

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 252

Date Received

19-SEP-2000

Od_or	_____
rt_dt	_____
od_rt	_____
up_ltr	_____

Reference No.

870919

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 driver's side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1LNHM83W1XY654549	LINCOLN	TOWN CAR	1999	

Purchase Date	Dealer's Name _____	Engine Size (CID/CCL) _____	<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	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"/> 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 Ult <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle
		<input type="checkbox"/> Manual <input type="checkbox"/> 2-Point Belt			<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	Part Name(s)	Location	Failed Part(s)
03250000 03273000 07300000	BRAKES:HYDRAULIC:ANTI-LOCK SYSTEM BRAKES:HYDRAULIC:DISC:ROTOR:DISC HUB POWER TRAIN:TRANSMISSION:AUTOMATIC	<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	Date(s) of Failure(s) _____ Mileage at Failure(s) _____ Vehicle Speed at Failure(s) _____	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	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				<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

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

CONSUMER HAD VEHICLE IN THE SHOP FOR SEVERAL TIMES FOR TRANSMISSION/ AIR CONDITIONER, AND BRAKES. ROTOR WERE TURNED, AND WHEN APPLYING BRAKES PEDAL GOES ALL THE WAY TO THE FLOOR. CONSUMER TOOK VEHICLE TO THE DEALERSHIP. MECHANIC STATED DEFECTIVE PADS AFFECTED ROTORS, AND ROTORS HAD TO BE REPLACED. *AK

CONTINUED 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 252	
Date Received 00 OCT 19 PM 12:16 19-SEP-2000 OFFICE DEFECTS INVESTIGATION	Od. or rty. dt. od. N up. ltr
Work Number	Reference No. 870919
Home Number	

OWNER INFORMATION (Type or Print)

Signature of Owner: [Redacted] 640197

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? YES NO

In the absence of [Redacted] name and address to the vehicle manufacturer.

Date: 10/2/00

VEHICLE INFORMATION

Vehicle Ident. No. (VIN): 1LNHM83W1XY654549 <small>(Located at bottom of windshield on driver's side)</small>	Vehicle Make LINCOLN	Vehicle Model TOWN CAR	Vehicle Year 1999	Current Odometer Reading 10,700		
Purchase Date	Dealer's Name SAN DIEGO AUTO COLLECTION	Engine Size (CID/CC/L) 4.8L	<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 ESCONDIDO	State CA	Zip Code 92025	No Cylinders 8		
Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbell <input checked="" type="checkbox"/> Driverside Airbag <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 checked="" type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input checked="" type="checkbox"/> Car <input type="checkbox"/> Sport Util Truck <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <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 D3260000 D3273000 D7300000	Part Name(s) BRAKES:HYDRAULIC:ANTI-SKID SYSTEM BRAKES:HYDRAULIC:DISC:ROTOR:DISC HUB POWER TRAIN:TRANSMISSION:AUTOMATIC	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	Date(s) of Failure(s) 16 JUN 2000	Mileage at Failure(s) 10000 8906 MILES	Vehicle Speed at Failure(s)
Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No UNKNOWN		NHTSA Previously Contacted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	

APPLICATION INCIDENT INFORMATION NOT RETURNED BY DEALER

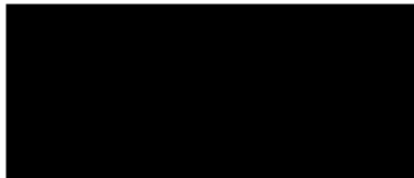
(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

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
--	---	---------------------------	----------------------	---------------------------	---

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

CONSUMER HAD VEHICLE IN THE SHOP FOR SEVERAL TIMES FOR TRANSMISSION/ AIR CONDITIONER, AND BRAKES. ROTOR WERE TURNED, AND WHEN APPLYING BRAKES PEDAL GOES ALL THE WAY TO THE FLOOR. CONSUMER TOOK VEHICLE TO THE DEALERSHIP. MECHANIC STATED DEFECTIVE PADS AFFECTED ROTORS, AND ROTORS HAD TO BE REPLACED. *AK I TOLD DEALER SERVICE WRITER THE BRAKES FELT "MUSHY" AND THE BRAKE PEDAL SEEMED TO GO DOWN A LOT BEFORE THE BRAKES ACTUALLY TOOK HOLD. THE PRESSURE APPLIED TO THE BRAKE SEEMS TO TAKE MORE EFFORT TO STOP. ALSO THE BRAKES SQUEAL & GRAB AFTER THE OIL WAS WASHED AT THE DEALER.

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.



September 19, 2000

San Diego Auto Collection
588 Camino Del Rio North
San Diego, CA 92108-3299

DISSATISFACTION OF AUTOMOBILE

Mr. Ed Witt, owner

I purchased a 1999 Lincoln Towncar, Cartier model, from your Escondido dealership on April 27th. I have had the vehicle into your Service Department for repair work SEVEN times for various problems.

Three of the major problems were:

1. bad transmission - transmission had to be rebuilt
2. brakes feeling "mushy"; not stopping in a timely and safe fashion - defective pads causing damage to the rotors. Pads replaced and rotors TURNED, NOT REPLACED! Why? Rotors should last at least forty thousand miles.
3. air conditioner not working properly - broken part required TWO MONTHS to obtain and get installed

The other problems consisted of the windshield wipers not working and the "service engine soon" light coming on.

This vehicle had 7595 miles on it when I purchased it. I bought this vehicle from your Company, who was the registered owner. In the five months I have owned this vehicle, I have driven this vehicle approximately 2500 miles. It has been in your service department for one month. It is in your shop, as I am writing this letter, and has been for the past WEEK! My request for the previously service records have been ignored.

I cannot find the words to adequately express my dissatisfaction of this vehicle.. Even after I receive the vehicle back from being "repaired", I still point out things that I feel are not working properly. When I point these items out to your Service personnel, am told the vehicle is supposed to perform in that manner.

As an example, the car constantly shifts in and out of overdrive. When I pointed that out to the Service Manager, Kevin, he told me that was natural if I am driving under 45 Miles an hour. When I pointed out the brakes were making a screeching noise and locking up after I pick it up FROM being serviced, Kevin said that was natural because the brakes got wet from having the car washed.

I have owned a 1991 Lincoln Towncar for 9 years and have NEVER experienced this problem with either the transmission or the brakes. As much as I have praised my 1991 vehicle to my friends and family, I have expressed my displeasure of my new Towncar ten times over to the same people.

I purchased this vehicle from your Company primarily because of your reputation of providing a level of excellence. Instead I feel I have received a level of incompetence and indifference.

I genuinely do not feel this vehicle is reliable or safe to drive. Please contact me to resolve this situation.

Barbara Combs

A10 10.2.00 NO RESPONSE FROM
DEALERSHIP.



Mission Valley
 588 Camino Del Rio North
 San Diego, CA 92108-3299
 Telephone: 619.358.5000
 Fax: 619.291.3090
 www.sdautocollection.com
 BAR #AE-199942
 E.P.A.# CAL-000194265

San Diego

Auto Collection

LINCOLN Mercury

Escondido
 728 N. Escondido Blvd.
 Escondido, CA 92025-1704
 Telephone: 760.233.3333
 Fax: 760.747.0594
 BAR #AE-199880
 E.P.A.# CAL-000013441

800-952-5225

CUSTOMER NO. 31324	ADVISOR LARRY CLINE	TAB NO. 31881 5039	INVOICE DATE 06/16/00	INVOICE NO. A5CS74446
	LABOR RATE	LICENSE NO.	MILEAGE 8,906	COLOR IVORY CC ME
	YEAR / MAKE / MODEL 99/LINCOLN/TOWNCAR/SED 4DR CARTIER	DELIVERY DATE 04/27/00	DELIVERY MILES 007,595	STOCK NO. 990732
	VEHICLE I.D. NO. 1LNHM83W1XY654549	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 06/16/00	
COMMENTS				MO: 8907

LABOR & PARTS
 JOB # 1
 GUEST STATES BRAKES ARE MUSHY AND INEFFECTIVE
 ALSO HAS SQUEAKING NOISE
 DEFLECTED PADS
 REPLACED FRONT BRAKE PADS AND TURNED FRONT ROTORS ON CAR
 PER SSM13382. CHECKED AND SERVICED REAR BRAKES.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	YW7Z-2001-AA	KIT-BRAKE SHOE		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

LABOR & PARTS
 JOB # 2
 CUSTOMER STATES A/C BLOWER HAS NO DIFFERENT VOLUME OF
 AIR WHEN SET ON AUTO HIGH AND MAX
 PART ORDERED, APPT SET 6-28-00 WEDNESDAY FOR
 INSTALLATION

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2					
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

LABOR & PARTS
 JOB # 3
 SERVICE GUEST COURTESY CAR WASH (\$9.95 VALUE)
 PERFORM EXTERIOR CAR WASH

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 3					
				JOB # 3 TOTAL PARTS	0.00
				JOB # 3 TOTAL LABOR & PARTS	0.00

COMMENTS
 BY REBECA

TECHNICIAN CERTIFICATION
 35566 ROY ROBERTSHAW N

TERMS:
 STRICTLY CASH
 LOCAL CHECKS ACCEPTED WITH PRIOR APPROVAL
 CREDIT CARD ACCEPTED:
 VISA • MASTERCARD
 AMERICAN EXPRESS • DISCOVER
 AUTOMATIC DEBIT CARDS

OUR SERVICE AND PARTS
 DEPT. HOURS ARE:
 MONDAY THRU FRIDAY
 7:00 A.M. TO 6:00 P.M.
 NOW OPEN SATURDAY
 8:00 A.M. TO 2:00 P.M.
 CLOSED SUNDAY

ESTIMATE ADDITIONAL REVISED
 I ACKNOWLEDGE NOTICE AND ORAL
 APPROVAL OF AN INCREASE IN THE
 ORIGINAL ESTIMATED PRICE.

"BY LAW, YOU MAY CHOOSE ANOTHER
 LICENSED SMOG CHECK FACILITY TO
 PERFORM ANY NEEDED REPAIRS OR
 ADJUSTMENT THAT THE SMOG CHECK
 TEST INDICATES ARE NECESSARY."



X
 CUSTOMER SIGNATURE

WARRANTY
 ALL PARTS AND SERVICE WORK GUARANTEED 12
 MONTHS OR 12,000 MILES OR WHICHEVER
 OCCURS FIRST UNLESS CAUSED BY MISUSE,
 ABUSE OR PERSONAL DAMAGE. WE WILL REPAIR
 OR REPLACE AT OUR OPTION ANY DEFECTIVE
 PARTS OR LABOR.
 ALL WORK MUST BE PERFORMED AT
 SAN DIEGO AUTO COLLECTION

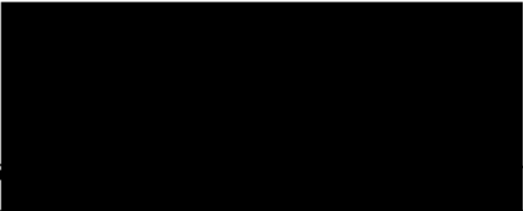
Mission Valley
 588 Camino Del Rio North
 San Diego, CA 92108-3299
 Telephone: 619.358.5000
 Fax: 619.291.3090
 www.sdcollection.com
 BAR #AE-199942
 E.P.A.# CAL-000194265

San Diego

Auto Collection

 LINCOLN Mercury 

Escondido
 728 N. Escondido Blvd.
 Escondido, CA 92025-1704
 Telephone: 760.233.3333
 Fax: 760.747.0594
 BAR #AE-199880
 E.P.A.# CAL-000013441

CUSTOMER NO. 31324	ADVISOR LARRY CLINE	TAR NO 31881 5039	INVOICE DATE 06/16/00	INVOICE NO. A5CS74446
	LABOR RATE	LICENS F NO	MILEAGE 8,906	COLOR IVORY CC ME
	YEAR / MAKE / MODEL 99/LINCOLN/TOWN CAR/SED 4DR CARTIER	DELIVERY DATE 04/27/00	DELIVERY MILES 007,595	STOCK NO. 990732
	VEHICLE I.D. NO. 1 L N H M 8 3 W 1 X Y 6 5 4 5 4 9	SELLING DEALER NO.	PRODUCTION DATE	
	F. T. E. NO.	P. O. NO.	R. D. DATE 06/16/00	
	COMMENTS			

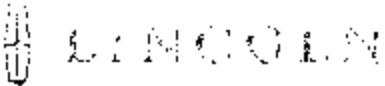
TOTALS

 * [] CASH [] CHECK CK NO. [] *
 * [] VISA [] MASTERCARD [] DISCOVER *
 * [] OTHER [] CHARGE [] AM EXPRESS *

TOTAL LABOR.... 0.00
 TOTAL PARTS.... 0.00
 TOTAL SUBLET... 0.00
 TOTAL G.O.G.... 0.00
 TOTAL MISC CHG. 0.00
 TOTAL MISC DISC 0.00
 TOTAL TAX..... 0.00
TOTAL INVOICE \$ 0.00

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE



TERMS:
 STRICTLY CASH
 LOCAL CHECKS ACCEPTED WITH PRIOR APPROVAL
 CREDIT CARDS ACCEPTED:
 VISA • MASTERCARD
 AMERICAN EXPRESS • DISCOVER
 AUTOMATIC DEBIT CARDS

**OUR SERVICE AND PARTS
 DEPT. HOURS ARE:**
 MONDAY THRU FRIDAY
 7:00 A.M. TO 6:00 P.M.
NOW OPEN SATURDAY
 8:00 A.M. TO 2:00 P.M.
 CLOSED SUNDAY

ESTIMATE ADDITIONAL REVISED
 I ACKNOWLEDGE NOTICE AND ORAL
 APPROVAL OF AN INCREASE IN THE
 ORIGINAL ESTIMATED PRICE.

"BY LAW, YOU MAY CHOOSE ANOTHER
 LICENSED SMOG CHECK FACILITY TO
 PERFORM ANY NEEDED REPAIRS OR
 ADJUSTMENT THAT THE SMOG CHECK
 TEST INDICATES ARE NECESSARY."

X
 CUSTOMER SIGNATURE

WARRANTY
 ALL PARTS AND SERVICE WORK GUARANTEED 12
 MONTHS OR 12,000 MILES OR WHICHEVER
 OCCURS FIRST UNLESS CAUSED BY MISUSE,
 ABUSE OR PERSONAL DAMAGE. WE WILL REPAIR
 OR REPLACE AT OUR OPTION ANY DEFECTIVE
 PARTS OR LABOR.
 ALL WORK MUST BE PERFORMED AT
 SAN DIEGO AUTO COLLECTION

Copyright 1998 The Reynolds and Reynolds Company. EPANTECH. CC23546 (03/00)

Mission Valley
 588 Camino Del Rio North
 San Diego, CA 92108-3299
 Telephone: 619.358.5000
 Fax: 619.291.3090
 www.sdautocollection.com
 BAR #AE-199942
 E.P.A.# CAL-000194265

San Diego

Auto Collection

LINCOLN Mercury

Escondido
 728 N. Escondido Blvd.
 Escondido, CA 92025-1704
 Telephone: 760.233.3333
 Fax: 760.747.0584
 BAR #AE-199880
 E.P.A.# CAL-000013441

CUSTOMER NO.	31324	ADVISOR	LARRY CLINE	31881	TAG NO.	7612	INVOICE DATE	07/26/00	INVOICE NO.	A5CS77612	
		LABOR RATE		LICENSE NO.		MILEAGE	9,651	COLOR	IVORY CC ME	STOCK NO.	990732
		YR / MAKE / MODEL	99/LINCOLN/TOWNCAR/SED 4DR CARTIER				DELIVERY DATE	04/27/00	DELIVERY MILES	007,595	
		VEHICLE I.D. NO.	LNHM83W1XY654549				SELLING DEALER NO.		PRODUCTION DATE		
		E. NO.		F. O. NO.		R. DATE	07/25/00				
RE	EVENTS									MO: 9652	

LABOR & PARTS

J# 1 96LIZ CLIMATE CONTROL UNITS: 7.90 TECH(S):83
 INSTALL SOP CLIMATE CONTROL, COMING UP FROM MISSION VALLEY.
 OUTSIDE AIR DOOR BROKEN
 DIAGNOSE EATC PINPOINT TEST REPLACE HEAT AND A/C PLENUM
 R&I DASH, A/C EVAPORATOR AND WIPER MOTOR FOR ACCESS
 TRANSFER ALL MOTORS AND HEATER CORE TO NEW PLENUM
 EVAC AND CHARGE A/C
 A TIME ?

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	XW1Z-18471-BA	CHMB ASY-A/C	
				JOB # 1 TOTAL PARTS
				JOB # 1 TOTAL LABOR & PARTS

J# 2+88LIZRENTALLIN LINCOLN TAP DAYS UNITS: TECH(S):99
 LINCOLN TAP DAYS FOR OUTSIDE LOANERS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
				JOB # 2 TOTAL PARTS
				JOB # 2 TOTAL LABOR & PARTS

J# 3+89LIZZMASH CAR WASH UNITS: TECH(S):99
 SERVICE GUEST COURTESY CAR WASH (\$9.95 VALUE)
 PERFORM EXTERIOR CAR WASH

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
				JOB # 3 TOTAL PARTS
				JOB # 3 TOTAL LABOR & PARTS

SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION
JOB # 2	19830	H11208116	07/26/00	H11208116
				TOTAL - SUBLET

COMMENTS
 BY SYLVIA

WARRANTY

WARRANTY 0.00

INTERNAL

WARRANTY 0.00

INTERNAL

WARRANTY 0.00

INTERNAL

INTERNAL

0.00 X

TERMS:
 STRICTLY CASH
 LOCAL CHECKS ACCEPTED WITH PRIOR APPROVAL
 CREDIT CARD ACCEPTED:
 VISA • MASTERCARD
 AMERICAN EXPRESS • DISCOVER
 AUTOMATIC CREDIT CARDS

OUR SERVICE AND PARTS
 DEPT. HOURS ARE
 MONDAY THRU FRIDAY
 7:00 A.M. TO 6:00 P.M.
 NOW OPEN SATURDAY
 8:00 A.M. TO 2:00 P.M.
 CLOSED SUNDAY

ESTIMATE ADDITIONAL REVISED
 I ACKNOWLEDGE NOTICE AND ORAL
 APPROVAL OF AN INCREASE IN THE
 ORIGINAL ESTIMATED PRICE.

"BY LAW, YOU MAY CHOOSE ANOTHER
 LICENSED SMOG CHECK FACILITY TO
 PERFORM ANY NEEDED REPAIRS OR
 ADJUSTMENT THAT THE SMOG CHECK
 TEST INDICATES ARE NECESSARY."

CUSTOMER SIGNATURE

WARRANTY
 ALL PARTS AND SERVICE WORK GUARANTEED 12
 MONTHS OR 12,000 MILES OR WHICHEVER
 OCCURS FIRST UNLESS CAUSED BY MISUSE,
 ABUSE OR PERSONAL DAMAGE. WE WILL REPAIR
 OR REPLACE AT OUR OPTION ANY DEFECTIVE
 PARTS OR LABOR
 ALL WORK MUST BE PERFORMED AT
 SAN DIEGO AUTO COLLECTION

Copyright © 1998 The Reynolds and Reynolds Company. ERM1975010E CCR10460 (03/00)

Mission Valley
 588 Camino Del Rio North
 San Diego, CA 92108-3299
 Telephone: 619.358.5000
 Fax: 619.291.3090
 www.sdautocollection.com
 BAR #AE-199942
 E.P.A.# CAL-000194265

San Diego

Auto Collection
 LINCOLN Mercury

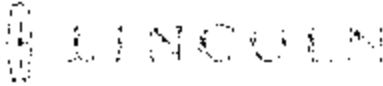
Escondido
 728 N. Escondido Blvd.
 Escondido, CA 92025-1704
 Telephone: 760.233.3333
 Fax: 760.747.0594
 BAR #AE-199880
 E.P.A.# CAL-000013441

CUSTOMER NO 31324	ADVISOR LARRY CLINE	31881	TAG NO. 7612	INVOICE DATE 07/26/00	INVOICE NO. ASCS77612
LABOR RATE		LICENSE NO.	MILEAGE 9,651	COLOR IVORY CC ME	STOCK NO. 990732
YEAR / MAKE / MODEL 99/LINCOLN/TOWNCAR/SED 4DR CARTIER			DELIVERY DATE 04/27/00	DELIVERY MILES 007,595	
VEHICLE I.D. NO. 1LNHM83W1XY654549			SELLING DEALER NO.	PRODUCTION DATE	
F.T.E. NO.		P.O. NO.		R.O. DATE 07/25/00	
COMMENTS					MO: 9652

TOTALS		TERMS:	
*****		STRICTLY CASH	
* [] CASH [] CHECK CK NO. []		LOCAL CHECKS ACCEPTED WITH PRIOR APPROVAL	
* [] VISA [] MASTERCARD [] DISCOVER		CREDIT CARD ACCEPTED:	
* [] OTHER [] CHARGE [] AM EXPRESS		VISA * MASTERCARD	
*****		AMERICAN EXPRESS * DISCOVER	
TOTAL LABOR....	0.00	ALTERNATIVE DEBIT CARDS	
TOTAL PARTS....	0.00	OUR SERVICE AND PARTS	
TOTAL SUBLET....	0.00	DEPT. HOURS ARE:	
TOTAL G.O.G....	0.00	MONDAY THRU FRIDAY	
TOTAL MISC CHG.	0.00	7:00 A.M. TO 6:00 P.M.	
TOTAL MISC DISC	0.00	NOW OPEN SATURDAY	
TOTAL TAX.....	0.00	8:00 A.M. TO 2:00 P.M.	
TOTAL INVOICE \$	0.00	CLOSED SUNDAY	

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE



ESTIMATE ADDITIONAL REVISED
 I ACKNOWLEDGE NOTICE AND ORAL
 APPROVAL OF AN INCREASE IN THE
 ORIGINAL ESTIMATED PRICE.

*BY LAW, YOU MAY CHOOSE ANOTHER
 LICENSED SMOG CHECK FACILITY TO
 PERFORM ANY NEEDED REPAIRS OR
 ADJUSTMENT THAT THE SMOG CHECK
 TEST INDICATES ARE NECESSARY.*

X
 CUSTOMER SIGNATURE

WARRANTY
 ALL PARTS AND SERVICE WORK IS GUARANTEED 12
 MONTHS OR 12,000 MILES OR WHICHEVER
 OCCURS FIRST UNLESS CAUSED BY MISUSE,
 ABUSE OR PERSONAL DAMAGE WE WILL REPAIR
 OR REPLACE AT OUR OPTION ANY DEFECTIVE
 PARTS OR LABOR.
 ALL WORK MUST BE PERFORMED AT
 SAN DIEGO AUTO COLLECTION

Copyright © 1999 The Escondido and Reynolds Companies. EV498724-4C. 02/10/00. 000004

Mission Valley
 588 Camino Del Rio North
 San Diego, CA 92108-3299
 Telephone: 619.358.5000
 Fax: 619.291.3090
 www.sdautocollection.com
 BAR #AE-199942
 E.P.A.# CAL-000194265

San Diego

Auto Collection

LINCOLN Mercury

Escondido
 728 N. Escondido Blvd.
 Escondido, CA 92025-1704
 Telephone: 760.233.3333
 Fax: 760.747.0594
 BAR #AE-199880
 E.P.A.# CAL-000013441

CUSTOMER NO.	31324	ADVISOR	LARRY CLINE	31881	EST. NO.	6660	INVOICE DATE	07/14/00	INVOICE NO.	X5C576660
[REDACTED]		LABOR RATE	LICENSE NO.	MILEAGE	9,420	COLOR	IVORY CC ME	ETC. NO.	990732	
		YEAR / MAKE / MODEL	99/LINCOLN/TOWNCAR/SED 4DR CARTIER			DELIVERY DATE	04/27/00	DELIVERY MILES	007,595	
		VEHICLE I.D. NO.	1LNHM83W1XY654549			SELLING DEALER NO.		PRODUCTION DATE		
		F.T.E. NO.	P.O. NO.	R.O. DATE	07/13/00					
COMMENTS										

MO: 9421

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$20.00 (+TAX)

COMMENTS
 BY REBECA

TECHNICIAN CERTIFICATION

35566

ROY ROBERTSHAW

N

TOTALS

 * [] CASH [] CHECK CK NO. [] *
 * [] VISA [] MASTERCARD [] DISCOVER *
 * [] OTHER [] CHARGE [] AM EXPRESS *

TOTAL LABOR.... 10.00
 TOTAL PARTS.... 0.00
 TOTAL SUBLEI... 0.00
 TOTAL G.O.G.... 0.00
 TOTAL MISC CHG. 0.00
 TOTAL MISC DISC 0.00
 TOTAL TAX..... 0.00

TOTAL INVOICE \$ 10.00

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

LINCOLN

TERMS:
 STRICTLY CASH
 LOCAL CHECKS ACCEPTED WITH PRIOR APPROVAL
 CREDIT CARD ACCEPTED:
 VISA • MASTERCARD
 AMERICAN EXPRESS • DISCOVER
 AUTOMATIC DEBIT CARDS

OUR SERVICE AND PARTS
 DEPT. HOURS ARE:
 MONDAY THRU FRIDAY
 7:00 A.M. TO 6:00 P.M.
 NOW OPEN SATURDAY
 8:00 A.M. TO 2:00 P.M.
 CLOSED SUNDAY

ESTIMATE ADDITIONAL REVISED
 I ACKNOWLEDGE NOTICE AND ORAL
 APPROVAL OF AN INCREASE IN THE
 ORIGINAL ESTIMATED PRICE.

*BY LAW, YOU MAY CHOOSE ANOTHER
 LICENSED SMOG CHECK FACILITY TO
 PERFORM ANY NEEDED REPAIRS OR
 ADJUSTMENT THAT THE SMOG CHECK
 TEST INDICATES ARE NECESSARY.*

X _____
 CUSTOMER SIGNATURE

WARRANTY
 ALL PARTS AND SERVICE WORK GUARANTEED 12
 MONTHS OR 12,000 MILES OR WHICHEVER
 OCCURS FIRST UNLESS CAUSED BY MISUSE,
 ABUSE OR PERSONAL DAMAGE. WE WILL REPAIR
 OR REPLACE AT OUR OPTION ANY DEFECTIVE
 PARTS OR LABOR.
 ALL WORK MUST BE PERFORMED AT
 SAN DIEGO AUTO COLLECTION

Copyright © 1998 The Reynolds and Reynolds Company ERM10791 (R) CDR10490 (08/00)

Mission Valley
 588 Camino Del Rio North
 San Diego, CA 92108-3299
 Telephone: 619.358.5000
 Fax: 619.291.3000
 www.sdautocollection.com
 BAR #AE-189942
 E.P.A.# CAL-000194265

San Diego *Auto Collection*
 LINCOLN Mercury

Escondido
 728 N. Escondido Blvd.
 Escondido, CA 92025-1704
 Telephone: 760.233.3333
 Fax: 760.747.0594
 BAR #AE-199680
 E.P.A.# CAL-000013441

CUSTOMER NO.	31324		ADVISED BY	LARRY CLINE	31881	INVOICE NO.	6660	INVOICE DATE	07/14/00	INVOICE NO.	ASCS76660
	LABOR RATE	LICENSE NO.	MILEAGE	9,426	COLOR	EVERY	CC ME	STATION	990732		
	YEAR MAKE / MODEL	99/LINCOLN/TOWNCAR/SED 4DR CARTIER				DELIVERY DATE	04/27/00	DELIVERY MILES	007,595		
	VEHICLE I.D. NO.	1LNHM83W1XY654549				SELLING DEALER NO.		PRODUCTION DATE			
	P.T.E. NO.					P.O. NO.		R.	07/13/00		
	COMMENTS										MO: 9421

LABOR & PARTS	ELECTRICAL	UNITS	TECH(S)	WARRANTY
J# 1 97LIZ	CUSTOMER STATES NO DIFFERNT AIR VOLUM WHEN ON AUTO HIGH AND MAX AIR, SOP IN STOCK PART WRONG REORDER		83	
PARTS				
			JOB # 1 TOTAL PARTS	0.00
			JOB # 1 TOTAL LABOR & PARTS	0.00
J# 2 89LIZWASH	CAR WASH SERVICE GUEST COURTESY CAR WASH (\$9.95 VALUE) PERFORM EXTERIOR CAR WASH	0.00	99	
PARTS				
			JOB # 2 TOTAL PARTS	0.00
			JOB # 2 TOTAL LABOR & PARTS	0.00
J# 3 93LIZDIAG	DIAG TRANSMISSION CUSTOMER STATES TRANS NOT SHIFTING PROPERLY AND HAS NO POWER WHEN IN D/DRIVE FILTER KIT ATF CONVERTER SEAL KIT, OD BAND ELECTRONIC DIAGNOSE TRANS, R/R TRANS, OVERHAUL TRANS FLUSH LINES, OVERHAUL VALVE BODY, ROAD TESTED, OK	0.00	35	
PARTS				
JOB # 3	1 FBAZ-7902-AARM		CONV ASY - TRA	WARRANTY
JOB # 3	1 FBAZ-7902-AARM		CORE RETURN	WARRANTY
JOB # 3	1 F2TZ-7F196-A		BAND ASY - TRA	WARRANTY
JOB # 3	1 F6AZ-7AD98-A		FILTER & SEAL	WARRANTY
JOB # 3	1 FBAZ-7153-AA		KIT TRANS GSKT	WARRANTY
			JOB # 3 TOTAL PARTS	0.00
			JOB # 3 TOTAL LABOR & PARTS	0.00
J# 4 98LIZ	LIGHT REPAIR CUSTOMER STATES REAR TIRES KEEP LOSING AIR, CHECK ALL TIRES FOR NAILS NAIL IN TIRE REPAIRED TIRE RR		35566	10.00
PARTS				
			JOB # 4 TOTAL PARTS	0.00
			JOB # 4 TOTAL LABOR & PARTS	10.00
G.O.G. & SUPPLIES				
JOB # 3	12.0 XT-2-ODX	@	/UNIT	WARRANTY
			TOTAL - GOG	0.00

TERMS:
 STRICTLY CASH
 LOCAL CHECKS ACCEPTED WITH PRIOR APPROVAL
 CREDIT CARD ACCEPTED:
 VISA + MASTERCARD
 AMERICAN EXPRESS + DISCOVER
 AUTOMATIC DEBIT CARDS

OUR SERVICE AND PARTS
 DEPT. HOURS ARE:
 MONDAY THRU FRIDAY
 7:00 A.M. TO 6:00 P.M.
 NOW OPEN SATURDAY
 8:00 P.M. TO 2:00 P.M.
 CLOSED SUNDAY

ESTIMATE ADDITIONAL REVISED
 I ACKNOWLEDGE NOTICE AND ORAL
 APPROVAL OF AN INCREASE IN THE
 ORIGINAL ESTIMATED PRICE.

*BY LAW, YOU MAY CHOOSE ANOTHER
 LICENSED SMOG CHECK FACILITY TO
 PERFORM ANY NEEDED REPAIRS OR
 ADJUSTMENT THAT THE SMOG CHECK
 TEST INDICATES ARE NECESSARY.*

X _____
 CUSTOMER SIGNATURE

WARRANTY
 ALL PARTS AND SERVICE WORK GUARANTEED 12
 MONTHS OR 20,000 MILES OR WHICHEVER
 OCCURS FIRST UNLESS CAUSED BY MISUSE,
 ABUSE OR PERSONAL DAMAGE WE WILL REPAIR
 OR REPLACE AT OUR OPTION ANY DEFECTIVE
 PARTS OR LABOR
 ALL WORK MUST BE PERFORMED AT
 SAN DIEGO AUTO COLLECTION

Copyright © 1998 The Reynolds and Reynolds Company PRINTED IN THE U.S.A.

Mission Valley
 588 Camino Del Rio North
 San Diego, CA 92108-3299
 Telephone: 619.358.5000
 Fax: 619.291.3080
 www.scautocollection.com
 BAR #AE-199942
 E.P.A.# CAL-000194265

San Diego

Auto Collection

LINCOLN Mercury

Escondido
 728 N. Escondido Blvd.
 Escondido, CA 92025-1704
 Telephone: 760.233.3333
 Fax: 760.747.0594
 BAR #AE-199980
 E.P.A.# CAL-000013441

9-18-0
 MILEAGE
 PICK UP!

CUSTOMER NO.	31324	ADVISOR	KEVIN R DOUD	39	TAG NO.	1578	INVOICE DATE	09/19/00	PNR	AECS81578
LABOR RATE		LICENSE NO.		RELEASE	10,345	COLOR	IVORY CC ME	EXT	990732	
YEAR MAKE / MODEL	99/LINCOLN/TOWN CAR/SED 4DR CARTIER					DELIVERY DATE	04/27/00	DELIVERY MILES	007,595	
VEHICLE ID. NO.	1LNHM83W1XY654549					SELLING DEALER NO.		PRODUCTION DATE		
F.T.E. NO.		F.O. NO.		K	09/11/00					
COMMENTS										MO: 10346

LABOR & PARTS
 J# 1 92L1Z22 CK ENGINE LIGHT ON UNITS: TECH(S):38
 CHECK ENGINE LIGHT IS ON ALL THE TIME
 TEST EEC SYSTEM AND RECEIVED CODE P0455, PERFORMED SENSOR
 READING CHECK AND THE SENSOR LOOK OK FOR NOW.
 STILL CHECKING AND CALLING THE HOT LINE, WAITING FOR PARTS
 VAPOR MANAGEMENT VALVE AND FTP SENSOR.
 REMOVED FUEL TANK AND REPLACED THE FUEL TANK PRESSURE SENSOR
 AND REPLACED THE VAPOR MANAGEMENT VALVE, PERFORMED DRIVE
 CYCLE TEST AND FOUND THAT THE EVAP SYSTEM PASSED.

WARRANTY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	FBVZ-9C915-AA	VAPOR MANEGEME		
JOB # 1	1	XS4Z-9C052-AA	PRESSURE TRANS		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

J# 2+89L1Z2WASH CAR WASH UNITS: TECH(S):99
 SERVICE GUEST COURTESY CAR WASH (\$9.95 VALUE)
 PERFORM EXTERIOR CAR WASH

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

TERMS:
 STRICTLY CASH:
 LOCAL CHECKS ACCEPTED WITH PRIOR APPROVAL
 CREDIT CARD ACCEPTED:
 VISA * MASTERCARD
 AMEX * CAN EXPRESS * DISCOVER
 AUTOMATIC DEBIT CARDS

OUR SERVICE AND PARTS
 DEPT. HOURS ARE:
 MONDAY THRU FRIDAY
 7:00 A.M. TO 6:00 P.M.
 NOW OPEN SATURDAY
 8:00 A.M. TO 2:00 P.M.
 CLOSED SUNDAY

ESTIMATE ADDITIONAL REVISED
 I ACKNOWLEDGE NOTICE AND ORAL
 APPROVAL OF AN INCREASE IN THE
 ORIGINAL ESTIMATED PRICE.

"BY LAW, YOU MAY CHOOSE ANOTHER
 LICENSED SMOG CHECK FACILITY TO
 PERFORM ANY NEEDED REPAIRS OR
 ADJUSTMENT THAT THE SMOG CHECK
 TEST INDICATES ARE NECESSARY."

COMMENTS
 PICKED UP VEHICLE
 BY SYLVIA

TOTALS

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	0.00
TOTAL INVOICE \$	0.00

CUSTOMER SIGNATURE

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

WARRANTY
 ALL PARTS AND SERVICE WORK GUARANTEED 12
 MONTHS OR 2,000 MILES OF WHICHEVER
 OCCURS FIRST UNLESS CAUSED BY MISUSE,
 ABUSE OR PERSONAL DAMAGE. WE WILL REPAIR
 OR REPLACE AT OUR OPTION ANY DEFECTIVE
 PARTS OR LABOR.
 ALL WORK MUST BE PERFORMED AT
 SAN DIEGO AUTO COLLECTION

Copyright © 1998 The Reynolds and Reynolds Company 888/313-1300

Mission Valley
 586 Camino Del Rio North
 San Diego, CA 92108-3299
 Telephone: 619.358.5000
 Fax: 619.291.3090
 www.edautocollection.com
 BAR #AE-199942
 E.P.A.# CAL-000194265

San Diego

Auto Collection

LINCOLN Mercury

Escondido
 728 N. Escondido Blvd.
 Escondido, CA 92025-1704
 Telephone: 760.233.3333
 Fax: 760.747.0694
 BAR #AE-199980
 E.P.A.# CAL-000013441

CUSTOMER NO.	31324	ADVISOR	KEVIN R DOUD	39	TAG NO.	0755	INVOICE DATE	09/01/00	INVOICE NO.	A5CS80755
LABOR RATE		LICENSE NO.		MILEAGE		10,208	COLOR	IVORY CC ME	STOCK #	
YEAR / MAKE / MODEL		VEHICLE ID. NO.		DELIVERY DATE		04/27/00	DELIVERY MILES		007,595	
99/LINCOLN/TOWNCAR/SED 4DR CARTIER		1 L N H M 8 3 W 1 X Y 6 5 4 5 4 9		SELLING DEALER NO.		PRODUCTION DATE				
F. T. E. NO.		P. O. NO.		R. O. DATE		08/31/00				
COMMENTS								MO: 10209		

TOTALS-----

 * [] CASH [] CHECK CK NO. [] *
 * [] VISA [] MASTERCARD [] DISCOVER *
 * [] OTHER [] CHARGE [] AM EXPRESS *

TOTAL LABOR.... 0.00
 TOTAL PARTS.... 0.00
 TOTAL SUBLET... 0.00
 TOTAL B.O.G.... 0.00
 TOTAL MISC CHG. 0.00
 TOTAL MISC DISC 0.00
 TOTAL TAX..... 0.00
 TOTAL INVOICE \$ 0.00

TERMS:
 STRICTLY CASH
 LOCAL CHECKS ACCEPTED WITH PRIOR APPROVAL
 CREDIT CARD ACCEPTED:
 VISA * MASTERCARD
 AMERICAN EXPRESS * DISCOVER
 AUTOMATIC DEBIT CARDS
 OUR SERVICE AND PARTS
 DEPT. HOURS ARE:
 MONDAY THRU FRIDAY
 7:00 A.M. TO 6:00 P.M.
 NOW OPEN SATURDAY
 8:00 A.M. TO 2:00 P.M.
 CLOSED SUNDAY

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

ESTIMATE ADDITIONAL REVISED
 I ACKNOWLEDGE NOTICE AND ORAL
 APPROVAL OF AN INCREASE IN THE
 ORIGINAL ESTIMATED PRICE.

"BY LAW, YOU MAY CHOOSE ANOTHER
 LICENSED SMOG CHECK FACILITY TO
 PERFORM ANY NEEDED REPAIRS OR
 ADJUSTMENT THAT THE SMOG CHECK
 TEST INDICATES ARE NECESSARY."

X
 CUSTOMER SIGNATURE

WARRANTY
 ALL PARTS AND SERVICE WORK GUARANTEED 12
 MONTHS OR 12,000 MILES OR WHICHEVER
 OCCURS FIRST UNLESS CAUSED BY MISUSE,
 ABUSE OR PERSONAL DAMAGE. WE WILL REPAIR
 OR REPLACE AT OUR OPTION ANY DEFECTIVE
 PARTS OR LABOR.
 ALL WORK MUST BE PERFORMED AT
 SAN DIEGO AUTO COLLECTION

Mission Valley
 588 Camino Del Rio North
 San Diego, CA 92108-3299
 Telephone: 619.358.5000
 Fax: 619.291.3090
 www.adautocollection.com
 BAR #AE-199942
 E.P.A.# CAL-000194265

San Diego

Auto Collection

LINCOLN Mercury

Escondido
 728 N. Escondido Blvd.
 Escondido, CA 92025-1704
 Telephone: 760.233.3333
 Fax: 760.747.0584
 BAR #AE-198880
 E.P.A.# CAL-000013441

CUSTOMER NO. 31324	ADVISOR KEVIN R DOUD	TAG NO. 39	INVOICE DATE 09/01/00	INVOICE NO. A5CS80755
	LABOR RATE	LICENSE NO.	MILEAGE 10,208	STOCK NO. 990732
	YEAR / MAKE / MODEL 99 / LINCOLN / TOWN CAR / SED 4DR CARTIER	DELIVERY DATE 04/27/00	DELIVERY MILES 007,595	
	VEHICLE ID. NO. 1LNHM83W1XY654549	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.C. DATE 08/31/00	
COMMENTS				MO: 10209

LABOR & PARTS
 # 1 9ZLIZ ELECTRICAL UNITS: 0.70 TECH(S): 83 WARRANTY
 WIPERS ARE INOP
 OPEN CIRCUIT
 TEST WIPER CIRCUITS AND REPAIR OPEN CIRCUIT AT WIPER MOTOR
 CONNECTOR, RG-83

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
 JOB # 1 TOTAL PARTS 0.00
 JOB # 1 TOTAL LABOR & PARTS 0.00

2 9ZLIZZ CK ENGINE LIGHT ON UNITS: TECH(S): 38 WARRANTY
 SERVICE ENGINE SOON WARNING COMES ON.
 TEST EEC SYSTEM AND RECEIVED CODE P0455, PERFORMED EVAP
 SYSTEM TEST AND FOUND OUT THE CANISTER VENT CONTROL SOLENOID
 STICKING AT TIMES.
 REPLACED THE VENT CONTROL SOLENOID AND RETEST SYSTEM.

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
 JOB # 2 1 17DZ-9F945-AA SOLENOID ASY-----
 JOB # 2 TOTAL PARTS 0.00
 JOB # 2 TOTAL LABOR & PARTS 0.00

3 89LIZZ CAR WASH UNITS: TECH(S): 99 WARRANTY
 SERVICE GUEST COURTESY CAR WASH (\$9.95 VALUE)
 PERFORM EXTERIOR CAR WASH

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
 JOB # 3 TOTAL PARTS 0.00
 JOB # 3 TOTAL LABOR & PARTS 0.00

4 98LIZ LIGHT REPAIR UNITS: TECH(S): 48 WARRANTY
 JACKING PROCEDURE RECALL 00S13
 RECALL COMPLETED

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
 JOB # 4 TOTAL PARTS 0.00
 JOB # 4 TOTAL LABOR & PARTS 0.00

COMMENTS
 BY SYLVIA

TERMS:
 STRICTLY CASH
 LOCAL CHECKS ACCEPTED WITH PRIOR APPROVAL
 CREDIT CARD ACCEPTED:
 VISA + MASTERCARD
 AMERICAN EXPRESS + DISCOVER
 AUTOMATIC DEBIT CARDS

OUR SERVICE AND PARTS
 DEPT. HOURS ARE:
 MONDAY THRU FRIDAY
 7:00 A.M. TO 6:00 P.M.
 NOW OPEN SATURDAY
 8:00 A.M. TO 2:00 P.M.
 CLOSED SUNDAY

ESTIMATE ADDITIONAL REVISED
 I ACKNOWLEDGE NOTICE AND ORAL
 APPROVAL OF AN INCREASE IN THE
 ORIGINAL ESTIMATED PRICE.

"BY LAW, YOU MAY CHOOSE ANOTHER
 LICENSED SMOG CHECK FACILITY TO
 PERFORM ANY NEEDED REPAIRS OR
 ADJUSTMENT THAT THE SMOG CHECK
 TEST INDICATES ARE NECESSARY."

X
 CUSTOMER SIGNATURE

WARRANTY
 ALL PARTS AND SERVICE WORK GUARANTEED 12
 MONTHS OR 12,000 MILES OR WHICHEVER
 OCCURS FIRST UNLESS CAUSED BY MISUSE,
 ABUSE OR PERSONAL DAMAGE. WE WILL REPAIR
 OR REPLACE AT OUR OPTION ANY DEFECTIVE
 PARTS OR LABOR.
 ALL WORK MUST BE PERFORMED AT
 SAN DIEGO AUTO COLLECTION

Copyright © 1999 The Reynolds and Reynolds Company, Elkhart, IN 46516



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

470 Seventh Street, S.W.
Washington, D.C. 20590

Dear Consumer:

As a result of your recent inquiry to the National Highway Traffic Safety Administration's Auto Safety Hotline, we developed the enclosed Vehicle Owner's Questionnaire. Please review the form and supply any additional information you have that you believe is relevant to your safety problem(s). You may also include copies of repair bills, letters to manufacturers, or any other documents related to the problem(s).

Please complete the questionnaire, fold, staple, or tape it so that the pre-addressed portion is on the outside.

We will share this information with the appropriate manufacturer may help resolve your problem(s). It is helpful to be thorough in your report so that our ability to use your information will be maximized. It is not necessary to complete all boxes if you are not sure of the information. It is very difficult to pursue complaints unless the Vehicle Identification Number (VIN) is known, and when reporting a tire problem, the DOT Identification is needed. The VIN is located inside the vehicle adjacent to the left of the windshield pillar (driver's side). The tire identification number contains 7 to 11 characters and is preceded by the letters "DOT" on the tire between the maximum width section and the bead, usually near the rim flange on the opposite side of the whitewall or on either side of a blackwall tire.

Any information you provide on this questionnaire is ENTIRELY VOLUNTARY. There is NO CONSEQUENCE or PENALTY of any kind if you DO NOT wish to provide it. We seek this information so that this agency can help you and other owners with similar problems and to allow us to combine this information with similar owner reports to develop both statistical and investigatory evidence which will help identify potential safety-related problems in motor vehicles or items of motor vehicle equipment.

Sincerely,

Information Management Branch
Auto Safety Hotline

2 Enclosures:
Self-addressed Questionnaire
Auto Safety Hotline Pamphlet



AUTO SAFETY HOTLINE
(800) 424-9393
Wash. D.C. Area 366-0123