

CL-10268131-2986

2009 MAY -5 PM 4: 48

4-25-09

DEAR MR. VONDALE OR MR. SMITH: I OWN A 2001 FORD F-150 PICK-UP TRUCK THAT HAD A RECALL ON IT AND THEY FIXED AND REPLACED THE CRUISE CONTROL HARNESS AND AT THE TIME THE SWITCH WAS NOT LEAKING. NOW THE SWITCH IS LEAKING, BECAUSE I TOOK TO TOWNTIRE TO GET THE OIL CHANGE AND THEY NOTICE THE SWITCH WAS LEAKING. THEY SAID IT'S STILL PART OF A RECALL AND FORD'S RESPONSIBLE FOR REPLACING IT. SO I TOOK MY TRUCK TO THE FORD DEALER AND THE SERVICE DIRECTOR MR. GREG BARTON LOOKED AT IT AND THEN LOOKED IT UP IN THE COMPUTER AND SAID THE RECALL TICKET WAS CLOSED OUT AND THERE WAS NOTHING HE COULD DO, BUT CHARGE ME TO FIX IT. THEN I WENT TO AUTO ZONE AND SEE HOW MUCH IT WAS, AND I'LL FIX IT MY SELF. THEY SAID THE SAME THING, IT WAS A FORD RECALL ON IT, SO TAKE IT TO THE FORD DEALER AND THEY HAVE TO FIX IT. AND THEY SAID WITH IT LEAKING IT CAN CATCH ON FIRE WHICH IS A SAFETY ISSUE. PLEASE HELP ME! A'IM CONFUSED AND FRUSTRATED OVER THE WHOLE THING AND ALL THE RUNNING AROUND I HAD TO DO AND GAS ISN'T CHEAP. PLEASE WRITE ME BACK AND LET ME NOW WHAT TO DO. FORD SHOULD BE RESPONSIBLE FOR IT, BECAUSE IT'S A SAFETY ISSUE. I KNOW THEY DON'T HAVE THERE FAMILY BEHIND THE WHEEL THAT COULD CATCH ON FIRE. IF I OWNED A BIG COMPANY LIKE FORD I WOULD STAND BEHIND AND GET THE PROBLEM FIX RIGHT THE FIRST TIME, LEAKING OR NOT THEY SHOULD HAVE REPLACED THE WHOLE THING, BECAUSE IT WOULD HAVE BEEN THE SAFIEST THING TO DO. PLEASE HELP ME. I ENCLOSED MR. BARTON'S BUSINESS CARD. THANK YOU SO MUCH FOR YOUR TIME. SINCERELY, [REDACTED]

ET
4:48
5/5/09
NJ



FORD of OCALA

**OCALA/BELLEVIEW
INCORPORATED**

BELLEVIEW LOCATION
10786 S.E. US HIGHWAY 441
BELLEVIEW, FL 34420-3442
(352) 245-9181
MV# 34433

OCALA LOCATION
2816 N.W. PINE AVE.
OCALA, FL 34475
(352) 732-4800
MV# 34432

BODY SHOP LOCATION
2240 N.W. PINE AVE.
OCALA, FL 34475
(352) 351-8888
MV# 34434

(CHECK (✓) APPROPRIATE BOX)		
☐ CLAIMS REVIEW	☐ AUTHORIZATION TO SUBMIT CLAIM	☐ PARTS SCRAP OUT
\$ PARTS	\$ LABOR	\$ TOTAL
Authorized Signature And Date		
ON BEHALF OF SERVING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE, UNLESS OTHERWISE SHOWN, SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.		
(SIGNED)	DEALER, GENERAL MANAGER, OR AUTHORIZED PERSON	(DATE)

**ALL PARTS ARE NEW UNLESS
OTHERWISE SPECIFIED**

90033

INVOICE TO ----- DRIVER/OWNER INFORMATION -- INVOICE: W57113

OCALA FL ----- Ocala FL -----

CELL: ----- HOME: -----

FOR OFFICE USE ----- VEHICLE INFORMATION -----

TAG: 7176 ADV: 104 PELUSO, F INVOICE: PRELIM WAR C W FP VIN 1FTRW07W01K ----- LICENSE NUMBER: FL -----

TAX RULES: YY1NN INVOICED: 06/06/2006 15:40:59 01 FORD F-150 2WD CREW CAB WHITE

ODOMETER IN: 73827 OUT: 73827 DIST: FMT DATES INSERVICE: 020301 PRODUCTION: 011901

DATES BEGIN: 06/06/06 DONE: 06/06/06

CONCERN	CAUSE	CORRECTION	TECH NOTES	OPERATION	TECH	HOURS	AMOUNT
51	05S28	05S28 RECALL	INSPECTED AND REPLACED CRUISE CONTROL HARNESS AND SWITCH WAS NOT LEAKING	05S28D	132	.2	

PART NUMBER	PO#	NOTE	DESCRIPTION	QTY	SELL
FMC 4W1Z 14A411 BC			WIRE ASY	1	
FACTORY			CERT#: 6021		
LINE AUTH: EC 060606 15:40					
REPAIR TYPE 02 VISIT 1 CODES - PROGRAM: 052S8					

INDICATORS - FRANCHISE: N

** CUSTOMER WAITING **

ATTENTION: THE FOLLOWING INVOICES ALSO EXIST
CUS - CUSTOMERPAY
IF YOU HAVE ANY QUESTIONS - PLEASE SEE FRANK PELUSO

PAGE 1
LAST PAGE

Ocala FL

CHARGE AUTHORIZED BY:

CUSTOMER

ON LINE SERVICE INVOICING BY UCS © 1979