 <p><b>DOT Auto Safety Hotline</b>  <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>		FOR AGENCY USE ONLY 100148	
<p>U.S. Department of Transportation          National Highway Traffic Safety Administration</p>		Date Received 03-JUL-2014 <b>NOV 20 2014</b>	Repository <input type="checkbox"/> Reference No. 10608104
<b>OWNER INFORMATION (Type or Print)</b>			
Name		Daytime Telephone Number	E-mail Address
Address			NOEMAIL@UNK.GOV
City	State	Zip Code	Evening Telephone Number
LUBBOCK	TX		<b>SAME</b>
<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>			
17 Digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make	Model
1LNHM82V96Y		LINCOLN	TOWN CAR
Model Year		Engine:	Fuel Type:
2006		No: Cylinders	MID GRADE
Date Purchased	Dealer's Name and Telephone Number		
12/1/13	GENE MESSER		
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code
	LUBBOCK TEX	TX	79407
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:
AUTO	<input checked="" type="checkbox"/> Cruise Control	V8	YES
		Incident Date(s)	
		05-APR-2014	
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>			
Vehicle Component Codes: 180000 VEHICLE SPEED CONTROL, ENGINE (PWS)		Failure Mileage	Failure Speed
		65000	MOSTLY 35-60
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>			
Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM19ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:	
Tire Component Code	Tire Failure Type:		
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>			
Make:	Date Manufactured:	Model No./Name:	
Seat Type:	Installation System:		
Child Seat Component Code:	Failed Part:		
<b>APPLICABLE INCIDENT INFORMATION</b> (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)			
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths
		0	0
		Reported to Police	
		N	
<p><b>Narrative Description of Incident(s), Crash(es), and Injury(ies).</b>          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 2006 LINCOLN TOWN CAR. THE CONTACT STATED WHILE DRIVING THE VEHICLE WOULD ACCELERATE WITHOUT WARNING. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THE TECHNICIAN WAS UNABLE TO DETERMINE THE CAUSE OF FAILURE. THE VEHICLE WAS NOT REPAIRED AND THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE VIN WAS NOT AVAILABLE. THE FAILURE MILEAGE WAS 65,000. THE CURRENT MILEAGE WAS 75,000.</p>			
<p><b>Took Back To GENE MESSER TOYOTA. INVOICE ATTACHED - NOTHING DONE</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)

ON THREE OCCASSIONS, WHETHER CAR WAS IN CRUISE OR NOT, IT WOULD SURGE FORWARD AND WE WOULD BE UNABLE TO STOP UNLESS KEY WAS TURNED OFF. TWICE IN TRAFFIC, IN TOWN, AND ONCE USING CRUISE + PASSING VEHICLE DOING ABOUT 75 MPH AFTER PASSING VEHICLE KEPT SURGING FORWARD. HAD TO TURN KEY OFF AND PULL TO SIDE OF ROAD. I HAVE NO DATES. DEALER CAN'T FIND ANY PROBLEM. BUT THEY TOLD ME NEXT TIME IT HAPPENS, NOT TO TURN KEY OFF AND BRING IN. ~~ADD~~ 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

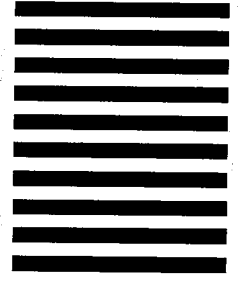


NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

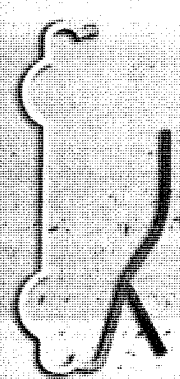
**BUSINESS REPLY MAIL**  
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

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](http://www.safercar.gov)

or call:  
Vehicle Safety Hotline  
888-327-4236

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



\*INVOICE\*

Invoice #:

DUPLICATE 1

Tag #:

This shows NOT TESTED AT ALL!

Gene Messer

TOYOTA/SCION

6102 W. 19th Street - Lubbock, Texas 79407 (806) 748-4801

FOR SERVICE APPOINTMENT CALL (806) 748-4820

LUBBOCK, TX

Home: Bus:

Customer #: 502052

Cell: Email:

Service Advisor: 11245 R. PAUL PRICE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
WHITE	06	LINCOLN TOWN CAR	1LNHM82V96Y		87400	87400
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT
01JAN06			18:00 28OCT14			CASH
				INV. DATE	R.O. OPENED	
				03NOV14	11:57 28OCT14	17:09 03NOV14

OPTIONS: SOLD STR:6Y638123 DLR:42264

How did we do?



REVIEW US ONLINE BY SCANNING THIS CODE



LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES DRIVER FRONT WINDOW WHEN ROLLED ALL THE WAY DOWN WILL NOT ROLL BACK UP  
60 INTERIOR TRIM 10224 CEPT  
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00  
87400 Upon inspection, did not find any problems with power window functions, no problems found with power window.  
*YOU HAVE TO WIPER THE BUTTON! NOT FIXED*

B CUSROMER STATES WHEN DRIVING 30 TO 55 MPH VEHICLE WILL ACCELERATE ON ITS OWN LIKE THE CRUISE CONTROL SETS AND CAN NOT GET IT TO STOP UNTIL THEY FORCE STOP IT AND TURN THE KEY OF  
10 DRIVEABILITY 10224 CT  
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00  
87400 Test drove vehicle, all cruise control functions were operating properly, no problems found at this point in time.

C PERFORM WORLD CLASS 27 POINT INSPECTION VEHICLE  
CAUSE: PERFORM WORLD CLASS 27 POINT INSPECTION OF VEHICLE  
MPI PERFORM WORLD CLASS 27 POINT INSPECTION VEHICLE 10224 CT  
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

COMPANY NAME FIDELITY  
COMPANY PHONE TBD  
POLICY NUMBER 48  
EFFECTIVE DATE 17 OCT 2013  
DEDUCTIBLE 100.00  
MILEAGE LIMIT  
BEGIN MILES 70299  
END MILES 48000

MILAGE CHECKED I WAS 87415

Vehicle WASN'T DOWN ENOUGH TO CHECK OUT!

Limited warranty on repairs 12 Months or 12,000 miles, whichever comes first.  
FOR A PERIOD OF 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST, AT OUR DISCRETION WE WILL REPAIR OR REPLACE ANY PARTS WHICH WE DETERMINE ARE DEFECTIVE, AT NO COST TO OUR CUSTOMER, IN LIEU OF OR IN ADDITION TO THE FOREGOING, WE WILL REPERFORM ANY LABOR, WHICH WE DETERMINE WAS PERFORMED INCORRECTLY, AT NO COST TO OUR CUSTOMER. ALL REPAIRS MUST BE PERFORMED IN OUR SERVICE DEPARTMENT. THIS LIMITED WARRANTY DOES NOT COVER DAMAGE DUE TO ACCIDENTS, MISUSE, ALTERATIONS, MODIFICATIONS, DAMAGE CAUSED BY THE ENVIRONMENT, OR DAMAGE CAUSED BY IMPROPER MAINTENANCE. THIS LIMITED WARRANTY DOES NOT COVER INCIDENTAL OR CONSEQUENTIAL DAMAGES. EXAMPLES OF WHICH INCLUDE BUT ARE NOT LIMITED TO THE FOLLOWING: LOSS OF USE OF THE VEHICLE, LOSS OF TIME, INCONVENIENCE, EXPENSE FOR CAR RENTAL, GASOLINE, TELEPHONE, TRAVEL, LODGING, LOSS OR DAMAGE TO PERSONAL PROPERTY, COMMERCIAL LOSS, AND LOSS OF REVENUE OR PROFITS. THERE ARE NO OTHER WARRANTIES EXPRESS OR IMPLIED, OTHER THAN THOSE WARRANTIES INCLUDED IN THE MANUFACTURERS WARRANTY.

STATEMENT OF DISCLAIMER: The factory warranty constitutes all of the warranties with respect to the sale of the 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 it any liability in connection with the sale of this item.

Notice Pursuant to 570.001, Texas Property Code  
I am the person or agent acting on behalf of the person, who is obligated to pay for repair of the motor vehicle subject to the repair contract. I understand that this vehicle is subject to the payment for repair on the vehicle is stopped, dishonored because of insufficient funds, no funds, or because the drawer or maker of the order has no account or the account on which it is drawn has been closed.

(Date) Signature of Person Responsible or Agent for Person Responsible

Gene Messer Toyota-Scion and any other owner or servicer of this account may use any contact information you give us, including but not limited to, email addresses, cell phone numbers, and landline numbers, to contact you, including but not limited to, using automated dialing equipment, automated messages and prerecorded messages for informational purposes related to this account, including servicing. In addition, by signing below, you agree that Gene Messer Toyota-Scion and any other owner or servicer of this account may deliver or cause to be delivered advertisements and/or telemarketing calls and text messages using an automatic telephone dialing system or a prerecorded or artificial voice message to the phone number that is attached to your account. You also understand that you are not required to provide this authorization as a condition of obtaining credit or any other product or service.

CUSTOMER SIGNATURE X

In addition to the charges for parts, labor, tax, etc. Gene Messer Toyota-Scion also charges a "shop charge" as part of the repair bill. This "shop charge" is to help defray the costs of certain materials that cannot be accurately itemized, but which are generally used in the repair and service of vehicles. These items include, but are not limited to, rags, nuts, bolts, screws, and cleaner, small amounts of lubricant, etc. This charge is calculated as a percentage of the total labor charge.

LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

Page 1 of 2

THANK YOU



\*INVOICE\*  
DUPLICATE 1

Invoice #: [REDACTED]  
Tag #: [REDACTED]

# Gene Messer

TOYOTA-SCION

6102 W. 19th Street - Lubbock, Texas 79407  
(806) 748-4801

FOR SERVICE APPOINTMENT CALL (806) 748-4820

LUBBOCK, TX  
Home: [REDACTED] Bus: [REDACTED]  
Cell: [REDACTED] Email: [REDACTED]

Customer: [REDACTED]

Service Advisor: **11245 R. PAUL PRICE**

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
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INV. DATE	NO. OPENED	READY				
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OPTIONS: SOLD STK. 6Y638123 DLR-42264

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
COMPONENTS							

## How did we do?



REVIEW US ONLINE BY  
SCANNING THIS CODE



*These people Cannot Be Trusted  
DRIVER SIDE WINDOW DOESN'T  
WORK WHEN ROLLED ALL THE WAY  
DOWN! I HAVE 48,000 MILE  
COVERAGE WITH \$100.00 DEDUCTIBLE*

Limited warranty on repairs 12 Months or 12,000 miles, whichever comes first.

FOR A PERIOD OF 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST, AT OUR DISCRETION WE WILL REPAIR OR REPLACE ANY PARTS WHICH WE DETERMINE ARE DEFECTIVE, AT NO COST TO OUR CUSTOMER. IN LIEU OF OR IN ADDITION TO THE FOREGOING, WE WILL REPERFORM ANY LABOR, WHICH WE DETERMINE WAS PERFORMED INCORRECTLY, AT NO COST TO OUR CUSTOMER. ALL REPAIRS MUST BE PERFORMED IN OUR SERVICE DEPARTMENT. THIS LIMITED WARRANTY DOES NOT COVER DAMAGE DUE TO ACCIDENTS, MISUSE, ALTERATIONS, MODIFICATIONS, DAMAGE CAUSED BY THE ENVIRONMENT, OR DAMAGE CAUSED BY IMPROPER MAINTENANCE. THIS LIMITED WARRANTY DOES NOT COVER INCIDENTAL OR CONSEQUENTIAL DAMAGES. EXAMPLES OF WHICH INCLUDE BUT ARE NOT LIMITED TO THE FOLLOWING: LOSS OF USE OF THE VEHICLE, LOSS OF TIME, INCONVENIENCE, EXPENSE FOR CAR RENTAL, GASOLINE, TELEPHONE, TRAVEL, LODGING, LOSS OR DAMAGE TO PERSONAL PROPERTY, COMMERCIAL LOSS, AND LOSS OF REVENUE OR PROFITS. THERE ARE NO OTHER WARRANTIES EXPRESS OR IMPLIED, OTHER THAN THOSE WARRANTIES INCLUDED IN THE MANUFACTURERS WARRANTY.

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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 for its any liability in connection with the sale of this item.

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I am the person or agent acting on behalf of the person, who is obligated to pay for repair of the motor vehicle subject to the repair contract. I understand that this vehicle is subject to repossession in accordance with 59.009, Texas Business and Commerce Code. If a written order for payment for repair on the vehicle is stopped, dishonored because of insufficient funds, no funds, or because the drawer or maker of the order has no account or the account on which it is drawn has been closed.

(Date) Signature of Person Responsible or Agent for Person Responsible

CUSTOMER SIGNATURE

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PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY