



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

Repository

10:04 JUN-2008

Reference No.

10229600

OWNER INFORMATION (Type or Print)

Name

Address

City **F** AIRBORN

State **OH**

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
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

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

1FMYU93154H

Make

FORD

Model

ESCAPE

Model Year

2004

Date Purchased

13 Oct 2003

Dealer's Name and Telephone Number
CARLISLE FORD 937-849-1325

Engine:

No: Cylinders

Fuel Type:

Original Owner

Dealer's City

NEW CARLISLE

State

OH

Zip Code

45344

6

Transmission Type

Automatic

Antilock Brakes

Cruise Control

Powertrain

**3.0 L Duratec
V6 Engine**

Vehicle Component Code

183000 VEHICLE SPEED CONTROL: CABLES

Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

24-MAY-2008

Failure Mileage

43800

Failure Speed

35

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

Original Equipment
 Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
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Narrative Description of Incident(S), Crash(es), and Injury(ies).

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

TL*THE CONTACT OWNS A 2004 FORD ESCAPE. WHILE DRIVING 35 MPH, THE ACCELERATOR CABLE LINKAGE SNAPPED AND THE VEHICLE WAS LEFT WITH THE ENGINE THROTTLE WIDE OPEN. THE CONTACT HAD TO SHIFT INTO NEUTRAL, SHUT OFF THE ENGINE, AND COAST TO A STOP. THE VEHICLE WAS TOWED TO A DEALER AND THE ACCELERATOR CABLE, CRUISE CONTROL, THROTTLE BODY, AND ROLL CABLE WERE REPLACED AT THE COST OF \$430. NHTSA CAMPAIGN ID NUMBER 04V574000 (VEHICLE SPEED CONTROL: CABLES) WAS REFERENCED. THE CURRENT MILEAGE WAS 43,900 AND FAILURE MILEAGE WAS 43,800.

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

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

Fairborn, OH

17 June 2008

Darryl B. Hazel
President, Customer Service Divisions
Ford Motor Company
P. O. Box 6248
Detroit, MI 48126

Dear Mr. Hazel,

I'm contacting you concerning a serious safety problem I recently had with my Ford Escape (VIN: 1FMYU93154K [redacted] which I purchased, new, from New Carlisle Ford on 13 October 2003. All required service work has been performed by this dealer.

Last month, on 24 May, while driving on a main street in Springfield, OH the accelerator cable broke and the engine throttle was immediately stuck on "wide open". Despite applying full pressure on the brakes my car accelerated from 35 mph to 70 mph. Fortunately there was no traffic in front of me and I was able to stop the car by shifting the gears to neutral and turning off the engine. Needless to say I was quite lucky that I avoided an accident or injury. The odometer mileage at that time was 43,896.

There was a National Highway Traffic and Motor Safety Administration (NHTSA) recall (#04S25) for this exact safety hazard in January 2005 (see Attachment 1). I took the car to my dealer and the required repairs were done on 24 January 2005 (see Attachment 2). However, it is now obvious that whatever work was done did not correct the safety hazard.

In addition, on 28 January 2008, I brought the car in for its 40,000 mi service and informed the service manager that I had a problem with the accelerator cable in that it was sticking. Whenever I needed to accelerate after a full stop I had to keep applying pressure to the gas pedal until the car finally jumped forward. It was impossible to get a smooth start. I was charged \$99.95 for throttle body cleaning (see Attachment 3). It would seem that if the accelerator cable was ready to break, in less than 4,000 miles, the service technician should have seen some signs of this while performing the throttle body cleaning.

I explained all of this to the service manager at the dealership but was told that this was not covered under any warranty. I understand that, but my position was, and still is, that this is not a warranty issue but a safety issue and that I should not have to pay for fixing this problem. The manager stuck to his position that Ford was no longer responsible for this problem.

I then called your 800 customer care number and got basically the same response. I was told that the required recall work was done and, even though the defect was not fixed, it was no longer Ford's problem. I get the impression that Ford is "washing their hands" on this issue and passing it off on to the consumer. This is a disturbing attitude considering the potential serious consequences of the defect.

I strongly disagree with Ford's rationale. This was a catastrophic failure of a critical part which easily could have resulted in serious injury or fatality. It is not a warranty issue, it is a serious safety issue. If my wife had been driving the car she, as well as many other drivers, would not have had the knowledge to shift into neutral, she would have crashed at a high rate of speed. Had this happened, our lawyers would be having a different sort of correspondence. I have reported this incident to the NHTSA for their review and action.

In conclusion, I believe that Ford should reimburse the \$430.64 I was charged for repairs (see Attachment 4) and consider issuing a recall of the original recall. I look forward to your response.

—
/

4 Attachments

- 1) Recall Notice, January 2005
- 2) Service Bill, 24 January 2005
- 3) Service Bill, 28 January 2008
- 4) Service Bill, 29 May 2008



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

Mon @ 2 PM

F0105636

0383



2004 Escape
Vehicle ID #: 1FMYU93154K _____ 04S25

January 2005

FAIRBORN, OH

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 all 2002 through 2004 Escape vehicles.

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

What is the issue?

On your vehicle, it is possible that the accelerator cable may prevent the throttle from returning to the idle position, possibly resulting in elevated engine speeds while driving. An unexpected increase in engine idle speed may increase stopping distance and may result in a vehicle crash without warning.

What will Ford and your dealer do?

Ford Motor Company and your dealer will replace the accelerator cable free of charge (parts and labor). We urge you to return to your dealer for this service.

How long will it take?

The time needed for this repair is less than one-half day. However, due to service 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 for Recall 04S25. 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.

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

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.

Attachment 1

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 either through your dealer or directly from Ford Motor Company.

To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer. Refund requests, including all required documentation, may also be mailed to Ford at P.O. Box 6251, Dearborn, Michigan 48121-6251. Refund requests mailed to Ford may take up to 60 days to process.

Detailed information regarding eligibility for Ford's reimbursement program and documentation requirements may be obtained by contacting the Ford Customer Relationship Center at 1-866-436-7332. Owners who have previously paid for this repair are still eligible to have the recall described in this letter performed.

Have you changed your address or sold the vehicle?

If you have, please fill out the enclosed prepaid postcard and mail it to us so we can update our records. If you have sold the vehicle, the information you provide on the postcard will be used to notify the new owner about this recall.

Can we assist you further?

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

If you still have concerns, please contact the Ford Motor Company Customer Relationship Center and one of our representatives will be happy to assist you.

Call 1-866-436-7332. For the hearing impaired call 1-800-232-5952 (TDD).

Office Hours: (Eastern Time Zone)

Monday – Friday: 8AM – 8PM

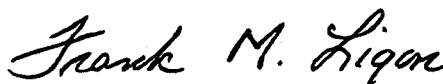
Saturday: 9AM – 5:30PM

If you wish to contact us through the Internet, our address is:
www.ownerconnection.com

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, 400 Seventh Street S. W., Washington, D. C. 20590 or call the toll free Auto Safety Hotline at 1-888-327-4236 or 1-800-424-9393.

Thank you for your attention to this important matter.

Sincerely,



Frank M. Ligon

Director

Service Engineering Operations



NEW CARLISLE FORD



DISCOVER THE DIFFERENCE!

1775 S. State Rt. 235, P.O. Box 247 NEW CARLISLE, OH 45344

(937) 849-1325

QualityCare
at your service

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
03FOZ02	ALIGN FRONT END (F)	MO		25FOZ14-1P	OIL&FILTER	MI	
25FOZ14-99P	MULTI-PT INSP	MI		25FOZ14-230P	ROTATE TIRES	MI	
25FOZ14-53P	INSPECT BRAKES	MI		25FOZ14-226P	REPLACE POLLEN FILTR	MO	
25FOZ14-77P	LUB HG<CH,LOC,STRP	MI		25FOZ14-59P	ENG COL,HOS,CLMP	MI	
25FOZ14-236P	INSPECT BATTERY CLN	MO		25FOZ14-100P	REPLCE AIR CLNER FLT	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
06/16/04	W101930C	6183	452	452	W	99FO	
05/10/04	W101158C	5193	452	452	C	1MVPFO	
				452	W	99FO	
08/05/03	19989C	3	400	99	I	99FO	

SALESPERSON NO.

SERVICE

TERMS <input type="checkbox"/> CASH <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> CHARGE	VEHICLE I.D. NO. 1FMYU93154K	YEAR/MAKE/MODEL 04/FORD TRUCK/ESCAPE/4DR 4WD XLT	PRODUCTION DATE 10/13/03	STOCK NO.	LICENSE NO.	R. O. NO. 21989
O.K. BY _____	FAIRBORN, OH	CUSTOMER NO.	DELIVERY DATE 10/13/03	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE 01/24/05
CALL WHEN READY <input type="checkbox"/> YES <input type="checkbox"/> NO	RESIDENCE PHONE	BUSINESS PHONE	COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	TIME RECEIVED 01:44pm	DATE/TIME PROMISED 01/24/05 03:00pm	TURBO	M/MC	AIR COND.	P. S.
			LABOR RATE	TRANS	MILEAGE 11,476	ADVISOR NO. 486
						ADVISOR DAVID

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs thereto.

_____ CUSTOMER SIGNATURE

MISCELLANEOUS SHOP SUPPLIES ARE 6% OF TOTAL REPAIR ORDER CHARGE UP TO A MAXIMUM OF \$25.00

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00	ESTIMATE (UNDER OHIO LAW, YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS. INITIAL YOUR CHOICE.)	ORIGINAL ESTIMATE	CUSTOMER'S ACCEPTANCE
X _____	WRITTEN ESTIMATE	\$ _____	INITIAL HERE _____
COMMENTS : WAITING!!!!!!!!!!!!!!!!!!!!!!	ORAL ESTIMATE	\$ _____	DATE _____
1 W 18FOZ02 PERFORM RECALL	I DO NOT REQUEST AN ESTIMATE		TIME _____
PERFORM RECALL 04S25 (ACCELERATOR CABLE)	In the event that you, the customer, authorize commencement and do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly of partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.		BY _____
	REPLACED PARTS WILL BE RETURNED UNLESS SPECIFIED OTHERWISE DISCARD		
	ATTENTION: WE ARE NOT RESPONSIBLE FOR ARTICLES LEFT IN VEHICLE		PARTS REPLACED UNDER WARRANTY OR TO BE REBUILT OR SOLD BY US WILL NOT BE RETURNED. ALL OTHER PARTS WILL BE MADE AVAILABLE TO YOU.
	TERMS <input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> CREDIT CARD		ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE
	LIMITED WARRANTY: This dealership warrants all parts and labor performed in conjunction with this repair for 12 months or twelve (12,000) miles, whichever comes first. If any factory part or labor fails in normal service within that period, the dealership will replace the defective parts and/or repair any defect in workmanship. Except for any limited warranty given above, this dealership disclaims all warranties, express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said parts and accessories. This dealership shall not be liable for any incidental or consequential damages or consequential losses arising out of such purchase. (A copy of this repair order must be presented.)		



NEW CARLISLE FORD



DISCOVER THE DIFFERENCE!

1775 S. State Rt. 235, P.O. Box 247 NEW CARLISLE, OH 45344

(937) 849-1325

QualityCare
at your service

CUSTOMER NO.	ADVISOR DAVID	TAG NO.	INVOICE DATE 01/24/05	INVOICE NO. FOCS21989
FAIRBORN, OH	LABOR RATE	LICENSE NO.	MILEAGE 11,476	COLOR /
	YEAR / MAKE / MODEL 04/FORD TRUCK/ESCAPE/4DR 4WD XLT	DELIVERY DATE 10/13/03		DELIVERY MILES
	VEHICLE I.D. NO. 1 F M Y U 9 3 1 5 4 K	SELLING DEALER NO.		PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 01/24/05	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

LABOR & PARTS
~~PERFORM RECALL UNITS 040 TECHS 481~~ **WARRANTY**
PERFORM RECALL 04S25 (ACCELERATOR CABLE)
COMPLETED RECALL 04S25B

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	5L8Z-9A758-AA	CA ASY- 122204			0.00
JOB # 1 TOTAL PARTS						0.00
JOB # 1 TOTAL LABOR & PARTS						0.00

LIMITED WARRANTY:
This dealership warrants all parts and labor performed in conjunction with this repair for 12 months or twelve thousand (12,000) miles, whichever comes first. If any factory part or labor fails in normal service within that period, the dealership will replace the defective parts and/or repair any defect in workmanship. Except for any limited warranty given above, this dealership disclaims all warranties, express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said parts and accessories. This dealership shall not be liable for any incidental or consequential damages or commercial losses arising out of such purchase. (A copy of this repair order invoice must be presented.)

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS
WAITING!!!!!!!!!!!!!!!!!!!!

TOTALS

<input type="checkbox"/> CHECK#	<input type="checkbox"/> CASH	<input type="checkbox"/> CHARGE	TOTAL LABOR....	0.00
<input type="checkbox"/> DISCOVER	<input type="checkbox"/> VISA/MASTERCARD	<input type="checkbox"/> AMEX	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
			TOTAL INVOICE \$	0.00

*******ATTENTION*******
The same quality care technicians that repair your Ford/Lincoln/Mercury can also repair your other vehicle!!! THAT'S RIGHT! We can perform maintenance and light repairs on ALL makes and models. At competitive prices !!

SERVICE HOURS

MONDAY - FRIDAY
7:30 AM to 5:30 PM

SALES HOURS

MONDAY - THURSDAY
9:00 AM to 8:00 PM

FRIDAY - SATURDAY
9:00 AM to 6:00 PM

SUNDAY
12:00 to 5:00 PM

Thank you for this opportunity to service you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If you were not completely satisfied, please give us a call.

THANK YOU



NEW CARLISLE FORD



DISCOVER THE DIFFERENCE!

1775 S. State Rt. 235, P.O. Box 247 NEW CARLISLE, OH 45344

(937) 849-1325

QualityCare
at your service

CUSTOMER NO.	ALLEN COFFMAN	565 TAG NO.	INVOICE DATE	INVOICE NO.
FAIRBORN, OH	LABOR RATE	LICENSE NO.	40,050	COLOR
	YEAR / MAKE / MODEL	VEHICLE I.D. NO.	10/13/03	DELIVERY MILES
	F.T.E. NO.	P.O. NO.	01/28/08	PRODUCTION DATE
	COMMENTS			

LABOR & PARTS
1 14FOZWORKS THE WORKS SERVICE UNITS: TECH(S): 576 28.00
 CUSTOMER REQUESTS: PERFORM THE WORKS MAINTENANCE WITH OIL AND FILTER CHANGE, TIRE ROTATION, CHASSIS LUBRICATION, AND TOP OFF ALL FLUIDS PER SCHEDULED MAINTENANCE COMPLETED THE WORKS MAINTENANCE SERVICE

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1	1	F1AZ-6731-BD	FILTER 966738	7.20	7.20	7.20
JOB # 1	6	5W20	XO.5W20	1.95	1.95	11.70
JOB # 1 TOTAL PARTS						18.90
JOB # 1 TOTAL LABOR & PARTS						46.90

2 09FOZ MISC FUEL SYSTM (B) UNITS: TECH(S): 576 59.85
 CUST STATES THE ACCEL PEDAL IS STICKING PREFORMED THROTTLE BODY CLEANING

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 2	1	2902	IND-KIT	40.10	40.10	40.10
JOB # 2 TOTAL PARTS						40.10
JOB # 2 TOTAL LABOR & PARTS						99.95

3 25FOZ14-99P MULTI-PT INSP UNITS: TECH(S): 576 0.00
 PERFORM MULTI-POINT INSPECTION COMPLETE NO FURTHER CONCERNS FOUND AT THIS TIME

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 3 TOTAL PARTS						0.00
JOB # 3 TOTAL LABOR & PARTS						0.00

MISC	CODE	DESCRIPTION	CONTROL NO	PRICE
JOB # A	SS	SHOP SUPPLIES		8.81
TOTAL - MISC				8.81

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$165.78 (+TAX)

LIMITED WARRANTY:
 This dealership warrants all parts and labor performed in conjunction with this repair for 12 months or twelve thousand (12,000) miles, whichever comes first. If any factory part or labor fails in normal service within that period, the dealership will replace the defective parts and/or repair any defect in workmanship. Except for any limited warranty given above, this dealership disclaims all warranties, express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said parts and accessories. This dealership shall not be liable for any incidental or consequential damages or commercial losses arising out of such purchase. (A copy of this repair order invoice must be presented.)

SERVICE HOURS

MONDAY - FRIDAY
7:30 AM to 5:30 PM

SALES HOURS

MONDAY - THURSDAY
9:00 AM to 8:00 PM

FRIDAY - SATURDAY
9:00 AM to 6:00 PM

SUNDAY
12:00 to 5:00 PM

Thank you for this opportunity to service you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If you were not completely satisfied, please give us a call.

Attachment 3
THANK YOU

Bryant and Reynolds, EPA/NTS/IE, CC635586 O (08/04)



NEW CARLISLE FORD



DISCOVER THE DIFFERENCE!

1775 S. State Rt. 235, P.O. Box 247 NEW CARLISLE, OH 45344

(937) 849-1325

QualityCare
at your service

CUSTOMER NO.	ADVISOR ALLEN COFFMAN	565 TAG NO.	INVOICE DATE 01/28/08	INVOICE NO. FOCS38501
FAIRBORN, OH	LABOR RATE	LICENSE NO.	MILEAGE 40,050	COLOR 7
	YEAR / MAKE / MODEL 04/FORD TRUCK/ESCAPE/4DR 4WD XLT		DELIVERY DATE 10/13/03	STOCK NO.
	VEHICLE I.D. NO. 1FMYU93154K		SELLING DEALER NO.	DELIVERY MILES
	F.T.E. NO.	P.O. NO.	DATE 01/28/08	PRODUCTION DATE
COMMENTS				

TOTALS

- CHECK# CASH CHARGE
 DISCOVER VISA/MASTERCARD AMEX

*****ATTENTION*****
 The same quality care technicians that repair your Ford/Lincoln/Mercury can also repair your other vehicle!!! THAT'S RIGHT! We can perform maintenance and light repairs on ALL makes and models. At competitive prices !!

TOTAL LABOR.... 87.85
 TOTAL PARTS.... 59.00
 TOTAL SUBLET... 0.00
 TOTAL G.O.G.... 0.00
 TOTAL MISC CHG. 8.81
 TOTAL MISC DISC 0.00
 TOTAL TAX..... 10.12

TOTAL INVOICE \$ 165.78

LIMITED WARRANTY:
 This dealership warrants all parts and labor performed in conjunction with this repair for 12 months or twelve thousand (12,000) miles, whichever comes first. If any factory part or labor fails in normal service within that period, the dealership will replace the defective parts and/or repair any defect in workmanship. Except for any limited warranty given above, this dealership disclaims all warranties, express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said parts and accessories. This dealership shall not be liable for any incidental or consequential damages or commercial losses arising out of such purchase. (A copy of this repair order invoice must be presented.)

CUSTOMER SIGNATURE

Per.....
 JAN 28 2008
PAID

SERVICE HOURS

**MONDAY - FRIDAY
7:30 AM to 5:30 PM**

SALES HOURS

**MONDAY - THURSDAY
9:00 AM to 8:00 PM**

**FRIDAY - SATURDAY
9:00 AM to 6:00 PM**

**SUNDAY
12:00 to 5:00 PM**

Thank you for this opportunity to service you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If you were not completely satisfied, please give us a call.

THANK YOU



NEW CARLISLE FORD

Only Minutes Away!

1775 S. State Route 23E
 P. O. Box 247
 New Carlisle, OH 45344
 Ph. 937-849-132E
 www.newcarlisleford.com

SERVICE INVOICE

R/O 00379		VIN 1 F M Y U 9 3 1 5 4 K		DATE IN 05/24/0	
YEAR 2004	MAKE FORD TRUCK	MODEL ESCAPE	COLOR SILVER	TIME IN 11:45	
MILES IN 43896	MILES OUT 43896	FIRST USE 00/00/00	LISC. OH	CLOSED 05/29/0	
SEE ALSO			H:	W:	WRITER 5129 JIM

CALL WHEN READY

(1) CHECK AND ADVISE -- CUSTOMER THINKS THE ACCEL ARATOR CABLE BROKE-- ENGINE REVVED UP FULL T HROTTLER INSPECTED REPLACED CABLE, THROTTLE BODY AND CRUISE CONTROL CABLE RECHECKED ALL OK (Tech:12) A	Labor 5L8Z9A758AA (CABLE ASY - TH) 1 YL8Z9A825AA (ACTUATOR ASY) 1 2L8Z9E926AB (BODY ASY - CAR) 1 Total Labor Total Parts Total Repair (Customer).....	T12 1 1 1 160.00 270.64 430.64	160.00 26.11 34.48 210.05 160.00 270.64 430.64
---	---	--	--

(2) PERFORM MULTIPOINT INSPECTION INSPECTION COMPLETED ALL OK (Tech:12) A	Labor 99P Total Repair (Customer).....	T12 1 0.00 0.00	.00 0.00
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(3) PERFORM GAS ENGINE OIL AND FILTER COMPLETED OIL/FILTER CHANGE (Tech:12) A	Labor P1AZ6731BD (FILTER ASY - O) 1 5W20 (OIL) 5 Total Labor Total Parts Total Repair (Customer).....	1P 1 5 13.00 7.20 9.75 13.00 16.95 29.95	13.00 7.20 9.75 13.00 16.95 29.95
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(4) PERFORM TIRE ROTATION TIRES ROTATED AND TIRE PRESSURE SET TO SPECS (Tech:12) A	Labor 230P Total Labor Total Repair (Customer).....	T12 1 14.95 14.95	14.95 14.95
--	--	----------------------------	----------------

SERVICE HOURS
 MON thru FRI 7:30 AM to 5:30 PM
 SATURDAY 8:00 AM to 4:00 PM

PAID
 MAY 29 2008

Attachment 4

Next Service SEP '08 Lube-Oil-Filter	W C	INT.	CUSTOMER
DISCLAIMER OF WARRANTIES <small>Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.</small>			Labor 187.95 Parts 287.59 Sublet .00 Waste Dispos 25.00 Oil/Grease .00 Sub Total 500.54 Tax 35.04 Total (Cash) 535.58
X CUSTOMER SIGNATURE		.00	
Page 1 of 1 Job 492 00379 Customer Copy			