



U.S. Department of Transportation

National Highway Traffic Safety Administration

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

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: 09-FEB-2017  
**MAY 16 2017**  
 Repository   
 Reference No. 10950453

**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]  
 Address: [REDACTED]  
 City: PITTSTON State: PA 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: 3FRNW65B39V [REDACTED]  
 Make: FORD Model: F-650 SD Model Year: 2009  
 Date Purchased: 12/16/2011 Dealer's Name and Telephone Number: CROSSROADS FORD INC. 919-467-1881 Engine: COMINS No: Cylinders 6 Fuel Type: DIESEL  
 Original Owner:  Dealer's City: CARY State: NC Zip Code: 27518 6.7L 220HP  
 Transmission Type: ALLISON 5-2500-AUTO Antilock Brakes:  Powertrain: Multiple Failure: ONE TIME COMPLETE CATASTROPHIC FAILURE Incident Date(s): 21-DEC-2016  
 Cruise Control:

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 030000 BRAKES (PWS): LUCUS GIRLING BRAKE SYSTEM Failure Mileage: 17000 Failure Speed: 40

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R15): [REDACTED]  
 DOT No. (Example: DOTM9ABC036): [REDACTED] Original Equipment:  Failure Location: [REDACTED]  
 Prior Repair:  Tire Component Code: [REDACTED] Tire Failure Type: [REDACTED]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]  
 Seat Type: [REDACTED] Installation System: [REDACTED]  
 Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

**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: 0 Number of Deaths: 0 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 2009 FORD F-650 SD. THE CONTACT STATED THAT WHILE DRIVING AT APPROXIMATELY 40 MPH, THE BRAKE PEDAL WAS DEPRESSED BUT THE BRAKES FAILED TO RESPOND. THE CONTACT HAD TO MAKE A SHARP LEFT TURN TO AVOID CRASHING INTO A VEHICLE. THE EMERGENCY BRAKE WAS ACTIVATED AND SHIFTED THE GEAR SHIFTER INTO SLOW RANGE TO BE ABLE TO CONTINUE DRIVING THE VEHICLE. THE VEHICLE WAS TAKEN TO A DEALER WHERE IT WAS DIAGNOSED THAT A CONTROL UNIT FAILED AND NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 17,000. I CALLED THE FORD PARTS AND SERVICE ZONE MANAGER (703-498-1632, BRAD PIPPER). HE SAID HE WOULD NOT HELP ME AND THAT HE WAS FORD. NO ONE HIGHER. I CALLED IT FIRST TO A CAT DEALER BUT IT HAD TO BE TOWED TO SUNBURY. B/L INCLUDED

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 to 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)**

I ALMOST WENT OFF A LARGE DROP OFF IN THIS TRUCK,  
WHEN THESE BRAKES FAILED THEY WERE 100% GONE.  
THERE IS NO BACKUP LIKE THERE IS IN CARS OR  
TRUCKS WITH AIR BRAKES. I HAVE NOT REPAIRED  
THE TRUCK FOR 2 REASONS. FIRST I WAS TOLD IT  
WOULD COST ABOUT \$10,000.00. SECOND I WAS TOLD  
THAT IF I REPAIRED IT THE SAME CATASTROPHIC FAILURE  
COULD HAPPEN AGAIN. THE BRAKE SYSTEM IS VERY  
DANGEROUS AND NONE OF US FEEL SAFE DRIVING IT.

ATTACH ADDITIONAL SHEETS IF NECESSARY PLEASE HELP!!!

LEHIGH VALLEY  
PA 180  
15 MAR 1997  
FN 11



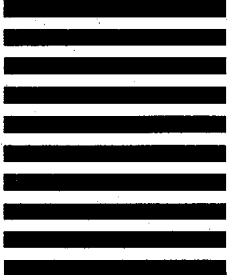
U.S. Department  
of Transportation

**National Highway  
Traffic Safety  
Administration**

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

Official Business  
Penalty for Private Use \$300

**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, 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**


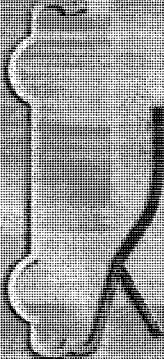
**or call:**

**Vehicle Safety Hotline**

**888-327-4236**

**NHTSA**  
www.nhtsa.gov

National Center for Consumer Question/Voice (NCCV)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration

CREATIVE ENGINEERED SOLUTIONS, INC.

MANUFACTURERS & TRADERS TR CO  
WILKESBORO, PA 17251

PAY TO THE ORDER OF Cleveland Brothers Equipment Inc

\$ 725.00

Seven Hundred Twenty-Five and 00/100 \*\*\*\*\* DOLLARS

Cleveland Brothers Equipment Inc  
P.O. Box 117084  
Scottsdale, MA 01901-7084

*Robert A. White*

CREATIVE ENGINEERED SOLUTIONS, INC.

Date	Type	Reference	Original Amt.	Balance Due	3/9/2017 Discount	Payment
3/9/2017	Bill	[REDACTED]	725.00	725.00		725.00
					Check Amount	725.00

Cash in Bank-Checking- RE: Inv# [REDACTED] 725.00

CREATIVE ENGINEERED SOLUTIONS, INC.

Date	Type	Reference	Original Amt.	Balance Due	3/9/2017 Discount	Payment
3/9/2017	Bill	[REDACTED]	725.00	725.00		725.00
					Check Amount	725.00

PAYMENT RECORD

Cash in Bank-Checking- RE: Inv# [REDACTED] 725.00

MURRYSVILLE, PA

724 - 327-1300

888 - 232-5948

Cleveland Brothers



HARRISBURG, PA

717 - 564-2121

800 - 482-2378

PLEASE REMIT PAYMENT TO:

Cleveland Brothers Equipment Co. Inc.  
P.O. Box 417094  
Boston, MA 02241-7094

SOLD TO:

[REDACTED]  
PITTSTON PA [REDACTED]

SHIP TO:

**PAST DUE**

INVOICE NUMBER	INVOICE DATE	CUSTOMER NO.	CUSTOMER PURCHASE ORDER NUMBER	STORE	DIV	SALESMAN	TERMS	PAGE
[REDACTED]	02-23-17	[REDACTED]		03	T	89	4	1
DOC/WO NO.	DOC. DATE	PC	LC	MC	SHIP VIA			INVOICE SEQ. NO.
[REDACTED]	12-16-16	10	10	10				1
MAKE	MODEL	SERIAL NUMBER		EQUIPMENT NUMBER	METER READING		MACH ID NO.	
QUANTITY	ITEM	N/R	DESCRIPTION			UNIT PRICE	EXTENSION	
			* * * PROFORMA INVOICE * * *					
			FOR YOUR CONVENIENCE OUR WILKES BARRE CONSTRUCTION EQUIPMENT SERVICE DEPARTMENT IS OPEN MONDAY THRU FRIDAY 7:00 AM TO 5:00 PM.					
			REPAIR MISCELLANEOUS					
			TOWING CHARGES FROM CLEVELAND BROTHERS IN PITTSTON TO SUNBURY MOTORS IN SUNBURY					
	1.00			TOWING			725.00	
				TOTAL MISC CHGS	SEG. 01		725.00	*
				SEGMENT 01 TOTAL			725.00	T
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			THANK YOU AND WE APPRECIATE YOUR BUSINESS!!!					
			OUR GOAL AT CLEVELAND BROTHERS IS COMPLETE CUSTOMER SATISFACTION. IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED PLEASE CONTACT OUR SERVICE DEPARTMENT.					
			* * * C O D * * *					

**PAYMENT TERMS : PARTS / SERVICE NET 30 DAYS FROM INVOICE DATE**  
 A SERVICE CHARGE OF UP TO 3% PER MONTH WILL BE ASSESSED ON PAST DUE AMOUNTS. IF AN INVOICE IS DISPUTED THE DISPUTE MUST BE IN WRITING AND ANY PAYMENT OR INSTRUMENT TENDERED AS FULL SATISFACTION OF A DEBT, MUST BE ADDRESSED TO: ATTENTION TREASURER, 4565 WILLIAM PENN HIGHWAY, MURRYSVILLE, PA 15668. ACCEPTANCE OF GOODS DELIVERED OR SERVICES PERFORMED CONSTITUTES ACCEPTANCE OF STANDARD TERMS AND CONDITIONS OF THE APPLICABLE CLEVELAND BROTHERS EQUIPMENT CO., INC. DOCUMENTATION, WHICH ARE INCORPORATED BY REFERENCE, A COPY OF WHICH CAN BE VIEWED AT [www.clevelandbrothers.com](http://www.clevelandbrothers.com) OR UPON WRITTEN REQUEST.

PAY THIS AMOUNT	725.00
CREDIT AMOUNT	

**TERMS: NET 30 DAYS UNLESS OTHERWISE STATED**

**PARTS NOT RETURNED WITHIN 10 DAYS FROM DATE OF INVOICE WILL BE CHARGED A RE-STOCKING CHARGE.**  
CUSTOMER ORIGINAL INVOICE