that we are supposed to drive around with that will give them a better picture of what is happening. I don't doubt that the vehicle has many problems, but they all stem from the faulty "regin" system.

This vehicle is so dangerous that it needs to be taken off the road. Ford has "generously" offered us the employee discount if we trade it in but that is not good enough. They need to do the right thing, which is to buy this thing back and take this hazard off the road.

If there is anything else I can do to facilitate pursuing this grievous injustice, please let me know. I intend to be the Erin Brockovich on this topic!

[REDACTED]
River Bend Jumpers

[REDACTED]
Vermilion, OH
[REDACTED]

PREMIER LEGAL CENTER, A.P.C.

www.PremierLegalCenter.com

2550 5th Avenue, 9th Floor
San Diego, California 92103
Toll Free Number: (877) 441-4441
Fax: (619) 235-3300

Steven L. Marchbanks
steve@premierlegalcenter.com
Licensed in California

CLIENT INFORMATION SHEET

TODAY'S DATE: 10-22-13

CLIENT REFERENCE NO.: PLC 1048676

NAME: [REDACTED] @ River Bend Jumpers

ADDRESS: [REDACTED]

CITY STATE ZIP: Vermilion, OH [REDACTED]

PHONE HOME: _____

CELL: [REDACTED] FAX: _____

EMAIL: [REDACTED]

CO-BUYER, IF ANY

NAME: _____

STREET ADDRESS: _____

CITY STATE ZIP: _____

PHONE: HOME: _____

CELL: _____ FAX: _____

EMAIL: _____

CUSTOMER #:

2 6 4 7 2 5

LIBERTY FORD-LINCOLN, Inc.

4215 Liberty Ave. * P.O. Box 457
VERMILION, OHIO 44089
Phone (440) 967-6191
www.libertyford.com

INVOICE

PAGE 1



VERMILION, OH
HOME
BUS: CONT:N/A
CELL:

SERVICE ADVISOR: 6374 NICOLE NAHM

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLUE	08	FORD F450	1FTXW43R08E		115934/115934	T444	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
24OCT12 DD		24OCT2012	18:00 23OCT13		100.00	CASH	04NOV13
R.O. OPENED	READY	OPTIONS: DLR:44J027 ENG:6.4 Liter					
14OCT13	04NOV13						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A					PERFORM DIAG TESTS FOR DIESEL CONCERN...\$149.95 / CONSISTANTLY LACK OF POWER SEE ADVISOR FOR DETAILS / CELD PERFORM DIAG TESTS FOR DIESEL CONCERN...\$149.95		
				7959 CP		149.95	149.95
115934				PERFORMED DIAGNOSTIC ON VEHICLE AND TEST DROVE SEVERL TIMES			
B	99P			PERFORM MULTI-POINT INSPECTION			
	99P			PERFORM MULTI-POINT INSPECTION			
				7959 ISP			(N/C)
C**				INSTALL FUEL FILTERS			
	S132			REPLACED FUEL FILTERS			
				7959 CP		65.00	65.00
				1 8C3Z*9N184*C ELEMENT	76.65	76.65	76.65
115934				REPLACED BOTH FUEL FILTERS			

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 WE WORK ON ALL MODELS AND MAKES!!!!!!!!!!!!!!
 WE WORK WITH ALL INSURANCE COMPANIES!!!!!!!!!!
 FREE ESTIMATES!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!
 RENTAL CARS AVAILABLE!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!

NOV 04 2013
 BY: Check

WARRANTY STATEMENT AND DISCLAIMER:
 THE DEALER HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF ANY PARTS OR THIS REPAIR. THIS DISCLAIMER IN NO WAY AFFECTS THE PROVISIONS OF ANY MANUFACTURER OR OTHER SUPPLIERS WARRANTIES.

SHOP SUPPLY COSTS: We have added a charge equal to 10% of the cost of labor, not to exceed \$20.00, to the Repair Order for shop supplies used in connection with the repair.

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	214.95
PARTS AMOUNT	76.65
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	291.60
LESS INSURANCE	0.00
SALES TAX	18.95
PLEASE PAY THIS AMOUNT	310.55

CUSTOMER #:

2 6 1 8 4 8

LIBERTY FORD-LINCOLN, Inc.

4215 Liberty Ave. * P.O. Box 457
VERMILION, OHIO 44089
Phone (440) 967-6191
www.libertyford.com

INVOICE

PAGE 1



VERMILION, OH

HOME: CONT:N/A

BUS: CELL:

SERVICE ADVISOR: 6374 NICOLE NAHM

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLUE	08	FORD F450	1FTXW43R08E		109446/109446	T434	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
24OCT12 DD		24OCT2012	18:00 23JUL13		100.00	CASH	24JUL13
R.O. OPENED	READY	OPTIONS: DLR:44J027 ENG:6.4 Liter					
23JUL13	24JUL13						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATES CLEANING EXHAUST WILL STAY ON 50-60MILES AND WILL LOSE POWER UNDER LOAD 20MPH BUT IF YOU STOP AND TURN OFF WILL BE OK ALSO WHEN GOING UP OR DOWN HILL UNDER LOAD AND HITTING THE BRAKE IT WILL TRIGGER EXHAUST CLEANING
 CELD PERFORM DIAG TESTS FOR DIESEL CONCERN...\$149.95

7959	CPD					149.95	149.95
9000	REPROGRAM PCM AND PERFORM REGEN						
7959	CPD					60.00	60.00

109446 SELF TESTED PCM/DTC P-0088/PERFORMED TSB #12-07-07/REPROGRAMED PCM FR OR LACK OF POWER CONCERN/CHECKED EXHAUST REGEN CONCERN/CHECKED REGEN PIDS/LAST REGEN WAS 36 MILES AGO/PERFORMED MANUAL REGEN/COMPLETED REGEN WITHOUT ANY FAULTS/

B 99P..PERFORM MULTI-POINT INSPECTION

99P 99P..PERFORM MULTI-POINT INSPECTION

7959 ISP

GBATT BATTERY TESTED OK AT THIS TIME

7959 ISP

GBK BRAKE LINING MEASURED OK

7959 ISP

GTIRE TIRES CHECK O.K.

7959 ISP

FAIT
 JUL 26 2013
 BY: *Chick*

(N/C)
(N/C)
(N/C)
(N/C)

CUSTOMER PAY SHOP CHARGES AND DISPOSAL FOR REPAIR ORDER 21.00

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 WE WORK ON ALL MODELS AND MAKES!!!!!!!!!!!!!!
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CUSTOMER COPY

WARRANTY STATEMENT AND DISCLAIMER:
 THE DEALER HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF ANY PARTS OR THIS REPAIR. THIS DISCLAIMER IN NO WAY AFFECTS THE PROVISIONS OF ANY MANUFACTURER OR OTHER SUPPLIERS WARRANTIES.

SHOP SUPPLY COSTS: We have added a charge equal to 10% of the cost of labor, not to exceed \$20.00, to the Repair Order for shop supplies used in connection with the repair.

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

DESCRIPTION	TOTALS
LABOR AMOUNT	209.95
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	21.00
TOTAL CHARGES	230.95
LESS INSURANCE	0.00
SALES TAX	14.43
PLEASE PAY THIS AMOUNT	245.38

CUSTOMER #:

155513

Battlefield Ford

Mercury

10463 James Monroe Hwy.
Rte. 29 South
Culpeper, VA 22701
(540) 547-3673

INVOICE

PAGE 1

VERMILION, OH

HOME: CONT

BUS: CELL:

SERVICE ADVISOR: 104 BRANDON FUNKHOUSER

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG. Values: BLUE, 08, FORD F450 DRW, 1FTXW43R08E, 99373/99397, T1694.

Table with columns: DEL. DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE. Values: 01JAN08 DD, 17:00 23APR13, CASH, 23APR13.

Table with columns: R.O. OPENED, READY, OPTIONS. Values: 11:18 20APR13, 17:52 23APR13, ENG:6.4_Liter.

Main repair list table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Includes items like 6020A GASKET OR CYLINDER FRONT COVER, 8C3Z*6019*D COVER, etc.

Summary table for line A: PARTS: 2219.97, LABOR: 1400.00, OTHER: 0.00, TOTAL LINE A: 3619.97.

Summary table for line B: PARTS: 0.00, LABOR: 0.00, OTHER: 0.00, TOTAL LINE B: 0.00.

Summary table for line C: PARTS: 0.00, LABOR: 0.00, OTHER: 0.00, TOTAL LINE C: 0.00.

Customer signature area with text: 'ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY INFORMATION CONTAINED HEREON IS ACCURATE UNLESS SHOWN...'. Includes signature lines for Dealer and Customer.

CUSTOMER