



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

Data Received
16-OCT-2000

Od_or _____
rt_dt _____
od_rt _____
up_ltr _____

Reference No.
873096

Work Number _____
Home Number **9103469108**

OWNER INFORMATION (Type or Print)

EDGAR L GOODMAN 647064
305 DELMAR ROAD
JACKSONVILLE NC 28540

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 top of windshield or driver's side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
2FA1P7460TX101003	FORD	CROWN VICTORI	1996	

Purchase Date _____ Engine Size _____ Turbo

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



29381

149256

KELLY FORD, INC.

INVOICE 776 Magnolia Ave. P.O. Box EG 1014
Phone 254-4283
MELBOURNE, FLORIDA 32935

PAGE 1

SERVICE ADVISOR: 28 D. ERIC DUKE

FIA CODE 09892

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLUE	96	FORD CROWN VICTORIA	2FALP7460TX101003	CZT5887	44622/44625	T325	
DEL DATE	PRGD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN1996			WAIT 29JUL00			CASH	29JUL2000
R.C. OPENED	READY	OPTIONS: ENG:4.6_Liter_EFI_SOHC					
29JUL00	29JUL00						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	E29	CHECK ENGINE LIGHT ON					
CAUSE: 44625 1.3 NGS TESTS, SELF TEST KOBO PASS, CONT P0171, P0174, KOER P1000, PINPOINT TESTS, DCL DISPLAY, FUEL PRESS 34 PSI, REPLACED MAF SENS							
12650D30	NGS DCL DISPLAY - TEST			2 WP40 0.10			(N/C)
F6Z	MAF SENSOR						(N/C)
9350B	FUEL FLOW PRESSURE			2 WP40 0.40			(N/C)
12650D45	PIN POINT TEST			2 WP40 0.30			(N/C)
12650D25	MAF BELOW SERVICE						(N/C)
REPLACE							
FC: PART# COUNT							
CLAIM TYPE							
AUTH CODE: 8274							

44625 1.3 NGS TESTS, SELF TEST KOBO PASS, CONT P0171, P0174, KOER P1000, PINPOINT TESTS, DCL DISPLAY, FUEL PRESS 34 PSI, REPLACED MAF SENSOR 129 BY READING RETEST. CK ENG LT WAS ON, S/2 8274

MOTOR VEHICLE REPAIR SHOP REG. #MV-03740

29 JULY
6 AUG

PAID
JUL 28 2000

CUSTOMER PAY DEDUCTIBLE FOR REPAIR ORDER 100.00

DESCRIPTION	TOTAL
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	100.00
TOTAL CHARGES	100.00
LESS DISCOUNT	0.00
SALES TAX	6.00
PLEASE PAY THIS AMOUNT	106.00

Thank You

I UNDERSTAND THAT ALL PARTS AND ACCESSORIES SOLD OR USED ARE SUBJECT TO THE FEDERAL MAGNISON MOSS ACT AND THE CONSUMER MERCHANDISE PURCHASED IS UNDER LIMITED WARRANTY BY THE MANUFACTURER AND THE WRITTEN TERMS AND CONDITIONS THEREOF ARE AVAILABLE FOR MY INSPECTION.
CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF ABOVE MENTIONED VEHICLE AND RECEIPT OF INVOICE COPY HEREOF.
FIA CODE 9898
CUSTOMER SIGNATURE

CUSTOMER COPY



QualityCare™
at your service

1135 LeJeune Boulevard
JACKSONVILLE, N.C. 28540
910 455-1911

CUSTOMER NO. 2010558	NAME ARCHIE PRINCE	TAG NO. 8884	DATE 08/24/00	INVENTORY # FCS1308
LABOR RATE	LICENSE # C215887	MILEAGE 8,548	COVER	STOCK NO.
YEAR / MAKE / MODEL 96/FORD/CROWN VICTORIA/4 DOOR SEDAN	DEPT # 04/15/96	VEHICLE ID. NO. Z F A L P 7 4 6 0 T X 1 0 1 0 0 3	SELLING DEALER NO.	PRODUCTION DATE
F.T.E. NO.	P.O. NO.	08/22/00		
COMMENTS				MO: 8549

JOB# 1 CHARGES

LABOR: # 1 10FOZ DRIVEABILITY HOURS: 0.50 TECH(S): 8801 29.00
 CLST STATES VEHICL STALLS AT TIMES ON TURNS AT LOW IDLE, MOST OF THE TIME WHILE TURNING, SURGES ON ACCELERATION
 REPLACED IDLE AIR CONTROLLER

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	PRICE
	1	FGA2-9F715-EB	VALVE A 971308	56.03	56.03
TOTAL - PARTS					56.03

JOB# 1 TOTALS

LABOR 29.00
 PARTS 56.03
JOB# 1 TOTAL 85.03

MISC: CODE 3SS SHOP SUPPLIES CONTROL NO. TOTAL - MISC 1.45

COMMENTS: IN SECOND TIME FOR SAME CONCERN

TOTALS: TOTAL LABOR 29.00
 TOTAL PARTS 56.03
 TOTAL SUBLET 0.00
 TOTAL G.O.G. 0.00
 TOTAL MISC CHG. 1.45
 TOTAL MISC DISC 0.00
 TOTAL TAX 3.36

 * [] CASH [X] CHECK CK NO. [939] *
 * [] VISA [] MASTERCARD [] DISCOVER *
 * [] AMER XPRESS [] OTHER [] CHARGE *

TOTAL INVOICE \$ 89.84

TERMS: CASH UNLESS ARRANGEMENTS MADE.

WARRANTY DISCLAIMER
 Any warranties on the item/items sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty 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 item/items.

SHOP MATERIALS
 This figure incorporates supplies used in servicing your vehicle which includes cleaners, special lubes, shop towels, etc. A full list of these supplies is available for your inspection at the cashier's desk.

ENVIRONMENTAL COMPLIANCE CHANGE
 Maintenance and repairing your car properly involves the use of chemicals and generators of noxious particles, oils, solvents, lead, asbestos, etc. that must be tested, managed and disposed of in strict compliance with Federal, state and local environmental regulations. We support these regulations and also believe our customers do too because they help ensure a safer, healthier environment for everyone. Complying with these regulations increase the cost of service. Deliberately increasing costs simply result in an increased hourly labor charge. This disclaimer to help decide in lieu of raising the labor rate, to let a customer's change in approval center be because we believe our customer would be interested in lower they are talking to pay for a cleaner environment.

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.

THE REPAIRED VEHICLES WILL BE RELEASED ONLY DURING REGULAR SERVICE HOURS AND THEN ONLY TO THE REGISTERED OWNER OR PERSON AUTHORIZING REPAIRS.

IMPORTANT

YOU MAY RECEIVE A QUESTIONNAIRE FROM THE MANUFACTURER IN THE NEXT FEW DAYS. IF FOR ANY REASON YOU CANNOT GRADE US 'COMPLETELY SATISFIED,' PLEASE CONTACT OUR SERVICE & PARTS DIRECTOR.

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

Thank You



QualityCare
at your service

1135 LaJeune Boulevard
JACKSONVILLE, N.C. 28540
910 455-1911

CUSTOMER NO. 2010558	CHERYL GOOD	8561	TAG NO.	08/11/00	W.P.C. # 5605
LABOR RATE	LICENSE # 219887	MILEAGE 45,575	DATE	STOCK NO.	
VEHICLE MAKE/MODEL	98/FORD/CROWN VICTORIA/4 DOOR SEDAN		DATE OF PURCHASE	DELIVERY MILES 8,498	
VEHICLE ID NO.	2FALP7460TX101003		SELLING DEALER NO.	PRODUCTION DATE	
F.T.C. NO.	J.P. C. NO.		08/09/00		
COMMENTS					MO: 45576

LABOR
 J# 1 10FOZ10 ENGINE STALLS HOURS: TECH(S): 8801 65.00
 VEHICLE STALLS AT TIMES ON TURNS AT LOW IDLE MOST OF THE TIME WHILE TURNING RIGHT. SURGES ON INITIAL ACCELERATION RAN DIAGNOSTIC NO CODES IN SYSTEM.

PARTS
 QTY---FP---NUMBER-----DESCRIPTION-----UNIT PRICE
 0 FG-800-A FILTER 004599 15.82 0.00
 ** QUANTITY 1 IS SPECIAL ORDERED **
 0 BG142 ISS SER 52.87 0.00
 ** QUANTITY 1 IS SPECIAL ORDERED **
 TOTAL - PARTS 0.00

JOB# 1 TOTALS
 LABOR 65.00
 PARTS 0.00
 JOB# 1 JOURNAL PREFIX FOCs JOB# 1 TOTAL 65.00

LABOR
 J# 2+09FOZ05 FUEL FILTER HOURS: 0.50 TECH(S): 8801 29.00
 CUSTOMER REQUESTS FUEL FILTER REPLACEMENT
 REPLACE FUEL FILTER

PARTS
 QTY---FP---NUMBER-----DESCRIPTION-----UNIT PRICE
 1 FG-800-A FILTER 004599 15.82 15.82
 TOTAL - PARTS 15.82

JOB# 2 TOTALS
 LABOR 29.00
 PARTS 15.82
 JOB# 2 JOURNAL PREFIX FOCs JOB# 2 TOTAL 44.82

LABOR
 J# 3+09FOZ06 INJECTOR SERVICE HOURS: TECH(S): 8801 97.08
 COMPLETE FUEL INDUCTION SYSTEM
 PERFORMED FUEL INDUCTION SYSTEM SERVICE

PARTS
 QTY---FP---NUMBER-----DESCRIPTION-----UNIT PRICE
 1 BG142 ISS SER 52.87 52.87
 TOTAL - PARTS 52.87

JOB# 3 TOTALS
 LABOR 97.08
 PARTS 52.87
 JOB# 3 JOURNAL PREFIX FOCs JOB# 3 TOTAL 149.95

MISC. CODE-----DESCRIPTION-----CONTROL NO-----
 JOB # A 3SS SHOP SUPPLIES 9.55

TERMS: CASH UNLESS ARRANGEMENTS MADE
WARRANTY DISCLAIMER
 Any warranties on the item/items sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty 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 item/items.

SHOP MATERIALS
 This figure incorporates supplies used in servicing your vehicle which includes cleaners, special lubes, shop towels, etc. A full list of these supplies is available for your inspection at the cashier's desk.

ENVIRONMENTAL COMPLIANCE CHARGE
 Maintaining and improving your car's healthily involves the use of chemicals and petroleum products. These products, such as oil, coolant, etc. that must be stored, recycled and disposed of in strict accordance with federal, state and local environmental regulations. As such, these regulations and strict laws do not increase our costs. Complying with these regulations increase the cost of service. Directly, as these costs simply result in an increased hourly labor charge. The dealer has no control in the cost of having to labor rate. In fact a complete charge on appropriate amount of because we believe our customer would be interested to know they are helping to pay for a cleaner environment.

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.

THE REPAIRED VEHICLES WILL BE RELEASED ONLY DURING REGULAR SERVICE HOURS AND THEN ONLY TO THE REGISTERED OWNER OR PERSON AUTHORIZING REPAIRS.

IMPORTANT
 YOU MAY RECEIVE A QUESTIONNAIRE FROM THE MANUFACTURER IN THE NEXT FEW DAYS. IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED," PLEASE CONTACT OUR SERVICE & PARTS DIRECTOR.

Thank You



1135 LeJeune Boulevard
 JACKSONVILLE, N.C. 28540
 910 455-1911

QualityCare
 at your service

CUSTOMER NO. 2010558	CHERYL GOOD	8561 TAG NO.	08/11/00	INVOICE NO. 005605
LABOR RATE	0.5887	MILEAGE 45,575	CCOR	STOCK NO.
'96/FORD/CROWN VICTORIA/4 DOOR SEDAN				
VEHICLE NO. 2FALP7460TX101003	DATE 08/13/96		DELIVERY NO. 8,49	
F.T.E. NO.	P.O. NO.	SELLING DEALER NO.	PRODUCTION DATE	
COMMENTS		08/09/00		

TOTALS	TOTAL - MISC	9.55	MO: 4552

* [] CASH [] CHECK CK NO. []	TOTAL LABOR.....	191.08	WARRANTY DISCLAIMER Any warranties on the items/fees sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty 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 item/items.
* [] VISA [] MASTERCARD [] DISCOVER	TOTAL PARTS.....	68.69	
* [] AMER XPRESS [] OTHER [] CHARGE	TOTAL SUBLET.....	0.00	
*****	TOTAL G.D.G.....	0.00	
	TOTAL MISC CHG.....	9.55	
	TOTAL MISC DISC.....	0.00	
	TOTAL TAX.....	4.12	
THANK YOU FOR YOUR BUSINESS!!	TOTAL INVOICE \$	273.44	SHOP MATERIALS This figure incorporates supplies used in servicing your vehicle which includes cleaners, special lubes, shop towels, etc. A full list of these supplies is available for your inspection at the cashier's desk.

CUSTOMER SIGNATURE

CK# 1492

ENVIRONMENTAL COMPLIANCE CHARGE
 Identifying and recycling your car correctly reduces the use of chemicals and minimizes air, water, and soil pollution. In fact, recycling your car can be done, managed and disposed of in strict accordance with federal, state and local environmental regulations. The National Motor Vehicle Recycling Council (NMVRC) estimates that 80% of a car's weight can be recycled. This means that only 20% of a car's weight is landfilled. Recycling your car helps reduce the cost of service. Our prices include the charge for this disposal. We are committed to providing you with the highest quality service and we believe our customers would be pleased to know that we are helping to save the planet.

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.

THE REPAIRED VEHICLE WILL BE RELEASED ONLY DURING REGULAR SERVICE HOURS AND THEN ONLY TO THE REGISTERED OWNER OR PERSON AUTHORIZING REPAIRS.

IMPORTANT
 YOU MAY RECEIVE A QUESTIONNAIRE FROM THE MANUFACTURER IN THE NEXT FEW DAYS. IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED," PLEASE CONTACT OUR SERVICE & PARTS DIRECTOR.

Thank You