

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

EQ-10543143-5477

From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: NHTSA: Follow up to ODI Complaint: 10543143
Date: Thursday, October 24, 2013 4:08:39 PM
Attachments: [450 1.pdf](#)
[450 2.pdf](#)
[450 3.pdf](#)

From: EVOQ (NHTSA)
Sent: Thursday, October 24, 2013 1:48 PM
To: Wells, Cynthia CTR (NHTSA)
Subject: FW: NHTSA: Follow up to ODI Complaint: 10543143

From: [REDACTED]
Sent: Thursday, October 24, 2013 1:14 PM
To: EVOQ (NHTSA)
Subject: RE: NHTSA: Follow up to ODI Complaint: 10543143

Attached are repairs done by the dealer, to which they have added to the problem.

From: EVOQ@dot.gov [<mailto:EVOQ@dot.gov>]
Sent: Thursday, October 24, 2013 6:13 AM
To: [REDACTED]
Subject: FW: NHTSA: Follow up to ODI Complaint: 10543143

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation



MAILING ADDRESS
P.O. BOX 42510
PHOENIX, ARIZONA 85080-2510
www.bergegroup.com
www.bellford.com

FOCB414565

CELL:

CUSTOMER NO.	96501	ADVISOR EDGAR ROBBINS	112494	TAG NO. B100	INVOICE DATE 09/27/12	INVOICE NO. FOCB414565	
	PHOENIX, AZ	LABOR RATE	LICENSE NO.	MILEAGE 125,130	COLOR WHITE/	STOCK NO.	
		YEAR / MAKE / MODEL 00/FORD TRUCK/F-450/F450				DELIVERY DATE 05/30/00	DELIVERY MILES
		VEHICLE I.D. NO. 1 F D X W 4 7 F O Y E				SELLING DEALER NO.	PRODUCTION DATE 03/13/00
		F.T.E. NO.		P.O. NO.	R.O. DATE 09/27/12	-	
RESIDENCE PHONE 	BUSINESS PHONE 	COMMENTS					
						MO: 125130	

JOB# 1 CHARGES-----		
LABOR-----		
J# 1 96FQZ	BODY REPAIR	TECH(S):999
	TOOK CARE OF 5.5 HOURS OF	0.00
	LABOR TO REPAIR LT FRAME RAIL	
	NO WARRANTY PLATE LT RAIL TO STOP CRACKING IN FRAME IF IT	
	CRACKS AGAIN IT WILL NEED FRAME	
	AS PER JIM K NO WARRANTY	

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

COMMENTS-----
REPAIR LT FRAME RAIL

TOTALS-----				
*****			TOTAL LABOR....	0.00
*		*	TOTAL PARTS....	0.00
* CASH \$\$	CHECK #	\$\$.....	TOTAL SUBLET....	0.00
*		*	TOTAL G.O.G....	0.00
* [] VISA	[] MASTERCARD	[] DISCOVER	TOTAL MISC CHG....	0.00
*		*	TOTAL MISC DISC	0.00
* [] AMER XPRESS	[] OTHER	[] CHARGE	TOTAL TAX.....	0.00

* CASHIER	DATE	* TOTAL INVOICE \$	0.00
*		*	

Thank you for your business !! This vehicle was released to:

CUSTOMER SIGNATURE
***** DUPLICATE INVOICE *****

PROGRAM CODE		AUTHORIZATION NUMBER		COMMITMENT NUMBER	
VEHICLE INSTALLED PARTS					
DATE INSTALLED		ACCURED MILEAGE		OMIT TENTHS	
MO	DAY	MI			
SUB TOTAL	ALLOWANCE	PLUS PRICE DIFF	LESS RECOVERY	PRO RATA PERCENT	TOTAL LABOR CORRECTED LABOR
				PRO RATA PERCENT	TOTAL LABOR CORRECTED LABOR
CLAIM DEFERRED	CLAIM RETURNED	ECO TAX	M.H.TAX		TOTAL LABOR CORRECTED LABOR
CLAIMS REVIEW		AUTHORIZATION TO SUBMIT CLAIM		PARTS SCRAP OUT	
\$ PARTS		\$ LABOR		\$ TOTAL	

AUTHORIZED SIGNATURE AND DATE: _____
ON BEHALF OF SERVING 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 ONE (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.

(SIGNED) _____ DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE) _____

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. I HAVE READ, UNDERSTAND AND AGREE TO ALL PRINTED DETAILS AND EXPLANATION ON SUPPLY CHARGES ON THE REVERSE SIDE HEREOF. NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, OR ANY OTHER CAUSE BEYOND OUR CONTROL.

CUSTOMER SIGNATURE _____



FOCB356105

FOCB356105

MAILING ADDRESS

P.O. BOX 42510

PHOENIX, ARIZONA 85080-2510

www.bergegroup.com

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01011FOCB356105

CELL: [REDACTED]

CUSTOMER NO. 96501	ADVISOR EDGAR ROBBINS	112494	TAG NO. B168	INVOICE DATE 09/16/10	INVOICE NO. FOCB356105
[REDACTED] PHOENIX, AZ	LABOR RATE	LICENSE NO.	MILEAGE 112,847	COLOR WHITE/	STOCK NO.
	YEAR / MAKE / MODEL 00/FORD TRUCK/F-450/F450			DELIVERY DATE 05/30/00	DELIVERY MILES
	VEHICLE I.D. NO. 1 FDXW47FOYE [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE 03/13/00
	F.T.E. NO.			P.O. NO.	R.O. DATE 09/13/10
RESIDENCE PHONE [REDACTED]	COMMENTS				MO: 112847

JOB# 1 CHARGES-----

LABOR-----
J# 1 97FOZ BODY FRAME TECH(S):112534 INTERNAL
RE WELD FRAME FROM PREVIOUS REPAIR
RECHECK-EDDIE CHAVEZ

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
BSA BODY SHOP ADJUSTMENT INTERNAL
TOTAL - MISC 0.00

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX FOCB JOB# 1 TOTAL 0.00

COMMENTS-----
RT & LT FRAME RAILS CRACKED

TOTALS-----

CASH \$	CHECK #	\$	TOTAL LABOR...	0.00
[] VISA	[] MASTERCARD	[] DISCOVER	TOTAL PARTS...	0.00
[] AMER XPRESS	[] OTHER	[] CHARGE	TOTAL SUBLET...	0.00
CASHIER	DATE		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 !! This vehicle was released to:

CUSTOMER SIGNATURE

DUPLICATE INVOICE

PROGRAM CODE	AUTHORIZATION NUMBER	COMMITMENT NUMBER
VEHICLE INSTALLED PARTS		
DATE INSTALLED SEP 1	NO.	ACCUMULATED MILEAGE OBT. TENTHS
SUB TOTAL	ALLOWANCE	PAID (FORD REP)
CLAIM OR DENIED	CLAIM RETURNED	BAD TAX
TOTAL LABOR		CORRECTED LABOR
TOTAL PARTS		CORRECTED PARTS
TOTAL MISC		CORRECTED MISC
TOTAL TAX		CORRECTED TAX
TOTAL INVOICE		CORRECTED INVOICE
TOTAL LABOR		CORRECTED LABOR
TOTAL PARTS		CORRECTED PARTS
TOTAL MISC		CORRECTED MISC
TOTAL TAX		CORRECTED TAX
TOTAL INVOICE		CORRECTED INVOICE

AUTHORIZED SIGNATURE AND DATE: _____
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(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

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CUSTOMER SIGNATURE



FOCB319151

MAILING ADDRESS
P.O. BOX 42510
PHOENIX, ARIZONA 85080-2510
www.bergegroup.com
www.bellford.com

FOCB319151



0101FOC

CELL: [REDACTED]

CUSTOMER NO. 96501	ADVISOR EDGAR ROBBINS 112494	TAG NO. B005	INVOICE DATE 04/16/09	INVOICE NO. FOCB319151
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 102,926	COLOR WHITE/
PHOENIX, AZ [REDACTED]	YEAR / MAKE / MODEL 00/FORD TRUCK/F-450/F450	VEHICLE I.D. NO. 1 FDXW47F0YE [REDACTED]	DELIVERY DATE 05/30/00	STOCK NO.
	F.T.E. NO.	P.O. NO.	SELLING DEALER NO.	DELIVERY MILES
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS	R.O. DATE 04/06/09	PRODUCTION DATE 03/13/00
			REPRINT# 1	

MO: 102926

JOB# 1 CHARGES-----
LABOR-----
J# 1 96F0Z BODY REPAIR TECH(S):112497 INTERNAL
RT & LT FRAME RAILS CRACKED AT 3RD CROSSMEMBER
JOB# 1 TOTALS-----
JOB# 1 JOURNAL PREFIX FOCB JOB# 1 TOTAL 0.00

COMMENTS-----
DELETED OPERATION(S)-----
95F0Z BODY REFINISH

TOTALS-----

* CASH \$\$ CHECK #\$\$.
* [] VISA [] MASTERCARD [] DISCOVER
* [] AMER XPRESS [] OTHER [] CHARGE
* CASHIER DATE

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 !! This vehicle was released to:

CUSTOMER SIGNATURE

DUPLICATE INVOICE

CLAIMS REVIEW	AUTHORIZATION TO SUBMIT CLAIM	PARTS SCRAP OUT
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AUTHORIZED SIGNATURE AND DATE: _____
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 ONE (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.

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CUSTOMER SIGNATURE