

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
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 22-SEP-2014		Repository ☐	
				Reference No. 10638105	
OWNER INFORMATION (Type or Print)					
Name		Daytime Telephone Number		E-mail Address	
Address					
City	State	Zip Code	Evening Telephone Number		
PASCO	WA				
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	
1FTSX21Y77E		FORD	F-250	2007	
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
1-23-2007	Landmark Ford (503) 639-1131		No: Cylinders	Gas	
Original Owner ☒	Dealer's City	State	Zip Code		
	Portland	OR	97223		
Transmission Type	☒ Antilock Brakes	Powertrain	Multiple Failure:		Incident Date(s)
Automatic	☒ Cruise Control				10-JAN-2007
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 113100 ELECTRICAL SYSTEM: STARTER ASSEMBLY: SOLENOID				Failure Mileage	Failure Speed
				1000	
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 2007 FORD F-250. THE CONTACT STATED THAT ONLY AFTER THE VEHICLE WAS DRIVEN, THE VEHICLE FAILED TO RESTART IMMEDIATELY AFTER THE ENGINE WAS TURNED OFF. THE CONTACT WAITED TEN MINUTES OR MORE BEFORE THE VEHICLE RESUMED NORMAL FUNCTIONED. MOST RECENTLY, THE CONTACT TAPPED THE STARTER SOLENOID REPEATEDLY TO START THE VEHICLE. THE FAILURE RECURRED INTERMITTENTLY. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER WHERE THE STARTER SOLENOID ASSEMBLY WAS REPLACED. THE MANUFACTURER WAS NOTIFIED OF THE PROBLEM. THE APPROXIMATE FAILURE MILEAGE WAS 1,000.					
• Complained to Ford Motor direct claim # [REDACTED] - NOT [REDACTED] approximate date Sept 2014 • Complained several times to dealer but no notes were transferred to invoice					
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.					

Subject: FW: NHTSA: Follow up to ODI Complaint: ----10638105-----
Date: Monday, October 20, 2014 11:28:00 AM

From: [REDACTED]
Sent: Saturday, October 18, 2014 12:57 PM
To: DataQuality, DataQuality (NHTSA)
Subject: FW: NHTSA: Follow up to ODI Complaint: ----10638105-----

Randy Reid

Attached are the forms and available documents on the concerns over the starting of our Ford F250 truck. We had numerous instances of non-starting away from the dealership that were not documented. Last summer we took a trip to Yellowstone and it occurred again and took approximately 30 - 40 minutes before we were able to restart the vehicle. It happened several times beyond that point and again a major time was on our way to La Pine Oregon. We were out in the middle of nowhere when we stopped for lunch and sat along the roadside for over an hour before we performed a in the field test that a local dealership instructed us to try, which worked. It was immediately driven to the dealer where you can see from the attachment it was repaired. Thank you for your assistance in this matter. Just as a side note a friend of ours experienced the same difficulties with their F250 truck.

Sincerely,

[REDACTED]

CUSTOMER #:



INVOICE

P.O. BOX 23970
 ZIP 97281-3970
 12000 S.W. 66th AVENUE
 TIGARD, OREGON 97281-3970
 www.landmarkford.com
 PHONE (503) 639-1131

PORTLAND, OR

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HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 5199 NATHAN TROUTMAN

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE		TAG
JM DK TOR	07	FORD F250 LIGHT TRUC		1FTSX21Y77E			52535		T8815
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
23JAN07	DD25MAY06		17:00 11OCT11			0.00	CASH	11OCT11	
R.O. OPENED		READY		OPTIONS: STK:4070088 DLR:74C022 ENG:6.8L-3V-SOHC					
09:12 11OCT11		14:31 11OCT11		TRN:AUTO 1)SILVER 2)TFL 3)CBY 08/07 4)A A 8.08					
				5)OA:112590214					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	AFTER DRIVING FOR A LONG PERIOD OF TIME AND ENGINE IS WARM, CUSTOMER SHUTS OFF VEHICLE TO FILL UP WITH FUEL AND THEN TRIES TO RESTART, IT WILL NOT CRANK						
	IO INFORMATION ONLY						
				5991 CT		0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00
52535 UNABLE TO DUPLICATE CONCERNS AT THIS TIME, TESTED FOR CODES. NONE FOUND							

B COMPLETE QUALITY CARE REPORT CARD

IO INFORMATION ONLY

				5991 CT		0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

C** OWNER ADVANTAGE REDEMPTION# 112590214

OAR OWNER ADVANTAGE REDEMPTION

				5991 CT		0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00

X

X

X

X

**OPEN UNTIL
MIDNIGHT**

EXPANDED SERVICE HOURS
 MONDAY
 7 AM - MIDNIGHT
 TUESDAY - FRIDAY
 6 AM - MIDNIGHT
 SATURDAY
 8 AM - 4:30 PM

STATEMENT OF DISCLAIMER

All warranties on the products sold hereby are those made by the manufacturer. The Seller, LANDMARK FORD, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and LANDMARK FORD neither assumes nor authorizes any other person to assume for it any liability in connection with this sale. Not responsible for loss or damage to car or articles left in cars in case of fire, theft or any other cause beyond our control. I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the vehicle described on the streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto.

CUSTOMER SIGNATURE

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

CUSTOMER COPY