

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	
U.S. Department of Transportation National Highway Traffic Safety Administration		Date Received 18-AUG-2022	
OWNER INFORMATION (Type or Print)		Repository ☐	
Name [REDACTED]		Reference No. 11479909	
Address [REDACTED]		Daytime Telephone Number [REDACTED]	
City South Point		E-mail Address [REDACTED]	
State OH		Evening Telephone Number	
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 2FMDK3GC4B[REDACTED]		MAKE FORD	
Model EDGE		Model Year 2013	
Date Purchased 6-2014		Dealer's Name and Telephone Number Glockner South Point Ford 7407202717 (FIXED AT) PURCHASED @ RIVER CITY FORD WAYNE, MO	
Engine: No: Cylinders 6		Fuel Type: GAS	
Original Owner ☒		Dealer's City South Point	
STATE OH		ZIP Code 45680	
Transmission Type AUTO		Powertrain FWD	
☒ Antilock Brakes		Multiple Failure:	
☒ Cruise Control		Incident Date(s) 11-AUG-2022	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Components Codes: 030000 BRAKES (PWS)		Failure Mileage 59000.0	
		Failure Speed 55	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE			
Tire Make BRIDGESTONE		Tire Model (Name or Number) BLIZZAK LM-25	
Tire Size (Example P215/65R15) 225/40R18			
DOT No. (Example: DOTM1 9ABC036) EJ17CMM0922		☐ Original Requirement ☐ Prior Repair	
Failure Location: PASSENGER SIDE REAR			
Tire Component Code 190000 TIRES		Tire Failure Type: CRACK	
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), 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), 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). The contact owns a 2013 Ford Edge. The contact stated while his wife was driving 55 MPH and depressing the brake pedal, there was an abnormal noise before the brake pedal became rigid. The contact stated no warning light was illuminated. The contact stated that the braking distance was extended while depressing the brake pedal. The contact took the vehicle to local dealer, where it was diagnosed with needing the brake booster to be replaced. The vehicle was repaired. Upon investigation, the contact associated the failure with Manufacturer Communication Number: 13N02, however the VIN was not included. The manufacturer had been informed of the failure. The failure mileage was approximately 59,000.			
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.			

INVOICE

We make it easy.

FOR APPT.

Glockner South Point Ford

155 County Rd. 406

South Point, OH 45680

(740) 351-2980 • Fax: (740) 894-2059

www.glockner.com

PARTS HOURS
MONDAY - FRIDAY
 8:00 A.M. - 5:00 P.M.
SATURDAY
 8:00 A.M. - 1:00 P.M.

SOUTH POINT, OH

HOME: [REDACTED]

BUS: [REDACTED]

CONT: [REDACTED]

CELL: [REDACTED]

DUPLICATE 1

PAGE 1

SERVICE ADVISOR: 900 MICHAEL MCCLURE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	13	FORD EDGE	2FMDK3GC4D[REDACTED]		59130/59130	T675	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN13	01JAN13	01JAN2016	18:00	17AUG22	0.00	CASH	1 AUG22
R.O. OPENED	READY	OPTIONS:	ENG:3.5 Liter				
17AUG22	19AUG22						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUSTOMER STATES BRAKE PEDAL HARD AT TIMES THEN CLEARS UP NOT WANTING TO STOP ADVISE

400 SUSPENSION, BRAKE REPAIR

283 CPF

64.88

64.88

1 BT4Z*2005*A BOOSTER ASY BRAKE

276.82

276.82

276.82

400 SUSPENSION, BRAKE REPAIR

283 CPF

401.88

401.88

CPFMIL ***GLOCKNER MILITARY DISCOUNT***

CPOT

-74.36

-74.36

PERFORM DIAG FOUND FAULT IN BRAKE BOOSTER REMOVED BATTERY AND BATTERY TRAY UNBOLT MASTER CYLINDER MOVE TO ONE SIDE REPLACED BOOSTER AND REASSEMBLED ALL PARTS REMOVED

B MULTI POINT INSPECTION

99PX MULTI POINT INSPECTION

999 INT

(N/C)

(2 year warranty)

CUSTOMER

Dear Customer,

You will be receiving a survey about this service visit - If you can't answer that you are completely satisfied with our service, please contact our customer care center @ (740) 351-2980

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

***SHOP SUPPLY COSTS:**

We have added a charge equal to 10% of the total labor cost, not to exceed \$35.00, to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS ARE NEW
UNLESS OTHERWISE
INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	466.76
PARTS AMOUNT	276.82
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	35.00
TOTAL CHARGES	778.58
LESS INSURANCE	74.36
SALES TAX	51.06
PLEASE PAY THIS AMOUNT	755.28

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

NOTICE TO CUSTOMERS PAYING WITH CREDIT CARD: WE IMPOSE A SURCHARGE OF 3.5% WHEN PAYING WITH A CREDIT CARD, WHICH IS NOT GREATER THAN OUR COST OF ACCEPTANCE.

COLUMBUS OH 430
6 JAN 2023 PM 3 L



SOUTH POINT, OH

U.S. DEPT OF TRANSPORTATION
ATTN: OFFICE OF DEFECTS INVESTIGATIONS
1200 NEW JERSEY AVE. SE
WASHINGTON, DC 20590

20590-

