

FORD LINCOLN OF FRANKLIN

1129 Murfreesboro Rd.
FRANKLIN, TN 37064
Phone: (615) 794-4585



CELL: 615-521-5485

179479

CHRIS

113861

1717

03/09/22

FOCS634534

ROBBIE CLAY WILLINGHAM
3758 BOWKER RD
CHARLOTTE, TN 37036

6,013 /

21/FORD TRUCK/RANGER/RANGER

1 F T E R 4 F H 7 M L E 0 6 6 5 3

rwillin1@gmail.com

03/08/22

724-421-6449

MO: 6013

JOB# 1 CHARGES-----

LABOR-----				
J# 1 30FOZ05	DIFF CONCERN	TECH(S):174246		WARRANTY
	OWNER REPORTS 5 TO 15 MPH HAS A SHUDDER FROM REAR END. PER CUSTOMER HAS TSB 21-2136 THAT PERTAINS TO THIS. VERIFY CONCERN ORDERED PARTS FOR TSB			

PARTS-----	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	0	KB3Z-4C088-B	KIT - REAR AXL		WARRANTY
		PART ON SPECIAL ORDER			
		** QUANTITY 1 IS SPECIAL ORDERED **			
			TOTAL - PARTS	0.00	

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX FOCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----				
J# 2 00FOZ99P	MULTI-POINT INSPECT	TECH(S):174246		0.00
	PERFORM A THOROUGH INSPECTION OF YOUR VEHICLE AND PROVIDE A DETAILED VEHICLE REPORT CARD. CHECK FLUID LEVELS, INSPECT WIPER BLADES, TEST BATTERY, INSPECT TIRES AND BRAKE WEAR, INSPECT SAFETY SYSTEMS AND COMPONENTS FOR LEAKS AND DAMAGE. TECHNICIAN REPORTS ANY CONDITIONS REQUIRING ATTENTION: PERFORM MULTI-POINT VEHICLE INSPECTION AND RECORD RESULTS ON VEHICLE REPORT CARD.			



JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX FOCS JOB# 2 TOTAL 0.00

LINCOLN

COMMENTS-----
REQUEST DONE END OF DAY WED

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TOTALS-----

Thank you for choosing Ford-Lincoln of Franklin
for your automotive service needs.
Our goal is your COMPLETE SATISFACTION!!

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00

TOTAL INVOICE \$ 0.00

Were you completely satisfied with your service today?
Yes or No

Did your service advisor review your report card? Yes or No

Do we have your correct email address? Yes or No

CUSTOMER SIGNATURE



L I N C O L N

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1973

04/29/22

CELL: 615-521-5485

FOCS638177

ROBBIE CLAY WILLINGHAM
 3758 BOWKER RD
 CHARLOTTE, TN 37036

11,085 /

21/FORD TRUCK/RANGER/RANGER

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04/26/22

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MO: 11090

JOB# 1 CHARGES-----

LABOR-----
 J# 1 37FOZ02 Rental Car TECH(S):174246 WARRANTY
 FORD MOTOR COMPANY - TRANSPORTATION ASSISTANCE PROGRAM
 GOODWILL ASSIST WARRANTY CUSTOMER RENTAL VEHICLE
 MAXIMUM OF \$28.00 PER DAY
 ALL TAP RENTALS MUST HAVE PRIOR AUTHORIZATION
 SERVICE ADVISOR AUTHORIZATION MAXIMUM 2 DAYS
 SERVICE MANAGER MUST AUTHORIZE ADDITIONAL RENTAL DAYS
 RENTAL AS PER TAP GUIDELINES

SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----
 425229 P RENT TOTAL - SUBLET WARRANTY
 0.00

JOB# 1 TOTALS-----

JOB# 2 CHARGES----- JOB# 1 JOURNAL PREFIX FOCS JOB# 1 TOTAL 0.00

LABOR-----
 J# 2 30FOZ05 DIFF CONCERN TECH(S):174246 WARRANTY
 OWNER REPORTS 5 TO 15 MPH HAS A SHUDDER FROM REAR END. PER
 CUSTOMER HAS TSB 21-2136 THAT PERTAINS TO THIS.
 Performed TSB 22-2051, measure driveshaft pinion angle and
 was out of spec, after installing shims this did not correct
 any concern with the vehicle.
 Installed shims and then removed shims and installed new
 driveshaft.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
 1 KB3Z-4C088-B KIT - REAR AXL TOTAL - PARTS WARRANTY
 0.00

JOB# 2 TOTALS-----

JOB# 3 CHARGES----- JOB# 2 JOURNAL PREFIX FOCS JOB# 2 TOTAL 0.00

LABOR-----
 J# 3 00FOZ03 THE WORKS GAS TECH(S):174246 66.47
 THE WORKS VEHICLE CHECKUP, UP TO FIVE QUARTS OF MOTORCRAFT
 SYNTHETIC BLEND OIL, MOTORCRAFT OIL FILTER, MULTI-POINT
 INSPECTION, TIRE ROTATION AND PRESSURE CHECK, BRAKE
 INSPECTION, BATTERY TEST, FILTER CHECK. TAXES, DIESEL
 VEHICLES AND DISPOSAL FEES EXTRA. HYBRID BATTERY TEST
 EXCLUDED. REQUEST CROSS THE FRONT TO THE REAR AND THE REAR
 STRAIT FORWARD ON THE ROTATION
 TECHNICIAN REPORTS:
 THE WORKS VEHICLE CHECKUP. UP TO 5 QUARTS OF MOTORCRAFT
 SYNTHETIC BLEND OIL, MOTORCRAFT OIL FILTER, MULTI-POINT
 INSPECTION, TIRE ROTATION.

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PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
	1	FL-910S-B12	KIT - ELEMENT	5.95	5.95
	7	XO-5W30-BSP	MOTORCRAFT SAE	3.26	22.82
TOTAL - PARTS					28.77

JOB# 3 TOTALS

LABOR 66.47
 PARTS 28.77

JOB# 4 CHARGES

JOB# 3 JOURNAL PREFIX FOCS JOB# 3 TOTAL 95.24

LABOR
 J# 4 00FOZ99P MULTI-POINT INSPECT TECH(S):174246 0.00
 PERFORM A THOROUGH INSPECTION OF YOUR VEHICLE AND PROVIDE A DETAILED VEHICLE REPORT CARD. CHECK FLUID LEVELS, INSPECT WIPER BLADES, TEST BATTERY, INSPECT TIRES AND BRAKE WEAR, INSPECT SAFETY SYSTEMS AND COMPONENTS FOR LEAKS AND DAMAGE. TECHNICIAN REPORTS ANY CONDITIONS REQUIRING ATTENTION: PERFORM MULTI-POINT VEHICLE INSPECTION AND RECORD RESULTS ON VEHICLE REPORT CARD.

JOB# 4 TOTALS

JOB# 5 CHARGES JOB# 4 JOURNAL PREFIX FOCS JOB# 4 TOTAL 0.00

LABOR
 J# 5+30FOZ06 DIFF CONCERN TECH(S):174246 WARRANTY

After completing TSB vehicle still shudders. After performing TSB 22-2051 the vehicle still would shudder from a stop when accelerating from a stop with moderate throttle input. Had to had to adjust the shim height 5 different times and the vehicle still would respond with the shims. Started off at 6.1, installed the shim and went to 7.5. Installed the largest and went to 8.1. This shims are not accurate. No SSM's, TSB's, nor GSB's present, also no self-help report at this time. Upon a extra through inspection when looking at the driveshaft noticing that the U-Joints were not in-line or out of phase. This would be the cause of the driveshaft wind up. When removing and replacement of the driveshaft assembly, the new driveshaft was not straight either and was clocked roughly 15% to the left. Installed the new driveshaft with necessary hardware, retested and the issue was still present. Have done a couple hours of research online finding that on ford forums and also ranger forums that this is a common problem and also a normal characteristic of this vehicle. Found another ranger on the lot, test drove vehicle and it is a normal characteristic of the vehicle.

LINCOLN

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
	1	KB3Z-4R602-A	SHAFT ASY - DR		WARRANTY
	2	-W714780-S439	BOLT AND WASHE		WARRANTY
	4	-W716344-S437	BOLT		WARRANTY

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PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
	4	-W710233-S437	BOLT	
TOTAL - PARTS				0.00

WARRANTY
0.00

JOB# 5 TOTALS-----

JOB# 5 JOURNAL PREFIX FOCS JOB# 5 TOTAL 0.00

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A	SSUPP	ENVIRONMENTAL IMPACT FEE	
TOTAL - MISC			8.14

8.14

TOTALS-----

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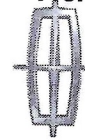
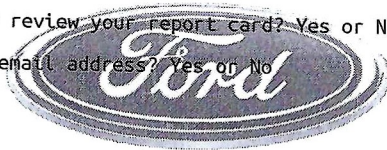
TOTAL LABOR....	66.47
TOTAL PARTS....	28.77
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	8.14
TOTAL MISC DISC	0.00
TOTAL TAX.....	10.09

TOTAL INVOICE \$ 113.47

Were you completely satisfied with your service today?
 Yes or No

Did your service advisor review your report card? Yes or No

Do we have your correct email address? Yes or No



CUSTOMER SIGNATURE

L I N C O L N