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 ☐
26-JUN-2015 AUG 07 2015	Reference No. 10730637

OWNER INFORMATION (Type or Print)

Name	[redacted]	Daytime Telephone Number	E-mail Address
Address	[redacted]	[redacted]	[redacted]
City EWA BEACH	State HI	Zip Code [redacted]	Evening Telephone Number [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
1FTRX17L81N[redacted]	FORD	F-150 SPRCAB	2001

Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
07/2001	CUTTER FORD (808) 564-9210			5.4 / 8	GAS
Original Owner ☐	Dealer's City	State	Zip Code		

Transmission Type		Powertrain	Multiple Failure:	Incident Date(s)
	☑ Antilock Brakes ☑ Cruise Control		YES	01-APR-2010 JUL 4 2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 170000 LATCHES/LOCKS/LINKAGES, 980000 UNKNOWN OR OTHER, 162000 STRUCTURE: BODY, 162300 STRUCTURE: BODY: DOOR	Failure Mileage	Failure Speed
	~~130000~~ 111067 123112	

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 2001 FORD F-150. THE CONTACT INADVERTENTLY TRIED TO OPEN THE DOOR TO THE REAR DRIVER SIDE OF THE VEHICLE, BUT THE DOOR WOULD NOT OPEN. THE CONTACT STATED THAT THIS WAS A RECURRING FAILURE. THE DEALER DIAGNOSED THAT THE DOOR UPPER LOCKING SYSTEM NEED TO BE REPLACED. THE VEHICLE WAS REPAIRED, BUT THE FAILURE PERSISTED. THE MANUFACTURER WAS NOT NOTIFIED. THE VIN WAS UNKNOWN. THE APPROXIMATE FAILURE MILEAGE WAS 130,000.

THIS IS THE 2ND THE LEFT REAR DOOR HAS FAILED TO OPEN. 1ST TIME 4/2010 + 2ND 7/2015. NOTE: THIS DOOR IS RARELY USED, HOWEVER I FEEL THIS IS A SERIOUS SAFETY ISSUE IF THE DOOR WON'T OPEN IN AN EMERGENCY. COPY of REPAIR ON 4/2010 + DIAGNOSTIC 7/2015 SUBMITTED FOR YOUR REVIEW.

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**

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NVS-216m

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failures(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ

CUSTOMER #: [redacted]

[redacted]

CELL [redacted]

[redacted]

EWA BEACH, HI [redacted]

HOME: [redacted] CONT:N/A

BUS: [redacted] CELL: [redacted]

[redacted]

INVOICE

PAGE 1

Cutter Ford Isuzu
98-015 Kamehameha Highway Aiea, Hawaii 96701
Phone: (808) 564-9210 e-mail: *cfa@cuttercars.com*
Parts: (808) 564-9218 Service: (808) 564-9216

SERVICE ADVISOR: 2263 ERIC CHEIGH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
UA BLACK	01	FORD F150 PICKUP	1FTRX17L81N[redacted]	[redacted]	111067/111067	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16JUN01 DD	30MAR01		15:42 16APR10		120.00	CASH	16APR10

R.O. OPENED	READY	OPTIONS: STK: [redacted] DLR: [redacted] ENG:5.4.SOHC.EFI TRN:4R70W.AUTO AXL:27-SPRCAB.4X2 1)NEW ESP EXTRACARE $50 DEDUCT 84/75K. EXP.6.16.08 (More...)
07:36 16APR10	10:28 16APR10	

LINE OPCODE TECH TYPE HOURS			LIST	NET	TOTAL
A THE WORK SPECIAL INCLUDES OIL & FILTER CHANGE & TIRE ROTATION & 25 PT. INSPECTION					
TWF THE WORK SPECIAL INCLUDES OIL & FILTER CHANGE & TIRE ROTATION & 25 PT. INSPECTION					
2337 CFM 0.70				26.03	26.03
1 F1AZ*6731*BD FILTER ASY - OIL			6.50	4.84	4.84
99P PERFORM WORLD CLASS VEHICLE MULTI-POINT INSPECTION (ATW REPORT CARD)					
2337 IF 0.00					(N/C)
GBK OVER 5mm (DISC) OR OVER 2mm (DRUM)					
2337 IF 0.00					(N/C)
GTIRE 7/32 OR GREATER TREAD DEPTH					
2337 IF 0.00					(N/C)
GBATT PERFORMED BATTERY TEST (OK AT THIS TIME)					
2337 IF 0.00					(N/C)
LUBE 7 QTS OIL 5W20					
CFM				24.39	24.39
PARTS: 4.84 LABOR: 26.03 OTHER: 24.39			TOTAL LINE A:		55.26

111067 OIL AND FILTER CHANGE WITH 7QT FILL. TOP OFF FLUIDS AS NEEDED. ADJUST TIRE PRESSURE. ROTATE TIRES. PERFORM REPORT CARD. BRAKES/TIRES/AIR FILTER/BATTERY/LIGHTS GOOD. PERFORM Q/C

****

B OWNER STATES L/R DOOR DOES NOT OPEN					
DG1 GENERAL DIAGNOSTIC INSPECTION					
2337 CF 0.60				45.00	45.00
S281 TRIM					
2337 CFLT 0.90				108.00	108.00
1 6L3Z*18264A27*A LATCH			79.26	59.44	59.44
D DISCOUNT SPECIAL					
2337CDISC 0.00				-10.80	-10.80
PARTS: 59.44 LABOR: 142.20		OTHER: 0.00	TOTAL LINE B:		201.64

111067 DG1 + ..9CFLT OK TO GIVE 10% OFF LABOR. R/I D/S REAR DOOR

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 (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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

STATEMENT OF DISCLAIMER

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.

CUSTOMER SIGNATURE

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

CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

CELL # [redacted]

[redacted]

EWA BEACH, HI [redacted]

HOME: [redacted] CONT:N/A

BUS: [redacted] CELL: [redacted]

[redacted]

ACCOUNTING

PAGE 2

Cutter Ford Isuzu
98-015 Kamehameha Highway Aiea, Hawaii 96701
Phone: (808) 564-9210 e-mail: cfa@cuttercars.com
Parts: (808) 564-9218 Service: (808) 564-9216

SERVICE ADVISOR: 2263 ERIC CHEIGH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
UA BLACK	01	FORD F150 PICKUP	1FTRX17L81N[redacted]	[redacted]	111067/111067	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16JUN01	DD30MAR01		15:42 16APR10		120.00	CASH	16APR10

R.O. OPENED	READY
07:36 16APR10	10:28 16APR10

OPTIONS: STK: [redacted] DLR: [redacted] ENG:5.4.SOHC.EFI
TRN:4R70W.AUTO AXL:27-SPRCAB.4X2 1)NEW ESP
EXTRACARE $50 DEDUCT 84/75K. EXP.6.16.08 (More...)

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

****
THANK YOU AND HAVE A NICE DAY!
.....LIC # RD-2369
****

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
04-16-10	07:44	07:44	0.00	W	2337	A	
	07:44	07:45	0.02	W	2337	B	
	08:20	08:21	0.02	W	2337	A	
	08:21	08:21	0.00	W	2337	B	
	08:37	08:37	0.00	W	2337	B	
	09:43	09:44	0.01	W	2337	B	
	10:13	10:13	0.00	W	2337	B	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
[redacted]	16823	5336		[redacted]	6428	4004	
	0	0			2439	1869	
	1346	0			1274		
	0	*******			28310	******	

PAID
CUTTER FORD INC.
APR 16 2010

CASH:
CHECK NO.: 1154 Apr 13 10
CREDIT CARD:

COST, SALE, & COMP TOTALS 11209 27036 0

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 (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	168.23
PARTS AMOUNT	64.28
GAS, OIL, LUBE	24.39
SUBLET AMOUNT	0.00
MISC. CHARGES	13.46
TOTAL CHARGES	270.36
LESS INSURANCE	0.00
SALES TAX	12.74
PLEASE PAY THIS AMOUNT	283.10

FILE COPY

TOMER #: [redacted]

[redacted]

EWA BEACH, HI [redacted]

HOME: [redacted] CONT: [redacted]

BUS: [redacted] CELL: [redacted]

[redacted]

INVOICE

PAGE 1

Cutter Ford, Inc.
Dba. Cutter Ford Mitsubishi
98-015 Kamehameha Highway Aiea, Hawaii 96701 (RD-2369)
98-021 Kamehameha Highway Aiea, Hawaii 96701 (RD-2872)
Phone: (808) 564-9210 www.cutterford.com
Parts: (808) 564-9218 Service: (808) 564-9216

SERVICE ADVISOR: 2286 TAMMILYNN WESTBERG

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	01	FORD F150 PICKUP	1FTRX17E81N[redacted]	[redacted]	173112/173112	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16JUN01	30MAR01		15:42 24JUN15		140.00	CASH	01JUL15

R.O. OPENED	READY	OPTIONS:
06:37 24JUN15	11:31 01JUL15	DLR: [redacted] ENG:5.4.SOHC.EFI TRN:4R70W.AUTO AXL:27-SPRCAB.4X2 1)NEW ESP EXTRACARE $50 DEDUCT 84/75K. EXP.6.16.08 (More...)

LINE OPCODE TECH TYPE HOURS		LIST	NET	TOTAL
A CUST STATES VEHICLE OVERHEATING				
DG2 GENERAL DRIVEABILITY DIAGNOSTIC INSPECTION				
2357 CFLT			65.00	65.00
S2901 DRIVEABILITY				
2357 CFLT			840.00	840.00
1 2L1Z*9424*AA MANIFOLD ASY - INLET		657.71	493.28	493.28
1 YL3Z*9439*A GASKET - INTAKE MANIFOLD		47.10	35.32	35.32
1 1L3Z*9439*BB GASKET - INTAKE MANIFOLD		58.99	44.24	44.24
1 VC*5* ANTI-FREEZE		17.39	13.04	13.04
D DISCOUNT LABOR				
2357CDISC			-84.00	-84.00
PARTS: 585.88 LABOR: 821.00 OTHER: 0.00			TOTAL LINE A:	1406.88

173112 DG2 + CFLT 6.0HRS ($140 LESS 10%) OK TO REPLACE INTAKE MANIFOLD & RELATED GASKETS & FLUIDS.VERIFIED.PERFORMED COOLING SYSTEM TEST.FOUND CROSS OVER PIPE ON INTAKE MANIFOLD LEAKING.CHANGED INTAKE MANIFOLD ASSY.RE TESTED-OK.PERFORMED Q/C

****

B CUST STATES UNABLE TO OPEN REAR DOOR				
DG2 GENERAL DRIVEABILITY DIAGNOSTIC INSPECTION				
2357 CFLT			65.00	65.00
PARTS: 0.00 LABOR: 65.00 OTHER: 0.00			TOTAL LINE B:	65.00

173112 DG2 CUSTOMER DECLINED TO REPLACE UPPER & LOWER DOOR LATCH & CABLE ASSY FOR L/R DOOR. CUSTOMER DECLINES RECOMMENDED REPAIRS AT THIS TIME, VERBAL ESTIMATE PROVIDED TO CUSTOMER ON 06.25.2015, RECOMMEND REPLACING UPPER & LOWER LATCH & CABLE ASSY FOR L/R DOOR. IF CUSTOMER DECIDES TO HAVE REPAIRS PERFORMED AT A LATER DATE, ADDITIONAL INSPECTIONS AND/OR PARTS AND LABOR MAY BE NECESSARY TO COMPLETE REPAIR AND ESTIMATE PRICES WILL BE SUBJECT TO CHANGE. PLEASE CALL THE FOLLOWING NUMBERS TO SCHEDULE AN APPOINTMENT: (808) 356-3785, (808) 356-3784 OR (808) 356-3752.

****

CUSTOMER PAY SHOP MATERIALS & HAZARDOUS WASTE FOR REPAIR ORDER		25.00

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CUSTOMER SIGNATURE

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

CUSTOMER COPY

STOMER #: [redacted]

[redacted]

CELL [redacted]

[redacted]

EWA BEACH, HI [redacted]

HOME: [redacted] CONT: [redacted]

BUS: [redacted] CELL: [redacted]

[redacted]

INVOICE

PAGE 2

Cutter

Cutter Ford, Inc.
Dba. Cutter Ford Mitsubishi
98-015 Kamehameha Highway Aiea, Hawaii 96701 (RD-2369)
98-021 Kamehameha Highway Aiea, Hawaii 96701 (RD-2872)
Phone: (808) 564-9210 www.cutterford.com
Parts: (808) 564-9218 Service: (808) 564-9216

SERVICE ADVISOR: 2286 TAMMILYNN WESTBERG

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	01	FORD F150 PICKUP	1FTRX17L81N[redacted]	[redacted]	173112/173112	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16JUN01	DD30MAR01		15:42 24JUN15		140.00	CASH	01JUL15

R.O. OPENED	READY
06:37 24JUN15	11:31 01JUL15

OPTIONS: DLR: [redacted] ENG:5.4.SOHC.EFI
TRN:4R70W.AUTO AXL:27-SPRCAB.4X2 1)NEW ESP
EXTRACARE $50 DEDUCT 84/75K. EXP.6.16.08 (More...)

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

****
THANK YOU AND HAVE A NICE DAY!
.....LIC # RD-2369
****

PARTS & LABOR WARRANTY:
2 YEARS / UNLIMITED MILEAGE

PAID
CUTTER FORD INC
JUL 01 [illegible]

CASH:
CHECK NO.:
CREDIT CARD: VISA $1567.42

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 (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	886.00
PARTS AMOUNT	585.88
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	25.00
TOTAL CHARGES	1496.88
LESS INSURANCE	0.00
SALES TAX	70.54
PLEASE PAY THIS AMOUNT	1567.42

CUSTOMER COPY