



SEP 10 2009

DOT Auto Safety Hotline

U.S. Department of Transportation

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects

1-888-DASH-2-DOT

(1-888-327-4236)

INTERNET:www.nhtsa.dot.gov/hotline

National Highway Traffic Safety Administration

FOR AGENCY USE ONLY 100148

Date Received

Repository

06-AUG-2009

Reference No.
10279614

OWNER INFORMATION (Type or Print)

Name	[REDACTED]		
Address	[REDACTED]		
City	LAS VEGAS	State	NV
Zip Code	[REDACTED]		

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1ZVHT80N185 [REDACTED]	Make FORD	Model MUSTANG	Model Year 2008
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code
Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 26-SEP-2008

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 199000 TIRES: PRESSURE MONITORING AND REGULATING SYSTEMS, 110000 ELECTRICAL SYSTEM	Failure Mileage 18000	Failure Speed
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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: DOTMAL9ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 2008 FORD MUSTANG. WHILE DRIVING AT ANY SPEED, THE TIRE PRESSURE LIGHT ILLUMINATES ON THE INSTRUMENT PANEL, EVEN WHEN THERE IS NO FAILURE WITH THE TIRE PRESSURE. THE VEHICLE WAS TAKEN TO THE DEALER AND THEY STATED THAT THE JUNCTION BOX NEEDED TO BE REPLACED. AFTER THE REPAIRS WERE PERFORMED, THE FAILURE STILL PERSISTS. THE CURRENT MILEAGE WAS 29,376 AND FAILURE MILEAGE WAS 18,000.

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.

Dear

On sep. 08 I went to godin ford and bought a 2008 mustang it had 18293 miles with in a few days the tire pressure light came on so I call Scott and he told me to bring it in. when I bought the car I bought new tires from gadin ford. So I brought my car back to the dealer and Scott had it for 3 days when I picked it up on the 3rd day they had drove my car 50 miles so when I picked it up I drove it 15 miles and the light came on again. So I called scott and he told me to bring it back in so I did and gadin ford had it for 3 more days so when I picked it up I called ford and made a complaint but nothing happened. So I picked up my car and I drove it for a few days and the light would come on and off and then come back on again. So I brought my car back to gadin and told them the light was still coming on and going off when ever and my ac needed to be fixed. So they put air in the tires and charged me 33 dollars and told me there was nothing wrong with the ac so they recalibrated the tire pressure light sencer so when I left the dealer the light came back on so I went back to the dealer and they released some air out of my tires. So a few days later the light came on so I fielded a complaint so I went to friendly ford to fix my ac and see if they new why my tire pressure light was coming on and they didn't know but they fixed my ac recalibrated the tire pressure sencer. So the light came back on again so I brought it back to gadin ford and they kept it for 10 days and said it was the smart junction box so they replaced it. Someone drove my car 185 miles and damaged the paint on my car and just throw the carpet in my trunk I showed Dave everything they did to my car I have pictures where there are no chip on my hood and they scratched the roof of my car and the rubber on the drivers side door is messed up they did a lot of damage to my car. So Dave said they fixed the tire pressure light I picked up my car on Friday and Saturday I was leaving town I drove my car 25 miles and the light came on and stayed on all the way to Utah and back. I called Dave two times and told him the

light came on again and he never called me back. When I came home I called and filled a complaint with Ford and DOT Auto Safety and the BBB and I called Jill the service manager and told her the light still came on and that I filled a complaint with the DOT Auto Safety and she hung up on me a few days later she called me back and said that she does not know why the light keeps coming on and she was going to call Ford and have someone come and look at my car and I told her about all the damage that was done to my car and that I either want my money back or a new car just like mine everything that I had them put on my car and she said she was going to call Ford I told her that I filed a complaint with DOT and the BBB she said we would go to arbitration and she never called back. So here is everything they did to my car but Ford has hid some of the paper work that was done to my car.

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 PG 1 OF 3
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Hertz
 #1 EST

H26053543 NVLLE26 0718926
 VEHICLE 02194/1831155 VIN# 3FAHP081X9F KCAP 18
 LIC CLSD 09 FORD MILES OUT 25600 FUEL OUT 8/8
 CDP 1155176 GAUDIN FORD
 CLM# DAVE RO# 10690

ESTIMATE OF CHARGES
 RENTED: 07/20/2009 12:05 @ LAS VEGAS
 RETURN: 08/02/2009 12:05 @ LAS VEGAS
 THIS IS ONLY AN ESTIMATE. Taxable charges are denoted by a T, and additional details about some charges appear beneath the table. Hertz's estimates of Your total charges appear on the right of the table below. Hertz's estimates assume (1) You will rent and return the vehicle at the times and places indicated, (2) if a mileage charge applies, You will drive no more than the distance indicated and (3) You will not incur any charges that either are listed below opposite **** or cannot be calculated until return. If any of these assumptions is incorrect, additional charges or charges at higher rates may apply.
 CHARGE RATE / AMOUNT CHARGE ESTIMATE
 TIME / MILEAGE CHGS: RATE PLAN - Custom [C] CLASS D
 13 @ \$ 20 / DAY \$ 260.00

WITH ALL MILES FREE
 ADJUSTMENT
 ADDITIONAL CHARGES

OPTIONAL SERVICES
 FUEL & SERVICE \$ 0.333/MIL \$ 5.99/GAL 18 JTK CAP \$ ****
 TAX / FEES
 SURCHARGE \$ 10.40
 TAX 14.10 % ON EST. TAXABLE TTL \$ 260.00 \$ 36.66
 ADJUSTMENTS
 ESTIMATED COMPANY CHARGE \$ 397.06
 ESTIMATED CUSTOMER BALANCE \$ 0.00
 ESTIMATED COMPANY BALANCE \$ 397.06
 TOTAL ESTIMATED CHARGE \$ 397.06
 NOT VALID FOR REIMBURSEMENT



Owner Advantage Rewards Member #: _____
 Rewards Service Balance: _____

Multi-Point Inspection Report Card as Recommended by Ford Motor Company

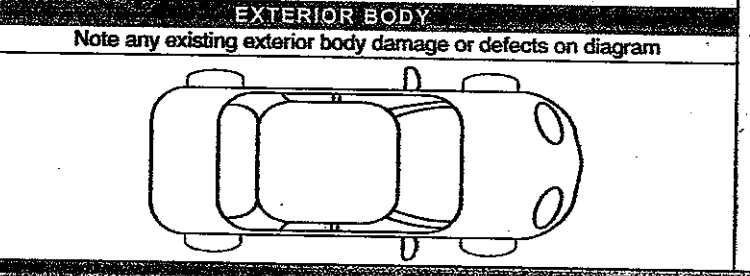
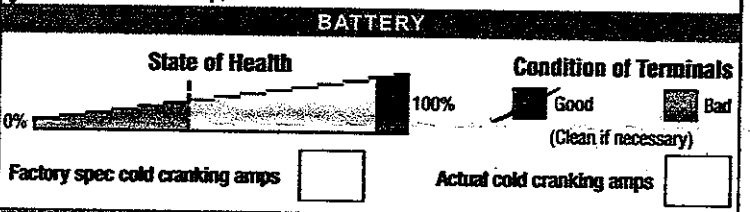
Name: _____
 E-Mail Address: _____

Today's Date: 7/11 RO/Tag: _____ State Inspec. Month: _____
 Make/Model/Year: 08 Mustang Mileage: 27985
 VIN #: 8514 Plate #: _____

SCHEDULED MAINTENANCE ITEMS DUE FOR SERVICING ON THIS VISIT			
DUE	SERVICED	DUE	SERVICED
<input type="checkbox"/> Cabin Air Filter	<input checked="" type="checkbox"/>	<input type="checkbox"/> Oil Filter	<input type="checkbox"/>
<input type="checkbox"/> Engine Air Filter	<input checked="" type="checkbox"/>	<input type="checkbox"/> Spark Plugs	<input type="checkbox"/>
<input type="checkbox"/> Engine Coolant	<input type="checkbox"/>	<input type="checkbox"/> Tire Rotation	<input type="checkbox"/>
<input type="checkbox"/> Fuel Filter	<input type="checkbox"/>	<input type="checkbox"/> Transmission Filter	<input type="checkbox"/>
<input type="checkbox"/> Oil Change	<input checked="" type="checkbox"/>	<input type="checkbox"/> Transmission Fluid	<input type="checkbox"/>

*This is only a partial list of vehicle maintenance items and is NOT all-inclusive. Please consult your Owners Manual or visit www.genuineservice.com for vehicle specific maintenance requirements.

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



SYNC VEHICLE HEALTH REPORT (VHR) ACTIVATED

VHR Activation Yes No N/A

LEGEND			
<input checked="" type="checkbox"/>	Checked and OK at this time	<input type="checkbox"/>	May require future attention
<input type="checkbox"/>		<input checked="" type="checkbox"/>	Requires immediate attention
CHECK FOLLOWING SYSTEMS/COMPONENTS			
BRAKE SYSTEM			SERVICED
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Brake system (including lines, hoses, and parking brake)	<input type="checkbox"/>
STEERING AND SUSPENSION			SERVICED
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Shocks/struts and other suspension components for leaks and/or damage	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Steering, steering linkages and ball joints	<input type="checkbox"/>
EXHAUST SYSTEM			SERVICED
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Exhaust system (leaks, damage, loose parts)	<input type="checkbox"/>
TRANSMISSION AND DRIVE AXLE			SERVICED
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Clutch operation (if equipped)	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Constant velocity (CV) drive axle boots (if equipped)	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Drive shaft, transmission, u-joint and shift linkage (if equipped) and lubricate (as needed)	<input type="checkbox"/>
LIGHTS/BLADES/WINDSHIELD			SERVICED
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Operation of horn, interior lights, exterior lamps, turn signals, hazard and brake lamps	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Windshield washer spray, wiper operation and wiper blades	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Windshield for cracks, chips and pitting	<input type="checkbox"/>
BELTS/HOSES/MOUNTS			SERVICED
<input checked="" type="checkbox"/>	<input type="checkbox"/>	HVAC system and hoses/lines for leaks and/or damage	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Engine Cooling system, radiator, hoses and clamps	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Accessory drive belt(s)	<input type="checkbox"/>

TIRE TREAD		BRAKE LINING	
Over 4mm or 3/32"	Disc or Drum	3 to 5mm or 4/32"	Disc or Drum
LEFT FRONT	RIGHT FRONT	LEFT REAR	RIGHT REAR
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Tire Tread Depth	Tire Tread Depth	Tire Tread Depth	Tire Tread Depth
<u> </u> /32"	<u> </u> /32"	<u> </u> /32"	<u> </u> /32"
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tire Wear Pattern/Damage	Tire Wear Pattern/Damage	Tire Wear Pattern/Damage	Tire Wear Pattern/Damage
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tire Pressure - set to factory recommended PSI	Tire Pressure - set to factory recommended PSI	Tire Pressure - set to factory recommended PSI	Tire Pressure - set to factory recommended PSI
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Brake Lining	Brake Lining	Brake Lining	Brake Lining
<u> </u> mm <u> </u> /32"	<u> </u> mm <u> </u> /32"	<u> </u> mm <u> </u> /32"	<u> </u> mm <u> </u> /32"
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tire Tread Depth	Tire Tread Depth	Tire Tread Depth	Tire Tread Depth
<u> </u> /32"	<u> </u> /32"	<u> </u> /32"	<u> </u> /32"
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tire Wear Pattern/Damage	Tire Wear Pattern/Damage	Tire Wear Pattern/Damage	Tire Wear Pattern/Damage
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tire Pressure - set to factory recommended PSI	Tire Pressure - set to factory recommended PSI	Tire Pressure - set to factory recommended PSI	Tire Pressure - set to factory recommended PSI
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Brake Lining	Brake Lining	Brake Lining	Brake Lining
<u> </u> mm <u> </u> /32"	<u> </u> mm <u> </u> /32"	<u> </u> mm <u> </u> /32"	<u> </u> mm <u> </u> /32"
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments: _____

L 271-01 (632001) REPAIR ORDER LABEL IS STATUS 07/31/09 11
TAG [REDACTED] NO 10698 NAME [REDACTED] LIC# [REDACTED]
HIST MSB [REDACTED]

08 FORD MUSTANG VE EDR OPE 12VHT50N [REDACTED]
MILES: 26101 SOLD: 10/31/08 IN-SVC: 11/07/07 SVC DAYS: 84 ** EXT SVC EXT
ADV: 242 SCHMITT, DAVID

DISPATCH STATUS: FINISHED SPD PART LOC: 46 PRIORITY
25 W SHOP FOREMAN INSPECTION / 422 01F 04D 17F 03F 05F
26 W TIRE PRESSURE LIGHT IS ON 195 SHOP FOREMAN TO INSPECT WITH TE
31 W CUSTOMER STATES TIRE P AND 3.1 SEE OTHER LINES
VERIFY APT 7 CODE 82872. RPLD

WARRANTY 590.64 07/30 (F)

VALID FUNCTIONS: *L*DRK *B*ROK *C*LEA *D*EIN *E*VAL *F*ALSE *G*... *H*... *I*... *J*... *K*... *L*... *M*... *N*... *O*... *P*... *Q*... *R*... *S*... *T*... *U*... *V*... *W*... *X*... *Y*... *Z*... *

TO BE PAID BY

2006
Ford
Mustang

RATE PLAN IN	AREA/LOC. IN	DATE/TIME
RATE PLAN OUT	AREA/LOC. OUT	DATE/TIME
CAR CLASS RES.	AREA/LOC. DUE	EXCHANGE DATE/TIME

ORIGINAL VEHICLE		EXCHANGE VE
UNIT #	OWN #	UNIT #

CC TYPE **MC** CC# **52871744558000** EXP. DATE **02/09**

RENTER NAME [REDACTED] DOB [REDACTED]

#1 CLUB [REDACTED] REF# [REDACTED]

ADDRESS [REDACTED] PHONE [REDACTED]

CITY [REDACTED] ST. [REDACTED] ZIP [REDACTED]

DRIVER'S LIC # [REDACTED] ST. [REDACTED] EXPIRES [REDACTED]

LICENSE # [REDACTED] LICENSE # [REDACTED]

MAKE / YEAR **06 Ford** VEH. CLASS [REDACTED] MAKE / YEAR [REDACTED]

MILEAGE IN [REDACTED] RATE CLASS [REDACTED] MILEAGE IN [REDACTED]

MILEAGE OUT **2780** MILEAGE OUT [REDACTED]

MILES DRIVEN [REDACTED] MILES DRIVEN [REDACTED]

MILES ALLOWED [REDACTED] MILES ALLOWED [REDACTED]

FUEL OUT (1/8s) **8/8** FUEL IN (1/8s) [REDACTED] FUEL OUT (1/8s) [REDACTED] FUEL (1/8) [REDACTED]

REFUELING RATE [REDACTED] REFUELING RATE [REDACTED]

AUTH. # [REDACTED] RES. ID # [REDACTED]

EMPLOYER [REDACTED] PHONE [REDACTED]

DUE LOC. [REDACTED] AREA/LOC. # [REDACTED] DUE DATE [REDACTED]

RENTAL LOC. [REDACTED] AREA/LOC. # [REDACTED]

VEHICLE DAMAGE REPORT

AUTHORIZATION TO RECEIVE DIRECT PAYMENT FROM:

BILL TO [REDACTED] AUTH. # [REDACTED]

ACCT # [REDACTED] CDP # [REDACTED] DOL [REDACTED]

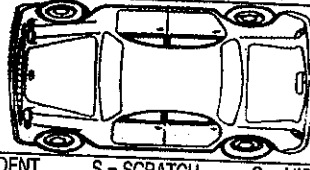
ADJUSTER NAME [REDACTED] CLAIM # [REDACTED]

ADDRESS [REDACTED] PHONE # [REDACTED]

CITY [REDACTED] ST. [REDACTED] ZIP [REDACTED]

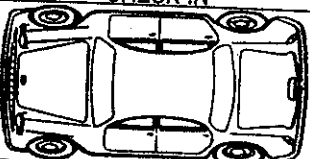
INSURED'S NAME [REDACTED] POLICY # [REDACTED]

CHECK OUT



X = DENT S = SCRATCH O = MISSING

CHECK IN



COMPUTATION OF CHARGES

CALENDAR DAY

DAYS @ **3.99**

EXTRA HRS @

EXTRA DAYS @

WEEK @

MILES @

SUB TOTAL ▶

SUB TOTAL ▶

IF YOU DECLINE THE OPTIONAL LTD. PARAGRAPH 10 (K) OF THE RENTAL AGREEMENT TERMS AND CONDITIONS (THE RENTAL TERMS), WHICH APPEAR ON THE FOLDER (CH190000) DELIVERED TO YOU WITH THIS RENTAL RECORD, WILL APPLY TO THIS RENTAL. BY SIGNING BELOW, YOU AGREE THAT ANY INSURANCE THAT PROVIDES COVERAGE TO YOU OR TO AN AUTHORIZED OPERATOR SHALL BE PRIMARY IN THE EVENT OF ANY CLAIMS ARISING FROM THE OPERATION OF THE CAR, SUCH INSURANCE SHALL BE RESPONSIBLE FOR THE PAYMENT OF ALL PERSONAL INJURY AND/OR PROPERTY DAMAGE CLAIMS UP TO THE LIMITS OF SUCH INSURANCE. IF YOU DECLINE LDW AND PDW, WHICH ARE OPTIONAL YOU MAY BE RESPONSIBLE FOR ANY LOSS OR DAMAGE TO THE CAR REGARDLESS OF FAULT (SEE PAR. 4 OF THE RENTAL TERMS), DAMAGE FOR ALL OR PART OF THE RENTAL PERIOD AND/OR DAMAGE TO YOU OR TO YOUR INSURANCE OR UNDER YOUR CREDIT CARD AGREEMENT. STATE LAW REQUIRES ALL PASSENGERS AGE 5 AND OVER TO USE THEIR SAFETY BELTS. IF YOU DIRECT CHARGES TO BE BILLED TO ANY PERSON, CORPORATION OR OTHER ENTITY, YOU REPRESENT THAT YOU ARE AUTHORIZED TO DO SO. IF SUCH PERSON, CORPORATION OR ENTITY FAIL TO PAY SUCH CHARGES, YOU WILL BE RESPONSIBLE FOR FULL PAYMENT OF THESE CHARGES. BY SIGNING BELOW, YOU ACKNOWLEDGE THAT YOU HAVE READ, UNDERSTAND, ACCEPT AND AGREE TO THE ABOVE AND RENTAL TERMS. THIS TRANSACTION IS CLASSIFIED A "REPLACEMENT" RENTAL.

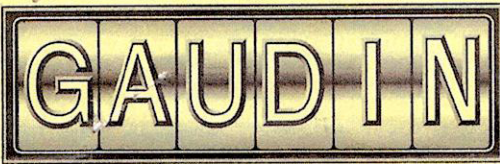
X

L D W	ACCEPT x	\$	DECLINE x	LOSS DAMAGE WAIVER (LDW). By initials, You accept at the rate shown, or decline LDW. LDW is not insurance.
P D W	ACCEPT x	\$	DECLINE x	PARTIAL DAMAGE WAIVER (PDW). By initials, You accept at the rate shown, or decline, PDW. PDW is not insurance.

DEPOSITS			
DATE	AMOUNT	CSH/CHK	INTLS

TOTAL CHARGES ▶

MISC. (DEBIT(CR)) ACCT # OR DESC.



A Family Tradition For Over 75 Years



SERVICE DEPARTMENT HOURS:

MONDAY THRU FRIDAY
7:00 AM TO 7:00 PM

SATURDAY
8:00 AM TO 5:00 PM

CALL FOR A RESERVATION
DIRECT SERVICE LINE

(702) 796-2744

2121 E. SAHARA AVE.
LAS VEGAS, NV 89104
(702) 731-2121
FAX 731-5457

ORIGINAL ESTIMATE	\$
AUTHORIZED ADD'L REPAIRS	\$
AUTHORIZED ADD'L REPAIRS	\$
TOTAL	\$



PROGRAM CODE(S)			
LINE	LINE	LINE	LINE
LINE	LINE	LINE	LINE
LINE	COMMITMENT CODE	COMMITMENT CODE	

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

SIGNATURE X _____

CUSTOMER ACKNOWLEDGES _____

RECEIPT OF A COPY HEREOF _____

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON THE BACK.

INVOICE TO: [REDACTED] DRIVER/OWNER INFORMATION -- INVOICE: W10690

FOR OFFICE USE: [REDACTED] VEHICLE INFORMATION: [REDACTED]

TAG: [REDACTED] ADV: 243 SCHMITT, INVOICED: 07/30/2009 10:42:53 DW 08 MUSTANG RD LICENSE NUMBER: [REDACTED]

51-3 BODY/CHASSIS/ELECTRICAL - DIAGNOSTIC: PIN POINT TEST 12651D45 310 .3 26.82

COMMENT: OK REPL SJB LC PER TECH HOTLINE
 VERIFIED TPS LITE ON. BCE TEST, RETRIEVED DTC B2872 & B287A. WSM PPT F
 FOR 1ST CODE. DATA LOG F1, F2 SENSORS WOULD NOT RETRAIN, NO IDENTIFIER
 CHANGE. NEEDED TO TEST SENSORS, TOOK TIRES FROM KNOWN GOOD, SWAPPED
 ALL 8. VEH 1 TIRES TRAINED ON VEH2, VEH2 TIRES WOULD NOT TRAIN ON
 VEH1. CONTACT HOTLINE. REC SBJ, RPLD SJB, PROGRAM & TRAIN TP SENSORS,
 ROAD TEST 41 MILES, NO LIFE. MTDIAG FOR TIRE SWAPPING. R/T
 28101-28284.

PART NUMBER	PO#	NOTE	DESCRIPTION	QTY	SELL
SPD 9R3Z 15604 B			KIT - ALARM/KEYLESS	1	211.16
PARTS: CDUNT	1		ALLOWANCE:	84.46	

FACTORY TECH: 310 -- 8489 KEYS, THOM NGR APPROVAL: LV 072209 14:25
 CONC CODE: A40 CBND CODE: 42 FAIL CODE: 4.6 AUTH: 3/36
 FP-9R3Z15604B
 REPAIR TYPE 01 VISIT 1 CODES -
 MISC DIAGNOSTIC: BODY - B2872 B287A
 FP-15604 CD 42

----- SUBTOTAL -----

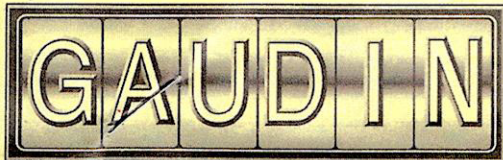
PARTS	295.62
TECHNICIANS LABOR	295.02
TOTAL CHARGE FOR CONCERN	590.64

TYPE: W

SUMMARY OF CHARGES FOR INVOICE W10690		PAYMENT DISTRIBUTION FOR INVOICE W10690	
PARTS	295.62	TOTAL CHARGE	590.64
TECHNICIANS LABOR	295.02	FAC WARRANTY	590.64
TOTAL CHARGE	590.64		

IF YOU HAVE ANY QUESTIONS - PLEASE SEE DAVID SCHMITT
 EPA# NVD981687429
 *****NOTICE TO CUSTOMER*****
 YOU MAY RECEIVE A SERVICE SURVLY FROM FORD MOTOR CO.

*Time Clock
Error
Ticket ok*



A Family Tradition For Over 75 Year.



SERVICE DEPARTMENT HOURS:

MONDAY THRU FRIDAY

7:00 AM TO 7:00 PM

SATURDAY

8:00 AM TO 5:00 PM

CALL FOR A RESERVATION

DIRECT SERVICE LINE

(702) 796-2744

2121 E. SAHARA AVE.

LAS VEGAS, NV 89104

(702) 731-2121

FAX 731-5457

ORIGINAL ESTIMATE	\$
AUTHORIZED ADD'L REPAIRS	\$
AUTHORIZED ADD'L REPAIRS	\$
TOTAL	\$



Motorcraft FAST LUBE

PROGRAM CODE(S)			
LINE	LINE	LINE	LINE
LINE	COMMITMENT CODE		COMMITMENT CODE

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

SIGNATURE X _____ DATE _____

CUSTOMER ACKNOWLEDGES A _____

RECEIPT OF A COPY HEREOF X _____

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON THE BACK.

INVOICE TO _____ DRIVER/OWNER INFORMATION -- INVOICE: #10690

ATTENTION: ALBERT *** COLOR CODE JV ATTENTION: ALBERT *** COLOR CODE JV

LAS VEGAS NV _____ LAS VEGAS NV _____

CELL: _____ WORK: _____ CELL: _____ WORK: _____

FOR OFFICE USE VEHICLE INFORMATION

TAG: 4061 ADV: 243 SCHMITT, INVOICE: FINAL WAR W DW VIN 1ZVHT80N185 _____ LICENSE NUMBER: _____

TAX RULES: YNNW INVOICED: 07/30/2009 10:42:53 08 FORD MUSTANG V6 2DR CPE RD

ODOMETER IN: 28191 LOCATION: 46 DIST: 11A STOCK# 000P9316

DATES BEGIN: 07/20/09 DONE: 07/30/09 DATES INSERVICE: 110707 PRODUCTION: 102207 SOLD: 100108

CONCERN 25 SHOP FOREMAN INSPECTION // 195 TP LITE ON AGAIN OPERATION TECH HOURS AMOUNT

CAUSE SEE COMMS NOCHARGE 422 .0 .00

CORRECTION SHOP FOREMAN TO INSPECT WITH TECHNICIAN AND ROADTEST AS NESS.

COMMENT PD TESTED SEVERAL TIMES LAST RD TEST 41M--ALL OK--K073009C

FACTORY TECH: 422 - CHMIELEWSK, 749 MGR APPROVAL: KC 073009 10:01

COND CODE : X

TYPE: W SUBTOTAL

TOTAL CHARGE FOR CONCERN .00

CONCERN 26 TIRE PRESSURE LIGHT IS ON AGAIN, RETRAINED AND LASTED MAYBE ONE DAY AND CAME BACK ON OPERATION TECH HOURS AMOUNT

CAUSE X NOCHARGE 195 .0 .00

CORRECTION SEE OTHER LINES

FACTORY TECH: 195 - 7603 BROWN, DAY

COND CODE : X

TYPE: W SUBTOTAL

TOTAL CHARGE FOR CONCERN .00

CONCERN 51* CUSTOMER STATES TIRE PRESSURE MONITOR LIGHT COMES ON AT TIMES WHEN DRIVING, THEN GOES OFF ...SEE LINE 26 SEE TECH 195 FOR MORE INFO OPERATION TECH HOURS AMOUNT

CAUSE SBJ NOT OPERATING PROPERLY 12651D 310 .2 17.80

CORRECTION VERIFY, PPT F CODE B2872, RPLD SJB, RETRAIN, HOTLINE #103282944

51-1 SMART JUNCTION BOX (SJB) -- REPLACE 12651D5 310 .4 35.76

51-2 M TIME TO SWAP 4 TIRES FROM 2 VEHs TO TEST TP SENSORS THEN SWAP TIRES BACK TO ORIGINAL VEHs & TO RETRAIN SENSORS EACH TIME TOTAL OF 3 TIRE TRAININGS MTU1AG 310 2.4 214.56



A Family Tradition For Over 75 Years



SERVICE DEPARTMENT HOURS:

MONDAY THRU FRIDAY
7:00 AM TO 7:00 PM

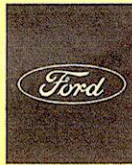
SATURDAY
8:00 AM TO 5:00 PM

CALL FOR A RESERVATION
DIRECT SERVICE LINE

(702) 796-2744

2121 E. SAHARA AVE.
LAS VEGAS, NV 89104
(702) 731-2121
FAX 731-5457

ORIGINAL ESTIMATE	\$
AUTHORIZED ADD'L REPAIRS	\$
AUTHORIZED ADD'L REPAIRS	\$
TOTAL	\$



Motorcraft
FAST LUBE

PROGRAM CODE(S)			
LINE	LINE	LINE	LINE
LINE	LINE	LINE	LINE
LINE	COMMITMENT CODE	COMMITMENT CODE	

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

SIGNATURE X _____ DATE _____

CUSTOMER ACKNOWLEDGES A RECEIPT OF A COPY HEREOF X _____

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON THE BACK.

INVOICE TO _____ DRIVER/OWNER INFORMATION -- INVOICE: C77800

LAS VEGAS NV _____ LAS VEGAS NV _____

CELL: _____ WORK: _____ CELL: _____ WORK: _____

FOR OFFICE USE

TAG: 9316 ADV: 180 EARIXSON, INVOICE: PRELIM CUS I C SE VIN 1ZVHT80M18S _____ LICENSE NUMBER: _____

TAX RULES: YNNN INVOICED: 09/30/2008 12:40:31 08 FORD MUSTANG V6 2DR CPE RD

ODOMETER IN: 18295 DIST: 1FA STOCK# 000P9316

DATES BEGIN: 09/29/08 DONE: 09/30/08 DATES INSERVICE: 110707 PRODUCTION: 102207 SOLD: 092708

CONCERN 26	ADD TIRES EAGLE 6T 215 60 16, PAINT CALIPERS, WHEEL LOCKS, REATTACH FRONT VALANCE, ADD BILLET GRILLE CUSTOMER TO SAVE PONY	OPERATION	TECH	AMOUNT		
CORRECTION	TIRES BILLET GRILLE WHEEL LOCKS FLOOR MATS	ADD	180	.00		
PART NUMBER	FO#	NOTE	DESCRIPTION	QTY	SELL	
FMC# F2LY 1A043 A		CCUST	BILLET GRILLE	1	150.00	150.00
FMC 9001 1009022 77		TIRE	NUT - WHEEL	1	43.37	43.37
FMC DISPOSAL FEE		RECYCL	215/60R16 88	4S	104.99	419.96
FMC 7R3Z 6313300 BA			*****	4S	1.00	4.00
FACTORY TECH: 180 - EARIXSON, SCOTT			KIT - FLOOR CONTOUR	1	69.00	69.00

----- SUBTOTAL -----

PARTS	112.37
TIRES	419.96
MISCELLANEOUS	150.00
STATE REQ'D RECYCLING FEE	4.00
TOTAL CHARGE FOR CONCERN	686.33

TYPE: AMC

PAID
SEP 30 2008
By _____

SUMMARY OF CHARGES FOR INVOICE C77800

PARTS	112.37
TIRES	419.96
RECORD-HISTORY MAINT	1.75
MISCELLANEOUS	150.00
STATE REQ'D RECYCLING FEE	4.00
SUB-TOTAL	688.08

PAYMENT DISTRIBUTION FOR INVOICE C77800

TOTAL CHARGE	740.96
CASH DUE	740.96



660 NORTH DECATUR BOULEVARD
 LAS VEGAS, NV 89107-1918
 SERVICE DIRECT PHONE: 877-6541
 SERVICE DEPARTMENT HOURS:
 MONDAY THRU FRIDAY 7:00 AM to 6:00 PM
 SATURDAY 8:00 AM to 4:00 PM

FRIENDLY FORD

NO VEHICLES RELEASED AFTER SERVICE DEPT. HOURS

Thank You!

I ACKNOWLEDGE RECEIPT OF THE PARTS
 AND LABOR LISTED BELOW

X

RECOMMENDED SERVICE:

REPAIR NO.	CUSTOMER PARTICIPATION	DEALER PARTICIPATION	REPAIR TOTAL	CLAIM CHGD. OR DENIED
				CLAIM RETURNED
				S.O. TAX
				M.H. TAX

ALL PARTS NEW UNLESS IDENTIFIED 'REMANUF' (REMANUFACTURED)

(SIGNED) _____ DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE) _____

INVOICE TO: [REDACTED] DRIVER/OWNER INFORMATION -- INVOICE: C89096

LAS VEGAS, NV [REDACTED] LAS VEGAS, NV [REDACTED]

HOME: [REDACTED] WORK: [REDACTED] HOME: [REDACTED] WORK: [REDACTED]

FOR OFFICE USE

TAG: 7556 ADV: 383 ZENEK, CH INVOICE: PRELIN CUS W C L J F VIN 1ZVHT80N18 [REDACTED] LICENSE NUMBER: [REDACTED]

TAX RULES: YNNR INVOICED: 06/27/2009 14:37:33 08 FORD MUSTANG V6 2DR CPE RED

ODOMETER IN: 26729 DIST: 1FA DATES INSERVICE: 110707 PRODUCTION: 102207

DATES BEGIN: 06/27/09 DONE: 06/27/09

CONCERN 53 CUSTOMER LOW TIRE PRESSURE MONITOR ICON COMES ON/OFF, ADVISE TIRE PRESSURES OPERATION TECH HOURS AMOUNT

CORRECTION TIRE PRESSURES WERE ON LIGHT NOT ON AT THIS TIME NC 611 .0 .00

FACTORY SS4: 0513

TYPE: C

----- SUBTOTAL -----

----- GRAND TOTALS ----- TOTAL CHARGE FOR CONCERN .00

SUMMARY OF CHARGES FOR INVOICE C89096 PAYMENT DISTRIBUTION FOR INVOICE C89096

TOTAL CHARGE .00 CASH DUE .00

TOTAL CHARGE .00

LAB RATE: \$70.00-\$125.00

ATTENTION: THE FOLLOWING INVOICES ALSO EXIST

WAR - WARRANTY

IF YOU HAVE ANY QUESTIONS - PLEASE SEE CHARLES ZENEK

SATURDAY HOURS 8:00-4:00 (4PM 4PM 4PM)

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