

MAY 24 2018

May 8 - 2018

CL-11089053-2665

Sirs :

The enclosed data is a case history of clutch problems in my F150-XL Ford Pick up I bought new.

All the people I talk with have never heard of such a situation as I am dealing with.

I am a Marine Corps Veteran, 81 yrs old and on Social Security. I can not afford to keep buying new clutches.

[REDACTED]
Gambier, OH [REDACTED]

Phone [REDACTED]

NAM

6.4.18

UD

Take phone

Mary
Foster

Original equipment
Complete clutch assembly

4-8-2010

31,950 miles

Mary
Foster

Second complete Clutch Assembly

51,402.

3-10-14 = starting to slip

2nd & 3rd, 4th and OD worse!

Miles 19,452

Ray

Third Clutch assembly

4-22-14

51,501

Automotive Vehicle still driveable

Miles 4250 - failed

Ray
Kern

4-6-14 = Clutch pedal depresses to floor.
After driving, harder to depress to floor.
Slippage starts and gets worse.

Service

9th =

7:30-8:00^{PM}

Rich. Blackston

3-30-15

Fourth Clutch, complete assembly

Mathews Ford Newark, Ohio

Mileage 55,751

2yrs + 24,000 miles = Warranted Parts + Labor
Unlimited

11-3-15

Miles 2745 = failed

10-12-15

at 55-56

Mathews Ford Newark, OH

11-11-15

Fifth complete clutch assembly

Mileage 58,564 - 58,576 -

4-30-18

Starting to slip badly in OD, + 4th gear.
Mileage 69,737.6 = 11,161 Miles



www.fordvehicles.com

VEHICLE DESCRIPTION

F-SERIES

2002 F-150 4X2 SUPERCAB
XL 139" WHEELBASE STYLESIDE
4.2L EFI V6 ENGINE
5-SPD MANUAL O/D TRANS

VIN 1FTRX17242K

EXTERIOR
OXFORD WHITE CLEARCOAT
INTERIOR
DARK GRAPH 40/60 SPLIT BENC

STANDARD EQUIPMENT INCLUDED AT NO EXTRA CHARGE

FUNCTIONAL

- 4.2L EFI V-6 W/100K MILES BETWEEN TUNE-UPS
- FAIL-SAFE COOLING SYSTEM
- 5-SPD MANUAL TRANSMISSION
- WHEELS, 16" STYLED STEEL-4
- P235/70R16 BSW AS TIRES
- BRAKES, POWER 4-WHEEL DISC WITH 4-WHEEL ABS
- POWER STEERING
- SLA FRONT SUSPENSION
- AIR CONDITIONING
- 25 GALLON FUEL TANK
- 10-MINUTE BATTERY SAVER

INTERIOR

- CLOTH BENCH SEAT
- SPLIT FOLD REAR BENCH SEAT
- BLACK VINYL FLOOR COVERING
- AM/FM STEREO CASS W/4SPKRS
- INTERVAL WIPERS

- AUXILIARY POWER POINT
 - DUAL MAP LIGHTS
 - DOOR MAP POCKET
- #### EXTERIOR
- 4 DOORS
 - CHROME FRONT/REAR BUMPERS
 - REMOVABLE TAILGATE
 - 4-PIN TRAILER TOW WIRING
 - CHROME GRILLE SURROUND
 - UNDER HOOD LIGHT
 - BOX RAIL MOLD/TIE HOOKS
- #### SAFETY/SECURITY
- DRIVER/PASS AIRBAGS W/PASS DEACTIVATION SWITCH
 - SECURILOCK ANTI-THEFT
 - ROADSIDE ASSISTANCE
 - ADJUST SHOULDER SEAT BELTS
 - CHILD SEAT TETHERS
- #### WARRANTY
- 36/36 BUMPER TO BUMPER

PRICE INFORMATION

Manufacturer's
Suggested Retail Price

STANDARD VEHICLE PRICE

\$20,890.00

OPTIONAL EQUIPMENT

PREFERRED EQUIPMENT PKG.502A	
5-SPD MANUAL O/D TRANS	NO CHARGE
3.55 RATIO LIMITED SLIP AXLE	285.00
XL CONVENIENCE GROUP	350.00
XL SPORT GRP (PARTIAL LIST)	495.00
FRONT LICENSE PLATE BRACKET	NO CHARGE
6050# GVWR PACKAGE	NO CHARGE
AIR CONDITIONING	NO CHARGE

TOTAL VEHICLE & OPTIONS	22,020.00
DESTINATION & DELIVERY	715.00

TOTAL BEFORE DISCOUNTS 22,735.00

V6 SPORT APPEAR GRP PLU	495.00
MANUAL TRANS DISCOUNT	500.00
TOTAL SAVINGS	995.00

"RESIDENCY RESTRICTIONS APPLY TO BASE VEHICLE - SEE DEALER FOR DETAILS."

Compare this vehicle to others in the FREE FUEL ECONOMY GUIDE available at the dealer.

CITY MPG

17



Fuel Economy
Information

For more information see
WWW.FUELECONOMY.GOV

2002 F150 PICKUP 2WD,
4.2 LITER ENGINE(F.F.S.),
6 CYLINDERS, FUEL INJECTION,
CATALYST,
5-SPD MANUAL TRANSMISSION.

Estimated Annual Fuel Cost: \$1251

Actual Mileage will vary with options, driving conditions, driving habits and vehicle's condition. Results reported to EPA indicate that the majority of vehicles with these estimates will achieve between

14 and 20 mpg in the city
and between
17 and 25 mpg on the
highway.

HIGHWAY MPG

21

For Comparison Shopping
all vehicles classified as
STANDARD PICKUP

have been issued mileage ratings
ranging from 11 to 24 mpg city
and 15 to 28 mpg highway.



TOTAL MSRP

\$21,740.00

1FTRX17242K



EXTENDED

Ford Extended Service Plan is the ONLY service contract backed by Ford Motor Company and honored by over 5,100 Ford and

Catalog: F150 1980-2003

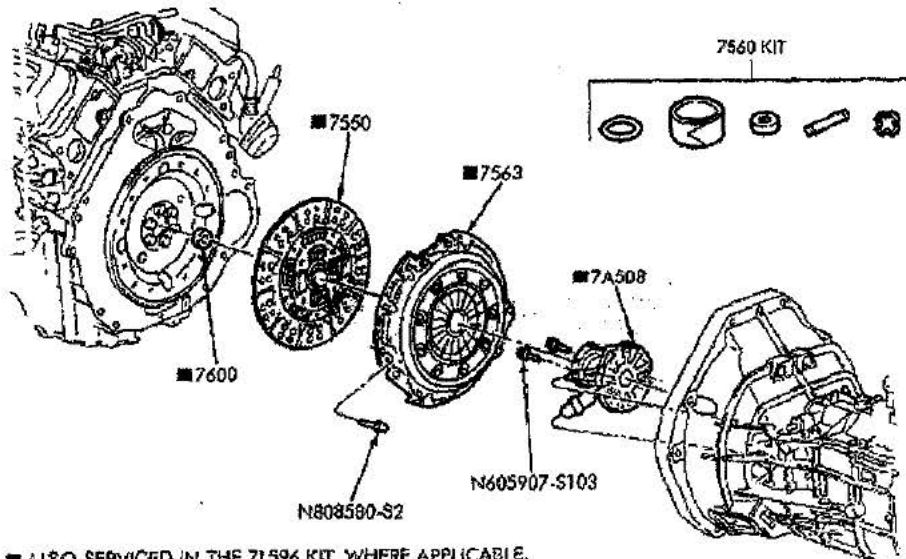
Print Date: 03/25/2015

Section: P36004 CLUTCH DISC PRESSURE PLATE AND HOUSING - 6 CYL. 4.2L, 8 CYL. 4.6L
AND 5.4L EXTERNAL PARTS (FR ...)

VIN:

Customer Tag:

Build date:



■ ALSO SERVICED IN THE 71596 KIT, WHERE APPLICABLE.

FORD PARTS - 2 YR UNLIMITED MILEAGE
PARTS/LABOR

KEVIN IN PARTS
PARTS ON ORDER

Newark
Matthew Ford

3-26-15

3-30-15

MONDAY 9:00AM

Confirmed cost of parts + Labor - 950.00
Jeff Ireland.

Lowry Clutch 11/3/15 58512 CUSTOMER COPY 2

CUSTOMER #:

INVOICE

DUPLICATE 1
PAGE 1

500 Hebron Road Box 4220 NEWARK, OHIO 43058-4220
740-522-2181 1-800-562-1946
COLUMBUS 221-5681
Fax 740-522-1997

MT VERNON OH

HOME: CONT: N/A

BUS: CELI SERVICE ADVISOR: 2264 SYLVESTER S WALLER I

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
WHITE	03	FORD F150	1FTRF17243N		55751/55767		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PD NO	RATE	PAYMENT	INV DATE
01JAN03 DD			17:00 30MAR15			COUPS	31MAR15
R.O. OPENED		READY	OPTIONS: DLR:47P539 ENG:4.2 Liter EFI				

08:47 30MAR15 11:56 31MAR15

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUSTOMER REQUEST NEW CLUTCH BE INSTALLED FLY WHEEL TO BE MACHINED SEE KEVIN FOR PARTS. MAKE SURE TO CHECK EVERYTHING OVER VERY GOOD. THIS WILL BE THE THIRD CLUTCH IN TRUCK. MAKE SURE THERE IS NO OTHER ISSUE. KEEP ALL OLD PARTS PUT IN A BOX ON PASS FLOOR BOARD

7 TRANSMISSION REPAIR

2315 CPF

1 6L3Z*7L596*K KIT - CLUTCH REPAIR

1 88117-NA FLYWHEEL

PARTS:	603.78	LABOR:	450.00	OTHER:	0.00	TOTAL LINE A:	1053.78
--------	--------	--------	--------	--------	------	---------------	---------

55751 REPLACED CLUTCH FLYWHEEL AND SLAVE PERFORMED ROAD TEST OPERATION NORMAL

B Ford Standard Vehicle Report Card
99P Ford Standard Vehicle Report Card

2315 CPF

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

SHOP MATERIALS

MERCURY

15.00

CLAIM CHECK

434

Thank you for bringing
your car to us for service.

CONVENIENT SERVICE HOURS
MON - FRI 7:30 AM - 5:30 PM

Disclaimer of Warranties

Any warranties on the products sold herein are those made by the manufacturer of those products. Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose (regarding any products or services provided, unless otherwise indicated on the service repair order.) This dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products or services. This disclaimer by the dealership in no way affects the terms or performance of the manufacturer's warranty.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	450.00
PARTS AMOUNT	603.78
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	15.00
TOTAL CHARGES	1068.78
LESS INSURANCE	114.00
SALES TAX	77.49
PLEASE PAY THIS AMOUNT	1032.27

5th clutch...

CUSTOMER COPY

CUSTOMER #:

INVOICE

500 Hebron Road Box 4220 NEWARK, OH 43068-4220
740-522-2181 1-800-562-1946
COLUMBUS 221-5681
Fax 740-522-1997

MOUNT VERNON, OH

PAGE 1

HOME: CONT: SERVICE ADVISOR: 2345 RICHARD H BLAKINSTON
BUS: CELL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
WHITE	03	FORD F150	1FTRF17243N		58564/58576	
DEL DATE	PROD. DATE	WARR EXP.	PROMISED	PO NO.	RATE	PAYMENT
01JAN03 DE			17:00 11NOV15			CASH
R.O. OPENED	READY	OPTIONS:	DLR:47P539 ENG:4.2			EFI

07:43 09NOV15 14:53 10NOV15

LINE OPCODE TECH TYPE HOURS

A CS THAT THE CLUTCH IS GOING OUT AGAIN (SEE HIS
CAUSE: MATERIAL DEFECT

7003A MANUAL TRANSMISSION / AUTOMATIC SHIFTER
MANUAL TRANSMISSION ASSEMBLY
AND INSTALL (7002/7003) - L

2315 WF40

1 6L3Z*7L596*K KIT - CLUTCH REPAIR

2 WA*11*SBA STRAP - WIRING

1 OSP HOSE

7003A3 MANUAL TRANSMISSION CLUTCH PRESSURE P
DISC OR PILOT BEARING - REPLACE

(7550/7563/7600/7B546) - L

2315 WF40

FC: P22 42

PART#: 6L3Z*7L596*K

COUNT:

CLAIM TYPE:

AUTH CODE:

009850

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 E A: 0.00

58576 ROAD TEST VERIFY CONCERN PERFORMED PIN POINT TEST 308

00 PIN POINT TEST A1Y A2N A3N NECESSARY TO R&R TRANS TO GAIN ACCESS TO
CLUTCH PERFORMED INSPECTION SUSPECT DEFECTIVE PRESSURE PLATE NOT
ADJUSTING FOR WEAR REPLACED CLUTCH KIT REASSEMBLED RETEST OPERATION
NORMAL

B PERFORM MULTI-POINT INSPECTION AS RECOMMENDED BY FORD MOTOR COMPANY

99P PERFORM MULTI-POINT INSPECTION AS RECOMMENDED

BY FORD MOTOR COMPANY

2315 CPF

GBATT BATTERY GOOD

2315 CPF

NBK Brake Linings not inspected

2315 CPF

0.00 0.00

0.00 0.00

0.00 0.00

Thank you for bringing
your car to us for service.

CONVENIENT SERVICE HOURS
MON - FRI 7:30 AM - 5:30 PM

Disclaimer of Warranties
Any warranties on the products sold
herein are those made by the
manufacturer of these products. Seller
hereby expressly disclaims all warranties,
either express or implied, including any
implied warranty of merchantability or
fitness for a particular purpose (regarding
any products or services provided, unless
otherwise indicated on the service repair
order.) This dealership neither assumes
nor authorizes any other person to
assume for it any liability in connection
with the sale of sold products or services.
This disclaimer by the dealership in no
way affects the terms or performance of
the manufacturer's warranty.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

5th clutch

CUSTOMER COPY

CUSTOMER #:

INVOICE

500 Hebron Road Box 4220 NEWARK, OHIO 43058-4220
740-522-2181 1-800-562-1946
COLUMBUS 221-5681
Fax 740-522-1997

MOUNT VERNON, OH
HOME:
BUS:

PAGE 2

CELL:

SERVICE ADVISOR: 2345 RICHARD H BLAKINSTON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
WHITE	03	FORD F150	1FTRF17243N		58564/58576		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN03 DD			17:00 11NOV15			CASH	10NOV15
R.O. OPENED		READY	OPTIONS: DLR:47P539 ENG:4.2 Liter EFI				

07:43 09NOV15 14:53 10NOV15

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
			GTIRE TIRES GOOD-- OVER 7/32				
			2315 CPF			0.00	0.00
PARTS:			0.00 LABOR:	0.00 OTHER:	0.00	TOTAL LINE B:	0.00

58576 REPLACED IDLER PULLEY

C** CS THAT THERE IS A WHINING SOUND WHEN DRIVING (PULLEY ?)

129 GENERAL REPAIR

2315 CPF

1 5L3Z*8678*AA KIT - TENSION PULLEY

PARTS:	43.13	LABOR:	100.00	OTHER:	0.00	TOTAL LINE C:	143.13
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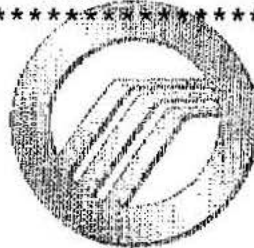
SHOP MATERIALS

LC: A REF. RO: 754671 SVC PART

DATE: 03/02/15 SVC PART

DISTANCE: 2813

6.00



MERCURY



LINCOLN

*Thank you for bringing
your car to us for service.*

CONVENIENT SERVICE HOURS
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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	100.00
PARTS AMOUNT	43.13
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	6.00
TOTAL CHARGES	149.13
LESS INSURANCE	0.00
SALES TAX	10.82
PLEASE PAY THIS AMOUNT	159.95

COLUMBUS OH 431

08 MAY 2018 PM 5 L



Lambert, OH

U.S. Department of Transportation
N.H.D.S.A

Office of Defective Investigation NVS-210
1200 New Jersey Avenue S.E. West Bldg.
Washington D.C. 20590