

CL-10862874-8594

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

National Highway Traffic Safety Administration  
Office of Defects Investigations/CRD  
Auto Safety Hotline  
NVS-216  
1200 New Jersey Ave Southeast  
Washington, D.C. 20590  
Hotline: (888) 327-4236  
Website: <https://www-odi.nhtsa.dot.gov/VehicleComplaint/>

MAY 10 2016

Thank you for confirming your request for our Portable Form  
You will soon receive an e-mail with our Portable Form PDF attached.  
The Temporary Complaint Number (TCN) for your Form is: DGN16-52123.

Morgan & Morgan  
20 North Orange Avenue  
Suite 1600  
Orlando FL 32801  
(407) 420-1414

Suncoast Credit Union  
account 4705313 loan 533545  
PO BOX 11904  
Tampa Fl. 33680

Office of the Attorney General  
State of Florida  
The Capital PL-01  
Tallahassee, Fl. 32399

Reference [REDACTED] Ford Focus 1FADP3K2XEL [REDACTED] (S/S) [REDACTED]

Please attached

[REDACTED]

april 16, 2016

Orange City Fl [REDACTED]

NAM  
5/10/16  
SNP

From: attorney.general@myfloridalegal.com

Date: April 15, 2016 at 6:08:10 PM EDT

To: [REDACTED]

Subject: From Florida Attorney General Pam Bondi

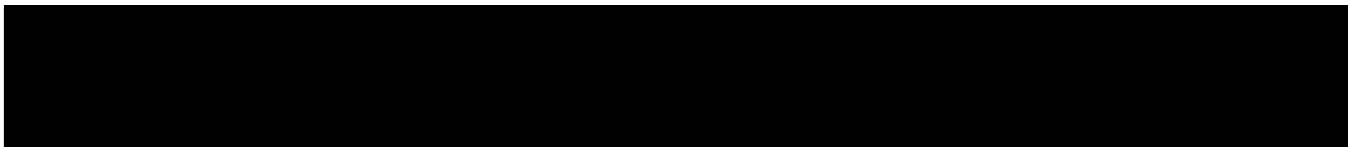
The Florida Attorney General's Office received your correspondence regarding your concerns with Ford Motor Company and the law firm of Krohn & Moss, Ltd. Attorney General Pam Bondi asked that I respond.

We appreciate hearing from you. The Attorney General's Office is concerned with all potentially unfair and deceptive trade practices. We are forwarding your information to the Attorney General's Consumer Protection Division for review.

Regarding your concerns with Krohn & Moss, Ltd., The Florida Bar is the agency responsible for reviewing grievances against lawyers licensed to practice in this state. Therefore, we are forwarding your correspondence to The Florida Bar for review. You may follow up with The Florida Bar at:

The Florida Bar  
651 East Jefferson Street  
Tallahassee, Florida 32399-2300  
Telephone: (850) 561-5839  
Toll-free ACAP Hotline: (866) 352-0707  
Website: [REDACTED]

For more information on lawyer regulations and filing a grievance, please visit the following Florida Bar web pages:



Because your complaint involves auto safety issues, you may also wish to contact the National Highway Traffic Safety Administration (NHTSA) about your concerns. The NHTSA's Office of Defects Investigation

conducts defect investigations and administers safety recalls to support the NHTSA's mission to improve roadway safety. The contact information is:

National Highway Traffic Safety Administration  
Office of Defects Investigations/CRD  
Auto Safety Hotline  
NVS-216  
1200 New Jersey Ave Southeast  
Washington, D.C. 20590  
Hotline: (888) 327-4236  
Website: <https://www-odi.nhtsa.dot.gov/VehicleComplaint/>

Finally, because our office is not at liberty to give legal advice to private individuals, please continue to consult a private attorney if you need legal guidance. If you need help finding an attorney, The Florida Bar Lawyer Referral Service toll-free at (800) 342-8011, or online at

Thank you for sharing your concerns with Attorney General Bondi's office.

Sincerely,

Gregory Powell  
Office of Citizen Services  
Florida Attorney General's Office  
The Capitol, PL-01  
Tallahassee, Florida 32399-1050  
Telephone: (850) 414-3990  
Toll-free in Florida: (866) 966-7226  
Website: [REDACTED]

PLEASE DO NOT REPLY TO THIS E-MAIL. THIS ADDRESS IS FOR PROCESSING ONLY.

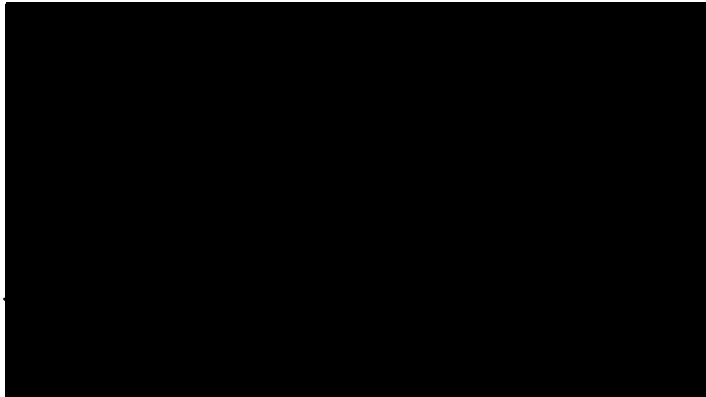
To contact this office please visit the Attorney General's website at [REDACTED] and complete the on-line contact form. For news on Attorney General Bondi's efforts to fight fraud, please click the following link and subscribe to the Attorney General's electronic newsletters:

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(See attached file: [REDACTED])

*Finance  
CSI Credit  
Reporting*

Experian®  
Experian National Consumer Assistance Center  
P.O. Box 4500  
Allen, TX 75013  
Dispute by Mail Dispute Online



Equifax®  
Equifax Information Services LLC  
P.O. Box 740256  
Atlanta, GA 30348 | 800-685-1111  
Dispute by Mail Dispute Online

TransUnion®  
TransUnion LLC  
Consumer Dispute Center  
P.O. Box 2000  
Chester, PA 19022 | 800-916-8800  
Dispute by Mail

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account 4705313 loan 533545  
PO BOX 11904  
Tampa Fl. 33680

Office of the Attorney General  
State of Florida  
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Tallahassee, Fl. 32399

Reference [REDACTED] Ford Focus 1FADP3K2XE [REDACTED] (S/S) [REDACTED]

Please be advised that I am seeking legal action against both Ford motor Company for Consumer fraud and Kron and Moss for coercion. In addition prior to taking the reference vehicle to Suncoast we had agreed that I would pay the negative equality and that any monies received from the law suit to be applies to the signature loan.

Please see attached documents concerning agreement with Suncoast, the documents between Lawyers and Ford motor company.

Please correct Credit reports and remove the charge off and change to a signature loan with Suncoast

[REDACTED]  
Orange City Fl [REDACTED]

Coercion /kəʊˈɜːrʃən/ is the practice of forcing another party to act in an involuntary manner by use of intimidation or threats or some other form of pressure or force.[1] It involves a set of various types of forceful actions that violate the free will of an individual to induce a desired response, for example: a bully demanding lunch money to a student or the student gets beaten. These actions can include, but are not limited to, extortion, blackmail, torture, enhanced interrogation and threats to force the recipient to bend to the will of the interrogator. In law, coercion is codified as a duress crime. Such actions are used as leverage, to force the victim to act in a way contrary to their own interests. Coercion may involve the actual infliction of physical pain/injury or psychological harm in order to enhance the credibility of a threat. The threat of further harm may lead to the cooperation or obedience of the person being coerced.



**Suncoast**  
Credit Union

**YOUR  
COPY**  
KEEP FOR YOUR FILES

**LOANLINER**

**Loan and Security Agreements  
and Disclosure Statement**

LOAN DATE: 2/11/2016      LOAN NUMBER: [REDACTED]      ACCOUNT NUMBER: [REDACTED]      GROUP POLICY NUMBER: [REDACTED]      MATURITY DATE: 02/28/2022

BORROWER 1		BORROWER 2	
NAME AND ADDRESS [REDACTED] PORT RICHEY, FL [REDACTED]		NAME (AND ADDRESS IF DIFFERENT FROM BORROWER 1)	

TRUTH IN LENDING DISCLOSURE <small>e means an estimate</small>				
<b>ANNUAL PERCENTAGE RATE</b> The cost of your credit as a yearly rate. 6.600 %	<b>FINANCE CHARGE</b> The dollar amount the credit will cost you. \$ 2,967.13	<b>Amount Financed</b> The amount of credit provided to you or on your behalf. \$ 13,620.84	<b>Total of Payments</b> The amount you will have paid after you have made all payments as scheduled. \$ 16,587.97	<b>Total Sale Price</b> The total cost of your purchase on credit is \$ which includes your downpayment of \$ 0.00
<b>Your Payment Schedule Will Be:</b>			<b>Prepayment:</b> If you pay off early you will not have to pay a penalty.	
Number of Payments	Amount of Payments	When Payments Are Due	Required Deposit: The Annual Percentage Rate does not take into account your required deposit, if any.	
71	\$ 230.39	MONTHLY beginning 3/30/2016	Demand: <input type="checkbox"/> This obligation has a demand feature.	
1	\$ 230.28	02/28/2022	<input type="checkbox"/> All disclosures are based on an assumed maturity of one year.	
<b>Property Insurance:</b> You may obtain property insurance from anyone you want that is acceptable to the Credit Union. If you get the insurance from us, you will pay \$			<b>Filing Fees</b> \$ 0.00	<b>Non-Filing Insurance</b> \$
<b>Late Charge:</b> If you fail to make a payment within fifteen (15) days subsequent to the payment due date, you will be charged a late fee equal to the greater of 5% of the payment amount due or \$5.00 up to a maximum of \$15.00.				
<b>Security:</b> Collateral securing other loans with the Credit Union may also secure this loan. You are giving a security interest in your shares and dividends and, if any, your deposits and interest in the Credit Union; and the property described below:				
Collateral	Property/Model/Make	Year I.D. Number	Type	Value
				\$
				\$
				\$
Other (Describe)				
Pledge of Shares \$		in Account No.	\$	in Account No.
See your contract documents for any additional information about nonpayment, default, and any required repayment in full before the scheduled date.				

**SIGNATURES**

By signing, or otherwise authenticating, as Borrower, you agree to the terms of the Loan Agreement. If property is described in the "Security" section of the Truth in Lending Disclosure, you also agree to the terms of the Security Agreement. If you sign, or otherwise authenticate, as "Owner of Property" you agree only to the terms of the Security Agreement.

**CAUTION: IT IS IMPORTANT THAT YOU THOROUGHLY READ THE AGREEMENT BEFORE YOU SIGN IT.**

Borrower 1 Signature	Date
X	(Seal)

Borrower 2 Signature	Date
X	(Seal)

Signature	Date
X	(Seal)

Signature	Date
X	(Seal)

Other Borrower    Owner of Property    Witness



# Suncoast Credit Union

01/27/2016

ORANGE CITY FL

Re: **EXPLANATION OF CALCULATION OF SURPLUS OR DEFICIENCY**  
Account Number [REDACTED]

Dear [REDACTED]

Please be advised that on 01/18/2016, the 2014 FORD was sold at a private sale. What follows is an explanation:

Aggregate amount of all obligations secured by the security interest under which the disposition was made, less any unearned interest or credit service charge, if any	\$19,181.70
Amount of proceeds from disposition	\$ 9,600.00
Aggregate amount of obligations after deducting proceeds	\$ 9,581.70
Aggregate amount of expenses incurred, including expenses of retaking, holding, preparing for disposition, processing & disposing of the collateral, attorney fees secured by collateral known to us and related to this disposition	\$ 665.75
Aggregate amounts of credits, including rebates of interest or credit service charges to which you are entitled & not reflected above	\$ 0.00
Amount of Principal Deficiency	\$10,247.45

If the account was included in a Bankruptcy, this is not an attempt to collect a debt which was otherwise included in your Bankruptcy. In the event your bankruptcy case gets Dismissed, Suncoast Credit Union will seek repayment for additional charges/cost incurred during or after your Bankruptcy was filed, initially not allowed as part of our claim. This notice is being sent pursuant to the requirements of State Law.

If you need any additional information, please call us at 813-621-7511 extension 88610 or write us at P.O. Box 11904, Tampa, FL 33680.

Member Solutions Department



**Suncoast**  
Credit Union

Account Number and Suffix: [REDACTED]

Social Security Number: [REDACTED]

**RENUNCIATION OF RIGHT TO NOTIFICATION OF SALE**

Member Name [REDACTED]

Member Address [REDACTED]

Member Telephone Number [REDACTED]

The undersigned hereby acknowledges the voluntary return of the property described as:

Year 2014 Make Ford Model FOCUS 64,500 miles  
VIN 1FA0P3K2XEL [REDACTED]

The undersigned is advised that Suncoast Credit Union will sell, lease, or otherwise dispose of any and all of said property in its present condition or following any commercially reasonable preparation or processing to the highest and best purchaser on or after the date of this waiver of notification of sale.

The proceeds of the disposition shall be applied in the order set forth in the security agreement and Florida's version of the Uniform Commercial Code, that is:

- a. First, to the reasonable expenses of retaking, holding, preparing the sale, selling and the like and the reasonable attorney's fees and legal expenses incurred by the Credit Union.
- b. Next, to the satisfaction of the undersigned's indebtedness to the Credit Union which is secured by the property.
- c. Last, to the satisfaction of any indebtedness secured by any sub-ordinate security interest in the property. Thereafter, the Credit Union will turn over to the undersigned any surplus from the proceeds of the disposition or the undersigned shall remain liable to the Credit Union for any deficiency. If a bankruptcy proceeding has been filed, we will turn over to the appointed trustee in the case any surplus and the bankruptcy estate shall remain liable to the Credit Union for any deficiency.

The undersigned is entitled to reasonable notification of the time and place of any public sale or reasonable notification of the time after which any private sale or other intended disposition is to be made unless he signs after default a conspicuous statement renouncing or modifying his right to notification of sale.

The undersigned RENOUNCES HIS RIGHT TO NOTIFICATION OF THE SALE OF THE COLLATERAL and agrees that the collateral may be sold in a commercially reasonable fashion FORTHWITH, acknowledges receipt of a completed copy of this notice and that all personal property not subject to the Credit Union's security interest has been removed from the property surrendered to the Credit Union.

DATED this 23 day of December, 2015

Member Signature [REDACTED]

Member Signature \_\_\_\_\_

Witnessed By: \_\_\_\_\_  
Suncoast Credit Union Employee

From: [REDACTED]

Date: September 16, 2015 at 8:16:28 PM EDT

To: Brent Wikgren 203 Ford Focus <bwikgren@consumerlawcenter.com>

Subject: Ford Focus

In reading the report by the inspector the difference in cost of \$1200 it also does not mention other cost and time which is not included in the estimate of value.

I've had to take the car in over 12 times to include clutch replacement and a continuous problem safety hazard which required me to trade my truck in order to buy a vehicle (which left me without a truck to pull my fifth wheel) because my wife did not feel safe on long trips and I had to drive her to Texas

The emotional distress of owning an buying a product which was misrepresented and that Ford Motor Company committing fraud

The fact that neither the Chevy dealers and Dodge will not take the focus in trade but will sell it wholesale to non dealers , trade value under \$9000 because dealers do not want liability

In addition Ford Motor Company's inability to provide sufficient care for the vehicle and they maximum problem and injuries.

Not recalling the vehicle

Injuries have not documented and for postponing making a recall is criminal

I believe Ford should consider taking both the focus in trade along with the 2014 transit connect they sold me when they took my f250 and financed

Trade for a 2015 F250 xl, gas engine, extend cab, long bed.

Currently the transit (which was purchased last month) is financed with ford motor credit,

They can do 0% interest 7 years and keep my payments under \$600 a month which means they can inflate prices through a dealer and we both walk away.

Because of rebates, ford's special finance and my USAA military discount

I believe this is a better solution

Otherwise I need it to go to trial

Or a cash settlement of \$7000 which is the numbers needed according to Port Richie ford

Please discuss

From: [REDACTED]  
Date: October 28, 2015 at 12:53:47 PM EDT  
To: [REDACTED]  
Subject: Fwd: Ford focus

Written documentation concerning voicemail [REDACTED] left voicemail:: Ford Focus

Brent Wikgren Attorney at Law Krohn & Moss, Ltd. on October 28 approximate 11 AM Eastern standard time concerning 2014 Ford focus currently finance with Suncoast Credit Union Out standing balance 19,101 loan value 14,000 trade-in value 9000

Due to the financial burden and emotional stress created by the 2014 Ford Focus and the inability to use it for my wife to be a passenger. The fact that the car continually needed to be return to Port Richie Ford and the cost of the monthly payment plus insurance equaling \$400 a month and the car depreciation I can no longer maintain payments and by December 01 2015.

I will be forced to allow the Ford Focus to be repossessed which impacts on my credit score and my livelihood, because it is impossible to maintain the vehicle and have faith and trust in the vehicle.

Due to the restrictions the lawyers, the judges and Ford Motor Company places on me for the vehicle to be inspected and checked prior to my taking it into the shop and cost of operation and the failure of the Ford Focus to be safe to drive and the continuous return to Ford Motor for fixing the issues, I can no longer justify the investment made by me as a consumer who had faith in Ford Motor Company taking proper corrections after two clutch replacement in addition to over 12 times going in for recalibration.

I was forced to buy a second car which is financed by Ford Motor Company.

The need to have transportation and the Extreme burden and the financial burden along with the debt of the Ford focus .

The Ford focus is a liability and is requiring me to have it repossession

I requested additional financial reimbursement and emotional stress be placed on Ford Motor Company for the action that I'm going to be required to take on December 1 2015

Yours

truly

[REDACTED] retired Master Sergeant United States Army

October 28, 2015

From: [REDACTED]  
Date: November 19, 2015 at 5:06:23 PM EST  
To: Brent Wikgren <bwikgren@consumerlawcenter.com>  
Subject: Re: [REDACTED]

Had I known we could've returned leave Ford Focus initially deducting the mileage I would've taken that offer for now I assume it's past tense and it was never presented to me  
As far as a counter offer counter at 5000 try to get as close to 4000 you can settle the case

On Nov 19, 2015, at 4:28 PM, Brent Wikgren <bwikgren@consumerlawcenter.com> wrote:

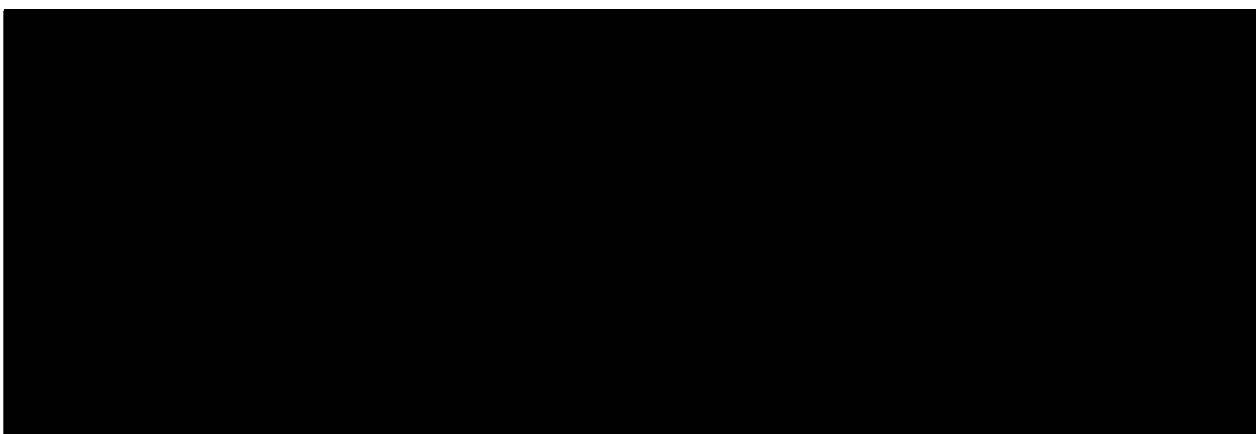
[REDACTED]

As a reminder, I am the managing attorney of the FL department at KM. You have made some key decisions in the path that we took to litigate your case that have us where we are today. When you first contacted us, I assessed your claims and advised you that you qualified for relief under Florida's Lemon Law. Per the Florida Lemon Law, I advised you that you would be entitled to all amounts you paid for your vehicle, less a statutorily calculated mileage offset based upon the miles you have driven your vehicle. I further advised you that if we pursued a Florida Lemon Law claim that per the plain language of the Florida Lemon Law that we could not recover our attorneys' fees representing you if we won your case during the mandatory arbitration proceedings for the Lemon Law. I explained that unlike the federal Magnuson-Moss Warranty Act, that the Florida Lemon Law requires that you go through a three panel arbitration hearing before filing suit, but that the arbitrators are not empowered to award your attorneys' fees. There are multiple decisions from the Florida District Court of Appeal reaffirming the same. Simply put, I advised you that if you wanted us to handle your case under the Florida Lemon Law that: 1) you would have to agree to a mileage offset to reduce what you paid for your vehicle and I explained what that would be; and 2) that you would have to agree to be responsible for our firm's attorneys' fees through arbitration if you were to win your arbitration case. Per our initial conversation, you were disinterested in having your recovery reduced by a mileage offset or in paying my firm's attorneys' fees. Accordingly, you agreed to waive your rights under the Florida Lemon Law and I memorialized the same in the first paragraph of the attached letter to you dated March 13, 2015 (see attached).

Rather than pursuing your claims under the Florida Lemon Law, you elected to pursue your claims under the federal Magnuson-Moss Warranty Act under a breach of written warranty theory of relief. Under the federal Act and through the application of state breach of warranty law, the primary measure of damages is the diminished value of your vehicle, i.e., how much you overpaid for it when you bought it. I advised you during our initial conversation about the merits of your case that we normally see recoveries in a case like yours in the \$2,000 to \$5,000 range and maybe up to \$6000. Unlike the Lemon Law, which has a statutory formula to determine your recovery, the federal Act does not. The damages under the federal Act are more subjective based upon the concept of diminished value.

We do not believe your case has the type of value you are seeking. We are pursuing a breach of written warranty claim only that is based upon how much you overpaid for your vehicle due to its defects. This number cannot come out of thin air or the testimony at trial would be stricken as lacking proper foundation. It must be based on something objective, such as a trade valuation guide. These guides typically show a vehicle's value diminished by approximately 10 to 30 percent of the original purchase price due to factory defects. It was for this reason that when we first spoke to you we explained that your estimated your damages to be in the range of between \$2000 to \$6,000 excluding my firm's fees and costs.

First, I have personally handled in excess of 1,000 cases like yours and there are no extraordinary facts in your case that would justify a higher recovery than what we typically see for a breach of warranty claim. Secondly, I have taken cases like yours to trial and have first-hand experience knowing what the manufacturer's attorney will argue if a jury awards more money than the evidence demonstrates. For instance, if the Kelley Blue Book shows that your vehicle was diminished in value by \$3,500 (speaking hypothetically), and a jury awards you \$8,000, the judge will likely set aside the jury's verdict as it would not bear a reasonable relationship to the evidence. In other words, you cannot get a recovery for more than the evidence supports. If you do, it will likely be taken away by the Court. The point of the law is to make you whole – not to provide you with a windfall. Here are some examples of cases we have one as well as at TV news segment our firm was involved in for the same problem and same vehicle you have:



Our job as attorneys is to be objective. We are not going to tell you what you want to hear just to pacify you. If we did so we wouldn't be doing our job. Our job is to advise you on your rights. While you may choose to ignore this advice, neither me nor anyone else here is going to make up things just to make you happy. We are going to be candid and honest with you. That is not being negative, but rather giving you our professional opinion. As you know, we told you that your expert report was bad. The reason it was bad is because your expert said you are only entitled to \$1200 if you win. See attached. Thus we did not disclose it. Ford has an expert and you don't. That is a problem.

Ford is currently offering you \$7,500 inclusive of your fees/costs which are over \$11,000. If you want to accept this offer we will agree that you receive \$1200 (100% of what the expert said you are entitled to). Our firm will reduce our fees/costs to \$6300 meaning you will owe us nothing even though contractually you would otherwise be responsible for the difference. Lastly, I want to remind you to look at page 2 of your contract. If you turn down a proposal of settlement and lose at trial, you will likely have to pay all of Fords attorneys' fees and costs which will easily be over \$30,000 and likely much higher.

Thus, in conclusion please note that I see 0% chance that you will win between \$6500 and \$11,000. I see about a 1% chance that you could win \$6000. I think you have about a 30% chance of winning your trial and if you win I think you will likely win somewhere between \$1000 and \$4000 if you win.

Remember it is VERY hard to win a trial without an expert. If you lose you get nothing and worse, you will likely have to pay Ford's fees and costs. Your own independent expert said that if you win the MOST you should get is \$1200.

Thus, my recommendation is as follows...either:

1. Accept the offer and you will receive \$1,200 and owe no money to my firm and owe no money to Ford.
2. Reject the offer and counter for \$4000 exclusive of fees (meaning you get \$4000 in your pocket). While this is more than I think they will pay, I'd rather make a strong counter so they don't think we are weak.

Please let me know what you want to do.

From: [REDACTED]  
Date: November 19, 2015 at 5:09:03 PM EST  
To: Brent Wikgren <bwikgren@consumerlawcenter.com>  
Subject: Re: [REDACTED]

The point not made at the time and the inspected the car but it went into times after that had two clutches replaced when in six times after that and had reprogramming the transmission and imitation the car drop them by you from 15,000 down to \$8000 sense that comment indication to the fact if you talk to both parties it inspected at their intent was never to make that assumption that you came to the conclusion and I discussed it with both

In addition the car is not drivable it's a safety hazard and it is part it will endanger my life and my families life I don't think that is being addressed

If you're calling witnesses from Port Richie Ford I think they will confirm and confirm and at his mothers expert witness you can get

From: Brent Wikgren <bwikgren@consumerlawcenter.com>

Date: November 20, 2015 at 10:11:17 AM EST

To: "[REDACTED]"

Cc: Jason Rozencweig <jrozcweig@consumerlawcenter.com>, Brent Wikgren <bwikgren@consumerlawcenter.com>

Subject: RE: [REDACTED]

[REDACTED]

I have received all of your emails. What you are interested in pursuing is a FRAUD case. This is a breach of warranty case. They are very different types of cases. If you want to pursue a fraud case then you would need to hire a fraud attorney (or deceptive practices act attorney). My firm does not handle those types of cases in Florida due to the heightened standard of proof.

I spoke with Ford and they are not willing to offer more than \$8,500 including the fees. In one last effort to appease you we are willing to reduce our fees even further so that you will receive \$3,000. This means that you will receive 250% of your best day in court now, with no risk. I think your chances of getting more than \$3000 at trial is well below 1%. Turning down the offer in which you would get \$3000 is against my advice. If you choose not to follow my advice that is your right but at that point I think there would be irreconcilable differences between us. If you prefer not to settle I recommend you find and hire another attorney to represent you. My firm can then file our lien for our attorney fees incurred to date and file a substitution of counsel so that the new attorney can represent you from this point going forward and at trial.

[REDACTED]

Please watch the video link above. We are pre-eminent experts in this area. I think you would be making a very large mistake to go against my advice. My recommendation is that you accept the offer and receive \$3000. Please let me know what you want to do out of the following choices:

1. Accept the offer and receive \$3000.
2. Reject the offer and hire a new attorney.

Thanks,

Brent

Brent Wikgren

Attorney at Law

Krohn & Moss, Ltd.

10 N. Dearborn St.

3rd Floor

Chicago, IL 60602

(312) 578-9428 x203 (direct)

(866) 289-0898 (Illinois fax number)

(866) 431-5576 (Florida fax number)

Licensed in Florida and Illinois

Email: [bwikgren@consumerlawcenter.com](mailto:bwikgren@consumerlawcenter.com)

Web: [www.krohnandmoss.com](http://www.krohnandmoss.com)

From: [REDACTED]  
Sent: Thursday, November 19, 2015 4:06 PM  
To: Brent Wikgren <bwikgren@consumerlawcenter.com>  
Subject: Re: [REDACTED]

Had I known we could've returned leave Ford Focus initially deducting the mileage I would've taken that offer for now I assume it's past tense and it was never presented to me

As far as a counter offer counter at 5000 try to get as close to 4000 you can settle the case

On Sep 10, 2015, at 9:45 AM, Joshua Worell <jworell@consumerlawcenter.com> wrote:

Please allow the following to act as our continuing status report in this matter. You will be pleased to know that at this time we have nearly completed the discovery phase of our investigation. Based on our review of the file it appears that we have received all of the documents and information from the manufacturer that we believe we are entitled to. We have also received your service file from Ford of Port Richey. However we still have not received the formal subpoena response from Palm Bay Ford. If the dealership continues to refuse to provide your client file we will ask the Court for a Show Cause Order, although it rarely takes that much to force a dealership to provide the documents we are entitled to.

At this time we are nearly prepare to ask the Court for a trial date.

At this time we have still not received a reasonable settlement offer from opposing counsel, although we continue to pressure them to do so. Once we have a trial date we anticipate our leverage on opposing counsel will increase.

Regarding the potential for the manufacturer to repurchase your vehicle, this scenario is very unlikely. We are proceeding per your instructions under the Federal Warranty Act, not the Florida Lemon Law. Under the Florida Lemon Law we are allowed to ask a jury to order a repurchase of your vehicle. However that would include some set-offs including mileage and others. As you discussed when you initially began this case with Brent Wikgren, if we won under the Florida Lemon Law, they would take your vehicle away, but you would be left owing money due to the mileage set off and others.

Under the Federal Warranty Act we are only allowed to ask a jury for a cash payment. A jury is not empowered under the Federal Warranty Act to award you a repurchase of your vehicle. So the only remedy we are allowed to pursue in this case is a cash payment. You would keep the vehicle (and the payment on the vehicle and the equity in the vehicle) and you could do whatever you want with it, sell it, trade it, donate it, etc.

To date this case is proceeding as normal, and I foresee no areas of concern.

Joshua S. Worell\*

Attorney at Law

Krohn & Moss, LTD.

10 N. Dearborn, Third Floor

Chicago, Illinois 60602

tel 800.875.3666 x295 | fax 866.431-5576

jworell@consumerlawcenter.com | www.yourlemonlawrights.com

\*Licensed to practice in Florida

DEPARTMENT OF LEGAL AFFAIRS

2016 MAR 18 AM 7:39

ATTORNEY GENERAL  
TALLAHASSEE, FLORIDA

PRESS FIRMLY TO SEAL  
Expected Delivery Day: 03/18/16

USPS TRACKING NUMBER



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ORANGE CITY, FL  
32703  
MAR 16, 16  
AMOUNT

\$6.45

00100108-12

FROM:



*Orange City, FL*

TO:

*Office of the Attorney General  
State of FL  
The Capitol P2-01  
Tallahassee FL  
32399*

VISIT US AT USPS.COM®  
ORDER FREE SUPPLIES ONLINE



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Temporary Complaint Number (TCN): DGN16-52123

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Required Information in Bold

Form Approved: OMB No. 2127-0008; Expires 05/31/2018

Vehicle Information

Vehicle Identification Number (VIN) (See Instructions on the next page to locate the VIN.)

1 F A D P 3 K 2 X E L [REDACTED]

Select/Enter Make

FORD

Enter Model

FOCUS

Select/Enter Year

2014

Incident Information

Approximate Incident Date

For multiple incident dates enter the first date of occurrence.

SEE ATTACHED (mm/dd/yyyy)

Was there a Crash? Yes No

Was there a Fire? Yes No

Failure Mileage multi miles For multiple incidents enter the first failure mileage.

Number of Deaths, if any  
Number of Persons Injured, if any

Speed (at time of incident) 66 mph

Was medical attention required? Yes No

Description (up to 1900 characters)

WARNING: This description, exactly as you enter it, may appear in a public NHTSA database. Do not include any personal information (name, street/email address, phone number, social security/driver license number, Vehicle Identification Number (VIN), etc...).

at 60mpw app/2200 RPM vehicle DOWNSHIFT from 6th gear to 3rd gear 20m Red Line, Lost control shift to neutral BACK TO DRIVE. Distance to problem need to travel at least 300mi. Per inc. #47 TIMES

If your component is not listed below, please describe the component in the above description field.

Failed Component 1

Select the Component TRANS

Failed Component 2

Select the Component

Failed Component 3

Select the Component

Personal Information

First Name [REDACTED]

Last Name [REDACTED]

Email [REDACTED] (provided earlier and locked for your security)

Daytime Phone [REDACTED] Evening Phone [REDACTED]

Address 1 [REDACTED]

Address 2 [REDACTED]

City Orange City

State FL Zip Code [REDACTED]



CUSTOMER #: [REDACTED]

\*INVOICE\*

**FLAMMER FORD  
OF SPRING HILL, INC.**

3335 COMMERCIAL WAY  
SPRING HILL, FLORIDA 34606  
(352) 686-8255 · Toll Free (800) 225-2999  
www.flammerford.com  
STATE OF FLORIDA REGISTRATION NO. MV-02426

PORT RICHEY, FL

PAGE 2

HOME: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED] SERVICE ADVISOR: 4840 BRITTANY CREWS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	14	FORD FOCUS	1FADP3K2XEL [REDACTED]		32012/32012	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14 IS							
01JAN14 DD						CASH	29APR15

R.O. OPENED	READY	OPTIONS:
08:29 28APR15	10:51 29APR15	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL	
		4017	CF			0.00	0.00	
PARTS:		0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE E:	0.00
*****								

**WARRANTY DISCLAIMER:** ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PERFORMED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND 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 PARTS OR ACCESSORIES OR ANY REPAIRS PERFORMED TO THE VEHICLE. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

**\*SHOP SUPPLY COSTS:** We have added a charge equal to 20% of the total cost of labor and parts, not to exceed \$20.00, to the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718], and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state [s.403.7185].  
By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

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

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 \_\_\_\_\_ X \_\_\_\_\_  
ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

FORD OF PORT RICHEY  
 40715 U.S. Hwy 19  
 Port Richey, Fl. 34668  
 PH. (727) 868-9545



**SERVICE INVOICE**

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 <b>IVAN GONZALEZ</b>	TAG NO. <b>98533</b>	INVOICE DATE <b>09/08/15</b>
LABOR RATE	LICENSE NO.	MILEAGE <b>45,129</b>	COLOR
YEAR / MAKE / MODEL <b>14 / FORD / FOCUS / 5DR HB SE</b>	DELIVERY DATE	DELIVERY MILES	STOCK NO.
VEHICLE I.D. NO. <b>1 F A D P 3 K 2 X E L</b>	SELLING DEALER NO.	PRODUCTION DATE	
F.T.E. NO.	P.O. NO.	R.O. DATE <b>09/08/15</b>	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	

MO: 45130

FADA

JOB# 1 CHARGES

LABOR

CUSTOMER REQUESTS OIL AND FILTER CHANGE USING SYNTHETIC BLEND QUALITY MOTOR OIL AND NEW FILTER AS PER CUSTOMER REQUEST....  
 Express OEM Oil & Filter Change-2.0L EFI 13/14

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	FL-910S	FILTER	4.95	
	5	5W20	5W20 BU	3.10	
TOTAL - PARTS					20.45

MISC	CODE	DESCRIPTION	CONTROL NO	
		DSO OWNER ADVANTAGE		-13.55
TOTAL - MISC				-13.55

JOB# 1 TOTALS				
		LABOR		12.00
		PARTS		20.45
		MISC		-13.55

JOB# 2 CHARGES

LABOR

C/S VEHICLE LOOSING PROGRAMING  
 SEE DON  
 VEHICLE IS NOT LOOSING ITS PROGRAM, PCM AND TCM ARE ALREADY UP TO DATE WITH LATEST AND GREATEST SOFTWARE

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

JOB# 3 CHARGES

LABOR

PERFORM COMPLIMENTARY MULTI-POINT INSPECTION CARD AS PER CUSTOMER REQUEST....  
 Perform Multi-Point Inspection A11

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

JOB# 4 CHARGES

LABOR

CHECKED BRAKES GRN  
 PERFORM BRAKE INSPECTION  
 PERFORMED BRAKE INSPECTION

"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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**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 MVR2690  
 Mitsubishi State of Florida

CUSTOMER NO.	ADVISOR <b>IVAN GONZALEZ</b>	TAG NO. <b>98533</b>	INVOICE DATE <b>09/08/15</b>
LABOR RATE	LICENSE NO.	MILEAGE <b>45,129</b>	COLOR
YEAR / MAKE / MODEL <b>14/FORD/FOCUS/5DR HB SE</b>	DELIVERY DATE	DELIVERY MILES	
VEHICLE I.D. NO. <b>1 F A D P 3 K 2 X E L</b>	SELLING DEALER NO.	PRODUCTION DATE	
F.T.E. NO.	P.O. NO.	R.O. DATE <b>09/08/15</b>	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	

**MO: 45130**

**FADA**

BRAKES MEASURED GREEN DURING INSPECTION  
 (SEE INSPECTION FORM FOR RESULTS)

JOB# 4 TOTALS-----  
 JOB# 5 CHARGES-----  
 LABOR-----

PERFORM TIRE INSPECTION  
 INSPECTED TIRES  
 TIRES MEASURED GREATER THAN 7/32" DURING INSPECTION

JOB# 5 TOTALS-----  
 JOB# 6 CHARGES-----  
 LABOR-----

PERFORM BATTERY TEST & INSPECTION  
 INSPECTED AND TESTED BATTERY  
 BATTERY STATE OF CHARGE & CONDITION TESTED GREEN.  
 (SEE INSPECTION FORM FOR RESULTS)

JOB# 6 TOTALS-----  
 MISC-----CODE-----DESCRIPTION-----CONTROL NO-----

JOB # A CSS SHOP SUPPLIES  
 TOTAL - MISC 3.25

TOTALS-----

TOTAL LABOR.... 12.00  
 TOTAL PARTS.... 20.45  
 TOTAL SUBLET... 0.00  
 TOTAL G.O.G.... 0.00  
 TOTAL MISC CHG. 3.25  
 TOTAL MISC DISC -13.55  
 TOTAL TAX..... 1.55

**TOTAL INVOICE \$ 23.70**

"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.

THANK YOU FOR CHOOSING FORD OF PORT RICHEY TODAY  
 PLEASE "DEFINITELY RECOMMEND" US TO YOUR FRIENDS  
 STATE OF FLORIDA MVR # 82690

CUSTOMER SIGNATURE

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# Quality Vehicle Inspection

Customer Name: [REDACTED]

Phone: [REDACTED]

Service Advisor: IVAN GONZALEZ

Vehicle Year/Model: 14 FORD FOCUS

VIN: 1FADP3K2XEL [REDACTED]

Technician: HARVEY PICKERING

Date/Time: 09/08/2015 15:06:3

Odometer: 45130

RO: [REDACTED] Tag: [REDACTED]

INSPECTION RESULT - OK	WILL REQUIRE FURTHER ATTENTION	REQUIRES IMMEDIATE ATTENTION
------------------------	--------------------------------	------------------------------

Green Yellow Red Serviced

<input checked="" type="checkbox"/>	<input type="checkbox"/>	Washer fluid
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Transmission fluid
<b>Comment</b> PROBLEMS - SEE DON		
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Brake fluid
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Power steering fluid
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Coolant
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Engine oil
<input checked="" type="checkbox"/>	<input type="checkbox"/>	4X4 Transfer case, front drive axle and clutch reservoir fluids (truck only)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Operation of horn, interior lights, exterior lights (turn, hazard, brake)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Windshield washer spray, wiper operation, and wiper blades
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Radiator, heater and air conditioning hoses for leaks and damage
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Engine air cleaner
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Oil and/or fluid leaks
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Constant velocity (CV) drive boots (if equipped)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Exhaust system (leaks, damage, loose parts)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Steering and steering linkage
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Shocks/struts and other suspension components for leaks and/or damage
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Accessory drive belt(s)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Brake system (lines, hoses and parking)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Wheel end for end-play and bearing noise
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Engine cooling system, hoses and clamps
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Clutch operation (if equipped)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Check oil life monitor (if equipped - reset if oil and filter changed)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Rotate tires
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Inspect pollen filter (if equipped)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Inspect fuel tank, cap and lines for damage and leaks
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Heating, ventilation and air conditioning check

## Front / Rear Brake Linings

LF		RF
<input checked="" type="checkbox"/> Green		Green <input checked="" type="checkbox"/>
<input type="checkbox"/> Yellow		Yellow <input type="checkbox"/>
<input type="checkbox"/> Red		Red <input type="checkbox"/>
LR		RR
<input checked="" type="checkbox"/> Green		Green <input checked="" type="checkbox"/>
<input type="checkbox"/> Yellow		Yellow <input type="checkbox"/>
<input type="checkbox"/> Red		Red <input type="checkbox"/>

Inspection Not Taken

More than 50% remaining

20% to 50% remaining

Less than 20% remaining

## Check Tires / Tread Depth

LF		RF
<input checked="" type="checkbox"/> Green		Green <input checked="" type="checkbox"/>
<input type="checkbox"/> Yellow		Yellow <input type="checkbox"/>
<input type="checkbox"/> Red		Red <input type="checkbox"/>
LR		RR
<input checked="" type="checkbox"/> Green		Green <input checked="" type="checkbox"/>
<input type="checkbox"/> Yellow		Yellow <input type="checkbox"/>
<input type="checkbox"/> Red		Red <input type="checkbox"/>

7/32" or Greater

4/32" to 6/32"

3/32" or Less

## Check Battery Performance



- Good
- Fair
- Bad

Actual Cold Cranking Amps

Factory Cold Cranking Amps

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



**SERVICE INVOICE**

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 07/15/15
RESIDENCE PHONE	LABOR RATE	LICENSE NO.	COLOR
BUSINESS PHONE	YEAR / MAKE / MODEL 14/FORD/FOCUS/5DR HB SE	MILEAGE 39,954 /	DELIVERY DATE
	VEHICLE I.D. NO. 1 F A D P 3 K 2 X E L		DELIVERY MILES
	F.T.E. NO.	P.O. NO.	SELLING DEALER NO.
			PRODUCTION DATE
	COMMENTS		R.O. DATE 07/15/15

MO: 39955

FADA

LABOR NUMBER ]  
 JOB# 1 CHARGES-----

LABOR-----  
 # 1 06E0Z003 \$19.95 O/F SPECIAL TECH(S):113578 INTERNAL  
 CUSTOMER REQUESTS THE FLYER SPECIAL OFFER FOR AN OIL AND  
 FILTER CHANGE. UP TO 5 QTS OIL. NEW FILTER. CANNOT BE USED  
 WITH ANY OTHER OFFERS INCLUDING OA, PLATINUM CARD, ETC.  
 PLEASE PERFORM OIL CHANGE AS REQUESTED  
 SERVICE COMPLETE. THANKS FOR YOUR BUSINESS

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		FL-910S	FILTER		INTERNAL
	5		5W20	5W20 BU		INTERNAL
					TOTAL - PARTS	0.00

JOB# 1 TOTALS-----  
 JOB# 1 JOURNAL PREFIX FOCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----  
 # 2 00FOZGBK CHECKED BRAKES GRN TECH(S):113578 0.00  
 PERFORM BRAKE INSPECTION  
 PERFORMED BRAKE INSPECTION  
 BRAKES MEASURED GREEN DURING INSPECTION  
 (SEE INSPECTION FORM FOR RESULTS)

JOB# 2 TOTALS-----  
 JOB# 2 JOURNAL PREFIX FOCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----

LABOR-----  
 # 3 00FOZGTIRE CHECKED TIRES GRN TECH(S):113578 0.00  
 PERFORM TIRE INSPECTION  
 INSPECTED TIRES  
 TIRES MEASURED GREATER THAN 7/32" DURING INSPECTION

JOB# 3 TOTALS-----  
 JOB# 3 JOURNAL PREFIX FOCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES-----

LABOR-----  
 # 4 00FOZGBATT CHECKED BATTERY GRN TECH(S):113578 0.00  
 PERFORM BATTERY TEST & INSPECTION  
 INSPECTED AND TESTED BATTERY  
 BATTERY STATE OF CHARGE & CONDITION TESTED GREEN.  
 (SEE INSPECTION FORM FOR RESULTS)

JOB# 4 TOTALS-----  
 JOB# 4 JOURNAL PREFIX FOCS JOB# 4 TOTAL 0.00

"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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**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. [REDACTED]	ADVISOR <b>IVAN GONZALEZ</b>	TAG NO. <b>98533</b>	INVOICE DATE <b>07/15/15</b>
[REDACTED]	LABOR RATE	LICENSE NO.	COLOR
[REDACTED]	YEAR / MAKE / MODEL <b>14/FORD/FOCUS/5DR HB SE</b>	MILEAGE <b>39,954</b>	DELIVERY DATE
<b>PORT RICHEY, FL</b>	VEHICLE I.D. NO. <b>1 F A D P 3 K 2 X E L</b>	SELLING DEALER NO.	DELIVERY MILES
[REDACTED]	F.T.E. NO.	P.O. NO.	PRODUCTION DATE
[REDACTED]	RESIDENCE PHONE	BUSINESS PHONE	R.O. DATE <b>07/15/15</b>
COMMENTS			<b>MO: 39955</b>

FADA

JOB# 5 CHARGES-----			
LABOR	DESCRIPTION	TECH(S)	RATE
# 5 00F0Z99P	INSPECTION CARD	113578	0.00
PERFORM COMPLIMENTARY MULTI-POINT INSPECTION CARD AS PER CUSTOMER REQUEST....			
Perform Multi-Point Inspection All			
JOB# 5 TOTALS-----			
JOB# 5 JOURNAL PREFIX FOC		JOB# 5 TOTAL	0.00
MISC	CODE	DESCRIPTION	CONTROL NO.
JOB # A		CSSI SHOP SUPPLIES INTERNAL	
TOTAL - MISC			INTERNAL 0.00
TOTALS-----			
*****			
[ ] CASH [ ] CHECK CK NO. [ ]		TOTAL LABOR....	0.00
[ ] VISA [ ] MASTERCARD [ ] DISCOVER		TOTAL PARTS....	0.00
[ ] AMER XPRESS [ ] OTHER [ ] A/R		TOTAL SUBLET....	0.00
DATE [ / / ] CASHIER INITIALS [ ]		TOTAL G.O.G....	0.00
		TOTAL MISC CHG.	0.00
		TOTAL MISC DISC	0.00
		TOTAL TAX.....	0.00
		<b>TOTAL INVOICE \$</b>	<b>0.00</b>

"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."

THANK YOU FOR CHOOSING FORD OF PORT RICHEY TODAY  
PLEASE "DEFINITELY RECOMMEND" US TO YOUR FRIENDS  
STATE OF FLORIDA MVR # 82690

CUSTOMER SIGNATURE \_\_\_\_\_

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

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



**SERVICE INVOICE**

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

MO: 39857

FADA

[ OAR NUMBER ]

JOB# 1 CHARGES-----

LABOR-----

J# 1 30FOZ \*AUTO TRANSMISSION TECH(S):113107 WARRANTY

SOP/C/S VEHICLE SHUDDERS HEAVILY ON ACCELERATION  
 PER TSB 15-0090 SEE RO 203042 REPLACED CLUTCH ADN PERFORMED  
 TRANS ADAPTIVE RELEARN AND ROAD TEST OK

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

1 BV6Z-7B546-F CLUTCH TOTAL - PARTS WARRANTY 0.00

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX FOCUS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----

J# 2 04FOZ RECALL OP'S TECH(S):113107 WARRANTY

RECALL OPERATION 15S13 ADVANCED NOTICE

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX FOCUS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----

LABOR-----

J# 3 00FOZTYRE CHECKED TIRES Y TECH(S):113107 0.00

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

JOB# 3 TOTALS-----

JOB# 3 JOURNAL PREFIX FOCUS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES-----

LABOR-----

J# 4 00FOZ99P INSPECTION CARD TECH(S):113107 0.00

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

JOB# 4 TOTALS-----

JOB# 4 JOURNAL PREFIX FOCUS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES-----

LABOR-----

J# 5+00FOZGBK CHECKED BRAKES GRN TECH(S):113107 0.00

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.

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

**MO: 39857**

**JOB# 5 TOTALS**-----  
 JOB# 5 JOURNAL PREFIX FOCs JOB# 5 TOTAL 0.00

**JOB# 6 CHARGES**-----  
 LABOR-----  
**J# 6+00FOZGBATT** CHECKED BATTERY GRN TECH(S):113107 0.00  
 PERFORM BATTERY TEST & INSPECTION  
 INSPECTED AND TESTED BATTERY  
 BATTERY STATE OF CHARGE & CONDITION TESTED GREEN.  
 (SEE INSPECTION FORM FOR RESULTS)

**JOB# 6 TOTALS**-----  
 JOB# 6 JOURNAL PREFIX FOCs JOB# 6 TOTAL 0.00

**TOTALS**-----

\*\*\*\*\*  
 \* TOTAL LABOR.... 0.00  
 \* TOTAL PARTS.... 0.00  
 \* TOTAL SUBLET... 0.00  
 \* TOTAL G.O.G.... 0.00  
 \* TOTAL MISC CHG. 0.00  
 \* TOTAL MISC DISC 0.00  
 \* TOTAL TAX..... 0.00  
**TOTAL INVOICE \$ 0.00**

\*\*\*\*\*  
 \* [ ] CASH [ ] CHECK CK NO. [ ] \*  
 \* [ ] VISA [ ] MASTERCARD [ ] DISCOVER \*  
 \* [ ] AMER XPRESS [ ] OTHER [ ] A/R \*  
 \* DATE[ / / ] CASHIER INITIALS [ ] \*  
 \*\*\*\*\*

"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."

THANK YOU FOR CHOOSING FORD OF PORT RICHEY TODAY  
 PLEASE "DEFINITELY RECOMMEND" US TO YOUR FRIENDS  
 STATE OF FLORIDA MVR # 82690

CUSTOMER SIGNATURE

X \_\_\_\_\_  
 CUSTOMER SIGNATURE

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

FADA

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# Quality Vehicle Inspection

Customer Name: [REDACTED]

Vehicle Year/Model: 14 FORD FOCUS

Date/Time: 07/14/2015 12:09:33

Phone: (C) [REDACTED]

VIN: 1FADP3K2XEL [REDACTED]

Odometer: 39856

Service Advisor: IVAN GONZALEZ

Technician: LARRY W JONES JR

RO: [REDACTED] Tag: [REDACTED]

**INSPECTION RESULT - OK**

**WILL REQUIRE FURTHER ATTENTION**

**REQUIRES IMMEDIATE ATTENTION**

Green Yellow Red


Serviced

<input checked="" type="checkbox"/>	<input type="checkbox"/>	Washer fluid
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Transmission fluid
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Brake fluid
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Power steering fluid
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Coolant
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Engine oil
<input checked="" type="checkbox"/>	<input type="checkbox"/>	4X4 Transfer case, front drive axle and clutch reservoir fluids (truck only)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Operation of horn, interior lights, exterior lights (turn, hazard, brake)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Windshield washer spray, wiper operation, and wiper blades
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Radiator, heater and air conditioning hoses for leaks and damage
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Engine air cleaner
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Oil and/or fluid leaks
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Constant velocity (CV) drive boots (if equipped)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Exhaust system (leaks, damage, loose parts)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Steering and steering linkage
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Shocks/struts and other suspension components for leaks and/or damage
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Accessory drive belt(s)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Brake system (lines, hoses and parking)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Wheel end for end-play and bearing noise
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Engine cooling system, hoses and clamps
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Clutch operation (if equipped)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Check oil life monitor (if equipped - reset if oil and filter changed)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Rotate tires
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Inspect pollen filter (if equipped)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Inspect fuel tank, cap and lines for damage and leaks
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Heating, ventilation and air conditioning check

**Tire Inspection Comment:** 5/32

## Front / Rear Brake Linings

LF	<input checked="" type="checkbox"/> Green	<input type="checkbox"/> Yellow	<input type="checkbox"/> Red	RF	<input checked="" type="checkbox"/> Green	<input type="checkbox"/> Yellow	<input type="checkbox"/> Red
LR	<input checked="" type="checkbox"/> Green	<input type="checkbox"/> Yellow	<input type="checkbox"/> Red	RR	<input checked="" type="checkbox"/> Green	<input type="checkbox"/> Yellow	<input type="checkbox"/> Red



Inspection Not Taken

**More than 50% remaining**

**20% to 50% remaining**

**Less than 20% remaining**

## Check Tires / Tread Depth

LF	<input type="checkbox"/> Green	<input checked="" type="checkbox"/> Yellow	<input type="checkbox"/> Red	RF	<input type="checkbox"/> Green	<input checked="" type="checkbox"/> Yellow	<input type="checkbox"/> Red
LR	<input type="checkbox"/> Green	<input checked="" type="checkbox"/> Yellow	<input type="checkbox"/> Red	RR	<input type="checkbox"/> Green	<input checked="" type="checkbox"/> Yellow	<input type="checkbox"/> Red



(See Note)

**7/32" or Greater**

**4/32" to 6/32"**

**3/32" or Less**

## Check Battery Performance



- Good
- Fair
- Bad

Actual Cold Cranking Amps

Factory Cold Cranking Amps

**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 <b>IVAN GONZALEZ</b>	TAG NO. <b>98533</b>	INVOICE DATE <b>06/30/15</b>
RESIDENCE PHONE	LABOR RATE	LICENSE NO.	COLOR
BUSINESS PHONE	MILEAGE <b>37,381 /</b>		DELIVERY DATE
COMMENTS	YEAR / MAKE / MODEL <b>14/FORD/FOCUS/5DR HB SE</b>		DELIVERY MILES
	VEHICLE I.D. NO. <b>1 F A D P 3 K 2 X E L</b>		SELLING DEALER NO.
	F.T.E. NO.	P.O. NO.	PRODUCTION DATE
			B/O DATE <b>06/29/15</b>

**MO: 37382**

FADA

[ OAR NUMBER ]

JOB# 1 CHARGES-----

LABOR-----

J# 1 30FOZ \*AUTO TRANSMISSION TECH(S):113107 WARRANTY

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# 2 CHARGES-----

JOB# 1 JOURNAL PREFIX FOCs JOB# 1 TOTAL 0.00

LABOR-----

J# 2 00FOZ99P INSPECTION CARD TECH(S):113107 WARRANTY

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-----

JOB# 3 JOURNAL PREFIX FOCs JOB# 3 TOTAL 0.00

LABOR-----

J# 3+00FOZGBK CHECKED BRAKES GRN TECH(S):113107 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-----

JOB# 4 JOURNAL PREFIX FOCs JOB# 4 TOTAL 0.00

LABOR-----

J# 4+00FOZGTIRE CHECKED TIRES GRN TECH(S):113107 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-----

JOB# 5 JOURNAL PREFIX FOCs JOB# 5 TOTAL 0.00

LABOR-----

J# 5+00FOZGBATT CHECKED BATTERY GRN TECH(S):113107 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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03/02/2015 10:51:01

FORD OASIS VIN INQUIRY

Page 1 of 2

VEHICLE IDENTIFICATION NUMBER: [REDACTED]  
YR/MDE: [REDACTED]  
ADV: 98533

OASIS RESULT:

\*110 510 154\* TECH HOTLINE CONTACT ID EXPIRES IN 5 DAYS FOR 1FADP3K2XEL [REDACTED]

Vehicle Information

VEHICLE DESCRIPTION	BODY STYLE	ENGINE
2014 C346 FOCUS FNA	5 DOOR SEDAN-6 LITE	2.0L I4 DI TIVCT Pe
TRANSMISSION	AXLE CODE	ENGINE CALIBRATION
6 Speed Auto Transmission DPS6AU		EDH1M40A
PAINT COLOR	RADIO	GROSS VEHICLE WEIGH
Z9 BLUE CANDY TINTED C/C		3990 LB. GVW
AXLE RATIO	WHEEL SIZE	TIRE
	7X16 ALLOY ET 50MM STYLE 2	215/55 R16 93H TYRE

WHEEL BASE  
SYNC VERSION V4 Gen1  
VHR ACTIVATED N

NO WARNING MESSAGES FOUND FOR THIS VIN

ACCURATE REPAIR NOTIFICATIONS

ATTENTION TECHNICIANS AND SERVICE MANAGERS:

SEND IDS SHUDDER FILES FOR DPS6 CLUTCH CLEANING OR REPLACEMENT. SEE

14-0197

FOR CONCERNS WITH FUEL NOZZLE INSERTION OR REMOVAL SEE TSB

14-0132

GENERAL WARRANTY INFORMATION

WARRANTY START DATE	BUILD DATE	SALE MILEAGE
04/30/2014	11/14/2013	00017

OUTSTANDING FIELD SERVICE ACTIONS

[REDACTED]

EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

WARRANTY REPAIR HISTORY

REPAIR DATE: 02/04/2015

DEALER: Ford of Port Richey

WARRANTY CLAIM NUMBER: [REDACTED] ODOMETER: 025824M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
BV6Z 7B546F	DISC ASY-CLUTCH	001	140197B	14	SURFACE ROUGH/U

DID TSB 14-0197 FAILED TEST SENT TO HOTLINE REPROGRAM PCM & TCM ,REPAEC C  
LUTCH DID ADAPTIVE LEARN DRIVE CYCLE ROADTEST & PRINTOUT AFTER REPAIR

REPAIR DATE: 11/06/2014

DEALER: Ford of Port Richey

WARRANTY CLAIM NUMBER: [REDACTED] ODOMETER: 019064M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
7B546	DISC ASY-CLUTCH	000	140197A	14	SURFACE ROUGH/U

TSB 14-0197 REPROGRAM TCM AND PCM PERFORM ADAPTIVE LEARN AND DRIVE CYCLE P  
ASS

SYMPTOM CODE INFORMATION

\*\*\*\*\* General Information

EPA DOT Fuel Economy

THIS PROTECTING-THE-CONSUMER LABEL IS NOT AN OFFICIAL FACTORY OR GOVERNMENT STICKER.

Affixed as a supplemental Consumer Information Label by your dealer.

For Smog Rating, Fuel Economy & Greenhouse Gas Rating

1 10

See the Fuel Economy and Environment Label or visit fueleconomy.gov

Dealer's Price

[REDACTED]

fueleconomy.gov

Calculate estimates and compare vehicles

STOCK NO. [REDACTED]

VIN [REDACTED]

MODEL FOCUS SE

AVAIL. SERVICE AGREEMENT:

STD. EQUIP. INCLUDED  
DEALER-ADDED INFORMATION

- Trail break of fuel at delivery
- Paint Sealant & Pin Stripe
- Complete Detail at Delivery
- Pre-Delivery Inspection
- Complete Vehicle Orientation

DESTINATION

INCLUDED

TOTAL \$22,400.

DEALER

PALM BAY FORD  
1202 MALABAR RD.  
PALM BAY, FL 32907

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VEHICLE DESCRIPTION

# FOCUS

2014 5-DR HATCHBACK SE  
5-PASSENGER  
2.0L I4 GDI ENGINE  
6-SPEED AUTOMATIC TRANSMISS

EL

EXTERIOR  
BLUE CANDY METALLIC TINT CC  
INTERIOR  
MED LIGHT STONE CLOTH SEATS

### STANDARD EQUIPMENT INCLUDED AT NO EXTRA CHARGE

#### EXTERIOR

- 16" ALLOY PAINTED WHEELS
- AUTO HALOGEN HEADLAMPS
- EASY FUEL CAPLESS FILLER
- MANUAL FOLD/POWER INTEGRATED SPOTTER MIRROR
- REAR SPOILER
- REAR WIPER

#### INTERIOR

- BUCKET SEATS-MANUAL 6-WAY DRIVER, 4-WAY FRONT PASS
- 60/40 SPLIT FOLD REAR SEAT
- AIR CONDITIONING
- CENTER CONSOLE W/ARMREST
- CRUISE CONTROL
- DUAL ILLUM VANITY MIRRORS
- FRONT FLOOR MATS
- ILLUMINATED ENTRY
- 1-TOUCH DOWN DRIVER WINDOW
- TILT/TELESCOPE STR COLUMN

#### FUNCTIONAL

- AM/FM SINGLE CD/MP3, 6SPKR
- ADVANCETRAC W/ESC
- COMPASS/TEMP/TRIP COMPUTER
- FRONT DISC REAR DRUM BRAKES (ABS)
- INTERMITTENT SPEED WIPERS
- 12V POWERPOINT
- POWER WINDOWS & LOCKS
- REAR WINDOW DEFROSTER
- SYNC W/ MYFORD

#### SAFETY/SECURITY

- AIRBAG - DRIVER KNEE
- AIRBAGS - DUAL STAGE
- AIRBAGS - FRONT SEAT MOUNTED SIDE IMPACT
- AIRBAGS - SIDE AIR CURTAINS
- LATCH CHILD SAFETY SEAT
- MYKEY
- REMOTE KEYLESS ENTRY
- SECURILOCK PASS ANTI-LOCK
- TIRE PRESSURE MONITORING

#### WARRANTY

- 3YR/36,000 BUMPER TO BUMPER
- 5YR/60,000 POWERTRAIN
- 5YR/60,000 ROADSIDE ASSISTANCE

### INCLUDED ON THIS VEHICLE

(MSRP)

#### EQUIPMENT GROUP 200A

#### OPTIONAL EQUIPMENT

2014 MODEL YEAR	
BLUE CANDY METALLIC TINT CC	395.00
6-SPEED AUTOMATIC TRANSMISSION	1,095.00
MOON & TUNE SOUTHEAST DISC PKG	NO CHARGE
POWER MOONROOF	895.00
SIRIUS SATELLITE RADIO	195.00
GASOLINE FFV	

#### PRICE INFORMATION

BASE PRICE  
TOTAL OPTIONS

TOTAL VEHICLE & OPTIONS  
DESTINATION & DELIVERY

TOTAL BEFORE DISCOUNTS	21,405.00
MOON & TUNE SOUTHEAST DISC	-
SYNC & SOUND DISCOUNT	-

TOTAL SAVINGS

OLD TO Palm Bay Ford 1202 Malabar Rd. Palm Bay FL 32907	24B 497	RAMP ONE  RA29	DEALER NO.  24B 497
SHIP TO (IF OTHER THAN SOLD TO)		RAMP TWO	FINAL ASSEMBLY PLANT  MICHIGAN
SHIP THROUGH		METHOD OF TRANSP.  RAIL	ITEM # DL071 N RA 2X 420 000383 11 07 13

**TOTAL MSRP \$21,405.00**

This label is affixed pursuant to the Federal Automobile Information Disclosure Act. Gasoline, License, and Title State and Local taxes are not included. Dealer installed options or accessories are not included unless listed.

**EPA**  
**DOT** Fuel Economy

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Greenhouse Gas Rating**

**1**  **10**

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\*Dealer's Price for this vehicle as equipped. Does not include state and local taxes, license and title fees, doc fee, or finance charges, if any. This label has been affixed to this vehicle by this dealer. It has been designed by ADD-A-TAG® to clearly indicate any additional charges. It is not an official factory label affixed by the manufacturer.

**fuelconomy.gov**

Calculate estimates and compare vehicles

- STOCK NO. [REDACTED]
- VIN IFADP3K2XEL [REDACTED]
- MODEL FOCUS SE
- AVAIL. SERVICE AGREEMENT:

**STD. EQUIP. INCLUDED  
DEALER-ADDED INFORMATION**

- Full tank of fuel at delivery
- Paint Sealant • Pin Stripe
- Complete Detail at Delivery
- Pre-Delivery Inspection
- Complete Vehicle Orientation

DESTINATION INCLUDED

**TOTAL\*** \$22,400.00

DEALER

**PALM BAY FORD**  
1202 MALABAR RD.  
PALM BAY, FL 32907

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# Quality Vehicle Inspection

Customer Name: [REDACTED]

Vehicle Year/Model: 14 FORD FOCUS

Date/Time: 06/30/2015 08:38:47

Phone: (C) [REDACTED]

VIN: 1FADP3K2XEL [REDACTED]

Odometer: 37382

Service Advisor: IVAN GONZALEZ

Technician: LARRY W JONES JR

RO: [REDACTED] Tag: [REDACTED]

<b>INSPECTION RESULT - OK</b>	<b>WILL REQUIRE FURTHER ATTENTION</b>	<b>REQUIRES IMMEDIATE ATTENTION</b>
Green Yellow Red		Serviced

<input checked="" type="checkbox"/> <input type="checkbox"/> Washer fluid
<input checked="" type="checkbox"/> <input type="checkbox"/> Transmission fluid
<input checked="" type="checkbox"/> <input type="checkbox"/> Brake fluid
<input checked="" type="checkbox"/> <input type="checkbox"/> Power steering fluid
<input checked="" type="checkbox"/> <input type="checkbox"/> Coolant
<input checked="" type="checkbox"/> <input type="checkbox"/> Engine oil
<input checked="" type="checkbox"/> <input type="checkbox"/> 4X4 Transfer case, front drive axle and clutch reservoir fluids (truck only)
<input checked="" type="checkbox"/> <input type="checkbox"/> Operation of horn, interior lights, exterior lights (turn, hazard, brake)
<input checked="" type="checkbox"/> <input type="checkbox"/> Windshield washer spray, wiper operation, and wiper blades
<input checked="" type="checkbox"/> <input type="checkbox"/> Radiator, heater and air conditioning hoses for leaks and damage
<input checked="" type="checkbox"/> <input type="checkbox"/> Engine air cleaner
<input checked="" type="checkbox"/> <input type="checkbox"/> Oil and/or fluid leaks
<input checked="" type="checkbox"/> <input type="checkbox"/> Constant velocity (CV) drive boots (if equipped)
<input checked="" type="checkbox"/> <input type="checkbox"/> Exhaust system (leaks, damage, loose parts)
<input checked="" type="checkbox"/> <input type="checkbox"/> Steering and steering linkage
<input checked="" type="checkbox"/> <input type="checkbox"/> Shocks/struts and other suspension components for leaks and/or damage
<input checked="" type="checkbox"/> <input type="checkbox"/> Accessory drive belt(s)
<input checked="" type="checkbox"/> <input type="checkbox"/> Brake system (lines, hoses and parking)
<input checked="" type="checkbox"/> <input type="checkbox"/> Wheel end for end-play and bearing noise
<input checked="" type="checkbox"/> <input type="checkbox"/> Engine cooling system, hoses and clamps
<input checked="" type="checkbox"/> <input type="checkbox"/> Clutch operation (if equipped)
<input checked="" type="checkbox"/> <input type="checkbox"/> Check oil life monitor (if equipped - reset if oil and filter changed)
<input checked="" type="checkbox"/> <input type="checkbox"/> Rotate tires
<input checked="" type="checkbox"/> <input type="checkbox"/> Inspect pollen filter (if equipped)
<input checked="" type="checkbox"/> <input type="checkbox"/> Inspect fuel tank, cap and lines for damage and leaks
<input checked="" type="checkbox"/> <input type="checkbox"/> Heating, ventilation and air conditioning check

### Front / Rear Brake Linings

LF <input checked="" type="checkbox"/> Green <input type="checkbox"/> Yellow <input type="checkbox"/> Red		RF <input checked="" type="checkbox"/> Green <input type="checkbox"/> Yellow <input type="checkbox"/> Red
LR <input checked="" type="checkbox"/> Green <input type="checkbox"/> Yellow <input type="checkbox"/> Red		RR <input checked="" type="checkbox"/> Green <input type="checkbox"/> Yellow <input type="checkbox"/> Red

Inspection Not Taken

More than 50% remaining

20% to 50% remaining

Less than 20% remaining

### Check Tires / Tread Depth


LF <input checked="" type="checkbox"/> Green <input type="checkbox"/> Yellow <input type="checkbox"/> Red		RF <input checked="" type="checkbox"/> Green <input type="checkbox"/> Yellow <input type="checkbox"/> Red
LR <input checked="" type="checkbox"/> Green <input type="checkbox"/> Yellow <input type="checkbox"/> Red		RR <input checked="" type="checkbox"/> Green <input type="checkbox"/> Yellow <input type="checkbox"/> Red

7/32" or Greater

4/32" to 6/32"

3/32" or Less

### Check Battery Performance



Good  
 Fair  
 Bad

Actual Cold Cranking Amps

Factory Cold Cranking Amps

# Quality Vehicle Inspection

Customer Name: [REDACTED]

Vehicle Year/Model: 14 FORD FOCUS

Date/Time: 06/04/2015 15:15:01

Phone: (C) [REDACTED]

VIN: 1FADP3K2XEL [REDACTED]

Odometer: 35309

Service Advisor: IVAN GONZALEZ

Technician: TYLER FIOCHETTA

RO: [REDACTED] Tag: [REDACTED]

INSPECTION RESULT - OK	WILL REQUIRE FURTHER ATTENTION	REQUIRES IMMEDIATE ATTENTION
------------------------	--------------------------------	------------------------------

Green Yellow Red Serviced

<input checked="" type="checkbox"/>	<input type="checkbox"/>	Washer fluid
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Transmission fluid
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Brake fluid
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Power steering fluid
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Coolant
<b>Comment</b> REC. COOLANT SERVICE		
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Engine oil
<input checked="" type="checkbox"/>	<input type="checkbox"/>	4X4 Transfer case, front drive axle and clutch reservoir fluids (truck only)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Operation of horn, interior lights, exterior lights (turn, hazard, brake)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Windshield washer spray, wiper operation, and wiper blades
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Radiator, heater and air conditioning hoses for leaks and damage
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Engine air cleaner
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Oil and/or fluid leaks
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Constant velocity (CV) drive boots (if equipped)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Exhaust system (leaks, damage, loose parts)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Steering and steering linkage
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Shocks/struts and other suspension components for leaks and/or damage
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Accessory drive belt(s)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Brake system (lines, hoses and parking)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Wheel end for end-play and bearing noise
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Engine cooling system, hoses and clamps
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Clutch operation (if equipped)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Check oil life monitor (if equipped - reset if oil and filter changed)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Rotate tires
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Inspect pollen filter (if equipped)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Inspect fuel tank, cap and lines for damage and leaks
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Heating, ventilation and air conditioning check

**General Comment:** REC. INDUCTION SERVICE  
coolant service

### Front / Rear Brake Linings

LF <input checked="" type="checkbox"/> Green <input type="checkbox"/> Yellow <input type="checkbox"/> Red		RF <input checked="" type="checkbox"/> Green <input type="checkbox"/> Yellow <input type="checkbox"/> Red
LR <input checked="" type="checkbox"/> Green <input type="checkbox"/> Yellow <input type="checkbox"/> Red		RR <input checked="" type="checkbox"/> Green <input type="checkbox"/> Yellow <input type="checkbox"/> Red

Inspection Not Taken

More than 50% remaining

20% to 50% remaining

Less than 20% remaining

### Check Tires / Tread Depth

LF <input checked="" type="checkbox"/> Green <input type="checkbox"/> Yellow <input type="checkbox"/> Red		RF <input checked="" type="checkbox"/> Green <input type="checkbox"/> Yellow <input type="checkbox"/> Red
LR <input checked="" type="checkbox"/> Green <input type="checkbox"/> Yellow <input type="checkbox"/> Red		RR <input checked="" type="checkbox"/> Green <input type="checkbox"/> Yellow <input type="checkbox"/> Red

7/32" or Greater

4/32" to 6/32"

3/32" or Less

### Check Battery Performance

Good  
 Fair  
 Bad

Actual Cold Cranking Amps

Factory Cold Cranking Amps

**SERVICE INVOICE**

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

Ford State of Florida MV82690  
 Mitsubishi State of Florida

CUSTOMER NO. [REDACTED]	ADVISOR <b>IVAN GONZALEZ</b>	TAG NO. [REDACTED]	INVOICE DATE <b>06/30/15</b>
[REDACTED]	LABOR RATE	LICENSE NO. <b>98533</b>	MILEAGE <b>37,381</b>
[REDACTED]	YEAR / MAKE / MODEL <b>14/FORD/FOCUS/5DR HB SE</b>	DELIVERY DATE	DELIVERY MILES
<b>PORT RICHEY, FL</b>	VEHICLE I.D. NO. <b>1EADP3K2XEL</b>	SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE <b>06/29/15</b>
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	

**MO: 37382**

**FADA**

**BATTERY STATE OF CHARGE & CONDITION TESTED GREEN.  
 (SEE INSPECTION FORM FOR RESULTS)**

JOB# 5 TOTALS-----

JOB# 5 JOURNAL PREFIX FOCS JOB# 5 TOTAL **0.00**

TOTALS-----

*****	TOTAL LABOR.....	<b>0.00</b>
* [ ] CASH [ ] CHECK CK NO. [ ]	TOTAL PARTS....	<b>0.00</b>
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER	TOTAL SUBLET...	<b>0.00</b>
* [ ] AMER XPRESS [ ] OTHER [ ] A/R	TOTAL G.O.G....	<b>0.00</b>
* DATE [ / / ] CASHIER INITIALS [ ]	TOTAL MISC CHG.	<b>0.00</b>
*****	TOTAL MISC DISC	<b>0.00</b>
	TOTAL TAX.....	<b>0.00</b>
	<b>TOTAL INVOICE \$</b>	<b>0.00</b>

THANK YOU FOR CHOOSING FORD OF PORT RICHEY TODAY  
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 STATE OF FLORIDA MVR # 82690

"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."

CUSTOMER SIGNATURE

X \_\_\_\_\_  
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 Port Richey, Fl. 34668  
 PH. (727) 868-9545

Ford State of Florida MV82690  
 Mitsubishi State of Florida

CUSTOMER NO.	ADVISOR <b>IVAN GONZALEZ</b>	TAG NO. <b>98533</b>	INVOICE DATE <b>06/04/15</b>
LABOR RATE	LICENSE NO.	MILEAGE <b>35,309</b>	COLOR
YEAR / MAKE / MODEL <b>14/FORD/FOCUS/5DR HB SE</b>	DELIVERY DATE	DELIVERY MILES	STOCK NO.
VEHICLE I.D. NO. <b>1 F A D P 3 K 2 X E L</b>	SELLING DEALER NO.	PRODUCTION DATE	
F.T.E. NO.	P.O. NO.	R.O. DATE <b>06/04/15</b>	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	

MO: 35310

JOB# 1 CHARGES

ABOR  
 CUSTOMER REQUESTS OIL AND FILTER CHANGE USING SYNTHETIC BLEND QUALITY MOTOR OIL AND NEW FILTER AS PER CUSTOMER REQUEST... SERVICE COMPLETE, THANKS FOR YOUR BUSINESS

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	FL-910S	FILTER	4.95	4.95
	5	5W20	5W20 BU	3.10	15.50
	1	CP9Z-17626-A	PANEL		INTERNAL
TOTAL - PARTS					20.45

MISC	CODE	DESCRIPTION	CONTROL NO	
	DSO	OWNER ADVANTAGE		-13.55
TOTAL - MISC				-13.55

JOB# 1 TOTALS  
 LABOR 12.00  
 PARTS 20.45  
 MISC -13.55  
 JOB# 1 JOURNAL PREFIX FOCUS JOB# 1 TOTAL 18.90

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

JOB# 2 TOTALS  
 JOB# 2 JOURNAL PREFIX FOCUS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES  
 ABOR  
 PERFORM BRAKE INSPECTION  
 PERFORMED BRAKE INSPECTION  
 BRAKES MEASURED GREEN DURING INSPECTION  
 (SEE INSPECTION FORM FOR RESULTS)

JOB# 3 TOTALS  
 JOB# 3 JOURNAL PREFIX FOCUS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES  
 ABOR  
 PERFORM TIRE INSPECTION  
 INSPECTED TIRES

"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  
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 PH. (727) 868-9545

Ford State of Florida MV82690  
 Mitsubishi State of Florida

CUSTOMER NO.	ADVISOR <b>IVAN GONZALEZ</b>	TAG NO. <b>98533</b>	INVOICE DATE <b>06/04/15</b>
LABOR RATE	LICENSE NO.	MILEAGE <b>35,309</b>	COLOR
YEAR / MAKE / MODEL <b>14/FORD/FOCUS/5DR HB SE</b>	DELIVERY DATE	DELIVERY MILES	STOCK NO.
VEHICLE I.D. NO. <b>1 F A D P 3 K 2 X E L</b>	SELLING DEALER NO.	PRODUCTION DATE	
F.T.E. NO.	P.O. NO.	R. O. DATE <b>06/04/15</b>	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	<b>MO: 35310</b>

FADA

TIRES MEASURED GREATER THAN 7/32" DURING INSPECTION

JOB# 4 TOTALS-----  
 JOB# 5 CHARGES-----  
 LABOR-----

JOB# 4 JOURNAL PREFIX FOCS JOB# 4 TOTAL 0.00

PERFORM BATTERY TEST & INSPECTION  
 INSPECTED AND TESTED BATTERY  
 BATTERY STATE OF CHARGE & CONDITION TESTED GREEN.  
 (SEE INSPECTION FORM FOR RESULTS)

JOB# 5 TOTALS-----  
 JOB# 5 JOURNAL PREFIX FOCS JOB# 5 TOTAL 0.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----	INTERNAL
JOB # A CSSI SHOP SUPPLIES INTERNAL	3.25
JOB # A CSS SHOP SUPPLIES	3.25
TOTAL - MISC	3.25

TOTALS-----

*****	TOTAL LABOR....	12.00
* [ ] CASH [ ] CHECK CK NO. [ ] *	TOTAL PARTS....	20.45
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER *	TOTAL SUBLET....	0.00
* [ ] AMER XPRESS [ ] OTHER [ ] A/R *	TOTAL G.O.G....	0.00
* DATE [ / / ] CASHIER INITIALS [ ] *	TOTAL MISC CHG.	3.25
*****	TOTAL MISC DISC	-13.55
	TOTAL TAX.....	1.55
	<b>TOTAL INVOICE \$</b>	<b>23.70</b>

"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

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THANK YOU FOR CHOOSING FORD OF PORT RICHEY TODAY  
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CUSTOMER SIGNATURE

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 Port Richey, Fl. 34668  
 PH. (727) 868-9545

Ford State of Florida MV82690  
 Mitsubishi State of Florida

CUSTOMER NO.	ADVISOR <b>IVAN GONZALEZ</b>	TAG NO. <b>98533</b>	INVOICE DATE <b>05/26/15</b>
LABOR RATE	LICENSE NO.	MILEAGE <b>34,567</b>	COLOR
YEAR / MAKE / MODEL <b>14/FORD/FOCUS/5DR HB SE</b>	DELIVERY DATE	DELIVERY MILES	STOCK NO.
VEHICLE I.D. NO. <b>1 F A D P 3 K 2 X E L</b>	SELLING DEALER NO.	PRODUCTION DATE	
F.T.E. NO.	P.O. NO.	R.O. DATE <b>05/26/15</b>	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	<b>MO: 34568</b>

FADA

[ BAR NUMBER ]

JOB# 1 CHARGES-----

LABOR-----

# 1 00F0799P INSPECTION CARD  
 PERFORM COMPLIMENTARY MULTI-POINT INSPECTION CARD  
 AS PER CUSTOMER REQUEST....  
 Perform Multi-Point Inspection All

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX FOCs JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----

# 2 04F07 RECALL UP S  
 15S13 FUEL PUMP REPLACEMENT  
 WAITING ON UODATE

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX FOCs JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----

LABOR-----

# 3 30F02  
 C/S WHILE DRIVING AT 55 MPH FOR LONG PERIOD OF TIME  
 RPM GOES TO 3900 AND STAYS THERE UNLES YOU LET GO  
 OF ACCELERATION  
 DID TSB 15-0043 REPROGRAM PCM AND TCM  
 UP DATED PROGRAMS DID ADAPTIVE LEARN AND DRIVECYCLE ROADTEST  
 AND PRINTOUT AFTER REPAIR.

JOB# 3 TOTALS-----

JOB# 3 JOURNAL PREFIX FOCs JOB# 3 TOTAL 0.00

JOB# 4 CHARGES-----

LABOR-----

# 4 00F01 QUICK SERVICE  
 C/S GAS LID OPENS BY ITSELF  
 NOT DUPLICATED

JOB# 4 TOTALS-----

JOB# 4 JOURNAL PREFIX FOCs JOB# 4 TOTAL 0.00

JOB# 5 CHARGES-----

LABOR-----

# 5 00F02CBK CHECKED BRAKES GRN  
 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."

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 Port Richey, Fl. 34668  
 PH. (727) 868-9545

Ford State of Florida MV82690  
 Mitsubishi State of Florida

CUSTOMER NO.	ADVISOR <b>IVAN GONZALEZ</b>	TAG NO.	INVOICE DATE <b>05/26/15</b>
	LABOR RATE	LICENSE NO.	MILEAGE <b>34,567</b>
PORT RICHEY, FL	YEAR / MAKE / MODEL <b>14/FORD/FOCUS/5DR HB SE</b>	DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. <b>1 F A D P 3 K 2 X E L</b>	SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>05/26/15</b>
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	

MO: 34568

FADA

JOB# 5 TOTALS.....  
 JOB# 5 JOURNAL PREFIX FOCUS JOB# 5 TOTAL 0.00

LABOR.....  
 # 6-00F0ZGTRR CHECKED TIRES GRN TECH 150 6897 0.00  
 PERFORM TIRE INSPECTION  
 INSPECTED TIRES  
 TIRES MEASURED GREATER THAN 7/32" DURING INSPECTION

JOB# 6 TOTALS.....  
 JOB# 6 JOURNAL PREFIX FOCUS JOB# 6 TOTAL 0.00

JOB# 7 CHARGES.....  
 LABOR.....  
 # 7-00F0ZG6BA CHECKED BATTERY GRN TECH 150 6897 0.00  
 PERFORM BATTERY TEST & INSPECTION.  
 INSPECTED AND TESTED BATTERY  
 BATTERY STATE OF CHARGE & CONDITION TESTED GREEN.  
 (SEE INSPECTION FORM FOR RESULTS)

JOB# 7 TOTALS.....  
 JOB# 7 JOURNAL PREFIX FOCUS JOB# 7 TOTAL 0.00

"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."

TOTALS.....

\*\*\*\*\*  
 \* NEXT RECOMMENDED SERVICE: \*  
 \* 07/14/2015 / 34617 MI INSPECTION CARD \*  
 \*\*\*\*\*

\*\*\*\*\*  
 \* [ ] CASH [ ] CHECK CK NO. [ ] \*  
 \* [ ] VISA [ ] MASTERCARD [ ] DISCOVER \*  
 \* [ ] AMER XPRESS [ ] OTHER [ ] A/R \*  
 \* DATE [ / / ] CASHIER INITIALS [ ] \*  
 \*\*\*\*\*

TOTAL LABOR.... 0.00  
 TOTAL PARTS.... 0.00  
 TOTAL SUBLET... 0.00  
 TOTAL G.O.G.... 0.00  
 TOTAL MISC CHG. 0.00  
 TOTAL MISC DISC 0.00  
 TOTAL TAX..... 0.00

**TOTAL INVOICE \$ 0.00**

X \_\_\_\_\_  
 CUSTOMER SIGNATURE

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THANK YOU FOR CHOOSING FORD OF PORT RICHEY TODAY  
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\_\_\_\_\_  
 CUSTOMER SIGNATURE

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05/20/2015 11:13:45

FORD OASIS VIN INQUIRY

VIN 1FADP3K2XEL [REDACTED] ODOMETER 1  
YR/MDL 14 FOCUS  
ADV: 1003

CUSTOMER [REDACTED]

-----OASIS RESULT:-----

\*311 134 530\* TECH HOTLINE CONTACT ID EXPIRES IN 5 DAYS FOR 1FADP3K2XEL [REDACTED]

-----Vehicle Information-----

VEHICLE DESCRIPTION	BODY STYLE	ENGINE
2014 C346 FOCUS FNA	5 DOOR SEDAN-6 LITE	2.0L I4 DI TIVCT Pe
TRANSMISSION	AXLE CODE	ENGINE CALIBRATION
6 Speed Auto Transmission DPS6AU		EDH1M40A
PAINT COLOR	RADIO	GROSS VEHICLE WEIGH
Z9 BLUE CANDY TINTED C/C		3990 LB. GVW
AXLE RATIO	WHEEL SIZE	TIRE
	7X16 ALLOY ET 50MM STYLE 2	215/55 R16 93H TYRE

WHEEL BASE  
SYNC VERSION V4 Gen1  
VHR ACTIVATED N

-----NO WARNING MESSAGES FOUND FOR THIS VIN-----

-----ACCURATE REPAIR NOTIFICATIONS-----

ATTENTION TECHNICIANS AND SERVICE MANAGERS:

SEND IDS SHUDDER FILES FOR DPS6 CLUTCH CLEANING OR REPLACEMENT. SEE  
15-0043

FOR CONCERNS WITH FUEL NOZZLE INSERTION OR REMOVAL SEE TSB  
14-0132

-----GENERAL WARRANTY INFORMATION-----

WARRANTY START DATE	BUILD DATE	SALE MILEAGE
04/30/2014	11/14/2013	00017

-----OUTSTANDING FIELD SERVICE ACTIONS-----

NUMBER 14M02  
TRANSMISSION CONTROL MODULE EXTENDED WARRANTY COVERAGE  
NUMBER 15S13  
FUEL PUMP REPLACEMENT

-----EXTENDED COVERAGES-----

NO ESP INFORMATION AVAILABLE

-----WARRANTY REPAIR HISTORY-----

REPAIR DATE: 04/28/2015  
DEALER: Flammer Ford of Spring Hill  
WARRANTY CLAIM NUMBER: [REDACTED] ODOMETER: 032012M  
PART NUMBERPART DESCRIPTIONQUANTITYLABOR OPCONDITION CODECONDITION DESC  
NPF NO PROBLEM FOUND 000 NPF 82 FREIGHT/POSTAGE  
ROAD TEST FOR TRANS SLIP TRANS SHIFTING NORMALLY TEST TRANS CONTROL NO CODES  
COULD NOT VERIFY CUSTOMERS CONCERN AT THIS TIME  
REPAIR DATE: 02/04/2015  
DEALER: Ford of Port Richey  
WARRANTY CLAIM NUMBER: [REDACTED] ODOMETER: 025824M  
PART NUMBERPART DESCRIPTIONQUANTITYLABOR OPCONDITION CODECONDITION DESC  
BV6Z 7B546F DISC ASY-CLUTCH 001 140197B 14 SURFACE ROUGH/U  
DID TSB 14-0197 FAILED TEST SENT TO HOTLINE REPROGRAM PCM & TCM ,REPAVED C  
LUTCH DID ADAPTIVE LEARN DRIVE CYCLE ROADTEST & PRINTOUT AFTER REPAIR

05/20/2015 11:13:45

FORD OASIS VIN INQUIRY

Page 2 of 2

VIN 1FADP3K2XEL [REDACTED] ODOMETER 1  
YR/MDL 14 FOCUS  
ADV: 1003

CUSTOMER [REDACTED]

REPAIR DATE: 11/06/2014

DEALER: Ford of Port Richey

WARRANTY CLAIM NUMBER: [REDACTED] ODOMETER: 019064M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION	CODE	CONDITION	DESC
7B546	DISC ASY-CLUTCH	000	140197A	14			SURFACE ROUGH/U
TSB 14-0197	REPROGRAM TCM AND PCM PERFORM ADAPTIVE LEARN AND DRIVE CYCLE P						
ASS							

-----SYMPTOM CODE INFORMATION-----

\*\*\*\*\* General Information

-----SPECIAL SERVICE MESSAGES-----

THERE ARE NO SSMS FOR SYMPTOM ENTERED

-----TECHNICAL SERVICE BULLETINS-----

THERE ARE NO TSBS FOR SYMPTOM ENTERED

-----SYMPTOM CODE INFORMATION-----

805000 NO CONCERN PRESENT - MAINTENANCE VISIT

-----SPECIAL SERVICE MESSAGES-----

THERE ARE NO SSMS FOR SYMPTOM ENTERED

-----TECHNICAL SERVICE BULLETINS-----

THERE ARE NO TSBS FOR SYMPTOM ENTERED

-----END OF OASIS REPORT FOR 1FADP3K2XEL [REDACTED]-----



FSE (field service engineer), Chris Hall met with [REDACTED] at Ford of Port Richey on 4/1/2015 as a result of an OGC assignment for complaints on his 2013 Focus listed as, "defective transmission as evidenced by hesitation upon acceleration, slipping condition, clinging noise at speeds of 50 mph, harsh shifting rpms go up while downshift and makes a banging noise; whether or not they are contained in your company's records or on any dealer repair order". The previous statement was listed on a letter [REDACTED] handed me from his legal representation Krohn and Moss, Ltd. Mr. [REDACTED] explained that while frequently driving seven mile trips and when slowing down at speeds of 50 mph the vehicle would shift from 5<sup>th</sup> or 6<sup>th</sup> gear to 2<sup>nd</sup> or 3<sup>rd</sup> gear creating an unsafe condition in his opinion and this would happen two times in the seven hundred miles.

Once my interview with [REDACTED] was finished I took his vehicle with a mileage of 29,886 miles and checked his PCM (powertrain control module) for the latest calibration and it is up date as of the time of my testing. Next I test drove the vehicle while making several recordings to review later while in the bay. [REDACTED] explained to me that he is aware of the design of this transaxle and how it works and that it has two clutches and when asked if he was provided a copy of the normal operating characteristics he said that the dealer had previously supplied this information to him, but I am asking the dealer to give him a copy with this write up along with copies of my testing screen shots. Reviewing the recordings in the bay the amount of shudder that is acceptable for this transaxle is 250 rpms and the recordings are well within this range. The vehicle was warmed up by [REDACTED] for thirty minutes before coming to the dealer and not shut off until 10 minutes before I test drove the vehicle as I attempted to see how the vehicle acted after a hot soak as more heat will generate shortly after a vehicle has been shut off and then restarted.

Next I ran several tests for the PCM and TCM (transmission control module) which are KOEO and KOER (key on engine off and key on engine running). These are functional tests and all tests results in a pass. A clutch system test and a speed sensor tests of ISS A (input shaft speed sensor) and ISSB and OSS (output shaft speed sensor) were all ran and all passed. I pulled TEAM (transmission early alert monitor) was pulled and sent to engineering and nothing in the data was noted. The TEAM data can log data that may indicate a concern before a DTC (diagnostic trouble code) is set.

I returned to the dealer after the vehicle sat overnight and test drove the vehicle again while making more recordings and reviewed the recordings and the vehicle did not act up. At this point I spoke with [REDACTED] and advised him I recommend the dealer install a CFR (customer flight recorder) which can be set up for the customer to press a button to make recording of when a vehicle has intermittent problems and the recorder can be reviewed at a later time. The recorder will hold four recordings of one minute in length and can be set up to record thirty seconds before and after the button is pressed. At this point I asked the dealer to return the vehicle to service and the final mileage at the end of my testing is 29,929 miles. No repairs were performed at this time and only testing as no abnormal concerns were verified.

Chris Hall

FSE, Orlando Region T0

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 Port Richey, Fl. 34668  
 PH. (727) 868-9545



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 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 <b>PETE</b>	TAG NO. <b>102611</b>	INVOICE DATE <b>04/08/15</b>
LABOR RATE	LICENSE NO.	MILEAGE <b>30,238</b>	COLOR
YEAR / MAKE / MODEL <b>14/FORD/FOCUS/5DR HB SE</b>	VEHICLE I.D. NO. <b>1FADP3K2XEL</b>		DELIVERY DATE
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	REPRINT# <b>1</b>

MO: 30239

FADA

LABOR	TECH(S)	0.00
# 4-00FOZGBK CHECKED BRAKES GRN	113578	
PERFORM BRAKE INSPECTION PERFORMED BRAKE INSPECTION BRAKES MEASURED GREEN DURING INSPECTION (SEE INSPECTION FORM FOR RESULTS)		
JOB# 4 TOTALS	JOB# 4 JOURNAL PREFIX FOC	JOB# 4 TOTAL 0.00
JOB# 5 CHARGES	JOB# 5 JOURNAL PREFIX FOC	JOB# 5 TOTAL 0.00
LABOR	TECH(S)	0.00
# 5-00FOZGTIRE CHECKED TIRES GRN	113578	
PERFORM TIRE INSPECTION INSPECTED TIRES TIRES MEASURED GREATER THAN 7/32" DURING INSPECTION		
JOB# 5 TOTALS	JOB# 5 JOURNAL PREFIX FOC	JOB# 5 TOTAL 0.00
JOB# 6 CHARGES	JOB# 6 JOURNAL PREFIX FOC	JOB# 6 TOTAL 0.00
LABOR	TECH(S)	0.00
# 6-00FOZGBATT CHECKED BATTERY GRN	113578	
PERFORM BATTERY TEST & INSPECTION INSPECTED AND TESTED BATTERY BATTERY STATE OF CHARGE & CONDITION TESTED GREEN. (SEE INSPECTION FORM FOR RESULTS)		
JOB# 6 TOTALS	JOB# 6 JOURNAL PREFIX FOC	JOB# 6 TOTAL 0.00
MISC	CONTROL NO	
JOB # A CSS SHOP SUPPLIES		4.10
TOTAL - MISC		4.10

"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

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PH. (727) 868-9545



**SERVICE INVOICE**  
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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	102611	TAG NO.	INVOICE DATE	04/08/15
LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.	
YEAR / MAKE / MODEL	14/FORD/FOCUS/5DR HB SE		DELIVERY DATE	DELIVERY MILES	
VEHICLE I.D. NO.	1 E A D P 3 K 2 X E L		SELLING DEALER NO.	PRODUCTION DATE	
F.T.E. NO.	P.O. NO.		R. O. DATE	REPRINT# 1	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO: 30239		

FADA

JOB# 1 CHARGES

LABOR # 1 00F0Z99P INSPECTION CARD TECH(S) 113578 0.00  
PERFORM COMPLIMENTARY MULTI-POINT INSPECTION CARD AS PER CUSTOMER REQUEST....  
Perform Multi-Point Inspection A11

JOB# 1 TOTALS

JOB# 2 CHARGES

LABOR # 2 00F0Z013 \*THE WORKS TECH(S) 113578 20.50  
CUSTOMER REQUESTS THE FORD "WORKS" PACKAGE INCLUDING OIL AND FILTER CHANGE (UP TO 5 QTS), TIRE ROTATION AND COMPLETE MULTI-POINT INSPECTION AS PER CUSTOMER REQUEST....  
SERVICE COMPLETE, THANKS FOR YOUR BUSINESS

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	PRICE
	1	FL-910S	FILTER	4.95	4.95
	5	5W20	5W20 BU	3.10	15.50
TOTAL - PARTS					20.45

MISC

CODE	DESCRIPTION	CONTROL NO	PRICE
COUPP	PARTS DISCOUNT		-5.00
COUPS	SERVICE DISCOUNT		-5.00
TOTAL - MISC			-10.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX FOCS JOB# 2 TOTAL 30.95

JOB# 3 CHARGES

LABOR # 3 30F0Z AUTO TRANSMISSION WARRANTY  
C/S THAT THERE IS STILL A CPMLAINT OF SLIPPING FROM 1ST TO 2ND.DOWN SHIFTS AT 42 AND HAS A CLINGING NOISE AT DOWNSHIFTS FROM 2ND TO 1ST.WHEN PUTTING IN REVERSE IT MAKES A HARD BANG DID TSB 15-0043  
DID DATALOGGER & IDS NO CODES PRINTOUT &ROADTEST UNABLE TO VERIFY.

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX FOCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR

"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."

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**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. [REDACTED]	ADVISOR <b>PETE</b>	TAG NO. [REDACTED]	INVOICE DATE <b>04/08/15</b>
LABOR RATE [REDACTED]	LICENSE NO. <b>102611</b>	MILEAGE <b>30,238</b>	COLOR [REDACTED]
YEAR / MAKE / MODEL <b>14/FORD/FOCUS/5DR HB SE</b>	DELIVERY DATE		DELIVERY MILES
VEHICLE I.D. NO. <b>1 F A D P 3 K 2 X E L [REDACTED]</b>	SELLING DEALER NO.		PRODUCTION DATE
F.T.E. NO. [REDACTED]	P.O. NO. [REDACTED]	R.O. DATE <b>04/08/15</b>	REPRINT# <b>1</b>
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS <b>MO: 30239</b>	

FADA

TOTALS-----  
 \*\*\*\*\*  
 \* NEXT RECOMMENDED SERVICE \*  
 \* 04/08/2015 / 30288 MI [REDACTED] INSPECTION CARD \*  
 \*\*\*\*\*  
 \* [ ] CASH [ ] CHECK CK NO. [ ] \*  
 \* [ ] VISA [ ] MASTERCARD [ ] DISCOVER \*  
 \* [ ] AMER XPRESS [ ] OTHER [ ] A/R \*  
 \* DATE [ / / ] CASHIER INITIALS [ ] \*  
 \*\*\*\*\*

TOTAL LABOR....	20.50
TOTAL PARTS....	20.45
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG....	4.10
TOTAL MISC DISC	-10.00
TOTAL TAX.....	2.80
<b>TOTAL INVOICE \$</b>	<b>37.85</b>

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

THANK YOU FOR CHOOSING FORD OF PORT RICHEY TODAY  
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 STATE OF FLORIDA MVR # 82690

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**SERVICE INVOICE**

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 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 <b>PETE</b>	TAG NO. <b>102611</b>	INVOICE DATE <b>04/02/15</b>
LABOR RATE	LICENSE NO.	MILEAGE <b>29,886 /</b>	COLOR
YEAR / MAKE / MODEL <b>14/FORD/FOCUS/5DR HB SE</b>	DELIVERY DATE	DELIVERY MILES	
VEHICLE I.D. NO. <b>1 F A D P 3 K 2 X E L</b>	SELLING DEALER NO.	PRODUCTION DATE	
F.T.E. NO.	P.O. NO.	R.O. DATE <b>04/01/15</b>	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	

MO: 29929

FADA

LABOR	TECH(S)	0.00
# 1 00FOZ99P INSPECTION CARD PERFORM COMPLIMENTARY MULTI-POINT INSPECTION CARD AS PER CUSTOMER REQUEST.... Perform Multi-Point Inspection All		
JOB# 1 TOTALS	JOB# 1 JOURNAL PREFIX FOCs	JOB# 1 TOTAL 0.00
JOB# 2 CHARGES		
LABOR	TECH(S)	0.00
# 2 30FOZ *AUTO TRANSMISSION C/S THAT-DEFECTIVE TRANSMISSION AS EVIDENCE BY HESITATION UPON ACCELERATION,SLIPPING CONDITION,A CLINGING NOISE AT SPEEDS OF 50MPH,HARSH SHIFTING,RPM'S GO UP WHILE DOWN SHIFT AND MAKES A BANGING NOISE;AND ALL ADDITIONAL COMPLAINTS MADE BY OUR CLIAINT,WHETHER OR NOT THEY ARE CONTAINED IN YOUR COMPANYS RECORDS OR ON ANY DEALER REPAIR ORDER. REFER TO DETAILED WRITE UP FROM FSE FOR TEST PERFORMED. NO REPAIRS PERFORM. NO ABNORMAL CONCERNS WERE VERIFIED.		
JOB# 2 TOTALS	JOB# 2 JOURNAL PREFIX FOCs	JOB# 2 TOTAL 0.00
JOB# 3 CHARGES		
LABOR	TECH(S)	0.00
# 3 00FOZGBK CHECKED BRAKES GRN 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	TECH(S)	0.00
# 4 00FOZGTIRE CHECKED TIRES GRN 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		

"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."

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Ford State of Florida MV82690  
 Mitsubishi State of Florida

CUSTOMER NO.	ADVISOR <b>PETE</b>	TAG NO. <b>102611</b>	INVOICE DATE <b>04/02/15</b>
LABOR RATE	LICENSE NO.	MILEAGE <b>29,886</b>	COLOR
YEAR / MAKE / MODEL <b>14/FORD/FOCUS/5DR HB SE</b>	DELIVERY DATE	DELIVERY MILES	STOCK NO.
VEHICLE I.D. NO. <b>1 F A D P 3 K 2 X E L</b>	SELLING DEALER NO.	PRODUCTION DATE	
F.T.E. NO.	P.O. NO.	R.O. DATE <b>04/01/15</b>	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	<b>MO: 29929</b>

FADA

LABOR # 5-00FOZGBATT CHECKED BATTERY GRN TECH(S): 999862 0.00  
 PERFORM BATTERY TEST & INSPECTION  
 INSPECTED AND TESTED BATTERY  
 BATTERY STATE OF CHARGE & CONDITION TESTED GREEN.  
 (SEE INSPECTION FORM FOR RESULTS)

JOB# 5 TOTALS  
 JOB# 5 JOURNAL PREFIX FOCS JOB# 5 TOTAL 0.00

TOTALS  
 \*\*\*\*\*  
 \* NEXT RECOMMENDED SERVICE: \*  
 \* 04/15/2015 / 29936 MI INSPECTION CARD \*  
 \*\*\*\*\*

*****	TOTAL LABOR....	0.00
* [ ] CASH [ ] CHECK CK NO. [ ] *	TOTAL PARTS....	0.00
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER *	TOTAL SUBLET...	0.00
* [ ] AMER XPRESS [ ] OTHER [ ] A/R *	TOTAL G.O.G....	0.00
* DATE [ / / ] CASHIER INITIALS [ ] *	TOTAL MISC CHG.	0.00
*****	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	<b>TOTAL INVOICE \$</b>	<b>0.00</b>

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 STATE OF FLORIDA MVR # 82690

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X \_\_\_\_\_  
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 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]	PETE	102611	04/08/15
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE
[REDACTED]			30,238 /
PORT RICHEY, FL	YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
[REDACTED]	14/FORD/FOCUS/5DR HB SE		
[REDACTED]	VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	1 F A D P 3 K 2 X E L		
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE
[REDACTED]	[REDACTED]	[REDACTED]	04/08/15
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	REPRINT# 1
[REDACTED]	[REDACTED]	[REDACTED]	

MO: 30239

FADA

<b>LABOR</b>			
JOB# 4	PERFORM BRAKE INSPECTION	0.00	
PERFORMED BRAKE INSPECTION			
BRAKES MEASURED GREEN DURING INSPECTION			
(SEE INSPECTION FORM FOR RESULTS)			
JOB# 4 TOTALS			
JOB# 5 CHARGES	JOB# 4 JOURNAL PREFIX FOCUS	JOB# 4 TOTAL	0.00
<b>LABOR</b>			
JOB# 5	PERFORM TIRE INSPECTION	0.00	
INSPECTED TIRES			
TIRES MEASURED GREATER THAN 7/32" DURING INSPECTION			
JOB# 5 TOTALS			
JOB# 6 CHARGES	JOB# 5 JOURNAL PREFIX FOCUS	JOB# 5 TOTAL	0.00
<b>LABOR</b>			
JOB# 6	PERFORM BATTERY TEST & INSPECTION	0.00	
INSPECTED AND TESTED BATTERY			
BATTERY STATE OF CHARGE & CONDITION TESTED GREEN.			
(SEE INSPECTION FORM FOR RESULTS)			
JOB# 6 TOTALS			
JOB# 6 CHARGES	JOB# 6 JOURNAL PREFIX FOCUS	JOB# 6 TOTAL	0.00
<b>MISC</b>			
JOB # A	CODE	DESCRIPTION	CONTROL NO.
		CSS SHOP SUPPLIES	
			4.10
		TOTAL - MISC	4.10

"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."

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**SERVICE INVOICE**

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 <b>IVAN GONZALEZ</b>	TAG NO. <b>98533</b>	INVOICE DATE <b>03/02/15</b>
RESIDENCE PHONE	LABOR RATE	LICENSE NO.	STOCK NO.
BUSINESS PHONE	YEAR / MAKE / MODEL <b>14/FORD/FOCUS/5DR HB SE</b>	MILEAGE <b>28,605</b>	DELIVERY DATE
COMMENTS	VEHICLE I.D. NO. <b>1FADP3K2XEL</b>	P.O. NO.	DELIVERY MILES
	F.T.E. NO.	R.O. DATE <b>03/02/15</b>	PRODUCTION DATE

MO: 28606

FADA

[ CAR NUMBER ]	
JOB# 1 CHARGES	
LABOR	
# 1 00F0Z99P INSPECTION CARD	TECHS: 31239 0.00
PERFORM COMPLIMENTARY MULTI-POINT INSPECTION CARD AS PER CUSTOMER REQUEST.... Perform Multi-Point Inspection All	
JOB# 1 TOTALS	JOB# 1 JOURNAL PREFIX FOCUS JOB# 1 TOTAL 0.00
JOB# 2 CHARGES	
LABOR	
# 2 30F0Z AUTO TRANSMISSION	TECHS: 11239 WARRANTY
C/S TRANSMISSION MAKING A CLINGING NOISE ALSO SLIPS 5 TO 4 AROUND 40 MPH ON SLOW DOWNS AND THEN ON ACCELERATION IT WONT PICK UP SPEED ENGINE REVS UP AND TRANSMISSION WILL NOT ENGAGE OPERATING AS DESIGN	
PARTS	
1 BV6Z-7B546-F CLUTCH	WARRANTY 0.00
TOTAL - PARTS 0.00	
JOB# 2 TOTALS	JOB# 2 JOURNAL PREFIX FOCUS JOB# 2 TOTAL 0.00
JOB# 3 CHARGES	
LABOR	
# 3 00F0ZGBK CHECKED BRAKES GRN	TECHS: 33847 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 FOCUS JOB# 3 TOTAL 0.00
JOB# 4 CHARGES	
LABOR	
# 4 00F0ZGTRE CHECKED TIRES GRN	TECHS: 33847 0.00
PERFORM TIRE INSPECTION INSPECTED TIRES TIRES MEASURED GREATER THAN 7/32" DURING INSPECTION	
JOB# 4 TOTALS	JOB# 4 JOURNAL PREFIX FOCUS JOB# 4 TOTAL 0.00
JOB# 5 CHARGES	
LABOR	

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



**SERVICE INVOICE**

**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 <b>TYAN GONZALEZ</b>	TAG NO. <b>98533</b>	INVOICE DATE <b>03/02/15</b>
LABOR RATE	LICENSE NO.	MILEAGE <b>28,605</b>	COLOR
YEAR / MAKE / MODEL <b>14 / FORD / FOCUS / 5DR HB SE</b>	DELIVERY DATE	DELIVERY MILES	STOCK NO.
VEHICLE I.D. NO. <b>1EADP3K2XE1</b>	SELLING DEALER NO.	PRODUCTION DATE	
F.T.E. NO.	P.C.	R.O. DATE <b>03/02/15</b>	
BUSINESS PHONE	COMMENTS	<b>MO: 28606</b>	

FADA

LABOR-----

PERFORM BATTERY TEST & INSPECTION  
 INSPECTED AND TESTED BATTERY  
 BATTERY STATE OF CHARGE & CONDITION TESTED GREEN.  
 (SEE INSPECTION FORM FOR RESULTS)

JOB# 5 TOTALS-----

JOB# 5 JOURNAL PREFIX FOC5 JOB# 5 TOTAL 0.00

TOTALS-----

\*\*\*\*\*  
 \* NEXT RECOMMENDED SERVICE \*  
 \* 03/30/2015 / 28655 MI INSPECTION CARD \*  
 \*\*\*\*\*

\*\*\*\*\*  
 \* [ ] CASH [ ] CHECK CK NO. [ ] \*  
 \* [ ] VISA [ ] MASTERCARD [ ] DISCOVER \*  
 \* [ ] AMER XPRESS [ ] OTHER [ ] A/R \*  
 \* DATE [ / / ] CASHIER INITIALS [ ] \*  
 \*\*\*\*\*

THANK YOU FOR CHOOSING FORD OF PORT RICHEY TODAY  
 PLEASE "DEFINITELY RECOMMEND" US TO YOUR FRIENDS  
 STATE OF FLORIDA MVR # 82690

"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."

CUSTOMER SIGNATURE \_\_\_\_\_

X \_\_\_\_\_  
 CUSTOMER SIGNATURE

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

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# Quality Vehicle Inspection

Customer Name: [REDACTED]  
 Phone: (C) [REDACTED]  
 Service Advisor: PETE

Vehicle Year/Model: 14 FORD FOCUS  
 VIN: 1FADP3K2XEL [REDACTED]  
 Technician: ANDREW L GAREY III


Date/Time: 04/08/2015 11:16:51  
 Odometer: 30238  
 RO: [REDACTED] Tag: [REDACTED]

INSPECTION RESULT - OK	WILL REQUIRE FURTHER ATTENTION	REQUIRES IMMEDIATE ATTENTION
------------------------	--------------------------------	------------------------------

Green Yellow Red Serviced

<input checked="" type="checkbox"/>	<input type="checkbox"/>	Washer fluid
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Transmission fluid
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Brake fluid
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Power steering fluid
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Coolant
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Engine oil
<input checked="" type="checkbox"/>	<input type="checkbox"/>	4X4 Transfer case, front drive axle and clutch reservoir fluids (truck only)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Operation of horn, interior lights, exterior lights (turn, hazard, brake)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Windshield washer spray, wiper operation, and wiper blades
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Radiator, heater and air conditioning hoses for leaks and damage
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Engine air cleaner
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Oil and/or fluid leaks
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Constant velocity (CV) drive boots (if equipped)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Exhaust system (leaks, damage, loose parts)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Steering and steering linkage
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Shocks/struts and other suspension components for leaks and/or damage
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Accessory drive belt(s)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Brake system (lines, hoses and parking)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Wheel end for end-play and bearing noise
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Engine cooling system, hoses and clamps
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Clutch operation (if equipped)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Check oil life monitor (if equipped - reset if oil and filter changed)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Rotate tires
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Inspect pollen filter (if equipped)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Inspect fuel tank, cap and lines for damage and leaks
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Heating, ventilation and air conditioning check

## Front / Rear Brake Linings

LF <input checked="" type="checkbox"/> Green <input type="checkbox"/> Yellow <input type="checkbox"/> Red		RF <input checked="" type="checkbox"/> Green <input type="checkbox"/> Yellow <input type="checkbox"/> Red  RR <input checked="" type="checkbox"/> Green <input type="checkbox"/> Yellow <input type="checkbox"/> Red
--	---	--

Inspection Not Taken

<b>More than 50% remaining</b>
<b>20% to 50% remaining</b>
<b>Less than 20% remaining</b>

## Check Tires / Tread Depth

LF <input checked="" type="checkbox"/> Green <input type="checkbox"/> Yellow <input type="checkbox"/> Red		RF <input checked="" type="checkbox"/> Green <input type="checkbox"/> Yellow <input type="checkbox"/> Red  RR <input checked="" type="checkbox"/> Green <input type="checkbox"/> Yellow <input type="checkbox"/> Red
--	---	--

<b>7/32" or Greater</b>
<b>4/32" to 6/32"</b>
<b>3/32" or Less</b>

## Check Battery Performance

	<input checked="" type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Bad	
Actual Cold Cranking Amps		<input style="width:50px;" type="text"/>
Factory Cold Cranking Amps		<input style="width:50px;" type="text"/>

# Quality Vehicle Inspection

Customer Name: [REDACTED]

Phone: (C) [REDACTED]

Service Advisor: IVAN GONZALEZ

Vehicle Year/Model: 14 FORD FOCUS

VIN: 1FADP3K2XEL [REDACTED]

Technician: DIETER LASKOWSKI

Date/Time: 03/02/2015 11:43:55

Odometer: 28605


RO: [REDACTED] Tag: [REDACTED]

INSPECTION RESULT - OK	WILL REQUIRE FURTHER ATTENTION	REQUIRES IMMEDIATE ATTENTION
------------------------	--------------------------------	------------------------------

Green Yellow Red Serviced

<input checked="" type="checkbox"/>	<input type="checkbox"/>	Washer fluid
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Transmission fluid
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Brake fluid
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Power steering fluid
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Coolant
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Engine oil
<input checked="" type="checkbox"/>	<input type="checkbox"/>	4X4 Transfer case, front drive axle and clutch reservoir fluids (truck only)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Operation of horn, interior lights, exterior lights (turn, hazard, brake)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Windshield washer spray, wiper operation, and wiper blades
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Radiator, heater and air conditioning hoses for leaks and damage
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Engine air cleaner
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Oil and/or fluid leaks
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Constant velocity (CV) drive boots (if equipped)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Exhaust system (leaks, damage, loose parts)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Steering and steering linkage
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Shocks/struts and other suspension components for leaks and/or damage
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Accessory drive belt(s)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Brake system (lines, hoses and parking)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Wheel end for end-play and bearing noise
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Engine cooling system, hoses and clamps
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Clutch operation (if equipped)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Check oil life monitor (if equipped - reset if oil and filter changed)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Rotate tires
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Inspect pollen filter (if equipped)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Inspect fuel tank, cap and lines for damage and leaks
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Heating, ventilation and air conditioning check

### Front / Rear Brake Linings

LF		RF
<input checked="" type="checkbox"/> Green		Green <input checked="" type="checkbox"/>
<input type="checkbox"/> Yellow		Yellow <input type="checkbox"/>
<input type="checkbox"/> Red		Red <input type="checkbox"/>
LR		RR
<input checked="" type="checkbox"/> Green		Green <input checked="" type="checkbox"/>
<input type="checkbox"/> Yellow		Yellow <input type="checkbox"/>
<input type="checkbox"/> Red		Red <input type="checkbox"/>

Inspection Not Taken

**More than 50% remaining**

**20% to 50% remaining**

**Less than 20% remaining**

### Check Tires / Tread Depth


LF		RF
<input checked="" type="checkbox"/> Green		Green <input checked="" type="checkbox"/>
<input type="checkbox"/> Yellow		Yellow <input type="checkbox"/>
<input type="checkbox"/> Red		Red <input type="checkbox"/>
LR		RR
<input checked="" type="checkbox"/> Green		Green <input checked="" type="checkbox"/>
<input type="checkbox"/> Yellow		Yellow <input type="checkbox"/>
<input type="checkbox"/> Red		Red <input type="checkbox"/>

**7/32" or Greater**

**4/32" to 6/32"**

**3/32" or Less**

### Check Battery Performance



Good  
 Fair  
 Bad

Actual Cold Cranking Amps

Factory Cold Cranking Amps

**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 <b>IVAN GONZALEZ</b>	TAG NO. <b>98533</b>	INVOICE DATE <b>02/05/15</b>
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO: 25825
LABOR RATE		LICENSE NO.	MILEAGE <b>25,824</b>
YEAR / MAKE / MODEL <b>14/FORD/FOCUS/5DR HB SE</b>		COLOR	STOCK NO.
VEHICLE I.D. NO. <b>1 F A D P 3 K 2 X E L</b>		DELIVERY DATE	DELIVERY MILES
F.T.E. NO.		P.O. NO.	R.O. DATE <b>02/04/15</b>
SELLING DEALER NO.		PRODUCTION DATE	

FADA

JOB# 1 CHARGES		JOB# 1 JOURNAL PREFIX FOCs		JOB# 1 TOTAL	0.00
LABOR		INSPECTION CARD		0.00	
PERFORM COMPLIMENTARY MULTI-POINT INSPECTION CARD AS PER CUSTOMER REQUEST.... Perform Multi-Point Inspection All					
JOB# 2 CHARGES		JOB# 2 JOURNAL PREFIX FOCs		JOB# 2 TOTAL	29.95
LABOR		THE WORKS		20.50	
CUSTOMER REQUESTS THE FORD "WORKS" PACKAGE INCLUDING OIL AND FILTER CHANGE (UP TO 5 QTS), TIRE ROTATION AND COMPLETE MULTI-POINT INSPECTION AS PER CUSTOMER REQUEST.... The Works Package with OEM Oil & Filter 2.0L EFI 13/14					
PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	FL-910S	FILTER	4.95	4.95
	5	5W20	5W20 BU	3.10	15.50
				TOTAL - PARTS	20.45
MISC	CODE	DESCRIPTION	CONTROL NO		
	COUPS	SERVICE DISCOUNT		-5.50	-5.50
	COUPP	PARTS DISCOUNT		-5.50	-11.00
				TOTAL - MISC	-11.00
JOB# 3 CHARGES		JOB# 3 JOURNAL PREFIX FOCs		JOB# 3 TOTAL	0.00
LABOR		AUTO TRANSMISSION		WARRANTY	
C/S WHEN IS HOT TRANSMISSION SLIPPING AND MAKING CLINGING NOISE ALSO IF YOU HOLD SPEED AT 50MPH TRANSMISSION DOWN SHIFTS BY ITSELF AND RPM ON UP ON DOWN SHIFTS INTO FIRST IT BANGS REPLACED CLUTCHES					
PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	BV6Z-7B546-F	CLUTCH		0.00
				TOTAL - PARTS	0.00

"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."

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

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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 <b>IVAN GONZALEZ</b>	TAG NO. <b>98533</b>	INVOICE DATE <b>02/05/15</b>
LABOR RATE	LICENSE NO.	MILEAGE <b>25,824</b>	COLOR <b>/</b>
YEAR / MAKE / MODEL <b>14/FORD/FOCUS/5DR HB SE</b>	DELIVERY DATE	DELIVERY MILES	STOCK NO.
VEHICLE I.D. NO. <b>1 F A D P 3 K 2 X E L</b>	SELLING DEALER NO.	PRODUCTION DATE	
F.T.E. NO.	P.O. NO.	R. O. DATE <b>02/04/15</b>	
BUSINESS PHONE	COMMENTS		

MO: 25825

**TOTALS**

\*\*\*\*\*  
 \* NEXT RECOMMENDED SERVICE: \*  
 \* 04/01/2015 / 24055 M. INSPECTION CARD \*  
 \*\*\*\*\*

\*\*\*\*\*  
 \* TOTAL LABOR.... 20.50 \*  
 \* TOTAL PARTS.... 20.45 \*  
 \* TOTAL SUBLET... 0.00 \*  
 \* TOTAL G.O.G.... 0.00 \*  
 \* TOTAL MISC CHG. 4.10 \*  
 \* TOTAL MISC DISC -11.00 \*  
 \* TOTAL TAX..... 2.77 \*  
**TOTAL INVOICE \$ 36.82**

"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."

THANK YOU FOR CHOOSING FORD OF PORT RICHEY TODAY  
 PLEASE "DEFINITELY RECOMMEND" US TO YOUR FRIENDS  
 STATE OF FLORIDA MVR # 82690

CUSTOMER SIGNATURE

X  
 CUSTOMER SIGNATURE  
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**FORD OF PORT RICHEY**  
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 Port Richey, FL 34668  
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 Port Richey, FL 34668  
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Ford State of Florida MV82690  
 Mitsubishi State of Florida

CUSTOMER NO. [REDACTED]		ADVISOR <b>IVAN GONZALEZ</b>	TAG NO. <b>98533</b>	INVOICE DATE <b>02/05/15</b>
[REDACTED]		LABOR RATE	LICENSE NO.	STOCK NO.
[REDACTED]		MILEAGE <b>25,824</b>		COLOR
PORT RICHEY, FL [REDACTED]		YEAR / MAKE / MODEL <b>14/FORD/FOCUS/5DR HB SE</b>		DELIVERY DATE
[REDACTED]		VEHICLE I.D. NO. <b>1 F A D P 3 K 2 X E L</b>		DELIVERY MILES
[REDACTED]		F.T.E. NO.	P.O. NO.	SELLING DEALER NO.
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		PRODUCTION DATE
				R.O. DATE <b>02/04/15</b>

MO: 25825

FADA

JOB# 4 CHARGES.....  
 LABOR.....  
 # 4-00E0ZGAT1 CHECKED BATTERY GRN 0.00  
 PERFORM BATTERY TEST & INSPECTION  
 INSPECTED AND TESTED BATTERY  
 BATTERY STATE OF CHARGE & CONDITION TESTED GREEN.  
 (SEE INSPECTION FORM FOR RESULTS)

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

JOB# 5 CHARGES.....  
 LABOR.....  
 # 5-00E0ZGPK CHECKED BRAKES GRN 0.00  
 PERFORM BRAKE INSPECTION  
 PERFORMED BRAKE INSPECTION  
 BRAKES MEASURED GREEN DURING INSPECTION  
 (SEE INSPECTION FORM FOR RESULTS)

JOB# 5 TOTALS.....  
 JOB# 5 JOURNAL PREFIX FOCs JOB# 5 TOTAL 0.00

JOB# 6 CHARGES.....  
 LABOR.....  
 # 6-00E0ZGTR CHECKED TIRES GRN 0.00  
 PERFORM TIRE INSPECTION  
 INSPECTED TIRES  
 TIRES MEASURED GREATER THAN 7/32" DURING INSPECTION

JOB# 6 TOTALS.....  
 JOB# 6 JOURNAL PREFIX FOCs JOB# 6 TOTAL 0.00

MISC.....	CODE.....	DESCRIPTION.....	CONTROL NO.....	
JOB # A		CSS SHOP SUPPLIES		4.10
			TOTAL - MISC	4.10

"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."

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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 <b>IVAN GONZALEZ</b>	TAG NO. <b>98533</b>	INVOICE DATE <b>11/06/14</b>
	LABOR RATE	LICENSE NO.	MILEAGE <b>19,064</b>
	YEAR / MAKE / MODEL <b>14/FORD/FOCUS/5DR HB SE</b>	DELIVERY DATE	DELIVERY MILES
<b>PORT RICHEY, FL</b>	VEHICLE I.D. NO. <b>1 F A D P 3 K 2 X E L</b>	SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>11/06/14</b>
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	

MO: 19067

FAVA

[ CAR NUMBER ]

JOB# 1 CHARGES-----

LABOR-----

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

JOB# 1 TOTALS-----

JOB# 2 CHARGES-----

JOB# 1 JOURNAL PREFIX FOCs JOB# 1 TOTAL 0.00

LABOR-----

C/S ON ACCELERATION VEHICLE HESITATES HEAVILY  
 TSB 14-0197 REPROGRAM TCM AND PCM

JOB# 2 TOTALS-----

JOB# 3 CHARGES-----

JOB# 2 JOURNAL PREFIX FOCs JOB# 2 TOTAL 0.00

LABOR-----

PERFORM BATTERY TEST & INSPECTION  
 INSPECTED AND TESTED BATTERY  
 BATTERY STATE OF CHARGE & CONDITION TESTED GREEN.  
 (SEE INSPECTION FORM FOR RESULTS)

JOB# 3 TOTALS-----

JOB# 4 CHARGES-----

JOB# 3 JOURNAL PREFIX FOCs JOB# 3 TOTAL 0.00

LABOR-----

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

JOB# 4 TOTALS-----

JOB# 5 CHARGES-----

JOB# 4 JOURNAL PREFIX FOCs JOB# 4 TOTAL 0.00

LABOR-----

PERFORM TIRE INSPECTION  
 INSPECTED TIRES  
 TIRES MEASURED GREATER THAN 7/32" DURING INSPECTION

"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.

**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. [REDACTED]	ADVISOR <b>IVAN GONZALEZ</b>	TAG NO. <b>98533</b>	INVOICE DATE <b>11/06/14</b>
[REDACTED]	LABOR RATE	LICENSE NO.	COLOR <b>19,064 /</b>
<b>PORT RICHEY, FL</b>	YEAR / MAKE / MODEL <b>14/FORD/FOCUS/5DR HB SE</b>	DELIVERY DATE	DELIVERY MILES
[REDACTED]	VEHICLE I.D. NO. <b>1 F A D P 3 K 2 X E L</b>	SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE <b>11/06/14</b>
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	

MO: 19067

FADA

JOB# 5 TOTALS-----  
 JOB# 5 JOURNAL PREFIX FOCUS JOB# 5 TOTAL 0.00

TOTALS-----

\*\*\*\*\*  
 \* NEXT RECOMMENDED SERVICE: \*  
 \* 11/20/2014 / 19114 MI [REDACTED] INSPECTION CARD \*  
 \*\*\*\*\*

*****	TOTAL LABOR....	0.00
* [ ] CASH [ ] CHECK CK NO. [ ] *	TOTAL PARTS....	0.00
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER *	TOTAL SUBLET...	0.00
* [ ] AMER XPRESS [ ] OTHER [ ] A/R *	TOTAL G.O.G....	0.00
* DATE [ / / ] CASHIER INITIALS [ ] *	TOTAL MISC CHG.	0.00
*****	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	<b>TOTAL INVOICE \$</b>	<b>0.00</b>

THANK YOU FOR CHOOSING FORD OF PORT RICHEY TODAY  
 PLEASE "DEFINITELY RECOMMEND" US TO YOUR FRIENDS  
 STATE OF FLORIDA MVR # 82690

CUSTOMER SIGNATURE

"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.

©2011 The Reynolds and Reynolds Company EPRINTS#E CC717045 Q (12/13)

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



**SERVICE INVOICE**

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

Ford State of Florida MV82690  
 Mitsubishi State of Fla

CUSTOMER NO.	ADVISOR <b>TVAN GONZALEZ</b>	TAG NO. <b>98533</b>	INVOICE DATE
LABOR RATE	LICENSE NO.	MILEAGE <b>17,261</b>	COLOR
YEAR / MAKE / MODEL <b>14/FORD/FOCUS/5DR HB SE</b>	DELIVERY DATE	DELIVERY MILES	STOCK NO.
VEHICLE I.D. NO. <b>1EADP3K2XEL</b>	SELLING DEALER NO.	PRODUCTION DATE	
F.T.E. NO.	P.O. NO.	R.O. DATE <b>10/24/14</b>	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	

MO: 17262

FAVA

[ OAR NUMBER ]  
 JOB# 1 CHARGES.....

LABOR.....  
 # 1 00F0Z99P INSPECTION CARD TECH(S) 88835 0.00  
 PERFORM COMPLIMENTARY MULTI-POINT INSPECTION CARD  
 AS PER CUSTOMER REQUEST....  
 Perform Multi-Point Inspection All  
 JOB# 1 TOTALS.....  
 JOB# 2 CHARGES.....  
 JOB# 1 JOURNAL PREFIX FOCs JOB# 1 TOTAL 0.00

LABOR.....  
 # 2 00F0Z013 \*THE WORKS TECH(S) 88835 20.50  
 CUSTOMER REQUESTS THE FORD "WORKS" PACKAGE INCLUDING OIL AND  
 FILTER CHANGE (UP TO 5 QTS), TIRE ROTATION AND COMPLETE  
 MULTI-POINT INSPECTION  
 AS PER CUSTOMER REQUEST....  
 The Works Package with OEM Oil & Filter 2.0L EFI 13/14  
 PARTS-----QTY--FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----  
 1 FL-910S FILTER 4.95 4.95  
 5 5W20 5W20 BU 3.10 15.50  
 TOTAL - PARTS 20.45  
 JOB# 2 TOTALS.....  
 LABOR PARTS 20.50  
 PARTS 20.45  
 JOB# 2 JOURNAL PREFIX FOCs JOB# 2 TOTAL 40.95

LABOR.....  
 # 3 00F0CDECLINE DECLINE TECH(S) 88835 0.00  
 CUSTOMER DECLINED SUGGESTED WORK ON THIS VISIT:  
 AIR FILTER  
 JOB# 3 TOTALS.....  
 JOB# 3 JOURNAL PREFIX FOCs JOB# 3 TOTAL 0.00

LABOR.....  
 # 4 00F0ZGBATT CHECKED BATTERY GRN TECH(S) 88835 0.00  
 PERFORM BATTERY TEST & INSPECTION  
 INSPECTED AND TESTED BATTERY  
 BATTERY STATE OF CHARGE & CONDITION TESTED GREEN.  
 (SEE INSPECTION FORM FOR RESULTS)  
 JOB# 4 TOTALS.....  
 JOB# 4 JOURNAL PREFIX FOCs JOB# 4 TOTAL 0.00

"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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**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 <b>IVAN GONZALEZ</b>	TAG NO.	INVOICE DATE <b>10/24/14</b>
	LABOR RATE	LICENSE NO. <b>98533</b>	STOCK NO.
		MILEAGE <b>17,261</b>	COLOR
	YEAR / MAKE / MODEL <b>14/FORD/FOCUS/5DR HB SE</b>	DELIVERY DATE	DELIVERY MILES
PORT RICHEY, FL	VEHICLE I.D. NO. <b>1EADP3K2XE1</b>	SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>10/24/14</b>
BUSINESS PHONE	COMMENTS		

MO: 17262

FADA

JOB# 5 CHARGES-----

LABOR-----

JOB# 5-00FOZGBK CHECKED BRAKES GRN 0.00  
 PERFORM BRAKE INSPECTION  
 PERFORMED BRAKE INSPECTION  
 BRAKES MEASURED GREEN DURING INSPECTION  
 (SEE INSPECTION FORM FOR RESULTS)

JOB# 5 TOTALS-----

JOB# 5 JOURNAL PREFIX FOCs JOB# 5 TOTAL 0.00

JOB# 6 CHARGES-----

LABOR-----

JOB# 6-00FOZGTRE CHECKED TIRES GRN 0.00  
 PERFORM TIRE INSPECTION  
 INSPECTED TIRES  
 TIRES MEASURED GREATER THAN 7/32" DURING INSPECTION

JOB# 6 TOTALS-----

JOB# 6 JOURNAL PREFIX FOCs JOB# 6 TOTAL 0.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----

JOB # A CSS SHOP SUPPLIES 3.07  
 TOTAL - MISC 3.07

TOTALS-----

\*\*\*\*\*  
 \* NEXT RECOMMENDED SERVICE: \*  
 \* 10/24/2014 / 28656 MI INSPECTION CARD \*  
 \*\*\*\*\*

\*\*\*\*\*  
 \* [ ] CASH [ ] CHECK CK NO. [ ] \*  
 \* [ ] VISA [ ] MASTERCARD [ ] DISCOVER \*  
 \* [ ] AMER XPRESS [ ] OTHER [ ] A/R \*  
 \* DATE [ / / ] CASHIER INITIALS [ ] \*  
 \*\*\*\*\*

TOTAL LABOR....	20.50
TOTAL PARTS....	20.45
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	3.07
TOTAL MISC DISC	0.00
TOTAL TAX.....	3.08
<b>TOTAL INVOICE \$</b>	<b>47.10</b>

"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.

THANK YOU FOR CHOOSING FORD OF PORT RICHEY TODAY  
 PLEASE "DEFINITELY RECOMMEND" US TO YOUR FRIENDS  
 STATE OF FLORIDA MVR # 82690

CUSTOMER SIGNATURE

\*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

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PALM BAY FORD  
1202 MALABAR RD



\*INVOICE\*

Experience the Difference for Yourself.

DUPLICATE 1  
PAGE 1

1202 MALABAR ROAD SE · PALM BAY, FL 32907  
(321) 722-9000  
www.palmbayford.com

T:N/A

L: [REDACTED] SERVICE ADVISOR: 7869 STEVEN R BJORTVEDT

VEHICLE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
OCUS	1FADP3K2XEL [REDACTED]		11039/11039	[REDACTED]
VEH. EXP.	PROMISED	PO NO.	RATE	PAYMENT
30APR14	DE 11NOV13	WAIT	CASH	29AUG14

R.O. OPENED	READY	OPTIONS:	STK:EL [REDACTED]	ENG:992_2.0L_I4_GDI_ENGINE
09:29 29AUG14	10:19 29AUG14	TRN:44W_6-SPEED_AUTOMATIC_TRANSMISSION		

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL  
A THE WORKS: MOTORCRAFT OIL & FILTER CHANGE, TIRE ROTATION & MULTIPOINT INSPECTION.

WRKS THE WORKS: MOTORCRAFT OIL & FILTER CHANGE, TIRE ROTATION & MULTIPOINT INSPECTION.				
5821 CQ 0.60			18.45	18.45
1 FL*910S* FILTER ASY - OIL		8.33	5.05	5.05
6 XO*5W20*BSP BULK OIL		3.50	3.00	18.00

*****				
B PERFORM MULTI POINT INSPECTION				
Q99P PERFORM MULTI POINT INSPECTION				
5821 CQ 0.00			0.00	0.00

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER 2.31  
\*\*\*\*\*

CASH CHECK # \_\_\_\_\_ DISC

INS A/E MC/VSA ESC  
\*\*\*\*\*

**LIMITED WARRANTY:** The only warranties applying to the part(s) installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or services sold under the terms of this estimate. Parts and labor are guaranteed for 12 months or 12,000 miles, whichever comes first. Seller does not guarantee the work performed in accordance with this estimate will correct any problem specified on the description of the complaint.

\*This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal.\* [s.559.904(4) The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718, and \$1.50 fee to be collected for each new or remanufactured battery sold in the state [s.403.7185]

A STANDARD CHARGE FOR SUPPLIES AND MATERIALS IS MADE ON EACH REPAIR ORDER. THE AMOUNT OF THIS CHARGE WILL BE 10% OF THE TOTAL LABOR & PARTS. THIS WILL BE SHOWN IN THE LOWER RIGHT CORNER OF YOUR INVOICE IN THE SPACE PROVIDED. THE MAXIMUM AMOUNT CHARGED WILL BE \$50.00.

ARBITRATION AGREEMENT: Customer and the dealer agree that all claims, disputes, or controversies of every kind or nature that may arise between the customer and dealer related to the servicing of the vehicle shall be settled by binding arbitration in accordance with the "Supplementary Procedures For Consumer-Related Disputes" rules of the American Arbitration Association then in effect, such arbitration shall be held in Florida, and judgement upon award rendered by the Arbitrator(s) may be entered by any court having jurisdiction thereof.

ALL PARTS NEW OR FACTORY REBUILT UNLESS OTHERWISE INDICATED.

CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF ABOVE MENTIONED VEHICLE AND RECEIPT OF INVOICE HEREOF.

DESCRIPTION	TOTALS
LABOR AMOUNT	18.45
PARTS AMOUNT	23.05
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	2.31
TOTAL CHARGES	43.81
LESS INSURANCE	0.00
SALES TAX	2.63
<b>PLEASE PAY THIS AMOUNT</b>	<b>46.44</b>

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

CUSTOMER SIGNATURE

CUSTOMER #:



\*INVOICE\*

Experience the Difference for Yourself

DUPLICATE 1  
PAGE 1

1202 MALABAR ROAD SE · PALM BAY, FL 32907  
(321) 722-9000  
www.palmbayford.com

MELBOURNE, FL

HOME: CONT:N/A  
BUS: CELL

SERVICE ADVISOR: 2959 STEVEN ROBERT ROTHE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLUE	14	FORD FOCUS	1FADP3K2XEL		5116/5117	

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30APR14	DD11NOV13		WAIT 30JUN14			CASH	30JUN14

R.O. OPENED	READY	OPTIONS:
09:49 30JUN14	10:39 30JUN14	STK:EL ENG:992 2.0L I4 GDI ENGINE TRN:44W_6-SPEED_AUTOMATIC_TRANSMISSION

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

A THE WORKS: MOTORCRAFT OIL & FILTER CHANGE, TIRE ROTATION & MULTIPOINT INSPECTION.  
 WRKS THE WORKS: MOTORCRAFT OIL & FILTER CHANGE, TIRE ROTATION & MULTIPOINT INSPECTION.

5821	CQ	0.60			18.45	18.45
1	FL*910S*	FILTER ASY - OIL		8.33	5.00	5.00
5	XO*5W20*BSP	BULK OIL		3.50	3.50	17.50

B PERFORM MULTI POINT INSPECTION  
 Q99P PERFORM MULTI POINT INSPECTION

5821	CQ	0.00			0.00	0.00
GTIRE TIRES INSPECTED AND REQUIRE NO ACTION AT THIS TIME						
5821	CQ	0.00			0.00	0.00
GBK BRAKES MEET SPECIFACATION						
5821	CQ	0.00			0.00	0.00
GBATT BATTERY INSPECTED AND REQUIRES NO ATTENTION AT THIS TIME						
5821	CQ	0.00			0.00	0.00

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER 2.31

CASH CHECK # \_\_\_\_\_ DISC

INS A/E MC/VSA ESC

DESCRIPTION	TOTALS
LABOR AMOUNT	18.45
PARTS AMOUNT	22.50
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	2.31
TOTAL CHARGES	43.26
LESS INSURANCE	0.00
SALES TAX	2.60
PLEASE PAY THIS AMOUNT	45.86

**LIMITED WARRANTY:** The only warranties applying to the part(s) installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or services sold under the terms of this estimate. Parts and labor are warranted for 12 months or 12,000 miles, whichever comes first. Seller does not guarantee the work performed in accordance with this estimate will solve any problem specified on the description of the complaint.

Price represents costs and profits to the motor repair facility for parts and shop supplies or waste disposal." (s.559.904(4) The State of Florida has a \$1.00 fee to be collected for each new tire sold in the state and a \$3.718, and \$1.50 fee to be collected for each new or used battery sold in the state (s.403.7185)

A STANDARD CHARGE FOR SUPPLIES AND MATERIALS IS MADE ON EACH REPAIR ORDER. THE AMOUNT OF THIS CHARGE WILL BE 10% OF THE TOTAL LABOR & PARTS. THIS WILL BE SHOWN IN THE LOWER RIGHT CORNER OF YOUR INVOICE IN THE SPACE PROVIDED. THE MAXIMUM AMOUNT CHARGED WILL BE \$50.00.

**ARBITRATION AGREEMENT:** Customer and the dealer agree that all claims, disputes, or controversies of every kind or nature that may arise between the customer and dealer related to the servicing of the vehicle shall be settled by binding arbitration in accordance with the "Supplementary Procedures For Consumer-Related Disputes" rules of the American Arbitration Association then in effect, such arbitration shall be held in Florida, and judgement upon award rendered by the Arbitrator(s) may be entered by any court having jurisdiction thereof.

ALL PARTS NEW OR FACTORY REBUILT UNLESS OTHERWISE INDICATED.

CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF ABOVE MENTIONED VEHICLE AND RECEIPT OF INVOICE HEREOF.

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

**IMPORTANT INFORMATION**

SECTION 320.0605, Florida Statutes, requires this registration certificate or an official copy or a true copy of a rental or lease agreement issued for the motor vehicle described be in possession of the operator or carried in the vehicle while the vehicle is being used or operated on the highways or streets of this state.

SECTION 316.613, Florida Statutes, requires every operator of a motor vehicle while transporting a child in a passenger car, van or pickup truck registered in this state and operated on the highways of this state, shall, if the child is 5 years of age or younger, provide for protection of the child by properly using a crash-tested, federally approved child restraint device. For children aged through 3 years, such restraint device must be a separate carrier or a vehicle manufacturer's integrated child seat, for children aged 4 through 5 years, a separate carrier or seat belt may be used.

SECTION 627.733, Florida Statutes, requires mandatory Florida No-Fault Insurance to be maintained continuously throughout the entire registration period; failure to maintain the required coverage could result in suspension of your driver license and registration.

Mail To:

MELBOURNE, FL

Important note: If you cancel the insurance for this vehicle, immediately return the license plate from this registration to a Florida driver license or tax collector office or mail it to: Dept. of Highway Safety, Return Tags, 2900 Apalachee Parkway, Tallahassee, FL 32399. Surrendering the plate will prevent your driving privilege from being suspended.

CO/AGY 1 / 24

T#  
B#

**FLORIDA VEHICLE REGISTRATION**

PLATE [REDACTED] DECAL [REDACTED] Expires **Midnight Wed 6/3/2015**

YR/MK	2014/FORD	BODY	5D	COLOR	BLU	Reg. Tax	4.85	Class Code	1
VIN	1FADP3K2XEL	[REDACTED]		TITLE	[REDACTED]	Init. Reg.		Tax Months	14
Plate Type	RGS	NET WT	2855			County Fee	3.00	Back Tax Mos	
						Mail Fee		Credit Class	31
DL/FEID	[REDACTED]					Sales Tax		Credit Months	14
Date Issued	5/22/2014	Plate Issued	6/3/2009	TRANSFER:	X	Voluntary Fees			
						Grand Total	7.85		

**IMPORTANT INFORMATION**

1. The Florida license plate must remain with the registrant upon sale of vehicle.
2. The registration must be delivered to a Tax Collector or Tag Agent for transfer to a replacement vehicle.
3. Your registration must be updated to your new address within 20 days of moving.
4. Registration renewals are the responsibility of the registrant and shall occur during the 30-day period prior to the expiration date shown on this registration. Renewal notices are provided as a courtesy and are not required for renewal purposes.
5. I understand that my driver license and registrations will be suspended immediately if the insurer denies the insurance information submitted for this registration.

MELBOURNE, FL

RGS - SUNSHINE STATE

**VEHICLE INSTALLMENT SALE CONTRACT - SIMPLE FINANCE CHARGE  
(WITH ARBITRATION PROVISION)**

DEAL #175708

Dealer Number \_\_\_\_\_ Contract Number \_\_\_\_\_

Buyer Name and Address <div style="background-color: black; width: 100px; height: 20px; margin-bottom: 5px;"></div> MELBOURNE FL Buyer's Birth Month: <u>JUNE</u>	Co-Buyer Name and Address  N/A Co-Buyer's Birth Month:	Seller-Creditor (Name and Address)  PALM BAY FORD 1202 MALABAR RD SE PALM BAY, FL 32907
---	---	---

You, the Buyer (and Co-Buyer, if any), may buy the vehicle below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay the Seller-Creditor (sometimes "we" or "us" contract) the Amount Financed and Finance Charge in U.S. funds according to the payment schedule below. We will figure your finance charge on a basis at the Base Rate of 16.780 % per year. The Truth-In-Lending Disclosures below are part of this contract. You have thoroughly inspected, accepted, and approved the vehicle in all respects.

New/Used/Demo	Year	Make and Model	Weight (lbs.)	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2014	FORD FOCUS		1FADP3K2XEL [REDACTED]	Personal, family, or household unless otherwise indicated below <input type="checkbox"/> business <input type="checkbox"/> agricultural

You agree that we advised you whether, based on seller's knowledge, the vehicle was titled, registered, or used as a taxicab, police vehicle, short term rental a vehicle that is rebuilt or assembled from parts, a kit car, a replica, a flood vehicle, or a manufacturer buy back.

**FEDERAL TRUTH-IN-LENDING DISCLOSURES**

ANNUAL PERCENTAGE RATE <small>The cost of your credit as a yearly rate.</small>	FINANCE CHARGE <small>The dollar amount the credit will cost you.</small>	Amount Financed <small>The amount of credit provided to you or on your behalf.</small>	Total of Payments <small>The amount you will have paid after you have made all payments as scheduled.</small>	Total Sale Price <small>The total cost of your purchase on credit, including your down payment of</small>
<u>16.78</u>	\$ <u>14627.35</u>	\$ <u>24252.65</u>	\$ <u>38880.00</u>	\$ <u>0.00</u> is
				\$ <u>38880.00</u>

Your Payment Schedule Will Be: (e) means an estimate

Number of Payments	Amount of Payments	When Payments Are Due
72	540.00	Monthly beginning <u>06/14/2014</u>
N/A		N/A

Or As Follows:  
  
N/A

**Late Charge.** If payment is not received in full within 10 days after it is due, you will pay a late charge of 5 % of each installment.

**Prepayment.** If you pay off all your debt early, you may have to pay a penalty.

**Security Interest.** You are giving a security interest in the vehicle being purchased.

**Additional Information:** See this contract for more information including information about nonpayment, default, prepayment penalties, any required repayment in full before the scheduled date and security interest.

**ITEMIZATION OF AMOUNT FINANCED**

- 1 Cash Price (including \$ 243.67 sales tax) \$ 23575.17(1)
- 2 Total Downpayment =
  - Gross Trade-In Allowance \$ 19276.86
  - Less Pay Off Made By Seller (e) \$ 22162.79
  - Equals Net Trade In \$ -2885.93
  - + Cash \$ 500.00
  - + Other REBATE \$ 2000.00
 (If total downpayment is negative, enter "0" and see 4J below) \$ 0.00 (2)
- 3 Unpaid Balance of Cash Price (1 minus 2) \$ 23575.17(3)
- 4 Other Charges Including Amounts Paid to Others on Your Behalf

(Seller may keep part of these amounts):  
A Cost of Optional Credit Insurance Paid to Insurance

Company or Companies:	
Life	\$ <u>N/A</u>
Disability	\$ <u>N/A</u>

B Vendor's Single Interest Insurance Paid to Insurance Company \$ N/A

Insurance. You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are required to buy any other insurance to obtain credit unless the box indicating Vendor's Single Interest Insurance is required is checked below. Your choice of insurance providers will not affect our decision to sell you the vehicle or extend credit to you.  
If any insurance is checked below, policies certificates from the named insurance companies describe the terms and conditions.

Check the insurance you want and sign below:

**Optional Credit Insurance**

- Credit Life:  Buyer  Co-Buyer  Both  
Term N/A
- Credit Disability:  Buyer  Co-Buyer  Both  
Term N/A

Premium:  
 Credit Life \$ N/A  
 Credit Disability \$ N/A  
 Insurance Company Name N/A  
N/A  
 Home Office Address N/A  
N/A

**Credit life insurance and credit disability insurance are required to obtain credit.** Your decision to buy or not to buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. If you choose this insurance, the cost is shown in Item 4A of the Itemization of Amount Financed. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or the number of payments.

If the box above is checked to indicate that you want credit life insurance, please read and sign the following acknowledgment:  
1. You understand that you have the option of assigning another policy or policies you own or may procure for the purpose of covering this extension of credit and that the policy need not be purchased from us in order to obtain the extension of credit.

N/A N/A  
 Buyer \_\_\_\_\_ Date \_\_\_\_\_

N/A N/A  
 Co-Buyer \_\_\_\_\_ Date \_\_\_\_\_

2. You understand that the credit life coverage may be deferred if, at the time of application, you are unable to engage in employment or unable to perform normal activities of a person of like age and sex. (You need not sign this acknowledgment if the proposed credit life insurance policy does not contain this restriction.)

Y N/A

**A. Cost of optional credit insurance paid to insurance**

Company or Companies. \_\_\_\_\_

Life \$ \_\_\_\_\_ N/A

Disability \$ \_\_\_\_\_ N/A

B Vendor's Single Interest Insurance Paid to Insurance Company \$ \_\_\_\_\_ N/A

C Other Optional Insurance Paid to Insurance Company or Companies \$ \_\_\_\_\_ N/A

**D Optional Gap Contract** \$ \_\_\_\_\_ N/A

**E Official Fees Paid to Government Agencies** \$ \_\_\_\_\_ N/A

F Government Documentary Stamp Taxes \$ \_\_\_\_\_ 85.05

G Government Taxes Not Included in Cash Price \$ \_\_\_\_\_ N/A

H Government License and/or Registration Fees \$ \_\_\_\_\_ N/A

**TRANS FEE** \$ \_\_\_\_\_ 200.00

I Government Certificate of Title Fees \$ \_\_\_\_\_ N/A

J Other Charges (Seller must identify who is paid and describe purpose) \*

to **REGIONAL ACCEPT** for Prior Credit or Lease Balance (e) \$ \_\_\_\_\_ 385.93

to **N/A** for **N/A** \$ \_\_\_\_\_ N/A

to **ST OF FL** for **TIRE FEE** \$ \_\_\_\_\_ 5.00

to **ST OF FL** for **BATT FEE** \$ \_\_\_\_\_ 1.50

to **N/A** for **N/A** \$ \_\_\_\_\_ N/A

to **N/A** for **N/A** \$ \_\_\_\_\_ N/A

to **N/A** for **N/A** \$ \_\_\_\_\_ N/A

to **N/A** for **N/A** \$ \_\_\_\_\_ N/A

to **N/A** for **N/A** \$ \_\_\_\_\_ N/A

to **N/A** for **N/A** \$ \_\_\_\_\_ N/A

Total Other Charges and Amounts Paid to Others on Your Behalf \$ \_\_\_\_\_ 677.48(4)

5 Loan Processing Fee Paid to Seller (Prepaid Finance Charge) \$ \_\_\_\_\_ N/A(5)

6 Amount Financed (3 plus 4) \$ \_\_\_\_\_ 24252.65(6)

OPTION:  You pay no finance charge if the Amount Financed, item 6, is paid in full on or before N/A, Year N/A SELLER'S INITIALS N/A

OPTIONAL GAP CONTRACT. A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in Item 4D of the Itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this contract.

Term N/A Mos. N/A Name of Gap Contract \_\_\_\_\_

I want to buy a gap contract.

Buyer Signs X N/A

VENDOR'S SINGLE INTEREST INSURANCE (VSI insurance): If the preceding box is checked, the Creditor requires VSI insurance for the initial term of the contract to protect the Creditor for loss or damage to the vehicle (collision, fire, theft). VSI insurance is for the Creditor's sole protection. This insurance does not protect your interest in the vehicle. You may choose the insurance company through which the VSI insurance is obtained. If you elect to purchase VSI insurance through the Creditor, the cost of this insurance is \$ N/A and is also shown in Item 4B of the Itemization of Amount Financed. The coverage is for the initial term of the contract.

You authorize us to purchase Vendor's or Lender's Single Interest Insurance.

Buyer Signs X N/A Co-Buyer Signs X N/A Date: N/A

Trade-In Vehicle	Trade-In Vehicle
Year <u>2007</u> Make <u>FORD</u>	Year <u>N/A</u> Make <u>N/A</u>
Model <u>EXPLORER SPORT TRAC</u>	Model <u>N/A</u>
VIN <u>1FMEU33K07U</u>	VIN <u>N/A</u>
Gross Trade-In Allowance \$ <u>19276.86</u>	Gross Trade-In Allowance \$ <u>N/A</u>
Payoff Made by Seller \$ <u>22162.79</u> (e)	Payoff Made by Seller \$ <u>N/A</u> (e)
Lienholder <u>REGIONAL ACCEPT CORP</u>	Lienholder <u>N/A</u>

You assign to Seller all of your rights, title and interest in such trade-in vehicle(s). Except as expressly stated to Seller in writing, you represent that your trade-in vehicle(s) has not been involved in an accident, has not had any major body damage or required any major engine repair, and was not previously used as a taxicab, police vehicle, short term rental or is a vehicle that is rebuilt or assembled from parts, a kit car, a replica, a flood vehicle, or a manufacturer buy back.

Buyer Initials \_\_\_\_\_ Co-Buyer Initials \_\_\_\_\_

delivered; at the time of application, you are unable to engage in employment or unable to perform normal activities of a person of like age and sex. (You need not sign this acknowledgment if the proposed credit life insurance policy does not contain this restriction.)

X N/A N/A  
Buyer \_\_\_\_\_ Date \_\_\_\_\_

X N/A N/A  
Co-Buyer \_\_\_\_\_ Date \_\_\_\_\_

3. You understand that the benefits under the policy will terminate when you reach a certain age and affirm that your age is accurately represented on the application or policy.

X N/A N/A  
Buyer \_\_\_\_\_ Date \_\_\_\_\_

X N/A N/A  
Co-Buyer \_\_\_\_\_ Date \_\_\_\_\_

**Other Optional Insurance**

N/A N/A  
Type of Insurance \_\_\_\_\_ Term \_\_\_\_\_

Premium \$ N/A

Ins. Co. Name & Address N/A

N/A

N/A N/A  
Type of Insurance \_\_\_\_\_ Term \_\_\_\_\_

Premium \$ N/A

Ins. Co. Name & Address N/A

N/A

N/A N/A  
Type of Insurance \_\_\_\_\_ Term \_\_\_\_\_

Premium \$ N/A

Ins. Co. Name & Address N/A

N/A

N/A N/A  
Type of Insurance \_\_\_\_\_ Term \_\_\_\_\_

Premium \$ N/A

Ins. Co. Name & Address N/A

N/A

Premium \$ N/A

Ins. Co. Name & Address N/A

N/A

N/A N/A  
Type of Insurance \_\_\_\_\_ Term \_\_\_\_\_

Premium \$ N/A

Ins. Co. Name & Address N/A

N/A

N/A N/A  
Type of Insurance \_\_\_\_\_ Term \_\_\_\_\_

Premium \$ N/A

Ins. Co. Name & Address N/A

N/A

N/A N/A  
Type of Insurance \_\_\_\_\_ Term \_\_\_\_\_

Premium \$ N/A

Ins. Co. Name & Address N/A

N/A

Other optional insurance is not required to obtain credit. Your decision to buy or not buy other optional insurance will not be a factor in the credit approval process. It will not be provided unless you sign and agree to pay the extra cost.

I want the insurance checked above.

X N/A N/A  
Buyer Signature \_\_\_\_\_ Date \_\_\_\_\_

X N/A N/A  
Co-Buyer Signature \_\_\_\_\_ Date \_\_\_\_\_

**LIABILITY INSURANCE COVERAGE FOR BODILY INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS IS NOT INCLUDED IN THIS CONTRACT.**

Returned Payment Charge: If any check or other payment instrument you give us is dishonored or any electronic payment you make is returned unpaid, you will pay a charge of \$25 if the payment amount is \$50 or less; \$30 if the payment amount is over \$50 but not more than \$300; \$40 if the payment amount is over \$300; or such amount as permitted by law.

Florida documentary stamp tax required by law in the amount of 85.05 has been paid or will be paid

Orange City FL



FIRST CLASS

National Highway Traffic Inf. ADM  
office of defects Inv (CRD)  
Auto Safety Hotline  
NVS 216  
1200 New Jersey Ave SE  
WDC 20590