

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 150

Date Received

05-SEP-2000

 Od_or _____
 rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

869494

Work Number

Home Number 708-448-5813

OWNER INFORMATION (Type or Print)

 PATRICK SULLIVAN 633328
 35 OLD OAK TRAIL
 PALOS HEIGHT IL 60463
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 windshield on drivers side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1FMDU34XXRUC34047	FORD TRUCK	EXPLORER	1994	

Purchase Date

Dealer's Name _____

Engine Size

(CID/CC/L _____)

☐ Turbo
☐ Diesel
☐ Gas
☐ Fuel Injection
☒ New ☐ Used

City _____ State _____ Zip Code _____

No Cylinders _____

Transmission Type

Antilock Brakes

Restraint System

Cruise Control

Drive Train

Vehicle Type

Body Style

☐ Manual☒ Yes☐ 3-Point Belt☐ Motorbell☒ Yes☐ Front☐ Car☐ Sport Ult☐ 2-Door☐ Automatic☐ No☐ Driverside Airbag☐ 2-Point Belt☐ No☐ Rear☐ Van☐ Truck☐ 4-Door☐ Passengerside Airbag☐ 4-Wheel☐ Minivan☐ Motorcycle☐ Stationwagon☐ Other _____☐ Pick Up Truck☒ Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component

Bus Number

Location

Date (MM/DD)



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RECEIVED FOR AGENCY USE ONLY

160

Date Received

AM 11:52

Od. or

rt. dt

od. rt

up. ltr

Reference No.

869494

Work Number

Home Number

OWNER INFORMATION (Type or Print)

633328

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?

In the absence of your signature, NHTSA will not

your name and address to the vehicle manufacturer.

Signature of Owner

Date 9/16/00

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)

1FMDU34XXRUC34047

Vehicle Make

FORD TRUCK

Vehicle Model

EXPLORER

Vehicle Year

1994

Current Odometer Reading

106653

Purchase Date

4-7-'94

Dealer's Name

Engine Size
(CID/CC/L)

4.0

Turbo

Diesel

Gas

Fuel Injection

☒ New ☐ Used

City State Zip Code

No Cylinders 6

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 Utility☐ Truck☐ Motorcycle

Body Style

☐ 2-Door☐ 4-Door☐ Stationwagon☐ Pick Up☒ Truck

FAILED COMPONENT(S)/PART(S) INFORMATION

Component
05100000Part Name(s)
ENGINE

Location

☐ Left☐ Front☐ Right☐ Rear

Failed Part(s)

☐ Original
☐ Replacement

No. of Failures

Date(s) of Failure(s)

Mileage at Failure(s) 80

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(es), and injury(ies) on the back of this form)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Fatalities

Estimated Property Damage

Reported to Police

☐ Yes ☒ No

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

VEHICLE WILL STALL OUT INTERMITTENTLY, BUT VEHICLE WILL RESTART AFTER WAITING ABOUT 5-15 MINUTES. DEALER REPLACED MODULE PART #393437, BUT DID NOT CORRECT DEFECT. PLEASE PROVIDE FURTHER INFORMATION. *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.

I PURCHASED THE VEHICLE FROM
GOLF MILL FORD

9401 NR. MILWAUKEE AV.

NILES, IL 60714

PHONE X (847) 470-9800

DIAGNOSIS WAS DONE BY
WESTFIELD FORD

6200 S. LA GRANGE RD.

COUNTRYSIDE, IL 60525

PHONE X (708) 354-8600

Kalleweyn Auto Center Inc
12145 South Ridgeland Ave
Palos Heights, IL 60463
(708) 597-8040

Vehicle: 94 Ford Explorer
 Engineer:
 Licenser:
 VIN:
 Color:

Invoice Number 055912
 Job Number 10
 Started: 07/02/99
 Mileage: 70,660

Description of work

Service history

Date Mileage

1) COMPLETE TUNE UP.

2)
 3)
 4)
 5)
 6)
 7)
 8)
 9)
 10)

Oil Change - /-/-
 Wheel Alignment - /-/-
 Cooling System Flush - /-/-
 Shocks - /-/-
 Repair Wheel Bearing - /-/-
 New Tires - /-/-
 Front Brakes - /-/-
 Tire Rotation - /-/-
 Brakes Wear 06/24/99 70366
 A Trans Oil Change - /-/-
 Exhaust - /-/-
 W/Wiper Blades - /-/-
 Fan Belts - /-/-
 Coolant Hoses - /-/-
 Battery - /-/-
 Tune Up 07/02/99 70660
 20,000 Service - /-/-

AUTHORIZATION A.....

Stock no.	Qty Description	Each	Price	Ta
Labor	Tune up		120.00	5
14-M158	1 160 Gasket	4.65	4.65	5
14-M158	1 Throttle body cleaner	5.00	5.00	5
14-M158	6 Spark plugs	2.95	17.70	5
50-2-3287	1 PCV Valve	4.43	4.43	3
89-26126	1 Air Filter	7.50	7.50	3
84-3296	1 Fuel Filter	14.34	14.34	3
90-706458	1 Ignition Wires	39.95	39.95	3

Totals

Oil 0.00
 Parts 44.57
 Labor 120.00
 Tires 0.00
 TPA Time Fee 0.00
 Envir. Disp. Charges 0.00

[Handwritten signature]
 07/02/99

***** WE KEEP TIRES ROTATED EVERY 7,500 MILES *****
 NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN
 CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL. I hereby authorize
 the above repair work to be done along with the necessary material, and hereby
 grant you and/or your employees permission to operate the car, truck or vehicle
 herein described on streets, highways or elsewhere, for the purpose of testing
 and/or inspection. An express mechanic's lien is hereby acknowledged on above
 car, truck or vehicle to secure the amount of repairs thereto.

Sub Total : 204.57
 Sales Tax : 7.55
 TOTAL DUE : 212.12

Thanks! Kalleweyn Auto Center Inc
 Status : Pending

Kallemeyn Auto Center Inc
12145 South Ridgeland Ave
Palos Heights, IL 60463
(708) 597-8040

Vehicle: 94 Ford Explorer
 Engine:
 License:
 VIN:
 Color:

Invoice number 956154
 Job number 33
 Started: 07/16/99
 Mileage: 91,467

Description of work

Service history

Date Mileage

- 1). DIAGNOSIS NO START AFTER ENGINE GETS HOT AND SHUTS OFF.
- 2). INSTALL NEW ELECT.IGNITION CONTROL MODULE- # 37724 MOTORCRAFT.
- 3).
- 4).
- 5).
- 6).
- 7).
- 8).
- 9).
- 10).

Oil Change	--/--/--	
Wheel Alignment	--/--/--	
Cooling System Flush	--/--/--	
Shocks	--/--/--	
Inspect Wheel Bearing	--/--/--	
New Tire(s)	--/--/--	
Front Brakes	--/--/--	
Tire Rotation	--/--/--	
Brakes Rear	06/24/99	90266
6 Trans Oil Change	--/--/--	
Exhaust	--/--/--	
M/Mixer Blades	--/--/--	
Fan Belts	--/--/--	
Coolant hoses	--/--/--	
Battery	--/--/--	
Tune Up	07/02/99	90660
20,000 Service	--/--/--	

AUTHORIZATION Y.....

Work no.	Qty	Description	Each	Price	Ta
Labor		Diagnose & Inst.Module		120.00	1
14-NICS		1 Ign.Control Module	224.47	224.47	1

Totals

Oil	0.00
Parts	224.47
Labor	120.00
Tires	0.00
IEPA Tire Fee	0.00
Envir.Disp.Charges	0.00

Sub Total : 344.47

Sales Tax : 17.40

TOTAL DUE : 361.87

Thank! Kallemeyn Auto Center Inc
 Status : Pending

*****KEEP TIRES ROTATED EVERY 7,500 MILES *****
 NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN
 CASE OF FIRE,THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.I hereby authorize
 the above repair work to be done along with the necessary material, and hereby
 grant you and/or your employees permission to operate the car/truck or vehicle
 herein described on streets,highways or elsewhere,for the purpose of testing
 and/or inspection.An express mechanic's lien is hereby acknowledged on serve
 car/truck or vehicle to secure the amount of repairs thereto.

DATE 12/87

TIME 14:41

1. TARIFF FORM 24
2. TARIFF FORM 24
3. TARIFF FORM 24
4. TARIFF FORM 24

110

110

DATE 12/87

112266

1. TARIFF FORM 24
2. TARIFF FORM 24
3. TARIFF FORM 24
4. TARIFF FORM 24

1. TARIFF FORM 24
2. TARIFF FORM 24
3. TARIFF FORM 24
4. TARIFF FORM 24

1. TARIFF FORM 24
2. TARIFF FORM 24
3. TARIFF FORM 24
4. TARIFF FORM 24

THANK YOU

FOR LOYALTY-MERCHANT BOTTOM COPY-CUSTOMER



WESTFIELD
PERFORMANCE LUBE

6200 S. LA GRANGE ROAD • COUNTRYSIDE, ILLINOIS 60525
708/354-8600
westfieldford@worldnet.att.net

WE CARRY A FULL LINE OF ORIGINAL EQUIPMENT TIRES

THANK YOU FOR CHOOSING WESTFIELD FORD'S SERVICE DEPARTMENT

NEW SERVICE HOURS: MONDAY THRU THURSDAY 8:00 A.M. TILL 10:00 P.M.
FRIDAYS 8:00 A.M. TILL 5:00 P.M.
ON FRIDAY EVENINGS AND SATURDAYS PLEASE PICK UP AT SHOWROOM CASHIER
SERVICE LOANERS BY APPOINTMENT
WHEN YOU RECEIVE YOUR "QUALITY COMMITMENT SURVEY" FROM FORD MOTOR
COMPANY, PLEASE SEND IT BACK WITH YOUR RESPONSES. YOUR OPINION IS
VERY IMPORTANT TO OUR SERVICE DEPARTMENT. THANK YOU!

CUSTOMER NO. 83932	ADVISOR ANTHONY M. BAMBALAS 36	CARD NO. 1907	INVOICE DATE 11/01/99	INVOICE NO. FOL5112261
	LABOR RATE 72.00	LICENSE NO.	MILEAGE IN 75467	COLOR GREEN
	VEHICLE MAKE / MODEL 94/FORD TRUCK/EXPLORER/EXPLORER 4X4		DELIVERY DATE	DELIVERY MILES
	VEHICLE ID NO. 1FMDU34XXNUC34047		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 11/01/99	
				MILEAGE OUT

LABOR 2 PARTS
04 1 20FTZEED

EEC DIAGNOSTICS HOURS: TECH(S):17
ABOUT EVERY 100 MILES VEHICLE STOPS RUNNING AND THEN CRANK
CRANK OVER, BUT WON'T START FOR ABOUT 5-10 MINUTES.
ORDERED PROCESSOR- CUSTOMER TO PAY \$72.00 IN LABOR WHEN PART
ARRIVES.

108.00

PARTS	QTY	FR NUMBER	DESCRIPTION	UNIT	PRICE	
JOB # 1	1	F47Z-12A650-NB	MODULE 393437		315.38	315.38
TOTAL PARTS						315.38
TOTAL LABOR & PARTS						423.38

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 1		ENVIRONMENTAL CHARGES		3.24
TOTAL MISC				3.24

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$443.31 (TAX)

TOTALS				

	TOTAL LABOR			108.00
	TOTAL PARTS			315.38
	TOTAL SUBLET			0.00
	TOTAL G.O.B.			0.00
	TOTAL MISC CHG.			3.24
	TOTAL MISC DISC			0.00
	TOTAL TAX			16.69

	TOTAL INVOICE \$			443.31

When you receive your "QUALITY COMMITMENT SURVEY"
from Ford Motor Co., please send your survey back
with your responses. Your opinion is very important.

VISIT OUR NEW WEBSITE ON THE INTERNET

www.ford.com

CUSTOMER SIGNATURE



8200 S. LA GRANGE ROAD • COUNTRYSIDE, ILLINOIS 60525
708/354-8600
westfieldfo@worldnet.att.net

WE CARRY A FULL LINE OF ORIGINAL EQUIPMENT TIRES

THANK YOU FOR CHOOSING WESTFIELD FORD'S SERVICE DEPARTMENT

NEW SERVICE HOURS: MONDAY-THURSDAY 9:30 A.M. TILL 10:00 P.M.

FRIDAYS 9:30 A.M. TILL 6:00 P.M.

ON FRIDAY EVENINGS AND SATURDAYS PLEASE PICK UP AT SHOWROOM CASHIER
SERVICE LOANERS BY APPOINTMENT

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COMPANY, PLEASE SEND IT BACK WITH YOUR RESPONSES. YOUR OPINION IS
VERY IMPORTANT TO OUR SERVICE DEPARTMENT. THANK YOU!

CUSTOMER NO. 81982	ADVISOR CARMELLO A. SCARPACE 600	CARD NO. 1657	INVOICE DATE 11/09/99	INVOICE NO. FQCS11267
	LABOR RATE 72.65	WARRANTY NO. 96004	COLOR GREEN	STOCK NO.
	YEAR: MAKE / MODEL 94/FORD TRUCK/EXPLORER/EXPLORER 4X4		DELIVERY DATE	DELIVERY MILE
	VEHICLE ID NO. 1 F M D U 3 4 X X R U E 3 4 0 4 7		SPRING DEALER NO.	PRODUCTION DATE
	PTF NO.	P.O. NO.	R.O. DATE 11/09/99	
				MILEAGE OUT

LABOR & PARTS	EEC DIAGNOSTICS	HOURS: 1.00	TECH(S): 17	72.6
JH 1 30FTZECC	INSTALL ORDERED PROCESSOR			
	REPLACED PROCESSOR			

JOB # 1 TOTAL LABOR & PARTS 72.6

JH 2 30FTZ99P	MULTI-POINT INSP	HOURS: 1.00	TECH(S): 17	0.0
	PERFORM MULTI-POINT INSPECTION			

JOB # 2 TOTAL LABOR & PARTS 0.0

MISC	CODE	DESCRIPTION	CONTROL NO.	
JOB # A		NEW EQUIPMENTAL CHARGES		2.0
				2.0

ESTIMATE	CUSTOMER	HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$75.00 (+TAX)		
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TOTALS

*****		TOTAL LABOR	72.6
CASH	CHECK	TOTAL PARTS	0.0
VISA	M/C	TOTAL SUBLET	0.0
	AMEX	TOTAL S.O.B.	0.0
	DINERS	TOTAL MISC CHG.	2.0
RECEIVED BY <i>Patricia J. Sule</i>		TOTAL MISC DISC	0.0
		TOTAL TAX	0.0

TOTAL INVOICE \$ 74.6

* When you receive your "QUALITY COMMITMENT SURVEY" *
* from Ford Motor Co., please send your survey back *
* with your responses. Your opinion is very important. *

VISIT OUR NEW WEBSITE ON THE INTERNET
ford.com

CUSTOMER SIGNATURE

DATE: 11/09/99

TIME: 11:55

WESTFIELD FORD INC
6200 S LAGRANGE ROAD
COUNTRYSIDE, IL 60525

DESK
11/15
TIME

DESCRIPTION

11-26-74

10

ST

NET AMT	59200818	SUB	
TAX	862714	TAX	
A.A. TYPE	SALE	TOTAL	74.87
ACCOUNT #		EXP	
11/11/2000-11/15/2000		1695	

SIGNATURE
I AGREE
NOTHING TO BE ISSUED HEREON
MERCHANT AGREEMENT IF CREDIT HOLDERS

THANK YOU

FOR COPY-MERCHANT BOTTOM COPY-CUSTOMER