



Ford Service

# Vehicle REPORT CARD

as recommended by Ford Motor Company

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Registration: \_\_\_\_\_

Km: \_\_\_\_\_

SCHEDULED MAINTENANCE ITEMS*			
DUE	SERVICED	DUE	SERVICED
<input type="checkbox"/> Report Card Inspection	<input type="checkbox"/>	<input type="checkbox"/> Engine Air Filter	<input type="checkbox"/>
<input type="checkbox"/> Oil & Filter Change	<input type="checkbox"/>	<input type="checkbox"/> Engine Coolant	<input type="checkbox"/>
<input type="checkbox"/> Tyre Rotation	<input type="checkbox"/>	<input type="checkbox"/> Brake Fluid	<input type="checkbox"/>
<input type="checkbox"/> Fuel Filter	<input type="checkbox"/>	<input type="checkbox"/> Cabin Air Filter	<input type="checkbox"/>
<input type="checkbox"/> _____ km Scheduled Maintenance	<input type="checkbox"/>	<input type="checkbox"/> Spark Plugs	<input type="checkbox"/>

\*This is only a partial list of vehicle maintenance items and is NOT all-inclusive. Please consult your Owner's Manual for vehicle-specific maintenance requirements.

LEGEND  May contribute to vehicle efficiency and promote a greener environment			
Checked and OK at this time	May require future attention	Requires immediate attention	

INTERIOR		SERVICED
A/C Blows Cold		<input type="checkbox"/>
Interior Lights		<input type="checkbox"/>
Clutch Operation (if equipped)		<input type="checkbox"/>

LIGHTS / WINDSHIELD		SERVICED
Operation of horn, exterior lamps, turn signals, hazard and brake lamps		<input type="checkbox"/>
Windshield for cracks, chips and pitting		<input type="checkbox"/>

WIPER BLADES		SERVICED
<input type="checkbox"/> Wipe Test Performed	Wiper Blades	<input type="checkbox"/>

FLUID LEVELS			
OK	FILL	SERVICED	SERVICED
		<input type="checkbox"/>	Fluid Leaks
		<input type="checkbox"/>	Transmission
		<input type="checkbox"/>	Coolant Protection Coolant Recovery Reservoir
		<input type="checkbox"/>	Power Steering

BELTS / HOSES / MOUNTS		SERVICED
HVAC system and hoses/lines for leaks and/or damage		<input type="checkbox"/>
Engine cooling system, radiator, hoses and clamps		<input type="checkbox"/>
Accessory drive belt(s)		<input type="checkbox"/>

TYRE / BRAKE WEAR			
	Above 4mm	3mm to 4mm	Less than 3mm
TYRE TREAD			
BRAKE LINING	Over 5mm (Disc) or Over 2mm (Drum)	3 to 5mm (Disc) or 1.01mm to 2mm (Drum)	Less than 3mm (Disc) or less than 1mm (Drum)

TYRE WEAR INDICATES	SERVICED	LEFT FRONT	SERVICED	RIGHT FRONT	SERVICED
<input type="checkbox"/> Alignment check needed	<input type="checkbox"/>	Tyre Tread Depth _____ mm Tyre Age _____	<input type="checkbox"/>	Tyre Tread Depth _____ mm Tyre Age _____	<input type="checkbox"/>
<input type="checkbox"/> Wheel balance needed	<input type="checkbox"/>	Tyre Wear Pattern/Damage	<input type="checkbox"/>	Tyre Wear Pattern/Damage	<input type="checkbox"/>
<input type="checkbox"/> Brake measurements not taken this service visit		Tyre Pressure – set to factory-recommended PSI	<input type="checkbox"/>	Tyre Pressure – set to factory-recommended PSI	<input type="checkbox"/>
		Brake Pad/Shoe Thickness _____ mm	<input type="checkbox"/>	Brake Pad/Shoe Thickness _____ mm	<input type="checkbox"/>
		Rotor Thickness: _____ mm	<input type="checkbox"/>	Rotor Thickness: _____ mm	<input type="checkbox"/>
		LEFT REAR	SERVICED	RIGHT REAR	SERVICED
		Tyre Tread Depth _____ mm Tyre Age _____	<input type="checkbox"/>	Tyre Tread Depth _____ mm Tyre Age _____	<input type="checkbox"/>
		Tyre Wear Pattern/Damage	<input type="checkbox"/>	Tyre Wear Pattern/Damage	<input type="checkbox"/>
		Tyre Pressure – set to factory-recommended PSI	<input type="checkbox"/>	Tyre Pressure – set to factory-recommended PSI	<input type="checkbox"/>
		Brake Pad/Shoe Thickness _____ mm	<input type="checkbox"/>	Brake Pad/Shoe Thickness _____ mm	<input type="checkbox"/>
		Rotor Thickness: _____ mm	<input type="checkbox"/>	Rotor Thickness: _____ mm	<input type="checkbox"/>
		SPARE TYRE			
		Tyre Pressure – set to factory-recommended PSI	<input type="checkbox"/>		

BATTERY		SERVICED
State of Health	Battery Condition	<input type="checkbox"/>
Factory spec cold cranking amps _____	Actual cold cranking amps _____	

BRAKE SYSTEM		SERVICED
Brake system (including lines, hoses and parking brake)		<input type="checkbox"/>

STEERING / SUSPENSION		SERVICED
Shocks/struts and other suspension components for leaks, damage, and/or performance		<input type="checkbox"/>
Steering pump, rack, and linkages		<input type="checkbox"/>
Tie Rods		<input type="checkbox"/>
Ball Joints		<input type="checkbox"/>

EXHAUST SYSTEM		SERVICED
Exhaust system (leaks, damage, loose parts)		<input type="checkbox"/>

TRANSMISSION / DRIVE AXLE		SERVICED
Constant velocity (CV) drive axle boots (if equipped)		<input type="checkbox"/>
Driveshaft, transmission, u-joint and shift linkage (if equipped) and lubricate (as needed)		<input type="checkbox"/>

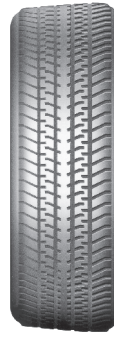
FUEL LEVEL	EXTERIOR BODY
Note any existing exterior body damage or defects on diagram	

Advisor: \_\_\_\_\_

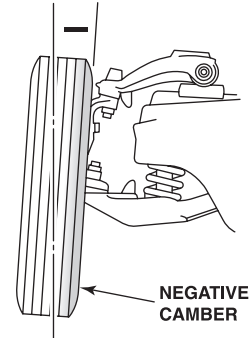
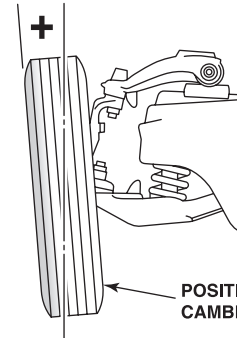
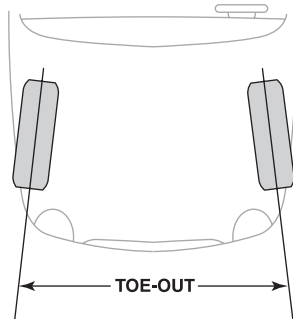
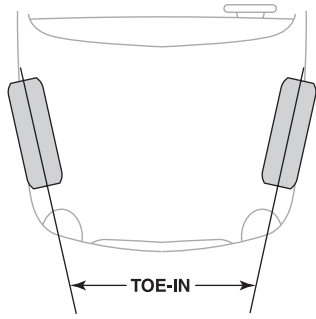
Tech: \_\_\_\_\_



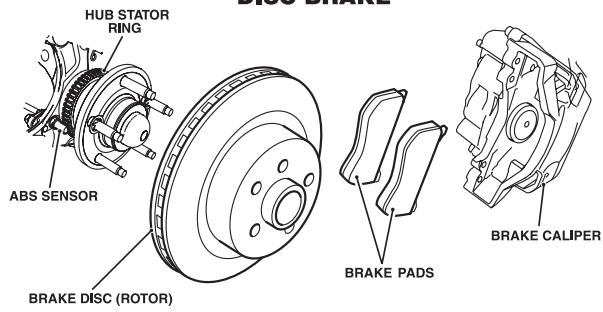
**TOE WEAR**  
"Feathered" tread wear pattern suggests that tyres are turned in or out too far. Signals need for alignment. May be caused by worn shocks/struts.



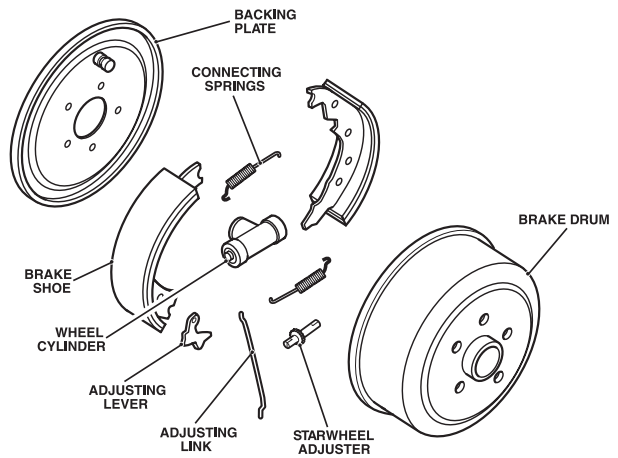
**CAMBER WEAR**  
Exaggerated wear on inner or outer edge of tyre indicates that tyres are tilted in or out too far (from vertical). Signals need for alignment. May be caused by worn shocks/struts.



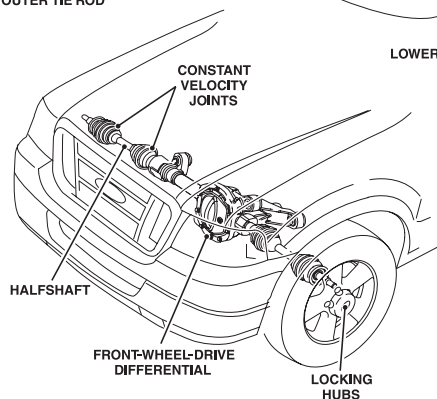
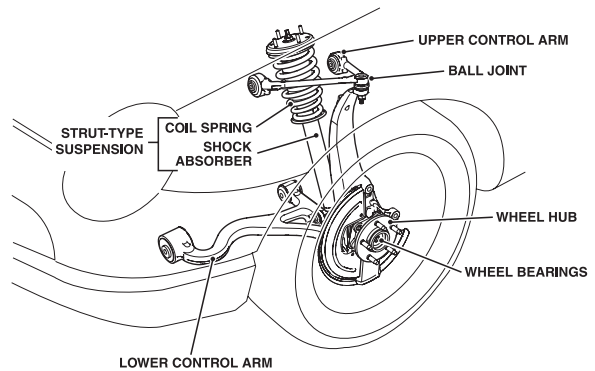
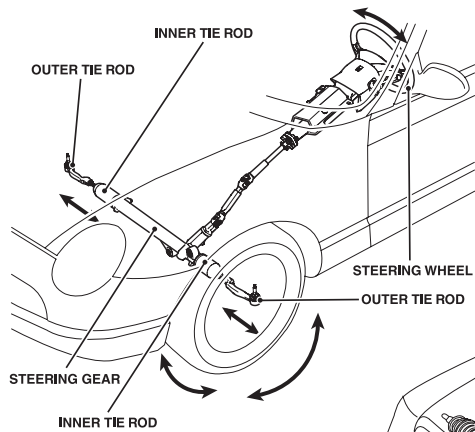
**DISC BRAKE**



**DRUM BRAKE**



**SUSPENSION**





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<input type="checkbox"/> Oil & Filter Change	<input type="checkbox"/>	<input type="checkbox"/> Engine Coolant	<input type="checkbox"/>
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<input type="checkbox"/> Fuel Filter	<input type="checkbox"/>	<input type="checkbox"/> Cabin Air Filter	<input type="checkbox"/>
<input type="checkbox"/> _____ km Scheduled Maintenance	<input type="checkbox"/>	<input type="checkbox"/> Spark Plugs	<input type="checkbox"/>

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LEGEND		
Checked and OK at this time	May require future attention	Requires immediate attention

INTERIOR		SERVICED
A/C Blows Cold	<input type="checkbox"/>	<input type="checkbox"/>
Interior Lights	<input type="checkbox"/>	<input type="checkbox"/>
Clutch Operation (if equipped)	<input type="checkbox"/>	<input type="checkbox"/>

LIGHTS / WINDSHIELD		SERVICED
Operation of horn, exterior lamps, turn signals, hazard and brake lamps	<input type="checkbox"/>	<input type="checkbox"/>
Windshield for cracks, chips and pitting	<input type="checkbox"/>	<input type="checkbox"/>

WIPER BLADES		SERVICED
<input type="checkbox"/> Wipe Test Performed	Wiper Blades	<input type="checkbox"/>

FLUID LEVELS		SERVICED
Brake Reservoir	<input type="checkbox"/>	Fluid Leaks <input type="checkbox"/>
Clutch Reservoir	<input type="checkbox"/>	Transmission <input type="checkbox"/>
Differential/Transfer Case	<input type="checkbox"/>	Coolant Protection Coolant Recovery Reservoir <input type="checkbox"/>
Window Washer	<input type="checkbox"/>	Power Steering <input type="checkbox"/>

BELTS / HOSES / MOUNTS		SERVICED
HVAC system and hoses/lines for leaks and/or damage	<input type="checkbox"/>	<input type="checkbox"/>
Engine cooling system, radiator, hoses and clamps	<input type="checkbox"/>	<input type="checkbox"/>
Accessory drive belt(s)	<input type="checkbox"/>	<input type="checkbox"/>

BATTERY		SERVICED
State of Health	Battery Condition	<input type="checkbox"/>
Factory spec cold cranking amps _____	Actual cold cranking amps _____	

BRAKE SYSTEM		SERVICED
Brake system (including lines, hoses and parking brake)	<input type="checkbox"/>	<input type="checkbox"/>

STEERING / SUSPENSION		SERVICED
Shocks/struts and other suspension components for leaks, damage, and/or performance	<input type="checkbox"/>	<input type="checkbox"/>
Steering pump, rack, and linkages	<input type="checkbox"/>	<input type="checkbox"/>
Tie Rods	<input type="checkbox"/>	<input type="checkbox"/>
Ball Joints	<input type="checkbox"/>	<input type="checkbox"/>

EXHAUST SYSTEM		SERVICED
Exhaust system (leaks, damage, loose parts)	<input type="checkbox"/>	<input type="checkbox"/>

TRANSMISSION / DRIVE AXLE		SERVICED
Constant velocity (CV) drive axle boots (if equipped)	<input type="checkbox"/>	<input type="checkbox"/>
Driveshaft, transmission, u-joint and shift linkage (if equipped) and lubricate (as needed)	<input type="checkbox"/>	<input type="checkbox"/>

FUEL LEVEL		EXTERIOR BODY
_____	_____	_____

TYRE / BRAKE WEAR	
Above 4mm	3mm to 4mm
Over 5mm (Disc) or Over 2mm (Drum)	3 to 5mm (Disc) or 1.01mm to 2mm (Drum)
Less than 3mm	Less than 3mm (Disc) or less than 1mm (Drum)

TYRE TREAD		BRAKE LINING	
<input type="checkbox"/> Alignment check needed	<input type="checkbox"/>	<input type="checkbox"/> Brake measurements not taken this service visit	<input type="checkbox"/>
<input type="checkbox"/> Wheel balance needed	<input type="checkbox"/>		

LEFT FRONT		SERVICED	RIGHT FRONT		SERVICED
Tyre Tread Depth _____ mm	<input type="checkbox"/>	Tyre Tread Depth _____ mm	<input type="checkbox"/>	Tyre Age _____	<input type="checkbox"/>
Tyre Wear Pattern/Damage	<input type="checkbox"/>	Tyre Wear Pattern/Damage	<input type="checkbox"/>	Tyre Pressure – set to factory-recommended PSI	<input type="checkbox"/>
Tyre Pressure – set to factory-recommended PSI	<input type="checkbox"/>	Brake Pad/Shoe Thickness _____ mm	<input type="checkbox"/>	Brake Pad/Shoe Thickness _____ mm	<input type="checkbox"/>
Brake Pad/Shoe Thickness _____ mm	<input type="checkbox"/>	Rotor Thickness: _____ mm	<input type="checkbox"/>	Rotor Thickness: _____ mm	<input type="checkbox"/>
Rotor Thickness: _____ mm	<input type="checkbox"/>				

LEFT REAR		SERVICED	RIGHT REAR		SERVICED
Tyre Tread Depth _____ mm	<input type="checkbox"/>	Tyre Tread Depth _____ mm	<input type="checkbox"/>	Tyre Age _____	<input type="checkbox"/>
Tyre Wear Pattern/Damage	<input type="checkbox"/>	Tyre Wear Pattern/Damage	<input type="checkbox"/>	Tyre Pressure – set to factory-recommended PSI	<input type="checkbox"/>
Tyre Pressure – set to factory-recommended PSI	<input type="checkbox"/>	Brake Pad/Shoe Thickness _____ mm	<input type="checkbox"/>	Brake Pad/Shoe Thickness _____ mm	<input type="checkbox"/>
Brake Pad/Shoe Thickness _____ mm	<input type="checkbox"/>	Rotor Thickness: _____ mm	<input type="checkbox"/>	Rotor Thickness: _____ mm	<input type="checkbox"/>
Rotor Thickness: _____ mm	<input type="checkbox"/>				

SPARE TYRE	
Tyre Pressure – set to factory-recommended PSI	<input type="checkbox"/>

Additional Items Found:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Advisor: \_\_\_\_\_

Tech: \_\_\_\_\_

Customer Signature: \_\_\_\_\_

## Instructions for Completing the Vehicle Report Card

**TO ENSURE THAT CUSTOMERS RECEIVE ACCURATE MAINTENANCE INFORMATION  
IN THEIR FOLLOW UP COMMUNICATIONS, THE CONDITION OF THE VEHICLE AS IT LEFT THE DEALERSHIP  
SHOULD BE REFLECTED ON THE VEHICLE REPORT CARD AND CODED ON THE REPAIR ORDER**

### **The Importance of Green, Yellow and Red Condition Codes**

All multi-point inspection systems/components need to have their initial condition identified at the time of inspection and updated after all service work is performed, including additional service requests sold and completed during the service visit. Repair Orders (ROs) should be coded to indicate the vehicle's condition **as it left the dealership** using the instructions detailed below.

GENUINE Direct utilizes green, yellow and red condition codes for brakes, tyres and batteries – the primary customer “defection commodities” from dealerships to the aftermarket.

During the inspection, if it's determined a system/component requires immediate (red) or future (yellow) attention, a line should be added to the RO to reflect this condition code (e.g., YBK). All condition codes recorded on the RO will print on the customer's invoice.

**Important Note:** Record the **lowest** value assigned for any measurement/condition. For example, if two brake measurements were green and two were yellow, record the lowest value overall – yellow: YBK.

The following codes should be entered on the RO as a labor operation when the RO is closed:

- 99P (or Q99P) to indicate the full vehicle inspection was completed per the Vehicle Report Card
- The appropriate code for each unserviced red or yellow condition
- The appropriate code for each green brake, tyre and battery condition

Items in the Report Card Systems/Components section that are not entered as red or yellow are assumed to be green and not in need of repair/replacement.

Dealership personnel responsible for entering the condition codes when ROs are closed should refer to the key provided on the Dealer copy of the Vehicle Report Card.

### **What if a Component Is Repaired/Replaced?**


When the inspection indicates a red or yellow condition, it needs to be recorded on the Vehicle Report Card. The Service Advisor should contact the customer to review the findings and obtain the customer's approval to proceed with the repair/replacement.

Assuming the dealership is granted permission to complete the repair/replacement, the Service Advisor should update the Vehicle Report Card by checking the “Serviced” check box. The “Serviced” check box indicates what work was performed during the visit, thereby reflecting a green condition code when the vehicle left the dealership. Note: Green brake, tyre and battery codes are to be entered on the RO in order for this information to appear on GENUINE Direct mailers.

### **- REPORT ONLY POST-SERVICE WORK CONDITION CODES ON REPAIR ORDERS -**

**DO NOT SIMPLY RECORD THE INITIAL INSPECTION RESULTS. THE CONDITION OF THE VEHICLE AS IT LEFT THE DEALERSHIP  
SHOULD BE REFLECTED ON THE VEHICLE REPORT CARD AND CODED ON THE REPAIR ORDER.**

\*Applies to Dealers enrolled in the GENUINE Direct Loyalty program

 The “green leaf” icon designates items that may contribute to improved vehicle efficiency and promote a greener environment, per the NADA Green Checkup brochure. See [www.nada.org/green](http://www.nada.org/green). Service Advisors are encouraged to advise customers about the environmental and fuel economy benefits enjoyed by properly maintaining green leaf items.