

15299

107927



INVOICE

PAGE 1

1400 CARLBARK STREET
MAILING ADDRESS
1800 NORTH MAIN STREET
WALNUT CREEK, CALIFORNIA 94596
PHONE 932-2900

SERVICE ADVISOR: 315 FRANK POWELL

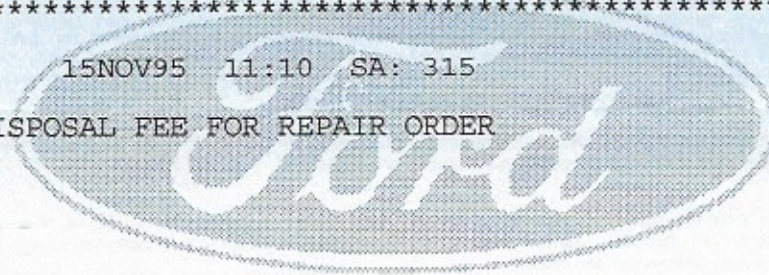
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	94	FORD MUSTANG	1FALP42D9RF220267	3KDP355	5867/5867	T4323
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
01JAN94			WAIT		0.00	15NOV95
R.O. OPENED	DATE CUSTOMER NOTIFIED	OPTIONS:				
11:10 15NOV95	12:20 15NOV95					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	*LUBE, OIL, FILTER & TIRE ROTATION						
	5K *LUBE, OIL, FILTER & TIRE ROTATION						
	889	C				35.00	35.00
	1 FL*300* FILTER ASSY - OIL				5.50	5.50	5.50
LUBE OIL							
		CL				5.50	5.50

B	FILL OUT MAINT BOOK IN PAS. SEAT.						
	MEMO 889						
	889	C				0.00	0.00

EST: 55.00 15NOV95 11:10 SA: 315

CUSTOMER PAY EPA DISPOSAL FEE FOR REPAIR ORDER 2.00



55.-
48.90
6.10 discount ticket

PAID
NOV 15 1995
PER. [Signature]

CUSTOMER COPY

	ORIGINAL ESTIMATE \$			FINAL REVISED ESTIMATE \$			DESCRIPTION	TOTALS
	DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT \$		LABOR AMOUNT	35.00
	REASON				REVISED TOTAL \$		PARTS AMOUNT	5.50
	DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT \$		GAS, OIL, LUBE	5.50
	REASON				REVISED TOTAL \$		SUBLET AMOUNT	0.00
	DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT \$		MISC. CHARGES	2.00
	REASON				REVISED TOTAL \$		TOTAL CHARGES	48.00
	I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.			I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.			LESS INSURANCE	0.00
	X			X			SALES TAX	0.90
							PLEASE PAY THIS AMOUNT	48.90

DLR CODE: 07820-7 BAR # AJ149297 EPA # CAD 055389795

CUSTOMER COPY

15299

1 2 1 6 8 2



INVOICE

PAGE 1

1400 CARLBAC STREET
MAILING ADDRESS
1800 NORTH MAIN STREET
WALNUT CREEK, CALIFORNIA 94596
PHONE 932-2900

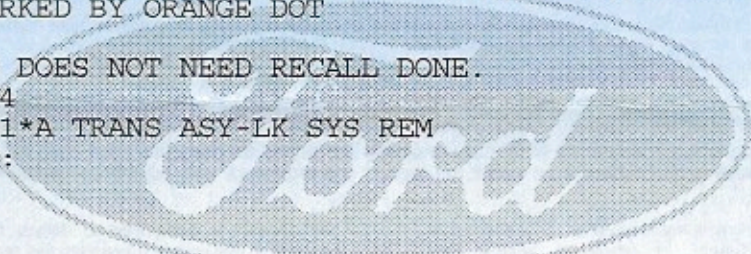
SERVICE ADVISOR: 315 FRANK POWELL

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/ OUT, TAG. Row 1: 94, FORD MUSTANG, 1FALP42D9RF220267, 3KDP355, 6300/6300, T7734. Row 2: 01JAN94, PROD. DATE, WARR. EXP., PROMISED, PO NO., PAYMENT, INV. DATE. Row 3: 01JAN94, WAIT, 0.00, 03APR96.

Table with columns: R.O. OPENED, DATE CUSTOMER NOTIFIED, OPTIONS, LIST, NET, TOTAL. Row 1: 11:53 03APR96, 12:31 03APR96, A RECALL 95B79, REMOTE CONTROL RECALL.

CAUSE: A99 REPLACED TRANSMITTERS AS PER RECALL. 244 W94 (N/C)
FC: PART#: COUNT: CLAIM TYPE: AUTH CODE: 2381

B CUST PURCHASED 3 REMOTES WITH VEHICLE, DOES THAT REMOTE NEED TO BE CORRECTED, MARKED BY ORANGE DOT
CAUSE: MEMO 3RD REMOTE DOES NOT NEED RECALL DONE. 244 W94 (N/C)
2 F5ZZ*15K601*A TRANS ASY-LK SYS REM (N/C)
FC: PART#: COUNT: CLAIM TYPE: AUTH CODE: 2381



THANK YOU FOR CHOOSING WALNUT CREEK FORD
PLEASE SEE US FOR ALL YOUR SERVICE NEEDS
HAVE A GREAT DAY

Dear Valued Customer,
Walnut Creek Ford Company may be sending you a survey
you could take a few minutes to fill it out. Thank
you for your business and we hope to see you again!
Sincerely,
Walnut Creek Ford

CUSTOMER COPY

Table with columns: ORIGINAL ESTIMATE \$, FINAL REVISED ESTIMATE \$, DESCRIPTION, TOTALS. Includes sub-tables for labor, parts, gas, oil, lube, sublet, misc. charges, total charges, less insurance, sales tax, and please pay this amount.



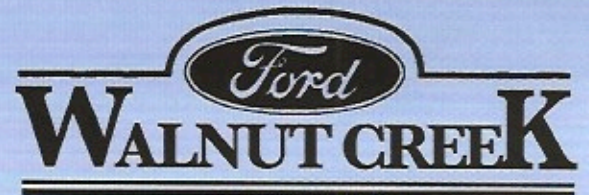
DLR CODE: 07820-7 BAR # AJ149297 EPA # CAD 055389795

CUSTOMER COPY

15299

132911

INVOICE



1400 CARLBACK STREET
MAILING ADDRESS
1800 NORTH MAIN STREET
WALNUT CREEK, CALIFORNIA 94596
PHONE 932-2900

PAGE 1

SERVICE ADVISOR: 245 DANIEL MERRYMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	94	FORD MUSTANG	1FALP42D9RF220267	3KDP355	6757/6757	T7570
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
01JAN94			WAIT		0.00	11JUL96
R.O. OPENED	DATE CUSTOMER NOTIFIED		OPTIONS:			
10:10	11JUL96	10:55	11JUL96			

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

A	*LUBE OIL & FILTER						
	LOF *LUBE OIL & FILTER						
	889 BUESSE, LANCE LIC#: 2160						
	C					16.95	16.95
	1 FL*300* FILTER ASY				5.50	5.50	5.50
	LUBE OIL						
	CL					5.50	5.50
	PERFORMED LOF, TOPPED ALL FLUIDS.						

B	CK AC TEMP						
	Z2 * GENERAL REPAIRS						
	889 BUESSE, LANCE LIC#: 2160						
	C					0.00	0.00
	INSPECTED AND FOUND AC COOLS TO 38 DEGREES, OK.						

EST: 31.00 11JUL96 10:10 SA: 245

CUSTOMER PAY EPA DISPOSAL FEE FOR REPAIR ORDER 2.00

THANK YOU FOR CHOOSING WALNUT CREEK FORD
PLEASE SEE US FOR ALL YOUR SERVICE NEEDS
HAVE A GREAT DAY

PAID
JUL 11 1996
PER.....

CUSTOMER COPY



ORIGINAL ESTIMATE \$		FINAL REVISED ESTIMATE \$		DESCRIPTION	TOTALS
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	LABOR AMOUNT	16.95
REASON				PARTS AMOUNT	5.50
				GAS, OIL, LUBE	5.50
				SUBLET AMOUNT	0.00
				MISC. CHARGES	2.00
				TOTAL CHARGES	29.95
				LESS INSURANCE	0.00
				SALES TAX	0.91
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.		I ACKNOWLEDGE RECEIPT OF VEHICLE AND HAVE RECEIVED A COPY OF THIS INVOICE.		PLEASE PAY THIS AMOUNT	30.86
X		X			

DLR CODE: 07820-7 BAR # AJ149297 EPA # CAD 055389795

CUSTOMER COPY

WAIT

9

15299

132912

WALNUT CREEK FORD

1400 CARLBACK STREET
MAILING ADDRESS
1800 NORTH MAIN STREET
WALNUT CREEK, CALIFORNIA 94596
PHONE 932-2900

WORKORDER

PAGE 1

SERVICE ADVISOR: 245 MERRYMAN, DANIEL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	TAG
	94	FORD MUSTANG	1FALP42D9RF220267	3KDP355	6757/	T7570
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
01JAN94			** WAITER **		0.00	
F.O. OPENED	READY	OPTIONS:				
11JUL96 10:11						

LINE OF CODE	TECH TYPE	DESCRIPTIONS/INSTRUCTIONS
# A H04		CK E BRAKE OPERATION, CUST STATES WONT HOLD ON HILLS

W94

*ordered
E-brake
Roger
7-11-96*

THIS IS NOT AN INVOICE

BY LAW, YOU MAY CHOOSE ANOTHER FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY. SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. PLEASE READ REVERSE SIDE.

I, the registered vehicle owner, hereby authorize the repair work herein set forth to be done with the necessary material and agree that you are not responsible for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. I hereby appoint Walnut Creek Ford as my attorney in fact and empower you to negotiate and cash any draft or instrument issued in payment of this acknowledged by dealer. Said customer is hereby notified that the said property, or its contents, is not insured or protected to the amount of repairs with the dealer. Customer stated no articles of personal property have been left in the vehicle, and the dealer is not responsible for collection of manufacturer warranty work to be performed on my vehicle. In the event that any work performed is not accepted for warranty payment by the manufacturer, then I, the customer, will be held responsible for the outstanding balance. This agreement in no way limits your warranty coverage. If this situation does occur, then you will receive documentation of denied warranty for your records.

ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK. ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
				\$
REASON				REVISED TOTAL
				\$
				\$
REASON				REVISED TOTAL
				\$
				\$
REASON				REVISED TOTAL
				\$
				\$
REASON				REVISED TOTAL
				\$

PRELIMINARY ESTIMATE \$ WHICH INCLUDES A HAZARDOUS WASTE DISPOSAL FEE OF \$

AUTHORIZED BY: X

TERMS: CASH OR APPROVED CREDIT CARDS UNLESS PRIOR ARRANGEMENTS HAVE BEEN MADE.

LOCATION _____ QUALITY CONTROLLED BY _____ MILES _____

TECHNICIAN COPY DLR CODE: 07820-7 BAR # AJ149297 EPA # CAD 06530706

15299

134420



INVOICE

PAGE 1

1400 CARLBACK STREET
MAILING ADDRESS
1800 NORTH MAIN STREET
WALNUT CREEK, CALIFORNIA 94596
PHONE 932-2900

SERVICE ADVISOR: 172 RICHARD HUGHES

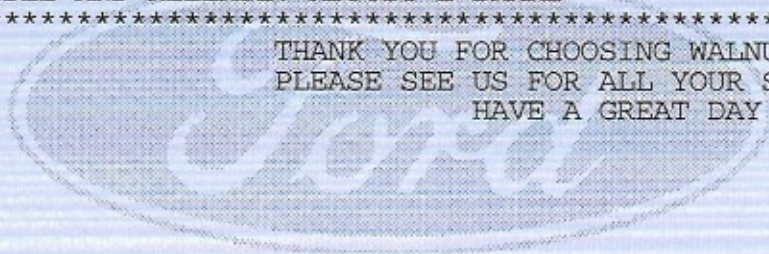
Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/ OUT, TAG. Includes details for a 1994 Ford Mustang.

Table with columns: R.O. OPENED, DATE CUSTOMER NOTIFIED, OPTIONS, LIST, NET, TOTAL. Includes dates and service details.

LINE OPCODE TECH TYPE HOURS
A E BRAKE SOP REPLACEMENT
CAUSE: ..
H04 PARKING BRAKE CONCERNS
244 DODGE, LORAN LIC#: 2381
W93
1 F4ZZ*2780*B HANDLE ASY P/BRK
FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:

REPLACE E BRAKE HANDLE AND RELEASE. ADJUST E BRAKE

THANK YOU FOR CHOOSING WALNUT CREEK FORD
PLEASE SEE US FOR ALL YOUR SERVICE NEEDS
HAVE A GREAT DAY



Dear Valued Customer

Ford Motor Company may be sending you a survey on work performed here. We would appreciate if you could take a few minutes to fill it out. Thank you for your business and we hope to see you again!

Sincerely,
Walnut Creek Ford

CUSTOMER COPY



Table with columns: ORIGINAL ESTIMATE \$, FINAL REVISED ESTIMATE \$, DESCRIPTION, TOTALS. Includes labor, parts, gas, oil, lube, sublet, misc. charges, total charges, less insurance, sales tax, and please pay this amount.

DLR CODE: 07820-7 BAR # AJ149297 EPA # CAD 055389795

CUSTOMER COPY

15299

157161



INVOICE

PAGE 1

1400 CARLBACH STREET
MAILING ADDRESS
1800 NORTH MAIN STREET
WALNUT CREEK, CALIFORNIA 94596
PHONE 932-2900

SERVICE ADVISOR: 245 DANIEL MERRYMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	94	FORD MUSTANG	1FALP42D9RF220267	3KDP355	8013/8013	T4670
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
17SEP94	21JUL94		WAIT 05FEB97		0.00	05FEB97

R.O. OPENED	DATE CUSTOMER NOTIFIED	OPTIONS:
09:18 05FEB97	10:49 05FEB97	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A		LUBE,OIL & FILTER AND TIRE ROTATION					
		15K LUBE,OIL & FILTER AND TIRE ROTATION					
		295 CAMPOS JR., JOAQUIN LIC#: 5205					
		C				37.65	37.65
		1 FL*300* FILTER ASY			5.50	5.50	5.50
		LUBE OIL					
		CL				5.50	5.50
		PERFORMED LOF SERVICE AND TIRE ROTATION FRONT BRAKES AT 85%, REAR AT 85%					

B	WASH VEHICLE NO CHRG						
	Z2 * GENERAL REPAIRS						
	246 WILLIAMS, JARED LIC#: 7836						
	ISP						(N/C)

WASH VEHICLE							
EST: 55.00	05FEB97	09:20	SA: 245				

CUSTOMER PAY EPA DISPOSAL FEE FOR REPAIR ORDER 2.00
 THANK YOU FOR CHOOSING WALNUT CREEK FORD
 PLEASE SEE US FOR ALL YOUR SERVICE NEEDS
 HAVE A GREAT DAY

PAID
 FEB 19 1997
 PER [Signature] #4089
 DM

CUSTOMER COPY

ORIGINAL ESTIMATE \$	FINAL REVISED ESTIMATE \$	DESCRIPTION	TOTALS
		LABOR AMOUNT	37.65
		PARTS AMOUNT	5.50
		GAS, OIL, LUBE	5.50
		SUBLET AMOUNT	0.00
		MISC. CHARGES	2.00
		TOTAL CHARGES	50.65
		LESS INSURANCE	0.00
		SALES TAX	0.91
		PLEASE PAY THIS AMOUNT	51.56

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. X
 I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE. X
 DLR CODE: 07820-7 BAR # AJ149297 EPA # CAD055889795

CUSTOMER COPY

(6323)

WALNUT CREEK

1400 CARLBACK STREET
 MAILING ADDRESS
 1800 NORTH MAIN STREET
WALNUT CREEK, CALIFORNIA 94596
 PHONE 932-2900

WALNUT CREEK FORD WILL ACCEPT PARTS FOR REFUND OR EXCHANGE PROVIDED THE PART IS A NORMALLY STOCKED NON-ELECTRICAL OR CARBURETOR PART PURCHASED WITHIN 30 DAYS AND IS ACCOMPANIED BY THIS INVOICE. ALL PARTS ACCEPTED FOR RETURN MUST MEET THE MANUFACTURER'S CURRENT PACKAGE GUIDELINES AND ARE SUBJECT TO A 20% RESTOCKING CHARGE. PURCHASES MADE BY CHECK WILL REQUIRE A 15 DAY CLEARING PERIOD. SPECIAL ORDERED ITEMS NOT PICKED UP WITHIN 30 DAYS WILL BE RETURNED TO NORMAL STOCK. SUBJECT TO WARRANTY TERMS AND CONDITIONS ON REVERSE SIDE.

DATE ENTERED	YOUR ORDER NO.	DATE SHIPPED	INVOICE DATE	INVOICE NUMBER
05 FEB 97		05 FEB 97	05 FEB 97	264532

S
O
L
D

T
O

S
H
I
P

T
O

PAGE 1 OF 1

CASH

SHIP VIA		SLSM.	B/L NO.	TERMS	F.O.B. POINT				
		JA		CASH	WALNUT CREEK, CA				
QTY	ORD.	SHIP	B.O.	PART NO.	DESCRIPTION	LIST	NET	AMOUNT	
2	2			RP14 DAS3022BK	SEAT BELT	5.39	5.39	10.78	
CUSTOMER COPY									
								PARTS	10.78
								SUBLET	
								FREIGHT	0.00
								SALES TAX	0.89
TOTAL								\$11.67	

T
H
A
N
K

Y
O
U

264532

CUSTOMER'S SIGNATURE

X

CUSTOMER

15299

162002



INVOICE

PAGE 1

1400 CARLBAC STREET
MAILING ADDRESS
1800 NORTH MAIN STREET
WALNUT CREEK, CALIFORNIA 94596
PHONE 932-2900

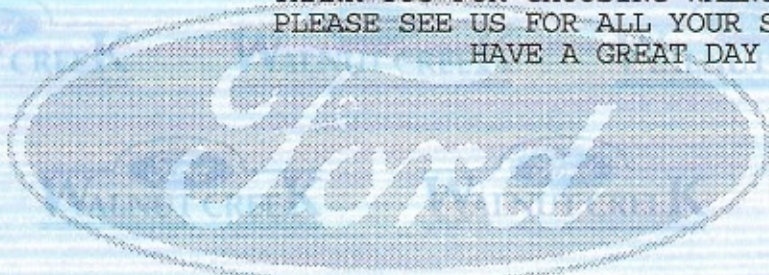
SERVICE ADVISOR: 308 DINO CASTALDI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	94	FORD MUSTANG	1FALP42D9RF220267	3KDP355	8344/8344	T5039
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
17SEP94	21JUL94		WAIT 19MAR97		0.00	19MAR97
R.O. OPENED	DATE CUSTOMER NOTIFIED	OPTIONS:				

10:06 19MAR97	11:05 19MAR97					
LINE OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	TECH 518,REAPPLY PERMA PLATE					
	DD *DETAIL DEPT					
	518 CLARK,DENNIS LIC#: 8025					
	C				39.00	39.00
	RE-APPLIED PERMA PLATE.					

EST: 39.00 19MAR97 10:10 SA: 308

THANK YOU FOR CHOOSING WALNUT CREEK FORD
PLEASE SEE US FOR ALL YOUR SERVICE NEEDS
HAVE A GREAT DAY



PAID
MAR 9 1997
PER. [Signature]

CUSTOMER COPY

ORIGINAL ESTIMATE \$	FINAL REVISED ESTIMATE \$	DESCRIPTION	TOTALS
		LABOR AMOUNT	39.00
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY
REASON		ADDITIONAL AMOUNT \$	REVISED TOTAL \$
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY
REASON		ADDITIONAL AMOUNT \$	REVISED TOTAL \$
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.		I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.	
X		X	
		PLEASE PAY THIS AMOUNT	39.00

DLR CODE: 07820-7 BAR # A1149297 EPA # CAD 055389795

CUSTOMER COPY

15299

182459



INVOICE

PAGE 1

1400 CARLBACK STREET
MAILING ADDRESS
1800 NORTH MAIN STREET
WALNUT CREEK, CALIFORNIA 94596
PHONE 932-2900

SERVICE ADVISOR: 245 DANIEL MERRYMAN

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/ OUT, TAG. Row 1: BLACK, 94, FORD MUSTANG, 1FALP42D9RF220267, 3KDP355, 10444/10444, T1831.

Table with columns: IN SERVICE DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., PAYMENT, INV. DATE. Row 1: 17SEP94, 21JUL94, WAIT 11SEP97, 0.00, 11SEP97.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Includes line A for SPECIAL LUBE SERVICE and line B for COOLANT PROTECTION.

PAID LIST NET TOTAL
SEP 11 1997
PER. #4208

Table with columns: OIL, qt FREON, oz COOLANT, gal ATF, qt. Includes line C for OIL and FLUIDS.

EST: 28.00 11SEP97 09:26 SA: 245

CUSTOMER PAY EPA DISPOSAL FEE FOR REPAIR ORDER 2.02
THANK YOU FOR CHOOSING WALNUT CREEK FORD
PLEASE SEE US FOR ALL YOUR SERVICE NEEDS
HAVE A GREAT DAY

CUSTOMER COPY



Table with columns: ORIGINAL ESTIMATE \$, FINAL REVISED ESTIMATE \$, DESCRIPTION, TOTALS. Includes sub-tables for customer acknowledgment and a final total of 32.89.

CUSTOMER COPY

A. R. Kaduk
Manager
Vehicle Service and Programs
Ford Customer Service Division



Ford Motor Company
P.O. Box 1904
Dearborn, MI 48121-1904

94 Mustang
Vehicle ID #: 1FALP42D9RF220267 97S88

November, 1997



This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in certain 1995-96 Windstars and 1994-96 Mustangs.

Safety Defect: Certain low speed accidents which do not result in visible damage to the outer hood may cause damage to the adhesive bond between the inner and outer hood panels of your vehicle. Driving at highway speed after such an impact may result in an open gap at the leading edge of the hood. The air forced between the inner and outer panels at this gap can produce enough pressure that in some cases may result in total separation between the inner and outer hood panels.

Repairs: At no charge to you, your dealer will inspect your vehicle's hood for adhesive bond damage. If the bond is not damaged, the bond area between the hood panels will be cleaned and a reinforcing adhesive applied. If any part of the hood panels is separated, the hood may be replaced with a new hood assembly. Dealers currently have instructions and parts ordering information.

How Long Will It Take? The time needed for this service is less than one day. However, due to service scheduling times, your dealer may need your vehicle for a longer period. Please call your dealer for a service date.

Call Your Dealer: Call your dealer without delay and ask for a service date.

When you bring your vehicle in, show the dealer this letter.

If you misplace this letter, your dealer will still do the work, free of charge.

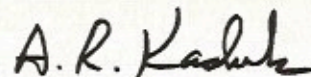


Changed Address or Sold the vehicle? Please fill out the enclosed prepaid postcard and mail it to us if you have changed your address or sold the vehicle.

If the dealer doesn't make the repair promptly and without charge, you may contact the Ford Customer Assistance Center, 300 Renaissance Center, P.O. Box 43360, Detroit, Michigan 48243. You also may send a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, D.C. 20590 or call the toll free Auto Safety Hotline 1-800-424-9393 (Washington, D.C. area residents may call 366-0123).

We regret the inconvenience this service may cause you, but we want you to have the work done for your safety and satisfaction with your Ford-built vehicle.

Sincerely,



A. R. Kaduk
Manager
Vehicle Service and Programs

Safety Recall
97S88

15299

197006



INVOICE

PAGE 1

1400 CARLBARK STREET
MAILING ADDRESS
1800 NORTH MAIN STREET
WALNUT CREEK, CALIFORNIA 94596
PHONE 932-2900

SERVICE ADVISOR: 433 DANIEL COSTELLO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	94	FORD MUSTANG	1FALP42D9RF220267	3KDP355	11062/11062	T3284
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
17SEP94	21JUL94		12:00 21JAN98		0.00	21JAN98

R.O. OPENED	DATE CUSTOMER NOTIFIED	OPTIONS:			
10:24 21JAN98	11:18 21JAN98				
LINE OPCODE	TECH TYPE	HOURS	LIST	NET	TOTAL

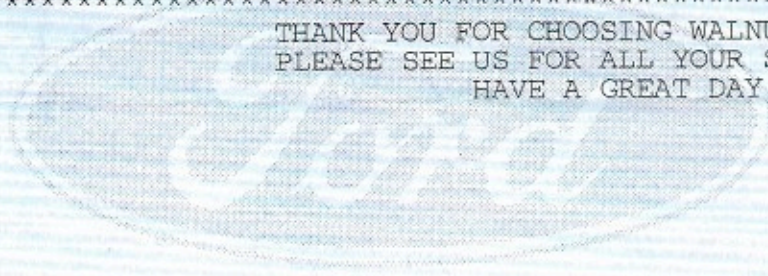
A PERFORM RECALL 97S88, HOOD SEPARATION
 CAUSE: PERFORMED RECALL 97S88
 97S88 PERFORM RECALL 97S88, HOOD SEPARATION
 244 DODGE, LORAN LIC#: 2381
 W94

(N/C)

FC: PART#: COUNT:
 CLAIM TYPE:
 AUTH CODE:
 2381

PERFORMED RECALL 97S88

THANK YOU FOR CHOOSING WALNUT CREEK FORD
 PLEASE SEE US FOR ALL YOUR SERVICE NEEDS
 HAVE A GREAT DAY



CUSTOMER COPY



ORIGINAL ESTIMATE \$		FINAL REVISED ESTIMATE \$		DESCRIPTION	TOTALS
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	LABOR AMOUNT	0.00
REASON				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
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.		I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.		PLEASE PAY THIS AMOUNT	0.00
X		X			

DLR CODE: 07820-7 BAR # AJ149297 EPA # CAD 055389795

CUSTOMER COPY

15299

219826



INVOICE

DUPLICATE 1
PAGE 1

1400 CARLBACK STREET
MAILING ADDRESS
1800 NORTH MAIN STREET
WALNUT CREEK, CALIFORNIA 94596-4107
PHONE (925) 932-2900

SERVICE ADVISOR: 503 JAMIE HALL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	94	FORD MUSTANG	1FALP42D9RF220267	3KDP355	12137/12142	T2237
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
17SEP94	21JUL94		WAIT 08SEP98		0.00 CASH	08SEP98

R.O. OPENED	DATE CUSTOMER NOTIFIED	OPTIONS:
09:48 08SEP98	14:29 08SEP98	

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

A T(E) LUBE OIL AND FILTER CHANGE, INSPECT FLUIDS
 LOF T(E) LUBE OIL AND FILTER CHANGE, INSPECT FLUIDS
 394 MCCLELLAND, SHAWN LIC#: 5966
 C
 1 FL*300* FILTER ASY - OIL 5.00 5.00 5.00
 6 XO*5W30*DSP 1 QT M/C OIL 1.40 1.40 8.40
 1 F3DZ*6734*A GASKET OIL PAN DRAIN PLUG 2.04 2.04 2.04

12140 LOF E LOF ALL FLUIDS PSI

B T(J) SMOG CERTIFICATION OR PRE-TEST
 SC T(J) SMOG CERTIFICATION OR PRE-TEST
 505 WHYTE, ROBERT LIC#: 8242
 C 79.50 79.50

MISC SMOG CERT.#DD920552
 C 8.25 8.25

12140 SMOG CERT. # DD920552 ID 6357D627D937

C T(C) TIRE ROTATION AND CHECK PRESSURES
 RT T(C) TIRE ROTATION AND CHECK PRESSURES
 394 MCCLELLAND, SHAWN LIC#: 5966
 C 22.95 22.95

12140 ROTATE C TIRE ROTATION COMPLETE

D T(J) NOISE COMING FROM RIGHT FRONT END WHEN DRIVING ON UNEVEN SURFACES
 Z5 * SUSPENSION
 175 MINTON, DANIEL LIC#: 9839
 C

1 E5DZ*3K620*A BRKT-STNG GR MTG 11.84 11.84 100.00 100.00
 12142 NOISE FRONT RIGHT L TO DIAGNOSE AND REPAIR DIAGNOSE RACK TUBE NOISY. REPLACE RIGHT TUBE AND LUBE BOTH BUSHINGS. TEST DRIVE OK NO NOISE AT THIS TIME.

168.00
 100.00 100.00
 11.84 11.84
PAID
SEP 08 1998
 WALNUT CREEK FORD
 TOTALS

ORIGINAL ESTIMATE \$	FINAL REVISED ESTIMATE \$	DESCRIPTION	TOTALS
		LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
<input checked="" type="checkbox"/> I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.		<input checked="" type="checkbox"/> I ACKNOWLEDGE RECEIPT OF VEHICLE AND HAVE RECEIVED A COPY OF THIS INVOICE.	
		PLEASE PAY THIS AMOUNT	



CUSTOMER COPY

DLR CODE: 07820-7 BAR # AJ149297 EPA # CAD 055389795

15299

219826



INVOICE

DUPLICATE 1
PAGE 2

1400 CARLBARK STREET
MAILING ADDRESS
1800 NORTH MAIN STREET
WALNUT CREEK, CALIFORNIA 94596-4107
PHONE (925) 932-2900

SERVICE ADVISOR: 503 JAMIE HALL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	94	FORD MUSTANG	1FALP42D9RF220267	3KDP355	12137/12142	T2237
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
17SEP94	21JUL94		WAIT 08SEP98		0.00 CASH	08SEP98

R.O. OPENED	DATE CUSTOMER NOTIFIED	OPTIONS:				
09:48 08SEP98	14:29 08SEP98					
LINE OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
EST: 240.00		08SEP98	09:53	SA: 503		

EST: 340.00 08SEP98 13:00 SA: 503

CONTACT:

REPLACE RACK BUSHINGS

CUSTOMER PAY EPA DISPOSAL FEE FOR REPAIR ORDER 2.02
RP A,B MD=C,D

THANK YOU FOR CHOOSING WALNUT CREEK FORD
PLEASE SEE US FOR ALL YOUR SERVICE NEEDS
HAVE A GREAT DAY



CUSTOMER COPY



ORIGINAL ESTIMATE \$		FINAL REVISED ESTIMATE \$		DESCRIPTION	TOTALS
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	LABOR AMOUNT	219.40
REASON				PARTS AMOUNT	27.28
REASON				GAS, OIL, LUBE	0.00
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	SUBLET AMOUNT	0.00
REASON				MISC. CHARGES	10.27
REASON				TOTAL CHARGES	256.95
REASON				LESS INSURANCE	0.00
REASON				SALES TAX	2.25
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.				PLEASE PAY THIS AMOUNT	
X				259.20	

DLR CODE: 07820-7 BAR # AJ149297 EPA # CAD 055389795

CUSTOMER COPY

15299

268586

INVOICE



1400 CARLBARK STREET
MAILING ADDRESS
1800 NORTH MAIN STREET
WALNUT CREEK, CALIFORNIA 94596-4107
PHONE (925) 932-2900

PAGE 1

SERVICE ADVISOR: 575 WALTER DAVIS

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/ OUT, TAG. Includes service details like IN SERVICE DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., PAYMENT, INV. DATE.

Main service list table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Lists various services such as oil changes, brake inspections, and battery replacements.



Summary table with columns: ORIGINAL ESTIMATE \$, FINAL REVISED ESTIMATE \$, DESCRIPTION, TOTALS. Includes sub-sections for LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, etc.

DLR CODE: 07820-7 BAR # AJ149297 EPA # CAD 055389795

CUSTOMER COPY

15299

268586

INVOICE



1400 CARLBARK STREET
MAILING ADDRESS
1800 NORTH MAIN STREET
WALNUT CREEK, CALIFORNIA 94596 4107
PHONE (925) 932-2900

PAGE 2

SERVICE ADVISOR: 575 WALTER DAVIS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	1994	FORD MUSTANG	1FALP42D9RF220267	3KDP355	17524/17524	T6100
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
17SEP1994	21JUL94		WAIT 10JAN00		0.00 CASH	10JAN2000
R.O. OPENED	DATE CUSTOMER NOTIFIED	OPTIONS:				
08:48 10JAN00	11:00 10JAN00					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
1	E7DZ*9155*A		FILTER ASSEMBLY-FUEL		13.95	13.95	13.95
17524			REPLACE FUEL FILTER REPLACED FUEL FILTER				

F** T(H) FLUSH COOLING SYSTEM							
CF T(H) FLUSH COOLING SYSTEM							
818 WESTHAFFER, JEFFREY LIC#: 3745							
C							
1	MO-1162	2	PK COOLANT FLUSH		19.80	19.80	19.80
1	19549	1	GAL COOLANT		7.95	7.95	7.95
17524			FLUSH COOLING SYSTEM FLUSHED COOLING SYSTEM, ADDED COOLING SYSTEM				
CONDITIONER							

EST: 372.75 10JAN00 08:52 SA: 575

CUSTOMER PAY EPA DISPOSAL FEE FOR REPAIR ORDER 2.02
 DC A ST B ST E DC C D CD DC F THANK YOU FOR CHOOSING WALNUT CREEK FORD
 PLEASE SEE US FOR ALL YOUR SERVICE NEEDS
 HAVE A GREAT DAY

PAID
 JAN 10 2000
 MCSe
 WALNUT CREEK FORD



ORIGINAL ESTIMATE \$	FINAL REVISED ESTIMATE \$	DESCRIPTION	TOTALS
		LABOR AMOUNT	169.75
		PARTS AMOUNT	132.36
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	2.02
		TOTAL CHARGES	304.13
		LESS INSURANCE	0.00
		SALES TAX	6.47
		PLEASE PAY THIS AMOUNT	310.60

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. X
 I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE X

DLR CODE: 07820-7 BAR # AJ149297 EPA # CAD 055389795

CUSTOMER COPY

CUSTOMER #115299

* PRE-WORKORDER

Ford WALNUT CREEK

1400 CARLBARK STREET
MAILING ADDRESS
1800 NORTH MAIN STREET
WALNUT CREEK, CALIFORNIA 94596
PHONE 925/2900

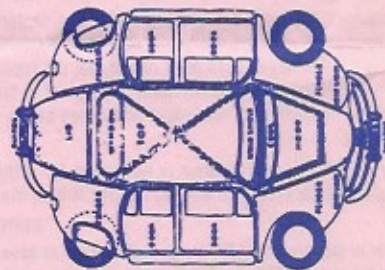
PAGE 2

SERVICE ADVISOR:

999 SUBLET MENU

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	TAG
BLACK	94	FORD MUSTANG	1FALP42D9RF220267	3KUP355	17524	6100
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
17SEP94	21JUL94		WANT		0.00	
R. O. OPENED	READY	OPTIONS:				OPENED BY:
						5A WALTER

LINE OR CODE	TECH TYPE	DESCRIPTIONS/INSTRUCTIONS	
# A 15K		PERFORM 15,000 MILE SERVICE PER SHEET	
	C (E)	LUBE OIL FILTER	29.95
	C (H)	CHECK BRAKES + ROTARY TIRES	39.95
# B N59		WASH BULBS UNDER THE HOOD	
	C (E)	CUSTOMER REQUEST REPLACE BATTERY W/127.90	
# C MEMO		WALTER	
	C (B)	REPLACE AIR FILTER	35.00 W 5 YEAR WARR
	C (C)	REPLACE FUEL FILTER	45.00
	C (H)	FWASH COOLING SYSTEM	99.95



THIS IS NOT AN INVOICE

BY LAW, YOU MAY CHOOSE ANOTHER FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.

SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. PLEASE READ REVERSE SIDE.

I, the registered vehicle owner, hereby authorize the repair work herein set forth to be done with the necessary material and agree that you are not responsible for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. I hereby appoint Walnut Creek Ford as my attorney in fact and empower you to negotiate and cash any draft or instrument issued in payment of this repair order by any third party in my name and to sign my name thereto. Receipt of vehicle described herein for repair or alteration is hereby acknowledged by dealer. Said customer is hereby notified that the said property, or its contents, is not insured or protected to the amount of actual cash value thereof, or otherwise, by the undersigned dealer against loss occasioned by theft, fire or vandalism while the property remains with the dealer. Customer states no articles of personal property have been left in the vehicle, and the dealer is not responsible for inspection thereof. Customer will be responsible for payment of reasonable attorney fees and costs in the event suit is brought for collection. I authorize warranty work to be performed on my vehicle. In the event that any work performed is not accepted for warranty payment by the manufacturer, then I, the customer, will be held responsible for the outstanding balance. This agreement in no way limits your warranty coverage. If this situation does occur, then you will receive documentation of denied warranty for your records.

ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK. ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
REASON				REVISED TOTAL
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
REASON				REVISED TOTAL
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
REASON				REVISED TOTAL

PRELIMINARY ESTIMATE \$312.75

WHICH INCLUDES A HAZARDOUS WASTE DISPOSAL FEE OF \$

AUTHORIZED BY: [Signature] TERMS: CASH OR APPROVED CREDIT CARDS UNLESS PRIOR ARRANGEMENTS HAVE BEEN MADE. CUSTOMER COPY

LOCATION: _____ QUALITY CONTROLLED BY: _____ MILES: _____

15299

293717

INVOICE



1400 CARLBACK STREET
MAILING ADDRESS
1800 NORTH MAIN STREET
WALNUT CREEK, CALIFORNIA 94596-4107
PHONE (925) 932-2900

PAGE 1

SERVICE ADVISOR: 598 MATTHEW CALDERONE

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/ OUT, TAG. Row 1: BLACK, 1994, FORD MUSTANG, 1FALP42D9RF220267, 3KDP355, 22585/22585, T5775

Table with columns: IN SERVICE DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., PAYMENT, INV. DATE. Row 1: 17SEP1994, 21JUL94, 17SEP1997, WAIT 08SEP00, 0.00, CASH, 08SEP2000

Table with columns: R.O. OPENED, DATE CUSTOMER NOTIFIED, OPTIONS. Row 1: 11:12 08SEP00, 13:28 08SEP00, AXL:6Z

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL

A T(E)1ST LUBE, OIL & FILTER CHANGE PER COUPON FOR 6TH FREE
LOF1 T(E)1ST LUBE, OIL & FILTER CHANGE PER COUPON FOR 6TH FREE
187 FLANAGAN, JOHN LIC#: 3635
C
6 5W30 1 QT. M/C OIL 1.47 1.47 8.82
1 FL*300* FILTER ASY - OIL 5.00 5.00 5.00
22585 MAINTENANCE PERFORMED LUBE OIL AND FILTER CHANGE CK AND ADJ FLUIDS AS NECESSARY

B T(J)PERFORM SMOG CERTIFICATION
SC T(J)PERFORM SMOG CERTIFICATION
522 GREEN, SHERIDAN LIC#: 8467
C
MISC SMOG CERT #DY164315 8.25 8.25
22585 SMOG (J) PERFORMED SMOG INSPECTION AND CERTIFIED CERT# DY164315
DMV# 6050Y620D037

C T(E) BRAKE INSPECTION CHECK E-BRAKE AND ROTATE TIRES
BITR T(E)BRAKE INSPECTION / TIRE ROTATION SPECIAL
187 FLANAGAN, JOHN LIC#: 3635
C
22585 MAINTENANCE INSPECTED BRAKES FR AND RR 7-8MM LEFT ROTATED TIRES CK AND ADJ TIRE PSIS AS NECESSARY

D REPORT TIRE TREAD DEPTH - ALL FOUR TIRES -
TIRE4 TREAD DEPTH 4/32 OF AN INCH
187 FLANAGAN, JOHN LIC#: 3635
C
22585 ALL 4/32 LEFT

E FLUIDS=====[QTS].OIL [QTS].ATF [GALS].COOLANT [OZ].FR
EON [?].OTHER

Table with columns: ORIGINAL ESTIMATE \$, FINAL REVISED ESTIMATE \$, DESCRIPTION, TOTALS. Includes sub-tables for labor, parts, gas, oil, lube, sublet, misc. charges, total charges, less insurance, sales tax.



I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. X
I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE. X

PLEASE PAY THIS AMOUNT
DLR CODE: 07820-7 BAR # AJ149297 EPA # CAD 055389795

CUSTOMER COPY

15299

293717

INVOICE



1400 CARLBACK STREET
MAILING ADDRESS
1800 NORTH MAIN STREET
WALNUT CREEK, CALIFORNIA 94596-4107
PHONE (925) 932-2900

PAGE 2

SERVICE ADVISOR: 598 MATTHEW CALDERONE

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/ OUT, TAG, IN SERVICE DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., PAYMENT, INV. DATE. Includes data for 1994 Ford Mustang and service dates.

FLUIDS FLUIDS-----[QTS].OIL [QTS].ATF
[GALS].COOLANT [OZ].FREON [?].OTHE

R 187 FLANAGAN, JOHN LIC#: 3635
ISP (N/C)
22585 5 QTS OIL

EST: 158.00 08SEP00 11:14 SA: 598

CUSTOMER PAY EPA DISPOSAL FEE FOR REPAIR ORDER 2.02
ST A ST C,D,E ST B
THANK YOU FOR CHOOSING WALNUT CREEK FORD
PLEASE SEE US FOR ALL YOUR SERVICE NEEDS
HAVE A GREAT DAY



CUSTOMER COPY

Table with columns: ORIGINAL ESTIMATE \$, FINAL REVISED ESTIMATE \$, DESCRIPTION, TOTALS. Includes breakdown of labor, parts, and taxes, ending with a total of 153.33.



DLR CODE: 07820-7 BAR # AJ149297 EPA # CAD 055389795

CUSTOMER COPY

15299

307994

INVOICE



PAGE 1

1400 CARLBACK STREET
MAILING ADDRESS
1800 NORTH MAIN STREET
WALNUT CREEK, CALIFORNIA 94596-4107
PHONE (925) 932-2900

SERVICE ADVISOR: 598 MATTHEW CALDERONE

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG. Includes service dates, R.O. OPENED, and customer notified dates.

09:18 02FEB01 10:03 02FEB01
LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
A 00S37-CERTAIN 94/01 MODEL YEAR MUSTANG VEH/EQUIPPED WITH MANUEL
TRANSMISSION PARK BRAKE CONTROL ASSEMBLY MODIFICATION,
CAUSE: 24751 00S37 INSTALL PARK BRAKE BRACKET AS PER RECALL 00S37
00S37B REMOVE,MODIFY AND RE-INSTALL PARK BRAKE
CONTROL ASSEMBLY
146 BILLS,TERRY LIC#: 6432
W94
1 1R3Z*2A753*BA KIT-P/BRK REPAIR (N/C)
FC: PART#: COUNT: (N/C)
CLAIM TYPE: OOS37
AUTH CODE:
6432

MISC ADMIN.
W94 (N/C)
24751 00S37 INSTALL PARK BRAKE BRACKET AS PER RECALL 00S37

B OFFERED CUSTOMER WALK-AROUND ?
WA OFFERED CUSTOMER WALK-AROUND ?
999 ISP (N/C)

THANK YOU FOR CHOOSING WALNUT CREEK FORD
PLEASE SEE US FOR ALL YOUR SERVICE NEEDS
HAVE A GREAT DAY

CUSTOMER COPY



Table with columns: ORIGINAL ESTIMATE \$, FINAL REVISED ESTIMATE \$, DESCRIPTION, TOTALS. Includes sub-sections for LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, etc.

DLR CODE: 07820-7 BAR # AJ149297 EPA # CAD 055389795

CUSTOMER COPY

Ford Motor Company
P.O. Box 1904
Dearborn, Michigan 48121-1904
1-800-392-3673
www.ownerconnection.com



1994 Mustang
Vehicle ID #: 1FALP42D9RF220267 00S37

1277

December, 2000



This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in certain 1994 – 2001 model year Mustang vehicles equipped with manual transmission.

We apologize for this situation, and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with Ford dealers, is to provide you with the highest level of service and support possible.

What the safety issue is ...

Affected vehicles have the potential for a mis-alignment condition within the park brake control assembly that could cause the park brake to not hold and allow the vehicle to roll if the parking instructions in your owner guide are not followed.

The owner guide instructs customers to always apply the brake pedal and pull the parking brake handle up as far as possible and place the gearshift of the manual transmission securely in 1st (first) gear after setting the parking brake.

What Ford Motor Company and your dealer will do ...

Ford Motor Company will repair your vehicle free of charge (parts and labor). Owners who are affected by this recall are requested to return their vehicle to their dealer for modification of the park brake control assembly.

How long will it take?

The time needed for this repair is less than one-half day. However, due to service scheduling issues, your dealer may need your vehicle for a longer period of time.

What we are asking you to do ...

Call your dealer without delay. Ask for a service date and whether parts are in stock for Safety Recall 00S37.

If your dealer does not have the parts in stock, they can be ordered before scheduling your service date. Parts would be expected to arrive within a week after ordering.

When you bring your vehicle in, show the dealer this letter. If you misplace this letter, your dealer will still do the work, free of charge.



15299

309379

INVOICE



1400 CARLBACK STREET
MAILING ADDRESS
1800 NORTH MAIN STREET
WALNUT CREEK, CALIFORNIA 94596-4107
PHONE (925) 932-2900

PAGE 1

SERVICE ADVISOR: 600 DRAYSON MCCULLOUGH

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/ OUT, TAG. Includes service dates, warr. exp., and options like ENG:5.0L_EFI_SHP.

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
A CUSTOMER REPORTS FLASHING RED LIGHT BUTTON FOR ALARM SYSTEM IS STUCK
AND IS NOT ABLE TO BE PUSHED, CONCERN STARTED WHEN PARKING
BRAKE RECALL WAS DONE
G29 OTHER WARNING LIGHT, GAUGE TROUBLES (VOLT, AMP)
812 SIMMONS, ERIC LIC#: 3202
C 22.80 22.80
24881 WARR INSPECTED FOUND BOUTTON STUCK. R&R BUTTON OK. RECHECKED
SYSTEM OK.

B QUALITY CONTROL INSPECTION PERFORMED
QC QUALITY CONTROL INSPECTION PERFORMED
579 PANUGALING, MEL LIC#: 7687
ISP (N/C)
24881

EST: 50.00 15FEB01 13:15 SA: 600
NMD B
THANK YOU FOR CHOOSING WALNUT CREEK FORD
PLEASE SEE US FOR ALL YOUR SERVICE NEEDS
HAVE A GREAT DAY

CUSTOMER COPY



Table with columns: ORIGINAL ESTIMATE \$, FINAL REVISED ESTIMATE \$, DESCRIPTION, TOTALS. Includes labor, parts, and tax amounts.

DLR CODE: 07820-7 BAR # AJ149297 EPA # CAD 055389795

CUSTOMER COPY

15299

355103

INVOICE



1400 CARLBACK STREET
MAILING ADDRESS
1800 NORTH MAIN STREET
WALNUT CREEK, CALIFORNIA 94596-4107
PHONE (925) 932-2900

PAGE 1

SERVICE ADVISOR: 301 JOHN COE

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/ OUT, TAG. Includes service dates and options like ENG:5.0L_EFI_SHP TRN:T50D_MANUAL_5SPD.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL.

A QUALITY CONTROL INSPECTION PERFORMED. QC QUALITY CONTROL INSPECTION PERFORMED. 208 KNUDSEN, DONALD LIC#: 4405 ITS (N/C)

28312 QC *****

B (JF) PERFORM 25,000 MILE WERVICE PER SHEET 25K PERFORM 25,000 MILE SERVICE PER SHEET 208 KNUDSEN, DONALD LIC#: 4405 C

Table with columns: Description, Amount, Net, Total. Includes items like 1 E7DZ*9155*A FILTER ASSEMBLY-FUEL, 1 MO-2080 15-30K MENU KIT, BK7 BRAKE DEPTH REMAINING 7MM.

28312 PERFORM 25K SERVICE PER SHEET REPLACE FUEL FILTER AND ADD TREATMENT ADD OIL TREATMENT ROTATE TIRES AND LUBE CK BRAKES FRONTS 8MM 70% REARS 7MM 65% CK COOLING SYSTEM AND EX. (JF) *****

C T(E) LUBE, OIL AND FILTER CHANGE, INSPECT FLUIDS LOF T(E) LUBE, OIL AND FILTER CHANGE, INSPECT FLUIDS 208 KNUDSEN, DONALD LIC#: 4405 C

Walnut Creek Ford
APR 10 2002
PAID

Table with columns: Description, Amount, Net, Total. Includes items like 6 XO*5W30*DSP 1 QT M/C OIL, 1 FL*300* FILTER ASY - OIL.

28312 LUBE OIL AND FILTER CK FLUIDS (E) *****

D (B) CUST SAYSTHAT THERE IS A OIL LEAK UNDERNEATH MIDDLE OF CAR CHECK AND REPORT L84 UNDETERMINED LEAK (DRIVESHAFT/FRONT AXLE) 208 KNUDSEN, DONALD LIC#: 4405 C

Table with columns: Description, Amount, Net, Total. Includes item 28312 INSPECT FOR OIL LEAK - COMING FROM REAR MAIN AND OIL PAN.



Table with columns: ORIGINAL ESTIMATE \$, FINAL REVISED ESTIMATE \$, DESCRIPTION, TOTALS. Includes sub-tables for DATE, TIME, PHONE # OR IN PERSON, AUTHORIZED BY, ADDITIONAL AMOUNT \$, REASON, REVISED TOTAL \$.

DLR CODE: 07820-7 BAR # AJ149297 EPA # CAD 055389795

CUSTOMER COPY

15299

355103

INVOICE



1400 CARLBACH STREET
MAILING ADDRESS
1800 NORTH MAIN STREET
WALNUT CREEK, CALIFORNIA 94596-4107
PHONE (925) 932-2900

PAGE 2

SERVICE ADVISOR: 301 JOHN COE

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG. Row 1: BLACK, 94, FORD MUSTANG, 1FALP42D9RF220267, 3KDP355, 28312/28312, T9083

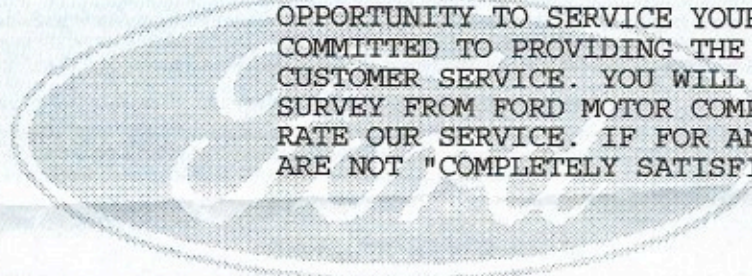
Table with columns: IN SERVICE DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., PAYMENT, INV. DATE. Row 1: 17SEP1994, 21JUL94, 17SEP1997, WAIT 10APR02, 0.00, CASH, 10APR2002

Table with columns: R.O. OPENED, DATE CUSTOMER NOTIFIED, OPTIONS. Row 1: 09:15 10APR02, 11:19 10APR02, AXL:6Z, ENG:5.0L_EFI_SHP TRN:T50D_MANUAL_5SPD

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Row 1: E OFFERED CUSTOMER WALK-AROUND ?

EST: 300.00 10APR02 09:15 SA: 301

CUSTOMER PAY EPA DISPOSAL FEE FOR REPAIR ORDER 2.02
SJR ABC NMD D



WALNUT CREEK FORD APPRECIATES THE OPPORTUNITY TO SERVICE YOUR VEHICLE. WE ARE COMMITTED TO PROVIDING THE HIGHEST LEVEL OF CUSTOMER SERVICE. YOU WILL BE RECEIVING A SURVEY FROM FORD MOTOR COMPANY ASKING YOU TO RATE OUR SERVICE. IF FOR ANY REASON YOU ARE NOT "COMPLETELY SATISFIED" LET US KNOW!

CUSTOMER COPY



Table with columns: ORIGINAL ESTIMATE \$, FINAL REVISED ESTIMATE \$, DESCRIPTION, TOTALS. Includes sub-tables for labor, parts, gas, oil, lube, sublet, misc. charges, less insurance, sales tax.

DLR CODE: 07820-7 BAR # AJ149297 EPA # CAD 055389795

CUSTOMER COPY

15299

3 5 5 6 9 1



INVOICE

DUPLICATE 1
PAGE 1

1400 CARLBACH STREET
MAILING ADDRESS
1800 NORTH MAIN STREET
WALNUT CREEK, CALIFORNIA 94596-4107
PHONE (925) 932-2900

SERVICE ADVISOR: 301 JOHN COE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	94	FORD MUSTANG	1FALP42D9RF220267	3KDP355	28338/28340	T9478
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
17SEP1994	21JUL94	17SEP1997	16:00 16APR02		0.00 CASH	18APR2002
R.O. OPENED	DATE CUSTOMER NOTIFIED	OPTIONS:				
09:09 16APR02	15:28 18APR02	ENG:5.0L_EFI_SHP TRN:T50D_MANUAL_5SPD AXL:6Z				

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

A QUALITY CONTROL INSPECTION PERFORMED .

QC QUALITY CONTROL INSPECTION PERFORMED .

550 AMATO,ROBERT LIC#: 8958

ITS

(N/C)

28340

B (V) CUST STATES THAT REAR MAIN SEAL BROKE/ REPLACE LEAKING REAR MAIN D50 OTHER ENGINE TROUBLES

550 AMATO,ROBERT LIC#: 8958

C

807.52 807.52

1 F1SZ*6701*A SEAL-REAR C/SHFT OIL	21.00	21.00	21.00
------------------------------------	-------	-------	-------

1 F5TZ*6710*A GSKT-OIL PAN	57.62	57.62	57.62
----------------------------	-------	-------	-------

2 MO-1008 PARTS CLEANER	6.95	6.95	13.90
-------------------------	------	------	-------

28340 REAR MAIN SEAL V REMOVED AND REPLACED REAR MAIN SEAL TEST DROVE VEHICLE AND RECHECKED FOR ANY LEAKS OK AT THIS TIME

C (L) CUST STATES THAT OIL PAN LEAKS/ REPLACE LEAKING OIL PAN GASKET L65 ENGINE OIL LEAK .

550 AMATO,ROBERT LIC#: 8958

C

210.12 210.12

28340 OIL LEAK L REMOVED AND REPLACED OILPAN GASKET TOPPED OFF OIL

D OFFERED CUSTOMER WALK-AROUND ?

WA OFFERED CUSTOMER WALK-AROUND ?

550 AMATO,ROBERT LIC#: 8958

ITS

(N/C)

EST: 1,400.00 16APR02 09:09 SA: 301

Walnut Creek Ford
APR 18 2002
PAID

CUSTOMER COPY



ORIGINAL ESTIMATE \$	FINAL REVISED ESTIMATE \$	DESCRIPTION	TOTALS
		LABOR AMOUNT	
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY
		ADDITIONAL AMOUNT \$	
REASON		REVISD TOTAL \$	
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY
		ADDITIONAL AMOUNT \$	
REASON		REVISD TOTAL \$	
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.		I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.	
X		X	
		PLEASE PAY THIS AMOUNT	

DLR CODE: 07820-7 BAR # AJ149297 EPA # CAD 055389795

CUSTOMER COPY

15299

3 5 5 6 9 1

INVOICE

DUPLICATE 1
PAGE 2



1400 CARLBACK STREET
MAILING ADDRESS
1800 NORTH MAIN STREET
WALNUT CREEK, CALIFORNIA 94596-4107
PHONE (925) 932-2900

SERVICE ADVISOR: 301 JOHN COE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	94	FORD MUSTANG	1FALP42D9RF220267	3KDP355	28338/28340	T9478

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
17SEP1994	21JUL94	17SEP1997	16:00 16APR02		0.00 CASH	18APR2002


R.O. OPENED	DATE CUSTOMER NOTIFIED	OPTIONS:
09:09 16APR02	15:28 18APR02	ENG:5.0L_EFI_SHP TRN:T50D_MANUAL_5SPD AXL:6Z

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

WALNUT CREEK FORD APPRECIATES THE OPPORTUNITY TO SERVICE YOUR VEHICLE. WE ARE COMMITTED TO PROVIDING THE HIGHEST LEVEL OF CUSTOMER SERVICE. YOU WILL BE RECEIVING A SURVEY FROM FORD MOTOR COMPANY ASKING YOU TO RATE OUR SERVICE. IF FOR ANY REASON YOU ARE NOT "COMPLETELY SATISFIED" LET US KNOW!



CUSTOMER COPY

	ORIGINAL ESTIMATE \$		FINAL REVISED ESTIMATE \$		DESCRIPTION	TOTALS	
	DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT \$	LABOR AMOUNT	1017.64
REASON					REVISED TOTAL \$	PARTS AMOUNT	92.52
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT \$	GAS, OIL, LUBE	0.00	
REASON					REVISED TOTAL \$	SUBLET AMOUNT	0.00
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.					I ACKNOWLEDGE RECEIPT OF VEHICLE AND HAVE RECEIVED A COPY OF THIS INVOICE.	MISC. CHARGES	0.00
X						X	TOTAL CHARGES
						LESS INSURANCE	0.00
						SALES TAX	7.63
						PLEASE PAY THIS AMOUNT	1117.79

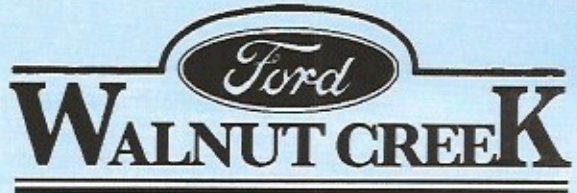
DLR CODE: 07820-7 BAR # AJ149297 EPA # CAD 055389795

CUSTOMER COPY

15299

3 5 7 1 5 8

INVOICE



1400 CARLBACK STREET
MAILING ADDRESS
1800 NORTH MAIN STREET
WALNUT CREEK, CALIFORNIA 94596-4107
PHONE (925) 932-2900

PAGE 1

SERVICE ADVISOR: 301 JOHN COE

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/ OUT, TAG. Includes service dates and options like ENG:5.0L_EFI_SHP TRN:T50D_MANUAL_5SPD.

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUST STATES THAT AFTER RECALL PERFORMED HERE ALARM RESET BUTTON WAS JAMMED //BUTTON IS IN SHIFT CONSOLE //RED FLASHING BUTTON IS JAMMED FREE UP

A99 ADMINISTRATIVE

818 WESTHAFFER,JEFFREY LIC#: 3745

ITS

(N/C)

28514 REPAIRED ALARM LIGHT,GOT IT UNSTUCK

B** REF RO NBR 307994 ON 02 FEB 01 24751 NBR 146

MEMO -MEMO INFO

818 WESTHAFFER,JEFFREY LIC#: 3745

ITS

(N/C)

28514

WALNUT CREEK FORD APPRECIATES THE OPPORTUNITY TO SERVICE YOUR VEHICLE. WE ARE COMMITTED TO PROVIDING THE HIGHEST LEVEL OF CUSTOMER SERVICE. YOU WILL BE RECEIVING A SURVEY FROM FORD MOTOR COMPANY ASKING YOU TO RATE OUR SERVICE. IF FOR ANY REASON YOU ARE NOT "COMPLETELY SATISFIED" LET US KNOW!

CUSTOMER COPY



Table with columns: ORIGINAL ESTIMATE \$, FINAL REVISED ESTIMATE \$, DESCRIPTION, TOTALS. Includes acknowledgment checkboxes and a 'PLEASE PAY THIS AMOUNT' section.

DLR CODE: 07820-7 BAR # AJ149297 EPA # CAD 055389795

CUSTOMER COPY

15299

370379

INVOICE



1400 CARLBACK STREET
MAILING ADDRESS
1800 NORTH MAIN STREET
WALNUT CREEK, CALIFORNIA 94596-4107
PHONE (925) 932-2900

PAGE 1

SERVICE ADVISOR: 598 MATTHEW CALDERONE

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/ OUT, TAG. Values: BLACK, 94, FORD MUSTANG, 1FALP42D9RF220267, 3KDP355, 29914/29914, T6429

Table with columns: IN SERVICE DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., PAYMENT, INV. DATE. Values: 17SEP1994, 21JUL94, 17SEP1997, WAIT 04SEP02, 0.00, CASH, 04SEP2002

Table with columns: R.O. OPENED, DATE CUSTOMER NOTIFIED, OPTIONS. Values: 09:59 04SEP02, 10:44 04SEP02, ENG:5.0L_EFI_SHP TRN:T50D_MANUAL_5SPD, AXL:6Z

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Row 1: A T(J) PERFORM SMOG CERTIFICATION, SC T(J) PERFORM SMOG CERTIFICATION, 582 WARD, DUSTIN LIC#: 4123, C, 79.50, 79.50

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Row 2: MISC SMOG CERTIFICATE #ES534449, C, 8.25, 8.25

29914 J CERT ES534449 DMV 6050S620E037

EST: 88.00 04SEP02 09:59 SA: 598

351-A

WALNUT CREEK FORD APPRECIATES THE OPPORTUNITY TO SERVICE YOUR VEHICLE. WE ARE COMMITTED TO PROVIDING THE HIGHEST LEVEL OF CUSTOMER SERVICE. YOU WILL BE RECEIVING A SURVEY FROM FORD MOTOR COMPANY ASKING YOU TO RATE OUR SERVICE. IF FOR ANY REASON YOU ARE NOT "COMPLETELY SATISFIED" LET US KNOW!

Handwritten: VISA, SEP 14 2002, P.D.D.

CUSTOMER COPY

Table with columns: ORIGINAL ESTIMATE \$, FINAL REVISED ESTIMATE \$, DESCRIPTION, TOTALS. Includes Ford logo and checkboxes for acknowledgment.

DLR CODE: 07820-7 BAR # AJ149297 EPA # CAD 055389795

CUSTOMER COPY

15299

4 0 3 4 6 2



INVOICE

1400 CARLBARK STREET
MAILING ADDRESS
1800 NORTH MAIN STREET
WALNUT CREEK, CALIFORNIA 94596-4107
PHONE (925) 932-2900

PAGE 1

Walnut Creek Ford

SERVICE ADVISOR 0491 VIC CARR

DLR CODE: 07820-7 BAR # AJ149297 EPA # CAD 055389795

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/ OUT, TAG. Includes details for a 1994 Ford Mustang with VIN 1FALP42D9RF220267 and license 3KDP355.

Table with columns: IN SERVICE DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., PAYMENT, INV. DATE. Shows service on 08AUG2003 for 0.00 CASH.

Options: ENG:5.0L_EFI_SHP TRN:T50D_MANUAL_5SPD AXL:6Z

Line A (J) ADVISE ON OVERHEATS LOW COOLANT LITE Z19 * A/C TRIM & FITS 214 VEENSTRA, MICHAEL LIC#: 2679. Includes item 1 F5ZZ*8C607*A MOTOR & FAN ASSY with price 320.95.

Line B (N/C) RECORD TIRE CONDITION, TIRE PRESSURE, AND TIRE TREAD DEPTH ALL FOUR TIRES. Tires (N/C) record tire condition, tire pressure, and tire tread depth all four tires. 214 VEENSTRA, MICHAEL LIC#: 2679.

Line C QUALITY CONTROL INSPECTION PERFORMED. QC QUALITY CONTROL INSPECTION PERFORMED. 214 VEENSTRA, MICHAEL LIC#: 2679.

Line D P&A TIRES Z2 LUBE RACK MISC 214 VEENSTRA, MICHAEL LIC#: 2679.

Line E** (N) 30K PPER SERVICE SHEET 30K PERFORM 30,000 MILE SERVICE PER SHEET 214 VEENSTRA, MICHAEL LIC#: 2679. Includes items 1 MO-2080 15-30K MENU KIT, 2 WW*2009* BLD ASY-W/WPR, 1 E7DZ*9155*A FILTER ASSEMBLY-FUEL.

Table with columns: ORIGINAL ESTIMATE \$, FINAL REVISED ESTIMATE \$, DESCRIPTION, TOTALS. Includes sub-tables for DATE, TIME, PHONE # OR IN PERSON, AUTHORIZED BY, ADDITIONAL AMOUNT \$, REASON, REVISED TOTAL \$.



WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, splash-up paint, certain replacement parts, and particulates from maintenance of motor vehicles and vehicle components.

CUSTOMER COPY

15299

4 0 3 4 6 2



INVOICE

PAGE 2

1400 CARLBACH STREET
MAILING ADDRESS
1800 NORTH MAIN STREET
WALNUT CREEK, CALIFORNIA 94596-4107
PHONE (925) 932-2900

DLR CODE: 07820-7 BAR # AJ149297 EPA # CAD 055389795

SERVICE ADVISOR: 491 VIC CARR

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/ OUT, TAG. Row 1: BLACK, 94, FORD MUSTANG, 1FALP42D9RF220267, 3KDP355, 31344/31353, T6066

Table with columns: IN SERVICE DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., PAYMENT, INV. DATE. Row 1: 17SEP1994, 21JUL94, 17SEP1997, 19:00 07AUG03, 0.00, CASH, 08AUG2003

Table with columns: R.O. OPENED, DATE CUSTOMER NOTIFIED, OPTIONS. Row 1: 14:56 05AUG03, 12:34 08AUG03, ENG:5.0L_EFI_SHP TRN:T50D_MANUAL_5SPD AXL:6Z

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Rows include FA*1611* ELEMENT ASY-ENG AIR CLNR, MO-1162 2 PK COOLANT FLUSH, 19549 1 GAL COOLANT, MO-112 INJECTOR FLUSH.

GBK "CHECKED AND OK" (DISC:OVER 5MM) (DRUM:OVER 2MM)
214 VEENSTRA, MICHAEL LIC#: 2679
ITS (N/C)

31344 ROTATED THE TIRES INSPECTED THE FLUIDS CHECKED THE HORN AND LIGHTS CHECKED THE WIPERS AND WASHERS ADED SOLVENT ADED OIL CON NO GAS CAP KEY REPLACED THJE WIPRER BLADES INSPECTED THE RADIATOR AND HOSES NEEDS HOSES INSPECTED THE A/C IUNSPCTED THE BRAKES FRONT PADS ARE 6MM 50% LEFT REAR PADS ARE 6MM 60 % LEFT REPLACED THE AIR AND FUEL FILTERS SERVICED THE BATTERY INSTALLED PROS FLUSHS THE COOLING SYSTEM FLUSHS THE FUEL INJECTORS

F** T(E) LUBE, OIL AND FILTER CHANGE, INSPECT FLUIDS
LOF T(E) LUBE, OIL AND FILTER CHANGE, INSPECT FLUIDS
214 VEENSTRA, MICHAEL LIC#: 2679

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Rows include FL*300* FILTER-OIL, XO*5W30*DSP 1 QT M/C OIL.

31344 CHANGED THE OIL AND FILTER LUBE CHECKED THE FLUIDS
G** (H) SERVICE TRANS FLUID
ATS T(JA) PERFORM AUTOMATIC TRANSMISSION SERVICE WITH FILTER
214 VEENSTRA, MICHAEL LIC#: 2679

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Row: 3 XT*2* 1 QT. MERCON ATF, 2.10, 2.10, 6.30

31344 CHANGED THE TRANS FLUID
H** ADVISE ON HOSES BELTS SEE VIC



Table with columns: ORIGINAL ESTIMATE \$, FINAL REVISED ESTIMATE \$, DESCRIPTION, TOTALS. Includes sub-tables for DATE, TIME, PHONE # OR IN PERSON, AUTHORIZED BY, ADDITIONAL AMOUNT \$.

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and disposal in accordance with Proposition 65 in Cal. Health & Safety Code 25249.5 et seq. For further information about Proposition 65: http://www.cdphs.org/prop65.html

CUSTOMER COPY

15299

403462



INVOICE

PAGE 3

1400 CARLBARK STREET
MAILING ADDRESS
1800 NORTH MAIN STREET
WALNUT CREEK, CALIFORNIA 94596-4107
PHONE (925) 932-2900

SERVICE ADVISOR: 491 VIC CARR

DLR CODE: 07820-7 BAR # AJ149297 EPA # CAD 055389795

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/ OUT, TAG. Row 1: BLACK, 94, FORD MUSTANG, 1FALP42D9RF220267, 3KDP355, 31344/31353, T6066.

Table with columns: IN SERVICE DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., PAYMENT, INV. DATE. Row 1: 17SEP1994, 21JUL94, 17SEP1997, 19:00 07AUG03, 0.00, CASH, 08AUG2003.

Table with columns: R.O. OPENED, DATE CUSTOMER NOTIFIED, OPTIONS. Row 1: 14:56 05AUG03, 12:34 08AUG03, ENG:5.0L_EFI_SHP TRN:T50D_MANUAL_5SPD AXL:6Z

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Row 1: Z2 LUBE RACK MISC, 214 VEENSTRA, MICHAEL LIC#: 2679, ITS, (N/C)

31344 NEEDS HOSES DRIVE BELT IS OK

I** FREE BATTERY TEST PER COUPON
FBT FREE BATTERY TEST PER COUPON
214 VEENSTRA, MICHAEL LIC#: 2679
ITS (N/C)

31344 THE BATTERY TESTS OK AT THIS TIME

J** (N) REPLACE COOLING SYSTEM HOSES
Z19 * A/C TRIM & FITS
214 VEENSTRA, MICHAEL LIC#: 2679

Table with columns: Description, List, Net, Total. Items include: 1 F4ZZ*18472*A HOSE HTR OUTLET (FORMED) 15.90, 1 F4ZZ*18472*B HOSE-HOT WATER HEATER (INLET) 17.53, etc.

31352 REPLACED THE COOLING SYSTEM HOSES AND CHECKED THE A/C IS OK 40*

K** (E) REPLACE T-STAT
Z19 * A/C TRIM & FITS
214 VEENSTRA, MICHAEL LIC#: 2679
C 52.50 52.50

31344 REPLACED THE THERMOSTAT

Summary table with columns: ORIGINAL ESTIMATE \$, FINAL REVISED ESTIMATE \$, DESCRIPTION, TOTALS. Includes sub-tables for LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, etc.

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from maintenance of motor vehicles and vehicle components.



CUSTOMER COPY

15299

403462

INVOICE



1400 CARLBACH STREET
MAILING ADDRESS

1800 NORTH MAIN STREET
WALNUT CREEK, CALIFORNIA 94596-4107
PHONE (925) 932-2900

PAGE 4

DLR CODE: 07820-7 BAR # AJ149297 EPA # CAD 055389795

SERVICE ADVISOR: 491 VIC CARR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	94	FORD MUSTANG	1FALP42D9RF220267	3KDP355	31344/31353	T6066

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
17SEP1994	21JUL94	17SEP1997	19:00 07AUG03		0.00 CASH	08AUG2003

R.O. OPENED	DATE CUSTOMER NOTIFIED	OPTIONS:
14:56 05AUG03	12:34 08AUG03	ENG:5.0L_EFI_SHP TRN:T50D_MANUAL_5SPD AXL:6Z

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
L**	(JB)	MOUNT AND BALANCE	4	TIRES			
	QTR4	(JB)	MOUNT AND BALANCE	4	TIRES		
						0.00	0.00
					326.95	326.95	653.90
					326.95	326.95	653.90
					1.50	1.50	12.00
					1.30	1.30	5.20

MISC CALIF TIRE TAX CTIRE 4.00 4.00

31353 MOUNT AND BALANCE 4 TIRES JB PERFORMED MOUNT AND BALANCE OF 4 NEW TIRES-ALL IS OK.

M** GOODYEAR P25545ZR17 EAGLE GS-C

MEMO -MEMO INFO 546 ZENTNER, JAMES LIC#: 1950 ITS (N/C)

31352

EST: 1,147.00 06AUG03 11:04 SA: 491

EST: 1,800.00 06AUG03 14:57 SA: 491

CONTACT: COOLING HOSES, T STAT

EST: 3,124.00 07AUG03 15:15 SA: 491

CONTACT: 4 TIRES

CUSTOMER PAY EPA DISPOSAL FEE FOR REPAIR ORDER 5.34



ORIGINAL ESTIMATE \$					FINAL REVISED ESTIMATE \$		DESCRIPTION	TOTALS
DATE					TIME		LABOR AMOUNT	
PHONE # OR IN PERSON					AUTHORIZED BY		PARTS AMOUNT	
REASON					ADDITIONAL AMOUNT \$		GAS, OIL, LUBE	
REASON					REVISED TOTAL \$		SUBLET AMOUNT	
DATE					TIME		MISC. CHARGES	
PHONE # OR IN PERSON					AUTHORIZED BY		TOTAL CHARGES	
REASON					ADDITIONAL AMOUNT \$		LESS INSURANCE	
REASON					REVISED TOTAL \$		SALES TAX	
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.					I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.		PLEASE PAY THIS AMOUNT	

WARNING Motor vehicles contain elements known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, greases, gloves, touch-up paint, certain replacement parts, and particulates from the maintenance of motor vehicles and vehicle components. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and handling in accordance with Proposition 65 in Cal. Health & Safety Code 25249.5 et seq. For further information about Proposition 65: http://www.oehha.org/prop65.html

CUSTOMER COPY

15299

403462

INVOICE



1400 CARLBACH STREET
MAILING ADDRESS
1800 NORTH MAIN STREET
WALNUT CREEK, CALIFORNIA 94596-4107
PHONE (925) 932-2900

PAGE 5

SERVICE ADVISOR: 491 VIC CARR

DLR CODE: 07820-7 BAR # AJ149297 EPA # CAD 055389795

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/ OUT, TAG. Values: BLACK, 94, FORD MUSTANG, 1FALP42D9RF220267, 3KDP355, 31344/31353, T6066

Table with columns: IN SERVICE DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., PAYMENT, INV. DATE. Values: 17SEP1994, 21JUL94, 17SEP1997, 19:00, 07AUG03, 0.00, CASH, 08AUG2003

Table with columns: R.O. OPENED, DATE CUSTOMER NOTIFIED, OPTIONS, LIST, NET, TOTAL. Values: 14:56, 05AUG03, 12:34, 08AUG03, AXL:6Z, ENG:5.0L_EFI_SHP, TRN:T50D_MANUAL_5SPD

WALNUT CREEK FORD APPRECIATES THE OPPORTUNITY TO SERVICE YOUR VEHICLE. WE ARE COMMITTED TO PROVIDING THE HIGHEST LEVEL OF CUSTOMER SERVICE. YOU WILL BE RECEIVING A SURVEY FROM FORD MOTOR COMPANY ASKING YOU TO RATE OUR SERVICE. IF FOR ANY REASON YOU ARE NOT "COMPLETELY SATISFIED" LET US KNOW!



CUSTOMER COPY

Table with columns: ORIGINAL ESTIMATE \$, FINAL REVISED ESTIMATE \$, DESCRIPTION, TOTALS. Includes sub-tables for DATE, TIME, PHONE # OR IN PERSON, AUTHORIZED BY, ADDITIONAL AMOUNT \$, REASON, REVISED TOTAL \$.



WARNING: Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and parts and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, glass, touch up paint, certain replacement parts, and particulates from To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; 4) follow all manufacturer's instructions pertaining to proper use and disposal in accordance with Proposition 65 in Cal. Health & Safety Code 25249.5 et seq. For further information about Proposition 65: http://www.oahha.org/prop65.html

CUSTOMER COPY