

B&B MUFFLER AND AUTOMOTIVE SERVICE CENTER
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FORD LIABILITY DISCLAIMER

Disclosure / Liability Issue:

RO# _____

Spark Plug Tip Breaks Off In Cylinder Head

Some FORD F-Series trucks, Expeditions and Navigator vehicles equipped with 4.6L and 5.4L 3-valve engine may pose difficulty removing the spark plugs from the cylinder heads which can lead to damage. Due to the cylinder head & spark plug design, corrosion entering the spark plug area can bind the lower portion of the spark plug to the cylinder head wall. The spark plug can separate during removal leaving a portion of the spark plug in the cylinder head. This is a known fault condition documented by Ford but not covered under Ford warranty to date (TSB 06-15-2).

In the event that this issue occurs, additional labor and specialized tooling is required to make the necessary repairs. Every effort is made to minimize the possibility of this occurring. Appropriate charges will apply to perform the necessary corrections. The customer needs to understand that only an initial estimate is given to change the spark plugs. A revised estimate will be made after an attempt is made to remove all the spark plugs. If removal is successful the initial estimate will remain in effect. If plug separation occurs an assessment is made for correction. Be advised that the final labor requirement can increase. If additional time is required, customer is consulted and approval is required to complete the process. In extreme cases cylinder head removal may be required. Be advised that once this process starts there is no way to return the vehicle to the condition it was in when before this repair procedure was performed.

Vehicle To Be Serviced

Year: _____ Make: _____ Model: _____ Engine Size: _____

VIN: _____ Production Date: _____

Liability Release

I hereby authorize B&B Muffler and Automotive Service Center to proceed with removing the spark plugs from the cylinder heads on my/our Ford 4.6L or 5.4L 3-valve engine. I understand that the possibility exists that damage may occur and I am releasing B&B Muffler and Automotive Service Center and any of its employees of all liability and damages that may be associated with this procedure. I accept full financial responsibility for the necessary and proper repair on my vehicle. I furthermore understand B&B Muffler and Automotive Service Center will make every effort to minimize any risks and costs in performing this task.

I am the person, or agent acting on behalf of the person, who is obligated to pay for the repair of the motor vehicle mentioned and hereby grant approval to proceed.

Date: _____ Name or Authorized Agent (signature): _____

Print Name: _____