



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 ☐

10-APR-2018

Reference No.

11084345

JUL 23 2018

Daytime Telephone Number

E-mail Address

Evening Telephone Number

OWNER INFORMATION (Type or Print)

Name

Address

City

BELLFLOWER

State

CA

Zip Code

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

3FAHP07107K

Make

FORD

Model

FUSION

Model Year

2007

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

01-JUL-2015

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 030000 BRAKES (PWS)

Failure Mileage

159350

Failure Speed

10

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: DOTM19A8C036)

☐ 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 2007 FORD FUSION. WHILE DRIVING 10 MPH, THE BRAKE PEDAL WAS DEPRESSED, BUT FAILED TO RESPOND. THE BRAKE PEDAL TRAVELED TO THE FLOORBOARD WITHOUT WARNING. THE VEHICLE WAS TAKEN TO THREE INDEPENDENT MECHANICS, BUT THE FAILURE PERSISTED. THE VEHICLE WAS PREVIOUSLY TAKEN TO NORM REEVES FORD SUPERSTORE (LOCATED AT 18900 STUDEBAKER RD, CERRITOS, CA 90703) WHERE IT WAS DIAGNOSED THAT THE BRAKES AND MASTER CYLINDER NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED, BUT THE FAILURE RECURRED. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURES. THE FAILURE MILEAGE WAS 159,350.

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)

See attached

ATTACH ADDITIONAL SHEETS IF NECESSARY

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

26 JUN '13
PM 13 L



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL

FIRST CLASS MAIL

PERMIT NO. 1888

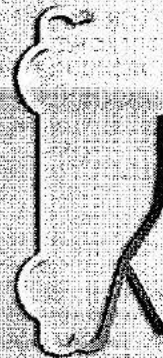
WASHINGTON, DC

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



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



BAR #ARD00213793
EPA # CAD 047647862

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
	Raymond Quintero	1818	04/11/18	
	LABOR RATE	153940	COLOR	
	LICENSE NO.		Black	
Bellflower, CA	YEAR / MAKE / MODEL		DELIVERY DATE	DELIVERY MILES
	2007 / Ford / Fusion			
	VEHICLE I.D. NO.		SELLING DEALER NO.	PRODUCTION DATE
	3FAHP0710 7R			
	F.T.E. NO.	P.O. NO.	R.O. DATE	
			04/10/18	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		
		(562)		

Labor and Parts

J# 1 10 BRAKES / ABS Tech(s) 1089 0.00

Customer States the brake pedal goes all the way to the floor and customer lost the brakes at one point check and advise

Customer was advised that the vehicle needs the hydraulic controll unit. Customer is requesting to take the vehicle and WE DO NOT RECOMMEND DRIVING THE VEHILCE OUT.

Job # 1 Total Parts 0.00
Job # 1 Total Labor & Parts 0.00

J# 2 99P Tech(s) Internal Work

Perform World Class Inspection

Performed World Class Inspection

Job # 2 Total Parts Internal Work
Tech(s) Internal Work

J# 3 TP
Check and Document Tire Pressure Inspection

Set Tire Pressure to: RF RR LF LR

Job # 3 Total Parts Internal Work

I acknowledge receipt of the above listed vehicle:	Total Labor	0.00
	Total Parts	0.00
	Total Sublet	0.00
	Misc. Chrgs	0.00
	Car Rental	0.00
	Freight	0.00
	Deductible	0.00
	Special Tax	0.00
	Haz Mat Chrg	0.00
	Sales Tax	0.00
Total Invoice \$		0.00

Signature Date

I acknowledge notice of an oral approval of an increase in the original estimate price

Signature

Thank You
for servicing your vehicle at
NORM REEVES We truly
appreciate your business.

Our goal is to Meet Your Expectations. If for any reason you feel that we did not meet your expectations please let us know. Contact your service manager and let him know your concern.

SERVICE HOURS

MONDAY - FRIDAY 7:00 AM - 6:00 PM
SATURDAY 7:00 AM - 4:00 PM



NORM REEVES
LINCOLN
CERRITOS AUTO SQUARE

NORM REEVES FORD SUPERSTORE
NORM REEVES HYUNDAI SUPERSTORE
NORM REEVES LINCOLN
18900 Studebaker Road
Mailing Address P.O. Box 3850 • Cerritos, CA 90703
(562) 405-3500 • (800) 396-2077

NORM REEVES
HYUNDAI
SUPERSTORE
CERRITOS AUTO SQUARE



SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

ALL PARTS WILL BE DISCARDED UNLESS SPECIFIED OTHERWISE ☐ SAVE	VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.					
	3FAHP0710 7R	2007 / Ford / Fusion									
	CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.						
	COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.	04/10/18					
	1818										
RESIDENCE PHONE	BUSINESS PHONE	TURBO	MMIC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR		
							153 940	1545	Raymond Quintana		
APPOINTMENT	10:49 AM	04/10/2018	6:00 PM	PRIORITY	I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left 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 vehicle to secure the amount of repairs thereto. I authorize the retrieval of on-board data as needed to facilitate vehicle repair, as well as sharing of that data with the manufacturer for diagnostic and research purposes.			CUSTOMER'S SIGNATURE			ORIGINAL ESTIMATE \$ 140.00
X	YES	NO			SUBJECT TO CONDITIONS ON REVERSE SIDE						

JOB	ALL PARTS ARE NEW UNLESS STATED OTHERWISE
1	C 10 BRAKES/ABS Customer States the brake pedal goes all the way to the floor and customer lost the brakes at one point check and advise
2	I 99P Perform World Class Inspection
3	I TP Check and Document Tire Pressure

"For Your Convenience"

SERVICE & PARTS DEPARTMENT HOURS

IN ORDER TO SERVE YOU BETTER
PLEASE CALL FOR A SERVICE APPOINTMENT.
SERVICE HOURS:

MONDAY - FRIDAY 7:00 AM - 7:00 PM
SATURDAY 7:00 AM - 5:00 PM

I hereby designate the individual named below to authorize any additional work not specified or parts not included in the original written estimated price for parts and labor.

Name of Designee: Phone Number:

E-Mail Address: Fax Number:

Customer's Signature: Date:

NOTES:

CHECKS ACCEPTED BUT SUBJECT TO VERIFICATION

HAZARDOUS WASTE: A hazardous waste disposal charge will be added when fluids removed from your vehicle must be disposed of in compliance with federal, state and local government hazardous waste regulations. These fluids are engine oil.

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the services recommended.

SMOG CHECK
"By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary."

STORAGE CHARGE
Twenty-five dollar per day storage charges may be imposed, if _____ picked up within two business days of notice of completion.



www.jiffylube.com

Jiffy Lube # 355
Alamitos Enterprises, LLC
10160 ALONDRA BOULEVARD
BELLFLOWER, CA 90706
(562) 925-6007
BAR # ARD00227893
LIC # 07155
EPA # CAL000274830

WORK ORDER # [REDACTED]
DATE: 03/30/18 12:18 PM
INVOICE # [REDACTED]

CUSTOMER INFORMATION

[REDACTED]
[REDACTED]
BELLFLOWER, CA, [REDACTED]
[REDACTED]

VEHICLE INFORMATION

2007
FORD
FUSION
3.0L 6Cyl ([1]) Fuel Injected

LICENSE PLATE: [REDACTED]
MILEAGE: 153,631
OIL CHANGE INTERVAL: 3000

DESCRIPTION	PARTS \$	LABOR \$	UOM	QTY	UNIT COST	PRICE
SIGNATURE SERVICE HIGH MILEAGE			Each	1.00		59.99
WITH UPTO 5QTS OIL & OIL FLTR			Each	1.00	5.99	
OIL FILTER # L2222	5.99		Quart	6.00	6.60	6.60
PZL HIGH MILEAGE 10W30 SN	39.60		Each	1.00		
SERVICE PERFORMED BASED ON			Each	1.00		
CUSTOMER REQUEST			Each	1.00		
LABOR		21.00		1.00		
AIR FILTER # A5583	25.99		Each	1.00	25.99	25.99
KEEP OLD PARTS? NO						
OLD PARTS REQUESTED? - NO			Each	1.00		

SERVICE CHECKLIST

CHANGE OIL	CHANGED	CHANGE OIL FILTER	CHANGED
AIR FILTER	REPLACED	CHECK WIPER BLADES	GOOD COND.
VACUUM FLOORS	COMPLETED	WASH EXTERIOR WINDOWS	COMPLETED
LUBRICATE CHASSIS	SEALED	CHECK/FILL TRANS./TRANSAXLE FL	LEVEL FULL
CHECK/FILL DIFF/FINAL DR. FL.	N/A	CHECK/FILL PWR. STEERING FLUID	LEVEL FULL
CHECK/FILL WINDSHIELD WASH FLU	ADDED	CHECK/FILL BATTERY WATER	LEVEL FULL
INFLATE TIRES TO PROPER PRESS.	F32 R32	LIGHTING SYSTEM	OK
BRAKE FLUID LEVEL	LEVEL LOW	SERPENTINE BELT	GOOD COND.
RADIATOR FLUID LEVEL	LEVEL FULL	OIL LEVEL ON ARRIVAL	BEL. OPR. RANGE

SERVICE COMMENTS

QUALITY INSPECTION BY D. HAYWOOD
GUEST HAS BEEN ADVISED OF OEM
RECOMMENDATIONS AND HAS APPROVED
PARTS/SERVICES ON THIS INVOICE.
WE APPRECIATE YOUR BUSINESS!

ESTIMATE EXCEEDED

I acknowledge notice and oral approval of an increase in the original estimated price.

Customer Signature

SERVICES PERFORMED BY

UPPER BAY: SETH B. LOWER BAY: JOSHUA A.
CSA: ERIK G. CT: SAMANTHA G.
TL: DEMETRIUS H. CT: SAMANTHA G.
CASHIER: DEMETRIUS H.

YEIP

PAYMENT INFORMATION

PARTS TOTAL	71.58
LABOR TOTAL	21.00
GROSS SALES	92.58
ANC10 UN15OFF	-17.60
NET SALES	74.98
PARTS TAX	6.62
TOTAL DUE	USD\$ 81.60
CASH	USD\$ 100.00
CHANGE	USD\$ -18.40

[REDACTED]
Please Sign Here

AUTHORIZED AND RECEIVED BY

Cardholder acknowledges receipt of goods and/or services in the amount of the Total shown here on and agrees to perform the obligations set forth in the Cardholder's agreement with the issuer

MESSAGES

OE PARTS & SERVICES HAVE BEEN APPROVED
ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

Ford Motor Company
Ford Customer Service Division
P. O. Box 1904
Dearborn, Michigan 48121-1904



BELLFLOWER, CA

December 2017

***** IMPORTANT SAFETY RECALL *****
(PROGRAMA DE SEGURIDAD IMPORTANTE)

Safety Recall Notice 16S26 / NHTSA Recall 16V-384
Aviso de Revisión de Seguridad 16S26

2007 Fusion

Your Vehicle Identification Number (VIN): 3FAHP07107R

In July 2016, Ford Motor Company sent you a letter announcing Safety Recall 16S26 – Passenger Airbag Inflator Replacement on your vehicle, with the VIN shown above. Since then, Ford has been developing remedy parts for your vehicle that do not contain ammonium nitrate, the chemical that has resulted in the safety recalls. This letter is to inform you that remedy parts have been delayed, and we are expecting remedy parts to become available for certain vehicles in the Spring of 2018. Ford will begin repairing vehicles as parts become available in the priority order established in the National Highway Transportation Safety Administration's Coordinated Remedy Order. You will be notified as soon as parts are available for your vehicle.

It is important that you schedule a service appointment for the free repair as soon as you are notified.

What is the issue?

On your vehicle, the passenger frontal airbag inflator may rupture in the event of a crash necessitating airbag deployment. A ruptured inflator may result in metal fragments striking vehicle occupants causing serious injury or death. Additional information regarding Takata recalls can be found at www.safercar.gov and owner.ford.com/Takata.

What should you do?

WARNING: Until remedy parts become available, do not allow anyone to sit in the first row passenger seat. The air bag inflator could rupture during deployment in a crash and cause injuries or death. When the front row passenger seat is not occupied, the passenger air bag will not deploy, eliminating the risk.

When parts are available to support 16S26, Ford Motor Company will send a letter to inform you that parts are available and to contact your dealer to schedule a repair.

JP Auto Electric

116 w ovington st
Lancaster, CA. 93534
Phone - 661-209-8116 Fax - 661-206-8651

INVOICE

ARD 278109
SR AR 101 226801

INVOICE

Print Date : 07/11/2017

[Redacted]

✓ 2007 Ford - Fusion SE

✓ 3.0L, V6, VIN (1)

Lic # :

Odometer In : 145660

Unit # :

Vin # :

Hat # :

Ref # :

Home [Redacted]

Cust ID : [Redacted]

Part Description / Number	Qty	List	Extended	Labor Description	Extended
BRAKE MASTER CYLINDER FAC81	1.00	161.82	161.82	MASTER CYLINDER - REMOVE & REPLACE	120.00

Vehicle was drove into shop, customer stated brake pedal goes to the floor.
Tech found bad master cylinder.

[Technicians : Palacios, Jose]

Org. Estimate \$297.60 Revisions \$0.00 Current Estimate \$ 297.60 Additional Cost Revised Estimate

Labor:	\$120.00
Parts:	\$161.82
Sublet:	\$0.00
Sub:	\$281.82
Tax:	\$15.78
Total:	\$297.60
Bal Due:	\$297.60

[Payments -]

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor 12months or 12,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

SIGNATURE.....

Date..... Time.....

<none>

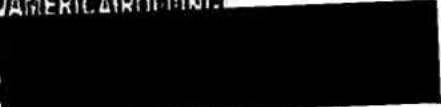


Open 7am - 7pm 7 Days a Week

2831 E. Artesia Blvd. • Long Beach, CA 90805

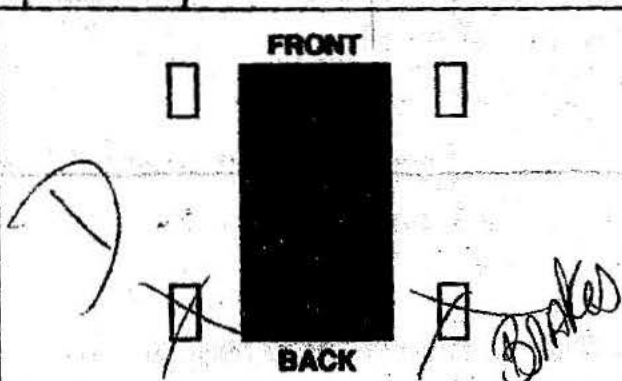
Tel. (562) 529-7755 • Fax (562) 529-7786

1288

SOLD TO 

DATE 06-20-17

ADDRESS _____

DESCRIPTION	PRICE	AMOUNT
BRAKES	Ford Fusion 2007	170 ⁰⁰
BEARINGS		
STRUTS		
ALIGNMENT		
MOTOR MOUNTS		
AXLES		
FRONT  BACK		
CASH CARD CHECK PAYMENT ☐ ☐ ☐ DEPOSIT BALANCE NOTICE: Must have receipt to pick up all orders purchased. Thank you CUSTOMER SIGNATURE _____		LABOR TAX TOTAL 170⁰⁰

2007 Ford Fusion SE

I can remember exact dates but the receipts I gave you is when brakes went to floor and I took car to these places and they said if they changed the brakes, then the master cylinders that the brakes would be ok but not what happened. Sometimes brakes will be ok for about 6 months then when I hit a pot hole braking it goes out to floor and my car keeps going 2 car lengths. Twice I have ended up in a intersection almost hit because my car didn't stop with my red light. Please help I have a  yr daughter and she screams everytime this happens she can feel it from back seat. I'm a single parent I can't keep fixing the same things on this car unaffordable.

