

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

 U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148	
		Date Received SEP 16 2011 05-AUG-2011		Repository ☐ Reference No. 10417687	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	
City		State		Evening Telephone Number	
FOREST CITY		AR			
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make		Model	
1FAFP34N05W		FORD		FOCUS	
Date Purchased		Dealer's Name and Telephone Number		Model Year	
2-1-05		MACHEN FORD (Closed now)		2005	
Original Owner		Dealer's City		Engine:	
☐		FOREST CITY		No: Cylinders	
		State		Fuel Type:	
		ARK		Reg	
Transmission Type		Antilock Brakes		Incident Date(s)	
AUTO		☒		11-SEP-2005	
		Cruise Control		12-2-07	
		Powertrain			
		Multiple Failure:			
		and engine transmission			
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 180000 VEHICLE SPEED CONTROL				Failure Mileage	
				50	
				Failure Speed	
				35 mph	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM49ABC036)		☐ Original Equipment ☐ Prior Repair		Failure Location:	
Tire Component Code				Tire Failure Type:	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make:		Date Manufactured:		Model No./Name:	
Seat Type:		Installation System:			
Child Seat Component Code:		Failed Part:			
APPLICABLE INCIDENT INFORMATION					
(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)					
Crash		Fire		Number of Persons Injured	
☐ Yes ☒ No		☐ Yes ☒ No		Number of Deaths	
				Reported to Police	
				N	
Narrative Description of Incident(s), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).					
TL* THE CONTACT OWNS A 2005 FORD FOCUS. THE CONTACT STATED THAT THE VEHICLE WOULD INTERMITTENTLY SURGE WHEN ACCELERATING OR DECELERATING. NO WARNINGS WOULD OCCUR PRIOR TO THE FAILURES AND THE FAILURES HAD BEEN OCCURRING SINCE THE PURCHASE OF THE VEHICLE. DURING THE FAILURES, THE VEHICLE WOULD IDLE HIGH AND RUN ROUGH. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER ON SEVERAL OCCASIONS, WHERE THEY WERE UNABLE TO DIAGNOSE THE FAILURE. THE FAILURE MILEAGE WAS 50 AND THE CURRENT MILEAGE WAS 53,000.					
they told me at MACHEN all of what I mentioned was computerized - I asked it to be idled down and ran like a carburetor or fuel injector problem of which there is none to fix -					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.					
ATTACH ADDITIONAL SHEETS IF NECESSARY					
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.					

to 2007

I supposed extra warranty after I had trouble -
 comes there be software failure - no light comes on now -

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

Since the time I reported this I pray before I start it. There were people and cars around both times my foot was on brake and it accelerated. The engine area shook when I started the car after I called in and I started the car - you could feel it and could smell gas. It is like it starts in high idle - I have tapped accelerator and turned it off and prayed we let it run in garage until it sounds better. It can start or stop without warning. You can feel it surging up & down but not accelerating actually - I keep my foot on gear to move to N or cut it off.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300

MEMPHIS TN 381

23 AUG 2011 PM 4 1

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

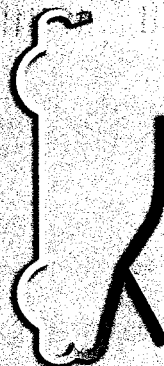
WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NVS-216rr

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the driver's door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ



OF WEST MEMPHIS

2400 EAST SERVICE RD.
WEST MEMPHIS, AR 72301
(870) 735 • 9800



CUSTOMER NO. 604	ADVISOR GREGORY THOMAS	TAG NO. 267 1243	INVOICE DATE 12/14/07	INVOICE NO. FOCS120814
FORREST CITY, AR	LABOR RATE	LICENSE NO.	MILEAGE 20,389	COLOR GRAY/
	YEAR / MAKE / MODEL 05/FORD/FOCUS/4DR SE			DELIVERY DATE
	VEHICLE I.D. NO. 1FAFP34N05W			DELIVERY MILES
	F.T.E. NO.			SELLING DEALER NO.
RESIDENCE PHONE	P.O. NO.			R.O. DATE 12/07/07
COMMENTS				

TOTALS

* **OUR GOAL IS TO KEEP YOU COMPLETELY SATISFIED!** *
* If you are NOT completely satisfied with your service *
* you received from us PLEASE call our Customer Relations *
* desk and let us know why: 870-735-9800 Ext. 119. *
* Ford Motor Company rates our dealership based on your *
* responses to their written surveys. *

TOTAL LABOR....	918.39
TOTAL PARTS....	608.44
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	20.00
TOTAL MISC DISC	-20.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	1526.83

DISCLAIMER OF WARRANTIES

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

AGREEMENT TO ARBITRATION

The undersigned agrees that upon the demand of either the undersigned or the Dealer that all controversies, claims, demands and disputes between Dealer and the undersigned shall be resolved by arbitration, by filing with the American Arbitration Association a written demand for arbitration along with a statement of the matter in controversy. A copy of the demand for arbitration shall simultaneously be served upon the other party. The undersigned and the Dealer agree that the arbitration proceedings to resolve all such disputes shall be conducted in the city where the Dealer's facility is located. The undersigned and Dealer further agree that any question regarding whether a particular controversy is subject to arbitration shall be decided by the Arbitrator. The parties agree that such arbitration shall be binding.

ENVIRONMENTAL COMPLIANCE CHARGE

Maintaining and repairing your car inevitably involves the use of chemicals and generation of wastes (solvents, oils, caustics, lead, asbestos, etc.) that must be stored, managed and disposed of in strict compliance with federal, state and local environmental regulations. We support these regulations and also believe our customers do too because they help ensure a safer, healthier environment for everyone. Complying with these regulations increases the cost of service. Ordinarily, increased costs simply result in an increased hourly labor charge. This dealership has decided in lieu of raising its labor rate, to list a compliance charge on appropriate service bills because we believe our customers would be interested to know they are helping to pay for a clean environment.

**WE'RE COMMITTE
TO 100%
CUSTOMER
SATISFACTIC**

CUSTOMER SIGNATURE

5013594

177529

INVOICE

ROSS FORD TOYOTA

PO BOX 818

WYNNE AR 72396

DUPLICATE 1

PAGE 1

FORREST CITY, AR

HOME: [REDACTED] BUS:

SERVICE ADVISOR: 544 TAMMY SMITH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	05	FORD FOCUS	1FAFP34N05W		23950/23957	T6704	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01FEB05	IS22OCT04		17:00 16APR08		0.00	CASH	17APR08
R.O. OPENED		READY	OPTIONS: ENG:2.0_Liter_DOHC				
16APR08		17APR08					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	C/S	VEH	SHIFTS	HARD AND RUNS ROUGH AT DIFFERNT TIMES AND CK ENGINE			
				LIGHT ON CK AND ADVSIE			
				7000 TRANSMISSION			
				9999 MISC SUBL LIC#: 9999			
				ISP			(N/C)
				PERFORMED TRANS DIAG P0705 AND P1702 CODES IN M EMORY TEST DROVE COULD			
				NOT DUPLICATE CONCERN IN SPECTED TRANSMISSION FOUND TR SENSOR CONNECTOR			
				NOT PLUGGED IN FOOD. PLUGGED IN TR SENSOR SONNE CTORS CLEARED CODES AND			
				TEST DROVE RETEST EEC			

B	FORD	21	POINT	MULTIPOINT INSPECTION			
				99P FORD 21 POINT MULTIPOINT INSPECTION			
				9999 MISC SUBL LIC#: 9999			
				CP		0.00	0.00

*****IMPORTANT MESSAGE*****							
YOU MAY RECEIVE A SURVEY FROM FORD/TOYOTA							
IN THE NEAR FUTURE. IF FOR ANY REASON YOU							
ARE NOT "COMPLETELY SATISFIED", PLEASE							
CONTACT OUR DEALERSHIP!							
870-238-7770 800-759-1550 WWW.ROSSTOYOTA.COM							
***** THANK YOU *****							

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 HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

DESCRIPTION

TOTALS

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00

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

CUSTOMER SIGNATURE

PLEASE PAY
THIS AMOUNT

0.00

CUSTOMER COPY



OF WEST MEMPHIS

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WEST MEMPHIS, AR 72301
(870) 735 • 9800



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	YEAR / MAKE / MODEL 05/FORD/FOCUS/4DR SE			DELIVERY DATE
	VEHICLE I.D. NO. 1FAFP34N05W [REDACTED]			DELIVERY MILES
	F.T.E. NO.			SELLING DEALER NO.
RESIDENCE PHONE [REDACTED]	P.O. NO.		R.O. DATE 12/07/07	PRODUCTION DATE
COMMENTS				

LABOR & PARTS

TRANSMISSION REPAIR TECH(SY 337) 818.40
 CHECK FOR VEHICLE SHIFTS INTO NATURAL AFTER GETTING TO
 THIRD GEAR
 PERFORMED TRANS DIAG ROADTESTED CAR FOUND TRANS FREESPINS
 WHEN SHIFTING INTO OD RUN IDS QUICKTEST P0732 P0767 P0981
 DISPLAYED REMOVED TRANS MOUNTED TO BENCH TORE DOWN FOUND
 OD BAND BROKEN IN HALF ALSO FOUND SHIFT VALVE STICKING IN
 VALVE BODY OVERHAULED TRANS REPLACE OD BAND VALVEBODY AND
 RESEALED INSTALLED TRANS ROADTESTED OK AT THIS TIME CC 01
 CP 7D034

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	7S4Z-7D034-A	BAND ASY - TRA	12.57	12.57
JOB # 1	1	TA-29	SEALANT - SILI	16.20	16.20
JOB # 1	1	8S4Z-7A100-A	CONTROL ASY -	657.94	657.94
JOB # 1	1	8S4Z-7A100-A	CORE RETURN	275.00	275.00
JOB # 1	7	XT-5-QMC	FLUID - TRANSH	4.38	30.66
JOB # 1	1	XS4Z-7153-AA	KIT - GASKET	37.62	37.62
JOB # 1	1	XS4Z-7D021-AB	PISTON	7.99	7.99
JOB # 1	1	XS4Z-7D024-AB	SEAL	3.19	3.19
JOB # 1	1	TA-31	SEALANT - SILI	15.88	15.88
JOB # 1	1	XS4Z-7A098-AC	SCREEN ASY	16.72	16.72
JOB # 1 TOTAL PARTS				523.77	523.77

JOB # 1 TOTAL LABOR & PARTS 1342.17

COOLING SYSTEM

C/S VEH HAS A COOLANT LEAK ADVISE
 PRESSURE TESTED COOLANT SYSTEM FOUND HEATER HOSE HAS PIN
 HOLE IN IT R AND R HEATER HOSE AND RETESTED NO LEAK AT THIS
 TIME CP 18472 CC D1

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	5S4Z-18472-AA	HOSE - HEATER	51.65	51.65
JOB # 2	2	VC-7-B	ANTI-FREEZE	16.51	33.02
JOB # 2 TOTAL PARTS				84.67	84.67

JOB # 2 TOTAL LABOR & PARTS 184.66

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SS	ENVIRONMENTAL FEE/SHOP FEE		20.00
JOB # 1	DELSS	DISCOUNT ENVIRONMENTAL/SHOP FEE		-20.00
TOTAL - MISC				0.00

COMMENTS
 SUBLET WARR REPAIR TO MACHEN

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ENVIRONMENTAL COMPLIANCE CHARGE
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**WE'RE COMMITTED
 TO 100%
 CUSTOMER
 SATISFACTION**



MACHEN

FORD & CHRYSLER

FORREST CITY, ARKANSAS



2930 N. WASHINGTON
FORREST CITY, AR 72335
(870) 633-2131 MAIN
(870) 633-7413 SERVICE & PARTS

Give them this is wrong

CUSTOMER NO. 8978	ADVISOR JESSE	TAG NO. 14574	INVOICE DATE 11/16/07	INVOICE NO. FOCS61597
[REDACTED] FORREST CITY, AR	LABOR RATE	LICENSE NO.	MILEAGE 20,335	COLOR SILVER/
	YEAR / MAKE / MODEL 05/FORD/FOCUS/4 DOOR SEDAN			DELIVERY DATE 02/01/05
	VEHICLE ID. NO. 1FAFP34N05W			DELIVERY MILES 12
	F.T.E. NO.			SELLING DEALER NO.
RESIDENCE PHONE [REDACTED]	P.O. NO.		PRODUCTION DATE	
COMMENTS				

TOTALS

* NEXT RECOMMENDED SERVICE:
* 12/21/2007 / 21000 MI 01F0Z021K 21000 MILE SERVICE *

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

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

THANK YOU FOR YOUR BUSINESS!!

***** PRE-INVOICE *****

TERMS: STRICTLY CASH; UNLESS ARRANGEMENT MADE

DISCLAIMER OF WARRANTIES

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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*Thank You For
Your Business!*



MACHEN
FORD & CHRYSLER
FORREST CITY, ARKANSAS





MACHEN

FORD & CHRYSLER

FORREST CITY, ARKANSAS



2930 N. WASHINGTON
FORREST CITY, AR 72335
(870) 633-2131 MAIN
(870) 633-7413 SERVICE & PARTS

CUSTOMER NO. 8978	ADVISOR JESSE	TAG NO. 14574	INVOICE DATE	INVOICE NO. FOCS61597
	LABOR RATE	LICENSE NO.	MILEAGE 20,335	COLOR SILVER/
	YEAR / MAKE / MODEL 05/FORD/FOCUS/4 DOOR SEDAN	DELIVERY DATE 02/01/05	DELIVERY MILES 12	PRODUCTION DATE
	VEHICLE I.D. NO. 1FAFP34N05W	SELLING DEALER NO.		
	F.T.E. NO.	P.O. NO.	R.O. DATE 11/16/07	
RESIDENCE PHONE	WORK PHONE	COMMENTS		

LABOR & PARTS
J# 1 06FOZ AUTO TRANS REPAIRS TECH(S):14378 WARRANTY
C/S TRANS SEEMS TO SLIP. OD LIGHT FLASHES. CK ENGINE LIGHT
IS ON. CK AND ADVISE
INTERNAL TRANS FAILURE. SUBLET TO FORD OF WEST MEMPHIS FOR
REPAIRS
REQUEST RENTAL. ALSO REQUEST CUSTOMER PAID RENTAL DAYS BEFOR
E WARRANTY REPAIR RENTAL STARTED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
			JOB # 1 TOTAL PARTS	0.00	
			JOB # 1 TOTAL LABOR & PARTS	0.00	

J# 2+20FOZ ELECTRICAL REPAIRS TECH(S):14378 WARRANTY
CUST CALLED AFTER VEH TOWED IN AND STATED TURN SIGNALS ARE
NOP AT TIMES. CK AND ADVISE
CK AND FOUND NO POWER FROM GEM. POWER AND GROUND TO GEM
REPLACED GEM. CK AFTER REPAIRS. CK OK *I did not*

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2	1	554Z-15K600-A	MODULE 177748		
			JOB # 2 TOTAL PARTS	0.00	
			JOB # 2 TOTAL LABOR & PARTS	0.00	

J# 3+11FOZ STAND BRAKE REPAIRS TECH(S):14378 WARRANTY
CUST CALLED AFTER VEH WAS TOWED IN AND STATED BRAKES SQUEEL
AT TIMES. CK AND ADVISE
COULD NOT DUPLICATE CUST CONCERN AT THIS TIME *also go to floor it seems*

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

SUBLET	PO#	VEND	INV#	INV. DATE	DESCRIPTION	WARRANTY
JOB # 1	61597	120814	12/17/07		SUBLET FOR WARRANTY REPAIR	0.00
TOTAL - SUBLET						0.00

MISC	CODE	DESCRIPTION	CONTROL NO.	WARRANTY
JOB # 1	REN	RENTAL		
JOB # 1	REN	RENTAL		
TOTAL - MISC				0.00

TERMS: STRICTLY CASH; UNLESS ARRANGEMENT MADE

DISCLAIMER OF WARRANTIES

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ENVIRONMENTAL COMPLIANCE CHARGE

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FORD & CHRYSLER
FORREST CITY, ARKAS