


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

 <b>DOT Auto Safety Hotline</b> <b>Vehicle Owner's Questionnaire</b> 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 <b>AUG 21 2012</b> 18-JUL-2012	
				Repository <input type="checkbox"/> Reference No. 10466493	
<b>OWNER INFORMATION (Type or Print)</b>					
Name		Address		Daytime Telephone Number	
City		State		Evening Telephone Number	
SCOTTSDALE		AZ			
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).					
<b>VEHICLE INFORMATION</b>					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side			Make	Model	Model Year
JH4KA9659YC			ACURA	RL	2000
Date Purchased		Dealer's Name and Telephone Number		Engine:	Fuel Type:
Dec. 1999		Acura (480) 538-4600		3.5	premium
Original Owner		Dealer's City		No: Cylinders	entire life of car
<input checked="" type="checkbox"/>		Scottsdale		6	
State		Zip Code			
AZ		85054			
Transmission Type		Antilock Brakes		Multiple Failure:	
Auto		<input checked="" type="checkbox"/>			
		Cruise Control		Incident Date(s)	
		<input checked="" type="checkbox"/>		16-JUL-2012	
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>					
Vehicle Component Code: BRAKES (PWS)				Failure Mileage	Failure Speed
				108000	20
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>					
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM19ABC036)		<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair		Failure Location:	
Tire Component Code		Tire Failure Type:			
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>					
Make:		Date Manufactured:		Model No./Name:	
Seat Type:		Installation System:			
Child Seat Component Code:		Failed Part:			
<b>APPLICABLE INCIDENT INFORMATION</b> (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)					
Crash		Fire		Number of Persons Injured	Number of Deaths
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		0	0
				Reported to Police	
				N	
<b>Narrative Description of Incident(S), Crash(es), and Injury(ies).</b> 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 2000 ACURA RL. THE CONTACT STATED THAT WHILE ATTEMPTING TO TURN RIGHT AT 20 MPH, SHE ATTEMPTED TO ENGAGE THE BRAKES AND THE PEDAL DEPRESSED TO THE FLOOR. AS A RESULT, SHE WAS INVOLVED IN A REAR END CRASH WITH ANOTHER VEHICLE. THE VEHICLE WAS TAKEN TO THE DEALER, WHO WAS UNABLE TO DIAGNOSE THE FAILURE. THE DEALER STATED THAT THE FAILURE MIGHT HAVE BEEN CAUSED BY THE MASTER CYLINDER AND THE BRAKE SYSTEM MAY NEED TO BE FLUSHED. A POLICE REPORT WAS NOT FILED AND NO INJURIES WERE REPORTED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND DID NOT OFFER ANY ASSISTANCE SINCE THE VEHICLE WAS NOT INCLUDED IN ANY RECALLS. THE VEHICLE WAS NOT REPAIRED. THE FAILURE AND CURRENT MILEAGES WERE 108,000.					
↓ BY ACURA; But according to AmFam insurance, when they decoded my VIN, the recall for the master cylinder came up for my car.					
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.					

August 15, 2012

Ref# 10466493

Dear NHTSA,

I believe that my Acura RL has a safety-related defect. It has been my observation that Acura client relations has been nervous in my communications with them about this issue.

There is a recall for the master cylinder (attached info). Acura tells me my VIN # does not include me. American Family Insurance (my car insurance) decoded my VIN # and tells me my car falls under the warranty-recall.

<Conflicting, yet important information>

Regardless of recall, both Just Brakes & Acura dealership have recommended that I replace the master cylinder & I have not been able to find anything corrupted in my brakes. If both entities are pointing to the master cylinder for being at fault, I'd say my Acura has a safety-related defect. And they are refusing to address this with me. Unless I pay for it.

In a nutshell, here is what brings me to a conclusion that my Acura has a safety-related defect that the dealer and/or Acura corporate should resolve immediately:

1) The day of crash, I phoned Acura Client Relations. The woman I spoke to first, looked up my VIN & told me I was not included in the recall. But then asked me if I thought I should have been included!

- 2) The thorough evaluation by Just Brakes / Tom Vitale said that my brakes were in good shape. Tom suggested corruption in the master cylinder & did I want it piced out to replace?
- 3) Acura dealership examined my car also & came to the same conclusion & suggestion.
- 4) Acura Client Relations assigned my case to a District Case Manager - John. John was clearly nervous about the recall & the fact that my Am Fam insurance agent decoded my VIN & the recall came up for my car. He snipped nervously during that entire conversation and has been somewhat negligent in following up w/me and my insurance agent, Chelsea Cabanillo.

Conclusion: I need the issue resolved yet I acknowledge my issue may not be exclusive to just my vehicle. Therein, I request your assistance in investigating this matter & directing me to the most correct & non-biased action plan in order to make my Acura the safe car that I thought it was.

Please tell me who to go to and where. I am highly motivated for both my own needs as well as for the concerns of other innocent drivers.

Sincerely,



Ref # 10466493

7:00  
MON  
July 16

Just Brakes  
after crash

Tom - He looked up my name in computer + last visit 2008. He told me my brakes were still under warranty. I told him abt them failing. He put car up on rack. Showed me parts & said everything working right. Suggested my SRS malfunctioned which would mean the brakes would engage more slowly. I said NO, the brakes totally failed. No grab at all. He was perplexed & then suggested my master cylinder was corrupt. Upon inspection, he found that to be "clean". But he said I needed new brake fluid because it was dirty. So I said OK to a new flush. \$70 total. But no clear diagnosis on what caused brakes to fail.

Safety Report # 090803 (Sept 8, 2003) Car-and-safety.com

But also said that you can't tell from outside if it is corroding on inside. Do I want him to pick it out?

Acura Client Relations

1-800 382 2238 - I googled + found repairpal.com/acura-rl (recall of Acura 2000 RL's) They said I did not qualify because my VIN was not in the group of cars w/issue. This is suspicious to me.

The recall was for service brakes, hydraulic foundation components master cylinder - corroding internally

ORIGINAL NHTSA Campaign ID# = 03V239000 July 1, 2003

NHTSA = 1-888-327-4236

The person on the phone took all my info + suggested I go to dealership for diagnostic but said I was not included in the recall. I wished me if I thought I should be

7:00

(\*)

ask acura also abt R52 recall abt possible brake fluid leak. Recall began Dec 2010. # 10V504000 - check SRS system recalls. WARRANTY ON SRS sensors for acura is 150,000 miles!! (\$800 quote to fix) - they should do it free. They didn't offer last visit they quoted me a price

7/18 at 10:30 - acura called to ask when fluid was replaced. Discussed sequence of events + I told them what just Brakes said abt 70% good + suggested master cylinder issue. I gave them phone # to just Brakes if they wanted to talk w/ techs.

Mon 4:30 July 16 - Acura Dealer

REF # 10466 493

7:45 Weds - Summer tells me:  
loaner free / waive diagnosis \$135<sup>00</sup> value

7pm - AmFam Ins.

Claim [REDACTED]

1-2 days adjuster will contact me

---

7/17 Weds 1:20 Chelsea  
2:00 Trevor - says talk to Theresa ~~AMFAM~~ X 52206  
800 692-6326

---

(\*) 3pm Weds. 7/17  
In Decoding VIN -  
AMFAM says I am part of recall. (July 1, 2003) <sup>never heard</sup> bulletin date

KEN X 21568  
<Tom 602-615-4407>  
→ 602-478-5540 cell

Ken says my vin comes up! He also says Acura should cover the physical damages incurred!!

• Ken says he'll call Summer + says to keep car there at dealer until he can look at it Tomorrow.

July 20 Fri CB to John @ Acura 1-800-382-2235  
115185

(District Case mgr)

(REF# 10466493)

1:35 he called me back

Recorded - whole story again neurotically ..

• he started sniffing when I mentioned recall. Ken +

John (fax 310 783-3535) Break repairs from  
Just Brakes before Acura  
can move forward

"There is no recall procedure to perform" -  
\* he kept saying this over + over + I kept saying  
that it would be up to a 3rd party to evaluate  
the conflicting information. \* He was sniffing nervous  
thru the conversation.

Finally, he asked me what I wanted Acura to do.  
I said I was sure that Acura wanted to do the right thing  
- replace master cylinder + fix bumper. He ~~said~~ also pointed on  
the fact that no one has been able to duplicate issue + I told him  
that was likely according to write ups online, rarely are they  
duplicated on command. However I am certain it will happen again  
at some point unless we make a physical chg (replace master cyl)

2:00 Tom @ Just Brakes is going to fax my 2008 brake  
info + Monday info onto Trevor / Am Tom who will  
then fax John @ Acura so Acura can decide  
how to proceed.

I reminded him that both Just Brakes + Dealer suggested replacing  
master cylinder + nothing else could be found an issue. He brought  
up fact that my fluid was dirty + I told him I saw the fluid myself  
I have only heard of issues like this being caused by lack of  
fluid vs. dirty fluid. My levels were fine.  
Then he tried to pick on who does my maintenance work +  
kept asking me who. I finally shared ProTech. He's trying to  
find issue elsewhere. He mentioned my brake parts were  
not Acura + I can see him trying to make a case w/ the  
quality of brakes from Just Brakes. Ergo the fax. Ended  
w/ him saying "there is no recall procedure to perform" BOAW -  
I asked if he needed to tell me anything else + he said he  
needed the fax on brakes before Acura could move  
forward - ok

NHTSA - 2:15 pm Weds July 17 (REF# 10466493)

Option 1 - file safety complaint

ODI# - issued complaint (10466493) safercar.gov website  
↖ to see my complaint ↗

ACURA CLIENT RELATIONS Weds July 18 3:10 pm

(after talking to Ken)

Robert - took VIN - { John District Case Mgr } he is handling + will get back to me 24-48 hr

Case # B012012-07-1601867

(Info captured in email to Ken + Chelsea 3:33 pm)

TUESDAY AUG 7 10 am

Chet called from AmFam to find out what was going on w/my car situation. I told him I just got out of hospital + would be better to talk later

[Redacted]

**From:** Fulgenzi, Ken S [KFULGENZ@amfam.com]  
**Sent:** Monday, August 13, 2012 9:32 AM  
**To:** [Redacted]  
**Cc:** Cabanillas, Chelsea  
**Subject:** FW: recall bulletin  
**Attachments:** recall bulletin 2000 acura 3.5rl.pdf

Recall bulletin

**Ken Fulgenzi**  
**Physical Damage Field Adjuster**  
**Arizona Claims Office Phoenix**  
**1 800 692 6326 # 21568**  
**602-478-5540**  
**FAX 1 866 746 1478**  
**[kfulgenz@amfam.com](mailto:kfulgenz@amfam.com)**



Basic claim information, when you want it... [www.amfam.com/claims](http://www.amfam.com/claims)

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**From:** Fulgenzi, Ken S  
**Sent:** Wednesday, July 18, 2012 3:02 PM  
**To:** [Redacted]  
**Subject:** recall bulletin

**Ken Fulgenzi**  
**Physical Damage Field Adjuster**  
**Arizona Claims Office Phoenix**  
**1 800 692 6326 # 21568**  
**602-478-5540**  
**FAX 1 866 746 1478**  
**[kfulgenz@amfam.com](mailto:kfulgenz@amfam.com)**

← Ken examined my vehicle after the crash at the Acura dealership. He decided my VIN & this recall came up for my car. Acura says my VIN is not eligible for this recall, yet the dealership suggests that I replace the master cylinder.  
< my AmFam claim # [Redacted] >

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Advice » Recalls » 03V239000 » Acura Recalls 2000 RL Vehicles Due to Master Cylinder Corrosion and Braking Performance Issues

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## Recalls

### Acura RL: 03V239000

#### Acura Recalls 2000 RL Vehicles Due to Master Cylinder Corrosion and Braking Performance Issues

Brakes, July 28, 2003

RepairPal Expert Overview

#### Summary:

The brake system master cylinder may corrode internally. This may result in poor braking performance and lengthened stopping distances, which can cause an accident. Dealers will replace the master cylinder assembly.

Add to My Checklist

Find a Dealership

#### Original Recall from the NHTSA

Model Year(s): 2000

Mfr's Report Date:  
July 28, 2003

NHTSA CAMPAIGN ID Number: 03V239000

NHTSA Action Number: N/A

Component: SERVICE BRAKES, HYDRAULIC:FOUNDATION  
COMPONENTS:MASTER CYLINDER

Potential Number of Units Affected: 814

Summary: ON CERTAIN PASSENGER VEHICLES, SOME BRAKE MASTER CYLINDERS MAY HAVE INTERNAL CORROSION, RESULTING IN REDUCED BRAKING PERFORMANCE AND INCREASED STOPPING DISTANCES.

Consequence: THE CORROSION COULD EVENTUALLY CAUSE A COMPLETE BRAKE SYSTEM FAILURE, INCREASING THE RISK OF A CRASH.

Remedy: DEALERS WILL REPLACE THE MASTER CYLINDER ASSEMBLY, RESERVOIR, AND BRAKE FLUID. OWNER NOTIFICATION BEGAN JULY 28, 2003. OWNERS SHOULD CONTACT ACURA AT 1-800-382-2238.

Notes: CUSTOMERS CAN ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S AUTO SAFETY HOTLINE AT 1-888-DASH-2-DOT (1-888-327-4236).



Recall data provided by the National Highway Traffic Safety Administration

Add your experience with this recall

Add a Comment

### Ask a Question

Recent Acura RL Recalls

Possible Brake Fluid Leak

Acura RL Recall 07V551000

Honda Recalls 2005-2006 Models Due to Faulty Fuel Pump Relay

See more Acura RL Recalls

- Select Year -

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REF # 10466493

**CUSTOMER PLEASE VERIFY PERSONAL INFORMATION**

ALL INFORMATION COLLECTED IS FOR INTERNAL USE ONLY, WE DO NOT SHARE OR SELL ANY INFORMATION.



**90th Street #65**  
**9550 N 90th St Ste B-2, Scottsdale, AZ 85258**  
**Phone: (480) 451-8113**

INVOICE	
<b>006528043</b>	
DATE	07/16/2012
TIME	10:36 AM
Svc Rep	VITALE, THOMAS J

<b>CUSTOMER INFORMATION</b>	Cell: (602) 471-0995	<b>VEHICLE INFORMATION</b>
SCOTTSDALE, AZ		ACURA 3.5RL (V6-3474 3.5L SOHC) 2000 VIN: JH4KA9659YC Lic. No: Mileage: 107437

ROTOR AND DRUM SPECIFICATIONS	MACHINE TO		DISCARD AT		PRE-MACHINE SPEC		TURNED TO	
	Front			LF 1057	RF 1063	LF NT	RF N	
	Rear			LR 439	RR 434	LR T	RR NT	

WARRANTY ORIGINAL R.O.
DATE
MILEAGE
ORIGINAL CENTER

<b>CUSTOMER REMARKS</b>	<b>Appointment Date/Time</b>
BRAKES FAILED REAR ENDED ANOTHER VEHICLE	// : AM
	<b>Date/Time Promised</b>
	07/16/2012 10:30 AM

WHEELS TORQUED
TO 80 FT-LBS BY JJ
RETORQUED & ROAD TESTED BY Colby Norton

<b>INSPECTION AUTHORIZATION</b>	<b>FLAT RATE</b> <input type="checkbox"/>
I hereby authorize JUST BRAKES to visually inspect this vehicle with the purpose of providing an estimate of repairs and costs. I understand there is no charge for the inspection, and that no work shall be performed on the vehicle, nor expense incurred, unless I authorize work to be performed in person, by fax or by telephone, prior to its performance. I understand disassembly required to inspect this vehicle might reveal badly worn or damaged components that prevent the vehicle being restored to its former operational condition. JUST BRAKES personnel may operate this vehicle for the purpose of inspecting, testing and/or delivery at my risk. JUST BRAKES is not responsible for damage or loss in the case of Fire, Theft or Accident which is beyond JUST BRAKES' control. An expressed Mechanics Lien is acknowledged on the above vehicle to secure the amount of work and material. JUST BRAKES reports inspection results following the Uniform Inspection and Communication Standards developed by the Motorist Assurance Program (For more information visit: www.motorist.org).	<b>HOURLY RATE</b> <input type="checkbox"/>
Inspection Authorization	<b>BOTH RATES APPLY</b>
Driveway Order Cost Authorization	<b>BLEED SEQUENCE</b>
Shop Supplies charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal.	LF - 1 RF - 2 LR - 4 RR - 3
Date 07/16/2012 09:40 AM	

WORK COMPLETED BY
FULL NAME
LF Jayson Jay
FULL NAME
RF Jayson Jay
FULL NAME
LR Colby Norton
FULL NAME
RR Colby Norton

<b>Daily Storage \$5.00 p/day after 3 days</b>			
Part Number	Qty Description	Condition	Type Each Labor Extended
LAB BLEEDFILL	1.00 Bleed and Fill Brake System	Required - Code:A / Condition:Distorted / Reason: Part no longer performs intended purpose	NEW 10.50 49.45 59.95

Method of Payment: VISA : \$ 70.70	<b>Authorized Person</b>	<b>WORK AUTHORIZATION</b>
<b>Phone #</b>		I certify that all work performed by JUST BRAKES on this repair order was authorized prior to its performance and accepted as completed.
		Notice to CUSTOMER: Do not sign this work order/agreement before reading the full document. The terms and conditions of warranty, to which you agree, are included on this document.
		Work authorized and accepted by

Invoice Totals	
Labor	49.45
Parts	10.50
Core Chg	0.00
Shop Supplies	9.00
Subtotal	68.95
Sales Tax	1.75
<b>Total: \$</b>	<b>70.70</b>
Save old parts?	NO
Customer Inspect?	YES
Accepted By	
Declined By	

**Notes:** TEST DROVE VEHICLE FOUND BRAKES TO BE WORKING AT THIS TIME. INSPECTED VEHICLE FOUND BRAKE FLUID TO BE DISCOLORED NO OTHER PROBLEMS FOUND AT THIS TIME. PERFORMED A FINAL MASTER CYLINDER CHECK FOUND MASTER CYLINDER TO BE OK AT THIS TIME. TEST DROVE VEHICLE AFTER BRAKE FLUID FLUSH FOUND TO BE OK AT THIS TIME

Ref # 10466 493



### Acura North Scottsdale

7007 East Chauncey Lane  
 Phoenix, AZ 85054  
 Main: (480) 538-4600  
 Service Direct: (480) 538-4650  
 Service Fax: (480) 538-4655

CUSTOMER NO. <b>84466</b>	ADVISOR <b>SUMMER HARING</b>	1612	TAG NO. <b>7990</b>	INVOICE DATE <b>08/01/12</b>	INVOICE NO. <b>ACCS446047</b>
	LABOR RATE	LICENSE NO.	MILEAGE <b>108,380</b>	COLOR <b>BEIGE/</b>	STOCK NO.
	YEAR / MAKE / MODEL <b>00/ACURA/3.5 RL/3.5 RL</b>			DELIVERY DATE <b>12/05/99</b>	DELIVERY MILES
SCOTTSDALE, AZ	VEHICLE I.D. NO. <b>J H 4 K A 9 6 5 9 Y C</b>			SELLING DEALER NO.	PRODUCTION DATE <b>11/01/99</b>
	F.T.E. NO.	P.O. NO.		R.O. DATE <b>07/18/12</b>	
COMMENTS					MO: 108388

JOB# 1 CHARGES-----  
 LABOR-----  
 J# 1 40ACZ                      BRAKES                      TECH(S):515                      INTERNAL  
 CUSTOMER STATES THAT THE BRAKES WENT OUT AND SHE HIT A LADY CALLED ACURA CLIENT SERVICES AND THEY WOULD LIKE THE VEHICLE INSPECTED TO SEE IF THEY ARE IN ANY WAY RELATED TO CAMPAIGNS 03V239000 OR 10V50400 STATES THAT BRAKE PEDAL BECAME MUSHY/SPONGY AND WENT ALL THE WAY TO THE FLOOR CHECKED ECU FOR CODES. NO CODES FOUND. CHECKED BRAKE SYSTEM FOR LEAKS. NO EXTERNAL LEAKS FOUND. I DID FEEL THE BRAKE PEDAL FADE SLIGHTLY BUT NOT ALL THE WAY TO THE FLOOR. RECOMEND REPLACE BRAKE MASTER CYLNDER FIRST AND THEN RE-CHECK BRAKE SYSTEM FOR ANY OTHER FAULTS. CUSTOMER DECLINE ALL REPAIRS AT THIS TIME.

JOB# 1 TOTALS-----  
 JOB# 1 JOURNAL PREFIX ACCS    JOB# 1 TOTAL                      0.00

JOB# 2 CHARGES-----  
 LABOR-----  
 J# 2 50ACZ10                      SRS LITE ON                      TECH(S):515                      INTERNAL  
 CUST STATES THAT THE SRS LIGHT IS ON OPEN CIRCUIT IN DRIVERS SEAT BELT BUCKLE 855185-03217(.70), 823503-03217(.30) DIAGNOSED AND REPLACED DRIVERS SEAT BELT BUCKLE

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
	1	04816-SZ3-A13ZC	BUCKLE SET YR1			0.00
				TOTAL - PARTS		

JOB# 2 TOTALS-----  
 JOB# 2 JOURNAL PREFIX ACCS    JOB# 2 TOTAL                      0.00

COMMENTS-----  
 ALT TRANS SH



**DISCLAIMER OF WARRANTIES**  
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The Reynolds and Reynolds Company ERF41N1514E C0678853 Q (07/08)



ref # 10466483

**Acura North Scottsdale**  
 7007 East Chandler  
 Phoenix, AZ 85048  
 Main: (480) 538-4600  
 Service Direct: (480) 538-4600  
 Service Fax: (480) 538-4655

CUSTOMER NO. <b>84466</b>	ADVISOR <b>SUMMER HARING 1612</b>	TAG NO. <b>7990</b>	INVOICE DATE <b>08/01/12</b>	INVOICE NO. <b>ACCS4460</b>
LABOR RATE	LICENSE NO.	MILEAGE <b>108,380</b>	COLOR <b>BEIGE/</b>	STOCK NO.
YEAR / MAKE / MODEL <b>00/ACURA/3.5 RL/3.5 RL</b>	DELIVERY DATE <b>12/05/99</b>		DELIVERY MILES	
VEHICLE I.D. NO. <b>J H 4 K A 9 6 5 9 Y C</b>	SELLING DEALER NO.		PRODUCTION DATE <b>11/01/99</b>	
F.T.E. NO.	P.O. NO.	R.O. DATE <b>07/18/12</b>		
COMMENTS				<b>MO: 108388</b>

TOTALS-----  
 \*\*\*\*\*  
 \* [ ] CASH [ ] CHECK CK NO. [ ] \*  
 \* [ ] VISA [ ] MASTERCARD [ ] DISCOVER \*  
 \* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE \*  
 \*\*\*\*\*

TOTAL LABOR.... 0.00  
 TOTAL PARTS.... 0.00  
 TOTAL SUBLET... 0.00  
 TOTAL G.O.G.... 0.00  
 TOTAL MISC CHG. 0.00  
 TOTAL MISC DISC 0.00  
 TOTAL TAX..... 0.00  
**TOTAL INVOICE \$ 0.00**



THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

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Mailstop: 4 West

Route Sym: NVS-200,210,300,010

external carrier: Delivery Conformation

Sender:

Manufacturer:

Purchase Order:

Item 1 of 1

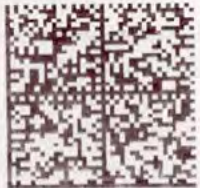


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PRIORITY MAIL POSTAGE REQUIRED

CPU U.S. POSTAGE \$ 5.900  
PB 1P 000 3660124  
PRFL 0006  
MAILED AUG 15 2012 85258



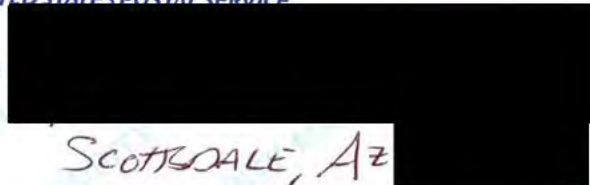
W48-226



For Domestic and International Use



From



SCOTTSDALE, AZ

TO U.S. DEPT. OF TRANSPORTATION  
NATIONAL HIGHWAY TRAFFIC SAFETY ADMIN.  
OFFICE OF DEFECTS INVESTIGATION,  
NVS-210  
1200 NEW JERSEY AVE., SE.  
WASHINGTON, D.C. 20077-9382

Label 228, January 2008