

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	
 U.S. Department of Transportation National Highway Traffic Safety Administration		Date Received 07 NOV 2022	Repository ☐
		Reference No. 11472556	
OWNER INFORMATION (Type or Print)			
Name		Daytime Telephone Number	E-mail
Address			
City Portland	State OR	ZIP Code	
Evening Telephone Number			
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, 2024).			
VEHICLE INFORMATION			
17 digit Vehicle Identification Number located at bottom of windshield on driver's side 4J24CJCH2C2		Make FORD	Model Year 2014
Date Purchased 5 AUG. 2014	Dealer's Name and Telephone Number CAMPING WORLD 877-268-7319	Engine No. Cylinders 6	Fuel Type DIESEL
Original Owner ☒	Dealer's City WOODVILLE, OR.	STATE OR	ZIP Code 97060
Transmission Type AUTO.	☒ Anti-lock Brakes ☐ Cruise Control	Powertrain CUMMINS/ ALLISON	Multiple Failure Incident Date(s) 09-OCT-2022
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code(s): 600000 ENGINE (PWS)		Failure Mileage 50000.0	Failure Speed 65
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: DOTM1 94B2035)	☐ Original Equipment ☐ After 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) involved?			
Crash ☐ Yes ☒ No	Fatality ☐ 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 2014 Freightliner XC-L. The contact stated while driving 65 MPH, the check engine warning lights and diesel exhaust fluid message appeared on the instrument panel. The contact attempted to pull over into a rest stop and the vehicle shut off with several other unknown warning lights illuminated. Due to the failure, the contact had the vehicle towed to an independent mechanic who discovered that the large wire bundles connected to the large main wiring harness had settled on top of the transmission which led to the engine failure. The manufacturer was notified of the failure and offered no assistance. The vehicle had yet to be repaired. The failure mileage was approximately 56,000.			
Include, if available, Police/ Fire Department Report, Photos, and Repair Invoices.		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.			

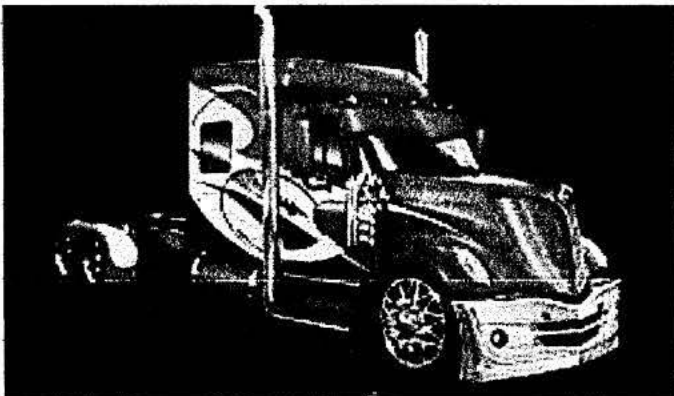
From: **Michael White** Michael.White@borderint.com
Subject: **statement**
Date: **Jan 24, 2023 at 4:01:59 PM**
To: [REDACTED]

Austin: Installed driveline that was removed due to tow.
Connected to unit, unable to establish communication with TCM.
Checked fuses, fuses were good. Checked condition of TCM and TCM connector, connector and TCM appear to be in good condition and securely installed.
Referred to another technician to check TCM communication issues.

Tj:
customer complaint of unit shut down while pulling into rest stop.. after inspecting unit for any issues, found the ecm A was not communicating on the 1939 data link.. inspected unit over for ecm power failure.. after completing inspection found unit has a loop of main wiring harness that was rested on the back of the yoke coming out of the trans.. harness has a raw spot in the harness that shorted out the main power for the ecm.. pulled back the wire loom cut the raw wire out of the system installed splice.. taped the harness back together, installing the wire loom back on unit zipped tied harness up out of the way.. verified there is nothing that will come in contacted with hot, or moving components.. once completed returned unit to customer..

Have a great day!

Michael White, Service Advisor
Border International
Shop 575-541-4259 ext 3790
michael.white@borderint.com



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Order
international

2701 WAMADOR AVE
LAS CRUCES, NM 88005
P: (575) 541-4259
F: (575) 541-9382

SERVICE ORDER

Date Invoiced:

PO No:

Terms: CASH

BILL TO

PORTLAND OR

P:

F:

DELIVER TO

PORTLAND OR

P:

F:

PAID

OCT 10 REC'D

BY:

SERVICE ORDER:

DATE ARRIVED	DATE INVOICE	SALES TYPE	ADVISOR	TAG	TERMS	CUSTOMER REFERENCE		
10/10/2022 8:51:20AM		SRET	MICHAEL	3263	CASH			
YEAR	MAKE	MODEL	VIN	CUSTOMER UNIT #	ENGINE HOURS	IN SERVICE	Component Serial #	ODOMETER
2014	FREIGHTLINER	LINE MOTORHO	4UZACUCY0EC	BOB	0			56733

Sold Operations

JOB #1 12-12 ENGINE DIAGNOSTICS

COMPLAINT DRIVE SHAFT OUT
CAUSE Tow
CORRECTION Reinstalled driveshaft due to tow.

QTY	ITEM	DESCRIPTION	UNIT PRICE	EXTD PRICE
	LABOR 12-12	LABOR FOR JOB 1		82.50

Prepay: \$0.00 Parts: \$0 Labor: \$82.50 Misc: \$0 Sublet: \$0 \$82.50

JOB #2 12-12 ENGINE DIAGNOSTICS

COMPLAINT CUSTOMER STATES DEF ISSUES, DEF WARNING LIGHTS, DERATED
CAUSE
CORRECTION

QTY	ITEM	DESCRIPTION	UNIT PRICE	EXTD PRICE
	LABOR 12-12	ENGINE DIAGNOSTICS		0.00

Prepay: \$0.00 Parts: \$0 Labor: \$0 Misc: \$0 Sublet: \$0 \$0.00



Sold Operations (Cont.)

JOB #3 12-12 ENGINE DIAGNOSTICS

COMPLAINT CUSTOMER STATES TRANS ISSUE

CAUSE

CORRECTION customer complaint of unit shut down while pulling into rest stop.. after inspecting unit for any issues, found the ecm A was not communicating on the 1939 data link.. inspected unit over for ecm power failure.. after completing inspection found unit has a loop of main wiring harness that was rested on the back of the yoke coming out of the trans.. harness has a raw spot in the harness that shorted out the main power for the ecm.. pulled back the wire loom cut the raw wire out of the system installed splice.. taped the harness back together, installing the wire loom back on unit zipped tied harness up out of the way.. verified there is nothing that will come in contacted with hot, or moving components.. once completed returned unit to customer..

QTY	ITEM	DESCRIPTION	UNIT PRICE	EXTD PRICE
	LABOR 12-12	LABOR FOR JOB 3		437.50
2	400D/BDT7560A	ATO FUSE	0.26	0.52
1	400N/996205R3	TAPE PLASTIC ELECTRICAL 3/4	13.63	13.63

Prepay: \$0.00 Parts: \$14.15 Labor: \$437.50 Misc: \$0 Sublet: \$0

\$451.65

PRE INVOICE

Authorization: Charges. I represent that I am the purchaser ("Customer"), or am acting as a duly authorized agent of the purchaser ("Customer's Agent"), and I have the authority to bind this purchase of parts ("Parts"). Quotations on parts and labor are good for 30 days and are subject to change. In the event Customer fails to pay parts charges when they become due, Customer and Customer's Agent understand that Border International has the right to place a lien on the Vehicle to which the part is attached. I understand that all charges are due and payable by Customer at the Border International truck center location indicated above.

Disclaimer of Warranties: Returns/Refunds. ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE BORDER INTERNATIONAL TRUCK CENTER OR IDEALLEASE LEASING FACILITY LISTED ABOVE ("DEALER") HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE IN CONNECTION WITH THE PRODUCTS OR SERVICES SOLD HEREBY. DEALER ASSUMES NO LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCT OR SERVICES. ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS DOCUMENT. NO REFUNDS AFTER 30 DAYS. ELECTRICAL PARTS ARE NOT RETURNABLE.

Miscellaneous: Replaced parts will not be returned to Customer unless requested in writing by Customer or Customer's Agent at the time of repair. I agree that Border International ("Border") is not responsible for loss or damage to: (1) my Vehicle, (2) articles left in the Vehicle or (3) trailers (and cargo contained in trailers), whether such trailers are attached to or detached from the Vehicle, to include loss or damage due to Force Majeure event, including, but not limited to, Acts of God, Acts of Public Enemy, Acts of Public Authority, fire, theft or any other cause beyond Border's control. I agree Border is not responsible for any delays in repairs or any downtime, including without limitation, delays or downtime caused by the unavailability of parts, delays in parts shipments by the supplier or transporter. Should there be a need for Border to move or test drive my vehicle I hereby grant Border and its employees permission to operate the Vehicle on streets, highways or elsewhere for the purpose of testing, inspection and/or delivery.

LABOR	\$520.00
PARTS	\$14.15
MISC	\$0.00
SUBLET	\$0.00
PREPAY	\$0.00
SUBTOTAL	\$534.15
SHOP SUPPLIES	\$62.40
TAX	\$48.85
TOTAL	\$645.40

Please Remit Payment to:
RJ Border International LP
PO BOX 674175
Dallas, TX 75267-4175

AUTHORIZED BY _____ DATE _____





PORTLAND OR 972

25 JAN 2023 PM 6 L



AN

RECEIVED FEB 02 AM
SAFETY COMM.

US DOT, NAT'L. HWY. TRAFFIC
1200 NEW JERSEY AVE. SE
WEST BUILDING
WASHINGTON, D.C.
20590

ATTN: OFFICE OF DEFECTS INVESTIGATION

20590-

