

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 436

Date Received

14-NOV-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

874918

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) 1FASP15J4SW293967		Vehicle Make FORD	Vehicle Model ESCORT	Vehicle Year 1995	Current Odometer Reading
Purchase Date	Dealer's Name _____		Engine Size (CID/CCL) _____	☐ 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 _____					

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 08510000 08230000	Part Name(s) ELECTRICAL SYSTEM:IGNITION:SWITCH ELECTRICAL SYSTEM:STARTER	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 3	Date(s) of Failure(s) 01-SEP-2000 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 ☐ 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)

CONSUMER HAS REPLACED IGNITION SWITCH 3 TIMES WITHIN 5 YEARS. VEHICLE HAS CAUGHT ON FIRE ONCE FROM IGNITION. STARTER WAS REPLACED, AND NEXT DAY VEHICLE CAUGHT FIRE. VEHICLE WOULD RUN ONCE THE KEY WAS TAKEN OUT.*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.

 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 438 Date Received: <u>11-14-2000</u> Office: <u>PEPPER HILL</u> Reference No.: <u>874918</u>	
OWNER INFORMATION (Type or Print) [Redacted] 655271				Work Number: [Redacted] Home Number: [Redacted]	
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? In the absence of a Signature of Owner: [Redacted]				☒ YES ☐ NO the vehicle manufacturer. Date <u>11/29/2000</u>	
VEHICLE INFORMATION					
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) 1FASP15J48W293967		Vehicle Make FORD		Vehicle Model ESCORT	
Vehicle Year 1996		Current Odometer Reading 57,270			
Purchase Date 3-25-97		Dealer's Name Pearson Ford, Inc.		Engine Size (CID/CC/L) 1.9 L	
☐ New ☒ Used		City <u>Zionsville</u> State <u>IN</u> Zip Code <u>46077</u>		No Cylinders <u>4</u>	
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 Utl ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other	
Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other					
FAILED COMPONENT(S)/PART(S) INFORMATION					
Component 08610000 08230000		Part Name(s) ELECTRICAL SYSTEM:IGNITION:SWITCH ELECTRICAL SYSTEM:STARTER starter solenoid		Location ☐ Left ☐ Right ☐ Front ☐ Rear	
Failed Part(s) ☒ Original ☒ Replacement (2)					
No of Failures 3 incl original		Date(s) of Failure(s) 01-SEP-2000 10-19-99 10-22-99 5-19-2000 Mileage at Failure(s) approx 42,000 ; 50,087 Vehicle Speed at Failure(s) stopped ; at starting		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 (Smoke) ☒ Yes ☐ No just short of		Number of Persons Injured 0	
Number of Fatalities 0		Estimated Property Damage damage to car itself only		Reported to Police ☐ Yes ☒ No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)					
CONSUMER HAS REPLACED IGNITION SWITCH 3 TIMES WITHIN 5 YEARS. VEHICLE HAS CAUGHT ON FIRE ONCE FROM IGNITION. STARTER WAS REPLACED, AND NEXT DAY VEHICLE CAUGHT FIRE. VEHICLE WOULD RUN ONCE THE KEY WAS TAKEN OUT.*AK We originally experienced trouble starting the engine cold. Usually it would crank and crank but not turn over. After turning the key off, the engine would start on second try. After time it eventually would run even with the key removed. We got it to the dealer at 7 pm one night just in time to unplug battery wires (after new starter had just been installed a day or so before) before the engine caught fire. (over)					
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 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.					

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)										

The starter had been installed by Stan's, so they towed it. Then they charged us for a new ignition switch and plug (which had melted in place from the heat — the car filled with smoke just before the battery could be unplugged). Then we started having CHECK ENGINE light problems and eventually starter problems again. Pearson Ford finally diagnosed a bad starter^(solenoid) — so that was the third starter in 5 years. The check engine light persisted (as we rebuilt the car piece by piece at a cost of thousands of dollars), until they finally figured out (after keeping our car for over a week) that it was a bad fuel pump. The check engine light still goes on periodically. We are not going to pursue it. We figure the CHECK ENGINE light means "Just write a check to pay for unneeded engine work!!!"

(see attached xeroxes)

☆ U.S. G.P.O. 1989-629-887 / 82000

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



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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



PHONE: 545-8537
PARTS PHONE: 545-4852
FAX: 317-543-0668



5115 EAST 30TH STREET
INDIANAPOLIS, INDIANA 46218

10/19/99

H. Phone: [REDACTED]
B. Phone: 317 [REDACTED]
Vehicle 95 FORD ESCORT/RED Unit # BK
Mileage In 0 Out- 0 VIN#

Plate No. 2538297 Cust No. 23784

Technician: TONY INVOICE # 58602 Date- 10/19/99

/* * * * * CUSTOMER INFORMATION FIELD * * * * */
: BK/TONY * SERVICE WRITER AND MECHANIC :
: 950AM/ 10-19 1999 * TIME AND DATE VEHICLE ARRIVED :
: ROW 2/ KEY #37 * LOCATION OF VEHICLE AND KEY NUMBER :
: WAITER * CUSTOMER STATUS :
/* * * * *

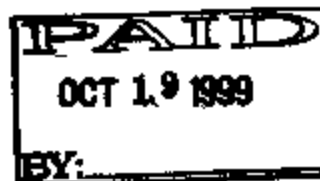
HESITATES WHEN CRANKING AFTER STOPPING AND STARTING
SEVERAL TIMES-----

EST
LABOR TO R & R STARTER, CHECK CHARGING AND STARTING SYSTEMS--
**NOTE: COULD NOT DUPLICATE PROBLEM!

96.00

NEEDS SERVICE:

PART NUMBER	DESCRIPTION	QTY	PRICE	TOTAL	PART NUMBER	DESCRIPTION	QTY	PRICE	TOTAL
#3217	STARTER LIST 133.78 CORE	1.0	213.71	113.71					



It is understood that this company assumes no responsibility for loss or damage by theft or fire in vehicle placed with them for storage, sale, repair or while road testing.
It is understood that this company is not responsible for vehicles, units or parts left unclaimed/unpaid past 30 days. Such unclaimed items are subject to disposal to recover costs.
In the event this agreement is referred for collection, the customer agrees to pay, in addition to all other amounts due hereunder, reasonable attorney fees, collection and court costs.
NOTICE: STORAGE CHARGE WILL BE CHARGED 72 HOURS AFTER REPAIRS ARE COMPLETED.
PARTS GUARANTEED 90 DAYS. ALL LABOR GUARANTEED 30 DAYS.
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE. 15% HANDLING CHARGE ON RETURNS.

Shop Fee 2.88
Access 0.00
Inspection 3.00
Services 96.00
Parts 113.71
Sub-total 212.59
Tax 5.69



Motorcraft

Cal Hersee NIPPONDENSO C. E. Niehoff

Total \$ 218.28

Gen. Mgr. - Bob Malone
 Owner: Mike Lethig

PHONE: 545-8537
 PARTS PHONE: 546-4852
 FAX: 317-543-0668



5115 EAST 30TH STREET
 INDIANAPOLIS, INDIANA 46218

10/



23794

H. Phone (317) 253-8297
 B. Phone (317) -
 Vehicle 95 FORD ESCORT/REG Unit # BK
 Mileage In 0 Out- 0 YIM#

Technician: TONY

INVOICE # 58689

Date- 10/22/99

/* * * * * CUSTOMER INFORMATION FIELD * * * * *
 : RYAN TONY * SERVICE WRITER AND MECHANIC
 : 9:48 10-22 1999 * TIME AND DATE VEHICLE ARRIVED
 : EAST LOT KEY 23 * LOCATION OF VEHICLE AND KEY NUMBER
 : NON * CUSTOMER STATUS
 /* * * * *

CAR STARTED BY ITSELF ?? STARTER STAYED ENGAGED-BATTERY
 IS DISCONNECTED, SMOKE FROM DASH (WE WORKED)
 Acc. - BRAGDON'S TOWING

66.00

LABOR TO REPLACE IGNITION SWITCH AND IGNITION SWITCH PLUG,
 CHECK SWIRLING AND STARTING SYSTEMS

72.00

NEEDS SERVICE:

PART NUMBER	DESCRIPTION	QTY	PRICE	TOTAL	PART NUMBER	DESCRIPTION	QTY	PRICE	TOTAL
ST5082	IGNITION SWITCH	1.0	49.38	49.38	899	IGNITION SWITCH PLUG	1.0	25.00	25.00

PAID
 OCT 22 1999
 BY: _____

It is understood that this company assumes no responsibility for loss or damage by theft or fire to vehicle placed with them for storage, sale, repair or while road testing.
 It is understood that this company is not responsible for vehicles, units or parts left unclaimed/unpaid past 30 days. Such unclaimed items are subject to disposal to recover costs.
 In the event this agreement is referred for collection, the customer agrees to pay, in addition to all other amounts due hereunder, reasonable attorney fees, collection and court costs.
 NOTICE: STORAGE CHARGE WILL BE CHARGED 72 HOURS AFTER REPAIRS ARE COMPLETED.
 PARTS GUARANTEED 90 DAYS. ALL LABOR GUARANTEED 30 DAYS.
 TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE. 15% HANDLING CHARGE ON RETURNS.

Shop Fee 2.18
 Access 56.00
 Inspection 0.00
 Services 72.00
 Parts 74.38
 Sub-total 214.52
 Tax 3.72

Total \$ 216.24



Motorcraft

CH Cole Hersee **NIPPONDENSO** **C. E. Niehoff**

TOM WOOD FORD, INC.

3130 E. 96th Street • Indianapolis, Ind. 46240
(317) 846-4241



12/6/99

REPLACED PARTS REQUESTED BY CUSTOMER YES ☐ NO ☐
ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

CHECK (✓) APPROPRIATE BOX			MILEAGE OUT
CLAIMS REVIEW	AUTHORIZATION TO SUBMIT CLAIM	PARTS SCRAP OUT	
\$ PARTS	\$ LABOR	\$ TOTAL	DATE OUT

ON BEHALF OF SERVING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE INDICATED. I HAVE NO KNOWLEDGE OF ANY OTHER INFORMATION THAT WOULD AFFECT THE ACCURACY OF THE INFORMATION CONTAINED HEREON. I HAVE NO KNOWLEDGE OF ANY OTHER INFORMATION THAT WOULD AFFECT THE ACCURACY OF THE INFORMATION CONTAINED HEREON.

DEALER, GENERAL MANAGER, OR AUTHORIZED PERSON

Disclaimer of Warranties
Any warranties on the products sold hereby are those made by the manufacturer. The Seller, TOM WOOD FORD, Inc., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. TOM WOOD FORD, Inc., neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. I hereby agree to pay Tom Wood Ford attorney's fees if collection hereof becomes necessary.

I hereby authorize the repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the car or truck to secure the amount of repairs thereto. Not responsible for car or contents in case of fire or theft or freezing or any other cause. Storage will be charged 48 hours after repairs are completed.

REC'D

FOR OFFICE USE		VEHICLE INFORMATION	
TAG: 1928	ADV: 203 CALDWELL, INVOICE: PRELIM CUS C	VIN 1FASP15J4SM293967	LICENSE NUMBER: IN 203
TAX RULES: WYNNI INVOICED AT: 12/06/99 11:27:22	95 FORD	ESBORI	LX
ODOMETER IN: 45800	DIST: 1FA	DATES IN SERVICE: 04/21/95	PRODUCTION: 04/19/95
DATES BEGIN: 12/06/99	DONE: 12/06/99		

CONCERN 01: LOF-DISCOUNT COUPON				OPERATION	TECH	HOURS	AMOUNT
CORRECTION DISCOUNT OIL & FILTER CHANGE				BLOF	110	.3	7.49
PART NUMBER	PO#	NOTE	DESCRIPTION	QTY	SELL		
FNC FL					7.28		7.28
010 OIL					2.48		12.40
FACTORY TECH: 110							19.68
							7.49
							9.18
							18.99
TYPE: C							

CONCERN 51: SBD5 DIAG. CAR WILL NOT START, AFTER RUNNING ENGINE, STOPPING ENGINE, CAR WILL NOT START				OPERATION	TECH	HOURS	AMOUNT
CORRECTION SBD5 DIAG. RPL AIR BYPASS VALVE.					110	2.0	116.00
PART NUMBER	PO#	NOTE	DESCRIPTION	QTY	SELL		
FNC F502	9F715 BA		VALVE ASY-THROTTLE A	1	54.52		54.52
FNC E7S2	9F670 A		GASKET-AIR BYPASS VA	1	3.10		3.10
FNC F6A2	2C410 AB		CLEANER-BRAKE PART (	1	4.22		4.22
FACTORY TECH: 110 - SMITH, 1048-MIK							
TYPE: C							

CONCERN 52: 4TH THRU 10TH TIME IT WILL CRANK LONG TIME TO START, HAS NEVER FAILED TO START BUT IS VERY DIFFICULT, ALSO CEL HAS BEEN FLASHING RANDOMLY SINCE MAY				OPERATION	TECH	HOURS	AMOUNT
				NC	110	.0	.00

TOM WOOD FORD, INC.

3130 E. 96th Street • Indianapolis, Ind. 46240

(317) 846-4241



REPLACED PARTS REQUESTED BY CUSTOMER YES ☐ NO ☐			Disclaimer of Warranties Any warranties on the products sold hereby are those made by the manufacturer. The Seller, TOM WOOD FORD, Inc., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. TOM WOOD FORD, Inc., neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. I hereby agree to pay Tom Wood Ford attorney's fees if collection hereof becomes necessary.	
ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.			I hereby authorize the repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the car or truck to secure the amount of repairs thereto. Not responsible for car or contents in case of fire or theft or freezing or any other cause. Storage will be charged 48 hours after repairs are completed.	
(CHECK (X) APPROPRIATE BOX) ☐ CLAIMS REVIEW ☐ AUTHORIZATION TO SUBMIT CLAIM ☐ PARTS SCRIP OUT			MILEAGE OUT DATE OUT	
PARTS LABOR TOTAL			X	
Authorized Signature And Date ON BEHALF OF CONTRACTING DEALER - I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART INCURRED OR BE PLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE DEALING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.				
SIGNED _____ DEALER GENERAL MANAGER OR AUTHORIZED PERSON			REC'D	

CORRECTION NO CHARGE
 FACTORY TECH: 110 - SMITH, 1048-NIK

TYPE: C

SUBTOTAL
 TOTAL CHARGE FOR CONCERN .00

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE C57611
 PARTS 81.52
 SERVICE 5.00
 LABOR MECHANICAL 227.48
 SERVICE MECHANICAL
 SUB-TOTAL
 STATE SALES TAX
 TOTAL CHARGE

PAYMENT DISTRIBUTION FOR INVOICE C57611
 TOTAL CHARGE 319.50
 CASH TUE 319.50

NO COMMENTS

CUST ADVISE
 ALSO CUST ADVISE
 INDICATING DAY
 GIVEN COPY OF PRINTOUT

IF YOU HAVE ANY QUESTIONS - PLEASE SEE PATIENT



KOEO Self-Test

Code Menu



CONTINUOUS	
172	
186	



-- DESCRIPTION --

Fuel system at rich adaptive limit at part throttle, system lean (bank#1)

-- CAUSES --

Possible causes include:

- Fuel injectors clogged
- Fuel delivery system leak, low pressure
- Vacuum leaks
- Thermactor air concern
- MAP/MAF sensor concern
- Oxygen Sensor/heater concern

[Pinpoint](#)[KOER](#)[Retest](#)[Help](#)[Backup](#)[View Log](#)[Print](#)[Menu](#)

1FASP15J4SW293967

Odo: 45,800

1995 Escort

4 Door Station Wagon LX 1.9L EFI

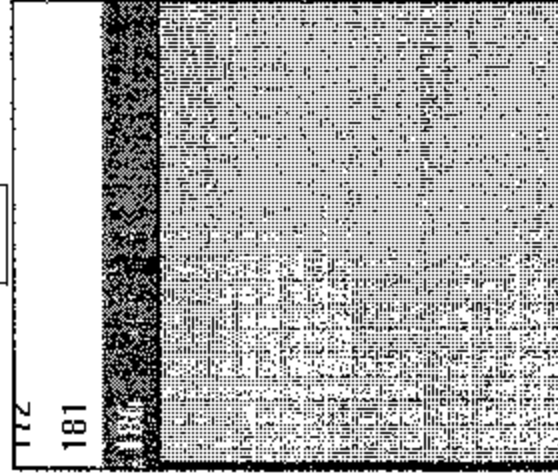
STARMSGG\$154 STARDIAG.TOOL 11

DECEMBER 1999

8:42 AM 12/6/99

KOEO Self-Test

Code Menu



-- DESCRIPTION --

Injector pulsewidth higher than expected (with BARO sensor), or MAF lower than expected (without BARO sensor)

-- CAUSES --

Possible causes include:

- Injectors partially obstructed
- Low voltage at injectors, poor electrical connection
- Fuel pressure low (restricted or leaking fuel)
- Vacuum leaks
- Oxygen Sensor drift (switching rich of stoichiometric)
- Air leaks into exhaust manifold
- Misfires
- MAF sensor or harness concern



Pinpoint

KOER

Retest

Help

Backup

View Log

Print

Menu

11FASP15UWSW293967

Odo: 45,800

1995 Escort

4 Door Station Wagon LX 1.9L EFI

STARMSGG\$154 STARDIAG.TOOL 11

DECEMBER 1999

8:37 AM 12/6/99

KOEO Self-Test

Code Menu

CONTINUOUS

181

186

-- DESCRIPTION --
Lack of HO2S (HEGO) switches, indicates lean (bank#1)

-- CAUSES --
Possible causes include:

- Fuel Delivery
 - Injectors (dirty, clogged, inoperative, wrong size)
- Low fuel pressure
- Fuel Quality
- Low battery voltage
- Misfire
- Ignition
- Basic engine mechanical
- Air Metering
 - Sensor (damaged sensor or harness)
 - high altitude (if BARO)
 - sensor obstruction, wrong size filter
 - Un-metered air
 - vacuum leak (downstream of throttle)

Pinpoint

KOER

Retest

Help

Backup

View Log

Print

Menu

2536297

1 0 2 2 2 7

PEARSON

Pearson Ford, Inc.
10650 North Michigan Road
Zionsville, IN 46077
317.873.3333

INVOICE

PARTS & SERVICE HOURS

Mon. Wed., & Thurs. - 7:30 a.m. - 7:00 p.m.
Tue. & Fri. - 7:30 a.m. - 8:00 p.m.
Saturday - 8:00 a.m. - 1:00 p.m.

PAGE 1

BUS:

SERVICE ADVISOR: 2342 BRIAN MITCHELL

2042 BRIAN MITCHELL									
COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/OUT		TAG	
	1995	FORD ESCORT		1FASP15J4SW293967		74539/74539		T201	
DEL DATE	PROD DATE	WARR EXP	PROMISED		PONO	RATE	PAYMENT	INV DATE	
25MAR1997			WAIT 16FEB00				CK	16FEB2000	
P.O. OPENED		READY		OPTIONS: STK:9193 DLR:04701 ENG:99J TRN:44T					

13:00 16FEB00 15:27 16FEB00

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
A CUSTOMER REQUESTS REPLACEMENT OF FUEL PUMP AS RECOMMENDED FOR INTERMITTANT CRANK NO START CONCERN - DIAGNOSTICS SHOWED COMPLETE FALL OFF OF FUEL PRESSURE - POSSIBLE REGULATOR CONCERN							

R5M CUSTOMER REQUESTS REPLACEMENT OF FUEL PUMP AS RECOMMENDED FOR INTERMITTANT CRANK NO START CONCERN - DIAGNOSTICS SHOWED COMPLETE FALL OFF OF FUEL PRESSURE - POSSIBLE REGULATOR CONCERN							

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE 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 MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

STATEMENT OF DISCLAIMER

We hereby warrant that all of the information with respect to the sale of this item is true. The dealer hereby warrants that all information is accurate and complete. The dealer does not warrant the accuracy or completeness of any information received from any other source. The dealer does not warrant the accuracy or completeness of any information received from any other source. The dealer does not warrant the accuracy or completeness of any information received from any other source.

Warranty: 90 days or 4000 miles or whichever comes first. Any necessary equipment should be made in our shop.

I received a copy of this invoice.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	162.95
PARTS AMOUNT	263.60
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	20.00
TOTAL CHARGES	446.55
LESS	0.00
SALES TAX	13.18
PLEASE PAY THIS AMOUNT	459.73

CUSTOMER COPY

2536297

106380



Pearson Ford, Inc.
10650 North Michigan Road
Zionsville, IN 46077
317.873.3333

PARTS & SERVICE HOURS
Mon., Wed., & Thurs. - 7:30 a.m. - 7:00 p.m.
Tue. & Fri. - 7:30 a.m. - 8:00 p.m.
Saturday - 8:00 a.m. - 1:00 p.m.

INVOICE

PAGE 1

BUS:

SERVICE ADVISOR: 2342 BRIAN MITCHELL

SERVICE ADVISOR: 2342 BRIAN MITCHELL									
COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN/OUT		TAG
	1995	FORD ESCORT		1FASP15J4SW293967			49667/49667		T803
DEL DATE	PRDO DATE	WARR EXP	PROMISED		PO NO.	RATE	PAYMENT	INV DATE	
25MAR1997			17:00 19MAY00				CK	26MAY2000	
R.O. OPENED		READY		OPTIONS: STK:9193 DLR:04701 ENG:997 TRN:44T					

07:42 18MAY00 17:29 26MAY00

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A SOMETIMES ON COLD ENGINE START UP, THERE IS A HISS NOISE FROM UNDER HOOD AND RED BRAKE WARNING LIGHT AT DASH COMES ON AT SAME TIME

- CONDITION LASTS ABOUT 20 SECONDS - ADVISE

R5M SOMETIMES ON COLD ENGINE START UP, THERE IS A

HISS NOISE FROM UNDER HOOD AND RED BRAKE

WARNING LIGHT AT DASH COMES ON AT SAME TIME

- CONDITION LASTS ABOUT 20 SECONDS - ADVISE

3596CP300

244.95 244.95

1 F4CZ*11572*A SWITCH ASY -IGN

53.41 53.41 53.41

49667 CHECK STARTER STAY ENGAGED AFTER YOU LET OFF THE KEY REMOVE STRIKING COILIN REPLACE IGN SWITCH REINSTALL. CHECK OPERATION FOUND THAT INTERMITTENTLY THE STARTER STAYS ENGAGED NEED FURTHER DIAG.

CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER	20.00
---	-------

***** DEAR CUSTOMER *****

WE HAVE EXPANDED OUR SERVICE HOURS

IN ORDER TO SERVE YOU BETTER

WE ARE NOW OPEN THE FOLLOWING HOURS:

MON, WED, & THU 7:30 AM - 7:00 PM

TUE & FRI 7:30 AM - 6:00 PM

SAT 9:00 AM - 1:00 PM

PAID

5/26/00

OK

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE 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 MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item. The dealer hereby expressly disclaims all warranties other than as implied, including any implied warranty of merchantability or fitness for a particular purpose. Dealer neither warrants nor authorizes any other person to assume for it any liability in connection with the sale of this item.

Guarantee: *90 days or 4000 miles or whichever comes first. *Any necessary adjustment should be made in our shop.

I received a copy of this invoice.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	244.95
PARTS AMOUNT	53.41
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	20.00
TOTAL CHARGES	318.36
LESS	0.00
SALES TAX	2.67
PLEASE PAY THIS AMOUNT	321.03

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER COPY

2536297

106877



Pearson Ford, Inc.
10660 North Michigan Road
Zionsville, IN 46077
317.873.3333

PARTS & SERVICE HOURS

Mon, Wed, & Thurs - 7:30 a.m. - 7:00 p.m.
Tue & Fri - 7:30 a.m. - 8:00 p.m.
Saturday - 9:00 a.m. - 1:00 p.m.

INVOICE

PAGE 1

BUS:

SERVICE ADVISOR: 2342 BRIAN MITCHELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	1995	FORD ESCORT	1FASP15J4SW293967		50087/50087	T887	
DEL DATE	PROD DATE	WAHB EXP	PROMISED	PO NO	RATE	PAYMENT	INV DAYS
25MAR1997			WAIT 30MAY00			CK	30MAY2000
R.G. OPENED		READY	OPTIONS: STK:9193 DLR:04701 ENG:99J TRN:44T				
14:18 30MAY00		15:29 30MAY00					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	STARTER	SOMETIMES STICKS AFTER ENGAGEMENT	INSTALL	CUSTOMER SUPPLIED			

SOLENOID

R35R ELECTRICAL SYSTEM DIAGNOSIS

3596CP140

95.45

95.45

50087 CK STARTER STAYS ENGAGED, NOT ACTING UP AT THIS TIME, REPLACE STARTER SOLENOID FROM CUST. RE-CK APPEARS OK STILL.

***** DEAR CUSTOMER *****

WE HAVE EXPANDED OUR SERVICE HOURS

IN ORDER TO SERVE YOU BETTER

WE ARE NOW OPEN THE FOLLOWING HOURS:

MON, WED, & THU 7:30 AM - 7:00 PM

TUE & FRI 7:30 AM - 6:00 PM

SAT 9:00 AM - 1:00 PM

PAID

5/30/2000 1535

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE 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 MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this automobile. The Seller hereby expressly disavows all warranties other than those expressly stated on the invoice 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 automobile.

Exemption: *90 days or 4000 miles or whichever comes first. *Any necessary adjustment should be made in our shop.

I received a copy of this invoice.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	95.45
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	95.45
LESS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	95.45

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER COPY

2536297

106919

INVOICE

PAGE 1



Pearson Ford, Inc.
10650 North Michigan Road
Zionsville, IN 46077
317.873.3333

PARTS & SERVICE HOURS
Mon., Wed., & Thurs. - 7:30 a.m. - 7:00 p.m.
Tue. & Fri. - 7:30 a.m. - 6:00 p.m.
Saturday - 8:00 a.m. - 1:00 p.m.

SERVICE ADVISOR: 2342 BRIAN MITCHELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE N/OUT	TAG	
	1995	FORD ESCORT	1FASP15J4SW293967		50120/50120	T893	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PG NO.	RATE	PAYMENT	INV DATE
25MAR1997			17:00 31MAY00			CK	31MAY2000
R.O. OPENED		READY	OPTIONS: STK:9193 DLR:04701 ENG:99J TRN:44T				

08:30 31MAY00 17:35 31MAY00

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CHECK ENG. LIGHT COMES ON WHEN DRIVING - ADVISE

P31R CHECK ENG. LIGHT COMES ON WHEN DRIVING -

ADVISE

343CP310

253.95 253.95

1 F372*12B579*P SENSOR ASY-ENG ELEC CONT MASS

156.16 156.16 156.16

1 EV*160* VALVE ASY-CRANKCASE VENTILATIO

3.75 3.75 3.75

50120 CK ENGINE LIGHT ON,SEDS DIAG,CODES 171,172,181, 186.PINPOINT,RICH & LEAN FAULTS.CK SYSTEM NORMAL RANGES.MAF SENSOR HAS CONTAMINATION ON INSIDE,REC SENSOR FIRST BEFORE FUTHER DIAG. REPLACE SENSOR,TEST DROVE NO LIGHT. CK CODES-PASS.TEST DROVE SEVERAL MILES,OK. REPLACE PCV VALVE ALSO.

CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER 20.00

***** DEAR CUSTOMER *****

WE HAVE EXPANDED OUR SERVICE HOURS

IN ORDER TO SERVE YOU BETTER

WE ARE NOW OPEN THE FOLLOWING HOURS:

MON, WED, & THU 7:30 AM - 7:00 PM

TUE & FRI 7:30 AM - 6:00 PM

SAT 9:00 AM - 1:00 PM

PAID

5/31/00 ck

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE 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 MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranty with respect to the sale of this vehicle. The dealer hereby expressly disclaims all warranties other express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Dealer neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this vehicle.

Guaranteed 90 days or 5000 miles or whichever comes first. *Any necessary adjustment should be made in our shop.

I received a copy of this invoice.

CUSTOMER SIGNATURE

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

DESCRIPTION	TOTALS
LABOR AMOUNT	253.95
PARTS AMOUNT	159.91
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	20.00
TOTAL CHARGES	433.86
LESS	0.00
SALES TAX	8.00
PLEASE PAY THIS AMOUNT	441.86

CUSTOMER COPY

6/5/2000

2536297

107131



Pearson Ford, Inc.
10650 North Michigan Road
Zionsville, IN 46077
317.873.3333

PARTS & SERVICE HOURS

Mon, Wed, & Thurs - 7:30 a.m. - 7:00 p.m.
Tue & Fri - 7:30 a.m. - 6:00 p.m.
Saturday - 9:00 a.m. - 1:00 p.m.

INVOICE

PAGE 1

BUS:

SERVICE ADVISOR: 2342 BRIAN MITCHELL

SERVICE ADVISOR: 2542 BRIAN MITCHELL									
COCH	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/OUT		TAG	
	1995	FORD ESCORT		1FASP15J43W293967		50370/50370		T950	
DEL DATE	PROD DATE	WARR EXP	PROMISED		PG NO	RATE	PAYMENT	INV DATE	
25MAR1997			WAIT 05JUN00				CASH	05JUN2000	
R.O. OPENED		READY		OPTIONS: STK:9193 DLR:04701 ENG:99J TRN:44T					

10:06 05JUN00 12:50 05JUN00

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CHECK ENGINE LIGHT CAME ON AGAIN WHEN DRIVING	ADVISE					
	P31R COMPUTER ENGINE CONTROL DIAGNOSIS (SBDS)						
	3596 CP				0.00	0.00	
	50370 CODE IN EEC FOR LEAN ENGINE FUNCTION .0 CHECKED O2 SENSOR /						
	WORKING BUT SOMETIMES SLOW TO SWITCH - CLEARED CODE - TEST DROVE						
	LIGHT NOT ON - RETEST O2 - SWITCHING NORMALLY						

***** DEAR CUSTOMER *****

WE HAVE EXPANDED OUR SERVICE HOURS
IN ORDER TO SERVE YOU BETTER

WE ARE NOW OPEN THE FOLLOWING HOURS:

MON, WED, & THU 7:30 AM - 7:00 PM

TUE & FRI 7:30 AM - 6:00 PM

SAT 9:00 AM - 1:00 PM

Mike Smith (SP3)
873.3333

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE 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 MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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Exemption: 90 days or 6000 miles or whichever comes first. *Any necessary adjustment should be made in the shop.

I received a copy of this invoice.

CUSTOMER SIGNATURE

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

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE

CUSTOMER COPY