



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 01-MAY-2018 JUL 27 2018	Repository <input type="checkbox"/> Reference No. 11091228
Daytime Telephone Number [REDACTED]	E-mail Address [REDACTED]
Evening Telephone Number [REDACTED]	

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City BOWIE State MD Zip Code [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 4JGBB22E27A [REDACTED]		Make MERCEDES BENZ	Model ML320	Model Year 2007
Date Purchased NOV 2006	Dealer's Name and Telephone Number MERCEDES BENZ ANNAPOLIS 443-875-0300		Engine: No: Cylinders 6	Fuel Type: DIESEL
Original Owner <input checked="" type="checkbox"/>	Dealer's City ANNAPOLIS	State MD	Zip Code 21401	
Transmission Type AUTOMATIC	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain 4MATIC	Multiple Failure: EGR VALVE	Incident Date(s) 27-APR-2018

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 060000 ENGINE (PWS) 642-140-18-60-EGR	003-542-70-18-T SENSOR	Failure Mileage 224000	Failure Speed 35-45
164-490-51-14-80 CATALYST	647-905-01-00-SENSOR		

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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
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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 MERCEDES-BENZ ML320. WHILE THE CONTACT WAS MERGING INTO HIGHWAY TRAFFIC, GREEN SMOKE WAS SEEN UNDER THE HOOD OF THE VEHICLE. THE CONTACT PULLED THE VEHICLE OVER TO THE SIDE OF THE ROAD AND TURNED OFF THE ENGINE. PRIOR TO THE FAILURE, THE VEHICLE HESITATED WHILE DRIVING. THE CONTACT POINTED OUT THAT THE VEHICLE WAS EQUIPPED WITH A DIESEL ENGINE. THE VEHICLE WAS TOWED TO THE DEALER (MERCEDES-BENZ OF ANNAPOLIS, 324 6TH ST. ANNAPOLIS, MD 21403, (888) 261-7620) WHERE IT WAS DIAGNOSED WITH CATASTROPHIC ENGINE FAILURE. THE EXHAUST MANIFOLD RUPTURED, WHICH CAUSED THE ENGINE WIRING HARNESS TO MELT. THE DEALER INFORMED THE CONTACT THAT THE VEHICLE WAS DONE. THE CONTACT'S INSURANCE COMPANY WAS NOTIFIED AND THE VEHICLE WAS AWAITING INSPECTION TO DETERMINE IF THE VEHICLE WAS A TOTAL LOSS. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 224,000. THE VIN WAS NOT AVAILABLE. (SMOKE WAS WHITE AND GREY) AVOIDED FULL FIRE AND MELT DOWN DUE TO DRIVER'S IMMEDIATE ACTIONS. VEHICLE WAS REPAIRED COST \$12,535.00 - INS COVERED 1/2

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)

THIS VEHICLE 100% MANUFACTURED (DEALER MAINTAINED)
800 MILES POST SCHEDULED SERVICE, THIS EVENT OCCURRED!
* CATALYTIC - WAS NOT PRE DIAGNOSED FOR REPLACEMENT / ? MAINTENANCE OF CAT?
① EGR VALVE DOES NOT HAVE A MAINTENANCE SCHEDULE
② ENGINE FAILURE - WAS NOT THE REALITY THE INSURANCE FULL COVERAGE
INVESTIGATION AND PAYMENT SUPPORTED THE REPAIR!
ENGINE HARNESS MELTED DUE TO EGR VALVE RUPTURE - I.E. MINOR ENGINE
FIRE. CATALYTIC CONVERTER PARTICULATE FILTERS CLOGGED.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**
1200 New Jersey Avenue SE,
Washington, D.C. 20077-0382

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**



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



Mercedes-Benz of Annapolis
 1920 Forest Drive
 Annapolis, Maryland 21401
 Main # 443-875-0300
 Fax # 443-875-0303



CELL: [REDACTED]

CUSTOMER NO	ADVISOR CHUCK LEYMAN	TAG NO 244 5381	INVOICE DATE 05/23/18	INVOICE NO
[REDACTED]	LABOR RATE	LICENSE NO	MILEAGE 225,346	COLOR BLACK/BLACK
[REDACTED]	YEAR / MAKE / MODEL 07/MERCEDES LIGHT TRUCK/ML320/4 DOOR	DELIVERY DATE 11/21/06	DELIVERY MILES 19	STOCK NO
BOWIE, MD	VEHICLE I.D. NO. 4 J G B B 2 2 E 2 7 A	SELLING DEALER NO 34107	PRODUCTION DATE 11/14/06	
[REDACTED]	F.T.E. NO	P.O. NO	R.O. DATE 04/27/18	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS C# 164122	E# 72290200922484	MO: 225351

[WARR] SILVER TEAM
 JOB# 1 CHARGES-----

LABOR-----
 J# 1 80MBZCHECK CHECK ENGINE LIGHT TECH(S):390 5542.68
 CUST STATES CAR HAS LACK OF POWER. SMOKING FROM TAIL PIPE ,
 COOLANT SMELLS..CHECK ENGINE IN ON
 EGR AND ENGINE HARNESS
 FOUND EGR VALVE BAD DAMAGING ENGINE HARNESS. REPLACE ENGINE
 HARNESS AND EGR VALVE. REPLACE DAMAGED LEAK LINES. CLEAR
 CODES AND TEST DRIVE

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE-
	1	642-150-07-56	ELECT. LINE	755.00	755.00	755.00
	1	642-070-55-32	LEAK LINE	125.00	125.00	125.00
	1	000-995-74-35	CLAMP	1.70	1.70	1.70
	1	642-094-00-80	GASKET	19.50	19.50	19.50
	1	014-997-64-45	O-RING	6.25	6.25	6.25
TOTAL - PARTS						907.45

JOB# 1 TOTALS-----
 LABOR 5542.68
 PARTS 907.45
 JOB# 1 JOURNAL PREFIX QTCS JOB# 1 TOTAL 6450.13

LABOR-----
 J# 2+80MBZ DRIVEABILITY CONCERN TECH(S):390 318.95
 Added Operation (99CLEYM @ 05/09/2018 14:41)
 EGR VALVE BLOWN OFF.
 TECH REPLACED THE EGR VALVE

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE-
	1	642-016-02-80	GASKET	11.93	11.93	11.93
	2	642-142-18-80	GASKET	10.52	10.52	21.04
	1	642-142-32-80	MULTI-HOLE SE	9.89	9.89	9.89
	1	642-142-31-80	MULTI-HOLE SE	10.28	10.28	10.28
	6	000-990-68-03	SCREW	5.14	5.14	30.84
	1	642-142-07-81	GASKET	7.95	7.95	7.95
	1	017-997-35-45-64	O-RING	20.55	20.55	20.55
	1	642-094-05-80	SEAL F CLEAN	8.70	8.70	8.70
	1	642-140-18-60	EXCHANGEVALVE	501.00	474.10	474.10
	-1	642-140-18-60	CORE RETURN	44.00	44.00	-44.00
TOTAL - PARTS						551.28

JOB# 2 TOTALS-----
 LABOR 318.95
 PARTS 551.28
 JOB# 2 JOURNAL PREFIX QTCS JOB# 2 TOTAL 870.23

LABOR-----

Thank You!

MANUFACTURER SPECIAL POLICY ADJUSTMENT PROGRAMS
 Federal law requires manufacturers to furnish the National Highway Traffic Safety Administration (N.H.T.S.A.) with bulletins describing any defects in their vehicles. You may obtain copies of these bulletins from either the manufacturer or N.H.T.S.A. In addition, certain consumer publications or organizations publish this information which may be available for a fee or for free.

LOSS / DAMAGE DISCLAIMER
 Under certain circumstances such as fire, theft or other cause out of their control, Mile One may not be responsible for loss or damage to motor vehicle or articles left in the vehicle housed at a Mile One facility. You have a right to ask a Mile One representative about the extent of its responsibility, including the extent of the insurance coverage of the automotive repair facility. Mile One is not responsible for valuables left in the vehicle including money, tapes, CDs, cell phones, radar detectors, CB radios, etc.

"Claims for work performed must be made within 12 months or 12,000 miles from date of work."



Mercedes-Benz of Annapolis
 1920 Forest Drive
 Annapolis, Maryland 21401
 Main # 443-875-0300
 Fax # 443-875-0303



CELL: [REDACTED]

CUSTOMER NO	ADVISOR CHUCK LEYMAN	244	TAG NO 5381	INVOICE DATE 05/23/18	INVOICE NO
[REDACTED]	LABOR RATE	LICENSE NO	MILEAGE 225,346	COLOR BLACK/BLACK	STOCK NO
[REDACTED]	YEAR / MAKE / MODEL 07/MERCEDES LIGHT TRUCK/ML320/4 DOOR			DELIVERY DATE 11/21/06	DELIVERY MILES 19
BOWIE, MD	VEHICLE I.D. NO 4 J G B B 2 2 E 2 7 A			SELLING DEALER NO 34107	PRODUCTION DATE 11/14/06
[REDACTED]	F.T.E. NO	P.C.	R.O. DATE 04/27/18		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS C# 164122		E# 72290200922484	
[REDACTED]	[REDACTED]			MO: 225351	

TOTALS

THANK YOU FOR YOUR BUSINESS!!
 Our goal is to provide truly exceptional service.
 We sincerely hope you have had a perfect transaction, and all of our team members exceeded your expectations. If, for any reason, your visit could have been better, please contact our Service Manager Mac McConnell at (443)875-0275 or email at kmccconnell@mileone.com so we can have the opportunity to completely satisfy you!
 Truly Exceptional, Every Time.

TOTAL LABOR....	7047.55
TOTAL PARTS....	5090.38
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	50.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	347.79
TOTAL INVOICE \$	12535.72

In about 15 days Mercedes-Benz USA will send you a survey via email. We would greatly appreciate your feedback. Thank you in advance for completing the survey.
 from : customerservice@mbusa.com
 subject : following up on your service w/mb of annapolis

CLIENT SIGNATURE

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BOWIE, MD [REDACTED]	VEHICLE I.D. NO. 4 J G B B 2 2 E 2 7 A [REDACTED]	SELLING DEALER NO. 34107	PRODUCTION DATE 11/14/06	
[REDACTED]	F.T.E. NO. [REDACTED]	P.O. NO. [REDACTED]	R.O. DATE 04/27/18	
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS C# 164122	E# 72290200922484	MO: 225351

LABOR-----

J# 3+15M8ZFILTER REPLACE FUEL FILTERS TECH(S):390 155.96
 Added Operation (99CLEYM @ 05/09/2018 14:41)
 RECOMMENDED TO REPLACE THE FUEL FILTER
 TECH REPLACED THE FUEL FILTER

PARTS-----	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE-
	1	004-997-20-90	HOSE CLAMP	6.32	6.32	6.32
	1	006-997-18-90	LOOM TIE	9.35	9.35	9.35
	1	642-092-01-01	FUEL FILTER	59.93	59.93	59.93
TOTAL - PARTS						75.60

JOB# 3 TOTALS-----

LABOR	155.96
PARTS	75.60
JOB# 3 TOTAL	231.56

JOB# 4 CHARGES-----

JOB# 3 JOURNAL PREFIX QTCS JOB# 3 TOTAL 231.56

**MANUFACTURER SPECIAL POLICY
 ADJUSTMENT PROGRAMS**

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"Claims for work performed must be made within 12 months or 12,000 miles from date of work."

LABOR-----

J# 4+10M8Z1 ENGINE CONCERN TECH(S):390 1029.96
 Added Operation (99DBRAD @ 05/23/2018 09:54)
 TECH FOUND THE PARTICULATE FILTER AND SENSORS ARE FAULTY
 TECH REPLACED THE PARTICULATE FILTER AND SENSORS

PARTS-----	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE-
	1	219-492-00-80	FLANGE GASKET	19.23	19.23	19.23
	1	642-905-01-00	PRESSURE SENS	102.60	102.60	102.60
	1	000-490-14-41	CLAMP	25.86	25.86	25.86
	2	910143-008006	SCREW	7.01	7.01	14.02
	2	000-492-08-81	SEAL RING	15.91	15.91	31.82
	2	202-490-08-41	CLAMP	25.86	25.86	51.72
	1	003-542-70-18	TRAVEL SENSOR	348.43	348.43	348.43
	1	007-153-63-28	TEMPERATURE S	121.33	121.33	121.33
	1	000-905-43-05	TEMPERATURE S	124.44	124.44	124.44
	1	164-490-51-14-80	CATALYST	1169.85	1169.85	1169.85
	-1	164-490-51-14-80	CORE RETURN	200.00	200.00	-200.00
	1	164-490-08-92-80	PARTICLEFILTE	2208.75	2208.75	2208.75
	-1	164-490-08-92-80	CORE RETURN	462.00	462.00	-462.00
TOTAL - PARTS						3556.05

JOB# 4 TOTALS-----

LABOR	1029.96
PARTS	3556.05
JOB# 4 TOTAL	4586.01

JOB# 4 JOURNAL PREFIX QTCS JOB# 4 TOTAL 4586.01

MISC-----

CODE	DESCRIPTION	CONTROL NO.	PRICE-
JOB # A	SP SERVICE SUPPLIES		50.00
TOTAL - MISC			50.00

COMMENTS-----
 TOW IN KF 1654

Thank You!



PO Box 3000
Merrifield, VA 22119-3000
navyfederal.org

Cashier's Check

Serial No.	Account No.	Date	Amount
[REDACTED]	[REDACTED]	05/29/18	\$*****12535.72

Pay
to the
Order of

MERCEDES BENZ OF ANNAPOLIS

REMITTER:

Authorized Signature

of our team members exceeded your expectations. If, for any	TOTAL G.O.G....	0.00
reason, your visit could have been better, please contact our	TOTAL MISC CHG.	50.00
Service Manager Mac McConnell at (443)875-0275 or email at	TOTAL MISC DISC	0.00
kmccconnell@mileone.com so we can have the opportunity to	TOTAL TAX.....	347.79
completely satisfy you!	-----	
Truly Exceptional, Every Time.	TOTAL INVOICE \$	12535.72

In about 15 days Mercedes-Benz USA will send you a survey via email. We would greatly appreciate your feedback. Thank you in advance for completing the survey.
 from : customerservice@mbusa.com
 subject : following up on your service w/mb of annapolis

 CLIENT SIGNATURE
 ***** DUPLICATE INVOICE *****
 PAGE 1 OF 1 CONSUMER REACH COPY [END OF INVOICE]

From: 99PWING CONSUMERREACH@MILEONE.COM
 Subject: MERCEDES BENZ INVOICE
 Date: May 23, 2018 at 1:46 PM
 To: [REDACTED]

Customer No [REDACTED]
 For your convenience I have attached a copy of your invoice which contain
 a detailed description of the service that was performed on your vehicle.
 In order to expedite your pick-up experience, please call (443) 875-0300
 15 minutes before your expected time of arrival.

E

***** DUPLICATE INVOICE *****

CUSTOMER NO. [REDACTED] ADVISOR CHUCK LEYMAN 244 HAT NO. [REDACTED] INVOICE NO. [REDACTED]
 LABOR RATE [REDACTED] LICENSE NO [REDACTED] MIL IN [REDACTED] COLOR [REDACTED] STOCK NO. [REDACTED]
 YEAR/MAKE/MODEL [REDACTED] DEL. DATE [REDACTED] DEL. MILES [REDACTED]
 07/MERCEDES LIGHT TRUCK/ML320/4 DOOR 11/21/06 19
 VEHICLE ID. NO. [REDACTED] 4 J G B B 2 2 E 2 7 A [REDACTED] 11/14/06
 F.T.E. NO. [REDACTED] P.O. NO. [REDACTED] R.O. DATE 04/27/18
 BOWIE, MD [REDACTED]
 HOME PHONE [REDACTED] BUS. PHONE [REDACTED] COMMENTS C# 164122 E# 72290200922484 MIL. OUT 225351

[WARR] SILVER TEAM
 JOB# 1 CHARGES-----

LABOR-----
 J# 1 80M8ZCHECK CHECK ENGINE LIGHT TECH(S):390 5542.68
 CUST STATES CAR HAS LACK OF POWER. SMOKING FROM TAIL PIPE ,
 COOLANT SMELLS..CHECK ENGINE IN ON
 EGR AND ENGINE HARNESS
 FOUND EGR VALVE BAD DAMAGING ENGINE HARNESS. REPLACE ENGINE
 HARNESS AND EGR VALVE. REPLACE DAMAGED LEAK LINES. CLEAR
 CODES AND TEST DRIVE

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
	1	642-150-07-56	ELECT. LINE	755.00	755.00	755.00
	1	642-070-55-32	LEAK LINE	125.00	125.00	125.00
	1	000-995-74-35	CLAMP	1.70	1.70	1.70
	1	642-094-00-80	GASKET	19.50	19.50	19.50
	1	014-997-64-45	O-RING	6.25	6.25	6.25
			TOTAL - PARTS	907.45		

JOB# 1 TOTALS-----
 LABOR 5542.68
 PARTS 907.45

JOB# 1 JOURNAL PREFIX QTCS JOB# 1 TOTAL 6450.13

JOB# 2 CHARGES-----

LABOR-----
 J# 2+80M8Z DRIVEABILITY CONCERN TECH(S):390 318.95
 Added Operation (99CLEYM @ 05/09/2018 14:41)
 EGR VALVE BLOWN OFF.
 TECH REPLACED THE EGR VALVE

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
	1	642-016-02-80	GASKET	11.93	11.93	11.93
	2	642-142-18-80	GASKET	10.52	10.52	21.04
	1	642-142-32-80	MULTI-HOLE SE	9.89	9.89	9.89
	1	642-142-31-80	MULTI-HOLE SE	10.28	10.28	10.28
	2	000-000-00-00	SCREW	5.14	5.14	10.28

0	000-990-08-03	SCREW	3.14	3.14	30.64
1	642-142-07-81	GASKET	7.95	7.95	7.95
1	017-997-35-45-64	O-RING	20.55	20.55	20.55
1	642-094-05-80	SEAL F CLEAN	8.70	8.70	8.70
1	642-140-18-60	EXCHANGEVALVE	501.00	474.10	474.10
-1	642-140-18-60	CORE RETURN	44.00	44.00	-44.00
TOTAL - PARTS			551.28		

JOB# 2 TOTALS-----

LABOR	318.95
PARTS	551.28

JOB# 2 JOURNAL PREFIX QTCS JOB# 2 TOTAL 870.23

JOB# 3 CHARGES-----

LABOR-----

J# 3+15M8ZFILTER REPLACE FUEL FILTERS TECH(S):390 155.96

Added Operation (99CLEYM @ 05/09/2018 14:41)

RECOMMENDED TO REPLACE THE FUEL FILTER
TECH REPLACED THE FUEL FILTER

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-

1	004-997-20-90	HOSE CLAMP	6.32	6.32	6.32
1	006-997-18-90	LOOM TIE	9.35	9.35	9.35
1	642-092-01-01	FUEL FILTER	59.93	59.93	59.93
TOTAL - PARTS			75.60		

JOB# 3 TOTALS-----

LABOR	155.96
PARTS	75.60

JOB# 3 JOURNAL PREFIX QTCS JOB# 3 TOTAL 231.56

JOB# 4 CHARGES-----

LABOR-----

J# 4+10M8Z1 ENGINE CONCERN TECH(S):390 1029.96

Added Operation (99DBRAD @ 05/23/2018 09:54)

TECH FOUND THE PARTICULATE FILTER AND SENSORS ARE FAULTY
TECH REPLACED THE PARTICULATE FILTER AND SENSORS

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-

1	219-492-00-80	FLANGE GASKET	19.23	19.23	19.23
1	642-905-01-00	PRESSURE SENS	102.60	102.60	102.60
1	000-490-14-41	CLAMP	25.86	25.86	25.86
2	910143-008006	SCREW	7.01	7.01	14.02
2	000-492-08-81	SEAL RING	15.91	15.91	31.82
2	202-490-08-41	CLAMP	25.86	25.86	51.72
1	003-542-70-18	TRAVEL SENSOR	348.43	348.43	348.43
1	007-153-63-28	TEMPERATURE S	121.33	121.33	121.33
1	000-905-43-05	TEMPERATURE S	124.44	124.44	124.44
1	164-490-51-14-80	CATALYST	1169.85	1169.85	1169.85
-1	164-490-51-14-80	CORE RETURN	200.00	200.00	-200.00
1	164-490-08-92-80	PARTICLEFILTE	2208.75	2208.75	2208.75
-1	164-490-08-92-80	CORE RETURN	462.00	462.00	-462.00
TOTAL - PARTS			3556.05		

JOB# 4 TOTALS-----

LABOR	1029.96
PARTS	3556.05

JOB# 4 JOURNAL PREFIX QTCS JOB# 4 TOTAL 4586.01

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----

JOB # A SP SERVICE SUPPLIES 50.00

TOTAL - MISC 50.00

COMMENTS-----

TOW IN KF 1654

TOTALS-----

THANK YOU FOR YOUR BUSINESS!!	TOTAL LABOR...	7047.55
Our goal is to provide truly exceptional service.	TOTAL PARTS....	5090.38
We sincerely hope you have had a perfect transaction, and all	TOTAL SUBLET...	0.00



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NEF-160

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 failure(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 Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ