

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

25-SEP-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

871367

 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) (Listed at front of windshield or drivers side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
12FNDA5140TBC0581	FORD TRUCK	WINDSTAR	1996	

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 ☐ Manual ☐ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☐ 3-Point Belt ☐ Motorbell ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☒ Yes ☐ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Ult ☒ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 05150021	Part Name(s) ENGINE:GASKETS:VALVE COVER	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) _____ Mileage at Failure(s) 96000 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 ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

HEAD GASKET HAS BLOWN ON 3.8 LITER ENGINE WHICH COULD HAVE CAUSED OTHER DAMAGE TO VEHICLE PARTS. PLEASE PROVIDE FURTHER INFORMATION. *AK

CONTINUED ON BACK (REVERSE)

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.

 DOT Auto Safety Hotline U.S. Department of Transportation National Highway Traffic Safety Administration		Vehicle Owner's Questionnaire (VOQ) NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 160 Date Received: 09 OCT 24 25-SEP-2000 Office: DEFECTS INVESTIGATION Reference No.: 871367 Work Num: [REDACTED] Home Num: [REDACTED]	
OWNER INFORMATION (Type or Print) [REDACTED] 641469				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. Signature of Owner: [REDACTED] Date: 10/12/2000	
VEHICLE INFORMATION					
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) 12FNDA5140TBCQ581		Vehicle Make FORD TRUCK		Vehicle Model WINDSTAR	
		Vehicle Year 1996		Current Odometer Reading 98,960	
Purchase Date: 03/03/1997 ☐ New ☒ Used		Dealer's Name: LOMAN Ford City: Passippany State: NJ Zip Code: 07054		Engine Size (CID/CQ): 3.8 No Cylinders: 6 ☐ 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 ☐ Truck ☐ Motorcycle ☐ Minivan ☐ Other		Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other: VAN	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Component: 06150021		Part Name(s): ENGINE:GASKETS:VALVE COVER Head Gasket		Location: ☐ Left ☐ Right ☐ Front ☐ Rear Failed Part(s): ☒ Original ☐ Replacement	
No of Failures: 1		Date(s) of Failure(s): Mileage at Failure(s): 98000 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 Injuries on the back of this form)					
Crash: ☐ Yes ☒ No		Fire: ☐ Yes ☒ No		Number of Persons Injured: 0 Number of Fatalities: 0 Estimated Property Damage: 0 Reported to Police: ☐ Yes ☒ No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)					
HEAD GASKET HAS BLOWN ON 3.8 LITER ENGINE WHICH COULD HAVE CAUSED OTHER DAMAGE TO VEHICLE PARTS. PLEASE PROVIDE FURTHER INFORMATION. *AK Local dealers (more than 1) have indicated that although they see many more 1995 windstars with 3.8L engine have head gasket issues (Blown head gasket, excessive water use etc). The other see 1996 3.8L windstars with Bad head gaskets. I talked to Ford Corporate they said I should not expect them to last forever... I saw nothing in owners manual about Head					
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.					

CONTINUE ON BACK IF NEEDED

Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

TIRE IDENTIFICATION NO.*

D O T

MANUFACTURER/TIRE NAME

SIZE

* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.

NARRATIVE DESCRIPTION (CONTINUED)

gaskets being a service item if it were I would ^{soe} have never purchased this van. It cost me \$1495.99 ^{Bill} to have it fitted and it is still not right. The original estimate over the phone was \$900, when I brought the van in it was raised to \$1200. They called 2 days later and said it would be no more than \$1400. When it was finished they told me it would cost \$1698. I had a long talk with them and refused to pay that much considering all of the other parts I did not ~~at~~ agree to. Head gaskets should last the life of the engine not just 98960. Ford should help offset the cost of their poor headgasket design. Considering my transmission on this van failed at less than 37000 ~~mi~~ (highway) miles I do not expect anything from them. I truly want to BUY American products but Ford is making it hard to continue with this plan! Please. Don't let Ford victimize any one else!!!!

☆ U.S. G.P.O.: 1982 - 923-607 / 90095

U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

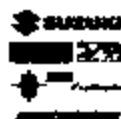
FIRST CLASS PERMIT NO. 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL HWY TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Information Management Staff NSA-10.01
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

HILLSIDE AUTO MALL, Inc.



58 U.S. Hwy. 22 East
HILLSIDE, N.J. 07036
1973 923-8100



SERVICE ADVISOR LOU GALLUCCI

DATE	TIME	STOCK NO.	VEHICLE IDENTIFICATION	CERT. NO.	TAX NO.	P.O. NO.	INVOICE NO.	ORDER NO.
25SEP00	04OCT00		2FMDA5140TBC05815	8894883			04OCT00	111425
TIME IN	TIME READY	YEAR	MAKE & MODEL	VEHICLE NO.	VEHICLE NO.	VEHICLE NO.	VEHICLE NO.	VEHICLE NO.
17:37	09:32	1996	FORD WINDSTAR				28JUN96	102
MILEAGE IN	MILEAGE OUT	ADDRESS NO.	ADDRESS NO.					
98960	98960	UV369D						

A CK WHITE SMOKE FROM REAR, CK ENGINE LITE ON
28 ECC TEST REMOVE HEADS INSTALL
HEADGASKETS
32 BELGRAVE, NYAL LIC: 9931
CPF 750.00 750.00
1 F65Z*6079*CB 150.00 150.00 150.00
8 F72Z*6065*AA
BOLT-M11X1.5X132 BX
FLNG HD PL 4.50 4.50 36.00
8 F45Z*6065*AB
BOLT-M11X1.5X81 HEX
FLNG HD CO 3.50 3.50 28.00
8 VC*4*A ANTI-FREEZE
RADIATOR, 205 L 4.95 3.00 24.00
1 E4FZ*6731*AB FILTER -
OIL ASSY 6.31 6.31 6.31
5 C5W30 OIL 2.05 1.50 7.50
1 F57Z*9601*A ELEMENT
ASY-ENGINE A/CLNR 22.49 22.49 22.49
1 F07Z*9153*B SPEC FUEL
FILTER ASY 18.75 18.75 18.75
1 WR*5685* KIT - COIL
TO SPARK PLUG WIRE 75.00 75.00 75.00
6 AWSF*12C* SPARK PLUG

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

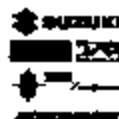
LIMITED LABOR WARRANTY
THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 12 MONTHS WITH UNLIMITED MILEAGE FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEM - WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO, NOR ENFORCEABLE BY, ANY OTHER PERSON.
DURING THE DURATION PERIOD OF THIS LIMITED WARRANTY, THE REPAIR FACILITY WILL PROVIDE ADDITIONAL LABOR, AT NO EXPENSE TO CUSTOMER, FOR ANY ADDITIONAL REPAIRS THAT ARE NECESSARY AS A RESULT OF ANY DEFECT IN LABOR PERFORMED WHILE COMPLETING THE REPAIRS LISTED ON THIS REPAIR ORDER.
TO OBTAIN REPAIRS UNDER THIS LIMITED WARRANTY, CUSTOMER MUST: (A) NOTIFY THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER OF ANY DEFECT IN LABOR WITHIN A REASONABLE TIME AFTER CUSTOMER DISCOVERS OR SHOULD HAVE DISCOVERED ANY SUCH DEFECT; SUCH NOTICE HOWEVER, MUST BE GIVEN TO REPAIR FACILITY BEFORE THE END OF THE DURATION PERIOD OF THIS LIMITED WARRANTY, AS SPECIFIED ABOVE; (B) DELIVER THE VEHICLE TO THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER WITHIN FIVE (5) DAYS OF NOTICE OF SUCH DEFECT IN LABOR; (C) AUTHORIZE THE REPAIR FACILITY TO MAKE THE REPAIRS REQUIRED; AND (D) PAY THE CHARGES FOR ANY ADDITIONAL PARTS REQUIRED TOGETHER WITH SALES TAX UPON COMPLETION OF SUCH REPAIR.
ALL IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION PERIOD OF THIS LIMITED WARRANTY. UNDER NO CIRCUMSTANCES WILL THE REPAIR FACILITY BE LIABLE TO CUSTOMER FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROPERTY, LOSS OF VEHICLE USE, LOSS OF TIME, LOSS OF INCOME AND PROFITS, INCONEVENIENCE OR COMMERCIAL LOSS.
THIS PARTS IS SOLD "AS IS". THE ONLY WARRANTIES APPLYING TO THIS PARTS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PARTS AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF INCOME, OR LOSS OF ANY OTHER INCIDENTAL DAMAGES. IN ADDITION, EXPRESSLY EXCLUDED IS ANY DEALER LIABILITY FOR DEFECTS PERTAINING TO SAFETY OR PERFORMANCE, BY WAY OF "STRICT LIABILITY", NEGLIGENCE OR OTHERWISE.

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this item(s). The Seller hereby expressly disclaims 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(s).
CUSTOMER SIGNATURE

ON BEHALF OF SERVICE DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREIN IS ACCURATE/UNLESS OTHERWISE SHOWN, SERVICE DEALER'S REPRESENTATION AS NO CHANGE TO ORIGINAL. THERE MUST BE INDICATION FROM THE SERVICE OF THE VEHICLE OR OTHERWISE. THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAS BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OF MAJOR, RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICE DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.
CUSTOMER COPY

HILLSIDE AUTO MALL, Inc.

58 U.S. Hwy. 22 East
HILLSIDE, N.J. 07036
(973) 823-8100



SERVICE ADVISOR LOU GALLUCCI

DATE IN	DATE OUT	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	DATE IN	DATE OUT	STOCK NO.
25SEP00	04OCT00		2FMDA5140TBC05815	8894883			04OCT00	111425	
TIME IN	TIME OUT	YEAR	MAKE & MODEL	ENGINE NO.	VEHICLE NO.	VEHICLE NO.	TIME IN	TIME OUT	STOCK NO.
17:37	09:32	1996	FORD WINDSTAR				28JUN96	102	102
INVOICE IN	INVOICE OUT	INVOICE NO.	VEHICLE IDENTIFICATION						
98960	98960	UV369D							

DESCRIPTION	QUANTITY	UNIT PRICE	TOTAL
ASY	3.50	3.50	21.00
1 F68Z*6H209*AA			
TENSIONER ASY. - ENG			
DRIVE BELT	59.00	59.00	59.00
1 F68Z*8575*BA			
TERMOSTAT ASSY.			
WATER	14.58	14.58	14.58
1 JK6*1042*F BELT DRIVE	36.75	36.75	36.75
SUBL JIMMIES			
CPF	174.12		174.12

** PRE-INVOICE **		DESCRIPTION	TOTALS
LIMITED LABOR WARRANTY THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 12 MONTHS WITH UNLIMITED MILEAGE FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES FRONT END ALIGNMENTS, ELECTRICAL WORK AND SHORTS, AND FUEL SYSTEM - WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO, NOR ENFORCEABLE BY, ANY OTHER PERSON. DURING THE DURATION PERIOD OF THIS LIMITED WARRANTY, THE REPAIR FACILITY WILL PROVIDE ADDITIONAL LABOR, AT NO EXPENSE TO CUSTOMER, FOR ANY ADDITIONAL REPAIRS THAT ARE NECESSITATED AS A RESULT OF ANY DEFECT IN LABOR PERFORMED WHILE COMPLETING THE REPAIRS LISTED ON THIS REPAIR ORDER. TO OBTAIN REPAIRS UNDER THIS LIMITED WARRANTY, CUSTOMER MUST: (A) NOTIFY THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER OF ANY DEFECT IN LABOR WITHIN A REASONABLE TIME AFTER CUSTOMER DISCOVERS OR SHOULD HAVE DISCOVERED ANY SUCH DEFECT. SUCH NOTICE, HOWEVER, MUST BE GIVEN TO REPAIR FACILITY BEFORE THE END OF THE DURATION PERIOD OF THIS LIMITED WARRANTY, AS SPECIFIED ABOVE; OR (B) DELIVER THE VEHICLE TO THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER WITHIN FIVE (5) DAYS OF NOTICE OF SUCH DEFECT IN LABOR. (C) AUTHORIZED THE REPAIR FACILITY TO MAKE THE REPAIRS REQUIRED; AND (D) PAY THE CHARGES FOR ANY ADDITIONAL PARTS REQUIRED TOGETHER WITH SALES TAX UPON COMPLETION OF SUCH REPAIR. ALL IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION PERIOD OF THIS LIMITED WARRANTY. UNDER NO CIRCUMSTANCES WILL THE REPAIR FACILITY BE LIABLE TO CUSTOMER FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROFITS, LOSS OF VEHICLE USE, LOSS OF TIME, LOSS OF INCOME AND PROFITS, INCORPORATION OR COMMERCIAL LOSS. THIS PARTS IS SOLD "AS IS". THE ONLY WARRANTIES APPLYING TO THIS PARTS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PARTS AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. IN ADDITION, EXPRESSLY EXCLUDED IS ANY OTHER LIABILITY FOR DEFECTS PERTAINING TO SAFETY OR PERFORMANCE BY WAY OF "STRICT LIABILITY", NEGLIGENCE OR OTHERWISE.		LABOR AMOUNT	750.00
		PARTS AMOUNT	501.38
		GAS.OIL. LUBE	0.00
		SUBLET AMOUNT	174.12
		SALES TAX	70.49
		PLEASE PAY THIS AMOUNT	1495.99 X
		STATEMENT OF DISCLAIMER	
		The factory warranty constitutes all of the warranties with respect to the sale of this item. The Seller hereby expressly disclaims 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.	
		CUSTOMER SIGNATURE	
		HILLSIDE AUTO MALL SERVICE AND PARTS CENTER NEW JERSEY'S LARGEST AUTO MALL *FORD, LINCOLN-MERCURY, ISUZU, SUBARU, & SUZUKI* DAEWOO AND KIA PARTS AND SERVICE NOW OPEN SATURDAYS 9A.M. TO 4P.M. THE RIGHT PEOPLE, RIGHT PRICE, RIGHT PLACE	
		ON BEHALF OF SERVICE DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE INDICATED. NO CHARGES TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR OTHER RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICE DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	
		CUSTOMER COPY	