State of Wisconsin
Jim Doyle, Governor

Department of Agriculture, Trade and Consumer Protection
Rod Nilsestuen, Secretary

May 4, 2006

10158399

FORD MOTOR CO
STE 331 MD 3NE-B
168000 EXECUTIVE PLAZA DR
DEARBORN MI 48126

UPTOWN MOTORS INC
2111 N MAYFAIR ROAD
MILWAUKEE WI 53226

RE: **File** [redacted] *(Refer to this number when contacting our agency)*
[redacted]
OAK CREEK WI [redacted]

Dear Sir/Madam:

I received a complaint from [redacted] concerning an unsatisfactory transaction with your business.

I am providing you with an opportunity to review and comment on this matter before we investigate further. After reviewing the complaint, please send your written response to [redacted] and to our office within two weeks.

In your response, please include a statement as to your position regarding resolution of this complaint. Your written response is important so your position can be included in the Department's permanent record.

Thank you for your cooperation and prompt response.

Sincerely,

Andrea M Louden

Andrea M. Louden
Consumer Specialist
BUREAU OF CONSUMER PROTECTION
FAX: 608 224-4939
E-mail: Andrea.Louden@datcp.state.wi.us

Enc.:
Cc: National Highway Traffic Safety Administration
Center for Auto Safety

NAR
2 of 2
5/17/06

Department of Agriculture, Trade and Consumer Protection

CIC

APR 13 2006

Consumer Complaint

Please attach two sets of copies (both sides) of all documentation that supports your complaint, such as: invoices, receipts, contracts, cancelled checks, advertisement/catalog page showing item ordered, lease documents, telephone bills.

1. How do we contact you?

Name: (Mr. (Mrs) Miss Ms.) [redacted] (circle one) (first) (middle) (last)

Home Phone: [redacted] Work Phone: [redacted] ext. ___ or ( ) ___ ext. ___

Phone me between 8:00 A.M. and 4:00 P.M. at: (circle one) (Home) ~~Work~~ Best time: 9:00am (~~TTSS~~ Th-F)

Address: [redacted] PO Box: ___ Apt.# ___

City: Oak Creek State: WI Zip: [redacted] County: ___

2. What business is your complaint against?

Name of business: ~~Seller~~: Ford Motor Company

Address: ___ PO Box: 1304 Apt.# ___

City: Dearborn State: MI Zip: 48121 County: ___

Phone: 800 521-4140 Name of person you talked to: customer Service Title: ___

Information about your complaint: and return → Dealership 2111 N Mayfair Rd Milwaukee WI 53226

3. Which of the following best describes your first contact with the business: (check one)

___ Person from business came to my home	___ I went to the business	___ Internet
___ Person from business called me	X I telephoned the business	___ Email
___ Business sent me information in the mail	___ I responded to a radio or TV ad	
___ I attended a convention or trade show	___ I responded to a printed advertisement	

4. When did the first contact occur? month: Sept. day: 7 year: 2005

5. How old is the person who had contact with the business? Age: (circle one) 0-17 (18-61) 62 or older

6. What product or service did you buy? (please be specific) 2002 Mercury Mountaineer

7. Was it advertised? (circle one) (No) Yes Date: ___ Where: ___

8. Did you sign a contract? (circle one) (No) Yes Date: ___ Number on contract, policy or receipt ___

9. If yes, where were you when you signed the contract? ___

10. Amount paid: $ 18,931.40 by: (circle one) cash (check) credit card financed other plan

11. Where did you pay the business: (check one)

___ At my home	X At the company's place of business	___ Internet
___ Over the telephone by credit card	___ At a convention or trade show	
___ By mail	___ In someone else's home	

12. Did you contact the business about your complaint? X Yes ___ No When? 9/2005 What happened? was not finalized to my satisfaction

13. Have you filed this complaint with another agency X Yes ___ No Agency name? Ford Company What happened? Was not finalized to my satisfaction

14. Have you contacted a private attorney? ___ Yes X No Have you started court actions? ___ Yes X No

CP-2(Rev 9/04)

IMPORTANT: More questions on the back page (over)

S:\cpick\Docs\ComplaintForm2004

15. Describe your complaint in detail. I FA

See attached.

This letter was sent to the company for review and was denied.

16. How do you feel your complaint should be resolved? *(please be specific)*

Because the company was known of the problem I wanted them to pick up the cost and of our pocket. (no cost to us)

This complaint and the information you provide will be used in efforts to resolve your problem and will typically be shared with the party complained against. It may also be used to enforce applicable state laws. Under Wisconsin's Open Records Law, this complaint will be available for public review upon request, after this department's action is completed.

The above information is true and accurate to the best of my knowledge.

Your signature [redacted] Date: 4.7.06

Return this form and two copies of your papers to our office located nearest to the business:

NORTHWEST REGIONAL OFFICE	SOUTHEAST REGIONAL OFFICE	NORTHEAST REGIONAL OFFICE	CONSUMER INFORMATION CENTER
3610 Oakwood Hills Pkwy	10930 W Potter Rd Ste C	200 N Jefferson St Ste 146A	2811 Agriculture Dr PO Box 8911
Eau Claire WI 54701	Milwaukee WI 53226-3450	Green Bay WI 54301	Madison WI 53708-8911
FAX: (715) 839-1645	(414) 266-1231	(920) 448-5110	(608) 224-4976
	FAX: (414) 266-1235	FAX: (920) 448-5118	FAX: (608) 224-4939

If the business is located outside of Wisconsin return this form to our Consumer Information Center.

Toll free in WI: (800) 422-7128

FAX: (608) 224-4939
TDD: (608) 224-5058

EMAIL: datcphotline@datcp.state.wi.us
WEBSITE: www.datcp.state.wi.us

[redacted]

Oak Creek, WI [redacted]
January 31, 2006

Ford Motor Company
P.O. Box 1304
Dearborn, MI 48121

Dear Sirs:

On December 21, 2004, we had purchase a 2002 Mercury Mountaineer (serial number 4M2ZU86W42Z[redacted] for $18931.40 (see attached). We made this purchase at a local dealership, Uptown Motors, Inc. located at 2111 North Mayfair Road in Milwaukee, WI 53226 414-771-9000. The vehicle was previous owned and when we purchased it had 39,121 miles and the original warranty was expired. The main reason we purchased this vehicle was because we knew the previous owners and they stated they never had any issues during the time they owned it. They were the original owners and had purchased it from the dealership indicated above. We knew they took proper care of the vehicle and never towed anything with it for the time they owned it. The dealership did a Used Vehicle Condition report before we purchased it, and had only listed that it required new brakes, pads and tires (see attached). We had these issues corrected immediately after purchase.

Unfortunately, your product has not performed satisfactorily because of a broken valve head located on our 5th cylinder which we finally came upon. At the end of September, early October 2005, we came to locate this issue after our "Service Engine Soon" light came on. We took the vehicle into our local mechanic to be serviced, right after we just had it in for a full tune-up a couple of weeks earlier. We had originally took the vehicle in due to a loud ticking noise coming from the engine and unexplained, extreme shaking of our vehicle that got progressively worse since we purchased it. The tune-up did not correct the ticking and/or shaking and we thought this may be the reason for the "Service Engine" light coming on.

After numerous tests and research done by our mechanic, he had found all the problems we had been experiencing for quit a while (loud ticking and shaking) were caused by the vehicle running on 7 cylinders instead of the 8 cylinders. He found the problem regarding the valve listed in the bulletin from the Ford Motor Company (see attached). Knowing that the warranty had expired, we still felt it is the responsibility of the Ford Motor Company to take care of the issue at hand and not a cost to us. The fact that we were not made aware of the bulletin which states it affected engines built prior to 9/17/2003 prior to our purchasing the vehicle, was very disturbing. We feel the responsibility falls on both the Ford Company for not making this a recall issue and the dealership for not bringing the issue to our attention at the time of purchase. The amount that it would cost us to fix the valve problem would come close to the same price of a

brand new vehicle. The original cost we paid, $18,931.40 plus the cost to fix the total cylinder which was approx. $4500 for a total of 23,431.40.

Due to the expensive cost we were looking to face, we were willing at that time to trade in the vehicle, receive a fair market value and then take our business elsewhere. With bringing the major issue with the valve in our vehicle to the attention of the dealership, we were offered a ridiculous trade in price of $7000 for our barely 3-year old vehicle. Because of the no win situation the dealership and company now had us in, we tried to come up with a satisfying solution to our problem. After numerous calls to both the dealership and the customer service area, finally they came to an offer of splitting the cost to replace the 1 cylinder head (total cost approx $2600). Per the suggestion of our mechanic, we felt the most efficient service would be to replace both sides of the cylinder which would correct the whole problem at hand and not just half the problem. They did not agree to this and sent us a certified letter stating this (see attached).

At this time, I demanded to have the district manager meet face to face with us along with the dealerships service manager, owner and dealer because we were still not satisfied with the offer brought to us. We also had great dissatisfaction and frustration with the customer service we have received up to this time. We met with Doreen Mutten, the District Manager in December of 2005 at the dealerships location. After a long discussion, she finally gave us the offer to receive a rebuilt engine with a 12,000 miles 12 month warranty and still honor the original adjustment cost of the replacing the 1 cylinder head (approx $1300). We were told that the rebuilt engine would not have the issue with the cylinder as it would be a later year engine model. Still not being totally satisfied, we thought this was the best offer we could receive at this time. So we took it.

We took our vehicle in on December 26, 2005 and it was completed on December 29, 2005. At this time we notice the billing statement listed the incorrect miles and service date. The information listed was from my first complaint call to the dealership back in October of 2005. I immediately contacted the service manager to have this corrected, as it would affect my warranty. I was told that because the file was closed he could not correct it on my original statement, but I did take time again out of my busy schedule to go back down to the dealership to have him hand write the correct information and sign the original document (see attached). I was also denied a copy of the written warranty for the new rebuilt engines as it was stated to me that this could not be obtained. I could not understand why this was such a strange request and so unattainable.

On January 10th, just 12 days after having a new rebuilt engine put into my vehicle, it ceased up on me while I was driving on my way home from work on the freeway. I could have experienced extreme danger at that time being without any control of my vehicle, Power steering or brakes gone. I'm extremely lucky that nothing happened to me and that my children were not in the vehicle. This could have resulted in a serious accident which may have injured myself or someone else. Worse yet, killed someone. When the vehicle was parked, all remaining fluids from the vehicle came pouring out onto my driveway. Being inconvienced again at my own expense, I contacted the dealership the next day on the 11th and spoke with the service manager of the serious

problem. I also left a message for the owner to call me direct as I thought he should be aware of the situation. They came to pick up the vehicle at my home and contacted me back that day stating the hose clamp came loose and that they did a Cooling Pressure test and all reports came back good. Much to my surprise, the dealership tried to say that the clamp falling off was not related to the service done to my vehicle just 12 days prior and that it was not their fault. They did agree to pick up the cost of the towing and the service completed on that day as they should. They wanted me to take time again out of my schedule to come and pick up the vehicle at the dealership. At this time being completely upset, I refuse and demanded they deliver it to my address. Needless to say, it was there in my driveway when I arrived home that evening. Feeling that this would have great recourse on my new rebuilt engine which was running dry, I again requested to receive a copy of the warranty and again I was denied. I requested that the service manager to contact the district manger, Doreen Mutten and have her call me immediately. I would have contacted her directly, but was told that her number could not be given out under no circumstances. I thought with all the things I have experienced she would have been egger to speak with me right away, but to this day I still have not received a call from her. This was very disharting. This shows how much the company is concerned about their customers.

On January 13th, I spoke with the owner of the dealership and was told again that what happened on the 10th should not affect anything with the rebuilt engine as the vehicle is set-up to go in a shutdown mode to avoid the vehicle from overheating. Still not feeling confident, I again requested a copy of the warranty and was told he would have it for me in a couple of days. What a surprise. I couldn't believe it. I received it the next day. No who is not telling the truth? I seemed too experienced quit a bit of double talk with all the individuals I spoke with both at your company and at the dealership. This was very frustrating.

Now with it going on four months of taking more time out of my schedule, I feel that this procedure was way too time consuming, extremely hard to receive information and extremely poor service that I experienced and received from day one. Me being the customer and purchasing an expensive product from you that you state you stand by 100%, I found it very difficult to get and receive satisfactory outcomes. I have never dealt with a company like this before.

Therefore to solve the problem, I would appreciate the Ford Company reimbursing us the cost we paid, $2841.74 one for bring this major issue to your attention and two for all the time I had to take to correct it. Enclosed are copies of my records.

I am looking forward to your reply and resolution of my problem. I am strongly considering informing the Better Business Bureau and the Wisconsin Consumer Protection Agency of our experience if this problem is not satisfactorily resolved to our liking. Contact me at the above address or by phone at [redacted]

I only hope that the company and dealership keeps their word and stands by their product and the next issues we may encounter throughout the ownership of our vehicle, whatever it may be. Remember all we did was choose Mercury as our family vehicle.

Respectfully yours,

Uptown Motors Inc.

2111 N. MAYFAIR ROAD • P.O. BOX 26318 • MILWAUKEE, WISCONSIN 53226
414/771-9000 • FAX 414/771-0818

11/29/2005

[redacted]

Oak Creek, WI [redacted]

Dear [redacted]

Please be advised that the offer to split the cost of replacing the 1 cylinder head has some limitations. The offer does not include an additional cylinder head or replacing the engine with a remanufactured engine assembly. Uptown and Ford feel these repairs are unnecessary and are not authorized. In addition the offer for after warranty assistance will be withdrawn if not accepted by 12/16/2005. I have unsuccessfully tried to contact you by phone. Please contact me as soon as possible.

Sincerely,

Robert J. Maxwell

Robert J. Maxwell
Service Manager

LINCOLN Mercury

Milwaukee's Oldest
Wisconsin's Largest Lincoln Dealer

WISCONSIN CERTIFICATE OF TITLE

Vehicle Identification Number	Year	Make
4M2ZU86W42Z [redacted]	2002	MERCURY

Title Number	Issue Date	Chassis Type	Odometer Reading	Odometer Status	Odometer Date
[redacted]	01/14/2005	TRUK	38696	ACTUAL	12/21/2004

Product Number	Body Style	Color
[redacted]	UNKNOWN	

Titled Owner(s)

[redacted]

OAK CREEK, WI [redacted]

The person, firm or corporation named on this Title is the lawful owner of the vehicle described, subject to any Security Interest (liens) shown. The order in which the Lien Holders appear on this Title does not necessarily represent their priority. The Wisconsin Department of Transportation will not be responsible for false or fraudulent odometer statements made in the assignment of the Certificate of Title or for errors in reporting mileage, brand disclosures or the history of the vehicle. The department has no actual knowledge about the history of the vehicle and makes no warranty that the title brands or mileage disclosures on prior titles have been carried forward onto this document.

4M2ZU86W42Z[redacted]

Lien Holder(s)

NONE,

Additional Vehicle Detail

SELLER: When the vehicle is sold, complete the ASSIGNMENT OF CERTIFICATE OF TITLE on the top back of this title and deliver the title to the purchaser with the vehicle. You may wish to retain a copy of this title with the purchaser's information and signature as proof of sale for your records.

PURCHASER: Apply for a new title with the Wisconsin Division of Motor Vehicles immediately. To legally operate this vehicle, you are required to register it with the Division of Motor Vehicles.

MAIL ADDRESS:
Wisconsin Department of Transportation
PO Box 7949, Madison, WI 53707-7949

4-1-0446493

QUESTIONS:
Contact the Division of Motor Vehicles at:
414-266-1148, 608-261-2559, 800-924-9570
www.dot.wisconsin.gov

MV3005 5/2004

ENGINE—ROMEO BUILT 4.6L 2V—TICK NOISE FROM ENGINE—ENGINES BUILT BEFORE 9/17/2003

Article No. 03-25-6

FORD: 2001-2004 CROWN VICTORIA, MUSTANG, E SERIES, EXPEDITION, F-150
2002-2004 EXPLORER

LINCOLN: 2001-2004 TOWN CAR

MERCURY: 2001-2004 GRAND MARQUIS
2002-2004 MOUNTAINEER

This article supersedes TSB 03-16-4 to update the engine, engine build date and part numbers.

ISSUE

Some vehicles, equipped with the Romeo built 4.6L 2V engine, with an "ENGINE BUILD DATE" prior to 9/17/2003 may exhibit an engine tick noise that is present at all temperatures during idle. The noise may be emanating from the valve guide area in the cylinder head. The noise may be more prevalent in the front wheel well area and may not be heard with the hood open.

ACTION

Follow the Service Procedure listed in this article to properly evaluate/diagnose the vehicle condition.

SERVICE PROCEDURE

NOTE

THIS ARTICLE APPLIES ONLY TO VEHICLES WITH A "ROMEO ENGINE" BUILT BEFORE 9/17/2003 (ENGINE BUILD DATE NOT VEHICLE BUILD DATE). THE ENGINE BUILD DATE IS TYPICALLY FOUND ON THE ENGINE LABEL LOCATED ON THE VALVE COVER.

1. Verify the source of the noise by placing a stethoscope on the back of the cylinder head near the exhaust ports.
2. Verify that the noise is heard in the exhaust system (in the wheel well or catalytic converter area, from underneath the vehicle).
3. Verify that there are no exhaust manifold leaks.
4. Verify that the tick noise is still present when canceling each cylinder, by unplugging the injectors one at a time.
5. Check to make sure that the camshaft spacers are in place. If not, install cam spacers (per Workshop Manual Section 303-01) and retest vehicle.
6. Check for proper cam sprocket bolt torque, re-torque to specification (per Workshop Manual Section 303-01).
7. Check hydraulic lash adjusters for a possible "spongy" condition (refer to Workshop Manual Section 303-00).
8. Verify that the timing chain tensioner pin has been removed.

If the above diagnostics do not eliminate the noise while the cylinders are cancelled, replace the cylinder head and cam assembly with Part Number 4L3Z-6049-AA (RH) or 4L3Z-6049-BA (LH). Refer to Workshop Manual Section 303- 01 for cylinder head replacement procedures.

NOTE

THE REPLACEMENT CYLINDER HEAD WILL NOT IMPROVE OR REDUCE PERFORMANCE.

PART NUMBER	PART NAME
4L3Z-6049-AA	Cylinder Head Asy.- RH
4L3Z-6049-BA	Cylinder Head Asy - LH

OTHER APPLICABLE ARTICLES: NONE
SUPERSEDES: 03-16-4
WARRANTY STATUS: Eligible Under Provisions Of New Vehicle Limited Warranty Coverage

NOTE: The information in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford, Lincoln, or Mercury dealership to determine whether the Bulletin applies to your vehicle. Warranty Policy and Extended Service Plan documentation determine Warranty and/or Extended Service Plan coverage unless stated otherwise in the TSB article. The information in this Technical Service Bulletin (TSB) was current at the time of printing. Ford Motor Company reserves the right to supersede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.

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Service Parts Warranty (SPW) Engine and Transmission Prior Approval

All gasoline engine, diesel engine and automatic transmission assembly replacements under Service Parts Warranty will require prior approval from the Technical Hotline.

NOTE: Obtaining prior approval does not exempt a claim from ACES II edits or audits.

NOTE: Unless Dealers are notified otherwise in writing by the Company Prior Approval is not required for parts originally sold over-the-counter (OTC).

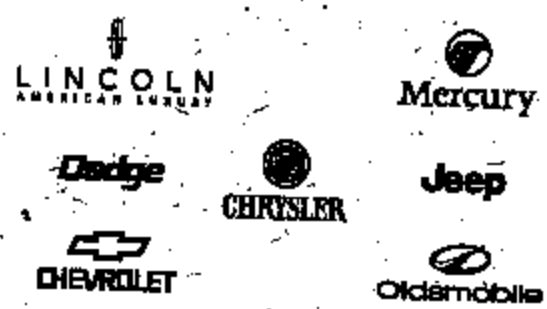
Warranty Coverage

The Company will repair or replace any properly installed new Ford or Ford remanufactured part or accessory found to be defective in factory-supplied material or workmanship during the service parts or accessory warranty or during the New Vehicle Limited Warranty. In addition, the Company will repair or replace any components damaged by the defective part or accessory. If the failure of a covered part directly causes a related part to fail, then both failures are covered. The cause of failure of the related part must be noted on the Service Parts Warranty claim. Dealers are cautioned to exercise sound judgment and provide clear documentation when claiming reimbursement for related failures.

NOTE: Tires are not Ford or Ford remanufactured parts and do not carry a Ford Service Parts Warranty, except for THINK Neighbor tires, which have a 12 month/12,000 mile service parts warranty.

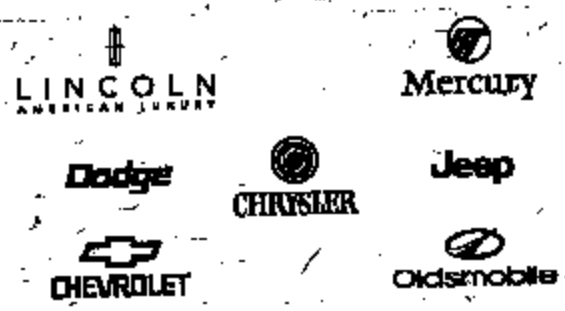
NOTE: Parts replaced at Company expense (e.g., Customer Satisfaction Programs, Special Service Instructions, Recall, or After-Warranty Assistance) are covered under the applicable Service Parts Warranty or the remaining portion of the New Vehicle Limited Warranty (if any), whichever is greater.

- **Ford, Lincoln, Mercury, THINK Cars & Light Trucks:** The parts and accessories warranty is:
  - **Dealer-Installed**
    - 12 months / 12,000 miles, whichever occurs first, or
    - The remaining portion of the Ford New Vehicle Limited Warranty, whichever is greater, or
    - A greater warranty period listed under Unique Service Parts and Accessories in this section.
  - **Sold Over-the-Counter**
    - 12 months / 12,000 miles, whichever occurs first, or
    - A greater warranty period listed under Unique Service Parts and Accessories in this section.



UPTOWN
2111 N. Mayfair Road
Milwaukee, WI 53226-0319

BOB MAXWELL Service Manager (414) 771-9000



UPTOWN
2111 N. Mayfair Road
Milwaukee, WI 53226-0319

E-mail: gpentler@uptownmotors.com

GLENN PENTLER President (414) 771-9000

ALER: "Buyer's Window Copy" expose adhesive. four sides.

ONSIN BUYERS GUIDE MV2872 7/2002

on on this guide is based on dealership can find using ble care. You may learn more ing the suggestions on the back.

Year, Make, Model: 2002 Mercury Mountaineer
VIN: 4M2ZU86W42Z [redacted]
Dealership Name: Uptown Motors Inc.
Engine: Size 4.6 No. Cyl. 8
Drive Type ☐ FWD ☐ RWD ☒ 4WD
Transmission ☒ Automatic ☐ Manual ____ Speed
Price $
Additional Service Fee $ 69.00
Stock Number [redacted]

ICLE HISTORY
eck all that apply.

- al use
- ss use
- use
- use
- strator use
- ve use

and use not known

TITLE BRANDS
Title will have these brands:

- ☐ Rebuilt salvage
- ☐ Transferred to insurance co.- damage claim paid
- ☐ Flood damaged
- ☐ Manufacturer buyback
- ☐ Other:

Previously titled in: MI

ODOMETER READING
Odometer information will be on your title.

ETER READ ☐ 3 8,6 9 6.[redacted]
when vehicle was acquired. To the best of dealership's dge the reading was:
tual
excess of mechanical limits
l actual - WARNING ODOMETER DISCREPANCY
PT from odometer disclosure because vehicle is 10 or more years old. Reading is not required.

WARRANTY
NT: Ask for all promises in writing. Spoken promises are nforce. Warranty terms may be negotiable. Terms agreed urchase contract are final.

Warranty
- NO WARRANTY
- ship disclaims all ties including implied ties of merchantability and for a particular purpose.

d Warranty
- o separate warranty ent for coverages and ons.

NA (months)
NA (miles)
ver comes first.
t of retail repair costs to be buyer NA %
ible to be paid by NA

Manufacturer Warranty
- ☒ Expired
- ☐ Not known
- ☐ Cancelled due to salvage or other vehicle history

Remaining vehicle mfr warranty - Call the mfr or refer to warranty booklet for details. Expiration:
NA (date)
NA (miles)
whichever comes first.
Deductible to be paid by buyer $ NA
Transfer fee to be paid by buyer $ NA
Pay to: ☐ Dealer ☐ Manufacturer

SERVICE CONTRACT may be available for purchase. Ask ductibles, coverages, exclusions and cancellability.

USED VEHICLE GENERAL CONDITION

YES	NO	
		Cooling System Cooling antifreeze safe to -30 °F
☐	☒	System problem
		Drive Train
☐	☒	Shifting problem
☐	☒	Abnormal noise or vibration
☐	☒	Visible cracks or damage to cases or housings
		Electrical System
☐	☒	Charging system problem
☐	☒	Starting system problem
☐	☒	Ignition system problem
		Engine
☐	☒	Signs of excessive oil consumption
☐	☒	Abnormal noise
☐	☒	Signs of cracked block or head, or blown head gasket
☐	☒	Electrical control module problem
☐	☒	Misses or backfires
☐	☒	Idles improperly, stalls, diesels
☐	☒	Belts missing, frayed, or cracked Does NOT include timing belt
☐	☒	Changed from manufacturer specification
		Fluid
☐	☒	Fluid levels low
☐	☒	Known or visible leaks, excluding minor seepage
		Gauges and Warning Devices
☐	☒	Gauge or device problem
☐	☒	Indicate a system problem
☐	☒	Dash lights and gauge lights problem
		Repaired Damage
☐	☒	Corrective welds or other evidence of repair to strut tower, floor pan, frame or structural portion of unibody

		Not Equipped
		Other Equipment
☐	☒	ABS Brake System problem ☐
☐	☒	Air conditioning system problem ☐
☐	☒	Cruise control problem ☐
☐	☒	Heating system problem ☐
☐	☒	Power accessory problem ☐
☐	☒	Sound System problem ☐
☐	☒	Spare tire or jack missing ☐

VEHICLE EQUIPMENT REQUIREMENTS

To safely and legally operate this vehicle on Wisconsin highways, all items listed below must be in proper working condition according to TRANS 305, Wis. Adm. Code.

Not Legal	Legal	
		Brakes System
☐	☒	Parking Brake
☒	☐	Service Brakes
☐	☒	**Bumpers**
☐	☒	**Doors, Hoods and Trunk Lid**
☐	☒	**Emission Equipment** Dealership inspection does not ensure vehicle will pass state emission test where required.
☐	☒	**Exhaust System**
☐	☒	**Fenders, Firewall and Floor Pan**
☐	☒	**Frame or Structural Portion of Unibody**
☐	☒	**Fuel System**
☐	☒	**Horn**
☐	☒	**Lights**
☐	☒	**Restraining Devices and Seats - airbags, belts**
☐	☒	**Speedometer and Odometer**
☐	☒	**Steering Components**
☐	☒	**Suspension**
☒	☐	**Tires and Wheels**
☐	☒	**Windshield, Windows and Mirrors**
☐	☒	**Windshield Defroster, Wipers and Washers**

Explain all items marked "YES" or "Not Legal":
NEEDS BRAKES FRONT + REAR
PUMP PANS WORN DOWN
NEEDS TIRES - LEFT FRONT/REAR

"I certify to the best of my knowledge that the information provided on this guide is accurate."

THOMAS GD (Vehicle Inspector - Print Name)
D. Zenoni (Records Inspector - Print Name)

(Signature of Dealer or Licensed Representative) (Vehicle Inspection Date)

"I understand that I will receive a copy of this guide and the dealer will keep the original."

(Buyer Signature) (Date)

DEALER'S COPY

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).