


INFORMATION Redacted PURSUANT TO THE FREEDOM OF
 INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)
 JUL 14 2015

 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-JAN-2015	Repository <input type="checkbox"/>	Reference No. 10678302
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	E-mail Address
City		State	Zip Code	Evening Telephone Number	
FLUSHING		NY			
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	
1FD0X5HT4BE		FORD	F-550	2011	
Date Purchased	Dealer's Name and Telephone Number			Engine:	Fuel Type:
				No: Cylinders	
Original Owner	Dealer's City		State	Zip Code	
<input type="checkbox"/>					
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:		Incident Date(s)
	<input type="checkbox"/> Cruise Control				04-AUG-2014
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: ENGINE (PWS)				Failure Mileage	Failure Speed
				19000	5
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: DOTMAL9ABC036)		<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 2011 FORD F-550. THE CONTACT STATED THAT WHILE DRIVING AT APPROXIMATELY 5 MPH, THE VEHICLE STALLED. THE VEHICLE WAS ABLE TO RESTART AFTER MULTIPLE ATTEMPTS. THE VEHICLE WAS TOWED TO A DEALER FOR DIAGNOSTIC TESTING THE MECHANIC DIAGNOSED CONTAMINATION IN THE FUEL. THE VEHICLE WAS REPAIRED. THE CONTACT REFERENCED NHTSA CAMPAIGN NUMBER: 13V535000 (ENGINE). THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 19,000.					
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.					



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



27593/063968/0273



FLUSHING, NY

January 2015

Emission Recall 14E03
Programa de Emisiones 14E03

2011 F-550 Super Duty
Your Vehicle Identification Number: 1FD0X5HT4BE [Redacted]

Ford Motor Company values you as a customer and is committed to vehicle quality and preserving the environment. Therefore, we are voluntarily recalling your vehicle, with the Vehicle Identification Number shown above.

What is the issue? On your vehicle, the Selective Catalyst Reduction system calibration must be updated to meet emission guidelines.
In addition, Ford has made an updated calibration available for your vehicle with additional improvements including reduced temperature sensor faults and improved drivability.

What will Ford and your dealer do? Ford Motor Company has authorized your dealer to reprogram the Powertrain Control Module free of charge (parts and labor).

How long will it take? The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

What should you do? Please call your dealer without delay and request a service date for Recall 14E03. Provide the dealer with the Vehicle Identification Number (VIN) of your vehicle. The VIN is printed near your name at the beginning of this letter.
If you do not already have a servicing dealer, you can access www.Fordowner.com for dealer addresses, maps, and driving instructions.
Ford Motor Company wants you to have this recall completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed. Ford Motor Company can deny coverage for any vehicle damage that may result from the failure to have this recall performed on a timely basis. Therefore, please have this recall performed as soon as possible.

STOMER #: [REDACTED]

[REDACTED]

GABRIELLI TRUCK SALES

3200 Horseblock Road Medford, NY (631) 758-6285
NYS ID# 7055871

INVOICE

USHING NY [REDACTED]

PAGE 1

Please remit payment to: PO Box 512569 Philadelphia, PA 19175-2569

ME: [REDACTED] CONT: [REDACTED]
S: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 565 JOHN BENSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	11	FORD F550	1FDOX5HT4BE [REDACTED]	[REDACTED]	19860/19862	[REDACTED]	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
JUN10 DD			17:00 22FEB15		140.00	CASH	20FEB15
R.O. OPENED	READY	OPTIONS: DLR: [REDACTED] ENG:6.7 Liter 1)HOWARD CELL					
:06 20FEB15	11:27 20FEB15						

NE OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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CUST STATES ENGINE LIGHT ON AND SHUTS DOWN AT TIMES
 9996 STANDARD
 578 JAMIE DICKINSON LIC#: 000007485
 CPAY 0.00 0.00 0.00

CUST STATES REPLACE BOTH FRONT SHOCKS, CUST SUPPLIED
 9996 STANDARD
 578 JAMIE DICKINSON LIC#: 000007485
 CPAY 0.50 70.00 70.00

9860 CHECKED SHOCKS AND FOUND SHOCKS CUSTOMER SUPPLIED WILL NOT
 IT, DID NOT REPLACE SHOCKS AT THIS TIME.

14E03, PCM CALIBRATION
 9996 STANDARD
 578 JAMIE DICKINSON LIC#: 000007485
 WARM 0.00 (N/C)

9860 PERFORMED RECALL 14E03, UPDATED PCM CALIBRATION AS OUTLINED.

ALL WARRANTY WORK IS SUBJECT TO INSPECTION,
 FACTORY APPROVAL AND FULL PAYMENT. IF CLAIM
 IS DENIED, THE CUSTOMER WILL BE RESPONSIBLE
 FOR FULL PAYMENT. THANK YOU
 A STORAGE CHARGE OF \$100 PER DAY WILL BE
 ADDED AFTER 24 HOURS THAT CUSTOMER HAS BEEN
 NOTIFIED OF COMPLETION OF REPAIRS.

EXPERIENCE THE GABRIELLI DIFFERENCE!!!



KENWORTH



LIMITED EXPRESS WARRANTY GUARANTEE
 AS PER MANUFACTURERS CURRENT WARRANTY.
 STORAGE CHARGES WILL BE IMPOSED AFTER COMPLETION OF
 REPAIRS AT \$50.00 PER DAY.
 ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS
 SPECIFIED OTHERWISE.
 ALL WORKMANSHIP GUARANTEED FOR 90 DAYS OR 4,000 MILES
 WHICHEVER COMES FIRST.
 TERMS: CASH · CERTIFIED CHECK · CREDIT CARD

STATEMENT OF DISCLAIMER
 The factory warranty constitutes all of the warranties with respect to the sale of
 this item/items. The seller hereby expressly disclaims all warranties, either
 express or implied, including any implied warranty of merchantability or fitness
 for a particular purpose. Seller neither assumes nor authorizes any other person
 to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE X _____

DESCRIPTION	TOTALS
LABOR AMOUNT	70.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	70.00
LESS INSURANCE	0.00
SALES TAX	6.04
PLEASE PAY THIS AMOUNT	76.04

CUSTOMER COPY 1

3/17/2015

[REDACTED]
Flushing N.Y. [REDACTED]
TEL [REDACTED]
FORD F550 DIESEL
MILAGE 19,000
REFERENCE # 10678302.

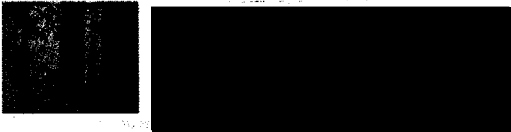
DEAR SIR.

I HAVE CALLED YOUR DEPARTMENT ASKING ABOUT A NEWSPAPER ARTICLE IN THE NEW YORK TIMES, THE ARTICLE STATED THAT THE FORD F550 DIESEL ENGINE WAS HAVING PROBLEMS, THAT IT WOULD SHUT OFF AS THE VEHICLE WAS BEING DRIVEN. THE YEAR OF MY VEHICLE IS A 2011 WITH A DIESEL 6.7 ENGINE. VIN # 1FD0X5HT4B [REDACTED]

I HAVE CALLED ^{THE} FORD COMPANY THAT YOU GAVE ME, TELL ABOUT MY PROBLEM, AND THAT AT THE COST OF A REPAIR, OUT OF TOWN, NOT WHERE I LIVE IN PHILADELPHIA PA WHERE I WAS TOWED TO. FORD DENIED THE CLAIM.

A FEW DAYS LATER I RECEIVED A LETTER FROM FORD, SAYING A EMISSION RECALL #14E03. I AM SENDING A COPY OF THIS LETTER.

I CALLED MY FORD TRUCK DEALER TO HAVE THIS PROBLEM REPAIR, SENDING COPY OF REPAIR. I WOULD LIKE TO KNOW IF THIS IS THE RIGHT REPAIR FOR THIS PROBLEM (SENDING A SELF ADDRESS ENVELOPE) YOURS TRULY [REDACTED]



NEW YORK NY 100

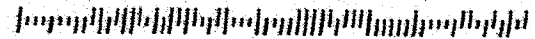
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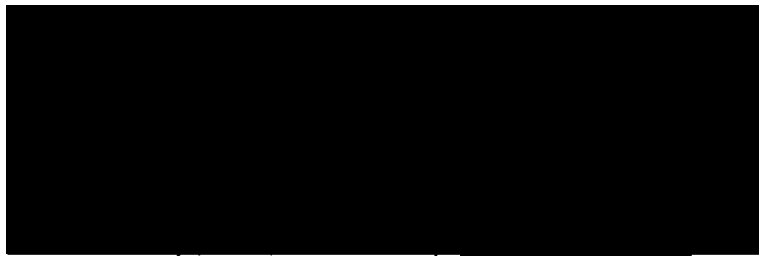


U. S. DEPARTMENT OF
TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMIN
1200 NEW JERSEY AVE S.E.
WASHINGTON, D.C. 20590

ATT RANDY REID CHIEF

20550





Flushing N.Y.

