



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 117

Date Received

31-AUG-2000

Od_or _____
rt_dt _____
od_rt _____
up_ltr _____

Reference No.

869279

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
1FAPP54N6WA254801	FORD	TAURUS	1998	

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 type="checkbox"/> Automatic	Antilock Brakes <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbell <input type="checkbox"/> 2-Point Belt	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"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other _____ <input type="checkbox"/> Sport Ult. Truck <input type="checkbox"/> Motorcycle	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 06440000	Part Name(s) FUEL:THROTTLE LINKAGES AND CONTROL:CAM:FAST IDLE	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No. of Failures 4	Date(s) of Failure(s) _____ Mileage at Failure(s) 35 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 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)

WHEN LEVER IS IN PARK VEHICLE WOULD IDLE UP TO 35 RMPs LIKE IT WAS TAKING OFF. VEHICLE STARTED TO ACCELERATE ON ITS OWN. FOOT WOULD REMAIN ON THE BRAKE DUE TO HIGH ACCELERATION. HAVE BEEN TO DEALER AT LEAST 4 SEPARATE TIMES FOR THE PROBLEM. *AK

CONTINUED ON BACK PLEASE

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 117

Date Received
00 OCT -2 PM 12:06
31-AUG-2000
OFFICE
DEFECTS INVESTIGATION

Od_or
rt_dt
od_rt
up_tr

OWNER INFORMATION (Type or Print)

Reference No.

869279

Work Number [redacted] (or)

Home Number [redacted]

Do you authorize the manufacturer of your vehicle to provide your name and address to the vehicle manufacturer? YES NO
Signature of [redacted] Date 7/29/00

VEHICLE INFORMATION

Vehicle (Basic No. to left of windshield on driver's side) 1FAPP54N6WA254801
Vehicle Mfg FORD
Vehicle Model TAURUS Sho
Vehicle Year 1998
Current Odometer Reading 39,092

Purchase Date May 1999
Dealer's Name Quick Ford
City Quincy State MA Zip Code 02269
Engine Size (CID/CC/L) V8
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 Sport Util Van Truck Minivan Motorcycle Other
Body Style 2-Door 4-Door Stationwagon Pick Up Truck

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 06440000
Part Name(s) FUEL THROTTLE LINKAGES AND CONTROL;CAM;FAST IDLE
Location Left Right Front Rear
Failed Part(s) Original Replacement

No of Failures 4
Date(s) of Failure(s) 5/99, 7/99, 4/00, 7/00
Mileage at Failure(s) 36
Vehicle Speed at Failure(s)
Failed Part(s) Yes No
NHTSA Previously Yes No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(ies), and injury(ies) on the back of this form)

Crash Yes No
Fire Yes No
Serious or Fatal Injury Yes No
Number of Injuries 0
Estimated Property Damage 0
Reported to Police Yes No

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

WHEN LEVER IS IN PARK VEHICLE WOULD IDLE UP TO 35 RMPs LIKE IT WAS TAKING OFF. VEHICLE STARTED TO ACCELERATE ON ITS OWN. FOOT WOULD REMAIN ON THE BRAKE DUE TO HIGH ACCELERATION. HAVE BEEN TO DEALER AT LEAST 4 SEPARATE TIMES FOR THE PROBLEM. *AK

CONTINUE ON BACK IF NEEDED

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3955492

258128

QUIRK FORD

INVOICE

DUPLICATE 2
PAGE 1

540 SOUTHERN ARTERY
QUINCY, MA 02169
(617) 770-0070

SERVICE ADVISOR: 7144 FRED DICHIARA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLACK	1998	FORD TAURUS	1FAPP54N6WA254801		21033/21033	1553F	
IN SERV. DATE	PROD. DATE	WARR. EXP.	PROMISED	PREPARED BY	RATE	PAYMENT	INV. DATE
			17:00 29MAY99			CASH	28MAY1999
R.O. OPENED	READY	OPTIONS: STK:3538 DLR:08990					
27MAY99	28MAY99						

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

~~A C/S WHEN CAR IS IN PARK RPM GO TO 3000 AND STAYS THERE WHEN REVELEANT~~
WHEN A/C IS TURNED ON

CAUSE: VERIFIED CONCERN PERFORMED ELECTRONIC TESTING REPI. ACED THROTTLE POSITION SENSOR AND RETESTED CONDITI ON CURED.

12650D EEC - (QUICK TEST) - DIAGNOSIS	7838	WP4					(N/C)
1 F4S2*9B989*A THRTL POSITIONER SENSOR							(N/C)
12650D55 IGNITION SYSTEM - DIACNOSIS	7838	WP4					(N/C)
12650D80 NGS DCL DISPLAY - TEST	7838	WP4					(N/C)
12650D81 NGS RECORDER / MONITOR ROAD TEST - DIAGNOSIS	7838	WP4					(N/C)
12650DX1 SUPPLEMENT: EXTRA TIME TO REPEAT FINAL QUICK TEST	7838	WP4					(N/C)
9350B FUEL PUMP PRESSURE TEST ON VEHICLE (9H307/9A407/9350) - DIAGNOSIS	7838	WP4					(N/C)
12650D1 POTENTIOMETER ASSEMBLY - THROTTLE POSITION SENSOR - TP (9B989) - REPLACE	7838	WP4					(N/C)

FC: D50 42
PART#: F4S2*9B989*A
COUNT:
CLAIM TYPE:
AUTH CODE:
5579

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

~~B VEH CRANKS BUT WILL NOT START PLEASE CHECK.~~

CAUSE: VERIFIED CONCERN PERFORMED ELECTRONIC DIAGNOSIS CUT KEY AND *not in vehicle*

QUIRK AUTO BODY (617) 773-2040 QUIRK RENT-A-CAR (617) 847-1883 SERVICE CENTER GLASS (781) 849-1300 COMMITTED TO CUSTOMER SATISFACTION	<small>EXCLUSION OF WARRANTIES</small> <small>Any warranties on the parts and accessories sold hereby are made by the manufacturer. The purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased, and that in no event shall dealer be liable for incidental or consequential damages or consequential losses arising out of such purchase. The purchaser further agrees that the warranties excluded by dealer include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle of any of its systems to perform with reasonable safety, efficiency, or comfort.</small>	DESCRIPTION	TOTALS
	LABOR AMOUNT		
	PARTS AMOUNT		
	GAS, OIL, LUBE		
	SUBLET AMOUNT		
	MISC. CHARGES		
	TOTAL CHARGES		
	SALES TAX		
	PLEASE PAY THIS AMOUNT		
	<small>LIMITED LABOR WARRANTY</small> <small>The repair facility guarantees the labor used in performing the repairs listed on this repair order for a period of 30 days or 4,000 miles (whichever comes first) from the date such repairs were completed. If our repair or replacement fails to normal service within that period, we'll fix it free of charge parts and labor.</small>		
<small>DISPOSAL OF HAZARDOUS WASTE</small> <small>The State of Massachusetts requires that all hazardous waste (Oil, Solvents, Anti-Freeze, etc.) must be disposed of by a licensed hauler in an environmentally safe manner. Any charges for disposal of hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.</small>			

CUSTOMER COPY

QUIRK FORD

263800

INVOICE

DUPLICATE 1
PAGE 1

540 SOUTHERN ARTERY
QUINCY, MA 02168
(617) 770-0070

SERVICE ADVISOR: 7144 FRED DICHIARA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLACK	1998	FORD TAURUS	1FAPP54N6WA254801		23947/23947	T236	
IN SERV. DATE	PROD. DATE	WARR. EXP.	PROMISED	PREPARED BY	RATE	PAYMENT	INV. DATE
			15:00 29JUL99			CASH	30JUL1999
R.O. OPENED	READY	OPTIONS: STR:3338 DLR:08990					
29JUL99	30JUL99						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A. CUSTOMER STATES WHEN STARTING CAR WHILE IN PARK REMS SURGE UP TO 3000 RPM							
CAUSE: VERIFIED CONCERN PERFORMED ELECTRONIC TESTING PERFORMED PINPOINT TEST TRACED OPEN CIRCUIT REPAIR ED CONNECTOR TO TP SENSOR AND RETESTED COND							
12650D	EBC		(QUICK TEST)		DIAGNOSIS		(N/C)
		7838	WP4				(N/C)
			1 XP12*15K607*AA KIT		Int		(N/C)
12650D45			PIN POINT TEST		DIAGNOSIS		(N/C)
		7838	WP4				(N/C)
12650D80			NGS DCL DISPLAY		TEST		(N/C)
		7838	WP4				(N/C)
12650DX1			SUPPLEMENT: EXTRA TIME TO REPAIR		INT		(N/C)
		7838	WP4				(N/C)
14200A			WIRING ASSEMBLY		REPAIR		(N/C)
		7838	WP4				(N/C)
FC: D50	42						
PART#: 14401							
COUNT:							
CLAIM TYPE:							
AUTH CODE: DDDR3							
5579							
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00

B FREE LOANER CAR PROVIDED TO CUSTOMER							
TAP FREE LOANER CAR PROVIDED TO CUSTOMER							
			99		INT		(N/C)
SUBL QUIRK RENT A CAR #106074							
INT (N/C)							
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

C CUST STATES WHEN STARTING CAR WHILE IN PARK REMS SURGE UP TO 3000 RPM		DESCRIPTION	TOTALS	
QUIRK AUTO BODY (617) 773-2040 QUIRK RENT-A-CAR (617) 847-1883 SERVICE CENTER GLASS (781) 849-1300 COMMITTED TO CUSTOMER SATISFACTION	EXCLUSION OF WARRANTIES			
	Any warranties on the parts and accessories sold hereby are made by the manufacturer. The purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The purchaser further agrees that the warranties excluded by dealer include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.			
	"LIMITED LABOR WARRANTY"			
	The repair facility guarantees the labor used in performing the repairs listed on this repair order for a period of 90 days or 4,000 miles (whichever comes first) from the date such repairs were completed. If our repair or replacement fails in normal service within that period, we'll fix it free of charge parts and labor.			
	DISPOSAL OF HAZARDOUS WASTE			
	The State of Massachusetts requires that all hazardous wastes (oil, solvents, Antifreeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner. Any charges for disposal of hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.			
	LABOR AMOUNT			
	PARTS AMOUNT			
	GAS, OIL, LUBE			
	SUBLET AMOUNT			
MISC. CHARGES				
TOTAL CHARGES				
SALES TAX				
PLEASE PAY THIS AMOUNT				

CUSTOMER COPY

3955492

263800

QUIRK FORD

INVOICE

DUPLICATE 1
PAGE 2

540 SOUTHERN ARTERY
QUINCY, MA 02169
(617) 770-0070

SERVICE ADVISOR: 7144 FRED DICHIARA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLACK	1998	FORD TAURUS	1FAPP54N6WA254801		23947/23947	T236
IN SERV. DATE	PROD. DATE	WARR. EXP.	PROMISED	PREPARED BY	RATE	PAYMENT
			15:00 29JUL99			CASH
R/O OPENED	READY	OPTIONS: STK:3338 DLR:08990				
29JUL99	30JUL99					

LINE	ORCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
THIS IS THE SAME CONCERN FROM RG 258116 SEE FOLDER							
114 SEE LINE A							
99 CP 0.00 0.00 0.00 0.00 0.00 0.00							
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00							



QUIRK AUTO BODY
(617) 773-2040

QUIRK RENT-A-CAR
(617) 847-1883

SERVICE CENTER GLASS
(781) 849-1300

COMMITTED TO
CUSTOMER SATISFACTION

EXCLUSION OF WARRANTIES

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"LIMITED LABOR WARRANTY"

The repair facility guarantees the labor used in performing the repairs listed on this repair order for a period of 90 days or 4,000 miles (whichever comes first) from the date such repairs were completed. If our repair or replacement falls in normal service within that period, we'll fix it free of charge parts and labor.

DISPOSAL OF HAZARDOUS WASTE

The State of Massachusetts requires that all hazardous waste (Oil, Solvents, Acid-Freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner. Any charges for disposal of hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.

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

CUSTOMER COPY

7813955492

98753



SENTRY



4100 Mystic Valley Parkway
MEDFORD, MA 02155
(617) 395-6400
Service Extensions 221-222-223
Status Hotline Extension 224
Parts Extensions 226-227-228

INVOICE

PAGE 1

SERVICE ADVISOR: 8628 WARREN YOUNG

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLACK	1998	FORD TAURUS	1FAFP54N6WA254801	913NIX	32796/32796	T759
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO.NO.	RATE	PAYMENT
01JAN1998			17:00 22MAR00		68.00	CASH
R.O. OPENED	READY	OPTICNS: DLR:0881 ENG:3.4 Liter EFI SHO DOHC				
09:02 21MAR00	09:55 07APR00					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CHECK STEREO / SPEAKERS FOR DISTORTION
 CAUSE: 32796 C-CHECKED COMPLETE RADIO SYSTEM-CHECKED ALL SPEAKER CONNECTIONS AND WIRING-REMOVED RADIO AND SENT OUT FOR REPAIR INSTALLED NEW RADIO.
 WARRANTY WARRANTY
 9900 W99 (N/C)
 6666 W99 (N/C)
 FC: PART#: COUNT:
 CLAIM TYPE:
 AUTH CODE:
 9900

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

32796 C-CHECKED COMPLETE RADIO SYSTEM-CHECKED ALL SPEAKER CONNECTIONS AND WIRING-REMOVED RADIO AND SENT OUT FOR REPAIR INSTALLED NEW RADIO.

B SLP RENTAL
 CAUSE: R C
 WARRANTY WARRANTY
 991 W99 (N/C)
 FC: PART#: COUNT:
 CLAIM TYPE:
 AUTH CODE:

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

 C** CHECK FOR INTERMITTENT FAST IDLE EVEN AFTER WARMED UP. RPM'S WILL JUMP TO 3000 AND REMAIN UNTIL ENGINE IS SHUT OFF AND RESTARTED
 CAUSE: 32796 PERFORMED EEC TEST-CK-CHECKED ALL EEC PID VALUES-CHECKED ENGINE TEMP-END ECT CIRCUIT CHECKED IDLE AIR BYPASS VALVE AND ENGINE FOR ANY
 WARRANTY: WARRANTY
 9900 W99 (N/C)



If you are happy let your neighbor know. If you are unhappy call our service representative at once.

Our Goal: "No unhappy owners."
THANK YOU
FOR BRINGING YOUR CAR TO SENTRY FORD

DISPOSAL OF HAZARDOUS WASTE
The State of Massachusetts requires that all hazardous waste (Oil, Solvents, Anti-Freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner. Any charges for disposal of hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC./ENVIRONMENTAL	
TOTAL CHARGES	
DEDUCTIBLE/ADJ.	
SALES TAX	
PLEASE PAY THIS AMOUNT	
CUSTOMER SIGNATURE	

CUSTOMER COPY

7813955492

98753



SENTRY



4100 Mystic Valley Parkway
MEDFORD, MA 02155
(617) 395 6400
Service Extensions 221-222-223
Status Hotline Extension 224
Parts Extensions 226-227-228

INVOICE

PAGE 2

SERVICE ADVISOR: 8628 WARREN YOUNG

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAX	
BLACK	1998	FORD TAURUS	1FAPP54N6WA254801	913NIX	32796/32796	T75	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN1998			17:00 22MAR00		68.00	CASH	07APR2000
R.O. OPENED	READY	OPTIONS: DLR:08811 ENG:3.4 Liter EFI SHO DOHC					
09:02 21MAR00	09:55 07APR00						

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

FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:
9900

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

32796 PERFORMED EEC TEST-OK-CHECKED ALL EEC PID VALUES-CHECKED ENGINE TEMP-END ECT CIRCUIT CHECKED IDLE AIR BYPASS VALVE AND ENGINE FOR ANY VACUUM LEAKS-OK-NO CONDITION FOUND

Please retain this invoice for your records. All Ford parts are covered by a limited warranty of 12 months or 12,000 miles which ever occurs first. *TAKE ADVANTAGE OF SENTRY'S EXTENDED HOURS* SATURDAYS 8:00AM TILL 4:00PM AND THURSDAY 7:00AM TILL 8:00PM NO APPOINTMENT NECESSARY

QUALITY CARE



If you are happy let your neighbor know. If you are unhappy call our service representative at once.

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THANK YOU
FOR BRINGING YOUR CAR
TO SENTRY FORD

DISPOSAL OF HAZARDOUS WASTE

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ALL PARTS NEW UNLESS OTHERWISE INDICATED

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC./ENVIRONMENTAL	0.00
TOTAL CHARGES	0.00
DEDUCTIBLE/ADJ.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00
CUSTOMER SIGNATURE	

CUSTOMER COPY

7813955492

103698



SENTRY



1100 Mystic Valley Parkway
MEDFORD, MA 02155
(617) 395-6400
Service Extensions 221-222-223
Status Hotline Extension 224
Parts Extensions 226-227-228

INVOICE

DUPLICATE 1
PAGE 1

SERVICE ADVISOR: 9858 STEVE PEDRO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLACK	1998	FORD TAURUS	1FAPP54N6WA254801	913NIX	35627/35627	T897	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
01JAN1998			17:00 22JUN00		68.00	CASH	05JUL2000

R.O. OPENED	READY	OPTIONS:	DLR:08811 ENG:3.4 Liter EFI SHO DOHC			
14:37 22JUN00	16:27 22JUN00					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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~~A CK CAR IS BEING AT 3500 RPM~~
 CAUSE: 35627 INSTALL WDS RETRIEVE CODES SYS PASS INSPECT AIR INTAKE SYSTEM FOUND AIR BY-PASS STICKING AT TIMES REPLACE BY-PASS VALVE RETEST OK
 12650D EEC (QUICK TEST) - DIAGNOSIS (N/C)
 3721 W99 (N/C)
 1 F6LZ*9F715*AC VALVE ASY-THROTTLE AIR BY-PASS (N/C)
 12650D3 VALVE ASSEMBLY (IDLE AIR CONTROL) - IAC (N/C)
 (9F715/9F670) - REPLACE (N/C)
 3721 W99 (N/C)
 12650DX1 SUPPLEMENT: EXTRA TIME TO REPEAT FINAL QUICK TEST (N/C)
 3721 W99 (N/C)
 FC: D11 69
 PART#: F6LZ*9F715*AC
 COUNT:
 CLAIM TYPE:
 AUTH CODE:
 3721

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

35627 INSTALL WDS RETRIEVE CODES SYS PASS INSPECT AIR INTAKE SYSTEM FOUND AIR BY-PASS STICKING AT TIMES REPLACE BY-PASS VALVE RETEST OK

Please retain this invoice for your records.
 All Ford parts are covered by a limited warranty of 12 months or 12,000 miles which ever occurs first.
 TAKE ADVANTAGE OF SENTRY'S EXTENDED HOURS
 SATURDAYS 8:00AM TILL 4:00PM AND THURSDAY 7:00AM TILL 8:00PM NO APPOINTMENT NECESSARY



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Our Goal: "No unhappy owners."
THANK YOU
 FOR BRINGING YOUR CAR TO SENTRY FORD

DISPOSAL OF HAZARDOUS WASTE

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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC./ENVIRONMENTAL	0.00
TOTAL CHARGES	0.00
DEDUCTIBLE/ADJ.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00
CUSTOMER SIGNATURE	

CUSTOMER COPY

ALL PARTS NEW UNLESS OTHERWISE INDICATED

7813955492

104344



SENTRY

4100 Mystic Valley Parkway
MEDFORD, MA 02155

(617) 395-6400

Service Extensions 221-222-22

Status Hotline Extension 224

Parts Extensions 228-227-22



INVOICE

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SERVICE ADVISOR: 1340 DEBRA L. BAVIS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT
BLACK	1998	FORD TAURUS	1FAFP54N6WA254801	913NIX	36122/36122
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE
01JAN1998			17:00 05JUL00		68.00
					CASH
					11JUL2000

R.O. OPENED: READY: OPTIONS: DLR:08811 ENG:3.4 Liter EPI SHO DOHC

16:20 05JUL00 09:27 11JUL00

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUST STATES THAT IDLE SHOOBS UP IN ANY GEAR WHEN ACCELERATING VEH WILL ACCELERATE 0-45 ON ITS OWN WITH OUT HAVE FOOT ON ACCELERATOR

WARRANTY WARRANTY:

9900 W99A

(N/C)

1 XF1Z*15K607*AB SERVICE KIT WIR HRNS

(N/C)

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

36122 PERFORMED EEC TEST-OK-CHECKED ENGINE TEMP AND ECT PIDS-CHECKED MAF SENSOR PID VALUE AND ENGINE RPM-ALL TESTED OK-CHECKED AND FOUND TSB-00-3-5-INSTALLED TPS WIRING HARNESS AND ROAD TEST-ENGINE RUNS OK-

B CUST STATES THAT TRANNIE IS NOT SHIFING PROPERLY COULD BE BECAUSE OF RPM'S FLUCUATING SEE PREVIOUS LINE

9900 CF

0.00 0.00

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

36122 SAME AS LINE A

Please retain this invoice for your records. All Ford parts are covered by a limited warranty of 12 months or 12,000 miles which ever occurs first.

TAKE ADVANTAGE OF SENTRY'S EXTENDED HOURS SATURDAYS 8:00AM TILL 4:00PM AND THURSDAY 7:00AM TILL 8:00PM NO APPOINTMENT NECESSARY



ALL PARTS NEW UNLESS OTHERWISE INDICATED

If you are happy let your neighbor know. If you are unhappy call our service representative at once.

Our Goal: "No unhappy owners."

THANK YOU

FOR BRINGING YOUR CAR TO SENTRY FORD

DISPOSAL OF HAZARDOUS WASTE

The State of Massachusetts requires that all hazardous waste (Oil, Solvents, Anti-Freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner. Any charges for disposal of hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUB-ET AMOUNT	0.00
MISC./ENVIRONMENTAL	0.00
TOTAL CHARGES	0.00
DEDUCTIBLE/ADJ.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00
CUSTOMER SIGNATURE	

CUSTOMER COPY