



STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

ERIC T. SCHNEIDERMAN
ATTORNEY GENERAL

DIVISION OF ECONOMIC JUSTICE
CONSUMER FRAUDS & PROTECTION BUREAU

February 26, 2015

[REDACTED]
Hudson, NY [REDACTED]

Our File Number: [REDACTED]
Company: Ford Motor Company

MAR -4 2015

Dear [REDACTED]

On behalf of Attorney General Eric T. Schneiderman, I am writing to notify you that we have received your correspondence.

We appreciate your alerting us to this matter. We believe the organization shown below may be able to assist you and we are forwarding your correspondence there.

If you do not receive a response in the near future, please follow up directly with that organization. I suggest you attach a copy of this letter or, if appropriate, mention that you are adding new information.

Thank you for writing to our office. We will keep your correspondence on file for future reference.

Very truly yours,

Ronald Furan

Ronald Furan
Bureau of Consumer Frauds and Protection

cc: National Highway Traffic Safety Administration
Office of Defects Investigation
1200 New Jersey Avenue SE West Bldg.
Washington, DC 20590

NAM
31015
SMD



ATTORNEY GENERAL ERIC T. SCHNEIDERMAN
STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL
BUREAU OF CONSUMER FRAUDS AND PROTECTION
The Capitol
Albany, NY 12224-0341
Tel. (518) 776-2307 Fax (518) 915-7736

COMPLAINT FORM

Consumer Hotline For Hearing Impaired
1 (800) 771-7755 TDD (800) 788-9898
<http://www.ag.ny.gov>

RECEIVED
NYS Office of the Attorney General

FEB 17 2015

1. PLEASE BE SURE TO COMPLAIN TO THE COMPANY OR INDIVIDUAL BEFORE FILING.
2. PLEASE TYPE OR PRINT CLEARLY IN DARK INK.
3. YOU MUST COMPLETE THE ENTIRE FORM. INCOMPLETE OR UNCLEAR FORMS WILL BE RETURNED TO YOURS Bureau.
4. MAKE SURE YOU ENCLOSE COPIES OF IMPORTANT PAPERS CONCERNING YOUR TRANSACTION. Albany, New York

CONSUMER		
YOU [REDACTED] HOME TELEPHONE NUMBER [REDACTED]		
STREET ADDRESS [REDACTED]		BUSINESS TELEPHONE NUMBER N/A
CITY/TOWN Greenville,	COUNTY Greene	STATE New York
COMPLAINT		
NAME OF SELLER OR PROVIDER OF SERVICES Lacy Ford		NAME OF OTHER SELLER OR PROVIDER OF SERVICES Ford Motor Company - Customer Service
STREET ADDRESS 25 Maple Avenue Rt. 9W		STREET ADDRESS P.O. Box 6248
CITY/TOWN Catskill	STATE NY	ZIP 12414
CITY/TOWN Dearborn	STATE Michigan	ZIP 48126
TELEPHONE NUMBER (518) 943-4300		TELEPHONE NUMBER 1-800-392-3673
DATE OF TRANSACTION 1-21-15 to 1-22-15	COST OF PRODUCT OR SERVICE \$ 543.66	HOW PAID (Check those which apply) ☐ Cash ☐ Check ☒ Credit Card ☐ Other
DID YOU SIGN A CONTRACT? ☐ Yes ☒ No	WHERE DID YOU SIGN THE CONTRACT? I signed an order to perform work	DATE SIGNED 1/21/15
WAS PRODUCT OR SERVICE ADVERTISED? ☐ Yes ☒ No	WHERE WAS IT ADVERTISED? N/A	DATE ADVERTISED not applicable
TYPE OF COMPLAINT (e.g. car, mail order, etc. Use the reverse side of this form to provide details) Auto		
DATE YOU COMPLAINED TO THE COMPANY OR INDIVIDUAL 1/21/15	PERSON CONTACTED 1) Bryan Keter 2) unknown woman in Ford customer service Dearborn, Mich.	JOB TITLE Service Technician
NATURE OF RESPONSE Record was made of my conversation on phone 1-800-392-3673	DATE OF RESPONSE 1/21/15	
HAS MATTER BEEN SUBMITTED TO ANOTHER AGENCY OR ATTORNEY? (If "Yes," give name and address) ☐ Yes ☒ No		
IS COURT ACTION PENDING? (Please describe as necessary) ☐ Yes ☒ No		
ADDITIONAL INFORMATION		
MANUFACTURER OF PRODUCT Ford Motor Company	PRODUCT MODEL OR SERIAL NUMBER Vn# IFMRE1120SH	
ADDRESS Customer Relationship Center P.O. Box 6248	WARRANTY EXPIRATION DATE Expired	
DID BUSINESS ARRANGE FINANCING? (If "Yes," give name and address of bank or finance company) ☐ Yes ☒ No		

PLEASE DESCRIBE COMPLAINT ON REVERSE SIDE

Enclosures : 1) My complaint letter to Ford 2) copy of Ford's responding letter
 BRIEFLY DESCRIBE YOUR COMPLAINT 3) R.C. Lacy invoice copy of service performed (also mailed to Ford)
 4) Copies of Ford's Scheduled Maintenance (also mailed to Ford)

My complaint: 1) See my complaint letter to Ford
 2) Ford's responding letter to me is a form letter. My complaint is about safety and a failed master cylinder. The master cylinder controls all braking (except the parking brake) and probably the most important part of a car. I am [redacted] years old and have owned and driven many vehicles and have never replaced one master cylinder. My issues regarding the failure of the master cylinder @ 57,000+ miles, possible recall and changing of Ford's scheduled maintenance are not even mentioned in Ford's letter. If this brake failure happened in a different place, I might not be alive today. The issue is not about engine seizing, body rust, belts breaking, wheel cylinder failures or worn out brake pads or shoes etc. etc. It is about an entire braking system failure. Ford's letter to me indicates to me that my life isn't worth \$543.66. Ford should be held accountable for either a defective product or defective maintenance schedule. (over)

WHAT FORM OF RELIEF ARE YOU SEEKING? (e.g., exchange, repair or money back, etc.) 1) reimbursement for \$543.66 for repair work. 2) Ford should put out a recall, & this issue is not just a one time occurrence (i.e. I got a lemon) or make changes to its maintenance schedule to include brake fluid changes & (or) master cylinder change.

WHO REFERRED YOU TO THIS OFFICE? self

READ THE FOLLOWING BEFORE SIGNING BELOW

PLEASE ATTACH TO THIS FORM PHOTOCOPIES of any papers involved (contracts, warranties, bills received, canceled checks, correspondence, etc.). **DO NOT SEND ORIGINALS.**

NOTE: In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining.

In filing this complaint, I understand that the Attorney General is not my private attorney, but represents the public in enforcing laws designed to protect the public from misleading or unlawful business practices. I also understand that if I have any questions concerning my legal rights or responsibilities, I should contact a private attorney. I have no objection to the contents of this complaint being forwarded to the business or person the complaint is directed against. The above complaint is true and accurate to the best of my knowledge.

I also understand that any false statements made in this complaint are punishable as a Class A Misdemeanor under Section 175.30 and/or Section 210.45 of the Penal Law.

Signature: [redacted] Date: 2/12/15

HAVE YOU ENCLOSED COPIES OF IMPORTANT PAPERS?

Return to: Office of the Attorney General
 Bureau of Consumer Frauds and Protection
 The Capitol
 Albany, NY 12224-0341

complaint (cont) See my copies of Ford's scheduled maintenance guide. Note there is no mention of brake fluid changes. Not once. If it had been required I would have done it.

Ford Customer Relationship Center
P.O.Box 6248
Dearborn, Michigan 48126

Re: 2005 Ford E-150 XLT owned by [REDACTED] VIN 1FMRE11L05H [REDACTED]
[REDACTED] mileage 56840
Greenville, N.Y. [REDACTED]
[REDACTED]

Issue: On 1/21/15 Brake Pedal went to floor twice with no BRAKE light appearing to indicate a brake problem. Fortunately I was only about 1 mile from R.C.Lacy Ford in Catskill, N.Y. A Ford technician (mechanic) drove it and it happened to him twice also. He almost rear-ended another vehicle.

Diagnosis: discolored brake fluid and bad master cylinder. Lacy technician Brian Keator informed me that I should have had the brake fluid changed at 50000 miles. That is not a requirement in the scheduled maintenance guide (see enclosed copy of my maintenance schedule). All that is required is to check the level of the fluid. I also informed a customer service representative of Ford at 1(800) 392-3673 of this on 1/21/15.

This issue is not a warranty issue. It is a safety issue. Fortunately for me this didn't happen on one of my trips to Maine, especially on interstates 290 & 495 around Worcester & Boston where the traffic is heavy and fast in all three lanes. A brake failure could have been horrific and deadly. The mileage on this van is low (56840) for a 2005 vehicle, because I use it mainly for my Maine trips (I have property there). Most of the driving has been on interstates and country roads and use of the brakes is below average. This should not have happened. Master cylinders usually last until at least 150,000 miles without brake fluid changes.

Summary: Maybe Mr. Keator is right and the brake fluid should be changed at 50000 miles. If so, then Ford should make such a brake fluid change a part of the scheduled maintenance. Oil changes, transmission and transaxle fluid changes, and rear axle lubricant changes are all part of the maintenance schedule. Isn't safety more important than mechanical wear? But I suspect that the master cylinder just failed. Maybe it has happened before and a person died and is not around to tell about it. Maybe Ford should put out a recall. Even though the brakes are operating fine now, I don't feel safe driving the vehicle any more. The brakes operated fine for 56000 miles and then this happened. So who is to say it won't happen again. And the final eerie thing is that the BRAKE light never came on.

I would like Ford to reimburse me for the repair work (\$543.66-copy of invoice enc.) and convince me that this won't happen again. My van is no rust bucket. It looks and runs like new. I have followed the maintenance schedule. Just ask the technicians at Lacy Ford.

Sincerely, [REDACTED]



February 3, 2015

[REDACTED]
Greenville, NY [REDACTED]

Case # [REDACTED]

Dear [REDACTED]

Thank you for your contacting Ford Motor Company. We have received your letter and request for reimbursement for recent repairs to your E-150.

We sincerely regret the circumstances you described and apologize for the inconvenience you have been caused as a result.

The circumstances which you outlined have been given careful consideration.

Ford Motor Company considers the satisfaction of its owners to be one of its most important objectives. We commit substantial resources and effort in a sincere attempt to resolve the concerns of our owners. However, limits must be placed on those efforts.

Our records indicate that you have recently spoken to our Customer Relations Center and were provided Ford's response to your request.

After careful consideration, we are supporting the previous decision and will not be able to grant your request for reimbursement.

Thank you for contacting Ford Motor Company. We are sorry that we were not able to meet your expectations.

Sincerely,

Marsha Boyd

Marsha Boyd
Customer Service Representative
Ford Motor Company

C

R.C. LACY INC.
25 MAPLE AVE. RTE 9W
CATSKILL NY 12414
518-943-4300 WWW.RCLACY.NET
3200059

[REDACTED] GREENVILLE NY [REDACTED]		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.	
		1FMRE11L05H [REDACTED]		56849	01/22/15	[REDACTED]	
		YEAR	MAKE	MODEL	COLOR	TAG NO.	
		05	FORD	ECONOLINE		00000	
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
		[REDACTED]	- -		00/00/00	400	CASH
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV. DATE		
	00/00/00		56840	01/21/15	00/00/00		

LINE	OP. CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
A						
Com Customer States THE BRAKE PEDAL GOES TO THE FLOOR WHEN BRAKES ARE APPLIED Cor VERIDIED CUSTOMER CONCERN FOUND BRAKE FLUID IN MASTER CYLINDER TO BE DISCOLERED RECOMMEND REPLACING MASTER CYLINDER AND DOING A BRAKE FLUID SERVICE, REMOVED AND REPLACED THE MASTER CYLINDER AND PERFORMED A BRAKE FLUID SERVICE TEST DROVE ALL GOOD AT THIS TIME						
	PEDAL		A36		C	220.00
			6C2Z 2140 AB CYLINDER ASY -	1	C	256.40
			BG9843 BRK SERVICE	1	C	15.99
			Line Total.....			492.39

Labor	220.00
Parts	15.99
Shop Charge	11.00
Sales Tax	40.27
Parts-Other	256.40
TOTAL-CUST-CASH	543.66

Brian Keater - Service Rep.

CUSTOMER COPY - PAGE 01

Printed: 01/22/2015 @ 09:48

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. _____ CUSTOMER SIGNATURE	On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty 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. _____ (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)
--	--

Note Brake Fluid changes never mentioned once.

I added all the brake system maintenance

MULTI-POINT INSPECTION

Ford recommended scheduled maintenance — In order to keep your vehicle running right, it is important that you have the systems on your vehicle checked regularly. This can help identify any potential issue before there are any major problems. Ford Motor Company suggests the following multi-point inspection be performed at every scheduled maintenance interval as one way to ensure your vehicle keeps running great.

MULTI-POINT INSPECTION - Recommended at every visit

- ☒ Check and top up fluid levels:
 - ☒ brake
 - ☐ coolant recovery reservoir
 - ☐ manual and automatic transmission (if equipped with a dipstick)
 - ☐ power steering
 - ☐ window washer
- ☐ Inspect tires for wear and check air pressure, including spare.
- ☐ Check exhaust system for leaks, damage, loose parts and foreign material.
- ☐ Check battery performance.
- ☐ Check operation of horn, exterior lamps, turn signals and hazard warning lights.
- ☐ Check radiator, coolers, heater and air conditioning hoses.
- ☐ Inspect windshield washer spray and wiper operation.
- ☐ Check windshield for cracks, chips and pitting.
- ☐ Inspect for oil and fluid leaks.
- ☐ Inspect engine air filter.
- ☐ Inspect half shaft dust boots, if equipped.
- ☐ Check shocks and struts and other suspension components for leaks and damage.
- ☐ Inspect steering and linkage.
- ☐ Inspect accessory drive belt(s).
- ☐ Inspect clutch operation, if equipped.

MULTI-POINT INSPECTION

If you are at your Ford or Lincoln Mercury dealership for your vehicle maintenance, be sure to ask your expert technician about the multi-point vehicle inspection. It's a comprehensive way to perform a thorough inspection of your vehicle. It is your receipt that gives you immediate feedback! You'll know what's been checked, what's okay, as well as those things that may require future or immediate attention. The multi-purpose vehicle inspection is one more way to keep your vehicle running great!


GENUINE PARTS & SERVICE

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

Customer Name: _____ Year/Model: _____ Date: _____
 RO/Tag: _____ Mileage: _____

CHECKED AND OKAY AT THIS TIME	MAY REQUIRE FUTURE ATTENTION	REQUIRES IMMEDIATE ATTENTION
Check Fluid Levels and Fill ☐ Windshield Washer ☐ Transmission (if equipped with dipstick) ☐ Brake Reservoir ☐ Power Steering ☐ Coolant Recovery Reservoir		
Check Battery ☐ COLDT Factory Spec. Cold Charging Amperes ☐ WARMT Actual Cold Charging Amperes ☐ Good ☐ Bad ☐ Battery Terminals (Clean if necessary)		
Check Exterior and Body Components ☐ Operation of horn, interior lights, exterior lamps, turn signals, hazard and brake lamps ☐ Windshield washer spray, wiper operation and wiper blades ☐ Windshield for cracks, chips and pitting ☐ Radiator, heater, and air-conditioning hoses for leaks and damage ☐ Engine air filter ☐ Oil and/or fluid leaks ☐ Constant velocity (CV) drive axle boots (if equipped) ☐ Exhaust system (leaks, damage, loose parts) ☐ Drive shaft, transmission, u-joint and shift linkage (if equipped) and lubricate (as needed) ☐ Steering and steering linkages ☐ Shocks/struts and other suspension components for leaks and/or damage ☐ Brake system (including lines, hoses, and parking brake) and wheel end for wear and bearing noise ☐ Engine Cooling system, hoses and clamps ☐ Accessory drive belt(s) ☐ Clutch operation (if equipped)		
Check Tires LF ☐ GTRC ☐ YTRC ☐ RTTRC ☐ GTRC ☐ YTRC ☐ RTTRC LR RF ☐ GTRC ☐ YTRC ☐ RTTRC ☐ GTRC ☐ YTRC ☐ RTTRC RR Over 6mm or 7/32" (Disc) or Over 2mm or 3/32" (Drum) 3 to 6mm or 4/32" to 7/32" (Disc) or 1.6 to 2mm (Drum) or 5/32" to 3/32" Less than 3mm or 4/32" (Disc) or 1mm or 2/32" or less (Drum) Brake Measurements Not Taken This Service Visit ☐ Comments: _____		
Tread Depth LF ☐ GTRD ☐ YTRD ☐ RTTRD ☐ GTRD ☐ YTRD ☐ RTTRD LR RF ☐ GTRD ☐ YTRD ☐ RTTRD ☐ GTRD ☐ YTRD ☐ RTTRD RR TREAD DEPTH  WEAR PATTERN / DAMAGE ☐ LF ☐ RF ☐ RR ☐ LR Tire Wear Indicators: ☐ Alignment Check Needed ☐ Wheel Balance Needed Comments: _____ The Courtesy Inspection Completed by Your QualityCare Service Team!		
Service Advisor: _____ Technician: _____ Customer Signature: _____ 2110204 Rev. D/04 File Copy 10-		

Keep It Genuine

Note- Brake Fluid changes not mentioned.
I circled all the brake system maintenances

NORMAL SCHEDULE TRUCKS, FULLSIZE VANS & SUVs

5,000 miles

- ☒ Change engine oil and replace oil filter.
- ☒ Inspect tires for wear and rotate.
- ☒ Multi-point inspection (recommended)

DEALER VALIDATION:

RO#: _____ P&A CODE: _____
DATE: _____ MILEAGE: _____

10,000 miles

- ☒ Change engine oil and replace oil filter.
- ☒ Inspect tires for wear. Rotation recommended for optimal tire life.
- ☒ Multi-point inspection (recommended)

DEALER VALIDATION:

RO#: _____ P&A CODE: _____
DATE: _____ MILEAGE: _____

15,000 miles

- ☒ Change engine oil and replace oil filter.
- ☒ Inspect tires for wear and rotate.
- ☒ Inspect automatic transmission fluid level, if equipped with dipstick.
- ☒ Inspect brake pads/shoes/rotors/drums, brake lines & hoses, and parking brake system.
- ☒ Inspect wheel ends for endplay and noise.
- ☒ Inspect engine cooling system and hoses.
- ☒ Inspect steering linkage, ball joints, suspension and, if equipped, half shafts, driveshaft and U-joints.
- ☒ Replace cabin air filter, if equipped.
- ☒ Lubricate 4X2 ball joints and steering linkage if equipped with zerk fittings.
- ☒ Inspect and lubricate 4X4 front axle shaft U-joints (F250/350/450/550 and Excursion).
- ☒ Multi-point inspection (recommended)

DEALER VALIDATION:

RO#: _____ P&A CODE: _____
DATE: _____ MILEAGE: _____

Oil changed @ 15,486 7/24/07
Rotated @ 13,300 @ 21,557 9/26/07
Oil @ 26,502 @ 5/21/08
Oil @ 31,530 on 8/31/10
Oil @ 34,829 on 7/15/11
Oil @ 40,655 on 7/31/12
Oil @ 49,776 on 10/26/13
Oil @ 54,750 on 10/1/14

NORMAL SCHEDULE TRUCKS, FULLSIZE VANS & SUVs

20,000 miles

- ☒ Change engine oil and replace oil filter.
- ☒ Inspect tires for wear. Rotation recommended for optimal tire life.
- ☒ Multi-point inspection (recommended)

DEALER VALIDATION:

RO#: _____ P&A CODE: _____
DATE: _____ MILEAGE: _____

25,000 miles

- ☒ Change engine oil and replace oil filter.
- ☒ Inspect tires for wear. Rotation recommended for optimal tire life.
- ☒ Multi-point inspection (recommended)

DEALER VALIDATION:

RO#: _____ P&A CODE: _____
DATE: _____ MILEAGE: _____



Tires

When your tires need to be replaced, consider visiting your Ford or Lincoln Mercury dealership for name-brand tires and people who know your vehicle. And if your Ford or Lincoln Mercury dealership sells the name-brand tire, they can also honor the tire manufacturer's warranty.

Change Oil every 5000 miles
Only oil & filter
Oil + Filter also on 7/31/12
Oil 0.14 Filter
Oil 0.14 Filter

Normal Schedule
Trucks, Fullsize
Vans & SUVs

NORMAL SCHEDULE TRUCKS, FULLSIZE VANS & SUVs

30,000 miles

- ☐ Change engine oil and replace oil filter.
- ☐ Inspect tires for wear and rotate.
- ☐ Inspect brake pads/shoes/rotors/drums, brake lines & hoses, and parking brake system.
- ☐ Inspect wheel ends for endplay and noise.
- ☐ Inspect engine cooling system and hoses.
- ☐ Inspect exhaust system and heat shields.
- ☐ Inspect steering linkage, ball joints, suspension and, if equipped, halfshafts, driveshaft and U-joints.

- ☒ Replace engine air filter.
- ☐ Replace fuel filter (see page 47).
- ☐ Replace cabin air filter, if equipped.
- ☐ Change automatic transmission fluid on vehicles equipped with the Torqshift and 4R100 transmissions. Replace the remote filter element on the vehicles equipped with the Torqshift transmission. Inspect automatic transmission/transaxle fluid level on all other vehicles, if equipped with dipstick. Consult your dealer for your particular requirements.
- ☐ Replace climate-controlled seat filters if equipped (Navigator, Expedition, and Aviator).
- ☐ Lubricate 4X2 ball joints and steering linkage if equipped with zerk fittings.
- ☐ Inspect and lubricate 4X4 front axle shaft U-joints (F250/350/450/550 and Excursion).
- ☐ Multi-point inspection (recommended)

DEALER VALIDATION:

RO#: P&A CODE:
DATE: MILEAGE:

35,000 miles

- ☐ Change engine oil and replace oil filter.
- ☐ Inspect tires for wear. Rotation recommended for optimal tire life.
- ☐ Multi-point inspection (recommended)

DEALER VALIDATION:

RO#: P&A CODE:
DATE: MILEAGE:

NORMAL SCHEDULE TRUCKS, FULLSIZE VANS & SUVs

40,000 miles

- ☐ Change engine oil and replace oil filter.
- ☐ Inspect tires for wear. Rotation recommended for optimal tire life.
- ☐ Multi-point inspection (recommended)

DEALER VALIDATION:

RO#: P&A CODE:
DATE: MILEAGE:

45,000 miles

- ☐ Change engine oil and replace oil filter.
- ☐ Inspect tires for wear and rotate.
- ☐ Inspect automatic transmission fluid level, if equipped with dipstick.
- ☐ Inspect brake pads/shoes/rotors/drums, brake lines & hoses, and parking brake system.
- ☐ Inspect wheel ends for endplay and noise.
- ☐ Inspect engine cooling system and hoses.
- ☐ Inspect steering linkage, ball joints, suspension and, if equipped, half shafts, driveshaft and U-joints.
- ☐ Replace cabin air filter, if equipped.
- ☐ Lubricate 4X2 ball joints and steering linkage if equipped with zerk fittings.
- ☐ Inspect and lubricate 4X4 front axle shaft U-joints (F250/350/450/550 and Excursion).
- ☐ Multi-point inspection (recommended)

DEALER VALIDATION:

RO#: P&A CODE:
DATE: MILEAGE:

Normal Schedule
Trucks, Fullsize
Vans & SUVs

= Lubricate every 15,000 miles

NORMAL SCHEDULE TRUCKS, FULLSIZE VANS & SUVs

50,000 miles

- ☐ Change engine oil and replace oil filter.
- ☐ Inspect tires for wear. Rotation recommended for optimal tire life.
- ☐ Multi-point inspection (recommended)

DEALER VALIDATION:

RO#:

P&A CODE:

DATE:

MILEAGE:

55,000 miles

- ☐ Change engine oil and replace oil filter.
- ☐ Inspect tires for wear. Rotation recommended for optimal tire life.
- ☐ Multi-point inspection (recommended)

DEALER VALIDATION:

RO#:

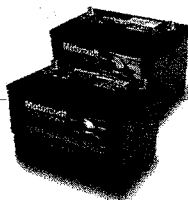
P&A CODE:

DATE:

MILEAGE:

Batteries

The technicians at your Ford and Lincoln Mercury dealership can determine the health of your vehicle's battery during any service visit. The Motorcraft Tested Tough Max Series with its "long-life" design outlasted other long-life batteries by up to 200%. That's one reason why we stand behind this battery with a national 3 year, free-replacement and prorated-cost thereafter up to 100 months with unlimited mileage. Should your battery need to be replaced, consider any one of the batteries that bear the Motorcraft name.



NORMAL SCHEDULE TRUCKS, FULLSIZE VANS & SUVs

60,000 miles

- ☐ Change engine oil and replace oil filter.
- ☐ Inspect tires for wear and rotate.
- ☒ Inspect brake pads/shoes/rotors/drums, brake lines & hoses, and parking brake system.
- ☐ Inspect wheel ends for endplay and noise.
- ☐ Inspect engine cooling system and hoses.
- ☐ Inspect exhaust system and heat shields.
- ☐ Inspect steering linkage, ball joints, suspension and, if equipped, half shafts, driveshaft and U-joints.
- ☐ Replace engine air filter.
- ☐ Replace fuel filter (see page 47).
- ☐ Replace cabin air filter, if equipped.
- ☐ Change automatic transmission fluid on vehicles equipped with the Torqshift and 4R100 transmissions. Replace the remote filter element on the vehicles equipped with the Torqshift transmission. Inspect automatic transmission/transaxle fluid level on all other vehicles, if equipped with dipstick. Consult your dealer for your particular requirements.
- ☐ Change automatic transaxle fluid and filter on all vehicles equipped with CVT.
- ☐ Replace climate-controlled seat filters if equipped (Navigator, Expedition and Aviator).
- ☐ Lubricate 4X2 ball joints and steering linkage if equipped with zerk fittings.
- ☐ Lubricate 4X2 front wheel bearings, replace grease seals, and adjust bearings (if not equipped with sealed bearings).
- ☐ Change manual transmission fluid.
- ☐ Lubricate 4X4 front hub needle bearings (Excursion).
- ☐ Inspect and lubricate 4X4 front axle shaft U-joints (F250/350/450/550 and Excursion).
- ☐ Multi-point inspection (recommended)

DEALER VALIDATION:

RO#:

P&A CODE:

DATE:

MILEAGE:

Replace Fuel Filter every 30,000 miles
" " " Engine Air Filter " " "

Normal Schedule
Trucks, Fullsize
Vans & SUVs

NORMAL SCHEDULE TRUCKS, FULLSIZE VANS & SUVs

65,000 miles

- ☐ Change engine oil and replace oil filter.
- ☐ Inspect tires for wear. Rotation recommended for optimal tire life.
- ☐ Multi-point inspection (recommended)

DEALER VALIDATION:

RO#: P&A CODE:
DATE: MILEAGE:

70,000 miles

- ☐ Change engine oil and replace oil filter.
- ☐ Inspect tires for wear. Rotation recommended for optimal tire life.
- ☐ Multi-point inspection (recommended)

DEALER VALIDATION:

RO#: P&A CODE:
DATE: MILEAGE:

75,000 miles

- ☐ Change engine oil and replace oil filter.
- ☐ Inspect tires for wear and rotate.
- ☐ Inspect automatic transmission fluid level, if equipped with dipstick.
- ☐ Inspect brake pads/shoes/rotors/drums, brake lines & hoses, and parking brake system.
- ☐ Inspect wheel ends for endplay and noise.
- ☐ Inspect engine cooling system and hoses.
- ☐ Inspect steering linkage, ball joints, suspension and, if equipped, half shafts, driveshaft and U-joints.
- ☐ Replace cabin air filter, if equipped.
- ☐ Lubricate 4X2 ball joints and steering linkage if equipped with zerk fittings.
- ☐ Inspect and lubricate 4X4 front axle shaft U-joints (F250/350/450/550 and Excursion).
- ☐ Multi-point inspection (recommended)

DEALER VALIDATION:

RO#: P&A CODE:
DATE: MILEAGE:

NORMAL SCHEDULE TRUCKS, FULLSIZE VANS & SUVs

80,000 miles

- ☐ Change engine oil and replace oil filter.
- ☐ Inspect tires for wear. Rotation recommended for optimal tire life.
- ☐ Multi-point inspection (recommended)

DEALER AUTHORIZATION:

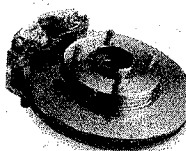
RO#: P&A CODE:
DATE: MILEAGE:

85,000 miles

- ☐ Change engine oil and replace oil filter.
- ☐ Inspect tires for wear. Rotation recommended for optimal tire life.
- ☐ Multi-point inspection (recommended)

DEALER AUTHORIZATION:

RO#: P&A CODE:
DATE: MILEAGE:



Brakes

Technicians at your Ford or Lincoln Mercury dealer can install the right brake parts for your vehicle. Ford Original Equipment and Motorcraft replacement brake pads, shoes, rotors, and drums meet the stringent standards of Ford Motor Company engineers.

In addition, all Ford Original Equipment replacement brake pads, shoes, rotors, and drums are vehicle tested for durability and noise suppression while being Federal Motor Vehicle Safety Standard (FMVSS) compliant. The right brake parts and repair work are essential to ensure your brake system operates as it should.

NORMAL SCHEDULE TRUCKS, FULLSIZE VANS & SUVs

90,000 miles

- ☐ Change engine oil and replace oil filter.
- ☐ Inspect tires for wear and rotate.
- ☐ Inspect brake pads/shoes/rotors/drums, brake lines & hoses, and parking brake system.
- ☐ Inspect wheel ends for endplay and noise.
- ☐ Inspect engine cooling system and hoses.
- ☐ Inspect exhaust system and heat shields.
- ☐ Inspect steering linkage, ball joints, suspension and, if equipped, half shafts, driveshaft and U-joints.
- ☐ Replace engine air filter.
- ☐ Replace fuel filter (see page 47).
- ☐ Replace cabin air filter, if equipped.
- ☐ Change automatic transmission fluid on vehicles equipped with the Torqshift and 4R100 transmissions. Replace the remote filter element on the vehicles equipped with the Torqshift transmission. Inspect automatic transmission/transaxle fluid level on all other vehicles, if equipped with dipstick. Consult your dealer for your particular requirements.
- ☐ Replace climate-controlled seat filters if equipped (Navigator, Expedition and Aviator).
- ☐ Lubricate 4X2 ball joints and steering linkage if equipped with zerk fittings.
- ☐ Inspect and lubricate 4X4 front axle shaft U-joints (F250/350/450/550 and Excursion).
- ☐ Multi-point inspection (recommended)

DEALER VALIDATION:

RO#:

P&A CODE:

DATE:

MILEAGE:

95,000 miles

- ☐ Change engine oil and replace oil filter.
- ☐ Inspect tires for wear. Rotation recommended for optimal tire life.
- ☐ Multi-point inspection (recommended)

DEALER VALIDATION:

RO#:

P&A CODE:

DATE:

MILEAGE:

NORMAL SCHEDULE TRUCKS, FULLSIZE VANS & SUVs

100,000 miles

- ☐ Change engine oil and replace oil filter.
- ☐ Inspect tires for wear. Rotation recommended for optimal tire life.
- ☐ Inspect accessory drive belt(s).
- ☐ Replace spark plugs.
- ☐ Replace rear axle lubricant (F450/550 and E 450).
- ☐ Change Motorcraft Premium Gold Engine Coolant (see exceptions page 46 and record page 48).
- ☐ Replace PCV valve on all light trucks under 6,000 Gross Vehicle Weight (except 3V engines).
- ☐ Multi-point inspection (recommended)

DEALER VALIDATION:

RO#:

P&A CODE:

DATE:

MILEAGE:

105,000 miles

- ☐ Change engine oil and replace oil filter.
- ☐ Inspect tires for wear and rotate.
- ☐ Inspect automatic transmission fluid level, if equipped with dipstick.
- ☐ Inspect brake pads/shoes/rotors/drums, brake lines & hoses, and parking brake system.
- ☐ Inspect wheel ends for endplay and noise.
- ☐ Inspect engine cooling system and hoses.
- ☐ Inspect steering linkage, ball joints, suspension and, if equipped, half shafts, driveshaft and U-joints.
- ☐ Replace cabin air filter, if equipped.
- ☐ Lubricate 4X2 ball joints and steering linkage if equipped with zerk fittings.
- ☐ Inspect and lubricate 4X4 front axle shaft U-joints (F250/350/450/550 and Excursion).
- ☐ Multi-point inspection (recommended)

DEALER VALIDATION:

RO#:

P&A CODE:

DATE:

MILEAGE:

Normal Schedule
Trucks, Fullsize
Vans & SUVs

NORMAL SCHEDULE TRUCKS, FULLSIZE VANS & SUVs

110,000 miles

- ☐ Change engine oil and replace oil filter.
- ☐ Inspect tires for wear. Rotation recommended for optimal tire life.
- ☐ Multi-point inspection (recommended)

DEALER VALIDATION:

RO#:

P&A CODE:

DATE:

MILEAGE:

115,000 miles

- ☐ Change engine oil and replace oil filter.
- ☐ Inspect tires for wear. Rotation recommended for optimal tire life.
- ☐ Multi-point inspection (recommended)

DEALER VALIDATION:

RO#:

P&A CODE:

DATE:

MILEAGE:



Oil & Lubricants

It is important to stick to a regular maintenance schedule for changing your vehicle's oil and lubricants. Motorcraft Oils and Lubricants meet the stringent standards set by Ford Motor Company. Motorcraft Oils are formulated to reduce engine friction, improve fuel economy, and protect against deposits and wear. The American Petroleum Industry certifies them, so you know Motorcraft oil stands up to the tests of both Ford and independent engineers.

NORMAL SCHEDULE TRUCKS, FULLSIZE VANS & SUVs

120,000 miles

- ☐ Change engine oil and replace oil filter.
- ☐ Inspect tires for wear and rotate.
- ☐ Inspect brake pads/shoes/rotors/drums, brake lines & hoses, and parking brake system.
- ☐ Inspect wheel ends for play and noise.
- ☐ Inspect engine cooling system and hoses.
- ☐ Inspect exhaust system and heat shields.
- ☐ Inspect steering linkage, ball joints, suspension and, if equipped, half shafts, driveshaft and U-joints.
- ☐ Replace engine air filter.
- ☐ Replace fuel filter (see page 47).
- ☐ Replace cabin air filter, if equipped.
- ☐ Replace PCV on all light trucks over 6,000 Gross Vehicle Weight (except 3V engines).
- ☐ Change automatic transmission fluid on vehicles equipped with the Torqshift and 4R100 transmissions. Replace the remote filter element on the vehicles equipped with the Torqshift transmission. Inspect automatic transmission/transaxle fluid level on all other vehicles, if equipped with dipstick. Consult your dealer for your particular requirements.
- ☐ Change automatic transaxle fluid and filter on all vehicles equipped with CVT.
- ☐ Replace climate-controlled seat filters if equipped (Navigator, Expedition, and Aviator).
- ☐ Change manual transmission fluid.
- ☐ Lubricate 4X2 front wheel bearings, replace grease seals, and adjust bearings (if not equipped with sealed bearings).
- ☐ Lubricate 4X2 ball joints and steering linkage if equipped with zerk fittings.
- ☐ Lubricate 4X4 front hub needle bearings (Excursion).
- ☐ Inspect and lubricate 4X4 front axle shaft U-joints (F250/350/450/550 and Excursion).
- ☐ Multi-point inspection (recommended)

DEALER VALIDATION:

RO#:

P&A CODE:

DATE:

MILEAGE:

Normal Schedule
Trucks, Fullsize
Vans & SUVs

NORMAL SCHEDULE TRUCKS, FULLSIZE VANS & SUVs

125,000 miles

- ☐ Change engine oil and replace oil filter.
- ☐ Inspect tires for wear. Rotation recommended for optimal tire life.
- ☐ Multi-point inspection (recommended)

DEALER VALIDATION:

RO#: P&A CODE:
DATE: MILEAGE:

130,000 miles

- ☐ Change engine oil and replace oil filter.
- ☐ Inspect tires for wear. Rotation recommended for optimal tire life.
- ☐ Multi-point inspection (recommended)

DEALER VALIDATION:

RO#: P&A CODE:
DATE: MILEAGE:

135,000 miles

- ☐ Change engine oil and replace oil filter.
- ☐ Inspect tires for wear and rotate.
- ☐ Inspect automatic transmission fluid level, if equipped with dipstick.
- ☐ Inspect brake pads/shoes/rotors/drums, brake lines & hoses, and parking brake system.
- ☐ Inspect wheel ends for endplay and noise.
- ☐ Inspect engine cooling system and hoses.
- ☐ Inspect steering linkage, ball joints, suspension and, if equipped, half shafts, driveshaft and U-joints.
- ☐ Replace cabin air filter, if equipped.
- ☐ Lubricate 4X2 ball joints and steering linkage if equipped with zerk fittings.
- ☐ Inspect and lubricate 4X4 front axle shaft U-joints (F250/350/450/550 and Excursion).
- ☐ Multi-point inspection (recommended)

DEALER VALIDATION:

RO#: P&A CODE:
DATE: MILEAGE:

NORMAL SCHEDULE TRUCKS, FULLSIZE VANS & SUVs

140,000 miles

- ☐ Change engine oil and replace oil filter.
- ☐ Inspect tires for wear. Rotation recommended for optimal tire life.
- ☐ Multi-point inspection (recommended)

DEALER VALIDATION:

RO#: P&A CODE:
DATE: MILEAGE:

145,000 miles

- ☐ Change engine oil and replace oil filter.
- ☐ Inspect tires for wear. Rotation recommended for optimal tire life.
- ☐ Multi-point inspection (recommended)

DEALER VALIDATION:

RO#: P&A CODE:
DATE: MILEAGE:



Brakes

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In addition, all Ford Original Equipment replacement brake pads, shoes, rotors, and drums are vehicle tested for durability and noise suppression while being Federal Motor Vehicle Safety Standard (FMVSS) compliant. The right brake parts and repair work are essential to ensure your brake system operates as it should.

Normal Schedule
Trucks, Fullsize
Vans & SUVs

NORMAL SCHEDULE TRUCKS, FULLSIZE VANS & SUVs

150,000 miles

- ☐ Change engine oil and replace oil filter.
- ☐ Inspect tires for wear and rotate.
- ☒ Inspect brake pads/shoes/rotors/drums, brake lines & hoses, and parking brake system.
- ☐ Inspect wheel ends for endplay and noise.
- ☐ Inspect engine cooling system and hoses.
- ☐ Change Motorcraft Premium Gold Engine Coolant (see exceptions page 46 and record page 48).
- ☐ Inspect exhaust system and heat shields.
- ☐ Inspect steering linkage, ball joints, suspension and, if equipped, half shafts, driveshaft and U-joints.
- ☐ Replace engine air filter.
- ☐ Replace fuel filter (see page 47).
- ☐ Replace cabin air filter, if equipped.
- ☐ Change automatic transmission/transaxle fluid and filter (except CVT; filter not required on CD4E).
- ☐ Change rear axle lubricant on all rear wheel drive (RWD) vehicles (see pages 42 and 46).
- ☐ Replace accessory drive belt(s) (if not replaced within last 100,000 miles).
- ☐ Replace climate-controlled seat filters if equipped (Navigator, Expedition, and Aviator).
- ☐ Inspect PCV for flow (5.4L 3V and 6.8L 3V engines).
- ☐ Lubricate 4X2 ball joints and steering linkage if equipped with zerk fittings.
- ☐ Replace 4X2 wheel bearings and grease seals, lubricate and adjust bearings.
- ☐ Inspect and lubricate 4X4 front axle shaft U-joints (F250/350/450/550 and Excursion).
- ☐ Change front axle lubricant (4X4 only).
- ☐ Change transfer case fluid (4X4 only).
- ☐ Multi-point inspection (recommended)

DEALER VALIDATION:

RO#: _____ P&A CODE: _____
DATE: _____ MILEAGE: _____

NORMAL SCHEDULE CARS & MINIVANS

5,000 miles

- ☐ Change engine oil and replace oil filter.
- ☐ Inspect tires for wear and rotate.
- ☐ Multi-point inspection (recommended)

DEALER VALIDATION:

RO#: _____ P&A CODE: _____
DATE: _____ MILEAGE: _____

10,000 miles

- ☐ Change engine oil and replace oil filter.
- ☐ Inspect tires for wear. Rotation recommended for optimal tire life.
- ☐ Multi-point inspection (recommended)

DEALER VALIDATION:

RO#: _____ P&A CODE: _____
DATE: _____ MILEAGE: _____

15,000 miles

- ☐ Change engine oil and replace oil filter.
- ☐ Inspect tires for wear and rotate.
- ☐ Inspect automatic transmission fluid level, if equipped with dipstick.
- ☐ Inspect brake pads/shoes/rotors/drums, brake lines & hoses, and parking brake system.
- ☐ Inspect wheel ends for endplay and noise.
- ☐ Inspect engine cooling system and hoses.
- ☐ Inspect steering linkage, ball joints, suspension and, if equipped, half shafts, driveshaft and U-joints.
- ☐ Replace cabin air filter, if equipped.
- ☐ Multi-point inspection (recommended)

DEALER VALIDATION:

RO#: _____ P&A CODE: _____
DATE: _____ MILEAGE: _____

Normal Schedule
Cars & Minivans

NORMAL SCHEDULE TRUCKS, FULLSIZE VANS & SUVs

125,000 miles

- ☐ Change engine oil and replace oil filter.
- ☐ Inspect tires for wear. Rotation recommended for optimal tire life.
- ☐ Multi-point inspection (recommended)

DEALER VALIDATION:

RO#:

P&A CODE:

DATE:

MILEAGE:

130,000 miles

- ☐ Change engine oil and replace oil filter.
- ☐ Inspect tires for wear. Rotation recommended for optimal tire life.
- ☐ Multi-point inspection (recommended)

DEALER VALIDATION:

RO#:

P&A CODE:

DATE:

MILEAGE:

135,000 miles

- ☐ Change engine oil and replace oil filter.
- ☐ Inspect tires for wear and rotate.
- ☐ Inspect automatic transmission fluid level, if equipped with dipstick.
- ☐ Inspect brake pads/shoes/rotors/drums, brake lines & hoses, and parking brake system.
- ☐ Inspect wheel ends for endplay and noise.
- ☐ Inspect engine cooling system and hoses.
- ☐ Inspect steering linkage, ball joints, suspension and, if equipped, half shafts, driveshaft and U-joints.
- ☐ Replace cabin air filter, if equipped.
- ☐ Lubricate 4X2 ball joints and steering linkage if equipped with zerk fittings.
- ☐ Inspect and lubricate 4X4 front axle shaft U-joints (F250/350/450/550 and Excursion).
- ☐ Multi-point inspection (recommended)

DEALER VALIDATION:

RO#:

P&A CODE:

DATE:

MILEAGE:

NORMAL SCHEDULE TRUCKS, FULLSIZE VANS & SUVs

140,000 miles

- ☐ Change engine oil and replace oil filter.
- ☐ Inspect tires for wear. Rotation recommended for optimal tire life.
- ☐ Multi-point inspection (recommended)

DEALER VALIDATION:

RO#:

P&A CODE:

DATE:

MILEAGE:

145,000 miles

- ☐ Change engine oil and replace oil filter.
- ☐ Inspect tires for wear. Rotation recommended for optimal tire life.
- ☐ Multi-point inspection (recommended)

DEALER VALIDATION:

RO#:

P&A CODE:

DATE:

MILEAGE:



Brakes

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Normal Schedule
Trucks, Fullsize
Vans & SUVs



GREENVILLE NY



New York State Office of the
Attorney General
Bureau of Consumer Frauds and Protection
The Capitol
Albany, New York
12224-0341



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THE CAPITOL
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Office of Defects Investigation
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