OCT - 5 2009

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 ☐
26-AUG-2009	Reference No. 10281851

OWNER INFORMATION (Type or Print)

Name	[redacted]	Daytime Telephone Number	E-mail Address
Address	[redacted]	[redacted]	
City ROSEVILLE	State CA	Zip Code [redacted]	Evening Telephone Number

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
1FTYR14U05P[redacted]	FORD	RANGER	2005

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

Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 12-AUG-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 060000 ENGINE AND ENGINE COOLING	Failure Mileage 84000	Failure Speed 50

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 ☐ 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 2005 FORD RANGER. HE STATED WHILE DRIVING AT 50 MPH HE NOTICED THAT HIS CHECK ENGINE LIGHT ILLUMINATED ON THE INSTRUMENT PANEL. THE VEHICLE WAS TAKEN A DEALER AND INSPECTED WHERE IT WAS DETERMINED THAT NUMBER FOUR CYLINDER WAS FAILING AND IN ORDER TO MAKE THE REPAIR THE VEHICLE WOULD NEED TO HAVE THE VALVE SEATS REPLACED. THE CONTACT WAS IN THE PROCESS OF CONTACTING THE MANUFACTURER. HE FEELS THAT THERE SHOULD BE A RECALL ON THE ALUMINUM HEAD VALVE SEATS BECAUSE THEY LOSE COMPRESSION WITH THE METAL THAT THE MANUFACTURER IS USING FOR THE ALUMINUM HEAD VALVE SEATS. THE FAILURE MILEAGE WAS 84,000 AND THE CURRENT MILEAGE IS 87,000. BL

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

CUSTOMER #: F13987

705727

INVOICE

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FUTURE FORD OF ROSEVILLE
650 Auto Mall Drive
Roseville, California 95661-3022
BAR# AD-086417 EPA# CAD983596925
www.futureford.com
email: service@futureford.com
FOR YOUR CONVENIENCE
SERVICE HOURS - 7:00 A.M. to 6:00 P.M.
CASHIER HOURS - 7:30 A.M. to 6:00 P.M.
MONDAY THRU FRIDAY
SATURDAYS - 8:00 A.M. to 4:00 P.M.
(916) 969-3600

[redacted]
ROSEVILLE, CA [redacted]
HOME: [redacted] CONT:N/A
BUS: [redacted] CELL: [redacted]

SERVICE ADVISOR: 2219 JAMES ZERKOVICH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
DARK SHADO	05	FORD RANGER	1FTYR14U05P[redacted]	[redacted]	88667/88667	T5886

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19NOV04	DD02AUG04		17:00 12AUG09			CASH	14AUG09

R.O. OPENED	READY
07:03 12AUG09	14:50 14AUG09

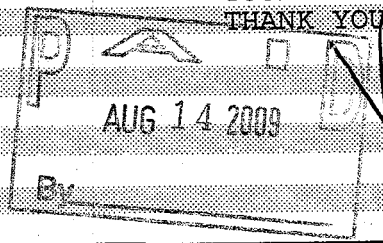
OPTIONS: STK:F13987 DLR:72206
ENG:3.0L EFI V6 ENGINE
TRN:5-SPD MAN O/D TRANSMISSION

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CHECK ENGINE LIGHT ON, CHECK AND ADVISE						
	103			CHECK ENGINE LIGHT/DRIVEABILITY			
		864		CORD,STEVEN LIC#: 0047			
			C	1.50			
		245		VALLERO,RAY V LIC#: 9967			
			C	12.50			
				14.00		1257.00	1257.00
	2			6U7Z*6049*A CYLINDER HEAD ASY	439.94	399.98	799.96
	1			2L5Z*6051*BA GASKET - CYLINDER HEAD	60.64	60.64	60.64
	1			2L5Z*6051*AA GASKET - CYLINDER HEAD	60.64	60.64	60.64
	16			F8DZ*6065*AA BOLT - CYLINDER HEAD	5.94	5.94	95.04
	2			F6DZ*9439*C GASKET - INTAKE MANIFOLD	19.31	19.31	38.62
	1			F2DZ*9A425*AA SEAL	12.82	12.82	12.82
	1			F3DZ*9A424*BA SEAL	12.82	12.82	12.82
	6			SP*413* SPARK PLUG	9.49	9.49	56.94
	1			VC*7*B ANTI-FREEZE	17.62	17.62	17.62
	3			10081 PARTS WASH	7.50	7.50	22.50

88667 MIL IS ON, P0304 P0316, POWER BALANCE AND RELATIVE COMPRESSION TESTS CONFIRM LOW COMPRESSION ON CYL # 4, SUSPECT SUNKEN VALVES.REMOVE BOTH HEADS FOUND SUNKEN EXHAUST SEATS.REPLACE BOTH HEADS,SPARK PLUGS AND GASKETS.ROAD TESTS OK.

****

ALL PARTS ARE 'NEW' UNLESS INDICATED IN THE PART NUMBER SUFFIX BY AN 'X' OR 'RM' THESE ARE REBUILT. ANY QUESTIONS PLEASE CHECK WITH YOUR SERVICE ADVISOR.
THANK YOU



DEAR CUSTOMER
Your extended warranty plan paid
$ 0 towards this invoice.
AN EXCELLENT INVESTMENT!

It's never too late to see if your vehicle qualifies for an extended warranty. See a Finance Mgr. TODAY!
THANK YOU FOR YOUR BUSINESS.
Future Ford

ORIGINAL ESTIMATE	AUTHORIZED REVISED ESTIMATE
$ 1605	$ 2435

LABOR CHARGES ARE PER UNIT HOUR BASED UPON LABOR GUIDES AND OUR EXPERIENCE.

NOTICE TO CONSUMER
PLEASE READ IMPORTANT INFORMATION ON BACK.
I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increase in the original estimate price. I also acknowledge and [redacted]417

CUSTOMER SIGNATURE X

DESCRIPTION	TOTALS
LABOR AMOUNT	1257.00
PARTS AMOUNT	1177.60
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	2434.60
LESS INSURANCE/DISC.	0.00
SALES TAX	97.15
PLEASE PAY THIS AMOUNT	2531.75

CUSTOMER COPY