



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

Repository

04-MAR-2008

29 AM 7:29

Reference No.

10220018

OWNER INFORMATION (Type or Print)

Name [REDACTED]
 Address [REDACTED]
 City WOOSTER State OH Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address

Evening Telephone Number [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
 In the absence of an authorized agent, you agree to provide your name or address to the vehicle manufacturer.
 Signature of Owner [REDACTED] Date 4/11/08

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1LNHM87A23 [REDACTED]
 Make LINCOLN Model LS Model Year 2003
 Date Purchased 6/04 Dealer's Name and Telephone Number Underwood's (330) 345-8700 Engine: No: Cylinders 8 Fuel Type: Gas
 Original Owner Dealer's City WOOSTER State OH Zip Code 44691
 Transmission Type AUTOMATIC Antilock Brakes Cruise Control Powertrain 4 WHEEL DRIVE Vehicle Component Code 200000 WHEELS Multiple Failure: 100

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 19-APR-2005 Failure Mileage 29150 Failure Speed 35

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15) [REDACTED]
 DOT No. (Example: DOTMAL9ABC036) Original Equipment Prior Repair Failure Location: [REDACTED]
 Tire Component Code [REDACTED] Tire Failure Type [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
 Seat Type: [REDACTED] Installation System: [REDACTED]
 Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

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 0 Number of Deaths 0 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 2003 LINCOLN LS. WHILE DRIVING 35 MPH, THE WHEELS FELL OFF THE VEHICLE AND THE LUG NUTS FELL OUT OF THE WHEEL. THE VEHICLE WAS TOWED. ALL FOUR TIRES WERE FLAT AND HAD TO BE REPLACED AT THE CONTACT'S EXPENSE. PRIOR TO THE FAILURE, SHE HEARD A STRANGE NOISE. THE CONTACT WENT TO A LINCOLN DEALER AT THAT TIME AND INFORMED THEM OF THE NOISE SHE HEARD UNDERNEATH THE VEHICLE. A NOISE WAS ALSO HEARD NEAR THE STEERING COMPONENT. THE DEALER STATED THAT NOTHING COULD BE DONE. IN ADDITION TO THE TIRES, THE BRAKES HAD TO BE REPLACED AS WELL AND THE ENGINE LIGHT ILLUMINATED. THE DEALER WAS UNABLE TO DETERMINE WHY THE LIGHT ILLUMINATED. THE CONTACT STATED THAT THE VEHICLE WAS DIFFICULT TO START. SHE WAS CHARGED TO REPLACE THE THERMOSTAT (ASY) IN THE VEHICLE. THE PURCHASE DATE WAS UNKNOWN. THE CURRENT MILEAGE WAS 70,000 AND FAILURE MILEAGE WAS 29,510.

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)

I'm a Single Parent and presently has gone to pallotta ford (330) 345-6600 187's of visits for the past years & nothing is completely fixed. Emerg brake light is go on & I'd NEVER USED brake, Engine light repair pallotta (Linedn-ford) and they provide tune-up & other repairs w/out solving concern, Remember charging me! Presently the engine is now on for 1/2 hr now & believe, I can't afford to keep being charged by Pallotta & Problem not fixed. My car is hard to start. I've taken to another car repair that is trying to trouble shoot Problem, so I won't be out of lots of money, they ATTACH ADDITIONAL SHEETS IF NECESSARY Can't find problem & I can't keep paying. Please help.

"Look enclosed invoice's. I've had Nothing, but Problems w/ car.

U.S. Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE, Washington, D.C. 20077-9382

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, NVS-210
1200 New Jersey Ave SE
Washington, DC 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



STATE OF OHIO - BUREAU OF MOTOR VEHICLE REGISTRATION CARD

APPLICATION NO. 116843AV

WEIGHT 000000	DATE PURCHASED 06/23/2004	COUNTY WA85	AGENCY NO. 9995	ISSUE DATE 08/23/2007	EXPIRATION DATE 09/11/2008	CONTROL NO. 00000	LICENSE NO.	REG. CODE (1) CLASS TYPE PC R
LOCAL TAX 20.00	REG. FEE 34.85	PLATE FEE	SPECIAL FEE 0.00	OWNER ADDRESS				CODE (2) CODE (3) PC S
RESIDENCE-TAXING DISTRICT		TOTAL FEE 54.85	CITY / TOWNSHIP WOOSTER		POST OFFICE WOOSTER	STATE OH	ZIP	VEH. TYPE VEH. YEAR 4H 2003
LEASE / TAX I.D. NO.		ADDITIONAL NAME		VEH. SERIAL NO. 1LNHM87A23Y		TITLE		MAKE LINC
				ODOMETER 0000298		SEATING CAP.		
				SPECIAL PLATE		OLD APPLICATION		

DCM756A 004018 S 04006 **
 WOOSTER OH

LINCOLN

lincoln.com

VEHICLE IDENTIFICATION

LINCOLN'S

2005 V8 SPORT
PASSENGER LUXURY
3.9L V8 ENGINE
5-SPEED AUTO TRANSMISSION

VIN 1LNHM8/A23Y

EXTERIOR LIGHT TUNDRA CG METALLIC
INTERIOR ESPRESSO/MED LT STONE PREM

STANDARD EQUIPMENT INCLUDED AT NO EXTRA CHARGE

SAFETY/SECURITY

- DRIVER & PASS SRS AIR BAGS
- DRIVER & PASS SIDE AIR BAG
- PWR 4 WHEEL DISC BRAKES W/ABS
- CHILD LOCKS REAR SEAT
- 3 POINT REAR SAFETY BELTS
- PERIMETER ALARM W/ALD IND
- LATCH CHILD SEAT ANCHORS

FUNCTIONAL

- 3.9L 32V V8 W/ACT & F
- SELECTSHIFT 5SP AI
- DUAL EXHAUST
- SPORT TUNED INDEP SUSP
- 17" 7-SPK MACHINED ALUM
- P235/50 VR 17 BSW AS TIRES
- ALL SPEED TRAC CONTROL
- MERCURY BRAKE ASSIST
- GLOBAL OPEN/CLOSE WINDOWS
- KEYLESS ENTRY PAD
- MSTR SENSING WIPERS

EXTERIOR

- COLOR KEYED BUMPERS
- FRONT FOG LAMPS
- PWR HEATED MIRRORS WITH PUDL LMP & ELECHRM C DRVR LED BRAKE LIGHT

INTERIOR

- ALUM TRIMMED INTERIOR
- ALPINE AUDIOPHILE CDX6
- PREM LTHR SEAT HTD/CLD FR
- 8-WAY PWR DS SEAT W/LUMBAR
- MEMORY ST/STRG/PEDAL/MIR
- DUAL AUTO TEMPERATURE CNTL
- LEATHER STRG WHEEL
- LEATHER SHIFTER KNOB
- SLIDING ARMSTR W/STRG
- PWR TILT/TELE STEER. WHL
- DUAL SUN VISORS
- POWER ADJ PEDALS W/MEM
- ELECHRM C RR V W/COMPASS

PRICE INFORMATION

STANDARD VEHICLE PRICE

Manufacturer's Suggested Retail Price

\$40,220.00

KEY STANDARD EQUIPMENT

- V8 SPORT - 220A
- AUDIOPHILE CDX6
- SPORT TUNED SUSPENSION
- SELECTSHIFT TRANSMISSION
- 17" 7-SPOKE MACHINED WHEEL
- HEATED/COOLED FRONT SEATS

OPTIONAL EQUIPMENT

- ADVANCE TRAC 735.00
- POWER MOONROOF 1,005.00
- FRONT LICENSE PLATE BRACKET NO CHARGE

TOTAL VEHICLE & OPTIONS 41,960.00
 DESTINATION & DELIVERY 635.00

Compare this vehicle to others in the FREE FUEL ECONOMY GUIDE available at the dealer.

CITY/MPG

18

FUEL ECONOMY
EPA ESTIMATED

24

HIGHWAY/MPG

24

The LINCOLN COMMITMENT is a comprehensive owner benefits package. It includes: Lincoln Complimentary Maintenance which covers scheduled maintenance for 3YR/36,000MILES, a 4YR/50,000MILE Warranty, 24-hr Roadside Service Assistance, Alternative Transportation and more.

Ford Motor Company™

100 YEARS

MSRP

\$40,220.00

1LNHM87A23Y



EXTENDED SERVICE PLAN

Lincoln Extended Service Plan is the ONLY service contract backed by Ford and honored by over 5,100 Ford and Lincoln-Mercury Dealers. Ask your dealer for prices and additional details or see our website at www.Ford-ESP.com.

SHIP TO (IF OTHER THAN SOLD TO)

SHIP THROUGH ITEM#: 18-1008 O/T 2



PALLOTTA FORD INC.

4199 Cleveland Rd.
 Wooster, OH 44691-1227
 (330) 345-6600
 (800) 589-2065 Fax (330) 345-6661
 www.pallottaford.com
 E-Mail: mike@pallottaford.com

PARTS MUST BE RETURNED IN ORIGINAL UNDAMAGED CONTAINER FOR CREDIT. NO RETURNED MERCHANDISE AFTER 3 DAYS, AND MUST BE ACCOMPANIED BY THIS INVOICE. NO RETURNS ON ELECTRICAL AND SPECIAL ORDER ITEMS.

DATE ENTERED 15 JUN 06	YOUR ORDER NO.	DATE SHIPPED 15 JUN 06	INVOICE DATE 15 JUN 06	INVOICE NUMBER
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****QUOTE****

PAGE 1 OF 1

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ACCOUNT NO.

CASH

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SHIP VIA		SLSM.	B/L NO.	TERMS	F.O.B.		
		BC		CASH	WOOSTER, OH		
ORD.	SHIP	B.O.	PART NUMBER	DESCRIPTION	LIST	NET	AMOUNT
1	1	0	3W4Z*54048A	RECEPTACLE	123.33	123.33	123.33
*** INVOICE QUOTE -				DO NOT	PAY ***		
****PALLOTTA FORD LINCOLN MERCURY**** -----PARTS HOURS----- ----- M-T-W-TH 6:30AM TO 7:00 PM----- -FRI 6:30AM-6:00PM SAT 8:00AM-4:00PM- ****CLOSED SUNDAY FOR FAMILY TIME****				PARTS		123.33	
				SUBLET			
				FREIGHT		0.00	
				SALES TAX		7.71	
				TOTAL		\$131.04	

The seller, PALLOTTA FORD, INC., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and PALLOTTA FORD, INC. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle.

CUSTOMER COPY



LINCOLN



MERCURY

169102

INVOICE

PALLOTTA FORD, LINCOLN, MERCURY

4199 Cleveland Rd. · Wooster, OH 44691-1227
(330) 345-6600

(800) 589-2065 Fax (330) 345-6661
www.fordnow.com

E-Mail: mike@pallottaFord.com

PAGE 1

SERVICE ADVISOR: 8278 BRYAN STROMACK

WOOSTER, OH
HOME: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GREEN	03	LINCOLN LS	1LNHM87A2 [REDACTED]		74632/74632	[REDACTED]
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT
			17:00 01NOV06		0.00	CASH
IS	READY	OPTIONS:	DLR: [REDACTED]	ENG: 3.9 Liter	DOHC	

	LIST	NET	TOTAL
08:10 01NOV06 15:40 02NOV06			
LINE OPCODE TECH TYPE HOURS			
A CHECK ENGINE LIGHT ON, TEMP GAUGE WENT HIGH			
FCEL INSPECT COMPUTER SYSTEM WIRING AND			
CONNECTORS, TEST SYSTEM FOR TROUBLE			
CODES, ROAD TEST.			
1787 CP	21.78	21.78	66.00
1 2W9Z*8575*AB THERMOSTAT ASY			66.00
M1 MECHANICAL TIME			21.78
1787 CP			70.00
74632 HEC TESTS--PINPOINT TESTS--T-STAT DIAGNOSTICS--REPLACE T-STAT			70.00
AND REPROGRAM PCM AND RETEST AND ROAD TEST--			
*****			10.00
SHOP SUPPLIES / HAZ MATERIAL DOSP			



7110
1F2-00
SS

**Completely Satisfied
I Pass
Very Satisfied, I Fail
ASK YOUR ADVISOR**

CUSTOMER

Service Comment

Pallotta Ford Lincoln Mercury's
Customer Commitment
Our goal is for YOU to be
Completely Satisfied.
If we have not met your
expectation, please call and ask to
speak to our service manager.

Parts & Service
Monday - Thursday
6:00 AM - 7:00 PM
Friday
6:00 AM - 6:00 PM
Parts & Quick-Lane
Saturday
8:00 AM - 4:00 PM
Body Shop
Monday - Friday
8:00 AM - 6:00 PM

DESCRIPTION	TOTALS
LABOR AMOUNT	136.00
PARTS AMOUNT	21.78
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	10.00
TOTAL CHARGES	167.78
LESS INSURANCE	0.00
SALES TAX	10.49
PLEASE PAY THIS AMOUNT	178.27

CUSTOMER COPY



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1 5 2 1 2 7

INVOICE

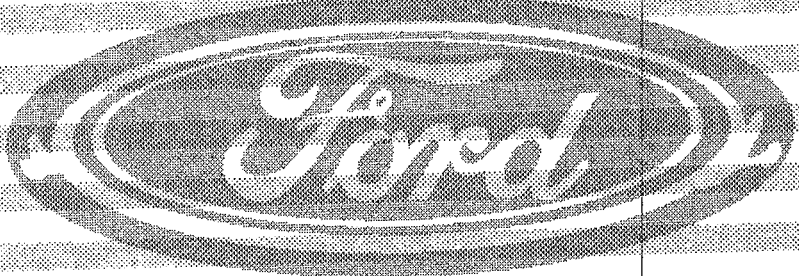
PAGE 1

SERVICE ADVISOR: 8278 BRYAN STROMACK

WOOSTER, OH 44691
HOME: [REDACTED] BUS [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
GREEN	03	LINCOLN LS	1LNHM87A23 [REDACTED]		1/1	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
			17:00 17OCT05		0.00	CASH	03NOV05
R.O. OPENED	READY	OPTIONS: DLR: [REDACTED] ENG:3.9_Liter_DOHC					
15:19 17OCT05	15:33 03NOV05						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	ORDER	RH	VENT				
	M1	MECHANICAL	TIME				
		4452	CP			0.00	0.00
1	3W4Z*19893*AAH	LOUVRE	ASY - VENT AIR		39.30	39.30	39.30



CK. NO. [REDACTED]
DATE 11/3/05

CUSTOMER

Service Comment

Pallotta Ford's Customer Commitment
Our goal is for YOU to be Completely Satisfied.
If we have not met your expectation, please call and ask to speak to our service manager.

Extended Hours Service
Monday - Thursday
6:30 AM - 12:00 AM
Friday
8:00 AM - 6:00 PM
Saturday
8:00 AM - 4:00 PM
Body Shop
Monday - Friday
7:30 AM - 6:00 PM

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	39.30
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	39.30
LESS INSURANCE	0.00
SALES TAX	2.46
PLEASE PAY THIS AMOUNT	41.76

CUSTOMER COPY

Kauffman TIRE

Inv Date 01/15/07 Slm# MDK 150288 Page 1
 Inv#:

License: [REDACTED]
 Mileage: 049,888
 Yr: 03 Nk: LINCOLD1:LS

KAUFFMAN TIRE/WOOSTER (R)
 519 MADISON AVE
 WOOSTER, OH 44691
 (330) 264-1781

Cash

Phone#1:
 Phone#2:
 Cust#: [REDACTED] PO:
 Sold To [REDACTED]
 To [REDACTED]
 WOOSTER, OH

Item#	Description	TroWear	Qty	Slm2	PET	Price	Net
27369	235/50R17 TOUR PLUS BLK 96V	50K	1	LAK	0.00	150.99	150.99
044912	LIFETIME ROTATE & BALANCE PKG		1	LAK		0.00	0.00
041263P	VALVE STEMS		1	LAK		0.00	0.00
RH1	PRORATED ROAD HAZARD WARRANTY		1	LAK		0.00	0.00
TIREDISP	TIRE DISPOSAL		1	LAK		0.00	0.00
27369	Serial# : PJ654FLRS105		1				

LET US ROTATE YOUR TIRES EVERY
 5000 MILES FOR BEST TREAD LIFE
 ** THANK YOU! **

CHECK: 161.43

1. Tire Pressure? RF : 40 LF : 40 RR : 40 LR : 40
2. Wheel Torque? RF : N LF : N RR : 100 LR : N
3. Remaining Tread (32nds)? RF : 3 LF : 3 RR : 11 LR : 5
4. Level Checked, Filter & Drain Plug Tight & Clean? NA
5. Customer Information Verified? NO

Sub Total : 150.99
 On epd/tires: 1.00
 Tax 6.250% : 9.44
 Inv Total : 161.43

Management _____

Our Commitment To Outstanding Performance Earns Your Long Term Trust.

LET US KNOW YOUR OPINION
 404-762-4930



1 4 2 2 6 5

PALLOTTA FORD INC.

4199 Cleveland Rd.
Wooster, OH 44691-1227
(330) 345-6600
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www.pallottaford.com
E-Mail: mike@pallottaford.com

INVOICE

DUPLICATE 3
PAGE 1

SERVICE ADVISOR: 114 BRUCE YODER

WOOSTER, OH
HOME: BUS:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
GREEN	03	LINCOLN LS	1LNHM87A		29510/29510		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
			WAIT 09APR05		0.00	CASH	18APR2005
R.O. OPENED	READY	OPTIONS:	DLR ENG:3.9_Liter_DOHC				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
A NOISE IN STEERING							
			M1 MECHANICAL TIME			0.00	0.00
			7701 CP				
29510 TEST DROVE NO NOISE HEARD FROM P/S SYSTEM							

B							
B NOISE UNDER VEH.							
			M1 MECHANICAL TIME			0.00	0.00
			7701 CP				
29510 TESTED DROVE, HEARD NOISE UNDER CAR, LIFTED ON RACK FOUND THAT							
NOISE SOUNDED LIKE IT WAS COMING FROM BOTTOM END OF MOTOR							

C							
C LUBE, CHANGE OIL & FILTER							
CAUSE: CHANGED INSPECTED NOTICED NOISE IN ENGINE							
			MB25 25000 MILES (40000 KMS) - MAINT. - L				(N/C)
			7701 W94				(N/C)
			1 FL*2021* FILTER ASY - OIL				(N/C)
			7 5W20 MOTORCRAFT OIL				(N/C)
FC: A99 PART#: COUNT:							
CLAIM TYPE:							
AUTH CODE:							
			7701				

D							
D PERFORM MULTI-POINT INSPECTION							
			99P PERFORM MULTI-POINT INSPECTION			0.00	0.00
			7701 CP				

E							
E WASTE OIL DISPOSAL							
			WOD WASTE OIL DISPOSAL			0.00	0.00
			7701 CP				

CUSTOMER

Service Comment

Pallotta Ford's Customer Commitment
Our goal is for YOU to be Completely Satisfied.
If we have not met your expectation, please call and ask to speak to our service manager.

Extended Hours
Service
Monday - Thursday
6:30 AM - 12:00 AM
Friday
8:00 AM - 6:00 PM
Saturday
8:00 AM - 4:00 PM
Body Shop
Monday - Friday
7:30 AM - 6:00 PM

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY



LINCOLN



MERCURY

186763

INVOICE

PALLOTTA FORD, LINCOLN, MERCURY

4199 Cleveland Rd. · Wooster, OH 44691-1227
(330) 345-6600

(800) 589-2065 Fax (330) 345-6661

www.fordnow.com

E-Mail: mike@pallottaFord.com

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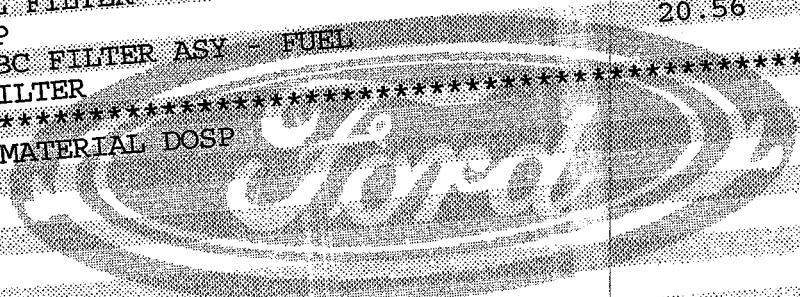
SERVICE ADVISOR: 8278 BRYAN STROMACK

WOOSTER, OH 44691
HOME: 330-345-6600 BUS: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GREEN	03	LINCOLN LS	1LNHM87A23		67176/67176	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
			17:00 21DEC07		0.00	CASH
IS	R.O. OPENED	READY	OPTIONS:	DLR:	ENG:3.9 Liter DOHC	INV. DATE
						21DEC07

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	INSPECT	COMPUTER	SYSTEM WIRING AND CONNECTORS, TEST SYSTEM FOR TROUBLE				
			CODES, ROAD TEST.				
			FCEL INSPECT COMPUTER SYSTEM WIRING AND CONNECTORS, TEST SYSTEM FOR TROUBLE				
			CODES, ROAD TEST.				
			6288 CP				
67176	IDS	TEST	LEAN BANK ONE AND TWO REMOVE FUEL FILTER AND FOUND PLUGGED			72.00	72.00

B**	***	REPL	FUEL FILTER ***			12.90	12.90
FF	***	REPL	FUEL FILTER ***			20.56	20.56
			6288 CP				
67176		REPLACE	FUEL FILTER				2.00
			SHOP SUPPLIES / HAZ MATERIAL DOSP				



P A I D
CK. NO. [REDACTED]
DATE 12.21.07

Service Comment

Pallotta Ford Lincoln Mercury's
Customer Commitment
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Parts & Service
Monday - Thursday
6:00 AM - 7:00 PM
Friday
6:00 AM - 6:00 PM
Parts & Quick-Lane
Saturday
8:00 AM - 4:00 PM
Body Shop
Monday - Friday
8:00 AM - 6:00 PM

DESCRIPTION	TOTALS
LABOR AMOUNT	84.90
PARTS AMOUNT	20.56
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	2.00
TOTAL CHARGES	107.46
LESS INSURANCE	0.00
SALES TAX	6.73
PLEASE PAY THIS AMOUNT	114.19

CUSTOMER COPY

License [REDACTED]
Mileage: 030,010
Yr: 03 Mk: LINCOLMdl:LS

Inv Date Slm# Order# Page
01/25/07 DFR 150691 1
Inv#: 139904

COPY

Phone#1:
Phone#2:
Cust#: 20 PO:
Sold To
WOOSTER, OH

KAUFFMAN TIRE/WOOSTER (CO)
519 MADISON AVE
WOOSTER, OH 44691
(330) 264-1781

Cash

Item#	Description	TrdWear	Qty	Slm2	FET	Price	Net
CJ369	235/50R17 TOUR PLUS BLK 96V DD	60k	1		0.00	150.99	150.99
044912	PREPAID LIFETIME ROTATE & BALANCE		1			0.00	0.00
041263P	VALVE STEMS		1			0.00	0.00
RH1	PRORATED ROAD HAZARD WARRANTY		1			0.00	0.00
TIREDISP	TIRE DISPOSAL		1			0.00	0.00
1644413	235/50R17 ECSTA KH11 96V BSW		2		0.00	150.99	301.98
044912	PREPAID LIFETIME ROTATE & BALANCE		2			0.00	0.00
041263P	VALVE STEMS		2			0.00	0.00
RH1	PRORATED ROAD HAZARD WARRANTY		2			0.00	0.00
TIREDISP	TIRE DISPOSAL		2			0.00	0.00
CJ369	Serial# : MOUNTED		3				

Noise concerns — Bolts off
tires — Had
to replace all
tires

LET US ROTATE YOUR TIRES EVERY
6000 MILES FOR BEST TREAD LIFE
** THANK YOU! **

CHECK: 484.28

- 1. Tire Pressure? RF : 35 LF : 35 RR : 35 LR : 35
- 2. Wheel Torque? RF : 100 LF : 100 RR : 100 LR : 100
- 3. Remaining Tread (32nds)? RF : 10 LF : 10 RR : 10 LR : 10
- 4. Level Checked, Filter & Drain Plug Tight & Clean? NA
- 5. Customer Information Verified? NA

Sub Total: 452.97
Oh epd/tires: 3.00
Tax 6.250% : 28.31
Inv Total : 484.28

Management _____
Customer _____

License [REDACTED]
Mileage: 065,414
Yr: 03 Mk: LINCOLMdl: LS

Inv Date Slm# Order# Page
11/06/07 MDK 161955 1
Inv#: 150409

COPY

Phone#1:
Phone#2:
Cust#: 20 PO:
Sold To [REDACTED]
WOOSTER, OH

KAUFFMAN TIRE/WOOSTER(CO)
519 MADISON AVE
WOOSTER, OH 44691
(330) 264-1781

Cash

Item#	Description	TrdWear	Qty	Slm2	FET	Price	Net
111850	235/50R17 VERSADO LX 96V BL	40K	4		0.00	185.99	743.96
RHADJ	TREAD WEAR		4-			139.50	558.00-
111850	Serial# : CX9TDV60807		4				

LET US ROTATE YOUR TIRES EVERY
6000 MILES FOR BEST TREAD LIFE
** THANK YOU! **

CHECK: 201.58

- 1. Tire Pressure? RF : 35 LF : 35 RR : 35 LR : 35
- 2. Wheel Torque? RF : 100 LF : 100 RR : 100 LR : 100
- 3. Remaining Tread (32nds)? RF : 10 LF : 10 RR : 10 LR : 10
- 4. Level Checked, Filter & Drain Plug Tight & Clean? N
- 5. Customer Information Verified? N

Sub Total: 185.96

Oh epd/tires: 4.00

Tax 6.250% : 11.62

Inv Total : 201.58

Management _____

Customer _____



1 3 2 2 6 1

PALLOTTA FORD INC.

4199 Cleveland Rd.
Wooster, OH 44691-1227
(330) 345-6600
(800) 589-2065 Fax (330) 345-6661
www.pallottaford.com
E-Mail: mike@pallottaford.com

INVOICE

PAGE 1

SERVICE ADVISOR: 4452 CHRIS BRYAN

WOOSTER, OH
HOME: BUS:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GREEN	03	LINCOLN LS	1LNHM87A23		8737/8737	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
			17:00 11OCT04		0.00	CASH
R.O. OPENED	READY	OPTIONS: DLR ENG:3.9_Liter_DOHC				
09:13 11OCT04	14:41 11OCT04					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A DASH PANEL ABOVE YOUR KNEES IS LOOSE PARTS ARE HERE
 CAUSE: 8737 FOUND PANLE TO BE LOOSE REMOVED LOWE COWL PANLE AND
 REPLACED WITH NEW UNIT AS NEEDED AND CLEAN PANLE ,OP CODE 07
 M1 MECHANICAL TIME
 8101 W94 (N/C)
 1 3W4Z*5404459*FAC CVR ASY I/PNL STNG COL OPG (N/C)
 FC: A99 PART#: COUNT:
 CLAIM TYPE:
 AUTH CODE:
 8101

8737 FOUND PANLE TO BE LOOSE REMOVED LOWE COWL PANLE AND REPLACED WITH
 NEW UNIT AS NEEDED AND CLEAN PANLE ,OP CODE 07

 B WEATHERSTRIP FOR FRT DRIVERS DOOR IS LOOSE PARTS ARE HERE
 CAUSE: 8737 REMOVED DOOR PANLE AS NEEDED AND REMOVED SELA AND REPLACED
 BELT MOLDING AS NEEDED AND REINSTALLED DOOR PANLE AS NEEDED ,OP
 CODE 07
 M1 MECHANICAL TIME
 8101 W94 (N/C)
 1 XW4Z*5421456*AA W/S ASY FRT DR GL @ BLT I/S
 RH (N/C)
 FC: A99 PART#: COUNT:
 CLAIM TYPE:
 AUTH CODE:
 8101

8737 REMOVED DOOR PANLE AS NEEDED AND REMOVED SELA AND REPLACED BELT
 MOLDING AS NEEDED AND REINSTALLED DOOR PANLE AS NEEDED ,OP CODE 07

 C CK REAR INSIDE REAR DOOR BELT MLDGS ARE DROPPED DOWN ???
 CAUSE: 8737 NPF AT THIS TIEM WITH REAR MOLDINGS BOTH FIT THE SAME ON
 BOTH SIDES
 M1 MECHANICAL TIME
 8101 W94 (N/C)
 FC: A99 PART#: COUNT:

Service Comment

Pallotta Ford's Customer Commitment
 Our goal is for YOU to be Completely Satisfied.
 If we have not met your expectation,
 please call and ask to speak
 to our service manager.

Extended Hours

Service
 Monday - Thursday
 6:30 AM - 12:00 AM
 Friday
 8:00 AM - 6:00 PM
 Saturday
 8:00 AM - 4:00 PM
Body Shop
 Monday - Friday
 7:30 AM - 6:00 PM

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	



1 3 2 2 6 1

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INVOICE

PAGE 2

SERVICE ADVISOR: 4452 CHRIS BRYAN

WOOSTER, OH
HOME: [REDACTED]

BUS: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
GREEN	03	LINCOLN LS	1LNHM87A2[REDACTED]		8737/8737		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
			17:00 11OCT04		0.00	CASH	11OCT2004

R.O. OPENED	READY	OPTIONS: DLR [REDACTED] ENG:3.9 Liter DOHC
09:13 11OCT04	14:41 11OCT04	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

CLAIM TYPE:

AUTH CODE:

8101

8737 NPF AT THIS TIEM WITH REAR MOLDINGS BOTH FIT THE SAME ON BOTH SIDES

D HEADLINER IS DROPPED AT HIGH MOUNT STOP LITE

CAUSE: 8737 INSPECT AS NEEDED AND FOUND TO BE NORMAL ,THERE ARE NO MISSING PINS OR HOLD DOWNS

M1 MECHANICAL TIME

8101 W94

(N/C)

FC: A99 PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

8101

8737 INSPECT AS NEEDED AND FOUND TO BE NORMAL ,THERE ARE NO MISSING PINS OR HOLD DOWNS

E TEST DRIVE NOISE ON ACCEL

CAUSE: 8737 PREFORM EEC TEST AND NO CODES FOUND ,ROAD TEST AND FOUND NOISE TO BE COMING FROM POSSIBLE SPARK KNOCK CHECKED PCM FOR UPDATES AND NO

M1 MECHANICAL TIME

8101 W94

(N/C)

FC: A99 PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

8101

8737 PREFORM EEC TEST AND NO CODES FOUND ,ROAD TEST AND FOUND NOISE TO BE COMING FROM POSSIBLE SPARK KNOCK CHECKED PCM FOR UPDATES AND NONE FOUND ,CHECKED DATA LOGGER WITH WDS AND FOUND TIMING TO BE CORECT AND NO MALFUNCTION NOTED RUN OASIS AND NO CONCERNS FOR CUSTOMER COMPLANT OASIS #111-270-943 NPF AT THIS TIME

Service Comment

Pallotta Ford's Customer Commitment
Our goal is for YOU to be Completely Satisfied.
If we have not met your expectation, please call and ask to speak to our service manager.

Extended Hours

Service

Monday - Thursday
6:30 AM - 12:00 AM
Friday

8:00 AM - 6:00 PM
Saturday
8:00 AM - 4:00 PM

Body Shop

Monday - Friday
7:30 AM - 6:00 PM

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY