CL-10532496-9289

[redacted]
Austin, Tx [redacted]

JUL 23 2013

July 11, 2013

Mr. Alan R. Mulally
President and Chief Executive Officer
Ford Motor Company
One American Road, Suite 1026
Dearborn, MI 48126-2798

INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

Dear Mr. Mulally,

In your Sustainability letter to shareholders of June 2013 you stated, "Serving customers and delivering profitable growth for all of our shareholders begins with creating vehicles that offer best-in-class quality..." I am sorry to say this has not been my experience with my Ford Explorer.

The vehicle has had a continual problem over the years with a humming/whining noise in the rear end and a frequent leak in the differential. The vehicle has been in dealership service departments a total of 7 times for the exact same problem. The ring and pinion bearings have been replaced, from what I can decipher from the invoices, 5 times with numerous installations of additional bearings and seals. (Please see the attached invoices for a detailed description of the work done.) The problem remains unresolved. Ford is evidently aware of this issue as documented in several Technical Service Bulletins and Special Service Messages.

I attempted to follow the steps you list on your website to handle customer concerns. After repeated unreturned phone calls to Fred Trudeau, General Manager, at the Leif Johnson Ford Dealership where six of the repairs took place, I contacted Ford Customer Care who instructed me to continue working with the dealership. Because of the unresponsiveness of Mr. Trudeau and the lack of trust I have in the workmanship of his service department, I took the vehicle to Covert Ford Service Department. They again diagnosed the same problem. They, once again, replaced the ring and pinion bearings, carrier bearings, axle bearings and seals and replaced both hub bearings. In addition they installed new brake shoes. When I got the vehicle out of the shop it still made the same noise, so they then replaced the housing as well as the bearings.

I don't understand why this problem cannot be resolved and ask, most respectfully, for your assistance in this matter. The last repair cost me $2267.01. The car has always been housed in a garage, and I do not work outside my home. The mileage on the car is very low as you can see. I would like to keep the vehicle for an extended period, since it suits my family's needs so well.

There is also the problem with the hatch crack. When I got an estimate for a new hatch, the dealership advised against the repair because the new ones evidently have the same problem. So this is another repair that cannot successfully be made.

In the past we have frequently bought Hondas and have not had the series of repair problems we've had with this car. I'm really making a concerted effort to purchase American made products to help produce jobs in the United States (we actually bought two Explorers), but with these quality issues it is not a feasible decision on my part. I may be a dinosaur, but I think back to the days when American Made meant quality, durability and pride of workmanship. It saddens me that these attributes are harder to find in today's products.

NM
72413
SHD

[redacted]
Austin, Tx [redacted]

July 11, 2013

I also have two other serious concerns with the customer service offered by Leif Johnson Ford. When I picked up the vehicle from the last service date, I glanced at the paperwork as I drove off the lot. Imagine my surprise and discomfort when I saw a notation that said, "Do not recommend driving vehicle due to rear axle component failure." **Nothing about this was said to me when I picked up the vehicle.**

And on one of the multiple service dates, June 22, 2011, the gear and pinion assembly was replaced. Exactly one year later I brought the vehicle back (on June 22, 2012), for the same problems, a humming noise and leak in the rear end. I had taken it to an individual mechanic a few days earlier and he told me the ring and pinion had to be replaced along with some seals and bearings. I returned to Leif Johnson, since the parts where still under warranty. After Bill Schelling, the Service Manager, looked at the car he told my husband and me that the ring and pinion and some bearings had to be replaced and he would work up the pricing for us. When we told him the parts were under warranty he said he would look at it and get back to us. We picked up the vehicle and when asked if the pinion and bearings were replaced he told me he tightened something. (This event brings up a multitude of questions.) The invoice states the differential was repaired. On the last visit earlier this month to Leif Johnson, Thomas Ledford, the Assistant Service Manager, reviewed the invoice from Bill Schelling and stated that no work had been done, since no parts were notated or charged out.

Needless to say we are quite confused. We just want to get our vehicle repaired correctly. Can you please help us?

Regards,

[redacted]

Update as July 2, 2013

My vehicle has been returned to Covert twice since this letter was originally written for the same continued humming sound in the rear end. They continue to work on the rear end with obviously little success. Once they replaced the housing and now they have ordered new gears from Ford. Also, after having my car out of service department of Covert for less than 48 hours, I found myself stranded in a parking lot when the vehicle overheated and was smoking. It had to be towed back in to the dealership. The diagnosis was a damaged thermostat housing.

Finally, I would like to ask you, if I do decide to trade in or sell this car how can I, in good conscience, do so when I know some poor unsuspecting person will inherit this unrepairable vehicle. I hope you understand my dilemma.

cc: See attached list

cc List:

Mr. Joseph R. Hinrichs
Executive Vice President and President, The Americas
Ford Motor Company
1 American Road
P.O. Box 6248
Dearborn, MI 48126

Mr. Bennie W. Fowler
Group Vice President, Global Quality and New Model Launch
Ford Motor Company
1 American Road
P.O. Box 6248
Dearborn, MI 48126

Mr. Joseph Bakaj
Vice President, Powertrain Engineering
Ford Motor Company
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P.O. Box 6248
Dearborn, MI 48126

Ms. Elena Ford
Vice President, Global Dealer and Consumer Experience
Ford Motor Company
1 American Road
P.O. Box 6248
Dearborn, MI 48126

Mr. Frederiek Toney
Vice President and President, Global Ford Customer Service Division
Ford Motor Company
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P.O. Box 6248
Dearborn, MI 48126

Mr. Hau Thai-Tang
Vice President, Engineering, Global Product Development
Ford Motor Company
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P.O. Box 6248
Dearborn, MI 48126

Mr. Stephen G. Butler
Board of Directors
Ford Motor Company
P.O. Box 685
Dearborn, MI 48126-0685

Ms. Kimberly A. Casiano
President, Kimberly Casiano & Associates
1700 Fernández Juncos Avenue
San Juan, Puerto Rico 00909-2938

Mr. Anthony F. Earley, Jr.
Chairman, Chief Executive Officer & President
PG&E Corp.
77 Beale Street, 24th Floor
Mail Code B24W
San Francisco, CA 94105

Mr. Edsel B. Ford II
Board of Directors
Ford Motor Company
P.O. Box 685
Dearborn, MI 48126-0685

Mr. William Clay Ford, Jr.
Executive Chairman and Chairman of the Board of Directors
Ford Motor Company
P.O. Box 685
Dearborn, MI 48126-0685

Mr. Richard A. Gephardt
President and Chief Executive Officer
Gephardt Group
2496 Jett Ferry Rd #102
Atlanta, GA 30338

Mr. James H. Hance, Jr.
Senior Advisor to the Carlyle Group
520 Madison Ave #41
New York, NY 10022

Mr. William W. Helman IV
General Partner
Greylock Partners
1 Brattle Square
Cambridge, MA 02138

Mr. Irvine O. Hockaday, Jr.
Board of Directors
Ford Motor Company
P.O. Box 685
Dearborn, MI 48126-0685

Mr. Jon M. Huntsman, Jr.
Chairman of the Huntsman Cancer Foundation
2000 Circle of Hope Dr
Salt Lake City, UT 84112

Mr. Richard A. Manoogian
Chairman of the Board
Masco Corporation
21001 Van Born Rd
Taylor, MI 48180

Ms. Ellen R. Marram
Board of Directors
Ford Motor Company
P.O. Box 685
Dearborn, MI 48126-0685

Dr. Homer A. Neal
Director, ATLAS Project, Professor of Physics, Interim President Emeritus, and Vice President for Research Emeritus, University of Michigan Physics Department
1440 Randall Lab
450 Church Street
Ann Arbor, MI 48109-1040

Mr. Gerald L. Shaheen
Board of Directors
Ford Motor Company
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Dearborn, MI 48126-0685

Mr. John L. Thornton
Board of Directors
Ford Motor Company
P.O. Box 685
Dearborn, MI 48126-0685

Mr. William Clay Ford
Director Emeritus
Ford Motor Company
P.O. Box 685
Dearborn, MI 48126-0685

Mr. David L. Strickland
Administrator
NHTSA
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590

Whitney Brewster
Executive Director
Texas Department of Motor Vehicles
Post Office Box 2293
Austin, TX 78768-2293

Office of the Attorney General
Consumer Protection Division
PO Box 12548
Austin, TX 78711-2548

Austin Better Business Bureau
1005 La Posada Dr
Austin, TX 78752

Mr. Fred Trudeau
General Manager, Leif Johnson Ford Inc
501 E Koenig Ln
Austin, TX 78751

Mr. Robert Johnson
Owner, Leif Johnson Ford Inc
501 E Koenig Ln
Austin, TX 78751

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Service Hours
M-F 7AM-6:30PM
SAT 7AM-1:00PM
Main Phone (512) 345-4343
Direct Service (512) 345-6070 [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
182393	PAUL MILANI 204	7757	07/02/13	FOCS335145

[redacted]
AUSTIN, TX [redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
	[redacted]	82,025	GREEN/	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
03/FORD TRUCK/EXPLORER/		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 F M Z U 6 3 K 3 3 U [redacted]		

F. T. E. NO.	P. O. NO.	R. O. DATE
		06/24/13

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS

MO: 82026

LABOR & PARTS----------

J# 1 33FOZ DIFF / DRIVE LINE TECH(S):846 WARRANTY

NOISE IN REAR END, GENE DROVE IT
RING AND PINION,CARRIER BEARINGS AND PINION BEARINGS
TEST DRIVE VEHICLE TO VERIFY CONCERN,HEARD CONSTANT BEARING
NOISE AND WHINE ON ACCELL AT 45MPH AND UP,TEARDOWN REAR DIFF
FOR INSPECTION,EXC ESSIVE METAL IN DIFF FLUID AND ALL BEARIN
R&R RING AND PINION,PINION BEARINGS,CARRIER BEARINGS,AXLE
BEARINGS AND SEALS,SET PINION DEPTH AND BEARING PRELOAD
ADJUSTED BACKLASH

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	TA-29	SEALANT 029447		WARRANTY
JOB # 1	3	XY-75W140-QL	OIL - R 509956		WARRANTY
JOB # 1	2	F65Z-4B413-A1A	BEARING 943415		WARRANTY
JOB # 1	2	7L1Z-4A109-D	KIT - S 301745		WARRANTY
JOB # 1	2	XW4Z-4221-AA	BEARING 361412		WARRANTY
JOB # 1	2	F3LZ-4222-AA	CUP 476947		WARRANTY
JOB # 1	1	CL5Z-4209-A	GEAR AN 637195		WARRANTY
JOB # 1	1	B7A-4616-A	CUP 134930		WARRANTY
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

J# 2 40FOZ BRAKES TECH(S):846 89.95

PULSATION ON BRAKE APPLICATION, PEDAL SEEMS MUSHY
REPLACED FRONT BRAKE PADS AND MACHINED ROTORS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	2U2Z-2V001-YA	PAD 868959	60.00	60.00
			JOB # 2 TOTAL PARTS		60.00
			JOB # 2 TOTAL LABOR & PARTS		149.95

J# 3+04FOZ00 QUICK SERVICE MISC TECH(S):846 0.00

FUEL CHARGE
ADD FUEL

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

J# 4+33FOZ05 AXLE NOISE TECH(S):846 WARRANTY

WHINE NOISE FROM REAR DIFFERENTIAL ON DECELL
PINION BEARINGS
SPW RO#334234 06-12-13 206 MILES
ROAD TEST REAR DIFFERENTIAL DIAGNOSIS FOUND EXCESSIVE METAL
IN FLUID AND FRONT PINION RACE PITTED AND UNEVEN WEAR
METAL IN FLUID DAMMAGED OTHER BEARING RACES REPLACE
PINION BEARINGS AND RACES CARRIER BEARINGS AND
RACES REPLACE AXEL BEARINGS AND SEALS RESET PINION
DEPTH AND BEARING PRELOAD ADJUST BACKLASH ROAD TEST

DISCLAIMER OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

NOTICE PURSUANT TO PROPERTY CODE, §70.001

I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH BUSINESS & COMMERCE CODE, §9.609, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

Signature of the Person Responsible or Agent for Person Responsible for Payment X

CUSTOMER COPY

[CONTINUED ON NEXT PAGE] 08:33am

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SAT 7AM-1:00PM
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CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
182393	PAUL MILANI 204	7757	07/02/13	FOCS335145

[redacted]
AUSTIN, TX [redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
	[redacted]	82,025	GREEN/	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
03/FORD TRUCK/EXPLORER/		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 F M Z U 6 3 K 3 3 U [redacted]		

F. T. E. NO.	P. O. NO.	R. O. DATE
		06/24/13

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS

MO: 82026

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 4	2	XW4Z-4221-AA	BEARING 361412	WARRANTY
JOB # 4	2	F3LZ-4222-AA	CUP 476947	WARRANTY
JOB # 4	2	F65Z-4B413-A1A	BEARING 943415	WARRANTY
JOB # 4	2	7L1Z-4A109-D	KIT - S 301745	WARRANTY
JOB # 4	1	B7A-4621-A	BEARING 135550	WARRANTY
JOB # 4	1	9L3Z-4630-A	BEARING 347134	WARRANTY
JOB # 4	1	B7A-4662-A	SPACER 138180	WARRANTY
JOB # 4	1	BR3Z-4676-A	SEAL AS 517570	WARRANTY
JOB # 4	3	XY-75W140-QL	OIL - R 509956	WARRANTY
JOB # 4	1	-389546-S100	NUT - F 803320	WARRANTY
			JOB # 4 TOTAL PARTS	0.00
			JOB # 4 TOTAL LABOR & PARTS	0.00

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
JOB # 3	244217	10212	06/26/13	FUEL CHARGE INV#10212	20.00
JOB # 4	244264	48703625	06/28/13	REAR END HOUSING #48703625	INTERNAL
				TOTAL - SUBLET	20.00

TOTALS

THANK YOU FOR CHOOSING COVERT FORD LINCOLN
FOR YOUR SERVICE NEEDS. YOU MAY RECEIVE A SURVEY FROM
FORD MOTOR COMPANY REGARDING YOUR SERVICE EXPERIENCE.
IF FOR ANY REASON YOU CANNOT MARK "COMPLETELY SATISFIED"
OR "DEFINITELY WOULD RECOMMEND" ON YOUR SURVEY PLEASE
CONTACT YOUR SERVICE MANAGER AT 512-345-6070.

THANK YOU FOR YOUR BUSINESS

PARTS & LABOR ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES
WHICHEVER COMES FIRST. OTHER WARRANTIES MAY APPLY. ENGINES
AND TRANSMISSION ASSEMBLIES THROUGH FORD HAVE LONGER
WARRANTIES. SEE YOUR SERVICE ADVISOR FOR DETAILS.

[redacted]

TOTAL LABOR....	89.95
TOTAL PARTS....	60.00
TOTAL SUBLET...	20.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	4.95
TOTAL INVOICE $	**174.90**

DISCLAIMER OF WARRANTIES
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NOTICE PURSUANT TO PROPERTY CODE, §70.001
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Signature of the Person Responsible or Agent for Person Responsible for Payment X

CUSTOMER COPY

[END OF INVOICE] 08:33am

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SAT 7AM-1:00PM
Main Phone (512) 345-4343
Direct Service (512) 345-6070 [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
182393	PAUL MILANI 204	7673	06/19/13	FOCS334234

[redacted]
AUSTIN, TX [redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
	[redacted]	81,819	GREEN/	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
03/FORD TRUCK/EXPLORER/		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1FMZU63K33U[redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
		06/12/13

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
		MO: 81819

TOTALS----------

THANK YOU FOR CHOOSING COVERT FORD LINCOLN FOR YOUR SERVICE NEEDS. YOU MAY RECEIVE A SURVEY FROM FORD MOTOR COMPANY REGARDING YOUR SERVICE EXPERIENCE. IF FOR ANY REASON YOU CANNOT MARK "COMPLETELY SATISFIED" OR "DEFINITELY WOULD RECOMMEND" ON YOUR SURVEY PLEASE CONTACT YOUR SERVICE MANAGER AT 512-345-6070.

THANK YOU FOR YOUR BUSINESS

PARTS & LABOR ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES WHICHEVER COMES FIRST. OTHER WARRANTIES MAY APPLY. ENGINES AND TRANSMISSION ASSEMBLIES THROUGH FORD HAVE LONGER WARRANTIES. SEE YOUR SERVICE ADVISOR FOR DETAILS.

TOTAL LABOR....	1102.00
TOTAL PARTS....	1076.22
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	88.79
TOTAL INVOICE $	**2267.01**

CUSTOMER SIGNATURE

DISCLAIMER OF WARRANTIES
Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

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Signature of the Person Responsible or Agent for Person Responsible for Payment X

CUSTOMER COPY

[END OF INVOICE] 05:42pm

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Covert Ford-Lincoln

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Main Phone (512) 345-4343
Direct Service (512) 345-6076 [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
182393	PAUL MILANI 204	7673	06/19/13	FOCS334234

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
[redacted]	[redacted]	81,819	GREEN/	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
03/FORD TRUCK/EXPLORER/		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1FMZU63K33U [redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
		06/12/13

[redacted]
AUSTIN, TX [redacted]

RESIDENCE PHONE | BUSINESS PHONE | COMMENTS

MO: 81819

LABOR & PARTS----------

J# 1 33F0Z DIFF / DRIVE LINE TECH(S):846 1102.00
VERY LOUD NOISE FROM THE REAR DIFFERENTIAL
DIAGNOSED,OVERHAULED REAR DIFFERENTIAL,NEW RING AND PINION
PINION BEARINGS,CARRIER BEARINGS,AXLE BEARINGS AND SEALS
REPLACED BOTH REAR HUB BEARINGS AND INSTALLED NEW PARKING BR
SHOES

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	TA-29	SEALANT 029447	20.35	20.35
JOB # 1	3	75W140	75W140 MOC	21.95	65.85
JOB # 1	2	6L2Z-1215-A	BEARING 257322	116.22	232.44
JOB # 1	2	F65Z-4B413-A1A	BEARING 943415	16.65	33.30
JOB # 1	2	7L1Z-4A109-D	KIT - S 301745	39.78	79.56
JOB # 1	2	XW4Z-4221-AA	BEARING 361412	23.30	46.60
JOB # 1	2	F3LZ-4222-AA	CUP 476947	24.97	49.94
JOB # 1	1	CL5Z-4209-A	GEAR AN 637195	422.68	422.68
JOB # 1	1	6L2Z-2648-A	KIT - B 157516	125.50	125.50

JOB # 1 TOTAL PARTS 1076.22

JOB # 1 TOTAL LABOR & PARTS 2178.22

J# 2 00F0Z99P VEHICLE INSPECTION TECH(S):846 0.00
INSPECT VEHICLE AND REPORT FINDINGS
SEE ATTACHED SHEET.

PARTS------QTY---FP-NUMBER----------DESCRIPTION----------UNIT PRICE-

JOB # 2 TOTAL PARTS 0.00

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3+99F0ZGBATT BATTERY OK TECH(S):846 0.00
BATTERY SYSTEM TESTED OK AT THIS TIME
INSPECTION PERFORMED

PARTS------QTY---FP-NUMBER----------DESCRIPTION----------UNIT PRICE-

JOB # 3 TOTAL PARTS 0.00

JOB # 3 TOTAL LABOR & PARTS 0.00

COMMENTS----------
DELETED OPERATION(S)----------
99F0ZYBK BRAKE INSPECTION 99F0ZYTIRE TREAD WEAR

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Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

NOTICE PURSUANT TO PROPERTY CODE, §70.001

I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH BUSINESS & COMMERCE CODE, §9.609, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

Signature of the Person Responsible or Agent for Person Responsible for Payment X _____

 [CONTINUED ON NEXT PAGE] 05:42pm

SF605097 Q (01/09)

CUSTOMER #: 75647

872450

INVOICE

PAGE 1

Leif Johnson Ford
Still the Leader
501 E Koenig
Austin, TX 78751
www.buyford.com
Main: 512.454.3711
Service: 512.454.3767
Wrecker: (512) 454-0042

[redacted]

AUSTIN, TX [redacted]
HOME [redacted] CONT:N/A
BUS: [redacted] CELL: [redacted]

SERVICE ADVISOR: 9046 PAUL A BRANTNER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
ESTATE-GRE	03	FORD EXPLORER	1FMZU63K33U[redacted]	[redacted]	75882/75882	T367Y

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
13SEP03 IS 13SEP03 DD			WAIT 22JUN12		0.00	CASH	25JUN12

R.O. OPENED	READY	OPTIONS:
09:41 22JUN12	16:22 25JUN12	STK:3456468 ENG:4.0_LITER_SOHC_FFV

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER REPORTS HUM NOISE R/R,, SEE HIST
04 TIRES CHOPPED
9155 ISP (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

****

B CUSTOMER REPORTS REAR DIFF LEAKING,, SEE HIST
15 REPIARED DIFF LEAK
9155 ISP (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

****

C CUSTOMER REPORTS A/C BLOWS SOFT ON HI,OUT DASH VENTS,, AND HAS HUM NOISE ON HI
07 NEESD FRESH AIR DOOR ASSEMBLY, IN DASH,, DECLINED
9155 ISP (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

****

D QUALITY REPORT CARD
00FOZZ99P QUALITY REPORT CARD
9155 ISP (N/C)
YTIRE TIRES MAY REQUIRE FUTURE ATTENTION
9155 ISP (N/C)
YBK BRAKES MAY REQUIRE FUTURE ATTENTION
9155 ISP (N/C)
GBATT BATTERY CHECKED AND OK
9155 ISP (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

****

STATEMENT OF DISCLAIMER
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TERMS: STRICTLY CASH
I hereby authorize the repair work hereinafter set forth 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 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 and/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 or repairs thereto.

X_____

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X_____
Signature of the Person Responsible or Agent for Person Responsible for Payment

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

Bill Schellins

CUSTOMER #: 75647

872450

INVOICE

PAGE 2

Leif Johnson Ford
Still the Leader
501 E Koenig
Austin, TX 78751
www.buyford.com
Main: 512.454.3711
Service: 512.454.3767
Wrecker: (512) 454-0042

[redacted]

AUSTIN, TX [redacted]
HOME: [redacted] CONT:N/A
BUS: [redacted] CELL: [redacted]

SERVICE ADVISOR: 9046 PAUL A BRANTNER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
ESTATE-GRE	03	FORD EXPLORER	1FMZU63K33U[redacted]	[redacted]	75882/75882	T367Y

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
13SEP03 IS 13SEP03 DD			WAIT 22JUN12		0.00	CASH	25JUN12

R.O. OPENED	READY	OPTIONS:
09:41 22JUN12	16:22 25JUN12	STK:3456468 ENG:4.0_LITER_SOHC_FFV

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

The Leif Johnson family wishes to thank you for you business.

You may receive a survey from Ford Motor CO. If for any reason you cannot respond "COMPLETELY SATISFIED" please call Matt Schaefer at (512)454-3767

STATEMENT OF DISCLAIMER

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TERMS: STRICTLY CASH

I hereby authorize the repair work hereinafter set forth 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 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 and/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 or repairs thereto.

X_____

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X_____

Signature of the Person Responsible or Agent for Person Responsible for Payment

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER #: 75647

845093

INVOICE

DUPLICATE 2
PAGE 1

Leif Johnson Ford
Still the Leader
501 E Koenig
Austin, TX 78751
www.buyford.com
Main: 512.454.3711
Service: 512.454.3767
Wrecker: (512) 454-0042

[redacted]

AUSTIN, TX [redacted]
HOME: [redacted] CONT:N/A
BUS: [redacted] CELL: [redacted]

SERVICE ADVISOR: 9730 TERRY L MCCLELLAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
ESTATE-GRE	03	FORD EXPLORER	1FMZU63K33U[redacted]	[redacted]	70795/70799	T594Y

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
13SEP03 IS 13SEP03 DD			18:00 23JUN11		0.00	CASH	01JUL11

R.O. OPENED	READY	OPTIONS:
18:32 22JUN11	08:42 01JUL11	STK:3456468 ENG:4.0_LITER_SOHC_FFV

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A VEHICLE TOWED IN, WOULD NOT COME OUT PARK. CHECK AND ADVISE			
10 TRIM-BODY-SEALS			
9273 CPF		343.00	343.00
1 4L2Z*13480*AB SWITCH ASY - STOP LIGHT	93.44	93.44	93.44
1 5L2Z*3Z719*A SOLENOID ASY	143.23	143.23	143.23
SUBL TOW BILL PO#755483			
CPF		75.00	75.00
PARTS: 236.67 LABOR: 343.00 OTHER: 75.00 TOTAL LINE A:			654.67
70795 3.50 DIAGNOSIS, REPLACE BRAKELAMP SWITCH WITH UPDATED PART, TIME TO SOLDIER AND HEATSHRINK NEW HARNESS FOR UPDATED SWITCH, REPLACE SHIFT LOCK SOLONOID, RETEST			
**********			
B** CUSTOMER STATES THERE IS A HUMMING SOUND FROM REAR END AT SPEEDS 61 MPH AND ABOVE			
10 TRIM-BODY-SEALS			
9155 ISP			(N/C)
1 9L3Z*4209*A GEAR AND PINION ASY - DRIVING			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:			0.00
Part# ↓ Part of K.T includes Differential Pinion Gear.			
70799 VEHICLE HAS RING AND PINION GEAR WHINE NOISE, REPLACED RING AND PINION.			
**********			

The Leif Johnson family wishes to thank you for you business.

You may receive a survey from Ford Motor CO. If for any reason you cannot respond "Completely Satisfied" PLEASE CALL US***** AT (512)659-2693 OF 512-748-6636.

STATEMENT OF DISCLAIMER
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TERMS: STRICTLY CASH
I hereby authorize the repair work hereinafter set forth 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 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 and/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 or repairs thereto.

X_____

NOTICE PURSUANT TO PROPERTY CODE, §70.001
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X_____
Signature of the Person Responsible or Agent for Person Responsible for Payment

DESCRIPTION	TOTALS
LABOR AMOUNT	343.00
PARTS AMOUNT	236.67
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	75.00
MISC. CHARGES	15.00
TOTAL CHARGES	669.67
LESS INSURANCE	0.00
SALES TAX	20.77
PLEASE PAY THIS AMOUNT	690.44

paid 290 - for repair

CUSTOMER #: 75647

[redacted]

AUSTIN, TX [redacted]
HOME: [redacted]
BUS: [redacted]

843965

INVOICE

PAGE 1

Leif Johnson Ford

Still the Leader
501 E Koenig
Austin, TX 78751
www.buyford.com
Main: 512.454.3711
Service: 512.454.3767
Wrecker: (512) 454-0042

CONT: N/A
CELL: [redacted]

SERVICE ADVISOR: 9730 TERRY L MCCLELLAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
ESTATE-GRE	03	FORD EXPLORER	1FMZU63K33U[redacted]	[redacted]	70659/70659	T749Y

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
13SEP03 IS 13SEP03 DD			18:00 08JUN11		0.00	CASH	16JUN11

R.O. OPENED	READY	OPTIONS:
07:56 08JUN11	17:28 16JUN11	STK:3456468 ENG:4.0_LITER_SOHC_FFV

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A HUM/WHIRRING NOISE IN RIGHT REAR WHEEL AREA. SEE PREVIOUS			
CAUSE: CARRIER& PINION BEARINGS NOISY 4221/12 .			
04 F/E-P/S SYSTEMS			
9441 ISP			(N/C)
2 XW4Z*4221*AA BEARING ASY - BALL			(N/C)
2 F3LZ*4222*AA CUP			(N/C)
1 B7A*4616*A CUP			(N/C)
1 B7A*4621*A BEARING ASY - DRIVING PINION			(N/C)
1 9L3Z*4630*A BEARING ASY - DRIVING PINION			(N/C)
1 BR3Z*4676*A SEAL ASY - OIL			(N/C)
1 B7A*4662*A SPACER - PINION BEARING			(N/C)
1 7L1Z*4A109*D KIT - SHAFT REPAIR			(N/C)
3 XY*75W140*QL OIL - REAR AXLE			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00

Both Sides

will call for 6/27/11 check

gear wind from very 1 pinion Jim Hartzog Service Order

70659 CARRIER& PINION BEARINGS NOISY 4221/12 VERIFIED CONCERN
CHECKED FOR REAREND DIAG REPLACED CARRIER & PINION BEARINGS PINION SEAL
AND AXLE SEAL SET UP RING&PINION AND VERIFIED REPAIRS

Will be happy to feed operation check

****

B QUALITY REPORT CARD
00FOZZ99P QUALITY REPORT CARD
9441 ISP (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

will gather info to give to owners during owner meeting

****

call in check

The Leif Johnson family wishes to thank you
for you business.

2,000 miles
12 months
warranty which ever come first

You may receive a survey from Ford Motor CO.
If for any reason you cannot respond.
"Completely Satisfied" PLEASE CALL US*****
AT (512)659-2693 OF 512-748-6636.

Presented to Fred Friedly
unless can not repair during 1 year

called back 6/27/11

also/che many other repairs made that bearings etc Mysteryl thank you my husband

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TERMS: STRICTLY CASH
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X_____

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X_____
Signature of the Person Responsible or Agent for Person Responsible for Payment

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

6/28/11 called to check on [illegible] Tires

I will come in to see Mr Friedly

.11.

CUSTOMER #: 75647

839631

INVOICE

PAGE 1

Leif Johnson Ford
Still the Leader
501 E Koenig
Austin, TX 78751
www.buyford.com
Main: 512.454.3711
Service: 512.454.3767

[redacted]

AUSTIN, TX [redacted]
HOME: [redacted] CONT: N/A
BUS: [redacted] CELL: [redacted]

SERVICE ADVISOR: 9730 TERRY L MCCLELLAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
ESTATE-GRE	03	FORD EXPLORER	1FMZU63K33U[redacted]	[redacted]	69939/69939	T577Y

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
13SEP03 IS 13SEP03 DD			18:00 07APR11		0.00	CASH	16APR11

R.O. OPENED	READY	OPTIONS:
12:40 07APR11	13:12 16APR11	STK:3456468 ENG:4.0_LITER_SOHC_FFV

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A C/S HEARS A WHIRRING HUMM NOISE FROM RIGHT REAR WHEEL AREA. ADVISE			
04 F/E-P/S SYSTEMS			
9155 CPF		149.27	149.27
1 6L2Z*1215*A BEARING ASY - WHEEL HUB	108.30	100.00	100.00
1 7L1Z*4A109*D KIT - SHAFT REPAIR	38.38	30.00	30.00
PARTS: 130.00 LABOR: 149.27 OTHER: 0.00	TOTAL LINE A:		279.27
69939 DIAG. REPLACE RIGHT REAR WHEEL BEARING AND AXLE SEAL			
**********			
B QUALITY REPORT CARD			
00FOZZ99P QUALITY REPORT CARD			
9155 ISP			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00	TOTAL LINE B:		0.00

****

The Leif Johnson family wishes to thank you
for you business.

You may receive a survey from Ford Motor CO.
If for any reason you cannot respond.
"Completely Satisfied" PLEASE CALL US*****
AT (512)659-2693 OF 512-748-6636.

6/24/11 [redacted] L/m Fred Trudeau
Exploring W. Hopper Serv. Mgr. Only
Kevin + Fred' Solicitations

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TERMS: STRICTLY CASH
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X_____

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X_____
Signature of the Person Responsible or Agent for Person Responsible for Payment

DESCRIPTION	TOTALS
LABOR AMOUNT	149.27
PARTS AMOUNT	130.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	279.27
LESS INSURANCE	0.00
SALES TAX	10.73
PLEASE PAY THIS AMOUNT	290.00

2 visors - Back mirrors cover replaced

75647 replaced 2nd time

[redacted]

AUSTIN, TX [redacted]
HOME: [redacted] BUS: [redacted]

774166

INVOICE

PAGE 1

Leif Johnson Ford
Still the Leader
501 E Koenig
Austin, TX 78751
www.buyford.com
Main: 512.454.3711
Service: 512.454.3767

SERVICE ADVISOR: 9418 DAVID M PHELPS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
ESTATE-GRE	03	FORD EXPLORER	1FMZU63K33U[redacted]	[redacted]	54892/54904	T426Y

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
13SEP03 IS 13SEP03 DD			WAIT 16OCT08		0.00	CASH	15OCT08

R.O. OPENED	READY
14OCT08	15OCT08

OPTIONS: STK:3456468 ENG:4.0_LITER_SOHC_FFV

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A C/S THAT THERE IS A HOWLING NOISE @ 62MPH CHECK AND ADVISE			
04 F/E-P/S SYSTEMS			
9441 CPF		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
54902			
**********			
B C/S THAT BOTH SUNVISORS VANITY COVERS ARE NOT LATCHING PROPERLEY SEE PRE RO			
10 TRIM-BODY-SEALS			
9341 ISP			(N/C)
1 3L2Z*7804104*CAA VISOR ASY - SUN			(N/C)
1 3L2Z*7804105*CAA VISOR ASY - SUN			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:			0.00
54892 1.00 repl both sun visors			
**********			
C OIL AND FILTER CHANGE CAR/TRUCK Back lear			
CAUSE: DONE			
01FOLE1 OIL & FILTER CHANGE			
9441 CPF		0.00	0.00
1 F1AZ*6731*BD FILTER ASY - OIL	7.24	0.00	0.00
5 XO*5W30*QSPX 5W30 BULK OIL	3.00	0.00	0.00
1 PK820*5* FL820 5QTS 5W30	8.99	8.99	8.99
PARTS: 8.99 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:			8.99
54902 DONE			
**********			
D QUALITY REPORT CARD			
00FOZZ99P QUALITY REPORT CARD			
9341 ISP			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D:			0.00
54892 done			

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TERMS: STRICTLY CASH
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X_____

NOTICE PURSUANT TO PROPERTY CODE, §70.001
I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH BUSINESS AND COMMERCE CODE, §9.609, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKE OR DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OF THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

X_____
Signature of the Person Responsible or Agent for Person Responsible for Payment

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

75647

774166

INVOICE

Leif Johnson Ford
Still the Leader
501 E Koenig
Austin, TX 78751
www.buyford.com
Main: 512.454.3711
Service: 512.454.3767

[redacted]

AUSTIN, TX [redacted]
HOME: [redacted] BUS: [redacted]

PAGE 2

SERVICE ADVISOR: 9418 DAVID M PHELPS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
ESTATE-GRE	03	FORD EXPLORER	1FMZU63K33U[redacted]	[redacted]	54892/54904	T426Y

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
13SEP03 IS 13SEP03 DD			WAIT 16OCT08		0.00	CASH	15OCT08

R.O. OPENED	READY	OPTIONS:
14OCT08	15OCT08	STK:3456468 ENG:4.0_LITER_SOHC_FFV

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

E** REPLACE RING AND PINION GEARS W/BEARINGS SPW PARTS

CAUSE: 54904 RING&PINION NOISY 4209-14 VERIFIED CONCERN CHECK FOR REAREND DIAG R&R PINION BEARINGS AND CUPS AND CARRIER BEARINGS AND CUPS R&R RIN

4010D REAR AXLE ASSEMBLY - REMOVE AND INSTALL - DIAGNOSIS OUT OF CHASSIS (4209) - L

9441 WF (N/C)

1 5L3Z*4209*B GEAR AND PINION ASY - DRIVING (N/C)

3 XY*75W140*QL OIL - REAR AXLE (N/C)

1 D9AZ*4067*T SHIM - DIFFERENTIAL DRIVING GR (N/C)

1 D9AZ*4067*U SHIM - DIFFERENTIAL DRIVING GR (N/C)

4010D4 REAR AXLE RING GEAR AND PINION SET - REPLACE (4209) - L

9441 WF (N/C)

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

7657

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

54904 RING&PINION NOISY 4209/14 VERIFIED CONCERN CHECK FOR REAREND DIAG R&R PINION BEARINGS AND CUPS AND CARRIER BEARINGS AND CUPS R&R RING&PINION AND VERIFIED REPAIRS

****

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.

TERMS: STRICTLY CASH

I hereby authorize the repair work hereinafter set forth 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 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 and/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 or repairs thereto.

X_____

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X_____

Signature of the Person Responsible or Agent for Person Responsible for Payment

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	8.99
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	4.36
TOTAL CHARGES	13.35
LESS INSURANCE	0.00
SALES TAX	1.10
PLEASE PAY THIS AMOUNT	14.45

75647

758968

INVOICE

Leif Johnson Ford
Still the Leader
501 E Koenig
Austin, TX 78751
www.buyford.com
Main: 512.454.3711
Service: 512.454.3767

[redacted]
AUSTIN, TX [redacted]
HOME: [redacted] BUS: [redacted]

PAGE 2

SERVICE ADVISOR: 9418 DAVID M PHELPS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
ESTATE-GRE	03	FORD EXPLORER	1FMZU63K33U[redacted]	[redacted]	51973/51988	T421Y

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
13SEP03 IS							
13SEP03 DD			18:00 31MAR08		0.00	CASH	31MAR08

R.O. OPENED	READY	OPTIONS:
26MAR08	31MAR08	STK:3456468 ENG:4.0_LITER_SOHC_FFV

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
1	XL*3*		ADDITIVE - OIL - FRICTION MODI				(N/C)
3	XY*75W140*QL		OIL - REAR AXLE				(N/C)
4010D13			REAR AXLE HOUSING ASSEMBLY - OVERHAUL (4200) - L				
9151		WF					(N/C)
2134A			HUB ASSEMBLY OR FRONT WHEEL BEARING - REPLACE (1104/1201/1202/1215/2C134) - L				
9151		WF					(N/C)

FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:
4978

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

51988

****

4/15 Fred Trudeau
asked for $325.- ref
4/23 - LJF called will send check
for $131- as refund
diff between bearings work done
on rear
Rec'd 4/25 pd on ARC acct 4/26/08

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.

TERMS: STRICTLY CASH
I hereby authorize the repair work hereinafter set forth 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 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 and/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 or repairs thereto.

X_____

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X_____
Signature of the Person Responsible or Agent for Person Responsible for Payment

DESCRIPTION	TOTALS
LABOR AMOUNT	500.00
PARTS AMOUNT	8.99
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	4.36
TOTAL CHARGES	513.35
LESS INSURANCE	0.00
SALES TAX	1.10
PLEASE PAY THIS AMOUNT	514.45

[redacted]
Austin, Texas [redacted]

Mr. David L. Strickland
Administrator
NHTSA
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590