NEF-010
CA-10913414-1097

[redacted] - Direct
[redacted] Fax/Ans. Mach

[redacted]
Sugar Grove, Illinois [redacted]

National Transportation Safety Board

ATTN: Office of Highway Safety

SEP 23 2016

490 L'Enfant Plaza East SW September 13, 2016
Washington, D.C.
20574
(202) 314-6000

Auto at issue:
2016 Lincoln mkx
VIN: 2LMTJ8LRXGB[redacted]
Purchased new from Fairview Ford/Lincoln, Naperville, Il.
Never damaged
Only one (1) driver [redacted]
Mileage- 9/12/2016---14,253

Copies To"
Lincoln Client Relationship Center, Dearborn Michigan
Fair Oaks Ford, Naperville, IL.
Valerie Houston, c/o Lincoln Customer Relationship Representative
Fox Valley Ford , North Aurora, Illinois
Auto Editor, Chicago Tribune

Complaint: Unsafe condition caused by left headlight directed into the oncoming lane of approaching traffic on a 2 lane road This leaves only the right headlight of my auto to light the lane of my travel. It causes the oncoming traffic to flash its headlights at me
Ford representatives, (two Ford service departments and one phone conversation, recorded by the representative) tell me that this condition cannot be corrected;

Phone conversation with Valerie Houston (800) 521-4140, extension 77903—Customer Service Representative 8/12/2016, 9:25 a.m.(Illinois time zone) (2nd conversation after her vacation) She recorded the conversation
She said she checked with Lincoln technical "people" and was told the light was engineered and designed to operate this way and cannot be corrected from the side to side. You can check the conversation recorded by Valerie Houston for exact wording of her explanation
She is the representative to whom I was directed when I made my initial call to Lincoln at Dearborn Michigan
The mechanic at Fox Valley Ford was able to lower the the headlight to alleviate the problem

NM
99916
SMD

A member of the Fair Oaks service department spoke with me in the waiting room when ready to get the car after service. I discussed the left headlight problem and he insisted the light was "operating as it should.".

I attach copies of material to verify my standing to complain re the above

See attachments
Contacts re the problem,:

Lincoln Client Relationship Center
P.O. Box 6248
Dearborn, Mi., 48121
800-521-4140

Valerie Houston, Customer Service Representative, --Lincoln
c/o Lincoln/Ford
Box 6128
Dearborn, Michigan
File: [redacted]
(888)214-2155 extension 77903

Fair Oaks Ford/Lincoln
2055 W Ogden Ave
Naperville, Il.
60540
(630) 355-8140

/fox Valley Ford
Attn: Dave Owens, service manager
208 Hansen Blvd
North Aurora, Illinois
60542
(630) 907-3100

Automotive Editor
Chicago Tribune
435 N Michigan Ave
Chicago, Illinois
60611

Based on the above I am :"stuck:" with a "lemon" that I will not be able to sell—who would buy an auto with only the right head light to light the road in front of me and a left headlight that illuminates the inside lane of oncoming traffic
Question: Should there be a class action suit re Lincoln autos with this problem with discovery from Lincoln design and engineering departments and the service personnel from Fair Oaks Ford/ Lincoln??????

Three (3) contacts with Lincoln (Ford) representatives confirming the condition of my complaint cannot be corrected:

1-Valorie Houston, Lincoln Customer Service Representative---previously identified

2-Fair Oaks Ford Lincoln
2055 W. Ogden Ave.
Naperville, Il, 60540
(630)-355-8140
Service Report [redacted]
Mileage 9980
Note item #2

3- Fox Valley Ford
208 Hansen Boulevard
North Aurora, IL. 60542
(630) 907-2016
Service Report # [redacted]
Mileage 11,371
Note item B

Documents to establish my purchase and ownership of auto at issue

Illinois Standard Buyers Order
11/02/2015
$55,943.22
My check [redacted]—55,943.22

National Vehicle Service Contract
11/02/2015

Odometer Disclosure Statement
11/02/22015

Limited Warranty Registration Form [redacted]

[redacted]

[redacted]
Sugar Grove, Illinois [redacted]

ILLINOIS STANDARD BUYERS ORDER

Fair Oaks FORD | LINCOLN
2055 W. Ogden • Naperville, IL 60540
Ogden & Rickert • (630) 355-8140

Fair Oaks
Pre-Driven Superstore
1351 E. Ogden • Naperville, IL 60563
Ogden & Naper • (630) 357-7100

SOLD TO [redacted] DATE: 11/02/15 SALESMAN SERAFIN CASTEL

ADDRESS [redacted] SUGAR GROVE, IL [redacted] RES. PHONE: [redacted]

CITY BUS. PHONE: [redacted]

NEW / DEMO / USED	YEAR	MAKE	MODEL	COLOR - INT.	SERIAL NO.	STOCK NO.
☒ NEW ☐ DEMO ☐ USED	2016	LINCOLN	MKX	COLOR - EXT. WHITE PLATINUM MET TRI-CO	2LMTJ8LRXGB[redacted]	[redacted]

D.L. # SS # D.L. # SS #

NOTICE: TO THE NEGOTIATED CASH SALE PRICE OF EACH VEHICLE, NO MORE THAN [redacted] MAY BE ADDED FOR DEALER COSTS AND OVERHEAD. THE ONLY OTHER ADDITIONAL CHARGES PERMITTED ARE DEALER-ADDED OPTIONS, WARRANTY AND SERVICE CONTRACTS, INSURANCE AND THE ACTUAL COST OF LICENSE AND TITLE REGISTRATION AND TAXES.

DEALER INSTALLED OPTIONS OR SERVICES	

PRICE OF VEHICLE	48,442.87
DEALER INSTALLED OPTIONS OR SERVICES	2,135.00
SELLING PRICE	50,577.87
LESS: GROSS TRADE ALLOWANCE	N/A
CASH DIFFERENCE	50,577.87
DOCUMENTARY SERVICE FEE	150.42
TAXABLE TOTAL OPTIONAL ERT FEE 25.00	50,771.30
SALES TAX	3,680.92
	N/A
COUNTY TAX	N/A
EXTENDED SERVICE PLAN: MONTHS 72 MILES 100,000	2,295.00
CAR CARE MONTHS N/A MILES 0	N/A
STATE LICENSE AND TITLE ☐ NEW TRANSFER ☐	196.00
SUB-TOTAL	56,943.22
DEPOSIT / DOWNPAYMENT	500.00
REBATES	500.00
CASH DUE OR AMOUNT FINANCED ON DELIVERY	55,943.22
* ESTIMATED BALANCE OWED ON TRADE	N/A
BALANCE DUE DEALER	55,943.22

DISCLAIMER OF IMPLIED WARRANTY: Unless prohibited by law such as when a service contract or warranty is provided by Fair Oaks Ford, Inc., this vehicle is sold "AS IS" and Fair Oaks Ford, Inc. hereby expressly disclaims all warranties, either express or implied, including any IMPLIED WARRANTY OF MERCHANTABILITY or FITNESS FOR A PARTICULAR PURPOSE.

CONSEQUENTIAL AND INCIDENTAL DAMAGES - Purchaser shall not be entitled to receive from Fair Oaks Ford, Inc. any consequential and incidental damages, including but not limited to damages to property, damages for loss of use, loss of profits or income or any other consequential or incidental damages whether liability is based on breach of warranty, contract or tort, strict liability or any other statutory or common law theory of liability.

LIMITED DURATION OF IMPLIED WARRANTIES - Where the Disclaimer of Implied Warranties is prohibited by law, the maximum duration of implied warranties is limited to the duration of the service contract or written warranties provided by Fair Oaks Ford, Inc.

USED VEHICLES: THE INFORMATION YOU SEE ON THE WINDOW FORM (F.T.C. BUYER'S GUIDE) FOR THIS VEHICLE IS PART OF THE CONTRACT. F.T.C. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT.

* Purchaser certifies that the information about my trade-in is correct including odometer information and the year of the vehicle and that the trade-in is not now and never has had a "rebuilt" or "salvage" title. Purchaser further certifies that he/she will pay the difference in cash within three days of demand if the payoff information is incorrect, and all outstanding liens are satisfied.

_____ (customer initials) MILEAGE: 10 PURCHASE VEH. MILEAGE: TRADE

TRADE-IN DESCRIPTION

YEAR MAKE MODEL

BODY STYLE COLOR GOOD TILL

PHONE NO. VERIFIED BY

V.I.N.

TITLE HELD BY:

ADDRESS

CITY STATE ZIP

ACCOUNT NO.

Except as provided herein, this contract is non-cancelable once it is accepted by the signature of an authorized representative of Fair Oaks Ford, Inc.

In the case of a purchase wherein Fair Oaks Ford, Inc. is being requested to obtain financing, Fair Oaks Ford, Inc. is not obligated to sell UNTIL A THIRD PARTY FINANCE SOURCE agrees to purchase the retail installment contract executed by Purchaser and Fair Oaks Ford, Inc., based on this transaction.

Purchaser certifies that he/she is of majority age and has received a true copy of this order.

This statement is to verify that all identifying numbers contained in this bill of sale agree with the numbers in the certificate of title.

PURCHASER AGREES THAT THIS ORDER INCLUDES ALL OF THE TERMS AND CONDITIONS ON BOTH THE FRONT AND BACK SIDE HEREOF AND THAT THIS CONTRACT CANCELS AND SUPERSEDES ANY PRIOR AGREEMENT INCLUDING ORAL AGREEMENTS.

PURCHASER'S [redacted]

APPROVED BY _____ CO-PURCHASER'S SIGNATURE X _____

THIS ORDER IS NOT VALID UNLESS SIGNED AND ACCEPTED BY DEALER

NO PUBLIC LIABILITY INSURANCE ISSUED WITH THIS TRANSACTION

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NATIONAL VEHICLE SERVICE CONTRACT
APPLICATION, TERMS & CONDITIONS
(All vehicles up to and including Transit and F-550)

Ford | LINCOLN
PROTECT

REGISTRATION INFORMATION

Vehicle Identification Number	Signature Date	Warranty Start Date	
2LMTJ8LRXGB[redacted]	11/02/15	11/02/15	☐ CPO
Internet Sale ☐ Yes ☒ No	**Current Mileage** 10	**Current Hours*** N/A	**IPP** ☐ **Term** ☐ ☐ Incomplete (Cab/Chassis)
			☐ Limo/Livery Wrap
Surcharges : ☐ 12 Months/12,000 Miles ☐ Turbocharger/Supercharger ☐ Snowplow ☐ Commercial Use			☐ Component Wrap (Non-CPO)
☐ Specialty - Emergency (Fire, Ambulance, Police pursuit units - except Ford Police Interceptor), Limo, Livery, Shuttle, Tow Truck)			

New Plan Coverage : Core - PowertrainCARE, BaseCARE, ExtraCARE, PremiumCARE (Standard Deductible is $100)
LeaseCARE - New PremiumCARE with Wear Items on Ford and Lincoln vehicles - (Standard Deductible is $0)
Rental Care - (RentalCARE- Standard Deductible is $0)
Super Duty Coverages - (Diesel EngineCARE, Diesel EngineCARE Plus - Standard Deductible is $100)
Used Plan Coverage: Core (PowertrainCARE, BaseCARE, ExtraCARE, PremiumCARE - Standard Deductible is $100)

PLAN COVERAGE

☒ New Plan ☐ Used Plan

Plan Name A	Deductible	Plan Term Months	Plan Term Mileage	Plan Term Hours*	Plan Expiration - (Earliest of all 3) Date	Plan Expiration - (Earliest of all 3) Mileage	Plan Expiration - (Earliest of all 3) Hours*	Purchase Price	Sales Tax	Total Purchase Price with SalesTax
PREMIUM	100.00	72	100000		11/02/21	100000		$ 2,295.00	N/A	$ 2,295.00

Options ☒ First Day Rental Delete ☐ Enhanced Rental ☐ Key Services ☐ Interior/Exterior Lighting Delete

Plan Name B	Deductible	Plan Term Months	Plan Term Mileage	Plan Term Hours*	Plan Expiration - (Earliest of all 3) Date	Plan Expiration - (Earliest of all 3) Mileage	Plan Expiration - (Earliest of all 3) Hours*	Purchase Price	Sales Tax	Total Purchase Price with SalesTax
N/A	N/A	N/A	N/A		N/A	N/A	N/A	$N/A	N/A	$ N/A

Options ☐ First Day Rental Delete ☐ Enhanced Rental ☐ Key Services ☐ Interior/Exterior Lighting Delete

***Super Duty and Incomplete Vehicle Plan Coverages require current hours and expiration hours for all vehicles with an hour meter.**

Total $ 2,295.00 | N/A | $ 2,295.00

DISCLOSURE INFORMATION

THE PURCHASE OF THIS AGREEMENT IS NOT REQUIRED IN ORDER TO PURCHASE, OR OBTAIN FINANCING FOR A MOTOR VEHICLE. YOU MAY PURCHASE THE SERVICE CONTRACT BY CASH OR UNSECURED CREDIT CARD. IF YOU ELECT TO PURCHASE THIS AGREEMENT, IT GIVES YOU SPECIFIC LEGAL RIGHTS, WHICH MAY VARY FROM STATE TO STATE.

I acknowledge receipt of a complete copy of this Application and the Terms and Conditions (the "Entire Agreement") at the time of signing and agree to all the terms and conditions. I agree to maintain the covered vehicle in accordance with the manufacturer's stated periodic maintenance recommendations as a condition of receiving coverage under this Agreement, except as otherwise provided by law.

Mississippi Residents Only: By signing below, I agree to the binding arbitration language in the Mississippi Section.

_____
Signature (not valid without Signature)

Washington Residents Only: By initialing this box, I acknowledge I have reviewed with Dealer the section of this Service Contract titled, What This Agreement Covers and What is Not Covered, Your Responsibilities for Care of the Vehicle, Implied Warranty of Merchantitibility and Your and Our Rights to Cancel Agreement.

_____

SERVICE CONTRACT HOLDER / PURCHASER

Signature (Not Valid without Signature) [redacted] | Signature Date 11/02/15

[redacted] [redacted]

City	State	Zip Code	E-mail Address	Service Contract Lienholder Name
SUGAR GROVE	IL	[redacted]	[redacted]	N/A

DEALERSHIP INFORMATION

Dealership Signature: Jon Dese

Dealer Name: KS FORD LINCOLN

Address 1	Address 2
2055 W Ogden Ave	AT OGDEN & RICKERT RD.
City Naperville	**State** IL
Zip Code 60540	**Telephone No** (630) 355-8140
Employee Stars Id	**P&A Code**

FOR OFFICE USE ONLY

[redacted] [redacted]

CUSTOMER'S NAME STOCK NO.

ODOMETER DISCLOSURE STATEMENT

Federal law (and State law, if applicable) requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

I, FAIR OAKS FORD LINCOLN (transferor's name, Print)

state that the odometer now reads 10 (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked.

☐ (1) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.

☐ (2) I hereby certify that the odometer reading is NOT the actual mileage. WARNING - ODOMETER DISCREPANCY.

MAKE	MODEL	BODY TYPE
LINCOLN	MKX	AWD 4DR RESERVE
VEHICLE IDENTIFICATION NUMBER		YEAR
2LMTJ8LRXGB[redacted]		2016

X [signature] TRANSFEROR'S SIGNATURE

JEFF T GOSE AGENT

PRINTED NAME

2055 W Ogden Ave

TRANSFEROR'S ADDRESS (STREET)

Naperville, IL 60540

CITY STATE ZIP CODE

11/02/15

DATE OF STATEMENT

X [redacted] TRANSFEREE'S SIGNATURE

PRINTED NAME [redacted]

TRAN[redacted]

TRANSFEREE'S ADDRESS (STREET [redacted]

SUGAR GROVE, IL [redacted]

CITY STATE ZIP CODE

LAW FORM NO. ODOM-103-N (REV. 3/13)

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THE PRINTER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

Limited Warranty Registration Form*

PLEASE CHECK THE APPROPRIATE BOX:

☐ **New** Eligibility: New, previously untitled, personally owned vehicles with less than 6,500 miles
☐ **Pre-Driven (Used)** Eligibility: Current plus three (3) model years regardless of mileage
☐ **Lease Term:** ☐ 24 months ☐ 36 months ☐ 48 months ☐ 60 months ☐ Other _____
(Environmental Paint & Interior Only) (Please specify.)

WARRANTY ADMINISTRATION DEPT.
P.O. Box 6070
Woodridge, IL 60517
1-800-323-3594

[redacted]

Dealer Name FAIR OAKS FORD LINCOLN-03225100
Address 2055 W OGDEN AVE NAPERVILLE IL 60540
Vehicle Owner's Name [redacted]
Address [redacted] SUGAR GROVE IL [redacted]
Make and Year of Vehicle 2016 LINCOLN MKX Vehicle Ident. # GB[redacted]
Mileage at Application _____ Applied Date 11/11/15
Purchase Price $ _____

The Protector Appearance Protection				Authorization (Initial all that apply)
Environmental Paint & Surface	NEW or Pre-Driven	PSRSP	(10 Year Corrosion Perforation, 7 Year Renewable Environmental Paint & 5 Year Surface Corrosion) (Pre-Driven (Used): 6 Year Corrosion Perforation, 3 Year Environmental Paint & 3 Year Surface Corrosion)	X
Corrosion Shield	NEW	PEF	(10 Year Corrosion Perforation, 5 Year Environmental Paint & 5 Year Surface Corrosion)	
Corrosion Perforation Shield	NEW or Pre-Driven	PRIT	(New Vehicles Ten (10) Years Corrosion Perforation/ Pre-Driven (Used) Six (6) Years)	
Sound Shield	NEW or Pre-Driven	PNS	(Lifetime Underbody Protection for New or Pre-Driven vehicles)	X
Environmental Paint Shield (only)	NEW or Pre-Driven	PSPGE	(7 Year - Renewable Environmental Paint / Pre-Driven (used) Vehicle: Three (3) Years from date of product application)	
	NEW	PGE	(5 Year Environmental Paint - Non-renewable)	
Environmental Wheel Appearance Shield	NEW or Pre-Driven	PWHL	(Professionally applied protection against damage from: Brake Dust, Road Salt, and Ocean Spray) (Term: New Vehicles Five (5) Years / Pre-Driven (Used) Three (3) Years)	
Interior - Fabric & Leather/Vinyl Shield	NEW or Pre-Driven	PSII	(7 Year - Renewable Interior Fabric & Leather/Vinyl / Pre-Driven (used) Three (3) Years)	X
	NEW	PII	(5 Year Interior Fabric & Leather/Vinyl - Non-renewable)	
Interior Shield Plus	NEW or Pre-Driven	PSIIR	(7 Year - Renewable Interior Fabric & Leather/Vinyl / Pre-Driven (used) Three (3) Years) (Including Rips, Tears, Punctures, & Burns)	
Lease Protection	Lease	PEI	(Environmental Paint & Interior (only)) (Coverage for the Lease term)	

APPEARANCE PROTECTION INFORMATION STATEMENT: Before you decide to purchase Appearance Protection products from us, we encourage you to review the vehicle manufacturer's warranty; specifically with respect to corrosion perforation, surface corrosion, paint deterioration, interior staining, and the written policy statement of the vehicle manufacturer or distributor, if any, with respect to after manufacturer Appearance Protection products including corrosion, paint, and interior protection. SUCH WARRANTY AND STATEMENTS, IF ANY, ARE AVAILABLE FOR YOUR REVIEW PRIOR TO YOUR SIGNING ANY AGREEMENT. ASK YOUR SALESPERSON FOR COPIES.

The purchase of these products is optional and is in no way a condition to either the purchase or financing (obtaining credit) of a vehicle. This is a limited warranty included in the purchase of the protection products applied to your vehicle. It is not insurance. It is not subject to state insurance laws, but may be subject to state law concerning warranties.

Acknowledgement: This is to verify the above has been presented to me at the time of my motor vehicle purchase.

Date: _____ Buyer: _____ Co-Buyer: _____

I/We, the undersigned, have been presented with the following products at the time of purchase and have decided not to purchase the items checked below:

☐ Environmental Paint & Surface Corrosion Shield ☐ Corrosion Perforation Shield ☐ Sound Shield ☐ Environmental Paint Shield (only)
☐ Environmental Wheel Appearance Shield ☐ Interior - Fabric & Leather/Vinyl Shield ☐ Interior Shield Plus ☐ Lease Protection

Buyer: _____ Co-Buyer: _____

This document is an Application for the APPEARANCE PROTECTION limited warranty. If this Application is paid for and accepted by ECP, Inc., the manufacturer and warrantor then it will become Your Limited Warranty. PLEASE CALL 1-800-323-3521 WITHIN THIRTY (30) DAYS TO CONFIRM YOUR LIMITED WARRANTY WAS RECEIVED, REGISTERED & VALIDATED.

®The Protector is a registered trademark of ECP Incorporated 2013

PSRSP, PNS, PSII
11/23/15 186 APPRV

12/14/2015
11:00 AM
called - "all set"

Vehicle Owner's Name [redacted]
Address [redacted]
City, State, Zip SUGAR GROVE, IL [redacted]

THE PROTECTOR®

*LIMITED WARRANTY REGISTRATION: The registration of this limited warranty is required and must be submitted to ECP to become effective (unless state law governs otherwise). The registration copy must be mailed to ECP Inc., P.O. Box 6070, Woodridge, IL 60517, by the selling dealer within thirty (30) days of the date of the application to initiate coverage. ECP reserves the right to reject this registration, without obligation to any party if it is not fully and accurately completed, or if the proper fees are not submitted to ECP by the dealer.

Fair Oaks

R/O Open Date	R/O Number
6/21/16	[redacted]
R/O Close Date	Status
6/21/16	Pre-Invoice
Mileage In	Mileage Out
9980	9980
Service Advisor / Tag #	
MARK SCIULLI/[redacted]	

[redacted]
SUGAR GROVE, IL [redacted]

Work Phone

Vehicle Identification Number: 2LMTJ8LRXGB[redacted]

Delivery Date	In-Service Date
10/31/15	10/31/15

Year	Make	Model	Body	Color	License Number
2016	LINCOLN	MKX	AWD 4DR RESERVE	WHITE PLAT	

[redacted] QCL Exp: 25000 or 11/02/17 Ded: 0

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Email [redacted]	
#1 - QCL: PERFORM LINCOLN SCHEDULED QCL MAINTENANCE	
Work performed by Frank (FM1)	Serv Contr
Installed AA5Z 6714 B :FILTER ASY - OIL Qty: 1	Serv Contr
Installed XO 5W20 BSP :MOTORCRAFT SAE 5W-20 API GF Qty: 6	Serv Contr
PERFORM OIL AND FILTER CHANGE AND TIRE ROTATION	
#2 - Customer Reports:	
LEFT HEADLAMP POINTS AT ON COMING TRAFFIC	
Work performed by Frank (FM1)	Warranty
SEE LINE 3	
#3 - Customer Reports:	
CHECK HEADLAMP SYSTEM WARNING COMES ON	
Work performed by Frank (FM1)	Warranty
DIAG AND PERFORM HEADLAMP MODULE UPDATE	
#4 - Customer Reports:	
RIGHT FRONT TIRE LOASE 5 TO 6 PSI EVERY 5 DAYS	
Work performed by Frank (FM1)	Internal
Installed 250UL :1/8 TIRE PATCHES	Internal
REMOVE NAIL AND PATCH TIRE	
#5 - 99P: PERFORM MULTI-POINT INSPECTION,NO CHARGE TO CUSTOMER,SEE ATTACHED REPORT	
Work performed by Frank (FM1)	
Sub Total: .00	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

(C) 2003 ARKONA, Inc. - Dealership Application Group (800)945-1028

Fair Oaks

R/O Open Date	R/O Number
6/21/16	[redacted]
R/O Close Date	**Status**
6/21/16	Pre-Invoice
Mileage In	**Mileage Out**
9980	9980
Service Advisor / Tag #	
MARK SCIULLI/[redacted]	

[redacted]
SUGAR GROVE, IL [redacted]

Work Phone [redacted]

Vehicle Identification Number	
2LMTJ8LRXGB[redacted]	
Delivery Date	**In-Service Date**
10/31/15	10/31/15

Year	Make	Model	Body	Color	License Number
2016	LINCOLN	MKX	AWD 4DR RESERVE	WHITE PLAT	

[redacted] QCL Exp: 25000 or 11/02/17 Ded: 0

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#6 - 54P: INSPECT BRAKE SYSTEM Corrected by "CHECKED AND OK"(DISC:OVER5MM)(DRUM:OVER2MM) Work performed by Frank (FM1) Sub Total: .00	
#7 - 55P: FREE BATTERY TEST WITH ROTUNDA MICRO 490 TESTER --WITH PRINT OUT Corrected by BATTERY TESTS GOOD AT THIS TIME Work performed by Frank (FM1) Sub Total: .00	
#8 - 130: (TIRE CHECK) THE REPORT CARD IS PROVIDED TO YOU,THE TIRE TREAD DEPTH REA Corrected by Work performed by Frank (FM1) Sub Total: .00	
**********	
* DEAR VALUED CUSTOMER: YOU MAY BE RECEIVING A FOLLOW-UP *	
* SURVEY FROM FORD MOTOR CO. IF FOR ANY REASON YOU CANNOT *	
* REPORT A SCORE OF"COMPLETELY SATISFIED"PLEASE CALL ME. *	
* THANK YOU FOR YOUR BUSINESS!!! *	
**********	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

(C) 2003 ARKONA, Inc. - Dealership Application Group (800)945-1028

FOX VALLEY FORD, INC
208 Hansen Blvd * North Aurora, IL [redacted]
([redacted])907-3100
www.FoxValleyFord.com

WARRANTY DISCLAIMER: ALL PARTS & ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY DISCLAIMS ALL WARRANTIES OF MERCHANTABILITY & FITNESS FOR A PARTICULAR PURPOSE & NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF ANY PARTS & ACCESSORIES OR ANY REPAIRS PERFORMED TO THE VEHICLE. THE ONLY WARRANTIES ON PARTS & ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTER 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 COST: A charge equal to 6% of the total cost of labor and parts, not to exceed $25, will be added to the Repair Order for shop supplies used in connection with the repair.

[redacted]
SUGAR GROVE, IL [redacted]
[redacted]

VEHICLE ID	MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
2LMTJ8LRXGB[redacted]	11371	11371	07/06/16 08:47	07/18/16	[redacted]

VEHICLE DESCRIPTION	TAG NO.	STATUS
2016 LINCOLN MKX RESERV ()	[redacted]	PARTIAL-COMPLETE-P

CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS
[redacted]							No Charge

HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.	RO COMMENT
[redacted]				STEVEN MEHNERT (970)	

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
A			A76		Warranty	

Concern Customer states FORWARD CENTER CONSOLE LID WON'T STAY OPEN
Cause FOUND BAD CONSOLE LID.
Correction REPLACE CONSOLE LID

Part Number	Description	Qty.
FA1Z 5804338 BA	PANEL - INSTRU	1

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
B			A76		Warranty	

Concern Customer states CHECK HEADLIGHT AIM. SEEMS TO BE SHINING IN TO ONCOMING TRAFFIC LANE
Correction REAIM HEADLIGHTS

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
C	99P		A76		Customer	$0.00

Concern MULTI-POINT INSPECTION

Ford Report Card Operations	OpCode	Hours	Tech
	99P	0.00	A76
	GBATT	0.00	A76
	GBK	0.00	A76
	GTIRE	0.00	A76

Line Total... $0.00

Warranty Claim Type: F Authorization Code: Service Cont No:

Customer Totals

Charge Description	Amount
TOTAL CUSTOMER	**No Charge**

[redacted]
Sugar Grove, IL [redacted]
★ PROUD SUPPORTER OF THE USC

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT

7015 3430 0001 1222 8391

UNITED STATES POSTAL SERVICE®

1000

20003

U.S. POSTAGE
PAID
SUGAR GROVE, IL
60554
SEP 14, 16
AMOUNT
$7.36
R2305K136287-05

RETURN RECEIPT
REQUESTED

NHTSA
1200 NEW JERSEY AVE. S.E
WEST BUILDING

W41
306

WASHINGTON
D.C
20590

RETURN RECEIPT
REQUESTED