

MAR 8 2012

[REDACTED]
 Park City, Utah [REDACTED]
 February 4, 2012

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

Ms. Sonya Hall
 Ford Motor Company, Consumer Affairs Legal Department

Subject: Reimbursement of Fuel Pump Replacement for 2001 Ford Focus under Extended Coverage
 Program 03N01 for [REDACTED] VIN #1FAFP36381W [REDACTED]

Attachments: 1) Nov 2003 letter from F. M. Ligon to All U.S. Ford and Lincoln Mercury Dealers
 2) NHTSA Recall Campaign Number: 03V482000
 3) Oct 2007 letter from Sonya Hall, Consumer Affairs, Ford Motor Company
 4) Jan 2004 letter from Ford Motor Company, announcing extended fuel pump coverage
 5) [REDACTED] receipt for fuel pump replacement
 6) Documentation of request to Royal Oak Ford dealership for reimbursement

Dear Ms. Hall:

I am writing to you on behalf of my mother, [REDACTED] who received a copy of your letter dated October 2011, in which you denied her reimbursement for replacement of the fuel pump on her 2001 Ford Focus, VIN # 1FAFP36381W [REDACTED]. I urge Ford Motor Company to reconsider this decision and honor what its employees assured her and its own documentation specifies is a covered replacement of the fuel pump for her vehicle under Ford's Extended Coverage Program 03N01 and NHTSA Recall Campaign 03V482000.

My mother received notification from Ford in January 2004 announcing a "no-charge program Ford Motor Company will be conducting regarding your vehicle's fuel pump". The letter states that "Ford Motor Company is providing no-charge replacement coverage for the fuel pump", for a period of "10 years from the original warranty start date of the vehicle". At the time she received the letter, her Ford Focus had not been exhibiting the specified symptoms, so she filed the notification letter away as instructed per the letter.

Nearly *seven years later*, late one afternoon in February 2011, my mother's Ford Focus came to a dead stop without warning while she was driving in metropolitan Detroit. This situation could easily have resulted in a serious injury to my mother, who was 78 years old at the time of the incident. Luckily, that didn't happen. However, she was unable to re-start the vehicle and move it out of the path of other vehicles so she called to arrange for a tow. Her Ford Focus was subsequently towed to the nearest service station. The problem was diagnosed at approximately 6:30 pm that evening, at which time she was told that her fuel pump needed to be replaced. Unfortunately, her local Ford dealership was closed and she was stranded at the service station with an inoperable car and no means of transportation. Of course, as any reasonable person would do in a similar emergency situation, she authorized the repair.

After a long illness and the subsequent death of her sister, my mother retrieved the notification letter from Ford regarding the "no-charge replacement coverage for the fuel pump". She contacted her local Ford dealership service department in July to determine how to pursue a refund for the cost of the repair. She described the circumstances of the emergency fuel pump replacement performed by the local service station, at which time the Ford dealership was closed. She was informed by the Royal Oak

NAM
 03/06/12
 DW

Ford dealership's service department that she was indeed eligible for reimbursement of the cost of replacing the recalled fuel pump. This was also confirmed in multiple calls to Ford's customer relations department where she received specific instructions on how to file for reimbursement, with which she quickly complied. However, she was subsequently informed through the Royal Oak Ford dealership that she was not eligible for the refund she had previously been told by Ford she would receive.

The facts regarding the sudden, unexpected on road failure of my mother's vehicle and Ford Motor Company's own documentation clearly substantiate her eligibility for reimbursement under this "no-charge program".

Ford's January 2004 letter states that "this replacement coverage is for a period of 10 years from the original warranty start date on the vehicle". The warranty period for my mother's 2001 Ford Focus began in August 2001. The fuel pump failure occurred in February, 2011. Her vehicle is clearly within the extended warranty coverage period specified by Ford.

Furthermore, the attached letter from Frank Ligon, Ford Director of Service Engineering Operations to all U.S. Ford and Lincoln Mercury Dealers, dated November 2003 specifically states the following:

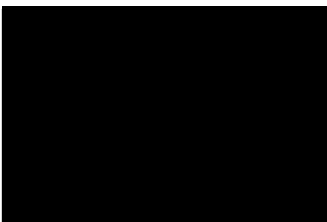
1) Dealers were instructed explicitly "Do not perform this program unless the affected vehicle exhibits the symptoms described". My mother was not given the option of having a Ford dealer replace the recalled fuel pump at no cost before it failed while she was operating the vehicle in February 2011, stranding her and creating an emergency situation.

2) "Replacement will be performed at no charge to the customer". Federal law specifies that when a vehicle is recalled, the remedies that are meant to correct the safety defect must be free of charge. It is astonishing that Ford permitted owners to continue to drive these vehicles for so many years with this safety issue, knowing it could result in a vehicle crash, per NHTSA's documentation for safety recall campaign 03V482000.

3) "Ford Motor Company will refund owner-paid repairs made after the date of the notification letter if an emergency repair was made away from the servicing dealer". Any reasonable person in the same circumstances as my 78 year-old mother was that night would have pursued the same course of action – specifically, seeking emergency repair to her stranded vehicle by the service station to which her vehicle had been towed and which diagnosed and repaired the problem when the local Ford dealership was closed.

I strongly urge Ford Motor Company to expediently reconsider reimbursement of this claim and refund my mother's expense of \$578.27 for the replacement of her 2001 Ford Focus fuel pump.

I look forward to a favorable and amicable resolution of this issue. I am prepared to fully support my mother in continued action regarding this claim should that become necessary.



cc: NHTSA Recall Management Division

Bill Schuette, State of Michigan Department of Attorney General, Consumer Protection Division



safercar.gov

Related Recall Campaigns

Defect Investigation EA02022 has 1 Related Recall

NHTSA Campaign ID number: 03V482000

Vehicle Make / Model:

FORD / FOCUS

Model Year(s):

2000-2001

Manufacturer:

FORD MOTOR COMPANY

Mfr's Report Date:

NOV 19, 2003

Component:

FUEL SYSTEM, GASOLINE

Potential Number of Units Affected:

671,000

Summary:

ON CERTAIN PASSENGER VEHICLES, CONTAMINATION OF THE FILTER IN THE FUEL DELIVERY MODULE (FDM) CAN REDUCE, AND EVENTUALLY BLOCK, THE FLOW OF FUEL TO THE ENGINE.

Consequence:

THIS MAY CAUSE ENGINE HESITATION, LOSS OF POWER, SURGING, AND OTHER SIMILAR SYMPTOMS. OVER TIME, THE FILTER MAY BECOME SUFFICIENTLY BLOCKED TO CAUSE THE ENGINE TO STALL, WHICH COULD RESULT IN A CRASH.

Remedy:

THIS ACTION IS DEEMED A SAFETY IMPROVEMENT CAMPAIGN AND IS NOT BEING CONDUCTED UNDER THE SAFETY ACT. ALL OWNERS WILL BE NOTIFIED OF THE PROBLEM, AND DEALERS WILL REPLACE THE FDM WITH A NEW DESIGN AT NO CHARGE IF THE OWNER REPORTS THAT THE VEHICLE EXHIBITS ANY OF THE IDENTIFIED SYMPTOMS. THE FREE REPLACEMENT WILL BE AVAILABLE FOR A PERIOD OF 10 YEARS FOLLOWING THE ORIGINAL PURCHASE OF THE VEHICLE, WITH NO MILEAGE LIMIT. OWNER NOTIFICATION IS EXPECTED TO BEGIN DURING NOVEMBER 2003. OWNERS SHOULD CONTACT FORD AT 1-800-392-3673.

Notes:

FORD CAMPAIGN NO. 03N01. CUSTOMERS CAN ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S AUTO SAFETY HOTLINE AT 1-888-DASH-2-DOT (1-888-327-4236).

[Document Search](#)[Close Window](#)



Frank M. Ligon
Director
Service Engineering Operations
Ford Customer Service Division

Ford Motor Company
P. O. Box 1904
Dearborn, Michigan 48121

November 2003

TO: All U.S. Ford and Lincoln Mercury Dealers

SUBJECT: Extended Coverage Program 03N01:
Certain 2000 and 2001 Model Year Focus Vehicles
Fuel Delivery Module

PROGRAM TERMS

This program extends the coverage of the fuel delivery module (FDM) to 10 years from the original warranty start date of the vehicle, with no limit on the number of miles that the vehicle has been driven. This program provides replacement coverage, and is automatically transferred to subsequent owners.

VEHICLES COVERED BY THIS PROGRAM

Certain 2000 and 2001 model year Focus vehicles built at the Wayne and Hermosillo Assembly Plants from Job #1, 1999 through June 13, 2001. Affected vehicles are identified in OASIS.

REASON FOR PROVIDING ADDITIONAL COVERAGE

Some of the affected vehicles may experience engine hesitation, loss of power, surging, and other similar symptoms as a result of contamination of the fuel pump filters. Because the contamination of the filters is progressive, they may ultimately become sufficiently blocked to cause the engine to stall completely. Although the symptoms noted above can occur under a variety of driving conditions, they are most likely to occur when there is less than one-quarter tank of fuel and/or when the driver is attempting to accelerate while making a right turn maneuver (such as entering a highway through a cloverleaf) or while driving uphill.

SERVICE ACTION

If the customer's vehicle exhibits the symptoms described above, dealers should replace the fuel pump unless there is clear evidence that the symptoms are solely caused by some other component. To assist in determining the cause of the symptoms, you should interview the customer. In addition, diagnosis time is provided to road test the vehicle. See Attachment IV for customer interview flow chart.

If it is determined that the symptoms are caused by some other component and the FDM is operating properly, the customer should be notified that the repair is not covered under this program. This program does not cover parts or procedures other than replacement of the fuel delivery module. The fuel delivery module replacement will be performed at no charge to the customer.

AN OPPORTUNITY TO BUILD CUSTOMER LOYALTY

With increased service capacity, use the resulting service traffic to acquire new retail service customers, or become re-acquainted with current ones. Take this opportunity to make a lifetime customer by demonstrating:

- **Care** by using the Quality Care Report Card every time to identify additional service needs that may require attention.
- **Convenience** by offering convenient payment terms, by scheduling service appointments, and by providing convenient hours and days of operation.
- **Competitive Pricing** by promoting national, regional, and your individual dealer service specials.

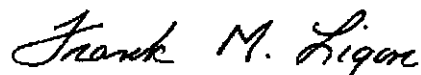
ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Attachment IV: Customer Interview Flow Chart
Customer Notification Letter

QUESTIONS?

Claims Information: 1-800-423-8851
Special Service Support Center (Dealer Only) Questions: 1-800-325-5621

Sincerely,



Frank M. Ligon

Extended Coverage Program 03N01
Certain 2000 and 2001 Model Year Focus Vehicles
Fuel Delivery Module

OASIS ACTIVATED? Yes

FSA VIN LIST ACTIVATED? No

STOCK VEHICLES

Do not perform this program unless the affected vehicle exhibits the symptoms described earlier in this letter.

SOLD VEHICLES

Only owners with affected vehicles that exhibit the stated symptoms will be directed to dealers for service action.

RELATED DAMAGE

Related damage claims are not approved for this program.

ADDITIONAL LABOR TIME

- This repair will require no additional labor time to complete. Claims submitted with "MT" labor will not be accepted for reimbursement.
- If you encounter aftermarket equipment or modifications to the vehicle which might prevent the repair of the covered condition, call the Special Service Support Center.

OWNER REFUNDS

Ford Motor Company will only refund owner-paid repairs made before the date of the Customer Notification Letter (or after the date of the letter if an emergency repair was made away from the servicing dealer). Refund claims that include other non-covered repairs, or those judged by Ford to be excessive, will not be accepted for reimbursement.

Refund Claiming Information. (Submit on separate repair line.)

- | | |
|-------------------------|--------------------------|
| - Program Code: 03N01 | - Misc. Expense: ADMIN |
| - Misc. Expense: REFUND | - Misc. Expense: 0.2 Hr. |

RENTAL VEHICLES

The use of rental vehicles is not authorized for this program.

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Direct Warranty Entry (DWE).
- Refer to ACESII manual for claims preparation and submission information.
- Refunds must be claimed on a repair line that is separate from the FSA's repair line.

Extended Coverage Program 03N01
Certain 2000 and 2001 Model Year Focus Vehicles
Fuel Delivery Module

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
* Road Test Diagnosis (0.3 hr.) and Replace Fuel Delivery Module (1.4 hrs.)	03N01B	1.7 Hours

* Includes time to drain and filter fuel, refill fuel tank with filtered fuel, and check for leaks.

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts for this program are only available in a very limited supply at this time. A newly designed FDM is being manufactured and will be available late January, 2004. A new dealer notification letter will be distributed at that time. If the customer's vehicle exhibits the symptoms described above, dealers should replace the FDM unless there is clear evidence that the symptoms are solely caused by some other component. An FDM should be replaced only if a vehicle exhibits the stated driveability symptoms and there is not clear indication that the symptoms are caused by some other component. To aid in determining if some other component is responsible for the driveability symptoms, both customer interview and road test may be required. If after interview/diagnosis, there is a need for a fuel delivery module, please call the Special Service Support Center at 1-800-325-5621 with the customer's name and VIN.

All order types Effective until the new FDM is available Call 1-800-325-5621
(Estimated availability late January 2004)

Part Number	Description	Quantity
1M5Z-9H307-AC	Fuel Delivery Module – Current Design	1

DOR/COR NUMBER

The DOR/COR for this program is 50312. This number identifies parts ordered for this program through the Special Service Support Center (1-800-325-5621).

DEALER PRICE

For latest prices, refer to DOES II.

PARTS RETENTION AND RETURN

Follow the provisions of the Warranty and Policy Manual for "Parts Retention and Return Procedures."

EXCESS STOCK RETURN

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

Extended Coverage Program 03N01
Certain 2000 and 2001 Model Year Focus Vehicles
Fuel Delivery Module

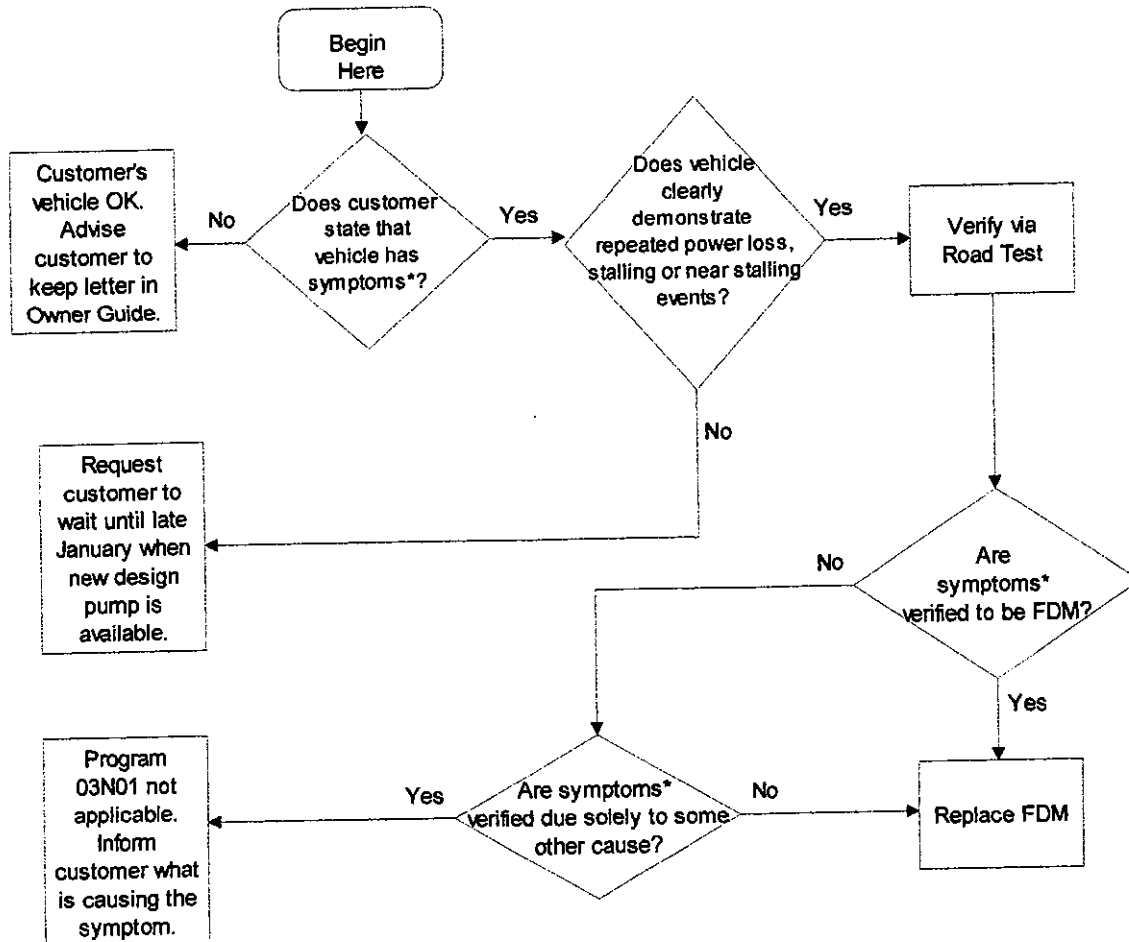
FUEL DELIVERY MODULE REMOVAL/REPLACEMENT

Depending on the model year of the vehicle, refer to the appropriate section (Section 310-01) of either the 2000 or 2001 Model Year Workshop Manual for removal and replacement instructions, including:

- Road testing vehicle.
- Depressurizing the fuel system and draining the tank.
- Replacing drained, filtered fuel.
- Performing an Evaporative Emissions Leak Test.
 - Note: Remember to monitor the system for two (2) minutes. If pressure falls below 2.0 kPa (8 inches H₂O), the system has failed the leak test. Repair any leaks as necessary. (Any repairs not related directly to the FDM replacement are not covered by this program.)

Extended Coverage Program 03N01
Certain 2000 and 2001 Model Year Focus Vehicles
Fuel Delivery Module

This is an interim process until a more detailed notification is sent in late January 2004.



*** Performance Symptoms that Suggest FDM Cause:**

- Occurs at or below 1/4 tank of fuel.
- Occurs when vehicle accelerates
- Occurs when making right turns (such as entering a highway cloverleaf).
- Occurs driving uphill or up a grade.



NHTSA Recall: 03V482000 (FUEL SYSTEM, GASOLINE, FORD MOTOR COMPANY)

NHTSA Campaign Number:

03V482000

Component:

FUEL SYSTEM, GASOLINE

Manufacturer Involved:

FORD MOTOR COMPANY

Manufacturer Campaign Number:

03N01

Manufacturing Start Date:

Wed, 05/05/1999

Manufacturing End Date:

Wed, 06/13/2001

Potential Number of Units Affected:

671000

Defect Summary:

ON CERTAIN PASSENGER VEHICLES, CONTAMINATION OF THE FILTER IN THE FUEL DELIVERY MODULE (FDM) CAN REDUCE, AND EVENTUALLY BLOCK, THE FLOW OF FUEL TO THE ENGINE.

Consequence Summary:

THIS MAY CAUSE ENGINE HESITATION, LOSS OF POWER, SURGING, AND OTHER SIMILAR SYMPTOMS. OVER TIME, THE FILTER MAY BECOME SUFFICIENTLY BLOCKED TO CAUSE THE ENGINE TO STALL, WHICH COULD RESULT IN A CRASH.

Corrective Summary:

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Ford Customer Service Division

Dept. of Attorney General
Consumer Protection DivisionPO Box 6248, MD 49-B
Dearborn, MI 48126 USA

OCT 14 2011

October 7, 2011

RECEIVED

Bill Schuette
State of Michigan
Department of Attorney General
Consumer Protection Division
P.O. Box 30213
Lansing, MI 48909

Re: [REDACTED] File No: 2011-cp09121255667-A; VIN: 1FAFP36381W [REDACTED]

Dear Mr. Schuette:

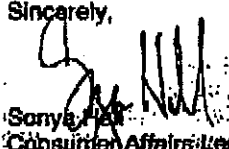
Our Consumer Affairs department has reviewed [REDACTED] request for refund of the fuel pump replacement on her 2001 Ford Focus under the Extended Coverage Program (ECP) 03N01. In January 2004, Ford Motor Company offered an ECP 03N01 for certain 2000 and 2001 model year Focus vehicles; extending the limited warranty coverage of the fuel delivery module (fuel pump) for a total of 10 years from the warranty start date the vehicle, with no limit on the number of miles driven. This program provides replacement coverage, and is automatically transferred to subsequent owners.

ECP 03N01 letters were sent to affected vehicle owners in January 2004 advising owners of the reason for the additional coverage, what steps need to be taken if the vehicle is experiencing the stated conditions, and what to do if the fuel pump had already been replaced prior receipt of the ECP letter. Owners were advised to keep this letter and in the event the vehicle exhibited any of the described conditions within the indicated time limitations, to contact their local Ford/Lincoln dealer and present the ESP letter. Additionally, Ford Motor Company is offering refund to owners who have paid to have the fuel pump replaced, before the date of the ESP letter. Owners are advised to provide the original paid receipts to their local Ford/Lincoln dealer.

Because [REDACTED] paid for the fuel pump replacement in February 2011, refund was denied as the repair occurred after receipt of the ECP letter, dated January 2004. While we regret to learn of the situation that [REDACTED] described, we will not be meeting expectation for refund of \$578.27.

Thank you for bringing this matter to our attention. Please consider this our closing report.

Sincerely,


Sonya Hall
Consumer Affairs Legal Analyst

cc: [REDACTED]

Royal Oaks, MI [REDACTED]

Enc: Extended Coverage Program 03N01, Sample of the Consumer Letter





Frank M. Ligon
Ford Motor Company
P.O. Box 1904
Dearborn, Michigan 48121

January 2004

Program 03N01 - Possible Engine Stalling in 2000 and 2001 Ford Focus Vehicles

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

Ford Motor Company has determined that certain 2000 and 2001 Ford Focus vehicles may experience engine hesitation, loss of power, surging, and other similar symptoms as a result of contamination of the fuel pump filters. Because the contamination of the filters is progressive, they can ultimately become sufficiently blocked to cause the engine to stall completely (that is lose all power). To enhance your safety and increase your satisfaction with your vehicle, Ford is offering to replace your vehicle's fuel pump assembly (parts and labor) at no cost to you if your vehicle exhibits any of the above conditions. This offer is valid for a period of 10 years from the original warranty start date of the vehicle, with no limit on the number of miles that the vehicle has been driven.

Although the symptoms noted above can occur under a variety of driving conditions, they are most likely to occur when there is less than one-quarter tank of fuel and/or when the driver is attempting to accelerate while making a right turn maneuver (such as entering a highway through a cloverleaf) or driving uphill. If you encounter any of these symptoms, you may reduce their likelihood and possible engine stall by keeping the fuel tank at least one-half full until having the vehicle serviced. If the symptoms do occur, easing off the accelerator pedal may also help reduce the severity of the symptoms.

What you should do ...

If you experience the symptoms noted above, take your vehicle to your dealer. Your dealer will replace the fuel pump at no charge to you unless it is clear that the symptoms are caused by some other component. This program does not cover parts or procedures other than replacement of the fuel pump assembly.

Reason for this additional coverage program ...

In the interest of your satisfaction and safety, Ford Motor Company is providing no-charge replacement coverage for the fuel pump. This one-time replacement coverage, in which a fuel pump with an improved design will be installed, applies to certain 2000 and 2001 model year Focus vehicles. This replacement coverage is for a period of 10 years from the original warranty start date of the vehicle, with no limit on the number of miles that the vehicle has been driven.

This coverage exceeds the provisions of your car's original vehicle warranty coverage for this part and is automatically transferred to subsequent owners.

How long will it take ...

If a fuel pump replacement is required, the time needed is approximately one-half day. However, due to service scheduling issues, your dealer may need your vehicle for a longer period of time.

What we are asking you to do...

PLEASE KEEP THIS LETTER. If your vehicle should exhibit the condition described above within the indicated time limitations, contact your dealer. Show the dealer this letter.

This letter is specifically designed to fit in the Focus Owner Guide. We recommend that you place this letter in your Owner Guide as a reminder of this additional replacement coverage.

***If you've already paid for this service...**

If you paid to have the fuel pump replaced before the date of this letter, Ford Motor Company is offering a refund. For the refund, please give your paid original receipt to your dealer. To avoid delays, do not send receipts to Ford Motor Company.

If you have concerns...

If you have trouble getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance. If you still have concerns, you may also contact the Ford Motor Company Customer Relationship Center, and one of our representatives will be happy to assist you.

Call (866) 436-7332

Hearing impaired, call (800) 232-5952 (TDD for the hearing impaired).

Office Hours: (Eastern Standard Time)

Monday - Friday: 8AM - 8PM

Saturday: 9AM - 5:30PM

Or you may contact us through the Internet

Or you may contact us through the Internet at www.owinterconnection.com

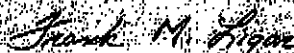
In addition, you may write to the Administrator, National Highway Traffic Safety Administration (NHTSA), 400 Seventh Street S.W., Washington, DC 20590 or call NHTSA's Auto Safety Hotline at 1-888-327-4236 or 1-800-424-9393.

Quality Care service is there for you all year-round.

Quality Care is the commitment of Ford Motor Company and its dealerships to provide you with a superior service and ownership experience. We stand committed with our Ford and Lincoln Mercury Dealers to assist you with all of your automotive service needs. With our nationwide dealer network, we're here to ensure you receive Quality Care service, so that your vehicle maintains peak performance throughout your ownership experience.

Thank you for your attention to this important matter and please remember to save this letter just in case you need to take advantage of this additional coverage program.

Sincerely,



Frank M. Ligon

Director

Service Engineering Operations

Royal Oak, Michigan. 48073
Phone - 248-288-3050 Fax - 248-288-3789

M155718

Customer Satisfaction comes first at 13 & Crooks

INVOICE

Work Completed Date : 02/04/2011

Print Date : 02/04/2011

Royal Oak, MI
Home
Cust ID : 442

2001 Ford - Focus LX
2.0L, In-Line4, VIN (P)

Lic # :

Unit # :

Vin # :

Hat # :

Odometer In : 49981

Odometer Out : 49981

Ref # :

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
FUEL PUMP - [Fuel Pump & Sender Assembly.]				FUEL PUMP - Remove & Replace - [DOES NOT include test.] - [Includes: R&I Fuel Tank.]	182.32
1M5Z 9H307 CA	1.00	402.00	402.00		
Shop Supplies		28.94	28.94	***Discount*** 10.00% off parts, 10.00% off labor	
[Technicians : TAYLOR, DAVID M155718]					

Org. Estimate \$0.00

Revisions \$0.00

Current Estimate \$ 0.00

Additional Cost

Revised Estimate

Labor:	182.32
Parts:	430.94
Sublet:	0.00
Discount:	-58.43
Sub:	554.83
Tax:	23.44
Total:	578.27
Bal Due:	\$578.27

[Payments -]

Above repairs properly performed

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 TWO years or 24,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

SIGNATURE.....

Date..... Time.....

CUSTOMER #: 60207

263160



ROYAL OAK, MI

WORKORDER

PAGE 1

27550 N. WOODWARD
ROYAL OAK, MICHIGAN 48067
PHONE: (248) 548-4100
www.royaloakford.com

HOME
BUS:CONT:
CELL:

SERVICE ADVISOR: 73149 MEXICO, JEREMY H

Registrations: P-155118
Registrations: P-155118

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GOLD	01	FORD FOCUS	1FAFP36381W		52744/	T7193	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
07AUG01 IS							
20AUG01 DD			18:00 01AUG11		0.00	CASH	
PRO OPENED	READY	OPTIONS: ENG:2.0 LITER EFI-ZETEC DOHC					

01AUG2011 07:48

LINE OF CODE TECH... TYPE DESCRIPTIONS/INSTRUCTIONS
A 000 W CUSTOMER SERVICE REIMBURSEMENT CO-NO1 FULL DELIVERY
MODULE - EXPIRES 10 YEARS FROM THE ORIGINAL WARRANTY
(START DATE REGARDLESS)

I hereby authorize the repair work to be done along with the necessary material. You and your employees may operate vehicles for purposes of testing, diagnosis or delivery at any time. An express mechanic lien is hereby acknowledged as secured by the amount of repair charges. You will not be held responsible for loss of damage to vehicle or articles left in vehicle in care of me, staff, or any other person beyond your control. If an inspection is necessary to determine the extent of damage and recommended repairs are made, or any other repairs are made, we may not be able to restore the vehicle to its original working condition.

SHOP SUPPLY COSTS: We have added a charge equal to 10% of the cost of labor, not to exceed \$25.00, to the Repair Order for shop supplies. Applicable supply items are: nuts, bolts, washers, caps, solvent, rags, catch cans, brake pads, brake shoes, brake drums, brake rotors, brake lines, brake hoses, brake fluid, brake oil, brake grease, brake pads, brake shoes, brake drums, brake rotors, brake lines, brake hoses, brake fluid, brake oil, brake grease.

REPAIRMAN ALL REPAIRS
AND PARTS LISTED WERE
FURNISHED IN COMPLIANCE
WITH MICHIGAN
AUTO REPAIR ACT,
P.L. 2001

All Parts Are
New Unless
Otherwise Indicated

Original Estimate
(Parts & Labor)

Auth. Add'l Repairs:

Add'l Repairs Auth. By:

Date:

Time:

Customer Acknowledgement
(All terms strictly cash)

I hereby acknowledge and agree to all statements contained herein.

x

The dealer warrants to the original retail purchaser, first, and subsequent purchaser, that Ford parts and accessories listed on this document are covered by warranty. The warranty shall be in full force and effect for 12 months or 12,000 miles, whichever comes first.

The only requirement of the purchaser is to return the defective part or accessory to the dealer's place of business within regular business hours for repair or replacement. The purchaser must have the original repair order or invoice for the dealer listed part or accessory in order to receive the parts and mileage on the vehicle or the date of sale as determined by the original bill of sale.

If the purchaser is traveling or has moved to a different locality, any registered Ford Motor Company Dealer will honor the warranty.

THIS WARRANTY DOES NOT COVER PARTS OR ACCESSORIES THAT ARE DUE TO ABUSE, MISUSE, NEGLIGENCE, ALTERATION, ACCIDENT, RACING, OR THE USE OF NON-FORD PARTS, OR PARTS WHICH ARE REPLACED AS PART OF NORMAL MAINTENANCE.

TO THE EXTENT ALLOWED BY LAW, LOSS OF TIME, INCONVENIENCE, LOSS OF USE OF THE VEHICLE, CONSEQUENTIAL LOSS, OR CONSEQUENTIAL DAMAGES ARE NOT COVERED. THERE IS NO OTHER EXPRESS WARRANTY OF THE FORD MOTOR COMPANY - SUPPLIER RETAILER PARTS OR ACCESSORIES.

SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF CONSEQUENTIAL OR INCIDENTAL DAMAGES OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS. THEREFORE, THE ABOVE LIMITATIONS AND EXCLUSIONS MAY NOT ALWAYS APPLY. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

ADDITIONAL COMMENTS TO THIS WARRANTY MAY APPLY. PLEASE REFER TO YOUR OWNERS MANUAL OR CONTACT A DEALER TO VERIFY WARRANTY COVERAGE. WHEN MAY APPLY TO YOUR VEHICLE.

CUSTOMER COPY

Customer Number: 60207

OA 143 924 734

Invoice No: 263160

INVOICE

DUPLICATE 2

Page 1 of 1



27550 N. WOODWARD
ROYAL OAK, MICHIGAN 48067
PHONE: (248) 548-4100
www.royaloakford.com

Registration#: F-188110
Registration#: F-188115

SERVICE ADVISOR: 73149 JEREMY H MEXICO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GOLD	01	FORD FOCUS	1FAFP36381W		52744 / 52744	T7193
DEL DATE	PROB DATE	WASH EXP	PROMISED	PO NO	RATE	PAYMENT
20AUG01			18:00 01AUG11		0.00	CASH
P.O. OPENED	READY	OPTIONS: ENG:2.0 LITER EFI-ZETEC DOHC				INVA DATE
07:48 01AUG11	13:10 01AUG11					01AUG11

LINE OPCODE TECH TYPE HOURS

A CUSTOMER SEEKING REIMBURSEMENT (DO NOT FUEL DELIVERY MODULE - EXCEPTS
10 YEARS FROM THE ORIGINAL WARRANTY START DATE REGARDLESS)
CAUSE:

000 *COMMENTS*

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
52744 CONTACTED RECALL HOTLINE PER CUSTOMER REQUEST, REIMBURSEMENT
NOT ELIGIBLE FOR REFUND DUE TO CUSTOMER NOTIFIED IN 2004 ABOUT PROGRAM
AND ALSO WAS TAKEN TO AN OUTSIDE SHOP WHEN A FORD DEALERSHIP WAS OPENED

If you were happy with our service please
tell a friend. If not please tell us!

Our goal is to have our customers "COMPLETELY
SATISFIED" Thank You Mark Daniele

Service Director 248-544-6591

Customer Signature X

HOP SUPPLY COSTS: We have added a
charge equal to 10% of the cost of labor,
if to exceed \$25.00, to the Repair
order for shop supplies. Applicable supply
items are: nuts, bolts, washers, tape,
screws, rags, carb cleaner, brake clean,
wax, solder, battery cleaner, wire,
indow sealer, hazardous waste disposi-
al, diagnostic software, etc.

All Parts Are
New Unless
Otherwise Indicated

CERTIFICATION ALL REPAIRS
AND PARTS LISTED WERE
FURNISHED IN COMPLIANCE
WITH MICHIGAN
AUTO REPAIR ACT.
P.A. 300

*"We Sincerely Appreciate Your Business"***Service Hours**

Monday - Friday
7:00 AM - 6:00 PM
Saturday
8:00 AM - 1:00 PM

OUR QUALITY GUARANTEE

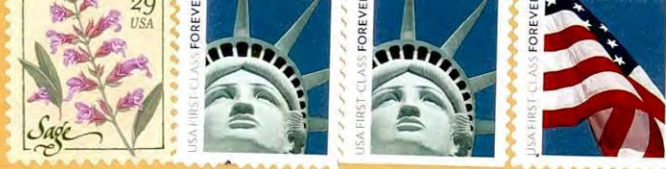
FORD, MERCURY, LINCOLN CARS, AND LIGHT TRUCKS:
THE FORD MOTOR COMPANY PARTS AND ACCESSORIES
WARRANTY IS: DEALER INSTALLED - 12 MONTHS /
12,000 MILES, WHICHEVER COMES FIRST.
NON-MANUFACTURED, USED OR OUTSIDE PURCHASED
PARTS CARRY THE WARRANTY PROVIDED BY THE
SUPPLIER.

Repairs properly completed and checked by:

X

DESCRIPTION	TOTALS
LABOR AMOUNT	\$ 0.00
PARTS AMOUNT	\$ 0.00
SUBLET AMOUNT	\$ 0.00
MATERIALS	\$ 0.00
SUB TOTAL	\$ 0.00
LESS INSURANCE	\$ 0.00
SALES TAX	\$ 0.00
PLEASE PAY THIS AMOUNT	\$ 0.00

ark City, UT



Salt Lake City UT 841

FRI 24 FEB 2012 PM

To: NHTSA HEADQUARTERS
1200 NEW JERSEY AVE, SE
WEST BUILDING
WASHINGTON, DC 20590

ATTN: RECALL MANAGEMENT DIVISION