

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)



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

SEP - 9 2010

13-JUL-2010

Repository ☐

Reference No.
10342912

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City UPLAND State CA Zip Code [REDACTED]

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
1LNHM87A34V [REDACTED] Make LINCOLN Model LS Model Year 2004
Date Purchased 08-04-05 Dealer's Name and Telephone Number FORD OF UPLAND (909) 946-5555 Engine: No: Cylinders Fuel Type:
Original Owner ☐ Dealer's City State Zip Code
Transmission Type ☒ Antilock Brakes Powertrain Multiple Failure: Incident Date(s) 08-JUN-2010
☒ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 061000 ENGINE AND ENGINE COOLING: ENGINE Failure Mileage 45000 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 Failure Location:
☐ Prior Repair
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 LINCOLN LS. THE CONTACT STATED WHEN TRAVELING AT 35 MPH, THE VEHICLE WOULD SPORADICALLY SURGE FORWARD THEN CORRECT ITSELF WITHOUT WARNING. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER WHERE THE IGNITION COIL WAS REPLACED. THERE WERE NO PRIOR WARNINGS OF THE FAILURE. THE FAILURE MILEAGE WAS 45,000 AND THE CURRENT MILEAGE WAS 55,000.

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.

Aug, 30 2010

Re; Lincoln LS 2004

VIN# 1LNHM87A34Y [REDACTED]

Owned and operated by [REDACTED] we were told by the service

manager at Lincoln in Upland Richard Madrid that the factory directions

were to not fix problems until we break down. That we will continue to

break down but Ford has only allowed them to fix when the car breaks

down. We called the Bank of Ford who did not care. We have to pay each

time \$100. Dollars returnable after they conclude that it is the ignition coil

Causing the problem. We were only given a courtesy car once. We can not

Afford to tow the car all the time and further we are terrified to go more

then five miles from our home. As we have no-one to pick us up. Yesterday

the car just about did a wheelie going from park to drive. Once at the shell

Gas station in Upland the car surged so bad I hit the medium at the gas

station, who was kind enough to just let it go ,however the side of the car
Is completely damaged. I can not afford to fix it. This has been going on
since they sent the letter almost as if they know when the failure would
develop on the car. The car surges, rattles at all times and is going through
So much gas it is not affordable to drive in any event. The wheelie was so
scary that would there have been a person in front of the car I would have
hit them. I find them rude and the Bank of ford refused to help. At this point
Should we have an emergency the car is not trust worthy it even just stops?
Completely at times, in the middle of the road etc. My mother who is 77 is
Frightened of the car and so am I. You can get in touch with our insurance
agent for more information on towing charges. Further our insurance has
gone up due to the vehicle. This car should be recalled and fixed
permanently

Or give us another car. We have made our payments and spent \$35.000

Dollars of real money of which we have been without the use of a vehicle

Only around the neighborhood can we drive so we could walk home.

Sincerely





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

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NVS-216rr

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

UPLAND, CA. 91786
909-946-5555

INVOICE

AMERICA'S CAR COMPANY

P.O. Box 5555

555 West Fourth Blvd

UPLAND, CALIFORNIA 91786-3853

Phone (909) 946-5555

Merchant ID: 300000062375

Term ID: 002

Ref ID: 001

PAGE 1

Sale

SERVICE ADVISOR: 5518 RICHARD MADRID

MODEL	VIN	LICENSE	MILEAGE IN	OUT	TAG
LS	1LNHM87A34Y		55477	55477	T057
EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE	
	17:00 29OCT09		CASH	30OCT09	

STATED OPTIONS: STK:2086 ENG:3.9 Liter DOHC

DOCT09

HOURS

LIGHT ON

RO#304807 FOR REPAIR

EL JABAAY LIC#: 9

2: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

ER

OA OWNER ADVANTAGE MEMBER

9999 SUBLET LIC#: 9

C

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

MISC DEDUCTIBLE

PO#304807

CDED

100.00 100.00

EST: 90.00 29OCT09 16:44 SA: 551

COLLECT \$100 DED SEE RO#304807

DATE 11/2/09
m/c



www.fordofupland.com
FAX: (909) 946-5028

NOTICE TO CONSUMER:

SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT.
CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF
NOTICE TO CONSUMER. PLEASE READ IMPORTANT
INFORMATION ON BACK.

ORIGINAL
ESTIMATE \$

AUTHORIZED
REVISED
ESTIMATE \$

I acknowledge notice and oral approval of an
increase in the original estimated price.

CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF

X

CUSTOMER COPY

DESCRIPTION

TOTALS

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES / ADJ	100.00
TOTAL CHARGES	100.00
DISCOUNTS	0.00
SALES TAX	0.00

PLEASE PAY
THIS AMOUNT

100.00

BAR# ARD-096416

EPA# CAD 982407694

UPLAND, CA

PAGE 1

HOME: [REDACTED] BUS:

SERVICE ADVISOR: 5518 RICHARD MADRID

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	04	LINCOLN LS	1LNHM87A34Y [REDACTED]	[REDACTED]	55477/55477	T057
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
04AUG05 IS			17:00 30OCT09		CASH	30OCT09
R.O. OPENED	COMPLETED	OPTIONS: STK:2086 ENG:3.9 Liter DOHC				
30OCT09	30OCT09					

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

A CHECK ENGINE LIGHT ON--EVAP CODE

CAUSE: FUEL CAP

TR400 TRANS DEPT

6351 MICHAEL JABAAY LIC#: 9

WE94

(N/C)

1 XU5Z*9030*JA CAP ASY - FUEL TANK FILLER

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

CHECK CODES-P0442, P0456, EVAP LEAK, TEST EVAP SYSTEM FOUND FUEL CAP LEAKING, REPLACE FUEL CAP, RETEST-OK

B UPON INSPECTION FOR ENGINE LIGHT FOUND COOLANT LEAK CODE FOR CYLINDER OVER TEMP

CAUSE: HEATER CONTROL VALVE

HL800 INSPECT

6027 A.K. LIC#: 9

WE94

(N/C)

1 2R8Z*18495*AA VALVE ASY

(N/C)

1 VC*7*B ANTI-FREEZE

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

PRESSURE TEST COOLING SYSTEM, INSPECT FOR LEAKS, FOUND HEATER CONTROL VALVE LEAKING, DRAIN COOLING SYSTEM, REMOVE ENGINE COVER AND AIR FILTER ASSEMBLY, REMOVE UPPER RADIATOR HOSE TO GAIN ACCESS TO VALVE, REPLACE HEATER CONTROL VALVE, REASSEMBLE AND RETEST-OK AT THIS TIME

COLLECT \$100 DED SEE RO#304794

982-1422 FAX

www.fordofupland.com
FAX: (909) 946-5028

NOTICE TO CONSUMER:

SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF NOTICE TO CONSUMER. PLEASE READ IMPORTANT INFORMATION ON BACK.

ORIGINAL
ESTIMATE \$AUTHORIZED
REVISED
ESTIMATE \$

I acknowledge notice and oral approval of an increase in the original estimated price.

CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF

X

CUSTOMER COPY

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

BAR# ARD-096416

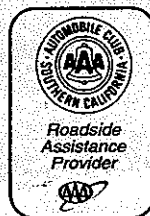
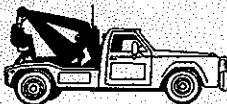
EPA# CAD 982407694

MARTINEZ

TOWING AND AUTOMOTIVE

331 E. FOOTHILL BLVD.
UPLAND, CA 91786-3952
(909) 985-1953 FAX 985-0495

24 HOUR TOWING SERVICE



R.O. # _____ P.O. # _____

Date 12-31-09 Time _____ Driver [REDACTED]

Name [REDACTED] Phone _____

Address [REDACTED]

City UPLAND State CA Zip Code [REDACTED]

Yr. 04 Make/Model Lincoln

VIN # 1LNHM87A341

At/From 19th St + CAMPUS

To Ford of UPLAND

REASON FOR TOW

- | | |
|-------------------------------------|-------------------------------------|
| ☐ ACCIDENT | ☐ COMEBACK |
| ☐ FIRELANE | ☐ JUMPSTART |
| ☐ ABANDONED | ☐ FLAT TIRE |
| ☐ STOLEN CAR | ☐ OUT OF GAS |
| ☐ BREAK-DOWN | ☐ IMPOUNDED |
| ☐ LOCKOUT | ☐ OTHER |

TYPE OF TOW

- | | |
|------------|---|
| FLATBED | F ☐ R ☐ |
| WHEEL LIFT | F ☐ R ☐ |
| SLING | F ☐ R ☐ |

TOWED FOR

- | |
|--------------------------------------|
| ☐ OWNER/AGENT |
| ☐ POLICE |

Remarks: _____

Cash ☒ Credit Card ☐ Check ☐ Charge ☐

Auth/App. # _____

ALL RETURNED CHECKS ARE SUBJECT TO A \$25.00 SERVICE CHARGE AND/OR MAY BE REFERRED TO COLLECTIONS

I hereby release Martinez Towing and Automotive of all liability and/or responsibility of above described car and its contents

Received By [REDACTED]

TOW	<u>80</u>
ADVANCE PAYOUT	<u>0</u>
STORAGE	<u>0</u>
SERVICE CALL	<u>0</u>
2ND TOW	<u>0</u>
DISCOUNT	<u>()</u>
TOTAL	<u>80</u>

133867

Ford Motor Company
Ford Customer Service Division
P.O. Box 1904
Dearborn, Michigan 48121



F0017020

0071



UPLAND, CA

2004 Lincoln LS

Vehicle ID #: 1LNHM87A34Y

07M07/07N09

www.genuine.com
909 946 5555

June 2008

143361
1838

800
392
3673

At Ford Motor Company, it has been our goal for more than 100 years to provide customers with high-quality, dependable products. In order to maintain these standards, Ford Motor Company is providing extended warranty coverage under Customer Satisfaction Programs 07M07 and 07N09 for your vehicle, with the Vehicle Identification Number shown above.

What is the reason for additional coverage program 07M07?

In the interest of customer satisfaction, Ford Motor Company is extending the limited warranty of the engine ignition coil assemblies to a total of 10 years from the warranty start date of the vehicle or 100,000 miles, whichever occurs first. If your vehicle already has more than 100,000 miles, this coverage is extended until November 30, 2008. Coverage is automatically transferred to subsequent owners.

What is the reason for additional coverage program 07N09?

In addition, Ford Motor Company is providing a one time limited warranty repair of the ignition coil covers and wiper motor bracket seal. This one time repair provides a total of 10 years or 100,000 miles of extended limited warranty coverage from the warranty start date, whichever occurs first. If your vehicle already has more than 100,000 miles, this coverage is extended until November 30, 2008. Coverage is automatically transferred to subsequent owners.

Both of these programs extend the original new vehicle limited warranty coverage provisions of your vehicle for these parts.

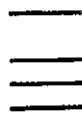
What will Ford and your dealer do?

Program 07M07: If your vehicle exhibits an engine misfire condition, Ford Motor Company has authorized your dealer to replace any defective ignition coil that is verified to be the cause of the misfire condition. If a misfire occurs, your vehicle may exhibit hesitation or surge upon acceleration, rough engine idle, or illumination of the "Check Engine" light. This repair is free of charge (parts and labor) under the terms of program 07M07.

Program 07N09: Exposure to water may internally degrade the affected ignition coil, effectively shortening the life of the coil. If an ignition coil shows signs of water contamination, Ford Motor Company has authorized your dealer to perform a one time repair that includes installing new ignition coil covers, installing a wiper motor bracket seal, and the replacement of all ignition coil assemblies and spark plugs that have been exposed to water, even if the ignition coil is currently functioning properly. This one time repair is free of charge (parts and labor) under the terms of program 07N09.

Service Manager
Advisor

1034 Confirmation
29/12



Please Note: Extended coverage program 07M07 applies to ignition coil assemblies that fail stress testing. Program 07N09 authorizes your dealer to perform a one time replacement of ignition coil covers, the wiper motor bracket seal, and replacement of water contaminated ignition coil assemblies and spark plugs. Please remember that other engine components may cause or contribute to the same drivability symptoms or engine misfire condition. If you bring your vehicle into the dealership because of an engine misfire condition, program 07M07 covers the cost of repair only if the condition is caused by an ignition coil. Program 07N09 is a one time repair if there is evidence of ignition coil water contamination. These programs do not cover the cost of repairs for misfire conditions caused by other components.

What are we asking you to do?

Please keep this letter in your vehicle as a reminder of the extended warranty coverage for the ignition coils and water seals. If your vehicle experiences drivability concerns associated with a misfire condition that require any of the services described above, and your vehicle is within the indicated time/mileage limitations, your dealer will replace the parts and perform the services at no charge to you.

Have you previously paid for this repair?

If you paid to have this service done before the date of this letter and the repair occurred within the 10 year/100,000 mile coverage period, you may be eligible for a refund. To initiate a refund request, please give your paid original receipt to your dealer before November 30, 2008. To avoid delays, do not send receipts to Ford Motor Company.

What if you no longer own this vehicle?

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner. As soon as we receive updated state registration data, we will revise our records.

Can we assist you further?

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

RETAIL OWNERS: If you still have concerns, please contact the Ford Motor Company Customer Relationship Center at 1-866-436-7332 and one of our representatives will be happy to assist you. For the hearing impaired call 1-800-232-5952 (TDD). Office Hours are Monday through Friday: 8:00AM - 5:00PM (Your Local Time). If you wish to contact us through the Internet, our address is: www.ownerconnection.com

FLEET OWNERS: If you still have concerns, please contact the Fleet Customer Information Center at 1-800-34-FLEET, Option #3 and one of our representatives will be happy to assist you. Representatives are available 8:30AM to 5:00PM Monday through Friday (Eastern Time Zone). Or you may contact us through the internet at www.fleet.ford.com.

Thank you for your attention to this important matter and remember to save this letter in case you need to take advantage of this additional coverage program.

Ford Customer Service Division

INVOICE

AMERICA'S CAR COMPANY

P.O. Box 5555

555 West Foothill Blvd.

UPLAND, CALIFORNIA 91786-3853

Phone (909) 946-5555

UPLAND, CA

PAGE 1

HOME: [REDACTED] BUS:

SERVICE ADVISOR: 9249 GILBERT ALANIZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	04	LINCOLN LS	1LNHM87A34		51970/51970	T208
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
04AUG05 IS			17:00 20FEB09		CASH	20FEB09
R.O. OPENED	COMPLETED	OPTIONS: STK:2086 ENG:3.9 Liter DOHC				
20FEB09	20FEB09					

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

A CUST. STATES, ENGINE SURGING AT IDLE, ACCELERATION AND ENGINE LAMP ON

CAUSE: RECALL 07M07

T200 CHK ELECTRICAL SYS/R&R #3&4 COILS & STRESS
 TEST= FAILED /REPLACED #3&4 COILS AND PLUGS
 /CLEAR CODES & RETEST P1000
 5299 BOB LIC#: EA101213

W94

2 2W4Z*12029*BD COIL ASY - IGNITION
 2 SP*468* SPARK PLUG

(N/C)
(N/C)
(N/C)

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

5299

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

EST: 90.00 20FEB09 09:03 SA: 924



www.fordofupland.com
 FAX: (909) 946-5028

NOTICE TO CONSUMER:

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 NOTICE TO CONSUMER. PLEASE READ IMPORTANT
 INFORMATION ON BACK.

ORIGINAL
 ESTIMATE \$ _____

AUTHORIZED
 REVISED
 ESTIMATE \$ _____

I acknowledge notice and oral approval of an
 increase in the original estimated price.

CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF

x

CUSTOMER COPY

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

BAR# ARD-096416

EPA# CAD 982407694

OF UPLAND
555 W. Foothill Blvd. • Upland, CA 91786
909-946-5555

**QUICK SERVICE
REPAIR ORDER**

R.O. NUMBER

SERVICE ADVISER

PARTS AND LABOR GUARANTEED

Against Defects in Workmanship and Material for 4000 Miles or 90 Days, Whichever Comes First

CROSS-REFERENCE R.O. NUMBERS

DATE

TIME

YEAR

MODEL

LAST NAME

FIRST NAME

STREET ADDRESS

LICENSE

STATE

CITY

STATE

ZIP

MILEAGE

COLOR

HOME PHONE

WORK PHONE

VIN NO.

SERVICES TO BE PERFORMED

1. *Carb. Adjust - engine Surging idle - check*
2. *to engine Surging idle*
- 3.

Have you been in for this concern before? ☐ Yes ☐ No

Have a Great Day!
America's Car Company

Terms - CASH OR CREDIT CARD
MasterCard • Dinner's Club • VISA

I hereby authorize the repair work to be done along with necessary materials. You and your employees may operate the vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on the vehicle to secure the amount of repairs thereto. Said customer is hereby notified that the said property is not insured or protected to the amount of the actual cash value thereof, or otherwise, by the undersigned dealer against loss occasioned by theft, fire, or vandalism while the property remains with the dealer. Customer acknowledges that the dealer is not a depository for personal items left in the vehicle and does not hold the dealer responsible for them. In the event legal action is necessary to enforce this contract I will pay reasonable attorney's fees and court costs.

Estimate of Repairs *\$ 90.00*

X
SIGNED AND RECEIVED

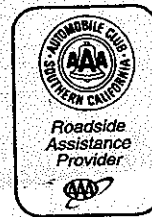
Our Service Department is Open Monday thru Friday 7 am 'til 6pm



MARTINEZ

TOWING AND AUTOMOTIVE

331 E. FOOTHILL BLVD.
UPLAND, CA 91786-3952
(909) 985-1953 FAX 985-0495
24 HOUR TOWING SERVICE



R.O. # _____ P.O. # _____

Date 12-31-09 Time _____ Driver [REDACTED]

Name [REDACTED] Phone _____

Address [REDACTED]

City UPLAND State CA Zip [REDACTED]

Yr. 01 Make/Model Lincoln Ltr. [REDACTED]

VIN. # 1G N H M 87 123 4 5 6 7 8 9 10 11 12

At/From 19th St + CAMPUS

To ford of UPLAND

REASON FOR TOW

- | | |
|-------------------------------------|-------------------------------------|
| ☐ ACCIDENT | ☐ COMEBACK |
| ☐ FIRELANE | ☐ JUMPSTART |
| ☐ ABANDONED | ☐ FLAT TIRE |
| ☐ STOLEN CAR | ☐ OUT OF GAS |
| ☐ BREAK-DOWN | ☐ IMPOUNDED |
| ☐ LOCKOUT | ☐ OTHER |

TYPE OF TOW

- | | |
|---|---|
| ☒ FLATBED | F ☐ R ☐ |
| ☐ WHEEL LIFT | F ☐ R ☐ |
| ☐ SLING | F ☐ R ☐ |

TOWED FOR

- | |
|--------------------------------------|
| ☐ OWNER/AGENT |
| ☐ POLICE |

Remarks: _____

Cash ☒ Credit Card ☐ Check ☐ Charge ☐

Auth/App. # _____

ALL RETURNED CHECKS ARE SUBJECT TO A \$25.00 SERVICE CHARGE AND/OR MAY BE REFERRED TO COLLECTIONS

I hereby release Martinez Towing and Automotive of all liability and/or responsibility for the towed car and its contents

Received By [REDACTED]

TOW	<u>80</u>
ADVANCE PAYOUT	<u>0</u>
STORAGE	<u>0</u>
SERVICE CALL	<u>0</u>
2ND TOW	<u>0</u>
DISCOUNT	<u>()</u>
TOTAL	<u>80</u>

133867

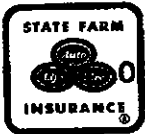


CALIFORNIA INSURANCE CARD

State Farm Mutual Automobile Insurance Company
900 Old River Road Bakersfield CA 93311-0001
INSURED [REDACTED]

MUTL
VOL

POLICY NUMBER [REDACTED] EFFECTIVE
YR 2004 MAKE LINCOLN MAY 24 2008 TO NOV 24 2008
MODEL LS VIN 1LNHM87A34 [REDACTED]
AGENT RICK REED NAIC # 25178
PHONE (909)985-0964
COVERAGE PROVIDED BY THE POLICY MEETS THE MINIMUM LIABILITY LIMITS
PRESCRIBED BY LAW.
COVERAGES A D500 G500 H R1 U U1
SEE THE REVERSE SIDE FOR AN EXPLANATION.



03-2010 - Bill Copy

PO Box 2746
Jacksonville FL 32232-2746

[REDACTED] Monthly Account

APR 24, 2010 SEE NOTE

[REDACTED] 8644/804/75
[REDACTED]
[REDACTED]

UPLAND CA [REDACTED]

** POLICIES ON ACCOUNT **

2004 LINCOLN [REDACTED] 101.63

CURRENT INSTALLMENT

\$101.63

** BILLING SUMMARY **

Last Amount Billed

\$102.63

Last Amount Paid
MAR 24, 2010

-102.63

Difference

0.00

Current Installment

101.63

Service Charge

1.00

Total Amount Due
By APR 24, 2010

\$102.63

Changes completed after 4-08-10 will appear on
the next notice.

A paper billing notice was not produced.
This bill copy is for informational purposes
only.

NOTE: Pre-authorized payment of \$102.63 will
be entered APR 24, 2010 through your bank.

Future notices will only be mailed if your
amount due changes. Please continue to
subtract this amount from your financial
records each month.

Rick Reed
909-985-0964

[REDACTED] Monthly Account

APR 24, 2010 SEE NOTE

2300005118



07-2010 - Bill Copy

PO Box 2746
Jacksonville FL 32232-2746

[REDACTED] Monthly Account MAY 24, 2010 SEE NOTE
[REDACTED]
[REDACTED] 8644/804/75
[REDACTED]
UPLAND CA [REDACTED]

** POLICIES ON ACCOUNT **

2004 LINCOLN [REDACTED] 105.23

CURRENT INSTALLMENT

\$105.23

** CURRENT CHANGES **

2004 LINCOLN [REDACTED]

Change in vehicle rating group for
comprehensive coverage.
Rates have been changed.
Change of vehicle rating group for collision coverage.
Loyalty discount changed.
Change of liability rating group.

** BILLING SUMMARY **

Last Amount Billed	\$102.63
Last Amount Paid	-102.63
APR 24, 2010	
Difference	0.00
Current Installment	105.23
Service Charge	1.00
Total Amount Due	<u>\$106.23</u>
By MAY 24, 2010	

Changes completed after 5-07-10 will appear on
the next notice.

NOTE: Pre-authorized payment of \$106.23 will
be entered MAY 24, 2010 through your bank.

Future notices will only be mailed if your
amount due changes. Please continue to
subtract this amount from your financial
records each month.

Rick Reed
909-985-0964



[REDACTED] Monthly Account

MAY 24, 2010 SEE NOTE

2300006108