Molsten Here Molsten Here Molsten Here

Form Approved: O.M.B. No. 2127-0008

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

Use a No. 2 pencil or a blue or black ink pen only.
CORRECT MARK: ●

FOR AGENCY USE ONLY
Date Received: 3/14/01
Reference No.:
Odr: ___ ___
rt-dt: ___ ___
od rt: ___ ___
up/tr: ___ ___

OWNER INFORMATION (Type or Print)

DAYTIME TELEPHONE NUMBER

ZIP CODE + 4

[redacted]

provide a copy of this report to the manufacturer of your vehicle? ○ No

SIGNATURE OF OWNER DATE

VEHICLE INFORMATION

VEHICLE IDENT. NO. (VIN) (Located at bottom of windshield on driver's side)	VEHICLE MAKE	VEHICLE MODEL	MANUFACTURE DATE	MODEL YEAR
1FMEE11W8SHB73062	Ford	Club Wagon		1995

VEHICLE MANUFACTURER
○ BMW ● Ford ○ Honda ○ Nissan ○ Subaru ○ Volvo ○ Other ___
○ Daimler/Chrysler ○ General Motors ○ Hyundai ○ Saab ○ Toyota ○ VW

PURCHASE DATE		DEALER'S NAME	CITY	STATE	ZIP CODE
	○ New ● Used	Gurley Leep	South Bend	IN	46614

ENGINE SIZE	FUEL SYSTEM	FUEL TYPE	TRANSMISSION TYPE	ANTILOCK BRAKES	RESTRAINT SYSTEM	CRUISE CONTROL
(CID/CC/L) ___ NO. CYLINDERS ___	○ Turbo ● Fuel Injection	○ Diesel ● Gas	○ Manual ● Automatic	● Yes ○ No	● Driverside Airbag ○ Passengerside Airbag ○ 3-Point Belt ○ 2-Point Belt ○ Motorbelt	● Yes ○ No

DRIVETRAIN	VEHICLE TYPE	DOORS	BODY STYLE
○ Front ○ 4-Wheel ● Rear	○ Car ○ Minivan ○ Truck ○ Other ___ ● Van ○ Sport Utility ○ Motorcycle	○ 2-Door ● 4-Door	○ Hatchback ○ Sedan ○ Pick Up Truck ○ Station wagon

FAILED COMPONENT(S)/PART(S) INFORMATION

COMPONENT
○ Child Seat
○ Electrical Lights & Alarms
○ Engine & Cooling System
○ Equipment
○ Fuel System, Exhaust
○ Heater, Defrost, Ventilation
○ Interior
○ Parking Brake
○ Power Train
○ Service Brakes
○ Steering
○ Structure
○ Suspension
○ Visual Systems
● Other Gear Box Mark Little's Conclusion, our mechanic

NO. OF FAILURES

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

VEHICLE SPEED AT INCIDENT

FAILED PART(S)
○ Original
○ Replacement

TIRE BRAND
○ BF Goodrich
○ Cooper
○ Firestone
○ Goodyear
○ Kelly Springfield
○ Michelin
○ Yokohama
○ Other ___

HANDICAPPED ADAPTIVE
○ Yes ● No

FAILED PART(S) AVAILABLE?
● Yes ○ No

NHTSA PREVIOUSLY CONTACTED?
○ Yes ● No ?

APPLICABLE 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

CAUSE OF INCIDENT
○ Wear/Corroded/Rust
○ Weak/Poor Fit/Loose
○ Cut/Torn
○ Disconnect/Fell Off
○ Erratic/Poor Performance
○ Excessive Effort
○ Noisy
○ Leaks
○ Short
○ Locks/Sticks/Grabs
○ Stability/Vibration
○ Broken

RESULT OF INCIDENT
○ Explosion/Fire
○ Loss of Control
○ Poor Visibility
○ Inadvertent Start
○ Rollover
○ Stalls
○ Sudden Acceleration

PLEASE DO NOT WRITE IN THIS AREA

02812

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

Thank the Lord God we have not had an accident with this van, but, we will if we do not get this serious problem of "lack of control" do to a defective gear box! We are a family of six and we travel alot. The enclosed receipts will help you see that we have been seeking for help. The dealership thought it was our tires; so we bought new tires... We took it back to our machanic, Mark Lillie, and by that time he had seen the exact same problem with a different customer and is now confident that it is a defective gear box. We believe this is a serious manufacturer defect and feel it is not our responsibility to correct this. We have been in a serious auto accident 1 year ago. We know how important it is to be as safe as possible. When we drive the van (by the way, this is our "new" van) We cannot keep it in a straight line as it wants to sway side to side like a boat in the waves. Will you please help us! I hope the enclosed receipts will help you to see our endevors. We must do something soon it is worsening fast!

Continue on additional page if necessary.

Describe any additional incidents. (Include date and mileage)

Mark Reflex® by NCS EW-225239-1854321 HR06 Printed in U.S.A.

HS Form 350 (Rev. 6/99)

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 79173 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

U.S. Department of Transportation
National Highway Traffic Safety Administration
400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use $300

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

VEHICLE OWNER'S QUESTIONNAIRE (VOQ)

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

Gurley Leep

FORD, INC.
320 East Ireland Road
SOUTH BEND, INDIANA 46614
(219) 291-6910
www.gurleyleep.com

For your convenience we accept the following credit cards.

VISA · MasterCard · DISCOVER · American Express Card

INVOICE NUMBER
DCS355674
CUSTOMER NUMBER
21843

[redacted]

ADVISOR
KELLY 7886
PAGE NO
332
LABOR RATE
MILEAGE NO
91737
YEAR MAKE MODEL
95)FORD TRUCK/ECONOLINE E150/2 DOO
VEHICLE ID NO
1FMEE11N8SHB73062
TAG NO
STOCK NO
COLOR
RED&WHITE
COMMENTS
DELIVERY MILES
57298
SELLING DEALER NO
R.O. DATE
12/04/00
INVOICE DATE
12/07/00
REPRINT NUMBER
DELIVERY DATE
06/25/98
PRODUCTION DATE

BUICK • GMC TRUCK • MERCEDES BENZ • CADILLAC
OLDSMOBILE • CHRYSLER • PLYMOUTH • DODGE
DODGE TRUCKS • FORD • HYUNDAI • PONTIAC • TOYOTA
HONDA • AUDI • VOLKSWAGEN • DAEWOO

JOB# 1 CHARGES

LABOR
J# 1 35FOZ05 ABS LIGHT ON TECH(S):GY00 62.50
CUSTOMER STATES ABS LIGHT ON
INTER CHECK AND REPORT
TESTED ABS SYSTEN AND FOUND BAD HCV NEEDS REPLACED
ORDERED PART

JOB# 1 TOTALS
LABOR 62.50
JOB# 1 JOURNAL PREFIX FOCS JOB# 1 TOTAL 62.50

JOB# 2 CHARGES

LABOR
J# 2 46FOZ STEERING/SUSPENSION TECH(S):GY00 0.00
CHECK WHEN DRIVING VEHICLE ESP WITH WEIGHT IN BACK VEHICLE
FEELS LIKE IT IS LOOSE LIKE YOU HAVE TO COMPENSATE STEERING
CHECKED AND ADVISED CUSTOMER NEEDS TIRES WITH STRONGER
SIDE WALLS AND POSSIBLE REAR STABLIZER

JOB# 2 TOTALS
JOB# 2 JOURNAL PREFIX FOCS JOB# 2 TOTAL 0.00

COMMENTS
332

TOTALS

TOTAL LABOR....	62.50
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	62.50

[ ] CASH [ ] CHECK CK NO. [ ]
[ ] VISA [ ] MASTERCARD [X] DISCOVER
[ ] AMER XPRESS [ ] OTHER [ ] CHARGE

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

PAID
DEC 07 2000

By

YOU MAY BE SURVEYED REGARDING YOUR SERVICE VISIT. IF FOR ANY REASON YOU CAN NOT MARK ☑ "COMPLETELY SATISFIED" PLEASE CONTACT YOUR ADVISOR AS SOON AS POSSIBLE.

FORD, INC.
320 East Ireland Road
SOUTH BEND, INDIANA 46614
(219) 291-6910
www.gurleyleep.com

For your convenience we accept the following credit cards

VISA · MasterCard · DISCOVER

INVOICE NUMBER
6CS357692
CUSTOMER NUMBER
121943

[redacted]

ADVISOR: KELLY 7886		TAG NO: 505
LABOR RATE	LICENSE NO	MILEAGE: 92346
YEAR / MAKE / MODEL: 96/FORD TRUCK/ECONOLINE E150 /2 DOO		
VEHICLE ID NO: 1FMEE11N8SHB73062		
FTE NO		PO NO.
COLOR: RED&WHITE/	STOCK NO	
COMMENTS		
DELIVERY MILES: 57298	SELLING DEALER NO	
R.O. DATE: 12/18/00	INVOICE DATE: 12/18/00	
REPRINT NUMBER	DELIVERY DATE: 06/25/98	
	PRODUCTION DATE	

WE SERVICE ALL MAKES AND MODELS

BUICK • GMC TRUCK • MERCEDES BENZ • CADILLAC
OLDSMOBILE • CHRYSLER • PLYMOUTH • DODGE
DODGE TRUCKS • FORD • HYUNDAI • PONTIAC • TOYOTA
HONDA • AUDI • VOLKSWAGEN • DAEWOO

JOB# 1 CHARGES

LABOR
J# 1 40FOZ BRAKES TECH(S):GY0W 250.00
CHECK ANTI LOCK BRAKE SYSTEM
CHECKED SYSTEM LAST TIME PUT ON SPECIAL ORDER PART
RECHECK SYSTEM OK AT THIS TIME

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	F8UZ-2C286-ARM	CONTR ASY-BRK	542.32	542.32
	-1	F8UZ-2C286-ARM	CORE RETURN	100.00	-100.00
	1	PM-1	BRAKE FLUID 0	2.06	2.06
				TOTAL - PARTS	444.38

JOB# 1 TOTALS

LABOR	250.00
PARTS	444.38

JOB# 1 JOURNAL PREFIX FOCS JOB# 1 TOTAL 694.38

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SSUP	ADDITIONAL SUPPLIES USED		21.25
			TOTAL - MISC	21.25

TOTALS

[ ] CASH [ ] CHECK CK NO. [ ]
[ ] VISA [ ] MASTERCARD [✓] DISCOVER
[ ] AMER XPRESS [ ] OTHER [ ] CHARGE

TOTAL LABOR	250.00
TOTAL PARTS	444.38
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	21.25
TOTAL MISC DISC	0.00
TOTAL TAX	23.29
TOTAL INVOICE $	738.92

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

DEC 18 2000

PAGE 1 OF 1 CUSTOMER COPY [END OF INVOICE]

AT GURLEY-LEEP OUR GOAL IS YOUR COMPLETE SATISFACTION!
YOU MAY BE SURVEYED REGARDING YOUR SERVICE VISIT. IF FOR ANY REASON YOU CAN NOT MARK ☒ "COMPLETELY SATISFIED" PLEASE CONTACT YOUR ADVISOR AS SOON AS POSSIBLE. THANK YOU!

13 24

M. D. LILLIE AUTO SERVICE

Major & Minor Repairs
51081 U.S. 31-33 N.
SOUTH BEND, INDIANA 46637

271-9411

BILL TO [redacted]

ADDRESS [redacted]

CUSTOMER'S NAME

ADDRESS | CITY

YEAR: 85 | TYPE OR MODEL: Country Wagon | MAKE: Ford | LICENSE NO.

MOTOR NO. | I.D. | MILEAGE: 89811

DELIVERY DATE | TRANS NO. | DIFF. NO. [redacted]

PAINT AND TRIM No.: Red/White | BODY No.: Villa | STYLE NO.

TIME PROMISED: A.M. Appt | P.M.

DATE

CUST. ORDER No.

WRITTEN BY

DELIVER YES ☐ NO ☐

PHONE WHEN READY YES ☐ NO ☐

LUBRICATE	☐
CHANGE OIL	☐
CHANGE OIL FILTER CART	☐
SERVICE AIR CLEANER	☐
CHANGE TRANS. OIL	☐
CHANGE DIFF. OIL	☐
PACK FRONT WHEEL BRGS.	☐
ADJUST BRAKES	☐
BALANCE WHEELS	☐
ALIGN FRONT WHEELS	☐
X TIRES	☐
WASH	☐
POLISH	☐

OPER No. | REPAIR ORDER — LABOR INSTRUCTIONS | LABOR CHARGE

✓ Wandering in frt. end

Recheck Alignment
✓ frt end — ✓ Rear end —
✓ Adj Gear Box — 18.50

QTY	PART No. OR DESCRIPTION	SALE AMOUNT

P.O. No. — SUBLET REPAIRS

Alignment 19.00
10% DISC.
$17.50

TOTAL SUBLET REPAIRS

ACCESSORIES ✓

[redacted]

TOTAL ACCESSORIES

I hereby authorize the above repair work to be done along with necessary materials. You and your employees may operate above vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on above vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control.

SIGNED

GALS. GAS @	
QTS. OIL @	
LBS. GREASE @	
AUTO. TRANS. OIL	
TOTAL GAS, OIL and GREASE	

☐ CASH
☐ CHARGE
☐ INTERNAL
Or'd By

INTERNAL SUMMARY

ACCT.	CHARGE	COST

LABOR	18.50
PARTS	
ACCESSORIES	
GAS, OIL & GREASE	
SUBLET REPAIRS	
TAX	
TOTAL AMOUNT	18.50

M. D. LILLIE AUTO SERVICE

Major & Minor Repairs
51081 U.S. 31-33 N.
SOUTH BEND, INDIANA [redacted]

[redacted]

CUSTOMER'S NAME

ADDRESS CITY

YEAR 95 TYPE OR MODEL Wagon MAKE Ford LICENSE NO.

MOTOR NO VIN MILEAGE

DELIVERY DATE TRANS. NO. DIFF. NO. TAKE [redacted]

PAINT AND TRIM NO. BODY NO. STYLE NO

DATE

TIME PROMISED A.M. 4 PM P.M.

CUST. ORDER NO

WRITTEN BY

DELIVER Yes ☐ No ☐

PHONE WHEN READY Yes ☐ No ☐

	LABOR CHARGE
LUBRICATE ☐	
CHANGE OIL ☐	
CHANGE OIL FILTER CART ☐	
SERVICE AIR CLEANER ☐	
CHANGE TRANS. OIL ☐	
CHANGE DIFF. OIL ☐	
PACK FRONT WHEEL BRGS. ☐	
ADJUST BRAKES ☐	
BALANCE WHEELS ☐	
ALIGN FRONT WHEELS ☐	
X TIRES ☐	
WASH ☐	
POLISH ☐	

OPER NO	REPAIR ORDER - LABOR INSTRUCTIONS	LABOR CHARGE
	2 Tires Mount & Bal Tires	10 00

QTY	PART NO. OR DESCRIPTION	SALE AMOUNT
2	235-75-15 Tires	65 15 / 130 30

P.O. NO. SUBLET REPAIRS

TOTAL SUBLET REPAIRS

ACCESSORIES

TOTAL ACCESSORIES

I hereby authorize the above repair work to be done along with necessary materials. You and your employees may operate above vehicle for purpose of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on above vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control.

SIGNED

SALE, GAS @

QTS. OIL @

LBS. GREASE @

AUTO. TRANS. OIL

TOTAL GAS, OIL AND GREASE

☐ CASH
☐ CHARGE
☐ INTERNAL

OK'D BY

INTERNAL SUMMARY

ACCT	CHARGE	COST

EPA	2 00
LABOR	10 00
PARTS	130 30
ACCESSORIES	
GAS, OIL & GREASE	
SUBLET REPAIRS	
Tire Fee	50
TAX	6 52
TOTAL AMOUNT	149 32

M. D. LILLIE AUTO SERVICE

Major & Minor Repairs
51081 U.S. 31-33 N.
SOUTH BEND, INDIANA 46637

271-9411

	QTY.	PART No. OR DESCRIPTION		SALE AMOUNT
	1	MTP US Battery		92.95
	6 qts	Oil	1.95	11.70
	1	Oil filter		6.50
4378	1	Air filter		15.19

BILL TO Ilene Werner

ADDRESS — CITY

CUSTOMER'S NAME

ADDRESS — CITY

YEAR — TYPE OR MODEL: Van — MAKE: Ford — LICENSE No.

MOTOR No. — VIN

DELIVERY DATE — TRANS. No. — DIFF. No.

PAINT AND TRIM No.: Blue/White — BODY No. — STYLE No.

PHONE: RES. 277-8941 — BUS.

MILEAGE: 89295

TIME PROMISED: A.M. / P.M. — CUST. ORDER No. — WRITTEN BY

DELIVER: YES ☐ NO ☐ — PHONE WHEN READY: YES ☐ NO ☐

DATE

		LABOR CHARGE
LUBRICATE	☐	
CHANGE OIL	☐	
CHANGE OIL FILTER CART	☐	
SERVICE AIR CLEANER	☐	
CHANGE TRANS. OIL	☐	
CHANGE DIFF. OIL	☐	
PACK FRONT WHEEL BRGS.	☐	
ADJUST BRAKES	☐	
BALANCE WHEELS	☐	
ALIGN FRONT WHEELS	☐	
X TIRES	☐	
WASH	☐	
POLISH	☐	

OPER No. — REPAIR ORDER — LABOR INSTRUCTIONS

Instruction	Labor Charge
L-O-F	4.50
✓ Battery – ✓ Alt – Replace Battery	18.50
✓ Tinny Noise – When Acc. ✓ Rattle Pass Side Running Board ✓ Lt. and Wandering – High Speed with Heavy Load –	18.50

SUBLET REPAIRS

10/17/01
215t.
D. Brittle 10

TOTAL SUBLET REPAIRS

ACCESSORIES

Thanks

TOTAL ACCESSORIES

I hereby authorize the above repair work to be done along with necessary materials. You and your employees may operate above vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on above vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control.

SIGNED

GALS. GAS		
QTS. OIL		
LBS. GREASE		
AUTO TRANS. OIL		
TOTAL GAS, OIL and GREASE		

☐ CASH
☐ CHARGE
☐ INTERNAL
OK'D BY

INTERNAL SUMMARY

ACCT.	CHARGE	COST

EPA	2.00
LABOR	41.50
PARTS	126.34
ACCESSORIES	
GAS, OIL & GREASE	
SUBLET REPAIRS	
TAX	6.32
TOTAL AMOUNT	176.16