

 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	
U.S. Department of Transportation National Highway Traffic Safety Administration				Date Received MAY 13 2011 13-APR-2011	Repository ☐ Reference No. 10395767
				Daytime Telephone Number 	E-mail Address
OWNER INFORMATION (Type or Print)				Evening Telephone Number 	
Name		Address		City LORAIN State OH Zip Code	
<i>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).</i>					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1FTZX1725XM			Make FORD	Model F150	Model Year 1999
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) 07-APR-2011	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 070000 FUEL SYSTEM, GASOLINE				Failure Mileage 101014	Failure Speed 10
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 <i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</i>					
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 1999 FORD F150. WHEN THE CONTACT ATTEMPTED TO SLOW DOWN FOR A TRAFFIC LIGHT THE FUEL TANK SEPARATED FROM THE VEHICLE. THE VEHICLE WAS TOWED TO THE DEALER WHO PERFORMED A DIAGNOSTIC TEST AND CONFIRMED THAT THE GASOLINE TANK STRAPS WERE CORRODED. THE VEHICLE WAS REPAIRED. THE DEALER REPLACED THE GASOLINE TANK, STRAPS, AND HOSES. THE FAILURE AND THE CURRENT MILES WERE 101,014.					
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.					

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

See Attached

May 14, 2011



Total parts replacement

\$563.94

Tow

50.00

613.94

- 15.13

I counted this one twice sorry

ATTACH ADDITIONAL SHEETS IF NECESSARY

total 598.81

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

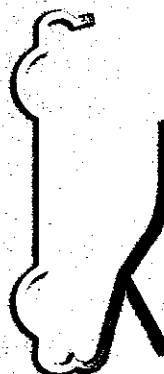
WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



Think your vehicle
has a safety defect?



If so:

Use the enclosed
form to file a report.

or visit:

www.safercar.gov

or call:

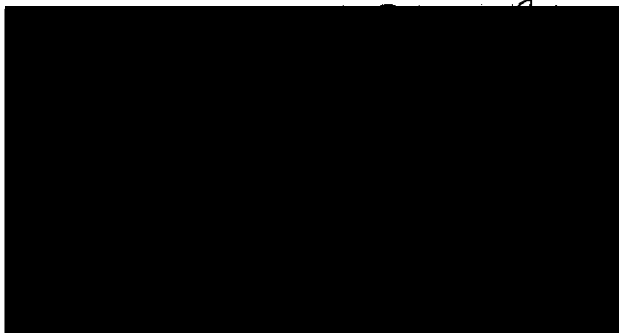
Vehicle Safety Hotline
888-327-4236



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



We were driving our truck, approaching a red light going to turn left to go to Denny's. We were slowing at the red light, when the truck gas tank fell off. We thought it was the muffler, as we had heard a similar dragging sound when in a vehicle whose muffle came unseated, so we turned and pulled into the restraut. When we got out of the truck we were shocked to find that the gas tank was under the truck. We made arrangements with denny's manager to come back for it. The next day we went to see how hard it would be to fix. There was no way to repair the truck in the parking lot, because the straps had to be ordered, and in since we could not leave it there for long, we cut the gas lines, jacked the truck, pulled out the tank and put it in the back of the truck then called and had it towed home. 50 dollars for the tow. We ordered new straps, we went to put them on and found the time the tank was sitting while we waited for them to be ordered, allowed the tiny puncture in the tank to become obvious. We ordered a new tank. They were both the wrong ones so we returned them and tried again. This time we ordered the tank and the straps. We also had to buy new gas lines to replace the ones that were cut to move the truck. That was fords fault too as far as I am concerned. Nobody's truck breaks down in the ford dealership, it would have had to been cut to be moved no matter where it had happened, unless it had happened in our drive way, which it did not. We were moving when it happened, myself, my husband, and my two sons were all in the vehicle going out for a late dinner. I want reimbursed for the tow, and all the parts, and they can throw in a tank of gas too, since our tank was just filled when this had happened, the weight of a full tank was too much for the pathetic straps. We did the repairs ourselves, saving us untold cost, as we could barely afford to dish out the \$500.00 it cost for the parts. Thank heavens my husband and his brother are handy with vehicles. This is how it happened, I am not sure why the person at nhtsa said we took it to the dealership to be repaired, we did not, nor could we afford to, especially after calling ford they made sure to tell us that they were not going to pay for it because there was no recall at this time.



May 14, 2011

Total
parts
replacement

TOW \$563.94
50.00

613.94
15.13

598.81



STORE PHONE # 440 233-8700
REMIT TO: PO BOX 790098
ST LOUIS MO 63179-0098

OFFICE P.O. BOX 1156, SPRINGFIELD, MO. 65801
PHONE (417) 862-3333

BILL TO

SHIP TO

999990

CASH SALE
SAVE 15 ON SUPERSTART
LAWN/GARDEN BATTERIES

00000

LORAIN OH

INVOICE
NUMBER

3311-181897

INVOICE
TYPE

CASH REFUND

INVOICE
DATE

4/09/11

COUNTER NO.	SPECIAL INSTRUCTIONS					SHIP VIA	CUSTOMER ORDER NO.	TIME OF ORDER	FILLED BY	CHECKED BY		
38767								15:09:44				
TAX	R	QTY.	LINE	ITEM NUMBER	UNIT MEAS.	CD.	DESCRIPTION	LIST PRICE	NET PRICE	DISC %	CORE PRICE	EXTENDED PRICE
1999	FORD	1	150	PICKUP V6-256	4.2							
T			1	GT F45B	EA		GAS TANK	406.76	239.99			239.99
VEHICLE INFORMATION AVAILABLE												
T	MR		1	GT F45B	EA		GAS TANK	406.76	200.99			200.99
			1	FRT FREIGHT	EA		BT FREIGHT	406.76	46.21			46.21
***** RETURN AUTHORIZATION ***** MGR OK- ***												
*** ORIGINAL INVR 003311-181509 RETURN - OVERRIDE ORIG SALE ***												
TOTALS												
CUSTOMER COPY												
CUSTOMER SIGNATURE												
***ALL MERCHANDISE F												

Us At: www.oreillyauto.com

first tank
returned
second tank
(the correct one)
purchased
store gave us
straps so second
tank for free



STORE PHONE # 440 233-8700
REMIT TO: PO BOX 790098
ST LOUIS MO 63179-0098

OFFICE P.O. BOX 1156, SPRINGFIELD, MO. 65801
PHONE (417) 862-3333

BILL TO

SHIP TO

999990

CASH SALE
SAVE 15 ON SUPERSTART
LAWN/GARDEN BATTERIES

00000

INVOICE
NUMBER

3311-181803

INVOICE
TYPE

CASH CARD SALE

INVOICE
DATE

4/09/11

COUNTER NO.	SPECIAL INSTRUCTIONS					SHIP VIA	CUSTOMER ORDER NO.	TIME OF ORDER	FILLED BY	CHECKED BY		
3874								15:20:54				
TAX	R	QTY.	LINE	ITEM NUMBER	UNIT MEAS.	CD.	DESCRIPTION	LIST PRICE	NET PRICE	DISC %	CORE PRICE	EXTENDED PRICE
1			1	GT F45B	EA		PICKUP F-SEA	200.99	200.99			200.99
1			1	FRT FREIGHT	EA		BT FREIGHT	46.21	46.21			46.21
CREDIT CARD MASTER CARD												
EXPIRATION DATE XX/XX AUTHORIZATION												
TOTALS												
CUSTOMER COPY												
CUSTOMER SIGNATURE												
***ALL MERCHANDISE RETURNED												

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first
tank
purchased

Total
254.99

O'Reilly AUTO PARTS

PROFESSIONAL PARTS PEOPLE

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ST LOUIS MO 63179-0098

BILL TO

SHIP TO

CASH SALE
SAVE \$5 ON SUPERSTART
LAWN/GARDEN BATTERIES

00000

INVOICE
NUMBER

3311-181472

INVOICE
TYPE

CHG. CARD SALE

INVOICE
DATE

4/05/11

COUNTER NO.	SPECIAL INSTRUCTIONS		SHIP VIA		CUSTOMER ORDER NO.	TIME OF ORDER	FILLED BY	CHECKED BY					
19721						12:01:46							
TAX	R	C	QTY.	LINE	ITEM NUMBER	UNIT MEAS.	CD.	DESCRIPTION	LIST PRICE	NET PRICE	DISC %	CORE PRICE	EXTENDED PRICE
T			1	1	21033	EA		GAS CAN	22.00	12.99			12.99
T			1	2	33595	EA		FUEL FILTER	13.54	7.99			7.99
T			1	3	10000	EA		SIPHON PUMP	5.92	3.42			3.42
CREDIT CARD-MASTER CARD [REDACTED] EXPIRATION DATE-XX/XX AUTHORIZATION- [REDACTED]													
TOTALS 24.47													
SUB-TOTAL												24.47	
MISC.													
TAX/FEE												1.53	
TOTAL												25.00	

CUSTOMER SIGNATURE [REDACTED] SH TEND. [REDACTED] ANGE [REDACTED]

ALL MERCHANDISE RETURNED TO THE ORIGINAL PURCHASER

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STORE PHONE # 440 233-8700
REMIT TO: PO BOX 790098
ST LOUIS MO 63179-0098

BILL TO

SHIP TO

CASH SALE
SAVE \$5 ON SUPERSTART
LAWN/GARDEN BATTERIES

00000

INVOICE
NUMBER

3311-181932

INVOICE
TYPE

CHG. CARD SALE

INVOICE
DATE

4/05/11

COUNTER NO.	SPECIAL INSTRUCTIONS		SHIP VIA		CUSTOMER ORDER NO.	TIME OF ORDER	FILLED BY	CHECKED BY					
25956						14:47:58							
TAX	R	C	QTY.	LINE	ITEM NUMBER	UNIT MEAS.	CD.	DESCRIPTION	LIST PRICE	NET PRICE	DISC %	CORE PRICE	EXTENDED PRICE
T			1	1	MP552AV	CD		HOSE CLAMP	3.90	2.29			2.29
T			1	2	MP6203V	CD		HOSE CLAMP	5.00	2.99			2.99
CREDIT CARD-MASTER CARD [REDACTED] EXPIRATION DATE-XX/XX AUTHORIZATION- [REDACTED]													
TOTALS 5.28													
SUB-TOTAL												5.28	
MISC.													
TAX/FEE												.33	
TOTAL												5.61	

CUSTOMER SIGNATURE [REDACTED] SH TEND. [REDACTED] ANGE [REDACTED]

ALL MERCHANDISE RETURNED TO THE ORIGINAL PURCHASER

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31.61

first straps purchased

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OFFICE P.O. BOX 1156, SPRINGFIELD, MO. 65801
PHONE (417) 862-3333

STORE PHONE: 444 833-8700
REMIT TO: PO BOX 790038
ST LOUIS MO 63179-0038

BILL TO: 559990 SHIP TO:

CASH SALE
SAVE \$5 ON SUPERSTART
LAWN/GARDEN BATTERIES

INVOICE NUMBER: 0311-181370
INVOICE TYPE: CASH CARD SALE
INVOICE DATE: 4/05/11

COUNTER NO.	SPECIAL INSTRUCTIONS	SHIP VIA	CUSTOMER ORDER NO.	TIME OF ORDER	FILLED BY	CHECKED BY						
12990				14/05/11								
TAX	R	QTY.	LINE	ITEM NUMBER	UNIT MEAS.	CD.	DESCRIPTION	LIST PRICE	NET PRICE	DISC %	CORE PRICE	EXTENDED PRICE
		1	BT	5T132	EA		TANK STRAPS	54.99	37.99			37.99
				CREDIT CARD MASTER CARD			EXPIRATION DATE XX/XX	AUTHORIZATION				
TOTALS SUB-TOTAL 37.99 MISC. TAX/FEE 2.37 TOTAL 40.36												

Customer Signature: [Redacted]
Merchandise Refund: [Redacted]

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first straps returned

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PROFESSIONAL PARTS SERVICE
OFFICE P.O. BOX 1156, SPRINGFIELD, MO. 65801
PHONE (417) 862-3333

STORE PHONE: 444 833-8700
REMIT TO: PO BOX 790038
ST LOUIS MO 63179-0038

BILL TO: 559990 SHIP TO:

CASH SALE
SAVE \$5 ON SUPERSTART
LAWN/GARDEN BATTERIES

INVOICE NUMBER: 0311-182920
INVOICE TYPE: CASH CARD REFUND
INVOICE DATE: 4/05/11

COUNTER NO.	SPECIAL INSTRUCTIONS	SHIP VIA	CUSTOMER ORDER NO.	TIME OF ORDER	FILLED BY	CHECKED BY						
TAX	R	QTY.	LINE	ITEM NUMBER	UNIT MEAS.	CD.	DESCRIPTION	LIST PRICE	NET PRICE	DISC %	CORE PRICE	EXTENDED PRICE
		1	BT	5T132	EA		TANK STRAPS	54.99	37.99			37.99
				CREDIT CARD MASTER CARD			EXPIRATION DATE XX/XX	AUTHORIZATION				
TOTALS SUB-TOTAL 37.99 MISC. TAX/FEE 2.37 TOTAL 40.36												

Customer Signature: [Redacted]
Merchandise Refund: [Redacted]

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total 0.00



Ext. 2360

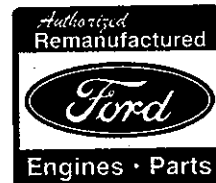
INTERSTATE 90 AT DETROIT ROAD (EXIT 148)
P.O. BOX 844 LORAIN, OHIO 44052

PARTS HOT LINE
(440) 934-6086

Cleveland: (440) 871-8072 Lorain: (440) 934-3673
Toll Free: (888) 227-7033 Elyria: (440) 365-9300



Ext. 2960



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RECEIVE

SOLD TO:

DISCLAIMER OF WARRANTIES
THE SELLER, MIKE BASS FORD, INC./BASS GMC, INC., HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND MIKE BASS FORD, INC./BASS GMC, INC. NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE.

PHONE: [REDACTED] INVN 367495

CHARGE

NAIH VMD101 M05 50 CP

POH 199F150, 4.2, 157 MP031/477 Y27 04/07/11
Z27 14:06:14

COMP *	PART NUMBER	DESC	QTY	LIST	SELL	TOTAL
	2L3Z9S278CA	*TUBE ASY -	1	222.60	222.60	222.60

*Gas lines
purchased*

SUBTOTAL 222.60

TAX 13.91

TOTAL LINES 1 INVOICE TOTAL 236.51

**NOFD TIRES? THINK MIKE BASS FORD! WE ARE COMPETITIVE! **

HOURS 7:30AM-8:00PM MON-FRI, 7AM-3PM SAT

PAGE 001 OF 001

NO RETURN ON ELECTRICAL PARTS

PARTS MUST BE RETURNED WITHIN 30 DAYS. • ALL RETURNS SUBJECT TO 20% HANDLING CHARGE.

NO REFUNDS WITHOUT THIS INVOICE. • NO RETURN ON SPECIAL ORDER PARTS.

THIS CHARGE IS DUE AND PAYABLE UPON RECEIPT OF MERCHANDISE. • NO OTHER DISCOUNTS APPLY.

CANARY = PARTS INVOICE-CUST. COPY

WHITE = PARTS INVOICE-ACCT. COPY

PINK = PARTS INVOICE-PARTS FILE COPY

*Rachel
236.31*

O'Reilly AUTO PARTS

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PHONE (417) 882-3333



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REMIT TO: PO BOX 790039
ST LOUIS MO 63179-0099

BILL TO

SHIP TO

CASH SALE
SAVE \$5 ON SUPERSTART
LAWN/GARDEN BATTERIES

00000

INVOICE
NUMBER

3011-182391

INVOICE
TYPE

CMB. CARD SALE

INVOICE
DATE

4/12/11

COUNTER NO.	SPECIAL INSTRUCTIONS		SHIP VIA		CUSTOMER ORDER NO.	TIME OF ORDER	FILLED BY	CHECKED BY				
75625						14:31:34						
TAX	R	QTY.	LINE	ITEM NUMBER	UNIT MEAS.	CD.	DESCRIPTION	LIST PRICE	NET PRICE	DISC %	CORE PRICE	EXTENDED PRICE
			5	BAT 27005	ET		FUEL HOSE	2.85	1.63			10.14
CREDIT CARD-MASTER CARD [REDACTED] EXPIRATION DATE XX/XX AUTHORIZATION [REDACTED]												
TOTALS												
										SUB-TOTAL	10.14	
										MISC.		
										TAX/FEE	.63	
										TOTAL	10.77	

CUSTOMER SIGNATURE

ALL MERCHANDISE

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NAPA AUTO PARTS OF LORAIN

440 244-1177
2325 BROADWAY
LORAIN OHIO 44052

Emp 4 INVOICE# 664099 4/13/11 15:18

00000 CASH CUSTOMER

THANK YOU FOR
SHOPPING AT
NAPA

Description	Qty	Net	Total
EXH PIPE CONNECT	1	5.49	5.49 T
EXH 41919			
GAS FILLER NECK	0.5	17.48	8.75 T
NBT 1030			
Subtotal			14.24
Tax @ 6.25% OHIO SALES TAX			0.89
TOTAL DUE			15.13

Subtotal
Tax @ 6.25% OHIO SALES TAX

REF BY CASH
VER BY
GET THE GOOD STUFF

*This is the one
I counted twice*

Total 25.90

RECEIPT REQUIRED
FOR RETURNS

WARRANTY INFORMATION
AVAILABLE
ON REQUEST

<< CUSTOMER COPY >>