



Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-8393

DC METRO AREA (202) 398-9123

INTERNET: <http://www.nhtsa.dot.gov>

Use a No. 2 pencil or a blue or black ink pen only.

CORRECT MARK:

FOR AGENCY USE ONLY

Date Received 4/17/01	Order _____
Reference No.	File # _____
	Set # _____
	Unit # _____

OWNER INFORMATION (Type or Print)

DAYTIME TELEPHONE NUMBER

VEHICLE INFORMATION

VEHICLE IDENT. NO. (VIM) (Located at bottom of windshield on driver's side) JH4BF2J70Y2510Z88		VEHICLE MAKE HINO	VEHICLE MODEL FE2620	MANUFACTURE DATE 12-19-99	MODEL YEAR 2000	
VEHICLE MANUFACTURER <input type="checkbox"/> BMW <input type="checkbox"/> Ford <input type="checkbox"/> Honda <input type="checkbox"/> Nissan <input type="checkbox"/> Subaru <input type="checkbox"/> Volvo <input checked="" type="checkbox"/> Other HINO <input type="checkbox"/> DaimlerChrysler <input type="checkbox"/> General Motors <input type="checkbox"/> Hyundai <input type="checkbox"/> Saab <input type="checkbox"/> Toyota <input type="checkbox"/> VW FE2620						
PURCHASE DATE 6-28-2000	<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	DEALER'S NAME STAR-TRUCK-CENTER	CITY HOUSTON	STATE TX	ZIP CODE 77026	
ENGINE SIZE (CID/CC/L) 6	FUEL SYSTEM <input checked="" type="checkbox"/> Turbo <input type="checkbox"/> Fuel Injection	FUEL TYPE <input checked="" type="checkbox"/> Diesel <input type="checkbox"/> Gas	TRANSMISSION TYPE <input checked="" type="checkbox"/> Manual <input type="checkbox"/> Automatic	ANTILOCK BRAKES <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	RESTRAINT SYSTEM <input checked="" type="checkbox"/> Drive-side Airbag <input checked="" type="checkbox"/> 2-Point Belt <input type="checkbox"/> Passenger-side Airbag <input type="checkbox"/> Motorbet <input type="checkbox"/> 3-Point Belt	CRUISE CONTROL <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
DRIVETRAIN <input type="checkbox"/> Front <input type="checkbox"/> 4-Wheel <input checked="" type="checkbox"/> Rear	VEHICLE TYPE <input type="checkbox"/> Car <input type="checkbox"/> Minivan <input type="checkbox"/> Truck <input checked="" type="checkbox"/> Other Box-TAIL <input type="checkbox"/> Van <input type="checkbox"/> Sport Utility <input type="checkbox"/> Motorcycle		DOORS <input checked="" type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door	BODY STYLE <input type="checkbox"/> Hatchback <input type="checkbox"/> Sedan <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Stationwagon		

FAILED COMPONENT(S)/PART(S) INFORMATION

COMPONENT <input type="checkbox"/> Child Seat <input type="checkbox"/> Electrical Lights & Alarms <input type="checkbox"/> Engine & Cooling System <input type="checkbox"/> Equipment <input type="checkbox"/> Fuel System, Exhaust <input type="checkbox"/> Heater, Defrost, Ventilation <input type="checkbox"/> Interior <input type="checkbox"/> Parking Brake <input type="checkbox"/> Power Train <input type="checkbox"/> Service Brakes <input type="checkbox"/> Steering <input type="checkbox"/> Structure <input checked="" type="checkbox"/> Suspension FFAILURE <input type="checkbox"/> Visual Systems <input checked="" type="checkbox"/> Other FFH-TURN OVER	NO. OF FAILURES <input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 <input type="checkbox"/> 7 <input type="checkbox"/> 8 <input type="checkbox"/> 9	To report defective or failed tires provide the following: Tire Brand, Tire Name, Tire Size (include all number and letters).		
	INCIDENT DATE	TIRE NAME	COMPLETE TIRE SIZE	
	MILEAGE AT INCIDENT	TIRE BRAND <input type="checkbox"/> BF Goodrich <input type="checkbox"/> Cooper <input type="checkbox"/> Firestone <input type="checkbox"/> Goodyear <input type="checkbox"/> Kelly Springfield <input type="checkbox"/> Michelin <input type="checkbox"/> Yokohama <input type="checkbox"/> Other		
	VEHICLE SPEED AT INCIDENT	FAILED PART(S) <input type="checkbox"/> Original <input type="checkbox"/> Replacement		
HANDICAPPED ADAPTIVE <input type="checkbox"/> Yes <input type="checkbox"/> No	FAILED PART(S) AVAILABLE? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA PREVIOUSLY CONTACTED? <input type="checkbox"/> Yes <input type="checkbox"/> No		

APPLICABLE INCIDENT INFORMATION

Please describe in detail the incident(s), failure(s), crash(es), and injuries on the back of this form.	CRASH <input type="checkbox"/> Yes <input type="checkbox"/> No	NUMBER OF PERSONS INJURED <input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 <input type="checkbox"/> 7 <input type="checkbox"/> 8 <input type="checkbox"/> 9	CAUSE OF INCIDENT <input type="checkbox"/> Weak/Controlled/Brst <input type="checkbox"/> Weak/Poor Fit/Loose <input type="checkbox"/> Cut/Torn <input type="checkbox"/> Disconnect/Fell OF <input type="checkbox"/> Fratric/Poor Performance <input type="checkbox"/> Excessive Effort <input type="checkbox"/> Nasty <input type="checkbox"/> Leaks <input type="checkbox"/> Short <input type="checkbox"/> Locks/Sticks/Grahs <input type="checkbox"/> Stability/Vibration <input type="checkbox"/> Broken	RESULT OF INCIDENT <input type="checkbox"/> Explosion/Fire <input type="checkbox"/> Loss of Control <input type="checkbox"/> Poor Visibility <input type="checkbox"/> Inadvertent Start <input type="checkbox"/> Rollover <input type="checkbox"/> Stalls <input type="checkbox"/> Sudden Acceleration
	FIRE <input type="checkbox"/> Yes <input type="checkbox"/> No	NUMBER OF FATALITIES <input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 <input type="checkbox"/> 7 <input type="checkbox"/> 8 <input type="checkbox"/> 9		

PLEASE DO NOT WRITE IN THIS AREA



02146

Narrative description of incident(s), failure(s), crash(es), location(s), and injury(ies). Include additional accidents if applicable.

*I was wife
separately. Please*



Include on additional page if necessary.

Describe any additional incidents. (Include date and mileage)
Privacy Act of 1974 - Public Law 93-502. This information is requested
to be submitted under 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
is taking appropriate action to correct a safety defect. If the NHTSA proceeds with
an administrative or litigation against a manufacturer, you, your spouse, or a
close family member, may be used in support of the agency's action.

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Form 350 (Rev. 8/98)

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL
FIRST-CLASS MAIL 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
Office of Defects Investigation, NSA-10.01
400 7th Street, SW
Washington, DC 20590

Complete and return or place in your car manual for future use

VEHICLE OWNER'S QUESTIONNAIRE (V00Q)

DOT AUTO SAFETY HOTLINE
TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH 2 DOT
and dial toll free at

1-888-DASH-2-DOT
1-888-327-4236
DOT Auto Safety Hotline
(DASH) 2 DOT



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

www.nhtsa.dot.gov/hotline

To: US Department of Transportation
National Highway traffic Safety Administration

to whom it may concern: (Director Kathleen DeMeter)

I'm writing to notify you of the problems with my new Truck
bought in 2000, since June 28, 2000.

Well, on June 28, 2000, I was buying a new Medium Heavy Duty Truck from Lone Star Truck Center,
Houston Texas and on the same day on the way home (Houston-Dallas) I find out that my truck was
pulling to the left and in any catch bump (Pot Hole) I lost Steering control.

The Following day I called The Dealer and explain what is going on with my Truck and they tried to
explain to me, that can be a bad mirror vision. Well, on my 26 yrs experience of driving I agreed with
them for the moment, but, when I start work (June 30-2000) I find out I was right. I called the dealer
again and in the same time I called the HINO factory in NY, NY, to report the problem. because they
know me from about 4-5 yrs, it's because I have an old HINO 1987 and I drive it 12 yrs without no
problems, they decide to go to authorized Hino Dealer here in Dallas Texas, and (Hayes Truck Group)
to check it out and fix the problems.

Well, for the moment they decide that the rear and front springs are not seated right and in the time all
will be OK. I follow what they said but, on the final I find out the Left rear spring where flat, and after lot
of measurements and calculations they decided to replace it. Well, that don't save the problems, why?
because I started to load heavy stuff (I start work) and the Box cross members was hitting on the Left
and Rear tires with 10,500 lb. my carrying capacity is 12,540 lb. So, on this situation they decided to cut
the Box cross members and the problems will be saved. I do, and after 8 days I come from Dallas to
Houston to pick up my Truck and I find out that on the side where they cut the cross members was on
both sides burned up and I can stick a fist in the Holes. So, I show this Damage to my sells man and he
was so sorry about it and he promised me that the wood platform would be replaced and for all the
days I lost work they would pay me. For this problems the Truck was in the Shop 30 Days. They don't
replaced the wood platform on the right side because it is OK, but is not, and they replaced the wood
only on the Left side and they didn't pay me all the Days lost.

After all those things I find out, when I am loaded with 1000 lb. up, I feel that on any curve and any
service road not matter what kind of speed 10, 20, 30, 40 mph, the truck has the tendense to turn OVER
and pull me from side to side. I report this problems to them and they decide to bend the axles, front
and rear and Align it. This problem cost me 8 days first time, in the shop, second time 11 days in the
shop, 3rd. time 1 day, 4th time 7 days, 5th time 8 days and 6th time 67 days and the truck still have the
same problems, turn over. I report it to them, but, all the time they tell me the truck is OK, because they
test the truck and it is OK, sounds good. Mr. I like a commission from DPS Department of
Transportation to test the truck and promising you with the hands on my heart, that the one who will
test this truck he or she will be scared to death.

Dear DPS, I am not a problem making person, but in the situation I am now I don't like no one to send
me to Comit a suicide or to kill an innocents peoples, in another word I don't want to be transformed in
to a criminal. I would like for you to give me a hand and to save this problems as soon as possible,
because you are the only one who can make the appeal.

Also I would like for you to know that since Dec. 4-2000, to present day I don't use my truck and I m not
make any money, but, I still make my monthly payments of \$800. Also I would like you to know I am a
poor person, I have a wife and children and an empty wallet like I am, I can't fight with people with full
wallets like HINO and LONE STAR TRUCK CENTER. I let all in the hands of our American Low and this
what I right to you is a straight facts.

Sincerely,
Robert Buchanan.

poor person, I have a wife and children and an empty wallet like I am, I can only wish people with fat wallets like HINO and LONE STAR TRUCK CENTER. I let all in the hands of our American Low and the what I right to you is a straight facts.

Sincerely,

monday 14 mars 2001 America Online: Elemen Page: 1

P. S. Mr. sorry for my English, I never studding English in my life, so I believe you understand why my expression is like that. Sorry again OK.

monday 14 mars 2001 America Online: Elemen Page: 1

Y2S10288

76780



6200 N. Loop East Houston, TX 7702

Phone (713) 671-0101 * Fax (713) 671-9700

Remit To: Interstate Billing Service Dept. 1265 P.O. Box 2153 Birmingham, AL 35287-1265

INVOICE

DUPLICATE 2 PAGE 1

SERVICE ADVISOR: 23 DALE BOWMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAX
WHITE	00	HINO FB2620	JHBFE2JM0Y2S10288		31766/31808	T166

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
08JUN2000		08JUN2002	13:12 25JAN01		69.00	CASH	09FEB2001

R.D. OPENED	READY	OPTIONS: STK:7013
11:28 9/1/00	20:41 09FEB01	2 Mo 5 Days = 67 Days

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
A TEST DRIVE							
MISC MISC REPAIRS							
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00

11111 TEST DRIVE TRUCK TO VERIFY CUSTOMER CONCERN JIM GRUBAUGH TO DRIVE WITH BOB HORN (HINO SERVICE MANAGER). CHECKED TIRE PRESSURE BEFORE TEST DRIVE. FOUND STEER TIRES TO BE 82PSI AND DRIVE TIRES TO BE 87PSI. TEST DROVE 42 MILES AND TO SCALES. TRAVELED OVER SHIP CHANNEL BRIDGE AND ALL THE WAY AROUND THE 610 LOOP. DID NOT FIND ANYTHING NEGATIVE TO REPORT. RETURNED TO SHOP AND MEASURED TIRE PRESSURE ON STEER AXLE TIRES. FOUND 95PSI ON WARM TIRES. FOUND TRUCK TO WEIGH 20,200LBS. STEER AXLE WEIGHT IS 8140LBS.

B** PERFORM CAMPAIGN #A0520
 304 ELECTRICAL
 99 WSWH 0.00 (N/C)
 I S11 BRAD (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

31808 NO TIME FLAGGED PARTS ARE ON ORDER FOR CAMPAIGN. CUST ELECTED TO TAKE TRK AS IS

C** PERFORM RECALL NOTICE CS-00-01 / BRAKE ECU REPLACEMENT
 MISC MISC REPAIRS
 21 WSWH 0.70 (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

31808 0.7/#21 REPLACED ABS ECU AS REQUIRED

NOTICE PURSUANT TO 170.001 TEXAS PROPERTY CODE	DISCLAIMER OF WARRANTIES	DESCRIPTION	TOTALS
I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR CONTRACT. I UNDERSTAND THAT THIS VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH 19.503, TEXAS BUSINESS AND COMMERCE CODE, IF A WRITTEN ORDER FOR PAYMENT FOR REPAIR ON THE VEHICLE IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE DRAWER OR MAKER OF THE ORDER HAS NO ACCOUNT OR THE ACCOUNT ON WHICH THE ORDER WAS DEPOSITED.	ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY MANUFACTURER. IF ANY, THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OR MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSES AND LONE STAR TRUCK CENTER ACCEPTS NO LIABILITY FOR ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.	LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	

Y2610288

76780

LONE STAR TRUCK CENTER



6200 N. Loop East Houston, TX 77026

Phone (713) 671-0101 * Fax (713) 671-9703

Remit To: Interstate Billing Service Dept. 1265 P.O. Box 2153 Birmingham, AL 35287-1265

INVOICE

DUPLICATE 2 PAGE 2

SERVICE ADVISOR: 23 DALE BOWMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
WHITE	00	HINO FE252C	JHBFE2JM0Y2S10288		31766/31808	T1660

DEL DATE	PRCD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
08JUN2000		08JUN2002	13:12 25JAN01		69.00	CASH	09FEB2001

R.O. OPENED READY: 40 DEC 00 CHA... OPTIONS: STK:7013

11:28 34 JAN 01 20:41 09 FEB 01

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

 * LONE STAR TRUCK CENTER *
 * PROVIDING EXCEPTIONAL CUSTOMER SERVICE *
 * THANKS, WE APPRECIATE YOUR BUSINESS !!! *

NOTICE PURSUANT TO §70.001, TEXAS PROPERTY CODE

I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR CONTRACT. I UNDERSTAND THAT THIS VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH §9.503, TEXAS BUSINESS AND COMMERCE CODE, IF A WRITTEN ORDER FOR PAYMENT FOR REPAIR ON THE VEHICLE IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE DRAWER OR MAKER OF THE ORDER HAS NO ACCOUNT OR THE ACCOUNT ON WHICH IT

DISCLAIMER OF WARRANTIES
 ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY MANUFACTURER. IF ANY, THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSE, AND LONE STAR TRUCK CENTER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.
 WE HEREBY CERTIFY THAT THESE GOODS WERE PRODUCED IN COMPLIANCE WITH ALL APPLICABLE REQUIREMENTS OF SECTIONS 8, 7 AND 12 OF THE PAID LABOR STANDARDS ACT OF 1992, AS AMENDED AND OF REGULATIONS AND ORDERS OF THE ADMINISTRATION OR WAGE AND OUR DIVISION ISSUED UNDER SECTION 14 THEREOF.

DESCRIPTION	TOTALS
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 INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

Signature of Person Responsible or Agent for Person Responsible

Y2910288

75578



INVOICE

Phone (713) 671-0101 * Fax (713) 671-9703

Remit To: Interstate Billing Service Dept. 1265 P.O. Box 2153 Birmingham, AL 35287-1265

PAGE 1

SERVICE ADVISOR: 38 SAMUEL DAVID BAKER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	00	HINO FE2620	JHBFE2JM0Y2S10288		25121/25121	T1036	
DATE	PROD. DATE	WARR. EXP	PROMISED	PO ND.	RATE	PAYMENT	INV. DATE
JAN2000	01JAN2000	10:00	07NOV00		69.00	CHG	16NOV2000

R.O. OPENED	READY	OPTIONS: STK:7013
11:46 06NOV00	11:28 16NOV00	= 11 Days

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
TWO AXLE ALIGNMENT / PRINT A BEFORE AND AFTER READ OUT AND FAX TO BEN							
HORN 904-2680696 /							
05 THREE AXLE ALIGNMENT							
54 WSWH 3.50 (N/C)							

ARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

121 /3.5/#54 CK ALIGNMENT GAVE PRINT OUT TO DAN FAXING OVER TO HINO WAITING FOR FURTHER INSTRUCTIONS ON WHAT TO DO ON THE ALIGNMENT. SO FUND REAR SWAY BAR BRACKETS BUSTED HAD TO JACK UP FRONT END AND MOVE ALL LUG NUTS TO REMOVE SIMULATORS THEN REINSTALLED ALL LUG NUTS. PERFORM ALIGNMENT.

* CK FOR OIL LEAK ON DIFFERENTIAL 604 AXLE LEAK 62 WSWH 0.30 (N/C)

ARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

121 PULLED OUT AND RESEALED THREADS/TURNED UP MORE. /C.3/#62/TIME IN M.Y. CHECKED AND FOUND OIL AROUND REAR AXLE VENT. PULLED VENT OUT AND PUT SOME TEFLON ON THE THREADS AND REINSTALLED WITH THE VENT HOLE POINTING MORE UPWARDS THAN IT WAS.

* TWO AXLE ALIGNMENT // 06 TWO AXLE ALIGNMENT 62 WSWH 3.50 (N/C)

ARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

121 REQUESTED. /3.5/#62/ PERFORMED TWO AXLE ALIGNMENT. PRINTED A

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

NOTICE PURSUANT TO §70.001, TEXAS PROPERTY CODE... I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON... I UNDERSTAND THAT THIS VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH §303, TEXAS BUSINESS AND COMMERCE CODE... THE ACCOUNT ON WHICH I

DISCLAIMER OF WARRANTIES... ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY MANUFACTURER... WE HEREBY CERTIFY THAT THESE GOODS WERE PRODUCED IN COMPLIANCE WITH ALL APPLICABLE REQUIREMENTS OF SECTIONS 6, 7 AND 12 OF THE FAIR LABOR STANDARDS ACT OF 1938...

Signature of Person Responsible or Agent for Person Responsible

Y2S10288

7 5 2 8 2



INVOICE

6200 N. Loop East
Houston, TX 77026

Phone (713) 671-0101 * Fax (713) 671-9703

Remit To: Interstate Billing Service
Dept. 1265 P.O. Box 2153
Birmingham, AL 35287-1265

PAGE 1

SERVICE ADVISOR: 47 CHARLES HARRELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
WHITE	00	HINO FE2620	JHBFE2JM0Y2S10288		18732/18732	T860	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN2000		01JAN2000	WAIT 20OCT00		65.00	CASH	19OCT2000

R.O. OPENED	READY	OPTIONS:	STK: 7013
07:43 19OCT00	10:38 19OCT00	<i>1 Day</i>	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
A INSTALL FRONT SWAY BAR, PARTS ALREADY ORDERED							
406 STEERING							
				27 WSWH	2.40		(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

18732 SPRING CUSHIONS 53210112/531199 2.4/#27 REMOVED FRONT STEERING AXLE SHOCKS AND BRACKETS AND INSTALLED SPRING HELPER CUSHIONS AND REINSTALLED PARTS REMOVED. REMOVED REAR SPRING RUBBER PADS AND REPLACED WITH THICKER RUBBER PADS AS REQUESTED BY SERVICE ADVISOR.

NOTICE PURSUANT TO §70.001, TEXAS PROPERTY CODE I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR CONTRACT. UNDERSTAND THAT THIS VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH §9.503 TEXAS BUSINESS AND COMMERCE CODE, IF A WRITTEN ORDER FOR PAYMENT FOR REPAIR ON THE VEHICLE IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE DRAWER OF MAKER OF THE ORDER HAS NO ACCOUNT OR THE ACCOUNT ON WHICH IT IS DRAWN HAS BEEN CLOSED.	DISCLAIMER OF WARRANTIES ANY WARRANTIES ON THE PRODUCTS SOLD HEREIN ARE THOSE MADE BY MANUFACTURER. IF ANY, THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSE, AND LONE STAR TRUCK CENTER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.	DESCRIPTION LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUDE SUBLET AMOUNT MISC. CHARGES TOTAL CHARGES LESS INSURANCE SALES TAX PLEASE PAY THIS AMOUNT	TOTALS 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00
	WE HEREBY CERTIFY THAT THESE GOODS WERE PRODUCED IN COMPLIANCE WITH ALL APPLICABLE REQUIREMENTS OF SECTIONS 6.7 AND 12 OF THE FAIR LABOR STANDARDS ACT OF 1938, AS AMENDED AND OF REGULATIONS AND ORDERS OF THE ADMINISTRATOR OR WAGE AND HOUR DIVISION ISSUED UNDER SECTION 4.11-BREGP.		

Signature of Person Responsible or Agent for Person Responsible

Y2510238

74832

LONE STAR TRUCK CENTER



INVOICE

6200 N. Loop East Houston, TX 77026

Phone (713) 671-0101 * Fax (713) 671-9703

Remit To: Interstate Billing Service Dept. 1265 P.O. Box 2153 Birmingham, AL 35287-1265

PAGE 1

SERVICE ADVISOR: 70 BUCK KIRBY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
WHITE	00	HINO FE2620	JHBFE2JMDY2S10288		17191/17191	T215
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT
01JAN2000	01JAN2000	14:54	22SEP00		65.00	CASH
R.D. OPENED	READY	OPTIONS: STK:7013				INV. DATE
						19OCT2000

13:24	21SEP00	20:21	28SEP00	<i>8 days</i>	
-------	---------	-------	---------	---------------	--

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

A INSTALL SWAY BAR ON REAR DIFF / PARTS ORDERED
 401 SUSPENSTON
 86 ISIK 4.00 (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

17191 INSTALL SWAY BAR 4.0/#86 INSTALL SWAY BAR ON REAR AXLE /CUSTOMER REQUEST

B CHECK ENGINE FOR ROUGH IDLE OR POSSIBLE MISS WHEN COLD / CUST REQUESTED TIMING BE CHECKED
 102 ENGINE REPAIR LIGHT
 86 ISIK 1.20 (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

17191 CHEK ENGINE IDLE 1.2/#86 CHECKED ENGINE IDLE FOR MISS AND COLD START ROUGH IDLE /FOUND ENGINE IDLE TO BE AT SPECS FOR NEW STYLE ENGINE DESIGN /CHECKED FOR ROUGH IDLE WHILE COLD STARTED /FOUND NO PROBLEMS WITH ENGINE OR ANY COMPONENT RELATED TO ENGINE THIS NEW DESIGN IS DIFFERENT FROM OLD DESIGN AND WILL RESPOND DIFFERENTLY /NO PROBLEMS ARE APPEARENT AT THIS TIME

C CHECK STEERING / TRK DRIFTS ON TURNS
 106 STEERING
 86 ISIK 1.50 (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

17191 CHECK FRONT END 1.5#86 CHECKED FRONT END FOR DRIFTING IN RIGHT HAND TU RN /CHECKED FRONT END COMPLETE, CHECKED TORQUE ON U BOLTS/FOUND TO BE ADAQUATE /CHECKED ALL TIE ROD ENDS /FOUND TO BE AT SPECS FOR NEW TRUC K /CHECKED ALL SPRING HANGERS /FOUND TO BE AT ACCEPTABLE CLEARENES FOR NEW TRUCK /CHECKED STEERING GEAR BOX /FOUND TO HAVE PROPER TOLERAN CES/CHECKED ALLL MOUNTING HARDWARE /FOUND TO BE AT PROPER SPECS /CHECKED ALL WHEEL BEARINGS FOUND TO HAVE PROPER TORQUES AND TOLERANCES CHECKED SHOCKS /FOUND TO BE IN GOOD ORDER CHECKED

NOTICE PURSIJANT TO 37D.001, TEXAS PROPERTY CODE	DISCLAIMER OF WARRANTIES	DESCRIPTION	TOTALS
I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEH CLE SUBJECT TO THE REPAIR CONTRACT. I UNDERSTAND THAT THIS VEHICLE IS SLE,ECT TO RE-POSSESSON IN ACCORDANCE WITH \$9.503, TEXAS BUSINESS AND COMMERCE CODE, IF A WRITTEN ORDER FOR PAYMENT FOR REPAIR ON THE VEHICLE IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE DRAWER OR MAKER OF THE ORDER HAS NO ACCOUNT OR THE ACCOUNT ON WHICH IT IS DRAWN HAS BEEN CLOSED.	ANY WARRANTIES ON THE PRODUCTS SOLD HERETO ARE THOSE MADE BY MANUFACTURER. I AMY, THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSE, AND LONE STAR TRUCK CENTER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUMP FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS	LABOR AMOUNT	
	WE HEREBY CERTIFY THAT THESE GOODS WERE PRODUCED IN COMPLIANCE WITH ALL APPLICABLE REQUIREMENTS OF SECTIONS 8.7 AND 12 OF THE EMPLOYERS STANDARDS ACT OF 1937 AS AMENDED AND OF REGULATIONS AND ORDERS OF THE ADMINISTRATOR OR WADE AND HIS DESIGNEE, SOLD UNDER SECTION 14 THEREOF.	PAHS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
Signature of Person Responsible or Agent for Person Responsible	RECEIVED BY	SALES TAX	
		PLEASE PAY THIS AMOUNT	

Y2S10288

7 4 8 3 2



6200 N. Loop East
Houston, TX 77026

Phone (713) 671-0101 * Fax (713) 671-9703

Remit To: Interstate Billing Service
Dept. 1265 P.O. Box 2153
Birmingham, AL 35287-1265

INVOICE

PAGE 2

SERVICE ADVISOR: 70 BUCK KIRBY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
WHITE	00	HINO FE2620	JHBFE2JM0Y2S10288		17191/17191	T215
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PC NO.	RATE	PAYMENT
01JAN2000		01JAN2000	14:54 22SEP00		65.00	CASH
R.O. OPENED	READY	OPTIONS: STK:7013				
13:24 21SEP00	20:21 28SEP00					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
SPRINGS /FOUND TO BE IN GOOD ORDER/ CHECKED STEERING TIRES /FOUND SLIGHT WEAR; WHICH IS NORMAL /CHECKED KING PINS /FOUND TO BE IN GOOD ORDER							

NOTICE PURSUANT TO §70.001, TEXAS PROPERTY CODE I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR CONTRACT. I UNDERSTAND THAT THIS VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH §9.003, TEXAS BUSINESS AND COMMERCE CODE. IF A WRITTEN ORDER FOR PAYMENT FOR REPAIR ON THE VEHICLE IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE DRAWER OR MAKER OF THE ORDER HAS NO ACCOUNT OR THE ACCOUNT ON WHICH IT IS DRAWN HAS BEEN CLOSED.	DISCLAIMER OF WARRANTIES ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY MANUFACTURER. IF ANY THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSE, AND LONE STAR TRUCK CENTER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.	DESCRIPTION LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT MISC. CHARGES TOTAL CHARGES LESS INSURANCE SALES TAX PLEASE PAY THIS AMOUNT	TOTALS 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00
	WE HEREBY CERTIFY THAT THESE GOODS WERE PRODUCED IN COMPLIANCE WITH ALL APPLICABLE REQUIREMENTS OF SECTIONS 6.01 AND 7.02 OF THE FAIR LABOR STANDARDS ACT OF 1938, AS AMENDED AND OF REGULATIONS AND ORDERS OF THE ADMINISTRATION OF WAGE AND HOUR DIVISION, ISSUED UNDER SECTION 14 THEREOF.	RECEIVED BY:	

Signature of Person Responsible or Agent for Person Responsible

Y2S10288

74119

LONE STAR

TRUCK CENTER



6200 N. Loop East
Houston, TX 77026

INVOICE

Phone (713) 671-0101 * Fax (713) 671-9703

Remit To: Interstate Billing Service
Dept. 1265 P.O. Box 2153
Birmingham, AL 35287-1265

PAGE 1

SERVICE ADVISOR: 38 SAMUEL DAVID BAKER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
WHITE	00	HINO FE2620	JHBF2JMOY2S10288		9752/12427	T579	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN2000		01JAN2000	12:24 17AUG00		65.00	CASH	08SEP2000

R.O. OPENED	READY	OPTIONS: STK:7013
09:41 10AUG00	17:09 08SEP00	<i>30 days</i>

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
AFTER AXLE IS STRAIGHTEN PERFORM TWO AXLE ALIGNMENT							
802 PAINT AND BODY REPAIR							
				99 CSA	0.00	0.00	0.00
SUBL STR. REAR AXLE AND ALIGN WHEELS							
WSWH							
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	(N/C) 0.00

C VAN BODY XMEMBERS AND RUBBERING TIRES WHEN LOADED REAR TIRES							
802 PAINT AND BODY REPAIR							
				83 CBR	0.60	0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00

12427 /INSPECTED AND FOUND VAN BODY HITTING TIRES/ BODY TO REPAIR PROBLEM/.6/#83/

D REPLACE RIGHT CAB MUD FLAP (SEE MIKE NOWAK)							
802 PAINT AND BODY REPAIR							
				85 IBNT	1.50		(N/C)
1 6776037 MUDEFLAP							
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:	(N/C) 0.00

E CHECK HIST. PDI ON HEADLIGHT ADJUSTMENT							
802 PAINT AND BODY REPAIR							
				99 CSA	0.00	0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE E:	0.00

F PERFORM MAINTENANCE SERVICE REQUESTED BY CUSTOMER							
MISC MISC REPAIRS							
				24 CSA	3.00	195.00	195.00

NOTICE PURSUANT TO §70.001, TEXAS PROPERTY CODE	DISCLAIMER OF WARRANTIES	DESCRIPTION	TOTALS
I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR CONTRACT. I UNDERSTAND THAT THIS VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH §9.503, TEXAS BUSINESS AND COMMERCE CODE, IF A WRITTEN ORDER FOR PAYMENT FOR REPAIR ON THE VEHICLE IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE DRAWER OR MAKER OF THE ORDER HAS NO ACCOUNT OR THE ACCOUNT ON WHICH IT IS DRAWN HAS BEEN CLOSED.	ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY MANUFACTURER IF ANY. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSES, AND LONE STAR TRUCK CENTER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.	LABOR AMOUNT	
	WE HEREBY CERTIFY THAT THESE GOODS WERE PRODUCED IN COMPLIANCE WITH ALL APPLICABLE REQUIREMENTS OF SECTIONS 8.7 AND 12 OF THE FAIR LABOR STANDARDS ACT OF 1938, AS AMENDED AND OF REGULATIONS AND ORDERS OF THE ADMINISTRATOR OR WAGE AND OUR DIVISION ISSUED UNDER SECTION 14 THEREOF.	PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
	SALES TAX		
	PLEASE PAY THIS AMOUNT		

Y2S10288

74119



LONE STAR TRUCK CENTER



6200 N. Loop East Houston, TX 77026

Phone (713) 671-0101 * Fax (713) 671-9703

Remit To: Interstate Billing Service Dept. 1265 P.O. Box 2153 Birmingham, AL 35287-1265

INVOICE

PAGE 2

SERVICE ADVISOR: 38 SAMUEL DAVID BAKER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
WHITE	00	HINO FE2620	JHBFE2JM0Y2S10288		9752/12427	T579	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PD NO.	RATE	PAYMENT	INV. DATE
01JAN2000		01JAN2000	12:24 17AUG00		65.00	CASH	08SEP2000

R.O. OPENED	READY	OPTIONS: STK:7013
09:41 10AUG00	17:09 08SEPC0	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
PARTS:				0.00			
LABOR:				195.00			
OTHER:				0.00			
					TOTAL LINE F:		195.00

3752 /Customer request. /3.0#24 /I performed the maintenance as per the customer and I did not find any problems. I was unable to check the clutch facing because there is no inspection plate to remove. The clutch seemed to be working ok but a road test will be needed for further assesment.

G CHECK CLUTCH OPERATION (SEE JOHN)
MISC MISC REPAIRS

99 CSA	0.00				0.00	0.00	
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE G:	0.00

12427 TRUCK WAS TEST DRIVEN BY JOHN CHASTANG AND MIKE NOWAK NO PROBLEM WITH CLUTCH OPERATION

H ADJUST 5TH GEAR , TOO FAR FORWARD
MISC MISC REPAIRS

99 CSA	0.00				0.00	0.00	
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE H:	0.00

12427 TRUCK WAS TEST DRIVEN BY JOHN CHASTANG AND MIKE NOWAK AND WAS FOUND TO BE OPERATING NORMAL

I** ABS CAMPAIGN SERVICE BULLETIN
MISC MISC REPAIRS

24 WSWH	0.07					(N/C)	
1 896601642A COMPUTER AASY						(N/C)	
1 FRT FREIGHT						(N/C)	
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE I:	0.00

12427 factory request /.7#24 /I performed the ABS service update and I

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

NOTICE PURSUANT TO §70.001, TEXAS PROPERTY CODE
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DISCLAIMER OF WARRANTIES
ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY MANUFACTURER. IF ANY, THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSE, AND LONE STAR TRUCK CENTER HEREBY ASSUMES NO AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.
WE HEREBY CERTIFY THAT THESE GOODS WERE PRODUCED IN COMPLIANCE WITH ALL APPLICABLE REQUIREMENTS OF SECTIONS 5, 7 AND 12 OF THE FAIR LABOR STANDARDS ACT OF 1938, AS AMENDED AND OF REGULATIONS AND ORDERS OF THE ADMINISTRATOR OF WAGE AND HOUR DIVISION ISSUED UNDER SECTION 14 THEREOF.
RECEIVED BY

Signature of Person Responsible or Agent for Person Responsible

Y2S10288

74119



6200 N. Loop East Houston, TX 77026 Phone (713) 671-0101 Fax (713) 671-9703 Remit To: Interstate Billing Service Dept. 1265 P.O. Box 2153 Birmingham, AL 35287-1265

INVOICE

PAGE 3

SERVICE ADVISOR: 38 SAMUEL DAVID BAKER

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG. Values: WHITE, 00, HINO FE2620, JHBFE2JM0Y2S10288, 9752/12427, T579. Includes sub-table for DEL DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE.

Table with columns: LINE, OPCODE, TECH, TYPR, HOURS, LIST, NET, TOTAL. Values: 09:41, 10AUG00, 17:09, 08SEP00.

had to spend extra time removing the seat because the customer had a wooden frame bed in the cab which did not allow easy access to the rear bolts.

J** BODY BUILDER TO REPAIR LIGHT ON REAR LIC. PLATE MUST ILLUMINATE PLATE PER DOT 802 PAINT AND BODY REPAIR

Summary table for J** repair: PARTS: 0.00, LABOR: 0.00, OTHER: 0.00, TOTAL LINE J: 0.00.

CUSTOMER PAY MISC. SUPPLIES FOR REPAIR ORDER 19.50

Truck came in on Aug 21, 2000 Pick up Sept 8, 2000 Sam Baker

Table with columns: NOTICE PURSUANT TO §70.001, TEXAS PROPERTY CODE; DISCLAIMER OF WARRANTIES; DESCRIPTION; TOTALS. Includes signature line and 'PLEASE PAY THIS AMOUNT' total of 214.50.



183 Carpenter
8231 John Carpenter Freeway
Dallas TX 75247
214-630-8231

Repair Order Invoice No.: 85170

Date Written: 7/31/00
Service Advisor: MCleveland
Location: 183 Carpenter
Date Closed: 8/1/00

Customer Information:



Tomer's
y

Account Number: 22986

Purchase Order No.:

Customer Vehicle Information:

<u>Year:</u>	<u>Make:</u>	<u>Model:</u>	<u>Odometer:</u>	<u>License No.:</u>
0	HINO	FE	7,301	4FFZ61
<u>VIN:</u>	<u>Inservice Date:</u>	<u>Internal Unit No.:</u>		
JHBFE2JM0Y2S10288		22986		

Service Requested:

R&R Left Lower Leaf Spring

Cause:

Customer's Call Hino HQ .. Spoke With District Manager Who Stated He would Pay For R&R leaf To Satisfy Customer..

Resolution:

R&R Leak Spring

<u>Op-Code:</u>	<u>Description:</u>	<u>Mechanic ID:</u>	<u>Labor Hours</u>	<u>Est. Price:</u>
54110412	R&R leaf spring assy	1022	6.20	\$0.00

\$0.00

Service Requested:

Change Power Steering Fluid & Filter (Part Of 2500 Mile Service)

Cause:

Customer's Request

Resolution:

Did Not Have Filter In Stock

W/e

Payments:

<u>Description:</u>	<u>CK/CG/PO Number</u>	<u>Amount:</u>
---------------------	------------------------	----------------

Total Payments:

Disclaimer of Warranties

The seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products



183 Carpenter
8231 John Carpenter Freeway
Dallas TX 75247
214-630-8231

Repair Order Invoice No.:

85170

Notes:

Labor Sub-Total:	\$0.00
Labor Adjustment (0.00%):	
Labor Total:	\$0.00
Parts Total:	\$0.00
Sublet Costs:	\$0.00
Misc. Charges:	\$0.00
Tax (8.25%):	\$0.00
Non-Taxable Total:	\$0.00
Total Charges:	<u>\$0.00</u>
Payments:	-\$0.00
Amount Due:	<u>\$0.00</u>

Thank You for Your Business!

Disclaimer of Warranties

The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products

ERWIN A. CAIN, P.C.
ATTORNEYS & COUNSELORS AT LAW
A PROFESSIONAL CORPORATION

ERWIN A. CAIN*
STEVE SANDERFER

* Board Certified - Personal Injury Trial Law
Texas Board of Legal Specialization

February 12, 2001

OFFICE ALPHA, SUITE 3
13140 COIT ROAD
DALLAS, TEXAS 75244
TEL: (972) 437-4444
FAX: (972) 437-4444
erwincain@earthlink.net

Joseph Chastang
Chastang Enterprises, Inc.
Lone Star Truck Center
6200 North Loop East
Houston, Texas 77026

Regarding: Buchanan v. Lone Star Truck Center

Dear Mr. Chastang:

Please be advised that this law firm has been retained by Robert Buchanan regarding the ongoing problems associated with the 2000 Hino FE 2620 that Mr. Buchanan purchased on June 28, 2000.

This letter is notice of [REDACTED]'s claim against you under the Texas Deceptive Trade Practices Act, Texas Business & Commerce Code §§17.41, et seq. and § 6.07(c) Texas Motor Vehicle Commission Code (the Texas Lemon Law).

On June 28, 2000, [REDACTED] purchased a 2000 Hino truck from Lone Star Truck Center. [REDACTED] paid \$12,500.00 as a down payment for this vehicle.

On July 31, 2000, [REDACTED] brought the Hino truck to you for service. [REDACTED] complained of the truck "tipping". Mr. Buchanan explained that this condition made him fearful for his life. The problem was allegedly repaired. The truck odometer showed 7,301 miles.

In August 2000, [REDACTED] brought the Hino truck back for servicing with the same complaint. The problem was allegedly repaired. The truck odometer showed 9,752 miles.

On September 21, 2000, [REDACTED] brought the Hino truck back for servicing with the same complaint of tipping. The problem was, again, allegedly repaired. The truck odometer showed 17,191 miles.

On October 19, 2000, Mr. Buchanan again brought the Hino truck in for servicing with the tipping complaint *still* unresolved. Again, the problem was allegedly repaired. The truck odometer showed 18,732 miles.

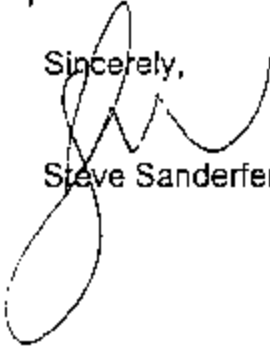
Mr. Chastang
February 12, 2001
Page 3

If you are represented by an attorney, please give a copy of this letter to your attorney and have him or her contact my office at the above address and phone number.

Your prompt attention to this matter will be appreciated.

Thank you in advance for your early cooperation.

Sincerely,


Steve Sanderfer

SS/se

Subj: [REDACTED]
Date: 30.10.2000 19:36:43 Pacific Standard Time
From: horn@hinotrucksusa.com (Robert Horn)
Reply-to: horn@hinotrucksusa.com
To: E:emjm@aol.com

[REDACTED] I am not sure what you are feeling in your truck this time but a front stabilizer bar is not an option in any part of the world. If I were to guess it is a problem with straight line stability, a tendency to wander slightly when going down a straight road. This can be changed with a camber adjustment. I have asked Houston to give me the specs on your truck when it was aligned and camber corrected and then I can decide what else to do. We have no other complaints but your concerning this problem but I will do my best to resolve the complaint. Don't forget that your last truck was a heavier GVW truck and your current truck has different spring rates which effect ride and feel. Talk to you later, sorry I missed you in Houston, Bob Horn.

E:emjm@aol.com wrote:

>
> Dear Mr. Horn:
>
> Like you know its so hard for me to express my self in English. but any way
> I fry OK, Sr.
> Sr. After I have so many problems with my truck in the finally I like you to
> know, the spring cushions what you decide to installed on my truck is work. I
> mind I don't fell any more I turn over. But I still have that kind of
> movement, left and right in the front. I mind, I can't control well my
> steering. It's like the rear before you installed the rear sway bar. I
> believe I need a sway bar in the front to, it's to be safe and come home
> without no problems.
> So, like you know when I was to Providence Road Island, I have problems with
> my truck. The clutch was so bad. I feel the clutch pedal so soft and in the
> same time I have vibration. I stop in New Haven, CT, to fix the problem. but
> the owner was so rude with me, and after a conversation with him. He decide
> to charge me if I like to be fixed my truck. Mr. Bob I was so close to tel
> him [REDACTED] but i don't do.
> Sr. What can I do with this junk? To tell me I don't know to drive 'fino,
> please Sr. you know better then any body I have one before this one. So no
> question about it
> Sr. you know I love this truck with all my hard, but what can i do to be
> fixed one for ever?
> Please give me a hand Sr. I am so mad about this situation.
> Sincerely,
> Robert B.

----- Headers -----

Received: from WWW.HINOTRUCKSUSA.COM (66.64/27.12.3.12:in addr arpa [12.3.12.66]) by riy.yg02.mx.aol.com (v76_r1_19) with ESMTP; Mon, 30 Oct 2000 22:36:15 -0400

Received: from hinotrucksusa.com (12.34.120.144) by WWW.HINOTRUCKSUSA.COM (IBM OS/400 SMTP V04R03M00) with 356

Mon, 30 Oct 2000 22:34:12 +0000

Message-ID: <39FE3EAE.5577D5BB@hinotruckusa.com>

Date: Mon, 30 Oct 2000 22:38:22 -0500

From:

Reply-To: horn@hinotruckusa.com

Organization: Hino Diesel Trucks (USA), INC.

20 October 2001, Americas Online, Stamp

Page 1

Subj:

Date: 10/30/2000

To: horn@hinotruckusa.com

Dear Mr. Horn,

It's so hard for me to express myself in English to ...
try.

Like you know, my truck is only 3 Mo. old. Since I have this
my problem is the same. After I Spock with the people in Hou.
them to fixed my truck. If them don't fixed right, I return the truc

promises me, He will repair well my truck. Well, Mr. Horn, after was installed the stabilizer bar in the rear, the truck is
in the same condition. All the time I fell like I turn over. WHAT CAN I DO, Sr.? It's the quality of HINO? It's \$61,000
Dollars? Sr. be in my place what you do, if every day and every night you thing like I do.... TURN OVER...? How you
fell Mr.HORN? I fell those people in Houston, 3 options : 1. Repair my truck. 2. Give me another truck. 3 Give me

Subj: [REDACTED]
Date: 24.10.2000
To: horn@h-notrucksusa.com

Dear Mr. Horn:

Like you know it's so hard for me to express my self In English, but any way I try OK, Sr.

Sr. After I have so many problems with my truck in the finally I like you to know, the spring cushions what you decide to installed on my truck is work. I mind I don't fell any more I turn over. But, I still have that kind of movement, left and right in the front. I mind, I can't control well my steering. It's like the rear before you installed the rear sway bar. I believe I need a sway bar in the front to, it's to be safe and come home without no problems.

So, like you know when I was to Providence Road Island, I have problems with my truck. The clutch was so bad. I fell the clutch pedal so soft and in the same time I have vibration. I stop in New Haven, CT, to fix the problem, but the owner was so rude with me, and after a conversation with him, He decide to charge me if I like to be fixed my truck. Mr. Bob I was so close to tell him ~~XXXXXXXXXX~~, but I don't do.

Sr. What can I do with this junk? To tell me I don't know to drive Hino, please Sr. you know better then any body I have one before this one. So no question about it.

Sr. you know I love this truck with all my hard, but what can I do to be fixed one for ever?

Please give me a hand Sr. I am so mad about this situation.

Sincerely,

Robert B.

Subj. [REDACTED]
Date: 23.10.2000
To: horn@hinotrucksu

Dear Mr. Horn

After I have so many problems with my truck I like you to know, the spring cushions what you decide to installed on my truck is work. The only problem is: The truck is still moving from left to right in the front. It is like the rear before you installed the rear sway bar. I believe I need a sway bar in the front to, it's to be safe and come home without no problems.

Like you know when I was In providence Road Island, I have problems with my truck. The clutch was so bad. I fell the clutch pedal so soft and in the same time I have vibration. I stop in New Haven, CT, to fix the problem, but the owner was so rude with me, and after a conversation with him, he decide to charge me if I like to be fixed my truck. I was so mad [REDACTED]

Sr. You know better then I do how many problems I have with this truck in less then 3 MO. People, this truck was already 1 MO and 3 we in shop. How long I need to kept this truck to be fixed well? Don't you think it is enough. I speak to Lone Star Truck Center about the situation, but maybe they think I'm stupid and I don't know what I'm doing. WRONG, I give them all the chance they want. But the truck is in the same situation. The front is moving from left to right and sometimes I cannot control the steering. Don't you think Mr. Horn it's not worth all my money to be killed. I tell you and I repeat: I have five children, I'm poor but I am VERY VERY honest, I love my family after any trip I like to come home safe. Sir if you believe in God and at the same time love God like I do give me a hand please.

Sincerely,
Robert Buchanan.