



INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

FOR AGENCY USE ONLY 100148

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

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT (1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

Date Received
APR 10 2013
15-MAR-2013

Repository
Reference No.
10503163

OWNER INFORMATION (Type or Print)

Name [Redacted]
Address [Redacted]
City **DANA POINT** State **CA** Zip Code [Redacted]

Daytime Telephone Number [Redacted] E-mail Address [Redacted]
Evening Telephone Number [Redacted]

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: **1FMCU0DG0CK [Redacted]** Make **FORD** Model **ESCAPE** Model Year **2012**
Date Purchased **May 2, 2012** Dealer's Name and Telephone Number **Tuttle Click Irvine (949) 472-5250** Engine: No: Cylinders **6** Fuel Type:
Original Owner Dealer's City **Irvine** State **CA** Zip Code **92618**
Transmission Type **Automatic** Antilock Brakes Cruise Control Powertrain Multiple Failure: **yes** Incident Date(s) **1-19-13 3-15-13**
15-MAR-2013

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: **180000 VEHICLE SPEED CONTROL** Failure Mileage **15371** Failure Speed **20**

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make _____ Tire Model (Name or Number) _____ Tire Size (Example P215/65R15) _____
DOT No. (Example: DOTM19ABC036) Original Equipment Prior Repair Failure Location: _____
Tire Component Code _____ Tire Failure Type: _____

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: _____ Date Manufactured: _____ Model No./Name: _____
Seat Type: _____ Installation System: _____
Child Seat Component Code: _____ Failed Part: _____

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash Yes No Fire Yes No Number of Persons Injured **0** Number of Deaths **0** Reported to Police **N**

Narrative Description of Incident(S), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

TL* THE CONTACT OWNS A 2012 FORD ESCAPE. THE CONTACT STATED THAT WHILE DRIVING 20 MPH AND DECELERATING, THE VEHICLE SUDDENLY STALLED. THE VEHICLE WAS RESTARTED AND RESUMED NORMAL FUNCTION. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS FOUND THAT THE THROTTLE BODY HAD FAILED. THE VEHICLE WAS REPAIRED BUT THE FAILURE RECURRED. THE MANUFACTURER WAS CONTACTED ABOUT THE FAILURE. THE FAILURE AND CURRENT MILEAGE WAS 15,371.
3-15-13 - Driving up hill, came to stop light, car stalled. The car was restarted.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY.

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Ref No. 10503163

[REDACTED]
Dana Point, CA [REDACTED]
[REDACTED]

2012 Ford Escape

After the incident on 3/15/13, I took the car to the dealer on 3/18/13 for inspection. The dealer kept the car until 3/26/13 but were unable to find out why the problem occurred. The dealer said the computer did not register a problem.

The dealer did not give me any paperwork for the incident on 3/18/13 as they said it is an open problem at this time and did not want to close it out.

I then agreed to have the dealer temporarily install a "flight recorder" in the car so that when the car stalls again I push the button on the "joy stick". The computer will then record the prior 10 seconds and following 30 seconds of what is occurring.

It is unknown how long I will have the "flight recorder" in the car.

T/C Ford Multi-Point Inspection

Customer Name: [REDACTED]

Phone: [REDACTED]

Service Advisor: ADAM GEDIK

Vehicle Year/Model: 12 FORD TRUCK ESCAPE

VIN: 1FMCU0DG0C [REDACTED]

Technician: RANDY E SWINDLE

Date/Time: 01/21/2013 12:29:50

Odometer: 12716


RO: 209073 Tag: 097

WILL REQUIRE FURTHER ATTENTION


Green Yellow Red

<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Washer fluid
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Transmission fluid
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Brake fluid
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Power steering fluid
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Coolant
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Engine oil
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Brake system (including lines, hoses, and parking brake).
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Shocks/ struts and other suspension components for leaks and /or damage.
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Steering, steering linkages and ball joints.
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Exhaust system (leaks, damage, loose parts).
<input type="checkbox"/>	<input type="checkbox"/>	Clutch operation (if equipped)
<input type="checkbox"/>	<input type="checkbox"/>	Constant velocity (CV) drive axle boots (if equipped).
<input type="checkbox"/>	<input type="checkbox"/>	Drive shaft, transmission, u-joint and shift linkage (if equipped) and lubricate (as needed).
<input type="checkbox"/>	<input type="checkbox"/>	Operation of horn, interior lights, exterior lamps, turn signals, hazards and brake lamps.
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Windshield washer spray, wiper operation and wiper blades
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Windshield for cracks, chips and pitting
<input checked="" type="checkbox"/>	<input type="checkbox"/>	HVAC system and hoses/lines for leaks and/or damage
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Engine Cooling System, radiator, hoses and clamps
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Accessory Drive Belts
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Technician Recommendations


Front / Rear Brake Linings

LF	RF
<input checked="" type="checkbox"/> Green	Green: <input checked="" type="checkbox"/>
<input type="checkbox"/> Yellow	Yellow: <input type="checkbox"/>
<input type="checkbox"/> Red	Red: <input type="checkbox"/>
	
LR	RR
<input checked="" type="checkbox"/> Green	Green: <input checked="" type="checkbox"/>
<input type="checkbox"/> Yellow	Yellow: <input type="checkbox"/>
<input type="checkbox"/> Red	Red: <input type="checkbox"/>
<input type="checkbox"/> Inspection Not Taken	
20% to 50% remaining	

Check Tires / Tread Depth

LF	RF
<input checked="" type="checkbox"/> Green	Green: <input checked="" type="checkbox"/>
<input type="checkbox"/> Yellow	Yellow: <input type="checkbox"/>
<input type="checkbox"/> Red	Red: <input type="checkbox"/>
	
LR	RR
<input checked="" type="checkbox"/> Green	Green: <input checked="" type="checkbox"/>
<input type="checkbox"/> Yellow	Yellow: <input type="checkbox"/>
<input type="checkbox"/> Red	Red: <input type="checkbox"/>
4/32" to 6/32"	

Check Battery Performance

	<input checked="" type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Bad
Actual Cold Cranking Amps	<input type="text"/>
Factory Cold Cranking Amps	<input type="text"/>



TUTTLE-CLICK FORD LINCOLN & COLLISION CENTER

43 AUTO CENTER DRIVE
IRVINE, CA 92618
(949) 472-5200

Visit our website @ www.tuttleclick.com

EPA # CAD981978364
B.A.R. # ARD-080698



DEALER CODE	P & A CODE
71D069	05556
54T170	

F2CS209073

0102IF2CS209073

CELL: [REDACTED]

CUSTOMER NO. 4041478	ADVISOR ADAM GEDIK	4625 TAG NO. 097	INVOICE DATE 01/21/13	INVOICE NO. F2CS209073
[REDACTED]	LABOR RATE [REDACTED]	MILEAGE 12,716	COLOR WHT SUEDE/C	STOCK NO. F321401
DANA POINT, CA	YEAR/MAKE/MODEL 12/FORD TRUCK/ESCAPE/FWD 4DR XLT	DELIVERY DATE 05/02/12	DELIVERY MILES 83	
[REDACTED]	VEHICLE ID NO. 1FMCU0DG0CK	SELLING DEALER NO. 1	PRODUCTION DATE	
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 01/21/13	
RE [REDACTED]	COMMENTS			MO: 12716

JOB# 1 CHARGES

LABOR

1 08E0Z DRIVEABILITY TECH(S) 3150 WARRANTY

EXITING THE FREEWAY THE CAR CAME TO A STOP AND ENGINE SHUT OFF. CHECK ENGINE LIGHT TURNED ON THEN OFF. PUT THE CAR IN PARK, THEN STARTED AND SEEMED FINE.

1
EEC DIAG NO FAULT CODES IN SYSTEM CHECK OASIS NO APPLICABLE TSB OR SSM FOUND PINPOINT BY SYMPTOM MONITOR ROAD TEST RECORD AFTER 5 MILES DECEL T/P 1 SPIKE WITHOUT CORRESPONDING T/P ACTION REPLACE THROTTLE BODY ASSEMBLY CLEAR KAM AND RELE ASE MILES OUT 12718

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
	1	DS7Z-9E926-A	THROTTLE BODY			
				TOTAL - PARTS		0.00

JOB# 1 TOTALS

JOB# 2 CHARGES

JOB# 1 JOURNAL PREFIX F2CS JOB# 1 TOTAL 0.00

IMPORTANT!

You may receive a service questionnaire from Ford Motor Co. in the next few weeks. If for any reason you cannot give us "COMPLETELY SATISFIED" please contact the Customer Relations Center or your Service Advisor immediately! Your satisfaction is our # 1 concern at Tuttle-Click Ford Lincoln & Collision Center. Thank You

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

X _____
AUTHORIZED SIGNATURE & DATE

Twenty-five dollar per day storage charges may be imposed if vehicle is not picked up within two business days of notice of completion.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON THE BACK. ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. IF YOU HAVE SPECIAL ORDERED PARTS YOU WILL BE NOTIFIED UPON THEIR ARRIVAL.

LABOR

2 08E0Z AUTO TRANSMISSION TECH(S) 3110 WARRANTY

CUST STATES: RANDOMLY WHILE DRIVING, CAR SEEMS TO SLIP OUT OF FIRST GEAR, WHILE WAITING FROM A STOP. MOST NOTICABLE IN STOP AND GO TRAFFIC. ROAD TESTED AND FELT A 1-2 SHIFT CONCERN ONLY. PERFORMED OASIS SYMPTOM CODE CHECK AND FOUND TSB 120612A FOR THIS CONCERN. REPROGRAM PCM TO LEVEL AL8A-12A650-BRG. CLEAR CODES, 3110 CP RECAL, CC 04

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX F2CS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

JOB# 2 JOURNAL PREFIX F2CS JOB# 2 TOTAL 0.00

"By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments which the Smog Check indicates are necessary."

FOR YOUR CONVENIENCE.

SERVICE PARTS AND COLLISION CENTER HOURS.

MON - FRI, 7:00 a.m. - 7:00 p.m.

SAT: 8:00 a.m. - 5:00 p.m.

POWER OF ATTORNEY

The undersigned, hereinafter called "Insured", for the consideration of repairs made to "insured's" automobile, does hereby grant to said TUTTLE-CLICK FORD LINCOLN & COLLISION CENTER Insured's power of attorney to sign or endorse any checks and/or drafts made payable to Insured, and any releases thereto as settlement for Insured's claim for damages to the above described automobile.

(DATE) X (INSURED)

(DATE) X (INSURED)

LABOR

3 08E0Z 099P MULTIPOINT INSPECTION TECH(S) 3110 INTERNAL

PERFORM FORD QUALITY CARE INSPECTION

7
FRONT P.S.I. REAR P.S.I. TECH
SET AT 32 PSI.
SEE MULTI POINT INSPECTION FOR DETAILS

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX F2CS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

JOB# 3 JOURNAL PREFIX F2CS JOB# 3 TOTAL 0.00

PROGRAM CODE(S)	APPROVAL CODE OR NO.	COMMITMENT CODE
REPAIR 1		

ALWAYS BRING YOUR CAR HERE FOR FACTORY AUTHORIZED PARTS & SERVICE

ON BEHALF OF SERVING 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 ABUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.

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

The Reynolds and Reynolds Company ERMANTS14E C0500109 G (08/10)



LINCOLN



TUTTLE-CLICK FORD LINCOLN & COLLISION CENTER

43 AUTO CENTER DRIVE
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DEALER CODE	P & A CODE
71D069	05556
54T170	

F2CS209073

01021F2CS209073

CELL: [REDACTED]

CUSTOMER NO. 4041478	ADVISOR ADAM GEDIK	4625 TAG NO. 097	INVOICE DATE 01/21/13	INVOICE NO. F2CS209073
[REDACTED]	LABOR RATE [REDACTED]	MILEAGE 12,716	COLOR WHIT SUEDE/C	STOCK NO. F321401
DANA POINT, CA	YEAR MAKE MODEL 12/FORD TRUCK/ESCAPE/FWD 4DR XLT	DELIVERY DATE 05/02/12	DELIVERY MILES 83	
[REDACTED]	VEHICLE ID NO. 1FMCU0DG0CK [REDACTED]	SELLING DEALER NO. T	PRODUCTION DATE	
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 01/21/13	
[REDACTED]	COMMENTS			

MO: 12716

LABOR
411707 GPK BRAKES GREEN TECH(S): 3110 0.00

Added Operation (2TECH6 @ 01/21/2013 11:43)
BRAKES GREEN- INSPECTED AND OK AT THIS TIME
OVER 5MM OR 7/32" (DISC) OR OVER 2MM OR 3/32" (DRUM)
INSPECTION PERFORMED

JOB# 4 TOTALS-----

JOB# 5 CHARGES----- JOB# 4 JOURNAL PREFIX F2CS JOB# 4 TOTAL 0.00

LABOR
5103707 GURE TIRES OK TECH(S): 3110 0.00

Added Operation (2TECH6 @ 01/21/2013 11:43)
TIRE TREAD DEPTH - GREEN - 7/32 OR GREATER
INSPECTED AND OK AT THIS TIME
INSPECTION PERFORMED

JOB# 5 TOTALS-----

JOB# 6 CHARGES----- JOB# 5 JOURNAL PREFIX F2CS JOB# 5 TOTAL 0.00

LABOR
6103707 GATI BATTERY OK TECH(S): 3110 0.00

Added Operation (2TECH6 @ 01/21/2013 11:43)
BATTERY INSPECTED AND OK AT THIS TIME
INSPECTION PERFORMED

JOB# 6 TOTALS-----

JOB# 6 JOURNAL PREFIX F2CS JOB# 6 TOTAL 0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

IMPORTANT!

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I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED.
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

X
AUTHORIZED SIGNATURE & DATE
Twenty-five dollar per day storage charges may be imposed if vehicle is not picked up within two business days of notice of completion.
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON THE BACK. ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. IF YOU HAVE SPECIAL ORDERED PARTS YOU WILL BE NOTIFIED UPON THEIR ARRIVAL.

"By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments which the Smog Check indicates are necessary."

FOR YOUR CONVENIENCE.
SERVICE PARTS AND COLLISION CENTER HOURS.
MON. - FRI 7:00 a.m. - 7:00 p.m.
SAT. 8:00 a.m. - 5:00 p.m.

POWER OF ATTORNEY
The undersigned, hereinafter called "Insured", for the consideration of repairs made to "Insured's" automobile, does hereby grant to said TUTTLE-CLICK FORD LINCOLN & COLLISION CENTER Insured's power of attorney to sign or endorse any checks and/or drafts made payable to Insured, and any releases thereto as settlement for Insured's claim for damages to the above described automobile.

(DATE) X (INSURED)

(DATE) X (INSURED)

PROGRAM CODE(S)	APPROVAL CODE OR NO.	COMMITMENT CODE
REPAIR 1		

ON BEHALF OF SERVING 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 SERVING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.

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

The Reynolds and Reynolds Company F9A1N15B14E 00520109 0 (09/10)

ALWAYS BRING YOUR CAR HERE FOR FACTORY AUTHORIZED PARTS & SERVICE



**TUTTLE-CLICK FORD
LINCOLN**

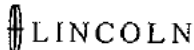
ADAM GEDIK
SERVICE ADVISOR

Phone: (949) 472-5250
Direct: (949) 472-5240
Cell: (714) 308-8525
Fax: (949) 472-5308

43 Auto Center Drive
Irvine, California 92618
www.tuttleclick.com

AGEDIK@TUTTLECLICK.COM

CHRYSLER • JEEP • DODGE • FORD • LINCOLN • MAZDA • HONDA



MON. - FRI. 7:00 A.M. - 7:00 P.M. SAT. 8:00 A.M. - 5:00 P.M.

EPA # CAD981978364
B.A.R. # ARD-080698

LINCOLN DEALER CODE -54T170
FORD DEALER CODE -71D063

STATE REG# AH-080698



RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
00FOZ-Q99P	MULTIPOINT INSPECT	MI	0.00

TRANSDOWN ESTIMATE: I UNDERSTAND THAT MY VEHICLE WILL BE REASSEMBLED WITHIN _____ DAYS OF THE DATE SHOWN ABOVE IF I CHOOSE NOT TO AUTHORIZE THE SERVICES RECOMMENDED.

AUTHORIZED BY _____ DATE _____ TIME _____

REVISED ESTIMATE PARTS & LABOR
REVISED EST. PARTS & LABOR \$ _____ ESTIMATE DOES NOT INCLUDE TAX
BY _____

PERSON TALKED TO _____
PHONE _____ IN PERSON
DATE _____ TIME _____ PHONE

2ND REVISED ESTIMATE PARTS & LABOR
REVISED EST. PARTS & LABOR \$ _____ ESTIMATE DOES NOT INCLUDE TAX
BY _____

PERSON TALKED TO _____
PHONE _____ IN PERSON
DATE _____ TIME _____ PHONE

PROGRAM CODE(S)	APPROVAL CODE OR NO.	COMMITMENT CODE
REPAIR 1		
DATE INSTALLED	ACCRUED MILEAGE	ORIGINAL R.O. NUMBER
MO. DAY YR.	NO TENTHS	

SERVICE HISTORY

CELL: _____

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
02/08/13	213843	13481	4625	4273 3110 3110	I W W	08FOZ-Q99P 08FOZ 08FOZ1	MULTIPOINT INSPECT AUTO TRANSMISSION AUTO TRANSMISSION
01/21/13	209073	12716	4625	3110 3150 3110	W W W	08FOZ2 10FOZ 08FOZ	AUTO TRANSMISSION DRIVEABILITY AUTO TRANSMISSION

S E R V I C E

SALESPERSON NO. 3189 JOHN F. REDERSCHIED

VEHICLE ID NO. 1FMCU0DG0CK	YEAR / MAKE / MODEL 12/FORD TRUCK/ESCAPE/FWD 4DR XLT	STOCK NO. F321401	LICENSE NO. [REDACTED]	R. O. NO. 223638
CUSTOMER NO. 4041478	SERVICE CONTRACT	DELIVERY DATE 05/02/12	DELIVERY MILES 83	SELLING DEALER NO. 1
ADDRESS DANA POINT, CA	COLOR WHT SUEDE/CAM PRM	CONTRACT NO.	EXPIRATION DATE 05/02/12	EXPIRATION MILES
TURBO	M / MC	AIR COND.	P. S.	TRANS
	FOZZ			
RESIDENCE PHONE	TIME RECEIVED 08:48am	I hereby authorize the repair work to be done along with the necessary materials. Tuttle-Click and its employees may operate vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount thereto.		
BUSINESS PHONE	LABOR RATE	*By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments which the Smog Check indicates are necessary. Tuttle-Click will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond its control.		
DATE / TIME PROMISED 03/18/13 07:06pm	PRIORITY 4	ADVISOR NO. 4625	PRODUCTION DATE	TAG NO. 097
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	SIGNED X _____		OUR LABOR CHARGES ARE BASED ON A FLAT RATE OR FLAT RATE MANUAL WHICH REFLECTS AN AVERAGE TIME REQUIREMENT FOR THE PERFORMANCE OF SPECIFIC VEHICLE REPAIRS, AND WHICH MAY THEREFORE BE EITHER MORE OR LESS THAN THE ACTUAL CLOCK TIME IN ANY GIVEN INSTANCE.	
ADVISOR: ADAM GEDIK		PRELIMINARY ESTIMATE \$ _____ ENVIRONMENTAL SURCHARGE _____		
JOB		IN SERVICE DATE _____ MILEAGE OUT _____		
		DATE VEHICLE RECEIVED FOR REPAIR _____ DATE OTHER NOTIFIED OF REPAIR COMPLETION _____		
		SAVE REMOVED PARTS FOR CUSTOMER YES <input type="checkbox"/> NO <input type="checkbox"/>		

LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00	TECH #	TECH NO. LAST 4 - SOC. SEC.
X _____	CUST. CONCERN CODE	
W 10FOZ DRIVEABILITY	OPERATION	TIME
CUST STATES: WHEN DRIVING IN TRAFFIC THE ENGINE JUST SHUTS OFF RANDOMLY. CHECK AND ADVISE. HISTORY.	CONDITION	
	TECH #	TECH NO. LAST 4 - SOC. SEC.
	CUST. CONCERN CODE	
	OPERATION	TIME
	CONDITION	
	TECH #	TECH NO. LAST 4 - SOC. SEC.
	CUST. CONCERN CODE	
	OPERATION	TIME
	CONDITION	
	TECH #	TECH NO. LAST 4 - SOC. SEC.
	CUST. CONCERN CODE	
	OPERATION	TIME
	CONDITION	

The Reynolds and Reynolds Company PRAINTWOL14E G1M501680 Q (10/12)

[REDACTED]
Dana Point, CA [REDACTED]

