

DATE \_\_\_\_\_ CUSTOMER NAME \_\_\_\_\_ SERVICE ADVISOR \_\_\_\_\_  
 DEALER CODE \_\_\_\_\_ R.O.# \_\_\_\_\_ VIN (FIRST 2/LAST 8 DIGITS) \_\_\_\_\_ ODOMETER \_\_\_\_\_

# your vehicle report card

CHECKED OK     REQUIRES FUTURE ATTENTION     REQUIRES IMMEDIATE ATTENTION

VALIDATION RECORD CHECKED AND UPDATED  
 CHECKED AND COMPLETED OPEN FIELD SERVICE ACTIONS (RECALLS)

## 1 visual 360° perimeter inspection

|  |   |  |  |
|--|---|--|--|
| <ul style="list-style-type: none"> <li>● ● ● Windshield <sup>XWSLD</sup> <ul style="list-style-type: none"> <li>□ Cracked</li> <li>□ Chipped</li> <li>□ Sandblasted</li> </ul> </li> <li>● ● ● Washer system <sup>XWASH</sup></li> <li>● ● ● Wiper/arm <sup>XFTWP</sup></li> </ul> | <ul style="list-style-type: none"> <li>● ● ● Headlight (DRL)</li> <li>● ● ● Fog lamp</li> <li>● ● ● Signal light</li> <li>● ● ● Hazard light</li> <li>● ● ● Dome light</li> </ul> | <ul style="list-style-type: none"> <li>● ● ● Brake light</li> <li>● ● ● Signal light</li> <li>● ● ● Hazard light</li> <li>● ● ● Back-up light</li> </ul> | <ul style="list-style-type: none"> <li>● ● ● Washer system <sup>XRRWP</sup></li> <li>● ● ● Wiper/arm <sup>XRRWP</sup></li> <li>● ● ● High mounted stop lamp</li> <li>● ● ● Licence light</li> <li>● ● ● Trunk light</li> </ul> |
| <ul style="list-style-type: none"> <li>● ● ● Windshield <sup>XWSLD</sup> <ul style="list-style-type: none"> <li>□ Cracked</li> <li>□ Chipped</li> <li>□ Sandblasted</li> </ul> </li> <li>● ● ● Washer system <sup>XWASH</sup></li> <li>● ● ● Wiper/arm <sup>XFTWP</sup></li> </ul> | <ul style="list-style-type: none"> <li>● ● ● Headlight (DRL)</li> <li>● ● ● Fog lamp</li> <li>● ● ● Signal light</li> <li>● ● ● Hazard light</li> <li>● ● ● Dome light</li> </ul> | <ul style="list-style-type: none"> <li>● ● ● Brake light</li> <li>● ● ● Signal light</li> <li>● ● ● Hazard light</li> <li>● ● ● Back-up light</li> </ul> |  |

## 2 visual under hood inspection

- ● ● Drive belt(s) <sup>XDRVB</sup>
- ● ● Air filter and minder (plus battery A/C filter on hybrid vehicle) <sup>XAIRF</sup>
- ● ● Radiator, hoses/clamps and coolant condition to: - \_\_\_\_\_ °C <sup>XRADH</sup>
- ● ● Horn
- ● ● Interior hood light
- ● ● Block heater <sup>XBHTR</sup>
- ● ● Heater hoses/clamps <sup>XHTRH</sup>
- ● ● Air conditioning hoses <sup>XACHS</sup>
- ● ● Cabin/pollen air filter (if equipped) <sup>XCABF</sup>
- ● ● Battery/cables/clamps
- ● ● Battery performance 1 <sup>XBATT</sup>  
COLD CRANKING AMPS: FACTORY SPECS. \_\_\_\_\_ ACTUAL \_\_\_\_\_
- ● ● Battery performance 2 <sup>XBATT</sup>  
COLD CRANKING AMPS: FACTORY SPECS. \_\_\_\_\_ ACTUAL \_\_\_\_\_

## 3 visual under vehicle inspection

- ● ● Steering components <sup>XSTRG</sup>
- ● ● Suspension components <sup>XSUSP</sup>
- ● ● Shocks ○ leakage ○ damage <sup>XSHCK</sup>
- ● ● Struts ○ leakage ○ damage <sup>XSTRT</sup>
- ● ● Exhaust system <sup>XEXHT</sup>
- ● ● CV drive axle boots (if equipped) <sup>XCVBT</sup>

CHECK FOR LEAKS

- ● ● Engine oil <sup>XOILK</sup>
- ● ● Transmission <sup>XTRAN</sup>
- ● ● Power steering
- ● ● Coolant <sup>XCOOL</sup>
- ● ● Fuel <sup>XFUEL</sup>
- ● ● Fuel filter (except diesel) <sup>XFULF</sup>

## 6 visual fluid level check and fill

CHANGE OIL MESSAGE  ON  RESET  N/A

- ● ● Engine oil
- ● ● Window washer fluid
- ● ● Transmission fluid level and colour
- ● ● Brake fluid level and colour
- ● ● Power steering fluid
- ● ● Coolant recovery reservoir fluid level
- ● ● 4x4 transfer case, front drive, clutch reservoir fluid

## 7 visual diesel inspection

- ● ● Air filter restriction gauge and housing
- ● ● Water in fuel dash light
- ● ● Charge air cooling piping and air intake system
- ● ● Turbocharger

## 4 visual brake inspection

BRAKE INSPECTION NOT PERFORMED WITH THIS SERVICE    SEE OVER FOR OP CODES

|   |   |
|---|---|
| <p>RF ● ● ● _____ mm (lining/pad)</p> <ul style="list-style-type: none"> <li>● ● ● Rotor</li> <li>● ● ● Caliper</li> <li>● ● ● Lines/hoses</li> </ul> | <p>RR ● ● ● _____ mm (lining/pad)</p> <ul style="list-style-type: none"> <li>● ● ● Rotor/drum</li> <li>● ● ● Caliper/wheel cylinder</li> <li>● ● ● Lines/hoses</li> </ul> |
| <p>LF ● ● ● _____ mm (lining/pad)</p> <ul style="list-style-type: none"> <li>● ● ● Rotor</li> <li>● ● ● Caliper</li> <li>● ● ● Lines/hoses</li> </ul> | <p>LR ● ● ● _____ mm (lining/pad)</p> <ul style="list-style-type: none"> <li>● ● ● Rotor/drum</li> <li>● ● ● Caliper/wheel cylinder</li> <li>● ● ● Lines/hoses</li> </ul> |

● ● ● Parking brake operation

## 5 visual tire inspection

PRESSURE SET TO FACTORY PSI     FRONT \_\_\_\_\_ psi     REAR \_\_\_\_\_ psi     SPARE \_\_\_\_\_ psi

The pressure on one or more of your tires was below the manufacturer's recommended guidelines. This can lead to premature tire wear and poor fuel economy.

|  |  |  |
|--|--|--|
| <p>RF ● ● ● Tread Depth 32<sup>nds</sup></p> | <p>RR ● ● ● Tread Depth 32<sup>nds</sup></p> <p>Inner ● ● ● Tread Depth 32<sup>nds</sup></p> |  |
| <p>LF ● ● ● Tread Depth 32<sup>nds</sup></p> | <p>LR ● ● ● Tread Depth 32<sup>nds</sup></p> <p>Inner ● ● ● Tread Depth 32<sup>nds</sup></p> |  |

RECOMMEND:  Rotation <sup>XROT</sup>     Replacement <sup>XTIRE</sup>     Alignment <sup>XALIG</sup>     Balance

COMMENTS: \_\_\_\_\_

TECHNICIAN: \_\_\_\_\_

CUSTOMER SIGNATURE: \_\_\_\_\_

CUSTOMER DECLINED FORD-RECOMMENDED MAINTENANCE

## your next maintenance appointment

NEXT MAINTENANCE SERVICE – DESCRIPTION \_\_\_\_\_

PRICE\* \_\_\_\_\_

NEXT APPOINTMENT DATE (MM/DD/YY) \_\_\_\_\_ TIME \_\_\_\_\_



GENUINE PARTS. GENUINE SERVICE. GENUINE PEACE OF MIND.

WHITE – CUSTOMER COPY    YELLOW – SERVICE FILE COPY    PINK – FOLLOW-UP COPY  
 \*SUBJECT TO CHANGE BEFORE YOUR NEXT VISIT. PLEASE CALL TO CONFIRM.    04/09 QC-550  
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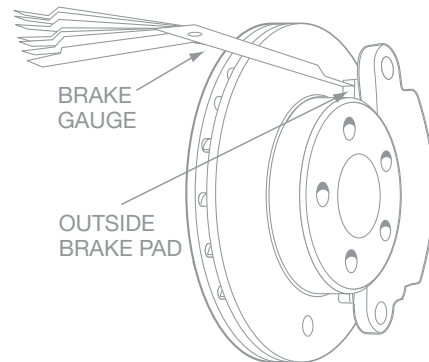
Measurement Charts 1, 2 and 3 (below), represent guidelines only. Technicians should use professional judgement of the specific vehicle and its use as the final basis for identifying "green," "yellow" or "red" status.

# your vehicle **report card**

## brake\* measurement guide

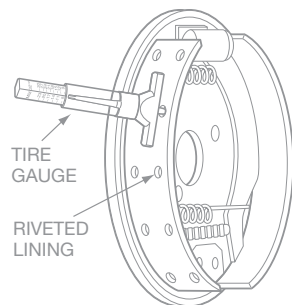
### 1 disc brake pad wear

**NOTE:**  
Measure outside  
and inside pads

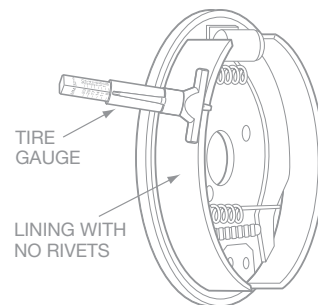


| Measurement Tool/Process      | Disc Pads |         |
|-------------------------------|-----------|---------|
| DESCRIPTION                   | PADS      | OP CODE |
| 14 mm lining remaining        | green     | XFP14   |
| 13 mm lining remaining        | green     | XFP13   |
| 12 mm lining remaining        | green     | XFP12   |
| 11 mm lining remaining        | green     | XFP11   |
| 10 mm lining remaining        | green     | XFP10   |
| 9 mm lining remaining         | green     | XFP09   |
| 8 mm lining remaining         | green     | XFP08   |
| 7 mm lining remaining         | green     | XFP07   |
| 6 mm lining remaining         | green     | XFP06   |
| 5 mm lining remaining         | yellow    | XFP05   |
| 4 mm lining remaining         | yellow    | XFP04   |
| 3 mm lining remaining         | red       | XFP03   |
| 2 mm lining remaining         | red       | XFP02   |
| 1 mm lining remaining or less | red       | XFP01   |

### 2 drum brake shoe wear



**RIVETED SHOE:**  
Measure lining thickness to rivet  
using the tire depth gauge



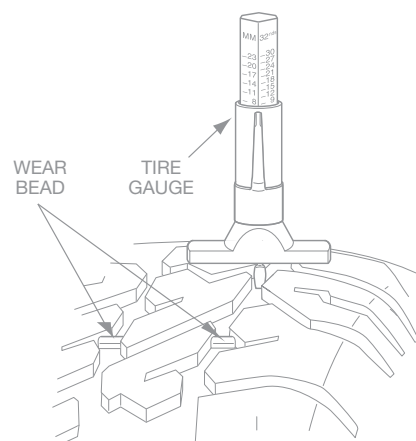
**BONDED SHOE:**  
Measure lining thickness along  
edge using the tire depth gauge

| Measurement Tool/Process      | Drum Pads    |         |
|-------------------------------|--------------|---------|
| DESCRIPTION                   | REAR SHOES** | OP CODE |
| 14 mm lining remaining        | green        | XRS14   |
| 13 mm lining remaining        | green        | XRS13   |
| 12 mm lining remaining        | green        | XRS12   |
| 11 mm lining remaining        | green        | XRS11   |
| 10 mm lining remaining        | green        | XRS10   |
| 9 mm lining remaining         | green        | XRS09   |
| 8 mm lining remaining         | green        | XRS08   |
| 7 mm lining remaining         | green        | XRS07   |
| 6 mm lining remaining         | green        | XRS06   |
| 5 mm lining remaining         | green        | XRS05   |
| 4 mm lining remaining         | green        | XRS04   |
| 3 mm lining remaining         | green        | XRS03   |
| 2 mm lining remaining         | yellow       | XRS02   |
| 1 mm lining remaining or less | red          | XRS01   |

## tire tread\* measurement guide

### 3 tire tread wear

**NOTE:**  
Measure tread  
wear away from  
wear bead



| Tire Tread Depth* | Status | OP CODE |
|-------------------|--------|---------|
| 18/32"            | green  | XTR18   |
| 17/32"            | green  | XTR17   |
| 16/32"            | green  | XTR16   |
| 15/32"            | green  | XTR15   |
| 14/32"            | green  | XTR14   |
| 13/32"            | green  | XTR13   |
| 12/32"            | green  | XTR12   |
| 11/32"            | green  | XTR11   |
| 10/32"            | green  | XTR10   |
| 9/32"             | green  | XTR09   |
| 8/32"             | green  | XTR08   |
| 7/32"             | green  | XTR07   |
| 6/32"             | yellow | XTR06   |
| 5/32"             | yellow | XTR05   |
| 4/32"             | yellow | XTR04   |
| 3/32"             | red    | XTR03   |
| 2/32"             | red    | XTR02   |

\* If tires or brakes are replaced this visit, measure and record new parts readings

\*\* Since front pads wear faster, when completing the Report Card, only enter rear pads/shoes as lowest reading if they measure "yellow" or "red". On rear drum brake non-servo leading-trailing shoe design, measure the leading shoe as it does the majority of the work. On rear drum brake dual servo-action shoe design, measure the secondary shoe as it does the majority of the work.