

1-11
CL-10862874-4104

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

July 01, 2016

The Florida Bar
651 East Jefferson Street
Tallahassee Fl. 32399

NO [REDACTED]

NHTSA Headquarters complaint # [REDACTED]

1200 New Jersey Avenue, SE
West Building
Washington, DC 20590

JUL 12 2016

Mark Fields president and Chief Executive Officer, Ford Motor Company
Ford Motor Company
1 American Road,
Dearborn, Michigan 48126

Krohn & Moss, Ltd.
10 N. Dearborn, 3rd Floor
Chicago, Illinois 60602

First I wish to comment on Mr. Wikgren wonderful examples of abusive ad hominem and a plethora of appeal to accomplishment fallacies.

“hominem, is a logical fallacy in which an argument is rebutted by attacking the character, motive, or other attribute of the person making the argument, or persons associated with the argument, rather than attacking the substance of the argument itself.[2]”

To attack my character by his comment in that I have filed conspiracy theories against numerous companies as a candidate for U.S. Senate Florida 2016 and yet only mentions Rubio who is not an U.S. Citizen and Obama for violation of our Constitution. This is a diversion from my complaint that he used coercion:

“After receipt of these documents I discussed these issues with Jason N. Rozenzweig* of Krohn & Moss and I informed him that Mr. Wikgren had not informed or presented that Ford Motor Company would not take the Ford back minus mileage and that Mr. Wikgren was using coercion. Mr. Rozenzweig stated that he knew that Mr. Wikgren used this method to force settlements.”

It is my contention that Mr. Wikgren and Ford Motor Company violated title 18

That he and Ford Motor Company violated

STATES CODE
TITLE 18 – CRIMES AND CRIMINAL PROCEDURE
PART I – CRIME
CHAPTER 13 – CIVIL RIGHTS

§ 241. Conspiracy against rights

If two or more persons conspire to injure, oppress, threaten, or intimidate any inhabitant of any State, Territory, or District in the free exercise or enjoyment of any right or privilege secured to him by the Constitution or laws of the United States, or because of his having so exercised the same;

Furthermore he acknowledges my conversation with Mr. Rozencweig;

“After receipt of these documents I discussed these issues with Jason N. Rozencweig* of Krohn & Moss and I informed him that Mr. Wikgren had not informed or presented that Ford Motor Company would not take the Ford back minus mileage and that Mr. Wikgren was using coercion. Mr. Rozencweig stated that he knew that Mr. Wikgren used this method to force settlements” I request a sworn statement from Mr. Rozencweig that in fact it is common practice of Mr. Wikgren not to inform his clients of the transfer from Federal protection and return vehicle in question to manufactures verses continuation of case under state law. This practice violates client’s right and enhance the law firm of Krohn & Moss, Ltd

Mr. Wikgren continue reference to the contract dated March 13, 2015 yet he has not presented any documentation were I did not want to keep the Focus. There are multiply correspondences where I presented documentation that the Focus was an accident waiting to happen. The 2014Focus had two clutch replacements and over 12 times in service for computer reprogram. Mr. Wikgren was aware that for several months prior to his focused statement that I had not driven the Focus and that I want to return he Focus back to the bank and I was informed that by him it would be necessary to wait until after arbitration. Mr. Wikgren and or members of his office notified me on several occasion of hearing which never took place.

In reference to the inspection by and agent recommended by Mr. Wikgren firm I was present during the inspection on or about June 13, 201 and the car was driven less than 20 miles, the documents present to the inspector were multiple and the car did not miss-preform as was normal on short trips in addition the clutch had been reprogramed several weeks prior to the inspection and the clutch replaced for the second time. On or about June 30, 2015 Ford of Port Richey determined the need of clutch replacement and the clutch was replaced on July 13, 2015. This confirms that Mr. Wikgren’s comments are not supportive and the vehicle was in fact unsafe to drive. Mr. Wikgen was notified by me on numerous occasions that I had parked the car and that it was unsafe to drive several months before the forced settlement.

Please not enclosed that Mr. Wikgren does not make mention that the inspector he recommended open remarks; “It is my opinion that had [REDACTED] at the time of the purchase been aware of the number of defects and complaints registered against the particular year, make and model in relation to

defects [redacted] has experienced, that [redacted] may have opted to invest in a less problematic vehicle." These comments as in the enclosure contradict Mr. Wikgren and prove that Ford Motor Company had mis-represented the reliability of the car.

Also please note that Mr. Wikren states that he had informed me that there was a transfer from returning the car to Ford and fee based yet there is no documents supporting this and up until the forced settlement I was unaware of the fact I had no other options.

Mr Wikren is correct I am a candidate for U.S. Senate Florida and had this complaint been brought before me as a Senator I will protect the consumer from mis-representation.

The six page rebuttal by Mr. Wikren only proves that he mis-presented me and he used coercion.

Mr. Wikren questions my character and he failed to acknowledge that I represent the three highest professionals in America as I am a retired MSGT, a Pastor and a Doctor of Education.

I request further review of his conduct and I will also be filing grievances against Ford Motor Companies representative.

[redacted]

Orange City Florida [redacted]

[redacted]

***I Believe in God and
I Am A Citizen for A
Better America***

[redacted]

9-11
SERVICE INVOICE

FORD OF PORT RICHEY
 10715 U.S. Hwy 19
 Port Richey, Fl. 34668
 PH. (727) 868-9545



PORT RICHEY MITSUBISHI
 10821 U.S. Hwy 19
 Port Richey, Fl. 34668
 PH. (727) 868-9545

Ford State of Florida MV82690
 Mitsubishi State of Florida

CUSTOMER NO	ADVISOR	TAG NO	INVOICE DATE
[REDACTED]	IVAN GONZALEZ	98533	07/13/15
	LABOR RATE	LICENSE NO.	MILEAGE
			39,856 /
	YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
	14/FORD/FOCUS/5DR HB SE		
PORT RICHEY, FL	VEHICLE I.D. NO.	SELLING DEALER NO	PRODUCTION DATE
	1 F A D P 3 K 2 X E L		
	F T E NO	P.O. NO.	P.O. DATE
			07/13/15
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	

MO: 39857

FADA

LABOR	SOP/C/S VEHICLE SHUDDERS HEAVILY ON ACCELERATION PER TSB 15-0090 SEE RO [REDACTED] REPLACED CLUTCH ADN PERFORMED TRANS ADAPTIVE RELEARN AND ROAD TEST OK			WARRANTY
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
	1	BV6Z-7B546-F	CLUTCH	
TOTAL - PARTS				0.00
JOB# 1 TOTALS				
JOB# 1 JOURNAL PREFIX FOCs				JOB# 1 TOTAL 0.00
JOB# 2 CHARGES				
LABOR	RECALL OPERATION 15513 ADVANCED NOTICE			WARRANTY
JOB# 2 TOTALS				
JOB# 2 JOURNAL PREFIX FOCs				JOB# 2 TOTAL 0.00
JOB# 3 CHARGES				
LABOR	PERFORM TIRE INSPECTION INSPECTED TIRES TIRES MEASURED (4/32"-6/32") DURING INSPECTION			WARRANTY
JOB# 3 TOTALS				
JOB# 3 JOURNAL PREFIX FOCs				JOB# 3 TOTAL 0.00
JOB# 4 CHARGES				
LABOR	PERFORM COMPLIMENTARY MULTI-POINT INSPECTION CARD AS PER CUSTOMER REQUEST.... Perform Multi-Point Inspection All			WARRANTY
JOB# 4 TOTALS				
JOB# 4 JOURNAL PREFIX FOCs				JOB# 4 TOTAL 0.00
JOB# 5 CHARGES				
LABOR	PERFORM BRAKE INSPECTION PERFORMED BRAKE INSPECTION BRAKES MEASURED GREEN DURING INSPECTION (SEE INSPECTION FORM FOR RESULTS)			WARRANTY

"SECTION 501.98, FLORIDA STATUTES, REQUIRES THAT, AT LEAST 30 DAYS BEFORE BRINGING ANY CLAIM AGAINST A MOTOR VEHICLE DEALER FOR AN UNFAIR OR DECEPTIVE TRADE PRACTICE, A CONSUMER MUST PROVIDE THE DEALER WITH A WRITTEN DEMAND LETTER STATING THE NAME, ADDRESS, AND TELEPHONE NUMBER OF THE CONSUMER; THE NAME AND ADDRESS OF THE DEALER; A DESCRIPTION OF THE FACTS THAT SERVE AS THE BASIS FOR THE CLAIM; THE AMOUNT OF DAMAGES; AND COPIES OF ANY DOCUMENTS IN THE POSSESSION OF THE CONSUMER WHICH RELATE TO THE CLAIM. SUCH NOTICE MUST BE DELIVERED BY THE UNITED STATES POSTAL SERVICE OR BY A NATIONALLY RECOGNIZED CARRIER, RETURN RECEIPT REQUESTED, TO THE ADDRESS WHERE THE SUBJECT VEHICLE WAS PURCHASED OR LEASED OR WHERE THE SUBJECT TRANSACTION OCCURRED, OR AN ADDRESS AT WHICH THE DEALER REGULARLY CONDUCTS BUSINESS."

X _____
 CUSTOMER SIGNATURE
 BY SIGNING YOU AGREE TO ALL TERMS AND CONDITIONS ON BOTH SIDES OF THIS DOCUMENT.

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View Inspection Report | ID [REDACTED]

Key: ● Good | ● Issues | ● N/A



[View All Images](#)

Year/Make/Model 2014 Ford Focus

[Print Report](#)

It is my opinion that had [REDACTED] at the time of the purchase, been aware of the number of defects and complaints registered against this particular year, make and model in relation to the defects [REDACTED] has experienced, that [REDACTED] may have opted to invest money in a less problematic vehicle. Additionally, it is also my belief, that after my review of the vehicle service history and the continued on going operational concerns, that the vehicle did have manufacturing defects present at time of the purchase, due to premature failure of the components on the vehicle and that may still need to be replaced to correct for current operational concerns.

During my research of this vehicle, I noted that the current [REDACTED] TRUE MARKET VALUE ® for a like Make and Model vehicle in this condition is currently \$11,434.00. This number represents what would be considered an exceptional vehicle in every way and a clean title history is assumed.

This vehicle in my opinion would not fall into the Outstanding category. It would fall more in the Clean condition category due to several manufacturing defects. Currently the Clean category value is \$10,892.00. Therefore, the difference between Outstanding and Clean value of the vehicle is \$542.00 and the percentage of the difference is 5%.

It is my opinion that these conditions are due to manufacturing defects. It is also my opinion that the manufacturing defects and the Service History reduced this vehicles value to less than the current trade-in value by 5% or \$1,212.63 of the original purchase price of \$24,252.65. Additionally, it is my opinion that the owner of this vehicle is justified in having a loss of confidence in this vehicle. This opinion is based on the nature and frequency of defects noted in this report.

Car Condition Categories

(Definition of car values)

Outstanding

Exceptional mechanical, exterior and interior condition; requires no reconditioning. Vehicle is in exceptional mechanical, exterior and interior condition with no visible wear; it requires no reconditioning. Paint will have a glossy appearance. Vehicle has no mechanical and/or cosmetic problems and has a clean engine compartment. Exterior and interior are free of any damage. Tires are in nearly new condition. Vehicle has a clean title and has the ability to pass an emissions inspection.

Clean

Some normal wear but no major mechanical or cosmetic problems; may require limited reconditioning. Vehicle shows some normal wear but has no major mechanical and/or cosmetic problems. Paint still has a glossy finish and may have slight scratches or dings. Some reconditioning may be

needed. Interior will have minimal fading and wear. Tires have substantial tread remaining. Vehicle has a clean title and has the ability to pass an emissions inspection.

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Average

May have a few mechanical and/or cosmetic problems and may require a considerable amount of reconditioning. Vehicle may have a few mechanical and/or cosmetic problems and may require a considerable amount of reconditioning. Exterior paint has some dullness. Vehicle may have a considerable amount of scratches or dings. Interior material is slightly worn and faded. Tires have some useable tread remaining. Vehicle has a clean title and has the ability to pass an emissions inspection.

Rough

Several mechanical and/or cosmetic problems requiring significant repairs. Vehicle has several mechanical and/or cosmetic problems. Exterior and interior need significant repairs. Tires may need to be replaced. Vehicle may need minor repairs to pass an emissions inspection, but has a clean title.

Conclusion [REDACTED] states that he has returned the vehicle on numerous occasions, to various Ford dealers, all with pretty .

much the same results. The repair facilities reprogram the transmission and/or replace or clean the clutch in the vehicle seems to improve for a short period of time. After which it returns to exhibiting the described failures. [REDACTED] is currently campaigning for a seat in the Senate and is doing a considerable amount of related travel. It is my opinion that [REDACTED] will never be able to have the faith and confidence to be able to travel comfortably in this vehicle.

Client complaints:

Defective Transmission as evidenced by hesitation upon acceleration, slipping condition, a clinging noise at speeds of 50 MPH, harsh " !@# " RPM's go up while down shifting and makes a banging noise.

Inspector Response(s):

[REDACTED] the owner of the vehicle states the vehicle hesitates when accelerating, the transmission slips, there is a clanging noise at about 50 MPH, the transmission suddenly and unexpectedly downshifts causing a radical change in the RPMs of the engine and the speed of the vehicle. Dr. [REDACTED] further states he believes the vehicle presents a safety hazard and he is afraid the car could be the cause of a severe accident involving injuries to himself and/or others. The inspection of the vehicle was prearranged to be done at the client's home. A test drive in the local area was also included. Initial visual inspection of the vehicle indicates that the vehicle is in good condition, does not appear to have been abused, and there is no visible unrepaired collision damage. The level of the engine fluids is acceptable and there are no visible leaks. The check engine light is not illuminated and there are no warning message is displayed. There are no current or stored diagnostic trouble codes at this time. A 13 mile test drive was conducted with the owner of the vehicle driving. During the test drive the engine and transmission performed as designed and I was unable to duplicate any of the stated conditions. A few days after I performed the inspection the client called me and told me that the vehicle had exhibited the same characteristics he had originally described and that he had also taken some photographs.

Service Documents

- Service History Record - (1)
- Service History Record - (2)
- Service History Record - (3)
- Service History Record - (4)
- Service History Record - (5)

Additional Documents

- Additional Documents - (1)
- Additional Documents - (2)
- Additional Documents - (3)
- Additional Documents - (4)
- Additional Documents - (5)

Wheel Type Alloy

Power Windows Yes

Power Steering Yes

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Krohn & Moss, Ltd.

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Chicago, Illinois 60602
www.krohnandmoss.com

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Writer's Direct Facsimile
(866) 431-5576
Writer's Direct E-Mail
bwikgren@consumerlawcenter.com
www.krohnandmoss.com

Writer licensed to practice
only in:
Florida
Illinois

June 1, 2015

Via Email:

[Redacted]

Port Richey, FL [Redacted]

RE: YOUR VEHICLE INSPECTION

Dear [Redacted]

The manufacturer has thus far refused to accept any of your settlement demands. Accordingly, we need to have your vehicle inspected by an independent automotive inspector that will perform an unbiased evaluation of your vehicle. We believe this will expedite the settlement process and illustrate to the Defendant the validity of your case.

We will be using the company Carz Inspection which will assign you an ASE Certified Master Technician to perform your vehicle inspection. The expert will hopefully provide us with the necessary report, photographs and testimony that will procure an optimal settlement on your behalf. We feel that the inspection is absolutely necessary at this point in light of the Defendant's delay. We must have the inspection to effectively combat the Defendant's experts (their mechanics, shop technicians, and inspectors). Our past experience indicates that favorable inspections procure much higher settlement offers and/or judgments.

Keep in mind, that you should NOT have your vehicle repaired again before it is inspected. This way the expert will be able to comment on the vehicle in its present, defective state.

The inspection fee is \$200.00 and is payable at the time of inspection. You may pay by cash, personal check, cashiers check or money order. Please inform the inspector of your method of payment before the inspection date. This is the only expense you will have to pay during the pendency of your case with Krohn & Moss, Ltd.

June 1, 2015

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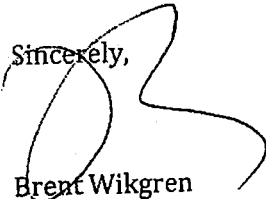
When Your Car is being inspected:

1. **YOU MUST HAVE ALL YOUR REPAIR ORDERS AVAILABLE AT YOUR INSPECTION!!!!**
If they are not in your possession, call Krohn & Moss, Ltd. and have them faxed to you prior to the inspection.
2. Most inspections include a road test and visual inspection of the vehicle. If photos are necessary, he will take them. The inspector will perform, at his discretion, any basic test that can be performed without disassembly or invasiveness. **Your liability insurance** will be covering the vehicle during the road test and **must** be in force, or the vehicle will not be driven. A receipt for the inspection will be written at the time of the inspection and the written report will subsequently be faxed to Krohn and Moss, Ltd.

PLEASE CALL MR. Jonathan Helleckson at (877)274-8258 UPON RECEIPT OF THIS CORRESPONDENCE TO SCHEDULE YOUR APPOINTMENT. Appointments will be available Monday - Friday during normal business hours. However, evening hours and weekend appointments may be available in certain situations. Mr. Helleckson will attempt to accommodate your schedule as best as possible. You must realize that you may have to take a couple hours off of work to travel to Mr. Helleckson's place of business and have the inspection completed. However, without the inspection your case will be difficult to settle or win at trial.

If you have any questions please feel free to contact our office.

Sincerely,


Brent Wikgren
Attorney at Law

BW/mr

SERVICE INVOICE

FORD OF PORT RICHEY
10715 U.S. Hwy 19
Port Richey, Fl. 34668
PH. (727) 868-9545



PORT RICHEY MITSUBISHI
10821 U.S. Hwy 19
Port Richey, Fl. 34668
PH. (727) 868-9545

Ford State of Florida MV82690
Mitsubishi State of Florida

CUSTOMER NO.	ADVISOR IVAN GONZALEZ	TAG NO. 98533	INVOICE DATE 07/13/15
	LABOR RATE	LICENSE NO.	MILEAGE 39,856
	YEAR, MAKE, MODEL 14/FORD/FOCUS/5DR HB SE	DELIVERY DATE	DELIVERY MILES
PORT RICHEY, FL	VEHICLE I.D. NO. 1 F A D P 3 K 2 X E L	SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 07/13/15
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	

MO: 39857

FADA

JOB# 1 CHARGES

LABOR

SOP/C/S VEHICLE SHUDDERS HEAVILY ON ACCELERATION
PER TSB 15-0090 SEE RO [REDACTED] REPLACED CLUTCH ADM PERFORMED
TRANS ADAPTIVE RELEARN AND ROAD TEST OK

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	BV6Z-7B546-F	CLUTCH		0.00
TOTAL - PARTS					0.00
JOB# 1 TOTALS					
JOB# 2 CHARGES	JOB# 1 JOURNAL PREFIX FOCS			JOB# 1 TOTAL	0.00

LABOR

RECALL OPERATION 15S13 ADVANCED NOTICE

JOB# 2 TOTALS

JOB# 3 CHARGES

JOB# 2 JOURNAL PREFIX FOCS

JOB# 2 TOTAL

0.00

LABOR

PERFORM TIRE INSPECTION
INSPECTED TIRES
TIRES MEASURED (4/32"-6/32") DURING INSPECTION

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX FOCS

JOB# 3 TOTAL

0.00

LABOR

PERFORM COMPLIMENTARY MULTI-POINT INSPECTION CARD
AS PER CUSTOMER REQUEST....
Perform Multi-Point Inspection All

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX FOCS

JOB# 4 TOTAL

0.00

LABOR

PERFORM BRAKE INSPECTION
PERFORMED BRAKE INSPECTION
BRAKES MEASURED GREEN DURING INSPECTION
(SEE INSPECTION FORM FOR RESULTS)

"SECTION 501.98, FLORIDA STATUTES, REQUIRES THAT, AT LEAST 30 DAYS BEFORE BRINGING ANY CLAIM AGAINST A MOTOR VEHICLE DEALER FOR AN UNFAIR OR DECEPTIVE TRADE PRACTICE, A CONSUMER MUST PROVIDE THE DEALER WITH A WRITTEN DEMAND LETTER STATING THE NAME, ADDRESS, AND TELEPHONE NUMBER OF THE CONSUMER; THE NAME AND ADDRESS OF THE DEALER; A DESCRIPTION OF THE FACTS THAT SERVE AS THE BASIS FOR THE CLAIM; THE AMOUNT OF DAMAGES; AND COPIES OF ANY DOCUMENTS IN THE POSSESSION OF THE CONSUMER WHICH RELATE TO THE CLAIM. SUCH NOTICE MUST BE DELIVERED BY THE UNITED STATES POSTAL SERVICE OR BY A NATIONALLY RECOGNIZED CARRIER, RETURN RECEIPT REQUESTED, TO THE ADDRESS WHERE THE SUBJECT VEHICLE WAS PURCHASED OR LEASED OR WHERE THE SUBJECT TRANSACTION OCCURRED, OR AN ADDRESS AT WHICH THE DEALER REGULARLY CONDUCTS BUSINESS."

X _____
CUSTOMER SIGNATURE

BY SIGNING YOU AGREE TO ALL TERMS AND CONDITIONS ON BOTH SIDES OF THIS DOCUMENT.

21

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SERVICE INVOICE

FORD OF PORT RICHEY
10715 U.S. Hwy 19
Port Richey, FL 34668
PH. (727) 868-9545



PORT RICHEY MITSUBISHI
10821 U.S. Hwy 19
Port Richey, FL 34668
PH. (727) 868-9545

Ford State of Florida MV82690
Mitsubishi State of Florida

CUSTOMER NO	ADVISOR IVAN GONZALEZ	TAG NO 98533	INVOICE DATE 06/30/15
RESIDENCE PHONE	LABOR RATE	MILEAGE 37,381	COLOR
BUSINESS PHONE	LICENSE NO	YEAR MAKE MODEL 14/FORD/FOCUS/5DR HB SE	DELIVERY DATE
COMMENTS	VEHICLE I.D. NO 1FADP3K2XEL	SELLING DEALER NO	DELIVERY MILES
	P.T.E. NO	P.O. NO	PRODUCTION DATE
			06/29/15

FADA

MO: 37382

JOB# 1 CHARGES.....

LABOR.....
~~1-2015076~~ ~~C/S TRANSMISSION~~ ~~TECH(S) 13107~~ ~~0.00~~
 C/S TRANSMISSION SHIFTING AT 4000 RPM/BANGING ON DOWN SHIFT FROM 2ND TO 1ST
 VERIFIED CONCERN PERFORMED REPROGRAM OF PCM AND TCM AND PERFORMED PP TEST A CLURCH FAILED TEST SENT DATA TO FORD PER TSB 15-0090 CLUTCH NEEDS REPLACED PARTS ON ORDER

JOB# 1 TOTALS.....
 JOB# 1 JOURNAL PREFIX FOCs JOB# 1 TOTAL 0.00

JOB# 2 CHARGES.....

LABOR.....
~~1-2015076~~ ~~INSPECTION CARD~~ ~~TECH(S) 13107~~ ~~0.00~~
 PERFORM COMPLIMENTARY MULTI-POINT INSPECTION CARD AS PER CUSTOMER REQUEST.... COMPLETED SERVICE

JOB# 2 TOTALS.....
 JOB# 2 JOURNAL PREFIX FOCs JOB# 2 TOTAL 0.00

JOB# 3 CHARGES.....

LABOR.....
~~1-2015076~~ ~~CHECKED BRAKES~~ ~~TECH(S) 13107~~ ~~0.00~~
 PERFORM BRAKE INSPECTION PERFORMED BRAKE INSPECTION BRAKES MEASURED GREEN DURING INSPECTION (SEE INSPECTION FORM FOR RESULTS)

JOB# 3 TOTALS.....
 JOB# 3 JOURNAL PREFIX FOCs JOB# 3 TOTAL 0.00

JOB# 4 CHARGES.....

LABOR.....
~~1-2015076~~ ~~CHECKED TIRES~~ ~~TECH(S) 13107~~ ~~0.00~~
 PERFORM TIRE INSPECTION INSPECTED TIRES TIRES MEASURED GREATER THAN 7/32" DURING INSPECTION

JOB# 4 TOTALS.....
 JOB# 4 JOURNAL PREFIX FOCs JOB# 4 TOTAL 0.00

JOB# 5 CHARGES.....

LABOR.....
~~1-2015076~~ ~~CHECKED BATTERY~~ ~~TECH(S) 13107~~ ~~0.00~~
 PERFORM BATTERY TEST & INSPECTION INSPECTED AND TESTED BATTERY

"SECTION 501.98, FLORIDA STATUTES, REQUIRES THAT, AT LEAST 30 DAYS BEFORE BRINGING ANY CLAIM AGAINST A MOTOR VEHICLE DEALER FOR AN UNFAIR OR DECEPTIVE TRADE PRACTICE, A CONSUMER MUST PROVIDE THE DEALER WITH A WRITTEN DEMAND LETTER STATING THE NAME, ADDRESS, AND TELEPHONE NUMBER OF THE CONSUMER; THE NAME AND ADDRESS OF THE DEALER; A DESCRIPTION OF THE FACTS THAT SERVE AS THE BASIS FOR THE CLAIM; THE AMOUNT OF DAMAGES; AND COPIES OF ANY DOCUMENTS IN THE POSSESSION OF THE CONSUMER WHICH RELATE TO THE CLAIM. SUCH NOTICE MUST BE DELIVERED BY THE UNITED STATES POSTAL SERVICE OR BY A NATIONALLY RECOGNIZED CARRIER. RETURN RECEIPT REQUESTED. TO THE ADDRESS WHERE THE SUBJECT VEHICLE WAS PURCHASED OR LEASED OR WHERE THE SUBJECT TRANSACTION OCCURRED, OR AN ADDRESS AT WHICH THE DEALER REGULARLY CONDUCTS BUSINESS."

X _____
 CUSTOMER SIGNATURE
 BY SIGNING YOU AGREE TO ALL TERMS AND CONDITIONS ON BOTH SIDES OF THIS DOCUMENT

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10/2/15

NADA Used Car Guide
Tuesday, September 29, 2015

Vehicle Appraisal Retail Value

Region: Southeastern - September 2015 **Reference #:**
Vehicle Description: 2014 FORD **VIN:** 1FADP3K2XEL [REDACTED]
Focus
Hatchback 5D SE I4

NADA Base Clean Retail:	\$14,650
Mileage Value (47,001 Miles)	-\$1,000
Accessories Value:	\$650
NADA Adjusted Clean Retail:	\$14,300
Options:	
Power Sunroof	\$650
Options Total:	\$650

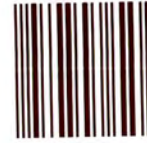
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Orange City FL



1000



20590

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PAID
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32763
JUL 01, 16
AMOUNT

\$1.36

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FIRST CLASS

NHTSA Hqs Complaint
DGN16-52133

1200 NJ ave SE

West Bldg

Washington DC 20590

