



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects

2010 JAN 11 PM 4:18
1-888-DASH-2-DOT
(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

07-DEC-2009

Repository ☐

Reference No.
10294778

OWNER INFORMATION (Type or Print)

Name

Address

City

OCALA

State

FL

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

JTDKB20040

Make

TOYOTA

Model

PRIUS

Model Year

2004

Date Purchased

7-22-04

Dealer's Name and Telephone Number

DeLuca Toyota INC 352 732 0770

Engine:

No: Cylinders

4

Fuel Type:

Gas

Original Owner

☐

Dealer's City

State

Zip Code

Transmission Type

Auto

☒ Antilock Brakes

☒ Cruise Control

Powertrain

FWD

Multiple Failure:

Yes

Incident Date(s)

19-NOV-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 070000 FUEL SYSTEM, GASOLINE, 060000 ENGINE AND ENGINE COOLING

Failure Mileage

31999

Failure Speed

40

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 2004 TOYOTA PRIUS. WHILE DRIVING BETWEEN 40-45 MPH THE GASOLINE MOTOR WOULD FAIL, AND THEN CAUSE THE VEHICLE TO STALL WITHOUT WARNING. THE VEHICLE WAS TAKEN TO THE DEALER TWICE. THE BATTERY WAS REPLACED FIRST, AND THEN THE FUEL SYSTEM WAS FLUSHED. NONE OF THE REPAIRS HAVE REMEDIED THE FAILURE. THE CURRENT MILEAGE WAS 32,100. THE FAILURE MILEAGE WAS 31,999.

second repair corrected problem but did not address problem of car locking in Park for 10 or 15 minutes. This makes it impossible to move from Roadway

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.

Car flashed all alarm lights on dash board when accelerating and when stopped switched to Park and could not shift to Neutral to push care off road. After 10 to 15 minutes the care could be shifted to neutral. The instrument panel did not display a clear explanation that the internal combustion engine was not starting and that the car was running on battery only. After the first repair which the dealer replaced the starting battery for. The hybrid battery did not charge above 2 bars. And the problem reoccurred with the care not moving enough to reach side of the road before stalling, the car was stalled in the center turn lane of the road. Again the car locked in Park and took 15 minutes to enable moving gear shift to Neutral so care could be loaded on wrecker. In both cases I had to pay to have care towed to dealer. I am concerned with the safety of care stalling on roadway and not being able to put in neutral. I the first case the police officer was very concerned that the car could not be moved off the road way.



1719 S.W. COLLEGE ROAD
OCALA, FLORIDA 34471

(352) 732-0770 (800) 342-2550

www.delucatoyota.com

STATE OF FLORIDA REGISTRATION # MV-08675



CUSTOMER NO. 55167	ADVISOR NATHAN	TAG NO. 6910	INVOICE DATE 11/27/09	INVOICE NO. TOCS328382
	LABOR RATE	LICENSE NO.	COLOR /	STOCK NO. D1800
	YEAR / MAKE / MODEL 04/TOYOTA/PRIUS/4 DR5 GAS/ELEC	MILEAGE 32,037	DELIVERY DATE 07/22/04	DELIVERY MILES 14
	VEHICLE I.D. NO. JTDKB20U640		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 11/23/09	REPRINT# 1
	BUSINESS PHONE	COMMENTS	MO: 32040	

TOTALS

* [] CASH [] CHECK CK NO. [] *
* [] VISA [] MASTERCARD [] DISCOVER *
* [] AMER XPRESS [] OTHER [] CHARGE *

TOTAL LABOR.... 269.91
TOTAL PARTS.... 15.94
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 27.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC -48.58
TOTAL TAX..... 18.48

TOTAL INVOICE \$ 282.75

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

PAID

BY

YS10B

SHOP SUPPLIES AND HAZARDOUS WASTE DISPOSAL CHARGES

This charge represents costs and profits to the motor vehicle repair facility for items such as miscellaneous shop supplies and/or waste disposal. F/S 559.905(1)(h)

DISCLAIMER OF WARRANTIES

THE ONLY WARRANTIES, IF ANY APPLYING TO THESE PARTS, AND FOR SERVICES ARE THOSE OFFERED BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THESE PARTS AND/OR SERVICES. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

NOTE: You will be notified upon completion of any diagnostic work necessary to estimate the cost of repair, or if the actual charges will exceed the written estimate, including any additional authorized charges, by \$10 or 10%, whichever is greater, not to exceed \$50. If you are so notified, you may orally or in writing authorize, modify or cancel the order for repair.

STORAGE CHARGES: No Storage charges shall accrue or be due and payable for a period of 3 working days from the date you are notified that the work on your vehicle has been completed. After that date, the daily charge for storage of your vehicle will be \$10.00.

LIMITED WARRANTY: The only warranties applying to the part(s) installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or 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 products or service sold under the terms of this estimate. Seller does not guarantee that the work performed in accordance with this estimate will correct any problem specified on the description of the complaint.

CANCELLATION OF REPAIR: In the event the customer cancels the repair work, the vehicle shall be reassembled to a condition reasonably similar as when received unless the customer waives reassembly or the reassembled vehicle would be unsafe. The repair shop may charge for the cost of teardown, the cost of parts and labor to replace items destroyed by teardown and the cost to reassemble the vehicle.



1719 S.W. COLLEGE ROAD
OCALA, FLORIDA 34471

(352) 732-0770 (800) 342-2550

www.delucatoyota.com

STATE OF FLORIDA REGISTRATION # MV-08675



CUSTOMER NO. 55167	ADVISOR NATHAN	TAG NO. 6910	INVOICE DATE 11/19/09	INVOICE NO. TOCS327998
OCALA, FL	LABOR RATE	LICENSE NO.	MILEAGE 31,999	COLOR 7
	YEAR / MAKE / MODEL 04 / TOYOTA / PRIUS / 4 DR5 GAS / ELEC			DELIVERY DATE 07/22/04
	VEHICLE I.D. NO. JTDKB20U64			DELIVERY MILES 14
	F.T.E. NO.	P.O. NO.	R.O. DATE 11/18/09	PRODUCTION DATE
RE	BUSINESS PHONE	COMMENTS		
MO: 31999				

TOTALS

*
* [] CASH [] CHECK CK NO. [] *
* [] VISA [] MASTERCARD [] DISCOVER *
* [] AMER XPRESS [] OTHER [] CHARGE *

TOTAL LABOR.... 54.00
TOTAL PARTS.... 194.18
TOTAL SUBLET.... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 5.98
TOTAL MISC DISC 0.00
TOTAL TAX..... 16.53

TOTAL INVOICE \$ 270.69

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

SHOP SUPPLIES AND HAZARDOUS
WASTE DISPOSAL CHARGES

This charge represents costs and profits to the motor vehicle repair facility for items such as miscellaneous shop supplies and/or waste disposal. F/S 559.905(1)(h)

DISCLAIMER OF WARRANTIES

THE ONLY WARRANTIES, IF ANY APPLYING TO THESE PARTS, AND FOR SERVICES ARE THOSE OFFERED BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THESE PARTS AND/OR SERVICES. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

NOTE: You will be notified upon completion of any diagnostic work necessary to estimate the cost of repair, or if the actual charges will exceed the written estimate, including any additional authorized charges, by \$10 or 10%, whichever is greater, not to exceed \$50. If you are so notified, you may orally or in writing authorize, modify or cancel the order for repair.

STORAGE CHARGES: No Storage charges shall accrue or be due and payable for a period of 3 working days from the date you are notified that the work on your vehicle has been completed. After that date, the daily charge for storage of your vehicle will be \$10.00.

LIMITED WARRANTY: The only warranties applying to the part(s) installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or 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 products or service sold under the terms of this estimate. Seller does not guarantee that the work performed in accordance with this estimate will correct any problem specified on the description of the complaint.

CANCELLATION OF REPAIR: In the event the customer cancels the repair work, the vehicle shall be reassembled to a condition reasonably similar as when received unless the customer waives reassembly or the reassembled vehicle would be unsafe. The repair shop may charge for the cost of teardown, the cost of parts and labor to replace items destroyed by teardown and the cost to reassemble the vehicle.



YS / DB



1719 S.W. COLLEGE ROAD
OCALA, FLORIDA 34471

(352) 732-0770 (800) 342-2550

www.delucatoyota.com

STATE OF FLORIDA REGISTRATION # MV-08675



CUSTOMER NO. 55167	ADVISOR NATHAN	6910	TAG NO.	INVOICE DATE 11/19/09	INVOICE NO. TOCS327998
	LABOR RATE	LICENSE NO.	MILEAGE 31,999	COLOR	STOCK NO. D1800
OCALA, FL	YEAR / MAKE / MODEL 04 / TOYOTA / PRIUS / 4 DR5 GAS / ELEC	DELIVERY DATE 07/22/04	DELIVERY MILES 14		
	VEHICLE I.D. NO. J1DKB20U64	SELLING DEALER NO.	PRODUCTION DATE		
	F.T.E. NO.	P.O. NO.	R.O. DATE 11/18/09		
	ADDRESS PHONE	COMMENTS			

JOB# 1 CHARGES

LABOR
J# 1 50TOZ07 BATTERY UNITS: 0.50 TECH(S):5464
CUSTOMER STATES CHECK ENGINE LIGHT ON
LOW VOLTAGE
REPLACED BATTERY

54.00

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
	1	28800-21170	BATTERY	194.18
TOTAL - PARTS				194.18

MISC	CODE	DESCRIPTION	CONTROL NO
	CBC	BATTERY CHARGE	
TOTAL - MISC			1.50

JOB# 1 TOTALS

LABOR
PARTS
MISC

54.00
194.18
1.50

JOB# 2 CHARGES

JOB# 1 JOURNAL PREFIX TOCS JOB# 1 TOTAL 249.68

LABOR
J# 2 1QTOZ06 CHECK ENGINE LIGHT UNITS: 0.90 TECH(S):5464
CUSTOMER STATES CHECK ENGINE LIGHT ON
CODE P3190
UPDATE CALIBRATION PER TSB 0088-08

WARRANTY

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX TOCS JOB# 2 TOTAL

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A	CSS	SHOP SUPPLIES	
TOTAL - MISC			4.48

COMMENTS
VEH DROP OFF FOR DIAG

RECOMMENDATIONS
35K

SHOP SUPPLIES AND HAZARDOUS
WASTE DISPOSAL CHARGES

This charge represents costs and profits to the motor vehicle repair facility for items such as miscellaneous shop supplies and/or waste disposal.
F/S 559.905(1)(h)

DISCLAIMER OF WARRANTIES
THE ONLY WARRANTIES, IF ANY APPLYING TO THESE PARTS, AND FOR SERVICES ARE THOSE OFFERED BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THESE PARTS AND/OR SERVICES. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

NOTE: You will be notified upon completion of any diagnostic work necessary to estimate the cost of repair, or if the actual charges will exceed the written estimate, including any additional authorized charges, by \$10 or 10%, whichever is greater, not to exceed \$50. If you are so notified, you may orally or in writing authorize, modify or cancel the order for repair.

STORAGE CHARGES: No Storage charges shall accrue or be due and payable for a period of 3 working days from the date you are notified that the work on your vehicle has been completed. After that date, the daily charge for storage of your vehicle will be \$10.00.

LIMITED WARRANTY: The only warranties applying to the part(s) installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or 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 products or service sold under the terms of this estimate. Seller does not guarantee that the work performed in accordance with this estimate will correct any problem specified on the description of the complaint.

CANCELLATION OF REPAIR: In the event the customer cancels the repair work, the vehicle shall be reassembled to a condition reasonably similar as when received unless the customer waives reassembly or the reassembled vehicle would be unsafe. The repair shop may charge for the cost of teardown, the cost of parts and labor to replace items destroyed by teardown and the cost to reassemble the vehicle.



1719 S.W. COLLEGE ROAD
OCALA, FLORIDA 34471

(352) 732-0770 (800) 342-2550

www.delucatoyota.com

STATE OF FLORIDA REGISTRATION # MV-08675



CUSTOMER NO. 55167	ADVISOR NATHAN	TAG NO. 6910	INVOICE DATE 11/27/09	INVOICE NO. TOCS328382
	LABOR RATE	LICENSE NO.	MILEAGE 32,037	COLOR
OCALA, FL	YEAR / MAKE / MODEL 04/TOYOTA/PRIUS/4 DR5 GAS/ELEC	DELIVERY DATE 07/22/04	DELIVERY MILES 14	STOCK NO. D1800
	VEHICLE I.D. NO. JTDKB20U640	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 11/23/09	REPRINT# 1
	BUSINESS PHONE	COMMENTS	NO. 32040	

JOB# 1 CHARGES

LABOR J# 1 10TOZ06 CHECK ENGINE LIGHT UNITS: 3.00 TECH(S):5464 269.91
CUSTOMER STATES CHECK ENGINE LIGHT ON
VEHICLE WOULD NOT START..
PUMP OUT FUEL. REFILL W/ GAL INSTALLED FUEL TREATMENT
CASE #093270211
ROAD TESTED WITH FUEL PRESSURE GAUGE.
CLEARED CODE NO PROBLEMS FOUND

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
	2	00054-00005	FUEL ADDITIVE	7.97
TOTAL - PARTS				15.94

G.O.G. & SUPPLIES	QTY	UNIT PRICE
1.0 GAS	@ 27.000 /UNIT	27.00
TOTAL - GOG		27.00

MISC	CODE	DESCRIPTION	CONTROL NO
	DS	SENIOR DISCOUNT LABOR	
	DSP	SENIOR DISCOUNT PARTS	
	CPN	COUPON SERV/PARTS ADVERT	
TOTAL - MISC			-48.58

JOB# 1 TOTALS	LABOR	PARTS	G.O.G.	MISC
	269.91	15.94	27.00	-48.58

JOB# 1 JOURNAL PREFIX TOCS JOB# 1 TOTAL 264.27

LABOR J# 2+01TOZZLOYALTY LOYALTY COUPON UNITS: TECH(S):5464 0.00
CUSTOMER REDEMPTION OF LOYALTY COUPON.
DISTRIBUTED TO SELECT DELUCA TOYOTA CUSTOMERS
THANK YOU FOR CHOOSING DELUCA TOYOTA FOR YOUR SERVICE NEEDS
WE WISH YOU A SAFE AND HAPPY HOLIDAY SEASON AND NEW YEAR!

JOB# 2 TOTALS	LABOR	PARTS	G.O.G.	MISC
	0.00			

JOB# 2 JOURNAL PREFIX TOCS JOB# 2 TOTAL 0.00

RECOMMENDATIONS
35K

SHOP SUPPLIES AND HAZARDOUS
WASTE DISPOSAL CHARGES

This charge represents costs and profits to the motor vehicle repair facility for items such as miscellaneous shop supplies and/or waste disposal.
F/S 559.905(1)(h)

DISCLAIMER OF WARRANTIES
THE ONLY WARRANTIES, IF ANY APPLYING TO THESE PARTS, AND FOR SERVICES ARE THOSE OFFERED BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THESE PARTS AND/OR SERVICES. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

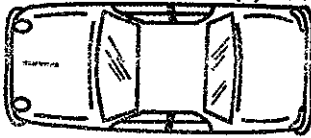
NOTE: You will be notified upon completion of any diagnostic work necessary to estimate the cost of repair, or if the actual charges will exceed the written estimate, including any additional authorized charges, by \$10 or 10%, whichever is greater, not to exceed \$50. If you are so notified, you may orally or in writing authorize, modify or cancel the order for repair.

STORAGE CHARGES: No Storage charges shall accrue or be due and payable for a period of 3 working days from the date you are notified that the work on your vehicle has been completed. After that date, the daily charge for storage of your vehicle will be \$10.00.

LIMITED WARRANTY: The only warranties applying to the part(s) installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or 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 products or service sold under the terms of this estimate. Seller does not guarantee that the work performed in accordance with this estimate will correct any problem specified on the description of the complaint.

CANCELLATION OF REPAIR: In the event the customer cancels the repair work, the vehicle shall be reassembled to a condition reasonably similar as when received unless the customer waives reassembly or the reassembled vehicle would be unsafe. The repair shop may charge for the cost of teardown, the cost of parts and labor to replace items destroyed by teardown and the cost to reassemble the vehicle.

ROAD SERVICE

TIME OF CALL A.M. P.M.	DATE IN	DATE OUT	TIME START A.M. P.M.	TIME FINISH A.M. P.M.	REQUESTED BY	PO./CASE #	OFFICER NAME																																
NAME						PHONE #																																	
ADDRESS																																							
CITY						STATE	ZIP																																
YEAR	MAKE/MODEL			COLOR	ODOMETER	DRIVER																																	
MARKER PLATE #		STATE	VIN #			REGISTERED OWNER																																	
LOCATION OF VEHICLE																																							
TOWED TO																																							
INSPECTED BY			INSURANCE CO.		APPRAISER NAME	DATE	DRIVER																																
RELEASED BY			DATE	PHONE #																																			
REASON FOR TOW ☐ ACCIDENT ☐ BREAK DOWN ☐ ABANDONED ☐ UNREGISTERED ☐ NO START ☐ OUT OF GAS ☐ FLAT TIRE ☐ FIRE LANE ☐ LOCK OUT ☐ NO TRESPASS ☐ TOW ZONE ☐ ARREST ☐ STOLEN ☐ IMPOUNDED ☐ SNOW REMOVAL				TYPE OF TOW ☐ SLING/HOIST ☐ FLAT BED/RAMP ☐ WHEEL LIFT ☐ _____ TOWED PER ORDER OF ☐ STATE POLICE ☐ LOCAL POLICE ☐ OWNER OF A CAR ☐ DEALER		PERSONAL'S TAKEN BY DATE PHONE#																																	
SPECIAL EQUIPMENT USED ☐ WINCH ☐ FLARES ☐ DOLLIES ☐ SCOTCH BLOCKS ☐ RAMPS ☐ _____ ☐ SNATCH BLOCKS ☐ _____				OTHER SERVICES ☐ SWEEP ☐ FIRST AID ☐ REMOVE AXLE ☐ SECURE ☐ LOOSE PARTS		VEHICLE STORAGE TIME FROM _____ TO _____ DAYS @ \$ _____ INDICATE DAMAGED AREA(S) ON VEHICLE:  KEYS LEFT Y N RADIO Y N																																	
METHOD OF PAYMENT ☐ CASH ☐ CHECK DRIVER'S LIC. # _____ ☐ ☐ ☐ EXP. DATE _____ CREDIT CARD # _____ AUTHORIZED SIGNATURE _____ DATE _____ I agree to hold this company harmless for any damages due to towing or services rendered. DRIVER SIGNATURE _____ DATE _____				MILEAGE FINISH _____ START _____ TOTAL _____ LABOR TIME FINISH _____ START _____ TOTAL _____ EXTRA PERSON FINISH _____ START _____ TOTAL _____ DRIVER # _____ TRUCK # _____		<table border="1"> <tr> <td>TOWING CHARGE</td> <td></td> <td></td> <td></td> </tr> <tr> <td>RELEASE</td> <td></td> <td></td> <td></td> </tr> <tr> <td>LABOR</td> <td></td> <td></td> <td></td> </tr> <tr> <td>EXTRA PERSON</td> <td></td> <td></td> <td></td> </tr> <tr> <td>EQUIPMENT</td> <td></td> <td></td> <td></td> </tr> <tr> <td>STORAGE</td> <td></td> <td></td> <td></td> </tr> <tr> <td>PHYTOTAL</td> <td></td> <td></td> <td></td> </tr> <tr> <td>TOTAL</td> <td></td> <td></td> <td></td> </tr> </table>		TOWING CHARGE				RELEASE				LABOR				EXTRA PERSON				EQUIPMENT				STORAGE				PHYTOTAL				TOTAL			
TOWING CHARGE																																							
RELEASE																																							
LABOR																																							
EXTRA PERSON																																							
EQUIPMENT																																							
STORAGE																																							
PHYTOTAL																																							
TOTAL																																							

We cannot be responsible for damages caused by faulty tires, bumper brackets, etc. This company assumes no responsibility for loss or damage by theft, fire or any other cause beyond our control, to any vehicle placed with them for storage or repair.

©1998 AW Direct, Inc.
 PRODUCT 8760

ROAD SERVICE

TIME OF CALL A.M. P.M.	DATE IN	DATE OUT	TIME START A.M. P.M.	TIME FINISH A.M. P.M.	REQUESTED BY	P.O./CASE #	OFFICER NAME
NAME						PHONE #	
ADDRESS							
CITY						STATE	ZIP
YEAR	MAKE/MODEL			COLOR	ODOMETER	DRIVER	
MARKER PLATE #		STATE	VIN #		REGISTERED OWNER		
LOCATION OF VEHICLE							
TOWED TO							
INSPECTED BY INSURANCE CO.			APPRAISER NAME		DATE	DRIVER	
RELEASED BY		DATE	PHONE #				
REASON FOR TOW ☐ ACCIDENT ☐ BREAK DOWN ☐ ABANDONED ☐ UNREGISTERED ☐ NO START ☐ OUT OF GAS ☐ FLAT TIRE ☐ FIRE LANE ☐ LOCK OUT ☐ NO TRESPASS ☐ TOW ZONE ☐ ARREST ☐ STOLEN ☐ IMPOUNDED ☐ SNOW REMOVAL				TYPE OF TOW ☐ SLING/HOIST ☐ FLAT BED/RAMP ☐ WHEEL LIFT TOWED PER ORDER OF ☐ STATE POLICE ☐ LOCAL POLICE ☐ OWNER OF A CAR ☐ DEALER		PERSONALS TAKEN BY DATE PHONE# VEHICLE STORAGE TIME FROM TO DAYS & S. INDICATE DAMAGED AREA(S) ON VEHICLE:  KEYS LEFT Y N RADIO Y N	
SPECIAL EQUIPMENT USED ☐ WINCH ☐ FLARES ☐ DOLLIES ☐ SCOTCH BLOCKS ☐ RAMPS ☐ ☐ SNATCH BLOCKS				OTHER SERVICES ☐ SWEEP ☐ FIRST AID ☐ REMOVE AXLE ☐ SECURE LOOSE PARTS		MILEAGE FINISH START TOTAL LABOR TIME FINISH START TOTAL EXTRA PERSON FINISH START TOTAL DRIVER # TRUCK #	
METHOD OF PAYMENT ☐ CASH ☐ CHECK DRIVER'S LIC. # ☐ ☐ ☐ EXP. DATE CREDIT CARD # AUTHORIZED SIGNATURE DATE DRIVER SIGNATURE DATE							

We cannot be responsible for damages caused by faulty ties, bumper brackets, etc. This company assumes no responsibility for loss or damage by theft, fire or any other cause beyond our control, to any vehicle placed with them for storage or repair.

©1998 AW Direct, Inc.

77-0000-0000-00

PRODUCT 8790