



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
(1-888-327-4238)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 241

Date Received 04 FEB 2005	Repository <input type="checkbox"/>
	Reference No. 1011938

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: WAYNESVILLE State: NC Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED]
E-mail Address: [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner: _____ Date: 1/1/

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1FTYR15E3 [REDACTED]	Make FORD	Model KANGAROO	Model Year 2004
Date Purchased 15-OCT-04	Dealer's Name and Telephone Number		Engine: No: Cylinders 6
Original Owner <input checked="" type="checkbox"/>	Dealer's City	State	Zip Code
Transmission Type MANUAL	<input checked="" type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain 4 WHEEL DRIVE	Vehicle Component Code 030000 SERVICE BRAKES, HYDRAULIC:ANTILOCK
			Multiple Failure: 4

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 15-NOV-2004	Failure Mileage 4500	Failure Speed
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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: DOTM158A9C038)	<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 Systems:	
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 0	Number of Deaths 0	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).

VEHICLE EXPERIENCED PROBLEMS WITH THE REAR BRAKES LOCKING UP INTERMITTENTLY WITHOUT WARNING DURING NORMAL BRAKING. THIS CAUSED THE VEHICLE TO SKID OUT OF CONTROL. VEHICLE HAD BEEN TO THE DEALER ON THREE SEPARATE OCCASIONS. THE DEALER REPLACED VARIOUS PARTS, BUT PROBLEM RECURRENT. *AK

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.

CUSTOMER #:19984

1 8 7 3 5 2

Taylor Motor Company of Waynesville
524 Russ Avenue
WAYNESVILLE, NC 28788
(828) 456-3591 Body Shop (828) 456-4098

WORKORDER

PAGE 2

WAYNESVILLE, NC
HOME

SERVICE ADVISOR: 126 RAMEY, RICKEY

YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN O.D.	EQ
04	FORD RANGER	1FTYR15E3		9897/	
DATE	TIME	DATE	TIME	DATE	TIME
15OCT2004	17:00	21FEB05	0:00	CASH	
DATE	TIME	DATE	TIME	DATE	TIME
21FEB2005	10:31				

OPTIONS: STK:T4813 DLR:01087

No App

LINE OF CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS
CUSTOMER STATES BRAKES LOCK UP WHEN APPLIED AT TIMES

201

*More brake shoes sent with 5/1/05
5 points on each backing plate of rear
brakes.*

Per TSB 04-17-07

RENTAL

RENTALS

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranty of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereon. The dealership is not responsible for damages from flooding due to lack of antifreeze.

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X			
REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X

TECHNICIAN

CUSTOMER SIGNATURE

CUSTOMER #: 19984

186047

Taylor Motor Company of Waynesville
524 Russ Avenue
WAYNESVILLE, NC 28788
(828) 458-3691 Body Shop (828) 458-4098

WORKORDER

PAGE 2

WAYNESVILLE, NC

SERVICE ADVISOR: 126 RAMEY, RICKEY

YEAR	MAKE/MODEL	VIN	PLATE	MILEAGE (N/C/D)	LAB
04	FORD RANGER	1FTYR15E3		7303/	
DEL DATE	PROD DATE	WARR EXP	PROMISE	PAID	BY
15OCT2004		17:00 11JAN05		0.00	CASH

NO. OPENED: _____ READY: _____ OPTIONS: STK:T4813 DLR:01087
 11JAN2005 09:23 *5:00* *APR - \$120*

LINE OF CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS
 CUSTOMER SERVICE DRUM BRAKES LOCKING UP WHEN BRAKING

#201

*SELF ADJUSTER STUCK, from Etc. Brake dust
 SPIDER WEAR UNDER
 LT Side Rusty - DRUMS OUT OF ROUND.*

67. 014 III

*MACH20 DRUMS - R+R RINGS - CLEAN ALL
 BRAKES HARD WARE
 RINGS DO NOT LOCK UP.*

90. 014 III

*Before Mach20
 253.9 LT Side
 253.7 RT Side*

*AFTER MACH20
 254.7 LT Side
 254.6 RT Side*

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PRELIMINARY ESTIMATE \$ _____

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REVISED ESTIMATE (1)	DATE	TIME	BY
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TECHNICIAN

CUSTOMER SIGNATURE

