SAC **Springfield Auto Care** EXAMPLE SHOP
service@springfield-auto-care.example

TECHNICIAN WORKSHEET · 2.0L SPI / ZETEC
RA-FDZT-123456-20261028

2002 Ford Focus · Focus SE sedan 2.0 Zetec automatic · FWD

1FAFP34372W123456

ODOMETER IN: 115,000 | DOOR-JAMB BUILD (MM/YY): | RO #: | TECHNICIAN / DATE:

A · RECALLS AND CAMPAIGNS TO VERIFY (DEALER PRINTOUT OR NHTSA.GOV)

05V-030 · Doors · rear door latch — ☐ Open ☐ Done ☐ N/A

B · INSPECTION POINTS, IN PLAN ORDER

1. Ignition lock cylinder sticks (key will not turn or come out)

Watch · Long past the range (33,000–54,000 mi, the middle half of 103 owner reports)

- Long past the reported range: already repaired? Check the records and the part itself first — ☐ OK ☐ Watch ☐ Fix
- Turn the key through all positions several times — ☐ OK ☐ Watch ☐ Fix
- Check key removal in Park — ☐ OK ☐ Watch ☐ Fix
- Lock: smooth / stiff / sticks
- Parts (C170): Ask your parts supplier for the OE part number for this VIN.

2. Timing belt (2.0L SPI and Zetec)

Watch · Any mileage (2000–2004 Focus, 2000–2003 Escort/ZX2, 2000 Contour/Mystique, 2000–2002 Cougar and 2001–2004 Escape/Tribute with the belt-driven 2.0L (the 2.3L Duratec has a chain))

- Inspect the belt edge for fraying and the idler pulley for noise — ☐ OK ☐ Watch ☐ Fix
- Belt: unknown / recent / original
- Parts (C170): Ask your parts supplier for the OE part number for this VIN.

3. Rough idle, misfire and lean codes (2.0L SPI / Zetec)

Watch · Any mileage (2000–2004 2.0L SPI and Zetec engines (Ford bulletins))

- Scan for misfire, lean and EGR codes — ☐ OK ☐ Watch ☐ Fix
- Smoke-test for vacuum leaks — ☐ OK ☐ Watch ☐ Fix
- Scan for: P0171, P0300, P0301, P0302, P0303, P0304, P0402, P0403
- Parts (C170): Ask your parts supplier for the OE part number for this VIN.

4. Engine vibration at idle (engine mounts)

Watch · Long past the range (15,000–38,000 mi, the middle half of 28 owner reports)

- Long past the reported range: already repaired? Check the records and the part itself first — ☐ OK ☐ Watch ☐ Fix
- Watch engine movement while shifting between Drive and Reverse — ☐ OK ☐ Watch ☐ Fix
- Inspect the mounts for cracks — ☐ OK ☐ Watch ☐ Fix
- Mounts: firm / worn
- Parts (C170): Ask your parts supplier for the OE part number for this VIN.

FACTORY MAINTENANCE DUE BY 145,000 MI (ASK FOR RECORDS)

Spark plugs · every 100,000 mi · was due at 100,000 mi (check records) · $249 — ☐ Done (records) ☐ Due ☐ Quoted

Automatic transmission fluid · every 30,000 mi · was due at 90,000 mi, next 120,000 mi · $259 — ☐ Done (records) ☐ Due ☐ Quoted

C · ALSO REPORTED FOR THE 2.0L SPI / ZETEC, QUICK CHECKS

- **Steering / suspension / brakes** (2575 complaints): Chassis complaints and recalls; not engine faults.
- **Stall (other causes)** (1247 complaints): Mixed causes; many cite the 03V-482 fuel module campaign or the ignition switch.
- **Transmission** (333 complaints): Counts every transmission complaint (4-speed automatic and manual); not an engine fault.

NOTES FOR THE ADVISOR

Record findings here (OK / Watch / Fix and measurements); the advisor adjusts the quote before the handout is printed or sent.