



AUG 10 2012

9

Frank M. Ligon  
Ford Motor Company  
P.O. Box 1904  
Dearborn, Michigan 48121

CL-10170162-8106



F0170433

0591



August 2007

MARKHAM, IL

1995 Lincoln Town Car  
Vehicle ID #: 1LNLM81W1SY [REDACTED] 05S28

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 1992-2004 vehicles equipped with speed control. We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with Ford and Lincoln Mercury dealers, is to provide you with the highest level of service and support.

**What is the issue?**

Ford cannot be confident that over many years in service, the type of Speed Control Deactivation Switch (SCDS) equipped on your vehicle will not leak, posing the risk of an underhood fire. This condition may occur either when the vehicle is parked or when it is being operated, even if the speed control is not in use.

**What will Ford and your dealer do?**

~~Parts to repair the above concern (fused wiring harness) will not be available until 4<sup>th</sup> quarter of 2007. Until the parts become available, please call your dealer to schedule an appointment~~ to disconnect the SCDS and disable the speed control system. This will eliminate any concerns with the SCDS on your vehicle. Ford Motor Company has authorized your dealer to disable the speed control system of your vehicle free of charge (parts and labor).

Parts will be available in the 4<sup>th</sup> quarter of 2007, at which time Ford will notify you to return to your dealer to have the fused wiring harness installed and the SCDS reconnected on your vehicle.

**How long will it take?**

Your dealer may be able to perform this repair while you wait; however, due to scheduling requirements, your dealer may need your vehicle for a longer period of time.

**What are we asking you to do?**

Please call your dealer without delay and request a service date to have the switch disconnected (Recall 05S28). Provide the dealer with the Vehicle Identification Number (VIN) of your vehicle. The VIN is printed near your name at the beginning of this letter.

Until you have the recall service performed, park your vehicle away from structures to prevent a potential underhood fire from spreading.

The vehicle owner is responsible for having this service action performed. Ford Motor Company reserves the right to deny coverage for any vehicle damage that may result from failure to have this recall performed on a timely basis. Therefore, please have this recall performed as soon as possible.

**RETAIL OWNERS:** If you do not already have a servicing dealer, you can access <http://www.genuineservice.com> for dealer addresses, maps, and driving instructions.

**FLEET OWNERS:** If you do not already have a servicing dealer, you may access our Dealer Locator on <https://www.fleet.ford.com> for dealer addresses, maps, and driving instructions.

**MOTORHOME OWNERS:** To locate a dealer that services Motorhomes, call the Motorhome Customer Assistance Center toll free at 1-800-444-3311. Ford representatives are available 24 hours a day.

**Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.**

**Have you previously paid for this repair?**

If you paid to remedy the issue addressed in this notice, you may be eligible for a refund.

To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer.

Refund requests may be sent directly to Ford Motor Company. To request your refund from Ford, send the refund request with all required documentation, including your original repair receipt (no photocopies), to Ford Motor Company at P.O. Box 6251, Dearborn, Michigan 48121-6251. Refund requests mailed to this address may take up to 60 days to process. Your original receipt will be returned to you.

Detailed information regarding eligibility for Ford's reimbursement program and documentation requirements may be obtained by contacting the Ford Customer Relationship Center at 1-888-222-2751.

Owners who have previously paid for this repair still need to have the recall described in this letter performed.

**What if you no longer own this vehicle?**

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.

You received this notice because government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which indicate that you are the current owner.

**Can we assist you further?**

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

**RETAIL OWNERS:** If you still have concerns, please contact the Ford Motor Company Customer Relationship Center at 1-888-222-2751 and one of our representatives will be happy to assist you. For the hearing impaired call 1-800-232-5952 (TDD). Office Hours are Monday through Friday: 8AM - 5PM (Your Local Time).

If you wish to contact us through the Internet, our address is:

[www.ownerconnection.com](http://www.ownerconnection.com)

**FLEET OWNERS:** If you still have concerns, please contact the Fleet Customer Information Center at 1-800-34-FLEET, Option #3 and one of our representatives will be happy to assist you. Representatives are available 8:30AM to 5:00PM Monday through Friday (Eastern Time Zone).

Or you may contact us through the internet at [www.fleet.ford.com](http://www.fleet.ford.com).

**MOTORHOME OWNERS:** If you still have concerns, please contact the Motorhome Customer Assistance Center toll free at 1-800-444-3311. Ford representatives are available 24 hours a day.

If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, D. C. 20590 or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to <http://www.safercar.gov>.

Thank you for your attention to this important matter.

Sincerely,

*Frank M. Ligon*

Frank M. Ligon  
Director  
Service Engineering Operations

*Frank - Call Friday  
April 28, 2012 Ford M. Co.  
Replace the fused wiring  
Cause a fire or pull the battery  
Down.*

ADMINISTRATOR, NATIONAL  
TRAFFIC SAFETY ADMINISTRATION  
1200 NEW JERSEY AVENUE, SE.,  
WASHINGTON, D.C. 20590  
1-800-327-4236



MARKHAM, IL [REDACTED]

1995 LINCOLN TOWN CAR  
VEHICLE ID# 1LNMB1W1SY [REDACTED] 05528

10-08-09

1.

THIS VEHICLE IS A LEMON:  
I HAVE TAKEN THIS VEHICLE TO VAN DRUNEN FORD COMPA.  
FOR THE REAR AIR SUSPENSION SET LOW: VAN DRUNEN FORD  
REPLACE SUSPENSION MODULE 3 TIMES THE VEHICLE STILL SET  
LOW AFTER REPLACE THE AIR SUSPENSION. COST WOULD BE  
\$ 622.62. VAN DRUNEN FORD TOLD ME YOUR VEHICLE NEEDS  
AIR SUSPENSION MOTOR APPROX \$ 675.00 TO REPLACE. (10/19/2009)

10/19/2009

4/23/09

2.

ALL OF THIS BEGAN WITH VAN DRUNEN FORD COMPANY ON  
APRIL 23, 2009. THIS IS THE DESCRIPTION, PARTS, ORDERED  
VAN DRUNEN FORD COMPANY - REPLACE RIGHT REAR AIR SUSPENSION  
SPRING AND BOTH REAR SHOCKS. ORDERED SUSPENSION MODULE (SHORTED)  
WILL CALL WHEN PART COME IN.

① 5U2Z-18V125-C	KIT-SHOCK	
② 3U2Z-5380-BA	SPRING	
F5AZ-5A919-A	CONTROL	74629 Pcs
		Total \$951.78

OVER

Lemon  
3.  
\$75.50

ON May 1, 2012. DRUNEN FORD COMPANY kept this vehicle 3 days checking this vehicle out trying to find out what was pulling the battery down overnight - DRUNEN FORD COMPANY told me that a switch they replace and the vehicle needed a sensor - # F422-9F472-B. This was third time taken this vehicle in for same problem.

Lemon  
\$487.70 4.

4 TIME TAKEN THIS VEHICLE IN SAME PROBLEM, something is still pulling vehicle battery down overnight. ON MAY 3, 2012 DRUNEN FORD COMPANY told me they

DESCRIPTION

had to replace another sensor cost \$275.89  
parts number: F5VZ-128579 BARM-SENSOR - F5VZ BARM CORE  
RETURN cost \$75.00 - FL-820-5812 FILTER \$5.50 total parts \$606.39  
May 3, 2012. I paid DRUNEN FORD COMPANY \$487.70. FOR was unable to fix air flow sensor. 5 times I THIS in for same problem, DRUNEN FORD was unable to fix the vehicle. This vehicle is a lemon.

5.  
LEMON  
Car  
By Ford

LEMON: AFTER ALL THE PARTS, REPLACEMENTS BY DRUNEN FORD COMPANY FOR THIS VEHICLE: THIS VEHICLE STILL WANT STOR UP, I STILL HAVING THE SAME PROBLEM CAR WILL NOT STAR; THE AIR SUSPENSION, REAR BEEN REPLACE THREE TIMES ON THIS VEHICLE; they still don't work sits low  
DESCRIPTION: (UNIT PRICE) F5ZA-5A919-A (CONTROL) \$400.57  
I AM ASKING FORD MOTOR FOR A NEW CAR OR FORD MOTOR COMPANY PAY ME ALL THE MONEY THAT I PAID FOR PARTS AND LABOR

Plug DAMAGE Puritive DAMAGE AND PSYCHOLOGICAL DAMAGES.

1/2012

6. VAN DRUNEN FORD COMPANY: ELECTRICAL BATTERY WILL DRAW DOWN OVER NIGHT HAS TO BE JUMPED EVERY MORNING.

INSPECT FOR DRAW, FOUND PROBLEM IN LIGHTING CONTROL MODULE.

a. BUT UNABLE TO FIND A REPLACEMENT. THIS PART IS NO LONGER MADE.

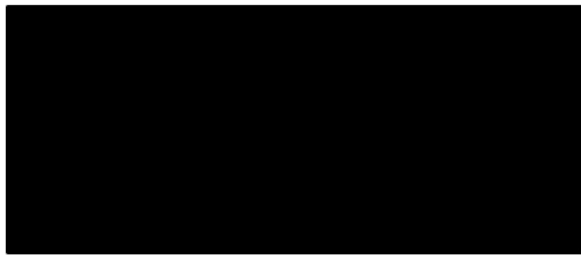
PARTS AND LABOR COST \$288.00

WHICH I PAID FOR BUT DID NOT GET.

B 2+0F0Z REAL AIR SUSPENSION DASE NOT WORK.

1/2012 MANUALLY CHECK ALL CIRCUITS AND COMPONENTS, LIGHTING CONTROL MODULE THAT IS NEEDED FOR REPAIR #1 IS PROBABLE CAUSE. COST \$288.00.

LEMON CAR STILL WILL NOT START.



NAMES OF PEOPLE AT VAN DRUNEN FORD CO.  
VAN DRUNEN FORD COMPANY

3233 WEST 183rd STREET

HOMEWOOD, ILLINOIS 60430 PHONE: 708-798-1668

SERVICES DEPARTMENT: DAVID A. DYKSTRA / PENNY

MONDAY 9-9, TUESDAY OFF  
WEDNESDAY 9-9, THURSDAY 9-1  
FRIDAY 9-6, SATURDAY 9-5



**KEN CROWE**  
Used Car Manager

VAN DRUNEN FORD COMPANY  
EST. 1930  
CHICAGOLAND'S OLDEST FORD DEALERSHIP

3233 W. 183RD STREET

HOMEWOOD, IL 60430

(708) 798-1668

798-1668



**PAUL HOFFMANN**  
SERVICE ADVISOR

VAN DRUNEN FORD COMPANY  
EST. 1930

3233 W. 183rd STREET

HOMEWOOD, ILL. 60430



**Van Drunen Ford Co.**

3233 West 183rd Street  
Homewood, Illinois 60430

Phone: 798-1668  
Parts Phone: 798-4100



**Van Drunen Ford Co.**

3233 West 183rd Street  
Homewood, Illinois 60430

Phone: 798-1668  
Parts Phone: 798-4100



**Van Drunen Ford Co.**

3233 West 183rd Street  
Homewood, Illinois 60430

Phone: 798-1668  
Parts Phone: 798-4100



# LISA MADIGAN

Illinois Attorney General  
 Consumer Fraud Bureau - *CAR Lemon LAW*  
 100 West Randolph Street, 12<sup>th</sup> Floor  
 Chicago, IL 60601  
 312-814-3000  
 1-800-386-5438 (Toll free in IL)  
 TTY: 1-800-964-3013  
[www.IllinoisAttorneyGeneral.gov](http://www.IllinoisAttorneyGeneral.gov)

Office Use Only	
CLMS:	_____
AG:	_____

YOUR INFORMATION:		NAME OF SELLER OR PROVIDER OF SERVICE:	
Name: <u>(Mr.)</u> Mrs., Ms. (circle one)		Name: _____	
Address: _____		Address: <u>FORD MOTOR COMPANY</u>	
City: _____ State: _____ Zip code: _____ County: _____		City: _____ State: _____ Zip code: _____	
Your Telephone Number: Daytime _____ Evening _____		Telephone <u>(708) 796-1668</u> Website: _____	
Your e-mail address (optional): <u>NONE</u>		Additional seller or provider of service involved in transaction: Name: <u>VAN DRUNEN Ford Company</u>	
Are you a senior citizen? <u>(Yes)</u> No		Address: <u>183rd St. + Kedzie Avenue</u>	
Who referred you to this office?		City: <u>Home wood</u> State: <u>IL</u> Zip code: _____	
		Telephone ( ) _____ Website: _____	
Has this matter been submitted to another government agency, an arbitration service, or to an attorney? <u>(Yes)</u> No			
If yes, please give name, address, telephone number #: <u>LISA MADIGAN/Attorney General/Federal TRADE Commission D.C.</u>			
Is court action pending? Yes <u>(No)</u>			
INFORMATION ABOUT THE TRANSACTION			
Date of Transaction: <u>2005 Federal February</u>	Did you sign a contract? (If yes, please attach a copy) Yes <u>(No)</u>	Date contract was signed: <u>TPFA MY CAR WITH VAN SIGN A CONTRAC DRUNEN FORD</u>	
Was the product or service advertised? <u>(Yes)</u> No When? _____ (Please attach a copy of the advertisement, if available)			
<b>How was the service advertised?</b> <input type="checkbox"/> Newspaper/magazine <input checked="" type="checkbox"/> Radio advertisement <input checked="" type="checkbox"/> Television advertisement <input checked="" type="checkbox"/> Internet advertisement <input type="checkbox"/> E-mail solicitation <input checked="" type="checkbox"/> Direct mail solicitation <input checked="" type="checkbox"/> Telephone solicitation <input type="checkbox"/> Yellow pages of the telephone book <input checked="" type="checkbox"/> Facsimile solicitation <input type="checkbox"/> Door-to-door solicitation <input checked="" type="checkbox"/> Display at merchant's place of business <input checked="" type="checkbox"/> Display at a trade show/convention, etc. <input type="checkbox"/> Other _____		Total Cost of product/service: \$ _____ Amount paid to date/down payment: \$ _____ Method of payment (circle one) (Please attach a copy) <input checked="" type="checkbox"/> Cash <input type="checkbox"/> Check <input type="checkbox"/> Money Order <input checked="" type="checkbox"/> Credit Card <input checked="" type="checkbox"/> Debit Card <input type="checkbox"/> Bank Draft <input type="checkbox"/> Wire Transfer <input type="checkbox"/> Automatic Debit <input type="checkbox"/> Other _____ If you paid with a credit card, have you contacted your credit card company to register a dispute? Yes No	
(Under the Federal Fair Credit Billing Act, you have 60 days from the time that you receive your statement to dispute the charge.)			

Where did the transaction take place?

- At my home
- Over the telephone
- By mail
- Over the Internet
- Trade show/convention/home show
- At the firm's place of business
- By facsimile
- Other (please specify)
- There was no transaction

Have you complained to the company or individual?

Yes  No

If yes, provide name and phone number of the individual(s):

FRAN M. Ligan / FORD MOTOR COMPANYS  
 V.P. CAR MANAGER 3233  
 KEN CROWE / VAN DRUNEN FORD 183rd St Homewood, IL  
 PENNY - VAN DRUNEN FORD 3233 W 183rd St Homewood IL  
 DAVID A. DYKSTRA VAD DRUNEN FORD COMPANY

**FOR COMPLAINTS REGARDING MOTOR VEHICLES, PLEASE COMPLETE THIS BOX:**

Make: 1995	Model: Lined in TOWN CAR	Year: 1995	New: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	As-Is: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Warranty: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Expiration Date:	Name of Extended Warranty: Ford motor company	Purchase Date: 2005	Current Mileage: 136,157	Mileage at Purchase: 97,000

Briefly describe the transaction and your complaint. You may use additional sheets if necessary. Please attach copies of all contracts, letters, receipts, cancelled checks (front and back), advertisements, or any other documents that relate to your complaint. PLEASE DO NOT SEND ORIGINALS.

This car is A lemon / AFTER The Recall Letter August 2007 To Place, The Speed Control Switch - THAT MAY CAUSE A FIRE - AFTER REPLACING THE SPEED CONTROL SWITCH. Something starting pull my CAR BATTERY DOWN OVERNIGHT CAR BEGON TO BE HARD TO START. VAN DRUNEN FORD COMPANY IN Homewood, Illinois Told That the car Needed Two Sensor That I will have To PAID For ADVANCE \$487.70 5/03/2012. (Customer 25592) (Customer 25592) BATTERY WILL DRAW DOWN OVERNIGHT. HAS TO JUMP EVERY MORNING INSPECT FOR DRAW. FOUND PROBLEM IN LIGHTING CONTROL MODULE. BUT UNABLE A REPLACEMENT, PART IS NO LONGER MADE. REAR AIR SUSPENSION Dose NOT WORK. VAN DRUNEN FORD Charge ME \$288.00, \$96.00, \$81.73. VAN DRUNEN FORD, ON APRIL 4, 2009 REPLACE Both REAR AIR SUSPENSION Three Time Charge ME \$959.78

What form of relief are you seeking? (E.g. exchange, repair, money back, product delivery, etc.)

Lemon - Law - New Car, or \$70,000.00.

**READ THE FOLLOWING BEFORE SIGNING BELOW:**

In filing this complaint, I understand that the Attorney General is not my private attorney, but rather enforces laws designed to protect the public from misleading or unlawful business practices. I also understand that if I have any questions concerning my legal rights or responsibilities, I should contact a private attorney. I have no objection to the contents of this complaint being forwarded to the business or the person the complaint is directed against, unless box checked below. The above complaint is true and accurate to the best of my knowledge.

Signature: [Redacted]

Date: 07/30/2012

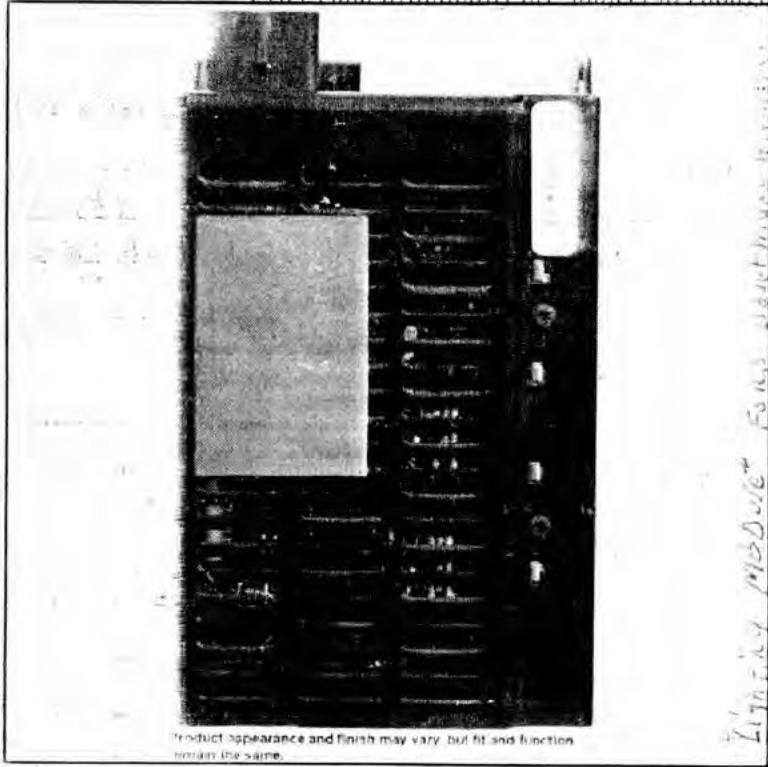
Check here if you only want to notify our office of your concerns and do not want a mediation process initiated.

Please return the completed form to the address at the top of this complaint form. Incomplete forms may be returned.

Prices and availability are subject to change

Cardone Reman  
Lighting Control Module

Price 3.99  
Warranty: 1 Years



Product appearance and finish may vary, but fit and function remain the same.

Lighting Module Ford Escort/Tracer/Regina

Part #:

73-71009

5/14/2012

FORD MOTOR DOSE NOT MAKE ANMORE • Lighting Module



# Van Drunen Ford Co.



"SOUTHERN COOK COUNTY'S OLDEST FORD DEALER"  
 3233 WEST 183RD STREET PHONE (708) 798-1668  
 HOMEWOOD, ILLINOIS 60430

SERVICE & PARTS DEPTS. HOURS - 7:30 AM TO 5:00 PM MONDAY THRU FRIDAY

CUSTOMER NO. 25592	ADVISOR PENNIE L. HOWE	TAG NO. 9357	INVOICE DATE 04/17/12	INVOICE NO. F0CS51673
LABOR RATE	LICENSE NO.	MILEAGE 144,986	COLOR GREEN/	STOCK NO.
YEAR / MAKE / MODEL 95/LINCOLN/TOWN CAR/4 DOOR SEDAN	DELIVERY DATE		DELIVERY MILES	
VEHICLE I.D. NO. 11NLM81W1SY	SELLING DEALER NO.		PRODUCTION DATE	
F.T.E. NO.	P.O. NO.	R.O. DATE 04/17/12		
BUSINESS PHONE	COMMENTS			

**LABOR & PARTS**  
 # 25E071MDS COMPUTER DIAGNOSTICS TECH(S) 9150 96.00  
 WILL DIE OUT AFTER STARTING UNLESS YOU KEEP YOUR FOOT ON THE GAS.  
 TEST EEC, NEEDS THE RIGHT HAND HEGO SENSOR REPLACED AND THE MASS AIR FLOW SENSOR CLEANED. OIL NEEDS TO BE CHANGED DUE TO FUEL IN THE OIL BECAUSE OF IT RUNNING RICH. PARTS AND LABOR APPROX \$325.00. CUSTOMER DECLINED AT THIS TIME.  
 JOB # 1 TOTAL LABOR & PARTS 96.00

COMMENTS: WAITING

TOTALS:

*****	TOTAL LABOR....	96.00
* [ ] CASH (4) [ ] CHECK (3) # [ ] CHARGE (1) *	TOTAL PARTS....	0.00
* [ ] MASTER CARD/VISA (VM) [ ] DINERS/CARTE (DC) *	TOTAL SUBLET....	0.00
* [ ] AMERICAN EXPRESS (AM) [ ] DISCOVER (DI) *	TOTAL G.O.G....	0.00
*****	TOTAL MISC CHG....	0.00
	TOTAL MISC DISC....	0.00
	TOTAL TAX.....	0.00
	<b>TOTAL INVOICE \$</b>	<b>96.00</b>

**DISCLAIMER OF WARRANTIES**

The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes or authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.

CUSTOMER SIGNATURE *paid with visa credit card, \$96.00*  
*Something pull the Battery down when Car let overnight check it out*

**IMPORTANT**  
 YOU MAY RECEIVE A QUESTIONNAIRE FROM FORD MOTOR CO. IN THE NEXT FEW WEEKS. IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED", PLEASE CONTACT YOUR SERVICE ADVISOR IMMEDIATELY, VAN DRUNEN FORD CO.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

**THANK YOU**



# Van Drunen Ford Co.

"SOUTHERN COOK COUNTY'S OLDEST FORD DEALER"  
3233 WEST 183RD STREET · PHONE (708) 798-1668  
HOMWOOD, ILLINOIS 60430



Parts Hot Line (708) 798-4100

\*\*\*\*\*  
\*\*\*\*\* THANK YOU FOR YOUR BUSINESS \*\*\*\*\*  
\*\*\*\*\* M-F 7:30 - 5:00 \*\*\*\*\*  
\*\*\*\*\*  
\*\*\*\*\*

Any warranties on the products sold hereby are those made by the manufacturer. The Seller, VAN DRUNEN FORD CO., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and VAN DRUNEN FORD CO. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

CUSTOMER NO.	CUST. P.O. NO.	SHIP VIA	PAY	SOLD BY	INVOICE DATE	INVOICE NO.
9015			CASH	SCOTT	05/01/12	FR23

B  
L  
L  
T  
O  
CASH SALE *paid cash :*  
*Something pull the Battery Down*  
*When Car set overnight Check it out*

S  
H  
I  
P  
T  
O

QUANTITY		PART NUMBER / DESCRIPTION	BIN	LIST	NET	AMOUNT
SHIP	B.O.					
1	0	F4ZZ-9F472-B	SENSOR - HEG	NO-STK	83.26	75.50

VISA

**PAID**  
MAY 01 2012  
VAN DRUNEN FORD

K

*We Appreciate Your Business!*

20% HANDLING CHARGE ON ALL RETURNED MERCHANDISE.  
PARTS ARE NOT RETURNABLE AFTER 3 DAYS.  
NO ELECTRICAL OR SPECIAL ORDER PARTS ACCEPTED FOR RETURN.  
NO REFUNDS OR CANCELLATIONS ON SPECIAL ORDER PARTS.  
NO REFUNDS WITHOUT THIS INVOICE

X

CUSTOMER SIGNATURE

SUBTOTAL	75.50
TAX	6.23
FREIGHT	0.00
<b>PAY THIS AMOUNT</b>	<b>81.73</b>



# Van Drunen Ford Co.



"SOUTHERN COOK COUNTY'S OLDEST FORD DEALER"  
 3233 WEST 183RD STREET PHONE (708) 798-1668  
 HOMewood, ILLINOIS 60430

SERVICE & PARTS DEPTS. HOURS - 7:30 AM TO 5:00 PM MONDAY THRU FRIDAY

7

CUSTOMER NO. 25592	ADVISOR PENNIE L. HOWE 9357	TAG NO.	INVOICE DATE 05/22/12	INVOICE NO. FOC52642
	LABOR RATE	LICENSE NO.	MILEAGE 145,006	COLOR GREEN/
MARKHAM, IL	YEAR / MAKE / MODEL 95/LINCOLN/TOWN CAR/4 DOOR SEDAN			DELIVERY DATE
	VEHICLE I.D. NO. 1 L N L M 8 1 W 1 S Y			DELIVERY MILES
	F.T.E. NO.	P.O. NO.	R.O. DATE 05/14/12	PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

**LABOR & PARTS** 288.00  
 ELECTRICAL TECH(S): 9150  
 BATTERY WILL DRAW DOWN OVER NIGHT.  
 HAS TO BE JUMPED EVERY MORNING  
 INSPECT FOR DRAW, FOUND PROBLEM IN LIGHTING CONTROL MODULE.  
 BUT UNABLE TO FIND A REPLACEMENT, PART IS NO LONGER MADE.  
 VINTAGE PARTS WAS TRIED, JUNK YARDS AND EVEN E-BAY.  
 JOB # 1 TOTAL LABOR & PARTS 288.00

**SUSPENSION REPAIRS** 0.00  
 TECH(S): 9150  
 REAR AIR SUSPENSION DOES NOT WORK.  
 MANUALLY CHECK ALL CIRCUITS & COMPONENTS. LIGHTING CONTROL  
 MODULE THAT IS NEEDED FOR REPAIR #1 IS PROBABLE CAUSE.  
 JOB # 2 TOTAL LABOR & PARTS 0.00

**DISCLAIMER OF WARRANTIES**

The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes or authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.

**TOTALS**

TOTAL LABOR.....	288.00
TOTAL PARTS.....	0.00
TOTAL SUBLET.....	0.00
TOTAL G.O.G.....	0.00
TOTAL MISC CHG.....	0.00
TOTAL MISC DISC.....	0.00
TOTAL TAX.....	0.00
<b>TOTAL INVOICE \$</b>	<b>288.00</b>

\*\*\*\*\*  
 CASH (4)  CHECK (3) #  CHARGE (1) \*  
 MASTER CARD/VISA (VM)  DINERS/CARTE (DC) \*  
 AMERICAN EXPRESS (AM)  DISCOVER (DI) \*  
 \*\*\*\*\*

CUSTOMER SIGNATURE 5/22/2011



NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

**THANK YOU**

Stamp: SERVICE & PARTS DEPT. 5/22/2011



# Van Drunen Ford Co.



"SOUTHERN COOK COUNTY'S OLDEST FORD DEALER"  
 3233 WEST 183RD STREET PHONE (708) 798-1668  
 HOMEWOOD, ILLINOIS 60430

SERVICE & PARTS DEPTS. HOURS - 7:30 AM TO 5:00 PM MONDAY THRU FRIDAY

CUSTOMER NO. 25592	ADVISOR PENNIE L. HOWE	9357	TAG NO.	INVOICE DATE 05/03/12	INVOICE NO. F0CS52158
MARKHAM, IL	LABOR RATE	LICENSE NO.	MILEAGE 144,990	COLOR GREEN/	STOCK NO.
	YEAR/MAKE/MODEL 95/LINCOLN/TOWN CAR/4 DOOR SEDAN			DELIVERY DATE	DELIVERY MILES
	VEHICLE ID NO. 1ENL M 8 1 W 1 S Y			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 05/01/12		
RE	BUSINESS PHONE	COMMENTS			

**LABOR & PARTS**

JOB # 1 25F0Z1MDS COMPUTER DIAGNOSTICS TECH(S): 9150 240.00

WILL DIE OUT WHEN STARTED UNLESS YOU KEEP YOUR FOOT ON THE GAS. OXYGEN SENSOR IN STOCK - PAID FOR IN ADVANCE. WILL ALSO NEED MAF CLEANED AND OIL CHANGED DUE TO CONTAMINATION. INSTALLED RIGHT HAND HEGO. TEST TO CONFIRM OPERATION. CHANGED OIL & FILTER, REPLACED MASS AIR FLOW SENSOR. UNABLE TO FIX BY CLEANING. RETEST, OK.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1		FL-820-SB12	FILTER ASY	5.50	5.50
JOB # 1	1		F5VZ-12B579-BARM	SENSOR ASY	275.89	275.89
JOB # 1	-1		F5VZ-12B579-BARM	CORE RETURN	75.00	-75.00
					JOB # 1 TOTAL PARTS	206.39
					JOB # 1 TOTAL LABOR & PARTS	446.39

**G.O.G. & SUPPLIES**

JOB #	QTY	DESCRIPTION	UNIT PRICE	TOTAL	
JOB # 1	1.0	6 QT. OIL CHANGE	18.000 /UNIT	18.00	
				TOTAL - GOG	18.00

**MISC**

JOB #	CODE	DESCRIPTION	CONTROL NO		
JOB # A	VIRO	ENVIRONMENTAL CHARGES		4.80	
				TOTAL - MISC	4.80

**COMMENTS**  
CUSTOMER TOWING IN

**TOTALS**

**DISCLAIMER OF WARRANTIES**

The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes or authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.

TOTAL LABOR.....	240.00
TOTAL PARTS.....	206.39
TOTAL SUBLET....	0.00
TOTAL G.O.G.....	18.00
TOTAL MISC CHG.	4.80
TOTAL MISC DISC	0.00
TOTAL TAX.....	18.51

TOTAL INVOICE \$ 487.70

*paid cash*

CUSTOMER SIGNATURE

*Something pull the Battery down when car set overnight Car had NO Brokes the Broke patches when down to the Pololu when I Broke this car in it had Broke*

PAGE 1 OF 1 CUSTOMER COPY

RECEIVED  
MAY 3 3 2012  
10:55am

**IMPORTANT**

YOU MAY RECEIVE A QUESTIONNAIRE FROM FORD MOTOR CO. IN THE NEXT FEW WEEKS. IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED", PLEASE CONTACT YOUR SERVICE ADVISOR IMMEDIATELY. VAN DRUNEN FORD CO.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

**THANK YOU**

the Reynolds and Reynolds Company, ENHANCED, C0201558 Q, (01/02)



# Van Drunen Ford Co.



"SOUTHERN COOK COUNTY'S OLDEST FORD DEALER"  
 3233 WEST 183RD STREET PHONE (708) 798-1668  
 HOMWOOD, ILLINOIS 60430

SERVICE & PARTS DEPTS. HOURS - 7:30 AM TO 5:00 PM MONDAY THRU FRIDAY

CUSTOMER NO. <b>25592</b>	ADVISOR <b>DAVID A. DYKSTRA</b>	9196	TAG NO.	INVOICE DATE <b>10/19/09</b>	INVOICE NO. <b>F0CS17337</b>	
[REDACTED] <b>MARKHAM, IL</b>	LABOR RATE	LICENSE NO.	MILEAGE <b>138,780</b>	COLOR <b>GREEN/</b>	STOCK NO.	
	YEAR / MAKE / MODEL <b>95 / LINCOLN / TOWN CAR / 4 DOOR SEDAN</b>				DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. <b>1 L N L M 8 1 W 1 S Y</b>				SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	F.T.E. NO.	P.O. NO.	R.O. DATE <b>10/08/09</b>	

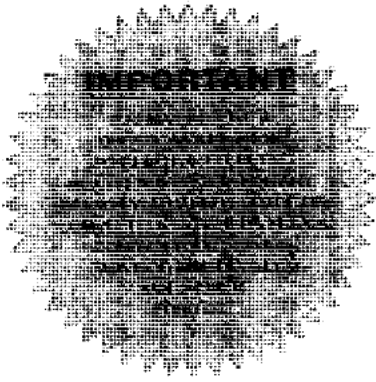
LABOR & PARTS		TECH(S):	186.00		
SUSPENSION REPAIRS		9621			
REAR AIR SUSPENSION SITS LOW TEST AIR SUSPENSION AND REPLACE SUSPENSION MODULE ALSO NEEDS AIR SUSPENSION MOTOR - APPROX \$675 TO REPLACE.					
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	F5AZ-5A919-A	CONTROL	400.57	400.57
				JOB # 1 TOTAL PARTS	400.57
				JOB # 1 TOTAL LABOR & PARTS	586.57
TOTALS					
*****				TOTAL LABOR....	186.00
* [ ] CASH (4) [ ] CHECK (3) # [ ] CHARGE (1) *				TOTAL PARTS....	400.57
* [ ] MASTER CARD/VISA (VM) [ ] DINERS/CARTE (DC) *				TOTAL SUBLET....	0.00
* [ ] AMERICAN EXPRESS (AM) [ ] DISCOVER (DI) *				TOTAL G.O.G....	0.00
*****				TOTAL MISC CHG.	0.00
				TOTAL MISC DISC	0.00
				TOTAL TAX.....	36.05
				<b>TOTAL INVOICE \$</b>	<b>622.62</b>

**DISCLAIMER OF WARRANTIES**

The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes or authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.

CUSTOMER SIGNATURE \_\_\_\_\_  
 \*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

*PAID 10-08-2010  
 Van Drunen Ford Co.*



NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

**THANK YOU**

The Reynolds and Reynolds Company EPALZRHIVE CC201539 Q (01/02)



# Van Drunen Ford Co.



"SOUTHERN COOK COUNTY'S OLDEST FORD DEALER"  
 3233 WEST 183RD STREET PHONE (708) 798-1668  
 HOMWOOD, ILLINOIS 60430

SERVICE & PARTS DEPTS. HOURS - 7:30 AM TO 5:00 PM MONDAY THRU FRIDAY

CUSTOMER NO. <b>25592</b>	ADVISOR <b>DAVID A. DYKSTRA 9196</b>	TAG NO.	INVOICE DATE <b>10/19/09</b>	INVOICE NO. <b>FOCS17337</b>
MARKHAM, IL	LABOR RATE	LICENSE NO.	MILEAGE <b>138,780</b>	COLOR <b>GREEN/</b>
	YEAR / MAKE / MODEL <b>95/LINCOLN/TOWN CAR/4 DOOR SEDAN</b>			DELIVERY DATE
	VEHICLE I.D. NO. <b>1 L N L M 8 1 W 1 S Y</b>			DELIVERY MILES
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>10/08/09</b>	PRODUCTION DATE
BUSINESS PHONE	COMMENTS			

**LABOR & PARTS**

J# 1 02FOZ SUSPENSION REPAIRS TECH(S):9621 186.00

REAR AIR SUSPENSION SITS LOW  
 TEST AIR SUSPENSION AND REPLACE SUSPENSION MODULE  
 ALSO NEEDS AIR SUSPENSION MOTOR - APPROX \$675 TO REPLACE.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	F5AZ-5A919-A	CONTROL	400.57
JOB # 1 TOTAL PARTS				400.57
JOB # 1 TOTAL LABOR & PARTS				586.57

### DISCLAIMER OF WARRANTIES

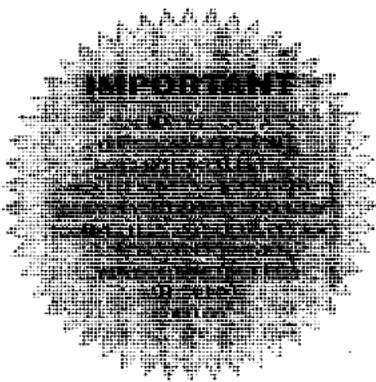
The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes or authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.

**TOTALS**

TOTAL LABOR....	186.00
TOTAL PARTS....	400.57
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG....	0.00
TOTAL MISC DISC....	0.00
TOTAL TAX.....	36.05
<b>TOTAL INVOICE \$</b>	<b>622.62</b>

CUSTOMER SIGNATURE \_\_\_\_\_  
 \*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

*paid 10-08-2010  
 Van Drunen Ford Co.*



NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

## THANK YOU



# Van Drunen Ford Co.



"SOUTHERN COOK COUNTY'S OLDEST FORD DEALER"  
 3233 WEST 163RD STREET PHONE (708) 798-1668  
 HOMewood, ILLINOIS 60430

SERVICE & PARTS DEPTS. HOURS - 7:30 AM TO 5:00 PM MONDAY THROUGH FRIDAY

CUSTOMER NO. <b>25592</b>	ADVISOR <b>DAVID A. DYKSTRA</b>	9196	TAG NO.	INVOICE DATE <b>04/24/09</b>	INVOICE NO. <b>FOCS11059</b>
LABOR RATE	LICENSE NO.	MILEAGE <b>136,157</b>	COLOR <b>GREEN/</b>	STOCK NO.	
YEAR / MAKE / MODEL <b>95 / LINCOLN / TOWN CAR / 4 DOOR SEDAN</b>	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	PRODUCTION DATE	
VEHICLE ID NO. <b>1 L N L M 8 1 W I S Y</b>	R.O. DATE <b>04/23/09</b>				
R.T.E. NO.	P.O. NO.				
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			

### LABOR & PARTS

CHECK AIR SUSPENSION - LIGHT IS ON AND VEHICLE BOUNCES WHILE DRIVING  
 REPLACE RIGHT REAR AIR SPRING AND BOTH REAR SHOCKS. ORDERED SUSPENSION MODULE (SHORTED) WILL CALL WHEN PART COMES IN. ←

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	2	5UZZ-18V125-C	KIT - SHOCK	47.08	94.16
JOB # 1	1	3UZZ-5580-BA	SPRING	251.56	251.56
JOB # 1	1	F5AZ-5A919-A	CONTROL	400.57	400.57
JOB # 1 TOTAL PARTS					746.29
JOB # 1 TOTAL LABOR & PARTS					967.24

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 1	FOES	FORD EMPLOYEE SERVICE		-74.63
TOTAL - MISC				-74.63

COMMENTS  
WAITER

### TOTALS

TOTAL LABOR....	220.95
TOTAL PARTS....	746.29
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG....	0.00
TOTAL MISC DISC	-74.63
TOTAL TAX.....	67.17
<b>TOTAL INVOICE \$</b>	<b>959.78</b>

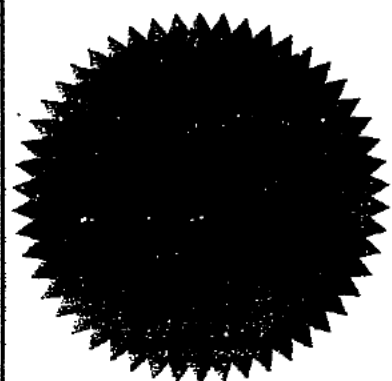
CUSTOMER SIGNATURE

DUPLICATE INVOICE

ATTN: Debra  
 Claim #

### DISCLAIMER OF WARRANTIES

The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes or authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.



NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

**THANK YOU**



# Van Drunen Ford Co.



"SOUTHERN COOK COUNTY'S OLDEST FORD DEALER"  
 3233 WEST 183RD STREET PHONE (708) 798-1668  
 HOMEWOOD, ILLINOIS 60430

SERVICE & PARTS DEPTS. HOURS - 7:30 AM TO 5:00 PM MONDAY THRU FRIDAY

CUSTOMER NO. 25592	ADVISOR PENNIE L. HOWE	9357	TAG NO.	INVOICE DATE 04/17/12	INVOICE NO. FOCSS1673
[REDACTED] MARKHAM, IL [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 144,986	COLOR GREEN/	STOCK NO.
	YEAR/MAKE/MODEL 95/LINCOLN/TOWN CAR/4 DOOR SEDAN			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1LNLM81W1SY [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.G. NO.	R.O. DATE 04/17/12		
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE	COMMENTS			

**LABOR & PARTS**  
 #1 25POZ/INDS COMPUTER DIAGNOSTICS TECH(S) 9150 96.00  
 WILL DIE OUT AFTER STARTING UNLESS YOU KEEP YOUR FOOT ON THE GAS.  
 TEST EEC, NEEDS THE RIGHT HAND HEGO SENSOR REPLACED AND THE MASS AIR FLOW SENSOR CLEANED. OIL NEEDS TO BE CHANGED DUE TO FUEL IN THE OIL BECAUSE OF IT RUNNING RICH. PARTS AND LABOR APPROX \$325.00. CUSTOMER DECLINED AT THIS TIME.  
 JOB # 1 TOTAL LABOR & PARTS 96.00

COMMENTS: WAITING  
 TOTALS:

*****	TOTAL LABOR....	96.00
* [ ] CASH (4) [ ] CHECK (3) # [ ] CHARGE (1) *	TOTAL PARTS....	0.00
* [ ] MASTER CARD/VISA (VM) [ ] DINERS/CARTE (DC) *	TOTAL SUBLET....	0.00
* [ ] AMERICAN EXPRESS (AM) [ ] DISCOVER (DI) *	TOTAL G.O.G....	0.00
*****	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	<b>TOTAL INVOICE \$</b>	<b>96.00</b>

### DISCLAIMER OF WARRANTIES

The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes or authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.

[REDACTED]  
 CUSTOMER SIGNATURE

*Paid with Visa Credit Card \$96.00  
 Something pull the Battery down when Car set overnight. Check it out*

**IMPORTANT**  
 YOU MAY RECEIVE A QUESTIONNAIRE FROM FORD MOTOR CO. IN THE NEXT FEW WEEKS. IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED", PLEASE CONTACT YOUR SERVICE ADVISOR IMMEDIATELY.  
 VAN DRUNEN FORD CO.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

**THANK YOU**

Markham, IL



**CERTIFIED MAIL**



7011 3500 0001 4035 5146



U.S. POSTAGE  
PAID  
MIDLOTHIAN, IL  
60445  
AUG 04, '12  
AMOUNT  
**\$6.80**  
00041172-09

*W/10304*

ADMINISTRATOR, NATIONAL  
TRAFFIC SAFETY ADMINISTRATION  
1200 NEW JERSEY AVENUE, SE.,  
WASHINGTON, D.C. 20590

RETURN RECEIPT  
REQUESTED