

 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	
U.S. Department of Transportation National Highway Traffic Safety Administration				Date Received MAR 02 2011 28-DEC-2010	Repository ☐ Reference No. 10372731
				Daytime Telephone Number [REDACTED]	E-mail Address [REDACTED]
OWNER INFORMATION (Type or Print)					
Name		[REDACTED]			
Address		[REDACTED]			
City	WEST HILLS	State	CA	Zip Code	[REDACTED]
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 1FADP44413F [REDACTED]			Make FORD	Model MUSTANG CONVERTIB	Model Year 2003
Date Purchased	Dealer's Name and Telephone Number			Engine:	Fuel Type:
Original Owner	Dealer's City			No: Cylinders	
☐				State	Zip Code
Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:		Incident Date(s) 24-DEC-2010
Auto					
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 010000 STEERING				Failure Mileage 102000	Failure Speed 30
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 2003 FORD MUSTANG CONVERTIBLE. THE CONTACT WAS DRIVING APPROXIMATELY 30 MPH WHEN HE FELT AS THOUGH SOMETHING HAD FALLEN ON HIS LEG. THE CONTACT THEN NOTICED THAT THE WHEELS HAD DISENGAGED FROM THE TIRES AND THE STEERING BECAME DIFFICULT TO MANEUVER. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THE CONTACT WAS INFORMED THAT THE STEERING COLUMN WOULD NEED TO BE REPLACED. THE MANUFACTURER WAS CONTACTED BUT ADVISED THAT THEY COULD OFFER NO ASSISTANCE. THE VEHICLE WAS NOT REPAIRED. THE CURRENT AND FAILURE MILEAGE WAS APPROXIMATELY 102,000. The steering wheel had no connection to the tires Please see enclosed letter we sent to Ford Motors Co. As we did pay to have it repaired - They would not reimburse us					
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)

Please see letter sent to Ford Mo Co.
also enclosed is the email response from
Ford Motors to Me, denying my request
to be reimbursed the cost of repairing
this defect, towing & car rental

ATTACH ADDITIONAL SHEETS IF NECESSARY

US 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

SANTA CLAYTON
CA 91310
22 FEB 2011 PM

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



To Whom it may concern,

My name is [REDACTED] my husband [REDACTED] owns and drives a 2003 Ford Mustang convertible. On the night before Christmas Eve 2010 while driving home from work on Malibu Canyon, the steering column broke and fell on his leg. He was driving slow but the wheels were completely disengaged from the steering wheel. All he could do was come to a stop in the middle of the opposing lane on the other side of the road!

Miraculously no one was hurt and he did not crash into anyone or go off the cliff. The Sheriffs came and had to direct the traffic around the car because there was no control in the steering wheel to guide it off to the side of the road.

I am writing this letter because although I am very grateful that nothing happened to my husband and no one else was hurt, I was stunned that we were charged more than 1,100.00 for the repair of this blatant defect. It is true that my vehicle is no longer under warranty, however this is something that should never happen in any car. Nor was it due to any neglect of maintenance, or any sort of warning that was ignored. Please believe me that IF there had been any injury to my husband or anyone else because of this happening, this would be a lawsuit against the manufacturer of this car, which of course is Ford Motors. I did speak with the mechanic at Vista Ford of Woodland Hills who did the repair and I asked him what happened? He told me that the metal in the steering column had broke! This is a vehicle that was barely 7 years old!

I do not think it is right for Ford dealership to charge me for the repair of this unusual and very dangerous breakdown. I understand that at the dealership service level, that they do not have the authorization or ability to do otherwise, and so they have referred me to contact your Corporate Offices and Customer Relations Department.

After speaking with a customer relations supervisor she did give me a case # 0578143620. I was told to email my experience and request to have this matter resolved. I am requesting that my repair, tow charges and 3 day auto rental be reimbursed and I am sending the receipts for these charges as attachments in this email. I hope that your company will understand my position. I was advised to contact Bureau of Highway and Safety and make a report, Small Claims Court, BBB, etc. I do not want to seek legal remedies without first trying to resolve my grievances with Ford Motors, as you are the manufacturers of my vehicle. I thank your offices for your attention and help with this matter.

[REDACTED]

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Unexpected Acceleration? - GirardGibbs.com/FordAcceleration - Does your Ford suddenly accelerate? Legal investigation. Learn more.

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[Todd Snipes](#)
[Bethany Janet](#)
[betty shoeman](#)

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Ford Motor Company Inbox X

[crcfmc@ford.com](#) Hello [redacted] and [redacted] Thank you for contacting the Ford Motor Company, my nam... Jan 17
[crcfmc@ford.com](#) Dear [redacted] and [redacted] My name is Marister and I am from the Ford Customer Serv... Jan 17
[crcfmc@ford.com](#) to me show details Jan 17 [Reply](#)

Hello [redacted]

My name is Brittany; I am from Ford's Customer Relationship Center. I am very sorry to hear that you are experiencing concerns with your 2003 Ford Mustang. I have received your email requesting reimbursement for the repair of your vehicle, cost of towing, and the cost of the rental vehicle you had for three days.

In regards to the files you have attached in your email, due to the prevalence of computer viruses, Ford Motor Company has adopted a policy of not opening any e-mail attachments received from external sources.

Furthermore, I have looked into your request for reimbursement for the repair, cost of towing and rental charges. As previously stated you on January 6, 2011, this matter has been carefully considered. As such, the Customer Relationship Center feels the issue was addressed appropriately. Based on the information you have previously provided and the records we have reviewed, our decision will remain the same.

We do apologize for any inconveniences you have experienced.

Sincerely,
 Brittany
 Customer Relationship Center
 Ford Motor Company

Sometimes e-mail communication does not allow us to gain additional information that may be helpful in responding to your inquiry. Should you feel that we have not adequately addressed your questions, please feel free to contact us via telephone at (800)392-3673 between the hours of 8am and 5pm, local time, Monday through Friday. Hearing-impaired callers with access to a TDD may contact 1-800-232-5952. Should you need it in the future, your reference number is 0578143620.

For online support visit us at: www.customersaskford.com which contains answers to frequently asked questions and links to other key product and service information.

Ford Confidentiality:

For security reasons, please do not submit any sensitive personally identifiable information, such as credit card numbers, driver license number, SSN, DOB, etc. Thank you.

[THREAD ID:1-5JHPEB]

-----Original Message-----

From: [redacted]
 Sent: 1/11/2011 08:26:31 PM
 To: crcfmc@ford.com
 Cc: producer@ford.com; ownerweb@ford.com
 Subject: Owner Web Issues

Ford Motor CompanyMain Topic: fllownerYour Inquiry: After speaking with a customer relations supervisor she did give me a case # 0578143620. I was told to email my experience and request to have this matter resolved. I am requesting that my repair, tow charges and 3 day auto rental be reimbursed and I am sending the receipts for these charges as attachments in this email. I hope that your company will understand my position. I was advised to contact Bureau of Highway and Safety and make a report, Small Claims Court, BBB, etc. I do not want to seek legal remedies without first trying to resolve my grievances with Ford Motors, as you are the manufacturers of my vehicle. I thank your offices for your attention and help with this matter.

P.S. This letter was sent in 3 parts due to character restrictions

Owner: Yes
 Vehicle Identification Number: 1EAEF44413F [redacted]
 Owner First Name: [redacted]
 Owner Last Name: [redacted]
 Email Address: [redacted]
 Address1: [redacted] West HillsState: CA
 ZipPostal: [redacted] Country: United States
 Day Time Phone: [redacted]
 Evening Phone: [redacted]
 Client Browser: Safari 533.19
 Client OS: Mac

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[crcfmc@ford.com](#) to me

Dear [redacted]

[show details](#) Jan 17

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Thank you for contacting the Ford Motor Company Customer Relationship Center, my name is Suzanne. I am sorry to hear that the steering column broke off your husband's 2003 Ford Mustang. Regrettably, I only received the first half of your e-mail, but there was enough information there for me to look further into the situation and access your husband's record.

First, it appears that I you have sent several e-mails regarding this situation, as well as a phone call into the Customer Relationship Center (CRC). I see where each of the agents receiving your emails, have entered the information into the record.

Consequently, as communicated to you we have documented your concerns and comments for Ford Motor Company to further review. Ford Motor Company works together with the National Highway Traffic and Safety Administration (NHTSA) to proactively identify areas of concern through investigation of consumer and dealer feedback. During an investigation Ford co-operates fully with NHTSA. Ford does not speculate on the outcome of any current investigation or future actions. Due to our rigorous safety standards and constant testing, not all issues result in recall or Customer Satisfaction Programs. If a program is announced on a specific component, Ford will notify you by mail. Should you receive a letter we suggest you contact your selling dealer as soon as possible to schedule an appointment.

Regrettably, I do not have a more favorable response than the one that has already been provided to you, regarding the vehicle being outside any applicable warranties. The Customer Relationship Center can not overturn the decision that has been based upon Ford Warranty and Policy.

On behalf of Ford Motor Company as a whole, we regret the circumstances which caused you to write. We hope that we might have the opportunity in the future to restore your confidence in our products and service.

Sincerely,
Suzanne
Customer Relationship Center
Ford Motor Company

Sometimes e-mail communication does not allow us to gain additional information that may be helpful in responding to your inquiry. Should you feel that we have not adequately addressed your questions, please feel free to contact us via telephone at (800)392-3673 between the hours of 8am and 5pm, local time, Monday through Friday. Hearing-impaired callers with access to a TDD may contact 1-800-232-5952. Should you need it in the future, your reference number is 0578143620.

For online support visit us at: www.customersaskford.com which contains answers to frequently asked questions and links to other key product and service information.

Ford Confidentiality:

For security reasons, please do not submit any sensitive personally identifiable information, such as credit card numbers, driver license number, SSN, DOB, etc. Thank you.

[THREAD ID:1-5JHP8Z]

-----Original Message-----

From: [REDACTED]
Sent: 1/11/2011 08:10:20 PM
To: crcfmc@ford.com
Cc: producer@ford.com; ownerweb@ford.com
Subject: Owner Web Issues

Ford Motor CompanyMain Topic: frownownerYour Inquiry: To Whom it may concern,

My name is [REDACTED], my husband [REDACTED] owns and drives a 2003 Ford Mustang convertible. On the night before Christmas Eve 2010 while driving home from work on Malibu Canyon, the steering column broke and fell on his leg. He was driving slow but the wheels were completely disengaged from the steering wheel. All he could do was come to a stop in the middle of the opposing lane on the other side of the road! Miraculously no one was hurt and he did not crash into anyone or go off the cliff. The Sheriff's came and had to direct the traffic around the car because there was no control in the steering wheel to guide it off to the side of the road.

I am writing this letter because although I am very grateful that nothing happened to my husband and no one else was hurt, I was stunned that we were charged more than 1,100.00 for the repair of this blatant defect. It is true that my vehicle is no longer under warranty, TO BE CONTINUED IN 2ND EMAIL. Owner: Yes Vehicle Identification Number: 1FADP44413F [REDACTED] Owner First Name: [REDACTED] & [REDACTED] Owner Last Name: [REDACTED] Owner Email Address: [REDACTED] com Owner Address 1: [REDACTED] West Hills State: CA Zip Postal: [REDACTED] Country: United States Day Time Phone: [REDACTED] Evening Phone: [REDACTED] Client Browser: Safari 533.19 Client OS: Mac

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LOT LOCATION: D12
CUSTOMER #: 115281

VISTA FORD
dba Vista Ford Lincoln Mercury
21501 VENTURA BOULEVARD
WOODLAND HILLS, CA 91364

VISTA AUTO BODY
7862 DEERING AVE.
CANOGA PARK, CA 91304

99394

SERVICE DIRECT: (818) 884-7601
EPA# CAD07294037201024
B.A.R. REG. # ARD041818

DIRECT: (818) 347-1548
EPA# CAD07294037293001
B.A.R. REG. # ARD147213

INVOICE

SERVICE AND PARTS DEPT. HOURS:
MONDAY THRU FRIDAY
7:00 A.M. TO 6:00 P.M.
SATURDAY
8:00 A.M. TO 1:00 P.M.

VISTA AUTO BODY HOURS:
MONDAY THRU FRIDAY
8:00 A.M. TO 5:00 P.M.

WEST HILLS, CA

PAGE 1

HOME: [REDACTED] CONT:N/A
BUS: [REDACTED] CELL:

SERVICE ADVISOR: 140 DICK WILLIAMS

COLOR										YEAR	MAKE/MODEL			VIN			LICENSE		MILEAGE IN / OUT		TAG
										03	FORD MUSTANG			1FAFP44413F					97515/97515		T5836
DEL. DATE		PROD. DATE		WARR. EXP.		PROMISED			PO NO.		RATE		PAYMENT		INV. DATE						
01JAN03 IS																					
01JAN03 DD						17:00 31DEC10					0.00		CASH		30DEC10						
R.O. OPENED				READY				OPTIONS:													
								ENG:3.8_Liter 1)OA155133495													
27DEC10				30DEC10																	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A SOMETHING BROKE IN STEERING COLUMN							
MT MTIME							
			182	C		266.73	266.73
1	3R3Z*3B676*AB	SHAFT ASY			396.20	396.20	396.20
3	*W713065*S439	BOLT			2.30	2.30	6.90
1	BXT*59*	BATTERY			126.44	126.44	126.44
1	1R3Z*14A664*AA	COVER AND CONTACT PLATE ASY			86.49	86.49	86.49
PARTS:	616.03	LABOR:	266.73	OTHER:	0.00	TOTAL LINE A:	882.76

97515 BATTERY DEAD STEERING COLUMN TO GEAR INTERMEDIATE SHAFT
BROKEN TESTED BATTERY ON MEDTRONIC DIAGNOSTIC CHARGER RATED 540
CCA ONLY 220 CCA AVAILABLE REPLACED BATTERY REPLACED BROKEN STEERING
SHAFT HORN STAYS ON CONTINUOUSLY AND AIR BAG LIGHTS ON

B PERFORM TIRE PRESSURE CHECK AND SET TO FACTORY SPECS- RIGHT
FRONT LEFT FRONT - RIGHT REAR -LEFT REAR
TPC PERFORM TIRE PRESSURE CHECK AND SET TO
FACTORY SPECS- RIGHT FRONT
FRONT RIGHT REAR LEFT REAR

LINCOLN
Mercury

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

97515 ALL SET TO 35PSI PER TIRE GUIDE

C** REPLACE CLOCK SPRING
CAUSE: CLOCKSPRING CIRCUIT TAPE BROKEN
MT MTIME

	182	C				173.91	173.91
PARTS:	0.00	LABOR:	173.91	OTHER:	0.00	TOTAL LINE C:	173.91

97515 CLOCKSPRING CIRCUIT TAPE BROKEN AIRBAG LIGHT FLASHING CODE 32
AND HORN STUCK ON DIAG AND REPLACED BROKEN CLOCKSPRING

ORIGINAL ESTIMATE	\$			DESCRIPTION	TOTALS
AUTHORIZED ADDL REPAIRS	\$	ADDL REPAIRS OK'D BY	IN PERSON PHONED	LABOR AMOUNT	
AUTHORIZED ADDL REPAIRS	\$	DRIVERS LIC. NO. OR ID		PARTS AMOUNT	
TOTAL	\$	DATE	TIME	GAS, OIL, LUBE	
I ACKNOWLEDGE NOTICE & ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.				SUBLET AMOUNT	
SIGNATURE X _____ DATE _____				MISC. CHARGES	
CUSTOMER ACKNOWLEDGES A RECEIPT OF A COPY HEREOF				TOTAL CHARGES	
X _____				ADJUSTMENT	
				SALES TAX	
				PLEASE PAY THIS AMOUNT	

Notice to Consumer: Please read important information on back.

ALL PARTS ARE NEW UNLESS OTHERWISE DESIGNATED

LOT LOCATION: D12
CUSTOMER #: 115281

99394

INVOICE

VISTA FORD
dba Vista Ford Lincoln Mercury

21501 VENTURA BOULEVARD
WOODLAND HILLS, CA 91364

SERVICE DIRECT: (818) 884-7601
EPA# CAD07294037201024
B.A.R. REG. # ARD041819

VISTA AUTO BODY

7862 DEERING AVE.
CANOGA PARK, CA 91304

DIRECT: (818) 347-1548
EPA# CAD07294037283001
B.A.R. REG. # ARD147213

SERVICE AND PARTS DEPT. HOURS:
MONDAY THRU FRIDAY
7:00 A.M. TO 8:00 P.M.
SATURDAY
8:00 A.M. TO 1:00 P.M.

VISTA AUTO BODY HOURS:
MONDAY THRU FRIDAY
8:00 A.M. TO 5:00 P.M.

WEST HILLS, CA
HOME: CONT:N/A
BUS: CELL:

PAGE 2

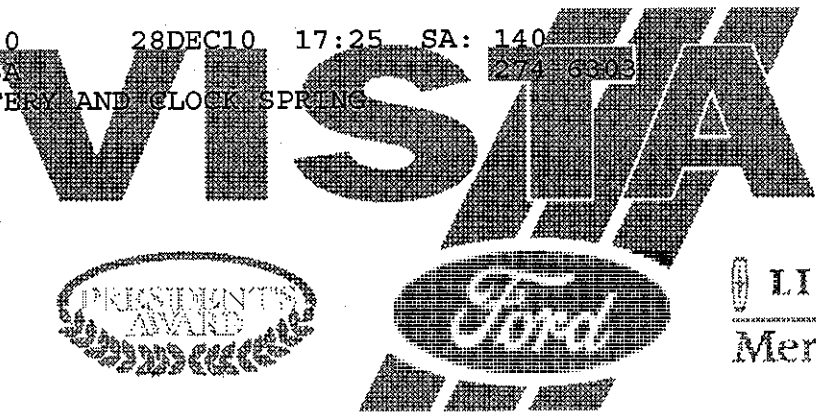
SERVICE ADVISOR: 140 DICK WILLIAMS

COLOR		YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN / OUT		TAG
		03	FORD MUSTANG		1FAPP44413F			97515/97515		T5836
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.		RATE	PAYMENT	INV. DATE	
01JAN03 IS										
01JAN03 DD			17:00 31DEC10				0.00	CASH	30DEC10	
R.O. OPENED		READY		OPTIONS: ENG:3.8 Liter 1)OA155133495						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
				EST: 87.00	27DEC10	08:13	SA: 140

EST: 667.00 27DEC10 15:15 SA: 140
CONTACT: MRS
REPLACE STEERING SHAFT

EST: 1,048.00 28DEC10 17:25 SA: 140
CONTACT: LISA
REPLACE BATTERY AND CLOCK SPRING



www.vistaford.com

OK PW -200.00
916-73

ORIGINAL ESTIMATE \$				DESCRIPTION	TOTALS
AUTHORIZED ADDL REPAIRS \$	ADDL REPAIRS OK'D BY	IN PERSON		LABOR AMOUNT	440.64
AUTHORIZED ADDL REPAIRS \$	DRIVERS LIC. NO. OR ID	PHONED		PARTS AMOUNT	616.03
TOTAL \$	DATE	TIME		GAS, OIL, LUBE	0.00
I ACKNOWLEDGE NOTICE & ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.				SUBLET AMOUNT	0.00
SIGNATURE X _____ DATE _____				MISC. CHARGES	0.00
CUSTOMER ACKNOWLEDGES A RECEIPT OF A COPY HEREOF				TOTAL CHARGES	1056.67
X _____				ADJUSTMENT	0.00
				SALES TAX	60.06
				PLEASE PAY THIS AMOUNT	1116.73

Notice to Consumer: Please read important information on back.

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