

MAY 12 2010

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

From: "US DOT NHTSA" <donotreplyodi@dot.gov>

To: [REDACTED]

Sent: Saturday, May 01, 2010 11:41 AM

Subject: Acknowledgement from NHTSA/ODI of your safety complaint

Thank you for filing your safety-related complaint via our Web site or our Vehicle Safety Hotline. The ODI Number listed below will be a direct link to your complaint as soon as it is ready to view. Please allow at least two business days for approval and processing before trying to view your complaint online. You will then be able to view it and search any associated documents.

Your Confirmation number (ODI Number) is: 10328338

Your complaint information will be entered into the NHTSA vehicle owner complaint database. NHTSA technical staff review this information to identify potential safety problems. While you may or may not be contacted by a NHTSA investigator to clarify the information submitted, all reports are reviewed and analyzed for potential defects trends. Also, the NHTSA complaint database provides valuable information to other consumers and to manufacturers.

If you have any questions regarding this complaint, please contact ODI:

- By phone: 1-888-327-4236 8:00AM to 10:00PM Monday-Friday
TTY: 1-888-424-9153
Have your ODI Number available.
(Spanish-speaking operators available)
- By e-mail: <http://www-odi.nhtsa.dot.gov/contact.cfm>
Indicate your ODI Number in the contact form.

Thank you,

Office of Defects Investigation (ODI)
National Highway Traffic Safety Administration (NHTSA)
U.S. Department of Transportation (DOT)

To find out more about NHTSA, please go to the [Safercar.gov](http://www.safercar.gov) Web site or call our Vehicle Safety Hotline toll-free at 1-888-327-4236.

Our [Privacy Policy](#) can be found at this Web page.

This is a system-generated e-mail. Do NOT respond to the sender of this e-mail.

for person verify that
Master Cylinder was
replaced from the fire
wall. 5/4/2010

this has been
verified 5/3/2010

1-818-235-5353

135.08 has to be paid 2 times to bring

No virus found in this incoming message. truck back after repairs

Checked by AVG - www.avg.com

Version: 9.0.814 / Virus Database: 271.1.1/2847 - Release Date: 05/01/10 01:27:00 2/16/2010

1988 Ford Ranger is a work truck

Master cylinder
hang up

Replacement clutch Inter lock Switch

Clutch master cylinder

New Starter here at home 74.79

Driver side seat
slush

New Carpet cause oil leak
it will rust out the floor board

cluster light 5/6/2010

Very Dark
change fuses was 31.95

10328338

Alber

TOWING & RECOVERY



128 E. DOUGLAS STREET • FREEPORT, IL 61032 • 815-235-5353 • 888-233-5353

DATE <u>5/4/10</u>		PO # _____	
N. <u>[REDACTED]</u>		PHONE _____	
ADDRESS <u>[REDACTED]</u>			
CITY <u>Swanton</u>		STATE <u>IL</u>	
YEAR <u>88</u>	MAKE/MODEL <u>Ford Ranger</u>	COLOR _____	ODOMETER _____
LICENSE # _____	STATE _____	VIN # _____	
LOCATION OF VEHICLE <u>113 Douglas St Swanton</u>			TIME OF ARRIVAL _____
TOWED TO <u>Freeport Ford</u>			
REASON FOR TOW ☐ NO START ☐ TOW ZONE ☐ ARREST ☐ ACCIDENT ☐ FLAT TIRE ☐ BREAK DOWN ☐ IMPOUNDED ☐ ABANDONED ☐ LOCK OUT ☐ OUT OF GAS ☐ _____			
TOWED PER ORDER OF		SPECIAL EQUIPMENT	
☐ GARAGE ☐ STATE POLICE ☐ CITY POLICE ☐ VEHICLE OWNER ☐ COUNTY POLICE ☐ LAND OWNER		☐ RAMP ☐ SNATCH BLOCKS ☐ WINCH ☐ DOLLIES	
PERSONAL'S TAKEN BY _____		LABOR TIME _____	
RELEASED BY _____		START TIME _____	
KEY LOCATION <u>W/F</u>		FINISH TIME _____	
TOWABLE Y N _____		DRIVER _____	
REMARKS _____		TRUCK # _____	
TRUCK CHARGE <u>50.00</u>		MILEAGE <u>85.00</u>	
LABOR _____		SPECIAL EQUIP. _____	
DAYS _____	OUTSIDE STORAGE \$20.00 PER DAY	DAYS _____	INSIDE STORAGE \$30.00 PER DAY
METHOD OF PAYMENT		TOTAL <u>133.00</u>	
☐ CASH ☐ CHARGE ☐ CREDIT CARD ☐ CK # <u>1331</u>			
In the event I fail to pay the amount due hereunder, I grant permission to Alber Towing & Recovery, 128 E. Douglas Street, Freeport, IL, to pick up said vehicle at their convenience, whether on private or public property and regardless of the address, at my expense. I hereby agree to pay storage charges as stated on the face of this contract. Non-payment of check or credit card by bank voids payment of this receipt.			
Authorized Signature <u>[REDACTED]</u>			
X <u>[REDACTED]</u>			

ford Dealer

555 W Meadows DR

Freeport IL.

815-232-6868

I talked to Jason
at ford 5/6/2010

on the ford Ranger
and not sure of the
cost to fix fire wall
or to go ahead to fix it
if. but fire wall
is ford product

U.S. AUTO INJURY LAW

Print this Page

Back to case page

Ford Fire Recall: Cruise Control Fires - Free Case Review

October 2009 Update: Largest Single Recall in Ford History

On October 13, 2009, Ford Motor Co. announced an expansion to its largest-ever automotive recall by adding about 4.5 million vehicles to the recall over a faulty switch linked to hundreds of vehicle fires.

The action, which comes in the face of an 18-month federal investigation, means the company has now called back more than 14 million vehicles in eight separate recalls over a 10-year period because of the problem.

The cruise-control deactivation switches, made by Texas Instruments and sold for about \$21, were installed in 16 million Ford vehicles over a decade before the automaker stopped using them in early 2003. The switches have been linked to at least 550 vehicle fires and 1,500 complaints.

The new recall includes:

- 1995-2003 model year Ford Windstar
- 2000-2003 Ford Excursion diesels
- 1995-1997 and 1999-2003 Ford F-Super Duty diesel
- 1992-2003 Ford Econoline
- 1995-2002 Ford Explorer and Mercury Mountaineer
- 1995-1997 and 2001-2003 Ford Ranger
- 1994 Ford F53 Motor home vehicles equipped with the Texas Instruments speed control deactivation

NHTSA Issues Second Recall Notice

On September 9, 2008, the National Highway Traffic and Safety Administration recalled millions of Ford, Lincoln and Mercury SUV's pickup trucks, vans and cars. This advisory was the second recall warning in 2008 regarding what NHTSA calls a "defective cruise control switch that could lead to a fire at any time, even while the vehicle is turned off, parked and unattended." Of the 12 million vehicles recalled in the earlier February recall, nearly 5 million still have not been brought in for repair. The agency has received nearly 60 complaints of fires that occurred in the affected vehicles. It is also currently investigating a similar problem in Ford Windstar vans. The agency has received more than 130 complaints of alleged fires in those vehicles.

Ford Issues Additional Recall of Vehicles:

On August 3, 2007, Ford recalled an additional 3.6 million Ford trucks, cars and SUVs from due to the faulty cruise control switch issue. An additional 177,000 vehicles in Mexico, Canada and Europe were covered by this recall.

Millions of Recalled Ford Vehicles Remain On The Road:

In August 2006, a Ford spokesperson stated that only about 40% of the vehicles, or almost 3.3 million Fords, covered under earlier the Ford Fire recalls have yet to be fixed.

Millions of Ford Vehicles With The Same Or Similar Defective Switch Have Not Been Recalled:

Ford's recall is under inclusive and many persons have reported fires in vehicles not included in the recall. Last year CNN reported that a Ford document it obtained showed that the same or similar switch was installed in a total of 16 million Ford vehicles. A comprehensive list of these vehicles can be seen here.

Vehicle Fire Attorneys | Lawyers

Owners of the Ford vehicles who lost their vehicle due to fire and also suffered other significant property damage (such as the loss of their house) or were personally injured, are welcome to contact an attorney at Lief Cabraser experienced in handling fire recall claims against Ford by clicking here. There is no charge or obligation for our review of your case.

You may also contact us by telephone toll free at 1-866-313-1973 and request to speak to Ford fire recall attorney Mark Chalos. We will also investigate vehicles made by other manufacturers that caught fire and led to an injury or significant property damage.

At this time we are only accepting cases involving vehicles that caught fire and in addition to the vehicle being destroyed, other significant property damage occurred or persons were injured. Owners who wish to obtain more information about the Ford fire recall should contact Ford at 1-800-392-3673 or NHTSA's auto safety hotline at 1-888-327-4236.

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[REDACTED]

From: <customersupport@midas.com>
To: [REDACTED]
Sent: Friday, April 09, 2010 11:10 AM
Subject: Case #:130739

Case #:130739

Dear [REDACTED]

Thank you for taking the time out to contact our office regarding your experience with the Midas program. We are truly sorry for having disappointed you.

Midas appreciates being informed of your situation. We have also referred this matter directly to the franchisee for further explanation and handling. You may expect to hear directly from their office within the next three business days. As a business person with ties to the community, they have a strong interest in resolving any difficulties their customers encounter. Your feedback will be acted upon to improve our service.

If you have any additional questions or comments, you may reach us directly at 1-800-621-8380, Monday-Friday 7:30am-5:00pm CST.

Sincerely,

Midas International Corporation

No virus found in this incoming message.

Checked by AVG - www.avg.com

Version: 9.0.801 / Virus Database: 271.1.1/2800 - Release Date:

South Carolina Department of Consumer
affairs
5617589 to help keep eye on the truck
complain #

4/9/2010



MIDAS AUTO SERVICE EXPERTS

319 W. FOURTH STREET

STERLING, IL 61081

815-626-7685

AT MIDAS, WE DO THAT!

Invoice #0173759

Date : 4/2/10

Page : 1

Center : 1

Customer :

Address :

City : SAVANNA, IL

Phone 1 :

Phone 2 :

Ext :

Ext :

Vehicle : 1989 FORT RANGER/BRONCO II

License :

VIN :

Engine : V6-177 2.9L

Mileage : 102712

Trans : AUTO

Op	Tech	Description	Labor	Parts	Subtotal
OH	Quan	Part Number Part Description Reason for Replacement		Price	
LOF80	5	MIDAS PREMIUM OIL AND FILTER CHANGE PACKAGE	9.13	15.99	25.12
		CHANGE OIL WITH UP TO FIVE QUARTS OF			
		10W30 OIL; REPLACE OIL FILTER; PERFORM MIDAS COURTESY INSPECTION; CHECK BRAKE			
		FLUID, POWER STEERING FLUID, AUTOMATIC TRANSMISSION FLUID, RADIATOR LEVEL AND			
		WASHER SOLVENT FLUID; CHECK ANTIFREEZE PROTECTION; INSPECT AIR FILTER; INSPECT			
		BELTS AND HOSES; INSPECT AND ADJUST TIRE AIR PRESSURE; LUBE ALL FITTINGS (IF			
		APPLICABLE) .			
	5.00	OIL QUART MOTOR OIL 1 OPT-CLOSE TO END OF USEFUL LIFE		10.00	
	1.00	VSA VALUCRAFT OIL FILTER N REQD-NECESSARY COMPONENT		5.99	

where did they put 2 fluid at
is the question
motor cylinder was okay 4/17/2010

Experience The Midas Touch

Install protective coverings on steering wheel, seats and floor mats

Inspect lighting system, inspect tires and adjust tire pressure

Check oil level and Perform Midas Courtesy Check Inspection

WARRANTY INFORMATION

Midas International Corporation issues written warranties on mufflers, catalytic converters, shock absorbers, strut assemblies, strut cartridges, brake shoes and pads, and variable rate springs. The warranty terms for these products are stated on separate printed warranty certificates issued to you, together with the invoice, upon the purchase of the appropriate warranted product. The terms of all warranties are in the Midas Warranty Binder on display in each Midas location.

All other products and workmanship are warranted for ninety (90) days from the date of installation. There are no other warranties issued by Midas International Corporation.

This warranty gives you specific legal rights; you may also have other rights which vary from state to state.

Warranty work will be performed at any Midas location in the USA or Canada offering the warranted product of service. For the address of your nearest Midas location, see the Yellow pages of the local telephone directory or write Midas Consumer Relations, 1300 Arlington Heights Road, Itasca, IL, 60143. I hereby authorize you and/or your agents to contact me regarding the products and services provided at Midas.

Thank You For Your Patronage!

Labor :	\$9.13
Parts :	\$15.99
Sublet :	\$0.00
Other Fees :	\$0.00
Shop Supply :	\$0.00
Subtotal :	\$25.12
Sales Tax :	\$1.08

Paid By :	Total :	\$26.20
Check :	Paid :	\$26.20
Pay Ref :	Due :	\$0.00

Customer Service Request



Date: _____

Customer Information

Name _____ Primary Ph. _____

Address _____ Alternate Ph. _____

City _____ ST _____ ZIP _____ E-mail _____

Have you been in our shop before? ☒ Yes ☐ NoHave we serviced this vehicle? ☐ Yes ☒ No 2.9Year ~~88~~ 89 Make FORD Model TAURUS 2WD Engine Size 2.9

VIN _____ Lic. Plate _____ Mileage _____

Customer's Description of Service Request

Service requested (including symptoms and details):

541022
 58379 2595 60.00
 SPEED SENSOR 32.95 + REPLACE BULBS
 65.00 IN DASH
 97.95
 90.95 CK SPEEDOMETER
 424 CBL - IS IT
 DISCONNECTED?

Has anyone looked at/worked on the concern?

☒ Yes☐ No☐ Customer waiting _____

Is there anything else you would like us to check today?

☒ Yes☐ No☐ Call with estimate _____

Is there an alarm system?

☒ Yes☐ No☐ Customer will call _____

Arrival time _____

Wheel locks or locked hubcaps?

☒ Yes☐ No

Time promised _____

Where is the key? _____

Inspection Authorization: You and your employees may operate the vehicle for purposes of testing, inspection, delivery and/or space accommodation. I accept and acknowledge that charges of \$15.00 per day will be imposed for vehicles unclaimed for more than 3 days.

\$ _____ X _____

Authorized Charge

Authorized Signature

Date

[REDACTED]
Swanna II [REDACTED]

CEDAR RAPIDS IA 524

07 MAY 2010 PM 1 L



Office of Defects Investigation

CROWN. 216

1200 New Jersey Ave SE Ave
Washington DC. 20590

