

INFORMATION Redacted PURSUANT TO THE FREEDOM OF



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

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 (Do Not Write) 100148

Date Received: 24-AUG-2015
Repository:
Reference No.: 10758761

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: HYNDMAN State: PA Zip Code: [Redacted]
Daytime Telephone Number: [Redacted] E-mail Address: [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).

VEHICLE INFORMATION

17 digit Vehicle Identification Number located at bottom of windshield on driver's side: 1FDOX5HT5CE [Redacted]
Make: FORD Model: F-550 SD Model Year: 2012
Date Purchased: [Redacted] Dealer's Name and Telephone Number: NEW HOLLAND AUTO GROUP
Original Owner: Dealer's City: NEW HOLLAND State: PA Zip Code: [Redacted] Engine: 6.7 No. Cylinders: 8 Fuel Type: Diesel
Transmission Type: Auto Antilock Brakes: Powertrain: [Redacted] Multiple Failure: [Redacted] Incident Date(s): 23-AUG-2015
Cruise Control:

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: ENGINE (PWS) Failure Mileage: 45000 Failure Speed: 20

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: DOTM19ABC036): [Redacted] 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: 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 2012 FORD F-550 SD. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 20 MPH, A LOUD BANGING SOUNDED WAS HEARD INSIDE THE CABIN AND THE ENGINE POWER REDUCED SUBSTANTIALLY. THE ENGINE WAS TURNED OFF AND RESTARTED, BUT THE FAILURE PERSISTED. AN INDEPENDENT MECHANIC DIAGNOSED THE VEHICLE AND DETECTED THAT THE TURBO BECAME STUCK AND THE TURBO HOSE DISCONNECTED. THE HOSE WAS RECONNECTED; HOWEVER, THE FAILURE CONTINUED. THE VEHICLE WAS NOT REPAIRED A SECOND TIME. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 45,000. THE VIN WAS UNAVAILABLE.
ON 4/20/15 VEHICLE TAKEN TO BEDFORD FORD, BEDFORD, PA FOR OIL CHANGE. "COMPONENT IN COMPUTER" WAS RECALLED BUT COMPUTERS WERE DOWN + SVC ADVISOR SAID IT WOULD BE DONE WITH NEXT OIL CHANGE. INCIDENT ABOVE OCCURRED BEFORE NEXT OIL CHANGE. AFTER INCIDENT, VEHICLE TOWED TO BEDFORD FORD AND COMPONENT FIXED.

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.

INVOICE



PAGE 1:

6985 LINCOLN HWY · P.O. BOX 158
BEDFORD, PA 15522-0158
(814) 623-8154
FAX (814) 623-9038

HYNDMAN, PA
Home: [REDACTED] Bus: [REDACTED] Cell: [REDACTED]
Email: [REDACTED]

SERVICE ADVISOR: 219 RUSTY E CORLE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHITE	12	FORD F-550 DRW	1FD0X5HT5CE [REDACTED]	[REDACTED]	40720 40720		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN12			18:00 20APR15		0.00	CASH	20APR15
R.O. OPENED	READY	OPTIONS: ENG:6.7 Liter					
20APR15	20APR15						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	6.7L	DIESEL	ENGINE	MAINTENANCE SERVICE			
				MC Change engine oil and filter, lube and check all fluids. set tire press to spec			
				170 CFT			
	14	XO*10W30*BSD	MOTORCRAFT	SAE 10W-30 API CJ-4	4.08	4.08	34.95
	1	FL*2051*S	KIT - ELEMENT & GASKET - OIL F		24.38	24.38	57.12
PARTS:	81.50	LABOR:	34.95	OTHER:	0.00		24.38
							TOTAL LINE A: 116.45

B	PERFORM	SEMI-ANNUAL	PA	STATE	INSPECTION		
					MC Perform pa state inspection, all pass		
					170 CFT		
PARTS:	0.00	LABOR:	31.95	OTHER:	0.00		31.95
							TOTAL LINE B: 31.95

C	REPAIRS	REQUIRED	FOR	VEHICLE	TO	PASS	PA	STATE	INSPECTION
									MC no repairs required at this time for vehicle to pass inspection
									170 CFT
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00		0.00		0.00
									TOTAL LINE C: 0.00

 IMPORTANT
 YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM FORD MOTOR CO. IN THE NEXT FEW WEEKS. IF, FOR ANY REASON YOU CANNOT GRADE US COMPLETELY SATISFIED PLEASE CONTACT PAUL WEISS AT 814-623-8154

Paul CK # [REDACTED]

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE

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.

DESCRIPTION	TOTALS
LABOR AMOUNT	\$ 66.90
PARTS AMOUNT	\$ 81.50
GAS, OIL, LUBE	\$ 0.00
SUBLET AMOUNT	\$ 0.00
MISC. CHARGES	\$ 0.00
TOTAL CHARGES	\$ 148.40
LESS INSURANCE	\$ 0.00
SALES TAX	\$ 8.90
PLEASE PAY THIS AMOUNT	\$ 157.30

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE) CUSTOMER SIGNATURE



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



[REDACTED]

42935/0716



[REDACTED]

HYNDMAN, PA [REDACTED]

January 2015

Emission Recall 14E03
Programa de Emisiones 14E03

2012 F-550 Ford Truck
Your Vehicle Identification Number: 1FD0X5HT5CE [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.

longer own this vehicle?

please forward this letter to the new owner.

You received this notice because government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which indicate that you are the current owner.

Can we assist you further?

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

RETAIL OWNERS: If you still have concerns, please contact the Ford Motor Company Customer Relationship Center at 1-866-436-7332 and one of our representatives will be happy to assist you. For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

If you wish to contact us through the Internet, our address is:
www.Fordowner.com.

*Para asistencia en Español:
Si necesita ayuda o tiene alguna pregunta, por favor llame al Centro de Relación con Clientes al 1-866-436-7332 y presione 2 para Español.*

FLEET OWNERS: If you still have concerns, please contact the Fleet Customer Information Center at 1-800-34-FLEET, Option #3 and one of our representatives will be happy to assist you. Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

Or you may contact us through the Internet at www.fleet.ford.com.

California and Massachusetts Registration Requirements

The State of California and the Commonwealth of Massachusetts require the completion of emission recall repairs prior to vehicle registration renewal. If your vehicle is registered in California or Massachusetts, it is subject to these requirements.

When your dealer completes this emission recall repair, you will receive a Vehicle Emission Recall Proof of Correction certificate. **Please make sure that you receive a certificate from your dealer and that you have it with you when you renew your vehicle registration.**

It is also important for you to know that the certificate should be returned to the Department of Motor Vehicles (DMV) only if it is requested by the DMV. Otherwise, this certificate is to be held by you for your records.

In order to ensure your full protection under emissions warranty provisions and to avoid any inconvenience when renewing your registration, it is recommended that you have your vehicle serviced as soon as possible. Failure to do so could be determined as lack of proper maintenance of your vehicle.

Thank you for your attention to this important matter.

Ford Customer Service Division



US DEPT OF TRANSPORTATION
NATL HWY TRAFFIC SAFETY ADMINISTRATION
OFFICE OF DEFECTS INVESTIGATION, NUS-210
1200 NEW JERSEY AVE, SE
WASHINGTON, DC
20077-9382

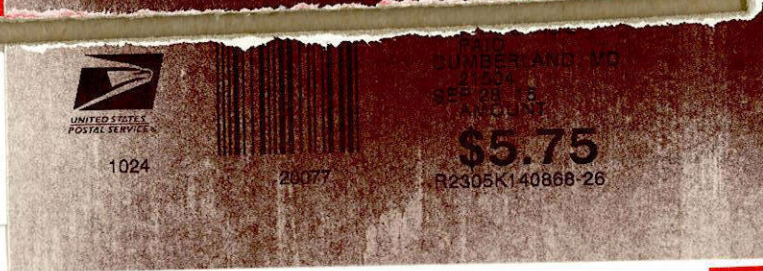
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WHEN USED INTERNATIONALLY,
A CUSTOMS DECLARATION LABEL MAY BE REQUIRED.



For Domestic and International Use



From

Hyndman, PA

W48-226

TO US DEPT OF TRANSPORTATION
NATL HWY TRAFFIC SAFETY ADMIN
OFFICE DEFECTS INVESTIGATIONS NVS-210
1200 New Jersey Ave, SE
WASHINGTON, DC 20077-9382

Label 228, January 2008



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