

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

Form Approved: O.M.B. No. 7127-0008

 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 06-APR-2012 APR 20 2012	Repository ☐ Reference No. 10454354		
OWNER INFORMATION (Type or Print)				Daytime Telephone Number	
Name				E-mail Address	
Address				Evening Telephone Number	
City NASHVILLE		State TN	Zip Code		
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 1FDNE14L48		Make FORD	Model E-150	Model Year 2008	
Date Purchased June 2008	Dealer's Name and Telephone Number Town & Country Ford 615-865-1280		Engine: No. Cylinders 8	Fuel Type: Gas	
Original Owner ☒	Dealer's City Nashville Madison	State TN	Zip Code 37115		
Transmission Type Automatic	☒ Antilock Brakes ☒ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 09-FEB-2012	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 100000 POWER TRAIN			Failure Mileage 98452	Failure Speed 45	
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: DOTM19ABC036)	☐ 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 ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	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 2008 FORD E-150 VAN. THE CONTACT WAS DRIVING 45 MPH WHEN THE TRANSMISSION CONTROL WARNING LIGHT ILLUMINATED AND THE VEHICLE PROCEEDED TO STALL. THE VEHICLE WAS TAKEN TO THE DEALER SIX TIMES REGARDING THE FAILURE. THE MANUFACTURER WAS CONTACTED. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 98,452 AND THE CURRENT MILEAGE 101,600. 2-9-12 - new computer installed (w.o. attached); 2-28-12 - back to dealership cleaned NAF & reset KAM; 3-20-12 - installed new computer; 3-30-12 - more parts replaced; 4-3-12 - couldn't find anything wrong; 4-4-12 - lose contact; 4-10-12 - dealership requested to keep vehicle to run daily checks to see if they could get stalling to occur. Vehicle still in shop as of 4-19-12. See e-mail to dealership for more details (attached) NOT Fixed P/11 4-20-12 from dealership					
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.					

electronic throttle control (ETC)

XFINITY Connect

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XFINITY Connect

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Fwd: Vehicle Stalling

From: [REDACTED]

Fri, Mar 09, 2012 04:08 PM

Subject: Fwd: Vehicle Stalling

To: helpful@fordnashville.com

From: [REDACTED]

To: helpful@fordnashville.com

Sent: Wednesday, March 7, 2012 1:54:28 PM

Subject: Fwd: Vehicle Stalling

From: [REDACTED]

To: helpful@fordnashville.com

Sent: Saturday, March 3, 2012 10:54:32 PM

Subject: Vehicle Stalling

I have visited your service department twice to have the following problem fixed and have not had any luck.

February 2, I was in the Walmart parking lot and while exiting, the motor quit running, I was lucky as I was at the end and there were no cars around and I managed to stop the van without power steering and brakes. I thought I may have done something wrong to cause the problem.

February 8, I pulled out into a 4 lane highway only to have the car lose power. I managed to get back to the side of road facing oncoming traffic. Other than some horns blowing at me and being scared to death, I made it back into the parking lot from where I came from. I pressed the gas, as the car was still running, but it didn't give me anymore power. Three other times it did this to me but while in parking lots. Each time I shut the motor off, I could start it and drive away.

February 9, I took it to your shop and it was fixed, so we thought.

February 24, it died on me again but this time I was driving around 45 mph and it quit running. Luckily I was able to get it off the road and stopped before anything happened. Here again, it started up and drove without any more problems.

February 28, back into your shop and still nothing was found wrong. I was told just keep driving until it broke down and then you could find out what the problem was. By then I could be hurt, dead and others hurt also.

March 3, once again it lost power while in a parking lot, still running but not pulling any weight. I cut it off and it started up and I drove off. I do not enter any busy street without a red light, stop on a hill and if there is no red light, I will turn right and get into the turn lane, enter a business and come back out turning right rather than chance the motor losing power.

I believe your people did what they thought was correct but there is something wrong here and it needs to be fixed. If you have to check in Dearborn or wherever to solve the problem. Some people think it could be the transmission.

Thanks

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XFINITY Connect

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Vehicle Stalling

From: [REDACTED]

Fri, Mar 16, 2012 04:15 AM

Subject: Vehicle Stalling

To: helpful@fordnashville.com

[REDACTED] bring the van in and having your people drive it every day, I don't believe, is the way to solve this problem. Plus being on a fixed income, I can't really afford the \$25.00 daily rental fee while you have my vehicle. The reason I believe this is not the right solution because I have driven it every day since the latest stall and it has not done it since. I have racked up approximately 500 miles without any more problems. Maybe its fixed but I live with the horrible thought that its going to die out on me and someone getting hurt and a lawsuit results. I would like the District Managers email address so I can inform him of the problem.. Hopefully he can contact Ford dealers throughout the USA and see if they have had a similar problem and if so, how they fixed it. My daughter had the same problem on her Towncar and you stated you experienced with your Ford. Both of you were told it was the transmission. Did you share this information with your service manager and what did he say?

I appreciate your help in this matter.

[REDACTED]

We put ourselves in your shoes

101 ANDERSON LANE
MADISON, TN 37115
www.fordnashville.com



SERVICE HOURS
7:30 A.M. - 6:00 P.M.
MONDAY - FRIDAY

SWITCHBOARD: (615) 865-1280

☐ CLAIMS REVIEW ☐ AUTHORIZATION TO SUBMIT CLAIM ☐ PARTS SCRAP OUT		I hereby authorize the repair work hereafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanics lien is hereby acknowledged on below vehicle to secure the amount of repairs thereto. *AS IS THE ONLY WARRANTIES APPLYING TO THE 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 PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.* X *DEALER GUARANTEES THAT THE LABOR PERFORMED IN THIS REPAIR SHOP HAS BEEN COMPLETEDLY PERFORMED, AND THAT ANY DEFECT WHICH OCCURS WILL BE CORRECTED WITHOUT CHARGE BY THIS REPAIR SHOP FOR A PERIOD OF 90 DAYS OR 1000 MILES FROM THE DATE OF THE REPAIR, WHICHEVER FIRST OCCURS.*
PARTS LABOR TOTAL		

Authorized Signature And Date
ON BEHALF OF SELLING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE IN ALL RESPECTS 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 REQUIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH AN ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SELLING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.

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

INVOICE TO		DRIVER/OWNER INFORMATION -- INVOICE: C78195	
NASHVILLE TN HOME: [REDACTED] EMAIL: [REDACTED]		NASHVILLE TN HOME: [REDACTED] EMAIL: [REDACTED]	
FOR OFFICE USE		VEHICLE INFORMATION	
TAG: 0779 ADV: 309 GARDNER, INVOICE: PRELIM CUS C DM		VIN 1F0NE14L480 [REDACTED] LICENSE NUMBER: [REDACTED]	
INVOICED: 02/09/2012 14:13:49		08 FORD E-150 CGO VAN WHITE	
ODOMETER IN: 98452 DIST: 1FA		STOCK# 00T80406	
DATES INSERVICE: 082107		SOLD: 060308	
CONCERN 51	VAN STALLS & LOOSES POWER WHILE DRIVING	OPERATION	TECH HOURS AMOUNT
CORRECTION	VERIFY CONCERN, FEE TESTS, MONITOR PIDS, PERFORM PINPOINT REPLACED ELECTRONIC T-BODY AND TEST DRIVE	E29	259 2.5 225.00
PART NUMBER	NOTE DESCRIPTION QTY SELL		
FNC 9H7Z 9EP26 A	THROTTLE BODY AND MO		328.38 328.38
		SUBTOTAL	
		PARTS 328.38	
		LAB-MECHANICAL 225.00	
		TOTAL CHARGE FOR CONCERN 553.38	
TYPE: C		GRAND TOTALS	
SUMMARY OF CHARGES FOR INVOICE C78195		PAYMENT DISTRIBUTION FOR INVOICE C78195	
PARTS	328.38	TOTAL CHARGE	669.49
SUPPLIES	59.43	CASH	669.49
LAB-MECHANICAL	225.00		
SUB-TOTAL	612.81		
SALES TAX	56.68		
TOTAL CHARGE	669.49		

IF YOU HAVE ANY QUESTIONS - PLEASE SEE JOHNNY R GARDNER

** CUSTOMER WAITING **

THANK YOU

500 miles - ETC 1st
nothing - then all lights
then 5x - new ck eng
yesterday - lim home mode

FEB 09 2012

PAGE 1
LAST PAGE

101 ANDERSON LANE
MADISON, TN 37115
www.fordnashville.com



SERVICE HOURS
7:30 A.M. - 6:00 P.M.
MONDAY - FRIDAY

SWITCHBOARD: (615) 865-1280

☐ CLAIMS REVIEW	(CHECK ☒ APPROPRIATE BOX) ☐ AUTHORIZATION TO SUBMIT CLAIM	☐ PAINTS SCRAP OUT
\$ _____ HOURS	\$ _____ LABOR	\$ _____ TOTAL
Authorized Signature And Date ON BEHALF OF SERVICE QUALITY, 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 DISCREPANCY FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REMOVED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR ABUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICE QUALITY OR INSPECTION BY REPRESENTATIVES OF FORD.		
X DEALER GUARANTEES THAT THE LABOR PERFORMED IN THIS REPAIR SHOP HAS BEEN COMPETENTLY PERFORMED, AND THAT ANY DEFECT WHICH OCCURS WILL BE CORRECTED WITHOUT CHARGE BY THIS REPAIR SHOP FOR A PERIOD OF 90 DAYS OR 1000 MILES FROM THE DATE OF THE REPAIR, WHICHEVER FIRST OCCURS.		
(SIGNED) _____	DEALER, GENERAL MANAGER, OR AUTHORIZED PERSON	(DATE) _____

INVOICE TO		DRIVER/OWNER INFORMATION -- INVOICE: C78757	
[REDACTED]		[REDACTED]	
NASHVILLE TN [REDACTED]		NASHVILLE TN [REDACTED]	
HOME: [REDACTED]		HOME: [REDACTED]	
EMAIL: [REDACTED]		EMAIL: [REDACTED]	
FOR OFFICE USE		VEHICLE INFORMATION	
TAG: 0531 ADV: 309 GARDNER, INVOICE: PRELIM CUS C DM		VIN 1FDWE14L48D [REDACTED] LICENSE NUMBER: [REDACTED]	
INVOICED: 02/28/2012 09:08:54		08 FORD E-150 CGO VAN WHITE	
ODOMETER IN: 99224		DIST: 1FA	
STOCK# 00T80406		DATES IN SERVICE: 082107 SOLD: 060308	
CONCERN 51 CUTS OUT WHILE DRIVING HORSE AT 1ST START UP SEE HIST		OPERATION TECH HOURS AMOUNT	
CORRECTION NO CHARGE CLEAN MAP AND RESET KAM		NC 259 .0 .00	
TYPE: C		SUBTOTAL	
GRAND TOTALS		TOTAL CHARGE FOR CONCERN .00	
SUMMARY OF CHARGES FOR INVOICE C78757		PAYMENT DISTRIBUTION FOR INVOICE C78757	
TOTAL CHARGE .00		CASH .00	
TOTAL CHARGE .00		TOTAL CHARGE .00	
** CUSTOMER WAITING **			
IF YOU HAVE ANY QUESTIONS - PLEASE SEE JOHNNY R GARDNER			
PAGE 1 LAST PAGE			

THANK YOU

CUSTOMER COPY

101 ANDERSON LANE
MADISON, TN 37115
www.fordnashville.com



SERVICE HOURS
7:30 A.M. - 6:00 P.M.
MONDAY - FRIDAY

SWITCHBOARD: (615) 865-1280

☐ CLAIMS REVIEW	☐ AUTHORIZATION TO REPAIR CLAIM	☐ PARTS SCRAP OUT
\$ PARTS	\$ LABOR	\$ TOTAL

Authorized Signature And Date

ON BEHALF OF BOTH SIGNED DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE INDICATED. 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 INSURE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NO INDICATION AT THE SERVING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.

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

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on alternate highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on lesser vehicle to secure the amount of repairs thereto.

THE ONLY WARRANTIES APPLYING TO THE 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 PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

X

DEALER GUARANTEES THAT THE LABOR PERFORMED IN THIS REPAIR SHOP HAS BEEN COMPETENTLY PERFORMED AND THAT ANY DEFECT WHICH COULD BE CORRECTED WITHOUT CHARGE BY THIS REPAIR SHOP FOR A PERIOD OF 90 DAYS OR 4000 MILES FROM THE DATE OF THE REPAIR, WHICHEVER FIRST OCCURS.

INVOICE TO		DRIVER/OWNER INFORMATION -- INVOICE: C79488	
NASHVILLE TN		NASHVILLE TN	
WORK: HOME:		WORK: HOME:	
EMAIL:		EMAIL:	
FOR OFFICE USE		VEHICLE INFORMATION	
TAG: 0815	ADV: 309 GARDNER, INVOICE: PRELIM CUS C W DT	VIN 1FDNE14L48D	LICENSE NUMBER:
INVOICED: 03/20/2012 09:58:24	08 FORD E-150	CGO VAN	WHITE
ODOMETER (IN: 100552)	DIST: 1FA	STOCK# 00T80406	SOLD: 060308
CONCERN 24 MULTI POINT INSPECTION	OPERATION 99P	TECH 259	HOURS .0
CORRECTION PERFORMED MULTI POINT INSPECTION	AMOUNT .00		
TYPE: C	SUBTOTAL		
GRAND TOTALS		TOTAL CHARGE FOR CONCERN .00	
SUMMARY OF CHARGES FOR INVOICE C79488		PAYMENT DISTRIBUTION FOR INVOICE C79488	
TOTAL CHARGE .00		CASH .00	
		TOTAL CHARGE .00	

ATTENTION: THE FOLLOWING INVOICES ALSO EXIST

WAR - WARRANTY

IF YOU HAVE ANY QUESTIONS - PLEASE SEE JOHNNY R GARDNER

!!CUSTOMER WAITING !!

PAGE 1
LAST PAGE

100790 Sunday
THANK YOU 00 895 - Monday
228 miles

CUSTOMER COPY

101 ANDERSON LANE
MADISON, TN 37115
www.fordnashville.com



SERVICE HOURS
7:30 A.M. - 6:00 P.M.
MONDAY - FRIDAY

SWITCHBOARD: (615) 865-1280

☐ CLAIMS REVIEW ☐ AUTHORIZATION TO SUBMIT CLAIM ☐ PARTS SHOWN OUT		
PARTS \$ _____	LABOR \$ _____	TOTAL \$ _____

Authorized Signature And Date
 OF HIMSELF OR EMPLOYER, 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 CORRECTED IN ANY WAY WITH ANY ALLEGED, INDEMNITY OR ASSURE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SELLING DEALER FOR INSPECTION BY REPAIR/EXTENSIVE OF FORD.

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

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any claims covered by unemployment of parts or damage to parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on below vehicle to secure the amount of repair bills.

THE ONLY WARRANTIES APPLYING TO THE 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 PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

X
 DEALER GUARANTEES THAT THE LABOR PERFORMED IN THIS REPAIR SHOP HAS BEEN COMPETENTLY PERFORMED, AND THAT ANY DEFECT WHICH OCCURS WILL BE CORRECTED WITHOUT CHARGE BY THIS REPAIR SHOP FOR A PERIOD OF 90 DAYS OR 4000 MILES FROM THE DATE OF THIS REPAIR, WHICHEVER FIRST OCCURS.

INVOICE TO		DRIVER/OWNER INFORMATION -- INVOICE: W79488	
NASHVILLE TN WORK: HOME:		NASHVILLE TN WORK: HOME:	
FUR OFFICE USE		VEHICLE INFORMATION	
TAG: 0815 ADV: 309 GARDNER, INVOICE: PRELIM WAR C W DT		VIN 1FDNE14L48D LICENSE NUMBER:	
INVOICED: 03/20/2012 09:58:24		08 FORD E-150 CGO VAN WHITE	
ODOMETER IN: 100552		STOCK# 00T80406	
DATES BEGIN: 03/20/12 DONE: 03/20/12		DATES INSERVICE: 082107 SOLD: 060308	
CONCERN 51 CHECK ENGINE LIGHT ON NOTE: DROVE 500MILES LOST POWER, ECT LIGHT CAME ON & OPERATION		TECH HOURS AMOUNT	
ENGINE LIGHT SEE HIST		126500 259 .2 5 5.40	
CAUSE VERIFIED CONCERN RECOVERED P2100 P2101 MONITOR RIDS AND PERFORMED RPT DV			
TRACED TO FAILED ETC REPLACED AND RETEST- CLEARED KAM VERIFIED REPAIR			
CORRECTION EEC SYSTEM DIAGNOSIS - (QUICK TEST)			
51-1 EXTRA TIME TO REPEAT FINAL QUICK TEST		126500X1 259 .1 5 2.70	
51-2 EEC SYSTEM - DIAGNOSTIC PIN POINT TEST		126500D45 259 .3 5 8.10	
51-3 THROTTLE BODY - AIR INTAKE - REPLACE		9926A 259 .6 5 36.96	
PART NUMBER P# NOTE DESCRIPTION QTY LIST SELL			
FMC 9W72 9E926 A THROTTLE BODY AND MD		1 229.87 164.19 164.19	
PARTS: COUNT ALLOWANCE: 65.68			
FACTORY CONCERN : E29 COND CODE : 42			
FP-9W729E926A LINE AUTH: DT 032012 09:56			
REPAIR TYPE 03 VISIT 1 CODES - PROGRAM: SPW			
SERVICE INSTALLED PARTS DATE: 020912 ACCRUED MILES: 002100 RD: 078195			
POWERTRAIN CODES: KOED - PASS KOEC - P2100 P2101			
KOER - PASS			

TYPE: W

SUMMARY OF CHARGES FOR INVOICE W79488

PARTS 229.87
 LAB-MECHANICAL 53.16
 TOTAL CHARGE 283.03

GRAND TOTALS

SUBTOTAL
 PARTS 229.87
 LAB-MECHANICAL 53.16
 TOTAL CHARGE FOR CONCERN 283.03

PAYMENT DISTRIBUTION FOR INVOICE W79488
 TOTAL CHARGE 283.03

WARRANTY 283.03

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CUSTOMER COPY

We put ourselves in your shoes



101 ANDERSON LANE
MADISON, TN 37115
www.fordnashville.com

SERVICE HOURS
7:30 A.M. - 6:00 P.M.
MONDAY - FRIDAY

12-14-2011 #701
2-9-12 #669
3-30-12 #909

SWITCHBOARD: (615) 865-1280

CLAIMS REVIEW

(CHECK (X) APPROPRIATE BOX)

AUTHORIZATION TO
SUBMIT CLAIM

PARTS
SCRAP OUT

PARTS

LABOR

TOTAL

Authorized Signature And Date
ON BEHALF OF SERVICE (IF A FR. I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREIN IS ACCURATE UNLESS OTHERWISE INDICATED.
SERVICES DESCRIBED WERE PROVIDED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR
OTHERWISE THAT ANY PART REPAIRING OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, INCIDENT, OR
UNUSUAL RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICE
DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.

I hereby authorize the repair work hereinafter set forth to be done along with the necessary materials and agree that you
are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause
beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or
transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets,
highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby
acknowledged on below vehicle to secure the amount of repairs thereto.
*AS IS

THE ONLY WARRANTIES APPLYING TO THE 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 PROFITS, OR INCOME, OR ANY OTHER
INCIDENTAL DAMAGES.

DEALER GUARANTEES THAT THE LABOR PERFORMED IN THIS REPAIR ONLY HAS BEEN COMPETENTLY PERFORMED,
AND THAT ANY DEFECT WHICH OCCURS WILL BE CORRECTED WITHOUT CHARGE BY THIS REPAIR SHOP FOR A PERIOD
OF 90 DAYS OR 1000 MILES FROM THE DATE OF THIS REPAIR, WHICHEVER FIRST OCCURS.

(SIGNED)

DEALER, GENERAL MANAGER, OR AUTHORIZED PERSON

(DATE)

INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE: C79729

NASHVILLE

TN

WORK: ()

HOME: ()

EMAIL: ()

NASHVILLE

TN

WORK: ()

ONE: ()

EMAIL: ()

FOR OFFICE USE

TAG: 0091

ADV: 309 GARDNER,

INVOICE: PRELIM-EUS-C

DN

INVOICED 03/30/2012 09:26:37

DIST: JFA

ODOMETER IN: 100933

VIN 1FME14L46D

08 FORD

E-150

LICENSE NUMBER: TN

DDO VAN

WHITE

STOCK# 00T80406

DATES: IN SERVICE: 082107

SELL: 060308

CONCERN S1 CUSTOMER STATES DIED WHILE DRIVING, CX HISTORY, 40-SMPH AND UPHILL
VEHICLE CLUNKS TRANS?

CORRECTION VERIFY CONCERN, EEC TESTS, MONITOR PIDS, PERFORM PINPOINT-REPLACED PCM
UPLOAD DATA TEST DRIVE PERFORMED 6 KEY CYCLES-RERAN EEC TEST P1000

PART NUMBER

PMC 9C22 12A650 KD

NOTE

DESCRIPTION

NTSK

MODULE - ENGINE CON

QTY

SELL

678.66

678.66

SUBTOTAL

PARTS

LAB-MECHANICAL

TOTAL CHARGE FOR CONCERN

678.66

180.00

858.66

TYPE: C

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE C79729

PARTS

678.66

SUPPLIES

59.43

LAB-MECHANICAL

180.00

SENIOR CITIZEN

65.87-

SUB-TOTAL

832.22

SALES TAX

76.98

TOTAL CHARGE

909.20

PAYMENT DISTRIBUTION FOR INVOICE C79729

TOTAL CHARGE

909.20

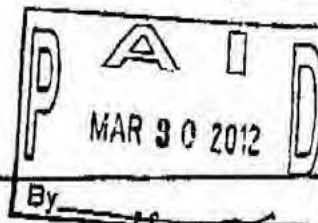
CASH

909.20

IF YOU HAVE ANY QUESTIONS PLEASE SEE JOHNNY R GARDNER

** CUSTOMER WAITING **

4 days - 529 miles - 550 miles
4-3-2011



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