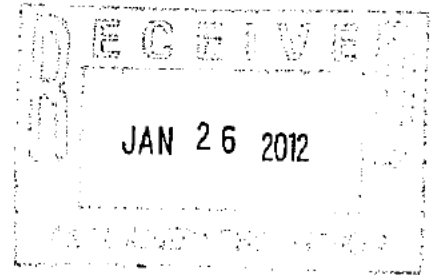


C1-10481682-5599



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



Ford Customer Service Division

PO Box 6248, MD 4S-B
Dearborn, MI 48126 USA

January 20, 2012

OCT 15 2012

Ray Klinger
Office of Attorney General
State of South Dakota
Division of Consumer Protection
1302 E. Hwy 14, Suite 3
Pierre, SD 57501-8503

Re: [REDACTED] File: 2265-11; VIN: 1FTXW4CR5AE [REDACTED]

Dear Mr. Klinger:

A complaint was filed with your office by [REDACTED] regarding his 2010 Ford F-450. You asked that we investigate and provide you with a report of our findings.

Our Field Service Engineer (FSE) inspected [REDACTED] vehicle on 1/3/2012 and completed extensive tests. Furthermore, the dealership did test drive the vehicle for 350 miles and confirmed that the vehicle is operating as designed with no concerns present. The FSE determined that the prior repair completed, corrected the concerns with the vehicle. If [REDACTED] has any issues with the vehicle in the future, we recommend that he work with any Ford Lincoln dealership to have the issue addressed. Based on this information, we propose no further action.

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

Sincerely,

Tanya Espinosa

Tanya Espinosa
Consumer Affairs Legal Analyst

cc: [REDACTED]

Sioux Falls, SD [REDACTED]

MC
101612
RW

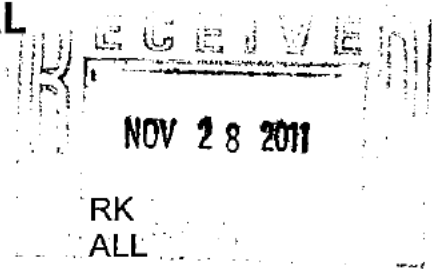


11/14/2011

OFFICE OF ATTORNEY GENERAL

MARTY J. JACKLEY

Division of Consumer Protection
1302 E Hwy 14 Suite 3
Pierre SD 57501-8053



1-800-300-1986 (In-State)
(605) 773-4400
Fax (605)773-7163

CONSUMER COMPLAINT

The Attorney General of the State of South Dakota and the Division of Consumer Protection have the authority to investigate deceptive or misleading business/trade practices and take legal action on behalf of the State of South Dakota.

1. Consumer Information:

Your Name: Mr./Mrs./Ms. [Redacted]

Your Business Name (If Applicable):

Address: [Redacted] County: [Redacted]

City: SIOUX FALLS State: SD Zip: [Redacted]

Phone: BOTH ARE CELL PHONES [Redacted] (w) [Redacted] (c)

Were you under 18 when the transaction occurred? Yes [] No [X]

Age Range: 18-30 [] 31-50 [] 50-Over [X]

2. Company or Person complained about:

Company: FORD MOTOR CO

Representative:

Address:

City: State: Zip:

Phone #: Additional #

3. How Transaction was initiated (Check one):

- I responded to a written ad. If so, publication
I responded to a Radio/TV ad. If so, station
I received information in the mail.
I received a telephone call.
[X] I contacted or went to firm's business.
Firm first contacted me in person in my home.
Firm first contacted me in person away from my home.
Other

4. Where transaction took place (Check one):

- My home
[X] Firm's place of business
Telephone
Mail
Other:
There was no transaction

5. Date of Transaction: 2-16-10 (mm/dd/yyyy)

6. Did you sign a contract? YES

7. Product or service: F450 FORD TRUCK

8. Price \$52,918.50 + ⁴⁰⁰⁰ TRADE Amount paid to date \$52,918 + ⁴⁰⁰⁰ TRADE IN

9. How was the transaction financed? Cash

10. Actions taken to date (Check appropriate responses) TALKED TO FORD MOTOR CO.

I have contacted the firm about my complaint.
Person contacted: _____
Date: _____ Their reaction: _____

I have attempted to cancel.
 I have requested the merchandise.
 I have retained a private attorney. (If so, list attorney's name and address) _____
 I filed a complaint with another agency. (If so, specify) _____

11. Summary of complaint:

Please describe briefly what you wish to report. Give specific facts in the order they happened with all dates, etc. you can recall. Please attach copies of any papers involved - such as advertisements, receipts, contracts, canceled checks, bills, financing papers and other documents related to your complaint. The documents will be returned to you upon request. (Attach an extra sheet if necessary.)

12. Who referred you to this office? N/A

13. Would you be willing to testify in court, if necessary? Yes No

In submitting this form, I am giving authorization for the company and its affiliates to discuss and provide account information to the South Dakota Division of Consumer Protection.

The Division of Consumer Protection has my permission to send a copy of this complaint to the person or company complained about. I have read the complaint and hereby certify that the information reported is true and correct to the best of my knowledge, information and belief.

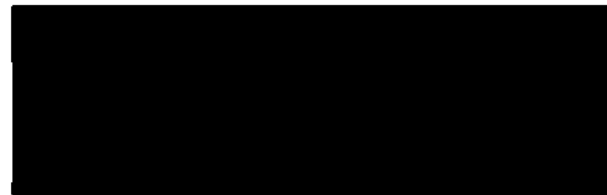


11-21-11
Date

The problem that I'm having with this F450 Truck is excessive Diesel fuel getting into the oil. It started somewhere between 10000 to 15000 miles. Because of the large amounts of Diesel in the oil and the mileage that was put on the motor, I believe it has shorten the life of the motor. The simple solution would be to trade the truck in for a GMC. But then someone else would have the problem and I wouldn't want that on my conscience. The first time I noticed the problem I took it to a Dealer in So Carolina. But before I could get it there I had to drain 4 qts of oil out to get the level down to the normal point on the dip stick, and stop the exhaust from smoking. I brought the oil with me so they could see how black it was and have it checked out. They told me they didn't need it. After they checked it out they said the computer was locked into regen cycle that was why Diesel fuel was in the oil. That was on 12-23-10 with 14769 miles. A few months later I received a recall letter from Ford. So on my way back from Florida I stopped at the same Dealer in So Carolina and I had them take care of the recall. At that time I asked them to check everything over and they said everything was OK. That was on 4-6-11 with 16915 miles on the truck. My next Dealer was New Country Ford on 5-24-11 with 19163 miles on the truck. I had them change the oil and count the number of qts of oil.

They drained out 18.5 qts of oil. They advised me that it may be caused from excessive Regen. I asked them what repairs are going to be needed. They told me that they would keep an eye on it. Here is a vehicle with out of state plates and they didn't know how long I was even going to be in the area. After about 1800 miles I had to drain the oil because the exhaust started to smoke. I took out 17.5 qts. of oil and put in fresh oil with filter. I went back to the Dealer (New Country Ford) and explained to them what had took place. They told me that they couldn't get to it for 5 to 6 weeks. So I started calling around and found a Dealer that could take it in 3 to 4 weeks. On 7-6-11 I brought the truck to Warren Ford with 21422 miles on it. On 7-21-11 I stopped at the Dealer to check on it and the service manager said that they had talked to Ford about the truck. Ford did not believe me about the excessive oil problem and they wanted the Dealer to drive the truck. They drove it 492 miles and came up with an extra 1/2 qt of oil. Ford then gave them the approval to start working on it. At this point Ford had thought I had tampered with the motor. They had to call Ford and let them know what they were doing step by step. I got the truck back on 7-29-11 with 21914 miles on it. The next trip to the Dealer was on 9-12-11 with 23,605 miles. The check engine light came on and oil level was up 1/2 qt.

After 17 days I got the truck back on 9-29-11.
I noticed everything was sealed under the hood
(I'm sending pictures) I asked the service manager
about it and said it was for my protection,
This also confirmed that both Ford and the dealer
thought I had tampered with the motor.
I support to bring it back after 500 to 1000 miles
I didn't bring back to them. I took to a dealer
in Florida (Garrett Gordon Ford) I asked them to change
the oil and count the number of qts of oil they took
out. Also I asked them to give me a sample of the oil.
I told them what was going on with the truck and asked
them to seal everything back up. When I pick up
the truck the only thing they did was give me an
oil sample. I asked him why they didn't count the qts
of oil and his answer was they had no way of
counting the oil. The simple solution to this would
be to trade for a GMC but then someone else
would get the problem. I wouldn't want that on
my conscience. So anything you can do for me
would be deeply appreciated





SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
7:00 a.m. - 3:00 p.m. - Saturday

R/O Open Date	R/O Number				
4/29/10	6059319/1				
R/O Close Date	Status				
4/29/10	Pre-Invoice				
Mileage In	Mileage Out				
5745	5746				
Service Advisor / Tag #					
Frank Wells					
Vehicle Identification Number					
1FTXW4CR5AE					
Delivery Date	In-Service Date				
	License Number				
Year	Make	Model	Body	Color	License Number
2010	FORD	SUPER DUTY F-	2WD CREW CAB LARI	WHITE/TAN	

SIOUX FALLS, SD

Work Phone
Home Phone
Body

Year	Make	Model	Body	Color	License Number
2010	FORD	SUPER DUTY F-	2WD CREW CAB LARI	WHITE/TAN	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - 335KD: LUBE, OIL, AND FILTER 15QT DIESEL 1ST SERVICE Work performed by MA3 JOOSTEN, KEVIN (MA3) Kit: Installed FL 2016 :KIT - ELEMENT & GASKET - OIL F Installed OXO15W40QSD :BULK MOTO CHANGED OIL AND FILTER Sub Total: 88.07	28.70 59.37 Included Included

#2 - 99P: PERFORM MULTI-POINT INSPECTION CHECKED FLUIDS ADDED WASHER FLUID Sub Total: .00	
---	--

*This was my first oil change and check up for the truck.
It was done on 4/29/10 I had 5746 miles on it. Everything check out OK*

CASH

LABOR	28.70
PARTS	59.37
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	4.31
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	5.09
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	97.47

RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

PAGE 2 PUROLATOR
L45526

10556 MILES

MOTOR CRAFT OIL 8/24/10
Changed oil + Filter

Advance Auto Parts
Keep the wheels turning.

Store # 02216
CL 111 518 9595
17 BEESON AVE.
SARATOGA SPRING NY 12866

8/21/2010 11:30 AM REG 03
Cashier: Emmanuel Joseph M.

ITEM	QTY	PRICE	TOTAL
DIL 15W40 SUPER S QT MT B030019			
K115W40Super S	5	\$45.99	\$47.97 11
Oil Filter			\$47.97
Oil Filter	2	0.00	0.00
Total			\$47.97
Cash			\$47.97
CHANGE			0.00

Scan to RETURN items
22JHC10D6JINKT


Transaction #9576
Thank you for shopping at Advance Auto Parts
WARRANTY INFORMATION AVAILABLE AT STORE

Join Our Winning Team!
Go to AdvanceAutoParts.Jobs
or
espanol.AdvanceAutoParts.jobs

Choose the position and location you're interested in and follow the instructions to apply!

**SAVE UP TO \$30 ON
WAGNER TQ BRAKE PADS OR SHOES!**
Save up to \$20 more on
Professional Installation!


Offer valid for purchases 7/26/10 - 9/30/10
Go to www.FMSmartChoice.Com for rules
and rebate certificate or call 888 849 2755
Rebate certificate must be received
by 10/31/10. Void where prohibited
Valid in US, PR and VI.

CUSTOMER COPY

Advance Auto Parts
Keep the wheels turning.

Store # 09067
(518) 798-3004
131 SARATOGA ROAD
S. GLEN FALLS NY 12803
8/21/2010 17:04:38 REG 03
Cashier: Emmanuel Joseph M.

ITEM	QTY	PRICE	TOTAL
L FILTER PUROL		5740008	
5526	1	\$15.69	\$15.69 11
DAY REPLACEMENT IF DEFECTIVE			
10 Ford 4.0 Super Duty XL			
6.4L 3.0 V8 Diesel Turbo R			
Sub Total			\$15.69
Tax @ 7.0000%			\$1.10
Total			\$16.79
Cash			\$16.79

Scan to RETURN items
22JHC10D6JINKT


Transaction #2661
Thank you for shopping at Advance Auto Parts
WARRANTY INFORMATION AVAILABLE AT STORE

Join Our Winning Team!
Go to AdvanceAutoParts.Jobs
or
espanol.AdvanceAutoParts.Jobs

Choose the position and location you're interested in and follow the instructions to apply!

**SAVE UP TO \$30 ON
WAGNER TQ BRAKE PADS OR SHOES!**
Save up to \$20 more on
Professional Installation!

Offer valid for purchases 7/26/10 - 9/30/10
Go to www.FMSmartChoice.Com for rules
and rebate certificate or call 888 849 2755
Rebate certificate must be received
by 10/31/10. Void where prohibited
Valid in US, PR and VI.

CUSTOMER COPY

*This was my second
oil change at 10556
miles on 8/24/10
no sign of diesel
fuel in oil*



Motorcraft

Main St.
3) 359-4114
S.C. 29072

OF WARRANTIES

Manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, and neither assumes nor authorizes any other person to assume for it any liability to recover from the selling dealer any consequential damages, damages to property, or incidental damages.

This was my third oil change on 12-23-10 14769 miles. I had to drain 4 gal of oil out to bring the oil level on the dipstick to normal. I brought that oil in and showed it to the Dealer. They said they submit need it

----- DRIVER/OWNER INFORMATION -- INVOICE: C82018

SIOUX FALLS

SD

SIOUX FALLS

SD

HOME:
EMAIL:

HOME:
EMAIL:

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 6184 ADV: 380 REED, DON INVOICE: PRELIM CUS W C TS
TAX RULES: NNNNN INVOICED: 12/23/2010 16:35:34
ODOMETER IN: 14769 DIST: 1FA
DATES BEGIN: 12/17/10 DONE: 12/23/10

VIN 1FTW4CR5AE LICENSE NUMBER: SC XX
10 FORD F-450 SD 2WD DRW CREW CAB
DATES INSERVICE: 021610 PRODUCTION: 090109

CONCERN 01 CHANGE OIL AND FILTER CK FLUIDS 6.0L AND 6.4L DIESEL 402P
CORRECTION CHANGE OIL AND FILTER CK FLUIDS 402P

OPERATION	TECH	AMOUNT
402P	389	20.00

PART NUMBER	PC#	NOTE	DESCRIPTION	QTY	SELL	AMOUNT
910 QFTSDD60		INSF	NO MATCH	1	69.95	69.95
EMC 3C326731A		****	*****	1B		

----- SUBTOTAL -----

PARTS	69.95
LABOR-MECHANICAL	20.00
TOTAL CHARGE FOR CONCERN	89.95

TYPE: C

CONCERN 02 REPLACE AIR FILTER 6.0L 110P
CORRECTION REPLACE AIR FILTER 110P

OPERATION	TECH	AMOUNT
110P	389	27.50

PART NUMBER	PC#	NOTE	DESCRIPTION	QTY	SELL	AMOUNT
EMC 7C3Z	9601 B		ELEMENT ASY - AIR CL	1	76.57	76.57

----- SUBTOTAL -----

PARTS	76.57
LABOR-MECHANICAL	27.50
TOTAL CHARGE FOR CONCERN	104.07

TYPE: C

CONCERN 03 REPLACE BOTH FUEL FILTERS 6.0L 135P
CORRECTION REPLACE BOTH FUEL FILTERS 135P

OPERATION	TECH	AMOUNT
135P	389	55.00

PART NUMBER	PC#	NOTE	DESCRIPTION	QTY	SELL	AMOUNT
EMC FC3Z	8W14 C		ELEMENT	1	99.95	99.95

----- SUBTOTAL -----

PARTS	99.95
-------	-------

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

"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 streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

X

CUSTOMER'S SIGNATURE

CUSTOMER

0796R

ONLINE SERVICE INVOICING BY UCS © 1979

Ben Satcher Motors, Inc.



1201 W. Main St.

Telephone (803) 359-4114

LEXINGTON, S.C. 29072



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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 profits, or income, or any other incidental damages.

INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE: W82018

SIGUX FALLS

SD

SIGUX FALLS

SD

HOME:
EMAIL:

HOME:
EMAIL:

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 6184 ADV: 380 REED, DON INVOICE: PRELIM WAR W C TS
TAX RULES: NYMMN INVOICED: 12/23/2010 16:35:34
ODOMETER IN: 14769 DIST: 1FA
DATES BEGIN: 12/17/10 DONE: 12/23/10

VIN 1FTXW4CR5AE LICENSE NUMBER: SC XK
10 FORD F-450 SD 2WD DRW CREW CAB
DATES INSERVICE: 021610 PRODUCTION: 090109

CONCERN 51 CK FOR WHITE SMOKE FROM EXHAUST (HOT) UNDER ACCELERATION
CAUSE DIAG
CORRECTION EEC SYSTEM DIAGNOSIS - (QUICK TEST)
FACTORY COND CODE : 82

OPERATION	TECH	AMOUNT
12650D	389	16.71

SUBTOTAL

LAB-MECHANICAL	16.71
TOTAL CHARGE FOR CONCERN	16.71

CONCERN 52 CK FOR COOLANT LEAK FRT OF ENGINE...
CAUSE 8501
CORRECTION COOLING SYSTEM PRESSURE TEST - DIAGNOSIS
52-1 WATER PUMP/GASK-REPL

OPERATION	TECH	AMOUNT
8005D	389	33.43
8501A	389	167.28

PART NUMBER	PC#	NOTE	DESCRIPTION	QTY	SELL
FMC 8C3Z	8501 B	INSF	PUMP ASY - WATER	1	126.25
FMC VC	7 B		ANTI-FREEZE	2	10.55
PARTS: COUNT 3		ALLOWANCE: 58.94			

SUBTOTAL

PARTS	126.25
LAB-MECHANICAL	100.59
TOTAL CHARGE FOR CONCERN	406.59

FACTORY COND CODE : D1
PP-8C3Z8501B

TYPE: W

PAGE 1

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

"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 streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

X

CUSTOMER'S SIGNATURE

CUSTOMER

07-9

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Telephone (803) 359-4114

LEXINGTON, S.C. 29072



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INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE: W82018

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 6184 ADV: 380 REED, DO INVOICED: 12/23/2010 16:35:34 TS 10 F-450 SD

LICENSE NUMBER: SC XX

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE W82018

PARTS	206.29
LAB-MECHANICAL	217.31
TOTAL CHARGE	423.60

PAYMENT DISTRIBUTION FOR INVOICE W82018

TOTAL CHARGE	423.60
FAC WARRANTY	423.60

ATTENTION: THE FOLLOWING INVOICES ALSO EXIST

CUS - CUSTOMERPAY

IF YOU HAVE ANY QUESTIONS - PLEASE SEE DONALD L REED

803-951-8191

PAGE 2
LAST PAGE

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

"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 streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

X

CUSTOMER'S SIGNATURE

CUSTOMER

07889

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Telephone (803) 359-4114

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INVOICE TO [REDACTED] DRIVER/OWNER INFORMATION -- INVOICE: C82018

FOR OFFICE USE [REDACTED] VEHICLE INFORMATION

TAG: 6184 ADV: 380 REED, DO INVOICED: 12/23/2010 16:35:34 TS 10 F-450 SD

LICENSE NUMBER: SC XX

TYPE: C

LABOR-MECHANICAL 55.00
TOTAL CHARGE FOR CONCERN 154.99

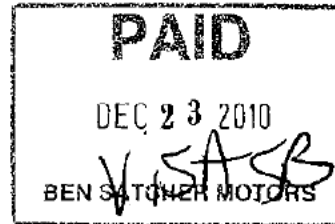
GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE C82018

PARTS	246.80
SHOP SUPPLIES	7.18
LABOR-MECHANICAL	102.50
SUB-TOTAL	356.48
SALES TAX	17.28
TOTAL CHARGE	373.76

PAYMENT DISTRIBUTION FOR INVOICE C82018
TOTAL CHARGE 373.76

CASH DUE 373.76



ATTENTION: THE FOLLOWING INVOICES ALSO EXIST
WAR - WAR
IF YOU HAVE ANY QUESTIONS - PLEASE SEE DONALD L REED

PAGE 2
LAST PAGE

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

"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 streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

X [REDACTED SIGNATURE]

CUSTOMER'S SIGNATURE

CUSTOMER

07989

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UCS

ON LINE SERVICE INVOICING BY

On 4/6/11 16915 miles
 went back into
 shop for a Ford recall
 This is the same
 shop that I had my
 third oil change at.
 I asked them if every
 thing was alright they
 said yes

Hudson Ford

PAGE 4

1201 W. Main St.

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LEXINGTON, S.C. 29072



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may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, as to the condition, quality, or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any such warranty. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, or any other incidental damages.

----- DRIVER/OWNER INFORMATION -- INVOICE: W85451

[REDACTED]

SIGN FALLS

SD

HOME:

EMAIL:

----- VEHICLE INFORMATION -----

TAG: 9185 ADV: 301 SALTERS, INVOICE: PRELIM WAR W KH
 TAX RULES: NYNN INVOICED: 04/06/2011 14:58:59
 ODOMETER IN: 16915 DIST: 1FA
 DATES BEGIN: 04/06/11 DONE: 04/06/11

VIN 1FTXW4CR5AE [REDACTED] LICENSE NUMBER: SC XX
 10 FORD F-450 SD 2WD DRW CREW CAB
 DATES INSERVICE: 021610 PRODUCTION: 090109

CONCERN 51 11B23 POWERTRAIN CONTROL MODULE RECALIBRATION
 CAUSE 11B23
 CORRECTION RECALL

OPERATION	TECH	AMOUNT
11B23B	389	41.79

----- SUBTOTAL -----

LAB-MECHANICAL	41.79
TOTAL CHARGE FOR CONCERN	41.79

----- GRAND TOTALS -----

SUMMARY OF CHARGES FOR INVOICE W85451
 LAB-MECHANICAL 41.79
 TOTAL CHARGE 41.79

PAYMENT DISTRIBUTION FOR INVOICE W85451
 TOTAL CHARGE 41.79
 FAC WARRANTY 41.79

IF YOU HAVE ANY QUESTIONS - PLEASE SEE L THOMAS SALTERS

PAGE 1
 LAST PAGE

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

"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 streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

X [REDACTED SIGNATURE]

CUSTOMER'S SIGNATURE

CUSTOMER

CUSTOMER #: 3218781

270851



3002 Route 50 • Saratoga Springs, NY 12866
Service/Sales: (518) 584-7272
Parts: (518) 584-8808/8209 Fax: (518) 584-0155
Dealer Codes Ford # 20551, Subaru # 02225 - NYS Reg. Shop # R3460023

INVOICE

PAGE 1

SIOUX FALLS, SD
HOME:
BUS:
CONT:N/A
CELL:

SERVICE ADVISOR: 59 GLENDON BINETTE

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG. Includes details for a white Ford F-450 with VIN 1FTXW4CR5AE and 19163/19163 miles.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL.

A CHANGE ENGINE OIL, OIL FILTER, TOP OFF UNDER HOOD FLUIDS, SET TIRE PRESSURE.
1D CHANGE ENGINE OIL, OIL FILTER, TOP OFF UNDER HOOD FLUIDS, SET TIRE PRESSURE.
27 RODMAN,STEPHEN LIC#: 7127
CF3
1 FL*2016* KIT - ELEMENT & GASKET - OIL F 29.60 29.60 29.60
15 XO*15W40*QSD CU-4 DIESEL OIL 4.25 4.25 63.75

B CUSTOMER STATES SMOKE OUT THE EXHAUST INTERMITTENT, CA CHECK AND ADVISE
27 RODMAN,STEPHEN LIC# 7127
CF3 0.00 0.00

TECH COULD NOT VERIFY CUSTOMER CONCERN, POSSIBLE EXCESSIVE REGEN MODE IF RECENT DRIVING IS SHORT DISTANCE TRIPS

C CUSTOMER STATES : HAD FAILURE PREVIOUSLY, HAD REPAIR MADE TO CORRECT DIESEL FUEL FROM GETTING INTO OIL??
INFO INFORMATION ONLY
27 RODMAN,STEPHEN LIC#: 7127
CF3 0.00 0.00

D CUSTOMER STATES PLEASE MEASURE AMOUNT OF ENGINE OIL THAT IS DRAINED.
CA CHECK AND ADVISE
27 RODMAN,STEPHEN LIC#: 7127
CF3 0.00 0.00

TECH MEASURED 18.5QT DRAINED.. ADDED 15QT PER MANUFACTURER SPECIFICATION LUBE ORDER CHART.

E CUSTOMER DECLINED 5000 MILES FACTORY RECOMMENDED MAINTENANCE AT THIS TIME
R5K CUSTOMER DECLINED 5000 MILES FACTORY RECOMMENDED MAINTENANCE AT THIS TIME

Table with columns: DESCRIPTION, TOTALS. Includes a 'STATEMENT OF DISCLAIMER' and a handwritten note: 'This is fourth oil change 5-24-11 with 19163 miles. it had 3.5 qt. of oil over'.

CUSTOMER #: 3218781

270851

NEW COUNTRY FORD-SUBARU

3002 Route 50 • Saratoga Springs, NY 12866

Service/Sales: (518) 584-7272

Parts: (518) 584-8808/8209 Fax: (518) 584-0155

Dealer Codes Ford # 20851, Subaru # 02225 • NYS Reg. Shop # R3460023

INVOICE

PAGE 2

SIOUX FALLS, SD

HOME [REDACTED] CONT:N/A
BUS: [REDACTED] CELL:

SERVICE ADVISOR: 59 GLENDON BINETTE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
WHITE	10	FORD F-450	1FTXW4CR5AE	[REDACTED]	19163/19163	T628	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01SEP09 DD			WAIT 24MAY11		VARI	CASH	24MAY11
R.O. OPENED	READY	OPTIONS: ENG:6.4 Liter					
24MAY11	24MAY11						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
27		RODMAN,STEPHEN		LIC#: 7127		0.00	0.00
		CF3					

EST: 114.00 24MAY11 08:09 SA: 59

EXPRESS LUBE SERVICE
 NO APPOINTMENT NECESSARY
 OIL CHANGES, BATTERY REPLACEMENT,
 MINOR FACTORY MAINTENANCE SERVICES,
 TIRES AND MORE.....
 WE RECOMMEND RETIGHTENING WHEEL NUTS
 600 MILES AFTER WHEELS HAVE BEEN SERVICED.

COUNTRY

SARATOGA AUTO PARK

Visit us on the web at www.NewCountry.com

ALL WORKS ARE DONE BY THE MOST TRAINED AND EXPERIENCED MECHANICS

I hereby authorize the repair work herein set forth to be done 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, vandalism, or any other cause. I understand my insurance is primary. I also warrant that the vehicle is covered by comprehensive insurance including but not limited to fire and theft. I agree the dealership is not responsible for damages from freezing due to lack of antifreeze. 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. I acknowledge that you are not responsible for delays caused by availability of parts or delays in part's shipments by the supplier or transporter. If I do not claim the vehicle within seven days of its repair, I agree to pay storage charges thereafter and attorney's fees. An expressed mechanic's lien is hereby acknowledged on this vehicle to secure the amount of repairs thereto.

FOR YOUR CONVENIENCE, WE ACCEPT LOCAL PERSONAL CHECKS UP TO \$500.00. VISA, MASTERCARD, AMERICAN EXPRESS AND DISCOVER.
 YOU ARE ENTITLED TO THE RETURN OF REPLACED PARTS SAVE
 I ACCEPT AND UNDERSTAND THE COMPLETED AUTHORIZED REPAIRS.

SIGNED X _____

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	20.15
PARTS AMOUNT	93.35
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	113.50
LESS INSUR/DISCOUNT	0.00
SALES TAX	7.94
PLEASE PAY THIS AMOUNT	121.44

FORD - SUBARU



WARREN FORD, Inc.

3711 Main St. P.O. Box 37
 WARRENSBURG, N.Y. 12885
 21 • (518) 668-2080 • Fax (518) 623-2111
 STATE MOTOR VEHICLE REPAIR SHOP #7006982

*This is the sixth
 oil change 7-06-11-7-29-11
 they had the truck
 for 23 days and did
 a lot of work on it*

PAGE 7

CUSTOMER No. 13719	ISOR GREGORY W. NOVOTNY 3839	TAG No.	INVOICE DATE 07/29/11	INVOICE No. FOCS118112
	LABOR RATE 94.00	MILEAGE 21,422	COLOR	STOCK No.
	YEAR / MAKE / MODEL 10 / FORD TRUCK / SUPER DUTY F-45 / CREW C		DELIVERY DATE	DELIVERY MILES
SIoux FALLS, SD	VEHICLE I.D. No. 1FTXW4CR5AF		SELLING DEALER No.	PRODUCTION DATE
	F. T. E. No.	P.O. No.	R.O. DATE 07/06/11	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO: 21914	

LABOR & PARTS

J# 1 12FOZ1 ENGINE HOURS: 19.40 TECH(S):4442
 THE ENGINE OIL IS GROWING, THE LAST LOF IT HAD 17.5 QTS
 IN 1800 MILES.
 CONTINUATION OF REPAIR, CK CODES NONE. REFILL FUEL,
 USED OSP FOR FUEL, WASH VEHICLE, ROAD TEST COLD, STARTS GOOD
 RUNS GOOD.
 CK OVER, NO VISIBLE OIL CONT, IS OVERFULL BY 1QT, HAS ALOT 3
 78MILESAGO, LOG SHOWS CONSISTANT OVERAGE, CK OIL LEVEL AT TO
 P OF HASH MARK, DROVE 492 MILES, OIL WAS HALF QT OVERFULL,
 PER STEP 26 ON HRD STRT NO STRT, OIL LEVEL DID NOT INCREASE
 CK PIDS AFTR STEP 26, SFTCYL7 AT 12PERC, RD TST, STILL 12PRCNT
 LST REGEN 637MILESAGO, LAST REQ 25MILESAGO, SUBMIT FINDINGS TO
 TECHLINE, PER REL COMP, ALL OPERCNT, PWR BALOK, PERF HP BLEED
 CK FOR AIR OK, CK FUEL PSI 5PSI OK, RR BOTH VLVE COVRS, PER DEBRIS
 TST, FINE METAL DEBRIS IN BOTH BANKS, CK FILTER HOUSING, CLEAN
 NORUSTOR WATER, HAS METAL IN BOTTON, SUBMIT PRIOR APPROVAL FOR HP
 PUMP, INJECTORS, FUEL COOLER, APPROVED, PERF, FLUSH ON LINES RETURN
 PORTS IN HEADS, SUPPLY AND RETURN LINES, TOMOTOR, FLEX LINES, REMOVE
 HFCM, CLEAN LINES TO TANK, REPLACE FILTERS, FUEL RAILS, HPPUMP, ALL
 INJECTORS, FUEL COOLER, REASSEMBLE MOTOR AS PER WSM, SET CAB, REC
 HARGE THE AC, LOF AS OIL WAS CONTAMINATED WITH FUEL FROM
 INJECTORS STICKING OPEN, FILL COOLANT, FUEL COOLING SYS, BLE
 ED, REMOVE FUEL TANK, FOUND ALOT OF METAL IN BOTTON, DRAIN
 CLEAN SENS DER, TANK, ALL TUBES, REINSTALL ADD 10 GAL FRESH
 FUEL, PER HIGH AND LOW FUEL SYS BLEED, START ENGINE, LET WARM
 AND CK ALL FLUIDS, ADDED 2QTS OF TRANSFLUID, 1.5QTS TO PS
 3 GAL OF COOLANT, 15QTS OF OIL, FILTER, ROAD TEST CK PIDS
 ALL IN SPEC, REL CONTRIBUTION 0, NO RUNNING ISSUE, CK CALIBR

WARRANTY

*21422 MILEAGE
 IN
 21914 MILEAGE
 OUT*

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	2	788106	O/F DYE			WARRANTY
JOB # 1	1	8C3Z-9N103-B	COOLER ASY - F			WARRANTY
JOB # 1	2	8C3Z-6N640-B	GASKET			WARRANTY
JOB # 1	4	8C3Z-6N640-A	GASKET			WARRANTY
JOB # 1	1	8C3Z-9N184-C	ELEMENT			WARRANTY
JOB # 1	1	8C3Z-9A543-B	PUMP ASY - FUE			WARRANTY
JOB # 1	-1	8C3Z-9A543-B	CORE RETURN			WARRANTY
JOB # 1	1	8C3Z-9G805-B	COVER - FUEL P			WARRANTY
JOB # 1	1	8C3Z-9276-A	GASKET			WARRANTY
JOB # 1	8	8C3Z-9E527-A	KIT - FUEL INJ			WARRANTY
JOB # 1	-8	8C3Z-9E527-A	CORE RETURN			WARRANTY
JOB # 1	1	8C3Z-9T287-CA	MANIFOLD ASY -			WARRANTY
JOB # 1	1	3C3Z-6731-AA	KIT - ELEMENT			WARRANTY
JOB # 1	15	XO-15W40-QSD	OIL - ENGINE			WARRANTY
JOB # 1	2	XT-10-QLVC	OIL - AUTOMATI			WARRANTY
JOB # 1	32	FUEL	FUEL			WARRANTY
				JOB # 1 TOTAL PARTS	0.00	
				JOB # 1 TOTAL LABOR & PARTS	0.00	

The Reynolds and Reynolds Company, CC01979 010 (11)

Store # 02716
 (518) 583-9395
 179 BALLSTON AVE.
 SARATOGA SPRING NY 12866
 6/26/2011 12:48:50 REG 05
 Cashier: Rhonda D

ITEM	QTY	PRICE	TOTAL
DRAIN PAN 5 GL BLI12		89011620	
11845	1	\$8.99	\$8.99
FILTER OIL MTRCF		17130077	
FL2016W	1	\$20.89	\$20.89
30 DAY REPLACEMENT IF DEFECTIVE			
OIL 15W40 SUPER 5 QT MT 8030019			
X015W405Q5D	5	\$17.99	\$89.95
Sub total			\$119.85
TI tax @ 7.0000%			\$8.42
Total			\$128.27

Transaction #6821

CODE 026310 AMOUNT: \$89.72

holder acknowledges receipt of
 and/or services in the amount of
 shown herein and agrees to per-
 form the obligations set forth in the
 holder's agreement with the issuer.

Return to RETURN items

220521FKCJ121M

Transaction #6821
 Thank you for shopping at Advance Auto Parts

WARRANTY INFORMATION AVAILABLE AT STORE

Join Our Winning Team!
 Go to AdvanceAutoParts.jobs

or
AdvanceAutoParts.jobs
 Choose the position and location you're
 interested in and follow the instructions to
 apply!

Not sure what to get for your Dad or Grad?
 Advance Auto Parts gift cards are the
 perfect gift for the car nut in your family
 available from \$5 to \$500

Visit AdvanceAutoParts.com
 for more great gift ideas.

*This is the fifth
 oil change on 6/26/11
 20963 miles. Just
 1000 miles since
 last oil change. I
 drained it and got
 17.5 qt out*



WARREN FORD, Inc.



3711 Main St. P.O. Box 37

WARRENSBURG, N.Y. 12885

(518) 623-4221 • (518) 668-2080 • Fax (518) 623-2111

NEW YORK STATE MOTOR VEHICLE REPAIR SHOP #7006982

CUSTOMER No. 13719		ADVISOR GREGORY W. NOVOTNY 3839	TAG No.	INVOICE DATE 07/29/11	INVOICE No. FOCS118112
[REDACTED] SIOUX FALLS, SD		LABOR RATE 94.00	LICENSE No.	COLOR	STOCK No.
		YEAR / MAKE / MODEL 10/FORD TRUCK/SUPER DUTY F-45/CREW C	MILEAGE 21,422	DELIVERY DATE	DELIVERY MILES
RESIDENCE PHONE		BUSINESS PHONE		SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]		[REDACTED]		R.O. DATE 07/06/11	
COMMENTS				MO: 21914	

TOTALS-----

CASH CHECK VISA MC
 AMEX DISCOVER

THANK YOU FOR YOUR BUSINESS

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



WARREN FORD, Inc.

3711 Main St. P.O. Box 37

WARRENSBURG, N.Y. 12885

(518) 623-4221 • (518) 668-2080 • Fax (518) 623-2111

NEW YORK STATE MOTOR VEHICLE REPAIR SHOP #7006982



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CUSTOMER No. 13719	ADVISOR GREGORY W. NOVOTNY 3839	TAG No.	INVOICE DATE 09/29/11	INVOICE No. FOCS119115
[REDACTED]	LABOR RATE 94.00	LICENSE No.	COLOR	STOCK No.
SIOUX FALLS, SD	YEAR / MAKE / MODEL 10/FORD TRUCK/SUPER DUTY F-45/CREW C	MILEAGE 23,605	DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. No. 1ETXW4CR5AE		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. No.	P.O. No.	R.O. DATE 09/12/11	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		MO: 23605

LABOR & PARTS----- WARRANTY
 # 1 80FOZDIESELMIL DIESEL CK ENGINE HOURS: 1.00 TECH(S):4442
 CHECK ENGINE LAMP ON BASIC DIAGNOSIS
 MAKING OIL AGAIN. RUNS POOR.
 SYSTEM CHECK. CODES PRESENT. RAN OASIS TSB 102306 FOR CODES
 PRESENT. CHECK PINS ON C110 CHECK CONNECTORS AND PINS OK. CL
 EAN WITH CONTACT CLEANER AND SEAL WITH MOTORCRAFT ELECTRICAL
 GREASE. CHECK CONNECTORS FOR EGT SENSOR CONNECTOR OK. CLEAN
 AND SEAL WITH ELECTRICAL GREASE AND SEAL WITH SHRINK TUBE.
 CLEAR CODES AND RETEST PASS. CHECK OIL LEVEL DRAIN HALF QT.
 FULL NOW SEAL SYSTEM. RETURN TRUCK AFTER 500-1000 MILES

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	3		BC3Z-19H285-A	SHRINK WRAP			WARRANTY
JOB # 1	1		XG-12	GREASE - SPECI			WARRANTY
JOB # 1 TOTAL PARTS						0.00	
JOB # 1 TOTAL LABOR & PARTS						0.00	

TOTALS-----

[] CASH [] CHECK [] VISA [] MC
 [] AMEX [] DISCOVER

THANK YOU FOR YOUR BUSINESS

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

Touch back into shop making oil again in just 1700 miles after getting it out of the shop. this time they had it for 17 Days

The Reynolds and Reynolds Company CC 19726 0 (09/11)

DIAGNOSTIC TROUBLE CODES

ENTER: (RPR NBR) Repair Number, (MIL) Malfunction Indicator Light, and 2, 3 or 5 digit (DTC) Diagnostic Trouble Code, information here:

RPR MIL on? DTC
NBB (Y/N) POWERTRAIN:

KOEO P111
KOEC P20E4 P24RB
KOER P111

X812
102300A 1.0
51213 42

BODY:		MECH. PAY \$	FLAT RATE TIME	W-TIME	REPAIR ORDER TIME	OFF	
R.O. OR W.O. NO.	EMPL. NO.					ON	OFF
<u>11915</u>	<u>444</u>					<u>12 09</u>	<u>10 53</u>

TECHNICIANS COMMENTS
INCLUDE DESCRIPTION OF CAUSE

RPR. NBR. CONDI-TION CODE PARTS RETURN EMP. NO. COST OR ELAPSED TIME TIME CLOCK

Check Codes P20E4, P24RB Check OASIS TSB 10-23-6 Check PINS ON C110 Check Connectors & pins OK Clean with CONTACT CLEANER AND Seal with MOTOROLTA ELECTRICAL grease. Check Connectors FOR TEST SENSER Connectors OK Clean & Seal with ELECTRICAL grease & Seal with Shrink TUBE CLEAR CODES & RETEST. PASS Check oil level DRAIN 1/2 qt IS Full NOW Seal SYSTEM. RETURN TRUCK AFTER 500-1000 miles.

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY \$	FLAT RATE TIME	W-TIME	REPAIR ORDER TIME	OFF	ON
<u>11915</u>	<u>444</u>					<u>4 30</u>	<u>2 50</u>

ON
OFF
ON
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF

Printable View (15231 KB)	
TSB 10-23-6	<ul style="list-style-type: none"> 6.4L ENGINE - LACKS POWER, MIL ON WITH DTCS P20E2, P20E3, P20E4, P2080, P2084, P242B, P0544, P2031, P242A, OR P200E
Publication Date: November 22, 2010	

FORD: 2008-2010 F-250, F-350, F-450, F-550

ISSUE:

Some 2008-2010 F-Super Duty vehicles equipped with a 6.4L diesel engine may exhibit a lack of power, malfunction indicator lamp (MIL) on with diagnostic trouble codes (DTCs) P20E2, P20E3, P20E4, P2080, P2084, P242B, P0544, P2031, P242A, or P200E.

ACTION:

Follow the Service Procedure to correct the condition.

SERVICE PROCEDURE

If any exhaust gas temperature (EGT) sensor connector has been disconnected during testing, with the ignition on and the engine off:

- Reconnect the EGT sensor.
- Turn the ignition Off for 30 seconds before attempting to start the vehicle. Do not crank or start the engine until the ignition has been turned off for a minimum of 30 seconds.

Failure to follow this procedure may result in a 60 minute no crank, no start condition as a result of the failure mode effects management (FMEM) programmed into the powertrain control module (PCM).

1. Turn key off.
 - a. Access 34-pin connector, C110, located on the driver's side frame inside the engine compartment just below and to the left of the brake fluid reservoir. For identification purposes, C110 contains two (2) 10-gauge wires, one red and one brown/red.
 - b. Disconnect connector C110, and inspect pins on both sides of the connector for debris.
 - c. Using contact cleaner, CRC QD™ Electronic Cleaner or Permatex® Electrical Contact Cleaner and a cleaning brush, clean pins on both sides of C110 connector.
 - d. Apply a liberal amount of Motorcraft® Electrical Grease to the male pins of connector C110 and reconnect connector.
 - e. Proceed to Step 2.
2. Identify suspect EGT sensor based on DTC. Make sure the key is in the off position. Remove the EGT sensor connector from the frame rail, remove the mounting tab from the connector assembly. (Figures 1)

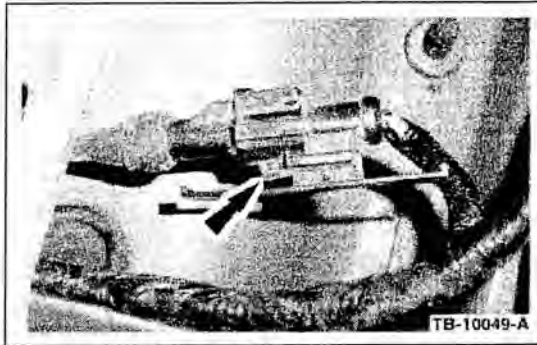


Figure 1 - Article 10-23-6

3. Disconnect the EGT sensor connector and inspect both component and harness side pins for debris.
4. Use CRC QD™ Electronic Cleaner or Permatex® Electrical Contact Cleaner and a cleaning brush to clean the EGT connector pins on both component and harness side. (Figure 2)



Figure 2 - Article 10-23-6

5. Apply a liberal amount of Motorcraft® Electrical Grease to the EGT component male connector pins. (Figure 2).
6. Slide the shrink tubing over the EGT connector/harness. Reconnect the EGT. Center the shrink tubing on the EGT/harness connector assembly. Shrink the tubing using a heat gun. (Figure 3)



Figure 3 - Article 10-23-6

7. Using two (2) tie wraps, secure the EGT connector assembly to the main harness. (Figure 4)

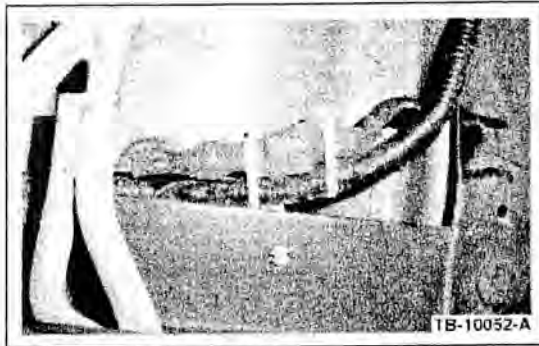


Figure 4 - Article 10-23-6

PART NUMBER	PART NAME
XG-12	Motorcraft® Electrical Grease
8C3Z-5J213-D	Sensor - Exhaust Gas
8C3Z-19H285-A	Shrink Tubing

WARRANTY STATUS:

Eligible Under Provisions Of New Vehicle Limited Warranty Coverage And Emissions Warranty Coverage

IMPORTANT: Warranty coverage limits/policies are not altered by a TSB. Warranty coverage limits are determined by the identified causal part.

OPERATION	DESCRIPTION	TIME
102306A	2008-2010 F-Super Duty 6.4L: Clean And Reseal Electrical Connectors Following Service Procedure (Do Not Use With Any Other Labor Operations)	1.0 Hr.

DEALER CODING

BASIC PART NO.	CONDITION CODE
5J213	42

NOTE: The information in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford, Lincoln, or Mercury dealership to determine whether the Bulletin applies to your vehicle. Warranty Policy and Extended Service Plan documentation determine Warranty and/or Extended Service Plan coverage unless stated otherwise in the TSB article. The information in this Technical Service Bulletin (TSB) was current at the time of printing. Ford Motor Company reserves the right to supercede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.

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Diagnostic Trouble Code (DTC) Charts and Descriptions

P2085 - Exhaust Gas Temperature Sensor Circuit Intermittent Bank 1 Sensor 2

Description:	The powertrain control module (PCM) monitors the exhaust gas temperature (EGT) sensor for an intermittent concern. The test fails when the sensor voltage fluctuates by greater than 0.25 volt for 20 seconds.		
Possible Causes:	<ul style="list-style-type: none"> • Loose electrical connection • Damaged wiring harness or connectors • Damaged EGT sensor 		
Diagnostic Aids:	Check the harness and connection.		
Application	Key On Engine Off	Key On Engine Running	Continuous Memory
All	GO to Pinpoint Test RC.		

P20E2 - Exhaust Gas Temperature Sensor 1/2 Correlation Bank 1

Description:	The powertrain control module (PCM) monitors the 3 exhaust gas temperature (EGT) sensors at key ON, engine OFF, following an 8-hour soak to determine if a concern is present. The PCM compares the values of the 3 EGT sensors to verify the sensors correlate to each other. The test fails when the temperature difference at EGT bank 1, sensor 1 (EGT11) is greater than 25°C (45°F).		
Possible Causes:	<ul style="list-style-type: none"> • Corrosion or incorrect connection terminals and wiring • Damaged EGT sensor 		
Diagnostic Aids:	Monitor the EGT11 and EGT12 PIDs at key ON, engine OFF to verify the concern.		
Application	Key On Engine Off	Key On Engine Running	Continuous Memory
All	—	—	GO to Pinpoint Test RC.

P20E3 - Exhaust Gas Temperature Sensor 1/3 Correlation Bank 1

Description:	The powertrain control module (PCM) monitors the 3 exhaust gas temperature (EGT) sensors at key ON, engine OFF, following an 8-hour soak to determine if a concern is present. The PCM compares the values of the 3 EGT sensors to verify the sensors correlate to each other. The test fails when the temperature difference at EGT bank 1, sensor 2 (EGT12) is greater than 25°C (45°F).		
Possible Causes:	<ul style="list-style-type: none"> • Corrosion or incorrect connection terminals and wiring • Damaged EGT sensor 		
Diagnostic Aids:	Monitor the EGT12 and EGT13 PIDs at key ON, engine OFF to verify the concern.		
Application	Key On Engine Off	Key On Engine Running	Continuous Memory
All	—	—	GO to Pinpoint Test RC.

P20E4 - Exhaust Gas Temperature Sensor 2/3 Correlation Bank 1

Description:	The powertrain control module (PCM) monitors the 3 exhaust gas temperature (EGT) sensors at key ON, engine OFF, following an 8-hour soak to determine if a concern is present. The PCM compares the values of the 3 EGT sensors to verify the sensors correlate to each other. The test fails when the temperature difference at EGT bank 1, sensor 3 (EGT13) is greater than 25°C (45°F).		
Possible Causes:	<ul style="list-style-type: none"> • Corrosion or incorrect connection terminals and wiring • Damaged EGT sensor 		
Diagnostic Aids:	Monitor the EGT12 and EGT13 PIDs at key ON, engine OFF to verify the concern.		
Application	Key On Engine Off	Key On Engine Running	Continuous Memory
All	—	—	GO to Pinpoint Test RC.

Diagnostic Trouble Code (DTC) Charts and Descriptions

P242A - Exhaust Gas Temperature Sensor Circuit Bank 1 Sensor 3

Description:	The powertrain control module (PCM) monitors the operation of the exhaust gas temperature (EGT) sensor to determine if the EGT sensor responds to the increase in temperature of the exhaust gas, during vehicle operation. The test fails when after 10 minutes of driving, following an 8-hour soak, the EGT sensor does not indicate a temperature increase of 15°C (27°F).		
Possible Causes:	<ul style="list-style-type: none"> • Exhaust leaks • Excessive particulate matter build up on sensor • Damaged EGT sensor 		
Diagnostic Aids:	Monitor the EGT13 PID between key ON, engine OFF and key ON, engine running for an indication of a concern.		

Application	Key On Engine Off	Key On Engine Running	Continuous Memory
All	—	—	GO to Pinpoint Test RC.

P242B - Exhaust Gas Temperature Sensor Circuit Range/Performance Bank 1 Sensor 3

Description:	The powertrain control module (PCM) monitors the exhaust gas temperature (EGT) sensor for a biased signal value. Following an 8-hour soak, the PCM records the EGT sensor temperature value at key ON, engine OFF. After several minutes of vehicle operation at vehicle speeds greater than 40.2 km/h (25 mph) the PCM calculates an expected key ON, engine OFF value. The PCM determines what the expected EGT value at key ON, engine OFF should have been based on inputs from other sensors. The test fails when the difference between the expected calculated value and the actual recorded value is greater than 40°C (72°F).		
Possible Causes:	<ul style="list-style-type: none"> • Corrosion or poor mating terminals and wiring • Extreme changes in ambient temperature soon after key ON, engine running • Damaged EGT sensor 		
Diagnostic Aids:	Compare the EGT PID to the ambient temperature on a cold vehicle.		

Application	Key On Engine Off	Key On Engine Running	Continuous Memory
All	—	—	GO to Pinpoint Test RC.

P242C - Exhaust Gas Temperature Sensor Circuit Low Bank 1 Sensor 3

Description:	The powertrain control module (PCM) monitors the exhaust gas temperature (EGT) sensor for a low voltage concern. The test fails when the sensor voltage is less than 0.10 volt for greater than 15 seconds. Some updated vehicles may use 0.20 volt instead of 0.10 volt.		
Possible Causes:	<ul style="list-style-type: none"> • EGT13 signal circuit short to SIGRTN • EGT13 signal circuit short to ground • Damaged EGT sensor 		
Diagnostic Aids:	An EGT13_V PID value less than 0.10 volt indicates a concern. Some updated vehicles may use 0.20 volt instead of 0.10 volt.		

Application	Key On Engine Off	Key On Engine Running	Continuous Memory
All	GO to Pinpoint Test RC.		

P242D - Exhaust Gas Temperature Sensor Circuit High Bank 1 Sensor 3

Description:	The powertrain control module (PCM) monitors the exhaust gas temperature (EGT) sensor for a high voltage concern. The test fails when the sensor voltage is greater than 4.75 volts for greater than 15 seconds. Some updated vehicles may use 2.50 volts instead of 4.75 volts.		
Possible Causes:	<ul style="list-style-type: none"> • EGT13 signal circuit open or short to voltage • Damaged EGT sensor 		

(Continued)

This was my seventh
oil change 10-25-11
2618 miles. Asked
for oil sample and
get a count on the qts
of oil. Also wanted
them to reseal every
thing.

They didn't reseal anything
and didn't give me
a count on the oil.

PAGE 9



2600 ACCESS RD. N.W.
DAVENPORT, FL 33897
PHONE (863) 422-1167

CUSTOMER #: 62610

243849

INVOICE

SIoux FALLS, SD
HOME
BUS: CONT:N/A
CELL:

PAGE 1

SERVICE & PARTS DEPT. HOURS
Monday - Friday: 7:00 AM - 6:00 PM
Saturday: 7:00 AM - 3:00 PM

SERVICE ADVISOR: 9897 ROBERT V BLACKBURN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHITE	10	FORD F450	1FTXW4CR5AE		26218/26225		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PG NO.	RATE	PAYMENT	INV. DATE
01JAN10 IS			WAIT 25OCT11			CASH	25OCT11

R.O. OPENED	READY	OPTIONS:
08:57 25OCT11	11:42 25OCT11	ENG:6.4 Liter

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A Moved to: 243849C Line: A
 99999 Moved to: 243849C Line: A
 174 CS 0.00 0.00 0.00 0.00 0.00 0.00
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B Moved to: 243849C Line: B
 99999 Moved to: 243849C Line: B
 174 CS 0.00 0.00 0.00 0.00 0.00 0.00
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C CUST STATES THAT ENGINE LACKS POWER WHEN CLIMBING AND FUEL MILEAGE HAS DROPPED
 CAUSE: PCM REPROGRAM
 13 ENGINE DIESEL
 9135 TORRES JR, BERNARDINO LIC#: 8963
 WS (N/C)
 FC: PART#: COUNT:
 CLAIM TYPE:
 AUTH CODE:
 8963
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

VERIFIED CONCERN TEST DROVE VEHICLE REPROGRAMMED PCM TO LATEST CALIBRATION AND TEST DROVE

*** THE FOLLOWING WORK NOT DONE-TRANSFERRED TO RO#243849C ***

A Moved to: 243849C Line: A
 B Moved to: 243849C Line: B

MV# 36595

WARRANTY STATEMENT AND DISCLAIMER: ORIGINAL EQUIPMENT FACTORY PARTS REPLACED OR INSTALLED CARRY A 12 MONTH OR 12,000 MILE WARRANTY UNLESS OTHERWISE NOTED.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

*SHOP SUPPLY COSTS: We have added a charge equal to 6.5% of the total cost of labor, not to exceed \$50.00, to the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718], and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state [s.403.7185].
 ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

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
PLEASE PAY THIS AMOUNT	0.00

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

2600 ACCESS RD. N.W.
 DAVENPORT, FL 33897
 PHONE (863) 422-1167



243849C

INVOICE

SERVICE & PARTS DEPT. HOURS
 Monday - Friday: 7:00 AM - 6:00 PM
 Saturday: 7:00 AM - 3:00 PM

PAGE 1

SERVICE ADVISOR: 9897 ROBERT V BLACKBURN

CUSTOMER #: 62610

SIoux FALLS, SD
 HOME: [REDACTED] CONT: N/A
 BUS: [REDACTED] CELL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHITE	10	FORD F450	1FTXW4CR5AE		26218/26218		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN10 IS			WAIT 25OCT11			CASH	25OCT11

R.O. OPENED	READY	OPTIONS:
08:57 25OCT11	11:39 25OCT11	ENG:6.4 Liter

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A 6.4 L DIESEL OIL CHANGE - CUST REQUEST SAMPLE OF OIL BEFORE CHANGED CAUSE: MAINTENANCE							
	00FOZ6.4LOF		6.4 L DIESEL OIL CHANGE			25.00	25.00
			9018 PERALTA, REINALDO LIC#: 2052				
			CQC				
	1 FL*2016*		KIT - ELEMENT & GASKET - OIL F		29.00	18.70	18.70
	15 XO*15W40*BSD				4.20	2.75	41.25
PARTS:	59.95	LABOR:	25.00	OTHER:	0.00	TOTAL LINE A:	84.95

B QUICK LANE QUALITY CARE INSPECTION							
	Q99P		QUICK LANE QUALITY CARE INSPECTION				
			9018 PERALTA, REINALDO LIC#: 2052			0.00	0.00
			CQC				
	40FOZGBK		GREEN BRAKE				
			9018 PERALTA, REINALDO LIC#: 2052			0.00	0.00
			CQC				
	46FOZGTIRE		GREEN TIRE				
			9018 PERALTA, REINALDO LIC#: 2052			0.00	0.00
			CQC				
	GBATT		BATTERY PASSED TEST - NO IMMEDIATE ATTENTION REQUIRED				
			9018 PERALTA, REINALDO LIC#: 2052			0.00	0.00
			CQC				
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

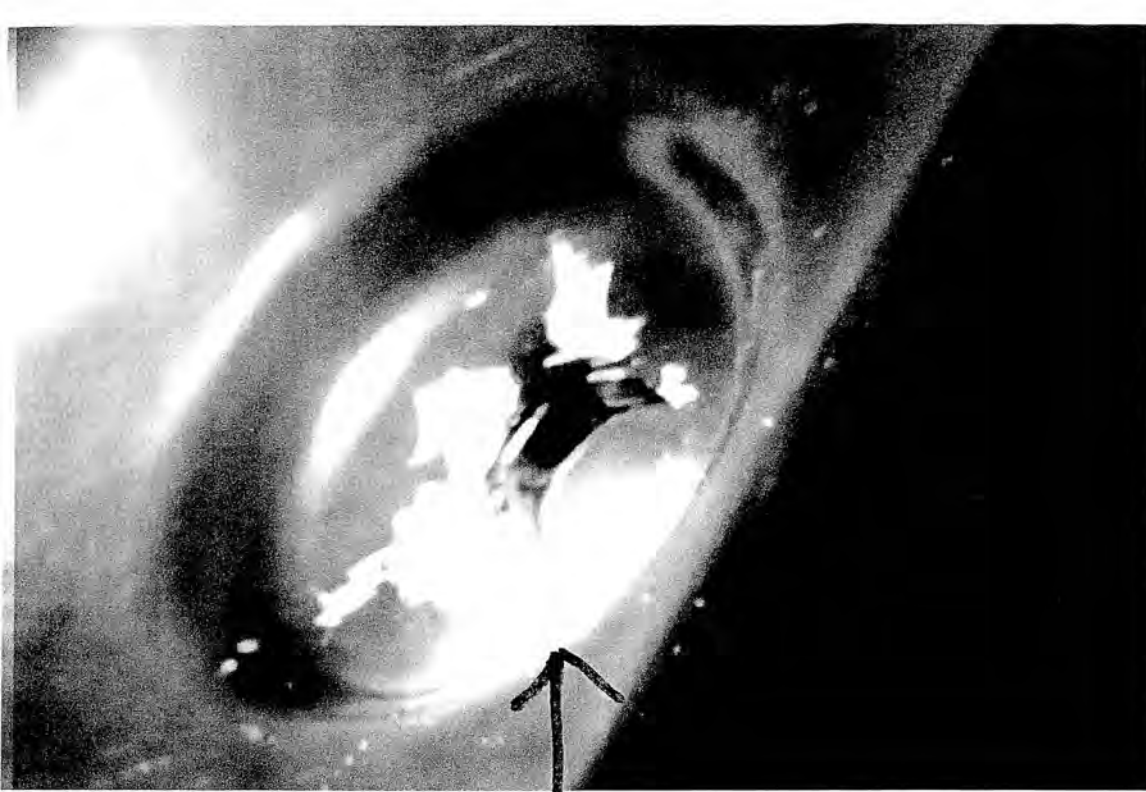
 CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER 1.63

MV# 36595

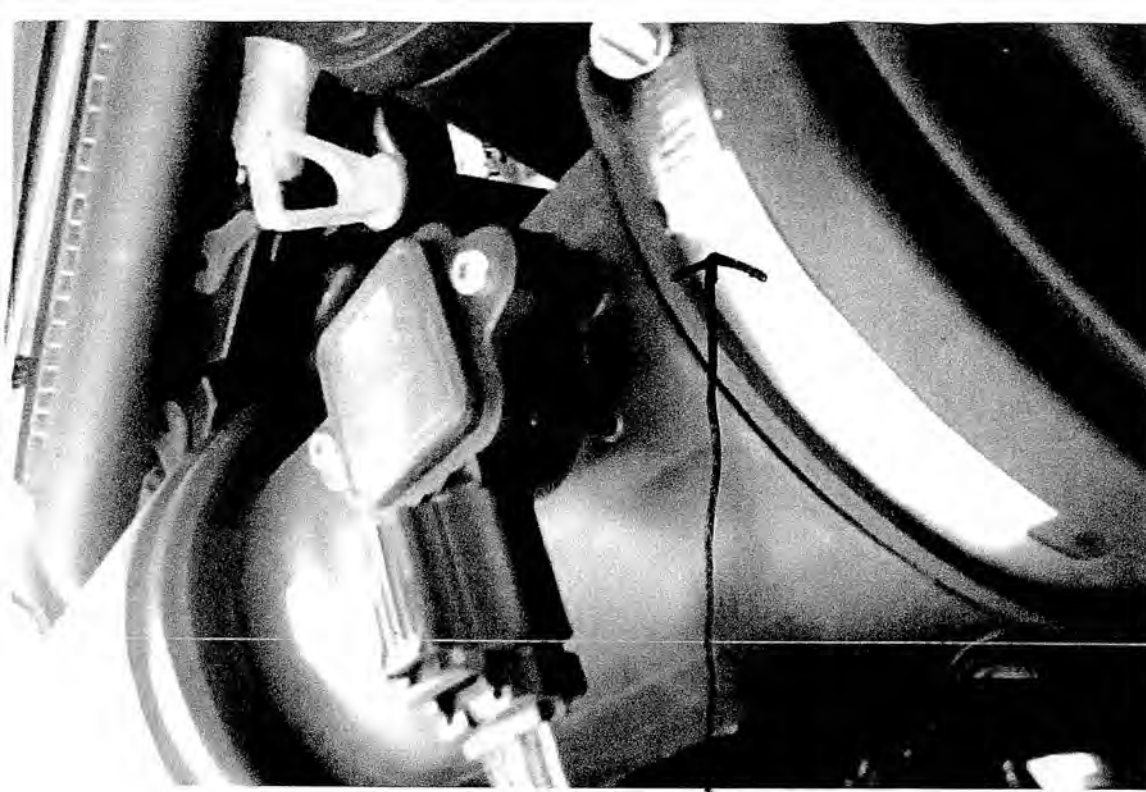
WARRANTY STATEMENT AND DISCLAIMER: ORIGINAL EQUIPMENT FACTORY PARTS REPLACED OR INSTALLED CARRY A 12 MONTH OR 12,000 MILE WARRANTY UNLESS OTHERWISE NOTED.	*SHOP SUPPLY COSTS: We have added a charge equal to 6.5% of the total cost of labor, not to exceed \$50.00, to the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.718), and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state (s.403.7185).	DESCRIPTION	TOTALS
By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.	LABOR AMOUNT	25.00
		PARTS AMOUNT	59.95
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	1.63
		TOTAL CHARGES	86.58
		LESS INSURANCE	0.00
		SALES TAX	6.07
		PLEASE PAY THIS AMOUNT	92.65



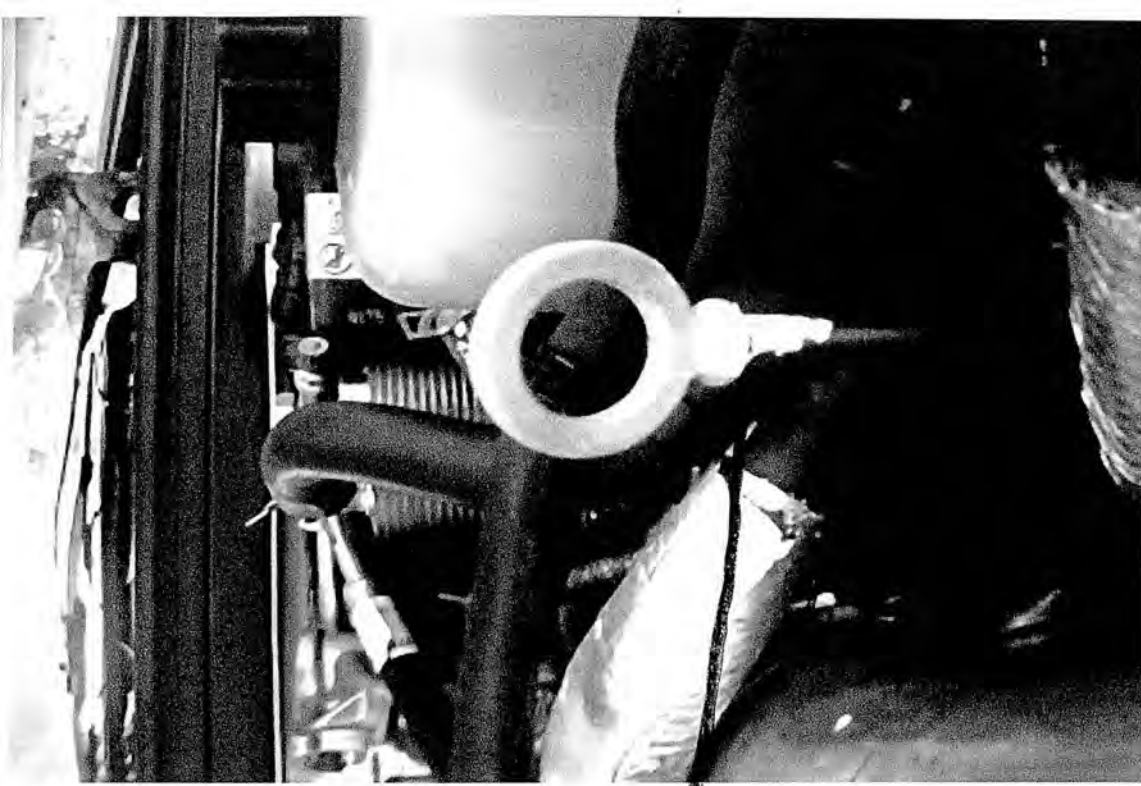
This is the oil fill cap the white is where the dealer sealed the oil cap.



This is the oil plug on the fan also sealed
by dealer



This is the air filter clamp also sealed by the dealer



This is the oil dipstick also sealed by
the dealer

10/5/2012 4:30:27 PM



Ford Customer Service Division

PO Box 6248, MD 4S-B
Dearborn, MI 48126 USA

September 28, 2012

Ray Klinger
State of South Dakota
Office of Attorney General
Division of Consumer Protection
1302 E. Highway 14, Suite 3
Pierre, SD 57501-8503

OCT 15 2012

Re: [REDACTED] File: 12-1658; VIN: 1FTXW4CR5AE [REDACTED]

Dear Mr. Klinger:

A complaint was filed with your office by [REDACTED] regarding his 2010 Ford F-450. You asked that Ford Motor Company to review and provide you with our written response.

Our Consumer Affairs Department has reviewed [REDACTED] complaint regarding his vehicle's oil growth. Our Ford Service Engineer and our Technical hotline have assessed that the growth is a normal characteristic for the 6.4L engine and that the vehicle is operating within Ford specifications. Based on this information, we propose no further actions. Based on this information, we proposed no further action.

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

Sincerely,

Sonya Hall
Consumer Affairs Legal Analyst

cc: [REDACTED]
Sioux Falls, SD [REDACTED]

[Faint, illegible text, likely bleed-through from the reverse side of the page]



003/20 Ray 4:00:39

CUSTOMER #: 51753

43893



NEMER FORD
Your Blue Oval Certified Dealer

323 Quaker Road
Queensbury, NY 12804
Phone (518) 798-8834
Fax (518) 798-0166
www.nemermotorgroup.com

* INVOICE *

PAGE 1

SERVICE ADVISOR: 2713 LARRY STEININGER

SOUX FALLS, SD

HOME: [REDACTED] CONT: N/A

BUS: [REDACTED] CELL: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
WHITE	10	FORD F-450 L/RW	1FTXW4CR5AE [REDACTED]		33149/33149	TBAL	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN10 IS			17:00 02OCT12		RIABLE	CASH	02OCT12
01JAN10 DD							
R.O. OPENED	READY	OPTIONS	ENG: 6.4 Liter				
02OCT12	02OCT12						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUST. STATES THE ANTI FREEZE OVERFLOW TANK WENT EMPTY, SMOKES EXCESSIVE, THE OIL WAS OVERFULL AND WATERY, SEEMS TO RUN LAGGY. THE OIL DIPSTICK READS 18 QUARTS.

CAUSE: NPF

RANB REPAIR AS NOTED BELOW

PARTS:	2251	IS					(N/C)
	0.00	LABOR	0.00	OTHER:	0.00	TOTAL LINE A:	0.00

..... 33149 NO PROBLEM FOUND OIL LEVEL IS CORRECT, PRINTED OK
 PROCEDURE, THE SMOKE IS FROM RE-GEN, PRESSURE TESTED COOLANT SYSTEM FOR
 45 MINUTES NO PRESSURE DROP OR COOLANT LOSS

N.Y.S. REG. NO. R7023103

They said that 18 qts was correct. If it was correct why does the book only call for 15 qts. I've only got 1100 miles on this oil and it's just like water. It's has so much diesel fuel in it. The coolant was down and they didn't know where that went to also.

605 773-7163

TERMS: CASH ACCEPTABLE CREDIT CARDS, CASHIERS OR CERTIFIED CHECK ONLY. STORAGE FEE OF \$30.00 PER DAY WILL BE CHARGED 48 HOURS AFTER COMPLETION OF REPAIRS OR ESTIMATE.

EXCLUSION 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 AND SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/ITEMS.

AUTHORIZATION FOR REPAIRS
 Not responsible for loss of Damage to Car or Article left in cars in case of fire, theft or any other cause beyond our control. I hereby authorize the above work to be done along with the necessary material, and hereby grant you and/or employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

CUSTOMER SIGNATURE

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
PLEASE PAY THIS AMOUNT	0.00

OFFICE OF ATTORNEY GENERAL

MARTY J. JACKLEY

Division of Consumer Protection
1302 E Hwy 14 Suite 3 • Pierre SD 57501-8053
1-800-300-1986 (In-State) • (605) 773-4400
Fax (605)773-7163

CONSUMER COMPLAINT

The Attorney General of the State of South Dakota and the Division of Consumer Protection have the authority to investigate deceptive or misleading business/trade practices and take legal action on behalf of the State of South Dakota. Neither the Attorney General nor his staff can act as a private attorney for you. This office is prohibited by law from providing legal advice to private parties. To preserve any private legal rights you have, you may wish to contact a private attorney in addition to contacting our office.

1. Consumer Information:

Your Name: Mr./Mrs./Ms. [REDACTED]

Your Business Name (if Applicable): [REDACTED]

Address: [REDACTED] County: MINNEHaha

City: SIOUX FALLS State: SD Zip: [REDACTED]

Phone: _____ (h) _____ (w) [REDACTED] (c)

Were you under 18 when the transaction occurred? Yes No

Age Range: 18-30 31-50 50-Over

2. Company or Person complained about:

Company: FORT MOTOR Co.

Representative: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone #: _____ Additional # _____

3. How Transaction was initiated (Check one):

I responded to a written ad.
If so, publication _____
 I responded to a Radio/TV ad.
If so, station _____
 I received information in the mail.

I received a telephone call.
 I contacted or went to firm's business.
 Firm first contacted me in person in my home.
 Firm first contacted me in person away from my home.
Other: DEALER

4. Where transaction took place (Check one):

My home Firm's place of business
 Telephone Mail
 Other: DEALER There was no transaction

5. Date of Transaction: 2-16-10 (mm/dd/yyyy)

6. Did you sign a contract? Yes

7. Product or service: Product

8. Price 55500 Amount paid to date _____
11/2012 4:45:20 PM

9. How was the transaction financed? CASH

10. Actions taken to date (Check appropriate responses)

- I have contacted the firm about my complaint.
Person contacted: _____
Date: _____ Their reaction: _____
- I have attempted to cancel.
- I have requested the merchandise.
- I have retained a private attorney. (If so, list attorney's name and address) _____
- I filed a complaint with another agency. (If so, specify) _____

11. Summary of complaint:

Please describe briefly what you wish to report. Give specific facts in the order they happened with all dates, etc. you can recall. Please attach copies of any papers involved - such as advertisements, receipts, contracts, canceled checks, bills, financing papers and other documents related to your complaint. The documents will be returned to you upon request. (Attach an extra sheet if necessary.)

I have sent other documents with my other complaint. The documents I'm sending are a continuation of the same problem. I have attached explanations to each document.

12. Who referred you to this office? Good Sam RV Club

13. Would you be willing to testify in court, if necessary? Yes No

In submitting this form, I am giving authorization for the company and its affiliates to discuss and provide account information to the South Dakota Division of Consumer Protection.

The Division of Consumer Protection has my permission to send a copy of this complaint to the person or company complained about. I have read the complaint and hereby certify that the information reported is true and correct to the best of my knowledge, information and belief.

Applicant's signature _____ Date 9/7/12

18507
 FORD WEST
 NW LOOP 410
 SAN ANTONIO TX 78238

(210) 509-1000 FAX (210) 509-1006

REGISTER TO [REDACTED]
 ADDRESS [REDACTED]
 CITY STONY FALLS STATE TX [REDACTED]
 PHONE HOME [REDACTED] BUS [REDACTED]
 E-MAIL ADDRESS [REDACTED]

DATE	SALESMAN	YEAR	MAKE	MODEL	COLOR	KEY #	STOCK NO
02/16/10	VERNON D WHITE	2010	FORD	TRUCK S-DUTY F-350			
VEHICLE ID NUMBER		LICENSE	EXPIRES	VALID NUMBER	MILEAGE	DELIVERY DATE	
1FTKX4CR5AE [REDACTED]		[REDACTED]				02/16/10	

BASE PRICE OF VEHICLE	SALE PRICE OF VEHICLE AS DESCRIBED	55500.00
OPTIONAL EQUIPMENT	TRADE ALLOWANCE	1000.00
FACTORY WARRANTY BEGINS XXXXXXX DATE 02/16/10	TRADE DIFFERENCE / NET SALE PRICE	51500.00
X OCC REPUBLIC FACTORY WARRANTY ENDS OR XXXXXX MILES DATE 02/16/17 X 100000	DEALER'S INVENTORY TAX	174.75
TOTAL SALE PRICE	STATE SALES TAX	1515.00
	DOCUMENTARY FEE	150.00
	LICENSE FEE	87.00
	TITLE FEE	5.00
	DEPUTY FEE (IF APPLICABLE)	
	STATE INSPECTION FEE	75.00
	SUB-TOTAL	53419.75
	TRADE-IN PAYOFF (IF ANY)	
	TOTAL CASH PRICE	53419.75
	EXTENDED SERVICE AGREEMENT	0.00
	REBATE (IF ANY)	
	CASH DOWN PAYMENT	
	UNPAID BALANCE DUE AT DELIVERY	53419.75

A DOCUMENTARY FEE IS NOT AN OFFICIAL FEE. A DOCUMENTARY FEE IS NOT REQUIRED BY LAW, BUT MAY BE CHARGED TO BUYERS FOR HANDLING DOCUMENTS RELATING TO THE SALE. A DOCUMENTARY FEE MAY NOT EXCEED A REASONABLE AMOUNT AGREED TO BY THE PARTIES. THIS NOTICE IS REQUIRED BY LAW.

AVISO

UN HONORARIO DE DOCUMENTACION NO ES UN HONORARIO OFICIAL. UN HONORARIO DE DOCUMENTACION NO ES REQUERIDO POR LA LEY, PERO PUEDE SER CARGADA AL COMPRADOR COMO GASTOS DE MANEJO DE DOCUMENTOS RELACIONADOS CON UNA VENTA. UN HONORARIO DE DOCUMENTACION NO PUEDE EXCEDER UNA CANTIDAD RAZONABLE ACORDADA POR LAS PARTES. ESTA NOTIFICACION ES REQUERIDA POR LA LEY.

The Dealer's inventory tax charge is intended to reimburse the dealer for ad valorem taxes on its motor vehicle inventory. The charge, which is paid by the dealer to the county tax assessor-collector, is not a tax imposed on a consumer by the government, and is not required to be charged by the dealer to the consumer.

FINANCING INFORMATION

BANK, FIN. CO., CREDIT UNION

FINANCE CO. PHONE	LIEN DATE	AMOUNT FINANCE/DRAFT
	02/16/10	52918.50

ATTN. LOAN OFFICER NAME

DRAFTING INSTRUCTIONS

TRADE-IN INFORMATION

YEAR	MAKE/MODEL	MILEAGE
1999	FORD TRUCK SPRDUTY F350	191097

If full or partial payment is made by check which is subsequently dishonored, it is agreed that this dealership has the right to repossess the automobile and pursue any and all available legal remedies that it may have. Further, in the event that the check is dishonored, this dealership may retain title to the vehicle purchased through issuance of such a check until full payment is received for the dishonored check.

NOTICE TO CREDIT BUYER

If this order involves credit, this form shall authorize the seller to secure any and all information from any source to determine the credit worthiness of the purchaser. No other contractual relationship is created hereby. Full disclosure required by law will be made prior to consummation of a credit transaction by purchaser's execution of an installment sale contract.

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer. The Seller, COMBES FORD WEST, Texas, 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 said products. However, if a written warranty is given by Dealer or Purchaser, buys an extended warranty or service contract from Dealer, then Dealer's obligations with respect to the vehicle are limited to (1) the obligations provided in the warranty, extended warranty or service contract, and (2) IF ANY IMPLIED WARRANTIES ARISE IN CONNECTION WITH THE TRANSACTION, INCLUDING THE WARRANTY OF MERCHANTABILITY, THEN SUCH IMPLIED WARRANTIES ARE EXPRESSLY LIMITED IN DURATION TO THE DURATION OF THE WRITTEN WARRANTY, EXTENDED WARRANTY, OR SERVICE AGREEMENT SUPPLIED BY DEALER. (Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.)

Purchaser agrees that this order cancels and supersedes any prior agreement.

NO. 18507
 MCCOMB'S FORD WEST
 1101 N. LOOP 410
 SAN ANTONIO TX 78238
 (210) 509-1000 FAX (210) 509-1006

REGISTER TO: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: STOKY FALLS STATE: SD ZIP: [REDACTED]
 PHONE HOME: [REDACTED] BU: [REDACTED]
 E-MAIL ADDRESS: [REDACTED]

DATE	SALESMAN	YEAR	MAKE	MODEL	COLOR	KEY #	STOCK NO.
02/16/10	VERNON D WHITE	2010	FORD TRUCK	SPROTY F350			
VEHICLE ID. NUMBER		LICENSE	EXPIRES	VALID NUMBER	MILEAGE	DELIVERY DATE	
[REDACTED]		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	02/16/10	

BASE PRICE OF VEHICLE	55500.00
OPTIONAL EQUIPMENT	
SALE PRICE OF VEHICLE AS DESCRIBED	55500.00
TRADE ALLOWANCE	4700.00
TRADE DIFFERENCE / NET SALE PRICE	50800.00
DEALER'S INVENTORY TAX	174.75
STATE SALES TAX	1545.00
DOCUMENTARY FEE	150.00
LICENSE FEE	87.00
TITLE FEE	85.00
DEPUTY FEE (IF APPLICABLE)	
STATE INSPECTION FEE	75.00
SUB-TOTAL	57816.75
TRADE-IN PAYOFF (IF ANY)	
TOTAL CASH PRICE	57816.75
EXTENDED SERVICE AGREEMENT	2700.00
REBATE (IF ANY)	7500.00
CASH DOWN PAYMENT	7500.00
UNPAID BALANCE DUE AT DELIVERY	50316.75

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AVISO
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FINANCING INFORMATION

BANK, FIN. CO., CREDIT UNION	
FINANCE CO. PHONE	
LIEN DATE	
AMOUNT/FINANCE DRAFT	
ATTN: LOAN OFFICER NAME	02/16/10 52916.50

DRAFTING INSTRUCTIONS:
 TRADE-IN INFORMATION

YEAR	MAKE/MODEL	MILEAGE
1999	FORD TRUCK SPROTY F350	191097

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 If this order involves credit, this form shall authorize the seller to secure any and all information from any source to determine the credit worthiness of the purchaser. No other contractual relationship is created hereby. Full disclosure required by law will be made prior to consummation of a credit transaction by purchaser's execution of an installment sale contract.

DISCLAIMER OF WARRANTIES
 Any warranties on the products sold hereby are those made by the manufacturer. The Seller, MCCOMB'S FORD WEST, Texas 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 said products. However, if a written warranty is given by Dealer or Purchaser, buys an extended warranty or service contract from Dealer, then Dealer's obligations with respect to the vehicle are limited to: (1) the obligations provided in the warranty, extended warranty or service contract, and (2) IF ANY IMPLIED WARRANTIES ARISE IN CONNECTION WITH THE TRANSACTION, INCLUDING THE WARRANTY OF MERCHANTABILITY, THEN SUCH IMPLIED WARRANTIES ARE EXPRESSLY LIMITED, IN DURATION TO THE DURATION OF THE WRITTEN WARRANTY, EXTENDED WARRANTY, OR SERVICE AGREEMENT SUPPLIED BY DEALER. (Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.)

TOTAL CASH SALE PRICE IS PAYABLE IN COUNTY, TEXAS
 Purchaser agrees that this Order cancels and supersedes any prior agreement.

TERMS AND CONDITIONS

- A. In the event this sale involves the purchase of a used vehicle and the used vehicle is purchased without a written warranty or service contract, then the used vehicle is sold "AS IS" WITH ALL FAULTS and with no warranties, expressed or implied, including no warranty of **MERCHANTABILITY** or fitness for particular purpose.
- B. **Limitation of incidental or consequential damages:** DEALER SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES UNDER ANY IMPLIED WARRANTIES ARISING IN CONNECTION WITH THE TRANSACTION INCLUDING ANY IMPLIED WARRANTY OF **MERCHANTABILITY** OR FITNESS FOR PARTICULAR PURPOSE (Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.)
- C. Manufacturer has reserved the right to change the price to Dealer of new motor vehicles. In the event the price to Dealer of new motor vehicles of the series and body type ordered hereunder is changed by manufacturer prior to delivery of the vehicle ordered by Purchaser, Dealer reserves the right to change the cash delivered price of such motor vehicle to Purchaser accordingly. If such case delivered price is increased by Dealer, Purchaser may, if dissatisfied therewith, cancel this order.
- D. Purchaser agrees to deliver to Dealer satisfactory evidence of title to any used motor vehicle traded in as a part of the consideration for the motor vehicle ordered hereunder, at the time of delivery of such used motor vehicle to Dealer.
- E. Dealer shall not be liable for failure to deliver or for delay in delivering the motor vehicle covered by this order when such failure or delay is due, in whole or in part, to any cause beyond the control or without the fault or negligence of Dealer.
- F. The Purchaser, if an individual warrants to Dealer that he/she is over 18 years of age or is married.
- G. The Purchaser's deposit to hold a vehicle is effective and binding on the Dealer for only 72 hours; thereafter the Dealer is free to sell the vehicle to others and will refund the Purchaser's deposit.
- H. Dealer has relied upon information relating to the vehicle being sold which was obtained from government agencies or records, the manufacturer, and if applicable, the prior owner(s) of the vehicle.

AGREEMENT TO BUY

I, the undersigned, hereby agree to purchase the vehicle described herein for the sum of _____ Dollars (\$ _____) and to pay the same to the Dealer at the time of delivery of the vehicle to me. I understand that the price of the vehicle includes all taxes, license, and other charges. I agree to pay the balance of the purchase price to the Dealer in _____ equal payments of _____ Dollars (\$ _____) each, starting on _____, 20____, and continuing on the same day of each month thereafter until the balance of the purchase price is paid in full. I agree to pay the interest on the balance of the purchase price at the rate of _____ percent per annum. I agree to pay the Dealer the sum of _____ Dollars (\$ _____) as a down payment at the time of delivery of the vehicle to me. I agree to pay the Dealer the sum of _____ Dollars (\$ _____) as a late charge if I fail to make a payment on the balance of the purchase price on the due date. I agree to pay the Dealer the sum of _____ Dollars (\$ _____) as a processing fee. I agree to pay the Dealer the sum of _____ Dollars (\$ _____) as a title and license fee. I agree to pay the Dealer the sum of _____ Dollars (\$ _____) as a sales tax. I agree to pay the Dealer the sum of _____ Dollars (\$ _____) as a dealer fee. I agree to pay the Dealer the sum of _____ Dollars (\$ _____) as a handling fee. I agree to pay the Dealer the sum of _____ Dollars (\$ _____) as a delivery fee. I agree to pay the Dealer the sum of _____ Dollars (\$ _____) as a preparation fee. I agree to pay the Dealer the sum of _____ Dollars (\$ _____) as a cleaning fee. I agree to pay the Dealer the sum of _____ Dollars (\$ _____) as a detailing fee. I agree to pay the Dealer the sum of _____ Dollars (\$ _____) as a paint correction fee. I agree to pay the Dealer the sum of _____ Dollars (\$ _____) as a wheel alignment fee. I agree to pay the Dealer the sum of _____ Dollars (\$ _____) as a tire rotation fee. I agree to pay the Dealer the sum of _____ Dollars (\$ _____) as a brake inspection fee. I agree to pay the Dealer the sum of _____ Dollars (\$ _____) as a fluid change fee. I agree to pay the Dealer the sum of _____ Dollars (\$ _____) as a safety inspection fee. I agree to pay the Dealer the sum of _____ Dollars (\$ _____) as a state inspection fee. I agree to pay the Dealer the sum of _____ Dollars (\$ _____) as a title and license fee. I agree to pay the Dealer the sum of _____ Dollars (\$ _____) as a sales tax. I agree to pay the Dealer the sum of _____ Dollars (\$ _____) as a dealer fee. I agree to pay the Dealer the sum of _____ Dollars (\$ _____) as a handling fee. I agree to pay the Dealer the sum of _____ Dollars (\$ _____) as a delivery fee. I agree to pay the Dealer the sum of _____ Dollars (\$ _____) as a preparation fee. I agree to pay the Dealer the sum of _____ Dollars (\$ _____) as a cleaning fee. I agree to pay the Dealer the sum of _____ Dollars (\$ _____) as a detailing fee. I agree to pay the Dealer the sum of _____ Dollars (\$ _____) as a paint correction fee. I agree to pay the Dealer the sum of _____ Dollars (\$ _____) as a wheel alignment fee. I agree to pay the Dealer the sum of _____ Dollars (\$ _____) as a tire rotation fee. I agree to pay the Dealer the sum of _____ Dollars (\$ _____) as a brake inspection fee. I agree to pay the Dealer the sum of _____ Dollars (\$ _____) as a fluid change fee. I agree to pay the Dealer the sum of _____ Dollars (\$ _____) as a safety inspection fee. I agree to pay the Dealer the sum of _____ Dollars (\$ _____) as a state inspection fee.

AGREEMENT TO SELL

I, the undersigned, hereby agree to sell the vehicle described herein for the sum of _____ Dollars (\$ _____) and to pay the same to the Dealer at the time of delivery of the vehicle to me. I understand that the price of the vehicle includes all taxes, license, and other charges. I agree to pay the balance of the purchase price to the Dealer in _____ equal payments of _____ Dollars (\$ _____) each, starting on _____, 20____, and continuing on the same day of each month thereafter until the balance of the purchase price is paid in full. I agree to pay the interest on the balance of the purchase price at the rate of _____ percent per annum. I agree to pay the Dealer the sum of _____ Dollars (\$ _____) as a down payment at the time of delivery of the vehicle to me. I agree to pay the Dealer the sum of _____ Dollars (\$ _____) as a late charge if I fail to make a payment on the balance of the purchase price on the due date. I agree to pay the Dealer the sum of _____ Dollars (\$ _____) as a processing fee. I agree to pay the Dealer the sum of _____ Dollars (\$ _____) as a title and license fee. I agree to pay the Dealer the sum of _____ Dollars (\$ _____) as a sales tax. I agree to pay the Dealer the sum of _____ Dollars (\$ _____) as a dealer fee. I agree to pay the Dealer the sum of _____ Dollars (\$ _____) as a handling fee. I agree to pay the Dealer the sum of _____ Dollars (\$ _____) as a delivery fee. I agree to pay the Dealer the sum of _____ Dollars (\$ _____) as a preparation fee. I agree to pay the Dealer the sum of _____ Dollars (\$ _____) as a cleaning fee. I agree to pay the Dealer the sum of _____ Dollars (\$ _____) as a detailing fee. I agree to pay the Dealer the sum of _____ Dollars (\$ _____) as a paint correction fee. I agree to pay the Dealer the sum of _____ Dollars (\$ _____) as a wheel alignment fee. I agree to pay the Dealer the sum of _____ Dollars (\$ _____) as a tire rotation fee. I agree to pay the Dealer the sum of _____ Dollars (\$ _____) as a brake inspection fee. I agree to pay the Dealer the sum of _____ Dollars (\$ _____) as a fluid change fee. I agree to pay the Dealer the sum of _____ Dollars (\$ _____) as a safety inspection fee. I agree to pay the Dealer the sum of _____ Dollars (\$ _____) as a state inspection fee.

Get-Me-Not...

2012 4:45:27 PM

~~IIII~~ ~~IIII~~ ~~IIII~~

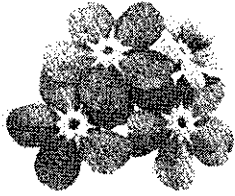
IIII 1/2

Aug. 13 2012

31675

29720

1955




V11/ ~~XXXXXXXXXX~~ PM



⑥

I've been back to the Ford Dealer a number of times this summer to show them lab results on the oil samples I've had the dealers take for me and get information on this oil growth problem. Finally on Aug 9th I got information from the Ford tech I also had the dealer check the oil level at that time it was $\frac{1}{2}$ inch over the full mark. They told me that the dip stick maybe down in the pan to far. They told me the only way they could tell if it was over was to drain the oil and put 15 qts back in to be sure where the full mark was. I told them that they did that in Florida and they marked the stick. They told me one of my options was to pay up front and if they found anything wrong Ford would reimburse me. On Aug 13 I drained the oil out and counted with a qt measurement cup the oil. i

It came up to $19\frac{1}{2}$ gts $4\frac{1}{2}$ over
I had 1955 miles on that oil change
I put it all back in and on Aug 29th
I went back to Warren Ford to have
them change the oil and count the gts
of oil. They counted $17\frac{1}{2}$ I asked
them what happened to the other 2 gts
(2)



WARREN FORD, Inc.

3711 Main St. P.O. Box 37

WARRENSBURG, N.Y. 12885

(518) 623-4221 • (518) 668-2080 • Fax (518) 623-2111

NEW YORK STATE MOTOR VEHICLE REPAIR SHOP #7006982



2012-08-29 3:32 PM

CUSTOMER No. 13719	ADVISOR GREGORY W. NOVOTNY	TAG No. 3839	INVOICE DATE 08/29/12	INVOICE No. FOCS124114
	LABOR RATE 94.00	LICENSE No.	MILEAGE 32,021	COLOR /
	YEAR / MAKE / MODEL 10/FORD TRUCK/SUPER DUTY F-45/CREW C		DELIVERY DATE	DELIVERY MILES
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	SELLING DEALER NO.	PRODUCTION DATE
			R.O. DATE 08/29/12	REPRINT# 1
				MO: 32021

LABOR & PARTS
1 01FOZ1 OIL & FILTER HOURS: TECH(S):4442 8.00
CUSTOMER REQUEST OIL & FILTER.
++ RESET OIL LIFE LIGHT ++
COUNT THE OIL WHEN DRAINED
MAINT INTV.
PERFORMED OIL & FILTER CHANGE, SET TIRE PRESSURE AND TOPPED
OFF ALL FLUIDS.
COUNTED QTS OF OIL DRAINED: JUST OVER 17.5 QTS DRAINED.

ARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
OB # 1	1	3C32-6731-AA	KIT - ELEMENT	24.86	24.86	24.86
OB # 1	15	XO-15W40-QSO	OIL - ENGINE	5.31	5.31	79.65
JOB # 1 TOTAL PARTS						104.51

JOB # 1 TOTAL LABOR & PARTS 112.51

TOTALS
 CASH CHECK VISA MC
 AMEX DISCOVER
 THANK YOU FOR YOUR BUSINESS
 TOTAL LABOR.... 8.00
 TOTAL PARTS.... 104.51
 TOTAL SUBLET... 0.00
 TOTAL G.D.G.... 0.00
 TOTAL MISC CHG. 0.00
 TOTAL MISC DISC 0.00
 TOTAL TAX..... 7.88
TOTAL INVOICE \$ 120.39

CUSTOMER SIGNATURE

32021 Recent oil change 8-29-12
29720 Last oil change 5-2-12
2301 miles on oil

8/9/2012 4:45:37 PM

Hotline Assistance Request

VIN: 1FTXW4CR5AE [REDACTED]
Vehicle: 2010 F-SERIES
RO Number: 999999
Contact ID: 105646439
Request Date: 08-09-2012
Technician: gregory novotny

Request Form Details:**Description of vehicle concern:**

vehicle making oil, customer has oil tested and would like to know why for does not acknowledge oil testing

Diagnostics performed:

none

Parts replaced:

none

Question: Body Conversion:

Answer: STOCK

Tech's question:

DO WE RECOGNISE OIL SAMPLE TESTING AND IF NOT WHY? [REDACTED] IS REALLY ADAMENT WE HAVE A ISSUE AND THERE IS A EXTENSIVE HISTORY OF REPAIRS

Additional Diag/Comments

Comment from: Ford **Comment Date:** 8/9/2012 3:15:20 PM
Gregory,

Ford does not currently acknowledge any form of outside analysis. The reason Ford does not acknowledge outside oil analysis is due to the fact that the amount of fuel entering the crankcase due to DPF (Diesel Particulate Filter) regeneration changes with vehicle operating conditions and depending on the size of the vehicle. For example, vehicles such as the F450 and F550 may experience more frequent DPF regeneration (and subsequently more oil growth) due to the higher gear ratios equipped on heavier duty models. If a vehicle is operated in a manner (such as pulling heavy loads or experiencing high Idle hours) DPF regeneration frequency may also be increased due to the increase in particulate matter the DPF must trap.

Oil growth is considered normal on 6.4L equipped vehicles due to an extra fuel injection during the exhaust stroke to increase exhaust temperature for DPF regeneration. Although most of this added fuel injection exits the engine, a portion of this fuel injection may slip past the rings and into the crankcase. If a frequent regeneration concern is present or if the vehicle is driven in a manner that will not allow regeneration to complete, the oil level may rise more rapidly that a vehicle driven under different operating conditions.

When checking the engine oil, be sure that engine oil level is always checked at the same approximate temperature and that the short stick method is being used as per SSM 21288. It is considered normal for engine oil level to increase from checking cold to checking warm due to the expansion of the engine oil as oil temperature increases.

8/9/2012 4:45:38 PM

If an abnormal oil level increase is noted, recommend performing step 26 of the Hard Start / No Start Diagnostic (located within section 4 of the online PC/ED) to determine if a concern is present. If engine oil level rises during the performance of this test, further diagnostics will need to be performed to discover the cause of the concern. Recommend performing the High Pressure Fuel System Leak Test as outlined in step 22 of the Hard Start/No Start Diagnostic.

During the performance of step 22, please be sure that the test is performed with the engine hot, two bottles of leak detection dye placed in the secondary fuel filter, FRP (Fuel Rail Pressure) commanded to 16000 + psi, and the test performed for at least ten minutes. If no concerns are noted during the performance of step 22, it will be necessary to drain the engine oil and perform step 24 of the Hard Start/No Start Diagnostic to determine if High Pressure Fuel Pump leak may be causing the concern.

When performing step 24, the engine oil should be drained and the key cycled at least ten times while monitoring the crankcase drain for fuel. If fuel flow is present, a leaking High Pressure Fuel Pump should be suspected of causing the oil growth and the High Pressure Pump will need to be replaced. If no concerns are noted during the performance of this test, recommend rotating the crankshaft a quarter of a turn and retesting. The test should be performed in at least 4 different crankshaft positions if no leak is found to verify that the High Pressure Fuel Pump does not leak fuel in any crankshaft position.

If no concerns are noted during the performance of step 26 of the Hard Start/No Start Diagnostic, the oil growth should be considered normal and the vehicle returned to the customer. Recommend clarifying to the customer why some oil growth is considered normal on the 6.4L engine and explaining that normal levels of fuel dilution will not affect the longevity of the engine as the engine has been designed to tolerate this condition.

Comment from: Ford **Comment Date:** 8/9/2012 3:15:50 PM

If further assistance is required with the diagnosis of this concern, please contact the Hotline by phone at 1-800-826-4694. When contacting the Hotline, please be sure to have your Hotline Contact ID (listed in red at the top of this form) ready to facilitate the data retrieval process. Thank you

Additional comments or diagnostic info

You have 950 characters remaining for your response...

Print date: 8/9/2012 3:24:14 PM

Hard Start/No Start Diagnostic Procedures

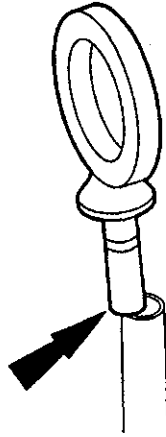
Recommended Procedure:

Check for aftermarket performance products. If aftermarket performance products are present, return to original equipment manufacturers (OEM) components as necessary. Aftermarket performance products affect the correct operation of the regeneration process which may affect engine oil level.

Due to the size of the engine oil system, it is critical when checking the engine oil level, to make sure the vehicle is parked on a level surface and the engine has been turned off for at least 10 minutes to make sure that the engine oil in the upper parts of the engine has returned to the oil pan.

Check for the correct engine oil level using the oil level indicator with the vehicle on level ground.

If the engine oil level on the oil level indicator is overfull, it is possible the engine was incorrectly repaired or fuel or coolant is diluting the engine oil and filling the crankcase. Recheck the engine oil level. Remove and clean the oil level indicator. Reinsert the oil level indicator into the oil level indicator tube until only the oil level indicator handle touches the top of the oil level indicator tube.



N0073018

Oil Level Indicator Offset

If directed to this test from a pinpoint test and the engine oil level is correct, return to the pinpoint test.

If not directed to this test from a pinpoint test and the engine oil level is correct, continue to Step 3 Glow Plug System Operation, in this section to continue diagnosis.

If the engine oil level is overfull, check the CAC for contamination. If the CAC has engine oil, coolant, fuel or metal contamination, a thorough cleaning of the CAC system is necessary. Refer to the Workshop Manual section 303-12 for correct cleaning procedures. Clean and mark the oil level indicator.

Hard Start/No Start Diagnostic Procedures



N0073019

Engine Oil Level Indication

Check for recent fuel system repairs which may have caused fuel leaks into the engine crankcase. If a fuel system repair was made and the engine oil was not changed, change the engine oil, mark the oil level indicator and carry out the Fuel System Leak Test in this section to continue diagnosis.

Check the maintenance records for engine idle time, mileage and vehicle usage since the last engine oil change. Oil that has had extended drain intervals has increased viscosity (becomes thicker) and makes engine cranking more difficult and starting less reliable at temperatures below freezing. Refer to the lube oil chart in the Workshop Manual or Owner's Literature for the correct engine oil selection for temperature conditions. If records indicate insufficient engine oil changes, change the engine oil, mark the oil level indicator and carry out the Fuel System Leak Test in this section to continue diagnosis.

Check for biodiesel fuel of greater than 5% or high sulphur diesel fuel. Biodiesel fuel concentration of greater than 5% or use of high sulphur content fuel can cause increased fuel dilution.

If the engine oil level is overfull, GO to Pinpoint Test AB to continue diagnosis.

Possible Causes:

- Engine oil level low — engine oil leak, engine oil consumption, incorrect repair
- Engine oil level high — incorrect repair, fuel dilution
- Engine oil contamination with coolant — engine oil cooler, front cover porosity, head gasket, porosity
- Engine oil contamination with diesel fuel — fuel injector leak, high pressure fuel injection pump leak

Tools Required:

None

7/20/12 4:45:40 PM

OASIS FULL SERVICE MESSAGE NUMBER: 21288

MESSAGE TITLE: 2008 - 2010 F-SUPER DUTY - 6.4L DIESEL ENGINE OIL LEVEL DIAGNOSTIC AID

APPLICABLE VEHICLES :
2008 - 2010 TRUCK : 00028 F-SERIES

OASIS MESSAGE :

ON 6.4L ENGINES, TO PREVENT SERIOUS ENGINE DAMAGE IT IS CRITICAL TO ACCURATELY MEASURE ENGINE OIL LEVELS DURING VEHICLE DIAGNOSTICS. TO PROPERLY DETERMINE ENGINE OIL LEVEL, THE ENGINE MUST BE AT NORMAL OPERATING TEMPERATURE, VEHICLE IS PARKED ON A LEVEL SURFACE AND ENGINE OFF FOR 10 MINUTES TO ENSURE ALL ENGINE OIL HAS RETURNED TO OIL PAN. USE THE SHORT STICK METHOD DESCRIBED IN PCED HARD START/NO START DIAGNOSTIC SUBROUTINES-SECTION 4. IF OIL IS OVERFULL, CHECK THE CHARGE AIR COOLER (CAC) FOR LIQUID CONTAMINATION. SOME RESIDUAL OIL IN THE CAC SYSTEM IS A NORMAL CHARACTERISTIC. IF THE CAC HAS EXCESSIVE OIL, ANY FUEL OR METAL CONTAMINATION, A THOROUGH CLEANING OF THE CAC SYSTEM IS NECESSARY. REFER

TO WORKSHOP MANUAL SECTION 303-12 FOR CLEANING PROCEDURES AND PCED PINPOINT TESTS AND SYMPTOM CHARTS TO DIAGNOSE ROOT CAUSE OF OIL OVERFILL.

APPLICABLE SYMPTOM CODES :

- 2***** Driver Aides & Information
- 227*** Driver Aides & Information > Warning Indicators/Messa
- 227Q** Driver Aides & Information > Warning Indicators/Messa
- 227Q68 Driver Aides & Information > Warning Indicators/Messa
- 4***** Start/Run/Move& Information > Warning Indicators/Messa
- 400000 ENGINE Run/Move& Information > Warning Indicators/Messa
- 401000 ENGINE OIL SYSTEM CONCERNStion > Warning Indicators/Messa
- 403000 ENGINE EXHAUST SYSTEM CONCERNS > Warning Indicators/Messa
- 440*** Start/Run/Move > StartingNS > Warning Indicators/Messa
- 4401** Start/Run/Move > Starting > No CrankIndicators/Messa
- 440102 Start/Run/Move > Starting > No Crank > Alwaysessa
- 499000 ENGINE BASIC ENGINE Starting > No Crank > Alwaysessa
- 5***** Driving Performance Starting > No Crank > Alwaysessa
- 550*** Driving Performance > Runs Rough No Crank > Alwaysessa
- 5502** Driving Performance > Runs Rough > Accelerationaysessa
- 550202 Driving Performance > Runs Rough > Acceleration > A
- 5503** Driving Performance > Runs Rough > Cruise/ Steady Spee
- 550302 Driving Performance > Runs Rough > Cruise/ Steady Spee
- 554*** Driving Performance > Lack/Loss of Poweruse/ Steady Spee
- 5542** Driving Performance > Lack/Loss of Power > Acceleratio
- 554202 Driving Performance > Lack/Loss of Power > Acceleratio
- 5543** Driving Performance > Lack/Loss of Power > Cruise/ Ste
- 554302 Driving Performance > Lack/Loss of Power > Cruise/ Ste
- 600000 DRIVABILITY (GENERAL)gt; Lack/Loss of Power > Cruise/ Ste
- 601000 DRIVE-STARTINGENERAL)gt; Lack/Loss of Power > Cruise/ Ste
- 601300 DRIVEABILITY NO CRANKgt; Lack/Loss of Power > Cruise/ Ste
- 602300 DRIVEABILITY HARD START/LONG START of Power > Cruise/ Ste
- 603300 DRIVEABILITY NO STARTRT/LONG START of Power > Cruise/ Ste
- 606000 DRIVE-PERFORMANCETARTRT/LONG START of Power > Cruise/ Ste
- 608000 DRIVEABILITY RUNS ROUGH/LONG START of Power > Cruise/ Ste
- 609000 DRIVEABILITY MISSESOUGH/LONG START of Power > Cruise/ Ste
- 614000 DRIVEABILITY LACK/LOSS OF POWERART of Power > Cruise/ Ste
- 614500 DRIVEABILITY LACK/LOSS OF POWER - ACCELERATION; Cruise/ Ste
- 614600 DRIVEABILITY LACK/LOSS OF POWER - CRUISERATION; Cruise/ Ste

(1)

9-29-11

This is the last time I had
the truck into Warren Ford before
I left for Florida. They had to
rain a $\frac{1}{2}$ qts of oil out of the truck

WARREN FORD, Inc.

3711 Main St. P.O. Box 37

WARRENSBURG, N.Y. 12885

(518) 623-4221 • (518) 668-2080 • Fax (518) 623-2111

NEW YORK STATE MOTOR VEHICLE REPAIR SHOP #7006982



12:44:42 PM

CUSTOMER No. 13719		ADVISOR GREGORY W. NOVOTNY 3839	TAG No.	INVOICE DATE 09/29/11	INVOICE No. FOCS119115
[REDACTED]		LABOR RATE 94.00	LICENSE No.	MILEAGE 23,605	COLOR
[REDACTED]		YEAR / MAKE / MODEL 10/FORD TRUCK/SUPER DUTY F-45/CREW C	DELIVERY DATE		DELIVERY MILES
SIOUX FALLS, SD		VEHICLE I.D. No. 1 F T X W 4 C R 5 A E	SELLING DEALER NO.		PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	F. T. E. No.	P.O. No.	R.O. DATE 09/12/11	
COMMENTS					MO: 23605

LABOR & PARTS
J# 1 80FOZDIESELMIL DIESEL CK ENGINE HOURS: 1.00 TECH(S):4442 **WARRANTY**
 CHECK ENGINE LAMP ON BASIC DIAGNOSIS
 MAKING OIL AGAIN, RUNS POOR
 SYSTEM CHECK, CODES PRESENT. RAN OASIS TSB 102306 FOR CODES PRESENT. CHECK PINS ON C110 CHECK CONNECTORS AND PINS OK. CLEAN WITH CONTACT CLEANER AND SEAL WITH MOTORCRAFT ELECTRICAL GREASE. CHECK CONNECTORS FOR EGT SENSOR CONNECTER OK. CLEAN AND SEAL WITH ELECTRICAL GREASE AND SEAL WITH SHRINK TUBE. CLEAR CODES AND RETEST PASS. CHECK OIL LEVEL DRAIN HALF QT FULL NOW SEAL SYSTEM. RETURN TRUCK AFTER 500-1000 MILES

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	3	8C3Z-19H285-A	SHRINK WRAP			WARRANTY
JOB # 1	1	XG-12	GREASE - SPECI			WARRANTY
JOB # 1 TOTAL PARTS					0.00	
JOB # 1 TOTAL LABOR & PARTS					0.00	

TOTALS

CASH CHECK VISA MC
 AMEX DISCOVER

THANK YOU FOR YOUR BUSINESS

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 _____

(2)

When I took the truck into
Parrett Ford, I told them that
I wanted a sample and to count
the qts. of oil. They gave me the
sample, but didn't count the qts of
oil. That's when I contacted your office
I sent the sample out to a independent
lab. and I'm sending ~~the~~ results.
The oil sample shows .7% fuel in
the oil which is around 33.6 oz's
with the 1/2 qt they drain out in NY
that makes it 1 1/2 qts

26218 miles

23605 miles

2613 miles

62610
12:45:49 PM

243849C



2600 ACCESS RD. N.W.
DAVENPORT, FL 33897
PHONE (863) 422-1167

INVOICE

SERVICE & PARTS DEPT. HOURS
Monday - Friday: 7:00 AM - 6:00 PM
Saturday: 7:00 AM - 3:00 PM

SIOUX FALLS, SD
HOME: [REDACTED] CONT: N/A
BUS: [REDACTED] CELL: [REDACTED]

PAGE 1

SERVICE ADVISOR: 9897 ROBERT V BLACKBURN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
WHITE	10	FORD F450	1FTXW4CR5AE		26218/26218		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN10 IS			WAIT 25OCT11			CASH	25OCT11
R.O. OPENED		READY	OPTIONS: ENG:6.4_Liter				
08:57	25OCT11	11:39	25OCT11				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A 6.4 L DIESEL OIL CHANGE - CUST REQUEST SAMPLE OF OIL BEFORE CHANGED							
CAUSE: MAINTENANCE							
00FOZ6.4LOF 6.4 L DIESEL OIL CHANGE							
9018 PERALTA, REINALDO LIC#: 2052							
CQC							
1 FL*2016* KIT - ELEMENT & GASKET - OIL F 29.00 18.70 18.70							
15 XO*15W40*BSD 4.20 2.75 41.25							
PARTS:	59.95	LABOR:	25.00	OTHER:	0.00	TOTAL LINE A:	84.95

B QUICK LANE QUALITY CARE INSPECTION							
Q99P QUICK LANE QUALITY CARE INSPECTION							
9018 PERALTA, REINALDO LIC#: 2052							
CQC							
40FOZGBK GREEN BRAKE							
9018 PERALTA, REINALDO LIC#: 2052							
CQC							
46FOZGTIRE GREEN TIRE							
9018 PERALTA, REINALDO LIC#: 2052							
CQC							
GBATT BATTERY PASSED TEST - NO IMMEDIATE ATTENTION REQUIRED							
9018 PERALTA, REINALDO LIC#: 2052							
CQC							
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER 1.63

MV# 36595

WARRANTY STATEMENT AND DISCLAIMER: ORIGINAL EQUIPMENT FACTORY PARTS REPLACED OR INSTALLED CARRY A 12 MONTH OR 12,000 MILE WARRANTY UNLESS OTHERWISE NOTED.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

*SHOP SUPPLY COSTS: We have added a charge equal to 8.5% of the total cost of labor, not to exceed \$50.00, to the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.718), and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state (s.403.7185).

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	25.00
PARTS AMOUNT	59.95
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	1.63
TOTAL CHARGES	86.58
LESS INSURANCE	0.00
SALES TAX	6.07
PLEASE PAY THIS AMOUNT	92.65

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE



2600 ACCESS RD, N.W.
DAVENPORT, FL 33897
PHONE (863) 422-1167

243849

INVOICE

PAGE 1

SERVICE & PARTS DEPT. HOURS
Monday - Friday: 7:00 AM - 6:00 PM
Saturday: 7:00 AM - 3:00 PM

SERVICE ADVISOR: 9897 ROBERT V BLACKBURN

IOUX FALLS, SD

OME: [REDACTED] CONT:N/A
US: [REDACTED] CELL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	10	FORD F450	1FTXW4CR5AE		26218/26225	

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
1JAN10 IS							
1JAN10 DD			WAIT 25OCT11			CASH	25OCT11

R.O. OPENED	READY	OPTIONS:
3:57 25OCT11	11:42 25OCT11	ENG:6.4 Liter

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

Moved to: 243849C Line: A
 99999 Moved to: 243849C Line: A.
 174 CS
 ARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

Moved to: 243849C Line: B
 99999 Moved to: 243849C Line: B
 174 CS
 ARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

CUST STATES THAT ENGINE LACKS POWER WHEN CLIMBING AND FUEL MILEAGE HAS DROPPED
 REUSE: PCM REPROGRAM
 13 ENGINE DIESEL
 9135 TORRES JR, BERNARDINO LIC#: 8963
 WS (N/C)
 FC: PART#: COUNT:
 CLAIM TYPE:
 AUTH CODE:
 8963
 ARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

VERIFIED CONCERN TEST DROVE VEHICLE REPROGRAMMED PCM TO LATEST CALIBRATION AND TEST DROVE

** THE FOLLOWING WORK NOT DONE-TRANSFERRED TO RO#243849C **
 Moved to: 243849C Line: A
 Moved to: 243849C Line: B

MV# 36595

WARRANTY STATEMENT AND DISCLAIMER: ORIGINAL EQUIPMENT FACTORY PARTS REPLACED OR INSTALLED CARRY 12 MONTH OR 12,000 MILE WARRANTY UNLESS OTHERWISE STATED.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

*SHOP SUPPLY COSTS: We have added a charge equal to 8.5% of the total cost of labor, not to exceed \$20.00, to the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.718), and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state (s.403.7185).

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

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
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

Mobil Delvac ACCUTRACK

OIL ANALYSIS PROGRAM

UIN: 026F90B

Diesel Engine

Unit No. NONE

Unit:

Make Ford
Model F-450

Serial No. 1FTXW4CR5AE [REDACTED]

Site

Compartment:

Name Diesel Engine

Make

Model

Serial No.

Capacity

Customer:

PRIVATE

Sioux Falls, SD
USA

DIAGNOSIS

All wear levels appear within acceptable limits for first sample. Massive fuel dilution occurring. All test result re-checked and verified. Viscosity low, indicating dilution by fuel.

Action: Check fuelling system. Change oil and filter(s) if not already done. Resample at a reduced service interval to further monitor.

DATE SAMPLED	25-Oct-11
DATE RECEIVED	30-May-12
DATE REPORTED	31-May-12

LAB NO.	43020283575
SIF NO.	10420524
TIME ON UNIT	26218
TIME ON OIL	4304
OIL BRAND	Motorcraft
OIL TYPE	Unidentified
OIL GRADE	SAE 15W40
OIL ADDED	
FILTER	
OIL CHANGED	Changed
WO NUMBER	

Metals (ppm)	
Iron (Fe)	36
Chromium (Cr)	1
Lead (Pb)	6
Copper (Cu)	1
Tin (Sn)	1
Aluminium (Al)	13
Nickel (Ni)	1
Silver (Ag)	<1
Titanium (Ti)	61
Vanadium (V)	<1

Contaminants (ppm)	
Silicon (Si)	7
Sodium (Na)	30
Potassium (K)	16
Water (%)	<0.05
Coolant	No

Additives (ppm)	
Magnesium (Mg)	171
Calcium (Ca)	1326
Barium (Ba)	<1
Phosphorus (P)	733
Zinc (Zn)	858
Molybdenum (Mo)	5
Boron (B)	35

Physical Tests	
Viscosity (cSt 100C)	8.6
Fuel (%)	7
Soot (%) Infrared	0.7

STOP

ANALYST: LeDonna.Neu

LEGEND

SEVERE ABNORMAL CAUTION NORMAL

STOP

Mobil Delvac ACCUTRACK

OIL ANALYSIS PROGRAM

UIN: 026F90B

Diesel Engine

Unit No. NONE

Unit:
 Make: Ford
 Model: F-450
 Serial No. 1FTXW4CR5AE
 Site:

Compartment:
 Name: Diesel Engine
 Make:
 Model:
 Serial No.:
 Capacity:

Customer:
 PRIVATE
 Sioux Falls, SD
 USA

DIAGNOSIS

All wear levels appear within acceptable limits for first sample. Massive fuel dilution occurring. All test result re-checked and verified. Viscosity low, indicating dilution by fuel.

Action: Check fuelling system. Change oil and filter(s) if not already done. Resample at a reduced service interval to further monitor.

ANALYST: LeDonna Neu



LEGEND

SEVERE ABNORMAL CAUTION NORMAL

DATE SAMPLED	25-Oct-11
DATE RECEIVED	30-May-12
DATE REPORTED	31-May-12

LAB NO. 43020283575
 SIF NO. 10420524
 TIME ON UNIT 26218
 TIME ON OIL 4304
 OIL BRAND Motorcraft
 OIL TYPE Unidentified
 OIL GRADE SAE 15W40
 OIL ADDED
 FILTER
 OIL CHANGED Changed
 WO NUMBER

Metals (ppm)	
Iron (Fe)	38
Chromium (Cr)	1
Lead (Pb)	6
Copper (Cu)	1
Tin (Sn)	1
Aluminium (Al)	13
Nickel (Ni)	1
Silver (Ag)	<1
Titanium (Ti)	61
Vanadium (V)	<1

Contaminants (ppm)	
Silicon (Si)	7
Sodium (Na)	30
Potassium (K)	18
Water (%)	<0.05
Coolant	No

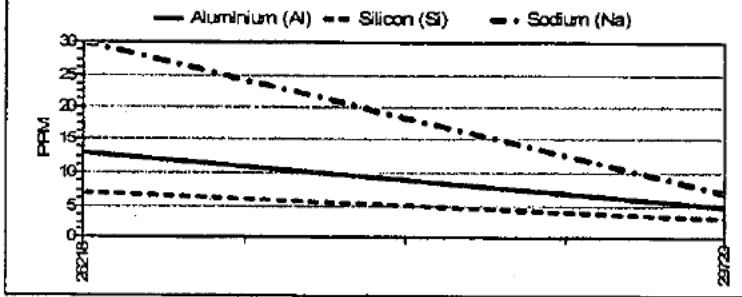
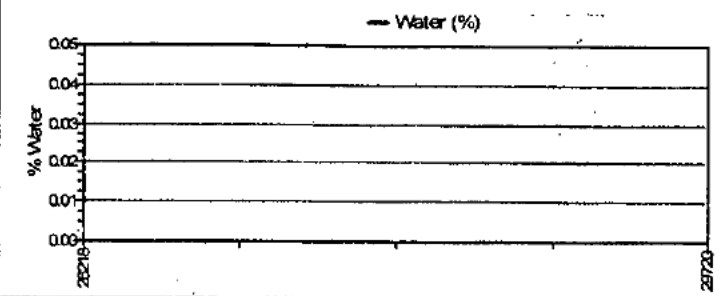
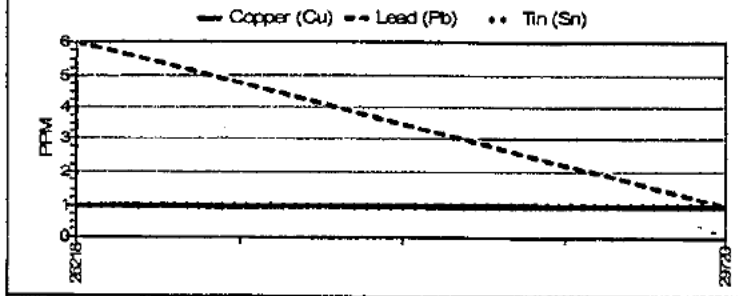
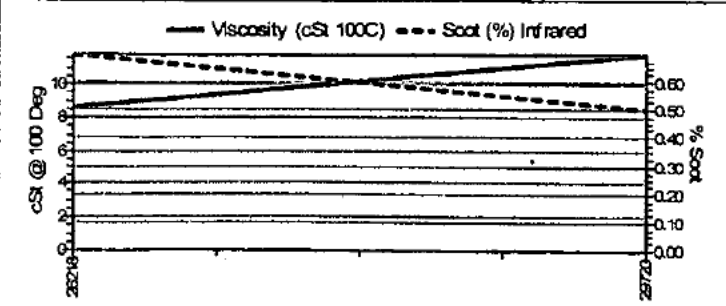
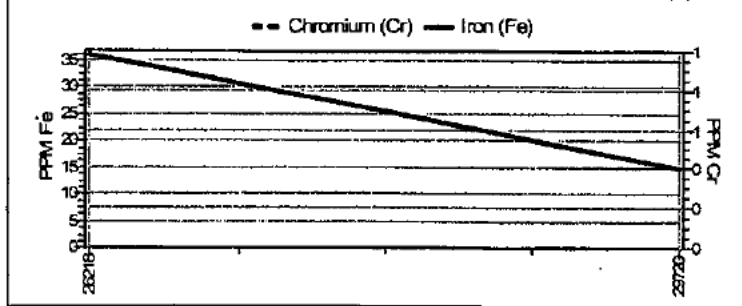
Additives (ppm)	
Magnesium (Mg)	171
Calcium (Ca)	1326
Barium (Ba)	<1
Phosphorus (P)	733
Zinc (Zn)	858
Molybdenum (Mo)	5
Boron (B)	35

Physical Tests	
Viscosity (cSt 100C)	8.8
Fuel (%)	7
Soot (%) Infrared	0.7



Mobil Delvac ACCUTRACK

OIL ANALYSIS PROGRAM



Filter Image

Filter patch test is not performed Contact laboratory for more information

Since services are based on samples and information supplied by others, and since corrective actions, if any, are necessarily taken by others, these services are rendered without any warranty or liability of any kind beyond the actual amount paid to ALS Tribology for the services. Reported recommendations are based on interpretations of the generated test results and historical data. Certain test results appearing in this report may have been tested at other ALS laboratories within the Tribology divisional network.

Private

[Redacted]

Sioux Falls, SD
USA

Atli
Kans
Port
41

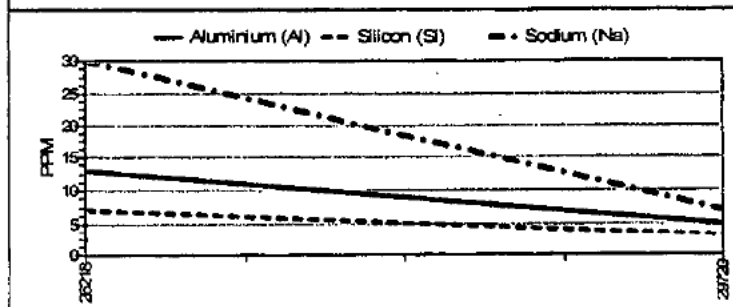
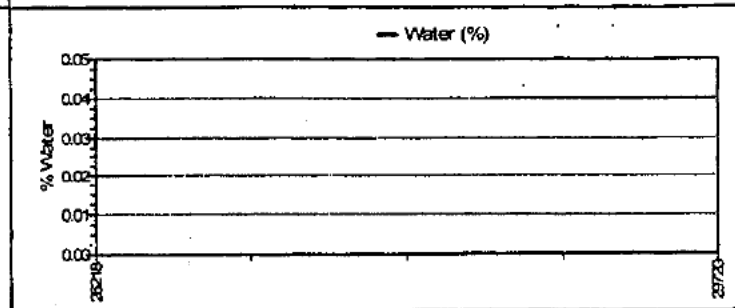
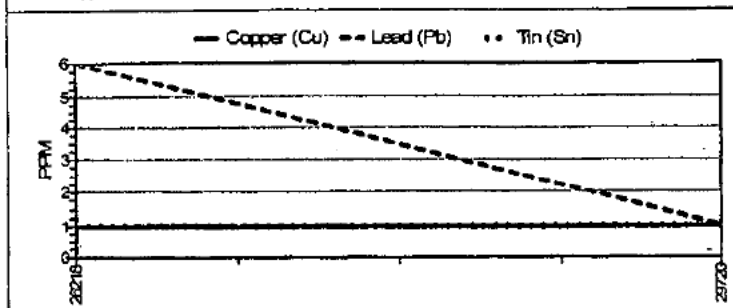
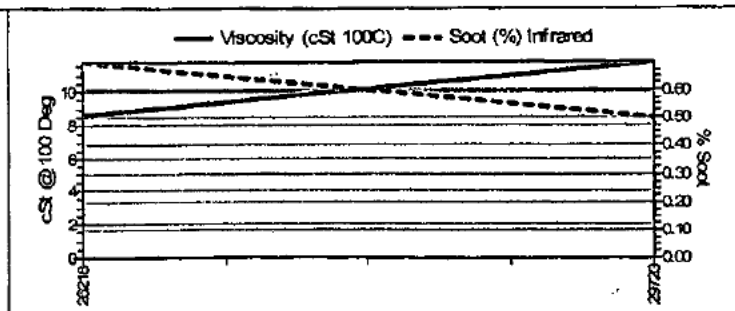
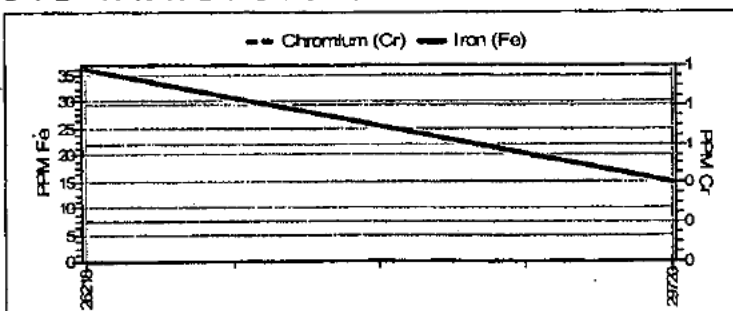
Afri
Johann
New Zi
Wellir

Acid-I
Base
Base
Fuel I
Fuel I
Fuel I
Glyco
Metal
Metal
Ox, N

Partic
Visco
Wate
Wate

Mobil Delvac ACCUTRACK

OIL ANALYSIS PROGRAM



Filter Image

Filter patch test is not performed. Contact laboratory for more information.

Atlan
31:
Kansas
9:
Kar
Portia
494:
Po

Africa
Johannesb
New Zeal
Wellings

Acid Nu
Base Nt
Base Nt
Fuel Dil:
Fuel Dil:
Fuel Sox
Glycol:
Metals b
Metals b
Ox, NOx
Particle:
Viscosih
Water K
Water C

Since services are based on samples and information supplied by others, and since corrective actions, if any, are necessarily taken by others, these services are rendered without any warranty or liability of any kind beyond the actual amount paid to ALS Tribology for the services. Reported recommendations are based on interpretations of the generated test results and historical data. Certain test results appearing in this report may have been tested at other ALS laboratories within the Tribology divisional network.

Private
[Redacted]
Sioux Falls, SD [Redacted]
USA

3

This is the results of all the
testing they did at Jarrett Ford.

CUSTOMER #: 62610
1/20/12 4:45:59 PM

248266



2600 ACCESS RD. N.W.
DAVENPORT, FL 33897
PHONE (863) 422-1167

INVOICE

DUPLICATE 2
PAGE 1

SERVICE & PARTS DEPT. HOURS
Monday - Friday: 7:00 AM - 6:00 PM
Saturday: 7:00 AM - 3:00 PM

SIOUX FALLS, SD
HOME: [REDACTED] CONT: N/A
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 9189 DEBORAH LYNN NORTON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHITE	10	FORD F450	1FTXW4CR5AE		26231/26608		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN10 IS							
01JAN10 DE			19JAN12			CASH	20JAN12
R.O. OPENED	READY	OPTIONS: ENG:6.4_Liter					
11:30-03JAN12	14:17 20JAN12						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUST HAVING VEH INSPECTED BY FSE FOR VEHLCE LOSING POWER
CAUSE:

00 QUICK SERVICE
9135 TORRES JR, BERNARDINO LIC#: 8963
WS
3 OSP LEAK DYE
15 XO*15W40*QSD OIL - ENGINE
FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:
8963

27995 (N/C)
26608 (N/C)
1387 (N/C)
27995 (N/C)
26218
21777

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00
--------	------	--------	------	--------	------	---------------	------

TECJ 9135 PERFORM HANDSON DIAG WITH FSA ADAM PERFORMED VISUAL INSPECTION OIL LEVEL ABOVE HASH MARKS NO CODES PRESENT BUT P0297 PREVIOUSLY ERASED REGEN REQUESTED AT 140 MILES PRIOR AND DID NOT PERFORM UNTIL 360 MILES LATER INJ BUZZ PASSED KOEO AND DEMAND TEST PASSED KOER ON DEMAND TEST PASSED NO PCM UPDATES AVAILABLE RELATIVE COMPRESSION SHOWED 2 1% 3 1% 5 4% 6 1% 1 0% 4 0% 7 5 8 0% SHORT FUEL TRIM AT 2 AT = 3 0 THRU =2 5 1 # 6 - 5 PERFORMED MANUAL COMPRESSION AND FOUND ALL CYLS AT 400 PLUS OR MINUS 10 PSI WITHING SPECS ISA INSTRUCTED TO REMOVE HIGH COVER AND TAKE A SAMPLE OF FUEL FROM INJ LINE AND FUEL RAIL TO CHECK FOR METAL NO SHAVING FOUND REMOVED BOTH VALVE COVER RAN VEHICLE AND ADDED 3 BOTTLES OF DIESEL DYE T FUEL FILTER TO GET THE DYE TO REAR WITH THE FUEL SYSTEM AND LEFT OVER NIGHT NO FUEL COMING OUT OF PAN NO SIGNS OF DYE IN THE CRANKCASE ANYWHERE CRANKED VEHICLE OVER WITH INJ PUMP ACTIVE NO SIGNS OF LEAKS FOUND RESTORED VEHICLE AND ADDED 15 QTS OIL AND STARTED ENGINE FOR AND HOUR AND SHUT OFF ALLOWED TO SIT FOR SERVERAL HOURS AND THEN CHECKED OIL SERVERAL TIMES MARKED OIL LEVEL WITH AN ETCH ON DIPSTICK DROVE OVER 360 MILES AND CHECKED REPEATEDLY AND OIL LEVEL THE SAME REGEN REQUESTED 87.88 AND PERFORMED AT 87.20 REGENERATION COMPLETED AND OPERATES NORMAL VEHICLE OPERATING NORMAL AT THIS TIME

WARRANTY STATEMENT AND DISCLAIMER: ORIGINAL EQUIPMENT FACTORY PARTS REPLACED OR INSTALLED CARRY A 12 MONTH OR 12,000 MILE WARRANTY UNLESS OTHERWISE NOTED.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

*SHOP SUPPLY COSTS: We have added a charge equal to 5.5% of the total cost of labor, not to exceed \$50.00, to the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.718), and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state (s.403.7185).
ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

(4)

This is the oil change I had done before leaving Florida. I still have that sample I have not sent it to the Lab. I had them seal the cap, dip stick and pan plug before leaving.



2600 ACCESS RD. N.W.
DAVENPORT, FL 33897
PHONE (863) 422-1167

255143

INVOICE

PAGE 1

SERVICE & PARTS DEPT. HOURS
Monday - Friday: 7:00 AM - 6:00 PM
Saturday: 7:00 AM - 3:00 PM

SIOUX FALLS, SD

HOME:
BUS:
CONT:N/A
CELL:

SERVICE ADVISOR: 9167 KIMBERLIE D KIESTER

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG. Values: WHITE, 10, FORD F450, 1FTXW4CR5AE, 28167/28167, T3288

Table with columns: DEL DATE, PROD DATE, WARR EXP, PROMISED, PO NO, RATE, PAYMENT, INV DATE. Values: 01JAN10 IS, 01JAN10 DD, WAIT 16APR12, CASH, 16APR12

Table with columns: R.O. OPENED, READY, OPTIONS. Values: 07:19 16APR12, 08:47 16APR12, ENG:6.4 Liter

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Includes A ENGINE OIL AND FILTE REPLACEMENT with sub-items and costs.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Includes B** QUICK LANE QUALITY CARE INSPECTION with sub-items and costs.

CUSTOMER REQUEST TO CHECK HOW MANY QUART OF OIL IN ENGINE AND FIRST QUART OF OIL IN A CONTAINER AND MARK DRAIN PLUG, OIL CAP, AND DIP STICK

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER 0.81

MV# 36595

Table with columns: WARRANTY STATEMENT AND DISCLAIMER, SHOP SUPPLY COSTS, DESCRIPTION, TOTALS. Includes a detailed breakdown of charges and a signature line.

CUSTOMER COPY

(5)

This is the oil change from
Warren Ford. This sample I
sent to the Lab it came back
2% fuel. I'm sending the results
to you. That comes out to 9.6 oz

ending miles 29720

starting miles 28167

1553 Total miles

WARREN FORD-MERCURY, Inc.

3711 Main St. P.O. Box 37

WARRENSBURG, N.Y. 12885

(518) 623-4221 • (518) 668-2080 • Fax (518) 623-2111

NEW YORK STATE MOTOR VEHICLE REPAIR SHOP #7006982



MERCURY

2012 4:46:03 PM

CUSTOMER No. 13719	ADVISOR GREGORY W. NOVOTNY	TAG No. 3839	INVOICE DATE 05/02/12	INVOICE No. FOCS122374
	LABOR RATE 94.00	LICENSE No.	MILEAGE 29,720	COLOR /
	YEAR/MAKE/MODEL 10/FORD TRUCK/SUPER DUTY F-45/CREW C		DELIVERY DATE	DELIVERY MILES
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	SELLING DEALER NO.	PRODUCTION DATE
			R.O. DATE 05/02/12	
				MO: 29720

LABOR & PARTS
 # 1 05FOZLOF DIESEL OIL & FILTER HOURS: TECH(S):4911 12.00
 CUSTOMER REQUEST OIL & FILTER.
 ++ RESET OIL LIFE LIGHT ++
 COUNT THE QTS OF OIL THAT COME OUT. CHECK CONDITION OF OIL
 CAP AND DIP STICK
 MAINT INTV.
 DRAINED OIL. MEASURED. HAD 15QTS. PUT 1QT IN JUG FOR CUSTOME
 R. CHECKED CONDITION OF CAPS AND FILTERS PRIOR TO LOF. OK.
 REPLACED FILTER, TIGHTENED DRAIN PLUG TO SPECS, ADDED 15QTS
 10W30 DIESEL. GREASED APPLICABLE ZERKS, TOPPED OFF ALL FLUID
 S. CKD FILTERS. OK. SET TIRE PSI. SPARE ONLY AT 60PSI, LH IN
 NNER REAR 50 PSI. SET ALL TO FACTORY SPEC 85PSI. NO SIGNS OF
 LEAKS OR DAMAGE TO LR INNER TIRE.

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1	1		3C3Z-6731-AA	KIT - ELEMENT	24.86	24.86	24.86
JOB # 1	15		XO-10W30-QSD	OIL - ENGINE	4.87	4.87	73.05
JOB # 1 TOTAL PARTS							97.91
JOB # 1 TOTAL LABOR & PARTS							109.91

TOTALS		TOTAL LABOR	12.00
[] CASH [] CHECK [] VISA [] MC		TOTAL PARTS	97.91
[] AMEX [] DISCOVER		TOTAL SUBLET	0.00
THANK YOU FOR YOUR BUSINESS		TOTAL G.O.G.	0.00
		TOTAL MISC CHG.	0.00
		TOTAL MISC DISC	0.00
		TOTAL TAX	7.70
		TOTAL INVOICE \$	117.61

CUSTOMER SIGNATURE _____

Handwritten signature

Oil Delvac
OUTTRACK

OIL ANALYSIS PROGRAM
UIN: 026F90B
Diesel Engine

Unit No. NONE

Unit:
Make Ford
Model F-450
Serial No. 1FTXW4CR5AE
Site

Compartment:
Name Diesel Engine
Make
Model
Serial No.
Capacity

Customer:
 PRIVATE
 Sioux Falls, SD
 USA

DIAGNOSIS

All wear rates normal. Abrasive and other contaminant levels are acceptable. Viscosity low for specified oil grade.

Action: Resample next service interval to further monitor.

DATE SAMPLED	02-May-12	25-Oct-11
DATE RECEIVED	30-May-12	30-May-12
DATE REPORTED	31-May-12	31-May-12

LAB NO.	43020283576	43020283575
SIF NO.	10420528	10420524
TIME ON UNIT	29720	26218
TIME ON OIL	1553	4304
OIL BRAND	Motorcraft	Motorcraft
OIL TYPE	Unidentified	Unidentified
OIL GRADE	SAE 15W40	SAE 15W40
OIL ADDED		
FILTER		
OIL CHANGED	Changed	Changed
WO NUMBER		

Metals (ppm)		
Iron (Fe)	15	36
Chromium (Cr)	1	1
Lead (Pb)	<1	6
Copper (Cu)	1	1
Tin (Sn)	<1	1
Aluminium (Al)	5	13
Nickel (Ni)	<1	1
Silver (Ag)	<1	<1
Titanium (Ti)	2	61
Vanadium (V)	<1	<1

Contaminants (ppm)		
Silicon (Si)	3	7
Sodium (Na)	7	30
Potassium (K)	8	16
Water (%)	<0.05	<0.05
Coolant	No	No

Additives (ppm)		
Magnesium (Mg)	9	171
Calcium (Ca)	1884	1326
Barium (Ba)	2	<1
Phosphorus (P)	868	733
Zinc (Zn)	989	858
Molybdenum (Mo)	7	5
Boron (B)	16	35

Physical Tests		
Viscosity (cSt 100C)	11.6	8.6
Fuel (%)	2	7
Soot (%) Infrared	0.5	0.7



ANALYST: LeDonna.Neu



LEGEND

SEVERE ABNORMAL CAUTION NORMAL



SECTION A - INDIVIDUAL VEHICLE REGISTRATION SCHEDULE

1 F T X W 4 C R 5 A E [REDACTED]
Vehicle Identification Number

0 2 1 6 1 0
Signature Date

0 2 1 6 1 0
Warranty Start Date

- CPO
- Incomplete Vehicle
- Police Vehicle

SECTION B - TYPES OF NEW PLANS

CORE COVERAGES PowertrainCARE BaseCARE ExtraCARE PremiumCARE

RENTALCARE COVERAGE RentalCARE (Standard Deductible is \$0)

SUPER DUTY COVERAGES Diesel EngineCARE Diesel EngineCARE Plus (Standard Deductible is \$0)

DEDUCTIBLES \$0 (Optional for Core Coverages) \$50 (Optional for Core Coverages)
 \$100 (Standard for Core Coverages) \$200 (Not available on All Coverages)
 Disappearing (Optional for Core Coverages)

OPTIONS First Day Rental (Core Coverages) Enhanced Rental (All except Police)

SURCHARGES 12 Months/12,000 Miles Ambulance/Shuttle/Tow Truck (Specialty) Snowplow
 Commercial Business Use Turbocharger/Supercharger for Gas Engines Only

SECTION C - TYPES OF USED PLANS

CORE COVERAGES PowertrainCARE BaseCARE ExtraCARE PremiumCARE (Standard Deductible is \$100)

DEDUCTIBLES (Optional ONLY) \$50 \$200 Disappearing

OPTIONS/SURCHARGES First Day Rental Enhanced Rental Turbocharger/Supercharger for Gas Engines Only

SECTION D - COVERAGE TERM AND COST

NEW PLAN AGREEMENTS: Coverage BEGINS at the New Vehicle Limited Warranty Start Date and Zero Miles. Coverage ENDS at THE EARLIER OF the Number of Months Purchased or the Number of Miles (or Hours for Incomplete Vehicles Only) purchased from the New Vehicle Limited Warranty Start Date or Zero Miles.

USED PLAN AGREEMENTS: ELIGIBLE FORD, MERCURY OR LINCOLN VEHICLES THAT HAVE NEW VEHICLE LIMITED WARRANTY REMAINING AT THE TIME OF PURCHASE - Coverage BEGINS at the Signature Date and Current Mileage. Coverage ENDS at THE EARLIER OF the Number of Months Purchased or the Number of Miles Purchased from the expiration of the New Vehicle Limited Warranty. ELIGIBLE FORD, MERCURY OR LINCOLN VEHICLES THAT HAVE NO NEW VEHICLE LIMITED WARRANTY REMAINING AND ELIGIBLE USED COMPETITIVE MAKE VEHICLES (REGARDLESS OF WARRANTY STATUS) - Coverage BEGINS at the Signature Date and Current Mileage. Coverage ENDS at THE EARLIER OF the Number of Months Purchased or the Number of Miles Purchased from the Signature Date and Current Mileage.

Plan / Coverages	Monthly/Hourly Duration & Expiration Date	Mileage Duration (no tenths) & Expiration Distance	Purchase Price	Sales Tax	Total Purchase Price & Sales Tax
Coverages: PREMIUM (New or Used Plans)	84 02/16/2017	100000 100000	\$ 3000.00	\$ N/A	\$ 3000.00
Other Plans:	N/A	N/A N/A	\$ N/A	\$ N/A	N/A
Current Mileage:			Totals \$ 3000.00	\$ N/A	\$ 3000.00

SECTION D - DISCLOSURE INFORMATION

THE PURCHASE OF THIS AGREEMENT IS NOT REQUIRED IN ORDER TO PURCHASE, OR OBTAIN FINANCING FOR A MOTOR VEHICLE. YOU MAY PURCHASE THE SERVICE CONTRACT BY CASH OR UNSECURED CREDIT CARD. IF YOU ELECT TO PURCHASE THIS AGREEMENT, IT GIVES YOU SPECIFIC LEGAL RIGHTS, WHICH MAY VARY FROM STATE TO STATE.

MISSISSIPPI AND WASHINGTON RESIDENTS, PLEASE SEE REVERSE SIDE.

I acknowledge receipt of a complete copy of this Application and the Terms and Conditions (the "Entire Agreement") at the time of signing and agree to all the terms and conditions. I agree to maintain the covered vehicle in accordance with the manufacturer's stated periodic maintenance recommendations as a condition of receiving coverage under this Agreement, except as otherwise provided by law.
02/16/2010

Service Contract Holder Signature (not valid without signature)

Signature Date

[REDACTED] SIOUX FALLS SD [REDACTED]

Service Contract Holder Name and Address

Service Contract Lienholder Name

SECTION E - DEALERSHIP INFORMATION

MCCOMBS FORD WEST
7111 NW LOOP 410 SAN ANTONIO TX 78238

Dealership Name and Address

(210) 509-1000

Dealership Phone Number

--	--	--	--	--

P&A Code

Dealership Signature

NOTICE TO SERVICE CONTRACT HOLDER (MISSISSIPPI)
IMPORTANT NOTICE ABOUT YOUR SERVICE CONTRACT COVERAGE

2012 4:46:07 PM

THIS DOCUMENT AFFECTS YOUR LEGAL RIGHTS. READ THE FOLLOWING INFORMATION CAREFULLY.

Arbitration may only proceed on an individual basis, and may not be consolidated with other arbitrations or accorded any class action status.

A) This Service Contract Agreement, including the Application, invokes arbitration under the Federal Arbitration Act. Either You or We may elect binding arbitration to resolve disputes under this Service Contract Agreement.

B) If either You or We decide to arbitrate a dispute regarding any aspect of this Service Contract Agreement or the Application and the sale of the service contract, an arbitrator will resolve the dispute. If arbitration is selected to resolve the dispute, both parties waive their rights to resolve the dispute in a court proceeding.

C) In an arbitration, one or more of the arbitrators (who are neutral decision-makers) render a decision after hearing the arguments from all parties. Arbitration takes the place of a trial and disputes are decided by arbitration, not a judge or jury.

D) You and We are bound by the decision of the arbitrator and the results of the arbitration are binding and final and may not be appealed to a court.

E) If You need additional information regarding the arbitration provision in the Service Contract Agreement, please call the toll free assistance line at 800-392-FORD.

F) You have 5 days from delivery of this Service Contract Agreement to reject the Service Contract Agreement if You do not want to accept this binding arbitration provision. If You reject the Service Contract Agreement, You do not have the service contract coverage it provides and You are entitled to a full refund of the amount You paid. If you do not reject the Service Contract Agreement within 5 days, you have accepted it.

We will pay your total reasonable arbitration fees and expenses. Arbitration proceedings must commence no later than 120 days after the first notification by You or US of an election to arbitrate a dispute. Unless You and We agree otherwise, all arbitration proceedings will be conducted at a location in the county of Your residence.

I acknowledge that I have read and understood the foregoing notice regarding binding arbitration:

Service Contract Holder Signature (Service Contract is not valid without signature)

NOTICE TO SERVICE CONTRACT HOLDER (WASHINGTON ONLY):

____ 1) In order to maintain your coverage under this Agreement, You must maintain the Vehicle consistent with the schedule and record keeping requirements contained in the Provision entitled "Your Responsibilities For Care of the Vehicle."

____ 2) The work and parts provided by this Agreement depend on the coverages You have elected. Detailed discussions of the work, services and parts provided are contained in the National Provisions. See this Agreement's Table of Contents for the location of each Provision:
(a) Roadside Assistance Coverage, (b) What this Agreement Covers, (c) Covered Items - PowertrainCARE, BaseCARE, ExtraCARE, PremiumCARE, RentalCARE, Ford Super Duty Diesel EngineCARE and Ford Super Duty Diesel EngineCARE Plus Coverages.

____ 3) The Time and Mileage Limitations of this Agreement are contained in this Application in the Section entitled "Coverage Term and Cost."

____ 4) The Vehicle's **IMPLIED WARRANTY OF MERCHANTABILITY NOT WAIVED:** The Implied Warranty of Merchantability on the Vehicle is not waived if this Agreement has been purchased within ninety (90) days of the purchase date of the Vehicle from the dealer who also sold the Vehicle.

____ 5) The work, services or parts are not covered by this Agreement are contained in the Provision entitled "What is Not Covered by this Agreement."

____ 6) Rights to return this contract for a refund are contained in the Provisions entitled: "Your and Our Rights to Cancel this Agreement and Related Refunds."

I acknowledge that I have read the provisions referenced in items 1 through 6 above by initialing each provision.



Office of
ATTORNEY GENERAL

DIVISION OF CONSUMER PROTECTION
1302 E HWY 14 STE 3 • PIERRE SD 57501-8503

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South Dakota Office of Attorney General
Division of Consumer Protection
1302 E Hwy 14 Ste 3
Pierre, SD 57501

NHTSA
1200 New Jersey Ave. SE
West Building
Washington, DC 20590

1 OF 2





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ATTORNEY GENERAL

DIVISION OF CONSUMER PROTECTION
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Final check



South Dakota Office of Attorney General
Division of Consumer Protection
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