



NOV 20 2009

DOT Auto Safety Hotline

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration**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

15-OCT-2009

Repository ☐Reference No.
10287473**OWNER INFORMATION (Type or Print)**

Name

Address

City

WOODBIDGE

State

VA

Zip Code

Daytime Telephone Number

E-mail Address

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, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

1FMDU75W52L

Make

FORD

Model

EXPLORER

Model Year

2002

Date Purchased

Dealer's Name and Telephone Number

PARKWAY CARS Ford (703) 986-5600

Engine:

No: Cylinders

Fuel Type:

Original Owner

Dealer's City

Woodbridge

State

VA

Zip Code

22193

8

GAS

Transmission Type

☒ Automatic☒ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s) June 18,
10-MAY-2009 2009
12:00 PM**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 141000 AIR BAGS: FRONTAL

Failure Mileage

Failure Speed

150000

0

131,000

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 2002 FORD EXPLORER LIMITED EDITION WHILE IDLING AT A STOP LIGHT, THE DRIVERS SIDE FRONT AIRBAG DEPLOYED WITHOUT WARNING. SHE HAD EXPERIENCED BETWEEN 5-6 MAJOR COLLISIONS/CRASHES WITH THE VEHICLE AND SUSPECTS THAT THE FAILURE OF THE AIRBAGS WERE DUE TO THE INCIDENTS. THE MANUFACTURER DID NOT SPECULATE THAT THE PREVIOUS CRASHES CAUSED THE AIRBAGS TO DEPLOY. THE MANUFACTURER WOULD NOT TAKE ANY LIABILITY FOR THE FAILURE, AND REPAIRS COST OVER \$3,000.00. NO REPAIRS HAD BEEN MADE TO THE VEHICLE TO DATE. THE FAILURE AND CURRENT MILEAGES WERE 150,000.

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

① rollover in '04 w/ Nationwide Auto ins.
several accidents w/ Nationwide & USAA Auto ins
to present.

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



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NVS-216fb

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ



LINCOLN

MERCURY

**GENUINE
PARTS & SERVICE****Owner
Advantage™**

Rewards Member #: _____

Rewards Service Balance: _____

Multi-Point Inspection Report Card as Recommended by Ford Motor Company

Name: _____

E-Mail Address: _____

Today's

Date:

11/3/09

RO/Tag: _____

State

Inspec. Month:

9/09

Make/Model/Year: 02 Explorer

Mileage: 131,344

VIN #: _____

Plate #: _____

SCHEDULED MAINTENANCE ITEMS DUE FOR SERVICING ON THIS VISIT*

DUE	SERVICED	DUE	SERVICED
☐ Cabin Air Filter	☐	☐ Oil Filter	☒
☒ Engine Air Filter	☐	☐ Spark Plugs	☐
☐ Engine Coolant	☐	☐ Tire Rotation	☐
☐ Fuel Filter	☐	☐ Transmission Filter	☐
☐ Oil Change	☒	☐ Transmission Fluid	☐

*This is only a partial list of vehicle maintenance items and is NOT all-inclusive. Please consult your Owners Manual or visit www.genuineservice.com for vehicle specific maintenance requirements.

CHECK FLUID LEVELS AND FILL

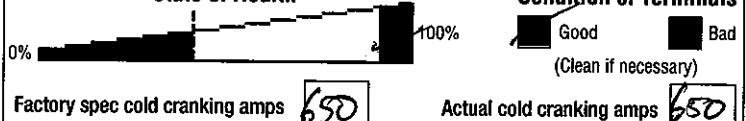
SERVICED

☐ Oil and/or fluid leaks	☐
☒ Engine Oil	☒ Power Steering
☒ Brake Reservoir	☒ Window Washer
☒ Transmission (if equipped with dipstick)	☒ Coolant Recovery Reservoir

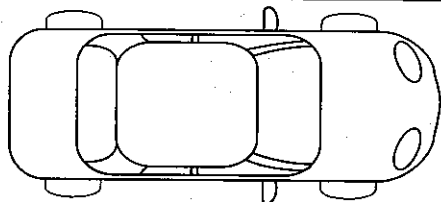
BATTERY

State of Health

Condition of Terminals

**EXTERIOR BODY**

Note any existing exterior body damage or defects on diagram

**SYNC VEHICLE HEALTH REPORT (VHR)**

ACTIVATED

VHR Activation ☐ Yes ☐ No ☒ N/A**LEGEND**☒ Contributes to vehicle efficiency and a green environment☒ Checked and OK at this time☐ May require future attention☐ Requires immediate attention**CHECK FOLLOWING SYSTEMS/COMPONENTS****BRAKE SYSTEM**

SERVICED

☐ Brake system (including lines, hoses, and parking brake) ☒**STEERING AND SUSPENSION**

SERVICED

☐ Shocks/struts and other suspension components for leaks and/or damage ☐☐ Steering, steering linkages and ball joints ☐**EXHAUST SYSTEM**

SERVICED

☐ Exhaust system (leaks, damage, loose parts) ☒**TRANSMISSION AND DRIVE AXLE**

SERVICED

☐ Clutch operation (if equipped) ☐☐ Constant velocity (CV) drive axle boots (if equipped) ☐☒ Drive shaft, transmission, u-joint and shift linkage (if equipped) and lubricate (as needed) **Rear Pinion Seal** ☐**LIGHTS/BLADES/WINDSHIELD**

SERVICED

☐ Operation of horn, interior lights, exterior lamps, turn signals, hazard and brake lamps ☐☐ Windshield washer spray, wiper operation and wiper blades ☐☐ Windshield for cracks, chips and pitting ☐**BELTS/HOSES/MOUNTS**

SERVICED

☐ HVAC system and hoses/lines for leaks and/or damage ☐☐ Engine Cooling system, radiator, hoses and clamps ☐☐ Accessory drive belt(s) ☐**TIRE TREAD**

7/32" and greater

BRAKE LINING

Over 5mm or 7/32" (Disc) or Over 2mm or 3/32" (Drum)

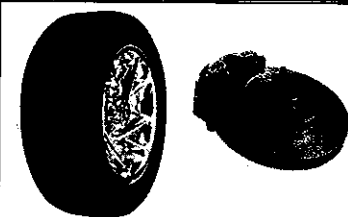
TIRE/BRAKE WEAR

4/32" to 6/32"

3 to 5mm or 4/32" to 7/32" (Disc) or 1.01 to 2mm (Drum) or 2/32" to 3/32"

3/32" and less

Less than 3mm or 4/32" (Disc) or 1mm or 2/32" or less (Drum)

**TIRE WEAR INDICATES:**

SERVICED

☐ Alignment check needed	☐
☐ Wheel balance needed	☐
☐ Tire repair needed	☐
☒ Brake measurements not taken this service visit	☐

LEFT FRONT☒

SERVICED

☐ Tire Tread Depth **7/32"** ☐☐ Tire Wear Pattern/Damage & Valve Stem ☐☐ Tire Pressure - set to factory recommended PSI ☒☐ Brake Lining _____ mm _____/32" ☐**LEFT REAR**☒

SERVICED

☐ Tire Tread Depth **6/32"** ☐☐ Tire Wear Pattern/Damage & Valve Stem ☐☐ Tire Pressure - set to factory recommended PSI ☒☐ Brake Lining _____ mm _____/32" ☐**RIGHT FRONT**☒

SERVICED

☐ Tire Tread Depth **7/32"** ☐☐ Tire Wear Pattern/Damage & Valve Stem ☐☐ Tire Pressure - set to factory recommended PSI ☒☐ Brake Lining _____ mm _____/32" ☐**RIGHT REAR**☒

SERVICED

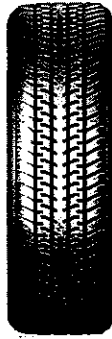
☐ Tire Tread Depth **6/32"** ☐☐ Tire Wear Pattern/Damage & Valve Stem ☐☐ Tire Pressure - set to factory recommended PSI ☒☐ Brake Lining _____ mm _____/32" ☐

Comments: Engine air filter is dirty and rear Pinion Seal is leaking gear oil. will also need tires replaced before to long.

Service Advisor: M McE L.

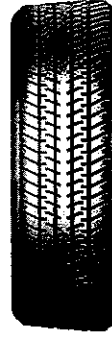
Customer Signature: _____

Technician: BLAR



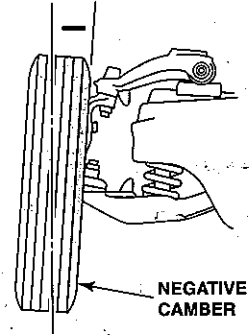
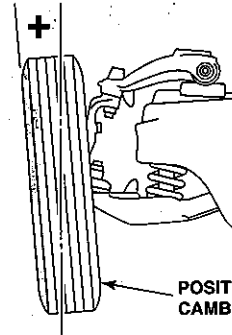
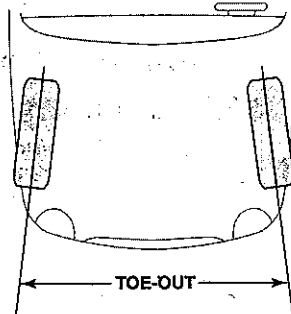
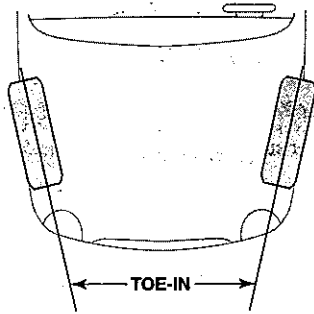
TOE WEAR

"Feathered" tread wear pattern suggests that tires are turned in or out too far. Signals need for alignment. May be caused by worn shocks/struts.

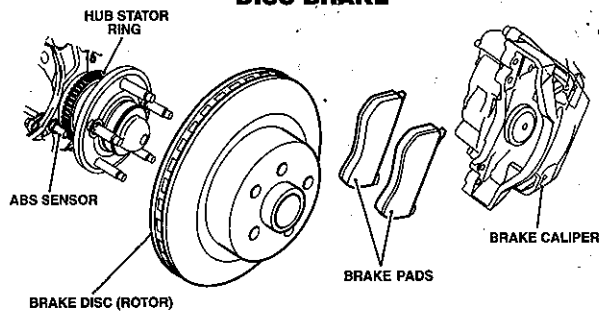


CAMBER WEAR

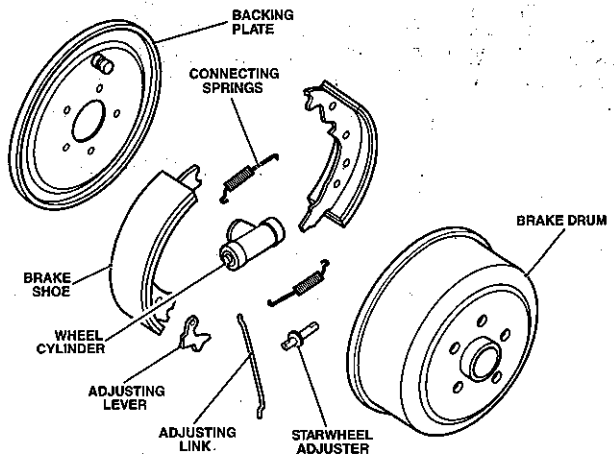
Exaggerated wear on inner or outer edge of tire indicates that tires are tilted in or out too far (from vertical). Signals need for alignment. May be caused by worn shocks/struts.



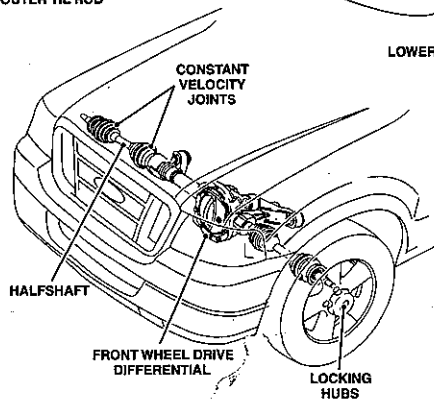
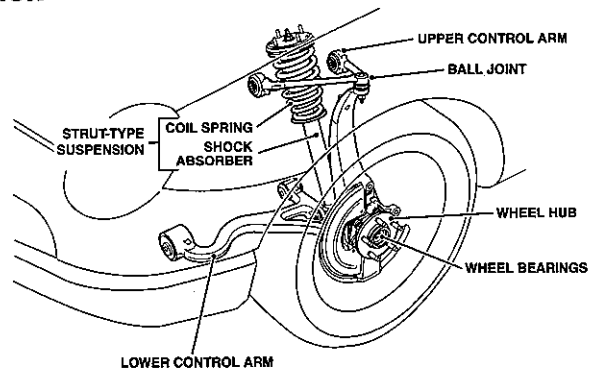
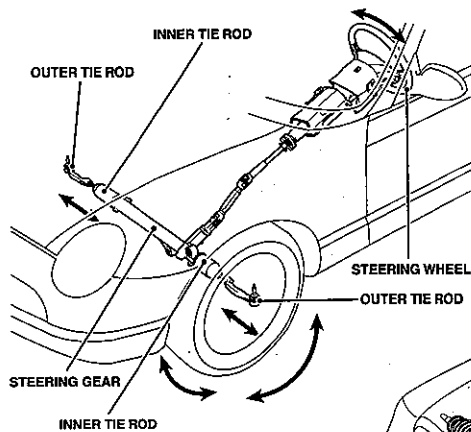
DISC BRAKE



DRUM BRAKE



SUSPENSION



13779 Noblewood Plaza
Woodbridge, VA 22193
Phone: 703-986-5600
www.cowlesford.com

PARKWAY



COWLES

THE ROAD TO SAVINGS

HOURS OF OPERATIONS
MON - FRI. 7 AM - 9 PM
SATURDAY 7 AM - 3 PM

CELL: [REDACTED]

Identification # 38858	Service Representative MIKE LEHNHARDT	ASM # 965	HAT # 2455	Invoice Date 11/03/09	Invoice # FOCS278876
[REDACTED]	Labor Rate 98.00	Plate # [REDACTED]	Current Mileage 131,344	Exterior Color GREEN/BLACK	Stk. #
WOODBIDGE, VA [REDACTED]	Vehicle Description 02/FORD TRUCK/EXPLORER/4DR 4WD LTD			Delivery Date 01/22/02	Delivery Miles 25
[REDACTED]	Serial # 1 F M D U 7 5 W 5 2 U [REDACTED]			Dir. Mfg. #	Production Date 12/21/01
[REDACTED]	Federal Tax Exempt #	Purchase Order #		Work Order Date 11/03/09	Parking Location
[REDACTED]	Office	Chassis # / Engine # / Notes:			

MO: 131344

TOTALS

TOTAL LABOR....	12.95
TOTAL PARTS....	22.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	1.55
TOTAL MISC DISC	0.00
TOTAL TAX.....	1.18
TOTAL INVOICE \$	37.68

DEAR VALUED CUSTOMER:
IN A COUPLE OF WEEKS, YOU MAY RECEIVE A LETTER FROM FORD MOTOR COMPANY REGARDING THIS SERVICE VISIT. WE APPRECIATE YOUR BUSINESS AND IT IS OUR GOAL FOR YOU TO BE COMPLETELY SATISFIED. IF THERE IS ANY REASON YOU DO NOT FEEL YOU CAN RATE OUR DEALERSHIP, THE SERVICE DEPT., AND YOUR SERVICE ADVISOR WITH "EXCELLENT", "COMPLETELY SATISFIED" AND "YES" ON ALL OF THE QUESTIONS ON YOUR LETTER FROM FORD, PLEASE CONTACT YOUR SERVICE ADVISOR OR SERVICE MANAGER BEFORE COMPLETING YOUR QUESTIONNAIRE SO WE MAY BE ABLE TO EARN YOUR BEST GRADE.

VERY TRULY YOURS,
COWLES PARKWAY FORD SERVICE DEPARTMENT

CUSTOMER SIGNATURE _____

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

LIMITED WARRANTY
Cowles Parkway Ford hereby limits its warranty for parts and/or service furnished to a period of 12 months or 12,000 miles after date herein. Genuine new Ford parts guaranteed 12 months or 12,000 miles, whichever occurs first.

PAID
Cash

IMPORTANT
YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM FORD MOTOR CO. REGARDING THIS SERVICE. IF FOR ANY REASON YOU CANNOT GRADE US
COMPLETELY SATISFIED
IMMEDIATELY YOUR GOODWILL MEANS EVERYTHING TO US.
COWLES FORD
703-986-5603

13779 Noblewood Plaza
Woodbridge, VA 22193
Phone: 703-986-5600
www.cowlesford.com

PARKWAY



COWLES

THE ROAD TO SAVINGS

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CELL: [REDACTED]

Identification # 38858	Service Representative MIKE LEHNHARDT	ASM # 965	HAT # 2455	Invoice Date 11/03/09	Invoice # FOCS278876
[REDACTED]	Labor Rate 98.00	Plate # [REDACTED]	Current Mileage 131,344	Exterior Color GREEN/BLACK	Stk. # [REDACTED]
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Home [REDACTED]	Office [REDACTED]	Chassis # / Engine # / Notes: [REDACTED]			

MO: 131344

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
LABOR & PARTS					
09S09B-0.2HR FLUBE OIL AND FILTER TECH(S): 102 \$12.95					
PERFORM OIL AND FILTER CHANGE					
Oil & Filter Special 4.6L 02/05					
JOB # 1	1	F1AZ-6731-BD	FILTER 966738	4.72	
JOB # 1	6	NPN01L	NPN OIL	2.88	
				JOB # 1 TOTAL PARTS	17.28
				JOB # 1 TOTAL LABOR & PARTS	22.00
09S09B-0.2HR RECALLS/CAMPAIGNS TECH(S): 102 WARRANTY					
CUSTOMER REQUESTING RECALLS/CAMPAIGN BE PERFORMED					
09S09					
PER RECALL, INSPECTED SWITCH TO VERIFY NO LEAK & INSTALLED					
INLINE HARNESS.					
COMPLETED RECALL/CAMPAIGN					
09S09B-0.2HR					
JOB # 2	1	8W7Z-14A411-C	WIRE AS 385298		
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00
09S09B-0.2HR MULTIPOINT INSPECTION TECH(S): 102 \$0.00					
MULTIPOINT INSPECTION					
AIR FILTER IS DIRTY, REAR PINION SEAL IS LEAKING AND BOTH					
REAR TIRES ARE YELLOW-6/32" (FRONT @ 7/32").					
COMPLETED MULTIPOINT INSPECTION					
JOB # 3					
				JOB # 3 TOTAL PARTS	0.00
				JOB # 3 TOTAL LABOR & PARTS	0.00
09S09B-0.2HR GOOD BATTERY TECH(S): 102 \$0.00					
BATTERY TEST SHOWS CHARGING AT REQUIRED SPECS.					
JOB # 4					
				JOB # 4 TOTAL PARTS	0.00
				JOB # 4 TOTAL LABOR & PARTS	0.00
MISC					
JOB # A	100	SHOP SUPPLIES			
				TOTAL - MISC	1.55

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

LIMITED WARRANTY
Cowles Parkway Ford hereby limits its warranty for parts and/or service furnished to a period of 12 months or 12,000 miles after date herein. Genuine new Ford parts guaranteed 12 months or 12,000 miles, whichever occurs first.

11/03/2009
13:44:19

SUMMARY HISTORY DISPLAY

3651
PAGE 1

CUSTOMER NAME

SERIAL NO. 1FMDU75W52U

TOTAL R/O'S 42

TOTAL SERV. DAYS 110

MAKE FT FORD TRUCK

LN#	RO.NO.	RO. DATE..	MILES.	ADV/TECH	J#	T	OPERATION CODE.	DESCRIPTION.....
1	270020	06/24/2009	130355	A				
				T	965			
				T	999	1 C	00FOZ99P	*MULTIPOINT INSP
				T	102	2 C	51FOZ01	*BODY ELECTRIC D
2	230167	11/21/2007	115859	A				
				T	238			
				T	1504	1 C	00FOZ1P	*LUBE OIL AND FI
				T	1504	2 C	00FOZQ99P	MULTIPOINT INSP.
				T	999	3 C	07FOZYBK	BRAKES YELLOW
				T	999	4 C	07FOZGBATT	GOOD BATTERY
				T	999	5 C	07FOZGTIRE	TIRES GREEN
3	224992	09/19/2007	224992	A				
				T	965			
				T	921	1 C	10FOZ06	*CHECK ENGINE DI
				T	921	2 C	00FOZINDUCTION	*BG FUEL INJECTI
4	224386	09/12/2007	112194	A				
				T	965			
				T	810	1 C	50FOZ07	*R&R BATTERY
				T	810	2 C	51FOZ05	HEADLIGHTS
				T	810	3 C	00FOZ99P	*MULTIPOINT INSP
				T	810	4 C	07FOZGBATT	GOOD BATTERY
				T	810	5 C	07FOZGBK	BRAKES GREEN
				T	810	6 C	07FOZGTIRE	TIRES GREEN
5	222461	08/22/2007	110351	A				
				T	238			
				T	093	1 C	00FOZ1P	*LUBE OIL AND FI
				T	835	2 C	03FOZ	*STATE INSPECTIO
				T	093	3 C	00FOZBATT	BATTERY OUTPUT
				T	093	4 C	00FOZQ99P	MULTIPOINT INSP.
				T	093	5 C	00FOZ100P	*AIR CLEANER 100
				T	999	6 C	07FOZGBATT	GOOD BATTERY
				T	999	7 C	07FOZGBK	BRAKES GREEN
				T	999	8 C	07FOZGTIRE	TIRES GREEN
6	216785	06/19/2007	106856	A				
				T	965			
				T	093	1 C	46FOZ	MOUNT/BAL 4 TIRE
				T	093	2 C	07FOZGBATT	GOOD BATTERY
				T	093	3 C	07FOZGTIRE	TIRES GREEN
				T	093	4 C	07FOZGBK	BRAKES GREEN
7	215889	06/08/2007	106749	A				
				T	965			
				T	921	1 C	30FOZ	AUTO TRANSMISSIO
8	214648	05/23/2007	105725	A				
				T	858			
				T	921	1 C	30FOZ	AUTO TRANSMISSIO
				T	921	2 C	00FOZRECHECK	RECHECK
				T	921	3 C	00FOZ1P	*LUBE OIL AND FI
				T	921	4 C	00FOZ99P	*MULTIPOINT INSP
				T	921	5 C	47FOZ	AXLE/DIFFERENTIA
9	213775	05/14/2007	105555	A				
				T	646			
				T	653	1 C	30FOZ06	*AUTO TRANS DIAG
				T	653	2 C	70FOZ03	RENTAL DAYS
10	208824	03/15/2007	102950	A				
				T	646			
				T	653	1 C	30FOZ	AUTO TRANSMISSIO
11	205040	01/25/2007	100436	A				
				T	238			
				T	255	1 C	00FOZFALLMAINT	*THE WORKS
				T	999			
				T	999	2 C	00FOZ99P	*MULTIPOINT INSP

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SUMMARY HISTORY DISPLAY

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CUSTOMER NAME [REDACTED] SERIAL NO. 1FMDU75W52U [REDACTED]
TOTAL R/O'S 42 TOTAL SERV. DAYS 110 MAKE FT FORD TRUCK

LN#	RO.NO.	RO. DATE..	MILES.	ADV/TECH	J#	T	OPERATION CODE.	DESCRIPTION.....
				T	999	3	C 60FOZ10	SEATS
				T	255	4	C 07FOZGBATT	GOOD BATTERY
				T	255	5	C 07FOZGBK	BRAKES GREEN
				T	255	6	C 07FOZYTIRE	TIRES YELLOW
12	200542	11/25/2006	96637	A	389			
				T	048	1	C 40FOZ11	*R&R FRONT PAD/R
				T	048	2	C 00FOZ99P	*MULTIPOINT INSP
				T	048	3	C 40FOZ12	*R&R REAR PADS/R
				T	048	4	C 40FOZ05	PARKING BRAKE
				T	048	5	C 40FOZFLUSH	BG BRAKE FLUSH
				T	048	6	C 45FOZ11	SUSPENSION NOISE
				T	048	7	C 07FOZGBATT	GOOD BATTERY
				T	048	8	C 07FOZGBK	BRAKES GREEN
				T	048	9	C 07FOZGTIRE	TIRES GREEN
13	197806	10/19/2006	95342	A	238			
				T	255	1	C 00FOZFALLMAINT	*THE WORKS
				T	255	2	C 00FOZ99P	*MULTIPOINT INSP
				T	255	3	C 00FOZ	QUICK SERVICE
				T	255	4	C 07FOZYBK	BRAKES YELLOW
				T	255	5	C 07FOZGTIRE	TIRES GREEN
14	182639	04/24/2006	90427	A	646			
				T	921	1	C 01FOZ090	90000 MILE SERVI
				T	921	2	C 00FOZ99P	*MULTIPOINT INSP
				T	921	3	I 70FOZ03	RENTAL DAYS
				T	921	4	C 00FOZINDUCTION	*BG FUEL INJECTI
				T	921	5	C 07FOZGBATT	GOOD BATTERY
				T	921	6	C 07FOZGBK	BRAKES GREEN
				T	921	7	C 07FOZGTIRE	TIRES GREEN
15	169834	11/18/2005	85414	A	646			
				T	921	1	C 60FOZ11	SEAT BELTS
16	169261	11/11/2005	85181	A	646			
				T	921	1	C 00FOZ99P	*MULTIPOINT INSP
				T	921	2	C 00FOZFALLMAINT	*THE WORKS
				T	921	3	C 60FOZ11	SEAT BELTS
				T	921	4	C 40FOZFLUSH	BG BRAKE FLUSH
				T	921	5	C 07FOZGBK	BRAKES GREEN
				T	921	6	C 07FOZGTIRE	TIRES GREEN
17	162766	08/29/2005	80056	A	646			
				T	921	1	C 01FOZ-OT15K	15K TRK GAS FROM
				T	921	2	C 00FOZ99P	*MULTIPOINT INSP
				T	921	3	C 03FOZ	*STATE INSPECTIO
				T	921	4	C 07FOZGBK	BRAKES GREEN
				T	921	5	C 07FOZGTIRE	TIRES GREEN
18	154253	05/24/2005	120186	A	646			
				T	034	1	C 00FOZ3P	OIL CHANGE SPECI
				T	034	2	C 14FOZ	EXHAUST
19	150749	04/12/2005	69298	A	646			
				T	921	1	C 11FOZ	ENGINE MINOR
				T	999	2	W 85FOZ	ACCESSORIES
				T	921	3	C 30FOZFLUSH	BG TRANS FLUSH

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CUSTOMER NAME

SERIAL NO. 1FMDU75W52U

TOTAL R/O'S 42

TOTAL SERV. DAYS 110

MAKE FT FORD TRUCK

LN#	RO.NO.	RO. DATE..	MILES.	ADV/TECH	J#	T	OPERATION CODE.	DESCRIPTION.....
				T	921	4	C 00FOZ1P	*LUBE OIL AND FI
				T	921	5	C 00FOZ99P	*MULTIPOINT INSP
				T	921	6	C 10FOZ	DRIVEABILITY
				T	921	7	C 07FOZGBATT	GOOD BATTERY
				T	921	8	C 07FOZGBK	BRAKES GREEN
				T	921	9	C 07FOZGTIRE	TIRES GREEN
20	150106	04/04/2005	67686	A	646			
				T	999	1	W 51FOZ	BODY ELECTRICAL
				T	999	2	C 00FOZ	QUICK SERVICE
21	148742	03/19/2005	65403	A	974			
				T	526	1	C 01FOZ-QT100K	100K TRK GAS FRM
				T	526	2	C 00FOZ99P	*MULTIPOINT INSP
				T	526	3	C 51FOZ12	WIPER/WASHER
				T	526	4	C 40FOZ04	BRAKE SPECIAL
				T	526	5	C 07FOZGBATT	GOOD BATTERY
				T	526	6	C 07FOZGBK	BRAKES GREEN
				T	526	7	C 07FOZGTIRE	TIRES GREEN
22	146940	02/26/2005	61752	A	917			
				T	384	1	C 00FOZ3P	OIL CHANGE SPECI
				T	384	2	C 00FOZ99P	*MULTIPOINT INSP
				T	384	3	C 07FOZGBK	BRAKES GREEN
23	143953	01/21/2005	56311	A	917			
				T	303	1	C 00FOZ3P	OIL CHANGE SPECI
				T	303	2	C 00FOZ99P	*MULTIPOINT INSP
				T	303	3	C 07FOZGBATT	GOOD BATTERY
				T	303	4	C 07FOZGBK	BRAKES GREEN
				T	303	5	C 07FOZGTIRE	TIRES GREEN
24	141223	12/20/2004	53192	A	646			
				T	921	1	W 51FOZ	BODY ELECTRICAL
				T	921	2	W 99FOZ	RECALLS/CAMPAIGN
25	140070	12/06/2004	51655	A	646			
				T	999	1	W 52FOZ03	SOUND SYSTEM
26	139499	11/29/2004	51532	A	646			
				T	431	1	C 52FOZ03	SOUND SYSTEM
				T	431	2	C 40FOZ	BRAKE
27	138503	11/15/2004	50421	A	646			
				T	431	1	C 00FOZ1P	*LUBE OIL AND FI
				T	431	2	C 00FOZ99P	*MULTIPOINT INSP
				T	431	3	C 51FOZ	BODY ELECTRICAL
				T	431	4	C 70FOZ09	SUBLET STEREO
				T	431	5	C 40FOZ	BRAKE
				T	431	6	C 99FOZ	RECALLS/CAMPAIGN
28	135013	09/29/2004	47113	A	646			
				T	431	1	C 80FOZUCCO	USED CK AND ADVI
29	122258	04/20/2004	38000	A	646			
				T	916	1	C 61FOZ	EXTERIOR TRIM
30	122034	04/16/2004	37669	A	646			
				T	921	1	C 30FOZFLUSH	BG TRANS FLUSH
				T	921	2	C 00FOZFALLMAINT	*THE WORKS
				T	921	3	W 10FOZ06	*CHECK ENGINE DI

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CUSTOMER NAME [REDACTED] SERIAL NO. 1FMDU75W52U [REDACTED]
TOTAL R/O'S 42 TOTAL SERV. DAYS 110 MAKE FT FORD TRUCK

LN#	RO.NO.	RO. DATE..	MILES.	ADV/TECH	J#	T	OPERATION CODE.	DESCRIPTION.....
				T	921	4	C 07FOZGBK	BRAKES GREEN
				T	921	5	C 07FOZGTIRE	TIRES GREEN
31	116878	02/07/2004	31413	A	646			
				T	921	1	C 01FOZ-F98T30K	30K TRK GAS TO 1
				T	921	2	C 00FOZ99P	*MULTIPOINT INSP
				T	921	3	C 07FOZGBK	BRAKES GREEN
				T	921	4	C 07FOZGTIRE	TIRES GREEN
32	114447	01/05/2004	29118	A	864			
				T	999	1	C 85FOZ	ACCESSORIES
				T	277	2	C 03FOZ	*STATE INSPECTIO
33	112718	12/09/2003	26694	A	864			
				T	969	1	C 00FOZ1P	*LUBE OIL AND FI
				T	969	2	C 00FOZ99P	*MULTIPOINT INSP
				T	969	3	C 07FOZGBK	BRAKES GREEN
				T	969	4	C 07FOZGTIRE	TIRES GREEN
				T	969	5	C 00FOZ100P	*AIR CLEANER 100
				T	969	6	C 40FOZ	BRAKE
34	110323	11/05/2003	23730	A	864			
				T	663	1	W 46FOZ	MOUNT/BAL 4 TIRE
35	109443	10/25/2003	22891	A	864			
				T	556	1	C 00FOZFALLMAINT	*THE WORKS
				T	556	2	C 00FOZ99P	*MULTIPOINT INSP
				T	556	3	C 60FOZ	INTERIOR TRIM
				T	556	4	C 07FOZGBK	BRAKES GREEN
				T	556	5	C 07FOZGTIRE	TIRES GREEN
36	107571	10/04/2003	21027	A	269			
				T	894	1	C 00FOZ1P	*LUBE OIL AND FI
				T	894	2	C 60FOZ01	INT TRIM CONCERN
				T	894	3	C 00FOZ99P	*MULTIPOINT INSP
				T	894	4	C 07FOZGBK	BRAKES GREEN
				T	894	5	C 07FOZGTIRE	TIRES GREEN
37	102438	07/30/2003	15665	A	646			
				T	921	1	C 00FOZCOMBO	LOF,MP,ROTATE
				T	921	2	C 00FOZ99P	*MULTIPOINT INSP
				T	921	3	C 07FOZGBK	BRAKES GREEN
				T	921	4	C 07FOZGTIRE	TIRES GREEN
38	95449	05/03/2003	10127	A	646			
				T	655	1	C 00FOZFALLMAINT	*THE WORKS
				T	655	2	C 00FOZ99P	*MULTIPOINT INSP
				T	655	3	C 07FOZGBK	BRAKES GREEN
				T	655	4	C 07FOZGTIRE	TIRES GREEN
39	88640	02/01/2003	7181	A	646			
				T	810	1	C 01FOZ006	6000 MILE SERVIC
40	81787	10/21/2002	5142	A	646			
				T	735	1	C 00FOZCOMBO	LOF,MP,ROTATE
41	75660	07/26/2002	3142	A	817			
				T	463	1	C 01FOZ003	3000 MILE SERVIC
42	61688	01/04/2002	3	A	129			
				T	125	1	I 75FOZ	PDI
				T	125	2	I 03FOZ	*STATE INSPECTIO

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CUSTOMER NAME

TOTAL R/O'S

42

TOTAL SERV. DAYS 110

SERIAL NO. 1FMDU75W52U

MAKE FT FORD TRUCK

LN# RO.NO. RO. DATE.. MILES. ADV/TECH J# T OPERATION CODE. DESCRIPTION.....

HOURS OF OPERATIONS

MON - FRI 7 AM - 7 PM
SATURDAY 7 AM - 3 PM



13494 JEFFERSON DAVIS HWY
WOODBRIDGE, VA 22191
PHONE VIRGINIA 703-690-3040
LOCAL 703-491-1131
WEBSITE: www.cowlesford.com

CUSTOMER NO.	38858	ADVISOR	JASON KRIETHE	646	TAG NO.	R122	INVOICE DATE	09/29/04	INVOICE NO.	FOCS135013
		LICENSE NO.	88.00		MILEAGE	47,113	COLOR	ESTATE GREE	STOCK NO.	26862
WOODBRIDGE, VA		YEAR / MAKE / MODEL	02/FORD TRUCK/EXPLORER/2K EXPL 4 DR				DELIVERY DATE	01/22/02	DELIVERY MILES	25
		VEHICLE I.D. NO.	1 F M D U 7 5 W 5 2 U				SELLING DEALER NO.	PRODUCTION DATE		
		F. T. E. NO.		P. O. NO.			09/29/04	REPRINT#	1	
COMMENTS										

LABOR & PARTS
1 80FOZUCCO USED CK AND ADVISE TECH(S): 431 130.00
CUST. REQUESTS CHECK OVER VEHICLE WAS IN ACCIDENT AND WANT
TO MAKE SURE VEHICLE OK AFTER REPAIRS AT BODYSHOP
130.00
SEE COMMENTS
JOB # 1 TOTAL LABOR & PARTS 130.00

COMMENTS:
L/F BRAKE CALIPER INSTALLED INCORRECTLY (LINES TWISTED)
L/F TIRE CUT AND SCRAPPED
AIR FILTER HOUSING LOOSE (OIL IN BOX AND HITTING VALVE COVER)
OIL CONTAMINATED
WATER LEAKING THROUGH SUNROOF
PASS FRONT DOOR NOT LINED UP CORRECTLY

TOTALS:
TOTAL LABOR.... 130.00
TOTAL PARTS.... 0.00
TOTAL SUBLET.... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.00
TOTAL INVOICE \$ 130.00

DEAR VALUED CUSTOMER:
IN A COUPLE OF WEEKS, YOU MAY RECEIVE A LETTER FROM FORD
MOTOR COMPANY REGARDING THIS SERVICE VISIT. WE APPRECIATE
YOUR BUSINESS AND IT IS OUR GOAL FOR YOU TO BE COMPLETELY
SATISFIED. IF THERE IS ANY REASON YOU DO NOT FEEL YOU CAN
RATE OUR DEALERSHIP, THE SERVICE DEPT., AND YOUR SERVICE
ADVISOR WITH "EXCELLENT", "COMPLETELY SATISFIED" AND "YES"
ON ALL OF THE QUESTIONS ON YOUR LETTER FROM FORD, PLEASE
CONTACT YOUR SERVICE ADVISOR OR SERVICE MANAGER BEFORE
COMPLETING YOUR QUESTIONNAIRE SO WE MAY BE ABLE TO EARN
YOUR BEST GRADE.

VERY TRULY YOURS,
TOM LINNEHAN
SERVICE MANAGER

CUSTOMER SIGNATURE

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

LIMITED WARRANTY
Cowles Ford hereby limits its warranty for parts and/or service furnished to a period of 12 months or 12,000 miles after date herein.
Genuine new Ford parts guaranteed 12 months or 12,000 miles, whichever occurs first.

PAID SKS
check # 1137

PERSON NO. *J. Ford - 8/15 - AKA*) IF 6/15 Engine Name *"Limited"*

VEHICLE ID NO. *1 F M D U 7 5 W 5 2 U* YEAR / MAKE / MODEL *02/FORD TRUCK/EXPLORER/4 DOOR UTIL* TAG NO. *316708*

CUSTOMER NO. *55612* COLOR *GREEN/* DELIVERY DATE *8/17/09* DELIVERY MILES *11:30* SELLING DEALER NO. *06/08/04*

SERVICE CONTRACT CONTRACT NO. EXPIRATION DATE EXPIRATION MILES ADVISOR *6937*

Tapes, Tachometers, Extra Speakers, Tape Players or Radios and Personal Articles MUST be removed before the car is left for service. We are not responsible for these items.

VEHICLES LEFT OVER 72 HOURS SUBJECT TO A STORAGE CHARGE @ \$20.00 PER DAY

HAT NO. *033*

MILEAGE *0*

TRANS. *A*

AIR COND. *Y*

TURBO *Y*

P.S. *Y*

WOODBRIDGE, VA *8/17/09*

RESIDENCE PHONE BUSINESS PHONE

TIME RECEIVED *10:13am* DATE / TIME PROMISED *06/08/04* PRIORITY *06:00pm* LABOR RATE

APPOINTMENT ☐ YES ☐ NO

JOB ☐ YES ☐ NO

RU 316708
55612

TOW NO KEYS

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs thereto.

WE GLADLY ACCEPT THE FOLLOWING CREDIT CARDS:     

INSTRUCTIONS
☒ NOT AVAILABLE

- TECH # TIME
- "CUSTOMER'S RIGHTS"**
1. YOU MAY REQUEST A WRITTEN ESTIMATE FOR REPAIRS WHICH COST IN EXCESS OF \$25.
 2. YOU MAY NOT BE CHARGED ANY AMOUNT TEN PERCENT IN EXCESS OF THE WRITTEN ESTIMATE WITHOUT YOUR CONSENT.
 3. YOU ARE ENTITLED TO THE RETURN OF ANY REPLACED PARTS EXCEPT WHEN PARTS ARE REQUIRED TO BE RETURNED TO THE MANUFACTURER UNDER A WARRANTY AGREEMENT.
 4. REPAIRS NOT ORIGINALLY AUTHORIZED BY YOU MAY NOT BE CHARGED TO YOU WITHOUT YOUR CONSENT.

ORIGINAL ESTIMATE	CUSTOMER ACCEPTANCE
\$	\$
AUTHORIZED ADDITIONS	ADDITIONS OK'D BY
\$	\$
DATE	TIME

In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.

ALL PARTS REMOVED WILL BE AVAILABLE FOR INSPECTION. ☐ SAVE ☐ DISCARD

DEALER HOURLY LABOR RATE IS PER FLAT RATE HOUR \$

CUSTOMER SERVICE HOURS
 MONDAY THRU FRIDAY
 7:00 A.M. TO 6:00 P.M.
 SATURDAY 8:00 A.M. TO 12:00 P.M.

PHONE 703 - 354-5701
 FAX 703 - 354-4946

JERRY'S COLLISION CTR
 6981 INDUSTRIAL RD
 SPRINGFIELD, VA 22151-
 (703) 256-5000

08/20/04 13:45:01 SWIPE

EXP 0707

REF# 81101002

SALE \$ 81.00

TOTAL \$ 81.00

I AGREE TO PAY ABOVE TOTAL AMOUNT
 ACCORDING TO CARD ISSUER AGREEMENT

THANK YOU.
 PLEASE COME AGAIN.

TOP COPY-MERCHANT BOTTOM COPY-CUSTOMER

is order
8/20/09
500.00 cash
paid 8/11/09
with
USA
Signed
3:00 PM
7/23
25.5

8/17/07
11:30
min OK'd

Satco - 10/15

10/26/04
4 P/u

SERVICE CONTRACT		VEHICLES LEFT OVER 72 HOURS SUBJECT TO A STORAGE CHARGE @ \$20.00 PER DAY		HAT NO. 033
Tapes, Tachometers, Extra Speakers, Tape Players or Radios and Personal Articles MUST be removed before the car is left for service.				MILEAGE 0
YEAR / MAKE / MODEL 02/FORD TRUCK/EXPLORER/LIMITED 4X4		PRODUCTION DATE	STOCK NO.	LICENSE NO.
CUSTOMER NO. 35612		DELIVERY DATE 01/28/02	DELIVERY MILES	SELLING DEALER NO.
SERVICE CONTRACT		CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES
Tapes, Tachometers, Extra Speakers, Tape Players or Radios and Personal Articles MUST be removed before the car is left for service. We are not responsible for these items.		VEHICLES LEFT OVER 72 HOURS SUBJECT TO A STORAGE CHARGE @ \$20.00 PER DAY		HAT NO.
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE				MILEAGE
"I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs thereto."				TRANS.
				AIR COND.
				TURBO
				P.S.

Check attached



LESPERSON NO.		VEHICLE ID. NO. 1FMDU75W52U	
WOODBRIDGE, VA		BUSINESS PHONE	
TIME RECEIVED 03:07	DATE 10/12/04	TIME PROMISED 06:00pm	PRIORITY
LABOR RATE			

LABOR INSTRUCTIONS

JOB	COMMENTS	TECH	TIME
1	C *50FOZ BODY LABOR		
2	C *50FOZP PAINT LABOR		

10/27/04 car released 10/C

"CUSTOMER'S RIGHTS"

1. YOU MAY REQUEST A WRITTEN ESTIMATE FOR REPAIRS WHICH COULD EXCEED \$25.
2. YOU MAY NOT BE CHARGED ANY AMOUNT TEN PERCENT IN EXCESS OF WRITTEN ESTIMATE WITHOUT YOUR CONSENT.
3. YOU ARE ENTITLED TO THE RETURN OF ANY REPLACED PARTS EXCEPT VEHICLES ARE REQUIRED TO BE RETURNED TO THE MANUFACTURER UNDER WARRANTY AGREEMENT.
4. REPAIRS NOT ORIGINALLY AUTHORIZED BY YOU MAY NOT BE CHARGED TO YOU WITHOUT YOUR CONSENT.

ORIGINAL ESTIMATE	CUSTOMER ACCEPTANCE
\$	
AUTHORIZED ADDITIONS	ADDITIONS OK'D BY
\$	
DATE	TIME

In the event that you, the customer, authorize commencement of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.

ALL PARTS REMOVED WILL BE AVAILABLE FOR INSPECTION	
IT SAVE	DISCARD
DEALER HOURLY LABOR RATE IS PER	
FLAT RATE HOUR \$	

CUSTOMER SERVICE HOURS
MONDAY THRU FRIDAY
7:00 A.M. TO 6:00 P.M.
SATURDAY 8:00 A.M. TO 12:00 P.M.

PHONE 703 - 354-5701

Case # [REDACTED]

Off. K.A. VanderVeld
F.F.P.D.

703.644.7377

Nationwide
Wyatt Barczak

888.866.9965 X3527

Jerry's Collision

Tom Follin

6981 Industrial Rd.

Springfield

703.354.5701