



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

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

FOR AGENCY USE ONLY 100148

Date Received: 07-JUN-2018
JUL 31 2018
Repository
Reference No. 11100320

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: DEARBORN HEIGHTS State: MI Zip Code: [REDACTED]
Daytime Telephone Number: [REDACTED] E-mail Address:
Evening Telephone Number:

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: 2FMPK4J85H [REDACTED]
Make: FORD Model: EDGE Model Year: 2017
Date Purchased: 11/1/2017 Dealer's Name and Telephone Number: PAT MILLIKEN FORD (313) 255-3130
Original Owner: Dealer's City: REDFORD State: MI Zip Code: 48239 Engine: No: Cylinders: 6 Fuel Type: GAS
Transmission Type: AUTO Antilock Brakes Powertrain: V-6 Multiple Failure: 30+ Incident Date(s): 12-NOV-2017
 Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: FUEL/PROPULSION SYSTEM (PWS) Failure Mileage: 60 Failure Speed: 35

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 2017 FORD EDGE. WHILE DRIVING 35 MPH, THERE WAS AN ABNORMAL FUEL ODOR IN THE VEHICLE, BUT THERE WAS NO EXTERNAL EVIDENCE OF A FUEL LEAK. ADDITIONALLY, THE CONTACT STATED THAT STARTING THE VEHICLE WAS DIFFICULT AND, AT TIMES, COULD TAKE 10-15 SECONDS TO START. THE CONTACT WAS CONCERNED THAT THE FUEL RAIL IN THE ENGINE OR THE FUEL PUMP IN THE VEHICLE WAS THE CAUSE FOR THE FUEL ODOR. FORD MOTOR COMPANY WOULD NOT AUTHORIZE THE LOCAL DEALER TO DROP THE FUEL TANK TO INSPECT THE FUEL ODOR. THE VEHICLE WAS TAKEN TO PAT MILLIKEN FORD (9600 TELEGRAPH RD, REDFORD CHARTER TWP, MI 48239, (313) 731-6436) TO BE DIAGNOSED, BUT THE MECHANIC WAS UNABLE TO FIND THE SOURCE OF THE ODOR. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 60.

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)

1. SYNC 3 Display shows BLANK (NO CAMERA) ALSO when in REVERSE sensors DON'T CHIME when vehicle or pedestrian in the way. INTERMITTENTLY.

2. Cargo Door closed without warning on driver, it DOES NOT CHIME when opening moving into GARAGE (PICTURES PROVIDED) DAMAGE TO GARAGE HEADOL!
* IN ALL INSTANCES DEALER DID NOT REPAIR FOR 3 MONTHS!
See Attached 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



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.safecar.gov

or call:

Vehicle Safety Hotline
888-327-4236



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

[REDACTED]
Dearborn Heights, MI [REDACTED]

[REDACTED] Voice

[REDACTED] Fax
[REDACTED]

7/14/2018

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

Mr, Randy Reid

Please find service orders from the dealership that looked at the problem of fuel leaks, Cargo Door Issue, SYNC issue, sensors for traffic or Bliss and other problems with the 2017 Edge. Inasmuch as these problems existed for more than 90 days, and after numerous conversations with the dealership, Ford Customer Service, the problems were not fixed until February of 2018. However, the Cargo Door noise and actuation is not fixed, nor other items the dealership said were, including a sync update.

Please find photos of the garage door damage as a result of no audible warning of the Cargo Door open when entering the garage. Also, the paint failure on the facia at the point of the turn signal reflector in the front of the vehicle.

Respectfully,

[REDACTED]
[REDACTED]

UNIT# [REDACTED]
 CUSTOMER #: [REDACTED]



"Home of the Smilin' Irishman"
 www.patmillikenford.com

WORKORDER

9600 Telegraph * (Just South of I-96, The Jeffries Freeway)
 Redford, MI 48239

PAGE 1

Parts & Service 313-255-3130
 Sales 313-255-3100 · Fax 313-255-1027
 REG. NO. F-102265 P&A CODE: 02741

DEARBORN HTS, MI [REDACTED]

HOME: [REDACTED] CONT: [REDACTED]
 BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 6079 GUERTIN, JULIET R

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
RR RUBY RE	17	FORD EDGE	2FMPK4J85HB [REDACTED]		587/	T5261	
DEL DATE	PROD. DATE	WARR. EXP.	EST. COMPLETION TIME	PO NO.	RATE	PAYMENT	INV. DATE
01NOV17	DD09JAN17		16:36 30NOV17			CASH	
R.O. OPENED	READY	OPTIONS:	SOLD-STK:	DLR:			
29NOV2017 08:33		ENG:998_3.5L_TI-VCT	TRN:44J_6-SPD_AUTO				

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	E-29		W	CUST STATES THAT INTERMITTENTLY-ENGINE CRANKS A LONG TIME DOES NOT START HAVE TO RESTART - PUSH BUTTON START - CK AND ADVISE

# B	E-40		W	CUST STATES THAT THERE IS A RED LINE AT BOTTOM OF SCREEN AND SCREEN FLICKERS WHEN IN REVERSE CK AND ADVISE
-----	------	--	---	--

# C	E		W	LOANER VEHICLE
-----	---	--	---	----------------

# D	L-15		W	CHECK REAR HATCH WILL NOT OPEN OR CLOSE IT WILL CATCH ON THE RUBBER LIP
-----	------	--	---	---

# E	E-41		W	CUSTOMER STATES THERE IS EXHAUST SMELL ATTN RICK ALLIE
-----	------	--	---	--

REPLACED PARTS REQUESTED BY CUSTOMER <input type="checkbox"/> YES <input type="checkbox"/> NO	ORIGINAL ESTIMATE (PARTS & LABOR) \$ _____ AUTHORIZED ADDITIONS \$ _____ TOTAL \$ _____	ADD'L. REPAIRS OK'D BY _____ DATE _____ TIME _____	WAIVER OF ESTIMATE I, _____ VOLUNTARILY REQUEST PAT MILLIKEN FORD, Inc. Registration No. F102265 TO PROVIDE SERVICES OR PARTS IN THE REPAIR OF THE BELOW DESCRIBED MOTOR VEHICLE WITHOUT RECEIVING AN ESTIMATE OF REPAIR COSTS. BY SIGNING THIS FORM, I UNDERSTAND THAT I WILL GIVE UP MY RIGHT TO: 1. RECEIVE A WRITTEN ESTIMATE OF THE COST FOR REPAIRS; 2. APPROVE IN ADVANCE ANY REPAIRS OR COSTS WITH A TOTAL COST UNDER \$ _____; AND 3. REFUSE TO PAY FOR REPAIRS WITH A TOTAL COST LESS THAN THE AMOUNT STATED ABOVE. THE FACILITY MAY EXCEED THE AMOUNT STATED ABOVE ONLY AFTER I GIVE MY WRITTEN OR ORAL APPROVAL.
ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.	STORAGE WILL BE CHARGED 48 HOURS AFTER REPAIRS ARE COMPLETED.	CREDIT CARDS ACCEPTED:	AUTH. _____ CUSTOMER SIGNATURE _____ DATE _____
I HEREBY AUTHORIZE THE BELOW REPAIR WORK TO BE DONE ALONG WITH NECESSARY MAINTENANCE. Dealer and dealer employees may operate vehicle for purposes of testing, inspection or delivery at my risk. An express garage keeper's lien is subordinated on vehicle to ensure the amount of repair charges. Dealer will not be held responsible for loss of damage or repairs to vehicle not in vehicle in care of this shop, products or this shop cause beyond your control. If an inspection is necessary to determine the extent of damage and recommended repairs are refused, all other partial repairs are made. Dealer may not be able to restore the vehicle to its original working condition.			
I HEREBY ACKNOWLEDGE AND AGREE TO ALL STATEMENTS CONTAINED HEREIN. CUSTOMER ACKNOWLEDGEMENT (ALL TERMS STRICTLY CASH) SIGNATURE _____ Copyright 2014 CCA Global, LLC WORKORDER TYPE 2-SW2-IMAGING			

CUSTOMER COPY

CUSTOMER #: [REDACTED]
 UNIT# [REDACTED]
 DEARBORN HTS, MI [REDACTED]
 HOME [REDACTED] CONT: [REDACTED]
 BUS: [REDACTED] CELL: [REDACTED]



INVOICE

DUPLICATE 1
 PAGE 1

"Home of the Smilin' Irishman"
 www.patmillikenford.com
 9600 Telegraph * (Just South of I-98, The Jeffries Freeway)
 Redford, MI 48239
 Parts & Service 313-255-3130
 Sales 313-255-3100 Fax 313-255-1027
 REG. NO. F-102265 P&A CODE: 02741

SERVICE ADVISOR: 6079 JULIET R GUERTIN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
RR RUBY RE	17	FORD EDGE	2FMPK4J85HE		587/795	T6076	
DEL DATE	PROD. DATE	WARR. EXP.	EST. COMPLETION TIME	PO NO.	RATE	PAYMENT	INV. DATE
01NOV17	DD09JAN17		14:54 11DEC17			CASH	13DEC17
R.O. OPENED	READY	OPTIONS:	SOLD-STK	DLR			
08:33 29NOV17	12:09 13DEC17	ENG:998_3.5L_TI-VCT	TRN:44J_6-SPD_AUTO				
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A CUST STATES THAT INTERMITTENTLY ENGINE CRANKS A LONG TIME DOES NOT START HAVE TO RESTART - PUSH BUTTON START - CK AND ADVISE

CAUSE:

12650D EEC SYSTEM DIAGNOSIS - (QUICK TEST) - L
 8226 MARZOUQ,MAJID LIC#: M147918

(N/C)

9350B FUEL PUMP PRESSURE TEST ON VEHICLE -
 DIAGNOSIS (9350/9A407/9H307) - L
 8226 MARZOUQ,MAJID LIC#: M147918

(N/C)

FC: E29 82
 PART#: DIAG
 COUNT:
 CLAIM TYPE:
 AUTH CODE:
 8226

PARTS: 0.00 LABOR; 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
 587 TEST EEC. NO CODES. START ENGINE MULTIPLE TIMES. UNABLE TO CONFIRM ANY ISSUE AT THIS TIME. PERFORM FUEL PRESSURE LEAK DOWN TEST OVERNIGHT, INSPECT CIRCUITRY CONNECTORS FOR CONNECTIVITY, TEST OVER MULTIPLE DAYS, CONTACT FORD ENGINEERING, UNABLE TO DUPLICATE OR VERIFY CUSTOMER CONCERN AT THIS TIME. ENGINEERING TO RECONTACT DEALER IF ANY KNOWN ISSUES ARE FOUND.

B CUST STATES THAT THERE IS A RED LINE AT BOTTOM OF SCREEN AND SCREEN FLICKERS WHEN IN REVERSE CK AND ADVISE
 E-40 OPERATING AS DESIGNED

8568 TOYSA,MARK A LIC#: M272141
 INT

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
 587 RED LINE IS BUMPER IMAGE OF VEHICLE. OPERATING AS DESIGNED.

C LOANER VEHICLE

CAUSE:

I hereby authorize the below repair work to be done along with necessary materials. Dealer and Dealer employees may operate vehicle for purposes of testing, inspection or delivery at my risk. An express garage keeper's lien is acknowledged on vehicle to secure the amount of repair thereto. Dealer will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. If an inspection is necessary to determine the extent of damage and recommended repairs are refused, or only partial repairs are made, dealer may not be able to restore the vehicle to its original working condition.

I HEREBY ACKNOWLEDGE AND AGREE TO ALL STATEMENTS CONTAINED HEREIN

CUSTOMER ACKNOWLEDGMENT (ALL TERMS STRICTLY CASH)

SIGNATURE X

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

STORAGE WILL BE CHARGED 48 HOURS AFTER REPAIRS ARE COMPLETED. ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

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

*SUPPLIES - 10% of labor with a max. of \$20.00 is included for supplies used on your vehicle. Applicable supply items are: nuts, bolts, washers, tape, pins, aerospray, shellac, solvent, rags, carburetor cleaner, towels, solder, battery cleaner, wires, window sealer, hazardous waste disposal, etc.

CUSTOMER #: [REDACTED]
 UNIT# [REDACTED]

INVOICE



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 Redford, MI 48239
 Parts & Service 313-255-3130
 Sales 313-255-3100 - Fax 313-255-1027
 REG. NO. F-102265 P&A CODE: 02741

DUPLICATE 1
 PAGE 4

DEARBORN HTS, MI

HOME: [REDACTED] CONT: [REDACTED]
 BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 6079 JULIET R GUERTIN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
RR RUBY RE	17	FORD EDGE	2FMPK4J85HB [REDACTED]		587/795	T6076	
DEL DATE	PROD. DATE	WARR. EXP.	EST. COMPLETION TIME	PO NO.	RATE	PAYMENT	INV. DATE
01NOV17	09JAN17		14:54 11DEC17			CASH	13DEC17
R.O. OPENED	READY	OPTIONS: SOLD-STK: [REDACTED] DLR: [REDACTED]					
08:33 29NOV17	12:09 13DEC17	ENG:998_3.5L_TI-VCT TRN:44J_6-SPD_AUTO					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
SUBL	WARRANTY						(N/C)

FC: 1

W

(N/C)

Parts replaced on customer pay repairs are left in the vehicle or retained for your inspection for 48 hours in accordance with Michigan law.
 If for any reason you are not "Completely Satisfied" please contact me at 313-255-3100
 Pat Lyons, Service Director



DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
SUBTOTAL	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

I hereby authorize the below repair work to be done along with necessary materials. Dealer and dealer employees may operate vehicle for purposes of testing, inspection or delivery at my risk. An express garage keeper's lien is acknowledged on vehicle to secure the amount of repairs thereto. Dealer will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. If an inspection is necessary to determine the extent of damage and recommended repairs are refused, or only partial repairs are made, dealer may not be able to restore the vehicle to its original working condition.

I HEREBY ACKNOWLEDGE AND AGREE TO ALL STATEMENTS CONTAINED HEREIN.

CUSTOMER ACKNOWLEDGEMENT (ALL TERMS STRICTLY CASH)

SIGNATURE X

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

STORAGE WILL BE CHARGED 48 HOURS AFTER REPAIRS ARE COMPLETED

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED

CUSTOMER PAID LABOR CHARGES WARRANTED FOR 12 MOS. OR 12,000 MILES, WHICHEVER OCCURS FIRST, UNLESS COVERED BY ANOTHER APPLICABLE EXTENDED WARRANTY

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 ASSAULTS OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONDUCTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR ABUSE. RECORDS SURVIVABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER'S REPRESENTATIVE'S OF 1990.

REPAIRS PERFORMED AND CHARGED

*SUPPLIES - 10% of labor with a max. of \$20.00 is included for supplies used on your vehicle. Applicable supply items are: nuts, bolts, washers, tape, pins, aerospray, shellac, solvent, rags, carburetor cleaner, towels, solder, battery cleaner, wire, window sealer, hazardous waste disposal, etc.

CUSTOMER #: [REDACTED]
 [REDACTED]
 [REDACTED]
 DEARBORN HTS, MI [REDACTED]
 HOME: [REDACTED] CONT: [REDACTED]
 BUS: [REDACTED] CELL: [REDACTED]

INVOICE

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 REG. NO. F-102265 P&A CODE: 02741

DUPLICATE 1
 PAGE 3

SERVICE ADVISOR: 6079 JULIET R GUERTIN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG		
RR RUBY RE	17	FORD EDGE	2FMPK4J85HB [REDACTED]		587/795	T6076		
DEL DATE	PROD. DATE	WARR. EXP.	EST. COMPLETION TIME	PO NO.	RATE	PAYMENT	INV. DATE	
01NOV17	09JAN17		14:54 11DEC17			CASH	13DEC17	
R.O. OPENED		READY	OPTIONS:	SOLD-STK: [REDACTED]	DLR: [REDACTED]			
08:33 29NOV17		12:09 13DEC17	ENG:998_3.5L_TI-VCT TRN:44J_6-SPD_AUTO					
LINE OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL		

8491 KOSIN, PATRICK LIC#: M268335
 INT

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00
 587 VERIFIED CUSTOMER CONCERN, SWAPPED TIRES FROM IN STOCK UNIT AND CUSTOMER RE TESTED WITH GENERAL MANAGER. REPAIR WAS SUFFICIENT AND VERIFIED BY GENERAL MANAGER

G** CUST STATES THAT THE DOME LIGHTS DONT COME ON WHEN YOU OPEN THE DOORS OR UNLOCK THE VEHICLE CK ADN ADVISE
 NC NO CHARGE

9999 INT

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G: 0.00
 587 CUSTOMER ADDRESSED CONCERN-NO REPAIRS MADE

H** CUST STATES THAT THE REAR CROSS TRAFFIC ALERT DID NOT SOUND OR REGISTER WHEN VEHICLE CROSSED IN REAR OF VEHICLE CK ADN ADVISE
 E-40 PERFORM B/C/E SELF TEST, NO CODES. CONTACT TECH HOTLINE AND FORD ENGINEERING FOR ASSISTANCE

8322 ELLIS, WESLEY W LIC#: M221521
 INT

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE H: 0.00
 587 DEALER INSPECT CONCERN, UNABLE TO DUPLICATE AT THIS TIME-DEALER CONTACTED FORD TECH HOTLINE # 113066327 DEALER CONTACTED FORD ENGINEERING, ENGINEERING LOOKING INTO CUSTOMER CONCERN .

I** CUST STATES THAT WHEN THE PASSENGER REMOVED SEATBELT - WARNING CHIME DID NOT SOUND FOR A WHILE BUT EVENTUALLY CAME ON CK AND ADVISE

E-40 PLEASE CONSULT OWNERS MANAUL PAGE 38

9999 INT

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE I: 0.00
 587 PLEASE SEE PAGE 38 OF OWNERS MANUAL.

I hereby authorize the below repair work to be done along with necessary materials. Dealer and dealer employees may operate vehicle for purposes of testing, inspection or delivery at my risk. An express garage keeper's lien is acknowledged on vehicle to secure the amount of repairs thereto. Dealer will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. If an inspection is necessary to determine the extent of damage and recommended repairs are refused, or only partial repairs are made, dealer may not be able to restore the vehicle to its original working condition.

I HEREBY ACKNOWLEDGE AND AGREE TO ALL STATEMENTS CONTAINED HEREIN

CUSTOMER ACKNOWLEDGEMENT (ALL TERMS STRICTLY CASH)

SIGNATURE: X

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STORAGE WILL BE CHARGED 48 HOURS AFTER REPAIRS ARE COMPLETED. ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

ON BEHALF OF SERVICE 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 (3) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICE DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.

DEALER: [REDACTED] DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

REPAIRS PROPERLY COMPLETED AND CHECKED BY

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

*SUPPLIES - 10% of labor with a max. of \$20.00 is included for supplies used on your vehicle. Applicable supply items are: nuts, bolts, washers, taps, pins, aerospray, shellac, solvent, rags, carburetor cleaner, towels, solder, battery cleaner, wire, window sealer, hazardous waste disposal, etc.

CUSTOMER #: [REDACTED]
 UNIT# [REDACTED]



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 REG. NO. F-102265 P&A CODE: 02741

DUPLICATE 1
 PAGE 2

DEARBORN HTS, MI [REDACTED]
 HOME: [REDACTED] CONT: [REDACTED]
 BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 6079 JULIET R GUERTIN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
RR RUBY RE	17	FORD EDGE	2FMPK4J85HB [REDACTED]		587/795	T6076	
DEL DATE	PROD. DATE	WARR. EXP.	EST. COMPLETION TIME	PO NO.	RATE	PAYMENT	INV. DATE
01NOV17	DD09JAN17		14:54 11DEC17			CASH	13DEC17
R.O. OPENED	READY	OPTIONS:	SOLD-STK:	DLR:			
08:33 29NOV17	12:09 13DEC17	ENG:998_3.5L_TI-VCT	TRN:44J_6-SPD_AUTO				
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
E			LOANER VEHICLE				
			9999 W				(N/C)

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

D CHECK REAR HATCH WILL NOT OPEN OR CLOSE IT WILL CATCH ON THE RUBBER LIP

CAUSE: 40110A1 LIFTGATE IN/OUT - ALIGN (40010) - L
 7767 HUGHES, SHANNON LIC#: M200891
 WB94

FC: L15 07
 PART#: 5840110
 COUNT:
 CLAIM TYPE:
 AUTH CODE:
 7767

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

587 LIFTGATE BOUNCES WHEN OPENING ON LOWER LEFT CORNER-DEALER COLLISION CENTER ADJUST REAR LIFTGATE FOR PROPER OPENING, CLOSING. NOISE WHEN OPENING LIFTGATE, COMPARE TO DEALER STOCK UNIT, NOISE WHEN LATCH RELEASES IS COMPARABLE. NO OTHER REPAIRS PERFORMED.

E CUSTOMER STATES THERE IS EXHAUST SMELL ATTN RICK ALLIE
 E-41 NEW VEHICLE ODOR-NO CONCERN NOTED AT THIS TIME

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

587 NEW VEHICLE ODOR-NO CONCERN NOTED.

F** CUST STATES THAT THERE IS A NIBBLE IN VEHICLE WHEN DRIVING AT 45MPH OR FASTER CK AND ADVISE

N-24 REPLACE SET OF TIRES AND WHEELS PER GENERAL MANAGER AND RETRAIN TPMS SYSTEM

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

*SUPPLIES - 10% of labor with a max. of \$20.00 is included for supplies used on your vehicle. Applicable supply items are: nuts, bolts, washers, tape, pins, aerospray, shellac, solvent, rags, carburetor cleaner, towels, solder, battery cleaner, wire, window sealer, hazardous waste disposal, etc.

CUSTOMER #: [REDACTED]
UNIT# [REDACTED]



"Home of the Smilin' Irishman"

www.patmillikenford.com

9600 Telegraph * (Just South of I-96, The Jeffree Freeway)

Redford, MI 48239

Parts & Service 313-255-3130

Sales 313-255-3100 FAX 313-256-1027

REG. NO. F-102265 P&A CODE: 02741

INVOICE

DUPLICATE 2

PAGE 3

DEARBORN HTS, MI [REDACTED]

HOME: [REDACTED]

CONT: [REDACTED]

BUS: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 6079 JULIET R GUERTIN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
RR RUBY RE	17	FORD EDGE	2FMPK4J85HB [REDACTED]		587/795	T6076	
DEL DATE	PROD. DATE	WARR. EXP.	EST. COMPLETION TIME	PO NO.	RATE	PAYMENT	INV. DATE
01NOV17	09JAN17		14:54 11DEC17			CASH	13DEC17
R.O OPENED	READY	OPTIONS:	SOLD-STK	DLR:			
08:33 29NOV17	16:27 13DEC17	ENG:998 3.5L TI-VCT	TRN:44J 6-SPD	AUTO			
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

N-24 REPLACE SET OF TIRES AND WHEELS PER GENERAL
MANAGER AND RETRAIN TPMS SYSTEM

8491 KOSIN, PATRICK LIC#: M268335

INT

(N/C)
0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F:
587 VERIFIED CUSTOMER CONCERN, SWAPPED TIRES FROM IN STOCK UNIT AND
CUSTOMER RE TESTED WITH GENERAL MANAGER. REPAIR WAS SUFFICIENT AND
VERIFIED BY GENERAL MANAGER

G** CUST STATES THAT THE DOME LIGHTS DONT COME ON WHEN YOU OPEN THE
DOORS OR UNLOCK THE VEHICLE CK ADN ADVISE

NC NO CHARGE

9999 INT

(N/C)
0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G:
587 CUSTOMER ADDRESSED CONCERN-NO REPAIRS MADE

H** CUST STATES THAT THE REAR CROSS TRAFFIC ALERT DID NOT SOUND OR
REGISTER WHEN VEHICLE CROSSED IN REAR OF VEHICLE CK ADN ADVISE

E-40 PERFORM B/C TESTS- NO CODES CONTACT

TECH HOTLINE AND FORD ENGINEERING FOR
ASSISTANCE

8322 BLLIS, WESLEY W LIC#: M225521

INT

(N/C)
0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE H:
587 DEALER INSPECT CONCERN, UNABLE TO DUPLICATE AT THIS TIME-DEALER
CONTACTED FORD TECH HOTLINE # 113066327 DEALER CONTACTED FORD
ENGINEERING, ENGINEERING LOOKING INTO CUSTOMER CONCERN .

I** CUST STATES THAT WHEN THE PASSENGER REMOVED SEATBELT - WARNING
CHIME DID NOT SOUND FOR A WHILE BUT EVENTUALLY CAME ON CK AND
ADVISE

E-40 PLEASE CONSULT OWNERS MANUAL PAGE 38

9999 INT

(N/C)
0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE I:

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

I hereby authorize the below repair work to be done along with necessary materials. Dealer and dealer employees may operate vehicle for purposes of testing, inspection or delivery in my name. An express garage keeper's lien is acknowledged on vehicle to secure the amount of repair invoice. Dealer will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. If an inspection is necessary to determine the extent of damage and recommended repairs are required, or only partial repairs are made, dealer may not be able to return the vehicle to its original working condition.

CUSTOMER PAID LABOR CHARGES WARRANTED FOR 12 MOs. OR 12,000 MILES, WHICHEVER OCCURS FIRST, UNLESS COVERED BY ANOTHER APPLICABLE EXTENDED WARRANTY

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

I HEREBY ACKNOWLEDGE AND AGREE TO ALL STATEMENTS CONTAINED HEREIN.
CUSTOMER ACKNOWLEDGMENT (ALL TERMS STRICTLY CASH)
SIGNATURE X
NOTIFICATION ALL REPAIRS AND PARTS MUST BE PURCHASED IN COMPLIANCE WITH MICHIGAN AUTO REPAIR ACT (C.A. 201)

ON BEHALF OF SERVICE ADVISOR I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREIN ACCURATELY REFLECTS THE SERVICES DESCRIBED ABOVE AND THAT I AM QUALIFIED TO INSPECT REPAIRS AND TO REPORT ON THE ACCURACY OF THE REPAIRS DESCRIBED ABOVE. MY SIGNATURE AND SEAL ARE REQUIRED TO BE OBTAINED IN ORDER FOR THIS WARRANTY TO BE VALID. MY SIGNATURE AND SEAL ARE REQUIRED TO BE OBTAINED IN ORDER FOR THIS WARRANTY TO BE VALID.

ACQUIRING PROPERLY COMPLETED AND DATED BY

*SUPPLIES - 10% of labor with a max. of \$20.00 is included for supplies used on your vehicle. Applicable supply items are: nuts, bolts, washers, tape, pins, aerospray, shellac, solvent, rags, carburetor cleaner, towels, solder, battery cleaner, wire, window sealer, hazardous waste disposal, etc.

CUSTOMER #:
 IDMIT#



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 www.patmilikenford.com
 9600 Telegraph * (Just South of I-96, The Jeffries Freeway)
 Redford, MI 48239
 Parts & Service 313-255-3130
 Sales 313-255-3100 Fax 313-265-1027
 REG. NO. F-102265 P&A CODE: 02741

INVOICE

DUPLICATE 2
 PAGE 1

DEARBORN HTS, MI
 HOME: CONT:
 BUS: CELL:

SERVICE ADVISOR: 6079 JULIET R GUERTIN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
RR RUBY RE	17	FORD EDGE	2FMPK4J85HB		587/795	T6076	
DEL DATE	PROD. DATE	WARR. EXP.	EST. COMPLETION TIME	PO NO.	RATE	PAYMENT	INV. DATE
01NOV17	DL09JAN17		14:54 11DEC17			CASH	13DEC17

R.O. OPENED	READY	OPTIONS:	SOLD-STK:	DLR:
08:33 29NOV17	16:27 13DEC17	ENG:998_3_SL_TI-VCT	TRN:44J_6-SPD_AUTO	

LINE OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUST STATES THAT INTERMITTENTLY ENGINE CRANKS A LONG TIME DOES NOT START HAVE TO RESTART - PUSH BUTTON START - CK AND ADVISE CAUSE:

- 12650D EEC SYSTEM DIAGNOSIS - (QUICK TEST) - L
 8226 MARZOUQ, MAJID LIC#: M147918
 W (N/C)
- 9350B FUEL PUMP PRESSURE TEST ON VEHICLE -
 DIAGNOSIS (9350/9A407/9H307) - L
 8226 MARZOUQ, MAJID LIC#: M147918
 W (N/C)

FC: E29 82
 PART#: DIAG
 COUNT:
 CLAIM TYPE:
 AUTH CODE:
 8226

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
 587 TEST EEC. NO CODES. ENGINE MULTIPLE TIMES UNABLE TO CONFIRM ANY ISSUE AT THIS TIME. PERFORM FUEL PRESSURE LEAK DOWN TEST OVERNIGHT, INSPECT CIRCUITRY CONNECTORS FOR CORROSION. TEST OVER MULTIPLE DAYS, CONTACT FOR ENGINEERING. UNABLE TO DUPLICATE OR VERIFY CUSTOMER CONCERN AT THIS TIME. ENGINEERING TO RECONTACT DEALER IF ANY KNOWN ISSUES ARE FOUND.

B CUST STATES THAT THERE IS A RED LINE AT BOTTOM OF SCREEN AND SCREEN FLICKERS WHEN IN REVERSE CK AND ADVISE E-40 OPERATING AS DESIGNED

8568 TOYSA, MARK A LIC#: M272141
 INT (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
 587 RED LINE IS BUMPER IMAGE OF VEHICLE. OPERATING AS DESIGNED.

C LOANER VEHICLE

CAUSE:

I hereby authorize the dealer repair work to be done along with necessary maintenance. Dealer and dealer employees may contain vehicle for purposes of testing, inspection or delivery at my risk. An express damage waiver is acknowledged on vehicle to secure the amount of repair thereon. Dealer will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. If an inspection is necessary to determine the extent of damage and reimbursement totals are returned, or only partial repairs are made, dealer may not be able to return the vehicle to its original working condition.

CUSTOMER PAID LABOR CHARGES WARRANTED FOR 12 MOS. OR 12,000 MILES, WHICHEVER OCCURS FIRST, UNLESS COVERED BY ANOTHER APPLICABLE EXTENDED WARRANTY

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

I HEREBY ACKNOWLEDGE AND AGREE TO ALL STATEMENTS CONTAINED HEREIN
 CUSTOMER ACKNOWLEDGEMENT (ALL TERMS STRICTLY GOVT)

ON BEHALF OF SERVICE ADVISOR, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREIN IS ACCURATE UNLESS OTHERWISE NOTED. SERVICE ADVISOR'S RESPONSIBILITY IS TO ADVISE THE CUSTOMER OF ANY DEFECTS OR DAMAGE TO THE VEHICLE AND TO REPAIR OR REPLACE THE DEFECTS OR DAMAGE TO THE VEHICLE. THE CUSTOMER IS RESPONSIBLE FOR THE COST OF REPAIRS AND REPLACEMENT PARTS. THE CUSTOMER IS RESPONSIBLE FOR THE COST OF REPAIRS AND REPLACEMENT PARTS. THE CUSTOMER IS RESPONSIBLE FOR THE COST OF REPAIRS AND REPLACEMENT PARTS.

CONFIRMATION ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN COMPLIANCE WITH MICHIGAN AUTO REPAIR ACT, 2011 PA 100, 2012 PA 100, 2013 PA 100, 2014 PA 100, 2015 PA 100, 2016 PA 100, 2017 PA 100, 2018 PA 100, 2019 PA 100, 2020 PA 100, 2021 PA 100, 2022 PA 100, 2023 PA 100, 2024 PA 100, 2025 PA 100, 2026 PA 100, 2027 PA 100, 2028 PA 100, 2029 PA 100, 2030 PA 100, 2031 PA 100, 2032 PA 100, 2033 PA 100, 2034 PA 100, 2035 PA 100, 2036 PA 100, 2037 PA 100, 2038 PA 100, 2039 PA 100, 2040 PA 100, 2041 PA 100, 2042 PA 100, 2043 PA 100, 2044 PA 100, 2045 PA 100, 2046 PA 100, 2047 PA 100, 2048 PA 100, 2049 PA 100, 2050 PA 100, 2051 PA 100, 2052 PA 100, 2053 PA 100, 2054 PA 100, 2055 PA 100, 2056 PA 100, 2057 PA 100, 2058 PA 100, 2059 PA 100, 2060 PA 100, 2061 PA 100, 2062 PA 100, 2063 PA 100, 2064 PA 100, 2065 PA 100, 2066 PA 100, 2067 PA 100, 2068 PA 100, 2069 PA 100, 2070 PA 100, 2071 PA 100, 2072 PA 100, 2073 PA 100, 2074 PA 100, 2075 PA 100, 2076 PA 100, 2077 PA 100, 2078 PA 100, 2079 PA 100, 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CUSTOMER #:

INVOICE

"Home of the Smilin' Irishman"
 www.patmillikenford.com
 9900 Telegraph * (Just South of I-90, The Jeffries Freeway)
 Redford, MI 48239
 Parts & Service 313-255-3130
 Sales 313-256-3100 eFax 313-255-1027
 REG. NO. F-102265 P&A CODE: 02741

DUPLICATE 3
 PAGE 1

DEARBORN HTS, MI

HOME: CONT:

BUS: CELL:

SERVICE ADVISOR: 6399 IAN MURPHY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
RR RUBY RE	17	FORD EDGE	2FMPK4J85HB		1464/1605	T9020	
DEL DATE	PROD. DATE	WARR. EXP.	EST. COMPLETION TIME	PO NO.	RATE	PAYMENT	INV. DATE
01NOV17	09JAN17		15:00 23JAN18			CASH	23JAN18
R.O. OPENED	READY	OPTIONS	SOLD-STK:	DLR:			
08:45 19JAN18	10:58 23JAN18	ENG:998_3.5L_TI-VCT	TRN:44J_6-SPD	AUTO			

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CHECK FUEL ISSUE??

CAUSE:

- 12650D EEC SYSTEM DIAGNOSIS - (QUICK TEST) - L
 8226 MARZOUQ, MAJID LIC#: M147918
 W (N/C)
- 1 F2GZ*9H307*E SENDER AND PUMP ASY (N/C)
- 1 4L3Z*9276*AA GASKET (N/C)
- 12650D55 IGNITION SYSTEM - DIAGNOSIS - L
 8226 MARZOUQ, MAJID LIC#: M147918
 W (N/C)
- 9350B FUEL PUMP PRESSURE TEST ON VEHICLE -
 DIAGNOSIS (9350/9A407/9H307) - L
 8226 MARZOUQ, MAJID LIC#: M147918
 W (N/C)
- 12650D81 PID RECORDER/MONITOR TEST WITH ROAD TEST
 - L
 8226 MARZOUQ, MAJID LIC#: M147918
 W (N/C)
- 9002A6 FUEL PUMP - REPLACE
 (9350/9A407/9C417/9H307/9H318)
 8226 MARZOUQ, MAJID LIC#: M147918
 W (N/C)
- 9002A FUEL TANK - REMOVE AND INSTALL
 (9002/9072/9076) - L
 8226 MARZOUQ, MAJID LIC#: M147918
 W (N/C)

FC: D03 42
 PART#: F2GZ*9H307*E
 COUNT:
 CLAIM TYPE:
 AUTH CODE:
 8226

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
 1605 9H307 42 TEST EEC. SYSTEM SELF TEST-PASS CODES. IGNITION

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

*SUPPLIES - 10% of labor with a max. of \$20.00 is included for supplies used on your vehicle. Applicable supply items are: nuts, bolts, washers, lads, pins, aerospray, shealac, solvent, rags, carburetor cleaner, towels, solder, battery cleaner, wire, window sealer, hazardous waste disposal, etc.

CUSTOMER COPY

CUSTOMER #: [REDACTED]
 UNIT# [REDACTED]

Copy

INVOICE



"Home of the Smilin' Irishmen"
 www.patmillikenford.com
 9600 Telegraph (Just South of I-96, The Jeffries Freeway)
 Redford, MI 48239
 Parts & Service 313-255-3100
 Sales 313-255-3100 Fax 313-255-1027
 REG NO. F-102265 P&A CODE 02741

DEARBORN HTS, MI [REDACTED]
 HOME: [REDACTED]
 BUS: [REDACTED]

CONT: [REDACTED]
 CELL: [REDACTED]

PAGE 1

SERVICE ADVISOR: 6399 IAN MURPHY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
RR RUBY RE	17	FORD EDGE	2FMPK4J85HB [REDACTED]		1893/1978	T9846	
DEL DATE	PROD. DATE	WARR. EXP.	EST COMPLETION TIME	PO NO.	RATE	PAYMENT	INV DATE
01NOV17	DD09JAN17		12:48 02FEB18			CASH	02FEB18
R.O. OPENED	READY	OPTIONS	SOLD-STK	DLR			
09:24 01FEB18	08:55 02FEB18	ENG:998_3.5L_TI-VCT TRN:44J_6-SPD_AUTO					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A FUEL TANK LEAK/ODOR NOTED BY CUSTOMER OUTSIDE AFTER DRIVING - STEPPED OUT OF VEHICLE AND NOTICED FUEL SMELL FROM AROUND THE VEHICLE
 NC NO CHARGE INSPECTION

8226 MARZOUQ, MAJID LIC#: M147918
 IPS

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00 (N/C)

1893 HOIST VEHICLE AND INSPECT FOR CUSTOMER CONCERN OF FUEL ODOR, NO LEAKS OR ODOR DETECTED ON VEHICLE. SERVICE DIRECTOR ROAD TEST VEHICLE FOR OVER 30 MINUTES, NO ODOR DETECTED. CONTACTED CUSTOMER TO ADVISE NO CONCERN FOUND- PERMISSION GIVEN BY CUSTOMER FOR DEALERSHIP'S GENERAL MANAGER TO DRIVE VEHICLE HOME AND BACK (APPROX 70 MILES) PARK OVERNIGHT IN THERE GARAGE, TOP OFF FUEL TANK THE NEXT MORNING AND DRIVE BACK TO THE DEALER SHIP WITH NO FUEL ODOR DETECTED AT THIS TIME.

B LOANER VEHICLE

CAUSE:

E LOANER VEHICLE

9999 W

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00 (N/C)

SUBL WARRANTY RENTAL

FC: 1

Parts replaced on customer pay repairs are left in the vehicle or retained for your inspection for 48 hours in accordance with Michigan law.
 If for any reason you are not "Completely Satisfied" please contact me at 313-255-3100
 Pat Lyons, Service Director

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC CHARGES	0.00
SUBTOTAL	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
LEASE PAY	
TIS AMOUNT	0.00

*SUPPLIES = 10% of labor with a max. of \$20.00 is included for supplies used on your vehicle. Applicable supply items are: nuts, bolts, washers, lube, pins, aerospray, shellac, solvent, rags, carburetor cleaner, lubeoil, solder, battery cleaner, wire, window sealer, hazardous waste disposal, etc.

[OVERVIEW](#)[FEATURES/SPECS ▾](#)[KEY FACTORS ▾](#)[RATINGS/REVIEWS ▾](#)[COMPLAINTS/PROBLEMS ▾](#)

ELECTRICAL SYSTEM

NUMBER

[REDACTED]

REPLACEMENT BULLETIN NUMBER:

11-29

NHTSA ITEM NUMBER

10127424

DATE

2017-11-29

COMPONENT

ELECTRICAL SYSTEM

DATE ADDED

2018-01-29

SUMMARY

Some 2016-2017 ford and lincoln vehicles with sync 3 may intermittently display an overhead image of a vehicle in the center of the sync touchscreen with no obstacle detection grids or warning chimes. Sync may appear unresponsive when the o

BACK OVER PREVENTION

OVERVIEW

FEATURES/SPECS ▾

KEY FACTORS ▾

RATINGS/REVIEWS ▾

COMPLAINTS/PROBLEMS ▾

free liftgate activation feature may exhibit the liftgate opening or closing

STRUCTURE: BODY: TAILGATE

NUMBER	TSB18-2042
REPLACEMENT BULLETIN NUMBER:	02-02
NHTSA ITEM NUMBER	10136575
DATE	2018-02-02
COMPONENT	STRUCTURE: BODY: TAILGATE
DATE ADDED	2018-05-14
SUMMARY	Some 2015-2018 edge and 2016-2018 mkx vehicles equipped with a power liftgate and built on or before 2-jan-2018 may exhibit an intermittent bounce back after closing has been commanded. Follow the service procedure steps to correct this con

Kreish 2017 Edge



Kreish 2017 Edge



Trim Damage Kelsch

