

U.S. Department
of TransportationNational 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

335

Date Received

18-AUG-2000

 Od_or _____
 Rt_dt _____
 Od_rt _____
 Up_ltr _____

Reference No.

868108

 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.) (located at front of vehicle or on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
	FIRESTONE	LT23585R16	1900	

Purchase Date	Dealer's Name _____	Engine Size (CID/CCL) _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
☒ New ☐ Used	City _____ State _____ Zip Code _____	No. Cylinders _____	

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

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02740000	Part Name(s) TIRES: TREAD	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures 0	Date(s) of Failure(s) 01-OCT-1999 Mileage at Failure(s) 17000 Vehicle Speed at Failure(s) 2	Failed Part(s) Available? Yes No	NHTSA Previously Contacted? 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 ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

PE00020 ORIGINAL EQUIPMENT ON 1996 FORD POWERSTROKE 7.3 1 TON DIESEL DUEL 4 WHEEL DR. LT235 85 R16/M/S. STEEL TEX RADIO. CONSUMER STATES TWO REAR TIRES BLEW, FIRST THEY SEPARTED THEN THEY BLEW, IN JULY 2000 TREAD SEPARATED AND TORE OFF EVERYTHING UNDER THE TRUCK.

CONTINUE ON BACK IF NEEDED

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.

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335

Date Received

00 SEP 11 PM 12:00

18-AUG-2000

OFFICE
DEFECTS INVESTIGATION

Qd. or

Rd.

od. rt

up. tr

Reference No.

868108

OWNER INFORMATION (Type or Print)

627606

Work Number

Home Number

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 9/5/2000

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of white panel on driver's side)		Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1FTJW36F3TEA19785		FORD FIRESTONE	F350 FIRESTONE	1996-1996	20,000
Purchase Date	Dealer's Name		Engine Size (CID/CYL)	☒ Turbo ☒ Diesel ☐ Gas ☐ Fuel Injection	
AUG 1996	MONTROSE FORD		7.3 DIT		
☒ New ☐ Used	City MONTROSE State CO Zip Code		No Cylinders 8		
Transmission Type	Antilock Brakes	Restraint System		Cruise Control	Drive Train
☐ Manual ☒ Automatic	☒ Yes ☐ No	☐ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☒ 2-Point Belt ☐ Passengerside Airbag		☒ Yes ☐ No	☐ Front ☐ Rear ☒ 4-Wheel
Vehicle Type		Body Style			
☐ Car ☐ Sport Ult ☐ Van ☒ Truck ☐ Minivan ☐ Motorcycle ☐ Other		☐ 2-Door ☐ 4-Door ☐ Stationwagon ☒ Pick Up Truck ☐ Other			

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02740000	Part Name(s) TIRES:TREAD FIRESTONE STEELTEX RADIAL A/T LT 235/85R16 M/S	Location ☒ Left ☒ Right ☐ Front ☒ Rear	Failed Part(s) ☒ Original ☐ Replacement
No. of Failures 0	Date(s) of Failure(s) 01-OCT-1999 / 05-JUL-2000 Mileage at Failure(s) 17000 / 20,000 ESTIMATED Vehicle Speed at Failure(s) 70 MPH - 60 MPH DAY NIGHT	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ 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 ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured 0	Number of Persons Killed 0	Estimated Property Damage \$6200 / \$7500	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

PE00020 ORIGINAL EQUIPMENT ON 1996 FORD POWERSTROKE 7.3 1 TON DIESEL DUMP TRUCK. LT235 85 R16/M/S, STEEL TEX RADIO. TWO REAR TIRES BLEWOUT. FIRST, THEY SEPARATED. THEN, THEY BLEWOUT IN JULY 2000 TREAD SEPARATED AND TORE OFF EVERYTHING UNDER THE TRUCK. *AK FIRST INCIDENT 2 OCT 99 SECOND INCIDENT 5 JUL 2000. CLAIM SUBMITTED TO FIRESTONE 7/22/2000. NO ACTION TO DATE. COPIES OF CORRESPONDENCE ENCLOSED TO ASSIST IN YOUR REVIEW. IN OCT 99, FIRESTONE DEALER WAS CONTACTED FOR REPLACEMENT. MANAGER PROVIDED 800 TELEPHONE NO FOR CLAIM. INFORMED US OTHER CUSTOMERS HAD SAME PROBLEM AND THEY WERE GOING TO DISCONTINUE MANUFACTURING THE TIRES. WE FEEL VERY FORTUNATE THAT OUR LIVES WERE SAVED DUE TO HAVING DIESEL FUEL INSTEAD OF GAS WHICH SATURATED THE PAYMENT/TRUCK. (CONT'D)

CONTINUE ON BACK IF NEEDED

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.

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 V D O R 1 W W 4 4 5

MANUFACTURER/TIRE NAME

FIRESTONE STEELER RADIAL A/T

SIZE

13225-25R16 MBS

* 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)

5N 913K G4R / 5N 913K P09R

WE WERE GOING TO PURCHASE ALL NEW TIRES FROM GOODYEAR UPON RETURN ON JULY 5, 2006. SECOND TIRE SEPARATED, THEN BLEW. OUR INSURANCE COMPANY HAS NOT BEEN CONTACTED SINCE WE FEEL FIRESTONE IS LIABLE. TIRES WERE ALWAYS INFLATED PROPERLY AND MAX SPEEDS AROUND 65 WERE NOT NORMAL DUE TO HAVING A SLIDE IN CAMPER. GVWA WAS WELL WITHIN FORD SPECS. GCW WAS MINIMUM.

RESEARCH HAS NOT BEEN DONE BY US TO VERIFY IF THIS MODEL/MFG OF TIRE HAS CAUSED INCIDENTS WITH OTHER VEHICLE OWNERS.

IF FIRESTONE DOES NOT RESPOND AND REPAIR OUR VEHICLE TO THE ORIGINAL SHAPE, WE ANTICIPATE TAKING LEGAL ACTION.

THANK YOU FOR YOUR TIMELY RESPONSE AND WE HOPE THAT OUR ACTIONS WILL HELP OTHERS FROM EXPERIENCING ACCIDENTS OR DEATH.

MARIE MAS



★ U.S.G.P.O. 1962-522-897/6000

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
Information Management Staff NSA-10.01
400 7th Street, SW
Washington, DC 20590



2

November 18, 1999

BRIDGESTONE/Firestone

REGIONAL TECHNICAL SERVICE CENTER

4000 E. Mission Blvd.
Ontario, CA 91761
Phone: (909) 673-1430
FAX: (909) 673-1456

Ref #019823

Dear Ms [REDACTED]:

As a follow up to our phone conversation regarding the situation you experienced with your tire, you will find listed below the items that are required to process your claim for consideration:

- 1.) Complete and sign the attached Incident Report.
- 2.) Two estimates for the repair of your vehicle. (photos which are, in most instances, available from the body shops supplying the estimates would be helpful).
- 3.) A copy of the replacement tire invoice and legible shipping receipt.
- 4.) Also, the tire that caused the damage must be shipped to us prepaid.

Upon receipt of **all** of the above items, we will advise you in writing of our decision, usually within 30 days.

Instructions for Shipping Your Tire and The Requested Paperwork

Please ship the tire together with your paperwork by a small package carrier of your choice, such as United Parcel Service (UPS), FEDEX, etc., freight **PREPAID**, to the following:

BFTS
1515 Elm Hill Pike #405
Nashville, TN 37210-3615

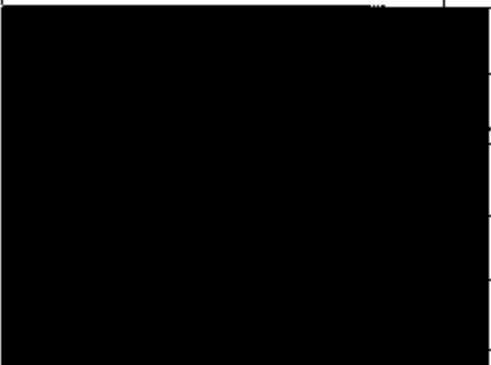
A pre-addressed shipping tag is enclosed for use in shipping.

Thank you for your cooperation. If you have any questions, please feel free to contact us at 1-800-356-4644.

Yours Truly,
Claims Processing

Incident Report

#01982

Time and Place	Date of Incident 10-2-1998 7-5-2000	Time 11:00 AM 1:00 PM	Exact Location Where Incident Occurred A PASEN, AZ 1.5 miles S of PASEN B. HOLLY RIVER, AZ I-17 MM 323	
Customer Vehicle	Vehicle Make	Year 1996	Model	Mileage
			City GLENDALE	State AZ
			Minor Yes ☐ No ☒	Telephone Number 602-938-1670
			City SAME	State SAME
			Minor Yes ☐ No ☒	Telephone Number SAME
			City SAME	State SAME
Property Damage to Customer's Car	Damage to Customer Vehicle		Estimated Cost 6,104.00	
	Have you submitted this to your insurance company? Yes ☐ No ☒		EXCLUDES ADDITIONAL TIME/TOW/STORAGE	
	Are you planning to submit this claim to insurance company? Yes ☐ No ☐ UNDECIDED			
	Has your vehicle been repaired? Yes ☐ No ☒			
Property Damage to Other Car (if applicable)	Was another vehicle involved? Yes ☐ No ☒		Name and Address N/A	
	Damage N/A		Estimated Cost:	
	Does Owner of Vehicle Have Insurance? Yes ☐ No ☐		Covering Damages to Car? Yes ☐ No ☐	
	Other Property Damage		Covering Damages or Injury to Other Car? Yes ☐ No ☐	
Injured Person	Was Anyone Injured? Yes ☐ No ☒		Name and Address N/A	
	Sex Male ☐ Female ☐		Age Occupation	
Injury	Nature of Injury		Has Injured Person Retained an Attorney? yes ☐ no ☐	
	Any Disability Involved? N/A			
Witness	Name TOWING CO (REPAIRS EXCLUDED)		Address	
Tire Data (if available)	Size/Type LT235-85-R-16 (E)	Valve Stem 28, 057	DOT Number (10 digit # located on sidewall) VDCR 1WW 445	Position Mounted BEAR RIGHT (SN 604R)
Description of Incident	TIRES BLEW/SEPARATED BEAR LEFT (SN 604R)			
Signature of Customer			Date Signed 7/22/2000	

factoring

Shipped by: **Package Plus** 512 64616

12440 N. 103rd Ave.
Sun City, AZ 85351
(623) 977-1866

TO: B.F.T.S.
CLAIMS PROCESSING
1515 ELM HILL PIKE
#405
NASHVILLE, TN 37210
 FROM: NAME STEVE & SILVIA
 ADDRESS 6021 W. POLLOCK
GLNDL PK 306
KAREN LEE LN
 SENDERS PHONE NO: 602-938-1070

07/24/00 17:42 3337

Shipping (2) tires
STORE

UPS Ground
PkgId : 410
Date : 7/22/00 12:49:49 PM
Trk/Ref: 1Z7806714257104104
Weight(MMM WT): 47 LB 0.00 OZ
Shipping 40.85
Labor 0.00
Materials 0.00
Sales Tax 0.00
TOTAL \$40.85

STORE

UPS Ground
PkgId : 411
Date : 7/22/00 12:57:02 PM
Trn/Ref:1278067X4257104113
Weight(MAN WT): 47 LB 0.00 OZ
Shipping 48.05
Labor 0.00
Materials 0.00
Sales Tax 0.00
TOTAL \$48.05

881.70

 $40.85 \times 2 = 81.70$ Customer Packed: Yes ☐ No ☐

Package Plus is not liable for breakage on pre-packed items. Customer assumes all risk for breakage if item is not properly packaged. Customer is responsible to provide documentation for value of items shipped.

CONTENTS	DECL. VALUE	WEIGHT	FRT. & HANDLING
TIRE			
TIRE			
Excess Declared Value			
Confirmation #			
C.O.D. Amt.			
UPS Ground ☐ 2 Day ☐ Overnight ☐		Zone	R C
Federal Express ☐			

OFFICE USE ONLY

✓ Packaging Materials

[illegible]

Material Cost
Custom Packaging
Freight Charges
Tax

TOTAL CHARGES

734

$$\begin{array}{r} 24 \\ 8 \\ \hline 32 \\ 137 \\ \hline 2507 \end{array}$$



Dave Smith

Assistant Body Shop Manager

(623) 842-8600 • FAX (623) 842-8798

Direct Dial (623) 842-8867

6400 North 51st Ave., Glendale, AZ 85301

"The Dealership That Service Built"

SANDERSON FORD

H 51ST AVE. GLENDALE, AZ 85301

(623) 842-8600

Fax: (623) 842-8798

Date: 7/10/2000 09:38 AM
Estimate ID: 4096
Estimate Version: 0
Preliminary
Profile ID: SANDERSON

THE DEALERSHIP THAT SERVICE BUILT

Damage Assessed By: DAVID SMITH

Deductible: UNKNOWN

Owner: [REDACTED]

Mitchell Service: 911621

Description: 1998 Ford Pickup F350 XL

Body Style: 4D PkUp 8' Bed 168" WB

VIN: 1FTJW36F3TEA39785

Drive Train: 7.3L Turbo Inj 8 Cyl Dsl 4WD

Line Item	Entry Number	Labor Type	Operation	Line Item Description	Part Type/ Part Number	Dollar Amount	Labor Units
1	137820	BDY	REPAIR	R PICKUP BOX SIDE PANEL	Existing		3.0*
2	AUTO	REF	REFINISH	R BED SIDE PANEL OUTSIDE			3.5
3	137990	BDY	REMOVE/REPLACE	R PICKUP BOX FENDER	F6TZ 16312 AA	321.48	1.4*
4	AUTO	REF	REFINISH	R BEDSIDE FENDER			1.8
5	138010	BDY	REMOVE/REPLACE	R PICKUP BOX FENDER BRACE	E7TZ 16340 A	10.38	0.1
6	138030	BDY	REMOVE/REPLACE	R PICKUP BOX LOWER PANEL BRACE	E0TZ 99200K12 A	11.28	0.1
7	138050	BDY	REPAIR	R PICKUP BOX INNER SIDE PANEL	Existing		4.0*
8	AUTO	REF	REFINISH	R BED INNER PANEL			1.5
9	138220	BDY	REMOVE/REPLACE	R PICKUP BOX SPLASH SHIELD	E7TZ 9928370 A	30.65	0.2
10	900500	BDS *	REMOVE/REPLACE	RUNNING BOARDS RT SIDE DIAMOND PLATE	QUALITY BUMP	364.80 *	0.0*
11	900500	BDY *	REPAIR	REMOVE OLD CAULK	Existing		1.0*
12	900500	BDY *	REMOVE/REPLACE	DRILL AND RIVET	New	10.00 *	1.0*
13	900500	MCH *	REPAIR	WIRING	Existing		1.0*
14	145590	BDY	REMOVE/REPLACE	R PICKUP BOX WHEEL OPENING MLDG	E7TZ 9829164 A	48.52	0.3
15	138824	BDY	REMOVE/REPLACE	R FRT PICKUP BOX ADHESIVE SIDE MLDG	F2TZ 9929076 AY	36.05	0.2
16	138828	BDY	REMOVE/REPLACE	R REAR PICKUP BOX ADHESIVE SIDE MLDG	F2TZ 9929038 AY	27.90	0.2
17	900500	BDY *	REMOVE/INSTALL	SMALL LAMPS	Existing		1.0*
18	101483	BDY	REMOVE/INSTALL	R REAR COMBINATION LAMP			0.2
19	145060	BDY	REMOVE/INSTALL	REAR BUMPER ASSY			0.4
20	931083	MCH	REMOVE/REPLACE	TIRE	Sublet	142.04 *	0.3*
21	900500	MCH *	REMOVE/INSTALL	MOUNT AND BALANCE	Sublet	18.00 *	0.0*
22	933002	REF	ADD'L OPR	CLEAR COAT		0.00 *	1.8*
23	933003	REF	ADD'L OPR	TINT COLOR		36.00 *	
24	933012	BDS *	ADD'L OPR	STRIPE		150.00 *	
25	933017	REF	ADD'L OPR	COLOR SAND & BUFF			1.5*
26	933018	REF	ADD'L OPR	MASK FOR OVERSPRAY		5.00 *	
27	AUTO		ADD'L COST	PAINT/MATERIALS		191.40 *	
28	AUTO		ADD'L COST	HAZARDOUS WASTE DISPOSAL		5.00 *	

ESTIMATE RECALL NUMBER: 7/10/2000 08:47:47 4096

Mitchell Data Version:

JUL_00_A

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Page 1 of 2

Date: 7/10/2000 09:38 AM
 Estimate ID: 4096
 Estimate Version: 0
 Preliminary
 Profile ID: SANDERSON

* - Judgement Item
 # - Labor Note Applies

I. Labor Subtotals		Units	Rate	Add'l Labor Amount	Sublet Amount	Totals	II. Part Replacement Summary		Amount
	Body	13.1	36.00	0.00	0.00	471.60 T		Taxable Parts	1,003.08
	Bdy-S	0.0	36.00	150.00	0.00	150.00 T		Parts Adjustments	49.62
	Refinish	10.2	36.00	41.00	0.00	408.20 T		Sales Tax @ 7.000%	68.74
	Mechanical	1.3	85.00	0.00	18.00	102.50 T		Total Replacement Parts Amount	1,020.20
	Taxable Labor					1,132.30			
	Labor Summary	24.6				1,132.30			
III. Additional Costs						Amount	IV. Adjustments		Amount
	Taxable Costs					198.40		Customer Responsibility	0.00
	Sales Tax		@	7.000%		13.75			
	Total Additional Costs					210.15			
							I. Total Labor:		1,132.30
							II. Total Replacement Parts:		1,020.20
							III. Total Additional Costs:		210.15
							Gross Total:		2,362.65
							IV. Total Adjustments:		0.00
							Net Total:		2,362.65

This is a preliminary estimate.
Additional changes to the estimate may be required for the actual repair.

Date: 7/10/2000 10:31 AM
 Estimate ID: 4099
 Estimate Version: 0
 Preliminary
 Profile ID: SANDERSON

SANDERSON FORD

6400 NORTH 51ST AVE. GLENDALE, AZ 85301
 (623) 842-8600
 Fax: (623) 842-8798

THE DEALERSHIP THAT SERVICE BUILT



Damage Assessed By: DAVID SMITH

Deductible: UNKNOWN

Owner: [REDACTED]

Mitchell Service: 911621

Description: 1996 Ford Pickup F350 XL
 Body Style: 4D PkUp 8' Bed 168" WB
 VIN: 1FTJW36F3TEA39785

Drive Train: 7.3L Turbo Inj 8 Cyl Dsl 4WD

Line Item	Entry Number	Labor Type	Operation	Line Item Description	Part Type/ Part Number	Dollar Amount	Labor Units
1	137830	BDY	REPAIR	L PICKUP BOX SIDE PANEL	Existing		11.0* #
2	AUTO	REF	REFINISH	L BED SIDE PANEL OUTSIDE			3.5
3	138000	BDY	REMOVE/REPLACE	L PICKUP BOX FENDER	F6TZ 16313 AA	321.48	1.4*
4	AUTO	REF	REFINISH	L BEDSIDE FENDER			1.8
5	138020	BDY	REMOVE/REPLACE	L PICKUP BOX FENDER BRACE	E7TZ 16340 A	10.36	0.1
6	138040	BDY	REMOVE/REPLACE	L PICKUP BOX LOWER PANEL BRACE	EOTZ 99200K12 A	11.28	0.1
7	138060	BDY	REPAIR	L PICKUP BOX INNER SIDE PANEL	Existing		10.0*
8	AUTO	REF	REFINISH	L BED INNER PANEL			1.8
9	138070	BDY	REMOVE/REPLACE	PICKUP BOX BRACKET	EOTZ 9040 B	5.03	
10	138200	BDY	REPAIR	PICKUP BOX FLOOR	Existing		4.0* #
11	AUTO	REF	REFINISH	BED FLOOR			4.0 #
12	138230	BDY	REMOVE/REPLACE	L PICKUP BOX SPLASH SHIELD	E7TZ 9928370 A	30.65	0.2
13	146591	BDY	REMOVE/REPLACE	L PICKUP BOX WHEEL OPENING MLDG	E7TZ 9829185 A	48.62	0.3
14	138826	BDY	REMOVE/REPLACE	L FRT PICKUP BOX ADHESIVE SIDE MLDG	F2TZ 9929077 AY	39.98	0.2
15	138830	BDY	REMOVE/REPLACE	L REAR PICKUP BOX ADHESIVE SIDE MLDG	F2TZ 9929039 AY	27.90	0.2
16	143680	MCH*	REMOVE/REPLACE	FUEL SYSTEM FILLER NECK	ORDER FROM DEALER	71.25	0.6 #
17	143680	MCH*	REMOVE/REPLACE	FUEL SYSTEM FILLER HOSE	ORDER FROM DEALER	34.92	0.6*
18	900500	MCH*	REPAIR	FUEL SYSTEM FILLER NECK	ORDER FROM DEALER	71.25*	0.6*
19	900500	MCH*	REMOVE/REPLACE	FUEL SYSTEM FILLER HOSE	ORDER FROM DEALER	34.92*	0.6*
20	900500	BDY*	REPAIR	REMOVE OLD CHAULK	Existing		1.0*
21	900500	BDY*	REMOVE/REPLACE	DRILL AND RIVET	New	10.00*	1.0*
22	900500	BDY*	REMOVE/REPLACE	RUNNING BOARDS LT SIDE DIAMOND PLATE	QUALITY BUMPER	364.80*	0.0*
23	931083	MCH*	REMOVE/REPLACE	TIRE	Sublet	142.04*	0.3*
24	900500	MCH*	REPAIR	WIRING	Existing		1.0*
25	900500	BDY*	REMOVE/INSTALL	SMALL LAMPS	Existing		1.0*
26	101464	BDY	REMOVE/INSTALL	L REAR COMBINATION LAMP			0.2
27	145060	BDY	REMOVE/INSTALL	REAR BUMPER ASSY			0.4
28	933002	REF	ADD'L OPR	CLEAR COAT			1.8*
29	933003	REF	ADD'L OPR	TINT COLOR		36.00*	
30	933012	BDY*	ADD'L OPR	STRIPE		150.00*	
31	933017	REF	ADD'L OPR	COLOR SAND & BUFF			1.5*
32	933018	REF	ADD'L OPR	MASK FOR OVERSPRAY		5.00*	

ESTIMATE RECALL NUMBER: 7/10/2000 09:58:50 4099

Mitchell Data Version: JUL_00_A

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Page 1 of 2

Date: 7/10/2000 10:31 AM
 Estimate ID: 4099
 Estimate Version: 0
 Preliminary
 Profile ID: SANDERSON
 279.40 *
 5.00 *

33 AUTO ADD'L COST PAINT/MATERIALS
 34 AUTO ADD'L COST HAZARDOUS WASTE DISPOSAL

* - Judgement Item
 # - Labor Note Applies

I. Labor Subtotals						II. Part Replacement Summary		Amount
	Units	Rate	Add'l Labor Amount	Sublet Amount	Totals			
Body	31.1	36.00	0.00	0.00	1,119.60 T	Taxable Parts		1,224.38
Bdy-S	0.0	36.00	150.00	0.00	150.00 T	Parts Adjustments		71.75-
Refinish	14.2	36.00	41.00	0.00	552.20 T	Sales Tax @ 7.000%		80.68
Mechanical	3.7	65.00	0.00	0.00	240.50 T	Total Replacement Parts Amount		1,233.31
Taxable Labor					2,062.30			
Labor Summary					49.0			
					2,062.30			
III. Additional Costs						IV. Adjustments		Amount
Taxable Costs					Amount	Customer Responsibility		
Sales Tax @ 7.000%					284.40			
					19.91			
Total Additional Costs					304.31			
						I. Total Labor:		2,062.30
						II. Total Replacement Parts:		1,233.31
						III. Total Additional Costs:		304.31
						Gross Total:		3,599.92
						IV. Total Adjustments:		0.00
						Net Total:		3,599.92

This is a preliminary estimate.
Additional changes to the estimate may be required for the actual repair.

07/05/2000 at 04:53 PM
18872

Job Number:

SUNSET FORD, INC.
Federal ID #:860685864
Sunset Ford
9130 W. Bell Rd
Peoria, AZ 85382-3700
(623)977-5233x273 Fax: (623)977-4599

PRELIMINARY ESTIMATE

Written by:
Adjuster:

Insured:
Owner:
Address:

Day:

Claim #
Policy #
Deductible:
Date of Loss:
Type of Loss:
Point of Impact:

Inspect
Location:

Insurance
Company:

Days to Repair

1996 FORD F350 4X4 CREW CAB 8-7.3L-TD 4D P/U BLUE -KC Int:
VIN: 1FTJW36F3TEA39785 Lic: 5CP 590 AZ Prod Date: 11/1995 Odometer: 21250
Intermittent Wipers Auxiliary Fuel Tank Tinted Glass
Dual Mirrors Clear Coat Paint Metallic Paint
Power Steering Power Brakes Anti-Lock Brakes (2)
Rear Step Bumper Running Boards Dual Rear Wheels
Trailer Package Styled Steel Wheels

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
1#		NOTE: THIS ESTIMATE	1				
2#		IS FIGURED WITH THE	1				
3#		CAMPER BEING OFF.	1				
4		PICK UP BOX					

NOTE: DOES INCLUDE:
RUNNING BOARDS 364.80
Bike O TIRE 141.27
Hood Wiper TIRE →
SWIRL/SCUFF DAMAGE →
TOW INCH (2) 20.00

07/05/2000 at 04:53 PM
18872

Job Number:

PRELIMINARY ESTIMATE

1996 FORD F350 4X4 CREW CAB 8-7.3L-TD 4D P/U BLUE -KJ Int:

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
5#		ALSO - - THIS ESTIMATE	1			
6#		DOES NOT FIGURE THE	1			
7#		AFTERMARKET	1			
8#		RUNNING BOARDS	1			
9#		OR LABOR FOR SAME.	1			
10	Repl	RT Fender outer	1	321.48	1.4	2.0
11		Add for Clear Coat				0.8
12		Add for Edging				0.5
13		Add for Clear Coat				0.1
14	Repl	LT Fender brace	1	10.36		
15	Repl	LT Splash shield	1	30.65	0.2	
16	Repl	RT Pillar brace	1	11.28		
17*	Rpr	RT Inner panel			4.0	1.8
18	Repl	RT Side panel front adhesive m	1	36.05	0.2	
19	Repl	RT Wheel opening	1	40.13	0.1	
20		Drill Time (New Panel)			0.2	
21*	Rpr	RT Side panel assembly			2.0	3.5
22		Overlap Major Adj. Panel				-0.4
23		Add for Clear Coat				0.6
24#	Rpr	CLEAN OLD CAULK				1.0
25#	Rpr	RE-CAULK			1.0	
26	Refn	RT Panel assy				Incl.
27	Repl	RT Splash shield	1	30.65	0.2	
28		REAR LAMPS				
29	R&I	RT Tail lamp assy			0.3	
30#	Rpr	DRILL & RIVIT			1.0	
31#	Repl	RIVITS	1	10.00		
32#	Rpr	WIRING			1.0 M	
33#	R&I	SMALL LIGHTS			1.0	
34#		COVER CAR FOR OVERSPRAY	1	5.00 X	0.5	
35#		HARZARDOUS WASTE	1	3.00 X		
36#	Subl	INSTALL TAPE STRIPES	1	125.00		
37#	Subl	TINT	1	18.00 X		
38#	Repl	A.M. MOULDING	1	45.00		

07/05/2000 at 04:53 PM
18872

Job Number:

PRELIMINARY ESTIMATE

1996 FORD F350 4X4 CREW CAB 8-7.3L-TD 4D P/U BLUE -KU Int:

NO.	OP.	DESCRIPTION	QTY EXT.	PRICE LABOR	PAINT
Suntotals ==>			686.60	13.1	9.9
Parts					
Parts Discount			\$ 480.60	-10.0%	-48.06
Body Labor			12.1 hrs @	\$ 36.00/hr	435.60
Paint Labor			9.9 hrs @	\$ 36.00/hr	356.40
Mechanical Labor			1.0 hrs @	\$ 80.00/hr	80.00
Paint Supplies			9.9 hrs @	\$ 22.00/hr	217.60
Sublet/Misc.					26.00
SUBTOTAL					\$ 1728.34
Sales Tax			\$ 830.34 @	7.2000%	59.78
GRAND TOTAL					\$ 1788.12
ADJUSTMENTS:					
Deductible					0.00
CUSTOMER PAY					\$ 0.00
INSURANCE PAY					\$ 1788.12

07/05/2000 at 04:53 PM
18872

Job Number:

PRELIMINARY ESTIMATE

1996 FORD F350 4X4 CREW CAB 8-7.3L-TD 4D P/U BLUE -KU Int:

THIS ESTIMATE IS BASED ON OUR INSPECTION AND DOES NOT COVER ADDITIONAL PARTS OR LABOR WHICH MAY BE REQUIRED AFTER THE WORK HAS BEEN STARTED. AFTER THE WORK HAS BEEN STARTED, WORN OR DAMAGED PARTS WHICH WERE NOT EVIDENT ON FIRST INSPECTION MAY BE DISCOVERED. NATURALLY, THIS ESTIMATE CANNOT COVER SUCH CONTINGENCIES.

ON REQUEST WE MAY GIVE AN ESTIMATED DATE OF COMPLETION BUT DUE TO SO MANY VARIABLES AND POSSIBLE CAUSES FOR DELAYS, AT NO TIME IS A PROMISED COMPLETION DATE GUARENTEED.....

IF ANY INSURANCE COMPANY IS PAYING FOR ANY PART OF THIS CLAIM THIS ESTIMATE IS VOID. IF THE INSURANCE COMPANY ESTIMATE IS LESS THAN WHAT IS REQUIRED TO DO THE REPAIRS THIS SHOP WILL ACT ON YOUR BEHALF TO BRING YOUR VEHICLE BACK TO ITS PRE-ACCIDENT CONDITION. IN THE EVENT THAT THE INSURANCE COMPANY HAS ALLOWED FOR MORE REPAIRS THEN THIS SHOP WILL EITHER DO THE ADDITIONAL REPAIRS OR A REFUND WILL BE MADE TO THE INSURNACE COMPANY, AT NO TIME WILL THIS SHOP WILLINGLY OR KNOWINGLY ASSIST IN THE SAVING ANY OR ALL OF AN INSURANCE DEDUCTABLE.

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Non-asterisk(*) items are derived from the Guide DR2MA92. Database Date 4/2000. Double asterisk(**) items indicate parts supplied by a supplier other than the original equipment manufacturer. Pound sign (#) items indicate manual entries. CAPA items have been certified for fit and finish by the Certified Auto Parts Association. NAGS Part Numbers, Prices and Labor Times are provided from National Auto Glass Specifications, Inc.

-Pathways - A product of CCC Information Services Inc.

07/06/2000 at 02:10 PM
18872

Job Number:

~~SUNSET FORD INC.~~
Federal ID #: 860685864

Sunset Ford
9130 W. Bell Rd
Peoria, AZ 85382-3700
(623) 977-5233x273 Fax: (623) 977-4599

PRELIMINARY ESTIMATE

Written by: DON WURTSMITH #
Adjuster:

Insured:
Owner:
Address:
Day:

Claim #
Policy #
Deductible:
Date of Loss:
Type of Loss:
Point of Impact:

Inspect
Location:

Insurance
Company:

Days to Repair

1996 FORD F350 4X4 CREW CAB 8-7.3L-TD 4D P/U BLUE -KU Int:
VIN: 1FTJW36F3TEA39785 Lic: 5CP 590 AZ Prod Date: 11/1995 Odometer:
Intermittent Wipers Auxiliary Fuel Tank Tinted Glass
Dual Mirrors Clear Coat Paint Two Tone Paint
Power Steering Power Brakes Anti-lock Brakes (2:
Styled Steel Wheels

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
1#		NOTE: THIS ESTIMATE IS	1				
2#		IS FIGURED WITH THE	1				
3#		CAMPER BEING OFF. ALSO THIS	1				
4#		ESTIMATE DOES NOT FIGURE THE	1				
5#		RUNNING BOARDS OR THE	1				

SEC
Swanson
RUNNING BOARD 344.80
BIG O TIRE 141.27
NEED INTERIOR TIRE 142.84
P/U BED DAMAGE 20.00
TOWEL
SHIPP/HANDLING

~~REPAIRS DONE AT THE DEALER~~
(1) TIRE BIG O 141.27
INSURANCE # 055197 & TOWEL
SCARFES & RUNNING BOARD
344.80 &
P/U BED INTERIOR DAMAGE
NEED (1) MORE TIRE
SHIPP/HANDLING

07/06/2000 at 02:10 PM
18872

Job Number:

PRELIMINARY ESTIMATE

1995 FORD F350 4X4 CREW CAB 8-7.3L-TD 4D P/U BLUE -KU Int:

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
6#		INSTALLATION OF SAME.	1				
7		PICK UP BOX					
8*	Rpr	LT Panel assy				10.0	3.5
9		Add for Clear Coat					1.4
10		Add for Two Tone					1.4
11	Repl	LT Side panel front adhesive m	1	39.98		0.2	
12	0 Repl	LT Side panel rear adhesive ml	1				
13	Repl	LT Fender outer	1	321.48		2.4	2.0
14		Overlap Major Adj. Panel					-0.4
15		Add for Clear Coat					0.3
16		Add for Two Tone					0.5
17		Add for Edging					0.5
18		Add for Clear Coat					0.1
19	Repl	RT Fender brace	1	10.36			
20	Repl	LT Fender brace	1	10.36			
21	Repl	LT Splash shield	1	30.65		0.2	
22#	Repl	CAULKING AND FITTING	1			4.0	
23#	Repl	L. W.O. MLDG.	1	40.13		0.1	
24#	Rpr	DRILL TIME				0.2	
25#	Rpr	CLEAN OLD CAULK				1.0	
26*	Rpr	LT Inner panel				7.0	1.3
27*	Rpr	Floor pan				2.0	1.0
28	=	Add for Clear Coat					0.2
29		FUEL SYSTEM					
30	Repl	Filler neck from 2/94	1	45.45			
31	Repl	Filler neck from 2/94	1	45.45			
32	Repl	Filler pipe Styleside models d	1	111.87	m	0.5 M	
33	Repl	Filler pipe Styleside models d	1	111.87	m	0.5 M	
34#	Rpr	DRILL AND RIVIT				1.0	
35#	Repl	RIVITS	1	10.00			
36#	Rpr	WIREING				2.0 M	
37#	R&I	SMALL LIGHTS				1.0	
38#		HAZARDOUS WASTE	1	3.00	X		
39#	Sub	INSTALL TAPE STRIPES	1	125.00			

07/06/2000 at 02:10 PM
19872

Job Number:

PRELIMINARY ESTIMATE

1996 FORD F350 4X4 CREW CAB 8-7.3L-TD 4D P/U BLUE, -KU Int:

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
40#		REMOVE OLD STRIPES	1			1.0	
41#		Subl TINT	1	13.00	X		
42#		Repl A.M. MOULDING	1	45.00			
Subtotals ==>				970.60		33.1	12.3

Parts			949.60
Parts Discount	\$ 729.47	-10.0%	-72.95
Body Labor	30.1 hrs @ \$ 36.00/hr		1083.60
Paint Labor	12.3 hrs @ \$ 36.00/hr		442.80
Mechanical Labor	3.0 hrs @ \$ 80.00/hr		240.00
Paint Supplies	12.3 hrs @ \$ 22.00/hr		270.60
Sublet/Misc.			21.00

SUBTOTAL		\$ 2934.65
Sales Tax	\$ 1247.25 @ 7.2000%	82.60

GRAND TOTAL		\$ 3017.25
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ADJUSTMENTS:		
Deductible		0.00

CUSTOMER PAY		\$ 0.00
INSURANCE PAY		\$ 3017.25

07/06/2000 at 02:10 PM
18872

Job Number:

PRELIMINARY ESTIMATE

1996 FORD F350 4X4 CREW CAB 8-7.3L-TO 4D P/U BLUE -KU Int:

THIS ESTIMATE IS BASED ON OUR INSPECTION AND DOES NOT COVER ADDITIONAL PARTS OR LABOR WHICH MAY BE REQUIRED AFTER THE WORK HAS BEEN STARTED. AFTER THE WORK HAS BEEN STARTED, WORN OR DAMAGED PARTS WHICH WERE NOT EVIDENT ON FIRST INSPECTION MAY BE DISCOVERED. NATURALLY, THIS ESTIMATE CANNOT COVER SUCH CONTINGENCIES.

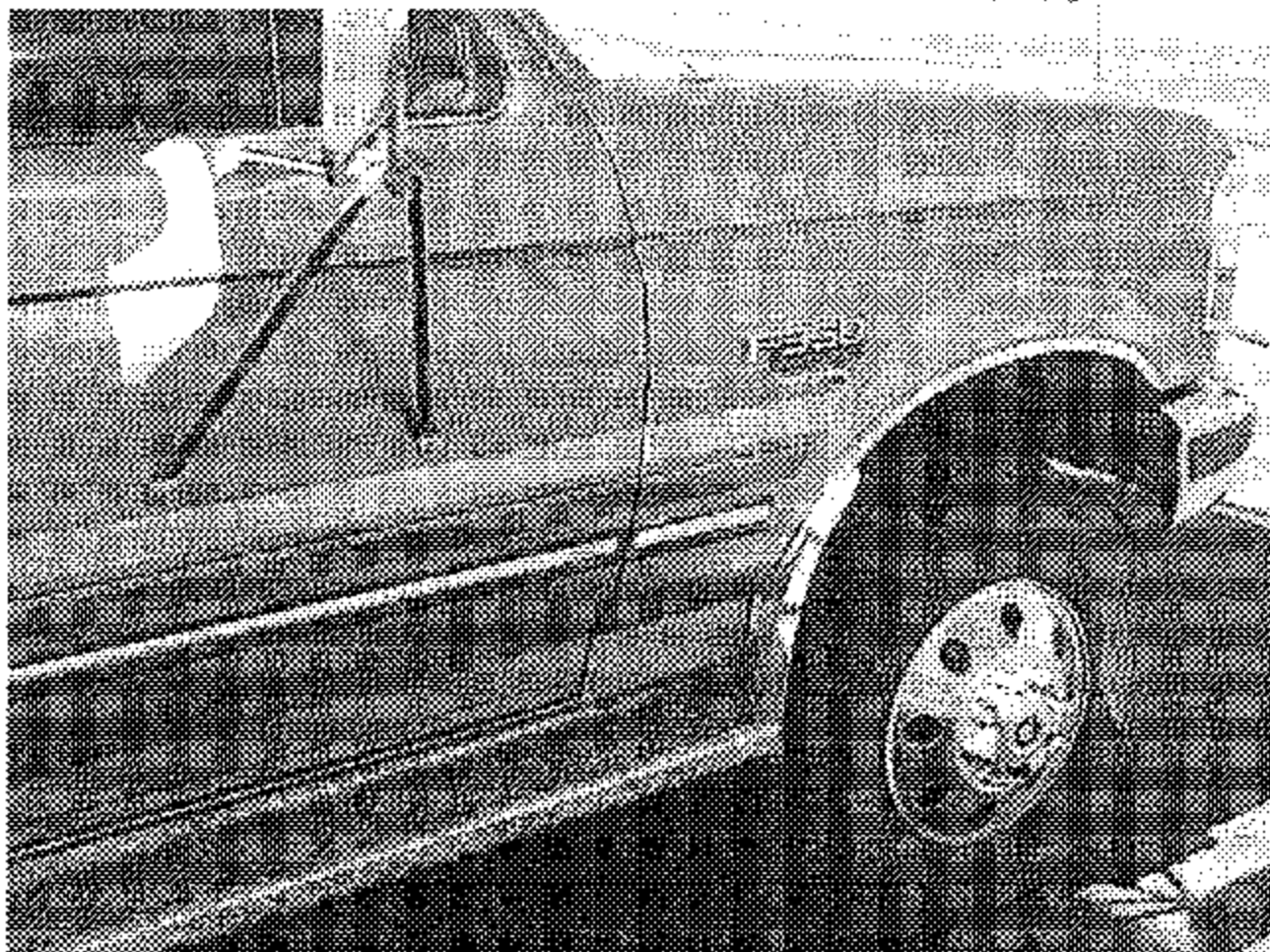
ON REQUEST WE MAY GIVE AN ESTIMATED DATE OF COMPLETION BUT DUE TO SO MANY VARIABLES AND POSSIBLE CAUSES FOR DELAYS, AT NO TIME IS A PROMISED COMPLETION DATE GUARENTEED.....

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Estimate based on MOTOR CRASH ESTIMATING GUIDE. Non-asterisk(*) items are derived from the Guide DREVA92. Database Date 4/2000. Double asterisk(**) items indicate parts supplied by a supplier other than the original equipment manufacturer. Pound sign (#) items indicate manual entries. CAPA items have been certified for fit and finish by the Certified Auto Parts Association. NAGE Part Numbers, Prices and Labor Times are provided from National Auto Glass Specifications, Inc.

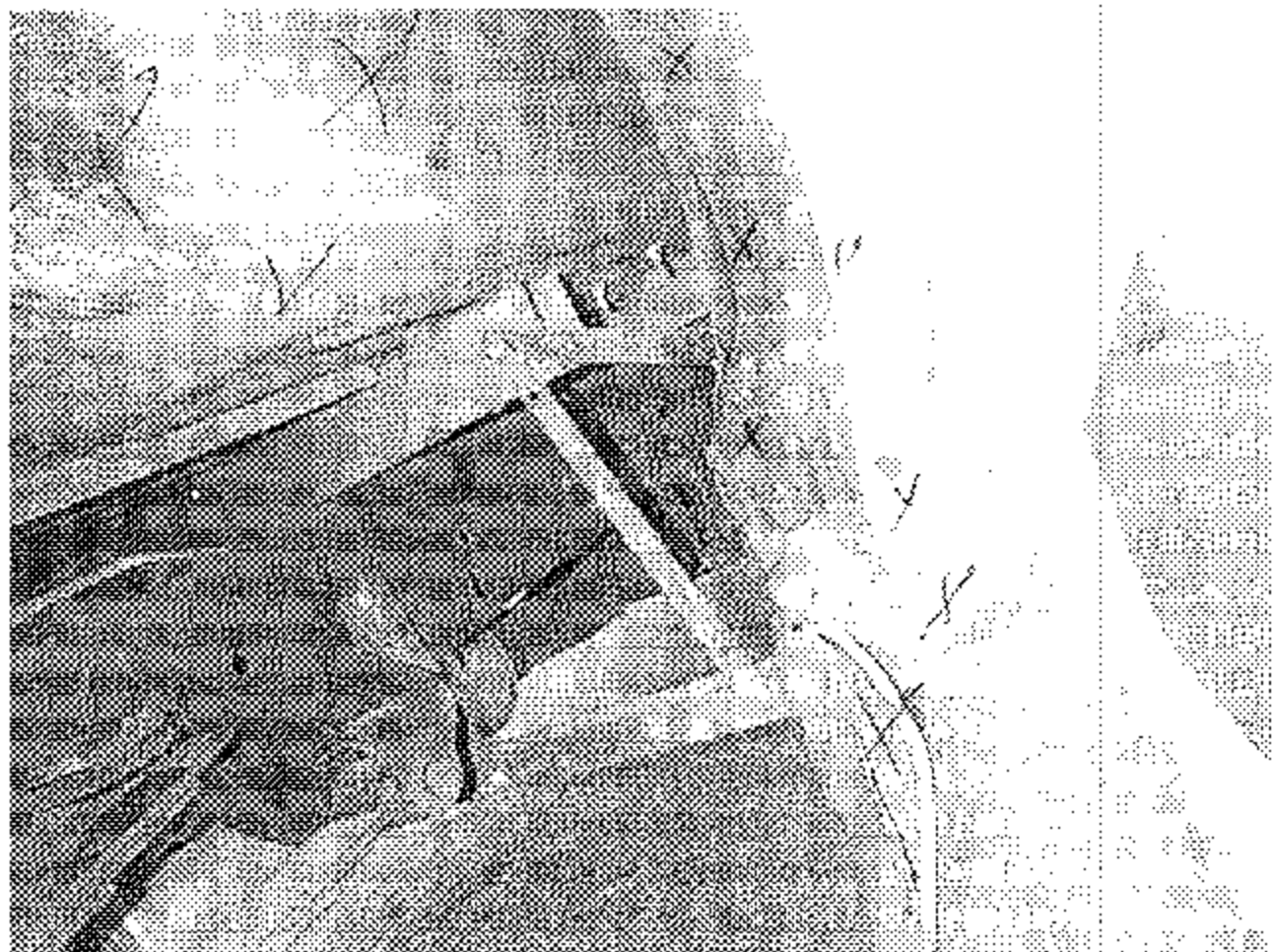
-Pathways - A product of CCC Information Services Inc.

SANDERSON FORD



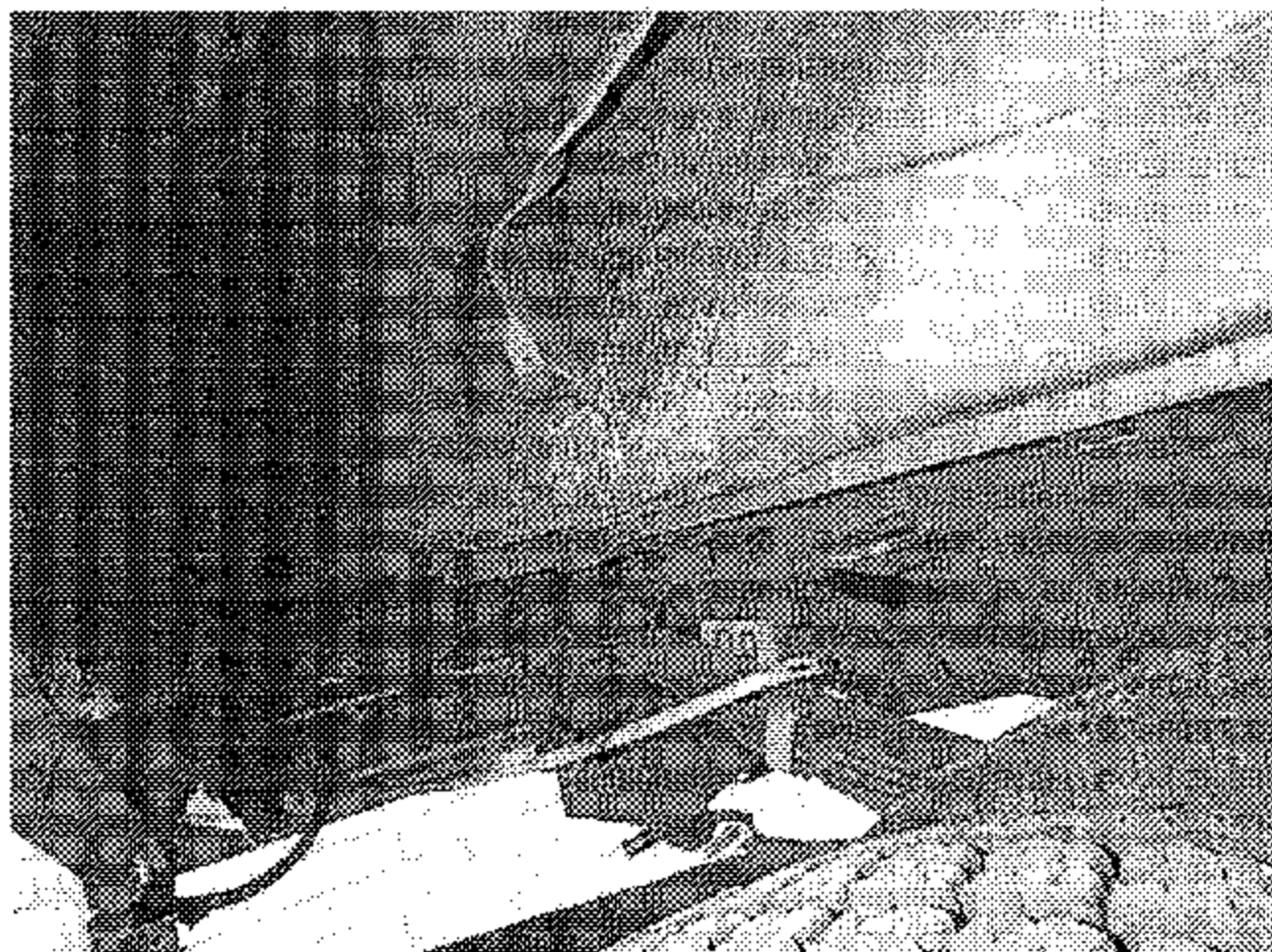
FRONT - PRESENT (NO DAMAGE - SHOWS TYPE OF RUNNING BOARD/
TYPE OF TRUCK)

* REAR RUNNING BOARD DAMAGED - MUST
REPLACE ENTIRE RUNNING BOARD/CANARD
BUY SEPARATE PARTS COMES AS KIT!

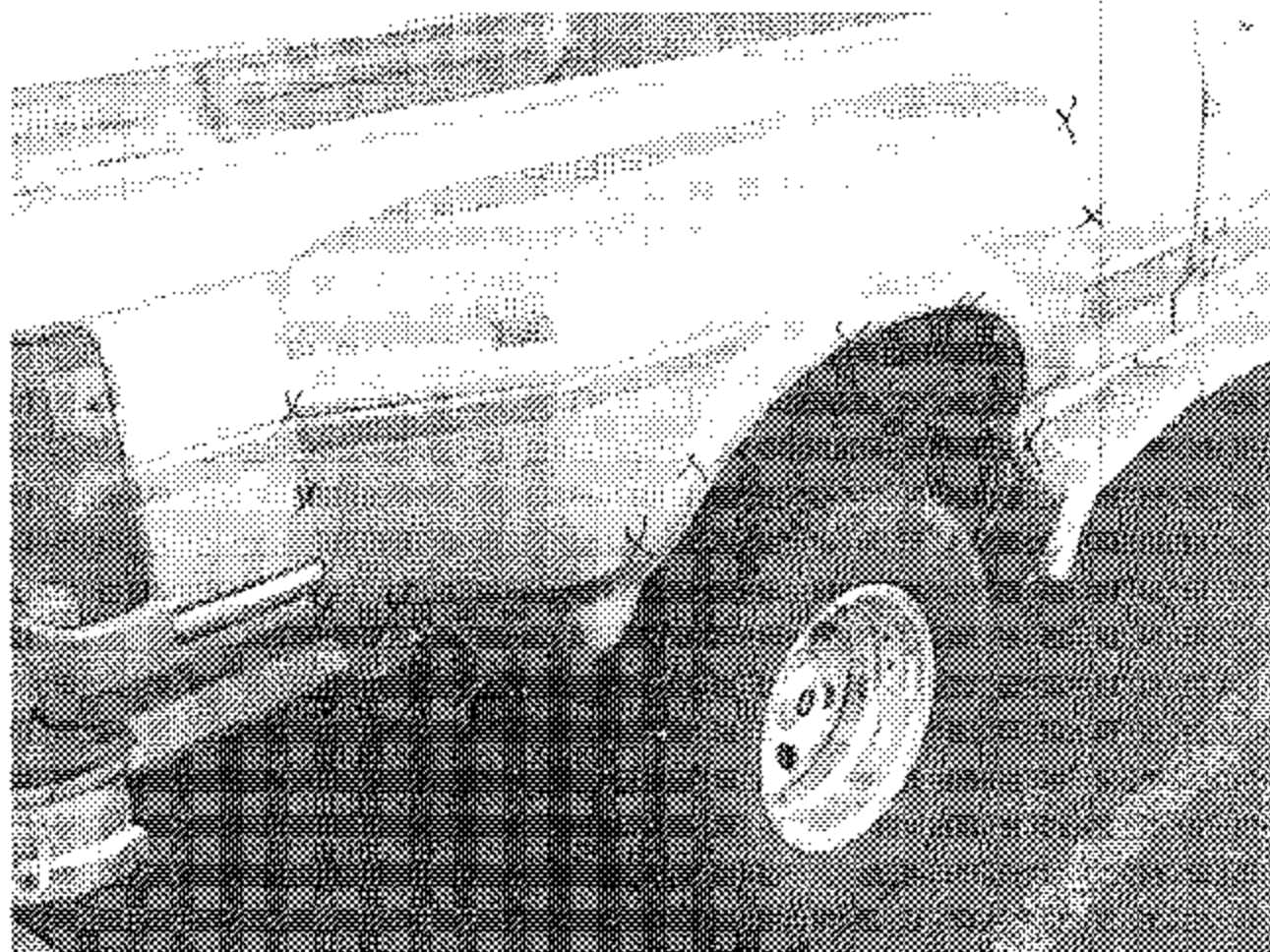


PASSENGER SIDE FRONT OF WHEEL

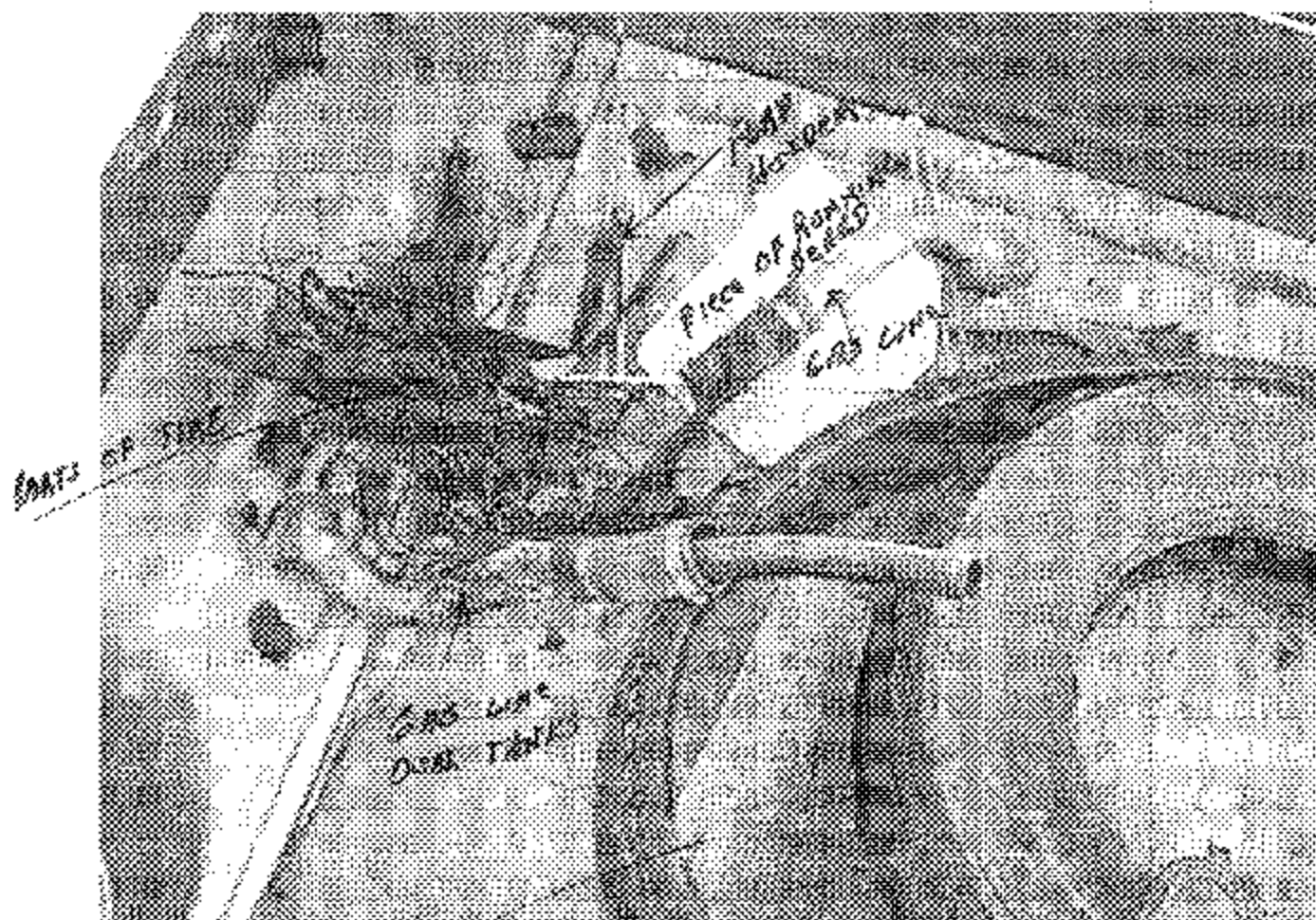
SPLASH GUARD/TRIM ON FENDER/RUNNING BOARD



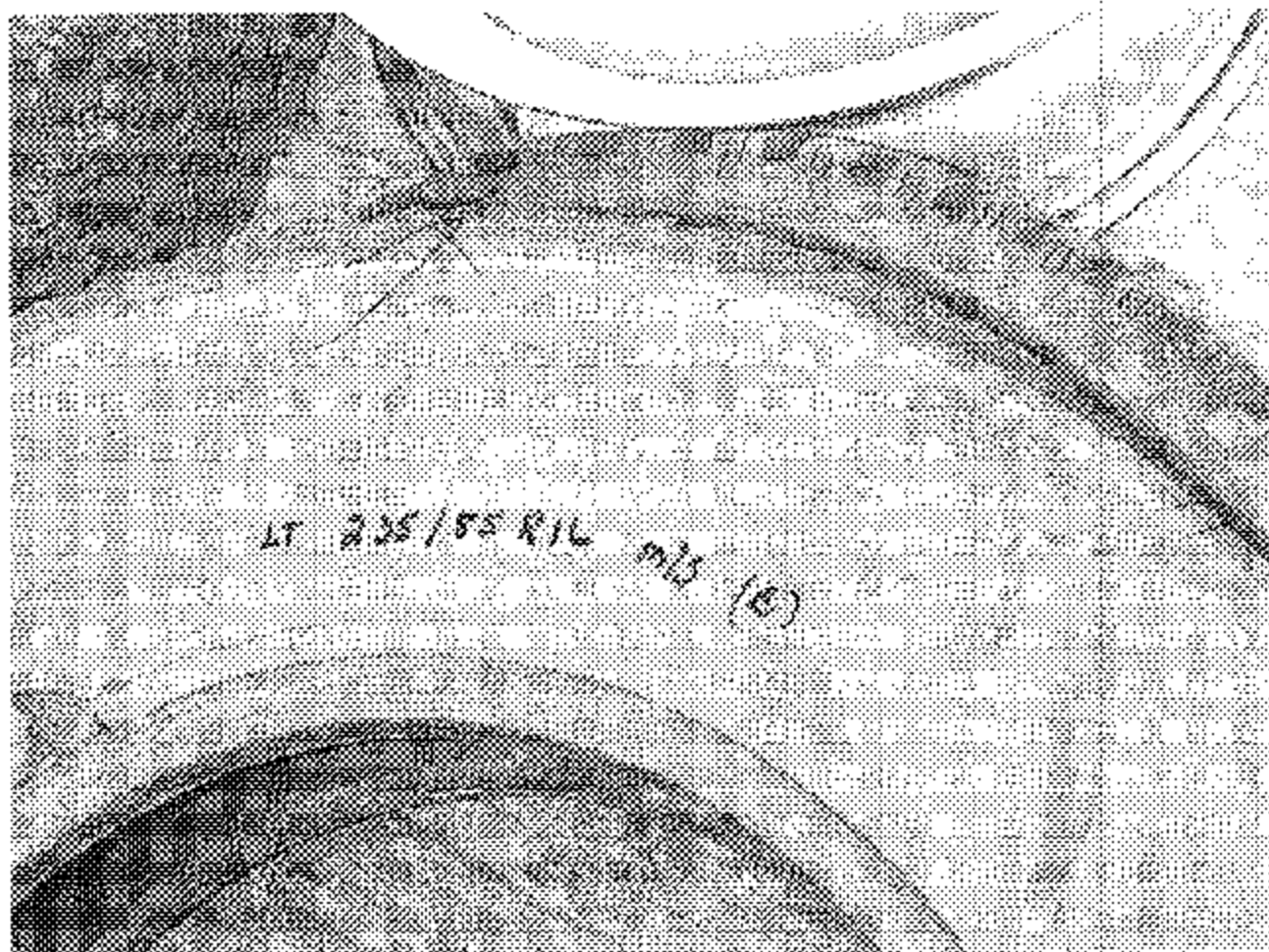
PASSENGER SIDE REAR OF WHEELS / FLARE GORE / SPARK / TRIM
etc.



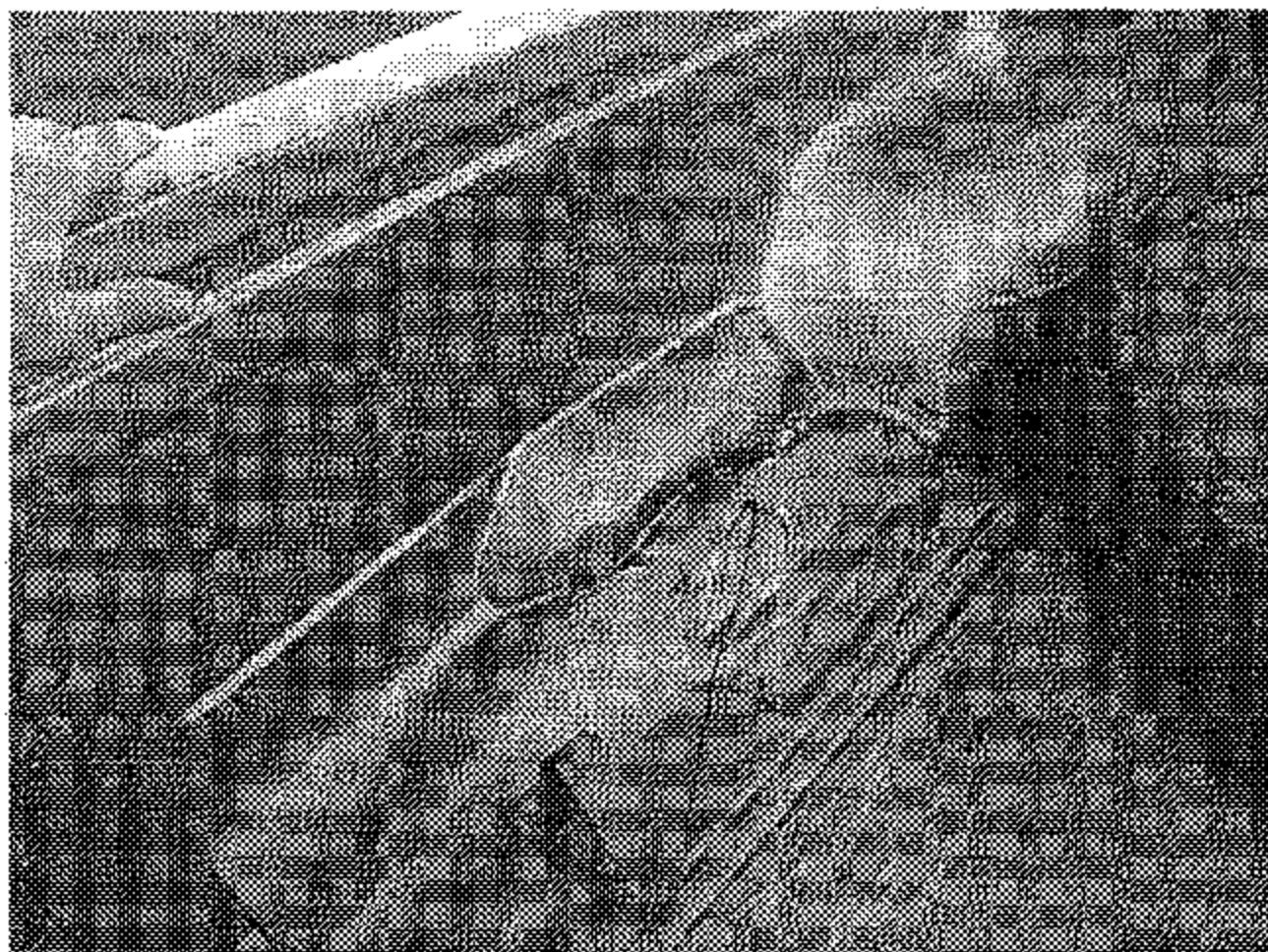
Passenger/Rear / Tail pipe system bent / etc



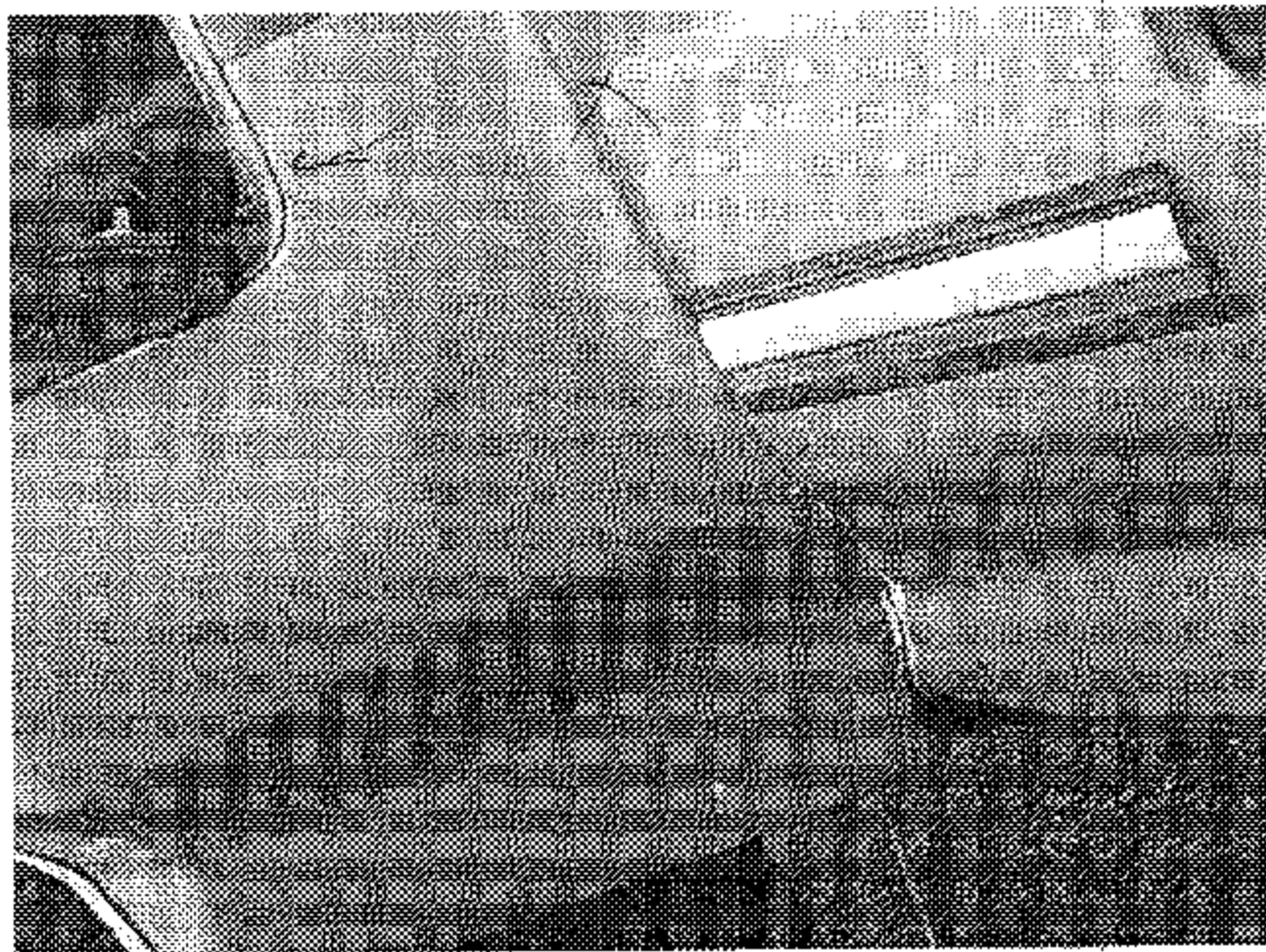
1/18



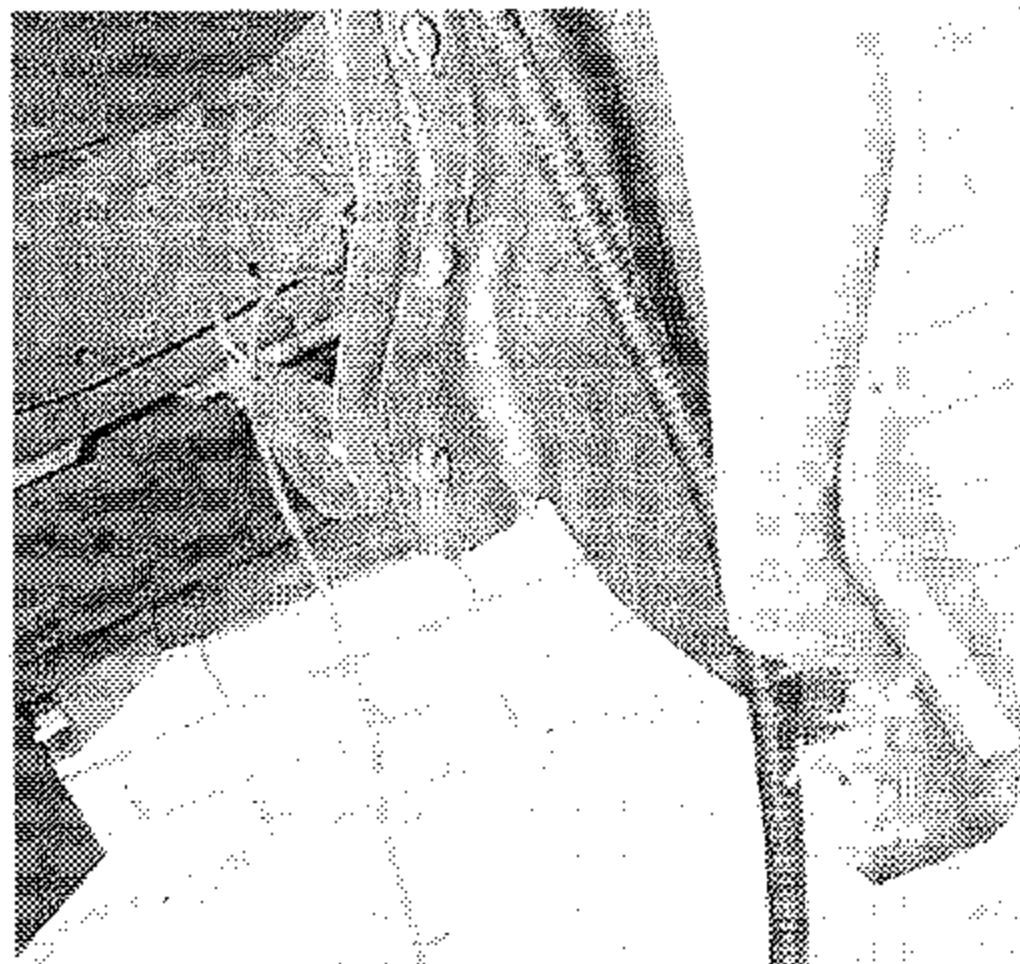




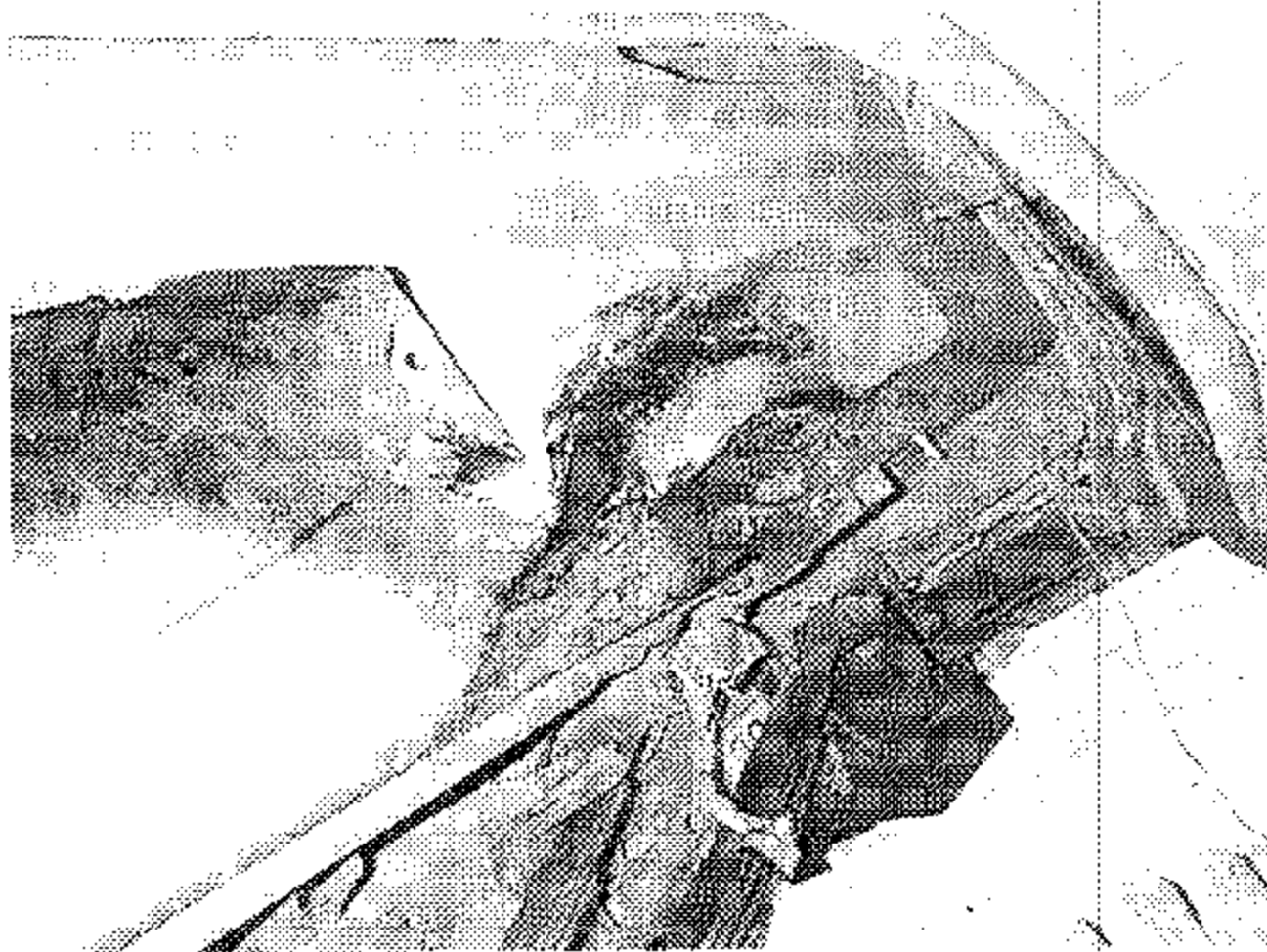
P/O DEB - LEFT SIDE
DRIVERS SIDE - QUOTE FROM SUNSET ROAD NOT INCLUDED



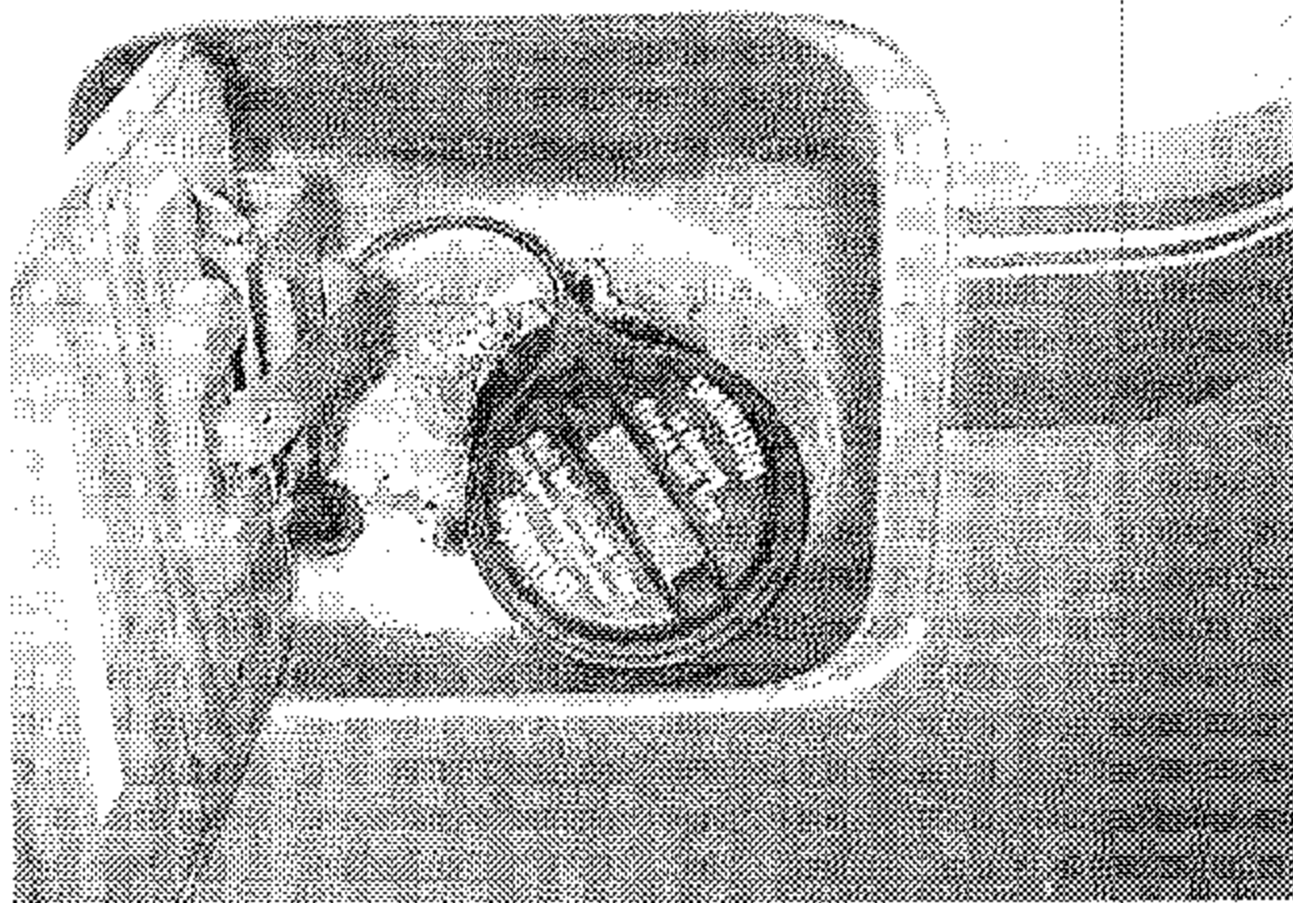
DRIVERS SIDE / ^{DUAL} DIESEL LINES - BOTH GONE

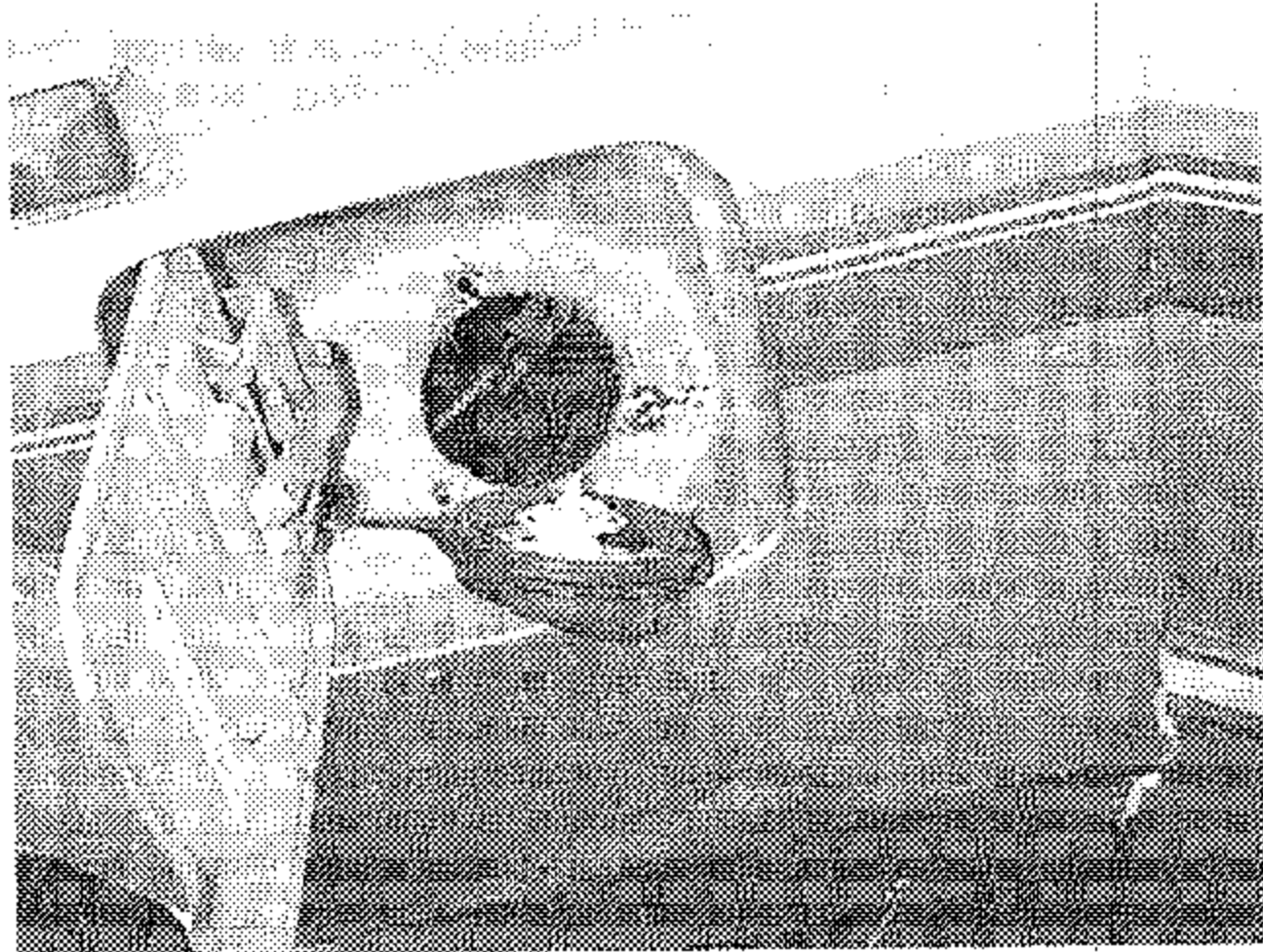


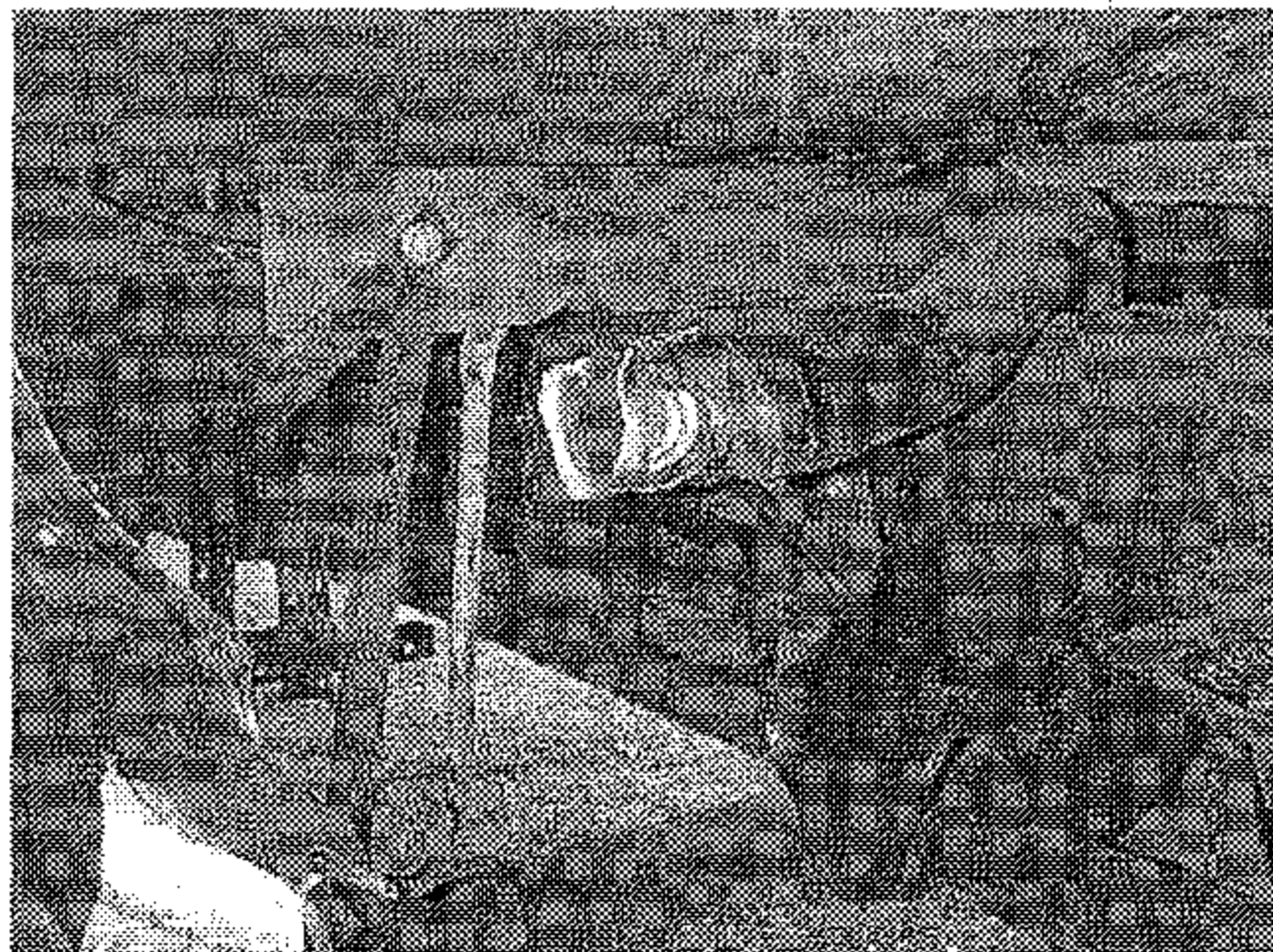
DRIVERS SIDE REAR SEAT AREA
SEAT CUSHION / TRIM / FLAPS / CUSHION /



DRIVER'S SIDE - AREA



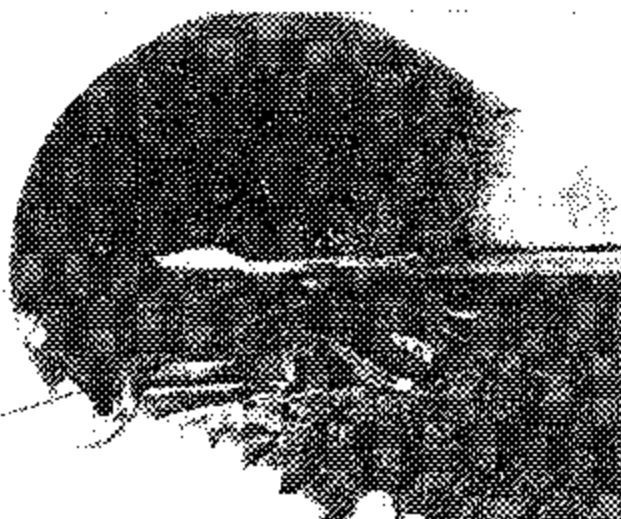




DRIVERS SIDE REAR / FUEL TANK / FLARE / P/O BOX / SPARE TIRE / etc
DOES NOT SHOW REAR FUEL TANK - NONE!

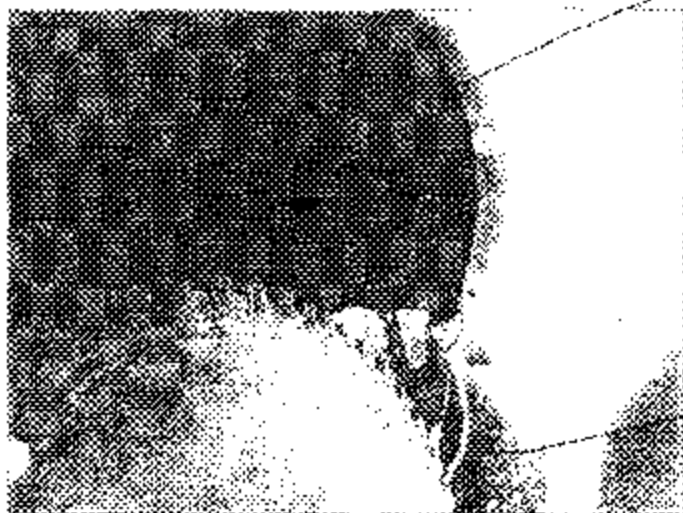
IMAGE REPORT

SUNSET FORD



Up
South

PASSENGER
SIDE

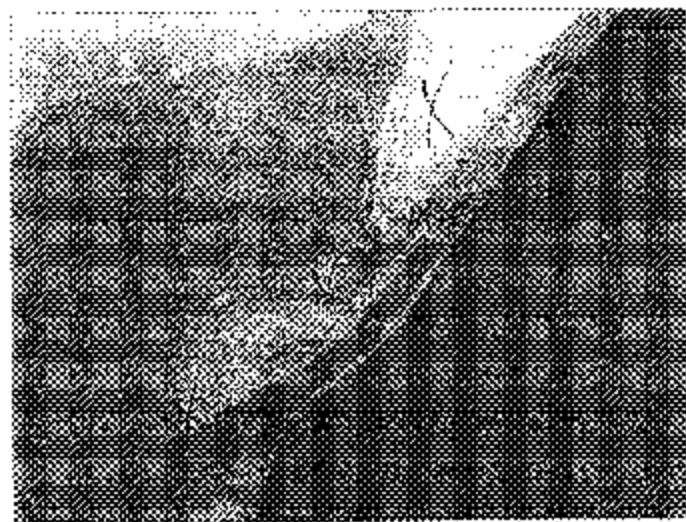


Thin Cone / SHOT GUN

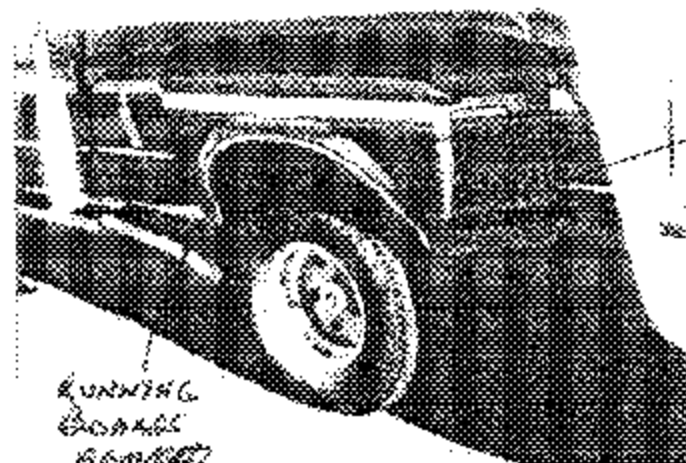
RUNNING BARRAS EXHAUST
DASH SIDE

1. The vehicle was found on the road near the
roadside. The vehicle was found on the road near the
roadside. The vehicle was found on the road near the
roadside.

IMAGE REPORT



Driver's Side



*TURNING
CORNER
CORNER*

Frontal Impact

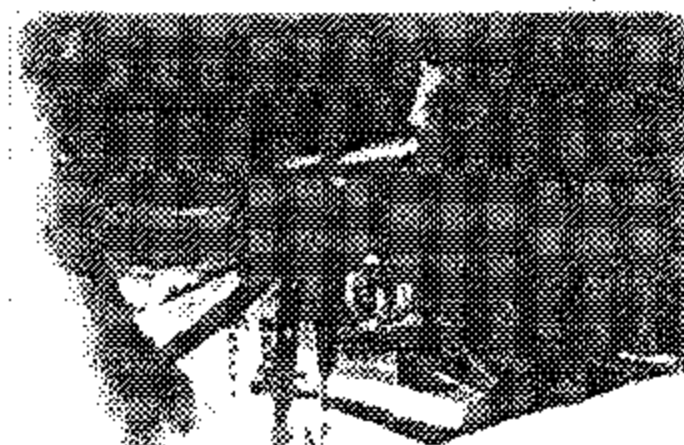
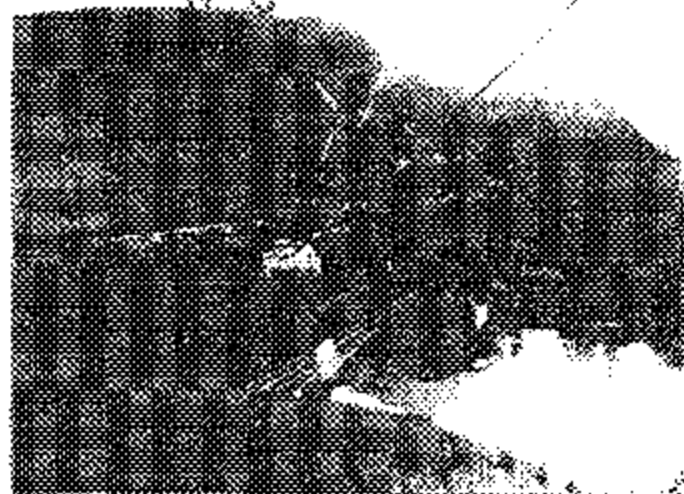
1. LOCATION OF THE ACCIDENT: [illegible]

2. DATE AND TIME: [illegible]

3. WEATHER: [illegible]

4. TYPE OF VEHICLE: [illegible]

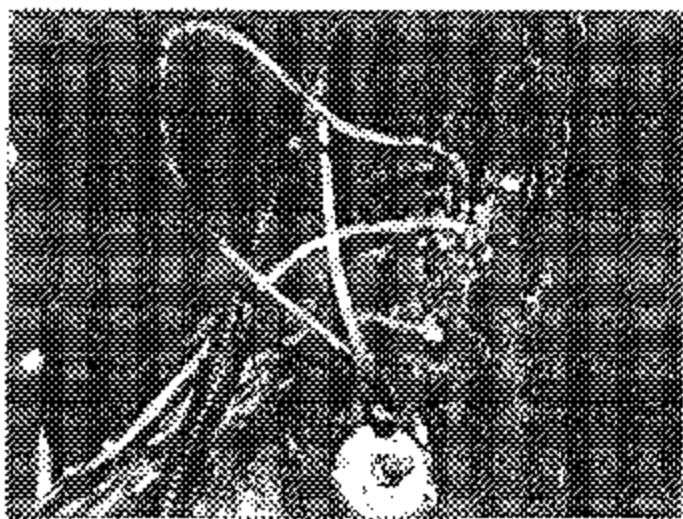
IMAGE REPORT



Obstructed view

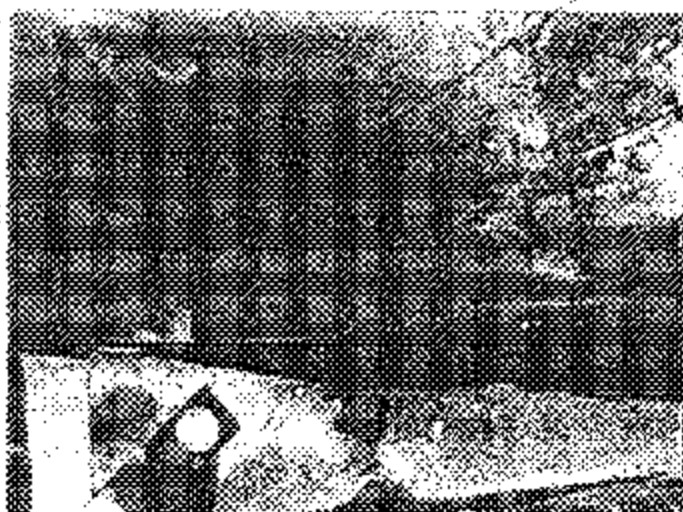
Flare cone

IMAGE REPORT



Reflected
in
face
of
camera

Head (covered) 2) Good



Head (covered)
Damaged

Head (covered) Good

1. The following information was received from the

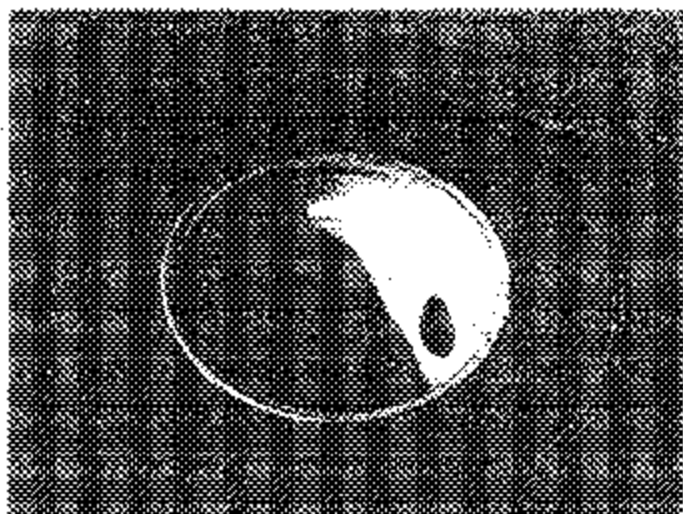
from the following source:

Approximate

2. The following information was received from the following source:

THREE REPORT

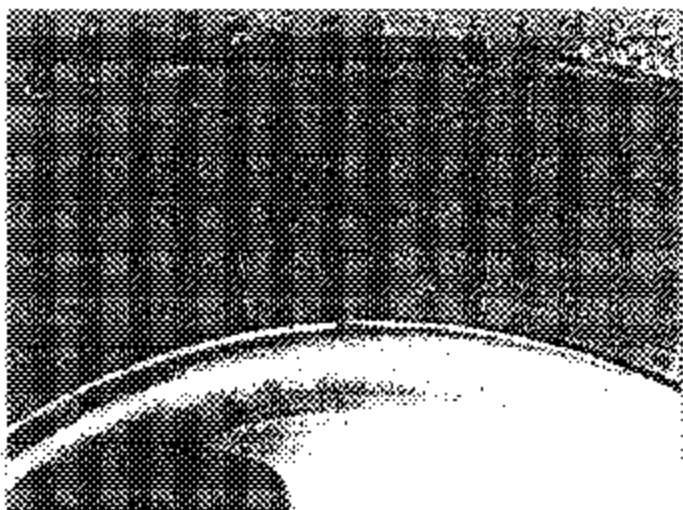
Signature



Insulator Hottly Radial A/T

LT 235 85 R16/m/s

LONG RANGE E



Year of birth	Number of children per woman
1950	6.5
1955	5.5
1960	4.5
1965	3.5
1970	3.0
1975	2.5
1980	2.5
1985	2.5
1990	2.5

22. 23. 24. 25. 26.

•

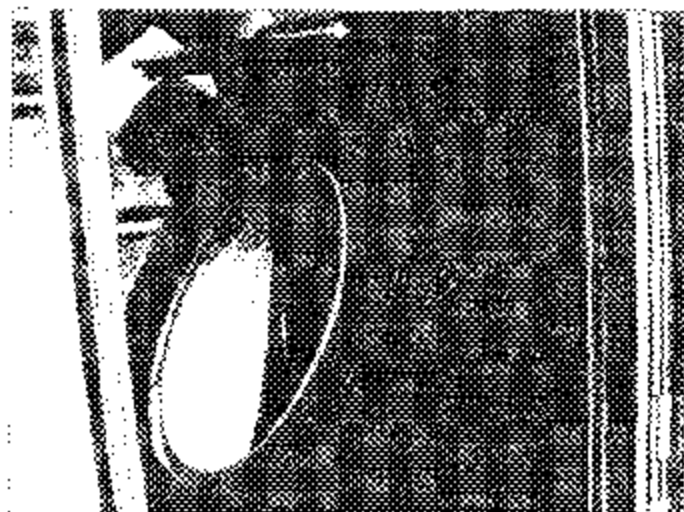
•

Full Text - Online



the above

Fuel lines
Tire tubes
Picked up on highway

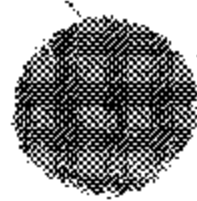


SIGNATURE TIRE

IMAGE REPORT



PAINTER SIDE



BOTH FROM BACK

FINGER FROM OTHER SIDE

