

 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 13-AUG-2019 OCT 30 2019	Repository ☐ Reference No. 11243740
OWNER INFORMATION (Type or Print)			
Name [REDACTED]		Daytime Telephone Number [REDACTED]	
Address [REDACTED]		E-mail Address [REDACTED]	
City PORT ORCHARD	State WA	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 4P1BAAPFOHA 4P1BAAPFOHA		Make INTERNATIONAL Pierce	Model 4700 Saber
Model Year 2004 2017		Engine: CUMMINS	Fuel Type: Diesel
Date Purchased 2017	Dealer's Name and Telephone Number Hughes Fire Equip. Inc. 800 747 6310		No. Cylinders 8
Original Owner ☒	Dealer's City Springfield OR.	State OR	Zip Code 97477
Transmission Type Allison	☒ Antilock Brakes ☐ Cruise Control	Powertrain yes	Incident Date(s) 09-MAY-2019 on going
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: 060000 ENGINE (PWS)		Failure Mileage 29549	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 2017 (NA) INTERNATIONAL 4700 FIRE TRUCK. THE CONTACT STATED THAT THE VEHICLE PRODUCED POOR DEF FLUID QUALITY IN THE DEF FLUID SENSOR, WHICH CAUSED THE VEHICLE TO DECELERATE. THE MANUFACTURER WAS CONTACTED AND SENT NEW DEF TANK HEADERS THAT WERE INSTALLED AT THE FIRE STATION. THE DEALER WAS NOT CONTACTED. THE VEHICLE WAS REPAIRED. THE FAILURE MILEAGE WAS 29,549. Experiencing multiple repeat failures in 6 trucks all 2017 models The DEF tank is built for Pierce by an outside vendor. Pierce has not solved the problem. All 6 trucks experiencing multiple DEF Header DEF quality faults.			
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.			