



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

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-1111
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 117

Date Received

22-SEP-2004

Repository ☐

Reference No.
10094069

OWNER INFORMATION (Type or Print)

Name

Address

City

EAST LANSING

State MI

Zip Code

Daytime Telephone Number

Evening Telephone Number

E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date / /

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

1FTNF21P33E

Make

FORD

Model

F250

Model Year

2003

Date Purchased

3-APR-2003

Dealer's Name and Telephone Number

CENTRAL TRUCK CENTER

Engine

6.0 LITER

Fuel Type:

Diesel

Original Owner

☒

Dealer's City

LANSING

State

MI

Zip Code

48911

No: Cylinders

8

Transmission Type

MANUAL

☒ Antilock Brakes

☒ Cruise Control

Powertrain

UNKNOWN

Vehicle Component Code

MANUAL TRANS.

100000 POWER TRAIN: AUTOMATIC TRANSMISSION

Multiple Failure: 6

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

17-AUG-2004

8-APR-2003

Failure Mileage

24000

239

Failure Speed

VARIOUS - CONTINUOUS

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment

☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

N

Narrative Description of Incident(S), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

WHEN TAKING OFF FROM EITHER A STOP SIGN OR LIGHT VEHICLE FAILED TO ACCELERATE FORWARD PROPERLY. THIS CAUSED THE VEHICLE TO STALL AT AN INOPPORTUNE TIME. ITS WAS AN ONGOING PROBLEM. CONSUMER TOOK VEHICLE TO DEALERSHIP 6 TIMES IN 1 1/2 YEARS, AND WAS INFORMED BY DEALER THAT PROBLEM WAS LOW RPM POWER, WHICH WAS POOR TORQUE, AND AN IMPROPER GEAR RATIO IN TRANSMISSION. *AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

100 34
April 5, 2003

Problems with 2003 Ford F250

(VIN) 1FTNF21P33E [REDACTED]

1. The slow response of the accelerator pedal makes coordinating with the clutch difficult when trying to move ahead from a stop. This causes the engine to stall frequently. At times my foot contacts the accelerator pedal hanger when attempting to depress the pedal to the floor.
2. The engine runs quite rough at idle (750 rpm) causing the truck to vibrate. At speeds between 750 and 1000 rpm the engine will not maintain a constant speed. It fluctuates up and down rapidly.
3. The engine produces very little power at low rpm's (below 1,500). It is slow to accelerate from a stop and also at the down shifted when making a turn.



PO Box 930
Ann Arbor, Michigan
48106-0930

CUSTOMER
Viewpoint

August 6, 2003

Lansing, MI

Dear Charles Riley,

Central Ford Truck Sales, Inc. appreciated the opportunity to service your 2003 Ford F-Series Super Duty on July 8, 2003.

Because we value your business, your opinions about your vehicle and the service you received on July 8th are extremely important to us.

Please take a few moments to complete this survey.

The information you provide will be used by Ford Motor Company and Central Ford Truck Sales, Inc. to continuously improve our products and services.

We hope you will continue to turn to Central Ford Truck Sales, Inc. for all of your automotive needs. If you have any concerns, please contact your dealer. If you require further assistance, call our Customer Relationship Center at 1-800-392-3673.

Thank you in advance for your time in completing this survey. For your convenience, a postage-paid reply envelope has been provided.

Sincerely,

Ann O'Neill
Executive Director - North America
Ford Customer Service Division
Ford Motor Company

P.S.

☐ Mark here if you no longer own this 2003 Ford F-Series Super Duty and please return this uncompleted survey in the enclosed postage-paid envelope.

06030200

Your Satisfaction

1 This survey should be completed by the person most familiar with this service experience on July 8, 2003.

2 How satisfied are you with . . .

- a. Your overall ownership experience.....
- b. The overall quality of your vehicle.....
- c. The reliability of your vehicle.....
- d. Your overall service experience on July 8, 2003, at
Central Ford Truck Sales, Inc.
- e. The comfort and friendliness of the dealership service department.....

[illegible]

Please tell us more about your service experience on July 8, 2003.

How would you rate Central Ford Truck Sales, Inc. in terms of . . .

- ### 3 Convenience of appointment

- a. Ease of scheduling your service appointment.....
- b. Getting your service appointment on a day and time that was convenient for you....

EXCELLENCE	VERY GOOD	GOOD	Fair	POOR
☐	☐	☐	☐	☐
☐	☐	☐	☐	☐

- #### 4 Your service adviser

- a. Promptly acknowledging you when you arrived for service, if applicable
- b. Starting your service write-up within a reasonable amount of time, if applicable
- c. Service advisor's understanding of your service needs
- d. Providing you with an accurate estimate of when service would be completed
- e. Service advisor's honesty and sincerity

[illegible]

- ## 5 Fixing it right the first time

- a. Quality of service performed.....

0 0 0 0 0

- ## 6 Tuning service

- Notifying you of any changes in service or maintenance needs, if applicable.....
- Notifying you of any changes in when your vehicle would be ready, if applicable.....
- Having your vehicle ready when promised.....
- Length of time to complete the service.....
- Ability to pick up your vehicle at a convenient time.....
- Keeping your vehicle clean during service.....

[illegible]

- ## 7 Explanation of service and charges

- a. Explanation of the service performed and any charges.....
- b. Advising you of any future vehicle maintenance needs.....

0	0	0	0	0
0	0	0	0	0

- ## 8 Follow-up after service

- a. Timeliness of follow-up call from the dealership, if received
- b. Helpfulness of the dealership regarding the follow-up call, if applicable

0	0	0	0	0
0	0	0	0	0

- 9 Questions, concerns or commitments made during or after the service appointment**

- a. Answering your questions or resolving your concerns the first time you asked
- b. Providing you clear and helpful responses to your questions or concerns
- c. Follow through on commitments made to help you

00	00	00	00	00
00	00	00	00	00
00	00	00	00	00

Your Service Experience (continued)

10 Central Ford Truck Sales, Inc. handling of your concerns:

- a. Did you have any concerns during your service experience or after picking up your vehicle?
- b. Did you let Central Ford Truck Sales, Inc. know about your concern(s)?
- c. Has your concern(s) been resolved to your satisfaction?

YES	NO
☒	☐ IF "NO," PLEASE SKIP TO QUESTION 11
YES	NO
☐	☐
YES	NO
☐	☐

Tell Us More About Your Service Experience

11 Within how many days of when you requested were you able to schedule your service appointment?

- ☐ Same day ☐ 2 days ☐ More than 7 days
- ☐ 1 day ☒ 3-7 days

12 Was your vehicle fixed right the first time?

13 Did your dealership follow up with you after your service visit to ensure your satisfaction?

14 How would you rate the ability of Central Ford Truck Sales, Inc. in assisting you with your alternative transportation needs (shuttle, rental car, etc.), if requested?

15 Thinking about any vehicle maintenance work (oil change, tire rotation, etc.) you had done at this dealership...

- a. How satisfied are you with the length of time it takes to complete maintenance work at this dealership?

COMPLETELY SATISFIED	VERY SATISFIED	FAIRLY SATISFIED	MODERATELY SATISFIED	NOT SATISFIED
☐	☐	☐	☐	☐

- b. How would you rate the competitiveness of charges for maintenance work at this dealership?

EXCELLENT	VERY GOOD	GOOD	FAIR	POOR
☐	☐	☐	☐	☐

- c. If you do not come to this dealership for maintenance work, why not?

PRICE	HOURLY OPERATION	LOCATION	TIME TO COMPLETE WORK	OTHER
☒	☐	☐	☐	☐

Recommendations

16 Based on your experience at Central Ford Truck Sales, Inc., would you ...

- a. Recommend this dealership as a place to have a vehicle serviced?
- b. Recommend this dealership as a place to purchase or lease a new vehicle?
- c. Recommend a Ford Motor Company product (Ford, Mercury, Lincoln)?

DEFINITELY WOULD	PROBABLY WOULD	NEITHER WOULD NOR WOULDN'T	PROBABLY WOULDN'T	DEFINITELY WOULDN'T
☒	☐	☐	☐	☐
☒	☐	☐	☐	☐
☐	☐	☐	☐	☒

PLEASE GO TO NEXT PAGE →

Tell Us About Yourself

17 Your gender:

☐ Female

☒ Male

18 Your age:

☐ Under 25

☐ 30-34

☐ 40-44

☐ 50-54

☐ 60-64

☐ 25-29

☐ 35-39

☐ 45-49

☒ 55-59

☐ 65 or over

19 Your ethnic background: (Mark all that apply)

☒ White/Caucasian

☐ Black/African American

☐ Other

☐ Asian/Pacific Islander

☐ Hispanic/Latino

☐ Prefer not to answer

20 Your education: (Mark highest level completed)

☐ Some high school or less

☐ Technical/trade school graduate

☐ College graduate

☐ High school graduate

☐ Some college

☒ Post-college graduate

Comments (PLEASE PRINT)

See Attached sheet.

Help Us Update Our Records

Charles Riley
13000 Pinchard Dr
Lansing, MI 48900-1300
(317) 494-0885

Changes:

Name
(Title: Mr./Ms./Mrs.)

First/Middle/Last

Address

City

State

ZIP

Phone

E-mail

(Please Print)

Central Ford Truck Sales, Inc.
5100 So Cedar St
Lansing, MI 48911
(317) 394-7000

Vehicle: 2003 Ford F-Series Super
Duty
VIN: 1FTNF21P33EC73225

Thank you. Please return in the postage-paid envelope provided.

12102



Printed in the USA

VIN: 1FTNF21P33E [REDACTED]

September 11, 2003

Comments: The 6.0-liter diesel engine provides little power to the wheels at low RPM's. It exhibits very poor throttle response and has a rough surging idle. These deficiencies make smooth positive acceleration impossible and present a safety hazard to myself and nearby drivers when this vehicle is entering an intersection and/or when merging into traffic from a stop. This unsafe situation is even more apparent when the truck is being used as a tow vehicle.

I have made three attempts to have the described condition corrected at different Ford dealers over the past five months. The most recent was on July 8th by Central Ford Truck Sales, Inc. of Lansing, Michigan. Central Ford Truck service personnel were the most knowledgeable of the operating characteristics of the new 6.0 liter diesel but had no experience with the 6 speed manual transmission combination. Service staff updated the engine's programming and advised me that no further modifications could be made until Ford Engineering issues specific revisions for the engine.

It is quite apparent that additional fuel must be delivered at low RPM's so turbo-boost builds up more quickly. Also the ratio of the two lowest forward gears should be dropped slightly to enable immediate positive acceleration from a stop. The flow characteristics of the fuel injectors should be improved and the idling speed raised to 900 RPM so the engine can run smoothly.

[REDACTED]
[REDACTED]
East Lansing, MI [REDACTED]

September 12, 2003

Ford Motor Co. Customer Assistance Center
PO Box 6248
16800 Executive Plaza Dr.
Dearborn, MI 48126

To Whom It May Concern:

I am writing in regard to the 2003 Ford F-Series Super Duty pickup truck (VIN: 1FTNF21P33E [REDACTED]) of which I took delivery on April 3, 2003. This vehicle is equipped with four-wheel drive, a six speed manual transmission; a 3.73 ratio limited slip rear axle and 6.0 liter diesel engine. The 6.0-liter diesel engine provides little power to the wheels at low RPM's. It exhibits very poor throttle response and has a rough surging idle. These deficiencies make smooth positive acceleration impossible and present a safety hazard to myself and nearby drivers when this vehicle is entering an intersection and/or when merging into traffic from a stop. This unsafe situation is even more apparent when the truck is being used as a tow vehicle.

I have made three attempts to have the described condition corrected at different Ford dealers over the past five months. The most recent was on July 8th by Central Ford Truck Sales, Inc. of Lansing, Michigan. Central Ford Truck service personnel were the most knowledgeable of the operating characteristics of the new 6.0 liter diesel but had no experience with the 6 speed manual transmission combination. Service staff updated the engine's programming and advised me that no further modifications could be made until Ford Engineering issues specific revisions for the engine.

It is quite apparent that additional fuel must be delivered at low RPM's so turbo-boost builds up more quickly. Also the ratio of the two lowest forward gears should be dropped slightly to enable immediate positive acceleration from a stop. The flow characteristics of the fuel injectors should be improved and the idling speed raised to 900 RPM so the engine can run smoothly.

I request that Ford Motor take immediate action to eliminate the above described performance deficiencies inherent with my vehicle. In the event that my truck can not be made to perform to my satisfaction I ask that your company replace it with a similar pickup that will.

Thank you for your prompt action in this matter.

Sincerely,

[REDACTED]

Service Request VIN: 1FTNF21P33E
September 18, 2003

Drivability Problem:

The 6.0-liter diesel engine provides little power to the wheels at low RPM. It exhibits very poor throttle response and has a rough surging idle. These deficiencies make smooth positive acceleration impossible and present a safety hazard to myself and nearby drivers when this vehicle is entering an intersection and/or when merging into traffic from a stop. This unsafe situation is even more apparent when the truck is being used as a tow vehicle.

It is quite apparent that additional fuel must be delivered at low RPM's so turbo-boost builds up more quickly. Also the ratio of the two lowest forward gears should be dropped slightly to enable immediate positive acceleration from a stop. The flow characteristics of the fuel injectors should be improved and the idling speed raised to 900 RPM so the engine can run smoothly. This fix will also enable smoother operation of the 6-speed manual transmission.

Defective Fuel Injectors:

Replace all fuel injectors stamped with numbers "3C3Z-9E527-AA" AND 3C3Z-9E527-ABRM".

Leaking Rear Main Seal:

Inspect rear main seal and replace if leakage is present.

Leaking Brake Line Junction Block:

Replace leaking rear wheel brake line junction block which is mounted on the driver's side of the rear axle.

Leaking Gaskets on Rear Transmission Housing:

Eliminate gasket leaks on rear end of transmission housing.

Broken fastener on metal line:

Replace broken fastener on metal line under the hood near passenger side firewall.



Independent Voice of the
Ford Community since 1998.

Exclusive Report

6.0L Powerstroke Diesel Injectors Are Ticking Bombs

07 July 2003

Robert Lane

Updated 11 July 03

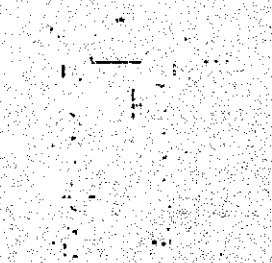
At the launch of the 2003 Ford PowerStroke 6.0L's engine, Ford used a fuel injector design that has proved fatal to the engine. The fuel injectors were stamped with numbers "3C3Z-9E527-AA" and later "3C3Z-9E527-ABRM". Within months, Ford recalled all of those fuel injectors in *dealer inventory* and by 17 April 2003 began to use a new design, part# 3C3Z-9E527-AE. Ford, however may have continued to build new 6.0 engines with the old fuel injector until 03 May 03. After that date, Ford used the new fuel injectors in all new engines and service applications.

The below Ford Motor Company diagram details the defective injectors on the left while the improved design is on the right. According to Ford Motor Company and Ford Master Technicians at [FlatRateTech](#), the injector's plunger suffers from side loading which then causes raw fuel to flood and enter the engine's oil crankcase or hydro-lock the engine. Both occurrences are so disastrous to an engine that a total replacement engine is often required.

Improved Clevia Design Eliminates Root Cause: Plunger Side Load from Spring.



Original Design
Plunger Guides Spring



Improved Design
Intersecting Piston Guides Spring

Image and text: Ford Motor Company

The Warning Signs

Ford Motor Company and Ford techs both cite a rough running engine as a possible

sign that the injectors may be failing. Other potential signs that your engine may be included in Ford's 6.0 Powerstroke fatality index are a rise in the engine oil's dipstick level or a high than usual smell of diesel fumes/emissions.

Even though Ford Motor Company is aware of Powerstroke 6.0L engine failures caused directly by failed fuel injectors, they have refused to issue a recall. This is troubling to those who quickly rack up repairs on their engines leaving them without a warranty to cover the damage or the cost of an engine replacement.

This is considered a "silent recall" where upon Ford may NOT notify owners of this condition. Owners should contact Pat Hove (813) 248-8336 at Ford World Headquarters or [click here for a Ford executive assigned to your area.](#)

Owners are advised to have their vehicles inspected *before* the warranty period expires.

It's your money - demand a better product and Ford will listen.

CHALLENGE: Should Ford Motor Company dispute this report - either someone from BlueOvalNews or FlatRateTech will be more than happy to engage in a three way telephone conference.

Updates at BlueOvalNews.com

CENTRAL TRUCK CENTER

SERVICE OPEN 7AM-8PM MONDAY-FRIDAY

8AM-3PM SATURDAY

UNIT#

ADVISOR#

Waiter

TAG#

0411

CUSTOMER

VIN

3E

ADDRESS

MODEL/YEAR

MILEAGE

17500

CITY-STATE-ZIP

COLOR

PLATE

BUSINESS PHONE

HOME

POC

DID YOU PURCHASE YOUR VEHICLE HERE? YES ☐ NO ☐ CENTRAL PLATE ☐

PRIMARY REPAIR

Running Rough, Load, Poor Fuel mileage.

Acceleration is slow.

2ND REPAIR

Limited slip not working.

3RD REPAIR

4TH REPAIR

CUSTOMER INITIALS IF YOU WOULD LIKE TO HAVE ALL FLUIDS CHECK AND FILLED \$9.00.

PRELIMINARY ESTIMATE

N/C

I HEREBY AUTHORIZE THE REPAIR WORK LISTED TO BE DONE ALONG WITH THE NECESSARY MATERIALS AND AGREE THAT CENTRAL TRUCK CENTER IS NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE, FIRE, OR THEFT. CENTRAL TRUCK CENTER IS NOT RESPONSIBLE FOR DELAYS CAUSED BY UNAVAILABLE 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 TECHNICIANS LIEN IS HEREBY ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. IF ANY INSPECTION IS DONE AT CENTRAL TRUCK CENTER, CENTRAL TRUCK CENTER IS ONLY LIABLE FOR THE AMOUNT PAID FOR THE INITIAL INSPECTION TO BE PERFORMED

CUSTOMER SIGNATURE

DATE

2/13/04

DO YOU LIKE YOUR OLD PARTS SAVED AND PLACED IN YOUR VEHICLE AFTER REPAIRS ? YES ☐ NO ☐

CUSTOMER #:5174845986

CUSTOMER COPY

65873



WORKORDER

"The Truck Specialists"

PAGE 1

5103 South Cedar St.
Lansing, Michigan 48911
(517) 394-7000

1-800-289-1610 FAX (517) 882-5396

LANSING, MI

HOME: [REDACTED] BUS:

SERVICE ADVISOR: 522 HENDRICKSON, JASON

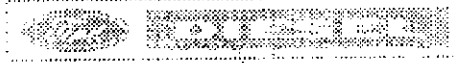
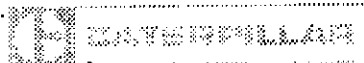
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
SILVER	03	FORD F250 PICKUP	1FTNF21P33E		17500/	T0411	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
04APR2003	25MAR03		** WAITER **		75.00	CASH	
R.O. OPENED		READY	OPTIONS: ENG:6.0L:DI TRN:MANUAL AXL:C1 1)REG CAB				
13FEB2004 08:25		4X4					

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	D36		C	ENGINE HESITATES/SURGES WHEN ACCELERATING

# B	D35		C	EXCESSIVE FUEL CONSUMPTION
-----	-----	--	---	----------------------------

# C	0		C	LIMITED SLIP NOT WORKING CORRECTLY, ONLY SPINS ONE TIRE.
-----	---	--	---	--

# D	NC		C	NO CHARGE REPAIR AND FINAL RD TEST
-----	----	--	---	------------------------------------



TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the repair work herein set forth to be done along with the necessary materials and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express garage keeper's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. I understand that pursuant to said express garage keeper's lien, I have no right of possession to the vehicle until the repairs thereto have been paid in full or until you and/or your employees have voluntarily released the vehicle to me.

* MISC. SHOP SUPPLIES: A token charge equivalent to 10% of our labor charge for supplies used in or on your vehicle. Applicable items are nuts, bolts, washers, tape, pins, solvents, lubricants, solder, window sealers, mats, towels, aerosprays and etc.

Registration No.
F130642ALL PARTS ARE NEW
UNLESS INDICATED
OTHERWISE.

ESTIMATE	LABOR AMOUNT	PARTS AMOUNT	TOTAL (SALES TAX) (ADDITIONAL)	APPROX. HRS.
	☐ DISCARD PARTS			CUST. APP.
ADDITIONAL	LABOR	PARTS	TOTAL	HRS.
	DATE	CONTACT HOW	☐ PHONE ☐ IN PERSON	
	TIME	CONTACT NAME - APPROVAL		
	AM PM	(INITIALS)		

PROPERLY COMPLETED AND CHECKED BY

AUTHORIZED REPRESENTATIVE

24,812
CENTRAL FORD TRUCK

SERVICE OPEN MONDAY & THURSDAY 7AM-8PM

TUESDAY, WEDNESDAY & FRIDAY 7AM-6PM

CLOSED ON SATURDAYS

UNIT# _____ ADVISOR# _____ TAG# 1143
CUSTOMER _____ VIN 1FTNF21P33E _____
ADDRESS _____ MODEL/YEAR 03/ F250 MILEAGE 24 ---
CITY-STATE-ZIP LAWS _____ COLOR SILVER PLATE _____
BUSINESS PHONE _____ HOME _____ POC _____
DID YOU PURCHASE YOUR VEHICLE HERE? YES _____ NO _____ CENTRAL PLATE _____

PRIMARY REPAIR _____

FSA # 04S15

2ND REPAIR PARKING BRAKE HARD TO ENGAGE -

HAS TO PUSH TO LOCK

3RD REPAIR CUSTOMER HEARS NOISE WHILE TURNING

AT SLOW SPEEDS, HAS LOOKED @ DIFF FLUID

AND SAW METAL SHAVINGS ON PLUG FLUID

4TH REPAIR * POOR POWER AT LOW SPEEDS LOOKS BACK

AND POOR GAS MILEAGE -

ANY UPDATES? -

CUSTOMER INITIALS IF YOU WOULD LIKE TO HAVE ALL FLUIDS CHECK AND FILLED \$9.00. _____

PRELIMINARY ESTIMATE 0

I HEREBY AUTHORIZE THE REPAIR WORK LISTED TO BE DONE ALONG WITH THE NECESSARY MATERIALS AND AGREE THAT CENTRAL TRUCK CENTER IS NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE, FIRE, OR THEFT. CENTRAL TRUCK CENTER IS NOT RESPONSIBLE FOR DELAYS CAUSED BY UNAVAILABLE 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 TECHNICIANS LIEN IS HEREBY ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. IF ANY INSPECTION IS DONE AT CENTRAL TRUCK CENTER, CENTRAL TRUCK CENTER IS ONLY LIABLE FOR THE AMOUNT PAID FOR THE INITIAL INSPECTION TO BE PERFORMED

CUSTOMER SIGNATURE _____ DATE 8-17-04

WOULD YOU LIKE YOUR OLD PARTS SAVED AND PLACED IN YOUR VEHICLE AFTER REPAIRS? YES _____ NO _____

THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).