

 INFORMATION Redacted PURSUANT TO THE FREEDOM OF ACT (FOIA), 5 U.S.C. 552(b)(6) U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Hotline 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-JUN-2015		Repository ☐ Reference No. 10726663				
OWNER INFORMATION (Type or Print)						Daytime Telephone Number		E-mail Address		
Name										
Address										
City		State		Zip Code		Evening Telephone Number				
BROOKINGS		SD								
<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					Make		Model		Model Year	
3FRWF7FG7BV					FORD		F-750		2011	
Date Purchased		Dealer's Name and Telephone Number					Engine:		Fuel Type:	
Original Owner		Dealer's City			State		No: Cylinders		Diesel	
Transmission Type		☐ Antilock Brakes		Powertrain		Multiple Failure:		Incident Date(s)		
		☐ Cruise Control		REAR WHEEL DRIVE		1		18-JUN-2015		
FAILED COMPONENT(S)/PART(S) INFORMATION										
Vehicle Component Codes: 040000 SERVICE BRAKES, AIR, BRAKES (PWS)							Failure Mileage		Failure Speed	
							6375		65	
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)			☐ Original Equipment		Failure Location:					
			☐ 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		
☐ Yes ☒ No		☒ Yes ☐ 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).										
THIS VEHICLE WAS USED AS A MOBILE MEDICAL UNIT FOR RESEARCH. TWO STAFF MEMBERS WERE IN THE CAB EN ROUTE TO A STUDY VISIT - BOTH WERE FAMILIAR DRIVERS OF THE VEHICLE. APPROXIMATELY 9 MILES INTO THE TRIP A PASSERBY ON THE INTERSTATE FLAGGED US DOWN AND WANTED US TO PULL OVER AND INFORMED US THAT THE BACK WHEELS WERE ON FIRE. WITHOUT THE PASSERBY, WE WOULD NOT HAVE KNOWN ANYTHING WAS WRONG. THERE WERE NO INDICATOR LIGHT WARNINGS AND THE VEHICLE DID NOT SEEM TO BE DRIVING DIFFERENT THAN USUAL. WE PULLED OVER, CALLED 911 FOR ASSISTANCE AND USED A FIRE EXTINGUISHER WE HAD ON BOARD TO DOUSE THE FLAMES. TWO OTHER TRUCKERS STOPPED AND ASSISTED US, BRINGING THEIR FIRE EXTINGUISHERS TO OUR AID. THE LOCAL FIRE DEPARTMENT ARRIVED AND GOT THE FIRE COMPLETELY EXTINGUISHED. THE VEHICLE HAS A DIESEL POWERED ENGINE AND AIR BRAKES. IT ALSO HAS A HYDRAULIC LEVELING SYSTEM TO STABILIZE THE UNIT WHILE AT STUDY VISITS. THERE WERE TWO LOUD POPPING NOISES WITHIN MINUTES OF EACH OTHER AT ONE POINT. THE PARTICULAR VIN FOR THIS VEHICLE DOES NOT HAVE ANY RECALLS, BUT I HAVE READ ABOUT 2 RECALLS THAT INVOLVE AIR BRAKES ON FORD F750 2011 VEHICLES. (NHTSA CAMPAIGN NUMBER: 12V097000 COMPONENT(S): SERVICE BRAKES, AIR AND NHTSA CAMPAIGN NUMBER: 11V264000 COMPONENT(S): SERVICE BRAKES, AIR). THERE WERE NO BODILY INJURIES IN THIS EVENT, BUT A GREAT DEAL OF EQUIPMENT DAMAGE. IT WAS CATEGORIZED AS A ROADSIDE ASSIST, NOT AN ACCIDENT, SO										
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 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.										

From: [Abbew, Margaret CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: FW: NHTSA: Follow up to ODI Complaint: ----1072663-----
Date: Monday, August 17, 2015 9:01:18 AM
Attachments: [EVOQ EMAIL RESPONSE.doc](#)
[10726663.pdf](#)

Sent: Friday, August 07, 2015 11:20 AM

Subject: FW: FW: NHTSA: Follow up to ODI Complaint: ----1072663-----

From: [REDACTED]
Sent: Friday, August 07, 2015 10:41 AM
To: DataQuality, DataQuality (NHTSA)
Subject: FW: FW: NHTSA: Follow up to ODI Complaint: ----1072663-----

From: shakita.shaw.ctr@dot.gov [<mailto:shakita.shaw.ctr@dot.gov>] **On Behalf Of** EVOQ@dot.gov
Sent: Friday, August 07, 2015 9:27 AM
To: [REDACTED]
Subject: FW: FW: NHTSA: Follow up to ODI Complaint: ----1072663-----

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to [\(202\) 366-1767](tel:(202)366-1767). Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.
NHTSA/Office of Defects Investigation





U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NVS-216rr

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failures(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ

