

OCT 05 2010

[REDACTED]  
Mesa, AZ [REDACTED]

H: [REDACTED]

E-mail: [REDACTED]

CL-10360907-6030

September 28, 2010

Mr. Jim Crutcher  
General Manager  
Berge Ford  
460 E. Auto Center Dr.  
Mesa, AZ 85204

Fax: 480-497-7582

Re: 2005 Ford Explorer - Faulty Air Conditioner

Dear Mr. Crutcher:

On Saturday, September 25<sup>th</sup> my wife brought our 2005 Ford Explorer into your dealership because the air conditioner had stopped working. (Temperatures exceeded 105° that day.) The service advisor, Scott Allan, told her that the cost for the repair would be \$2400.00, but that he would be willing to give her a ten-percent discount. (See enclosed repair estimate.)

My wife refused the repair service and left with the vehicle after paying the \$107 diagnostic fee. The reason she refused the service was because this was the second time within 16 months that the air conditioner on our Ford Explorer has needed, basically, the same repair.

On May 15, 2009 we spent \$1,436.68 to repair the air conditioner. (See enclosed repair bill.)

It is simply hard to believe that Ford's replacement parts are so poorly built that they would only last 16 months! (Quality is Job One.) Therefore, one of two things must have taken place:

1. **Either the repair on May 15, 2009 was not done to Ford's standards, or**
2. **There is a defect in the original design of the vehicle's air conditioning system.**

(It is likely that we are not the only 2005 Ford Explorer owners who have had this same experience with their air conditioner.)

As such, I believe that we should not have to pay for the repair of the air conditioning system—again. I would encourage Berge Ford, in representing Ford Motor Company, to reconsider their position of charging us for the repair.

[REDACTED]

cc: Ford Motor Company - Customer Relationship Center  
Udall, Shumway & Lyons  
The Better Business Bureau of Central, Northern & Western Arizona  
Arizona Attorney General - Consumer Protection Division  
National Highway Traffic Safety Administration - Office of Defects Investigation  
Federal Trade Commission - Bureau of Consumer Protection

NH  
101570  
RW



460 EAST AUTO CENTER DRIVE  
MESA, ARIZONA 85204

www.bergeford.com  
SERVICE (480) 497-7600



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CUSTOMER NO. <b>200649</b>	ADVISOR <b>SCOTT ALLAN</b>	TAG NO. <b>6008</b>	INVOICE DATE <b>09/25/10</b>	CELL: [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE <b>67,187</b>	COLOR <b>WHITE/</b>
MESA, AZ	YEAR / MAKE / MODEL <b>05/FORD TRUCK/EXPLORER/4 DOOR UTILIT</b>	VEHICLE ID. NO. <b>1 F M D U 6 4 W 3 5 Z</b>	DELIVERY DATE	DELIVERY MILES
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	SELLING DEALER NO.	PRODUCTION DATE
			R.O. DATE <b>09/25/10</b>	

MO: 67187

**JOB# 1 CHARGES**

LABOR  
# 1 19FOZ AIR COND./HEATER TECH(S):6678 99.00

CUSTOMER STATES THE A/C IS BLOWING WARM  
A/C DIAG A/C COMP HAS A BIG HOLE IN THE SIDE OF THE CASE  
CLUTCH IS GONE SHAFT SNAPPED OFF. INSPECTED ORFICE TUBE FULL  
OF METAL. ALSO FOUND 2 A/C HOSES LEAKING FREON

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
	0	3L2Z-19V703-BC	COMPRESSOR ASY	570.35	570.35	0.00
	0	** QUANTITY 1 IS SPECIAL ORDERED **				
	0	5L2Z-19D850-GA	TUBE - COMPRES	298.13	298.13	0.00
	0	** QUANTITY 1 IS SPECIAL ORDERED **				
	0	F5UZ-19D990-AB	RESTRICTOR	9.85	9.85	0.00
	0	** QUANTITY 1 IS SPECIAL ORDERED **				
	0	4L2Z-19835-EA	TUBE ASY	181.44	181.44	0.00
	0	YN-23	KIT - FLUSHING	119.29	119.29	0.00
	0	** QUANTITY 1 IS SPECIAL ORDERED **				
			TOTAL - PARTS			0.00

**JOB# 1 TOTALS**  
LABOR 99.00

**JOB# 2 CHARGES**  
JOB# 1 JOURNAL PREFIX FOCs JOB# 1 TOTAL 99.00

LABOR  
# 2 04FOZ-99P REPORT CARD INSPECT TECH(S):6678 0.00  
PERFORM GENUINE FORD REPORT CARD INSPECTION  
INSPECT

**JOB# 2 TOTALS**  
JOB# 2 JOURNAL PREFIX FOCs JOB# 2 TOTAL 0.00

MISC  
JOB # A MSS SHOP SUPPLIES CONTROL NO. 7.92  
TOTAL - MISC 7.92

ESTIMATE  
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
ORIGINAL ESTIMATE OF \$110.00 (+TAX)

COMMENTS  
WAITER

RECOMMENDATIONS  
WILL NEED A/C OVERHAUL  
2428.74 TOTAL AFTER TAX  
SCOTT ALLAN

TECHNICIAN CERTIFICATION

\*SHOP SUPPLIES - A SMALL PERCENTAGE OF PARTS AND LABOR IS ADDED FOR EPA AND DEQ DISPOSAL FEES AND SHOP SUPPLIES, SUCH AS, NUTS, BOLTS, WASHERS, TAPE, PINS, RAGS, CLEANERS, SOLDER, WIRE, GREASE, ETC.

**LIMITED WARRANTY**  
AS IS THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

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CUSTOMER NO. <b>200649</b>	ADVISOR <b>DAVID HARNEY</b>	6316	TAG NO. <b>6377</b>	INVOICE DATE <b>05/15/09</b>	INVOICE NO. <b>FOCS555105</b>
MESA, AZ	LABOR RATE	LICENSE NO.	MILEAGE <b>51,116</b>	COLOR <b>WHITE/</b>	STOCK NO.
	YEAR / MAKE / MODEL <b>05/FORD TRUCK/EXPLORER/4 DOOR UTILIT</b>			DELIVERY DATE	DELIVERY MILES
	VEHICLE ID. NO. <b>1 F M D U 6 4 W 3 5 Z</b>			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>05/14/09</b>		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			<b>MO: 51116</b>

**JOB# 1 CHARGES**

LABOR  
JOB # 1 19F02 AIR COND./HEATER TECH(S): 6678 623.70

CHECK AND ADVISE... A/C NOT COOLING  
YESTERDAY WHEN CUSTOMER WOULD TURN THE ENGINE OFF THE  
A/C COMPRESSOR CLUTCH WOULD CONTINUE TO SPIN AND MAKE A  
CLICKING NOISE FOR A FEW SECONDS AFTER THE ENGINE WAS  
SHUT OFF.  
A/C DIAG. REPLACED A/C COMP ASSEMBLY, FT ORFICE TUBE REAR  
AIR FILTER, FLUSHED SYSTEM EVAC & RECHARGED

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
	1	3L2Z-19V703-AC	COMPRESSOR ASY	684.42	684.42	684.42
	1	F5U2-19D990-AB	RESTRICTOR	9.85	9.85	9.85
	1	1L2Z-19E771-AA	KIT - AIR COND	12.51	12.51	12.51
	64	YN-19	REFRIGERANT	0.42	0.42	26.88
	1	PC100	A/C FLUSH	62.44	62.44	62.44
TOTAL - PARTS						796.10

MISC	CODE	DESCRIPTION	CONTROL NO	PRICE
	LRD	LOYALTY REWARDS DISCOUNT		-31.19
	LRD-P	LOYALTY REWARDS DISCOUNT-PARTS		-39.81
TOTAL - MISC				-71.00

**JOB# 1 TOTALS**

LABOR	623.70
PARTS	796.10
MISC	-71.00

JOB# 1 JOURNAL PREFIX FOCS JOB# 1 TOTAL 1348.80

**JOB# 2 CHARGES**

LABOR  
JOB # 2 04FOZ-99P REPORT CARD INSPECT TECH(S): 6678 0.00

PERFORM GENUINE FORD REPORT CARD INSPECTION  
Perform multi-point inspection All

**JOB# 2 TOTALS**

JOB# 2 JOURNAL PREFIX FOCS JOB# 2 TOTAL 0.00

MISC	CODE	DESCRIPTION	CONTROL NO	PRICE
JOB # A	MSS	SHOP SUPPLIES		24.99
TOTAL - MISC				24.99

ESTIMATE  
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
ORIGINAL ESTIMATE OF \$0.00 (+TAX)  
APPROVED REVISED ESTIMATE (# 1) OF \$1510.00 (+TAX) ON 05/14/09 AT 05:00pm  
BY [REDACTED] COMMENTS

CardNumber: 0229-2222-9000-0841

\*SHOP SUPPLIES - A SMALL PERCENTAGE OF PARTS AND LABOR IS ADDED FOR EPA AND DEQ DISPOSAL FEES AND SHOP SUPPLIES, SUCH AS, NUTS, BOLTS, WASHERS, TAPE, PINS, RAGS, CLEANERS, SOLDER, WIRE, GREASE, ETC.

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MESA, AZ	LABOR RATE	LICENSE NO.	MILEAGE <b>51,116</b>	COLOR <b>WHITE/</b>	STOCK NO.
	YEAR/MAKE/MODEL <b>05/FORD TRUCK/EXPLORER/4 DOOR UTILIT</b>			DELIVERY DATE	DELIVERY MILES
	VEHICLE ID. NO. <b>1 F M D U 6 4 W 3 5 Z</b>			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	PO. NO.	R.O. DATE <b>05/14/09</b>		
COMMENTS					<b>MO: 51116</b>

TECHNICIAN CERTIFICATION  
6678 STEVEN PRONG 3760

TOTALS.....

\*\*\*\*\*  
\* [ ] CASH [ ] CHECK CK NO. [ ] \*  
\*  VISA [ ] MASTERCARD [ ] DISCOVER \*  
\* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE \*  
\*\*\*\*\*

TOTAL LABOR.....	623.70
TOTAL PARTS.....	795.10
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	24.99
TOTAL MISC DISC	-71.00
TOTAL TAX.....	62.89
<b>TOTAL INVOICE \$</b>	<b>1438.68</b>

THANK YOU FOR YOUR PATRONAGE. YOU MAY BE RECEIVING  
A SURVEY FROM FORD MOTOR COMPANY  
IF YOU ARE NOT COMPLETELY SATISFIED PLEASE  
CONTACT MIKE RUSSELL-SERV MANAGER-480-497-7370  
THANK YOU FOR YOUR BUSINESS

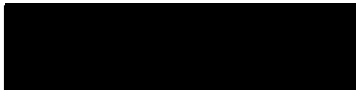
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CUSTOMER SIGNATURE

PAID  
MAY 15 2009  
By *[Signature]*

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NHTSA  
National Highway Traffic Safety Administration  
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