

 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	
NAME [REDACTED] Address [REDACTED] City LOVELAND State OH Zip Code [REDACTED]		Date Received OCT 11 2011 13-SEP-2011		Repository ☐ Reference No. 10425187	
OWNER INFORMATION (Type or Print)					
Daytime Telephone Number [REDACTED]		E-mail Address [REDACTED]			
Evening Telephone Number Cell: [REDACTED]					
<i>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).</i>					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 2MEBM7FV4AX [REDACTED]		Make MERCURY		Model GRAND MARQUIS	
Model Year 2010		Date Purchased		Dealer's Name and Telephone Number MIKE CASTRUCCI 859-448-9400	
Engine: No: Cylinders 8		Fuel Type: REG. & E85		Original Owner ☒	
Dealer's City ALEXANDRIA State KY Zip Code 41001		Transmission Type AUTOMATIC		☒ Antilock Brakes ☒ Cruise Control	
Powertrain		Multiple Failure: YES		Incident Date(s) 01-MAR-2011	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 020000 SUSPENSION				Failure Mileage 2596	
				Failure Speed 3	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM9ABC036)		☐ Original Equipment ☐ Prior Repair		Failure Location:	
Tire Component Code				Tire Failure Type:	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make:		Date Manufactured:		Model No./Name:	
Seat Type:		Installation System:			
Child Seat Component Code:		Failed Part:			
APPLICABLE INCIDENT INFORMATION					
<i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</i>					
Crash ☐ Yes ☒ No		Fire ☐ Yes ☒ No		Number of Persons Injured	
				Number of Deaths	
				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 2010 MERCURY GRAND MARQUIS. WHILE DRIVING APPROXIMATELY 3 MPH THE CONTACT HEARD A LOUD THUMPING SOUND COMING FROM THE REAR END OF THE VEHICLE. THE VEHICLE WAS TAKEN TO THREE DEALERS FOR DIAGNOSTIC TESTING. THE TECHNICIANS WERE UNABLE TO DUPLICATE THE FAILURE. THE LAST DEALER THE VEHICLE WAS TAKEN TO STATED THE SHOCKS SHOULD BE REPLACED WITH HEAVY DUTY SHOCKS. THE VEHICLE WAS NOT REPAIRED BECAUSE THE PART WAS NOT AVAILABLE. THE APPROXIMATE FAILURE MILEAGE WAS 2,596.					
THE SECOND DEALER ALSO HEARD THE NOISE BUT DID NOT REPAIR MY CAR.					
DETAILS ARE IN ENCLOSED COPY OF COMPLAINT FILED WITH O.A.G. OFFICE.					
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.					

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

My 2010 Mercury, that I purchased new, makes a thumping noise when going over bumps at slow speeds and passing over some dips on the open road. I'm concerned that damage may be occurring that will compromise the safety of the vehicle if the defect is not attended to and repaired. Ford is refusing to repair my automobile by stating in a letter from them that the noise is a normal characteristic of the Mercury. They also state the vehicle is operating as designed within their specifications, they propose no further action and the letter was their closing report. Because they labeled the defect normal Ford does not believe they have to honor the 3 year/36,000 mile bumper to bumper new car warranty that came with the car. This limits your options as to what dealer will repair your car and it's referred to as a goodwill repair, if they choose to do anything at all. Ford did not disclose the fact that they had the discretionary power to do this or that the car made a noise that was considered normal before they sold me my new Mercury. Please see the additional information to link with confirmation #10425187.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**

1,68

BUSINESS REPLY MAIL

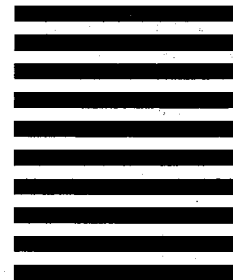
FIRST-CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



**Think your vehicle
has a safety defect?**



**If so:
Use the enclosed
form to file a report.**

**or visit:
www.safercar.gov**

**or call:
Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



October 3, 2011

US Department of Transportation / National Highway Traffic Safety Administration, #10425187.

Dear Randy Reid:

In addition to the material you requested I also enclosed a copy of a complaint I filed with the Office of the Ohio Attorney General and their response. The complaint is a detailed, true and accurate account of what has transpired so far in regards to my efforts to have my car repaired by Ford at three different dealerships. *I also filed a complaint with the Federal Trade Commission, confirmation #32244507.

A response letter to this complaint from Ford is also enclosed that is essentially telling me "they are not going to repair my car because all other Mercury Marquis make the same noise". *The letter from Ford also confirms what I stated in the first paragraph of my complaint in regards to Ford labeling the defect, noise, in my car a normal characteristic. Paragraphs eight through fifteen of the complaint describes my encounter with Kings Lincoln in regard to the "goodwill" heavy duty shocks mentioned in the Ford letter as well as an insight into the questionable method of doing business at Kings Lincoln.

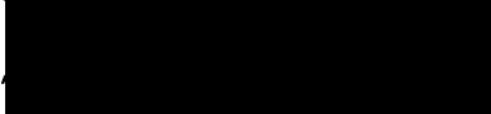
Please notice that an included copy of the original automobile advertisement from the Cincinnati Enquirer, dated 7-11-2011, does not disclose to the consumer that a noise in the rear suspension is a normal characteristic of the Mercury Marquis, nor did the window sticker and neither did the salesperson. This ad and window sticker information prompted me to purchase the vehicle on 7-13-2011. I never would have purchased the vehicle if the noise / normal characteristic had been disclosed.

I also obtained an extended warranty, 84 month total, as the paperwork was being finalized at the dealership the day I purchased my new Mercury. The \$783.00 figure to the right of the letters ESC is the cost of the extended warranty. (See the new vehicle buyer's order I signed).

Ford is obviously not willing to honor their new car warranty. I'm now concerned that all dealerships will refuse to work on my car or hassle me. Because of this I am totally disappointed with my new car and Ford. I hope at some point they will be made to buy the Mercury back from me as I am truly "not" looking forward to dealing with Ford like this for the remaining six years of this warranty every time a repair is needed.

Ford has breached both their warranty and my trust in them.

Respectfully,

A large black rectangular redaction box covering the signature of the sender.



Consumer Protection
30 E. Broad St., 14th Floor
Columbus, Ohio 43215
www.ohioattorneygeneral.gov

LOVELAND, OH

Re: Ford Motor
Complaint #: 732166

Dear

I am in receipt of your complaint concerning the above-named supplier. I have reviewed your complaint and will be corresponding with this supplier regarding your allegations. It could take as long as 90 days to get a response.

Let me explain the dispute resolution program we offer. We have sent a copy of your complaint to Ford Motor and requested that they respond to our office in writing. If, in their response, the supplier disagrees with your version of the problem, then our program may not work to resolve the issue. We would then suggest you contact an attorney in private practice to determine what avenues of relief may be available to you.

You may also consider contacting The National Highway Traffic Safety Administration. NHTSA wants to hear from consumers that have potential defects in their cars and may be in a better position to assist you with your concerns. The contact information for the agency is listed below:

NHTSA

Toll Free: 1-888-DASH 2 DOT (327-4236) Vehicle Safety Hotline
www.nhtsa.dot.gov

As soon as I receive any correspondence or information you will be notified. If you have any questions please feel free to contact me.

Respectfully,

MIKE DEWINE

Attorney General of Ohio

Mary Ann Patter

Consumer Protection Specialist

Consumer Protection Section

(614) 995-4863

MaryAnn.Patter@ohioattorneygeneral.gov

(800) 282-0515 Toll Free

(866) 500-2781 (Fax)

NOTE: Please send all communication electronically when possible.



Ford Customer Service Division

PO Box 6248, MD 4S-B
Dearborn, MI 48126 USA

September 19, 2011

Mary Ann Patter
Ohio Attorney General
Consumer Protection Section
30 E. Broad Street, 14th Floor
Columbus, OH 43215

Re: [REDACTED] File: 732166; VIN: 2MEBM7FV4AX [REDACTED]

Dear Ms. Patter:

A complaint was filed with your office by [REDACTED] regarding his 2010 Mercury Grand Marquis. You asked that we investigate and provide you with a report of our findings.

Our Consumer Affairs Department has reviewed [REDACTED] complaint regarding the loud thumping noise he hears when going over bumps with his vehicle. The Mercury New Vehicle Limited Warranty (NVLW) provides coverage for repairs as assurance against defects in factory-supplied materials and workmanship for three years or 36,000 miles, whichever occurs first. Our Field Service Engineer has inspected [REDACTED] vehicle for his stated concern and has assessed that this noise is a normal characteristic and is operating within Ford/Mercury specifications. According to our records, as a gesture of goodwill, Kings Lincoln offered to install a new set of heavy duty shocks on the vehicle. Although the vehicle is operating as designed, we believe King Lincoln's attempt to provide customer satisfaction to be appropriate. Based on this information, we propose no further actions.

Thank you for taking the time to bring this matter to our attention. Please consider this our closing report.

Sincerely,

Sonya Hall
Consumer Affairs Legal Analyst

cc: [REDACTED]

[REDACTED]
Loveland, OH [REDACTED]



US Department of Transportation

October 3, 2011

National Highway Traffic Safety Administration

Office of Defects Investigation, NVS-210

1200 New Jersey Avenue SE.

Washington, D.C. 20077-9382

Dear Randy Reid:

Confirmation #10425187

Ford Motor Company's Business Practice has been a pattern of resistance. Ford is refusing to honor their warranty obligations by labeling a defect in the rear suspension of my new car as a normal characteristic. Essentially what they are trying to make me believe is that all Mercury Grand Marquis that have been produced thus far make the same noise and should be acceptable. By doing this they are using unmentioned discretionary powers to state the repair will not be covered under the new car warranty.

1. As you read please keep in mind my new car warranty guide states there is bumper to bumper, three year/36,000 mile coverage on my 2010 Mercury Marquis that I purchased new on July 13, 2010. (Note mileage on included invoices) Presently it has less than 6,000 miles. I have limited driving this car due to my concerns about a noise in the rear suspension.
2. In late February I noticed the car made a noise as if the trunk lid was being slammed when crossing a speed bump in Walgreen's parking lot at three miles an hour.
3. I took my car to Castrucci Ford- Lincoln-Mercury at 7400 Alexandria Pike in Alexandria Kentucky where the car was purchased on 3-8-11 and let them know of the problem at the time the first scheduled maintenance was due. Service advisor Robert Risk told me the car had been driven over the speed bumps at the nearby Arby's but the car did not make any noise. Robert Risk also said the noise I described sounded like a shock absorber fully extending, spoke as though it wasn't of any concern and offered no solution. At this time my car only had 2,596 miles on it and Mr. Risk wrote the noise up as under Warranty. (See invoice #MRCS79151))
4. Still concerned that damage may be occurring when hitting bumps and result in an unsafe driving condition I took my car to Kings Ford at 9555 Kings Automall Rd., Cincinnati Ohio, Phone 513-683-8239.
5. After service advisor Jason Poulin test drove my car he reported to me that the car made the noise that I had described. Although he had heard the noise he said his mechanic said everything was tight in the rear suspension. He said he would test drive another 2010 Mercury Marquis and get back to me. Before I was able to leave the dealership I was approached by an individual named Matt. *Matt volunteered the information that Kings Lincoln had a 2010 Mercury Marquis on their lot that was making the same noise as mine and that possibly all Marquis had the same issue. I responded that the

noise issue may be alright with other Marquis owners but was unacceptable to me. When I asked Matt what Ford would say if I called them he said they would probably tell me they can't fix what isn't broken. As of July 22nd I still had not heard anything from Jason Poulin as to whether he had taken a comparison drive in another 2010 Marquis. (See invoice R/O #6093048/1)

6. On Friday, July 22nd I called the Ford Motor Company Customer Relationship Center, at 800-392-3673 and explained my problem to a person named Manuel. Manuel told me a customer care representative would contact me sometime before five on the afternoon of July 26th.

7. On July 26th I was contacted by a representative named Melissa. I never got her last name but she can be reached at 866-631-3788 extension #7766. I explained my problem to her and what had transpired at King's Ford. I said just because all the bolts were tight it didn't mean there wasn't a defect somewhere. She assigned me case # 554-862-031. Assuming the 2010 Mercury Marquis that Matt of Kings Ford had mentioned (see *paragraph 6) was at Kings Lincoln to be repaired I told Melissa I wanted to take my car to Kings Lincoln to get it fixed thinking they would know what to do. She told me to make an appointment and get back to her with the date and time and she would contact King's Lincoln and also arrange a loaner vehicle to be available if the repair was going to take a while.

8. I dropped my car off at Kings Lincoln, (513) 683-8300, 9600 Kings Automall RD., Cincinnati, Oh. 45249 on August 1st at 7:30 am for repairs and drove home in the loaned vehicle. At 11:00 am service advisor Gregg Seiter called and asked me to return to the dealership to take a ride with the service manager Steve because he couldn't get the car to make the sound. After arriving I directed Steve to the Walgreen's parking lot and after crossing the speed bumps there *he heard the noise and said he would have to consult a Ford zone engineer to find out what was needed to fix the problem.

9. After having my car *31 hours Gregg Seiter called and told me I could pick up my car on August 2nd. When I asked Gregg what did they have to do to fix my car he told me nothing. He said the noise was due to a normal characteristic of the Mercury Marquis and it was the nature of the beast suggesting that the problem was out of Kings Lincoln's hands. I asked for the names of all the people at the dealership that was aware of the problem. He said Steve's last name was Wolf and that is all he volunteered. *Gregg also told me I was the only one complaining about the problem.

10. When I arrived at Kings Lincoln I asked to speak with Steve Wolf and was directed to his office. I asked why my car wasn't fixed. Steve said because the noise was considered a normal characteristic of the Marquis therefore* it wasn't covered under the warranty. I told Steve that had I known about the Marquis making the noise that it does* I would never have purchased the vehicle. I also expressed my concern about *damage eventually occurring and the *safety of the vehicle being compromised.

11. At that point Steve asked me to give him a week. He said he would try to get Ford's zone engineer Jeff Hazel out to the dealership, let him see what the issue was all about and determine a fix and order the parts. He said he would first fix a 2010 Mercury Marquis he had on his lot and then fix my car. Because I had been waiting so long I asked Steve *why not fix my car first? He said no to that idea. Steve said it was a *goodwill fix and he may have to do various things in order to find a solution and talked as if the money would be coming out of his pocket. He then contradicted himself by saying Ford

would not be willing to pay him if the time involved was excessive. As it turns out his reasoning to work on the other Marquis first made no sense as far as cost effectiveness goes. Had Steve installed the shocks on my car in the first place, as I requested, the fix could have been completed in one third of the time, at one third of the cost, I would have been a happy customer and the issue would be history. It's as if he did not trust the judgment of the engineer as to what would fix the problem.

12. On August 11th Gregg called and asked me to come to the dealership and ride with Steve in the other 2010 Marquis that was repaired to see if I was okay with the way the car rode after replacing the original shocks and installing heavy duty shocks. We returned to the Walgreens parking lot and the car did not make any noise going over the speed bumps as my car did. Although I noticed that the ride was stiff and less smooth than my car I agreed to allow Steve to install the heavy duty shocks on my car.

13. Thinking he would need time to order shocks for my car I asked Steve when I should make the appointment to have the shocks put on my car. Steve asked me if I had driven my Marquis there. I said yes. Steve said okay I'll just have this car put up on the lift, take these shocks off and install them on your car. (**This car was for sale on Kings Lincoln used car lot at a price of \$16,788.00 and no doubt the same one referred to by Matt of Kings Ford on June 15 in paragraph six.) * I asked Steve what about the customer that buys this car from Kings Lincoln and stated that person will have to deal with the same issues as I am now. *Steve told me that I should not be concerned about that and that I was thinking outside my box.

14. I then asked should I be concerned that if I returned my car to Kings Lincoln for repairs in the future *if parts from another car will be installed on my car to complete the repair. His indirect answer to my question was parts are mechanical objects. They are not hearts or lungs. He said we will call Melissa to discuss this. I told Steve to have Melissa call me on my cell phone and left the dealership.

15. Melissa called me about 30 minutes later and I articulated to her in detail how Steve planned to *take the shocks off the 2010 Marquis that was for sale that he had repaired, put those shocks on my car and then *return that car to the used car lot for sale with the defective shocks. I expressed to her that I did not think that was a reputable way to do business and I was not comfortable doing any further business with Kings Lincoln. Melissa was well aware of how Steve was going to fix my car and despite my concerns she encouraged me to let Kings Lincoln do the work on my car saying the shocks were only two days old. Because Steve had also acted as if some of the money would come out of his pocket if time spent on my vehicle was excessive, I asked Melissa how was the repair work being paid for. *She said through the warranty. Steve Wolf claimed it was a goodwill repair.

16. After giving the issue some serious thought I decided to call Detroit again. On Monday, on August 15 I called Detroit and explained what was going on to a customer care representative named Vince. I asked I be allowed to take my car to a different dealership and given a different customer assistance representative. Vince said going to a different dealership would be okay but Melissa was the only customer assistant assigned to my area. Vince said according to the information in front of him Melissa was scheduled to call me on Thursday the 18th. Melissa never called.

17. On Friday the 19th I called the Customer Relationship Center in Detroit again and explained my situation to a lady named Patricia. I told her why I was uncomfortable doing business with Kings Lincoln and that I wanted to take my car to Beechmont Ford to have the repairs made. She said she understood, gave me a new case #055-486-2031, and at my request said she would transfer the case to Beechmont Ford, at 600 Ohio Pike, Cincinnati Ohio 45245, call 513-752-6611 or 888-853-4412. I called Beechmont that afternoon to schedule a service appointment. I gave my vehicle identification number as instructed by Patricia, 2MEBM7FV4AX [REDACTED] to a service advisor, also named Steve, at Beechmont Ford so he could pull up the necessary information on what was going with my car. He noted I had made four different contacts with Ford about my problem. He said he wanted to check the contacts out before scheduling an appointment for me because he could not fix my car if the warranty would not cover it. He said he would call me back on Monday the 22nd. When Steve called me back on Monday he told me he had talked to Ford and was told *not to work on my car because my car was operating normally. I asked for the name of the person that told him not to work on my car and he said her name was *Melissa. She said this after knowing my car did in fact have a problem. I told him that Melissa was the same person that was supposed to be helping me get my car repaired, (see paragraph 7). I also said that it was the zone engineer, Jeff Hazel, that determined what was necessary to fix my car not Melissa. He then said to give him a few days to contact the engineer and he would get back to me.

18. In the meantime on Wednesday the 24th I received a phone call from a Customer Relations supervisor named Rebecca. She tried to talk me into going back to Kings Lincoln and let them install the shocks if they were still willing to the work. *I declined doing that explaining I did not agree with or trust their way of doing business. I told her that Patricia had transferred my case to Beechmont Ford on Friday the 19th. I did make an effort to meet Ford in the middle when I told Rebecca if Kings Lincoln had already taken the shocks off the other Marquis they were trying to sell that I would let Beechmont Ford install them on my car if they could get the shocks to them. We were back to square one when Rebecca responded she couldn't tell a dealership to send shocks they had already paid for out of their pocket to another dealership so the work could be done elsewhere. I asked Rebecca if I would always have to wait until a dealership experimented on a car just like mine before repairing my car? She said Kings Lincoln handled the issue this way for my convenience. It definitely has not been at all convenient. I also asked Rebecca if I was going to have this much trouble every time I needed warranty work done? Rebecca responded she didn't think so. She referred to the problem I was having now as a **special circumstance. I thanked her for calling and ended the conversation.

19. On Monday the 29th Steve of Beechmont Ford called me back. He told me he talked to Ford zone engineer Jeff Hazel and Jeff said he was told by Ford **the offer to fix my car was off the table.

*(Please see attached letter from Ford) It was in response to a complaint I filed with the Ohio Attorney General's office.

The issues listed below need explaining :

(a) If the noise my car is making is truly considered a normal characteristic why was it necessary to consult a Ford engineer to trouble shoot the noise it is making and determine if there is a known fix (see

invoice #186062). Isn't it logical to expect the service department would know immediately what the problem is if the noise is normal / usual? (Paragraphs 10 & 11)

(b) The Customer Relations supervisor Rebecca referred to my problem as a special circumstance in paragraph 19. How can a special circumstance be equated to a normal characteristic?

(c) It was mentioned in the Kings Lincoln invoice that another 2010 Grand Marquis was road tested and the same sound resulted. They never mentioned they were trying to sell that other Grand Marquis that was road tested or they were going to undo the fix and put it back on the lot for sale. (See invoice #18602)

(d) Considering the number of years the Grand Marquis was in production it is not reasonable to believe that all other owners would accept a similar sound in their car as a normal condition or that I would be the only one to complain about the noise as Gregg had stated in paragraph 10.

(e) ** Isn't there a consumer law in place that would forbid a dealership from knowingly sell an automobile with a defect. (Paragraphs 14 & 16) *Labeling the defect as a normal characteristic is unconscionable.

(f) It's troubling to know that a Customer Relationship Member like Melissa would think she has the discretionary power to void my new car warranty and instruct a dealership to not work on my car because of an erroneous label placed on the defect. (Paragraphs 7 & 18) She is labeling my problem as a normal operating condition to limit how, where and if my vehicle is serviced.

Because I am getting the runaround and having such difficulty getting a dealership to work on my car without a hassle I'm beginning to believe *there is more to fixing the problem with the suspension than just replacing the shocks. ** Because 2010 was the last year to produce the Marquis I suspect that possibly parts that should not have been used were. To this point all dealerships have taken a "hands off" approach to the problem in one way or another. I priced the repair at \$80.00 per replacement shock and \$200.00 for labor. All this resistance and hassle for a nominal repair of this nature makes no sense at all.

**I truly believe the only way this issue with my car will be resolved is if members of Ford management at a much higher level than what I've been dealing with are made aware of what is going on at the Customer Relationship Center with Melissa and some of the new car dealership service departments.

I earnestly request an investigation be conducted concerning the components in the 2010 Mercury Marquis LS rear suspension system.

Respectfully, [REDACTED]

Contacts: [REDACTED]

E-mail, [REDACTED]

[REDACTED]
[REDACTED]
Loveland, Ohio [REDACTED]

MIKE CASTRUCCI FORD-LINCOLN MERCURY OF ALEXANDRIA, Inc



7400 ALEXANDRIA PIKE
ALEXANDRIA, KENTUCKY 41001
PHONE: (859) 448-9400



CUSTOMER NO. 39454	ADVISOR ROBERT RISK	TAG NO. 298	INVOICE DATE 03/08/11	INVOICE NO. MRCS79151
[REDACTED] LOVELAND, OH	LABOR RATE	LICENSE NO.	COLOR SMOKESTONE/	STOCK NO. AX625091
	MILEAGE 2,596		DELIVERY DATE 07/13/10	DELIVERY MILES 5
	YEAR / MAKE / MODEL 10/MERCURY/GRAND MARQUIS/GRAND MARQU		SELLING DEALER NO.	PRODUCTION DATE
	VEHICLE I.D. NO. 2 M E B M 7 F V 4 A X			
	F.T.E. NO.	P.O. NO.	R.O. DATE 03/08/11	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

LABOR & PARTS
J# 1 50FOZOF SUPREME OIL AND LUBE TECH(S):402 3.00
PERFORM OIL AND FILTER CHANGE AND TOP OFF ALL FLUID LEVELS.
PERFORM 27 POINT VISUAL CHECK.
ROUTINE MAINTENANCE
COMPLETED LUBE AND OIL FILTER CHANGE

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1	1	PK820-6C	6 QT OIL CHANGE SPE	18.45	18.45	18.45
JOB # 1	1	F1AZ-6731-BD	FILTER ASY - O	****	****	****
JOB # 1	6	5W20	SYN 5W20	****	****	****
JOB # 1 TOTAL PARTS						18.45
JOB # 1 TOTAL LABOR & PARTS						21.45

LIMITED WARRANTY: The only warranties applying to this item(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 item(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.

J# 32FOZ BODY TRIM TECH(S):385 399 WARRANTY
CUSTOMER STATES THE MOLDING ON LEFT REAR OF DOOR IS LOOSE.
REPLACE BOTH REAR DOOR PAINTED MOLDINGS
PAINT CODE HG

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 2	1	8W3Z-5425557-AAPTM	MOULDING - DOO			WARRANTY
JOB # 2	1	8W3Z-5425556-AAPTM	MOULDING - DOO			WARRANTY
JOB # 2 TOTAL PARTS						0.00
JOB # 2 TOTAL LABOR & PARTS						0.00

J# 3 29FOZ L65 OIL LEAKS TECH(S):402 WARRANTY
CUSTOMER STATES CHECK FOR OIL LEAK
NO LEAKS DETECTED

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 3 TOTAL PARTS						0.00
JOB # 3 TOTAL LABOR & PARTS						0.00

J# 4+55FOZ99P MULTI POINT INSP TECH(S):402 0.00
PERFORM MULTI POINT INSPECTION

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 4 TOTAL PARTS						0.00
JOB # 4 TOTAL LABOR & PARTS						0.00

J# 5+55FOZGTIRE GREEN TIRE TECH(S):402 0.00
INSPECTED TREAD DEPTH ON TIRES, CHECKED OK THIS VISIT

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 5 TOTAL PARTS						0.00
JOB # 5 TOTAL LABOR & PARTS						0.00

J#08FOZ REAR SUSPENSION TECH(S): WARRANTY
CHECK THUMPING NOISE FROM THE REAR OF VEHICLE SLOW SPEEDS
OVER SPEED BUMPS

KE CASTRUCCI FORD-LINCOLN MERCURY OF ALEXANDRIA, Inc



7400 ALEXANDRIA PIKE
ALEXANDRIA, KENTUCKY 41001
PHONE: (859) 448-9400



CUSTOMER NO. 39454	ADVISOR ROBERT RISK	298	TAG NO. 732	INVOICE DATE 03/08/11	INVOICE NO. MRCS79151
[REDACTED] LOVELAND, OH [REDACTED] [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 2,596	COLOR SMOKESTONE/	STOCK NO. AX625091
	YEAR / MAKE / MODEL 10/MERCURY/GRAND MARQUIS/GRAND MARQU			DELIVERY DATE 07/13/10	DELIVERY MILES 5
	VEHICLE I.D. NO. 2 M E B M 7 F V 4 A X			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	R.O. DATE 03/08/11
RESIDENCE PHONE	BUSINESS PHONE		COMMENTS		

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 6 TOTAL PARTS					0.00
JOB # 6 TOTAL LABOR & PARTS					0.00
SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
JOB # 2	101411		03/16/11	PAINT MLDGS	
TOTAL - SUBLET					0.00
MISC	CODE	DESCRIPTION	CONTROL NO		
JOB # A	SS	SHOP SUPPLIES			0.30
TOTAL - MISC					0.30
TOTALS					

LIMITED WARRANTY: The only warranties applying to this item(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 item(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.

CASH [] CHECK [] CHARGE []

AMEX [] VISA/MASTERCARD []

DISCOVER []

* IN THE NEAR FUTURE YOU WILL RECEIVE A SURVEY FROM *
* FORD MOTOR CO. IF YOU CAN NOT GIVE OUR DEALERSHIP *
* A SCORE OF ---COMPLETELY SATISFIED---PLEASE NOTIFY*
* ME IN ADVANCE, PRIOR TO RETURNING THIS VERY *
* IMPORTANT SURVEY. *
* THANK YOU, *
* BILL LYKINS *
* SERVICE MANAGER *

TOTAL LABOR.... 3.00
TOTAL PARTS.... 18.45
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.30
TOTAL MISC DISC 0.00
TOTAL TAX..... 1.13

TOTAL INVOICE \$ 22.88

CUSTOMER SIGNATURE

DUPLICATE INVOICE

PAID
PAID
MAR 24 2011
PAID
BY: _____

KE CASTRUCCI FORD-LINCOLN MERCURY OF ALEXANDRIA, Inc



7400 ALEXANDRIA PIKE
ALEXANDRIA, KENTUCKY 41001
PHONE: (859) 448-9400



CUSTOMER NO. 39454	ADVISOR ROBERT RISK	298	TAG NO. 370	INVOICE DATE 04/18/11	INVOICE NO. MRCS81346
[REDACTED] LOVELAND, OH [REDACTED] [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 2,900	COLOR SMOKESTONE/	STOCK NO. AX625091
	YEAR / MAKE / MODEL 10/MERCURY/GRAND MARQUIS/GRAND MARQU			DELIVERY DATE 07/13/10	DELIVERY MILES 5
	VEHICLE I.D. NO. 2 M E B M 7 F V 4 A X			SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE		COMMENTS	R.O. DATE 04/18/11	

LABOR & PARTS

J# 1 32F0Z

BODY TRIM

TECH(S): 369

0.00

CUSTOMER STATES THAT THE TRIM ON THE LR DOOR IS PEELING
AGAIN.
APPLIED NEW DOUBLE SIDED TAPE

JOB # 1 TOTAL LABOR & PARTS

0.00

TOTALS

CASH [] CHECK [] CHARGE []

AMEX [] VISA/MASTERCARD []

DISCOVER []

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

LIMITED WARRANTY: The only warranties applying to this item(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 item(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.

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* ME IN ADVANCE, PRIOR TO RETURNING THIS VERY *
* IMPORTANT SURVEY. *
* THANK YOU. *
* BILL LYKINS *
* SERVICE MANAGER *

CUSTOMER SIGNATURE



9555 Kings Automall Road
Cincinnati, Ohio 45249-8239
513-683-0220

SERVICE DEPARTMENT HOURS
Spring/Summer Fall/Winter
7:30 a.m. to 9:00 p.m. Mon - Thur 7:30 a.m. to 7:00 p.m. Mon - Thur
7:30 a.m. to 6:00 p.m. Friday 7:30 a.m. to 6:00 p.m. Mon - Fri
8:00 a.m. to 5:00 p.m. Sat 8:00 a.m. to 2:00 p.m. Sat

R/O Open Date	R/O Number
6/15/11	6093048/1
R/O Close Date	Status
6/15/11	Pre-Invoice
Mileage In	Mileage Out
3387	3393
Service Advisor / Tag #	

JASON POULIN/3517*W*

Vehicle Identification Number

2MEBM7FV4AX

Delivery Date

In-Service Date

Color

License Number

LOVELAND, OH

Work Phone

Home Phone

Year

Make

Model

Body

2010

MERCURY

GRAND MARQUIS

4DR SDN LS

DESCRIPTION OF SERVICE AND PARTS

AMOUNT

#1 - Customer Reports:

NOISE FROM REAR SUSPENSION WHEN GOING OVER A SPEED BUMP

Work performed by HOUSE TECH (999)

TEST DROVE WITH SERVICE MANAGER. WILL NEED TO COMPARE W/ ANOTHER GRAND MARQUIS W/ AIR SUSPENSION

Sub Total: .00

#2 - 99P: MULTI-POINT INSPECTION REPORT CARD

Sub Total: .00

Sub Total: .00

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 said products. Any limitation contained herein does not apply where prohibited by law.

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

CUSTOMER #: 113477

186062

LINCOLN-MERCURY OF KINGS AUTOMALL
9600 KINGS AUTOMALL ROAD
CINCINNATI, OHIO 45249
(513) 683-3800

INVOICE

DUPLICATE 1

PAGE 1

LOVELAND, OH

HOME: [REDACTED] CONT:N/A

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 51 GREGG SEITER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	10	MERCURY MARQUIS	2MEBM7FV4AX		5298/5340	T634	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
02JAN10 DD			17:00 01AUG11			CASH	02AUG11
R.O. OPENED		READY	OPTIONS: DLR:364358 ENG:4.6_Liter				
01AUG11		02AUG11					

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
A CUST STATES HEARING A CLUNK NOISE FROM REAR SUSPENSION OVER BUMPS AND
DIPS IN THE ROAD. SOUNDS LIKE TRUNK LID IS HITTING
CAUSE: ROAD TESTED. DID NOT VERIFY ANY ABNORMAL NOISE AT THIS TIME.
RAISED ON LIFT INSPECTED STEERING-SUSPENSION COMPONENTS,
CHECKED ALL OK. CHECK
WAR WARRANTY REPAIR
94 HUFF, CHRIS LIC#: 9276
W40 0.00 (N/C)

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

9276

301 SAME SOUND FROM LIKE VEHICLE ROAD TESTED. DID NOT VERIFY ANY
ABNORMAL NOISE AT THIS TIME. RAISED ON LIFT INSPECTED
STEERING/SUSPENSION COMPONENTS, CHECKED ALL OK. CHECKED TRUNK
ALIGNMENT, OK. ROAD TESTED BY SERVICE MANAGER ALSO, TOTAL OF 37 MILES.
HAD CUSTOMER RIDE WITH SERVICE MANAGER AND DID EXPERIENCE A SOUND OVER
SPEED BUMPS. CALLED FORD TECHNICAL ASSISTANCE FOR ANY KNOWN CONCERNS.
FORD ENGINEER STATED TO EXPERIENCE SAME ROAD CONDITIONS WITH ANOTHER
LIKE VEHICLE FOR COMPARISON. ROAD TESTED ANOTHER 2010 GRAND MARQUIS AND
SAME ROAD CONDITIONS AND FOUND SAME RESULTED SOUND. DEALERSHIP WILL GET
WITH FACTORY ZONE ENGINEER AND GET BACK WITH CUSTOMER IF THERE IS A
KNOWN FIX.

B CUST STATES RIGHT REAR DOOR BODY SIDE MLDG. KEEPS COMING LOOSE

130 DIAGNOSIS BODY & TRIM

94 HUFF, CHRIS LIC#: 9276

INPS 0.00

(N/C)

5298 ADHESIVE TAPE CAME UNGLUED REINSTALLED RR DOOR OUTER MOULDING.

C FORD/MERCURY RENTAL CAR. GOODWILL TRANSPORTATION ASSISTANCE PER

MELISSA AT FORD CUSTOMER ASSISTANCE

CAUSE: 1 DAY LOANER. ENTERPRISE INVOICE 007616

TAP1 FORD/MERCURY RENTAL CAR

As your service advisor...

I have tried my best to ensure you are totally
satisfied with this service work.

If you are mailed a survey to grade me,
I would sincerely appreciate it if you would return
it with a perfect "10"!

Anything less counts against me.

Should there be anything else I can do,
just call me at 683-3800.

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.

CUSTOMER SIGNATURE

DESCRIPTION

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY
THIS AMOUNT

TOTALS

CUSTOMER #: 113477

186062

LINCOLN-MERCURY OF KINGS AUTOMALL
9600 KINGS AUTOMALL ROAD
CINCINNATI, OHIO 45249
(513) 683-3800

INVOICE

DUPLICATE 1
PAGE 2

LOVELAND, OH

HOME

BUS:

CONT: N/A

CELL:

SERVICE ADVISOR: 51 GREGG SEITER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	10	MERCURY MARQUIS	2MEBM7FV4AX		5298/5340	T634	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
02JAN10 DD			17:00 01AUG11			CASH	02AUG11
R.O. OPENED		READY	OPTIONS: DLR:364358 ENG:4.6_Liter				
01AUG11		02AUG11					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
94	HUFF, CHRIS	LIC#:	9276				
	W40	0.00					(N/C)
FC: PART#: COUNT:							
CLAIM TYPE:							
AUTH CODE:							
9276							

SUBL ENTERPRISE RENT A CAR

W40

(N/C)

5301 2 DAYS LOANER. ENTERPRISE INVOICE 007616

D THE WORKS OIL & FILTER ROTATE & INSPECT TIRES, BRAKE SYS. TEST BATTERY
WRKS THE WORKS OIL & FILTER ROTATE & INSPECT
TIRES, BRAKE SYS. TEST BATTERY

94 HUFF, CHRIS LIC#: 9276

CP 0.70

18.30 18.30

1 FLAZ*6731*BE FILTER ASY - OIL

6.62 4.25 4.25

6 XO*5W20*QSP OIL - ENGINE

5.35 2.90 17.40

5298 MAINTENANCE 0.70 CHANGED OIL AND FILTER. ROTATED TIRES AND
INSPECTED BRAKES, TESTED BATTERY. ALL OK.*****
E PERFORM MULTI-POINT INSPECTION

99P PERFORM MULTI-POINT INSPECTION

94 HUFF, CHRIS LIC#: 9276

CP 0.00

0.00 0.00

5298 SEE MULTIPOINT SHEET.

EST: 39.95

01AUG11 07:35 SA: 51

CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER

0.92

CUSTOMER*As your service advisor...**I have tried my best to ensure you are totally
satisfied with this service work.**If you are mailed a survey to grade me,
I would sincerely appreciate it if you would return
it with a perfect "10"!**Anything less counts against me.**Should there be anything else I can do,
just call me at 683-3800.*

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CUSTOMER SIGNATURE

DESCRIPTION

TOTALS

LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

CUSTOMER #: 113477

186062



LINCOLN-MERCURY OF KINGS AUTOMALL
9600 KINGS AUTOMALL ROAD
CINCINNATI, OHIO 45249
(513) 683-3800

INVOICE

DUPLICATE 1
PAGE 3

LOVELAND, OH

HOME: [REDACTED] CONT: N/A

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 51 GREGG SEITER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	10	MERCURY MARQUIS	2MEBM7FV4AX [REDACTED]		5298/5340	T634
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
02JAN10 DD			17:00 01AUG11			CASH
R.O. OPENED	READY	OPTIONS: DLR:364358 ENG:4.6_Liter				
01AUG11	02AUG11					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

I acknowledge the accuracy of the description(s) of the problem(s) and/or symptom(s) experienced as stated on this repair order.

CUSTOMER SIGN OR INITIAL: _____

CUSTOMER

As your service advisor...
I have tried my best to ensure you are totally
satisfied with this service work.
If you are mailed a survey to grade me,
I would sincerely appreciate it if you would return
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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	18.30
PARTS AMOUNT	21.65
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.92
TOTAL CHARGES	40.87
LESS INSURANCE	0.00
SALES TAX	2.66
PLEASE PAY THIS AMOUNT	43.53

CUSTOMER COPY

Mike Castrucci

Ford/Lincoln Mercury of Alexandria



LINCOLN
Mercury

NEW
VEHICLE
BUYER'S
ORDER

CUST #: 39454
DEAL #: 24916

Ph 859.448.9400 Fax 859.448.2400 7400 Alexandria Pike, Alexandria KY 41001

PURCHASER [REDACTED]				SALESPERSON ROBERT S MOUNCE																																															
ADDRESS [REDACTED]				DATE 07/13/2010																																															
CITY LOVELAND		STATE OH		ZIP [REDACTED]		COUNTY CLERMONT																																													
I HEREBY AGREE TO PURCHASE FROM MIKE CASTRUCCI FORD LINCOLN MERCURY OF ALEXANDRIA, INC. UNDER THE TERMS AND CONDITIONS SPECIFIED ON THE FRONT AND BACK OF THIS ORDER ONE MOTOR VEHICLE AS HEREIN DESCRIBED.																																																			
YEAR 2010		MAKE MERCURY		MODEL GRAND MARQUIS		STOCK# AX525091																																													
SERIAL# 2HLEBM7FV4AX		MILEAGE 5		SOCIAL SECURITY # [REDACTED]		BUS PH [REDACTED]																																													
EXTRA EQUIPMENT				Mike Castrucci Ford Lincoln Mercury of Alexandria represents: To "the best of our knowledge" the odometer of this vehicle is correct except as may be otherwise noted on the separately provided "odometer statement" and the company has no knowledge of any acts by previous owners to the contrary.																																															
<table border="1" style="width:100%; border-collapse: collapse;"> <tr> <td>CERT OF TITLE \$ 5.00</td> <td>MEMO TITLE \$ 5.00</td> <td>FILE LIEN \$ 5.00</td> <td>OUT-OF-STATE TRADE IN \$</td> </tr> <tr> <td>LICENSE TRANSFER \$</td> <td>NEW LIC PLATE \$ 13.50</td> <td>30 DAY LIC PLATE \$</td> <td>NOTARY FEE \$</td> </tr> <tr> <td colspan="2">DOCUMENTARY FEE \$ 250.00</td> <td colspan="2"></td> </tr> </table>				CERT OF TITLE \$ 5.00	MEMO TITLE \$ 5.00	FILE LIEN \$ 5.00	OUT-OF-STATE TRADE IN \$	LICENSE TRANSFER \$	NEW LIC PLATE \$ 13.50	30 DAY LIC PLATE \$	NOTARY FEE \$	DOCUMENTARY FEE \$ 250.00				SELLING PRICE \$ 23150.00 ESC \$ 783.00 ACCESSORIES \$ KENTUCKY SALES TAX \$ 1897.55 County, Title Fees, License Plates \$ 270.50 TOTAL (Cash Delivery Price) \$ 31119.05																																			
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E.S.P.		5 40																																																	
INS. INC.		5 20																																																	

WARRANTY DISCLAIMER
 DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES OF ANY KIND OR CHARACTER, EITHER EXPRESSED OR IMPLIED (INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE) concerning the motor vehicle to be delivered to buyer and buyer acknowledges and accepts such disclaimer. It is further agreed, however, that neither the dealer nor the manufacturer will be liable for failure to effect delivery.

JURY WAIVER: THE UNDERSIGNED BUYER DOES WAIVE THE RIGHT TO A TRIAL BY JURY CONCERNING ANY AND ALL MATTERS ARISING OUT OF OR IN ANY WAY ASSOCIATED WITH THE PURCHASE OR FINANCE OF THE MOTOR VEHICLE DESCRIBED ABOVE.
 In case the motor vehicle covered by this Order is a used motor vehicle, no warranty or representation is made by the Dealer as to extent such motor vehicle has been used, regardless of the mileage shown on the speedometer or odometer of said used motor vehicle.

THE FRONT AND THE BACK OF THIS ORDER COMPRISE THE ENTIRE AGREEMENT PERTAINING TO THIS PURCHASE AND NO OTHER AGREEMENT OF ANY KIND, VERBAL UNDERSTANDING OR PROMISE WHATSOEVER WILL BE RECOGNIZED.
 This Order is not valid unless accepted in writing by an Officer of the Dealer and approved by a responsible finance company as to any balance to be financed.

I HAVE READ THE PRINTED MATTER ON THE FRONT AND THE BACK OF THIS ORDER AND AGREE TO IT AS PART OF THIS ORDER, THE SAME AS IF IT WERE PRINTED ABOVE MY SIGNATURE. I represent that I am at least 18 years of age. I hereby acknowledge receipt of a copy of this Order and authorize MIKE CASTRUCCI FORD LINCOLN MERCURY OF ALEXANDRIA, INC. to initiate a credit check through the Credit Bureau.

OPTIONAL EXTENDED WARRANTY WAS FULLY EXPLAINED AND

ACCEPTED (Initial) _____ REJECTED (Initial) _____
Without Initial or Related Charge Automatically Constitutes Rejection

I HAVE RECEIVED A COPY OF ALL DOCUMENTS I HAVE SIGNED AT THE TIME OF SIGNING, READ, UNDERSTOOD AND AGREE.

Buyer's Signature _____ Date: 07/13/2010

Accepted Mike Castrucci Ford Lincoln Mercury of Alexandria, Inc. by _____
 Must be accepted by an Officer of the Company

ADDITIONAL TERMS AND CONDITIONS

The Order on the reverse side hereof is subject to the following terms and conditions which have been mutually agreed upon:

1. Said motor vehicle, accessories and extras shall be delivered on the date specified or as soon thereafter as practicable subject to delays on account of fires, strikes, riot, war, shutdowns at the factory, Dealer's inability to procure delivery from the factory, or to other casualties or circumstances beyond Dealer's control, time or delivery in any event to be deemed extended correspondingly.
2. If the used vehicle traded in by the Buyer is not delivered to the Dealer at the time this Order is signed, or, if at the time of such delivery, the said vehicle and/or its tires or equipment is not in the same condition as when appraised, then it is agreed that such used vehicle shall be re-appraised by the Dealer as of the time of such delivery, and the trade-in allowance for such used vehicle shall be the amount of such re-appraisal. The trade-in allowance shown in this Order is the amount that the Dealer agrees to allow providing the purchaser accepts delivery and completes the deal at the time agreed upon in accordance with the stipulated terms.
3. If the Contract balance (payoff) on the used vehicle trade-in should be more than the amount indicated on this Order, the Buyer agrees to pay the Dealer such excess in cash immediately upon demand, or at his option, the Dealer may cancel this Order. Should the amount of such payoff be less than indicated on the Order, such difference shall be applied to the Buyer's conditional sale contract, if any, and otherwise paid to the Buyer in cash.
4. The Buyer warrants that all taxes of every kind levied against the used vehicle trade-in have been fully paid. Should any governmental agency levy or claim a tax lien or demand on or against such used vehicle, the Dealer may, at his option, pay the same and the Buyer agrees to pay the amount thereof immediately upon demand. If the used vehicle traded-in is registered or licensed in any place other than in the State of this sale, the Buyer agrees to immediately secure registration for such vehicle and to pay any and all expenses or registration fees incidental thereto. Should the Dealer assume or be put to any expenses in connection with such registration, the Buyer will pay the Dealer the amount thereof on demand.
5. This Order is not assignable or transferable without the written consent of an Officer of the Dealer. No change in the terms and conditions of this Order after execution by the Buyer can be made without the written consent of an Officer of the Dealer.
6. The Buyer hereby guarantees that all statements made by him and set forth in this Order and in the reference statement concerning credit information signed at the time of signing this Order are true and correct, and that the Dealer may accept them as being true representations of existing facts.
7. If the Buyer fails to perform all the terms and conditions of this Order, the Dealer, at its option, may terminate this agreement, or may exercise any right or remedy given him by law in addition to all rights and remedies specified herein, and all such rights and remedies shall be cumulative and may be exercised at the Dealer's election.
8. The Buyer agrees to accept vehicle and tires, and equipment, subject to usage and wear resulting from the necessity of driving over land to the point of delivery.
9. The Buyer, before or at the time of delivery of the motor vehicle covered by this Order, will execute such other forms of agreement or documents as may be necessary to carry out the terms and conditions of the Order.
10. This Order shall be construed and interpreted under laws of the State of Ohio.
11. If an allowance on a used vehicle is involved in this purchase, it is agreed that in the event the used vehicle is delivered to the Dealer and this Order is thereafter cancelled the Dealer will return the used vehicle to the Buyer upon receipt of payment for the Dealer's reasonable charges for storage and for any repairs made by the Dealer while in their possession. If the used vehicle has been sold by the Dealer before said cancellation, the Dealer agrees to pay the Buyer the proceeds of such sale less a selling commission of fifteen percent (15%) and less any expense incurred by the Dealer in storing, conditioning and advertising the said vehicle for sale. If the Buyer's used vehicle is not delivered to the Dealer until the Buyer receives the within ordered vehicle, it is agreed that the used vehicle will be subject to re-appraisal and that the Dealer's appraisal at the time of delivery is to be allowance for the Buyer's used vehicle.
12. It is expressly agreed that the purchaser acquires no right, title or interest in or to the property which he agrees to purchase hereunder until such property is delivered to him and either the full purchase price if paid in cash or a satisfactory deferred payment agreement is executed by the parties hereto, the terms of which shall thereafter be controlling.
13. The Buyer hereby agrees that he has verified the description of the motor vehicle to his own satisfaction, and that it is the motor vehicle he desires to purchase, regardless of the extent to which such motor vehicle has been used or regardless of whether the description contained in this Order is correct or not. **THERE IS NO WARRANTY OR REPRESENTATION AS TO THE CORRECTNESS OF THE DESCRIPTION USED INCLUDING MODEL, YEAR, MAKE, EQUIPMENT OR OPTIONS OF THE VEHICLE BEING PURCHASED.**
14. **VERBAL PROMISES BY SALESMEN ARE NOT VALID. ANY PROMISES OR UNDERSTANDINGS NOT HEREIN SPECIFIED IN WRITING AND APPROVED BY AN OFFICER OF THE DEALER ARE HEREBY EXPRESSLY WAIVED BY THE DEALER.**
15. **THE BUYER AGREES TO DELIVER THE ORIGINAL BILL OF SALE AND THE TITLE TO ANY USED MOTOR VEHICLE TRADED HEREIN ALONG WITH THE DELIVERY OF SUCH MOTOR VEHICLE, AND THE BUYER WARRANTS SUCH USED MOTOR VEHICLE TO BE HIS PROPERTY, FREE AND CLEAR OF ALL LIENS AND ENCUMBRANCES, EXCEPT AS OTHERWISE NOTED HEREIN. BUYER ALSO GUARANTEES THE MODEL YEAR IS AS STATED ON THE SIGNED PURCHASER ORDER.**
16. **IN THE CASE OF A TRADE-IN, THE MILEAGE SHOWING ON MY OLD CAR'S ODOMETER IS TRUE AND ACTUAL.**
17. **IF MY TRADE-IN VEHICLE IS A 1980 OR NEWER MODEL, I REPRESENT TO MIKE CASTRUCCI FORD LINCOLN MERCURY OF ALEXANDRIA, INC. THAT THE EXHAUST EMISSION SYSTEM HAS NOT BEEN REMOVED OR ALTERED IN ANY MANNER.**

TRADE IN OVERALL ALLOWANCE

IT IS UNDERSTOOD AND AGREED THAT WHEN APPROPRIATE, THE SELLING PRICE OF THE VEHICLE I AM PURCHASING MAY BE INCREASED ABOVE THE ADVERTISED PRICE, THE SALES PERSON'S QUOTED PRICE, THE MANUFACTURER'S SUGGESTED RETAIL PRICE, ETC., AND THE EXACT AMOUNT OF INCREASE HAS BEEN ADDED TO MY TRADE IN VEHICLE AS A "TRADE IN OVERALLOWANCE" FOR THE PURPOSE OF REDUCING MY NEGATIVE EQUITY.

READ, UNDERSTOOD AND AGREED:

Buyer's Signature _____

ODOMETER DISCLOSURE STATEMENT

Federal law (and State law, if applicable) requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and / or imprisonment.

I, MIKE CASTRUCCI FORD OF ALEXANDRIA (transferor's name, Print)

state that the odometer now reads 5 (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked.

☐ (1) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.

☐ (2) I hereby certify that the odometer reading is NOT the actual mileage.

WARNING - ODOMETER DISCREPANCY.

MAKE MERCURY	MODEL GRAND MARQUI	BODY TYPE GRA
VEHICLE IDENTIFICATION NUMBER 2NEBM7FV4AX		YEAR 2010

X
TRANSFEROR'S SIGNATURE

MIKE CASTRUCCI FORD OF ALEXANDRIA

PRINTED NAME

TRANSFEROR'S ADDRESS (STREET)

ALEXANDRIA

KY

CITY

STATE

ZIP CODE

JULY 13th, 2010

DATE OF STATEMENT

X
TRANSFEE'S SIGNATURE

PRINTED NAME

TRANSFEE'S NAME

TRANSFEE'S ADDRESS (STREET)

LOVELAND

OH

CITY

STATE

ZIP CODE

QUICK REFERENCE: WARRANTY COVERAGE

This chart gives a general summary of your warranty coverage provided by Ford Motor Company under the **New Vehicle Limited Warranty**. Please refer to the description of warranty coverage for more specific information.

For each type of coverage, the chart shows two measures:

- years in service
- miles driven

Your New Vehicle Limited Warranty	
TYPE OF COVERAGE	YEARS IN SERVICE/MILES DRIVEN
BUMPER TO BUMPER	3/36,000
POWERTRAIN	5/60,000
SAFETY RESTRAINT SYSTEM	5/60,000
CORROSION (Perforation only)	5/UNLIMITED
5.0L/6.4L POWERSTROKE DIESEL ENGINE	5/100,000

The measure that occurs first determines how long your coverage lasts. For example: Your Bumper to Bumper Coverage lasts for three years - unless you drive more than 36,000 miles before three years elapse. In that case, your coverage ends at 36,000 miles.

For more details on coverage, see:

- **What is Covered?** (pages 8-12)
- **What is Not Covered?** (pages 12-15)

WHAT IS COVERED?

Your **NEW VEHICLE LIMITED WARRANTY** gives you specific legal rights. You may have other rights that vary from state to state. Under your New Vehicle Limited Warranty if:

- your Ford vehicle is properly operated and maintained, and

- was taken to a Ford dealership for a warranted repair during the warranty period,

then authorized Ford Motor Company dealers will, without charge, repair, replace, or adjust all parts on your vehicle that malfunction or fail during normal use during the applicable coverage period due to a manufacturing defect in factory-supplied materials or factory workmanship.

This warranty does not mean that each Ford vehicle is defect free.

Defects may be unintentionally introduced into vehicles during the design and manufacturing processes and such defects could result in the need for repairs. For this reason, Ford provides the New Vehicle Limited Warranty in order to remedy any such defects that result in vehicle part malfunction or failure during the warranty period.

The remedy under this written warranty, and any implied warranty, is limited to repair, replacement, or adjustment of defective parts. This exclusive remedy shall not be deemed to have failed its essential purpose so long as Ford, through its authorized dealers, is willing and able to repair, replace, or adjust defective parts in the prescribed manner. Ford's liability, if any, shall in no event exceed the cost of correcting manufacturing defects as herein provided and upon expiration of this warranty, any such liability shall terminate.

Conditions that are not covered by the New Vehicle Limited Warranty are described on pages 12-15. When making warranty repairs on your vehicle, the dealer will use Ford or Motorcraft parts or remanufactured or other parts that are authorized by Ford, at the discretion of Ford or the Ford dealership.

Nothing in this warranty should be construed as requiring defective parts to be replaced with parts of a different type or design than the original part, so long as the vehicle functions properly with the replacement part. Moreover, Ford and its authorized dealers are entitled to a reasonable time and a reasonable number of attempts within which to diagnose and repair any defect covered by this warranty.

In certain instances, Ford may authorize repairs at other than Ford dealer facilities.

Two separate warranties apply to tires on your new vehicle. The New Vehicle Limited Warranty covers tire defects in factory supplied material or workmanship for 100% of labor costs and on a pro rata adjustment basis for parts. (See the reimbursement schedule below).

OWNER OF VEHICLE:
BRANCH ADDRESS:

ENTERPRISE RAC COMPANY OF CINCINNATI, LLC
9942 KINGS AUTO MALL DRIVE, CINCINNATI, OH, 45 (513) 683-4433

MO 8:00 AM - 6:00 PM TU 8:00 AM - 6:00 PM WE 8:00 AM - 6:00 PM TH 8:00 AM - 6:00 PM FR 8:00 AM - 6:00 PM SA 7:00 AM - 12:00 PM
SU CLOSED

RENTAL TYPE		DEalersHIP SOURCE		KINGS LINC		ID #	999
RENTER		[REDACTED]		[REDACTED]		[REDACTED]	
START CHARGES IF DIFFERENT							
ORIGINAL VEHICLE							
COLOR	[REDACTED]						
MODEL	7FO534						
MILE-AGE	IN	[REDACTED]					
	OUT	[REDACTED]					
DRIVEN							
CONDITION AND FUEL LEVEL AGREED TO RENTER							
NO DAMAGE							
BILL TO COMPANY KINGS LINCOLN							
ATTN SERVICE PHONE 683-3200 EXT.							
REFERENCE NUMBER \$30.00							
ADDITIONAL AUTHORIZED DRIVER(S) - EXCEPT AS REQUIRED BY LAW, NONE PERMITTED WITHOUT OWNER'S WRITTEN APPROVAL. REQUEST OWNER'S PERMISSION TO ALLOW.							
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, AND FOR FULFILLING TERMS AND CONDITIONS OF THIS RENTAL AGREEMENT (AGREEMENT). USE OF VEHICLE BY AN AUTHORIZED DRIVER WILL AFFECT MY LIABILITY AND.							
RENTER: X							
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.							

VEHICLE \$30.00/HOUR
\$30.00/DAY

NO CHARGE MILEAGE

DM OR COM \$16.99/DAY

PAT \$3.00/DAY

SLP \$11.99/DAY

FUEL CHARGE \$5.06/GALLON

SALES TAX 6.50%
VEHICLE LICENSE FEE \$0.26/DA

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

RENTER DECLINES OPTIONAL DAMAGE WAIVER (DW) AND ASSUMES DAMAGE RESPONSIBILITY. SEE PARAGRAPH 6.	RENTER ACCEPTS OPTIONAL DAMAGE WAIVER (DW) AT FEE SHOWN IN COLUMN TO RIGHT. SEE NOTICE TO LEFT AND PARAGRAPH 16. DAMAGE WAIVER IS NOT INSURANCE.	RENTER: X
RENTER DECLINES OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI). SEE PARAGRAPH 9.	RENTER ACCEPTS OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI) AT FEE SHOWN IN COLUMN TO RIGHT. SEE PARAGRAPH 18.	RENTER: X
RENTER DECLINES OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP). SEE PARAGRAPH 17.	RENTER ACCEPTS OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP) AT FEE SHOWN IN COLUMN TO RIGHT. SEE PARAGRAPH 17.	RENTER: X
RENTER DECLINES OPTIONAL ROADSIDE ASSISTANCE PROTECTION (RAP). SEE PARAGRAPH 13, B, 3.	RENTER ACCEPTS OPTIONAL ROADSIDE ASSISTANCE PROTECTION (RAP) AT FEE SHOWN IN COLUMN TO RIGHT. SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PARAGRAPH 19.	RENTER: X

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 DRIVERS LICENSE(S) PRESENTED IS CURRENTLY VALID AND IS NOT SUSPENDED, EXPIRED, REVOKED, CANCELLED OR SURRENDERED.

REPLACEMENT VEHICLE		RENTER:	[REDACTED]	DATE	07/20/2011
COLOR	LICENSE NO	OWNER REP	[REDACTED]	EMPL	EB31JW
MODEL	ECAR#	I WILL RETURN CAR BY DATE TIME			
MILE-AGE	IN	[REDACTED]			
	OUT	[REDACTED]			
DRIVEN					
CONDITION AND FUEL LEVEL AGREED TO RENTER					
NO DAMAGE					

This loaner vehical was provided for me until my car was repaired. Kings Lincoln kept my car for 31 hours but did not repair it. When I asked why my car was not repaired they said it was because the noise being made was a normal characteristic.

VLF REC is th paragraph 3 b

TOTAL CHARGES

DEPOSITS

REFUNDS

AMOUNT DUE

CLOSED BY

PAID BY CASH CHECK CHARGE

RECEIPT OF CASH REFUND DATE AMOUNT RECEIVED BY

AC COMPANY OF CINCINNATI, LLC, 201

ENTERPRISE

MIKE CASTRUCCI

LINCOLN
Mercury

2010 MERCURY MILAN

AUTOMATIC • ALUMINUM WHEELS

BUY \$16,995
FOR

MSRP \$23,340 • REBATE -\$2,000 • DEALER DISCOUNT -\$4,345



2010 LINCOLN MKZ

\$7,500 OFF MSRP

BUY \$30,570
FOR

MSRP \$37,570 • REBATE -\$3,000 • DEALER DISCOUNT -\$4,000 • BONUS CASH \$500



2010 MERCURY MARINER

V6 • SUNROOF • SYNC • AMENITIES PKG

BUY \$19,995
FOR

MSRP \$26,375 • REBATE -\$2,000 • DEALER DISCOUNT -\$4,380



2010 LINCOLN MKX

\$9,500 OFF MSRP

BUY \$31,190
FOR

MSRP \$40,690 • REBATE -\$4,500 • DEALER DISCOUNT -\$5,000



2010 MERCURY GR. MARQUIS LS

LEATHER • DUAL POWER SEATS
TRACTION CONTROL

BUY \$22,495
FOR

MSRP \$30,610 • REBATE -\$4,000 • DEALER DISCOUNT -\$4,315



2010 LINCOLN MKT

\$6,500 OFF MSRP

BUY \$39,685
FOR

MSRP \$46,185 • DEALER DISCOUNT -\$6,500



2010 MERCURY MOUNTAINEER

POWER GRP • TRAILER TOW • ALL WHEEL DRIVE

BUY \$24,995
FOR

MSRP \$32,615 • REBATE -\$3,000 • DEALER DISCOUNT -\$4,620



2009 LINCOLN MKS

\$8,500 OFF MSRP

BUY \$35,905
FOR

MSRP \$44,405 • DEALER DISCOUNT -\$8,500



OPEN MON-THU 9AM-9PM • FRI-SAT 9AM-6PM • SUN 11AM-5PM

5 MILES SOUTH OF I-275 • US 27 ALEXANDRIA, KY

CALL TOLL FREE 1-800-679-0272

www.mikecastruccialexandria.com

HUMMER OF CINCINNATI



565 cemetery lots

ST. JOSEPH (new)
Cemetery. Holy Family Garden plot P-25. \$6000

612 arts & crafts

ARTISTS & CRAFTERS
needed for Sharonville
Art/Craft Fest
Sun. Sept. 26
513-563-1738, 513-493-7767

WASHER dryer & stove-
Exc cond, will guarantee,
will separate \$100 ea. De-
livery avail. 859-808-0754

632 collector's items

SPORTS C collectible
ShowSun 7/18, 8-2p

PLEASE SEE CLASS 617 FOR BEANIE BABIES

652 health aides

HOSPITAL BED- Invacare
semi-electric, 4 rails, mat-
tress, like new. Orig \$1500,
asking \$900. 513-853-4344

POWER WHEELCHAIR.
Invacare, Pronto M-51. Exc
cond. 2 good batteries,
\$1000. 513-753-8121

Clearing Field-White Pine,
Blue/Norway Spruce 4-10'
quantity disc, wholesale \$.
Olvr/plnt avl. 513-673-8415

THIS OUT!!!

OVERSTOCKED, all vari-
eties of evergreen and
hardwood trees (B&B), 8-
12' White Pines \$7 a ft., 9'
Norway Spruce \$99, 10'
Norway Spruce \$149.
Place your fall orders now.
Robinson Tree Farm 330-
424-7489, Cell 330-692-0114

663 lumber/building materials

INSTANT CASH PAID For Baseball Cards

Coin, Gold, Silver, Pap
Money, Antiques, O
Toys, Watches, Comic
Nascar, Case XX, Militar
Trains, autographs, Enti
Estates, Lots Of Other
We Pick Up. 513-295-5637

1 BUYER OF CIVIL WAR, WWI & WWII - US

German & Japanese
Paying top dollar for any
war relics, weapons, hel
mets, uniforms, medals,
Call 513-309-1347, Local
firefighter & collector.

WWII RELICS

US, German, Japanese.
Sell your military items to
a veteran/collector. Top \$
paid. 859-630-8085

I BUY OLD STEREO EQUIPMENT, Guitar amplifiers, radios, records, 1950's - 1980's.

513-473-5518

A+ BUYING CHINA, Crystal, Silverware & jewelry, Estate & Collectibles.

Top \$\$, 513-793-3339

MR BASEBALL, Buying all Sports Cards, memorabilia, comics, 203-557-0856

CASH for RECORDS

45s & albums.
I can come to you!
513-752-2718

685 garage sales

AMELIA - Fri July 30,
4p-8p, Sat July 31 9a-3p.
Used Books of all types,
Children's & adults',
Teacher material
& resources,
CHURCH OF THE GOOD
SAMARITAN,
25 Amelia-Olive Branch
513-753-4115

ANDERSON- July 10 & 11, 9a-5p, Huge Multi Family Sale! Everything must go! 8682 Appleblossom Ln, something for everyone! Don't miss! Rain or shine!

OWNER Retiring, Bou-
time Decision Most offer

The noise in the suspension that Ford refers to as a normal characteristic is not disclosed in either the advertisement or the window sticker.

TWO 2000 sq. ft. heavy duty greenhouses 20'x100' steel hoop house. All hardware, blowers, and vents included. \$2200.00 ea or \$4000 for both. I have plastic for one house. Call 513-266-0033

AREA Rug 12'x15' Beige w/Red trim @ \$125; Decorative Rug 5'x8' @ \$50 513-321-5557

ARMOIRE, SECRETARY and GENTLEMENS CHEST \$150 for all. 513-559-0740

CHEST of Drawers, Night stand, Telephone Stand w/seal, 2 Countertop Wood Stools, 2 Seat Bench, Rocker Recliner & Kitchen Utility Cabinet- All solid wood. 513-831-2133

COUCH-- and Matching Loveseat. Neutral fabric. Good cond. \$199/pair. 513-891-8156 Kenwood

DINING Room Set- Ethan Allen- Fruitwood, Queen Ann style, 6 chrs, beveled glass front hutch, will email photo. \$1200. 513-947-0350

HOME GROWN SWEET CORN Hand Picked Black Diamond Seedless Watermelon The World's Best Yellow Seedless

OWNER Retiring, Bou-
time Decision Most offer

BEAUTIFUL perennial water lilies and other water loving plants for your pond or container garden. Flowers of all colors and sizes, lots to choose from- call Tony 513-503-1270

HOT TUB- 10. 6 person, w/lounger, waterfall, lighting, warranty, can deliver. \$2899. Call 513-383-3165

673 recreation

675 miscellaneous

OWNER Retiring, Bou-
time Decision Most offer

OWNER Retiring, Bou-
time Decision Most offer

OWNER Retiring, Bou-
time Decision Most offer

OWNER Retiring, Bou-
time Decision Most offer



MERCURY

NEW DOORS OPENED

mercuryvehicles.com

VEHICLE DESCRIPTION

GRAND MARQUIS

2010 LS 4-DR RE
6-PASSENGER F
4.6L OHC SEFI V
ELECTRONIC AL

STANDARD EQUIPMENT INCLUDED AT NO EXTRA CHARGE

EXTERIOR

- ALL SEASON WSW TIRES
- AUTOLAMP HEADLAMPS
- CORNERING LAMPS
- CHROME DOOR HANDLES
- CHROME GRILLE
- DUAL HEATED POWER MIRRORS
- FOG LAMPS
- WRAP-AROUND TAIL LAMPS
- CONCEALED ANTENNA
- BODYSIDE MOLDINGS

INTERIOR

- 6-WAY POWER FRONT SEATS
- AM/FM STEREO W/ SINGLE CD
- AUTO ELECTRONIC TEMP CNTRL
- DUAL ILLUM VANITY MIRRORS
- LEATHER WRAPPED STR WHEEL WITH TILT & SPEED CONTROL
- LEATHER SEATING SURFACES

FUNCTIONAL

- 4-WHL DISC BRAKES WITH ABS
- AUTO DIM REARVIEW MIRROR
- BATTERY SAVER
- REAR AIR SUSPENSION
- REAR WINDOW DEFROSTER
- REMOTE KEYLESS W/KEYPAD
- TRACTION CONTROL

SAFETY/SECURITY

- DUAL STAGE FRONT AIR BAGS
- FRONT CRASH SEVERITY SENSR
- PASSIVE ANTI-THEFT SECURILOCK SYSTEM
- SAFETY BELTS W/BELTMINDER
- TIRE PRESS MONITORING SYS

WARRANTY

- 3 YR/36,000 MILE WARRANTY
- 5YR/60K MI POWERTRAIN WARR
- 24-HR ROADSIDE ASSISTANCE

EPA Fuel Economy Estimates

**GASOLINE
CITY MPG**

16

Expected range
for most drivers
13 to 19 MPG

*Fuel economy when
operating on E85 will
yield different values
than gasoline. See Fuel
Economy Guide for
more information.

**Dual Fuel Vehicle*
Gasoline-Ethanol(E85)**

**Estimated
Annual Fuel Cost**

\$2,051

based on 15,000 miles at
\$2.60 per gallon of gasoline

**Combined Gasoline
Fuel Economy**

This Vehicle

19

13 25

All Large Cars

**GASOLINE
HIGHWAY MPG**

24

Expected range
for most drivers
19 to 29 MPG

**Your actual
mileage will vary
depending on how you
drive and maintain
your vehicle.**



See the **FREE** Fuel Economy Guide at dealers or www.fueleconomy.gov



SOLD TO 46A 104

Mike Castrucci Ford Lincoln Me
7400 Alexandria Pike
Alexandria KY 41001

ONE

CA77

DEALER NO.

46A 104

METHOD OF TRANSP.

CONVOY

ITEM #:

46-Z500 O/T 2

SHIP TO (IF OTHER THAN SOLD TO)

TWO

2MEBM7FV4AX



SHIP THROUGH

FINAL ASSEMBLY POINT

ST. THOMAS

This label is affixed pursuant to the Federal Automobile Information Disclosure Act. Gasoline, License, and Title Fees, State and Local taxes are not included. Dealer installed options or accessories are not included unless listed above.

AB161 N RC 2X 055 000672 02 16 10



**EXTENDED
SERVICE
PLAN**

Ford Extended Service Plan is the only service contract backed by Ford and honored at all Ford and Lincoln Mercury Dealers. Ask your dealer for prices and additional details or see our website at www.ford-esp.com.

TAIL
ULL SIZE
8 FLEX FUEL
ITO O/D TRANS

EXTERIOR
SMOKESTONE METALLIC
INTERIOR
MEDIUM LIGHT STONE LEATHER

625091

PRICE INFORMATION

Manufacturer's
Suggested Retail Price

STANDARD VEHICLE PRICE

\$29,810.00

INCLUDED ON THIS VEHICLE

ORDER CODE 200A - LS RETAIL

•KEYLESS ENTRY SYSTEM

•DUAL 6-WAY POWER FRONT SEATS

•TRACTION CONTROL

•AUTO ELECTRONIC TEMP CONTROL

OPTIONAL EQUIPMENT

WOOD LEATHER STEERING WHEEL

300.00

STRG WHL W/REDUNDANT CONTROLS

TOTAL OPTIONS

300.00

TOTAL VEHICLE & OPTIONS
DESTINATION & DELIVERY

30,110.00
875.00

TOTAL MSRP

\$30,985.00

GOVERNMENT SAFETY RATINGS

Frontal

Driver

★ ★ ★ ★ ★

Crash

Passenger

★ ★ ★ ★ ★

Star ratings based on the risk of injury in a frontal impact.

Frontal ratings should ONLY be compared to other vehicles of similar size and weight.

Side

Front seat

★ ★ ★ ★ ★

Crash

Rear seat

★ ★ ★ ★ ★

Star ratings based on the risk of injury in a side impact.

Rollover

★ ★ ★ ★ ★

Star ratings based on the risk of rollover in a single vehicle crash.

Star ratings range from 1 to 5 stars (★★★★★), with 5 being the highest.

Source: National Highway Traffic Safety Administration (NHTSA).

www.safercar.gov or call 1-888-327-4236