


INFORMATION Redacted PURSUANT TO THE FREEDOM OF  
 INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)  
 JUN 15 2015

 U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Auto Safety Hotline <b>Vehicle Owner's Questionnaire</b> 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 30-MAR-2015		Repository <input type="checkbox"/> Reference No. 10702688							
<b>OWNER INFORMATION (Type or Print)</b>													
Name		Address		City		State		Zip Code		Daytime Telephone Number		E-mail Address	
CROTON ON HUDSON		CROTON ON HUDSON		CROTON ON HUDSON		NY		[REDACTED]		[REDACTED]		[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).											
<b>VEHICLE INFORMATION</b>													
17 digit Vehicle Identification Number: Located at bottom of windshield on driver's side				Make		Model		Model Year					
1FTSW21P45E [REDACTED]				FORD		F-250 SD		2005					
Date Purchased		Dealer's Name and Telephone Number				Engine:		Fuel Type:					
12-15-10		CROTON Auto Park (914) 271-5100				6.0		Diesel					
Original Owner		Dealer's City		State		Zip Code		No: Cylinders		8 cyl.			
[REDACTED]		CROTON-ON-HUDSON		N.Y.		10520		[REDACTED]		[REDACTED]			
Transmission Type		<input checked="" type="checkbox"/> Antilock Brakes		Powertrain		Multiple Failure:		Incident Date(s)					
Auto		<input checked="" type="checkbox"/> Cruise Control		[REDACTED]		[REDACTED]		10-JAN-2015					
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>													
Vehicle Component Code: FUEL/PROPULSION SYSTEM (PWS)								Failure Mileage		Failure Speed			
[REDACTED]								138576		55			
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>													
Tire Make			Tire Model (Name or Number)				Tire Size (Example P215/65R15)						
DOT No. (Example: DOTM19ABC036)			<input type="checkbox"/> Original Equipment		<input type="checkbox"/> Prior Repair		Failure Location:						
Tire Component Code			Tire Failure Type:										
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>													
Make:			Date Manufactured:			Model No./Name:							
Seat Type:			Installation System:										
Child Seat Component Code:			Failed Part:										
<b>APPLICABLE INCIDENT INFORMATION</b> (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					
<b>Narrative Description of Incident(S), Crash(es), and Injury(ies).</b> 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 2005 FORD F-250 SD. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 55 MPH, THE VEHICLE STALLED WITHOUT WARNING. THE VEHICLE FAILED TO RESTART AND WAS TOWED TO AN INDEPENDENT MECHANIC FOR DIAGNOSTIC TESTING ON TWO SEPARATE OCCASIONS. THE MECHANIC WAS UNABLE TO LOCATE A FAILURE ON EACH VISIT. THE VEHICLE WAS ALSO TAKEN TO THE DEALER WHO DISCOVERED THAT THE FAILURE WAS CONTRIBUTED TO THE FAULTY FUEL INJECTION CONTROL MODULE AND FUEL PUMP. THE VEHICLE WAS REPAIRED. THERE WAS A RECALL UNDER NHTSA CAMPAIGN NUMBER: 05V270000 (ELECTRICAL SYSTEM) HOWEVER, THE VIN WAS NOT INCLUDED. THE MANUFACTURER WAS NOTIFIED OF THE ISSUE. THE APPROXIMATE FAILURE MILEAGE WAS 138,576.													
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. <span style="float: right;">ATTACH ADDITIONAL SHEETS IF NECESSARY</span>													
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 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.													



\*INVOICE\*

1151 Boston Post Road  
Rye, NY 10580  
(914) 967-6300

N.Y.S. Repair Shop License No. R2600283

CRONTON ON HUDSON, NY

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HOME: [REDACTED] CON: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 15 SUSAN COSENTINO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
MAROON	05	FORD F-250	1FTSW21P45E [REDACTED]		138576/138594	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22JUL04 DD			17:00 26MAR15		0.00	CASH	27MAR15
R.O. OPENED	READY	OPTIONS:					
19MAR15	27MAR15						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUSTOMER STATES WHEN DRIVING LOOSES POWER CAR SLOWS DOWN AND SHUTS OFF CUSTOMER HAD OUTSIDE STATION CHECK NO CODES DETECTED CHECK REPORT

MISC CHARGES	LIST	NET	TOTAL
179 CMF		805.00	805.00
2 3C3Z*9N693*BA "O" RING	4.56	4.56	9.12
1 3C3Z*9T517*AG KIT - PRESSURE REGULATOR	95.12	95.12	95.12
1 6C3Z*9G282*C PUMP ASY - FUEL	536.15	536.15	536.15
1 6C3Z*9F759*A WIRE ASY - FUEL PUMP	34.10	34.10	34.10
1 *388898*S SEAL	2.35	2.35	2.35
PARTS: 676.84 LABOR: 805.00 OTHER: 0.00			TOTAL LINE A: 1481.84

TECH RAN DIAGNOSTIC TEST TECH RAN FUEL PRESSURE TEST TWO TIMES PRESSURE FLEXUATES DOWN TECH HAD TO REPLACE FUEL PUMP FUEL PRESSURE REGULATOR AND HAD TO REPLACE WIRING FOR NEW PUMP ROAD TEST OK AT THIS TIME

B PERFORM MULTI POINT INSPECTION  
99P PERFORM MULTI POINT INSPECTION

179 CMF		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00			TOTAL LINE B: 0.00

C\*\* TECH HEARD WINNING NOISE WHEN DRIVING

MISC CHARGES	LIST	NET	TOTAL
179 CMF		172.50	172.50
2 XT*5*QMC FLUID - TRANSMISSION	6.56	6.56	13.12
PARTS: 13.12 LABOR: 172.50 OTHER: 0.00			TOTAL LINE C: 185.62

APON ROAD TEST TECH FOUND WHINNING NOISE COMING FROM POWER STEERING REPLACED O'RING FOR POWER STEERING RECHECK OK AT THIS TIME

CUSTOMER PAY ENVIRO CHARGE FOR REPAIR ORDER 20.00

**FORD CUSTOMERS YOU NEED ESP!**  
Protect the valuable investment you have in that new car...get the Ford Motor Company's Extended Service Plan. ESP is the best insurance you can buy to cover costly repairs and it is backed by the Ford Motor Company and honored at over 6,000 Ford and Lincoln Mercury dealers in the U.S. and Canada. Ask about the special price we can offer you before your warranty expires.

**SUBARU CUSTOMERS YOU NEED SAS!**  
Added Security is the only extended service contract backed by Subaru, because we have a vested interest in the satisfactory ownership experience of every Subaru buyer. It has been designed exclusively for owners of Subaru vehicles to provide quality long-term mechanical protection against the cost of unexpected major mechanical breakdowns. Added Security can pay for itself on your very first after-warranty repair.

To service you better we have "Saturday Hours".

**ALL PARTS ARE NEW EXCEPT AS NOTED.**  
LABOR AND PARTS ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST. THE DEALER HEREBY LIMITS ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS TO THE SAME PERIOD.

**BODY SHOP**  
Rye Ford-Subaru Offers Our Customers All Body Shop Services

X \_\_\_\_\_  
CUSTOMER SIGNATURE

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

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\*\*\*\*\* THANK YOU FOR YOUR BUSINESS \*\*\*\*\*  
 \*\* You may receive a survey from Ford or \*\*  
 \* Subaru with regards to your visit. If for \*  
 \* any reason you cannot rate us Completely \*  
 \* Satisfied or if you have any question or \*  
 comments please call our Service Manager.  
 \*\*\*\* E-Mail: service@ryefordsubaru.com \*\*\*\*

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 Our Customers  
 All Body Shop Services

X \_\_\_\_\_  
 CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	977.50
PARTS AMOUNT	689.96
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	20.00
TOTAL CHARGES	1687.46
	0.00
SALES TAX	124.45
PLEASE PAY THIS AMOUNT	1811.91