 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline</p> <p><b>Vehicle Owner's Questionnaire</b> To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>		<p>FOR AGENCY USE ONLY 100148</p>	
<p><b>OWNER INFORMATION (Type or Print)</b></p>		<p>Date Received <b>SEP 25 2012</b> 01-AUG-2012</p>		<p>Repository <input type="checkbox"/></p>	
<p>Name <b>[REDACTED]</b></p>		<p>Daytime Telephone Number <b>[REDACTED]</b></p>		<p>Reference No. 10468831</p>	
<p>Address <b>[REDACTED]</b></p>		<p>Evening Telephone Number</p>			
<p>City <b>GRET GRAY</b> State <b>TN</b> Zip Code <b>[REDACTED]</b></p>		<p>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).</p>			
<b>VEHICLE INFORMATION</b>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side <b>2FMGK5CC9CB [REDACTED]</b></p>		<p>Make <b>FORD</b></p>	<p>Model <b>FLEX</b></p>	<p>Model Year <b>2012</b></p>	
<p>Date Purchased <b>2-24-12</b></p>	<p>Dealer's Name and Telephone Number <b>FRIENDSHIP FORD (423) 652-6200</b></p>		<p>Engine: No: Cylinders <b>6</b></p>	<p>Fuel Type: <b>GAS</b></p>	
<p>Original Owner <input type="checkbox"/></p>	<p>Dealer's City</p>	<p>State</p>	<p>Zip Code</p>		
<p>Transmission Type <b>AUTO</b></p>	<p><input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control</p>	<p>Powertrain <b>FWD</b></p>	<p>Multiple Failure:</p>	<p>Incident Date(s) <b>01-AUG-2012</b></p>	
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>					
<p>Vehicle Component Code: BRAKES (PWS) <b>stop</b> <b>VEHICLE IN THE 8 TO 10 FEET OF SPACE GETTING HITTING POST. BRAKES DID NOT FAIL JUST WOULD NOT</b></p>			<p>Failure Mileage <b>8000</b></p>	<p>Failure Speed <b>5</b></p>	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>					
<p>Tire Make</p>		<p>Tire Model (Name or Number)</p>		<p>Tire Size (Example P215/65R15)</p>	
<p>DOT No. (Example: DOTM19ABC036)</p>		<p><input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair</p>	<p>Failure Location:</p>		
<p>Tire Component Code</p>				<p>Tire Failure Type:</p>	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>					
<p>Make:</p>		<p>Date Manufactured:</p>		<p>Model No./Name:</p>	
<p>Seat Type:</p>		<p>Installation System:</p>			
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>			
<b>APPLICABLE INCIDENT INFORMATION</b>					
(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)					
<p>Crash <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured <b>0</b></p>	<p>Number of Deaths <b>0</b></p>	<p>Reported to Police <b>YES</b></p>	
<p>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).</p>					
<p>TL* THE CONTACT OWNS A 2012 FORD FLEX. THE CONTACT STATED THAT WHILE ATTEMPTING TO PARK, THE BRAKE PEDAL WAS DEPRESSED AND THE VEHICLE ACCELERATED FORWARD. THE CONTACT STATED THAT THE VEHICLE JUMPED A CURB AND CRASHED INTO A POST. THE VEHICLE WAS NOT DESTROYED AND THERE WERE NO INJURIES. THE VEHICLE WAS TAKEN TO A MECHANIC SHOP FOR REPAIR. THE DEALER AND MANUFACTURER WERE NOT NOTIFIED. THE FAILURE MILEAGE WAS 8,000.</p> <p><b>OUR CASE WAS TURNED OVER TO FORD'S LEGAL DEPT. ON AUG 28 AND LEGAL HAS NOT CONTACTED US AS OF SEPT 16. WE CANNOT SEEM TO GET ANYONE AT FORD TO TALK TO US NOW.</b></p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY</p>					
<p>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.</p>					

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

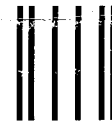
While pulling into the parking space, the vehicle suddenly accelerated, motor was revving and the brakes would not stop the vehicle. I was going very slowly - maybe 5 to 10 mph. There was only a few seconds to react, but the brakes would not stop the vehicle which continued to speed up with motor revving loudly. The front wheels hit the curb but the vehicle continued to speed up and over the curb. It didn't stop until it hit a large concrete post. The revving continued until I turned the ignition off. Had the post not stopped the forward motion, there would have been some serious injuries to others who were walking thru parking lot or driving through.

ATTACH ADDITIONAL SHEETS IF NECESSARY

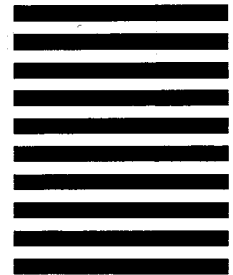
US Department of Transportation  
**National Highway Traffic Safety Administration**

1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382

Official Business  
Penalty for Private Use \$300



**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**



3

**Think your vehicle has a safety defect?**

**If so:**

**Use the enclosed form to file a report.**

**or visit:**

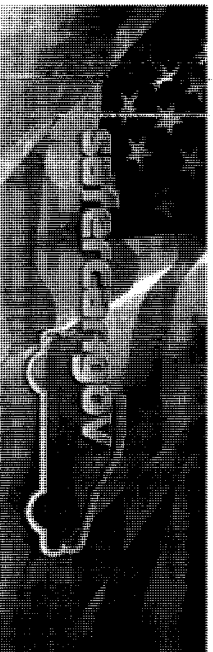
**www.safercar.gov**

**or call:**

**Vehicle Safety Hotline**  
**888-327-4236**

**NHTSA**

Vehicle Owner's Complaint Process (VOCP)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration



Subject: Ford Motor Company  
 From: crcfmc@ford.com (crcfmc@ford.com)  
 To: [REDACTED]  
 Date: Friday, August 3, 2012 11:42 AM

*FORD RESPONSE TO 3RD EMAIL TO*

Hello [REDACTED]

Thank you for writing us back. This is Jane and I am also from Ford's Customer Relationships Center and I read your email regarding your 2012 Ford Flex.

We regret to hear that your recent experience with the Customer Relationship Center (CRC) fell short of your expectations and I understand where your concern lies as to the safety of your family.

As I have checked our records, my colleague Dan escalated your concern to our Customer Care Solutions Team. A Specialist will contact you within two business days.

Please allow the requested time for the follow up to occur so that your issue may be properly addressed.

Thank you for contacting Ford Motor Company.

Sincerely,  
 Jane  
 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 0710822142.

For online support visit us at: [www.customersaskford.com](http://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:1-6C529P]

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

From: [REDACTED]  
 Sent: 8/2/2012 07:19:54 PM  
 To: "crcfmc@ford.com"  
 Subject: Re: Ford Motor Company

*3rd Gmail in response to Ford in 2nd email*

PAGE 2

Thank you for the quick reply. I'm not sure that I like the statement "I know how inconvenient this issue might have been". It was not "inconvenient" but rather terrifying. To be pulling into a parking space at a very low speed, with a foot on the brake, and the car suddenly accelerated and you are braking as hard as you can and it won't stop--that's a very scary thing to have happen. We are just thankful that it happened in a parking lot and there was a post to stop it. Otherwise, someone could have been seriously injured.

We certainly hope that Ford can identify what caused this to happen and that there is a solution. Thank you for escalating this matter. We were told today by the body shop that it will take at least 2 weeks to repair the damage but the Ford dealer has to evaluate the problem with the surging before they can even begin the repairs.

We hope to hear from Ford soon. Thank you

From: "crcfmc@ford.com"  
To: [REDACTED]  
Sent: Thursday, August 2, 2012 5:19 PM  
Subject: Ford Motor Company

RESPONSE FROM FORD  
TO 2ND EMAIL

Hi [REDACTED]

This is Dan, also from Ford's Customer Relationship Center. I received your follow up email regarding the concern on your 2012 Ford Flex. It is my pleasure to be assisting you with this matter.

I am sorry to hear that your vehicle surges at times. I know how inconvenient this issue might have been. I appreciate the time you have taken to write back to us with the previously requested information and bring this to our attention.

I have documented your concern and I have escalated this to our Customer Care Solutions Team. They can review your concerns further and work with your dealership to utilize all available resources to investigate your concern. For the vehicle to be repaired, the dealership would first need to diagnose the vehicle. A Specialist will contact you within two (2) business days.

At this time, I request for your patience.

Thank you for contacting Ford Motor Company.  
Sincerely,  
Dan  
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 8:00 a.m. - 8:00 p.m. Eastern Standard Time (Monday-Friday), 9:00 a.m. - 5:30 p.m. (Saturday). 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 0710822142.

For online support visit us at <http://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:1-6C4LGS]

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

*2nd EMAIL TO FORD*

From: [REDACTED]  
Sent: 8/2/2012 12:44:31 PM  
To: "cfcfmc@ford.com"  
Subject: Re: Ford Motor Company

The Flex has just about 8000 miles (it's at the body shop so I can't give exact mileage). We bought the Flex at Friendship Ford in Bristol TN, but the body shop is taking it to Ramey Ford in Johnson City, TN on Monday to have the issue checked. Ramey Ford is much closer than Friendship.

We would like Ford to acknowledge that there is a problem with the sudden acceleration and give an answer on how the problem can be resolved. Knowing that this sudden surge can happen at any time makes us leary about even driving it when the body repairs are done. The people at the body shop said they had concerns with even driving it to the auto dealership and the dealer is less than 2 miles from the body shop.

We have been loyal Ford owners many, many years. We have owned 3 Ford Minivans and several trucks over the years and when we were ready for a new vehicle, were disappointed that Ford doesn't offer a minivan. Because we are such Ford fans and needed something with more room than a car (we travel with family often), so we chose the Flex rather than even look at other brands for a minivan. We've never had anything like this happen before, and we are hoping that Ford will do the right thing.

My wife and I certainly appreciate the quick response we received and hopefully there will be good news from Ford that the problem is fixable.

Thank You

From: "cfcfmc@ford.com"  
To: [REDACTED]  
Sent: Wednesday, August 1, 2012 7:50 PM  
Subject: Ford Motor Company

*RESPONSE TO FIRST EMAIL*

Hello [REDACTED]

My name is Glaiza and I am from Ford's Customer Relationship Center (CRC). I received your email regarding your 2012 Ford Flex.

*PAFEL*

PAGE 2

I am sorry to hear that your vehicle is accelerating on its own and for the disappointment you might have had as a result of this situation.

I would be glad to review and document this matter for you.

We would like to assist you; however, in order to process your request more information is needed. Please include your original message with the following additional information to allow us to proceed.

Exact name and location of your Dealership:  
Current Odometer Reading:  
How you would want Ford to assist you?

While I understand that this may cause some delay, this information is necessary to assure that your concern is addressed in the most appropriate manner. Your assistance in providing this information would be greatly appreciated.

If you would prefer to provide this information over the phone, you may call us toll free at 1-800-392-3673 Hours of Operation: 8:00 a.m. - 8:00 p.m. EST (Monday-Friday) 9:00 a.m - 5:30 p.m. EST (Saturday). Hearing impaired callers with access to a TDD may contact us by calling 1-800-232-5952.

Thank you for contacting Ford Motor Company.

Sincerely,  
Glaiza  
Customer Relationship Center  
Ford Motor Company

For online support visit us at: <http://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:1-6C474A]

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

From: [REDACTED]  
Sent: 8/1/2012 07:02:11 PM  
To:  
Cc: ;  
Subject: Owner Web Issues

ISI Email

Ford Motor Company  
Main Topic: flmowner  
Owner: Yes

Your Inquiry: We have had a problem on two different occasions with the Flex accelerating on it's own. The first time, just thought it was something odd, but today it happened to my wife when she was

<http://us.mg5.mail.yahoo.com/neo/launch>

9/16/2012

Cont.

1st Email

pulling into a parking space at the grocery store. Applying the brake didn't stop it from rushing forward, jumped the curb and hit a concrete post causing a lot of damage to the front end and hood. We did not find any Ford recalls, but saw several posting on the internet where others had the same thing happen to them. We would very much like to talk with someone from Ford about this problem. Even the body shop we had it towed to was leary about driving it in there process of repairing it.

Owner: Yes

Vehicle Identification Number: 2fmgk5cc9cb [REDACTED]

User Name: [REDACTED]

Owner First Name: [REDACTED]

Owner Last Name: [REDACTED]

Owner Email Address: [REDACTED]

Owner Address1: [REDACTED]

City: Gray

State: tn

ZipPostal: [REDACTED]

Country: United States

Day Time Phone: [REDACTED]

Evening Phone: [REDACTED]

Client Browser : Internet Explorer 9.0

Client OS : Windows NT



**RAMEY FORD LINCOLN**  
 207 Princeton Road  
 JOHNSON CITY, TENNESSEE 37601  
 Telephone Service Direct (423) 283-5910

CUSTOMER NO. <b>55758</b>	ADVISOR WE ID <b>JOY</b>	6722	TAG NO. <b>174</b>	INVOICE DATE <b>08/09/12</b>	INVOICE NO. <b>FOCS148110</b>
	LABOR RATE	LICENSE NUMBER	MILEAGE <b>8,796</b>	COLOR	STOCK NO.
<b>GRAY, TN</b>	YEAR / MAKE / MODEL <b>12 / FORD TRUCK/FLEX/4DR SEL FWD</b>	DELIVERY DATE		DELIVERY MILES	
	VEHICLE ID NO. <b>2 FM GK 5 CC 9 CB</b>	SELLING DEALER NO.		PRODUCTION DATE	
	R.T. NO.	P.O. NO. <b>120567</b>		R.O. DATE <b>08/09/12</b>	
BUSINESS PHONE	COMMENTS				MO: 8797

**DRIVEABILITY**  
 CUSTOMER STATES WAS TURNING INTO A PARKING  
 ACCELERATOR AND VEH ACCELERATED ON ITS OWN  
 DIAG PCM CLEAR TEST RCM FOR THEN PASS  
 FOR BINDING OK

**RECALL**  
 PCM REPROGRAM RECALL 12B36  
 PCM PROGRAM

PLSC	CODE	DESCRIPTION
JOB # 1	SUP	ENVIRONMENTAL FEE

TOTALS

THANK YOU FOR CHOOSING RAMEY FORD LINCOLN MERCURY. IN A FEW WEEKS YOUR COMPANY MAY SEND YOU A SURVEY ASKING YOUR OPINIONS ABOUT YOUR EXPERIENCES WITH US. TAKE A MOMENT TO COMPLETE AND RETURN THE SURVEY. THE REASON YOU ARE INVITED TO ANSWER THE SURVEY IS TO HELP US IMPROVE OUR SERVICE TO YOU. PLEASE CONTACT US WITH YOUR COMMENTS. CONTACT THESE SERVICE MANAGERS WITH YOUR COMMENTS:

TECHS: 6603 126.00  
 PAGE AND FOOT DE  
 A. DOING QUITE A BIT  
 KEK THROTTLE BODY

JOB # 1 TOTAL LABOR & PARTS 126.00

TECHS: 6603 WARRANTY

JOB # 2 TOTAL LABOR & PARTS 0.00

CONTROL NO  
 TOTAL NISC 7.56

TOTAL LABOR	126.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL NISC	7.56
TOTAL TAX	0.00
TOTAL PAY	126.00

**TOTAL INVOICE \$ 146.25**

**DISCLAIMER OF WARRANTIES**  
 Any warranties on the products sold hereby are those made by the manufacturer. The Selling Dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and the Selling Dealer neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service.  
 Buyer shall not be entitled to recover from the Selling Dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit or income, or any other incidental damages.

**IMPORTANT:**  
 Ford may send you a customer satisfaction survey to inquire about this service. If for any reason you cannot score a "Perfect 10" please contact your service advisor immediately! Your satisfaction is our future! Thank you.

SALES 114, APPROX 100,000, 100% BY BUSINESS

CUSTOMER SIGNATURE

CUSTOMER COPY

REPRODUCTION OF INVOICE

# TRI-CITY COLLISION CENTER INC.

# Final Invoice

2706 North Roan Street  
 Johnson City TN 37601  
 Tel : 423-282-4808 Fax : 423-282-8110  
 62-1554130

Date :21-AUG-2012  
 R.O. # 120567

*Called 8/21 3:45*

Owner	Vehicle	Insurance
[REDACTED]	Make : 12 Ford	STATE FARM INSURANCE COMPANIES
[REDACTED]	Model : FLEX 4X2 SEL	
Gray, TN	License : [REDACTED]	
[REDACTED]	Color : White	
Phone 1 : [REDACTED]	VIN No. : 2FMGK5CC9CB [REDACTED]	Contact :
Phone 2 : [REDACTED]	Mileage : 8796	Phone :
Policy # :		Claim # : [REDACTED]
Email :	Est/Adj : Gregory	Open : 21-AUG-12

Labor			
Type	Operation	Description	Labor Refin. Prep.
		RADIATOR SUPPORT	.0
Body	Remove/Replace	Radiator support	2.7
Mechanical		Evacuate & recharge	1.4
Mechanical		Refrigerant recovery	.4
		FRONT BUMPER	.0
Body	Remove/Replace	Bumper cover w/o auto park	2.3 3.4 0.0
Refinish		Add for Three Stage	.0 2.4 0.0
Body	Remove/Replace	Impact bar (HSS)	.8 1.0 0.0
Refinish		Add for Three Stage	.0 .4 0.0
		FRONT LAMPS	.0
Body		Aim headlamps	.5
		WINDSHIELD	.0
Body	Remove/Replace	Washer reservoir	.7
		HOOD	.0
Body	Remove/Replace	Hood from 7/28/11	1.4 3.0 0.0
Refinish		Add for Three Stage	.0 2.1 0.0
		COOLING	.0
Mechanical	Remove/Replace	A/M Radiator	2.6
Mechanical		Deduct for Overlap	-.9
		AIR CONDITIONER & HEATER	.0
Mechanical	Remove/Replace	A/M Condenser	.7
Mechanical		Deduct for Overlap	-.2
		INFORMATION LABELS	.0
Body	Remove/Replace	Emission Label	.1
Body		AC Label	.1
		FENDER	.0
Body	Repair	LT Fender	2.5 2.0 0.0
Refinish		Overlap Major Adj. Panel	.0 -.4 0.0
Refinish		Add for Three Stage	.0 .6 0.0
Refinish	Blend	RT Fender	.0 1.4 0.0
Body	Remove/Install	LT Fender liner	.4
Body	Remove/Install	LT R&I fender assy	1.7
Body	Remove/Install	RT R&I fender assy	1.7
Body	Remove/Install	RT Fender liner	.4
Body	Repair	RT Inner rail (UHS)	1.0
Body	Repair	LT Inner rail (UHS)	2.0
Frame		Setup & measure	2.0
Frame		Pull rails	1.0
Body	Remove/Replace	Cover car	.2
Body		CUSTOMER STATES THROTTLE GOT STUCK	.0
Body		SEND TO RAMEY FORD FOR INSPECTION	.0
Body		*****	.0

Type	Operation	Description	Labor	Refin.	Prep.
Body		*****Final Bil*****	.0		
Body		08/21/2012	.0		

<b>Parts</b>					
Type	Description	Qty	Each	Total \$	
New	Radiator support	1	344.38	344.38	
New	Bumper cover w/o auto park	1	345.62	345.62	
New	Impact bar (HSS)	1	201.68	201.68	
New	Reinf panel w/o Titanium pkg.	1	296.17	296.17	
New	Upper grille w/o Titanium pkg.	1	86.75	86.75	
New	Center grille w/o Titanium pkg.	1	90.17	90.17	
New	Lower grille w/o Titanium pkg.	1	96.53	96.53	
New	LT Headlamp assy	1	454.18	454.18	
New	RT Headlamp assy	1	454.55	454.55	
New	Washer reservoir	1	53.33	53.33	
New	Hood from 7/28/11	1	557.15	557.15	
New	A/M Radiator	1	256	256.00	
Aftmkt	A/M Condenser	1	198	198.00	
Aftmkt	Emission Label	1	17	17.00	
New	AC Label	1	5.50	5.50	
Other	Hazardous waste removal	1	5	5.00	
Sublet	Cover car	1	5	5.00	
Other	Corrosion protection primer	1	10	10.00	
Other	Flex additive p/panel	1	10	10.00	

**TOTALS**

Type	Hours	Per hour	Taxable	NonTax	Total \$
<b>Labor Total</b>	<b>41.4</b>		<b>1746.00</b>	<b>.00</b>	<b>1746.00</b>
Body	18.5	40	740.00	0.00	740.00
Refinish	15.9	40	636.00	0.00	636.00
Frame	3.0	50	150.00	0.00	150.00
Mechanical	4.0	55	220.00	0.00	220.00
<b>Parts Total</b>			<b>3487.01</b>	<b>.00</b>	<b>3487.01</b>
New			2997.51	0.00	2997.51
Aftmkt			454.00	0.00	454.00
Other			30.50	0.00	30.50
Sublet			5.00	0.00	5.00
Paint supplies			270.00	0.00	270.00
3 Stage Paint			165.00	0.00	165.00
Blend			42.00	0.00	42.00
<b>Material Total</b>			<b>477.00</b>	<b>0.00</b>	<b>477.00</b>
<b>Towing</b>			<b>40.00</b>	<b>0.00</b>	<b>40.00</b>
<i>Unrelated prior damage</i>					160.14
<i>Deductible</i>					250
<i>Previous Net</i>					6296.26
<b>Total Amount</b>					<b>5750.01</b>
<b>Tax Total (rate 9.50 %)</b>					<b>546.25</b>
<b>Net Total</b>					<b>6296.26</b>
<i>Customer Due</i>					250
<i>Insurance Due</i>					6046.26

*paid* *check 7765* 160.14  
250

I authorize the above repairs to be completed with the understanding that the estimate does not cover additional parts/labor for broken/damaged parts discovered during repairs. I agree to pay amount in full, and until paid in full, it shall constitute a lien on this vehicle or items: further agree you will not be responsible for loss or damage to vehicle or items left in vehicle in case of fire, theft

Crash Report

Johnson City Police Department

Report # WC1201968

Crash Date/Time: 08/01/2012 9:22AM

Location: Sr 036//N Roan St, 1100.00 Feet North of Carrol Creek Rd

Notified: 08/01/2012 9:39 AM
Arrived: 08/01/2012 9:49 AM

Totals: 1 Vehicles, 1 Person(s) Involved, 0 Killed, 0 Injured
Type: Property damage (over \$400)

Investigation Complete: Yes

Hit and Run: No hit and run
Involved School Bus: No
Police Pursuit: No
City/County: Johnson City, TN (Carter) Washington

Collision with fixed object: Other post/pole/supports
Manner of Collision: Not collision w/motor vehicle
Relation To Junction: Non-junction
Type of Intersection: Not at intersection
Relation To Roadway: Parking lot/private property
Hwy Constr./Maint. Zone: None
Construction Type: None
Workers Present: No
Construction Location: None
Light Conditions: Daylight
Weather Conditions: No adverse conditions

Area: Urban
District: Zone 6
Add. Designation: Business
Trafficway/Land: Parking lot
Latitude/Longitude:
Rail Crossing ID:
Photos Taken By:
Supervising Officer: Sam Reed
Report Approved: 08/01/2012 12:22 PM

Table with 5 columns: Reporting Officer, Officer Type, Rank, Badge #, Car #. Row 1: Bowers, K, Reporting, Officer, 617, 353

Vehicle #1 '12 Ford Flex Color: White Total Occupancy: 1 (Including Driver)

Hit & Run Vehicle: No
Presence: Driver Operated Contact Vehicle
Going On: 8-036//N Roan St Parking Lot
Speed Limit: 15 MPH
License Tag: TN (expires 02/13)
VIN: 2FMGK5CC9CB
Damage Extent: Functional Damage
Damage Amount: 400+
Damaged Areas: Front end

Collision with fixed object: Other post/pole/supports
Alignment: Straight
Profile: Level
Vehicle Defects: Brake system
Vehicle Defects: Powertrain
Driver/Vehicle Maneuver: Parking
Trafficway Hazards: No apparent hazards
Traffic Control Device: No control
Control Device Functioning: Not applicable
Hit and Run Type: No hit and run
Vehicle Operation Type: In Transport within trafficway
Underriding/Overriding: No underride or override
Bus Usage: Not Applicable
Insurance Type: Owner
Ownership Type: Personally owned
Roadway Route Signing: Other
Traffic Flow: Not physically divided
Number of Travel Lanes: Two lanes
Access Control: No control
Roadway Surface Type: Asphalt
Roadway Surface Conditions: Dry

Rollover: No
Fire: No
First Impact: Front end
Towed/Driven: Driven away TOWED
Towed To: Tri City Collision
Special Use: No special use
Emergency Use: No
Trailer: No trailer
Insurance Co.: State Farm
Policy #:
Seq. of Events: 1. Collision: Curb
2. Collision: Other post/pole/supports

Driver (vehicle #1)

Name:
Address: Gray, TN
Sex: Female
Race: Caucasian
DOB:
Age: 64
Phone #:
Cell #:
Work #:

Driver's License:  
DL Class: D  
Seating Position: Front seat - left side  
Safety Equipment: Shoulder and lap belt used  
Air Bag: Available, not deployed  
Injury: No injury  
Ejected: Not ejected  
Ejection Path: Not ejected/not applicable  
Trapped: Not trapped  
Transported By: Not transported  
Transported To:

Driver Actions: No contributing actions  
Driver Distractions: None  
Driver Condition: Appeared normal  
Alcohol usage determined by: Observed  
Alcohol Test: None given  
Drug Test: None given  
Alcohol Usage: No usage  
Drug Usage: No usage  
Drug usage determined by: Observed  
Ethnic: White  
Drivers License Endorsements: None  
Complied with Endorsements: Yes  
Drivers License Restrictions: None  
Complied with Restrictions: Yes

Written Statement:

Owner (vehicle #1)

Driver is vehicle owner.

Passengers (vehicle #1)

No passengers.