

CORRESPONDENCE RESEARCH DIV.
OFFICE OF DEFECTS INVESTIGATION

CL 10487466-5669

MAY 20 2013

5/14/13

CHAMBRIDGE, MASS.

WTTSA
1200 N-J. AVE SE
WASHINGTON, DC 20590
ATT. RANDY ABID CHIEF

[16 PGS.]

DEAR MRS. A:

YOU HAVE MY QUESTIONNAIRE ON FILE.

HERE ARE RECEIPTS OF TRANSMISSION REPAIRS AND AN
INCIDENT OF REPEAT REPAIRS AND REPLACEMENT AFTER
TRANSMISSION "FLUID EXCHANGE" BY FORD IN 12,000 MILES...
BURNED FLUID AND THE WRITTEN LIST OF DAMAGES
BY AMMCO IN FLAGSTAFF, AZ ON 1/16/13 FOR THE
REPAIR (REPLACEMENT) BY AUTO TECH FLAGSTAFF 1/15/13.

ALSO GOT IN IGNITION PROBLEM AND FUSE
BLOWING IF STEERING COLUMN IS LOOSE (MANUAL FROM
FORD, WHEN I FINALLY RECEIVED THE ONE PROMISED) ~~THE~~
TELLS YOU NOT TO MOVE COLUMN WHEN CAR IS
RUNNING (THIS IS UNACCEPTABLE) AND FORD CHARGED
ME TO TELL ME THEY DON'T KNOW WHAT.

VIP ON THE TRANS. SAID THE FULL SYNTHETIC
FLUID WAS GOOD FOR 100,000 MILES. AT 65,000 MILES
FIRST REPAIR BY SUMMIT FORD 4/1/12 \$1055.19
NEXT FLUID CHANGE BY FORD OCT. 26, '12 MILEAGE 198,507
TRANS. FAILURE AND REPLACEMENT ON 11/5/13 MILEAGE 213,130.
A TRANS. REBUILDER IN PHOENIX, AZ (1-877-257-5310 - [PETE'S])
AGREES WITH MY OBSERVATION THAT THE TRANS. IS NOT DESIGNED
OR CAPABLE OF HANDLING THE OUTPUT OF THE ENGINE \$[FRAUD]
[UNFAIR AND DECEPTIVE TRADE PRACTICES].

I FIXED THE SEAT WITH 2 PIECES OF
PARTICLE BOARD AND SOME OF THE
PAINT POLES SLOVED OVER THE
METAL FATIGUE CRACKS.

SINCERELY

PRO-SE

NM
52313
SMD

10/23/12

[REDACTED]
Cambridge, Mass.
[REDACTED]

Androscoggin Valley Chamber of Commerce
Main St.
Berlin, N.H. 03570

Dear Chamber:

Attached you will find receipts for a transmission flush, a return visit because it was overfilled (more than 1/2 a pint) and a subsequent repair for a transmission problem.

You will note there is no service recommendation for the "superior" synthetic transmission fluid replaced at VIP in Gorham.

Bart Cash is a company name for car repairs on the 10/11/10 work order reference No. 00583081..

On 10/14/11 work order Ref. #00615246 shows a return visit to remove excess fluid (I believe it was more than 1/2 a pint).

The mechanic at that time was trying to undue a line under the car that Bob now says is a transmission cooling line that would not have been loosened before to do the flush,

Both my chiltons repair manual and the owners manual from Ford state that over filling an automatic transmission will damage it. The Transmission in the car requires Mercon 5 fluid but VIP says synthetic is used by everyone.

I have been told only to use Mercon 5 Fluid, especially after the 4/11/12 transmission repair in Colorado by Ford.

Last week Bob At Vip on Wednesday said Synthetic is good up to 100,000 miles, yet my transmission failed around 65,000 miles.

Bob Says he won't want to work on my car any more and it was only in there twice, once to correct a mistake.

I believe they owe me something for this and they don't: on top of this it is not the first time this has happened with this VIP and the synthetic trans. fluid they use.

Perhaps your office remembers this and encourage Mickey to do something in the way of reimbursement (\$600.00).

cc: Mickey at VIP

Sincerely, [REDACTED]
[REDACTED]

I have no phone and the N.H.
Number on the receipt will not
work.

**WORK ORDER ONLY
NOT A VALID
RECEIPT**

*TRAWS.
Fuss*



*182,646
Bob
Mucign*

**VISIT OUR WEBSITE
AT
www.vipauto.com**

445 Parts, Tires & Service 918 Main Street Durham NC 27591 (683) 466-5722

NAME/ADDRESS CASH, BOB FT. MYERS FT. MYERS, FL 33907	HOME PHONE [REDACTED]	ACCOUNT NUMBER [REDACTED]	PREFERENCE REP OK 00583881
	WORK PHONE [REDACTED]	DATE/TIME 10/11/10 12:27	
	CHASSIS [REDACTED]	VEHICLE ID 0000011857	
YEAR/MAKE/MODEL 2005 FORD FOCUS SE 4-DR F11 LA VIN1 M1 123680	COLOR WHITE	ODOMETER [REDACTED]	WARRANTY [REDACTED]
SALE PARTS [REDACTED]	PROVIDED CMT [REDACTED]	MILEAGE 71951	WARRANTY 000005478

ESTIMATE	AMOUNT	DATE	TIME	EMPLOYEE	PHONE	CUSTOMER
ORIGINAL	174.95	10/11	12:44	000005478	275-7236	CASH, BOB
REVISED 1	174.99	10/11	12:26			
REVISED 2						

I acknowledge notice and agree to pay any increase in the original estimate price.

AUTHORIZED BY *[Signature]*

Before we begin making repairs, you have the right to be in writing the total amount you agree to pay for repairs.

You will not have to pay anything more that amount unless you agree to it when we contact you, later.

We cannot treat any used or rebuilt parts unless you agree in advance.

You cannot be charged any fee for exercising these rights.

PARTS & OTHERS

Rebuilt parts specified in description.

QTY.	PART NO.	DESCRIPTION	EACH	EXTENSION
		ONE TRIMS FLUID SYN LEO		
		FOR VEHICLES UNDER 1000		
1	711354	2005 FOCUS VTY	24.99	24.99
1	7117682	NGR 4000 SW	24.99	24.99
1	352	SHD SUPPLY	7.00	7.00
1	352	WASTE FLUID SYN LEO	2.00	2.00

FREE LIFETIME ROTATION WITH ANY TIRE PURCHASE

LABOR

We employ ASE Certified Technicians

QTY.	DESCRIPTION	EXTENSION
1.00	TRIMS SYNTHETIC LEO	24.99
1.00	SE POINT INSPECTION	8.00

SAFETY INSPECTION ☒ Y ☐ N

*** COMPLETED WORK ORDER ***

I hereby accept the above estimate and authorize this repair work to be performed by VIP with the necessary materials provided in the event of the repair exceeding this estimate. I also agree to pay any additional charges after VIP has first obtained my approval to perform the additional work. VIP employees may operate this vehicle for purposes of testing, inspection, or delivery at my risk. VIP shall not be responsible for any loss or damage suffered by the customer in such vehicle or property damage due to theft, fire, collision, accident, or otherwise. An inspection mechanic has acknowledged all the above vehicle to be in the condition of repair. Only VIP or manufacturer's approved written inspection, guarantee, terms and conditions apply. No other oral, written or implied warranties are acknowledged. A storage charge of \$50.00 per day will be charged to any vehicle left after 7 days from completion of service performed.

AUTHORIZED BY *[Signature]*

SAFETY WARNING

**ALL WHEELS NEED TO BE RETORQUED
AFTER 25 MILES OF DRIVING**

Customer Initials _____

TOTALS	
PARTS	124.90
LABOR	53.81
OTHER	0.00
SUBLET	0.00
SUBTOTAL	174.95
TAX	0.00
TOTAL	174.95

200 Buffalo Mountain Drive
Post Office Box 2307
Silverthorne, Colorado 80498
www.summitfordinc.com



Tel: (970) 262-9230
Metro: (303) 295-7372
Fax: (970) 262-0847
Toll Free: (888) 574-7219

R/O	VIN	DATE IN
15424	1FAFP36N95W	04/11/12
YEAR	MAKE	TIME IN
2005	FORD	04/11/12
MILES IN	MILES OUT	CLOSED
166090	166100	08:17
SEE ALSO	FIRST USE	09:27
	00/00/00	04/12/12
	MA	1791
	CAMBRIDGE MA	

CUSTOMER IS WAITING

- (1) CUSTOMER STATES THE TRANSMISSION IS SLIPPING
PERF DIAG, P0731, HAS NO 2/4 GEARS. FOUND BAN
D BURNT, SOLINOID NOT OPERATING PROPERLY,
R+R MAIN CONTROL, REPLACE 2/4 SERVO, SOLINOID
S, 2/4 BAND, AND SERVICE TRANS, RECHECK CODES
AND ROAD TEST OK. IF ANY OTHER SHIFT CONCER
NS BECOME PRESENT, MAIN CONTROL/TRANS MAY REQ
UIRE REPLACEMENT

Labor	T60	676.01
XS4Z7R284AB	(SEAL ASY - OIL)	2 6.44
TA29	(SEALANT - SILI)	1 26.05
XT5QM	(FLUID - TRANSM)	6 58.62
7S4Z7D034A	(BAND ASY - TRA)	1 30.63
8S4Z7D021A	(PISTON AND SEA)	1 20.28
FT131	(SCREEN ASY)	1 36.63
XS4Z7H148AA	(SOLENOID ASY)	2 116.68
FREIGHT	15424	7.00
Total Labor		676.01
Total Parts		295.33
Total Sublet		7.00
Total Repair (Customer)		978.34

(Tech:60) F

- (2) 27 MULTI-POINT INSPECTION

(Tech:60) A

99P	99P	T60	.00
Total Repair (Customer)			.00

- (3) TIRES MESURE ABOVE 6/32NDS AT THIS TIME

(Tech:60) F

GTIRE	GTIRE	GTIRE	T60	.00
Total Repair (Customer)				.00

- (4) BRAKES MEASURE ABOVE 5MM AT THIS TIME

(Tech:60) F

GBK	GBK	GBK	T60	.00
Total Repair (Customer)				.00

- (5) BATTERY TEST GOOD AT THIS TIME

(Tech:60) A

GBATT	GBATT	GBATT	T60	.00
Total Repair (Customer)				.00

Cash: 1055.19

W/C		INT.	CUSTOMER
Next Service SEP '12 Lube-Oil-Filter		Labor	676.01
DISCLAIMER OF WARRANTIES		Parts	295.33
Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.		Sublet	7.00
X CUSTOMER SIGNATURE		Shop Supplie	50.00
Page 1 of 1 Reprint (2) Job 706		Oil/Grease	.00
15424		Sub Total	1028.34
Customer Copy		.00 Tax	19.94
		Tax 2	6.91
		Total (Cash)	1055.19

-5-

CUSTOMER #: 6037720732

548550

**Quick Lane™**

INVOICE

1 Salisbury St.

Holden, MA 01520

508-829-1795

BARTFOX CASH

1625 PARK MEADOWS DR

FT MEYERS, FL 33907

HOME:603-772-0732 CONT:603-772-0732

PAGE 1

BUS:

CELL:

SERVICE ADVISOR: 6090 Jonathan Harris

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	05	FORD FOCUS	1FAFP36N95W		198507/198507	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
01JAN05 DD			17:00 26OCT12			CASH
R.O. OPENED	READY	OPTIONS: DLR:QUICK ENG:2.0_Liter_DOHC				
26OCT12	26OCT12					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	AUTO TRANS FLUSH	AUTOMATIC TRANSMISSION FLUID FLUSH					
	Q14010	AUTO TRANS FLUSH	AUTOMATIC TRANSMISSION FLUID FLUSH				
		9572	CPQ	1.20		76.75	76.75
		1	10210	TRANS FLUSH KIT	31.90	22.95	22.95
		14	XT*5*BM SYN. BLEND ATF		4.67	4.10	57.40

B	Quicklane Multi-Point Inspection						
	Q99P Quicklane Multi-Point Inspection						
		9572	CPQ	0.00		0.00	0.00

Thank You for servicing with Quicklane

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

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

DESCRIPTION	TOTALS
LABOR AMOUNT	76.75
PARTS AMOUNT	80.35
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	157.10
LESS DISCOUNT	0.00
SALES TAX	5.02
PLEASE PAY THIS AMOUNT	162.12

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

CUSTOMER SIGNATURE



**GENUINE
PARTS & SERVICE**

**Owner
Advantage**

Rewards Member #:

Rewards Service Balance:

Multi-Point Inspection Report Card as Recommended by Ford Motor Company

Name: Brent Gassch

E-Mail Address: _____

Today's Date: _____ RO/Tag: _____ State Inspec. Month: _____

Make/Model/Year: 05 Focus Mileage: _____

VIN #: _____ Plate #: _____

SCHEDULED MAINTENANCE ITEMS DUE FOR SERVICING ON THIS VISIT*

DATE	SERVICED	DUE	SERVICED
☐ Cabin Air Filter	☒	☐ Oil Filter	☒
☐ Engine Air Filter	☒	☐ Spark Plugs	☒
☐ Engine Coolant	☐	☐ Tire Rotation	☒
☐ Fuel Filter	☐	☐ Transmission Filter	☐
☐ Oil Change	☒	☐ Transmission Fluid	☒

*This is only a partial list of vehicle maintenance items and is NOT all-inclusive. Please consult your Owners Manual or visit www.genuineservice.com for vehicle specific maintenance requirements.

CHECK FLUID LEVELS AND FILL

SERVICED

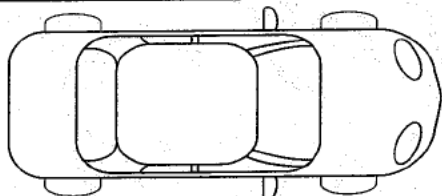
☐ Oil and/or fluid leaks	☐
☐ Engine Oil	☐
☐ Power Steering	☐
☐ Transmission (if equipped with dipstick)	☐
☐ Brake Reservoir	☐
☐ Window Washer	☐
☐ Coolant Recovery Reservoir	☐

BATTERY

State of Health	Condition of Terminals
0% 100%	Good ☒ Bad ☐
Factory spec cold cranking amps ☐	Actual cold cranking amps ☐

EXTERIOR BODY

Note any existing exterior body damage or defects on diagram



TIRE/BRAKE WEAR

**TIRE TREAD
BRAKE LINING**

7/32" and greater
Over 5mm or 7/32" (Disc) or Over 2mm or 3/32" (Drum)

4/32" to 6/32"
3 to 5mm or 4/32" to 7/32" (Disc) or 1.01 to 2mm (Drum) or 2/32" to 3/32"

3/32" and less
Less than 3mm or 4/32" (Disc) or 1mm or 2/32" or less (Drum)

	LEFT FRONT ☒	SERVICED	RIGHT FRONT ☒	SERVICED
	☐ Tire Tread Depth _____/32"	☐	☐ Tire Tread Depth _____/32"	☐
	☐ Tire Wear Pattern/Damage	☐	☐ Tire Wear Pattern/Damage	☐
	☐ Tire Pressure - set to factory recommended PSI	☐	☐ Tire Pressure - set to factory recommended PSI	☐
	☐ Brake Lining _____ mm _____/32"	☐	☐ Brake Lining _____ mm _____/32"	☐
TIRE WEAR INDICATES:	LEFT REAR ☒	SERVICED	RIGHT REAR ☒	SERVICED
☐ Alignment check needed	☐ Tire Tread Depth _____/32"	☐	☐ Tire Tread Depth _____/32"	☐
☐ Wheel balance needed	☐ Tire Wear Pattern/Damage	☐	☐ Tire Wear Pattern/Damage	☐
☐ Tire repair needed	☐ Tire Pressure - set to factory recommended PSI	☐	☐ Tire Pressure - set to factory recommended PSI	☐
☐ Brake measurements not taken this service visit	☐ Brake Lining _____ mm _____/32"	☐	☐ Brake Lining _____ mm _____/32"	☐

Comments: Tire Tread / (79T) mech 5

Service Advisor: _____ Customer Signature: _____

Technician: 30000 190 TRN (Pete) - 7 -

12-50282294

P0731 Gear Ratio error in 1st
P0732 Gear Ratio error in 2nd
P1783 Trans over temp condition,
REVERSE ^(GONE) GOWT (WFXC DATA)
P0420 BANK 1 Cat Efficiency Below
Limit

11/10/13
FLAESTATE
Amaco
CARX

Duralast

REPAIR ORDER

-9-

BEST
ADDRESS
MAIL
FORWARDING

[REDACTED] (chumbawake, mass.)

[REDACTED] PARTS, NY - [REDACTED]

2/28/11

FT. MYER, FLA - [REDACTED]

ADDRESS OF
RECORD

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
1200 NORTH JERSEY AVENUE S.E.
W-40-300
WASHINGTON, D.C. 20590

RE: AUTOMOTIVE
PROBLEM

2005 FORD (FORD) ZXW WAGON
FORD CASE #1528150041
800-241-3673 WAIT FOR
ASSISTANCE/INFO
OPTION

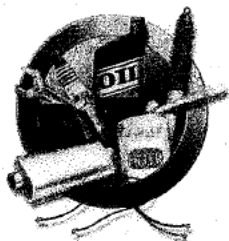
- PROBLEMS: 1) SHORT IN STEERING COLUMN CAN BLOW UP
TO A 50 AMP FUSE: STRANDING TRAVELER WITHOUT
A SPARE FUSE.
- A) TELESCOPING STEERING WHEEL, IF PUSHED
IN ALL THE WAY AND/OR LOOSE, CAUSES
FUSE FOR IGNITION TO BLOW WHEN
IGNITION IS STARTED.
- 2) WHEN COLUMN IS IN ANY PUSHED UP AND
IGNITION IS TURNED TO ACCESSORY TO OPERATE
WINDOWS OR RADIO, VEHICLE WILL START; IF
THIS WAS A STANDARD TRANSMISSION, THE VEHICLE
WILL JUMP, IF IN GEAR... DANGEROUS!
- 3) IGNITION SWITCH WILL NOT RELEASE KEY WHEN
TURNED OFF (SEE COPY OF TECHNICAL BULLETIN).
- [REDACTED] WAS SOLD AN IGNITION SWITCH FOR
\$162. - THAT SOLVED THE PROBLEM (IT HAS
OCCURRED SINCE BUT DISCONNECTING THE BATTERY
RELEASES KEY AND ELECTROSTATIC SPARK FREE RINSE
"CURES" THE PROBLEM.

INSURANCE COMPANIES THAT WANT THIS ANTI-THEFT
ELECTRONIC DEVICE IN THE IGNITIONS MUST PAY FOR
THIS THROUGH THE DEALER.

THE DEALER MUST FIX THE FAULT IN THE
TELESCOPING STEERING AS 1 FORD DEALER LOOKED AT IT
AND DIDN'T FIND THE PROBLEM BUT STILL CHARGED
FOR IT.

[REDACTED]

570 571 572 573 574

[illegible]

Paul's
TOWNS

TOWING & AUTO
P.O. Box 1020
Manchester Ctr., VT 05255
Phone (802) 362-3058



✓	OPERATION	LABOR
	Lubrication	
	Change Oil	
	Change Trans.	
	Change Diff.	
	Front End Align	
	Pack Wheel Bearings	
	Adjust Brakes	
	Adjust Clutch	
	Rotate Tires	
	Wash	
	Polish	
	_____ Mile Inspection	
	Other	
	Call When Ready ☐ Yes ☐ No	

Name			Date	10-12-10	
Address			City		
Business Phone			Home Phone		
Year	Make	Model	License	Mileage	Motor No.

111

41991

* INVOICE *



RR 1, Box 45A
Machias, ME 04654
207-255-4747

PAGE 1

HOME: CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 33 GERARD GALELLA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
WHITE	05	FORD FOCUS	1FAPP36N95W		93145/93145	FHNSFH	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN06 DD			17:00 22OCT10		88.00	CASH	22OCT10
R.O. OPENED		READY	OPTIONS: ENG:2.0 Liter DOHC				

<u>13:36</u>	<u>22OCT10</u>	<u>14:53</u>	<u>22OCT10</u>				
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A KEEPS BLOWING FUSE UNDER TEE HOOD

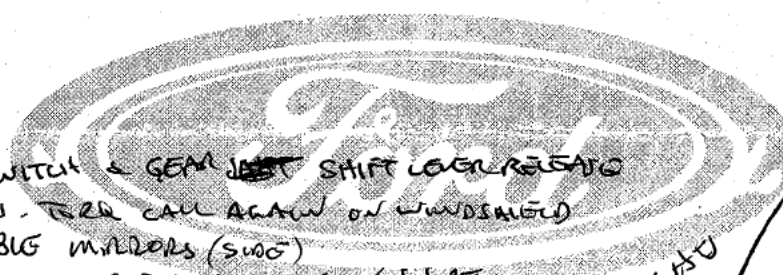
M WE REPLACED THE LARGER 30 AMP FUSE. WE CAN NOT
DUPLICATE THE SHORT , WE CHECKED THE GEAR
SHIFT OUT UNDER THE HOOD.??????

406 C 1.16

102.08 102.08

CUSTOMER PAY MISC. SHOP CHARGES FOR REPAIR ORDER

6.12



CAUSED 6/28/11 RE LAW-SWITCH & GEAR ~~JUST~~ SHIFT LOCK RELEASE
7/1/11 RE TRANS. TRK CALL AGAIN ON WINDSHIELD
FOR MOVABLE MIRRORS (SUG)

8/23 CONVO ABOUT MAX & STEPHEN COMING IN 2T

30 & 50 AMP FUSES BLOWN

www.fordover.com

Handwritten notes: "HROD 11/15/68" and "FRODO @ Film"

27
R18
2 Filmt
BAND 100 ACROUSTIC
(PLASTIC)
20 2nd

RECEIVED
25 APR
1965

Pool
cash
ac

www.fold
over
com

CASE# 1528150041

1-866-631-3788 ✓ FORM COST-SERVICES
800-241-3673 READ SUPPLY ASSISTANT/INFO

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

DESCRIPTION	TOTALS
LABOR AMOUNT	102.08
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	6.12
TOTAL CHARGES	108.20
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	108.20

(SIGNED) DEALER.

GENERAL MANAGER OR AUTHORIZED PERSON

(DATE)

- 12 -
CUSTOMER COPY



Browse our inventory at www.darlings.com

403 Hogan Road
Bangor, Maine 04401
207-941-1350



CUST NO.	TAX EXEMPT NUMBER	CUST. P. O. NO.	SHIP VIA	PAY	SOLD BY	INVOICE DATE	INVOICE NO.
9999		05 FOCUS		PENDING	AARRON MOWER	10/15/10	265211

FOR

B
I
L
L
TO
CASH RETAIL

S
H
I
P
TO
BART CASH

SHIP QTY	B. O. QTY	PART NUMBER / DESCRIPTION	BIN	LIST	NET	AMOUNT
1	0	SW-6285 LOCK AS 117619	33C7	152.84	152.84	152.84
PAID OCT 15 2010						
						SUBTOTAL 152.84
						TAX 7.64
						FREIGHT 0.00
PAY THIS AMOUNT						160.48

RETURN POLICY:
• NO RETURNS WITHOUT THIS INVOICE
• NO RETURNS ON SPECIAL ORDER OR ELECTRICAL ITEMS

A finance charge of 1 1/2% per month (18% per year) will be assessed on all outstanding balances after 30 days.

CUSTOMER COPY

14:11:15 PAGE 1 OF 1
NET504

PARTS INVOICE

 Printable View (49 KB)	
TSB 05-21-17	• IGNITION KEY DIFFICULT OR UNABLE TO BE TURNED OR REMOVED - KEY-IN-IGNITION WARNING CHIME SOUNDING WITH KEY REMOVED
Publication Date: October 17, 2005	

FORD: 2000-2005 Focus

This article supersedes TSB 05-19-11 to update the Service Procedure.

ISSUE:

Some 2000-2005 Focus vehicles may exhibit ignition key related issues including difficulty or an inability to turn the key, an inability to remove the key, or (2005 only) the key-in-ignition warning chime continuing to sound even when the key is removed.

ACTION:

Based on the vehicle's symptom, refer to the appropriate Service Procedure.

SERVICE PROCEDURE

UNABLE TO REMOVE IGNITION KEY

1. Check if the inability to remove the key is the result of normal operation of the key removal inhibit circuit: In automatic transmission equipped vehicles, the key removal inhibit solenoid (within the ignition switch assembly) is energized when the gear selector is moved out of the park position, and prevents the ignition key from being removed. If the gear selector is in any position other than park when the key is rotated or turned off, the key removal inhibit circuit will not release the key (key cannot be removed). To remove the key, the gear selector must first be placed in the park position, then the ignition must be cycled to run and back to lock. This is normal, do not replace the ignition lock cylinder if it is operating as described.
2. Refer to Workshop Manual, Section 307-05 and follow diagnostics for the "shift interlock system". The shift interlock system includes the key removal inhibit circuit, which may be causing the concern. If the shift interlock system is operating correctly, replace the ignition lock cylinder. Refer to Workshop Manual, Section 501-14, "Ignition Lock Cylinder - Functional" removal and installation procedure.

DIFFICULT OR UNABLE TO TURN IGNITION KEY

1. Refer to Workshop Manual, Section 211-05 and follow diagnostics.
2. If Workshop Manual diagnostics determine that the ignition lock cylinder is the cause, replace the cylinder. If the ignition key cannot be turned, follow the "Ignition Lock Cylinder - Non Functional" removal and installation procedure in the 2005 model year Workshop Manual Section 501-14.

KEY-IN-IGNITION WARNING CHIME SOUNDING WITH IGNITION KEY REMOVED (2005 Model Year Only)

1. **2005 Model Year Vehicles Produced Prior to 7/1/2004**
 - a. Replace the ignition lock cylinder. Refer to Workshop Manual Section 501-14, "Ignition Lock Cylinder - Functional" removal and installation procedure.

2. 2005 Model Year Vehicles Produced 7/1/2004 or Later

- a. Refer to Workshop Manual, Section 413-09 and follow diagnostics for key-in ignition warning chime does not operate properly.

PART NUMBER	PART NAME
5S4Z-11582-BB	Ignition Lock Cylinder

WARRANTY STATUS:

Eligible Under Provisions Of New Vehicle Limited Warranty Coverage

DEALER CODING

BASIC PART NO.	CONDITION CODE
11582	41

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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IT IS THE SHIFT OVERRIDE LEVER ON THE SHIFT COLUMN (ALSO A BUTTON NEXT TO IT ON THE CONSOLE)... IF THIS LEVER (RWA) ON THE SHIFT COLUMN SLIDES DOWN (THE LEAST AMOUNT OF MOVEMENT) THE KEY WILL NOT COME OUT OF THE IGNITION.

THIS WAS REALIZED AFTER THE IGNITION WAS REPLACED (AND THE KEY STUCK AGAIN DUE TO RWA-LEVER SLIDING DOWN) I GLUED IT WITH SUPER GLUE... PROBLEM SOLVED.



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

VEHICLE OWNERS QUESTIONNAIRE
REV. #
10487466

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NVS-216rr

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

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

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

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

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

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

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ



[REDACTED]
CAMBRIDGE, MASS,
[REDACTED]



NATIONAL HIGHWAY SAFETY ADMINISTRATION
1200 NEW JERSEY AVE. SE
WASHINGTON, D.C. 20590

ATTN: RANDY REID CHIEF
OFFICE OF DEFECTS INVESTIGATION & ENFORCEMENT