



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

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

FOR AGENCY USE ONLY 100148

Date Received

Repository ☐

03-JUN-2011

Reference No.

10404291

JUL 18 2011

OWNER INFORMATION (Type or Print)

Name

Address

City

MILFORD

State

IL

Zip Code

Daytime Telephone Number

E-mail Address

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

1FTYR44U44F

YES

Make

FORD

Model

RANGER

Model Year

2004

Date Purchased

07-05-07

Dealer's Name and Telephone Number

CHOW FORD - 1-800-925-7729

Engine:

No: Cylinders

Fuel Type:

REG

Original Owner

☐

Dealer's City

HOPESTON ILL 60942

State

ILL

Zip Code

60942

Transmission Type

☒ Antilock Brakes

Powertrain

3.0 - 3 SPEED AUTO

Multiple Failure:

Incident Date(s)

01-JAN-2010

☒ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 180000 VEHICLE SPEED CONTROL

Failure Mileage

77000

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

GOOD YEAR

Tire Model (Name or Number)

WRANGLER - RT/S

Tire Size (Example P215/65R15)

P-235-75R15

DOT No. (Example: DOTM9ABC036)

☒ Original Equipment

☐ Prior Repair

Failure Location:

NOV 2

Tire Component Code

?

Tire Failure Type:

NOV 2

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 2004 FORD RANGER. THE CONTACT STATED THAT THE VEHICLE WOULD INTERMITTENTLY SURGE FORWARD WHILE DRIVING AT VARIOUS SPEEDS. THE FAILURE ALSO OCCURRED WHEN THE CRUISE CONTROL WAS ENGAGED. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER ON NUMEROUS OCCASIONS IN WHICH THEY WERE UNABLE TO DIAGNOSE THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 77,000 AND THE CURRENT MILEAGE WAS 80,000.

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.

SERVICE INVOICE



623 South Dixie Highway - Hoopeston, Illinois 60942 - (800) 925-7729 - (217) 283-7729 - www.hoopestoncars.com

R/O 03130	VIN 1 F T Y R 4 4 U 4 4 P	DATE IN 05/25/11
YEAR 2004	MAKE FORD TRUCK	TIME IN 09:06
MODEL RANGER	COLOR GRAY	CLOSED 10:25
MILES IN 81736	MILES OUT 81736	05/25/11
FIRST USE 07/05/07	USC MILFORD IL	WRITER 8297
SEE ALSO	C: H:	BRAD

CUSTOMER IS WAITING

(1) INSTALLED TPS PER CUSTOMER REQUEST

INSTALLED THE TPS PER CUSTOMER REQUEST AND TE	Labor	T84	25	(0525)	145.00
ST DROVE COULD NOT VARIFY IF FIX WAS NOT DOIN	F5RZ9B989BA (POTENTIOMETER)	1	(4533)	74.53	
G IT WHEN GOT HERE	Total Labor		(0525)	145.00	
	Total Parts		(4533)	74.53	
(84-6214 MATT-)	Total Repair (Customer)			219.53	

(2) INSTALL NEW WIPER BLADES PER CUSTOMER REQUEST

	Labor	T84	()	.00
	WW1801P (BLADE ASY - WI)	2	(8921)	19.96
	Total Parts		(8921)	19.96
(84-6214 MATT-)	Total Repair (Customer)			19.96

Thank you for this opportunity to serve you. Our aim is to perform all the repairs requested in this repair order to your complete satisfaction. If our service was satisfactory, tell your friends, if not, please tell us immediately.

Thank You

Parts and Service Hours

Monday - Friday
8:00am - 5:00pm

Hand Cash

		252.88 +1010 6.14 -2150 94.40 -5430 145.00 -5700 7.25 -5770	40.52 0430 1400 52.50 6700 1440 7.25 5770 5770
Next Service OCT '11 Lube-Oil-Filter	.00	.00 Labor	145.00
	.00	.00 Parts	94.49
	.00	.00 Sublet	.00
	.00	.00 Shop Supl/di	7.25
	.00	.00 Oil/Grease	.00
	.00	.00 Sub Total	246.74
	.00	.00 Tax	6.14
	.00	.00 Total (Cash)	252.88
DISCLAIMER OF WARRANTIES Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.			
X CUSTOMER SIGNATURE			
Page 1 of 1 Job 03130			
03130 Accounting			

WATSEKA FORD LINCOLN
100 NORTH JEFFERSON STREET PO BOX 406
WATSEKA, IL 60970
(815) 432-2418
WWW.WATSEKAFORD.COM

00235ZEV

 MILFORD IL		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.
		1FTYR44U44P		82120	06/09/11	00235
		YEAR	MAKE	MODEL	COLOR	TAG NO.
		04	FORD	RANGER		00000
CUST.NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD.DATE	SERV.ADV.
			-		00/00/00	33
						CASH
CUST.LABOR RATE	DELIV.DATE	DELIV.MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
	00/00/00		82120	06/08/11	00/00/00	

You may be receiving a survey in the mail soon to rate today's service visit. ***IF*** you cannot rate today's visit as completely satisfied, PLEASE CONTACT US!

Thank you for giving Watseka Ford the opportunity to serve you. We appreciate your business and the CONFIDENCE you have placed in us...

LINE	OP.CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
D *						
Com PRICE NEW TIRES P235 75 15						
0106						
Line Total...!..						
E +						
Com NO CHARGE TIRE INSPECTION						
TREAD DEPTH IS IN THE GREEN ZONE. YOUR TIRES ARE IN GOOD SHAPE.						
GTIRE						
Line Total.....						

Parts	81.55
Sales Tax	5.71
Labor	106.80
Shop Supplies	5.34
Misc Charge	1.35
TOTAL-CUST-CASH	200.75

Cash
6-9-11

CUSTOMER COPY - PAGE 02

STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. _____ CUSTOMER SIGNATURE	On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty 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 manufacturer's representative. _____ (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)
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WATSEKA FORD LINCOLN
100 NORTH JEFFERSON STREET PO BOX 406
WATSEKA, IL 60970
(815) 432-2418
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00235ZEV

MILFORD IL		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.	
		1FTYR44U44P		82120	06/09/11	00235	
		YEAR	MAKE	MODEL	COLOR	TAG NO.	
		04	FORD	RANGER		00000	
CUST.NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD.DATE	SERV.ADV.	TERMS
			- -		00/00/00	33	CASH
CUST.LABOR RATE	DELIV.DATE	DELIV.MILES	MILEAGE IN	DATE IN	IN-SERV DATE		
	00/00/00		82120	06/08/11	00/00/00		

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LINE	OP.CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
A + Com COMPLETELY SATISFIED SERVICE CUSTOMERS IS OUR GOAL. IF YOU ARE NOT COMPLETELY SATISFIED PLEASE CONTACT TIM OR DAVE. 14SP Line Total.....						

B * Com ACCEL STICKS D50CUSTOMER STATES ACCEL WILL STICK WHEN BRAKINGCUSTOMER STATES REPLACE CRUISE CONTROL SWITCH & BRAKE SWITCH Cau CHECKED FOR CODES. NONE REVELANT, HAS CMDTC'S FOR R/F POWER WINDOW (B1410) AND FOR BRAKE WARNING LAMP OUTPUT CIRCUIT SHORT TO GROND (C1226). Cor REPLACED CRUISE CONTROL DEACTIVATION SWITCH AND BRAKE LAMP SWITCH PER CUSTOMER REQUEST <i>This is the switch N. H. T. So A. TOLD ME IT MIGHT BE</i> <table style="width: 100%;"> <tr> <td>15ACCELS</td> <td>A90</td> <td></td> <td>C</td> <td>106.80</td> </tr> <tr> <td><i>BRAKE LAMP</i> SW 6349 SWITCH ASY</td> <td></td> <td>1</td> <td>C</td> <td>51.68</td> </tr> <tr> <td><i>SWITCH</i> SW 5219 SWITCH ASY - S</td> <td></td> <td>1</td> <td>C</td> <td>29.87</td> </tr> </table> Code Misc Charge Inv# Days Hours CON EPA 1.0 C 1.35 Line Total..... 189.70							15ACCELS	A90		C	106.80	<i>BRAKE LAMP</i> SW 6349 SWITCH ASY		1	C	51.68	<i>SWITCH</i> SW 5219 SWITCH ASY - S		1	C	29.87
15ACCELS	A90		C	106.80																	
<i>BRAKE LAMP</i> SW 6349 SWITCH ASY		1	C	51.68																	
<i>SWITCH</i> SW 5219 SWITCH ASY - S		1	C	29.87																	

C * Com NO CHARGE MULTI-POINT QUALITY CARE SERVICE INSPECTION 99P Line Total.....						
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CUSTOMER COPY - PAGE 01

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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

200779382

