

10 August 2015

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

Mr. Randy Reid  
Chief, Correspondence Research Division  
Office of Defects Investigation Enforcement  
U.S. Department of Transportation  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue SE  
Washington, DC 20590

SEP 30 2015

Dear Mr. Reid:

RE: Reference No. 10725015

Thank you for your letter and VOQ form in regard to my 24 June 2015 concern about certain Pirelli tires. The completed VOQ form is attached.

For the record, I would like to provide a brief history of the events. I have driven Lincoln automobiles for over 15 years, and never had any tire problems. The new Lincoln MKZ that I currently drive was leased on 24 February 2014 from Pacifico Marple Ford Lincoln. I have dealt with this dealership for all my Lincolns over the years.

On 25 February 2015, during a trip to New York City, a driver pulling into a parking space on the right of my car called my attention to a "bubble" in the sidewall of my right front tire. This Defect in the side-wall was approximately two (2) inches in diameter, and protruded approximately 3/8 of an inch. I carefully drove home that day, and had the tire replaced at the dealership on 26 February 2015. Mileage at the time was approximately 14,800, and inspection of the other tires by the dealer noted no defects. You may recall we had a bad winter, and I assumed that this was pothole damage, although I did not remember any particular incident. A copy of the service record is included.

I would note that I was especially careful to avoid potholes after this incident and the cost of the tire replacement. Despite my care, on 14 March 2015 (at 16,454 miles), I noticed a bubble in the right rear tire. This was replaced on 16 March (it took two days to get a new tire, and I was told they were now discontinued and only three such Pirelli tires remained in the state of Pennsylvania. Copy of service record is included.

Being even more careful - I don't remember hitting any potholes whatsoever - on 14 May 2015, while at the dealer for an airbag problem, their routine check of the car revealed bubbles in the sidewalls of both front tires. One of these (left) was original equipment; the right tire was the new Pirelli that had been installed in February. Since these Pirelli tires were now no longer available, Brookstone tires were both on both front wheels. Invoice enclosed. Inspection by the dealer revealed no problems with the rear tires.

Despite the tire inspection on 14 May, less than three weeks later, on 2 June 2015, while at the dealer for an oil change and scheduled warranty maintenance, 19,595 miles, a bubble was noted

NM  
93015  
SMD

in the left rear tire. No bubble has been noted in either of the Brookstone tires. A copy of the service record is enclosed.

Thus with less than 20,000 miles, and over a period of 4 months, five (5) Pirelli Zero Nero all season tires, P245/40 ZR have developed the same problem. The potholes have long disappeared, and although I would not be surprised if one tire had had a problem, it is hard to believe that five tires had this from potholes. We have had bad weather, and numerous potholes in the past, but I have never had a weakness in a sidewall. I also find it interesting that in the midst of this problem these tires were "discontinued."

My letter of complaint stated that since the first four tires were disposed of by the service center (dealer and local garage), no compensation could be made. The fifth tire should be shipped to Pirelli in Rome, GA. Clearly this tire has 20,000 miles (approximately half of the 45,000 warranty miles), and the cost of shipping likely would be greater than any compensation. A copy of the Pirelli letter is attached.

Although I have spent over \$1,000 on these tires, and still have to replace another tire (the left rear) I am not happy. Indeed, since the tires on the same axle must match, and since the tires are no longer available, I will need two new Brookstone tires, at a cost of an additional \$500.

However, since I have also heard of others with the same sidewall problem, my main interest is that these tires should be the subject of a recall, rather than simply discontinuing the tires, and dodging responsibility. Personally, I will never again lease or buy a car equipped with Pirelli tires.

Sincerely

Wayne, PA



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 1058

Date Received

24-JUN-2015

Repository ☐

Reference No.  
10725015

OWNER INFORMATION (Type or Print)

Name

Address

City WAYNE

State PA

Zip Code

Daytime Telephone Number

E-mail Address

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

VEHICLE INFORMATION

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

3LNG L2JK5ER

Make  
LINCOLN

Model

MKZ

Model Year

2014

Date Purchased

02/24/2014

Dealer's Name and Telephone Number

PACIFIC MARPLE FORD LINCOLN

Engine:

No: Cylinders

6

Fuel Type:

GASOLINE

Original Owner

☒ YES

Dealer's City

BROOMALL

State

PA

Zip Code

19008

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

ALL WHEEL DRIVE

Multiple Failure:

2 5

Incident Date(s)

01-FEB-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 190000 TIRES, 192000 TIRES: SIDEWALL

Failure Mileage  
14800

Failure Speed  
FOUND WHILE  
PARKED

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

PIRELLI

Tire Model (Name or Number)

TIRE ZERO NERO ALL SEASON

Tire Size (Example P215/65R15)

P245/40 ZR

DOT No. (Example: DOTM19ABC036)

DOTUN 93 L638 4513

☒ Original Equipment  
☐ Prior Repair

Failure Location:

SIDE-WALL

Tire Component Code

190000 TIRES

Tire Failure Type: SIDE-WALL BUBBLE

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

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

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).

2014 LINCOLN MKZ. CONSUMER WRITES IN REGARDS TO VEHICLE TIRE ISSUES AND REIMBURSEMENT FOR TIRE REPLACEMENTS. \*SMD THE CONSUMER THE VEHICLE DID NOT PASS INSPECTION, BECAUSE A BUBBLE HAD FORMED ON THE RIGHT FRONT TIRE IN THE SIDEWALL. THE TIRE WAS REPLACED AT A COST OF \$ 250. ON MARCH 16, 2015, THE RIGHT REAR TIRE WAS REPLACED DUE TO A BUBBLE FOUND IN THE SIDEWALL. ON MAY 13, 2015 DURING A SERVICE VISIT AT THE DEALER, THE CONSUMER WAS INFORMED THE FRONT TIRES HAD SIDEWALL BUBBLES AND NEEDED TO BE REPLACED. \*JB

TOTAL OF 5 (FIVE) TIRES OVER PERIOD OF 4 MONTHS HAVE HAD SIDE-WALL WEAKNESS. ONE REPLACEMENT TIRE ON CAR FOR ONLY THREE MONTHS HAD SAME DEFECT - HENCE 5 TIRES. TIRES NOW "DISCONTINUED" !  
SEE ENCLOSED LETTER FOR DETAILS.

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.

Pirelli Tire North America



6/8/2015

██████████

Thank you for writing in to us with you concerns about your Pirelli tires. As you've specified in the letter in most cases a bubble in a sidewall is the result of some type of impact to the tire such as striking a pot-hole, or some other road obstruction. Given the harsher than normal winter we had this past season there have been many impact damage claims filed for all tire manufacturers this spring.

Without seeing the tire in our adjustment facility we would not be able to evaluate your tire/s to determine what the cause is behind the previous bubbles. The one remaining Pirelli tire on the vehicle can be sent in by your Lincoln dealer, or another Pirelli dealer in your area for a warranty evaluation. We can determine what's caused this to happen in this tire, and if it would qualify for warranty assistance.

For us to issue reimbursement on a tire we must receive the tire for evaluation to verify a warrantable condition is present. If the previous tires have been disposed of I'm afraid we would not be able to offer any type of assistance on those tires.

Please have your dealer contact us at the number below with their inspection results after removing the tire from the wheel, and looking it over inside and out. We can help them narrow down if the tire would be eligible for coverage, and explain to them how to process that for you if eligible. I've enclosed a copy of our warranty brochure for you to reference our warranty coverage.

Please let us know if you have any further questions.

Derek Jent

A handwritten signature in black ink, appearing to read "Derek Jent", written over a horizontal line.

Pirelli Tire North America

Consumer Affairs

1-800-747-3554 Option #2

[Consumer.affairs@pirelli.com](mailto:Consumer.affairs@pirelli.com)

100 Pirelli Drive  
PO Box 700  
Rome, GA 30162-7000

Phone: 800 / 747-3554  
706 / 368-5800



# Pacifico

Marple Ford Lincoln

3015 West Chester Pike

Broomall, PA 19008

Phone (610) 353-5500

www.pacificomarple.com

LINCOLN

ODOMETER = 14,818

see PAGE 3



Motorcraft

(SIGNED) DEALER, GENERAL MANAGER, OR AUTHORIZED PERSON (DATE)

|                                                                                                              |                                                                                                                |                           |                               |                                                                                                         |                          |                               |        |
|--------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------|---------------------------|-------------------------------|---------------------------------------------------------------------------------------------------------|--------------------------|-------------------------------|--------|
| Adv: 050 THOMAS, REGINALD K                                                                                  |                                                                                                                | Tag: <input type="text"/> | License: <input type="text"/> | 3LN6L2JK5 ER <input type="text"/>                                                                       | Page: 1                  | Invoice: <input type="text"/> |        |
| Invoice to NAD# <input type="text"/>                                                                         |                                                                                                                |                           |                               | Driver/Owner Information                                                                                |                          |                               |        |
| <b>CREDIT CARDS</b><br>3015 W CHESTER PIKE<br>BROOMALL, PA 19008<br><br>DELAWARE<br><br>Work: (610) 353-5500 |                                                                                                                |                           |                               | <input type="text"/><br>STRAFFORD<br>WAYNE, PA <input type="text"/><br>DELAWARE<br><input type="text"/> |                          |                               |        |
| For Office Use                                                                                               |                                                                                                                |                           |                               | Vehicle Information                                                                                     |                          |                               |        |
| Odometer in: 14818                                                                                           |                                                                                                                | Out: 14821                |                               | Dist: 1LN CUS C                                                                                         |                          | Final                         |        |
|                                                                                                              |                                                                                                                |                           |                               | 14 LINCOLN MKZ AWD 4DR SDN SILVER                                                                       |                          |                               |        |
|                                                                                                              |                                                                                                                |                           |                               | Stock#: <input type="text"/>                                                                            |                          |                               |        |
| Begin: 02/26/15                                                                                              |                                                                                                                | Done: 02/26/15            |                               | Invoiced: 02/26/15                                                                                      |                          | 09:54 DM                      |        |
|                                                                                                              |                                                                                                                |                           |                               | Inservice: 02/24/14                                                                                     |                          | Production: 01/24/14          |        |
|                                                                                                              |                                                                                                                |                           |                               |                                                                                                         |                          | Sold: 02/24/14                |        |
| ***Customer Waiting***                                                                                       |                                                                                                                |                           |                               |                                                                                                         |                          |                               |        |
| Concern 01                                                                                                   | CUSTOMER STATES PERFORM MULTIPOINT INSPECTION                                                                  |                           |                               |                                                                                                         | Operation                | Tech                          | Amount |
| Correction                                                                                                   | PERFORM MULTIPOINT INSPECTION                                                                                  |                           |                               |                                                                                                         | 99P                      | 157                           | 0.00   |
| 01-1                                                                                                         | BATTERY TESTED GOOD                                                                                            |                           |                               |                                                                                                         | GBATT                    | 157                           | 0.00   |
| 01-2                                                                                                         | BRAKE CONDITION CODE GREEN                                                                                     |                           |                               |                                                                                                         | GBK                      | 157 *                         | 0.00   |
| 01-3                                                                                                         | TIRE CONDITION CODE GREEN                                                                                      |                           |                               |                                                                                                         | GTIRE                    | 157 *                         | 0.00   |
| Type: C                                                                                                      |                                                                                                                |                           |                               |                                                                                                         | Subtotal                 |                               |        |
|                                                                                                              |                                                                                                                |                           |                               | TOTAL CHARGE FOR CONCERN                                                                                |                          | 0.00                          |        |
| Concern 21                                                                                                   | CUSTOMER STATES FREE STATE INSPECTION WITH PURCHASE OF EMISSIONS INSPECTION                                    |                           |                               |                                                                                                         | Operation                | Tech                          | Amount |
| Correction                                                                                                   | FREE SAFETY INSPECTION WITH PURCHASE OF EMISSIONS PASS OR FAIL                                                 |                           |                               |                                                                                                         | SIEMI                    | 157 *                         | 49.95  |
| Comment                                                                                                      | MUST PASS INSPECTIONS TO HAVE STICKERS ISSUED                                                                  |                           |                               |                                                                                                         | Subtotal                 |                               |        |
|                                                                                                              |                                                                                                                |                           |                               | MCI PHONE CHARGE                                                                                        |                          | 1.47                          |        |
|                                                                                                              |                                                                                                                |                           |                               | STICKER FEE                                                                                             |                          | 2.00                          |        |
|                                                                                                              |                                                                                                                |                           |                               | LAB-MECHANICAL                                                                                          |                          | 49.95                         |        |
| Type: C                                                                                                      | Line Flags: STI DC1 HAZ                                                                                        |                           |                               |                                                                                                         | TOTAL CHARGE FOR CONCERN |                               | 53.42  |
| Concern +36                                                                                                  | TECH FOUND A BUBBLE IN THE SIDEWALL OF THE RIGHT FRONT TIRE NECESSARY TO REPLACE TIRE FOR PA SAFETY INSPECTION |                           |                               |                                                                                                         | Operation                | Tech                          | Amount |
| Correction                                                                                                   | MOUNT AND BALANCE ONE TIRE TIRE WAS THEN ROTATED TO THE REAR OF VEHICLE                                        |                           |                               |                                                                                                         | MT1                      | 157 *                         | 14.95  |
| Parts                                                                                                        | Part Number                                                                                                    | PO#                       | Note                          | Description                                                                                             | Qty                      | Sell                          |        |
|                                                                                                              | FMC 9005                                                                                                       | 1963800                   |                               | P245/40ZR19                                                                                             | 1                        | 222.95                        | 222.95 |

#### DISCLAIMER OF WARRANTIES

The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty 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 said products.

X I acknowledge receipt of the parts and labor listed above.

rd

**Pacifico**

LINCOLN

**Marple Ford Lincoln**

3015 West Chester Pike

Broomall, PA 19008

Phone (610) 353-5500

www.pacificomarple.com

**Motorcraft**

(SIGNED) DEALER, GENERAL MANAGER, OR AUTHORIZED PERSON (DATE)

|                                                          |                                                              |                           |                               |                                                       |                                 |                               |
|----------------------------------------------------------|--------------------------------------------------------------|---------------------------|-------------------------------|-------------------------------------------------------|---------------------------------|-------------------------------|
| Adv: 050 THOMAS,REGINALD K                               |                                                              | Tag: <input type="text"/> | License: <input type="text"/> | 3LN6L2JK5 ER <input type="text"/>                     | Page: 2                         | Invoice: <input type="text"/> |
| Invoice to: CREDIT CARDS                                 |                                                              |                           |                               | Driver/Owner: <input type="text"/>                    |                                 |                               |
| Invoiced: 02/26/15 09:54:32 DM                           |                                                              |                           |                               | 14 LINCOLN MKZ AWD 4DR SDN SILVER                     |                                 |                               |
| Parts                                                    | Part Number                                                  | PO#                       | Note                          | Description                                           | Qty                             | Sell                          |
|                                                          | 010 KITTIRE1                                                 |                           |                               | TIRE 1                                                | 1                               | ** .00 ** .00                 |
|                                                          | 010 TIRETAX                                                  |                           |                               | TIRETAX                                               | 1 B                             | 1.00 1.00                     |
|                                                          | 010 DISPOSE                                                  |                           |                               | TIRE DISPOSAL                                         | 1 B                             | 2.50 2.50                     |
|                                                          | 010 WEIGHTS                                                  |                           |                               | WHEEL WEIGHTS                                         | 1 B                             | 2.00 2.00                     |
|                                                          |                                                              |                           |                               |                                                       | Subtotal                        |                               |
|                                                          |                                                              |                           |                               |                                                       | PARTS 228.45                    |                               |
|                                                          |                                                              |                           |                               |                                                       | LAB-MECHANICAL 14.95            |                               |
|                                                          |                                                              |                           |                               |                                                       | TOTAL CHARGE FOR CONCERN 243.40 |                               |
| Type: C                                                  |                                                              |                           |                               |                                                       |                                 |                               |
| Concern 49                                               | CUSTOMER STATES COMPLIMENTARY LINCOLN BRUSHLESS CAR WASH     |                           |                               | Operation                                             | Tech                            | Amount                        |
| Correction                                               | WASHED VEHICLE AT BRUSHLESS CAR WASH OR RAIN CHECK ISSUED    |                           |                               | CW                                                    | 100                             | * 0.00                        |
| Comment                                                  | THANK YOU FOR YOUR BUSINESS!!!                               |                           |                               | Subtotal                                              |                                 |                               |
| Type: C                                                  |                                                              |                           |                               | TOTAL CHARGE FOR CONCERN 0.00                         |                                 |                               |
| Concern 50                                               | CUSTOMER STATES COMPLIMENTARY LINCOLN RENTAL                 |                           |                               | Operation                                             | Tech                            | Amount                        |
| Correction                                               | YOU WERE OFFERED A COMPLIMENTARY LINCOLN RENTAL FOR TODAYS   |                           |                               | LL                                                    | 100                             | * 0.00                        |
| Comment                                                  | VISIT<br>IF NOT NEEDED PLEASE KNOW THIS SERVICE IS AVAILABLE |                           |                               | Subtotal                                              |                                 |                               |
| Type: C                                                  |                                                              |                           |                               | TOTAL CHARGE FOR CONCERN 0.00                         |                                 |                               |
| Summary of Charges for Invoice <input type="text"/>      |                                                              |                           |                               | Payment Distribution for Invoice <input type="text"/> |                                 |                               |
| PARTS                                                    |                                                              | 228.45                    |                               | TOTAL CHARGE                                          |                                 | 250.53                        |
| MCI PHONE CHARGE                                         |                                                              | 1.47                      |                               |                                                       |                                 |                               |
| STICKER FEE                                              |                                                              | 2.00                      |                               |                                                       |                                 |                               |
| LAB-MECHANICAL                                           |                                                              | 64.90                     |                               |                                                       |                                 | 250.53                        |
| OWNER ADVANTAGE                                          |                                                              | 60.27-                    |                               |                                                       |                                 |                               |
| SUB-TOTAL                                                |                                                              | 236.55                    |                               |                                                       |                                 |                               |
| SALES TAX                                                |                                                              | 13.98                     |                               |                                                       |                                 |                               |
| TOTAL CHARGE                                             |                                                              | 250.53                    |                               |                                                       |                                 |                               |
| ***Customer Waiting***                                   |                                                              |                           |                               |                                                       |                                 |                               |
| If you have any questions - please see THOMAS,REGINALD K |                                                              |                           |                               |                                                       |                                 |                               |
| THANK YOU FOR YOUR BUSINESS                              |                                                              |                           |                               |                                                       |                                 |                               |
| Last Page                                                |                                                              |                           |                               |                                                       |                                 |                               |

**DISCLAIMER OF WARRANTIES**

The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty 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 said products.

X

I acknowledge receipt of the parts and labor listed above.

# MULTI POINT INSPECTION

Name: [REDACTED]  
 Tag: [REDACTED]  
 Vehicle: 2014 MKZ SILVER

Advisor: 050 - THOMAS, REGINALD K  
 VIN: 3LN6L2JK5ER [REDACTED] License: [REDACTED]

Printed: 02/26/2015 09:49:00  
 Tech: 157 - PIGNOTTI, ROBER  
 Odometer: 14,818  
 @F0000IK 29.002

Checked and Okay

Future Attention Recommended

Attention Required

Green Yellow Red

## Check Fluid Levels

- |                                     |                          |                                          |
|-------------------------------------|--------------------------|------------------------------------------|
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Engine Oil                               |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Brake Reservoir                          |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Power Steering                           |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Windshield Washer                        |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Transmission (if equipped with dipstick) |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Coolant                                  |

## Check Following Systems/Components

- |                                     |                          |                          |                                                                       |
|-------------------------------------|--------------------------|--------------------------|-----------------------------------------------------------------------|
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Brake system (including lines, hoses, and parking brake)              |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Shocks/struts and other suspension components for leaks and/or damage |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Steering, steering linkages and ball joints                           |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Exhaust system (leaks, damage, loose parts)                           |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Horn, interior and exterior lights, turn signals                      |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Wiper blades and windshield condition                                 |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | HVAC system and hoses/lines for leaks and/or damage                   |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | U-joints, drive shaft/CV drive axle boots                             |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Engine Cooling system, radiator, hoses and clamps                     |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Accessory drive belt(s)                                               |

## TIRE WEAR INDICATES

- |                                     |                          |                          |                        |
|-------------------------------------|--------------------------|--------------------------|------------------------|
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Alignment check needed |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Wheel balance needed   |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Tire Repair Needed     |

State Inspection **04/30/2016**

Comments:

## Brake Inspection & Measurement

### Left Front

GRN YLW RED

- |                                     |                          |                          |               |
|-------------------------------------|--------------------------|--------------------------|---------------|
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Brake Lining  |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Tire Tread    |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Wear Pattern  |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Tire Pressure |

### Right Front

- |                                     |                          |                          |               |
|-------------------------------------|--------------------------|--------------------------|---------------|
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Brake Lining  |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Tire Tread    |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Wear Pattern  |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Tire Pressure |

### Left Rear

- |                                     |                          |                          |               |
|-------------------------------------|--------------------------|--------------------------|---------------|
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Brake Lining  |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Tire Tread    |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Wear Pattern  |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Tire Pressure |

### Right Rear

- |                                     |                          |                          |               |
|-------------------------------------|--------------------------|--------------------------|---------------|
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Brake Lining  |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Tire Tread    |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Wear Pattern  |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Tire Pressure |

☐ No Brake Inspection

## Check Battery

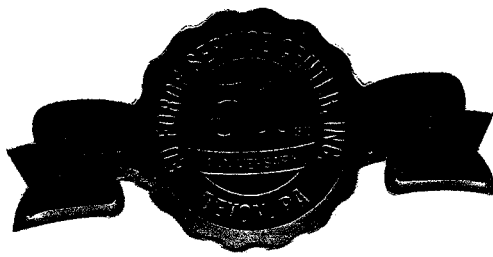


- |                                     |          |
|-------------------------------------|----------|
| <input checked="" type="checkbox"/> | Good     |
| <input type="checkbox"/>            | Recharge |
| <input type="checkbox"/>            | Bad      |

☐ Cold Cranking Amps

Ed Forde Service Center Inc.

790 Lancaster Avenue  
Devon, PA 19333  
610-688-9966



# Invoice

DATE

INVOICE #

3/16/2015

**BILL TO**

WAYNE PA

**VEHICLE INFO**

2014 LINCOLN MKZ

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 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|            |      |           |            |             |         |

# Pacifico

Marple Ford Lincoln

3015 West Chester Pike  
Broomall, PA 19008  
Phone (610) 353-5500  
www.pacificomarple.com

LINCOLN

ODOMETER = 18,427

see p. 3



Motorcraft

(SIGNED) DEALER, GENERAL MANAGER, OR AUTHORIZED PERSON (DATE)

|                                                                                                       |                                                                                                                                                                                  |                |         |                                                 |           |                |
|-------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|---------|-------------------------------------------------|-----------|----------------|
| Adv: 050 THOMAS, REGINALD K                                                                           |                                                                                                                                                                                  | Tag            | License | 3LN6L2JK5 ER                                    | Page 1    | Invoice        |
| Invoice to NAD#                                                                                       |                                                                                                                                                                                  |                |         | Driver/Owner Information                        |           |                |
| CREDIT CARDS<br>3015 W CHESTER PIKE<br>BROOMALL, PA 19008<br><br>DELAWARE<br><br>Work: (610) 353-5500 |                                                                                                                                                                                  |                |         | STRAFFORD<br>WAYNE, PA<br>DELAWARE<br><br>Cell: |           |                |
| For Office Use                                                                                        |                                                                                                                                                                                  |                |         | Vehicle Information                             |           |                |
| Odometer In: 18427 Out: 18435 Dist: 1LN CUS C W Final                                                 |                                                                                                                                                                                  |                |         | 14 LINCOLN MKZ AWD 4DR SDN SILVER               |           |                |
|                                                                                                       |                                                                                                                                                                                  |                |         | Stock#:                                         |           |                |
| Begin: 04/21/15                                                                                       |                                                                                                                                                                                  | Done: 05/14/15 |         | Invoiced: 05/14/15 18:31 MD                     |           | Sold: 02/24/14 |
| Customer Concern                                                                                      |                                                                                                                                                                                  |                |         |                                                 |           |                |
| Concern 01                                                                                            | CUSTOMER STATES PERFORM MULTIPOINT INSPECTION                                                                                                                                    |                |         |                                                 | Operation | Tech Amount    |
| Correction                                                                                            | PERFORM MULTIPOINT INSPECTION                                                                                                                                                    |                |         |                                                 | 99P       | 040 0.00       |
| 01-1                                                                                                  | BATTERY TESTED GOOD                                                                                                                                                              |                |         |                                                 | GBATT     | 040 0.00       |
| 01-2                                                                                                  | BRAKE CONDITION CODE GREEN                                                                                                                                                       |                |         |                                                 | GBK       | 040 * 0.00     |
| 01-3                                                                                                  | TIRE CONDITION CODE GREEN                                                                                                                                                        |                |         |                                                 | GTIRE     | 040 * 0.00     |
| Type: C                                                                                               |                                                                                                                                                                                  |                |         |                                                 | Subtotal  |                |
|                                                                                                       |                                                                                                                                                                                  |                |         | TOTAL CHARGE FOR CONCERN 0.00                   |           |                |
| Concern +37                                                                                           | TECH FOUND BUBBLES IN BOTH FRONT TIRES ADVISED CUSTOMER TIRES ARE NO LONGER AVAILABLE CUSTOMER APPROVED REPLACEMENT OF TIRES WITH BRIDGE STONE TIRES MOUNT AND BALANCE TWO TIRES |                |         |                                                 | Operation | Tech Amount    |
| Correction                                                                                            |                                                                                                                                                                                  |                |         |                                                 | MT2       | 135 * 29.90    |
| Parts                                                                                                 | Part Number                                                                                                                                                                      | PO#            | Note    | Description                                     | Qty       | Sell           |
|                                                                                                       | 010 KITTIRE2W/1700                                                                                                                                                               |                |         | TIRE 2                                          | 1         | **0.00 **0.00  |
|                                                                                                       | 010 TIRETAX                                                                                                                                                                      |                |         | TIRETAX                                         | 2 B       | 1.00 2.00      |
|                                                                                                       | 010 DISPOSE                                                                                                                                                                      |                |         | TIRE DISPOSAL                                   | 2 B       | 2.50 5.00      |
|                                                                                                       | 010 WEIGHTS                                                                                                                                                                      |                |         | WHEEL WEIGHTS                                   | 2 B       | 2.00 4.00      |
|                                                                                                       | 010 5F9Z1700AB                                                                                                                                                                   |                |         | VALVE STEM                                      | 2 B       | 1.50 3.00      |
|                                                                                                       | FMC 9003 011391                                                                                                                                                                  |                | NSTK    | 245/40R19                                       | 2 C       | 241.95 483.90  |
| Type: C                                                                                               |                                                                                                                                                                                  |                |         |                                                 | Subtotal  |                |
|                                                                                                       |                                                                                                                                                                                  |                |         | PARTS 497.90                                    |           |                |
|                                                                                                       |                                                                                                                                                                                  |                |         | LAB-MECHANICAL 29.90                            |           |                |
|                                                                                                       |                                                                                                                                                                                  |                |         | TOTAL CHARGE FOR CONCERN 527.80                 |           |                |

## DISCLAIMER OF WARRANTIES

The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty 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 said products.

X  
I acknowledge receipt of the parts and labor listed above.

CUSTOMER

# Pacifico

LINCOLN

## Marple Ford Lincoln

3015 West Chester Pike  
Broomall, PA 19008  
Phone (610) 353-5500  
www.pacificomarple.com



(SIGNED) DEALER, GENERAL MANAGER, OR AUTHORIZED PERSON (DATE)

|                                                                                         |                                                           |                          |                                   |               |         |
|-----------------------------------------------------------------------------------------|-----------------------------------------------------------|--------------------------|-----------------------------------|---------------|---------|
| Adv: 050 THOMAS,REGINALD K                                                              | Tag                                                       | License                  | 3LN6L2JK5 ER                      | Page 2 (Last) | Invoice |
| Invoice to: CREDIT CARDS                                                                |                                                           |                          | Driver/Owner:                     |               |         |
| Invoiced: 05/14/15 18:31:45 MD                                                          |                                                           |                          | 14 LINCOLN MKZ AWD 4DR SDN SILVER |               |         |
| Concern 49                                                                              | CUSTOMER STATES COMPLIMENTARY LINCOLN BRUSHLESS CAR WASH  |                          | Operation                         | Tech          | Amount  |
| Correction                                                                              | WASHED VEHICLE AT BRUSHLESS CAR WASH OR RAIN CHECK ISSUED |                          | CW                                | 100 *         | 0.00    |
| Comment                                                                                 | THANK YOU FOR YOUR BUSINESS!!!                            |                          |                                   |               |         |
| Type: C                                                                                 |                                                           |                          | Subtotal                          |               |         |
|                                                                                         |                                                           | TOTAL CHARGE FOR CONCERN |                                   |               | 0.00    |
| Summary of Charges for Invoice                                                          |                                                           |                          | Payment Distribution for Invoice  |               |         |
| PARTS                                                                                   | 497.90                                                    | TOTAL CHARGE             | 546.70                            |               |         |
| LAB-MECHANICAL                                                                          | 29.90                                                     |                          |                                   |               |         |
| OWNER ADVANTAGE                                                                         | 11.82-                                                    |                          |                                   |               |         |
| SUB-TOTAL                                                                               | 515.98                                                    |                          |                                   |               |         |
| SALES TAX                                                                               | 30.72                                                     |                          |                                   |               |         |
| TOTAL CHARGE                                                                            | 546.70                                                    |                          |                                   |               |         |
| Attention: The following Invoices also exist<br>WAR - WARRANTY                          |                                                           |                          |                                   |               |         |
| If you have any questions - please see THOMAS,REGINALD K<br>THANK YOU FOR YOUR BUSINESS |                                                           |                          |                                   |               |         |

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X ☐ I acknowledge receipt of the parts and labor listed above.

# MULTI POINT INSPECTION



Vehicle: 2014 MKZ SILVER

Advisor: 050 - THOMAS, REGINALD K

VIN: 3LN6L2JK5ER License: [REDACTED]

Printed: 05/14/2015 16:03:30

Tech: 040 - JULIANO, JOHN

Odometer: 18,427

@F00001K  
31.252

Checked and Okay

Future Attention Recommended

Attention Required

Green Yellow Red

## Check Fluid Levels

|                                     |                          |                                          |
|-------------------------------------|--------------------------|------------------------------------------|
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Engine Oil                               |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Brake Reservoir                          |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Power Steering                           |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Windshield Washer                        |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Transmission (if equipped with dipstick) |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Coolant                                  |

## Check Following Systems/Components

|                                     |                          |                          |                                                                       |
|-------------------------------------|--------------------------|--------------------------|-----------------------------------------------------------------------|
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Brake system (including lines, hoses, and parking brake)              |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Shocks/struts and other suspension components for leaks and/or damage |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Steering, steering linkages and ball joints                           |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Exhaust system (leaks, damage, loose parts)                           |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Horn, interior and exterior lights, turn signals                      |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Wiper blades and windshield condition                                 |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | HVAC system and hoses/lines for leaks and/or damage                   |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | U-joints, drive shaft/CV drive axle boots                             |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Engine Cooling system, radiator, hoses and clamps                     |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Accessory drive belt(s)                                               |

## TIRE WEAR INDICATES

|                                     |                          |                          |                        |
|-------------------------------------|--------------------------|--------------------------|------------------------|
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Alignment check needed |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Wheel balance needed   |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Tire Repair Needed     |

State Inspection

04/30/2016

Comments:

## Brake Inspection & Measurement

### Left Front

GRN YLW RED

|                                     |                          |                          |               |     |
|-------------------------------------|--------------------------|--------------------------|---------------|-----|
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Brake Lining  |     |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Tire Tread    | New |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Wear Pattern  |     |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Tire Pressure |     |

### Right Front

|                                     |                          |                          |               |     |
|-------------------------------------|--------------------------|--------------------------|---------------|-----|
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Brake Lining  |     |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Tire Tread    | New |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Wear Pattern  |     |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Tire Pressure |     |

### Left Rear

|                                     |                          |                          |               |  |
|-------------------------------------|--------------------------|--------------------------|---------------|--|
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Brake Lining  |  |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Tire Tread    |  |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Wear Pattern  |  |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Tire Pressure |  |

### Right Rear

|                                     |                          |                          |               |  |
|-------------------------------------|--------------------------|--------------------------|---------------|--|
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Brake Lining  |  |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Tire Tread    |  |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Wear Pattern  |  |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Tire Pressure |  |

☐ No Brake Inspection

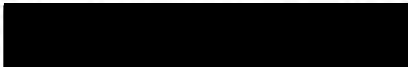
## Check Battery



- ☒ Good
- ☐ Recharge
- ☐ Bad

Cold Cranking Amps

# MULTI POINT INSPECTION



Vehicle: 2014 MKZ SILVER

Advisor: 050 - THOMAS, REGINALD K

VIN: 3LN6L2JK5ER License:

Printed: 06/02/2015 09:52:52

Tech: 029 - CASCIELLO, SALV

Odometer: 19,595

@F00001K  
31.252

Checked and Okay

Future Attention Recommended

Attention Required

Green Yellow Red

## Check Fluid Levels

|                                     |                          |                                          |
|-------------------------------------|--------------------------|------------------------------------------|
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Engine Oil                               |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Brake Reservoir                          |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Power Steering                           |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Windshield Washer                        |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Transmission (if equipped with dipstick) |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Coolant                                  |

## Check Following Systems/Components

|                                     |                          |                          |                                                                       |
|-------------------------------------|--------------------------|--------------------------|-----------------------------------------------------------------------|
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Brake system (including lines, hoses, and parking brake)              |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Shocks/struts and other suspension components for leaks and/or damage |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Steering, steering linkages and ball joints                           |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Exhaust system (leaks, damage, loose parts)                           |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Horn, interior and exterior lights, turn signals                      |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Wiper blades and windshield condition                                 |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | HVAC system and hoses/lines for leaks and/or damage                   |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | U-joints, drive shaft/CV drive axle boots                             |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Engine Cooling system, radiator, hoses and clamps                     |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Accessory drive belt(s)                                               |

## TIRE WEAR INDICATES

|                                     |                          |                          |                        |
|-------------------------------------|--------------------------|--------------------------|------------------------|
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Alignment check needed |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Wheel balance needed   |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Tire Repair Needed     |

State Inspection

04/30/2016

Comments:

## Brake Inspection & Measurement

### Left Front

GRN YLW RED

|                                     |                          |                          |               |
|-------------------------------------|--------------------------|--------------------------|---------------|
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Brake Lining  |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Tire Tread    |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Wear Pattern  |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Tire Pressure |

### Right Front

|                                     |                          |                          |               |
|-------------------------------------|--------------------------|--------------------------|---------------|
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Brake Lining  |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Tire Tread    |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Wear Pattern  |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Tire Pressure |

### Left Rear

|                                     |                          |                                     |               |
|-------------------------------------|--------------------------|-------------------------------------|---------------|
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | Brake Lining  |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | Tire Tread    |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | Wear Pattern  |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | Tire Pressure |

Bubble

### Right Rear

|                                     |                          |                          |               |
|-------------------------------------|--------------------------|--------------------------|---------------|
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Brake Lining  |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Tire Tread    |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Wear Pattern  |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Tire Pressure |

☐ No Brake Inspection

## Check Battery



|                                     |          |
|-------------------------------------|----------|
| <input checked="" type="checkbox"/> | Good     |
| <input type="checkbox"/>            | Recharge |
| <input type="checkbox"/>            | Bad      |

600.0

Cold Cranking Amps



# Pacifico

LINCOLN

Marple Ford Lincoln

ODOMETER = 19,595  
SEE PAGE 2



3015 West Chester Pike  
Broomall, PA 19008  
Phone (610) 353-5500  
www.pacificomarple.com

Motorcraft

(SIGNED) DEALER, GENERAL MANAGER, OR AUTHORIZED PERSON (DATE)

|                                    |                                                                     |                             |                     |                                    |                |         |
|------------------------------------|---------------------------------------------------------------------|-----------------------------|---------------------|------------------------------------|----------------|---------|
| Adv: 050 THOMAS, REGINALD K        |                                                                     | Tag                         | License             | 3LN6L2JK5 ER                       | Page 1         | Invoice |
| <b>Invoice to</b>                  |                                                                     |                             |                     | <b>Driver/Owner Information</b>    |                |         |
| STRAFFORD<br>WAYNE, PA<br>DELAWARE |                                                                     |                             |                     | STRAFFORD<br>WAYNE, PA<br>DELAWARE |                |         |
| <b>For Office Use</b>              |                                                                     |                             |                     | <b>Vehicle Information</b>         |                |         |
| Odometer in: 19595 Out: 19596      |                                                                     | Dist: 1LN CUS C E W Final   |                     | 14 LINCOLN MKZ AWD 4DR SDN SILVER  |                |         |
|                                    |                                                                     |                             |                     | Stock#:                            |                |         |
| Begin: 06/02/15                    | Done: 06/02/15                                                      | Invoiced: 06/02/15 09:56 SM | Inservice: 02/24/14 | Production: 01/24/14               | Sold: 02/24/14 |         |
| ***Customer Waiting***             |                                                                     |                             |                     |                                    |                |         |
| Concern 01                         | CUSTOMER STATES PERFORM MULTIPOINT INSPECTION                       |                             |                     | Operation                          | Tech           | Amount  |
| Correction                         | PERFORM MULTIPOINT INSPECTION                                       |                             |                     | 99P                                | 029            | 0.00    |
| 01-1                               | BATTERY TESTED GOOD                                                 |                             |                     | GBATT                              | 029            | 0.00    |
| 01-2                               | BRAKE CONDITION CODE GREEN                                          |                             |                     | GBK                                | 029 *          | 0.00    |
| 01-3                               | TIRE CONDITION CODE GREEN ALL EXCEPT LEFT REAR TIRE                 |                             |                     | GTIRE                              | 029 *          | 0.00    |
| 01-4                               | TIRE CONDITION CODE RED LEFT REAR TIRE HAS A BUBBLE IN THE SIDEWALL |                             |                     | RTIRE                              | 029 *          | 0.00    |
| Type: C                            |                                                                     |                             |                     | Subtotal                           |                |         |
|                                    |                                                                     |                             |                     | TOTAL CHARGE FOR CONCERN 0.00      |                |         |
| Concern 49                         | CUSTOMER STATES COMPLIMENTARY LINCOLN BRUSHLESS CAR WASH            |                             |                     | Operation                          | Tech           | Amount  |
| Correction                         | WASHED VEHICLE AT BRUSHLESS CAR WASH OR RAIN CHECK ISSUED           |                             |                     | CW                                 | 100 *          | 0.00    |
| Comment                            | THANK YOU FOR YOUR BUSINESS!!!                                      |                             |                     | Subtotal                           |                |         |
| Type: C                            |                                                                     |                             |                     | TOTAL CHARGE FOR CONCERN 0.00      |                |         |
| Concern 50                         | CUSTOMER STATES COMPLIMENTARY LINCOLN RENTAL                        |                             |                     | Operation                          | Tech           | Amount  |
| Correction                         | YOU WERE OFFERED A COMPLIMENTARY LINCOLN RENTAL FOR TODAYS VISIT    |                             |                     | LL                                 | 100 *          | 0.00    |
| Comment                            | IF NOT NEEDED PLEASE KNOW THIS SERVICE IS AVAILABLE                 |                             |                     | Subtotal                           |                |         |
| Type: C                            |                                                                     |                             |                     | TOTAL CHARGE FOR CONCERN 0.00      |                |         |
| Concern 51                         | CUSTOMER STATES DENIED LOANER, WANTED TO WAIT                       |                             |                     | Operation                          | Tech           | Amount  |
| Correction                         | CUSTOMER WAITED AND SIGNED WAIVER                                   |                             |                     | WAITED                             | 100 C          | 0.00    |

#### DISCLAIMER OF WARRANTIES

The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty 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 said products.

X I acknowledge receipt of the parts and labor listed above.

[REDACTED]  
Wayne, PA [REDACTED]

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Mr. Randy Reid  
Chief, Correspondence Research Division  
Office of Defects Investigation Enforcement  
U.S. Department of Transportation  
National Highway Traffic Safety  
Administration  
1200 New Jersey Avenue SE  
Washington, DC 20590

