 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>	<p><b>DOT Auto Safety Hotline</b></p> <p><b>Vehicle Owner's Questionnaire</b> To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>		<p>FOR AGENCY USE ONLY 100148</p>	
	<p>Date Received 06-JUL-2009</p>		<p>Repository <input type="checkbox"/></p> <p>Reference No. 10275837</p>	
<p><b>OWNER INFORMATION (Type or Print)</b></p>				
Name		Daytime Telephone Number		E-mail Address
Address		Evening Telephone Number		
City	State	Zip Code		
MENTOR	OH			
<p>Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.</p>				
Signature of Owner		Date		
<p><b>VEHICLE INFORMATION</b></p>				
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make	Model	Model Year
1FUYSSEBYP		FREIGHTLINER	CENTURY	2000
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:
2/6/2009	Valley Freightliner		No: Cylinders	
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code	
	Brook Park	OH	44135	6 D
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure: TRUCK	
10 Speed	<input checked="" type="checkbox"/> Cruise Control	12.7 DETROIT	Hub UNIT By SKF For FF98x Axle	
			Incident Date(s)	
			05-JUN-2009	
<p><b>FAILED COMPONENT(S)/PART(S) INFORMATION</b></p>				
Vehicle Component Codes: 200000 WHEELS, 200000 WHEELS		Failure Mileage		Failure Speed
ORDER FOR DETAILS ON LEFT FRONT STEER WHEEL & HUB PROBLEM		900000-901137		55
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b></p>				
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:			
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b></p>				
Make:	Date Manufactured:	Model No./Name:		
Seat Type:	Installation System:			
Child Seat Component Code:	Failed Part:			
<p><b>APPLICABLE INCIDENT INFORMATION</b> (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</p>				
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
		0	0	N
<p>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).</p>				
<p>TL*THE CONTACT OWNS A 2000 FREIGHTLINER CENTURY TRUCK. WHILE DRIVING APPROXIMATELY 55 MPH, THE DRIVER FELT A RUMBLE AND THUMP COMING FROM THE VEHICLE. HE ATTEMPTED TO PULL THE VEHICLE OVER, BUT THE WHEEL BEARINGS BECAME LOOSE. AS A RESULT, THE WHEEL WAS HANGING ON THE STEERING SPINDLE, THE BRAKES WERE HANGING IN PIECES, AND THE AIR LINE FAILED. IN ADDITION, THE PLASTIC ACCESS PANEL FAILED. THERE WERE NO INJURIES. ROADSIDE ASSISTANCE WAS CALLED AND IT WAS DISCOVERED THAT THE ENTIRE WHEEL ASSEMBLY WAS DEFECTIVE. THE VEHICLE WAS THEN TOWED TO A DEALER AND REPAIRED AT THE CONTACT'S EXPENSE. THE MANUFACTURER STATED THAT THE VEHICLE WAS NOT INCLUDED IN NHTSA CAMPAIGN ID NUMBER 03V112000. THE CURRENT MILEAGE WAS APPROXIMATELY 910,000 AND FAILURE MILEAGE WAS APPROXIMATELY 900,000.</p>				
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY</p>				
<p>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.</p>				

FAX 9 PAGES

7/9/2009

TO- NHTSA

From-



PLEASE LOOK AT THIS. MAJOR  
SAFETY ISSUE.

**Build Years/Makes/Models:** 1998 - 2001 FREIGHTLINER FLD  
1998 - 2001 FREIGHTLINER FLB  
1998 - 2001 FREIGHTLINER BUSINESS CLASS  
(1998 - 2001 FREIGHTLINER CENTURY)  
1998 - 2001 FREIGHTLINER ARGOSY  
1998 - 2001 FREIGHTLINER COLUMBIA  
1998 - 2001 STERLING L LINE  
1998 - 2001 STERLING A LINE  
1998 - 2001 STERLING ACTERRA  
1998 - 2001 WESTERN STAR 4900

**Units affected:** 5716

**Recall Number:** 03V112000

**Summary:** ON CERTAIN TRUCKS EQUIPPED WITH TRUCK HUB UNITS MANUFACTURED BY SKF EXCLUSIVELY FOR USE ON ARVINMERITOR'S FF98X SERIES NON-DRIVE STEER AXLES, THE HUB UNIT BEARINGS CAN WEAR PREMATURELY.

**Consequence:** SEIZURE OF THE BEARINGS CAN CAUSE WHEEL SEPARATION OR WHEEL END FIRE.

**Remedy:** DEALERS WILL REPLACE BOTH FRONT HUBS. OWNER NOTIFICATION IS EXPECTED TO BEGIN ON OR BEFORE SEPTEMBER 20, 2003. OWNERS WHO TAKE THEIR VEHICLES TO AN AUTHORIZED DEALER ON AN AGREED UPON SERVICE DATE AND DO NOT RECEIVE THE FREE REMEDY WITHIN A REASONABLE TIME SHOULD CONTACT FREIGHTLINER AT (1-800-547-0712).

**Notes:** FREIGHTLINER RECALL NO. FL-407. CUSTOMERS CAN CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S AUTO SAFETY HOTLINE AT 1-888-DASH-2-DOT (1-888-327-4236).

800-385-4357

*or*  
To whom it may concern, I was told  
by freightliner that I missed the recall by about four  
weeks and a couple days. I find this hard to believe when  
I have the same hub unit by SKF in my truck that was  
recalled, I feel that I should be reimbursed \$2228.48 for the  
cost for the driver steer wheel repair. I also want them to  
replace the passenger hub assembly free of charge as  
stated in the recall at the freightliner dealer. Can  
someone please help me with this, I tried to get a supervisor  
on the phone with freightliner and I was put on hold and  
they did not come to the phone. *or* Thanks for your time

[REDACTED]

CUSTOMER #: 839578

72763



\*INVOICE\*

4986 W. 150th. Brook Park, OH 44135
1-800-960-8702 (210) 207-4800 Fax (210) 207-5338
WEB page www.valleyfreightlinertruck.com
A Division of Cleveland Freightliner Inc.

Sales / Service / Parts Hours:
Monday - Friday 24 Hours a Day
7:00 A.M. To 5:00 P.M. Saturday

AVON, OH
HOME:
BUS:

CONT:N/A
CELL:

PAGE 1

SERVICE ADVISOR: 1109 MA

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG. Includes details for a Freightliner C120 truck with VIN 1FUYSSE5YE and license 901137/901137 T8044.

DEL DATE PROD DATE WARR EXP PROMISED PO NO RATE PAYMENT INV DATE
15APR00 01MAR00 23:00 05JUN09 0.00 CASH 05JUN09
R.O. OPENED READY OPTIONS: STK:29243 DLR:32DE ENG:06R0578319
TRN:S0100533 AXL:52000 2)52000 3)229 4)FF-981
5)RD-20-145

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
A DR STEER WHEEL BEARING BAD CHECK AND ADVISE TIRE IS IN THE BACK OF THE TRAILER
1000C SEE
7688 CP8
8238 CP8

Table listing parts and labor with columns for description, quantity, price, and totals. Includes items like ABS sensor kit, brake shoes, hub, washer, nut, hose, lube, and tie rod end.

901137 7688 tractor towed in left steer wheel bearings burned up checked out and needed hub spindle tie rod end abs wheel speed sensor air line to brake chamber hub cap hub nuts and hub washers and brake shoes and customer declined spindle but everything else cleaned spindle up replaced hub abs sensor brake shoes torqued hub to specs replaced brake drum replaced left tie rod end set toe in to 1/16 inch replaced air line to brake chamber installed drive shaft and left steer tire recommended replacing spindle cust declined new spindle valley freightliner will not be responsible for subsequent damage due to failure to replace spindle

B QUICK CHECK INSPECTION FORM
VF-QUICKCHECK QUICK CHECK INSPECTION FORM
8238 INTS (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

Table with columns: WARRANTY STATEMENT AND DISCLAIMER, SHOP SUPPLY COSTS, DESCRIPTION, TOTALS. Includes disclaimer text and a list of charges like labor, parts, gas, oil, lube, sublet, misc, total charges, less insurance, sales tax, and please pay this amount.

CUSTOMER COPY

CUSTOMER #: 839578

72763

# VALLEY

**FREIGHTLINER**  
**TRUCKS**

\* INVOICE \*

4985 W. 150th. Brook Park, OH 44135  
1-800-600-6702 (210) 207-4800 Fax (210) 207-8338  
WEB page www.valleyfreightlinertruck.com  
A Division of Cleveland Freightliner Inc.

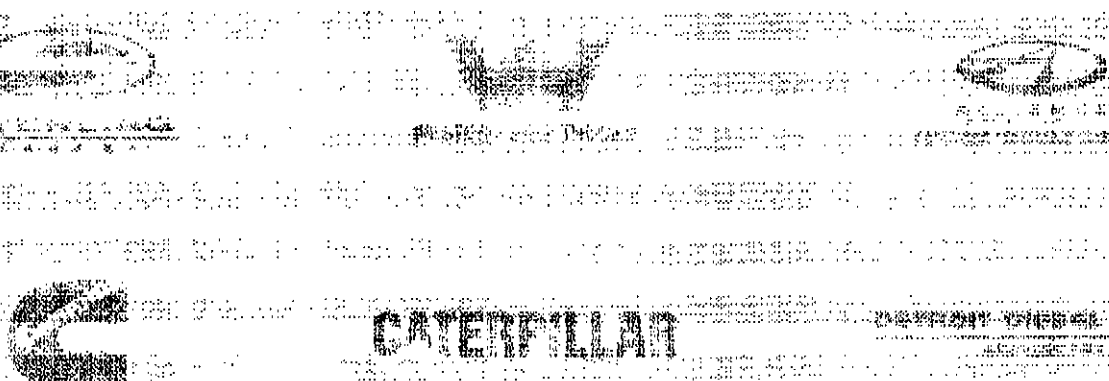
Sales / Service / Parts Hours:  
Monday - Friday 24 Hours a Day  
7:00 A.M. Th 5:00 PM Saturday

PAGE 2

AVON, OH  
HOME: CONT:N/A  
BUS: CELL:

SERVICE ADVISOR: 1109 MA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
RED	00	FREIGHTLINER C120	1FUYSSEB5YE		901137/901137	T8044	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
15APR00	DD01MAR00		23:00	05JUN09	0.00	CASH	05JUN09
R/O. OPENED	READY	OPTIONS:					
13:35	05JUN09	21:29	05JUN09	STK:29243 DLR:32DE ENG:06R0578319 TRN:S0100533 AXL:52000 2)52000 3)229 4)FF-981 5)RD-20-145			
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
MISC	SHOP	SUPPLIES					60.00



<b>WARRANTY STATEMENT AND DISCLAIMER:</b> THE DEALER HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS 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 ANY PARTS OR THIS REPAIR. THIS DISCLAIMER IN NO WAY AFFECTS THE PROVISIONS OF ANY MANUFACTURER OR OTHER SUPPLIERS WARRANTIES.	<b>SHOP SUPPLY COSTS:</b> We have added a charge equal to 10% of the cost of labor to the Repair Order for shop supplies used in connection with the repair.  ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.	<b>DESCRIPTION</b> LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT MISC. CHARGES TOTAL CHARGES LESS INSURANCE SALES TAX PLEASE PAY THIS AMOUNT	<b>TOTALS</b> 546.00 1004.48 0.00 0.00 60.00 1610.48 0.00 0.00 1610.48	
	X			
	(Signed) Dealer, General Manager, Authorized Person	Customer Signature		

CUSTOMER COPY



# BELLE TIRE

# WORK ORDER

Store #47

OHIO TIRE TAX REG. #9510060 205 OAK LEAF OVAL - OAKWOOD VILLAGE  
(440) 735-0800

Salesperson PATRICK ORTOLANO

### Customer Information

MENTOR, OH

Customer #:  
Home Phone:  
Work Phone:

Vehicle # 5065

Plate #: (OHIO)

Order # 16531785

Date: 6/5/2009

Time: 09:07

Last Pmt: 1/1/0001

Last Usr:

901137 Miles

Comments: 440-759-0391 WEST 150TH 71S/FULTON RD

**THIS IS NOT YOUR FINAL INVOICE. PLEASE CALL (800) 879-4440 IF THIS IS PRESENTED AS AN INVOICE.  
You are entitled to a copy of this order at the time of your signature.**

### Product Descriptions and Notations

	Quantity	Unit Price	Amount
1   WH 28408U 22.5 X 8.25 HUB WHEEL USED RECON	1.00	55.00	55.00
2   LB SC SERVICE CALL	1.50	72.00	108.00
3   98 FUELSURCHG SERVICE CALL ENERGY SURCHARGE .	1.00	5.00	5.00

I hereby authorize the repair work above to be done along with necessary material, and hereby grant you and your employees permission to operate the vehicle here described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car, truck, or vehicle to secure the amount of repairs thereto.

Total Labor:	108.00
Total Parts:	55.00
Other:	5.00
Sales Tax:	0.00
<b>Workorder Total:</b>	<b>\$168.00</b>

X

Date

Print Name

**YOU ARE ENTITLED BY LAW TO THE RETURN OF ALL PARTS REPLACED, EXCEPT THOSE WHICH ARE TOO HEAVY OR LARGE, AND THOSE REQUIRED TO BE SENT BACK TO THE MANUFACTURER OR DISTRIBUTOR BECAUSE OF WARRANTY WORK OR AN EXCHANGE AGREEMENT. YOU ARE ENTITLED TO INSPECT THE PARTS WHICH CANNOT BE RETURNED TO YOU.**



**Interstate Towing &  
Transport Specialist Inc.**  
P.O. Box 231  
Northfield, OH 44067  
330-425-4111/216-478-0099  
**THINK YELLOW**

DATE <b>6-5-09</b>	TIME <b>3:30</b>	PLATE/COLOR <b>OH [REDACTED]</b>
NAME <b>Valley Freightliner - [REDACTED] OWNER</b>		
ADDRESS <b>[REDACTED]</b>		
CITY <b>[REDACTED]</b>	STATE <b>[REDACTED]</b>	ZIP <b>[REDACTED]</b>
YEAR MAKE MODEL <b>2007 Freightliner Century TIT Red</b>	CSLGA <b>TRD</b>	DRIVER <b>[REDACTED]</b>
STATE <b>OH</b>		

MILEAGE	SERVICE TIME	EXTRA PERSON
START	FINISH	TRUCK
START	START	START
TOTAL <b>901137</b>	TOTAL	TOTAL

Truck#	Trailer#	DESCRIPTION OF WORK	AMOUNT
[REDACTED]	[REDACTED]	<b>Pulled Driveline Ran air to Trailer Ran brakes to Trailer Ran lights to Trailer</b>	

<b>TYPE OF TOW</b> <input type="checkbox"/> SLINGS/KNOT TOW <input type="checkbox"/> FLAT BELT/RAMP <input checked="" type="checkbox"/> WHEEL LIFT <input type="checkbox"/> _____	<b>TOWED PER ORDER OF</b> <input type="checkbox"/> STATE POLICE <input type="checkbox"/> LOCAL POLICE <input checked="" type="checkbox"/> OWNER <input type="checkbox"/> DEALER	<b>REASON FOR TOW</b> <input type="checkbox"/> Accident <input type="checkbox"/> Abandoned <input type="checkbox"/> No Start <input type="checkbox"/> Flat Tire	<input type="checkbox"/> Lock Out <input type="checkbox"/> Tow Zone <input type="checkbox"/> Stolen <input type="checkbox"/> Snow Removal	<input checked="" type="checkbox"/> Breakdown <input type="checkbox"/> Unregistered <input type="checkbox"/> Out Of Gas <input type="checkbox"/> Fire Lane	<input type="checkbox"/> No Troopage <input type="checkbox"/> Arrest <input type="checkbox"/> Impounded	<b>TOWING CHARGE</b> <b>1350.00</b> <b>MILEAGE</b> <b>SERVICE TIME</b> <b>EXTRA PERSON</b> <b>SPECIAL EQUIPMENT</b> <b>STORAGE</b> <b>SECOND TOW</b> <b>SUB-TOTAL</b> <b>TAX</b> <b>TOTAL</b> <b>450.00</b>
<b>STORAGE FROM</b> _____ <b>TO</b> _____ <b>DAYS @</b> _____		<b>REMARKS</b>  				
<b>VEHICLE TOWED TO</b> <b>Valley Freightliner</b>						
<b>RELEASE TO SALVAGE</b>						
<b>CONDITION OF VEHICLE:</b> 1 (NONE) 2 (NEARLY) 3 (EXTREME)						
<b>KEYS LEFT</b> Y N <b>RADIO</b> Y N						
<b>DAMAGE RELEASE:</b> Customer's own risk for damage and fiberglass - steering - damage caused by faulty links - personal property left in vehicle. Towing company will not be held responsible after vehicle has been dropped.		<b>METHOD OF PAYMENT</b> <input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> DRIVER LIC # _____ <input type="checkbox"/> [REDACTED] <input type="checkbox"/> [REDACTED] EXP DATE _____ credit card # _____				
<b>SIGNATURE</b> _____						

56367

Thank You

# OHIO CERTIFICATE OF TITLE

ISSUING CNTY CUYAHOGA  
RESIDENT CNTY LAKE

STATE OF OHIO No. 18 0834 6168  
ORIGINAL

ISSUE DATE  
02/06/2009

IDENTIFICATION NUMBER  
1FUYSSEB5YP [REDACTED]  
COMMENTS

YEAR MAKE MAKE DESCRIPTION  
2000 FRHT FREIGHTLINER CO  
BODY TYPE MODEL MODEL DESCRIPTION  
TK FC2 ---

PURCHASE PRICE  
\$9,200.00  
EXEMPT TH MILEAGE EVIDENCE  
TH EXEMPT OH 1808318246

CONVERSION

MLG BRAND NON-ACTUAL: WARNING Odometer Discrepancy

BRAND(S)

OWNER

[REDACTED]  
MENTOR, OH [REDACTED]

PREVIOUS OWNER  
VLLY FRTLNR STRLGN WSTN STR TR OF CLEVE

4585 W 150TH ST  
BROOKPARK, OH 44135-0000

18473923 ND000523

LIEN DISCHARGE

Lienholder

by: \_\_\_\_\_ date  
Authorized signature

CLERK OF COURTS LIEN CANCELLATION

by: \_\_\_\_\_ date  
Deputy Clerk

LIEN DISCHARGE

Lienholder

by: \_\_\_\_\_ date  
Authorized signature

CLERK OF COURTS LIEN CANCELLATION

by: \_\_\_\_\_ date  
Deputy Clerk

WITNESS MY HAND AND OFFICIAL SEAL THIS 6th DAY OF FEBRUARY, 2009  
7088456009 (SEAL)



\* 7 0 8 8 4 5 6 0 0 9 \*

% 088456009

*Gerald E. Fuerst*

GERALD E. FUERST  
CLERK OF COURTS

DIETERIC  
DIETER

DO NOT ACCEPT TITLE SHOWING ANY ERASURES, ALTERATIONS OR MUTILATIONS.

**Terry Byers**

---

**From:** Remedy-WTY [remedy-wty@daimler.com]  
**Sent:** Monday, July 06, 2009 3:56 PM  
**To:** Terry Byers  
**Subject:** Warranty Inquiry Received - Ticket No WARQ00000045616

Thank you! Your Warranty Support Center inquiry was received and assigned ticket number WARQ00000045616.

Please do not use your email reply on this notice. Click the link below then login and click My Tickets to view status or request additional information on this inquiry.

Details on your inquiry appear below:

Dealer Code: 32DE  
Contact: Terry Byers

Original Request: This vehicle is not listed in the Campaign, should it be?  
Serial: B37C50  
Make: FTL  
VIN: 1FUYSSEB5YP [REDACTED]  
Campaign#: SF351  
Claim#:

Kit/Part#:

Inquiry/Comments:  
CUSTOMER SPOKE TO RECALL CAMPAIGN DEPT, THE CUSTOMER WAS TOLD TO CONTACT DEALER AND SUBMIT AN INQUIRY AS TO IF THIS VEHICLE SHOULD BE INVOLVED IN CAMPAIGN BECAUSE OF SIMILAR MAKE/MODEL YEAR AND SAME FAILURE MODE.

<https://secure.prd.freightliner.com/owlarsys/servlet/ViewFormServlet?form=WTY-MainRequester&view=Requester&server=remwtyprod&app=Warranty&mode=Submit&username=32DE&F500014029=tbycr1?1>

Recall 1000  
Apl(4)-19

MAN-DATE 2/28/2008