



U.S. Department of Transportation  
National Highway Traffic Safety Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects

1-888-DASH-2-DOT  
(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

14-DEC-2009

Repository

Reference No.

10295606

OWNER INFORMATION (Type or Print)

Name

Address

City WHITE HALL

State AR

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

1LNHM86S33Y

Make LINCOLN

Model LS

Model Year 2003

Date Purchased

05/30/2003

Dealer's Name and Telephone Number

North Point Ford, INC.

Engine:

No. Cylinders

6

Fuel Type:

G

Original Owner

Dealer's City

N. Little Rock

State

AR

Zip Code

72117

Transmission Type

Automatic

Antilock Brakes

Cruise Control

Powertrain

Yes

Multiple Failure:

82736513

Incident Date(s)

09-DEC-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 060000 ENGINE AND ENGINE COOLING

Failure Mileage 77303

Failure Speed 35

(With Chrome Wh) ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Continental

Tire Model (Name or Number)

9002-1547320-0000

Tire Size (Example P215/65R15)

P225/55-96/1060

DOT No. (Example: DOTM19ABC036)

Original Equipment  
 Prior Repair

Failure Location:

Inside of Tires

Tire Component Code

Tire Failure Type:

Excessive Inside Tread wear.

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

N/A

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash

Yes  No

Fire

Yes  No

Number of Persons Injured

0

Number of Deaths

0

Reported to Police

N

Narrative Description of Incident(S), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

TL\* THE CONTACT OWNS A 2003 LINCOLN LS. WHILE DRIVING 35 MPH SHE NOTICED THE PARKING BRAKE/ SERVICE ENGINE WARNING LIGHTS ILLUMINATED ON THE INSTRUMENT CONTROL PANEL. SEVERAL DAYS LATER WHILE STARTING THE IGNITION SHE NOTICED SMOKE UNDER THE HOOD OF THE VEHICLE. THE VEHICLE WAS TAKEN TO A LOCAL REPAIR FACILITY. A TECHNICIAN STATED THAT SHE HAD AN OIL LEAK FROM THE REAR OF THE ENGINE THAT WAS DRIPPING ON THE EXHAUST MANIFOLD. ALSO THE ENGINE WOULD GO INTO LIMP MODE WITHOUT WARNING; WHICH DRASTICALLY REDUCED THE VEHICLES SPEED. SHE HAD THE THROTTLE BODY REPAIRED AT AN EXPENSE OF \$489.00. THE REPAIR DID NOT REMEDY THE FAILURE. THE FAILURE AND CURRENT MILEAGES WERE 77,303.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

January 14, 2010

[REDACTED]  
Pine Bluff, AR [REDACTED]

National Highway Traffic Safety Administration  
1200 New Jersey Avenue SE  
Washington, DC 20590

Dear Sir or Madam:

Within the first two years of ownership of my 2003 Lincoln LS the steering column failed and had to be replaced (12/15/05) the (Fidelity Warranty Services, Inc.) covered this malfunction. On 10/11/2005 my four tires had to be replaced because of excessive inside tread wear. My Continental tires were under warranty but it was not honored because North Pont Ford stated that although I maintained the tire rotation and maintenance scheduled at Trotter Ford Lincoln Mercury dealership in Pine Bluff, Arkansas, I did not come to their dealership, therefore the warranty was null and void. I was never notified by letter or telephone that there was a recall on the Chrome Wheels on my Lincoln LS. I paid for a set of new tires within 2 years and 3 months of ownership at 36,599 miles. On 01/07/2010 I was told that my car needed a new set of tires again, that they were worn out and down to cords. Is this normal for Continental tires or is there a defect in the wheel that's causing this problem?

On 10/22/09 I was entering on I-530 expressway ramp going to Walmart, when the light on the instrument control panel came on with a little wrench on it and my car started slowing down just as I was at the top of the ramp and when I tried to press the gas paddle it would not go any faster, I did not know what to do, the traffic was kind of heavy and I was afraid to go any further so I backed my car back down the ramp because there wasn't any traffic behind me at the time. I slowly went backward before anyone came behind me. Once back on Princeton Pike Road I called "Warranty Dealer Services" and told them what had happened, they said that I could take it to Trotter Ford if I wanted too. On 10/22/09 I took my car in and asked for a diagnosis Test to see what was wrong with it. I paid \$110.15 for this test and they told me that it needed a "Throttle Body" and that it would cost me \$400.00. I asked them to call my warranty to see if it was covered and they said my warranty declined and that I would have to pay for it myself. I declined and left to go home, but my car was bogging and the wrench light would not go off, so I took it back to Trotter Ford for them to repair. I asked if they had a loaner that I could use while my car was being repaired but the lady Kelly Herron said "no, we do not have any cars in now, we are having a "Car War" Sale and all of our cars are gone". So I had a friend to take me to Enterprise to rent a car. I had the car for 2 days when Trotter Ford called and said the parts did not come in but they would be in next week, so I kept the car over the weekend which added up to 5 days which cost me \$210.04 as you can see from the enclosed rental agreement.

On 10/27/09 around 3:30 P.M. I picked my car up from Trotter Ford with and paid \$418.62. Then I pulled out on the highway but my car would not speed up and I almost got hit by rush hour traffic. I was very upset and scared and I took it back to the dealership (Trotter) and I told them sternly that "my car was not fixed, that it was smoking, making a loud noise and running worst now than it was when I first brought it in". The manager came out and assured me that when they test drove it that it was purring like a kitten, and that he would take care of it. I told him that I did not have any more money to pay for a rental car, and he said they had a loaner that I could use, which they did provide this time. They called

me on 11/02/09 and said that my car was ready, I went and picked it up, it did run better and sounded better and there was no cost to me this time.

A few days later while driving my mother to the doctor, I heard a loud noise, it sound like something heavy had fallen from under my car, my mother said "what was that you ran over", I got out of the car and looked on the ground but there wasn't anything there that I ran over nor did I see anything on the ground, so we proceeded to the doctor. On my way home the engine light came on again and I smelled a fume in the car, I also noticed an oil spill on my carport from the front of the car, my friend said the spill looked and smelled like power steering fluid and from the sound of the car that I should have my catylic convertor checked. I called my warranty again and they told me to take it to Firestone which I did on 12/09/09 and the service man told me that my car had several oil leaks in the motor and oil was leaking on the exhaust pipe and that I needed to take it to a motor specialist or a dealership. I paid Firestone \$10.81 for their services.

On 12/15/2009 I decided to call my AAA Club and have them tow my car to the selling dealership ( North Point Ford in North Little Rock) because I was afraid to drive it. A service representative called and said that my car had arrived and asked what seem to be the problem? I told him as you can see from the enclosed invoices there were several problems with the car. I asked Tim Glanert not to do anything until he called my warranty company. As you can see there was a total of \$773.22 work done on my car, I personally talked with an administrator at Dealer Warranty Services and he said that they would not pay for anything but the gasket and oil pan. I asked the administrator if I could get a rental car because it was taking soo long to get my car back and he said he could only authorize a rental car for one day, because the part that they covered would only take 4 hours to repair and when he added it up, it was 24hrs at the most. So on 01/07/2010 after 22 day of being without transportation we went to Enterprise and rented a car to go to Little Rock to pick up my car, a representative told me at first that I was responsible for the entire bill, but I said I wanted to talk to Tim Glanert the service advisor handling my Lincoln repairs. Tim said I only had to pay \$55.65. I asked who paid for the other repairs; he said "the warranty". What I would like to know is which warranty? Is my Fidelity Warranty Services, Inc. still in effect? Or did Dealer Warranty Services pay? They have never honored their warrant before and I have asked them on three occasions and was denied. My power steering fluid is still leaking today and it is clearly under "schedule of Coverages".

I do not feel safe in my 2003 Lincoln now because of the motor and the tires.

Sincerely,

[REDACTED]

Enclosures: Vehicle Owner's Questionnaire  
Invoices from Trotter Ford Lincoln Mercury  
Invoices from North Point Fort  
Invoice from Enterprise  
Invoice from Ford Complete Auto Care  
Certificate of Title [REDACTED]  
Factory Service Bulletin & Recalls  
Copy of Schedule of Coverage (Dealers Warranty Services)  
Copy of Continental Adjustment Policy  
Copy of Fidelity Warranty Services, Inc. (Dealers Warranty)

maximum speed justified by driving conditions.

9. Only one temporary spare tire is recommended to be used on the vehicle at any one time.

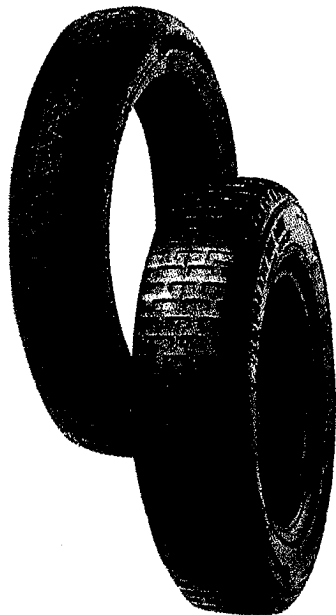
10. The Motorists Tire Care and Safety Guide on auto and light truck tire care and safety is available in the United States by writing the Tire Industry Safety Council, P.O. Box 3147, Medina, Ohio 44258.

### THE CONTINENTAL BRAND SPECIAL SPARE TIRE IS DESIGNED...

- To create more usable trunk space. When enclosed in the trunk of the car, the Special Spare Tire takes up less space than an ordinary tire. You have extra space for additional luggage.
- To reduce the overall weight of your car. It weighs substantially less than a conventional spare tire. This savings in weight contributes to fuel economy.
- To provide easier removal and installation. Because it is lighter, it is easier to lift out of the trunk and install on your car, and it will function on any of the four wheel positions.
- With an extra thick rubber liner to retain the higher air pressure used in the tire over a long period of time.

All of these construction features, when coupled with the 60 psi inflation pressure, enable the Special Spare Tire to carry the same load as the standard passenger car tire it is replacing.

Have your standard tire repaired or replaced as soon as possible, then return your Special Spare to the trunk to conserve its useable tread life.



The Special Spare

### FOR SERVICE ASSISTANCE OR INFORMATION:

First, contact the nearest Continental brand tire dealer. For the nearest Continental brand tire dealer, consult the Yellow Pages or, if for any reason local service or information is not available, call one of the Continental brand toll-free Consumer Relations numbers.

In the United States, call: 1-800-847-3349.

In Canada, call: 1-800-461-1776.

Or use Continental brand Internet Address:  
[www.continentaltire.com](http://www.continentaltire.com)

# Continental

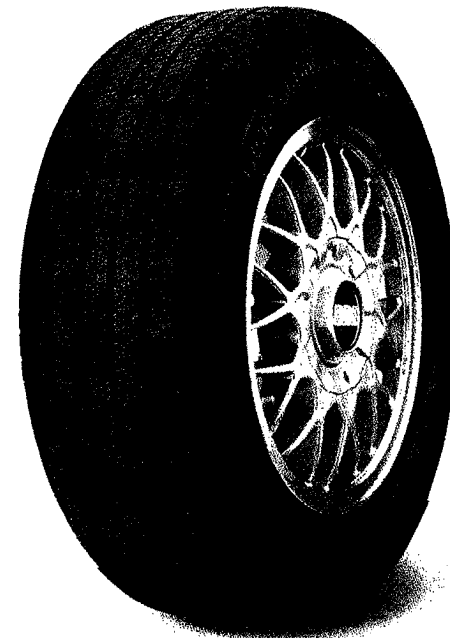
Continental Tire  
North America, Inc.  
1800 Continental Blvd.  
Charlotte, NC 28273

Form # A001-012B (6/02)

# ADJUSTMENT POLICY

**LIMITED WARRANTY  
FOR ORIGINAL EQUIPMENT  
PASSENGER CAR & LIGHT  
TRUCK TIRES  
(Including SPECIAL SPARE Tires)**

This booklet also includes important safety warnings  
and tire maintenance recommendations.



# Continental

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**LIMITED WARRANTY AND ADJUSTMENT POLICY FOR ORIGINAL EQUIPMENT PASSENGER CAR AND LIGHT TRUCK TIRES (including Special Spare Tires)**

This Limited Warranty and Adjustment Policy (the "Policy") is issued by Continental Tire North America, Inc. (the "Company"), and is applicable for Continental brand original equipment tires and is a promise of replacement under certain specified conditions. This Policy applies to tires in normal service displaying adjustable conditions (see Section 4) and does not require the existence of a workmanship or material related condition in order to qualify for adjustment. THIS POLICY IS NOT A WARRANTY THAT YOUR TIRE WILL NOT FAIL OR BECOME UNSERVICEABLE IF NEGLECTED OR MISTREATED.

**I. ELIGIBILITY**

- A. This Policy applies to the owner of Passenger Car, Light Truck and Special Spare Tires bearing the Continental brand name and D.O.T. serial number and operated in normal service.
- B. Eligible tires must be the original equipment tires used on the vehicle on which they were originally installed by the vehicle manufacturer.
- C. Tires branded "used" are not eligible under this policy.

**2. WHAT IS THE ADJUSTMENT POLICY AND FOR HOW LONG?**

Limited Warranty coverage is for a maximum period of 72 months from date of purchase\*, determined by the new vehicle registration date or new vehicle sales invoice showing date purchased.

If an eligible Passenger, Light Truck or Special Spare Tire, used in normal service, becomes unserviceable from a condition other than those listed under Section 4 during or after the time or treadwear periods shown below, it will be replaced with a comparable\*\* new Continental brand tire according to A. and B. below.

**A. Free Replacement Policy**

	<u>Time*</u>	<u>Treadwear</u>
Passenger Tire	First 12 Months or (whichever comes first)	First 2/32nds
	Mounting and balancing included free of charge. Owner pays all applicable taxes.	
Light Truck Tire	First 12 Months or (whichever comes first)	First 3/32nds
	Mounting and balancing included free of charge. Owner pays all applicable taxes excluding F.E.T.	
Special Spare Tire	No Time Limit	First 1/32nd
	Mounting and balancing included free of charge. Owner pays all applicable taxes.	

**B. Pro Rata Replacement Policy Passenger/Light Truck Tires**

After the "Free Replacement Policy" expires (set forth in section 2A), and the tire is still within 72 months from date of purchase\*, you will pay, on a pro rata basis, for a comparable\*\* new Continental brand replacement tire. A tire is eligible for an adjustment on a pro rata basis until the tread is worn down to the tread wear indicators (2/32nds of an inch of tread remaining). The tire tread is worn out at this point and this Policy ends regardless of time period. Owner pays all applicable

taxes (including F.E.T.), mounting and balancing charges.

**Special Spare Tires**

After the "Free Replacement Policy" expires, no adjustment will be made.

**3. HOW A PRO RATA PRICE IS CALCULATED**

The replacement tire price will be determined by multiplying the percentage of the useable tread worn by the Dealers Selling Price (excluding all applicable taxes) at the time of the adjustment or the Continental brand current published Adjustment Base Price, whichever is lower. The useable tread is the original tread down to the tread wear indicators (2/32nds of an inch of tread remaining). The Adjustment Base Price is intended to fairly represent a Dealers Selling Price for the same or comparable tire..

**4. WHAT IS NOT COVERED BY THE ADJUSTMENT POLICY**

**A. The following conditions are not covered:**

- Road Hazard:** cuts, snags, punctures, bruises or impact breaks and any damage caused by puncture or tire repair.
- Ride/Vibration:** after "Free Replacement Policy" (set forth in Section 2A) expires.
- Tire Damage or Failure Resulting From Improper Operation or Maintenance:** load, speed and inflation practices causing excessive operational temperatures to exceed the tire capabilities.
- Tire Damage (Including Irregular Treadwear) or Failure Resulting From:** improper mounting or demounting, damaged rim, wheel alignment, tire trueing, chain damage, brakes or any similar mechanical problem, extreme temperature exposure, misuse, negligence or abusive driving such as tire spinning, racing or accident damage.
- Tire Failure Resulting From Intentional Alteration:** such as adding a white inlay on a blackwall or sealant materials.
- Age Conditions:** weather checking/cracking coverage is for a maximum period of 48 months from the date of purchase.\*

**B. General Exclusions**

- Tire(s) submitted for an adjustment in service for longer than 72 months from date of purchase\* are not covered by this Policy.
- Tire(s) on any vehicle registered and normally operated outside the United States and Canada are not covered under this Policy. For tires on vehicles normally operated outside the United States and Canada, see the nearest Continental dealer or distributor for local coverage.
- Tire(s) transferred from the vehicle on which they were originally installed are not covered by this Policy.
- Company does not offer tread wearout coverage up to a predetermined mileage under this Policy.
- Tire(s) used in racing-related activities or competitive events are not covered by this Policy

**THIS LIMITED WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. NO OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, WARRANTIES OF MERCHANTABILITY**

OR FITNESS FOR A PARTICULAR PURPOSE, ARE MADE OR INTENDED BY COMPANY. COMPANY DISCLAIMS ALL IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. ANY IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE DURATION OF THIS WRITTEN WARRANTY. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

NO COMPANY EMPLOYEE, RETAILER OR DEALER HAS THE AUTHORITY TO MAKE ANY WARRANTY, REPRESENTATION, PROMISE OR AGREEMENT ON BEHALF OF COMPANY EXCEPT AS STATED IN THIS LIMITED WARRANTY.

TO THE EXTENT PERMITTED BY LAW, COMPANY DISCLAIMS LIABILITY FOR ALL CONSEQUENTIAL AND INCIDENTAL DAMAGES. THE REMEDIES SET FORTH IN THIS LIMITED WARRANTY ARE THE SOLE AND EXCLUSIVE REMEDIES FOR BREACH OF WARRANTY. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS OR EXCLUSION MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH MAY VARY FROM STATE TO STATE.

## 5. COMPANY'S OBLIGATIONS

Any replacement qualifying under this Policy will be made by any Continental brand authorized dealer or vehicle dealer authorized to handle Continental brand tire adjustments. Company will replace the tire pursuant to the terms of this Policy.

## 6. OWNER'S OBLIGATIONS

To make a claim under this Policy, concerning any tire which is covered by this Policy, you must present your claim with the tire to any Continental brand tire dealer or vehicle dealer authorized to handle Continental brand tires. For the nearest Continental brand tire dealer, consult the Yellow Pages or use the Continental brand Internet address or the 800 numbers shown on the back of this brochure. To be eligible for the terms of this Policy, you need to present your new vehicle registration form or new vehicle sales invoice showing date of purchase. Tires replaced on an adjustment basis become the property of Company. You will be required to sign the Company Limited Warranty Claim Form or dealer replacement sales receipt.

You are responsible for the payment of all applicable taxes, demounting, mounting and balancing charges set forth in this Policy. You are also responsible for payment of local tire disposal fees and any parts or service, regardless of mileage or months of service. This includes payment for tire rotation, alignment, towing, road service, valve stems and tire repairs. Owner is responsible for maintaining proper tire air pressure and for proper maintenance of the tire.

\* At the time of claim, you need to present your new vehicle registration or new vehicle sales invoice showing date of purchase. If satisfactory proof of purchase date is not provided, the D.O.T. Certification Date of Manufacture (tire serial number) will be used.

\*\* A "comparable" new Continental brand tire may be either the same tire line or the same basic construction but with a different sidewall or tread configuration. If a higher priced tire is accepted as replacement, the owner will pay the difference in price. Any tire replaced under this policy will be covered by the current Continental brand Limited Warranty and Adjustment Policy.

1.

2.

3.

4.

5.

# CERTIFICATE OF TITLE

## STATE OF ARKANSAS

VEHICLE IDENTIFICATION NUMBER 1LNHMB6S33Y [REDACTED] YEAR 03 MAKE LINC MOD LS BODY 4D PREVIOUS TITLE NUMBER [REDACTED] TITLE NUMBER [REDACTED]

REMARKS OD ACTUAL ODOMETER 50 ISSUE DATE 07/31/2003 UNLADEN WEIGHT 3567

MAILING ADDRESS [REDACTED] PINE BLUFF AR [REDACTED]

[REDACTED] PINE BLUFF AR [REDACTED]

OWNER'S SIGNATURE (IF JOINT OWNERSHIP, BOTH MUST SIGN)  
THIS TITLE MUST BE SIGNED UPON RECEIPT BY OWNERS

FIRST LIENHOLDER	DATE OF LIEN	FIRST RELEASE	INTEREST IN THE ABOVE DESCRIBED VEHICLE IS HEREBY RELEASED
		BY _____ TITLE _____ DATE _____	
SECOND LIENHOLDER		SECOND RELEASE	INTEREST IN THE ABOVE DESCRIBED VEHICLE IS HEREBY RELEASED
		BY _____ TITLE _____ DATE _____	



The Department of Finance and Administration, State of Arkansas, hereby certifies that applicant named hereon is duly registered as the owner of the vehicle described above. From the statements of the owner and the records on file with this department the hereon described vehicle is subject to the liens enumerated hereon.

In Witness Whereof, I have affixed my hand and seal.

*Timothy J. Leather*

VOID IF ALTERED

## PROVISIONS OF THIS VEHICLE SERVICE CONTRACT

CONTRACT is between US and YOU, and is subject to all the Terms and Conditions outlined herein.

### CONTRACT PERIOD

Vehicle Plan expiration is measured in time/mileage from the Contract Purchase Date and Odometer Mileage (at Contract Purchase Date). All Plans require a mandatory "Waiting Period" before Coverage takes effect. The "Waiting Period" = 30 days and 1,000 miles from the Contract Purchase Date and Odometer Mileage at Contract Purchase. 30 days and 1,000 miles will be added to the term of Your Contract.

### COVERAGE

The Coverage afforded to You for Your Vehicle is fully described in this Contract. Please see section: "Schedule of Coverages" of this Contract. Coverage under this Contract will expire according to the Month and Mileage Term, whichever occurs first, as shown on the Registration Page, and/or when the Limits of Liability for the Contract have been reached.

### BREAKDOWN OF COVERED PARTS

We will pay or reimburse You for reasonable costs to repair or replace any Breakdown of a part listed in the Schedule of Coverages. REPLACEMENT PARTS MAY BE NEW, REMANUFACTURED, INDEPENDENTLY MANUFACTURED/DISTRIBUTED OR OF LIKE KIND AND QUALITY AT DISCRETION OF THE ADMINISTRATOR.

### DEDUCTIBLE

In the event of a Breakdown covered by this Contract, You may be required to pay a Deductible. No Deductible payment is required with respect to Rental Coverage, if provided by this Contract. You have a Per Visit Deductible, as shown on the Registration Page that will be applied on a Per Repair Visit basis. Should a covered Breakdown take more than one visit to repair, only one Deductible will apply for that Breakdown. In addition, fifty dollars (\$50) of any Deductible will be waived for repairs made at a Preferred Repair Facility. You may contact the Administrator for help in locating a Preferred Repair Facility (not available in all areas).

### TERRITORY

This Contract applies only to Breakdowns that occur and repairs made within the United States of America and Canada.

### LIMITS OF LIABILITY

- Per Repair Visit - Our liability for any one (1) Repair Visit shall in no event exceed the trade-in value of Your Vehicle at the time of said Repair Visit, as listed in the NADA Used Car Guide.
- Aggregate - The total of all claims and benefits paid or payable while this Contract is in force shall not exceed the price You paid for Your Vehicle (excluding tax, title and license fees).

- Review Repairs with Contract Holder - After the Administrator has been contacted, review with the Contract Holder what will be covered by the Contract and what portions of the repairs, if any, will not be covered.
- Contract Holder's Approval for Repairs - Obtain the Contract Holder's approval to complete the repairs. All repair orders must have customer's signature.
- Submit Repair Orders for Payment - All repair orders and documentation must be submitted to the Administrator, at the address noted under "Contract Holder's Guide to Filing A Claim" within sixty (60) days.

## SCHEDULE OF COVERAGES

### DELUXE COVERAGE (VES)

**ENGINE** - engine block; cylinder head(s); cylinder barrels; timing cover; valve cover(s) and oil pan are covered only if damaged by the failure of an internal lubricated part listed below. The following internal lubricated parts are covered: pistons; wrist pins and rings; connecting rods and bearings; crankshaft and bearings; camshaft; lifters; followers and cam bearings; rocker arms; push rods; shafts and bushings; valves; springs; replaceable guides; seats; timing gear and chain; timing chain or belt and tensioner; eccentric shaft; oil pump; water pump; harmonic balancer; flywheel/flex plate and ring gear. Also covered are the internal lubricated parts of the vehicle manufacturer installed turbocharger or supercharger. The housing is only covered by the failure of an internal lubricated part. For vehicles with rotary engines the following is covered: rotary chamber; main bearing; rotor; and the parts listed above.

**TRANSMISSION** - transmission case; transfer case and torque converter case are covered only if damaged by the failure of an internal lubricated part. All parts contained within the case including the following internal lubricated parts are covered: oil pump; valve body; governor; vacuum modulator; internal linkage; bearings; gear sets; bands; main shaft; drum; sealing rings.

**DRIVE AXLE** - differential housing; transaxle housing and final drive housing only if damaged by the failure of an internal lubricated part. All parts contained within the housing including the following internal lubricated parts are covered: axle shafts; gear sets; bearings; constant velocity joints (excluding boots); universal joints; drive shaft; locking hubs and rings; supports and retainers.

**ELECTRICAL** - starter and solenoid; alternator; voltage regulator; distributor; engine compartment wiring harness; wiper motors; wiper switch; analog gauges; window motors; power window switches; defroster switch; mirror motors and controls; seat motors; power seat switches; convertible top motor and switch; power door lock actuators and switches; cruise control engagement switch; combination turn signal switch; wiper delay switch and controller; sun/moon roof motor and manual switch; front differential engagement switch and motor; power trunk release and switch.

\***STEERING** - gear housing is covered only if damaged by the failure of an internal lubricated part. All parts contained within the steering rack/gear housing are covered including the following: rack and pinion; power steering pump; power cylinder; main and intermediate shafts; couplings; pitman arm; idler arm; tie rod ends.

**AIR CONDITIONING** - compressor; clutch; clutch coil; and clutch pulley; condenser; evaporator; expansion valve; idler pulley and bearing; high/low cut-off switch; pressure

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## Factory Service Bulletin & Recall

### Breaking News!


-  **November, 09:** Initial Release of 2009 Vehicles  
• [View Vehicles](#)
-  **July, 09:** Additional 2008 Vehicles Added  
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A collection of helpful articles based on reader submissions  
[01 VW Jetta, Oxygen Sensor Eater](#)  
  
[01 Toyota Corolla, Emission Code P0420](#)

### Automotive Recall and Technical Service Bulletin Titles for V6-3.0L DOHC VIN S.

TSB Number & Issue Date	TSB Title
03S01 APR 03	<a href="#">Recall - Chrome Wheel Replacement</a>
TSB Number & Issue Date	TSB Title
08N01 MAR 08	<a href="#">Campaign - PCV Hose Warranty Extension</a>
04B20 DEC 04	<a href="#">Campaign - Rear Seat Latch Owner's Guide Upda</a>
TSB Number & Issue Date	TSB Title
09-12-12 JUN 09	<a href="#">A/T - Loss Of 2nd/3rd/5th Gears/Ratio DTC's</a>
08-12-4 JUN 08	<a href="#">Engine Controls - Vacuum Leakage Noise Possib</a>
07-12-3 JUN 07	<a href="#">Restraints - Control Module DTCs &amp; Associated</a>
07-5-8 MAR 07	<a href="#">Battery - Battery Eye Function/Charging/Service</a>
07-4-3 MAR 07	<a href="#">Interior - Leather Wrapping On Steering Wheel</a>
07-1-7 JAN 07	<a href="#">Steering - Mercon V(R) Fluid Usage</a>
06-25-15 DEC 06	<a href="#">Body - Aluminum Body Panels - Corrosion</a>
06-25-13 DEC 06	<a href="#">Parking Assist - System Inoperative / DTC C1</a>
06-21-19 OCT 06	<a href="#">A/C - Heater Core Electrolysis/Leakage</a>
06-18-16 SEP 06	<a href="#">Engine - Reman Engine Head Gasket Identific</a>
06-15-8 AUG 06	<a href="#">Keyless Entry - Keypad Diagnostics</a>
06-5-16 MAR 06	<a href="#">Steering - Squeaking Noises When Turning Ste</a>
05-26-12 DEC 05	<a href="#">Parking Assist System - System Inoperative/I</a>
05-22-9 NOV 05	<a href="#">Electrical - Low/Dead Battery/No Crank Condit</a>
05-22-8 NOV 05	<a href="#">Ignition System - Coil-On-Plug Misfire Diagnos</a>
05-19-6 OCT 05	<a href="#">Engine Controls - Harsh A/T 2-3 Upshifts at 20</a>
05-18-7 SEP 05	<a href="#">Electrical - Wiring Soldering/Crimping Service</a>
05-16-8 AUG 05	<a href="#">Navigation System - Poor Map Zoom Operator</a>
05-16-11 AUG 05	<a href="#">Restraints - Seat Belts Slow to Retract</a>

05-14-4 JUL 05	<a href="#">Engine Controls - MIL ON/DTC's P2106 and P21</a>
05-6-5 APR 05	<a href="#">Emissions - MIL ON/Multiple DTC's Set/Rough Id</a>
05-3-1 FEB 05	<a href="#">Engine Controls - MAF Sensor Diagnostic Service</a>
05-3-10 FEB 05	<a href="#">Restraints - Seat Belt Stop Button Service</a>
04-24-5 DEC 04	<a href="#">A/C/Audio - Defroster/Antenna Grid Diagnosis/</a>
04-24-14 DEC 04	<a href="#">Engine Controls - General PCM Programming</a>
04-22-13 NOV 04	<a href="#">ABS/TCS - Warning Lamp ON/DTC's C1145/C</a>
04-18-16 SEP 04	<a href="#">Interior - Climate Controlled Seats Turn Off/D</a>
04-17-4 SEP 04	<a href="#">Engine Controls - MIL ON/Lean DTC Service Tip</a>
04-15-7 AUG 04	<a href="#">Lighting - Moisture in Reverse Lamp</a>
04-13-7 JUN 04	<a href="#">A/C - Rear Window Defroster/Antenna Diagnosi</a>
04-12-3 JUN 04	<a href="#">A/T - 5R55S TCIL Lamp ON/DTC P1744 Set</a>
04-1-7 JAN 04	<a href="#">Audio System - AM Band Radio Interference</a>
03-23-2 NOV 03	<a href="#">Body - Exterior Mirror Glass/Motor Service Tip</a>
03-22-7 NOV 03	<a href="#">Interior - Ash Tray Door Will Not Latch Closed</a>
03-20-3 OCT 03	<a href="#">Emissions - MIL ON/DTC's Stored/Check Fuel C</a>
03-18-1 SEP 03	<a href="#">Keyless Entry System - Service Tips</a>
03-17-2 SEP 03	<a href="#">Interior - Headliner Falling/Unattached in Rear</a>
03-15-8 AUG 03	<a href="#">A/T - 5R55S Harsh Shifting</a>
03-14-8 JUL 03	<a href="#">A/T - Cooler Flushing Service Tips</a>
03-8-3 APR 03	<a href="#">Engine - Oil Level Indicator Markings</a>
03-10-1 APR 03	<a href="#">Paint - Plastic Bumper/Fascia Service Tips</a>
02-23-7 NOV 02	<a href="#">Cooling System - Premium Gold Coolant Servic</a>
02-21-13 OCT 02	<a href="#">Engine - Cylinder Head Straightedge Surface</a>
02-20-8 OCT 02	<a href="#">A/C System - Diagnosis and Service Tips</a>
02-20-3 OCT 02	<a href="#">A/T - Fluid Level Checking/Filling Tool &amp; Proce</a>
02-17-6 SEP 02	<a href="#">A/T - Inadvertent Shift Interlock Disabling</a>
02-16-3 AUG 02	<a href="#">Paint - New Polishing Products and Procedures</a>

[ [Select a different engine](#) | [Select a different model](#) | [Select a different different year](#) ]

ALLDATA has obtained this information from the original equipment manufacture and ALLDATA believes it to be reliable. However, ALLDATA makes no warranty information, express or implied, and accepts no responsibility for the accuracy of of the information provided.

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# TROTTER FORD-LINCOLN-MERCURY LINCOLN Mercury

3131 OLIVE ST. / P.O. BOX 5300  
PINE BLUFF, ARKANSAS 71603  
www.trotterford.com



PHONE 870 - 535-4321  
DIRECT 870 - 535-2885  
1-800-467-3673 (FORD)

IF YA'LL DON'T BUY FROM TROTTER... IT'LL COST YA!

CUSTOMER NO. <b>114063</b>	ADVISOR <b>CINDY RUSHING</b>	9220	TAG NO. <b>601</b>	INVOICE DATE <b>08/15/07</b>	INVOICE NO. <b>FOCS116155</b>
PINE BLUFF, AR	LABOR RATE		MILEAGE <b>59,458</b>	COLOR <b>WHITE/</b>	STOCK NO.
	YEAR / MAKE / MODEL <b>03/LINCOLN/</b>			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. <b>I L N H M 8 6 S 3 3 Y</b>			SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	P.O. DATE <b>08/14/07</b>		
COMMENTS					

JOB# 4 CHARGES			
LABOR		TECH(S):	0.00
J# 4 10FOZ	ELECTRICAL	GR00	
TRACTION CONTROL LIGHT IS ON ---HAS EXTENDED WARRANTY--- SAME AS JOB 3			
JOB# 4 TOTALS		JOB# 4 JOURNAL PREFIX FOCs	JOB# 4 TOTAL 0.00
JOB# 5 CHARGES			
LABOR		TECH(S):	0.00
J# 5+70FOZ03	RENTAL	GR00	
RENTAL 1 X 35.00 AUTH# 72261049A RENTAL CUST OWES 108.50			
MISC	CODE	DESCRIPTION	CONTROL NO
		CRC1 INH WARR	
TOTAL - MISC			35.00
JOB# 5 TOTALS		MISC	35.00
TOTALS		JOB# 5 JOURNAL PREFIX FOCs	JOB# 5 TOTAL 35.00
*****		TOTAL LABOR....	236.25
* [ ] CASH [ ] CHECK CK NO. [ ] *		TOTAL PARTS....	197.20
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER *		TOTAL SUBLET...	0.00
* [ ] AMER XPRESS [ ] OTHER [ ] A/R *		TOTAL G.O.G....	0.00
* DATE PAID [ / / ] CASHIER INITIALS [ ] *		TOTAL MISC CHG.	43.50
*****		TOTAL MISC DISC	0.00
		TOTAL TAX.....	0.00
		<b>TOTAL INVOICE \$</b>	<b>476.95</b>

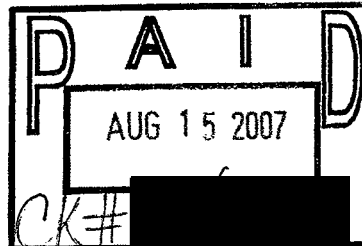
**DISCLAIMER OF WARRANTIES**  
AS IS - THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

**ENVIRONMENTAL COMPLIANCE CHARGE**  
Maintaining and repairing your car inevitably involves the use of chemicals and generation of wastes (solvents, oils, caustics, lead, asbestos, etc.) that must be stored, managed and disposed of in strict compliance with federal, state and local environmental regulations. We support these regulations and also believe our customers do too because they help ensure a safer, healthier environment for everyone. Complying with these regulations increase the cost of service. Ordinarily, increase costs simply result in an increased hourly labor charge. This dealership has decided in lieu of raising its labor rate, to list a compliance charge on appropriate service bills because we believe our customers would be interested to know that they are helping to pay for a cleaner environment.

THANK YOU FOR YOUR BUSINESS!

CUSTOMER SIGNATURE



\$108.50  
[ END OF INVOICE ] 04:35pm

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED

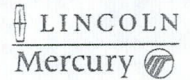
X \_\_\_\_\_  
CUSTOMER SIGNATURE

*Thank You!*  
**WE APPRECIATE YOUR BUSINESS**

**FOR YOUR CONVENIENCE**  
**SERVICE DEPT. HOURS**  
MON. - FRI. 7:30 a.m. - 5:30 p.m.  
SATURDAY 8:00 a.m. - 12:00 p.m.



# TROTTER FORD-LINCOLN-MERCURY



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CUSTOMER NO.	114063	ADVISOR	CINDY RUSHING	9220	TAG NO.	601	INVOICE DATE	08/15/07	INVOICE NO.	FOCS116155
		LABOR RATE			MILEAGE	59,458	COLOR	WHITE/	STOCK NO.	
		YEAR / MAKE / MODEL	03/LINCOLN/				DELIVERY DATE	DELIVERY MILES		
		VEHICLE I.D. NO.	I L N H M 8 6 S 3 3 Y				SELLING DEALER NO.	PRODUCTION DATE		
		F. T. E. NO.		P. O. NO.			08/14/07			
RE		COMMENTS								

JOB# 1 CHARGES-----

LABOR-----					
J# 1 00FOZ99P	MULTI-POINT INSP	TECH(S):GR00			0.00
	PERFORM MULTI-POINT INSPECTION				
	PERFORMED THE MULTI-POINT INSPECTION				
MISC-----	CODE-----	DESCRIPTION-----	CONTROL NO-----		
	LSTX	STATE TAX			6.00
	LTX	LOCAL TAX			2.50
			TOTAL - MISC		8.50

JOB# 1 TOTALS-----					
			MISC		8.50
		JOB# 1 JOURNAL PREFIX	FOCS	JOB# 1 TOTAL	8.50

JOB# 2 CHARGES-----

LABOR-----					
J# 2 12FOZ06	CHECK ENGINE LIGHT	TECH(S):9114 GR00			122.50
	CUSTOMER STATES CHECK ENGINE LIGHT ON				
	---HAS EXTENDED WARRANTY---				
	AUTH# 72261049A FIDELITY FAX#CC 954-420-4607				
	CONT# 82736513				
	EEC TEST,P2106,PINPOINT TEST,DCL DISPLAY,REPLACED THROTTLE BODY				

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT	PRICE-----
	1	6R3Z-9E926-AA	THROTTLE		130.16
				TOTAL - PARTS	130.16

JOB# 2 TOTALS-----					
			LABOR		122.50
			PARTS		130.16
		JOB# 2 JOURNAL PREFIX	FOCS	JOB# 2 TOTAL	252.66

JOB# 3 CHARGES-----

LABOR-----					
J# 3 19FOZ	ANTI LOCK BRAKES	TECH(S):9114 GR00			113.75
	ANTI LOCK LITE IS ON				
	---HAS EXTENDED WARRANTY---				
	AUTH# 72261048A				
	ABS SELF TESTS,REPLACED R.R SPEED SENSOR				
	CUST OWES 108.50				

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT	PRICE-----
	1	3W4Z-2C190-BA	SENSOR		67.04
				TOTAL - PARTS	67.04

JOB# 3 TOTALS-----					
			LABOR		113.75
			PARTS		67.04
		JOB# 3 JOURNAL PREFIX	FOCS	JOB# 3 TOTAL	180.79

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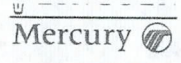
I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED  
 X \_\_\_\_\_  
 CUSTOMER SIGNATURE

*Thank You!*  
**WE APPRECIATE YOUR BUSINESS**

**FOR YOUR CONVENIENCE**  
**SERVICE DEPT. HOURS**  
 MON. - FRI. 7:30 a.m. - 5:30 p.m.  
 SATURDAY 8:00 a.m. - 12:00 p.m.



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 DIRECT 870 - 535-2885  
 1-800-467-3673 (FORD)

IF YA'LL DON'T BUY FROM TROTTER . . . IT'LL COST YA!

CUSTOMER NO. <b>114063</b>	ADVISOR <b>CINDY RUSHING</b>	TAG NO. <b>9220 444</b>	INVOICE DATE <b>09/02/05</b>	INVOICE NO. <b>FOCS77886</b>
	LABOR RATE	LICENSE NO.	MILEAGE <b>35,318</b>	COLOR <b>WHITE/</b>
<b>PINE BLUFF, AR</b>	YEAR / MAKE / MODEL <b>03/LINCOLN/</b>	DELIVERY DATE	DELIVERY MILES	STOCK NO.
	VEHICLE I.D. NO. <b>1 L N H M 8 6 S 3 3 Y</b>	SELLING DEALER NO.	PRODUCTION DATE	
	F. T. E. NO.	P. O. NO.	R. O. DATE <b>08/30/05</b>	
	BUSINESS PHONE	COMMENTS		

JOB# 1 CHARGES-----  
 LABOR-----  
 J# 1 00FOZ99P MULTI-POINT INSP TECH(S):9162 0.00  
 PERFORM MULTI-POINT INSPECTION  
 ALAN 2:02  
 PERFORMED THE MULTI-POINT INSPECTION

JOB# 1 TOTALS-----  
 JOB# 1 JOURNAL PREFIX FOCS JOB# 1 TOTAL 0.00  
 JOB# 2 CHARGES-----

LABOR-----  
 J# 2 12FOZ06 CHECK ENGINE LIGHT TECH(S):9224 WARRANTY  
 CUSTOMER STATES CHECK ENGINE LIGHT ON  
 ELEC TRANS DIAGNOSIS REPLACED VALVE BODY PER TSB04-12-3

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----  
 1 3W4Z-7A100-CB CONTROL  
 8 XT-5-QM MERCON  
 TOTAL - PARTS  
 WARRANTY WARRANTY 0.00

JOB# 2 TOTALS-----  
 JOB# 2 JOURNAL PREFIX FOCS JOB# 2 TOTAL 0.00  
 JOB# 3 CHARGES-----

LABOR-----  
 J# 3+70FOZ03 RENTAL RENTAL TECH(S):9162 0.00  
 RENTAL RENTAL

JOB# 3 TOTALS-----  
 JOB# 3 JOURNAL PREFIX FOCS JOB# 3 TOTAL 0.00

*Replaced some part in transmission*

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I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED  
 X \_\_\_\_\_  
 CUSTOMER SIGNATURE

*Thank You!*  
**WE APPRECIATE YOUR BUSINESS**

**FOR YOUR CONVENIENCE**  
**SERVICE DEPT. HOURS**  
 MON. - FRI. 7:30 a.m. - 5:30 p.m.  
 SATURDAY 8:00 a.m. - 12:00 p.m.

*Nicolette*

OWNER OF VEHICLE: ENTERPRISE LEASING COMPANY - SOUTHWEST  
 RANCH ADDRESS: 2217 S OLIVE ST, PINE BLUFF, AR, 716016527 (870) 534-7766

DATE: 10/29/2009  
 TIME: 4:30 PM

RENTAL TYPE: INSURANCE SOURCE # 444 INSURF ID.# 007

RENTAL AGREEMENT NO. D 204382  
 DAY = 24 HOUR PERIOD

ART CHARGES IF DIFFERENT

ORIGINAL VEHICLE  
 COLOR: SILVER LICENSE NO. 143NFE  
 MODEL: SEEC ECAR# 455250  
 MILE-AGE: IN 21634 OUT  
 DRIVEN



VEHICLE \$11.22/HOUR  
 \$34.00/DAY = 170.00  
 \$187.00/WEEK  
 \$748.00/MONTH

BILL TO: COMPANY AAA INSURANCE AGENCY-SHREVEPORT\*\*  
 ATTN: CUSTOMER, PAY PHONE (318) 797-0262 EXT.  
 REFERENCE NUMBER:

NO CHARGE MILEAGE

CONDITION AND FUEL X LEVEL AGREED TO RENTER  
  
 FRONT NO DAMAGE REAR NO DAMAGE  
 NO GASOLINE REFUNDS

ADDITIONAL AUTHORIZED DRIVER(S) - EXCEPT AS REQUIRED BY LAW, NONE PERMITTED WITHOUT OWNER'S WRITTEN APPROVAL. I REQUEST OWNER'S PERMISSION TO ALLOW NO OTHER DRIVERS PERMITTED

WHO IS UNDER MY CONTROL AND DIRECTION TO DRIVE VEHICLE FOR ME AND ON MY BEHALF, I AM RESPONSIBLE FOR THEIR ACTS WHILE THEY ARE DRIVING. USE OF VEHICLE BY AN UNAUTHORIZED DRIVER WILL AFFECT MY LIABILITY AND RIGHTS UNDER THIS AGREEMENT.

PERMISSION GRANTED TO OPERATE VEHICLE ONLY IN THE STATE OF RENTAL AND THE FOLLOWING STATE(S):

OPERATION IN ANY OTHER STATE OR COUNTRY WILL AFFECT YOUR LIABILITY AND RIGHTS UNDER THIS AGREEMENT.

**OPTIONAL PRODUCTS NOTICE:**  
 WE OFFER FOR AN ADDITIONAL CHARGE THE FOLLOWING PRODUCTS: DAMAGE WAIVER; PERSONAL ACCIDENT INSURANCE; MEDICAL SUPPLEMENTAL LIABILITY PROTECTION. BEFORE DECIDING WHETHER TO PURCHASE ANY OF THESE PRODUCTS, YOU MAY WISH TO DETERMINE WHETHER YOUR PERSONAL INSURANCE OR CREDIT CARD PROVIDES YOU COVERAGE DURING THE RENTAL PERIOD. THE PURCHASE OF ANY OF THESE OPTIONAL PRODUCTS IS NOT REQUIRED TO RENT VEHICLE.

RENTER DECLINES OPTIONAL DAMAGE WAIVER (DW) AND ASSUMES DAMAGE RESPONSIBILITY. SEE PAGE 2, PARAGRAPH 6. RENTER: X

RENTER ACCEPTS OPTIONAL COLLISION DAMAGE WAIVER (CDW) AT DAILY FEE SHOWN IN COLUMN TO RIGHT. RENTER IS RELIEVED OF DAMAGE RESPONSIBILITY UP TO AMOUNT INITIALED. SEE DAMAGE WAIVER NOTICE TO LEFT AND PAGE 3, PARAGRAPH 16. CDW IS NOT INSURANCE. \$1,000 ALL DAMAGE RENTER: X

\$13.00/DAY

RENTER DECLINES OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI). SEE PAGE 2, PARAGRAPH 9. RENTER: X

RENTER ACCEPTS OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI) AT FEE SHOWN IN COLUMN TO RIGHT. SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PAGE 3, PARAGRAPH 18. RENTER: X

\$3.00/DAY

RENTER DECLINES OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP). SEE PAGE 2, PARAGRAPH 7. RENTER: X

RENTER ACCEPTS OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP) AT FEE SHOWN IN COLUMN TO RIGHT. SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PAGE 3, PARAGRAPH 17. RENTER: X

\$9.95/DAY

**ACKNOWLEDGMENT OF THE ENTIRE AGREEMENT, WHICH CONSISTS OF PAGES 1 THROUGH 4.**  
 I HAVE READ AND AGREE TO THE TERMS AND CONDITIONS ON PAGES 1 THROUGH 4 OF THIS AGREEMENT AND BY MY SIGNATURE BELOW I AM THE "RENTER" UNDER THIS AGREEMENT. BY SIGNING BELOW, I AM AUTHORIZING OWNER TO PROCESS CHARGES ON MY CREDIT CARD(S) AND/OR DEBIT CARD(S) FOR ADVANCE DEPOSITS, INCREMENTAL AUTHORIZATIONS, DEPOSITS, AND CHARGES INCURRED, AS WELL AS PAYMENTS REFUSED BY A THIRD PARTY TO WHOM BILLING WAS DIRECTED. I CERTIFY THAT THE DRIVER'S LICENSE(S) PRESENTED IS CURRENTLY VALID AND IS NOT SUSPENDED, EXPIRED, REVOKED, CANCELLED OR SURRENDERED.

FUEL CHARGE \$3.58/GALLON

REPLACEMENT VEHICLE  
 DATE: 10/22/2009  
 OWNER: [Redacted] EMP.# E54287  
 COLOR: [Redacted] LICENSE NO. [Redacted]  
 MODEL: [Redacted] ECAR# [Redacted]  
 MILE-AGE: IN [Redacted] OUT [Redacted]  
 DRIVEN

I WILL RETURN CAR BY:  
 DATE: 10/29/2009 TIME: 4:30 PM  
 DEPOSIT(S):  
 AMOUNT: \$300.00 PAID BY: XXXXXKXXXXX4045 10/22/2009

SALES TAX 8.25%  
 VRT 12.50%  
 VLF RECOVERY \$0.79/DAY  
 14.35  
 21.74  
 50 = 3.95

CONDITION AND FUEL X LEVEL AGREED TO RENTER  
  
 FRONT NO DAMAGE REAR NO DAMAGE  
 NO GASOLINE REFUNDS

ADDITIONAL INFORMATION  
 AAA  
 No smoking  
 No pets  
 \$75.00 Detail Fee

TOTAL CHARGES 210.04  
 DEPOSITS 300.00  
 REFUNDS 89.94  
**AMOUNT DUE**  
 CLOSED BY NFL  
 PAID BY CASH CHECK CHARGE  
 RECEIPT OF CASH REFUND DATE AMOUNT RECEIVED

ENTERPRISE LEASING COMPANY - SOUTHWEST, 2217 S OLIVE ST, PINE BLUFF, AR 716016527 (870) 534-7766

RENTAL AGREEMENT REF#  
204382 68GHMP

**RENTER**

[REDACTED]

**DATE & TIME OUT**  
10/22/2009 04:26 PM  
**DATE & TIME IN**  
10/27/2009 03:05 PM

**BILLING CYCLE**  
24-HOJR

**VEH #1 2009 KIA SPEC 4DEX**  
VIN# KNAFE221995 [REDACTED]  
LIC# [REDACTED]  
MILES DRIVEN 54

**BILL TO ACCOUNT**  
AAA INSURANCE AGENCY-  
SHREVEPORT\*\*  
ATTN: CUSTOMER, PAY  
6570 YOUREE DRIVE STE. 500  
SHREVEPORT, LA 71115

**CLAIM INFO**  
INSURED

**SUMMARY OF CHARGES**

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	10/22 - 10/27	5	DAY	\$34.00	\$170.00
REFUELING CHARGE	10/22 - 10/27				\$0.00
<b>Subtotal:</b>					<b>\$170.00</b>
<b>Taxes &amp; Surcharges</b>					
SALES TAX	10/22 - 10/27			8.25%	\$14.35
VEHICLE RENTAL TAX	10/22 - 10/27			12.5%	\$21.74
VLF RECOVERY	10/22 - 10/27	5	DAY	\$0.79	\$3.95
<b>Total Charges:</b>					<b>\$210.04</b>
<b>Bill-To / Deposits</b>					
<b>DEPOSITS</b>					<b>(\$300.00)</b>
<b>Total Amount Due</b>					<b>\$0.00</b>

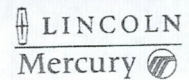
**PAYMENT INFORMATION**

**AMOUNT PAID**      **TYPE**  
(\$89.96)              Visa  
\$300.00                Visa

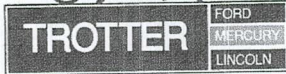
**CREDIT CARD NUMBER**  
XXXXXXXXXXXX [REDACTED] PENDING  
XXXXXXXXXXXX [REDACTED]



# TROTTER FORD-LINCOLN-MERCURY



3131 OLIVE ST. / P.O. BOX 5300  
PINE BLUFF, ARKANSAS 71603  
www.trotterford.com



PHONE 870 - 535-4321  
DIRECT 870 - 535-2885  
1-800-467-3673 (FORD)

*Fixed the noise today*  
IF YA'LL DON'T BUY FROM TROTTER... IT'LL COST YA!

CUSTOMER NO. <b>114063</b>	ADVISOR <b>PEGGY CHAPMAN</b>	TAG NO. <b>9129 w851</b>	INVOICE DATE <b>02/15/05</b>	INVOICE NO. <b>FOCS66918</b>
	LABOR RATE	LICENSE NO.	COLOR <b>WHITE/</b>	STOCK NO.
		MILEAGE <b>27,333</b>	DELIVERY DATE	DELIVERY MILES
RESIDENCE PHONE	BUSINESS PHONE	YEAR / MAKE / MODEL <b>03/LINCOLN/</b>	SELLING DEALER NO.	PRODUCTION DATE
		VEHICLE I.D. NO. <b>1LNHM86S33Y</b>	R. O. DATE <b>02/15/05</b>	
		F. T. E. NO.	P. O. NO.	
COMMENTS				

**JOB# 1 CHARGES**

LABOR  
J# 1 99FOZ099P **MULTI POINT INSP** TECH(S):9177 **0.00**  
PERFORM MULTI-POINT INSPECTION COMPLETED

**JOB# 1 TOTALS** **JOB# 1 JOURNAL PREFIX FOCS JOB# 1 TOTAL 0.00**

**JOB# 2 CHARGES**

LABOR  
J# 2 03FOZ **STEERING/SUSPENSION** TECH(S):9224 **WARRANTY**  
**WE REPLACED STEERING COLUMN-CUST STATES NOISE WHEN TURNING WHILE DRIVING-CAN'T HEAR IT SITTING STILL AND TURNING WHEEL ADDED FRICTION MODIFIER PER TECHNICAL SERVICE BULLITEN**

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	XL-3	ADDITIV		
	1	XT-5-QMC	MERCON		
				<b>TOTAL - PARTS</b>	<b>0.00</b>

**JOB# 2 TOTALS** **JOB# 2 JOURNAL PREFIX FOCS JOB# 2 TOTAL 0.00**

**TOTALS**

\*\*\*\*\*  
\* [ ] CASH [ ] CHECK CK NO. [ ] \*  
\* [ ] VISA [ ] MASTERCARD [ ] DISCOVER \*  
\* [ ] AMER XPRESS [ ] OTHER [ ] A/R \*  
\* DATE PAID [ / / ] CASHIER INITIALS [ ] \*  
\*\*\*\*\*

**TOTAL LABOR.... 0.00**  
**TOTAL PARTS.... 0.00**  
**TOTAL SUBLET... 0.00**  
**TOTAL G.O.G.... 0.00**  
**TOTAL MISC CHG. 0.00**  
**TOTAL MISC DISC 0.00**  
**TOTAL TAX..... 0.00**

**TOTAL INVOICE \$ 0.00**

**DISCLAIMER OF WARRANTIES**  
AS IS - THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

**NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.**

**ENVIRONMENTAL COMPLIANCE CHARGE**  
Maintaining and repairing your car inevitably involves the use of chemicals and generation of wastes (solvents, oils, caustics, lead, asbestos, etc.) that must be stored, managed and disposed of in strict compliance with federal, state and local environmental regulations. We support these regulations and also believe our customers do too because they help ensure a safer, healthier environment for everyone. Complying with these regulations increase the cost of service.  
Ordinarily, increase costs simply result in an increased hourly labor charge. This dealership has decided in lieu of raising its labor rate, to list a compliance charge on appropriate service bills because we believe our customers would be interested to know that they are helping to pay for a cleaner environment.

THANK YOU FOR YOUR BUSINESS!

CUSTOMER SIGNATURE

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED  
X CUSTOMER SIGNATURE

*Thank You!*  
**WE APPRECIATE YOUR BUSINESS**

**FOR YOUR CONVENIENCE SERVICE DEPT. HOURS**  
MON. - FRI. 7:30 a.m. - 5:30 p.m.  
SATURDAY 8:00 a.m. - 12:00 p.m.



Simply the best.

R/O Open Date	R/O Number
10/11/05	378794/2
R/O Close Date	Status
10/11/05	Reprint
Mileage In	Mileage Out
36599	36599
Service Advisor / Tag #	

PINE BLUFF, AR		Work Phone	Vehicle Identification Number		
		Home Phone	1LNHM86S33Y		
Year	Make	Model	Body	Color	License Number
2003	LINCOLN	LS	4 DOOR SEDAN	CERAMIC WH	
			Delivery Date	In-Service Date	
			6/21/03		

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
3 PART KIT AND PROPER 50/50 MIX OF COOLANT AND WATER. INSPECT THE CONDITION OF THE BELTS AND HOSES, FREEZE PLUGS, & CONNECTIONS. THEN TEST THE	
#4 - MR 45FOZF50M: POWER STEERING FLUSH CUSTOMER REQUEST POWER STEERING FLUSH SERVICE CUSTOMER REQUEST POWER STEERING FLUSH SERVICE Caused by C/P F50M .6 Work performed by (793) Sub Total: Labor: 89.95 Parts: .00 Total: 89.95 PERFORM POWER STEERING FLUSH	89.95
#5 - MR 01FOZMB5K: MB5K LINCOLN SVC 5,000 MILE SERVICE 35,000 MILE SERVICE. Caused by WARR F/C 82 F/P MAINT Work performed by (793) 35,000 MILE LINCOLN SERVICE	Warranty
#6 - MR 46FOZF25C: *MT 4 TIRES MOUNT AND BALANCE 4 TIRES MOUNT AND BALANCE 4 TIRES Caused by C/P F23C .9 Work performed by 990825 David Bennett (825) Sub Total: Labor: 687.80 Parts: .00 Total: 687.80 MOUNT AND BALANCE 4 TIRES	687.80
#7 - MR 45FOZ24F: *4 WHEEL ALIGNMENT PERFORM COMPUTERIZED	

<b>ENVIRONMENTAL COMPLIANCE CHARGE</b> Maintaining and repairing your car inevitably involves the use of chemicals and generation of wastes (solvents, oils, caustics, lead, asbestos, etc.) that must be stored, managed and disposed of in strict compliance with federal, state and local environmental regulations. We support these regulations and so do believe our customers do too because they help ensure a safer, healthier environment for everyone. Complying with these regulations increase the cost of service. Ordinarily, increased costs simply result in an increased hourly labor charge. This dealership has decided in lieu of raising its labor rate, to list a compliance charge on appropriate service bills because we believe our customers would be interested to know that they are helping to pay for a cleaner environment.	LABOR	
	PARTS	
	DEDUCTIBLE	
	SUBLET	
	SHOP SUPPLIES	
	HAZARDOUS MATERIALS	
NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.	SALES TAX OR TAX I.D.	
	SPECIAL ORDER DEPOSIT	
<b>DISCLAIMER OF WARRANTIES</b> SINCE THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER, THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVERY FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.	DISCOUNTS	
	TOTAL DUE	

*Thank You!*  
WE APPRECIATE  
YOUR  
BUSINESS

**NORTH POINT**

*Simply the best.*

R/O Open Date	R/O Number
10/11/05	378794/1
R/O Close Date	Status
10/11/05	Reprint
Mileage In	Mileage Out
36599	36599
Service Advisor / Tag #	
Vehicle Identification Number	
1LNHM86S33Y	
Delivery Date	In-Service Date
6/21/03	
Color	License Number
CERAMIC WH	

PINE BLUFF, AR

Year	Make	Model	Body
2003	LINCOLN	LS	4 DOOR SEDAN

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<p>#1 - MR 10FOZ: * TUNE/RUNABILITY *            CHK ENGINE LIGHT IS ON.            Caused by            WARR F/C 41 F/P 8575            Work performed by (793)            MIL ON KOEO P0111 KOEC P0128 KOER P0111.EEC TEST            DCL DISPLAY FOUND CHT TEMP 174 DEG.RAN FOR 10 MIN            CHT PID STILL 174 DEG. PINPOINT TEST THERMOSTAT            OPERATION ANS REPLACE STUCK THERMOS TAT AND REFILL</p>	Warranty
<p>#2 - MR 01FOZ99P: COURTESY INSPECTION PERFORM QUALITY CARE            MULTI-POI NT INSPECTION, AND FILL OUT INSPECTION            CARD AS REC            Sub Total: Labor: .00 Parts: .00 Total: .00            PERFORM QUALITY CARE MULTI-POINT INSPECTION, AND            FILL OUT INSPECTION CARD AS RECCOMENDED BY FORD            MOTOR COMPANY            Caused by            99P</p>	
<p>#3 - MR 21FOZCSF2: COOL FLUSH 2 GAL @MW CUSTOMER REQUEST            COOLING SYST EM FLUSH SER VICE.            @MW CUSTOMER REQUEST COOLING SYSTEM FLUSH SER            VICE            Caused by            C/P R3MOC 1.0            Work performed by (793)            Sub Total: Labor: 129.95 Parts: .00 Total: 129.95            @MWPERFORM A COOLING SYSTEM FLUSH SERVICE USING A</p>	129.95

<p><b>ENVIRONMENTAL COMPLIANCE CHARGE</b>            This charge is levied because the use of chemicals and generation of wastes (oil, antifreeze, lead, asbestos, etc.) that must be stored, managed and disposed of in strict accordance with state and local environmental regulations. We support these regulations and encourage you to do the same because they help ensure a safer, healthier environment for everyone. These regulations increase the cost of service. Ordinarily, increased costs simply result in increased factory labor charge. This dealership has decided in lieu of raising its labor rate, to add an environmental charge on appropriate service bills because we believe our customers would be pleased to know they are helping to pay for a cleaner environment.</p>	LABOR	
	PARTS	
	DEDUCTIBLE	
	SUBLET	
	SHOP SUPPLIES	
	HAZARDOUS MATERIALS	
	SALES TAX OR TAX I.D.	
	SPECIAL ORDER DEPOSIT	
	DISCOUNTS	
	TOTAL DUE	

*Thank You!*  
**WE APPRECIATE  
 YOUR  
 BUSINESS**

**NORTH POINT**

*Simply the best.*

R/O Open Date	R/O Number
10/11/05	378794/3
R/O Close Date	Status
10/11/05	Reprint
Mileage In	Mileage Out
36599	36599
Service Advisor / Tag #	

PINE BLUFF, AR			Work Phone	Vehicle Identification Number	
			Home Phone	1LNHM86S33Y	
Year	Make	Model	Body	Delivery Date	In-Service Date
2003	LINCOLN	LS	4 DOOR SEDAN	6/21/03	
				Color	License Number
				CERAMIC WH	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<b>ALIGNMENT</b>	
PERFORM COUMPUTERIZED ALIGNMENT	
Caused by	
C/P F3C 1.5	
Work performed by 990825 David Bennett (825)	79.95
<b>FOUR WHEEL ALIGNMENT</b>	
Sub Total: Labor: 79.95 Parts: .00 Total: 79.95	

<b>ENVIRONMENTAL COMPLIANCE CHARGE</b>	LABOR	1264.72
Environmentally responsible service inevitably involves the use of chemicals and generation of wastes (oil, antifreeze, etc.) that must be stored, managed and disposed of in strict accordance with federal, state and local environmental regulations. We support these regulations and these costs because they help ensure a safer, healthier environment for everyone. These regulations increase the cost of service. Ordinarily, increased costs simply result in higher labor charges. This dealership has decided in lieu of raising its labor rate, to provide you with more accurate service bills because we believe our customers would be better off knowing they are helping to pay for a cleaner environment.	PARTS	.00
	DEDUCTIBLE	.00
	SUBLET	.00
	SHOP SUPPLIES	.00
	HAZARDOUS MATERIALS	.00
	SALES TAX OR TAX I.D.	.00
	SPECIAL ORDER DEPOSIT	.00
	DISCOUNTS	.00
	<b>TOTAL DUE</b>	<b>1264.72</b>

**DISCLAIMER OF WARRANTIES**  
 THE WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE MADE BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ANY WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR WARRANTS ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE PERFORMANCE OF SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, LOSS OF TIME, LOSS OF PROFIT, OR INCOME, OR ANY OTHER

*Thank You!*  
**WE APPRECIATE YOUR**

**NORTH POINT**

Simply the best.

R/O Open Date	R/O Number				
12/15/09	260015143/1				
R/O Close Date	Status				
1/07/10	Pre-Invoice				
Mileage In	Mileage Out				
77913	77913				
Service Advisor / Tag #					
Tim Glanert/421					
Vehicle Identification Number					
1LNHM86S33Y					
Delivery Date	In-Service Date				
6/21/03					
Year	Make	Model	Body	Color	License Number
2003	LINCOLN	LS	4 DOOR SEDAN	CERAMIC WH	

PINE BLUFF, AR

Work Phone

Home Phone

Year	Make	Model	Body	Color	License Number
2003	LINCOLN	LS	4 DOOR SEDAN	CERAMIC WH	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - 40: BRAKES C/S HEARD LOUD POPPING NOISE AND PARK BRAKE LIGHT CAME ON. Work performed by 900443 Joe Holt (443) Sub Total: 60.00	60.00
#2 - 10FOZCEL: CHECK ENGINE LIGHT CHECK ENGINE LIGHT ON C/S CEL CAME ON AFTER HEARD LOUD THUMPING NOISE AND SEEMS TO HAVE FUEL SMELL IN VEH. Caused by CAT FAIL MONITOR VOLTAGE TEST 0.5/1.0 VOLTS IN 3SEC OUT MILES 77919 Installed 3W4Z 5E212 AA :CONVERTER ASY WARR FC/42 FP/5E212 Y P1000 P0430 P1000 EEC TEST DCL PID MONITOR FAILS GRAPH ON BANK TWO CAT PINPOINT TEST WIREING REPLACE BANK 2 LEFT SIDE CAT RETEST PASS	Qty: Warranty
#3 - 40: BRAKES CHECK BRAKES Sub Total: .00	
#4 - 11: ENGINE REPAIR C/S VEH HAS SOME TYPE OF FLUID LEAKING. Caused by CP 6.9 HRS Work performed by 057096 Leslie King (096) Work performed by 900120 Glen Jennings (120) Installed 2R8Z 6710 AA :GASKET - OIL PAN	475.00 50.00 1@49.22 49.22

**ENVIRONMENTAL COMPLIANCE CHARGE**  
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LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

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 THIS IS THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR WARRANTS ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE, THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

*Thank You!*  
**WE APPRECIATE  
 YOUR  
 BUSINESS**

**NORTH POINT**

Simply the best.

R/O Open Date	R/O Number
12/15/09	260015143/2
R/O Close Date	Status
1/07/10	Pre-Invoice
Mileage In	Mileage Out
77913	77913
Service Advisor / Tag #	
Tim Glanert/421	

PINE BLUFF, AR

Work Phone

Vehicle Identification Number

1LNHM86S33Y

Home Phone

Delivery Date

In-Service Date

6/21/03

Year	Make	Model	Body	Color	License Number
2003	LINCOLN	LS	4 DOOR SEDAN	CERAMIC WH	

**DESCRIPTION OF SERVICE AND PARTS**

**AMOUNT**

Installed TA 29 :SEALANT - SILICONE	1@20.35	20.35
Installed FL 400 S :FILTER ASY - OIL	1@6.00	6.00
Installed 5W20 :OIL	6@2.95	17.70

FOUND ENGINE OIL PAN LEAKING BADLY. REMOVED SUBFRAME TO ACCESS OIL PAN, REPLACED OIL PAN GASKET, REINSTALLED SUBFRAME. INSTALLED NEW OIL AND FILTER. PERFORMED ALIGNMENT. ROAD TEST TO VERIFY REPAIR. PASS. NOTICED POSSIBLE POWER STEERING LEAK. TIRES WORN OUT AND DOWN TO CORDS PRIOR TO WORK PERFORMED. RECOMMEND REPLACING ALL 4 TIRES. SEVERAL STEERING SUSPENSION COMPONENTS HAVE BUSTED BOOTS. SERVICE ADVISOR UNABLE TO CONTACT VEHIC OWNER AT THIS TIME.

Sub Total: 618.27

#5 - MPIQ99P: COURTESY INSPECTION PERFORM QUALITY CARE MULTI-POINT INSPECTION SHEET, FILL OUT INSPECTION SHEET AND SUPPLY CUSTOMER WITH COPY AS PER FORD MOTOR CO

DECLINED FUEL FILTER, POWER STEERING LEAK DECARB SERVICE TIRES AND ALIN

Sub Total: .00

#6 - 00FOZF3C: 4 WHEEL ALIGNMENT

Work performed by 057096 Leslie King (096)

Sub Total: 89.95

#7 - 10FOZ: \* TUNE/RUNABILITY \*  
RECAL PCM

**ENVIRONMENTAL COMPLIANCE CHARGE**

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LABOR

PARTS

DEDUCTIBLE

SUBLET

SHOP SUPPLIES

HAZARDOUS MATERIALS

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

SALES TAX OR TAX I.D.

SPECIAL ORDER DEPOSIT

**DISCLAIMER OF WARRANTIES**

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DISCOUNTS

TOTAL DUE

*Thank You!*  
**WE APPRECIATE  
YOUR**



Simply the best.

R/O Open Date	R/O Number				
12/15/09	260015143/3				
R/O Close Date	Status				
1/07/10	Pre-Invoice				
Mileage In	Mileage Out				
77913	77913				
Service Advisor / Tag #					
Tim Glanert / 421					
Vehicle Identification Number					
1LNHM86S33Y					
Home Phone	In-Service Date				
	6/21/03				
Year	Make	Model	Body	Color	License Number
2003	LINCOLN	LS	4 DOOR SEDAN	CERAMIC WH	

Work Phone					
Home Phone					
Year	Make	Model	Body	Color	License Number
2003	LINCOLN	LS	4 DOOR SEDAN	CERAMIC WH	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Work performed by 900120 Glen Jennings (120) CP/1.0 UPDATE PCM Sub Total: .00 Sub Total: .00	
-----	
STA	-59.69
***** * WE APPRECIATE YOUR BUSINESS!! FROM ALL OF US AT NORTH * * POINT FORD, LEE MOORE, GLENN ZUMBAUM, ALLEN BUCK, * * TIM GLANERT, LAUREN JONES, TONI ELLIS, WILL D'ORR, AND * * TONY WALL. * *****	

*I paid this amount*  
*55.69*

<b>ENVIRONMENTAL COMPLIANCE CHARGE</b> Maintaining and repairing your car inevitably involves the use of chemicals and generation of wastes (solvents, oils, caustics, lead, asbestos, etc.) that must be stored, managed and disposed of in strict compliance with federal, state and local environmental regulations. We support these regulations and also believe our customers do too because they help ensure a safer, healthier environment for everyone. Complying with these regulations increase the cost of service. Ordinarily, increased costs simply result in an increased hourly labor charge. This dealership has decided in lieu of raising its labor rate, to list a compliance charge on appropriate service bills because we believe our customers would be interested to know that they are helping to pay for a cleaner environment.	LABOR	674.95
	PARTS	93.27
	DEDUCTIBLE	.00
	SUBLET	.00
	SHOP SUPPLIES	3.00
	HAZARDOUS MATERIALS	.00
NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.	SALES TAX OR TAX I.D.	61.69
	SPECIAL ORDER DEPOSIT	.00
<b>DISCLAIMER OF WARRANTIES</b> AS IS - THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.	DISCOUNTS	-59.69
	<b>TOTAL DUE</b>	<b>773.22</b>

**Thank You!**  
**WE APPRECIATE**  
**YOUR**  
**BUSINESS**

Customer Invoice  
073662  
12/15/2009

**FIRESTONE COMPLETE AUTO CARE**  
**PINE BLUFF**  
**400 W 5TH AVE**  
**PINE BLUFF, AR. 71601**

**Service Advisor:**  
**05 STEPHEN**  
**870.534.6711**

2003 LINCOLN LS  
Lic #: [REDACTED] AR Vin #: 1LNHM86S33Y [REDACTED]  
In: 12/09/09 1:29PM Mileage: 102,305  
Out: 12/15/09 7:53AM

WHITE HALL, AR  
[REDACTED]

Store # 004928

**RETAIL SALE**

Description	Rev Hist /Article #	ID	Qty	Unit Price	Extended Price	Job Total
<b>COURTESY CHECK</b> IS DRIVING SMELLING A FUME, MAKING A NOISE AND SMOKING ON THE INSIDE OF THE CAR NOTICING POWER STEERING FLUID ON THE GROUND IN THE DRIVE WAY		05				
<b>FALL CAR CARE CHECK-UP</b> SMOKE COMING FROM PASSANGER SIDE UNDER THE HOOD WARRENTY 143319213 DEALER WARRENTY SERVICE 1 800 940 4199 WAS DRIVING AND SOMETHING SEEMS LIKE IT FEEL FROM UNDER THE CAR CHECK CATYLIC CONVERTOR		05				9.99
VEHICLE INSPECTION	7028789	60TN	1	19.99	19.99	
ELECTRONIC BATTERY CHECK	7002909	60TS	1	N/C	N/C	
DISCOUNT - LABOR	7001671	60T	-1	10.00	-10.00	

**Technician(s):**

60 MATHEW BERRY

**Payment History:**

ECA Check	3549	10.81	2546
Total Tendered		10.81	

**Summary:**

Parts	0.00
Labor	9.99
Shop Supplies	0.00
Sub-Total	9.99
Tax (8.25%)	0.82
<b>Total</b>	<b>\$10.81</b>

I have received the above goods and/or services. If this is a credit card purchase, I agree to pay and comply with my cardholder agreement with the issuer.

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

*All parts are new unless otherwise specified.*

**TELL US ABOUT YOUR EXPERIENCE AND RECEIVE \$10 OFF YOUR NEXT PURCHASE OF \$25 OR MORE!**

- 1) For a short survey Call 1-800-859-9203 or logon to [www.FirestoneSurvey.com](http://www.FirestoneSurvey.com); enter code 004928-073662
- 2) Write redemption code here: \_\_\_\_\_. Offer expires 6 months from date of invoice, good at all participating locations. Must have valid redemption code. May not be used to reduce existing debt. No copies accepted

COMMITTED TO PROVIDING A POSITIVE CUSTOMER EXPERIENCE



**TROTTER**  
 FORD  
 MERCURY  
 LINCOLN

3131 OLIVE  
 PINE BLUFF, AR 71603  
 (870) 535-4321  
 FAX: (870) 535-0353

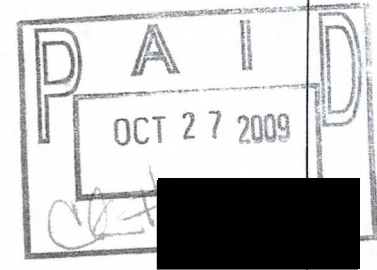
SERVICE DEPARTMENT HOURS  
 7:30 a.m. to 6:00 p.m.  
 Monday - Friday  
 8:00 a.m. - 4:00 p.m. - Saturday

R/O Open Date	R/O Number
10/22/09	6017277/1
R/O Close Date	Status
10/27/09	Pre-Invoice
Mileage In	Mileage Out
77310	77310
Service Advisor / Tag #	
Kelly Herron/608	
Vehicle Identification Number	
1LNHM86S33Y	
Delivery Date	In-Service Date
10/19/08	
Color	License Number
WHITE	

PINE BLUFF, AR		Work Phone
Year	Make	Model
2003	LINCOLN	
		Home Phone
		Body

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - 12FOZ06: CHECK ENGINE LIGHT ON THROTTLE BODY.. SEE HISTORY	
Work performed by George Webb (107)	64.75
Work performed by kevin webb (105)	92.50
Installed 9W7Z 9E926 A :THROTTLE BODY AND MOTOR AS 1@220.82	220.82
Installed 3W4Z 9E936 AA :GASKET 1@8.65	8.65
REPLACED THROTTLE BODY GASKET,EEC TEST,RETEST	
Sub Total: Labor: 157.25 Parts:229.47 Total: 386.72	

*Good Customer Relationship <sup>Center</sup> Cat hot line  
 1-800-392-3673*

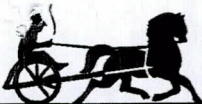


TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. \*I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.\*

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the products. Any limitation contained herein does not apply where prohibited by law.

LABOR	157.25
PARTS	229.47
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	31.90
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	418.62

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.



**TROTTER**

FORD  
MERCURY  
LINCOLN

3131 OLIVE  
PINE BLUFF, AR 71603  
(870) 535-4321  
FAX: (870) 535-0353

SERVICE DEPARTMENT HOURS  
7:30 a.m. to 6:00 p.m.  
Monday - Friday  
8:00 a.m. - 4:00 p.m.-Saturday

R/O Open Date	R/O Number
10/27/09	6017465/1
R/O Close Date	Status
11/02/09	Pre-Invoice
Mileage In	Mileage Out
77303	77303
Service Advisor / Tag #	
Kelly Herron/666	

PINE BLUFF, AR			Work Phone	Vehicle Identification Number	
			Home Phone	1LNHM86S33Y	
Year	Make	Model	Body	Delivery Date	In-Service Date
2003	LINCOLN			10/19/08	
				Color	License Number
				WHITE	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - 12FOZ06: CHECK ENGINE LIGHT ON ENGINE LIGHT BACK ON, RUNS WORSE THAN BEFORE. Work performed by George Webb (107) Installed 2W4Z 12029 A :COIL ASY - IGNITION STRESS TEST COILS, REPLACED #4 COIL, ROAD TEST, CHECK OK	SRV POLICY SRV POLICY

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

SD1720DB  
NT1TECH

Trotter Ford  
Technician Time Log

11/02/09  
07:54:09

████████████████████  
03 LINCOLN WHITE  
1LNHM86S33Y ██████████ 201HSM  
Promised 10/27/09 17:00

Technician George Webb  
RO Number 6017465  
Tag 666  
Mileage: In 77303 Out 0  
Serv Writer Kelly Herron

Line	Description	Hours
1	12FOZ06: CHECK ENGINE LIGHT ON ENGINE LIGHT BACK ON, RUNS WORSE THAN BEFORE. Pay Meth: C Stat: H-107 Est: 2.50 Tech: 107 3.62 Tech: 107 H-Other	

Bottom

\_\_\_\_\_ F3=Exit    F4=Functions    F5=Refresh    F10=Messages    F12=Cancel



**TROTTER**

FORD  
MERCURY  
LINCOLN

3131 OLIVE  
PINE BLUFF, AR 71603  
(870) 535-4321  
FAX: (870) 535-0353

SERVICE DEPARTMENT HOURS  
7:30 a.m. to 6:00 p.m.  
Monday - Friday  
8:00 a.m. - 4:00 p.m.-Saturday

R/O Open Date	R/O Number
10/22/09	6017253/1
R/O Close Date	Status
10/22/09	Pre-Invoice
Mileage In	Mileage Out
77297	77297
Service Advisor / Tag #	
Kelly Herron/W600*W*	
Vehicle Identification Number	
1LNHM86S33Y	
Delivery Date	In-Service Date
10/19/08	
Color	License Number
WHITE	

PINE BLUFF, AR

Work Phone

Home Phone

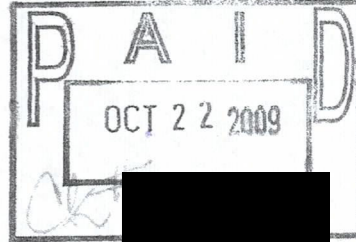
Year	Make	Model	Body	Color	License Number
2003	LINCOLN			WHITE	

DESCRIPTION OF SERVICE AND PARTS

AMOUNT

#1 - 12FOZ06: CHECK ENGINE LIGHT ON  
**WRENCH LIGHT CAME ON, VEHICLE STARTED BOGGING**  
 Caused by  
 P2107, P2110  
 Work performed by Daniel Sumner (156)  
**EEC TEST, WARRANTY DECLINED, CUSTOMER DECLINED**  
 Sub Total: Labor: 92.50 Parts:.00 Total: 92.50

92.50



TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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LABOR	92.50
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	9.25
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	8.40
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	110.15

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

SD1720DB  
NT1TECH

Trotter Ford  
Technician Time Log

10/22/09  
11:11:40

03 LINCOLN WHITE  
1LNHM86S33Y 201HSM  
Promised 10/22/09

Technician Daniel Sumner  
RO Number 6017253  
Tag W600  
Mileage: In 77297 Out 0  
Serv Writer Kelly Herron

Line	Description	Hours
1	12FOZ06: CHECK ENGINE LIGHT ON WRENCH LIGHT CAME ON, VEHICLE STARTED BOGGING	
	Pay Meth: C Stat: L-156 Est: 1.00	
	Tech: 1560pen	.00

F3=Exit F4=Functions F5=Refresh F10=Messages F12=Cancel

Bottom

P2107  
P2110

9W72-9E926-A \$220.82

1.0 EEC Test  
1.2 Retest

1.5 Throat body page 9-5

0.0  
1.7x  
92.5=  
157.25\*  
157.25+  
220.82=  
378.07\*  
378.07x  
8.5%  
32.13595\*  
410.20595+  
\*

P  
L  
D  
T  
claim #

# NORTH POINT

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North Little Rock, AR 72231  
501-945-1200 1-800-264-0112



LINCOLN  
Mercury

CUSTOMER NO. <b>32529</b>	ADVISOR <b>SYDNEY BUCKNER</b>	9898	TAG NO. <b>BL5</b>	INVOICE DATE <b>10/11/05</b>	INVOICE NO. <b>LICS378794</b>
PINE BLUFF, AR	LABOR RATE	LICENSE NO.	MILEAGE <b>36,599</b>	COLOR <b>CERAMIC WHI</b>	STOCK NO.
	YEAR / MAKE / MODEL <b>03/LINCOLN/LS/4 DOOR SEDAN</b>			DELIVERY DATE	DELIVERY MILES <b>0</b>
	VEHICLE I.D. NO. <b>1 L N H M 8 6 S 3 3 Y</b>			SELLING DEALER NO.	PRODUCTION DATE <b>05/12/03</b>
	F.T.E. NO.		P.O. NO.	F.O. DATE <b>10/11/05</b>	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS E# 99S			MO: 36599

**LABOR & PARTS**  
**J# 1 10FOZ** \* TUNE/RUNABILITY \* TECH(S):793  
 CHK ENGINE LIGHT IS ON.  
 WARR F/C 41 F/P 8575  
 MIL ON KOED P0111 KOEC P0128 KOER P0111.EEC TEST DCL DISPLAY  
 FOUND CHT TEMP 174 DEG.RAN FOR 10 MIN CHT PID STILL 174 DEG.  
 PINPOINT TEST THERMOSTAT OPERATION ANS REPLACE STUCK THERMOS  
 TAT AND REFILL COOLING SYSTEM RETEST OK

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	1X4Z-8575-DA	THERMOS 830215		
JOB # 1	1	FLVY-8255-A	SEAL - 229487		
JOB # 1	1	VC-7-A	ANTI-FR 719562		
JOB # 1 TOTAL PARTS					0.00
JOB # 1 TOTAL LABOR & PARTS					0.00

**J# 2 01FOZ99P** COURTESY INSPECTION TECH(S):793  
 PERFORM QUALITY CARE MULTI-POINT INSPECTION, AND FILL OUT  
 INSPECTION CARD AS RECOMMENDED BY FORD MOTOR COMPANY  
 99P

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2 TOTAL PARTS					0.00
JOB # 2 TOTAL LABOR & PARTS					0.00

**J# 3+21FOZCSF2** COOL FLUSH 2 GAL TECH(S):793 72.44  
 @MW CUSTOMER REQUEST COOLING SYSTEM FLUSH SERVICE.  
 C/P  
 R3MOC 1.0  
 @MPERFORM A COOLING SYSTEM FLUSH SERVICE USING A 3 PART  
 KIT AND PROPER 50/50 MIX OF COOLANT AND WATER. INSPECT THE  
 CONDITION OF THE BELTS AND HOSES. FREEZE PLUGS.&CONNECTIONS.  
 THEN TEST THE CAP AND COOLING SYSTEM FOR LEAKS. INSTALL THE  
 SYSTEM PRECLEANER INTO THE OLD COOLANT AND RUN THE ENGINE TO  
 CIRCULATE THROUGHOUT THE COOLING PASSAGES.USING SPECIALIZED  
 EQUIPMENT WE EVACUATE VIRTUALLY ALL THE DEPLETED COOLANT.  
 THEN INSTALL THE COOLING SYSTEM TREATMENT AND CONDITIONERS  
 TO PROTECT THE ENGINE AND COOLING SYSTEM COMPONENTS AGAINST  
 RUST AND CORROSION AND EXTEND FLUID LIFE.@MW

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 3	1	02301	PREMIUM	37.61	
JOB # 3	2	ANTI-FREEZE	ANTIFRE	9.95	
JOB # 3 TOTAL PARTS					57.51
JOB # 3 TOTAL LABOR & PARTS					129.95

**J# 4+45FOZF50M** POWER STEERING FLUSH TECH(S):793 46.53  
 CUSTOMER REQUEST POWER STEERING FLUSH SERVICE  
 C/P  
 F50M .6  
 PERFORM POWER STEERING FLUSH

**ENVIRONMENTAL COMPLIANCE CHARGE**  
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**THANK YOU !**  
**STATEMENT OF DISCLAIMER**  
 The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

X  
 CUSTOMER SIGNATURE



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LINCOLN  
Mercury

CUSTOMER NO. <b>32529</b>	ADVISOR <b>SYDNEY BUCKNER</b>	TAG NO. <b>9898</b>	INVOICE DATE <b>10/11/05</b>	INVOICE NO. <b>LICS378794</b>
PINE BLUFF, AR	LABOR RATE	LICENSE NO.	MILEAGE <b>36,599</b>	COLOR <b>CERAMIC WHI</b>
	YEAR / MAKE / MODEL <b>03/LINCOLN/LS/4 DOOR SEDAN</b>	DELIVERY DATE	DELIVERY MILES <b>0</b>	
	VEHICLE I.D. NO. <b>1 L N H M 8 6 S 3 3 Y</b>	SELLING DEALER NO.	PRODUCTION DATE <b>05/12/03</b>	
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>10/11/05</b>	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS E# 995	<b>MO: 36599</b>	

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 4	1	03111	P/S FLU	43.42	43.42
				JOB # 4 TOTAL PARTS	43.42
				JOB # 4 TOTAL LABOR & PARTS	89.95

J# 5+01FOZMB5K MBSK LINCOLN SVC TECH(S):793 WARRANTY  
 35,000 MILE SERVICE.  
 WARR F/C 82 F/P MAINT  
 35,000 MILE LINCOLN SERVICE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 5	1	FL-400-S	FILTER 966741		WARRANTY
JOB # 5	7	X0-5W20-QSP	ENGINE 498179		WARRANTY
				JOB # 5 TOTAL PARTS	0.00
				JOB # 5 TOTAL LABOR & PARTS	0.00

J# 6+46FOZF25C \*MT 4 TIRES TECH(S):825 48.00  
 MOUNT AND BALANCE 4 TIRES  
 C/P  
 F23C .9  
 MOUNT AND BALANCE 4 TIRES

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 6	4	9002-1547320-0000	P225/55 861060	159.95	639.80
				JOB # 6 TOTAL PARTS	639.80
				JOB # 6 TOTAL LABOR & PARTS	687.80

J# 7+45FOZ24F \*4 WHEEL ALIGNMENT TECH(S):825 79.95  
 ALIGN FRONT AND REAR SUSPENSION  
 C/P  
 F3C 1.5  
 FOUR WHEEL ALIGNMENT

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
				JOB # 7 TOTAL PARTS	0.00
				JOB # 7 TOTAL LABOR & PARTS	79.95

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	CSS	SHOP SUPPLIES		24.69
JOB # 6	CT	CUST TIRE TAX		8.00
TOTAL - MISC				32.69

COMMENTS  
WAITER

**ENVIRONMENTAL COMPLIANCE CHARGE**  
 Maintaining and repairing your car inevitably involves the use of chemicals and generation of wastes (solvents, oils, caustics, lead, asbestos, etc.) that must be stored, managed and disposed of in strict compliance with federal, state, and local environmental regulations. We support these regulations and also believe our customers do too because they help ensure a safer, healthier environment for everyone. Complying with these regulations increases the cost of service. Ordinarily, increased costs simply result in an increased hourly labor charge. This dealership has decided in lieu of raising its labor rate, to list a compliance charge on appropriate service bills because we believe our customers would be interested to know that they are helping to pay for a cleaner environment.

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501-945-1200 1-800-264-0112



LINCOLN  
Mercury

CUSTOMER NO. <b>32529</b>		ADVISOR <b>SYDNEY BUCKNER</b>	9898	TAG NO. <b>BL5</b>	INVOICE DATE <b>10/11/05</b>	INVOICE NO. <b>LICS378794</b>	
PINE BLUFF, AR		LABOR RATE	LICENSE NO.	MILEAGE	COLOR <b>CERAMIC WHI</b>	STOCK NO.	
		YEAR / MAKE / MODEL <b>03/LINCOLN/LS/4 DOOR SEDAN</b>			DELIVERY DATE	DELIVERY MILES <b>0</b>	
		VEHICLE I.D. NO. <b>1 L N H M 8 6 S 3 3 Y</b>			SELLING DEALER NO.	PRODUCTION DATE <b>05/12/03</b>	
		F.T.E. NO.	P.O. NO.		R.O. DATE <b>10/11/05</b>		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS E# 99S				MO: 36599	

TOTALS

*****	TOTAL LABOR....	246.92
*	TOTAL PARTS....	740.73
* [ ] CASH [ ] CHECK CK NO. [ ]	TOTAL SUBLET...	0.00
*	TOTAL G.O.G....	0.00
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER	TOTAL MISC CHG.	32.69
*	TOTAL MISC DISC	0.00
* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE	TOTAL TAX.....	91.11
*****	<b>TOTAL INVOICE \$</b>	<b>1111.45</b>

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

NORTH POINT FORD  
4400 LANDERS RD  
LITTLE ROCK, AR 72231

BATCH 391  
SALES ASSISTANT  
75347364  
352353617259

REF: 0010  
CO TYPE: DISCOVER  
TR TYPE: PURCHASE  
IN#: 378794  
DATE: OCT 11 05 10:40:43

TOTAL \$1111.45

MEMBER ACKNOWLEDGES RECEIPT OF GOODS AND/OR SERVICES IN THE AMOUNT OF THE TOTAL SHOWN HEREON AND AGREES TO PERFORM THE OBLIGATIONS SET FORTH BY THE CARDMEMBER'S AGREEMENT WITH THE ISSUER

**ENVIRONMENTAL COMPLIANCE CHARGE**  
Maintaining and repairing your car inevitably involves the use of chemicals and generation of wastes (solvents, oils, caustics, lead, asbestos, etc.) that must be stored, managed and disposed of in strict compliance with federal, state, and local environmental regulations. We support these regulations and also believe our customers do too because they help ensure a safer, healthier environment for everyone. Complying with these regulations increases the cost of service. Ordinarily, increased costs simply result in an increased hourly labor charge. This dealership has decided in lieu of raising its labor rate, to list a compliance charge on appropriate service bills because we believe our customers would be interested to know that they are helping to pay for a cleaner environment.

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# NORTH POINT

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North Little Rock, AR 72231  
501-945-1200 1-800-264-0112



LINCOLN  
Mercury

CUSTOMER NO. <b>32529</b>	ADVISOR <b>SYDNEY BUCKNER</b>	TAG NO. <b>9898 6385</b>	INVOICE DATE <b>11/01/06</b>	INVOICE NO. <b>LICS411552</b>
PINE BLUFF, AR	LABOR RATE	LICENSE NO.	MILEAGE <b>51,208</b>	COLOR <b>CERAMIC WHI</b>
	YEAR / MAKE / MODEL <b>03/LINCOLN/LS/4 DOOR SEDAN</b>	DELIVERY DATE <b>06/21/03</b>		DELIVERY MILES <b>0</b>
	VEHICLE I.D. NO. <b>1 L N H M 8 6 S 3 3 Y</b>	SELLING DEALER NO.		PRODUCTION DATE <b>05/12/03</b>
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>10/25/06</b>	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS <b>E# 99S</b>		

LABOR & PARTS  
**J# 1 01FOZ00LOF BASIC OIL TECH(S):825 8.25**  
 CUSTOMER REQUEST BASIC OIL AND FILTER CHANGE.  
 C/P  
 3K .3  
 PERFORM BASIC OIL CHANGE SERVICE. WE WILL REMOVE THE  
 DEplete OIL AND OLD FILTER AND REPLACE WITH NEW FACTORY  
 OIL AND A NEW OIL FILTER.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	FL-400-S	FILTER 966741	6.00	6.00
JOB # 1	7	XO-5W20	5W20 OI	2.75	19.25
JOB # 1 TOTAL PARTS					25.25
JOB # 1 TOTAL LABOR & PARTS					33.50

**J# 2 02FOZ11B ROTATE TECH(S):825 19.95**  
 ROTATE TIRES  
 C/P  
 11B .4  
 ROTATE TIRES

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2 TOTAL PARTS					0.00
JOB # 2 TOTAL LABOR & PARTS					19.95

**J# 3 10FOZ \* TUNE/RUNABILITY \* TECH(S):120 825 134.40**  
 C/S VEH WILL NOT GO OVER 40 MPH AND VEH MAKES AN LOUD NOISE  
 TRAC CNTL LIGHT COMES ON AND OFF.  
 FIDELITY WARRANTY  
 99A 1.6  
 REPLACE RIGHT REAR HUB AND BEARING ASSEMBLY FOR NOISE IN  
 REAR WHILE DRIVING

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3	1	2W4Z-5B715-AA	KNUCKLE 790616	426.00	426.00
JOB # 3 TOTAL PARTS					426.00
JOB # 3 TOTAL LABOR & PARTS					560.40

**J# 4 02FOZ99P \*COURTSEY INSPECTION TECH(S):825 0.00**  
 COURTSEY INSPECTION  
 PARTS ONLY  
 NECESSARY TO REPLACE ROTORS HAS ROTOR POP AND UNABLE TO  
 MACHINE AGAIN

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 4	2	2U2Z-1V125-HA	ROTOR A 880221	68.89	137.78
JOB # 4 TOTAL PARTS					137.78
JOB # 4 TOTAL LABOR & PARTS					137.78

**ENVIRONMENTAL COMPLIANCE CHARGE**  
 Maintaining and repairing your car inevitably involves the use of chemicals and generation of wastes (solvents, oils, caustics, lead, asbestos, etc.) that must be stored, managed and disposed of in strict compliance with federal, state, and local environmental regulations. We support these regulations and also believe our customers do too because they help ensure a safer, healthier environment for everyone. Complying with these regulations increases the cost of service. Ordinarily, increased costs simply result in an increased hourly labor charge. This dealership has decided in lieu of raising its labor rate, to list a compliance charge on appropriate service bills because we believe our customers would be interested to know that they are helping to pay for a cleaner environment.

**THANK YOU !**  
**STATEMENT OF DISCLAIMER**  
 The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

**X**  
 CUSTOMER SIGNATURE

# NORTH POINT

FORD | LINCOLN-MERCURY  
Simply The Best.

4400 Landers Road • P.O. Box 16090  
North Little Rock, AR 72231  
501-945-1200 1-800-264-0112



LINCOLN  
Mercury

CUSTOMER NO. <b>32529</b>	ADVISOR <b>SYDNEY BUCKNER</b>	TAG NO. <b>9898</b>	INVOICE DATE <b>11/01/06</b>	INVOICE NO. <b>LICS411552</b>	
PINE BLUFF, AR	LABOR RATE	LICENSE NO.	MILEAGE <b>51,208</b>	COLOR <b>CERAMIC WHI</b>	
	YEAR / MAKE / MODEL <b>03/LINCOLN/LS/4 DOOR SEDAN</b>			DELIVERY DATE <b>06/21/03</b>	DELIVERY MILES <b>0</b>
	VEHICLE I.D. NO. <b>1 L N H M 8 6 S 3 3 Y</b>			SELLING DEALER NO.	PRODUCTION DATE <b>05/12/03</b>
	F.T.E. NO.		P.O. NO.	R.O. DATE <b>10/25/06</b>	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS E# 99S			

LABOR & PARTS-----  
**J# 5+01FOZ \* MAINTENANCE \* TECH(S):825 159.60**  
 Added Operation (01SBUCKNER @ 10/26/2006 14:46)  
 TRAC CNTL LIGHT ON.  
 FIDELITY WARRANTY  
 99A 1.9  
 ANTILOCK BRAKE SYSTEM DIAGNOSIS PINPOINT TEST TO REPLACE  
 LEFT FRONT WHEEL SPEED SENSOR

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-	
JOB # 5 1 5W4Z-2C204-AA SENSOR 137090	28.00
	JOB # 5 TOTAL PARTS 28.00
	JOB # 5 TOTAL LABOR & PARTS 187.60

**J# 6+40FOZ25FR2 TURN FT ROTORS SPEC TECH(S):825 130.00**  
 Added Operation (01SBUCKNER @ 10/27/2006 09:12)  
 CUSTOMER REQUEST TURN FRONT ROTORS TO BE USED IN  
 WITH REPLACING FRONT PADS.  
 C/P  
 99A 2.0  
 REPLACE FRONT BRAKE PADS AND MACHINE FRONT ROTORS

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-	
JOB # 6 1 BR-1273 PAD 515032	54.95
	JOB # 6 TOTAL PARTS 54.95
	JOB # 6 TOTAL LABOR & PARTS 184.95

**J# 7+51FOZ \* BODY ELECTRIC \* TECH(S):825 WARRANTY**  
 Added Operation (01GZUMBAUM @ 10/27/2006 13:13)  
 NC  
 NWD

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-	
JOB # 7	0.00
	JOB # 7 TOTAL PARTS 0.00
	JOB # 7 TOTAL LABOR & PARTS 0.00

**J# 8+45FOZFT9C INSPECT SUSPENSION TECH(S):825 84.00**  
 Added Operation (01SBUCKNER @ 10/30/2006 14:56)  
 NOISE IN FRONT END  
 C/P  
 99A 1.0  
 REPLACE RIGHT FRONT WHEEL BEARING FOR NOISE

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-	
JOB # 8 1 5W4Z-1104-BA HUB ASY 124578	133.00
	JOB # 8 TOTAL PARTS 133.00
	JOB # 8 TOTAL LABOR & PARTS 217.00

SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----	
JOB # 1 59672 11/01/06 RENTAL CAR	INTERNAL
JOB # 1 59672 11/01/06 RENTAL CAR	70.00

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**X**  
 CUSTOMER SIGNATURE



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Simply The Best.

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North Little Rock, AR 72231  
501-945-1200 1-800-264-0112



**LINCOLN**  
Mercury

CUSTOMER NO. <b>32529</b>	ADVISOR <b>SYDNEY BUCKNER</b>	9898	TAG NO. <b>6385</b>	INVOICE DATE <b>11/01/06</b>	INVOICE NO. <b>LICS411552</b>
PINE BLUFF, AR	LABOR RATE	LICENSE NO.	MILEAGE <b>151,208</b>	COLOR <b>CERAMIC WHI</b>	STOCK NO.
	YEAR / MAKE / MODEL <b>03/LINCOLN/LS/4 DOOR SEDAN</b>			DELIVERY DATE <b>06/21/03</b>	DELIVERY MILES <b>0</b>
	VEHICLE I.D. NO. <b>1 L N H M 8 6 S 3 3 Y</b>			SELLING DEALER NO.	PRODUCTION DATE <b>05/12/03</b>
	F.T.E. NO.		P.O. NO.		R.O. DATE <b>10/25/06</b>
RESIDENCE PHONE	BUSINESS PHONE		COMMENTS <b>E# 99S</b>		

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A		CSS SHOP SUPPLIES		70.00
JOB # 1		SCD SERVICE DISCOUNT		15.82
JOB # 1		PDC PARTS DISCOUNT		-8.08
JOB # 3		WGS EXT WAR NON-FORD	411552	-3.47
JOB # 5		WGS EXT WAR NON-FORD	411552	-747.40
TOTAL - MISC				-187.60
TOTAL - SUBLET				-930.73

COMMENTS-----  
WAITER  
FIDELITY WARR  
WARR PAY 747.40 INCLUDES RENTAL AUTH # FOR HUB BEARINGS IS 62990427B  
WARR PAY 187.60 FOR SPEED SENSOR AUTH # IS 62990724A.  
1.9 AND 1.6  
CUST HAS 100.00 DED.

TOTALS-----		TOTAL LABOR....	536.20
*****		TOTAL PARTS....	804.98
* [ ] CASH [ ] CHECK CK NO. [ ]	*	TOTAL SUBLET...	70.00
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER	*	TOTAL G.O.G....	0.00
* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE	*	TOTAL MISC CHG.	15.82
*****	*	TOTAL MISC DISC	-946.55
	*	TOTAL TAX.....	40.54
	*	<b>TOTAL INVOICE \$</b>	<b>520.99</b>

**ENVIRONMENTAL COMPLIANCE CHARGE**  
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**X**  
CUSTOMER SIGNATURE

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE



# CAREFREE CAR PROTECTION

MECHANICAL FAILURE SERVICE CONTRACT  
NEW VEHICLE COVERAGE

32589

D-134  
(01/03)

## VEHICLE INFORMATION

CONTRACT NUMBER <b>82736513</b>		SERIAL NUMBER <b>1LNM86533Y</b>	CURRENT ODOMETER READING
YEAR <b>2003</b>	MAKE <b>LINCOLN</b>	MODEL	
ADDITIONAL EQUIPMENT (Check All That Apply) FOR PRICING PURPOSES ONLY		TURBO <input type="checkbox"/>	DIESEL <input type="checkbox"/> 4X4 <input type="checkbox"/>

## DEALER INFORMATION

SELLING DEALER <b>NORTH POINT FORD, INC.</b>			DEALER # <b>03003</b>
DEALER ADDRESS <b>4400 LANDERS RD</b>		CITY <b>N. LITTLE ROCK</b>	STATE <b>AR</b> ZIP <b>72117</b>
LIENHOLDER <b>CASH</b>		DEALER SIGNATURE	

## SERVICE CONTRACT INFORMATION\*

TERM / MILEAGE SELECTED		COVERAGE SELECTED	
4 YEARS / 60,000 MILES <input type="checkbox"/>	6 YEARS / 72,000 MILES <input type="checkbox"/>	PLATINUM (PNP) <input checked="" type="checkbox"/>	SILVER (PNS) <input type="checkbox"/>
5 YEARS / 60,000 MILES <input type="checkbox"/>	6 YEARS / 100,000 MILES <input type="checkbox"/>	GOLD (PNG) <input type="checkbox"/>	
5 YEARS / 75,000 MILES <input type="checkbox"/>	7 YEARS / 100,000 MILES <input type="checkbox"/>	DEDUCTIBLE SELECTED	
SEE "SERVICE CONTRACT PERIOD" TO DETERMINE EXPIRATION DATE AND MILES		\$0 (ZRD) <input type="checkbox"/>	\$50** (ZRF) <input type="checkbox"/>
		\$100 (Z1H) <input checked="" type="checkbox"/>	** WAIVED IF REPAIRS ARE MADE AT SELLING DEALER
SERVICE CONTRACT PRICE <b>1595.00</b>		PURCHASE DATE <b>05/30/2003</b>	
OPTIONAL ROAD HAZARD TIRE COVERAGE*** <input type="checkbox"/> (HTC) *** NOT AVAILABLE ON 4x4 VEHICLES			

\*THIS SERVICE CONTRACT MAY PROVIDE CERTAIN COVERAGES WHICH ALREADY MAY BE INCLUDED IN ANY APPLICABLE MANUFACTURER'S WARRANTY.

## SERVICE CONTRACT HOLDER INFORMATION

FIRST NAME	LAST NAME	CITY	STATE	ZIP
		<b>PINE BLUFF</b>	<b>AR</b>	
ADDRESS		YOU UNDERSTAND THAT THE PURCHASE OF THIS SERVICE CONTRACT IS NOT REQUIRED IN ORDER TO OBTAIN FINANCING OR TO PURCHASE THIS VEHICLE AND HAS A STANDARD \$100 DEDUCTIBLE.		
SIGNATURE		NOTICE TO SERVICE CONTRACT HOLDER: YOU are required to obtain authorization prior to beginning any repairs covered by this Service Contract except as noted in #4 of "HOW TO MAKE A CLAIM".		

## OPTIONAL CAR CARE SERVICE PLAN INFORMATION

SEE OWNERS MANUAL FOR COMPLETE LISTING OF FULL FACTORY RECOMMENDED SERVICES

I hereby acknowledge the purchase of Optional Car Care Service Plan.  
Signature \_\_\_\_\_

PURCHASE DATE	CARE CARE PURCHASE PRICE	SERVICE INTERVALS - SERVICE DUE EVERY:			
		3,000 MILES MN3	3,750 MILES MNP	5,000 MILES MNS	7,500 MILES MNV
TERM AND MILEAGE (YEARS / MILES) CHECK ONE	2/30,000 <input type="checkbox"/>			2/30,000 <input type="checkbox"/>	
	3/36,000 <input type="checkbox"/>		3/37,500 <input type="checkbox"/>	3/35,000 <input type="checkbox"/>	3/37,500 <input type="checkbox"/>
	3/45,000 <input type="checkbox"/>			3/45,000 <input type="checkbox"/>	
	4/48,000 <input type="checkbox"/>		4/52,500 <input type="checkbox"/>	4/50,000 <input type="checkbox"/>	4/52,500 <input type="checkbox"/>
	5/60,000 <input type="checkbox"/>		5/60,000 <input type="checkbox"/>	5/60,000 <input type="checkbox"/>	5/60,000 <input type="checkbox"/>

Washington Residents Only: By initialing this box, YOU acknowledge YOU have reviewed with Selling Dealer the sections of this Service Contract titled: SERVICE CONTRACT COVERAGE, VEHICLE COVERED PARTS, SERVICE CONTRACT PERIOD, EXCLUSIONS FROM COVERAGE, HOW TO MAKE A CLAIM, CANCELLATION, DEDUCTIBLE AND UNCOVERED COSTS and IMPLIED WARRANTY. CONTRACTUAL LIABILITY POLICY # CL-02-091.

SERVICE COMPANY AND ADMINISTRATOR:  
**FIDELITY WARRANTY SERVICES, INC.**

P.O. BOX 8567 ▼ DEERFIELD BEACH, FLORIDA 33443 ▼ 1-800-327-5172

**PARTIES TO THIS SERVICE CONTRACT:** The following **BOLD** print appearing throughout this Service Contract has the following meanings: "YOU" and "YOUR" mean the customer named as Service Contract Holder on the front of this Service Contract. "WE", "US" and "OUR" refer to Fidelity Warranty Services, Inc ("FWS"). In some states, "WE", "US" and "OUR" refer to the Selling Dealer noted on the front page of this Service Contract. Please refer to the State Amendment section for such exceptions.

**SERVICE CONTRACT PERIOD:** Coverage under this Service Contract begins on the "Purchase Date" shown on the front of this Service Contract and expires according to the Term or Mileage of the plan selected, whichever occurs first. Plan expiration is measured in Term/Mileage from (a) the "Purchase Date" and 0 miles if the "Current Odometer Reading" is 5,999 or less, or; (b) January 1 of YOUR vehicle's model year and 0 miles if the "Current Odometer Reading" is 6,000 miles or greater.

**SERVICE CONTRACT COVERAGE:** In the event of Mechanical Breakdown of a Covered Part, WE agree to make repairs or reimburse YOU for the cost of parts and labor, to repair or replace a Covered Part less applicable deductible, subject to the terms, conditions, and limitations herein. Mechanical Breakdown means: (1) The failure of a Covered Part due to faulty workmanship or materials supplied by the original vehicle manufacturer or distributor, or; (2) The failure of a Covered Part due to a gradual reduction in operating performance as a result of normal wear and tear, prior to the vehicle reaching 50,000 miles. A Covered Part has failed when it can no longer perform the function for which it was designed solely because of its condition and not because of the action, inaction, or failure of any non-covered parts. **IF THE MECHANICAL BREAKDOWN IS COVERED UNDER ANY OTHER WARRANTY, SERVICE POLICY, RECALL, OR REPAIR ADJUSTMENT ("OTHER COVERAGE"), WE WILL PAY THE DIFFERENCE, IF ANY, BETWEEN THE PAYMENTS DUE UNDER THIS SERVICE CONTRACT AND THE PAYMENTS DUE UNDER THE OTHER COVERAGE.** This Service Contract is not an insurance policy, a warranty, or a guarantee.

**PLAN COVERAGE:** There are three coverage plans (Silver, Gold and Platinum) described in this Service Contract. The coverage plan that applies to YOUR vehicle is determined by which box has been checked on the front of this Service Contract.

### VEHICLE COVERED PARTS SILVER COVERAGE PLAN

**ENGINE:** Engine block and cylinder heads and all internally lubricated parts including pistons, piston rings, pins and cylinder sleeves; crankshaft, pulley, mainbearings, caps and bolts; connecting rods, rod bearings, caps and bolts; camshaft(s), camshaft bearings, buttons and plugs; timing gears and timing chain or belt; rocker arms, rocker arm pivots, shafts and bushings; intake and exhaust valves, springs, guides, adjusters, retainers and seats; pushrods and lifters; intake manifold and exhaust manifolds; balance shaft; water pump; thermostat; oil pump, cover, gears, pressure relief valve and screen; rotor housing, rotors, shims and silent shaft; all internal fasteners, nuts and bolts; seals and gaskets.

**TRANSMISSION/TRANSAXLE:** Transmission/Transaxle case and all internally lubricated parts including ring and pinion gears; oil pump, cover, gears, housing and vanes; torque converter; valve body(s); throttle valve; valve pack; governor, gear and cover; parking gear and pawl; roll pins; sprags; sprockets; chain; springs; stator and shaft; pressure regulator valve; pressure switches; solenoids; bands; automatic transmission/transaxle clutch, drums, pistons and steel plates; planetary and sun gears; servos and rings; blockers; synchronizer hubs and keys; bearings; bushings; supports and shafts; control rings; yoke; extension housing; speedometer drive gears; accumulators and rings; adjusters; all internal fasteners, nuts and bolts; shift cover and forks; seals and gaskets. **(STANDARD TRANSMISSION CLUTCH ASSEMBLIES AND ALL COMPONENT PARTS ARE NOT COVERED.)**

**FUEL:** Fuel supply pump; return lines; fuel pressure regulator.

**AIR CONDITIONING:** Condensor; compressor and mounting brackets; evaporator core; seals and gaskets.

**STEERING:** Steering gear housing and internal parts including control rings, valves, pinion shaft, pitman shaft, worm shaft and gear, sector shaft, bearings, adjusters; rack and pinion housing and internal parts including control valve, rack bellows, mounts, rack shaft and yoke, spool valve, bearings; power steering pump and internal parts including housing, reservoir, shaft and vanes; pump mounting brackets; seals and gaskets.

**SUSPENSION (Front and Rear):** Upper and lower control arms, shafts and bushings; upper and lower ball joints; king pins and bushings; struts, housing and cartridge; wheel bearings; spindle/steering knuckle and spindle support.

**DRIVE AXLE:** Differential/axle housing(s) and all internally lubricated parts including the axle flange; ring and pinion gear/carrier assembly; spider gears and bearings; pins; retainers; positraction clutches, plates and springs; cover. Transfer case and all internal parts contained within the transfer case. Constant velocity joints; slip joint; front wheel drive axles/halfshafts and wheel bearings; u-joints; couplings; flex disc; propshafts; center support bearings; seals and gaskets.

**BRAKES:** Master cylinder; vacuum or hydraulic booster; compensator or proportioning valve and metering valve; hydraulic lines and fittings; brake pedal apply pin; ABS component parts including pump, module, dump valve, wheel speed sensors, solenoids, accumulator; seals and gaskets.

**ELECTRICAL:** Alternator housing and all internal parts including bearings, bushings, brushes, rectifier bridge, diodes, field coil and rotor; alternator mounting brackets; voltage regulator; starter motor housing and all internal parts including bushings, brushes, field windings, starter drive and solenoid; front and rear wiper motors and linkage; power window motors; power seat motors; engine distributor including shaft, gear, bushings and module.

### GOLD COVERAGE PLAN (includes SILVER coverage plus the following additional parts)

**ENGINE:** Oil pan; valve, timing and side covers; thermostat housing; water pump pulley; turbocharger/supercharger assembly including boost valve and wastegate; engine mounts; harmonic balancer; flexplate/flywheel and ring gear.

**FUEL:** Level sending unit; fuel injectors and seals; injection pump; fuel injection control components including mixture control processor, throttle body assembly and cutoff valve; metal fuel lines; tank; tank door latch; tank filler neck and o-ring.

**AIR CONDITIONING:** Clutch assembly including coil, disc and pulley; orifice/expansion/POA valve; idler pulley and bearings; blower motor; accumulator and receiver drier; automatic temperature control programmer; control cables, cutoff switch; serpentine belt tensioner, bearing and pulley.

**TRANSMISSION/TRANSAXLE:** Oil pan; detent cable; kickdown link; TVI/throttle cable; transmission mounts; modulators.

**STEERING:** Tie rods; idler and pitman arms; center/drag link; coupling and shafts; cooler lines; steering wheel tilt or telescoping mechanism.

**SUSPENSION (Front and Rear):** Coil or leaf springs, seats or bushings, leaf spring shackles; torsion bars; track bars, links and bushings; electronic level control components including pump, accumulator, lines, bags; stabilizer bar, links and bushings.

**BRAKES:** Calipers, piston, seal and dust boot; wheel cylinders, cups, seals, spring and dust boots; backing plate; brake adjusters; pedal, pedal lever and pedal pivot; parking brake cable.



**Engine:** Lubricated Parts; Intake Manifolds; Engine Block; Cylinder Heads; Rotary Engine Housings; and Ring Gear; Water Pump; Externally Mounted Mechanical Fuel Pump; Radiator; Alternator; Generator; and Starter.

**Transmission:** Case; Internal Parts; Torque Converter; or, the Manual Transmission Case and Internal Parts.

**Drive Axle:** Axle Housings and Internal Parts; Axle Shafts; Drive and Output Shafts; and Universal Joints; but excluding the Secondary Drive Axle on vehicles other than passenger vans, mounted on a truck chassis.

**Brakes:** Master Cylinder; Vacuum Assist Booster; Wheel Cylinders; Hydraulic Lines and Fittings; and Disc Brake Calipers.

**Steering:** Gear Housing and all Internal Parts; Power Steering Pump; Valve Body; Piston; and Rack.

**Note:** The following parts are covered only on vehicles with less than 36,000 miles: Steering Rack; Radiator; Alternator; Generator; and Starter.

The above coverages are excluded from this Service Contract during the applicable warranty period, unless the seller becomes unable to meet its obligations. **YOUR** rights and obligations are fully explained in the seller-issued used vehicle limited warranty document.

The **CANCELLATION** paragraph is amended with the addition of the following statement: THIS SERVICE CONTRACT IS NON-CANCELLABLE BY US EXCEPT FOR FRAUD OF MATERIAL MISREPRESENTATION IN THE SUBMISSION OF CLAIMS.

The **SERVICE CONTRACT COVERAGE** paragraph is amended by the removal of the following statement: A Covered Part has failed when it can no longer perform the function for which it was designed solely because of its condition and not because of the action, inaction, or failure of any non-covered parts.

The **HOW TO MAKE A CLAIM** section 5.) is removed in its entirety and replaced with the following: 5.) Submit a claim for reimbursement to **US** along with all required documents within sixty (60) days of authorization.

The **EXCLUSIONS FROM COVERAGE** section 8.) is removed in its entirety and replaced with the following: 8.) Any Mechanical Breakdown caused by contamination, overheating, lack of coolant or lubricants, lack of oil viscosity, restricted oil flow, salt, environmental damage, chemicals; section 11.) is removed in its entirety and replaced with the following: 11.) Any consequential, secondary damages or unnecessary costs that you may suffer as a result of the need to repair or replace a part.

If the manufacturer's recommended maintenance schedule is not provided to **YOU**, please contact FWS and an alternative maintenance schedule to be used in connection with this Service Contract will be provided.

**MISSOURI:** **WE** will give **YOU** at least sixty (60) days notice of cancellation.

**MONTANA:** The **PARTIES TO THIS SERVICE CONTRACT** section is removed in its entirety and replaced with the following: The **BOLD** print appearing throughout this Service Contract has the following meanings: "**YOU**" and "**YOUR**" mean the customer named as Service Contract Holder on the front of this Service Contract. "**WE**", "**US**" and "**OUR**" refer to the Selling Dealer on the front of this Service Contract. This Service Contract is between **YOU** and **US**. **WE** have appointed Fidelity Warranty Services, Inc. ("**FWS**") as the authorized administrator of this Service Contract. **FWS** in any way neither assumes nor has any liability whatsoever for the obligations of this Service Contract.

**NEVADA:** If **YOU** cancel this Service Contract during the first sixty (60) days, a 100 percent refund of the Service Contract Price will be made. After sixty (60) days, a pro-rata refund will be made based upon the greater of the time or mileage expired, less a \$50 administration fee. A 10 percent penalty per thirty (30) day period shall be added to any refund not paid within thirty (30) days after the date this Service Contract is returned. This Service Contract is non-cancellable by **US** except for fraud, material misrepresentation, or failure to pay the Service Contract Price. If **WE** cancel this Service Contract, **WE** will provide written notice at least fifteen (15) days prior to cancellation and state the effective date and reason for cancellation. No administration fee will be charged if this Service Contract is cancelled by **US**. This Service Contract is not renewable and expires in accordance with the Service Contract Period provision.

**NEW HAMPSHIRE:** The **PARTIES TO THIS SERVICE CONTRACT** section is removed in its entirety and replaced with the following: The **BOLD** print appearing throughout this Service Contract has the following meanings: "**YOU**" and "**YOUR**" mean the customer named as Service Contract Holder on the front of this Service Contract. "**WE**", "**US**" and "**OUR**" refer to the Selling Dealer on the front of this Service Contract. This Service Contract is between **YOU** and **US**. **WE** have appointed Fidelity Warranty Services, Inc. ("**FWS**") as the authorized administrator of this Service Contract. **FWS** in any way neither assumes nor has any liability whatsoever for the obligations of this Service Contract. The **INSURANCE** section is removed in its entirety and replaced with the following: **OUR** obligations under this Service Contract are insured by American Bankers Insurance Company of Florida, 11222 Quail Roost Drive, Miami, FL 33157-6596. **YOU** may file a claim with the insurance company directly. To do so, please call 1-800-426-7517. The **CANCELLATION** paragraph is amended as follows: **WE** cannot cancel this Service Contract except for fraud, material misrepresentation, or failure to pay for this Service Contract on **YOUR** part. **WE** will give **YOU** at least sixty (60) days notice of cancellation. Cancellation and transfer fees are removed.

**NEW MEXICO:** The **INSURANCE** section is removed in its entirety and replaced with the following: **OUR** obligations under this Service Contract are insured by American Bankers Insurance Company of Florida, 11222 Quail Roost Drive, Miami, FL 33157-6596. **YOU** may file a claim with the insurance company directly. To do so, please call 1-800-426-7517. The **CANCELLATION** paragraph is amended as follows: If **YOU** cancel within sixty (60) days of receipt of this Service Contract, a 100 percent refund of the Service Contract Price will be made. After sixty (60) days, a pro-rata refund will be made based upon the greater of the time or mileage expired, less a \$50 administration fee. The right to cancel this Service Contract is not transferable and only applies to the original Service Contract Holder. A 10 percent penalty will be applied to any refund that is not paid within sixty (60) days of return of this Service Contract. After seventy (70) days, **WE** cannot cancel except for: 1.) non payment of Service Contract Price; 2.) fraud or misrepresentation in obtaining this Service Contract or presenting a claim; or, 3.) discovery of an act or omission in violation of this Service Contract which substantially and materially increases the service required under the Service Contract. If **WE** cancel, **WE** will give **YOU** at least fifteen (15) days notice of cancellation.

**NEW YORK:** The **INSURANCE** section is removed in its entirety and replaced with the following: **OUR** obligations under this Service Contract are insured by American Bankers Insurance Company of Florida, 11222 Quail Roost Drive, Miami, FL 33157-6596. **YOU** may file a claim with the insurance company directly. To do so, please call 1-800-426-7517. The **CANCELLATION** paragraph is amended as follows: If this Service Contract is cancelled by **YOU** during the first sixty (60) days, no administration fee will be charged. A 10 percent penalty per thirty (30) day period shall be added to any refund not paid within thirty (30) days after the date this Service Contract is returned. If **WE** cancel, **WE** will provide written notice at least fifteen (15) days prior to cancellation and state the effective date and reason for cancellation.

**NORTH CAROLINA:** The cancellation administration fee will be \$50 or 10 percent of the pro-rata refund amount, whichever is less.

**OKLAHOMA:** This Service Contract is not issued by the manufacturer of wholesale company marketing the product. This Service Contract will not be honored by such manufacturer or wholesale company. The **CANCELLATION** paragraph is amended as follows: A cancellation administration fee of 10 percent of the pro-rata refund amount will be applied only if this Service Contract is cancelled by **YOU**. If **WE** cancel, **WE** will return 100 percent of the unearned pro-rata premium.