



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.

881715

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
1FTSS34S3WHA80856		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	Vehicle Type
☐ Manual ☐ Automatic	☒ Yes ☐ No	☐ 3-Point Belt ☒ Driverside Airbag ☐ Passengerside Airbag	☐ Yes ☒ No	☐ Front ☐ Rear ☐ 4-Wheel	☐ Car ☒ Van ☐ Minivan ☐ Other
		☐ Motorbelt ☐ 2-Point Belt			☐ Sport Util ☐ Truck ☐ Motorcycle
					Body Style
					☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 05450000 08540000	Part Name(s) ENGINE:OTHER PARTS ELECTRICAL SYSTEM:IGNITION:ELECTRONIC CONTROL UNIT	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure	Date(s) of Failure(s) 21-DEC-2000 192370 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 Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHILE VEHICLE WAS IN OPERATION SPARK PLUGS BLEWOUT ON ENGINE HEAD. ENGINE HEAD WAS REPLACED. PLEASE PROVIDE ANY ADDITIONAL INFORMATION/COPIES OF WORK PERFORMED. *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 Transportation
National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4238

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 920

Date Received

28-FEB-2001

EFFECTS DATE

or

rt dt

od rt

up ltr

Reference No.

881715

OWNER INFORMATION (Type or Print)

677189

Work Number

Home Number

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
1FT8S34S3WHA80856		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	Vehicle Type
☐ Manual ☒ Automatic	☒ Yes ☐ No	☐ 3-Point Belt ☒ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Belt	☐ Yes ☒ No	☐ Front ☐ Rear ☐ 4-Wheel	☒ Car ☒ Van ☐ Minivan ☐ Other
					☐ Sport Util ☐ Truck ☐ Motorcycle
					☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 05150000 08540000	Part Name(s) ENGINE: OTHER PARTS ELECTRICAL SYSTEM: IGNITION: ELECTRONIC CONTROL UNIT	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures	Date(s) of Failure(s) 21-DEC-2000 Mileage at Failure(s) 192370 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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Western Homes Corporation
To: WESTERN SLOPE (W3495)

Invoice No. 108597 LIC 5T83878 Date 1/9/01

Description

TOTALS:

Check Number: 010379

Date: January 11, 2001

Amount	Discount	Paid Amount
\$2,190.00	\$.00	\$2,190.00
\$2,190.00	\$.00	\$2,190.00

Julien Vazquez

Western Homes Corporation
To: WESTERN SLOPE (W3495)

Invoice No. 188597 LIC 5T83878 Date 1/9/01

Description

TOTALS:

Check Number: 010379

Date: January 11, 2001

Amount	Discount	Paid Amount
\$2,190.00	\$.00	\$2,190.00
\$2,190.00	\$.00	\$2,190.00

VERIFY THE AUTHENTICITY OF THIS MULTI-TONE SECURITY DOCUMENT. ■ CHECK BACKGROUND AREA CHANGES COLOR GRADUALLY FROM TOP TO BOTTOM



Western Homes Corporation
P.O. Box 759
Corona, CA 91718

COMERICA BANK & TRUST N.A.
ANN ARBOR, MI

74-78724

Check # 010379

DATE
January 11, 2001

AMOUNT
\$2,190.00

Check Valid 90 Days After
Date of Check

Two Thousand One Hundred Ninety Dollars And 00 Cents

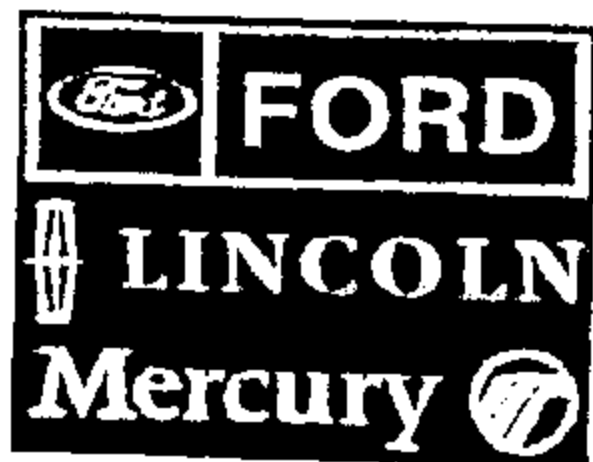
PAY TO THE ORDER OF

WESTERN SLOPE
2264 HWY 6 & 50 WEST
GRAND JUNCTION, CO 81505-9410

Philip Charles

⑈010379⑈ ⑈072404786⑈ 2176969265⑈

WESTERN SLOPE AUTO



TOYOTA
GENUINE PARTS

FAX TO: ☎ Silvercrest

ATTN: Otto

FROM: Justin

BUSINESS PHONE: (970) 243-0843 SERVICE
(970) 243-8115 PARTS

FAX: (970) 245-0530

OF PAGES: 3 w/cover

TOYOTA
GENUINE PARTS 




WESTERN SLOPE

 2264 Hwy 6 & 50 West
 Grand Junction, Colorado 81505-9410
 (970) 243-0843

FORD
LINCOLN
Mercury
TOYOTA
 GENUINE PARTS

SERVICE ADVISOR JOSHUA STARRS 4444

DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	COST NO.	AGE NO.	P.O. NO.	MYSTIC
21DEC00	08JAN01	1FTES34S3WHA80856	92369	T8151		08JAN01 168597
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	TEST PAY LABOR RATE	DELIVERY DATE
09:31	14:53	98	FORD ECONOLINE 250		0.00	21DEC00
MILEAGE IN	MILEAGE OUT	LICENSE NO.				
175994	175994					

A CUST STATES THAT ONE OF THE SPARK PLUGS ON THE PASS SIDE MIDDLE BLEW OUT OF THE HEAD. A85 REPLACE RT HEAD, REPL INTAKE GSKTS

1 XC2Z*6049*EA HEAD 1170.00 1170.00

ASY-CYLINDER COMPLETE 625.63 625.63 625.63

1 R7UZ*60S1*AB GASKET-CYLINDER HEAD 44.43 44.43 44.43

1 F75Z*6020*AA GASKET-FRONT COVER-CH 2.71 2.71 2.71

1 F75Z*6020*BA GASKET-FRONT COVER-CTR 3.89 3.89 3.89

1 F75Z*6020*CA GASKET-FRONT COVER-RE 2.71 2.71 2.71

1 XC2Z*9439*EA GASKET INT MFLD TO CYL HEAD 8.09 8.09 8.09

1 AWSF*22E* SPARK PLUG 2.84 2.84 2.84

FL*820*S FILTER 6.89 6.89 6.89

7 NPN-1 5W,30FORD 1.70 1.70 11.90

VC*4*A ANTIFREEZE

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

I hereby authorize the repair work herein set forth to be done along with the necessary materials and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of making engine inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. Except for body shop repair parts and except for exchanged or warranty parts that shall only be presented to the customer for examination and not returned, the customer is entitled to the return of the replaced parts if the customer so requests at the time of delivering to or authorizing the repairs.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

We sincerely thank you for choosing Western Slope Auto for all your vehicle maintenance and repairs. Please contact Richard Starr, our service manager if any problem arises with the work performed. Our goal is total customer satisfaction!

OK O'Regan

Misc. Charges: A token charge equivalent to 10% of the labor charge is included for supplies used on your vehicle. Maximum charge is \$25.00. Applicable supply items include: nuts, bolts, washers, tops, batteries, wipers, fags, fuel system cleaners, towels, battery fluid, hose, seals, engine handling.

CUSTOMER COPY


WESTERN SLOPE

 2264 Hwy 8 & 50 West
 Grand Junction, Colorado 81505-8410
 (970) 243-0843

TOYOTA
 GENUINE PARTS

SERVICE ADVISOR JUSTIN HAWS 4444

DATE RECD	DATE READY	STOCK NO	VEHICLE IDENTIFICATION	CUST NO	TAX NO	P.O. NO	BY
21DEC00	08JAN01			98369	T8151		08JAN01 188597
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO	DOE PAY LABOR RATE	REPAIR DATE	WARRANTY BY
09:31	14:53	98	FORD ECONOLINE 250	800-382-0709	3.00	21DEC00	150 192
MILEAGE IN	MILEAGE OUT	ACCESSION					
175994	175994						

RADIATOR, 205 L	7.95	7.95	7.95
1 F7T2*9439*AC GASKET			
INT MFLD TO CYL HEAD	13.86	13.86	13.86
2 VC*4*A ANTIFREEZE			
RADIATOR, 205 L	4.95	4.95	9.90
1 F5A2*6700*A SEAL			
CRANKSHAFT FRONT	7.30	7.30	7.30
12 F6A2*6068*BA			
CYLINDER HEAD BOLT	5.61	5.61	67.32
6 *N811313*E431 STUD			
MCX19+MSX21.7 HEX POINT	1.82	1.82	10.92
6 *W701706*S2 NUT M8			
HEX FLNG P/T MTL	0.61	0.61	3.66
1 F7T2*9439*AC GASKET			
INT MFLD TO CYL HEAD	13.86	13.86	13.86
1 L22*12029*AA COIL &			
BOOT ASY-IGNITION	94.33	94.33	94.33
VEHICLE ABOUT OUT OF GAS CANT REPLACE VALVE			
COVER GSKT WITHOUT BUYING NE W VALVE COVERS			
CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER			10.00

** PRE-INVOICE **

DESCRIPTION	TOTALS
LABOR AMOUNT	1170.00
PARTS AMOUNT	958.19
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	10.00
TOTAL CHARGES	2118.19
LESS INSURANCE	0.00
SALES TAX	72.71
PLEASE PAY THIS AMOUNT	2190.90

I hereby authorize the repair work herein set forth to be done along with the necessary materials and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express merchant's lien is hereby acknowledged on above vehicle to secure the amount of repairs charged. Except for body shop repair parts and except for exchanged or warranty parts that shall only be presented to the customer for examination and not returned, the customer is entitled to the return of the replaced parts if the customer so requests at the time of completing or authorizing the repair. I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

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Misc. Charges: A token charge equivalent to 10% of the labor charge is included for supplies used on your vehicle. Maximum charge is \$25.00. Applicable supply items include fluids, tools, materials, tape, electrical, vehicle tags, etc. (not included). Charge for body shop work is \$10.00 per hour. Handling.

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

909-386-0250

To: Silver CREST	From: Jon Pearce
RE: Attn 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 REPAIR 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