

DEC 20 2013

 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 29-OCT-2013	Repository ☐ Reference No. 10549959		
OWNER INFORMATION (Type or Print)				Daytime Telephone Number [REDACTED]	E-mail Address [REDACTED]
Name [REDACTED]		Address [REDACTED]		Evening Telephone Number [REDACTED]	
City MONTA SELO	State ME	Zip Code [REDACTED]			
<i>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).</i>					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 2FTRX18LXYC [REDACTED]		Make FORD	Model F-150	Model Year 2000	
Date Purchased 2001 (?)	Dealer's Name and Telephone Number FREEMAN FORD		Engine: No: Cylinders	Fuel Type:	
Original Owner ☐	Dealer's City PRESQUE ISLE	State ME	Zip Code 04769		
Transmission Type AUTO	☐ Antilock Brakes ☒ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 26-SEP-2013	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: FUEL/PROPULSION SYSTEM (PWS)			Failure Mileage 131930	Failure Speed	
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 <i>(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies).)</i>					
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 2000 FORD F-150. THE CONTACT STATED THAT WHILE INSPECTING THE VEHICLE, SHE NOTICED THAT THE FUEL TANK STRAPS WERE CORRODED AND THE FUEL TANK WAS LEAKING GASOLINE DUE TO A HOLE ON THE FUEL TANK. THE VEHICLE WAS TOWED TO A DEALER WHERE IT WAS DIAGNOSED THAT THE FUEL TANK STRAPS NEEDED TO BE REPLACED AND WAS REPAIRED UNDER NHTSA CAMPAIGN NUMBER: 11V385000 (FUEL SYSTEM, GASOLINE). HOWEVER, THE CONTACT WAS ADVISED THAT THE REPAIRS FOR THE HOLE IN THE FUEL TANK WERE NOT INCLUDED IN THE RECALL. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE VEHICLE WAS NOT FURTHER REPAIRED. THE APPROXIMATE FAILURE AND CURRENT MILEAGES WERE 131,930.					
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.					

approximately Sept 18 or 19th

Called FORD MOTOR COMPANY 1-866-436-7332

Referred to FORD Customer Relations Department at
1-800-392-3673

Information taken, case # given -
#CAS3241614-Q3Y6H2

Called YORK'S OF HOULTON 1-207-532-6534

made an appointment for Monday 23 of September
Kevin - operates tow truck for Yorks 1-207-694-0462
picked it up Sat September 21, 2013 and delivered it
to Yorks of Houlton.

I called York's of Houlton and was told the hole
was near the top of the tank, where it gets filled,
so all that was being done was the recall straps
replaced.

I picked the truck up on September 26, 2013.
It was a long wait as the service person that
went to get it for me, didn't know it was parked
way off the lot, because it was still leaking.

I brought the truck home and the remainder
of the gas leaked out. I called another wrecker
service and had it towed to Hogan Tire. I was told
the gas was leaking from under the gas strap that
had been replaced by York's of Houlton. I had it towed
back home.

I called Ford again, they gave me another case
number #CAS3371806-S5CON6. I called York's back
and was told they mixed up my pickup with another
one and that Ford wouldn't cover my truck's hole. They
said they sent pictures to Ford, but, Ford wouldn't

Confirm it.

I also called the NHTSA and they gave me a confirmation #10549959.

I have not been able to drive my ~~driving~~ truck for a couple of months now. I am on disability and money is very tight. I'd just like to get this fixed.

Thank you for your time. I appreciate it very much.

Monticello, ME

**BBB AUTO LINE
Customer Claim Form**

Case number: FRD1330364
Contact Date: 10/29/13
Start Date:

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

Titled owner: [REDACTED]		
Mailing address: [REDACTED]		
City: Monticello	State: ME	Zip code: [REDACTED]
Day phone: [REDACTED]	Evening phone: [REDACTED]	Cell phone:
Fax:	E-mail address:	

SECTION 2: VEHICLE INFORMATION

Make: Ford	Model: F-150 Truck	Year: 2000	Current mileage: 0
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: , , ME			
Primary Servicing dealer/city/state: York Ford Sales , Houlton ME			
Acquired as ☒ new ☒ used ☐ demo ☐ leased		Is the vehicle in your possession? ☒ yes ☐ no	
Purchase/lease date:		Mileage at purchase/lease:	
First repair attempt date: 9-26-2013		First repair attempt mileage: 0	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business: Transmission type: ☒ Automatic ☐ Manual	
Has the vehicle been in an accident/had body damage? ☐ yes ☒ no		Date of accident:	
Description of damage:			

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

I would really like to have my gas tank fixed like Ford told me it would be by York's of Houlton.

Please complete the missing information in the box below and on page 2.

VEHICLE IDENTIFICATION NUMBER 2ETR18LXYC [REDACTED]	
Lienholder/Leasing Company _____	Phone Number _____
Account Number _____	

My Notes While talking to Everyone

Saturday 9:00am

Tow truck

694-0462
Kevin

\$1,400 to
\$1,500 to fix
near top near
where it gets
filled

Case # CAS3241614
-Q3Y6H2

1-800-392-3673

1-5-4

Ford

York 207-532-6534

Ford Motor Company
no charge recall.com

ord Truck has not had the following

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

Recall Number
and Description:

11S21 - Fuel Tank Strap Inspection a

What Are We Asking
You To Do?

Please contact your dealer to schedul
important service procedure complete
servicing dealer, you can access <http://>
for dealer addresses, maps and drivin

The vehicle owner is responsible for
Ford Motor Company reserves the ri
damage that may result from failure
timely basis. Therefore, please hav

BBB. auto line

bostonbbb.org

1-800-955-5100

M-F 1-508-652-4800
Marlboro

NHTSA

1-888-327-4236

Ser

If yc

We
assi
you

Tha

pictures
to Ford +
where the whole is
isn't covered by
warranty

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ocal Tim

BB
CASE # FRD1330364

rough the Internet, our address

recall repair, please disregard this reminder.

and want to assure you that, with your
itment, together with your dealer, is to provide

Customer
Relations
1-800-392-3673

Ford Customer Service Division

Case #2
CAS337180635CON6
Michele at
Customer Relations



315 North Street • P.O. Box 100
Houlton, ME 04730
Ph: (207) 532-6534
Fax: (207) 532-6976
www.yorksofhoulton.com



RO: 218186
Cashier: 07:33-2
Date Out: 09/26/2013



OPEN
IN: 1249 OUT: 0732

Customer: 389852

VIN: 2FTRX18LXYC
2000 FORD F150
Miles-In: 131908 Out: 131908
Delivered: 02/18/2005

MONTICELLO ME

Work: N/A

Home:

Cellular:

E-mail:

Advisor: 000131-Brian McEwen

Hat:

Date In: 09/19/2013

OP	Acct	Tech	Hours	Complaint/Cause/Correction	Per Unit	Extended Price
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[INTERNAL]

A IPS 000194N
PERFORM COURTESY INSPECTION
NO CHARGE

[WARRANTY]

B WF 000194F
RECALL 11S21
PARTS NOT IN STOCK
REPLACE STRAPS--TANK LEAKING BADLY
Labor Op:
Parts: 1 F65Z9092B STRAP ASY - FUEL TANK

[WARRANTY]

*C WF 000194F
VEHICLE TOWED IN
Labor Op:
YORK'S TOWING

[WARRANTY]

*D WF 000194F
FORD PAYING FOR TOW IN. THE GAS TANK STRAPS LET GO.
Labor Op:

I hereby authorize the repair work herein set forth to be done along with the necessary materials 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 the vehicle to secure the amount of repairs thereto.

ALL REPAIRS SUBJECT TO A MINIMUM OF .5 HOUR DIAGNOSTIC TIME

DISCLAIMER OF WARRANTIES: All warranties on this product are the manufacturer's. York's of Houlton hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and York's of Houlton neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this product. This disclaimer by York's of Houlton in no way affects the terms of the manufacturer's warranty.

"All parts installed are new/unseized or reconditioned parts."
TERMS: STRICTLY CASH unless arrangements made.

Signature not on file

Signature

HOGAN TIRE INC.
135 BANGOR STREET
HOULTON, ME. 04730
207-532-2211 800-660-2212,

ESTIMATE #: 67387

PAGE: 1

TIME STARTED: 10:14:24

CUSTOMER: XXXXXXXXXX

1

REF NUMBER: BRIAN

VEHICLE: 2000 FORD F150

SALESMAN: 005 RETAIL 01

ESTIMATE DATE: 11/04/13

DUE: 11/04/13

PRODUCT	LCT	DESCRIPTION	QUANTITY	PRICE	EXTENSION
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CHECK FUEL LEAK

FUEL LEAK IS UNDERNEATH ONE OF TANK STRAPS, WILL HAVE TO REMOVE
AND REPLACE FUEL TANK

ESTIMATE TOTAL: 0.00

*****THIS IS NOT AN INVOICE*****

*****DO NOT PAY FROM THIS FORM*****

ALWAYS RETIGHTEN LUG NUTS AFTER FIRST 50 MILES



Ford Motor Company
Ford Customer Service Division
P.O. Box 1904
Dearborn, Michigan 48121

10704 / 02 / 000060884 / 0196



October 2013

MONTICELLO, ME

2000 F-150 Ford Truck
Vehicle ID#: 2FTRX18LXYC

IMPORTANT SAFETY RECALL REMINDER

Ford Motor Company would like to remind you that your 2000 F-150 Ford Truck needs to have the following no charge recall(s) completed.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

**Recall Number 11S21 - Fuel Tank Strap Inspection and Repair
and Description:**

**What is the
Issue?**

It may be possible that if your vehicle is operated in high corrosion areas for an extended period, one or both fuel tank straps could potentially fracture. Strap fracture may result in the fuel tank contacting the ground. If the fuel tank contacts the ground and develops a leak while driving, there is a potential for fire.

**What Are We
Asking You
To Do?**

Please contact your dealer to schedule an appointment to have this important service procedure completed. If you do not already have a servicing dealer, you can access www.Fordowner.com for dealer addresses, maps and driving instructions.

The vehicle owner is responsible for having this service action performed. Ford Motor Company reserves the right to deny coverage for any vehicle damage that may result from failure to have this recall performed on a timely basis. Therefore, please have this recall performed as soon as possible.

**Service
Assistance:**

If you have additional questions, please contact the Ford Motor Company Customer Relationship Center at 1-866-436-7332 and one of our representatives will be happy to assist you. For the hearing impaired call 1-800-232-5952 (TDD). Office Hours are Monday through Friday: 8:00AM - 5:00PM (Your Local Time).

If you wish to contact us through the Internet, our address is: www.Fordowner.com.

If your authorized dealer has recently completed this recall repair, please disregard this reminder.

We apologize for any inconvenience this may cause and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

Thank you for your attention to this important matter.

Ford Customer Service Division



BBB AUTO LINE

October 30, 2013

[REDACTED]
MONTICELLO ME [REDACTED]

Re: FRD1330385 Black vs Ford Motor Corporation

Dear Madam/Sir:

Thank you for contacting the BBB AUTO LINE program. Your claim will be opened once your properly completed *Customer Claim Form (CCF)* is returned to our office.

Please review the information outlined below and follow the instructions.

- * *Completing Your BBB AUTO LINE Claim* - Please read this document first. It explains what you need to do to help us handle your claim.
- * *Program Summary* - This document explains the types of claims that may be arbitrated in the BBB AUTO LINE program and the remedies available.
- * *CCF* - Information we have on file regarding your complaint is recorded on the CCF. Please verify the accuracy of the information and make any necessary changes. Please provide the Vehicle Identification Number (VIN).

If you would like to review the programs rules and policies, please visit <http://www.dr.bbb.org/autoline/alprocess.asp>.

We have notified the manufacturer about your contact with us and they may contact you to discuss your case. Please let us know if you reach a settlement so we can record that information in your file.

Once we receive your signed CCF with the VIN, if eligible, we will officially open your case. Within a few days, we will contact you by phone to discuss your case. Our goal is to help you and the manufacturer in reaching a mutually satisfactory resolution to your dispute.

BBB AUTO LINE staff are here to help you. Please call me at (800)955-5100 if you have any questions or if I can be of help.

Sincerely,

William Clopton at Extension 502

Council of Better Business Bureaus, Inc.

3033 Wilson Boulevard, Suite 600 • Arlington, VA • 22201 • Phone 800.955.5100 • Fax: 703.247.9700