



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 (100148)
 5 U.S.C. 552(b)(6)

Date Received
 25-AUG-2015
 NOV 04 2015

Repository
 Reference No.
 10759202

OWNER INFORMATION (Type or Print)

Name [Redacted]
 Address [Redacted]
 City FLUSHING State NY 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
 1FD0X5HT4BE [Redacted] OK 8209 QUANAH PARKED TRAILWAY
 Make FORD Model F-550 Model Year 2011
 Date Purchased JUNE 15 2010 Dealer's Name and Telephone Number BILLINGSLEY FORD 580 536-3325 Engine: Fuel Type: DIESEL
 Original Owner [Checked] Dealer's City LAWTON, OK 73502 State OK Zip Code 73502 No: Cylinders 8
 Transmission Type AUTO Antilock Brakes [Checked] Powertrain DIESEL Multiple Failure: Incident Date(s) 23-OCT-2014
 Cruise Control [Checked]

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: FUEL/PROPULSION-SYSTEM (PWS) Failure Mileage 19633 Failure Speed 0

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) 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 2011 FORD F-550. WHILE AT A STOP SIGN, THE VEHICLE STALLED AND THE LOW POWER WARNING MESSAGE DISPLAYED ACROSS THE MESSAGE BOARD. THE CONTACT WAS ABLE TO RESTART THE VEHICLE WHICH WAS THEN TOWED TO A DEALER. THE TECHNICIAN STATED THAT THERE WAS CONTAMINATION IN THE FUEL LINE AND THAT THE FUEL SYSTEM NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 19,633.

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.

AUG 29 2015

[REDACTED]
[REDACTED]
FLUSHING, N.Y. [REDACTED]
TEL [REDACTED]
REFERENCE # 10759202

DATE FORD
BUILD 24 MAY 2010

ON MY WAY HOME IN QUEEN, NY,
I WAS STOPPED AT A TRAFFIC LIGHT IN
PHILADELPHIA, PENNSYLVANIA, MY DIESEL
ENGINE SHUT OFF. IT IS A FORD F550

I WAS ABLE TO RESTART, BUT THE COMPUTER
ON BOARD OR ON THE DASH READ LOW POWER
I PULL INTO A PATH MARK PARKING LOT,
I CALLED FORD ROADSIDE EMERGENCY
SERVICE.

I WAS TOWED TO PACIFIC FORD IN
PHILADELPHIA, PA. AFTER 17 1/2 WEEKS
REPAIRS WERE DONE.

I WAS TOLD OF CONTAMINATED FUEL
IN MY 2 DIESEL FUEL TANKS

I AM SENDING A REPORT ABOUT
ABOUT FORD KNOWING ABOUT DEFECTIVE
FORD FUEL TANKS. I MARK AS ARTICLE # 2

I HAVE TWO LOCKS ON BOTH FUEL
TANKS

I SENDING A COPY OF PRINT PAGE SHEET
FROM FORD # 3 ~~IT~~ I AM SEND A COPY
OF MANY REGISTERED MAILING TO FORD # 4
AND HAD KEPTED PHONE RECORDS OF
FORD CUSTOMER SERVICE ABOUT THIS
MATTER, SCOI LE TO MRS LARSEN OF

FORD CUSTOMER SERVICE.

I AM SENDING COPIES OF MY BILL
OF \$9486.77, WHICH I THINK FORD
SHOULD REBUSE ME FOR MY COST OF REPAIRS.

PLEASE IF YOU NEED ANY OTHER
INFORMATION, PLEASE CONTACT ME

YOUR STRULY



[Print Page Click Here](#)

[Report a Problem](#)

OASIS
RESULT: 1FD0X5HT4BE [REDACTED] USA: EN-US

23-OCTOBER-
2014 / 08:50:22 EST/ EDCAS041B
Local Time: 23-OCTOBER-2014 /
8:55:24 AM

• **VEHICLE INFORMATION**

VEHICLE DESCRIPTION: 2011 F-
SERIES VERSION/SERIES: 550 SERIES
BODY STYLE: SUPER SINGLE CAB (SUPER CAB) DRIVE TYPE: 4 WHL L/H PART
TIME DRIVE
ENGINE: 6.7L 4V V8 T/C Diesel AXLE RATIO: 4.88 Ratio
ENGINE CALIBRATION: BFA17M0A AXLE CODE: 8L
TRANSMISSION: 6 Speed Auto WHEEL SIZE: 6.0 X 19.5" Steel
Trans (6R140) Wheels
TIRE: 225/70R-19.5" G BSW ALL
SEASON

Additional Information

PAINT COLOR: Royal Red W/B
PAINT CODE: UK
GROSS VEHICLE WEIGHT: 19,500
LB. GVW
RADIO: With AM/FM CD Player

• **WARNING MESSAGES**

VERIFY STATE REGISTRATION, VIN MAY BE ELIGIBLE FOR CALIFORNIA EMISSIONS WTY

FMC360 Message

There has been an FMC360 case for this vehicle in the past 180 days

• **ACCURATE REPAIR NOTIFICATIONS**

ATTENTION TECHNICIANS AND SERVICE MANAGERS:
FOR DTC P2043 SEE TSB [13-10-05](#)
FOR DTCS P200E AND P200C SEE TSB [14-0174](#)
FOR EXHAUST GAS TEMPERATURE (EGT) DTCS SEE TSB [14-0174](#)

• **GENERAL WARRANTY INFORMATION**

WARRANTY START DATE: 15-
JUNE-2010 BUILD DATE: 24-MAY-2010
SALE MILEAGE

New Vehicle Base Warranty

RELEASE DATE: 24-MAY-2010

OUTSTANDING FIELD SERVICE ACTIONS

NO CAMPAIGN MESSAGE(S) FOUND

• **EXTENDED COVERAGES**

NO ESP INFORMATION AVAILABLE

• **WARRANTY REPAIR HISTORY**

NO RECENT REPAIR HISTORY ON VEHICLE

[Click Here for Full Warranty
History](#)

| [Report a Vehicle Concern](#) | On-line 1878 |

END OF OASIS REPORT FOR 1FD0X5HT4BE [REDACTED]

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PACIFIC

ANDREW KNOX
SERVICE ADVISOR

aknox@pacificocars.com
Cell: 215-723-7696

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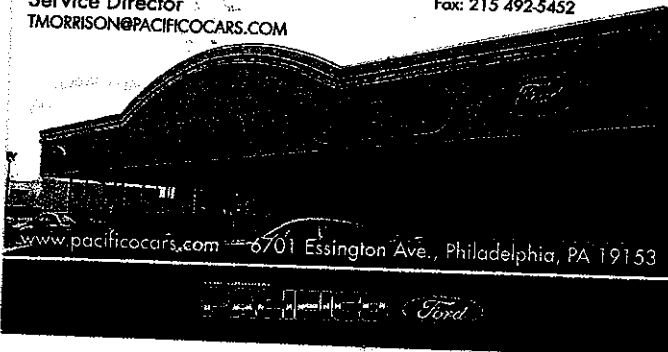
Mon. and Fri. - 7:30 to 6:00 • Tues., Wed., Thurs. - 7:30 to 7:00 • Sat. 7:30 to 3:00

6701 Norwitch Drive, Philadelphia, PA 19153 www.pacificocars.com

TERRY MORRISON

Service Director
TMORRISON@PACIFICOCARS.COM

Phone: 215 492-1700 Ext: 252
Fax: 215 492-5452



www.pacificocars.com 6701 Essington Ave., Philadelphia, PA 19153

PACIFIC Ford

PACIFIC

STEVE D'ALTERIO
MANAGER

sdalterio@pacificocars.com
Cell: 215-416-0326

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PCV (6.7 only)
28 Aug 14:40



VCV (6.7 only)
28 Aug 14:41



Additional
28 Aug 14:41



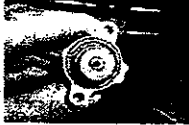
Additional
03 Sep 10:19



Additional
03 Sep 10:20



Additional
03 Sep 10:20



Additional
03 Sep 10:20



Submit

Close

By voluntarily providing your personally identifiable information (such as name, email, and mobile phone number) to us, you understand and consent to the collection, use, processing, transfer, and disclosure of this information globally -- including by Ford in the United States and by Ford affiliates and their service providers. Your consent shall be deemed to include your consent to transfer the information to locations that may have different levels of privacy protection than in your country.

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METALLIC FLAKE

Story and Photography by Gary Wescott

If you drive a '99-'10 Ford F-250, F-350, F-450 pickup, F-550 diesel cab and chassis, diesel E-Series van, or Class C motorhome, you should

know about an issue that can affect the fuel tanks. You might be out for a drive in the country or on your way to your job site. Everything seems fine, but there's a weird vibration, like maybe a tire is out of balance. It gets worse until it feels like the engine is running on six cylinders.

The problem: The liner inside the factory fuel tanks on these models can delaminate and peel off in little flakes. The first thing to go is the fuel filter, either in the tank—which is hard to get to—or the main filter. In the process, the fuel lines may be contaminated, and in worst-case scenarios, you could be looking at a clogged fuel pump or even injectors. That could be very expensive.

We spoke to several diesel experts in our area, and the general consensus is that the delamination may be caused by variations in diesel fuels and additives, but that's just a guess. Some reports say the problem extends only from 1999 to 2008. Others claim it extends all the way to 2010 models.

According to a report from Reuters, Ford has been sued in a New Jersey federal court for allegedly selling F-Series pickup trucks and E-Series vans with defective fuel tank linings. The suit states that Ford knew about the problem and continued to sell affected vehicles over a 10-year period. It said the problem clogs fuel systems with debris and rust, causing a sudden loss of engine power and potentially causing vehicles to buck or kick or suddenly stall. The complaint further stated that "Ford in 2007 issued a 'secret'



FLAKEY Some fuel tanks of Ford cab and chassis and E-Series vans are delaminating.

of defective Ford tanks at Ken Imler Diesel Performance in Sacramento is testament to a growing problem.



We used a flexible video camera to inspect several fuel tanks.

it easy to remove hoses on top of the tank.

Our 155-gallon tank didn't show any problems.

Properly supported, our OEM tank is carefully removed.

Bolts on the hold-up straps are removed so the

The factory sending unit is removed for inspection and, if necessary, recalibration.

slightly to reach the hoses.

Transfer Flow techs check to

and vent hose are pulled off the tank.

sure our factory sending unit is compatible with the new tank.

next fittings make

technical service bulletin to dealers advising them of the problem, but neither recalled the affected trucks nor offered to repair them free." The complaint seeks class-action status on behalf of the vehicle owners and alleges fraud, breach of warranty, and unjust enrichment, among other charges. It seeks compensatory, punitive and triple damages, and other remedies.

What can you do if you own one of these vehicles with a defective tank? (There is no way to look inside the tank without remov-

ing it.) You can replace the tank with another Ford tank at a cost of \$1211-\$2420 (ouch) and somewhere between \$200 and \$400 labor to R&R the tank. The bad news is that Ford will be selling you the same tank and liner.

Possibly the least expensive solution is to have your Ford tank removed and boiled out by a competent shop. After the tank is boiled in a caustic solution of sodium hydroxide, the factory liner is completely removed and the tank is steam cleaned and flushed. A new liner is applied to the tank by pouring in a

liquid syrup, turning the tank around to coat all surfaces, and letting it cure. The process takes three days. Several companies make the coating, but finding a shop in your area that has the equipment and expertise to do this work may prove challenging. Service Center Radiator Works in Auburn, California, uses a coating called Red Coat and have had no problems with it. This procedure will cost \$245-\$400 plus labor.

Another option is to replace the defective tank with an aftermarket version. Titan

SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:
FORD MOTOR COMPANY
CUSTOMER RELATION CENTER
P.O. BOX 6248
DEARBORN MICH 48126

2. Article Number
(Transfer from service label) [REDACTED]

COMPLETE THIS SECTION ON DELIVERY

A. Signature Agent
 Addressee
Lois A. Palmer

B. Received by (Printed Name) Date of Delivery
Lois A. Palmer

D. Is delivery address different from item 1? Yes
If YES, enter delivery address below: No

DEARBORN
OCT 23 2014

3. Service Type
 Certified Mail® Priority Mail Express™
 Registered Return Receipt for Merchandise
 Insured Mail Collect on Delivery

4. Restricted Delivery? (Extra Fee) Yes

CUSTOMER #:



QUICKLANE & COMMERCIAL TRUCK CENTER at The Philadelphia Automall

6701 Norwitch Drive Philadelphia, PA 19153 www.quicklane@pacificocars.com

INVOICE

PAGE 1

PACIFICO FORD (215) 492-1700 PACIFICO HYUNDAI (215) 365-0300 PACIFICO MAZDA (215) 365-7400

FLUSHING, NY

CONT:N/A

HOME:

CELL:

BUS:

SERVICE ADVISOR: 17467 STEVE DALTERIO

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG. Row 1: 11, FORD F550, 1FD0X5HT4BE, 18888/18897, T441. Below table: DEL. DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE. Row 1: 19AUG14 IS, 19AUG14 DD, WAIT 19AUG14, CHKQL, 06OCT14.

Table with columns: R.O. OPENED, READY, OPTIONS: ENG:6.7_Liter. Row 1: 11:16 19AUG14, 12:04 06OCT14.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL.

A Vehicle arrived on a tow truck, Pacifico Ford is not responsible for its condition when it arrives. In the case of a no start all repairs to get vehicle running properly are the owners responsibility.

CAUSE: CONTANAMATED FUEL SYSTEM TOWD Vehicle arrived on a tow truck, Pacifico Ford is not responsible for its condition when it arrives. In the case of a no start all repairs to get vehicle running properly are the owners responsibility. 15841 CPHT 0.00 0.00

18897 CONTANAMATED FUEL SYSTEM *****

B CUST STATES CK SHUTS OFF WHILE DRIVING

CAUSE: CONTAMINATED FUEL SYSTEM

Table with columns: Description, Amount, Net, Total. Includes items like MM TEAR DOWN, 15841 CPHT, 1 BC3Z*9229*A KIT - TUBE AND SEAL, 1 BC3Z9229B, 3 *W716425*S900 STUD, 1 BC3Z*9G282*E PUMP ASY - FUEL, 1 EC3Z*9B246*A KIT, CORE CHARGE C, -1 EC3Z*9B246*A CORE RETURN, 4 VC*3*B ANTI-FREEZE, 1 BC3Z*9600*A CLEANER ASY - AIR, 1 AU2Z*14S411*KA WIRE ASY, MM PERFORM DIAG, REPLACE HIGH PRESSURE FUEL SYSTEM AND VCLEAN OUT TANKS, 15841 CPHT, 2625.00 2625.00.

18897 CONTAMINATED FUEL SYSTEM DIOG NO START FOUND LOW HIGH PSI FUEL HIGH PRESSURE FUEL SYSTEM CONTAMINATED MADE PRIOR APPROVAL AND REPAIRE WAS DENIED REPLACE HIGH PSI FUEL SYSTEM AND LOW PSI FUEL PUMP CLEAN TANKS REPLACE OWNER SUPPLIED FUEL FILTERS

Table with columns: Description, Totals. Includes: I hereby authorize the above repair work to be done along with the necessary materials... Disclaimer of Warranties... I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED. X THIS COPY MUST BE RETURNED FOR ADJUSTMENT. VEHICLES LEFT OVER 72 HRS. SUBJECT TO A STORAGE CHARGE OF \$25.00 PER DAY. PARTS AND LABOR WARRANTED 90 DAYS OR 4,000 MILES. THIS COPY MUST BE RETURNED FOR ADJUSTMENT. Any removable electronics, phones, accessories and Personal Articles MUST be removed before the car is left for service. We are not responsible for these items. *NO APPOINTMENT NEEDED* PA STATE INS & EM TIRE SALES BRAKES *ALL SHOCKS - STRUTS MAINTENANCE MINOR TUNE UP SERVICES ALIGNMENTS *BATTERIES

CUSTOMER #: [REDACTED]

INVOICE



QUICKLANE & COMMERCIAL TRUCK CENTER at The Philadelphia Automall

6701 Norwitch Drive Philadelphia, PA 19153 www.quicklane@pacificocars.com

FLUSHING, NY [REDACTED] HOME: [REDACTED] CONT:N/A BUS: [REDACTED] CELL: [REDACTED]

PAGE 2

PACIFICO FORD (215) 492-1700 PACIFICO HYUNDAI (215) 365-0300 PACIFICO MAZDA (215) 365-7400

SERVICE ADVISOR: 17467 STEVE DALTERIO

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG, DEL. DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE. Includes details for FORD F550 and repair dates.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Includes description: high pressure fuel system parts on back order.

I hereby authorize the above repair work to be done along with the necessary materials, and hereby grant you and/or your employee's permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and or inspection.

Disclaimer of Warranties

The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED.

X

THIS COPY MUST BE RETURNED FOR ADJUSTMENT

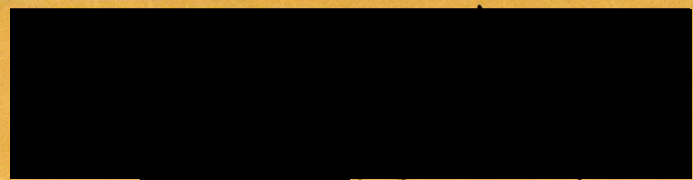
VEHICLES LEFT OVER 72 HRS. SUBJECT TO A STORAGE CHARGE OF \$25.00 PER DAY. PARTS AND LABOR WARRANTED 90 DAYS OR 4,000 MILES. THIS COPY MUST BE RETURNED FOR ADJUSTMENT.

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NO APPOINTMENT NEEDED

PA STATE INS & EM TIRE SALES BRAKES *ALL SHOCKS - STRUTS MAINTENANCE MINOR TUNE UP SERVICES ALIGNMENTS *BATTERIES

Table with columns: DESCRIPTION, TOTALS. Includes rows for LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, MISC. CHARGES, TOTAL CHARGES, LESS INSURANCE, SALES TAX, PLEASE PAY THIS AMOUNT.



Flushing N.Y. [redacted]

5

