



U.S. Department of Transportation

National Highway Traffic Safety Administration

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

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

23-AUG-2016

OCT -7 2013

Repository

Reference No.

10897899

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
 Address: [REDACTED]
 City: FOREST HILL State: MD Zip Code: [REDACTED]

Daytime Telephone Number

[REDACTED]

E-mail Address

[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: JL6AGE1H14K [REDACTED]
 Make: MITSUBISHI FUSO Model: FG639 Model Year: 2004
 Date Purchased: 3-24-04 Dealer's Name and Telephone Number: J. D. Lee Truck Center 814-848-8396
 Engine: No. Cylinders: 4 Fuel Type: Diesel
 Original Owner: Dealer's City: State: Zip Code:
 Transmission Type: Automatic Antilock Brakes Cruise Control Powertrain: Multiple Failure: Incident Date(s): 01-AUG-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 100000 POWER TRAIN Failure Mileage: 85000 Failure Speed:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: N/A Tire Model (Name or Number): P/A 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: N/A 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: Number of Deaths: 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 2004 MITSUBISHI FUSO FG639. WHILE THE VEHICLE WAS PLACED IN PARK, IT MOVED WITHOUT WARNING. THE CONTACT HAD TO APPLY THE EMERGENCY BRAKE IN ORDER TO COMPLETELY STOP THE VEHICLE. THE DEALER STATED THAT THE VEHICLE WAS INCLUDED IN AN INDEPENDENT RECALL REGARDING THE TRANSMISSION LINKAGE. THE VEHICLE WAS REPAIRED; HOWEVER, THE FAILURE RECURRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 85,000.

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)

Rivers Truck Center was very good to work with.
Steve Hengel at Mitsubishi Fuso customer service
could care less if it rolled out of gear and killed
someone. 1856-467-4500 - customer service.

ATTACH ADDITIONAL SHEETS IF NECESSARY

BALTIMORE
MD 212
23 SEP '16
PM 10 L



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

US Department
of Transportation

**National Highway
Traffic Safety
Administration**

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

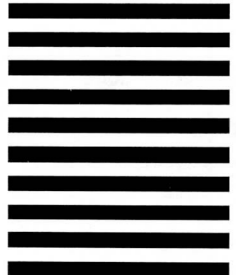
Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

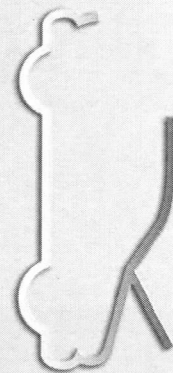
FIRST CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100**
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



**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



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



CUSTOMER #:



TRUCK CENTER, INC.

2975 CAPE HORN ROAD · P.O. BOX 273
RED LION, PA 17356
(717) 244-4903 · FAX (717) 246-0449
1-800-930-4903
www.riverstruck.com

INVOICE

PAGE 1

SERVICE ADVISOR: 10005 JAMIE POTTS

FOREST HILL, MD

HOME:

CONT:

BUS:

CELL:

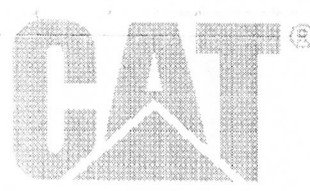
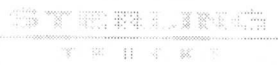
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAC	
	04	mitsubishi fuso fg63	JL6AGE1H14K		85002/85002	0092	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN04 DD			17:00 29FEB16		0.00	COD	11MAR16
R.O. OPENED		READY	OPTIONS:				
19:03 17FEB16		15:39 11MAR16					

due upon receipt

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
TRANSMISSION							
				10047	CS	876.70	876.70
1	MK602368		LEVER ASSY, A/T CONTR		242.08	186.19	186.19
1	ME696738		*SHIFT CABLE, EG6, AT,		167.38	128.70	128.70
1	ME696853		A/T SHIFT LEVER		44.46	35.83	35.83
1	MC125755		COLLAR, GEARSHIFT		9.24	7.69	7.69
1	UPS		UPS CHARGE		12.50	12.50	12.50
1	ME121654		BOWL, F/W FILTER, EGHK		94.54	72.73	72.73
1	ME121656		*SEPERATOR O-RING		3.06	2.60	2.60
1	MF520085		*O-RING 10		7.56	6.28	6.28
1	ME719570		COUPLING ASSY		100.96	77.67	77.67
1	UPS		UPS CHARGE		14.10	14.10	14.10
PARTS: 544.29					LABOR: 876.70	OTHER: 0.00	TOTAL LINE A: 1420.99

1 FOUND SHIFT LINKAGE WORN OUT. REMOVE AND REPLACE PARTS AS NEEDED.
SHIFT LINKAGE REPLACEMENT WAS NOT PART OF PREVIOUS RECALL.

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER 43.84



AN INTEREST CHARGE OF 1 1/2 % PER MONTH (18% PER ANNUM) WILL BE CHARGED ON ALL INVOICES OVER 30 DAYS. SHOULD IT BE NECESSARY TO EMPLOY OUTSIDE SERVICES TO COLLECT ANY AMOUNT, IT IS SPECIFICALLY AGREED THAT THE CUSTOMER WILL PAY ALL SUCH COST, INCLUDING ATTORNEY'S FEES, COLLECTION AND COURT COSTS.

Miscellaneous shop supplies may include: chemicals, hardware, cleaners, clean-up materials and abrasives. Cores must be returned within 30 days to received credits. All other returns must be within 10 days accompanied by this invoice. There may be a handling charge on some returns. Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

DESCRIPTION	TOTALS
LABOR AMOUNT	876.70
PARTS AMOUNT	544.29
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	43.84
TOTAL CHARGES	1464.83
LESS INSURANCE	0.00
SALES TAX	87.89
PLEASE PAY THIS AMOUNT	1552.72

X
CUSTOMER SIGNATURE

CUSTOMER #:

River's

TRUCK CENTER, INC.

2975 CAPE HORN ROAD · P.O. BOX 273
RED LION, PA 17356
(717) 244-4903 · FAX (717) 246-0449
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www.riverstruck.com

INVOICE

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FOREST HILL, MD

HOME:

CONT:

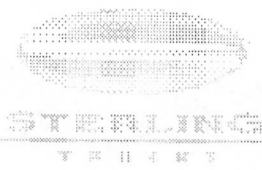
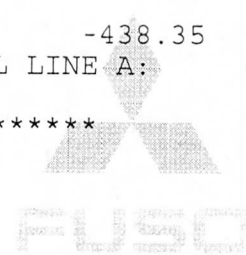
BUS:

CELL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	04	MINITUBISHI FUSO FG63	JL6AGE1H14K		85002/85002	T9244	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN04 DD			17:00 03MAY16		0.00		03MAY16
R.O. OPENED		READY	OPTIONS:				
14:08 03MAY16		14:10 03MAY16					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A			TRANSMISSION				
			TRANS TRANSMISSION				
			10047 CS			-438.35	-438.35

PARTS: 0.00 LABOR: -438.35 OTHER: 0.00 TOTAL LINE A: -438.35
 85002 CREDIT FOR LABOR ON INVOICE



AN INTEREST CHARGE OF 1 1/2 % PER MONTH (18% PER ANNUM) WILL BE CHARGED ON ALL INVOICES OVER 30 DAYS. SHOULD IT BE NECESSARY TO EMPLOY OUTSIDE SERVICES TO COLLECT ANY AMOUNT, IT IS SPECIFICALLY AGREED THAT THE CUSTOMER WILL PAY ALL SUCH COST, INCLUDING ATTORNEY'S FEES, COLLECTION AND COURT COSTS.

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DESCRIPTION	TOTALS
LABOR AMOUNT	-438.35
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	-438.35
LESS INSURANCE	0.00
SALES TAX	-26.30
PLEASE PAY THIS AMOUNT	-464.65

X
CUSTOMER SIGNATURE

paid, 8-22-16 1088.00