

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (EOIA) 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 23-FEB-2017 MAY 11 2017		Repository ☐ Reference No. 10956591	
OWNER INFORMATION (Type or Print)							
Name				Daytime Telephone Number		E-mail Address	
Address							
City		State		Zip Code			
CHEYNEY		PA					
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 1FAHP60A82Y				Make FORD		Model THUNDERBIRD	
Date Purchased 08/07/15		Dealer's Name and Telephone Number ALSSAN				Engine: 2400cc No. Cylinders: 4	
Original Owner ☐		Dealer's City TURNERSVILLE,		State NJ		Fuel Type: 9100	
Transmission Type 5 SPD AUTO		☒ Antilock Brakes ☒ Cruise Control		Powertrain Multiple Failure:		Incident Date(s) 07-AUG-2015	
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Code: 200000 WHEELS						Failure Mileage 119500	
Failure Speed							
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: DOTM19ABC036)		☐ 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 ☐ 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 2002 FORD THUNDERBIRD. WHILE THE VEHICLE WAS STATIONARY, THE ALUMINUM ON THE WHEELS CORRODED AND LEAKED AIR. THE DEALER SANDED DOWN THE INNER WHEELS AND COATED THEM WITH A SOLUTION TO PREVENT RUST/CORROSION. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 119,500.							
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)

ALUMINUM WHEELS ARE A PROBLEM! IN MY CASE I JUST HAD THE THIRD WHEEL OFF THE SAME VEHICLE TREATED TO PREVENT LEAKS (TWO TIRES ACTUALLY WENT FLAT IN MY DRIVEWAY). THE ISSUE IS THE RIMS ARE CORRODING ON THE INSIDE EDGES AS WELL AS ON THE INSIDE OF THE RIM ITSELF (CAUSING NOT JUST AN INCONVENIENCE AND COST OF \$40.00 PER TREATMENT BUT A SAFETY CONCERN. I OWN A '02 FORD THUNDERBIRD BUT ACCORDING TO THE ESTABLISHMENT I'VE BEEN DEALING WITH CURRENTLY, THEY DEAL WITH AT LEAST ONE ALUMINUM WHEEL DAILY (SOMETIMES TREATING THE SAME ONE 3 OR 4 TIMES BEFORE THEY STOP LEAKING) REGARDLESS OF MANUFACTURER, HOW OLD ENOUGH (I'VE TO KNOW WHEN THERE WERE ONLY STEEL RIMS THAT NEVER CAUSED LEAKING UNLESS DENTED) NO MATTER HOW OLD THEY WERE. I'VE CONTACTED FORD MOTOR COMPANY THE CONSUMER PRODUCT SAFETY COMMISSION (THEY DON'T HANDLE VEHICLES) THE FEDERAL TRADE COMMISSION, THE STATE ATTORNEY GENERAL AND NOW YOU. YOU WOULD THINK WITH ALL THE BRAINS IN THESE COMPANIES THEY WOULD'VE SEEN THIS COMING, OR DID THEY AND THIS IS A CASE OF PLANNED OBSOLESCENCE. WHAT I WOULD LIKE TO HAPPEN IS A RECALL (BUT ONLY YOU CAN INITIATE THAT). IN MY CASE I WOULD LIKE A NEW SET OF WHEELS. MY SPARE WHEEL IS MADE OF STEEL!

ATTACH ADDITIONAL SHEETS IF NECESSARY

CHEVNEY, PR
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

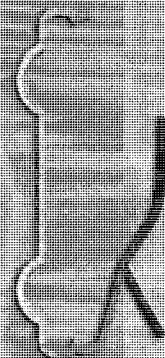
WASHINGTON, DC

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



National Highway Traffic Safety Administration
U.S. Department of Transportation
Washington, D.C. 20590

ROUTES 1 & 202 P.O. BOX 648
CHADDS FORD, PA 19317
TELEPHONE: 610-358-5600
FAX: 610-358-5610
WEBSITE: www.GarnetFord.com

*"Thanks For Visiting Our Award Winning Service Department.
Striving To Exceed Your Quality of Service Expectations."*

Adv: 034 0000000000	Tag 1570	License	1FAHP60A8 2Y	Page 2	Invoice
Invoice to:			Driver/Owner:		
Invoiced: 05/14/15 19:34:23 WT			00 FORD THUNDERBOLT 2008 CIV WHITE		
Type: CQL					Subtotal
					208.94
					LAB-MECHANICAL
					154.00
					TOTAL CHARGE FOR CONCERN
					362.94
Concern +07	D/SIDE REAR TIRE VALVE STEM				Operation Tech Amount
Correction	INSTALL NEW DR SIDE REAR TIRE VALVE STEM(WAS LEAKING)				SERVICE 116 S 29.95
	Tech 116 FRANK, DAVE				
	1ST TIME THIS WHEEL				
Type: CQL					Subtotal
					LAB-MECHANICAL
					29.95
					TOTAL CHARGE FOR CONCERN
					29.95
Concern +08	LUBE				Operation Tech Amount
Correction	LUBE ALL DOOR HINDGES LUBE ANY AND ALL AVAILABLE LUBE				01 116 8.95
	FITTINGS				
	Tech 116 FRANK, DAVE				
Type: CQL					Subtotal
					LAB-MECHANICAL
					8.95
					TOTAL CHARGE FOR CONCERN
					8.95
Concern 24	NO CHARGE PENNSYLVANIA INSPECTION W/ PURCHASE OF EMISSIONS				Operation Tech Amount
Correction	INSP 24.50 STATE INSPECTION FEE WAIVED FOR GARNET CUSTOMERS				BF3 116 48.00
	PENNSYLVANIA INSPECTION AND EMISSIONS INSPECTION. FRONT TIRE				
	AT 7/32. REAR TIRE AT 7/32. FRONT BRAKE AT 7/32. REAR BRAKE AT				
	6/32.				
Comment	SAVINGS OF \$24.50				
	Tech 116 FRANK, DAVE				
Type: CQL					Subtotal
					MCI CHARGE
					1.50
					STICKERS
					6.00
					LAB-MECHANICAL
					48.00
					TOTAL CHARGE FOR CONCERN
					55.50
Concern 25	COMPLIMENTARY MULTI POINT INSPECTION				Operation Tech Amount
Cause	COMPLIMENTARY MULTI POINT INSPECTION				Q99P 116 0.00
Correction	PERFORM MULTI POINT INSPECTION				
25-1	MAY REQUIRE FUTURE ATTENTION DISC BRAKES 3MM-5MM DRUM				YBK 116 0.00
	1.01MM-2MM				
25-2	CHECKED BATTERY FOR COLD CRANKING AMPS (TEST GOOD AT THIS				GBATT 116 0.00
	TIME)				

ALL REPAIRS
GUARANTEED
24 MONTHS
OR UNLIMITED
MILES, ON
FACTORY
PARTS ONLY.

"DISCLAIMER OF WARRANTY"
THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THIS ITEM. 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 THIS ITEM.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE
I hereby authorize the repair work hereinafter set forth to be done along with the necessary materials and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

X

SIGNED



Garnet Ford



ROUTES 1 & 202 P.O. BOX 648
CHADDS FORD, PA 19317
TELEPHONE: 610-358-5600
FAX: 610-358-5610
WEBSITE: www.GarnetFord.com

*"Thanks For Visiting Our Award Winning Service Department.
Striving To Exceed Your Quality of Service Expectations."*

Adv: '039 WAYNE THOMAS		Tag 1432	License	1FAHP60A8 2Y	Page 1	Invoice
Invoice to				Driver/Owner Information		
CHEYNEY, PA				CHEYNEY, PA		
Cell: Work:				Cell: Work:		
For Office Use				Vehicle Information		
Odometer in: 115072 Out: 115072		Dist: 1FA CUS C Prelim		02 FORD THUNDERBRD 2DR CNV WHITE		
Location: SR DRIVE						
Begin: 04/08/16		Done: 04/08/16		Invoiced: 04/08/16 15:06 WT		Inservice: 03/18/03 Production: 11/06/02
Customer Concern						
Concern 24	COMPLIMENTARY MULTI POINT INSPECTION			Operation	Tech	Amount
Cause	COMPLIMENTARY MULTI POINT INSPECTION			Q99P	111	* 0.00
Correction	PERFORM MULTI POINT INSPECTION					
24-1	CHECKED BATTERY FOR COLD CRANKING AMPS (TEST GOOD AT THIS TIME)			GBATT	111	* 0.00
24-2	CHECKED TIRES AND OK 7/32 OR GREATER			GTIRE	111	* 0.00
Type: OQL	Tech 111 DOLIC, STEPHAN Line Flags: NOS			TOTAL CHARGE FOR CONCERN		0.00
Concern 25	NO CHARGE QUICK ALIGNMENT CHECK			Operation	Tech	Amount
Cause	NO CHARGE QUICK ALIGNMENT CHECK			ALIGN	111	* 0.00
Correction	Tech 111 DOLIC, STEPHAN					
Type: OQL	Line Flags: NOS			Subtotal		
				TOTAL CHARGE FOR CONCERN		0.00
Concern 51	CUSTOMER STATES HAS LEAK IN LT REAR VALVE STEM.			Operation	Tech	Amount
Correction	COULD NOT FIND LEAK AT THIS TIME.REMOVED TIRE APPLIED BEAD SEALER TO TIRE.RESEAL RIM.BALANCED TIRE.			SERVICE	111	S 19.95
Type: OQL	Tech 111 DOLIC, STEPHAN <i>2ND TIME THIS WHEEL</i>			Subtotal		
				LAB-MECHANICAL		19.95
				TOTAL CHARGE FOR CONCERN		19.95

ALL REPAIRS
GUARANTEED
24 MONTHS
OR UNLIMITED
MILES, ON
FACTORY

"DISCLAIMER OF WARRANTY"
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 AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE
I hereby authorize the repair work hereinafter set forth to be done along with the necessary materials and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs

X

SIGNED

HEILMAN AUTO SERVICE CENTER
1401 WILMINGTON PIKE
CHADDS FORD, PA 19382
(610) 692-2200

CHEYNEY, PA

WORK ORDER

Printed On: 11/11/2016 9:28:19 AM

SEQ NO.		REF NO.	
DATE	11/11/2016	PHONE	
ACCOUNT I.D.		PHONE	
VEHICLE I.D.		PHONE	
LICENSE NO.		ODOMETER IN	
VIN	1FAHP60A82Y	ODOMETER OUT	
YEAR/MAKE	2002 FORD THUNDERBIRD	EMPLOYEE I.D.	
REMARKS/RECOMMENDATIONS			

QUANTITY	WORK TO BE PERFORMED/PARTS REQUIRED	N = NEW S = SUBCONTRACTED W = WARRANTY U = USED R = REBUILT	PARTS PRICE	HOURS	LABOR	EMP
	CHECK TIRE FOR LEAK					
	CLEAN RIM REMOVE COROSION FROM INNER RIM	L		1.00	40.00	M
	AND MOUNT AND BALANCE TIRE					
	** Discount **				-28.00	

NATIONWIDE 12MONTH/12000MILE WARRANTY ON MOST REPAIRS.
FOR ASSISTANCE CALL 610-692-2200 ...AUTHORIZATION MUST BE
OBTAINED BEFORE ANY WARRANTY REPAIRS CAN BE PERFORMED

SUBTOTAL	0.00		12.00
DISCOUNT	28.00	TOTAL	12.00
		GAS	0.00
		TAX	0.72
PLEASE PAY THIS AMOUNT			12.72

HEILMAN AUTO SERVICE CENTER
1401 WILMINGTON PIKE
CHADDS FORD, PA 19382
(610) 692-2200

CHEYNEY, PA

WORK ORDER

Printed On: 2/23/2017 6:35:48 AM

SEQ NO.

REF NO.

DATE 2/23/2017

PHONE

ACCOUNT I.D.

VEHICLE I.D.

LICENSE NO.

VIN

1FAHP60A82Y

ODOMETER IN

ODOMETER OUT

YEAR/MAKE

2002 FORD THUNDERBIRD

EMPLOYEE I.D.

REMARKS/RECOMMENDATIONS

QUANTITY	WORK TO BE PERFORMED/PARTS REQUIRED	N = NEW S = SUBCONTRACTED W = WARRANTY U = USED R = REBUILT	PARTS PRICE	HOURS	LABOR	EMP
	CHECK TIRE LEAK					
	CLEAN RIM REMOVE COROSION FROM INNER RIM	L		1.00	40.00	M
	AND MOUNT AND BALANCE TIRE					
	WE REMOVED THE TIRE, CLEANED THE COROSION FROM THE INNER RIM AND RESEALED/BALANCED THE TIRE					

NATIONWIDE 12MONTH/12000MILE WARRANTY ON MOST REPAIRS.
FOR ASSISTANCE CALL 610-692-2200 ...AUTHORIZATION MUST BE
OBTAINED BEFORE ANY WARRANTY REPAIRS CAN BE PERFORMED

SUBTOTAL	0.00		40.00
		TOTAL	40.00
		GAS	0.00
		TAX	2.40
PLEASE PAY THIS AMOUNT			42.40

HEILMAN AUTO SERVICE CENTER
 1401 WILMINGTON PIKE
 CHADDS FORD, PA 19382
 (610) 692-2200

CHEYNEY, PA

WORK ORDER

Printed On: 3/8/2017 7:51:15 AM

SEQ NO.		REF NO.	
DATE	3/8/2017	PHONE	
ACCOUNT I.D.		PHONE	
VEHICLE I.D.		PHONE	
LICENSE NO.			
VIN		ODOMETER IN	
1FAHP60A82Y		ODOMETER OUT	
YEAR/MAKE		EMPLOYEE I.D.	
2002 FORD THUNDERBIRD			
REMARKS/RECOMMENDATIONS			

QUANTITY	WORK TO BE PERFORMED/PARTS REQUIRED	N = NEW S = SUBCONTRACTED W = WARRANTY U = USED R = REBUILT	PARTS PRICE	HOURS	LABOR	EMP
	CHECK TIRE LEAK					
	CLEAN RIM REMOVE COROSION FROM INNER RIM	L		1.00	40.00	M
	AND MOUNT AND BALANCE TIRE					
	WE REMOVED THE TIRE, CLEANED THE COROSION FROM THE INNER RIM, AND RESEALED/BALANCED THE TIRE.					

386 TIME THIS WHEEL

NATIONWIDE 12MONTH/12000MILE WARRANTY ON MOST REPAIRS.
 FOR ASSISTANCE CALL 610-692-2200 ...AUTHORIZATION MUST BE
 OBTAINED BEFORE ANY WARRANTY REPAIRS CAN BE PERFORMED

SUBTOTAL	0.00		40.00
		TOTAL	40.00
		GAS	0.00
		TAX	2.40
PLEASE PAY THIS AMOUNT			42.40