

 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) 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	
OWNER INFORMATION (Type or Print) Name [REDACTED] Address [REDACTED] City TARZANA State CA Zip Code [REDACTED]		Date Received NAR - 7 2012 16-FEB-2012		Repository ☐ Reference No. 10448152	
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 1XKWD89X5W [REDACTED]		Make KENWORTH		Model W900	
Model Year 1998		Date Purchased 03/23/1998		Dealer's Name and Telephone Number R.L. French Corp D.B.A.K.W. of Omaha	
Engine: No. Cylinders 6		Fuel Type: Diesel		Original Owner ☒ Dealer's City Omaha NE. State Zip Code	
Transmission Type ☒ Antilock Brakes Powertrain Multiple Failure: Incident Date(s) 05-JAN-2012		☐ Cruise Control			
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 162000 STRUCTURE: BODY				Failure Mileage Failure Speed	
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: DOTM9ABC036)		☐ 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).					
REFERENCE VOQ#10259426. I FILED A COMPLAINT IN FEBRUARY 2009 FOR A FRAME RAIL THAT CRACKED ON MY 1998 KENWORTH W900. I SPENT \$11,470 TO HAVE THE RAIL REPLACED AT AN AUTHORIZED KENWORTH DEALER. I PURCHASED THIS TRUCK NEW, WITH NO EXTRAS OR ADD-ONS SINCE OWNING THE TRUCK. ALL SERVICING HAS BEEN DONE AT AUTHORIZED KENWORTH REPAIR FACILITIES AND I HAVE KEPT UP WITH ALL DOT/CVSA INSPECTIONS; THIS TRUCK HAS BEEN WELL MAINTAINED. IN DECEMBER 2010, I EXPERIENCED ANOTHER FRAME RAIL CRACK IN APPROXIMATELY THE SAME LOCATION AS THE FIRST, BEHIND THE REAR SHACKLE OF THE FRONT SPRING. THIS TIME THE ENGINE SHIFTED AND FORCED THE FAN INTO THE RADIATOR. THE TRUCK WAS TAKEN TO A LOCAL FRAME SHOP WHERE THE RAIL WAS REPLACED AGAIN. THE TECH THERE SAID HE HAD JUST DONE ANOTHER RAIL ON A PETERBUILT OF THE SAME VINTAGE AND FELT THIS SHOULD NOT HAVE HAPPENED SO QUICKLY ON MY TRUCK, PLUS BEING A SAFETY ISSUE AS WELL. I BELIEVE THIS COULD BE AN ISSUE WITH OTHER KENWORTH/PETERBUILT TRACTORS.					
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 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.					



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

20-FEB-2009

Repository ☐Reference No.
10259426

OWNER INFORMATION (Type or Print)

Name

Address

City

TARZANA

State CA

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

1XKWD89X5W

Make

KENWORTH

Model

W900

Model Year

1998

Date Purchased
23-MAR-98

Dealer's Name and Telephone Number

Engine:
No: CylindersFuel Type:
DieselOriginal Owner
☒

Dealer's City

State

Zip Code

Transmission Type

☒ Antilock Brakes

Powertrain

Multiple Failure:

1

Incident Date(s)

06-FEB-2009

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 161000 STRUCTURE: FRAME AND MEMBERS

Failure Mileage
158117

Failure Speed

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 1998 KENWORTH W900. WHILE DRIVING AT AN UNKNOWN SPEED, THE CONTACT NOTICED THAT THE HOOD WAS KNOCKING ON THE MAIN CAB AND WAS NOT ALIGNED PROPERLY. THE VEHICLE WAS DRIVEN TO A LOCAL REPAIR SHOP AND THE MECHANIC STATED THAT THE CHASSIS WAS CRACKED AND DEFECTIVE. THE MANUFACTURER STATED THAT THEY WERE NOT LIABLE FOR THE REPAIRS. THE VEHICLE WAS REPAIRED. THE CURRENT AND FAILURE MILEAGES WERE 158,117. UPDATED 3/16/09 *CN
UPDATED 03/19/09. *JB

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.

Throgmortons Frame Clinic Inc

Federal Tax ID: 95-4811482

2414 Connor Ave.

Commerce, CA 90040

Phone #: (323) 264-1777

Fax #: (323) 264-8877

E-Mail: throgmortons@gmail.com

Customer No: 997

Report No: 933

Claim #: INVOICE # 933997

Assign No:

Open Repair Order

1/12/2012

Vehicle Information

2012 KENWORTH W900

Style:

Color:

Color Code:

Production Date: / 0

License: State: CA

VIN: 1KKWDB9X5WR

Miles In: 0

Miles Out: 0

Condition:

Estimator: David Throgmorton

Date Assigned: 1/5/2012

Owner

Commerce, CA

Home Phone:

Work Phone:

Fax #:

Insured

Home Phone:

Work Phone:

Fax #: (323)

Date of Loss: 1/5/2012

Accident Location

Phone #1: -

Phone #2: -

Claimant

Home Phone:

Work Phone:

Fax #: (323)

Date of Inspection: 1/5/2012

Description of Work	Part Number	Price	Labor	Paint	Other
* R&I PARTS FOR AXCESS FOR FRAME REPAIR			6.2* mech*		
* R&I COOLING PACK			4.5* body*		
* Repair STRAIGHTEN & ALIGN FRAME RAIL			4.9* body*		
* Repair CRACK IN FRAME			6.5* frame*		
* BUILD & INSTALL SLEVE			12.4* frame*		
* Repair RADIATOR					\$275.00* nontaxed
* Replace LKQ FAN BLADE		\$100.00 *			
* Replace ANTEFREEZ \$19.86 A GALLON (4)		\$79.44 *			

Sub Totals

\$179.44

34.5

THANK YOU FOR LETTING US SERVE YOU

	Hours	Rate	Total
Body Labor	9.4hrs	\$50.00/hr	\$470.00
Frame Labor	18.9hrs	\$85.00/hr	\$1,606.50
Mech Labor	6.2hrs	\$85.00/hr	\$527.00
OEM Parts			\$79.44 T
LKQ Parts			\$100.00 T
Misc Non-Taxed			\$275.00
Tax	\$179.44 @ 8.7500%		\$15.70
Grand Total			\$3,073.64

T Indicates Taxed Item

PURCHASE AGREEMENT & INVOICE

SELLER: R.L. FRENCH CORP., d/b/a KENWORTH OF OMAHA

INVOICE NO. F4139

PURCHASER: [REDACTED]

Address: [REDACTED]

Reseda
(City)

Los Angeles
(County)

California
(State)

PURCHASE AGREEMENT: Subject to all applicable conditions mentioned herein, the seller agrees to sell and the purchaser agrees to buy the motor truck(s) described below and hereinafter referred to as "vehicle", to be delivered on or about the 23rd day of March, 19 98, f.o.b. Omaha, Nebraska

It is understood and agreed between the parties that the vehicle described below is warranted only as follows (check applicable provisions):

☐ THE USED VEHICLE IS SOLD AS IS, WHERE IS, WITH NO WARRANTIES EXPRESS OR IMPLIED AS TO THE MECHANICAL CONDITION OR OPERATION OF THE USED VEHICLE.

☒ THE VEHICLE IS SOLD WITH ONLY THE STANDARD NEW TRUCK WARRANTY OF THE MANUFACTURER, KENWORTH MOTOR TRUCK COMPANY.

Specifications for new truck purchases are shown on the factory's order form attached hereto.

Unit No.	Year	Make	Model	Chassis No.	Sale Price
GAC (1)	1998	Kenworth	W900	LXXWDB9X5W [REDACTED]	\$102,000.00

TOTAL CASH SALES PRICE \$102,000.00

1. Down Payment:

(a) Cash Payment with Order \$ 10,200.00
(b) Allowance for Trade-ins:

Unit No.	Year	Make	Model	Chassis No.	Allowance
NA	NA	NA	NA	NA	NA

Gross Allowance 0.00
Less: Charges and Payoff on Trade-in(s) 0.00
Net Allowance on Trade-in(s) 0.00

TOTAL DOWN PAYMENT \$ 10,200.00
\$ 91,800.00

2. Unpaid Balance

3. Titling and Other Direct Expense:

Filing, Permit Fees, etc.

Sales Tax:

State

City

6. Total Amount Due:



MEMBER OF
THE INLAND GROUP

INLAND KENWORTH (US) INC. INLAND PACLEASE

REPRINT CUSTOMER INVOICE

1600 Washington Blvd., Montebello, CA 90640
(323) 278-4100

**
03-12-09

CUSTOMER NAME

NUMBER 146007

REPAIR ORDER NUMBER

>>>> MS47810 <<<<

PHONE

P.O. NO.

COMPLETE 03-10-09

DATE 02-18-09 21:12

SVC WTR am *JL

SERIAL NO. 771301

UNIT NO. 19

MILEAGE 581117

YEAR/MAKE/MODEL - 1998 KW W900

LICENSE

ENGINE/MODEL/SERL 3406E ILW01980

CPL/ARRG 152-9984

TRNS/MODEL/SERL - RTLO18913AP 51207278

R RATIO 3.55

RXLS MODEL/SERL - DS404 H980073491 RS404 H980073028

SELL DLR

DEL DATE 03-23-98

DEL MILE 0

MEMO contact:

1 REPLACE BROKEN FAN BLADE.

REPLACE BROKEN FAN BLADE. ADVISE CUSTOMER REGARDING FAN SHROUD BEING DAMAGE CUSTOMER WILL REPLACE LATER.

REPLACE RADIATOR HOSE AND THE ONE FROM THERMOSTAT HOUSING.

REPLACE CLAMPS FROM AIR TO AIR.

RE-FILL COOLANT TOP OFF AS NEEDED. SECURE ALL HOSES/TEST OKAY AT THIS TIME.

TOTAL LABOR
TOTAL PARTS

389.00
320.96

1 392200-30
1 D2006-4389
3 D1030-2299
2 17585DYC
2 D2006-2237
1 K134-356
1 KP79031
6 BP222
1 D1030-2650
2 2388648

FAN-ACS 3 179.35
CLAMP-CON 10.22
HOSE-RAD 33.54
BELT-V 17 28.08
1"CLAMP 3.84
GASKET-RA 13.28
TUBE 3.57
E.TERM 4.74
HOSE-RADI 21.64
CAT ELC 22.70

2 CHECK ON CONDITION OF MOTOR MOUNTS.

INSPECT MOTORS MOUNTS FOUND FRONT ONES DEFF. ADVISE CUSTOMER HE OKAY TO REPLACE ALL OF THEM.

REMOVE ALL NECC COMPONENTS FOR ACCES/REPLACE REAR AND FRONT MOUNTS SECURE AND TIGHTEN ALL AS NEEDED.

TOTAL LABOR
TOTAL PARTS

400.00
606.48

2 K066-406
2 K066-404
2 K066-421
2 D13-1001-1

BUSHING - 144.82
BUSHING-F 53.90
BUSHING-S 144.82
BSHG 262.94

PHOENIX (602) 258-7791
1021 NORTH 50th AVE, AZ 85043
TUCSON (520) 888-0028
3737 N. 119 EASTBOUND
FRONTAGE RD, AZ 85705
ALBUQUERQUE (505) 884-0030
3120 PAN AMERICAN FREEWAY N.E.
NM 87107
FARMINGTON (505) 327-0200
3924 BLOOMFIELD HWY, NM 87401

LOS ANGELES (323) 278-4100
1600 W. WASHINGTON BLVD.
MONTEBELLO, CA 90640
FONTANA (909) 823-8955
9730 CHERRY AVE, CA 92335
WHITEHORSE (867) 668-2127
227 RANGE ROAD, Y1A 3E5

PRINCE GEORGE (250) 562-8172
1995 QUINN ST., V2N 2X2
PENTICTON (250) 492-3939
1690 FAIRVIEW RD., V2A 6A8
KAMLOOPS (250) 374-4406
865 NOTRE DAME DR., V2C 5N1
BURNABY (604) 291-6431
5550 GORING ST., V5C 3A4
WILLIAMS LAKE (250) 392-7101
1560 BROADWAY AVE., V2G 2X3

QUESNEL (250) 992-7256
3150 HWY 97 NORTH, V2J 5Y9
NANAIMO (250) 758-5288
2474 KENWORTH RD., V9T 3Y3
PORT McNEIL (250) 956-3347
BOX 578, 428 PIONEER HILL DR., V0N 2R0
CAMPBELL RIVER (250) 287-8878
2478 NORTH ISLAND HWY, V9W 2H1
CRANBROOK (250) 426-6205
816 INDUSTRIAL RD. NO.1, V1C 4C8

TERRACE (250) 635-2292
3671 HIGHWAY 16 EAST, V8G 4M2
VERNON (250) 545-4424
1051 MIDDLETON WAY, V1B 2N3
FORT ST. JOHN (250) 785-6105
BOX 6340, MILE 49, ALASKA HWY.
LANGLEY (604) 607-4300
26770 GLOUCESTER WAY, V4W 3V6
HOUSTON (250) 845-2333
BOX 1299, 2228 N. NADINA AVE, V6J 1Z0



INLAND KENWORTH (US) INC. INLAND PACLEASE

REPRINT CUSTOMER INVOICE
PAGE 2

1600 Washington Blvd., Montebello, CA 90640
(323) 278-4100

**
03-12-09

REPAIR ORDER NUMBER
>>>> MS47810 <<<<

CUSTOMER NAME

NUMBER 146007
PHONE

- 3 CHECK FRAME-REPLACE RIGHT SIDE CRACKED FRAME.
INSPECT AND FOUND RIGHT SIDE FRAM RAIL CRACK JUST IN FRONT WHERE
SPRINGS HANGER SECURE AND BOLT IN.
REMOVE ALL NECC COMPONENTS AND INSTALL NEW FRAME RAIL AS NEEDED
SECURE ALL/TEST ALL OPERATIONS.
STEAM CLEAN COMPLETE CHASIS/LUBE AND ROAD TEST TO INSURE WORK.

TOTAL LABOR 3375.00
TOTAL PARTS 4446.86

9999	3	K161-934-11	LINING-TA	74.43
	1	21978	WEATHRSTR	10.25
	1	34278	3/4 NUT	1.37
	2	39708	3/4 F/WSH	1.76
	1	K217-1042-11582	RAIL-FRAM	4350.00
	1	BD1330	BLK PAINT	6.43
	1	39182	3/4-10X5	2.62

- 4 REPLACE WHEEL SEAL.
REPLACE RIGHT/REAR FRONT WHEEL SEAL.

TOTAL LABOR 143.64
TOTAL PARTS 47.47

1	4620PEN	CLEANER-N	2.75
1	47697	SEAL-OIL	39.43
1	03-01568	GASKET-AX	5.29

- 5 REPLACE SLEEPER SHOCKS

TOTAL LABOR 142.12
TOTAL PARTS 100.06

2	T71-1002	ABSORBER-	100.06
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- 6 REPLACE FLEX BROKEN UNDER CAB

TOTAL LABOR 89.00
TOTAL PARTS 47.16

2	50PLB	CLAMP-EXH	27.76
1	50-18G	TUBING-FL	19.40

- 7 DRILL NEW FRAME AS NEEDED/ USED OLD AS TEMPLATE

TOTAL LABOR 800.00

MISCELLANEOUS SUPPLIES 69.00
HAZARDOUS MAT FEE 29.00

PARTS SLS SHOP 5568.99
LABOR SLS CUSTOMER 5338.76
SUPPLIES RECOVERED 98.00
SALES TAX 465.13
PLEASE PAY THIS TOTAL 11470.88

PHOENIX (602) 258-7791
1021 NORTH 59th AVE, AZ 85043
TUCSON (520) 888-0028
3737 N. 116 EASTBOUND
FRONTAGE RD, AZ 85705
ALBUQUERQUE (505) 884-0030
3120 PAN AMERICAN FREEWAY N.E.
NM 87107
FARMINGTON (505) 327-0200
3924 BLOOMFIELD HWY, NM 87401

LOS ANGELES (323) 278-4100
1600 W. WASHINGTON BLVD.
MONTEBELLO, CA 90640
FONTANA (909) 823-8955
9730 CHERRY AVE, CA 92335

WHITEHORSE (867) 668-2127
227 RANGE ROAD, Y1A 3E5

PRINCE GEORGE (250) 562-8172
1995 QUINN ST., V2N 2X2
PENTICTON (250) 492-3939
1690 FAIRVIEW RD., V2A 6A8
KAMLOOPS (250) 374-4406
885 NOTRE DAME DR., V2C 5N8
BURNABY (604) 291-6431
5550 GORING ST., V3C 3A4
WILLIAMS LAKE (250) 392-7101
1560 BROADWAY AVE., V2G 2X3

QUESNEL (250) 992-7256
3158 HWY 97 NORTH, V2J 5Y9
NANAIMO (250) 758-5288
2474 KENWORTH RD., V9T 3Y3
PORT McNEIL (250) 956-3347
BOX 578, 420 PIONEER HILL DR., V0N 2R0
CAMPBELL RIVER (250) 287-8878
2478 NORTH ISLAND HWY, V9W 2H1
CRANBROOK (250) 426-6205
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VERNON (250) 545-4424
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LANGLEY (604) 607-0300
26770 GLOUCESTER WAY, V4W 3V8
HOUSTON (250) 845-2333
BOX 1299, 2226 N. NADINA AVE, V0J 1Z0



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INLAND KENWORTH (US) INC

INLAND PACLEASE

1600 Washington Blvd., Montebello, CA 90640
(323) 278-4100

REPRINT CUSTOMER INVOICE

*
09-14-09

CUSTOMER NAME

RESEDA, CA

NUMBER 146007
PHONE
P.O. NO. MIKE
COMPLETE 09-11-09REPAIR ORDER NUMBER
>>>> MS51383 <<<<DATE 09-11-09 21:10
SVC WTR AM *AMSERIAL NO. 771301
YEAR/MAKE/MODEL - 1998 KW W900
ENGINE/MODEL/SERL 3406E ILW01980
TRNS/MODEL/SERL - RTLO18913AP 51207278
RXLS MODEL/SERL - DS404 H980073491 RS404 H980073028
SELL DLR
UNIT NO. 19
DEL DATE 03-23-98MILEAGE 648259
LICENSE
CPL/ARRG 152-9984
R RATIO 3.55

DEL MILE 0

1 REPLACE TIE ROD ENDS AND BAR
REPLACE TIE ROD END BARTOTAL LABOR
TOTAL PARTS

1 971713ETN

TIE ROD A

175.39

MISCELLANEOUS SUPPLIES 14.55
HAZARDOUS MAT FEE 2.91PARTS SLS SHOP
LABOR SLS CUSTOMER
SUPPLIES RECOVERED
SALES TAX
PLEASE PAY THIS TOTAL175.39
145.50
17.46
18.52
356.87**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 OR MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND INLAND KENWORTH 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 ADMINSTRATOR OR WAGE AND HOUR DIVISION ISSUED UNDER SECTION 14 THEREOF.

RECEIVED BY :

PHOENIX (602) 258-7791
1021 NORTH 59th AVE, AZ 85043
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KAMLOOPS (250) 374-4406
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BURNABY (604) 291-6431
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WILLIAMS LAKE (250) 392-7101
1560 BROADWAY AVE., V2G 2X3QUESNEL (250) 992-7256
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26770 GLOUCESTER WAY, V4W 3V8
HOUSTON (250) 845-2333
BOX 1209, 2226 N. NADINA AVE, V0J 1Z0



INLAND KENWORTH (US) INC

INLAND PACLEASE

REPRINT CUSTOMER INVOICE

1600 Washington Blvd., Montebello, CA 90640
(323) 278-4100*
08-11-10

CUSTOMER NAME

RESEDA, CA

NUMBER 146007
PHONE
P.O. NO. MIKE
COMPLETE 08-10-10REPAIR ORDER NUMBER
>>>> MS59257 <<<<DATE 08-06-10 21:09
SVC WTR AM *AM

SERIAL NO. 771301

UNIT NO. 19

MILEAGE 733441
LICENSE
CPL/ARRG 152-9984
R RATIO 3.55YEAR/MAKE/MODEL - 1998 KW W900
ENGINE/MODEL/SERL 3406E ILW01980
TRNS/MODEL/SERL - RTLO18913AP 51207278
RXLS MODEL/SERL - DS404 H980073491 RS404 H980073028
SELL DLR DEL DATE 03-23-98

DEL MILE 0

- 1 CHECK ALL FRONT END COMPONENTS
REPLACED KING PINS AND SHACKLE PINS REPLACED WHEEL SEALS REPLACED
BRAKE DRUMS AND SHOES. CHECKED AFTER FOUND ALL OK...

TOTAL LABOR 1455.00
TOTAL PARTS 935.16

1	328344ETN
2	35066
2	5295
2	450755
6	4720PEN
2	3721AX
2	RRK1443ESTD23
2	5295
4	5296
4	S75/90

KIT-KNUCK	216.22
SEAL-OIL	67.04
BUSHING-S	41.12
GASKET	3.22
CLEANER-B	16.14
DRUM-BRAK	287.90
KIT-RELIN	125.92
BUSHING-S	41.12
PIN-SPRIN	117.72
SYN 75/90	18.76

- 2 ADVICE ON R/SIDE WINDOW INOP
TORE DOOR APART AND REPLACED WINDOW MREG.

TOTAL LABOR 339.50
TOTAL PARTS 390.09

1 R21-1010R REGULATOR 390.09

MISCELLANEOUS SUPPLIES 89.00
HAZARDOUS MAT FEE 35.89

PARTS SLS SHOP 1325.25
LABOR SLS CUSTOMER 1794.50
SUPPLIES RECOVERED 124.89
SALES TAX 137.89
PLEASE PAY THIS TOTAL 3382.53

CONTINUED

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REPRINT CUSTOMER INVOICE

*
02-02-11

CUSTOMER NAME

RESEDA, CA

NUMBER 146007
PHONE
P.O. NO.
COMPLETE 02-02-11

REPAIR ORDER NUMBER
>>>> MS63866 <<<<

DATE 02-01-11 21:09
SVC WTR AM *CV

SERIAL NO. 771301
YEAR/MAKE/MODEL - 1998 KW W900
ENGINE/MODEL/SERL 3406E ILW01980
TRNS/MODEL/SERL - RTLO18913AP 51207278
RXLS MODEL/SERL - DS404 H980073491 RS404 H980073028
SELL DLR
UNIT NO. 19
DEL DATE 03-23-98

MILEAGE 797493
LICENSE
CPL/ARRG 152-9984
R RATIO 3.55
DEL MILE 0

1 ***COMPLAINT*** PERFORM FRONT END ALIGNMENT

CAUSE
REMOVED AND REPLACED THE RIGHT SIDE BEARINGS, RACES, CLEANED HUBS
& INSTALLED NEW WHEEL SEAL.

CORRECTION
INSPECTED FRONT END AND FOUND FRONT WHEEL SEAL LEAKING. REMOVED
FRONT TIRES AND REPLACED WHEEL SEAL AND RACES. CLEANED AREA AND
INSTALLED NEW HUB CAP GASKETS. TOPPED OFF FLUID LEVEL AND
ADJUSTED BRAKES TO SPECS. RECHECKED AND FOUND ALL OKAY AT THIS
TIME.

TOTAL LABOR
TOTAL PARTS

485.00
216.13

2 SET413TRB
2 SET406TRB
2 35066
2 450755
4 SFR-11
1 S75/90
2 40215R

KIT-BRG H
KIT-BRG 3
SEAL-OIL
GASKET
ST FLD
SYN 75/90
LENS-RED

70.76
48.56
67.04
3.22
6.92
4.69
14.94

2 ***COMPLAINT*** CHECK AND REPAIR AIR LEAK

CAUSE
R&R BRAKE CHAMBER AND PARKING BRAKE HOSE.

CORRECTION
INSPECTED AND RELEASED TRACTOR BRAKES, FOUND AIR LEAK. INSPECTED
AND FOUND LEAK COMING FROM 3RD AXLE LEFT BRAKE CHAMBER. REMOVED
AND REPLACED BRAKE CHAMBER. RECHECKED FOR LEAKS BY RELEASING
THE BRAKES AND FOUND PARKING BRAKE HOSES LEAKING. REMOVED AND
REPLACED HOSE & RECHECKED FOR LEAKS, NONE FOUND ALL OKAY AT THIS
TIME.

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PAGE 2

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02-02-11

CUSTOMER NAME

NUMBER
PHONE

146007

REPAIR ORDER NUMBER

>>>> MS63866 <<<<

TOTAL LABOR
TOTAL PARTS

339.50
73.72

1 SB23030
1 AS3000
1 D9043-0821

CHAMBER-B
KIT-CLEVI
HOSE ASSY

52.31
11.26
10.15

MISCELLANEOUS SUPPLIES 82.45
HAZARDOUS MAT FEE 16.49

PARTS SLS SHOP 289.85
LABOR SLS CUSTOMER 824.50
SUPPLIES RECOVERED 98.94
SALES TAX 36.30
PLEASE PAY THIS TOTAL 1249.59

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07-26-11

CUSTOMER NAME

RESEDA, CA

NUMBER 146007

PHONE

P.O. NO.

COMPLETE 07-22-11

REPAIR ORDER NUMBER

>>>> MS68122 <<<<

DATE 07-18-11 21:09

SVC WTR am *AM

SERIAL NO. 771301

UNIT NO. 19

MILEAGE 416297

YEAR/MAKE/MODEL - 1998 KW W900

LICENSE

ENGINE/MODEL/SERL 3406E ILW01980

CPL/ARRG 152-9984

TRNS/MODEL/SERL - RTLO18913AP 51207278

R RATIO 3.55

RXLS MODEL/SERL - DS404 H980073491 RS404 H980073028

DEL DATE 03-23-98

DEL MILE 0

SELL DLR

- 1 check and repair rear wheel seal leaking
FOUND NO LEAKS AT THIS TIME.

- 2 turn signals inop.
T/S PROBLEM FOUND THREE DIFFERENT PROBLEMS. FIRST TRACED WIRING FOUND SHORT UNDER STEERING COLUMN REMOVED PANELS TO COLUMN LOCATED SHORT AND REPAIRS AS NEEDED, REINSTALLED PANELS. CONTINUED TO CHECK WIRING FOUND TAIL LIGHT HARNESS CAUSING SHORT REPAIRED WIRING CHECKED AFTER FOUND SHORT AT 7 WAY SOCKET. REPLACED HARNESSES AND PIGTAILS. CHECKED AFTER FOUND A FEW LIGHT BLOWN OUT REPLACED LAMPS CHECKED AFTER FOUND ALL OK AT THIS TIME...

TOTAL LABOR

776.00

TOTAL PARTS

596.74

1 40242R
1 CB12050
1 LL091810
8 23846
1 LL091810
1 40202R
1 EL60PDC
1 K068-4860
1 K068-5001
1 PE27200

LAMP-STOP 9.77
FLASHER-1 19.94
PIGTAIL-3 1.52
BUTT CONN 8.24
PIGTAIL-3 1.52
40202R3 7.24
TAPE 2.01
HARNESS-T 380.45
HARNESS-T 158.90
RECEPTAC 7.15

- 3 front end wearing tires uneven.
CHECKED FRONT END FOUND KING PINS NEED TO BE REPLACED. JACKED UP FRONT END REMOVED TIRES. REMOVED KNOCKLE CAPS AND REPLACED KING PINS. CHECKED AXLE FOUND NO GOOD REPLACED FRONT AXLE AS PER CUSTOMER OK AND ALSO REPLACED PASSANGER SIDE HUB. REINSTALLED TIRES AND ROAD TESTED TRUCK FOUND ALL OK AT THIS TIME...

TOTAL LABOR

970.00

TOTAL PARTS

1682.81

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NUMBER
PHONE

146007

REPAIR ORDER NUMBER
>>>> MS68122 <<<<

1 328344ETN
1 35066
2 450755
3 4720PEN
1 35066
1 CM105239
1 818284

KIT-KNUCK 227.72
SEAL-OIL 34.87
GASKET 3.34
CLEANER-B 9.15
SEAL-OIL 34.87
HUB-AL PH 361.56
AXLE-FRON 1011.30

MISCELLANEOUS SUPPLIES 65.00
HAZARDOUS MAT FEE 34.92

PARTS SLS SHOP 2279.55
LABOR SLS CUSTOMER 1746.00
SUPPLIES RECOVERED 99.92
SALES TAX 205.15
PLEASE PAY THIS TOTAL 4330.62

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10-28-09

CUSTOMER NAME

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NUMBER 146007
PHONE
P.O. NO.
COMPLETE 10-28-09

REPAIR ORDER NUMBER

>>>> MS52230 <<<<

DATE 10-27-09 21:09
SVC WTR AM *AM

SERIAL NO. 771301

UNIT NO. 19

MILEAGE 663343

YEAR/MAKE/MODEL - 1998 KW W900

LICENSE

ENGINE/MODEL/SERL 3406E ILW01980

CPL/ARRG 152-9984

TRNS/MODEL/SERL - RTLO18913AP 51207278

R RATIO 3.55

RXLS MODEL/SERL - DS404 H980073491 RS404 H980073028

SELL DLR

DEL DATE 03-23-98

DEL MILE 0

1 ***COMPLAINT***

REPLACE BRAKES ON TRUCK AND TRAILER

CAUSE

WORN BRAKE SHOES ON TRUCK AND TRAILER

CORRECTION

REPLACED ALL SHOES SHOES AON TRUCK AND ALL FOUR REAR DRUMS.
REPLACED ALL BRAKES SHOES AND DRUMS ON TRAILER. REPLACED WHEEL
SEAL ON #1 AXLE R/S TRUCK. ADJUSTED ALL BRAKES AND CHECKED
OPERATION FOUND ALL OK...

TOTAL LABOR	1261.00
TOTAL PARTS	1256.27
TOTAL COUPON	-48.00

1	330-3009	GASKET-HU	1.95
4	TFZA017R	NUT	15.04
6	23846	BUTT CONN	6.12
2	DRUMVRB20	DRUM-VALU	139.98
1	TFZA017R	NUT	3.76
4	RRK4515QSTD23	KIT-RELIN	220.56
4	RRK4709E2STD23	KIT-RELIN	248.32
6	3600AX	BRAKE DRU	570.00
1	46305	SEAL-OIL,	29.26
8	4720PEN	CLEANER-B	21.28
-8	COUPON	APR28B	-48.00

GA

EF

MISCELLANEOUS SUPPLIES	126.10
HAZARDOUS MAT FEE	25.22

COUPONS	48.00
PARTS SLS SHOP	1256.27
LABOR SLS CUSTOMER	1261.00
SUPPLIES RECOVERED	151.32
SALES TAX	134.78
PLEASE PAY THIS TOTAL	2755.37

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10-28-09

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227 RANGE ROAD, Y1A 3E5

PRINCE GEORGE (250) 562-8172
1885 QUINN ST., V2N 2X2
PENTICTON (250) 492-3939
1680 FAIRVIEW RD., V2A 6A8
KAMLOOPS (250) 374-4498
865 NOTRE DAME DR., V2C 5N8
BURNABY (604) 281-8431
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WILLIAMS LAKE (250) 382-7191
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BOX 578, 420 PIONEER HILL DR., V0N 2R0
CAMPBELL RIVER (250) 287-8878
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VERNON (250) 545-4424
1051 MIDDLETON WAY, V1B 2N3
FORT ST. JOHN (250) 785-6105
BOX 8340, MILE 49, ALASKA HWY.
LANGLEY (604) 607-0300
28770 GLOUCESTER WAY, V4W 3V6
HOUSTON (250) 945-2333
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INLAND KENWORTH (US) INC

INLAND PACLEASE

REPRINT CUSTOMER INVOICE

1600 Washington Blvd., Montebello, CA 90640
(323) 278-4100

**
07-23-09

CUSTOMER NAME

RESEDA, CA

NUMBER 146007
PHONE
P.O. NO.
COMPLETE 07-21-09

REPAIR ORDER NUMBER
>>>> MS50558 <<<<

DATE 07-17-09 21:10
SVC WTR AC *JL

SERIAL NO. 771301

UNIT NO. 19

MILEAGE 632258

YEAR/MAKE/MODEL - 1998 KW W900

LICENSE

ENGINE/MODEL/SERL 3406E ILW01980

CPL/ARRG 152-9984

TRNS/MODEL/SERL - RTLO18913AP 51207278

R RATIO 3.55

RXLS MODEL/SERL - DS404 H980073491 RS404 H980073028

SELL DLR

DEL DATE 03-23-98

DEL MILE 0

1 CHECK FRONT DIFFERENTIAL LEAKING.

FRONT DIFF LEAKING OIL, FOUND DIFF FAILED REPLACED DIFF AND WHEEL
SEALS AND ADDED OIL.

TOTAL LABOR	1008.80
TOTAL PARTS	2634.17
TOTAL COUPON	-40.00

2	47697
2	03-01568
8	4720PEN
1	82194PTX
1	674866X
8	39705
3	S75/90
8	S75/90
-1	COUPON

SEAL-OIL	80.56
GASKET-AX	10.84
CLEANER-B	21.28
GASKET MA	5.20
DIFF	2463.50
1/2 F/WSH	1.20
SYN 75/90	14.07
SYN 75/90	37.52
DAN03	-40.00

2 CHECK FRONT BUMPER DAMAGE. REPLACED FRONT BUMPER

TOTAL LABOR	97.00
TOTAL PARTS	378.99
TOTAL COUPON	-25.00

11	1	MX05E2210-06
1	-1	COUPON

BUMPER-KE	378.99
mlr85	-25.00

3 CHECK DRIVER SIDE BOTTOM STEP DAMAGED. REPAIRED STEP

TOTAL LABOR	48.50
-------------	-------

4 CHECK FOR DEAD BATTERIES. REPLACED BATT HOLD DOWN AND BATTS.

TOTAL LABOR	145.50
TOTAL PARTS	434.28
TOTAL COUPON	-20.00

CONTINUED

PHOENIX (602) 258-7791
1021 NORTH 50th AVE, AZ 85043
TUCSON (520) 888-0028
3737 N. 110 EASTBOUND
FRONTAGE RD, AZ 85705
ALBUQUERQUE (505) 884-0030
3120 PAN AMERICAN FREEWAY N.E.,
NM 87107
FARMINGTON (505) 327-0200
3924 BLOOMFIELD HWY, NM 87401

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MONTEBELLO, CA 90640
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WHITEHORSE (867) 688-2127
227 RANGE ROAD, Y1A 3E5

PRINCE GEORGE (250) 582-8172
1995 QUINN ST., V2N 2X2
PENTICTON (250) 492-3639
1690 FAIRVIEW RD., V2A 6A8
KAMLOOPS (250) 374-4406
865 NOTRE DAME DR., V2C 5N8
BURNABY (604) 291-6431
5550 GORING ST., V5C 3A4
WILLIAMS LAKE (250) 392-7101
1590 BROADWAY AVE., V2G 2X3

QUESNEL (250) 992-7256
3150 HWY 97 NORTH, V2J 5Y8
NANAIMO (250) 758-5288
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BOX 1289, 2226 N. MADINA AVE, V0J 1Z0



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REPRINT CUSTOMER INVOICE
PAGE 2

**
07-23-09

CUSTOMER NAME

NUMBER
PHONE

146007

REPAIR ORDER NUMBER
>>>> MS50558 <<<<

11
wb

4 PX31925C
4 D8400-4879
1 K144-196
-4 COUPON

BATTERY-C 303.96
BOLT 20.32
HOLDDOWN- 110.00
exd07 -20.00

MISCELLANEOUS SUPPLIES 59.00
HAZARDOUS MAT FEE 16.25

COUPONS 85.00
PARTS SLS SHOP 3447.44
LABOR SLS CUSTOMER 1299.80
SUPPLIES RECOVERED 75.25
SALES TAX 341.88
PLEASE PAY THIS TOTAL 5079.37

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3120 PAN AMERICAN FREEWAY N.E.,
NM 87107
FARMINGTON (505) 327-0200
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FONTANA (909) 823-9955
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WHITEHORSE (867) 668-2127
227 RANGE ROAD, Y1A 3E5

PRINCE GEORGE (250) 582-8172
1895 QUINN ST., V2N 2X2
PENTICTON (250) 492-3838
1890 FAIRVIEW RD., V2A 6A8
KAMLOOPS (250) 374-4406
885 NOTRE DAME DR., V2C 5N8
BURNABY (604) 291-6431
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FORT ST. JOHN (250) 785-6105
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LANGLEY (604) 807-0308
26778 GLOUCESTER WAY, V4W 3V8
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Inland Lease & Rental Inc.

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(323) 278-4100 Fax (323) 278-4198



RESEDA, CA

CUSTOMER# 846007
INVOICE # IR25494
INV DATE 12-31-11

CONTRACT# C18283

PAGE 1 OF 1

ORDERED BY	PO#	DATE OUT	12-17-11
DRIVER INFORMATION		DATE DUE	01-31-12
	APPLICATION: BUSINESS	TIME OUT	
SS# BIRTH	RENTED: WITH FUEL	TIME DUE	
LIC	WITH LIABILITY	VEHICLE	074-729
PHN STATE	WITH COLLISION	SUB VEH	
LIC CLS EXPIR	WITH DAMAGE	BRK BEG	
LIFT GATE LIMIT	RENTAL DAY IS hrs	BRK END	
GVC GVW PAYLOAD	MINIMUM CHARGE \$ 0.00	BRK MILE	
LICENSE# ST	FUEL REIMBURSE 0.0000/gal	BILL FROM	12-17-11
MAKE KW	ODOMETER START	BILL TO	12-31-11
DESC PR8/12 T660 T/A 72" SLPR	ODOMETER END		
METER START 0.0	HUBOMETER START 43808		
METER END 0.0	HUBOMETER END 45808		
R/A# 74-103549	0.0 HOURS @ 0.00		0.00
WEEKLY BILLING	2.0 WEEKS @ 625.00		1,250.00
ESTIMATED MILES	2000 MILES @ 0.1000		200.00
	2.0 INS WEEKS @ 215.00		430.00
	0.00 FUEL GALS @ 0.0000		0.00
	ENVIRO FEE		5.00
	SUBTOTAL		1,885.00
	TAXABLE TOTAL	1,880.00	
	TOTAL DUE		1,885.00

**TERMS: NET 10 DAYS

PLEASE NOTE NEW REMIT TO ADDRESS
AS ABOVE EFFECTIVE 11-01-08.



INLAND KENWORTH (US) INC. INLAND PACLEASE

1600 Washington Blvd., Montebello, CA 90640
(323) 278-4100

CUSTOMER INVOICE

01-09-12

CUSTOMER NAME

RESEDA, CA

NUMBER 846007

PHONE

P.O. NO.

COMPLETE 01-03-12

REPAIR ORDER NUMBER

>>>> MA10090 <<<<

DATE 01-09-12 12:20

SVC WTR TB *TB

SERIAL NO. 303960

YEAR/MAKE/MODEL - 2011 KW T600

ENGINE/MODEL/SERL ISX-15 79467282

TRNS/MODEL/SERL -

RXLS MODEL/SERL -

SELL DLR

UNIT NO. 074-729

MILEAGE 50885

LICENSE

CPL/ARRG

R RATIO

DEL DATE 04-16-11

DEL MILE

1 TOP OFF DEF FLUID
TOP OFF DEF FLUID

TOTAL LABOR

96.00

TOTAL PARTS

40.71

3 CB0025

DEF FLD

40.71

MISCELLANEOUS SUPPLIES

9.60

PARTS SALES-CUST

40.71

PCLSE MAINT SLS CUST

96.00

SUPPLIES RECOV

9.60

SALES TAX

4.40

PLEASE PAY THIS TOTAL

150.71

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NM 87107
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227 RANGE ROAD, Y1A 3E5

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1895 QUINN ST., V2N 2X2
PENTICTON (250) 482-3838
1888 FAIRVIEW RD., V2A 6A8
KAMLOOPS (250) 374-4408
885 NOTRE DAME DR., V2C 5N8
BURNABY (604) 281-8431
5550 GORING ST., V5C 3A4
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NANAIMO (250) 758-5288
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PORT McNEIL (250) 858-3347
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RESEDA, CA

CUSTOMER# 846007
INVOICE # IR25541
INV DATE 01-05-12
CONTRACT# C18283

PAGE 1 OF 1

***** FINAL BILLING *****

ORDERED BY	PO#	DATE OUT	12-17-11
		DATE DUE	01-31-12
DRIVER INFORMATION		TIME OUT	
		TIME DUE	
SS#	BIRTH	APPLICATION: BUSINESS	
LIC		RENTED: WITH FUEL	
PHN	STATE	WITH LIABILITY	VEHICLE 074-729
LIC CLS	EXPIR	WITH COLLISION	SUB VEH
LIFT GATE LIMIT		WITH DAMAGE	BRK BEG
GVC GVW PAYLOAD		RENTAL DAY IS hrs	BRK END
LICENSE#	ST	MINIMUM CHARGE \$ 0.00	BRK MILE
MAKE KW		FUEL REIMBURSE 0.0000/gal	BILL FROM 12-31-11
DESC PR8/12 T660 T/A 72" SLPR		ODOMETER START	BILL TO 12-31-11
METER START 0.0		ODOMETER END	
METER END 0.0		HUBOMETER START 45808	
		HUBOMETER END 50885	
R/A# 74-103549	0.0 HOURS @	0.00	0.00
FINAL CHECK IN	5077 MILES @	0.1000	507.70
	0.00 FUEL GALS @	0.0000	0.00
	ENVIRO FEE		5.00
	SUBTOTAL		512.70
	TAXABLE TOTAL	507.70	
	TOTAL DUE		512.70

**TERMS: NET 10 DAYS
PLEASE NOTE NEW REMIT TO ADDRESS
AS ABOVE EFFECTIVE 11-01-08.

Office of Defects Investigations/CRD

NVS-216

1200 New Jersey Ave SE

Washington, DC. 20590

Subject: Petition for Formal Investigation

To whom this may concern:

My name is [REDACTED] I own a 1998 Kenworth W900. I am the original owner ever since I purchased the truck on March 23, 1998. My only type of hauling is reefer loads between the east and west coast. On February 2009 I noticed that the hood was rubbing against the cab and I thought maybe the hood was out of alignment so I took it to the Inland Kenworth shop in Montebello, Ca. After an inspection to the truck by the technician they informed me to my astonishment that the chasse rail on the right side (passenger side) was cracked behind the spring shackle. In my 50 years of trucking I never experienced anything like this; I was told that it might be metal fatigue. I then contacted Mr. Larry Long of the Federal Department of Transportation and filed a complaint but nothing resulted from the complaint. I then had to replace the chasse rail with a brand new one at Inland Kenworth in Montebello, Ca. at the cost of approximately \$11,500.00. (Documents are attached)

On January 2012 we found a crack in the same exact location on the chasse rail, I don't have to tell you but once again this was a total surprise to me. Nobody wanted to take responsibility for the failure of the new rail. I was told that supposedly I only had 1 year warranty. I tried to speak with the Kenworth headquarters located in Seattle, WA. but I was denied any help or advice, all I was told was that this was between myself and Inland Kenworth in Montebello, Ca where the job was performed. I did my own questioning and research and learned that this defect is a common occurrence in W-900 Kenworth, and the 379-Peterbilt.

I am asking of you to please investigate this defect of poor craftsmanship in a part that the whole truck is built on.

Attached please find documents supporting the repair receipts that were done, along with the bill of sale for the purchase of the truck.

Thank you,

[REDACTED]

[REDACTED] Tarzana, Ca. [REDACTED]

[REDACTED]



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From:/Expéditeur:



To:/Destinataire.

Office Of Defects Investigations/CRD
NVS-216
1200 New-Jersey Ave SE
Washington DC 20590

Country of Destination:/Pays de destination:



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