



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-DOT

(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

15-MAY-2008

PM 12: 39

Repository

Reference No.

10227952

OWNER INFORMATION (Type or Print)

Name, Address, City (CHICAGO), State (IL), Zip Code

Daytime Telephone Number, E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO

Signature of Owner, Date

VEHICLE INFORMATION

17 digit Vehicle Identification Number (1ZVHT80N785), Make (FORD), Model (MUSTANG), Model Year (2008), Date Purchased (12/21/07), Dealer's Name (Woodfield Ford), Engine (Six), Fuel Type (Unleaded), Transmission Type (Auto), Antilock Brakes, Cruise Control, Powertrain (RWD), Vehicle Component Code (022000 SUSPENSION:REAR)

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) (05-MAY-2008), Failure Mileage (4527), Failure Speed (<1 mph)

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make, Tire Model, Tire Size, DOT No., 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 (0), Number of Deaths (0), 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;

TL*THE CONTACT OWNS A 2008 FORD MUSTANG. THE CONTACT HEARD A CLICKING NOISE IN THE REAR PASSENGER SIDE TIRE. THE NOISE OCCURS WHILE DRIVING AT LOW SPEEDS AND INCREASES WHEN DRIVING ON INCLINES. HE TOOK THE VEHICLE TO THE DEALER FOR REPAIR AT LEAST THREE TIMES, BUT THEY COULD NOT LOCATE THE CAUSE OF THE FAILURE. ON THE THIRD VISIT, THE DEALER DISCOVERED THAT THE REAR SHAFT AND REAR AXLE FAILED. THE DEALER KEPT THE VEHICLE FOR FOUR DAYS IN ORDER TO MAKE THE REPAIRS. THE VEHICLE OPERATED NORMALLY FOR TWO MONTHS AFTER THE REPAIRS, BUT CURRENTLY THE FAILURE HAS RETURNED. THE CONTACT IS TAKING THE VEHICLE BACK TO THE DEALER ON MAY 16, 2008 FOR INSPECTION. THE FAILURE MILEAGE WAS 45,200.

4,527

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 to 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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

On 12/21/07 we purchased our car. Three months later a noise showed while going 41 mph (ratcheting) Dealer was notified first time, no luck. Second time they replaced the rotor, no luck. Third time, they replaced shaft & axil assembly with success for approx. 3 months then problem returned. Fourth time, they replaced axil & shaft assembly again & no luck. I took it to a personal mechanic & something was wrong with the axil (right-rear) worn-out. Problem stopped for now. When giving back the car, the dealer damaged the front left bumper & fender.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**



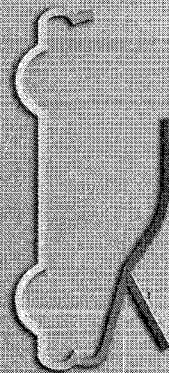
BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Ave SE
Washington, DC 20077-9382**



**Think your vehicle
has a safety defect?**



**If so:
Use the enclosed
form to file a report.**

**or visit:
www.safercar.gov**

**or call:
Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

110714

141094

Woodfield Ford

815 EAST GOLF ROAD
SCHAUMBURG, ILLINOIS 60173-458
847-605-1050
FAX: 847-605-1929
BODY SHOP:
847-882-5031
FAX: 847-490-0550

INVOICE



CHICAGO, IL
HOME: [REDACTED]

BUS: [REDACTED]

PAGE 1

SERVICE ADVISOR: 203 SEAN EHRlich-1262

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAG	
BLUE	08	FORD MUSTANG	1ZVHT80N785		889/914		
DEL DATE	PIC.D. DATE	WARR EXP	PROMISED	POINT	FEAT RATE	PAYMENT	INV. DATE
21DEC07 DD			18:30 21JAN08			CASH	21JAN08
R.O. OPENED	READY	OPTIONS: STK:85125383 DLR: [REDACTED]					
09:48 21JAN08	15:22 21JAN08	ENG:4.0_LITER_SOHC					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUSTOMER STATES THAT THERE IS A RATCHING NOIOSE COMMING FROM THE REAR WHEN BREAKING

CAUSE: 902 ROADTEST WITH CUSTOMER. PERFORM ABS TEST. PASS. REMOVE REAR STABILIZER BAR AND LUBE. ALIGN EXHAUST SYSTEM. ADJUST PARKING BRAKE. REMOVE ALL.

2219D ANTI-LOCK BRAKE SYSTEM - DIAGNOSIS - L
402 CHANEY, MARK LIC#: 5853
WP4

(N/C)

5772A STABILIZER BAR - REAR - REMOVE AND INSTALL OR REPLACE (5A772) - L
402 CHANEY, MARK LIC#: 5853
WP4

(N/C)

5200A EXHAUST SYSTEM - ALIGN (5230) - L
402 CHANEY, MARK LIC#: 5853
WP4

(N/C)

2780B PARYING BRAKE - ADJUST (2780) - L
402 CHANEY, MARK LIC#: 5853
WP4

(N/C)

2001BCT BRAKE SHOES / PAD ASSEMBLIES - HYDRAULIC - INSPECT (2001/2007/2200) - L
402 CHANEY, MARK LIC#: 5853
WP4

(N/C)

FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:
5853

902 ROADTEST WITH CUSTOMER. PERFORM ABS TEST. PASS. REMOVE REAR STABILIZER BAR AND LUBE. ALIGN EXHAUST SYSTEM. ADJUST PARKING BRAKE. REMOVE ALL WHEELS, BRAKES, CLEAN AND LUBE. ROADTEST. NOT PRESENT AT THIS TIME.

B CUSTOMER STATES THAT THERE IS A NOISE COMMING FROM RIGHT A PILLER
99 MISC

402 CHANEY, MARK LIC#: 5853

SERVICE PHONE NO.

(847) 605-1050

PRESS "0" FOR OPERATOR ASSISTANCE

HOURS OF OPERATION SERVICE (DAY SHIFT)

7:00 AM - 7:00 PM Monday thru Friday

8:00 AM - 5:00 PM Saturday

Closed Sunday

CASHIER

7:00 AM - 9:00 PM Monday thru Friday

8:00 AM - 5:00 PM Saturday

PARTS: 7:00 AM - 7:00 PM - Monday thru Friday

8:00 AM - 5:00 PM Saturday

BODY SHOP: 7:30 AM - 6:00 PM - Monday thru Friday

8:00 AM - 12:00 PM Saturday

ADDRESS: 1001 REMINGTON RD., SCHAUMBURG, ILLINOIS 60173-4580

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

ALL PARTS INSTALLED ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST

Woodfield Ford

110714

141671

INVOICE



815 EAST GOLF ROAD
 SCHAUMBURG, ILLINOIS 60173-4589
 847-605-1050
 FAX: 847-605-1929
 BODY SHOP:
 847-882-5031
 FAX: 847-490-0550

CHICAGO, IL

PAGE 1

SERVICE ADVISOR: 23 SPEROS LERAS-6452

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAG	
BLUE	08	FORD MUSTANG	1ZVHT80N78		1323/1325		
DEL DATE	PROD DATE	WARR EKP	PROMISED	PO NO.	FLAT RATE	PAYMENT	INV DATE
21DEC07 DD			18:30 04FEB08			CASH	04FEB08
R.O. OPENED	READY	OPTIONS: STK:85125383 DLR: [REDACTED]					
09:06 04FEB08	14:45 04FEB08	ENG:4.0 LITER SOHC					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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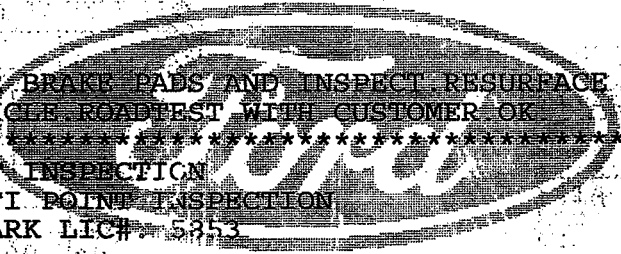
A C/S THEIR IS A RATCHETING NOISE FROM REAR BRAKES WITH PEDAL AT 50%
 PRESSURE - PRO 141094 01/21/08 #402
 CAUSE: 1325 ROADTEST.REMOVE REAR BRAKE PADS AND INSPECT.RESURFACE BOTH
 REAR BRAKE ROTORS ON VEHICLE.ROADTEST WITH CUSTOMER.OK.
 2001BBB BRAKE SHOES / PAD ASSEMBLIES - HYDRAULIC
 - INSPECT (2001/2007/2200) - L
 402 CHANEY,MARK LIC#: 5853
 WP4

(N/C)

2001B3PT DISC BRAKE ROTOR REAR MACHINE ON VEHICLE
 - MACHINE (2C026) - L
 402 CHANEY,MARK LIC#: 5853
 WP4

(N/C)

FC: N17 42 PART#: COUNT:
 CLAIM TYPE:
 AUTH CODE:
 5853



Second repair

1325 ROADTEST.REMOVE REAR BRAKE PADS AND INSPECT.RESURFACE BOTH
 REAR BRAKE ROTORS ON VEHICLE.ROADTEST WITH CUSTOMER OK

B TECHNICIAN'S MULTI POINT INSPECTION
 99P TECHNICIAN'S MULTI POINT INSPECTION
 402 CHANEY,MARK LIC#: 5853
 CP

0.00 0.00

TIRES 8/32" STATUS: GREEN TIRE TREAD DEPTH
 CHECKED AND OKAY
 402 CHANEY,MARK LIC#: 5853
 CP

0.00 0.00

BK7 7MM BRAKE LINING REMAINING GREEN
 402 CHANEY,MARK LIC#: 5853
 CP

0.00 0.00

1325 G TIRES AND BRAKE

C ADVISOR INSPECTED ALL FOUR TIRES AND LOOKED UNDER THE HOOD WITH
 CUSTOMER

SERVICE PHONE NO.	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS	
(847) 605-1050	The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	LABOR AMOUNT		
PRESS "0" FOR OPERATOR ASSISTANCE		PARTS AMOUNT		
HOURS OF OPERATION		GAS, OIL, LUBE		
SERVICE (DAY SHIFT)		SUBLET AMOUNT		
7:00 AM - 7:00 PM Monday thru Friday		MISC. CHARGES		
8:00 AM - 5:00 PM Saturday		TOTAL CHARGES		
Closed Sunday		LESS INSURANCE		
CASHIER		SALES TAX		
7:00 AM - 9:00 PM Monday thru Friday		CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	
8:00 AM - 5:00 PM Saturday				

ALL PARTS INSTALLED ARE WARRANTED FOR 12 MONTHS

Multi-Point Inspection Report Card As Recommended by Manufacturer

Customer Name: [REDACTED] Year/Model: 08 Mustang Date: 2/4/09
 RO/Ta: [REDACTED] Mileage: 1323

CHECKED AND OKAY AT THIS TIME **MAY REQUIRE FUTURE ATTENTION** **REQUIRES IMMEDIATE ATTENTION**

RECOMMENDED SCHEDULED MAINTENANCE SERVICES	
<input type="checkbox"/> Accessory Drive Belt(s)	<input type="checkbox"/> Oil Filter
<input type="checkbox"/> Cabin Air Filter	<input type="checkbox"/> Seat Filter
<input type="checkbox"/> Engine Air Filter	<input type="checkbox"/> Spark Plugs
<input type="checkbox"/> Engine Coolant	<input type="checkbox"/> Tire Rotation
<input type="checkbox"/> Fuel Filter	<input type="checkbox"/> Transmission Filter
<input type="checkbox"/> Oil Change	<input type="checkbox"/> Transmission Fluid

Comments: _____

CHECK FLUID LEVELS AND FILL			
<input checked="" type="checkbox"/> OK FILL	<input type="checkbox"/> Engine Oil	<input checked="" type="checkbox"/> OK FILL	<input type="checkbox"/> Power Steering
<input checked="" type="checkbox"/> OK FILL	<input type="checkbox"/> Brake Reservoir	<input checked="" type="checkbox"/> OK FILL	<input type="checkbox"/> Transmission (if equipped with dipstick)
<input checked="" type="checkbox"/> OK FILL	<input type="checkbox"/> Window Washer	<input checked="" type="checkbox"/> OK FILL	<input type="checkbox"/> Coolant Recover Reservoir

CHECK FOLLOWING SYSTEMS/COMPONENTS		Declined
<input checked="" type="checkbox"/>	Operation of horn, interior lights, exterior lamps, turn signals, hazard and brake lamps	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Radiator, heater, and air-conditioning hoses for leaks and damage	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Windshield for cracks, chips and pitting	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Windshield washer spray, wiper operation and wiper blades	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Accessory drive belt(s)	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Brake system (including lines, hoses, and parking brake) and wheel end for end-play and bearing noise	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Clutch operation (if equipped)	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Constant velocity (CV) drive axle boots (if equipped)	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Drive shaft, transmission, u-joint and shift linkage (if equipped) and lubricate (as needed)	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Engine Cooling system, hoses and clamps	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Exhaust system (leaks, damage, loose parts)	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Oil and /or fluid leaks	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Shocks/struts and other suspension components for leaks and/or damage	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Steering and steering linkages	<input type="checkbox"/>

STATE INSPECTION DUE (IF APPLICABLE) _____ / _____ / _____
MONTH DAY YEAR


Comments: _____

This Courtesy Inspection Completed by Your Dealership Team!

Service Advisor: _____

Technician: _____

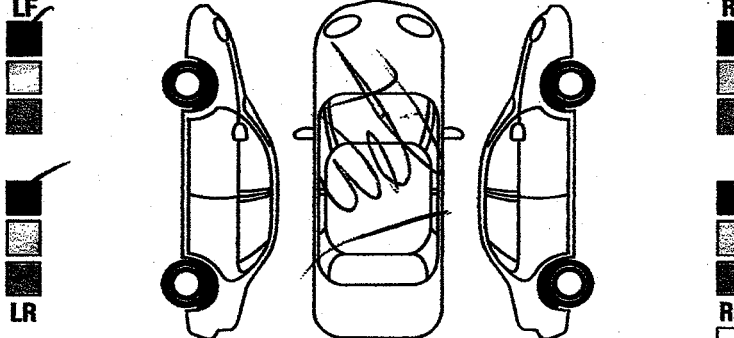
CHECK BATTERY

State of Health  **Condition of Terminals**

0% 100%

Good (Clean if necessary) Bad
 Declined Battery

CHECK BRAKES - MEASURE FRONT/REAR BRAKE LININGS

LF  **RF**

LR **RR**

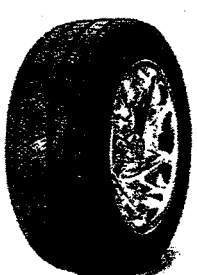
Over 5mm or 7/32" (Disc) or Over 2mm or 3/32" (Drum)
 3 to 5mm or 4/32" to 7/32" (Disc) or 1.01 to 2mm (Drum) or 2/32" to 3/32"
 Less than 3mm or 4/32" (Disc) or 1mm or 2/32" or Less (Drum)

BRAKE MEASUREMENTS NOT TAKEN THIS SERVICE VISIT

Comments: _____

CHECK TIRES

TREAD DEPTH

LF  **RF**

7/32" or Greater 7/32" or Greater
 4/32" to 6/32" 4/32" to 6/32"
 3/32" or less 3/32" or less

LR **RR**

7/32" or Greater 7/32" or Greater
 4/32" to 6/32" 4/32" to 6/32"
 3/32" or less 3/32" or less

Declined Tire

WEAR PATTERN / DAMAGE

LF RF RR

LR

TIRE WEAR INDICATES:

Alignment Check Needed Wheel Balance Needed

Comments: _____

TIRE PRESSURE SET TO FACTORY RECOMMENDED PSI

Front Rear

Customer Signature: _____

Woodfield Ford

119714

141779

INVOICE



815 EAST GOLF ROAD
 SCHAUMBURG, ILLINOIS 60173-45E
 847-605-1050
 FAX: 847-605-1929
 BODY SHOP:
 847-882-5031
 FAX: 847-490-0550

CHICAGO, IL
 HOME

BUS

PAGE 1

SERVICE ADVISOR: 23 SPEROS LERAS-6452

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAG	
BLUE	08	FORD MUSTANG	1ZVHT80N785		1424/1448		
DEL DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	FLAT RATE	PAYMENT	INV. DATE
21DEC07 DD			18:30 06FEB08			CASH	11FEB08
R.O. OPENED	READY	OPTIONS: STK:85125383 DLR					
13:05 06FEB08	15:50 11FEB08	ENG:4.0 LITER_SOHC					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A C/S R/R WHEEL RATCHETING NOISE WHILE DRIVING SLOWLY
 1007D ROTATIONAL NOISE/VIBRATION/HARSHNESS -
 DIAGNOSIS - I
 402 CHANEY, MARK LIC#: 5853
 WP4 (N/C)
 1 5R3Z*4234*AC SHAFT ASY - REAR AXLE (N/C)
 1 E3TZ*1225*AA BEARING ASY - BALL (N/C)
 1 BRS*101* SEAL (N/C)
 2 XY*75W140*QL OIL - REAR AXLE (N/C)
 1 TA*31* SEALANT - SILICONE (N/C)
 1 5R3Z*2C026*AA ROTOR ASY - BRAKE (N/C)
 1007D1 TIRES AND WHEELS - CHECK RUN-OUT
 (TWC01/1007/1015) - L
 402 CHANEY, MARK LIC#: 5853
 WP4 (N/C)
 1007D3B TIRE AND WHEEL - BALANCE
 (ALBAL/FRBAL/RRBAL) - L
 402 CHANEY, MARK LIC#: 5853
 WP4 (N/C)
 1007D4 DRIVE SHAFT - RUN OUT - CHECK RUN-OUT
 (4602) - L
 402 CHANEY, MARK LIC#: 5853
 WP4 (N/C)
 4205A REAR AXLE ASSEMBLY - IN VEHICLE - DIAGNOSIS
 (4209) - L
 402 CHANEY, MARK LIC#: 5853
 WP4 (N/C)
 4234A SHAFT ASSEMBLY - AXLE - REMOVE AND INSTALL
 OR REPLACE (4234/4235) - L
 402 CHANEY, MARK LIC#: 5853
 WP4 (N/C)
 4234A2 SEAL - WHEEL BEARING OIL INNER - REPLACE
 (1177) - L
 402 CHANEY, MARK LIC#: 5853

Third repair
 113

SERVICE PHONE NO.
 (847) 605-1050
PRESS "0" FOR OPERATOR ASSISTANCE
HOURS OF OPERATION
 SERVICE (DAY SHIFT)
 7:00 AM - 7:00 PM Monday thru Friday
 8:00 AM - 5:00 PM Saturday
 Closed Sunday
 CASHIER
 7:00 AM - 9:00 PM Monday thru Friday
 8:00 AM - 5:00 PM Saturday
 PARTS: 7:00 AM - 7:00 PM - Monday thru Friday
 8:00 AM - 5:00 PM Saturday
 BODY SHOP: 7:30 AM - 6:00 PM - Monday thru Friday
 8:00 AM - 12:00 PM Saturday
 ADDRESS: 1001 REMINGTON RD., SCHAUMBURG

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	PARTS AMOUNT	
	GAS, OIL, LUBE	
	SUBLET AMOUNT	
	MISC. CHARGES	
	TOTAL CHARGES	
	LESS INSURANCE	
	SALES TAX	
CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	

ALL PARTS INSTALLED ARE WARRANTED FOR 12 MONTHS

Woodfield Ford

110714

141779

INVOICE



815 EAST GOLF ROAD
 SCHAUMBURG, ILLINOIS 60173-4586
 847-605-1050
 FAX: 847-605-1929
 BODY SHOP:
 847-882-5031
 FAX: 847-490-0550

CHICAGO, IL
 HOME: [REDACTED] BUS [REDACTED]

PAGE 2

SERVICE ADVISOR: 23 SPEROS LERAS-6452

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAG	
BLUE	08	FORD MUSTANG	1ZVHT80N785 [REDACTED]		1424/1448	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PLAT RATE	PAYMENT	INV. DATE
21DEC07 DD			18:30 06FEB08			CASH	11FEB08
R.O. OPENED	READY	OPTIONS: STK:85125383 DLR [REDACTED]					
13:05 06FEB08	15:50 11FEB08	ENG:4.0_LITER_SOHC					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
			WP4				(N/C)

FC: H20 42
 PART#: E3TZ*1225*AA
 COUNT:
 CLAIM TYPE:
 AUTH CODE:
 5853

1448 HOOKUP CHASSIS EARS AND ROADTEST RATCHETING NOISE NOT PRESENT BUT A ROTATIONAL RUB NOISE IS. REMOVE REAR WHEELS AND CHECK AXLE FLANGE RUNOUT. .030 RUNOUT RT REAR AXLE FLANGE. CHECK WHEEL FOR DAMAGE. SPIN BALANCE WHEEL. SHOWS BALANCE AND RIM OK. REPLACE RT. REAR AXLE ASY, BEARING, SEAL, ROTOR. RECHECK .003. ROADTEST 24 MILES. OK NOISE NOT PRESENT.

 B C/S WHILE DRIVING AT 40 MPH AND TURNING RIGHT THERE IS A CHIRPING FROM THE RIGHT REAR
 99 MISC

402 CHANEY, MARK LIC#: 5853
 WP4

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

*third repair
2/3*

(N/C)

1424 REFER TO LINE A FOR RELATED REPAIR

 C TECHNICIAN'S MULTI POINT INSPECTION
 99P TECHNICIAN'S MULTI POINT INSPECTION
 402 CHANEY, MARK LIC#: 5853

CP

0.00 0.00

1427 G TIRES AND BRAKES

 D ADVISOR INSPECTED ALL FOUR TIRES AND LOOKED UNDER THE HOOD WITH CUSTOMER

WLK ADVISOR INSPECTED ALL FOUR TIRES AND LOOKED

SERVICE PHONE NO.

(847) 605-1050

PRESS "0" FOR OPERATOR ASSISTANCE

HOURS OF OPERATION SERVICE (DAY SHIFT)

7:00 AM - 7:00 PM Monday thru Friday

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Closed Sunday

CASHIER

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ADDRESS: 1001 REMINGTON RD., SCHAUMBURG

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS; OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

ALL PARTS INSTALLED ARE WARRANTED FOR 12 MONTHS

110714

141779

Woodfield Ford

INVOICE



815 EAST GOLF ROAD
SCHAUMBURG, ILLINOIS 60173-45E
847-605-1050
FAX: 847-605-1929
BODY SHOP:
847-882-5031
FAX: 847-490-0550

CHICAGO, IL
HOME: [REDACTED]

3570 BUS: [REDACTED]

PAGE 3

SERVICE ADVISOR: 23 SPEROS LERAS-6452

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAG	
BLUE	08	FORD MUSTANG	1ZVHT80N78[REDACTED]		1424/1448	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	FLAT RATE	PAYMENT	INV. DATE
21DEC07 DD			18:30 06FEB08			CASH	11FEB08
R.O. OPENED	READY	OPTIONS: STK:85125383 DLR [REDACTED]					
13:05 06FEB08	15:50 11FEB08	ENG:4.0_LITER_SOHC					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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UNDER THE HOOD WITH CUSTOMER

402 CHANEY, MARK LIC#: 5853

CP

0.00 0.00

E CUSTOMER HAS BEEN OFFERED A FACTORY RECOMMENDED MAINTENANCE SCHEDULE

MENU CUSTOMER HAS BEEN OFFERED A FACTORY RECOMMENDED MAINTENANCE SCHEDULE

402 CHANEY, MARK LIC#: 5853

CP

0.00 0.00

Third repair 3/3

SERVICE PHONE NO.

(847) 605-1050

PRESS "0" FOR OPERATOR ASSISTANCE

HOURS OF OPERATION SERVICE (DAY SHIFT)

7:00 AM - 7:00 PM Monday thru Friday

8:00 AM - 5:00 PM Saturday

Closed Sunday

CASHIER

7:00 AM - 9:00 PM Monday thru Friday

8:00 AM - 5:00 PM Saturday

PARTS: 7:00 AM - 7:00 PM - Monday thru Friday

8:00 AM - 5:00 PM Saturday

BODY SHOP: 7:30 AM - 6:00 PM - Monday thru Friday

8:00 AM - 12:00 PM Saturday

ADDRESS: 1001 REMINGTON RD., SCHAUMBURG

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

ALL PARTS INSTALLED ARE WARRANTED FOR 12 MONTHS

OR 12,000 MILES WHICHEVER OCCURS FIRST

Multi-Point Inspection Report Card As Recommended by Manufacturer

Customer Name: _____ Year/Model: _____ Date: _____

RO/Tag: _____ Mileage: 1421

CHECKED AND OKAY AT THIS TIME

MAY REQUIRE FUTURE ATTENTION

REQUIRES IMMEDIATE ATTENTION

RECOMMENDED SCHEDULED MAINTENANCE SERVICES

<input type="checkbox"/> Accessory Drive Belt(s)	<input type="checkbox"/> Oil Filter
<input type="checkbox"/> Cabin Air Filter	<input type="checkbox"/> Seat Filter
<input type="checkbox"/> Engine Air Filter	<input type="checkbox"/> Spark Plugs
<input type="checkbox"/> Engine Coolant	<input type="checkbox"/> Tire Rotation
<input type="checkbox"/> Fuel Filter	<input type="checkbox"/> Transmission Filter
<input type="checkbox"/> Oil Change	<input type="checkbox"/> Transmission Fluid

Comments: _____

CHECK FLUID LEVELS AND FILL

OK	FILL	OK	FILL	OK	FILL
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Engine Oil	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Power Steering
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Brake Reservoir	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Window Washer
<input checked="" type="checkbox"/>	<input type="checkbox"/>		<input checked="" type="checkbox"/>	<input type="checkbox"/>	Transmission (if equipped with dipstick)
<input checked="" type="checkbox"/>	<input type="checkbox"/>		<input checked="" type="checkbox"/>	<input type="checkbox"/>	Coolant Recover Reservoir

CHECK FOLLOWING SYSTEMS/COMPONENTS

	Declined
<input checked="" type="checkbox"/> Operation of horn, interior lights, exterior lamps, turn signals, hazard and brake lamps	<input type="checkbox"/>
<input checked="" type="checkbox"/> Radiator, heater, and air-conditioning hoses for leaks and damage	<input type="checkbox"/>
<input checked="" type="checkbox"/> Windshield for cracks, chips and pitting	<input type="checkbox"/>
<input checked="" type="checkbox"/> Windshield washer spray, wiper operation and wiper blades	<input type="checkbox"/>
<input checked="" type="checkbox"/> Accessory drive belt(s)	<input type="checkbox"/>
<input checked="" type="checkbox"/> Brake system (including lines, hoses, and parking brake) and wheel end for end-play and bearing noise	<input type="checkbox"/>
<input checked="" type="checkbox"/> Clutch operation (if equipped)	<input type="checkbox"/>
<input checked="" type="checkbox"/> Constant velocity (CV) drive axle boots (if equipped)	<input type="checkbox"/>
<input checked="" type="checkbox"/> Drive shaft, transmission, u-joint and shift linkage (if equipped) and lubricate (as needed)	<input type="checkbox"/>
<input checked="" type="checkbox"/> Engine Cooling system, hoses and clamps	<input type="checkbox"/>
<input checked="" type="checkbox"/> Exhaust system (leaks, damage, loose parts)	<input type="checkbox"/>
<input checked="" type="checkbox"/> Oil and /or fluid leaks	<input type="checkbox"/>
<input checked="" type="checkbox"/> Shocks/struts and other suspension components for leaks and/or damage	<input type="checkbox"/>
<input checked="" type="checkbox"/> Steering and steering linkages	<input type="checkbox"/>

STATE INSPECTION DUE (IF APPLICABLE) _____ / _____ / _____
MONTH DAY YEAR

Comments: _____

This Courtesy Inspection Completed by Your Dealership Team!

Service Advisor: _____

Technician: _____

CHECK BATTERY

State of Health

0% 100%

Condition of Terminals

Good Bad
 (Clean if necessary)

Declined Battery

CHECK BRAKES - MEASURE FRONT/REAR BRAKE LININGS

Declined Brake

Over 5mm or 7/32" (Disc) or Over 2mm or 3/32" (Drum)

Less than 3mm or 4/32" (Disc) or 1mm or 2/32" or Less (Drum)

BRAKE MEASUREMENTS NOT TAKEN THIS SERVICE VISIT

Comments: _____

CHECK TIRES

TREAD DEPTH

7/32" or Greater 4/32" to 6/32" 3/32" or less

7/32" or Greater 4/32" to 6/32" 3/32" or less

Declined Tire

WEAR PATTERN / DAMAGE

LF RF
 LR RR

TIRE WEAR INDICATES:

Alignment Check Needed Wheel Balance Needed

Comments: _____

TIRE PRESSURE SET TO FACTORY RECOMMENDED PSI

Front Rear

Customer Signature: _____

ONSITE PLUS SERVICE

(PFC) POST FINAL CHARGES

19MAY08 14:03

RO: 145914 TAG: TW330 SA: 23 08 FORD MUSTANG VIN: 1ZVHT80N785
 NAME: PMT: CASH MILEAGE: 4550 OPENED DATE: 16MAY08
 RO STATUS: RESERVED PROMISED: 16MAY08 18:30 OPENED TIME: 08:20
 REMARKS: WAR EXP DATE:

REPAIR ORDER #145914 DETAIL
 LC DESCRIPTION

	STA	TECH.	LTYPE	ACT	ESTIMATE:	SOLD	SALE AMT
A					0.00		
L1							
	C93				Line Estimate: 0.00		
	402	WP4			0.12 0.20		19.07
B					Line Estimate: 0.00		
L1							
	I97				IVE 0.00 0.00		0.00
C					Line Estimate: 0.00		
L1							
	I97				IVE 0.00 0.00		0.00
D					Line Estimate: 0.00		
L1							
	I97				IVE 0.00 0.00		0.00
E					Line Estimate: 0.00		
L1							
	402	WP4			2.83 2.60		247.96
							1 99.00
							1 391.35

(MORE ON NEXT SCREEN)

COMMAND:

N/C

Fourth Repair

Multi-Point Inspection Report Card As Recommended by Manufacturer

Customer Name: _____ Year/Model: MINI COOPER Date: 5/16/08

O/Tag: _____ Mileage: 4850

CHECKED AND OKAY AT THIS TIME

MAY REQUIRE FUTURE ATTENTION

REQUIRES IMMEDIATE ATTENTION

RECOMMENDED SCHEDULED MAINTENANCE SERVICES

<input type="checkbox"/> Accessory Drive Belt(s)	<input type="checkbox"/> Oil Filter
<input type="checkbox"/> Cabin Air Filter	<input type="checkbox"/> Seat Filter
<input type="checkbox"/> Engine Air Filter	<input type="checkbox"/> Spark Plugs
<input type="checkbox"/> Engine Coolant	<input type="checkbox"/> Tire Rotation
<input type="checkbox"/> Fuel Filter	<input type="checkbox"/> Transmission Filter
<input type="checkbox"/> Oil Change	<input type="checkbox"/> Transmission Fluid

Comments: _____

CHECK FLUID LEVELS AND FILL

OK	FILL	OK	FILL	OK	FILL
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Engine Oil		Power Steering		Transmission (if equipped with dipstick)	
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Brake Reservoir		Window Washer		Coolant Recover Reservoir	

CHECK FOLLOWING SYSTEMS/COMPONENTS

	Declined
<input type="checkbox"/> Operation of horn, interior lights, exterior lamps, turn signals, hazard and brake lamps	<input type="checkbox"/>
<input type="checkbox"/> Radiator, heater, and air-conditioning hoses for leaks and damage	<input type="checkbox"/>
<input type="checkbox"/> Windshield for cracks, chips and pitting	<input type="checkbox"/>
<input type="checkbox"/> Windshield washer spray, wiper operation and wiper blades	<input type="checkbox"/>
<input type="checkbox"/> Accessory drive belt(s)	<input type="checkbox"/>
<input type="checkbox"/> Brake system (including lines, hoses, and parking brake) and wheel end for end-play and bearing noise	<input type="checkbox"/>
<input type="checkbox"/> Clutch operation (if equipped)	<input type="checkbox"/>
<input type="checkbox"/> Constant velocity (CV) drive axle boots (if equipped)	<input type="checkbox"/>
<input type="checkbox"/> Drive shaft, transmission, u-joint and shift linkage (if equipped) and lubricate (as needed)	<input type="checkbox"/>
<input type="checkbox"/> Engine Cooling system, hoses and clamps	<input type="checkbox"/>
<input type="checkbox"/> Exhaust system (leaks, damage, loose parts)	<input type="checkbox"/>
<input type="checkbox"/> Oil and/or fluid leaks	<input type="checkbox"/>
<input type="checkbox"/> Shocks/struts and other suspension components for leaks and/or damage	<input type="checkbox"/>
<input type="checkbox"/> Steering and steering linkages	<input type="checkbox"/>
DATE INSPECTION DUE (IF APPLICABLE) _____ / _____ / _____	
	MONTH / DAY / YEAR


Comments: _____

This Courtesy Inspection Completed by Your Dealership Team!

Service Advisor: _____

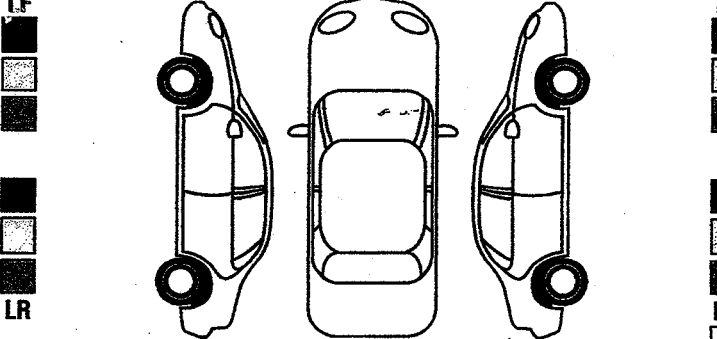
Technician: _____

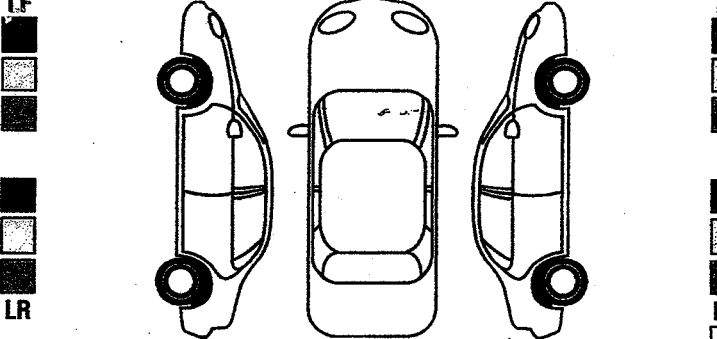
CHECK BATTERY

State of Health  Condition of Terminals

Good Bad
(Clean if necessary) Declined Battery

CHECK BRAKES - MEASURE FRONT/REAR BRAKE LININGS

LF  RF

LR  RR

Declined Brake

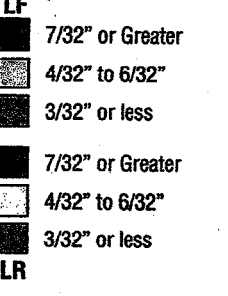
Over 5mm or 7/32" (Disc) or Over 2mm or 3/32" (Drum)
3 to 5mm or 4/32" to 7/32" (Disc) or 1.0" to 2mm (Drum) or 2/32" to 3/32"
Less than 3mm or 4/32" (Disc) or 1mm or 2/32" or Less (Drum)

BRAKE MEASUREMENTS NOT TAKEN THIS SERVICE VISIT

Comments: _____

CHECK TIRES

TREAD DEPTH

LF  RF

7/32" or Greater 7/32" or Greater

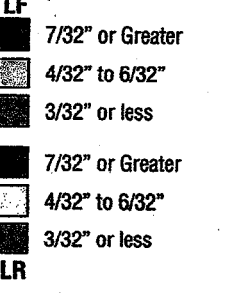
4/32" to 6/32" 4/32" to 6/32"

3/32" or less 3/32" or less

7/32" or Greater 7/32" or Greater

4/32" to 6/32" 4/32" to 6/32"

3/32" or less 3/32" or less

LR  RR

Declined Tire

WEAR PATTERN / DAMAGE

LF RF

LR RR

TIRE WEAR INDICATES: Alignment Check Needed Wheel Balance Needed

Comments: _____

TIRE PRESSURE SET TO FACTORY RECOMMENDED PSI

Front Rear

Customer Signature: _____