

March 28, 2016

US Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
Washington DC 20590

APR - 8 2016

To Whom It May Concern:

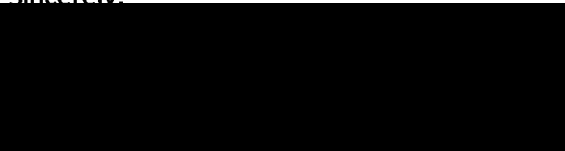
I am writing to you regarding my 2011 Ford Escape and issues that have occurred pursuant to Safety Recall Notice 14S05/NHTSA Recall 14V-284.

In July 2014 I received the attached notice and took my vehicle to Jones Ford pursuant to receipt of the recall. I was under the impression the recalled torque sensor was replaced. However seven months later my power steering failed and had to be replaced. At this time I was told by Mark Madgwick at Jones Ford that the car had only been tested and passed and the torque sensor was not replaced. Please note at this time the car had 33,754 miles on it and Ford had passed the torque sensor recall test. It is difficult to believe the power steering failed within seven months of the test.

Please review the attached documents which contain documentation and case numbers that have transpired with Ford Motor Company. It is my contention that the torque sensor test was not accurate and Mark Madgwick notes on December 21, 2015 that he recommends reimbursement based on the failure occurring less than twelve months from the recall performance.

Thank you for your attention to this matter and if you have any further questions, please do not hesitate to call me.

Sincerely,

Daniel Island, SC


Cc: Better Business Bureau
Ford Motor Company

Enc: Letter from Ford declining claim
Recall dated July 2014
Invoice and receipt dated 7-28-2015 to check recall
Invoice and receipt dated 12-01-2015 replacing steering column
History from Ford regarding this matter

P.S. Please help me get reimbursed
\$1,321.78 for the repairs to my car.
Thank you,



NM
4/19/16
SMD

Ford Motor Company
Customer Relationship Center
P.O. Box 6248
Dearborn, MI 48126

26 January 2016

Enclosure(s) (1) July 2014 Safety Recall Notice 14S05 / NHTSA Recall 14V-284
(2) July 28, 2014 Jones Ford Invoice for 14S05 Electric Power Steering
(3) December 2, 2015 Jones Ford Invoice for replacement of Steering Column
(4) [REDACTED] - CRC Denial Decision for Reimbursement

To Whom It May Concern:

I am submitting this request to the Ford Motor Company (Ford) because I believe the following concerns outlined in this letter can be resolved amicably and short of litigation. Specifically, I respectfully request that Ford reimburse me \$1,321.78 for work resulting from the replacement of the steering column on my 2011 Ford Escape. As will be discussed in greater detail below, I believe the failure related to my steering column is directly connected to issues contained within the July 2014 Safety Recall Notice 14S05 / NHTSA Recall 14V-284 (Notice). Therefore, had this work been correctly performed in July 2014, there never would have been a failure.

I am a [REDACTED]-year-old Senior Citizen on a fixed-income. My last three vehicles have been Ford products, with my current vehicle being a 2011 Ford Escape (Escape) that was purchased on October 11, 2010. I depend on this vehicle to safely transport myself and my two grand children on a daily basis. I have been diligent in having my Escape serviced by Jones Ford in North Charleston, SC (Jones Ford) as recommended.

In July, 2014 I received a Safety Recall Notice 14S05 / NHTSA Recall 14V-284 (Notice)(Encl 1), requesting that I call my dealer without delay for Recall 14S05. In accordance with the Notice, I was informed that the power steering system on my vehicle "may revert to manual steering mode due to an Electronic Power Steering system fault related to the torque sensor". More importantly, the Notice further stated that "[a]n unexpected loss of steering assist while driving would require higher steering effort at lower vehicle speeds, which may increase the risk of accident." As relevant to this letter, the Notice required the following:

Ford Motor Company has authorized your dealer to update the appropriate modules to prevent loss of steering assist while driving to a torque sensor fault.... Alternately, the dealer may need to replace the torque sensor or the steering column. This service will be performed free of charge (part and labor).

(Encl. 1).

As instructed by the Notice, I immediately took my car to Jones Ford on 7/28/14. In accordance with the Invoice (Encl. 2), Jones Ford performed the following work:

CONCERN 40	14S05 ELECTRIC POWER STEERING
CAUSE	14S05
CORRECTION	PERFORM 14S05
FACTORY	TECH: 176 – COKER, JOEY W

(Encl. 2).

I was told by Jones Ford that my Escape was safe to drive and that all work had been performed in accordance with the Notice. It is worth noting that at the time of the warranty work, my Escape's odometer read: 26,308 miles.

In November, 2015 I experienced a complete loss of power steering assist in my Escape. I was fortunate that the defect did not occur while I was driving – citing back to the warning contained within the Notice: “[a]n unexpected loss of steering assist while driving would require higher steering effort at lower vehicle speeds, which may increase the risk of accident.” I really did not know what to do, but when I restarted the engine, my Escape's power steering appeared to be functioning normally. Approximately two weeks later, around Thanksgiving, the power steering assist again failed to function properly. The Escape was not driven again until I could get the vehicle back to Jones Ford on December 01, 2015. The Escape's odometer read: 33,750 miles. I was told the power steering column needed to be replaced, but was under the impression the repair would be covered in accordance with the Notice. I was shocked when I was presented with the following Invoice:

Concern 51:	CUST STATES POWER STEERING WORK INTERMITTANTLY
Cause:	FAULTY STEERING COLUMN
Correction:	INSPECTED POWER STEERING AND FOUND THAT THE STEERING COLUMN HAD FAILED. REPLACED STEERING COLUMN, PROGRAMMED PSCM AND CALIBRATED STEERING ANGLE SENSOR.

* * *

Summary of Charges for Invoice [REDACTED]

PARTS:	774.94
SUPPLIES:	22.00
COMPLIANCE CHARGES:	1.00
LABOR MECHANICAL:	457.97
SUB-TOTAL:	\$1255.91
TAX:	65.87
TOTAL CHARGE FOR CONCERN:	1321.78

(Encl. 3).

I voiced my concerns to Mr. Mark Madgwick, Fixed Operations Manager at Jones Ford on December 02, 2105 and asked Mr. Madgwick if he could escalate my request for financial compensation to Ford. Mr. Madgwick informed me on December 9, 2015 that Ford denied my request for compensation and that I was to contact Customer Relations. (Encl.4). I spoke with Kevin Eby at Extension 61832. I was assigned Case # [REDACTED]

On December 10, 2015, Mr. Madgwick submitted the paper work to Ford Customer Relations and stated the following:

Customer did have 14S05 completed last year and steering gear would be covered under the program. Dealer would like to see if CRC could offer some assistance to customer. Customer is a value to Jones Ford.

(Encl. 4).

On December 30, 2015, Mr. Madgwick informed me that Ford declined to provide any financial assistance, but that he would be willing to provide me approximately \$200 in March, 2016.

I was very upset by Ford's denial decision, so I had my "customer delegate", Mr. Mark Christopher, call Mr. Madgwick to find out exactly why Ford is so unwilling to reimburse me. On January 14, 2016, Mr. Christopher called Ford Customer Service and spoke to Sean Rogers (badge #64386) to determine whether Ford could assist with anything regarding the repair of the Escape. Mr. Christopher was informed of Ford's decision not to reimburse and was not provided any plausible explanation – other than Ford had met its obligation under the Notice by performing a diagnostic check and determined that at that time (July, 2014), there were no issues with the steering column. When Mr. Christopher pointed out that the Notice clearly stated that "the dealer may need to replace the torque sensor or the steering column" (Encl. 1) and that only 7,444 miles had been driven between the time Ford "checked" the Escape to when the steering column failed, Mr. Rogers simply stated that the decision had been made to deny the request for compensation and the case had been closed. When Mr. Christopher requested a copy of the denial, Mr. Rogers stated he would not provide the documentation, but I could get it from Jones Ford. Mr. Rogers did, however, offer the following explanation:

CRC advised: Advised cust of the standing of the matter. Advised that there would be no assistance that we would be able to offer at this time. Advised that that the regional CSM has documented this and that would be the final standing by the FMC. Advised since the CRC didn't escalate the case to the CSM we cannot provide CSM info. Advised that the denial was made based on when the repair had been performed and other factors. Advised I cannot provide my last name and provided cust badge number.

Case

Notes

Note created on Jan 14 2016 4:16PM

"By Sean Rogers" - Cust delegate name is Mark Christopher

Note created on Jan 14 2016 4:15PM

"By Sean Rogers" - Cust says

Cust delegate states that his mother in law had the recall performed back in 2014 and just recently the steering went out on the vehicle which prompted a replacement of the steering column. Cust seeking if FMC can assist with anything regarding the repair and the previous repair under the recall. Cust seeking CSM info and further info as to why the denial was made, and agent's last name.

Per cust Dlr advised

N/A

CRC advised

Advised cust of the standing on the matter. Advised that there would be no assistance that we would be able to offer at this time. Advised that the regional CSM has documented this and that would be the final standing by FMC. Advised since the CRC didn't escalate the case to the CSM we cannot provide CSM info. Advised that the denial was made based on when the repair had been performed and other factors. Advised I cannot provide my last name and provided cust badge number.

Note created on Dec 30 2015 10:08AM

"By Sonia Ortiz" - obo to dlr 3311 spoke to Mark SD.

Ford has not programs to assist

Note created on Dec 21 2015 5:22PM

"By Mark Madgwick" - Due to time of repair is less than 12 months from recall performance, Dealer feels customer should be reimbursed for cost of steering gear replacement.

Note created on Dec 10 2015 4:55PM

"By Mark Madgwick" - Customer did have 14S05 completed last year and steering gear would be covered under the program. Dealer would like to see if CRC could offer some assistance to the customer. Customer is a value to Jones Ford

Note created on Dec 9 2015 10:55AM

"By Kevin Eby" - CUST SAYS:

recall agent transfer. 14S05 was done on veh. Then around Tanksgiving steering went out. Went to Dlr Dec 2. Cust has veh now. Seeking if I can get reimbursement.

PER CUST DLR SAYS:

Found faulty steering column. Repaired veh.

CRC ADVISED:

I will escalate your case to the Service Manager at your dealership. The Service Manager will review your case to ensure all resources available through Ford Motor Company are utilized to assist you. You should contact your Service Manager for updates regarding your case. Based on our resources, your point of contact will be Gary Norris. The case number that I have established for you today is [REDACTED]

CONTACT VIA:



Ford Confidential

Case

Case Details

Case Number [REDACTED] **Status** Resolved
Ticket Number [REDACTED] **Status Reason** Resolved | Closed
Case Classification Vehicle Concern > FIN Assist Request > CLP / Lincoln Loyalty Criteria > Has been to Dealer

Vehicle

VIN 1FMCU9DGXBK [REDACTED]
Vehicle Classification Full Path 2011 > FORD > ESCAPE > U9D - XLT 4X4 4-DR
Mileage 33750 **Mileage Unit** Miles
Hours In Service
Selling Dealer Code
Days Out of Service **Number of Repairs**

Symptoms

Symptom Full Path Stop/Steer/Ride > Steering / Steering Wheel > Performance > OTHER
Symptom Level 1 Stop/Steer/Ride
Symptom Level 2 Steering / Steering Wheel
Symptom Level 3 Performance
Symptom Level 4 OTHER

Customer

First Name [REDACTED] **Last Name** [REDACTED]
Home Phone [REDACTED] **Address Line 1** [REDACTED]
Business Phone [REDACTED] **Address Line 2**
Email Address 1 [REDACTED] **City** DANIEL ISLAND
State SC
Zip [REDACTED]

Marketing Score

CLP LTV Score 36

Vehicle Ownership

VIN	Vehicle Classification	Purchase Status	CurrentOwner ?
1FMCU9DGXBK [REDACTED]	2011 > FORD > ESCAPE > U9D - XLT 4X4 4-DR	Original Owner	Current
1FMYU931X6K [REDACTED]	2006 > FORD > ESCAPE > U93 - XLT 4X4 4-DR	Original Owner	Previous
1FMYU931X7K [REDACTED]	2007 > FORD > ESCAPE > U93 - XLT 4X4 4-DR	Original Owner	Previous



Ford Confidential

Case

Dealership

Dealership Name Jones Ford, Inc.

Dealer Code 01025

Phone (843) 744-3311

Address Line 1 5757 Rivers Avenue

Fax

Address Line 2

City

North Charleston

State SC

Zip

294192829



Ford Confidential



February 1, 2016

[REDACTED]
Daniel Island, SC [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 2011 Ford Escape.

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

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.

After careful consideration, we are supporting the previous decision rendered 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,

A handwritten signature in dark ink, appearing to read "D. Lyons", written over a light blue horizontal line.

D. Lyons
Customer Service Representative
Ford Motor Company



Ford Motor Company
Ford Customer Service Division
P. O. Box 1904
Dearborn, Michigan 48121



9715/342576/1319



DANIEL ISLAND, SC

July 2014

***** IMPORTANT SAFETY RECALL *****
(PROGRAMA DE SEGURIDAD IMPORTANTE)

Safety Recall Notice 14S05 / NHTSA Recall 14V-284
Aviso de Revisión de Seguridad 14S05

This notice applies to your vehicle:

2011 Escape

Your Vehicle Identification Number: 1FMCU9DGXBK

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in your vehicle, with the Vehicle Identification Number shown above.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

What is the issue?

On your vehicle, the power steering system may revert to manual steering mode due to an Electric Power Steering system fault related to the torque sensor. An unexpected loss of steering assist while driving would require higher steering effort at lower vehicle speeds, which may increase the risk of accident.

What will Ford and your dealer do?

Ford Motor Company has authorized your dealer to update the appropriate modules to prevent loss of steering assist while driving due to a torque sensor fault. In addition, the update provides increased driver awareness by sounding a chime and displaying the wrench light or warning in the message center when a fault is detected. Alternatively, the dealer may need to replace the torque sensor or the steering column. This service will be performed free of charge (parts and labor).

How long will it take?

The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

What should you do?

Please call your dealer without delay and request a service date for Recall 14S05. Provide the dealer with the Vehicle Identification Number (VIN) of your vehicle. The VIN is printed near your name at the beginning of this letter.

If you do not already have a servicing dealer, you can access www.Fordowner.com for dealer addresses, maps, and driving instructions.

**What should
you do?
(Continued)**

Ford Motor Company wants you to have this safety recall completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.

Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

**Have you
previously paid
for this repair?**

If you have previously paid for a repair that addresses the issue described in this letter, you still need to have this recall performed to ensure the correct parts and procedures were used.

You may be eligible for a refund of previously paid repairs. Refunds will only be provided for service related to steering column or torque sensor replacement for loss of power steering assist. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer.

Refund requests may also be sent directly to Ford Motor Company. To request your refund from Ford, send the refund request with all required documentation, including your original repair receipt (no photocopies), to Ford Motor Company at P.O. Box 6251, Dearborn, Michigan 48121-6251. Refund requests mailed to this address may take up to 60 days to process. Your original receipt will be returned to you.

Detailed information regarding eligibility for Ford's reimbursement program and documentation requirements may be obtained by contacting the Ford Customer Relationship Center at 1-866-436-7332.

**What if you no
longer own this
vehicle?**

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.

You received this notice because government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which indicate that you are the current owner.

**Can we assist
you further?**

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

RETAIL OWNERS: If you still have concerns, please contact the Ford Motor Company Customer Relationship Center at 1-866-436-7332 and one of our representatives will be happy to assist you. For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

If you wish to contact us through the Internet, our address is: www.Fordowner.com.

Para asistencia en Español:

Si necesita ayuda o tiene alguna pregunta, por favor llame al Centro de Relación con Clientes al 1-866-436-7332 y presione 2 para Español.

FLEET OWNERS: If you still have concerns, please contact the Fleet Customer Information Center at 1-800-34-FLEET, Option #3 and one of our representatives will be happy to assist you. Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

Or you may contact us through the Internet at www.fleet.ford.com.

If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., Washington, D.C. 20590 or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to www.safercar.gov. Reference NHTSA Safety Recall 14V-284.

Thank you for your attention to this important matter.

Ford Customer Service Division

JONES FORD INC.
5757 RIVERS AVE.
NORTH CHARLES, SC 29406
843-744-3311

Merchant ID: 030113310
Term ID: 9999

Sale

Entry Method: Swiped

Apprvd: Online Batch#: 000004

07/28/14 09:50:25

Inv#: [REDACTED] Appr Code: 823168

Total: \$ 49.50

Customer Copy

THANK YOU
FOR VISITING

JONES FORD, Inc.

Fair people. Fair prices.

5757 RIVERS AVENUE
NORTH CHARLESTON, SOUTH CAROLINA 29406
PHONE (843) 744-3311 • www.jonesfordinc.com • sales@jonesfordinc.com
SERVICE DEPT. HOURS MON.-FRI. 7:00 A.M. TO 6:00 P.M.
SAT. 7:30 A.M. TO 3:30 P.M.



ICE DIFF.	LESS REC.
PARTS SCRAP OUT	
TOTAL	

SERVICE INSTALLED PARTS				PROGRAM CODE(S)	DEALER CODE
DATE INSTALLED		ACCRUED MILEAGE	ORIGINAL R.O. NUMBER	REPAIR 1	
MO.	DAY	YR.	OMIT TENTHS	REPAIR 2	
APPROVAL CODE OR NO.			COMMITMENT CODE		P&A CODE
					01025

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.

LABOR LISTED BELOW:

(SIGNED)

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(DATE)

TO [REDACTED] DRIVER/OWNER INFORMATION -- INVOICE: [REDACTED]
USE [REDACTED] VEHICLE INFORMATION --
TAG: [REDACTED] ADV: 203 SMITH, M INVOICED: 07/28/2014 09:49:07 MS 11 ESCAPE LICENSE NUMBER: [REDACTED]

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE [REDACTED]
PARTS 26.50
SUPPLIES 2.50
COMPLIANCE CHARGES 1.00
LABOR MECHANICAL 17.25
SUB-TOTAL 47.25
TAX 2.25
TOTAL CHARGE 49.50

PAYMENT DISTRIBUTION FOR INVOICE [REDACTED]
TOTAL CHARGE 49.50
CASH DUE 49.50

Gary N...

ATTENTION: OTHER REPAIR ORDERS ON THIS VEHICLE:

DATE OPENED FOR DATES INVOICED

07/28/14

IF YOU HAVE ANY QUESTIONS - PLEASE SEE MARK D. SMITH

PAGE 2
LAST PAGE

PAID
JUL 30 2014
JONES FORD INC

J NES FORD, Inc.

Fair people. Fair prices.

5757 RIVERS AVENUE
NORTH CHARLESTON, SOUTH CAROLINA 29406
PHONE (843) 744-3311 • www.jonesfordinc.com • sales@jonesfordinc.com
SERVICE DEPT. HOURS MON.-FRI. 7:00 A.M. TO 6:00 P.M.
SAT. 7:30 A.M. TO 3:30 P.M.



SUB TOTAL	ALLOWANCE	PLUS PRICE DIFF.	LESS REC.
(CHECK (✓) APPROPRIATE BOX)			
☐ CLAIMS REVIEW	☐ AUTHORIZATION TO SUBMIT CLAIM	☐ PARTS SCRAP OUT	
\$ PARTS	\$ LABOR	\$ TOTAL	
Authorized Signature and Date			

SERVICE INSTALLED PARTS				PROGRAM CODE(S)	DEALER CODE
DATE INSTALLED		ACCRUED MILEAGE	ORIGINAL R.O. NUMBER	REPAIR 1	
MO.	DAY	YR.	OMIT TENTHS	REPAIR 2	
APPROVAL CODE OR NO.			COMMITMENT CODE	REPAIR 3	
					P&A CODE
					01025

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.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW:

(SIGNED)

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(DATE)

INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE:

CHARLESTON

SC

CHARLESTON

SC

WORK:

WORK:

FOR OFFICE USE

VEHICLE INFORMATION

TAG: ADV: 203 SMITH, MA INVOICE: PRELIM WAR W MS
TAX RULES: INVOICED: 07/28/2014 09:49:29
ODOMETER IN: 26308 OUT: 26308 DIST: FMC
DATES BEGIN: 07/28/14 DONE: 07/28/14

VIN 1FMCU9DGXBK LICENSE NUMBER:
11 FORD ESCAPE XLT 4WD 4DR SUV
DATES INSERVICE: 101110 PRODUCTION: 081610

CONCERN	CAUSE	CORRECTION	OPERATION	TECH	HOURS	AMOUNT
12	PERFORM MULTI-POINT INSPECTION		99P	176	.0 *	.00
12-1	TIRES TREAD WEAR IS OKAY AT THIS TIME		GTIRE	176	*	.00
12-2	BATTERY REQUIRES REPLACEMENT SOON		YBATT	176	*	.00
12-3	WRAKE LININGS REQUIRE IMMEDIATE REPAIR/REPLACEMENT		RBK	176	*	.00

COMMENT: PERFORM INSPECTION
FACTORY TECH: 176 - COKER, JOEY W CERT#: 6739

PART AUTH: EB 072814 09:35

PART AUTH: EB 072814 09:35

TYPE: W SUBTOTAL TOTAL CHARGE FOR CONCERN .00

CONCERN	CAUSE	CORRECTION	OPERATION	TECH	HOURS	AMOUNT
40	14S05 ELECTRIC POWER STEERING		WARRANTY	176	.0	.00
14S05						

FACTORY TECH: 176 - COKER, JOEY W CERT#: 6739

TYPE: W SUBTOTAL TOTAL CHARGE FOR CONCERN .00

CONCERN	CAUSE	CORRECTION	OPERATION	TECH	HOURS	AMOUNT
41	13B17 THROTTLE BODY PCM CALIBRATION UPDATE		WARRANTY	176	.0	.00
13B17						

FACTORY TECH: 176 - COKER, JOEY W CERT#: 6739

LINE AUTH: EB 072814 09:36

SUBTOTAL

REPORT CARD



FORD SERVICE

MULTI-POINT INSPECTION AS RECOMMENDED BY FORD MOTOR COMPANY

RO/Tag #: _____

Year/Model: _____

Plate #: _____

Odometer: _____ Inspect. Month: _____

Owner Advantage Rewards® #: _____ Service Balance: _____

Ford Extended Service Plan: ☐ YES ☐ NO

SYNC® MyFord Touch version current: ☐ YES ☐ NO ☐ N/A

SCHEDULED MAINTENANCE ITEMS*

DUE	SERVICED	DUE	SERVICED
☐ THE WORKS	☐	☐ Engine Air Filter	☒
☐ Oil Change & Filter	☒	☐ Engine Coolant	☐
☐ Tire Rotation	☒	☐ Transmission Fluid &/or Filter	☐
☐ Multi-Point Inspection	☐	☐ Cabin Air Filter	☒
☐ Fuel Filter	☐	☐ Spark Plugs	☒
☐ _____ K Scheduled Maintenance	☐		

*This is only a partial list of vehicle maintenance items and is NOT all-inclusive. Please consult your Owner's Manual or visit FordOwner.com for vehicle-specific maintenance requirements.

FLUID LEVELS

OK	FILL	OK	FILL	OK	FILL
☒	☐	☒	☐	☒	☐
Engine Oil		Power Steering		Transmission (if equipped with dipstick)	
Brake Reservoir		Window Washer		Coolant Recovery Reservoir	

WIPER BLADES

Test Performed	Front	Rear	SERVICED
☐	☒	☒	☐

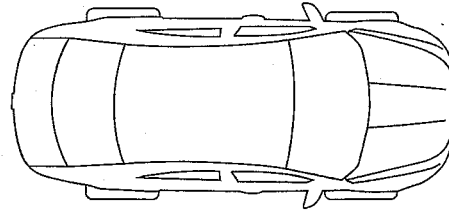
BATTERY

State of Health	Battery Condition
0%  100%	☒
Factory spec cold cranking amps 590	Actual cold cranking amps 568

LEGEND

- ☒ May contribute to vehicle efficiency and promote a greener environment
- ☒ Checked and OK at this time
- ☐ May require future attention
- ☒ Requires immediate attention

EXTERIOR BODY



Note any existing exterior body damage or defects on diagram

SYSTEMS / COMPONENTS

LIGHTS / WINDSHIELD

	SERVICED
☒ Operation of horn, interior lights, exterior lamps, turn signals, hazard and brake lamps	☐
☒ Windshield for cracks, chips and pitting	☐

BELTS / HOSES / MOUNTS

	SERVICED
☒ HVAC system and hoses / lines for leaks and/or damage	☐
☒ Engine Cooling System, radiator, hoses and clamps	☐
☒ Accessory drive belt(s)	☐

BRAKE SYSTEM

	SERVICED
☒ Brake system (including lines, hoses, and parking brake)	☒

STEERING / SUSPENSION

	SERVICED
☒ Shocks / struts and other suspension components for leaks and/or damage	☐
☒ Steering, steering linkages and ball joints (visual)	☐

EXHAUST SYSTEM

	SERVICED
☒ Exhaust system and heat shield (leaks, damage, loose parts)	☒

TRANSMISSION / DRIVE AXLE

	SERVICED
☒ Clutch operation (if equipped)	☐
☒ Constant velocity (CV) drive axle boots (if equipped)	☐
☒ Drive shaft, transmission, u-joint and shift linkage (if equipped) and lubricate (as needed)	☐

TIRE / BRAKE WEAR

TIRE TREAD		7/32" and greater		4/32" to 6/32"		3/32" and less		
BRAKE LINING		Over 5mm or 7/32" (Disc) or Over 2mm or 3/32" (Drum)		3 to 5mm or 4/32" to 7/32" (Disc) or 1.01 to 2mm (Drum) or 2/32" to 3/32"		Less than 3mm or 4/32" (Disc) or 1mm or 2/32" or less (Drum)		
TIRE WEAR INDICATES		SERVICED	LEFT FRONT 		SERVICED	RIGHT FRONT 		SERVICED
☐ Alignment check needed	☐	☒	☐	Tire Tread Depth <u>7</u> /32" Tire Age _____	☐	☒	Tire Tread Depth <u>7</u> /32" Tire Age _____	☐
☐ Wheel balance needed	☐	☐	☐	Tire Wear Pattern / Damage	☐	☐	Tire Wear Pattern / Damage	☐
☐ Brake measurements not taken this service visit		☐	☐	Tire Pressure set to factory-recommended PSI	☐	☐	Tire Pressure set to factory-recommended PSI	☐
		☐	☐	Brake Lining <u>4</u> mm _____/32"	☐	☐	Brake Lining <u>6</u> mm _____/32"	☐
		LEFT REAR 		SERVICED	RIGHT REAR 		SERVICED	
Comments:	☐	☐	☐	Tire Tread Depth <u>8</u> /32" Tire Age _____	☒	☐	Tire Tread Depth <u>8</u> /32" Tire Age _____	☐
	☐	☐	☐	Tire Wear Pattern / Damage	☐	☐	Tire Wear Pattern / Damage	☐
	☐	☐	☐	Tire Pressure set to factory-recommended PSI	☐	☐	Tire Pressure set to factory-recommended PSI	☐
	☐	☐	Brake Lining <u>3</u> mm _____/32"	☐	☐	Brake Lining <u>3</u> mm _____/32"	☐	
		☐	SPARE TIRE 		SERVICED	 One site for all your vehicle needs		
		☐	☐	Tire Pressure set	Tire Age _____			

Comments:



One site for all your vehicle needs

Advisor: _____

Technician: _____

Customer Signature: _____

JONES FORD INC.
5757 RIVERS AVE
CHARLESTON, SC 29406
843/744-3311

Merchant ID: 9/17
Term #: 1052

Store #: 1001
Ref #: [REDACTED]

Sale

Entry Method: Chip

Total: \$ 1,321.78

12/02/15 11:04:35
Inv #: [REDACTED] Appr Code: 238338
Transaction ID: [REDACTED]
Apprvd: Online Batch#: 000026

Visa Credit

AID: [REDACTED]
ISI: [REDACTED]
TVR: [REDACTED]

Customer Copy

THANK YOU!

Ford NES FORD, Inc.

Fair people. Fair prices.

5757 RIVERS AVENUE
NORTH CHARLESTON, SOUTH CAROLINA 29406
PHONE (843) 744-3311 • jonesford.com
SERVICE DEPT. HOURS MON.-FRI. 7:00 A.M. TO 6:00 P.M.
SAT. 8:00 A.M. TO 3:00 P.M.



DIFF LESS REC.

PARTS
SCRAP OUT

\$ TOTAL

DATE INSTALLED			ACCRUED MILEAGE	ORIGINAL R.O. NUMBER	PROGRAM CODE(S)	DEALER CODE
MO.	DAY	YR.	OMIT TENTHS		REPAIR 1	
APPROVAL CODE OR NO.				COMMITMENT CODE	REPAIR 2	P&A CODE
					REPAIR 3	01025

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.

LISTED BELOW:

(SIGNED)

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(DATE)

Tag [REDACTED]	License [REDACTED]	1FMCU9DGX BK [REDACTED]	Page 1	Invoice [REDACTED]
Driver/Owner Information				
[REDACTED] CHARLESTON, SC [REDACTED] Work: [REDACTED]				
Vehicle Information				
Dist: FMC CUS C Prelim 11 FORD ESCAPE XLT 4WD 4DR SUV				
Invoiced: 12/01/15 16:59 AM		Inservice: 10/11/10		Production: 08/16/10

INSPECTION

Correction 12-1 PERFORMED MULTI-POINT INSPECTION
12-2 BATTERY CONDITION IS GOOD AT THIS TIME
Comment TIRES TREAD WEAR IS OKAY AT THIS TIME
PERFORM INSPECTION
Tech 180 PRINSEN, KEEGAN

Type: C

Concern 51 CUST STATES POWER STEERING WORK INTERMITTANTLY
Cause FAULTY STEERING COLUMN
Correction INSPECTED POWER STEERING AND FOUND THAT THE STEERING COLUMN HAD FAILED. REPLACED STEERING COLUMN, PROGRAMMED PSCM AND CALIBRATED STEERING ANGLE SENSOR.
Parts Part Number PO# Note Description
SPO CL8Z 3C529 D COLUMN ASY - STEERIN
SPO BL8Z 3511 A HOUSING
Tech 180 PRINSEN, KEEGAN

Type: C

Operation	Tech	Amount
99P	180	* 0.00
GBATT	180	0.00
GTIRE	180	* 0.00
Subtotal		
TOTAL CHARGE FOR CONCERN		0.00

Operation	Tech	Amount
COLUMN	180	457.97
Qty Sell		
1 S	611.72	611.72
1 S	163.22	163.22
Subtotal		
PARTS		774.94
LABOR MECHANICAL		457.97
TOTAL CHARGE FOR CONCERN		1232.91

Customer Signature

X

J NES FORD, Inc.

Certified



Fair people. Fair prices.



5757 RIVERS AVENUE
NORTH CHARLESTON, SOUTH CAROLINA 29406
PHONE (843) 744-3311 • jonesford.com
SERVICE DEPT. HOURS MON.-FRI. 7:00 A.M. TO 6:00 P.M.
SAT. 8:00 A.M. TO 3:00 P.M.

ALLOWANCE	PLUS PRICE DIFF.	LESS REC.
(CHECK (✓) APPROPRIATE BOX)		
☐ AS NEW	☐ AUTHORIZATION TO SUBMIT CLAIM	☐ PARTS SCRAP OUT
PARTS \$	LABOR \$	TOTAL \$
Authorized Signature and Date		

SERVICE INSTALLED PARTS				PROGRAM CODE(S)	DEALER CODE
DATE INSTALLED		ACCRUED MILEAGE	ORIGINAL R.O. NUMBER	REPAIR 1	
MO.	DAY	YR.	OMIT TENTHS	REPAIR 2	
APPROVAL CODE OR NO.			COMMITMENT CODE	REPAIR 3	
					P&A CODE
					01025

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.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW:

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

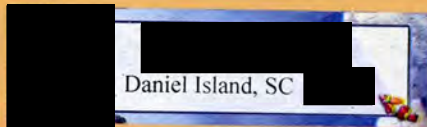
(DATE)

Adv: 231 AMANDA M. MILLER		Tag	License	1FMCU9DGX BK	Page 2 (Last)	Invoice
Invoice to:		Driver/Owner:				
Invoiced: 12/01/15 16:59:32 AM		11 FORD ESCAPE XLT 4WD 4DR SUV				
Summary of Charges for Invoice		Payment Distribution for Invoice				
PARTS	774.94	TOTAL CHARGE		1321.78		
SUPPLIES	22.00	CASH DUE		1321.78		
COMPLIANCE CHARGES	1.00					
LABOR MECHANICAL	457.97					
SUB-TOTAL	1255.91					
TAX	65.87					
TOTAL CHARGE	1321.78					

If you have any questions - please see AMANDA M. MILLER

Customer Signature

X



Daniel Island, SC

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT
OF THE RETURN ADDRESS, FOLD AT DOTTED LINE

CERTIFIED MAIL®



7015 3010 0000 9922 0999



W40-301

US Department of Transportation
National Highway Traffic Division
1200 New Jersey Ave S.E.
Washington DC
20003

