

CL-10350916-2623

July 19, 2010

Attn: Mr. Robert Lee

ODI
1200 New Jersey Ave. N.E.
West bldg.
Washington, D.C. 20590



1960 MIDWEST BLVD
INDIANAPOLIS, IN 46214-2334
317-271-8652
317-271-5879 FAX

Re: consumer complaint against Ford Motor Company

Mr. Lee,

Pursuant to our experience with defective fuel tanks on our fleet of Ford diesel service trucks, I have been advised by our safety manager, Larry Frank, to forward records related to this persistent issue that we and many owners nationwide are experiencing.

As seen in our records, we have had ongoing deterioration of the tanks as a result of a manufacturer's defective lamination process. Specifically, the stamping process performed after the sheet metal aluminizing is fracturing this bond and allowing premature corrosion to develop. This in turn is drawn into the fuel injector system and engine resulting in contamination and frequently, engine failure. We have been one of the luckier ones in only having to replace one \$14,000.00 engine, though the total downtime in our fleet as a result of contamination has far exceeded that cost.

After talking to other fleet owners and forums, we're seeing this as a common problem crippling many fleet owners and one in which Ford disputes the legitimacy of a claim of defective products. The immediate effect has been for us to discontinue any further purchase of a Ford product. Any advice you can lend regarding this is appreciated.

Sincerely,

Glenn Foy / President
Best Equipment and Welding Inc.
Gfoyl@bewinc.com

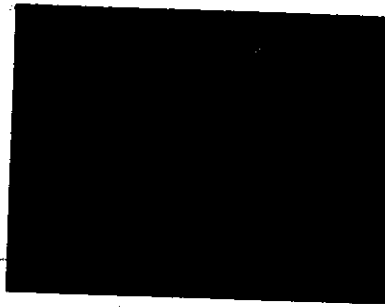
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ROBERT LEE

letter 44219

Corrosion in Ford diesel fuel tanks

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The diesel fuel tanks in a fleet of trucks are corroding and showing rust on the inside and leaving some type of debris that appears to have come off the inside off the tanks. It is thin, leafy and grayish in color floating about in the bottom of the tank. Could this be galvanize or aluminize coating that has failed to adhere. The inside of the tank has a grayish color coating. The coating is coming off mostly on the bottom, but not exclusively, some of the coating is coming off the inside top and sides.

This is causing clogging problems throughout the fuel and injection system. Do you know what this coating is and what could be causing this problem. The tanks came on the trucks from the factory and have not been modified in any manner. This problem is on a somewhat large fleet of trucks and not just an isolated problem.

Frank DeGuire

Triangle Plating Co.

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St. Louis, Missouri, USA

Frank,

It could be anything. Your thoughts are as good as anyone else's. The company needs to contact who they bought the trucks from and have a long conversation. I would assume that they are under warranty. Rework of a tank for either plate or paint is difficult, especially when contaminated by diesel fuel. I thought that the big rig trucks used stainless, as diesel fuel is really hard on most finishes.

James Watts

- Navarre, Florida

+++++

It isn't galvanize -- galvanize is never used for (insides of) diesel tanks.

Aluminum-coated steel is a common diesel fuel tank material, as aluminum is unaffected by diesel. The aluminum is metallurgically bonded to steel by hot dipping; it protects the steel & won't flake off. Determine whether the material is oily, plastic or metallic. Microbes can breakdown diesel -- has this been ruled out, as by biocide use?

Any (non-waxy) plastic would seem to be a tank lining. Do a web search for your vehicle(s) to determine possible fuel tank lining(s) and for possible recalls or service bulletins.

✓ One possibility: a polymer coating that either didn't cure properly or was applied over a poorly prepared surface. I.e., a manufacturing defect. Depending on vehicle age, the manufacturer may fully or partially cover cost of replacing the tanks. Replacement tanks of aluminized steel with black powder coated exteriors are available for nearly all trucks. Install one and see if that solves the problem.

As the problem could cause a vehicle to stall in traffic, it may be considered a safety defect. If no satisfactory responses from dealer & mfr., consider parking a few disabled vehicles in dealership driveways and contacting your Congressman and the NHTSA.

Ken Vlach
- Goleta, California



++++++
Could it be something in the fuel that adheres to the tank walls to the point it is thick enough, then comes off? Maybe investing a little in a lab analysis will prove beneficial. What are the tanks made of? If they are stainless steel this wouldn't happen.

Guillermo Marrufo
Monterrey, NL, Mexico

Ask if the trucks have used any biodiesel. It is a great fuel and an even greater solvent. There may have been a coating on the inside surfaces of the tanks that the biodiesel has cut through. I doubt you'd see problems with B-5 (5% biodiesel in 95% diesel). B-50 or higher (50% biodiesel) has much greater solvent power than diesel.

S Used vegetable oil is acidic and is known to react with any type galvanized metal and results in a gray deposit. A reaction with copper
I would be green. I don't know if biodiesel would have the same reactions.

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Todd

Todd Turner
- El Dorado, Arkansas

S The tanks are not stainless steel. They are made out of steel which is rusting on the inside. The debris lays in the bottom of the tanks and is grey leafy looking.

Frank DeGuire
Triangle Plating Co.
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St. Louis, Missouri, USA

++++++
What is described is the symptom, but you need to know what is the source of your trouble. Your description of a "leafy" material is odd indeed and seems to foretell of a delaminated coating of some type, but I am not convinced this is what you are seeing. Have you attempted filtering out this stuff "floating about" in the tank? I would recommend fully draining the tanks and completely filtering the fuel as a first step to get after this problem. Need a better idea of what exactly is in that tank and, in particular, just what this gray material might be.

You realize of course that one common source of trouble is excess/free water in the diesel fuel. Where do the drivers fill up the trucks? Do you have your own fuel farm or do they fill at convenient retail locations as needed? If the former, I would be checking the condition of these to make certain there is not water pooled at the bottom of those tanks. Fuel

tanks also must not be open to air as the fuel will pull moisture from the atmosphere which can lead to a host of problems. Check the tank breather valves. If you buy fuel retail, then I can only suggest that you use only high-volume stations that have rather high and fairly constant turnover rate (i.e., stations that always stock "fresh" fuel -- truck stops are a prime example).

Commercial biodiesel is generally trans-esterfied veggie oil and that generally derived from soybeans. If you are making use of this excellent renewable resource and it is from a high-volume commercial source, be certain they certify the fuel meets the ASTM spec for diesel (top of my head ASTM D695). If the bioD is more homebrew variety, it is possible it was not washed properly and may have undesirable, left over glycerin and/or water in it (and large commercial sources are not immune to this problem either). Depending on the type of diesel engine in these vehicles, water/glycerin in the fuel will generally lead to failed injection pumps and/or stalled, fuel-starved engines with clogged fuel filters.

How has the fleet been handling the crappy fuel? Are you regularly checking the in-line fuel filters and whether the water separators are collecting significant amounts of water or other crud?

More info needed.

Regards,



Thomas Hanlon, Materials Engineer
aerospace finishing - East Hartford, CT, USA

I worked in the fuel systems industry for a few years designing diesel tanks for trucks and light commercial vehicles. I have come across a similar problem before, but it was related to the poor quality of the diesel being used, and not the tank corroding.

If you are running a large fleet of trucks and they are out of their warranty period, my suggestion would be to switch to Aluminum tanks or even better rotationally molded HDPE tanks.

Good Luck

Clint Brown
- London, England

Howdy,

We are having a similar problem with a small fuel transfer tank and have gone through many filters on the equipment. It appears that the "mill scale" formed in making the steel is delaminating and corroding. It leaves "fines" in the bottom and a horrible rust. The tank had obviously be low on contents for a while; The bio diesel started cleaning the tank; and water started condensing inside. Viola, ze mess.

We figure the scale will eventually quit, but not the rust. Noteworthy is the fact that steel "sweats". Yes, it absorbs water and gives it off as condensation as a result of temperature change. Our bio-diesel likely is siphoning the moisture through the walls of the tank.

We will be decommissioning this tank.

Regards,
Chuck

Charles Rice
- Sanford, North Carolina

++++++

This is exactly what is happening in my Ford **E350 van**. It is a known problem. The inner lining of the tank is coming off. It looks a lot like flakes of silver spray paint. My tank was about 1/2 flaked away before it started giving me lots of problems. Stalling, fuel starvation, rough running.

It was covered in TSB 19728. Ford has redone the inside coating design of the tanks, but if like me, you are outside warranty, you are SOL. The only solution Ford had was replace the tank for \$600 + labor. Needless to say as the owner of a 80000 mile 3 year old vehicle I am not happy with Ford.

Jim Marker
- North Augusta, South Carolina

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✓ My **2005 F550 Diesel** with 47000 miles is being repaired as we speak for delamination of the fuel tank. It is out of the 3/36 warranty. This is a defect, Do not stand for this, Ford should honor this and recall all vehicles with this problem and refund any monies paid to have this fixed. They have done things of this nature before, my 1993 f250 sent fuel into engine after the truck was shut off and filled it with fuel causing it to flood out and cost me over \$800.00 about a year later I caught a news letter that said Ford was reimbursing the money for that problem. I called Ford and got the money. This problem with the tank is going to happen to everyone, I never used anything but diesel, no bio, no heating oil, no additives. If we all complain to national transportation and safety commission they will take it up with Ford, it's the only way. Go on the web find the sight and fill out the form stating the problem. Ford is making money hand over fist on their defective product in repairs and some have blown motors and putting the same defective tank in again. We all work hard for our money, don't let Ford take yours.

Jay Henninger
concrete - Philadelphia Pennsylvania

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We are just going through the same exact problem with our **2004 Ford F-550**..... Now that I see a lot of others having the same problem.. I will have to try to get in touch with Ford...

Cheryl J
- Livingston, New Jersey

++++++

I have a fleet of trucks in the So. Cal area and none of the gas trucks are having this problem with the fuel tanks. But, the diesels (2 of them) are both having the same problem. It has caused fuel pump and injector failure. Repairs of over \$3000 per truck. Now, I have the fuel tank out and I have the metal particles inside the tank. The same particles that were in the injectors and the pump.

I have one tank at a radiator shop and we are going to strip the coating out of the tank. If this works, I will be doing the other tank. All this and Ford said that we are out, because it is caused by the fuel and not the tank. What liars.

I have **18 F-series trucks** and because of the negligence on this matter, I am looking into the W series GMC's for my replacements. I am hoping that my Ford rep will step up, but they probably won't.

John Brooks
- Newhall, California

February 6, 2008

I Finally had the material that was floating around in the tank analyzed and a piece of the tank which I cut out of the tank itself. The grey leafy material and the loose material still hanging on to the piece of fuel tank turned out to be aluminum. My conclusion is the aluminized coating on the inside wall of the tanks has failed. By the way this problem I have been researching happened on a fleet of trucks used by one of our local utility companies. Not exactly a small isolated incident.

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March 5, 2008

OMG!! I'm in the middle of a huge fleet fuel tank delaminating crisis with our diesel trucks. I represent a huge fleet for The Brickman Group and we are having much of the same challenges when it comes to our Ford diesel trucks. Ford is telling us that it's the fuel (Bio-Diesel) that is causing this problem and I'm not 100% convinced. I was also told that it may be additives inside the Diesel fuel that react with certain metals (Nickel) within the fuel tanks. I've been trying to get a straight answer from fuel distributors and manufacturers and also from Ford, but both continue to blame the other without actually COMING out and blaming the other. Someone please tell me who I need to contact or what I need to do to get this matter resolved A.S.A.P.

Emanuel Mijangos
- Gaithersburg, Maryland

March 8, 2008

Hello,
I'm also heard that the new bio-diesel gives corrosion in the stainless steel tank: Protection with a passivation in the tank can eliminate this problems. I know Volvo do this to the new tanks they build

Regards,



Anders Sundman
surface finishing engineer
Sweden

March 10, 2008

Waste vegetable oil will react with galvanized steel and cause a delamination. It will also react with copper. I'm not 100% sure about the biodiesel in that the free fatty acids should have been neutralized in the reaction to make the fuel.

Biodiesel is an excellent solvent and will clean out the entire fuel system. That is why users are encouraged to start with a small percentage, say 5% (called B5). Any accumulated sludge will be removed from the system and caught in the fuel filter. After a few tankfuls of biodiesel, the contamination should be removed and you can run up to 100% biodiesel

(B100).

However, if you are seeing a reaction with the galvanized steel in the system, that will most likely not get better.

Contact the National Biodiesel Board regarding the reaction with galvanized steel. It may indicate some fuel that was not up to ASTM specifications. I'm not sure. I run heated waste vegetable oil and biodiesel but do not have any galvanized steel in my fuel system (Ford F-250). I've been running these fuels for 75,000 miles with no problems.

Todd Turner
- El Dorado, Arkansas

March 19, 2008

The problem is aluminum coming loose, not galvanize. It seems to be happening to the larger service type Ford vehicles such as boom trucks and heavy materiel haulers. 450 series and larger I think. I wonder what kind of fuel tanks the GM, Mercedes, Volvo, etc. of this particular size service truck used around that time period (2004). By now I am sure Ford is well aware of the problem, I wonder what they have done to eliminate it on the new trucks ?
As far as the bio-grade fuels go. Someone will have to do a comparison of trucks that have not used bio-grade versus those that have. Collecting and verifying that kind of data could be tough.

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May 12, 2008

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Two old gasoline-burning Subaru station wagons (1983 and 1987) have experienced fuel system blockage from fuel tank corrosion. I believe the problems started about the mid-1990s but I'd have to look up my records to be sure. Both spent all, or nearly all of their lives in Anchorage, Alaska and the 1987 still runs fine with 102,000 miles. They started fine in any temperature, and ran well when standing still, but soon experienced bucking and kicking from fuel starvation after the fuel sloshed around a bit. The problem got worse over time and the 1983 went to auto heaven 2 years ago when my mechanic could not figure out the problem: as I recall, he said he changed the fuel filters but never checked the fuel tank.

We finally found out the underlying problem of the 87 in late 2007 when it ran fine for 3 months after replacement of the fuel pump and fuel filter. Then the fuel starvation symptoms started again, and grew worse. I finally correlated two things:

1. Symptoms went away after fuel filter replacement.
2. Then gradually recurred after a few weeks or months.

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I opened the tank top and siphoned fuel off the bottom into a clear glass bottle. After a few days, a fine off-white feathery precipitate had covered the bottom of the bottle. My mechanic then found the fuel totally blocked with fine white particles, and bottom of the tank totally coated with this stuff, which looked like white acrylic paint particles after you clean out your brush in water.

I had the entire fuel system cleaned (\$650) including multiple steam cleanings of the tank, and it has run fine for several weeks. The radiator shop which cleaned the tank reported the white deposit was very tenacious and difficult to remove.

I have not been able to find out, yet, what rustproofing treatment the tank interior had. The largest Subaru dealer's most senior mechanic thinks it was galvanized (zinc coated), but doesn't know where to find out for sure.

Alaska used MBTE gasoline additives for a couple of years, then changed to ethanol as a fuel additive. I've used almost exclusively Tesoro Alaska fuel (there are only two refineries in the state), except when Texaco brought its own fuel into Anchorage by tanker 10 or more years ago.

My mechanics theorized vandalism, but the very similar symptoms of two same-make cars of similar age, operated with similar fuels in a similar climate, dissuaded me that something chemical was/is going on. I'm taking the 87 in for a fuel filter two-month checkup to see whether there's more corrosion particles in the tank.

Good luck to all of you.

Paul Todd
- Anchorage, Alaska

May 22, 2008

Similar diesel fuel tank deterioration has been reported to me by a local contractor with his fleet of Ford dump-trucks.

Have any of you have had success getting a resolution from Ford or otherwise?

Mark Cermele, Esq.
Attorney - White Plains, New York

May 23, 2008

We have also experienced the delamination problem in our 2005 Ford F350 work truck. We brought it to our local Ford dealership to have it repaired. Even though our truck is still within the warranty period Ford refuses to cover the problem because they do not consider it a manufacturer's defect. They blame the diesel fuel companies also. We spoke with a Ford customer service representative and he said the 2005 Ford truck was manufactured for the diesel fuel specifications at the time. He said that an additive had been added to the diesel fuel after the manufacture of our vehicle at the time the sulfur in the diesel fuel was reduced from 500 parts per million to 15 parts per million. He said the additive was only added in the Northeast section of the country. He also said that other people who have experienced the same problem have put in a claim to their insurance companies and have been reimbursed for the repairs to their vehicles. We first experienced the problem in March 2008. Our vehicle was not even three years old yet. The delaminated material is the lining of the fuel tank. The mechanics at the Ford dealership and our insurance adjuster both identified it as such. The lining had corroded to such an extent that it flowed into the fuel injectors and caused them to fail. The total cost of the repair to our truck was just under \$6,000.00. Upon investigating the matter further, I have learned that the same exact fuel tank is also in our 2006 and 2007 Ford F350 work trucks. Our insurance company has not yet paid the claim to have the truck repaired, they are still waiting to hear a response back from Ford Motor Corp. When we spoke to the Ford customer service representative, he said Ford was aware of the situation and that it may cause their market share to drop, and lose them some customers, but they would not take the responsibility for causing admitting to the delamination problem as being their fault. I did receive an invitation from our local Ford dealership to attend a free training seminar on Diesel Fundamentals, the upkeep and maintenance of Diesel vehicles.

Sharon Keefe
landscape construction - Bedford, Massachusetts

May 28, 2008

S This is a followup to my May 12, 2008 post on fuel tank inner plating failure in 83 and 87 Subaru DL wagon, resulting in fuel filter
U clogging and fuel starvation. After the 87 fuel tank contamination was cleaned out by thorough steam cleaning a month ago, the 87 has
B run fine. In a couple of days I'll take it in for change of fuel filters, and keep the old one for analysis (I forgot to tell the tank cleaners to
A keep samples) in case there is still some residue in the tank.

B Additional notes:

R 1. A friend said the same symptoms are occurring in her guy's 1999 Lexus: runs fine when standing still, but bucks and kicks from fuel
U starvation when going uphill and at higher speeds. We will take it in for fuel filter check when her guy returns from travel.

S 2. The occurrence of these fuel tank plating failures, in Anchorage, appear to coincide to a great extent with fuel oxygenation additives
I required by the EPA here from 1992 to 2004 (MTBE 1992-3, ethanol 10% 1995-2004). In 2004, Anchorage attained the EPA standard
D for carbon monoxide (CO) and ethanol was discontinued. Is it possible the oxygenated gasoline, unanticipated by the Japanese fuel
E tank manufacturer(s), attacked the plating lining the fuel tanks?

B 3. Finding out what the Subaru fuel tanks were plated with appears hopeless: a Japanese supplier to Fuji Heavy Industries (maker of
A the Subaru) more than 20 years ago. Our 96 Outback does not have the symptoms. I believe it arrived in Alaska from Seattle about
R 2004 and avoided the 10% ethanol fuels here. Seattle went off oxy fuel in 1996; see
http://www.eia.doe.gov/emeu/steo/pub/special/oxy2.html. To this vehicle's tank was not exposed to oxy-fuel.

S 4. We will save contaminants from the Lexus for analysis. If my 87 Subaru fuel filter is picking up some remaining liner particles,
U perhaps we can analyze that for zinc or aluminum.

B 5. Lining failure with diesel is interesting, and there is some mention, in this string, of additives in recent years which could not have
A been anticipated by the fuel tank manufacturer. Has anyone identified specific additives which may be causative and what is their
R status in diesel today?
U

Paul Todd
- Anchorage, Alaska

May 29, 2008

I strongly suggest that anyone interested in this subject view the description of changes in sheet steel plating for fuel tanks described in a patent summary at:

<http://www.patentstorm.us/patents/6673472/description.html>

US Patent 6673472 - Rust preventive carbon steel sheet for fuel tank having good welding gastightness and anticorrosion after forming

Summary:

1. Aluminum-silicon sheet steel plating commonly used now in fuel tanks is much more likely than earlier plating materials (lead-tin and then zinc-chrome) to crack because aluminum is more brittle than the other materials.
2. Formic acid resulting from fuel deterioration invades the initial crack(s) resulting from vibration and/or impact, corroding under the plating and causing it to separate from the sheet steel.
3. The result can be detachment of much of the tank lining as flakes, causing fuel system blockage and fuel starvation.

(Note: My earlier speculation that oxygenated gasoline was an underlying cause may not be well founded.)

Paul Todd
- Anchorage, Alaska

June 19, 2008

I am not one to believe in class action law suits but this issue has me on the verge. I purchased a new ford f450 in 2000 with a diesel engine. About two years ago I started having problems with it losing power. After two wiring harnesses (\$1000) each and two new fuel tanks (also a grand each) and one in tank fuel pump (\$900) I am convinced that the problem is with gas tank delamination. The second gas tank which was put on by the dealer went bad after 12000 miles and less than one year. The dealer would not warranty. Since I live in Ohio they state that Ohio does not regulate fuel and therefore they will not warranty. I know that many fuel tanks have been replaced and not covered under warranty, unfortunately I am not internet savvy enough to start a page to gather all the victims together. If anyone is aware of a site that I could get on a list please let me know. For the record, we get 90% of our diesel fuel from one service station. I have never used Bio fuel. Since having my tank relaminated at a radiator shop, I have not had any problems. thanks for your time.

Michael A. Clar
- Copley, Ohio

June 24, 2008

We have experienced the same problem with fuel tank delamination in our 2002-2003 Ford F450 diesel ambulances. Ford participated in replacing the fuel tanks, sending units, and fuel pumps in 5 of our vehicles 9 months ago. Today I have 2 of the same units with fuel systems clogged with rust. The lower half of the tanks are covered in rust. Does anyone have a source for aftermarket replacement tanks I could install that won't have the same issues? I can't afford to continue to have problems with ambulances.

Denny Kincade
- Yorktown, Virginia

AMBULANCE

June 26, 2008

Because I am have the same problem with fuel tank delamination with our Ford ambulances for the second time I have filed a complaint with NHTSA. Maybe if everyone else files a complaint it might force Ford into doing something.

Denny Kincade
- Yorktown, Virginia

AMBULANCE

June 29, 2008

My friend and myself have the same problem with our e350 work vans. He spent \$5,000 over a year ago replacing his tank, fuel lines, injectors, and pump, and I'm replacing my fuel tank, pump and pickups as I write. Symptoms were identical, the vans would start to run like crap then lose power and finally we would have to pull over because we could only do 5 mph or less. We would turn the engine off, wait 5 min., restart the engine and it would run as if nothing was wrong. Obviously this problem was intermittent and was always present going up large hills when the engine would need lots of fuel/power. No doubt about Ford needs to own up to this issue and, if nothing else pay half the cost. Good luck fellas.

Steve Tomasko
contractor - Milford, Connecticut

July 7, 2008

I just got a phone call from NHTSA. The gentleman I spoke with said he has been working on this issue for a year trying to get a recall. He said if I knew anyone else with this problem to have them contact NHTSA. You can do so very easily at nhtsa.gov

Denny Kincade
- Yorktown, Virginia

July 16, 2008

I purchased a new 2004 6.0 e-350..

@ 28000 mi. the fuel tank delaminated Ford replaced the tank in 06 under my 3/36..

Then @ 43000 mi. just 14000 mi. on the new tank it delaminated again..this time it cost me 2100.00..

my dealer said ford will not admit to the problem or for the same reason confirm a fix. My dealer can't tell me it's not going to happen again. I contacted a Ford exec. he says it's the fuel. I say in N.Y. the fuel is regulated 5%..I use only Hess diesel. my previous 7.3 lasted 18 years with one tank. I am taking the dealer to small claims court..they installed a defective tank. my lawyer said it's between ford and the dealers we should not have to pay for a defect..3 tanks in four years says it all

robert selleck
- islip new york

July 21, 2008

This is partly a restatement of my May 29 post so I will shorten it up:

See the following patent description for a more complete explanation for the failure of the aluminum plating on carbon steel fuel tanks (no evidence stainless tanks have this problem):

<http://www.patentstorm.us/patents/6673472/description.html>

US Patent 6673472 - Rust preventive carbon steel sheet for fuel tank having good welding gastightness and anticorrosion after forming

Summary:

1. Aluminum-silicon sheet steel plating commonly used now in fuel tanks is much more likely than earlier plating materials (lead-tin and then zinc-chrome) to crack because aluminum is more brittle than the other materials.
2. Formic acid resulting from fuel deterioration invades the initial crack(s) resulting from vibration and/or impact, corroding under the plating and causing it to separate from the sheet steel.
3. The result can be detachment of much or all of the aluminum plate tank lining as flakes, causing fuel system blockage and fuel

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If you are experiencing easy engine starting and running while the vehicle is standing still, followed by bucking-kicking and fuel starvation after the vehicle is in motion and the fuel sloshes around:

1. IMMEDIATELY have the fuel filter removed and replaced.

2. You should find aluminum flakes clogging the fuel filter. Keep the filter as evidence until you resolve your warranty or insurance claim. Do not let it out of your sight unless it goes to your attorney or advocate.

3. Siphon a lot more of this material from the bottom of the tank (as close as possible to the fuel intake tube screening) into several clear, clean glass bottles or jars so as to have plenty of evidence which can go with your claim; but don't give up the fuel filter and a few of the jars as they are evidence.

4. Have a reliable witness observe the siphoning. Both of you write statements and have them notarized.

5. If you need to use the vehicle, have the fuel tank interior vigorously cleaned and immediately refilled with fuel.

6. Replace the fuel filter after a month and inspect the filter carefully. If it's clean, the tank lining may have completely detached, but keep the tank full to prevent rusting of the exposed carbon steel. Replace and inspect the fuel filter at least annually -- they are cheap.

That's it in brief. Good luck with your claim. Be assertive, wave your evidence in front of their eyes, write polite demand letters and keep a file. In the RE: line number them FIRST DEMAND LETTER, SECOND DEMAND LETTER etc. so you can document refusal to respond to your claim.

More on possible class actions later. I am willing to receive direct e-mails if you have questions.

Paul Todd
- Anchorage, Alaska

September 23, 2008

My dad bought a 2005 Ford F450. He drove it into the dealership because it was running sluggishly. After a diagnostic, he was informed that the fuel filter was dirty. He told the tech to replace the filter. The tech asked him to wait in the waiting room. 15 minutes later, he returned to the garage and the tech tells him that the vehicle will no longer run and to repair it will cost \$5,000+. He said there was debris in the tank caused by fuel contamination.

The debris looks like the material that has been described in this blog.

We towed the vehicle to another dealer and he removed the fuel tank and told us to call the California Bureau of Automotive Repair. He says the lining of the tank peels off and the material from the lining is clogging the fuel pump.

I'm in California and I know there are regulations on diesel.

Veronica Davis
- San Francisco, California

September 26, 2008

I have 11 diesel trucks and 5 tanks have been replaced over the past 6 months. It sounds like the same problem of everyone else who posted on this site. Rusty sludge and rust throughout the tank. I will contact nhtsa to try to recoup my expenditures. I've spent three to five thousand on each truck.

George Li
- Rocky Hill Connecticut

October 9, 2008

After a lot of run around, Ford admitted that the problem is that bio-fuels are causing "delamination" of the interior of the

tank, clogging fuel filters and ruining injectors. Meanwhile, we're out \$3,300 in tank replacement and other work and Ford says "sorry" must be bio-fuel in the diesel--tough.

Keith Zagar
- Dallas, Texas

November 13, 2008

I have just had this problem in one of my six trucks my problem with Ford is that there are "it is what it is" but Chevy and Dodge is not having this problem.

Robert Beno
- Baltimore, Maryland

November 17, 2008

I have a 99 Ford e 350 with the same problems. Last year I put in a goldenfuel svo kit. It ran fine for 6 months then I began having problems with the diesel side. I would just idle on diesel for a while then run on straight vegetable oil for the duration of my trip. Knowing all along there was something wrong with the diesel side from the solenoid back, I figured it had to be in the tank. No mechanic wanted to touch it. Eventually it began to shudder on diesel and svo. I finally dropped the diesel tank and took a look. The entire bottom was covered in the same gray flakes everybody else is reporting. I cleaned it out. Scrubbed the sides where it was still peeling, then cleaned it again. Changed the filter, and put it back together. It ran great for two days then started having the same shuddering problems at speeds of about 50 and up. Tomorrow I am taking the fuel intake line apart and trying to clean that out. There is probably a good amount of this sludge in it. Also possibly in the diesel/vegetable oil solenoid and fuel pump. I hope this works. The thought of taking apart the injectors and replacing the fuel pump does not sound like a fun project I want to do or fund. Many people were talking about at least complaining to Ford. I guess I will too.

Joel Lathbury
- Tampa, Florida

December 29, 2008

I also have 2 ford F550 1 06 and 1 07 both have had tanks replaced just had 3rd tank in each truck same problems pumps and sending units filters injectors. I have fought with ford each time the last tank lasted exactly 13 months just 1 month over warranty of new tank. Its a big scam no problem with my chevys or dodes dodge has 130,000 miles. we need a class action law suit I hate law suits but i know 30 plus ford truck owners with same problem cost over 3000 dollars each. But ford will not own up to it. my dealer mechanic tells me they do 40 tanks a month. know that's not and isolated incident. thank you Lets all pull together and get our money back. and make ford recall and make plastic tanks. my dealer said it from the tank not being insulated maybe because the problem is exclusively on rack,flat, and dump models (chassis cab models) says that the pickups are not subject to because tank is not out in open like our trucks. They also say to keep tank full so it don't rust out but our trucks u can not fill tank to top because of where the fill tube is its 3 inches lower than top of tank. thank you

Chris Drees
- Shirley, New York

December 31, 2008

Enter a complaint at NHTSA.GOV

I have been having the same problems as everybody on this post. Ford dealer wants \$2,700. for the repair.

They want to replace the fuel tank with another Ford fuel tank. If they do, the problem will return in a few thousand miles and I can't afford to keep replacing fuel tanks because Ford can't make them right.

1-800-388-8637 TRUCK ADD ONS
1-800-442-0056

I am going to replace the tank with an aftermarket tank manufactured by Transfer Flow Inc and see what happens. They offer a replacement tank for my 2004 F450 for about \$700.00. A lot less than Ford charges. I will try to post the results of the replacement tank installation.

I also entered a complaint with NHTSA.GOV about this problem and searched their site for other complaints about this problem. I COULDN'T FIND ANY OTHER COMPLAINTS!!!!!!!

Get off your duff and file a complaint. Nothing will happen unless you take the time and file a complaint. Geez, finding time to rant but not filing an official complaint is just dumb.

Tim Cronin
- Steger, Illinois

January 7, 2009

I am having similar issues. I had the truck in for repairs 13 months ago and Ford replaced the fuel injectors and filters because it was under warranty. The same problem just occurred December 29th 07 just two months out of the original warranty even though it is still covered under the extended warranty. Ford is refusing to repair the problem due to "bad fuel". I have filed a complaint with NHTSA. I am lodging a complaint against the dealer with the BBB. Everyone please lodge your complaints so this will move forward.

Kevin Ford
- Dallas, Texas

January 8, 2009

Four months ago, one of our 2006 LCF trucks (with only 5700 miles!) had the entire fuel system replaced including both side-mounted tanks which had the same symptoms. I'm sure the cost would have been in excess of \$6000, but I never saw the total since it was repaired under warranty. At the time, I thought it was an isolated incident. I just found out about this problem yesterday when my dealer told me it would be \$5400 to replace the entire fuel system on our 2005 F-550 (with 19,000 miles. This vehicle is about 6 months out of warranty. I also have a 2002 E-450, 2004 F-550, & another 2006 LCF truck, in addition to some GMC's - all are diesels. Our fleet averages only about 13000 miles on each vehicle. I am now concerned about the rest of the Ford fleet. After reading this blog, I pulled the F-550 from the dealership and will have it repaired at a private shop. I had to pay the extra towing and a diagnostic fee to the dealership. From this point forward, I REFUSE to give Ford another dime until I'm reimbursed. Both of my 2006 vehicles were bought in 2007 after this problem had already come to light. I am outraged that I was KNOWINGLY sold 2 trucks that are defective. I will definitely complain to higher authorities and am willing to participate in any class-action lawsuit that may arise.

Tim Badillo
- Vienna, Virginia

January 11, 2009

Our 2006 Ford LCF has been in the shop twice for running sluggishly and having difficulty starting. Once in December 2007 and again in January 2009. In Dec. '07 three injectors were replaced and fuel filter was replaced under warranty. This time three more injectors need to be replaced and they say the fuel tank is bad, blaming in on bad diesel contaminating tank causing the liner to fail. I purchase from Shell and Green Spot. We contacted owner of Greenspot here in Dallas, who said his fuel meets all government standards. He also happens to be an attorney. He assures it's not the diesel, it's the tank. He also suggested taking the Dealer and Ford to small claims court. Then sue them again. Ford needs to take responsibility for their product and recall these tanks immediately. It's difficult to start a class action suit in Texas, but if there is anyone in another state who wants to start one. Let's do it!

David Prince
- Dallas, Texas

January 20, 2009

i have a 2002 f-350 7.3 was plowing and truck just started stalling out checked fuel filter and was amazed at condition end up pulling top off tank and bottom was coated with what appeared to be all metal shavings had to change pump,filter, empty tank clean and refill with new fuel but question is how often will this occur very concerned only 48,500 miles

joe DiOrio
- Barrington Rhode Island

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your Ford Coupe.
fordcpo.com

January 20, 2009

After the engine froze, my truck was towed to the nearest Ford dealer in Annapolis, Maryland. Without hesitation, the service manager diagnosed the problem as little slivers from the fuel tank getting into the fuel injection system. According to the service manager, the cost of repairing the fuel system is \$2,800.00. However, if the slivers were in the engine, a new engine could be another \$4,000.00 to \$6,000.00. The entire cost of the repair could be more than the truck is worth. When I asked the service manager how he knew what was wrong with the truck without even looking at it, he replied that he's seen so many of these trucks with the same problem, he's lost count. He said I should consider myself lucky because I had an earlier model. He had a 2008 truck in the repair bay that was costing the owner \$6,000.00. I asked him to call the Ford rep. He said he didn't have to. He knew the guidelines and Ford wouldn't pay. I asked again if he could just contact Ford because I had an extended warranty. The service manager refused. I'm considering driving my mother's 1995 Honda, which has never required a new fuel tank in fourteen years, to Ford headquarters in Detroit with big letters saying, "No Ford Bailout." Why should I have to pay Ford twice for their problem and a third time with my hard earned money to pay for a bailout so they can keep making the same defective product? Is it me? Does this make sense to anyone? Is anyone paying attention? Does anyone else want to drive to Detroit?

Kathie

Kathie Hutson
- Gettysburg, Pennsylvania

January 21, 2009

This is in response to my Jan 7th 09 post: I received a phone call today from Ford and they refused to pay. They blamed

the fuel. I asked for this in writing and they refused even though my car is under an extended warranty.

They refused to state in writing what the problem is!!

Here is my course of action

1. bleed Ford of money.

file a small claim case. if you win, the problem is solved, if you lose then you can refile in a regular court. It is perfectly legal to take the same case to small claims court and later into a municipal etc court. Ford will have to provide a lawyer in both venues and cost them well above the price of the repair. Threaten to do the same to the dealer. They will have to provide a lawyer too.

2. Fill a complaint with the BBB. This works better against dealers then Ford but anything to raise the pressure on Ford

3. Log a complaint with NHTSA.GOV

4. Require a written letter from Ford detailing the reasons for the failure. Diesel providers will hopefully get involved at that point once Ford places the blame on another industry.

email me with information - i have a lawyer who has agreed to get involved (he took on Nokia and won)

kford31@msn.com

put FORD in the title.

Kevin Ford

- Dallas Texas

January 29, 2009

I've got 2-2007 Ford LCFs. I've had both right at 2 years. One has been GREAT and has about 75,000 miles on it. The other has been nothing but trouble this time of year. Dec 07 thru Jan 08 we had to replace about 20 injectors and a couple fuel pumps etc. Around Feb 08 I thought things were fixed. Then in December I started having troubles again....same thing as last year! In 6 weeks this truck has broke down 5 times and then been in the shop anywhere from 2 days to 2 weeks each time.

I've lost count of the injectors replaced this year but it's 10-15 already as well as a new fuel pump and several other things that I'm not tech savvy enough to remember or repeat. After taking 2 weeks for the last repair we got the truck back on Monday. Yesterday, 2 days later we drove the truck for the first time and it broke down 3 hrs away before my driver even got to his first stop for the day. I am fed up!

This has cost me thousands in truck rentals and overtime for drivers, not to mention MY TIME running back and forth and dealing with all of this.

I'm furious right now and don't know what to do. I do not know if this is related to the problems everyone else is having but they have been blaming it on fuel. Ironically, both of these exact same trucks is filled up with the same fuel, every day, same time, same station, etc. 1 has the problems, the other does NOT! I've been lucky that it has all been covered under warranty but the extra money and time has just been ridiculous!

Any help?

Kory Brink

- Mount Olive, Illinois

February 7, 2009

Sometimes you just get lucky. When my 2002 F-250 diesel was new, I replaced the tank with a Transfer-Flow 48 gallon unit in prep for a trip to Alaska.

After 131,000 miles I'm sure I'd be in the same "tank" as everyone else, otherwise.

Don Jacobs

- Woodbine, Maryland

March 5, 2009

This is a followup to my post of July 21, 2008, regarding regular gasoline fuel tank lining deterioration on a

1987 Subaru DL wagon.

Following complete steam-cleaning of the fuel tank and replacement of the fuel filter in the fall of 2008, at a cost of \$600+, the fuel starvation symptoms which appeared once the vehicle was in motion -- bucking and kicking especially during high fuel demand at high speeds or going up hills -- disappeared completely and have not reappeared.

SUBARRU Two months later, the fuel filter was replaced and I carefully examined the old filter unit's contents in the gasoline. There was a little water, and a few tiny particles of brown stuff -- absolutely none of the silver-gray particles which had clogged it earlier from flaking off of the aluminum plating on the tank interior. I try to keep the tank full to minimize interior rust, and it runs beautifully at 111,000 miles. As a precaution I will again replace the fuel filter and examine its contents, in a week or so.

SUBARRU Why do some vehicles of identical make/model experience failure of the aluminum fuel tank lining, and some do not?

SUBARRU Some of the articles I found during research suggest that an initial crack in the lining -- which allows the formic acid in gasoline and diesel to start creeping corrosion between the aluminum and the carbon steel -- can originate from long and heavy use (my Subarus were 1987 and 1983), or a blow to the fuel tank (from a traffic accident, or possibly by running over a solid object which impacts the fuel tank). Once the crack starts, failure of the lining is inevitable, though the speed at which the aluminum flakes off depends on temperature, use of the vehicle, type of fuel and so on.

SUBARRU As a very general precaution to all motor vehicle owners, it wouldn't hurt to replace the fuel filter every 2 or 3 years, and carefully examine the old fuel filter unit for signs of fuel contamination. You will have to ask the mechanic EXPLICITLY to save and give you the old filter unit. Otherwise they will toss it in the trash.

SUBARRU Aluminum is just more brittle than zinc, and is I think more likely to fail. Zinc is more costly than aluminum and I don't see automakers going back to it for fuel tank plating.

I hope this helps some of you in understanding these failures. Not much I can do to help you with warranty claims, I'm afraid.

Paul Todd
- Anchorage, Alaska

April 7, 2009

I am currently going through the same problem. My F350 Box truck stalled in traffic. When towed to the dealer, I was given the same excuse that there was rust in the fuel tank and that it was my fault. It also needs fuel filters etc. because of the delamination of the fuel tank. I was told the same story that I purchased bad gas, and that the delamination was "above the fill line" in the tank (they must have x-ray vision). I purchased an extended warranty from Stevens Ford in Patchogue, NY when I bought the vehicle. Then when this problem occurred they said "it is not covered under the warranty." Thank God for the internet. After reading all the complaints I am going to contact kford31@msn.com regarding the class action suit. I am printing all the letters on this link and bringing them to my dealer (who currently has my truck and is telling me they are "sending an inspector to look at the fuel tank"). I will also be filing a complaint at NHTSA.GOV and with the Better Business Bureau. This has to stop. We are paying to bail Ford out and this is the reason why. We are being robbed blind with this. It has to stop NOW! BOYCOTT FORD. I have been a loyal FORD customer my whole life. I will definitely never buy a FORD again if they don't own up to their mistake!

Rich Busch
- Islip, New York

April 27, 2009

Best thing I ever did was have my Ford F-150 gas tank "renu" like new. A local business in Rockville did a fantastic job and lifetime warranty so will never have any gas tank probs again. Got no action with Ford and I'm done with them.

Stephen Andrews
- Rockville, Maryland

May 14, 2009

We are going to be replacing the FOURTH tank in our 2002 Ford E350 van. Ford really needs to accept this as their responsibility!! I have filed a complaint with NHTSA and will be going to the BBB. I will be more than willing to join a class action lawsuit this has gotten to be a VERY expensive and time consuming problem. The gas tanks should not be doing this!

Derek F Lin
- Mattituck, New York

May 30, 2009

Just went thru what you all went thru. also called to see how much it would be to recondition my old tank which I kept. the guy told me he has seen this problem a lot with ford diesel tanks. filed a complaint with nhsta. I can't find a lawyer who will do a class action, still looking! I get all my fuel from 1 station, Chevron. I also have a Dodge 2500 diesel, and run a lot of other equipment with the same fuel never have had this problem with anything but the ford. considering small claims court. I would be glad to join a class action.

Joel Groth
steel erection - Huntington Beach, California

June 18, 2009

My experience has been the problem is isolated to one particular tank model. This tank is generally on any F-Series having a number on the tank itself (YC35-9K007-F8) and is usually on any cab with flatbed, regardless of the year model. If you discover your F-Series having this tank number on a white tag attached to the tank, the first thing you need to do is have the fuel filter checked for contamination. So far, I have checked all of my fleets fuel filters for contamination, and the result is, I have had to reline three tanks and will need to have two more relined, all related to this tank number. The remaining trucks I have that have a different number have not experienced fuel filter contamination.

Ford is telling me that the fuel tank liner problem is directly related to bio-fuels greater than 5% in the diesel fuel. This response is typical when Ford does not want to replace millions of fuel tanks at their expense. I have proved this conclusion from Ford to be completely wrong, but cannot get anyone from Ford to talk to me directly.

When the fuel tank liner fails, the tank needs to be relined or replaced, the fuel pump and fuel filter needs to be replaced, and the total cost is around \$2,000 to fix. I strongly suggest anyone that has Ford F-Series trucks to check all fuel filters for contamination, record the fuel tank number, and if you do discover the above problem, to call your dealership to have them report this to their Ford representative. Until this is done, Ford will assume it's bio-fuel related.

John W. Stabile
- Fort Worth, Texas

June 24, 2009

This is a follow-up of my previous post. We also have discovered two more trucks having the same problem. We have a 2005 F-550 that has two tanks. The tank number on my previous 3 trucks matches one of the two tanks YC35-9K007-F8, and the 2nd tank 5C34-9K007-RA). We also have a 2006 F-350 that has two tanks with these same tank numbers. I think the source to the problem is coming from two areas. I feel that these two tanks were not manufactured correctly that relate to recent additives in diesel fuels. The reason is, I have trucks that are 9 years old up to 3 years old, and the tank problem just started on all of these 5 trucks since last spring. There must have been a fuel additive change prior to last spring to cause this that relate to the manufacturing of these two tanks. My 2008 F-450 doesn't have either one of these tank numbers and do not show any evidence of fuel tank liner failure.

John W. Stabile
- Saginaw, Texas

August 23, 2009

I am also having this problem with my 99 E350. Please feel free to contact me with any info anyone might have on a fix, or if an additional name for a class action suit is needed. ddechow@nogginaut.com

David Dechow
- Abingdon, Illinois

September 22, 2009

have a 2006 F550 Diesel w/ 26K miles and 5 months out of warrantee. Brought it to dealer and was told the fuel tank was delaminating from the diesel we were using. Needs new pump, fuel lines, injectors blown out and cleaned..\$2500. We have been using the same 2 stations for 10 years and have 2 other, older Ford trucks and no problems. This truck is only 3 years old.

I called Ford and they said they knew of it happening on trucks and blame it on the fueling stations. (Like we all fuel up at the same place) But it was up to the dealer to credit or not credit the repair.

My dealer took off \$800 for the \$2500 repair, but it is not his fault. His dealership did not build the trucks. I was told that it has been happening so much that if he was to fix everyone at no charge he would be out of business.

This is clearly a defect and FORD will not acknowledge it.

I was driving at 40 mph w/ a trailer when my truck bogged and died and would not start. I had to get another truck to move trailer then to move truck. Traffic was backed up for a mile. It is a Safety issue and everyone needs to contact the NHTSA (National Highway Traffic Administration) <http://www.nhtsa.dot.gov/> and call up to file a complaint the phone # is (888) 327-4236

These are the people who would make Ford recall the tanks due to a safety problem.

will felz
landscape contractors - hummelapark, New Jersey

September 24, 2009

I am the Engineer at an Emergency Ambulance Dept. and have had 2 of my ambulances break down because of this problem. I use Shell diesel in my trucks because of fear of cheap diesel. The lining of the tanks rusted and got sucked into the entire fuel system. My cost 4100 dollars apiece for new tanks, sending units, pumps, filters and lines. Ford is becoming less and less reliable of a chassis for me so I'm switching to GM. I'm hoping i can recover some of my money some day when the recall finally happens

ROB TOBIN
- maple shade, New Jersey

October 20, 2009

I own an '05 f-450dump w 50,000 miles. Loses power when u try to reach speeds of 50 and above. Pulled filters found brown/gray debris in housing and stuck to filter. Raised dump body opened fuel tank found same material throughout tank, peeling from top and sides. Only use sunoco deisel fuel. Doing work myself. Looking to get paid back from ford.

Brandon Heron
masonry - Belmar, New Jersey

November 13, 2009

Ford did resolve this issue when they produced the 2008 models. The 2008 F-Series tanks are identical to the 1999-2007 F-Series, but the 2008 tanks have a different tag number than the previous years as mentioned. Until Ford makes this a recall, the only resolution you have is to upgrade to 2008 and newer F-Series.

John Stabile
- Fort Worth, Texas

X
DO NOT BELIEVE THIS.

November 20, 2009

I was driving on the highway after picking one F-350 up from the dealership for the third time in a 10 day period, it died on me during rush hour. Finally the dealer realized that the tank was bad and correctly fixed the problem after the injectors were replaced and a high pressure hose. Of course he charged me 1000 and blamed it on bad diesel fuel. Now I have 3 other F-350's and one Lcf all with the same fuel tank problems. All of my diesel was bought at either Shell or Exxon. I think it's time to drop the hammer down on Ford.

Kevin Kanzler
landscape contractor - Dallas Texas

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OUR LABOR COSTS

TRUCK #2
2/8/08 REMOVE & REPLACE FACTORY TANK - 8 HRS X \$56.00 = \$448.00
5/5/10 REMOVE FACTORY TANK AND
INSTALL AFTERMARKET TANK - 8 HRS X \$56.00 = \$448.00
TOTAL \$896.00

TRUCK #3
3/12/09 REMOVE FACTORY TANK, CLEAN
TANK & FILTER SCREENS, REASSEMBLE - 8 HRS X \$56.00 = \$448.00
3/9/10 REMOVE FACTORY TANK AND
INSTALL AFTERMARKET TANK - 8 HRS X \$56.00 = \$448.00
TOTAL \$896.00

TRUCK #4
9/19/08 REMOVE FACTORY TANK,
CLEAN TANK & FILTER SCREENS
REINSTALL - 8 HRS X \$56.00 = \$448.00
11/23/09 REMOVE FACTORY TANK, CLEAN
TANK & FILTER SCREENS, REASSEMBLE - 8 HRS X \$56.00 = \$448.00
3/17/10 REMOVE FACTORY TANK
INSTALL AFTERMARKET TANK - 8 HRS X \$56.00 = \$448.00
TOTAL \$1,344.00

TRUCK #5
3/17/08 REMOVE & REPLACE
FACTORY TANK & SEWING UNIT - 8 HRS X \$56.00 = \$448.00
3/25/10 REMOVE FACTORY
TANK & INSTALL AFTERMARKET - 8 HRS X \$56.00 = \$448.00
TOTAL \$896.00

TRUCK #7

WE HAVE ALREADY PURCHASED
AN AFTERMARKET FUEL TANK.

WILL BE INSTALLED IN THE
NEXT 30 DAY'S.

$$- 8 \text{ HRS} \times \$56.00 = \$448.00$$

TRUCK #8

1-12-10 REMOVE FACTORY TANK

$$\text{INSTALL NEW FACTORY TANK} - 8 \text{ HRS} \times \$56.00 = \$448.00$$

4/19/10 REMOVE FACTORY TANK

$$\text{AND INSTALL AFTERMARKET TANK} - 8 \text{ HRS} \times \$56.00 = \$448.00$$

$$\$896.00$$

$$\text{GRAND TOTAL} \quad \$5,376.00$$

MATERIALS ONLY / NO LABOR

TRUCK #2

EXCESSIVE CONTAMINATION IN FUEL STARTED IN OCT 2004

* FUEL TANK & SENDING UNIT : \$718.55

* ENGINE REPLACEMENT : 11,084.02

TOTAL \$11,802.57

TRUCK #3

EXCESSIVE CONTAMINATION IN FUEL STARTED IN JUNE 2007

* FUEL TANK & SENDING UNIT : \$1,306.88

* COST OF MIS DIAGNOSIS : 110.94

TOTAL \$1,417.82

TRUCK #4

EXCESSIVE CONTAMINATION IN FUEL STARTED IN NOV. 2004

* SENDING UNIT, FUEL PUMP : \$1054.50

* Tow BILL : \$140.00

* FUEL TANK & SENDING UNIT : 1,305.95

* CLEAN SCREENS IN SENDING UNIT : \$229.99

TOTAL \$2,730.44

TRUCK #5

EXCESSIVE CONTAMINATION IN FUEL STARTED IN NOV. 2006

FUEL TANK & SENDING UNIT : \$678.48

TOTAL \$678.48

TRUCK #8

EXCESSIVE CONTAMINATION IN FUEL STARTED IN JULY 2008

VEHICLE WAS ONLY 1 YEAR OLD.

REPLACE NOZZLE/INJECTOR : \$100.00

REPLACE NOZZLE/INJECTOR : 100.00

REPLACE FUEL TANK : 594.76

TOTAL \$794.76

TRUCKS INVOICING TOTAL \$17,424.07

-COPY-

GLENN FOY

From: "GLENN FOY" <gfoy@bewinc.com>
To: <crcfmc@ford.com>
Sent: Tuesday, February 09, 2010 3:33 PM
Subject: Re: Ford Motor Company

FYI, it was just admitted by Andy Mohr Ford that your tank contamination resulted in the malfunction of two fuel injectors which in turn destroyed the engine. Your quote to repair - \$14,000.00. And note that this is the seventh truck to experience contamination and tank replacement. Funny how Ford honors the tank lining defect in ambulances. Why is that?

I am eager to push for legal procedures against the manufacturer and will aggressively pursue it and act to organize, in any way helpful, the thousands of owners who have been neglected by your company in this matter.

As for our company, we no longer will consider any Ford for our fleet as well as my Volvo being my last of that brand.

Regretfully, Glenn Foy / President
 Best Equipment and Welding Inc.

----- Original Message -----

From: <crcfmc@ford.com>
To: <Gfoy@bewinc.com>
Sent: Tuesday, February 09, 2010 2:34 PM
Subject: Ford Motor Company

> Dear Glenn Foy,

>

> Thank you for contacting the Ford Motor Company Customer Relationship
 > Center regarding the tank lining in your Ford Fleet trucks.

>

> After reviewing your situation, we have determined there are no warranties
 > or other coverages where Ford Motor Company would provide assistance.

>

> We are sorry that our response could not be more favorable to you. Thank
 > you for contacting Ford.

>

> If you would like to contact Ford Fleet Services to inquire if assistance
 > may be available on some of your other trucks please do so at

> 1-800-343-5338 (Option 3 and then 1)

> Please provide your 10 digit reference number - 0519980400

>

> Sincerely,

> Anibal

> Customer Relationship Center

> Ford Motor Company

>

> For online support visit us at: www.customersaskford.com which contains

> answers to frequently asked questions and links to other key product and

> service information.

>

> Ford Confidentiality:

> -----

> For security reasons, please do not submit any sensitive personally
> identifiable information, such as credit card numbers, driver license
> number, SSN, DOB, etc. Thank you.

>

> [THREAD ID:1-525WK2]

>

> -----Original Message-----

>

> From: Gfoyl@bewinc.com
> Sent: 2/8/2010 04:47:59 PM
> To: crcfmc@ford.com
> Subject: Vehicle Warranty Questions

>

> Ford Motor CompanyMain Topic: VehicleWarrantyQuestionsYour Inquiry: I

> expect Ford to ignore this issue as they have with the thousands of owners

> that are having this same defect problem but we are an all-Ford fleet

> company with contaminated fuel tanks on all of our trucks. Please don't

> state it is bad fuel or bio-diesel as it is none of those issues. We and

> Ford know it is a tank lining problem. The costs I am incurring on tanks

> and injectors is starting to cripple us. My only hope is that owners like

> us can successfully file a class action suit.

> Unfortunately, any consideration given to buying a Ford product is fast

> diminishing, primarily due to the fact that Ford will not show it's truck

> customers respect in even acknowledging this vendor problem. We've already

> been through the 6 liter engine debacle. This adds one more reason to shop

> another brand.

> Owner: YesVehicle Identification Number: 1FDXF46FXYE [REDACTED] Mileage:

> 75000Vehicle Location: AtDealershipIf Contacted Dealer: YesDealer Name:

> Andy Mohr FordOwner First Name: Glenn / Best Equipment and Welding

> Inc.Owner Last Name: FoyOwner Email Address: Gfoyl@bewinc.comOwner

> Address1: 1960 Midwest Blvd.City: IndianapolisState: INZipPostal:

> 46214Country: United StatesDay Phone: 317-271-8652Client Browser : Firefox

> 3.5Client OS : Windows

>

>

> _____ Information from ESET Smart Security, version of virus

> signature database 4852 (20100209) _____

>

> The message was checked by ESET Smart Security.

>

> <http://www.eset.com>

>

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>

(20100209) _____ Information from ESET Smart Security, version of virus signature database 4852

IN SERVICE JAN. 1999

[illegible]

IN SERVICE FEB 2001

VEH. #	YEAR	MAKE	MODEL	COLOR	VIN #
2	2000	FORD	F450	WHITE	1F0XF46F0YE [REDACTED]
DATE	WORK PERFORMED				
11-13-01	R&R FUEL FILTER @ 25,801 MILES				
8-2-02	R&R FUEL FILTER @ 45,270 MILES				
1-23-03	R&R FUEL FILTER @ 60,584 MILES				
8-29-03	R&R FUEL FILTER @ 79,615 MILES				
3-15-04	R&R FUEL FILTER @ 95,098 MILES				
10-15-04	R&R FUEL FILTER @ 111,166 MILES - RUST COLORED DEBRIS IN FILTER BOWL				
3-7-05	R&R FUEL FILTER @ 121,896 MILES - DEBRIS IN FILTER BOWL				
8-11-05	R&R FUEL FILTER @ 135,516 MILES - DEBRIS IN FILTER BOWL				
12-7-05	R&R FUEL FILTER @ 145,263 MILES - DEBRIS IN FILTER BOWL				
8-15-06	R&R FUEL FILTER @ 164,534 MILES - DEBRIS IN FILTER BOWL				
12-14-06	R&R FUEL FILTER @ 174,729 MILES - DEBRIS IN FILTER BOWL				
2-8-08	TRUCK TOWED BACK TO SHOP, QUIT ON HIGHWAY @ 184,804 MILES. R&R FUEL TANK AND SENDING UN IT. OLD TANK TRASHED - RUSTED INSIDE. R&R FUEL FILTER - DEBRIS IN FILTER BOWL.				
10-13-08	R&R FUEL FILTER @ 190,093 MILES - DEBRIS IN FILTER BOWL				
5-19-09	R&R FUEL FILTER @ 194,938 MILES - DEBRIS IN FILTER BOWL				
2-9-10	TRUCK RETURNED TO SHOP BY DRIVER, KNOCK IN ENGINE. TAKE TO DEALERSHIP (ANDY MOHR FORD) FOR DIAGNOSIS. THEY FIRST DIAGNOSED AS TO INJECTORS OVER-FUELING DUE TO DEBRIS IN INJECTOR. I APPROVED THE REPAIR TO BOTH INJECTORS. THEY CALLED ME THE NEXT DAY, STATED AFTER INSTALLING 2 NEW INJECTORS AND STARTING TRUCK, THE TRUCK DEVELOPED A KNOCK & NEEDED AN ENGINE REPLACEMENT @ A COST OF \$14,000. I TOLD THEM TO REMOVE BOTH NEW INJECTORS, PUT OLD ONES BACK IN, AND WE WILL COME & GET THE TRUCK.				

[illegible]

Andy Mohr



2713 East Main Street P.O. Box 750
PLAINFIELD, INDIANA 46168 (317) 839-6541

CELL: 502-8652

CUST NO.	TAX EXEMPT NUMBER	CUST. P. O. NO.	SHIP VIA	PAY	SOLD BY	INVOICE DATE	INVOICE NO.
15031	11111	LARRY		CHARGE	R.T.	02/07/08	114229

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BEST EQUIPMENT CO
1960 MIDWEST BLVD
INDPLS, IN 46214-2337

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P
T
O

W FOW

SHIP QTY	B. O. QTY	PART NUMBER / DESCRIPTION		BIN	LIST	NET	AMOUNT
✓	0	6C3Z-9002-E	TANK ASY - FUE	C1	667.98	507.66	507.66
✓	0	XC3Z-9275-AC	SENDER ASY - F	215	301.27	210.89	210.89
TRUCK EXPENSE Repairs to TRK #2							
SUBTOTAL						718.55	
TAX						0.00	
FREIGHT						0.00	
PAY THIS AMOUNT						718.55	

NOTE: ELECTRICAL & SPECIAL ORDER PARTS ARE NOT RETURNABLE!!!
A 10% HANDLING CHARGE WILL BE ADDED ON ALL RETURNED PARTS.
ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS BILL
NO REFUNDS AFTER 30 DAYS.

RECEIVED BY:

Larry Frank

"Thank You"

"WE REALLY APPRECIATE YOU AS OUR CUSTOMER"

CUSTOMER COPY

DISCLAIMER OF WARRANTIES
ANY WARRANTIES ON THE ITEM/ ITEMS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER, ANDY MOHR FORD, LINCOLN-MERCURY, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND ANDY MOHR FORD-LINCOLN-MERCURY NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/ITEMS.

PARTS INVOICE

10:11:07 PAGE 1 OF 1
NET503

GREENE'S AUTO & TRUCK SERVICE
 111 WEST RAYMOND STREET
 INDIANAPOLIS, IN. 46225
 Phone - 317-786-6253 Fax - 317-788-3829

INVOICE

19535

INVOICE

Print Date : 05/20/2010

BEST EQUIPMENT AND WELDING

1960 MIDWEST BLVD.
 Indianapolis, IN 46214
 Office 317-271-8652 ---- Office Fax 317-271-5879
 Cust ID : 2986 Ref # :

2000 Ford - F450 Super Duty
 7.3L, V8, VIN (F)
 Lic # :
 Unit # :
 Vin # : 1FDXF46F0YE
 Hat # :

Odometer In : 203473
 Odometer Out : 203479

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
JASPER REMANUFACTURED RUNNING COMPLETE DIESEL ENGINE				REPLACE ENGINE.	1,680.00
1154322/834407	1.00	8,270.00	8,270.00	REPLACED ENGINE WITH A JASPER REMANUFACTURED RUNNING COMPLETE ENGINE. TRANSFERED ALL NECESSARY COMPONENTS AND REFILLED FLUIDS TO PROPER LEVEL. CHECKED ALL MANUFACTURES ADJUSTMENTS AND ROAD TESTED VEHICLE.	
INSTALLATION KIT				NOTE:	N/C
473187	1.00	225.00	225.00	ENGINE WILL HAVE TWO YEAR, UNLIMITED MILAGE, PARTS AND LABOR WARRANTY.	
DIESEL MOTOR OIL				FUEL SYSTEM COMPONENTS WILL HAVE A ONE YEAR UNLIMITED MILAGE PARTS AND LABOR WARRANTY.	
15W40	16.00	4.37	69.92	Hazardous Materials	8.15
ANTIFREEZE					
AFG	4.00	12.99	51.96		
INTAKE HEATER COIL					
F81Z-9N424-BA	1.00	122.32	122.32		
DIESEL FUEL					
NPN	1.00	28.00	28.00		
Shop Supplies		13.99	13.99		

Repairs to truck #2

[Technicians : BARGER, TAYLOR; please, select]

Org. Estimate \$0.00	Revisions \$0.00	Current Estimate \$ 0.00	Additional Cost	Revised Estimate	Labor: 1,688.15
					Parts: 8,781.19
					Sublet: 0.00

					Sub: 10,469.34
					Tax: 614.68
					Total: 11,084.02
					Bal Due: \$0.00

[Payments - Business Check - \$11084.02]

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is one years or 12,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

SIGNATURE: *Larry Frank* Date: Time:

VEHICLE MAINTENANCE SHEET 032610 LARRY

IN SERVICE DEC. 1999

VEH. #	YEAR	MAKE	MODEL	COLOR	VIN #
3	2000	FORD	F450	WHITE	1F0XF46FXYE [REDACTED]
DATE	WORK PERFORMED				
7-12-00	R & R FUEL FILTER @ 18,198 MILES				
12-9-00	R & R FUEL FILTER @ 29,773 MILES				
8-28-01	R & R FUEL FILTER @ 45,282 MILES				
12-28-01	R & R FUEL FILTER @ 54,824 MILES				
7-30-02	R & R FUEL FILTER @ 70,122 MILES				
10-31-03	R & R FUEL FILTER @ 86,594 MILES				
3-25-05	R & R FUEL FILTER @ 100,978 MILES				
7-25-06	R & R FUEL FILTER @ 115,621 MILES				
6-18-07	R & R FUEL TANK & SENDING UNIT @ 125,524 MILES. DEALERSHIP (ANDY MOHR FORD)				
	REPLACED TANK & SENDING UNIT W/ NEW				
11-30-07	R & R FUEL FILTER @ 129,274. ALSO REPLACE FUEL FILTER BOWL DRAIN VALVE.				
2-28-08	R & R FUEL FILTER @ 145,620 MILES				
3-12-09	@ 146,247 TRUCK LOST POWER ON HIGHWAY. TRUCK TAKEN TO DEALERSHIP (ANDY MOHR FORD) FOR DIAGNOSIS. THEY COULD NOT DETERMINE ISSUE W/ NO TROUBLE CODES				
	PRESENT. RETURN TRUCK TO OUR SHOP. REMOVE FUEL TANK, REMOVE SENDING UNIT & DISASSEMBLE. BOTH SCREENS IN SENDING UNIT WERE CLOGGED, CLEAN SCREENS				
	AND REASSEMBLE SENDING UNIT. CLEAN OUT FUEL TANK, INSTALL				
	SENDING UNIT, AND REINSTALL TANK IN TRUCK.				
11-6-09	@ 155,426 REMOVE TANK & SENDING UNIT AGAIN. CLEAN & RESEMBLE				
2-9-10	R & R FUEL FILTER @ 160,742. RUSTY METALLIC DEBRIS IN FILTER BOWL - CLEAN.				

Andy Mohr



2713 East Main Street
P.O. Box 750
PLAINFIELD, INDIANA 46168
(317) 839-6541

PARTS & SERVICE DEPARTMENT

Mon.-Tue.-Wed.-Thurs. 7:30 a.m. until 7:00 p.m.
Friday 7:30 a.m. until 5:30 p.m.
Sat. 8:00 a.m. until 1:00 p.m.

CELL: 502-8652

CUSTOMER NO. 15031		ADVISOR BUFFY		TAG NO. 492	G371	INVOICE DATE 06/18/07	INVOICE NO. FOCS303642
BEST EQUIPMENT CO 1960 MIDWEST BLVD INDPLS, IN 46214-2337		LABOR RATE	LICENSE NO. #3	MILEAGE 125,524		COLOR WHITE/CLOTH	STOCK NO.
		YEAR / MAKE / MODEL 00/FORD TRUCK/S-DTY F-450/REG CHAS D				DELIVERY DATE	DELIVERY MILES
		VEHICLE I.D. NO. 1 F D X F 4 6 F X Y E				SELLING DEALER NO.	PRODUCTION DATE
		F.T.E. NO. 11111		P.O. NO.	R.O. DATE 06/15/07		
RESIDENCE PHONE	BUSINESS PHONE 271-8652	COMMENTS					
LABOR & PARTS J# 1 18F0Z		DEISEL		TECH(S):430		515.00	
CUSTOMER STATES IN 3RD AND 4TH GEAR THE VEHICLE BOGS DOWN AND LOSES POWER. FUEL PUMP NOISY. HAS A NEW FUEL FILTER							
PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT	PRICE	
JCB # 1	1		6C3Z-9002-A	TANK ASY - FUE		525.93	525.93
JOB # 1	1		XC3Z-9275-AC	SENDER ASY - F		245.96	245.96
JOB # 1 TOTAL PARTS						771.89	
JOB # 1 TOTAL LABOR & PARTS						1286.89	
MISC	CODE	DESCRIPTION		CONTROL NO.			
JOB # A	1	SHOP MATERIALS				19.99	19.99
TOTAL - MISC						19.99	
COMMENTS CALL LARRY 250-6340 CELL							
TOTALS							
IF YOU HAVE ANY QUESTIONS PLEASE SEE YOUR SERVICE ADVISOR				TOTAL LABOR....		515.00	
IF YOU RECEIVE A SURVEY FROM FORD MOTOR CO. AND FOR ANY				TOTAL PARTS....		771.89	
REASON YOU CANNOT GRADE US (COMPLETELY SATISFIED). PLEASE				TOTAL SUBLET....		0.00	
CONTACT NIKKI SMYTHE @ 632-3673(FORD), THANK YOU!				TOTAL G.O.G....		0.00	
				TOTAL MISC CHG.		19.99	
				TOTAL MISC DISC		0.00	
				TOTAL TAX.....		0.00	
TOTAL INVOICE \$						1306.88	
 CUSTOMER SIGNATURE							
CHARGE							
Repairs to TRUCK #3 TRUCK & AUTO EXPENSE MAINT.							
(CHECK (✓) APPROPRIATE BOX) CLAIMS REVIEW AUTHORIZATION TO SUBMIT CLAIM PARTS SCRAP OUT							
\$ \$ \$ PARTS LABOR TOTAL							
Authorized Signature And Date							
PROGRAM CODE	AUTHORIZATION NUMBER		COMMITMENT NUMBER				
This bill was CHARGED ON							
Charge Card.							

Andy Mohr



2713 East Main Street
P.O. Box 750
PLAINFIELD, INDIANA 46168
(317) 839-6541

PARTS & SERVICE DEPARTMENT

Mon.-Tue.-Wed.-Thurs. 7:30 a.m. until 7:00 p.m.
Friday 7:30 a.m. until 5:30 p.m.
Sat. 8:00 a.m. until 1:00 p.m.

CELL: 502-8652

CUSTOMER NO. 15031	ADVISOR BUFFY	TAG NO. 492 G452	INVOICE DATE 03/11/09	INVOICE NO. FOCS356989
BEST EQUIPMENT CO 1960 MIDWEST BLVD INDPLS, IN 46214-2337	LABOR RATE	LICENSE NO. #3	MILEAGE 146,202	COLOR WHITE/CLOTH
	YEAR / MAKE / MODEL 00/FORD TRUCK/S-DTY F-450/REG CHAS D			STOCK NO.
	VEHICLE I.D. NO. 1 F D X F 4 6 F X Y E			DELIVERY DATE
	F.T.E. NO. 11111			DELIVERY MILES
P.O. NO. 311092LF		SELLING DEALER NO.		PRODUCTION DATE
R.O. DATE 03/11/09				
RESIDENCE PHONE	BUSINESS PHONE 271-8652			
COMMENTS				

LABOR & PARTS
J# 1 18FOZ
DEISEL TECH(S):753
99.95
CUSTOMER STATES VEHICLE DIED WHILE DRIVING. SAT FOR APPROX 20 MINUTES AND STARTED. CUSTOMER DROVE BACK TO SHOP (APPROX 15 MILES AWAY) AND WHEN CLOSE TO SHOP STARTED TO SPUTTER AND BLOW BLUE SMOKE. CHECK AND ADVISE TO REPAIR. CUSTOMER, FROM PAST EXPERIENCE, THINKS THIS COULD BE EITHER FUEL OR CAM SENSOR PROBLEM
VEHICLE RAN OK FROM CUSTOMER SHOP (5-6 MILES AWAY) UNTIL HE WAS APPROX 1 MILE FROM HERE
EEC TESTED NO CODES STORED. TEST DROVE AND COULD NOT VERIFY CONCERN. SUSPECT FUEL ISSUE BUT CANNOT VERIFY. FUEL PROBLEMS DO NOT STORE OTC'S WHICH SUPPORTS THEORY OF TECHNICIAN AND LARRY

JOB # 1 TOTAL LABOR & PARTS 99.95

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
JOB # A 1 SHOP MATERIALS 10.99
TOTAL - MISC 10.99

COMMENTS-----
WAIT

TOTALS-----

IF YOU HAVE ANY QUESTIONS PLEASE SEE YOUR SERVICE ADVISOR
IF YOU RECEIVE A SURVEY FROM FORD MOTOR CO. AND FOR ANY REASON YOU CANNOT GRADE US (COMPLETELY SATISFIED), PLEASE CONTACT NIKKI SMYTHE @ 632-3673(FORD). THANK YOU!

TOTAL LABOR.... 99.95
TOTAL PARTS.... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 10.99
TOTAL MISC OISC 0.00
TOTAL TAX..... 0.00

TOTAL INVOICE \$ 110.94

Larry Frank
CUSTOMER SIGNATURE

TRUCK EXPENSE, DIAGNOSTIC
ON TRUCK # 3 FOR
ERRATIC ENG. OPERATION **CHARGE**

CROSS REFERENCED TO			
SERVICE INSTALLED PARTS			
DATE INSTALLED		ACCURED MILEAGE	
MO.	DAY	YR.	OMIT TENTHS
ON BEHALF OF SERVICING 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 HAS 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 SERVICING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.			
SIGNED:	DEALER GENERAL MANAGER OR AUTHORIZED PERSON	DATE	
DISCLAIMER OF WARRANTIES			
The manufacturer warranty constitutes all of the warranties with respect to the sale of these items. The seller, ANDY MOHR FORD-LINCOLN-MERCURY, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this product.			
(CHECK (✓) APPROPRIATE BOX)			
CLAIMS REVIEW	AUTHORIZATION TO SUBMIT CLAIM	PARTS SCRAP OUT	
\$ PARTS \$ LABOR \$ TOTAL			
Authorized Signature And Date			
PROGRAM CODE	AUTHORIZATION NUMBER	COMMITMENT NUMBER	
This bill was CHARGED ON			
Charge Card.			

IN SERVICE NOV. 2001

PG # 1

VEH. #	YEAR	MAKE	MODEL	COLOR	VIN #
4	2001	FORD	F450	WHITE	1FOXF46F1E [REDACTED]
DATE	WORK PERFORMED				
8-7-02	R&R FUEL FILTER @ 14,827 MILES				
5-6-03	R&R FUEL FILTER @ 29,257 MILES				
11-11-03	R&R FUEL FILTER @ 41,726 MILES				
11-2-04	R&R FUEL FILTER @ 62,687 MILES - LOTS OF RUSTY SEDIMENT IN FUEL BOWL - CLEAN				
8-16-05	R&R FUEL FILTER @ 80,980 MILES - DEBRIS IN BOWL				
2-3-06	R&R FUEL FILTER @ 91,350 MILES -				
2-22-06	@ 92,174 MILES - VEHICLE HAS LOSS OF POWER, TAKE TO DEALERSHIP (ANDY MOHR FORD)				
	THEY REPLACED SENDING UNIT & FRAME MOUNTED FUEL PUMP.				
11-9-06	R&R FUEL FILTER @ 109,752 MILES				
12-12-06	R&R FUEL FILTER @ 111,556 MILES DRIVER REPLACED FUEL FILTER ON THE ROAD.				
	TRUCK WOULD STOP RUNNING. WAIT 15 MINUTES & WOULD RUN FOR A SHORT PERIOD OF				
	TIME - TAKE TRUCK TO DEALERSHIP FOR DIAGNOSIS - FOUND NOTHING WRONG.				
1-3-07	R&R FUEL FILTER @ 114,073 MILES DRIVER STATES LOSS OF POWER				
2-7-07	@ 114,316 MILES. VEHICLE TAKEN TO DEALERSHIP (ANDY MOHR FORD). THEY REPLACED				
	FUEL TANK AND SENDING UNIT.				
8-27-07	R&R FUEL FILTER @ 124,826 MILES				
4-18-08	R&R FUEL FILTER @ 134,892 MILES - DEBRIS IN BOWL				
7-23-08	R&R FUEL FILTER @ 140,286 MILES - DRIVER REPLACED, TRUCK NOT RUNNING RIGHT.				
9-3-08	R&R FUEL FILTER @ 142,041 MILES - DEBRIS IN BOWL				
9-19-08	R&R FUEL TANK @ 142,570 MILES - CLEAN INSIDE OF TANK, CLEAN BOTH FILTER				
	SCREENS IN SENDING UNIT. R&R FRAME RAIL MOUNTED FUEL PUMP. R&R FUEL				
	FILTERS. TRUCK DIED DURING ROAD TEST. TAKE TRUCK TO DEALERSHIP (ANDY MOHR FORD)				

IN SERVICE NOV. 2001

PG # 2

[illegible]

Andy Mohr Ford

2713 East Main Street
P.O. Box 750
PLAINFIELD, INDIANA 46168
(317) 839-6541

PARTS & SERVICE DEPARTMENT

Mon.-Tue.-Wed.-Thurs. 7:30 a.m. until 7:00 p.m.
Friday 7:30 a.m. until 5:30 p.m.
Sat. 8:00 a.m. until 1:00 p.m.

CELL: 502-8652

CUSTOMER NO. 15031	ADVISOR JASON	TAG NO. 667 1043	INVOICE DATE 02/22/06	INVOICE NO. FOCS262850
BEST EQUIPMENT CO 1960 MIDWEST BLVD INDPLS, IN 46214-2337	LABOR RATE 80.00	LICENSE NO.	MILEAGE 92,174	COLOR WHITE/
	YEAR / MAKE / MODEL 01/FORD TRUCK/			STOCK NO.
	VEHICLE I.D. NO. 1 F D X F 4 6 F 1 1 E			DELIVERY DATE
	F.T.E. NO. 11111			DELIVERY MILES
P.O. NO. 220063LF		R.O. DATE 02/16/06		REPRINT# 1
RESIDENCE PHONE	BUSINESS PHONE 271-8652			
COMMENTS				

LABOR & PARTS
J# 1 18FOZ DEISEL TECH(S):421 539.00
THE VEHICLE MISSES OUT AND IS LOW ON POWER. THERE IS WHITE SMOKE THAT COMES OUT OF THE EXHAUST. THIS HAPPENS FREQUENTLY THE FUEL FILTER HAS BEEN REPLACED TWICE IN THE LAST 1000 MILES. THE CUSTOMER CAN GET THE CAR TO START RUNNING OK IF YOU LET THE VEHICLE SIT FOR AWHILE. TEST AND REPLACED FAILED FUEL PUMP AND SENDER

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	F2UZ-14526-P	CIRCUIT BREAKER	1.88	1.88
JOB # 1	1	F81Z-9C407-AC	PUMP ASY - FUE	252.99	252.99
JOB # 1	1	XC3Z-9275-AC	SENDER ASY - F	217.13	217.13
JOB # 1	1	P063288	HOSE	43.50	43.50
JOB # 1 TOTAL PARTS					515.50
JOB # 1 TOTAL LABOR & PARTS					1054.50

COMMENTS
CALL LARRY AT 271-8652

TOTALS

IF YOU HAVE ANY QUESTIONS PLEASE SEE YOUR SERVICE ADVISOR
IF YOU RECEIVE A SURVEY FROM FORD MOTOR CO. AND FOR ANY
REASON YOU CANNOT GRADE US (COMPLETELY SATISFIED), PLEASE
CONTACT NIKKI SMYTHE @ 632-3673(FORD), THANK YOU!

TOTAL LABOR.... 539.00
TOTAL PARTS.... 515.50
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 \$ 1054.50

Larry Frank

CUSTOMER SIGNATURE

REPAIRS TO TRUCK #4
AUTO & TRUCK EXPENSE

CROSS REFERENCED TO			
SERVICE INSTALLED PARTS			
DATE INSTALLED			ACCRUED MILEAGE
MO.	DAY	YR.	OMIT TENTHS
ON BEHALF OF SERVICING 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 HAS 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 SERVICING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.			
SIGNED	DEALER GENERAL MANAGER OR AUTHORIZED PERSON		(DATE)
DISCLAIMER OF WARRANTIES			
The manufacturer warranty constitutes all of the warranties with respect to the sale of these items. The seller ANDY MOHR FORD, Inc., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this product.			
(CHECK (✓) APPROPRIATE BOX)			
☐ CLAIMS REVIEW	☐ AUTHORIZATION TO SUBMIT CLAIM	☐ PARTS SCRAP OUT	
\$ PARTS \$ LABOR \$ TOTAL			
Authorized Signature And Date			
PROGRAM CODE	AUTHORIZATION NUMBER	COMMITMENT NUMBER	
This bill was CHARGED ON			
Charge Card.			

Andy Mohr Ford

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PLAINFIELD, INDIANA 46168
(317) 839-6541

PARTS & SERVICE DEPARTMENT

Mon.-Tue.-Wed.-Thurs. 7:30 a.m. until 7:00 p.m.
Friday 7:30 a.m. until 5:30 p.m.
Sat. 8:00 a.m. until 1:00 p.m.

CELL: 502-8652

CUSTOMER NO. 15031		ADVISOR BUFFY	492	TAG NO. G251	INVOICE DATE 12/12/06	INVOICE NO. FOCS287388	
BEST EQUIPMENT CO 1960 MIDWEST BLVD INDPLS, IN 46214-2337		LABOR RATE	LICENSE NO.	MILEAGE 111,574	COLOR WHITE/	STOCK NO.	
		YEAR / MAKE / MODEL 01/FORD TRUCK/S-DTY F-450/REG CHAS D				DELIVERY DATE	DELIVERY MILES
		VEHICLE I.D. NO. 1 F D X F 4 6 F 1 1 E				SELLING DEALER NO.	PRODUCTION DATE
		F.T.E. NO. 11111	P.O. NO.	R.O. DATE 12/12/06			
RESIDENCE PHONE	BUSINESS PHONE 271-8652	COMMENTS					

LABOR & PARTS J# 1 26F0Z FUEL SYSTEM TECH(S):422 0.00 CUSTOMER STATES FUEL PUMP SOUNDS VERY LOUD ON COLD STARTS ALSO YESTERDAY THE VEHICLE LACKED POWER AND RAN ROUGH BUT HAD LOW FUEL LEVEL. LARRY PUT \$10.00 IN FUEL IN THIS AM AND SEEMED TO RUN FINE EEC TESTED. NO CODES STORED TEST DROVE AND NO POWER ISSUES DETECTED FUEL PUMP NOT ABNORMALLY NOISY AT THIS TIME JOB # 1 TOTAL LABOR & PARTS 0.00	CROSS REFERENCED TO SERVICE INSTALLED PARTS <table border="1" style="width:100%; border-collapse: collapse;"> <tr> <th colspan="3">DATE INSTALLED</th> <th>ACCRUED MILEAGE</th> </tr> <tr> <th>MO.</th> <th>DAY</th> <th>YR.</th> <th>OMIT TENTHS</th> </tr> </table> ON BEHALF OF SERVICING 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 HAS 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 SERVICING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.	DATE INSTALLED			ACCRUED MILEAGE	MO.	DAY	YR.	OMIT TENTHS
DATE INSTALLED			ACCRUED MILEAGE						
MO.	DAY	YR.	OMIT TENTHS						

COMMENTS LARRY TOTALS IF YOU HAVE ANY QUESTIONS PLEASE SEE YOUR SERVICE ADVISOR IF YOU RECEIVE A SURVEY FROM FORD MOTOR CO. AND FOR ANY REASON YOU CANNOT GRADE US (COMPLETELY SATISFIED), PLEASE CONTACT NIKKI SMYTHE @ 632-3673(FORD). THANK YOU!	TOTAL LABOR.... 0.00 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 TOTAL INVOICE \$ 0.00
---	--

CUSTOMER SIGNATURE TRUCK #4	DISCLAIMER OF WARRANTIES The manufacturer warranty constitutes all of the warranties with respect to the sale of these items. The seller ANDY MOHR FORD, Inc., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this product.
---	---

(CHECK (✓) APPROPRIATE BOX)		
CLAIMS REVIEW	AUTHORIZATION TO SUBMIT CLAIM	PARTS SCRAP OUT
\$ PARTS	\$ LABOR	\$ TOTAL
Authorized Signature And Date		
PROGRAM CODE	AUTHORIZATION NUMBER	COMMITMENT NUMBER
This bill was CHARGED ON		
Charge Card.		

24 HOUR SERVICE

IN A FIX CALL

HIX WRECKER SERVICE INC.

3200 BLUFF ROAD
INDIANAPOLIS, IND. 46217-3294

P.O. #

DATE 2-5-06

P.O. #		DATE	
CUSTOMER		BEST Equip & Welding	
ADDRESS			
LIC. YR.	LIC. NO.	YEAR	MAKE MODEL COLOR
		01	Ford F 450
I.D. NO.			
TO			OUT
FROM			IN
TOW: FRONT REAR			14000
LABOR			
MILEAGE			
PAY OUTS			
STORAGE			
			TOTAL 14000
DRIVER #			
952036			RECEIVED BY

I-69 NORTH OF
INDY - TOWED TO
OUR SHOP ON WEST
SIDE BY ~~INDY~~
BEN DAVIS H.S.

Andy Mohr Ford

2713 East Main Street
P.O. Box 750
PLAINFIELD, INDIANA 46168
(317) 839-6541

PARTS & SERVICE DEPARTMENT

Mon.-Tue.-Wed.-Thurs. 7:30 a.m. until 7:00 p.m.
Friday 7:30 a.m. until 5:30 p.m.
Sat. 8:00 a.m. until 1:00 p.m.

CELL: 502-8652

CUSTOMER NO. 15031	ADVISOR BUFFY	TAG NO. 492 G365	INVOICE DATE 02/07/07	INVOICE NO. FOCS291786
BEST EQUIPMENT CO 1960 MIDWEST BLVD INDPLS, IN 46214-2337	LABOR RATE	LICENSE NO.	MILEAGE 114,316	COLOR WHITE/
	YEAR / MAKE / MODEL 01/FORD TRUCK/S-DTY F-450/REG CHAS D			DELIVERY DATE
	VEHICLE I.D. NO. 1 F D X F 4 6 F 1 1 E			DELIVERY MILES
	R.T.E. NO. 11111			SELLING DEALER NO.
RESIDENCE PHONE	BUSINESS PHONE 271-8652	COMMENTS	R.O. DATE 02/06/07	PRODUCTION DATE

LABOR & PARTS
J# 1 26F0Z FUEL SYSTEM TECH(S):430 515.00

CUSTOMER STATES VEHICLE HAD TO BE TOWED TO THEIR SHOP
LAST NIGHT. FUEL GAUGE SHOWS 1/4 TANK BUT VEHICLE QUIT
RUNNING
CUSTOMER IS ALSO GOING TO BRING IN A FUEL FILTER
THAT WAS ONLY IN TRUCK FOR 3000 MILES AND IS FULL OF
DEBRIS
THIS MORNING VEHICLE STARTED ON ITS OWN AND WAS
DRIVEN IN
YESTERDAY VEHICLE DIED TWICE WHILE DRIVING AND SECOND
TIME HAD NO POWER AND WAS IDLING BADLY
REPLACE FUEL TANK AND SENDING ASSY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT	PRICE
# 1	1	6C3Z-9002-A	TANK ASY - FUE		525.00
# 1	1	XC3Z-9275-AC	SENDER ASY - F		245.96
JOB # 1 TOTAL PARTS					770.96
JOB # 1 TOTAL LABDR & PARTS					1285.96

MISC	CODE	DESCRIPTION	CONTROL NO	PRICE
JOB # A	1	SHOP MATERIALS		19.99
TOTAL - MISC				19.99

TOTALS

IF YOU HAVE ANY QUESTIONS PLEASE SEE YOUR SERVICE ADVISOR
IF YOU RECEIVE A SURVEY FROM FORD MOTOR CO. AND FOR ANY
REASON YOU CANNOT GRADE US (COMPLETELY SATISFIED). PLEASE
CONTACT NIKKI SMYTHE @ 632-3673(FORD). THANK YOU!

TOTAL LABOR....	515.00
TOTAL PARTS....	770.96
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	19.99
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00

TOTAL INVOICE \$ 1305.95

Sandy Frank
CUSTOMER SIGNATURE

TRUCK & Auto EXPENSE
REPAIRS TO TRUCK # 4.

CROSS REFERENCED TO									
SERVICE INSTALLED PARTS									
DATE INSTALLED		ACCRUED MILEAGE							
MO.	DAY	YR.	OMIT TENTHS						
ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCU- RATE 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 HAS 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 SERVICING DEALER FOR INSPECTION BY REPRESENT- ATIVES OF FORD.									
SIGNED	DEALER GENERAL MANAGER OR AUTHORIZED PERSON	DATE							
DISCLAIMER OF WARRANTIES									
The manufacturer warranty constitutes all of the war- rannies with respect to the sale of these items. The seller ANDY MOHR FORD, Inc., hereby expressly dis- claims all warranties, either express or implied, includ- ing any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this product.									
(CHECK (✓) APPROPRIATE BOX)									
CLAIMS REVIEW	AUTHORIZATION TO SUBMIT CLAIM	PARTS SCRAP OUT							
<table border="0"> <tr> <td>\$</td> <td>PARTS</td> <td>\$</td> <td>LABOR</td> <td>\$</td> <td>TOTAL</td> </tr> </table>				\$	PARTS	\$	LABOR	\$	TOTAL
\$	PARTS	\$	LABOR	\$	TOTAL				
Authorized Signature And Date									
PROGRAM CODE	AUTHORIZATION NUMBER	COMMITMENT NUMBER							
This bill was CHARGED ON									
Charge Card.									

Andy Mohr



2713 East Main Street
P.O. Box 750
PLAINFIELD, INDIANA 46168
(317) 839-6541

PARTS & SERVICE DEPARTMENT

Mon.-Tue.-Wed.-Thurs. 7:30 a.m. until 7:00 p.m.
Friday 7:30 a.m. until 5:30 p.m.
Sat. 8:00 a.m. until 1:00 p.m.

CELL: 502-8652

CUSTOMER NO. 15031	ADVISOR WILLIAM	729	TAG NO B213	INVOICE DATE 09/23/08	INVOICE NO. FOCS344372
BEST EQUIPMENT CO 1960 MIDWEST BLVD INDPLS, IN 46214-2337	LABOR RATE	LICENSE NO #4	MILEAGE 142,545	COLOR WHITE/	STOCK NO.
	YEAR MAKE MODEL 01/FORD TRUCK/S-DTY F-450/REG CHAS D			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 F D X F 4 6 F 1 1 E			SELLING DEALER NO	PRODUCTION DATE
	P.T.E. NO 11111			P.O. NO	R.C. DATE 09/22/08
RESIDENCE PHONE	BUSINESS PHONE 271-8652		COMMENTS		

LABOR & PARTS J# 1 18F0Z	DEISEL	TECH(S):430	210.00
C/S LOOSES POWER DRIVING DOWN ROAD (SEE HISTORY) CHECK FUEL PRESSUE. REMOVE FUEL TANK FOUND SCREENS FULL OF DIRT CLEAN AND REINSTALL			
JOB # 1 TOTAL LABOR & PARTS			210.00
MISC-----CODE-----DESCRIPTION-----CONTROL NO-----			
JOB # A	1	SHOP MATERIALS	19.99
TOTAL - MISC			19.99

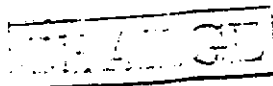
TALS-----
IF YOU HAVE ANY QUESTIONS PLEASE SEE YOUR SERVICE ADVISOR
IF YOU RECEIVE A SURVEY FROM FORD MOTOR CO. AND FOR ANY
REASON YOU CANNOT GRADE US (COMPLETELY SATISFIED). PLEASE
CONTACT NIKKI SMYTHE @ 632-3673(FORD). THANK YOU!

TOTAL LABOR.... 210.00
TOTAL PARTS.... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 19.99
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.00

TOTAL INVOICE \$ 229.99

Larry Frank
CUSTOMER SIGNATURE

TRUCK EXPENSE
Repairs to truck #4



CROSS REFERENCED TO			
SERVICE INSTALLED PARTS			
DATE INSTALLED	ACCURED MILEAGE		
MO	DAY	YR	OMIT TENTHS
ON BEHALF OF SERVICING 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 HAS 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 SERVICING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.			
SIGNED	DEALER GENERAL MANAGER OR AUTHORIZED PERSON		(DATE)
DISCLAIMER OF WARRANTIES			
The manufacturer warranty constitutes all of the warranties with respect to the sale of these items. The seller, ANDY MOHR FORD-LINCOLN-MERCURY, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this product.			
(CHECK (✓) APPROPRIATE BOX)			
CLAIMS REVIEW	AUTHORIZATION TO SUBMIT CLAIM	PARTS SCRAP OUT	
\$ PARTS	\$ LABOR	\$ TOTAL	
Authorized Signature And Date			
PROGRAM CODE	AUTHORIZATION NUMBER	COMMITMENT NUMBER	
This bill was CHARGED ON			
Charge Card.			

IN SERVICE FEB. 2003

[illegible]

Andy Mohr



2713 East Main Street P.O. Box 750
PLAINFIELD, INDIANA 46168 (317) 839-6541

CELL: 502-8652

CUST NO.	TAX EXEMPT NUMBER	CUST. P. O. NO.	SHIP VIA	PAY	SOLD BY	INVOICE DATE	INVOICE NO.
15031	11111 271-8652	312082		CHARGE	SHAWN	03/14/08	116028

B
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BEST EQUIPMENT CO
1960 MIDWEST BLVD
INDPLS, IN 46214-2337

S
H
I
P
T
O

W FOW

SHIP QTY	B. O. QTY	PART NUMBER / DESCRIPTION		BIN	LIST	NET	AMOUNT
1	0	6C3Z-9002-E	TANK ASY - FUE	C1	667.98	467.59	467.59
1	0	XC3Z-9275-AC	SENDER ASY - F	215	301.27	210.89	210.89
						SUBTOTAL	678.48
						TAX	0.00
						FREIGHT	0.00
						PAY THIS AMOUNT	678.48

REPAIRS TO
TRUCK # 5
Larry

NOTE: ELECTRICAL & SPECIAL ORDER PARTS ARE NOT RETURNABLE!!!
A 10% HANDLING CHARGE WILL BE ADDED ON ALL RETURNED PARTS.
ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS BILL.
NO REFUNDS AFTER 30 DAYS.

RECEIVED BY:

"Thank You"

"WE REALLY APPRECIATE YOU AS OUR CUSTOMER!"

DISCLAIMER OF WARRANTIES

ANY WARRANTIES ON THE ITEM
ITEMS SOLD HEREBY ARE THOSE
MADE BY THE MANUFACTURER.
THE SELLER, ANDY MOHR FORD,
LINCOLN-MERCURY, HEREBY EX-
PRESSLY DISCLAIMS ALL WAR-
RANTIES, EITHER EXPRESS OR
IMPLIED, INCLUDING ANY IMPLIED
WARRANTY OF MERCHANTABILITY
OR FITNESS FOR A PARTICULAR
PURPOSE, AND ANDY MOHR
FORD-LINCOLN-MERCURY
NEITHER ASSUMES NOR AUTH-
ORIZES ANY OTHER PERSON TO
ASSUME FOR IT ANY LIABILITY IN
CONNECTION WITH THE SALE OF
THIS ITEM/ITEMS.

CUSTOMER COPY

PARTS INVOICE

13:30:02 PAGE 1 OF 1
NET503

VEHICLE MAINTENANCE SHEET 032610 LARRY

VEHICLE IN SERVICE DEC 2004

VEH. #	YEAR	MAKE	MODEL	COLOR	VIN #
7	2004	FORD	F350	WHITE	1FDWF36P44E [REDACTED]
DATE	WORK PERFORMED				
9-12-07	R&R BOTH FUEL FILTER @ 22,522 MILES - DEBRIS IN BOTH FILTER BOWL'S PRIMARY AND SECONDARY				
11-14-08	R&R BOTH FUEL FILTERS @ 29,675 MILES - DEBRIS IN BOTH PRIMARY & SECONDARY FILTERS				
2-10-10	R&R BOTH FUEL FILTERS @ 40,613 MILES - DEBRIS IN BOTH PRIMARY & SECONDARY FILTERS				
NOTE: WE HAVE HAD THIS TRUCK ALMOST 6 YEARS NOW. IT HAS THE "NEW" 6.0 L ENGINE, MANUFACTURED BY NAVISTAR, BEFORE FORD & NAVISTAR WENT THEIR SEPERATE WAYS. WE HAVE NOT MADE IT TO THE 50,000 MILE MARK, IN SIX YEARS. THIS TRUCK HAS BEEN A SEPERATE NIGHTMARE. REPAIRS TO DATE: R&R CYLINDER HEADS ONCE, R&R EGR VALVE ONCE, REPLACE TURBO CHARGER 5 TIMES, REPLACE ENGINE COMPLETE ONCE, TRANSMISSION REPAIR ONCE, AND PULLED AND CLEANED TURBO CHARGER ONCE. THESE REPAIRS WERE DONE UNDER FORD WARRANTY, BUT WE STILL PAID 30 SOME THOUSAND DOLLARS FOR A TRUCK THAT IS UNRELIABLE, AND BASICALLY, WE DO NOT TAKE THIS TRUCK OUT OF THE CITY. IT HAS BEEN A STRUGGLE WITH FORD TO GET THESE REPAIRS DONE, AND A BIGGER STRUGGLE TO GET AN EXTENDED WARRANTY FOR A TRUCK WE RARELY USE. THE FUEL TANK AND RELATED ITEMS HAVE NOT BEEN REPLACED YET, DUE TO THE LACK OF USE. BUT, I SEE SIGNS THAT INDICATE, REPLACEMENTS WILL BE NETCESSARY					

IN SERVICE MAR. 2007

[illegible]

PARTS & SERVICE DEPARTMENT

Mon.-Tue.-Wed.-Thurs. 7:30 a.m. until 7:00 p.m.
Friday 7:30 a.m. until 5:30 p.m.
Sat. 8:00 a.m. until 1:00 p.m.

CELL: 502-8652

CUSTOMER NO. 15031	ADVISOR BUFFY	TAG NO. 492	G743	INVOICE DATE 02/05/09	INVOICE NO. FOCS354226
BEST EQUIPMENT CO 1960 MIDWEST BLVD INDPLS, IN 46214-2337	LABOR RATE	LICENSE NO. #8	MILEAGE 60,635	COLOR /	STOCK NO. T70410
	YEAR / MAKE / MODEL 07/FORD TRUCK/S-DTY F-450/REG CHAS D			DELIVERY DATE 10/31/06	DELIVERY MILES 50
	VEHICLE I.D. NO. 1 F D X F 4 6 P 5 7 E			SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO. 11111		P.O. NO.	R.O. DATE 02/03/09	
RESIDENCE PHONE	BUSINESS PHONE 271-8652		COMMENTS		

LABOR & PARTS-----
J# 1 18F0Z **DEISEL** **TECH(S):430**
CUSTOMER STATES VEHICLE HAS NO POWER CHECK AND ADVISE
TEST DRIVE AND TEST ENGINE CONTROLS. REPLACED #5.#7.#2. AND
#8 INJECTORS. RETESTED OK

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----L-UNIT PRICE-	WARRANTY
JOB # 1 4 4C3Z-9E527-BRM NOZZLE ASY	
JOB # 1 TOTAL PARTS	0.00
JOB # 1 TOTAL LABOR & PARTS	0.00

J# 2 98F0Z99P **MULTI POINT** **TECH(S):430**
PERFORM MULTI POINT INSPECTION

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----L-UNIT PRICE-	WARRANTY
JOB # 2 TOTAL PARTS	0.00
JOB # 2 TOTAL LABOR & PARTS	0.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----	WARRANTY
JOB # 1 16 CUSTOMER DEDUCTIBLE 354226	100.00
JOB # 1 17 WARRANTY DEDUCTIBLE 354226	WARRANTY
TOTAL - MISC	100.00

COMMENTS-----
TOW IN

TOTALS-----

IF YOU HAVE ANY QUESTIONS PLEASE SEE YOUR SERVICE ADVISOR
IF YOU RECEIVE A SURVEY FROM FORD MOTOR CO. AND FOR ANY
REASON YOU CANNOT GRADE US (COMPLETELY SATISFIED). PLEASE
CONTACT NIKKI SMYTHE @-632-3673(FORD). THANK YOU!

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	100.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	100.00

Larry Frank
CUSTOMER SIGNATURE

TRUCK EXPENSE.
MAINT. REPAIRS
TO TRUCK #8
CHARGE

CROSS REFERENCED TO			
SERVICE INSTALLED PARTS			
DATE INSTALLED		ACCURED MILEAGE	
MO.	DAY	YR.	OMIT TENTHS
ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCU- RATE. 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 HAS 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 SERVICING DEALER FOR INSPECTION BY REPRESENT- ATIVES OF FORD.			
DISCLAIMER OF WARRANTIES			
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(CHECK (✓) APPROPRIATE BOX)			
CLAIMS REVIEW	AUTHORIZATION TO SUBMIT CLAIM	PARTS SCRAP OUT	
\$ PARTS \$ LABOR \$ TOTAL			
Authorized Signature And Date			
PROGRAM CODE	AUTHORIZATION NUMBER	COMMITMENT NUMBER	
This bill was CHARGED ON			
Charge Card.			

Andy Mohr



2715 East Main Street
P.O. Box 750
PLAINFIELD, INDIANA 46168
(317) 839-6541

PARTS & SERVICE DEPARTMENT

Mon.-Tue.-Wed.-Thurs. 7:30 a.m. until 7:00 p.m.
Friday 7:30 a.m. until 5:30 p.m.
Sat. 8:00 a.m. until 1:00 p.m.

CELL: 502-5387

CUSTOMER NO. 15031	ADVISOR BUFFY	492	TAG NO. G104	INVOICE DATE 04/03/09	INVOICE NO. FOCS358872
BEST EQUIPMENT CO 1960 MIDWEST BLVD INDPLS, IN 46214-2337	LABOR RATE	LICENSE NO. #8	MILEAGE 64,282	COLOR /	STOCK NO. T70410
	YEAR / MAKE / MODEL 07/FORD TRUCK/S-DTY F-450/REG CHAS D			DELIVERY DATE 10/31/06	DELIVERY MILES 50
	VEHICLE I.D. NO. 1 F D X F 4 6 P 5 7 E			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. 11111			P.O. NO. C	R.O. DATE 04/02/09
RESIDENCE PHONE	BUSINESS PHONE 271-8652		COMMENTS		

LABOR & PARTS
J# 1 18FOZ DEISEL TECH(S):430
CUSTOMER STATES VEHICLE RUNS ROUGH AND VIBRATES ON ACCEL
LACKS POWER
TEST ENGINE CONTROLS AND REPLACED FAILED #4 INJECTOR

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	4C3Z-9E527-BRM	NOZZLE ASY	

JOB # 1 TOTAL PARTS

JOB # 1 TOTAL LABOR & PARTS

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # 1	16	CUSTOMER DEDUCTIBLE	358872
JOB # 1	17	WARRANTY DEDUCTIBLE	358872
TOTAL - MISC			100.00

COMMENTS

TOTALS

IF YOU HAVE ANY QUESTIONS PLEASE SEE YOUR SERVICE ADVISOR
IF YOU RECEIVE A SURVEY FROM FORD MOTOR CO. AND FOR ANY
REASON YOU CANNOT GRADE US (COMPLETELY SATISFIED). PLEASE
CONTACT NIKKI SMYTHE @ 632-3673(FORD), THANK YOU!

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	100.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00

TOTAL INVOICE \$ 100.00

WARRANTY

WARRANTY 0.00

WARRANTY 0.00

WARRANTY 100.00
WARRANTY 100.00

CROSS REFERENCED TO

SERVICE INSTALLED PARTS

DATE INSTALLED		ACCURED MILEAGE	
MO.	DAY	YR	OMIT TENTHS
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(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE:

DISCLAIMER OF WARRANTIES

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(CHECK (✓) APPROPRIATE BOX)

☐ CLAIMS REVIEW	☐ AUTHORIZATION TO SUBMIT CLAIM	☐ PARTS SCRAP OUT
--	--	--

\$ PARTS \$ LABOR \$ TOTAL

Authorized Signature And Date

PROGRAM CODE	AUTHORIZATION NUMBER	COMMITMENT NUMBER
--------------	----------------------	-------------------

This bill was CHARGED ON

Charge Card.

TRUCK EXPENSE
Repairs To
TRUCK # 8

CHARGE



WABASH WORK TRUCK CENTER

P.O. Box 42307 / Indianapolis, Indiana 46242-0307
1301 S. Holt Road (at Morris) / Indianapolis, Indiana 46241
(317) 244-6811 1-800-234-3455 Fax (317) 244-2291

TERMS: NET PAYABLE 10TH OF MONTH FOLLOWING PURCHASE RETURN POLICY

Cores and parts must be returned in 30 days. Returned parts must be in the original package and accompanied by this invoice. There will be a 10% handling charge on merchandise returned after 15 days. No returns on electrical or special order parts.

DISCLAIMER OF WARRANTIES

Any warranties on the item/items sold hereby are those made by the manufacturer. The seller, WABASH WORK TRUCK CENTER, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and WABASH WORK TRUCK CENTER neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

DATE ENTERED	YOUR ORDER NO.	DATE SHIPPED	INVOICE DATE	INVOICE NUMBER
31 DEC 09	1231092LF	07 JAN 10	07 JAN 10	985530

S
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ACCOUNT NO. [REDACTED]

BEST EQUIP & WELDING CO
1960 MIDWEST BLVD
INDIANAPOLIS, IN 46214-2334

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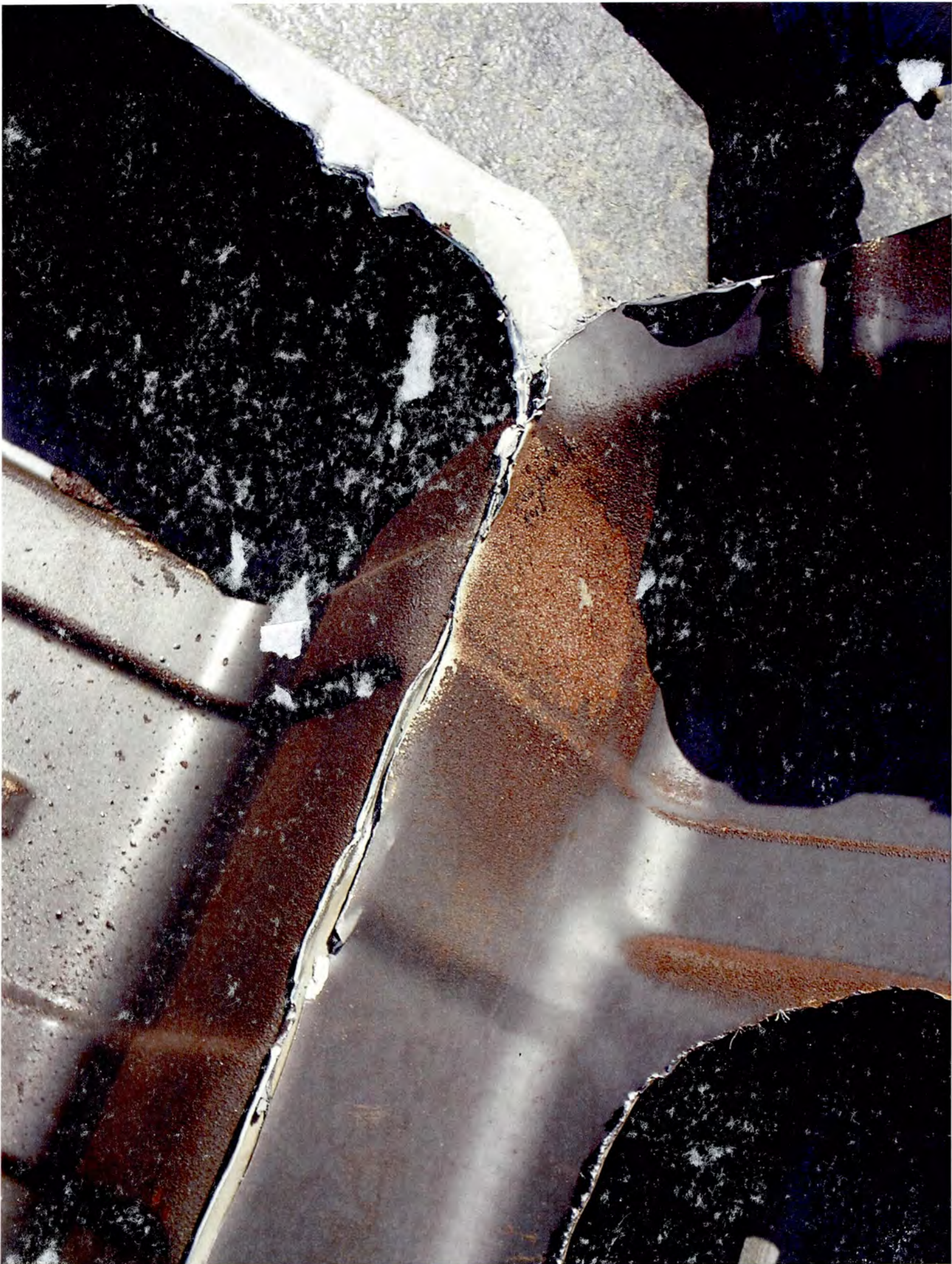
PAGE 1 OF 1

SHIP VIA		SLSM.	B/L NO.	TERMS	F.O.B. POINT	
		16		CHARGE	INDIANAPOLIS, IN	
ORD.	QUANTITY	PART NO.		DESCRIPTION	NET	AMOUNT
1	1	6C3Z*9002*F		91000 TANK ASY -	555.85	555.85
		6C3Z*9002*E		REPLACING PART-NO. FOR ABOVE PART-		
		PCIS				
				NOTICE: FINANCE CHARGES will apply if this charge is unpaid one month from the closing date of statement. The "FINANCE CHARGES" are computed by a periodic rate of 1% per month which is an ANNUAL PERCENTAGE rate of 21% applied to the unpaid balance after deducting current payments and/or credits appearing on the statement from the previous month.		
				<i>Shop Supplier's TRUCK EXPENSE Repairs to TRK #8 Larry</i>		
				**** PARTS & SERVICE HOURS: **** PARTS MON - FRI 7:00AM TO 5:00PM ***** CLOSED SAT AND SUN ***** SERVICE MON-FRI 7:00AM TO 10:00PM THANKS THANKS THANKS THANKS THANKS		
       				PARTS		555.85
CUSTOMER'S SIGNATURE				FREIGHT		0.00
X				SALES TAX		38.91
				TOTAL		\$594.76













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ATTN: MR. ROBERT COE

