

R.O. OPENED READY OPTIONS: SOLD-STK:G1189 DLR:07398
 07:13 30JUN16 15:11 18AUG16 ENG:99P 2.7L V6 ECOBOOST W/AUTO S/S
 TRN:446 ELEC 6-SPEED AUTO W/TOW MODE AXL (More...)
 LIST NET TOTAL

A CUSTOMER STATES AFTER DRIVING FOR 15 MINUTES AC WILL NOT BLOW OUT OF

VENTS

CAUSE: BLEND DOOR BINDING

19700D ELECTRONIC CLIMATE CONTROL SYSTEM -
 DIAGNOSIS - L

986 SMITH,TIMOTHY LIC#: 002122035
 WF16

(N/C)
 (N/C)
 (N/C)
 (N/C)

1 FL3Z*19E616*B MOTOR ASY
 1 FL3Z*19850*C EVAPORATOR ASY
 1 GL3Z*14401*E WIRING ASY - MAIN

19700D45 A/C - DIAGNOSTIC PIN POINT TEST - L
 986 SMITH,TIMOTHY LIC#: 002122035

(N/C)

19700A PRESSURIZE, LEAK TEST, DISCHARGE, EVACUATE
 AND CHARGE AIR CONDITIONING SYSTEM. -
 DIAGNOSIS - L

986 SMITH,TIMOTHY LIC#: 002122035
 WF16

(N/C)

19700A15A CORE ASSEMBLY-AIR CONDITIONER
 EVAPORATOR - REPLACE (10B810/18A484/18C424/1
 9850/19860/19B555/19D597) - L

986 SMITH,TIMOTHY LIC#: 002122035
 WF16

(N/C)

FC: C19 41
 PART#: FL3Z*19850*C
 COUNT:
 CLAIM TYPE:
 AUTH CODE: THET469434 DDD
 986

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

422 VERIFIED CUSTOMER CONCERN - AC INOP AFTER ABOUT 15 MINUTES OF
 DRIVING. KOEO - RECEIVED CODE B11E5:14 - LEFT HVAC DAMPER POSITION
 SENSOR OPEN OR SHORT TO GROUND. PPT I. PPT I1 - NO, I2 - YES, I3 - YES,
 I4 - YES - REPLACE TEMP DOOR ACTUATOR. CONCERN STILL PRESENT - GO TO

Maryland House Bill 1057 THAT WHILE THE CUSTOMER'S MOTOR VEHICLE IS ON THE PREMISES OF THE AUTOMOTIVE REPAIR FACILITY, THE AUTOMOTIVE REPAIR FACILITY MAY NOT BE RESPONSIBLE FOR DAMAGE TO THE CUSTOMER'S MOTOR VEHICLE UNDER CERTAIN CIRCUMSTANCES. AND THAT THE CUSTOMER SHOULD ASK A REPRESENTATIVE OF THE AUTOMOTIVE REPAIR FACILITY ABOUT THE EXTENT OF ITS RESPONSIBILITY, INCLUDING THE EXTENT OF THE INSURANCE COVERAGE OF THE AUTOMOTIVE REPAIR FACILITY.	LIMITED WARRANTY	
	DESCRIPTION	TOTALS
ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. WARRANTY SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	Service/parts are warranted 2 years unlimited miles on Ford and Lincoln products.	LABOR AMOUNT
	All other manufactures are parts only for 90 days or 4,000 miles whichever occurs first.	PARTS AMOUNT
	This warranty does not exclude or modify any other warranty prescribed by law. Labor charges are based on prevailing hourly rates.	GAS, OIL, LUBE
		SUBLET AMOUNT
		MISC. CHARGES
		TOTAL CHARGES
		SALES TAX
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT

**FOR EMERGENCY 24-HOUR TOWING
 CALL 410-583-8888**

CUSTOMER COPY

R.O. OPENED READY OPTIONS: SOLD-STK:G1189 DLR:07398
 07:13 30JUN16 15:11 18AUG16 ENG:99P_2.7L_V6_ECOBOOST_W/AUTO_S/S
 TRN:446_ELEC_6-SPEED_AUTO_W/TOW_MODE_AXL (More...)
 LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

I5. I5 - YES, NO TSBS PRESENT - REPLACED FCIM. PMI AND RETEST. CONCERN STILL PRESENT. RERAN PPT I AND FOUND THAT MY READINGS DID NOT MATCH THE FIRST TIME. SUSPECTED A INTERMITTENT WIRING CONCERN. AFTER CONTACTING HOTLINE AND SPEAKING WITH THEM OVER THE PHONE, (110443399) I HAD FOUND THAT WHEN MEASURING BETWEEN CONNECTORS C2402A, C213, AND C2091, I HAD INTERMITTENT NO CONTINUITY, BUT WHEN BACK PROBING THE CIRCUITS ON PIN 8-10 C2402A TO PINS 1,4,6 ON C2091 AND PINS 2-4 ON 213, MY READINGS WERE OK. FOUND THAT THERE WERE SEVERE PIN FIT ISSUES IN ALL THREE CONNECTORS. NO PIGTAILS WERE AVAILABLE FOR THESE CONNECTORS, SO REPLACEMENT OF HARNESS 14401 WOULD BE NECESSARY. PRIOR APPROVAL CODE PAAA6 .REMOVED INSTRUMENT PANEL AND REPLACED HARNESS. CONCERN WAS STILL PRESENT BUT THE CODE HAD CHANGED FROM B11E5 TO B1081:07 - LEFT DAMPER MOTOR MECHANICAL FAILURE. WSM SAID REPLACE ACTUATOR BUT IT WAS ALREADY REPLACED. FOUND LIKE MODEL AND COMPARED THE TEMPERATURE BLEND DOOR RESISTANCE AND DETERMINED THERE WAS A BINDING BLEND DOOR AND WHEN THE ACTUATOR WAS GETTING STUCK IN THE WARM POSITION IT WAS CAUSING ALL OF THE FEEDBACK READINGS IN THE CIRCUIT TO READ INCORRECTLY (MAKING THE FINDINGS OF PPT I AND REPLACEMENT OF ACTUATOR AND FCIM TO BE RECOMMENDED BUT NOT RESOLVE THE ISSUE.) CONTINUED TO CONSULT HOTLINE ON SAME ID. REPLACED EVAP CORE HOUSING TO SOLVE BINDING ISSUES.

B** RENTAL VEHICLE
 CAUSE: RENTAL ASSISTANCE
 RENTAL RENTAL

13 PHANTOM LIC#: 0000
 WF16

(N/C)

FC: PART#: RENTAL COUNT:
 CLAIM TYPE: P11
 AUTH CODE: MSPA048933
 13

SUBL 11 DAY RENTAL D026790
 PO#261993

(N/C)

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

Maryland House Bill 1057
 THAT WHILE THE CUSTOMER'S MOTOR VEHICLE IS ON THE PREMISES OF THE AUTOMOTIVE REPAIR FACILITY, THE AUTOMOTIVE REPAIR FACILITY MAY NOT BE RESPONSIBLE FOR DAMAGE TO THE CUSTOMER'S MOTOR VEHICLE UNDER CERTAIN CIRCUMSTANCES, AND THAT THE CUSTOMER SHOULD ASK A REPRESENTATIVE OF THE AUTOMOTIVE REPAIR FACILITY ABOUT THE EXTENT OF ITS RESPONSIBILITY, INCLUDING THE EXTENT OF THE INSURANCE COVERAGE OF THE AUTOMOTIVE REPAIR FACILITY.

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. WARRANTY SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

LIMITED WARRANTY
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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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

CUSTOMER SIGNATURE

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 TRN:446 ELEC 6-SPEED AUTO W/TOW MODE AXL (More...)
 LIST NET TOTAL

LINE OPCODE TECH TYPE HOURS
 422 P11 GOODWILL FOR RENTAL ASSISTANCE. APPROVAL CODE: MSPA048933
 FOR \$330.00. INVOICE D026790

C** CUSTOMER COMPLAINS OF CLICK IN DASH
 1003 MISC

986 SMITH,TIMOTHY LIC#: 002122035 (N/C)
 IFSPA (N/C)

1 FL3Z*19E616*B MOTOR ASY 0.00 0.00 0.00 TOTAL LINE C: 0.00
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00
 422 VERIFIED CONCERN OF CLICKING IN THE DASH AREA. PINPOINTED NOISE
 TO FAULTY REPLACEMENT BLEND DOOR ACTUATOR. REPLACED ACTUATOR, CONCERN
 IS NO LONGER PRESENT

D** CUSTOMER STATES HVAC STUCK ON HEAT
 CAUSE: HVAC CASE BINDING IN THE BLEND DOOR

18476AA CORE-HEATER - REPLACE (18476/19850) - L
 986 SMITH,TIMOTHY LIC#: 002122035 (N/C)
 WF16 (N/C)

1 FL3Z*19850*C EVAPORATOR ASY
 18476AEP CORE-HEATER - REPLACE (18476/19850) - L
 EXTRA TIME IF EQUIPPED WITH ELECTRONIC
 PARKING BRAKE (EPB).
 986 SMITH,TIMOTHY LIC#: 002122035 (N/C)
 WF16

FC: C09 41
 PART#: FL3Z*19850*C
 COUNT:
 CLAIM TYPE:
 AUTH CODE: DDDDET DDDR1
 986

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00
 422 AFTER REPLACEMENT OF THE HVAC CASE TO SOLVE ORIGINAL CONCERN,
 FOUND THAT THE REPLACEMENT CASE ALSO HAD BINDING IN THE BLEND DOOR
 AREA. AFTER CONTACTING HOTLINE, (110443399) WAS INSTRUCTED TO REPLACE

Maryland House Bill 1057 THAT WHILE THE CUSTOMER'S MOTOR VEHICLE IS ON THE PREMISES OF THE AUTOMOTIVE REPAIR FACILITY, THE AUTOMOTIVE REPAIR FACILITY MAY NOT BE RESPONSIBLE FOR DAMAGE TO THE CUSTOMER'S MOTOR VEHICLE UNDER CERTAIN CIRCUMSTANCES, AND THAT THE CUSTOMER SHOULD ASK A REPRESENTATIVE OF THE AUTOMOTIVE REPAIR FACILITY ABOUT THE EXTENT OF ITS RESPONSIBILITY, INCLUDING THE EXTENT OF THE INSURANCE COVERAGE OF THE AUTOMOTIVE REPAIR FACILITY.	LIMITED WARRANTY Service/parts are warranted 2 years unlimited miles on Ford and Lincoln products. All other manufactures are parts only for 90 days or 4,000 miles whichever occurs first. This warranty does not exclude or modify any other warranty prescribed by law. Labor charges are based on prevailing hourly rates.	DESCRIPTION	TOTALS
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		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		SALES TAX	
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 LIST NET TOTAL

LINE OPCODE TECH TYPE HOURS
 THE BLEND DOOR AGAIN TO REPAIR CONCERN BECAUSE THE ORIGINAL REPLACEMENT
 WAS FAULTY. REPLACED HVAC CASE AGAIN UNDER SERVICE PART. CONCERN IS NO
 LONGER PRESENT

E** NEW VEHICLE WASH AND PREPARE FOR SALE
 ND NEW VEHICLE WASH AND PREPARE FOR SALE
 83 HEDRICK,JODIE LIC#: 002082670
 IFSPA

(N/C)
 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

F** MONTHLY PAYMENT
 CAUSE: GOODWILL FOR VEHICLE PAYMENT
 VEHPAY VEHICLE PAYMENT
 13 PHANTOM LIC#: 0000

(N/C)

WF16
 FC: PART#: VEHPAY COUNT:
 CLAIM TYPE: P11
 AUTH CODE: MSPA048934
 13

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00
 422 P11 GOODWILL FOR VEHICLE PAYMENT FOR \$391.74. APPROVAL CODE:
 MSPA048934

G** RENTAL VEHICLE
 RR RENTAL VEHICLE
 13 PHANTOM LIC#: 0000

(N/C)

WTAP
 SUBL 11 DAY RENTAL D026790
 WTAP
 SUBL 1 DAY RENTAL D026567
 PO#261994

(N/C)

WTAP
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G: 0.00

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LINE OPCODE TECH TYPE HOURS		TRN:446 ELEC 6-SPEED AUTO W/TOW MODE AXL (More...)
		LIST NET TOTAL

!!!! THANK YOU FOR YOUR BUSINESS!!!!
 YOU MAY RECEIVE A SURVEY FROM FORD MOTOR CO
 THIS IS MY PERSONAL REPORT CARD IF FOR ANY
 REASON YOU CANNOT SCORE C O M P L E T E L Y
 SATISFIED PLEASE CALL ME --THANK YOU!!
 SERVICE MANAGER CHRIS KLEINSMITH EXT5053
 COLLISION CENTER DIRECTOR DAN NASUTA EXT 5126

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PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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