



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

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY §20

Date Received

28-FEB-2001

Od_or _____
rt_dt _____
od_rt _____
ip_lr _____

Reference No.

881712

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) (Location at bottom of windshield and driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1FTSS34S8WH815150	FORD TRUCK	E350	1998	
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	Antilock Brakes	Restraint System	Cruise Control	Drive Train
☐ Manual ☐ Automatic	☐ Yes ☒ No	☐ 3-Point Belt ☒ Driverside Airbag ☐ Passengerside Airbag	☐ Yes ☒ No	☐ Front ☐ Rear ☐ 4-Wheel
		☐ Motorbelt ☐ 2-Point Bel		
				Vehicle Type
				☐ Car ☒ Van ☐ Minivan ☐ Other _____
				☐ Sport Util ☐ Truck ☐ Motorcycle
				Body Style
				☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 05150000 08540100	Part Name(s) ENGINE:OTHER PARTS ELECTRICAL SYSTEM:IGNITION:SPARK CONTROL COMPUTER	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure	Date(s) of Failure(s) 05-DEC-2000 179528 Mileage at Failure(s) _____	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ Yes ☐ No

APPLICATION INCIDENT INFORMATION

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

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Fatalities	Estimated Property Damag	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHILE VEHICLE WAS IN OPERATION SPARK PLUG(S) BLEWOUT ON ENGINE HEAD . ENGINE HEAD WAS REPLACED. PLEASE PROVIDE ANY ADDITIONAL INFORMATION/COPIES OF WORK PERFORMED ON VEHICLE.*AK

COPIES OF REPORTS - SEE PAGE 2

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 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 920

Date Received

26-FEB-2001

Od_or

rt_dt

od_rt

up_lr

Reference No.

881712

Work Number

Home Num

OWNER INFORMATION (Type or Print)

677189

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.

☒ YES☐ NO

Signature of Owner

Date 03/12/01

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
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☒ New ☐ Used	City _____ State _____ Zip Code _____		No Cylinders _____	
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☐ Manual ☒ Automatic	☐ Yes ☒ No	☐ 3-Point Belt ☒ Driverside Airbag ☐ Motorbelt ☐ 2-Point Belt ☐ Passengerside Airbag	☐ Yes ☒ No	☐ Front ☐ Rear ☐ 4-Wheel
Vehicle Type	Body Style			
☐ Car ☒ Van ☐ Minivan ☐ Other	☐ Sport Ut ☐ Truck ☐ Motorcycle ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other			

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No of Failures	Date(s) of Failure(s) 05-DEC-2000 Mileage at Failure(s) 179528 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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CONTINUE ON BACK IF NEEDED

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SPECIAL ACCOUNT REGION 176

71-478
724

CHECK NUMBER

17605810

WESTERN HOMES CORPORATION

293 NORTH SMITH ST. • CORONA, CA 91720

COMERICA BANK-ANN ARBOR, MI
ANN ARBOR, MI

DATE 12/14/00

PAY

WESTERN HOMES CORPORATION
2756 DOLS 81 CTS

DOLLARS \$ *2,756.81*

North County Ford

WESTERN HOMES CORPORATION
VOID AFTER 90 DAYS • 2 SIGNATURES REQUIRED.

AUTHORIZED SIGNATURE

AUTHORIZED SIGNATURE

17605810 NO724047864 2176969265*

DATE	DESCRIPTION	ACCOUNT NO.	NET AMOUNT
12/14/00	Engine Repair on Service Van	176-01-6745-030	\$ 2,756.81
Tony La Madria			

WESTERN HOMES CORPORATION

4020559

203371

INVOICE



450 West Vista Way
Vista, CA 92083
(888) 945-9900
Fax (760) 945-9545

PAGE 1

SERVICE ADVISOR: 2056 ROBERT GRANT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GRACE	98	FORD ECONOLINE			168519/168520	T9613
DE DATE	PROD DATE	WARR EXP	PROMISED	DATE	PAYMENT	INV DATE
01JAN1998		16:00	05DEC00		CASH	14DEC2000
R/O OPENED	READY	OPTIONS	ENG: 6.8 Liter EFI-SOHC (W)			
05DEC00	14DEC00					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUSTOMER STATES: / THERE IS A NOISE IN ENGINE CHECK AND ADVISE /							
S4 CUSTOMER STATES:							

1984	CP				1311.84	1311.84	
1	XC2Z*6049*	FA	HEAD ASY-CYL L.H. COMPLETE	638.15	638.15	638.15	
2	XC2Z*1439*	EA	GASKET INT MFLD TO CYL HEAD	13.15	13.15	26.30	
1	F7TZ*6079*	BA	GASKET SET VALVE GRIND	162.20	162.20	162.20	
20	P6AZ*6065*	BA	CYLINDER HEAD BOLT	8.43	8.43	168.60	
1	F75Z*6020*	AA	GASKET-FRONT COVER-LH	4.40	4.40	4.40	
1	F75Z*6020*	BA	GASKET-FRONT COVER-CYR	6.33	6.33	6.33	
1	F75Z*6020*	CA	GASKET-FRONT COVER-RH	4.40	4.40	4.40	
1	P7TZ*1955*	AA	SILICONE RUBBER 2.8PT. OZ 82 EML	15.63	15.63	15.63	
4	B2PZ*1954*	AA	FLUID-COOLANT	3.00	3.00	12.00	
5	XO25N30*	QSF	OIL - ENGINE	1.39	1.39	6.95	
1	F1AZ*6731*	BD	FILTER ASY-OIL	6.89	5.95	5.95	
1	F7TZ*1202*	CC	COIL & BOOT ASY - IGNITION	45.64	45.64	45.64	
1	AWSF*22E*		SPARK PLUG ASY	2.84	2.84	2.84	
1	YC3Z*6582*	DA	COVER ASY-VALV ROCKER ARM CVR L	117.88	117.88	117.88	
1	YC3Z*6582*	EA	COVER ASY-VALVE ROCKER ARM	123.77	123.77	123.77	

168520 CYLINDER HEAD 20.5HRS INSPECT ENGINE CONDITION. REPLACE LEFT SIDE CYLINDER HEAD ASSEMBLY. FLUSH COOLANT SYSTEM. REPLACE OIL AND FILTER. REPLACE ONE COIL ASSEMBLY. ADD COOLANT. TEST DRIVE. QUALITY TEST IT OK. NOTE RECOM TUNE UP WORK. AIR BAG LIGH IS ON. TEST IT OK.

EST: 75.00 05DEC00 09:58 SA: 205

PHONED MIKE HUTCHSON FROM BAR # AH185269
COMPANY (SILVERCREST) 12/6 AT EPA # CAL000130555
10:30 AM REPLACING HEAD AND
GASKETS
DIRECT LINE INTO SERVICE 1-888-945-9900
THANK YOU FOR CHOOSING NORTH COUNTY FORD
IF YOU HAVE QUESTIONS OR CONCERNS PLEASE CALL
CUSTOMER RELATIONS @ 1-888-258-3613

We accept all major credit cards	MISSION STATEMENT	ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS	DESCRIPTION		TOTALS	
				LABOR AMOUNT		1311.84	
Service and Parts Dept Hours Monday thru Friday 7:00 am - 9:00 pm Saturday 8:00 am - 4:00 pm	"YOU CAN COUNT ON US"	NOTICE TO CONSUMER PLEASE READ IMPORTANT INFORMATION ON BACK. I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.	X	PARTS AMOUNT		1341.04	
				GAS, OIL, LUBE		0.00	
NORTH COUNTY FORD YOU CAN COUNT ON US		CUSTOMER SIGNATURE		SUBLET AMOUNT		0.00	
				MISC. CHARGES		0.00	
				TOTAL CHARGES		2652.88	
				LESS INS./ADJ.		0.00	
				SALES TAX		103.93	
				PLEASE PAY THIS AMOUNT		2756.81	

BAR # AH 185269

EPA# CAL 000130555
CUSTOMER COPY



RECEIVED DEC 08 2000

Fax

Fairview Ford
Fairview Ford

292 N. "G" Street
San Bernardino, CA 92410

Office: (909) 884-9261
FAX: (909) 884-3775

To: [Redacted]

Att: Mike H. Pages: 1 + Cover

Phone: Date: 12-8-00

Re: CC:

☐ Urgent ☒ For Review ☐ Please Comment ☐ Please Reply ☐ Please Recycle

• Comments:

*SPECIAL SERVICE MESSAGE 13332

1997-1999 EXPED/NAV/E&F-SERIES - COLD STARTUP KNOCK - WINDSOR ENGINES ONLY

(CONTINUED FROM 13331)

INFORM THE CUSTOMER THIS WILL NOT AFFECT OPERATION OR LONG TERM DURABILITY.
TO REPAIR, REPLACE THE ENGINE. AN IMPROVEMENT WAS INCORPORATED IN NEW ENGINE
PRODUCTION ON 4/15/1999. THE SAME IMPROVEMENT WAS IMPLEMENTED IN FQR ENGINES.
CONTACT YOUR NEAREST FORD AUTHORIZED DISTRIBUTOR FOR THESE ASSEMBLIES.

*SPECIAL SERVICE MESSAGE 13363

DO NOT REPAIR SPARK PLUG HOLE THREADS IN ALUMINUM HEADS

ON ANY F-150/250LD, SUPER DUTY F-SERIES, ECONOLINE, EXPEDITION/NAVIGATOR,
EXCURSION ENGINE WITH ALUMINUM CYLINDER HEADS AND A CONCERN OF STRIPPED/DAMAGED
SPARK PLUG THREADS, DO NOT REPAIRED USING A "HELICOIL" OR "TAPERSERT". REPAIR
OF ALUMINUM CYLINDER HEAD SPARK PLUG THREADS USING A "HELICOIL" OR "TAPERSERT"
PROCEDURE MAY LEAD TO ADDITIONAL ENGINE DAMAGE. THE SPARK PLUG - THREAD REPAIR
PROCEDURE IN SECTION 303-00 OF THE APPROPRIATE WORKSHOP MANUAL WILL BE UPDATED
TO REFLECT THIS DIRECTION.

PRESS <RTN> FOR MORE SSM INFORMATION

OR M. MENU 99. BYE