

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 27-JAN-2009	Repository ☐ Reference No. 10256466

OWNER INFORMATION (Type or Print)			
Name			
Address			
City	State	Zip Code	
BUMPASS	VA		
Daytime Telephone Number		E-mail Address	
Evening Telephone Number			

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☒ NO
 In the absence of an address to the vehicle manufacturer.
 Signature of Owner _____ Date 1/30/2009

VEHICLE INFORMATION			
17 digit Vehicle Identification Number Located at bottom or windshield on driver's side 1FMDU74W44	Make FORD	Model EXPLORER Eddie Bauer	Model Year 2004
Date Purchased 6/2004	Dealer's Name and Telephone Number Ditschman/Flemington Ford		Service: Kip Killman Ford Lawson, VA
Original Owner ☒	Dealer's City Flemington	State NJ	Zip Code 23093
Transmission Type Auto/5 ^{sp}	☒ Antilock Brakes ☒ Cruise Control	Powertrain 4.6 L V8 Control Trac 4x4 Advance Trac	Engine: No: Cylinders 8
Multiple Failure: see ODI # 10232800		Incident Date(s) multiple 25-AUG-2008 thru 6-Oct-08 ① and 16-Jan-09 thru 29-Jan-09 ②	

FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: 061000 ENGINE AND ENGINE COOLING: ENGINE / Powertrain electronic throttle control, throttle control body & motor, powertrain control module (PCM), reprogram ETC/PCM calibrations	Failure Mileage ① 76000-77000 ② 80000-81000	Failure Speed 45-55 mph ① 35-65 mph ②	

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 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 2004 FORD EXPLORER. THE CONTACT STATED THAT THE VEHICLE JERKS AT ANY SPEED AND THEN STALLS. THE VEHICLE MUST BE PARKED ON THE SIDE OF THE ROAD IN ORDER TO RESTART. HE TOOK THE VEHICLE TO THE DEALER APPROXIMATELY EIGHT TIMES AND THEY WERE ABLE TO DUPLICATE THE FAILURE; HOWEVER, THE DIAGNOSTIC IS NOT PROVIDING ANY INFORMATION ON WHAT NEEDS TO BE REPAIRED. THE COMPUTER INDICATED WHAT PART NEEDED TO BE REPLACED, BUT THE REPAIR WAS UNSUCCESSFUL. THE CONTACT STATED THAT THE FAILURE WAS A BIG SAFETY HAZARD. THE FAILURE MILEAGE WAS 76,000 AND CURRENT MILEAGE WAS 81,000. Sold to Ford as trade-in 1/30/09.

bumps and clunks randomly
proper etc
all repairs were
and reprogrammed

total loss of power and control: no brakes, no steering, no throttle. Dashboard and message lights - wrench ETC, engine fail safe, limp home mode, service engine soon.

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)

1/27/09 Ford Customer Relationship Center by phone
report reference #

ATTACH ADDITIONAL SHEETS IF NECESSARY

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

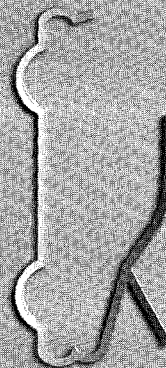
WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 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



1000147



INVOICE

LOUISA, VA
201 E. MAIN STREET
P.O. BOX 443
LOUISA, VIRGINIA 23093
BUS: 540-967-1350 TOLL FREE: 800-841-4180
FAX: 540-967-0618
www.kipkillmon.com

LOMPASS, VA

PAGE 1

HOME:

BUS:

CELL:

SERVICE ADVISOR: 5713 DIANE JONAS

SERVICE ADVISOR: 5713 DIANE JONAS									
COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN / OUT		TAG
BLUE	04	FORD EXPLORER		1FMDU74W44			81129/81129		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
01JAN04 IS			17:00 28JAN09			0.00	CASH	29JAN09	
R.O. OPENED		READY		OPTIONS: DLR:09848 ENG:4.6 Liter EFI					

09:30 28JAN09 12:34 29JAN09

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A**	LUBE/OIL/FILTER SERVICE INCLUDES UP TO 5 QTS OIL (5W20/5W30),						
	MOTORCRAFT OIL FILTER, CHECK BATTERY, AND TOP OFF ALL FLUIDS						
	LOF LUBE/OIL/FILTER SERVICE INCLUDES UP TO 5 QTS						
	OIL (5W20/5W30), MOTORCRAFT OIL FILTER,						
	CHECK BATTERY, AND TOP OFF ALL FLUIDS						
	1855 BREEDLOVE, WILL LIC#: 1855						
	CP					13.00	13.00
	1 FLAZ*6731*BE FILTER ASY - OIL				7.13	7.13	7.13
	5 *5W20* BULK OIL				2.81	2.81	14.05

B** CUSTOMER STATES CHECK ENGINE LIGHT IS ON
CKE TECH STATED REPROGRAMMED TO A HIGHER
CALIBRATION

1855 BREEDLOVE, WILL LIC#: 1855

CP

0.00 0.00

C** CUSTOMER STATES AT TIMES VEHICLE BUCKS AND SHUTS OFF/SEE CUSTOMER
99 SEE LINE C

1855 BREEDLOVE, WILL LIC#: 1855

CP

0.00 0.00

D** PERFORM MULTI POINT INSPECTION

99P PERFORM MULTI POINT INSPECTION

1855 BREEDLOVE, WILL LIC#: 1855

CP

0.00 0.00

GTIRE TIRES INSPECTED AND OK AT THIS VISIT

1855 BREEDLOVE, WILL LIC#: 1855

CP

0.00 0.00

GBK BRAKES INSPECTED AND OK AT THIS VISIT

1855 BREEDLOVE, WILL LIC#: 1855

CP

0.00 0.00

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER

1.04

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE
INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE
SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO
OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE
VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED
UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY
ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS
CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT
NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY
MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

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DESCRIPTION	TOTALS
LABOR AMOUNT	13.00
PARTS AMOUNT	21.18
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	1.04
TOTAL CHARGES	35.22
LESS INSURANCE	0.00
SALES TAX	1.11
PLEASE PAY THIS AMOUNT	36.33

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

1000147



INVOICE

LOUISA, VA
201 E. MAIN STREET

P.O. BOX 443

LOUISA, VIRGINIA 23093

BUS: 540-967-1350 TOLL FREE: 800-841-4180

FAX: 540-967-0616

www.kipkillmon.com

BUMPASS, VA

PAGE 1

HOME:
CELL:

BUS

SERVICE ADVISOR: 5713 DIANE JONAS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLUE	04	FORD EXPLORER	1FMDU74W44		77425/77425		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN04 IS			17:00 30OCT08		0.00	CASH	30OCT08
R.O. OPENED		READY	OPTIONS: DLR:09848 ENG:4.6 Liter EFI				

09:52 30OCT08 11:44 30OCT08

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	VA STATE INSPECTION						
	VS1 VA STATE INSPECTION						
	1855 BREEDLOVE, WILL LIC#: 1855						
	CP					16.00	16.00

B	PERFORM MULTI POINT INSPECTION						
	99P PERFORM MULTI POINT INSPECTION						
	1855 BREEDLOVE, WILL LIC#: 1855						
	CP					0.00	0.00
	GTIRE TIRES INSPECTED AND OK AT THIS VISIT						
	1855 BREEDLOVE, WILL LIC#: 1855						
	CP					0.00	0.00
	GBK BRAKES INSPECTED AND OK AT THIS VISIT						
	1855 BREEDLOVE, WILL LIC#: 1855						
	CP					0.00	0.00

* check for diagnostic codes re: powertrain problems
no DTC's for PCM or ETC

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DESCRIPTION	TOTALS
LABOR AMOUNT	16.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	16.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	16.00

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

1000147

INVOICE



LOUISA, VA

201 E. MAIN STREET

P.O. BOX 443

LOUISA, VIRGINIA 23093

BUS: 540-967-1350 TOLL FREE: 800-841-4180

FAX: 540-967-0618

www.kipkillmon.com

BUMPASS, VA
HOME
CELL

BUS:

PAGE 1

SERVICE ADVISOR: 8035 NECILLA E PERRY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLUE	04	FORD EXPLORER	1FMDU74W44		05/08 16633		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN04 IS			17:00 05SEP08		0.00	CASH	
R.O. OPENED		READY	OPTIONS: DLR:09848 ENG:4.6 Liter EFI				

13:11	15:11	11SEP08	76,960 mileage out (7 days)			
LINE	OPCODE	TECH TYPE	HOURS	LIST	NET	TOTAL

A ELECTRONIC THROTTLE CONTROL LIGHT IS ON

99 DIAGNOSE AND

1855 BREEDLOVE, WILL LIC#: 1855

CP

135.00 135.00

1 5L2Z*9E926*A THROTTLE BODY AND MOTOR ASY

229.28 229.28 229.28

B ENGINE FAIL SAFE MODE LIGHT IS ON

99 SEE LINE A

1855 BREEDLOVE, WILL LIC#: 1855

CP

0.00 0.00

C PERFORM MULTI POINT INSPECTION

99P PERFORM MULTI POINT INSPECTION

1855 BREEDLOVE, WILL LIC#: 1855

CP

0.00 0.00

GTIRE TIRES INSPECTED AND OK AT THIS VISIT

1855 BREEDLOVE, WILL LIC#: 1855

CP

0.00 0.00

GBK BRAKES INSPECTED AND OK AT THIS VISIT

1855 BREEDLOVE, WILL LIC#: 1855

CP

0.00 0.00

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER

-20.00

Returned 9/25/08 Left @ dealer for diagnostic & tech field testing
 Reprogrammed ETC/PCM calibrations.
 10/6/08 Best pins in PCM fixed. Road test.
 Vehicle to owner (12 days)
 No ticket/No charges

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DESCRIPTION	TOTALS
LABOR AMOUNT	135.00
PARTS AMOUNT	229.28
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	-20.00
TOTAL CHARGES	344.28
LESS INSURANCE	0.00
SALES TAX	10.46
PLEASE PAY THIS AMOUNT	

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

9/5/08

Bucking/Kon = Wrench light * Engine Fail-Safe Mode

Re-program ETC/PCM

Bucking/Kon = Zion Lowes

Select Option

DTC w/100 or SSMs Information

Engine KOER ODDTCs

P2106 - PCM

Engine KOER CMDTCs

P2106 - FF - PCM

Freeze Frame - Mode 2

P2106 - PCM

Pending DTC

P2106 - PCM

SOME VEHICLES BUILT 11/29/2004 AND PRIOR MAY EXHIBIT THE WRENCH LIGHT ON WITH BOTH P2106 AND P2135 DIAGNOSTIC TROUBLE CODES (DTCs). REPLACE THE THROTTLE POSITION SENSOR (TPS) FOLLOWING THE INSTRUCTION SHEET INCLUDED IN THE TPS SERVICE KIT. REPROGRAM THE POWERTRAIN CONTROL MODULE (PCM) TO THE LATEST CALIBRATION USING WDS RELEASE B36.11 AND HIGHER, OR B37.2 AND HIGHER. THIS NEW CALIBRATION IS NOT INCLUDED IN THE B37 CD. CALIBRATION FILES ARE ALSO AVAILABLE AT WWW.MOTORCRAFT.COM.

SSM 17870

2004 EXPLORER/MOUNTAINEER MILITARY WITH DTC P2106

SOME 2004 EXPLORER/MOUNTAINEER VEHICLES BUILT BEFORE 4/14/2004 MAY EXHIBIT THE MALFUNCTION INDICATOR LAMP (MIL) AND/OR ELECTRONIC THROTTLE CONTROL (ETC) LAMP ON WITH ENGINE STILL TROUBLE CODE DTC P2106 WITH OR WITHOUT OTHER

DTCs. TO CORRECT, REPROGRAM THE PCM TO THE LATEST CALIBRATION LEVEL USING WDS RELEASE B36.11 OR HIGHER. CALIBRATION FILES ARE ALSO AVAILABLE AT

WWW.MOTORCRAFT.COM. CALIBRATION IS AT THE LATEST

LEVEL. SERVICE DTS AND DTCs ARE PROMPTED BY THE WDS DTS AND FILES MANUALS NOTE DURING

REPROGRAMMING, IF PROMPTED TO ENTER THE VEHICLE IDENTIFICATION NUMBER (VIN), BE SURE TO ENTER THE CORRECT VIN NUMBER. FAILURE TO DO SO WILL RESULT IN DTC B2900 IN THE ABS MODULE.

SSM 18446

2003-2005 MULTIPLE VEHICLES - MIL AND ETC LAMPS ON WITH BOTH DTC P2106 AND P2135

17165
17311

1000147



INVOICE

 LOUISA, VA
 201 E. MAIN STREET
 P.O. BOX 443

 LOUISA, VIRGINIA 23093
 BUS: 540-987-1350 TOLL FREE: 800-841-4180
 FAX: 540-987-0618
 www.kipkillmon.com

BUMPASS, VA

HOME:

CELL:

US:

 DUPLICATE 1
 PAGE 1

SERVICE ADVISOR: 5713 DIANE JONAS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLUE	04	FORD EXPLORER	1FMDU74W44		76537/765387		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN04 IS			17:00 29AUG08		0.00	CASH	29AUG08
R.O. OPENED		READY	OPTIONS: DLR:09848 ENG:4.6 Liter EFI				

09:06 29AUG08 15:25 29AUG08

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

1 WRECKER SERVICE

TOW WRECKER SERVICE

1855 BREEDLOVE, WILL LIC#: 1855

CP

0.00 0.00

3 CUSTOMER STATES LOST ALL POWER/WILL RESTART BUT SHUT OFF AGAIN

DIAG DIAGNOSTIC TIME

1855 BREEDLOVE, WILL LIC#: 1855

CP

67.50 67.50

FF DELAYED GASOLINE FUEL FILTER

1855 BREEDLOVE, WILL LIC#: 1855

CP

33.75 33.75

1 2C5Z*9155*BC FILTER ASY - FUEL

23.24 23.24 23.24

99 FUEL FILTER DUE TO RESTRICTION, MAY

1855 BREEDLOVE, WILL LIC#: 1855

CP

0.00 0.00

2 PERFORM MULTI POINT INSPECTION

99 MISC

1855 BREEDLOVE, WILL LIC#: 1855

CP

0.00 0.00

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER

8.10

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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DESCRIPTION	TOTALS
LABOR AMOUNT	101.25
PARTS AMOUNT	23.24
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	8.10
TOTAL CHARGES	132.59
LESS INSURANCE	0.00
SALES TAX	1.57
PLEASE PAY THIS AMOUNT	134.16

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE



OFFICE OF DEFECTS INVESTIGATION (ODI)

Complaints - Search Results

1 Record(s) Displayed.

Report Date : July 7, 2008 at 09:31 PM

ODI Numbers Searched: 10232800

Make : FORD

Model : EXPLORER

Year : 2004

Manufacturer : FORD MOTOR COMPANY

Crash : No

Fire : No

Number of Injuries: 0

ODI ID Number : 10232800

Number of Deaths: 0

Date of Failure: June 29, 2008

VIN : 1FMDU74W44U...

Component: POWER TRAIN:AUTOMATIC TRANSMISSION

Summary:

2004 FORD EXPLORER. GEAR SHIFT LEVER BROKE OFF IN MY HAND WHEN SHIFTING FROM PARK TO REVERSE. TRANSMISSION INDICATOR STUCK BETWEEN PARK AND REVERSE. VEHICLE COULD START BUT NOT MOVE. KEY STUCK IN IGNITION. SHIFT LEVER BROKE OFF AT METAL CAST INSIDE COLUMN. TOWED TO FORD DEALER. NEEDS ENTIRE STEERING COLUMN REPLACED TO FIX THIS PART, COST OVER \$1000. OTHERS WITH SAME PROBLEM DUE TO DEFECTIVE PART. CALLED FORD HQ, BUT NO HELP WITH COVERING REPAIRS FOR THIS PROBLEM. *TR

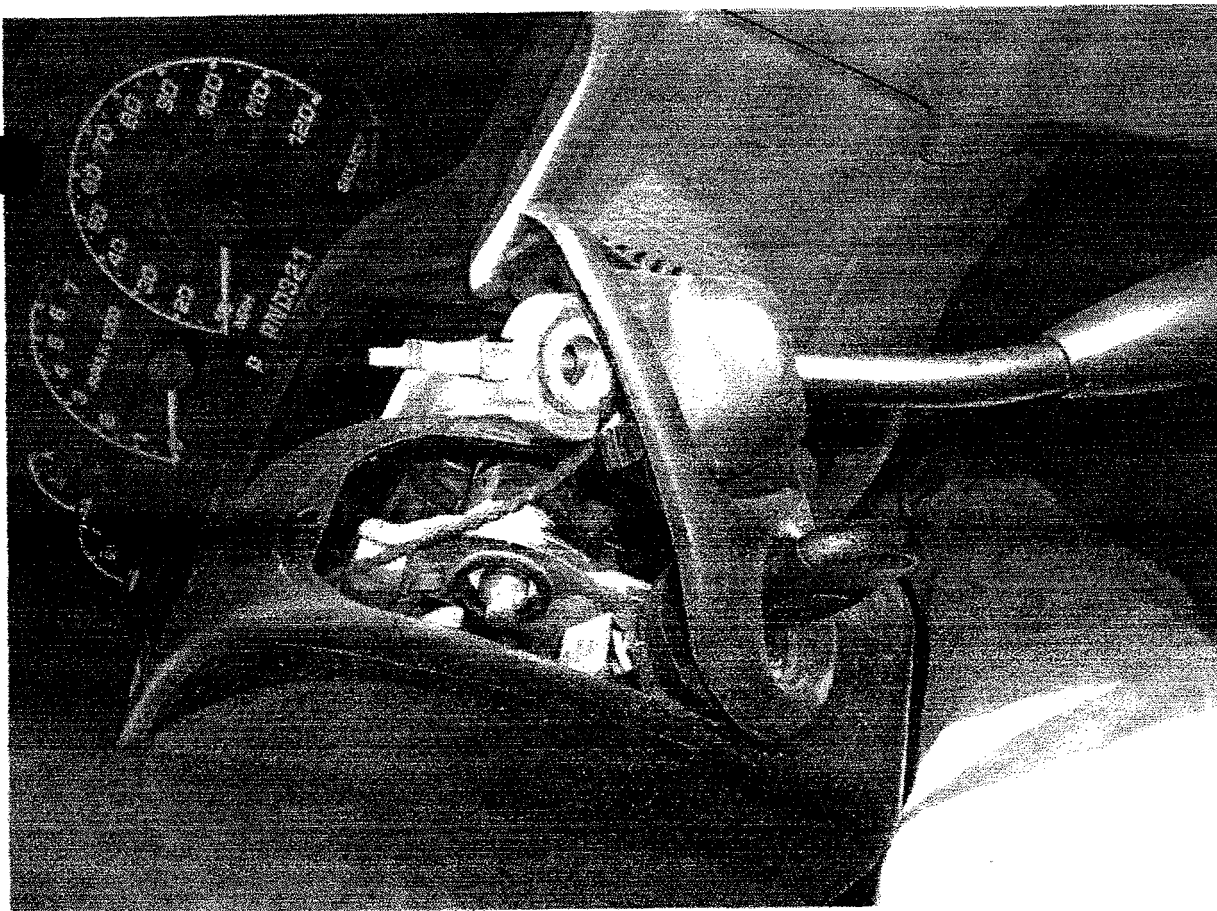
Ford Motor Company Customer Service Assistance Center
16800 Executive Plaza Drive (P.O. Box 6248)
Dearborn Michigan 48126
Customer Relationship Center
48121

NHTSA

400 Seventh Street

US Dept. of Trans

Washington DC 20590



original replacement part # 4L2Z-3C529-DA is no good
new replacement part # 5L2Z-3C529-A as of Nov. 2007 \$550
upgraded now Jan 2008 \$700
plus labor

1000147



INVOICE

 LOUISA, VA
 201 E. MAIN STREET
 P.O. BOX 443

 LOUISA, VIRGINIA 23093
 BUS: 540-967-1350 TOLL FREE: 800-841-4180
 FAX: 540-967-0618
 www.kipkillmon.com

 BUMPAGE
 HOME:
 CELL:

US

PAGE 1

SERVICE ADVISOR: 5713 DIANE JONAS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLUE	04	FORD EXPLORER	1FMDU74W44		75326/75326	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	DATE	INVT. DATE
01JAN04 IS			17:00 30JUN08		0.00 CASH	03JUL08
R.O. OPENED	READY	OPTIONS: DLR:09848 ENG:4.6_Liter_EFI				

10:12 30JUN08 11:22 03JUL08

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
1	LUBE/OIL/FILTER SERVICE INCLUDES UP TO 5 QTS OIL (5W20/5W30), MOTORCRAFT OIL FILTER, CHECK BATTERY, AND TOP OFF ALL FLUIDS LOF LUBE/OIL/FILTER SERVICE INCLUDES UP TO 5 QTS OIL (5W20/5W30), MOTORCRAFT OIL FILTER, CHECK BATTERY, AND TOP OFF ALL FLUIDS 1855 BREEDLOVE, WILL LIC#: 1855 CP					13.00	13.00
	1 FLAZ*6731*BD FILTER ASY - OIL				7.24	7.24	7.24
	5 *5W20* BULK OIL				2.61	2.61	13.05

3	ROTATE AND BALANCE TIRES AND CHECK AIR PRESSURE R&B ROTATE AND BALANCE TIRES AND CHECK AIR PRESSURE 1855 BREEDLOVE, WILL LIC#: 1855 CP					29.95	29.95

2	CUSTOMER STATES: [REDACTED] KEY STUCK IN IGNITION 99 [REDACTED] 1855 BREEDLOVE, WILL LIC#: 1855 CP					270.00	270.00
	1 5L2Z*3C529*A COLUMN ASY - STEERING				731.32	731.32	731.32

2	CAR TOWED W/TRANNY DISCONNECTED/PARKED IN BACK LOT TOW WRECKER SERVICE 999 CP					0.00	0.00

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(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	312.95
PARTS AMOUNT	751.61
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	22.64
TOTAL CHARGES	1087.20
LESS INSURANCE	0.00
SALES TAX	38.71
PLEASE PAY THIS AMOUNT	1125.91