


INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)</p> <p><b>Vehicle Owner's Questionnaire</b> To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>		<p>2 (Public Use Only) 100148</p>	
<p><b>OWNER INFORMATION (Type or Print)</b></p>		<p>Date Received 04-MAY-2016 JUN 28 2015</p>		<p>Repository <input type="checkbox"/></p> <p>Reference No. 10862973</p>	
<p>Name <span style="background-color: black; color: black;">[REDACTED]</span></p>		<p>Daytime Telephone Number <span style="background-color: black; color: black;">[REDACTED]</span></p>		<p>E-mail Address</p>	
<p>Address <span style="background-color: black; color: black;">[REDACTED]</span></p>		<p>Evening Telephone Number</p>			
<p>City MULLENS</p>	<p>State WV</p>	<p>Zip Code <span style="background-color: black; color: black;">[REDACTED]</span></p>			
<p><i>The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).</i></p>					
<p><b>VEHICLE INFORMATION</b></p>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1FMJU1J51CE <span style="background-color: black; color: black;">[REDACTED]</span></p>		<p>Make FORD</p>	<p>Model EXPEDITION</p>	<p>Model Year 2012</p>	
<p>Date Purchased Nov. 23, 2013</p>	<p>Dealer's Name and Telephone Number Hamey Automotive 1-888-794-4317</p>		<p>Engine: 5.4 No: Cylinders 8</p>	<p>Fuel Type: gas</p>	
<p>Original Owner <input type="checkbox"/> NO</p>	<p>Dealer's City Princeton</p>	<p>State WV</p>	<p>Zip Code</p>		
<p>Transmission Type 6 speed auto.</p>	<p><input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control</p>	<p>Powertrain</p>	<p>Multiple Failure: yes</p>	<p>Incident Date(s) April 14, 8/16 and 16-APR-2016</p>	
<p><b>FAILED COMPONENT(S)/PART(S) INFORMATION</b></p>					
<p>Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 100000 POWER TRAIN, LIGHTING (PWS) output speed sensor on transmission</p>			<p>Failure Mileage 63000</p>	<p>Failure Speed 40</p>	
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b></p>					
<p>Tire Make</p>	<p>Tire Model (Name or Number)</p>		<p>Tire Size (Example P215/65R15)</p>		
<p>DOT No. (Example: DOTM19ABC036)</p>	<p><input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair</p>		<p>Failure Location:</p>		
<p>Tire Component Code</p>			<p>Tire Failure Type:</p>		
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b></p>					
<p>Make:</p>		<p>Date Manufactured:</p>		<p>Model No./Name:</p>	
<p>Seat Type:</p>		<p>Installation System:</p>			
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>			
<p><b>APPLICABLE INCIDENT INFORMATION</b> (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</p>					
<p>Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured</p>	<p>Number of Deaths</p>	<p>Reported to Police N</p>	
<p><b>Narrative Description of Incident(S), Crash(es), and Injury(ies).</b> Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).</p>					
<p>TL* THE CONTACT OWNS A 2012 FORD EXPEDITION. WHILE DRIVING APPROXIMATELY 40 MPH, THE SPEEDOMETER AND FUEL GAUGE READINGS FLUCTUATED AND THE TRANSMISSION JERKED VIOLENTLY. THE VIN WAS NOT INCLUDED IN NHTSA CAMPAIGN NUMBER: 12V190000 (EXTERIOR LIGHTING, POWER TRAIN). THE FAILURE RECURRED ON TWO SEPARATE OCCASIONS. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THE TRANSMISSION OUTPUT SPEED SENSOR WAS REPLACED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 63,000.</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY</p>					
<p>The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.</p>					

June 15, 2016

To Whom It May Concern:

In reference to the complaint regarding our 2012 Ford Expedition, VIN 1FMJU1J51CE [REDACTED], below is a description of the incidents and failures concerning this vehicle.

April 1, 2016:

While driving approximately 35-40 MPH, the vehicle "jerked" as if the brakes were applied quickly (they were not) and the driver (co-owner [REDACTED]) noticed a haphazard motion of the speedometer gauge moving rapidly from one speed reading to another (jumped from 30 to 70 to 10 to 80, etc.). After this occurred a second time approximately two minutes later, [REDACTED] pulled the vehicle to the side of the road and called for assistance. After I arrived, I drove it to a local Advanced Auto and had the battery tested. It "low tested," so we had the battery replaced with a new one. We then drove the vehicle home (18-20 miles) with no incident. My truck was used for transportation over the weekend (April 2<sup>nd</sup>, 3<sup>rd</sup>).

April 4, 2016:

After [REDACTED] drove our son to school (2-3 miles from home), another "jerking" incident occurred, as well as an unprovoked engine revving, and the same haphazard speedometer gauge action. [REDACTED] immediately pulled to the side of the road and called me for assistance, AGAIN. This made our second son late for preschool. After finding her location on the shoulder of the road, I drove the Expedition to a local mechanic shop approximately two miles from that location. I drove at a rate of speed not exceeding 10 MPH. Once inspected, we were told it was "more than likely the alternator but they didn't do that there." Following multiple calls to multiple Ford body shops, an alternator was found in stock at Turnpike Ford between Kanawha City and Marmet in WV. Finding one in stock was imperative due to the importance of the use of the Expedition to transport our children and run family errands.

April 5, 2016:

Due to my work schedule, [REDACTED]'s father drove her the 71 miles from our home in Mullens, WV to this Ford Dealership where she purchased an alternator. I changed replaced this part myself that evening.

April 8<sup>th</sup> OR 9<sup>th</sup>, 2016:

We took a family trip to a movie theater approx. 30 miles from home with no incident. On our trip home, yet another incident (same jerking, revving, haphazard speedometer action) occurred. [REDACTED] and I noted that the vehicle appeared to act up after it had time to warm up. Incidents never occurred at initial start. I drove the vehicle home (25ish miles at 15 MPH).

The following morning, in an attempt to save the costs of the astronomical labor fees at a Ford dealership, I borrowed a car hauling trailer from a friend and hauled the Expedition 70 miles from our home to a highly reputable mechanic located in Danville, WV. After inspection, where he connected to a computer and drove the vehicle, he called with his report. He stated it was a speed sensor in the transmission going bad. He stated the repair was very labor intensive and declined to do it himself. He also stated that, "he was scared to death during his inspection drive as the vehicle rapidly decelerated from 40 MPH to 10MPH." Additionally, he said he could not allow us to drive it off of his shop lot due to safety liabilities. So, I returned with the borrowed car hauling trailer and retrieved the Expedition.

Week beginning April 11<sup>th</sup>, 2016:

Due to the declining coal economy in our area, the wages from my job as an underground coal mine electrician have drastically decreased within the last six months. Therefore, my family and I are currently in no financial state to be able to pay high end repair bills. I contacted Ford Customer Service via phone in hopes of obtaining financial assistance with repair work at our local Ford Dealership. I was given Case number [REDACTED] from Ford Motor Company and told supervisors would review our case and then contact us. After review, a Ford representative called with another case number [REDACTED] and I was instructed to call Roger Cogar at our local Ford dealership (Mountaineer Ford in Beckley, WV).

April 14-15, 2016:

Audra called Roger Cogar at Mountaineer Automotive and we were instructed to bring the Expedition to the dealership for evaluation. I borrowed my friend's car hauling trailer again and hauled the Expedition to Mountaineer Automotive on April 16<sup>th</sup>.

April 19<sup>th</sup>/20<sup>th</sup>, 2016:

After evaluation, [REDACTED] spoke with Roger Cogar and he informed her it was in fact the speed sensor in the transmission and that the total of labor and parts would \$700. However, Mr. Cogar agreed to cover \$450 if we would pay \$250. Although we were very appreciative of the financial help, we were still forced to pay \$250 (\$265) to repair a part that is not a common wear and tear item like tires or service jobs.

April 28, 2016:

[REDACTED] reads a report via a news link online about Ford issuing three safety recalls and two safety compliance recalls in North America. It stated that "Ford was recalling approx. 202,000 2011-2012 Ford F-150, and 2012 Ford Expedition, Ford Mustang and Lincoln Navigator vehicles for a potential issue with the output speed sensor on the vehicle's transmission lead frame. Under certain conditions, the transmission controls could force a temporary downshift into first gear.

Depending on the speed of the vehicle during the time of downshift, the driver could experience an abrupt speed reduction that could cause the rear tires to slide or lock up. This condition could result in loss of vehicle control, increasing the risk of crash.”

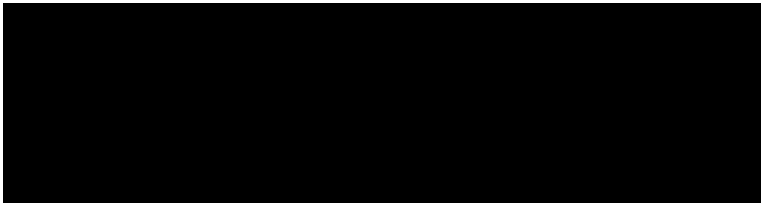
\*\*I have attached a print out from Ford.com stating the above mentioned issue [REDACTED] read about on 4/28/16. The same issue is documented on the receipt from Mountaineer Ford as the customer concerns and repairs done. \*\*

After reading of the recalls issued, under the instruction from Mountaineer Ford, we contacted Ford Motor Company customer service once again in hopes of our \$265 spent on repairs to be refunded. We were told that “since our vehicle’s particular VIN was not under recall, there was nothing they could do.”

Although our Expedition’s VIN was not listed within this recall, the repairs to our 2012 Expedition CLEARLY should have been covered due to the fact that its output speed sensor went bad and HAD to be replaced for future SAFE operation of the vehicle to occur.

This is the sole reason the complaint with the NHTSA was filed.

Thank you,





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THE FORD MOTOR COMPANY

MEDIA CENTER

Issues safety compliance recall for certain 2007-2012 Ford Flex, Ford Taurus, Lincoln MKS and Mercury Sable vehicles to replace driver airbag module



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Ford is issuing a safety compliance recall for approximately 200 2007-2012 Ford Flex, Ford Taurus, Lincoln MKS and Mercury Sable vehicles to replace the driver airbag module. In certain vehicles, the chemical enhancer for the second-stage airbag deployment could be missing from the module, which may increase the risk of an injury in a crash that requires second-stage deployment. This condition does not affect primary-stage airbag deployment. This issue is unrelated to the Takata airbag inflator safety recall.

Ford is not aware of any accidents, injuries or fires related to this condition.

Affected vehicles include 199 vehicles in North America, built at Chicago Assembly Plant and Oakville Assembly, Dec. 13, 2007 through Oct. 6, 2011.

Dealers will replace the driver airbag module at no cost to the customer.

**Ford issues safety compliance recall for certain 2016 Ford Fusion vehicles to replace driver seat track assembly**

Ford is issuing a safety compliance recall for approximately 40 2016 Ford Fusion vehicles to replace the driver seat track assembly. In certain vehicles, the seat mounting bracket attachment to the seat track rail may have been improperly welded, resulting in reduced seat track strength.

Ford is not aware of any accidents or injuries related to this issue.

Affected vehicles include 39 vehicles in the United States, built at Hermosillo Assembly Plant, March 10, 2016 through March 16, 2016.

Dealers will replace the driver seat track assembly at no cost to the customer.

**ABOUT FORD MOTOR COMPANY**

Ford Motor Company is a global automotive and mobility company based in Dearborn, Michigan. With about 201,000 employees and 67 plants worldwide, the company's core business includes designing, manufacturing, marketing, financing and servicing a full line of Ford cars, trucks, SUVs and electrified vehicles, as well as Lincoln luxury vehicles. At the same time, Ford is aggressively pursuing emerging opportunities through Ford Smart Mobility, the company's plan to be a leader in connectivity, mobility, autonomous vehicles, the customer experience, and data and analytics. The company provides financial services through Ford Motor Credit Company. For more information regarding Ford and its products worldwide or Ford Motor Credit Company, visit [www.corporate.ford.com](http://www.corporate.ford.com).

**CONTACTS**



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Store # 07030  
(304) 683-3160

ROUTE 16, FOOD LION PLZ

SOPHIA WV 25921

7/01/2016 13:46:48 REG 03

Cashier: Gregory H.

ITEM	QTY	PRICE	TOTAL
====	---	-----	-----

BATTERY-SILVER 1 EA ATO 2040115			
651	1	\$136.99	\$136.99

24 MO.FREE REPL 0 MO.PRORATED

CORE BATTERY-SILVER 1 E 92040115			
651	1	\$20.00	\$20.00

CORE BATTERY-SILVER 1 E 92040115			
651	-1	\$20.00	\$-20.00

Reason:Core Return

Sub Total \$136.99

T1 Tax @ 6.0000% \$8.22

Total \$145.21

GET UP TO \$20 OFF YOUR NEXT PURCHASE!

Retail customers, join Speed Perks Rewards today. Spend \$100 get \$20 off your next purchase of \$40 or more. Spend \$30 get \$5 off your next purchase of \$10 or more.

Easy to join. Text 'SPEED' to 78260 or go online. Details at [www.speedperks.com/terms](http://www.speedperks.com/terms)

Debit Card

Purchase amount 145.21

Cash Back 0.00

Debit Total 145.21

Auth # 787805

Acct # \*\*\*\*\* [REDACTED]

\$

Scan to RETURN items

2016 0701ZIKR



Transaction #571

Thank you for shopping at Advance Auto Parts



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APR 27, 2016 | DEARBORN, MICH.

## FORD MOTOR COMPANY ISSUES THREE SAFETY RECALLS AND TWO SAFETY COMPLIANCE RECALLS IN NORTH AMERICA

DEARBORN, Mich., April 27, 2016 – Ford Motor Company is issuing three safety recalls and two safety compliance recalls in North America. Details are as follows:

**Ford issues safety recall and customer satisfaction program for certain 2011-2012 Ford F-150, and 2012 Ford Expedition, Ford Mustang and Lincoln Navigator vehicles in North America to update powertrain control module software and inspect for certain diagnostic trouble codes**  
Ford is issuing a safety recall for approximately 202,000 2011-2012 Ford F-150, and 2012 Ford Expedition, Ford Mustang and Lincoln Navigator vehicles for a potential issue with the output speed sensor on the vehicle's transmission lead frame. Under certain conditions, the transmission controls could force a temporary downshift into first gear. Depending on the speed of the vehicle at the time of the downshift, the driver could experience an abrupt speed reduction that could cause the rear tires to slide or lock up. This condition could result in loss of vehicle control, increasing the risk of a crash.

Ford is aware of three reports of accidents and no injuries related to this condition.

Affected vehicles are equipped with a 6R80 transmission and include certain 2011-2012 Ford F-150 vehicles built at Dearborn Truck Plant and Kansas City Assembly Plant, Aug. 19, 2011 through March 9, 2012; 2012 Ford Expedition vehicles built at Kentucky Truck Plant, Aug. 19, 2011 through Dec. 19, 2011; Ford Mustang vehicles built at Flat Rock Assembly Plant, Aug. 19, 2011 through Feb. 21, 2012; and Lincoln Navigator vehicles built at Kentucky Truck Plant, Aug. 19, 2011 through Dec. 17, 2011. There are 201,900 vehicles affected, including 184,000 in the United States and federalized territories and 17,900 in Canada.

Dealers will inspect the powertrain control module for diagnostic trouble codes tied to the issue. If no related diagnostic trouble codes are present, dealers will update the powertrain control module software, which will eliminate the downshift into first gear if an OSS fault occurs. Additionally, as part of the corresponding customer satisfaction program, Ford will provide a one-time replacement of the lead frame at no charge within 10 years or 150,000 miles from the warranty start date.

If related diagnostic trouble codes are present, dealers will update the powertrain control module software and replace the lead frame at no cost to the customer.

### **Ford issues safety recall for certain 2014-2015 Ford Explorer and Ford Police Interceptor Utility vehicles to replace rear suspension toe links**

Ford is issuing a safety recall for approximately 81,000 2014-2015 Ford Explorer and Ford Police Interceptor Utility vehicles to replace rear suspension toe links. In certain vehicles, it is possible that the left and right rear suspension toe links could fracture due to poor weld quality. This condition could result in rear suspension noise, difficulty steering or loss of steering control, increasing the risk of a crash.

Ford is aware of one accident and one injury related to this issue.

Affected vehicles include certain 2014-2015 Ford Explorer vehicles built at Chicago Assembly Plant, Jan. 17, 2014 through May 31, 2014 and Ford Police Interceptor Utility vehicles built at Chicago Assembly Plant, Jan. 21, 2014 through May 13, 2014. There are 81,036 vehicles affected by the issue, including 75,364 in the United States and federalized territories, 4,615 in Canada and 1,057 in Mexico.

Dealers will replace the left and right rear suspension toe links and align the rear suspension at no cost to the customer.

### **Ford issues safety recall for certain 2016 Ford F-Series Super Duty vehicles to inspect and replace tires**

Ford is issuing a safety recall for approximately 2,600 2016 Ford F-Series Super Duty vehicles to inspect and replace tires as needed. In certain vehicles, tires could have been damaged from a conveyor during assembly. In some cases, the sidewall damage could cause a rupture during use, resulting in rapid air loss and increasing the risk of a crash.

Ford is not aware of any accidents, injuries or fires related to this condition.

Affected vehicles include certain 2016 Ford F-Series Super Duty vehicles built at Kentucky Truck Plant, April 5, 2016 through April 10, 2016. There are 2,596 vehicles affected by this issue, including 2,288 in the United States and federalized territories, 271 in Canada and 37 in Mexico.

Dealers will inspect the tires for inboard sidewall damage and replace as needed at no cost to the customer.

6/15/2016

# MOUNTAINEER AUTOMOTIVE, LLC

615 N. Eisenhower Drive  
Beckley, WV 25801  
304-256-7400 • 800-734-4918  
Fax: 304-256-7421



LINCOLN



MITSUBISHI



CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR <b>JAMES</b>	TAG NO. <b>868 575</b>	INVOICE DATE <b>04/20/16</b>	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE <b>63,067</b>	COLOR <b>WHITE/</b>
[REDACTED]	YEAR / MAKE / MODEL <b>12/FORD TRUCK/EXPEDITION/4DR 4WD</b>	DELIVERY DATE <b>11/26/13</b>	DELIVERY MILES <b>32,153</b>	STOCK NO. [REDACTED]
010 RYANWAY AVE Mullens, WV [REDACTED]	VEHICLE I.D. NO. <b>1FMJU1J51CE [REDACTED]</b>	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>04/16/16</b>	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: 63067

LABOR	TECH(S)	WARRANTY			
# 1 07POZ01 AUTO TRANS CONCERN CUSTOMER STATES TRANSMISSION RANDOMLY SHIFTS GEARS. SPEEDO STARTS BEING ERRATIC AND THEN CAN DOWNSHIFT TO FIRST GEAR AT ANY SPEED. DIAGNOSIS PERFORM ELECTRONIC TRANSMISSION DIAGNOSIS RETRIEVE FAULT CODES ROAD TEST	805	WARRANTY			
# 2 00FOZCARWASHER CAR WASH SERVICE SERVICE CAR WASH SERVICE CAR WASH SERVICE CAR WASH	805	INTERNAL			
TOTAL - LABOR		0.00			
PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	AL3Z-7G276-B	CONNECT 681715		WARRANTY
JOB # 1	12	XT-10-BLV	OIL - A 487721		WARRANTY
TOTAL - PARTS		0.00			
MISC	CODE	DESCRIPTION	CONTROL NO	WARRANTY	
JOB # 1	DEO	CUSTOMER DEDUCTABLE ON WARRANTY		250.00	WARRANTY
JOB # 1	ADJJ	+ TICKET ADJUSTMENT		250.00	WARRANTY
TOTAL - MISC		250.00			
TOTALS					
*****				TOTAL LABOR....	0.00
* PAYMENT METHOD				TOTAL PARTS....	0.00
* CASH [ ] CHECK [ ] CHECK#.....				TOTAL SUBLET....	0.00
* VISA/MC [ ]				TOTAL G.O.G....	0.00
* CHARGE [ ] BY.....				TOTAL MISC CHG.	250.00
*****				TOTAL MISC DISC	0.00
				TOTAL TAX.....	0.00
				<b>TOTAL INVOICE \$</b>	<b>250.00</b>

WE HONOR:



**IMPORTANT**  
YOU MAY RECEIVE A QUESTIONNAIRE FROM THE MANUFACTURER IN THE NEXT FEW DAYS. IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED," IN DESCRIBING YOUR SERVICE EXPERIENCE WITH US, PLEASE CONTACT YOUR SERVICE ADVISOR. THANK YOU. MOUNTAINEER AUTOMOTIVE, LLC. (304) 256-7400

15.00  
265.00

CUSTOMER SIGNATURE

# TURNPIKE



## Turnpike Ford Inc.

Rt. 61 (MacCorkle Ave.) Between Kanawha City & Marmet

P.O. DRAWER AB  
MARMET, WEST VIRGINIA 25365  
Parts Telephone: (304) 925-0431

**TOLL FREE TELEPHONE: (800) 675-0431**

**WARRANTY STATEMENT:** PURSUANT TO WEST VIRGINIA LAW, CONSUMERS HAVE SPECIFIC IMPLIED WARRANTY RIGHTS IN CONNECTION WITH THE PURCHASE OF PARTS AND ACCESSORIES FROM OUR DEALERSHIP. ANY WARRANTIES BY A MANUFACTURER OR SUPPLIER OTHER THAN OUR DEALERSHIP, HOWEVER, ARE THEIRS, NOT OURS, AND ONLY SUCH MANUFACTURER OR SUPPLIER SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. IF THIS SALE IS NOT A CONSUMER TRANSACTION, THE DEALERSHIP HEREBY EXPRESSLY 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. NO EXPRESS WARRANTIES ARE GIVEN BY OUR DEALERSHIP.

DATE ENTERED 05 APR 16	YOUR ORDER NO.	DATE SHIPPED 05 APR 16	INVOICE DATE	INVOICE NUMBER
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ACCOUNT NO. [REDACTED]

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PAGE 1 OF 1

SHIP VIA	SLSM.	B/L NO.	TERMS CASH	F.O.B. POINT MARMET, WV						
QTY	ORD	SHIP	EQ	PART NO.	DESCRIPTION	LIST	NET	AMOUNT		
1	1		0	FU2Z*10V346*NRM	REMAN <del>REMAN</del>	168.73	168.73	168.73		
				CORE DEPOSIT		75.00		75.00 7		
APR 05 2016 CK					<p><i>Thank You For Your Business!</i></p>					
RETURN/REFUND POLICY: ALL RETURNS MUST BE ACCOMPANIED BY THIS INVOICE AND ARE SUBJECT TO A 20% RESTOCKING CHARGE. RETURNED ITEMS MUST BE IN THE ORIGINAL UNOPENED BOX OR CONTAINER. PLEASE NOTE THAT THE DEALERSHIP WILL NOT ACCEPT RETURNS OR MAKE REFUNDS AFTER 14 DAYS. NO REFUNDS OR RETURNS ON SPECIAL ORDER PARTS, ELECTRICAL PARTS, SHEET METAL, INTERIOR TRIM OR ACCESSORIES.									PARTS	243.73
CUSTOMER'S SIGNATURE									SUBLET	
X									FREIGHT	0.00
					SALES TAX	14.62				
					<b>TOTAL</b>	<b>\$258.35</b>				