

**INFORMATION Redacted PURSUANT TO THE FREEDOM OF**



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

**INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)**

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  
  
15-JUL-2015

Repository   
  
Reference No.  
10734154

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]  
Address [REDACTED]  
City GREEN BAY State WI Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]  
Evening Telephone Number [REDACTED]

E-mail Address [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).*

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1FTFW1ET0BF [REDACTED]  
Make FORD Model E-150 Model Year 2011  
Date Purchased [REDACTED] Dealer's Name and Telephone Number [REDACTED] Engine: No: Cylinders [REDACTED] Fuel Type: [REDACTED]  
Original Owner  Dealer's City [REDACTED] State [REDACTED] Zip Code [REDACTED]  
Transmission Type  Antilock Brakes  Cruise Control Powertrain [REDACTED] Multiple Failure: [REDACTED] Incident Date(s) 18-AUG-2014

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: BRAKES (PWS) Failure Mileage 88000 Failure Speed 5

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15) [REDACTED]  
DOT No. (Example: DOTMAL9ABC036)  Original Equipment  Prior Repair Failure Location: [REDACTED]  
Tire Component Code [REDACTED] Tire Failure Type: [REDACTED]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]  
Seat Type: [REDACTED] Installation System: [REDACTED]  
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

**APPLICABLE INCIDENT INFORMATION**

*(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)*

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
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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).

THE BRAKE FOOT CONTROL LOCKS UP AND VEHICLE CONTINUES TO ROLL. YOU CAN NOT STOP. IT'S WORSE WHEN VEHICLE IS COLD. IN THE BEGINNING IT WAS JUST WHEN BACKING UP AFTER VEHICLE WAS JUST STARTED, NOW IT'S ALSO DOING THE SAME THING WHEN GOING FORWARD. YOU HAVE NO STOPPING POWER AS BRAKE PEDAL WILL NOT DO ANYTHING AND YOU JUST CONTINUE ROLLING.

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: FW: NHTSA: Follow up to ODI Complaint: ----10734154-----  
**Date:** Tuesday, October 13, 2015 7:22:07 AM  
**Attachments:** [EVOQ\\_EMAIL\\_RESPONSE.doc](#)  
[10734154.pdf](#)  
[Brake Repair Invoice Ford.pdf](#)

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**From:** Williams, Maritza CTR (NHTSA) **On Behalf Of** DataQuality, DataQuality (NHTSA)  
**Sent:** Thursday, October 08, 2015 10:04 AM  
**To:** Abbew, Margaret CTR (NHTSA)  
**Subject:** FW: FW: FW: NHTSA: Follow up to ODI Complaint: ----10734154-----

**From:** [REDACTED]  
**Sent:** Thursday, October 08, 2015 9:25 AM  
**To:** DataQuality, DataQuality (NHTSA)  
**Subject:** Fwd: FW: FW: NHTSA: Follow up to ODI Complaint: ----10734154-----

Brake repair invoice attached for 2011 Ford F150 due to brake pedal locking up.

----- Forwarded message -----

**From:** <[EVOQ@dot.gov](mailto:EVOQ@dot.gov)>  
**Date:** Tue, Sep 8, 2015 at 1:20 PM  
**Subject:** FW: FW: NHTSA: Follow up to ODI Complaint: ----10734154-----  
**To:** [REDACTED]

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to [dataquality@dot.gov](mailto: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







"Country Style"  
WITT AUTO SALES, INC.

P.O. Box 700 • CRIVITZ, WI 54114

(715) 854-7404 • 1-800-261-9488 PARTS DEPT. 1-800-468-9488



LINCOLN

WITT FORD LINCOLN, LLC

120 GREEN BAY ROAD  
STURGEON BAY, WI 54235

PHONE: 920-746-1050 • 800-497-9488 FAX: 920-746-1047



WITT FAMILY FORD

P.O. BOX 250

BONDUEL, WI 54107

PHONE: 715-758-2171 • FAX: 715-758-2842

R/O	VIN			DATE IN
	1 F T F W 1 E T O B F			07/15/15
YEAR	MAKE	MODEL	COLOR	TIME IN
2011	FORD	F150	WHITE	14:03
MILES IN	MILES OUT	FIRST USE	LIC.	CLOSED
103947	103947	00/00/00	WI	16:54
SEE ALSO	H: ( ) W: ( ) -			07/16/15
	GREEN BAY WI			WRITER 1111
				CHRIS\01

(Tech:48) A

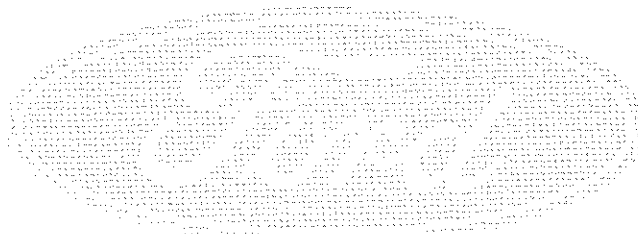
Total Lubricants ..... 18.00  
Total Repair (QuickLane)..... 35.95

(7) CUSTOMER REQUESTS A FOUR WHEEL TIRE ROTATION  
ALSO VISUALLY CHECK THE BRAKES  
PERFORM TIRE ROTATION  
(Tech:48) A

TR TR TR T48 .00  
Total Repair (QuickLane)..... .00

(8) DEALER RECOMMENED REPAIRS/SERVICES ON YOUR  
VEHICLE:TUNE UP 349.95 FUEL SYSTEM CLEANING  
135.95 TRANSMISSION FLUSH 189.95 T-CASE 69.95  
COOLANT FLUSH 129.95 POWER STEERING FLUSH  
89.95 FRONT AND REAR DIFF SERVICE 249.95  
(Tech:48) A

REC REC REC T48 .00  
Total Repair (QuickLane)..... .00



Next Service Lube-Oil-Filter

\*Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911.\*

**DISCLAIMER OF WARRANTIES**  
Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of products. Any limitation contained herein does not apply where prohibited by law.

THANK YOU

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Job

Customer Copy

W/C	INT.	CUSTOMER
		Labor 482.22
		Parts 1101.65
		Sublet .00
		Waste Dispos 24.99
		Oil/Grease 18.00
		Sub Total 1626.86
		Tax 89.47
		Total (Cash) 1716.33
	.00	



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

