

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: ODI Complaint 11241759
Date: Tuesday, October 8, 2019 12:12:50 PM
Attachments: [11241759.pdf](#)
[freightliner_mechanic_diagnosis.pdf](#)

Questionnaire

From: [REDACTED]
Sent: Thursday, October 03, 2019 11:27 AM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: ODI Complaint 11241759

Maybe there was some confusion in the original complaint that I filed. The report you have sent back states that there was no diagnosis from a mechanic and does not list all of the items that have to be repaired. With the original complaint, I attached the diagnosis from the mechanic. Here is a list of items that should be listed under the narrative:

The truck was taken to Freightliner Western Star of Harrisburg where it was diagnosed. The Diagnostic report states:

“Technician examined vehicle and found codes for low nox conversion and low coolant level. The low NOX codes were able to be cleared out with back to back regens as they were due to DEF buildup in the mixing chamber. The low coolant level codes due to the pins in the coolant level sensor being spread. The pins in the connector will need to be replaced.

REGEN

Remove and replace coolant level sensor pins

Pins

Diagnose and advise – driver's side headlight flickering

Technician found the connector melted. It will need a new pigtail and headlight.

Remove and replace headlight and pigtail

Headlight and Pigtail

Diagnose and advise – Air leak

Technician found the air compressor discharge line rubbed through and oil in the line indicating air compressor failure. Also found the air tanks full of water from the air compressor constantly discharging.

Remove and replace air compressor and lines, drain air tanks

Air Compressor

Core

Air Lines and Gaskets

Courtesy Items

Diagnose and advise – multiple lights inoperable

Diagnose and advise – multiple large oil leaks

Remove and replace rear rear drive shocks(leaking)

Diagnose and advise – play in forward drive input yoke

Air needs replaced as per filter reminder – remove and replace

Front drive axle brakes and runs worn – remove and replace

Replace missing reflectors

Top off power steering fluid

Check and advise – quarter fender loose

Remove and replace trailer cord (rubbed through)

City horn weak – diagnose and advise

Alignment

Air system service/cartridge change

Drain and fill coolant, cost includes coolant”

I am reattaching the original sheet with this information. The cost for all these services is \$8,839.02.



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

05-AUG-2019

Repository ☐

Reference No.
11241759

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City WEST PALM BEACH

State FL

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

1FUJGLDRXC[REDACTED]

Make
FREIGHTLINER

Model
CASCADIA

Model Year
2012

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)

05-AUG-2019

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 110000 ELECTRICAL SYSTEM

Failure Mileage
662371

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: DOTM9ABC036)

☐ 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 2012 FREIGHTLINER CASCADIA. THE CONTACT STATED THAT THE HAZARD LIGHTS MALFUNCTIONED, THE WINDSHIELD WIPERS DID NOT WORK, THE ELECTRICAL SYSTEM FAILED, AND THE CHECK ENGINE INDICATOR ILLUMINATED. THE VEHICLE WAS TAKEN TO LOU BROCHORDT FREIGHTLINER (2840 CENTER PORT CIR #102, POMPANO BEACH, FL 33064, (954) 545-1000), BUT WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 662,371.

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.



						Estimated By:		ADP		Page:		of	
Customer Name:								Quoted For:					
Address:				City:		LOXAHATCHEE		State:		FL		Zip Code:	
Phone		FAX		Model:		CASCADIA		Unit No.		101		Year: 2011 Mileage: 467068	
Serial#		Date:		8/23/2019 14:14		If Approved By:		8/23/2019		ETC Will Be:		8/28/2019	
Description of Repairs/Replacements and/or Parts										Sublet	Parts	Labor	
WE ARE UNABLE TO TAKE CREDIT CARD PAYMENT OVER THE PHONE													
DEPOSIT OF HALF DOWN IS REQUIRED FOR ALL REPAIRS TOTALING OVER \$2500.00													
WE DO NOT ACCEPT AMERICAN EXPRESS CARDS													
DIAGNSOE AND ADVISE - CEL, MIL												\$306.00	
Technician examined vehicle and found codes for low nox conversion and low coolant level. The low NOX codes were able to be cleared out with baqck to baqck regens as they were due to DEF buildup in the mixing chamber.												\$0.00	
The low coolant level codes due to the pins in the coolant level sensor being spread. The pins in the connector will need to be replaced.												\$0.00	
												\$0.00	
REGEN												\$162.75	
												\$0.00	
REMOVE AND REPLACE COOLANT LEVEL SENSOR PINS												\$306.00	
P NS											\$9.80	\$0.00	
												\$0.00	
DIAGNOSE AND ADVISE - DRIVER'S SIDE HEADLIGHT FLICKERING												\$153.00	
Technician found the connector melted. It will need a new pigtail and headlight.												\$0.00	
												\$0.00	
REMOVE AND REPLACE HEADLIGHT AND PIGTAIL												\$153.00	
HEADLIGHT AND PIGTA L											\$20.70	\$0.00	
												\$0.00	
DIAGNOSE AND ADVISE - AIR LEAK												\$153.00	
Technician found the air compressor discharge line rubbed through and oil in the line indicating air compressor failure.Also found the air tanks full of water from the air compressor constantly discharging.												\$0.00	
												\$0.00	
REMOVE AND REPLACE AIR COMPRESSOR AND LINES, DRAIN AIR TANKS												\$918.00	
A R COMPRESSOR											\$803.51	\$0.00	
CORE											\$300.00	\$0.00	
A R LINES AND GASKETS											\$626.03	\$0.00	
												\$0.00	
												\$0.00	
												\$0.00	
												\$0.00	
COURTESY ITEMS												\$0.00	
DIAGNOSE AND ADVISE - MULT PLE LIGHTS NOPERABLE												\$459.00	
DIAGNOSE AND ADVISE - MULT PLE LARGE OIL LEAKS												\$229.50	
REMOVE AND REPLACE REAR REAR DRIVE SHOCKS (LEAKING)											\$167.94	\$275.40	
DIAGNOSE AND ADVISE - PLAY N FORWARD DRIVE INPUT YOKE												\$306.00	
A R NEEDS REPLACED AS PER FILTER REM NDER - REMOVE AND RPCEAL											\$87.17	\$107.10	
FRONT DRIVE AXLE BRAKES AND RUMS WORN - REMOVE AND REPLACE											\$347.88	\$306.00	
REPLACE MISSING REFLECTORS											\$8.16	\$61.20	
TOP OFF POWER STEER NG FLUID											\$15.00	\$0.00	
CHECK AND ADVISE - QUARTER FENDER LOOSE												\$76.50	
REMOVE AND REPLACE TRA LER CORD (RUBBED THROUGH)											\$89.13	\$76.50	
CITY HORN WEAK - DIAGNOSE AND ADVISE												\$306.00	
ALIGNMENT												\$309.00	
												\$0.00	
												\$0.00	
												\$0.00	
												\$0.00	
												\$0.00	
												\$0.00	
												\$0.00	
THIS MAY NOT BE THE FINAL ESTIMATE												\$0.00	
												\$0.00	
A R SYSTEM SERVICE / CARTRIDGE CHANGE (RECOMMENDED EVERY 80,000 M LES)												\$199.50	
DRAIN & FILL COOLANT, COST NCLUDES COOLANT (RECOMMENDED EVERY 150,000 M LES)												\$499.00	
PERFORMANCE TEST/VERIFICATION TEST												\$153.00	
FREIGHT											\$30.00	\$0.00	
MISC. PARTS AND LUBES											\$200.00	\$0.00	
EPA FEE												\$125.00	
										Labor	\$5,515.45		
										Parts	\$2,705.32		
										Sublet	\$0.00		
										Tax	\$493.25		
										EPA fee	\$125.00		
The above is an estimate based on our inspection and does not cover any additional parts or labor which may be required after work is started. Occasionally after work has started, worn or damaged parts are discovered which are not evident at the time of inspection. Because of this the above prices are not guaranteed, and are for immediate acceptance only. The estimate is subject to teardown and inspection and is valid for 30 days from date above. I, the undersigned, authorize you to perform the repairs and furnish the necessary materials. I understand any cost verbally quoted are an estimate only and not binding. Your employees may operate vehicle for inspecting, testing and delivery at my risk. Freightliner of Harrisburg will not be responsible for loss or damage to vehicle or articles left in the vehicle. AUTHORIZED BY: _____ DATE: ____/____/_____.										Total for entire job		\$8,839.02	