

[REDACTED]  
Blairsville, GA [REDACTED]  
[REDACTED]

FORD FOCUS TITANIUM  
VIN NUMBER: 1FADP3N3X [REDACTED]

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

September 12, 2022

National Highway Traffic Safety Administration  
1200 New Jersey Ave SE  
Washington, DC 20590  
Attention: Complaint Department: Ford Focus Recalls

To whom it may concern:

I am now another Ford Customer caught in the cross hairs of a bad situation with a failed Transmission Control Module (TCM) on my 2014 Ford Focus creating an unsafe, undriveable vehicle. I fall under the Ford Extended Warranty as provided by Notice 14M02 Customer Satisfaction Program as provided by Ford Motor Company. I purchased my 2014 Ford Focus Titanium (Vin Number 1FADP3N2XE1 [REDACTED]) in March of 2014 from Bartow Ford, Bartow, Florida but I am currently living in North Georgia near North Carolina.

My vehicle was in and out of the Bartow Ford Service Center 3 times for the issue with the clutch assembly resulting in three clutch replacements in the first 4 years of ownership. In addition, I had several other documented occurrences with the Ford Transmission in which the Ford Dealership just simply said the shudder and juddering of the transmission was normal and nothing was wrong (see the attached copies highlighted from the service departments).

My car is currently located at King Ford, 2450 US-64 E, Murphy, NC 28906 with service advisor Bill Bennett at (828) 837-2121 due to the Transmission Control Module (TCM) issue malfunction. Ford Motor Co. extended the warranty on the TCM's as part of a Class Action Lawsuit in effect admitting that engineering was defective in the early models of the Ford

13/2

Focus yet Ford continued to sell these cars new and also used Ford Focus/Fiesta cars are sold to an unsuspecting public.

Ford is unable to repair my car as they are saying it will be 6-8 months for the repair part (TCM) to be available. My car is not safe to drive as I never know when it will slip out of gear or no longer supply the correct power to the wheels. In addition, it may cause further damage if I do drive the car. I was almost broadsided in a potential serious accident when a slippage out of gear occurred.

My car was delivered to the King Ford Service center on August 24, 2022. We are now coming up on a month very soon and no repair sight. Ford claims the national backorder on the parts is due to the recent pandemic however this issue goes back to well before the pandemic with Ford not producing enough of the repair TCM parts.

I am requesting that Ford buy back this car as provided Federal Law under the Magnuson-Moss Warranty Act 1975 that requires companies to repair consumer products in a timely manner or the customer is entitled to a refund. This vehicle was provided an Extended TCM Warranty to 10 years/150,000 miles and yet it is a worthless warranty if Ford can not repair it in a timely manner. In this case, it would require Ford to buyback this car that Ford knew had issues prior to selling.

I am attaching the document copies with highlighted areas showing where the transmission was either worked on previously or I was told it was 'normal' for the cars transmission to be shuddering during the process of the gears shifting. It is not normal and it is dangerous. In reality, these cars should have been recalled and not continued to be sold.

**In summation:** I was sold a 2014 Ford Focus which had defective transmission engineering and Ford knew the transmission was defective. Numerous registered complaints are on file with the National Highway Traffic and Safety Administration. Ford was sued and settled a Class Action Claim and either must buy back the cars or under the Customer Satisfaction Letter **14M02** must repair the TCM if the car is within 10 years/150,000 miles. Since Ford Motor Co. is unable in a reasonable amount of time honor the extended warranty, **I am requesting a refund for the purchase of my vehicle** under the Federal Law created by the Magnuson-Moss Warranty Act of 1975. It would be best if the NHTSA would have Ford recall all of these vehicles with the Power Shift Transmission.

My phone number is [REDACTED] and address is: [REDACTED]  
Blairsville, GA [REDACTED]

I welcome any questions regarding this issue. I thank you for our time and I look forward to an expeditious response to this letter to advise of the action your department will take on my behalf.

Sincerely,

[REDACTED]

Attachments: 6



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

[Redacted VIN and address information]  
BLAIRSVILLE, GA [Redacted]

August 2016

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

2014 Focus  
Your Vehicle Identification Number: 1FADP3N2XE[Redacted]

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](http://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](http://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](http://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

ATTACHMENT 2

# GATOR FORD

11780 Tampa Gateway Boulevard  
Seffner (Tampa), FL 33584-3000  
Phone: (813) 980-3673  
Fax: (813) 261-1250  
www.gatorford.com

CUSTOMER #: [REDACTED]

\*INVOICE\*

PAGE 1

P & A CODE 04917-7 09059

[REDACTED]  
[REDACTED]

BLAIRSVILLE, GA  
HOME: [REDACTED] CONT:N/A  
BUS: [REDACTED] CELL: [REDACTED]

ST. OF FLORIDA REGISTRATION # MV

SERVICE ADVISOR: 4925 MANNY TOVAR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT		
	14	FORD FOCUS	1FADP3N2XE[REDACTED]		12326/12334		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DA
01JAN14 DD			WAIT 06DEC14		0.00	CASH	06NOV14
R.O. OPENED	READY	OPTIONS: ENG:2.0_Liter_GDI					

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

A C.S VEHICLE ENGINE HAS A VIBRATION NOISE WHEN ACCEL AT TIME LIKE THE ENGINE IS FLOODING OR NOT BURNING ALL THE FUEL IN THE CYLINDERS...ADVISE..D50

140197A PERFORMED TSB 14-0197  
5475WPL40

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00 (N/0)

12334 ROAD TEST PERFORMED (TSB 14-0197) REPROGRAMMED PCM AND TCM PERFORMED ADAPTIVE LEARN ROAD TEST PERFORMED RECORDING HAS AN RPM SLIP OF 154 RPM SLIP WITH IN SPEC SENT RECORDING TO HOT LINE CLUTCH OK AT THIS TIME

B C.S VEHICLES ENGINE HAS A BUILDED UP OF OIL NEXT TO THE IGNITION COILS...ADVISE..D50

M1 OIL CLEAN  
5475 CP

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

12334 CLEAND OIL

C C.S BOTH BATTERY COVERS ARE LOOSE SINCE LAST REPAIRS...ADVISE M1 INSTALLED BATTERY COVERS

5475 CP

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

12334 INSTALLED BATTERY COVERS

D ATW/QCM MULTI POINT INSPECTION PERFORMED  
99P ATW/QCM MULTI POINT INSPECTION PERFORMED

5475 CP

0.00 0.

GBATT PERFORMED BATTERY INSPECTION. BATTERY IS IN GOOD CONDITION

5475 CP

0.00 0.

GBK BRAKE INSPECTION PERFORMED, BRAKES GOOD AT

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 ANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	DESCRIPTION	TOTAL
		LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	

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

CUSTOMER SIGNATURE

## Thank You!

CUSTOMER #: [REDACTED]

[REDACTED]

### GATOR FORD

11780 Tampa Gateway Boulevard  
Seffner (Tampa), FL 33584-3038  
Phone: (813) 980-3673  
Fax: (813) 261-1250  
www.gatorford.com

\* INVOICE \*

BLAIRSVILLE, GA

PAGE 2

P & A CODE 04917-7 09059  
ST. OF FLORIDA REGISTRATION # MV-1551

BUS: CONT:N/A  
CELL:

SERVICE ADVISOR: 4925 MANNY TOVAR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	14	FORD FOCUS	1FADP3N2XE[REDACTED]		12326/12334	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14 DD			WAIT 06DEC14		0.00	CASH	06NOV14
R.O. OPENED	READY	OPTIONS: ENG:2.0_Liter_GDI					
10:22 06NOV14	12:30 06NOV14						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL	
				THIS TIME				
				5475 CP		0.00	0.00	
				GTIRE TIRE INSPECTION PERFORMED, TIRES GOOD AT				
				THIS TIME				
				5475 CP		0.00	0.00	
PARTS:				0.00	LABOR:	0.00	OTHER:	0.00
							TOTAL LINE D:	0.00

12334 PERFORMED MPI

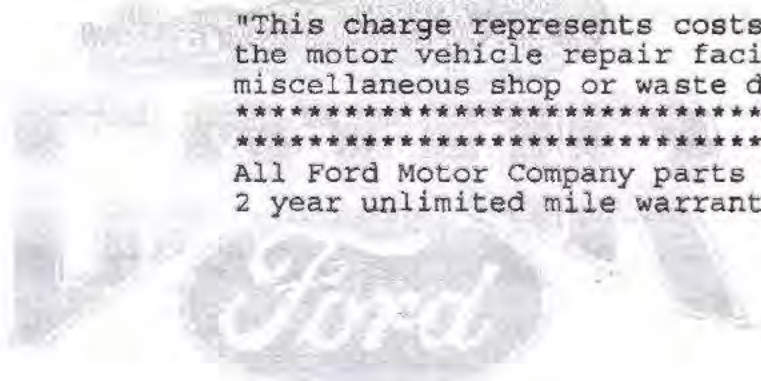
\*\*\*\*\*

EST: 0.00      06NOV14 10:22 SA: 4925

"This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop or waste disposal."

\*\*\*\*\*

All Ford Motor Company parts come with a 2 year unlimited mile warranty.



ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE 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.	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
	The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	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

## Thank You!

CUSTOMER COPY

# VEHICLE REPORT CARD



MULTI-POINT INSPECTION AS RECOMMENDED BY FORD MOTOR COMPANY

Date: 11/6/14 RO/Tag #: [REDACTED]  
 Name: [REDACTED]  
 Year/Make/Model: [REDACTED]  
 VIN #: 6E [REDACTED] Plate #: \_\_\_\_\_  
 Odometer: 12326 Inspect. Month: \_\_\_\_\_  
 Owner Advantage Rewards #: \_\_\_\_\_ Service Balance: \_\_\_\_\_  
 Ford Extended Service Plan:  YES  NO  
 SYNC® MyFord Touch version current:  YES  NO  N/A

**LEGEND**

- May contribute to vehicle efficiency and promote a greener environment
- Checked and OK at this time
- May require future attention
- Requires immediate attention

**EXTERIOR BODY**

Note any existing exterior body damage or defects on diagram

**SCHEDULED MAINTENANCE ITEMS\***

DUE	SERVICED	DUE	SERVICED
<input type="checkbox"/> THE WORKS	<input type="checkbox"/>	<input checked="" type="checkbox"/> Engine Air Filter	<input checked="" type="checkbox"/>
<input type="checkbox"/> Oil Change & Filter	<input checked="" type="checkbox"/>	<input type="checkbox"/> Engine Coolant	<input type="checkbox"/>
<input type="checkbox"/> Tire Rotation	<input checked="" type="checkbox"/>	<input type="checkbox"/> Transmission Fluid &/or Filter	<input type="checkbox"/>
<input type="checkbox"/> Multi-Point Inspection	<input type="checkbox"/>	<input checked="" type="checkbox"/> Cabin Air Filter	<input checked="" type="checkbox"/>
<input type="checkbox"/> Fuel Filter	<input type="checkbox"/>	<input checked="" type="checkbox"/> Spark Plugs	<input checked="" type="checkbox"/>
<input type="checkbox"/> _____ K Scheduled Maintenance	<input type="checkbox"/>		

\*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**

Oil and/or fluid leaks

OK	FILL	OK	FILL	OK	FILL
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Engine Oil	Power Steering	Transmission (if equipped with dipstick)	Window Washer	Coolant Recovery Reservoir	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Brake Reservoir					

**WIPER BLADES**

Test Performed  Front  Rear

**BATTERY**

State of Health: Battery Condition:

Factory spec cold cranking amps \_\_\_\_\_ Actual cold cranking amps \_\_\_\_\_

**SYSTEMS / COMPONENTS**

**LIGHTS / WINDSHIELD**

- Operation of horn, interior lights, exterior lamps, turn signals, hazard and brake lamps
- Windshield for cracks, chips and pitting

**BELTS / HOSES / MOUNTS**

- HVAC system and hoses / lines for leaks and/or damage
- Engine Cooling System, radiator, hoses and clamps
- Accessory drive belt(s)

**BRAKE SYSTEM**

- Brake system (including lines, hoses, and parking brake)

**STEERING / SUSPENSION**

- Shocks / struts and other suspension components for leaks and/or damage
- Steering, steering linkages and ball joints (visual)

**EXHAUST SYSTEM**

- Exhaust system and heat shield (leaks, damage, loose parts)

**TRANSMISSION / DRIVE AXLE**

- 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)

**TIRE / BRAKE WEAR**

TIRE TREAD	7/32" and greater	4/32" to 7/32"	3/32" and less
<b>BRAKE LINING</b>	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 1.0mm or 2/32" or less (Drum)

TIRE WEAR INDICATES	SERVICED	LEFT FRONT	RIGHT FRONT
<input type="checkbox"/> Alignment check needed	<input type="checkbox"/>	<input checked="" type="checkbox"/> Tire Tread Depth <u>9</u> /32" Tire Age _____	<input checked="" type="checkbox"/> Tire Tread Depth <u>9</u> /32" Tire Age _____
<input type="checkbox"/> Wheel balance needed	<input type="checkbox"/>	<input checked="" type="checkbox"/> Tire Wear Pattern / Damage	<input checked="" type="checkbox"/> Tire Wear Pattern / Damage
<input checked="" type="checkbox"/> Brake measurements not taken this service visit		<input checked="" type="checkbox"/> Tire Pressure set to factory-recommended PSI	<input checked="" type="checkbox"/> Tire Pressure set to factory-recommended PSI
		<input checked="" type="checkbox"/> Brake Lining _____ mm _____ /32"	<input checked="" type="checkbox"/> Brake Lining _____ mm _____ /32"
		LEFT REAR	RIGHT REAR
		<input checked="" type="checkbox"/> Tire Tread Depth <u>8</u> /32" Tire Age _____	<input checked="" type="checkbox"/> Tire Tread Depth <u>8</u> /32" Tire Age _____
		<input checked="" type="checkbox"/> Tire Wear Pattern / Damage	<input checked="" type="checkbox"/> Tire Wear Pattern / Damage
		<input checked="" type="checkbox"/> Tire Pressure set to factory-recommended PSI	<input checked="" type="checkbox"/> Tire Pressure set to factory-recommended PSI
		<input checked="" type="checkbox"/> Brake Lining _____ mm _____ /32"	<input checked="" type="checkbox"/> Brake Lining _____ mm _____ /32"
		SPARE TIRE	SERVICED
		<input checked="" type="checkbox"/> Tire Pressure set	<input type="checkbox"/>
		Tire Age _____	

Comments:

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**FordOwner.com**  
One site for all your vehicle needs

Advisor: [Signature] Technician: \_\_\_\_\_  
 Customer Signature: [REDACTED]

ATTACHMENT 3



P.O. BOX 1469
7525 E. APPALACHIAN HWY.
BLUE RIDGE, GA 30513
(706) 632-8900 • FAX (706) 258-2637

Customer information form including fields for Customer No, Advisor (ERIK), Tag No (655), Invoice Date (09/09/15), Mileage (22,964), Vehicle I.D. No (1FADP3N2XE), and Production Date (09/01/15).

Job # 1 CHARGES: LABOR 1 30FOZ AUTO TRANSMISSION TECH(S):670 WARRANTY. Description: VIBRATION IN TRANS. AT SLOW SPEED DRIVING DIAGNOSTIC TEST, ROAD TESTED AND DATA RECORDED CLUTCH PERFORMANCE WITH CUSTOMER. IN SPECS.
Job # 1 TOTALS: 0.00
Job # 2 CHARGES: LABOR 2 60FOZ INTERIOR TRIM TECH(S):570 WARRANTY. Description: VOICE COMMAND WILL NOT FIND CHANNEL 131 ON SIRIUS. CAN ONLY SET CH131 TO PRESET AND THEN VOICE COMMAND THAT CHANNEL. USE TO WORK BY VOICE COMMAND. SENT INTO FORD HOTLINE.
Job # 2 TOTALS: 0.00
COMMENTS: DELETED OPERATION(S) 01FOZ MULTI-POINT INSP.

IMPORTANT
You may receive a questionnaire from the manufacturer in the next few weeks. If for any reason you cannot grade us as "Completely Satisfied," please contact your Service Consultant. Thank You. Blue Ridge North Georgia Ford

IT IS IMPORTANT THAT WE RECEIVE YOUR FEEDBACK. WE USE THIS INFORMATION TO CONTINUALLY IMPROVE OUR SERVICE TO YOU.

TOTALS summary table:
TOTAL LABOR... 0.00
TOTAL PARTS... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G... 0.00
TOTAL MISC CHG... 0.00
TOTAL MISC DISC... 0.00
TOTAL TAX... 0.00
TOTAL INVOICE \$ 0.00

THANK YOU FOR YOUR BUSINESS!!
CUSTOMER SIGNATURE

TERMS: STRICTLY CASH
UNLESS OTHER ARRANGEMENTS MADE I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or other damage to vehicle or article left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays parts shipments by the supplier or transporter I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged above vehicle to secure the amount of repair thereto.

Vertical text on the left margin: The Reynolds and Reynolds Company, EMANTRVW, 02511091 Q, (08/07)

ATTACHMENT #

**FORD TRUCKS**  
**SERVICE**  
 (863) 534-2648  
**PARTS**  
 (863) 534-2629  
**H.D. TRUCK**  
 (863) 534-2644

# BARTOW FORD

INTEGRITY • TRUST • HONESTY  
 Since 1948

3800 U.S. 98 North - P.O. Box 1700  
 BARTOW, FLORIDA 33831-1700



**Motorcraft**  
**RENTALS**  
 (863) 534-2622  
**BODY SHOP**  
 (863) 534-2678  
**TOLL FREE**  
 (800) 533-0425

PLEASE SEE BACK FOR INFORMATION REGARDING WARRANTY AND SUPPLIES

MV # - 0233

CUSTOMER NO	ADVISOR	TAX NO	INVOICE DATE
[REDACTED]	CARLOS SAN MARTIN	90561	02/25/16
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE
[REDACTED]			28,642
[REDACTED]	YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
[REDACTED]	14/FORD/FOCUS/5DR HB TITANIUM	03/31/14	110
[REDACTED]	VEHICLE ID NO.	SELLING ORDER NO.	PRODUCTION DATE
[REDACTED]	1 F A D P 3 N 2 X E L		
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE
[REDACTED]			01/18/16
[REDACTED]	BUSINESS PHONE	COMMENTS	MO: [REDACTED]

**LABOR & PARTS**

**JOB # 1 07FOZ-0040 TRANSMISSION SHUDDER TECH(S): 9846 WARRANTY**

C/S VEH SHUDDERS SEVERELY WHEN TAKING OFF FROM A STOP, CHECK AND ADVISE  
 ROAD TEST VERIFIED SHUDDER ON ACCEL. PERFORM TSB 15-0120  
 SOP CLUTCH AND SEAL KIT.  
 RUN OASIS PERFORM TSB 15-0120 SHUDDER AT 302 RPM  
 SOP CLUTCH AND SEAL KIT.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	0	BV6Z-7B546-F	CLUTCH ASY Y		WARRANTY
PART ON SPECIAL ORDER					
** QUANTITY 1 IS SPECIAL ORDERED **					
JOB # 1	0	EV6Z-7052-C	SEAL ASY - O Y		WARRANTY
PART ON SPECIAL ORDER					
** QUANTITY 1 IS SPECIAL ORDERED **					
JOB # 1 TOTAL PARTS					0.00
JOB # 1 TOTAL LABOR & PARTS					0.00

**JOB # 2 18FOZ-0075 RADIO REPAIR TECH(S): 90334 90818 WARRANTY**

C/S WHEN USING VOICE COMAND AND TRYING GET SAT RADIO STATION 131 WILL NOT BE RECOGNIZED AND IT WOULD BEFORE. CHECK AND ADVISE  
 VERIFIED CONCERN NO CODES, TSBS OR SSMS. CONTACTED HOTLINE AFTER PERFORMING APIM HARD RESET, APIM REPROGRAM AND ACM REPROGRAM. RECOMMENDED THAT APIM BE REPLACED, CONCERN STILL PRESENT, ACM NO SUSPECTED. AFTER REPLACING ACM CONCERN IS STILL PRESENT. PERFORMED MULTIPLE CIP FORCE REPROGRAMS AND OVERLAYED SDL CIRCUITS FROM APIM TO ACM WITH CONCERN STILL FSE HAS BEEN CONTACTED AND WORKING ON ISSUE. VEHICLE TO BE RETURNED TO CUSTOMER AND WILL RETURN FOR FURTHER DIAG/REPIAR

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2	1	DA5Z-14D212-RA	UNIT - CENTR Y		WARRANTY
JOB # 2	1	CH5T-19C107-KG	AUDIO CONTR		WARRANTY
JOB # 2 TOTAL PARTS					0.00
JOB # 2 TOTAL LABOR & PARTS					0.00

**JOB # 3 10FOZ999 \* WORKS PACKAGE TECH(S): 90610 19.00**

WORKS PACKAGE  
 99P Perform Multi-Point Inspection  
 OFCM OEM Oil & Filter Change  
 RH104 Rotate Tires  
 PERFORM WORKS PACKAGE  
 PERFORM WORKS PACKAGE  
 PERFORMED WORKS PACKAGE

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
# 3	1	FL-910S	KIT - ELEMEN Y	5.00	5.00
# 3	5	XO-5W20-BSP	MOTORCRAFT S Y	3.19	15.95
JOB # 3 TOTAL PARTS					20.95

**DISCLAIMER OF WARRANTIES**  
 The seller, BARTOW FORD COMPANY, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and BARTOW FORD COMPANY neither assumes nor authorizes any other person to assume for any liability in connection with the sale of the vehicle or product. (PL 93-637).

**NEW Service Part Warranty**  
 on  
**Ford Genuine & Motorcraft Parts**  
**2-Years/**  
**UNLIMITED Miles**  
 Includes Labor\*  
 NO Commercial Exceptions!!

**Motorcraft**  
 Genuine Parts

**Bartow Ford Co.**

**Service Dept. Hours**  
 Mon - Fri  
 7:30 AM to 5:00 PM  
 Sat.  
 8:00 AM to 5:00 PM

**Parts Dept. Hours**  
 Mon - Fri  
 7:30 AM to 5:30 PM  
 Sat.  
 8:00 AM to 12:00 PM

**Our Valued Service Customer**  
 IF YOU ARE STILL UNDER FACTORY WARRANTY, AN EXTENDED SERVICE PLAN MAY BE AVAILABLE. FOR MORE INFORMATION, PLEASE CONTACT ONE OF OUR CUSTOMER SERVICE REPRESENTATIVES.

The Reynolds and Reynolds Company, FRANTIME, GO514201, Q (05/14)



**SERVICE**  
 (863) 534-2646  
**PARTS**  
 (863) 534-2629  
**H.D. TRUCK**  
 (863) 534-2644

# BARTOW FORD

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 Since 1948

2800 U.S. 98 North - P.O. Box 1700  
 BARTOW, FLORIDA 33831-1700



**RENTALS**  
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**BODY SHOP**  
 (863) 534-2678  
**TOLL FREE**  
 (800) 533-0425

MV # - 0233

PLEASE SEE BACK FOR INFORMATION REGARDING WARRANTY AND SUPPLIES

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE
[REDACTED]	CARLOS SAN MARTIN	90561	02/25/16
[REDACTED]	LABOR RATE	LICENSE NO.	MI
[REDACTED]			28,642
[REDACTED]	YEAR / MAKE / MODEL	DELIVERY DATE	COLOR
BLAIRSVILLE, GA	14/FORD/FOCUS/5DR HB TITANIUM	03/31/14	STERLING GR
[REDACTED]	VEHICLE I.D. NO.	DELIVERY MILES	
[REDACTED]	1 F A D P 3 N 2 X E	110	
[REDACTED]	F.T.E. NO.	SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]			
[REDACTED]	BUSINESS PHONE	COMMENTS	R.C. DATE
[REDACTED]			01/18/16

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 9	-1	BXT-96R-590	CORE RETURN		
				JOB # 9 TOTAL PARTS	0.00
				JOB # 9 TOTAL LABOR & PARTS	0.00
MISC	CODE	DESCRIPTION	CONTROL NO.		
JOB # A	DOC	DOCUMENT STORAGE FEE			1.50
JOB # 3	7770	TOOLS AND SUPPLIES			2.47
				TOTAL - MISC	3.97
TECHNICIAN CERTIFICATION					
9846			DONALD WELSCH	0760	

\*\*\*\*\*  
 \* METHOD OF PAYMENT \*  
 \*\*\*\*\*  
 \*\*IF YOU ARE STILL UNDER FACTORY WARRANTY\*\*  
 \*AN EXTENDED SERVICE PLAN MAY BE AVAILABLE\*  
 \*FOR MORE INFORMATION, PLEASE CONTACT ONE\*  
 \*OF OUR CUSTOMER SERVICES REPRESENTATIVES.\*  
 \*\*\*\*\*  
 \* THANK YOU FOR CHOOSING BARTOW FORD CO. \*  
 \*\*\*\*\*  
 I UNDERSTAND THE WORK DONE AND AGREE TO THE  
 ABOVE CHARGES. IS YOUR ADDRESS/PHONE CORRECT?

TOTAL LABOR	19.00
TOTAL PARTS	20.95
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	3.97
TOTAL MISC DISC	0.00
TOTAL TAX	3.07
<b>TOTAL INVOICE \$</b>	<b>46.99</b>

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**NEW Service Part Warranty**  
 on  
**Ford Genuine & Motorcraft Parts**  
**2-Years/**  
**UNLIMITED Miles**  
 Includes Labor\*  
 NO Commercial Exceptions!!

**Genuine Parts** **Motorcraft**  
 See your Ford or Lincoln Dealer for Ford authorized dealers for additional details.  
 \*Excludes Rental, Recalls, and Non-Ford Original Equipment.

## Bartow Ford Co.

**Service Dept. Hours**  
 Mon - Fri  
 7:30 AM to 5:00 PM  
 Sat.  
 8:00 AM to 5:00 PM

**Parts Dept. Hours**  
 Mon - Fri  
 7:30 AM to 5:30 PM  
 Sat.  
 8:00 AM to 12:00 PM

**Our Valued Service Customer**  
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CUSTOMER SIGNATURE

**PAID**  
**FEB 26 2015**  
**PARTS / SERVICE**

The Reynolds and Reynolds Company BRANTINE G0314201 O (05/14)



PIT COMMIT 5



SERVICE (863) 534-2646  
PARTS (863) 534-2629  
H.D. TRUCK (863) 534-2644

# BARTOW FORD

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RENTALS (863) 534-2622  
BODY SHOP (863) 534-2678  
TOLL FREE (800) 533-0425

MV # - 023

PLEASE SEE BACK FOR INFORMATION REGARDING WARRANTY AND SUPPLIES

CUSTOMER NO. [REDACTED]	ADVISOR <b>CARLOS SAN MARTIN</b>	TRK NO. [REDACTED]	INVOICE DATE <b>03/25/16</b>	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	COLOR <b>30,584 STERLING GR</b>	[REDACTED]
[REDACTED]	YEAR / MAKE / MODEL <b>14/FORD/FOCUS/5DR HB TITANIUM</b>	MILEAGE	DELIVERY DATE <b>03/31/14</b>	11
<b>BLAIRSVILLE, GA</b>	VEHICLE I.D. NO. <b>1 F A D P 3 N 2 X E L</b>	[REDACTED]	SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	[REDACTED]	R.O. DATE <b>03/24/16</b>	
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS	MO: [REDACTED]	

**LABOR & PARTS**

**J# 1 07FOZ-0040 TRANSMISSION SHUDDER TECH(S):9694 WARRANTY**  
 C/S VEH SHUDDERS SEVERELY WHEN TAKING OFF FROM A STOP, SOP IN RPMS 377  
 SEALS NOT LEAKING AND HAS NEW BROWN SEALS  
 VERIFIED CONCERN, RAN OASIS, PERFORMED TSB 15-0120 (PROGRAM PCM+TCM, PINPOINT TEST, REPLACED CLUTCH AND RELEARN STRATEGY AND ROAD TEST), NOW SHUDDER IS WITHIN ALLOWABLE LIMITS. ✓

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	BV6Z-78546-F	CLUTCH ASY Y		
JOB # 1	1	EV6Z-7052-C	SEAL ASY - 0 Y		
JOB # 1 TOTAL PARTS				0.00	
JOB # 1 TOTAL LABOR & PARTS				0.00	

**J# 2 10FOZ-99P FORD REPORT CARD TECH(S):9694 0.00**  
COMPLETE FORD REPORT CARD INSPECTION JUST COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2 TOTAL PARTS				0.00	
JOB # 2 TOTAL LABOR & PARTS				0.00	

COMMENTS: 809217

**TOTALS**

***** * METHOD OF PAYMENT *	TOTAL LABOR....	0.00
	TOTAL PARTS....	0.00
	TOTAL SUBLET....	0.00
	TOTAL G.O.G....	0.00
	TOTAL MISC CHG....	0.00
	TOTAL MISC DISC....	0.00
	TOTAL TAX.....	0.00
	<b>TOTAL INVOICE \$</b>	<b>0.00</b>

\*\*IF YOU ARE STILL UNDER FACTORY WARRANTY\*\*  
 \*AN EXTENDED SERVICE PLAN MAY BE AVAILABLE\*  
 \*FOR MORE INFORMATION, PLEASE CONTACT ONE\*  
 \*OF OUR CUSTOMER SERVICES REPRESENTATIVES.\*  
 \*  
 \* THANK YOU FOR CHOOSING BARTOW FORD CO. \*  
 \*\*\*\*\*  
 I UNDERSTAND THE WORK DONE AND AGREE TO THE ABOVE CHARGES. IS YOUR ADDRESS/PHONE CORRECT?

CUSTOMER SIGNATURE

**DISCLAIMER OF WARRANTIES**  
 The seller BARTOW FORD COMPANY, Inc. expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose and BARTOW FORD COMPANY neither authorizes any other person to assume any liability in connection with the sale of this vehicle or product. (PL 93-637)



**NEW Service Part Warranty on Ford Genuine & Motorcraft Parts**  
**2-Years/ UNLIMITED Miles**  
 Includes Labor\*  
 NO Commercial Exceptions!



See your Retail or Licensed Dealer for Full Applicable Details on Additional Service Plans

\*1 Year 25000 Miles 2 Year 50000 Miles 3 Year 75000 Miles

## Bartow Ford Co.

**Service Dept. Hours**  
 Mon - Fri  
 7:30 AM to 5:00 PM  
 Sat.  
 8:00 AM to 5:00 PM

**Parts Dept. Hours**  
 Mon - Fri  
 7:30 AM to 5:30 PM  
 Sat.  
 8:00 AM to 12:00 PM

**Our Valued Service Customer**  
 IF YOU ARE STILL UNDER FACTORY WARRANTY, AN EXTENDED SERVICE PLAN MAY BE AVAILABLE. FOR MORE INFORMATION, PLEASE CONTACT ONE OF OUR CUSTOMER SERVICE REPRESENTATIVES

The Reynolds and Reynolds Company, ENHANCING Company EFFICIENCY, GDS14201 D (05/14)



**SERVICE**  
 (863) 534-2646  
**PARTS**  
 (863) 534-2629  
**H.D. TRUCK**  
 (863) 534-2644

# BARTOW FORD

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**BODY SHOP**  
 (863) 534-2678  
**TOLL FREE**  
 (800) 533-0425

PLEASE SEE BACK FOR INFORMATION REGARDING WARRANTY AND SUPPLIES

MV # - 02334

CUSTOMER NO.	ADVISOR <b>CARLOS SAN MARTIN</b>	90561	TAG NO.	INVOICE DATE <b>03/21/19</b>
LABOR RATE	LICENSE NO.	MILEAGE <b>53,628</b>	COLOR <b>STERLING GR</b>	
YEAR / MAKE / MODEL <b>14/FORD/FOCUS/5DR HB TITANIUM</b>	DELIVERY DATE <b>03/31/14</b>			<b>110</b>
VEHICLE I.D. NO. <b>1 F A D P 3 N 2 X E I</b>	SELLING DEALER NO.		PRODUCTION DATE	
F.T.E. NO.	P.O. NO.		R.O. DATE <b>03/18/19</b>	
BUSINESS PHONE	COMMENTS			<b>MO</b>

TOTALS.....  
 \*\*\*\*\*  
 \* METHOD OF PAYMENT \*  
 \*\*\*\*\*  
 \*\*IF YOU ARE STILL UNDER FACTORY WARRANTY\*\*  
 \*AN EXTENDED SERVICE PLAN MAY BE AVAILABLE\*  
 \*FOR MORE INFORMATION, PLEASE CONTACT ONE \*  
 \*OF OUR CUSTOMER SERVICES REPRESENTATIVES.\*  
 \*  
 \*  
 \* THANK YOU FOR CHOOSING BARTOW FORD CO. \*  
 \*\*\*\*\*  
 UNDERSTAND THE WORK DONE AND AGREE TO THE  
 ABOVE CHARGES. IS YOUR ADDRESS/PHONE CORRECT?

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

**DISCLAIMER OF WARRANTIES**  
 The seller, BARTOW FORD COMPANY, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and BARTOW FORD COMPANY neither assumes nor authorizes any other person to assume for any liability in connection with the sale of the vehicle or product. (P.L. 93-637).



**NEW Service Part Warranty**  
 on  
**Ford Genuine & Motorcraft Parts**  
**2-Years/ UNLIMITED Miles**  
 Includes Labor\*  
 NO Commercial Exceptions!!



See your Ford or Lincoln Dealer/Shop or Ford Authorized Distributor for additional details. \*Excludes taxes, license, and other available options. ©2019 Ford Motor Company.

**Bartow Ford Co.**

**Service Dept. Hours**  
 Mon - Fri  
 7:30 AM to 5:00 PM  
 Sat.  
 8:00 AM to 5:00 PM

**Parts Dept. Hours**  
 Mon - Fri  
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**Our Valued Service Customer**  
 IF YOU ARE STILL UNDER FACTORY WARRANTY, AN EXTENDED SERVICE PLAN MAY BE AVAILABLE. FOR MORE INFORMATION, PLEASE CONTACT ONE OF OUR CUSTOMER SERVICE REPRESENTATIVES.

The Reynolds and Reynolds Company, EVANTINE 60514201 Q (02/19)

ATTACHMENT 6



SERVICE  
(863) 534-2646  
PARTS  
(863) 534-2629  
M.D. TRUCK  
(863) 534-2644

# BARTOW FORD

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BODY SHOP  
(863) 534-2678  
TOLL FREE  
(800) 533-0425

MV # - 023

PLEASE SEE BACK FOR INFORMATION REGARDING WARRANTY AND SUPPLIES

CUSTOMER NO	ADVISOR	SALE NO	INVOICE DATE
[REDACTED]	CARLOS SAN MARTIN	90561	03/21/19
ADDRESS	LEAD NAME	LEAD PHONE NO.	LEAD EMAIL
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
CITY	VEHICLE ID NO.	YEAR / MAKE / MODEL	DELIVERY DATE
BLAIRSVILLE, GA	1FADP3N2XEL	14/FORD/FOCUS/5DR HB TITANIUM	03/31/14
STATE	F.T.E. NO.	REGULAR DEALER NO.	PRODUCTION DATE
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
BUSINESS PHONE	COMMENTS	DATE	MO.
[REDACTED]	[REDACTED]	03/18/19	[REDACTED]

LABOR & PARTS

J# 1 07FOZ-0040 TRANSMISSION SHUDDER TECH(S):9679 WARRANTY

C/S VEH SHUDDERS SEVERELY WHEN TAKING OFF FROM A STOP, CHECK AND ADVISE  
VERIFY CONCERN, TRANS SHUDDER ON ACCEL. VISUAL INSPECTION, OK. RUN OASIS, PERFORM TSB 16-0109. 1=PINPOINT TEST A1=YES. COMPLETE WSM GUIDED DIAG. FOUND CLUTCH SHUDDER IS AT 477RPM. CLUTCH IS FAULTY. RVC:RPY14504NRYVD  
R+I TRANS R+R CLUTCH ASY. FOUND INPUT SHAFT SEALS ARE LEAKING FLUID. R+R BOTH INPUT SHAFT SEALS. IDS CLUTCH RESET. POST ROAD TEST. ALL OK.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	EV6Z-7052-C	SEAL ASY - O Y		
JOB # 1	1	F1FZ-7B546-B	CLUTCH ASY		
JOB # 1 TOTAL PARTS				0.00	
JOB # 1 TOTAL LABOR & PARTS				0.00	

J# 2 10FOZ-99P FORD REPORT CARD TECH(S):9679 0.00

COMPLETE FORD REPORT CARD INSPECTION COMPLETED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2 TOTAL PARTS				0.00	
JOB # 2 TOTAL LABOR & PARTS				0.00	

J# 3 02FOZ-0045 FACTORY RECALL TECH(S):9679 WARRANTY

PERFORM OPEN RECALL 18532 FUEL TANK DEFORMATION PULL CODES. NONE. UPDATE PCM. INSPECT FUEL TANK. OK. RECALL CLOSED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 3 TOTAL PARTS				0.00	
JOB # 3 TOTAL LABOR & PARTS				0.00	

J# 4+06FOZ-0030 ENGINE LEAKING OIL TECH(S):9679 WARRANTY

C/S OIL LEAKING FROM ENGINE COMPARTMENT, CHECK AND ADVISE VERIFY CONCERN. OIL LEAKING FROM THE ENGINE. VISUAL INSPECTION, OK. RUN OASIS, NO SSM'S. SYMPTOM CHART. COMPLETE ENGINE OIL DYE TEST. FOUND OIL LEAKING FROM THE TIMING COVER GASKET.  
R+R TIMING COVER GASKET, VALVE COVER GASKET, AND THE FRONT CRANK SEAL. CK FOR LEAKS. POST ROAD TEST. ALL OK.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 4	1	CM5Z-6S84-A	GASKET - VAL Y		
JOB # 4	1	CM5Z-6700-C	SEAL ASY - C Y		
JOB # 4	1	TA-30	SEALANT - SI Y		
JOB # 4 TOTAL PARTS				0.00	
JOB # 4 TOTAL LABOR & PARTS				0.00	

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**NEW Service Part Warranty**  
on  
**Ford Genuine & Motorcraft Parts**  
**2-Years/  
UNLIMITED Miles**  
Includes Labor\*  
NO Commercial Exceptions!

**Bartow Ford Co.**  
Service Dept. Hours  
Mon - Fri  
7:30 AM to 5:00 PM  
Sat.  
8:00 AM to 5:00 PM  
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Mon - Fri  
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Sat.  
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The Reynolds and Reynolds Company, BARTOW, FL 33831-1700 (02/19)