

U.S. Department
of TransportationNational 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

Date Received

Ord. or

It. #

S. #

Up

Reference No.

OWNER INFORMATION (Type or Print)

Name

Street

City

Date Received

Ord. or

It. #

S. #

Up

Reference No.

559309

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle in the absence of a recall? ☒ YES ☐ NO. If you do not, please provide your name or address to the vehicle manufacturer.

Signature of Owner

Date

1/19/01

PRODUCT INFORMATION

Vehicle Identification No. (VIN.)
(17 Digits)(Located at bottom of
windshield on driver's side)

Make

Model

Year

1FMPU18L1YLA19069

FORD

EXPEDITION

2000

Purchased Date

Dealer's Name

Engine Size
(C/D/C/L)☐ Turbo
☐ Diesel
☐ Gas27 Sept 99
☒ New ☐ UsedSanta Margarita Ford
Santa Margarita

State CA

Zip Code

No. Cylinders

☐ Fuel InjectionManufacture Date
(on driver's door or pillar)

Transmission Type

Restraint System

Cruise Control

Drivetrain

Vehicle Type

Body Style

9-99

☐ Manual
☒ Automatic☒ Driver's Side Air Bag ☐ Motorbelt
☒ Passenger's Side Air Bag ☐ 2-Point Belt
☒ 3-Point Belt☒ Yes
☐ No☐ Front
☒ Rear
☐ 4-Wheel☐ Car ☒ Sport Utility
☐ Van ☐ Truck
☐ Minivan ☐ Motorcycle
☐ Other☐ 2-Door ☒ 4-Door
☐ Station Wagon
☐ Pick Up Truck
☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s)

Location

Failed Part(s)

Handicap Adaptive Equip

Drivers Window
Tires + Wheels (Rims)☒ Left
☐ Front☒ Right
☐ Rear☒ Original
☒ Replacement☐ Yes
☒ No

TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand

Tire Name

Complete Tire Size

No. of Failures

Date(s) of Failure(s)

Mileage at Failure(s)

Vehicle Speed at Failure(s)

Failed Part(s)

Available?

NHTSA Previously

Contacted?

☐ Yes ☐ No☐ Yes ☐ No

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies). Attach photos if available.)

Crash

Fire

Number of Persons Injured

Number of Fatalities

Reported to Manufacturer

☐ Yes ☐ No☐ Yes ☐ No☐ Yes ☐ No

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

** NOTE **

Tires are slipping on Rims + causing an unsafe driving condition while dealer rep. Mike Mannias service director says not a safety issue but other dealers say yes it is.

I don't want an accident to kill my family + others

Continue on back.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to a 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If NHTSA proceeds with administration 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)

My neighbor has same vehicle & has same problem
occurring with his!

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NSA-10.01
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

Complete and return or place in your car manual for future use

**VEHICLE
OWNER'S
QUESTIONNAIRE
(V00Q)**



DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS

COMPLETE THIS FORM

OR

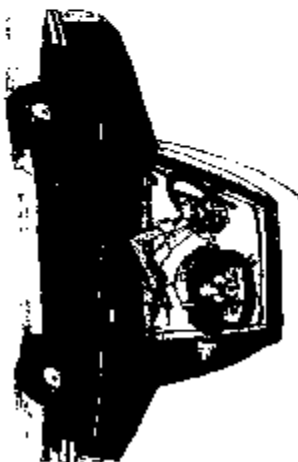
DASH 2 DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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

www.nhtsa.dot.gov/hotline

QASIS response display for VIN 1FMDU2L1YLA19069

1FMDU2L1YLA19069

08/10/2000 02:09:35

2000 EXPEDITION

ACR EDDIE BAUER 4X4

5.4L 3000 EFI

ORIGINATOR #100 (54ED) ASP 0/0

AXLE CD: H9

*WARRANTY START DATE 09/27/1999 BUILD DATE 09/05/1999 START ODOM

NO CAMPAIGN MESSAGE(S) FOUND

LESS THAN TWO DEALER APPROVED AND REPAIR VISITS PAID TO DATE

VERIFY STATE REGISTRATION, VIN MAY BE ELIGIBLE FOR CALIFORNIA EMISSIONS WTY

*THIS VEHICLE HAD A MCGSII CONTACT CLOSED WITHIN THE PAST 180 DAYS

*EXTENDED SERVICE PLAN

NO ESP INFORMATION AVAILABLE

DEALER: Santa Margarita Ford

REPAIR DATE: 08/01/2000

WARRANTY CLAIM NUMBER: 074739

013298 M

13298 CP 14529 CC-41 PART REF.5979 23943A 0.3 21456A 0.4 14529A 0.3 1.0 REMOVE

E LF DOOR TRIM PANEL AND REMOVE INSIDE BELT PLUG AND INSPECT GLASS. TEST WIN

DOW OPERATION AND REPLACE STICKING WINDOW SWITCH

PART NUMBER PART DESCRIPTION QTY LABOR OP CONDITION CODE AND DESC

ALIZ 14529A SWITCH ASY-WINDOW RE 001 23943A 41 STICKS/BINDS/DRABS

000 21456A

000 14529A

DEALER: Santa Margarita Ford

REPAIR DATE: 05/22/2000

WARRANTY CLAIM NUMBER: 069031

009797 M

9797 00605B 0.7 REPLACED HITCH HARDWARE PER RECALL

YLIZ 170826CA HITCH ASY R/BUMPER 001 00605B

DEALER: Santa Margarita Ford

REPAIR DATE: 04/14/2000

WARRANTY CLAIM NUMBER: 066155

007947 M

7950 C FRONT CC W6 3001A 0.4 3001A1T 0.8 100701 0.4 100703T 1.0 2.5 INSPECT V

EHICLE PREFORM ALIGNMENT SET ALIGH- MENT ANGLES (COPY OF SPECS ON PAPER WOR

K) CHECK TIRE RUN-OUT ALL TIRES OUT OF BALANCE SPIN BALANCED ALL FOUR TIRES A

LL WORKING AS DESIGNED AT THIS TIME SET TIRE PRESSURE TO SPEC FLAG 104

FRONT FRONT END ALIGNMENT 000 100701 WE WHEEL ALIGNMENT OUT

000 100703T

000 10070

DEALER: Santa Margarita Ford

REPAIR DATE: 02/04/2000

WARRANTY CLAIM NUMBER: 061025

004382 M

4382 CP 23943 CC-49 999A 0.2 0.2 CLESH LF DOOR TRIM PANEL

5423943 PHL ASY-FT DR TRIM 000 999A 49 CONTAMINATED/FOREIGN

DEALER: Santa Margarita Ford

REPAIR DATE: 02/04/2000

WARRANTY CLAIM NUMBER: 061025

004382 M

4382 CP 21457 CC-30 PART REF.2208 23943A 0.3 20943A 0.2 0.5 REMOVE LF DOOR TR

IM PANEL AND REPLACE INNER BELT MLEG DIFFERENT

MOULDING PART REPLACED

F75Z 7821457AA W/S DR BL AT BOLT 001 23943A 30 CHAFED, EXCESSIVE WEAR

000 20934A

DEALER: Santa Margarita Ford

REPAIR DATE: 02/04/2000

WARRANTY CLAIM NUMBER: 061025

004382 M

4385 C 3078 CC 42 3078AT 2.7 2.7 ROAD TEST VERIFY NOISE CONCERN REMOVE LUBERCI

AT REINSTALL FRONT LOWER CONTROL ARMS RETORQUE BOTH FRONT LOWER CONTROL ARMS

REROAD TEST VERIFY NOISE NO LONGER PRESENT AT THIS TIME FLAG 104

3078 ARM ASY-FRONT SUSP L 000 3078AT 42 DOES NOT OPERATE PRO

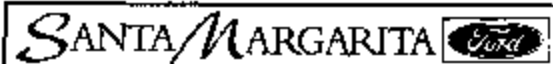
DEALER: Santa Margarita Ford

REPAIR DATE: 12/06/1999

Power Window Switch

Lubricate lower control arms

CUSTOMER #:110781

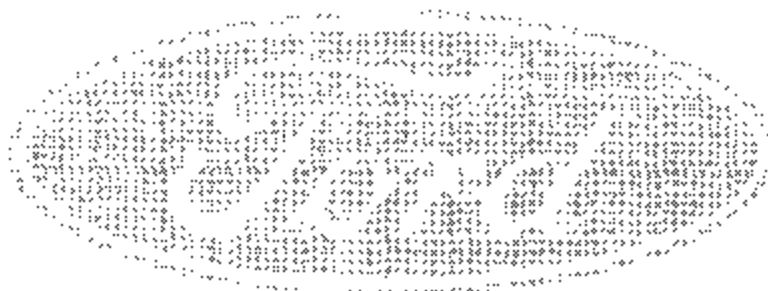

 PREWORKORDER
 PREWORKORDER
 PAGE 2

 30031 Santa Margarita Parkway
 Rancho Santa Margarita, CA 92688
 (714) 459-6800

SERVICE ADVISOR: 215 VEGA, DAN

ESTATE/GREE	00	FORD EXPEDITION	1FMPU18L1YLA19069	4HME754		
DELIVERY DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
27SEP99	05SEP99		17:00 01AUG00		0.00	
R.O. OPENED		READY	OPTIONS: STK:95202 DLR:01597 ENG:5.4 TRN:0R31480A			
31JUL00 12:48			AXL:H9			

LINE OF CODE	TECH TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	C	S10 12,000 MILE SERVICE

**THIS IS NOT AN INVOICE**
 BY LAW, YOU MAY CHOOSE ANOTHER FACILITY TO PERFORM ANY NEEDED REPAIRS OR
 ADJUSTMENTS WHICH THE SMDE CHECK TEST INDICATES ARE NECESSARY.

SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT, PLEASE READ REVERSE SIDE.

I hereby authorize the repair work herein set forth to be done with the necessary material and agree that you are not responsible for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. Receipt of vehicle described herein for repair or alteration is hereby acknowledged by dealer. Said customer is hereby notified that the said property is not insured or protected to the amount of actual cash value thereof, or articles of personal property have been left in the vehicle, and the dealer is not responsible for inspection thereof. Customer will be responsible for payment of reasonable attorney fee and costs in the event suit is brought for collection.

PRELIMINARY
ESTIMATE

\$

WHICH INCLUDES A
HAZARDOUS WASTE
DISPOSAL FEE OF

\$

AUTHORIZED BY: X

ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED
PRIOR TO BEGINNING WORK.☐ SAVE PARTS X

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

DATE	TIME	PHONE #	AUTHORIZED BY	ADDITIONAL AMOUNT	REVISED TOTAL

SERVICE HOURS
 Monday - Friday 7:00 am - 6:00 pm
 Saturday 8:00 am - 5:00 pm

 BAR # AF 022843
 EPA# CAR 000006847

CUSTOMER COPY

CUSTOMER #:110781


 PREWORKORDER
 PREWORKORDER
 PAGE 1

 30031 Santa Margarita Parkway
 Rancho Santa Margarita, CA 92688
 (714) 459-6800

SERVICE ADVISOR: 215 VEGA, DAN

ESTATEGREG 00		FORD EXPEDITION		1FMPU18L1YLA19069		4HME754		MILEAGE IN/OUT		TAG	
DELIVERY DATE		PROD. DATE		WARR. EXP.		PROMISED		PO NO.		PAYMENT	
27SEP99		05SEP99		17:00		01AUG00		0.00			
R.O. OPENED		READY		OPTIONS:		STK:95202 DLR:01597 ENG:5.4 TRN:OB314B0A					
31JUL00 12:48				AXL:H9							

VEHICLE SERVICE HISTORY

RO#	S/A	MILEAGE	OP CODE	TECH	TYPE	DESCRIPTION
69031	217	9797	22MAY00			
			00S05B	113	WO	REMOVE TRAILER HITCH INSTALL MOUNTING KIT R
			ADMIN	99	WO	ADMINISTRATION CHARGE
66155	201	7950	14APR00			
			1P	211	C	1P OIL AND FILTER CHANGE
			9997		C	NO DESCRIPTION
			106	211	C	GENERAL MAINTENANCE - CHASSIS LUBE, CHECK TI
			3001A	104	W	CASTER, CAMBER, TOE-IN - CHECK
			3001A1T	104	W	CASTER, CAMBER AND TOE-IN (FRONT/3B440) - C
			1007D1	104	W	TIRES AND WHEELS (TIRE/1007) - CHECK RUN-OU
			1007D3T	104	W	TIRE AND WHEEL (ALBAL/FRBAL/RRBAL) - BALANC
61025	201	4385	04FEB00			
			999A	123	W	ADDITIONAL - MISC. REPAIRS
			23943A	123	W	TRIM PANEL - FRONT DOOR - REMOVE AND INSTAL
			20934A	123	W	MOULDING DOOR BELT (20934/20935) - REPLACE,
			3078AT	104	W	ARM ASSEMBLY - FRONT SUSPENSION LOWER (3078
57236	201	2742	09DEC99			
			1P	211	INP	1P OIL AND FILTER CHANGE
			20938A	124	W	MOULDING FRONT DOOR - NARROW (20938/20939)
			NPF	122	W	UNABLE TO VERIFY CUSTOMERS CONCERN AT THIS

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 ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.

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PRELIMINARY
ESTIMATE

\$

WHICH INCLUDES A
HAZARDOUS WASTE
DISPOSAL FEE OF

\$

AUTHORIZED BY: X

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DATE	TIME	PHONE #	AUTHORIZED BY	ADDITIONAL AMOUNT	REVISED TOTAL

SERVICE HOURS

 Monday - Friday 7:00 am - 6:00 pm
 Saturday 8:00 am - 5:00 pm

 BAR # AF 022843
 EPA# CAR 000008847

SIGNATURE COPY

CUSTOMER # 110781

SANTA MARGARITA PREWORKORDER
PREWORKORDER
PAGE 230031 Santa Margarita Parkway
Rancho Santa Margarita, CA 92688
(714) 469-6800

SERVICE ADVISOR: 901 MUNOZ, LUIS

Ex 1357

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
ESTATEGREE	00	FORD EXPEDITION	1FMPU18L1YLA19069	4HME754		
DELIVERY DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
27SEP99	05SEP99		17:00 10AUG00		0.00	
R.O. OPENED	READY	OPTIONS: STK:95202 DLR:01597 ENG:5.4 TRN:0B314HQA				
09AUG00 18:21		AXL:H9				

LINE	OP CODE	TECH TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	B65	C	B65-TIRE SPINS ON WHEEL

THIS IS NOT AN INVOICE

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ESTIMATE

\$

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DISPOSAL FEE OF

\$

AUTHORIZED BY: X

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☐ SAVE PARTS X

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DATE	TIME	PHONE #	AUTHORIZED BY	ADDITIONAL AMOUNT	REVISED TOTAL

SERVICE HOURS

Monday - Friday 7:00 am - 6:00 pm
Saturday 8:00 am - 5:00 pmBAR # AF 022843
EPA# CAR 00008847

CUSTOMER COPY

Remold and Brumby CCCC2724 9530

CUSTOMER # 110781


 PREWORKORDER
 PREWORKORDER
 PAGE 1

 30031 Santa Margarita Parkway
 Rancho Santa Margarita, CA 92688
 (714) 459-6800

SERVICE ADVISOR: 901 MUNOZ, LUIS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
ESTATE/GREE	00	FORD EXPEDITION	1FMPU18L1YLA19069	4HME754		
DELIVERY DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
27 SEP 99	05 SEP 99		17:00 10 AUG 00		C.00	
R.O. OPENED	READY	OPTIONS: STK:95202 DLR:01597 ENG:5.4 TRN:CR314B0A				
09 AUG 00	18:21	AXL:119				

VEHICLE SERVICE HISTORY

RO#	S/A	MILEAGE	CP CODE	TECH	TYPE	DESCRIPTION
74739	215	13298	04AUG00			
			MI	129	W	MT4602
			W DEL		W	NO DESCRIPTION
			23943A	123	W	TRIM PANEL - FRONT DOOR (23942) - REMOVE AND
			21456A	123	W	WEATHERSTRIP - DOOR GLASS AT BELT INSIDE (2
			14529A	123	W	SWITCH - POWER WINDOW (14529) - REPLACE
			1P	105	C	1P OIL AND FILTER CHANGE
			9997		C	NO DESCRIPTION
			100P	105	C	100P REPLACE AIR FILTER
			106A	105	C	**106A** GENERAL MAINT. & VISUALLY INSPECT
			OSL	99	W	OUTSIDE LABOR
69031	217	9797	22MAY00			
			00805B	113	WO	REMOVE TRAILER HITCH INSTALL MOUNTING KIT R
			ADMIN	99	WO	ADMINISTRATION CHARGE
6655	201	7950	14APR00			
			1P	211	C	1P OIL AND FILTER CHANGE
			9997		C	NO DESCRIPTION
			106	211	C	GENERAL MAINTENANCE - CHASSIS LUB., CHECK TI
			3001A	104	W	CASTER, CAMBER, TOE-IN - CHECK
			3001A1P	104	W	CASTER, CAMBER AND TOE-IN (FRONT/3B440) - C
			1007D1	104	W	TIRES AND WHEELS (TIRE/1007) - CHECK RUN-OU
			1007D3T	104	W	TIRE AND WHEEL (ALBAL/FRBAL/RRBAL) - BALANC
61025	201	4385	04FEB00			
			999A	123	W	ADDITIONAL - MISC. REPAIRS
			23943A	123	W	TRIM PANEL - FRONT DOOR - REMOVE AND INSTAL

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AUTHORIZED BY: X

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DATE	TIME	PHONE #	AUTHORIZED BY	ADDITIONAL AMOUNT	REVISED TOTAL

 SERVICE HOURS
 Monday - Friday 7:00 am - 6:00 pm
 Saturday 8:00 am - 5:00 pm

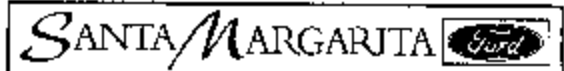
 BAR # AF 022843
 EPA# CA7 000008847

CUSTOMER COPY

Reynolds and Reynolds 0022734 (08-00)

110781

57236



INVOICE

30031 Santa Margarita Parkway

Rancho Santa Margarita, CA 92688-3601

(949) 459-6600

PAGE 2

SERVICE ADVISOR: 201 CANDICE ROZNOS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
ESTATEGREEN	00	FORD EXPEDITION	1FMPU18L1YLA19069	4IME754	2739/2742	T468
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
27SEP1999			4:00 09DEC99		CASH	09DEC1999
R.O. OPENED	READY	OPTIONS: STK:95202 DLR:01597				

10:55 09DEC99	16:55 09DEC99	LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
---------------	---------------	------	--------	------	------	-------	------	-----	-------

LOW SPEED STOPS. INSPECTED BRAKE SYSTEM. OPERATING NORMA; LLY
AT THIS TIME.

NPF UNABLE TO VERIFY CUSTOMERS CONCERN AT THIS
TIME

122 BIAL, EDWARD LIC#: 122

W

(N/C)

FC: #05 82 PART#: NPF COUNT:

CLAIM TYPE:

AUTH CODE:

8596

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

2742 CC-82 CB-NPF NPF .5 NPF CODE: 01421 TEST DRIVE. PERFORMED HIGH
MEDIUM AND LOW SPEED STOPS. INSPECTED BRAKE SYSTEM. OPERATING NORMA;
LLY AT THIS TIME. FLAG 122

THANK YOU FOR CHOOSING SANTA MARGARITA FORD.
IF FOR ANY REASON YOU ARE NOT COMPLETELY
SATISFIED PLEASE CALL OR SEE ME OR ASK TO
SPEAK WITH MY SERVICE MANAGER
THANK YOU FOR YOUR PATRONAGE!

SERVICE HOURS

MONDAY - FRIDAY 7 AM - 6 PM

SATURDAY 8 AM - 5 PM

**THANK YOU
FOR YOUR
BUSINESS!**

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. I also acknowledge receipt of additional consumer warranty and service information contained in the Parts & Service Warranty Disclaimer.

ORIGINAL
ESTIMATE \$
CUSTOMER SIGNATURE

AUTHORIZED
REVISED
ESTIMATE \$

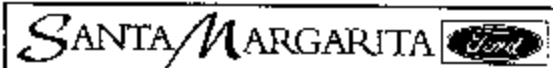
X

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

BAR# AF 022843 - EPA# CAR 00000884

110781

57236



INVOICE

30031 Santa Margarita Parkway

Rancho Santa Margarita, CA 92688-3601

(949) 459-6800

PAGE 1

SERVICE ADVISOR: 201 CANDICE ROZNOS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
ESTATEGREEN	00	FORD EXPEDITION	1FMPU18L1YLA19069	4HME3754	2739/2742	T468
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
27SEP1999			14:00 09DEC99		0.00	CASH
R.O. OPENED	READY	OPTIONS: STK:95202 DLR:01597				

10:55 09DEC99 16:55 09DEC99

LINE OF CODE TECH TYPE HOURS

LIST

NET

TOTAL

A 1P OIL AND FILTER CHANGE

1P 1P OIL AND FILTER CHANGE

211 SONYE, DAMIAN LIC#: 211

INP

1 FL*820*3 FILTER ASY OIL

6 10W30 OIL

(N/C)

(N/C)

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

2742 03 CHANGED OIL AND FILTER

B T90 LEFT FRONT WINDOW BELT MOULDING IS TORN INSIDE AND OUT-SEE

CANDICE I WILL SHOW YOU

CAUSE: 2742 21453 C.C.07 P.R.#1643 20938A 0.3 REPLACE DRIVERS DOOR

OUTSIDE MLDG. S.O.P. INSIDE MLDG

20938A MOULDING FRONT DOOR - NARROW (20938/20939)

- REPLACE, ONE

124 TRUDEAC SCOTT LIC# 124

W

1 F85Z*7821453*BA W/S ASY-FRT DR GL & B/L C/S

W/

(N/C)

(N/C)

FC: T90 07

PART#: F85Z*7821453*BA

COUNT:

CLAIM TYPE:

AUTH CODE:

7693

PARTS: 0.00 LABOR: 0.00 OTHER: 3.00 TOTAL LINE B: 0.00

2742 21453 C.C.07 P.R.#1643 20938A 0.3 REPLACE DRIVERS DOOR OUTSIDE

MLDG. S.O.P. INSIDE MLDG

C H05 CUST STATES IT TAKES MORE EFFORT TO PRESS BRAKE PEDAL DOWN TO

STOP VEH THAN BEFORE

CAUSE: 2742 CC-82 CP-NPF NPF .5 TEST DROVE. PERFORMED HIGH MEDIUM AND

SERVICE HOURS

MONDAY - FRIDAY 7 AM - 6 PM

SATURDAY 8 AM - 5 PM

THANK YOU**FOR YOUR****BUSINESS!****NOTICE TO CONSUMER:**

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ORIGINAL
ESTIMATE \$
CUSTOMER SIGNATURE

AUTHORIZED
REVISED
ESTIMATE \$

X

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

BAR# AF 022B43 - EPA# CAR 00000684

110781

61025



INVOICE

30031 Santa Margarita Parkway

Rancho Santa Margarita, CA 92688-3601

(949) 459-6800

PAGE 2

SERVICE ADVISOR: 201 CANDICE ROZNOS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	OUT	TAG
ESTATEGREEN	00	FORD EXPEDITION	1FMPU18L1YLA19069	4EME754	4382/4385		T443
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE	
27SEP1999			15:00 04FEB00		0.00 CASH	04FEB2000	
R.O. OPENED		READY	OPTIONS: STK:95202 DLR:01597				

12:49 04FEB00 17:36 04FEB00

LINE OF CODE TECH TYPE HOURS

PARTS	0.00	LABOR	3.00	OTHER	0.00	TOTAL LINE B	0.00
-------	------	-------	------	-------	------	--------------	------

4382 CP 21457 CC/30 PART REF.2208 23943A 0.3 20943A 0.2 0.5 REMOVE IF
DOOR TRIM PANEL AND REPLACE INNER BELT MIDG

C E35 WHEN DRIVING BY A BEARER THERE IS A JINGLE NOISE LIKE KEYS ARE
RATTLING IN FRONT SUSPENSION DAN VEGA VERIFIED ON ROAD TEST
WITH CUST

CAUSE: 4385 C 3078 CC 42 3078AT 2.7 2.7 ROAD TEST VERIFY NOISE CONCERN
REMOVE LUBERCIAT REINSTALL FRONT LOWER CONTROL ARMS RETORQUE
BOTH FRONT LO

3078AT ARM ASSEMBLY - FRONT SUSPENSION LOWER

(3078/3079) - REPLACE BOTH

104 YAU, EDDIE REC# 104

W

(N/C)

FC: E35 42
PART#: 3078
COUNT:
CLAIM TYPE:
AUTH CODE:
7334

PARTS	0.00	LABOR	0.00	OTHER	0.00	TOTAL LINE C	0.00
-------	------	-------	------	-------	------	--------------	------

4395 C 3078 CC 42 3078AT 2.7 2.7 ROAD TEST VERIFY NOISE CONCERN REMOVE
LUBERCIAT REINSTALL FRONT LOWER CONTROL ARMS RETORQUE BOTH FRONT LOWER
CONTROL ARMS REROAD TEST VERIFY NOISE NO LONGER PRESENT AT THIS TIME
FLAG 104

THANK YOU FOR CHOOSING SANTA MARGARITA FORD.
IF FOR ANY REASON YOU ARE NOT COMPLETELY
SATISFIED PLEASE CALL OR SEE ME OR ASK TO
SPEAK WITH MY SERVICE MANAGER
THANK YOU FOR YOUR PATRONAGE!

SERVICE HOURS

MONDAY - FRIDAY 7 AM - 6 PM

SATURDAY 8 AM - 5 PM

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ORIGINAL
ESTIMATE \$
CUSTOMER SIGNATURE

AUTHORIZED
REVISED
ESTIMATE \$

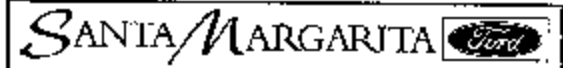
X

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

BAR# AF 022843 - EPA# CAR 00000884

110781

61025



INVOICE

30031 Santa Margarita Parkway
Rancho Santa Margarita, CA 92688-3601
(949) 459-6800

PAGE 1

SERVICE ADVISOR: 201 CANDICE ROZNOS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
ESTATEGREEN	00	FORD EXPEDITION	1FMPU8L1YLA9069	4HME754	4382/4385	T443
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
27SEP1999			15:00 04FEB00		0.00 CASH	04FEB2000
R.O. OPENED		READY	OPTIONS: STK:95202 DLR:01597			

LINE	CODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	------	------	------	-------	------	-----	-------

A T90 BLACK SPECS ON LEFT FRONT DOOR PANEL BEHIND DOOR HANDLE
CAUSE: 4382 CP 23943 CC-49 999A 0.2 0.2 CLEAN LF DOOR TRIM PANEL
999A ADDITIONAL - MISC. REPAIRS

123 VAN CAMP, MICHAEL LIC#: 123

W

(N/C)

FC: T90 49
PART#: 5423943
COUNT:
CLAIM TYPE:
AUTH CODE:
0446

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

4382 CP 23943 CC/49 999A 0.2 0.2 CLEAN LF DOOR TRIM PANEL

B T90 LEFT FRONT DOOR INSIDE FELT IS TORN SOP IS IN
CAUSE: 4382 CP 21457 CC-33 PART REF: 2208 20934A 0.3 20934A 0.2 0.5
REMOVE LF DOOR TRIM PANEL AND REPLACE INNER BELT MOLD

20934A TRIM PANEL - FRONT DOOR - REMOVE AND
INSTALL, ONE

123 VAN CAMP, MICHAEL LIC#: 123

W

(N/C)

1 F75Z*7821457*AA W/S ASY-FRT DR GL @ BEL 1/3
LH

20934A MOULDING-DOOR BELT (20934/20935) -
REPLACE, ONE

123 VAN CAMP, MICHAEL LIC#: 123

W

(N/C)

FC: T90 30
PART#: F75Z*7821457*AA
COUNT:
CLAIM TYPE:
AUTH CODE:
0446

SERVICE HOURS

MONDAY - FRIDAY 7 AM - 6 PM
SATURDAY 8 AM - 5 PM

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ORIGINAL
ESTIMATE \$
CUSTOMER SIGNATURE

AUTHORIZED
REVISED
ESTIMATE \$

X

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

BAR# AF 022843 - EPA# CAR 00000884

110781

66155



INVOICE

30031 Santa Margarita Parkway

Rancho Santa Margarita, CA 92688-3601

(949) 459-6800

PAGE 2

SERVICE ADVISOR: 201 CANDICE TESORIERO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAC
ESTATEGREE	00	FORD EXPEDITION	1FMPU18L1YLA19069	4HME754	7947/7950	T33
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	PAYMENT	INV DATE
27SEP1999	05SEP99		15:00 14APR00		0.00 CASH	14APR2000
R.O. OPENED		READY	OPTIONS: STK:95202 DLR:01597 ENG:5.4 TRN:OB314B0A			
10:13 14APR00		17:05 14APR00	AXL:H9			
LINE OS CODE TECH TYPE HOURS				LIST	NET	TOTAL

CORRECT, EOTH

104 YAU, EDDIE LIC#: 104

W

(N/C)

1007D1 TIRES AND WHEELS (TIRE/1007) - CHECK
RUN-OUT

104 YAU, EDDIE LIC#: 104

W

(N/C)

1007D3T TIRE AND WHEEL (ALBAL/FRBAL/RRBAL) -
BALANCE

104 YAU, EDDIE LIC#: 104

W

(N/C)

FC: H26 W6

PART#: FRONT

COUNT:

CLAIM TYPE:

AUTH CODE:

3922

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

7950 C FRONT CC W6 3001A 0.4 3001A 0.8 1007D1 0.4 1007D3T 1.0 2.6
 INSPECT VEHICLE PREFORM ALIGNMENT SET ALIGNMENT ANGLES (COPY OF
 SPECS (N PAPER WORK) CHECK TIRE RUN-OUT ALL TIRES OUT OF BALANCE SPIN
 BALANCED ALL FOUR TIRES ALL WORKING AS DESIGNED AT THIS TIME SET TIRE
 PRESSURE TO SPEC FLAG 104

EST: 63.00 14APR00 10:13 SA: 201
 CONTACT: X

THANK YOU FOR CHOOSING SANTA MARGARITA FORD.
 IF FOR ANY REASON YOU ARE NOT COMPLETELY
 SATISFIED PLEASE CALL OR SEE ME OR ASK TO
 SPEAK WITH MY SERVICE MANAGER
 THANK YOU FOR YOUR PATRONAGE!

SERVICE HOURS

MONDAY - FRIDAY 7 AM - 8 PM

SATURDAY 8 AM - 5 PM

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 receipt of additional consumer warranty and service information
 contained in the Parts & Service Warranty Disclaimer.

ORIGINAL
 ESTIMATE \$
 CUSTOMER SIGNATURE

AUTHORIZED
 REVISED
 ESTIMATE \$

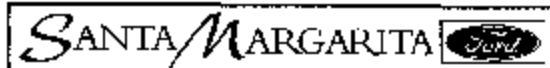
X

DESCRIPTION	TOTALS
LABOR AMOUNT	47.35
PARTS AMOUNT	13.76
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES/ADJ.	1.50
TOTAL CHARGES	62.61
LESS INSURANCE	0.00
SALES TAX	1.07
PLEASE PAY THIS AMOUNT	63.68

BAR# AF 022843 - EPA# CAR 00000884

110781

66155



INVOICE

30031 Santa Margarita Parkway

Rancho Santa Margarita, CA 92688-3601

(949) 459-6800

PAGE 1

SERVICE ADVISOR: 20 CANDICE TESORIERO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
ESTATEGREEN	00	FORD EXPEDITION	1FMPU18L1YLA19069	4HME754	7947/7950	T33
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	PAYMENT	INV. DATE
27SEP1999	05SEP99		15:00 14APR00		0.00 CASH	14APR2000
R.O. OPENED	READY	OPTIONS: STK:95202 DIR:01597 ENG:5.4 TRN:03314B0A				
		AXL:H9				

10:13 14APR00	17:05 14APR00
---------------	---------------

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A 1P OIL AND FILTER CHANGE

✓ 1P OIL AND FILTER CHANGE

211 SONYE, DAMIAN LIC#: 211

						7.40	7.40
					6.56	6.56	6.56
					1.20	1.20	7.20

MISC HAZ WASTE

						1.50	1.50
PARTS:	13.76	LABOR:	7.40	OTHER:	1.50	TOTAL LINE A:	22.66

7950 1.2 CHANGED OIL AND FILTER

B GENERAL MAINTENANCE - CHASIS LUBE, CHECK TIRES FOR WARE, ADJUST TIRE PRESSURE, CHECK BRAKES, ROTATE TIRES, CHECK BELTS AND HOSES, TOP OFF FLUIDS, CHECK AND CLEAN AIR FILTER

✓ 1.6 GENERAL MAINTENANCE - CHASIS LUBE, CHECK TIRES FOR WARE, ADJUST TIRE PRESSURE, CHECK BRAKES, ROTATE TIRES, CHECK BELTS AND HOSES, TOP OFF FLUIDS, CHECK AND CLEAN AIR FILTER.

211 SONYE, DAMIAN LIC#: 211

						39.95	39.95
PARTS:	0.00	LABOR:	39.95	OTHER:	0.00	TOTAL LINE B:	39.95

7950 1.0 GEN MAIN ROTATOIN OF BEST TIRES TO FRONT 90-100% LIFE LEFT ON ALL BRAKES

C 862 FRONT TIRES ARE CUPPING HAS UNEVEN TIRE WEAR ALIGN IF NECC.

CAUSE: 7950 C FRONT CC W6 3007A 0.4 3001A1T 0.8 1007D1 0.4 1007D3T 1.0

2.6 INSPECT VECHICLE PREFORM ALIGNMENT SET ALIGN- MENT ANGLES (COPY OF SFE

3001A CASTER, CAMBER, TOE-IN - CHECK

104 YAU, EDDIE LIC#: 104

W

(N/C)

3001A1T CASTER, CAMBER AND TOE-IN (FRONT/3B440) -

SERVICE HOURS

MONDAY - FRIDAY 7 AM - 6 PM

SATURDAY 8 AM - 5 PM

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ORIGINAL
ESTIMATE \$
CUSTOMER SIGNATURE

AUTHORIZED
REVISED
ESTIMATE \$

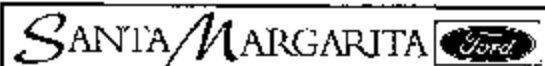
X

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

BAR# AF 022843 - EPA# CAR 00000584

110781

69031



INVOICE

30031 Santa Margarita Parkway

Rancho Santa Margarita, CA 92688-3601

(949) 459-6800

PAGE 1

SERVICE ADVISOR: 217 FERNANDO JACOBO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
ESTATEGREEN	00	FORD EXPEDITION	1FMPU16L1YLA19069	4HME754	9797/9797	T574
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
27SEP1999	05SEP99		WAIT 22MAY00		0.00 CASH	22MAY2000

R.O. OPENED

READY

OPTIONS:

STK:95202 DLR:01597 ENG:5.4 TRN:OB314B0A

AXL:H9

10:04 22MAY00 14:27 22MAY00

LINE OPCODE TECH TYPE HOURS

LIST

NET

TOTAL

A PERFORM RECALL C0S05 TRAILER HITCH

CAUSE: 9797 C0S05B 0.7 REPLACED HITCH HARDWARE PER RECALL

C0S05B REMOVE TRAILER HITCH INSTALL MOUNTING KIT

RECALL C0S05B

113 RUFINO, JOHN LIC#: 113

WO

1 YL12*17D826*CA HITCH SERVICE KIT

ADMIN ADMINISTRATION CHARGE

99 WO

FC: PART#: COUNT:

CLAIM TYPE: C0S05

AUTH CODE:

3470

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

9797 C0S05B 0.7 REPLACED HITCH HARDWARE PER RECALL

EST: 0.00

22MAY00 10:04 SA: 217

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SERVICE HOURS

MONDAY - FRIDAY 7 AM - 6 PM

SATURDAY 8 AM - 5 PM

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ORIGINAL
 ESTIMATE \$
 CUSTOMER SIGNATURE

AUTHORIZED
 REVISED
 ESTIMATE \$

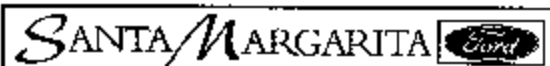
X

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

BAR# AF 022843 - EPA# CAR 00000884

110781

74739



INVOICE

30031 Santa Margarita Parkway

Rancho Santa Margarita, CA 92688-3601

(949) 459-6800

PAGE 4

SERVICE ADVISOR: 215 DAN VEGA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
ESTATEGREEN	00	FORD EXPEDITION	1FMPU18L1YLA19069	4HM2754	13296/13298	T446
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
27SEP1999	05SEP99		17:00 03AUG00		0.00 CASE	04AUG2000
R.O. OPENED	READY	OPTIONS: STK:95202 DLR:01597 ENG:5.4 TRN:OB314B0A				
		AXL:E9				
10:22 01AUG00	08:24 04AUG00					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET TOTAL
3298	SUBLET	TO BYMAR	TIRE TO	REMOUNT AND	BALANCE ADD	SILPTACK

EST: 100.00 0 AUG00 10:22 SA: 215
 CONTACT: RICHARD SCOLES
 8.1.00 IN PERSON AM HE APPROVED 100.00

THANK YOU FOR CHOOSING SANTA MARGARITA FORD.
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 SATISFIED PLEASE CALL OR SEE ME OR ASK TO
 SPEAK WITH MY SERVICE MANAGER
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**SERVICE HOURS**

MONDAY - FRIDAY 7 AM - 6 PM
 SATURDAY 8 AM - 5 PM

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ORIGINAL
 ESTIMATE \$
 CUSTOMER SIGNATURE

AUTHORIZED
 REVISED
 ESTIMATE \$

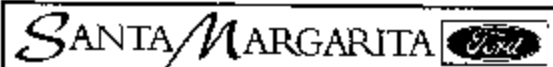
X

DESCRIPTION	TOTALS
LABOR AMOUNT	53.90
PARTS AMOUNT	40.62
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES/ADJ.	1.50
TOTAL CHARGES	96.02
LESS INSURANCE	0.00
SALES TAX	3.15
PLEASE PAY THIS AMOUNT	99.17

BAR# AF 022843 - EPA# CAR 00000884

110781

74739



INVOICE

30031 Santa Margarita Parkway

Rancho Santa Margarita, CA 92688-3601

(949) 459-6800

PAGE 3

SERVICE ADVISOR: 215 DAN VEGA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
ESTATE/REE	00	FORD EXPEDITION	1FMPU18L1YLA19069	4HME754	13298/13298	T446
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
27SEP1999	05SEP99		17:00 03AUG00		0.00 CASH	04AUG2000
R.O. OPENED	READY	OPTIONS: STX:95202 DIR:01597 ENG:5.4 TRN:0B3 4B0A				
		AXL:E9				
10:22 01AUG00	08:24 04AUG00					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET TOTAL
PARTS:	19.66	LABOR:	12.50	OTHER:	0.00	TOTAL LINE D: 32.16

13298 C .2 INSTALL NEW AIR FILTER.

E **106A** GENERAL MAINT. & VISUALLY INSPECT BATTERY & CLEAN BATTERY POST & TERMINALS. LUBE, CH. TIRE WEAR AND ADJUST TIRE PRESSURE AS NEEDED, CHECK BRAKES & ROTATE TIRES (AS NEEDED) CHECK BELTS AND HOSES/OFF FLUIDS, & CLEAN AIR FILTER

106A **106A** GENERAL MAINT. & VISUALLY INSPECT BATTERY & CLEAN BATTERY POST & TERMINALS. LUBE, CH. TIRE WEAR AND ADJUST TIRE PRESSURE AS NEEDED, CHECK BRAKES & ROTATE TIRES (AS NEEDED) CHECK BELTS AND HOSES/OFF FLUIDS, & CLEAN AIR FILTER

105 BEHRAVAN, BABAK LIC# 1CS

C

PARTS: 0.00 LABOR: 34.00 OTHER: 0.00 TOTAL LINE E: 34.00

13298 C 1.3 ROTATE THE TIRES AND ADJUST AIR IN ALL TIRES. CHECK ALL HOSES AND BELT AND ALL FLUID. TOP ALL FLUID. CLEAN THE BATTERY POST. FRONT BRAKES AT 40% REAR AT 80%.

F** B65 TIRES SLIPPING ON WHEEL, HAVE SENT TO BYMAR TIRES FOR BREAKDOWN, ROUGH UP, AND USE SLIPTACK

CAUSE: 13298 SUBLET TO BYMAR TIRE TO REMOUNT AND BALANCE ADD SLIPTACK OSI OUTSIDE LABOR

99 W

(N/C)

FC: B65 33
PART#: 1007
COUNT:
CLAIM TYPE:
ACTE CODE:
9999

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

SERVICE HOURS

MONDAY - FRIDAY 7 AM - 6 PM
SATURDAY 8 AM - 5 PM

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ORIGINAL
ESTIMATE \$
CUSTOMER SIGNATURE

AUTHORIZED
REVISED
ESTIMATE \$

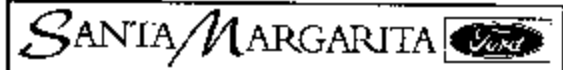
X

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

EAR# AF 022843 - EPA# CAR 00000854

110781

71739



INVOICE

33031 Santa Margarita Parkway

Rancho Santa Margarita, CA 92688-3601

19491 460-6800

PAGE 2

SERVICE ADVISOR: 215 DAN VEGA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
ESTATE/REG	00	FORD EXPEDITION	1FMPU18L1YLA19069	4HME754	13298/13298	T446
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
27SEP'99	05SEP99		17:00 03AUG00		0.00 CASH	01AUG2000
R.O. OPENED	READY	OPTIONS: STK:95202 DLR:01597 ENG:5.4 TRN:OB314B0A				
		AXL:H9				

10:22 (1AUG00	08:24 04AUG00	
LINE OF CODE	TECH TYPE	HOURS

123 VAN CAMP, MICHAEL LIC#: 123

W

(N/C)

14529A SWITCH - POWER WINDOW (14529) - REPLACE

123 VAN CAMP, MICHAEL LIC#: 123

W

(N/C)

PC: G07 4'

PART#: XL Z*14529*BA

COUNT:

CLAIM TYPE:

AUTH CODE:

0446

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

13298 CP 14529 CC/41 PART REP 5979 21943A 0.3 21456A 0.4 14529A 0.3 1.0
 REMOVE LF DOOR TRIM PANEL AND REMOVE INSIDE TRIM MOLD AND INSPECT
 GLASS. TEST WINDOW OPERATION AND REPLACE STICKING WINDOW SWITCH

C 1P OIL AND FILTER CHANGE

1P 1P OIL AND FILTER CHANGE

105 BEHRAMAN, BABAK LIC#: 105

C

1 FL*820*S FILTER ASY-OIL

6.56

7.40

7.40

6 XO*5W30*QSP MOTOR OIL 5W30 1 QT SUPER PREM

2.40

2.40

14.40

MISC HAZ WASTE

C

1.50

1.50

PARTS: 20.96 LABOR: 7.40 OTHER: 1.50 TOTAL LINE C: 29.86

13298 C .3 OIL AND FILTER CHANGED.

D 100P REPLACE AIR FILTER

100P 100P REPLACE AIR FILTER

105 BEHRAMAN, BABAK LIC#: 105

C

1 FA*1632* ELEM ASY-ENG A/CLNR

12.50

12.50

19.66

19.66

19.66

SERVICE HOURS

MONDAY - FRIDAY 7 AM - 6 PM

SATURDAY 8 AM - 5 PM

THANK YOU**FOR YOUR****BUSINESS!****NOTICE TO CONSUMER:**

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ORIGINAL
ESTIMATE \$
CUSTOMER SIGNATURE

AUTHORIZED
REVISED
ESTIMATE \$

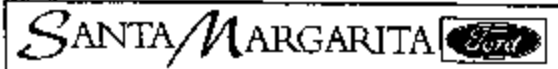
X

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

BAR# AF 022843 - EPA# CAR 00003884

110781

74739



INVOICE

30031 Santa Margarita Parkway

Rancho Santa Margarita, CA 92688-3601

(949) 459-6800

PAGE 1

SERVICE ADVISOR: 215 DAN VEGA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
ESTATEGREEN	00	FORD EXPEDITION	1FMPU18L1YLA19069	4HME754	13298/13298	T446
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	PAYMENT	INV DATE
27SEP1999	05SEP99		17:00 03AUG00		0.00 CASH	04AUG2000
R.O. OPENED	READY	OPTIONS: STK:95202 DIR:01597 ENG:5.4 TRN:OB314B0A				
		AXL:H9				
10:22 01AUG00	08:24 04AUG00					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A N25 SHIMMY AT SPEEDS 70 MPH AND ABOVE CHECK AND ADVISE
 CAUSE: 13298 C 4602, CC 13 MT4602 2.0 DIAGNOSE VIBRATION, TRIED TO
 BALANCE REAR DRIVE SHAFT, REMOVED AND SENT OUT FOR
 BALANCING, REINDEXED THREE TIMES
 M1 MT4602

129 HABERLAND, DAVID LIC#: 129

W

(N/C)

FC: N25 13
 PART#: 4602
 COUNT:
 CLAIM TYPE:
 AUTH CODE:
 3402

SUBJ BALANCE DRIVE SHAFT #13115

W

(N/C)

FC:

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00
--------	------	--------	------	--------	------	---------------	------

13298 C 4602, CC 13 MT4602 2.0 DIAGNOSE VIBRATION, TRIED TO BALANCE REAR
 DRIVE SHAFT, REMOVED AND SENT OUT FOR BALANCING, REINDEXED THREE TIMES
 FOR PROPER LOCATION AT REAR FLANGE. AUTH # M-553-200

B G07 DRIVERS POWER WINDOW INTERMITTENTLY STICKS WONT OPEN JIGGLE
 SWITCH AND IT STARTS SCRATCHES IN DRIVERS DOOR WINDOW?

CAUSE: 13298 CP 14529 CC-41 PART REF. 5979 23943A 0.3 21456A 0.4 14529A
 0.3 1.0 REMOVE LF DOOR TRIM PANEL AND REMOVE INSIDE BELT MLDG
 AND INSPECT

23943A TRIM PANEL - FRONT DOOR (23942) - REMOVE
 AND INSTALL, ONE

123 VAN CAMP, MICHAEL LIC#: 123

W

(N/C)

XL12*14529*BA SW ASY-WDO REG CNTRL MTP

21456A WEATHERSTRIP - DOOR GLASS AT BELT INSIDE
 (21456/21457) - REPLACE, ONE

(N/C)

SERVICE HOURS

MONDAY - FRIDAY 7 AM - 6 PM
 SATURDAY 8 AM - 5 PM

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ORIGINAL
 ESTIMATE \$
 CUSTOMER SIGNATURE

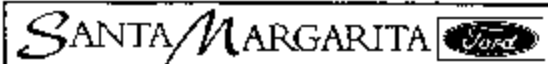
AUTHORIZED
 REVISED
 ESTIMATE \$

X

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

110751

85931



INVOICE

30031 Santa Margarita Parkway

Rancho Santa Margarita, CA 92688-3601

(949) 459-6800

DUPLICATE 1
PAGE 2

SERVICE ADVISOR: 215 DAN VEGA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
ESTATE GREY	00	FORD EXPEDITION	1FMPU*8L1YLA19069	4HME754	17879/17879	T532
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
27SEP1999	05SEP99		17:00 14DEC00		0.00 CASH	14DEC2000
R.O. OPENED	READY	OPTIONS:	STK:95202 DLR:01597 ENG:5.4 TRN:OB314B0A			
08:29 14DEC00	15:00 14DEC00	AXL:H9				
LINE	CODE	TECH	TYPE	HOURS	EST	NET
QC	QUALITY	CONTROL	CHECK	PERFORMED		
105	BEHRAVAN,	BABAK	LIC#:	105		
	C				0.00	0.00

PARTS: 0.00 LABOR: 39.95 OTHER: 0.00 TOTAL LINE C: 39.95

17879 C 1.0 ROTATE THE TIRES AND ADJUST AIR IN ALL TIRES. CHECK AL
HOSES AND BELT AND ALL FLUID. TOP ALL FLUID. CLEAN THE BATTERY POST.
FRONT BRAKES AT 5% RERA AT 50%.

D 607 DRIVERS POWER WINDOW SWITCH SEEMS TO NOT OPEN WINDOW ON FIRST
TOUCH OF AUTO FEATURE, CHECK HISTORY ON PREVIOUS FIX
N/C NO CHARGE

113 RUFINO, JOHN LIC#: 113
C
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

17879 LUBED WINDOW RUN, WINDOW WORKING AS DESIGNED AT THIS TIME

EST: 63.00 14DEC00 08:29 SA: 215
CONTACT: F

CUSTOMER WAS ADVISED THAT WE
CALLED THE TECHNIC AL HOTLINE
THE HOTLINE ENGINEERS
RECOMENDE WE REPLACE RIMS WITH
ALUMINUM RIMS CUSTOMER DECLIN
ED TO HAVE RECOMENDED REPAIRS
DONE. CUSTOMER WAS ADVISED THAT
FRONT BRAKES NEED REPLACEMENT
HE E DECLINED.

THANK YOU FOR CHOOSING SANTA MARGARITA FORD.
IF FOR ANY REASON YOU ARE NOT COMPLETELY
SATISFIED PLEASE CALL OR SEE ME OR ASK TO
SPEAK WITH MY SERVICE MANAGER
THANK YOU FOR YOUR PATRONAGE!

PAID DEC 14 2000

CW USA

SERVICE HOURS

MONDAY - FRIDAY 7 AM - 9 PM
SATURDAY 8 AM - 5 PM

THANK YOU
FOR YOUR
BUSINESS!

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ORIGINAL ESTIMATE
CUSTOMER SIGNATURE

AUTHORIZED
REVISED
ESTIMATE

X

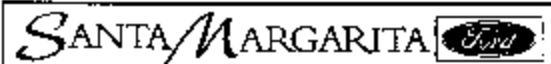
DESCRIPTION	TOTALS
LABOR AMOUNT	47.35
PARTS AMOUNT	13.76
GAS OIL LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES/ADJ.	1.50
TOTAL CHARGES	62.61
LESS INSURANCE	0.00
SALES TAX	1.07
PLEASE PAY THIS AMOUNT	63.68

BARNAL 022843 EPAT CAR 000008847

CUSTOMER COPY

110781

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INVOICE

DUPLICATE 1
PAGE 130031 Santa Margarita Parkway
Rancho Santa Margarita, CA 92688-3601
(949) 459-6800

SERVICE ADVISOR: 215 DAN VEGA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
ESTATEGREE	00	FORD EXPEDITION	1FMPU18L1YLA19069	4HME754	17879/17879	T532
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
27SEP1999	05SEP99		17:00 14DEC00		0.00 CASH	14DEC2000
R.O. OPENED	READY	OPTIONS: STK:95202 DLR:01597 ENG:5.4 TRN:OB314B0A				
		AXL:H9				

LINE	CPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	N24	VIBRATION WHILE DRIVING 70 MPH, BUT INTERMITTANTLY THE VIBRATION OCCURS 35-40MPH CHECK HISTORY FOR REPAIRS PREVIOUSLY DONE					
		N/C NO CHARGE					

227 MALDONADO, CARLOS LIC#: 227

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00
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17879 NC PER FORD TECH HOTLINE REPLACE RIMS WITH ALUMINU M WHEELS
CUSTOMER DECLINED

B 1P OIL AND FILTER CHANGE

1P 1P OIL AND FILTER CHANGE

105 BEHAVAN, BABAK LIC#: 105

C
1 FL*820*S FILTER ASY-OIL

6 OIL OIL

QC QUALITY CONTROL CHECK PERFORMED

105 BEHAVAN, BABAK LIC#: 105

MISC HAZ WASTE

PARTS:	13.76	LABOR:	7.40	OTHER:	1.50	TOTAL LINE B:	22.66
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17879 C .3 OIL AND FILTER CHANGED.

C GENERAL MAINTENANCE - CHASIS LUBE, CHECK TIRES FOR WARE, ADJUST TIRE PRESSURE, CHECK BRAKES, ROTATE TIRES, CHECK BELTS AND HOSES, TOP OFF FLUIDS, CHECK AND CLEAN AIR FILTER.

106 GENERAL MAINTENANCE - CHASIS LUBE, CHECK

TIRES FOR WARE, ADJUST TIRE PRESSURE, CHECK BRAKES, ROTATE TIRES, CHECK BELTS AND HOSES, TOP OFF FLUIDS, CHECK AND CLEAN AIR FILTER.

105 BEHAVAN, BABAK LIC#: 105

39.95 39.95

SERVICE HOURS

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SATURDAY 8 AM - 5 PM

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FOR YOUR
BUSINESS!

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ORIGINAL ESTIMATE \$
CUSTOMER SIGNATURE

AUTHORIZED REVISED ESTIMATE \$

X

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

BAR# AF 022843 EPA# CAR 000008847

CUSTOMER COPY