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: JUN 0 8 2011 (16-MAY-2011)

Repository ☐

Reference No.: 10401000

OWNER INFORMATION (Type or Print)

Name [redacted]

Address [redacted]

City: DETROIT | State: MI | Zip Code [redacted]

Daytime Telephone Number [redacted]

Evening Telephone Number [redacted]

E-mail Address

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
1FTRX17L4XN[redacted]	FORD	F-150	1999

Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
1999 NEW					
Original Owner ☐	Dealer's City: 313-255-3130 PAT MILLIKEN	State: MI	Zip Code: 48239	8	GAS

Transmission Type		Powertrain	Multiple Failure:	Incident Date(s)
	☒ Antilock Brakes ☒ Cruise Control			12-MAY-2011

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 070000 FUEL SYSTEM, GASOLINE	Failure Mileage	Failure Speed
	109393	

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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No			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 F-150. THE CONTACT STATED THE FUEL TANK WAS LEAKING; WHEN THE VEHICLE WAS INSPECTED HE NOTICED THAT THE FUEL TANK AND ONE OF THE STRAPS WERE CORRODED. THE VEHICLE WAS NOT REPAIRED. THE VIN INFORMATION WAS NOT AVAILABLE. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE AND THE CURRENT MILES WERE 109,393.

GAS LEAKING POS, FIRE HAZZARD. PHOTO ENCLOSED, HAVE RETAINED PARTS.

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

CUSTOMER #: 2702208

278802

INVOICE

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Pat Milliken Ford

"Home of the Smilin' Irishman"
www.patmillikenford.com
9600 Telegraph * (Just South of I-96, The Jeffries Freeway)
Redford, MI 48239
Parts & Service 313-255-3130
Sales 313-255-3100 · Fax 313-255-1027
REG. NO. F-102265 P&A CODE: 02741

[redacted]
DETROIT, MI
HOME: [redacted] CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 6399 IAN MURPHY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	99	FORD F150 PICKUP	1FTRX17L4XN[redacted]		109300/109300	T2112

DEL DATE	PROD. DATE	WARR. EXP.	EST. COMPLETION TIME	PO NO.	RATE	PAYMENT	INV. DATE
01JAN99 DD	01JAN99		17:00 17MAY11			CASH	18MAY11

R.O. OPENED	READY	OPTIONS:
17:18 16MAY11	13:24 18MAY11	ENG:5.4_Liter_SEFI_SOHC_(W)

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	FUEL SMELL OUTSIDE OF TRUCK-LEAKING-SLIGHT DAMP UNDER--POSSIBLE FROM TANK STRAP AREA							
	T400				DIAGNOSED FUEL ODOR CONCERN-REPLACE FUEL TANK, PUMP, AND STRAPS-TEST OPERATION-NOTED ENGINE MISS			
		8226			MARZOUQ,MAJID M. LIC#: M147918			
			C				400.00	400.00
	1	F65Z*9054*EA			STRAP ASY - FUEL TANK	28.02	28.02	28.02
	1	F65Z*9054*EB			STRAP ASY - FUEL TANK	31.43	31.43	31.43
	1	F45B-9002			FUEL TANK	369.64	369.64	369.64
	1	P74853S-9H307			PUMP & SENDER	310.39	310.39	310.39

PARTS: 739.48 LABOR: 400.00 OTHER: 0.00 TOTAL LINE A: 1139.48

109300 DIAGNOSE AND REPLACE FUEL TANK, FUEL PUMP AND STRAPS. ENGINE HAS MISS.

********** ********** **********

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER 20.00

AUTOMOBILE RELEASED
MAR 18 2011
FROM SERVICE

Parts replaced on customer pay repairs are left in the vehicle or retained for your inspection for 48 hours in accordance with Michigan law.
If for any reason you are not "completely Satisfied" please contact me at 313-255-3100
Pat Lyons, Service Director

VISA

I hereby authorize the below repair work to be done along with necessary materials. Dealer and dealer employees may operate vehicle for purposes of testing, inspection or delivery at my risk. An express garage keeper's lien is acknowledged on vehicle to secure the amount of repairs thereto. Dealer will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. If an inspection is necessary to determine the extent of damage and recommended repairs are refused, or only partial repairs are made, dealer may not be able to restore the vehicle to its original working condition.

I HEREBY ACKNOWLEDGE AND AGREE TO ALL STATEMENTS CONTAINED HEREIN.

CUSTOMER ACKNOWLEDGEMENT (ALL TERMS STRICTLY CASH)

SIGNATURE X

CERTIFICATION ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN COMPLIANCE WITH MICHIGAN AUTO REPAIR ACT. (P.A. 300)

STORAGE WILL BE CHARGED 48 HOURS AFTER REPAIRS ARE COMPLETED.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

PROGRAM CODE	AUTHORIZATION NO.	COMMITMENT NUMBER

DEALER PART.	CUSTOMER REC.	ORIGINAL EST.	AUTHORIZED ADD'L REPAIRS	ADD'L. REPAIRS OK BY DATE TIME

CUSTOMER PAID LABOR CHARGES WARRANTED FOR 12 MOS. OR 12,000 MILES, WHICHEVER OCCURS FIRST, UNLESS COVERED BY ANOTHER APPLICABLE EXTENDED WARRANTY

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE; RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.

X Pat Lyons
(SIGNED) DEALER, GENERAL MANGER, OR AUTHORIZED PERSON (DATE)

REPAIRS PROPERLY COMPLETED AND CHECKED BY

X

DESCRIPTION	TOTALS
LABOR AMOUNT	400.00
PARTS AMOUNT	739.48
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	20.00
SUBTOTAL	1159.48
LESS INSURANCE	0.00
SALES TAX	45.57
PLEASE PAY THIS AMOUNT	1205.05

*SUPPLIES - 10% of labor with a max. of $20.00 is included for supplies used on your vehicle. Applicable supply items are: nuts, bolts, washers, tape, pins, [illegible] shellac, solvent, rags, carburetor cleaner, towels, solder, battery cleaner, wire, window sealer, hazardous waste disposal, etc.

ROBERT A. FICANO
County Executive

Marianne Talon
Corporation Counsel

Harnetha W. Jarrett
Deputy Corporation Counsel

Kevin P. Kavanagh
Principal Attorney
(313) 224-5030

May 20, 2011

[redacted]
Detroit, Michigan [redacted]

Dear Wayne County Consumer,

Since its formation, the Wayne County Consumer Protection Task Force has been inundated with phone calls and requests for assistance through our web site. Due to the high volume of responses and financial cutbacks throughout county government, there was a considerable backlog of complaints that are now being addressed.

County Executive Robert Ficano has devoted additional attention and resources to Consumer Protection at this time, and we are not able to provide you with the proper direction to address your concern. We apologize for any inconvenience this delay may have caused. Please know that your case is important to us and we want to do whatever possible to help you resolve your problem.

Upon reviewing your complaint, at this time, we recommend you to contact the following agencies:

Detroit Legal Services Clinic
Detroit Metropolitan Bar Association
Volunteer Legal Services
645 Griswold, Suite 1356
Detroit, Michigan 48226
Tel: 313-961-6120
Website: www.detroitlawyer.org