

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6)

Form Approved: O.M.B. No. 2127-0008

 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 JAN 24 2011 19-OCT-2010		Repository ☐ Reference No. 10361238	
OWNER INFORMATION (Type or Print) Name [REDACTED] Address [REDACTED] City SANTA FE State TX Zip Code [REDACTED]				Daytime Telephone Number [REDACTED] E-mail Address [REDACTED] Evening Telephone Number [REDACTED]	
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 4V4NC9TJ64N			Make VOLVO	Model VNL64T	Model Year 2004
Date Purchased 5/31/04	Dealer's Name and Telephone Number TEC of CALIFORNIA 800-497-7667		Engine: No: Cylinders 6	Fuel Type: DIESEL	
Original Owner ☒	Dealer's City FONTANA, CA		State CA	Zip Code 92335	
Transmission Type MERITOR AUTO SHIFT	☒ Antilock Brakes ☒ Cruise Control	Powertrain MERITOR	Multiple Failure:		Incident Date(s) 17-OCT-2010
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 010000 STEERING				Failure Mileage 870820	Failure Speed 60
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: DOTM19ABC036)		☐ 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 0	Number of Deaths 0	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 2004 VOLVO VNL64T. WHILE DRIVING APPROXIMATELY 60 MPH WITH THE CRUISE CONTROL ON HE TURNED THE STEERING WHEEL TO THE RIGHT BUT THE VEHICLE WOULD NOT TURN. WHEN HE APPLIED PRESSURE TO THE BRAKE PEDAL IN ORDER TO RELEASE THE CRUISE CONTROL, IMMEDIATELY THE VEHICLE TURNED SHARPLY TOWARDS THE RIGHT. THE VEHICLE WAS DRIVEN ONTO THE EMERGENCY LANE AND SHIFTED INTO PARK. WHEN THE VEHICLE WAS PARKED HE TURNED THE STEERING WHEEL TO THE LEFT AND RIGHT BUT THE WHEELS WOULD NOT TURN. THE VEHICLE WAS TOWED TO AN AUTHORIZED DEALER WHO STATED THAT THE STEERING MECHANISMS FAILED, AND THE VEHICLE WAS REPAIRED. THE FAILURE AND CURRENT MILEAGES WERE 870,820.					
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 #: 151482

413579



INVOICE

BRUCKNER TRUCK SALES, INC.
FORT WORTH DIVISION

P.O. Box 162208
Fort Worth, Texas 76161
1200 N.E. Loop 820
(817) 626-2823
(800) 274-6225
Metro 429-3650

Remit Payments to:
Regions Interstate Billing Service, Inc.
Dept 1265 • P.O. Box 2153
Birmingham, AL 35287-1265

PAGE 1

SERVICE ADVISOR: 545 GEORGE MICHNAVICH

SANTA FE, TX

HOME :

CONT :

BUS :

CELL:

BUS:		CELL:		SERVICE ADVISOR:		345 GORGE HIGH	
UNIT	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	04	VOLVO VNL64T	4V4NC9TJ64M		870905/870905	T579	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19MAY04 DD			17:00 18OCT10	CASH	0.00	CASH	18OCT10
R.O. OPENED		READY	OPTIONS: ENG:Cummins_ISX				
18OCT10		18OCT10					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A #1114, CHECK TRUCK FOR STEERING PROBLEM
400 GENERAL STEERING, AXLE, WHEEL, OR DRIVELINE
REPAIR

```

1 20746401 COVER
1 2104*2507018X* BRG RETAINER KIT SPL250
1 20785692 STEERING SHAFT
4 20573596 LOCK

```

PARTS:	303.00	LABOR:	367.50	OTHER:	0.00	TOTAL LINE A:	670.50
--------	--------	--------	--------	--------	------	---------------	--------

870905 STEERING WHEEL WILL TURN BUT FRONT WHEELS WILL NOT. REMOVED
PANELS AND COVER AT FIRE WALL AND FOUND THAT ONE TUBE WILL TURN INSIDE
THE OTHER . THE TRUCK WILL NOT STEER. REMOVED SHAFT AT COLUMN AND AT
GEARBOX . AND REPLACED IT . INSTALLED PANELS ,COVERS , HOOD LATCHES
CHECKED FOR STEERING WHEEL BEING STRAIGHT , AND CHECKED FOR ACTIVE ABS
CODES, NONE FOUND. CHECKED STEERING OPERATION. FOUND STEERING PROPERLY.

BRUCKNER'S TRULY APPRECIATES YOUR BUSINESS!!
IF YOU ARE NOT 100% SATISFIED WITH YOUR RE-
PAIR OR THIS INVOICE PLEASE CONTACT SCOTT
HALL, GENERAL MGR OF THE FT WORTH DEALER-
SHIP AT 800-274-6225 TO DISCUSS YOUR CONCERNS
*****THANK YOU FROM THE BRUCKNER FAMILY*****

PAID CHECK #
AUTH #
DATE 10-18
INITIAL

10-18

114

DISCLAIMER OF WARRANTIES

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY MANUFACTURER, IF ANY. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND BRUCKNER TRUCK SALES INC., NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS. WE HEREBY CERTIFY THAT THESE GOODS WERE PRODUCED IN COMPLIANCE WITH ALL APPLICABLE REQUIREMENTS OF SECTIONS 6, 7 AND 12 OF THE FAIR LABOR STANDARDS ACT OF 1938, AS AMENDED AND OF REGULATIONS AND ORDERS OF THE ADMINISTRATOR OR WAGE AND HOUR DIVISION ISSUED UNDER SECTION 14 THEREOF.

RECEIVED BY:

DESCRIPTION	TOTALS
LABOR AMOUNT	367.50
PARTS AMOUNT	303.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	25.73
TOTAL CHARGES	696.23
LESS INSURANCE	0.00
SALES TAX	25.00
PLEASE PAY THIS AMOUNT	721.23

CUSTOMER COPY

888TEXASTOW

R.O. NO.	P.O. NO.	UNIT NO.	MILEAGE	CALL NO.
YEAR & MAKE 86 Ford	MODEL F-100	COLOR Blue	YR. 86	ST. TX
V.I.N. 4U4NCE9TJ00470				
Pickup Locations 3501 W. 103rd St. Houston, TX	City Houston		☐ Cash ☐ Trade ☐ Yard ☐ Mc-Visa ☐ Discover ☒ Amex	
Taken To Lubbock, Texas	City Lubbock		Towed From ☒ Front ☐ Rear ☐ Carrier	
Extra Service H&R Drive Line, Lubbock, TX Flt. to truck & Trailer 419726910201 7385 00/13 CPO				
I, the undersigned do hereby certify that I am legally authorized and entitled to take possession of the vehicle described above along with all personal property therein. This agreement should be construed in accordance with the laws of the State of Texas. The jurisdiction and venue of any cause of action hereunder shall lie in Tarrant County, Texas. X [Signature]		Towing Fee/Hookup Flat ☐ Hours @ 90		
Signed [Signature] DL NO. [Blank] D.O.B. [Blank]		3/4 Hours @ 40 105		
Complaints May Be Directed To: Texas Department of Licensing and Regulation P.O. Box 12157, Austin, TX 78711 1-800-803-9202		Hours @		
Comments #1074H 382430		Hours @		
Driver License # 7008		Mileage 74 Miles @ 172		
Time Clear	Unit 56	Fuel Surcharge		
Time Loaded	Tow Tag 0163	Dollies ☐ Car Carrier ☐		
Time Arrived	Ending Mileage 21787	Lowboy ☐ Flat ☐ Hours @		
Time Dispatched	Starting Mileage 21787	Paid Out To:		
		Impound		
		Notifications Fee		
		Storage Fee Days @		
		Tax		
		Delivery		
		Total 387 25		
		Date Released / /	Invoice Number 250095	

