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	Repository ☐
12-DEC-2019	Reference No. 11288690

OWNER INFORMATION (Type or Print)

Name	[redacted]	Daytime Telephone Number [redacted]	E-mail Address [redacted]
Address	[redacted]	Evening Telephone Number [redacted]	
City MENISEE	State CA	Zip Code [redacted]	

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	Model Year
1FAHP2E8XDG[redacted]	FORD	TAURUS	2013

Date Purchased	Dealer's Name and Telephone Number			Engine: 3.5 No: Cylinders 6	Fuel Type:
11-15-2014	Dch Honda Dealer 1-866-374-9135				
Original Owner ☐	Dealer's City Temecula	State CA	Zip Code 92591		Regular

Transmission Type			Multiple Failure:	Incident Date(s)
AUTOMATIC	☒ Antilock Brakes ☒ Cruise Control	Powertrain		10-DEC-2019

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 010000 STEERING	Failure Mileage	Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTMAL9ABC036)	☐ Original Equipment ☐ Prior Repair	Failure Location:
Tire Component Code		Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies).)

Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No			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 2013 FORD TAURUS. THE CONTACT'S GIRLFRIEND STATED THAT SHE EXPERIENCED COMPLETE POWER ASSIST FAILURE WHILE OPERATING THE VEHICLE. THE CONTACT STATED THAT THE POWER STEERING ASSIST FAULT WARNING INDICATOR WAS ILLUMINATED. THE VEHICLE WAS TOWED TO AN INDEPENDENT MECHANIC, BUT THEY WERE UNABLE TO DIAGNOSE THE VEHICLE. THE MECHANIC DISCOVERED NHTSA CAMPAIGN NUMBER: 15V340000 (STEERING), WHICH HE ASSOCIATED WITH THE FAILURE. THE VEHICLE WAS TOWED TO GOSCH FORD TEMECULA (26895 YNEZ RD, TEMECULA, CA 92591, (951) 708-9148) AND THE CONTACT WAS INFORMED THAT THE VEHICLE WAS NOT INCLUDED IN THE RECALL. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE VEHICLE HAD NOT BEEN REPAIRED. THE FAILURE MILEAGE WAS UNKNOWN.

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)

I was driving my car on a four lane highway. I turned left @ the stop light on to a 4 lane highway. Went through the stop light then all of a sudden, I could NOT turn the wheel (LOCKED up). Was able to move to the left in the middle lane to a turning lane @ into a subdivision. My car would NOT move - steer or NOTHING. This took place in the evening around 5PM or so - dark outside. weather was good. I called AAA, then I had my car towed.

[redacted]

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

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

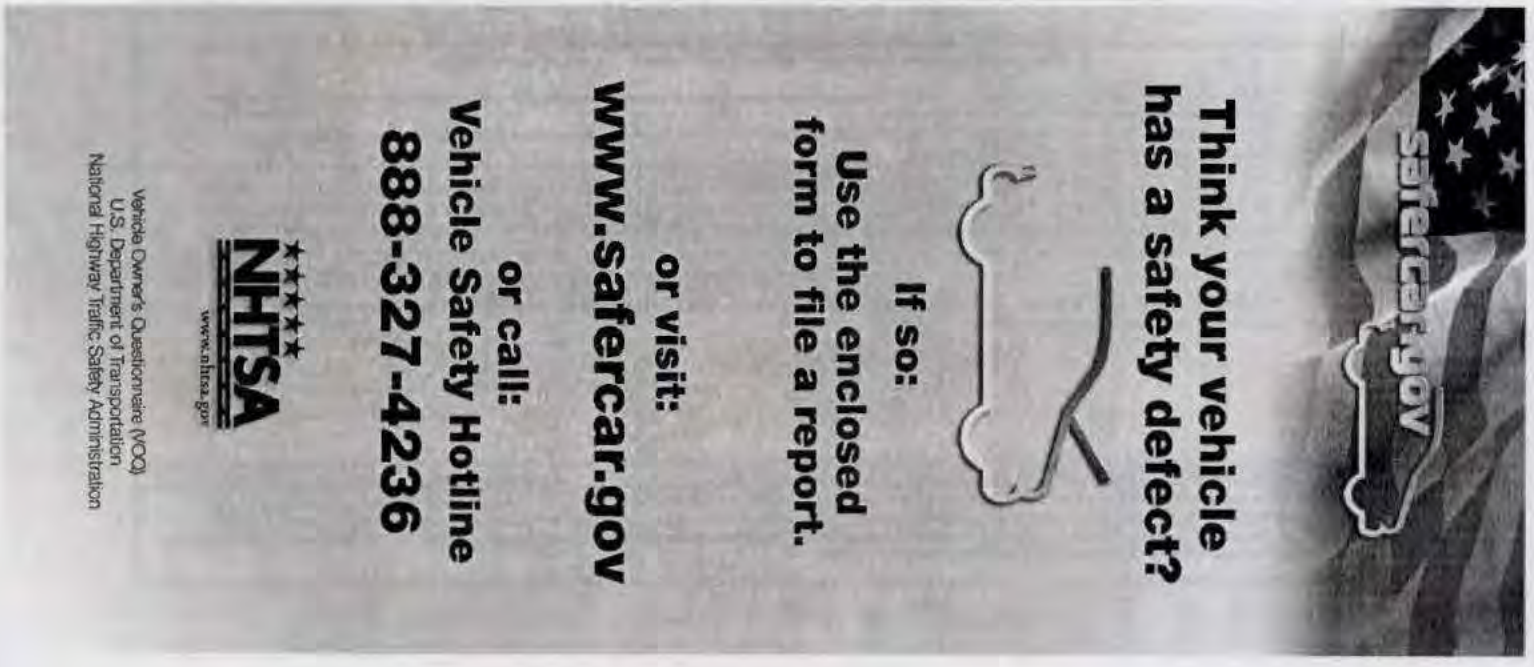
Official Business
Penalty for Private Use $300

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

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, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



RANCHO FORD
26895 YNEZ RD
TEMECULA, CA 92591
951-558-3181

SALE

TID: 007 REF#: [redacted]
DID: 0001
Batch #: [redacted]
12/13/19 18:06:03
Cust Ref#: [redacted]
APPR CODE: 01358R
DISCOVER Chip
**********[redacted] **/**

AMOUNT $2,535.19

APPROVED

Discover Credit
AID: A0000001523010
TVR: 00 00 00 80 00
TSI: E8 00

THANK YOU
PLEASE COME AGAIN

CUSTOMER COPY

GOSCH Ford TEMECULA

Temecula Auto Mall
26895 Ynez RD., Temecula, CA 92591
Phone # 951-719-8220 | Fax # 951-699-0283
Hours M-F 7:00 AM to 6:00 PM | Sat 7:00 AM to 4:00 PM
Bar# ARD109476 BAR# ARD220210 EPA # CAR000005066
Online: www.goschfordtemecula.com Email: gfts@goschmail.com

[redacted]

[redacted]
Menifee, CA [redacted]

Phone (H): [redacted] Phone (W): [redacted]
Phone (C): Phone Oth:

Year/Make/Model: 2013 Ford Taurus
VIN: 1FAHP2E8X DG[redacted]
License Number: [redacted]
Stock Number: Mileage In: 175582
Tag Number: 4623 Mileage Out: 175592

A/R Number: [redacted]
Customer Number: [redacted]
PO Number:
Auth Number:
Service Writer: Rachelle Long
Terms & Conditions:
Type of Sale: Retail
Customer Signature

Invoice Number [redacted]
Printed: 12/13/2019 3:57 PM
Copy # 2
Date Opened: 12/11/19
Date Notified: 12/13/19
Date Delivered:

Original Estimate:$ 2484.00 Original Estimate:12/11/19

Incr. Amt	New Amt	Date	Time	Person Cont.	How Cont.	Phone	Cont. By	Reason/Description
	2484.00	12/12/19	250pm	[redacted]			[redacted]	steering gear

Description	Hrs or Qty	List	Ext Total	Grand Total

1. Customer Concern

Customer States towed in - power steering fault message is on check and advise

1 -- Cause/Action to Take

50-BR-FE - ..

1 -- Correction/Action Taken

Power steering inop. Code U2011 49 hard fault. Internal module failure. Replaced EPAS steering gear reprgram new steering gear performed IVD calibration 997065 739.87

Part Number	Failed	Description			
DG1Z3504G		GEAR ASY STEERING	1	1579.12	1579.12
DG1Z3504G		Core for DG1Z3504G	1	400.00	400.00
W716182S439		BOLT	2	5.67	11.34
W520215S440		NUT HEX	2	2.58	5.16
W713968S440		NUT	2	4.64	9.28
DG1Z3504G		Return Core for DG1Z3504G	-1	400.00	-400.00

Sub Total Parts 1604.90

Miscellaneous Charges and Deductions
Service Coupon -50.00

SubTotal Job # 1 2294.77

2. Customer Concern

Perform Field Service Action/Recall #14r01 license plate replacement parts in 12 12 19

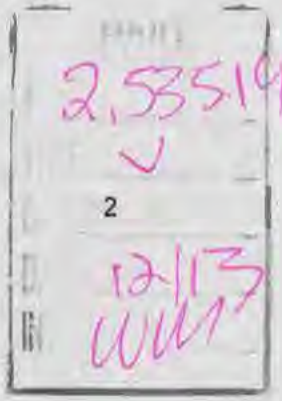
1 -- Cause/Action to Take

10-FSA - ..

1 -- Correction/Action Taken

0.00

Part Number	Failed	Description
8T5Z13550B		LAMP ASY



GOSCH Ford TEMECULA
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Bar# ARD109476 BAR# ARD220210 EPA # CAR000005066
Online: www.goschfordtemecula.com Email: gfts@goschmail.com

[redacted]
Menifee, CA [redacted]
Phone (H): [redacted] Phone (W): [redacted]
Phone (C): Phone Oth:

Year/Make/Model: 2013 Ford Taurus
VIN: 1FAHP2E8X DG[redacted]
License Number: [redacted]
Stock Number: Mileage In: 175582
Tag Number: 4623 Mileage Out: 175592

A/R Number: [redacted]
Customer Number: [redacted]
PO Number:
Auth Number:
Service Writer: Rachelle Long
Terms & Conditions:
Type of Sale: Retail
Customer Signature

Invoice Number [redacted]
Printed: 12/13/2019 3:57 PM
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Date Opened: 12/11/19
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Date Delivered:

Original Estimate:$ 2484.00 Original Estimate:12/11/19

Incr. Amt	New Amt	Date	Time	Person Cont.	How Cont.	Phone	Cont. By	Reason/Description
	2484.00	12/12/19	250pm	[redacted]			[redacted]	steering gear

Description	Hrs or Qty	List	Ext Total	Grand Total
			Sub Total Parts	Warranty
			SubTotal Job # 2	Warranty

3. Customer Concern
VEHICLE TOWED IN
1 -- Cause/Action to Take
99-TOW - ..
1 -- Correction/Action Taken
..

	0.00
Sub Total Parts	0.00
SubTotal Job # 3	0.00

4. Customer Concern
COURTESY EXTERIOR CAR WASH cracked windshield
1 -- Cause/Action to Take
99-WASH - ..
1 -- Correction/Action Taken
..

	0.00
Sub Total Parts	0.00
SubTotal Job # 4	0.00

5. Customer Concern
TIRE INFLATION SERVICE SET TIRES TO FACTORY SPECS
1 -- Cause/Action to Take
00-TIS - ..
1 -- Correction/Action Taken
TIRE INFLATION SET TO: 0.00

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[redacted]
Menifee, CA [redacted]
Phone (H): [redacted] Phone (W): [redacted]
Phone (C): Phone Oth:
Year/Make/Model: 2013 Ford Taurus
VIN: 1FAHP2E8X DG[redacted]
License Number: [redacted]
Stock Number: Mileage In: 175582
Tag Number: 4623 Mileage Out: 175592

A/R Number: [redacted]
Customer Number: [redacted]
PO Number:
Auth Number:
Service Writer: Rachelle Long
Terms & Conditions:
Type of Sale: Retail
Customer Signature

Invoice Number [redacted]
Printed: 12/13/2019 3:57 PM
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Date Opened: 12/11/19
Date Notified: 12/13/19
Date Delivered:

Original Estimate:$ 2484.00 Original Estimate:12/11/19

Incr. Amt	New Amt	Date	Time	Person Cont.	How Cont.	Phone	Cont. By	Reason/Description
	2484.00	12/12/19	250pm	[redacted]			[redacted]	steering gear

Description	Hrs or Qty	List	Ext Total	Grand Total
Sub Total Parts				0.00
SubTotal Job # 5				0.00

6. Customer Concern

MULTI-POINT INSPECTION - customer advised of front sway bar links clunk in front end

1 – Cause/Action to Take

99PX - MPI

1 – Correction/Action Taken

PERFORM MULTI-POINT INSPECTION. SET TIRE PRESSURE TO FACTORY SPECS. REFER TO MULTI POINT INSPECTION REPORT FOR DETAILS. SOME ITEMS MAY NOT BE INSPECTED DEPENDING UPON VEHICLE CONFIGURATION 0.00

Sub Total Parts	0.00
SubTotal Job # 6	0.00

7. Customer Concern

"I consent to being contacted concerning this request for service at any cellular or mobile telephone number, email address or other telephone number I have provided or was provided on my behalf, including telephone calls, text messages and emails to my cellular or mobile telephone and / or device."
By providing my communication information, including but not limited to email addresses, cellular phone numbers, or other phone numbers, I am giving my express consent to be contacted and communicated with (including automated telephone dialing systems) via any of these means, by you, any related insurance company and your service providers, as it relates to the services being provided. Providing cellular or mobile telephone number, email address or other telephone number is not a required condition of the above service.

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[redacted]

[redacted]
Menifee, CA [redacted]
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Phone (C): Phone Oth:
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VIN: 1FAHP2E8X DG[redacted]
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A/R Number: [redacted]
Customer Number: [redacted]
PO Number:
Auth Number:
Service Writer: Rachelle Long
Terms & Conditions:
Type of Sale: Retail
Customer Signature

Invoice Number [redacted]
Printed: 12/13/2019 3:57 PM
Copy # 2
Date Opened: 12/11/19
Date Notified: 12/13/19
Date Delivered:

Original Estimate: $ 2484.00 Original Estimate: 12/11/19

Incr. Amt	New Amt	Date	Time	Person Cont.	How Cont.	Phone	Cont. By	Reason/Description
	2484.00	12/12/19	250pm	[redacted]			[redacted]	steering gear

Description	Hrs or Qty	List	Ext Total	Grand Total
1 – Cause/Action to Take				
TCPA - .				
1 – Correction/Action Taken				
.				0.00
Sub Total Parts				0.00
SubTotal Job # 7				0.00

8. Customer Concern
Customer States
1 – Cause/Action to Take
Q99PX - ..
1 – Correction/Action Taken
customer advised and declined front and rear brakes ../customer advised of clunk from front end due to sway bar links — 0.00

Sub Total Parts 0.00
SubTotal Job # 8 0.00

9. Customer Concern
ALIGN 4 WHEELS
1 – Cause/Action to Take
06 - MAINTENANCE OG1
1 – Correction/Action Taken
ALIGN 4 WHEELS INSPECT STEERING LINKAGE AND ADJUST CASTER, CAMBER AND SET TOE IN AS NEC — 997065 — 99.99

Sub Total Parts 0.00
SubTotal Job # 9 99.99

[redacted]

GOSCH Ford TEMECULA

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[redacted]
Menifee, CA [redacted]
Phone (H): [redacted] Phone (W): [redacted]
Phone (C): Phone Oth:
Year/Make/Model: 2013 Ford Taurus
VIN: 1FAHP2E8X DG[redacted]
License Number: [redacted]
Stock Number: Mileage In: 175582
Tag Number: 4623 Mileage Out: 175592

A/R Number: [redacted]
Customer Number: [redacted]
PO Number:
Auth Number:
Service Writer: Rachelle Long
Terms & Conditions:
Type of Sale: Retail
Customer Signature

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Original Estimate:$ 2484.00 Original Estimate:12/11/19

Incr. Amt	New Amt	Date	Time	Person Cont.	How Cont.	Phone	Cont. By	Reason/Description
	2484.00	12/12/19	250pm	[redacted]			[redacted]	steering gear

Description	Hrs or Qty	List	Ext Total	Grand Total

"THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THIS.ITEM/ITEMS. THE SELLER HEREBY EXPRESSLY DISCLAIM ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/ITEMS"

PLEASE READ IMPORTANT WARRANTY INFORMATION ON THE BACK.

Our charges are not based on actual technicians time. Factors which influence labor charges may include job complexity, specialized training and equipment, and length of time required for a specific job. You will be charged no more than the estimated price approved by you.

"I acknowledge notice and oral approval of an increase in the original estimated price. (signature or initials)"
_____

Total Labor	839.86
Total Parts	1,604.90
Total Sublet	0.00
Misc. Chrgs	-50.00
Car Rental	0.00
Freight	0.00
Deductible	0.00
Special Tax	0.00
Haz Mat Chrg	0.00
Sales Tax	140.43
AMOUNT DUE	**2,535.19**

VEHICLE REPORT CARD

FORD SERVICE

MULTI-POINT INSPECTION REPORT CARD AS RECOMMENDED BY FORD MOTOR COMPANY

Date: 12/12/2019 RO/Tag #: [redacted] /

Name: [redacted]

E-mail: [redacted]

Year/Make/Model: 2013 Ford Taurus

VIN: 1FAHP2E8XDG[redacted] Plate #:

Odometer: .0 Inspec Month:

Ford Pass Rewards #: Service Balance:

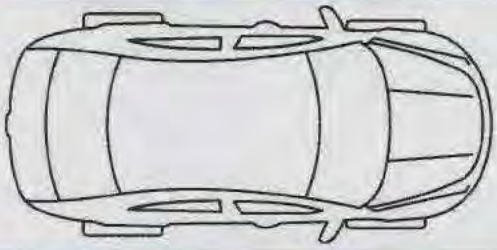
Ford Extended Service Plan: ☐ Yes ☐ No

SYNC™ VHR Activation: ☐ Yes ☐ No ☐ N/A

LEGEND — May contribute to vehicle efficiency and promote a greener environment

- Checked and OK at this time
- May require future attention
- Requires immediate attention

EXTERIOR BODY



Note any existing exterior body damage or defects on diagram

SCHEDULED MAINTENANCE ITEMS*

DUE	SERVICED	DUE	SERVICED
☐ THE WORKS	☐	☐ Engine Air Filter	☐
☐ Oil Change & Filter	☐	☐ Engine Coolant	☐
☐ Multi-Point Inspection	☐	☐ Cabin Air Filter	☐
☐ Fuel Filter	☐	☐ Spark Plugs	☐
☐ K Mile Scheduled Maintenance			☐

* This is only a partial list of vehicle maintenance items and is NOT all-inclusive. Please consult your Owners Manual or visit www.genuineservice.com for specific vehicle maintenance requirements.

CHECK FLUID LEVELS

	SERVICED
Oil and/or fluid leaks	☐

OK	FILL		OK	FILL		OK	FILL	
☑	☐	Engine Oil	☐	☐	Power Steering	☐	☐	Transmission (If equipped with dipstick)
☑	☐	Brake Reservoir	☑	☐	Window Washer	☑	☐	Coolant Recovery Reservoir

BATTERY

SERVICED ☐

State of Health: 0% — 100%

Battery Condition

Factory Spec cold cranking amps: Actual cold cranking amps:

WIPER BLADES

SERVICED

☐ Wipe Test Performed — Wiper Blades ☐

SYSTEMS / COMPONENTS

LIGHTS / WINDSHIELD	SERVICED
Operation of horn, interior lights, exterior lamps, turn signals, hazard and brake lamps	☐
Windshield for cracks chips and pitting	☐
BELTS / HOSES / MOUNTS	**SERVICED**
HVAC system and hoses/lines for leaks and/or damage	☐
Engine Cooling System, radiator, hoses and clamps	☐
Accessory drive belt(s)	☐
BRAKE SYSTEM	**SERVICED**
Brake system (including lines, hoses and parking brake)	☐
STEERING / SUSPENSION	**SERVICED**
Shocks/struts and other suspension components for leaks and/or damage	☐
Steering, steering linkages and ball joints	☐
EXHAUST SYSTEM	**SERVICED**
Exhaust system, (Leaks, damage, loose parts)	☐
TRANSMISSION / DRIVE AXLE	**SERVICED**
Clutch operation (if equipped)	☐
Constant velocity (CV) drive axle boots (if equipped)	☐
Drive shaft transmission, u-joint linkage (if equipped) and lubricate (as needed)	☐

TIRE / BRAKE WEAR

TIRE TREAD	7/32" and greater	4/32" to 6/32"	3/32" and less
BRAKE LINING	Over 5mm or 7/32" or Over 2mm or 3/32" (drum)	3 to 5mm or 4/32" (disc) or 1.01 to 2mm (drum) or 2/32" to 3/32"	Less than 3mm or 4/32" (disc) or 1mm or 2/32" (drum)

BRAKE LINING	SERVICED
☐ Alignment check needed	☐
☐ Wheel balance needed	☐

☐ Brake measurements not taken this service visit

LEFT FRONT			SERVICED
Tire Tread Depth	5 /32"	Tire Age	☐
Tire Wear Pattern / Damage			☐
Tire Pressure - Set to Factory Recommended PSI			PSI 32
BRAKE LINING	3 MM	/32"	☐

RIGHT FRONT			SERVICED
Tire Tread Depth	5 /32"	Tire Age	☐
Tire Wear Pattern / Damage			☐
Tire Pressure - Set to Factory Recommended PSI			PSI 32
BRAKE LINING	3 MM	/32"	☐

LEFT REAR			SERVICED
Tire Tread Depth	5 /32"	Tire Age	☐
Tire Wear Pattern / Damage			☐
Tire Pressure - Set to Factory Recommended PSI			PSI 32
BRAKE LINING	4.5 MM	/32"	☐

RIGHT REAR			SERVICED
Tire Tread Depth	8 /32"	Tire Age	☐
Tire Wear Pattern / Damage			☐
Tire Pressure - Set to Factory Recommended PSI			PSI 32
BRAKE LINING	6 MM	/32"	☐

SPARE TIRE			SERVICED
Tire Pressure - Set to Factory Recommended PSI		Tire Age	PSI

Comments:

Advisor: Rachelle Long

Technician: Kevin Thayer

Gosch Ford Temecula
26895 Ynez Road
Temecula, CA 92591
(951) 482-8271

RO #:	[redacted]
Date:	Thu, Dec 12th, 2:38 PM
Customer Name:	[redacted]
Contact Number:	
Email Address:	[redacted]
Service Advisor:	Rachelle Long

Vehicle:	2013 Ford Taurus
VIN:	1FAHP2E8XDG[redacted]
Mileage:	
Fuel Level:	
Promise Date:	

Found Issues

Issue	Part Status	Est. Cost	Photos
lights horn_operation		$0	
windshield		$0	
shocks struts		$0	
steering linkage		$0	
battery condition		$0	
oil fluid_leaks		$0	
rf lining_condition		$0	
lf lining_condition		$0	
lr lining_condition		$0	
rr lining_condition		$0	
rf tread		$0	
lf tread		$0	
lf wear_condition		$0	
lr tread		$0	
lf lining_condition		$0	
Parts		$0	
Labor		$0	
Estimate Cost		**$0**	

[redacted]

Page Number: 1
Franchise Code [redacted]

Gosch Ford Temecula
26895 Ynez Rd
Temecula, CA 92591
951-719-8220 Fax 951-699-0283

WORK ORDER

RO NUMBER: [redacted]

TAG: 4623

Todays Date: 12/11/19
Time Printed: 1 51 PM
Copy # 2

I hereby authorize the repair work to be done along with the necessary materials, and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant your employees permission to operate the vehicle herein described on streets, highways or eleswhere for the purpose of testing and/or inspections. BY LAW YOU MAY CHOOSE ANOTHER LICENSED FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY

B.A.R. REG. # ARD00109476 **B.A.R. # [redacted]**
Body Shop B.A.R. # ARD220210 **EPA # [redacted]**

Notice To Our Customers
Our Charges are not based on actual technicians time. Factors which influence labor charges may include job complexity, specialized training and equipment, and length of time required for the specific job. You will be charged no more than the estimated price approved by you. If we discover that additional or different repairs are necessary, you will be contacted in advance for your approval.

CUSTOMER SIGNATURE X	Time Received 1 49 PM	CUST_U [redacted] VEH_U = [redacted]	Customer Number [redacted]	Selling Dealer
Estimate of Repairs $140.00	Filter Oil Brand Qts		TERMS: ☐ CASH ☐ CHECK ☐ CREDIT CARD PARTS: ☐ SAVE ☒ DISCARD	

CUSTOMER INFORMATION

[redacted]
Spouse: [redacted]
Menifee, CA [redacted]
Email [redacted]
Phone (H) [redacted]
Phone (W) [redacted]
Phone (C)
Phone Oth
Comments [redacted]

VEHICLE INFORMATION

Year 2013
Make Ford
Model Taurus
Color Silver
VIN 1FAHP2E8X DG[redacted]
License Number [redacted]
Stock #
In Service Date
Source
Engine
Slspsn
SL Dat

SERVICE INFORMATION

R.O. Number [redacted]
Service Writer Rachelle Long
Date In 12/11/19
Completion Date
Miles In 175,582
Miles Out

Service Contract Name Number
Expires:
Mileage: 0
Deduct: 0.00

Time Promised

LABOR INSTRUCTIONS

	OPERATION CODE	TECH #	
1	50-BR-FE		**C / Customer States towed in - power steering fault message is on check and advise**
	Job Added 12 11 19 1:50: PM		

CAUSE :

CORRECTION :

	OPERATION CODE	TECH #	
2	10-FSA		**W / Perform Field Service Action/Recall #14r01 license plate replacement**
	Job Added 12 11 19 1:50: PM		

CAUSE :

CORRECTION :

	OPERATION CODE	TECH #	
3	99-TOW		**C / VEHICLE TOWED IN**
	Job Added 12 11 19 1:50: PM		

CAUSE :

CORRECTION :

	OPERATION CODE	TECH #	
4	99-WASH		**C / COURTESY EXTERIOR CAR WASH**
	Job Added 12 11 19 1:50: PM		

CAUSE :

CORRECTION :

[redacted]

Gosch Ford Temecula
26895 Ynez Rd
Temecula, CA 92591
951-719-8220 Fax 951-699-0283

WORK ORDER

RO NUMBER: [redacted]

TAG: 4623

Page Number: [redacted]
Franchise Code:
Todays Date: 12/11/19
Time Printed: 1 51 PM
Copy # 2

I hereby authorize the repair work to be done along with the necessary materials, and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspections. BY LAW YOU MAY CHOOSE ANOTHER LICENSED FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY

B.A.R. REG. # ARD00109476 **B.A.R. # RC00109476**
Body Shop B.A.R. # ARD220210 **EPA # CAR000005066**

Notice To Our Customers
Our Charges are not based on actual technicians time. Factors which influence labor charges may include job complexity, specialized training and equipment, and length of time required for the specific job. You will be charged no more than the estimated price approved by you. If we discover that additional or different repairs are necessary, you will be contacted in advance for your approval.

CUSTOMER SIGNATURE X	Time Received 1 49 PM	CUST_U [redacted] VEH_U = [redacted]	Customer Number [redacted] / Selling Dealer
Estimate of Repairs $140.00	Filter / Oil Brand / Qts	TERMS: ☐ CASH ☐ CHECK ☐ CREDIT CARD PARTS: ☐ SAVE ☒ DISCARD	

CUSTOMER INFORMATION

[redacted]
Spouse: [redacted]
Menifee, CA [redacted]
Email [redacted]
Phone (H) [redacted]
Phone (W)
Phone (C)
Phone Oth
[redacted]

VEHICLE INFORMATION

Year 2013
Make Ford
Model Taurus
Color Silver
VIN 1FAHP2E8X DG[redacted]
License Number [redacted]
Stock #
In Service Date
Source
Engine
Slspsn
SL Dat

SERVICE INFORMATION

R.O. Number [redacted]
Service Writer Rachelle Long
Date In 12/11/19
Completion Date
Miles In 175,582
Miles Out

Service Contract Name / Number
Expires:
Mileage: 0
Deduct: 0.00

Time Promised

LABOR INSTRUCTIONS

1	OPERATION CODE 50-BR-FE / TECH # / Job Added 12 11 19 1:50: PM	**C / Customer States towed in - power steering fault message is on check and advise**
	CAUSE :	
	CORRECTION :	
2	OPERATION CODE 10-FSA / TECH # / Job Added 12 11 19 1:50: PM	**W / Perform Field Service Action/Recall #14r01 license plate replacement**
	CAUSE :	
	CORRECTION :	
3	OPERATION CODE 99-TOW / TECH # / Job Added 12 11 19 1:50: PM	**C / VEHICLE TOWED IN**
	CAUSE :	
	CORRECTION :	
4	OPERATION CODE 99-WASH / TECH # / Job Added 12 11 19 1:50: PM	**C / COURTESY EXTERIOR CAR WASH**
	CAUSE :	
	CORRECTION :	