



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

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

FOR AGENCY USE ONLY 100148

Date Received <b>NOV 19 2013</b> 15-MAR-2013	Repository <input type="checkbox"/>
	Reference No. 10503163

**OWNER INFORMATION (Type or Print)**

Name	[Redacted]			Daytime Telephone Number	E-mail Address
Address	[Redacted]			[Redacted]	[Redacted]
City	DANA POINT	State	CA	Zip Code	[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 <input checked="" type="checkbox"/>	Dealer's City Irvine	State CA	Zip Code 92618	
Transmission Type Automatic	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: yes	Incident Date(s) 1-19-13 15-MAR-2013 3-15-13

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 180000 VEHICLE SPEED CONTROL	Failure Mileage 15371	Failure Speed 20
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**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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
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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.

November 12, 2013

US. Dept of Transportation  
Office of Defects Investigation NVS 210  
1200 New Jersey Av SE  
West Bldg.  
Washington, DC 20590

Reference# 581178

This is an addendum to my prior complaint, reference #10503163 NVS-216rr.

In my prior complaint I advised you of my 2012 Ford Escape stalling 2 separate times. Once on 1/19/13 and again on 3/13/13.

On November 11, 2012, my 2012 Ford Escape stalled again while turning a corner at a busy intersection.

After putting the car in park, I was able to restart it. I called the dealership immediately and took the car in on November 12, 2013.

This is now the 3<sup>rd</sup> incident of my vehicle stalling and I am very concerned for my safety and anyone else in the vehicle.

I have contacted Ford directly to file a complaint. I had done this on the previous occasions also.

Attached are copies of my prior complaint to the NHTSA and dealership invoices.

Thank you for your assistance,

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

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: (H) [REDACTED]

Service Advisor: ADAM GEDIK

Vehicle Year/Model: 12 FORD TRUCK ESCAPE

VIN: 1FMCU0DG0CK [REDACTED]

Technician: RANDY E SWINDLE

Date/Time: 01/21/2013 12:29:53

Odometer: 12716

RO: 209073

Tag: 097

INSPECTION RESULTS: **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 checked="" type="checkbox"/>	<input type="checkbox"/>	Clutch operation (if equipped)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Constant velocity (CV) drive axle boots (if equipped).
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Drive shaft, transmission, u-joint and shift linkage (if equipped) and lubricate (as needed).
<input checked="" 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	<input checked="" type="checkbox"/> Green	<input type="checkbox"/> Yellow	<input type="checkbox"/> Red	RF	<input checked="" type="checkbox"/> Green	<input type="checkbox"/> Yellow	<input type="checkbox"/> Red
LR	<input checked="" type="checkbox"/> Green	<input type="checkbox"/> Yellow	<input type="checkbox"/> Red	RR	<input checked="" type="checkbox"/> Green	<input type="checkbox"/> Yellow	<input type="checkbox"/> Red

Inspection Not Taken

20% to 50% remaining

### Check Tires / Tread Depth

LF	<input checked="" type="checkbox"/> Green	<input type="checkbox"/> Yellow	<input type="checkbox"/> Red	RF	<input checked="" type="checkbox"/> Green	<input type="checkbox"/> Yellow	<input type="checkbox"/> Red
LR	<input checked="" type="checkbox"/> Green	<input type="checkbox"/> Yellow	<input type="checkbox"/> Red	RR	<input checked="" type="checkbox"/> Green	<input type="checkbox"/> Yellow	<input type="checkbox"/> Red

4/32" to 6/32"

### Check Battery Performance

Good  
 Fair  
 Bad

Actual Cold Cranking Amps

Factory Cold Cranking Amps

Current Problem 11-11-13

SERVICE HISTORY

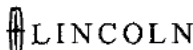
CELL: [REDACTED]



**TUTTLE-CLICK  
FORD LINCOLN  
& COLLISION CENTER**

43 AUTO CENTER DRIVE  
IRVINE, CA 92618  
(949) 472-5250

Visit our website @ www.tuttleclick.com



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

EPA # CAD9B1978364 LINCOLN DEALER CODE -64T170  
B.A.R.# ARD-080698 FORD DEALER CODE -71D089  
STATE REG# AH-080698



DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/26/13	269121	23751	4625	3174	C	00FOZ-Q99P	MULTIPOINT INSPECT
				3174	C	00FOZPMC.LOF	PMC LOF
				3174	C	03FOZ-GBK	BRAKES GREEN
				3174	C	03FOZ-GTIRE	TIRES OK
				3174	C	03FOZ-GBATT	BATTERY OK
05/29/13	243427	18250	4625	4396	C	00FOZP99	MULTIPOINT INSPECT

S E R V I C E

SALESPERSON NO. 3189 JOHN F. REDERSCHIED

VEHICLE ID NO. <b>1FMCU0DG0C</b>		YEAR / MAKE / MODEL <b>12/FORD TRUCK/ESCAPE/FWD 4DR XLT</b>			STOCK NO. <b>F321401</b>	LICENSE NO. [REDACTED]	R. O. NO. <b>292091</b>
CUSTOMER NO. <b>4041478</b>		SERVICE CONTRACT		DELIVERY DATE <b>05/02/12</b>	DELIVERY MILES <b>83</b>	SELLING DEALER NO. <b>1</b>	R. O. DATE <b>11/12/13</b>
DANA POINT, CA		COLOR <b>WHT SUEDE/CAM PRM</b>		CONTRACT NO.		EXPIRATION DATE <b>05/02/12</b>	EXPIRATION MILES
RESIDENCE PHONE		TIME RECEIVED <b>09:19am</b>		LABOR RATE		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.	
BUSINESS PHONE		DATE / TIME PROMISED <b>11/12/13 07:06pm</b>		PRIORITY <b>4</b>		PRELIMINARY ESTIMATE	
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		ADVISOR: PAUL PARSONS		SIGNED		ENVIRONMENTAL SURCHARGE	
						IN SERVICE DATE	
						DATE VEHICLE RECEIVED FOR REPAIR	
						DATE ORIGIN NOTIFIED OF REPAIR COMPLETION	
						SAVE REMOVED PARTS FOR CUSTOMER YES <input type="checkbox"/> NO <input type="checkbox"/>	

JOB	LABOR INSTRUCTIONS	TECH #	TECH NO. LAST 4 - SOC. SEC.
1	ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00 X _____ COMMENTS: APPT <del>W 10FOZ DRIVEABILITY</del> CUST STATES THE VEHICLE STALLED GOING AROUND A TURN AT AN INTERSECTION. THIS CONCERN HAS HAPPENED BEFORE, UTV AT THAT TIME W/ A VDR INSTALLED. *		
2	<del>W 69FOZ RENTAL VEHICLE</del> SUBMIT FOR TAP DAYS		
3	<del>W 12FOZ LIGHT LINE</del> CUST STATES THE REAR HEADLINER IS EXPOSED AT THE TOP. THE HATCH OPENING SEAL DOESNT COVER IT.		

Current Problem 11-11-13

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

TEARDOWN ESTIMATE. 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 P.O. NUMBER
MO. DAY. YR.	NO TENTHS	

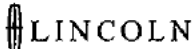
The Reynolds and Reynolds Company ERM11WV111E SERVICE CENTER (10/12)



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

EPA # CAD981978364 LINCOLN DEALER CODE -54T170  
B.A.R. # ARD-080698 FORD DEALER CODE -71D069  
STATE REG# AH-080698



**RECOMMENDED SERVICES**

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

TEAR-DOWN 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.

APPROVED BY: \_\_\_\_\_ DATE: \_\_\_\_\_ TIME: \_\_\_\_\_

**REVISED ESTIMATE PARTS & LABOR**

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

PERSON TALKED TO BY \_\_\_\_\_

PHONE \_\_\_\_\_  IN PERSON

DATE \_\_\_\_\_ TIME \_\_\_\_\_  PHONE

**2ND REVISED ESTIMATE PARTS & LABOR**

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

PERSON TALKED TO BY \_\_\_\_\_

PHONE \_\_\_\_\_  IN PERSON

DATE \_\_\_\_\_ TIME \_\_\_\_\_  PHONE

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

REPAIR 1

DATE INSTALLED ACQUIRED MILEAGE ORIGINAL R.O. NUMBER

MO. DAY YR. NO TENTHS

**SERVICE HISTORY**

CELL: \_\_\_\_\_

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/26/13	269121	23751	4625	3174	C	00FOZ-Q99P	MULTIPOINT INSPECT
				3174	C	00FOZPMC.LOF	PMC LOF
				3174	C	03FOZ-GBK	BRAKES GREEN
				3174	C	03FOZ-GTIRE	TIRES OK
				3174	C	03FOZ-GBATT	BATTERY OK
05/29/13	243427	18250	4625	4396	C	00FOZP99	MULTIPOINT INSPECT

**S E R V I C E**

SALESPERSON NO. 3189 JOHN F. REDERSCHIED

VEHICLE ID NO. <b>1FMCU0DG0CK</b>		YEAR / MAKE / MODEL <b>12/FORD TRUCK/ESCAPE/FWD 4DR XLT</b>			STOCK NO. <b>F321401</b>	LICENSE NO. [REDACTED]	R. O. NO. <b>292091</b>
CUSTOMER NO. <b>4041478</b>		SERVICE CONTRACT		DELIVERY DATE <b>05/02/12</b>	DELIVERY MILES <b>83</b>	SELLING DEALER NO. <b>1</b>	R. O. DATE <b>11/12/13</b>
DANA POINT, CA		COLOR <b>WHT SUEDE/CAM PRM</b>		CONTRACT NO.		EXPIRATION DATE <b>05/02/12</b>	EXPIRATION MILES
RESIDENCE PHONE		TIME RECEIVED <b>09:19am</b>		TURBO		ADVISOR NO. <b>4357</b>	TAG NO. <b>A97</b>
BUSINESS PHONE		LABOR RATE		M / MC	AIR COND.	PRODUCTION DATE	
DATE / TIME PROMISED <b>11/12/13 07:06pm</b>		PRIORITY <b>4</b>		P. S.	TRANS	MILEAGE <b>27,263</b>	
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		ADVISOR: <b>PAUL PARSONS</b>		SIGNED X		OUR LABOR CHARGES ARE BASED ON A FLAY 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.	
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.		*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.		PRELIMINARY ESTIMATE	
						ENVIRONMENTAL SURCHARGE	
						MILEAGE OUT	
						DATE OWNER NOTIFIED OF REPAIR COMPLETION	
						SAVE REMOVED PARTS FOR CUSTOMER YES <input type="checkbox"/> NO <input type="checkbox"/>	

**LABOR INSTRUCTIONS**

<b>4</b>	<b>W 08FOZ</b>	<b>AUTO TRANSMISSION</b>	TECH #	TECH NO. LAST 4 - SOC. SEC.
CUST STATES INTERMITTANTLY W/ CITY STREET DRIVING ON ACCELERATION FEELS HESITATION AND ON DECELERATION ITS CLUNKY			CUST. CONCERN CODE	
			OPERATION	TIME
			CONDITION	
<b>5</b>	<b>12 00FOZ Q99P</b>	<b>MULTIPOINT INSPECT</b>	TECH #	TECH NO. LAST 4 - SOC. SEC.
PERFORM FORD QUALITY CARE INSPECTION CHECK AND ADJUST TIRE PRESSURE FRONT PSI REAR PSI TECH			CUST. CONCERN CODE	
			OPERATION	TIME
			CONDITION	
<b>6</b>	<b>C 00FOZPMC LOF</b>	<b>PMC LOF</b>	TECH #	TECH NO. LAST 4 - SOC. SEC.
PARTNERS MAINTENANCE CARE OIL AND FILTER CHANGE AND ROTATE TIRES			CUST. CONCERN CODE	
			OPERATION	TIME
			CONDITION	

The Reynolds and Reynolds Company REPRINT NOV 14 561M561 660 0 1 (10/12)



LINCOLN



# TUTTLE-CLICK FORD LINCOLN & COLLISION CENTER

43 AUTO CENTER DRIVE  
IRVINE, CA 92618

(949) 472-5200

Visit our website @ [www.tuttleclick.com](http://www.tuttleclick.com)

EPA # CAD981978364

B.A.R. # ARD-080698



DEALER CODE	P & A CODE
71D089	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 [REDACTED]	YEAR/MAKE/MODEL 12/FORD TRUCK/ESCAPE/FWD 4DR XLT	DELIVERY DATE 05/02/12	DELIVERY MILES 83	
[REDACTED]	VEHICLE I.D. NO. IFM CUODG0CK [REDACTED]	SELLING DEALER NO. [REDACTED]	PRODUCTION DATE [REDACTED]	
[REDACTED]	F.T.E. NO. [REDACTED]	P.O. NO. [REDACTED]	R.O. DATE 01/21/13	
[REDACTED]	COMMENTS [REDACTED]			

MO: 12716

LABOR # 1 10FOZ 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-  
1 DS7Z-9E926-A THROTTLE BODY WARRANTY 0.00  
TOTAL - PARTS 0.00

JOB# 1 TOTALS-----

JOB# 2 CHARGES----- JOB# 1 JOURNAL PREFIX F2CS JOB# 1 TOTAL 0.00

LABOR # 2 08FOZ 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# 3 CHARGES----- JOB# 2 JOURNAL PREFIX F2CS JOB# 2 TOTAL 0.00

LABOR # 3 08FDZ-Q99P MULTIPOINT INSPECT 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# 4 CHARGES----- JOB# 3 JOURNAL PREFIX F2CS JOB# 3 TOTAL 0.00

LABOR-----

**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.**

"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 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 ANYWAY 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 REPRESENTATIVES OF FORD

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

ALWAYS BRING YOUR CAR HERE FOR FACTORY AUTHORIZED PARTS & SERVICE



LINCOLN



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



DEALER CODE 71D069	P & A CODE 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	SECTION F321401
DANA POINT, CA [REDACTED]	YEAR/MODEL/FORD TRUCK/ESCAPE/FWD 4DR XLT	DELIVERY DATE 05/02/12	DELIVERY MILES 83	
[REDACTED]	VEHICLE I.D. NO. I F M C U O D G O C K [REDACTED]	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 01/21/13	
[REDACTED]	COMMENTS	MO: 12716		

**LABOR**

J# 4+03FOZ-GBK 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**

J# 5+03FOZ-GTIRE 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**

J# 6+03FOZ-GBATT 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!**

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.**

"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 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 REPRESENTATIVES OF FORD.

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

**ALWAYS BRING YOUR CAR HERE FOR FACTORY AUTHORIZED PARTS & SERVICE!**



LINCOLN



# TUTTLE-CLICK FORD LINCOLN & COLLISION CENTER

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

Visit our website @ [www.tuttleclick.com](http://www.tuttleclick.com)

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



DEALER CODE 71D069	P & A CODE 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 [REDACTED]	YEAR/MAKE/MODEL 12/FORD TRUCK/ESCAPE/FWD 4DR XLT	DELIVERY DATE 05/02/12	DELIVERY MILES 83	
[REDACTED]	VEHICLE I.D. NO. 1FMCU0DG0CK [REDACTED]	SELLING DEALER NO. I	PRODUCTION DATE	
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 01/21/13	
[REDACTED]	COMMENTS	MO: 12716		

- \* [ ] CASH [ ] CHECK CK NO. [ ] \*
- \* [ ] VISA [ ] MASTERCARD [ ] DISCOVER \*
- \* [ ] OTHER [ ] CHARGE
- \* DATE / /

WE NOW OFFER 24MO/24K MILE LTD WARRANTY EXCLUDING MAINT & WEAR ITEMS, AND COMMERCIAL VEHICLES. SEE HANDOUT FOR DETAILS

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
<b>TOTAL INVOICE \$</b>	<b>0.00</b>

**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.**

"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) _____	(INSURED) _____
(DATE) _____	(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)

**ALWAYS BRING YOUR CAR TO THE FORD 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  
AGEDIK@TUTTLECLICK.COM

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

CHRYSLER • JEEP • DODGE • FORD • LINCOLN • MAZDA • HYUNDAI



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

EPA # CAD981978364 LINCOLN DEALER CODE -54T170  
B.A.R. # ARD-080698 FORD DEALER CODE -71D068  
STATE REG# AH-080698



**RECOMMENDED SERVICES**

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

TEARDOWN 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: [REDACTED]

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

**S E R V I C E**

SALESPERSON NO. 3189 JOHN F. REDERSCHIED

VEHICLE ID NO. <b>1FMCU0DG00</b>	YEAR / MAKE / MODEL <b>12/FORD TRUCK/ESCAPE/FWD 4DR XLT</b>	STOCK NO. <b>F321401</b>	LICENSE NO. [REDACTED]	R.O. NO. <b>223638</b>
CUSTOMER NO. <b>4041478</b>	SERVICE CONTRACT	DELIVERY DATE <b>05/02/12</b>	DELIVERY MILES <b>83</b>	SELLING DEALER NO. <b>1</b>
COLOR <b>WHT SUEDE/CAM PRM</b>	CONTRACT NO.	EXPIRATION DATE <b>05/02/12</b>	EXPIRATION MILES	R.O. DATE <b>03/18/13</b>
RESIDENCE PHONE [REDACTED]	TURBO <b>FOZZ</b>	M/ MC <b>FOZZ</b>	AIR COND. <b>FOZZ</b>	P. S. <b>FOZZ</b>
BUSINESS PHONE [REDACTED]	TRANS	MILEAGE <b>15,481</b>	ADVISOR NO. <b>4625</b>	PRODUCTION DATE <b>097</b>
RESIDENCE ADDRESS [REDACTED]	TIME RECEIVED <b>08:48am</b>	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 ADDRESS [REDACTED]	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 <b>03/18/13 07:06pm</b>	PRIORITY <b>4</b>	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.		
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	ADVISOR: <b>ADAM GEDIK</b>	SIGNED X	PRELIMINARY ESTIMATE	
		Twenty-five dollar per day storage charges may be imposed if vehicle is not picked up within two business days of notice of completion.	ENVIRONMENTAL SURCHARGE	
			IN SERVICE DATE	
			MILEAGE OUT	
			DATE VEHICLE RETURNED FOR REPAIR	
			DATE OWNER NOTIFIED OF REPAIR COMPLETION	
			SAVE REMOVED PARTS FOR CUSTOMER YES <input type="checkbox"/> NO <input type="checkbox"/>	

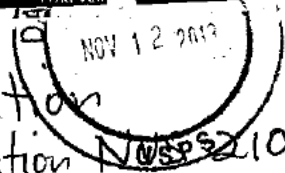
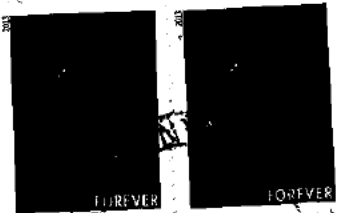
**LABOR INSTRUCTIONS**

ORIGINAL CUSTOMER ESTIMATE:	TOTAL
X _____	0.00
1 <b>W* 10FOZ DRIVEABILITY</b>	
CUST STATES: WHEN DRIVING IN TRAFFIC THE ENGINE JUST SHUTS OFF RANDOMLY. CHECK AND ADVISE. HISTORY.	
2 <b>I* 10FOZP99 MULTI-POINT INSPECT</b>	
PERFORM MULTI-POINT INSPECTION REPORT	

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



Dana Point, CA



U.S. Dept of Transportation  
Office of Defects Investigation N05P5210  
1200 New Jersey Av SE - West Bldg.  
Washington, DC 20590

