

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

FOR AGENCY USE ONLY 100148



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

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

Date Received: 11-JUN-2015
JUL 28 2015
Repository:
Reference No.: 10724682

OWNER INFORMATION (Type or Print)

Name: [Redacted] Daytime Telephone Number: [Redacted] E-mail Address: [Redacted]
Address: [Redacted]
City: CONSTANTINE State: MI Zip Code: [Redacted] Evening Telephone Number: Same

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: 2FMDK4KC7E [Redacted]
Make: FORD Model: EDGE - Limited AWD Model Year: 2014
Date Purchased: 12-16-13 Dealer's Name and Telephone Number: WIMBERLEY FORD 269-782-2151 Engine: No: Cylinders Fuel Type: Reg.
Original Owner: [Redacted] Dealer's City: DOWAG IAC State: MI Zip Code: 49047
Transmission Type: Automatic Antilock Brakes: Cruise Control: Powertrain: 54R 69000. Multiple Failure: NUMEROUS Incident Date(s): Began 14-FEB-2014 April 2014

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: BRAKES (PWS)
Adaptive Cruise / Passive Cruise Control
1st Time Failure Mileage: Less than 3000 miles Failure Speed: 70 And less

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

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

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [Redacted] Date Manufactured: [Redacted] Model No./Name: [Redacted]
Seat Type: [Redacted] Installation System: [Redacted]
Child Seat Component Code: [Redacted] *Failed Part: [Redacted]

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

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

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

TL* THE CONTACT OWNS A 2014 FORD EDGE. WHILE DRIVING AT 70 MPH, THE BRAKES AUTOMATICALLY ENGAGED. THE VEHICLE WAS TAKEN TO A DEALER WHERE IT WAS DIAGNOSED THAT THE BRAKE SENSOR NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED, BUT THE FAILURE RECURRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS UNKNOWN.

Problem began in April 2014 and still continues
IT Now happens even when in passing lane of a 2 Lane highway and driving 55-65 MPH

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 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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

I have attached 3 invoices relating to the problem, the letter sent to Ford Motor, and their letter to me. This problem has continued to happen even when driving 55-65 MPH and when in the passing lane of a 2 lane highway. When this problem started the vehicle had less than 3000 miles on it. It now has 13,285 miles. The problem does not happen all the time which makes it more difficult to deal with and repair.

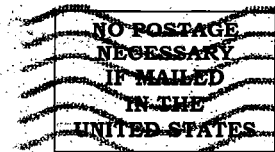
ATTACH ADDITIONAL SHEETS IF NECESSARY

Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Use \$300



7 JUL 2015 PM 4 L



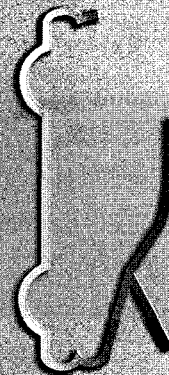
BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



Think your vehicle has a safety defect?



**If so:
Use the enclosed form to file a report.**

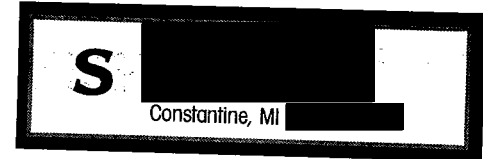
**or visit:
www.safercar.gov**

**or call:
Vehicle Safety Hotline
888-327-4236**



Vehicle Owners' Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

Filed 5-14-15



May 7, 2015

Ford Motor Company
Customer Relationship Center
P.O. Box 6248
Dearborn, MI48121

RE: 2014 Ford Edge VIN - 2EMDK4KC7EB [REDACTED]
Lease Date 12-16-2013 Acct. [REDACTED]

We have had an ongoing serious problem with the above vehicle which apparently cannot be fixed. The problem, as described on my invoices, involves the Collision Alarm System and the Adaptive Cruise Control.

The problem occurs when passing a semi. Normally it happens on a divided highway such as the Indiana Toll Road. When passing a semi the brakes will suddenly engage. Sometimes the Edge will simply slow down and other times it is like slamming on the brakes. Occasionally the collision alarm comes on and sometimes just the flashing red lights. There is no vehicle in front of me to cause a collision alarm to come on. Luckily there have been no vehicles traveling closely behind us when this has happened or we would have been rear-ended. Since this problem started, we always make certain that we are as far away from the semi as possible when passing it, but it still can happen. And it doesn't happen with every semi we pass.

We have had the Edge into the dealer for this problem 3 times. They have adjusted the sensitivity control, replaced a bad adaptive cruise control module, reconfigured the blind spot and side traffic sensors and the last time did an adaptive cruise control alignment and contacted Ford about the problem. We were told that Ford said the problem could be caused by Driver Habit! Can you please explain that statement?

We took this car into the dealer on April 15th for regular service and told the service manager that we were still having the same issues with the Edge. We told him we felt that it was a problem that couldn't be fixed and would be contacting Ford Motor Company. We feel the dealer has done everything he can do to correct the problem and we have no complaints with them

In the last 3 weeks the above problems have happened 6 times. All of them while on the Indiana Toll Road, I 294 and I 88 in Illinois. Our nerves are on edge whenever it comes time to pass a semi, and if a car is close behind us it is even worse. The adaptive cruise control and collision alarm system were suppose to make us feel safe, but it has made us fearful of an accident. We feel that it is just a matter of time before a serious or fatal accident occurs. We have to make another trip to the Chicago area May 15th and are not feeling comfortable about doing so.

We are wondering if anyone else has had this problem and if it has been reported it to the National Highway Traffic Safety Administration. Perhaps it should be reported.

Respectfully,

[REDACTED]
Constantine, MI [REDACTED]

Ph: [REDACTED]

email: [REDACTED]



May 26, 2015

[REDACTED]
Constantine, MI [REDACTED]

Case # CAS-[REDACTED]

Dear [REDACTED]

Thank you for contacting Ford Motor Company. We have received your letter and understand that you are requesting assistance with the Collision Alarm System and the Adaptive Cruise Control on your Edge.

We sincerely regret the circumstances you described. While we believe your experience with your vehicle to be far from typical of Ford products, we certainly apologize for the inconvenience you were caused as a result.

Due to the nature of your correspondence, we have escalated your concern to our Customer Care Team. This team will review your request, and will work with you and your dealership to resolve the issues.

The Customer Care Team may have already been in contact with you. If you have not heard from a Customer Service Manager upon receipt of this letter, please contact the Customer Relationship Center and provide them with your case number, located at the top of this letter.

Our Customer Relationship Center can be reached at 1-800-392-3673. Hours of operation are: 8:00 a.m. to 8:00 p.m. (Monday to Friday) and 9:00 a.m. to 5:30 p.m. (Saturday), Eastern Standard Time. Hearing-impaired callers with access to a TDD may contact 1-800-232-5952.

Thank you for bringing this matter to our attention.

Sincerely,

Marsha Boyd

Marsha Boyd
Customer Service Representative
Ford Motor Company

1-888-327-4236
6-11-15
Called NHTSA
after reading of
SAME Problem with
Jeeps and Acura.
Comp #
#10724682
listed on
SAfer Car. gov.

CUSTOMER #:

INVOICE



58081 M-51 SOUTH * DOWAGIAC, MI 49047-9701
269-782-2151 * Fax 269-782-8754
www.cwautomall.com
REGISTRATION NO. F-120705

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CONST: [REDACTED]
HOME: [REDACTED] CONT: N/A
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 8297 THOMAS CASEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
RR RED	14	FORD EDGE	2FMDK4KC7E[REDACTED]		4176/4176		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
16DEC13 DD			WAIT 26JUN14		0.00	CASH	26JUN14
R.O. OPENED	READY	OPTIONS:	STK	DLR:			
07:27 26JUN14	08:53 26JUN14	ENG:3.5_Liter_Ti-VCT 1)NO ESP 2)NO BASIC		CWFM			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
E	COLLISION	ALARM	GOES OFF	INTM			
MISC MISCELLANEOUS REPAIRS-SEE STORY							(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE E:	0.00

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
F	ADJUST	SENSATIVITY	CONTROL				
MISC MISCELLANEOUS REPAIRS-SEE STORY							(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE F:	0.00

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
G	CHECK	TIRE	PRESSURES				
MISC MISCELLANEOUS REPAIRS-SEE STORY							(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE G:	0.00

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
H	ADJUST	TIRE	PRESSURES				
MISC MISCELLANEOUS REPAIRS-SEE STORY							(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE H:	0.00

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
I	REINSTALL	MOLDING	UNDER DASH				
MISC MISCELLANEOUS REPAIRS-SEE STORY							(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE I:	0.00

COULD NOT DUPLICATE CONCERN				WAIVED SIGNED	DESCRIPTION	TOTALS
ORIGINAL ESTIMATE	HRS.	AUTHORIZED ADDITIONS	BY:	YES [] NO []	LABOR AMOUNT	
DIAGNOSIS ESTIMATE			DATE:	REPAIRS PERFORMED BY MECHANIC & NUMBER	PARTS AMOUNT	
PARTS	LABOR	TOTAL	TIME:	1	GAS, OIL, LUBE	
				2	SUBLET AMOUNT	
				3	MISC. CHARGES	
REPAIRS COMPLETE AND CHECKED BY: [REDACTED] CERTIFICATION - ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN COMPLIANCE WITH MICHIGAN AUTO REPAIR ACT (P.A. 300).					TOTAL CHARGES	
TERMS: STRICTLY CASH					LESS DISCOUNT	
I hereby authorize the repair work hereinafter set forth 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 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 and/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.					SALES TAX	
X					PLEASE PAY THIS AMOUNT	
ALL PARTS NEW UNLESS OTHERWISE INDICATED.						
				[] DISCARD (CUST. INITIALS)		
				NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.		

CUSTOMER #:



INVOICE

56081 M-51 SOUTH * DOWAGIAC, MI 49047-9701
269-782-2151 * Fax 269-782-8754
www.cwautomall.com
REGISTRATION NO. F-120705

CONSTANTINE, MI

PAGE 1

HOME: CONT: N/A

BUS: CELL:

SERVICE ADVISOR: 453 KAYLEIGH SUNDMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
RR RED	14	FORD EDGE	2FMDK4KC7EE		5445/5445		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
16DEC13 DD			WAIT 19AUG14		0.00	CASH	19AUG14

R.O. OPENED	READY	OPTIONS:	STK:	DLR:
08:54 13AUG14	16:46 19AUG14	ENG:3.5_Liter_Ti-VCT 1)NO ESP 2)NO BASIC		CWFM

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CHECK RECALL	14S10					

CAUSE: RECALL
14S10A RECALL INSPECTION ONLY PASS
1650 W40 (N/C)
FC: PART#: COUNT:
CLAIM TYPE: 14S10
AUTH CODE:
00165
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

INSPECT FRONT AXLE CHECK GOOD PASS INSPECTION

B. ADAPTIVE CRUISE CONTROL WILL SHUT OFF WHEN PASSING SEMI INTM PULL FILE

CAUSE: ADAPTIVE CRUISE SENSOR

12651D BODY / CHASSIS / ELECTRICAL (BCE) - TEST - L 2943 W40 (N/C)

1 DG1Z*14C689*B SENSOR ASY 12651DX1 BODY / CHASSIS / ELECTRICAL (BCE) - TEST (N/C)

- L EXTRA TIME TO REPEAT FINAL QUICK TEST 2943 W40 (N/C)

12651D45 PINPOINT TEST ELECTRICAL TEST 2943 W40 (N/C)

MT14C689 REMOVE AND REPLACE ADAPTIVE CRUISE CONTROL MODULE 2943 W40 (N/C)

FC: A27 42

PART#: DG1Z*14C689*B

COUNT:

CLAIM TYPE:

AUTH CODE: 00294

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

ORIGINAL ESTIMATE	HRS.	AUTHORIZED ADDITIONS
DIAGNOSIS ESTIMATE		
PARTS	LABOR	TOTAL

WAIVED SIGNED YES [] NO []	DESCRIPTION	TOTALS
REPAIRS PERFORMED BY MECHANIC & NUMBER	LABOR AMOUNT	
1	PARTS AMOUNT	
2	GAS, OIL, LUBE	
3	SUBLET AMOUNT	
	MISC. CHARGES	
	TOTAL CHARGES	
	LESS DISCOUNT	
	SALES TAX	
	PLEASE PAY THIS AMOUNT	

REPAIRS COMPLETE AND CHECKED BY: CERTIFICATION - ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN COMPLIANCE WITH MICHIGAN AUTO REPAIR ACT (P.A. 309).
X

TERMS: STRICTLY CASH

I hereby authorize the repair work hereinafter set forth 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 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 and/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.

[] DISCARD (CUST. INITIALS)
NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL

X ALL PARTS NEW UNLESS OTHERWISE INDICATED.

CUSTOMER #:

INVOICE



56081 M-51 SOUTH * DOWAGIAC, MI 48047-9701
269-782-2151 * Fax 269-782-8754
www.cwautomall.com
REGISTRATION NO. F-120706

PAGE 2

CONSTANTINE, MI

HOME [REDACTED] CONT:N/A

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 453 KAYLEIGH SUNDMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
RR RED	14	FORD EDGE	2FMDK4KC7EB		5445/5445	

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
16DEC13	DE		WAIT 19AUG14		0.00	CASH	19AUG14

R.O. OPENED: [REDACTED] READY: [REDACTED] OPTIONS: STR [REDACTED] DLR: CWFM
 ENG: 3.5 Liter Ti-VCT 1) NO ESP 2) NO BASIC
 08:54 13AUG14 16:46 19AUG14

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
1							

RAN TEST AND FOUND BAD ADAPTIVE CRUISE CONTROL MODULE CODES B1215 AND B11D6 REMOVE AND REPLACED ADAPTIVE CRUISE CONTROL MODULE AND REPROGRAM SYSTEM AS BUILT RECHECK AND HAD TO REPROGRAM PCM AS BUILT ALSO TO RECONFIGURE BLIND SPOT AND SIDE TRAFFIC SENSORS RECHECK ROAD TEST ALL PERFORMING TO SPECS NOW

RENTAL CAR FOR SERVICE WORK PERFORMED

CAUSE: RENTAL CAR FOR 1 DAY SERVICE WORK

TAP1 RENTAL CAR FOR SERVICE WORK PERFORMED

2943 W40

(N/C)

FC: A99 82

PART#: TAP1

COUNT:

CLAIM TYPE: TAP1

AUTH CODE:

00294

MISC RENTAL CAR

W40

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

RENTAL CAR FOR 1 DAY SERVICE WORK PERFORMED

You may receive a survey from Ford Motor Company. Anything less than ****COMPLETELY SATISFIED**** is failing. Contact Tom Casey, our Service Manager if you are not able to mark ****COMPLETELY SATISFIED**** on the survey. Ask about our CW Rewards Program or go to www.cwautomall.com for more details.

ORIGINAL ESTIMATE	HRS.	AUTHORIZED ADDITIONS
DIAGNOSIS ESTIMATE		
PARTS	LABOR	TOTAL

REPAIRS COMPLETE AND CHECKED BY: * CERTIFICATION * ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN COMPLIANCE WITH MICHIGAN AUTO REPAIR ACT (P.A. 300).

X

TERMS: STRICTLY CASH

I hereby authorize the repair work hereinafter set forth 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 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 and/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.

X

ALL PARTS NEW UNLESS OTHERWISE INDICATED

WAIVED SIGNED YES NO	DESCRIPTION	TOTALS
	LABOR AMOUNT	0.00
	PARTS AMOUNT	0.00
	GAS, OIL, LUBE	0.00
	SUBLET AMOUNT	0.00
	MISC. CHARGES	0.00
	TOTAL CHARGES	0.00
	LESS DISCOUNT	0.00
	SALES TAX	0.00
	PLEASE PAY THIS AMOUNT	0.00

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

CUSTOMER #:

INVOICE



56081 M-51 SOUTH * DOWAGIAC, MI 49047-9701
269-782-2151 * Fax 269-782-8754
www.cwautomall.com
REGISTRATION NO. F-120705

CONSTANTINE, MI

PAGE 1

HOME: CONT: N/A

BUS: CELL:

SERVICE ADVISOR: 453 KAYLEIGH SUNDMAN

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG. Row 1: RR RED, 14, FORD EDGE, 2FMDK4KC7EB, 7402/7402.

Table with columns: DEL DATE, PROD. DATE, WARR EXP, PROMISED, PO NO, RATE, PAYMENT, INV DATE. Row 1: 16DEC13 DE, 09:12 27OCT14, 09:32 30OCT14, 17:00 27OCT14, 0.00, BASIC, 30OCT14.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Includes 'A CHECK WIND NOISE R/SIDE DOORS, PULL FILE' and 'MISC MISCELLANEOUS REPAIRS-SEE STORY'.

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Includes 'B CHECK BRAKES APPLY WHEN PASSING A SEMI INTM, PULL FILE' and 'MISC MISCELLANEOUS REPAIRS-SEE STORY'. Handwritten note: 'IT WAS TOLD COULD BE OVER NABEL'.

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Includes 'C SOAP AND WATER COME IN UNDER THE DOORS' and 'CAN CANCEL SERVICE REQUEST'.

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Includes 'D** COMPLETE LUBE OIL FILTER SERVICE' and 'SABASIC LUBE OIL FILTER BASIC MAINTENANCE PLAN'.

PARTS: 23.10 LABOR: 12.50 OTHER: 0.00 TOTAL LINE D: 35.60

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Includes 'E** PERFORM MULTI-POINT INSPECTION' and '99P PERFORM MULTI-POINT INSPECTION'.

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

Table with columns: ORIGINAL ESTIMATE, HRS, AUTHORIZED ADDITIONS, WAIVED SIGNED, DESCRIPTION, TOTALS. Includes 'GBK BRAKES GOOD AT THIS TIME OVER 5MMDISC OR OVER'.

REPAIRS COMPLETE AND CHECKED BY: CERTIFICATION - ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN COMPLIANCE WITH MICHIGAN AUTO REPAIR ACT (P.A. 309).

TERMS: STRICTLY CASH
I hereby authorize the repair work hereinafter set forth 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 vehicle in case of fire, theft or any other cause beyond your control...

ALL PARTS REMOVED WILL BE RETURNED UNLESS INSTRUCTED OTHERWISE
[] DISCARD (CUST. INITIALS)
NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

ALL PARTS NEW UNLESS OTHERWISE INDICATED.

CUSTOMER COPY