

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

23-AUG-2000

 Od_or _____
 rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

868426

 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>(located at bottom of windshield or on vehicle)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
2FALP74WXTX204493	FORD	CROWN VICTOR	1996	

Purchase Date	Dealer's Name _____	Engine Size (CID/CCL) _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
<input type="checkbox"/> Manual <input type="checkbox"/> Automatic	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driver Side Airbag <input type="checkbox"/> Passenger Side Airbag <input type="checkbox"/> Inflator <input type="checkbox"/> 2-Point Belt	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	<input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other <input type="checkbox"/> Sport Util Truck <input type="checkbox"/> Motorcycle	<input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Station Wagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 03250000	Part Name(s) BRAKES:HYDRAULIC/ANTI-SKID SYSTEM	Location	Failed Part(s)
		<input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	<input type="checkbox"/> Original <input type="checkbox"/> Replacement

No. of Failures 0	Date(s) of Failure(s) 15-AUG-2000 Mileage at Failure(s) 0 Vehicle Speed at Failure(s) 0	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No
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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
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	0	0		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

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

BRAKES WERE VIBRATING VERY LOUD, CONSUMER WAS VERY CONCERNED THAT BRAKES WERE GOING TO QUIT.*AK

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.

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 335		
OWNER INFORMATION (Type or Print)				Date Received 23-AUG-2000 OFFICE OF SAFETY INVESTIGATION	Od or rt dt _____ od rt _____ up thr _____	
[REDACTED] 629637				Reference No. 868426		
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? in the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.				<input type="checkbox"/> YES	<input type="checkbox"/> NO	
Signature of Owner _____				Date _____		
VEHICLE INFORMATION						
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) 2FALP74WXTX204493		Vehicle Make FORD	Vehicle Model CROWN VICTORY	Vehicle Year 1996	Current Odometer Reading 46,300	
Purchase Date 11-July-1996 <input checked="" type="checkbox"/> New <input type="checkbox"/> Used	Dealer's Name Hydraulic Ford Sales City Union Grove State WI Zip Code 53182		Engine Size (CID/CC/L4.6L OHV) No Cylinders V6	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input checked="" type="checkbox"/> Gas <input checked="" type="checkbox"/> Fuel Injection		
Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Anti-lock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input type="checkbox"/> 3-Point Belt <input checked="" type="checkbox"/> Driverside Airbag <input type="checkbox"/> Motorbelt <input type="checkbox"/> 2-Point Belt <input checked="" type="checkbox"/> Passengerside Airbag	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input checked="" type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input checked="" type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other	Body Style <input type="checkbox"/> 2-Door <input checked="" 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 03260000	Part Name(s) BRAKES:HYDRAULIC:ANTI-SKID SYSTEM		Location <input checked="" type="checkbox"/> Left <input checked="" type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear		Failed Part(s) <input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement	
No of Failures 0	Date(s) of Failure(s) 15-AUG-2000 Mileage at Failure(s) 0 Vehicle Speed at Failure(s) 0		Failed Part(s) Available? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input checked="" 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 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)						
<p>BRAKES WERE VIBRATING VERY LOUD, CONSUMER WAS VERY CONCERNED THAT BRAKES WERE GOING TO QUIT.*AK</p> <p>vibrating brakes Dec 14, 98 - Machine & Front Brake Rotors and a service brakes clean & lubed slides. 33,000 miles.</p> <p>May 17, 2000 - vibrating brakes - Resurbed Front Brake Rotors perched pads, cleaned & lubed caliper slides. 42,900 miles.</p> <p>Aug 15, 2000 - vibrating brakes - Replaced Front Disc Rotors - 46,269</p>						
<p>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>						

HILLER FORD

FEATURING **EXPRESS-TRADE**

6455 S. 108th ST.
FRANKLIN, WI 53132
(414) 425-1000

27185
INVOICE
DUPLICATE 1
PAGE 1

SERVICE ADVISOR: 266 BOB BABCOCK

COLOR	YEAR	MAKE/MODEL	MIN	LICENSE	MILEAGE IN/OUT	TAG
GREEN	96	FORD CROWN VICTORIA	2FALP74WXTX204493	RHE533	46269/46273	T149
DEL DATE	PROO DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
11 JUL 1996	27 MAY 96	16:18	15 AUG 90	CASH	15 AUG 2000	
H.O. OPENED	DATE OFFERED BACK	OPTIONS				
08:14 14 AUG 00	13:43 15 AUG 00					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET
						TOTAL

A SEE FILE BRAKES STILL SEEM TO PULSATE WHEN APPLYING BRAKES ATR FREEWAY SPEEDS.

2001B5F1 REPLACED FRONT DISC ROTORS

16 ISD 1.00

2001B5F1 REPLACED FRONT ROTORS (PARTS ONLY)

16 C 0.00

2 F5AZ*1125*CA DISC-FRT WHEEL BRAKE

PARTS: 140.00 LABOR: 0.00 OTHER: 0.00 TOTAL TIME A: 70.00 85.00 140.00

46273 FRONT ROTORS ROADTEST. FRONT ROTORS ARE PULSATING. INSP. BRAKES.

FRONT ROTORS ARE UNDER SIZED AND OUT OF ROUND. REPLACED FRONT ROTORS

AND ROAD TEST. PULSATION IS GONE. 1.0HR

H** DRIVERS FRONT TIRE SPIN. LOOSES AIR. SEE FILE.

9996 NO LEAKS FOUND

16 C 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL TIME B: 0.00 0.00

46273 NPE LEAK CHECKED ENTIRE WHEEL AND TIRE. COULD NOT FIND ANY LEAK

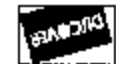
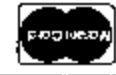
N/C

EST: 140.00 14 AUG 00 16:20 SA: 266

*****IMPORTANT*****
You may receive a survey from FORD MOTOR CO
If for any reason you cannot grade us a "10"
COMPLETELY SATISFIED" Please contact your
Service Advisor at Hiller Ford.
THANK YOU

LABOR AMOUNT	0.00
PARTS AMOUNT	140.00
GAS, OIL, FLBE	0.00
BULLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	140.00
LESS INSURANCE	0.00
SALES TAX	7.84
PLEASE PAY THIS AMOUNT	147.84

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of the item. The Seller hereby expressly disclaims all implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item.



SERVICE DEPT. HOURS

MONDAY - THURSDAY

7:30 AM - 6:00 PM

FRIDAY

7:30 AM - 5:00 PM

EXPRESS-TRADE™



We sincerely appreciate your business!

CUSTOMER COPY

Motor vehicle repair practices are regulated by Chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-0911.

Thank You

HILLER FORD

FEATURING
EXPRESS-TRADE

6455 S. 108th ST.
FRANKLIN, WI 53132
(414) 425-1000

8 8 7 4 8
INVOICE

PAGE 1

SERVICE ADVISOR: 266 BOB BABCOCK

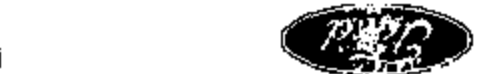
YEAR	MAKE/MODEL	VIN	LICENSE	RELEASE IN/OUT	TAG	
1996	FORD CROWN VICTORIA	2EALP74WXTX204493	RHE533	930228/93031	7634	
DEL DATE	PROD DATE	WARRANTY EXP	PROMISED	PO NO.	PAYMENT	INV DATE
REC. OPENED	DATE OFFERED BACK	OPTIONS	CHG			
01JAN1996	14:00 14DEC98			14DEC1998		
LINE OPCODE TECH TYPE HOURS						
11:24	14DEC98	14:32	14DEC98			
A MACHINE FRONT BRAKE ROTORS AND SERVICE BRAKES						
1102DI MACHINE FRONT ROTORS AND CLEAN AND LUBE						
SLIDES						
PARTS: 0.00 LABOR: 2.00 C 2.00 OTHER: 0.00 TOTAL LINE A: 102.00						

EST: 102.00 08DEC98 14:07 SA: 266						
NOTE: COOLANT IS GOOD TO -30*						



TRADE
DEC 14 1998

EXPRESS-TRADE



SERVICE DEPT. HOURS
MONDAY - THURSDAY
7:30 AM - 6:00 PM
FRIDAY
7:30 AM - 5:00 PM

We sincerely appreciate your business!

DESCRIPTION	LABOR AMOUNT	PARTS AMOUNT	GAS, OIL, LUBE	SUBLET AMOUNT	MISC. CHARGES	TOTAL CHARGES	LESS INSURANCE	SALES TAX	PLEASE PAY THIS AMOUNT
TOTALS	102.00	0.00	0.00	0.00	0.00	102.00	0.00	5.71	107.71

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of the item. The Seller hereby expressly disclaims all warranties other than those of implied merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for any liability in connection with the sale of the item.

CUSTOMER COPY

Thank You

Illinois Motor Vehicle Repairs are regulated by Chapter ATCP 132, which is administered by the State of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 111, Madison, Wisconsin 53708-0111.

HILLER FORD

FEATURING
EXPRESS TRADE

6455 S. 108th ST.
FRANKLIN, WI 53132
(414) 425-1000

INVOICE

21100

6791206

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GREEN	1996	FORD CROWN VICTORIA	ZPALP74WXTX204493	RHES33	42793/42799	P350
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	NO. NO.	PAYMENT	INV. DATE
1 JUL 1996	27 MAY 96	14:00	17 MAY 00			16 MAY 2000
R.O. OPENED		DATE OFFERED BACK		OPTIONS		
0:42 16MAY00		15:16 16MAY00				
LINE Q CODE TECH TYPE HOURS						
EST: 65.00		11MAY00 12:23		SA: 266		
TOTAL		LIST		NET		

CUSTOMER PAY ENVIRONMENTAL FEE FOR REPAIR ORDER 4.07

*****IMPORTANT*****
 **You may receive a survey from FORD MOTOR CO*
 **If for any reason you cannot grade us a "10*
 **COMPLETELY SATISFIED" please contact your
 **Service Advisor at Hiller Ford.
 THANK YOU

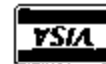
Bo Long

*MAILED
MAY 16 2000
MD*

RENTAL CAR SERVICE AVAILABLE

DESCRIPTION	LABOR AMOUNT	PAHS AMOUNT	GAS, OIL, LUBE	SUBLET AMOUNT	MISC. CHARGES	TOTAL CHARGES	LESS INSURANCE	SALES TAX	PLEASE PAY THIS AMOUNT
TOTALS	151.65	11.22	0.00	0.00	4.07	166.94	0.00	9.34	176.28

STATEMENT OF DISCLAIMER
 This factory warranty constitutes all of the warranty which respect to the sale of the vehicle. The Seller hereby expressly declines all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/vehicle.



SERVICE DEPT. HOURS

MONDAY - THURSDAY

7:30 AM - 6:00 PM

FRIDAY

7:30 AM - 5:00 PM



We sincerely appreciate your business!

EXPRESS TRADE™

For vehicle repair practices are regulated by Chapter ATCP 132, Wis. Adm. Code, administered by the Dept. of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 811, Madison, Wisconsin 53708-8911.

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Thank You

HILLER FORD

FEATURING **EXPRESS-TRADE**

6455 S. 108th ST.
FRANKLIN, WI 53132
(414) 425-1000

21100 *INVOICE*

PAGE 1

SERVICE ADVISOR: 266 BOB BABCOCK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE W/OUT TAG
GREEN	1996	FORD CROWN VICTORIA	2FALP74WXTX204493	RHE533	42793/42799
DEL DATE	PROD DATE	WARB. EXP.	PROMISED	PO NO.	PAYMENT
11 JUL 1996	27 MAY 96	14:00	17 MAY 00	CHG	16 MAY 2000
M.O. OPENED		DATE OFFERED BACK		OPTIONS:	
10:42 16MAY00		15:16 16MAY00		TOTAL	

A BRAKES SEEM TO VIBRATE WHEN APPLIED. CHECK AND ADVISE. NOTE VEH DOES

2001B2PT RESURFACED FRONT BRAKE ROTORS. SERVICED
PADS, CLEANED AND LUBED CALIPER SLIDES

PARTS: 0.00 LABOR: 110.00 OTHER: 0.00 TOTAL LINE A: 110.00

B CHANGE ENGINE OIL AND FILTER (1)
1P CHANGE ENGINE OIL AND FILTER (1)

PARTS: 10.73 LABOR: 0.30 OTHER: 0.00 TOTAL LINE B: 10.73

1 FL*820*S FILTER BSSX ENG. OIL
5 XO*5W30*SPS M/GRAFF 5W30 OIL

PARTS: 11.22 LABOR: 10.73 OTHER: 0.00 TOTAL LINE C: 21.95

C LUBE STEERING STOPS AND PITMAN ARM
1A LUBE STEERING STOPS AND PITMAN ARM

PARTS: 0.00 LABOR: 2.00 OTHER: 0.00 TOTAL LINE D: 2.00

D DRIVERS SIDE FRONT TIRE SEEMS TO HAVE A SLOW LEAK. CHECK AND ADVISE.
TRP DISMOUNTED TIRE, CLEANED AND LUBED BEAD,
REMOUNTED AND BALANCED TIRE

PARTS: 0.00 LABOR: 27.00 OTHER: 0.00 TOTAL LINE E: 27.00

9996 WHEEL WEIGHTS
16 C 0.50

PARTS: 0.00 LABOR: 28.92 OTHER: 0.00 TOTAL LINE F: 28.92



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FRIDAY

7:30 AM - 6:00 PM

EXPRESS-TRADE™



We sincerely appreciate your business!

STATEMENT OF DISCLAIMER		CUSTOMER SIGNATURE
The factory warranty constitutes all of the warranties with respect to the sale of this vehicle. The dealer hereby expressly disclaims all implied warranty of merchantability or fitness for a particular purpose. Dealer neither deports nor authorizes any other person to obtain for it any liability in connection with the sale of this merchandise.		
LABOR AMOUNT		
PARTS AMOUNT		
GAS, OIL, LUBE		
SUBLET AMOUNT		
MISC. CHARGES		
TOTAL CHARGES		
LESS INSURANCE		
SALES TAX		
PLEASE PAY THIS AMOUNT		

CUSTOMER COPY

Thank You

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