# 10183689 2011 FORD ESCAPE Suv, Mid Size, Hybrid

| Workorder: Problem:    | 1103136<br>Pre Delivery Ins | Meter:<br>spection   | 0        |        |                                      | In Date:       | 03/22/2011 | Closed: | 03/22/2  | 011  |
|------------------------|-----------------------------|----------------------|----------|--------|--------------------------------------|----------------|------------|---------|----------|------|
| - Pre Delivery         | Inspection                  |                      |          |        |                                      |                |            |         |          |      |
| - Wash Vehic           | le                          |                      |          |        |                                      |                |            |         |          |      |
|                        | Hours<br>:                  | 3.00                 |          | Labor: | 180.00                               | Parts:         | 0.00       | Total:  | 180.00   |      |
| Workorder:<br>Problem: | 1103632<br>0 - Wash ticket  | Meter:<br>(s) issued | 308<br>d |        |                                      | In Date:       | 04/04/2011 | Closed: | 04/04/2  | 011  |
| - 0 - Wash ticl        | ket(s) issued               |                      |          |        |                                      |                |            |         |          |      |
|                        | Hours<br>:                  | 0.00                 |          | Labor: | 0.00                                 | Parts:         | 0.00       | Total:  | 0.00     |      |
| Workorder:<br>Problem: | 1103645<br>1 - Wash ticket  | Meter:<br>(s) issued | 308<br>d |        |                                      | In Date:       | 04/04/2011 | Closed: | 04/04/20 | 011  |
| - 1 - Wash ticl        | ket(s) issued               |                      |          |        |                                      |                |            |         |          |      |
|                        | Hours<br>:                  | 0.00                 |          | Labor: | 0.00                                 | Parts:         | 0.00       | Total:  | 0.00     |      |
| Workorder:<br>Problem: | 1109921<br>P.M. service.    | Meter:               | 2409     |        |                                      | In Date:       | 09/16/2011 | Closed: | 09/26/20 | 011  |
| - Perform pm           | service.                    |                      |          |        | Parts L                              | ist            |            |         |          | Qty  |
| - Rotate and b         | oalance all four t          | ires.                |          |        | Shop Si                              |                |            | 1.00    |          |      |
| - Shop Suppli          | es                          |                      |          |        | 1348 Oil Filter Frm Ph3614 Wix 51348 |                |            |         |          | 1.00 |
|                        |                             |                      |          |        | 5w20 E                               | ngine Oil      |            |         |          | 5.00 |
|                        | Hours<br>:                  | 3.00                 |          | Labor: | 180.00                               | Parts:         | 16.43      | Total:  | 196.43   |      |
| Workorder:<br>Problem: | 1203182<br>P.M. service.    | Meter:               | 6249     |        |                                      | In Date:       | 04/03/2012 | Closed: | 04/09/20 | 012  |
| - P.m. Service         | Э.                          |                      |          |        | Parts L                              | ist            |            |         |          | Qty  |
| - Rotate and b         | palance all tires.          |                      |          |        | Shop Si                              | upplies        |            |         |          | 1.00 |
| - Shop Suppli          | es                          |                      |          |        | 1348 Oi                              |                | 1.00       |         |          |      |
|                        |                             |                      |          |        | 5w20 E                               | ngine Oil      |            |         |          | 5.00 |
|                        | Hours<br>:                  | 3.00                 |          | Labor: | 180.00                               | Parts:         | 16.88      | Total:  | 196.88   |      |
| Workorder:<br>Problem: | 1209638<br>Pm service.      | Meter:               | 9875     |        |                                      | In Date:       | 10/09/2012 | Closed: | 10/25/20 | 012  |
| - P.m. Service         | э.                          |                      |          |        | Parts L                              | ist            |            |         |          | Qty  |
| - Rotate and b         | palance all tires.          |                      |          |        | 5w20 E                               | ngine Oil      |            |         |          | 5.00 |
| - Shop Suppli          | es                          |                      |          |        | Ph3614                               | Oil Filter W   | /i         |         |          | 1.00 |
|                        |                             |                      |          |        | Ca1017                               | 0 Air Filter L | _b         |         |          | 1.00 |
|                        |                             |                      |          |        | Shop Si                              | upplies        |            |         |          | 1.00 |
|                        | Hours                       | 3.00                 |          | Labor: | 180.00                               | Parts:         | 49.94      | Total:  | 229.94   |      |
|                        | :                           |                      |          |        |                                      |                |            |         |          |      |

| Workorder:<br>Problem:        | 1303055<br>Left front goir | Meter:<br>ng flat.    | 12672                |          |                     | In Date:       | 03/28/2013 | Closed: | 03/29/2  | 013        |
|-------------------------------|----------------------------|-----------------------|----------------------|----------|---------------------|----------------|------------|---------|----------|------------|
| - Install two n               | ew tires to the            | front whee            | ls.nitrogen fi       | ill and  | Parts L             | .ist           |            |         |          | Qty        |
| balance both.                 |                            |                       | J                    |          | 183407              | 418 P235-7     | 0r16       |         |          | 2.00       |
| - Shop Suppl                  | ies                        |                       |                      |          | Shop S              | upplies        |            |         |          | 1.00       |
|                               |                            |                       |                      |          | •                   | sposal Fee     |            |         |          | 2.00       |
|                               | Hou                        | rs 1.50               |                      | Labor:   | 90.00               | Parts:         | 377.91     | Total:  | 467.91   |            |
| Workorder:<br>Problem:        | 1303726<br>Pm service.     | Meter:                | 13126                |          |                     | In Date:       | 04/16/2013 | Closed: | 04/22/2  | 013        |
| - Perform pm                  | service.                   |                       |                      |          | Parts L             | .ist           |            |         |          | Qty        |
| - Perform rea                 | ır drum brake s            | service and           | adjust brake         | e shoes. | 5w20 E              | ngine Oil      |            |         |          | 5.00       |
| - Rotate and                  | balance all fou            | r tires.              |                      |          | Napago              | old Oil Filter |            |         |          | 1.00       |
| - Shop Suppl                  | ies                        |                       |                      |          | Shop S              | upplies        |            |         |          | 1.00       |
|                               | Hou                        | rs 4.00               |                      | Labor:   | 240.00              | Parts:         | 20.23      | Total:  | 260.23   |            |
| Workorder:<br>Problem:        | 1311830<br>P.M. service.   | Meter:                | 18019                |          |                     | In Date:       | 11/22/2013 | Closed: | 12/10/20 | 013        |
| - P.m. Servic                 | e.                         |                       |                      |          | Parts L             | ist            |            |         |          | Qty        |
| - Service and                 | l adjust rear br           | akes.                 |                      |          | 5w20 Engine Oil     |                |            |         |          | 5.00       |
| - Rotate and                  | balance all tire           | s.                    |                      |          | Napagold Oil Filter |                |            |         |          | 1.00       |
| - Shop Suppl                  | ies                        |                       |                      |          | Shop S              | upplies        |            |         |          | 1.00       |
|                               | Hou<br>:                   | rs 4.00               |                      | Labor:   | 240.00              | Parts:         | 18.28      | Total:  | 258.28   |            |
| Workorder:<br>Problem:        | 1406489<br>Pm service a    | Meter:<br>nd cracked  | 21045<br>windshield. |          |                     | In Date:       | 07/01/2014 | Closed: | 07/10/2  | 014        |
| - Perform pm                  | service.                   |                       |                      |          | Parts L             | .ist           |            |         |          | Qty        |
| - Rotate and                  | balance all fou            | r tires.              |                      |          | 5w20 E              | ngine Oil      |            |         |          | 5.00       |
| - Inspect and                 | service rear d             | rum brakes            |                      |          | Napago              | old Oil Filter |            |         |          | 1.00       |
| - Shop Suppl                  | ies                        |                       |                      |          | Napago              | old Air Filter |            |         |          | 1.00       |
|                               |                            |                       |                      |          | Wiper E             | Blade          |            |         |          | 2.00       |
|                               |                            |                       |                      |          | Accufit             | Rear           |            |         |          | 1.00       |
|                               |                            |                       |                      |          | Shop S              | upplies        |            |         |          | 1.00       |
|                               | Hou<br>:                   | rs 4.00               |                      | Labor:   | 240.00              | Parts:         | 61.03      | Total:  | 301.03   |            |
| Workorder:<br>Problem:        | 1406748<br>replace crack   | Meter:<br>ked windshe | 21045<br>eild        |          |                     | In Date:       | 07/09/2014 | Closed: | 07/16/20 | 014        |
| - Set up repa<br>- Shop Suppl | ir for cracked v           | vindshield a          | and reasset          |          | Parts L<br>Shop S   |                |            |         |          | <b>Qty</b> |
| опор очррі                    |                            | rs 1.00               |                      | Labor:   | •                   | Parts:         | 2.00       | Total:  | 62.00    | 1.00       |
| Workorder:<br>Problem:        | 1409450<br>damage to re    | Meter:<br>ear bumper  | 21933                |          |                     | In Date:       | 09/05/2014 | Closed: | 09/30/2  | 014        |
| - damage to I                 | -                          |                       |                      |          |                     |                |            |         |          |            |
|                               | Hou                        | rs 0.00               |                      | Labor:   | 0.00                | Parts:         | 0.00       | Total:  | 0.00     |            |

| Workorder:<br>Problem:   | 1500827<br>P.M. service.                                     | Meter:      | 23886           |              | In I  | Date:     | 01/23/2015 | Closed: | 02/09/20 | )15                          |
|--|--|-------------|-----------------|--------------|---|-----------|------------|---------|----------|------------------------------|
| - Pm service.  |  |             |                 |              | Parts List  |           |            |         |          | Qty                          |
| - Test starting  | and charging   | system.ba   | ttery failed lo | adtest       | 5w20 Engine Oil   |           |            |         |          |                              |
| after recharge.  | replace defect   | ive battery |                 |              | Napagold Oi   |           | 1.00       |         |          |                              |
| -  | tires.rotate an  |             | all four.       |              | Wiper Blade   |           |            |         |          | 2.00                         |
| •  | ur wheel alignr  |             |                 |              | Accufit Rear  |           |            |         |          | 1.00                         |
| •  | service rear dr  | um brakes   |                 |              | Battery   |           |            |         |          | 1.00                         |
| - Shop Suppli  | es   |             |                 |              | 183407418 F   | P235-70   | Or16       |         |          | 2.00                         |
|  |  |             |                 | Shop Supplie | es  |           |            |         | 1.00     |                              |
|  |  |             |                 |              | Tire Disposa  | l Fee     |            |         |          | 2.00                         |
|  | Hour<br>:  | s 8.50      |                 | Labor:       | 510.00  | Parts:    | 564.74     | Total:  | 1,074.74 | 1                            |
| Workorder:<br>Problem:   | 1508053<br>Pm service.                                       | Meter:      | 27230           |              | ln l  | Date:     | 08/11/2015 | Closed: | 08/25/20 | )15                          |
| - Pm service.  |  |             |                 |              | Parts List  |           |            |         |          | Qty                          |
| - Inspect and  | service rear br  | akes.       |                 |              | 5w20 Engine   | e Oil     |            |         |          | 5.00                         |
| - Rotate and b   | palance all four   | tires.      |                 |              | Napagold Oil Filter                                       |           |            |         |          |                              |
| - Shop Supplie   | es   |             |                 |              | Wiper Blade   |           |            |         |          | 2.00                         |
|  |  |             |                 |              | Accufit Rear  |           |            |         |          | 1.00                         |
|  |  |             |                 |              | Shop Supplie  | es        |            |         |          | 1.00                         |
|  | Hour<br>:  | s 4.00      |                 | Labor:       | 240.00  | Parts:    | 58.48      | Total:  | 298.48   |                              |
| Workorder:<br>Problem:   | 1601723<br>Pm service.                                       | Meter:      | 31190           |              | In I  | Date:     | 02/18/2016 | Closed: | 02/29/20 | )16                          |
| - Pm service.  |  |             |                 |              | Parts List  |           |            |         |          | Qty                          |
|  | smission flush   | service.    |                 |              | 5w20 Engine   | e Oil     |            |         |          | 5.00                         |
|  | brake service  |             |                 |              | Napagold Oi   |           |            |         |          | 1.00                         |
|  | palance all four   |             |                 |              | Wiper Blade   |           |            |         |          | 2.00                         |
| - Shop Supplie   |  |             |                 |              | Accufit Rear  |           |            |         |          | 1.00                         |
|  |  |             |                 |              | Tran Flu Qt I   | Dexron:   | 3i         |         |          | 6.00                         |
|  |  |             |                 |              | Shop Supplie  |           |            |         |          | 1.00                         |
|  | Hour   | s 5.50      |                 | Labor:       | 330.00  | Parts:    | 79.94      | Total:  | 409.94   |                              |
|  | •  | Meter:      | 35562           |              | In I  | Date:     | 10/17/2016 | Closed: | 10/31/20 | )16                          |
| Workorder:<br>Problem:   | 1610689<br>P.M. Service.                                     |             |                 |              |   |           |            |         |          |                              |
|  | P.M. Service.  |             |                 |              | Parts List  |           |            |         |          | Qty                          |
| Problem: - P.m. Service  | P.M. Service.  |             | tem.flush an    | d refill     |   | e Oil     |            |         |          | <b>Qty</b> 5.00              |
| Problem: - P.m. Service - Pressure tes   | P.M. Service.  |             | tem.flush an    | d refill     | Parts List<br>5w20 Engine<br>Napagold Oi                  |           |            |         |          | -                            |
| Problem: - P.m. Service - Pressure tes<br>system.                              | P.M. Service.  | cooling sys | tem.flush an    | d refill     | 5w20 Engine   | il Filter |            |         |          | 5.00                         |
| Problem: - P.m. Service - Pressure tes<br>system Service and                   | P.M. Service. e. st and inspect of                           | cooling sys | tem.flush an    | d refill     | 5w20 Engine<br>Napagold Oi                                | il Filter |            |         |          | 5.00<br>1.00                 |
| Problem: - P.m. Service - Pressure tes<br>system Service and                   | P.M. Service.  et and inspect of adjust rear brace all tires | cooling sys | tem.flush an    | d refill     | 5w20 Engine<br>Napagold Oi<br>Wiper Blade                 | il Filter | <b>;</b>   |         |          | 5.00<br>1.00<br>2.00         |
| Problem: - P.m. Service - Pressure tes<br>system Service and<br>- Rotate and b | P.M. Service.  et and inspect of adjust rear brace all tires | cooling sys | tem.flush an    | d refill     | 5w20 Engine<br>Napagold Oi<br>Wiper Blade<br>Accufit Rear | il Filter | <b>)</b>   |         |          | 5.00<br>1.00<br>2.00<br>1.00 |

| Workorder:<br>Problem: | 1612034<br>1 - Detail Veh | Meter:                | 36126<br>Ticket(s) Issu | ıed         |           | In Date:       | 11/22/2016 | Closed: | 11/22/2016 |
|------------------------|---------------------------|-----------------------|-------------------------|-------------|-----------|----------------|------------|---------|------------|
|                        | ehicle Wash Tid           |                       |                         |             |           |                |            |         |            |
| . 200 1                |                           | rs 0.00               |                         | Labor:      | 0.00      | Parts:         | 0.00       | Total:  | 0.00       |
| Workorder:<br>Problem: | 1701335<br>ABS light      | Meter:                | 37192                   |             |           | In Date:       | 02/08/2017 | Closed: | 02/08/2017 |
| - Tow From: F          | Pa shop To: A             | l Packer              |                         |             |           |                |            |         |            |
|                        | Hour<br>:                 | rs 0.00               |                         | Labor:      | 0.00      | Parts:         | 0.00       | Total:  | 0.00       |
| Workorder:<br>Problem: | 1704166<br>P.M. service.  | Meter:                | 38583                   |             |           | In Date:       | 04/25/2017 | Closed: | 04/28/2017 |
| - P.m. service         | <del>)</del> .            |                       |                         |             | Parts L   | _ist           |            |         | Qt         |
| - Inspect and          | service rear di           | rum brake.            |                         |             | 5w20 E    | ngine Oil      |            |         | 5.0        |
| - Rotate and I         | balance four tir          | es.                   |                         |             | Napago    | old Oil Filter |            |         | 1.0        |
| - Shop Suppli          | ies                       |                       |                         |             | Washe     | r Fluid Conce  | entr       |         | 1.0        |
|                        |                           |                       |                         |             | Wd40 \$   | Spr            |            |         | 1.0        |
|                        |                           |                       |                         |             | Wiper E   | Blade          |            |         | 2.0        |
|                        |                           |                       |                         |             | Accufit   |                |            |         | 1.0        |
|                        |                           |                       |                         |             |           | Supplies       |            |         | 1.0        |
|                        | Hou                       | rs 4.00               |                         | Labor:      | 240.00    | Parts:         | 59.98      | Total:  | 299.98     |
| Workorder:<br>Problem: | 1710221<br>P.M. service.  | Meter:                | 41170                   |             |           | In Date:       | 10/18/2017 | Closed: | 10/31/2017 |
| - P.m. service         | <del>)</del> .            |                       |                         |             | Parts L   | _ist           |            |         | Qt         |
|                        | computer diag             |                       |                         |             | 5w20 E    | ngine Oil      |            |         | 5.0        |
|                        | etely bleed and           |                       | d brake syste           | m.clear     | Napago    | old Oil Filter |            |         | 1.0        |
|                        | retest light out          |                       | ır uıbaala nitr         | o fill oll  | Wiper E   | Blade          |            |         | 2.0        |
|                        | high speed bal            | ance all lo           | ir wneels.niir          | o IIII ali. | Accufit   | Rear           |            |         | 1.0        |
| - Shop Suppli          | ies                       |                       |                         |             | Washe     | r Fluid Conce  | entr       |         | 1.0        |
|                        |                           |                       |                         |             | brake f   | luid           |            |         | 2.0        |
|                        |                           |                       |                         |             | Non-ch    | lor Brake Clr  | nr         |         | 1.0        |
|                        |                           |                       |                         |             | Shop S    | Supplies       |            |         | 1.0        |
|                        | Hou                       | rs 5.00               |                         | Labor:      | 300.00    | Parts:         | 65.63      | Total:  | 365.63     |
| Workorder:<br>Problem: | 1711339<br>At times there | Meter:<br>e is no pow | 41525<br>er sterring wh | nen startir | ng vehicl | In Date:<br>e. | 11/16/2017 | Closed: | 11/29/2017 |
| - Scan compu           | uter .diagnoise           | code B134             | 2.bad steerin           | g control   | Parts L   | _ist           |            |         | Qt         |
| module .replac         | ce steering col           | umn.progra            | am with as bu           |             |           | g Column       |            |         | 1.0        |
|                        | steering colum            | nn and clea           | r codes.                |             |           | g Column Fl    | ange       |         | 1.0        |
| - Shop Suppli          | ies                       |                       |                         |             |           | Supplies       | •          |         | 1.0        |
|                        | Hou                       | rs 4.00               |                         | Labor:      | 240.00    |                | 1,102.45   | Total:  | 1,342.45   |

| Workorder:<br>Problem:              | 1805111<br>P.M. service | Meter:<br>e and detail. | 43913                   |          |             | In Date:      | 05/17/2018 | Closed: | 05/24/2018 |
|-------------------------------------|-------------------------|-------------------------|-------------------------|----------|-------------|---------------|------------|---------|------------|
| - P.m. service                      |                         |                         |                         |          | Parts Li    | ist           |            |         | Qty        |
| - Load test ba                      |                         | harge .failed           | l load test .r&r        |          | 5w20 Er     | ngine Oil     |            |         | 5.00       |
| defective batte                     | •                       |                         |                         |          | Napago      | ld Oil Filter |            |         | 1.00       |
| - Clean and ir                      | •                       | •                       | akes.                   | Washer   | Fluid Conce |               | 1.00       |         |            |
| - Rotate and b                      |                         | our tires.              |                         | 20in Exa | actfit-beam |               | 2.00       |         |            |
| - Shop Suppli                       | es                      |                         |                         |          | 12in Exa    | actfit-rear   |            |         | 1.00       |
|                                     |                         |                         |                         |          | Battery     |               |            |         | 1.00       |
|                                     |                         |                         |                         |          | Shop Su     | upplies       |            |         | 1.00       |
|                                     | Ho                      | ours 5.00               |                         | Labor:   | 300.00      | Parts:        | 171.74     | Total:  | 471.74     |
| Workorder: Problem: - 1 - Detail Ve |                         |                         | 43913<br>Ticket(s) Issu | ed       |             | In Date:      | 05/29/2018 | Closed: | 05/29/2018 |
| - I - Detail ve                     |                         | ` '                     | ieu                     | 1 -1     | 0.00        | Danta         | 0.00       | Tatal   | 0.00       |
|                                     | HC<br>:                 | ours 0.00               |                         | Labor:   | 0.00        | Parts:        | 0.00       | Total:  | 0.00       |
| Workorder:<br>Problem:              | 1812451<br>P.M. service | Meter:<br>e.            | 47649                   |          |             | In Date:      | 12/06/2018 | Closed: | 12/13/2018 |
| - P.m. service                      |                         |                         |                         |          | Parts Li    | ist           |            |         | Qty        |
| - Inspect and                       | service rear            | brakes .                |                         |          | Napago      | ld Oil Filter |            |         | 1.00       |
| - Rotate and h                      | nigh speed b            | alance all fo           | ur tires. Nitrofi       | ll all . | Napa Q      | uart 5w20     |            |         | 5.00       |
| - Shop Suppli                       |                         |                         |                         |          | 12in Exa    | actfit-rear   |            |         | 1.00       |
|                                     |                         |                         |                         |          | 20in Exa    | actfit-beam   |            |         | 2.00       |
|                                     |                         |                         |                         |          | Shop Su     | upplies       |            |         | 1.00       |
|                                     | Ho                      | ours 4.00               |                         | Labor:   | 268.00      | Parts:        | 61.88      | Total:  | 329.88     |
| Workorder:<br>Problem:              | 1905765<br>Transition F | Meter:<br>Prep Charge   | 50646                   |          |             | In Date:      | 05/31/2019 | Closed: | 05/31/2019 |
| - Transition P                      | ren Charge              |                         |                         |          |             |               |            |         |            |
| Transition                          | op Onargo               |                         |                         |          |             |               |            |         |            |