



State of Wisconsin
Governor Tony Evers

NEF-010

Department of Agriculture, Trade and Consumer Protection
Bradley M. Pfaff, Secretary

July 03, 2019

INFORMATION REDACTED PURSUANT TO THE FREEDOM
IN ACT (FOIA), 5 U.S.C. 552(B)(6)

CL-11241506-2156

COPY

Green Bay WI

RE: File [REDACTED] (Refer to this number when contacting our agency)
Ford Motor Co
16800 Executive Plaza Dr
Dearborn MI 48126-4261

Dear [REDACTED]

Thank you for contacting the Department of Agriculture, Trade and Consumer Protection concerning Ford Motor Co.

I have written to the business to try to assist you to find a solution to your complaint. I asked them to review your concerns and then contact me to discuss what may be done to resolve your complaint. The company may also contact you directly.

In addition, some issues in your complaint may be within the authority of the agency listed below, so I am forwarding a copy of your complaint directly to them:

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
US DEPARTMENT OF TRANSPORTATION
WEST BUILDING
1200 NEW JERSEY AVE SE
WASHINGTON DC 20590
Telephone: 888-327-4236 or 202-366-0123
Website: www.nhtsa.dot.gov

Thank you again for bringing your complaint to our attention.

Sincerely,

Eric D. Brown
Consumer Protection Investigator-Mediation Unit
Bureau of Consumer Protection
Email: Eric.brown@wisconsin.gov
www.facebook.com/wiconsumer

C: National Highway Traffic Safety Administration
Stern Law PLLC via email

Agriculture generates \$88 billion for Wisconsin

2811 Agriculture Drive • PO Box 8911 • Madison, WI 53708-8911 • Wisconsin.gov

An equal opportunity employer

TG
7-31-19
WD



WDATCP
 Department of Agriculture, Trade and Consumer Protection
 WDATCP
 Product Safety

JUN 26 2019

JUN 27 2019

Please attach copies (both sides) of all documentation that supports your complaint, such as: invoices, receipts, contracts, cancelled checks, advertisement/catalog page showing item ordered, lease documents, telephone bills.

Division of Trade & Consumer Protection
 Madison, WI

1. How do we contact you?

Name: (Mr. Mrs. Miss Ms.) _____
 (circle one) (first) (middle) (last)

Phone: Home () _____ Work () _____ ext. _____ Cell () _____

Contact me between 8:00 A.M. and 4:00 P.M. at: (circle one) Home Work Cell Email: _____

Address: _____ Apt.# _____ PO Box _____

City: Green Bay State: WI Zip: _____ County: _____

2. Name and address of victim if different from above:

Name: (Mr. Mrs. Miss Ms.) _____
 (circle one) (first) (middle) (last)

Phone: Home () _____ Work () _____ ext. _____ Cell () _____

Contact me between 8:00 A.M. and 4:00 P.M. at: (circle one) Home Work Cell Email: _____

Address: _____ Apt.# _____ PO Box: _____

City: _____ State: _____ Zip: _____ County: _____

Your relationship to victim: _____

Information about your complaint

3. Victim's age: _____ Ge: _____ Date of incident: See Documents

4. Product name or describe product involved: Ford Focus Sedan 4door 2014

5. VIN # 1FADP3F22E _____ Do you still have the product? Yes No

6. Brand name/Manufacturer: Ford Motor Company Corporate office and Customer Relations

Address: _____ Ste.# _____ PO Box: 6248

City: Dearborn State: MI Zip: 48126 County: _____

Business email: _____ Business website: WWW.Ford.com

7. Manufacturer contact person: Mr Phil Perry Title: Customer Relations

8. Manufacturer's phone: () 800-392-3673 Fax: () _____

9. Where was the product purchased? Broadway Ford Date of purchase: 7-7-14

10. Do you have a receipt? No Yes If yes, please provide a copy. 920-497-6402

11. Contact person at place of purchase: Brian Forman Phone: () 920-499-3131

12. Amount paid: \$22,578.26 by: (circle one) cash check credit card financed money transfer other plan

13. Did you contact the business about your complaint? (circle one) No Yes If yes, date? See Documents

What happened? Please read letter to Stern law. Documents in order.

IMPORTANT: More questions on the back page (over)

14. Have you filed this complaint with another agency? (circle one) No Agency name: _____

What happened? _____

15. Have you contacted a private attorney? (circle one) Yes No Listed on Documents

16. Have you started court action? (circle one) Yes No STern Law Firm

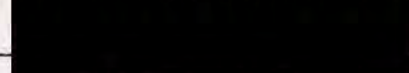
17. Describe the incident or hazard in and include a description of any injuries. _____

18. Did the injury require medical treatment? ___ No ___ Yes If yes, please describe: _____

19. How do you feel your complaint should be resolved? (please be specific) Ford Takes the car Back and I Recieve a Full Refund!

This complaint and the information you provide will be used in efforts to resolve your problem and will typically be shared with the party complained against. It may also be used to enforce applicable state laws. Under Wisconsin's Open Records Law, this complaint will be available for public review upon request, after this department's action is completed.

The above information is true and accurate to the best of my knowledge.

Your signature:  Date: June 24, 2019

Return this form and copies of your papers to:

BUREAU of CONSUMER PROTECTION
2811 Agriculture Drive
PO Box 8911
Madison WI 53708-8911

EMAIL: DATCPHotline@wi.gov
WEBSITE: datcp.wi.gov

(800) 422-7128
FAX: (608) 224-4677
TDD: (608) 224-5058

STERN LAW, PLLC
41850 W. Eleven Mile Road
Suite 121
Novi, MI 48375

[REDACTED]
Green Bay, WI [REDACTED]

I purchased a 2014 Ford Focus on July 7, 2014. I paid \$22,578.26 CASH.
Please see documents.

The first time I took it for a test drive, I questioned the way the transmission worked. I was told it was a 1-6. Shifting like a standard, although I used only a gas pedal and brake. This is the way it works.

Foolishly, I bought the car and have had nothing but trouble since.

I recall the first and second year I owned the car; I brought it to the service department. I believe it was around 7 or more times. The service personal would ride with me and tell me not to worry that was the way the transmission worked. It seemed like I was always there. This took around 8 hours of my time.

I later learned that Ford was telling their Dealers they could only say "THIS IS THE WAY IT WORKS EVERYTHING IS FINE."

This is how Ford also worked around the Lemon Law.

My fiancé was dying and passed away on October 31, 2015. My main concern was not my vehicle. The car got me where I needed to go.

After [REDACTED] died it was not working at all. I took the car back to Broadway, they order parts for transmission. See Invoice [REDACTED]

The parts were promised by Ford on December 1, 2015. I was told a couple weeks later, that the parts were on back order.

Broadway said the ETA was 4 weeks out and this was on February 9, 2015. I spoke with Marie at 866-631-3788 ex. 77794 at Ford and filed a case. The case # [REDACTED] this took about 2 hours.

I later learned that Broadway Ford had to get permission from Ford Motor Company to replace transmission. If they didn't Ford would not pay for it.

I filed a complaint with the U.S. Department of Transportation in January 2016. It was received by them on February 9, 2016. See Attached Paper Work.
This took about 3 hours of my time.

On March 1, 2016 Ford allowed Broadway Ford to try and fix transmission. They also changed the oil. See Invoice [REDACTED]

I dropped my vehicle off before work and picked it up after work. I was given a loaner car. This took about 8 hours of the day.

On March 22, 2016, I took the vehicle back to Broadway and road with the Shop Forman, Clint. I told them it still was not running right. See Invoice [REDACTED]
This took about 1 hour of my time.

In August 2016, I received this letter from Ford. See Letter Dated August 2016.

I know that I went in to Broadway Ford with the car many time before November of 2016. How many times I cannot say because I did not document this and Broadway doesn't write up a service order unless they are going to do something to the vehicle.

On November 29, 2016, I do have a copy of the Warranty Extension that Ford was providing to their customers. This is an example of what always happened every time I would take the car there to complain about transmission. See Copy Dated 11-29-16
This took about one and half hours of my time.

On Monday, April 24, 2017, I was driving home from work. I was at stop and go light and started to accelerate; I didn't have a transmission. I stepped on the gas and it wouldn't go anywhere.

On Tuesday, April 25, 2017 I talked to Broadway, told them what happened and they scheduled an appointment for May 3, 2017. See Confirmation E-Mail.

Note: On bottom of this confirmation, I noted that Darin, Service Advisor and Clint, Service Manager admitted Ford has no solution for this problem.

On Wednesday, May 3, 2017, I dropped the vehicle off at Broadway at 9:15 a.m. I was given a loaner car because the Door Latch Recall parts came in.
See Invoice [REDACTED] his took 9 hours of my time.

Note: On Page 2 of this invoice you will see 250 Max in red. My car was 498. My car was almost double to what it should have been. You will see I wrote Newest Assembly on Invoice. This is Ford's new Idea to fix the problem. They also changed the oil.

I went to pick up the car. It was parked on a little hill. I started the engine and put it in drive. It made a clunky noise. I knew it wasn't fixed properly again. The next day at work at break time, the car started shaking like I was in an earthquake ride. I called Broadway and on May 10, 2017, they fixed car again. See Invoice [REDACTED] This took 2 hours of my time. I stayed there while they fixed the car.

On a personal note: I have spent countless hours doing internet research, talking on the phone to Broadway Ford, Ford Motor Company, U.S. Department of Transportation, and with the people I work with.

I am currently employed by Curative Connections to work at the Department of Motor Vehicles through the senior program. I earn 7.25 an hour and work 20 hours a week.

I have checked with my Supervisor, those who oversee Dealerships and talked to so many different people about this I cannot easily come up with an exact total of all the hours I have invested in this situation. I believe a month's worth wouldn't even cover it all.

If I don't receive a full refund on my car, I won't be able to afford another car. I bought this car with the intention of it lasting the rest of my days. Realizing there would be the occasional fix it problems. Right now, all I have is a piece of junk that no one wants, or would want even for a trade in.

I also have a lot of tears invested in this situation. How could I have been so stupid to believe that I was buying a good car from a trusted company?

I also have invested 8 hours in getting all this paper work, writing letter and mailing to post office and the time I have spent on the phone with your law firm.

The Lord Jesus is the only one who can fix this mistake I've made by trusting in a once good family name.

I am praying for a miracle.

Thank you for your time and help.

God Bless!

[REDACTED]

MOTOR VEHICLE PURCHASE CONTRACT THIS IS AN OFFER TO PURCHASE THE FOLLOWING DESCRIBED VEHICLE. YOU MAY ACCEPT OR REJECT THE OFFER WITHIN 2 WORKING HOURS OR THE OFFER IS AUTOMATICALLY VOIDED AND YOU MAY RESCIND THE OFFER UNLESS AND UNTIL ACCEPTED BY THE DEALER. UNTIL ACCEPTANCE OR REJECTION OF THE OFFER THE DEALER SHALL BE PROHIBITED FROM SELLING THE VEHICLE TO ANY OTHER PARTY.

DEALER NAME SPALDING FORD HYUNDAI INC	VEH. STOCK NO. OR ORDER NO.	MILEAGE AT SIGNING	ORDER DATE
ADDRESS 1010 S. MIDDY AVENUE, 400, BOX 14997	SALESPERSON'S NAME (PLEASE PRINT)		
CITY, STATE, ZIP GREEN BAY, WISCONSIN 53007-1497	SALESPERSON'S LICENSE NUMBER		
TELEPHONE NO. 920-898-5127	PROSPECTIVE PURCHASER (YOUR) NAME(S)		

Final

PROSPECTIVE PURCHASER STREET ADDRESS	CITY	STATE	ZIP
RESIDENCE PHONE	CELL PHONE	BUSINESS PHONE	RESIDENCE COUNTY
			BROWN
			RESIDENCE TOWNSHIP/CITY/VILLAGE
			E-MAIL ADDRESS

PLEASE ENTER MY ORDER FOR THE FOLLOWING DESCRIBED VEHICLE

NEW USED DEMO EXEC

TITLE AS CAR TRUCK MOTORCYCLE OTHER

PURCHASED VEHICLE	MODEL YEAR	MAKE - TRADE NAME	MODEL	BODY TYPE	IDENTIFICATION NO.
OWNED OR LEASED TRADE-IN VEHICLE	2007	SPYRIN	BUK	SE	
ORDERED COLOR	ORDERED TRIM	ORDERED ENGINE			

Dealer is not a party to any manufacturer warranties. Warranty terms may be negotiable. Terms agreed to on the purchase contract are final.

WARRANTY & SERVICE CONTRACT INFORMATION Refer to separate document for coverages and exclusions.

Manufacturer Warranty Information (Dealer is not a party to any manufacturer warranty)

Original Manufacturer Warranty (either new or remaining)
Expiration: _____ (date) _____ (miles), whichever comes first.
Deductible: _____ Transfer fee: *N/A*

Original Manufacturer Warranty EXPIRED or NOT KNOWN

Original Manufacturer Warranty CANCELLED due to history

LIMITED EXTENDED WARRANTY/SERVICE CONTRACT provided by:
 Manufacturer Warranty company Dealership
Duration: _____ (months) _____ (miles), whichever comes first.
Deductible: _____ Transfer fee: _____
Percentage of repair costs to be paid by you: _____

Unless otherwise stated, warranty term begins at delivery. Unless "Dealership" is checked under Limited Extended Warranty, this vehicle is sold AS IS - NO WARRANTY. Dealer disclaims all warranties including implied warranties of merchantability and fitness for a particular purpose.

OTHER CONDITIONS OF SALE

BASE CARRIER \$329.00

REMOTE STA \$199.00

ANTICIPATED DELIVERY DATE: _____ 20____

Regardless of reason, if the vehicle ordered by the purchaser is not available for delivery within 15 calendar days after the anticipated delivery date, the purchaser may cancel this order and shall, within one business day, receive a full refund of any down payment, and return of trade-in vehicle, or title for trade-in vehicle, or both. If the trade-in is not available, the purchaser shall receive the trade-in allowance. Unless delivery date is otherwise qualified on the purchase contract by the purchaser, if the ordered vehicle becomes available for delivery prior to the stated anticipated delivery date, the dealer licensee may require acceptance not less than 21 calendar days after having notified the purchaser of availability of delivery, in which case no penalty shall be assessed for nonacceptance of delivery prior to the stated anticipated delivery date.

A service fee is not required by law, but may be charged to motor vehicle purchasers or lessees for services related to compliance with state and federal laws, verifications and public safety, and must be reasonable.

This is a Finance Transaction. (Check A, or B,):

USED: PRICE from the Wisconsin Buyers Guide \$ _____

NEW: MSRP detail provided on window label MSRP detail provided on attachment

BASE MSRP (Manufacturer Suggested Retail Price) \$ _____

See Total MSRP Below

Dealer Markup	
Dealer installed options — has a warranty if <input checked="" type="checkbox"/> at left.	
Total Dealer Installed Options (Add to Used Price or MSRP and enter in line 1)	
PRICE OF THE VEHICLE	
a. Dealer Retail Price	23995.00
b. Services Fee	2999.00
c. Discount	
1. Cash Price (a + b - c)	26994.00
TRADE ALLOWANCE	
(See reverse side for lease equity calculation. If net lease equity is negative, add in line g and 8)	
2. Owned Trade-in Allowance or Net Lease Equity	2000.00
d. Trade Difference (1-2)	
TAXABLE ITEMS PURCHASED WITH THE VEHICLE	
e. Other	
f. Service Contract	
3. Total of Taxable Items (e + f)	
SALES TAX CALCULATION	
g. Amount Subject to Sales Tax (1-2 + 3)	24994.00
h. State Tax (g x .05)	1249.70
i. County Tax (g x .005)	124.97
j. Local/Stadium Tax (g x .001)	24.99
4. Total of Taxes (h + i + j)	1400.66
NON-TAXABLE ITEMS PURCHASED WITH THE VEHICLE	
k. Fees to appear on MV11	
l. Other	
5. Total of Non-Taxable Items (k + l)	
OWNED VEHICLE PAYOFF	
Due to	
6. Estimated Payoff Amount on Owned Trade-in	2000.00
CASH & CASH EQUIVALENTS	
m. Cash Down Payment on Order	
REBATES	
CASH BACK ASSIGNED	2000.00
n. Additional Cash Due (Date/Amount)	
7. Total Cash and Rebates (m + n [if assigned] + o)	

ANTICIPATED DELIVERY DATE: 20

Regardless of reason, if the vehicle ordered by the purchaser is not available for delivery within 15 calendar days after the anticipated delivery date, the purchaser may cancel this order and shall, within one business day, receive a full refund of any down payment, and return of trade-in vehicle, or title for trade-in vehicle, or both. If the trade-in is not available, the purchaser shall receive the trade-in allowance. Unless delivery date is otherwise qualified on the purchase contract by the purchaser, if the ordered vehicle becomes available for delivery prior to the stated anticipated delivery date, the dealer licensee may require acceptance not less than 21 calendar days after having notified the purchaser of availability of delivery, in which case no penalty shall be assessed for nonacceptance of delivery prior to the stated anticipated delivery date.

A service fee is not required by law, but may be charged to motor vehicle purchasers or lessees for services related to compliance with state and federal laws, verifications and public safety, and must be reasonable:

- This is a Finance Transaction. (Check A. or B.): Closing scheduled at dealer's office on specified delivery date or as mutually agreed. You are obligated to purchase, subject to availability of financing through dealer, on terms:
A. In attached disclosure. These items do not extend beyond the closing date if dealer is willing and able to deliver vehicle on these terms.
B. Acceptable to You.
This transaction is subject to financing being arranged through creditor of Your choice. You must obtain acceptable financing and dealer must receive written notice by (date) or this contract is void.
This is a cash transaction. You are obligated to pay the balance due on delivery.

Table with columns for item number, description, and amount. Includes sections for SALES TAX CALCULATION (Total of Taxable Items, Amount Subject to Sales Tax, State Tax, County Tax, Local/Stadium Tax), NON-TAXABLE ITEMS PURCHASED WITH THE VEHICLE (Fees to appear on MV11, Other), OWNED VEHICLE PAYOFF (Due to, Estimated Payoff Amount on Owned Trade-in), CASH & CASH EQUIVALENTS (Cash Down Payment on Order, REBATES, Additional Cash Due), and Total Cash and Rebates.

THE ORDERED VEHICLE MUST BE LOCATED: If the motor vehicle dealer and purchaser enter into a purchase contract for a new motor vehicle not available at the dealer's lot, the dealer and purchaser agree that the vehicle mileage upon delivery will not exceed miles. Before vehicle delivery, purchaser has the right to cancel the purchase contract if the mileage of the vehicle exceeds that amount. The option to cancel ends at acceptance of delivery.
ORDER OUT VEHICLE NOT PRICE PROTECTED (See Back of Contract for Details)

THE APPRAISAL OF THE TRADE-IN IS BASED ON AN ODOMETER READING OF UP TO MILES/KILOMETERS, AND THE TRADE-IN MAY BE REAPPRAISED IF IT EXCEEDS THIS LIMIT.

BUYER'S REPRESENTATIONS: This transaction is voidable at the option of the dealer at any time prior to delivery of the purchased vehicle if any of the following representations are untrue. The option to void this transaction in no way limits or restricts the election of other remedies available to the dealer prior to or after the closing of this transaction and these representations survive the closing of this transaction as to other remedies. You must read and answer these questions. I represent and warrant:

- 1. That I am 18 years of age or older.
2. That I have full power, right and lawful authority to dispose of the trade-in.
3. That, notwithstanding the payoff amount that dealer agrees to make as indicated in the components of price of the Purchase Contract or in Other Conditions of Sale, I will ensure that any and all liens or encumbrances on the trade-in are satisfied and released before or immediately upon delivery of the trade-in to the dealer.
4. That the only holder(s) of a security interest or lien in the trade-in (Lienholder(s)) is (are) shown below.
5. That the trade-in is not subject to a child support lien.
6. That the trade-in does not have a cracked or defective head, block, powertrain, or frame (including supportive portion of unibody).
7. That all parts of the trade-in emission control system are as originally installed by the manufacturer or have comparable and tested replacement equipment.
8. That the engine and transmission of the trade-in have not been changed from manufacturer's original equipment specifications.
9. That while I have owned or leased the trade-in its odometer has not been replaced, tampered with or otherwise altered in any way and I believe that the trade-in vehicle's current odometer reading of miles/kilometers does reflect its actual mileage.
10. That while I have owned or leased the trade-in its restraining devices (including airbags and belts) have not been replaced, tampered with, or otherwise altered in any way.
11. That the trade-in has not previously been a salvage vehicle, manufacturer buyback, or subject to any other title brands.
12. That the trade-in has not previously been flood or water damaged.
13. That the trade-in does not have any corrective welds or other evidence of repair to the strut tower, floor pan, frame or other structural portion of the unibody.

Lienholder(s): Explain All "NO" Answers:

No oral representations are binding unless written on this form. This document (including the items printed on the Reverse Sides) is the entire agreement between You and Dealer, and supersedes any prior agreements and representations, regarding the transactions described above. No modification or waiver of this agreement is enforceable against either party unless agreed to in writing by that party. You will receive a copy of this order.

As a deterrent to purchaser failing to take delivery on the vehicle as herein provided, you agree that if you do not accept delivery, you shall, at dealer's option, forfeit to dealer, as a penalty, % (not to exceed 5%) of the cash price of the vehicle as authorized by Section 218.0141 Wisconsin Statutes. Dealer retains the right to bring action for actual damages caused by breach of this contract, in lieu of the above penalty.

YOUR SIGNATURE(S) DATE TIME A.M./P.M.
ACCEPTED BY DEALER OR AUTHORIZED AGENT SIGNED SIGNED
AUTHORIZED SIGNATURE DATE TIME A.M./P.M. SIGNED SIGNED

CUSTOMER #:

Broadway AUTOMOTIVE

1010 S. Military Ave., P.O. Box 11567
Green Bay, WI 54307-1567
(920) 499-3131
www.BroadwayAutomotive.com

INVOICE

PAGE 1

GREEN BAY, WI

HOME

CONT:

BUS:

CELL:

SERVICE ADVISOR: 1467 DARIN GRIEGER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
Z9/Blue	14	FORD FOCUS	1FADP3F22EL		13753/13753		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07JUL14 DD			18:00 01DEC15		0.00	CASH	29FEB16
R.O. OPENED		READY	OPTIONS: SOLD-STK		ENG:2.0_Liter_GDI		
13:44	01DEC15	14:08	29FEB16				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							

A CUSTOMER STATES VEHICLE IS SHUDDERING WHEN DRIVING, CHECK AND ADVISE
90 AUTOMATIC TRANSMISSION

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

TEST DROVE, VERIFIED CONCERN, NO DTC'S PRESENT, CHECKED OASIS, PERFORMED TSB 15-0120: STEP 1, REPROGRAMMED PCM/TCM, PERFORMED TRANSMISSION ADAPTIVE LEARNING; STEP 2, GO TO WSM PINPOINT TEST A: PERFORMED PINPOINT TEST AND SHUDDER AT, AND UP TO 532 RPM, MADE AND SUBMITTED RECORDINGS, ORDERED PARTS

B** 15B22 TRANSMISSION CONTROL MODULE REPROGRAMMING FOR OVERT PCM FAILURE WARNING

170 CAMPAIGNS / OWNER NOTIFICATIONS

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



HYUNDAI

This is when they order parts for the first change

THANK YOU!

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 MANUFACTURER'S REPRESENTATIVE.	*Any warranties on the products sold hereby are those made by the manufacturer. The seller (above named dealership) hereby expressly disclaims all warranties, either express or implied, including any implied warranty 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 said products.*	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
	(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

CUSTOMER COPY

2-9-16



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: 09-FEB-2016
Repository:
Reference No.: 10825042

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: GREEN BAY State: WI Zip Code: [Redacted]

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

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

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1FADP3F28 [Redacted]
Make: FORD Model: FOCUS Model Year: 2014
Date Purchased: [Redacted] Dealer's Name and Telephone Number: [Redacted] Engine: [Redacted] Fuel Type: [Redacted]
Original Owner: Dealer's City: [Redacted] State: [Redacted] Zip Code: [Redacted]
Transmission Type: [Redacted] Antilock Brakes: Cruise Control: Powertrain: [Redacted] Multiple Failure: [Redacted] Incident Date(s): 10-JUL-2014

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 100000 POWER TRAIN Failure Mileage: 106 Failure Speed: [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [Redacted] Tire Model (Name or Number): [Redacted] Tire Size (Example P215/65R15): [Redacted]
DOT No. (Example: DOTM19ABC036): [Redacted] Original Equipment: Prior Repair: Failure Location: [Redacted]
Tire Component Code: [Redacted] Tire Failure Type: [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

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

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: [Redacted] Number of Deaths: [Redacted] 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 2014 FORD FOCUS. WHILE DEPRESSING THE ACCELERATOR PEDAL, THE VEHICLE DID NOT SHIFT INTO ANY GEAR AND THE ENGINE REVVED HIGHLY AND CAUSED THE TRANSMISSION TO SLIP. THE FAILURE RECURRED NUMEROUS TIMES. THE VEHICLE WAS TAKEN TO A DEALER WHERE IT WAS DIAGNOSED THAT THE CLUTCH NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 106.

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.



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

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NEF-160

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failures(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ



I do not know the date

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

To whomever:

Ford motor company fixed my car by putting a new clutch in at Broadway Ford Green Bay, WI. Document 1

Document 2 Shows I still had concerns about new clutch. I Drove my car with Service Manager Clint. He explained 1-6 transmission to me and what to watch out for in the future.

hard willing this will be good for a long time.

ATTACH ADDITIONAL SHEETS IF NECESSARY

Broadway Ford and Ford motor company kept there word and were very kind. [REDACTED]

U.S. Department of Transportation
National Highway Traffic Safety Administration
1201 New Jersey Avenue SE
Washington, D.C. 20077-9382
Office Business
Penalty for Private Use \$300

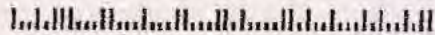


NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236



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



Please Note: I am in the
Mass Action Suit

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Ford To Settle Fiesta, Focus Class Action With Cash, Credits

By [John Kennedy](#)

Law360, New York (March 27, 2017, 6:50 PM EDT) — [Ford Motor Co.](#) has agreed to provide “substantial cash payments” and other benefits to the owners of about 1.5 million of its Fiesta and Focus models that had to be repaired due to allegedly malfunctioning transmissions, the proposed class said Friday.

The deal comes after nearly four years of litigation, including a year of settlement negotiations and covers owners and lessees of 2011 to 2016 Ford Fiestas and 2012 to 2016 Ford Focuses, the plaintiffs said in their motion for preliminary approval of the agreement. Ford did not oppose the motion, but has denied any wrongdoing related to the alleged malfunctions, which included vehicles that slipped, bucked, kicked or jerked while the driver attempted to accelerate.

Even though Ford offered customer service programs that included free repairs and warranty extensions for potential class members, many vehicle owners still had to spend time and energy seeking to fix the alleged defect. Some vehicles endured multiple software and hardware repairs and due to backlogs often had to wait weeks or months for the fix, the plaintiffs said.

Under the settlement, class members with three or more visits for the replacement of one of the main transmission parts will receive \$200 for the third visit, plus increasing amounts for any additional repair trips. They could also choose to receive a discount toward the purchase of a new Ford vehicle that would be twice the amount of whatever cash they would've received. In all, these consumers could collect up to \$2,325 in cash or \$4,650 in credit, the settlement says.

Given that Ford ordered about 6 million replacement parts for roughly 1.5 million vehicles, the consumers expect that a substantial amount of the class will qualify for this benefit.

Software repairs were also common, and the consumers said any class members with at least three software repairs will get \$50 for their third visit, plus an additional \$50 for any subsequent repair, up to \$600.

Ford will also provide a private arbitration program through which consumers will be able to get the automaker to repurchase or replace defective vehicles, the plaintiffs said. Resolution of such claims will take one to two months, but the program's rules also authorize repurchase or replacement of any vehicle that has endured four

attempts to fix its transmission hardware within five years or 60,000 miles and that still doesn't work.

The program also extends the statute of limitations for claims to six years after the issue arose or six months after the effective date of the settlement, whichever is later. Consumers who prevail in arbitration will be awarded \$6,000 in attorneys' fees, while those who lose will be able to appeal the finding to a second panel. Ford will receive no fees or appeals rights, the deal says.

Class members who believe they've either been improperly charged for repairs or denied repairs that should've been covered under Ford's new vehicle limited warranty can also pursue these claims through a more limited arbitration process. Ford will cover the cost and if the consumer wins, they will receive free repairs or warranty extensions and be reimbursed for out-of-pocket costs, the settlement says.

The plaintiffs are further seeking to appoint 18 class representatives who will each receive between \$1,000 and \$10,000, separate from any benefits they get as part of the settlement class. Capstone Law APC wants to be named lead class counsel, with Berger & Montague PC and Zimmerman Law Offices PC as class counsel. Ford has agreed to pay up to \$8.9 million in attorneys' fees and costs.

Ford could not be reached for comment Monday.

The proposed class is represented by Jordan L. Lurie, Tarek H. Zohdy, Cody R. Padgett and Karen L. Wallace of Capstone Law, Russell D. Paul of Berger & Montague and Thomas A. Zimmerman Jr. of Zimmerman Law.

Ford is represented by Tamara A. Bush, Janet L. Conigliaro, Fred J. Fresard, David M. George, Krista L. Lenart, John Mark Thomas and Stephen C. Borgsdorf of Dykema Gossett LLP.

The case is Omar Vargas, et al., v. Ford Motor Co., case number 2:12-cv-08388, in the U.S. District Court for the Central District of California.

--Editing by Orlando Lorenzo.

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Law360

01:25

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Documents

- [Settlement](#)

CUSTOMER #: [REDACTED]

INVOICE

Broadway AUTOMOTIVE

1010 S. Military Ave., P.O. Box 11567
Green Bay, WI 54307-1567
(920) 499-3131
www.BroadwayAutomotive.com

GREEN BAY, WI [REDACTED]
HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

PAGE 1

SERVICE ADVISOR: 1467 DARIN GRIEGER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
Z9/Blue	14	FORD FOCUS	1FADP3F22EL [REDACTED]	[REDACTED]	16045/16047	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07JUL14 DD			18:00 01MAR16		0.00	CASH	01MAR16
R.O. OPENED	READY	OPTIONS	SOLD-STK	ENG:2.0_Liter_GDI			
07:07 01MAR16	14:41 01MAR16						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUSTOMER STATES VEHICLE IS SHUTTERING WHEN TAKING OFF. CHECK AND ADVISE							
CAUSE: 42, CLUTCH SHUDDER PRESENT							
90 AUTOMATIC TRANSMISSION							
1914 ISP							
1 BV6Z*7B546*F CLUTCH ASY -old Assy (N/C)							
1 EV6Z*7052*A SEAL ASY - OIL (N/C)							
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00

16047 42, CLUTCH SHUDDER PRESENT REMOVED TRANSMISSION, REPLACED CLUTCH ASSEMBLY VIA PREVIOUS DIAGNOSIS, REINSTALLED TRANSMISSION, VERIFIED PCM AND TCM PROGRAMMING, PERFORMED TRANSMISSION ADAPTIVE LEARNING, TEST DROVE AND VERIFIED REPAIR

B PERFORM 25-MULTI-POINT INSPECTION							
99P PERFORM 25-MULTI-POINT INSPECTION							
1914 ISP (N/C)							
GBATT Battery condition is good							
1914 ISP (N/C)							
GBK Brake linings are OK at this time							
1914 ISP (N/C)							
GTIRE Tire tread and wear is OK at this time							
1914 ISP (N/C)							
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

16047 PERFORMED MULTIPOINT INSPECTION							

C PERFORM FOUR WHEEL BRAKE INSPECTION							
31 PERFORM FOUR WHEEL BRAKE INSPECTION							
1914 ISP (N/C)							
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00
16047 PERFORMED BRAKE INSPECTION, FOUND NO CONCERNS AT THIS TIME							

D CUSTOMER REQUESTS RENTAL VEHICLE							
CAUSE: LOANER VEHICLE GIVEN DURING REPAIRS							
183 CUSTOMER REQUESTS RENTAL VEHICLE							

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 MANUFACTURER'S REPRESENTATIVE.

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

Any warranties on the products sold hereby are those made by the manufacturer. The seller (above named dealership) hereby expressly disclaims all warranties, either express or implied, including any implied warranty 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 said products.

Motor vehicle repair made previous are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911.

CUSTOMER SIGNATURE

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

CUSTOMER # : [REDACTED]

[REDACTED]

Broadway AUTOMOTIVE

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Green Bay, WI 54307-1567
(920) 499-3131
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PAGE 2

[REDACTED]

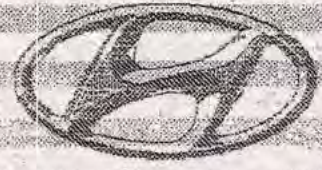
GREEN BAY, WI

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 1467 DARIN GRIEGER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
Z9/Blue	14	FORD FOCUS	1FADP3F22E1 [REDACTED]		16045/16047	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07JUL14 DD			18:00 01MAR16		0.00	CASH	01MAR16
R.O. OPENED	READY	OPTIONS:	SOLD-STK [REDACTED] ENG:2.0 Liter_GDI				
07:07 01MAR16	14:41 01MAR16						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
		9999	WF				(N/C)
SUBL RENTAL PO# [REDACTED]							(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D:							0.00



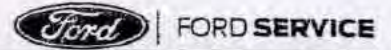
HYUNDAI

THANK YOU!

<p>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 MANUFACTURER'S REPRESENTATIVE.</p>	<p>*Any warranties on the products sold hereby are those made by the manufacturer. The seller (above named dealership) hereby expressly disclaims all warranties, either express or implied, including any implied warranty 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 said products.*</p> <p><small>*Motor vehicle repair trade practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911.*</small></p>	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
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	0.00

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

VEHICLE REPORT CARD



MULTI-POINT INSPECTION AS RECOMMENDED BY FORD MOTOR COMPANY

Broadway Ford Hyundai
1010 S. Military Ave
Green Bay, WI 54304

LEGEND May contribute to vehicle efficiency and promote a greener environment

Checked and OK at this time

May require future attention

Requires immediate attention

Date: 03/01/2016 RO/Tag # [REDACTED]

Name: [REDACTED]

Email: [REDACTED]

Year/Make/Model: 2014 FORD FOCUS

VIN #: 1FADP3F22 [REDACTED] Plate #: [REDACTED]

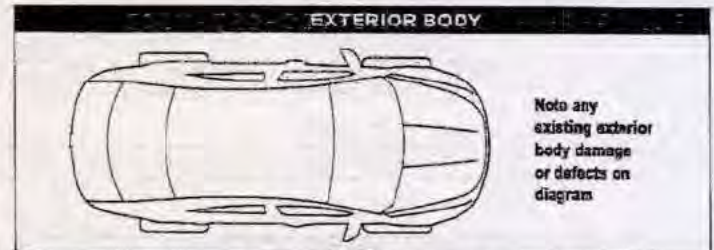
Odometer: 18045 Inspect. Month: [REDACTED]

Owner Advantage Rewards \$ #: [REDACTED] Service Balance: [REDACTED]

Ford Extended Service Plan: YES NO

SYNC® VHR Activation: YES NO N/A

SCHEDULED MAINTENANCE ITEMS*			
DUE	SERVICED	DUE	SERVICED
<input type="checkbox"/> THE WORKS FUEL SAVER PACKAGE	<input type="checkbox"/>	<input type="checkbox"/> Engine Air Filter	<input type="checkbox"/>
<input type="checkbox"/> Oil Change & Filter	<input type="checkbox"/>	<input type="checkbox"/> Engine Coolant	<input type="checkbox"/>
<input type="checkbox"/> Tire Rotation	<input type="checkbox"/>	<input type="checkbox"/> Transmission Fluid &/or Filter	<input type="checkbox"/>
<input type="checkbox"/> Multi-Point Inspection	<input checked="" type="checkbox"/>	<input type="checkbox"/> Cabin Air Filter	<input type="checkbox"/>
<input type="checkbox"/> Fuel Filter	<input type="checkbox"/>	<input type="checkbox"/> Spark Plugs	<input type="checkbox"/>
K Scheduled Maintenance			
* This is only a partial list of vehicle maintenance items and is NOT all-inclusive. Please consult your Owner's Manual or visit FordOwner.com for vehicle-specific maintenance requirements.			
FLUID LEVELS			
<input type="checkbox"/> Oil and/or fluid leaks	<input type="checkbox"/>		
<input checked="" type="checkbox"/> Engine Oil	<input type="checkbox"/> Power Steering	<input type="checkbox"/> Transmission (if equipped with dipstick)	<input type="checkbox"/>
<input checked="" type="checkbox"/> Brake Reservoir	<input checked="" type="checkbox"/> Window Washer	<input checked="" type="checkbox"/> Coolant Recovery Reservoir	<input type="checkbox"/>
WIPER BLADES			
<input checked="" type="checkbox"/> Wiper Test Performed	<input type="checkbox"/> Wiper Blades		
BATTERY			
State of Health		Battery Condition	
0%		100%	
Factory spec cold cranking amps 590		Actual cold cranking amps 550	



SYSTEMS / COMPONENTS		SERVICED
LIGHTS / WINDSHIELD		
<input type="checkbox"/> Operation of horn, interior lights, exterior lamps, turn signals, hazard and brake lamps	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Windshield for cracks, chips and pitting	<input type="checkbox"/>	<input type="checkbox"/>
BELTS / HOSES / MOUNTS		
<input type="checkbox"/> HVAC system and hoses / lines for leaks and/or damage	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Engine Cooling System, radiator, hoses and clamps	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Accessory drive belt(s)	<input type="checkbox"/>	<input type="checkbox"/>
BRAKE SYSTEM		
<input type="checkbox"/> Brake system (including lines, hoses, and parking brake)	<input type="checkbox"/>	<input type="checkbox"/>
STEERING / SUSPENSION		
<input type="checkbox"/> Shocks / struts and other suspension components for leaks and/or damage	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Steering, steering linkages and ball joints (visual)	<input type="checkbox"/>	<input type="checkbox"/>
EXHAUST SYSTEM		
<input type="checkbox"/> Exhaust system (leaks, damage, loose parts)	<input type="checkbox"/>	<input type="checkbox"/>
TRANSMISSION / DRIVE AXLE		
<input type="checkbox"/> Clutch operation (if equipped)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Constant velocity (CV) drive axle boots (if equipped)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Drive shaft, transmission, u-joint and shift linkage (if equipped) and lubricate (as needed)	<input type="checkbox"/>	<input type="checkbox"/>

TIRE TREAD		7/32" and greater		4/32" to 7/32"		3/32" and less	
BRAKE LINING		Over 5mm or 7/32" (Disc) or Over 2mm or 3/32" (Drum)		3 to 5mm or 4/32" to 7/32" (Disc) or 1.01 to 2mm (Drum) or 2/32" to 3/32"		Less than 3mm or 4/32" (Disc) or 1mm or 2/32" or less (Drum)	
TIRE WEAR INDICATES		SERVICED		SERVICED		SERVICED	
<input type="checkbox"/> Alignment check needed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Wheel balance needed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Brake measurements not taken this service visit							
LEFT FRONT		SERVICED		RIGHT FRONT		SERVICED	
<input type="checkbox"/> Tire Tread Depth 8 /32"	<input type="checkbox"/>	<input type="checkbox"/> Tire Age	<input type="checkbox"/>	<input type="checkbox"/> Tire Tread Depth 8 /32"	<input type="checkbox"/>	<input type="checkbox"/> Tire Age	<input type="checkbox"/>
<input type="checkbox"/> Tire Wear Pattern / Damage	<input type="checkbox"/>	<input type="checkbox"/> Tire Pressure set to factory-recommended PSI	<input type="checkbox"/>	<input type="checkbox"/> Tire Wear Pattern / Damage	<input type="checkbox"/>	<input type="checkbox"/> Tire Pressure set to factory-recommended PSI	<input type="checkbox"/>
<input type="checkbox"/> Brake Lining 9 mm /32"	<input type="checkbox"/>	<input type="checkbox"/> Brake Lining 9 mm /32"	<input type="checkbox"/>	<input type="checkbox"/> Brake Lining 9 mm /32"	<input type="checkbox"/>	<input type="checkbox"/> Brake Lining 9 mm /32"	<input type="checkbox"/>
LEFT REAR		SERVICED		RIGHT REAR		SERVICED	
<input type="checkbox"/> Tire Tread Depth 7 /32"	<input type="checkbox"/>	<input type="checkbox"/> Tire Age	<input type="checkbox"/>	<input type="checkbox"/> Tire Tread Depth 7 /32"	<input type="checkbox"/>	<input type="checkbox"/> Tire Age	<input type="checkbox"/>
<input type="checkbox"/> Tire Wear Pattern / Damage	<input type="checkbox"/>	<input type="checkbox"/> Tire Pressure set to factory-recommended PSI	<input type="checkbox"/>	<input type="checkbox"/> Tire Wear Pattern / Damage	<input type="checkbox"/>	<input type="checkbox"/> Tire Pressure set to factory-recommended PSI	<input type="checkbox"/>
<input type="checkbox"/> Brake Lining 7 mm /32"	<input type="checkbox"/>	<input type="checkbox"/> Brake Lining 7 mm /32"	<input type="checkbox"/>	<input type="checkbox"/> Brake Lining 7 mm /32"	<input type="checkbox"/>	<input type="checkbox"/> Brake Lining 7 mm /32"	<input type="checkbox"/>
SPARE TIRE		SERVICED					
<input type="checkbox"/> Tire Pressure set	<input type="checkbox"/>	<input type="checkbox"/> Tire Age	<input type="checkbox"/>				

One site for all your vehicle needs

Service Advisor: Darin Grieyer

Technician: Chris Delfosse

Customer Signature: _____

3-22-16

Broadway AUTOMOTIVE

1010 S. Military Ave., P.O. Box 11567
Green Bay, WI 54307-1567
(920) 499-3131
www.BroadwayAutomotive.com

CUSTOMER #: [REDACTED]

INVOICE

PAGE 1

GREEN BAY, WI

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

SERVICE ADVISOR: 1467 DARIN GRIEGER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OBT	TAG	
Z9/Blue	14	FORD FOCUS	1FADP3F22E[REDACTED]	[REDACTED]	16573/16573	[REDACTED]	
DEL DATE	PRGD DATE	WARR EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
07JUL14 DD			18:00 22MAR16		0.00	CASH	22MAR16
R.O. OPENED	READY	OPTIONS:	SOLD-STK [REDACTED] ENG:2.0 Liter_GDI				
10:35 22MAR16	10:39 22MAR16						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUSTOMER STATES TRANSMISSION WAS REPLACED, STILL "STILL SLIPPING ALL OVER THE PLACE"							
90 AUTOMATIC TRANSMISSION							
				9999	WF		(N/C)
PARTS	0.00	LABOR	0.00	OTHER	0.00	TOTAL LINE A-	0.00
16573 CUSTOMER WENT FOR RIDE WITH SHOP FOREMAN, CLINT DEEMED EVERY THING NORMAL. NO RECOMMENDATIONS AT THIS TIME.							



HYUNDAI

THANK YOU!

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 MANUFACTURER'S REPRESENTATIVE.	*Any warranties on the products sold hereby are those made by the manufacturer. The seller (above named dealership) hereby expressly disclaims all warranties, either express or implied, including any implied warranty 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 said products.*	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	
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	0.00

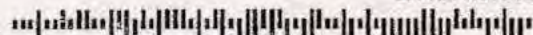
ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.



Ford Motor Company
Ford Customer Service Division
P. O. Box 1904
Dearborn, Michigan 48121-1904



36141/144616/0397



GREEN BAY, WI

August 2016

Customer Satisfaction Program 14M02
Programa de satisfacción del cliente 14M02

2014 Focus

Your Vehicle Identification Number: 1FADP3F22EL

At Ford Motor Company, we are committed not only to building high quality, dependable products, but also to building a community of happy, satisfied customers. To demonstrate that commitment, we are providing a no-charge Customer Satisfaction Program for your vehicle with the VIN shown above.

Why are you receiving this notice?



Service Engine Soon indicator

For your peace of mind, Ford Motor Company is extending the warranty coverage on the transmission control module (TCM). This increases the TCM warranty coverage to a total of 10 years or 150,000 miles from the warranty start date, whichever occurs first.

NOTE: Your vehicle may exhibit symptoms of intermittent loss of transmission engagement while driving, no-start, or lack of power, usually accompanied by an illuminated Service Engine Soon indicator on the instrument cluster.

If your vehicle has already exceeded either time or mileage limits listed above, this extended warranty coverage will last through June 30, 2017. Coverage is automatically transferred to subsequent owners.

What will Ford and your dealer do?

If your vehicle's TCM requires replacement and your vehicle is within the indicated time/mileage limitations, Ford Motor Company has authorized your dealer to replace the TCM free of charge (parts and labor).

How long will it take?

If the TCM requires replacement, the time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time. Additional time may be required to allow the engine to cool prior to performing this repair.

What should you do?

You do not need to return to your dealer for this repair unless your vehicle exhibits intermittent loss of transmission engagement while driving, no-start, lack of power, or an illuminated Service Engine Soon indicator. Please keep this letter as a reminder of the extended warranty coverage for your TCM. If your TCM requires replacement, and your vehicle is within the indicated time/mileage limitations, contact your dealer for a service date. Provide the dealer with the VIN of your vehicle and request a service date for Customer Satisfaction Program 14M02. The VIN is printed near your name at the beginning of this letter. Your dealer will replace the part at no charge.

If you do not already have a servicing dealer, you can access www.Fordowner.com for dealer addresses, maps, and driving instructions.

Have you previously paid for this repair?

If you paid to have this service done before the date of this letter, you may be eligible for a refund. Refunds will only be provided for service related to repair description. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before June 30, 2017. To avoid delays, do not send receipts to Ford Motor Company.

What if you no longer own this vehicle?

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner. You received this notice because our records indicate that you are the current owner.

Can we assist you further?

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance. **RETAIL OWNERS:** If you have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: www.Fordowner.com.

For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

FLEET OWNERS: If you have questions or concerns, please contact our **Fleet Customer Information Center at 1-800-34-FLEET**, choose Option #3, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: www.fleet.ford.com.

Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

Para asistencia en Español

Visite nuestro sitio web para ver este anuncio en Español al siguiente dirección: <https://es.owner.ford.com/recall>.

Si necesita ayuda o tiene alguna pregunta, por favor llame al Centro de Relación con Clientes al 1-866-436-7332 y presione 2 para Español.

As part of the Ford community, we appreciate your attention to this important matter and your continued loyalty.

Ford Customer Service Division

11-29-16

Attachment V
Page 1 of 1

Reference Guide to Understanding DPS6 Automatic Transmission Warranty Coverage

COVERAGES (Coverage extends to the State or Province that is resident)	3 yrs. 36,000 MILES	5 yrs. 60,000 MILES	7 yrs. 100,000 MILES	10 yrs. 150,000 MILES
New Vehicle Warranty Coverage				
New Vehicle Powertrain Warranty Coverage				
Transmission Clutch Studs and Input Shaft Seals only (14M01 Extended Warranty (Provides 60K before June 8, 2015))			14M02	
Transmission Control Module only (Extended Warranty and 14M02 Excluded items only)	Excluded Items Coverage			14M02

*Transmission Control Module may be covered under 8 year/100,000 miles. Emissions Warranty. Always consult the Part Coverage tool on OASIS for each vehicle to verify eligible coverage.

14M01 / 14M02 DPS6 FSA Extended Warranty Repair Coverage Summary

Publication	Concern	Repairs Covered	Repairs NOT Covered
FSA 14M01 (Extended Warranty Coverage)	Transmission Clutch Studs and Input Shaft Seals	<ul style="list-style-type: none"> TCM reprogramming Transmission input shaft seal replacement Clutch assembly Clutch replacement 	<ul style="list-style-type: none"> TCM replacement Internal transmission repair Other mechanical or electrical repairs or component replacement Additional diagnostic time
FSA 14M02 (8 month Warranty Coverage)	Transmission Control Module (TCM) Failure	<ul style="list-style-type: none"> TCM reprogramming (TCM reprogramming is included) <p>NOTE: Up to 2 hours of diagnostic time may be claimed but ONLY when the TCM is the actual concern.</p>	<ul style="list-style-type: none"> Diagnostic time for any hardware the TCM is not the cause of concern Internal transmission repair Other mechanical or electrical repairs or component replacement

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warranty extended!

Test Road Drive with Brian Service Managers. Said it was shifting the way it should. Test Drive done on 11-29-16 at 7:30 am. Brian printed this off for me.

5-3-17

Confirmation Code: [REDACTED]
Advisor: Darin Grieger
Vehicle: 2014 FORD FOCUS
VIN: 1FADP3F22E [REDACTED]

Appointment Confirmation

Dear [REDACTED]

Thank you for taking the time to schedule your appointment in advance. We know that your time is valuable and will take great care of your vehicle while it is in for service.

You are reserved for service on:


May 03, 2017 at 09:00 AM

The following services have been selected for your vehicle:

Repair Services:

Automatic Transmission Concern - SHE WAS AT A STOP LIGHT, SHE APPLIED THE GAS IT STARTED TO ACCELERATE THEN IT HAD NO POWER AND WOULD NOT MOVE. WHEN STEPPING ON THE GAS WHEN SHE IS TRYING TO GET ON THE HIGHWAY IT WILL NOT ACCELERATE CORRECTLY. AFTER SHUTTING THE CAR OFF IT SOUNDS LIKE THE TRANSMISSION IS FALLING APART.

Google

 Windows Live/Hotmail

YAHOO!

We look forward to providing you with truly exceptional service!

When making this Appointment Darin admitted Ford has no solution to fix this Problem

Saab won't tell them how to do a Wet 1-6 Transmission
Ford uses a dry 1-6 Transmission. This is why it doesn't work.

CUSTOMER # [REDACTED]

INVOICE

Broadway AUTOMOTIVE

1010 S. Military Ave., P.O. Box 11567
Green Bay, WI 54307-1567
(920) 499-3131
www.BroadwayAutomotive.com

PAGE 1

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

SERVICE ADVISOR: 1467 DARIN GRIEGER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
Z9/Blue	14	FORD FOCUS	1FADE3P22EL [REDACTED]		23581/23587	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
07JUL14 DD			18:00 03MAY17		0.00	CASH	03MAY17
R.O. OPENED	READY	OPTIONS	SOLD-STK:	ENG:			
09:02 03MAY17	16:05 03MAY17		[REDACTED]	2.0 Liter_GDI			

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

A CUSTOMER STATES SHE WAS AT A STOP LIGHT, SHE APPLIED THE GAS IT STARTED TO ACCELERATE THEN IT HAD NO POWER AND WOULD NOT MOVE. WHEN STEPPING ON THE GAS WHEN SHE IS TRYING TO GET ON THE HIGHWAY IT WILL NOT ACCELERATE CORRECTLY. AFTER SHUTTING THE CAR OFF IT SOUNDS LIKE THE TRANSMISSION IS FALLING APART.

CAUSE: TCM FAULT

160129C TSB 160129, REPLACE TCM/REPROGRAM PCM/TCM, ADAPTIVE LEARNIN

1494 WF

1 AE8Z*7Z369*F MODULE - TRANSMISSION CONTROL

(N/C)

(N/C)

FC: D42 04

PART#: AE8Z*7Z369*F

COUNT:

CLAIM TYPE:

AUTH CODE:

1494

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

23587 TCM FAULT ROAD TEST VERIFY TRANS NO ENGAGEMENT AT TIMES, REC TEST U0100, CHECK SYMPTOM CHARTS, INSPECT SHAPES & CLUTCH OPERATION OK. REPLACED TCM & REPROGRAMMED RETEST OK

B CUSTOMER STATES WHEN STEPPING ON THE GAS HARD ITS SHAKING AND JERKING ALL OVER THE PLACE. NOT SHIFTING CORRECTLY. CHECK AND ADVISE.

CAUSE: CLUTCH FAULTY

160109B FOCUS/FIESTA TSB 16-0109 SLIPPAGE >250

1494 WF

(N/C)

160109D FOCUS REPLACE CLUTCH & SEALS REPROGRAM PCM/TCM

1494 WF

(N/C)

1 F1FZ*7B546*B CLUTCH ASY - *newest assy*

(N/C)

1 EV6Z*7052*C SEAL ASY - OIL

(N/C)

FC: P66 42

PART#: F1FZ*7B546*B

COUNT:

THANK YOU!

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
INSURANCE / DISCOUNT	
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 MANUFACTURER'S REPRESENTATIVE.

"Any warranties on the products sold hereby are those made by the manufacturer. The seller (above named dealership) hereby expressly disclaims all warranties, either express or implied, including any implied warranty 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 said products."

"Motor vehicle repair trade practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911"

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

CUSTOMER SIGNATURE

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

CUSTOMER #:

Broadway AUTOMOTIVE

1010 S. Military Ave., P.O. Box 11667
Green Bay, WI 54307-1567
(920) 499-3131
www.BroadwayAutomotive.com

INVOICE

PAGE 2

GREEN BAY, WI

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED] SERVICE ADVISOR: 1467 DARIN GRIEGER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
Z9/Blue	14	FORD FOCUS	1FADP3F22EL [REDACTED]	[REDACTED]	23581/23587	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07JUL14 DD			18:00 03MAY17		0.00	CASH	03MAY17
R.O. OPENED	READY	OPTIONS:	SOLD-STK:	ENG:2.0 Liter_GDI			

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

CLAIM TYPE:
AUTH CODE: RPC4TKX0NRY4V
1494

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
23587 CLUTCH FAULTY ROAD TEST VERIFY SHUDDER PERFORM 16-0109
RELEARN PP TEST A1 ENTER INFO A2 TCM TEST PASS A3 CHECK TSBS OK A5
RECORD SHUDDER 498 UPLOAD DATA A7 REPLACE CLUTCH & HARDWARE KIT RVC
RPC4TKX0NRY4V *250 max*

C CUSTOMER STATES WHEN SITTING AT IDLE AFTER RUNNING FOR ABOUT 20 MIN
THERE IS A TICKING NOISE CHECK AND ADVISE
60 ENGINE HEAVY
1494 ESP (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00
CHECK ENGINE NOISE SLIGHT TICK CHECK OIL OVER TIME SCHEDULE REC
LOF & RETEST OK

D** 16S30 DOOR LATCH RECALL
CAUSE: FSA 16S30
16S30B 16S30 - REPLACE ALL SIDE LATCHES - CMAX &
FOCUS
1494 WF (N/C)
1 CJ5Z*54264A26*A LATCH (N/C)
FC: PART#: COUNT:
CLAIM TYPE: 16S30
AUTH CODE:
1494

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00
REPLACED 4 DOOR LATCHES PER FSA & TEST OPERATION OK

E** CUSTOMER REQUESTS RENTAL VEHICLE
CAUSE: LOANER VEHICLE GIVEN DURING REPAIRS
183 CUSTOMER REQUESTS RENTAL VEHICLE
1494 WF (N/C)

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 MANUFACTURER'S REPRESENTATIVE.	*Any warranties on the products sold hereby are those made by the manufacturer. The seller (above named dealership) hereby expressly disclaims all warranties, either express or implied, including any implied warranty 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 said products.*	DESCRIPTION	TOTALS
		LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		INSURANCE / DISCOUNT	
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	SALES TAX	
		PLEASE PAY THIS AMOUNT	

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

CUSTOMER #:

INVOICE

Broadway AUTOMOTIVE

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(920) 499-3131
www.BroadwayAutomotive.com

GREEN BAY, WI

PAGE 3

HOME: CONT: SERVICE ADVISOR: 1467 DARIN GRIEGER
BUS: CELL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
Z9/Blue	14	FORD FOCUS	1FADP3F22EL		23581/23587		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07JUL14 DL			18:00 03MAY17		0.00	CASH	03MAY17
R.O. OPENED		READY	OPTIONS: SOLD-STK:		ENG:2.0 Liter GDI		

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
09:02				03MAY17			
SUBLINE RENTAL PO#							

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00 (N/C)
CUSTOMER IN LOANER VEHICLE FROM HERTZ

F** THE WORKS: MOTORCRAFT OIL AND FILTER CHANGE, TIRE ROTATION & MULTI-POINT INSPECTION

WRKS5 THE WORKS: MOTORCRAFT OIL AND FILTER CHANGE, TIRE ROTATION & MULTI-POINT INSPECTION

1494 CPF		12.80	12.80
1 BE8Z*6731*AB KIT - ELEMENT & GASKET - OIL F	8.33	4.95	4.95
5 XO*5W20*DSP MOTORCRAFT SAE 5W-20 API GF-5	4.44	4.44	22.20

PARTS: 27.15 LABOR: 12.80 OTHER: 0.00 TOTAL LINE F: 39.95
23587 COMPLETED OIL CHANGE, REPLACED OIL FILTER, ROTATED TIRES AND PERFORMED MULTI-POINT INSPECTION

EST: 15.06 03MAY17 15:34 SA: 1467



CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER 1.54
CREATED 2017-05-02 08:03:00AM IF FOR ANY REASON YOU CAN NOT ANSWER
TAKEN BY DARIN GRIEGER YOUR FOLLOW UP SURVEY COMPLETELY

SATISFIED PLEASE CONTACT BRIAN FORMAN @
(920)680-0827 OR NORM KERSINE @ (920)497-6493

THANK YOU!

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 MANUFACTURER'S REPRESENTATIVE.

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"Motor vehicle repair trade practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911."

DESCRIPTION	TOTALS
LABOR AMOUNT	12.80
PARTS AMOUNT	27.15
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	1.54
TOTAL CHARGES	41.49
INSURANCE / DISCOUNT	0.00
SALES TAX	2.08
PLEASE PAY THIS AMOUNT	43.57

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

CUSTOMER #:

Broadway AUTOMOTIVE

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(920) 499-3131
www.BroadwayAutomotive.com

INVOICE

PAGE 1

HOME: CONT: SERVICE ADVISOR: 1467 DARIN GRIEGER
BUS: CELL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
Z9/Blue	14	FCRD FOCUS	1FADP3F22E		23680/23681		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07JUL14 DD			18:00 10MAY17		0.00	CASH	10MAY17
R.O. OPENED:		READY	OPTIONS:	SOLD-STK:	ENG:2.0_Liter_GDI		

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUSTOMER STATES CAR IS VIBRATING IN IDLE. NEUTRALIZE MOUNTS PER CLINT REED							

CAUSE: NEW CLUTCH HAD VIBRATION
60 ENGINE HEAVY

PARTS: 1494 WP (N/C)
0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

NEW CLUTCH HAD VIBRATION VERIFY VIBRATION FROM CLUTCH AREA, PROPER
INSTALL TORUQE PROCESS DONE ON NEW CLUTCH, LOOSEN, FLEX PLATE BOLTS &
SPIN ENGINE 4 TIMES. RETORQUE 6 NUTS & INSTALL STARTER RETEST OK.

IF FOR ANY REASON YOU CAN NOT ANSWER
YOUR FOLLOW UP SURVEY COMPLETELY
SATISFIED PLEASE CONTACT BRIAN FORMAN @
(920) 630-0827 OR NORM KERSINE @ (920) 497-
6493
THANK YOU!



THANK YOU!

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 MANUFACTURER'S REPRESENTATIVE.	*Any warranties on the products sold hereby are those made by the manufacturer. The seller (above named dealership) hereby expressly disclaims all warranties, either express or implied, including any implied warranty 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 said products.*	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
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	INSURANCE / DISCOUNT	0.00
		SALES TAX	0.00
		PLEASE PAY THIS AMOUNT	0.00

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

To Whomever;

These are documents I have sent to Stern Law Firm since the letter Documents,

May 24, 2017 - Nothing was replaced, Warranty Info from Ford.

Invoice [REDACTED] - I had to purchase new tires, at 26,523 miles. Tires went bald due to transmission.

Invoice [REDACTED] - update Computer. Complain about Transmission

Note: June 24, 2019

My Transmission is still slipping, Back up Camera doesn't work, Switch in Transmission. Ford refuses to Fix,

Stern Law Firm has confirmed there have been car accidents due to this transmission Problem.

Ford motor company will not fix problem they claim Warranty is over.

Broadway Ford said I should trade vehicle in. With what money? I said,

* I have been hit 4 times by Drunk Drivers, Priviledged to Hit a Car Head on. Now I get to wait and see if I get in another accident, because my transmissions Goes out when it feels like it.

Thank You for your time. [REDACTED]

Confirmation Code: [REDACTED]
Advisor: Darin Grieger
Vehicle: 2014 FORD FOCUS
VIN: 1FADP3F22EL [REDACTED]

Appointment Confirmation

Dear [REDACTED]

Thank you for taking the time to schedule your appointment in advance. We know that your time is valuable and will take great care of your vehicle while it is in for service.

You are reserved for service on:

May 24, 2017 at 09:30 AM

The following services have been selected for your vehicle:

Repair Services:

Automatic Transmission Concern - THE VEHICLE IS SHAKING A LOT SINCE THE CLUTCH WAS REPLACED. CHECK AND ADVISE.

Did you know that you can manage your appointment online? Click the following [Appointment Details](#) to make adjustments to your reservation.

OASIS RESULT: 1FADP3F22E

USA: EN-US

12-JULY-2017 / 14:59:09 EST/ EDCAS041A
Local Time: 12-JULY-2017 / 1:59:10 PM

● VEHICLE INFORMATION

VEHICLE DESCRIPTION: 2014 Focus
BODY STYLE: 4 Door Sedan
ENGINE: 2.0L I4 DI TIVCT Petrol 160PS
ENGINE CALIBRATION: EDH1M40A
TRANSMISSION: 6 Speed Auto Transmission DP36
FLEX FUEL: Y

VERSION/SERIES: SE VERSION - CAR
DRIVE TYPE: 2 WHL LH FRONT DRIVE
AXLE RATIO: 3.850/4.278 FINAL DRIVE RATIO
AXLE CODE: AU
WHEEL SIZE: 7.0 X 16" 5 Spk Machined Alum Wheel
TIRE: 215/55 R16 93H TYRE

Additional Information

PAINT COLOR: Blue Candy Tinted C/C
PAINT CODE: Z9
GROSS VEHICLE WEIGHT: 3990 LB. GVW
RADIO:
SYNC VERSION: V4 Gen1
VHR ACTIVATED: Y
MODEM:

● NO WARNING MESSAGES FOUND FOR THIS VIN

FMC360 Message

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

● ACCURATE REPAIR NOTIFICATIONS

NO ARN MESSAGES FOUND

● GENERAL WARRANTY INFORMATION

WARRANTY START DATE: 07-JULY-2014 BUILD DATE: 14-JANUARY-2014
SALE MILEAGE:

New Vehicle Base Warranty

RELEASE DATE: 14-JANUARY-2014

● OUTSTANDING FIELD SERVICE ACTIONS

14M02 TRANSMISSION CONTROL MODULE EXTENDED WARRANTY COVERAGE

● EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

● WARRANTY REPAIR HISTORY

3 yr 36k - Bumper to Bumper

7/7/2019 - 5 yr 60k - Powertrain

Clutch + Engine

03-MAY-2017

DEALER: Broadway Ford

WARRANTY CLAIM NUMBER:

ODOMETER: 023581M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
AE8Z 7Z369F	CONTROL MOD TRANS (T	001	160129C	04	SOFTWARE REVISION/FLASH MODULE

ROAD TEST VERIFY TRANS NO ENGAGEMENT AT TIMES, EEC TEST U0100, CHECK SYMPTOM CHARTS, INSPECT SHAFTS & CLUTCH OPERATION OK, REPLACED TCM & REPROGRAMMED R ETEST OK

03-MAY-2017

DEALER: Broadway Ford

WARRANTY CLAIM NUMBER:

ODOMETER: 023581M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
F1FZ 7B546B	DISC ASY-CLUTCH	001	160109B	42	DOES NOT OPERATE PROPERLY
EV6Z 7052C	OIL SEAL-TRANS REAR	001	160109D		

ROAD TEST VERIFY SHUDDER PERFORM 16-0109 RELEARN PP TEST A1 ENTER INFO A2 TC M TEST PASS A3 CHECK TSBS OK A5 RECORD SHUDDER 498 UPLOAD DATA A7 REPLACE CL UTCH & HARDWARE KIT RVC R PC 4TKX0NRY4V

03-MAY-2017

DEALER: Broadway Ford

WARRANTY CLAIM NUMBER:

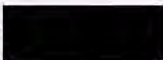
ODOMETER: 023581M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
CJ5Z54264A26A	LATCH-SIDE & BK DOOR	001	16S30B		

REPLACED 4 DOOR LATCHES PER FSA & TEST OPERATION OK

[Click Here for Full Warranty History](#)

CUSTOMER #:



INVOICE

Broadway AUTOMOTIVE

1010 S. Military Ave., P.O. Box 11567
Green Bay, WI 54307-1567
(920) 499-3131
www.BroadwayAutomotive.com

GREEN BAY, WI

PAGE 1

HOME:
BUS:

CONT:
CELL:

SERVICE ADVISOR: 1970 JOSH FIRESTONE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
Z9/Blue	14	FORD FOCUS	1FADP3F22E1		26523/26523		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07JUL14 DD			WAIT 09NOV17		0.00	CASH	09NOV17
R.O. OPENED	READY	OPTIONS:	SOLD-STK:	ENG:			
				2.0_Liter_GDI			

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

A MOUNT & BALANCE FOUR TIRES FILL OUT DOT REGISTRATION FORM 9007							
1014373 SEE ALEX							
Q46 MOUNT & BALANCE FOUR TIRES FILL OUT DOT REGISTRATION FORM - 9007 1014373 SEE ALEX							
3007 CEOL					80.00		80.00
4 9007*1014373* 215/55R16 <i>Hankook (4)</i>					-100.00	-72.00	288.00
OOTRIYEH1(3617)3(3717)							
4 T-DISP DISPOSAL OF TIRE					3.00	3.00	12.00
12 MCI00N WHEEL WEIGHT					1.00	1.00	12.00

MB Free Mount and Balance	CC				-80.00		-80.00
PARTS:	300.00	LABOR:	80.00	OTHER:	-68.00	TOTAL LINE A:	312.00

B PERFORM MULTI POINT INSPECTION							
Q99P PERFORM MULTI POINT INSPECTION							
3007IMPIQ							
GBATT Battery condition is good.							
3007IMPIQ							
GBK Brake linings are OK at this time.							
3007IMPIQ							
GTIRE Tire tread and wear is OK at this time.							
3007IMPIQ							
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00							



C CHECK ALIGNMENT OF VEHICLE - HAS APPROVAL							
Q52 PERFORM A FOUR WHEEL ALIGNMENT ON VEHICLE							
3007 CPOL							
CC Competitor Coupon/Discount							
CC							
PARTS: 0.00 LABOR: 99.95 OTHER: -30.00 TOTAL LINE C: 69.95							

<p>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 MANUFACTURER'S REPRESENTATIVE.</p> <p>(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)</p>	<p>*Any warranties on the products sold hereby are those made by the manufacturer. The seller (above named dealership) hereby expressly disclaims all warranties, either express or implied, including any implied warranty 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 said products.*</p> <p>*Motor vehicle repair trade practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911.*</p>	DESCRIPTION	TOTALS
	LABOR AMOUNT		
	PARTS AMOUNT		
	GAS, OIL, LUBE		
	SUBLET AMOUNT		
	MISC. CHARGES		
	TOTAL CHARGES		
	INSURANCE / DISCOUNT		
	SALES TAX		
	PLEASE PAY THIS AMOUNT		

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

CUSTOMER # [REDACTED]

[REDACTED]

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INVOICE

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GREEN BAY, WI

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

SERVICE ADVISOR: 1970 JOSH FIRESTONE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
Z9/Blue	14	FORD FOCUS	1FADP3F22E[REDACTED]	[REDACTED]	26523/26523	[REDACTED]

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
07JUL14 DE			WAIT 09NOV17		0.00	CASH	09NOV17

R.O. OPENED	READY	OPTIONS:
15:14 09NOV17	17:21 09NOV17	SOLD-STK: [REDACTED] ENG:2.0_Liter_GDI

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
D	GUEST DECLINED		ROAD HAZARD				
	Q200	GUEST DECLINED	ROAD HAZARD				
		3007	CPQE			0.00	0.00
PARTS:		0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D: 0.00

EST: 0.00 09NOV17 15:14 SA: 1970

CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER 11.99

IF FOR ANY REASON YOU CAN NOT ANSWER
YOUR FOLLOW UP SURVEY COMPLETELY
SATISFIED PLEASE CONTACT BRIAN FORMAN @
(920) 680-0827 OR NORM KERSLINE @ (920) 497-
6493
THANK YOU!



THANK YOU!

<p>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 MANUFACTURER'S REPRESENTATIVE.</p>	*Any warranties on the products sold hereby are those made by the manufacturer. The seller (above named dealership) hereby expressly disclaims all warranties, either express or implied, including any implied warranty 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 said products.*	DESCRIPTION	TOTALS
		LABOR AMOUNT	179.95
		PARTS AMOUNT	300.00
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	23.99
		TOTAL CHARGES	503.94
		INSURANCE / DISCOUNT	110.00
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	SALES TAX	19.70
		PLEASE PAY THIS AMOUNT	413.64

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

CUSTOMER # [REDACTED]

[REDACTED]

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INVOICE

PAGE 1

[REDACTED]
GREEN BAY, WI

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

SERVICE ADVISOR: 1467 DARIN GRIEGER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
Z9/Blue	14	FORD FOCUS	1FADP3F22E [REDACTED]		30770/30771	[REDACTED]
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	RO NO.	RATE	PAYMENT
07JUL14 DD			18:00 18DEC18		0.00	CASH
R.O. OPENED	READY	OPTIONS:	SOLD-STK		ENG:2.0_Liter_GDI	
12:57 18DEC18	15:14 18DEC18					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	FUEL TANK DEFORMATION						
CAUSE: FSA 18S32							
18S32B Reprogram the PCM, No Parts Replaced							
				1494 WF			(N/C)
FC: PART#: COUNT: updated computer so it doesn't happen							
CLAIM TYPE: 18S32							
AUTH CODE: 1494							

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
 REPROGRAM PCM, EEC TEST PASS, NO PURGE LEAKS, INSPECT TANK & CANISTER OK NOW

 B GUEST STATES WHEN TRYING TO ACCELERATE UPTO HIGHWAY SPEEDS, THE VEHICLE RPMS SHOT UP, AND DOESNT SHIFT, AND WHEN STARTING FROM A STOP THE VEHICLE DOESNT ACCELERATE BUT RPMS GO UP - FEELS LIKE LAST TIME THIS HAPPENED - SEE HISTORY
 09 GUEST STATES WHEN TRYING TO ACCELERATE UPTO HIGHWAY SPEEDS, THE VEHICLE RPMS SHOT UP AND DOESNT SHIFT, AND WHEN STARTING FROM A STOP, THE VEHICLE DOESNT ACCELERATE BUT RPMS GO UP - FEELS LIKE LAST TIME THIS HAPPENED - SEE HISTORY
 1494 WF (N/C)

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

ROAD TEST VERIFY SHUDDER PERFORM 16-0109 PP TESTA1 ENTER DATA A2
 TCM TEST PASS A3
 CHECK TSBS A4 PERFORM CLUTCH RELEARN A5 PID MONITOR & RECORD SLIP
 43 RPMS UNDER 250
 PASS OK NOW

 C PERFORM 25 MULTI-POINT INSPECTION
 99P PERFORM 25 MULTI-POINT INSPECTION
 1494 IMPI (N/C)

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		LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		INSURANCE / DISCOUNT	
		SALES TAX	
		CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT

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**Department of Agriculture,
Trade and Consumer Protection**

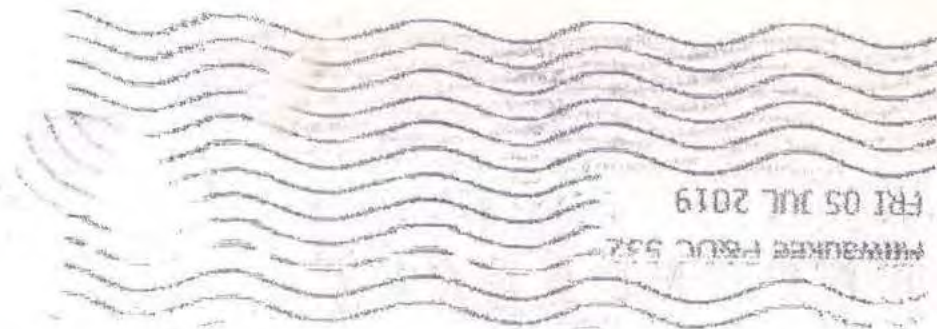
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