



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 558

Data Received 05-SEP-2000	Od_or _____
	rt_dt _____
	od_rt _____
	up_ltr _____
Reference No. 869599	

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> 1FALP52U6TA103420	Vehicle Make FORD	Vehicle Model TAURUS	Vehicle Year 1996	Current Odometer Reading
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Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	<input type="checkbox"/> Turbo
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	<input type="checkbox"/> Diesel
			<input type="checkbox"/> Gas
			<input type="checkbox"/> Fuel Injection

Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Restraint System <input type="checkbox"/> 3-Point Belt <input checked="" type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbell <input checked="" 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 _____	Body Style <input type="checkbox"/> Sport Ult Truck <input type="checkbox"/> Motorcycle <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 07310000	Part Name(s) POWER TRAIN:TRANSMISSION:AUTOMATIC:INDICATOR:LEVER:GE	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Frnt <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
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No. of Failures	Date(s) of Failure(s) <u>31-AUG-2000</u>	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No
	Mileage at Failure(s) <u>24636</u>		
	Vehicle Speed at Failure(s) _____		

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	Number of Fatalities	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHEN VEHICLE WAS PLACED IN PARK, AND WHEN IT WAS STARTED LATER IN THE DAY, VEHICLE WAS UNABLE TO MOVE. SHIFTER CABLE BROKE, CAUSING CONSUMER NOT TO BE ABLE TO CHANGE ANY OF THE GEARS. *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.



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Vehicle Owner's Questionnaire (VOQ)

FOR AGENCY USE ONLY 568

Date Received: 05-SEP-2000
 Office: OFFICE
 Reference No.: 869599

Work Number: [Redacted]

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? YES NO
 ALL NOT provide your name and address to the vehicle manufacturer.
 Signature of Owner: [Redacted] Date: 9/18/02

Vehicle Information

Vehicle Ident. No. (VIN): 1F4P52161A103420
 Vehicle Mfg: FORD
 Vehicle Model: TAURUS
 Vehicle Year: 1998
 Current Odometer Reading: [Redacted]

Purchase Date: Feb 12, 1996
 Dealer's Name: Farnhardt Ford (Purchased new)
 City: TEMPE State: AZ Zip Code: 85283
 Engine Size (CID/CAL): 6
 Fuel Injection: Gas Diesel Turbo

Transmission Type: Automatic Manual
 Restraint System: 3-Point Belt 2-Point Belt Motorbelt
 Cruise Control: Yes No
 Drive Train: Front Rear 4-Wheel
 Vehicle Type: Car Van Minivan Other
 Body Style: 2-Door 4-Door Stationwagon Pick up Truck

Failed Component(s)/Part(s) Information

Component: 07310000
 Part Name: POWER TRAIN:TRANSMISSION:AUTOMATIC:INDICATOR:LEVER;
 Location: Front
 Failed Parts: Original Replacement

No. of Failures: 1
 Date(s) of Failure(s): 01-AUG-2000 - SEPT-1-2000
 Mileage at Failure(s): 24836
 Vehicle Speed at Failure(s): [Redacted]
 Failed Parts: Yes No
 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: [Redacted]
 Number of Fatalities: [Redacted]
 Estimated Property Damage: [Redacted]
 Reported to Police: Yes No

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

WHEN VEHICLE WAS PLACED IN PARK, AND WHEN IT WAS STARTED LATER IN THE DAY, VEHICLE WAS UNABLE TO MOVE. SHIFTER CABLE BROKE, CAUSING CONSUMER NOT TO BE ABLE TO CHANGE ANY OF THE GEARS. AK I PURCHASED THIS VEHICLE NEW AND, AS THE SOLE OWNER, HAVE USED IT GENTLY (SEE LOW MILEAGE). I WAS INFORMED BY THE REPAIR SHOP THAT THIS PART (LISTED CURRENTLY AS #YF1Z7E395BA/014) SHOWS A HISTORY OF 5 DIFFERENT SERIAL NUMBER CHANGES, SINCE MY CAR CAME OUT. I WAS INFORMED THAT THIS INDICATES THAT MANY CONSUMERS HAVE HAD PROBLEMS W/THIS PART DUE TO DESIGN PROBLEMS, AND THAT THE CHANGES IN SERIAL NUMBERS INDICATE THAT THE MANUFACTURER IS AWARE & HAS BEEN AWARE OF THE PROBLEMS. (ORIGINAL ON BACK NEEDED)

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Working Together FOR YOUR CONVENIENCE

THUNDERBIRD

AUTOMOTIVE SERVICE



Approved
Auto Repair

WHAT DOES
APPROVED
AUTO REPAIR
MEAN TO YOU?

8768 West Thunderbird
Peoria, AZ 85381

(602) 979-1054



SERVICE HOURS :

Monday - Friday 7:00am to 5:00pm
Saturday 8:00am to 2:00pm

These are benefits that 40 million AAA members are guaranteed when they take their vehicles to an APPROVED AUTO REPAIR facility

Offer you a written estimate upon request which cannot be exceeded by 10% without your authorization.

(Subject to Local and State regulations)

• Make replaced parts available.

• Limited warranty on repairs for at least 1 year or 12,000 miles, whichever comes first.

• Free maintenance inspection on request with customer paid service ticket.

• AAA mediates member complaints.

OTHER AAA MEMBER BENEFITS

- Member Services
- Insurance Agency
- Travel Agency
- Financial Services

TO FIND OUT MORE ABOUT THESE AND MANY OTHER AAA MEMBER BENEFITS...
EITHER CHECK THE BOX ON THE SERVICE EVALUATION CARD
OR CALL 1-800-633-3222



Thank You!



Billing

THUNDERBIRD AUTOMOTIVE

8768 West Thunderbird
Peoria, AZ 85381-0000
(623) 979-1054

INVOICE: 088906
COMPLETED: 09/05/00 11:03:59
ADVISOR:
ACCOUNT #: 23836 Page: 1

INVOICE FOR SERVICES

CUSTOMER: [REDACTED] ADDRESS: [REDACTED] CITY: [REDACTED] HOME: [REDACTED] BUSINESS: [REDACTED]	LICENSE: MYS-081 VEHICLE: 96 FORD TAURUS V.I.N.: 1FALP52U6TA103420 MILES: 24836 REF:
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The following parts were used when servicing your vehicle:

Quan.	Part #	Description	Charge	Extended
1.00	YF1Z7E395BA/074	SHFTR CABLE / 31522	53.76	53.76

The work performed, and the charges, are:

DIAGNOSE AND REPLACE PARTED TRANSMISSION GEAR SELECTOR CABLE; ADJUST AS NECESSARY Technician: SEAN	156.00
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	<u>Taxable</u>	<u>Non-tax</u>			
Parts:	\$ 53.76		SUBTOTAL:	\$ 214.76	TOTAL: \$ 222.87
Labor:		\$ 156.00	Tax:	\$ 4.11	
Sublet:			Envir:	\$ 4.00	
Supplies:	\$ 5.00				BALANCE: \$ 222.87

A token charge is included to cover misc. supplies used on your vehicle. Applicable supply items are: floor mats, seat covers, aero sprays, rags, grease, fender covers, misc. chemicals etc. A Hazardous Waste disposal charge will be imposed on each invoice as well. OUR Arizona EPA No. is AZD049316009. Thunderbird Automotive shall not be responsible for typographical errors by clerical staff regarding work description performed.

WARRANTY CONDITIONS; I confirm my authorization of work performed as listed above and acknowledge commencement of warranties --- 12 months or 12,000 MILES, whichever comes first, unless explicitly stated otherwise. The warranty is conditional on the following conditions: Customer must notify us of any problem and give us an opportunity to investigate said problem. Customer must give us adequate time to deal with the said problem. Customer must not be abusive. Customer must have repair made at THUNDERBIRD AUTOMOTIVE. A 90-DAY warranty will be imposed on used parts unless otherwise stated. Clutches and belts should be rechecked and adjusted, if necessary, within 30 days at no charge to the customer, or premature failure may occur. All warranties expressed above are applicable to original purchaser only: CITY ID# 6207 STATE ID# 07-413492-0

CASHIER INITIALS _____ CASH _____ VISA _____
 M/C _____ AMER EXP _____ DISC _____ CR# _____

THANK YOU FOR YOUR PATRONAGE
& PLEASE COME AGAIN!

