

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline</p> <p>Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>		<p>FOR AGENCY USE ONLY 100148</p>	
<p>Date Received MAR 5 2012</p>		<p>Repository <input type="checkbox"/></p>		<p>Reference No. 10445916</p>	
<p>30-JAN-2012</p>		<p>Daytime Telephone Number [REDACTED]</p>		<p>E-mail Address [REDACTED]</p>	
<p>Evening Telephone Number [REDACTED]</p>		<p>OWNER INFORMATION (Type or Print)</p>			
<p>Name [REDACTED]</p>		<p>Address [REDACTED]</p>		<p>City LIVONIA</p>	
<p>State MI</p>		<p>Zip Code [REDACTED]</p>		<p>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).</p>	
<p>VEHICLE INFORMATION</p>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1FTWV33P33E [REDACTED]</p>		<p>Make FORD</p>	<p>Model F-350</p>	<p>Model Year 2003</p>	
<p>Date Purchased 7-1-2003</p>	<p>Dealer's Name and Telephone Number DEAR ARBOUN FORD 610 377 3226</p>		<p>Engine: 60L</p>	<p>Fuel Type: DIESEL</p>	
<p>Original Owner <input checked="" type="checkbox"/></p>	<p>Dealer's City PUNDAWING</p>	<p>State MI</p>	<p>Zip Code 48150</p>	<p>No. Cylinders 8</p>	<p>Transmission Type AUTOMATIC</p>
<p><input checked="" type="checkbox"/> Antilock Brakes</p>	<p>Powertrain 60L DIESEL</p>	<p>Multiple Failure: DIESEL</p>		<p>Incident Date(s) 02-JAN-2005</p>	
<p><input checked="" type="checkbox"/> Cruise Control</p>	<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>				
<p>Vehicle Component Code: 070000 FUEL SYSTEM, GASOLINE</p>			<p>Failure Mileage 10000</p>	<p>Failure Speed</p>	
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>					
<p>Tire Make</p>		<p>Tire Model (Name or Number)</p>		<p>Tire Size (Example P215/65R15)</p>	
<p>DOT No. (Example: DOTM19ABC036)</p>		<p><input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair</p>	<p>Failure Location:</p>		
<p>Tire Component Code</p>			<p>Tire Failure Type:</p>		
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>					
<p>Make:</p>		<p>Date Manufactured:</p>		<p>Model No./Name:</p>	
<p>Seat Type:</p>		<p>Installation System:</p>			
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>			
<p>APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), Failure(s), Crash(es), and injury (ies).)</p>					
<p>Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured 0</p>	<p>Number of Deaths 0</p>	<p>Reported to Police N</p>	
<p>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).</p>					
<p>TL* THE CONTACT OWNS A 2003 FORD F350 DIESEL. THE CONTACT STATED THAT THE VEHICLE COULD NOT BE STARTED IN COLD WEATHER. THE VEHICLE WAS TAKEN TO THE DEALER SEVERAL TIMES FOR THE FAILURE. THE DEALER PERFORMED A DIAGNOSTIC WHICH LOCATED THE FAILURE AT THE EGR EXHAUST SYSTEM VALVE BUT THE DEALER DID NOT REPLACE THE EGR VALVE. THE VEHICLE WAS THEN TAKEN TO A LOCAL MECHANIC FOR A SECOND DIAGNOSTIC WHICH LOCATED THE FAILURE AT THE FUEL INJECTION CONTROL MODULE BOX AND THE GOL PLUGS MODULE. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS CONTACTED AND DENIED ASSISTANCE WITH THE REPAIRS DUE TO THE AGE OF THE VEHICLE. THE FAILURE MILEAGE WAS 10,000 AND THE CURRENT MILEAGE WAS 111,000.</p> <p>AT BELLI BROWN FORD LIVONIA MI 48150</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.</p>			<p>ATTACH ADDITIONAL SHEETS IF NECESSARY</p>		
<p>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 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.</p>					

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

VEHICLE IDENTIFICATION NO. 1FTFW33P33E [REDACTED] YEAR 2003 MAKE MODEL Ford F-350 MILEAGE 110,511 LICENSE NO. [REDACTED] COLOR Gray R.O. DATE 1-10-12 No 3488

CASH CHECK VISA AMERICAN EXPRESS MASTER CHARGE DINERS

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE
I hereby authorize the repair work herein set forth to be done along with the necessary materials and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delay in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express garage keeper's lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto. I understand that pursuant to said express garage keeper's lien, I have no right of possession to the vehicle until the repairs thereto have been paid in full or until you and/or your employees have voluntarily released the vehicle.

REGISTRATION NO. F159574
6.0L
HIGH TECH INC
Auto and Truck Repair
1165 STARKWEATHER • PLYMOUTH, MI 48170
734-452-8888

NAME [REDACTED]
ADDRESS [REDACTED]
CITY/STATE Livonia MI ZIP [REDACTED]

REPAIR ORDER
CUST. P.O. NO. OR WAIVER NO. [REDACTED] OTHER R.O. [REDACTED]
 WAIVER SIGNED
WRITTEN BY [REDACTED]
RECEIVED AM PM
AS REQUIRED BY LAW AN ESTIMATE FOR PARTS, LABOR AND TIME CAN BE WRITTEN ON THIS FORM.
CUSTOMER LABOR RATE \$ 88.00

QTY.	PART NO.	PART NO. OR DESCRIPTION	ESTIMATED AMOUNT	ACTUAL AMOUNT
1		FICM Re-man	460.00	
1	SF116	Sca foam	12.75	
15	9913	15w-40 shell	87.00	
1	7311	oil filter	32.88	
1	3025	Diesel klean	11.25	
1	6750	Indicator oil	23.83	
1		New OEM FICM with upgrades + flash	900.00	

MECH. NAME & NO.	TIME	REPAIR ORDER - LABOR INSTRUCTIONS	ESTIMATED AMOUNT	LABOR AMOUNT
Harold		check Hard start cold.		
M168232	2.0	Scan Engine Data + R+R FICM, to have rebuilt		176.00
Pol m/c		Replace Rebuilt FICM with New complete Ford OEM FICM with Hardware upgrades and programmed with latest Flash Replace 7pin FICM with new 4 pin FICM old 7pin was not Rebuildable		N/C

90 Day Limited Warranty, Parts & Labor from original manufacturer unless stated otherwise (at our facility only). Customer responsible for returning vehicle to us for repair. We are not responsible for any towing or service charge.

U = Used / R = Rebuilt / W = Warranty

TOTAL PARTS & ACCESS 1067.71

P.O. NO. [REDACTED] SUBLET REPAIRS [REDACTED]

TOTAL SUBLET REPAIRS [REDACTED]

QTY. GAS OIL & GREASE GAL. GAS @ [REDACTED]
QTS. OIL @ [REDACTED]
LBS. GREASE @ [REDACTED]

TOTAL GAS, OIL & GREASE [REDACTED]

*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, And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Items.

APPROVED: [Signature] DATE: 1/19/10

CERTIFICATION Above repairs properly performed in compliance with MICHIGAN AUTO REPAIR ACT (PA-300)

PERFORMED BY: [Signature] PERSON ID: AB

YOU ARE ENTITLED BY LAW TO THE RETURN OF ALL PARTS REPLACED, EXCEPT THOSE WHICH ARE TOO HEAVY OR LARGE, AND THOSE REQUIRED TO BE SENT BACK TO THE MANUFACTURER OR DISTRIBUTOR BECAUSE OF WARRANTY WORK OR AN EXCHANGE AGREEMENT. YOU ARE ENTITLED TO INSPECT THE PARTS WHICH CANNOT BE RETURNED TO YOU.

DESCRIPTION	ESTIMATED TOTAL	ACTUAL TOTAL
LABOR		176.00
PARTS & ACCESS.		1067.71
SUBLET REPAIRS		-
GAS, OIL & GREASE		-
ROAD SERV. TOWING		-
SHOP SUPPLIES		500.00
SUB TOTAL	1248.71	1248.71
SALES TAX	64.36	64.36
TOTAL	1313.07	1313.07

Noted Prior Damage: Frt. End Rt. Fend. Rt. Door(s) Rt. Q. Rear End L.Q. L. Door(s) L. Fend. Roof Interior Glass Other

PROGRESSIVE PRINTING • (588) 772-4821
THANK YOU

3486

VEHICLE IDENTIFICATION NO. [REDACTED] YEAR 2003 MAKE MODEL Ford F-350 MILEAGE 113,000 LICENSE NO. [REDACTED] COLOR gray R.O. DATE 1-6-12

REPAIR ORDER

OTHER R.O.

CUST. P.O. NO. OR WAIVER NO.

WAIVER SIGNED

WRITTEN BY

LIMIT \$

PROMISED

RES.

AM PM

BUS.

RECEIVED

AM PM

AS REQUIRED BY LAW, AN ESTIMATE FOR PARTS, LABOR AND TIME CAN BE WRITTEN ON THIS FORM.

CUSTOMER LABOR RATE \$

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE. I hereby authorize the repair work herein set forth to be done along with the necessary materials and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delay in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express garage keeper's lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto. I understand that pursuant to said express garage keeper's lien, I have no right of possession to the vehicle until the repairs thereto have been paid in full or until you and/or your employees have voluntarily released the vehicle to me.

REGISTRATION NO. F159574

HIGH TECH INC Auto and Truck Repair

1165 STARKWEATHER • PLYMOUTH, MI 48170

NAME

ADDRESS

CITY/STATE ZIP

CUSTOMER SIGNATURE PARTS STATUS SAVE DISCARD

- CHECK
VISA
AMERICAN EXPRESS
MASTER CHARGE
DINERS

Table with columns: QTY, PART NO., PART NO. OR DESCRIPTION, ESTIMATED AMOUNT, ACTUAL AMOUNT. Row 1: 1 P4876 Glow Plug module 157.52

Table with columns: MECH. NAME & NO., TIME, REPAIR ORDER - LABOR INSTRUCTIONS, ESTIMATED AMOUNT, LABOR AMOUNT. Row 1: Harold, ml08222 S, Scan Engine Data + replace glow plug module, 44.00

90 Day Limited Warranty, Parts & Labor from original date of repair, unless stated otherwise for our facility only. Customer is responsible for returning vehicle to us for repair. We are not responsible for any towing or service charge.

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. And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Items.

Summary table with columns: TIME, HRS, ESTIMATED TOTAL, ACTUAL TOTAL. Rows include LABOR (44.00), PARTS & ACCESS (157.52), SUBTOTAL (206.52), SALES TAX (9.75), TOTAL (216.27).

U = Used / R = Rebuilt / W = Warranty
TOTAL PARTS & ACCESS 157.52
TOTAL SUBLET REPAIRS
TOTAL GAS, OIL & GREASE

CERTIFICATION Above repairs properly performed IN COMPLIANCE WITH MICHIGAN AUTO REPAIR ACT (PA 300)
HOW CONTACTED BY: IN PERSON

YOU ARE ENTITLED BY LAW TO THE RETURN OF ALL PARTS REPLACED, EXCEPT THOSE WHICH ARE TOO HEAVY OR LARGE, AND THOSE REQUIRED TO BE SENT BACK TO THE MANUFACTURER OR DISTRIBUTOR BECAUSE OF WARRANTY WORK OR AN EXCHANGE AGREEMENT. YOU ARE ENTITLED TO INSPECT THE PARTS WHICH CANNOT BE RETURNED TO YOU.

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THANK YOU