

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

**From:** [REDACTED]  
**To:** [EVOO \(NHTSA\)](#); [REDACTED]  
**Cc:** [NHTSA ODI CRD](#); [REDACTED]  
**Subject:** ODI-11498319  
**Date:** Thursday, December 22, 2022 2:26:42 PM  
**Attachments:** [REDACTED]

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**CAUTION:** This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

[REDACTED]

Subject: ODI # 11498319 - scans of bill for 2017 Ford Fusion Steering Repair  
To: [nhtsa.webmaster@dot.gov](mailto:nhtsa.webmaster@dot.gov)

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Hi,

Here are scans of the 2 page repair bill for our 2017 Ford Fusion Steering failure. ODI#11498319. Filed on 20 Dec 2022.

Thanks for your help!

[REDACTED]

[REDACTED]

Thank you,

[REDACTED]  
ASRC Federal Holding Company

[REDACTED]  
7000 Muirkirk Meadows Drive, Beltsville, MD 20705  
[asrcfederal.com](http://asrcfederal.com) | Purpose Driven. Enduring Commitment.

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2469 APPLE AVENUE  
MUSKEGON, MICHIGAN 49442  
PHONE (231) 777-2750  
www.greatlakesford.com

CELL: [REDACTED]

CUSTOMER NO.	SNYDER, JASON		9346	TAG NO. 94	INVC 09/29/22
LABOR	135.00	LICENSE NO.	MILEAGE 59,263		COLOR
NORTON SHORES, MI	17 FORD FUSION ENERGI/4DR SDN			DELIVERY DATE	DELIVERY MILES
	3 F A 6 P O S U 9 H R			SELLING DEALER NO.	PRODUCTION DATE
	FT. E. NO.	P.O. NO.	R.D. 09/27/22		

RE [REDACTED]	BUSINESS PHONE	COMMENTS
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J#	DESCRIPTION	TECH(S)	PRICE			
J# 1 01FOZ	MAINTENANCE CUSTOMER STATES HAVING A TPMS FAULT ISSUE ON DASH. SET ALL TIRE PRESSURES AND PROGRAMMED TO VEHICLE. VERIFIED OPERATION.	9312	0.00			
J# 2 03FOZ	STEERING/SUSPENSION CUSTOMER STATES POWER STEERING IS INOP. POWER STEERING GEAR MODULE INTERNAL FAILURE. VERIFIED CONCERN. IDS SCAN FOUND INTERNAL TORQUE EFFORT FAULT IN POWER STEERING CONTROL MODULE. DIAGNOSED AND FOUND FAILURE OF STEERING GEAR ASSEMBLY. REMOVED AND REPLACED STEERING GEAR WITH NEW. PROGRAMMED TO VEHICLE AND VERIFIED OPERATION AT THIS TIME.	9312	742.50			
J# 3 01FOZQ99PX	MULTI INSPECTION CUSTOMER REQUEST MULTI POINT INSPECTION PERFORMED MULTI INSPECTION	9312	0.00			
J# 4+01FOZ896	*4 WHEEL ALIGNMENT PERFORM 4 WHEEL ALIGNMENT COMPLETED ALIGNMENT. SET ALL MEASUREMENTS TO FORD SPEC. VERIFIED VEHICLE TRACKING STRAIGHT.	9312	129.95			
TOTAL - LABOR			872.45			
PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 2	1	KG9Z-3504-G	GEAR AS	2196.00		2196.00
JOB # 2	-1	KG9Z-3504-G	CORE RETURN	400.00		-400.00
TOTAL - PARTS						1796.00
MISC	CODE	DESCRIPTION	CONTROL NO.			
JOB # A	01	SHOP SUPPLIES				37.96
TOTAL - MISC						37.96

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

REPAIRS PROPERLY COMPLETED AND CHECKED BY:

X

ALL PARTS ARE NEW  
UNLESS OTHERWISE SPECIFIED

**STATE REG. NO. F128466**

Dealer Code 02762-5

**DISCLAIMER OF WARRANTIES**  
Any warranties on the product sold  
hereby are those made by the  
manufacturer. The seller hereby  
expressly disclaims all warranties,  
either express or implied, including  
any warranty of merchantability or  
fitness for a particular purpose, and  
the seller neither assumes nor  
authorizes any other person to  
assume for it any liability in  
connection with the sale of said  
products. Any limitation contained  
herein does not apply where  
prohibited by law.

*Thank You  
for Your  
Business*



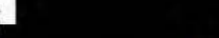
ESTIMATE-----  
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
ORIGINAL ESTIMATE OF \$2817.00 (+TAX)

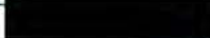

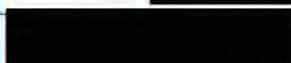



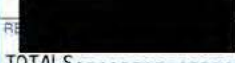

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# GREAT LAKES

LINCOLN OF MUSKEGON

2469 APPLE AVENUE  
MUSKEGON, MICHIGAN 49442  
PHONE (231) 777-2750  
www.greatlakesford.com

CELL: 

CUSTOMER NO. 	SNYDER, JASON	9346	TAG NO. 94	INVO 09/29/22	
	LABOR 135.00	LICENSE NO.	MLEAGE 59,263	COLOR	STOCK NO.
NORTON SHORES, MI 	17 FORD FUSION ENERGI/4DR SDN			DELIVERY DATE	DELIVERY MILES
	3 F A 6 P O S U 9 H R 			SELLING DEALER NO.	PRODUCTION DATE
	FT E NO	P.O. NO.	R.D. 09/27/22		
RE 	BUSINESS PHONE	COMMENTS			

TOTALS

SALES TAX ID# F38-2531028	TOTAL LABOR....	872.45
*****	TOTAL PARTS....	1796.00
ATTN!! WARRANTY CUSTOMERS, FORD MOTOR CO. WILL BE SENDING YOU A SURVEY ABOUT THIS SERVICE VISIT. THE SURVEY IS A TOOL TO HELP UNDERSTAND YOUR NEEDS, PLEASE TAKE THE TIME TO FILL IT OUT AND SEND IT IN. IT IS IMPORTANT THAT ALL OUR CUSTOMERS ARE COMPLETELY SATISFIED. PLEASE CALL US IF YOU HAVE QUESTIONS OR COMMENTS.	TOTAL SUBLET...	0.00
	TOTAL G.O.G....	0.00
	TOTAL MISC CHG.	37.96
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	110.04
	<b>TOTAL INVOICE \$</b>	<b>2816.45</b>

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

REPAIRS PROPERLY COMPLETED AND CHECKED BY  
*Great Lakes Ford INC*

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED

STATE REG. NO. F128466

JOSH JETT, SERVICE MANAGER  
(231) 767-4123  
THANK YOU FOR YOUR BUSINESS

MOST OEM PARTS ARE WARRANTIED FOR 24 MONTHS/UNLIMITED MILES DEPENDING ON WHEN THE ORIGINAL INSTALLATION OCCURED

CUSTOMER SIGNATURE \_\_\_\_\_

Dealer Code 02762-5

**DISCLAIMER OF WARRANTIES**  
Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

*Thank You for Your Business*

GREAT LAKES FORD LINCOLN OF MI  
2469 E APPLE AVE  
MUSKEGON, MI 49442  
2317772750

Merchant ID: 290870153  
Term ID: 0040  
Clerk ID: 3

Sale

VISA  
XXXXXXXXXX   
Entry Method: Keved  
Apprvd: OnLine Batch#:   
09/29/22 12:12:19  
CVV2 Code: M  
Inv#:  Appr Code: 037818D  
Total: USD\$ 2,816.45

GREAT LAKES FORD  
PAID

SEP 29 2022

CASH \_\_\_\_\_ CHECK \_\_\_\_\_  
VISA \_\_\_\_\_ MS \_\_\_\_\_  
SIGNATURE 

**GREAT LAKES**   
LINCOLN OF MUSKEGON  
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MUSKEGON, MICHIGAN 49442  
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