 U.S. Department of Transportation National Highway Traffic Safety Administration	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 08-JUN-2018 JUL 24 2018		Repository <input type="checkbox"/> Reference No. 11100578		
OWNER INFORMATION (Type or Print)					
Name			Daytime Telephone Number		E-mail Address
Address			Evening Telephone Number		
City	State	Zip Code			
AMARILLO	TX				
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		Make	Model	Model Year	
1FAHP2D84DG		FORD	TAURUS	2013	
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
			No: Cylinders		
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code		
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
	<input type="checkbox"/> Cruise Control			02-JUN-2018	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 090000 FUEL SYSTEM, OTHER, 060000 ENGINE (PWS), 070000 FUEL SYSTEM, GASOLINE			Failure Mileage	Failure Speed	
			65000	75	
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	Failure Location:		
		<input type="checkbox"/> 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	
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No			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 2013 FORD TAURUS. WHILE DRIVING 75 MPH, THE VEHICLE LOST POWER. THERE WERE NO WARNING INDICATORS ILLUMINATED. THE CONTACT WAS TRAVELING OUT OF TOWN SO THE VEHICLE WAS TOWED TO AN UNKNOWN LOCAL DEALER. THE DEALER DIAGNOSED THAT THE FUEL MODULE NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 65,000.					
This happened the Saturday before Memorial Day June 26 2018, on our way to Dallas around 7pm the car died on an overpass we were fortunate to coast off the highway - we were towed to Vernon Tx left car at the tow garage - being the holiday NO ONE was open Sunday to repair car Monday my husband rented a dolly from U HAUL & went 3 hrs up there to get the car & 3 hrs back home we were stranded Saturday night had to get hotel room - my brother came next day to (Sunday) get us.					
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.					

We googled + youtubed and narrowed down the problem - sure enough the FUEL MODULE which has been recalled on thousands of Ford Taurus' 2013-2015 just not ours (CRAZY) it took me JUNE 2 to get hold of dealer which gave me to NHTSA.

Planned a Memorial Day weekend getaway from Amarillo TX to Dallas TX a 6 hr. drive -

Left Saturday apt to Vernon TX 3 hrs (1/2 to Dallas) car lost power NO WARNING coasted off highway made phone calls had to be towed to Vernon 7pm - 9pm had to get a hotel overnight (stranded)

Sunday being holiday weekend Nothing open, my brother came to get us went back to Amarillo 3 hrs.

Then rented a dally from U-Haul and went back to Vernon 3 hrs. to get car to bring back to Amarillo 3 hrs. - I made lots of calls trying to get appt. for our car no one could help me then I was told to call NHTSA - We got the car towed back to Amarillo and took it to D/C auto they could get to us immediately since enough is was the FUEL MODULE - which we know thousands of FORD Taurus were recalled 2013-2015 models (which ours is a 2013 model) just not our car? Which it is OBVIOUS our car should had been included IN THAT RECALL because it could have been so much

worse - we are alive by the GRACE OF GOD! That fuel
module gave out we NO WARNING AT ALL -
Please Please do not disregard this -

I believe in FORD, I have stock in Ford, Please stand
by this name - Thank you ahead of time

Sincerely,

[REDACTED]

Amarillo, Tx

[REDACTED]

Can you please help me to get reimbursed
for this preventable incident (since it should've been recalled
to begin with) Thank you - or at least contact FORD because
when I contacted FORD they transferred me to you NHTSA

US DOT #425549
 ICC # 237199
 MC # 037215
 VSF # 0581759VSF
 TDLR # 0000037215

DAY or NIGHT
 (940) 552-2842

GOODRUM

Wrecker Service
 PO BOX 1804
 6591 BUSINESS HWY 287
 VERNON, TX. 76384
 Wilbarger County

24 HOUR
 INSTANT SERVICE

Authorized By (Check One)

- WCSO
- CVPD
- HCSO
- FCSO
- BCSO

Bill To _____ Date 5-26-18
 Name _____ Auth. By [Signature]
 Address _____

City & State _____ Phone _____

YEAR & MAKE <u>Ford</u>	MODEL <u>Taurus</u>	COLOR <u>Gray</u>	PLATE [REDACTED]
SERIAL OR I.D. NO.		REPAIR ORDER NO.	MILEAGE
<input type="checkbox"/> CASH	<input type="checkbox"/> REG. RRC	<input type="checkbox"/> REG. ICC	PURCHASE ORDER NO.
<input type="checkbox"/> CHARGE	<input type="checkbox"/> NON-REGULATED		
UNIT NO.	VEHICLE TOWED FROM	<input type="checkbox"/> FRONT <input type="checkbox"/> REAR	KEYS WITH VEHICLE: <input type="checkbox"/> YES <input type="checkbox"/> NO
PICK UP LOCATION: <u>OKlaunion</u>	COUNTY		

TAKEN TO: Crabtree used car lot

STORAGE CHARGES:

From	No. Day	@	Day
[REDACTED]			
			IMPOUND FEE
			NOTIFICATION FEE
			TAX
			STORAGE CHARGES TOTAL

DRIVER TDLR # _____ DRIVER _____ TRUCK NO. _____

COMMENTS: drop at yard in back

ITEM #	DESCRIPTION	AMOUNT
	WRECKER FEE	40.00
	HOOK-UP OR CALLOUT FEE	100.00
	EXTRA LABOR	14.00
	WORKING TIME	
	WAITING TIME	
	TOWING CHARGE TOTAL	
	GRAND TOTAL AMOUNT	154.00

[REDACTED]



Hampton Inn - Vernon
 4131 Western Trail Drive • Vernon, TX 76384
 Phone (940) 552-2100 • Fax (940) 552-2105



name address AMRILLO TX UNITED STATES OF AMERICA	room number: arrival date: 5/26/2018 9:04:00 PM departure date: 5/27/2018 1:21:00 PM	If the debit/credit card you are using for check-in is attached to a bank or checking account, a hold will be placed on the account for the full estimated dollar amount to be owed to the hotel, including estimated incidentals, through your date of check-out and such funds will not be returned for 72 business hours from the date of check-out or longer at the discretion of your financial institution.
	adult/child: 1/0 room rate: 115.00	

Confirmation Number: [REDACTED] 7/11/2018	Rate Plan: LV4 HH #: [REDACTED] GOLD AL: Car:
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Rates subject to applicable sales, occupancy, or other taxes. Please do not leave any money or items of value unattended in your room. A safety deposit box is available for you in the lobby. I agree that my liability for this bill is not waived and agree to be held personally liable in the event that the indicated person, company or association fails to pay for any part or the full amount of these charges. I have requested weekend delivery of USA TODAY. If refused, a credit of \$0.75 will be applied to my account. In the event of an emergency, I, or someone in my party, require special accommodations due to a physical disability. Please indicate yes by checking here:

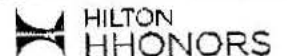
signature: _____

date	reference	description	amount
5/26/2018	[REDACTED]	GUEST ROOM	\$115.00
5/26/2018	[REDACTED]	STATE TAX	\$6.90
5/26/2018	[REDACTED]	CITY TAX	\$8.05
5/27/2018	[REDACTED]	MC [REDACTED]	(\$129.95)
		BALANCE	\$0.00
EXPENSE REPORT SUMMARY			
	5/26/2018	STAY TOTAL	
		ROOM AND TAX	\$129.95
		DAILY TOTAL	\$129.95

for reservations call 1.800.hampton or visit us online at hampton.com

thanks.

account no. [REDACTED]	date of charge 5/27/2018	folio/check no. [REDACTED]
[REDACTED]	authorization [REDACTED]	initial [REDACTED]
[REDACTED]	purchases & services	
	taxes	
	tips & misc.	
signature of card member X	total amount	-129.95



Murphy USA 7382
2709 Ave F NW
Childress, TX 79201

05-28-18 13:03

SITE: 7382
TRACE: 8589
MerchMU48927559001
SALE

MasterCard

Entry Method
Invoice#:
Auth.#:
CARD AMT: \$ 37.83
APPROVED 005552

PUMP: 1
PROD: UNLEAD
PRICE/GAL: \$2.539
NET/GAL: \$2.539
QTY(GAL): 14.901
FUEL TOTAL: \$37.83
NET TOTAL: \$37.83

Hershey Candy
2 For \$2.00
at Murphy USA?
!)

Order/Reservation confirmation # [REDACTED]

[Print this page](#) | [Back to your order](#)

Amount paid to date: \$58.25

Rental equipment confirmation # [REDACTED]

[View rental contract](#)

Pick up

Drop off

Monday, May 28, 2018 at 10:40 AM

Same as pick up location.

U-Haul Moving & Storage of South Amarillo

[REDACTED]
Amarillo, TX [REDACTED]
[REDACTED]
[REDACTED]

24 hours of use requested, subject to availability.

Item	Total
Tow Dolly	\$44.95
SafeTow®	\$8.00

Order Details

[View printable confirmation/receipt](#)

Rental Equipment

Reservation: 22477991



Tow Dolly: \$44.95

(Due in store)

24 hours of use requested, subject to availability.

All rates are in US dollars and do not include sales tax.

Damage protection

SafeTow® \$8.00

Dollies and furniture pads

None selected

Pick up

Monday, May 28, 2018 at 10:40 AM

24 hour rental

U-Haul Moving & Storage of South
Amarillo

[Redacted]

Amarillo, TX [Redacted]

[Redacted]

[Redacted]

[Driving directions](#)

Drop off

Same as pick up location.

Moving Made Easier™

If you need to make changes to your reservation, please call 1-800-GO-UHAUL® (1-800-468-

[Add Moving Help to Order](#)

[File a Claim](#)

Moving Resources

[Tow Dolly manual and specs](#)

[U-Haul Safe Trailering Video Part 1](#)

[U-Haul Safe Trailering Video Part 2](#)

[Reservation advisements](#)

[Moving Supplies Calculator](#)

[Frequently asked questions](#)

[Contact us](#)

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[When will the hold on my card be released?](#)

[Review my U-Haul experience](#)

D/C AUTO & DIESEL
 203 N. GRANT
 AMARILLO, TX. 79107
 806-282-6951

Job Invoice

SOLD TO		DATE ORDERED	ORDER TAKEN BY
[REDACTED]		3-29-18	
2013 Ford Taurus		PHONE NO.	CUSTOMER ORDER #
57,087 mi		[REDACTED]	
DK [REDACTED]		JOB PHONE	STARTING DATE
		TERMS	

QTY	MATERIAL	UNIT	AMOUNT	DESCRIPTION OF WORK
	Engine Fuel Control Module		61 93	Cranks but no start
MISCELLANEOUS CHARGES				
				TOTAL MISCELLANEOUS
				LABOR
				HRS. RATE AMOUNT
				Diag & Replace Fuel Control Module
				150 00
TOTAL MATERIALS			61 93	TOTAL LABOR
				150 00

WORK ORDERED	TOTAL LABOR	150 00
DATE ORDERED	TOTAL MATERIALS	61 93
DATE COMPLETED	TOTAL MISCELLANEOUS	
CUSTOMER APPROVAL SIGNATURE	SUBTOTAL	
AUTHORIZED SIGNATURE	TAX	5 11
	PAID CC	\$217.04
	GRAND TOTAL	217 04