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

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	Repository ☐
06-AUG-2014 SEP 12 2014	Reference No. 10619352

OWNER INFORMATION (Type or Print)

Name [redacted]		Daytime Telephone Number [redacted]	E-mail Address NOEMAIL@UNK.GOV
Address [redacted]		Evening Telephone Number [redacted]	
City FLEMING ISLAND	**State** FL	**Zip Code** [redacted]	

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	Make	Model	Model Year
1F6NF53Y480[redacted]	FORD	F-53	2008

Date Purchased	Dealer's Name and Telephone Number			Engine:	Fuel Type:
03-08-10	Dick Gore's R.V. World 904 741-5100			No: Cylinders 10	GAS
Original Owner ☑	Dealer's City Jacksonville	State FL	Zip Code 32218		

Transmission Type			Multiple Failure:	Incident Date(s)
	☑ Antilock Brakes ☐ Cruise Control	Powertrain 362 HP GAS		04-JUN-2014

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: BRAKES (PWS)	Failure Mileage	Failure Speed
	9960	35

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: DOTMAL9ABC036)	☐ 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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No	0	0	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 2010 NEWMARK CAYON STAR RV. THE VEHICLE WAS EQUIPPED WITH A 2008 FORD F-53 CHASSIS. THE CONTACT STATED WHILE DRIVING APPROXIMATELY 35 MPH, THE BRAKE PEDAL TRAVELED TO THE FLOOR UPON ENGAGING. THE VEHICLE FAILED TO SLOW DOWN UNTIL AFTER DOWN SHIFTING AND APPLYING THE EMERGENCY BRAKE. THE VEHICLE WAS TOWED TO AN AUTHORIZED DEALER, WHO REPLACED THAT THE FOUR CALIPERS AND ROTORS, FIVE BRAKE LINES. IN ADDITION, THE FRONT AND REAR BRAKE PADS WERE REPLACED. THE MANUFACTURER WAS NOTIFIED OF THE PROBLEM. THE APPROXIMATE FAILURE MILEAGE WAS 9,960.

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

Calipers sticking in applied position. Resulting in abnormal heat generation at the wheelend causing brake drag. The temperature increase at the wheel end caused brake fluid to boil causing 2 Hyd. brake lines to rupture, loss of all brake fluid and no brakes. Ford tech stated he had to pry calipers off the rotors. This unit only had 9960 miles on it, brake pads look new in thickness. I have all old parts except for the 4 calipers

ATTACH ADDITIONAL SHEETS IF NECESSARY

Ford Dealer did repairs
Auto Nation 904 317-7730
Jacksonville, Fl.

U.S. Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use $300

JACKSONVILLE
FE1320
02SEP 14
FAHLL

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

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

safercar.gov

Think your vehicle has a safety defect?

If so:

Use the enclosed form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline

888-327-4236

NHTSA
www.nhtsa.gov

Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

CUSTOMER #: 4275673 773
904 317 F53

558655

INVOICE

AutoNation

AutoNation Ford Lincoln Orange Park
7700 BLANDING BLVD.
JACKSONVILLE, FL 32244
(904) 777-FORD (3673)
AutoNation.com

[redacted]

FLEMING ISLAND, FL [redacted]

PAGE 1

MV# - 03114

HOME: [redacted] CONT: [redacted]
BUS: CELL: [redacted]

SERVICE ADVISOR: 4220 DANIEL ONEAL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	08	FORD F SUPER DUTY 53	1F6NF53Y480[redacted]		9960/9962	T6190

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN11 DD			19:00 30JUN14			CASH	11JUL14

R.O. OPENED	READY	OPTIONS:
13:51 04JUN14	17:16 11JUL14	DLR:04867 ENG:6.8_Liter_EFI

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A C/S THERE ARE NO BRAKES			
BR74 C/S THERE ARE NO BRAKES			
5371 CF		256.50	256.50
1 6U9Z*2264*B TUBE ASY - BRAKE	46.55	46.55	46.55
1 6U9Z*2263*A TUBE ASY - BRAKE	57.95	57.95	57.95
1 6U9Z*2263*B TUBE ASY - BRAKE	44.02	44.02	44.02
1 8U9Z*2A040*A PIPE - BRAKE	16.40	16.40	16.40
1 6U9Z*2B253*A TUBE ASY - BRAKE	14.87	14.87	14.87
2 370001A SEALS	72.99	50.43	100.86
2 54032 BRAKE-FLUID	11.99	11.99	23.98
25 *W302881*S443 WASHER	1.64	1.07	26.75
25 *W302880*S307 BOLT	4.52	2.71	67.75
PARTS: 399.13 LABOR: 256.50 OTHER: 0.00		TOTAL LINE A:	655.63
,,,,REPLACE 4 BRAKE LINES FROM ABS TO FRONT FLEX HOSE AND FROM ABS TO			
,,,,MASTER CYL BLEED AND ABS BLEED			
**********			
B Customer Has Requested A Multi-Point Inspection At This Time			
MULTI-A Customer Has Requested A Multi-Point Inspection At This Time			
5371 CF		0.00	0.00
1 NPNFREIGHT FREIGHT	65.00	65.00	65.00
1 NPN-REMOVE-BOLT REMOVE BOLT	250.00	161.84	161.84
1 NPN-REMOVE-BOLT REMOVE-BOLT	275.00	185.97	185.97
GTIRE TIRES INSPECTED GOOD ON THIS VISIT			
5371 CF		0.00	0.00
GBATT BATTERY TESTED GOOD ON THIS VISIT			
5371 CF		0.00	0.00
GBK BRAKES INSPECTED GOOD ON THIS VISIT			
5371 CF		0.00	0.00
PARTS: 412.81 LABOR: 0.00 OTHER: 0.00		TOTAL LINE B:	412.81
**********			
C** Brake Pads, Front (M/C Preferred Value) - Replace AND REPLACE Rotors			
BM12 Brake Pads, Front (M/C Preferred Value) -			

PAID
JUN 14 2014
BY

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.
If Payment Is Made By Check When you provide a check as payment, you authorize us to either use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. If processed as an EFT, funds may be withdrawn from your account as soon as today. You agree that you will not dispute us electronically debiting your account, so long as the amount corresponds to the amount on this invoice. In the event your check or EFT is returned unpaid for any reason, you authorize us or our agent to charge a service fee up to the maximum amount permitted by law.

***SHOP SUPPLY COSTS:** We have added a charge equal to $3.00 or 12% of the total cost of labor and parts, whichever is greater, to the Repair Order. This charge will not exceed $59.95. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a $1.00 fee to be collected for each new tire sold in the state [s.403.718], and a $1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state [s.403.7185].

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES *	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAI

DealerCAP ©2006 ADP (04/11) SERVICE INVOICE TYPE 2 - SI2C - AUTONATION - "LIMITED WARRANTY" - FLORIDA - 9698073

CUSTOMER COPY

CUSTOMER #: 4275673

558655

INVOICE

AutoNation

AutoNation Ford Lincoln Orange Park
7700 BLANDING BLVD.
JACKSONVILLE, FL 32244
(904) 777-FORD (3673)
AutoNation.com

[redacted]

PAGE 2

MV# - 03114

LEMING ISLAND, FL [redacted]
OME: [redacted] CONT: [redacted]
US: CELL: [redacted]

SERVICE ADVISOR: 4220 DANIEL ONEAL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	08	FORD F SUPER DUTY	1F6NF53Y480[redacted]		9960/9962	T6190

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
1JAN11 DD			19:00 30JUN14			CASH	11JUL14

R.O. OPENED	READY	OPTIONS:
3:51 04JUN14	17:16 11JUL14	DLR:04867 ENG:6.8_Liter_EFI

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
	Replace AND REPLACE Rotors					375.00	375.00
	5371 CFZM						
1	8U9Z*2001*BB KIT - BRAKE LINING				133.30	133.30	133.30
2	8U9Z*1125*A ROTOR ASY				236.08	236.08	472.16

PARTS: 605.46 LABOR: 375.00 OTHER: 0.00 TOTAL LINE C: 980.46

,,,FRONT BRAKES REPLACE ROTORS AND SEALS AND MOUNTING BOLTS

****

D** Brake Caliper(s), Front - Replace AND BLEED

	BK70	Brake Caliper(s), Front - Replace AND BLEED				80.00	80.00
	5371	CF					
2	8U9Z*2B120*AB CALIPER ASY - BRAKE - LESS PAD				192.68	192.68	385.36

PARTS: 385.36 LABOR: 80.00 OTHER: 0.00 TOTAL LINE D: 465.36

,,,,REPLACE FRONT CALIPERS AND BLEED

****

E** Brake Shoes/Pads, Rear (M/C Preferred Value) - Replace and REPLACE ROTORS

	BM16	Brake Shoes/Pads, Rear (M/C Preferred Value) - Replace and Machine Drums/Rotors				412.50	412.50
	5371	CFZM					
1	8U9Z*2001*AB KIT - BRAKE LINING				133.30	133.30	133.30
2	8U9Z*1S177*A SEAL				55.12	55.12	110.24
2	8U9Z*2C026*A ROTOR ASY - BRAKE				287.47	287.47	574.94

PARTS: 818.48 LABOR: 412.50 OTHER: 0.00 TOTAL LINE E: 1230.98

,,,,REAR BRAKES REPLACE ROTORS REPLACE HUB SEALS

****

F** Brake Caliper(s), Rear - Replace AND BLEED

	BK71	Brake Caliper(s), Rear - Replace AND BLEED				80.00	80.00
	5371	CF					
2	8U9Z*2B120*BB CALIPER ASY - BRAKE - LESS PAD				192.68	192.68	385.36

PARTS: 385.36 LABOR: 80.00 OTHER: 0.00 TOTAL LINE F: 465.36

,,,,REAR CALIPERS BLEED

****

G** FILL DIFFERENTIAL

RS88 REPLACE REAR AXLE SEALS

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If Payment Is Made By Check When you provide a check as payment, you authorize us to either use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. If processed as an EFT, funds may be withdrawn from your account as soon as today. You agree that you will not dispute us electronically debiting your account, so long as the amount corresponds to the amount on this invoice. In the event your check or EFT is returned unpaid for any reason, you authorize us or our agent to charge a service fee up to the maximum amount permitted by law.

***SHOP SUPPLY COSTS:** We have added a charge equal to $3.00 or 12% of the total cost of labor and parts, whichever is greater, to the Repair Order. This charge will not exceed $59.95. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a $1.00 fee to be collected for each new tire sold in the state [s.403.718], and a $1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state [s.403.7185].

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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES *	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAI

CUSTOMER #: 4275673

558655

INVOICE

PAGE 3

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7700 BLANDING BLVD.
JACKSONVILLE, FL 32244
(904) 777-FORD (3673)
AutoNation.com

MV# - 03114

[redacted]
LEMING ISLAND, FL [redacted]
OME: [redacted] CONT: [redacted]
JS: CELL:

SERVICE ADVISOR: 4220 DANIEL ONEAL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	08	FORD F SUPER DUTY	1F6NF53Y480[redacted]		9960/9962	T6190

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
1JAN11 DD			19:00 30JUN14			CASH	11JUL14

R.O. OPENED	READY
3:51 04JUN14	17:16 11JUL14

OPTIONS: DLR:04867 ENG:6.8_Liter_EFI

INE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
		5371	CF			80.00	80.00
2	8U9Z*1001*A GASKET				6.31	6.00	12.00

'ARTS: 12.00 LABOR: 80.00 OTHER: 0.00 TOTAL LINE G: 92.00

,,,YES

****

:USTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER 59.36

****** You may receive a survey from Ford or Lincoln about your service visit today. It is our goal for you to be COMPLETELY SATISFIED and be able to DEFINITELY RECOMMEND our DEALERSHIP. Please contact your service advisor or service manager with any concerns.

AutoNation

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DESCRIPTION	TOTALS
LABOR AMOUNT	1284.00
PARTS AMOUNT	3018.60
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	59.36
TOTAL CHARGES	4361.96
LESS INSURANCE	0.00
SALES TAX	305.35
PLEASE PAY THIS AMOUNT	4667.31

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

WARRANTY STATEMENT AND DISCL[redacted]MER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAI[redacted]