

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

CL-10572495-3604

Customer Relations:

Let me begin by saying how disappointed I am with my 2005 Ford Explorer. I have owned F-150's and Broncos in the past. The rear axle seals were replaced at 59,752 miles. A year later after listening to the noise in the rear end for quite some time, I had it rebuilt. In about 6 months I had it rebuilt once more. Korum Ford, in Puyallup, Washington 98371, assured me that this is not a common complaint and contacted Ford for me to cover this expense. I was told Ford rejected my claim. If you look at the last time I was at Korum that they confirmed there is still noise in the rear end and they could fix it for \$1200.00 plus tax and shop fees. I declined.

MAR 14 2014

I do not understand why Ford declines to compensate owners for these expenses. Why is it you can go to any wrecking yard, find a demolished vehicle and when you check the rear end, it is invariably good, regardless of age.

I will be going in for my 85,000 mile service very soon and I will then ask them for the price to fix the rear panel beneath the window, probably already rusted out due to lack of finances on my part. But I will probably instead get an estimate to fix the throttle that hesitates, especially when trying to back up. This can be a problem when going from zero to twenty mph in one second. I will be waiting to hear from you.

[REDACTED]

Edgewood, WA [REDACTED]

[REDACTED]

NM  
31414  
SMD



100 RIVER ROAD - PUYALLUP, WA 98371  
(253) 845-6600 - (253) 841-7609

SERVICE DEPARTMENT HOURS  
7:00 a.m. to 6:00 p.m.  
Monday - Friday  
7:00 a.m. - 4:30 p.m. Saturday

R.O. Open Date	R.O. Number
7/19/11	6164615/2
R.O. Close Date	Status
7/19/11	Pre-Invoice
Mileage In	Mileage Out
59752	59752
Service Advisor Tag #	
Katherine M Lan/W536	
Vehicle Identification Number	
1FMZU73K85Z	
Delivery Date	In-Service Date
7/14/05	7/14/05
Color	License Number
RED FIRE C	

EDGEWOOD, WA

Year	Make	Model	Body
2005	FORD TRUCK	EXPLORER	4DR 4WD

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#5 * GBK: GREEN BRAKES--CHECKED BRAKES FOUND PAD THICKNESS OVER 5MM OR 7/32--OVER 2MM OR 3/32 (DRUM) 7/32 AND GREATER Sub Total: .00	
#6 * GTIRE: GREEN TIRES ALL TIRES ARE AT OR ABOVE SAFETYSPECIFICATIONS Sub Total: .00 Sub Total: .00	
*****	
* WE APOLOGIZE FOR THE REMODEL INCONVENIENCE AND *	
* DISRUPTIONS OF THE SHOWROOM. WE ARE REMODELING THE *	
* SHOWROOM AND CUSTOMER WAITING AREA TO BETTER SERVE ALL OF*	
* OUR VALUED CUSTOMERS. *	
*****	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter 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 the 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 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.

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LABOR	329.00
PARTS	278.27
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	10.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	57.41
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	674.68

*C. W. Smith*

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



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Service Advisor - Tag #	
Katherine M Lan/W536	
Vehicle Identification Number	
1FMZU73K85Z	
Delivery Date	In-Service Date
7/14/05	7/14/05
Color	License Number
RED FIRE C	

[Redacted]				Work Phone	[Redacted]
EDGEWOOD, WA				[Redacted]	[Redacted]
Year	Make	Model	Body		
2005	FORD TRUCK	EXPLORER	4DR 4WD		

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<b>#1 - 33FBAX: REAR AXLE</b> BYRON FOUND AXLE SEALS LEAKING Work performed by Gary King (GLK) Installed 7L1Z 4A109 D :KIT - SHAFT REPAIR 2@45.75 Installed XY 75W140 QL :OIL - REAR AXLE 3@20.49 REPLACE L&R SIDE REAR AXLE SEALS. CHECK REAR DIFFERENTIAL FLUID. VERY DARK AND DIRTY. CHANGE REAR DIFFERENTIAL FLUID. RECHECK, GOOD. Sub Total: 402.97	250.00 91.50 61.47
<b>#2 - 01FATRASFL: PERFORM BG AUTOMATIC TRANSMISSION FLUID EXCHANGE USING BG K6600 KIT</b> Work performed by Gary King (GLK) Installed BG-K6600 :TRANS FLUSH KIT 1@42.95 Installed XT 5 QMC :FLUID - TRANSMISSION 14@5.49 Installed XT 5 QMC :FLUID - TRANSMISSION 1@5.49 PERFORM BG TRANS. FLUSH. Sub Total: 204.30	79.00 42.95 76.86 5.49
<b>#3 - Q99P: QUICK LANE COMPLIMENTARY MULTIPOINT INSPECTION INCLUDES CHECK: AIR &amp; CABIN FILTER, BRAKES, BELTS AND HOSES, TEST BATTERY AND TOP OFF ALL FLUIDS</b> NOT PERFORMED, JUST IN FOR SERVICE. Sub Total: .00	
<b>#4 * GBATT: GREEN BATTERY TEST BATTERY AND ALL IS AT OR ABOVE FACTORY SPECS</b> Sub Total: .00	

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LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

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X



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R.O. Open Date	R.O. Number
7/31/12	6192157/1
R.O. Close Date	Status
8/04/12	Pre-Invoice
Mileage In	Mileage Out
69439	69439
Service Advisor / Tag #	
Carol A Frisell/W792	

EDGWOOD, WA			Work Phone	Vehicle Identification Number	
				1FMZU73K85Z	
				Delivery Date	In-Service Date
				7/14/05	7/14/05
Year	Make	Model	Body	Color	License Number
2005	FORD TRUCK	EXPLORER	4DR 4WD	RED FIRE C	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<p>#1 - 00FAMISC: MISCELLANEOUS            CUST STATES REAR WINDOW WIPER IS LEAKING AT THE RIGHT FRONT TIRE, AND SPRAYER DOES NOT WORK.            ESTIMATE WAITER            Work performed by Ken Grindel (KJG)            VERIFY REAR WAHSE INOP, FOUND FLUID LEAK AT RIGHT FRONT WHEEL, FOUND WASHER HOSE CAME LOOSE, REATTACH AND SECURE HOSE, WASHERS WORKING NOW BUT DOES NEED WIPER BLADES ARE STREAKING, KG            Sub Total: 52.95</p>	52.95
<p>#2 - 99P: PERFORM MULTIPOINT INSPECTION - TEST BATTERY, CHECK UNDER HOOD FLUIDS, CHECK BRAKE WEAR, CHECK TIRE TREAD DEPTH, PERFORM VISUAL INSPECTION, LUBRICATE LINKAGE, SET TIRE PRESSURE.            DID MP, LOF DUE, BRAKE FLUID DARK, RECOMMEND COOLANT FLUSH IF NEVER DONE, DUE EVERY 5 YEARS AND/OR 100K, FUEL FILTER LOOKS OLD, WIPERS STREAK, KG            Sub Total: .00</p>	
<p>#3 - 33FCRAX: REAR AXLE            CUST STATES NOISE IN REAR END, TEST AND REPORT, MORE SO HEARD WHEN ACCELERATING            Work performed by Ken Grindel (KJG)            Installed 9L3Z 4630 A :BEARING ASY - DRIVING PINION 1@77.17            Installed B7A 4616 A :CUP 1@19.76            Installed B7A 4621 A :BEARING ASY - DRIVING PINION 1@27.96            Installed XW4Z 4221 AA :BEARING ASY - BALL 2@27.96            Installed F3LZ 4222 AA :CUP 2@29.96</p>	791.96

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LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

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R.O. Open Date	R.O. Number
7/31/12	6192157/2
R.O. Close Date	Status
8/04/12	Pre-Invoice
Mileage In	Mileage Out
69439	69439
Service Advisor / Tag #	
Carol A Frisell/W792	

[Redacted]			Work Phone	[Redacted]	
EDGEWOOD, WA			[Redacted]		
Year	Make	Model	Body	Delivery Date	In-Service Date
2005	FORD TRUCK	EXPLORER	4DR 4WD	7/14/05	7/14/05
				Color	License Number
				RED FIRE C	[Redacted]

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Installed 7L1Z 4A109 D :KIT - SHAFT REPAIR	2@45.75 91.50
Installed F65Z 4B413 A1A :BEARING	1@19.98 19.98
Installed F65Z 4B413 A1A :BEARING	1@19.98 19.98
Installed BR3Z 4676 A :SEAL ASY - OIL	1@24.88 24.88
Installed 389546 S100 :NUT - FLANGED	1@15.13 15.13
Installed B7A 4662 A :SPACER - PINION BEARING	1@9.89 9.89
Installed D8BZ 4241 C :PIN - LOCKING	1@3.40 3.40
Installed BG75216 :ULTRA GUARD HD	3@21.35 64.05
Installed W710084 S439 :NUT - ADJUSTING SCREW	2@15.13 30.26
Installed W706957 S436 :BOLT	1@3.40 3.40
Installed W520214 S436 :NUT - ADJUSTING	4@4.91 19.64
Installed W707337 S436 :BOLT	1@6.04 6.04
Installed W520215 S436 :NUT - ADJUSTING	2@5.66 11.32
ROAD TEST, VERIFY REAR END TYPE NOISE, RACK VEHICLE, RUN VEHICLE ON THE RACK AND USE STETHESCOPE TO PINPOINT NOISE, SOUNDS LIKE COMING FROM THE REAR AXLE PINION BEARING, NEED TO REMOVE AXLE AND DISASSEMBLE FOR INSPECTION, R&R REAR AXLE AND DISASSEMBLE, FOUND METAL IN FLUID AND SEVERAL BEARINGS PITTED, REPLACED ALL REAR AXLE BEARINGS AND SEALS, ALSO INSTALLED NEW PINION CRUSH SLEVE AND NUT, SET BEARING PRELOADS, CHECK BACKLASH AND TOOTH PATTERN, OIL, FILL AXLE, ROAD TEST, NOISE GONE, RECHECK FOR LEAKS, NONE, KG	
Sub Total: 1352.16	
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#4 * 01FCLOFG: GAS ENGINE LUBE OIL AND FILTER CHANGE INCLUDES COMPLIMENTARY MULTIPOINT INSPECTION AND RESET OILCHANGE LIGHT REMINDER (OCR)	

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LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

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R/O Open Date	R/O Number
7/31/12	6192157/3
R/O Close Date	Status
8/04/12	Pre-Invoice
Mileage In	Mileage Out
69439	69439
Service Advisor / Tag #	
Carol A Frisell/W792	
Vehicle Identification Number	
1FMZU73K85Z	

EDGWOOD, WA			Work Phone	Delivery Date	In-Service Date
Year	Make	Model	Body	Color	License Number
2005	FORD TRUCK	EXPLORER	4DR 4WD	RED FIRE C	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
SET LOF S FOR EVERY 5MO OR 5000 MILES Work performed by Ken Grindel (KJG) 15.20 Installed FL 820 S :FILTER ASY - OIL 1@5.25 5.25 Installed XO5W20QSP. :BULK OIL 1@16.50 16.50 DID LOF, KG Sub Total: 36.95	
#5 * 01FCFLFLTR: REPLACE FUEL FILTER Work performed by Ken Grindel (KJG) 40.00 Installed FG 1083 :FILTER ASY - FUEL 1@22.16 22.16 REPLACED FUEL FILTER, KG Sub Total: 62.16	
#6 * GBATT: GREEN BATTERY TEST BATTERY AND ALL IS AT OR ABOVE FACTORY SPECS Sub Total: .00	
#7 * GTIRE: GREEN TIRES ALL TIRES ARE AT OR ABOVE SAFETYSPECI FICATIONS Sub Total: .00	
#8 * GBK: GREEN BRAKES--CHECKED BRAKES FOUND PAD THICKNESS OVER 5MM OR 7/32--OVER 2MM OR 3/32 (DRUM) 7/32 AND GREATER Sub Total: .00	
OWNER ADVANTAGE	-74.52
Please Note: CUST USED FREE LOF ON OA AND 37.57 IN OA MONEY 136 694806 8/4/12	

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LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

Total Fees Amount

900.11  
604.11  
.00  
.00  
99.01  
.00  
143.70  
.00  
-74.52  
1672.41



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R O Open Date	R O Number
1/03/13	6503327/2
R O Close Date	Status
1/15/13	Pre-Invoice
Message In	Message Out
75747	75747
Service Advisor - Tag #	
Bill Jones/B106	
Vehicle Identification Number	
1FMZU73K85Z	
Delivery Date	In-Service Date
7/14/05	7/14/05
Color	License Number
RED FIRE C	

[Redacted]			Work Phone	[Redacted]
EDGEWOOD, WA			[Redacted]	[Redacted]
Year	Make	Model	Body	
2005	FORD TRUCK	EXPLORER	4DR 4WD	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
ARRIER, PINION AND AXLE BEARINGS, INSTALLED NEW AXLE AND PINION SEALS, REPLACED CRUSH SLEVE AND PINION NUT, SET PINION BEARING PRELOAD, CHECK BACKLASH, OK AT .010", CHECK GEAR TOOTH PATTERN, LOOKS NORMAL, ALSO REPLACED REAR SUSPENION FASTENERS AS REQUIRED AND NEEDED, FILL AXLE, ROAD TEST, NOISE GONE, RECHECK FOR LEAKS, NONE, KG	
#2 * 99P: PERFORM MULTIPOINT INSPECTION - TEST BATTERY, CHECK UNDER HOOD FLUIDS, CHECK BRAKE WEAR, CHECK TIRE TREAD DEPTH, PERFORM VISUAL INSPECTION, LUBRICATE LINKAGE, SET TIRE PRESSURE. MP NOT DONE, WAS JUST DONE, KG Sub Total: .00	
Please Note: [Redacted] OK D TEARDOWN 01/03/12 2 42PST, BGJ	

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

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Service Advisor Tag #	
Bill Jones/B106	
Vehicle Identification Number	
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Delivery Date	In-Service Date
7/14/05	7/14/05
Color	License Number
RED FIRE C	

[Redacted]			Work Phone	[Redacted]
EDGEWOOD, WA			[Redacted]	[Redacted]
Year	Make	Model	Body	
2005	FORD TRUCK	EXPLORER	4DR 4WD	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - GENDIAG: PERFORM DIAGNOSIS OF GENERAL CUSTOMER CONCERN	
CHECK FOR BEARING TYPE NOISE WHILE DRIVING	
DISASSEMBLE REAR DIFF FOR FAILED PARTS & ADVISE	
Work performed by Ken Grindel (KJG)	Warranty
Installed 9L3Z 4630 A :BEARING ASY - DRIVING PINIO Qty: 1	Warranty
Installed B7A 4616 A :CUP Qty: 1	Warranty
Installed B7A 4621 A :BEARING ASY - DRIVING PINION Qty: 1	Warranty
Installed XW4Z 4221 AA :BEARING ASY - BALL Qty: 2	Warranty
Installed F3LZ 4222 AA :CUP Qty: 1	Warranty
Installed F3LZ 4222 AA :CUP Qty: 1	Warranty
Installed 7L1Z 4A109 D :KIT - SHAFT REPAIR Qty: 2	Warranty
Installed F65Z 4B413 A1A :BEARING Qty: 1	Warranty
Installed F65Z 4B413 A1A :BEARING Qty: 1	Warranty
Installed BR3Z 4676 A :SEAL ASY - OIL Qty: 1	Warranty
Installed 389546 S100 :NUT - FLANGED Qty: 1	Warranty
Installed B7A 4662 A :SPACER - PINION BEARING Qty: 1	Warranty
Installed W710084 S439 :NUT - ADJUSTING SCREW Qty: 2	Warranty
Installed W706957 S436 :BOLT Qty: 1	Warranty
Installed W520214 S436 :NUT - ADJUSTING Qty: 4	Warranty
Installed W707337 S436 :BOLT Qty: 1	Warranty
Installed W520215 S436 :NUT - ADJUSTING Qty: 2	Warranty
Installed XY 75W140 QL :OIL - REAR AXLE Qty: 3	Warranty
ROAD TEST, VERIFY ROTATIONAL BEARING TYPE NOISE WHILE DRIVING, DID ROTATION NVH DIAGNOSIS, HOOK UP CHASSIS EARS, ISOLATE NOISE TO REAR END, CHECK REAR AXLE FLUID, LEVEL OK, DID NOTE LOTS OF METAL ON MAGNET, R&R REAR AXLE ASSEMBLY AND DISASSEMBLE, FOUND CARRIER BEARING PITTED BADLY AND ALL OTHER BEARINGS HAD SCORING DUE TO METAL IN FLUID, REPLACED C	

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PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
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TOTAL DUE	

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Monday - Friday  
7:00 a.m. - 4:30 p.m. Saturday

R/O Open Date	R/O Number
1/11/13	6503889/1
R/O Close Date	Status
1/15/13	Pre-Invoice
Mileage In	Mileage Out
74749	74755
Service Advisor Tag #	
Bill Jones/106	
Vehicle Identification Number	
1FMZU73K85Z	
Delivery Date	In-Service Date
7/14/05	7/14/05
Color	License Number
RED FIRE C	

[Redacted]			Work Phone	[Redacted]
EDGEWOOD, WA			[Redacted]	[Redacted]
Year	Make	Model	Body	
2005	FORD TRUCK	EXPLORER	4DR 4WD	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<b>#1 - 00FAMISC: MISCELLANEOUS</b>	
<b>REAR END CASE REPLACEMENT</b>	
Work performed by HOUSE TECH (999)	
Installed 5L2Z 4010 BA :HOUSING - REAR AXLE	1@604.28 604.28
Installed BR3Z 4676 A :SEAL ASY - OIL	1@24.88 24.88
Installed 389546 S100 :NUT - FLANGED	1@15.13 15.13
Installed B7A 4662 A :SPACER - PINION BEARING	1@9.89 9.89
Installed XW4Z 4B431 BA :INSULATOR	1@26.50 26.50
Installed D9AZ 4067 E :SHIM - DIFFERENTIAL DRIVING	1@36.89 36.89
Installed D9AZ 4067 N :SHIM - DIFFERENTIAL DRIVING	1@27.49 27.49
Installed TA 25 :ADHESIVE	1@8.77 8.77
REPLACED REAR AXLE CASE DURING REPAIR ON RO 650332	
7, KG	
Sub Total: 753.83	
-----	
GOODWILL DISCOUNT	-100.00

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter 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 the 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 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."

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LABOR	.00
PARTS	753.83
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	61.46
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	-100.00
<b>TOTAL DUE</b>	<b>715.29</b>

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



100 RIVER ROAD - PUYALLUP, WA 98371  
(253) 845-6600 - (253) 841-7609

SERVICE DEPARTMENT HOURS  
7:00 a.m. to 6:00 p.m.  
Monday - Friday  
7:00 a.m. - 4:30 p.m. Saturday

R/O Open Date	R/O Number
6/17/13	6515243/1
R/O Close Date	Status
6/19/13	Pre-Invoice
Mileage In	Mileage Out
78377	78380
Service Advisor / Tag #	
Micah Michalski/185	
Vehicle Identification Number	
1FMZU73K85Z	
Delivery Date	In-Service Date
7/14/05	7/14/05
Color	License Number
RED FIRE C	

[Redacted]		Work Phone	
EDGEWOOD, WA		[Redacted]	
Year	Name	Model	Body
2005	FORD TRUCK	EXPLORER	4DR 4WD

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<p>#1 - 33FARAX: REAR AXLE CUSTOMER STATES THERE IS A NOISE IN BACK OF VEHICLE WHILE DRIVING, REAR PASSENGERS CAN HEAR. RECOMMENDED TEST DRIVE WITH TECHNICIAN TO DUPLICATE NOISE. Work performed by Dustin Latimer (DJL) ROAD TEST, VERIFY REAR AXLE GEAR WHINE ON ACCELL BETWEEN 55-60 MPH, RUN VEHICLE ON RACK, COULD NOT HEAR NOISE ON RACK, CHECK REAR AXLE FLUID, LEVEL AND CONDITION GOOD, NO METAL ON MAGNET, RECOMMEND REAR AXLE GEAR SET, CUST DECLINED REPAIRS, KG Sub Total: 74.95</p>	74.95
<p>#2 - MISC: MISC CUSTOMER STATES BRAKES FEEL SPONGY, INSPECT BRAKES Work performed by Ken Grindel (KJG) ROAD TEST, UNABLE TO VERIFY ANY BRAKE CONCERNS, BRAKE OPERATION NORMAL, INSPECT BRAKES, FRONT AND REAR PADS AT 6MM, BRAKE FLUID FULL, NO BRAKE FLUID LEAKS SEEN, DID NOTE BRAKE FLUID DARK, RECOMMEND FLUSH, CUST DECLINED FLUSH, KG Sub Total: .00</p>	
<p>#3 - MISC: MISC CUSTOMER STATES HE REQUESTS FOR MAINTENANCE LIGHT TO BE RESET FOR 5K MILES, AND IT COMES BACK ON AFTER 3K MILES. PLEASE RESET FOR 2K MORE AND CAN IT BE RESET FOR 5K MILES EACH TIME? HOOK UP IDS, CHECK OIL RESET SETTING, IS SET TO 5, 000 MILES AND/OR 6 MONTHS, KG</p>	

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LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

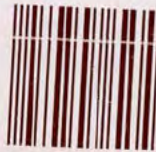
X

C

Edgewood, WA



1000



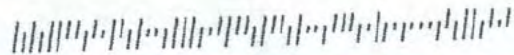
20590

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U.S. Dept. of Transportation  
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Office of Defects Investigation  
NSA - 10.01 400 7<sup>th</sup> St. S.W.  
Wash., D.C. 20590





Also SENT TO  
Ford