INFORMATION REDACTED PURSUANT TOTHE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

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: 17-SEP-2018 NOV 16 2018	Repository ☐
	Reference No. 11129906

OWNER INFORMATION (Type or Print)

Name [redacted]		Daytime Telephone Number [redacted]	E-mail Address
Address [redacted]		Evening Telephone Number	
City NEW CUMBERLAND	State WV	Zip Code [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	Make	Model	Model Year
1FTWX33P75E[redacted]	FORD	~~F-150~~ F-350	2005

Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
Original Owner ☑	Dealer's City	State	Zip Code		Diesel

Transmission Type		Powertrain	Multiple Failure:	Incident Date(s)
	☐ Antilock Brakes ☐ Cruise Control			13-SEP-2018

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 060000 ENGINE (PWS)	Failure Mileage	Failure Speed
	76000	35

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: DOTMAL9ABC036)	☐ Original Equipment ☐ 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

(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
☐ Yes ☒ No	☐ Yes ☒ 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 2005 FORD F-150. WHILE DRIVING 35 MPH, THE VEHICLE STALLED WITHOUT WARNING. THE CONTACT ATTEMPTED TO RESTART THE VEHICLE, BUT WAS UNSUCCESSFUL. THE CONTACT HAD THE VEHICLE TOWED TO HIS HOME. A DIAGNOSTIC APPOINTMENT WAS SCHEDULED WITH GUESS FORD (457 STEUBENVILLE RD SE, CARROLLTON, OH 44615, (330)-627-7666). THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND INFORMED THE CONTACT THAT THERE WERE NO RECALLS; THEREFORE, THE CONTACT WOULD HAVE TO PAY IN FULL FOR THE REPAIRS. THE FAILURE MILEAGE WAS 76,000.

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.

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

This was the second time we stalled on the road. I have included the receipts from the first time and what I have so far for this time. KT Trucks is now working on it now. Thank you for any help you can give

[redacted]

ATTACH ADDITIONAL SHEETS IF NECESSARY

partment
sportation

nal Highway
Safety
nistration

ew Jersey Avenue SE.
ngton, D.C. 20077-9382

al Business
alty for Private Use $300

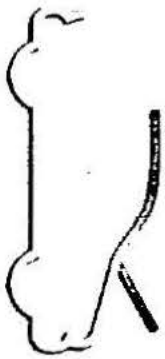
NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL
FIRST CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

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

or call:

Vehicle Safety Hotline

888-327-4236

NHTSA
www.nhtsa.gov

Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

Order Placed: October 4, 2018
Amazon.com order number: [redacted]
Order Total: $119.98

Shipped on October 5, 2018

Items Ordered	**Price**
1 of: *FICM Engine Fuel Injector Complete Wire Harness - Replaces Part# 5C3Z9D930A - Fits Ford Powerstroke 6.0L Diesel - 2003, 2004, 2005, 2006, 2007 F250 F350 F450 F550 2004-2005 Ford Excursion 5C3Z-9D930-A* Sold by: GWA Auto Parts (seller profile) Condition: New	$114.99

Shipping Address:

[redacted]
NEW CUMBERLAND, WV [redacted]
United States

Shipping Speed:
Two-Day Shipping

Item(s) Subtotal:	$114.99
Shipping & Handling:	$0.00
Your Coupon Savings:	-$7.00
Total before tax:	$107.99
Sales Tax:	$0.00
Total for This Shipment:	**$107.99**

Order Placed: October 4, 2018
Amazon.com order number: [redacted]
Order Total: $680.15

Shipped on October 5, 2018

Items Ordered	**Price**
1 of: *OE Ford 5C3Z12B637BA 6.0L Diesel Engine Wire Wiring Harness Pigtail Connector* Sold by: Fairway Ford Parts (seller profile) Condition: New	$680.15

Shipping Address:

[redacted]
NEW CUMBERLAND, WV [redacted]
United States

Shipping Speed:
Standard Shipping

Item(s) Subtotal:	$680.15
Shipping & Handling:	$0.00
Total before tax:	$680.15
Sales Tax:	$0.00
Total for This Shipment:	**$680.15**

ORDER DATE	ORDER TOTAL
Mar 09, 2017	US $18.12

Order Ford 6.0L Powerstroke Fuel Filter Cap Dorman 904-209 Lifetime Warranty

View seller's other items

More actions

1 item sold by desmoparts

ITEM PRICE:
US $18.12

Ford 6.0L Powerstroke Fuel Filter Cap Dorman 904-209 Lifetime Warranty
(232226061680)

Add note

+

ORDER DATE
Apr 24, 2017

ORDER TOTAL
US $72.95

Order 6.0L 2003-10 Ford High Pressure Oil Rail Ball Tube Repair Kit Set of 8 with Tool

View seller's other ite

More actio

1 item sold by dieselcare

ITEM PRICE:
US $72.95

6.0L 2003-10 Ford High Pressure Oil Rail Ball Tube Repair Kit Set of 8 with Tool
(331633631707)

Add note

ORDER DATE
Apr 24, 2017

ORDER TOTAL
US $49.95

Order 04.5-07 Ford 6.0 6.0L Powerstroke Diesel Stand Pipe Oil Tube / Dummy Plug Seals

View seller's other ite

More actio

1 item sold by swagperformanceparts

ITEM PRICE:
US $49.95

04.5-07 Ford 6.0 6.0L Powerstroke Diesel Stand Pipe Oil Tube / Dummy Plug Seals
(252462786487)

Add note

Amazon.com order number [redacted]
Order Total: $75.99

Shipped on April 11, 2017

Items Ordered	**Price**
1 of: *Michigan Motorsports Glow Plug Harness + 8 Glow Plugs - Fits Ford 6.0 Powerstroke 2004-10 Left/Right Side* Sold by: Michigan Motorsports (seller profile) Condition: New	$75.99

Shipping Address:

[redacted]
New Cumberland, West Virginia [redacted]
United States

Item(s) Subtotal:	$75.99
Shipping & Handling:	$0.00
Total before tax:	$75.99
Sales Tax:	$0.00
Total for This Shipment:	**$75.99**

Shipping Speed:
Standard Shipping

Order Placed: April 5, 2017
Amazon.com order number [redacted]
Order Total: $18.00

Shipped on April 6, 2017

Items Ordered	**Price**
1 of: *BMI Ford 6.0 L Diesel Glow Plug Harness Removal Tool 303-1114 OTC 6768 F350 F250 & Excursion* Sold by: Bostic Motors Inc. (seller profile) Condition: New	$18.00

Shipping Address:

[redacted]
New Cumberland, West Virginia [redacted]
United States

Item(s) Subtotal:	$18.00
Shipping & Handling:	$0.00
Total before tax:	$18.00
Sales Tax:	$0.00
Total for This Shipment:	**$18.00**

Shipping Speed:
Two-Day Shipping

Shipped on April 20, 2017

Items Ordered	Price
1 of: *CNS ET79180 Engine Valve Cover Gasket Set Complete Set for Ford E-Series / F-Series / Excursion 6.0L (363cid) OHV V8 PowerStroke Diesel Turbo 03-10* Sold by: Matrix Automotive (seller profile) Condition: New New Aftermarket OE Replacement : Meets or exceeds OE standard quality and performance requirements.	$41.50

Shipping Address:

[redacted]
New Cumberland, West Virginia [redacted]
United States

Shipping Speed:
Two-Day Shipping

Item(s) Subtotal:	$41.50
Shipping & Handling:	$0.00
Total before tax:	$41.50
Sales Tax:	$0.00
Rewards Points:	-$21.84
Total for This Shipment:	**$19.66**
Total paid by Rewards Points:	**-$21.84**

Order Placed: April 11, 2017
Amazon.com order number: [redacted]
Order Total: $16.05

Shipped on April 11, 2017

Items Ordered	Price
1 of: *MTC New Silicone Turbo To Intercooler Adaptor Elbow Hose Boot for Ford 6.0L Diesel* Sold by: Good Better Best Auto Parts Inc. (seller profile) Condition: New	$16.05

Shipping Address:

[redacted]
New Cumberland, West Virginia [redacted]
United States

Shipping Speed:
Standard Shipping

Item(s) Subtotal:	$16.05
Shipping & Handling:	$0.00
Total before tax:	$16.05
Sales Tax:	$0.00
Total for This Shipment:	**$16.05**

Order Placed: April 11, 2017
Amazon.com order number: [redacted]

Order Placed: June 3, 2017
Amazon.com order number: [redacted]
Order Total: $86.21

Shipped on June 5, 2017

Items Ordered	Price
1 of: *6.0 6.0L 6.4 6.4L Powerstroke Diesel Glow Plug Control Module Relay* Sold by: Diesel Care Inc. (seller profile) Condition: New	$89.95

Shipping Address:

[redacted]
New Cumberland, West Virginia [redacted]
United States

Shipping Speed:
Economy Shipping

Item(s) Subtotal:	$89.95
Shipping & Handling:	$0.00
Total before tax:	$89.95
Sales Tax:	$0.00
Rewards Points:	-$3.74
Total for This Shipment:	**$86.21**
Total paid by Rewards Points:	**-$3.74**

Order Placed: April 19, 2017
Amazon.com order number: [redacted]
Order Total: $19.66

Shipped on April 20, 2017

Items Ordered	Price
1 of: *03-10 6.0L/4.5L Ford Power Stroke * G2.8 Injector Seal Kit * (Set of 8) # AP0002* Sold by: Desmoparts (seller profile) Condition: New 8 baggies of new factory Alliant Power AP0002 injector seal kits. Ships from Amazon warehouse direct to you.	$84.90

Shipping Address:

[redacted]
New Cumberland, West Virginia [redacted]
United States

Shipping Speed:
Two-Day Shipping

Item(s) Subtotal:	$84.90
Shipping & Handling:	$0.00
Total before tax:	$84.90
Sales Tax:	$0.00
Rewards Points:	-$84.90
Total for This Shipment:	**$0.00**
Total paid by Rewards Points:	**-$84.90**

Order Placed: June 11, 2017
Amazon.com order number: [redacted]
Order Total: $81.99

Shipped on June 11, 2017

Items Ordered	Price
1 of: *NEW IPR VALVE Fuel Injection Pressure Regulator Fits FORD DIESEL 6.0L 03-10* Sold by: 269 Motorsports (seller profile) Condition: New	$81.99

Shipping Address:
[redacted]
New Cumberland, West Virginia [redacted]
United States

Shipping Speed:
Standard Shipping

Item(s) Subtotal:	$81.99
Shipping & Handling:	$0.00
Total before tax:	$81.99
Sales Tax:	$0.00
Total for This Shipment:	**$81.99**

Order Placed: June 11, 2017
Amazon.com order number: [redacted]
Order Total: $10.89

Shipped on June 11, 2017

Items Ordered	Price
1 of: *Lelecar Fuel Pressure Regulator Upgraded Kit for Ford F-Super Duty 6.0L 3C3Z-9T517-AG (Nickel Plating Spring)* Sold by: Lelecar (seller profile) Condition: New	$9.99

Shipping Address:
[redacted]
New Cumberland, West Virginia [redacted]
United States

Shipping Speed:
Two-Day Shipping

Item(s) Subtotal:	$9.99
Shipping & Handling:	$0.00
Total before tax:	$9.99
Sales Tax:	$0.90
Total for This Shipment:	**$10.89**

Order Placed: June 11, 2017
Amazon.com order number: [redacted]
Order Total: $81.99

Shipped on June 11, 2017

Items Ordered	**Price**
1 of: *NEW IPR VALVE Fuel Injection Pressure Regulator Fits FORD DIESEL 6.0L 03-10* Sold by: 269 Motorsports (seller profile) Condition: New	$81.99

Shipping Address:

[redacted]
New Cumberland, West Virginia [redacted]
United States

Item(s) Subtotal:	$81.99
Shipping & Handling:	$0.00
Total before tax:	$81.99
Sales Tax:	$0.00
Total for This Shipment:	**$81.99**

Shipping Speed:
Standard Shipping

Order Placed: October 27, 2017
Amazon.com order number: [redacted]
Order Total: $2.34

Shipped on October 28, 2017

Items Ordered	**Price**
1 of: *Liftmaster Gear Kit 41A2817 Direct Replacement Drive Gear & Worm Set* Sold by: 365 Garage Door Parts (seller profile) Condition: New	$14.95

Shipping Address:

[redacted]
New Cumberland, West Virginia [redacted]
United States

Item(s) Subtotal:	$14.95
Shipping & Handling:	$0.00
Total before tax:	$14.95
Sales Tax:	$0.00
Gift Card Amount:	-$12.61
Total for This Shipment:	**$2.34**
Total paid by Gift Card:	**-$12.61**

Shipping Speed:
Economy Shipping

CUSTOMER #: [redacted]

[redacted]

NEW CUMBERLAND, WV [redacted]
HOME: [redacted] CONT:
BUS: CELL: [redacted]

INVOICE

PAGE 1

GRAND FORD, INC.
1503 Pennsylvania Ave.
East Liverpool, Ohio 43920
Phone: (330) 386-6120
Toll Free: (800) 837-9845
Fax: (330) 386-6122

email us at: grandford.net
visit our website at: www.grandford.net

SERVICE ADVISOR: 16 DOLORES E WILSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	05	FORD F-350 DRW	1FTWX33P75E[redacted]		80855/80855	

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN05 DI			17:00 28JUN17		90.00	CASH	13JUL17

R.O. OPENED	READY	OPTIONS:
14:09 27JUN17	11:31 13JUL17	DLR:VISITING ENG:6.0_Liter

LINE OPCODE TECH TYPE HOURS		LIST	NET	TOTAL
A CUSTOMER STATES ENGINE WONT START WILL CRANK				
10FOZ15 CUSTOMER STATES ENGINE WONT START WILL CRANK				
57 C 22.50			2020.00	2020.00
1 5C3Z*9C968*CA REGULATOR - FUEL PRESSURE		278.32	278.32	278.32
1 F81Z*8287*EA CLAMP - HOSE		32.22	32.22	32.22
1 6C3Z*5A231*AA CLAMP		39.40	39.40	39.40
1 3C3Z*6584*BA GASKET - VALVE ROCKER ARM COVE		47.60	47.60	47.60
3 4C3Z*9E527*BRM REMAN NOZZLE ASY		264.29	264.29	792.87
1 VC*7*B ANTI-FREEZE		18.00	18.00	18.00
8 4C3Z*12A342*AA GLOW PLUG		15.88	15.88	127.04
1 2L1Z*9F479*AA SENSOR ASY		93.95	93.95	93.95
[redacted]TS: 1429.40 LABOR: 2020.00 OTHER: 0.00			TOTAL LINE A:	3449.40

[redacted]

FOUND BATTERY DEAD CHARGED AND DIAG CODES P0611
P0671 P0763 P0675 P0675 P0767 P0677 P0678 P2614 P2617
FOUND FICM NOT PROGRAMMED UPDATED FICM TCM AND PCM
STILL NO START CHECKED PRESSURE NO ICP REMOVED TURBO
AND STARTED AIR CHECK FOUND LEAKING #8 INJECTOR IPR
REGULATOR BAD BROKE LEAK CK BOTH RAILS PASSED ROAD
TESTED NO TURBO PRESSURE THEN LOST ICP PRESSURE
TOWED BACK TO SHOP AND RAN TEST NOW #7 INJECTOR
FAILED FOUND THAT HAS SOME TYPE OF BRASS O RINGS ON 7
AND 5 AND 8 HAD IT REPLACED 7 AND 5 INJECTOR REPLACED
GLOW PLUGS AND MAP SENSOR WITH TURBO OUT INSPECTED
FOUND VANES FROZEN UP TOOK APART CLEANED AND FREED
UP VANES RESET KAM MONITORED PRESSURE GOOD ROAD
TESTED GOOD AT THIS TIME INSPECTED NO LEAKS FOUND LET
TRUCK SET OVER NIGHT STARTED RIGHT UP IN MORNING AND
ROAD TESTED GOOD

Discover

****

SHOP SUPPLIES / WASTE DISPOSAL 10.00

AFTER YOUR VISIT WITH US TODAY YOU MAY RECEIVE A SURVEY FORM FORD MOTOR COMPANY. YOUR ANSWERS AND THE RETURN OF THIS SURVEY IS EXTREMELY IMPORTANT TO US. WE STRIVE TO PROVIDE THE BEST POSSIBLE SERVICE TO OUR CUSTOMERS AND WE INTERPRET ANY RESPONSE OTHER THAN "COMPLETELY SATISFIED" TO BE A FAILING GRADE. IF YOU ARE UNABLE TO MARK THAT AREA PLEASE ALLOW US [redacted]PPORTUNITY TO ADDRESS YOUR CONCERNS.

THANK YOU FOR CHOOSING GRAND FORD AS YOUR SERVICING DEALER!

DISCLAIMER OF WARRANTIES

The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.

DESCRIPTION	TOTALS
LABOR AMOUNT	2020.00
PARTS AMOUNT	1429.40
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	10.00
TOTAL CHARGES	3459.40
LESS INSURANCE	0.00
SALES TAX	250.81
PLEASE PAY THIS AMOUNT	3710.21

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