

PE04-078

FORD

1/28/2005

ATTACHMENT L3 (PART 2 OF 3)

BOOK 10 OF 12

PART 5 OF 6



Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name
CDSID
Phone

Model Year 1999
Mileage 70000-79999
Vehicle Line F-150

% of Highway driving 50%
% of City driving 50%

Warning lamps illuminate on dash?

Brake Light
Parking Brake Light
ABS Light
Engine Light ■
Battery Light
Other

Dealer visit - lights? No

Satisfaction with cruise control functions

Use of cruise control Very Frequently
Engagement 5
Disengagement 5
Performance engaged 5

Dealer visit - cruise? No

Satisfaction with auxiliary outlets

Awareness of difference
between the cigarette
lighter/auxiliary power
outlets No

Use aux. outlets Yes
Convenience of location 4
of auxiliary outlets 5

Can't find claims for VIN Code

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 04-NOV-2004

Note: All Costs are in US Dollars Server Name: AWS Production

VIN	AWS	WERS	MKT	BODY	VER	DRIVE	PLANT	TRANS	ENG	PROD	WARR	SELLING	SELL	TIS	QRT	WCC	PREF	BASE	SUFF	VRT	VFG	CCI	
VL	VL	DER	CAB	SERIES	TYPE	CD	CD	COD	DATE	DATE	DEALER	CNT											

Any comments? You can contact



webmaster

FEB4-070 0002

F-Series Cruise Control Clinic

October 20, 21 & 22, 2004

Customer's Name: _____ CDSID: _____ Phone: _____

Vehicle Information:

VIN Number 2FTZX1K123000 [Redacted]

Mileage: 75577 Year: 1998 Model: _____

Cruise Control - F150
Thursday, October 21st, 2004
8:00AM - 8:30AM
42029

POWERPOINT CONNECTORS

How often do you use your powerpoint connections? every other week

Which ones do you use? Cig. lighter

What accessories do you plug in? power inverter, cell phone

When do you use the connection (vehicle running, vehicle moving, parked)

SPEED CONTROL

What kind of driving do you do?

50 City driving vs. 50 Highway driving Conservative vs. Aggressive

How often do you experience an anti-lock braking event (brake pedal vibrates during stop) Couple times a month during winter

How often do you use speed control? very frequently

How do you like it? satisfied

Have you ever had any problems with your speed control? no

What happened? N/A

Was it serviced? Yes / No If so, what was changed. N/A

Have you ever had problems:
Moving the shift lever out of park? Yes / No N/A manual
Replacing the brake lamp fuse? Yes / No not sure

May we contact you in the future? Yes / No

Diagnostic test codes from ABS and Powertrain Control Modules

N/A



Cruise Control - F150
Thursday, October 21st, 2004
8:00AM - 8:30AM
42029

Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name [REDACTED]
CDSID [REDACTED]
Phone [REDACTED]

Model Year 1998
Mileage 70000-79999
Vehicle Line F-150

% of Highway driving 50%
% of City driving 50%

Warning lamps illuminate on dash?

Brake Light
Parking Brake Light
ABS Light
Engine Light
Battery Light
Other

Dealer visit - lights? Yes

Satisfaction with cruise control functions

Use of cruise control Very Frequently
Engagement 4
Disengagement 4
Performance engaged 3

Dealer visit - cruise? No

Satisfaction with auxiliary outlets

Awareness of difference between the cigarette lighter/auxiliary power outlets No

Use aux outlets Yes
Convenience of location 5
of auxiliary outlets 1

*10/21/04
3901*



Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name
CDSID
Phone



Model Year 1998
Mileage 70000-79999
Vehicle Line F-150

% of Highway driving 60%
% of City driving 60%

Warning lamps illuminate on dash?

Brake Light
Parking Brake Light
ABS Light
Engine Light
Battery Light
Other

Dealer visit - lights? Yes

Satisfaction with cruise control functions

Use of cruise control Very Frequently
Engagement 4
Disengagement 4
Performance engaged 3

Dealer visit - cruise? No

Satisfaction with auxiliary outlets

Awareness of difference between the cigarette lighter/auxiliary power outlets No

Use aux outlets Yes
Convenience of location 5
of auxiliary outlets 1

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 04-NOV-2004

Note: All Costs are in US Dollars Server Name: AWS Production

VIN	AWS VL	WERS VL	MKT DGR	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DGLER	SELL CNT	TIS	QRT	WCC	PREF	BAS	
2FTZX1865	F5	TFS	*	TBD	TAM	T/E	A4	T/E	T/V3	10-11-97	17-11-97	148028	USA	17	*	*	*	*	
AWS Claim Key:	1441362	Doc #:	046245A	Trx Code:	9814	Labor Hrs:	6	Labor Cost:	38.38	Material Cost:	8.4	Tot							
Dir Cd-Sub Cd:	02741-*	Name:	PAT MILLIKEN FORD, INC.	Ph:	313-2553100	St:	MI	City:	USA	Reg Cd:	NA	Repr Date:	22-M						
Cost Comments:	ALL 1997 & CERTAIN 1998 MY F 150 250 (UNDER 2,500 LBS.) SERIES TRUCKS, ALL 1997 & CERTAIN 1998 MY EXPEDITIONS NAVIGATOR VEHICLES WHEEL ATTACHMENT (SAFETY RECALL)																		
Tech Comments:	169351 REMOVED & DISCARD OLD LUG NUTS & O R																		
2FTZX1865	F5	TFS	*	TBD	TAM	T/E	A4	T/E	T/V3	10-11-97	17-11-97	148028	USA	17	*	6F15	*	994	
AWS Claim Key:	1441362	Doc #:	046343C	Trx Code:	EB4	Labor Hrs:	1.7	Labor Cost:	108.73	Material Cost:	42	Tot							
Dir Cd-Sub Cd:	02741-*	Name:	PAT MILLIKEN FORD, INC.	Ph:	313-2553100	St:	MI	City:	USA	Reg Cd:	NA	Repr Date:	22-M						
Cost Comments:	CK WATER LEAK PASS GLASS QUARTER AREA																		
Tech Comments:	LEAK TESTED RESEALED BACKGLASS																		
2FTZX1865W	F5	TFS	*	TBD	TAM	T/E	A4	T/E	T/V3	10-11-97	17-11-97	148028	USA	17	*	7902	*	144	
AWS Claim Key:	1441361	Doc #:	046243D	Trx Code:	EB3	Labor Hrs:	7	Labor Cost:	44.77	Material Cost:	0	Tot							
Dir Cd-Sub Cd:	02741-*	Name:	PAT MILLIKEN FORD, INC.	Ph:	313-2553100	St:	MI	City:	USA	Reg Cd:	NA	Repr Date:	22-M						
Cost Comments:	CK PARKING BRKAKE LIGHT STAYS ON																		
Tech Comments:	169352 CK OUT R R KICK PNL AND SCUFF PLATE TO REPAIR SHORTED WIRE (3208 02345 14401 X7																		
2FTZX1865W	F5	TFS	*	TBD	TAM	T/E	A4	T/E	T/V3	10-11-97	17-11-97	148028	USA	36	*	4B03	YL5Z	745	
AWS Claim Key:	17325752	Doc #:	075943A	Trx Code:	EB4	Labor Hrs:	5.7	Labor Cost:	390.17	Material Cost:	64.54	Tot							
Dir Cd-Sub Cd:	02741-*	Name:	PAT MILLIKEN FORD, INC.	Ph:	313-2553100	St:	MI	City:	USA	Reg Cd:	NA	Repr Date:	16-DC						
Cost Comments:	CLUTCH PEDAL SQUEAKS WHEN DEPRESS																		
Tech Comments:	33885 7A508,42 R&R MANUAL TRANS AND TRANSFER CASE TO GAIN ACCESS TO REPLACE SLAVE CYLINDER. ROAD TE																		
2FTZX1865W	F5	TFS	*	TBD	TAM	T/E	A4	T/E	T/V3	10-11-97	17-11-97	148028	USA	36	*	6E01	F75Z	156	
AWS Claim Key:	17325752	Doc #:	075943B	Trx Code:	EB4	Labor Hrs:	0	Labor Cost:	30	Material Cost:	47.05	Tot							
Dir Cd-Sub Cd:	02741-*	Name:	PAT MILLIKEN FORD, INC.	Ph:	313-2553100	St:	MI	City:	USA	Reg Cd:	NA	Repr Date:	16-DC						
Cost Comments:	DRIVERS SEAT LUMBAR INOP.																		
Tech Comments:	REPLACED DRIVERS SEAT LUMBAR BAG																		

PEP4-678 0098

Any comments? You can contact



webmaster

PE04-076 0097



F-Series Cruise Control Clinic

October 20, 21 & 22, 2004

Customer's Name: _____ CDSID: _____ Phone: _____

Vehicle Information:

VIN Number 1FTRX12W7LK

Mileage: 13038 Year: 01 Model: _____



Cruise Control - F150
Thursday, October 21st, 2004
8:30AM - 9:00AM
51782

POWERPOINT CONNECTORS

How often do you use your powerpoint connections? NO ALL

Which ones do you use? N/A

What accessories do you plug in? N/A

When do you use the connection (vehicle running, vehicle moving, parked) N/A

SPEED CONTROL

What kind of driving do you do?

City driving vs. Highway driving
50 50

Conservative vs. Aggressive

How often do you experience an anti-lock braking event (brake pedal vibrates during stop)
MAYBE 1/YEAR

How often do you use speed control? ALMOST EVERY DAY

How do you like it? YES

Have you ever had any problems with your speed control? WOULD NOT SAY

What happened? EVEN WHEN IT CAME ON

Was it serviced? Yes / No If so, what was changed. _____

Have you ever had problems:

Moving the shift lever out of park? Yes / No
Replacing the brake lamp fuse? Yes / No

May we contact you in the future? Yes / No

Diagnostic test codes from ABS and Powertrain Control Modules



Cruise Control - F150
Thursday, October 21st, 2004
8:30AM - 9:00AM
51782

Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name
CDSID
Phone



Model Year 2001
Mileage 80000-89999
Vehicle Line F-150

% of Highway driving 50%
% of City driving 50%

Warning lamps illuminate on dash?

Brake Light
Parking Brake Light
ABS Light
Engine Light
Battery Light
Other

■

Dealer visit - lights? No

Satisfaction with cruise control functions

Use of cruise control Very Frequently
Engagement 5
Disengagement 5
Performance engaged 5

Dealer visit - cruise? No

Satisfaction with auxiliary outlets

Awareness of difference
between the cigarette
lighter/auxiliary power
outlets Yes

Use aux outlets No
Convenience of location 5
of auxiliary outlets 5



Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name
CDSID
Phone

Model Year 2001
Mileage 60000-69999
Vehicle Line F-150

% of Highway driving 50%
% of City driving 50%

Warning lamps illuminate on dash?

Brake Light
Parking Brake Light
ABS Light
Engine Light ■
Battery Light
Other

Dealer visit - lights? No

Satisfaction with cruise control functions

Use of cruise control Very Frequently
Engagement 5
Disengagement 5
Performance engaged 5

Dealer visit - cruise? No

Satisfaction with auxillary outlets

Awareness of difference
between the cigarette
lighter/auxiliary power
outlets Yes

Use aux outlets No
Convenience of location 5
of auxillary outlets 5

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 04-NOV-2004

Note: All Costs are in US Dollars Server Name: AWS Production

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	QRT	WCC	PREF	BASE	
1FTRX18W71 [REDACTED]	F5		T/F5	T/F	T/BD	T/AM	T/E	AJ	T/DO	T/VN	13-02-01	27-06-01	148032	USA	13	*	1HD3	2P1Z	9F460
AWS Claim Key:		9836206	Doc #:	33017601	Trx Code:	S07	Labor Hrs:	1.3	Labor Cost:	111	Material Cost:	42.59	Total						
Dir Cd-Sub Cd:		03003-*	Name:	BILL BROWN FORD INC	Ph:	734-4217000	St:	MI	City:	USA	Reg Cd:	NA	Repr Date:	19-11-1					
Cost Comments:		CK/ADV MIL LIGHT ON NO DRIVE PROBLEMS 8 0																	

1FTRX18W7 [REDACTED]	F5		T/F5	T/F	T/BD	T/AM	T/E	AJ	T/DO	T/VN	13-02-01	27-06-01	148032	USA	13	*	*	*	*
AWS Claim Key:		9836207	Doc #:	33017602	Trx Code:	01821	Labor Hrs:	.3	Labor Cost:	22.2	Material Cost:	0	Total						
Dir Cd-Sub Cd:		03003-*	Name:	BILL BROWN FORD INC	Ph:	734-4217000	St:	MI	City:	USA	Reg Cd:	NA	Repr Date:	19-11-1					
Cost Comments:		PERFORM RECALL 01821																	

Any comments? You can contact



webmaster

PC04-070 0101

F-Series Cruise Control Clinic

October 20, 21 & 22, 2004

Customer's Name: _____ CDSID: _____ Phone: _____

Vehicle Information:

VIN Number _____

Mileage: _____ Year: _____ Model: _____

Cruise Control - F150
Thursday, October 21st, 2004
10:30AM - 11:00AM
83878

POWERPOINT CONNECTORS

How often do you use your powerpoint connections? _____

Which ones do you use? _____

What accessories do you plug in? _____

When do you use the connection (vehicle running, vehicle moving, parked)

SPEED CONTROL

What kind of driving do you do?

City driving vs. Highway driving

Conservative vs. Aggressive

How often do you experience an anti-lock braking event (brake pedal vibrates during stop)

How often do you use speed control? _____

How do you like it? _____

Have you ever had any problems with your speed control? _____

What happened? _____

Was it serviced? Yes / No If so, what was changed. _____

Have you ever had problems:

Moving the shift lever out of park? Yes / No

Replacing the brake lamp fuse? Yes / No

May we contact you in the future? Yes / No

Diagnostic test codes from ABS and Powertrain Control Modules



Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name
CDSID
Phone

Model Year 2002
Mileage 20000-29899
Vehicle Line F-150

% of Highway driving 25%
% of City driving 75%

Warning lamps illuminate on dash?

Brake Light
Parking Brake Light
ABS Light
Engine Light ■
Battery Light
Other

Dealer visit - lights? Yes

Satisfaction with cruise control functions

Use of cruise control Very Frequently
Engagement 4
Disengagement 4
Performance engaged 5

Dealer visit - cruise? No

Satisfaction with auxiliary outlets

Awareness of difference
between the cigarette
lighter/auxiliary power
outlets Yes

Use aux outlets Yes
Convenience of location 5
of auxiliary outlets 3

Cruise Control - F150
Thursday, October 21st, 2004
10:30AM - 11:00AM
83878



Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name
CDSID
Phone

Model Year 2002
Mileage 20000-29999
Vehicle Line F-150

% of Highway driving 25%
% of City driving 75%

Warning lamps Bluminate on dash?

Brake Light
Parking Brake Light
ABS Light
Engine Light ■
Battery Light
Other

Dealer visit - lights? Yes

Satisfaction with cruise control functions

Use of cruise control Very Frequently
Engagement 4
Disengagement 4
Performance engaged 5

Dealer visit - cruise? No

Satisfaction with auxillary outlets

Awareness of difference
between the cigarette
lighter/auxiliary power
outlets Yes

Use aux outlets Yes
Convenience of location 5
of auxillary outlets 3

F-Series Cruise Control Clinic

October 20, 21 & 22, 2004

Customer's Name: _____ CDSID: _____ Phone: _____

Vehicle Information:

VIN Number 2FTRX1BW41C

Mileage: 9533.9 Year: 01 Model: _____

Cruise Control - F150
Thursday, October 21st, 2004
9:00AM - 9:30AM
02364

POWERPOINT CONNECTORS

How often do you use your powerpoint connections? EVERY DAY

Which ones do you use? ALL

What accessories do you plug in? TV GAMES CELL PHONE

When do you use the connection (vehicle running, vehicle moving, parked)

SPEED CONTROL

What kind of driving do you do?

City driving vs. Highway driving
25 75

Conservative vs. Aggressive
Aggressive

How often do you experience an anti-lock braking event (brake pedal vibrates during stop)
NEVER

How often do you use speed control? EVERY DAY

How do you like it? SAVES TICKETS

Have you ever had any problems with your speed control? NO

What happened? N/A

Was it serviced? Yes / No N/A If so, what was changed. N/A

Have you ever had problems:

Moving the shift lever out of park? Yes / No
Replacing the brake lamp fuse? Yes / No

May we contact you in the future? No

Diagnostic test codes from ABS and Powertrain Control Modules

NO DTCs



Cruise Control - F150
Thursday, October 21st, 2004
9:00AM - 9:30AM
02364

Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name [REDACTED]
CDSID [REDACTED]
Phone [REDACTED]

Model Year 2001
Mileage over 80000
Vehicle Line F-150

% of Highway driving 25% ↻
% of City driving 75% ↻

Warning lamps illuminate on dash?

Brake Light
Parking Brake Light
ABS Light
Engine Light ■
Battery Light
Other

Dealer visit - lights? Yes

Satisfaction with cruise control functions

Use of cruise control Frequently
Engagement 5
Disengagement 5
Performance engaged 5

Dealer visit - cruise? No

Satisfaction with auxiliary outlets

Awareness of difference
between the cigarette
lighter/auxiliary power
outlets Yes

Use aux outlets
Convenience of location 5
of auxiliary outlets 1



Welcome to the F-Series Satisfaction Mini-Clinic

Participant information

Name
CDSID
Phone



Model Year 2001
Mileage over 80000
Vehicle Line F-150

% of Highway driving 25%
% of City driving 75%

Warning lamps illuminate on dash?

Brake Light
Parking Brake Light
ABS Light
Engine Light ■
Battery Light
Other

Dealer visit - lights? Yes

Satisfaction with cruise control functions

Use of cruise control Frequently
Engagement 5
Disengagement 5
Performance engaged 5

Dealer visit - cruise? No

Satisfaction with auxiliary outlets

Awareness of difference
between the cigarette
lighter/auxiliary power
outlets Yes

Use aux outlets
Convenience of location 5
of auxiliary outlets 1

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 04-NOV-2004

Note: All Costs are in US Dollars Server Name: AWS Production

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VEH SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	QRT	WCC	PREF	BASE	
2FTRX18W41	[REDACTED]	F5	T/F5	T/F	T/BD	T/AM	T/E	A4	T/DU	T/VN	12-10-08	26-10-00	148400	USA	18	*	1X03	YF1Z	9F60
AWS Claim Key:	\$188781	Dec #	16070601	Trx Code:	S07	Labor Elm	.6	Labor Cost:	40.14	Material Cost:	42.59	Total							
Dir Cd-Sub Cd:	02731-*	Name:	ATCHINSON FORD SALES INC	Ph:	734-6979161	St:	MI	Chy Ctr:	USA	Reg Cd:	NA	Repe Date:	17-APR						
Cust Comments:	THE CHECK ENGINE LIGHT IS ONE29																		
Tech Comments:	KOEO P0401 PINPOINT TEST D9FEGR SENSOR 2.21V																		

Any comments? You can contact



webmaster

FED4-876 6188

F-Series Cruise Control Clinic

October 20, 21 & 22, 2004

Customer's Name: _____ COSID: _____ Phone: _____

Vehicle Information:

VIN Number 2FIZXL7281C _____

Mileage: 49921 Year: 01 Model: _____

Mattern, Brian
Cruise Control - F150
Thursday, October 21st, 2004
9:30AM - 10:00AM
02182

POWERPOINT CONNECTORS

How often do you use your powerpoint connections? Occasionally

Which ones do you use? UNKNOWN

What accessories do you plug in? Cell phone

When do you use the connection (vehicle running, vehicle moving, parked)

SPEED CONTROL

What kind of driving do you do?

City driving vs. Highway driving: _____ Conservative vs. Aggressive _____

How often do you experience an anti-lock braking event (brake pedal vibrates during stop)
None okay

How often do you use speed control? Sometimes

How do you like it? okay when ON

Have you ever had any problems with your speed control? _____

What happened? Activate + horn sounding

Was it serviced? Yes No If so, what was changed. _____

Have you ever had problems:

Moving the shift lever out of park? Yes / No _____
Replacing the brake lamp fuse? Yes / No _____

May we contact you in the future? Yes / No

Diagnostic test codes from ABS and Powertrain Control Modules

PASS



Cruise Control - F150
Thursday, October 21st, 2004
9:30AM - 10:00AM
02182

Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name [REDACTED]
COSID [REDACTED]
Phone [REDACTED]

Model Year 2001
Mileage 40000-49999
Vehicle Line F-150

% of Highway driving 75%
% of City driving 25%

Warning lamps illuminate on dash?

Brake Light
Parking Brake Light
ABS Light
Engine Light
Battery Light
Other

Dealer visit - lights? Yes

Satisfaction with cruise control functions

Use of cruise control Frequently
Engagement 1
Disengagement 1
Performance engaged 1

Dealer visit - cruise? Yes

Satisfaction with auxiliary outlets

Awareness of difference
between the cigarette
lighter/auxiliary power
outlets Yes

Use aux outlets Yes
Convenience of location 4
of auxiliary outlets 4

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 04-NOV-2004

Note: All Costs are in US Dollars Server Name: AWS Production

VIN	AWS VL	WBS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	QRT	WCC	PREF	BAS	
2FTZX17281	[REDACTED]	F3	TFS	TF	TBD	TAM	T/B	A4	TRE	TLY	23-05-01	28-06-01	148030	USA	22	*	1G04	* DIA	
AWS Claim Key:		13681647	Doc #:	088061A	Trx Code:	EB4	Labor Hrs:	2	Labor Cost:	13	Material Cost:	0	Tot						
Dir Cd-Sub Cd:		09623	Name:	SIGNATURE FORD LINCOLN-MERCURY	Ph:	989-7252888	St: MI	City Cd:	USA	Reg Cd:	NA	Repr Date:	01-API						
Cust Comments:		CUSTOMER STATES WHEN HE WENT TO HIT THE CRUISE BUTTON THE HORN GOES OFF INSTEAD OF SETTING THE CRUISE																	
Tech Comments:		ROAD TEST FOR CONCERN PERFORMED KOEO & KOER TESTS PERFORMED FID DATTA TEST UNABLE TO VERIFY CONCERN																	

2FTZX1728	[REDACTED]	F3	TFS	TF	TBD	TAM	T/B	A4	TRE	TLY	23-05-01	28-06-01	148030	USA	22	*	4803	YLJZ	7A9
AWS Claim Key:		13681648	Doc #:	088061B	Trx Code:	EB4	Labor Hrs:	2.4	Labor Cost:	156	Material Cost:	71.65	Tot						
Dir Cd-Sub Cd:		09623	Name:	SIGNATURE FORD LINCOLN-MERCURY	Ph:	989-7252888	St: MI	City Cd:	USA	Reg Cd:	NA	Repr Date:	01-API						
Cust Comments:		CUSTOMER STATES THE CLUTCH HAS TONS OF PLAY IN IT AND IT ENGAGES BY ITSELF AND DOES NOT ENGUAGE WITH																	
Tech Comments:		ROAD TEST FOR CONCERN DIAG CLUTCH FOUND SLAVE CYLINDER LEAK R&R TRANS R&R CLUTCH ASSM. & INSPECT SLAVE CYLINDER ROAD TEST VERIFY REPAIR BN 7A508 CC 42 TECH 173																	

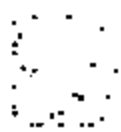
2FTZX1728	[REDACTED]	F3	TFS	TF	TBD	TAM	T/B	A4	TRE	TLY	23-05-01	28-06-01	148030	USA	22	*	1M03	*	*
AWS Claim Key:		13681649	Doc #:	088061C	Trx Code:	02MD1	Labor Hrs:	3	Labor Cost:	19.5	Material Cost:	42.59	Tot						
Dir Cd-Sub Cd:		09623	Name:	SIGNATURE FORD LINCOLN-MERCURY	Ph:	989-7252888	St: MI	City Cd:	USA	Reg Cd:	NA	Repr Date:	01-API						
Cust Comments:		CUSTOMER STATES THE SERVICE ENGINE SOON IT ON BGR FLOW																	
Tech Comments:		R&R REPLACED BN 93460 CC 42 02MD1 TECH 173																	

2FTZX17281	[REDACTED]	F3	TFS	TF	TBD	TAM	T/B	A4	TRE	TLY	23-05-01	28-06-01	148030	USA	32	*	5C02	F2AZ	461
AWS Claim Key:		17415563	Doc #:	170592A	Trx Code:	0878D	Labor Hrs:	1.4	Labor Cost:	105.17	Material Cost:	133.62	Tot						
Dir Cd-Sub Cd:		02709	Name:	TOM HOLZER FORD, INC	Ph:	348-4741234	St: MI	City Cd:	USA	Reg Cd:	NA	Repr Date:	11-FE1						
Cust Comments:		VEHICLE LEAKING FLUID FROM UNDER MIDDLE OF VEHICLE, POSS TRANS FLUID ADVISE																	
Tech Comments:		39643 30 D4 VERIFIED LEAK RI REAR DRIVE SHAFT REPLACE REARTRANS SEAL AN SLIP YOKE AN U JOINT																	

2FTZX1738	[REDACTED]	F3	TFS	TF	TBD	TAM	T/B	A4	TRE	TLY	23-05-01	28-06-01	148030	USA	32	*	5R14	1L3Z	144
AWS Claim Key:		17525754	Doc #:	170592B	Trx Code:	EB1	Labor Hrs:	1.1	Labor Cost:	82.63	Material Cost:	44.86	Tot						
Dir Cd-Sub Cd:		02709	Name:	TOM HOLZER FORD, INC	Ph:	348-4741234	St: MI	City Cd:	USA	Reg Cd:	NA	Repr Date:	11-FE1						
Cust Comments:		WHEN HITTING CRUISE CONTROL BUTTON HORN WILL BEEP, ON BUTTON																	
Tech Comments:		39643 SHORTED AIR BAG SLIDING CONTACT ASSEMBLY. VERIFY CONCERN. PERFORM PASSIVE RESTRAINT DIAG PIN B REPLACE AIR BAG SLIDING CONTACT. FAILED. REPEAT TESTS. PASS. ROAD TEST. VERIFY REPAIR.																	

FE04-078 0111

Any comments? You can contact



webmaster

PERF-078 0112



11/4/2014

F-Series Cruise Control Clinic

October 20, 21 & 22, 2004

Customer's Name: _____ COSID: _____ Phone: _____

Vehicle Information:

VIN Number LFTRXLEL1N _____

Mileage: 38,333 Year: 01 Model: _____

Richter, Bruce (Brichter)
Cruise Control - F150
Thursday, October 21st, 2004
10:00AM - 10:30AM
23856

POWERPOINT CONNECTORS

How often do you use your powerpoint connections? 5 times a week

Which ones do you use? all

What accessories do you plug in? temp gauge, temp controller

When do you use the connection (vehicle running, vehicle moving, parked)

SPEED CONTROL

What kind of driving do you do?

25 City driving vs. 75 Highway driving Conservative vs. Aggressive

How often do you experience an anti-lock braking event (brake pedal vibrates during stop)
1 time in the 2 weeks

How often do you use speed control? all the time

How do you like it? satisfied

Have you ever had any problems with your speed control? no

What happened? idk

Was it serviced? Yes No If so, what was changed. N/A

Have you ever had problems:

Moving the shift lever out of park? Yes No

Replacing the brake lamp fuse? Yes No

May we contact you in the future? Yes No

Diagnostic test codes from ABS and Powertrain Control Modules



Cruise Control - F150
Thursday, October 21st, 2004
10:00AM - 10:30AM
23856

Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name
CDSID
Phone



Model Year 2001
Mileage 30000-39999
Vehicle Line F-150

% of Highway driving 75%
% of City driving 25%

Warning lamps illuminate on dash?

Brake Light
Parking Brake Light
ABS Light
Engine Light
Battery Light
Other

■

Dealer visit - lights? No

Satisfaction with cruise control functions

Use of cruise control Frequently
Engagement 4
Disengagement 4
Performance engaged 4

Dealer visit - cruise? No

Satisfaction with auxiliary outlets

Awareness of difference
between the cigarette
lighter/auxiliary power
outlets Yes

Use aux outlets Yes
Convenience of location 5
of auxiliary outlets 5



Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name
CDSID
Phone

Model Year 2001
Mileage 30000-39999
Vehicle Line F-150

% of Highway driving 75%
% of City driving 25%

Warning lamps illuminate on dash?

Brake Light
Parking Brake Light
ABS Light
Engine Light ■
Battery Light
Other

Dealer visit - lights? No

Satisfaction with cruise control functions

Use of cruise control Frequently
Engagement 4
Disengagement 4
Performance engaged 4

Dealer visit - cruise? No

Satisfaction with auxiliary outlets

Awareness of difference
between the cigarette
lighter/auxiliary power
outlets Yes

Use aux. outlets Yes
Convenience of location 5
of auxiliary outlets 5

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 04-NOV-2004

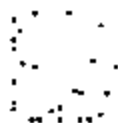
Note: All Costs are in US Dollars Server Name: AWS Production

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TES	QRT	WCC	PREF	BAS	
1FTRX18L31	P3		T/F3	T/F	T/BD	T/AM	T/E	AR	T/OU	T/VZ	26-02-01	08-03-01	148010	USA	3	*	70D1	YLJZ	1302
AWS Claim Key:		1387934	Doc #:		29731601	Trx Code:		1	Labor Hrs:		9	Labor Cost:		61.81	Material Cost:		38.89	Totl	
Dir Cd-Sub Cd:		02934*	Name:		ROY O'BRIEN, INC.	Ph:		586-7767600	St: MI		City: Cht		USA		Reg Cd:		NA	Rqpr Date: 18-JUL	

1FTRX18L31	P5		T/F5	T/F	T/BD	T/AM	T/E	AR	T/OU	T/VZ	26-02-01	08-03-01	148010	USA	3	*			
AWS Claim Key:		2412823	Doc #:		29731602	Trx Code:		01S21	Labor Hrs:		3	Labor Cost:		21.27	Material Cost:		0	Totl	
Dir Cd-Sub Cd:		02934*	Name:		ROY O'BRIEN, INC.	Ph:		586-7767600	St: MI		City: Cht		USA		Reg Cd:		NA	Rqpr Date: 18-JUL	
Cust Comments:		PERFORM RECALL 01S21 SBAT BELT																	
Tech Comments:		PERFORM 01S21																	

1FTRX18L31	P3		T/F3	T/F	T/BD	T/AM	T/E	AR	T/OU	T/VZ	26-02-01	08-03-01	148010	USA	36	*	5V06	3LJZ	2453
AWS Claim Key:		17266547	Doc #:		35343801	Trx Code:		ES4	Labor Hrs:		1.2	Labor Cost:		89.99	Material Cost:		129.43	Totl	
Dir Cd-Sub Cd:		02934*	Name:		ROY O'BRIEN, INC.	Ph:		586-7767600	St: MI		City: Cht		USA		Reg Cd:		NA	Rqpr Date: 06-FEB	
Cust Comments:		CK ADJUSTABLE PEDALS ONLY GAS PEDAL MOVES																	
Tech Comments:		INSPECT AND VERIFY ADJUST BRAKE PEDAL INOP. FINPOINT TEST NEC. TO REMOVE BRAKE BOOSTER TO ACCESS ADJ																	

Any comments? You can contact



webmaster

PE99-878 0118

F-Series Cruise Control Clinic

October 20, 21 & 22, 2004

Customer's Name: _____ CDSID: _____ Phone: _____

Vehicle Information:

VIN Number 1FTRW28L42K [redacted]

Mileage: 40,899 Year: 02 Model: _____

Cruise Control - F150
Wednesday, October 20th, 2004
10:30AM - 11:00AM
08956

POWERPOINT CONNECTORS

How often do you use your powerpoint connections? powerpoint all time

Which ones do you use? both

What accessories do you plug in? cell phone, iPod, XM radio, navigation

When do you use the connection (vehicle running, vehicle moving, parked)

SPEED CONTROL

What kind of driving do you do?

50-50

City driving vs. Highway driving

Conservative vs. Aggressive

How often do you experience an anti-lock braking event (brake pedal vibrates during stop)

occasionally, works as expected

How often do you use speed control? a lot, whenever in pass gear

How do you like it? Works well as expected

Have you ever had any problems with your speed control? no

What happened? _____

Was it serviced? Yes / No If so, what was changed. _____

Have you ever had problems:

Moving the shift lever out of park? Yes / No

Replacing the brake lamp fuse? Yes / No

May we contact you in the future? Yes / No

Diagnostic test codes from ABS and Powertrain Control Modules



Cruise Control - F150
Wednesday, October 20th, 2004
10:30AM - 11:00AM
08956

Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name
CDSID
Phone



Model Year 2002
Mileage 40000-48988
Vehicle Line F-150

% of Highway driving 75%
% of City driving 25%

Warning lamps illuminate on dash?

Brake Light
Parking Brake Light
ABS Light
Engine Light
Battery Light
Other

Dealer visit - lights?

Satisfaction with cruise control functions

Use of cruise control Frequently
Engagement 4
Disengagement 4
Performance engaged 4

Dealer visit - cruise? No

Satisfaction with auxiliary outlets

Awareness of difference
between the cigarette
lighter/auxiliary power
outlets Yes

Use aux outlets Yes
Convenience of location 3
of auxiliary outlets 2

Can't find claims for VIN Code

STANDARD CLAIMS LIST

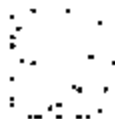
AWS Online Report

Run Date: 04-NOV-2004

Note: All Costs are in US Dollars Server Name: AWS Production

VIN	AWS	WERS	MKT	BODY	VER	DRIVE	PLANT	TRANS	ENG	PROD	WARR	SELLING	SELL	TIS	QRT	WCC	PREF	BASE	SLUFF	VRT	VFG	CCI	
VL	VL	DBR	CAB	SERIES	TYPE	CD	CD	CD	DATE	DATE	DEALER	CNT											

Any comments? You can contact



webmaster

PERC-878 0119

F-Series Cruise Control Clinic

October 20, 21 & 22, 2004

Customer's Name: _____ CDSID: _____ Phone: _____

Vehicle Information:

VIN Number 1ETRYL2DLY _____

Mileage: 149107 Year: 99 Model: _____

Cruise Control - F150
Thursday, October 21st, 2004
10:00AM - 10:30AM
89177

POWERPOINT CONNECTORS

How often do you use your powerpoint connections? _____

Which ones do you use? _____

What accessories do you plug in? cell phone

When do you use the connection (vehicle running, vehicle moving, parked) parked

SPEED CONTROL

What kind of driving do you do?

City driving vs. Highway driving 50-50 Conservative vs. Aggressive

How often do you experience an anti-lock braking event (brake pedal vibrates during stop)

Never or very rarely

How often do you use speed control? _____

How do you like it? well

Have you ever had any problems with your speed control? no

What happened? _____

Was it serviced? Yes / No If so, what was changed. _____

Have you ever had problems:

Moving the shift lever out of park? Yes / No

Replacing the brake lamp fuse? Yes / No

May we contact you in the future? Yes / No

Diagnostic test codes from ABS and Powertrain Control Modules



Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name [REDACTED]
CDSID [REDACTED]
Phone [REDACTED]

Model Year 1999
Mileage 80000-89999
Vehicle Line F-150

% of Highway driving 50%
% of City driving 50%

Warning lamps illuminate on dash?

Brake Light
Parking Brake Light
ABS Light
Engine Light
Battery Light
Other

Dealer visit - lights?

Satisfaction with cruise control functions

Use of cruise control Very Frequently
Engagement 5
Disengagement 5
Performance engaged 5

Dealer visit - cruise? No

Satisfaction with auxiliary outlets

Awareness of difference between the cigarette lighter/auxiliary power outlets Yes

Use aux outlets Yes
Convenience of location 4
of auxiliary outlets 3



Cruise Control - F150
Thursday, October 21st, 2004
10:00AM - 10:30AM
89177

Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name
CDSID
Phone



Model Year 1998
Mileage 80000-88999
Vehicle Line F-150

% of Highway driving 60%
% of City driving 50%

Warning lamps illuminate on dash?

Brake Light
Parking Brake Light
ABS Light
Engine Light
Battery Light
Other

Dealer visit - lights?

Satisfaction with cruise control functions

Use of cruise control Very Frequently
Engagement 5
Disengagement 5
Performance engaged 5

Dealer visit - cruise? No

Satisfaction with auxiliary outlets

Awareness of difference between the cigarette lighter/auxiliary power outlets Yes

Use aux outlets Yes
Convenience of location 4
of auxiliary outlets 3

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 04-NOV-2004

Note: All Costs are in US Dollars Server Name: AWS Production

VIN	AWS VL	WBS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CWT	TIS	QRT	WCC	PREF	B
1FTRX18W1XN	PS	TFS	*	TBD	TIAM	TE	AR	TDU	TVN	19-02-99	10-03-99	148048	USA	0	*	7W01	*	1
AWS Claim Key:	1186645	Doc #:	177569A	Trx Code:			1	Labour Hrs:	2	Labour Cost:	12.82	Material Cost:	0					T
Dtr Cd-Sub Cd:	03E25	Name:	JBROME-DUNCAN, INC.	Ph:	586-2687500	St:	MI	City:	USA	Reg Cd:	NA	Repr Date:	10-ML					
Cost Comments:	INSPECT COVER TO POWER POINT. HANGING DOWN. SOLD UNIT.																	
Tech Comments:	19 SPRING FOR POWER POINT COVER OFF REINSTALLED SPRING FOR POWER POINT COVER																	

1FTRX18W1XN	PS	TFS	*	TBD	TIAM	TE	AR	TDU	TVN	19-02-99	10-03-99	148048	USA	36	*	SQ02	*	3
AWS Claim Key:	20437357	Doc #:	217332A	Trx Code:			EB4	Labour Hrs:	1.2	Labour Cost:	23.37	Material Cost:	92					T
Dtr Cd-Sub Cd:	02947	Name:	GORNO BROS INC	Ph:	734-6762300	St:	MI	City:	USA	Reg Cd:	NA	Repr Date:	01-FE					
Cost Comments:	ADVISE OPN POWER STEERING SYSTEM. CUSTOMER STATES RED FLUID FOUND UNDER VEHICLE NEAR FRONT																	
Tech Comments:	16905 PERFORM LEAK TEST FOUND LEAK FROM PRESSURE LINE AT PUMP R R LINE REPLACE TEFLON SEALS CHECK F BLEED POWER STEERING SYSTEM QCOK CC42																	

1FTRX18W1XN	PS	TFS	*	TBD	TIAM	TE	AR	TDU	TVN	19-02-99	10-03-99	148048	USA	36	*	1A01	XL3Z	4
AWS Claim Key:	20437358	Doc #:	217332B	Trx Code:			EB4	Labour Hrs:	9.3	Labour Cost:	661.6	Material Cost:	1084.29					T
Dtr Cd-Sub Cd:	02947	Name:	GORNO BROS INC	Ph:	734-6762200	St:	MI	City:	USA	Reg Cd:	NA	Repr Date:	01-FE					
Cost Comments:	ADVISE ON ENGINE. LEAKING OIL. HAD CHECKED AND LOOKS TO BE FROM POSS REAR MAIN																	
Tech Comments:	16905 DYE TESTED FOUND OIL LEAKING FROM RT CYLINDER HEAD GASKET, FOUND HEAD TO BE WARPED. REPLACE ASSEMBLY RT SIDE, TRANSFERRED ALL COMPONENTS. REPLACED ALL GASKETS, CHANGED OIL AND FILTER, PURGED TESTED OK BP6849																	

Any comments? You can contact



webmaster

PE04-078 8123

F-Series Cruise Control Clinic

October 20, 21 & 22, 2004

Customer's Name: _____ CDSID: _____ Phone: _____

Vehicle Information:

VIN Number

2FTRX18W3YC [REDACTED]

Mileage:

16,127

Year:

00

Model: _____

Thursday, October 21st, 2004
12:00PM - 12:30PM

35877

POWERPOINT CONNECTORS

How often do you use your powerpoint connections?

leave [REDACTED]

Which ones do you use?

40X

What accessories do you plug in?

cell phone

When do you use the connection (vehicle running, vehicle moving, parked)

SPEED CONTROL

What kind of driving do you do?

ALL City driving vs. Highway driving

Conservative vs. Aggressive

How often do you experience an anti-lock braking event (brake pedal vibrates during stop)

never. < 6 times per year

How often do you use speed control?

often

How do you like it?

no. it's not. it's not.

Have you ever had any problems with your speed control?

no

What happened?

Was it serviced?

Yes / No

If so, what was changed.

Have you ever had problems:

Moving the shift lever out of park?

Yes / No

Replacing the brake lamp fuse?

Yes / No

May we contact you in the future?

Yes / No

Diagnostic test codes from ABS and Powertrain Control Modules



10-21 @ 52

Cruise Control - F150
Thursday, October 21st, 2004
7:30 AM - 8:00 AM - 12:00 - 12:30
25817

Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name [Redacted]
CDSID [Redacted]
Phone [Redacted]

Model Year 2000
Mileage under 20000
Vehicle Line F-150

% of Highway driving 100%
% of City driving 0%

Warning lamps illuminate on dash?

- Brake Light
- Parking Brake Light
- ABS Light
- Engine Light
- Battery Light
- Other

Dealer visit - lights?

Satisfaction with cruise control functions

Use of cruise control Never
Engagement
Disengagement
Performance engaged

Dealer visit - cruise? No

Satisfaction with auxiliary outlets

Awareness of difference
between the cigarette
lighter/auxiliary power
outlets No

Use aux outlets No
Convenience of location Select one
of auxiliary outlets Select one



Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name [REDACTED]
CDSID [REDACTED]
Phone [REDACTED]

Model Year 2000
Mileage under 20000
Vehicle Line F-150

% of Highway driving 100%
% of City driving 0%

Warning lamps illuminate on dash?

Brake Light
Parking Brake Light
ABS Light
Engine Light
Battery Light
Other

Dealer visit - lights?

Satisfaction with cruise control functions

Use of cruise control Never
Engagement
Disengagement
Performance engaged

Dealer visit - cruise? No

Satisfaction with auxillary outlets

Awareness of difference
between the cigarette
lighter/auxillary power
outlets No

Use aux outlets No
Convenience of location Select one
of auxillary outlets Select one

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 04-NOV-2004

Note: All Costs are in US Dollars Server Name: AWS Production

VIN	AWS VL	WERS VE	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	QRT	WCC	PREF	B
2FTRX18W3Y	PS	TFS	*	TBD	TAM	TE	A4	TDU	TVN	07-02-00	02-03-00	148020	USA	5	*	6X04	F65Z	17
AWS Claim Key:		3303862	Doc #:	086744C	Trx Code:	1	Labor Hrs:	3	Labor Cost:	30.7	Material Cost:	140	Tr					
Dir Cd-Sub Cd:		03050*	Name:	FAIRLANE FORD SALES, INC.	Ph:	313-8465000	St MI	City Cd:	USA	Reg Cd:	NA	Repr Date:	20-11					
Cust Comments:		MIR CK DRIVERS OUTSIDE REAR VIEW MIRROR GLASS IS VERY LOOSE CANT BE ADJUSTED IN ANY DIRECTION																
Tech Comments:		2516 17683 42 REPLACE LEFT OUTSIDE POWER MIRROR GLASS LOOSE AND WONT HOLD ADJUSTMENT																

2FTRX18W3Y	PS	TFS	*	TBD	TAM	TE	A4	TDU	TVN	07-02-00	02-03-00	148020	USA	9	*	1A03	*	60
AWS Claim Key:		4375120	Doc #:	091596B	Trx Code:	1	Labor Hrs:	0	Labor Cost:	0	Material Cost:	374	Tr					
Dir Cd-Sub Cd:		03050*	Name:	FAIRLANE FORD SALES, INC.	Ph:	313-8465000	St MI	City Cd:	USA	Reg Cd:	NA	Repr Date:	20-11					
Cust Comments:		ENGINE OIL LEAK LEAKING AT OIL PAN AREA ALSO BLUE SMOKE.																
Tech Comments:		SUSPECTED OIL LEAK AT TOP REAR OF ENGIN UNABLE TO VERIFY SOURCE ADDED OIL LEAK TRACER DYE CUT TO F																

2FTRX18W3Y	PS	TFS	*	TBD	TAM	TE	A4	TDU	TVN	07-02-00	02-03-00	148020	USA	12	*	1A03	*	60
AWS Claim Key:		3770027	Doc #:	095386B	Trx Code:	1	Labor Hrs:	11.4	Labor Cost:	786.48	Material Cost:	155.69	Tr					
Dir Cd-Sub Cd:		03050*	Name:	FAIRLANE FORD SALES, INC.	Ph:	313-8465000	St MI	City Cd:	USA	Reg Cd:	NA	Repr Date:	12-11					
Cust Comments:		DIAG ENGINE HAS OIL LEAK																
Tech Comments:		INSPECT ENG FOUND BOTH HEAD GSKTS LEAKING OIL REPLACE 4.8L SOHC WITH NEW ASSY FROM PLANT TRANSFER COMPONENTS TO NEW BLOCK UPPER AND LOWER IN TAKES EXHAUST MANIFOLDS THROTTLE BODY T STAT ALL AL PULLEYS AND PUMPS POST RD TEST																

2FTRX18W3Y	PS	TFS	*	TBD	TAM	TE	A4	TDU	TVN	07-02-00	02-03-00	148020	USA	12	*	7K08	*	60
AWS Claim Key:		3770028	Doc #:	095386C	Trx Code:	1	Labor Hrs:	11	Labor Cost:	55.2	Material Cost:	476	Tr					
Dir Cd-Sub Cd:		03050*	Name:	FAIRLANE FORD SALES, INC.	Ph:	313-8465000	St MI	City Cd:	USA	Reg Cd:	NA	Repr Date:	12-11					
Cust Comments:		WHEN HITTING BUMP OIL PRESSURE GAUGE WILL TD TO ZERO AND STAY																
Tech Comments:		RD TEST VEH NGS HOOKUP SELF TEST HEC DTC C1284 FINPOINT TEST PERFORM NGS ACTIVE COMMAND OIL GAUGE - REPLACE SWITCH																

2FTRX18W3Y	PS	TFS	*	TBD	TAM	TE	A4	TDU	TVN	07-02-00	02-03-00	148020	USA	12	*	6R08	F65Z	1A
AWS Claim Key:		0872745	Doc #:	095386E	Trx Code:	1	Labor Hrs:	5	Labor Cost:	34.5	Material Cost:	479	Tr					
Dir Cd-Sub Cd:		03050*	Name:	FAIRLANE FORD SALES, INC.	Ph:	313-8465000	St MI	City Cd:	USA	Reg Cd:	NA	Repr Date:	12-11					
Cust Comments:		T90 THE RIGHT REAR DOOR OF THE CAB HANDLE TO OPEN THE DOOR IS LOOSE, BOLT CAME OUT OF THE DOOR HANDLE THAT IS BUILT INTO THE ARMREST. DIAG AND ADVISE. SHR																
Tech Comments:		5505 INSP AND REMOVE RIGHT REAR DOOR PANEL AND INST REPLACE INSIDE DOOR HANDLE AND ADJ LINK AGE RFI CODE 42																

2FTRX18W3Y	PS	TFS	*	TBD	TAM	TE	A4	TDU	TVN	07-02-00	02-03-00	148020	USA	12	*	6Y20	*	60
AWS Claim Key:		2383745	Doc #:	095386F	Trx Code:	P01	Labor Hrs:	0	Labor Cost:	0	Material Cost:	0	Tr					
Dir Cd-Sub Cd:		03050*	Name:	FAIRLANE FORD SALES, INC.	Ph:	313-8465000	St MI	City Cd:	USA	Reg Cd:	NA	Repr Date:	12-11					
Cust Comments:		FMC GOODWILL ADISUTMENT FOR RENTAL																

PEBA-078 8127

Tech Comments: PMC ASSISTANCE FOR RENTAL

2FTRX1RW3YC [REDACTED] F5 TBS * T/BD T/AM T/E A4 T/DU T/VN 01-02-00 02-03-00 148000 USA 2D * 6P05 * 15
AWB Claim Key: 12020202 Dec #: 020044A Trx Code: E84 Labor Hrs: 2 Labor Cost: 142.00 Material Cost: 0 Tc
Dir Cd-Sub Cd: 03050-* Name: FAIRLANE FORD SALES, INC. Ph: 313-8469000 St: MI Ctry: USA Reg Cd: NA Repr Date: 11-0
Cost Comments: LEFT FRONT DOOR MISALIGNED WITH FENDER
Tech Comments: LOOSEN FENDER REMOVE INNER SKIRT ADJUST FENDER LOOSEN DOOR HINGES AND ADJUST DOOR ADJUST REAR DR RUBBING AGAINST FENDER

Any comments? You can contact



webmaster

PC04-076 0126

F-Series Cruise Control Clinic

October 20, 21 & 22, 2004

Customer's Name: _____ CDSID: _____ Phone: _____

Vehicle Information:

VIN Number 2ETR408LWC [REDACTED]

Mileage: 54869 Year: 98 Model: _____

Cruise Control - F150
Thursday, October 21st, 2004
12:30PM - 1:00PM
78586

POWERPOINT CONNECTORS

How often do you use your powerpoint connections? OFTEN

Which ones do you use? _____

What accessories do you plug in? cell phone, GPS

When do you use the connection (vehicle running, vehicle moving, parked)

SPEED CONTROL

What kind of driving do you do?
25% 75%
City driving vs. Highway driving TOWING SLOW MOVING Conservative vs. Aggressive

How often do you experience an anti-lock braking event (brake pedal vibrates during stop)
SOMETIMES when cold, or after turning

How often do you use speed control? OFTEN ON HIGHWAY

How do you like it? Good

Have you ever had any problems with your speed control? _____

What happened? _____

Was it serviced? Yes / No If so, what was changed. _____

Have you ever had problems:
Moving the shift lever out of park? Yes / No
Replacing the brake lamp fuse? Yes / No

May we contact you in the future? Yes / No

Diagnostic test codes from ABS and Powertrain Control Modules



Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name
CDSID
Phone



Model Year	1998
Mileage	50000-59999
Vehicle Line	F-150
% of Highway driving	25%
% of City driving	75%

Warning lamps illuminate on dash?

Brake Light
Parking Brake Light
ABS Light
Engine Light
Battery Light
Other

■

Dealer visit - lights? Yes

Satisfaction with cruise control functions

Use of cruise control	Frequently
Engagement	5
Disengagement	5
Performance engaged	5

Dealer visit - cruise? No

Satisfaction with auxillary outlets

Awareness of difference
between the cigarette
lighter/auxiliary power
outlets No

Use aux outlets	Yes
Convenience of location	3
# of auxiliary outlets	4



Cruise Control - F150
Thursday, October 21st, 2004
12:30PM - 1:00PM
78586

Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name
CDSID
Phone

Model Year 1998
Mileage 50000-59999
Vehicle Line F-150

% of Highway driving 25%
% of City driving 75%

Warning lamps illuminate on dash?

Brake Light
Parking Brake Light
ABS Light
Engine Light ■
Battery Light
Other

Dealer visit - lights? Yes

Satisfaction with cruise control functions

Use of cruise control Frequently
Engagement 5
Disengagement 5
Performance engaged 5

Dealer visit - cruise? No

Satisfaction with auxiliary outlets

Awareness of difference
between the cigarette
lighter/auxiliary power
outlets No

Use aux outlets Yes
Convenience of location 3
of auxiliary outlets 4

Can't find claims for VIN Code

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 04-NOV-2004

Note: All Costs are in US Dollars Server Name: AWS Production

VIN	AWS	WERS	MKT	BODY	VER	DRIVE	PLANT	TRANS	ENG	PROD	WARR	SELLING	SELL	TIS	QRT	WCC	PREF	BASE	SUFF	VBT	VFG	CO	
VL	VL	DER	CAB	SERIES	TYPE	CD	CD	COO	DATE	DATE	DEALER	CNT											

Any comments? You can contact



webmaster

FE04-878 0132



F-Series Cruise Control Clinic

October 20, 21 & 22, 2004

Customer's Name: _____ CDSID: _____ Phone: _____

Vehicle Information:

VIN Number 1FTRW08LX [REDACTED]

Mileage: 20000 Year: 01 Model: _____

Lusardi, Tony (thasardi)
Cruise Control - F150
Thursday, October 21st, 2004
12:30PM - 1:00PM
89543

POWERPOINT CONNECTORS

How often do you use your powerpoint connections? once times a month

Which ones do you use? GAV

What accessories do you plug in? 400 watt power inverter to power

When do you use the connection (vehicle running, vehicle moving, parked)

SPEED CONTROL

What kind of driving do you do?

SD SD
City driving vs. Highway driving Conservative vs. Aggressive

How often do you experience an anti-lock braking event (brake pedal vibrates during stop)
1-2 a year

How often do you use speed control? Frequently

How do you like it? satisfied

Have you ever had any problems with your speed control? no (see other sheet)

What happened? N/A

Was it serviced? Yes No If so, what was changed. N/A

Have you ever had problems:
Moving the shift lever out of park? Yes No
Replacing the brake lamp fuse? Yes No

May we contact you in the future? Yes No

Diagnostic test codes from ABS and Powertrain Control Modules



Cruise Control - F150
 Thursday, October 21st, 2004
 12:30PM - 1:00PM
 89543

Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name
 COSID
 Phone

Model Year 2001
 Mileage 20000-29999 ✓
 Vehicle Line F-150

% of Highway driving 50% ✓
 % of City driving 50% ✓

Warning lamps illuminate on dash?

- Brake Light
- Parking Brake Light
- ABS Light
- Engine Light
- Battery Light
- Other

Dealer visit - lights?

Satisfaction with cruise control functions

Use of cruise control Frequently
 Engagement 5
 Disengagement 4 - ?
 Performance engaged 3 - ?

*trouble with cruise control
 & it won't work on hills*

Dealer visit - cruise? No

Satisfaction with auxiliary outlets

Awareness of difference between the cigarette lighter/auxiliary power outlets Yes

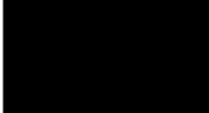
Use aux outlets Yes
 Convenience of location 2 ✓
 # of auxiliary outlets 1



Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name
CDSID
Phone



Model Year 2001
Mileage 20000-29999
Vehicle Line F-150

% of Highway driving 50%
% of City driving 50%

Warning lamps illuminate on dash?

Brake Light
Parking Brake Light
ABS Light
Engine Light
Battery Light
Other

Dealer visit - lights?

Satisfaction with cruise control functions

Use of cruise control Frequently
Engagement 5
Disengagement 4
Performance engaged 3

Dealer visit - cruise? No

Satisfaction with auxiliary outlets

Awareness of difference
between the cigarette
lighter/auxiliary power
outlets Yes

Use aux outlets Yes
Convenience of location 2
of auxiliary outlets 1

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 04-NOV-2004

Note: All Costs are in US Dollars Server Name: AWS Production

VIN	AWS VL	WERS	MKT	BODY	VER	DRIVE	PLANT	TRANS	ENG	PROD	WARR	SELLING	SELL	ITS	QRT	WCC	PREF	BA	
		VL	DER	CAB	SERIES	TYPE	CD	CD	COD	DATE	DATE	DEALER	CNT						
1PTRW08LX1		F3	T/F3	T/F	T/BC	T/AM	T/E	AJ	T/DU	T/VZ	10-10-00	28-06-01	141092	USA	2	*	6A12	*	EV
AWS Claim Key:	2930871	Doc #:	114666A	Trs Code:	2	Labor Hrs:	3	Labor Cost:	62.61	Material Cost:	18.59	Tot							
Dir Cd-Sub Cd:	03077-*	Name:	WOODFIELD FORD	Ph:	847-6050800	St:	IL	City Cd:	USA	Reg Cd:	NA	Repr Date:	30-11						
Cost Comments:	F09 RAIL DUST ON VEHICLE																		
Tech Comments:	2162 DECONTAMINATE AND NEUTRALIZE AND BUFF ENTIRE VEHICLE TO REMOVE RAIL DUST																		
1PTRW08LX1		F3	T/F3	T/F	T/BC	T/AM	T/E	AJ	T/DU	T/VZ	10-10-00	28-06-01	141092	USA	2	*	6Q01	*	171
AWS Claim Key:	3021811	Doc #:	114666B	Trs Code:	2	Labor Hrs:	2.3	Labor Cost:	180	Material Cost:	14.46	Tot							
Dir Cd-Sub Cd:	03077-*	Name:	WOODFIELD FORD	Ph:	847-6050800	St:	IL	City Cd:	USA	Reg Cd:	NA	Repr Date:	30-11						
Cost Comments:	F04 THIN PAINT FRONT BUMPER UPPER COVER																		
Tech Comments:	3162 REMOVE FR. BYMPER AND UPPER COVER TO REFINISH UPPER COVER																		
1PTRW08LX1		F3	T/F3	T/F	T/BC	T/AM	T/E	AJ	T/DU	T/VZ	10-10-00	28-06-01	141092	USA	2	*	6A04	*	28
AWS Claim Key:	3021812	Doc #:	114666C	Trs Code:	2	Labor Hrs:	3.2	Labor Cost:	280.62	Material Cost:	173.36	Tot							
Dir Cd-Sub Cd:	03077-*	Name:	WOODFIELD FORD	Ph:	847-6050800	St:	IL	City Cd:	USA	Reg Cd:	NA	Repr Date:	30-11						
Cost Comments:	F04 THIN PAINT LEFT FT. DOOR UPPER COLOR, F20 DIRT IN LOWER COLOR																		
Tech Comments:	3162 R AND L LEFT FR. DOOR MIRROR, BELT MOLDEN G. LOCK CYLINDER, HANDLE TO FINISH UPPER COLOR OF DOOR REFINISH UPPER COLOR, B UFF AND REPLACE UPPER AND LOWER STRIPE AND SIDE MOLDING REASSEMBLE DOOR																		
1PTRW08LX1		F3	T/F3	T/F	T/BC	T/AM	T/E	AJ	T/DU	T/VZ	10-10-00	28-06-01	141092	USA	2	*	6A04	*	28
AWS Claim Key:	2930872	Doc #:	114666D	Trs Code:	2	Labor Hrs:	3	Labor Cost:	62.61	Material Cost:	12.39	Tot							
Dir Cd-Sub Cd:	03077-*	Name:	WOODFIELD FORD	Ph:	847-6050800	St:	IL	City Cd:	USA	Reg Cd:	NA	Repr Date:	30-11						
Cost Comments:	F04 THIN PAINT ON RIGHT QTR EDGE																		
Tech Comments:	2162 R AND L RIGHT TAIL LAMP TO SPOT REFINISH R EAR OF RIGHT QTR. PANEL, REFINISH SAND AND BUFF REINSTAI																		
1PTRW08LX1		F3	T/F3	T/F	T/BC	T/AM	T/E	AJ	T/DU	T/VZ	10-10-00	28-06-01	141092	USA	2	*	6A01	*	28
AWS Claim Key:	3180892	Doc #:	114666E	Trs Code:	2	Labor Hrs:	1.3	Labor Cost:	101.74	Material Cost:	22.72	Tot							
Dir Cd-Sub Cd:	03077-*	Name:	WOODFIELD FORD	Ph:	847-6050800	St:	IL	City Cd:	USA	Reg Cd:	NA	Repr Date:	30-11						
Cost Comments:	F20 RIGHT REAR WHEEL OPENING MOLDING HAS FLAW IN PAINT																		
Tech Comments:	2162 R AND L RIGHT WHEEL OPENING, SAND DIRT OUT OF FINISH, PRIME COLORCOAT, CLEARCOAT WET SAND AND B:																		
1PTRW08LX1		F3	T/F3	T/F	T/BC	T/AM	T/E	AJ	T/DU	T/VZ	10-10-00	28-06-01	141092	USA	2	*	6A01	*	281
AWS Claim Key:	2930880	Doc #:	114666F	Trs Code:	2	Labor Hrs:	1.7	Labor Cost:	133.05	Material Cost:	22.72	Tot							
Dir Cd-Sub Cd:	03077-*	Name:	WOODFIELD FORD	Ph:	847-6050800	St:	IL	City Cd:	USA	Reg Cd:	NA	Repr Date:	30-11						
Cost Comments:	F20 RIGHT ROCKER HAS DIRT IN PAINT																		
Tech Comments:	2162 R AND L RUNNING BOARD, SAND DIRT OUT OD FINISH ON RIGHT ROCKER PANEL, PRIME COLORCOAT, CLEARCO																		

11/4/2004 01:38

IFTRWBLX1 [REDACTED] F5 T/F5 T/F T/BC T/AM T/E AJ T/OU T/VZ 10-10-00 28-06-01 141092 USA 2 * 6N03 FBZ 154
 AWS Claim Key: 2920877 Doc #: 114666E Trx Code: 2 Labor Hrs: 1 Labor Cost: 78.26 Material Cost: 94.85 Tot
 Dir Cd-Sub Cd: 03077-* Name: WOODFIELD FORD Ph: 847-6050800 St: IL City: USA Reg Cd: NA Repr Date: 30-11
 Cust Comments: G02 REMOVE AND REPLACE BACK GLASS AND RESEAT WEATHER STRIP DISTORTED
 Tech Comments: 2162 NECESSARY TO REPLACE REAR WINDOW WEATHER S TRIP MOLDING, ORIGINAL DISTORTED NABLE TO REUSE

IFTRWBLX1 [REDACTED] FJ T/F5 T/F T/BC T/AM T/E AJ T/OU T/VZ 10-10-00 28-06-01 141092 USA 2 * 3K03 YL3Z 111
 AWS Claim Key: 3426317 Doc #: 114772A Trx Code: 2 Labor Hrs: 0 Labor Cost: 0 Material Cost: 21.28 Tot
 Dir Cd-Sub Cd: 03077-* Name: WOODFIELD FORD Ph: 847-6050800 St: IL City: USA Reg Cd: NA Repr Date: 15-11
 Cust Comments: B65 REPLACE RIGHT REAR WHEEL CENTER CAP CHROME PEELING
 Tech Comments: 2163 RIGHT REAR WHEEL CAP REPLACED CHROME PBEELING PARTS ONLY, NO CHARGE FOR LABOR

IFTRWBLX1 [REDACTED] F5 T/F5 T/F T/BC T/AM T/E AJ T/OU T/VZ 10-10-00 28-06-01 141092 USA 7 * 7F02 XL3Z 171
 AWS Claim Key: 6326226 Doc #: 025368C Trx Code: 2 Labor Hrs: 2 Labor Cost: 15.12 Material Cost: 19.41 Tot
 Dir Cd-Sub Cd: 10660-* Name: WESTGATE LINCOLN MERCURY OF LOMBARD Ph: 630-4952500 St: IL City: USA Reg Cd: NA Repr Date: 11-1A
 Cust Comments: CK THIS WIPERS NOT CLEARING THE WINDOW
 Tech Comments: 4472 REPLACED WIPER BLADES

IFTRWBLX [REDACTED] F5 T/F5 T/F T/BC T/AM T/E AJ T/OU T/VZ 10-10-00 28-06-01 141092 USA 18 * 7H01 FTLZ 191
 AWS Claim Key: 8190249 Doc #: 030793A Trx Code: 3 Labor Hrs: 1.6 Labor Cost: 125.21 Material Cost: 277.19 Tot
 Dir Cd-Sub Cd: 03077-* Name: WOODFIELD FORD Ph: 847-6050800 St: IL City: USA Reg Cd: NA Repr Date: 19-1A
 Cust Comments: A S BLOWS HOT AIR
 Tech Comments: 5913 INSP VEHICLE FOR A C BLOWS WARM FOUND THAT SYSTEM WAS LOW ON FREON INSP FOR LEAKS USING UV L:1 COMPRESSOR FRONT SEAL WAS LEAKING EVACUATED A C SYSTEM AND REPLACED A C COMPRESSOR TRANSFERRED COMPRESSOR RECHARGED A C SYSTEM CHECKED FOR PROPER OPERATION OK

IFTRWBLX1 [REDACTED] F5 T/F5 T/F T/BC T/AM T/E AJ T/OU T/VZ 10-10-00 28-06-01 141092 USA 27 * 6H06 * 111
 AWS Claim Key: 1581815 Doc #: 01767552 Trx Code: E84 Labor Hrs: 1 Labor Cost: 87.77 Material Cost: 0 Tot
 Dir Cd-Sub Cd: 13660-* Name: ELMHURST LINCOLN-MERCURY INC Ph: 630-8333300 St: IL City: USA Reg Cd: NA Repr Date: 03-SE
 Cust Comments: CK DRIVER WINDOW POPS OUT OF TRACK WHEN ROLLING UP WHILE DRIVING HIGHWAY SPEEDS
 Tech Comments: WINDOW REMOVE TRIM PANEL AND ADJUST WINDOW.

IFTRWBLX1 [REDACTED] F5 T/F5 T/F T/BC T/AM T/E AJ T/OU T/VZ 10-10-00 28-06-01 141092 USA 27 * 7X01 1L3Z 152
 AWS Claim Key: 1574872 Doc #: 01767553 Trx Code: E83 Labor Hrs: .8 Labor Cost: 70.22 Material Cost: 348.31 Tot
 Dir Cd-Sub Cd: 13660-* Name: ELMHURST LINCOLN-MERCURY INC Ph: 630-8333300 St: IL City: USA Reg Cd: NA Repr Date: 03-SE
 Cust Comments: CK DRIVER SEAT MAKES A POPPING NOISE. THERE IS PLAY IN THE TRACK. SEE PERK
 Tech Comments: REPLACE SEAT TRACK. TRACK ASSEMBLY FRONT SEAT REPLACE

IFTRWBLX1 [REDACTED] F5 T/F5 T/F T/BC T/AM T/E AJ T/OU T/VZ 10-10-00 28-06-01 141092 USA 34 * 3604 F/TZ 111
 AWS Claim Key: 17742621 Doc #: 07751451 Trx Code: E84 Labor Hrs: 2 Labor Cost: 15.91 Material Cost: 33 Tot
 Dir Cd-Sub Cd: 01648-* Name: ELMHURST MOTORS, INC Ph: 630-2794000 St: IL City: USA Reg Cd: NA Repr Date: 01-1A
 Cust Comments: ENGINE RUNS ROUGH DAMP. NO MIL
 Tech Comments: #7 COIL BOOT MISS EEC (QUICK TEST) DIAGNOSIS

IFTRWBLX1/KF37341 F5 T/F5 T/F T/BC T/AM T/E AJ T/OU T/VZ 10-10-00 28-06-01 141092 USA 34 * 4H01 * 111
 AWS Claim Key: 17732693 Doc #: 07751452 Trx Code: E84 Labor Hrs: .5 Labor Cost: 39.78 Material Cost: 0 Tot
 City

PER4-078 0137

Dir Cd-Sub Cd: 01548 * Name: ELMHURST MOTORS, INC. Ph: 630-2798000 St: IL Cdt: USA Reg Cd: NA Repr Date: 01-01-01
 Cust Comments: BOTH REAR WINDOWS SQUEAK WHEN GOING UP AND DOWN
 Tech Comments: REAR WINDOWS BINDING TRIM PANEL REAR DOOR REMOVE AND INSTALL

IFTRW08LX1 [REDACTED] P5 T/P5 T/P T/BC T/AM T/E AJ T/DU T/VZ 10-10-00 28-06-01 141092 USA 36 * 2ED6 XL3Z 9H
 AWS Claim Key: 18244131 Doc #: 20039801 Trx Code: S07 Labor Hrs: 1.7 Labor Cost: 131.87 Material Cost: 240.03 Tot
 Dir Cd-Sub Cd: 01533 * Name: GIOVIK FORD MERCURY, INC. Ph: 615-7863333 St: IL Cdt: USA Reg Cd: NA Repr Date: 07-10-01
 Cust Comments: TOW IN. CRANK NO START, POSS FUEL PUMP????
 Tech Comments: ELECTRIC FUEL PUMP

IFTRW08LX1 [REDACTED] P5 T/P5 T/P T/BC T/AM T/E AJ T/DU T/VZ 10-10-00 28-06-01 141092 USA 37 * 6F08 YL3Z 16C
 AWS Claim Key: 18196672 Doc #: 20041101 Trx Code: EE4 Labor Hrs: 8 Labor Cost: 82.05 Material Cost: 70.19 Tot
 Dir Cd-Sub Cd: 01533 * Name: GIOVIK FORD MERCURY, INC. Ph: 615-7863333 St: IL Cdt: USA Reg Cd: NA Repr Date: 25-10-01
 Cust Comments: CUST STATES LEFT REAR WINDOW NOT OPERATING PROPERLY
 Tech Comments: WINDOW RUN WORN. REMOVED TRIM PANEL. REMOVED GLASS. REMOVED OLD RUN.R

Any comments? You can contact



webmaster

FE04-070 0120

F-Series Cruise Control Clinic

October 20, 21 & 22, 2004

Customer's Name: _____ CDSID: _____ Phone: _____

Vehicle Information:

VIN Number LFTRX1KWH3N _____

Mileage: 91,568 Year: 00 Model: _____

Cruise Control - F150
Thursday, October 21st, 2004
1:00PM - 1:30PM
87076

POWERPOINT CONNECTORS

How often do you use your powerpoint connections? 2 / wk

Which ones do you use? Power pt.

What accessories do you plug in? Charge Cell, refrig (rarely)

When do you use the connection (vehicle running, vehicle moving, parked)

SPEED CONTROL

What kind of driving do you do?

City driving vs. Highway driving 25 75 Conservative vs. Aggressive

How often do you experience an anti-lock braking event (brake pedal vibrates during stop)?
5-10 times a year (not seasonal)

How often do you use speed control? daily

How do you like it? Love it

Have you ever had any problems with your speed control? None

What happened? N/A

Was it serviced? Yes / No _____ If so, what was changed. N/A

Have you ever had problems:
Moving the shift lever out of park? Yes No
Replacing the brake lamp fuse? Yes No

May we contact you in the future? Yes / No

Diagnostic test codes from ABS and Powertrain Control Modules



Cruise Control - F150
Thursday, October 21st, 2004
1:00PM - 1:30PM
87076

Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name
CDSID
Phone

Model Year 2000
Mileage over 80000
Vehicle Line F-150

% of Highway driving 25% ↑
% of City driving 75% ↓

Warning lamps illuminate on dash?

Brake Light
Parking Brake Light
ABS Light
Engine Light
Battery Light
Other ■

Dealer visit - lights? No

Satisfaction with cruise control functions

Use of cruise control Very Frequently
Engagement 5
Disengagement 5
Performance engaged 5

Dealer visit - cruise? No

Satisfaction with auxiliary outlets

Awareness of difference
between the cigarette
lighter/auxiliary power
outlets Yes

Use aux outlets Yes
Convenience of location 5
of auxiliary outlets 3



Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name
CDSID
Phone

[REDACTED]

Model Year 2000
Mileage over 80000
Vehicle Line F-150

% of Highway driving 25%
% of City driving 75%

Warning lamps illuminate on dash?

Brake Light
Parking Brake Light
ABS Light
Engine Light
Battery Light
Other ■

Dealer visit - lights? No

Satisfaction with cruise control functions

Use of cruise control Very Frequently
Engagement 5
Disengagement 5
Performance engaged 5

Dealer visit - cruise? No

Satisfaction with auxiliary outlets

Awareness of difference
between the cigarette
lighter/auxiliary power
outlets Yes

Use aux outlets Yes
Convenience of location 5
of auxiliary outlets 3

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 04-NOV-2004

Note: All Costs are in US Dollars Server Name: AWS Production

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL INT	TIS	QST	WCC	PREF	BA5
1FTRX18W4Y0	[REDACTED]	F5	T/F5	*	T/BD	T/AM	T/E	AR	T/DU	T/VN	29-04-00	11-05-00	148426	USA	17	.	.	.
AWS Claim Key:		11192112	Doc #:	13628001	Trx Code:	00S21	Labor Hrs:	2	Labor Cost:	14.17	Material Cost:	0	Tot					
Dir Cd-Sub Cd:		02736*	Name:	Varsity Ford	Ph:	734-9962300	St:	MI	City:	USA	Reg Cd:	NA	Repr Date:	13-SE				
Cost Comments:		RECALL 00S21 SEAT BELT RECALL																
Tech Comments:		MILEAGE 28093 INSPECTION ONLY																
<hr/>																		
1FTRX18W4Y0	[REDACTED]	F5	T/F5	*	T/BD	T/AM	T/E	AR	T/DU	T/VN	29-04-00	11-05-00	148426	USA	17	.	.	.
AWS Claim Key:		11102544	Doc #:	13628002	Trx Code:	01S24	Labor Hrs:	7	Labor Cost:	39.58	Material Cost:	7.88	Tot					
Dir Cd-Sub Cd:		02736*	Name:	Varsity Ford	Ph:	734-9962300	St:	MI	City:	USA	Reg Cd:	NA	Repr Date:	13-SE				
Cost Comments:		01S24 WIPER COVER RECALL																
Tech Comments:		MILEAGE 28093 INSTALLED WIPER COVER																

Any comments? You can contact



webmaster

PC04-070 0102

F-Series Cruise Control Clinic

October 20, 21 & 22, 2004

Customer's Name: _____ CDSID: _____ Phone: _____

Vehicle Information:

VIN Number 1FTRW08L41H _____

Mileage: 60,528 Year: 01 Model: _____

Cruise Control - F150
Thursday, October 21st, 2004
1:00PM - 1:30PM
08668

POWERPOINT CONNECTORS

How often do you use your powerpoint connections? _____

Which ones do you use? _____

What accessories do you plug in? _____

When do you use the connection (vehicle running, vehicle moving, parked)

SPEED CONTROL

What kind of driving do you do?

25% 75%
City driving vs. Highway driving

Conservative vs. Aggressive

How often do you experience an anti-lock braking event (brake pedal vibrates during stop)

RARE, SOME TIMES IN CITY

How often do you use speed control? _____

How do you like it? 6 _____

Have you ever had any problems with your speed control? NO

What happened? _____

Was it serviced? Yes / No If so, what was changed. _____

Have you ever had problems:

Moving the shift lever out of park? Yes / No

Replacing the brake lamp fuse? Yes / No

May we contact you in the future? Yes / No

Diagnostic test codes from ABS and Powertrain Control Modules



Cruise Control - F150
Thursday, October 21st, 2004
1:00PM - 1:30PM
08668

Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name
CDSID
Phone

Model Year 2001
Mileage 60000-69999
Vehicle Line F-150

% of Highway driving 25%
% of City driving 75%

Warning lamps illuminate on dash?

Brake Light
Parking Brake Light
ABS Light
Engine Light
Battery Light
Other

Dealer visit - lights?

Satisfaction with cruise control functions

Use of cruise control Not Often
Engagement 4
Disengagement 4
Performance engaged 5

Dealer visit - cruise? No

Satisfaction with auxiliary outlets

Awareness of difference between the cigarette lighter/auxiliary power outlets No

Use aux outlets Yes
Convenience of location 5
of auxiliary outlets 2



Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name
COSID
Phone

[REDACTED]

Model Year 2001
Mileage 60000-69999
Vehicle Line F-150

% of Highway driving 25%
% of City driving 75%

Warning lamps illuminate on dash?

Brake Light
Parking Brake Light
ABS Light
Engine Light
Battery Light
Other

Dealer visit - lights?

Satisfaction with cruise control functions

Use of cruise control	Not Often
Engagement	4
Disengagement	4
Performance engaged	5

Dealer visit - cruise? No

Satisfaction with auxiliary outlets

Awareness of difference
between the cigarette
lighter/auxiliary power
outlets No

Use aux outlets	Yes
Convenience of location	5
# of auxiliary outlets	2

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 04-NOV-2004

Note: All Costs are in US Dollars Server Name: AWS Production

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	FROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	QRT	WCC	PREF	BAS	
1FTRW08L41			T/F3	T/F	T/BC	T/AM	T/E	AJ	T/DU	T/VZ	20-07-01	02-08-01	148093	USA	19	*	3G04	*	12A
AWS Claim Key:	1299631	Doc #:	274330D	Trx Code:		507	Labor Hrs:	1.7	Labor Cost:	122.61	Material Cost:	0	Tax:						
Dir Cd-Sub Cd:	02830*	Name:	ED SCHMID FORD, INC.		Ph:	248-3991000	St:	Chry	USA	Reg Cd:	NA	Repr Date:	18-FE						
Cost Comments:	CUST. SAYS VEH. SEEMS TO BE RUNNING ROUGH NOTICES RPM'S WAVERING																		
Tech Comments:	31358 DIAG. PASS PASS PASS ROAD TESTED 4 MILES & NORMAL OPERATION. TEST EEC SYSTEM, TEST FUEL PRESSURE SYSTEM (NO MISS FIRES),NGS PID DATA MONITOR ROAD TEST,PN POINT TEST.																		

Any comments? You can contact



webmaster

FE04-070 0108

F-Series Cruise Control Clinic

October 20, 21 & 22, 2004

Customer's Name: _____ CDSID: _____ Phone: _____

Vehicle Information:

VIN Number _____

Mileage: _____ Year: _____ Model: _____

Cruise Control - F150
Thursday, October 21st, 2004
2:30PM - 3:00PM
01905

POWERPOINT CONNECTORS

How often do you use your powerpoint connections? _____

Which ones do you use? _____

What accessories do you plug in? _____

When do you use the connection (vehicle running, vehicle moving, parked)

SPEED CONTROL

What kind of driving do you do?

City driving vs. Highway driving

Conservative vs. Aggressive

How often do you experience an anti-lock braking event (brake pedal vibrates during stop)

How often do you use speed control? _____

How do you like it? _____

Have you ever had any problems with your speed control? _____

What happened? _____

Was it serviced? Yes / No If so, what was changed. _____

Have you ever had problems:

Moving the shift lever out of park? Yes / No

Replacing the brake lamp fuse? Yes / No

May we contact you in the future? Yes / No

Diagnostic test codes from ABS and Powertrain Control Modules



Cruise Control - F150
Thursday, October 21st, 2004
2:30PM - 3:00PM
01905

Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name
CDSID
Phone

Model Year 2001
Mileage over 80000
Vehicle Line F-150

% of Highway driving 25%
% of City driving 75%

Warning lamps illuminate on dash?

Brake Light
Parking Brake Light
ABS Light
Engine Light ■
Battery Light
Other ■

Dealer visit - lights? No

Satisfaction with cruise control functions

Use of cruise control Frequently
Engagement 5
Disengagement 5
Performance engaged 5

Dealer visit - cruise? No

Satisfaction with auxiliary outlets

Awareness of difference
between the cigarette
lighter/auxiliary power
outlets Yes

Use aux outlets No
Convenience of location 4
of auxiliary outlets 4



Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name [REDACTED]
CDSID [REDACTED]
Phone [REDACTED]

Model Year 2001
Mileage over 80000
Vehicle Line F-150

% of Highway driving 25%
% of City driving 75%

Warning lamps illuminate on dash?

Brake Light
Parking Brake Light
ABS Light
Engine Light ■
Battery Light
Other ■

Dealer visit - lights? No

Satisfaction with cruise control functions

Use of cruise control Frequently
Engagement 5
Disengagement 5
Performance engaged 5

Dealer visit - cruise? No

Satisfaction with auxiliary outlets

Awareness of difference between the cigarette lighter/auxiliary power outlets Yes

Use aux outlets No
Convenience of location 4
of auxiliary outlets 4

F-Series Cruise Control Clinic

October 20, 21 & 22, 2004

Customer's Name: _____ CDSID: _____ Phone: _____

Vehicle Information:

VIN Number

1FTDX18W4V11 _____

Mileage: 100,000

Year: 03

Model: _____

Cruise Control - F150
Thursday, October 21st, 2004
1:30PM - 2:00PM
42441

POWERPOINT CONNECTORS

How often do you use your powerpoint connections?

comp times a week

Which ones do you use?

aux

What accessories do you plug in?

power window seat power mirror

When do you use the connection (vehicle running, vehicle moving, parked)

SPEED CONTROL

What kind of driving do you do?

25 City driving vs. 75 Highway driving

Conservative vs. Aggressive

How often do you experience an anti-lock braking event (brake pedal vibrates during stop)

comp times during w/acc

How often do you use speed control?

hardly ever

How do you like it?

ok

Have you ever had any problems with your speed control?

no

What happened?

no

Was it serviced? Yes No

If so, what was changed.

no

Have you ever had problems:

Moving the shift lever out of park? Yes No

Replacing the brake lamp fuse? Yes No

May we contact you in the future? Yes No

Diagnostic test codes from ABS and Powertrain Control Modules



Cruise Control - F150
Thursday, October 21st, 2004
1:30PM - 2:00PM
42441

Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name
CDSID
Phone



Model Year 1997
Mileage over 80000
Vehicle Line F-150

% of Highway driving 25% ↗
% of City driving 75% ↘

Warning lamps illuminate on dash?

Brake Light
Parking Brake Light
ABS Light
Engine Light
Battery Light
Other

Dealer visit - lights? No

Satisfaction with cruise control functions

Use of cruise control Hardly Ever
Engagement 3
Disengagement 3
Performance engaged 3

Dealer visit - cruise? No

Satisfaction with auxiliary outlets

Awareness of difference
between the cigarette
lighter/auxiliary power
outlets No

Use aux outlets Yes
Convenience of location 3
of auxiliary outlets 1



Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name
CDSID
Phone



Model Year 1997
Mileage over 80000
Vehicle Line F-150

% of Highway driving 25%
% of City driving 75%

Warning lamps illuminate on dash?

Brake Light
Parking Brake Light
ABS Light ■
Engine Light ■
Battery Light
Other

Dealer visit - lights? No

Satisfaction with cruise control functions

Use of cruise control Hardly Ever
Engagement 3
Disengagement 3
Performance engaged 3

Dealer visit - cruise? No

Satisfaction with auxiliary outlets

Awareness of difference between the cigarette lighter/auxiliary power outlets No

Use aux. outlets Yes
Convenience of location 3
of auxiliary outlets 1

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 04-NOV-2004

Note: All Costs are in US Dollars Server Name: AWS Production

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	QRT	WCC	PREF	B-	
1FTDX18W4V...	P5		T/P5	*	T/B/D	T/AM	T/E	AR	T/DU	T/VN	10-02-97	19-02-97	148024	USA	27	*	*	*	
AWS Claim Key:	16289651	Doc #:	181311B	Trx Code:	98S14	Labor Hrs:	6	Labor Cost:	35.46	Material Cost:	8.4	T-							
Dtr Cd-Sub Cd:	03025	Name:	JEROME-DUNCAN, INC.	Ph:	586-2687500	St:	MI	City Cd:	USA	Reg Cd:	NA	Repr Date:	15-A						
Com Comments:	98S14C REPLACE LUG NUTS(LUG)																		
Tech Comments:	28227 WP97 RECALL 98S14 INSTALLED LUG NUTS ON TRUCK.																		
1FTDX18W4V...	P5		T/P5	*	T/B/D	T/AM	T/E	AR	T/DU	T/VN	10-02-97	19-02-97	148024	USA	27	*	*	*	
AWS Claim Key:	16289652	Doc #:	181311C	Trx Code:	97S86	Labor Hrs:	3	Labor Cost:	19.23	Material Cost:	.21	T-							
Dtr Cd-Sub Cd:	03025	Name:	JEROME-DUNCAN, INC.	Ph:	586-2687500	St:	MI	City Cd:	USA	Reg Cd:	NA	Repr Date:	15-A						
Com Comments:	97S86 SECURE SHIFT CABLE RECALL																		
Tech Comments:	28227 WP97 97S86 INSTALLED TIE STRAP.																		
1FTDX18W4V...	P5		T/P5	*	T/B/D	T/AM	T/E	AR	T/DU	T/VN	10-02-97	19-02-97	148024	USA	27	*	6X04	F75Z	11
AWS Claim Key:	16289653	Doc #:	181311G	Trx Code:	E84	Labor Hrs:	5	Labor Cost:	32.01	Material Cost:	97.93	T-							
Dtr Cd-Sub Cd:	03025	Name:	JEROME-DUNCAN, INC.	Ph:	586-2687500	St:	MI	City Cd:	USA	Reg Cd:	NA	Repr Date:	15-A						
Com Comments:	REPLACE DRIVERS MIRROR CRACKED																		
Tech Comments:	28227 WP97 Q1 INSTALLED NEW MIRROR ON DRIVER SIDE FRONT.																		
1FTDX18W4V...	P5		T/P5	*	T/B/D	T/AM	T/E	AR	T/DU	T/VN	10-02-97	19-02-97	148024	USA	27	*	5C02	F75Z	48
AWS Claim Key:	16289654	Doc #:	181311I	Trx Code:	E84	Labor Hrs:	2	Labor Cost:	128.2	Material Cost:	88.2	T-							
Dtr Cd-Sub Cd:	03025	Name:	JEROME-DUNCAN, INC.	Ph:	586-2687500	St:	MI	City Cd:	USA	Reg Cd:	NA	Repr Date:	15-A						
Com Comments:	REPAIR CLUNK DRIVE LINE ON TAKE OFF FROM STOPS																		
Tech Comments:	28227 WP97 41 4841 971321A REMOVED DRIVE SHAFT AND INSTALLED NEW SLIP YOKE AND SPILLAGE SEAL FROM TR																		
1FTDX18W4V...	P5		T/P5	*	T/B/D	T/AM	T/E	AR	T/DU	T/VN	10-02-97	19-02-97	148024	USA	43	*	3A0C	F8A2	70
AWS Claim Key:	21304821	Doc #:	05698901	Trx Code:	0707D	Labor Hrs:	10	Labor Cost:	696.52	Material Cost:	503.39	T-							
Dtr Cd-Sub Cd:	03025	Name:	JEROME-DUNCAN, INC.	Ph:	586-2687500	St:	MI	City Cd:	USA	Reg Cd:	NA	Repr Date:	10-01						
Com Comments:	NOTED TRANS SLIPS ON 1 2 SHIFT AND VIBRATION FELT ON 2 3 SHIFT. VEHICLE LACKS ACCELER NO POWER ON TAKE																		
Tech Comments:	30 EXCESSIVE WEAR, 7A089 CCC P09 TEST DROVE THE VEHICLE, THE TRANS HAS A DELAYED 1 2 UPSHOFT AND HAS A AND ALSO AT 43 MPH EEC TESTED. PRESS R 109 OD 85 D 85 L 85. MOUNTED. ONEWAY IS NOT HOLDING CLUTCHES BL I INSTALL NEW SEALS, GASKETS, CLUTCHES STEELS AS NEEDED. INSTALL NEW OD BAND AN CONV CLEAN VALVE CL I FLOSHED TOPPED OFF. RERODAD TEST OK																		
1FTDX18W4V...	P5		T/P5	*	T/B/D	T/AM	T/E	AR	T/DU	T/VN	10-02-97	19-02-97	148024	USA	43	*	7P01	Y85Z	13
AWS Claim Key:	21304822	Doc #:	05698902	Trx Code:	0707D	Labor Hrs:	9	Labor Cost:	62.69	Material Cost:	39.13	T-							
Dtr Cd-Sub Cd:	03025	Name:	JEROME-DUNCAN, INC.	Ph:	586-2687500	St:	MI	City Cd:	USA	Reg Cd:	NA	Repr Date:	10-01						
Com Comments:	FRONT WASHER SPRAYER INTERMITTEN INOP																		
Tech Comments:	CC 42 BASIC PART NO. 13X359 CCC W03 CHECKED GEM MODULE SYSTEM CODES CONTINUOUS PASS. ON DEMAND PA: WINDSHIELD WASHER OPERATION, CHECKED NGS PID DATA. WASHER SWITCH ERRATIC OPERATION REPLACED SLL																		

FE04-978 0153

1FTDX18W4V [REDACTED] 25 TFS * TBD TAM TE AR TDU TVN 10-02-97 19-02-97 148024 USA 45 * * *
AWB Claim Key: 31304521 Dec #: 05688905 Trx Code: 00S22 Labor Hrs: 2 Labor Cost: 13.93 Material Cost: 0 Tr
Dtr Cd-Sub Cd: 03025-* Name: JEROME-DUNCAN, INC. Ph: 586-2687500 St: MI City: USA Reg Cd: NA Rpt Date: 16-0
Cont Comments: PERFORM RECALL 00S22 FUEL LINE
Task Comments: 00S22A 0.2 HR. ADMIN. 0.1 HR. INSPECTED FUEL LINES AS PER INSTRUCTED BY RECALL NUMBER 00S22 FUEL LINE CLEA. MODIFICATION PERFORMED

1FTDX18W4VN [REDACTED] 25 TFS * TBD TAM TE AR TDU TVN 10-02-97 19-02-97 148024 USA 31 * SNO1 XL3Z 35
AWB Claim Key: 2727468 Dec #: 1247368 Trx Code: 07070 Labor Hrs: 1.2 Labor Cost: 83.03 Material Cost: 28.34 Tr
Dtr Cd-Sub Cd: 10712-* Name: JACK DEMMER LINCOLN MERCURY, INC. Ph: 313-2748500 St: MI City: USA Reg Cd: NA Rpt Date: 10-A
Cont Comments: WHEN TURNING THE WHEEL TO THE RIGHT THERE IS A SQUEAKING NOISE ADVISE \$35.00
Task Comments: 67425 CODE 30 W ROADTESTED VERIFIED CONCERN HOIST CHECKED FOUND PIT MAN ARM WORN REMOVED STEERING PRESSED OUT PIT MAN ARM INSTALLED NEW REASSEMBLED GEAR BOX FILLED FLUID TO PROPER LEVEL. REROADTES AT THE S TIME 10943 3720

Any comments? You can contact



[webmaster](#)

PEBA-070 0154

F-Series Cruise Control Clinic

October 20, 21 & 22, 2004

Customer's Name: _____ CDSID: _____ Phone: _____

Vehicle Information:

VIN Number LETPX1B45YN [Redacted]

Mileage: 83,592 Year: 00 Model: _____

Barstun, William (Wbarsuhn)
Cruise Control - F150
Thursday, October 21st, 2004
2:00PM - 2:30PM
76468

POWERPOINT CONNECTORS

How often do you use your powerpoint connections? 1/mo

Which ones do you use? aux

What accessories do you plug in? INVERTER

When do you use the connection (vehicle running, vehicle moving, parked)

SPEED CONTROL

What kind of driving do you do?

City driving vs. Highway driving 50 50 Conservative vs. Aggressive

How often do you experience an anti-lock braking event (brake pedal vibrates during stop)
NOT WORKING NOW BUT 1/YR WHEN I CAN!

How often do you use speed control? Weekend only

How do you like it? Love it

Have you ever had any problems with your speed control? None

What happened? N/A

Was it serviced? Yes / No If so, what was changed. N/A

Have you ever had problems:
Moving the shift lever out of park? Yes / No
Replacing the brake lamp fuse? Yes / No

May we contact you in the future? Yes / No

Diagnostic test codes from ABS and Powertrain Control Modules

[Handwritten codes]



Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name
CDSID
Phone



Model Year 2000
Mileage over 80000
Vehicle Line F-150

% of Highway driving 50%
% of City driving 50%

Warning lamps illuminate on dash?

Brake Light
Parking Brake Light
ABS Light
Engine Light
Battery Light
Other

■

Dealer visit - lights? No

Satisfaction with cruise control functions

Use of cruise control Not Often
Engagement 4
Disengagement 4
Performance engaged 5

Dealer visit - cruise? No

Satisfaction with auxiliary outlets

Awareness of difference
between the cigarette
lighter/auxiliary power
outlets Yes

Use aux outlets Yes
Convenience of location 5
of auxiliary outlets 5



Cruise Control - F150
Thursday, October 21st, 2004
2:00PM - 2:30PM
76468

Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name
CDSID
Phone

Model Year 2000
Mileage over 80000
Vehicle Line F-150

% of Highway driving 60%
% of City driving 50%

Warning lamps illuminate on dash?

Brake Light
Parking Brake Light
ABS Light
Engine Light
Battery Light
Other

■

Dealer visit - lights? No

Satisfaction with cruise control functions

Use of cruise control Not Often
Engagement 4
Disengagement 4
Performance engaged 5

Dealer visit - cruise? No

Satisfaction with auxiliary outlets

Awareness of difference between the cigarette lighter/auxiliary power outlets Yes

Use aux outlets Yes
Convenience of location 5
of auxiliary outlets 5

PE04-078 0157

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 04-NOV-2004

Note: All Costs are in US Dollars Server Name: AWS Production

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	QTY	WCC	PREF	BASE
IFTPX18LSY [REDACTED]	PS		TFS *	TBD	TAM	T/E	AR	TDU	T/VZ	29-10-99	25-02-00	148048	USA	6	*	6A12	*	9920
AWS Claim Key:	2746348	Doc #:	04992501	Trx Code:	1	Laber Hrs:	3.3	Laber Cost:	229.86	Material Cost:	68.15	Total						
Dir Cd-Sub Cd:	03025 *	Name:	JEROME-DUNCAN, INC.	Ph:	586-2687500	St:	MI	City:	USA	Reg Cd:	NA	Repr Date:	16-AUX					
Cost Comments:	CUSTOMER STATES THAT THEIR IS A SPOT IN THE ROOF																	
Tech Comments:	DID OUT HOLE IN CAULK ON RIGHT ROOF SEAM. REAPPLY CAULK AND SMOOTH OUT. PRIME REPAIRED AREA ON ROOF FOR PAINT BASECOAT CLEARCOAT URETHANE REFINISH ROOF. NESC TO USE 8 TIME FOR REPAIR.																	

IFTPX18LSY [REDACTED]	PS		TFS *	TBD	TAM	T/E	AR	TDU	T/VZ	29-10-99	25-02-00	148048	USA	6	*	6A22	*	9920
AWS Claim Key:	2773892	Doc #:	04992502	Trx Code:	1	Laber Hrs:	2.6	Laber Cost:	181.09	Material Cost:	53.69	Total						
Dir Cd-Sub Cd:	03025 *	Name:	JEROME-DUNCAN, INC.	Ph:	586-2687500	St:	MI	City:	USA	Reg Cd:	NA	Repr Date:	16-AUX					
Cost Comments:	CUSTOMER STATES THAT THIER IS A SPOT IN THE LEFT FRONT DOOR																	
Tech Comments:	NESC TO SAND THROUGH COLOR DOWN TO FACTORY PRIMER DUE TO FOREIGN MATERIAL PRIME AREAS ON LEFT RE LEFT REAR DOOR FOR PAINT AND REFINISH BASECOAT CLEARCOAT URETHANE. NESC TO USE 8 TIME FOR SAND REP.																	

IFTPX18LSY [REDACTED]	PS		TFS *	TBD	TAM	T/E	AR	TDU	T/VZ	29-10-99	25-02-00	148048	USA	6	*	6A01	*	9920
AWS Claim Key:	2746342	Doc #:	04992503	Trx Code:	1	Laber Hrs:	2	Laber Cost:	139.3	Material Cost:	41.3	Total						
Dir Cd-Sub Cd:	03025 *	Name:	JEROME-DUNCAN, INC.	Ph:	586-2687500	St:	MI	City:	USA	Reg Cd:	NA	Repr Date:	16-AUX					
Cost Comments:	CUSTOMER STATES THAT THIER IS DIRT IN THE PAINT ON RIGHT FRT AND REAR DOORS																	
Tech Comments:	NESC TO WET SAND VARIOUS AREAS ON RIGHT REAR DOOR DUE TO EXCESSIVE DIRT RUB AND POLISH ENTIR DOOR VARIOUS AREAS OIN RIGHT FRONT DOOR DUE TO EXCESSIVE DIRT RUB AND POLISH ENTIRE DOOR																	

Any comments? You can contact



webmaster

PE84-078 0158

F-Series Cruise Control Clinic

October 20, 21 & 22, 2004

Customer's Name: _____ CDSID: _____ Phone: _____

Vehicle Information:

VIN Number LFTRW0BWLK _____

Mileage 57,724 Year: 01 Model: _____

Hauer, Larry (Lhauer)
Cruise Control - F150
Thursday, October 21st, 2004
2:00PM - 2:30PM
23399

POWERPOINT CONNECTORS

How often do you use your powerpoint connections? OFTEN

Which ones do you use? FRONT ASSEMBLY ROOM

What accessories do you plug in? RADAR DVD NAVIGATION

When do you use the connection (vehicle running, vehicle moving, parked)

SPEED CONTROL

What kind of driving do you do?
50% 50%
City driving vs. Highway driving Conservative vs. Aggressive

How often do you experience an anti-lock braking event (brake pedal vibrates during stop)
FREQUENT IN WINTER OR WET

How often do you use speed control? FREQUENT - CITY DRIVING

How do you like it? NO ISSUES

Have you ever had any problems with your speed control? _____

What happened? _____

Was it serviced? Yes / No If so, what was changed. _____

Have you ever had problems:
Moving the shift lever out of park? Yes / No
Replacing the brake lamp fuse? Yes / No

May we contact you in the future? Yes / No

Diagnostic test codes from ABS and Powertrain Control Modules

ENGINE LIGHT AT 60000 MILES EMISSIONS EGR VALVE



Cruise Control - F150
Thursday, October 21st, 2004
2:00PM - 2:30PM
Z3399

Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name
CDSID
Phone



Model Year 2001-
Mileage 50000-59999
Vehicle Line F-150

% of Highway driving 50%
% of City driving 50%

Warning lamps illuminate on dash?

Brake Light
Parking Brake Light
ABS Light
Engine Light ■
Battery Light
Other

Dealer visit - lights? Yes

Satisfaction with cruise control functions

Use of cruise control Frequently
Engagement 4
Disengagement 4
Performance engaged 4

Dealer visit - cruise? No

Satisfaction with auxiliary outlets

Awareness of difference
between the cigarette
lighter/auxiliary power
outlets No

Use aux outlets Yes
Convenience of location 4
of auxiliary outlets 4



Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name [REDACTED]
CDSID [REDACTED]
Phone [REDACTED]

Model Year 2001
Mileage 60000-59999
Vehicle Line F-150

% of Highway driving 50%
% of City driving 50%

Warning lamps illuminate on dash?

Brake Light
Parking Brake Light
ABS Light
Engine Light ■
Battery Light
Other

Dealer visit - lights? Yes

Satisfaction with cruise control functions

Use of cruise control Frequently
Engagement 4
Disengagement 4
Performance engaged 4

Dealer visit - cruise? No

Satisfaction with auxiliary outlets

Awareness of difference
between the cigarette
lighter/auxiliary power
outlets No

Use aux outlets Yes
Convenience of location 4
of auxiliary outlets 4

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 04-NOV-2004

Note: All Costs are in US Dollars Server Name: AWS Production

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	QRT	WCC	PREP	BA?	
1FTRW08W21	PS		T/PS	T/F	T/BC	T/AM	T/E	AJ	T/DU	T/VN	26-03-01	18-04-01	148400	USA	13	*	*	*	
AWS Claim Key:		8614286	Doc #:	16121301	Trx Code:	01821	Labor Hrs:	3	Labor Cost:	30.07	Material Cost:	0	Total						
Dir Cd-Sub Cd:		02731-*	Name:	ATCHINSON FORD SALES INC			Ph:	734-6979161	St:	MI	City:	USA	Reg Cd:	MA	Repr Date:	09-04			
Cmt Comments:		01821 SBAT BELT BUCKLE																	

1FTRW08W21	PS		T/PS	T/F	T/BC	T/AM	T/E	AJ	T/DU	T/VN	26-03-01	18-04-01	148400	USA	25	*	1403	2F12	9J46
AWS Claim Key:		14111071	Doc #:	16956801	Trx Code:	507	Labor Hrs:	3	Labor Cost:	20.31	Material Cost:	42.39	Total						
Dir Cd-Sub Cd:		02731-*	Name:	ATCHINSON FORD SALES INC			Ph:	734-6979161	St:	MI	City:	USA	Reg Cd:	NA	Repr Date:	18-AF			
Cmt Comments:		SERVICE ENGINE SOON LIGHT IS ONE29																	
Tech Comments:		EEC TEST P1401																	

Any comments? You can contact



webmaster

F-Series Cruise Control Clinic

October 20, 21 & 22, 2004

Customer's Name: _____ CDSID: _____ Phone: _____

Vehicle Information:

VIN Number _____

Mileage: _____ Year: _____ Model: _____
Cruise Control - F150
Thursday, October 21st, 2004
2:30PM - 3:00PM
39681

POWERPOINT CONNECTORS

How often do you use your powerpoint connections? _____

Which ones do you use? _____

What accessories do you plug in? _____

When do you use the connection (vehicle running, vehicle moving, parked)

SPEED CONTROL

What kind of driving do you do?

City driving vs. Highway driving Conservative vs. Aggressive

How often do you experience an anti-lock braking event (brake pedal vibrates during stop)

How often do you use speed control? _____

How do you like it? _____

Have you ever had any problems with your speed control? _____

What happened? _____

Was it serviced? Yes / No If so, what was changed. _____

Have you ever had problems:

Moving the shift lever out of park? Yes / No
Replacing the brake lamp fuse? Yes / No

May we contact you in the future? Yes / No

Diagnostic test codes from ABS and Powertrain Control Modules



Cruise Control - F150
Thursday, October 21st, 2004
2:30PM - 3:00PM
39681

Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name
CDRID
Phone



Model Year 1999
Mileage 40000-49999
Vehicle Line F-150

% of Highway driving 50%
% of City driving 50%

Warning lamps illuminate on dash?

Brake Light
Parking Brake Light
ABS Light
Engine Light
Battery Light
Other

Dealer visit - lights? Yes

Satisfaction with cruise control functions

Use of cruise control Never
Engagement
Disengagement
Performance engaged

Dealer visit - cruise? No

Satisfaction with auxiliary outlets

Awareness of difference
between the cigarette
lighter/auxiliary power
outlets No

Use aux outlets Yes
Convenience of location 4
of auxiliary outlets 3



Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name
GDSID
Phone

Model Year 1999
Mileage 40000-49999
Vehicle Line F-150

% of Highway driving 50%
% of City driving 50%

Warning lamps illuminate on dash?

Brake Light
Parking Brake Light
ABS Light
Engine Light
Battery Light
Other ■

Dealer visit - lights? Yes

Satisfaction with cruise control functions

Use of cruise control Never
Engagement
Disengagement
Performance engaged

Dealer visit - cruise? No

Satisfaction with auxiliary outlets

Awareness of difference
between the cigarette
lighter/auxiliary power
outlets No

Use aux outlets Yes
Convenience of location 4
of auxiliary outlets 3

Cruise Control F-150

Thursday, October 21, 2004

<u>Appt Time</u>	<u>Customer</u>	<u>Arrival Time</u>
7:00AM		6:50
7:00AM		
7:30AM		7:18
7:30AM		
8:00AM		8:00
8:00AM		
8:30AM		8:50
8:30AM		
9:00AM		8:45
9:00AM		
9:30AM		9:15
9:30AM		
10:00AM		10:00
10:00AM		9:45
10:30AM		10:25
10:30AM		
11:00AM	Lunch	
12:00PM		
12:00PM		cxld
12:00PM		12:00
12:30PM		
12:30PM		
1:00PM		12:55
1:00PM		1:00
1:30PM		
1:30PM		
2:00PM		
2:00PM		
2:30PM		
2:30PM		cxld

PE04-078 0168

10:30AM



F-Series Cruise Control Clinic

October 20, 21 & 22, 2004

Customer's Name: _____ CDSID: _____ Phone: _____

Vehicle Information:

VIN Number 1E1ZL172211

Mileage: 95201 Year: 2000 Model: _____

Cruise Control - F150
Wednesday, October 20th, 2004
7:00AM - 7:30AM
09752

POWERPOINT CONNECTORS

How often do you use your powerpoint connections? often 4-5 times a week

Which ones do you use? closest to driver

What accessories do you plug in? cell phone

When do you use the connection (vehicle running, vehicle moving, parked)

SPEED CONTROL

What kind of driving do you do?

²⁵ City driving vs. ⁷⁵ Highway driving Conservative vs. Aggressive

How often do you experience an anti-lock braking event (brake pedal vibrates during stop)
4 times a year (air in line)

How often do you use speed control? 1-2 times a month

How do you like it? work good

Have you ever had any problems with your speed control? no

What happened? N/A

Was it serviced? Yes No If so, what was changed. _____

Have you ever had problems:
Moving the shift lever out of park? Yes No
Replacing the brake lamp fuse? Yes No

May we contact you in the future? Yes / No

Diagnostic test codes from ABS and Powertrain Control Modules

NO DTC

Cruise Control - F150
 Wednesday, October 20th, 2004
 7:00AM - 7:30AM
 09752



Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name [REDACTED]
 CDSID [REDACTED]
 Phone [REDACTED]

Model Year 2000
 Mileage over 80000
 Vehicle Line F-150

% of Highway driving 25% ↗
 % of City driving 75% ↘

Warning lamps illuminate on dash?

Brake Light
 Parking Brake Light
 ABS Light
 Engine Light ■ STILL ACTIVE - BATT. LIT. = MONITOR LIGHT
 Battery Light
 Other

Dealer visit - lights? No

Satisfaction with cruise control functions

Use of cruise control Not Often
 Engagement 5
 Disengagement 5
 Performance engaged 5

Dealer visit - cruise? No

Satisfaction with auxiliary outlets

Awareness of difference between the cigarette lighter/auxiliary power outlets Yes

Use aux outlets Yes
 Convenience of location 5
 # of auxiliary outlets 3

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 03-NOV-2004

Note: All Costs are in US Dollars Server Name: AWS Production

VIN	AWS VL	WERS VL	MET DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	QRT	WCC	PREF	BAS
IFTZX1722Y	25	TFS	*	T/BD	T/AM	T/B	AR	T/DU	T/LY	03-03-00	16-03-00	148027	USA	0	*	609	F81Z	1521
AWS Claim Key:	248872	Doc #:	07174251	Trs Code:	1	Labor Hrs:	5	Labor Cost:	33.2	Material Cost:	32.87	Total						
Dir Cd-Sub Cd:	02737-*	Name:	VILLAGE FORD INC	Ph:	313-5653900	St:	MI	City:	USA	Reg Cd:	NA	Repr Date:	16-MA					
Cost Comments:	TAG IN VEH 6934 3 36 REPAIR LEFT FT DOOR LOCK CYL FLAP WILL NOT RETURN																	
Tech Comments:	DRIVERS LOCK CYLINDER COVER BINDING. REMOVE AND REPLACE LOCK CYLINDER.RETEST. OK.																	

IFTZX1722Y	23	TFS	*	T/BD	T/AM	T/B	AR	T/DU	T/LY	03-03-00	16-03-00	148027	USA	24	*	*	*	*
AWS Claim Key:	14758052	Doc #:	12386501	Trs Code:	01824	Labor Hrs:	7	Labor Cost:	50.41	Material Cost:	7.88	Total						
Dir Cd-Sub Cd:	05025-*	Name:	JEROME-DUNCAN, INC.	Ph:	586-2687500	St:	MI	City:	USA	Reg Cd:	NA	Repr Date:	23-FEB					
Cost Comments:	PERFORM RECALL 01824 WIPER MOTOR GEAR COVER																	
Tech Comments:	1 REPLACE WIPER MOTOR COVER RETEST DONE																	

IFTZX1722Y	25	TFS	*	T/BD	T/AM	T/B	AR	T/DU	T/LY	03-03-00	16-03-00	148027	USA	24	*	1P01	*	*
AWS Claim Key:	14758049	Doc #:	12386502	Trs Code:	01883	Labor Hrs:	1.1	Labor Cost:	79.22	Material Cost:	316.01	Total						
Dir Cd-Sub Cd:	03025-*	Name:	JEROME-DUNCAN, INC.	Ph:	586-2687500	St:	MI	City:	USA	Reg Cd:	NA	Repr Date:	23-FEB					
Cost Comments:	PERFORM ONP 01883 RADIATOR MODIFICATION																	
Tech Comments:	1 PERFORM RECALL 01883 INSTALL RADIATOR REFILL COOLANT AND RETEST OK																	

Any comments? You can contact



webmaster

PC04-076 0189

Server Name : AWS Production

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

VIN: 1FTZK173Y2
 Model Year: 2000
 Veh Type: T
 Inv. Dealer: 02137
 Vehicle Status Code: 800

(Related Claims)

Veh Line: T/P3 - F150250(PN96)W225-FORD (97-05) Body Shell: *
 Market Derived: * - [N/A] Navis Eng Serial: *
 Drive Code: T/B - 2 WHL L/R REAR DRIVE Engine: T/LY - 4.2L OHV EFI NA V6 GAS
 Body Cab Style: - SUPER SINGLE CAB (SUPER CAB) Transmission: T/DJ - 4 SPD AUTO TR NA40 A
 Version/Series: T/M - 150 SERIES

Trace Eng Serial No:

-----1-----2-----3-----4-----5-----6-----7-----8-----

IN

Trace Trans Serial No:

IN

BUILD INFORMATION:

Region: NA - #00000000 Plant: AR - NORFOLK PLANT BULD
 Country: USA - #00000000 Prod Date: 03-MAR-2000

SALE INFORMATION:

Region: NA - #00000000 Selling Dealer: 148027 - *
 Country: USA - #00000000 Selling Dir St/Prov: MI
 Buyer SN/Prov: MI

Arrival Date: 06-MAR-2000 Red Carpet Lease: *
 Sale Date: 16-MAR-2000 Fleet/Retail/Co. Lease R
 Warranty Start Date: 16-MAR-2000 Modified Vehicle: * Vehicle Count Flag:
 Orig Warranty Date: 16-MAR-2000 Unacquired Vehicle: * Vehicle Export Flag: N

YOC/EQC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----0-----
 XL700316 2 2 148027 2K 2R 30W 33 353 25 10 6 R 410027 50V 0A 2PT3 4 5 21
 Prx2 3 C 1 B 507A 520M 4

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	CA	GVW Class Code:	Z
Audio Disk:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	EGAHD - 3.35 FINAL DRIVE RATIO	Mirror(Driver Side):	AD - DRIVER POWER MIRROR
Axle Type:	BGJAC - LIMITED SLIP REAR AXLE	Mirror(Passr Side):	AD - PASS POWER CONVEX MIRROR
Battery Amp Rating:	EL	Paint:	PN0AA - EBONY SOLID CC
Brake Code:	PEAAB - 4 WHL ANTI-LOCK BRAKES	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AU - ELETR PREM AM/FM STRODISC
Calibration Code:	DF31ZCDA	Sound System:	* - [N/A]
Color(Accnt):	* - [N/A]	Susp Tandem Axle:	
Color(Trim):	* - [N/A]	Tire Manufacturer:	AG -
Delivery Type:	X	Tire Brand:	* -
Drivetrain Code:	P	Tire Size:	D3FW - P255/70R-16 OWL A-S

PC04-078 0170

Front Seat: * - [N/A]
Fuel Type: * - [N/A]

Traction Control: * - [N/A]
Wheel Base:

TIRE DOT INFORMATION:

LF: * RF: *
LR: * RR: *
LL: * RL: *
SPARE: * DOT Plant Manufacturer: * *

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code: * Emission Code: T7B - T7B
ESP Coverage(Miles): * Emission Cert Type: 5
ESP Coverage(Time): * Emission Decal Suffix: GPS
ESP Plant Year: * Engine Family: YRMXT0422PC
ESP Signature Date:

Any comments? You can contact



webmaster


MS04-070 0171

F-Series Cruise Control Clinic

October 20, 21 & 22, 2004

Customer's Name: _____ CDSID: _____ Phone: _____

Vehicle Information:

VIN Number 1FTRX08L9YK 

Mileage: 80,728 Year: '00 Model: F-150

Joseph, Thomas (Joseph)
Cruise Control - F150
Wednesday, October 20th, 2004
9:30AM - 10:00AM
89660

POWERPOINT CONNECTORS

How often do you use your powerpoint connections? OCCASIONAL USE

Which ones do you use? POWER POINT

What accessories do you plug in? CELL PHONES

When do you use the connection (vehicle running, vehicle moving, parked)

SPEED CONTROL

What kind of driving do you do?
50/50
City driving vs. Highway driving

Conservative vs. Aggressive

How often do you experience an anti-lock braking event (brake pedal vibrates during stop)

~~NEVER~~
DOES NOT HAVE THE ABS SYSTEM KICK IN DUE TO DRIVING STYLE

How often do you use speed control? OFTEN

How do you like it? LIKES SYSTEM

Have you ever had any problems with your speed control? NO

What happened? _____

Was it serviced? Yes No _____ If so, what was changed. _____

Have you ever had problems:
Moving the shift lever out of park? Yes No
Replacing the brake lamp fuse? Yes / No

May we contact you in the future? Yes / No

Diagnostic test codes from ABS and Powertrain Control Modules

NO DTC'S



Cruise Control - F150
Wednesday, October 20th, 2004
9:30AM - 10:00AM
89660

Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name
CDSID
Phone



Model Year 2000
Mileage 70000-79999
Vehicle Line F-150

% of Highway driving 50%
% of City driving 50%

Warning lamps illuminate on dash?

Brake Light
Parking Brake Light
ABS Light
Engine Light
Battery Light
Other

Dealer visit - lights? No

Satisfaction with cruise control functions

Use of cruise control Frequency
Engagement 4
Disengagement 4
Performance engaged 4

Dealer visit - cruise? No

Satisfaction with auxiliary outlets

Awareness of difference
between the cigarette
lighter/auxiliary power
outlets Yes

Use aux outlets Yes
Convenience of location 4
of auxiliary outlets 4

FEB4-876 8173

F-Series Cruise Control Clinic

October 20, 21 & 22, 2004

Customer's Name: _____ CDSID: _____ Phone: _____

Vehicle Information:

VIN Number 2 FT ZX 1 76 6 W N _____

Mileage: 115,344 Year: '98 Model: F-150 _____

Cruise Control - F150
Wednesday, October 20th, 2004
2:00PM - 2:30PM
21294

POWERPOINT CONNECTORS

How often do you use your powerpoint connections? occasional

Which ones do you use? Auxiliary

What accessories do you plug in? Cell phone

When do you use the connection (vehicle running, vehicle moving, parked)

SPEED CONTROL

What kind of driving do you do?
251 751
City driving vs. Highway driving Conservative vs. Aggressive

How often do you experience an anti-lock braking event (brake pedal vibrates during stop)
occasionally in winter

How often do you use speed control? often

How do you like it? love it

Have you ever had any problems with your speed control? No

What happened? _____

Was it serviced? Yes / No _____ If so, what was changed. _____

Have you ever had problems:
Moving the shift lever out of park? Yes / No
Replacing the brake lamp fuse? Yes / No

May we contact you in the future? Yes / No

Diagnostic test codes from ABS and Powertrain Control Modules
NO DTCs



Cruise Control - F150
Wednesday, October 20th, 2004
2:00PM - 2:30PM
21294

Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name
CDSID
Phone



Model Year 1998
Mileage over 80000
Vehicle Line F-150

% of Highway driving 25%
% of City driving 75%

Warning lamps illuminate on dash?

Brake Light
Parking Brake Light
ABS Light
Engine Light
Battery Light
Other

yes
 yes

Dealer visit - lights? No

Satisfaction with cruise control functions

Use of cruise control Very Frequently
Engagement 4
Disengagement 5
Performance engaged 5

Dealer visit - cruise? No

Satisfaction with auxillary outlets

Awareness of difference
between the cigarette
lighter/auxillary power
outlets No

Use aux outlets Yes
Convenience of location 5
of auxillary outlets 1

Can't find claims for VIN Code

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 03-NOV-2004

Note: All Costs are in US Dollars Server Name: AWS Production

VIN	AWS	WERS	MKT	BODY	VER	DRIVE	PLANT	TRANS	ENG	PROD	WARR	SELLING	SELL	TIS	QRT	WCC	PREP	BASE	SLIPP	VRT	VFG	CCI	
VL	VL	DER	CAB	SERIES	TYPE	CD	CD	CD	DATE	DATE	DEALER	CNT											

Any comments? You can contact



webmaster

1004-070 0178