



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

USE ONLY 100148

Date Received

11-AUG-2016

Repository ☐

Reference No.
10895076

Daytime Telephone Number

Evening Telephone Number

E-mail Address

OWNER INFORMATION (Type or Print)

Name

Address

City

NORWALK

State CT

Zip Code

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

1FADP3K27DL

Make

FORD

Model

FOCUS

Model Year

2013

Date Purchased

Aug 5, 2015

Dealer's Name and Telephone Number

Searchable Ford

Engine:

No: Cylinders

4

Fuel Type:

Original Owner

Dealer's City

Searchable NY

State

Zip Code

Transmission Type

Automatic

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

12-AUG-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 100000 POWER TRAIN, 118000 ELECTRICAL SYSTEM: SOFTWARE

Failure Mileage
22000

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: DOTM19ABC036)

☐ Original Equipment
☐ Prior Repair

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 2013 FORD FOCUS. THE CONTACT STATED THAT THE TRANSMISSION OVERHEATED AND THE "PULL OVER" WARNING INDICATOR ILLUMINATED. IN ADDITION, THE VEHICLE HESITATED AND STALLED. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE VEHICLE NEEDED AN UNKNOWN SOFTWARE UPDATE. THE VEHICLE WAS REPAIRED; HOWEVER, THE FAILURE RECURRED. THE FAILURE RECURRED ON APPROXIMATELY FOUR OTHER OCCASIONS AND WAS TAKEN BACK TO THE DEALER WHERE THE TRANSMISSION WAS REPROGRAMMED, BUT THE FAILURE RECURRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 22,000.

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.

SAXE Middle School
468 South Avenue
New Canaan, CT 06840

Phone: 203-594-4500 | Fax: 203-594- 4565

fax

TO: Ruth D. FROM: 
FAX: 860 258 6958 PAGES: cover + 12
PHONE: ~~203 594 4500~~ 2 DATE: 8/8/16
RE: 2013 Ford Focus case CC: _____

☐ Urgent

☐ For Review

☐ Please Comment

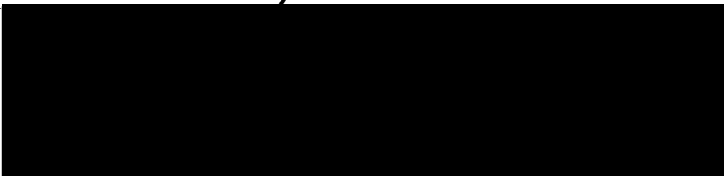
☐ Please Reply

☐ Please Recycle

Comments: [Your comments here]

Please confirm you received this transmission and advise to next step in process.

Thank you,





RICHARD BLUMENTHAL

United States Senator for Connecticut

INFORMATION RELEASE FORM

****Under the Privacy Act of 1974, your signature is required for Senator Blumenthal to contact federal agencies and private institutions on your behalf.**

Primary Contact Info

[REDACTED]
norwalk , CT [REDACTED]

Phone: [REDACTED]
[REDACTED]

Federal Agency Information

Contacted another congressional office? No

Additional Information

Date of Birth: [REDACTED]

Party/company complained against: Ford Motors

Contact name and number for company (email if possible) Angela Keevis Customer Service Manager 866 631 3788x77712 akeeevis@ford.com

Company Address 1 American Road PO B6248 Dearborn, Michigan 48126 2798

Was a contract involved? Yes

What is the product or service involved? 2013 ford focus

What was the date of the contract or transaction? 08/13/2015

What was the cost? approx. 20,000

Was the product or service advertised? Yes

How was it advertised? Single Parent Alliance of America website

Have you contacted the company? No

Have you hired an attorney? No

Is it an active court case? No

Description of Request

Purchased 2013 ford focus in August 2015 to replace 2006 SUV with reliable car to transport self to two places of employment, as well as get son back and forth to George Washington University where he was starting as freshman, get other son to and from music studio where he is employed, provide care for mother with progressive dementia, and daily chores, etc. Two weeks after purchase on I 95 coming back from dropping son at GWU the transmission overheated and my other son and I had to sit in heavy traffic at the GWB while it cooled and hoped we would make it back to Conn. Next day I called the dealer where I purchased it and they told me to bring it back and they would reprogram it. In the meantime my son looked at the history of the car and evidently the previous owner had the same issue. This car is at McMahon Ford as I type this for the transmission as well as the heater hose which just disintegrated into nothing. This car has had more problems than I can mention within less than a year that I have had it. I strongly believe this car was not looked over thoroughly before it was resold. This is the fourth time I have had to bring it in for problem. I feel I was taken, being of poor credit, single and a woman. I have contacted the headquarters numerous times to see what ford would do about these problems because the car I bought so I would not have to keep putting money and time into it getting repaired has been a nightmare and is taking all my energy. This is the only car the three of us share which is a feat in itself and I really need closure to this nightmare. I inquired about the lemon law and the buy back program but was told the car can be fixed so it

does not qualify....Really? I so hope someone can help me with this problem, I am desperate!!! Please!

McMAHON FORD, L.L.C.

QUALITY SALES AND SERVICE

1 Main Street P.O. Box 2049

Norwalk, CT 06852-2049

Tel (203) 838-4801



CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	CELL:
	WILLIAM J CAMPANA 40531	603	04/21/16	
	LABOR RATE	LICENSE NO.	MILEAGE	COLOR
	118.00		37,353	BLACK/
	YEAR / MAKE / MODEL	DELIVERY DATE		
	13/FORD/FOCUS/5DR HB SE	DELIVERY MILES		
NORWALK, CT	VEHICLE I.D. NO.	SELLING DEALER NO.		
	1 E A D P 3 K 2 7 D I	PRODUCTION DATE		
	F.T.E. NO.	P.O. NO.	R.O. DATE	
			04/20/16	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: 373

LABOR & PARTS
J# 1 06F0Z ENGINE REPAIR UNITS: 1.00 TECH(S): 42525 118.00
CUST STATES VEH BEING TOWED IN. BELT BROKEN IN TWO.
DIAG CONCERN REPLACE SERPENTINE BELT
NOT COVERED ON ESP

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	CM5Z-8620-DA	V-BELT	23.10
JOB # 1 TOTAL PARTS				23.10
JOB # 1 TOTAL LABOR & PARTS				141.10

COMMENTS
TOW IN
DELETED OPERATION(S)
77F0Z01 RENTAL

TOTALS

PLEASE NOTE! YOU MAY RECEIVE A FOLLOW-UP SURVEY FROM THE FORD MOTOR COMPANY. THIS SURVEY IS OUR REPORT CARD. IF FOR ANY REASON YOU CANNOT MARK "COMPLETELY SATISFIED", PLEASE CONTACT THE SERVICE MANAGER AT 203-838-4801. THANK YOU FOR YOUR BUSINESS.

LIKE OUR SERVICE? HAVE ANOTHER VEHICLE? WE CAN SERVICE MOST OTHER MAKES AND MODELS.

TOTAL LABOR....	118.00
TOTAL PARTS....	23.10
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	8.96

TOTAL INVOICE \$ 150.06

CUSTOMER SIGNATURE

DUPLICATE INVOICE



- Everyday low prices
- Convenient hours
- One-stop service
- Factory-trained technicians
- Genuine Ford parts

QualityCare

WE NEED YOUR SURVEY!!

Were you **Completely Satisfied** with McMahon Ford's service?

Would you **Definitely Recommend** McMahon Ford for service?

If so, please remember to indicate that on your Survey!!

Thank You.

LIMITED WARRANTY: We guarantee our service work on vehicles for months or 12,000 miles, whichever comes first.

The selling dealer hereby expressly disclaims warranties, either express or implied, including a implied warranties of merchantability or fitness for particular purpose, and neither assumes nor authorizes any other person to assume for it any liability connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss

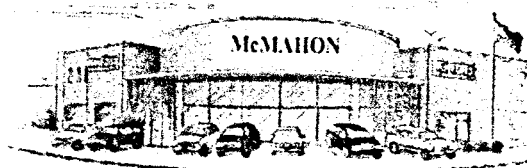
McMAHON FORD, L.L.C.

QUALITY SALES AND SERVICE

1 Main Street P.O. Box 2049

Norwalk, CT 06852-2049

Tel (203) 838-4801



CUSTOMER NO.	ADVISOR PETER RITZO	TAG NO. 46 903	INVOICE DATE 06/30/16	CELL: [REDACTED]
[REDACTED]	LABOR RATE 118.00	LICENSE NO.	MILEAGE 41,047	COLOR BLACK/
[REDACTED]	YEAR / MAKE / MODEL 13/FORD/FOCUS/5DR HB SE	VEHICLE I.D. NO. 1 E A D P 3 K 2 7 D L	DELIVERY DATE	STOCK NO.
NORWALK, CT	F.T.E. NO.	P.O. NO.	SELLING DEALER NO.	DELIVERY MILES
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	R.O. DATE 06/15/16	REPRINT# 1

LABOR & PARTS
J# 1 08FOZ CK COOLING SYSTEM UNITS 2.50 TECH(S) 27 295.00
 CHECK COOLANT LEAK ALSO MISSING CAP
 REPLACE THE COOLANT BY-PASS HOSE
 LEAKING
 OWNER HAS BEEN FILLING COOLING SYSTEM WITH WATER
 DIAGNOSE AND REPLACE HEATER HOSE

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1		BV6Z-18472-W	HOSE - HEATER	57.53	57.53
JOB # 1	1		VC-3-B	ANTI-FREEZE	22.35	22.35
JOB # 1	1		BE8Z-8100-A	CAP ASY - RADI	14.53	14.53
JOB # 1	1		GAS	GASOLINE	9.02	9.02
			5.084 GALS@2.479			

JOB # 1 TOTAL PARTS 103.43

JOB # 1 TOTAL LABOR & PARTS 398.43

J# 2 07FOZ AUTO TRANS DIAG UNITS TECH(S) 27 WARRANTY
 CHECK TRANSMISSION CHATTERING AND BUCKING
 ROAD TEST AFTER THE REPLACEMENT OF THE HEATER HOSE
 TRANSMISSION IS SHIFTING PROPERLY ROAD TESTED OVERNIGHT
 TRANSMISSION HAS NO PROBLEM

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2					0.00	0.00

JOB # 2 TOTAL LABOR & PARTS 0.00

TOTALS

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LIKE OUR SERVICE? HAVE ANOTHER VEHICLE? WE CAN SERVICE MOST OTHER MAKES AND MODELS.

TOTAL LABOR....	295.00
TOTAL PARTS....	103.43
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	25.30

TOTAL INVOICE \$ 423.73



- Everyday low prices
- Convenient hours
- One-stop service
- Factory-trained technicians
- Genuine Ford parts

QualityCare

WE NEED YOUR SURVEY!!

Were you **Completely Satisfied** with McMahon Ford's service?

Would you **Definitely Recommend** McMahon Ford for service?

If so, please remember to indicate that on your Survey!!

Thank You.

LIMITED WARRANTY: We guarantee our service work on vehicles for 12 months or 12,000 miles, whichever comes first.

The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to

CUSTOMER SIGNATURE

DUPLICATE INVOICE

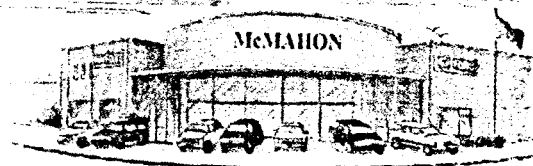
McMAHON FORD, L.L.C.

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Tel (203) 838-4801



CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	CELL :
	PETER RITZO	46 047	07/14/16	
	LABOR RATE	LICENSE NO.	MILEAGE	COLOR
	118.00		41,159	BLACK/
	YEAR / MAKE / MODEL	DELIVERY DATE		
	13/FORD/FOCUS/5DR HB SE	DELIVERY MILES		
NORWALK, CT	VEHICLE I.D. NO.	SELLING DEALER NO.		
	1 F A D P 3 K 2 7 D 1	PRODUCTION DATE		
	F.T.E. NO.	R.O. NO.	R.O. DATE	
			07/01/16	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

LABOR & PARTS

J# 1 09FOZ FUEL & EMISSIONS UNITS 4.90 TECH(S) 13370 WARRANTY

OWNER PICKED UP VEHICLE AND THE CHECK ENGINE LIGHT CAME ON
PERFORM DIAGNOSE CHECK FOR CODES P0420
REPLACE CATALYTIC CONVERTER
ASSEMBLY WITH NEW HARDWARE AND SEALS NEED TO REPLACE BOTH O2
SENSORS HAD TO HEAT TO REMOVE THEY WERE FROZEN IN PLACE AND
WOULD NOT COME OFF INSTALLED NEW SENSORS TEST DRIVE AFTER
REPAIR GOOD

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	BV6Z-5G232-B	EXHAUST MANIFO		WARRANTY
JOB # 1	1	CP9Z-9448-A	GASKET		WARRANTY
JOB # 1	1	CV6Z-9450-B	GASKET		WARRANTY
JOB # 1	8	-W708176-S437	NUT		WARRANTY
JOB # 1	2	-W520414-S441	NUT		WARRANTY
JOB # 1	1	CV6Z-9G444-A	SENSOR - EXHAU		WARRANTY
JOB # 1	1	8F9Z-9F472-H	SENSOR - HEGO		WARRANTY
JOB # 1	4	-W704474-S437	STUD		WARRANTY
JOB # 1 TOTAL PARTS				0.00	
JOB # 1 TOTAL LABOR & PARTS				0.00	
TOTALS					

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FORD MOTOR COMPANY. THIS SURVEY IS OUR REPORT CARD.
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THANK YOU FOR YOUR BUSINESS.

LIKE OUR SERVICE? HAVE ANOTHER VEHICLE? WE CAN SERVICE MOST
OTHER MAKES AND MODELS.

TOTAL LABOR.... 0.00
TOTAL PARTS.... 0.00
TOTAL SUBLET.... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.00
TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE

DUPLICATE INVOICE



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Thank You.

LIMITED WARRANTY: We guarantee
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months or 12,000 miles, whichever
comes first.

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warranties, either express or implied, including any
implied warranties of merchantability or fitness for a
particular purpose, and neither assumes nor authorizes
any other person to assume for it any liability in
connection with the sale of this part(s) and/or service.
Buyer shall not be entitled to recover from the selling
dealer any consequential damages, damages to
property, damages for loss of use, loss of time, loss of

McMAHON FORD, L.L.C.

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1 Main Street P.O. Box 2049

Norwalk, CT 06852-2049

Tel (203) 838-4801



9-2

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR PETER RITZO	TAG NO. 46 363	INVOICE DATE 09/06/16	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE 125.00	LICENSE NO. [REDACTED]	MILEAGE 43,959	COLOR BLACK/
[REDACTED]	YEAR / MAKE / MODEL 13/FORD/FOCUS/5DR HB SE	DELIVERY DATE		DELIVERY MILES
NORWALK, CT [REDACTED]	VEHICLE I.D. NO. 1 F A D P 3 K 2 7 D L [REDACTED]	SELLING DEALER NO.		PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 08/24/16	
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS		

MO: [REDACTED]

LABOR & PARTS

CH 1 07F0Z AUTO TRANS DIAG UNITS 1.00 TECH(S) 13970 WARRANTY

OWNER IS HAVING A TRANSMISSION ISSUE /STALLING
AND CUTTING OUT
PERFORM DIAGNOSE RETREIVE DTCS REPLACE TCM AND REPROGRAM PCM
AND TCM AND PERFORM ADAPTIVE LEARNING PROCEDURE
D-9533510 2016 FUSION 3FA6PK98GR [REDACTED]
10 RENTAL DAYS

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1		AE8Z-7Z369-F	MODULE - TRANS		
					JOB # 1 TOTAL PARTS	0.00
					JOB # 1 TOTAL LABOR & PARTS	0.00

SUBLET	PO#	VEND	INV#	INV DATE	DESCRIPTION	WARRANTY
JOB # 1	[REDACTED]	[REDACTED]	[REDACTED]	09/06/16	RENTAL NEW CANAAN STORE	INTERNAL
JOB # 1	[REDACTED]	[REDACTED]	[REDACTED]	09/06/16	10 RENTAL	INTERNAL
					TOTAL - SUBLET	0.00

TOTALS

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OTHER MAKES AND MODELS.

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TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG....	0.00
TOTAL MISC DISC....	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	0.00

CUSTOMER SIGNATURE



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warranties, either express or implied, including any
implied warranties of merchantability or fitness for a
particular purpose, and neither assumes nor authorizes
any other person to assume for it any liability in
connection with the sale of this part(s) and/or service.
Buyer shall not be entitled to recover from the selling
dealer any consequential damages, damages to
property, damages for loss of use, loss of time, loss or
profits, or income, or any other incidental damages. In
addition, expressly excluded is any dealer liability for
defects pertaining to safety or performance by way of
strict liability, negligence or otherwise.

[Print Page Click Here](#)[Report a Problem](#)

OASIS
RESULT: 1FADP3K27DL [REDACTED] USA: EN-US

08-AUGUST-
2016 / 11:55:58 EST/ EDCAS041A
Local Time: 8-AUGUST-2016 /
11:56:07 AM

• VEHICLE INFORMATIONAdditional Information

VEHICLE DESCRIPTION: 2013 Focus [REDACTED] VERSION/SERIES: SE VERSION - CAR PAINT COLOR: Tuxedo Black Metallic
BODY STYLE: 5 DOOR SEDAN-6 LITE DRIVE TYPE: 2 WHL L/H FRONT PAINT CODE: UH
ENGINE: 2.0L I4 DI TIVCT Petrol 160PS DRIVE AXLE RATIO GROSS VEHICLE WEIGHT: 3990 LB.
ENGINE CALIBRATION: CDH1P40A AXLE CODE: AU RADIO GVW
TRANSMISSION: 6 Speed Auto WHEEL SIZE: 7 X 16" Alloy ET 50MM SYNC VERSION: V3 Gen1
Transmission DPS6 Style 2
FLEX FUEL: N TIRE: 215/55 R16 93H TYRE VHR ACTIVATED: Y

• WARNING MESSAGES

VERIFY STATE REGISTRATION, VIN MAY BE ELIGIBLE FOR 15/150 CALIF PZEV EMISS WTY

FMC360 Message

There has been an FMC360 case for this vehicle in the past 180 days

• ACCURATE REPAIR NOTIFICATIONS

ATTENTION TECHNICIANS AND SERVICE MANAGERS:
SEND IDS SHUDDER FILES FOR DPS6 CLUTCH CLEANING OR REPLACEMENT. SEE 15-0120
FOR CONCERNS WITH FUEL NOZZLE INSERTION OR REMOVAL SEE TSB 14-0132

• GENERAL WARRANTY INFORMATIONNew Vehicle Base Warranty

WARRANTY START DATE: 26- BUILD DATE: 10-NOVEMBER-2012 RELEASE DATE: 11-NOVEMBER-
DECEMBER-2012 2012
SALE MILEAGE

OUTSTANDING FIELD SERVICE ACTIONS

14M01 TRANSMISSION CLUTCH SHUDDER / TRANSMISSION INPUT SHAFT SEAL WARRANTY EXTENSION
14M02 TRANSMISSION CONTROL MODULE EXTENDED WARRANTY COVERAGE

• EXTENDED COVERAGESCompetitive make ESP part
verification

0968 - USA 2015 NEW 60/60,000 OR 2400 HRS PREM W/ROADSIDE
STANDARD DEDUCTIBLE: 100 USD OWNER NAME [REDACTED]

OPTIONS: LIGHTING

EXPIRATION DATE: **26-DECEMBER- 2017** DISTANCE: **60000**

RENTAL: **30 UP TO 10 DAYS**

TOWING: **0 USD**

CONTRACT SOLD BY: **USA 03702**

ESP CONTRACT START DATE: **26-DECEMBER-2012**

OWNER OF VEHICLE MUST MATCH OWNER NAME ON OASIS FOR COVERAGE TO APPLY.

WARRANTY REPAIR HISTORY

18-FEBRUARY-2016

DEALER: **McMahon Ford**

WARRANTY CLAIM NUMBER: [REDACTED]

ODOMETER: **033026M**

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
7A100	CONTROL ASY TRANS MA	000	7001D	42	DOES NOT OPERATE PROPERLY
		000	7001DXQ		

ROAD TEST VEHICLE VERIFY CONCERN PERFORM TRANSMISSION ELECTRONIC DIAGNOSE NO CODES RUN OASIS CHECK FOR UP-DATES PCM /TCM PERFORM ADAPTIVE STRATEGY CLEAN BOTH CONNECTIONS TO SHIFT SOLENOIDS WATER INTRUSION POSSIBLE CAUSED BY HEAVY RAIN ROAD TEST OK NOW TOYOTA YARIS JTDUD31ED58 [REDACTED] /H40307326 1 DAY RENTAL

23-SEPTEMBER-2015

DEALER: **Scarsdale Ford, Inc.**

WARRANTY CLAIM NUMBER: [REDACTED]

ODOMETER: **023824M**

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
			15B22B		

TRANSMISSION CONTROL MODULE REPROGRAMMING FOR OVERT TCM FAILURE WARNING

23-SEPTEMBER-2015

DEALER: **Scarsdale Ford, Inc.**

WARRANTY CLAIM NUMBER: [REDACTED]

ODOMETER: **023824M**

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
BV6Z 7B546F	DISC ASY-CLUTCH	001	150120L	14	SURFACE ROUGH/UNEVEN
XT 11QDC		002	150120N		
EV6Z 7052A	OIL SEAL-TRANS REAR	001			
PM 4A	BATTERY	006			

ROAD TEST-VERIFY CONCERN-FOUND EXCESSIVE SHUDDER UPON ACCELERATION-CHECK OAS IS-FOUND TSB 15-0120 FOR CONCERN-PERFORM SERVICE PROCEDURE AS PER TSB-REPROG RAM TCM-FOUND TRANS FLUID LEAKING IN CLUTCH-REMOVE TRANSMISSION-REMOVE AND REPLACE CLUTCH INPUT SEALS AND AXLE SEALS-REMOVE AND REPLACE CLUTCH ASSEMBLY-TOP OFF TRANS FLUID-PERFORM TRANSMISSION RELEARN PROCEDURE-RETEST-OK

[Click Here for Full Warranty History](#)

[Report a Vehicle Concern](#) | [On-line 1878](#) | [SSSC](#)

END OF OASIS REPORT FOR 1FADP3K27DL [REDACTED]

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McMAHON FORD, L.L.C.

QUALITY SALES AND SERVICE

1 Main Street P.O. Box 2049

Norwalk, CT 06852-2049

Tel (203) 838-4801



CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	CELL:
	PETER RITZO	46 292	02/19/16	
	LABOR RATE	LICENSE NO.	COLOUR	STOCK NO.
	118.00		33,026 BLACK/	
	YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES	
	13/FORD/FOCUS/5DR HB SE			
NORWALK, CT	VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE	
	1 F A D P 3 K 2 7 D L			
	F.T.E. NO.	R.O. DATE		
		02/18/16		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

LABOR & PARTS

J# 1 11FOZA ACCESSORIES UNITS: 0.70 TECH(S): 50 WARRANTY

C/S THE CAR IS SLIPPING AND JERKING
NOT SMOOTH SHIFTING
ROAD TEST VEHICLE VERIFY CONCERN PERFORM TRANSMISSION
ELECTRONIC DIAGNOSE NO CODES RUN OASIS CHECK FOR UP-DATES
PCM /TCM PERFORM ADAPTIVE STRAGETY CLEAN BOTH CONNECTIONS
TO SHIFT SOLENOIDS WATER INTRUSION POSSIBLE CAUSED BY HEAVY
RAIN
ROAD TEST OK NOW
TOYOTA YARIS JTDUD31ED /H40307326
1 DAY RENTAL

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 11FOZ03 WIPERS/WASHERS UNITS: TECH(S): 50 WARRANTY

WIPERS WILL SHUT OFF WHEN DRIVING
ROAD TESTED WITH WIPERS ON COULD NOT VERIFY CONCERN

JOB # 2 TOTAL LABOR & PARTS 0.00

SUBLET PO# VEND INV# INV. DATE DESCRIPTION
JOB # 1 02/19/16 RENTAL

TOTAL - SUBLET 0.00

TOTALS

PLEASE NOTE! YOU MAY RECEIVE A FOLLOW-UP SURVEY FROM THE
FORD MOTOR COMPANY. THIS SURVEY IS OUR REPORT CARD.
IF FOR ANY REASON YOU CANNOT MARK "COMPLETELY SATISFIED",
PLEASE CONTACT THE SERVICE MANAGER AT 203-838-4801.
THANK YOU FOR YOUR BUSINESS.

LIKE OUR SERVICE? HAVE ANOTHER VEHICLE? WE CAN SERVICE MOST
OTHER MAKES AND MODELS.

TOTAL LABOR.... 0.00
TOTAL PARTS.... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.00

TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE

DUPLICATE INVOICE



- Everyday low prices
- Convenient hours
- One-stop service
- Factory-trained technicians
- Genuine Ford parts

QualityCare

WE NEED YOUR SURVEY!!

Were you **Completely Satisfied**
with McMahon Ford's service?

Would you **Definitely Recommend**
McMahon Ford for service?

If so, please remember
to indicate that on your
Survey!!

Thank You.

LIMITED WARRANTY: We guarantee
our service work on vehicles for 12
months or 12,000 miles, whichever
comes first.

The selling dealer hereby expressly disclaims all
warranties, either express or implied, including any
implied warranties of merchantability or fitness for a
particular purpose, and neither assumes nor authorizes
any other person to assume for it any liability in
connection with the sale of this part(s) and/or service.
Buyer shall not be entitled to recover from the selling
dealer any consequential damages, damages to
property, damages for loss of use, loss of time, loss or
profits, or income, or any other incidental damages. In
addition, expressly excluded is any dealer liability for
defects pertaining to safety or performance by way of
strict liability, negligence or otherwise.

RUN DATE: 03/06/2016
RUN TIME: 12:50

COMPANY: 01 SCARSDALE FORD
SERVICE MERCHANDISING
HISTORY PRINT

O/MATE, INC.
TPPNT
SE 1

I.N..... 1FA [REDACTED]
ner Name..... [REDACTED]
reet Address... [REDACTED] State CT Zip [REDACTED]
ty..... NEW CANAAN Work...
lephone..... Home... [REDACTED] Send Mail... Y(Y/N)
her Phone No... [REDACTED]
-mail Address... [REDACTED]
ust. Control No. [REDACTED] (Only Needed for Charge Sales)
alesperson..... 130 Delivery Date... 08/06/15 Delivery Miles.. 20598

---Activity---
|No.R.O.'s 1|
|Total\$\$ 0|
|Lstsr 09/25/15|
|Miles 23824|

--- Vehicle Information ---
Year..... 13 Make..... FORD
Model..... FOCUS SE Color..... BLACK BLACK
Plate No..... [REDACTED] Stock No.... [REDACTED]
Key No. Ign..... 10615 Key No.Trk..
InServiceDate.... 12/26/12 Prod. Date.. 00/00/00
Warranty Type.... Warr.Expires. 00/00/00 Miles 0
ENGINE COMMENT
COMMENT
ServAdvisor..... Tech/Team Cd.

Vin ID#: [REDACTED] Repair Order#: [REDACTED] Status Cd: C
RO Date: 09/23/15 Inv Date: 09/25/15 Mileage: 23824 Act/Est: A Serv Adv: 073
Control#: [REDACTED] Inv Letter: C G/L Group: 1 Coupon\$: 0.00 ShopChg: Y Cust Chrg 1: N Cust Chrg 2: N
GOG(1) 0.00 WarrTyp: F Auth#: 0.00 Taken\$: 0.00
GOG(2) 0.00 SCDeduct\$ 0.00 Pay Type: C
GOG(3) 0.00 Lab\$: 00 Part\$: 00

Line#: A * OperNo: [REDACTED] FailCode: [REDACTED]
PayType: W Sp G/L#: [REDACTED] FP: [REDACTED] CondNo: 0 Part\$: 0.00 Sublet\$: 0.00
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMothHrs: 0.00 GMFP: 0.00
Com Field Service Action: 15B22
Cor TRANSMISSION CONTROL MODULE REPROGRAMMING FOR OVERT TCM FAILURE WARNING

Line#: B * OperNo: [REDACTED] FailCode: [REDACTED]
PayType: C Sp G/L#: [REDACTED] FP: [REDACTED] CondNo: 0 Part\$: 0.00 Sublet\$: 0.00
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMothHrs: 0.00 GMFP: 0.00
Com Customer states TRANSMISSION OVERHEAT LIGHT CAME ON WHILE DRIVING
Cor SEE LINE A FOR CONCERN

Line#: C * OperNo: 14M01 FailCode: [REDACTED]
PayType: W Sp G/L#: [REDACTED] FP: [REDACTED] CondNo: 0 Part\$: 678.00 Sublet\$: 0.00
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMothHrs: 0.00 GMFP: 0.00
Com Customer states VEHICLE SHUDDERS WHEN ACCELERATING
Cor ROAD TEST-VERIFY CONCERN-FOUND EXCESSIVE SHUDDER UPON ACCELERATION-CHECK OASIS-FOUND TSB 15-0120 FOR CONCERN-PERFORM SERVICE
PROCEDURE AS PER TSB-REPROGRAM TCM-FOUND TRANS FLUID LEAKING IN CLUTCH-REMOVE TRANSMISSION-REMOVE AND REPLACE CLUTCH INPUT
SEALS AND AXLE SEALS-REMOVE AND REPLACE CLUTCH ASSEMBLY-TOP OFF TRANS FLUID-PERFORM TRANSMISSION RELEARN PROCEDURE-RETEST-OK

Part Number	Desc	Type	Qty	Cost	Price
BV6Z 7B546 F	CLUTCH ASY	W	1	263.00	495.20
XT 11 QDC	FLUID - TRANSM	W	2	20.26	38.14
EV6Z 7052 A	SEAL ASY - OIL	W	1	35.03	65.96
PM 4 A	BRAKE CLEANER	W	6	3.59	6.76

T-Price: 495.20 G/L#: [REDACTED]
T-Price: 76.28 G/L#: [REDACTED]
T-Price: 65.96 G/L#: [REDACTED]
T-Price: 40.56 G/L#: [REDACTED]

AUTO/MATE, INC.
HISTPPNT
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COMPANY: 01 SCARSDALE FORD
SERVICE MERCHANDISING
HISTORY PRINT

RUN DATE: 08/06/2016
RUN TIME: 12:50

Vin ID#: [REDACTED] Repair Order#: [REDACTED] Status Cd: C
Misc Charge: Loaner Qty: 2.0 Cost: 0.00 Price: 30.00
T-Price: 60.00 G/L#: 1011

Line#: D * OperNo: 99P FailCode: Hours: 0.00 Rate: 1 Amount\$: 0.00 Tech: A14 Tax Override: Labr Prts
PayType: C Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMothHrs: 0.00 GMFP: GM Auth:
Com MULTI POINT INSPECTION COMPLIMENTRY
Cor MULTI POINT INSPECTION COMPLIMENTRY-CHECK ALL FLUID LEVELS-WIPER BLADES-TEST BATTERY-CHECK LIGHTING SYSTEM-CHECK BELTS AND
HOSES-BRAKE INSPECION-STEERING AND SUSPENSION SYSTEMS-EXHAUST SYTEM-TRANSMSSION FLUID AND DRIVE AXLES-ADJUST TIRE
PRESSURES-INSPECT TIRE DEPTH AND WEAR PATTERNS-INSPECT BRAKE LINING AND COMPLETE BRAKE SYSTEMS.

Line#: E * OperNo: LOANER FailCode: Hours: 0.00 Rate: 2 Amount\$: 0.00 Tech: A99 Tax Override: Labr Prts
PayType: W Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMothHrs: 0.00 GMFP: GM Auth:
Com SCARSDALE FORD LOANER WHILE VEHICLE IS BEING SERVICED
Cor SCARSDALE FORD LOANER WHILE VEHICLE IS BEING SERVICED

Line#: F + OperNo: GTIRE FailCode: Hours: 0.00 Rate: 1 Amount\$: 0.00 Tech: A14 Tax Override: Labr Prts
PayType: C Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMothHrs: 0.00 GMFP: GM Auth:
Com CHECK TIRES FOR WEAR
Cor TIRES GOOD 7/32 OR GREATER

Line#: G + OperNo: YBK FailCode: Hours: 0.00 Rate: 1 Amount\$: 0.00 Tech: A14 Tax Override: Labr Prts
PayType: C Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMothHrs: 0.00 GMFP: GM Auth:
Com BRAKES MAY REQUIRE FUTURE ATTENTION
Cor BRAKES MAY REQUIRE FUTURE ATTENTI PRINT LINE TOTAL AMT ONLY:

Line#: H + OperNo: GBAT FailCode: Hours: 0.00 Rate: 1 Amount\$: 0.00 Tech: A14 Tax Override: Labr Prts
PayType: C Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMothHrs: 0.00 GMFP: GM Auth:
Com TEST BATTERY
Cor BATTERY GOOD

Vin ID#: [REDACTED] Repair Order#: [REDACTED] Status Cd: C
RO Date: 08/05/15 Inv Date: 08/05/15 Mileage: 20598 Act/Est: A Serv Adv: 328
Control#: [REDACTED] Inv Letter: B G/L Group: 1 Coupon\$: 0.00 ShopChg: Y Cust Chrg 1: N Cust Chrg 2: N
GOG(1) 0.00 WarrTyp: Auth#:
GOG(2) 0.00 SCDeduct\$ 0.00 Taken\$: 0.00
GOG(3) 0.00 Lab\$: 00 Part\$: 00 Pay Type: C

Line#: A OperNo: CL FailCode: Hours: 0.00 Rate: 3 Amount\$: 0.00 Tech: A99 Tax Override: Labr Prts
PayType: I Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMothHrs: 0.00 GMFP: GM Auth:
Com CLEAN FOR DELIVERY
Cor CLEAN FOR DELIVERY

AUTO/MATE, INC.
HISTPRNT
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COMPANY: 01 SCARSDALE FORD
SERVICE MERCHANDISING
HISTORY PRINT

RUN DATE: 08/06/20
RUN TIME: 12:50

Vin ID#: [REDACTED] Repair Order#: [REDACTED] Status Cd: C
RO Date: 06/02/15 Inv Date: 06/02/15 Mileage: 19288 Act/Est: A Serv Adv: 328
Control#: [REDACTED] Inv Letter: B G/L Group: 1 Coupon\$: 0.00 ShopChg: Y Cust Chrg 1: N Cust Chrg 2: N
GOG(1) 0.00 WarrTyp: Auth#: [REDACTED]
GOG(2) 0.00 SCDeduct\$ 0.00 Taken\$: 0.00
GOG(3) 0.00 Lab\$: 00 Part\$: 00 Pay Type: C

Line#: A OperNo: 18 FailCode: Hours: 0.50 Rate: 3 Amount\$: 37.00 Tech: C30 Tax Override: Labr Prts
PayType: I Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMothHrs: 0.00 GMFP: GM Auth:
Com STATE INSPECTION 4771035
Cor PERFORM NEW YORK STATE INSPECTION

Line#: B OperNo: CL FailCode: Hours: 0.00 Rate: 3 Amount\$: 0.00 Tech: A99 Tax Override: Labr Prts
PayType: I Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMothHrs: 0.00 GMFP: GM Auth:
Com CLEAN FOR DELIVERY
Cor CLEAN FOR DELIVERY

Vin ID#: [REDACTED] Repair Order#: [REDACTED] Status Cd: C
RO Date: 03/23/15 Inv Date: 03/24/15 Mileage: 19226 Act/Est: A Serv Adv: 299
Control#: [REDACTED] Inv Letter: B G/L Group: 1 Coupon\$: 0.00 ShopChg: Y Cust Chrg 1: N Cust Chrg 2: N
GOG(1) 0.00 WarrTyp: Auth#: [REDACTED]
GOG(2) 0.00 SCDeduct\$ 0.00 Taken\$: 0.00
GOG(3) 0.00 Lab\$: 00 Part\$: 00 Pay Type: C

Line#: A OperNo: UCI FailCode: Hours: 1.50 Rate: 3 Amount\$: 125.43 Tech: A09 Tax Override: Labr Prts
PayType: I Sp G/L#: FP: CondNo: 0 Part\$: 81.19 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMothHrs: 0.00 GMFP: GM Auth:
Com ESP USED VEHICLE INSPECTION CHECKLIST-WEPA ENTRY

Cor PERFORM ESP USED VEHICLE INSPECTION CHECKLIST FOR WEPA SUBMISSION-perform lof-replace wipers-top off fluids-set tire pressures
Part Number: FL 910 S Desc.: OIL FILTER Type: I Qty: 1 Cost: 3.75 Price: 5.25
T-Price: 5.25 G/L#: [REDACTED]
Part Number: WW 2802 Desc.: BLADE ASY - WL Type: I Qty: 1 Cost: 11.36 Price: 15.90
T-Price: 15.90 G/L#: [REDACTED]
Part Number: WW 2803 Desc.: BLADE ASY - WI Type: I Qty: 1 Cost: 11.36 Price: 15.90
T-Price: 15.90 G/L#: [REDACTED]
Part Number: O,VC 7 B Desc.: GOLD COOLANT Type: I Qty: 1 Cost: 12.53 Price: 17.54
T-Price: 17.54 G/L#: [REDACTED]
Part Number: XO 5W20 QSP Desc.: OIL - ENG Type: I Qty: 5 Cost: 3.80 Price: 5.32
T-Price: 26.60 G/L#: [REDACTED]

Vin ID#: [REDACTED] Repair Order#: [REDACTED] Status Cd: C
RO Date: 12/17/14 Inv Date: 12/17/14 Mileage: 17934 Act/Est: A Serv Adv: 618
Control#: [REDACTED] Inv Letter: C G/L Group: 1 Coupon\$: 0.00 ShopChg: Y Cust Chrg 1: N Cust Chrg 2: N
GOG(1) 0.00 WarrTyp: F Auth#: [REDACTED]
GOG(2) 0.00 SCDeduct\$ 0.00 Taken\$: 0.00
GOG(3) 0.00 Lab\$: 00 Part\$: 00 Pay Type: C

Line#: A * OperNo: FailCode: Hours: 1.10 Rate: 2 Amount\$: 131.76 Tech: C29 Tax Override: Labr Prts
PayType: W Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMothHrs: 0.00 GMFP: GM Auth:
Com Customer states CHECK AND ADVISE VEHICLE SHUDDERS AND CHATTERS AND DELAY INTO GEAR THEN IT BANGS

AUTO/MATE, INC.

HISTPRNT

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COMPANY: 01 SCARSDALE FORD

SERVICE MERCHANDISING

HISTORY PRINT

RUN DATE: 08/06/20
RUN TIME: 12:50

Vin ID#: [REDACTED] Repair Order#: [REDACTED] Status Cd: C
Cor verify concern perform tsb 14-0197 reprogramed pcm/tcm to the latest c
alibration roadtest ok

Line#: B * OperNo: [REDACTED] FailCode: [REDACTED]
PayType: C Sp G/L#: [REDACTED] FP: [REDACTED] Hours: 0.00 Rate: 1 Amount\$: 0.00 Tech: C29 Tax Override: Labr Prts
OrigOp: GMClaimType: [REDACTED] GMComplaint: [REDACTED] CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00
GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: [REDACTED] GM Auth: [REDACTED]
Com Customer states CHECK AND ADVISE SYNC SYSTEM DONT UNDERSTAND COMMANDS
Cor could not duplicate concern

Line#: C + OperNo: GBAT FailCode: [REDACTED]
PayType: C Sp G/L#: [REDACTED] FP: [REDACTED] Hours: 0.00 Rate: 1 Amount\$: 0.00 Tech: C29 Tax Override: Labr Prts
OrigOp: GMClaimType: [REDACTED] GMComplaint: [REDACTED] CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00
GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: [REDACTED] GM Auth: [REDACTED]
Com TEST BATTERY
Cor BATTERY GOOD

Line#: D + OperNo: GBK FailCode: [REDACTED]
PayType: C Sp G/L#: [REDACTED] FP: [REDACTED] Hours: 0.00 Rate: 1 Amount\$: 0.00 Tech: C29 Tax Override: Labr Prts
OrigOp: GMClaimType: [REDACTED] GMComplaint: [REDACTED] CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00
GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: [REDACTED] GM Auth: [REDACTED]
Com INSPECT FT AND REAR BRAKES
Cor CHECK BRAKES GOOD DISC OVER 5MM, DRUM OVER 2MM

Line#: E + OperNo: GTIRE FailCode: [REDACTED]
PayType: C Sp G/L#: [REDACTED] FP: [REDACTED] Hours: 0.00 Rate: 1 Amount\$: 0.00 Tech: C29 Tax Override: Labr Prts
OrigOp: GMClaimType: [REDACTED] GMComplaint: [REDACTED] CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00
GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: [REDACTED] GM Auth: [REDACTED]
Com CHECK TIRES FOR WEAR
Cor TIRES GOOD 7/32 OR GREATER

Vin ID#: [REDACTED] Repair Order#: [REDACTED] Status Cd: C
RO Date: 11/15/14 Inv Date: 11/15/14 Mileage: 17031 Act/Est: A Serv Adv: 618
Control#: [REDACTED] Inv Letter: C G/L Group: 1 Coupon\$: 0.00 ShopChg: Y Cust Chrg 1: N Cust Chrg 2: N
GOG(1) 0.00 WarrType: F Auth#: [REDACTED]
GOG(2) 0.00 SCDeduct\$ 0.00 Taken\$: 0.00
GOG(3) 0.00 Lab\$: 00 Part\$: 00 Pay Type: C

Line#: A OperNo: [REDACTED] FailCode: [REDACTED]
PayType: W Sp G/L#: [REDACTED] FP: [REDACTED] Hours: 0.30 Rate: 2 Amount\$: 35.93 Tech: C18 Tax Override: Labr Prts
OrigOp: GMClaimType: [REDACTED] GMComplaint: [REDACTED] CondNo: 0 Part\$: 6.36 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00
GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: [REDACTED] GM Auth: [REDACTED]
Com Customer states install sop for power plug cover came off
Cor verify concern front power point cover assy replace
Part Number: CV6Z 19N236 AA Desc.: SOCKET ASY - A Type: W Qty: 1 Cost: 3.38 Price: 6.36
T-Price: 6.36 G/L#: [REDACTED]

Vin ID#: [REDACTED] Repair Order#: [REDACTED] Status Cd: C
RO Date: 11/08/14 Inv Date: 11/08/14 Mileage: 16924 Act/Est: A Serv Adv: 618
Control#: [REDACTED] Inv Letter: B G/L Group: 1 Coupon\$: 10.00 ShopChg: Y Cust Chrg 1: N Cust Chrg 2: N
GOG(1) 0.00 WarrType: Auth#: [REDACTED]
GOG(2) 0.00 SCDeduct\$ 0.00 Taken\$: 0.00
GOG(3) 0.00 Lab\$: 00 Part\$: 00 Pay Type: C

Line#: A * OperNo: NYSI FailCode: [REDACTED]
PayType: C Sp G/L#: [REDACTED] FP: [REDACTED] Hours: 0.30 Rate: 1 Amount\$: 10.00 Tech: C18 Tax Override: Labr Prts
OrigOp: GMClaimType: [REDACTED] GMComplaint: [REDACTED] CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00
GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: [REDACTED] GM Auth: [REDACTED]
Com SAFETY INSPECTION
Cor PERFORM NEW YORK STATE SAFETY INSPECTION

AUTO/MATE, INC.
HISTPRNT
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COMPANY: 01 SCARSDALE FORD
SERVICE MERCHANDISING
HISTORY PRINT

RUN DATE: 08/06/201
RUN TIME: 12:50

Vin ID#: [REDACTED] Repair Order#: [REDACTED] Status Cd: C

Line#: B * OperNo: 99P FailCode: Hours: 0.00 Rate: 1 Amount\$: 0.00 Tech: C18 Tax Override: Labr Prts
PayType: C Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMothHrs: 0.00 GMFP: GM Auth:
Ccm MULTI POINT INSPECTION COMPLIMENTRY
Cor MULTI POINT INSPECTION COMPLIMENTRY

Line#: C * OperNo: GTIRE FailCode: Hours: 0.00 Rate: 1 Amount\$: 0.00 Tech: C18 Tax Override: Labr Prts
PayType: C Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMothHrs: 0.00 GMFP: GM Auth:
Ccm CHECK TIRES
Cor TIRES GOOD 7/32 OR GREATER

Line#: D * OperNo: GBK FailCode: Hours: 0.00 Rate: 1 Amount\$: 0.00 Tech: C18 Tax Override: Labr Prts
PayType: C Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMothHrs: 0.00 GMFP: GM Auth:
Ccm PULL WHEELS INSPECT BRAKES
Cor CHECK BRAKES GOOD DISC OVER 5MM, DRUM OVER 2MM

Line#: E * OperNo: GBAT FailCode: Hours: 0.00 Rate: 1 Amount\$: 0.00 Tech: C18 Tax Override: Labr Prts
PayType: C Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMothHrs: 0.00 GMFP: GM Auth:
Ccm CHECK BATTERY
Cor BATTERY GOOD

Line#: F * OperNo: WRKS FailCode: Hours: 0.60 Rate: 1 Amount\$: 33.95 Tech: C18 Tax Override: Labr Prts
PayType: C Sp G/L#: FP: CondNo: 0 Part\$: 16.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMothHrs: 0.00 GMFP: GM Auth:
Ccm THE WORKS-LUBE OIL FILTER-TIRE ROTATION-MULTIPOINT INSPECTION
Cor PERFORM LUBE OIL FILTER-TIRE ROTATION-MULTIPOINT INSPECTION
Part Number: FL 910 S Desc.: OIL FILTER Type: C Qty: 1 Cost: 3.75 Price: 0.34
T-Price: 0.34 G/L#:
Part Number: XO 5W20 QSP Desc.: OIL - ENG Type: C Qty: 54 Cost: 4.05 Price: 0.29
T-Price: 15.66 G/L#:

Vin ID#: [REDACTED] Repair Order#: [REDACTED] Status Cd: C

RO Date: 07/17/14 Inv Date: 07/18/14 Mileage: 13503 Act/Est: A Serv Adv: 618

Control#: [REDACTED] Inv Letter: C G/L Group: 1 Coupon\$: 0.00 ShopChg: Y Cust Chrg 1: N Cust Chrg 2: N

GOG(1) 0.00 WarrTyp: F Auth#:

GOG(2) 0.00 SCDEDUCT\$ 0.00 Taken\$: 0.00

GOG(3) 0.00 Lab\$: 00 Part\$: 00 Pay Type: C

Line#: A * OperNo: FailCode: Hours: 1.10 Rate: 2 Amount\$: 131.76 Tech: A12 Tax Override: Labr Prts
PayType: W Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMothHrs: 0.00 GMFP: GM Auth:
Ccm Customer states check and advise transmission engagement at time more when acc from a stop and putting into gear
Cor roadtest check for updates, tsb-ssm installed update pcm-tcm and adapti
ve learn roadtest

AUTO/MATE, INC.
HISTPRNT
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COMPANY: 01 SCARSDALE FORD
SERVICE MERCHANDISING
HISTORY PRINT

RUN DATE: 08/06/
RUN TIME: 12:50

Vin ID#: [REDACTED] Repair Order#: [REDACTED] Status Cd: C
RO Date: 06/28/14 Inv Date: 06/28/14 Mileage: 12953 Act/Est: A Serv Adv: 618
Control#: [REDACTED] Inv Letter: B G/L Group: 1 Coupon\$: 10.00 ShopChg: Y Cust Chrg 1: N Cust Chrg 2: N
GOG(1) 0.00 WarrTyp: Auth#:
GOG(2) 0.00 SCDeduct\$ 0.00 Taken\$: 0.00
GOG(3) 0.00 Lab\$: 00 Part\$: 00 Pay Type: C

Line#: A * OperNo: WRKS FailCode: Hours: 0.60 Rate: 1 Amount\$: 33.95 Tech: C30 Tax Override: Labr Pr
PayType: C Sp G/L#: FP: CondNo: 0 Part\$: 16.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMothHrs: 0.00 GMFP: GM Auth:
Com THE WORKS-LUBE OIL FILTER-TIRE ROTATION-MULTIPOINT INSPECTION
Cor PERFORM LUBE OIL FILTER-TIRE ROTATION-MULTIPOINT INSPECTION
Part Number: FL 910 S Desc.: OIL FILTER Type: C Qty: 1 Cost: 3.75 Price: 2.50
T-Price: 2.50 G/L#:
Part Number: XO 5W20 QSP Desc.: OIL - ENG Type: C Qty: 5 Cost: 4.05 Price: 2.70
T-Price: 13.50 G/L#:

Line#: B * OperNo: FailCode: Hours: 0.00 Rate: 1 Amount\$: 0.00 Tech: C30 Tax Override: Labr Prts
PayType: C Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMothHrs: 0.00 GMFP: GM Auth:
Com Customer states VEHICLE HAS BEEN JOLTING WHEN FIRST STARTING TO ACCELERATE
Cor COULD NOT DUPLICATE CONCERN

Line#: C * OperNo: 99P FailCode: Hours: 0.00 Rate: 1 Amount\$: 0.00 Tech: C30 Tax Override: Labr Prts
PayType: C Sp G/L#: FP: CondNo: 0 Part\$: 34.96 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMothHrs: 0.00 GMFP: GM Auth:
Com MULTI POINT INSPECTION COMPLIMENTRY
Cor MULTI POINT INSPECTION COMPLIMENTRY
Part Number: WW 2802 Desc.: BLADE ASY - WI Type: C Qty: 1 Cost: 11.36 Price: 17.48
T-Price: 17.48 G/L#:
Part Number: WW 2803 Desc.: BLADE ASY - WI Type: C Qty: 1 Cost: 11.36 Price: 17.48
T-Price: 17.48 G/L#:

Line#: D + OperNo: GBAT FailCode: Hours: 0.00 Rate: 1 Amount\$: 0.00 Tech: C30 Tax Override: Labr Prts
PayType: C Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMothHrs: 0.00 GMFP: GM Auth:
Com TEST BATTERY
Cor BATTERY GOOD

Line#: E + OperNo: GTIRE FailCode: Hours: 0.00 Rate: 1 Amount\$: 0.00 Tech: C30 Tax Override: Labr Prts
PayType: C Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMothHrs: 0.00 GMFP: GM Auth:
Com CHECK TIRES FOR WEAR
Cor TIRES GOOD 7/32 OR GREATER

Line#: F + OperNo: GTIRE FailCode: Hours: 0.00 Rate: 1 Amount\$: 0.00 Tech: C30 Tax Override: Labr Prts
PayType: C Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMothHrs: 0.00 GMFP: GM Auth:
Com CHECK TIRES FOR WEAR
Cor TIRES GOOD 7/32 OR GREATER

AUTO/MATE, INC.
HISTPRNT
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COMPANY: 01 SCARSDALE FORD
SERVICE MERCHANDISING
HISTORY PRINT

RUN DATE: 09/06/201
RUN TIME: 12:50

Vin ID#: [REDACTED] Repair Order#: [REDACTED] Status Cd: C

RO Date: 11/30/13 Inv Date: 11/30/13 Mileage: 8929 Act/Est: A Serv Adv: 601

Control#: 30116 Inv Letter: B G/L Group: 1 Coupon\$: 10.00 ShopChg: Y Cust Chrg 1: N Cust Chrg 2: N

GOG(1) 0.00 WarrType: Auth#:

GOG(2) 0.00 SCDeduct\$ 0.00 Taken\$: 0.00

GOG(3) 0.00 Lab\$: 00 Part\$: 00 Pay Type: C

Line#: A + OperNo: 18 FailCode: Hours: 0.30 Rate: 1 Amount\$: 10.00 Tech: B11 Tax Override: Labr Prts

PayType: C Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.0

OrigOp: GMclaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:

Com STATE INSPECTION

Cor PERFORM NEW YORK STATE INSPECTION

Line#: B OperNo: 99P FailCode: Hours: 0.00 Rate: 1 Amount\$: 0.00 Tech: B11 Tax Override: Labr Prts

PayType: C Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.0

OrigOp: GMclaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:

Com MULTI POINT INSPECTION COMPLIMENTRY

Cor MULTI POINT INSPECTION COMPLIMENTRY

Line#: C OperNo: GTIRE FailCode: Hours: 0.00 Rate: 1 Amount\$: 0.00 Tech: B11 Tax Override: Labr Prts

PayType: C Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.0

OrigOp: GMclaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:

Com CHECK TIRES

Cor TIRES GOOD 7/32 OR GREATER

Line#: D OperNo: GBK FailCode: Hours: 0.00 Rate: 1 Amount\$: 0.00 Tech: B11 Tax Override: Labr Prts

PayType: C Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.0

OrigOp: GMclaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:

Com PULL WHEELS INSPECT BRAKES

Cor CHECK BRAKES GOOD DISC OVER 5MM, DRUM OVER 2MM

Line#: E OperNo: GBAT FailCode: Hours: 0.00 Rate: 1 Amount\$: 0.00 Tech: B11 Tax Override: Labr Prts

PayType: C Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.0

OrigOp: GMclaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:

Com CHECK BATTERY

Cor BATTERY GOOD

Line#: F OperNo: WRKS FailCode: Hours: 0.60 Rate: 1 Amount\$: 33.95 Tech: B11 Tax Override: Labr Prts

PayType: C Sp G/L#: FP: CondNo: 0 Part\$: 16.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.0

OrigOp: GMclaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:

Com THE WORKS-LUBE OIL FILTER-TIRE ROTATION-MULTIPOINT INSPECTION 39.95

Cor PERFORM LUBE OIL FILTER-TIRE ROTATION-MULTIPOINT INSPECTION

Part Number: FL 910 S Desc.: OIL FILTER Type: C Qty: 1 Cost: 3.75 Price: 2.14

T-Price: 2.14 G/L#:

Part Number: XO 5W20 QSP Desc.: OIL - ENG Type: C Qty: 6 Cost: 4.05 Price: 2.31

T-Price: 13.86 G/L#:

AUTO/MATE, INC.

HISTPRNT

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COMPANY: 01 SCARSDALE FORD

SERVICE MERCHANDISING

HISTORY PRINT

RUN DATE: 08/06/21

RUN TIME: 12:50

Vin ID#: [REDACTED] Repair Order#: [REDACTED] Status Cd: C

RO Date: 07/27/13 Inv Date: 07/27/13 Mileage: 5325 Act/Est: A Serv Adv: 601

Control#: [REDACTED] Inv Letter: C G/L Group: 1 Coupon\$: 0.00 ShopChg: Y Cust Chrg 1: N Cust Chrg 2: N

GOG(1) 0.00 WarrTyp: F Auth#:

GOG(2) 0.00 SCDeduct\$ 0.00 Taken\$: 0.00

GOG(3) 0.00 Lab\$: 00 Part\$: 00 Pay Type: C

Line#: A OperNo: FailCode: Hours: 0.60 Rate: 2 Amount\$: 70.46 Tech: C18 Tax Override: Labr Prts
PayType: W Sp G/L#: FP: CondNo: 0 Part\$: 59.16 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.0
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:

Com Customer states install SCR 023226

Cor verified concern found rear panel dissorted replaced recheck ok

Part Number: DV6Z 5831010 BA

Desc.: TRIM - "D" PIL

Type: W Qty: 1 Cost: 31.42 Price: 59.16

T-Price: 59.16 G/L#:

Vin ID#: [REDACTED] Repair Order#: [REDACTED] Status Cd: C

RO Date: 07/13/13 Inv Date: 08/07/13 Mileage: 4866 Act/Est: A Serv Adv: 100

Control#: [REDACTED] Inv Letter: F G/L Group: 1 Coupon\$: 15.00 ShopChg: Y Cust Chrg 1: N Cust Chrg 2: N

GOG(1) 0.00 WarrTyp: F Auth#:

GOG(2) 0.00 SCDeduct\$ 0.00 Taken\$: 0.00

GOG(3) 0.00 Lab\$: 00 Part\$: 00 Pay Type: C

Line#: A OperNo: FailCode: Hours: 0.00 Rate: 3 Amount\$: 0.00 Tech: C38 Tax Override: Labr Prts
PayType: I Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:

Com Customer states right side rear panel is coming out

Cor Verified customer concern - attempted to resecure rear panel however
clips were bent - new panel ordered SOP

Line#: B OperNo: WRKS FailCode: Hours: 0.60 Rate: 1 Amount\$: 33.95 Tech: C38 Tax Override: Labr Prts
PayType: C Sp G/L#: FP: CondNo: 0 Part\$: 16.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:

Com THE WORKS-LUBE OIL FILTER-TIRE ROTATION-MULTIPOINT INSPECTION

Cor PERFORM LUBE OIL FILTER-TIRE ROTATION-MULTIPOINT INSPECTION

Part Number: FL 910 S

Desc.: OIL FILTER

Type: C Qty: 1 Cost: 3.75 Price: 2.14

T-Price: 2.14 G/L#:

Part Number: XO 5W20 QSP

Desc.: OIL - ENG

Type: C Qty: 6 Cost: 4.05 Price: 2.31

T-Price: 13.86 G/L#:

Line#: C OperNo: 99P FailCode: Hours: 0.00 Rate: 1 Amount\$: 0.00 Tech: C38 Tax Override: Labr Prts
PayType: C Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:

Com MULTI POINT INSPECTION COMPLIMENTRY

Cor MULTI POINT INSPECTION COMPLIMENTRY

Line#: D + OperNo: GTIRE FailCode: Hours: 0.00 Rate: 1 Amount\$: 0.00 Tech: C38 Tax Override: Labr Prts
PayType: C Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:

Com CHECK TIRES FOR WEAR

Cor TIRES GOOD 7/32 OR GREATER

Line#: E + OperNo: GBAT FailCode: Hours: 0.00 Rate: 1 Amount\$: 0.00 Tech: C38 Tax Override: Labr Prts
PayType: C Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:

AUTO/MATE, INC.
HISTPRNT
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COMPANY: 01 SCARSDALE FORD
SERVICE MERCHANDISING
HISTORY PRINT

RUN DATE: 08/06/2
RUN TIME: 12:50

Vin ID#: [REDACTED] Repair Order#: [REDACTED] Status Cd: C
Com TEST BATTERY
Cor BATTERY GOOD

Line#: F + OperNo: GBK FailCode: Hours: 0.00 Rate: 1 Amount\$: 0.00 Tech: C38 Tax Override: Labr Pts
PayType: C Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.0
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMothHrs: 0.00 GMFP: GM Auth:
Com INSPECT FT AND REAR BRAKES
Cor CHECK BRAKES GOOD DISC OVER 5MM, DRUM OVER 2MM

Vin ID#: [REDACTED] Repair Order#: [REDACTED] Status Cd: C
RO Date: 12/24/12 Inv Date: 12/26/12 Mileage: 76 Act/Est: A Serv Adv: 299
Control#: [REDACTED] Inv Letter: B G/L Group: 1 Coupon\$: 0.00 ShopChg: Y Cust Chrg 1: N Cust Chrg 2: N
GOG(1) 0.00 WarrTyp: Auth#: GOG(2) 0.00 SCDeduct\$ 0.00 Taken\$: 0.00
GOG(3) 0.00 Lab\$: 00 Part\$: 00 Pay Type: C

Line#: A OperNo: PDI FailCode: Hours: 1.00 Rate: 3 Amount\$: 83.63 Tech: C18 Tax Override: Labr Pts
PayType: I Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.0
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMothHrs: 0.00 GMFP: GM Auth:
Com PDI GAS AND PREP
Cor PRE DELIVERY INSPECTION FUEL VEHICLE AND CLEAN FOR DELIVERY

Line#: B OperNo: NCSI FailCode: Hours: 0.30 Rate: 3 Amount\$: 10.00 Tech: C18 Tax Override: Labr Pts
PayType: I Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.0
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMothHrs: 0.00 GMFP: GM Auth:
Com NEW CAR STATE INSPECTION
Cor PERFORM NEW YORK STATE SAFETY INSPECTION

12757874

Line#: C OperNo: CL FailCode: Hours: 0.00 Rate: 3 Amount\$: 0.00 Tech: A99 Tax Override: Labr Pts
PayType: I Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.0
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMothHrs: 0.00 GMFP: GM Auth:
Com CLEAN FOR DELIVERY
Cor CLEAN FOR DELIVERY