



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

OR AGENCY USE ONLY 100148

|                                                        |                                                                      |
|--------------------------------------------------------|----------------------------------------------------------------------|
| Date Received<br><br>25-MAY-2018<br><b>JUL 23 2018</b> | Repository <input type="checkbox"/><br><br>Reference No.<br>11097944 |
|--------------------------------------------------------|----------------------------------------------------------------------|

| OWNER INFORMATION (Type or Print) |       |                          |                          |
|-----------------------------------|-------|--------------------------|--------------------------|
| Name                              |       | Daytime Telephone Number |                          |
| Address                           |       | E-mail Address           |                          |
| City                              | State | Zip Code                 | Evening Telephone Number |
| ALTUS                             | OK    |                          |                          |

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<br>1FAHP2E85FG   |                                                   | Make<br>FORD      | Model Year<br>2015              |
| Date Purchased<br>12-2013                                                                                | Dealer's Name and Telephone Number<br>Vernon Ford |                   | Engine:<br>No. Cylinders<br>3.5 |
| Original Owner<br><input type="checkbox"/>                                                               | Dealer's City<br>Vernon TX                        | State<br>TX       | Zip Code<br>76384               |
| Transmission Type<br><input type="checkbox"/> Antilock Brakes<br><input type="checkbox"/> Cruise Control | Powertrain                                        | Multiple Failure: | Incident Date(s)<br>24-MAY-2018 |

| FAILED COMPONENT(S)/PART(S) INFORMATION     |                          |               |
|---------------------------------------------|--------------------------|---------------|
| Vehicle Component Code: 060000 ENGINE (PWS) | Failure Mileage<br>80100 | Failure Speed |

| 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: DOTM19ABC036)                                | <input type="checkbox"/> Original Equipment<br><input type="checkbox"/> Prior Repair | Failure Location:              |
| 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<br>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).) |                                                                             |                           |
|-------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------|---------------------------|
| Crash<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No                                            | Fire<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Number of Persons Injured |
| Number of Deaths                                                                                                        |                                                                             | Reported to Police<br>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 2015 FORD TAURUS. UPON ATTEMPTING TO START THE VEHICLE, IT FAILED TO START. THE VEHICLE WAS TOWED TO THE CONTACT'S RESIDENCE. THE CONTACT STATED THAT THE FAILURE OCCURRED TWICE. THE VEHICLE WAS NOT TAKEN TO A DEALER OR AN INDEPENDENT MECHANIC FOR DIAGNOSTIC TESTING OR REPAIRS. THE MANUFACTURER WAS NOTIFIED OF THE FAILURES AND REFERRED THE CONTACT TO NHTSA. THE APPROXIMATE FAILURE MILEAGE WAS 80,100.

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

I had <sup>the</sup> changed to fuel pump still didn't start. So  
I had the fuel pump driver control module changed.  
Now it working. I noticed there is a  
recall on the fuel pump driver control module for  
2015 Taurus but not ~~my~~ one for my car  
I think to need to do a recall on it to. Cause  
that was the problem. These repairs was  
not a cheap repair.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department  
of Transportation

National Highway  
Traffic Safety  
Administration

1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382

Official Business  
Penalty for Private Use \$300

IN TEXAS  
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US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NEF-100  
1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382



Think your vehicle  
has a safety defect?



If so:  
Use the enclosed  
form to file a report.

or visit:

[www.safercar.gov](http://www.safercar.gov)

or call:

Vehicle Safety Hotline  
888-327-4236



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