

 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 APR 0 2011 10-MAR-2011	Repository ☐ Reference No. 10389742
OWNER INFORMATION (Type or Print)			
Name [REDACTED]		Daytime Telephone Number [REDACTED]	
Address [REDACTED]		E-mail Address	
City MANCHESTER	State NH	Zip Code [REDACTED]	
Evening Telephone Number			
<i>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).</i>			
VEHICLE INFORMATION			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1LNHM97V92Y [REDACTED]		Make LINCOLN	Model CONTINENTAL
		Model Year 2002	
Date Purchased 7/26/2007	Dealer's Name and Telephone Number Acton Lincoln Mercury (978) 263-7300		Engine: No: Cylinders 8
Original Owner ☐	Dealer's City Acton	State MASS	Zip Code 01720
Transmission Type Automatic		☒ Antilock Brakes ☒ Cruise Control Powertrain Front wheel Drive	Incident Date(s) 06-MAR-2011
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Codes: 020000 SUSPENSION, 021210 SUSPENSION: FRONT: SPRINGS: COIL SPRINGS		Failure Mileage 72000 73360	Failure Speed 0
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE			
Tire Make Michelin	Tire Model (Name or Number) ENERGY MXV4 PLUS		Tire Size (Example P215/65R15) P225/60R16
DOT No. (Example: DOTM9ABC036)	☐ Original Equipment ☐ Prior Repair	Failure Location:	
Tire Component Code		Tire Failure Type: Punctured	
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			
<i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</i>			
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 2002 LINCOLN CONTINENTAL. THE CONTACT STATED THAT THE FRONT PASSENGER SIDE COIL SPRING# FRACTURED AND PUNCTURED THE FRONT PASSENGER TIRE. THE VEHICLE WAS TOWED TO THE DEALER WHERE THEY CONFIRMED THE FAILURE, BUT THE VEHICLE WAS NOT REPAIRED. THE FAILURE AND CURRENT MILEAGE WAS 72,000. 73360. The vehicle was repaired. Replaced right front coil spring assembly.			
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY			
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.			

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

My 2002 Lincoln Continental was parked at my Residency on 3/6/2011. I entered the vehicle and started it. When I put the vehicle in Drive, I immediately felt Resistance and that the vehicle would not move forward. I put the vehicle in Park and exited the vehicle. I noticed the Passenger Front tire was flat. When the tire was removed, I noticed that the Spring Coil or Coil Spring was broken. I also observed that where the coil spring had broke, that the sharp metal edge of the Coil Spring had punctured and Tore through my tire. The vehicle then had to be Towed to the Lincoln Mercury Dealership for Repair.

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



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FIRST-CLASS MAIL

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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



From : crofmc@ford.com

To : [REDACTED]

Subject : Ford Motor Company

Date : Wed, Mar 09, 2011 07:24 PM

Dear [REDACTED]

This is Phebe from Ford's Customer Relationship Center (CRC) and I had the opportunity to read your email regarding the front coil spring concern in your 2002 Lincoln Continental.

I completely understand how frustrating this experience has been for you and I appreciate the fact that you took the time to write us. I truly regret that you have to deal with this issue. I would like to review and document this case; but in order to do such, more information is needed. Please reply to this e-mail with the following information so I can proceed.

Address:

City:

State:

Zip Code:

Cellular Phone Number:

Daytime Phone Number:

Home Phone Number:

Vehicle Identification Number:

Odometer Reading:

Servicing Dealership:

Has the vehicle been diagnosed by a Ford/Lincoln-Mercury Dealership for the current issue?

While I understand that this may cause some delay, this step is necessary to ensure that this matter is addressed in the most appropriate manner. Thank you for contacting Ford.

Sincerely,

Phebe

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.

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:1-5MR22H]

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

From: [REDACTED]
 Sent: 3/9/2011 07:59:07 AM
 To: crcfmc@ford.com
 Subject: General/Corporate

Ford Motor Company

Main Topic: GeneralCorporate

Email Questions: I have been a Lincoln owner for several years now. I currently own a 2002 Lincoln Continental. On Sunday March 6 2011, I had an unfortunate problem happen to my vehicle. The passenger front coil spring snapped and destroyed my front tire as a result of the broken coil spring. The vehicle had to be towed. The tire now has to be replaced and the coil will also need to be replaced. The cost of this repair will run into hundreds of dollars. I am writing to Ford Motor Company because I have learned of a major problem with your coil springs snapping and tearing through tires. Ford Motor Company had a recall for this problem on vehicles manufactured from 1999-2001. There are hundreds of complaints about this very issue that could have caused serious injury or even death. I have also learned that many Ford owners with 2002 models had this same problem. It is apparent that this problem went beyond what Ford Motor Company wanted to be responsible for. I had phoned Ford Motor Company Customer Service line on Tuesday and found out that even though my vehicle had the same problem, that my vehicle was not part of the recall according to my vehicle identification number. I was on the phone with Ford for one hour and forty minutes trying to find out about the recall and the years, makes, and models of vehicles that were part of that recall. No information was provided or it seemed that no information wanted to be provided. I spoke to a customer service representative for forty five minutes who would not provide me with any recall information and who did not even want to provide to me her name before I was put on hold for over a half hour to speak to a Supervisor by the name of Chris. The Supervisor could not find any notes to my conversation with customer service. This Supervisor offered no recall information as well. The only information I was provide by this Supervisor and by your Customer Service Representative was that my vehicle would not be covered under the recall. I find this to be so irresponsible of Ford , especially where as my vehicle is having the same problem that recalled thousands of vehicles. I have been a Ford owner for

over twenty five years. For over twenty five years I have invested in Ford parts and products. My vehicle is less that 10 years old with low mileage and to get the response that I did from Ford today has not only left me disappointed but I have also made the decision that my 2002 Lincoln Continental will be my last investment with Ford. Thank you

for your time.

Owner First Name: [REDACTED]

Owner Last Name: [REDACTED]

Owner Email Address: [REDACTED]

From : [REDACTED]
To : crcfmc@ford.com
Subject : Re: Ford Motor Company
Date : Wed, Mar 09, 2011 07:51 PM

I read your response about how this will be my financial problem. This is the answer I received yesterday when I was in contact with Ford Motor Company. Completely unacceptable. As a result and as I've said, after 25 years of investing with Ford Vehicles, Parts, and Services, my 2002 Lincoln Continental will be my last investment with Ford.

Address: [REDACTED]
City: Manchester
State: NH
Zip Code: [REDACTED]
Cellular Phone Number: n/a
Daytime Phone Number: [REDACTED]
Home Phone Number: same as above
Vehicle Identification Number: 1LNHM97V92Y [REDACTED]
Odometer Reading: 72,000
Servicing Dealership: State Motors
Has the vehicle been diagnosed by a Ford/Lincoln-Mercury Dealership for the current issue? Yes

PHOTOS OF 2002 Lincoln Continental ^{NHTSA Reference} # 10389742

SUBJECT: DAMAGE CAUSED BY DEFECTIVE COIL SPRINGS

SEVERITY: HIGH

THE vehicle WAS TOWED ON SUNDAY, MARCH 6, 2011. IT WAS TOWED TO STATE MOTORS LINCOLN MERCURY DEALERSHIP IN MANCHESTER, NH. I ARRIVED AT THE DEALERSHIP ON MONDAY, MARCH 7, 2011. WHEN I ARRIVED, THE TECHNICIANS AT THE DEALERSHIP HAD ALREADY DROVE THE VEHICLE IN AND OUT OF THE SERVICE DEPARTMENT TO DIAGNOSE THE COIL SPRING. AS YOU CAN SEE IN THE PHOTOS, WHEN THE VEHICLE IS IN MOTION, THE COIL SPRING NOT ONLY PUNCTURES AND SEVERES THE TIRE, BUT WHEN THESE COIL SPRINGS BREAK, THEY PROTRUDE INTO THE TIRE AND WILL TEAR THE WHOLE INNER WALL OF THE TIRE RIGHT OFF THE RIM ITSELF. WHEN THE VEHICLE IS BEING DRIVEN.



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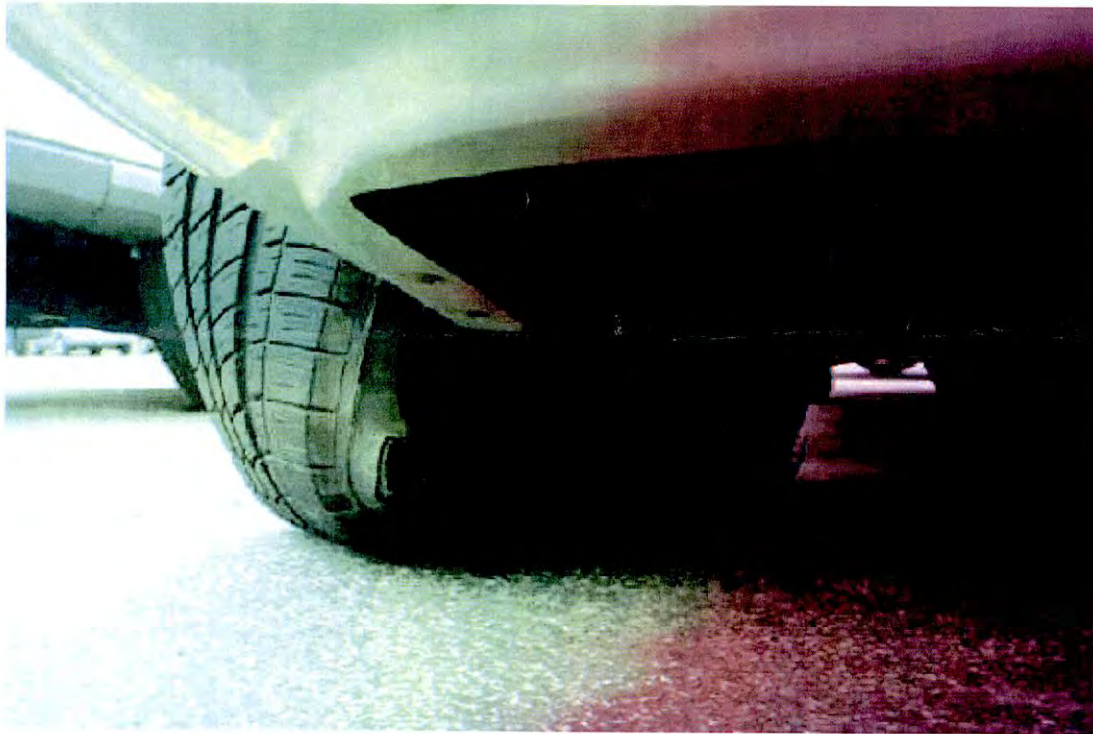
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 By **LYCAS**


Autos

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10/31/2001 - Updated 09:54 AM ET

Ford recalls more than one million cars

OCT. 30, 2001 — Ford Motor is recalling more than 1 million vehicles because a faulty switch on the windshield wipers could cause a fire. Ford spokesman Mike Vaughn said 40 fires have been reported in connection with the problem, but no flames have entered the passenger compartment. No accidents or injuries were reported, Vaughn said. The recall involves 2000 and 2001 models of the Ford Focus, Taurus, Expedition, Excursion and F-series pickups; the Lincoln Continental, Town Car and Navigator; and the Mercury Sable.

More recalls announced Tuesday:

- 1998 models of the Ford Contour and Mercury Mystique built at the Kansas City Assembly Plant. The front coil springs can corrode and fracture and possibly puncture a tire. The recall involves 108,000 cars registered in the District of Columbia and 20 northern states with high concentrations of salt on the road.
- 98,000 Dodge Ram vans from the 2000 and 2001 model years. The power seat connector under the drivers seat can short circuit in the presence of road debris, possibly resulting in a fire.
- 115,000 Nissan Sentras from the 2000 and 2001 model years. A defect in the steel wheel can cause it to separate from the mounting hub without prior warning.

GM recalls 314,000 minivans for door latch fix

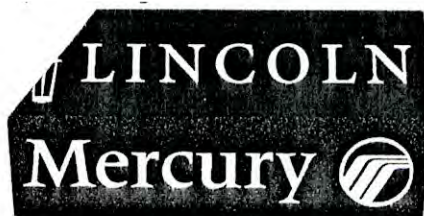
OCT. 24, 2001 — General Motors said it is recalling 314,000 minivans to fix a problem with power sliding doors that could cause them to open while the vehicle is in motion. The recall includes Chevrolet Venture, Oldsmobile Silhouette and Pontiac Trans Sport or Montana minivans built in model years 1997 through 2001. GM said some of the vehicles had been recalled in April of this year to fix a piece of the door mechanism that could jam and allow the door to open. The automaker said after the first recall, it discovered that some of its replacement parts had faulty welding that could cause them to fail.

Corrosion leads to Audi recall

OCT. 4, 2001 — German carmaker Audi is recalling 41,980 vehicles worldwide due to rust problems in the rear suspension of some four-wheel-drive models, the company said Thursday. The recall applies to TT quattro and S3 quattro models made between September 1998 and March 2000, and A3 quattro models made between February 1999 and March 2000, the Volkswagen subsidiary said.

Saab recalls 7,000 cars

SEPT. 28, 2001 — Swedish automaker Saab announced a recall of 7,000 of its 9-3 models to fix a fault in the steering. Saab spokesman Niklas Andersson said a customer in England had reported the problem and a check revealed that it



State Motors, Inc.

275 Daniel Webster Highway North
Manchester NH 03104

Main Phone 603-623-7291 Service 603-669-6563
www.statemotors.com

32900LEM

[REDACTED] MANCHESTER NH [REDACTED]		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.	
		1LNHM97V92Y [REDACTED]		67447	10/10/09	32900	
		YEAR	MAKE	MODEL	COLOR	TAG NO.	
		02	LINCOLN	CONTINENTA	SILVER	00000	
CUST.NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD.DATE	SERV.ADV.	TERMS
NC009381	[REDACTED]	[REDACTED]	[REDACTED]		00/00/00	411 9786	CASH
CUST.LABOR RATE	DELIV.DATE	DELIV.MILES	MILEAGE IN	DATE IN	IN-SERV DATE		
	00/00/00		67447	10/09/09	00/00/00		

www.statemotors.com

SERVICE HOURS: MONDAY - FRIDAY 7:30 A.M. TO 6:00 P.M.

SERVICE HOURS: SATURDAY 7:30 A.M. TO 3:30 P.M.

You may be receiving a survey in the mail soon, if you are not COMPLETELY SATISFIED, please call our parts and service director, BOB WATSON to rectify any concerns.

LINE	OP.CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
A	CUSTOMER STATES WHEN TURNING ON DIRECTIONAL SMOKE WILL COME OUT OF THE STEERING COLUMN INTERMITTENTLY. VERIFIED CONCERN. PINPOINT TESTED. FOUND MULTIFUNCTION SWITCH BAD					
	99		A34 9539		C	92.50
			YF3Z 13K359 AB SWITCH ASY -	1	C	142.93
			Line Total.....			235.43
B	CHANGE OIL & FILTER UP TO 7 QRTS OF OIL PERFORMED AS REQUESTED					
	1P		A26 5696		C	12.00
			FL 820 SB12 FILTER ASY - O	1	C	4.50
			XO 5W20 QSP OIL - ENGINE	6	C	18.48
			Line Total.....			34.98
C	CUSTOMER STATES REPLACE MULTIFUNCTION SWITCH REPLACED					
	99		A26 5696		C	46.25
			Line Total.....			46.25

Reported this Failure to Ford in October 2009. This was a recalled part failure. Thousands of vehicles were recalled that included the Lincoln Continental. Ford informed me that I would be responsible for the full cost of the repair. The recall was only for 2000 and 2001 models. Ford stated that my 2002 was not part of recall.

CUSTOMER COPY - PAGE 01

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.

CUSTOMER SIGNATURE

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

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

I own a 2002 Lincoln Continental. On March 6, 2011, the Right Front Coil Spring broke and severed my tire. The vehicle had to be towed. The Dealership confirmed that the Coil Spring broke. The cost of a new tire, towing, parts, and labor cost me \$794.70. I believe that Ford Motor Company should be absorbing the cost. Ford recalled thousands of vehicles for this same problem. The recall however was for the 1999 thru 2001 models. This same problem spilled into the 2002 models for which Ford is claiming no responsibility for. There are currently 569+ filed complaints with the National Highway Traffic Safety Administration for the same problem on the 2002 Ford models alone on the coil springs. Yet no recall was enforced.

Towing \$ 85.00
Michelin Tire \$ 140.00
Mount and Balance Tire \$ 12.50
Right Front Coil Spring Assembly \$ 507.25
Four Wheel Alignment \$ 49.95

Total Cost
of Coil Spring
Repair is
\$ 794.70

NHTSA Reference # 10389742

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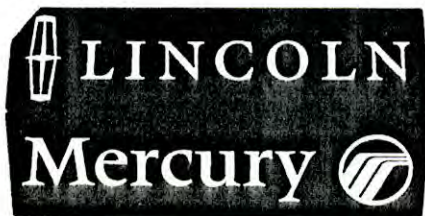
Subject: Continued explanation of my complaint

Most, if not all the complaints filed with the NHTSA regarding the Coil Springs are identical. This problem was clearly not corrected with Ford or by Ford. Ford Motor Company has recognised the problem that the coil springs can rust and corrode and break. When these coil springs break, they sever the tire. I contacted Ford Motor Co, explained my situation, and Ford replied stating that my vehicle was not part of ^{the} Recall and that I would be responsible for the cost to repair my vehicle. I should not be responsible for a defective part that was installed on my vehicle by the manufacturer. This was the 2nd repair expense that I had to absorb the costs for that should be the responsibility of the manufacturer. The 1st expense was \$281.68 for the cost of a multifunction switch in the steering column that would smoke and potentially catch on fire. This too was recognised by Ford as a defective switch but once again Ford had informed me that I would be responsible for the repair costs because the recall was for 2000 and 2001 model year Fords and that my 2002 would not be covered. The total cost of the coil spring repair of \$794.70 and the multifunction switch repair cost of \$281.68 is \$1,076.38. I seek to be reimbursed for the total cost of \$1,076.38.

NHTSA Reference # 10389742

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3/19/2011



State Motors, Inc.

275 Daniel Webster Highway North
Manchester NH 03104

Main Phone 603-623-7291 Service 603-669-6563
www.statemotors.com

41009LEM

[REDACTED] MANCHESTER NH [REDACTED]		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.	
		1LNHM97V92Y [REDACTED]		73360	03/11/11	41009	
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
NC009381	[REDACTED]	[REDACTED]	[REDACTED]		00/00/00	405	CASH
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE		
	00/00/00		73360	03/07/11	00/00/00		

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SERVICE HOURS: MONDAY - FRIDAY 7:30 A.M. TO 6:00 P.M.
SERVICE HOURS: SATURDAY 7:30 A.M. TO 3:30 P.M.

You may be receiving a survey in the mail soon, if you are not COMPLETELY SATISFIED, please call our parts and service director, BOB WATSON to rectify any concerns.

LINE	OP. CODE	FAIL-CD	TECH.	HOURS/QT	TYPE	AMOUNT
A	<i>Coil Spring Broke on 3/6/11 HAD to be towed.</i>					
Com CUSTOMER STATES REPLACE RIGHT FRONT COIL SPRING						
Cor FOUND SPRING BROKEN REPLACED RIGHT FRONT COIL SPRING						
99			A26		C	157.25
			1F3Z 5W310 BA SPRING ASY -	1	C	350.00
Line Total.....						507.25
B +						
Com CUSTOMER STATES MOUNT AND BALANCE CUSTOMER TIRE AND ROTATE TO DRIVERS SIDE REAR						
Cor MOUNT & BALANCE ONE TIRE						
14			A26		C	12.50
Line Total.....						12.50
C +						
Com CUSTOMER STATES PERFORM FOUR WHEEL ALIGNMENT						
13			A26		C	49.95
Line Total.....						49.95
D +						
Com CUSTOMER STATES REPLACED LEFT INNER TIE ROD END						
99			A26		C	185.00
			F5OZ 3280 BA ROD	1	C	62.88
Line Total.....						247.88

CUSTOMER COPY - PAGE 01

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. _____ CUSTOMER SIGNATURE	On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative. _____ (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)
--	--

TIRES, Incorporated

153935

101 SOUTH MAIN STREET, MANCHESTER, NH 03102
(603) 669-7057

SEND REMITTANCE TO:
578 COOLIDGE AVE., MANCHESTER, NH 03102

SOLD
TO

INVOICE
DATE

3-8-11

QUANTITY	DESCRIPTION	PRICE	AMOUNT
1	225/60R16 Michelin Energy MXVL P1015C		140 ⁰⁰
WE ARE NOT RESPONSIBLE FOR LOST, DAMAGED OR BROKEN HUB CAPS.		ATTN. TRUCK OPERATORS: CHECK TIGHTNESS OF NUTS AFTER 50 MILES.	

THE ABOVE MERCHANDISE REMAINS THE PROPERTY OF TIRES, INC. UNTIL PAID FOR.

Signed

18050

BLAIS**(603) 472-2348****Heavy Towing & Recovery****PO Box 10514****Bedford NH 03110****24 - HOUR****LOCAL . LONG DISTANCE****TOWING . ROAD SERVICE****RECOVERY WORK**

Name: [REDACTED] PO#: [REDACTED] Date: 3/6/11
Address: [REDACTED] Truck#: 8 Driver: RLB
City: Bedford State: NH Zip: [REDACTED]
Towed From: Bedford St To: State road Miles: [REDACTED]
Year & Make: Lincoln Model: [REDACTED] Reg.# [REDACTED] State: [REDACTED]
Truck#: [REDACTED] Trailer#: [REDACTED]

ROAD SERVICE ☐ JUMP START ☐ TIRE CHANGE ☐ GASOLINE ☐ DIESEL FUEL ☐
TOWING: Crane Tow ☐ Under Reach ☐ Carrier ☒ Front Lift ☐ Rear Lift ☐
Lift Drop Trailer ☐ Recovery Work ☐ Overturned ☐ Undecking ☐
Removed: Bumper ☐ Shaft ☐ Axles ☐ Released Brakes ☐
TOWED ON ORDER OF: State Police ☐ Local Police ☐ Dealer ☐ Owner ☒
REASON TOWED: Accident ☐ Breakdown ☒ Stolen ☐ Abandoned ☐ Arrest ☐
REMARKS: [Signature]

CHARGESTow: 1885-Recovery: [REDACTED]Storage: [REDACTED]Other: [REDACTED]TOTAL: 1885-**LATE FEE OF 5% ON ALL OVERDUE ACCOUNTS PAST 30 DAYS****THANK YOU! *** WE APPRECIATE YOUR BUSINESS! *******PLEASE PAY FROM THIS INVOICE**