

July 7, 2015

Dear Mr. Rosekind,

JUL 14 2015

I own and drive a 2005 Grand Marquis. At the time of purchase it had 28,000+ miles. As of July 2015 it has 45,712.9 miles. The reason for this letter is, in Dec 2012 I had to replace the seat belt on the passenger side and 2012 I replaced the press switch on the steering I lost power trying to turn into my security gate at my condo. I was lucky I was not driving on a busy highway.

In June 2015 I had to replace the drivers side seat belt, air bag light would not go off.

I know the 3yr warranty has long expired, but I still don't have 50,000 miles on the car.

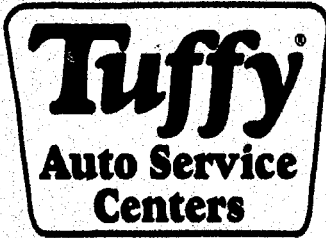
As there anyway I might be compensated for my expenses. Enclosed are the 3 bills that I paid to have the work done.

Sincerely,

[Redacted Signature]

VIN # 2MEFM75W85X [Redacted]

NM  
71715  
SMD



TUFFY AUTO SERVICE CENTER  
 13061 MCGREGOR BLVD  
 FT. MYERS, FL 33919  
 MV# 30983 (239) 437.2993

\*\*\*\*\* INVOICE

\*\*\*\*\* INVOICE 01:27 PM INVOICE# [REDACTED] ESTIMATE# [REDACTED]

06/17/15

FT MYERS  
 FL

2005 MERCURY GRAND MARQUIS

JACK MACKENZIE

QTY.	PART	DESCRIPTION	MEASUREMENT	PRICE	DISC	LIST	EXT
1	DD	AIR BAG LIGHT ON	Disc	30.00		55.00	25.00
		TUNE-UPS SUBTOTAL:		25.00	MECH# 8	CHRIS GULLY	
1	ELD	REPL DRIVERS SEAT BELT				150.00	150.00
1	OPEL	5461200 BELT KIT				375.00	375.00
		ELECTRICAL SUBTOTAL:		525.00	MECH# 8	CHRIS GULLY	
1	SS	SHOP SUPPLIES				10.00	10.00
		SHOP SUP. SUBTOTAL:		10.00	MECH# 3	TUFFY HOUSE	

Estimated price firm for 30 days. The charge of \$20 for writing estimate will be applied to final invoice if work is performed. All parts new unless specified otherwise. Labor based on flat rates unless specified otherwise. Due to space limitations we request that you pick up your vehicle at the promised completion time or within a reasonable time after notification that the repairs have been completed. Should you fail to pick up your vehicle within three (3) working days after notification of its completion, a storage rate of \$15.00 per day will be charged.

I hereby authorize the above work to be done with the necessary materials. You and your employees may operate the above vehicle for purposes of testing, inspection or delivery at my risk. If there is a dispute over the final bill, I may bond the amount with my local clerk of court, per FS 559.917. Failure to bond/pay my bill may lead to implementation of FS 713.585 Lien Law. I understand that you will not be held responsible for loss or damage to the vehicle or articles left in the vehicle in case of fire, theft or any other cause beyond your control. I also understand that you are responsible for goods left over 30 days.

I ( ) do ( ) do not request the return of replaced parts.

NO REFUNDS

If you have any questions or comments that would help us provide better service, please contact the store manager at the address or phone number listed above or write to Tuffy Associates Corp. at the address listed below in the warranty box.

WARRANTY INFORMATION

"All products and workmanship are warranted for ninety (90) days from the date of purchase. Tuffy Auto Service Centers do issue additional warranties on brake shoes and pads, mufflers shock absorbers, strut assemblies, strut cartridge and coil springs. The warranty terms on these products are stated on a separate printed warranty certificate issued to you, together with the invoice, at the time of purchase of the product. Warranty work for these products and services will be performed at any Tuffy Auto Service Center offering these products and services. Consult your telephone directory, white pages, for the for the Tuffy Auto Service Center most convenient to you, or write to Tuffy Associates Corp., Warranty Department, 1414 Baronial Plaza Drive, Toledo, OH 43615".

+ SUGGESTED PARTS OR SERVICES

Customer acknowledges the item(s) noted by a (s) lower case s was suggested for rebuilding or replacement. Condition of the suggested part is such that replacement is not yet required for satisfactory performance but may be approaching the point where replacement is needed. All other parts are required for satisfactory performance. Condition of the part is such that it is no longer providing the function for which it was intended.

ALL PARTS ON THIS INVOICE ARE NEW UNLESS OTHERWISE SPECIFIED.

SUBT> 560.00  
 PART TAX> 33.60 TOTAL TAX> 33.60  
 Paid by: [REDACTED] 593.60

THANK YOU FOR CHOOSING TUFFY

593.60

**THANK YOU FOR CHOOSING  
 TUFFY AUTO SERVICE CENTERS**

YOU ARE ENTITLED TO A COPY OF THIS ORDER AT THE TIME OF YOUR SIGNATURE:

I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car, truck or 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 car, truck or vehicle to secure the amount of repairs thereto. We are not responsible for unavailability of parts or delays in parts shipments beyond our control nor for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond our control.

**X**

PLEASE SELECT ONE AND INITIAL

- I request the return of parts replaced subject to core charge.
- I do not want replaced parts returned to me.

IT IS RECOMMENDED THAT VEHICLES UNDERGO A TUNE-UP UPON INSTALLATION OF NEW CATALYTIC CONVERTER.

INITIALS

- CERTIFICATION -

INITIALS

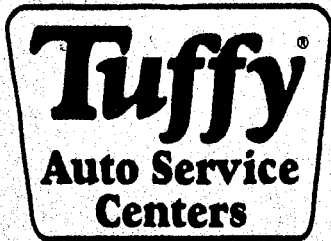
AUTHORIZED INCREASE IN ESTIMATE APPROVED

PER: \_\_\_\_\_ \$ \_\_\_\_\_ TIME: \_\_\_\_\_

ALL PARTS SHOWN ON THIS ESTIMATE OF REPAIRS ARE NEW UNLESS OTHERWISE SPECIFIED.

PLEASE RETURN THIS INVOICE FOR PRESENTATION WITH YOUR WARRANTY CARD WHEN MAKING WARRANTY CLAIM

**We Appreciate Your Business!**



TUFFY AUTO SERVICE CENTER  
 13061 MCGREGOR BLVD  
 FT. MYERS, FL 33919  
 MV# 30983 (239) 437.2993

1-800-4-PRONTO



www.prontowarranty.com

\*\*\*\*\* INVOICE 01:45 PM

INVOICE#

ESTIMATE#

12/13/12

FT MYERS

2005 MERCURY GRAND MARQUIS

FL

JACK MACKENZIE

MILEAGE 65000 LICENSE# 11

QTY.	PART	DESCRIPTION	LIST	EXT
1	OPMISC	PRETENSIONER ASM BW7Z5461	372.80	372.80
1	LMI	DIAG.RPL PASS PRETENSIONE	108.00	108.00
		MISC. SUBTOTAL: 480.80MECH# 2 HAL T.		
1	ELD	AIR BAG LIGHT ON		NO/CHR
		ELECTRICAL SUBTOTAL: .00MECH# 3 TUFFY HOUSE		
1	SS	SHOP SUPPLIES	10.00	10.00
		SHOP SUP. SUBTOTAL: 10.00MECH# 3 TUFFY HOUSE		

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I ( ) do ( ) do not request the return of replaced parts.

NO REFUNDS

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SUBT> 490.80

PART TAX> 29.45 TOTAL TAX> 29.45

Paid by: 520.25

THANK YOU FOR CHOOSING TUFFY

520.25

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TUFFY AUTO SERVICE CENTERS**

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X

PLEASE SELECT ONE AND INITIAL

- I request the return of parts replaced subject to core charge.
- I do not want replaced parts returned to me.

IT IS RECOMMENDED THAT VEHICLES UNDERGO A TUNE-UP UPON INSTALLATION OF NEW CATALYTIC CONVERTER

- CERTIFICATION -

INITIALS

AUTHORIZED INCREASE IN ESTIMATE APPROVED

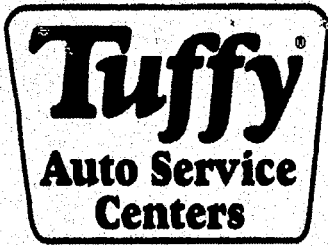
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www.prontowarranty.com

\*\*\*\*\* INVOICE

\*\*\*\*\* INVOICE 11:35 AM INVOICE# [REDACTED] ESTIMATE# [REDACTED]

04/13/12

FT. MYERS

2005 MERCURY GRAND MARQUIS

FL

JACK MACKENZIE

QTY.	PART	DESCRIPTION	MECH#	LICENSE#	LIST	EXT
1	OPFE	P/S PRESS SWITCH		11	59.40	59.40
1	LFE	LABOR ON P/S SWITCH			45.00	45.00
		FT END SUBTOTAL:	104.40	MECH# 4 WESLEY SONS		
2	PSF	POWER STEERING FLUID 1PT			2.25	4.50
		L.O.F. SUBTOTAL:	4.50	MECH# 3 TUFFY HOUSE		
1	EMIR	CHECK LOSS OF POWER ST				NO/CHR
		ENGINE/TRANS SUBTOTAL:	.00	MECH# 3 TUFFY HOUSE		
1	SS	SHOP SUPPLIES			4.36	4.36
		SHOP SUP. SUBTOTAL:	4.36	MECH# 3 TUFFY HOUSE		

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**THANK YOU FOR CHOOSING  
 TUFFY AUTO SERVICE CENTERS**

SUBT> 113.26

PART TAX> 6.80 TOTAL TAX> 6.80

Paid by: [REDACTED] 120.06

THANK YOU FOR CHOOSING TUFFY

120.06

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- CERTIFICATION -

INITIALS

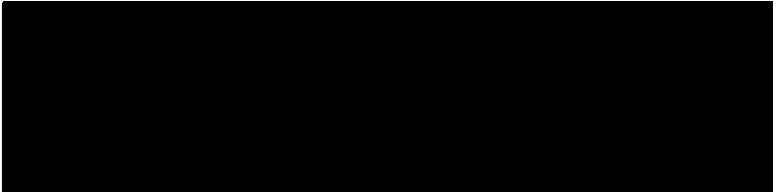
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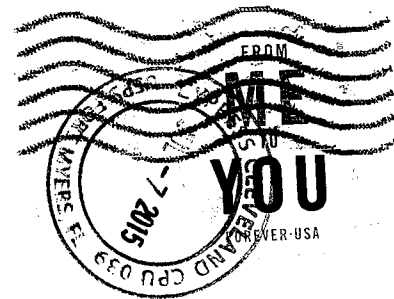
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 FOR PRESENTATION WITH YOUR WARRANTY CARD WHEN MAKING WARRANTY CLAIM

**We Appreciate Your Business!**



Ft Myers, Fla.

FT MYERS FL 339  
07 JUL 2015 PM 4 L



NATSA  
1200 NEW JERSEY AVE. SE  
WASHINGTON, D.C. 20590

attn Mr Mark Rosekind

20590

