



U.S. Department of Transportation

National Highway Traffic Safety Administration

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

DOT Auto Safety Hotline
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

11-MAY-2016

JUN 29 2016

Repository

Reference No.
10864421

OWNER INFORMATION (Type or Print)

Name [Redacted]
Address [Redacted]
City DEARBORN HEIGHTS State MI Zip Code [Redacted]

Daytime Telephone Number [Redacted] E-mail Address [Redacted]
Evening Telephone Number [Redacted]

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1FAPP281X5G [Redacted]
Make FORD Model 500 Model Year 2005
Date Purchased 2006 Dealer's Name and Telephone Number Village Ford 313-565-5653 Engine: No: Cylinders Fuel Type: Unl
Original Owner [Redacted] Dealer's City Dearborn State MI Zip Code 48124
Transmission Type [Redacted] Antilock Brakes [Redacted] Powertrain Multiple Failure: Incident Date(s) 01-DEC-2012 12/26/12 + 07/18/13
Cruise Control [Redacted]

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: ENGINE (PWS), 100000 POWER TRAIN, 180000 VEHICLE SPEED CONTROL
Throttle Body Failure Mileage 94494 Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make Tire Model (Name or Number) Tire Size (Example P215/65R15)
DOT No. (Example: DOTM9ABC036) Original Equipment [Redacted] Prior Repair [Redacted] Failure Location:
Tire Component Code Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

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

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash Yes No Fire Yes No
Number of Persons Injured Number of Deaths 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 2005 FORD 500. THE CONTACT STATED THAT THE VEHICLE EXPERIENCED A COMPLETE LOSS OF POWER. THE MAINTENANCE WARNING INDICATOR ILLUMINATED. THE VEHICLE WAS TOWED TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE THROTTLE BODY FAILED AND NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. PRIOR TO THE FAILURE, THE VEHICLE'S THROTTLE BODY WAS CLEANED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 94,494.

* See Narrative Description and attachments.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

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

12/26/2012 Engine Idle Surge - Cleaned Throttle Body (Warranty) ^{Inv#} [REDACTED]

07/17/2013 Car Towed to Village Ford - Replaced Throttle Body - Inv. # [REDACTED]

03/21/2016 Meeting in Person w/ Robert Wheat Village Ford, requesting reimbursement of \$886.78, Inv. # [REDACTED], Covered under extended warranty Ford Motor Co. Bulletin 12N03, extended coverage to 10 years -or- 150,000 mi.

4/1/2016 Reimbursement from Village Ford denied. Instead offered \$500.00 over what used car manager put on my vehicle, for trade in.

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE, Washington, D.C. 20077-9382

Official Business Penalty for Private Use \$300

METROPLEX
MI 480
07 JUN '16
PN 9 L



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

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, NEF-100
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:

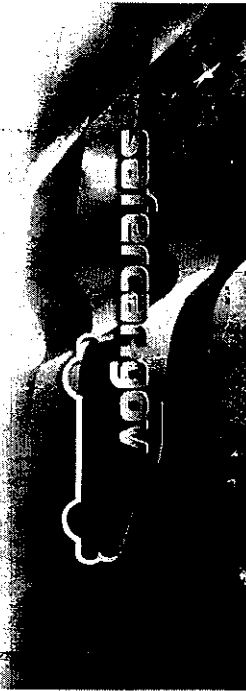
www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236



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



03/31/16

-COPY- To: Robert Wheat

Village Ford

CUSTOMER #: [redacted] Unable to locate his copy.

INVOICE

In Dearborn, We have to be better.

23535 Michigan · Dearborn, MI 48124

(313) 565-3900

www.villageford.com

STATE REGISTRATION NO. F-122500

SERVICE ADVISOR: 997216 TRACY MANDERNACH

DEARBORN HEIGHTS, MI [redacted]
HOME: [redacted] CONT: [redacted]
BUS: [redacted] CELL: [redacted]

DUPLICATE 1
PAGE 1

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHITE	05	FORD FIVE HUNDRED	1FAFP281X5G [redacted]	[redacted]	94494/94494	T2926	
DEL DATE	PROD DATE	WAHR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
28JUN06	DD05MAY05		18:00 18JUL13			CASH	18JUL13
H.O. OPENED	READY	OPTIONS: ENG:3.0 LITER DURATEC					
18:07 17JUL13	16:32 18JUL13						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CK	AND	DIAG	CAR TOWED INN, ENGINE LT -WRENCH LT ON AND ENGINE SAFE			
				MODE --ATTN JC --SEE HIST..			
				FEC DRIVEABILITY REPAIR			
				997256 JANOVICH JR, RICHARD LIC#: M114822			
				CP		278.20	278.20
				AAAS AAA MEMBER SERVICE DISCOUNT		-27.82	-27.82
				AAAP AAA MEMBER PARTS DISCOUNT		-63.22	-63.22
				1 6F9Z*9E926*A KIT - THROTTLE CONTROL			632.20

94494 2.60
 1.8HRS CHECK AND DIAG EEC TEST P2111 P2112 P2104 PINPOINT TEST
 * REPLACE THROTTLE BODY INOP ASSEMBLE CLEAR CODES ROAD TEST AND RETEST
 PASS
 .8HRS REPROGRAM PCM WITH LATEST UPDATE AND RESET MEMORY

B COMPLETE VEHICLE INSPECTION GIVE VEHICLE CHECK UP TO ADVISOR
 CAUSE: SEE NOTE SECTION FOR TECH COMMENT
 99P COMPLETE VEHICLE INSPECTION GIVE VEHICLE
 CHECK UP TO ADVISOR
 997256 JANOVICH JR, RICHARD LIC#: M114822
 CP

94494 LATER DATE

 CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER 27.82

Village Ford
In Dearborn We have to be better.

23535 Michigan Ave. Dearborn, MI 48124

Tracie
 Called - 7/18/13 2:50
 Throtte Body failed - codes one end to the other -
 Parts+labour - \$988.10
 Will give 10% + help out dioc.
 Any way he can -

*Towed to

PAID CASHIER 4
JUL 19 2013

ok V MC AE D

** Replaced six mos. after cleaned? Reimbursement denied by Village Ford -

DESCRIPTION	TOTALS
LABOR AMOUNT	278.20
PARTS AMOUNT	632.20
GAS, OIL, LUBE	-91.04
SUBLET AMOUNT	0.00
MISC. CHARGES	27.82
TOTAL CHARGES	847.18
LESS INSURANCE	0.00
SALES TAX	39.60
PLEASE PAY THIS AMOUNT	886.78

each
 T THE
 ERWISE
 OF THE
 OR REPLACED
 WAY WITH ANY
 ING THIS CLAIM

SHOP SUPPLIES
 10% (NOT TO EXCEED \$30.00) OF LABOR CHARGE IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE TAPE, AEROSPRAY, SOLVENT, ELECTRICAL FINALS, CHARGE HAZARDOUS SAL AND/OR ST OF OIL, CLEANERS.

11:35
 7/19/13
 Ford 500
 ready per Tracie

FTER REPAIRS ARE COMPLETED FINISHED IN COMPLIANCE WITH ACT. (P.A 300) PY



Sent Contacts Notepad Calendar

Switch to the newest Yahoo Mail

Compose Delete Reply Reply All Forward Actions Apply Previous Next

Inbox (5)

Drafts (17)

Sent

Spam [Empty]

Trash (2) [Empty]

My Folders [Edit]

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H&R Block File for nada, zilch, zip.

Pottery Barn Beautiful Bedding Starting at \$89.99 From festive to classic patterns, find the perfect

2005 Ford 500 Disatisfaction Friday, April 1, 2016 10:04 AM

From: [Redacted] To: [Redacted] Cc: "Robert Wheat" <robert.wheat@villageford.net> "James Cosgro" <james.cosgro@villageford.net> "Tracy Mandemach" <tracy.mandemach@villageford.net>

Full Headers Printable View

Bob,

I phoned Ford Motor Company, as you recommended. I was advised that the Regional Mgrs. decision cannot be reversed according to Jesse.

I am not satisfied with this outcome. It was only six months, from the date the Service Department "Cleaned" the Throttle Body in December, to the date the Service Department "Replaced" the Throttle Body, in July.

Also, Ford Motor Company, published, November 12, 2012, 12N03, the "Extension of the recall/warranty, to 10 years of service or 150,000 miles.

I will be looking for a resolution to this matter.

I am not interested in "trading", I just purchased a Lincoln last year. Although I do appreciate your offer.

Sincerely,

On Thu, 3/31/16, Robert Wheat <robert.wheat@villageford.net> wrote:

Subject: More detail To: [Redacted] Cc: "James Cosgro" <james.cosgro@villageford.net>, "Tracy Mandemach" <tracy.mandemach@villageford.net> Date: Thursday, March 31, 2016, 5:55 PM

To give you more detail:

We do have a copy of this repair order and it was reviewed by Ford. This is the chronology that we have with Ford. Under the service bulletin 12N03, we cleaned the throttle body. That bulletin was the authorized repair for a one time cleaning of the throttle body. Later you had the throttle body replaced. That part had a one-time 12 month or 12,000 mile warranty from the date of install. Based on this information, Ford has satisfied all the terms of their bulletins and warranties on the products and they feel they are not obligated to cover the cost of replacing the throttle body.

If you want to appeal their decision you can call 800-392-3673 and refer to their case # [Redacted]

Your personal call may be of greater value than another appeal from us. Your arguments for the consideration need to be stated to them by you. You should at least call.

From our standpoint, I would do this, if you want to trade the Ford 500 to us, I'll give you \$500 over whatever value my used car manager puts on the vehicle. I know you may not want to do this immediately but I'll keep this offer open for 6 months until September 30, 2016. This will be on either a new or used vehicle.

Sorry, that Ford went this way but I see the logic based on their warranties and the details of the bulletins they put out. But, I see the logic as well that this throttle body has had a history that may deserve some additional consideration.

If you want to discuss this further or ask any questions, please give me a call or send an e-mail.

Bob Wheat

General Sales
Manager

Village
Ford
23535 Michigan Ave.

313-565-5653

robert.wheat@villageford.net

Compose

Delete Reply Reply All Forward **Actions** Apply Previous Next

More detail

Thursday, March 31, 2016 5:55 PM

From: "Robert Wheat" <robert.wheat@villageford.net>
 To: [REDACTED]
 Cc: "James Cosgro" <james.cosgro@villageford.net>; "Tracy Mandemach" <tracy.mandemach@villageford.net>

Hi [REDACTED]

To give you more detail:

We do have a copy of this repair order and it was reviewed by Ford. This is the chronology that we have with Ford. Under the service bulletin 12N03, we cleaned the throttle body. That bulletin was the authorized repair for a one time cleaning of the throttle body. Later you had the throttle body replaced. That part had a one-time 12 month or 12,000 mile warranty from the date of install. Based on this information, Ford has satisfied all the terms of their bulletins and warranties on the products and they feel they are not obligated to cover the cost of replacing the throttle body.

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If you want to discuss this further or ask any questions, please give me a call or send an e-mail.

Bob Wheat

General Sales Manager
 Village Ford
 23535 Michigan Ave.
 313-565-5653
robert.wheat@villageford.net



Called Ford 4/1/16 - Jesse,

* Recall - never honored by Dealership or Ford?
 * Recalls - never notified by mail of any recalls.

Decision cannot be reversed.

Sent

Contacts

Notepad

Calendar

Switch to the newest Yahoo Mail

Compose

Delete Reply Reply All Forward Actions Apply Previous Next

Inbox (25)



Ancestry Sponsored

Surprising Way to Look Up Birth Records
Your last name says more about you than you

Drafts (18)

Sent

Re: Your request - Copy of Invoice 2005 Ford 500 Thursday, March 31, 2016 2:33 PM

Spam [Empty]

From: [Redacted]
To: "Robert Wheat" <robert.wheat@villageford.net>

Trash (1) [Empty]

Full Headers Printable View

My Folders [Edit]

1 Files 133KB Download All
PDF 133KB



← Copy of invoice provided # [Redacted]
Requested reimbursement. Covered
Under Extended Warranty.
* Denied reimbursement.



Luxury Card
Luxury Card - The Hottest
Credit Cards Ever Made!

Bob,

Please process promptly, I have been inquiring and waiting for sometime, for a resolution.
Invoice # [Redacted] Paid July 19, 2013 \$886.78 attached.

Sincerely,

On Thu, 3/31/16, Robert Wheat <robert.wheat@villageford.net> wrote:

Subject: Your request
To: [Redacted]
Date: Thursday, March 31, 2016, 2:00 PM

Sorry it took so long,
[Redacted] James and I sent in a request to get assistance. The
reply was no. the reason is noted that you had the throttle
body cleaned not replaced and that did not qualify
under the program for reimbursement. I
am attaching the response for you to see. It has the case
number and other info.

The Ford Case # is [Redacted] ford case number.

Please call me later
today.

Bob

Bob Wheat

General Manager

Village
Ford
23535 Michigan Ave.

313-565-5653

robert.wheat@villageford.net

\$149.99

Snoozer Luxury High-Back
Console in Pink

Snoozer Black Pet Car Seat
Console Lookouts

Compose

Delete Reply Reply All Forward Actions Apply Previous Next

2005 Ford 500

Throttle Body replacement, July 2013

Not covered by Ford "Recall/Extended warranty", charged for replacement by Village Ford, requesting reimbursement:

INVESTIGATION Subject : Idle instability

Date Investigation Opened: MAY 11, 2011

Date Investigation Closed: FEB 07, 2013

NHTSA Action Number: PE11018

Component(s): VEHICLE SPEED CONTROL



All Products Associated with this Investigation ▼

Details ▲

15 Associated Documents ▼

Manufacturer: Ford Motor Company**SUMMARY:**

On November 29, 2012, Ford Motor Company (Ford) initiated Customer Satisfaction Program 12N03 to extend warranty coverage terms for repair of engine idle RPM surge caused by throttle body deposits in all model year (MY) 2005 through 2007 Ford Freestyle, Five Hundred and Mercury Montego vehicles. The program extends the coverage for up to 10 years of service or 150,000 miles from the warranty start date of the vehicle (all vehicles are eligible for the program through May 31, 2013, regardless of mileage). Dealers will repair vehicles exhibiting the condition by removing and cleaning the throttle body and reprogramming the PCM with software containing an updated idle speed control strategy.

According to Ford, some of the affected vehicles may experience momentary, intermittent engine idle RPM surge (idle flare) when stopped or during low speed driving maneuvers such as in a parking lot or driveway. Unstable idle speed control (dips and flares) around the target engine speed (700 rpm) can occur in vehicles with deposit build-up in the throttle body when the system adjusts engine speed in response to changes in engine load, typically from power steering application or air-conditioner compressor cycling. Idle speed control logic is only active at vehicle speeds below 3.5 mph and when the accelerator pedal is not applied. Ford testing of a vehicle with a "worst case" throttle body measured a maximum idle flare of 1360 RPM lasting approximately 1 second, which Ford indicated was consistent with system design to limit vehicle speed and acceleration in idle control mode. Ford indicated that the test vehicle was held in place with normal brake effort and that vehicle speed remained under 4 mph without the brake pedal applied.

In addition to throttle body deposit accumulation, symptoms associated with the condition may include Check Engine lamp illumination and diagnostic trouble codes (DTCs) P0505, P0506 or P061B. Ford attributed the surge condition to changes in idle air flow resulting from the progressive buildup of deposits in the throttle body from normal Positive Crankcase Ventilation (PCV) system operation. This condition was not adequately compensated for in the original Powertrain Control Module (PCM) calibration. Ford issued a technical service bulletin on August 15, 2011 (TSB 11-8-5), releasing an updated powertrain control calibration for vehicles with CVT transmissions. On October 19, 2011, Ford issued a second bulletin (TSB 11-10-21) superseding TSB 11-8-5 and including updated powertrain control calibration for vehicles with 6-speed transmissions. Prior to Ford issuing the TSB's, owner's experiencing the alleged defect either received no repairs, if dealers could not duplicate the condition, or had the throttle body cleaned or replaced, which only provided temporary correction until the throttle deposit build-up returned. Ford's revised powertrain calibrations appear to be effective remedies for the idle instability caused by build-up of throttle body deposits. However, even after the TSB's were released, many owners experiencing the condition continued to have difficulty with proper diagnosis and repair as dealers were often either unable to duplicate the condition or were unfamiliar with the new repair procedures. Ford's new program addresses those concerns.

NHTSA's testing and complaint analysis indicate that the idle speed control issue in the subject vehicles can only occur at very low speeds, are very brief events, are easily controlled by moderate brake pedal forces and result in minor increases in vehicle speed even with no braking. This investigation is closed. The closing of this investigation does not constitute a finding that a safety-related defect does not exist. For additional information regarding this investigation, see complete closing resume in the document file for PE11-018.

 Request Research ?

This recall item is still outstanding:

Complaint #
10864421

Re: Your request

Thursday, March 31, 2016 2:05 PM

From: [REDACTED]

To: "Robert Wheat" <robert.wheat@villageford.net>

Bob,

This is not true.
Village Ford "replaced" the throttle body. As I told You and Tracy, the records for my Ford 500 are incorrect. I have the invoice, paid to Village Ford, July 2013, almost \$900.00, as well as my cancelled check. I would like reimbursement as it was covered on a "recall". Who should I file my claim with?

Thank you,

On Thu, 3/31/16, Robert Wheat <robert.wheat@villageford.net> wrote:

Subject: Your request
To: [REDACTED]
Date: Thursday, March 31, 2016, 2:00 PM

Sorry it took so long,
[REDACTED] James and I sent in a request to get assistance. The reply was no. the reason is noted that you had the throttle body cleaned not replaced and that did not qualify under the program for reimbursement. I am attaching the response for you to see. It has the case number and other info.

The Ford Case # is [REDACTED] ford case number.

Please call me later today.

Bob

Bob Wheat

General Manager

Village
Ford
23535 Michigan Ave.

313-565-5653

robert.wheat@villageford.net

Fw: [REDACTED] Ford 500 - Update?

Monday, March 28, 2016 12:09 PM

From: [REDACTED]

To: robert.wheat@villageford.net

Bob,

Waiting on an update?

--- On Tue, 3/22/16, [REDACTED] wrote:

> From: [REDACTED]
 > Subject: [REDACTED], Ford 500
 > To: robert.wheat@villageford.net
 > Date: Tuesday, March 22, 2016, 9:15 AM
 > Bob,
 >
 > Thought I would forward this information to you.
 > Per our discussion, 3/21/16, Tracy did call me Tuesday
 > evening, 3/8/16 stating "what work had been done to the Ford
 > 500", but was not able to locate the invoice for replacement
 > of the Throttle Body, 7/2014 for around \$900.
 > I did offer to bring in the printed copy of the "recall"
 > covering this item from the NTHSA website, Tracy stated he
 > had that information.
 > I look forward to hearing from you in a couple days.
 > Thanks for taking time with us.

> Sincerely,

> --- On Tue, 3/8/16, [REDACTED]

> wrote:

>> From: [REDACTED]
 >> Subject: RE: Fast Lane service denial 3/7/16
 >> To: "James Cosgro" <james.cosgro@villageford.net>
 >> Date: Tuesday, March 8, 2016, 2:20 PM
 >> James,

>> I can be reached before 4:00 @ [REDACTED]

>> I have another question I would like you to research

>> for

>> me.

>> Village Ford replaced my Throttle Body, I was charged a

>> fee

>> for this.

>> It is my understanding, this was warranted by Ford, for

>> 10

>> years, why was I charged?

>>

>> Thanks,

>> -----
 >> On Tue, 3/8/16, James Cosgro <james.cosgro@villageford.net>

>> wrote:

>> Subject: RE: Fast Lane service denial 3/7/16

>> To: [REDACTED]

>> Date: Tuesday, March 8, 2016, 11:24 AM

>>

>>

>> [REDACTED] I feel that this could be

>> better handled over the phone. Tracy has all

>> your

>> information and will call you shortly.

>>

>>

>> From: [REDACTED]

>> [mailto:[REDACTED]]

>>

>>

>> Sent: Tuesday, March 08, 2016 9:00 AM

>>

>> To: James Cosgro

>>

>> Subject: RE: Fast Lane service denial

>> 3/7/16

>>

>>

>>

>> Joe said there is a recommendation to replace the

Village Ford

In Dearborn. We have to be better.

23535 Michigan
Dearborn, MI 48124
313-565-3900
www.villageford.com

CREDIT CARD ACCEPTED



STORAGE WILL BE CHARGED 48 HOURS AFTER REPAIRS ARE COMPLETED

CERTIFICATION

ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN COMPLIANCE WITH MICHIGAN AUTO REPAIR ACT. (P.A. 300)

STATE REGISTRATION NO. F122500

ORIGINAL ESTIMATE	DATE	TIME	BY:	PHONE #
AUTHORIZED ADD'L REPAIRS	DATE	TIME	BY:	PHONE #
AUTHORIZED ADD'L REPAIRS	DATE	TIME	BY:	PHONE #
TOTAL				
ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.				
SIGNATURE X _____ DATE _____				
PRORATA PERCENT	TOTAL PARTS	PRORATA PERCENT	TOTAL LABOR	TOTAL CLAIM
SUB TOTAL	ALLOWANCE	PLUS PRICE DIFF.	LESS REC.	
PROGRAM CODE	AUTHORIZATION NO	COMMITMENT NUMBER	DEALER PART	
P & A CODE: 02737				
(CHECK (✓) APPROPRIATE BOX)				
<input type="checkbox"/> CLAIM REVIEW	<input type="checkbox"/> AUTHORIZATION TO SUBMIT CLAIM	<input type="checkbox"/> PARTS SHIP OUT	CUSTOMER RECEIVABLE	
\$ PARTS	\$ LABOR	\$ TOTAL		
Authorized Signature and Date				
ON BEHALF OF SERVING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE, UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR ABUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.				
X _____				REPAIRS PROPERLY COMPLETED AND
(SIGN) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON				(DATE)

James Castro

06931

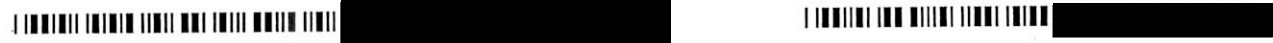
INVOICE TO	DRIVER/OWNER INFORMATION	INVOICE: [REDACTED]
[REDACTED]	[REDACTED]	
DEARBORN HEIGHTS MI [REDACTED]	DEARBORN HEIGHTS MI [REDACTED]	
WORK: [REDACTED] HOME: [REDACTED]	WORK: [REDACTED] HOME: [REDACTED]	
	OCCUPATION: BUDGET	
	COMPANY: CONSUMERS	
FOR OFFICE USE	VEHICLE INFORMATION	
TAG: 5897 ADV: 207 GLASS, DA INVOICE: PRELIM WAR W C KG	VIN 1FAPP281X5G [REDACTED] LICENSE NUMBER: MI [REDACTED]	
MFG: 02737 TAX RULES: NY1PN INVOICED: 12/26/2012 11:46:35	05 FORD FIVE HNRD LTD AWD 4DR SDN WHITE	
CODMETER IN: 88111 DIST: FMC	DATES INSERVICE: 062806 PRODUCTION: 050505	
DATES BEGIN: 12/26/12 DONE: 12/26/12 *		

CONCERN 40 12N03 ENGINE IDLE RPM SURGE EXTENDED WARRANTY	OPERATION	TECH	HOURS	AMOUNT
CAUSE 12N03	12N03B	105	.7	
CORRECTION 12N03				
* PERFORM 12N03 CLEAN THROTTLE BODY REPROGRAM PCM				
PART NUMBER PO# NOTE DESCRIPTION QTY LIST SELL				
FMC OTHER INSF *****	1B			
FACTORY TECH: 105 - JANOVICH, RICHA SS#: 0891 CERT#: M-114822				
PROGRAM CD: 12N03 CONCERN CD: A99 COND CODE : 82				
LINE AUTH: KG 122612 11:46				
REPAIR TYPE 02 VISIT 1 CODES - PROGRAM: 12N03				

PAYMENT DISTRIBUTION FOR INVOICE [REDACTED]

VARIABLE
ATTENTION: THE FOLLOWING INVOICES ALSO EXIST
CUS - CUSTOMERPAY
IF YOU HAVE ANY QUESTIONS - PLEASE SEE DAVID GLASS
YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM FORD MOTOR COMPANY
IN THE NEXT FEW WEEKS. IF FOR ANY REASON YOU WERE NOT COMPLETELY
SATISFIED WITH YOUR SERVICE EXPERIENCE PLEASE CONTACT ME IMMEDIATELY
YOUR SATISFACTION IS MY NUMBER ONE GOAL.
*****MARK REHSE, SERVICE RELATIONS MANAGER AT 313-565-6395*****
SEE OUR ON-LINE SURVEY AT WWW.VILLAGEFORDSERVICE.COM

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* No Charge - Covered under Warranty