

 U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Auto Safety Hotline		FOR AGENCY USE ONLY 100148	
		Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		Date Received 31-MAY-2019 JUL 30 2019	
OWNER INFORMATION (Type or Print) Name: [REDACTED] Address: [REDACTED] City: BOULDER State: CO Zip Code: [REDACTED]				Repository ☐	
				Reference No. 11217074	
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).				Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]	
				Evening Telephone Number [REDACTED]	
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1FTNX21PX4E [REDACTED]			Make FORD	Model F-250	Model Year 2004
Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders 8	Fuel Type: DIESEL
Original Owner ☐	Dealer's City		State CO	Zip Code	
Transmission Type AUTO	☒ Antilock Brakes ☒ Cruise Control	Powertrain	Multiple Failure: YES		Incident Date(s) 01-APR-2019
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 060000 ENGINE (PWS)				Failure Mileage 150000	Failure Speed 40
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)		☐ 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 ☐ Yes ☒ No		Fire ☐ Yes ☒ No		Number of Persons Injured	Number of Deaths
				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 2004 FORD F-250. WHILE DRIVING 40 MPH, THE VEHICLE STALLED AND IT TOOK NUMEROUS ATTEMPTS TO RESTART. THERE WERE NO WARNING INDICATORS ILLUMINATED. THE DEALER WAS NOT NOTIFIED. AN INDEPENDENT MECHANIC DIAGNOSED THE VEHICLE, BUT WAS NOT ABLE TO LOCATE THE CAUSE OF THE FAILURE. THE MANUFACTURER WAS NOTIFIED. THE VEHICLE WAS NOT REPAIRED. THE CONTACT STATED THAT THE FAILURE WAS SIMILAR TO WHAT WAS LISTED IN NHTSA CAMPAIGN NUMBER: 05V270000 (ELECTRICAL SYSTEM). THE FAILURE MILEAGE WAS 150,000.					
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 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)

PLEASE SEE INCLUDED NARRATIVE

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

RETURN ADDRESS:

BOULDER CO,



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:

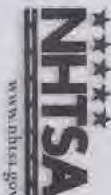
Use the enclosed
form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236



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



National Highway Traffic Safety Administration

Reference Number 11217074

Narrative Description of Incidents

The follow is a summary of the incidents occurred with my vehicle Vin #1FTNX21PX4E [REDACTED]

On multiple occasions the vehicle would stall without warning while driving down the road. When the vehicle stalls it loses power steering and assisted brakes making is extremely difficult if not impossible to maneuver especially a vehicle of this size and weight. After a stall the vehicle is erratic on a restart, sometimes it's instantiations other times it takes longer (longest being an hour). There has been no consistency to the failure (run time, time of day, gas level, elevation, turning right or left, specific driver, ect.) We have consulted with a mechanic on two occasions however they could not reproduce or experience this failure. They did conduct diagnostics which included reviewing the error codes and running the vehicle though different operating speeds over 200 miles. The failure could not be reproduced. We conducted some research and found a NHTSA campaign number (05V270000) which was tied to a Ford manufacturing recall. Below are a couple experiences to better demonstrate the safety failure.

- 1) I did experience an incident on a heavy trafficked highway (three lanes) where I was in the middle lane and the vehicle stalled (approx. 60 mph). I could not make a lane change to get to a safe position and the vehicle would not restart leaving me stranded in the middle lane. It was not safe to exit the vehicle as other motorist, specifically ones that were backed up behind me, were aggressively maneuvering to get around me. After about 20 min the vehicle did restart, and I was able to reach a safe position without harm.
- 2) This vehicle is in Colorado and there have been two (2) incidents where it has stalled while driving during snow conditions. As stated above, when the vehicle stalls it loses power steering and assisted brakes making it very difficult to maneuver especially on snow packed roads and is extremely dangerous to myself as well as other motorist. One of the failures I was able to keep the vehicle coasting, place the vehicle in neutral, and restart it. The only reason I did this in lieu of pulling over was the vehicle was on the uphill lane of a two lane mountain road with motorist behind me and no safe to pull over. Luckily the vehicle did conduct instantiations restart.

The vehicle stalls with out any warning or consistency this includes driving down the road at 60 mph, 25 mph, or waiting at stop light. There was NTSHA campaign issued (05V270000) which was tied to a Ford manufacturing recall due to a safety failure. We could not get mechanic to identify or replicate the failure and needs to be address by NTSHA. Thank you

[REDACTED]



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

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NEF-160

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the driver's door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure VOQ