

INFORMATION Redacted PURSUANT TO THE FREEDOM OF



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

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOIA CASE NO. ONLY 100148

| | |
|------------------------------|-------------------------------------|
| Date Received 03-SEP-2015 | Repository <input type="checkbox"/> |
| | Reference No. 10761372 |

| OWNER INFORMATION (Type or Print) | | | |
|-----------------------------------|------------|----------------|--|
| Name | [REDACTED] | | |
| Address | [REDACTED] | | |
| City | State | Zip Code | |
| ORLANDO | FL | [REDACTED] | |
| Daytime Telephone Number | | E-mail Address | |
| [REDACTED] | | [REDACTED] | |
| Evening Telephone Number | | | |
| [REDACTED] | | | |

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 1ZVBP8CF1D5 [REDACTED] | Make FORD | Model MUSTANG | Model Year 2013 |
| Date Purchased 4/15/13 | Dealer's Name and Telephone Number Kreger Ford (Columbus, OH) 614-888-3320 | | Engine: No: Cylinders 8 |
| Original Owner <input checked="" type="checkbox"/> | Dealer's City Columbus | State OH | Zip Code [REDACTED] |
| Transmission Type manual | <input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control | Powertrain V8 | Multiple Failure: YES - multiple defects |
| | | | Incident Date(s) 10-JUL-2014 |

FAILED COMPONENT(S)/PART(S) INFORMATION

| | | | |
|--|------------------------|---------------|---|
| Vehicle Component Codes: 020000 SUSPENSION, ENGINE (PWS) After 6-7 visits being told its "normal", idling issue when stopped (fixed), service stability light comes on when it should work (came on twice going through puddles and turned off) | Failure Mileage 500 | Failure Speed | land front passenger lever kept falling off |
|--|------------------------|---------------|---|

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

| | | |
|---------------------------------|--|--------------------------------|
| Tire Make | Tire Model (Name or Number) | Tire Size (Example P215/65R15) |
| DOT No. (Example: DOTM19ABC036) | <input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair | Failure Location: |
| Tire Component Code | Tire Failure Type: | |

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

| | | |
|----------------------------|----------------------|-----------------|
| Make: | Date Manufactured: | Model No./Name: |
| Seat Type: | Installation System: | |
| Child Seat Component Code: | Failed Part: | |

APPLICABLE INCIDENT INFORMATION

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

| | | | | |
|--|---|--------------------------------|-----------------------|-------------------------|
| Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Number of Persons Injured 0 | Number of Deaths 0 | Reported to Police N |
|--|---|--------------------------------|-----------------------|-------------------------|

Narrative Description of Incident(S), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

TL* THE CONTACT OWNS A 2013 FORD MUSTANG. THE CONTACT STATED THAT THERE WAS A PROGRESSING FAILURE WITH THE FRONT DRIVER SIDE TIRE WOBBLING AND THE SUSPENSION WAS UNSTABLE WHEN DRIVING OVER UNLEVELED LAND. THE CONTACT HEARD A LOUD NOISE COMING FROM THE FRONT DRIVER SIDE OF THE VEHICLE NEAR THE FRONT DRIVER SIDE TIRE. THE VEHICLE WAS TAKEN TO MORE THAN TWO DEALERS. ONE OF THE DEALERS WAS NOT ABLE TO REPLICATE AND DIAGNOSE THE FAILURE. THE VEHICLE RECEIVED SEVERAL REPAIRS FROM MORE THAN ONE DEALER WHO REPLACED THE NUTS AND BOLTS, BUT THE FAILURE RECURRED. THE VEHICLE WAS TAKEN BACK A THIRD TIME TO REPLACE THE LOWER CONTROL ARM. DURING THE FOURTH REPAIR, THE DEALER REPLACED THE NUTS AND BOLTS AND THE LOWER CONTROL ARM AGAIN. THE COMPONENT FRACTURED A FIFTH TIME AND THE DEALER AND THE MANUFACTURER PROVIDED NO REMEDY. THE ELECTRONIC STABILITY TRACTION CONTROL WARNING LIGHT ILLUMINATED WHEN DRIVING OVER UNLEVELED LAND. THE CONTACT ALSO EXPERIENCED THE VEHICLE IDLING HIGHLY WHILE AT A STOP. THE VEHICLE WAS TAKEN TO ONE DEALER WHO WAS NOT ABLE TO REPLICATE AND DIAGNOSE THE FAILURE. A SECOND DEALER DIAGNOSED THAT THE LOW SPEED FUSE WAS BLOWN ON THE FAN AND THE HIGH SPEED ACTIVATED DUE TO THE FAILURE, WHICH CAUSED THE CONDITION. THE DEALER REPLACED THE FUSE FOR THE LOW SPEED ON THE FAN CONTROL. THE CONTACT WAS STILL UNABLE TO GET THE MANUFACTURER AND THE DEALER TO REPAIR THE SUSPENSION FAILURE. T

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 this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

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

Control arms - Control arms have been looked at 6-7 times by 4 different dealerships. Some acknowledge the issue and replace others said it was "normal". Loud noise when going over bumps, vibration felt in pedals when going over bumps and accelerating, loud squeaks when braking and front left wheel wobbles when accelerating. This has been replaced 3-4 different times w/ it still not working.

Idling Issue: Took it to 3 different dealerships for a total of 5 checks, first 3 checks they said it was "normal" 4th check had a manager sit in the car and they said they can tell it's not normal but "don't know what's wrong." but dealership found the cause was a blown knife in the engine fan. This caused the car to drop 1,000-2,000 rpm at stops randomly making the car almost stall. Currently fixed.

ATTACH ADDITIONAL SHEETS IF NECESSARY

* See additional paper

U.S. Department of Transportation

National Highway Traffic Safety Administration

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

Official Business Penalty for Private Use \$300



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC
POSTAGE WILL BE PAID BY ADDRESSEE

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



Think your vehicle has a safety defect?



If so:

Use the enclosed form to file a report.

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



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



Description Continued:

Service Stability Control Issues: The last two times I have hit a large puddle in heavy rain the Stability Control would kick in but then I would hear a loud noise and it would immediately turn off and the service stability control light would come on. Each time the light would stay on for 3-4 days and you wouldn't be able to turn the stability control back on. Then after a few days it turns back on automatically like there was never any issue. This is a great concern since you think it works but when it actually turns on it doesn't work. Rush Truck Center was supposed to look at this but they said they would need to see it with the light on which is very hard to duplicate. This issue is not fixed yet.

Front passenger lever: Chair lever kept falling out, after 2 fixes, it has been finally fixed



BBB AUTO LINE

November 3, 2015

[REDACTED]
ORLANDO FL [REDACTED]

Re: FRD1527069-1R [REDACTED] vs Ford Motor Corporation
1ZVBP8CF1D5 [REDACTED]

Dear [REDACTED]

Following your recent contact with our office, we have reopened your claim. Please refer to the new case number located above.

We have updated our records to reflect the following:

The reason(s) why the case has been reopened:

Customer states both control arms were replaced on the last repair but the noise has returned and is worse now. He is seeking replacement or repurchase of the vehicle under OH lemon law provisions at this time.

You are seeking the following resolution:

A replacement of the vehicle.

Your vehicle's current mileage is:

40000

You do not need to resubmit any supporting documentation that you previously sent to our office, as that will be transferred from your previous case. However, if there are any new documents you wish to submit, please send those in and be sure to reference your new case number. You can either mail any new documents or fax them to 703.247.9700.

The manufacturer will be advised that a new claim has been opened. If you have any questions, please feel free to contact me at 800.955.5100.

Sincerely,

Todd Eikenberry at Extension 241

**BBB AUTO LINE
Customer Claim Form**

Case number: [REDACTED]
Contact Date: 11/03/15
Start Date: 11/03/15

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

| | | |
|-----------------------------|----------------------------|----------------------|
| Titled owner: [REDACTED] | | |
| Mailing address: [REDACTED] | | |
| City: Orlando | State: FL | Zip code: [REDACTED] |
| Day phone: [REDACTED] | Evening phone: | Cell phone: |
| Fax: | E-mail address: [REDACTED] | |

SECTION 2: VEHICLE INFORMATION

| | | | |
|---|----------------|---|----------------------------|
| Make: Ford | Model: Mustang | Year: 2013 | Current mileage: 40000 |
| Name(s) that appears on the vehicle title: [REDACTED] | | | |
| Selling dealer/city/state: Kreiger Ford, Columbus, OH | | | |
| Primary Servicing dealer/city/state: Rush Truck Center, Orlando, | | | |
| Acquired as <input checked="" type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased | | Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no | |
| Purchase/lease date: 04/15/13 | | Mileage at purchase/lease: 0 | |
| First repair attempt date: | | First repair attempt mileage: 1500 | |
| How often is the vehicle used for business purposes (percentage): 0 % | | Number of vehicles owned or leased by the business: Transmission type: <input type="checkbox"/> Automatic <input checked="" type="checkbox"/> Manual | |
| Has the vehicle been in an accident/had body damage? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no | | | Date of accident: 03/01/15 |
| Description of damage: rear bumper | | | |

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

He wants the vehicle fixed so the problem doesn't occur again or compensation for the problems. Or repurchase the car.

Please complete the missing information in the box below and on page 2.

| | |
|---|---|
| VEHICLE IDENTIFICATION NUMBER 1ZVBP8CF1D5 [REDACTED] | |
| Lienholder/Leasing Company <u>GM Financial</u> | Phone Number <u>1-800-284-2271</u> |
| Account Number [REDACTED] | |

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Case Number: [REDACTED]

| Problem | Servicing dealer(s) | # of repair attempts | List the date, mileage, and days out of service for each repair attempt | Does the problem exist now? |
|---|---|--|---|-----------------------------|
| Example: | | | | |
| A/C won't cool properly | Any Dealer, Inc. | 2 | 4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day | yes |
| loud noise in front left suspension over bumps | 4 different dealers Mullinax Ford, Dan Reid, Rush Truck Center, Dick Masher et al Ford | 6-7 with control arm replaced 3-4 times | -see documents- 4-5 days | yes |
| front left wheel wobbles when accelerating from turns | ↑ same issue as ↑ above | ↑ | ↑ | yes |
| ↓ light came on twice when it turned on going through service stability control light comes on instantly turned off and light came on | Rush Truck Center | 1 | They said they can't look at it unless the light is on even though it is a safety issue 1 day | yes |
| Idling issue where the rpms would dip by 1,000-2,000 rpms when at red lights - caused by blown fuse in fan | Brought in to 3 different dealers for a total of 5 checks, first 4 they told me it was normal. | 5 | Dan Reid, Mullinax, Rush Truck 4-5 days total | yes no |
| Front passenger chair lever kept falling out | 2-Mullinax, Rush Truck | 2 | 1-2 days total | no |
| Load squeak whenever using brakes | ↑ same as control arm issue | ↑ | ↑ control arm issue above | yes |
| Vibration felt in pedals from control arm issue over bumps or accelerating | ↑ | ↑ | ↑ | |
| | | | | |
| | | | | |

Total days out of service for all problems: 10-13 days

Signature of Titled Owner(s) [REDACTED] Date 11/17/15

Printed Name of Titled Owner(s) [REDACTED]

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

BBB AUTO LINE
3033 Wilson Blvd., Suite 600
Arlington VA, 22201
Fax: 703-247-9700



MIKE DEWINE

★ OHIO ATTORNEY GENERAL ★

Consumer Protection Section
30 East Broad Street, 14th Floor
Columbus, Ohio 43215
www.OhioAttorneyGeneral.gov

September 9, 2015

[REDACTED]

ORLANDO, FL [REDACTED]

Re: Ford Motor Customer Service
Complaint #: [REDACTED]

Dear [REDACTED]

This is to acknowledge receipt of your letter regarding the above-named manufacturer.

In a preliminary review of your complaint, it appears your vehicle may qualify as a "lemon" under the Ohio Lemon Law. This law requires a manufacturer to buy back or replace a vehicle that is identified as a lemon. If you are seeking either of these remedies available under the Lemon Law, you must first use their arbitration program and you will need to contact them before you can contact a private attorney. The arbitration program is the BBB AUTO LINE and their phone number is 1-800-955-5100. The Attorney General does not have enforcement power under the Lemon Law and cannot force the manufacturer to repurchase or replace your vehicle; only arbitration or a court can do that.

Respectfully,

MIKE DEWINE
Attorney General of Ohio

Debra Lawver
Lemon Law Administrator
Consumer Protection Section
(614) 466-7477
debra.lawver@ohioattorneygeneral.gov
(800) 282-0515 Toll Free
(866) 768-2647 (Fax)

2531

*** Please note that your complaint is a public record under Ohio's public records law. As a result, you may receive solicitations or advertisements from private law firms. The Ohio Attorney General's Consumer Protection Section is not affiliated with, nor do we endorse any private attorney who may contact you.**

Customer Number: [REDACTED]

Invoice No: [REDACTED]



INVOICE

KRIEGER FORD, INC.
1800 MORSE ROAD
COLUMBUS, OHIO 43229
PHONE: 614/888-3320
WATS: 1-800-783-FORD(3673)
DIRECT: 614/888-3300

REYNOLDSBURG, OH [REDACTED]

Home: [REDACTED] Bus: [REDACTED] Cell: [REDACTED]
Email: email [REDACTED] home

SERVICE ADVISOR: 1277 ANTHONY W TIGNER, Bortz, Donald E

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG | |
|---------------|---------------|---|------------------------|---------|------------------|---------|-----------|
| RACE RED | 13 | FORD MUSTANG | 1ZVBP8CF1D5 [REDACTED] | | 19578 / 19578 | T4654 | |
| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
| 06MAR13 | | | WAIT 20MAR14 | | 0.00 | OARD | 20MAR14 |
| R.O. OPENED | BOOKED | OPTIONS: SOLD-STK [REDACTED] DLR [REDACTED] ENG:5.0_Liter TRN:6-SPD_MANUAL AXL:150028 1)OA 255190176 | | | | | |
| 19:47 20MAR14 | 20:33 20MAR14 | | | | | | |

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

A KRIEGER KWIK LUBE/CHANGE OIL & FILTER AND TOP OFF ALL FLUIDS, AIR TIRES & LUBE.
 MOOIK KRIEGER KWIK LUBE/CHANGE OIL & FILTER AND TOP OFF ALL FLUIDS, AIR TIRES & LUBE.
 4079 CPN 8.95 8.95
 1 AA5Z*6714*A FILTER ASY - OIL 6.50 6.50 6.50
 7 XO*5W20*QSP MOTORCRAFT SAE 5W-20 API GF-5 2.65 2.65 18.55
 PARTS: 25.05 LABOR: 8.95 OTHER: 0.00 TOTAL LINE A: 34.00
 19578 COMPLETE OIL AND FILTER CHANGE, TOP OFF FLUIDS.

B MULTI POINT INSPECTION WITH INSPECTION REPORT CARD
 99P MULTI POINT INSPECTION WITH INSPECTION REPORT CARD
 4079 IQC (N/C)
 GBATT BATTERY TESTED AND OK ON THIS VISIT 0.00 0.00
 4079 CDEF
 NBK NBK
 4079 CDEF 0.00 0.00
 GTIRE TIRE TREAD CHECKED AND IS OK WITH MORE GREATER
 4079 CDEF 0.00 0.00
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

USED OA AMT OF 10.00 PAID
26.55 WITH MC THANK YOU NIKI



ON BEHALF OF SERVICING DEALER I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

WARRANTY STATEMENT AND DISCLAIMER: THE DEALER HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF ANY PARTS OR THIS REPAIR. THIS DISCLAIMER IN NO WAY AFFECTS THE PROVISIONS OF ANY MANUFACTURER OR OTHER SUPPLIER'S WARRANTIES.

SHOP SUPPLY COSTS: We have added a charge equal to 7% of the cost of labor, not to exceed \$16.00, to the Repair Order for shop supplies used in connection with the repair.

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

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.

| DESCRIPTION | TOTALS |
|------------------------|----------|
| LABOR AMOUNT | \$ 8.95 |
| PARTS AMOUNT | \$ 25.05 |
| GAS, OIL, LUBE | \$ 0.00 |
| SUBLET AMOUNT | \$ 0.00 |
| MISC. CHARGES | \$ 0.00 |
| TOTAL CHARGES | \$ 34.00 |
| LESS INSURANCE | \$ 10.00 |
| SALES TAX | \$ 2.55 |
| PLEASE PAY THIS AMOUNT | \$ 26.55 |



SERVICE AND PARTS DEPARTMENT HOURS:
7:00 a.m. to Midnight - Monday thru Friday
8:00 a.m. to 4:00 p.m. - Saturday



Customer Copy

CUSTOMER #:



INVOICE

KRIEGER FORD, INC.
1800 MORSE ROAD
COLUMBUS, OHIO 43229
PHONE: 614/888-3320
WATS: 1-800-783-FORD(3673)
DIRECT: 614/888-3300

REYNOLDSBURG, OH

PAGE 1

HOME:
BUS:

CONT:
CELL:

PREP BY 4490
SERVICE ADVISOR: 6563 CHRISTOPHER J MACKEN

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG, DEL DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE. Includes vehicle details for a Ford Mustang and service notes.

A CHECK CLEAR FLUID LEAK FROM UNDER CENTER ENGINE AREA
SEE COMMENTS

9888 IQC (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
4069 CONDENSATION FROM AC DRAIN

B MULTI POINT INSPECTION WITH INSPECTION REPORT CARD
99P MULTI POINT INSPECTION WITH INSPECTION REPORT CARD

9888 IQC (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

NO CHARGE THANK U JAMIE



ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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SHOP SUPPLY COSTS: We have added a charge equal to 7% of the cost of labor, not to exceed \$10.00, to the Repair Order for shop supplies used in connection with the repair.

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

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.

Table with columns: DESCRIPTION, TOTALS. Lists charges for labor, parts, gas, oil, lube, sublet, misc. charges, total charges, less ins. and/or adj., sales tax, and please pay this amount.



SERVICE AND PARTS DEPARTMENT HOURS:
7:00 a.m. to Midnight - Monday thru Friday
8:00 a.m. to 4:00 p.m. - Saturday



CUSTOMER COPY

CUSTOMER #: [REDACTED]



INVOICE

KRIEGER FORD, INC.
1800 MORSE ROAD
COLUMBUS, OHIO 43229
PHONE: 614/888-3320
WATS: 1-800-783-FORD(3673)
DIRECT: 614/888-3300

REYNOLDSBURG, OH [REDACTED]
HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

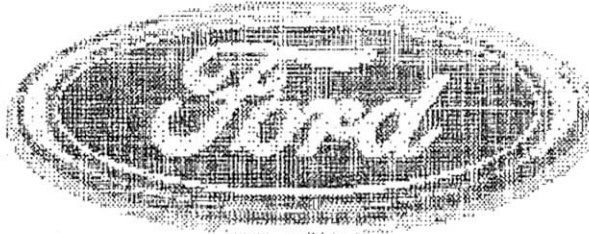
PAGE 1
PREP BY 630
SERVICE ADVISOR: 630 STEVEN A KRIEGER

| | | | | | | | |
|---------------|---------------|-------------------|------------------------|-----------------|----------------|---------|-----------|
| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/OUT | TAG | |
| RACE RED | 13 | FORD MUSTANG | 1ZVBP8CF1D5 [REDACTED] | | 394/394 | T2447 | |
| DEL DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
| 06MAR13 DD | | | WAIT 13MAR13 | | 0.00 | CASH | 13MAR13 |
| R.O. OPENED | READY | OPTIONS: | SOLD-STK: [REDACTED] | DLR: [REDACTED] | ENG: 5.0 Liter | | |
| 12:37 13MAR13 | 12:54 13MAR13 | TRN: 6-SPD MANUAL | AXL: 150028 | | | | |
| LINE OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL | |

A INSTALL FRONT LIC PLATE BRACKET
S104 LIGHT MAINT

1 INT
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: (N/C) 0.00

CLOSED AMR



ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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SHOP SUPPLY COSTS: We have added a charge equal to 7% of the cost of labor, net to exceed \$10.00, to the Repair Order for shop supplies used in connection with the repair.

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

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.

| DESCRIPTION | TOTALS |
|------------------------|--------|
| LABOR AMOUNT | 0.00 |
| PARTS AMOUNT | 0.00 |
| GAS, OIL, LUBE | 0.00 |
| SUBLET AMOUNT | 0.00 |
| MISC. CHARGES | 0.00 |
| TOTAL CHARGES | 0.00 |
| LESS INS. AND/OR ADJ. | 0.00 |
| SALES TAX | 0.00 |
| PLEASE PAY THIS AMOUNT | 0.00 |



SERVICE AND PARTS DEPARTMENT HOURS:
7:00 a.m. to Midnight - Monday thru Friday
8:00 a.m. to 4:00 p.m. - Saturday



CUSTOMER COPY

SD1301R
DRUSS9902

DICK MASHETER FORD
Repair Order History

11/06/15
Page 1

Vehicle 2013 FORD MUSTANG GT COUPE PREMIUM VIN 1ZVBP8CF [REDACTED]

| CO# | RO# | Date | Customer | SWR | Odometer |
|-----|------------|--|-----------------------|-----|----------|
| DM1 | [REDACTED] | 10/23/13 | [REDACTED] | 824 | 9801 |
| | (1) | 412:FORD PREMIUM SYNTHETIC BLEND OIL AND FILTER CHANGE | | | |
| | (2) | 412:31 POINT INSPECTION OF VEHICLE. REMOVE TIRES AND | | | |
| | (3) | BATTERY CONDITION IS GOOD | | | |
| | (4) | BRAKE LININGS ARE OK AT THIS TIME | | | |
| | (5) | TIRE TREAD AND WEAR IS OK AT THIS TIME | | | |
| DM1 | [REDACTED] | 10/22/13 | *VOIDED REPAIR ORDER* | 825 | 9500 |
| DM1 | [REDACTED] | 6/12/13 | [REDACTED] | 826 | 3870 |
| | (1) | 831:NEW MUSTANG 3-4K HAS FLUID LEAK CHECK AND ADVISE | | | |
| | (2) | 31 POINT INSPECTION OF VEHICLE. REMOVE TIRES AND | | | |
| | (3) | BATTERY CONDITION IS GOOD | | | |
| | (4) | TIRE TREAD AND WEAR IS OK AT THIS TIME | | | |
| | (5) | BRAKE LININGS ARE OK AT THIS TIME | | | |
| | (6) | FOUND EVAP DRAIN ALLOWING WATER TO DRIP OFF OF BOT | | | |
| DM1 | [REDACTED] | 1/24/13 | INVENTORY: 6928 | 424 | 1 |
| | (1) | 470:PREP | | | |

Customer Number: [REDACTED]

Invoice No: [REDACTED]
INVOICE

mullinax

OF CENTRAL FLORIDA

1551 EAST SEMORAN BLVD. * P.O. BOX 4400
APOPKA, FL 32704-4400
TELEPHONE: (407) 889-7600
MV# 39459
www.mullinaxford.com

[REDACTED]

ORLANDO FL [REDACTED]
Home: [REDACTED] Bus: [REDACTED] Cell: [REDACTED]
Email: [REDACTED]

SERVICE ADVISOR: 6244 SUSAN PADRO

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG | |
|---------------|---------------|---------------------------------------|------------------------|---------|------------------|---------|-----------|
| | 13 | FORD MUSTANG | 1ZVBP8CF1D5 [REDACTED] | | 28552 28558 | 3410 | |
| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
| 06MAR13 | | 06MAR2016 | 17:00 25OCT14 | | 99.95 | CASH | 27OCT14 |
| R.O. OPENED | READY | OPTIONS: DLR [REDACTED] ENG:5.0_Liter | | | | | |
| 13:17 25OCT14 | 16:48 27OCT14 | | | | | | |

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

A CUSTOMER REPORTS VEHICLE HAS A ROUGH IDLEWILL GO BELOW ZERO ACTS
LIKES WANTS TO STALL

NOTE 19~

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
,,, 28558 ROAD TEST VEHICLE AND PERFORM ELECTR ENGINE DIAG, SELF TEST

,,, PCM P1111 PASS CODE. INSPECT AND PERFORM ELECT THROTTLE BODY TESTS, ALL
,,, TEST PASS. INSPECT IDLE SPEED AND FUEL TRIMS, ALL OK. CHECK OASIS FOR
,,, SSMS AND TSBS, NO APPLICABLE ARTICLES FOUND AT THIS TIME.

B CUSTOMER STATES WHENGOING OVER BUMPS LIKE SPEED BUMPS WILL HEAR A
LOUD NOISE FROM FRONT LEFT SUSPENSION

CAUSE: 1

130903B TSB 13-09-03 RR BOTH ARMS

- 3109 WF (N/C)
- 1 CR3Z*3078*D ARM ASY - FRONT SUSPENSION (N/C)
- 1 CR3Z*3079*D ARM ASY - FRONT SUSPENSION (N/C)
- 2 *W710141*S439 BOLT (N/C)
- 1 *W709865*S439 BOLT (N/C)
- 2 *W710909*S439 BOLT (N/C)
- 1 *W711123*S439 BOLT (N/C)
- 2 *W520215*S440 NUT - HEX (N/C)
- 1 *W520214*S440 NUT (N/C)
- 1 4R3Z*5G221*LH SHIELD (N/C)
- 1 4R3Z*5G221*RH SHIELD (N/C)
- 6 *W704873*S439 SCREW (N/C)

FC: N50 42
PART#: 3078
COUNT:
CLAIM TYPE:
AUTH CODE:
003109

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
,,, 28558 13-09-03B 2.1, INSPECT AND REPLACE BOTH FRONT LOWER CONTROL

| | | | |
|---|--|------------------------|--------|
| Service Department Hours Monday to Friday 7:30 AM - 6:00 PM Saturday 8:00 AM - 4:00 PM Quick Lane Hours Monday to Friday 7:00 AM - 7:00 PM Saturday 8:00 AM - 5:00 PM Appointments: 407-889-7600 | STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty or merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. | DESCRIPTION | TOTALS |
| | | LABOR AMOUNT | |
| | | PARTS AMOUNT | |
| | | GAS, OIL, LUBE | |
| | | SUBLET AMOUNT | |
| | | MISC. CHARGES | |
| | | TOTAL CHARGES | |
| | | LESS INSURANCE | |
| | | SALES TAX | |
| | CUSTOMER SIGNATURE | PLEASE PAY THIS AMOUNT | |

Customer Number: [REDACTED]

Invoice No: [REDACTED]

INVOICE

mullinax

OF CENTRAL FLORIDA

1651 EAST SEMORAN BLVD. * P.O. BOX 4400
APOPKA, FL 32704-4400
TELEPHONE: (407) 889-7600
MV# 39459
www.mullinaxford.com

ORLANDO FL [REDACTED]

Home: [REDACTED] Bus: [REDACTED] Cell: [REDACTED]

Email: [REDACTED] SERVICE ADVISOR: 6244 SUSAN PADRO

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG | |
|---------------|---------------|---------------------------------------|------------------------|---------|------------------|---------|-----------|
| | 13 | FORD MUSTANG | 1ZVBP8CF1D5 [REDACTED] | | 28552 28558 | 3410 | |
| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
| 06MAR13 | | 06MAR2016 | 17:00 25OCT14 | | 99.95 | CASH | 27OCT14 |
| R.O. OPENED | READY | OPTIONS: DLR [REDACTED] ENG:5.0_Liter | | | | | |
| 13:17 25OCT14 | 16:48 27OCT14 | | | | | | |

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

,,, ARMS DUE TO EXCESSIVE SQUEAKING NOISE. INSTALL UPDATED BOLTS AND HEAT
 SHIELDS. ROAD TEST TO VERIFY REPAIR

C CUSTOMER REPORTS THE PASS SEAT LEVER IS FALLING OFF
 CAUSE: 1

MT62622 RR SEAT ADJUST HANDLE

3109 WF

1 7R3Z*6362622*AC HANDLE - SEAT BACK ADJUSTING

(N/C)

(N/C)

FC: S06 01

PART#: 7R3Z*6362622*AC

COUNT:

CLAIM TYPE:

AUTH CODE:

003109

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

,,, 28558 INSPECT AND REPLACE PASS SIDE SEAT RECLINE HANDLE DUE TO
 BROKEN HANDLE. RETEST TO VERIFY REPAIR

D ATW QUALITY CARE REPORT CARD PERFORMED

99P ATW QUALITY CARE REPORT CARD PERFORMED

3109 CP

GBATT Battery condition is good

3109 CP

GBK BRAKES GOOD AT THIS TIME

3109 CP

GTIRE TIRES INSPECTED AND OK ON THIS VISIT

3109 CP

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

,,, 28558 PERFORMED MULTI-POINT INSPECTION

~|

| | | | | |
|---|--|-------------------------------|--------------------|---------------|
| Service Department Hours Monday to Friday 7:30 AM - 6:00 PM Saturday 8:00 AM - 4:00 PM Quick Lane Hours Monday to Friday 7:00 AM - 7:00 PM Saturday 8:00 AM - 5:00 PM Appointments: 407-889-7600 | STATEMENT OF DISCLAIMER | | DESCRIPTION | TOTALS |
| | The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty or merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. | | LABOR AMOUNT | |
| | | | PARTS AMOUNT | |
| | | | GAS, OIL, LUBE | |
| | | | SUBLET AMOUNT | |
| | | | MISC. CHARGES | |
| | | | TOTAL CHARGES | |
| | | LESS INSURANCE | | |
| | | SALES TAX | | |
| CUSTOMER SIGNATURE | | PLEASE PAY THIS AMOUNT | | |

Customer Number: [REDACTED]

Invoice No: [REDACTED]
INVOICE

mullinax 
OF CENTRAL FLORIDA

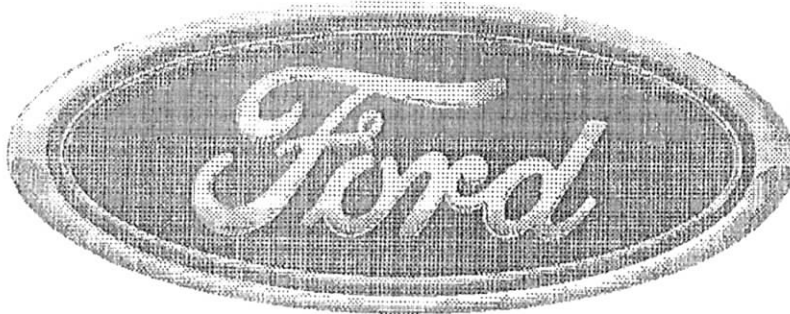
1551 EAST SEMORAN BLVD. * P.O. BOX 4400
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ORLANDO FL [REDACTED]
Home: [REDACTED] Bus: [REDACTED] Cell: [REDACTED]
Email: [REDACTED]

SERVICE ADVISOR: 6244 SUSAN PADRO

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG | |
|---------------|---------------|---------------------------------------|------------------------|---------|------------------|---------|-----------|
| | 13 | FORD MUSTANG | 1ZVBP8CF1D5 [REDACTED] | | 28552 28558 | 3410 | |
| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
| 06MAR13 | | 06MAR2016 | 17:00 25OCT14 | | 99.95 | CASH | 27OCT14 |
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| 13:17 25OCT14 | 16:48 27OCT14 | | | | | | |
| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |

Thank you for choosing Mullinax Ford for your automotive needs.
Mon- Friday: 7:30am - 5:30pm
Saturday 8:00am - 2:00pm
Closed on Sunday



| | | | |
|---|--|--|---|
| Service Department Hours Monday to Friday 7:30 AM - 6:00 PM Saturday 8:00 AM - 4:00 PM Quick Lane Hours Monday to Friday 7:00 AM - 7:00 PM Saturday 8:00 AM - 5:00 PM Appointments: 407-889-7600 | STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty or merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. | DESCRIPTION LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT MISC. CHARGES TOTAL CHARGES LESS INSURANCE SALES TAX | TOTALS \$ 0.00 \$ 0.00 \$ 0.00 \$ 0.00 \$ 0.00 \$ 0.00 \$ 0.00 \$ 0.00 |
| | CUSTOMER SIGNATURE | PLEASE PAY THIS AMOUNT | \$ 0.00 |

V.I.N..... 1ZVBP8CF1 D5 [REDACTED]
Owner Name..... [REDACTED]
Street Address... [REDACTED] ---Activity---
City..... ORLANDO State FL Zip [REDACTED] |No.R.O.'s 3 |
Telephone..... Home... [REDACTED] Work... - - |Total\$\$ 42 |
Other Phone No... - - Send Mail... N(Y/N) |Lstcr 04/11/15 |
E-mail Address... [REDACTED] |Miles 35085 |
Cust. Control No. (Only Needed for Charge Sales)
Salesperson..... Delivery Date... 00/00/00 Delivery Miles.. 0

----- Vehicle Information -----
Year..... 13 Make..... FORD
Model..... MUSTANG GT Color.....
Plate No..... Stock No....
Key No. Ign..... Key No.Trk..
InServiceDate... 00/00/00 Prod. Date.. 00/00/00
Warranty Type... Warr.Expires. 00/00/00 Miles 0
PRINTS ON RO..... COMMENT

Vin ID#: D5 [REDACTED] Repair Order#: [REDACTED] Status Cd: C
RO Date: 04/11/15 Inv Date: 04/11/15 Mileage: 35085 Act/Est: A Serv Adv: 517
Control#: Inv Letter: C G/L Group: 1 Coupon\$: 0.00 ShopChg: Y Cust Chrg 1: N Cust Chrg 2: N
GOG(1) 0.00 WarrTyp: F Auth#:
GOG(2) 0.00 SCDeduct\$ 0.00 Taken\$: 0.00
GOG(3) 0.00 Lab#: 00 Part#: 00 Pay Type: C

Line#: A * OperNo: CN FailCode: Hours: 0.00 Rate: 3 Amount\$: 0.00 Tech: A29 Tax Override: Labr Prts
PayType: I Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMothHrs: 0.00 GMFP: GM Auth:
Com Customer states the engine idle fluctuates and dips to about 500 rpms, worse when it is warm with the a/c on, also hesitates
on acceleration when cold w/ a/c on
Cor Could Not Duplicate Concern
Misc Charge: 6.0% TAX Qty: 1.0 Cost: 0.00 Price: 24.31
T-Price: 24.31 G/L#: 2150
Misc Charge: 0.5% TAX Qty: 1.0 Cost: 0.00 Price: 2.03
T-Price: 2.03 G/L#: 2155

Line#: B * OperNo: 99P FailCode: Hours: 0.00 Rate: 3 Amount\$: 0.00 Tech: A29 Tax Override: Labr Prts
PayType: I Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMothHrs: 0.00 GMFP: GM Auth:
Com PERFORM COMPLIMENTARY MULTI-POINT VISUAL INSPECTION ** CHECK FOR ANY OPEN COMPLIANCE, SAFETY AND EMISSIONS RECALLS

Vin ID#: D5 [REDACTED] Repair Order#: [REDACTED] Status Cd: C
RO Date: 04/04/15 Inv Date: 04/04/15 Mileage: 34733 Act/Est: A Serv Adv: 012
Control#: Inv Letter: B G/L Group: 1 Coupon\$: 0.00 ShopChg: Y Cust Chrg 1: N Cust Chrg 2: N
GOG(1) 0.00 WarrTyp: F Auth#:
GOG(2) 0.00 SCDeduct\$ 0.00 Taken\$: 0.00
GOG(3) 0.00 Lab#: 00 Part#: 00 Pay Type: C

Line#: A * OperNo: 130903B FailCode: Hours: 2.10 Rate: 2 Amount\$: 193.35 Tech: C53 Tax Override: Labr Prts
PayType: W Sp G/L#: FP: CondNo: 0 Part\$: 340.82 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMothHrs: 0.00 GMFP: GM Auth:
Com Customer states left front tires makes noise when going over a medium size bump.
Cor 130903b

Vin ID#: D5 [REDACTED] Repair Order#: [REDACTED] Status Cd: C
Part Number: CR3Z 3078 D Desc.: ARM ASY - FRON Type: W Qty: 1 Cost: 80.29 Price: 143.72
T-Price: 143.72 G/L#: [REDACTED]
Part Number: CR3Z 3079 D Desc.: ARM ASY - FRON Type: W Qty: 1 Cost: 80.29 Price: 143.72
T-Price: 143.72 G/L#: [REDACTED]
Part Number: W520214 S443 Desc.: NUT Type: W Qty: 1 Cost: 0.62 Price: 1.11
T-Price: 1.11 G/L#: [REDACTED]
Part Number: W711123 S439 Desc.: BOLT Type: W Qty: 1 Cost: 1.00 Price: 1.79
T-Price: 1.79 G/L#: [REDACTED]
Part Number: DR3Z 3A130 A Desc.: END - SPINDLE Type: W Qty: 1 Cost: 28.20 Price: 50.48
T-Price: 50.48 G/L#: [REDACTED]
Misc Charge: OTHER MATERIALS Qty: 1.0 Cost: 1.33 Price: 1.60
T-Price: 1.60 G/L#: 5850

Line#: B * OperNo: NP FailCode: Hours: 0.00 Rate: 2 Amount\$: 0.00 Tech: A53 Tax Override: Labr Prts
PayType: W Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOTHrs: 0.00 GMFP: GM Auth:
Com Customer states idle is up and down (RPM's will jump between 0-1 normally takes about 5 mins of idle to get to duplicate) -
feels like its going to stall
Cor Unable to Duplicate Concern at this time

Vin ID#: D5 [REDACTED] Repair Order#: [REDACTED] Status Cd: C
RO Date: 12/06/14 Inv Date: 12/06/14 Mileage: 30417 Act/Est: A Serv Adv: 501
Control#: Inv Letter: B G/L Group: 1 Coupon\$: 0.00 ShopChg: Y Cust Chrg 1: N Cust Chrg 2: N
GOG(1) 0.00 WarrTyp: F Auth#: [REDACTED]
GOG(2) 0.00 SCDEDUCT\$ 0.00 Taken\$: 0.00
GOG(3) 0.00 Labt: 00 Part#: 00 Pay Type: C

Line#: A + OperNo: 99P FailCode: Hours: 0.00 Rate: 3 Amount\$: 0.00 Tech: A18 Tax Override: Labr Prts
PayType: I Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOTHrs: 0.00 GMFP: GM Auth:
Com PERFORM COMPLIMENTARY MULTI-POINT VISUAL INSPECTION ** CHECK FOR ANY OPEN COMPLIANCE, SAFETY AND EMISSIONS RECALLS

Line#: B * OperNo: NC FailCode: Hours: 0.00 Rate: 3 Amount\$: 0.00 Tech: A03 Tax Override: Labr Prts
PayType: I Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOTHrs: 0.00 GMFP: GM Auth:
Com Customer states randomly when stopped at intersection in drive idle will fluxuate ans almost stall then recover, sit stopped
long enough it will fluxuate
Cor IDS hookup, EEC test-pass, no codes in system, run Oasis-no concerns
found for customer described symptoms

Line#: C * OperNo: NC FailCode: Hours: 0.00 Rate: 3 Amount\$: 0.00 Tech: A03 Tax Override: Labr Prts
PayType: I Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOTHrs: 0.00 GMFP: GM Auth:
Com Customer states noise from front left suspension when lightly braking
Cor Test drive, inspect concern-no abnormal noises found

Line#: D + OperNo: 5WKS FailCode: Hours: 0.60 Rate: 1 Amount\$: 10.00 Tech: B18 Tax Override: Labr Prts
PayType: C Sp G/L#: FP: CondNo: 0 Part\$: 28.95 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOTHrs: 0.00 GMFP: GM Auth:
Com Perform 5,000 The Works*****Oil and Filter Change w/MotorCraft Filter - Cross
rotate Tires and for Wear - Check and Adjust Pressures - Top off Washer Fluid --- Perform Battery Test and Complete
Multi-Point Inspection
Cor Completed Service
Part Number: KITFL500SXXX Desc.: OIL CHANGE Type: C Qty: 1 Cost: 0.00 Price: 0.00
T-Price: 0.00 G/L#: [REDACTED]



RUSH TRUCK CENTER, ORLANDO MD
 MV83049
 LIGHT AND MEDIUM DUTY
 2350 DIVERSIFIED WAY
 ORLANDO FL 32804-4707 US

INVOICE DATE
 04/28/2015 19:40:28EST
 INVOICE NUMBER/ACCT DOC NUMBER
 [REDACTED]
 CUSTOMER NO. BRANCH
 [REDACTED] 1706
 PAGE:1 of 03

*** www.rushtruckleasing.com ***
 *** www.rushtruckcenters.com ***

SOLD ORLANDO FL [REDACTED]
 TO : US

Service Invoice

RUSH TRUCK CENTER, ORLANDO MD
 LIGHT AND MEDIUM DUTY
 SHIP 2350 DIVERSIFIED WAY
 TO : ORLANDO FL 32804-4707 US
 407-581-8000

ANY WARRANTIES ON THE PRODUCTS PROVIDED BY RUSH ARE SOLELY THOSE MADE BY THE PRODUCT MANUFACTURER EXCEPT FOR THE LIMITED SERVICES WARRANTY SET FORTH IN THE SERVICE COLLISION REPAIR AUTHORIZATION INPUT CARD BETWEEN RUSH AND CUSTOMER, RUSH EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, AND RUSH NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH ANY SERVICES PROVIDED OR ANY PRODUCTS PROVIDED TO CUSTOMER IN CONJUNCTION WITH THE SERVICES. A PART CONTAINING A CORE IS PRESUMED TO BE A REMANUFACTURED PART.
 *U/USED R/REBUILT RC/RECONDITIONED

| | | | | |
|-------------|------------|-------------|-------------------|-----------|
| CUSTOMER-PO | REFERENCE | MAIN-NUMBER | CUSTOMER-ADVISOR | SALES REP |
| [REDACTED] | [REDACTED] | [REDACTED] | 7238-Mark Durrett | |

| | |
|---------------------------------|---|
| Cust Unit # | License # |
| Phone # | Contact # |
| COMPLETION DATE: 04/16/2015 | YEAR: 2013 MAKE/MODEL: FORD/MUSTANG:FRH |
| UNIT: | MILEAGE: 35,247 |
| SERIAL: 1ZVBP8CF1D5 [REDACTED] | |
| Date in Service....: 03/06/2013 | Front Diff Model...: |
| Engine Make/Model...: / | Front Diff Serial...: |
| Engine Serial No...: | Rear Diff Model....: |
| Trans Model.....: / | Rear Diff Serial...: |

Warranty Claim [REDACTED]
 FAILURE DETAIL: D50 7246
 FAILURE PART...: 8L603

PART...: BR3Z8L603A:FRD RESISTOR ASY

Job 1 ADVISE ON ENGINE RUNNING ROUGH

CUST STATES ENGINE RPM'S DROP TOO MUCH EVERYTIME ENGINE COOLING FAN KICKS ON
 TEST DROVE VEH WITH THE CUSTOMER VERIFIED CONCERN FOUND WHEN A/C ON AND WHEN ELECTRIC FAN COMES ON ENGINE RPMS DROP AND ENGINE SOUND LIKE IT BOGGS DOWN. RAN OASIS FOUND PASS. ROAD TEST VEH MONITORED PIDS FOUND ENGINE RPMS DROPPING TO 520 RPMS FOR A SPLIT SEC. WHEN CONCERN PRESENT. INSPECTED ENGINE WHILE CONCERN WAS PRESENT FOUND CONCERN NOT PRESENT WHEN A/C COMP CYLCES. FOUND CONCERN ONLY PRESENT WHEN FAN KICKS IN. ALSO NOTICE FAN ONLY WORKING ON HI NO LOW SPEED DURING INSPECTION. CHECKED BATTERY VOLTAGE DURING CONCERN AND FOUND VOLTAGE DROPIING TO 12V FROM 14V WHEN FAN TURNS ON. WORKSHOP MANUAL FAN INOP ON ONE OR MORE SPEEDS SAID SEE PC/ED. FOUND PIN POINT TEST KF. KF1 NO, 2 NO, 3 YES, 4 NO, 5 YES, 6 YES, 7 NO, 8 YES, 9 NO, 10 YES, 11YES, 12 NO, 13 NO. CHECKED WIRING PIN TO PIN FOUND FAN SPEED RESISTOR MELTED AND COIL WIRE OPEN. REPLACED FAN SPEED RESISTOR. RE-TESTED FOUND CONCERN NOT PRESENT ENGINE IDLE RPMS NOT BOGGING DOWN WHEN A/C ON AND ONLY THE LOW SPEED FAN KICKING IN WHEN A/C IS ON. FOUND VOLTAGE AT BATTERY HOLDING GOOD AT 14V WHEN FAN TURNS ON.MTIME USED DUE TO LABOR OPS FOR 8L603.
 RO OPEN: 04/15/2015
 ST LIC: FL
 SA: 3567

| Sales Qty | UOM | Item number | Item description | CORE | Unit rate | Per | Extension |
|-----------|-----|----------------|------------------|------|-----------|-----|-----------|
| 1.000 | EA | BR3Z8L603A:FRD | RESISTOR ASY | | 0.00 | EA | 0.00 |

| | | | |
|----------|------------------|-----------|------------|
| SUBTOTAL | TAX STATUS/STATE | SALES TAX | PLEASE PAY |
|----------|------------------|-----------|------------|

CONTINUED

This invoice contains an itemized list of repairs and is part of, and subject to, the terms of the Service/Collision Repair Authorization Input Card prepared by Rush for Customer (#Terms). Customer confirms its agreement to the Terms by its signature on the Terms, its signature on this invoice, or by authorizing payment of this invoice.

TERMS
 CASH

Customer or Customer's Agent X _____



RUSH TRUCK CENTER, ORLANDO MD
 MV83049
 LIGHT AND MEDIUM DUTY
 2350 DIVERSIFIED WAY
 ORLANDO FL 32804-4707 US

*** www.rushtruckleasing.com ***
 *** www.rushtruckcenters.com ***

| | |
|--------------------------------|--------|
| INVOICE DATE | |
| 04/28/2015 19:40:28EST | |
| INVOICE NUMBER/ACCT DOC NUMBER | |
| [REDACTED] | |
| CUSTOMER NO. | BRANCH |
| [REDACTED] | 1706 |
| PAGE:2 of 03 | |

SOLD ORLANDO FL [REDACTED]
 TO : US

Service Invoice

RUSH TRUCK CENTER, ORLANDO MD
 LIGHT AND MEDIUM DUTY
 SHIP 2350 DIVERSIFIED WAY
 TO : ORLANDO FL 32804-4707 US
 407-581-8000

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 *U/USED R/REBUILT RC/RECONDITIONED

| CUSTOMER-PO | REFERENCE | MAIN-NUMBER | CUSTOMER-ADVISOR | SALES REP |
|-------------|------------|-------------|-------------------|-----------|
| | [REDACTED] | [REDACTED] | 7238-Mark Durrett | |

| | |
|---------------------|------|
| LABOR SUBTOTAL: | 0.00 |
| PARTS SUBTOTAL: | 0.00 |
| MISC SUBTOTAL..: | 0.00 |
| EPA FEE SUBTOTAL.: | 0.00 |
| SHOP SUPPLIES FEE.: | 0.00 |
| JOB SUBTOTAL.: | 0.00 |

Employee(s) on above job : 00007246,

REMIT TO:

Rush Administrative Services
 Rush Enterprises, Inc.
 P.O. Box 34630
 San Antonio, Tx 78265-4630

| | |
|---------------|------|
| *TOTAL LABOR: | 0.00 |
| *TOTAL PARTS: | 0.00 |
| *TOTAL MISC.: | 0.00 |
| *TOTAL EPA.: | 0.00 |
| *TOTAL SHOP.: | 0.00 |

| | | | |
|----------|------------------|-----------|------------|
| SUBTOTAL | TAX STATUS/STATE | SALES TAX | PLEASE PAY |
|----------|------------------|-----------|------------|

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| | | | CONTINUED |
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RUSH TRUCK CENTER, ORLANDO MD
 MV83049
 LIGHT AND MEDIUM DUTY
 2350 DIVERSIFIED WAY

INVOICE DATE
 04/28/2015 19:40:28EST
 INVOICE NUMBER/ACCT DOC NUMBER
 CUSTOMER NO. BRANCH
 1706
 PAGE:3 of 03

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SOLD ORLANDO FL
 TO : US

Service Invoice

RUSH TRUCK CENTER, ORLANDO MD
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 SHIP 2350 DIVERSIFIED WAY
 TO : ORLANDO FL 32804-4707 US
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 *USED R/REBUILT RC/RECONDITIONED

| CUSTOMER-PO | REFERENCE | MAIN-NUMBER | CUSTOMER-ADVISOR | SALES REP |
|-------------|-----------|-------------|-------------------|-----------|
| | | | 7238-Mark Durrett | |

| SUBTOTAL | TAX STATUS/STATE | SALES TAX | PLEASE PAY |
|----------|------------------|-----------|------------|
| 0.00 | EXEMPT/FL | 0.00 | 0.00 |

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 CUSTOMER NO. BRANCH
 [REDACTED] 1706
 PAGE:1 of 04

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| | | | | |
|-------------|------------|-------------|-------------------|-----------|
| CUSTOMER-PO | REFERENCE | MAIN-NUMBER | CUSTOMER-ADVISOR | SALES REP |
| | [REDACTED] | [REDACTED] | 7238-Mark Durrett | |

| | |
|---------------------------------|---|
| Cust Unit # | License # |
| Phone # | Contact # |
| COMPLETION DATE: 10/06/2015 | YEAR: 2013 MAKE/MODEL: FORD/MUSTANG:FRH |
| UNIT: | MILEAGE: 41,186 |
| SERIAL: 1ZVBP8CF1D5 [REDACTED] | |
| Date in Service....: 03/06/2013 | Front Diff Model...: |
| Engine Make/Model...: / | Front Diff Serial...: |
| Engine Serial No...: | Rear Diff Model...: |
| Trans Model.....: / | Rear Diff Serial...: |

Warranty Claim 364521
 FAILURE DETAIL: N58 1195
 FAILURE PART...: 3078
 PART...: W704873S439:FRD SCREW

Job 1 ADVISE FOR VIBRATION/NOISE (LIST CONDIT
 CUST STATES THERE IS A SQUEAKING NOISE IN FRONT END OVER BUMPS FORD TO SEND ENGINEER OUT TO INSPECT road tested, verify concern, found both lower control arms noisy. check oasis, ssm, tsbs, found tsb 13-9-3. perf tsb 13-9-3, replace both lower control arms & hardware (per tsb) & road tested. no further noise found at this time. ending milage 41223
 RO OPEN: 10/01/2015
 SA:3567
 ST LIC: FL
 PROG CODE: SPW
 FAIL DATE: 04/04/2015
 FAIL REF: 008370
 FAIL MILES: 6453
 FAIL PART: 3078
 PERFORM QUALITY CARE INSPECTION
 perf qci
 Tech 7242 on 2015-10-07 at 07:35:08
 Tech 7242 on 2015-10-07 at 07:36:56

| Sales Qty | UOM | Item number | Item description | CORE | Unit rate | Per | Extension |
|-----------|-----|-----------------|----------------------------|------|-----------|-----|-----------|
| 1.000 | EA | CR3Z3078D:FRD | ARM ASY - FRONT SUSPENSION | | 0.00 | EA | 0.00 |
| 1.000 | EA | CR3Z3079D:FRD | ARM ASY - FRONT SUSPENSION | | 0.00 | EA | 0.00 |
| 4.000 | EA | W710141S439:FRD | BOLT | | 0.00 | EA | 0.00 |
| 1.000 | EA | W709865S439:FRD | BOLT | | 0.00 | EA | 0.00 |

| | | | |
|----------|------------------|-----------|------------|
| SUBTOTAL | TAX STATUS/STATE | SALES TAX | PLEASE PAY |
|----------|------------------|-----------|------------|

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| CUSTOMER-PO | REFERENCE | MAIN-NUMBER | CUSTOMER-ADVISOR | SALES REP |
|-------------|------------|-------------|-------------------|-----------|
| | [REDACTED] | [REDACTED] | 7238-Mark Durrett | |

| | | | | | |
|----------|-----------------|------------|--|---------|------|
| 2.000 EA | W710909S439:FRD | BOLT | | 0.00 EA | 0.00 |
| 2.000 EA | W711123S439:FRD | BOLT | | 0.00 EA | 0.00 |
| 4.000 EA | W520215S440:FRD | NUT - HEX. | | 0.00 EA | 0.00 |
| 4.000 EA | W520214S440:FRD | NUT | | 0.00 EA | 0.00 |
| 1.000 EA | W713882S437:FRD | NUT | | 0.00 EA | 0.00 |
| 1.000 EA | 4R3Z5G221LH:FRD | SHIELD | | 0.00 EA | 0.00 |
| 1.000 EA | 4R3Z5G221RH:FRD | SHIELD | | 0.00 EA | 0.00 |
| 3.000 EA | W704873S439:FRD | SCREW | | 0.00 EA | 0.00 |

LABOR SUBTOTAL: 0.00
 PARTS SUBTOTAL: 0.00
 MISC SUBTOTAL.: 0.00
 EPA FEE SUBTOTAL.: 0.00
 SHOP SUPPLIES FEE.: 0.00
 JOB SUBTOTAL.: 0.00

Employee(s) on above job : 00007242,

Warranty Claim [REDACTED]
 FAILURE DETAIL: A99 NONE
 FAILURE PART.: RENTAL

Job 2 TRIM AND MISCELLANEOUS HARDWARE, GENERA
 RENTAL USED BY CUST DURING REPAIRS TO LINE 1
 RENTAL BEING COVERED BY FORD FOR REPAIRS PERFORMED ON LINE 1
 RO OPEN:10/01/2015
 SA:3567
 ST LIC: FL
 PROG CODE: P66
 APPROVAL CODE: [REDACTED]
 MISC EXP: RENTAL AMOUNT: \$240 INV: [REDACTED]

| Sales Qty | UOM | Item number | Item description | CORE | Unit rate | Per | Extension |
|-----------|-----|-------------|------------------|------|-----------|-----|-----------|
| 1.000 | EA | | rental 900903 | | 0.00 | EA | 0.00 |

SUBTOTAL TAX STATUS/STATE SALES TAX PLEASE PAY

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| CUSTOMER-PO | REFERENCE | MAIN-NUMBER | CUSTOMER-ADVISOR | SALES REP |
|------------------------------|------------|------------------|---------------------|--------------|
| | [REDACTED] | [REDACTED] | 7238-Mark Durrett | |
| 1.000 EA | | rental | | 0.00 EA 0.00 |
| | | | LABOR SUBTOTAL: | 0.00 |
| | | | PARTS SUBTOTAL: | 0.00 |
| | | | MISC SUBTOTAL.: | 0.00 |
| | | | EPA FEE SUBTOTAL.: | 0.00 |
| | | | SHOP SUPPLIES FEE.: | 0.00 |
| | | | JOB SUBTOTAL.: | 0.00 |
| Employee(s) on above job : | | | | |
| REMIT TO: | | | | |
| Rush Administrative Services | | | | |
| Rush Enterprises, Inc. | | | | |
| P.O. Box 34630 | | | | |
| San Antonio, Tx 78265-4630 | | | | |
| | | | *TOTAL LABOR: | 0.00 |
| | | | *TOTAL PARTS: | 0.00 |
| | | | *TOTAL MISC.: | 0.00 |
| | | | *TOTAL EPA.: | 0.00 |
| | | | *TOTAL SHOP.: | 0.00 |
| SUBTOTAL | | TAX STATUS/STATE | | SALES TAX |
| | | | | PLEASE PAY |

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| CUSTOMER-PO | REFERENCE | MAIN-NUMBER | CUSTOMER-ADVISOR | SALES REP |
|-------------|------------|-------------|-------------------|-----------|
| [REDACTED] | [REDACTED] | [REDACTED] | 7238-Mark Durrett | |

Cust Unit # [REDACTED] License # [REDACTED]
 Phone # [REDACTED] Contact # [REDACTED]
 COMPLETION DATE:
 UNIT: YEAR: 2013 MAKE/MODEL: FORD/MUSTANG:FRH
 SERIAL: 1ZVBP8CF1D5 [REDACTED] MILEAGE: 41,186

Date in Service....: 03/06/2013
 Engine Make/Model...: /
 Engine Serial No...: /
 Trans Model.....: /
 Front Diff Model...: /
 Front Diff Serial...: /
 Rear Diff Model....: /
 Rear Diff Serial...: /

Job 1 ADVISE FOR VIBRATION/NOISE (LIST CONDIT

CUST STATES THERE IS A SQUEAKING NOISE IN FRONT END OVER
 BUMPS FORD TO SEND ENGINEER OUT TO INSPECT
 road tested, verify concern, found both lower control arms
 noisy, check oasis, ssm, tsbs, perf tsb 13-9-3, replace both
 lower control arms & hardware(per tsb) & road tested, no
 further noise found at this time. ending milage 41223
 PERFORM QUALITY CARE INSPECTION

perf qci
 Tech 7242 on 2015-10-07 at 07:35:08
 Tech 7242 on 2015-10-07 at 07:36:56

| Sales Qty | UOM | Item # | Item Description | UnitRate | Per | Extension |
|-----------|----------|---------------|----------------------------------|----------|-----|-----------|
| 1.000 | HR | 1605132 | ADVISE FOR VIBRATION/NOISE (LIST | 120.00 | HR | 120.00 |
| 0.600 | 00007242 | BranimirNizic | 10/06/2015 | | | |
| 1.500 | 00007242 | BranimirNizic | 10/06/2015 | | | |
| Cost: | | 58.80 | Ext Cost: | 58.80 | | |

Summary of worked/adjustments Hours by employee/s on above Item:

| | 00007242 | BranimirNizic | | 2.100 | | |
|-------|----------|-----------------|-----------|-------|----|------|
| 4.000 | EA | W710141S439:FRD | BOLT | 2.18 | EA | 8.72 |
| Cost: | | 1.50 | Ext Cost: | 6.00 | | |

| SUBTOTAL | TAX STATUS/STATE | SALES TAX | PLEASE PAY |
|------------|------------------|------------|------------|
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |

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| PAGE:2 of 6 | |

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| CUSTOMER-PO | REFERENCE | MAIN-NUMBER | CUSTOMER-ADVISOR | SALES REP |
|---|------------|-----------------|----------------------------------|------------------------|
| | [REDACTED] | [REDACTED] | 7238-Mark Durrett | |
| 1.000 | EA | W709865S439:FRD | BOLT | 2.90 EA 2.90 |
| | Cost: | 2.00 | Ext Cost: | 2.00 |
| 2.000 | EA | W710909S439:FRD | BOLT | 1.45 EA 2.90 |
| | Cost: | 1.00 | Ext Cost: | 2.00 |
| 2.000 | EA | W711123S439:FRD | BOLT | 1.45 EA 2.90 |
| | Cost: | 1.00 | Ext Cost: | 2.00 |
| 1.000 | EA | W713882S437:FRD | NUT | 0.79 EA 0.79 |
| | Cost: | 0.54 | Ext Cost: | 0.54 |
| LABOR HOURS : | | 1.000 2.100 | LABOR SUBTOTAL: | 120.00 58.80 |
| | | | PARTS SUBTOTAL: | 18.21 12.54 |
| | | | MISC SUBTOTAL..: | 0.00 0.00 |
| | | | EPA SUBTOTAL..: | 3.00 0.00 |
| | | | SHOP SUBTOTAL..: | 12.00 0.00 |
| | | | JOB SUBTOTAL..: | 153.21 71.34 |
| Employee(s) on above job : ,00007242 | | | | |
| Job 2 TRIM AND MISCELLANEOUS HARDWARE, GENERA | | | | |
| CUST STATES RIGHT FRONT SEAT BACK LEVER KEEPS FALLING OFF. REATTACH LEVER NO FURTHER REPAIRS MADE. | | | | |
| Sales Qty | UOM | Item # | Item Description | UnitRate Per Extension |
| 1.000 | HR | 7800018 | TRIM AND MISCELLANEOUS HARDWARE, | 120.00 HR 120.00 |
| | Cost: | 0.00 | Ext Cost: | 0.00 |
| Summary of worked/adjustments Hours by employee/s on above Item: | | | | |

| | | | |
|----------|------------------|-----------|------------|
| SUBTOTAL | TAX STATUS/STATE | SALES TAX | PLEASE PAY |
| | | | |

Customer or Customer's Agent X _____

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| CUSTOMER-PO | REFERENCE | MAIN-NUMBER | CUSTOMER-ADVISOR | SALES REP |
|-------------|------------|-------------|-------------------|-----------|
| [REDACTED] | [REDACTED] | [REDACTED] | 7238-Mark Durrett | |

| | | | | | |
|---------------|-------|-------|------------------|--------|------|
| LABOR HOURS : | 1.000 | 0.000 | LABOR SUBTOTAL: | 120.00 | 0.00 |
| | | | PARTS SUBTOTAL: | 0.00 | 0.00 |
| | | | MISC SUBTOTAL..: | 0.00 | 0.00 |
| | | | EPA SUBTOTAL..: | 3.00 | 0.00 |
| | | | SHOP SUBTOTAL..: | 12.00 | 0.00 |
| | | | JOB SUBTOTAL..: | 135.00 | 0.00 |

Employee(s) on above job :

Job 12 BACK ORDER JOB

BACK ORDER JOB

| Sales Qty | UOM | Item # | Item Description | UnitRate | Per | Extension |
|-----------|-----|-----------------|----------------------------|-----------|-----|-----------|
| 1.000 | EA | CR3Z3078D:FRD | ARM ASY - FRONT SUSPENSION | 116.43 | EA | 116.43 |
| | | Cost: | 80.29 | Ext Cost: | | 80.29 |
| 1.000 | EA | CR3Z3079D:FRD | ARM ASY - FRONT SUSPENSION | 116.43 | EA | 116.43 |
| | | Cost: | 80.29 | Ext Cost: | | 80.29 |
| 4.000 | EA | W520215S440:FRD | NUT - HEX. | 0.98 | EA | 3.92 |
| | | Cost: | 0.67 | Ext Cost: | | 2.68 |
| 4.000 | EA | W520214S440:FRD | NUT | 4.08 | EA | 16.32 |
| | | Cost: | 2.81 | Ext Cost: | | 11.24 |
| 1.000 | EA | 4R3Z5G221LH:FRD | SHIELD | 7.98 | EA | 7.98 |
| | | Cost: | 5.50 | Ext Cost: | | 5.50 |
| 1.000 | EA | 4R3Z5G221RH:FRD | SHIELD | 7.98 | EA | 7.98 |
| | | Cost: | 5.50 | Ext Cost: | | 5.50 |
| 3.000 | EA | W704873S439:FRD | SCREW | 2.98 | EA | 8.94 |
| | | Cost: | 2.05 | Ext Cost: | | 6.15 |

| SUBTOTAL | TAX STATUS/STATE | SALES TAX | PLEASE PAY |
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| CUSTOMER-PO | REFERENCE | MAIN-NUMBER | CUSTOMER-ADVISOR | SALES REP |
|-------------|------------|-------------|-------------------|-----------|
| [REDACTED] | [REDACTED] | [REDACTED] | 7238-Mark Durrett | |

| | | | | | |
|---------------|-------|-------|------------------|--------|--------|
| LABOR HOURS : | 0.000 | 0.000 | LABOR SUBTOTAL: | 0.00 | 0.00 |
| | | | PARTS SUBTOTAL: | 278.00 | 191.65 |
| | | | MISC SUBTOTAL..: | 0.00 | 0.00 |
| | | | EPA SUBTOTAL..: | 0.00 | 0.00 |
| | | | SHOP SUBTOTAL..: | 0.00 | 0.00 |
| | | | JOB SUBTOTAL..: | 278.00 | 191.65 |

Employee(s) on above job :

REMIT TO:

Rush Administrative Services
 Rush Enterprises, Inc.
 P.O. Box 34630
 San Antonio, Tx 78265-4630

| SUBTOTAL | TAX STATUS/STATE | SALES TAX | PLEASE PAY |
|----------|------------------|-----------|------------|
| | | | |

Customer or Customer's Agent X _____

This invoice contains an itemized list of repairs and is part of, and subject to, the terms of the Service/Collision Repair Authorization Input Card prepared by Rush for Customer (#Terms*). Customer confirms its agreement to the Terms by its signature on the Terms, its signature on this invoice, or by authorizing payment of this invoice.

TERMS
 CASH

RUSH TRUCK CENTER, ORLANDO MD
 MV83049 LIGHT AND MEDIUM DUTY
 2350 DIVERSIFIED WAY
 PO Box :
 ORLANDO FL 32804-4707 US
 407-581-8000

| | |
|--|----------------|
| INVOICE DATE 10/08/2015 16:37:40EST | |
| INVOICE NUMBER | |
| CUSTOMER NO. [REDACTED] | BRANCH 1706 |
| PAGE:5 of 6 | |

*** www.rushtruckcenters.com ***

SOLD TO :
 [REDACTED]
 ORLANDO FL
 [REDACTED] US

**Costed
 Review**

RUSH TRUCK CENTER, ORLANDO MD
 LIGHT AND MEDIUM DUTY
 2350 DIVERSIFIED WAY
 PO Box :
 ORLANDO FL 32804-4707 US
 407-581-8000

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| CUSTOMER-PO | REFERENCE | MAIN-NUMBER | CUSTOMER-ADVISOR | SALES REP |
|-------------|------------|-------------|-------------------|---------------|
| | [REDACTED] | [REDACTED] | 7238-Mark Durrett | |
| | | | *TOTAL LABOR: | 240.00 58.80 |
| | | | *TOTAL PARTS: | 296.21 204.19 |
| | | | *TOTAL MISC.: | 0.00 0.00 |
| | | | *TOTAL EPA. .: | 6.00 0.00 |
| | | | *TOTAL SHOP.: | 24.00 0.00 |
| | | | *TOTAL INV. .: | 566.21 262.99 |

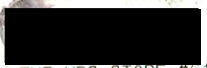
| | | | |
|----------|------------------|-----------|------------|
| SUBTOTAL | TAX STATUS/STATE | SALES TAX | PLEASE PAY |
| | | | |

Customer or Customer's Agent X _____

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CASH

APPROVED NOV 25 2015

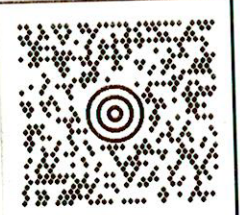


1 LBS 1 OF 1
SHP WT: 1 LBS
DATE: 20 NOV 2015

THE UPS STORE #6137
6001 DESTINATION PKWY
ORLANDO FL 32819-8117

SHIP DEPARTMENT OF TRANSPORTATION
TO: NATIONAL HIGHWAY TRAFFIC SAFETY ADM
1200 NEW JERSEY AVE SE

WASHINGTON DC 20590-0001

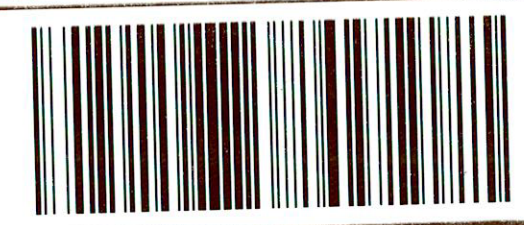


MD 201 9-48



UPS GROUND

TRACKING #: 1Z 2X4 878 03 9251 1455



P/P

ISH 13.00N E2844 69.5V 10/2015

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