

[REDACTED]
Blairsville, GA
[REDACTED]

FORD FOCUS TITANIUM
VIN NUMBER: 1FADP3N3X [REDACTED]

October 10, 2022

US Dept of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation (NVS-210)
1200 New Jersey Ave SE
West Building
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 1FADP3N2XE [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).

BR

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 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] [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



BLAIRSVILLE, GA

August 2016

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

2014 Focus

Your Vehicle Identification Number: 1FADP3N2XE

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

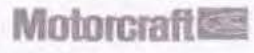


SERVICE
 (863) 534-2646
PARTS
 3) 534-2629
H.D. TRUCK
 (863) 534-2644

BARTOW FORD

INTEGRITY • TRUST • HONESTY
Since 1948

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



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

MV # - 02334

PLEASE SEE BACK FOR INFORMATION REGARDING WARRANTY AND SUPPLIES

CUSTOMER NO.	ADVISOR	TAX ID	INVOICE DATE
[REDACTED]	CARLOS SAN MARTIN 90561	[REDACTED]	03/25/16
LABOR RATE	LICENSE NO.	MILEAGE	COLOR
[REDACTED]	[REDACTED]	30,584	STERLING GR
YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES	
14/FORD/FOCUS/5DR HB TITANIUM	03/31/14	110	
VEHICLE ID NO.	SELLING DEALER NO.	PRODUCTION DATE	
1FADP3N2XEL	[REDACTED]		
P.T.E. NO.	P.O. NO.	R.O. DATE	
[REDACTED]	[REDACTED]	03/24/16	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	
[REDACTED]	[REDACTED]	[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
 PCH-TCH), 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-7B546-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: B09217

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
	TOTAL INVOICE \$	0.00

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? *

CUSTOMER SIGNATURE _____

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!!



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 SMARTWAY G0514201 Q. 005/114



VICE,

534-2646

PARTS

(863) 534-2629

H.D. TRUCK

(863) 534-2644

BARTOW FORD

INTEGRITY • TRUST • HONESTY
Since 1948

2800 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

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

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 WARRANTY

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 18S32 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	CH5Z-6584-A	GASKET - VAL Y		
JOB # 4	1	CH5Z-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

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 Service Advisor for details. Excludes certain vehicles and parts. ©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
 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 EVMMTHAVE G0514201 Q (02/19)

CUSTOMER #:

GATOR FORD

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

INVOICE

PAGE 1

P & A CODE 04917-7 09059
ST. OF FLORIDA REGISTRATION # MV-15514

BLAIRSVILLE, GA

HOME CONT:N/A

BUS: CELL:

SERVICE ADVISOR: 4925 MANNY TOVAR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	14	FORD FOCUS	1FADP3N2XE1		12326/12334		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14 DL			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
------	--------	------	------	-------	------	-----	-------

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/C)

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 0.00

GBATT PERFORMED BATTERY INSPECTION. BATTERY IS IN GOOD CONDITION

5475 CP

0.00 0.00

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	TOTALS
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!



NORTH GA FORD

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

CUSTOMER NO.	ADVISOR ERIK	TAG NO. 655	INVOICE DATE 09/09/15
LABOR RATE	LICENSE NO.	MILEAGE 22,964	COPIES /TITANIUM
YEAR / MAKE / MODEL 14/FORD/FOCUS/5DR HB TITANIUM	DELIVERY DATE	DELIVERY MILES	
VEHICLE I.D. NO. 1 F A D P 3 N 2 X E L	SELLING DEALER NO.	PRODUCTION DATE	
F.T.E. NO.	P.O. NO.	R.O. DATE 09/01/15	
BUSINESS PHONE	COMMENTS		

JOB# 1 CHARGES-----

LABOR-----

J# 1 30FOZ AUTO TRANSMISSION TECH(S):570 WARRANTY

VIBRATION IN TRANS. AT SLOW SPEED DRIVING
DIAGNOSTIC TEST. ROAD TESTED AND DATA RECORDED CLUTCH
PERFORMANCE WITH CUSTOMER. IN SPECS

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX FOCs JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----

2+60FOZ INTERIOR TRIM TECH(S):570 WARRANTY

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-----

JOB# 2 JOURNAL PREFIX FOCs JOB# 2 TOTAL 0.00

COMMENTS-----

DELETED OPERATION(S)-----

01FOZ MULTI-POINT INSP.

TOTALS-----

[] CASH [] CHECK CK NO. []	TOTAL LABOR....	0.00
[] VISA [] MASTERCARD [] DISCOVER	TOTAL PARTS....	0.00
[] AMER XPRESS [] OTHER [] CHARGE	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



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

TERMS: STRICTLY CASH
UNLESS OTHER ARRANGEMENTS MADE
I hereby authorize the repair work hereinafter 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 delay caused by unavailability of parts or delays in 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 on above vehicle to secure the amount of repair thereto.

X _____

The Reynolds and Reynolds Company, MAINTINOV, C0011301 Q, (05/07)

FORD TRUCKS

SERVICE

(863) 534-2646

PARTS

(863) 534-2629

H.D. TRUCK

(863) 534-2644

BARTOW FORD

INTEGRITY • TRUST • HONESTY
Since 1948

2800 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

CUSTOMER NO.	ADVISOR	TA	INVOICE DATE
[REDACTED]	CARLOS SAN MARTIN	90561	02/25/16
[REDACTED]	LABOR RATE	LICENSE NO.	RELEASE
[REDACTED]	[REDACTED]	[REDACTED]	28,642 STERLING GR P0589
[REDACTED]	YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
[REDACTED]	14/FORD/FOCUS/5DR HB TITANIUM	03/31/14	110
[REDACTED]	VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	1 F A D P 3 N 2 X E L	[REDACTED]	[REDACTED]
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE
[REDACTED]	[REDACTED]	[REDACTED]	01/18/16
[REDACTED]	BUSINESS PHONE	COMMENTS	
[REDACTED]	[REDACTED]	[REDACTED]	

LABOR & PARTS	DESCRIPTION	TECH(S)	WARRANTY
1 07F02-0040	TRANSMISSION SHUDDER 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.	9846	WARRANTY
PARTS			
JOB # 1	0 BV6Z-7B546-F CLUTCH ASY Y		WARRANTY
	PART ON SPECIAL ORDER		
	** QUANTITY 1 IS SPECIAL ORDERED **		
JOB #	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	

LABOR & PARTS	DESCRIPTION	TECH(S)	WARRANTY
2 18F02-0075	RADIO REPAIR 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/REPAIR	90334 90059	WARRANTY
PARTS			
JOB # 2	1 DA5Z-14D212-RA UNIT - CENTR Y		WARRANTY
JOB # 2	1 CM5T-19C107-KG AUDIO CONTR		WARRANTY
	JOB # 2 TOTAL PARTS	0.00	
	JOB # 2 TOTAL LABOR & PARTS	0.00	

LABOR & PARTS	DESCRIPTION	TECH(S)	WARRANTY
3 10F0Z999	* WORKS PACKAGE	90660	19.00
	WORKS PACKAGE		
	99P Perform Multi-Point Inspection		
	OFCH OEM Oil & Filter Change		
	RM104 Rotate Tires		
	PERFORM WORKS PACKAGE		
	PERFORM WORKS PACKAGE		
	PERFORMED WORKS PACKAGE		
PARTS			
# 3	1 FL-910S KIT - ELEMEN Y		5.00
# 3	5 XO-5W20-BSP MOTORCRAFT S Y		3.19
	JOB # 3 TOTAL PARTS		20.95

DISCLAIMER OF WARRANTIES
The seller, BARTOW FORD COMPANY, hereby expressly disclaims all warranties, either explicit 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!!



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, EASTPINE, GO514201, Q (06/14)