

PE04-078

FORD

1/28/2005

ATTACHMENT L3 (PART 3 OF 3)

BOOK 10 OF 12

PART 6 OF 6

F-Series Cruise Control Clinic

October 20, 21 & 22, 2004

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

Vehicle Information:

VIN Number 1FTRW08L22K 

Mileage: 46,256 Year: 02 Model: F150

Seroka, Mary Lynn (Mseroka)
Cruise Control - F150
Wednesday, October 20th, 2004
1:00PM - 1:30PM
73227

POWERPOINT CONNECTORS

How often do you use your powerpoint connections? 1-2x

Which ones do you use? aux

What accessories do you plug in? Phone

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

SPEED CONTROL

What kind of driving do you do?

75+ City driving vs. 75+ Highway driving

Conservative vs. Aggressive

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

No

How often do you use speed control? Most of the time

How do you like it? fine when used

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
Wednesday, October 20th, 2004
1:00PM - 1:30PM
73227

Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name
CDSID
Phone



Model Year 2002
Mileage 30000-39999
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 Hardly Ever
Engagement 4
Disengagement 4
Performance engaged 4

Dealer visit - cruise? No

Satisfaction with auxillary outlets

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

Use aux outlets Yes
Convenience of location 2
of auxillary outlets 4

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	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	
1FTRW08L22	[REDACTED]	F3	T/F3	T/F	T/BC	T/AM	T/E	AJ	T/OU	T/VZ	13-09-01	12-10-01	116051	USA	4	*	5V06	1LJZ	2J5E
AWS Claim Key:		562711	Doc #: 04234651		Trk Code:		1	Labor Hrs:		1.3	Labor Cost:		94.47	Material Cost:		121.76	Total		
Dir Cd-Sub Cd:		01305	Name: MCCAFFERTY FORD SALES, INC.		Ph:		215-9458000	St: PA		City: CA:	USA		Reg Cd: NA		Rpt Date: 23-10-04				
Cust Comments:		INSTALL S.O.P. BRAKE PEDAL ASSEMBLY																	
Tech Comments:		LOOSE REPLACE BRAKE PEDAL ASSEMBLY																	

1FTRW08L22	[REDACTED]	F3	T/F3	T/F	T/BC	T/AM	T/E	AJ	T/OU	T/VZ	13-09-01	12-10-01	116051	USA	17	*	7S14	*	1424
AWS Claim Key:		4594937	Doc #: 180915A		Trk Code:		EB3	Labor Hrs:		4.1	Labor Cost:		307.01	Material Cost:		14.28	Total		
Dir Cd-Sub Cd:		10712	Name: JACK DEMMER LINCOLN MERCURY, INC.		Ph:		313-2748800	St: MI		City: CA:	USA		Reg Cd: NA		Rpt Date: 10-FEE				
Cust Comments:		THE INSTRUMENT PANEL LIGHTS WILL BLOW A FUSE ADVISE SEE HISTORY																	
Tech Comments:		23901 28 W VERIFIED CONCERN. PERFORMED OEM MODULE SYSTEM DIAGNOSIS. PINPOINT TEST FOUND 3 AMP FUSE F ILLUMINATION BLOWING INTERMITTENTLY. ROAD TEST, WAS ABLE TO DUPLICATE FUSE BLOWING BY SLAMMING LF ACCESS FOR LFT SIDE DASH AREA, REMOVED FUSE BOX OEM MODULE ASY, PARKING BRAKE ASY TO ACCESS AND TR. INSIDE BODY CHECKS OK, REMOVED LFT PET DOOR PANEL.																	

1FTRW08L22	[REDACTED]	F3	T/F3	T/F	T/BC	T/AM	T/E	AJ	T/OU	T/VZ	13-09-01	12-10-01	116051	USA	19	*	2C01	FB1Z	1HK
AWS Claim Key:		5608702	Doc #: 395281A		Trk Code:		EB4	Labor Hrs:		8	Labor Cost:		58.88	Material Cost:		211.13	Total		
Dir Cd-Sub Cd:		02771	Name: JACK DEMMER FORD, INC.		Ph:		734-7213600	St: MI		City: CA:	USA		Reg Cd: NA		Rpt Date: 23-APR				
Cust Comments:		CK VEHICLE FOR NO CRANK NO START ADVISE																	
Tech Comments:		25466 CHECK STARTING SYSTEM AND OPERATION. REPLACE LOCKED UP STARTER ASSEMBLY. RETEST OK NOW EXCE DRAW AT 900 AMPS																	

Any comments? You can contact



webmaster

P24-878 0179

F-Series Cruise Control Clinic

October 20, 21 & 22, 2004

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

Vehicle Information:

VIN Number LFTZXL72LXN _____

Mileage 104083 Year: 99 Model: _____

Cruise Control - F150
Wednesday, October 20th, 2004
2:00PM - 2:30PM
85959

POWERPOINT CONNECTORS

How often do you use your powerpoint connections? often

Which ones do you use? farthest from driver

What accessories do you plug in? cd player

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

SPEED CONTROL

What kind of driving do you do?

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

How often do you experience an anti-lock braking event (brake pedal vibrates during stop)
couple times a year (snow, ice)

How often do you use speed control? 2-3 times / month

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
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
2:00PM - 2:30PM
85959

Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name
CDSID
Phone



Model Year 1999
Mileage 60000-69999
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 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 5

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	PREF	BASE	SUFF	VRT	VFG	CC
VL	VL	DER	CAB	SERIES	TYPE	CD	CD	COD	DATE	DATE	DEALER	CNT										

Any comments? You can contact



webmaster

PER-078 0162



F-Series Cruise Control Clinic

October 20, 21 & 22, 2004

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

Vehicle Information:

VIN Number 2FTRXL0L420

Mileage: 51756 Year: 02 Model: _____



Cruise Control - F150
Wednesday, October 20th, 2004
1:30PM - 2:00PM
88248

POWERPOINT CONNECTORS

How often do you use your powerpoint connections? ~~EVER~~ ONCE A WEEK

Which ones do you use? Power Point (FRONT)

What accessories do you plug in? Cell Charge, Laptop

When do you use the connection (vehicle running, vehicle moving, parked) No

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) Several times in WINTER

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 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? Yes No

Diagnostic test codes from ABS and Powertrain Control Modules

N/A DTCs



Cruise Control - F150
Wednesday, October 20th, 2004
1:30PM - 2:00PM
88248

Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name
COSID
Phone



Model Year 2002
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?

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 Select one

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 03-NOV-2004

Note: All Csts 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	
2FTRX18LAC	E3		TFS	TF	TBD	TRAM	TBE	A4	TDU	TVZ	10-12-01	30-03-02	148508	USA	6		6L03	XL32	130448
AWS Claim Key:		1837927	Doc #:	159054A	Tax Code:	2	Labor Hrs:	2	Labor Cost:	13.85	Material Cost:	6.48	Total :						
Dir Cd-Sub Cd:		02707*	Name:	BRIGHTON FORD-MERCURY, INC.		Ph:	810-2771171	St:	MI	City:	USA	Reg Cd:	NA	Reg Date:	30-MAY				
Cust Comments:		TRIM COVER IN CENTER TOP OF DASH WONT CLIP IN LOOSE																	
Tech Comments:		REPLACE TRIM COVER FIT WAS LOOSE																	

Any comments? You can contact



webmaster

PC04-078 0105

F-Series Cruise Control Clinic

October 20, 21 & 22, 2004

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

Vehicle Information:

VIN Number LFTBW08L91K [Redacted]

Mileage: 98,937 Year: 01 Model: F-150

Cruise Control - F150
Wednesday, October 20th, 2004
1:00PM - 1:30PM
44227

POWERPOINT CONNECTORS

How often do you use your powerpoint connections? often

Which ones do you use? front and back aux

What accessories do you plug in? cell phone, portable tv, games

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

SPEED CONTROL

What kind of driving do you do?

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

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

How often do you use speed control? 6 times a year roughly

How do you like it? work fine

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 DIC



Cruise Control - F150
Wednesday, October 20th, 2004
1:00PM - 1:30PM
44227

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 76% ✓

Warning lamps illuminate on dash?

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

None

Dealer visit - lights?

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 4

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	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	END CD	FRGD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	QRT	WCC	PREF	BASE	
1FTRW08L91	[REDACTED]	F5	T/F5	T/F	T/B/C	T/AM	T/E	AJ	T/DU	T/VZ	04-01-01	25-01-01	148027	USA	1	*	7M72	*	18DE
AWS Claim Key:	657337	Doc #:	00439351	Trx Code:	1	Labour Hrs:	J	Labour Cost:	55.36	Material Cost:	0	Total							
Dir Cd-Sub Cd:	02737	Name:	VILLAGE FORD INC	Ph:	313-5653900	St:	MI	City Cd:	USA	Reg Cd:	NA	Repr Date:	29-JAN						
Cost Comments:	3 36 ADVISE ON CD PLAYER IS NOT WORKING																		
Tech Comments:	VERIFIED C D PLAYER INOP,NBC TO REMOVE C D PLAYER AND SEND OUT TO R E FOR REPAIR,IN ORDER TO REMOVE,N MOLDING HAD TO BE REMOVED THEN C D PLAYER THEN MOUNTING BRACKETS OFF PLAYER.																		
1FTRW08L91	[REDACTED]	F5	T/F5	T/F	T/B/C	T/AM	T/E	AJ	T/DU	T/VZ	04-01-01	25-01-01	148027	USA	1	*	7M72	*	18DE
AWS Claim Key:	917829	Doc #:	38268307	Trx Code:	1	Labour Hrs:	0	Labour Cost:	20	Material Cost:	0	Total							
Dir Cd-Sub Cd:	67781	Name:	ROYAL RADIO SALES & SERVICE	Ph:	***	St:	MI	City Cd:	USA	Reg Cd:	NA	Repr Date:	30-JAN						
Tech Comments:	REQUESTING DEALER'S WA CODE 02737																		
1FTRW08L91	[REDACTED]	F5	T/F5	T/F	T/B/C	T/AM	T/E	AJ	T/DU	T/VZ	04-01-01	25-01-01	148027	USA	10	*	*	*	*
AWS Claim Key:	3156136	Doc #:	03641740	Trx Code:	01521	Labour Hrs:	J	Labour Cost:	21.46	Material Cost:	0	Total							
Dir Cd-Sub Cd:	02737	Name:	VILLAGE FORD INC	Ph:	313-5653900	St:	MI	City Cd:	USA	Reg Cd:	NA	Repr Date:	12-NOV						
Cost Comments:	01521 SEAT BELT BUCKLE																		
Tech Comments:	CHECK SEAT BELT BUCKLES,FOUND RIGHT AND LEFT BUCKLES PASS.																		

Any comments? You can contact



webmaster

FEB-078 0100

F-Series Cruise Control Clinic

October 20, 21 & 22, 2004

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

Vehicle Information:

VIN Number 1 FT Z X 1 7 2 L X N _____
Mileage 104083 Year: 99 Model: _____

Cruise Control - F150
Wednesday, October 20th, 2004
2:00PM - 2:30PM
85959

POWERPOINT CONNECTORS

How often do you use your powerpoint connections? often
Which ones do you use? farthest from driver
What accessories do you plug in? cd player
When do you use the connection (vehicle running, vehicle moving, parked)

SPEED CONTROL

What kind of driving do you do?
75 25
City driving vs. Highway driving Conservative vs. Aggressive
How often do you experience an anti-lock braking event (brake pedal vibrates during stop)
couple times a year (snow, ice)
How often do you use speed control? 2-3 times / month
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
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
2:00PM - 2:30PM
85959

Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name
CDSID
Phone

Model Year 1999
Mileage 60000-69999
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 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 5

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	QBT	WCC	PRIF	BASE	SUFF	VBT	VFG	CCI	
VL	VL	DER	CAB	SERIES	TYPE	CD	CD	COO	DATE	DATE	DEALER	CNT											

Any comments? You can contact



webmaster

PER4-878 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 - P150
Wednesday, October 20th, 2004
1:30PM - 2:40PM
51669

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
Wednesday, October 20th, 2004
1:30PM - 2:00PM
51669

Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name
CDSID
Phone

Model Year 1999
Mileage over 80000
Vehicle Line F-150

% of Highway driving 26%
% 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 4

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

F-Series Cruise Control Clinic

October 20, 21 & 22, 2004

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

Vehicle Information:

VIN Number 2FTDX2162VN [Redacted]

Mileage: 119,151 Year: '97 Model: F150

Cruise Control - F150
Wednesday, October 20th, 2004
12:30PM - 1:00PM
82792

POWERPOINT CONNECTORS

How often do you use your powerpoint connections? daily for phone, stereo, etc.

Which ones do you use? Both, use for stereo, not for lights

What accessories do you plug in? phone, laptop, DVD player, etc.

When do you use the connection (vehicle running, vehicle moving, parked) an accessory for inflatable top

SPEED CONTROL

What kind of driving do you do?

21% City driving vs. Highway driving 75% Conservative vs. Aggressive

How often do you experience an anti-lock braking event (brake pedal vibrates during stop) never, could work, 1-2 times / month, winter humidity, etc.

How often do you use speed control? never, up north

How do you like it? works fine

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
Wednesday, October 20th, 2004
12:30PM - 1:00PM
82792

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 75%
% of City driving 25%

Warning lamps illuminate on dash?

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

■ 2 years ago, alternator replaced.

Dealer visit - lights? No

Satisfaction with cruise control functions

Use of cruise control Hardly Ever — *up and trip*
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: 03-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	TYS	QRT	WCC	PREF	BAS	
IPTDX1762V	FS	DF3	*	TBD	TAM	T/B	AR	T/DU	T/V3	22-08-96	20-09-96	148016	USA	1	*	3A07	*	4010	
AWS Claim Key:	3560184	Doc #:	061408A	Trx Code:	1	Labor Hrs:	1	Labor Cost:	61.83	Material Cost:	0	Total							
Dir Cd-Sub Cd:	02771	Name:	JACK DEMMER FORD, INC.	Plc:	734-7212600	St:	MI	Chry Cd:	USA	Reg Cd:	NA	Repr Date:	07-0C						
Com Comments:	REAR AXLE FLUID LEAK ON RIGHT SIDE WERE REAR AXLE HOUSING MEETS TUBE LEAVING PUDDLES EVER																		
Tech Comments:	821 48 VERIFIED COMPLAINT FLUID LEAKING FROM DIFF. TUBE NECESSARY TO RESEAL AXLE TUBE. R N N C 000NN NL: B01 I A11P53Q2GN06																		
IPTDX1762V	FS	DF3	*	TBD	TAM	T/B	AR	T/DU	T/V3	22-08-96	20-09-96	148016	USA	12	*	5V01	*	1102	
AWS Claim Key:	3560183	Doc #:	077740A	Trx Code:	EB4	Labor Hrs:	1.7	Labor Cost:	106.58	Material Cost:	0	Total							
Dir Cd-Sub Cd:	02771	Name:	JACK DEMMER FORD, INC.	Plc:	734-7212600	St:	MI	Chry Cd:	USA	Reg Cd:	NA	Repr Date:	10-SEI						
Com Comments:	STEERING WHEEL VIBRATES WHEN STOPPING FROM 33 MPH WHEN HOT																		
Tech Comments:	14863 OUT OF ROUND CK OUT ALL BRAKES MACHINE FRONT ROTORS ON CAR DEGLAZE PADS ROAD TEST OK																		
IPTDX1762V	FS	DF3	*	TBD	TAM	T/B	AR	T/DU	T/V3	22-08-96	20-09-96	148016	USA	12	*	3B03	*	1240	
AWS Claim Key:	3560182	Doc #:	077740C	Trx Code:	907	Labor Hrs:	3.7	Labor Cost:	236.32	Material Cost:	0	Total							
Dir Cd-Sub Cd:	02771	Name:	JACK DEMMER FORD, INC.	Plc:	734-7212600	St:	MI	Chry Cd:	USA	Reg Cd:	NA	Repr Date:	10-SEI						
Com Comments:	VEHICLE VIBRATES AT AT STOPS, IDLE CONSTANT, WHEN ENGINE COLD STILL HAPPENS WHEN WARM INTERMITTENT																		
Tech Comments:	14863 SBDS E-GUIDED E3-KOEO PASS N E1-DCL E3-FUEL E20 REL INI E24-POWER E10-REL COMP J1-IDLE DATA E14 PIN E INSPECT #3 & 4 HAD WATER IN SPARK PLUG BOBES CLEAN OUR AND INST ALL DIELECTRIC COMPOUND ROAD TEST RE B1X1 NOT SLITE QUIVER IS NORMAL ON COLD STARTS WARM IDLE QUALITY WAS OK																		
IPTDX1762V	FS	DF3	*	TBD	TAM	T/B	AR	T/DU	T/V3	22-08-96	20-09-96	148016	USA	12	*	6F18	*	1520	
AWS Claim Key:	3560184	Doc #:	077740D	Trx Code:	EB4	Labor Hrs:	1	Labor Cost:	63.87	Material Cost:	0	Total							
Dir Cd-Sub Cd:	02771	Name:	JACK DEMMER FORD, INC.	Plc:	734-7212600	St:	MI	Chry Cd:	USA	Reg Cd:	NA	Repr Date:	10-SEI						
Com Comments:	FRONT RIGHT DOOR HAS WIND NOISE AT TOP, NOISE ON HIGHWAY.																		
Tech Comments:	14863 ALINE DOORS FRONT AND REAR RECK OK TURBULANCE																		
IPTDX1762V	FS	DF3	*	TBD	TAM	T/B	AR	T/DU	T/V3	22-08-96	20-09-96	148016	USA	12	*	7P01	F65Z	1504	
AWS Claim Key:	3560183	Doc #:	077740E	Trx Code:	EB3	Labor Hrs:	2	Labor Cost:	12.77	Material Cost:	1.97	Total							
Dir Cd-Sub Cd:	02771	Name:	JACK DEMMER FORD, INC.	Plc:	734-7212600	St:	MI	Chry Cd:	USA	Reg Cd:	NA	Repr Date:	10-SEI						
Com Comments:	DRIVERS SIDE WINDSHIELD WIPER BOLT COVER LOOSE																		
Tech Comments:	14863 INSTALL MISSING WASHER ARM CAP																		
IPTDX1762V	FS	DF3	*	TBD	TAM	T/B	AR	T/DU	T/V3	22-08-96	20-09-96	148016	USA	12	*	5K12	F65Z	1194	
AWS Claim Key:	3560186	Doc #:	077740G	Trx Code:	EB4	Labor Hrs:	.4	Labor Cost:	25.55	Material Cost:	41.02	Total							
Dir Cd-Sub Cd:	02771	Name:	JACK DEMMER FORD, INC.	Plc:	734-7212600	St:	MI	Chry Cd:	USA	Reg Cd:	NA	Repr Date:	10-SEI						
Com Comments:	BOTH PASS SIDE WHEEL CENTER CAPS DISCOLORED GREEN																		
Tech Comments:	14863 34 DISTORTED REPLACE 2 WHEEL CENTERS																		

FEB4-078 0185

1FTDX1762V [REDACTED] F5 T/P5 * T/B/D T/A/M T/B AR T/D/U T/V/3 22-08-96 30-09-96 148016 USA 28 * * *
 AWS Claim Key: 14346432 Doc #: 201288A Trx Code: 97586 Labor Hrs: 3 Labor Cost: 19.93 Material Cost: .52 Totl
 Dir Cd-Sub Cd: 02771-* Name: JACK DEMMER FORD, INC. Ph: 734-7212600 St: MI City: USA Reg Cd: NA Repr Date: 22-DE
 Cust Comments: 98586 AUTOMATIC TRANSMISSION SHIFT CABLE RETENTION.
 Tech Comments: 35850 PERFORM RECALL. INSTALL TIB STRAP.

1FTDX1762V [REDACTED] F5 T/P5 * T/B/D T/A/M T/B AR T/D/U T/V/3 22-08-96 30-09-96 148016 USA 28 * * *
 AWS Claim Key: 14346432 Doc #: 201288B Trx Code: 98514 Labor Hrs: 6 Labor Cost: 39.03 Material Cost: 8.4 Totl
 Dir Cd-Sub Cd: 02771-* Name: JACK DEMMER FORD, INC. Ph: 734-7212600 St: MI City: USA Reg Cd: NA Repr Date: 22-DE
 Cust Comments: 98514 LUG NUTS
 Tech Comments: 35830 REPLACE ALL LUGNUTS PER RECALL.

1FTDX1762V [REDACTED] F5 T/P5 * T/B/D T/A/M T/B AR T/D/U T/V/3 22-08-96 30-09-96 148016 USA 26 * * *
 AWS Claim Key: 24929224 Doc #: 01775240 Trx Code: 00522 Labor Hrs: 2 Labor Cost: 13.13 Material Cost: 0 Totl
 Dir Cd-Sub Cd: 02737-* Name: VILLAGE FORD INC Ph: 313-5653900 St: MI City: USA Reg Cd: NA Repr Date: 30-SE
 Cust Comments: 00522 FUEL LINE
 Tech Comments: PERFORM 00522 INSPECTION ONLY

1FTDX1762V [REDACTED] F5 T/P5 * T/B/D T/A/M T/B AR T/D/U T/V/3 22-08-96 30-09-96 148016 USA 26 * * *
 AWS Claim Key: 24929224 Doc #: 01775241 Trx Code: 03502 Labor Hrs: 2 Labor Cost: 15.13 Material Cost: 0 Totl
 Dir Cd-Sub Cd: 02737-* Name: VILLAGE FORD INC Ph: 313-5653900 St: MI City: USA Reg Cd: NA Repr Date: 30-SE
 Cust Comments: 03502 1997 MODEL YEAR EXPEDITION AND F SERIES UNDER 8500 GVW VEHICLES I
 Tech Comments: INSPECT LOWER STEERING SHAFT OK

Any comments? You can contact



webmaster

PC94-078 0197

F-Series Cruise Control Clinic

October 20, 21 & 22, 2004

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

Vehicle Information:

VIN Number 1FTRW07W01 [REDACTED]

Mileage: 67851.4 Year: 01 Model: F150

Grabowski, John (Jgrabow1)
Cruise Control - F150
Wednesday, October 20th, 2004
12:00PM - 12:30PM
20767

POWERPOINT CONNECTORS

How often do you use your powerpoint connections? often

Which ones do you use? both (three)

What accessories do you plug in? cell phone, portable elec. equip.

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

SPEED CONTROL

What kind of driving do you do?

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

How often do you experience an anti-lock braking event (brake pedal vibrates during stop)
3-4 times a year (weather)

How often do you use speed control? seasonal (mostly summer)

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
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



Grabowski, John (Jgrabow1)
Cruise Control - F150
Wednesday, October 20th, 2004
12:00PM - 12:30PM
20767

Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name
CDSID
Phone



Model Year 2001
Mileage 60000-88999
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	Not Often
Engagement	5
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

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 03-NOV-2004

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

YIN AWS WERS MKT BODY VER DRIVE PLANT TRANS ENG PROD WARR SELLING SELL TIS QRT WCC PREF B
 VL VL DER CAB SERIES TYPE CD CD COD DATE DATE DEALER CNT
 IFTRW07W01 [REDACTED] FS T/F5 T/F T/B C TIAM T/B AJ T/DU T/VN 12-05- 31-05- 148400 USA 19 * * *
 00 00
 AWS Claim Key: 5427217 Doc #: 03762840 Trx Code: 01S24 Labor Hrs: 7 Labor Cost: 50.06 Material Cost: 7.88 Tr
 Dir Cd-Sub Cd: 02737-* Name: VILLAGE FORD INC P#: 313-5653900 St: MI City: USA Reg Cd: NA Repr Date: 23-NC
 Cust Comments: 01S24 WIPER MOTOR GEAR COVER
 Tech Comments: REPLACE WIPER COVER PER 01S24C

IFTRW07W01 [REDACTED] FS T/F5 T/F T/B C TIAM T/B AJ T/DU T/VN 12-05- 31-05- 148400 USA 19 * 7401 * 13
 00 00
 AWS Claim Key: 5427218 Doc #: 03762832 Trx Code: E83 Labor Hrs: 6 Labor Cost: 42.92 Material Cost: 0 Tr
 Dir Cd-Sub Cd: 02737-* Name: VILLAGE FORD INC P#: 313-5653900 St: MI City: USA Reg Cd: NA Repr Date: 23-NC
 Cust Comments: 3 36 RADIO VOLUME GOES UP AND DOWN WHILE DRIVING WORSE ON 96.1FM
 Tech Comments: RADIO VOLUME GOES UP AND DOWN AUDIO DIAG REMOVE RADIO AND SEND OUT FOR REPAIRS REINSTALL REPAIR

IFTRW07W01 [REDACTED] FS T/F5 T/F T/B C TIAM T/B AJ T/DU T/VN 12-05- 31-05- 148400 USA 19 * 5G02 F572 30
 00 00
 AWS Claim Key: 5427219 Doc #: 03762853 Trx Code: E84 Labor Hrs: 2.6 Labor Cost: 186.01 Material Cost: 76.47 Tr
 Dir Cd-Sub Cd: 02737-* Name: VILLAGE FORD INC P#: 313-5653900 St: MI City: USA Reg Cd: NA Repr Date: 23-NC
 Cust Comments: 3 36 STEERING WHEEL TAKES MORE EFFORT TO TURN
 Tech Comments: ROAD TESTED VERIFIED POOR RETURN WHEN TURNING FOUND BOTH LOWER BALL JOINTS BINDING R & L BOTH FRT
 BOTH LOWER BALL JOINTS ROAD TESTED NORMAL OPERATION AT THIS TIME RESET TOE .10

IFTRW07W01 [REDACTED] FS T/F5 T/F T/B C TIAM T/B AJ T/DU T/VN 12-05- 31-05- 148400 USA 19 * 7401 * 18
 00 00
 AWS Claim Key: 6255377 Doc #: 58294007 Trx Code: E83 Labor Hrs: 0 Labor Cost: 0 Material Cost: 152.06 Tr
 Dir Cd-Sub Cd: 67701-* Name: VISTON AFTERMARKET- U.S. P#: *-* St: CA City: USA Reg Cd: NA Repr Date: 23-NC
 Tech Comments: REQUESTING DEALER'S P/A CODE 02737

IFTRW07W01 [REDACTED] FS T/F5 T/F T/B C TIAM T/B AJ T/DU T/VN 12-05- 31-05- 148400 USA 19 * 7401 * 14
 00 00
 AWS Claim Key: 5801396 Doc #: 03984931 Trx Code: E89 Labor Hrs: 6 Labor Cost: 42.92 Material Cost: 0 Tr
 Dir Cd-Sub Cd: 02737-* Name: VILLAGE FORD INC P#: 313-5653900 St: MI City: USA Reg Cd: NA Repr Date: 13-DE
 Cust Comments: RECHECK RADIO HAS NO RECEPTION ON FM
 Tech Comments: RADIO HAS NO FM RECEPTION AUDIO DIAG PROBLEM IN RADIO REMOVE RADIO AND SEND OUT FOR REPAIR REINST.
 RETEST OK

IFTRW07W01 [REDACTED] FS T/F5 T/F T/B C TIAM T/B AJ T/DU T/VN 12-05- 31-05- 148400 USA 19 * 5C02 * 28
 00 00
 AWS Claim Key: 1772819 Doc #: 03984932 Trx Code: E84 Labor Hrs: 4 Labor Cost: 28.62 Material Cost: 0 Tr
 Dir Cd-Sub Cd: 02737-* Name: VILLAGE FORD INC P#: 313-5653900 St: MI City: USA Reg Cd: NA Repr Date: 13-DE
 Cust Comments: 3 36 CLUNK HEARD FROM REAR SUSP AXLE WHEN COMING TO A STOP WHEN VEHICLE SETTLES OR HEARD WHEN TA
 WORSE WHEN COLD OUTSIDE
 Tech Comments: TEST DRIVE RAISE INSP UNDER SIDE REMOVE DRIVE SHAFT INSP JOINTS FOUND U JOINTS GOOD CALLED HIT LINE T
 CLUNK ON TAKE OFFS ADVY TO REMOVE REMOVE AND CLEAN AND ADD TEFLON GREASE TO FT YOKE SPLINES TO QL
 AND BACKLASH NOISE ALL NOISE IS REALLY NORMAL DUE TO BACKLASH AND SEVERAL THINGS GOING FROM DRIV

FEB-078 0200

BACK TO DRIVE 116

IFTRW07W01E [REDACTED] ES TFS TPF TBC T/AM T/B AJ T/DU T/VN 12-05-00 31-05-00 148400 USA 19 * 7M01 * 18
 AWS Claim Key: 9405818 Doc #: 58294597 Trx Code: EB3 Labor Hrs: 0 Labor Cost: 0 Material Cost: 152.06 Tr
 Dir Cd-Sub Cd: 67701-* Name: VISTEON AFTBRMARKET- U.S. P#: *-* St: MI Ctry: USA Reg Cd: NA Repr Date: 13-DE
 Tech Comments: REQUESTING DEALER'S PIA CODE 02737

IFTRW07W01E [REDACTED] S TFS TPF TBC T/AM T/B AJ T/DU T/VN 12-05-00 31-05-00 148400 USA 23 * SA01 * 42
 AWS Claim Key: 7299124 Doc #: 05230751 Trx Code: EB4 Labor Hrs: 1.6 Labor Cost: 357.54 Material Cost: 90.03 Tr
 Dir Cd-Sub Cd: 02737-* Name: VILLAGE FORD INC P#: 313-5633900 St: MI Ctry: USA Reg Cd: NA Repr Date: 29-M/

Cust Comments: 3.36 CLUNK IN REAR AXLE, WHEN TRANS IS DOWNSHIFTING WORSE WHEN COLD.
 Tech Comments: TEST DRIVE NISS TO REMOVE DRIVE SHAFT INSP ADD TEFLONE GREASE TO SPLINES REISNT RETEST DRIVE NISS TO WHEELS REMOVE ROTORS AND CALIPERS REMOVE DIFF COVER AND AXLES TO ACCESS PINTON ASSY INSP BACKLASH ABOUT 15 THOUS NISS TO SET BACKLASH TO 10 THOUS REASSY ALL REISNT ALL RESAEBL COVER FILL TEST GOOD

IFTRW07W01E [REDACTED] ES TFS TPF TBC T/AM T/B AJ T/DU T/VN 12-05-00 31-05-00 148400 USA 23 * 3A11 YL3Z 70
 AWS Claim Key: 7739176 Doc #: 05230752 Trx Code: EB4 Labor Hrs: 5.3 Labor Cost: 179.16 Material Cost: 1083.78 Tr
 Dir Cd-Sub Cd: 02737-* Name: VILLAGE FORD INC P#: 313-5633900 St: MI Ctry: USA Reg Cd: NA Repr Date: 29-M/

Cust Comments: 3.36 LARGE CLUNK HEARD WHEN TRANS IS DOING POWER ON DOWN SHIFTS 4TH TO 3RD GEAR, INTERMITTANT CLUNK BRAKING DUE TO LATE 2.1 DOWNSHI
 Tech Comments: ROAD TESTED FOUND EBRACTIC SHIFTS AND SLIPPING PERFORMED ELECTRONIC TRANS DIAG NO CODES R&B TRAN: CONTAMINATION FOUND COST TO REPAIR WOULD EXCEED COST TO REPLACE INSTALLED REMAN TRANS ASSY FLUX ROAD TESTED OK 4.6L 4R70W

IFTRW07W01E [REDACTED] ES TFS TPF TBC T/AM T/B AJ T/DU T/VN 12-05-00 31-05-00 148400 USA 24 * 8C04 * 28
 AWS Claim Key: 8188859 Doc #: 05524831 Trx Code: EB4 Labor Hrs: 3 Labor Cost: 21.46 Material Cost: 0 Tr
 Dir Cd-Sub Cd: 02737-* Name: VILLAGE FORD INC P#: 313-5633900 St: MI Ctry: USA Reg Cd: NA Repr Date: 12-AP

Cust Comments: 3.36 LEFT FRONT DOOR PANEL SQUEAKS RATTLES WHILE DRIVING OVER BUMPS
 Tech Comments: ROAD TESTED VEHICLE, VERIFIED NOISE HEARD OVER BUMPS, REMOVED D'S INNERDOOR PANEL. ISOLATED NOISE H RETEST OK LOOSE DOOR PANEL.

Any comments? You can contact



webmaster

PER4-878 0201

F-Series Cruise Control Clinic

October 20, 21 & 22, 2004

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

Vehicle Information:

VIN Number 1FTRK1E2L8XV _____

Mileage: 151,200 Year: 99 Model: F 150

Cruise Control - P150
Wednesday, October 20th, 2004
10:30AM - 11:00AM
82362

POWERPOINT CONNECTORS

How often do you use your powerpoint connections? once week and

Which ones do you use? aux.

What accessories do you plug in? cell phone, spot light

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) winter

How often do you use speed control? few times a month

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

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
82162

Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name
CDSID
Phone

Model Year 1999
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

■ REPLACES MODULE (PCM?)

Dealer visit - lights? Yes

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 2
of auxiliary outlets 2

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	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	
1FTRX18L8XN [REDACTED]	P5		T/P5	*	T/BD	T/AM	T/E	AR	T/DU	T/VZ	15-03-99	26-03-99	148016	USA	3	*	7M72	*	18D8
AWS Claim Key:	2299617	Doc #:	209811B		Trx Code:	1		Labor Hrs:	3	Labor Cost:	53.48	Material Cost:	0	Total					
Dir Cd-Sub Cd:	02771	* Name:	JACK DEMMER FORD, INC.	Ph:	734-7212600	St:	MI	City Cd:	USA	Reg Cd:	NA	Repr Date:	01-JUN						
Cost Comments:	CD CHANGER GETS VERY HOT WHEN IN USE																		
Tech Comments:	SRS4 REMOVE CD FOR REPAIR. REINSTALL CD PLAYER AFTER REPAIR.																		

1FTRX18L8XN [REDACTED]	P5		T/P5	*	T/BD	T/AM	T/E	AR	T/DU	T/VZ	15-03-99	26-03-99	148016	USA	3	*	5J08	*	1426
AWS Claim Key:	2299619	Doc #:	209811C		Trx Code:	1		Labor Hrs:	5	Labor Cost:	40.1	Material Cost:	0	Total					
Dir Cd-Sub Cd:	02771	* Name:	JACK DEMMER FORD, INC.	Ph:	734-7212600	St:	MI	City Cd:	USA	Reg Cd:	NA	Repr Date:	01-JUN						
Cost Comments:	PASS SIDE REAR DOOR WILL NOT OPEN FROM EXTERIOR HANDLE																		
Tech Comments:	3R54 DIAG RNI TRIM PANEL & REINSTALL LINKAGE FOR HANDLE. CC.31																		

1FTRX18L8XN [REDACTED]	P5		T/P5	*	T/BD	T/AM	T/E	AR	T/DU	T/VZ	15-03-99	26-03-99	148016	USA	3	*	5G05	*	FR01
AWS Claim Key:	2299618	Doc #:	209811D		Trx Code:	1		Labor Hrs:	1.2	Labor Cost:	80.21	Material Cost:	38.98	Total					
Dir Cd-Sub Cd:	02771	* Name:	JACK DEMMER FORD, INC.	Ph:	734-7212600	St:	MI	City Cd:	USA	Reg Cd:	NA	Repr Date:	01-JUN						
Cost Comments:	PULLS TO THE LEFT																		
Tech Comments:	3R58 W6 WARR ROAD TEST, INSPECT FRONT END, CHECK C C TOE, INSTALL TWO CAM BOLTS AND WASHERS, SET C C 1 OK																		

1FTRX18L8XN [REDACTED]	P5		T/P5	*	T/BD	T/AM	T/E	AR	T/DU	T/VZ	15-03-99	26-03-99	148016	USA	3	*	7M01	*	18C8
AWS Claim Key:	2299721	Doc #:	25774106		Trx Code:	2		Labor Hrs:	0	Labor Cost:	43	Material Cost:	119.25	Total					
Dir Cd-Sub Cd:	67781	* Name:	ROYAL RADIO SALES & SERVICE	Ph:	**	St:		City Cd:	USA	Reg Cd:	NA	Repr Date:	02-JUN						
Tech Comments:	REQUESTING DEALER'S IYA CODE 02771																		

1FTRX18L8XN [REDACTED]	P5		T/P5	*	T/BD	T/AM	T/E	AR	T/DU	T/VZ	15-03-99	26-03-99	148016	USA	8	*	7M61	*	18B1
AWS Claim Key:	5422758	Doc #:	318412A		Trx Code:	E83		Labor Hrs:	7	Labor Cost:	46.79	Material Cost:	0	Total					
Dir Cd-Sub Cd:	02771	* Name:	JACK DEMMER FORD, INC.	Ph:	734-7212600	St:	MI	City Cd:	USA	Reg Cd:	NA	Repr Date:	29-OCT						
Cost Comments:	RADIO ANTENNA VERY LOOSE																		
Tech Comments:	15757 C027 3 16 INSP VERIFY CONCERN NNESS TO R R ANTENNA AND MAST BASE MOUNT. RETAP AND REMOUNT BASE 1 LOOSE. RETEST OK.																		

1FTRX18L8XN [REDACTED]	P5		T/P5	*	T/BD	T/AM	T/E	AR	T/DU	T/VZ	15-03-99	26-03-99	148016	USA	11	*	6F23	*	1522
AWS Claim Key:	7129179	Doc #:	223180A		Trx Code:	E84		Labor Hrs:	2	Labor Cost:	13.37	Material Cost:	0	Total					
Dir Cd-Sub Cd:	02771	* Name:	JACK DEMMER FORD, INC.	Ph:	734-7212600	St:	MI	City Cd:	USA	Reg Cd:	NA	Repr Date:	01-FEB						
Cost Comments:	AIR LEAK TOP OF DRIVERS DOOR GLASS.																		
Tech Comments:	31071 C027 W ADJUST DRIVERS SIDE FRONT AND REAR DOOR STRIKERS TO PULL TIGHTER AT TOP OF DOOR. RE TEST																		

PE04-878 0204

Any comments? You can contact



webmaster

PERA-878 8285

F-Series Cruise Control Clinic

October 20, 21 & 22, 2004

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

Vehicle Information:

VIN Number 2FTDXL723V0 [REDACTED]

Mileage: 102148 Year: 97 Model: _____

Cruise Control - F150
Wednesday, October 20th, 2004
10:00AM - 10:30AM
83193

POWERPOINT CONNECTORS

How often do you use your powerpoint connections? DO NOT USE

Which ones do you use? DO NOT 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? 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)?
HAD A BRAKE LIGHT (ABS LIGHT - DUE TO ELECTRONICS)

How often do you use speed control? TWICE A WEEK

How do you like it? LIKE SYSTEM

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

What happened? _____

Was it serviced? Yes/No 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
BRAKE LIGHT
HAD A SWITCH REPLACED \$70-\$80

May we contact you in the future? Yes/No

Diagnostic test codes from ABS and Powertrain Control Modules

- HAD TWO ELECTRONIC ISSUES, UNDER WARRANTY
- BRAKES SERVICED; REAR TWICE
FOR PADS & SHOES FRONT ONCE



Cruise Control - F150
Wednesday, October 20th, 2004
10:00AM - 10:30AM
83193

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 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 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 No
Convenience of location 4
of auxiliary outlets 4

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	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
2FTDX1723V0			TFS *	TBD	TAM	T/B	A4	TDU	TLY	20-06-97	30-07-97	148022	USA	13	*	3ABE *	NPF	
AWS Claim Key:	11341540	Doc #:	0208531	Trx Code:	2	Labor Hrs:	1.3	Labor Cost:	83.82	Material Cost:	0	Total						
Dir Cd-Sub Cd:	02961 *	Name:	SOUTHGATE FORD	Ph:	734-2823636	St:	MI	City Cd:	USA	Reg Cd:	NA	Repr Date:	28-JU					
Cost Comments:	ADVISE ON TRANS WONT ALWAYS GO UPON ACCELERATION AFTER WARM IT TACHS UP THEN GOES IN GEAR																	
Tech Comments:	4R70W,ROAD TESTED,AUTO TRANS DIAG,FLUID FULL,STAR TEST SYSTEM PASS TRANS TESTER & DRIVE CYCLE TEST V FOREMAN,NO PROBLEM FOUNO NO TSB3 NO OASIS MESSAGES																	
2FTDX1723V0			TFS *	TBD	TAM	T/B	A4	TDU	TLY	20-06-97	30-07-97	148022	USA	19	*	*	*	
AWS Claim Key:	14844218	Doc #:	143238A	Trx Code:	97386	Labor Hrs:	3	Labor Cost:	19.29	Material Cost:	32	Total						
Dir Cd-Sub Cd:	02967 *	Name:	GORNO BROS INC	Ph:	734-6762200	St:	MI	City Cd:	USA	Reg Cd:	NA	Repr Date:	27-JA					
Cost Comments:	RECALL 97386																	
Tech Comments:	RECALL COMPLETED 3610																	
2FTDX1723V0			TFS *	TBD	TAM	T/B	A4	TDU	TLY	20-06-97	30-07-97	148022	USA	19	*	*	*	
AWS Claim Key:	14856275	Doc #:	143238B	Trx Code:	98314	Labor Hrs:	6	Labor Cost:	36.37	Material Cost:	8.4	Total						
Dir Cd-Sub Cd:	02967 *	Name:	GORNO BROS INC	Ph:	734-6762200	St:	MI	City Cd:	USA	Reg Cd:	NA	Repr Date:	27-JA					
Cost Comments:	RECALL 98314 WHEEL ATTACHMENT LUG NUTS																	
Tech Comments:	RECALL COMPLETED 3610																	
2FTDX1723V0			TFS *	TBD	TAM	T/B	A4	TDU	TLY	20-06-97	30-07-97	148022	USA	35	*	6A00 *	14B	
AWS Claim Key:	20740458	Doc #:	175150A	Trx Code:	884	Labor Hrs:	1.2	Labor Cost:	79.23	Material Cost:	0	Total						
Dir Cd-Sub Cd:	02967 *	Name:	GORNO BROS INC	Ph:	734-6762200	St:	MI	City Cd:	USA	Reg Cd:	NA	Repr Date:	30-M					
Cost Comments:	AIRBAG LIGHT WILL START TO FLASH THEN STAYS ON																	
Tech Comments:	30395 PERFORMED PASSIVE RESTRAINT PINPOINT TEST RETRIEVED CODE 12 B1967 TRACE AND REPAIRED MODULE PC POWER DISTRIBUTION BOX CLEARED CODE RETESTED GOOD CC 28																	
2FTDX1723V0			TFS *	TBD	TAM	T/B	A4	TDU	TLY	20-06-97	30-07-97	148022	USA	35	*	*	*	
AWS Claim Key:	20728823	Doc #:	175150B	Trx Code:	98804	Labor Hrs:	1.9	Labor Cost:	125.46	Material Cost:	8.93	Total						
Dir Cd-Sub Cd:	02967 *	Name:	GORNO BROS INC	Ph:	734-6762200	St:	MI	City Cd:	USA	Reg Cd:	NA	Repr Date:	30-M					
Cost Comments:	PROGRAM 98802 PCV SYSTEM MODIFICATION.																	
Tech Comments:	30593 PERFORMED PCV MODIFACATION																	
2FTDX1723V0			TFS *	TBD	TAM	T/B	A4	TDU	TLY	20-06-97	30-07-97	148022	USA	51	*	3G01 F15Z	12A	
AWS Claim Key:	12618212	Doc #:	208071A	Trx Code:	S07	Labor Hrs:	1.6	Labor Cost:	113.82	Material Cost:	254.8	Total						
Dir Cd-Sub Cd:	02967 *	Name:	GORNO BROS INC	Ph:	734-6762200	St:	MI	City Cd:	USA	Reg Cd:	NA	Repr Date:	25-SE					
Cost Comments:	INSTALL ORDERED PART FOR CHECK ENGINE LIGHT STAYING ON. (PCM)																	
Tech Comments:	47529 TESTED ESC P0156 PERFORMED DCL MONITOR TESTS PINPOINT TESTED AND REPLACED PCM RETEST UCA2 12AM																	

PE04-076 0208

Any comments? You can contact



webmaster

FEB-076 0200



F-Series Cruise Control Clinic

October 20, 21 & 22, 2004

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

Vehicle Information:

VIN Number 2 FT BX 7 7 23 20 _____

Mileage: 54215 Year: '02 Model: F150

Cruise Control - F150
Wednesday, October 20th, 2004
9:30AM - 10:00AM
07795

POWERPOINT CONNECTORS

How often do you use your powerpoint connectors? not often

Which ones do you use? aux.

What accessories do you plug in? inflator (air pump)

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

SPEED CONTROL

What kind of driving do you do?

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

How often do you experience an anti-lock braking event (brake pedal vibrates during stop)
not often (during winter months)

How often do you use speed control? often on weekends

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

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 DL



Cruise Control - F150
Wednesday, October 20th, 2004
9:30AM - 10:00AM
07795

Welcome to the F-Series Satisfaction mini-clinic

Participant Information

Name
CD6ID
Phone

Model Year 2002
Mileage 50000-59999
Vehicle Line F-150

% of Highway driving 25%
% of City driving 75% - 5% on highway

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 5
Disengagement 6
Performance engaged 6

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 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	ENR1	PROD	WARR	SELLING	SELL	TIS	QRT	WCC	PREP	BASE	SUFF	VRT	VFG	CCI	
VL	VL	DER	CAR	SERIES	TYPE	CD	CD	COD	DATE	DATE	DEALER	CNT											

Any comments? You can contact



webmaster

FED4-878 8212

F-Series Cruise Control Clinic

October 20, 21 & 22, 2004

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

Vehicle Information:

VIN Number 1 F T 2 X 1 7 L 4 W N _____

Mileage: 58,818 Year: 1998 Model: F150

Cruise Control - F150
Wednesday, October 20th, 2004
10:00AM - 10:30AM
81186

POWERPOINT CONNECTORS

How often do you use your powerpoint connections? everyday

Which ones do you use? N/A

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. Highway driving 75 Conservative vs. Aggressive

How often do you experience an anti-lock braking event (brake pedal vibrates during stop)
never (tried to get it to work and it didn't)

How often do you use speed control? often

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

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
10:00AM - 10:30AM
81186

Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name
CDSID
Phone



Model Year 1998
Mileage 60000-59999
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 6
Disengagement 5
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 3
of auxiliary outlets 1

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	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	PREP	BASE	
(FTZX)764W5	FS	TFS	*	TBD	TAM	T/B	AR	T/DU	T/V3	27-10-97	10-11-97	148045	USA	12	*	*	*	*	
AWS Claim Key:		4726243	Doc #:	345391D	Trn Code:	98514	Labor Hrs:	6	Labor Cost:	36.93	Material Cost:	9.32	Total:						
Dir Ctl-Sub Cd:		02738	Name:	MCDONALD FORD SALES, INC.			Ph:	248-3491400	St:	MI	City:	USA	Reg Ctl:	NA	Exp Date:	16-OCT			
Cust Comments:		PERFORM RECALL #98514 LUG NUTS																	
Tech Comments:		REPLACED LUG NUTS PER RECALL																	

Any comments? You can contact



webmaster

PC04-978 0218

F-Series Cruise Control Clinic

October 20, 21 & 22, 2004

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

Vehicle Information:

VIN Number 2FTRF18W22C [REDACTED]

Mileage: 70,500 Year: 02 Model: F-150

Zinkosky, Alex (Azinkosk)
Cruise Control - F150
Wednesday, October 20th, 2004
9:00AM - 9:30AM
78121

POWERPOINT CONNECTORS

How often do you use your powerpoint connections? NOT OFTEN

Which ones do you use? DRIVER'S (ONLY ONE OUTLET)

What accessories do you plug in? COMPUTER, RADIO

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)
NOTICE SYSTEM WORKING WHEN OFF ROADING

How often do you use speed control? DOES NOT USE IT VERY OFTEN

How do you like it? LIKE'S 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

- IGN COIL REPLACED & DPS SWITCH



Cruise Control - F150
Wednesday, October 20th, 2004
9:00AM - 9:30AM
78121

Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name
CDSID
Phone



Model Year 2002
Mileage 70000-79999
Vehicle Line F-150

% of Highway driving ~~25%~~ 75%
% of City driving ~~25%~~ 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 Not Often
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 Yes

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

STANDARD CLAIMS LIST

AWS Online Report

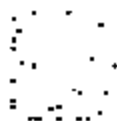
Run Date: 03-NOV-2004

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

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROB DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	QRT	WCC	PREF	BASE	
2FTRP18W23	75		T/F5	T/F	T/BB	T/AM	T/E	A4	T/DU	TVN	05-10-01	25-10-01	148610	USA	20	*	6506	*	15618
AWS Claim Key:	6155628	Doc #:	068772A	Trx Code:	E84	Labor Hrs:	5	Labor Cost:	35.73	Material Cost:	0	Total							
Dir Cd-Sub Cd:	02760	Name:	JORGENSEN FORD	Ph:	313-3842250	St:	MI	City Cd:	USA	Reg Cd:	NA	Repr Date:	11-JUN						
Cust Comments:	S06 CUSTOMER STATES SEAT ADJUSTMENT. OPERATION TROUBLES FRONT MANUAL PASS FRONT																		
Tech Comments:	35840 REINSTALL SEAT CABLE																		

2FTRP18W22	75		T/F5	T/F	T/BB	T/AM	T/E	A4	T/DU	TVN	05-10-01	25-10-01	148610	USA	20	*	2503	*	9968
AWS Claim Key:	6103544	Doc #:	068772B	Trx Code:	E84	Labor Hrs:	4	Labor Cost:	29.38	Material Cost:	0	Total							
Dir Cd-Sub Cd:	02760	Name:	JORGENSEN FORD	Ph:	313-3842250	St:	MI	City Cd:	USA	Reg Cd:	NA	Repr Date:	11-JUN						
Cust Comments:	CUST STATES THAT POWER WINDOW ON DRIVER IS RATTLING WHEN PUTTING THE WINDOW DOWN																		
Tech Comments:	35840 REMOVE DRIVER DOOR PANEL AND LUB WINDOW REGULATOR																		

Any comments? You can contact



webmaster

FED-878 0216

F-Series Cruise Control Clinic

October 20, 21 & 22, 2004

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

Vehicle Information:

VIN Number 2FTRX28L43N

Mileage: 52,756 Year: '01 Model: F150

Cruise Control - F150
Wednesday, October 20th, 2004
9:00AM - 9:30AM
38455

POWERPOINT CONNECTORS

How often do you use your powerpoint connections? often

Which ones do you use? aux.

What accessories do you plug in? spotlight

When do you use the connection (vehicle running, vehicle moving, parked)
15-20 mph

SPEED CONTROL

What kind of driving do you do?

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

How often do you experience an anti-lock braking event (brake pedal vibrates during stop)
not often

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? yes

What happened? through hills

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 when steering is locked
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
9:00AM - 9:30AM
38455

Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

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

Model Year 2001
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 Very 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 4
of auxiliary outlets 4

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	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	
IFTRX18L41N	P5	T/P5	T/F	T/B/D	T/AM	T/E	AR	T/DU	T/VZ	11-10-00	01-11-00	18903I	USA	11	*	*	*	*	
AWS Claim Keys:		3366105	Doc #:	04973201	Trx Code:	01S21	Labour Hrs:	0	Labour Cost:	0	Material Cost:	0	Total:						
Dlr Cd-Sub Cd:		60340-	Name:	FORD MOTOR COMPANY			Ph:	**	St:	MI	City:	USA	Reg Cd:	NA	Repr Date:	31-AUG			
IFTRX18L41N	P5	T/P5	T/F	T/B/D	T/AM	T/E	AR	T/DU	T/VZ	11-10-00	01-11-00	18903I	USA	11	*	*	*	*	
AWS Claim Keys:		3376959	Doc #:	04973201	Trx Code:	01S21	Labour Hrs:	3	Labour Cost:	16.56	Material Cost:	0	Total:						
Dlr Cd-Sub Cd:		60340-	Name:	FORD MOTOR COMPANY			Ph:	**	St:	MI	City:	USA	Reg Cd:	NA	Repr Date:	31-AUG			

Any comments? You can contact



webmaster

PE04-078 8221

F-Series Cruise Control Clinic

October 20, 21 & 22, 2004

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

Vehicle Information:

VIN Number 2 FT RX 1 E L 8 Y C [REDACTED]

Mileage: 103,553 Year: 00 Model: F150 [REDACTED]

Cruise Control - F150
Wednesday, October 20th, 2004
8:30AM - 9:00AM
32206

POWERPOINT CONNECTORS

How often do you use your powerpoint connections? OCCASIONAL USE

Which ones do you use? 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?

City driving vs. Highway driving Conservative vs. Aggressive

How often do you experience an anti-lock braking event (brake pedal vibrates during stop)
NOTICE SYSTEM WORKING IN WINTER & RAIN

How often do you use speed control? OFTEN

How do you like it? LIKE 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

- BRAKE PADS REPLACED
- OIL PRESSURE SENSING UNIT REPLACED
- RUST ON NIPPER

PE04-078 0222



Cruise Control - F150
Wednesday, October 20th, 2004
8:30AM - 9:00AM
32206

Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name
CDSID
Phone



Model Year 2000
Mileage 60000-69999
Vehicle Line F-150

% of Highway driving 76%
% 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 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 5
of auxiliary outlets 5

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	MKT DER	BODY CAB	VER SIZES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	QRT	WCC	PREF	BA	
2FTRX18L8Y0	F5		T/P5	*	T/BD	T/AM	T/E	A4	T/DU	T/VZ	23-05-00	24-10-00	148027	USA	19	*	*	*	
AWS Claim Key:	15926867	Doc #:	02556441	Trx Code:	DIS24	Labor Hrs:	7	Labor Cost:	50.08	Material Cost:	7.88	Tot							
Dir Cd-Sub Cd:	02737-*	Name:	VILLAGE FORD INC	Plc:	313-5653900	St:	MI	City:	USA	Reg Cd:	NA	Repr Date:	24-AP						
Cost Comments:	01S24 WIPER MOTOR GEAR COVER																		
Tech Comments:	PERFORM DIS24 INSPECT AND REPLACE WIPER MOTOR COVER																		

2FTRX18L8Y0	F3		T/P5	*	T/BD	T/AM	T/E	A4	T/DU	T/VZ	23-05-00	24-10-00	148027	USA	19	*	7K08	IUSZ	927
AWS Claim Key:	15926868	Doc #:	02556451	Trx Code:	E13	Labor Hrs:	6	Labor Cost:	42.92	Material Cost:	7.55	Tot							
Dir Cd-Sub Cd:	02737-*	Name:	VILLAGE FORD INC	Plc:	313-5653900	St:	MI	City:	USA	Reg Cd:	NA	Repr Date:	24-AP						
Cost Comments:	3 36 REPAIR OIL PRESS GAUGE INOP IN AM SEE TSB IN VER																		
Tech Comments:	INSPECT AND VERIFY OIL PRESSURE GAUGE INOP WHEN COLD. PINPOINT FOUND OIL PRESSURE SENDER STICKING IN PRESSURE SENDER, TOPOFF TOP OIL. UNABLE TO PERFORM TSB OK # 2 PER CUSTOMERS REQUEST. DRIP SHIELD. GPC MODIFY.																		

2FTRX18L8Y0	F5		T/P5	*	T/BD	T/AM	T/E	A4	T/DU	T/VZ	23-05-00	24-10-00	148027	USA	19	*	1P01	*	*
AWS Claim Key:	15926862	Doc #:	02556452	Trx Code:	01B83	Labor Hrs:	1.1	Labor Cost:	78.09	Material Cost:	309.06	Tot							
Dir Cd-Sub Cd:	02737-*	Name:	VILLAGE FORD INC	Plc:	313-5653900	St:	MI	City:	USA	Reg Cd:	NA	Repr Date:	24-AP						
Cost Comments:	01B83 RADITOR REPLACEMENT SOP HERE																		
Tech Comments:	PERFORM RAD RBCALL, REMOVE RAD CORE, INSTALL NEW RAD CORE, REFILL COOLING SYSTEM, TEST DRIVE CHECK F THIS TIME.																		

2FTRX18L8Y0	F3		T/P5	*	T/BD	T/AM	T/E	A4	T/DU	T/VZ	23-05-00	24-10-00	148027	USA	19	*	1B0C	F75Z	08B
AWS Claim Key:	16106400	Doc #:	02747352	Trx Code:	E84	Labor Hrs:	8	Labor Cost:	57.23	Material Cost:	133.21	Tot							
Dir Cd-Sub Cd:	02737-*	Name:	VILLAGE FORD INC	Plc:	313-5653900	St:	MI	City:	USA	Reg Cd:	NA	Repr Date:	09-M						
Cost Comments:	ADD ON 3 36 OIL LEAK																		
Tech Comments:	INSPECTED VEHICLE...PERFORMED OIL DYE TEST...REPLACED OIL FILTER HOUSING...POURIS ALUMIUM CAUSING OIL HOUSING AND GASKET. ALSO REPLACED OIL SENDING UNIT. BLEED COOLING SYSTEM. CHANGED OIL AND FILTER																		

2FTRX18L8Y0	F5		T/P5	*	T/BD	T/AM	T/E	A4	T/DU	T/VZ	23-05-00	24-10-00	148027	USA	19	*	7K08	IUSZ	927
AWS Claim Key:	16106401	Doc #:	02747353	Trx Code:	E89	Labor Hrs:	3	Labor Cost:	31.46	Material Cost:	5	Tot							
Dir Cd-Sub Cd:	02737-*	Name:	VILLAGE FORD INC	Plc:	313-5653900	St:	MI	City:	USA	Reg Cd:	NA	Repr Date:	19-M						
Cost Comments:	ADD ON OIL SENDING UNIT LEAKING SVC PART																		
Tech Comments:	OK TO SVC PART SENDING UNIT, LEAKING																		

2FTRX18L8Y0	F5		T/P5	*	T/BD	T/AM	T/E	A4	T/DU	T/VZ	23-05-00	24-10-00	148027	USA	26	*	8A11	*	**
AWS Claim Key:	19021867	Doc #:	08389751	Trx Code:	E84	Labor Hrs:	4.9	Labor Cost:	358.25	Material Cost:	130.1	Tot							
Dir Cd-Sub Cd:	02737-*	Name:	VILLAGE FORD INC	Plc:	313-5653900	St:	MI	City:	USA	Reg Cd:	NA	Repr Date:	02-DE						
Cost Comments:	RUST CORROSION ON HOOD																		
Tech Comments:	3 TIME IS TO SANDBLAST, REPAIR CORROSION ON HOOD AND RAI HOOD SQUARTERS REFINISH ALL. DOORS TAILGATE																		

PE04-878 0224

3FTRX18L5Y [REDACTED] P5 TFS * T/BD T/AM T/E A4 T/DU T/VZ 23-05- 24-10- 148027 USA 26 * 6A11 * 992
 ID 00
 AWS Claim Key: 1903186 Doc #: 08389732 Trx Code: B84 Labor Hrs: 3 Labor Cost: 219.33 Material Cost: 0 Tot
 Dir Cd-Sub Cd: 02737-* Name: VILLAGE FORD INC Ph: 313-5653900 St: MI City: USA Reg Cd: NA Reg Date:03-06
 Cust Comments: RUST CORROSION ON ALL 4 LWR DOORS
 Tech Comments: B TIME IS TO DETRIM ALL DOORS SPLIT LWR SEAMS,SANDBLAST,REPAIR,&RESEALDOORS

3FTRX18L5Y [REDACTED] P5 TFS * T/BD T/AM T/E A4 T/DU T/VZ 23-05- 24-10- 148027 USA 26 * 6A11 * 994
 ID 00
 AWS Claim Key: 19048381 Doc #: 08389733 Trx Code: B84 Labor Hrs: 1 Labor Cost: 73.11 Material Cost: 0 Tot
 Dir Cd-Sub Cd: 02737-* Name: VILLAGE FORD INC Ph: 313-5653900 St: MI City: USA Reg Cd: NA Reg Date:03-06
 Cust Comments: RUST CORROSION ON TAILGATE
 Tech Comments: B TIME IS TO SPLIT LWR SEAMS,SANDBLAST,REPAIR, & RESEAL T GATE

Any comments? You can contact



webmaster

PER-878 8225

F-Series Cruise Control Clinic

October 20, 21 & 22, 2004

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

Vehicle Information:

VIN Number 2FTRX08L4X

Mileage: 117,500 Year: '99 Model: _____

Cruise Control - F150
Wednesday, October 20th, 2004
8:30AM - 9:00AM
87529

POWERPOINT CONNECTORS

How often do you use your powerpoint connections? every day

Which ones do you use? both

What accessories do you plug in? cell phone

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

50% 50%

SPEED CONTROL

What kind of driving do you do?

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

How often do you experience an anti-lock braking event (brake pedal vibrates during stop)
couple times a year (seasonal snow/ice)

How often do you use speed control? not often

How do you like it? satisfied

Have you ever had any problems with your speed control? not really

What happened? delay in finding true speed

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
NO LTC'S



Cruise Control - F150
 Wednesday, October 20th, 2004
 8:30AM - 9:00AM
 87529

Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name
 CDSID
 Phone

Model Year 1999
 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 Not Often
 Engagement 3 4
 Disengagement 3 4
 Performance engaged 5

Dealer visit - cruise? No

Satisfaction with auxiliary outlets

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

CIG LIGHTER DOES NOT WORK - SENS POWER
 CIG LIGHTER DOES NOT HEAT

Use aux outlets No
 Convenience of location 4
 # of auxiliary outlets 1

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	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	
2FTRK08LXC	F5		T/F5	*	TBD	TAM	T/E	A4	TDU	TVZ	07-07-99	07-09-99	148016	USA	19	*	2ED4	F75Z	9C9
AWS Claim Key:	14880017	Doc #:	246218A		Trx Code:	POS		Label First:	2.1	Label Cost:	144.29	Material Cost:	38.63	Year:					
Dr C6-Sub C6:	02771-	Name:	JACK DEMMER FORD, INC.		Ph:	734-7212600		St:	Chy	USA	Reg C6:	MA	Exp Date:	07-01-01					
Cost Comment:	OK ENG LIGHT STAYS ON BUT RUNS FINE																		
Tech Comment:	37041 43 POS PER RON FORD IN ESC TEST YK080 YK080 CODE P0415 NGS MONITOR PINPOINT TEST OUTPUT STATE IN LEAK DETECTOR PRESSURE SYSTEM TO 15 PSI DROP TO 0 TRACETO AND REPLACE VAPOR MANAGEMENT VALVE LEAK SYSTEM HOLDING CODE P1000																		

Any comments? You can contact



webmaster

PED4-878 0228

F-Series Cruise Control Clinic

October 20, 21 & 22, 2004

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

Vehicle Information:

VIN Number 2 F T R E 1 8 4 X Y N [REDACTED]

Mileage: 55400 Year: '00 Model: _____

March, Jamie (jmarsh4)
Cruise Control - F150
Wednesday, October 20th, 2004
8:00AM - 8:30AM
32-38155

POWERPOINT CONNECTORS

How often do you use your powerpoint connections? NOT OFTEN

Which ones do you use? 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?

City driving vs. Highway driving

Conservative vs. Aggressive

How often do you experience an anti-lock braking event (brake pedal vibrates during stop)
KICKS IN DURING WINTER DRIVING ONCE IN A WHILE

How often do you use speed control? USE ON HIGHWAY

How do you like it? AT HIGHWAY SPEEDS ON HILLS USE DOWN SHIFTS AND ENGINE FEEL HIGH ACCEL

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

ALSO PULLS TRAILER & DOES NOT HAVE ANY ISSUES

PE94-078 0229



Cruise Control - F150
Wednesday, October 20th, 2004
8:00AM - 8:30AM
32-38155

Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name
CDSID
Phone



Model Year 2000
Mileage 50000-59999
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	Not Often
Engagement	5
Disengagement	6
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	5
# of auxiliary outlets	5

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	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	BAI	
1FTRF18LXYN [REDACTED]	P5	TFS	*	TBB	TAM	TE	AR	T/DU	T/VZ	04-02-00	24-02-00	148027	USA	11	*	7401	*	18C	
AWS Claim Key:	6540945	Doc #:	28098508	Trx Code:	2	Labor Hrs:	0	Labor Cost:	48.8	Material Cost:	0	Tot:							
Dir Cd-Sub Cd:	67781.*	Name:	ROYAL RADIO SALES & SERVICE	Ph:	..*	St:	MI	City:	USA	Reg Cd:	NA	Repr Date:	18-JAN						
Tech Comments:	REQUESTING DEALER'S P/A CODE 02737																		
1FTRF18LXYN [REDACTED]	P5	TFS	*	TBB	TAM	TE	AR	T/DU	T/VZ	04-02-00	24-02-00	148027	USA	11	*	7401	*	18B	
AWS Claim Key:	3783012	Doc #:	00330051	Trx Code:	2	Labor Hrs:	.6	Labor Cost:	41.52	Material Cost:	0	Tot:							
Dir Cd-Sub Cd:	02737.*	Name:	VILLAGE FORD INC	Ph:	313-5653900	St:	MI	City:	USA	Reg Cd:	NA	Repr Date:	18-JAN						
Cost Comments:	3 36 CD PLAYER INOP, EXCESSIVELY HOT *** GONE, CALL WHEN RADIO BACK ***																		
Tech Comments:	DIAG CD PLAYER INOP, TEST AND FOUND RADIO BAD. INSTALL NEW RADIO AND RETEST. OKAY AT THIS TIME.																		
1FTRF18LXYN [REDACTED]	P5	TFS	*	TBB	TAM	TE	AR	T/DU	T/VZ	04-02-00	24-02-00	148027	USA	26	*	7401	*	18B	
AWS Claim Key:	13994302	Doc #:	05364451	Trx Code:	EE3	Labor Hrs:	.6	Labor Cost:	42.92	Material Cost:	0	Tot:							
Dir Cd-Sub Cd:	02737.*	Name:	VILLAGE FORD INC	Ph:	313-5653900	St:	MI	City:	USA	Reg Cd:	NA	Repr Date:	09-APR						
Cost Comments:	3 36 CUST STATES THAT CD PLAYER AFTER IT RUNS A SHORT WHILE IT WILL STOP AND HEAD HOT SEE NEXT NOT A RE																		
Tech Comments:	VERIFY CD PLAYER INOP NEC TO REMOVE RADIO AND SEND OUT FOR REPAIRS AND REINSTALL AFTER REPAIRS REQ																		
1FTRF18LXYN [REDACTED]	P5	TFS	*	TBB	TAM	TE	AR	T/DU	T/VZ	04-02-00	24-02-00	148027	USA	26	*	7401	*	18C	
AWS Claim Key:	16123932	Doc #:	21002109	Trx Code:	EE3	Labor Hrs:	0	Labor Cost:	0	Material Cost:	165.72	Tot:							
Dir Cd-Sub Cd:	67701.*	Name:	VISTRON AFTERMARKET-U.S.	Ph:	..*	St:	MI	City:	USA	Reg Cd:	NA	Repr Date:	09-APR						
Tech Comments:	REQUESTING DEALER'S P/A CODE 02737																		

Any comments? You can contact



webmaster

PERM-078 0231

F-Series Cruise Control Clinic

October 20, 21 & 22, 2004

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

Vehicle Information:

VIN Number 2FTKX0XW2YC

Mileage: 90000 Year: 00 Model: _____

POWERPOINT CONNECTORS

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

Which ones do you use? all

What accessories do you plug in? cell phone, sometimes power conv

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

SPEED CONTROL

What kind of driving do you do?

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

How often do you experience an anti-lock braking event (brake pedal vibrates during stop) Yes, off road (in a field)

How often do you use speed control? 2-3 times a week

How do you like it? it's good

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

What happened? returning cruise while not at cruise rpm to ...

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

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

May we contact you in the future? Yes No

Diagnostic test codes from ABS and Powertrain Control Modules
No DTC



Welcome to the F-Series Satisfaction Mini-Clinic

Participant information

Name
CDSID
Phone



Model Year 2000
Mileage 60000-69999
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 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 5
of auxiliary outlets 4

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 MKT BODY VER DRIVE PLANT TRANS ENG PROD WARR SELLING SELL TIS QRT WCC PREF B.
 VL DER CAB SERIES TYPE CD CD COD DATE DATE DEALER CNT
 2FTRX08W2Y [REDACTED] P5 T/P5 * T/BD T/AM T/E A4 T/RE T/VN 06-06-00 19-06-00 116049 USA 4 * 6Y21 F65Z 83
 AWS Claim Key: 3817425 Doc #: 09512851 Trx Code: E93 Labor Hrs: 7 Labor Cost: 48.3 Material Cost: 291.2 Tr
 Dir Cd-Sub Cd: 02761-* Name: SOUTHGATE FORD Ph: 734-2823636 St: MI City: USA Reg Cd: NA Repr Date: 28-01
 Cust Comments: ADVISE ON TOUN/UAU COVER BRACKET LOOSE.
 Tech Comments: LOOSE REPLACED COVER

2FTRX08W2Y [REDACTED] P5 T/P5 * T/BD T/AM T/E A4 T/RE T/VN 06-06-00 19-06-00 116049 USA 8 * 3G04 * 10
 AWS Claim Key: 3549013 Doc #: 00299051 Trx Code: S07 Labor Hrs: 8 Labor Cost: 55.36 Material Cost: 0 Tr
 Dir Cd-Sub Cd: 02737-* Name: VILLAGE FORD INC Ph: 313-5633900 St: MI City: USA Reg Cd: NA Repr Date: 16-11
 Cust Comments: 3 36 REPAIR VEH HAS IRRATIC IDLE WHEN WARM WILL IDLE AT 725 THEN DROP TO 480 THEN RAISE TO 1000
 Tech Comments: SBDS DIAG NKORO PASS DCL DISPLAY PWR BAL TESTS IDLE DATA DISPLAY KOER PASS NOTED IDLE DROP ON UNSE? NO FIX FOR THIS CONCERN

2FTRX08W2Y [REDACTED] P5 T/P5 * T/BD T/AM T/E A4 T/RE T/VN 06-06-00 19-06-00 116049 USA 8 * 3Y04 * 27
 AWS Claim Key: 3546034 Doc #: 00299052 Trx Code: 2 Labor Hrs: 6 Labor Cost: 41.52 Material Cost: 0 Tr
 Dir Cd-Sub Cd: 02737-* Name: VILLAGE FORD INC Ph: 313-5633900 St: MI City: USA Reg Cd: NA Repr Date: 16-11
 Cust Comments: 3 36 REPAIR E BRAKE DONT ALWAYS RELEASE WORSE ON INCLINE, WARM OR COLD
 Tech Comments: VERIFY PARKING BRAKE WILL NOT RELEASE CK CAUSE LOWER DASH PANEL IS HITTING RELEASE HANDLE NEC TO 1 PANEL TO REPOSITION PANEL AND ADJUST HANDLE REOPERATE OK

2FTRX08W2Y [REDACTED] P5 T/P5 * T/BD T/AM T/E A4 T/RE T/VN 06-06-00 19-06-00 116049 USA 8 * 3G02 XC2Z 98
 AWS Claim Key: 3538088 Doc #: 00479352 Trx Code: S07 Labor Hrs: 1.2 Labor Cost: 83.04 Material Cost: 47.19 Tr
 Dir Cd-Sub Cd: 02737-* Name: VILLAGE FORD INC Ph: 313-5633900 St: MI City: USA Reg Cd: NA Repr Date: 01-11
 Cust Comments: 3 36 CHK ENG. LIGHT ON
 Tech Comments: SBDS DIAG YKORO P0172 DCL DISPLAY PINPOINT TESTS FOUND HEGO SENSOR LAZY SWITCHING REPL RH HEGO SEN? FOUND IDLE DIP HOTLINE CALL INDICATED CAL CONCERN ADJUST BASE IDLE TO GET IAC READING TO 37% RE TEST MINIMIZE CONCERN NO LATER CAL AVAILABLE AT THIS TIME

2FTRX08W2Y [REDACTED] P5 T/P5 * T/BD T/AM T/E A4 T/RE T/VN 06-06-00 19-06-00 116049 USA 21 * 6Y21 F65Z 83
 AWS Claim Key: 1500735 Doc #: 05317751 Trx Code: E94 Labor Hrs: 5 Labor Cost: 35.68 Material Cost: 291.2 Tr
 Dir Cd-Sub Cd: 02761-* Name: SOUTHGATE FORD Ph: 734-2823636 St: MI City: USA Reg Cd: NA Repr Date: 01-11
 Cust Comments: ADVISE ON BROKEN BUTTON ON PASSENGER SIDE 3RD BUTTON FROM CAB IS MISSING
 Tech Comments: BROKEN BUTTON ON BED COVER. OOT SHOP FOREMAN OK TO REPLACE COVER. REMOVED OLD BED COVER AND INS COVER. CHECKED OPERATIONS OK

2FTRX08W2Y [REDACTED] P5 T/P5 * T/BD T/AM T/E A4 T/RE T/VN 06-06-00 19-06-00 116049 USA 21 * 6A11 YL7Z 11
 AWS Claim Key: 1500736 Doc #: 05317752 Trx Code: E94 Labor Hrs: 5 Labor Cost: 35.68 Material Cost: 476.25 Tr
 Dir Cd-Sub Cd: 02761-* Name: SOUTHGATE FORD Ph: 734-2823636 St: MI City: USA Reg Cd: NA Repr Date: 01-11
 Cust Comments: ADVISE ON STEP BARS RUSTING ON BOTH DRIVERS PASSENGER SIDE **SSE DAN

PER-878 0234

Tech Comments: RUNNING BOARDS RUSTING. HAD SHOP FOREMAN APPROVE FOR NEW BOARDS AND REMOVED OLD RUNNING BOARD NEW RUNNING BOARDS. ALLIGNED NEW RUNNING BOARDS. CHECKED OPERATIONS :OK

2FTRX08W2Y [REDACTED] PS TFS * TBD T/M T/E A4 T/RE T/VN 06-06-00 19-06-00 116049 USA 21 * 1G03 YCZJ 86
AWS Claim Key: 19001732 Doc #: 05317753 Trx Code: E84 Labor Hrs: 2 Labor Cost: 14.27 Material Cost: 32.52 Tr
Dir Cd-Sub Cd: 02761-* Name: SOUTHGATE FORD Ph: 734-2823636 St: MI Ctry: USA Reg Cd: NA Rptg Date:01-M
Cost Comments: ADVISE ON SERPENTINE BELT CHIRPPING WHEN WET AND COLD
Tech Comments: BELT SQUEEL. CHECKED BELT OPERATIONS WHEN COLD BELT, BELT SQUEELED. REPLACED FAN BELT CHECKED OPI

2FTRX08W2Y [REDACTED] PS TFS * TBD T/M T/E A4 T/RE T/VN 06-06-00 19-06-00 116049 USA 21 * 7502 * 14
AWS Claim Key: 19001738 Doc #: 05317754 Trx Code: E83 Labor Hrs: 1.1 Labor Cost: 78.49 Material Cost: .97 Tr
Dir Cd-Sub Cd: 02761-* Name: SOUTHGATE FORD Ph: 734-2823636 St: MI Ctry: USA Reg Cd: NA Rptg Date:01-M
Cost Comments: ADVISE ON POWER POINT INOP
Tech Comments: D POWER POINT AFTER REPAIR. OPERATIONS :OK

2FTRX08W2Y [REDACTED] PS TFS * TBD T/M T/E A4 T/RE T/VN 06-06-00 19-06-00 116049 USA 21 * 1M05 FT5Z 71
AWS Claim Key: 19001739 Doc #: 05317755 Trx Code: E84 Labor Hrs: 9.7 Labor Cost: 692.1 Material Cost: 297.32 Tr
Dir Cd-Sub Cd: 02761-* Name: SOUTHGATE FORD Ph: 734-2823636 St: MI Ctry: USA Reg Cd: NA Rptg Date:01-M
Cost Comments: ADVISE ON TRANSMISSION MANUAL 3RD GEAR IS HARD AND GRINDS WHEN IN USE ****SEE DAN*****TRANS IS IN P
Tech Comments: 4.6L 5SP OD LD,M90D,THIRD GEAR GRINDS AT TIMES 4 4 R&I TRANS,BENCH FIXTURE,OVERHAUL MANUAL TRANS,REF SYNCHRONIZER & BLOCKING RINGS,POST ROAD TEST OK TEETH GROUND DOWN

2FTRX08W2Y [REDACTED] PS TFS * TBD T/M T/E A4 T/RE T/VN 06-06-00 19-06-00 116049 USA 21 * * * *
AWS Claim Key: 19281467 Doc #: 05317850 Trx Code: 01S24 Labor Hrs: 7 Labor Cost: 49.93 Material Cost: 7.88 Tr
Dir Cd-Sub Cd: 02761-* Name: SOUTHGATE FORD Ph: 734-2823636 St: MI Ctry: USA Reg Cd: NA Rptg Date:01-M
Cost Comments: RECALL D1524 WIPER MOTOR GEAR COVER
Tech Comments: PERFORMED INSPECTION PER RECALL. REPLACED WIPER COVER PER RECALL

2FTRX08W2Y [REDACTED] PS TFS * TBD T/M T/E A4 T/RE T/VN 06-06-00 19-06-00 116049 USA 27 * 6J06 * 14
AWS Claim Key: 17948104 Doc #: 07250752 Trx Code: E84 Labor Hrs: 7 Labor Cost: 51.05 Material Cost: 0 Tr
Dir Cd-Sub Cd: 02761-* Name: SOUTHGATE FORD Ph: 734-2823636 St: MI Ctry: USA Reg Cd: NA Rptg Date:19-A
Cost Comments: ADVISE ON TAILGATE IS HARD TO OPEN
Tech Comments: TAIL GATE IS HARD TO OPEN. CONFIRMED COMPLAINT. R&R TAIL GATE LATCH INSECTION COVER AND TAIL GATE L TAILGATE HANDLE AND LATCH ASSEMBLY SIZED. CLEANED, INSPECTED AND LUBED TAIL GATE LATCH ASSEMBLY INSPECTION COVER AND TAIL GATE LINER COVER. CHECKED OPERATIONS. HANDLE WASNT BINDING BUT STILL HAD BOTH TAIL GATE STRIKERS AND CHECKED OPERATIONS: OK

2FTRX08W2Y [REDACTED] PS TFS * TBD T/M T/E A4 T/RE T/VN 06-06-00 19-06-00 116049 USA 27 * 5Y01 1LJZ 21
AWS Claim Key: 17948105 Doc #: 07250754 Trx Code: E84 Labor Hrs: 1.6 Labor Cost: 116.67 Material Cost: 312.46 Tr
Dir Cd-Sub Cd: 02761-* Name: SOUTHGATE FORD Ph: 734-2823636 St: MI Ctry: USA Reg Cd: NA Rptg Date:19-A
Cost Comments: ADVISE ON PARKING BRAKE IS INOP MADE A SQUEALING NOISE FROM REAR
Tech Comments: TEST DROVE AND APPLY PARKING BRAKE AND VERIFIED CONCERN, INSPECTED BRAKE AND FOUND BOTH E BRAKE BRAKE SHOES CRACKED AND DAMAGED AND BACKING PLATES BENT. REPLACED BOTH REAR BACKING PLATE PART ASSEMBLYS. REMOVED BOTH REAR AXLES AND TRANSFERED OVER PARTS ADJUSTED E BRAKES AND RETEST DR1 FROM PARKING BRAKE

2FTRX08W2Y [REDACTED] PS TFS * TBD T/M T/E A4 T/RE T/VN 06-06-00 19-06-00 116049 USA 27 * 1G03 * 71
AWS Claim Key: 17948106 Doc #: 07250755 Trx Code: E84 Labor Hrs: 2 Labor Cost: 14.58 Material Cost: 0 Tr
Dir Cd-Sub Cd: 02761-* Name: SOUTHGATE FORD Ph: 734-2823636 St: MI Ctry: USA Reg Cd: NA Rptg Date:19-A

PE04-078 0225

Cost Comments: ADVISE ON BELT SQUEAL ON START UP, ESPECIALLY WHEN WET OUTSIDE
Tech Comments: BELT SQUEAL. CLEANED, INSPECTED AND LUBED SERPENTINE BELT. CHECKED OPERATIONS : OK

2FTRK08W2Y [REDACTED] F5 T/F5 * T/BD T/AM T/E A4 T/RE T/VN 06-06-00 19-06-00 116049 USA 27 * 3GD4 * D
AWS Claim Key: 17948107 Doc #: 07250756 Trx Code: B84 Labor Hrs: 6 Labor Cost: 43.74 Material Cost: 0 Tr
Dir Cd-Sub Cd: 02761-* Name: SOUTHGATE FORD Ph: 734-2823636 St: MI City Cd: USA Reg Cd: NA Repr Date:19-A
Cost Comments: ADVISE ON IDLE WILL GO DOWN TO 500 RPM'S WHEN STOPPED. THEN IT WILL GO BACKUP
Tech Comments: ROAD TEST NPF WDS STARTUP GUIDED DIAG KOEO CODE PASS.DATALOG.POWERBALANCE. KOER CODE PASS NPF

2FTRK08W2Y [REDACTED] F5 T/F5 * T/BD T/AM T/E A4 T/RE T/VN 06-06-00 19-06-00 116049 USA 27 * 3ND1 1L3Z 7
AWS Claim Key: 17948108 Doc #: 07250758 Trx Code: B84 Labor Hrs: 2 Labor Cost: 14.58 Material Cost: 13.02 Tr
Dir Cd-Sub Cd: 02761-* Name: SOUTHGATE FORD Ph: 734-2823636 St: MI City Cd: USA Reg Cd: NA Repr Date:19-A
Cost Comments: ADVISE ON KNOB FOR SHIFTER IS LOOSE
Tech Comments: SHIFTER KNOB LOOSE. BAR SHIFTER KNOB AND INSTALLED NEW KNOB. CHECK

2FTRK08W2Y [REDACTED] F5 T/F5 * T/BD T/AM T/E A4 T/RE T/VN 06-06-00 19-06-00 116049 USA 28 * 6F42 * 5
AWS Claim Key: 17948109 Doc #: 07509281 Trx Code: B84 Labor Hrs: 0 Labor Cost: 84 Material Cost: 21 Tr
Dir Cd-Sub Cd: 02761-* Name: SOUTHGATE FORD Ph: 734-2823636 St: MI City Cd: USA Reg Cd: NA Repr Date:10-51
Cost Comments: ADVISE ON WATER LEAK ON PASSANGER SIDE FRONT DOOR
Tech Comments: DSL AUTOMOTIVE TRIM SPECIALISTS WATER TEST. ADJUST W STRIP FLANGE. SEALED W STRIP

2FTRK08W2Y [REDACTED] F5 T/F5 * T/BD T/AM T/E A4 T/RE T/VN 06-06-00 19-06-00 116049 USA 30 * 2E03 P65Z 9F
AWS Claim Key: 18654918 Doc #: 08137751 Trx Code: P85 Labor Hrs: 7 Labor Cost: 51.04 Material Cost: 52 Tr
Dir Cd-Sub Cd: 02761-* Name: SOUTHGATE FORD Ph: 734-2823636 St: MI City Cd: USA Reg Cd: NA Repr Date:06-N
Cost Comments: ADVISE ON VEHICLE IDLES ROUGH, ESPECIALLY WHEN COLD *P85 COLLECT \$0.00 FROM CUSTOMER*
Tech Comments: ROAD TEST INSTALL VDR.ROAD TEST.UFLOAD VDR TO WDS.REPLACE I.A.C. PER BOB L.

2FTRK08W2Y [REDACTED] F5 T/F5 * T/BD T/AM T/E A4 T/RE T/VN 06-06-00 19-06-00 116049 USA 37 * 5A01 * 42
AWS Claim Key: 21013548 Doc #: 00467951 Trx Code: 0707D Labor Hrs: 4 Labor Cost: 301.88 Material Cost: 40.41 Tr
Dir Cd-Sub Cd: 02761-* Name: SOUTHGATE FORD Ph: 734-2823636 St: MI City Cd: USA Reg Cd: NA Repr Date:21-31
Cost Comments: ADVISE ON POPPING NOISE FROM REAR OF VEHICLE WHILE DRIVING AT ANY SPEED AND WHEN TURNING
Tech Comments: REPLACED CUSTOMER SUPPLIED REAR AXLE ASSEMBLY. IN PROCESS OF REMOVING REAR AXLE. FOUND VENT TUBE BRAKE HOSE. REPLACED BRAKE HOSE. BLED BRAKES, ROADTESTED OK.

2FTRK08W2Y [REDACTED] F5 T/F5 * T/BD T/AM T/E A4 T/RE T/VN 06-06-00 19-06-00 116049 USA 42 * 5N01 2L3Z 1.
AWS Claim Key: 21894143 Doc #: 02206151 Trx Code: 0707D Labor Hrs: 2.3 Labor Cost: 174.04 Material Cost: 69.19 Tr
Dir Cd-Sub Cd: 02737-* Name: VILLAGE FORD INC Ph: 313-5653900 St: MI City Cd: USA Reg Cd: NA Repr Date:11-N
Cost Comments: POSS ESPXTRACARE \$4.00 DIAG VEH HAS POSS SQUEALING NOISE FROM FT END AT XWAY DRIVE CUST ADV POSS W-
Tech Comments: CHECK CAUSE DIAG LT OUTER TIE ROD LOOSE AND LOWER BALL JOINT SQUEAKING REPLACE BALL JOINT AND TIE R
 U.10

2FTRK08W2Y [REDACTED] F5 T/F5 * T/BD T/AM T/E A4 T/RE T/VN 06-06-00 19-06-00 116049 USA 45 * 5G03 F37Z 7
AWS Claim Key: 23361436 Doc #: 03087432 Trx Code: 0707D Labor Hrs: 2 Labor Cost: 151.34 Material Cost: 26.72 Tr
Dir Cd-Sub Cd: 02737-* Name: VILLAGE FORD INC Ph: 313-5653900 St: MI City Cd: USA Reg Cd: NA Repr Date:10-F1
Cost Comments: POSS ESPXTRACARE \$0 DED \$4.00 DIAG VEH HAS EXCESSIVE PLAY IN FT END
Tech Comments: DIAG RT LOWER BALL JOINT LOOSE REPLACED SET TOE 0.08 DIAG LT FRT SWAY BAR LINK WORN REPLACED

PER-078 0238

Any comments? You can contact



webmaster

FE04-076 0237



11/3/2004

F-Series Cruise Control Clinic

October 20, 21 & 22, 2004

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

Vehicle Information:

VIN Number 2ETRFL8W1L [REDACTED]

Mileage: 37,903 Year: 01 Model: _____

Cruise Control - F150
Wednesday, October 20th, 2004
7:30AM - 8:00AM
40365

POWERPOINT CONNECTORS

How often do you use your powerpoint connections? NOT OFTEN

Which ones do you use? DRIVER

What accessories do you plug in? 120V INVERTER TO CHARGE 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 ~~City~~ Conservative vs. Aggressive

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

NO ANTI-LOCK BRAKE EVENTS

How often do you use speed control? FREQUENTLY

How do you like it? VEH DOWN SHIFT ON HILLS AT HIGHWAY SPEED

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

HAD A WINDSHIELD LEAK AND MOLTRE ... INTO FUSE BOX. NO FUSES BLOWN BUT REPAIR ... SHORTED

May we contact you in the future? Yes/No SHORTED

Diagnostic test codes from ABS and Powertrain Control Modules

NO DTC'S



Cruise Control - F150
Wednesday, October 20th, 2004
7:30AM - 8:00AM
40365

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 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 5
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: 03-NOV-2004

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

YDN	AWS VL	WEBS 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	BA3	
2FTRF18W710	PS	TFS	T/F	T/BB	T/AM	T/E	A4	T/DU	T/VN	11-01-01	29-06-01	148051	USA 7	*	6H19	*	7021		
AWS Claim Key:	6312100	Doc #:	19251701	Trx Code:	2	Labor Hrs:	3	Labor Cost:	21.34	Material Cost:	0	Total							
Dir Cd-Sub Cd:	02710-*	Name:	HUNTINGTON FORD, INC.	Ph:	248-8520400	St:	MI	City:	USA	Reg Cd:	NA	Repr Date:	14-JAN						
Cost Comments:	THE PASS SIDE WINDOW IS SLOW WHEN GOING DOWN. T90																		
Tech Comments:	VERIFY CONCERN REMOVED DOOR PANNEL, INSPECTED WINDOW REG AND RUN, FOUND NO DAMAGE WINDOW RUN ADJUSTED CLEANED AND LUBED WINDOW RUN, RESTORED VEH. RETEST OPS AS DESIGNED CP 21996																		
2FTRF18W7	PS	TFS	T/F	T/BB	T/AM	T/E	A4	T/DU	T/VN	11-01-01	29-06-01	148051	USA 7	*	*	*	*		
AWS Claim Key:	0312092	Doc #:	19251703	Trx Code:	01521	Labor Hrs:	3	Labor Cost:	21.34	Material Cost:	0	Total							
Dir Cd-Sub Cd:	02710-*	Name:	HUNTINGTON FORD, INC.	Ph:	248-8520400	St:	MI	City:	USA	Reg Cd:	NA	Repr Date:	14-JAN						
Cost Comments:	RECALL 01521 SEAT BELT BUCKLE.																		
Tech Comments:	INSPECTED VEH. NO SERVICE REQUIRED																		
2FTRF18W7	PS	TFS	T/F	T/BB	T/AM	T/E	A4	T/DU	T/VN	11-01-01	29-06-01	148051	USA 13	*	7522	F2UZ	1452		
AWS Claim Key:	9554432	Doc #:	195683A	Trx Code:	507	Labor Hrs:	2.5	Labor Cost:	184	Material Cost:	11.59	Total							
Dir Cd-Sub Cd:	02697-*	Name:	ELDER FORD	Ph:	248-5854000	St:	MI	City:	USA	Reg Cd:	NA	Repr Date:	21-JUL						
Cost Comments:	BLK LTS TURN SIGNALS IN OP CUST CHANGED FUSE ONLY WORKED FOR 1 HOUR																		
Tech Comments:	14208 INSPECT DEAD SHORT TO GROUND ON RIGHT SIGNAL CIRCUIT. R&R LOWER DASH PANEL & MULTI FUNCTION S1 INSPECT CIRCUIT, R&R FRONT & REAR TURN LAMPS, NECC TO INSPECT. REF TO EYIML R&R POWER DISTRIBUTION BO> C159 REPAIR WIRING RUBBING ON BRACKET FOR BOX, REPLACE BLOWN FUSES, RETEST TURN LAMPS WORKING NOW																		
3FTRF18W71	PS	TFS	T/F	T/BB	T/AM	T/E	A4	T/DU	T/VN	11-01-01	29-06-01	148051	USA 13	*	6H19	XL3Z	1521		
AWS Claim Key:	9554438	Doc #:	195683B	Trx Code:	EM4	Labor Hrs:	1.2	Labor Cost:	88.32	Material Cost:	71.86	Total							
Dir Cd-Sub Cd:	02697-*	Name:	ELDER FORD	Ph:	248-5854000	St:	MI	City:	USA	Reg Cd:	NA	Repr Date:	28-JUL						
Cost Comments:	PASSENGER WINDOW BINDING																		
Tech Comments:	14208 R&R RIGHT FRONT DOOR TRIM PANEL, NECC TO REPLACE WINDOW RUN ASSY, ADJUST GLASS & REGULATOR IT RUN. CC 42 CP 21537																		
2FTRF18W710	PS	TFS	T/F	T/BB	T/AM	T/E	A4	T/DU	T/VN	11-01-01	29-06-01	148051	USA 16	*	6H19	XL3Z	1521		
AWS Claim Key:	11238276	Doc #:	201427A	Trx Code:	E90	Labor Hrs:	6	Labor Cost:	44.16	Material Cost:	74.38	Total							
Dir Cd-Sub Cd:	02697-*	Name:	ELDER FORD	Ph:	248-5854000	St:	MI	City:	USA	Reg Cd:	NA	Repr Date:	16-OCT						
Cost Comments:	CHECK FORPASS WINDOW BINDING ON THE WAY DOWN (STOPS ABOUT HALF WAY DOWN)																		
Tech Comments:	18055 R&R RIGHT DOOR TRIM PANEL, SERVICE PART WINDOW RUN ASSY. WINDOW WORKING NOW. CC 42 CP 21536																		
2FTRF18W71	PS	TFS	T/F	T/BB	T/AM	T/E	A4	T/DU	T/VN	11-01-01	29-06-01	148051	USA 16	*	1H03	2F1Z	9144		
AWS Claim Key:	11238277	Doc #:	201427B	Trx Code:	S07	Labor Hrs:	4	Labor Cost:	58.88	Material Cost:	42.59	Total							
Dir Cd-Sub Cd:	02697-*	Name:	ELDER FORD	Ph:	248-5854000	St:	MI	City:	USA	Reg Cd:	NA	Repr Date:	16-OCT						
Cost Comments:	CHECK ENGINE LIGHT TROUBLES																		
Tech Comments:	18055 CC28 9M40 KOEO PASS. KOER PASS. KOEC P0401. PINPOINT TEST. MONITOR PIDS ON DCL. REPLACE DPFE SENSOR																		

P004-078 0248

Tech Comments RETEST P1000, ROAD TEST OK. 126500.DX1.D45.D46.

Any comments? You can contact



webmaster

PE04-078 0241

11/3/2004

F-Series Cruise Control Clinic

October 20, 21 & 22, 2004

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

Vehicle Information:

VIN Number 2E1RXL0L53C _____

Mileage: 17557 Year: 2002 Model: FX4 SUPER CAB _____

Cruise Control - F150
Wednesday, October 20th, 2004
7:00AM - 7:30AM
206-8068

POWERPOINT CONNECTORS

How often do you use your powerpoint connections? NOT OFTEN

Which ones do you use? FRONT

What accessories do you plug in? GAMSS

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)
NO LIGHTS - MINIMAL ANTI LOCK BRAKE EVENTS

How often do you use speed control? EVERY DAY

How do you like it? LIKE THE 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
7:00AM - 7:30AM
206-8068

Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

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

Model Year 2002
Mileage 40000-48999
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 No

Use aux outlets Yes
Convenience of location 3
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

YIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	END COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	QRT	WCC	PREF	BASI	
2PTRXISL6X	PS		T/F5	T/F	T/BD	T/AM	T/E	A4	T/DU	T/VZ	34-10-01	19-11-01	148016	USA	22	*	SN01	*	3333
AWS Claim Key:	7233654	Doc #:	302776A	Trs Code:	EM4	Labor Hrs:	4.7	Labor Cost:	359.05	Material Cost:	113.18	Total							
Dir Cd-Sub Cd:	02771	Name:	JACK DEMMER FORD, INC.	Ph:	734-7213600	St:	MI	City Cd:	USA	Reg Cd:	NA	Repr Date:	03-AUG						
Com Comments:	CK FRONT END FEELS LOOSE WHILE DRIVING,ADVISE POSSIBLE IDLER ARM																		
Tech Comments:	35387 ROAD TESTED AND INSP. FOUND IDLER ARM LOOSE AND BOTH LOWER BALL JOINTS LOOSE. REPLACED IDLER A REPLACED BOTH LOWER BALL JOINTS. CHECKED FRONT END ALIGN. SET CASTER, CAMBER, AND TOE IN TO SPEC. TSB CK&ADJ TOE AS NEC.																		

Any comments? You can contact



webmaster

PE04-076 0244

F-Series Cruise Control Clinic

October 20, 21 & 22, 2004

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

Vehicle Information:

VIN Number 2FTDX2812V [REDACTED]

Mileage: 158,000 Year: 97 Model: F150

Cruise Control - F150
Wednesday, October 20th, 2004
7:30AM - 8:00AM
734-266-8512

6:53L

POWERPOINT CONNECTORS

How often do you use your powerpoint connections? NOT AT ALL

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)
MORE IN WINTER - LIGHT BACK END - NOT OFTEN IN SUMMER

How often do you use speed control? FREQUENTLY

How do you like it? WONTS IN WINDY / RAINY / HILL

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 - TOOK UP UP

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
7:30AM - 8:00AM
734-266-8512

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 *Ax4-LEM*

Dealer visit - lights? Yes

Satisfaction with cruise control functions

Use of cruise control Frequently
Engagement 5
Disengagement 3
Performance engaged 2 *HUNTS LEADS/SLIPPING - 11/11/04*

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 1

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	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	
1FTDX1861VK	PS	T/F5	*	TBD	TAM	T/E	AJ	T/DU	T/V3	24-05-96	12-06-96	156031	USA	5	*	6D01	F65Z	1564	
AWS Claim Key:	421834	Doc #:	276953A	Trx Code:	1	Labor Hrs:	0	Labor Cost:	60	Material Cost:	198.18	Total							
Dir Cd-Sub Cd:	08405*	Name:	UTAH AUTO COLLECTION	Ph:	801-4881700	St:	City	USA	Reg Cd:	NA	Repr Date:	05-NOV							
Cost Comments:	BACK ON DRIVERS SEAT MATERIAL IS COMING APART S O PART HERE																		
Tech Comments:	T & G UPHOLSTERY.																		
1FTDX1861V	PS	T/F5	*	TBD	TAM	T/E	AJ	T/DU	T/V3	24-05-96	12-06-96	156031	USA	5	*	6D01	F65Z	1564	
AWS Claim Key:	418436	Doc #:	276953B	Trx Code:	1	Labor Hrs:	3	Labor Cost:	29.5	Material Cost:	0	Total							
Dir Cd-Sub Cd:	08405*	Name:	UTAH AUTO COLLECTION	Ph:	801-4881700	St:	City	USA	Reg Cd:	NA	Repr Date:	05-NOV							
Cost Comments:	REPAIR TAILPIPE IS TOO CLOSE TO WHEEL MOLDING ON PASSENGER SIDE BLUNT MOLDING(SEE MIKE)																		
Tech Comments:	BENT PIPE DOWN SO IT WAS NOT SO CLOSE TO WHEEL MOLDING.																		
1FTDX1861V	PS	T/F5	*	TBD	TAM	T/E	AJ	T/DU	T/V3	24-05-96	12-06-96	156031	USA	6	*	6D01	F65Z	9929	
AWS Claim Key:	519258	Doc #:	042763A	Trx Code:	1	Labor Hrs:	3	Labor Cost:	17.7	Material Cost:	54.53	Total							
Dir Cd-Sub Cd:	08405*	Name:	UTAH AUTO COLLECTION	Ph:	801-4881700	St:	City	USA	Reg Cd:	NA	Repr Date:	11-NOV							
Cost Comments:	MLDNG ON RT BEAR WHEEL WELL IS BRUTN FROM EXHAUST																		
Tech Comments:	REPLACE MLDNG																		
1FTDX1861V8	PS	T/F5	*	TBD	TAM	T/E	AJ	T/DU	T/V3	24-05-96	12-06-96	156031	USA	36	*				
AWS Claim Key:	1660066	Doc #:	101314A	Trx Code:	98S14	Labor Hrs:	6	Labor Cost:	31.91	Material Cost:	8.4	Total							
Dir Cd-Sub Cd:	04283*	Name:	VARSITY FORD LINCOLN MERCURY, INC.	Ph:	979-7790664	St:	City	USA	Reg Cd:	NA	Repr Date:	06-NOV							
Cost Comments:	98S14 REPLACE LUGNUTS																		
Tech Comments:	PERFORM 98S14 RECALL																		
1FTDX1861V8	PS	T/F5	*	TBD	TAM	T/E	AJ	T/DU	T/V3	24-05-96	12-06-96	156031	USA	36	*				
AWS Claim Key:	1660064	Doc #:	101314B	Trx Code:	98R01	Labor Hrs:	3	Labor Cost:	15.96	Material Cost:	1.09	Total							
Dir Cd-Sub Cd:	04283*	Name:	VARSITY FORD LINCOLN MERCURY, INC.	Ph:	979-7790664	St:	City	USA	Reg Cd:	NA	Repr Date:	06-NOV							
Cost Comments:	98R01 PCV VALVE SLEEVES INSTALLMENT																		
Tech Comments:	PERFORM 98R01 CAMPAIGN																		
1FTDX1861V	PS	T/F5	*	TBD	TAM	T/E	AJ	T/DU	T/V3	24-05-96	12-06-96	156031	USA	41	*				
AWS Claim Key:	18214851	Doc #:	109980B	Trx Code:	97S86	Labor Hrs:	3	Labor Cost:	16.39	Material Cost:	53	Total							
Dir Cd-Sub Cd:	04283*	Name:	VARSITY FORD LINCOLN MERCURY, INC.	Ph:	979-7790664	St:	City	USA	Reg Cd:	NA	Repr Date:	19 OCT							
Cost Comments:	TRANS SHIFT CABLE RECALL# 97S86																		
Tech Comments:	PERFORMED RECALL 97S86																		
1FTDX1861VKAT8198	PS	T/F5	*	TBD	TAM	T/E	AJ	T/DU	T/V3	24-05-96	12-06-96	156031	USA	41	*				

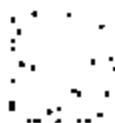
P804-878 8247

AWS Claim Key: 18916812 Doc #: 109980C Trx Code: 98518 Labor Hrs: 4 Labor Cost: 21.85 Material Cost: 12.74 Totl
Dir Cd-Sub Cd: 04283-* Name: VARSITY FORD LINCOLN MERCURY, INC. Ph: 979-7790664 St: TX City: USA Reg Cd: NA Repr Date: 19-OC
Cost Comments: REAR SPRING CLIP INSTALLATION RECALL# 98518
Tech Comments: PERFORMED RECALL 98518

IFDX1861V# [REDACTED] PS T/P3 * TBD T/AM T/E AJ T/DU T/V3 24-05-96 12-06-96 156031 USA 53 - - -
AWS Claim Key: 21532314 Doc #: 156940D Trx Code: 00522 Labor Hrs: .2 Labor Cost: 13.71 Material Cost: 0 Totl
Dir Cd-Sub Cd: 02750-* Name: AVIS FORD, INC. Ph: 248-3357500 St: MI City: USA Reg Cd: NA Repr Date: 16-OC
Cost Comments: RECALL 00522 FUEL LINE
Tech Comments: 81283 RECALL 00522 INSP FUEL LINES 00522A .2

IFDX1861V# [REDACTED] PS T/P5 * TBD T/AM T/E AJ T/DU T/V3 24-05-96 12-06-96 156031 USA 97 - - -
AWS Claim Key: 25056421 Doc #: 09768401 Trx Code: 03502 Labor Hrs: 2 Labor Cost: 15 Material Cost: 0 Totl
Dir Cd-Sub Cd: 02755-* Name: MCLAUGHLIN FORD, INC. Ph: 248-5484100 St: MI City: USA Reg Cd: NA Repr Date: 03-MA
Cost Comments: 03502 STEERING SHAFT YOKE
Tech Comments: PERFORM INSPECTION RECALL 03502A CHECK LOWER INTERMEDIATE STEERING YOKE PER RECALL 03502. YOKE FULL

Any comments? You can contact



[webmaster](#)

F004-878 0248

F-Series Cruise Control Clinic

October 20, 21 & 22, 2004

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

Vehicle Information:

VIN Number 1FTDXL8WYN _____

Mileage: 104,500 Year: 07 Model: _____

Cruise Control - F150
Wednesday, October 20th, 2004
2:30PM - 3:00PM
73430

POWERPOINT CONNECTORS

How often do you use your powerpoint connections? 667 TV on keys (1 time/year)

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?

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)

Once, worked well (on highway)

How often do you use speed control? Not often, just when travelling on highway

How do you like it? Works well,

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

No Diag



Cruise Control - F150
Wednesday, October 20th, 2004
2:30PM - 3:00PM
73430

Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name
CDSID
Phone

Model Year 1997
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?

Satisfaction with cruise control functions

Use of cruise control Not Often
Engagement 5
Disengagement 5
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 No
Convenience of location 4
of auxiliary outlets 1

STANDARD CLAIMS LIST

AWS Online Report

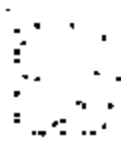
Run Date: 03-NOV-2004

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

VIN	AWS VL	WERS VL	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	BA	
1FTDX18WVX	F5		T/F3	*	TBD T/AM	T/E	AR	T/DU	T/VN	26-09-96	26-10-96	148544	USA	16		*	*	*	
AWS Claim Key:	5943154	Doc #:	02945001	Trx Code:	97586	Labor Hrs:	3	Labor Cost:	16.79	Material Cost:	.15	To							
Dir Cd-Sub Cd:	02672.*	Name:	DMLAY CITY FORD, INC.		Ph:	810-7243900	St:	MI	City Cd:	USA	Reg Cd:	NA	Repr Date:	24-J					
Cust Comments:	RECALL 97586																		
Tech Comments:	PERFORMED RECALL 97586																		
1FTDX18WVX	F5		T/F5	*	TBD T/AM	T/E	AR	T/DU	T/VN	26-09-96	26-10-96	148544	USA	23		*	*	*	
AWS Claim Key:	12326792	Doc #:	03713601	Trx Code:	98514	Labor Hrs:	6	Labor Cost:	35.94	Material Cost:	8.4	To							
Dir Cd-Sub Cd:	02672.*	Name:	DMLAY CITY FORD, INC.		Ph:	810-7243900	St:	MI	City Cd:	USA	Reg Cd:	NA	Repr Date:	15-5					
Cust Comments:	RECALL 98514																		
Tech Comments:	REPLACED LUG NUTS PER RECALL 98514																		
1FTDX18WVX	F5		T/F5	*	TBD T/AM	T/E	AR	T/DU	T/VN	26-09-96	26-10-96	148544	USA	23		*	*	*	
AWS Claim Key:	13356791	Doc #:	03713602	Trx Code:	98518	Labor Hrs:	4	Labor Cost:	23.96	Material Cost:	12.74	To							
Dir Cd-Sub Cd:	02672.*	Name:	DMLAY CITY FORD, INC.		Ph:	810-7243900	St:	MI	City Cd:	USA	Reg Cd:	NA	Repr Date:	15-5					
Cust Comments:	RECALL 98518																		
Tech Comments:	PERFORMED RECALL 98518																		
1FTDX18WVX	F5		T/F3	*	TBD T/AM	T/E	AR	T/DU	T/VN	25-09-96	26-10-96	148544	USA	39		*	6R09	*	14
AWS Claim Key:	19593561	Doc #:	0860708	Trx Code:	EB1	Labor Hrs:	3.4	Labor Cost:	21.34	Material Cost:	0	To							
Dir Cd-Sub Cd:	13901.*	Name:	CRISSMAN LINCOLN-MERCURY INC		Ph:	810-6524300	St:	MI	City Cd:	USA	Reg Cd:	NA	Repr Date:	11-1					
Cust Comments:	AIR BAO WARNING LIGHT TROUBLES																		
Tech Comments:	HOOK UP NGS TEST CODE B167 AND B194 PINPOINT TEST TRACE AND ACCESS DASH AND INSPECT CIRCUIT 57 AT G REMOVE AND CLEAN GROUND AND SURROUNDING AREA REINSTALL AND RETEST AND CLEAR DTCS RECK NO LK CORRECTED																		
1FTDX18WVX	F5		T/F3	*	TBD T/AM	T/E	AR	T/DU	T/VN	26-09-96	26-10-96	148544	USA	61		*	*	*	
AWS Claim Key:	23686816	Doc #:	18762701	Trx Code:	00522	Labor Hrs:	2	Labor Cost:	14.23	Material Cost:	0	To							
Dir Cd-Sub Cd:	02710.*	Name:	HUNTINGTON FORD, INC.		Ph:	348-8320400	St:	MI	City Cd:	USA	Reg Cd:	NA	Repr Date:	25-1					
Cust Comments:	PERFORM 00522 FUEL LINE CAMPAIGN																		
Tech Comments:	PASSED INSPECTION PER RECALL E																		

PERM-870 0231

Any comments? You can contact



webmaster

PERM-076 8282

F-Series Cruise Control Clinic

October 20, 21 & 22, 2004

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

Vehicle Information:

VIN Number 1FTDX0867VK [Redacted]

Mileage: 1072 Year: 97 Model: _____

Jacovetty, John (Jjacovet)
Cruise Control - F150
Wednesday, October 20th, 2004
2:00PM - 2:30PM
392-7079

POWERPOINT CONNECTORS

How often do you use your powerpoint connections? Very Infrequent

Which ones do you use? Power pt.

What accessories do you plug in? Cell phone charger, Power Inverter

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

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) few times during winter slippery conditions

How often do you use speed control? Never

How do you like it? N/A

Have you ever had any problems with your speed control? N/A

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

TRAILER BRAKE LAMP 342-11

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
392-7079

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 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 Never
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 Yes

Use aux outlets Yes No
Convenience of location 3
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

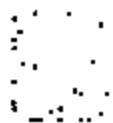
VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COO	PRD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	QRT	WCC	PREF	BASI	
1FTDX0867VH	P5	T/F5	*	T/B/D	T/M	T/E	AJ	T/DU	T/V3	08-05-96	29-05-96	18961J	USA	1	*	7901	*	1880	
AWS Claim Key:	110552	Doc #:	00063351	Trx Code:	1	Labor Hrs:	6	Labor Cost:	73.5	Material Cost:	0	Total							
Dir Cd-Sub Cd:	60340*	Name:	FORD MOTOR COMPANY	Ph:	**	St:		City Cd:	USA	Reg Cd:	NA	Repr Date:	18-JUN						
Cost Comments:	CHECK THE PASSENGER SIDE REAR SPEAKER																		
Tech Comments:	REPLACED THE REAR SIDE SPEAKER																		
1FTDX0867V	P5	T/F5	*	T/B/D	T/M	T/E	AJ	T/DU	T/V3	08-05-96	29-05-96	18961J	USA	6	*	3E01	*	2A63	
AWS Claim Key:	507812	Doc #:	00109152	Trx Code:	E84	Labor Hrs:	11	Labor Cost:	32	Material Cost:	0	Total							
Dir Cd-Sub Cd:	60340*	Name:	FORD MOTOR COMPANY	Ph:	**	St:		City Cd:	USA	Reg Cd:	NA	Repr Date:	08-NOV						
Tech Comments:	REPLACED THE REAR DRUM																		
1FTDX0867V	P5	T/F5	*	T/B/D	T/M	T/E	AJ	T/DU	T/V3	08-05-96	29-05-96	18961J	USA	8	*		*		
AWS Claim Key:	4004293	Doc #:	07571301	Trx Code:	96805	Labor Hrs:	3	Labor Cost:	12	Material Cost:	0	Total							
Dir Cd-Sub Cd:	60340*	Name:	FORD MOTOR COMPANY	Ph:	**	St:		City Cd:	USA	Reg Cd:	NA	Repr Date:	02-JAN						
Tech Comments:																			
1FTDX0867V	P5	T/F5	*	T/B/D	T/M	T/E	AJ	T/DU	T/V3	08-05-96	29-05-96	18961J	USA	8	*	5V10	F75Z	2140	
AWS Claim Key:	1004369	Doc #:	00126851	Trx Code:	E84	Labor Hrs:	1.2	Labor Cost:	48	Material Cost:	3773	Total							
Dir Cd-Sub Cd:	60340*	Name:	FORD MOTOR COMPANY	Ph:	**	St:		City Cd:	USA	Reg Cd:	NA	Repr Date:	1-4-JAN						
Cost Comments:	CHECK THE BRAKE LIGHT STAYS ON																		
Tech Comments:	CHANGE THE BULB																		
1FTDX0867V	P5	T/F5	*	T/B/D	T/M	T/E	AJ	T/DU	T/V3	08-05-96	29-05-96	18961J	USA	18	*		*		
AWS Claim Key:	4700297	Doc #:	08571301	Trx Code:	97886	Labor Hrs:	3	Labor Cost:	12	Material Cost:	15	Total							
Dir Cd-Sub Cd:	60340*	Name:	FORD MOTOR COMPANY	Ph:	**	St:		City Cd:	USA	Reg Cd:	NA	Repr Date:	19-NOV						
Tech Comments:																			
1FTDX0867V	P5	T/F5	*	T/B/D	T/M	T/E	AJ	T/DU	T/V3	08-05-96	29-05-96	18961J	USA	38	*		*		
AWS Claim Key:	17411058	Doc #:	100820C	Trx Code:	98R01	Labor Hrs:	3	Labor Cost:	16.82	Material Cost:	109	Total							
Dir Cd-Sub Cd:	02685*	Name:	FRED GRANDE FORD SLS, INC	Ph:	586-7273415	St:	MI	City Cd:	USA	Reg Cd:	NA	Repr Date:	18-JUN						
Cost Comments:	RECALL 98R01																		
Tech Comments:	PERF RECALL 98R01 INSTALL FOAM SLEEVE OVER PCV TUBE ASSEMBLY																		
1FTDX0867VKA85713	P5	T/F5	*	T/B/D	T/M	T/E	AJ	T/DU	T/V3	08-05-96	29-05-96	18961J	USA	46	*		*		
AWS Claim Key:	18337286	Doc #:	07016845	Trx Code:	98514	Labor Hrs:	6	Labor Cost:	39.84	Material Cost:	8.4	Total							
Dir Cd-Sub Cd:	10183*	Name:	SESI LINCOLN-MERCURY	Ph:	734-4827133	St:	MI	City Cd:	USA	Reg Cd:	NA	Repr Date:	12-JUL						
Tech Comments:	RECALL 98514																		

PERF-RTS E235

IFTDX0867VH [REDACTED] P5 TFS * T/BD T/AM T/E AJ T/DU T/V3 08-05-96 29-05-96 189611 USA 60 * * *
 AWS Claim Key: 22840922 Doc #1 34394001 Trx Code: 00322 Labor Hrs: 2 Labor Cost: 12.59 Material Cost: 0 Total
 Dir Cd-Sub Cd: 02777-* Name: STU EVANS FORD, INC. P/c: 734-4288343 St: MI City: USA Reg Cd: NA Expr Date: 30-APR
 Tech Comments: I INSPECTED FUEL LINE AND FOUND THAT IT HAD THE 10MM OF SPACE BETWEEN THE BRACKET AND THE TOP OF TI

IFTDX0867VH [REDACTED] P5 TFS * T/BD T/AM T/E AJ T/DU T/V3 08-05-96 29-05-96 189611 USA 90 * * *
 AWS Claim Key: 24929700 Doc #1 04853801 Trx Code: 03302 Labor Hrs: 2 Labor Cost: 14.11 Material Cost: 0 Total
 Dir Cd-Sub Cd: 09609-* Name: SHAMROCK FORD LINCOLN-MERCURY, INC. P/c: 517-4367414 St: MI City: USA Reg Cd: NA Expr Date: 21-SEP
 Cost Comments: 03302 STEERING SHAFT YOKE INSPECTION
 Tech Comments: 03302 INSPECTION ONLY NEEDED

Any comments? You can contact



webmaster

PC04-078 0208

Cruise Control F-150

Wednesday, October 20, 2004

<u>Appt Time</u>	<u>Customer</u>	<u>Arrival Time</u>
7:00AM		7:10
7:00AM		7:00
7:30AM		7:20
7:30AM		7:30
8:00AM		8:00
8:00AM		8:00
8:30AM		8:35
8:30AM		8:20
9:00AM		9:05
9:00AM		8:50
9:30AM		9:30
9:30AM		9:25
10:00AM		9:35
10:00AM		9:30
10:30AM		10:00
10:30AM		10:10
11:00AM		
12:00PM		
12:00PM		12:00
12:00PM		
12:30PM		12:22
12:30PM		12:40
1:00PM		12:50
1:00PM		1:00
1:30PM		cxld
1:30PM		1:30
2:00PM		1:50
2:00PM		1:55
2:30PM		2:25
2:30PM		2:35