

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
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 JUL 12 2012 13-JUN-2012		Repository ☐ Reference No. 10461458	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	
City		State		Evening Telephone Number	
ALBANY		OR		NONE	
Zip Code					
E-mail Address NONE					
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		Make		Model	
1FTRX17203N		FORD		F-150	
Date Purchased		Dealer's Name and Telephone Number		Model Year	
				2003	
Original Owner		Dealer's City		Engine: 4.2 L	
☒				No: Cylinders	
		State		V-6	
		CR		FUEL TYPE: UNLEADED GAS	
Transmission Type		Powertrain		Multiple Failure:	
AUTOMATIC				FIRST TIME	
☒ Antilock Brakes		Incident Date(s)		06-MAY-2012	
☒ Cruise Control					
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: BRAKES (PWS)				Failure Mileage	
ABS HYDRAULIC CONTROL UNIT				50000	
				Failure Speed	
				25	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)	
N/A					
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:	
N/A					
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		Fire		Number of Persons Injured	
☐ Yes ☒ No		☐ Yes ☒ No		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 F-150. WHILE DRIVING APPROXIMATELY 25 MPH, THE CONTACT DEPRESSED THE BRAKE PEDAL ABNORMALLY INTO THE FLOORBOARD. THE CONTACT CONTINUED TO APPLY PRESSURE TO THE BRAKE PEDAL AND WAS ABLE TO STOP THE VEHICLE. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC FOR DIAGNOSTICS. THE MECHANIC STATED THAT THE ABS HYDRAULIC CONTROL UNIT WOULD HAVE TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 50,000.					
ADDITIONAL COMMENTS: I (THE OWNER OF THE VEHICLE), TOOK THE VEHICLE TO THE ROBERSON'S FORD IN ALBANY. THEIR DIAGNOSTIC WAS TO REPLACE THE BRAKE MASTER CYLINDER. AS A SECOND OPINION, I TOOK THE VEHICLE TO A PROFESSIONAL ASE CERTIFIED TECHNICIAN, CRABTREE AUTOMOTIVE INC. OF ALBANY. THEIR DIAGNOSTIC WAS TO REPLACE THE ABS HYDRAULIC CONTROL UNIT. I WILL ATTACH THE DIAGNOSTIC DOCUMENT.					
-SEE BACK FOR MORE DETAILS.					
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)

(3) I TOOK THE VEHICLE BACK TO ROBERSON'S FORD IN ALBANY, THIS TIME, THEY REPLACED THE ABS HYDRAULIC CONTROL UNIT IN THE VEHICLE, SINCE THEN, THE CAR BRAKES IS WORKING PROPERLY.

(4) AS A DRIVER, I GIVE MY OPINION AND THIS ABS UNIT / BRAKE PROBLEM IS VERY DANGEROUS, ESPECIALLY IF I WOULD HAVE BEEN DRIVING 55- 65 MPH. IT COULD EASILY CAUSE A CRASH / ACCIDENT THAT COULD THREATEN SOMEONE'S LIFE. I HOPE THIS OPINION WILL HELP YOU FIND A WAY TO SOLVE THIS ISSUE.

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

165

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

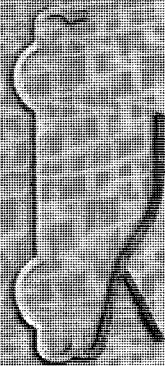
POSTAGE WILL BE PAID BY ADDRESSEE

**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**

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



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 Guide to NHTSA
U.S. Department of Transportation
National Highway Traffic Safety Administration

CUSTOMER #:

47677



ROBERSON'S ALBANY FORD

1920 Pacific Blvd. SW. - Albany, OR 97321
(541) 926-5555 • 1-888-BUY-FORD
Fax (541) 926-1106

ALBANY, OR

HOME:

CONT:

BUS:

CELL:

PAGE 1

SERVICE ADVISOR: 317 SETH KREGER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	03	FORD F-150	1FTRX17203N		50464/50464	T430
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	RATE	PAYMENT	INV. DATE
01JAN03 DD			17:00 25JUN12		CASH	25JUN12
R.O. OPENED		READY	OPTIONS: ENG:4.2 LITER EFI			

12:51 21JUN12 11:56 25JUN12

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	INSTALL	S/O	BRAKE MASTER CYLINDER FROM PREVIOUS DIAG				
	MISC	**					

313	C				251.79	251.79	
1	BRAKE DOT 3	BRAKE FLUID		13.21	13.21	13.21	
1	6L3Z*2C286*A	MODULE		708.93	600.00	600.00	
PARTS:	613.21	LABOR:	251.79	OTHER:	0.00	TOTAL LINE A:	865.00
++ ORIGINAL DIAGNOSIS TO REPLACE BY PASSING MASTER CYLINDER WAS INCORRECT. REPLACED HYDRAULIC CONTROL UNIT. BLED ELECTRONICALLY AND HYDRAULICALLY. CONCERN RESOLVED.							

B** DIAGNOSIS

MISC **

313	ISP						(N/C)
1	3L3Z*2140*DA	CYLINDER ASY - MASTER					(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

EST: 425.00

21JUN12 12:51 SA: 317

WARRANTY 12 MONTHS OR
12,000 MILES
WHICH EVER OCCURS
FIRST.

FAIT
JUN 25 2012
BY: CASH

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. 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.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item. 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 him any liability in connection with the sale of this item.

DESCRIPTION	TOTALS
LABOR AMOUNT	251.79
PARTS AMOUNT	613.21
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	865.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	865.00

Today Manager



CUSTOMER #: [REDACTED]

46572

INVOICE

ROBERSON'S ALBANY FORD

1920 Pacific Blvd. SW. - Albany, OR 97321
(541) 926-5555 · 1-888-BUY-FORD
Fax (541) 926-1106

ALBANY, OR [REDACTED]

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 317 SETH KREGER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	03	FORD F-150	1FTRX17203N		49891/49891	T455	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN03 DD			17:00 30APR12			CASH	30APR12
R.O. OPENED		READY	OPTIONS: ENG:4.2_LITER_EFI				

09:14 30APR12 16:28 30APR12

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	PERFORM LUBE, OIL AND FILTER CHANGE USING MOTORCRAFT OIL AND FILTER. COMPLETE VEHICLE INSPECTION. ((((RESET OIL REMINDER Y / N))))						
	LOF PERFORM LUBE, OIL AND FILTER CHANGE USING MOTORCRAFT OIL AND FILTER. COMPLETE VEHICLE INSPECTION. ((((RESET OIL REMINDER Y / N))))						
	304	C				12.00	12.00
	1 FL*400*SB12 FILTER ASY - OIL				7.95	7.95	7.95
	LUBE 6QTS OF 5W/20 OIL					19.50	19.50
PARTS:	7.95	LABOR:	12.00	OTHER:	19.50	TOTAL LINE A:	39.45

B	PERFORM 99P INSPECTION CHECK LIST. 99P PERFORM 99P INSPECTION CHECK LIST.						
	313	C				0.00	0.00
	GBATT TODAY YOUR BATTERY TESTED ABOVE 90% OF LISTED COLD CRANKING AMPS.						
	313	C				0.00	0.00
	YTIRE TIRE TREAD IS BELOW 6/32ND. SUGGEST REPLACEMENT IN NEAR FUTURE.						
	313	C				0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

C	CUSTOMER STATES THAT SENCE YESTERDAY WHEN APPLING BRAKES WILL GRAB OK BUT THEN PEDAL WILL JUST START GOING TO THE FLOOR LIKE IT IS BLEEDING OFF						
	MISC **						
	313	C				45.00	45.00
PARTS:	0.00	LABOR:	45.00	OTHER:	0.00	TOTAL LINE C:	45.00

VERIFIED CONCERN, PIN POINT TO INTERNAL CONCERN TO BRAKE MASTER CYLINDER, EST TO REPLACED BRAKE MASTER CYLINDER AND FLUSH BRAKE FLUID PARTS AND LABOR \$485.00 AFTER DIAG.

[Signature] *Be Wednesday 10:00 AM Thursday 1:00 PM*

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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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

CUSTOMER SIGNATURE

CUSTOMER #:

46572



ROBERSON'S ALBANY FORD

1920 Pacific Blvd. SW. - Albany, OR 97321
(541) 926-5555 • 1-888-BUY-FORD
Fax (541) 926-1106

INVOICE

PAGE 2

ALBANY, OR

HOME: CONT:

BUS: CELL:

SERVICE ADVISOR: 317 SETH KREGER

SUB:							
COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT	TAG
	03	FORD F-150		1FTRX17203N		49891/49891	T455
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JAN03 DD			17:00 30APR12			CASH	30APR12
R.O. OPENED		READY	OPTIONS: ENG:4.2 LITER EFI				

09:14 30APR12 16:28 30APR12

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

EST: 129.95 30APR12 09:14 SA: 317

Troy A. Williams
Service Manager

1920 Pacific Blvd. SW
Albany, OR 97321
troyw@robersonalbanyford.com



BUS: 541.926.5555
TF: 866.544.2301
FAX: 541.926.0567

www.RobersonAlbanyFord.com

PAID
APR 30 2012
BY: CASH

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. 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.

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DESCRIPTION	TOTALS
LABOR AMOUNT	57.00
PARTS AMOUNT	7.95
GAS, OIL, LUBE	19.50
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	84.45
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	84.45

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

CUSTOMER SIGNATURE

CRABTREE AUTOMOTIVE INC.

1110 HILL STREET SE

ALBANY, OR. 97322

Phone - 541-967-7892 Fax - 541-928-3025

HONESTY AND INTEGRITY

INVOICE

20600

Org. Est. # 058509

INVOICE

Print Date : 06/12/2012

Albany, OR
Cellular
Cust ID : 7078

2003 Ford - Pickup F150 - 4.2L, V6 (256CI)

Lic # : - OR

Odometer In : 50433

Unit # :

Vin # : 1FTRX17203N

Hat # :

Ref # :

Part Description / Number	Qty	Sale	Extended	Labor Description	Hours	Extended
Shop Supplies		1.50	1.50	DIAGNOSE- WHEN STOPPING THE BRAKES GRAB AND THEN THEY LOSE PRESSURE- PERFORM BRAKE INSPECTION IF YOU NEED MORE TIME LET ME KNOW. PERFORMED BRAKE INSPECTION (SEE BELOW) MECHANICALLY EVERYTHING LOOKS GOOD. DID FIND THAT THESE VEHICLE HAD LOTS OF PROBLEMS WITH ABS UNIT- CUSTOMER OK'D ANOTHER 1/2 HR. CHECK ABS ACCUMULATOR FOR MOVEMENT, GOT ONE SIDE TO MOVE ABOUT 1/4 INCH, THERE SHOULD NOT BE ANY MOVEMENT AT ALL. NEED TO REPLACE ABS CONTROL UNIT BEFOR GOING ANY FURTHER.	0.50	45.00
				Brake check (without quick lube) FULL FLOATING AXLES EXTRA Brake lining left: Front 95% _____ Rear 95% _____ now ___ future ___ ok ☒ PARKING BRAKES now ___ future ___ ok ☒ BRAKES CALIPERS now ___ future ___ ok ☒ BRAKES CYLINDERS now ___ future ___ ok ☒ BRAKES LINES/HOSES now ___ future ___ ok ☒ BRAKES FLUID now ___ future ___ ok ☒ TREAD/CONDITION/PRESSURE NOTE- HEARD PINION BEARING TYPE NOISE ON TEST DRIVE, NEED TIME TO DIAGNOSE - TRANS FLUID OFF COLOR - LEFT LOWER BALL JOINT HAS MODERATE PLAY AND RIGHT LOWER HAS SLIGHT PLAY ENVIRONMENTAL CHARGE	0.30	26.40
						1.50

CRABTREE AUTOMOTIVE INC.

1110 HILL STREET SE

ALBANY, OR. 97322

Phone - 541-967-7892 Fax - 541-928-3025

HONESTY AND INTEGRITY

INVOICE

20600

Org. Est. # 058509

INVOICE

Print Date : 06/12/2012

[REDACTED]

2003 Ford - Pickup F150 - 4.2L, V6 (256CI)

Lic # : [REDACTED] - OR

Odometer In : 50433

Albany, OR [REDACTED]

Unit # :

Cellular [REDACTED]

Vin # : 1FTRX17203N [REDACTED]

Cust ID : 7078

Hat # :

Ref # :

Part Description / Number	Qty	Sale	Extended	Labor Description	Hours	Extended
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Org. Estimate	\$ 74.40	Revisions	\$ 0.00	Current Estimate	\$ 74.40
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Labor:	72.90
Parts:	1.50
Sublet:	\$0.00
Sub:	74.40
Tax:	0.00
Total:	74.40
Bal Due:	\$74.40

[Payments -]

FAMILY OWNED AND OPERATED FOR 30 YEARS

I had previously authorized the above repair work, by phone or in person, to be done along with the necessary materials. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. In most cases, a nation wide, limited warranty of 12 months/12,000 miles applies.

Signed _____ Date _____

Email _____

CHARGE CUSTOMERS PLEASE PAY INVOICE WITHIN 10 DAYS TO AVOID A SERVICE CHARGE OF 1-1/2 % (18% annually)

Copyright (c) 2012 Mitchell Repair Information Company, LLC invhrs 11.18.10 JD

Hotline Archive With OEM Direct diagrams, components, TSBs, and R&R procedures**Number:** 394090

Vehicle Application: 2004 E-150 Econoline 4.6 2002 F-150 4.6
 2002 Excursion 6.8 2002 F-150 5.4
 2001 Expedition 5.4 2002 F-250 Super Duty 6.8
 2002 Expedition 5.4 1998 Windstar 3.8
 2002 F-150 4.2

Customer Concern: Has a fading brake pedal. Pedal is initially OK, but fades down as pressure is held on it, like a bad master cylinder. Had a new master cylinder on it when it came in, and another master cylinder was tried; that didn't help. Has 4-wheel Antilock Brake System (ABS).

Average Reported Mileage: 118944

Tests/Procedures: 1. Remove the two center rubber caps from the ABS Hydraulic Control Unit (HCU), below the brake lines, and insert a straightened-out paper clip or similar piece of stiff wire into each hole under the caps. Then, with the engine running, have an assistant press firmly on the brake pedal and see if the wire moves out more than 1/4" on either of the ports. If it does, there is an internal leak in the HCU; replace it.

Tech Tips: There are two low pressure accumulators in the HCU; one for each side of the system. They are sealed off by normally closed solenoids. During an ABS stop, the system cycles these solenoids to bleed off brake pressure from the wheel that is locking up. After the ABS event, spring pressure forces the brake fluid back out of the accumulator. If a leak develops into either of these accumulators, the resulting symptoms are very similar to a master cylinder with an internal bypass condition.

Author: Dave Sill

Potential Causes **FORD With OEM Direct diagrams, components, TSBs, and R&R procedures**
 ☒ Leaking Anti-Lock Brake System (ABS) Hydraulic Control Unit (HCU) — Internally leaking ABS HCU.

Confirmed Fix Summary **FORD With OEM Direct diagrams, components, TSBs, and R&R procedures**

☒ Confirmed Fix
 ☒ 23 - 4-Wheel Antilock Brake System (ABS) Hydraulic Control Unit (HCU)
 ☒ 2 - Brake Master Cylinder
 ☒ 1 - Rear Brake Shoes
 ☒ 1 - Brake Bleeding Procedure, Right Rear Brake Caliper

**DIRECT-HIT.
DIRECT ACCESS.**

NEW

☒ 59 - Junction Switch

Click the links in the Hotline Archives and OEM Service & Repair information will expand underneath.

CRABTREE AUTOMOTIVE INC.

1110 HILL STREET SE

ALBANY, OR. 97322

Phone - 541-967-7892 Fax - 541-928-3025

Sub Estimate For Order #

020600

HONESTY AND INTEGRITY

ESTIMATE FOR SERVICES

Estimate Date : 06/12/2012

Albany, OR

Cellular

2003 Ford - Pickup F150

Lic # : - OR

Odometer In: 0

Unit # :

VIN # : 1FTRX17203N

Part Description / Number	Qty	Sale	Extended	Labor Description	Hours	Extended
ABS CONTROL UNIT QUOTE 7539	1.00	708.93	708.93	ABS HYDRAULIC CONTROL UNIT - Remove & Replace - [Includes: Bleed system.] - F150	1.80	162.00
Shop Supplies			3.24	ENVIRONMENTAL CHARGE		12.50

Parts : 712.17

Labor : 174.50

Total : \$ 886.67

Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911

☐ This vehicle received without face to face customer contact.

Shop Representative

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAYBE LESS THAT THE ESTIAMTE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION.

1. I request an estimate in writing before you begin repair

2. Please proceed with repairs, but call me before continuing if the price will exceed \$

3. I do not want an estimate

Do you want the replaced parts you are entitled to? ☐ Yes ☐ No

Payment will be made by ☐ Cash ☐ Check ☐ Credit ☐ Card Charge

Call when vehicle is ready ☐ Yes ☐ No

Having authority to do so I hereby order the above products and services, parts and labor and grant permission to you and/or your employees to operate the vehicle described for the purpose of testing and/or inspection. I agree to pay cash when the work is completed or to pay on other terms satisfactory to you. Until paid in full, the amount owing on this work shall constitute a lien on the motor vehicle. If collection is made by suit or otherwise, I agree to pay storage and collection and reasonable attorney's fees.

Customer Sign: _____

Date: _____