

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: ODI Complaint - 11319068
Date: Wednesday, April 29, 2020 10:18:38 AM
Attachments: [REDACTED]

Questionnaire

From: [REDACTED]
Sent: Tuesday, April 28, 2020 1:57 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: ODI Complaint - 11319068

I have attached the corrected and updated pdf file provided by you and copies of the repair invoices I have paid so far.

Thank you.

[REDACTED]



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	Repository <input type="checkbox"/>
23-MAR-2020	Reference No. 11319068

OWNER INFORMATION (Type or Print)

Name	Daytime Telephone Number	E-mail Address
Address	Evening Telephone Number	
City JACKSON	State MO	Zip Code

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 1FBAX2ZV7FK	Make FORD	Model TRANSIT	Model Year 2015
Date Purchased 01/04/2020	Dealer's Name and Telephone Number Jacky Jones Ford (828) 389-6325		Engine: No: Cylinders 5
Original Owner <input type="checkbox"/>	Dealer's City Hayesville	State NC	Zip Code 28904
Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) Jan 16, 2020 Feb 12, 2020 Mar 12, 2020

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: FUEL/PROPULSION SYSTEM (PWS), 060000 ENGINE AND ENGINE COOLING	Failure Mileage 56826	Failure Speed 5 & 65mph
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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)	<input type="checkbox"/> Original Equipment <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

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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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 TRANSIT. THE CONTACT STATED WHILE DRIVING 5 MPH, THE VEHICLE STALLED WITHOUT WARNING. THE CONTACT PUSHED THE VEHICLE TO A NEARBY PARKING LOT. THE VEHICLE WAS THEN TOWED TO AN INDEPENDENT MECHANIC TO BE DIAGNOSED. THE CONTACT WAS INFORMED THAT THE FUEL RAIL ASSEMBLY, FILTER AND RETURN LINES NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED HOWEVER, THE FAILURE RECURRED AFTER 600 MILES WITH THE REDUCED POWER WARNING LIGHT ILLUMINATED. THE VEHICLE WAS TOWED TO GARY CROSSLEY FORD LOCATED AT (8050 N CHURCH RD, KANSAS CITY, MO 64158), TO BE DIAGNOSED. THE CONTACT WAS INFORMED THAT THE FUEL PUMP, AND LOW PRESSURE FUEL SENSOR NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED HOWEVER, THE FAILURE RECURRED. THE CONTACT RESTARTED THE VEHICLE AND DROVE THE VEHICLE BACK TO THE DEALER. THE CONTACT WAS INFORMED BY THE MECHANIC THAT THERE WAS METAL BITS INSIDE THE FUEL SYSTEM AND THE FUEL INJECTOR NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE CONTACT REFERENCED NHTSA CAMPAIGN NUMBER: 16V618000 (FUEL SYSTEM, DIESEL, ENGINE AND ENGINE COOLING) AS A POSSIBLE CAUSE OF THE FAILURE HOWEVER, THE VIN WAS NOT INCLUDED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 56,826.

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.



8050 N. Church Road
 KANSAS CITY, MO 64158
 (816) 781-4844
 www.garycrossleyford.com

Miles Out: 57520

CUSTOMER NO. [REDACTED]	ADVISOR Bryan Magnuson	TAG NO. [REDACTED]	INVOICE DATE 02/18/20	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 57518	COLOR
[REDACTED]	YEAR / MAKE / MODEL 2015 / Ford / TRANSIT	DELIVERY DATE 02/13/2020	DELIVERY MILES	STOCK NO.
Kansas City, MO [REDACTED]	VEHICLE I.D. NO. 1FBAX2ZV7 FK [REDACTED]	SELLING DEALER NO.	PRODUCTION DATE	
Cell Phone: [REDACTED]	F.T.E. NO.	P.O. NO.	R. O. DATE FEB 13 20	
Email: no email				
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE	COMMENTS		

J# 1 S-02 Hours: 0.00 Tech(s) 11 Internal Work
 RECALL [FORD 19S38 - Driveshaft Flex Coupling]

NWD
 Job # 1 Total Parts Internal Work
 J# 2 S-10-FOZ06 Hours: 3.50 Tech(s) 5246 525.00

*CHECK ENGINE LIGHT: CUSTOMER STATES CHECK ENGINE LIGHT ON
 CUSTOMER STATES SES LIGHT ON [CUSTOMER STATES CHECK ENGINE
 LIGHT AND FUEL FILTER LIGHT CAME ON AND VEHICLE DIED WHILE
 DRIVING]

DIAG REPLACED LOW PRESSURE FUEL PUMP 3.5

Parts Number	Description	Qty	Unit Price	
CK4Z9H307C	SENDER AND PUMP ASY	1	506.40	506.40
4L3Z9276AA	GASKET	1	10.25	10.25

Job # 2 Total Parts 516.65
 Job # 2 Total Labor & Parts 1041.65
 J# 3 S-99-PX Hours: 0.40 Tech(s) 5246 Internal Work
 *MULTI-POINT INSP; COMPLETE MULTPOINT INSPECTION
 COMPLETE MULTI-POINT INSPECTION
 COMPLETE MULTI-POINT INSPECTION

Job # 3 Total Parts Internal Work
 Miscellaneous Charges and Deductions
 Shop Supplies 43.13

() Cash () Check Ck.No. ()
 () Visa () MasterCard () Discover
 () Amer Exp. () Other () Charge:

Thank you for your business!
 We pride ourselves on our service we provide. If you are not "Completely
 Satisfied", please contact Kristina, Customer Relations Mgr. (816) 781-4844
 ext. 2799 or the service manager at (816) 883-2725.

I acknowledge receipt of the above listed vehicle:

Signature _____ Date _____

Total Labor	525.00
Total Parts	516.65
Total Sublet	0.00
Misc. Chrgs	43.13
Car Rental	0.00
Freight	0.00
Deductible	0.00
Special Tax	0.00
Haz Mat Chrg	0.00
Sales Tax	47.45

Total Invoice \$ 1,132.23

STATEMENT OF DISCLAIMER
 The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

Thank you for your business
Your complete satisfaction
is our #1 concern. If you
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comments, or if we can be
of further assistance please
contact us.

PARTS & SERVICE HOURS
 Mon - Fri 7:00 am - 6:00 pm
 Saturday 8:00 am - 5:00 pm

COLLISION CENTER HOURS
 Mon - Fri 7:00 am - 6:00 pm

GARY CROSSLEY



8050 N. Church Road
 KANSAS CITY, MO 64158
 (816) 781-4844
 www.garycrossleyford.com

Miles Out: 57539

CUSTOMER NO. [REDACTED]	ADVISOR Bryan Magnuson	TAG NO. 1213	INVOICE DATE 02/22/20	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 57531	COLOR
Kansas City, MO [REDACTED]	YEAR / MAKE / MODEL 2015 / Ford / TRANSIT			STOCK NO.
Cell Phone: [REDACTED]	VEHICLE I.D. NO. 1FBAX2ZV7 FK [REDACTED]			DELIVERY DATE 02/13/2020
Email: no email	F.T.E. NO.			DELIVERY MILES
[REDACTED]	P.O. NO.			SELLING DEALER NO.
[REDACTED]	BUSINESS PHONE			PRODUCTION DATE
[REDACTED]	COMMENTS			R.O. DATE FEB 19 20

J# 1 S-10-FOZ08 Hours: 0.50 Tech(s) 5246 75.00
 [CUSTOMER STATES FUEL FILTER LIGHT CAME ON WHEN
 PICKING UP VEHICLE]
 REPLACED LOW PREESURE FUEL SWITCH 0.5
 Parts Number Description Qty Unit Price
 CC1Z9S599B SWITCH PRESSURE 1 62.44 62.44
 Job # 1 Total Parts 62.44
 Job # 1 Total Labor & Parts 137.44
 Miscellaneous Charges and Deductions
 Shop Supplies 7.60

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 Mon - Fri 7:00 am - 6:00 pm

- () Cash () Check Ck.No. ()
 () Visa () MasterCard () Discover
 () Amer Exp. () Other () Charge:

Total Labor 75.00
 Total Parts 62.44
 Total Sublet 0.00
 Misc. Chrgs 7.60
 Car Rental 0.00
 Freight 0.00
 Deductible 0.00
 Special Tax 0.00
 Haz Mat Chrg 0.00
 Sales Tax 5.93

Thank you for your business!
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I acknowledge receipt of the above listed vehicle:

Signature

Date

Total Invoice \$ 150.97



GARY CROSSLEY



8050 N. Church Road
 KANSAS CITY, MO 64158
 (816) 781-4844
 www.garycrossleyford.com

Miles Out: 57992

CUSTOMER NO. [REDACTED]	ADVISOR Dustin Rose	TAG NO. [REDACTED]	INVOICE DATE 04/03/20	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 57640	COLOR
[REDACTED]	YEAR / MAKE / MODEL 2015 / Ford / TRANSIT		DELIVERY DATE 02/13/2020	DELIVERY MILES
Kansas City, MO	VEHICLE I.D. NO. 1FBAX2ZV7 FK [REDACTED]		SELLING DEALER NO.	PRODUCTION DATE
Cell Phone: [REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE FEB 25 20	
Email: [REDACTED]				
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS		

J# 1 S-01-DIAG Hours: 0.00 Tech(s) 5246 5403 0.00
 CUSTOMER STATES PLEASE PERFORM DIAGNOSIS [CUSTOMER STATES FUEL FILTER LIGHT COMES ON AFTER 10 MINUTES OF DRIVING VEHICLE RUNS OK]

REMOVED FUEL FILTER TO INSPECT. FOUND METAL DEBRIS IN FILTER HOUSING. REMOVED HP FUEL LINE FROM CYLINDER 1 FOUND METAL DEBRIS IN HIGH PRESSURE FUEL SYSTEM. HIGH PRESSURE SYSTEM NEEDS REPLACED AND LOW PRESSURE CLEANED

Job # 1 Total Parts 0.00
 Job # 1 Total Labor & Parts 0.00

J# 2 S-99-PX Hours: 0.00 Tech(s) 5246 Internal Work

*MULTI-POINT INSP. COMPLETE MULTPOINT INSPECTION
 COMPLETE MULTI-POINT INSPECTION
 COMPLETE MULTI-POINT INSPECTION

Job # 2 Total Parts Internal Work

Miscellaneous Charges and Deductions



- Cash Check Ck.No. ()
- Visa MasterCard Discover
- Amer Exp. Other Charge:

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Signature _____ Date _____

Total Labor	0.00
Total Parts	0.00
Total Sublet	0.00
Misc. Chrgs	0.00
Car Rental	0.00
Freight	0.00
Deductible	0.00
Special Tax	0.00
Haz Mat Chrg	0.00
Sales Tax	0.00
Total Invoice \$	0.00

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PARTS & SERVICE HOURS

Mon - Fri 7:00 am - 6:00 pm
 Saturday 8:00 am - 5:00 pm

COLLISION CENTER HOURS

Mon - Fri 7:00 am - 6:00 pm

Roy's Tire & Auto, Inc.

408 E. Jackson Blvd., Jackson, MO 63755
 Phone: 573-204-8473 Fax: 573-204-1358
 Email: morwhite@prodigy.net

Experience Where It Counts!!

Customer Information	Invoice	Additional Information
[REDACTED] Jackson, MO [REDACTED] Acct Number: Phone: [REDACTED]	Date: 2/01/2020 Reference: [REDACTED] Salesperson: White Roy Offer Code: Route: Delivery Date:	PO Number: [REDACTED] cld Work Order#: [REDACTED] Entered By: White Roy

Vehicle: 2015 Silver Ford Transit 3.2 Dsl. VIN: 1FBAX2ZV7FKA0024 [REDACTED]	Lic No:	Unit:	Mileage: 56826
	Desc: 2015 Silver Ford Transit 3.2 Dsl.		

Qty	Description	FET	Unit Price	Ext. Price
1.00	Fuel Filter		68.95	68.95
1.00	Fuel Rail Assembly		251.58	251.58
1.00	Return Line		156.89	156.89
2.00	Labor to replace fuel rail regualtor and return line		65.00	130.00
1.00	Inspection		12.00	12.00

Taxable

Subtotal: 619.42

Sales Tax: 36.88

Terms: Due Upon Receipt

Total: \$656.30

2/01/2020 Payment# [REDACTED] Amount: \$656.30

Master Card 656.30

Balance \$0.00

Terms:	Due Date	Due Amount	Amt Remain
	2/01/2020	\$656.30	\$0.00

Account Balance	Current	0-29 Days	30-59 Days	60-89 Days	90+ Days
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

I hereby authorize the above repair work to be done along with the necessary materials, and hereby grant you and/or your employees permission to operate the car, truck or vehicle described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the above car, truck, or vehicle to secure the amount of repairs thereto. (NOT RESPONSIBLE FOR LOSS OR DAMAGE TO THE VEHICLE OR ARTICLES LEFT IN THE VEHICLE IN CASE OF FIRE, THEFT, OR ANY OTHER CAUSE BEYOND OUR CONTROL.)

IMPORTANT

RETORQUE LUG NUTS WITHIN 25 MILES AFTER INSTALATION OF CUSTOM WHEELS AND CHECK FOR PROPER TORQUE PERIODACALLY.