Form Approved: O.M.B. No. 2-25-0033

U.S. Department of Transportation

National Highway Traffic Safety Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT
1-888-327-4236
www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 241

Date Received: 15-MAR-2000

Od_or ____ ____
rt_dt ____ ____
od_rt ____ ____
up_ltr ____ ____

Reference No. 858605

[redacted]

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.) (posted at windshield: driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1FTRF17W0XKB71500	FORD TRUCK	F150	1999	

Purchase Date: ☒ New ☐ Used

Dealer's Name _____
City _____ State _____ Zip Code _____

Engine Size (CID/CC/L _____
No Cylinders _____

☐ Turbo
☐ Diesel
☐ Gas
☐ Fuel Injection

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
☐ Manual ☐ Automatic	☒ Yes ☐ No	☒ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Belt	☐ Yes ☒ No	☐ Front ☐ Rear ☐ 4-Wheel	☐ Car ☐ Van ☐ Minivan ☐ Other_____ ☐ Sport Utl ☐ Truck ☐ Motorcycle	☐ 2-Door ☐ 4-Door ☐ Stationwagon ☒ Pick Up Truck ☐ Other_____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component	Part Name(s)	Location	Failed Part(s)
05100000	ENGINE	☐ Left ☐ Right ☐ Front ☐ Rear	☐ Original ☐ Replacement

No of Failures	Date(s) of Failure(s) / Mileage at Failure(s) / Vehicle Speed at Failure(s)	Failed Part(s) Available?	NHTSA Previously Contacted?
4	Date(s) of Failure(s) 02-AUG-1999 Mileage at Failure(s) 5000 Vehicle Speed at Failure(s)	☐ Yes ☐ No	☐ Yes ☐ 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	Fire	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No				☐ Yes ☒ No

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

VEHICLE STALLS INTERMITTENTLY IN ANY GIVEN SPEED. VEHICLE BEEN IN/OUT OF DEALER'S SHOP ON FOUR OCCASIONS, AND PROBLEM STILL REOCCURRING. *AK

CONTINUE ON BACK IF NEEDED

VIN # 1FTRF17W0XKB71500

Form Approved: O.M.B. No. 2127-0008

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

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT
1-888-327-4236
www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 241

Date Received: 15-MAR-2000

Od_or
rt_dt
od_rt
up_ltr

Reference No. 858605

OWNER INFORMATION (Type or Print)

[redacted] 596871

Work Number

Home N[redacted]

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 Ow[redacted] Date 4-5-00

VEHICLE INFORMATION

Vehicle Ident. No. (VIN.) (Located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1FTRF17W0XKB71500	FORD TRUCK	F150	1999	5834

Purchase Date: ☒ New ☐ Used

Dealer's Name: Hayward Ford
City: Hayward State: CA Zip Code:

Engine Size (CID/CC/L): 4.6 L
No Cylinders: 8
☐ Turbo ☐ Diesel ☑ Gas ☐ Fuel Injection

Transmission Type: ☐ Manual ☑ Automatic

Antilock Brakes: ☒ Yes ☐ No

Restraint System: ☒ 3-Point Belt? ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag

Cruise Control: ☐ Yes ☒ No

Drive Train: ☐ Front ☑ Rear ☐ 4-Wheel

Vehicle Type: ☐ Car ☐ Van ☐ Minivan ☐ Other ☐ Sport Ut ☑ Truck ☐ Motorcycle

Body Style: ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☒ Pick Up Truck ☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component: 05100000

Part Name(s): ENGINE 4.6 liter V8
1FTRF17W0XKB71500 12-29-99

Location: ☐ Left ☐ Right ☐ Front ☐ Rear

Failed Part(s): ☑ Original ☐ Replacement

No of Failures: 4

Date(s) of Failure(s): 3-3-99 / 4-10-99 / 11-8-99 / 2-3-00 / 2-21-00 / 03AUG1999 / 4-6-00
Mileage at Failure(s): 392 / 5000 / 1526 / 5245 / 5366 / 5834
Vehicle Speed at Failure(s): 0 - 25

Failed Part(s) Available? ☐ Yes ☐ No

NHTSA Previously Contacted? ☑ Yes ☐ No
Exhaust problems

APPLICATION INCIDENT INFORMATION

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

Crash	Fire	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No				☑ Yes ~~☒ No~~

Highway Patrol

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

VEHICLE STALLS INTERMITTENTLY IN ANY GIVEN SPEED. VEHICLE BEEN IN/OUT OF DEALER'S SHOP ON FOUR OCCASIONS, AND PROBLEM STILL REOCCURRING. *AK

4-5-00 in Hayward Ford shop again, for stalling.
Ford Has worked on the problem 11-8-99 - 3-21-00 - 4-6-00 - repair atempts

VIN # 1FTRF17W0XKB71500

CONTINUE ON BACK IF NEEDED

Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

TIRE IDENTIFICATION NO.*

D	O	T												MANUFACTURER/TIRE NAME	SIZE

* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.

NARRATIVE DESCRIPTION (CONTINUED)

VIN #1FTRF17W0XKB71500

*U.S. Government Printing Office: 1995 — 523-390

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

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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
Auto Safety Hotline, NEF-11 HL
400 7th Street, SW
Washington, DC 20590

April 6, 2000

Ford Motor Company
Customer Assistance Center
16800 Executive Plaza Drive
P.O. Box 6248
Dearborn MI 48121

RE: VIN#1FTRF17WOXKB71500
Ford F150

To the Attention of Ford Motor Company,

I have been asked by the NHTSA to write to you about my 1999 Ford F150 which I purchased as new in July 1999. Among other numerous defects, there is a problem with the truck stalling and dieing out. Whether idling in PARK , or in the DRIVE gear at a stop or under way, it has died on me several times. The first time at 382 mile mark on the odometer. The problem was dismissed as a fuel grade problem (R.O. #284084 Scott Albright).

On 04/06/00 the truck was put in the shop at Hayward Ford for the sixth time to work on the recurring stalling problem with this truck. There have been two repair attempts made so far. I do not feel safe driving this truck. I fear for the safety of my family while they are riding in this truck, and I also fear for the safety of any other person or vehicles around me while there is the definite potential for sudden and unexpected complete engine failure, and greatly reduced steering and braking power that has occurred several times with this truck. This is the seventh visit to the shop in only 5000 miles.

I have no problem with owning a Ford truck, just not this one.

I am asking you what you can do to solve this.

The dealer will sell me a new truck but I lose the $10,000 that I have already paid into this truck. This is unsatisfactory to me.
I would be more agreeable to a reimbursment with prorating the miles on the F150 I have, or even a Swap with another 1999 Ford F150 with like miles.
I am open to some compromise where I don't lose $10,000 but still remain a Ford customer.

The purpose for buying a brand new truck was definitely not so I could learn about lemon laws.

Thank you for your immediate attention to this matter. Please respond to this letter at the address provided below.

Sincerely,

Enclosures

We will invoice
F150 while
Factory Inspects
Eric Veldhuizen
Vehicle -
4-7-2000

HAYWARD FORD

Phone: (510) 881-1200
Fax: (510) 881-0829

Motorcraft

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

PROGRAM CODE	P	ADMINISTRATION CODE 0772	DEPARTMENT NO.	E.S.P. NUMBER	SERVICE INSTALLED PARTS	CROSS REFERENCE

CUSTOMER NO.	ADVISOR	HAT NO.	INVOICE DATE	INVOICE NO.
90085	SCOTT ALBRIGHT 44	6739	04/07/00	FUCS305559

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		5266		X11840

YEAR/MAKE/MODEL	DELIVERY DATE	DELIVERY MILES
97/FORD TRUCK/F150/PK	07/20/99	11

VEHICLE ID. NO.	REJ.NO DEALER NO.	PRODUCTION DATE
F T R F 1 7 W 0 X K B 7 1 5 0 0		

F.T.E. NO.	P.O. NO.	R.O. DATE	REPRINT#
		03/16/00	2

[redacted]

JOB# 1 CHARGES

LABOR

OP#			TECH(S)	WARRANTY
1	00F0Z	DRIVEABILITY	33 5	

ATTACH CFR PER SERVICE DIRECTOR REQUEST FOR INTERMITTANT
10 MI DYING, ODT

DOWNLOADED 2 EVENTS THAT CUSTOMER RECORDED. ONCE CAR DIED.
ONCE IT STUMBLED. RECORDING DID NOT GIVE EVIDENCE OF
SPECIFIC CIRCUIT FAILURE. CALL HOTLINE. REC:DO ANOTHER
ROAD TEST WITH CFR AND FUEL GAUGE INSTALLED. COULD NOT
DUPLICATE CONCERN. CALLED HOTLINE AGAIN.
HOTLINE REC: INSTALL IAC AND ROAD TEST. VEHICLE PERFORMED TO
SPEC. NO PROBLEMS FOUND. REINSTALL CFR WITH DIFFERENT CHIP
AND CUSTOMER WILL ROAD TEST FOR 2-3 MORE DAYS.
CUST RETURN, RECORDED EVENT, HERO'S RECD, STILL NO REASON
FOUND.STALL NOT VERIFIED BY TECH.FOMOCO WANTS FURTHER TESTS.
SERVICE DIRECTOR TO CALL FOMOCO FOR FIELD ENGINEER APPT.

PARTS	QTY	PART NUMBER	DESCRIPTION	UNIT PRICE	
	1	F65Z-9F715-EA	VALVE ASY-THRO		WARRANTY
	1	D/99	9F715		WARRANTY
				TOTAL PARTS	0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX FOCS JOB# 1 TOTAL 0.00

COMMENTS
FLIGHT RECORDER INSTALL

TECHNICIAN CERTIFICATION

33	JOHN N BILLINGS	9195
5	ROBERT J BABCOCK	4224

TOTALS

P & A CODE: 07729
WE SAY "THANKS" FOR USING HAYWARD FORD'S SERVICE DEPARTMENT

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.D.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	0.00

CUSTOMER SIGNATURE

Fran
Shop manager
offer basic transportation
of truck for weekend
sending me out on road 4-7-00 unrepaired

BAR# FBK163625UF 1

HAYWARD FORD

END OF EPA#CAD 982371668 02:05:00

25501 Mission Blvd.
Hayward, California 94544

HAYWARD FORD

Phone: (510) 881-1200
Fax: (510) 881-0829

FORD

Motorcraft

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

Idel air control

PROGRAM CODE	AUTHORIZATION CODE	COMMITMENT NO.	E.S.P. NUMBER	SERVICE INSTALLED PARTS NO. / DAY / YEAR	ACCRUED MILEAGE	CROSS REFERENCE
P & A CODE: 07729						

CUSTOMER NO.	ADVISOR		HAT NO.	INVOICE DATE	INVOICE NO.
90085	SCOTT ALBRIGHT	44	5173	03/30/00	FOCS305559

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		9266		X11840

YEAR/MAKE/MODEL	DELIVERY DATE	DELIVERY MILES
99/FORD TRUCK/F150/PK	07/20/99	11

VEHICLE I.D. NO.	BILLING DEALER NO.	PRODUCTION DATE
1FTF[redacted]F[redacted]7[redacted]0[redacted]K[redacted]7[redacted]5[redacted]0[redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE	
		03/16/00	REPRINT# 1

[redacted]

JOB# 1 CHARGES

LABOR

J# 1 08F0Z DRIVEABILITY TECH(S):33 5 — WARRANTY

ATTACH CFR PER SERVICE DIRECTOR REQUEST FOR INTERMITTANT DYING OUT

DOWNLOADED 2 EVENTS THAT CUSTOMER RECORDED. ONCE CAR DIED, ONCE IT STUMBLED. RECORDING DID NOT GIVE EVIDENCE OF SPECIFIC CIRCUIT FAILURE. CALL HOTLINE. REC'DO ANOTHER ROAD TEST WITH CFR AND FUEL GAUGE INSTALLED. COULD NOT DUPLICATE CONCERN. CALLED HOTLINE AGAIN.
HOTLINE REC: INSTALL IAC AND ROAD TEST. VEHICLE PERFORMED TO SPEC. NO PROBLEMS FOUND. REINSTALL CFR WITH DIFFERENT PIDS AND CUSTOMER WILL ROAD TEST FOR 2-3 MORE DAYS.

PARTS QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
1	F65Z-9F715-EA	VALVE ASY-THRO		WARRANTY
1	D/99	9F715		WARRANTY
			TOTAL - PARTS	0.00

Secondtrie

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX FOCS JOB# 1 TOTAL — 0.00

COMMENTS
FLIGHT RECORDER INSTALL

TECHNICIAN CERTIFICATION

33	JOHN N BILLINGS	9195
5	ROBERT J BABCOCK	4224

TOTALS

P & A CODE: 07729
WE SAY "THANKS" FOR USING HAYWARD FORD'S SERVICE DEPARTMENT

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	0.00

[redacted]

CUSTOMER SIGNATURE

HAYWARD FORD

END OF

EPA'S DAD 082371668

10:42:10

25501 Mission Blvd.
Hayward, California 94544

HAYWARD FORD

Phone: (510) 881-1200
Fax: (510) 881-0829

FORD | Ford | LICENSED SMOG CHECK | Motorcraft

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

Call customer at 1:30 3/15 Scott

P & A CODE: 07729

PROGRAM CODE	AUTHORIZATION CODE	COMMITMENT NO.	E.S.P. NUMBER	SERVICE INSTALLED PARTS	CROSS REFERENCE

CUSTOMER NO. 90083	SALESMAN SCOTT ALBRIGHT 44	HAT NO. 4940	INVOICE DATE 03/15/00	INVOICE NO. FOCS305300	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 5161	COLOR	STOCK NO. X11840
	YEAR/MAKE/MODEL 99 FORD TRUCK/F150/PK			DELIVERY DATE 07/20/99	DELIVERY MILES 11
	VEHICLE I.D. NO. 1FTRF17W0XKB71500			BILLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE 03/14/00	

JOB# 1 CHARGES

LABOR

J# 1 08F0Z DRIVEABILITY TECH(S):33 WARRANTY

CHECK FOR STALLING, CAN STALL AT IDLE OR UNDER WAY. OCCURS AT ANY TEMP. HAPPENED 3 TIMES YESTERDAY, AND ALMOST OCCURED TODAY. HAS BEEN INTERMITTANT SINCE 400 MILES ON THE ODO. CUSTOMER APPROVED DRIVE-HOME BY TECH FOR 03/14/00 OVERNIGHT. WILL RETURN FOR RECHECK ON 03/15/00 AM. PER PHONE BY ERICH AT 14:10 03/14/00. SCOTT

?

PERFORMED VEHICLE WALK AROUND INSPECTION PRIOR TO ROADTEST. BODY CONDITION NOTED ON R.O.

DRIVE HOME PER CUSTOMER REQUEST. NO [illegible] OR SMOKING DURING ROAD TESTS. VEHICLE WAS DRIVEN TO [illegible] AND BACK. RUN ELC TESTS AND NOTHING IN MEMORY. INSPECT VEHICLE NOTHING FOUND.

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX FOCS JOB# 1 TOTAL 0.00

COMMENTS

MG.

TECHNICIAN CERTIFICATION

33 JOHN H BILLINGS 9195

TOTALS

P & A CODE: 07729
WE SAY "THANKS" FOR USING HAYWARD FORD'S SERVICE DEPARTMENT

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	0.00

[redacted]

25501 Mission Blvd.
Hayward, California 94544

HAYWARD FORD

Phone: (510) 881-1200
Fax: (510) 881-0829

FORD

Motorcraft

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

P & A CODE: 07729

PROGRAM CODE	AUTHORIZATION CODE	COMMITMENT NO.	E.S.P. NUMBER	SERVICE INSTALLED PARTS	CROSS REFERENCE

CUSTOMER NO. 90080	DANIEL ANDRADE 31	HAT NO. 5245	INVOICE DATE 01/07/00	INVOICE NO. F0C329887 4	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 162	COLOR	STOCK NO. X11840
	99 FORD TRUCK/F150/PK			DELIVERY DATE 07/20/99	DELIVERY MILES 11
	VEHICLE I.D. NO. 1FTRF17W0XKB71500			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		RO DATE 01/05/00	

JOB# 1 CHARGES

LABOR — WARRANTY

J# 1 08F0Z DRIVEABILITY TECH(S):11 49

SEE RO#293841-CUSTOMER STATES THAT VEHICLE FEELS LIKE IT WANTS TO STALL-WHILE DRIVING-HAS STALLED AT TIMES AND HAS HARD TIME STARTING-CUSTOMER NOTICES DARK SMOKE COMING OUT OF TAIL PIPE AFTER HARD START-REAR VALVE CLATTER TYPE SOUND SEE DAN-SEE LARRY M. REPORT

not ha

INSPECTED, NO PROBLEM FOUND-NO CODES IN MEMORY

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX FOCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR — WARRANTY

J# 2 75F0Z AUTO TRANSMISSION TECH(S):68

TRANSMISSION AT 25MPH-SHIFTS HARD WHEN LETTING OF GAS AND SHIFTS SLOW AT HIGHWAY SPEEDS-REPORT.
INSPECTED. UNABLE TO VERIFY AT THIS TIME.

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX FOCS JOB# 2 TOTAL 0.00

COMMENTS
MG.

TECHNICIAN CERTIFICATION

11	LARRY A MARQUES	7553
49	JOHN H. LAWSON	9726
68	DEXTER GONSALVES	7463

TOTALS

P & A CODE: 07729
WE SAY "THANKS" FOR USING HAYWARD FORD'S SERVICE DEPARTMENT

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	(0.00

1-7-00
CUSTOMER SIGNATURE

The dealer replaced

25501 Mission Blvd.
Hayward, California 94544

HAYWARD FORD

Phone: (510) 881-1200
Fax: (510) 881-0829

FORD

Ford Genuine Parts

Motorcraft

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

PROGRAM CODE	AUTHORIZATION CODE	COMMITMENT NO.	S.S.P. NUMBER	J.O. NO.	DAY	YEAR	SERVICE INSTALLED PARTS ACCRUED MILEAGE	CROSS REFERENCE

CUSTOMER NO.	ADVISOR	HAT NO.	INVOICE DATE	INVOICE NO.
90085	MICHAEL L MOORE 112	1520	11/12/99	F0C9293841

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		3041		X11840

YEAR/MAKE/MODEL	DELIVERY DATE	DELIVERY MILES
99/FORD TRUCK/F150/PK	07/20/99	11

VEHICLE I.D. NO.	BILLING DEALER NO.	PRODUCTION DATE
1FTEF70K7S0		

F.T.E. NO.	P.O. NO.	R.O. DATE
		11/10/99

11-12-99 Called Del 1 PM

JOB# 1 CHARGES

LABOR

JH 1 OBF0Z DRIVEABILITY TECH(S):11 — WARRANTY

SEE HISTORY DIES HOT OR COLD,AT IDLE OR WHEN DRIVING
SOMTIMES,HARD TO START,SMELLS LIKE RICH MIXTURE,2
TIMES IN 1 MONTH,ALSO WHEN ONLY HAD 400 MILES,TRIES
SEVERAL TANKS OF FUEL,87 OCTANE ALL BRANDS

EEC TEST EGO SENSORS SLOW TO SWITCH.REPLACED 2 SENSORS

	QTY	PART NO.	DESCRIPTION	UNIT PRICE	
	2	XC2Z 9F472-AA	SENSOR - HEGO		WARRANTY
			TOTAL - PARTS		0.00

First time

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX FOCS JOB# 1 TOTAL — 0.00

JOB# 2 CHARGES

LABOR

JH 2 01F0Z11 ALIGN FRONT END CAR TECH(S):32 — WARRANTY

PERFORM FRONT END ALIGNMENT (08)

TIRE WEAR CUPPING EDGES
NORMAL MAINTENANCE

FRONT END ALIGNMENT COMPLETED

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX FOCS JOB# 2 TOTAL — 0.00

JOB# 3 CHARGES

LABOR

JH 3 01F0Z10 TIRE BALANCE TECH(S):32 — WARRANTY

PERFORM COMPUTER TIRE BALANCE-4 TIRES (08)

PLEASE ROTATE TIRES WHEN BALANCING,VIBRATION AT FREEWAY
SPEEDS
NORMAL MAINTENANCE
COMPUTER TIRE BALANCE COMPLETED

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX FOCS JOB# 3 TOTAL — 0.00

COMMENTS
DM, RTCR TRUCK IF POSSIBLE

TECHNICIAN CERTIFICATION

11	LARRY A MARQUES	7593
32	LARRY A BETTENCOURT	3767

HAYWARD FORD

CONTINUED ON PAGE 2

13:56:36

25501 Mission Blvd.
Hayward, California 94544

HAYWARD FORD

Phone: (510) 881-1200
Fax: (510) 881-0829

FORD

Motorcraft

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

P & A CODE: 07729

PROGRAM CODE	AUTHORIZATION CODE	COMMITMENT NO.	E.S.P. NUMBER	SERVICE INSTALLED PARTS NO. / DAY / YEAR	ACCRUED MILEAGE	CROSS REFERENCE

CUSTOMER NO.	ADVISOR	HAT NO.	INVOICE DATE	INVOICE NO.
[redacted]	MICHAEL L MOORE 112	1520	11/12/99	FDCS293841

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		3041	/	X11840

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
99/FORD TRUCK/F150/PK	07/20/99	11

VEHICLE ID. NO.	SELLING DEALER NO.	PRODUCTION DATE
1FTRF17W0XKB71500		

R.T.S. NO.	P.O. NO.	R.O. DATE
		11/10/99

TOTALS----------

P & A CODE: 07729
WE SAY "THANKS" FOR USING HAYWARD FORD'S SERVICE DEPARTMENT

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	0.00

[redacted]

First Time

HAYWARD FORD

END OF ERA#CAE 982371668

13156436

VEHICLE I.D. NO. 1FTZF17W0XKB71590	YEAR/MAKE/MODEL 99/FORD TRUCK/F150/PK	PRODUCTION DATE	STOCK NO. X11840	LICENSE NO.	R.O. NO. 281001
[redacted]	CUSTOMER NO. 90085	COLOR	DELIVERY DATE 07/20/99	DELIVERY MILES 11	SELLING DEALER NO.
	SERVICE CONTRACT FORD ESC	CONTRACT NO.	EXPIRATION DATE 07/20/05	EXPIRATION MILES 60000	R.O. DATE 08/03/99
					SAN ADVISOR 44
					HAT NO. 2081
					MILEAGE IN 392
RESIDENCE PHONE 510-532-1581	BUSINESS PHONE 510-532-1581				ENGINE TRANS
TIME RECEIVED 02:11pm	ESTIMATED DATE & TIME COMPLETED 08/03/99 06:00pm	PRIORITY 5			CRUISE CTL AIR COND
STATE REG# AK163525		LABOR RATE			WHEEL LOCKS TURBO
					LOCKING HUBCAPS P.S.

CALL WHEN READY ☐ YES ☐ NO

SAVE REMOVED PARTS FOR CUSTOMER ☐ YES ☐ NO

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

REVISED ESTIMATE ☐ BY PHONE ☐ IN PERSON DATE TIME PERSON CONTACTED BY

2nd REVISED EST. ☐ BY PHONE ☐ IN PERSON DATE TIME PERSON CONTACTED BY

TERMS STRICTLY CASH UNLESS ARRANGEMENTS MADE

It is understood that this Company assumes no responsibility for loss or Damage by Theft or Fire to vehicle placed with them for Repair or Damage to vehicle when Called for and Delivered, or while Road Testing. The below bill for labor and material is approved, and an express Mechanic's lien is granted on said vehicle to secure the payment thereof, and in event of default, I agree to pay in addition thereto a reasonable attorney's fee; permission is granted to you to drive such vehicle on any street or road for the purpose of moving and inspecting same.

[redacted]

WHEN INQUIRING ABOUT YOUR VEHICLE, PLEASE REFER TO YOUR SERVICE ADVISOR AND HAT NO.

FOR SMOG CERTIFICATION REPAIRS

By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary.

X

JOB! LABOR INSTRUCTIONS

EXHAUST SYSTEMS
CHECK FOR EXHAUST NOISE, POSSIBLE LEAK, CUSTOMER STATES HAS NOTICED SOME ELEVATED NOISE LEVELS

[redacted]

99F02 COMMENTS
CHECK EXHAUST HEAT SHIELDS, POP AND CRACK-ADVISE

[redacted]

FOR YOUR CONVENIENCE
TERMS: STRICTLY CASH
OR APPROVED CREDIT CARDS

WE HONOR THE FOLLOWING CREDIT CARDS:
VISA
MASTERCARD
AMERICAN EXPRESS
DISCOVER

NO CARS MAY BE PICKED UP AFTER OUR SERVICE DEPARTMENT CLOSES UNLESS PREVIOUSLY ARRANGED
SERVICE DEPARTMENT HOURS:
MONDAY THRU FRIDAY 7:00 AM TO 8:00 PM

NO VEHICLES RELEASED AFTER SERVICE HOURS
NO VEHICLES RELEASED PRIOR TO 7:00 A.M.

THANK YOU FOR BRINGING YOUR VEHICLE TO US FOR SERVICE WHEN CALLING ABOUT YOUR VEHICLE PLEASE REFER TO THE REPAIR ORDER NUMBER AS INDICATED ON TOP OF FORM.

Thank You

HAYWARD FORD

B.A.R. # HAYWARD FORD US EPA ID #

VEHICLE ID NO. 1FTRF17W2XKB71500	YEAR-MAKE-MODEL 99 FORD TRUCK/F150	PRODUCTION DATE	STOCK NO. X11940	LICENSE NO.	P.O. NO. 28[illegible]	
CUSTOMER NO. 90085	COLOR	DELIVERY DATE 07/20/99	DELIVERY MILES 11	SELLING DEALER NO.	R.O. DATE 08/02/[illegible]	
SERVICE CONTRACT FORD ESC		CONTRACT NO.	EXPIRATION DATE 07/20/05	EXPIRATION MILES 60000	SA	ADVISOR 4[illegible]

[redacted]

ORIGINAL ESTIMATE NAPR | REVISED ESTIMATE $ | BY PHONE / IN PERSON | DATE | SERVICE ADVISOR NAME | HAT NO. 20[illegible]

TIME | PERSON CONTACTED | BY

2nd REVISED EST. | BY PHONE / IN PERSON | DATE | TIME | PERSON CONTACTED | BY

MILEAGE 39[illegible]

WHEN INQUIRING ABOUT YOUR VEHICLE, PLEASE REFER TO YOUR SERVICE ADVISOR AND HAT NO.

ENGINE | TRANS | CRUISE CTL. | AIR COND. | WIND LOCKS | TUNDO | LOCKING LUGS/AP | P.S.

CALL WHEN READY ☐ YES ☐ NO

SAVE REMOVED PARTS FOR CUSTOMER ☐ YES ☐ NO

[redacted]

02:11pm | 08/03/99 | 06:00pm | PRIORITY 5

STATE REG# AK163525 | LABOR RATE

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

[redacted]

FOR SMOG CERTIFICATION REPAIRS
"By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary."
X _____

JOB	LABOR INSTRUCTIONS
8	W 50F02 EXHAUST SYSTEMS CHECK FOR EXHAUST NOISE, POSSIBLE LEAK, CUSTOMER STATES HAS NOTICED SOME ELEVATED NOISE LEVELS
	[redacted]
	W 99F02 COMMENTS CHECK EXHAUST HEAT SHIELDS, POP AND CRACK--ADVISE
	[redacted]

Rental N/C

FOR YOUR CONVENIENCE
TERMS: STRICTLY CASH
OR APPROVED CREDIT CARDS

WE HONOR THE FOLLOWING
CREDIT CARDS:
VISA
MASTERCARD
AMERICAN EXPRESS
DISCOVER

NO CARS MAY BE PICKED UP AFTER OUR SERVICE DEPARTMENT CLOSES UNLESS PREVIOUSLY ARRANGED
SERVICE DEPARTMENT HOURS:
MONDAY THRU FRIDAY 7:00 AM TO 6:00 PM

NO VEHICLES RELEASED AFTER SERVICE HOURS
NO VEHICLES RELEASED PRIOR TO 7:00 A.M.

THANK YOU FOR BRINGING YOUR VEHICLE TO US FOR SERVICE
WHEN CALLING ABOUT YOUR VEHICLE PLEASE REFER TO THE REPAIR ORDER NUMBER AS INDICATED ON TOP OF FORM.

Thank You
HAYWARD FORD

B.A.R. # AK 163525 | HAYWARD FORD | US EPA ID # CAD 983615378

TERMS: CASH ☐ CREDIT CARD ☐ CHECK ☐ PRIOR APPROVAL ☐ OTHER ☐

VEHICLE ID. NO.: [illegible]

YEAR / MAKE / MODEL: 99/FORD TRUCK/[illegible]

PRODUCTION DATE:

STOCK NO.: X11890

LICENSE NO.:

TO NO.:

CUSTOMER NO.: 90085

COLOR:

DELIVERY DATE: 07/20/99

DELIVERY MILES: 11

SELLING DEALER NO.:

PO DATE: [illegible]

SERVICE CONTRACT: FORD ESC

CONTRACT NO.:

EXPIRATION DATE: 07/20/05

EXPIRATION MILES: 60000

SEN: ADV CODE: [illegible]

CALL WHEN READY ☐ YES ☐ NO

ORIGINAL ESTIMATE $ [illegible]

REVISED ESTIMATE $ ☐ BY PHONE ☐ IN PERSON DATE TIME PERSON CONTACTED BY

SERVICE ADVISOR NAME: [illegible]

HAT NO.:

MILEAGE:

SAVE REMOVED PARTS FOR CUSTOMER ☐ YES ☐ NO

[redacted]

PRIORITY 2

2nd REVISED EST. ☐ BY PHONE ☐ IN PERSON DATE TIME PERSON CONTACTED BY

TERMS STRICTLY CASH UNLESS ARRANGEMENTS MADE

It is understood that the Company assumes no responsibility for loss or damage by Theft or Fire to vehicle placed with them for Repair or Damage to vehicle when Called for and Delivered, or while Road Tested. This value bill for labor permission is granted to pay to [illegible]

WHEN INQUIRING ABOUT YOUR VEHICLE, PLEASE REFER TO YOUR SERVICE ADVISOR AND HAT NO.

FOR SMOG CERTIFICATION REPAIRS

"By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary."

X

ENGINE | TRANS.

CRUISE CTL | AIR COND

WHEEL LOCKS | TONEO

LOCKING HUBCAPS | P.S.

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

STATE REG# AK163325

LABOR RATE

[redacted]

JOB	LABOR INSTRUCT
	*COMMENTS : DM, RTCR TRUCK IF POSSIBLE
1	W*08F0Z DRIVEABILITY
	SEE HISTORY DIES HOT OR COLD AT IDLE OR WHEN DRIVING
	[redacted]
2	PERFORM FRONT END ALIGNMENT (08)
	TIRE WEAR CUPPING EDGES
3	W*01F0210 TIRE BALANCE
	PERFORM COMPUTER TIRE BALANCE-4 TIRES (08)
	PLEASE ROTATE TIRES WHEN BALANCING. VIBRATION AT [illegible] SPEEDS

Rental N/C

FOR YOUR CONVENIENCE
TERMS: STRICTLY CASH
OR APPROVED CREDIT CARDS

WE HONOR THE FOLLOWING CREDIT CARDS:
VISA
MASTERCARD
AMERICAN EXPRESS
DISCOVER

NO CARS MAY BE PICKED UP AFTER OUR SERVICE DEPARTMENT CLOSES UNLESS PREVIOUSLY ARRANGED
SERVICE DEPARTMENT HOURS:
MONDAY THRU FRIDAY 7:00 AM TO 6:00 PM

NO VEHICLES RELEASED AFTER SERVICE HOURS
NO VEHICLES RELEASED PRIOR TO 7:00 A.M.

THANK YOU FOR BRINGING YOUR VEHICLE TO US FOR SERVICE
WHEN CALLING ABOUT YOUR VEHICLE PLEASE REFER TO THE REPAIR ORDER NUMBER AS INDICATED ON TOP OF FORM.

Thank You

HAYWARD FORD

S.A.R. #

HAYWARD

US EPA ID #

[redacted]

YEAR/MAKE/MODEL		PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.
CUSTOMER NO. 9088	COLOR	DELIVERY DATE 07/20/99	DELIVERY MILES	SELL NO DEALER NO.	F.O. DATE
SERVICE CONTRACT FORD ESC	CONTRACT NO	EXPIRATION DATE 07/20/0	EXPIRATION MILES 60000	SOL	ADVISOR
ORIGINAL ESTIMATE WARR	REVISED ESTIMATE / TIME	☐ BY PHONE ☐ IN PERSON / PERSON CONTACTED	DATE / BY	SERVICE ADVISOR NAME	HAT NO.
2nd REVISED EST.	☐ BY PHONE ☐ IN PERSON / DATE / TIME	PERSON CONTACTED	BY		MILEAGE
TIME RECEIVED 07:48am	ESTIMATED DATE & TIME COMPLETED 03/14/00 08:00pm	PRIORITY 3			ENGINE / TRANS.
STATE REG# AK163525	LABOR RATE				CRUISE CT. / AIR COND.
					WHEEL LOCKS / TURBO
					LOCKING HUBCAPS /

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

☐ YES ☐ NO

TERMS STRICTLY CASH UNLESS ARRANGEMENTS MADE

It is understood that the Company assumes no responsibility for loss or Damage to Theft of the vehicle parked with them for Repair or Storage, to vehicle when Called for and Delivered, or to a Road Test by [redacted] payment shared, [redacted] to you to

[redacted]

WHEN INQUIRING ABOUT YOUR VEHICLE, PLEASE REFER TO YOUR SERVICE ADVISOR AND HAT NO.

FOR SMOG CERTIFICATION REPAIRS

"By law, you may choose a other licensed Smog Check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary."

X

JOB

LABOR INSTRUCTIONS

COMMENTS : MG.

[redacted] DRIVEABILITY PROBLEM
CHECK FOR STALLING, CAN STALL AT IDLE OR UNDER WAY. OCCURS
[redacted] HAPPENED 8 TIMES YESTERDAY AND ALMOST OCCURED
[redacted] SINCE 400 MILES [redacted]

[redacted]

Rental N/C

FOR YOUR CONVENIENCE
TERMS: STRICTLY CASH
OR APPROVED CREDIT CARDS

WE HONOR THE FOLLOWING
CREDIT CARDS:
VISA
MASTERCARD
AMERICAN EXPRESS
DISCOVER

NO CARS MAY BE PICKED
UP AFTER OUR SERVICE DEPARTMENT
CLOSES UNLESS PREVIOUSLY ARRANGED
SERVICE DEPARTMENT HOURS:
MONDAY THRU FRIDAY 7:00 AM TO 5:00 PM

NO VEHICLES RELEASED AFTER SERVICE HOURS
NO VEHICLES RELEASED PRIOR TO 7:00 A.M.

THANK YOU FOR BRINGING
YOUR VEHICLE TO US FOR SERVICE
WHEN CALLING ABOUT YOUR VEHICLE
PLEASE REFER TO THE REPAIR
ORDER NUMBER AS INDICATED
ON TOP OF FORM.

Thank You

HAYWARD FORD

DAD #

HAYWARD

US EPA ID #