



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 197

Date Received

07-MAR-2001

Od. or

rt_dt

pd_rt

rp_lr

Reference No.

882377

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>(Location at bottom of and/or above driver's side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading		
1FALP5247SG323757	FORD	TAURUS	1995			
Purchase Date <input type="checkbox"/> New <input checked="" type="checkbox"/> Used	Dealer's Name _____ City _____ State _____ Zip Code _____		Engine Size (CID/CC/L) _____ No. Cylinders _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injectio		
Transmission Type <input type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Bel <input type="checkbox"/> Passengerside Airbag	Cruise Control <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Sport Util <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other _____	Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 12110000	Part Name(s) INTERIOR SYSTEMS:PASSIVE RESTRAINT:AIR BAG	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part's <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No. of Failure 0	Date(s) of Failure(s) 11-SEP-2000 86000 Mileage at Failure(s) _____ 0	Failed Part(s) <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously <input type="checkbox"/> Yes <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Fatalities 0	Estimated Property Damag	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

CONSUMER STATED TAHT BEFORE BUYING VEHICLE NOTICED THAT AIR BAG LIGHT WAS COMING ON.
AFTER BUYING VEHICLE DEALER REFUSED TO FIX IT.*AK

CONFIDENTIAL - NHTSA USE ONLY

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.

<p style="text-align: center;">DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline</p>	<p style="text-align: center;">FOR AGENCY USE ONLY 197</p> <table border="1" style="width:100%; border-collapse: collapse;"> <tr> <td style="width:50%;">Date Received 07-MAR-2001</td> <td style="width:50%;">Odometer od_od od_rt od_ltr</td> </tr> <tr> <td colspan="2">Reference No. 882377</td> </tr> </table>	Date Received 07-MAR-2001	Odometer od_od od_rt od_ltr	Reference No. 882377	
Date Received 07-MAR-2001	Odometer od_od od_rt od_ltr				
Reference No. 882377					

OWNER INFORMATION (Type or Print)	Work Number
678859	Home Number
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.	
Signature of Owner _____ Date 3/25/01	

Vehicle Ident. No. (VIN) 1FALP52475G323757	Vehicle Make FORD	Vehicle Model TAURUS	Vehicle Year 1995	Current Odometer Reading 87,000		
Purchase Date 9-11-00	Dealer's Name World Famous Autos		Engine Size (CID/CC/L) 3.8L	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input checked="" type="checkbox"/> Gas <input checked="" type="checkbox"/> Fuel Injection		
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	City Medford	State OR	Zip Code 97501	No Cylinders 6		
Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input checked="" type="checkbox"/> Drivers Airbag <input type="checkbox"/> 2-Point Belt <input checked="" type="checkbox"/> Passengerside Airbag	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Drive Train <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input checked="" type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Min van <input type="checkbox"/> Other	Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input checked="" type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other

FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 12110000	Part Name(s) INTERIOR SYSTEMS:PASSIVE RESTRAINT:AIR BAG	Location <input checked="" type="checkbox"/> Left <input checked="" type="checkbox"/> Front <input checked="" type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No of Failures 1	Date(s) of Failure(s) 1-SEP-2000	Mileage at Failure(s) 76000	Vehicle Speed at Failure(s) 0
Failed Part(s) Available? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		NHTSA Previously Contacted? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

CONSUMER STATED THAT BEFORE BUYING VEHICLE NOTICED THAT AIR BAG LIGHT WAS COMING ON. AFTER BUYING VEHICLE DEALER REFUSED TO FIX IT. *AK

dealership promised to fix all problems, noticed while test driving the vehicle, agreed to purchase vehicle. Please see attached documents.

For full details, we are not seem to be getting anywhere with anyone to help us.

 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 197	
	Date Received 07-MAR-2001		Od. or rt. dt. _____ od. rt. _____ up. ltr. _____
OWNER INFORMATION (Type or Print)		Reference No. 862383	
[Redacted] 678859		Work Number [Redacted] Home Number _____	

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: [Redacted] Date: 3/25/01

VEHICLE INFORMATION					
Vehicle Ident. No. (VIN) <small>(Located at bottom of windshield on driver's side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading	
1FALP5247SG323757	FORD	TAURUS	1995	87000	
Purchase Date 9-11-00	Dealer's Name World Famous Autos		Engine Size (CID/CC/L) 3.8	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input checked="" type="checkbox"/> Gas <input checked="" type="checkbox"/> Fuel Injection	
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	City Medford	State OR	Zip Code 97501	No. Cylinders 6	
Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Anti-lock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input checked="" type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt <input checked="" type="checkbox"/> Passengerside Airbag	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Drive Train <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input checked="" type="checkbox"/> Car <input type="checkbox"/> Sport Ult <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other _____
Body Style <input type="checkbox"/> 2-Door <input checked="" type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____					

FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 13730000	Part Name(s) STRUCTURE:HOOD ASSEMBLY:LATCHES	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No. of Failures 1	Date(s) of Failure(s) 11-SEP-2000 Mileage at Failure(s) 7500 Vehicle Speed at Failure(s) 0	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

APPLICATION INCIDENT INFORMATION					
<small>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)</small>					
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHILE DRIVING ABOUT ANY SPEED HOOD WILL OPEN, HOOD LATCH IS NOT WORKING, NOT SECURING HOOD ANY MORE.*AK. The dealership made a promise to fix all problems before we agreed to purchase vehicle.

Please see attached enclosures for full details

CONTINUE ON BACK IF NEEDED

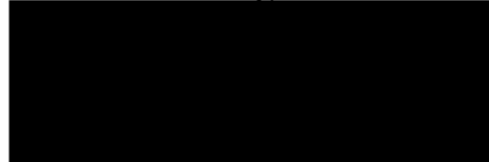
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether 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.

April 30, 2001

World Famous:

This letter is to inform you that we have decided to go to Arbitration with your company. The Arbitrator that we have decided on is Mr. Grant. Unfortunately it has come to this situation but we feel your company has not treated us fairly or honestly.

Sincerely,



cc Attorney General
ODOTS
NH ~~TS~~

U.S. Postal Service
CERTIFIED MAIL RECEIPT
 (Domestic Mail Only: No Insurance Coverage Provided)

7000 0520 0022 4226 1230

Postage	\$ 97
Certified Fee	1.90
Return Receipt Fee (Endorsement Required)	1.50
Restricted Delivery Fee (Endorsement Required)	
Total Postage & Fees	\$3.37

Postmark
 Here

Recipient's Name (Please Print Clearly) (To be completed by addressee)
 World Famous Autos
 Street, Apt. No. or PO Box No.
 502 S. Riverside
 City, State, ZIP+4
 Medford OR 97501

PS Form 3800, February 2000 See Reverse for Instructions

SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

World Famous Autos
 ATTN: OWNER,
 502 S Riverside
 Medford OR
 97522-0061

COMPLETE THIS SECTION ON DELIVERY

A. Received by (Please Print Clearly) B. Date of Delivery
 Michael DeWald 3/1

C. Signature Agent
 Michael DeWald Addressee

D. Is delivery address different from item 1? Yes
 If YES, enter delivery address below: No

3. Service Type
 Certified Mail Express Mail
 Registered Return Receipt for Merchandise
 Insured Mail C.O.D.

4. Restricted Delivery? (Extra Fee) Yes

2. Article Number (Copy from service label)
 7000 0520 0022 4226 1230

February 28, 2003

World Famous Auto Dealership

We are corresponding with you by certified letter in regards to the 1995 Ford Taurus that your dealership had sold us. We have tried to settle this problem with your company many previous times, with no answers nor accomplishment of fixing the Ford Taurus like you promised at the time purchase. You will find enclosed copies of the information that will be sent to the Attorney General, Consumer Product Safety Division, Better Business Bureau, Oregon Department of Transportation and Safety, NHTSA, and our private attorney, along with this a copy of this letter if you do not respond to us with our requests being met within seven (7) days from this date. 2-28-03

When your dealership sold us this 1995 Ford Taurus GL, there were at least two, possibly more, State Standards violated according to the above agencies. When we test drove this vehicle we noticed many different things that needed to be fixed. There was a promise to fix these with the mechanic coupon that we received from your manager Woody. This coupon did not fix any of the actual problems it just had the rotors turned and the disks sanded on the brakes, when "Woody" sent us to Ed's Tire Factory. These problems that were never fixed are as follows: Air Bag equipment malfunctioned due to that the Module Sensor is defective, the brakes needed to have the master cylinder replaced so they would be safe along with the callipers drilled, the motor mount is broken so shifting, starting, stopping, or any other movement in the car would lift the engine in an upward motion the front marker light on the drivers side needed to be replaced, the security system needed to be reset, the hood latch was broken and wouldn't stay latched driving down the road, front end alignment, and other misc. items that needed to be fixed or replaced. Please read the following and see enclosures

Authority to Establish Standards

815.003 State vehicle equipment standards

Prohibing Unlawful Equipment

815.075 Safety equipment that violates rules, exemptions, penalties

As you can see on the enclosures, there are penalties and also fines by some of the above named agencies. What your dealership did was not only illegal but it was also fraudulent. We would like to think that your best interest at this time would be to handle this yourselves and justify what is rightfully due to us without any further subdued problems. It would save yourself and your dealership a lot of grief and money in the long run.

We want all costs to be reimbursed that we have had since the time of purchase of the Ford Taurus. This would be of course, without any detrimental affects now or later, such as financial dues, negative credit reporting, or any other unforeseen actions against us. We will be free of all signed contract material or any or pending legal matters concerning the purchase of this vehicle, after you reimburse us in full that is. At that time you will then receive the automobile back to your possession for whatever you see fit to do with it.

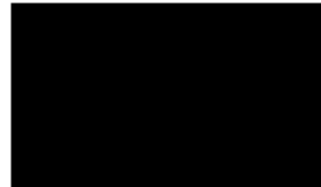
The following is a list of all expenses paid out by us or money that is involved with the trade in cost involving the vehicle, repairs made to the 1995 Ford Taurus by us, mechanic costs, materials and parts costs, etc. Insurance upgrade costs demanded by your dealership, time loss of work for vehicle matters concerning repairs, or appointments necessary to resolve vehicle problems, and any other misc. items pertaining to this vehicle and costs involved with this vehicle, also see enclosures for cost list.

1. Monthly payments paid or that will be paid to your dealership for this vehicle, at \$188.00 per monthly payment and any other additional costs that we may have paid or will pay.

2. Trade in value of 1986 Honda, (actual selling price of the 1986 Honda Accord Lx by your dealership).
3. Mechanic costs for time and labor, costs for replacement parts for the 1995 Ford Taurus GL.
4. Time loss from work for both Jerry and Justeen for vehicle appointments, mechanical repairs, and other misc. matters concerning this vehicle and getting this situation resolved .
5. Insurance up-grade demanded by your dealership at the time of purchase of the 1995 Ford Taurus GL.
6. Any other misc. items or money that is not mentioned above that we have incurred for or about the 1995 Ford Taurus GL.

Once again, the obligation to take care of this matter is your responsibility. We hope you will take interest on your own behalf. If we do not hear from your company within seven (7) days from today, 2-28-01, with all requests made in full, we will assume that you and your dealership will not be fulfilling our requests and we will pursue further action with the previously named agencies, and will obtain our requests with all legal costs paid by you and your dealership.

Sincerely,



ENCLOSURES

ccAttorney General
Consumer Product Safety
Better Business Bureau
ODOTS
NHTSA
Private Attorney

PROVIDING UNLAWFUL EQUIPMENT

815.075 Selling vehicles or equipment that violates rules; exemptions; penalty. (1) A person commits the offense of selling vehicles or equipment that violates state equipment administrative rules if the person sells or offers for sale any vehicle or sells or offers for sale for use upon a vehicle or uses on any vehicle any equipment if the vehicle or equipment:

(a) Does not conform to standards established by the Department of Transportation by rule under ORS 815.030; and

(b) Does not bear thereon proof of certification that it complies with the applicable standards.

(2) Proof of certification required under this section may be made in any manner provided under ORS 815.030.

(3) This section is subject to the following exemptions in addition to any exemptions under ORS 801.026:

(a) Vehicles of special interest that are registered under ORS 805.020 are deemed to comply with this section if:

(A) The vehicles are equipped with original manufacturer's equipment and accessories, or their equivalent, and are maintained in safe operating order; or

(B) The vehicles are street rods that conform to ORS 815.107.

(b) Road machinery, road rollers, implements of husbandry, farm trailers and farm tractors are not subject to this section.

(c) Antique vehicles are not subject to this section if the vehicles are maintained as collectors' items and used for exhibitions, parades, club activities and similar uses, but not used primarily for the transportation of persons or property.

(4) The offense described under this section, selling vehicles or equipment that violates state equipment administrative rules, is a Class D traffic violation. [1983 c.338 s.450; 1985 c.16 s.237; 1989 c.402 s.6; 1995 c.79 s.375; 1995 c.383 s.23; 1997 c.402 s.6]

AUTHORITY TO ESTABLISH STANDARDS

815.030 State vehicle equipment standards. (1) The Department of Transportation may adopt and enforce minimum standards for vehicle performance or vehicle equipment performance consistent with this section.

(2) Rules adopted by the department under this section shall be consistent with any vehicle standards established under federal regulations.

(3) As federal regulations concerning vehicle equipment are subsequently amended or repealed the department may consider subsequent federal vehicle safety standards and adopt standards with respect to any vehicle or item of vehicle equipment applicable to the same aspect of performance of such vehicle or item of equipment if the department determines that the subsequent federal standards are practicable, provide an objective standard and meet the need for vehicle safety.

(4) Standards adopted by the department under this section supersede any equipment provision of the vehicle code applicable to the same aspect of performance that conflicts with a specific provision of a standard adopted by the department under this section with respect to compliance with safety standards in effect at the time of sale.

(5) The department shall continue to carry out the approval of equipment as required under other sections of the vehicle code if there is no standard under this section. This subsection applies to, but is not limited to, approval of equipment on new vehicles first sold in Oregon.

(6) Proof of certification of equipment under this section may be in the form of a symbol or designation prescribed in federal standards or if there is no federal symbol or designation, by a symbol or designation acceptable to the department.

(7) Compliance with any requirements for equipment under this section is subject to ORS 815.010.

(8) Prohibitions and penalties relating to the standards established under this section are provided under ORS 815.075 and 815.100. [1983 c.338 s.439; 1985 c.188 s.1]

1995 FORD TAURUS GL
 COST LIST BROKEN DOWN BY
SPECIFICS

1. Monthly payments made to World Famous Autos for 1995 Ford Taurus GL

October 2000.....	\$188.36
November 2000.....	\$188.36
December 2000.....	\$188.36
January 2001.....	\$188.36
February 2001.....	\$188.36
<u>TOTAL MONTHLY PAYMENTS</u>	<u>\$941.80</u>

2. 1986 Honda Accord LX Actual selling price from World Famous Autos
 (not the trade in price that WFA gave us but what they had on the Honda
 Accord to sell it at on their lot)

TOTAL FOR Section #2 \$1,000

3. Mechanic Costs for time labor and replacement parts for the 1995 Ford Taurus GL

- A. 9/15/00 Action Auto Parts LT MARKER NEXT TO HL. \$25.00
- B. 9/20/00 Eds Tire Factory Front wheel disc brake package autospecialty \$89.00
 Rear disc brake package autospecialty \$129.00
 (Ed's said that I needed bushings replaced before a front end alignment)
Used Tire \$25.00
- C. 10/04/00 Napa Auto Parts Lamp part #3136 \$2.29
- D. 10/06/00 Butte Falls Service Station flat repair \$6.75
- E. 10/07/00 Napa Auto Parts Bushing part #2749158 \$8.59 X 2 = \$17.18
- F. 10/14/00 Butte Falls Service Station Full Service Lub & Oil \$25.95
- G. 10/15/00 Jim Dyke Mechanic Replaced Bushings \$160.00
- H. Eds Tire Factory Used Tire \$25.00
 they also tried to fix brakes again by sanding the rear pads and lube slides
 said that it needs upper struts drilled (callipers - its of f .06 front and .07 back)
 before they can actually get the car properly aligned)
- I. 10/27/00 Napa Auto Parts Bushings part #267-3426 \$4.99 X 2 = \$9.98
- J. 10/30/00 Napa Auto Parts Antifreeze \$6.50 & 10-40 oil \$1.65
- K. 12/29/00 Big O tires --Coupon Oil and Lube \$2.50
- L. Ed's Tire Factory Camphered Front brakes and sanded pads swirled rotors
 and lubed sides front and rear trying to fix the brakes again \$ Nocharge
 just time off work for us both
- M. Master Automotive Estimate computer scan of 1995 Ford Taurus,

TOTAL FOR SECTION #3 \$525.80

4. Time loss from work for Jerry Dempsey two (2) days of work at 10 hours a day
 Union Laborers Wages \$21.70 per hour 20 hrs. x 21.70 = \$435.20

Time loss from work for Justeen L. Parker (2) days of work at 7 hours a day

wage per hour \$7.15 x 14 hours = \$100.10

TOTAL FOR SECTION #4 \$535.30

5. Insurance upgrade required by World Famous Autos, 5 months at \$20.00
per month extra 5 x \$20.00 = \$100.00

TOTAL FOR SECTION #5 \$100.00

6. Any other misc. bills debts that have or will have occurred for the 1995 Ford Taurus
that is not listed above .

GRAND TOTAL AT THIS TIME FOR ALL SECTIONS ABOVE

\$3,102.90

March 08, 2008

World Famous Autos:

This certified letter is intended to let you know that we have contacted the following Agency's as we mentioned in the previous letter that we sent to you certified on 2/28/01, stating that this would be our procedure if we had not heard from your company within seven (7) days from that date. Since we have not been contacted by your company, we figured that you do not plan on solving this issue in your best interest. These are the Agency's that have been contacted and complaints have been made against your company for illegal and fraudulent sales practices:

1. Attorney General
2. Better Business Bureau
3. ODOTS
4. NHTSA
5. NIC
6. Private Attorney

Sincerely,



cc: Attorney General
Better Business Bureau
ODOTS
NHTSA
NTC



PARKWAY ENTERPRISES, INC.
OBA/

Action

ALTO PARTS & Recyclers
984 E. Vilas • Central Point, OR 97502
(541) 772-3244 • Toll Free 1-800-443-0513

BUYER READ: Inspect Merchandise carefully. Sellers guarantee is limited to providing the correct as ordered and in working condition at time of sale. If the part is correct as ordered and works prior the guarantee is over. If not, at our discretion, we will repair, replace, or refund the purchase price. NO returns accepted on parts that have been altered, dismantled, or reassembled without our authorization to do so. No returns accepted on special ordered parts. No returns accepted on 1 cuts. 20% restocking charge on all other ACCEPTED returns. Seller makes no other promises, guarantee or warranty. SELLER IS NOT RESPONSIBLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING BUT NOT LIMITED TO LABOR, INSTALLATION, REMOVAL, OR USE OF MERCHANDISE. All returns MUST be within 7 days from date of purchase and MUST include invoice.

02070981 9/15/00 1:28 PM

PAYMENT TERMS: FINANCE CHARGE IS 1 1/2% PER MONTH ON UNPAID BALANCE AFTER 30 DAYS. ANNUAL PERCENT RATE IS 18%. PURCHASER AGREES TO PAY ALL COST OF COLLECTIONS INCLUDING REASONABLE ATTORNEY FEE.

***** CASH *****
***** SALE *****

SALESMAN	TYPE OF SALE	TAX CODE	SHIP VIA	Page
RCE-2	CASH COUNTER SALE			2

QTY	UNIT PRICE	EXTENSION
1	25.00	25.00
<p>116 SN-FRONT LAMP L MARKER NEXT TO HL</p> <p>Stk#P0</p>		
<p>Thank you.</p> <p>Charge .00 Card 0 .00 Subtotal 25.00</p> <p>Cash 25.00 Other .00</p> <p>Check .00 Change .00 Taxable .00</p> <p>Parts 25.00</p>		25.00

*Buyer Parts & Recycle The Rest
That's All We Do*

RECEIVED BY

All Claims MUST Include This Invoice.



2390 N. PACIFIC HIGHWAY • MEDFORD, OREGON 97501-1672
 PHONE (541) 779-3421 FAX (541) 779-1306
 LOOK FOR THE ORANGE AND WHITE STRIPES

CUSTOMER NUMBER	REFERENCE NUMBER
0694	00325818
ORDER DATE	INVOICE DATE
	09/20/00

WORLD FAMOUS AUTOS
 702 SOUTH RIVERSIDE

MEDFORD, OREGON 97501

HOME

WORK

EXT.

VEHICLE DESCRIPTION	YR.	LICENSE	MILEAGE
FORD TAURUS	95	PARKER, J	77711
REFERENCE	TERMS	WRITTEN	
		TW	

EMPLOYEE	QTY	PART NUMBER	DESCRIPTION	UNIT PRICE	EXCISE TAX	EXTENSION
1007	1	HDP	FRONT WHEEL DRIVE DISC PACKAGE			
2007	0	GL2	FRONT HEAVY DUTY BRAKE PADS			
2007	0	GL2	RESURFACE FRONT ROTORS/DISC			
2007	0	GL2	ADD NEW BRAKE FLUID AS NEEDED			
2007	0	GL2	ADJUST REAR BRAKES & E BRAKE			
2007	0	GL2	(AUTOSPECIALTY)			
2007	1	USE1	USED TIRE			
			REAR DISC BRAKES INCL...			
2007	1	FOP	REAR HEAVY DUTY BRAKE PADS			
2007	0	GL2	RESURFACE ROTOR/DISC			
2007	0	GL2	BLEED SYSTEM & ADD NEW FLUID...			
2007	0	GL2	(AUTOSPECIALTY)			
**** ED'S TIRE FACTORY **** *** SERVING YOU SINCE 1966 *** WE OWE : 091900 PER WOODY						
1017	0	GL1				



SUBTOTAL 243

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ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS INVOICE.

DELINQUENT ACCOUNTS WILL BE SUBJECT TO A SERVICE CHARGE OF 1.5% PER MONTH (ANNUAL PERCENTAGE RATE 18%). \$1.00 MINIMUM.

Purchaser acknowledges having received the goods described above and having read and received a copy of Security Agreement on reverse side.

PAY THIS AMOUNT ▶	243
METHOD OF PAYMENT	INVOICE
TENDERED	CHANGE

X

Thank You

CONTROL NO. 2179



ROGUE AUTO PARTS

21226 HWY. 62 P.O. BOX 140
 SHADY COVE, OREGON 97539
 (541) 878-2110

NO RET
 ON ELEC
 PART

A FINANCE CHARGE of 2% per month (ANNUAL PERCENTAGE RATE 24%) made on past due accounts. Purchaser agrees to pay attorney's fee, court costs and all expenses involved in the event legal action is necessary for the collection of this invoice.
 POSITIVELY NO GOODS ACCEPTED FOR CREDIT OR CASH REFUND AFTER 10 DAYS.
 NEVER WITHOUT THE INVOICE.

RECEIVED BY

X

ALL GOODS RETURNED MUST BE ACCOMPANIED BY THIS INVOICE
 "All the right parts in all the right places."

ACCT. NO.	SOLD TO

DATE	INVOICE NO.	STORE NO.	CITY
TIME	PURCHASE ORDER NO.	ATTEN	
INVOICE TYPE			

QTY	PART NUMBER	LINE	DESCRIPTION	PRICE	NET	TOTAL
10		MP		71		
SUB TOTAL	MISC	TAX	TOTAL			

BUTTE FALLS SERVICE STATION

6595 Butte Falls Hwy.
EAGLE POINT, OR 97524
(541) 826-9447 FAX (541) 826-9448

CUSTOMER'S ORDER NO. PHONE DATE

NAME

PAYMENTS

Cash

CASH C.O.D. CHARGE ON ACCT MOSE. RETD. PAID

X

1 Flat Repair

RECEIVED BY

3 *[Signature]* TOT

All claims and returned goods MUST

NEWS To Reorder Call 1-800-225-8300

14UC

326 Broad Street
Butte Falls, OR 97522
(541) 865-7800 FAX (541) 826-9792

1 21516 Oil Filter
5 Napa 10-30 Oil

CUSTOMER'S ORDER NO.	DATE
UNDEWRITTEN # <i>Tom & Leah</i>	10/14/00 MORNING
YEAR, MAKE AND MODEL 95 Ford Taurus	A.M. P.M.
SERIAL NUMBER	ODOMETER 79405.8
FACTOR NUMBER	LICENSE NUMBER Temp.
TECHNICIAN	EXT.

DESCRIPTION OF WORK		AMOUNT
<input checked="" type="checkbox"/> LUBE	<input checked="" type="checkbox"/> CHANGE OIL	
	<input checked="" type="checkbox"/> OIL FILTER	
	<input type="checkbox"/> TUNE-UP	
	<input checked="" type="checkbox"/> TRANS.	
	<input checked="" type="checkbox"/> DIFF.	
Full Service		25.95

TOTAL PARTS		TOTAL LABOR	25.95
ACCESSORIES		TOTAL PARTS	
LITERS/GALS. OF GAS @		ACCESSORIES	
LITERS/GALS. OF OIL @		GAS, OIL AND GREASE	
kg./LBS. OF GREASE @		SMILET REPAIRS	
I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate above vehicle for purpose of testing, inspection, or delivery at my risk. An express mechanic lien is acknowledged on above vehicle to secure the amount of repair thereto. It is also understood that you will not be held responsible for loss or damage to cars or vehicles left in cars in case of fire, theft or any other cause beyond your control.		EPA/WASTE DISPOSAL	
SIGNATURE		TAX	
TOTAL ACCESSORIES		TOTAL	25.95
		THANK YOU	

Date 10-15-19 2000 564

Butte Falls Metropolitan
Restoration Base no. 5
15471 Butte Falls Hwy
Butte Falls, OR 97103
RENT MUST BE PAID IN ADVANCE

Received From [REDACTED]

ONE HUNDRED SIXTY & 14/100 Dollars \$160.

For Automotive Repair & Labor FOND

THURYS - 8

HOW PAID	
CASH	160
CHECK	
MONEY ORDER	

By [REDACTED]

Name



Address

Telephone

Vehicle (VIN#)

License

N/A

Technician

TONY M

Mileage

79359

Time Printed

10/18/00 12:51 PM

Front Suspension - 1997 Chevy Cavalier

Left Front

Actual	Before	Specified Range	
-1.2**	0.2**	-1.1°	0.1°
3.7°	3.7°	2.8°	4.0°
-0.08°	0.61**	-0.23°	0.15°
.....
.....
.....

Right Front

Actual	Before	Specified Range	
-1.9**	-1.9**	-1.1°	0.1°
2.1°	2.1°	0.3°	4.0°
0.18°	0.48**	-0.23°	0.15°
.....
.....
.....

Caster
 Caster
 Toe
 Included Angle
 Turning Angle 14.5%

Front

Cross Camber
 Cross Caster
 Total Toe

Actual	Before	Specified Range	
0.6°	0.0°	-0.7°	0.7°
-0.2°	-0.2°	-0.9°	0.2°
-0.18°	1.10**	-0.45°	0.30°

Left Rear

Actual	Before	Specified Range	
-1.5°	-1.5°	-1.6°	-0.2°
0.16°	0.16°	-0.07°	0.19°

Right Rear

Actual	Before	Specified Range	
-1.4°	-1.4°	-1.6°	-0.2°
-0.07**	-0.10**	-0.07°	0.19°

Rear

Total Toe
 Thrust Angle

Actual	Before	Specified Range	
0.00°	0.06°	-0.13°	0.37°
0.12°	0.12°

BIG O TIRES.

3101 W. FIREL MEDICAL DR
 STEWART, MO.
 MEDICAL, P. 10001

NAME/ADDRESS		ACCOUNT NO. 1) 776-5202	H-PHONE (541)	REFERENCE NO. IN00051265
[REDACTED]		P.O. NO. 8653429	W-PHONE (541)	DATE/TIME 12/29/00 3:50
45 EORD TRAIL, MARION		RESALE NO.	VIN NO.	WO-ES NO. W000046390
SAVE PARTS Y N		LICENSE NO. XXXYZ68	TAG NO.	BAR NO.
ALL PARTS NEW UNLESS OTHERWISE SPECIFIED.		PROMISED DATE/TIME	MILEAGE 083167	WRITTEN BY BK

ESTIMATE	AMOUNT	DATE	TIME	EMPLOYEE	PHONE	CUSTOMER	REASON FOR REVISED ESTIMATE
ORIGINAL							
REVISED 1							
REVISED 2							

I acknowledge notice and oral approval of an increase in the original estimate price

X

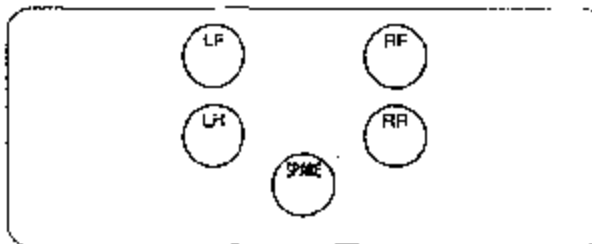
PARTS & OTHERS

LABOR

QTY.	PART NO.	DESCRIPTION	EACH	EXTENSION	QTY.	DESCRIPTION	EXTENSION
1		ENGINE OIL/FILTER				CONCLUDES UP TO 5 QUARTS	
1		WATER WASHING OIL					
1		WASH OIL 5 QUARTS	1.50		1.00	CHECK CHARGES	
1		FILTER				WASH FULL FLUID LEVELS	
						CHECK BELTS AND HOSES	
						WIPER BLADES	
						FREE TIRE ROTATION	
					1.00	OIL DISPOSAL FEE	
					1.00	TIRE ROTATION	
					2.00	WHEEL BALANCE LABOR	

VEHICLE

I GRANT BIG O TIRES, PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED FOR THE PURPOSE OF TESTING, INSPECTING, INCLUDING REMOVAL OF WHEELS AND DRUMS FOR THE PURPOSE OF INSPECTING THE BRAKES, SERVICING, OR DELIVERY. I RELEASE BIG O TIRES FROM RESPONSIBILITY FOR LOSS OR DAMAGE TO VEHICLE OR CONTENTS THEREIN, IN CASE OF FIRE, THEFT OR OTHER CAUSE BEYOND BIG O TIRES CONTROL. I AUTHORIZE THE REPAIR AND SERVICE WORK LISTED ON THIS INVOICE TO BE PERFORMED FOR THE AMOUNT SHOWN.



TOTALS

PARTS	21.50
LABOR	4.00
OTHER	
SUBJECT	21.50
SUBTOTAL	21.50
TAX	0.00
TOTAL	21.50

SIGNATURE:	CASH AMOUNT	CHECK AMOUNT	CHECK NO.	C.C. AMOUNT	C.C. TYPE	C.C. APPROVAL TYPE	ON ACCOUNT	THANK YOU!
------------	-------------	--------------	-----------	-------------	-----------	--------------------	------------	------------



2390 N. PACIFIC HIGHWAY • MEDFORD, OREGON 97501-1672
 PHONE (541) 779-3421 FAX (541) 779 1305
 LOOK FOR THE ORANGE AND WHITE STRIPES

CUSTOMER NUMBER	REFERE NUMB
ORDER DATE	INVOICE

029640388 17072

VEHICLE DESCRIPTION	YR.	LICENSE	MIL
REFERENCE	TERMS	WRITE	

HOME:

WORK:

EXT.

EMPLOYEE	QTY.	PART NUMBER	DESCRIPTION	UNIT PRICE	EXCISE TAX	EXTEN



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PAY THIS AMOUNT ▶	
METHOD OF PAYMENT	
TENDERED	CHANGE

X

Thank Y

ADDITIONAL AUTHORIZATION	TIME PHONE	EXT.	CUSTOMER INITIALS	AMOUNT
--------------------------	------------	------	-------------------	--------

MASTER AUTOMOTIVE

14 West Jackson St
 Medford, OR 97501
 541-773-2936

NAME / ADDRESS
Justine Parker P.O. Box 61 Butte Falls Or. 97522

			PROJECT
DESCRIPTION	QTY	COST	TOTAL
Replace Master Cylinder and bleed system	1	50.00	50.00
Bendix New Master Cylinder	1	322.65	322.65
R&R Radiator for repairs	1.3	50.00	65.00
Sublet Radiator repairs 55.00 to 189.00		0.00	
Replace Serpentine Belt	0.9	50.00	45.00
Gates Serpentine Belt	1	34.99	34.99
Replace Front Motor Mount	1.5	50.00	75.00
Anchor Motor Mount	1	138.65	138.65
Replace SRS Diagnostic Module	1	50.00	50.00
Diagnostic Module New	1	215.00	215.00
Diagnostic Module Used	1	100.00	100.00
Replace Timing Cover Gasket	4.9	50.00	245.00
Felpro Timing Cover Gaskets	1	21.56	21.56
Thank you for your business.		TOTAL	\$1,362.85

March 08, 2000

World Famous Autos.

This certified letter is intended to let you know that we have contacted the following Agency's as we mentioned in the previous letter that we sent to you certified on 2/28/01, stating that this would be our procedure if we had not heard from your company within seven (7) days from that date. Since we have not been contacted by your company, we figured that you do not plan on solving this issue in your best interest. These are the Agency's that have been contacted and complaints have been made against your company for illegal and fraudulant sales practices:

1. Attorney General
2. Better Business Bureau
3. ODOTS
4. NHTSA
5. NTC
6. Private Attorney

Sincerely,



cc: Attorney General
Better Business Bureau
ODOTS
NHTSA
NTC



Online Complaint Form

Consumer Information:

Required fields are marked with an *

Title • [Redacted]

First Name * J [Redacted]

Last Name * D [Redacted]

Address * P [Redacted]

City * B [Redacted]

State/Province * O [Redacted]

Zip Code * [Redacted] For U.S. zip codes, enter five digits only -- do not use Zip +4.

Country * • United States Canada
Other: please enter country name

Phone # (day) [Redacted] Extension

Phone # (eve.) [Redacted]

Fax Number

EMAIL steenparl@yahoo.com

Complaint to be Filed Against This Company:

Please provide as much information as possible about the company.
If the complaint is regarding a company located outside Oregon or Western Washington, please click [here](#) to file with our National office.

Company Name * World Famous Autos

Address * 502 S. Riverside

City * Medford

State/Province Oregon

Zip Code * 97501 For U.S. zip codes, enter five digits only -- do not use Zip +4.

Phone Number (541) 773-3136 Ext.

Fax Number (541) 772-1918

WWW address

March 8, 2001

Attorney General

Enclosed you will find all the correspondence that we have sent to World Famous Autos with receipts and other information that we have sent them in regards to our requests. They have evidently decided that it was not in their best interest to return any correspondence to us to settle the safety issues on the 1995 Ford Taurus Gl. This purchase was made with their "Mechanic Coupon" agreement of fixing the Air Bag, Brakes, Hood Latch, Marker Light, Tires, Security system re-set. (there is a beeping noise at one minute intervals), and other misc. items including a front end alignment, (that will not stay in alignment due the fact that the motor mount is broke) on September 11, 2000.

When we spoke with you previously you sent to us a complaint sheet, which you will find enclosed also, and suggested that we contact World Famous Autos to try to straighten out this dispute ourselves. We have done this and now we are in need of your help and support. As you will read in our letter to World Famous Autos, we only requested what we feel was due to us financially. They have not co-operated with us the entire time we have dealt with them so we feel it would be in our best interest to just get our money back and they can have their automobile in return.

We have also spoke with NHTSA, NTC, Better Business Bureau, Consumer Product and Safety, and ODOT. We have spoke with an attorney but we do not know if we should go farther than a consultation or if we will be able to finalize this situation without putting forth such money in doing so. If we do end up obtaining an attorney we requested in our first letter to World Famous Autos that they would have to pay for those costs along with any other future costs from the time the letter was sent, which was 2/28/01. We will be paying our next car payment that is due March 11th, and our insurance payment for the 1995 Ford Taurus (which we are not even sure that our insurance would cover us if we were ever in an accident due to the non-working safety features, but having to pay the premiums anyways), will be on due March 25th. These payments will need to be added on to the previous cost list included in the first certified letter to World Famous Autos.

Please keep us informed and up to date on our situation. If there is anything that we should be taking care of other than what has already been done, or any other information that we have that may help to resolve all of this, please feel free to contact us. We just would like to go on in our life and not have to worry whether or not our family will be safe in traveling. It is very frustrating after making a commitment to an \$11,000 purchase that is not safe and you live 35 miles to the closest large town where you must grocery shop, work, go to Dr. appointments, dentist appointments or any other normal everyday situations that most families do.

Thank you so much for your time and help in getting this matter resolved.

Sincerely,



Enclosures



OREGON DEPARTMENT OF JUSTICE CONSUMER COMPLAINT FORM

Please Note the Following:

Under Oregon Law, the Attorney General cannot act as your private attorney or give you legal advice. Deadlines may prevent you from starting a lawsuit if you wait too long. Filing this complaint does not change those deadlines or guarantee the results you want. You may wish to contact a private attorney. Please attach copies of important documents. Attach additional detail pages if needed. Your complaint will become public record and could be sent to the person or company about which you are complaining and any other individual or company making a public records request. By checking the box below, you are submitting this information on the condition that it is kept confidential, to the extent allowed by law. Check here for confidentiality. This means we will not contact the business and your file will be closed.

- | | |
|--|---------------------------------------|
| 1. Please use dark ink. Type or print clearly. | 3. Keep your original papers. |
| 2. Return this form with copies of important papers. | 4. Attach any additional explanation. |

First Name _____ Last Name _____

[Redacted Name and Address Area]

Name of Business or person about which you are complaining
World Famous Autos

Mailing/Street Address
302 S. Riverside

City Medford State Oregon Zip 97501

Phone (541) 773-3136

Date of Transaction(s): 9-11-00 to present How much money, if any, do you believe you lost? \$3200.00 so far

From whom have you contacted concerning your complaint? FTB

Attorney NHTSA Business Business Bureau Other mechanics

No Action requested. I just wanted you to know of a questionable practice. Consumer Product Safety

Please see attached letter that was sent to World Famous Auto with no response from them and all receipts from expenditures that we have incurred.



MAIL YOUR COMPLAINT TO:
Oregon Department of Justice
Financial Fraud/Consumer Protection Section
1162 Court St., N.E.
Salem, OR 97301-4096

DETAILS OF COMPLAINT

Please see Attached documents
letters, receipts, and misc. enclosures.

We would like to file a complaint against
World Famous Autos (WFA) for not abiding
by State laws for Auto Safety. We
wrote them a letter, sent it certified,
received a return receipt, and have not
received any response. Please read the
enclosures.

We have also contacted, Better Business
Bureau, Consumer Product Safety, Federal
Trade Commission, & ODOT. Please keep
us advised on any further procedure
or contact that may develop in
this case.