NEF-010

INFORMATION REDACTED PURSUANT TOTHE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

CL-11185250-6990

February 17, 2019

Marquita
Customer Service Representative
Ford Motor Company
PO Box 6248, MD 4S-B
Dearborn, MI 48126

Case: [redacted]

Dear Marquita:

I received your letter recommending I get a second opinion from another Ford dealership for the issue on my car. I went to Taylor Ford on January 21, 2019 and received my Escape back on February 13, 2019. That is 23 days being serviced by Taylor Ford. Not only was it not fixed properly, it was returned to me looking as if it had been used for purposes other than just service. The pristine car I summitted for service was return to me filthy not on just the driver side but the front passenger side and the back-passenger side looked has through it has been used to haul dirty construction material.

The attached paperwork tells me they replaced the drive shaft – it did not correct the issue. Taylor Ford said they compared my Escape with another similar model, but the noise was not as loud as in my Escape.

My Escape has now been in service for 42 days at one dealer or another and the issue has still not been resolved. I am not confident this issue has been addressed properly, and the safety of my family is still in question here. Hence, I would like Ford Motor Company to buy back this Escape within the next 30 days.

Sincerely,

[redacted]

Romulus, MI [redacted]

Cc: Mr. James Hackett – Ford Motor Company
Mr. William Clay Ford – Ford Motor Company
Mr. Todd Pluff – Taylor Ford
Mr. Burt Bofia – Crest Ford
National High Traffic Safety Administration ✓
Channel 4 – Help Me Hank

TG
3.5.19
UP

CREST

22675 Gibraltar Rd
Flat Rock, MI 48134
(734) 782-2400
Fax: (734) 782-0917
www.crestfordflatrock.com

SERVICE DEPARTMENT HOURS
5:00 a.m. to 6:00 p.m.
Monday - Friday
State Registration# F-144742

R/O Open Date	R/O Number
10/02/18	[redacted]
R/O Close Date	Status
10/02/18	Pre-Invoice
Mileage In	Mileage Out
1988	1990
Service Advisor / Tag #	
MICHAEL MAUS/6570	

	Work Phone	Vehicle Identification Number
[redacted]		1FMCU9J95JU[redacted]
ROMULUS, MI [redacted]	Home Phone	Delivery Date / In-Service Date
	[redacted]	7/31/18 / 7/31/18

Year	Make	Model	Body	Color	License Number
2018	FORD	ESCAPE	WGN	INGOT SILV	

[redacted]

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [redacted] Email: [redacted]	
#1 - 1000: BODY/TRIM/GLASS DRIVER S HEAD REST TOO FAR FORWARD Tech: BRANDON THABIT (124) SET BACK AS FAR AS POSSIBLE Sub Total: .00	
#2 - 900: STEERING/SUSPENSION REPAIR HAS VIBRATION AT 43-45 MPH ONLY Tech: BRANDON THABIT (124) BALANCED ALL FOUR TIRES ROAD TEST OK	Warranty
#3 - 99P: MULTI-POINT INSPECTION. Corrected by CHECKED BATTERY AND OKAY AT THIS TIME Tech: BRANDON THABIT (124) Corrected by BRAKERS WERE CHECKED AND ARE OK, GREEN CONDITION,DISC OVER 5mm DRUM OVER 2mm Tech: BRANDON THABIT (124) Corrected by CHECKED TIRE TREAD DEPTHS AND ARE OKAY AT THIS TIME Tech: BRANDON THABIT (124) PERFORMED MULTI-POINT INSPECTION Sub Total: .00	

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.
ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.
STORAGE CHARGES OF $35.00 PER DAY UPON CUSTOMER NOTIFICATION COMPLETED REPAIRS

CUSTOMER LABOR RATE IS BASED ON A PER FLAT RATE UNIT WHICH IS PREDICTED ON A TIME STUDY GUIDE, MAY NOT REFLECT THE ACTUAL HOURS WORKED.

SHOP SUPPLIES: 9% OF THE LABOR CHARGE. MAX $24.86. OFR WORK DONE IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLIE ITEMS ARE: NUTS, BOLTS, WASHERS, TAPE, PINS, AEROSPRAY, SHELLAC, SOLVENT, RAGS, BATTERY CLEANER, TOWELS, SOLDER, CARBURETOR CLEANER, HAZARDOUS WASTE AND OR OTHER TOXIC SUBSTANCES PER THE WASTE DISPOSAL ACT EPA R.C.R.A.

LIMITED WARRANTY: We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free or charge during normal business hours - parts & labor. Excluding seals & gaskets.

REPAIRS PROPERLY COMPLETED AND CHECKED BY
All repairs listed were furnished in compliance with Michigan Vehicle Service and repair Act P.A. 300

X _____
CUSTOMER SIGNATURE

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

(C) 2010 DEALERTRACK SYSTEMS, Inc. - Dealership Application Group (800) 845-1028

CREST

Ford

22675 Gibraltar Rd. (I-75) Exit 29
Flat Rock, Michigan 48134
Phone (734) 782-2400 Fax (734) 782-0917

T811603
T810997

Customer Name: [redacted] Year/Model: Date: 10/02/18

Mileage: 1990

MAY REQUIRE FUTURE ATTENTION

SCHEDULED MAINTENANCE ITEMS DUE FOR SERVICING ON THIS VISIT

Cabin Air Filter	Oil Filter
Engine Air Filter	Spark Plugs
Engine Coolant	Tire Rotation
Fuel Filter	Transmission Filter
Oil Change	Transmission Fluid

*This is only a partial list of vehicle maintenance items and is NOT all-inclusive. Please consult your Owners Manual or visit www.genuineservice.com for vehicle specific maintenance requirements.

Comments:

CHECK FLUID LEVELS AND FILL

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

CHECK FOLLOWING SYSTEMS/COMPONENTS

	Comments
Operation of horn, interior lights, exterior lamps, turn signals, hazard and brake lamps	
Radiator, heater, and air-conditioning hoses for leaks and damage	
Windshield for cracks, chips and pitting	
Windshield washer spray, wiper operation and wiper blades	
Accessory drive belt(s)	
Brake system (including lines, hoses, and parking brake) and wheel end for end-play and bearing noise	
Clutch operation (if equipped)	
Constant velocity (CV) drive axle boots (if equipped)	
Drive shaft, transmission, u-joint and shift linkage (if equipped) and lubricate (as needed)	
Engine Cooling System, hoses and clamps	
Exhaust system (leaks, damage, loose parts)	
Oil and/or fluid leaks	
Shocks/struts and other suspension components for leaks and/or damage	
Steering and steering linkages	

STATE INSPECTION DUE (IF APPLICABLE) ____ / ____ / ____ (MONTH / DAY / YEAR)

Comments:

This Courtesy Inspection Completed by Your Dealership Team!

Service Advisor:

Technician:

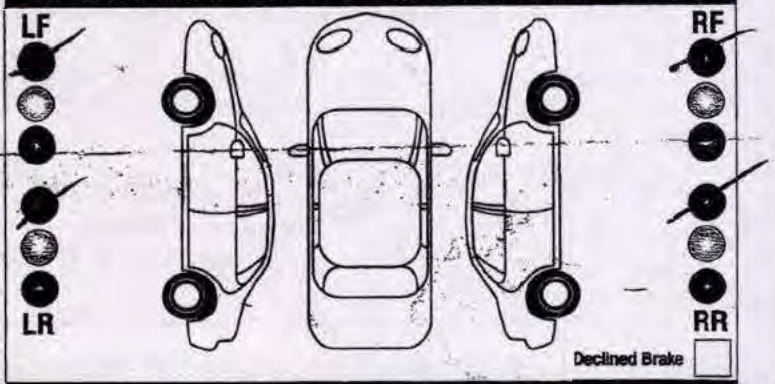
CHECK BATTERY

State of Health: 0% – 100%

Condition of Terminals: ■ Good ■ Bad (Clean if necessary)

Declined Battery ☐

CHECK BRAKES – MEASURE FRONT/REAR BRAKE LININGS



Declined Brake ☐

Over 5mm or 7/32" (Disc) or Over 2mm or 3/32" (Drum)

Less than 3mm or 4/32" (Disc) or 1mm or 2/32" or less (Drum)

■ BRAKE MEASUREMENTS NOT TAKEN THIS SERVICE VISIT

Comments:

Check Tires

TREAD DEPTH

LF	RF
7/32" or Greater	7/32" or Greater
4/32" to 6/32"	4/32" to 6/32"
3/32" or Less	3/32" or Less
7/32" or Greater	7/32" or Greater
4/32" to 6/32"	4/32" to 6/32"
3/32" or Less	3/32" or Less
LR	RR

Declined Tire ☐

WEAR PATTERN / DAMAGE: LF ● ● ● LR ● ● ● RF ● ● ● RR ● ● ●

TIRE WEAR INDICATES: ■ Alignment Check Needed ■ Wheel Balance Needed

Comments:

TIRE PRESSURE SET TO FACTORY RECOMMENDED PSI: ■ Front ■ Rear

Customer Signature:

CREST Ford

22675 Gibraltar Rd
Flat Rock, MI 48134
(734) 782-2400
Fax: (734) 782-0917
www.crestfordflatrock.com

2

SERVICE DEPARTMENT HOURS
5:00 a.m. to 6:00 p.m.
Monday - Friday
State Registration# F-144742

R/O Open Date	R/O Number
10/12/18	[redacted]
R/O Close Date	Status
10/18/18	Pre-Invoice
Mileage In	Mileage Out
2251	2255
Service Advisor / Tag #	
MICHAEL MAUS/6757*W*	

[redacted]
ROMULUS, MI [redacted]

Work Phone	Vehicle Identification Number
	1FMCU9J95JU[redacted]
Home Phone	Delivery Date / In-Service Date
[redacted]	7/31/18 / 7/31/18

Year	Make	Model	Body	Color	License Number
2018	FORD	ESCAPE	WGN	INGOT SILV	

[redacted]

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [redacted] Email: [redacted]	
#1 - 900: STEERING/SUSPENSION REPAIR 45-50 MPH HAS VIBRATION/RUMBLE FROM REAR -SEE LAST RO Tech: MATTHEW HASSELL (578) VERIFIED CUSTOMER CONCERN OF LOW DRONING NOISE HEARD BETWEEN 45 AND 55 MPH WITH SLIGHT VIBRATION FELT. CONTACTED HOTLINE. HOTLINE VERIFIED NOISE NORMAL.	SRV POLICY

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.
ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.
STORAGE CHARGES OF $35.00 PER DAY UPON CUSTOMER NOTIFICATION COMPLETED REPAIRS

CUSTOMER LABOR RATE IS BASED ON A PER FLAT RATE UNIT WHICH IS PREDICTED ON A TIME STUDY GUIDE, MAY NOT REFLECT THE ACTUAL HOURS WORKED.

SHOP SUPPLIES: 9% OF THE LABOR CHARGE, MAX $24.86, OFR WORK DONE IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLIE ITEMS ARE: NUTS, BOLTS, WASHERS, TAPE, PINS, AEROSPRAY, SHELLAC, SOLVENT, RAGS, BATTERY CLEANER, TOWELS, SOLDER, CARBURETOR CLEANER, HAZARDOUS WASTE AND OR OTHER TOXIC SUBSTANCES PER THE WASTE DISPOSAL ACT EPA R.C.R.A.

LIMITED WARRANTY: We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free or charge during normal business hours - parts & labor. Excluding seals & gaskets.

REPAIRS PROPERLY COMPLETED AND CHECKED BY
All repairs listed were furnished in compliance with Michigan Vehicle Service and repair Act P.A. 300

X _____
CUSTOMER SIGNATURE

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

(C) 2010 DEALERTRACK SYSTEMS, Inc. - Dealership Application Group (800) 945-1028

CREST

22675 Gibraltar Rd
Flat Rock, MI 48134
(734) 782-2400
Fax: (734) 782-0917
www.crestfordflatrock.com

SERVICE DEPARTMENT HOURS
5:00 a.m. to 6:00 p.m.
Monday - Friday
State Registration# F-144742

R/O Open Date	R/O Number
10/24/18	[redacted]
R/O Close Date	Status
11/02/18	Pre-Invoice
Mileage In	Mileage Out
2695	2825

Service Advisor / Tag #: MICHAEL MAUS/6924

	Work Phone	Vehicle Identification Number
[redacted]		1FMCU9J95J[redacted]
ROMULUS, MI [redacted]		Delivery Date: 7/31/18 — In-Service Date: 7/31/18

Year	Make	Model	Body	Color	License Number
2018	FORD	ESCAPE	WGN	INGOT SILV	

[redacted]

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [redacted] Email: [redacted]	
#1 - MISC: MISC CHECK VIBRATION, RUMBLE, FLUTTER NOISE AT 45-48 MP H (SEE BURT) Tech: MATTHEW HASSELL (578)	SRV POLICY
TEST DROVE VEHICLE AND VERIFIED LOW DROANING NOISE COMING FROM VEHICLE. DROANING NOISE HEARD BETWEEN 1250 TO 1500 RPMS. PERFORMED VISUAL INSPECTION AN D FOUND EVERYTHING GOOD. TEST DROVE VEHICLE AND AT TEMPTED TO VERIFY IF MOVING RECIRC DOOR WOULD CHAN GE NOISE. VERIFIED NOISE DID NOT CHANGE FROM MOVIN G RECIRC DOOR. ATTACHED CHASSIS EARS TO VEHICLE IN MULTIPLE DIFFERENT POSITIONS AND DID NOT HEAR DRO ANING NOISE FROM SUSPENSION, ENGINE, TRANSMISSION, POWER TAKE OFF UNIT OR REAR DIFFERENTIAL. LISTENE D TO HUBS WITH STETHESCOPE AND VERIFIED NO NOISE C OMING FROM HUBS. HOOKED UP IDS AND USED DATA LOGGE R TO HOLD ENGINE RPM AT 1500 RPMS. COULD HERE LOW DROAN NOISE COMING FROM EXHAUST. COMPARED TO LIKE VEHICLE AND VERIFIED BOTH ON ROAD AND IDS HOLDING AT 1500 RPMS SAME NOISE HEARD. ALSO PERFORMED ENGI NE MOUNT NEUTRALIZATION AND STILL HEARD THE NOISE. HOTLINE ESCALATION CONTACT VERIFIED THAT WITH LIK E VEHICLE COMPARISON NOISE IS A COMMON CHARACTERIS IC OF THE VEHICLE	

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.
ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.
STORAGE CHARGES OF $35.00 PER DAY UPON CUSTOMER NOTIFICATION COMPLETED REPAIRS

CUSTOMER LABOR RATE IS BASED ON A PER FLAT RATE UNIT WHICH IS PREDICTED ON A TIME STUDY GUIDE, MAY NOT REFLECT THE ACTUAL HOURS WORKED.

SHOP SUPPLIES: 9% OF THE LABOR CHARGE, MAX $24.86, OFR WORK DONE IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLIE ITEMS ARE: NUTS, BOLTS, WASHERS, TAPE, PINS, AEROSPRAY, SHELLAC, SOLVENT, RAGS, BATTERY CLEANER, TOWELS, SOLDER, CARBURETOR CLEANER, HAZARDOUS WASTE AND OR OTHER TOXIC SUBSTANCES PER THE WASTE DISPOSAL ACT EPA. R.C.R.A.

LIMITED WARRANTY: We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix if free or charge during normal business hours - parts & labor. Excluding seals & gaskets.

REPAIRS PROPERLY COMPLETED AND CHECKED BY
All repairs listed were furnished in compliance with Michigan Vehicle Service and repair Act P.A. 300

X _____
CUSTOMER SIGNATURE

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

(C) 2010 DEALERTRACK SYSTEMS, Inc. - Dealership Application Group (800) 946-1026

CREST

Ford

22675 Gibraltar Rd
Flat Rock, MI 48134
(734) 782-2400
Fax: (734) 782-0917
www.crestfordflatrock.com

SERVICE DEPARTMENT HOURS
5:00 a.m. to 6:00 p.m.
Monday - Friday
State Registration# F-144742

R/O Open Date	R/O Number
10/24/18	[redacted]
R/O Close Date	Status
11/02/18	Pre-Invoice
Mileage In	Mileage Out
2695	2825
Service Adviser / Tag #	
MICHAEL MAUS/6924	

[redacted]
ROMULUS, MI [redacted]

Work Phone	Vehicle Identification Number
	1FMCU9J95J[redacted]
Home Phone	Delivery Date / In-Service Date
[redacted]	7/31/18 / 7/31/18

Year	Make	Model	Body	Color	License Number
2018	FORD	ESCAPE	WGN	INGOT SILV	

[redacted]

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#2 - MISC: MISC CHECK WHITE SPOT ON DRIVERS SIDE SEAT Tech: HOUSE TECHNICICAN (999) Work performed by AM600 : 18765 SPOT CLEANED	SRV POLICY SRV POLICY
#3 - MIS: MISC CHECK MOISTURE IN HEADLAMP Tech: MATTHEW HASSELL (578) CAN NOT VERIFY	SRV POLICY
#4 - MISC: MISC CHECK LEFT REAR TAILIGHT HAS DROPLETS INSIDE Corrected by REPLACE BOTH REAR CORNER LIGHTS Tech: MATTHEW HASSELL (578) Installed GJ5Z 13405 E :LAMP ASY - REAR, STOP AND Qty: 1 INSPECTED AND VERIFIED DROPLETS IN LEFT SIDE TAILG ATE LAMP. REPLACED LEFT REAR TAILGATE BRAKE LAMP H OUSING AND VERIFIED REPAIR	Warranty Warranty
#5 - MIS: MISC DRIVERS SIDE HEADREST WONT GO BACK Tech: MATTHEW HASSELL (578) NORMAL CONDITION	SRV POLICY
#6 - 99P: ~~MULTI-POINT INS~~PECTION. Corrected by CHECKED BATTERY AND OKAY AT THIS TIME	

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.
ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.
STORAGE CHARGES OF $35.00 PER DAY UPON CUSTOMER NOTIFICATION COMPLETED REPAIRS

CUSTOMER LABOR RATE IS BASED ON A PER FLAT RATE UNIT WHICH IS PREDICTED ON A TIME STUDY GUIDE, MAY NOT REFLECT THE ACTUAL HOURS WORKED.

SHOP SUPPLIES: 9% OF THE LABOR CHARGE, MAX $24.86. OFR WORK DONE IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLIE ITEMS ARE: NUTS, BOLTS, WASHERS, TAPE, PINS, AEROSPRAY, SHELLAC, SOLVENT, RAGS, BATTERY CLEANER, TOWELS, SOLDER, CARBURETOR CLEANER, HAZARDOUS WASTE AND OR OTHER TOXIC SUBSTANCES PER THE WASTE DISPOSAL ACT EPA, R.C.R.A.

LIMITED WARRANTY: We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix if free or charge during normal business hours - parts & labor. Excluding seals & gaskets.

REPAIRS PROPERLY COMPLETED AND CHECKED BY
All repairs listed were furnished in compliance with Michigan Vehicle Service and repair Act P.A. 300

X_____
CUSTOMER SIGNATURE

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

(C) 2010 DEALERTRACK SYSTEMS, Inc. - Dealership Application Group (800) 948-1028

CREST

Ford

22675 Gibraltar Rd
Flat Rock, MI 48134
(734) 782-2400
Fax: (734) 782-0917
www.crestfordflatrock.com

SERVICE DEPARTMENT HOURS
5:00 a.m. to 6:00 p.m.
Monday - Friday
State Registration# F-144742

R.O Open Date	[redacted]
10/24/18	
R.O Close Date	Status
11/02/18	Pre-Invoice
Mileage In	Mileage Out
2695	2825
Service Advisor / Tag #	
MICHAEL MAUS/6924	

[redacted]
ROMULUS, MI [redacted]

Work Phone:
Home Phone [redacted]

Vehicle Identification Number: 1FMCU9J95JU[redacted]
Delivery Date: 7/31/18
In-Service Date: 7/31/18

Year	Make	Model	Body	Color	License Number
2018	FORD	ESCAPE	WGN	INGOT SILV	

[redacted]

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Tech: MATTHEW HASSELL (578) Corrected by CHECKED TIRE TREAD DEPTHS AND ARE OKAY AT THIS TIME Tech: MATTHEW HASSELL (578) Corrected by BRAKERS WERE CHECKED AND ARE OK, GREEN CONDITION,DISC OVER 5mm DRUM OVER 2mm Tech: MATTHEW HASSELL (578) PERFORMED MULTI POINT INSPECTION Sub Total: .00	

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.
ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.
STORAGE CHARGES OF $35.00 PER DAY UPON CUSTOMER NOTIFICATION COMPLETED REPAIRS

CUSTOMER LABOR RATE IS BASED ON A PER FLAT RATE UNIT WHICH IS PREDICTED ON A TIME STUDY GUIDE, MAY NOT REFLECT THE ACTUAL HOURS WORKED.

SHOP SUPPLIES: 9% OF THE LABOR CHARGE, MAX $24.86, OFR WORK DONE IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLIE ITEMS ARE: NUTS, BOLTS, WASHERS, TAPE, PINS, AEROSPRAY, SHELLAC, SOLVENT, RAGS, BATTERY CLEANER, TOWELS, SOLDER, CARBURETOR CLEANER, HAZARDOUS WASTE AND OR OTHER TOXIC SUBSTANCES PER THE WASTE DISPOSAL ACT EPA. R.C.R.A.

LIMITED WARRANTY: We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix if free or charge during normal business hours - parts & labor. Excluding seals & gaskets.

REPAIRS PROPERLY COMPLETED AND CHECKED BY
All repairs listed were furnished in compliance with Michigan Vehicle Service and repair Act P.A. 300

X_____
CUSTOMER SIGNATURE

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

(C) 2010 DEALERTRACK SYSTEMS, Inc. - Dealership Application Group (800) 845-1026

CREST

Ford

22675 Gibraltar Rd. (I-75) Exit 29
Flat Rock, Michigan 48134
Phone (734) 782-2400 Fax (734) 782-0917

3.

Customer Name: [redacted] Year/Model: _____ Date: 11/2/18

RO/ Tag [redacted] Mileage: 2825

MAY REQUIRE FUTURE ATTENTION

SCHEDULED MAINTENANCE ITEMS DUE FOR SERVICING ON THIS VISIT*

Cabin Air Filter	Oil Filter
Engine Air Filter	Spark Plugs
Engine Coolant	Tire Rotation
Fuel Filter	Transmission Filter
Oil Change	Transmission Fluid

***This is only a partial list of vehicle maintenance items and is NOT all-inclusive. Please consult your Owners Manual or visit www.genuineservice.com for vehicle specific maintenance requirements.**

Comments: _____

CHECK FLUID LEVELS AND FILL

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

CHECK FOLLOWING SYSTEMS/COMPONENTS

	Declined
Operation of horn, interior lights, exterior lamps, turn signals, hazard and brake lamps	○
Radiator, heater, and air-conditioning hoses for leaks and damage	○
Windshield for cracks, chips and pitting	○
Windshield washer spray, wiper operation and wiper blades	○
Accessory drive belt(s)	○
Brake system (including lines, hoses, and parking brake) and wheel end for end-play and bearing noise	○
Clutch operation (if equipped)	○
Constant velocity (CV) drive axle boots (if equipped)	○
Drive shaft, transmission, u-joint and shift linkage (if equipped) and lubricate (as needed)	○
Engine Cooling System, hoses and clamps	○
Exhaust system (leaks, damage, loose parts)	○
Oil and/or fluid leaks	○
Shocks/struts and other suspension components for leaks and/or damage	○
Steering and steering linkages	○

STATE INSPECTION DUE (IF APPLICABLE) ____ / ____ / ____ (MONTH / DAY / YEAR)

Comments: _____

This Courtesy Inspection Completed by Your Dealership Team!

Service Advisor: _____

Technician: _____

CHECK BATTERY

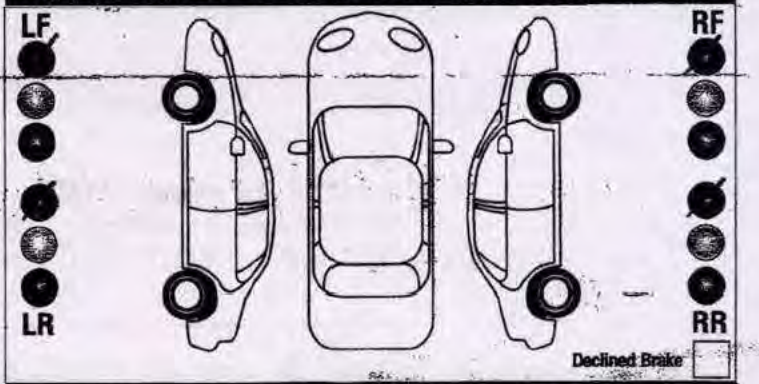
Condition of Terminals

■ Good ■ Bad

(Clean if necessary)

Declined Battery ☐

CHECK BRAKES – MEASURE FRONT/REAR BRAKE LININGS



Declined Brake ☐

Over 5mm or 7/32" (Disc) or Over 2mm or 3/32" (Drum)

Less than 3mm or 4/32" (Disc) or 1mm or 2/32" or less (Drum)

■ **BRAKE MEASUREMENTS NOT TAKEN THIS SERVICE VISIT**

Comments: _____

Check Tires

TREAD DEPTH

LF	RF
7/32" or Greater	7/32" or Greater
4/32" to 6/32"	4/32" to 6/32"
3/32" or Less	3/32" or Less
7/32" or Greater	7/32" or Greater
4/32" to 6/32"	4/32" to 6/32"
3/32" or Less	3/32" or Less
LR	RR

Declined Tire ☐

WEAR PATTERN / DAMAGE

LF ○○○ RF ○○○

LR ○○○ RR ○○○

TIRE WEAR INDICATES:

■ Alignment Check Needed ■ Wheel Balance Needed

Comments: _____

TIRE PRESSURE SET TO FACTORY RECOMMENDED PSI

■ Front ■ Rear

Customer Signature: _____

November 11, 2018

Dear Mr. Hackett,

I would like to introduce myself, my name is [redacted] and I recently purchased a 2018 Escape and I have heard a rumble noise since day one and every time you reach the speed of 45 to 50 mph this noise happens. I have had it back to the dealership a number of times only to be given the same response that the Ford Hotline says it is a normal noise.

I find this very unsettling and it effects my confidence to drive the car. It is extremely disappointing to purchase a new vehicle and receive this reply from you.

I have owned many new Ford vehicles and never have I heard a noise like this.

I want the records to show that I am unhappy and feeling as if this does not matter to you.

Respectfully,

[redacted]

c: National Highway Traffic Safety Administration

Crest Ford Dealership/Burt

December 26, 2018

[redacted]
Romulus, MI [redacted]

Case #[redacted]

Dea[redacted]

Thank you for contacting our Customer Relationship Center. We have received your letter regarding the noise coming from your 2018 Escape.

According to your dealership's assessment your vehicle is operating within Ford specifications. Your local Ford dealership has factory-trained technicians, the most current engineering service information, and the specialized equipment required to resolve your vehicle concerns. We concur with the dealership assessment. If you require further assistance, we recommend that you have your vehicle diagnosed at a different Ford dealer for a second opinion. To find a dealership in your area, please visit our website at: www.ford.com and click on the "locate a dealer" feature.

Please be assured that I have documented your correspondence. The information and feedback we gather from our customers is used in all areas within Ford Motor Company to assist us in building vehicles that will meet our customer's demands for quality and value.

Thank you for contacting Ford Motor Company.

Sincerely,

Marquita

Marquita
Customer Service Representative
Ford Motor Company

Ford Customer Service Division
PO Box 6248, MD 4S-B
Dearborn, Michigan 48126
USA

CUSTOMER #: [redacted]

[redacted]

INVOICE

TAYLOR Ford
Where the customer is always first!
13500 TELEGRAPH RD. · TAYLOR, MICHIGAN 48180
PHONE: (313) 291-0300
SERVICE DIRECT: (313) 291-0379
www.shoptaylorford.com
Registration NO. F 157669 P&A CODE 04501

[redacted]
ROMULUS MI
HOME: [redacted] CONT:
BUS: CELL: [redacted]

SERVICE ADVISOR: 11842 BRITTNEY FUCHS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	18	FORD ESCAPE	1FMCU9J95[redacted]		5752/5823	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN18 DD			17:00 21JAN19		105.00	CASH	13FEB19

R.O. OPENED	READY
10:17 21JAN19	15:51 13FEB19

DLR: [redacted]

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
EST: 0.00 21JAN19 10:17 SA: 11842

If you were happy with our service please tell a friend. If not please tell us !!! Our goal is to have our customers "COMPLETELY SATISFIED" Thank from your Taylor Ford Service Manager. 313-216-1590

Customer Signature X_____

(CHECK ✓ APPROPRIATE BOX)
☐ CLAIMS REVIEW ☐ AUTHORIZATION TO SUBMIT CLAIM ☐ PARTS SCRAP OUT

$_____ PARTS $_____ LABOR $_____ TOTAL

Authorized Signature and Date

ORIGINAL ESTIMATE (PARTS & LABOR) $
AUTHORIZED ADDITIONS $
TOTAL $

X DENOTES A REMANUFACTURED PART

ADD'L. REPAIRS O.K'D BY X
DATE

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED

CUSTOMER ACCEPTANCE X
WAIVER LIMIT $
TIME
REPLACED PARTS REQUESTED ☐ YES ☐ NO

STORAGE WILL BE CHARGED 48 HOURS AFTER REPAIRS ARE COMPLETED.

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

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.

X_____
(SIGNED) DEALER, GENERAL MANAGER, OR AUTHORIZED PERSON (DATE)

I hereby authorize the below repair work to be done along with necessary materials. You and your employees may operate vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs thereto. You 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, we may not be able to restore the vehicle to its original working condition.

I HEREBY ACKNOWLEDGE AND AGREE TO ALL STATEMENTS CONTAINED HEREIN

CUSTOMER PAID LABOR CHARGES WARRANTED FOR 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST

REPAIRS PROPERLY COMPLETED AND CHECKED BY:

CASH OR CREDIT CARD ACCEPTED

CUSTOMER #: [redacted]

[redacted]

INVOICE

TAYLOR Ford
Where the customer is always first!
13500 TELEGRAPH RD. · TAYLOR, MICHIGAN 48180
PHONE: (313) 291-0300
SERVICE DIRECT: (313) 291-0379
www.shoptaylorford.com

[redacted]
ROMULUS, MI
HOME: [redacted] CONT: [redacted]
BUS: CELL: [redacted]

PAGE 1

Registration NO. F 157869 P&A CODE 04501

SERVICE ADVISOR: 11842 BRITTNEY FUCHS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	18	FORD ESCAPE	1FMCU9J95JU[redacted]		5752/5823	[redacted]

DEL DATE	PROD. DATE	WARR EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN18 DD			17:00 21JAN19		105.00	CASH	13FEB19

R.O. OPENED	READY
10:17 21JAN19	15:51 13FEB19

DLR [redacted]

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES BETWEEN 45-50MPH SHE HEARS A RUMBLE NOISE
CAUSE: .
4602A DRIVE SHAFT ASSEMBLY - REAR - REMOVE AND INSTALL OR REPLACE (4602/4R602) - L
4764 SCHEFFLER,KELLY LIC#: M209551
W (N/C)
1 EJ7Z*4R602*D SHAFT ASY - DRIVE (N/C)
6 5F9Z*4682*AA BOLT (N/C)
MT MTDIAG
4764 SCHEFFLER,KELLY LIC#: M209551
W (N/C)
FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:
4764
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
5823 CODE 69 4R6[illegible]
2.0L 6F35 4WHL
ROAD TESTED VEHICLE VERIFIED VIBRATION AROUND 45-50MPH CHECKED MOUNTS FOR DEFECT NONE FOUND [illegible] REMOVED REAR DRIVE SHAFT AND FOUND THE CV JOINTS ARE BINDING REPLACED DRIVE SHAFT WITH NEW AND ROAD TESTED AFTER REPAIR VEHICLE ROAD TESTED OK
4764
****
B TAYLOR FORD RENTAL CAR
RENTAL TAYLOR FORD RENTAL CAR
999 C 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
****
D *****FORD WARRANTY PARTS RETURN*****
W *****FORD WARRANTY PARTS RETURN*****
999 IW (N/C)
1 4R602 (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

(CHECK ✓) APPROPRIATE BOX)
☐ CLAIMS REVIEW ☐ AUTHORIZATION TO SUBMIT CLAIM ☐ PARTS SCRAP OUT

ORIGINAL ESTIMATE (PARTS & LABOR) $
AUTHORIZED ADDITIONS $
TOTAL $

ADD'L REPAIRS OK'D BY X
DATE

CUSTOMER ACCEPTANCE X
WAIVER LIMIT $
TIME

$ PARTS $ LABOR $ TOTAL

X DENOTES A REMANUFACTURED PART

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED

REPLACED PARTS REQUESTED ☐ YES ☐ NO

STORAGE WILL BE CHARGED AS HOURS AFTER REPAIRS ARE COMPLETED.

Authorized Signature and Date

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

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.

X

(SIGNED) DEALER, GENERAL MANAGER, OR AUTHORIZED PERSON (DATE)

I hereby authorize the below repair work to be done along with necessary materials. You and your employees may operate vehicle for purpose of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs thereto. You 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, we may not be able to restore the vehicle to its original working condition.

I HEREBY ACKNOWLEDGE AND AGREE TO ALL STATEMENTS CONTAINED HEREIN.

CUSTOMER PAID LABOR CHARGES WARRANTED FOR 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST

REPAIRS PROPERLY COMPLETED AND CHECKED BY:

CASH OR CREDIT CARD ACCEPTED

CUSTOMER #: [redacted]

4

[redacted]

b.

TAYLOR Ford
Where the customer is always first!
13500 TELEGRAPH RD. · TAYLOR, MICHIGAN 48180
PHONE: (313) 291-0300
SERVICE DIRECT: (313) 291-0379
www.shoptaylorford.com
Registration NO. F 157669 P&A CODE 04501

INVOICE

DUPLICATE 2
PAGE 2

[redacted]
ROMULUS MI
HOME: [redacted] CONT:
BUS: CELL: [redacted]

SERVICE ADVISOR: 11842 BRITTNEY FUCHS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	18	FORD ESCAPE	1FMCU9J95J[redacted]		5752/5823	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN18 DD			17:00 21JAN19		105.00	CASH	13FEB19

R.O. OPENED	READY
10:17 21JAN19	16:21 13FEB19

DLR: [redacted]

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
1	4R602						(N/C)

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

****

SUBL CONTRACT 4832 689.80
W (N/C)

EST: 0.00 21JAN19 10:17 SA: 11842

If you were happy with our service please tell a friend. If not please tell us !!!
Our goal is to have our customers "COMPLETELY SATISFIED" Thank from your Taylor Ford Service Manager 313-216-1590

Customer Signature X

(CHECK ✓ APPROPRIATE BOX)
☐ CLAIMS REVIEW ☐ AUTHORIZATION TO SUBMIT CLAIM ☐ PARTS SCRAP OUT

$ PARTS $ LABOR $ TOTAL

Authorized Signature and Date

ORIGINAL ESTIMATE (PARTS & LABOR) $
AUTHORIZED ADDITIONS $
TOTAL $

ADD'L. REPAIRS OK'D BY X
DATE

X DENOTES A REMANUFACTURED PART

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED

CUSTOMER ACCEPTANCE X
WAIVER LIMIT $
TIME
REPLACED PARTS REQUESTED ☐ YES ☐ NO

STORAGE WILL BE CHARGED 48 HOURS AFTER REPAIRS ARE COMPLETED.

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

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.

X

(SIGNED) DEALER, GENERAL MANAGER, OR AUTHORIZED PERSON (DATE)

I hereby authorize the below repair work to be done along with necessary materials. You and your employees may operate vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs thereto. You 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, we may not be able to restore the vehicle to its original working condition.

I HEREBY ACKNOWLEDGE AND AGREE TO ALL STATEMENTS CONTAINED HEREIN.

CUSTOMER PAID LABOR CHARGES WARRANTED FOR 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST

REPAIRS PROPERLY COMPLETED AND CHECKED BY: TP

CASH OR CREDIT CARD ACCEPTED

CUSTOMER #: [redacted]

[redacted]

INVOICE

DUPLICATE 2
PAGE 1

TAYLOR Ford
Where the customer is always first!
13500 TELEGRAPH RD. · TAYLOR, MICHIGAN 48180
PHONE: (313) 291-0300
SERVICE DIRECT: (313) 291-0379
www.shoptaylorford.com
Registration NO. F 157669 P&A CODE 04501

[redacted]
ROMULUS, MI
HOME: [redacted] CONT:
BUS: CELL: [redacted]

SERVICE ADVISOR: 11842 BRITTNEY FUCHS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	18	FORD ESCAPE	1FMCU9J95J[redacted]		5752/5823	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN18 DD			17:00 21JAN19		105.00	CASH	13FEB19

R.O. OPENED	READY	DLR: [redacted]
10:17 21JAN19	16:21 13FEB19	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES BETWEEN 45-50MPH SHE HEARS A RUMBLE NOISE
CAUSE:

4602A DRIVE SHAFT ASSEMBLY - REAR - REMOVE AND
INSTALL OR REPLACE (4602/4R602) - L
4764 SCHEFFLER,KELLY LIC#: M209551
W (N/C)
1 EJ7Z*4R602*D SHAFT ASY - DRIVE (N/C)
6 5F9Z*4682*AA BOLT (N/C)
MT MTDIAG
4764 SCHEFFLER,KELLY LIC#: M209551
W (N/C)
FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:
4764

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

5823 CODE 69 4R602
2.0L 6F35 4WHL
ROAD TESTED VEHICLE VERIFIED VIBRATION AROUND 45-50 MPH CHECKED
MOUNTS FOR DEFECT NONE FOUND [illegible] DISASSEMBLED REMOVED
REAR DRIVE SHAFT AND FOUND BAD CV JOINTS HAD BINDING REPLACED DRIVE
SHAFT WITH NEW AND ROAD TESTED AFTER REPAIR VIBRATION IS STILL PRESENT.
DROVE ANOTHER STOCK UNIT AND FOUND THAT IT HAD A SIMILAR VIBRATION AT
SAME SPEED BUT WASNT AS LOUD IN PITCH. RELEASED VEHICLE BACK TO
CUSTOMER. DEEMED NORMAL CHARACTERISTIC AT THIS TIME. 7987 4764
****

~~B TAYLOR FORD RENTAL CAR~~
RENTAL TAYLOR FORD RENTAL CAR
999 C 0.00 0.00

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

D *****FORD WARRANTY PARTS RETURN*****
W *****FORD WARRANTY PARTS RETURN*****
999 IW (N/C)

(CHECK ✓) APPROPRIATE BOX)
☐ CLAIMS REVIEW ☐ AUTHORIZATION TO SUBMIT CLAIM ☐ PARTS SCRAP OUT

$ PARTS $ LABOR $ TOTAL

Authorized Signature and Date

ORIGINAL ESTIMATE (PARTS & LABOR) $
AUTHORIZED ADDITIONS $
TOTAL $

X DENOTES A REMANUFACTURED PART

ADD'L. REPAIRS OK'D BY X DATE

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED

CUSTOMER ACCEPTANCE X
WAIVER LIMIT $
TIME
REPLACED PARTS REQUESTED ☐ YES ☐ NO

STORAGE WILL BE CHARGED AS HOURS AFTER REPAIRS ARE COMPLETED.

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

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.

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

I hereby authorize the below repair work to be done along with necessary materials. You and your employees may operate vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs thereto. You 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, we may not be able to restore the vehicle to its original working condition.

I HEREBY ACKNOWLEDGE AND AGREE TO ALL STATEMENTS CONTAINED HEREIN.

CUSTOMER PAID LABOR CHARGES WARRANTED FOR 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST

REPAIRS PROPERLY COMPLETED AND CHECKED BY:

CASH OR CREDIT CARD

[redacted]
Romulus, M[redacted]

N. H. T. S. A.
1200 New Jersey Ave. SE
West Bldg.
Washington, DC
20590