



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 156

Data Received

03-JAN-2000

Od_or _____
rt_dt _____
od_rt _____
up_ltr _____

Reference No.

854626

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) <small>(Listed at front of windshield or drivers side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading		
1FALP62W5SH192961	FORD	THUNDERBIRD	1995			
Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection			
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	City _____ State _____ Zip Code _____	No Cylinders _____				
Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbell <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> Passengerside Airbag	Cruise Control <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Sport Ult <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other _____	Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 07300000	Par. Name(s) POWER TRAIN:TRANSMISSION:AUTOMATIC	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Frnt <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No of Failures	Date(s) of Failure(s) 01-11-1999 Mileage at Failure(s) 66 Vehicle Speed at Failure(s) _____	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)


Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
------------------------------------------------------------------------------	-----------------------------------------------------------------------------	---------------------------	----------------------	---------------------------	-------------------------------------------------------------------------------------------

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHILE ACCELERATING TRANSMISSION MALFUNCTIONED, CAUSING THE VEHICLE TO GO INTO NEUTRAL UNEXPECTEDLY WHICH MAY RESULT IN A CRASH. DEALER HAD PUT A REBUILT TRANSMISSION. PLEASE PROVIDE FURTHER INFORMATION. *AK

CONTINUED ON BACK (REVERSE)

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 to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>Auto Safety Hotline</p> <h2 style="text-align: center;">Vehicle Owner's Questionnaire</h2> <p style="text-align: center;">NATIONWIDE 1-800-424-9393 DC METRO AREA (202) 366-0123 INTERNET: http://www.nhtsa.dot.gov</p>		<p>FOR AGENCY USE ONLY 156</p> <p>Date Received: 01/27/00 03 JAN 2000 OFFICE OF INVESTIGATION</p>		<p>Od. or rt. dt. _____ od. rt. up. Nr. _____</p>
<p>OWNER INFORMATION (Type or Print)</p> <p>_____ 581970</p>				<p>Reference No. 854626</p>		
<p>Do you authorize NHTSA to use your information in the absence of an agreement with you? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>Signature of Owner _____ Date: 02/01/00</p>				<p>Work Num. _____ Home Num. _____</p>		
<p>Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)</p> <p>1FALP62W5SH192961</p>		<p>Vehicle Make</p> <p>FORD</p>	<p>Vehicle Model</p> <p>THUNDERBIRD</p>	<p>Vehicle Year</p> <p>1995</p>	<p>Current Odometer Reading</p> <p>95,000</p>	
<p>Purchase Date</p> <p>1/96</p>	<p>Dealer's Name: DUB MILLER FORD INC. ROSENBERG</p> <p>City: _____ State: NJ Zip Code: 72471</p>		<p>Engine Size (CID/CC/L) _____</p> <p>No. Cylinders: 8</p>	<p><input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input checked="" type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection</p>		
<p><input type="checkbox"/> New <input checked="" type="checkbox"/> Used</p>	<p>Transmission Type</p> <p><input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic</p>	<p>Antilock Brakes</p> <p><input checked="" type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Restraint System</p> <p><input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Major belt <input checked="" type="checkbox"/> Driverside Airbag <input checked="" type="checkbox"/> 2-Point Belt <input checked="" type="checkbox"/> Passengerside Airbag</p>	<p>Cruise Control</p> <p><input checked="" type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Drive Train</p> <p><input type="checkbox"/> Front <input checked="" type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel</p>	
<p>Vehicle Type</p> <p><input checked="" type="checkbox"/> Car <input type="checkbox"/> Sport Ult <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other</p>	<p>Body Style</p> <p><input checked="" type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other</p>	<p style="text-align: center;">FAILED COMPONENT(S)/PART(S) INFORMATION</p>				
<p>Component</p> <p>07300000</p>	<p>Part Name(s)</p> <p>POWER TRAIN:TRANSMISSION:AUTOMATIC</p>		<p>Location</p> <p><input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear</p>		<p>Failed Part(s)</p> <p><input type="checkbox"/> Original <input type="checkbox"/> Replacement</p>	
<p>No. of Failures</p> <p>DOZENS</p>	<p>Date(s) of Failure(s): 01-FEB-1999</p> <p>Mileage at Failure(s): 66</p> <p>Vehicle Speed at Failure(s): _____</p>		<p>Failed Part(s) Available?</p> <p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>NHTSA Previously Contacted?</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>		
<p style="text-align: center;">APPLICATION INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)</p>						
<p>Crash</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured</p> <p>0</p>	<p>Number of Fatalities</p> <p>0</p>	<p>Estimated Property Damage</p> <p>_____</p>	<p>Reported to Police</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	
<p style="text-align: center;">NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)</p>						
<p>WHILE ACCELERATING TRANSMISSION MALFUNCTIONED, CAUSING THE VEHICLE TO GO INTO NEUTRAL UNEXPECTEDLY WHICH MAY RESULT IN A CRASH. DEALER HAD PUT A REBUILT TRANSMISSION. PLEASE PROVIDE FURTHER INFORMATION. *AK I HAVE SHARED THIS INFO WITH OTHER OWNERS OF 95 FORDS. THE PROBLEM IS NOT ISOLATED, BUT WIDE SPREAD</p>						
<p><small>CONTINUE ON BACK IF NEEDED</small></p>						
<p><small>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 to 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.</small></p>						



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

400 Seventh Street, S.W.
Washington, C.C. 20590

Dear Consumer:

As a result of your recent inquiry to the National Highway Traffic Safety Administration's Auto Safety Hotline, we developed the enclosed Vehicle Owner's Questionnaire. Please review the form and supply any additional information you have that you believe is relevant to your safety problem(s). You may also include copies of repair bills, letters to manufacturers, or any other documents related to the problem(s).

Please complete the questionnaire, fold, staple, or tape it so that the pre-addressed portion is on the outside.

We will share this information with the appropriate manufacturer may help resolve your problem(s). It is helpful to be thorough in your report so that our ability to use your information will be maximized. It is not necessary to complete all boxes if you are not sure of the information. It is very difficult to pursue complaints unless the Vehicle Identification Number (VIN) is known, and when reporting a tire problem, the DOT Identification is needed. The VIN is located inside the vehicle adjacent to the left of the windshield pillar (driver's side). The tire identification number contains 7 to 11 characters and is preceded by the letters "DOT" on the tire between the maximum width section and the bead, usually near the rim flange on the opposite side of the whitewall or on either side of a blackwall tire.

Any information you provide on this questionnaire is ENTIRELY VOLUNTARY. There is NO CONSEQUENCE or PENALTY of any kind if you DO NOT wish to provide it. We seek this information so that this agency can help you and other owners with similar problems and to allow us to combine this information with similar owner reports to develop both statistical and investigatory evidence which will help identify potential safety-related problems in motor vehicles or items of motor vehicle equipment.

Sincerely,

Information Management Branch
Auto Safety Hotline

2 Enclosures:
Self-addressed Questionnaire
Auto Safety Hotline Pamphlet



AUTO SAFETY HOTLINE
(800) 424-9393
Wash. D.C. Area 366-0123



September 11, 1999

Ford Motor Company
300 Renaissance Center
P. O. Box 43360
Detroit, Michigan 48243

To Whom it May Concern:

I recently heard a local radio commercial announcing "You can afford a Ford". That commercial prompted me to write this letter explaining why I can no longer afford a Ford. I have owned Fords for a number of years and the track records for reliability have fallen dramatically. The cost of repairs keeps rising at a rate that should be embarrassing for Ford Motor Company.

Here's my list of presently and previously owned Fords and the cost of repairs (many covered by the extended warranty that I opted to purchase).

1. **1995 Ford Thunderbird 85,000 miles.** This vehicle has transmission problems that are becoming extremely dangerous. It shifts into neutral on acceleration. This is indeed a very uncomfortable feeling when I'm passing on a two lane highway. Hopefully for Ford Motor Company this will not result in any type of emergency. I have come close on several occasions. This vehicle has been "repaired" by Gillman Lincoln Mercury in Rosenberg, Texas on several occasions. The last time I took it in, the technician could not get the vehicle to repeat the problem, so no repair. This problem is causing the universal joints to disintegrate as well. I understand that the rocket scientist your company has employed as engineers have made replacing this a major repair. Drop the gas tank, drop the exhaust, change universals. Probably a \$500 job.
Now, lets talk front brake rotors. Your company has cut corners here so much that a little water from a car wash has caused the rotors to warp repeatedly. I've spent \$500+++ on work in the last two years on front brakes alone. This problem has been around since 1966 when I owned a Mustang.

Yesterday my ABS warning light came on as well the traction assist light. It looks like I'll be taking this vehicle in for repair again soon. I'll wait for your reply to this letter first. I'll probably copy my attorney on this letter. Just for grins. The transmission problem could get me injured.

2. **1995 Windstar 85,000 miles:** Now here's a real champ. This years repairs have eclipsed the \$5,000 mark. Part of the cost is my fault for taking it to a Goodyear repair facility. Boy, those guys can really get to you. We have had the timing chain cover gasket replaced. \$600. There's that great Ford engineering again. Motor mounts replaced. Water pump replaced and a few thousand miles later, I had to replace the entire long block at a cost of \$3,000.

3. We could go into detail about the 1986 Taurus wagon I owned. Bought it used for \$9K. Your warranty people spent about \$14K fixing it. I understand your company is familiar with the track record of this vehicle. I also understand from conversing with other Ford owners and repair facilities that you are aware of transmission and torque converter problems on Thunderbirds and major engine problems on 1995 Windstars.

In summary, I will probably never own another Ford vehicle. It is disheartening to exchange stories with neighbors, friends and business associate (I'm an outside salesman, 25,000 miles annually) about the problems that I've had with the Ford's I've owned and they tell me about their Toyota's, Honda's and Nissan's (part Ford) with over 200,000 mile with nothing but routine maintenanc. Small wonder they brag while I'm embarrassed!

Ford: Quality is really not Job 1!!! Keeping your dealerships in the repair business is.

Sincerely,





GILLMAN COMPANIES

GILLMAN MITSUBISHI - ROSENBERG
GILLMAN LINCOLN MERCURY - ROSENBERG
 3501 B.F. TERRY • ROSENBERG, TEXAS 77471
 TELEPHONE (281) 342-6363



NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER.

DISCLAIMER OF WARRANTIES
 ANY WARRANTIES ON THE PRODUCT SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER, GILLMAN LINCOLN MERCURY, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND GILLMAN LINCOLN MERCURY NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

REPAIR NO.	CUSTOMER PARTICIPATION	DEALER PARTICIPATION	REPAIR TOTAL

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW:

X _____

(SIGNED)

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(DATE)

COVER/OWNER INFORMATION -- INVOICE: X19026

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 1573 A/V: 100 KMP, (FS INVOICE: FINA EXT X C GN VIN (FAI) P674KSHU9296) LICENSE NUMBER: TX TFJ551
 TAX BU SS: YNNN (INVOICE) AT: 07/23/98 16:37:27 95 FORD GRANDCOURT LX 201 CPS
 ODOMETER IN: 66678 DIST: FMC DATES (SERVICE): 06/19/95 PRODUCTION: 050495
 OADR: BEGIN: 07/20/98 END: 07/23/98

CONCERN	CAUSE	CORRECTION	OPERATION	TECH HOURS	AMOUNT
51	HORN INTERMITTENTLY INOP	REPLACE HORN ASSY.	133001	004 .7	10.83
51-1	REPLACE HORN ASSY.	REPLACE HORN ASSY.	13300A	004 .7	10.83
				006 .3	16.25

PART NUMBER	QTY	PRICE	AMOUNT
F33Z F337 13300 A HORN & SW	1R	34.80	34.80
010 ENTERPRISE 012393	1R	75.00	75.00

FACTORY TECH: 004 - MERCURY, JOHN F. CERT: 0096
 TECH: 006 - AUTO-TEX CERT: 6282
 CONCERN CODE: A34 FAX CODE: 28
 FP-F33Z13332A
 REPAIR TYPE 01 VISIT 1 CONC - PROGRAM: FSP
 FP-F33Z13332A

SUBTOTAL

PARTS	34.80
LABOR REPAIRS	75.00
MECHANICAL	48.74
TOTAL CHARGE FOR CONCERN	158.54

TYPE: FSP

CONCERN	CAUSE	CORRECTION	OPERATION	TECH HOURS	AMOUNT
32	SOMETIMES ON TAKE OFF, ENG RPM W/OUT RISE, NO FORWARD MOMENTUM	COMPLETE OVERHAUL, REP. INTERM, DIRECT CLUTCH, RECON. VALVE BODY.	70001	004 .7	37.92
32-1	COMPLETE OVERHAUL, REP. INTERM, DIRECT CLUTCH, RECON. VALVE BODY.	COMPLETE OVERHAUL, REP. INTERM, DIRECT CLUTCH, RECON. VALVE BODY.	7000A	004 1.9	102.92
				006 2.0	103.34
32-2	COMPLETE OVERHAUL, REP. INTERM, DIRECT CLUTCH, RECON. VALVE BODY.	COMPLETE OVERHAUL, REP. INTERM, DIRECT CLUTCH, RECON. VALVE BODY.	7000AX0	004 .1	5.42
				006 .2	10.83

PAGE 1

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LITS 434 LITS 28 FP F35Z1383CA

REPLACE HORN ASSY.

LN 52 PAY TYPE ESP TECH1-004 .70 2-006 .60 OPR-CODE 7000F

LITS 409 LITS 42 FP F5A27A247A

SOMETIMES ON TAKE OFF, ENG RPM WILL RACE, NO FORWARD MOMENTUM
A/T BURNED INTER FIBER AT STEEL.

COMPLETE OVERHAUL, REP. INTERMY, DIRECT CLUTCH, RECON. VALVE BODY,
FLUSH TORQ CONVERTOR, FLUSH TRANS OIL COOLER AND LIVE,

LN 52-1 PAY TYPE ESP TECH1-004 1.90 2-006 2.00 OPR-CODE 7000A

LITS 409 LITS 42 FP F5A27A247A

COMPLETE OVERHAUL, REP. INTERMY, DIRECT CLUTCH, RECON. VALVE BODY,
FLUSH TORQ CONVERTOR, FLUSH TRANS OIL COOLER AND LIVE,

MORE

LN 52-2 PAY TYPE ESP TECH1-004 .10 2-006 .20 OPR-CODE 7000AX0

LITS 409 LITS 42 FP F5A27A247A

COMPLETE OVERHAUL, REP. INTERMY, DIRECT CLUTCH, RECON. VALVE BODY,
FLUSH TORQ CONVERTOR, FLUSH TRANS OIL COOLER AND LIVE,

LN 52-3 PAY TYPE ESP TECH1-004 .10 2-006 .10 OPR-CODE 7000AZ0

LITS 409 LITS 42 FP F5A27A247A

COMPLETE OVERHAUL, REP. INTERMY, DIRECT CLUTCH, RECON. VALVE BODY,
FLUSH TORQ CONVERTOR, FLUSH TRANS OIL COOLER AND LIVE,

LN 52-4 PAY TYPE ESP TECH1-004 1.70 2-006 1.70 OPR-CODE 7000A2

LITS 409 LITS 42 FP F5A27A247A

COMPLETE OVERHAUL, REP. INTERMY, DIRECT CLUTCH, RECON. VALVE BODY,
FLUSH TORQ CONVERTOR, FLUSH TRANS OIL COOLER AND LIVE,

LN 52-5 PAY TYPE ESP TECH1-004 .10 OPR-CODE 7000A230

LITS 409 LITS 42 FP F5A27A247A

COMPLETE OVERHAUL, REP. INTERMY, DIRECT CLUTCH, RECON. VALVE BODY,
FLUSH TORQ CONVERTOR, FLUSH TRANS OIL COOLER AND LIVE,

LN 52-6 PAY TYPE ESP TECH1-004 .30 2-006 .20 OPR-CODE 7000A4

LITS 409 LITS 42 FP F5A27A247A

COMPLETE OVERHAUL, REP. INTERMY, DIRECT CLUTCH, RECON. VALVE BODY,
FLUSH TORQ CONVERTOR, FLUSH TRANS OIL COOLER AND LIVE,

MORE

LN 52-7 PAY TYPE ESP TECH1-004 .10 2-006 .10 OPR-CODE 7000A11

LITS 409 LITS 42 FP F5A27A247A

COMPLETE OVERHAUL, REP. INTERMY, DIRECT CLUTCH, RECON. VALVE BODY,
FLUSH TORQ CONVERTOR, FLUSH TRANS OIL COOLER AND LIVE,

RD X19026 66628 100 PTS=.00 POL=.00 TOT=.00 INV=072398

LN 52-8 PAY TYPE ESP TECH1-004 .40 2-006 .50 OPR-CODE 7000A13

LITS 409 LITS 42 FP F5A27A247A

COMPLETE OVERHAUL, REP. INTERMY, DIRECT CLUTCH, RECON. VALVE BODY,
FLUSH TORQ CONVERTOR, FLUSH TRANS OIL COOLER AND LIVE,

RD 016594 N 04/17/98 61626 546 PTS=.00 POL=.00 TOT=49.95 INV=041898

LN 51 PAY TYPE C TECH1-009 1.00 OPR-CODE ALIGNMENT

FLAG NOS

FT END ALIGNMENT
ALIGNMENT COMPLETE,

END OF DATA

LAST SERV MILEAGE: 076202

EFALP62W5GH192961 TX TRJCSF LAST-SERV: 02/02/99
95 F3RD THUNDERBOLT LX 2DR CPE IN-SERV DATE: 05/19/95
SRVC # CUS: 475 WAR: 652 POL:
NUMBER TYPE DATE DEDUCT MON MILES ACTIVE
EXT SVC PLAN1: USA 1996 NEW 60 711 65/19/00 5000 000 075000 N

RD X23889 N 02/01/99 76202 100 PTS=.00 POL=.00 TOT=.00 INV=026299
LN 51 PAY TYPE ESP TECH1-004 OPR-CODE LINES1
TRANS SHIFTING OUT OF GEAR WHILE ACCEL
PERFORM SBDS DIAGNOSTIC REVIEW
NO PROBLEM FOUND COULD NOT DUPLICATE CUSTOMERS CONCERN AT THIS TIM
LN 52 PAY TYPE ESP TECH1-004 OPR-CODE NC
RENT CAR
NO CHARGE

MORE

RD X21796 N 11/02/98 72157 100 PTS=.00 POL=.00 TOT=.00 INV=110698
LN 51 PAY TYPE ESP TECH1-004 OPR-CODE TRANS
WHEN STARTING OFF FROM A STOP, CAR WILL MOVE FOR SEVERAL FEET, THEN SHIFTS
TEST DRIVE UNABLE TO DUPLICATE.
PULL TRANS, INSPECT--NO WEAR--NOTHING ABNORMAL--REASSEMBLE--RETEST. N
O CODES/STILL UNABLE TO DUPLICATE.

RD W20319 Y 09/03/98 66721 100 PTS=.00 POL=.00 TOT=65.00- INV=096398
LN 51 PAY TYPE W TECH1-004 -.60 2-006 -.60 OPR-CODE 7000A
LITS 00 LITE 00 LIT9 A2
CUTBACK .6 = 32.50 TECH 004 CUTBACK .6 = 32.50 TECH 006 REF 19026
ENG RPY WILL RACE
7000A PAYS 2.9 NOT 3.9 7000A276 INVALID 7000A2J INVALID

RD C19206 N 07/24/98 66621 100 PTS=5.50 POL=.00 TOT=10.50 INV=072598
LN 07 PAY TYPE C TECH1-007 .20 OPR-CODE STATE
FLAGS NOS
STATE INSP
STATE INSP

MORE

RD X19026 N 07/20/98 66628 100 PTS=305.93 POL=.00 TOT=989.96 INV=072398
LN 51 PAY TYPE ESP TECH1-004 .20 2-006 .20 OPR-CODE 133000
LITS A34 LIT8 28 FP F38Z13832A
HORN INTERMITTANTLY INSP
HORN IN OPEN CIRCUIT.
REPLACE HORN ASSY.
LN 51-1 PAY TYPE ESP TECH1-004 .20 2-006 .20 OPR-CODE 133000



GILLMAN COMPANIES

GILLMAN MITSUBISHI - ROSENBERG
GILLMAN LINCOLN MERCURY - ROSENBERG
 3501 B.F. TERRY • ROSENBERG, TEXAS 77471
 TELEPHONE (281) 342-6363



NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER.

DISCLAIMER OF WARRANTIES
 ANY WARRANTIES ON THE PRODUCT SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER, GILLMAN LINCOLN MERCURY, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND GILLMAN LINCOLN MERCURY NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

REPAIR NO.	CUSTOMER PARTICIPATION	DEALER PARTICIPATION	REPAIR TOTAL

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW:

X _____

(SIGNED)

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(DATE)

INVOICE TO _____

VEHICLE/OWNER INFORMATION -- INVOICE# 119026

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 1523 AIN: 100 KEMP. W. INVOICED AT: 07/23/98 16:37:27 CR 9% THUNDERBOLT

LICENSE NUMBER: TX TRJESF

QTY	DESCRIPTION	UNIT PRICE	TOTAL
52-3	COMPLETE OVERHAUL, REP. INTERM., DIRECT CLUTCH, RECON. VALVE BODY,	7000A7J	5.42
52-4	COMPLETE OVERHAUL, REP. INTERM., DIRECT CLUTCH, RECON. VALVE BODY,	7000A2	92.09
52-5	COMPLETE OVERHAUL, REP. INTERM., DIRECT CLUTCH, RECON. VALVE BODY,	7000A27S	5.42
52-6	COMPLETE OVERHAUL, REP. INTERM., DIRECT CLUTCH, RECON. VALVE BODY,	7000A4	16.25
52-7	COMPLETE OVERHAUL, REP. INTERM., DIRECT CLUTCH, RECON. VALVE BODY,	7000A11	5.42
52-8	COMPLETE OVERHAUL, REP. INTERM., DIRECT CLUTCH, RECON. VALVE BODY,	7000A13	21.67

COMMENT

FLUSH TRANSDUCER, FLUSH TRANS. OIL COOLER AND LUBE.

PART NUMBER	QTY	DESCRIPTION	UNIT PRICE	TOTAL
FNC# F7A2 7052 A	1	SEAL ASY	5.73	5.73
FNC# F157 78164 A	6	PLATE ASY	3.15	18.90
FNC# F3LY 78164 A	4	PLATE ASY	3.74	14.96
FNC# F0A2 78442 R	1	HURTLEN PI	33.42	33.42
FNC# F3LY 7153 A	1	KIT - GAS	52.02	52.02
FNC# F5A7 7A247 A	1	SWITCH AS	75.81	75.81
FNC XT 2 BOX	12	FLUID-AUT	1.17	14.04
FNC# F2VY 7C155 A	1	GASKET-TR	2.49	2.49
FNC# F5A2 7H173 A	1	GASKET TR	14.02	14.02
FNC# F2VY 7A098 A	1	SCREEN AS	13.57	13.57
FNC# F7A2 76484 AA	1	SOLENOID	22.76	22.76
FNC# F5A7 7D100 A	1	GASKET-TR	2.61	2.61

FACTORY

TECH: 004 - MERRIFIELD, JOHN E. CERT#: 0096
 TECH: 006 - SCOTCHLIFE CERT#: 6268
 DISPN CODE: P09 PART. CODE: 1 42
 FP-F5A77A247A
 REPAIR TYPE 03 VISIT 1 CODES - PROGRAM: FSP
 FP-F5A77A247A
 FP-F5A77A247A
 FP-F5A77A247A

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REPAIR NO.	CUSTOMER PARTICIPATION	DEALER PARTICIPATION	REPAIR TOTAL

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW:

X _____

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

INVOICE TO

ORDER NUMBER INFORMATION - INVOICE: X19026

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 1523 ANV: 100 KFMP, JF INVOICE# AT: 07/23/90 16:37:27 GM 95 THUNDERBOLT LICENSE NUMBER: TX TEJ55F

- FP-F5A77A247A
- FP-F5A77A247A
- FP-F5A77A247A
- FP-F5A77A247A
- FP-F5A77A247A

TYPE:OSP

SUBTOTAL	
PARTS	271.13
MECHANICAL	585.05
TOTAL CHARGE FOR CONCERN	856.18

GRAND TOTAL \$

SUMMARY OF CHARGES FOR INVOICE X19026

PARTS	305.93
SUBJECT REPAIRS	75.00
MECHANICAL	633.79
SUB-TOTAL	1014.72
TAX	25.24
GRAND TOTAL	1039.96

PAYMENT DISTRIBUTION FOR INVOICE X19026

GRAND TOTAL	1039.96
MIG EXT SVC	
PO# 0026 711	
SUB-TOTAL	1039.96
DISCOUNT MEMO #1 019026	50.00
MIG EXT SVC	989.96

SHOP RATE IS VARIABLE
ATTENTION: THE FOLLOWING INVOICES ALSO EXIST
CJS - CUSTOMER PAY
IF YOU HAVE ANY QUESTIONS - PLEASE SEE JESSIE KFMP

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Towing Service

(281) 499-8921
(281) 499-1024

SUB TOTAL	ALLOWANCE	PLUS PRICE DIFF	LESS REC.
CHECK (X) APPROPRIATE BOX			
CLAIMS REVIEW	AUTHORIZATION TO SUBMIT CLAIM	PARTS SCRAP OUT	
\$	\$	\$	\$
PARTS	LABOR	TOTAL	

SERVICE INSTALLED PARTS				PROGRAM CODE(S)	DEALER CODE
DATE INSTALLED		ACCUMULATED MILEAGE		ORIGINAL R.O. NUMBER	52C182
NO.	DAY	YES	NO	TERMS	
APPROVAL CODE OR NO.			COMMITMENT CODE		
				REPAIR 1	PSA CODE
				REPAIR 2	04587
				REPAIR 3	

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE, UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISLIFE RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW

THIS COPY MUST BE RETURNED FOR ADJUSTMENT (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)



FOR OFFICE USE

VEHICLE INFORMATION

YEAR: 1999 MAKE: FORD MODEL: EXPLORER VIN: 1FADP40H979A00001 LICENSE NUMBER: TX 7JL00

TRAILER: NONE

DOOR: DRIVER

DATE: 11/16/99

CONCERN: TRANS IS SLIPPING AND IS SHAMING INTO GEAR AND WILL NEUTRALIZE WHEN IN GEAR OPERATION. TECH HOURS: 2.7 AMOUNT: 500.50

DIRECTION: CHECKED OUT TRANS AND ROAD TESTED, RAN EED TEST AND FOUND NO CODES

TECH NOTES: R/R TRANS AND REPLACED WITH EXCHANGE UNIT AND CLEANED COOLER.

PART NUMBER	QTY	NOTE	DESCRIPTION	BUY	SELL	AMOUNT
FMC# F5S2 7000 DRN	1		TRANS & CONV RENFG		1386.67	1386.67

FACTORY TEL#: 252 - YERKES 4110, WI

SUBTOTAL	1386.67
PARTS	1386.67
LABOR MECHANICAL	500.50
TOTAL CHARGE FOR CONCERN	1887.17

SUMMARY OF CHARGES FOR INVOICE 001955	
PARTS	1386.67
SERVICE MATERIAL	20.29
LABOR MECHANICAL	500.50
SUB-TOTAL	1910.46
SALES TAX	116.32
TOTAL CHARGE	2026.78

PAYMENT DISTRIBUTION FOR INVOICE 001955	
TOTAL CHARGE	2026.78
CASH DUE	2026.78

\$65.00 PER HOUR
IF YOU HAVE ANY QUESTIONS - PLEASE SEE DENNIS RITTINMAN
THANKS FOR CHOOSING HELFMAN FORD!

IPATHE

NOV 16 1999

BY: CH 6628

PAGE 1
LAST PAGE

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED

CUSTOMER COPY