

CL-11029821-1881  
AUG 21 2017



Sacramento, CA [Redacted]  
Cell Phone: ([Redacted]) [Redacted]

**COMPLAINT**

Re: Ford Crown Vic Police Interceptor  
VIN: 2FAFP71W84X [Redacted]  
Lic No.: [Redacted] Tag1838

NATIONAL TAXI CO., a corporation  
Lien Holder on the Crown Vic above

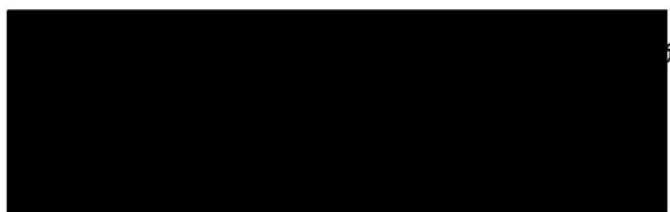
NATIONAL TAXI AUTO CARE  
License No. 243967

Mr. Hana  
Owner of National Taxi Co. &  
National Taxi Auto Care

Since my purchase of the above-referenced Ford automobile, I have experienced a galaxy of problems with the vehicle. I bought it, intending it to be my Last Car, as I am now [Redacted] years old, disabled, and poor. I did not intend, however, that it should be the cause of my death, which it has come close to being. Reducing the problems to what I hope is a reasonable and readable summary was a long, hard process, given the impairment the car's noxious fumes have caused me (and my Service Dog as well) along with my original disabilities.

My/our suffering has been physical, mental and emotional. My symptoms are caused by the problems with the car, with the seller, Mr. Hana of National Taxi Co., and because of the loss of my credit and overwhelming costs of the nearly daily fix-and-repair of major problems with the car. Were it not for my friends, I would have starved to death. I lost my appetite and would not eat for days.

Worse yet is Mr. Hana's incredible temper and lack of civility, to the extent that I am unable to deal with him face-to-face ever again. The only way I will speak with him, or to him, is in a court of law, with a robed judge on the bench and an armed Sheriff's Deputy looking on.



COMPLAINT  
Cover Letter

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I attempted to find help within the legal community, including anywhere in the State of California, as well as experts on carbon monoxide poisoning in other states. No one was willing to help me, even the so-called "community" legal services of one of the local law schools.

The organs of the State of California: Bureau of Automotive Repair (BAR) refused to have me file a complaint with them, although Mr. Hana was, and his corporation, National Taxi Auto Care, now is, the sole licensee of the Bureau for his businesses located at 2808 X Street, Sacramento, CA 95817. Prior to the update enclosed, Mr. Hana himself was the sole licensee under BAR. (A copy of the registration of NATIONAL TAXI AUTO CARE, license No. 243967, is enclosed.)

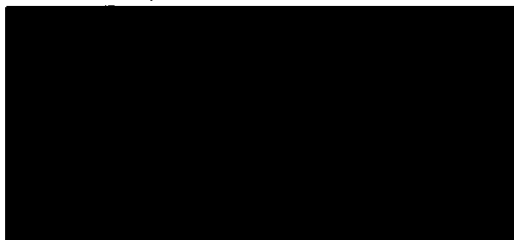
One of BAR's officials told me to file a complaint with The Department of Motor Vehicles (DMV), which I did. DMV responded that it was not their problem, either. I called the gentleman who wrote the letter, and, although he was polite and apologetic, he said it was not DMV's problem.

I have been struggling for months to find a way to obtain assistance with problems 'way beyond my means to fix, and which were not disclosed to me prior to the sale.

I discovered your Department while I was studying the California DMV Driver Handbook before updating my driver's license. I was very fortunate to have my call answered by your very competent and patient employee, Missy, who listened to some of my problems with this vehicle, and who gave me the address to which I should send the within Complaint.

Two very kind gentlemen who are real friends of mine have stood by me through some of the problems, including removing the old, ruined water pump and replacing it, which caused both of them physical and mental stress for days afterward. It was a dreadful ordeal that had to be completed under conditions of a long-lasting heat wave here in Sacramento. It took three-plus hours for them to remove the old water pump. It had been in the engine block for so long it was stuck to the housing, metal-to-metal. They got the job done, and I have paid both of them for what I considered more than friendship. Their Receipts are also enclosed.

Just this very morning, I was talking with the gentleman who owns the gas station where I have bought gas for upwards of 30 years. Until today, I did not know he had also experienced Mr. Hana up close and personal. My friend asked me how things were going with the car, and I told him. After that, he related a story to me about having had work done on his vehicle by Mr. Hana's employee. It was a costly job; something upwards of \$400.00. My friend did not get a receipt for payment for the work done, so he asked Mr. Hana to give him a receipt. Mr. Hana refused to give the man a receipt for the amount he paid for the work. Apparently, there were hot words, but my friend never did get a receipt from Mr. Hana for that work. I was shocked to learn about this, as my friend is a very decent person.



COMPLAINT  
Cover Letter

I also have reason to believe there may have been tampering with the odometer, as it read exactly 250,000 when I went out to drive it away from Mr. Hana's business that evening, and before I drove it an inch. Those four zeroes in a row caused me to suspect tampering.

Because of the exhaust problems I have experienced, and continue to experience every time I start the vehicle, everyone who has listened to me about my sickness and my poor dog's sickness has said they don't understand how it would have been possible for this very vehicle to have "passed smog" the way it throws out fumes. I certainly don't understand it myself. I believe something strange went on in that regard, and it has caused me substantial suffering.

I am endangered every time I have to open that hood and reconnect the battery in order to move the car or even roll up a window or roll down a window. (The right front passenger window ceased to be operational approximately two (2) months ago. It is permanently in a down position.) I am extremely vulnerable while doing this. I watch what is around me before I ever do this operation. Any possessions I have in the car when I leave it alone are in jeopardy of being stolen. Items have been stolen from it when I had to leave it without guard, out of necessity.

The repositioning of the battery cable must be done every time I drive or stop driving. I have long-standing disabilities as a result of car wrecks. It is physically very stressful on my body, exacerbating the existing problems, as that hood is extremely heavy. It was not meant to be handled as I must handle it.

**I believe that this vehicle is dangerous**, not only to me and my Service Dog, but to every car, person or other vehicle I pass on the road or highway. I never know what may go wrong with it at any given time or place, although I am as alert and aware of its problems as I can be.

THEREFORE, I am petitioning your Department to look at my "List of Problems with the Crown Vic" enclosed herewith, to see if you would be willing to make a physical inspection of this vehicle as it now is, and advise me as to what I should do about and with it.

Thank you for your kind attention to this Complaint and my Petition.

You may contact me by U.S. Mail at the above mailing address, or by cell phone. Please know that I am hard of hearing and may not hear the phone. Please leave a clear voice mail message, or a text message, in the event that I don't answer.



COMPLAINT  
Cover Letter

## COMPLAINT

Re: 2004 Ford Crown Vic Police Interceptor

VIN: 2FAFP71W84X [REDACTED]

Lic No.: [REDACTED] Tag1838

4.6 Liter SOHC

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Registered Owner: [REDACTED]  
[REDACTED]

Sacramento, CA [REDACTED]

Telephone: [REDACTED]

Purchase Date: 14 December 2016

Seller: National Taxi Co. by (Mr.) Hana

Lien Holder: National Taxi Co.

2808 X Street

Sacramento, CA 95817

## PROBLEMS WITH THE Crown Vic

VIN: 2FAFP71W84X [REDACTED]  
Lic No.: [REDACTED] ag1838

1. **Tires:** bald when sold; visible, but I didn't know it was illegal to sell a car with bald tires in California. Had to be replaced immediately after the "sale." One went flat with the car just sitting, parked, and not being driven.

**Spare tire:** seller threw in what he alleged was a "spare tire" just as I was to leave with the car. The tire he threw into the trunk was a 15" tire. This vehicle, identified above, has 17" tires, and the spare would not work to replace the one that went flat while sitting. All of the tires had to be replaced within just a few days.

One of the tire rims provided with the car was so badly damaged that the technician at the tire store had to hammer, and hammer, and hammer, to get the wheel to hold air.

2. **Exhaust Fumes:** Exhaust problems undisclosed at purchase. I began to experience serious problems immediately after I started the car up to leave the seller's property the night of the purchase (14 December 2016); continue to date, unabated. *Cause classic carbon monoxide poisoning fumes;* to both me and my young Service Dog.

All winter, and, now, all summer, I must open all the windows whenever the engine is running. I must try to avoid traffic situations that require long periods of car stopped, engine idling, fumes entering passenger compartment. Cannot use heater, defroster in winter; air conditioning in summer, as any use of them draws or forces more fumes into the passenger compartment.

3. **Battery:** Bad at purchase, undisclosed until after "sale". The battery had to be jump-started at seller's property. A new battery had to be bought and installed immediately.

4. **Recall in effect:** This particular vehicle was under recall from Ford Motor Company for a problem with an electronic module that affected the lighting system. The recall was discovered by me, the buyer, while trying to find information on the vehicle from the Internet, after the sale, wherein absolutely nothing was disclosed by Mr. Hana, owner of the seller, National Taxi Co. and Lien Holder, about problems the car could or did have.

5. **Recall Work:** The recall work was done by Downtown Ford, an old, established Ford Dealership. The Service Supervisor, David Hall, was my contact. He was keenly aware of the work being done on this vehicle. He came to me after the work was completed (they had even washed the car!) and told me, [REDACTED] you have no lights on that car!" (emphasis his) I queried: "No lights at all?" Mr. Hall responded: "NO LIGHTS AT ALL!" A copy of the report of the work done is included herein.

I had no clue what to do about that problem, because I had already stretched my budget to try to do fix-and-repairs as the problems arose. I was [REDACTED] years old, disabled, and living on just my Social Security, as I had done for many years. My cash was gone and my credit was quickly being depleted by the problems with this car, and it was just a few weeks after I bought the car.

6. **Electrical wiring:** I noticed that the electrical wiring was worn and corroded or exposed in places, and the insulation was worn and/or missing. The battery cables looked like someone's idea of a joke.

Now, the headlights will work, except that I have to hold the turn signal lever toward the steering wheel as I drive, which, of course, severely limits nighttime driving. In fact, I don't drive at night at all unless absolutely necessary.

In fact, driving is absolutely limited to the bare necessity of getting food and ice, making appointments, and getting gas.

7. **Battery Cables:** must be replaced due to deterioration, but I cannot afford it except as an emergency necessity.

Since early winter, I have had to disconnect the negative battery cable when I am through driving, so as to avoid draining the battery. When I desire to drive elsewhere, I must reconnect the negative battery cable in order to drive.

Many times, the cables lose connection with the battery and the alternator and starter, causing me to have to lift the heavy hood again (and sometimes several times because the connections are so bad) in order to start the car.

8. **Transmission:** Shifting was difficult at the beginning, but was possible. Now, the shifter is difficult and causes a struggle to get from any of the gears into "Park", and out of "Park" when I need to proceed.

9. **Brakes:** Seemed strong and reliable at first, but now have begun to feel "squishy" and a red light comes on and goes off without cause or reason, as far as I can tell. I have no money and no credit left to deal with that except as an emergency.

10. **Right Front Passenger Window:** In early April, the window failed to respond when I tried to close it after having to keep it open while driving. It never has resumed operation, and I cannot afford to have that problem looked at.

11. **No Light at Night on the Dashboard/Speedometer:** I have to carry a small flashlight to shine on the dashboard to see what my speed is. Meanwhile, a small overhead light comes on and goes off without warning or necessity, and there is no switch to turn it off.

12. **Water pump:** In June 2017, just after the first of the strong heat waves hit Sacramento, the noise the car had been making since I got it became incredibly loud, so that people were staring at the car unusually. One of my friends insisted that he look under the hood. When he did, he said, "Your water pump is making that bad noise!" He asked me if I had heard it, and I admitted that I had not, until very lately, but I did not know what it was. I am hard-of-hearing, and it could have been making that noise all along, but I was unable to hear it. I would not have known what it was anyway.

Two of my friends agreed the water pump had to be replaced. They agreed to help me and to do the work, so that I could just buy the water pump and then pay them in payments later. (Their Receipts of Payment are attached.)

I bought the water pump, and the weekend after Independence Day, they went to work on replacing it. We all agreed that it would take about an hour, plus-or-minus, and that seemed reasonable. More than three hours later, one of the men took a large hammer in hand, swung back, and then hit the recalcitrant water pump so that it flew out of the block. They had pounded and pried on it until chips out of the outside metal were breaking off, but the pump itself seemed to have been "welded" into the block. Once the old pump had been removed, installing the new one was done quickly; coolant was added, and the car was drivable once more.

If they had not been able to get the old pump out, the car would have been down for the count, and could not have been driven, ever, without a new pump being installed.

The removal of that pump was severely straining on two old guys, both over 60 years, and neither of them in good health. But they knew I could not get by without the car, so they did what they had to do: they fought the vehicle to remove the pump. One of them remains in bad health as a result of the effort, but they don't blame me. We all believe the pump had never been replaced when it should have been, when it was in Mr. Hana's possession.

I took photographs, picked up the old pump and pieces of the old pump, and gathered them together in the box the new one came in. I still have them.

13. **Turn Signals:** The turn signals worked for a time, but sometimes work and sometimes do not work, with no warning, and no reason (other than decrepit electrical system).

14. **Tail lights & brake lights:** There sometimes are no lights on the rear of the car, including brake lights, but I use hand signals anyway, just to be safe as I can be.

15. **The Odometer:** The night I took possession of the car, I looked, first thing, at the odometer. I do that with all of the vehicles I have ever owned, "just because." I had a queasy feeling when I saw that it read "250,000." I thought, "How weird! What a coincidence!"

Now, I have to say, I doubt it was a real "coincidence." I believe the odometer had been tampered with, inexpertly, and the evidence was those four "0's". I have only caught four zeroes in a row when I *knew* my odometer was going to turn over and I wanted to watch it! The odds of it happening naturally? Astronomical, I think.

16. After leaving Hana's office with the key, I went to where the car was parked. It was nearly dark. I put my Service Dog in the back seat and thought I was going to drive off. The battery was dead. Hana had to give it a jump start. That's when he threw in the 15"-inch "spare tire".

We left. Then began a torture I would never have considered possible: As soon as I fired up the engine, turned on the heater full-blast, and started driving, I began to be dizzy and light-headed. The longer I drove, the worse I got. I was only going about two (2) miles. However, before I got to my destination, I was afraid I would get pulled over for a DUI. I was really very "woozy" and began to feel sick.

Little did I know, it would not be the last time. I didn't have a clue why I felt sick and dizzy every time I drove, and began to fear I had a "haunted" car. Then my young Service Dog began throwing up at night. I didn't have any way to put together the dog's sickness, my crazy feeling of "being drunk," (when I have not had anything at all to drink for at least 30 years and probably more), and the fumes from the car. I could actually taste the fumes as they blew into my face.

I was really sick physically, and was unable to do necessary things, such as get the paperwork to the Department of Motor Vehicles (DMV). The fumes had the effect of impairing my mind and my judgment.

17. The paperwork ultimately got stolen out of the car, off the dashboard, when I had my back turned for a few minutes. After searching everywhere two or

three times, I realized I had to ask Hana for replacement documents, just so I could register the car in my name.

18. When I finally knew, without a doubt, the papers had indeed been stolen, I went to Hana's office and told him what I believed had happened, and would he please fill out the replacement paperwork so I could get the car registered.

Hana literally blew up. His face turned red, he exploded in a lot of verbiage that I was unable to untangle, and threatened me: "When are you going to get that thing registered?" he exploded.

I told him I was on my way when the papers were stolen and that I would go right on over to DMV and get it done that day. He shouted at me, "You'd better! This is your last chance!" (I should have let him have it back!) I had to face him two more times, but the last time, I vowed would, indeed, be the last time I would ever face him, except in a courtroom with a judge on the bench and a sheriff with a firearm strapped to his waist.

I actually did go immediately and got it registered. I have regretted it every moment since then.

I was shocked, horrified, and frightened of him. I thought he was going to hit me!

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**Strange Turn of Events BEFORE the "Contract" was Written:** I had a different acquaintance, not a "friend" go with me to see the car before I bought it. In a word, he failed me. I expected someone with automotive knowledge to be able to spot a vehicle I should NOT buy, and to say so. But he did not warn me away from this car. However, I believe a strange relationship arose between that man and Mr. Hana, prior to Mr. Hana's writing the so-called "contract."

I could not borrow money that day on a brand-new credit card, so Mr. Hana asked me if I could BUY on it. I called the issuer of the card, and they said yes, I could buy on it but not borrow on it that day. Mr. Hana asked if I would agree to pay for "some building supplies" he needed to get that day at Home Depot. I really had

misgivings, but pushed them aside. We all went to Home Depot. My acquaintance and Mr. Hana spent approximately 45 minutes alone, together, out of my presence. I am unable to walk very much, and could not have gone into wherever they went. I use a wheelchair most of the time; however, it was not brought along to this shopping spree.

I expected to be paying for lumber, nails and paint. Instead, when my acquaintance came to where I had been sitting and waiting, he told me Mr. Hana was getting a dishwasher! I was shocked, to say the least, and let him know it. I was very reluctant to pay for a dishwasher for Mr. Hana! However, I was led to believe that it was for Mr. Hana's home, where his wife would be using it, because there was a great sense of urgency on Mr. Hana's part while we were still in his office. That was not so. It was for a house Mr. Hana was rehabbing, for what purpose I have no idea. The dishwasher cost \$495+ which was the limit I could borrow on that card.

The contract had not yet been written, but I was so confused and befuddled, that I didn't remember that.

I almost refused to go through with the deal. I wanted to turn and run. But I did not. I forced myself to go on with what really seemed a very bad idea. I now wish I had refused.

Mr. Hana took delivery of the dishwasher, and I never saw it; ever. I still assumed it was for his home and for his wife. It never was, but I did not know that.

When we got back to Mr. Hana's office, he whipped out the contract form, started writing, and asking for my drivers license, address, etc. He asked how much I could pay on the remaining amount, which he was going to "finance". The amount to be "financed" was \$1,005.00 (oh, yes; he did not forget that \$5.00) after the dishwasher. I told him I could pay \$100.00 per month, and he stated emphatically that it was not enough. He had to have \$150.00. I objected, but how was I ever going to get back my \$495 I had just put out to get him that dishwasher?

At that point, I again nearly ran away, again. The acquaintance I had brought along, and who spent the time alone with Mr. Hana, said, "I'll throw in \$50.00 a month so you can get the car!" My acquaintance was a "stranger" to the contract, and Mr. Hana never asked to see his driver's license, never put his name on the contract, and he was not asked to be a signatory to the contract. I felt--and still feel--betrayed by that person.

Hana grabbed that and was off. He wrote what purported to be a "contract", with me getting sicker and sicker as things went along. Eventually, I had to sign the thing, and did so with great reluctance.

Once it was done, Mr. Hana gave me the key, and we left his office. I turned toward him and said, "I hope your wife enjoys the new dishwasher." He said, "Oh, it's not for my wife. It's for a house I'm rehabbing." I nearly fainted.

But what was done, was done, or so I thought. My nightmare was only beginning.

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**My assessment and summary:** Due to the multiple failures of entire systems—ALL systems in this car, I believe there is a "failure of fitness for purpose intended" of this vehicle. It is not the car's fault, per se. It is the failure and fault of the people who have used and abused it, and gave it no maintenance, between Ford Motor Company (FMC) and me. There is also Mr. Hana's failure to inform me of *known safety hazards*, and sold the car to me **with a known safety hazard**, as someone at the Bureau of Automotive Repair put it the first time I spoke with them about the car.

Although there is a plethora of information on the Internet about the Crown Vic and its problems, that fact was unknown to me prior to my buying the subject vehicle. I became aware of some of that information only as a result of having to deal with the overwhelming number of problems it presented. The information is free on the Internet. The means to correct and fix those problems is not so free.

However, Mr. Hana, owner of National Taxi Co., and National Taxi Auto Care, and, formerly, the sole licensee of the Bureau of Automotive Repair (BAR) for all of his

businesses, ought to have known, and ought to have informed me, *prior to my spending one cent on his behalf*, of any actual or suspected, known and published problems with the Crown Vic. This he did not do. I believe he did not care what happened to me if I bought this vehicle from him. I believe he was interested only in the money.

Having to put up with the physical, mental, financial and emotional problems it has caused me, I have spent a lot of time looking at the insides of that hood. I am not only financially incapable of repairing all that is wrong with it, I cannot deal with it emotionally or mentally, either. When even the window fails to work, I must believe I have been defrauded majorly.

I have been made so sick by this car that I had to be taken to the Emergency Room once because of it. No one knew or suspected it was carbon monoxide poisoning at that time. It was only after a lot of sickness and research on my part that I finally figured out that not only I was being made sick, but also my poor Service Dog, too.

I believe Mr. Hana saw what the used car sales people call "a grape." You squeeze a "grape" for all it has—and keep going!

I believe he saw someone—an old woman— that he could work and work and work, and who would keep on giving to save her "credit." Well I can't do that. I have no more money to spend with or on this vehicle, and there is no more credit. I am finished. I am ruined financially. I will get no more credit for anything.

I have quit paying Mr.Hana and his "lien holder" out of absolute necessity. He threatens "repo" but I doubt he wants this car any more than I want it. He has filed no paperwork nor any lawsuit against me--so far, at least none of which I am aware.

The acquaintance whose word he took for the other \$50.00 a month? He has disappeared from Sacramento! And he has never paid a cent, to my knowledge.

The relationship between Mr. Hana and that individual is questionable as well, in the opinions of several of my real friends. They are suspicious, and so am I.

One of my friends is a retired Highway Patrol officer from another state, and he says this car should not have been sold to anyone, let alone to me.

(a) I believe Hana took advantage of the weakness he saw in me, due to my age and disabilities, and "squeezed the grape."

(b) I have suffered mightily because of it. My dog has also suffered. My friends have also suffered, listening to me air my problems and suspicions, knowing how hard I have tried to avoid all the trouble. My friends have kept me fed and comforted, and for them I am eternally grateful.

(c) There are receipts, bank statements, and credit card statements showing the items and the costs of same. I will provide them upon request from the Department. It will be a lot of copying.

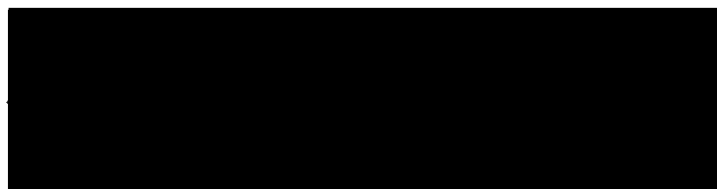
(d) Friends would like to see this car "go to the junk yard," and Mr. Hana to jail. They have all said the same or similar, multiple times.

(e) I agree.

Current Owner of the  
Crown Victoria

08/09/2017

Date



# DOWNTOWN FORD SALES

515 North 16<sup>th</sup> Street  
 Sacramento, CA 95811  
 Phone (916) 443-6931  
 Fax (916) 491-3133

VEH/BLK	04	FORD	2004	FORD	2004	FORD	2004	FORD	2004
REL DATE		ISSUE DATE	WARRANTY	EXPIRES	PREPARED	FOR	DATE	PAYMENT	INV DATE
01JAN04	01				01MAY17		0.00	CASH	01MAY17
E.O. 13885		RECALL		OPTIONAL		KMS: 4.6 liter 30HC			
01MAY17		01MAY17							

LINE B PCODE TECH TYPE HOURS LIST NET TOTAL  
**A FORD OWNER NOTIFICATION OF RECALL# 15539**  
 CAUSE:  
 RECALL FORD OWNER NOTIFICATION OF RECALL#  
 456 W34 (SP/C)  
 1 INTS+130788\*A PROXIMATOR LIGHTING CONTROL (IN/C)  
 PC: PART#: COUNT:  
 CLAIM TYPE:  
 ALPH CODE:  
 456  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00  
 150540 COMPLETED RECALL 15539

\*\*\*\*\*  
**B PERFORM AND FILL OUT REPORT CARD - SEE ATTACHED REPORT**  
 SSP PERFORM AND FILL OUT REPORT CARD - SEE  
 ATTACHED REPORT  
 456 C 0.00 0.00  
 TIRE CHECKED TANK AND O.K. AT THIS TIME - 7/32  
 OR GREATER  
 456 C 0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00  
 \*\*\*\*\*  
**C TIRE PRESSURE CHECK OR INFLATE TO MANUFACTURERS SPEC. IF LOW... (NOTE)**  
 AT THE END OF THIS SERVICE PLEASE SEE ATTACHED REPORT CARD FOR  
 RECORDED TIRE PRESSURE.  
 T SET TIRES AT 35PSI  
 456 C 0.00 0.00  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00  
 \*\*\*\*\*

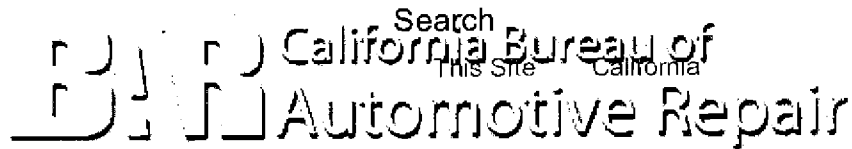
<h2>THANK YOU</h2> <p>FOR BRINGING YOUR CAR TO US FOR SERVICE</p> <p>IF YOU ARE HAPPY LET YOUR NEIGHBOR KNOW. IF YOU ARE UNHAPPY PLEASE CONTACT OUR CUSTOMER RELATIONS MANAGER (916) 442-6931</p>	NOTICE TO CONSUMER I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF ANY ADDITIONAL CUSTOMER OR WARRANTY WORK PERFORMED AND/OR INCREASE IN THE ORIGINAL ESTIMATE PRICE. I ALSO ACKNOWLEDGE AND APPROVE ALL REPAIRS AS ITEMIZED AND/OR RECEIPT OF VEHICLE.		DESCRIPTION	TOTALS
	ORIGINAL ESTIMATE	AUTHORIZED REVISED ESTIMATE	LABOR AMOUNT	0.00
	\$ _____	\$ _____	PARTS AMOUNT	0.00
	CUSTOMER SIGNATURE		GAS, OIL, LUBE	0.00
			SUBLET AMOUNT	0.00
			MISC. CHARGES	0.00
			TOTAL CHARGES	0.00
			LESS INSURANCE	0.00
			SALES TAX	0.00
			PLEASE PAY THIS AMOUNT	0.00

BAR#ARDO09149  
 EPA#CAD982018202  
 Copyright 2015 CDK Global, LLC SERVICE INVOICE TYPE 2 - SIZC - IMAGING

ALL PARTS ARE NEW UNLESS SPECIFIED.  
 SEE REVERSE SIDE OF THIS INVOICE FOR ADDITIONAL WARRANTY INFORMATION

5/15/2017

This car is poisoning  
me & my service dog  
with carbon monoxide  
fumes. I am too sick  
to drive anyway. My  
social workers have  
been notified. OVER.



## BUREAU OF AUTOMOTIVE REPAIR

<b>Licensee Name:</b>	NATIONAL TAXI AUTO CARE
<b>License Type:</b>	Automobile Repair Dealer
<b>License Number:</b>	243967
<b>License Status:</b>	Valid <u>Definition</u>
<b>Expiration Date:</b>	February 28, 2018
<b>Address:</b>	2808 X STREET
<b>City:</b>	SACRAMENTO
<b>State:</b>	CA
<b>Zip:</b>	95817
<b>County:</b>	SACRAMENTO
<b>Actions:</b>	No

### Business Owners

No records returned

### Related Licenses/Registrations/Permits

No records returned

### Disciplinary Actions

No information available from this agency

### Public Record Action(s)

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**This information is updated Monday through Friday - Last updated: MAY-05-2017**

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Search  
This Site California

# California Bureau of Automotive Repair

## Search Results for Auto Repair Dealers

**This information is updated Monday through Friday - Last updated: MAY-05-2017**

To see all the information for a licensee, click on the highlighted name. This will also include disciplinary actions if any are present.

Name	Type	Number	Status	Address	City	Zip	County
<b>NATIONAL TAXI AUTO CARE</b>	ARD	243967	Valid	2808 X STREET	SACRAMENTO	95817	SACRAMENTO

Record 1

[First Previous](#)

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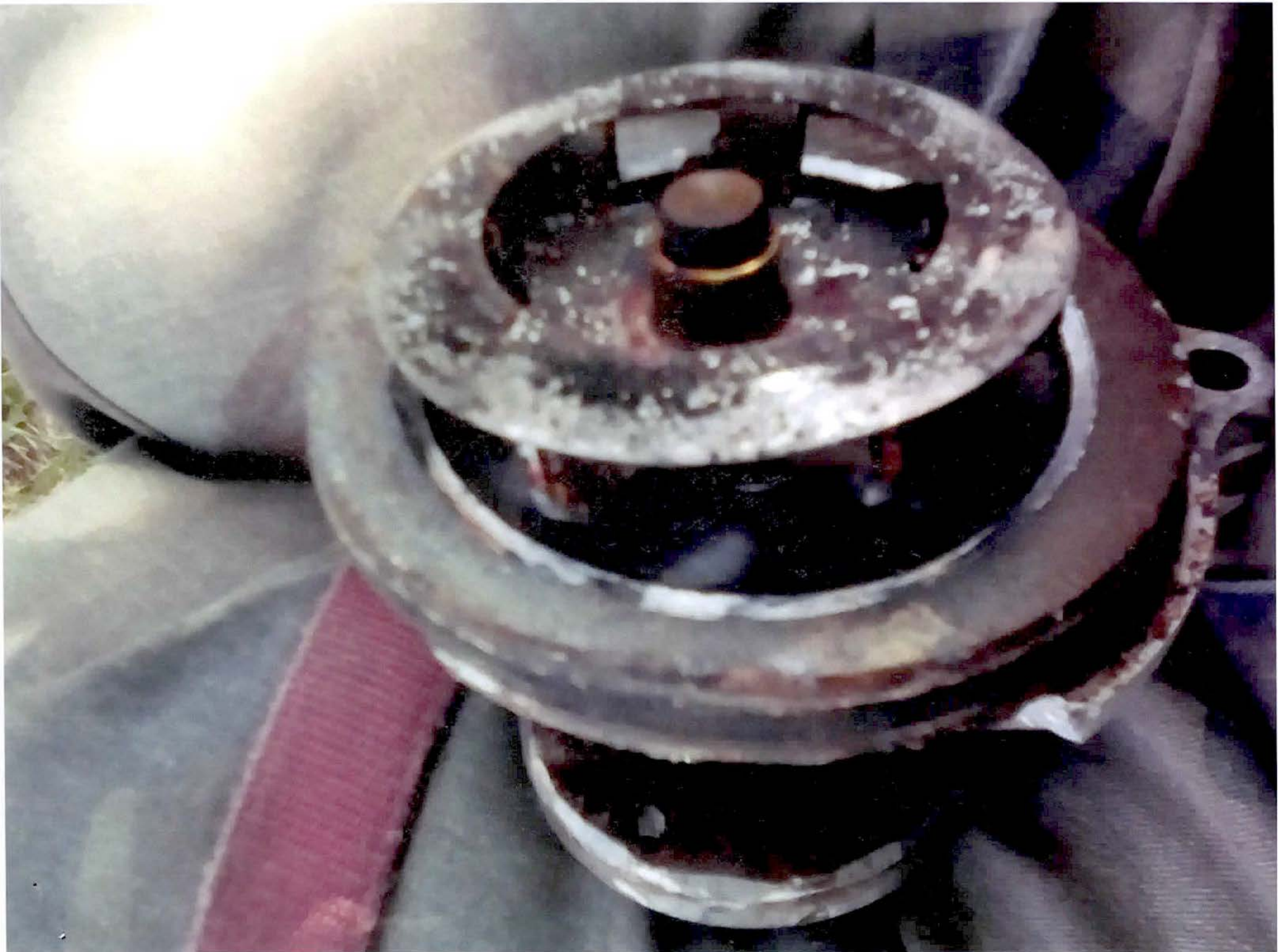
[New Search](#)

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OLD WATER PUMP AFTER REMOVAL



OLD WATER PUMP AFTER REMOVAL





OLD WATER PUMP AFTER REMOVAL





DLO WATER PUMP AFTER REMOVAL

OLD WATER PUMP AFTER REMOVAL





PIECES OF OLD WATER PUMP

## RECEIPT OF PAYMENT

On July 9, 2017, I worked on [REDACTED] Ford motorcar, a Crown Victoria vehicle, and worked to replace the totally failed water pump with a brand-new water pump with a lifetime warranty.


The work should have taken approximately one hour (1 hour) to remove the failed water pump and replace it with a brand-new water pump. The failed water pump was in such deteriorated condition that it was welded to the motor's housing, so that it took more than three hours' strenuous work to remove the failed pump from the engine. Before finally coming loose from the engine, the old pump broke into many pieces, which [REDACTED] has saved and keeps, along with the interior of the failed water pump.

A final blow with a hammer got the failed pump out of the engine so that the new water pump could be installed, the engine filled with coolant, and running once more. Once the old failed water pump was removed, the installation of the brand new warrantied water pump was quickly done, and the cooling system filled with appropriate coolant.

[REDACTED] offered and agreed to pay me for my labor in installments of \$50.00 per month, of which \$50.00 was paid the very next day. \$50.00 remains to be paid, in the agreed installments of \$50.00 per month, as she receives her Social Security Retirement income.

Date: \_\_\_\_\_

7/26/17



Frank Erwin

## RECEIPT OF PAYMENT

On July 9, 2017, I worked on [REDACTED] Ford motorcar, a Crown Victoria vehicle, and worked to replace the totally failed water pump with a brand-new water pump with a lifetime warranty.

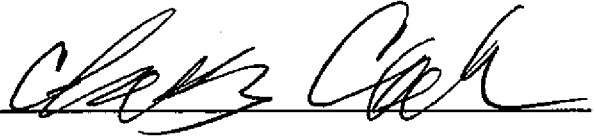
The work should have taken approximately one hour (1 hour) to remove the failed water pump and replace it with a brand-new water pump. The failed water pump was in such deteriorated condition that it was welded to the motor's housing, so that it took more than three hours' strenuous work to remove the failed pump from the engine. Before finally coming loose from the engine, the old pump broke into many pieces, which [REDACTED] has saved and keeps, along with the interior of the failed water pump.

A final blow with a hammer got the failed pump out of the engine so that the new water pump could be installed, the engine filled with coolant, and running once more. Once the old failed water pump was removed, the installation of the brand new warrantied water pump was quickly done, and the cooling system filled with appropriate coolant.

[REDACTED] offered and agreed to pay me for my labor in installments of \$50.00 per month, of which \$50.00 was paid the very next day. \$100.00 remains to be paid, in the agreed installments of \$50.0 per month, as she receives her Social Security Retirement income.

Date: \_\_\_\_\_

7/30/2017



Charles Cooper

## RECEIPT OF PAYMENT

On July 9, 2017, I worked on [REDACTED] Ford motorcar, a Crown Victoria vehicle, and worked to replace the totally failed water pump with a brand-new water pump with a lifetime warranty.

The work should have taken approximately one hour (1 hour) to remove the failed water pump and replace it with a brand-new water pump. The failed water pump was in such deteriorated condition that it was welded to the motor's housing, so that it took more than three hours' strenuous work to remove the failed pump from the engine. Before finally coming loose from the engine, the old pump broke into many pieces, which [REDACTED] has saved and keeps, along with the interior of the failed water pump.

A final blow with a hammer got the failed pump out of the engine so that the new water pump could be installed, the engine filled with coolant, and running once more. Once the old failed water pump was removed, the installation of the brand new warrantied water pump was quickly done, and the cooling system filled with appropriate coolant.

[REDACTED] offered and agreed to pay me for my labor in installments of \$50.00 per month, of which \$50.00 was paid the very next day.

An additional \$50.00 was paid, on the date entered below. \$50.00 remains to be paid, in the agreed installments of \$50.00 per month, as she receives her Social Security Retirement income.

Date:

08/09/2017

Charles Cooper

Charles Cooper

## RECEIPT OF PAYMENT

On July 9, 2017, I worked on [REDACTED] Ford motorcar, a Crown Victoria vehicle, and worked to replace the totally failed water pump with a brand-new water pump with a lifetime warranty.

The work should have taken approximately one hour (1 hour) to remove the failed water pump and replace it with a brand-new water pump. The failed water pump was in such deteriorated condition that it was welded to the motor's housing, so that it took more than three hours' strenuous work to remove the failed pump from the engine. Before finally coming loose from the engine, the old pump broke into many pieces, which [REDACTED] has saved and keeps, along with the interior of the failed water pump.

A final blow with a hammer got the failed pump out of the engine so that the new water pump could be installed, the engine filled with coolant, and running once more. Once the old failed water pump was removed, the installation of the brand new warrantied water pump was quickly done, and the cooling system filled with appropriate coolant.

[REDACTED] offered and agreed to pay me for my labor in installments of \$50.00 per month, of which \$50.00 was paid the very next day. \$50.00 was paid on the date entered below, and is payment in full as agreed.

Date:

8/10/17

Frank Erwin

Frank Erwin

[REDACTED]  
[REDACTED]  
[REDACTED]  
SACRAMENTO, CA  
[REDACTED]



U. S. DEPARTMENT OF TRANSPORTATION  
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