

INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6) FOR AGENCY USE ONLY 100148



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

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

Date Received: 16-DEC-2016 Apr 0 3 2017	Repository <input type="checkbox"/>
	Reference No. 10935896

OWNER INFORMATION (Type or Print)

Name			Daytime Telephone Number		E-mail Address	
Address						
City CHICAGO		State IL	Zip Code		Evening Telephone Number	

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1FTBW3XG7FK			Make FORD	Model TRANSIT	Model Year 2015
Date Purchased 2-4-2015	Dealer's Name and Telephone Number HAWK FORD			Engine: No: Cylinders	Fuel Type: GAS
Original Owner <input checked="" type="checkbox"/>	Dealer's City 6100 W. 95th ST OAK LAWN	State IL	Zip Code 60453		
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: YES	Incident Date(s) 29-JUN-2016	

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 100000 POWER TRAIN, 020000 SUSPENSION, 105300 POWER TRAIN: DRIVELINE: DRIVESHAFT	Failure Mileage 153533	Failure Speed 70
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ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

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

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

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

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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Narrative Description of Incident(S), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

TL* THE CONTACT OWNS A 2015 FORD TRANSIT. WHILE DRIVING ON THE HIGHWAY, THE CONTACT LOST CONTROL OF THE VEHICLE. THE VEHICLE WAS TOWED TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE DRIVESHAFT FRACTURED AND DAMAGED THE TRANSMISSION. IN ADDITION, THE TECHNICIAN STATED THAT THE DRIVESHAFT WRAPPED AROUND THE BRAKE LINE. THE TECHNICIAN STATED THAT ALL THE BRAKE LINES, THE TRANSMISSION, THE REAR END DIFFERENTIAL, AND THE DRIVESHAFT NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOTIFIED. THE FAILURE MILEAGE WAS APPROXIMATELY 153,533.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond 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.

CUSTOMER #:

INVOICE



6100 West 95th St.
OAK LAWN, ILLINOIS 60453
PHONE (708) 599-6000
www.hawkford.com

DUPLICATE 1
PAGE 1



CHICAGO, IL

HOME:
BUS:
CONT:
CELL:

ASSISTANT SERVICE MANAGER: 5868 ANDREA RUNGE

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG. Includes details for OXFORD WHI 15 FORD TRANSIT 1FTBW3XG7F...

Table with columns: DEL DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE. Includes details for 04FEB15 DD, WAIT 11MAR15, 0.00 CASH, 11MAR15.

A CUSTOMER STATES THE CIGARETTE LIGHTER IS INOP. CHECK AND ADVISE.
NPF CHARACTERISTIC OF VEHICLE
1856 INPF (N/C)
1 6E5Z*14526*AA FUSE (N/C)
9036 VERIFY CUST CONCERN... INSPECT FOUND FRONT POWER POINT INOP...
CHEK POWER NO POWER.. INPECT CHCEK FUSE 47 ON AUX FUSE BOX BLOWN... RR
FUSE AND RECHK WORKS FINE... COULD BE ACCESSORY BEEING PLUGED IN POWER
POINT DRAWING TO MUCH CURRENT...

B CUSTOMER STATES THE DRIVER'S SEAT BACK DOES NOT MOVE AUTOMATICALLY.
CAUSE:
RANDY WARRANTY TO BE BILLED
1856 W94 (N/C)
FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:
001856
9036 COULD NOT VERIFY CUST CONCERN... PERFORMED B/C/E TEST ALL
OK... PERFORMED WIGGLE TEST ALL OK... WORKING PROPERLY AT THIS TIME...
CUSTOMER CONCERN WAS FOR LUMBAR NOT SEAT BACK... WENT TO WORKSHOP
MANUAL SENT ME TO PPT C...C1 YES... STATES TO RR LUMBAR ASSEMBLY...
REMOVED BACKREST SEAT COVER PER WORKSHOP MANUAL..INPSECT FOUND LUMBAR
HOOKS WERE NOT CONNECTED TO SEAT FRAME.. REINSTALLED..AND RECHKE ALL
OK...

C CUSTOMER STATES IT LOOKS LIKE THERE IS EXCESSIVE FLUID LEAKING FROM
EXHAUST. CHECK AND ADVISE.
CNV COULD NOT VERIFY
1856 INPF (N/C)
9036
COULD NOT VERIFY ESCESSIVE FLUID... BUT CONTACTED HOTLINE... WAITING
FOR RESPONSE.....
Water is a byproduct of combustion. The water vapors will condense
in the exhaust system then drain from the exhaust system drain holes.

BLACK

See posted warranty in Service Dept. for complete details on FORD parts warranty.
DISCLAIMER OF WARRANTIES
ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY, INCLUDING ANY AND ALL PARTS AND ACCESSORIES, ARE THOSE MADE BY THE MANUFACTURER OF SUCH PARTS AND ACCESSORIES. CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY OF THE APPLICABLE MANUFACTURER'S WARRANTY. HAWK FORD OAK LAWN IS NOT A PARTY TO ANY SUCH MANUFACTURER WARRANTY. HAWK FORD OAK LAWN EXPRESSLY DISCLAIMS ANY AND ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND HAWK FORD OAK LAWN NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY WHATSOEVER. CUSTOMER SHALL IN NO EVENT BE ENTITLED TO RECOVER FROM HAWK FORD OAK LAWN ANY CONSEQUENTIAL AND INCIDENTAL DAMAGES, INCLUDING WITHOUT LIMITATION, DAMAGES TO PROPERTY, DAMAGE FOR LOSS OF USE, LOSS OF TIME, 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. ANY LIMITATION CONTAINED HEREIN DOES NOT APPLY WHERE PROHIBITED BY LAW. IF THE DISCLAIMER OF IMPLIED WARRANTIES IS PROHIBITED BY LAW, THE MAXIMUM DURATION OF IMPLIED WARRANTIES IS LIMITED TO THE DURATION OF ANY WRITTEN WARRANTIES MADE BY THE MANUFACTURER ON THE PRODUCTS SOLD HEREBY.

THE ESTIMATE FOR THIS INVOICE MAY HAVE BEEN PREPARED WITH THE USE OF AFTER MARKET PARTS (SIGNIFIED BY THE CODE "NON-OEM" IN THE PART NUMBER LISTED ABOVE) WHICH ARE SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR VEHICLE. WARRANTIES APPLICABLE TO THESE REPLACEMENT PARTS ARE PROVIDED BY THE MANUFACTURER OR DISTRIBUTOR OF THESE PARTS RATHER THAN THE MANUFACTURER OF YOUR VEHICLE. HAWK FORD OAK LAWN EXPRESSLY DISCLAIMS ANY AND ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND HAWK FORD OAK LAWN NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY WHATSOEVER.

Have we earned your recommendation and the opportunity to serve your automotive needs in the future?
We have been creating the best automotive ownership experience in our market for over 40 years. If you are not completely satisfied, please allow us the opportunity to assist you. Our family measures our success one customer at a time. Your complete satisfaction is our only goal...
you are our future.
(708) 233-8939

Table with columns: DESCRIPTION, TOTALS. Includes rows for LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, MISC. CHARGES, TOTAL CHARGES, LESS ADJUSTMENT /DISCOUNT, SALES TAX, PLEASE PAY THIS AMOUNT.

*REMAN = Ford remanufactured products or parts are those packaged in containers marked "Remanufactured" or Ford service part numbers that end with an "RM" suffix, and are otherwise defined or designated and authorized by Ford Motor Company.

CUSTOMER #:



INVOICE

6100 West 95th S
OAK LAWN, ILLINOIS 6045
PHONE (708) 599-600
www.hawkford.com

CHICAGO, IL
HOME:
BUS:

CONT:
CELL:

DUPLICATE 1
PAGE 1



ASSISTANT SERVICE MANAGER: 1695 ANDREW RODRIGUEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
OXFORD WHI	15	FORD TRANSIT	1FTBW3XG7FK		86666/86666	T4765
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
04FEB15 DD			WAIT 22OCT15		0.00	OA
R.O. OPENED	READY	OPTIONS: SOLD-STK:		DLR:		22OCT15
		AXL:DEALER_TRADE				

LINE	OPCODE	TECH	TYPE	HOURS	PRICE	NET	TOTAL
A	10,000						
MAINTENANCE, SHOULD BE PERFORMED EVERY 10K MILES, INCLUDES OIL AND FILTER CHANGE, TIRE ROTATION, BRAKE AND SUSPENSION INSPECTION, MULTI POINT SAFETY INSPECTION, COMPLETE VEHICLE INSPECTION \$119.95							
	10KC						
10,000 MILE MAINTENANCE, SHOULD BE PERFORMED EVERY 10K MILES, INCLUDES OIL AND FILTER CHANGE, TIRE ROTATION, BRAKE AND SUSPENSION INSPECTION, MULTI POINT SAFETY INSPECTION, COMPLETE VEHICLE INSPECTION \$119.95							
	8228			CCR			
	6	XO*5W20	*BSP	MOTORCRAFT SAE 5W-20 API GF-5	2.94	2.74	16.44
	1	AA5Z*6714	*A	FILTER ASY - OIL	9.76	6.49	6.49
	86666			PERFORM 10,000 MILE MAINT			

- B C/S THERE IS A WHISSE HUMMING NOISE WHEN DRIVING 40 TO 50 MPH
A99 ADMINISTRATIVE
8228 INPF
86666 ROAD TEST COULD NOT VERIFY ANY ABNORMAL NOISE AT THIS TIME (N/C)
- C PERFORM MULTI-POINT INSPECTION REPORT CARD
99P PERFORM MULTI-POINT INSPECTION REPORT CARD
8228 IATW
GBATT Battery condition is good (N/C)
8228 IATW
GBK BRAKES CHECKED AND OK (N/C)
8228 IATW
GTIRE TIRES CHECKED AND OK (N/C)
8228 IATW
86666 PERFORMED FORD MULTI-POINT INSPECTION (N/C)

D** C/S REQUEST INFO FOR SHUDDER ON 55 AND UP ON HIGHWAY SPEEDS AND WHISLE NOISE AND TAIL PIPE NOT EXTENDED TO BUMPER / INFORMATION FROM FORD HOTLINE TO REPAIR TRUCK

I INFORMATION ONLY

See posted warranty in Service Dept. for complete details on FORD parts warranty.	THE ESTIMATE FOR THIS INVOICE MAY HAVE BEEN PREPARED WITH THE USE OF AFTER MARKET PARTS (SIGNIFIED BY THE CODE "NON-GEN" IN THE PART NUMBER LISTED ABOVE) WHICH ARE SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR VEHICLE. WARRANTIES APPLICABLE TO THESE REPLACEMENT PARTS ARE PROVIDED BY THE MANUFACTURER OR DISTRIBUTOR OF THESE PARTS RATHER THAN THE MANUFACTURER OF YOUR VEHICLE. HAWK FORD OAK LAWN EXPRESSLY DISCLAIMS ANY AND ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND HAWKINSON FORD NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY WHATSOEVER.	Have we earned your recommendation and the opportunity to serve your automotive needs in the future? We have been creating the best automotive ownership experience in our market for over 40 years. If you are not completely satisfied, please allow us the opportunity to assist you. Our family measures our success one customer at a time. Your complete satisfaction is our only goal... you are our future. (708) 233-8939	DESCRIPTION	TOTALS
DISCLAIMER OF WARRANTIES ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY, INCLUDING ANY AND ALL PARTS AND ACCESSORIES, ARE THOSE MADE BY THE MANUFACTURER OF SUCH PARTS AND ACCESSORIES. CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY OF THE APPLICABLE MANUFACTURER'S WARRANTY. HAWK FORD OAK LAWN IS NOT A PARTY TO ANY SUCH MANUFACTURER'S WARRANTY. HAWK FORD OAK LAWN EXPRESSLY DISCLAIMS ANY AND ALL WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND HAWK FORD OAK LAWN, NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY FROM HAWK FORD OAK LAWN. ANY CONSENT TO RECOVER DAMAGES, INCLUDING WITHOUT LIMITATION, DAMAGES TO PROPERTY OR ANY OTHER CONSEQUENTIAL LOSS OF PROFITS OR INCOME LIABILITY IS BASED ON BREACH OF WARRANTY, CONTRACT OR TORT, WHERE PROHIBITED BY LAW. IF THE DISCLAIMER OF IMPLIED WARRANTIES IS LIMITED TO THE DURATION OF ANY WRITTEN WARRANTIES MADE BY THE MANUFACTURER ON THE PRODUCTS SOLD HEREBY.			LABOR AMOUNT	
			PARTS AMOUNT	
			GAS, OIL, LUBE	
			SUBLET AMOUNT	
			MISC. CHARGES	
			TOTAL CHARGES	
			LESS ADJUSTMENT /DISCOUNT	
			SALES TAX	
			PLEASE PAY THIS AMOUNT	

**REMAN =Ford remanufactured products or parts are those packaged in containers marked "Remanufactured" or Ford service part numbers that end with an "RM" suffix, and are otherwise defined or designated and authorized by Ford Motor Company.

CUSTOMER COPY



McCARTHY



11400 S. Pulaski Rd. Chicago, IL 60655
Phone (773) 239-7900

CUSTOMER NO.	ADVISOR JIM	TAG NO. 39257	INVOICE DATE 11/14/15	INVOICE NO.
	LABOR RATE	LICENSE NO.	MILEAGE 94,929	COLOR WHITE/
CHICAGO, IL	YEAR / MAKE / MODEL 15/FORD TRUCK/TRANSIT CARGO V/T-350	DELIVERY DATE	DELIVERY MILES	
	VEHICLE I.D. NO. 1 F T B W 3 X G 7 F K	SELLING DEALER NO.	PRODUCTION DATE	
	P.T.E. NO.	P.O. NO.	R.O. DATE 11/12/15	
	BUSINESS PHONE	COMMENTS		

MO: 94981

LABOR & PARTS

1 01P0Z0N/WH/AG NEW WH/ DIAGNOSIS TECH(S) 1090 0.00

THERE IS A HUMMING/WHIRRING NOISE FROM REAR OF VAN AT HIGHWAY SPEEDS
DID NOT DUPLICATE ANY NOISE WHEN DRIVING BUT DID EXPERIENCE VIBRATION(S) WHILE IN MOTION AT HIGHER SPEEDS (VERY WINDY CONDITIONS WHEN TRUCK WAS HERE FOR SERVICE VISIT) - VIBRATION SOURCE MAY BE TIRE/RIM RELATED OR CHASSIS/POWERTRAIN RELATED - RELEASED TO CUSTOMER (PARTIAL DISASSEMBLY/TEARDOWN MAY BE REQUIRED IF SYMPTOM IS PURSUED)

JOB # 1 TOTAL LABOR & PARTS 0.00

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

2 00F0Z ENGINE REPAIR TECH(S) 1090 0.00

THERE IS A WHISTLE NOISE ON ACCELERATION FROM UNDER HOOD
DID NOT VERIFY/DUPLICATE ANY ABNORMAL NOISE/WHISLTER AND VISUAL INSPECTION INCONCLUSIVE - OWNER WILL MONITOR

JOB # 2 TOTAL LABOR & PARTS 0.00

"The dealership utilizes the hours published in the Factory Labor Time Guide, Chilton Manual and/or Motors Crash Book, which reflects an average time requirement for the performance of specific vehicle repairs, and which may, therefore, be either more or less than the actual clock time in any given instance."

3 05F0Z EXHAUST/SPRINGS TECH(S) 1090 0.00

EXCESSIVE AMOUNT OF SOOT AND WHAT LOOKS LIKE OIL INSIDE TAIL PIPE
VERIFIED SOME SOOT IN EXHAUST (NORMAL) - NO ABNORMAL PERFORMANCE NOTED WHILE ROAD TESTING - ONBOARD ENGINE CONTROL MONITORING SYSTEM INCLUDED FUEL DELIVERY/ENGINE TIMING/AIR INTAKE MANAGEMENT SYSTEM AND HAS NOT CAPTURED/RECORDED ANY ABNORMAL CONDITION (ENGINE MALFUNCTION LIGHT WOULD ILLUMINATE IF SYSTEM WAS NOT OPERATING PROPERLY) - NO ACTION TAKEN - CUSTOMER WILL MONITOR

JOB # 3 TOTAL LABOR & PARTS 0.00



4 30F0Z93P MULTI POINT INSPECTION TECH(S) 1090 0.00

Perform a thorough inspection of your vehicle and provide a detailed Vehicle Report Card. Check Fluid Levels, Inspect Wiper Blades, Test Battery, Inspect Tires and Brake Wear, Inspect safety systems and components for leaks and damage
Perform multi-point vehicle inspection and record results on Vehicle Report Card

JOB # 4 TOTAL LABOR & PARTS 0.00



Reynolds and Reynolds, Elmhurst, IL 60120

MCCARTHY

c/c 12/23/2015
8AM - TO PICK UP.



11400 S. Pulaski Rd. Chicago, IL 60655
Phone (773) 239-7900

CUSTOMER NO.	ADVISOR JEFF	56966	TAG NO.	36	INVOICE DATE	12/23/15	INVOICE NO.
	LABOR RATE	LICENSE NO.	MILEAGE	104,323	COLOR	WHITE/	STOCK NO.
CHICAGO, IL	YEAR / MAKE / MODEL			15/FORD TRUCK/TRANSIT CARGO V/T-350		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.			1 F T B W 3 X G 7 F K		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE		12/09/15		
COMMENTS							MO: 104324

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 5	1	CK4Z-11002-A	STARTER 628881		WARRANTY
JOB # 5	-1	CK4Z-11002-A	CORE RETURN		WARRANTY
				JOB # 5 TOTAL PARTS	0.00
				JOB # 5 TOTAL LABOR & PARTS	0.00

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COMMENTS:
DROP

RECOMMENDATIONS:
THE CUSTOMER WAS QUOTED FOUR TIRES WITH THE CORRECT RATING FOR THIS VEHICLE AND THE CUSTOMER DECLINED AT THIS REPAIR TIME.

"The dealership utilizes the hours published in the Factory Labor Time Guide, Chilton Manual and/or Motors Crash Book, which reflects an average time requirement for the performance of specific vehicle repairs, and which may, therefore, be either more or less than the actual clock time in any given instance."

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..... COMMERCIAL CHARGE.....
CHECK#.....

VISA..... M/C..... AMEX.....

RECEIVED BY: ON:/...../.....
THANK YOU AGAIN FOR CHOOSING MCCARTHY FORD!
ALL OEM PARTS INSTALLED ON THIS VISIT HAVE A 2 YEAR UNLIMITED MILE WARRANTY. You may receive a Survey from Ford Motor Co. Please take the time to fill it out because your opinion is very important to us.
WE STRIVE FOR YOUR COMPLETE SATISFACTION



CUSTOMER SIGNATURE _____
***** DUPLICATE INVOICE *****



MCCARTHY



11400 S. Pulaski Rd. Chicago, IL 60655
Phone (773) 239-7900

CUSTOMER NO.	JEFF	56966	TAG NO. 36	INVOICE DATE	12/23/15
LABOR RATE	LICENSE NO.	MILEAGE	104,323	COLOR	WHITE/
CHICAGO, IL	15/FORD TRUCK/TRANSIT CARGO V/T-350			DELIVERY DATE	DELIVERY MILES
VEHICLE I.D. NO.	1 F T B W 3 X G 7 F K			SELLING DEALER NO.	PRODUCTION DATE
P.T.E. NO.	P.O. NO.	R.O. DATE		12/09/15	
COMMENTS					MO: 1043

LABOR & PARTS

#1 06F0Z VIBRATION DIAGNOSIS TECH(S) 2032

VIBRATION CONCERN STILL NOT CORRECTED (HIGH SPEEDS)
 THE CUSTOMER STATES THAT THE VIBRATION FEELS THAT
 IT IS COMING FROM THE REAR AT SPEEDS OF 45MPH
 ROAD TEST EXTENSIVELY. VERIFIED CONCERN. LOCK TORQUE CONVERTER
 ISSUE. FLUID CK OK. EEC TEST. NO CODES. NO TSB/SSM APPLIED. PID
 MONITOR ROAD TEST. MONITOR TCC APPLY. NORMAL OPERATION. PINPNT
 PER SYMPTOM IN WSM. CONTACT HOTLINE 109446847. ADVISED TO AND
 DISASSEMBLED VALVE BODY. INSPECT TCC BORE. CLEAN & REPLACED
 TORQUE CONVERTER. OVERHAULED VALVE BODY. FLUSH LINES. REINSTALL
 TRANS. FILL TO SPECS. MTIME FOR TRANS REMOVAL (NO SLTS) AND
 SEIZED SUB FRAME/CROSS MEMBER BOLTS. ROAD TEST. RECK ALL. OK

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	FL3Z-7902-C	CONVERT 695604		
JOB # 1	12	XT-10-QLVC	OIL - A 487722		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

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#2 06F0Z ENGINE REPAIR TECH(S) 99998

CUSTOMER CONCERNED WITH OIL IN TAILPIPE/USING OIL
 THE CUSTOMER FEELS THAT THEY ARE CONSUMING A QUART
 OF OIL EVERY 2500 TO 3000 MILES
 TECH DID NOT CONFIRM A DEFECT WITH OIL COMING OUT OF
 THE TAIL PIPE AT THIS REPAIR TIME.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

QualityCare
at your service

#3 05F0Z EXHAUST/SPRINGS TECH(S) 2032

THE CUSTOMER STATES THAT THERE IS A VIBRATION NOISE COMING
 FROM UNDERNEATH THE VEHICLE WHEN STARTING
 TECH TEST DROVE AND VISUALLY INSPECTED THE VEHICLE AND
 DID NOT CONFIRM A VIBRATION UNDERNEATH VEHICLE AT THIS TIME

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
				JOB # 3 TOTAL PARTS	0.00
				JOB # 3 TOTAL LABOR & PARTS	0.00

Motorcraft

#4 01F0Z TIRE SERVICE (A) TECH(S) 99998

THE CUSTOMER DECLINED TO HAVE TIRES REPLACED AT THIS REPAIR
 TIME.
 KELLY TIRES \$485.00 ...

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
				JOB # 4 TOTAL PARTS	0.00
				JOB # 4 TOTAL LABOR & PARTS	0.00

For models and Repairs, refer to the Repair Manual, Copyright © 2004



McCARTHY



11400 S. Pulaski Rd. Chicago, IL 60655
Phone (773) 239-7900

CUSTOMER NO.	BRIAN		48662	TAG NO.	430	INVOICE DATE	01/14/16
	LABOR RATE	LICENSE NO.	MILEAGE	COLOR	107,676 WHITE/		
CHICAGO, IL	15/FORD TRUCK/TRANSIT CARGO V/T-350			DELIVERY DATE	DELIVERY MILES		
	YEAR/MAKE/MODEL	VEHICLE I.D. NO.	I F T B W 3 X G 7 F K		SELLING DEALER NO.	PRODUCTION DATE	
	F.V.E. NO.	P.G. NO.	R.O. DATE		01/08/16 REPRINT# 1		
COMMENTS				MO: 107676			

LABOR & PARTS

1 PROBLEM CHECK ENGINE LIGHT IS ON AND TRUCK WONT ACCELERATE PAST ABOUT 30-35 MPH
ENGINE FAULT SERVICE NOW CAME UP ON MESSAGE CENTER
CUST STATES FORD WANTS INFO SENT TO THEM AFTER DIAG
SEE JIM
TEST SYSTEM - FOUND AIR FILTER CASE FROZEN IN ICE - REPLACED
MISSING TRIM CAUSING WATER TO COLLECT AT BOX - REPLACED
FILTER AND THAWED - RETEST - OK.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	CK4Z-6102039-AA	PANEL A 672045	24.27	24.27
JOB # 1	1	CK4Z-9601-A	ELEMENT 673312	24.98	24.98
JOB # 1	1	BK3Z-6303136-AA	MOULDIN 718130	13.70	13.70
JOB # 1	4	-W703243-S300	FASTENE 386604	1.20	4.80
				JOB # 1 TOTAL PARTS	67.75
				JOB # 1 TOTAL LABOR & PARTS	457.75

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2 RUBBING NOISE IN REAR WHEN TURNING
UNABLE TO VERIFY AND RUBBING CONCERN AFTER SEVERAL TEST DRIVES.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

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3 PERFORM LUBE OIL AND FILTER CHANGE
CHANGED OIL AND MARKED DIPSTICK AS CUSTOMER STATES HE HAS AN OIL CONSUMPTION CONCERN - PLEASE RETURN WHEN 1 QT LOW TO ANY FORD DEALER WITH THIS RECEIPT SO IT CAN BE CHECKED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3	1	AA5Z-6714-B	FILTER 516305	6.50	6.50
JOB # 3	6	XO-5W20-BSP	OIL - E 521145	3.38	20.28
				JOB # 3 TOTAL PARTS	26.78
				JOB # 3 TOTAL LABOR & PARTS	37.73



4 C/S DIFF COVER IS WET WITH FLUID - ADVISE.
VERIFIED LEAK AT DIFFERENTIAL COVER, REMOVED COVER, CLEANED SURFACE AND RESEALED, REASSEMBLE ALL, FILL TO SPECS, ROAD TEST, RECHECK, OK

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 4	4	XY-75W140-QL	OIL - R 509956		WARRANTY
JOB # 4	1	TA-29	SE-R/T/ 029447		WARRANTY
				JOB # 4 TOTAL PARTS	0.00

Reynolds and Reynolds, FRANKFURT, COORORAS, CONOR



McCARTHY



11400 S. Pulaski Rd. Chicago, IL 60655
Phone (773) 239-7900

CUSTOMER NO. [REDACTED]	ADVISOR BRIAN	48662	TAG NO. 430	INVOICE DATE 01/14/16	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 107,676	COLOR WHITE/	STOCK NO.
CHICAGO, IL	YEAR / MAKE / MODEL 15/FORD TRUCK/TRANSIT CARGO V/T-350			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 F T B W 3 X G 7 F K			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.C. DATE 01/08/16	REPRINT# 1
	COMMENTS				

MO: 107674

JOB # 4 TOTAL LABOR & PARTS 0.00

JOB # 5 TOTAL LABOR & PARTS 0.00

C/S HISS NOISE IN ENGINE.
UNABLE TO VERIFY ANY HISS NOISE - VERY POSSIBLY RERLATED
TO ALL THE WATER GETTING INTO THE AIR CLEANER.

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PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
				JOB # 5 TOTAL PARTS	0.00
				JOB # 5 TOTAL LABOR & PARTS	0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	ENV	ENVIRONMENTAL CHARGES		8.00
JOB # 1	CDL	PROMO DISCOUNT LABOR		-50.00
JOB # 1	CDP	PROMO DISCOUNT PARTS		-25.00
JOB # 4	ESD	EXTENDED SERVICE PLAN DEDUCTIBLE		100.00
				264885-ZZ
TOTAL - MISC				33.00

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COMMENTS
APPLIED EMAIL LADDER DISCOUNT TO INVOICE (REDUCED INVOICE BY \$75)

TOTALS		
CASH.....	CHECK.....	COMMERCIAL CHARGE.....
	CHECK#.....	
VISA.....	M/C.....	AMEX.....
RECEIVED BY: ON:/...../.....		
THANK YOU AGAIN FOR CHOOSING McCARTHY FORD!		
ALL OEM PARTS INSTALLED ON THIS VISIT HAVE A 2 YEAR UNLIMITED MILE WARRANTY. You may receive a Survey from Ford Motor Co. Please take the time to fill it out because your opinion is very important to us.		
WE STRIVE FOR YOUR COMPLETE SATISFACTION		

TOTAL LABOR....	400.95
TOTAL PARTS....	94.53
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	108.00
TOTAL MISC DISC	-75.00
TOTAL TAX.....	9.69
TOTAL INVOICE \$	538.17

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CUSTOMER SIGNATURE

Form 404 and Motorcraft, EPA PARTIAL INVOICE, C2602025P © (05/04)



McCarthy



11400 S. Pulaski Rd. Chicago, IL 60655
Phone (773) 239-7900

CUSTOMER NO. [REDACTED]	ADVISOR JIM	39257	TAG NO. 773	INVOICE DATE 01/18/16	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 107,697	COLOR WHITE/	STOCK NO.
CHICAGO, IL [REDACTED]	YEAR / MAKE / MODEL 15/FORD TRUCK/TRANSIT CARGO V/T-350			DELIVERY DATE	DELIVERY MILES
[REDACTED]	VEHICLE I.D. NO. 1 F T B W 3 X G 7 F K [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 01/15/16		
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS			MO: 107697

LABOR & PARTS				WARRANTY	
TRUCK BACK IN FOR SAME CONCERN - WONT ACCELERATE PAST 30 MPH WITH "ENGINE FAULT - SERVICE NOW" MESSAGE - WE JUST REPAIRE D - PICKED UP LAST NIGHT REPLACED THROTTLE BODY ASSEMBLY					
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	BL3Z-9E926-B	THROTTLE 699087		0.00
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00
SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION	WARRANTY
JOB # 1	75905			RENTAL	0.00
				TOTAL - SUBLET	0.00
MISC	CODE	DESCRIPTION	CONTROL NO.		INTERNAL
JOB # 1	ESD	EXTENDED SERVICE PLAN DEDUCTIBLE	265260-ZZ		0.00
				TOTAL - MISC	0.00
TOTALS					
*****				TOTAL LABOR....	0.00
* CASH.....				TOTAL PARTS....	0.00
* CHECK.....				TOTAL SUBLET...	0.00
* CHECK#.....				TOTAL G.O.G....	0.00
* VISA.....				TOTAL MISC CHG.	0.00
* M/C.....				TOTAL MISC DISC	0.00
* AMEX.....				TOTAL TAX.....	0.00
* RECEIVED BY:				TOTAL INVOICE \$	0.00
* ON:					
* THANK YOU AGAIN FOR CHOOSING MCCARTHY FORD!					
* ALL OEM PARTS INSTALLED ON THIS VISIT HAVE A 2 YEAR					
* UNLIMITED MILE WARRANTY. You may receive a Survey					
* from Ford Motor Co. Please take the time to fill it					
* out because your opinion is very important to us.					
* WE STRIVE FOR YOUR COMPLETE SATISFACTION					

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CUSTOMER SIGNATURE

Reynolds and Reynolds - FRANKLINVE CD900492 Q (06/04)



MCCARTHY



11400 S. Pulaski Rd. Chicago, IL 60655
Phone (773) 239-7900

CUSTOMER NO.	ADVISOR JIM	39257	TAG NO. 190	INVOICE DATE 03/01/16	INVOICE NO.
	LABOR RATE	LEASE NO.	MILEAGE 114,859	COLOR WHITE/	STOCK NO.
CHICAGO, IL	YEAR / MAKE / MODEL 15/FORD TRUCK/TRANSIT CARGO V/T-350			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1FTBW3XG7FK			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 02/11/16		
	COMMENTS				MO: 1148!

LABOR & PARTS

WARRANTY

HUMMING/ROARING FROM REAR OF TRUCK THAT CHANGES WITH SPEED (WORSE AT 40 MPH AND UP)
 VERIFIED ROARING FROM REAR. INSPECT & DIAGNOSE. NO TSB/SSM.
 OVERHAULED REAR DIFFERENTIAL REPLACING LISTED PARTS
 MTIME REQUIRED DUE TO NO SLTS. REASSEMBLE ALL. ROAD TEST.
 RECHECK, OK

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	2	7L1Z-4221-A	BEARING 223010		WARRANTY
JOB # 1	2	BL1Z-4222-A	CUP 732679		WARRANTY
JOB # 1	1	FL3Z-4209-B	GEAR AN 863642		WARRANTY
JOB # 1	4	XY-75W140-QL	OIL - R 509956		WARRANTY
JOB # 1	1	TA-29	SE-R/T/ 029447		WARRANTY
JOB # 1	2	XL-3	ADD HYP 705849		WARRANTY
JOB # 1 TOTAL PARTS				0.00	
JOB # 1 TOTAL LABOR & PARTS				0.00	

WARRANTY

WHEN COOLING FAN ENGAGES IT IS VERY LOUD AND HARSH
 DID NOT VERIFY ANY ABNORMAL/UNUSUAL COOLING FAN NOISE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2 TOTAL PARTS				0.00	
JOB # 2 TOTAL LABOR & PARTS				0.00	

WARRANTY

A/C COMPRESSOR SEEMS TO CYCLE ON TOO FREQUENTLY
 DID NOT VERIFY ANY A/C COMPRESSOR ENGAGEMENT IRREGULARITY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 3 TOTAL PARTS				0.00	
JOB # 3 TOTAL LABOR & PARTS				0.00	

WARRANTY

Perform a thorough inspection of your vehicle and provide a detailed Vehicle Report Card. Check Fluid Levels, Inspect Wiper Blades, Test Battery, Inspect Tires and Brake Wear, Inspect safety systems and components for leaks and damage Perform multi-point vehicle inspection and record results on Vehicle Report Card

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 4 TOTAL PARTS				0.00	
JOB # 4 TOTAL LABOR & PARTS				0.00	

WARRANTY

15B39 UNDERHOOD WATER MANAGEMENT REPAIR
 PERFORMED 15B39 RECALL

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Records and Reports ESABTRAF 02/01/16 01:44pm



McCARTHY



11400 S. Pulaski Rd. Chicago, IL 60655
Phone (773) 239-7900

CUSTOMER NO.	ADVISOR JIM	39257	TAG NO. 190	INVOICE DATE 03/01/16
LABOR RATE	LICENSE NO.	MILEAGE 114,859	COLOR WHITE/	STOCK NO.
YEAR / MAKE / MODEL 15/FORD TRUCK/TRANSIT CARGO V/T-350	VEHICLE I.D. NO. 1 F T B W 3 X G 7 F K		DELIVERY DATE	DELIVERY MILES
CHICAGO, IL	F.T.E. NO.	P.O. NO.	SELLING DEALER NO.	PRODUCTION DATE
			R.O. DATE 02/11/16	

MO: 114859

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 5	1	CK4Z-6102408-AA	DEFLECT 820140		WARRANTY
JOB # 5	1	CK4Z-61021A46-A	SEAL 831016		WARRANTY
JOB # 5	1	4L3Z-18203A16-AA	INSULAT 048773		WARRANTY
JOB # 5 TOTAL PARTS					0.00
JOB # 5 TOTAL LABOR & PARTS					0.00

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613510231E10 RECALL TECH(S) 09099 WARRANTY
CUSTOMER SEEKS REIMBURSEMENT FOR REPAIRS PERFORMED PRIOR TO LAUNCH OF WATER MANAGEMENT RECALL (LINE 5)
SUBMITTED REPAIR RECEIPT FOR REPAIRS PERFORMED PRIOR TO LAUNCH OF 15B39 RECALL FOR REFUND CONSIDERATION

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 6 TOTAL PARTS					0.00
JOB # 6 TOTAL LABOR & PARTS					0.00

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SUBLET	PO#	VEND	INV#	INV. DATE	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1					ESP RENTAL		0.00
TOTAL - SUBLET							0.00

MISC	CODE	DESCRIPTION	CONTROL NO	UNIT PRICE	WARRANTY
JOB # 1	ESD	EXTENDED SERVICE PLAN DEDUCTIBLE	266884-ZZ		INTERNAL
TOTAL - MISC					0.00

TOTALS	DESCRIPTION	UNIT PRICE	WARRANTY
	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	

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Motorcraft

RECEIVED BY: ON:/...../.....
THANK YOU AGAIN FOR CHOOSING MCCARTHY FORD!
ALL OEM PARTS INSTALLED ON THIS VISIT HAVE A 2 YEAR UNLIMITED MILE WARRANTY. You may receive a Survey from Ford Motor Co. Please take the time to fill it out because your opinion is very important to us.
WE STRIVE FOR YOUR COMPLETE SATISFACTION

CUSTOMER SIGNATURE



McCARTHY



11400 S. Pulaski Rd. Chicago, IL 60655
Phone (773) 239-7900

CUSTOMER NO.	ADVISOR JIM	39257	TAG NO. 698	INVOICE DATE 03/17/16	INVOICE NO.
	LABOR RATE	LICENSE NO.	MILEAGE 119,944	COLOR WHITE/	STOCK NO.
CHICAGO, IL	YEAR / MAKE / MODEL 15/FORD TRUCK/TRANSIT CARGO V/T-350			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 F T B W 3 X G 7 F K			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 03/12/16		
RESIDENCE PHONE	COMMENTS				MO: 119944

LABOR & PARTS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	XY-75W140-QL	OIL - R 509956		
JOB # 1	1	4C3Z-1S177-A	SEAL 636768		
JOB # 1	12	-W716084-S439	BOLT 704355		
JOB # 1	1	BK3Z-4A332-A	SEAL 704339		
JOB # 1 TOTAL PARTS					0.00
JOB # 1 TOTAL LABOR & PARTS					0.00
MISC	CODE	DESCRIPTION	CONTROL NO.	TOTAL - MISC	INTERNAL
JOB # 1	ESD	EXTENDED SERVICE PLAN DEDUCTIBLE	268619-ZZ		0.00

COMMENTS
DEALER ABSORBED DEDUCTIBLE AS OWNER GOODWILL (REAR AXLE BEARINGS WE
RE JUST SERVICED BUT AXLE SEALS WERE NOT REPLACED/NEEDED DURING TH
AT REPAIR

*****				TOTAL LABOR....	0.00
*****				TOTAL PARTS....	0.00
CASH.....	CHECK.....	COMMERCIAL CHARGE.....	CHECK#.....	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

RECEIVED BY: ON:/...../.....
THANK YOU AGAIN FOR CHOOSING McCARTHY FORD!
ALL OEM PARTS INSTALLED ON THIS VISIT HAVE A 2 YEAR
UNLIMITED MILE WARRANTY. You may receive a Survey
from Ford Motor Co. Please take the time to fill it
out because your opinion is very important to us.
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CUSTOMER SIGNATURE

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Reynolds and Reynolds EPRINTIVE CCE00942 O (05/04)



MCCARTHY



11400 S. Pulaski Rd. Chicago, IL 60655
Phone (773) 239-7900

CUSTOMER NO. [REDACTED]	ADVISOR ISAIAH RIVERA	57532	TAG NO. 436	INVOICE DATE 04/01/16	[REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 123,907	COLOR WHITE/	STOCK NO.
CHICAGO, IL	YEAR / MAKE / MODEL 15/FORD TRUCK/TRANSIT CARGO V/T-350			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 F T B W 3 X G 7 F K			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE 03/26/16	
	COMMENTS				

MO: 123907

LABOR & PARTS

6 17F02 HEAT/AC/SPEED/WIPER TECH(S): 50476 0.00
 CUSTOMER STATES CAN HEAR A/C MOTOR ENGAGING WHEN A/C IS NOT ON
 A/C COMPRESSOR ENGAGES WITH DEFROST/MIX FUNCTION AND COOLING FAN ENGAGES WITH A/C ON - NORMAL OPERATION

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
			JOB # 6 TOTAL PARTS	0.00
			JOB # 6 TOTAL LABOR & PARTS	0.00

7 06F0ZENG DIAGNOSTIC TECH(S): 50476 WARRANTY
 CUSTOMER STATES ON TAKE OFFS HEARS A WHISTLING NOISE
 TECHNICIAN NOTED LOUDER THAN NORMAL POWER STEERING PUMP WITH RESEVOIR FULL - REPLACED POWER STEERING PUMP

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 7	1	CK4Z-3A674-B	PUMP AS 838558	
JOB # 7	-1	CK4Z-3A674-B	CORE RETURN	
JOB # 7	2	XL-14	FLUID - 369243	
			JOB # 7 TOTAL PARTS	0.00
			JOB # 7 TOTAL LABOR & PARTS	0.00

8 30F0Z REG MAINT TECH(S): 50476 0.00
 CUSTOMER DID A VEHICLE HEALTH REPORT, SAYS ENGINE, TRANSMISSION, AND EMISSIONS HIGHLIGHTED RED
 AND THE CHECK FLUIDS & FILTERS HIGHLIGHTED RED AS WELL.
 CUSTOMER STATES CHECK ENGINE LIGHT COMES ON AND OFF AND WHEN ITS ON VEHICLE BECOMES SLUGGISH
 DIAGNOSTICS REQUIRED TO PURSUE CONCERNS BUT NO WARNING LIGHTS ARE ON - NO ACTION TAKEN

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
			JOB # 8 TOTAL PARTS	0.00
			JOB # 8 TOTAL LABOR & PARTS	0.00

MISC CODE DESCRIPTION CONTROL NO
 JOB # 1 ESD EXTENDED SERVICE PLAN DEDUCTIBLE 269464-ZZ 100.00
 TOTAL - MISC 100.00

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Motorcraft

Reynolds and Reynolds FRANTIME C090642 Q (05/04)



McCARTHY



11400 S. Pulaski Rd. Chicago, IL 60655
Phone (773) 239-7900

CUSTOMER NO.	ADVISOR ISAIAH RIVERA	57532	TAG NO. 436	INVOICE DATE 04/01/16	INVOICE NO.
	LABOR RATE	LICENSE NO.	MILEAGE 123,907	COLOR WHITE/	STOCK NO.
CHICAGO, IL	YEAR / MAKE / MODEL 15/FORD TRUCK/TRANSIT CARGO V/T-350			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 F T B W 3 X G 7 F K			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 03/26/16		
COMMENTS					

MO: 123907

LABOR & PARTS

1 03F0Z EXHAUST/SPRINGS TECH(S): 50476 0.00
 CUSTOMER STATES AFTER DRIVING ABOUT 2-3HRS WILL HAVE AN EXHAUST FUME/SMELL INSIDE THE CAB
 DID NOT VERIFY DURING BRIEF ROAD TESTING AND VISUAL INSPECTI ON INCONCLUSIVE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
			JOB # 1 TOTAL PARTS	0.00
			JOB # 1 TOTAL LABOR & PARTS	0.00

2 03F0Z STEERING/SUSPENSION TECH(S): 50476 0.00
 CUSTOMER STATES THERE IS A RUBBING NOISE COMING FROM FRONT END, BELIEVES IT MIGHT BE BEARINGS
 NO ABNORMAL NOISES HEARD ROAD TESTING AND VISUAL INSPECTION ALSO INCONCLUSIVE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
			JOB # 2 TOTAL PARTS	0.00
			JOB # 2 TOTAL LABOR & PARTS	0.00

3 05F0Z MUFFLER TECH(S): 50476 0.00
 CUSTOMER STATES THE MUFFLER SOUNDS LIKE IT IS HUMMING.
 NO ABNORMAL EXHAUST NOISE HEARD

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
			JOB # 3 TOTAL PARTS	0.00
			JOB # 3 TOTAL LABOR & PARTS	0.00

4 06F0Z OIL PRESSURE TECH(S): 99999 INTERNAL
 CUSTOMER STATES WAS SUPPOSE TO HAVE OIL CONSUMPTION TEST DONE
 WAS TOLD TO CHECK OIL EVERY 1K
 ADDED DYE TO CRANKCASE TO BEGIN ANOTHER OIL CONSUMPTION TEST

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 4	1	TP3400	ENGINE	INTERNAL
			JOB # 4 TOTAL PARTS	0.00
			JOB # 4 TOTAL LABOR & PARTS	0.00

5 08F0Z COOLING SYSTEM TECH(S): 50476 0.00
 CUSTOMER STATES WHEN COOLING FAN KICKS ON ITS VERY LOUD
 COOLING FAN SOUNDS NORMAL

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
			JOB # 5 TOTAL PARTS	0.00
			JOB # 5 TOTAL LABOR & PARTS	0.00

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Motorcraft

Reynolds and Reynolds, EVRANTIVE, CC00042 0 (05/04)



McCARTHY



11400 S. Pulaski Rd. Chicago, IL 60655
Phone (773) 239-7900

CUSTOMER NO.	ADVISOR THOMAS J JANEL	1906	TAG NO. 73	INVOICE DATE 04/12/16	INVOICE NO.
	LABOR RATE	LICENSE NO.	MILEAGE 128,607	COLOR WHITE/	STOCK NO.
CHICAGO, IL	YEAR / MAKE / MODEL 15/FORD TRUCK/TRANSIT CARGO V/T-350			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 F T B W 3 X G 7 F K			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 04/11/16		
REPAIRER	BUSINESS PHONE	COMMENTS			

MO: 128607

LABOR & PARTS
1 30F0Z1P LUBE OIL FILTER TECH(S): 50476 10.95
PERFORM LUBE OIL AND FILTER CHANGE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	AA5Z-6714-B	FILTER 516305	6.50	6.50
JOB # 1	6	XO-5W30-BSP	OIL - E 004768	3.48	20.88
				JOB # 1 TOTAL PARTS	27.38
				JOB # 1 TOTAL LABOR & PARTS	38.33

2 30F0Z99P MULTI POINT INSP TECH(S): 50476 0.00
Perform a thorough inspection of your vehicle and provide a detailed Vehicle Report Card. Check Fluid Levels. Inspect Wiper Blades. Test Battery. Inspect Tires and Brake Wear. Inspect safety systems and components for leaks and damage. Perform multi-point vehicle inspection and record results on Vehicle Report Card

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

3 04F0Z AXLES TECH(S): 50476 INTERNAL
HAS THUMPING NOISE FROM FRONT OF VEHICLE INSPECTED FOUND THAT TIRES HAS HAVE CUPPING WEAR TO ELIMINATE NOISE WILL NEED TIRES REPLACED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
				JOB # 3 TOTAL PARTS	0.00
				JOB # 3 TOTAL LABOR & PARTS	0.00

MISC	CODE	DESCRIPTION	CONTROL NO.		
JOB # A	ENV	ENVIRONMENTAL CHARGES		1.00	1.00
				TOTAL - MISC	1.00

STATEMENT OF DISCLAIMER
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"The dealership utilizes the hours published in the Factory Labor Time Guide, Chilton Manual and/or Motors Crash Book, which reflects an average time requirement for the performance of specific vehicle repairs, and which may, therefore, be either more or less than the actual clock time in any given instance."



Reynolds and Reynolds ERMINTAVE CG600342 O (05/04)



McCARTHY



11400 S. Pulaski Rd. Chicago, IL 60655
Phone (773) 239-7900

CUSTOMER NO. [REDACTED]	ADVISOR THOMAS J JANEL	1906	TAG NO. 73	INVOICE DATE 04/12/16	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 128,607	COLOR WHITE/	STOCK NO.
CHICAGO, IL [REDACTED]	YEAR / MAKE / MODEL 15/FORD TRUCK/TRANSIT CARGO V/T-350			DELIVERY DATE	DELIVERY MILES
[REDACTED]	VEHICLE I.D. NO. 1 F T B W 3 X G 7 F K [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.		R.O. DATE 04/11/16	
[REDACTED]	COMMENTS				MO: 128

TOTALS	
CASH.....	TOTAL LABOR.... 10.95
CHECK.....	TOTAL PARTS.... 27.38
CHECK#.....	TOTAL SUBLET... 0.00
VISA.....	TOTAL G.O.G.... 0.00
M/C.....	TOTAL MISC CHG. 1.00
AMEX.....	TOTAL MISC DISC 0.00
RECEIVED BY:	TOTAL TAX..... 2.81
ON:/...../.....	TOTAL INVOICE \$ 42.14
<p>THANK YOU AGAIN FOR CHOOSING McCARTHY FORD! ALL OEM PARTS INSTALLED ON THIS VISIT HAVE A 2 YEAR UNLIMITED MILE WARRANTY. You may receive a Survey from Ford Motor Co. Please take the time to fill it out because your opinion is very important to us. WE STRIVE FOR YOUR COMPLETE SATISFACTION</p>	

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CUSTOMER SIGNATURE

Reynolds and Reynolds ERAINTIVE CB0094C 0 (05/04)



McCARTHY



11400 S. Pulaski Rd. Chicago, IL 60655
Phone (773) 239-7900

CUSTOMER NO.	ADVISOR JIM	39257	TAG NO. 822	INVOICE DATE 05/04/16	INVOICE NO.
	LABOR RATE	LICENSE NO.	MILEAGE 131,906	COLOR WHITE/	STOCK NO.
CHICAGO, IL	YEAR / MAKE / MODEL 15/FORD TRUCK/TRANSIT CARGO V/T-350			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 F T B W 3 X G 7 F K			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 04/25/16		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			

MO: 131990

LABOR & PARTS

1 01FOZONVNDIAG N.V.H. DIAGNOSIS TECH(S): 99999 INTERNAL

CUSTOMER STATES HUMMING NOISE FROM REAR OF VAN WHILE IN MOTI ON STILL PRESENT (REAR DIFFERENTIAL WAS REPAIRED A FEW MONTH S AGO FOR SAME SYMPTOM)
ROAD TESTED OVERNIGHT BY SERVICE MANAGEMENT BUT DID NOT DUPL ICATE/VERIFY ANY ABNORMAL HUMMING NOISE FROM CHASSIS - RELEA SED BACK TO CUSTOMER

JOB # 1 TOTAL LABOR & PARTS 0.00

2 03F9Z STEERING/SUSPENSION TECH(S): 99999 INTERNAL

STEERING SYSTEM GETS TIGHT/TOUGH TO TURN AT HIGHWAY SPEEDS
STEERING CONCERN ALSO NEVER VERIFIED WHILE ROAD TESTING AND INSPECTION INCONCLUSIVE - OWNER WILL MONITOR

JOB # 2 TOTAL LABOR & PARTS 0.00

3 08F0Z COOLING SYSTEM TECH(S): 99999 0.00

COOLING FAN RUNS WHEN ENGINE IS COLD EVEN WITH A/C TURNED OF F
COOLING FAN ENGAGING WHEN COMMANDED AND OPERATING NORMALLY
- DEALER SUSPECTS CUSTOMER IS HEARING NORMAL A/C COMPRESSOR ENGAGEMENT (WHEN HVAC IS IN DEFROSTER OR "MIX" MODE A/C COM PRESSOR WILL PERIODICALLY ENGAGE WHICH IS A NORMAL NOISE)

JOB # 3 TOTAL LABOR & PARTS 0.00

4 06F0Z ENGINE REPAIR TECH(S): 99999 INTERNAL

OIL CONSUMPTION TEST - DOCUMENT OIL ADDED AND MILEAGE
ADDED LESS THAN 1/2 QUART OF OIL TO CRANKCASE - NO EXTERNAL LEAKS FOUND

JOB # 4 TOTAL LABOR & PARTS 0.00

5 12FOZEECHISC EEC MISC TECH(S): 99999 INTERNAL

VEHICLE JERKS/HESITATES ON ACCELERATION BUT NO WARNING LIGHT S EVER COME ON
ALSO NEVER VERIFIED ANY JERKING/HESITATION WHILE DRIVING - N O ACTION TAKEN

JOB # 5 TOTAL LABOR & PARTS 0.00

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Reynolds and Reynolds ERAINTNVE CCR00342 Q (05/04)



McCARTHY



11400 S. Pulaski Rd. Chicago, IL 60655
Phone (773) 239-7900

CUSTOMER NO.	ADVISOR THOMAS J JANEL	1906	TAG NO. 297	INVOICE DATE 04/16/16	INVOICE NO.
	LABOR RATE	LICENSE NO.	MILEAGE 128,749	COLOR WHITE/	STOCK NO.
CHICAGO, IL	YEAR / MAKE / MODEL 15/FORD TRUCK/TRANSIT CARGO V/T-350			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 F T B W 3 X G 7 F K			SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 04/14/16		
COMMENTS					

MO: 128749

LABOR & PARTS

1 01FOZNVHDIAG H.V.H. DIAGNOSIS TECH(S): 2032 INTERNAL
 HUMMING NOISE FROM REAR OF VAN WHEN WARMED UP WHEN DRIVING H
 IGHWAY SPEEDS
 ROADTESTED NO PROBLEM FOUND WITH BEARINGS. ONLY NOISE HEARD
 IS FROM TIRES.
 ROADTESTED BY TJ 40 MILES

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PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
				JOB # 1 TOTAL PARTS 0.00
				JOB # 1 TOTAL LABOR & PARTS 0.00

2 06FOZ ENGINE REPAIR TECH(S): 2032
 ADD ENGINE OIL DYE
 PER CUSTOMER REQUEST

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PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2	1	TP3400	ENGINE	12.00
				JOB # 2 TOTAL PARTS 12.00
				JOB # 2 TOTAL LABOR & PARTS 12.00

TOTALS

CASH.....	CHECK.....	COMMERCIAL CHARGE.....	TOTAL LABOR.....	0.00
CHECK#.....	VISA.....	M/C.....	TOTAL PARTS.....	12.00
		AMEX.....	TOTAL SUBLET...	0.00
			TOTAL G.O.G.....	0.00
			TOTAL MISC CHG.	0.00
			TOTAL MISC DISC	0.00
			TOTAL TAX.....	1.23
			TOTAL INVOICE \$	13.23

QualityCare

at your service



RECEIVED BY: ON: / /
 THANK YOU AGAIN FOR CHOOSING MCCARTHY FORD!
 ALL OEM PARTS INSTALLED ON THIS VISIT HAVE A 2 YEAR
 UNLIMITED MILE WARRANTY. You may receive a Survey
 from Ford Motor Co. Please take the time to fill it
 out because your opinion is very important to us.
 WE STRIVE FOR YOUR COMPLETE SATISFACTION

CUSTOMER SIGNATURE _____

Reynolds and Reynolds EPANTIVE C0600342 0 (05/04)

CUSTOMER #:



INVOICE

DUPLICATE 1
PAGE 1

6100 West 95th St.
OAK LAWN, ILLINOIS 60453
PHONE (708) 599-8000
www.hawkford.com



CHICAGO, IL

HOME:

CONT:

BUS:

CELL:

ASSISTANT SERVICE MANAGER: 16019 MIKE JANNOTTA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
OXFORD WHI	15	FORD TRANSIT	1FTBW3XG7FK		141696/141696	T6877	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
04FEB15 DD			15:30 03JUN16		0.00	CASH	11JUN16
R.O. OPENED	READY	OPTIONS:	SOLD-STK:	DLR:			
09:59 03JUN16	13:57 11JUN16	AXL:DEALER_TRADE					

LINE	OPCODE	TECH	TYPE	HOURS	PRICE	NET	TOTAL
A							

A CHECK VIBRATION OVER 50MPH, CUST STATED HE FEELS DRIVE SHAFT IS GOING BAD, POSSIBLE UJOINT.

24D NO WORK PERFORMED - NO CHARGES AT THIS TIME

.....

5891 IATW

141696 ELECTRONICALLY BALANCED ALL FOUR WHEELS .

(N/C)

B PERFORM MULTI-POINT INSPECTION REPORT CARD

99P PERFORM MULTI-POINT INSPECTION REPORT CARD

5891 IATW

(N/C)

GBATT Battery condition is good

5891 IATW

(N/C)

RBK BRAKES REQUIRE IMMEDIATE ATTENTION

5891 IATW

(N/C)

GTIRE TIRES CHECKED AND OK

5891 IATW

(N/C)

141696 PERFORMED FORD MULTI-POINT INSPECTION

VEH ALSO NEEDS - REAR BRALES

-- HAVE CALLED CUSTOMER A

MULTI AMOUNT OF TIMES - HAVE

LEFT ME SSAGES FOR HIM TO CALL

BACK BUT HE HAS NOT MJ 6/4

6/7 6/8 ALSO CUST OK \$135.00

CK OUT CHARGE - PER KEN K.

ALSO DECLINED EVERTHING ... NO

WORK PAYMENT AND

See posted warranty in Service Dept. for complete details on FORD parts warranty.

DISCLAIMER OF WARRANTIES

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY, INCLUDING ANY AND ALL PARTS AND ACCESSORIES, ARE EXPRESSLY MADE BY THE MANUFACTURER OF SUCH PARTS AND ACCESSORIES. CUSTOMER'S SOLE REMEDY SHALL BE A SUIT OF THE APPLICABLE JURISDICTION. HAWK FORD OAK LAWN, ILLINOIS, MAKES NO REPRESENTATION OR WARRANTY AS TO THE MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OF ANY OTHER PERSON OR ENTITY FOR ANY LIABILITY WHATSOEVER. HAWK FORD OAK LAWN, ILLINOIS, MAKES NO REPRESENTATION OR WARRANTY AS TO THE MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OF ANY OTHER PERSON OR ENTITY FOR ANY LIABILITY WHATSOEVER. HAWK FORD OAK LAWN, ILLINOIS, MAKES NO REPRESENTATION OR WARRANTY AS TO THE MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OF ANY OTHER PERSON OR ENTITY FOR ANY LIABILITY WHATSOEVER.

THE ESTIMATE FOR THIS INVOICE MAY HAVE BEEN PREPARED WITH THE USE OF AFTER MARKET PARTS (SIGNIFIED BY THE CODE "NON-OEM" IN THE PART NUMBER LISTED ABOVE) WHICH ARE SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR VEHICLE. WARRANTIES APPLICABLE TO THESE REPLACEMENT PARTS ARE PROVIDED BY THE MANUFACTURER OR DISTRIBUTOR OF THESE PARTS RATHER THAN THE MANUFACTURER OF YOUR VEHICLE. HAWK FORD OAK LAWN EXPRESSLY DISCLAIMS ANY AND ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND HAWKINSON FORD NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY WHATSOEVER.

Have we earned your recommendation and the opportunity to serve your automotive needs in the future?

We have been creating the best automotive ownership experience in our market for over 40 years. If you are not completely satisfied, please allow us the opportunity to assist you. Our family measures our success one customer at a time. Your complete satisfaction is our only goal... you are our future.

(708) 233-8939

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 ADJUSTMENT /DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

*"REMAN" =Ford remanufactured products or parts are those packaged in containers marked "Remanufactured" or Ford service part numbers that end with an "RM" suffix, and are otherwise defined or designated and authorized by Ford Motor Company.

CUSTOMER COPY



MCCARTHY



11400 S. Pulaski Rd. Chicago, IL 60655
Phone (773) 239-7900

CUSTOMER NO. [REDACTED]	ADVISOR [REDACTED]	TAG NO. [REDACTED]	INVOICE DATE [REDACTED]	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE [REDACTED]	LICENSE NO. [REDACTED]	MILEAGE 153,521	COLOR WHITE/
[REDACTED]	YEAR / MAKE / MODEL 15/FORD TRUCK/TRANSIT CARGO V/T-350	DELIVERY DATE [REDACTED]	DELIVERY MILES [REDACTED]	STOCK NO. [REDACTED]
CHICAGO, IL [REDACTED]	VEHICLE I.D. NO. [REDACTED]	SELLING DEALER NO. [REDACTED]	PRODUCTION DATE [REDACTED]	
[REDACTED]	F.T.E. NO. [REDACTED]	P.O. NO. [REDACTED]	R.O. DATE 06/30/16	REPRINT# 3
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS [REDACTED]	MO: 153521	

LABOR & PARTS

VEHICLE TOWED HERE FROM ARKANSAS - DRIVESHAFT CAME APART DAMAGING TRANS/REAR DIFF/BRAKE LINE (LOSS OF BRAKING) - CUSTOMER SEEKING FORD ASSISTANCE - REVIEW WITH JOHN L. CONFIRMED EXTENSIVE UNDERCARRIAGE DAMAGE (BRAKE LINES WRAPPED AROUND DETACHED DRIVESHAFT WITH REAR TAILSHAFT OF TRANSMIT.

REASON FOR FAILURE DUE TO EXTENSIVE DAMAGE BUT CASE OF THE TRANSMISSION APPEARS TO HAVE EXPLODED IN REAR CAUSING DRIVESHAFT DETACHMENT AND BRAKE LINE DAMAGE FROM DRIVESHAFT SLAMMING/SMACKING AROUND ONCE DETACHED - REPLACED TRANSMISSION COMPLETE ASSEMBLY (CORE CHARGE APPLIES AS TRANS CASE NO LONGER USEABLE) -

CUSTOMER FILED AN INSURANCE CLAIM WHEN CONDITION HAPPENED AS SOURCE OF FAILURE HAD NOT BEEN DETERMINED - INSURANCE IS PAYING FOR CONSEQUENTIAL DAMAGE (DRIVESHAFT/BRAKE LINES) LESS DEDUCTIBLE AND CUSTOMER IS PAYING FOR TRANS REPAIR/CORE/DEDUCTIBLE - REPAIR COMPLETED ON 11/9/16 (REPAIRS WERE FINALLY AUTHORIZED ON 11/9/16)

REPAIRS COMPLETED UNTIL FIRST WEEK OF OCTOBER)

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PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	4	XY-75W85-QL	OIL - R 638669	22.11	88.44
JOB # 1	2	XL-3	ADD HYP 705849	6.52	13.04
JOB # 1	4	-W716670-S300	CLIP - 717745	0.51	2.04
JOB # 1	4	-W520202-S437	NUT - H 925732	1.03	4.12
JOB # 1	1	CK4Z-7A033-B	BRACKET 704105	36.58	36.58
JOB # 1	1	CK4Z-6068-B	INSULAT 704102	43.85	43.85
JOB # 1	1	CK4Z-2264-B	TUBE AS 846463	39.10	39.10
JOB # 1	1	CK4Z-2264-B	TUBE AS 846463	39.10	39.10
JOB # 1	1	CK4Z-7000-D	AUTOMAT 677686	6336.20	6336.20
JOB # 1	1	CK4Z-4R602-AN	SHAFT A 805584	836.49	836.49
JOB # 1	1	CK4Z-9D667-B	TUBE AS 704157	55.00	55.00
JOB # 1	1	CK4Z-9G297-A	HOSE - 704177	51.25	51.25
JOB # 1	2	XT-10-DIV	NTI - A 4R7717	5.61	11.22
JOB # 1	2	BL3Z-9450-A	GASKET 522729	19.65	39.30
JOB # 1	2	GK4Z-2267-B	TUBE AS 047126	33.72	67.44
JOB # 1	1	CK4Z-2C008-L	TUBE 861927	22.95	22.95
JOB # 1	1	CK4Z-2265-E	TUBE AS 717719	41.10	41.10
JOB # 1	4	-W702872-S300	CLIP 414726	2.00	8.00
JOB # 1	4	-W716670-S300	CLIP - 717745	2.00	8.00
JOB # 1	4	-W716261-S300	CLIP - 717743	2.00	8.00
JOB # 1	1	GK4Z-2268-A	TUBE AS 792149	33.60	33.60
JOB # 1	1	CK4Z-5A231-A	STRAP - 861202	13.47	13.47
JOB # 1	2	PM-20	FLUID - 596356	10.82	21.64
JOB # 1	1	CK4Z-9D289-B	TUBE AS 783157	38.12	38.12
				JOB # 1 TOTAL PARTS	7946.62

QualityCare
at your service

Motorcraft

Reynolds and Reynolds 42 Q (05/04) EPA/NTIME CCC



McCARTHY



11400 S. Pulaski Rd. Chicago, IL 60655
Phone (773) 239-7900

CUSTOMER NO.	ADVISOR JIM	TAG NO. 39257	161	INVOICE DATE 11/09/16	INVOICE NO.
	LABOR RATE	LICENSE NO.	MILEAGE 153,521	COLOR WHITE/	STOCK NO.
CHICAGO, IL	YEAR / MAKE / MODEL 15/FORD TRUCK/TRANSIT CARGO V/T-350			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 F T B W 3 X G 7 F K			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE 11/09/16	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			

MO: 153521

LABOR & PARTS

# 1 1080Z STARTER	STARTER	TECH(S) 2032	WARRANTY		
SERVICE PART REPLACEMENT OF STARTER MOTOR (REFERENCE RO 2748 44 AND 263359) REPLACED STARTER MOTOR					
PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	CK4Z-11002-A	STARTER 628881		WARRANTY
JOB # 1	-1	CK4Z-11002-A	CORE RETURN		WARRANTY
JOB # 1 TOTAL PARTS					0.00
JOB # 1 TOTAL LABOR & PARTS					0.00

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COMMENTS

REPAIR PRICING REDUCED AS OWNER GOODWILL (OK'D BY TOM W)
\$5000 PAYMENT (CC) RECEIVED 8/23/16
\$2470.86 PAYMENT (INSURANCE CHECK) RECEIVED 10/12/16
CUSTOMER OWES BALANCE OF \$2641.78

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TOTALS

*****				TOTAL LABOR.....	0.00
*	CASH.....	CHECK.....	COMMERCIAL CHARGE.....	TOTAL PARTS....	0.00
*		CHECK#.....		TOTAL SUBLET...	0.00
*	VISA.....	M/C.....	AMEX.....	TOTAL G.O.G....	0.00
*				TOTAL MISC CHG.	0.00
*				TOTAL MISC DISC	0.00
*				TOTAL TAX.....	0.00
RECEIVED BY: ON:/...../.....				TOTAL INVOICE \$	0.00
THANK YOU AGAIN FOR CHOOSING McCARTHY FORD!					
ALL OEM PARTS INSTALLED ON THIS VISIT HAVE A 2 YEAR					
UNLIMITED MILE WARRANTY. You may receive a Survey					
from Ford Motor Co. Please take the time to fill it					
out because your opinion is very important to us.					
WE STRIVE FOR YOUR COMPLETE SATISFACTION					

QualityCare
at your service

Motorcraft

CUSTOMER SIGNATURE

Reynolds and Reynolds ERM/NTW/E C0800922 Q (05/04)



McCARTHY



11400 S. Pulaski Rd. Chicago, IL 60655
Phone (773) 239-7900

CUSTOMER NO.	ADVISOR JIM	TAG NO. 39257	INVOICE DATE 11/09/16	INVOICE NO.
	LABOR RATE	LICENSE NO.	MILEAGE 153,521	COLOR WHITE/
CHICAGO, IL	YEAR / MAKE / MODEL 15/FORD TRUCK/TRANSIT CARGO V/T-350		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 F T B W 3 X G 7 F K		SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	R.O. DATE 06/30/16	REPRINT# 3
			MO: 153521	

JOB # 1 TOTAL LABOR & PARTS		10468.62
SUBLET	PO#	VEND INV# INV.DATE DESCRIPTION
JOB # 1		10/25/16 REPAIRS
TOTAL - SUBLET		43.75
MISC	CODE	DESCRIPTION CONTROL NO
JOB # 1	PD15	PARTS DISCOUNT 15%
JOB # 1	PD15	PARTS DISCOUNT 15%
TOTAL - MISC		-1214.26

COMMENTS
REPAIR PRICING REDUCED AS OWNER GOODWILL (OK'D BY TOM W)
\$5000 PAYMENT (CC) RECEIVED 8/23/16
\$2470.86 PAYMENT (INSURANCE CHECK) RECEIVED 10/12/16
CUSTOMER OWES BALANCE OF \$2641.78
DELETED OPERATION(S)
10FOZSTARTER STARTER

TOTALS		
*****	TOTAL LABOR....	2522.00
*	TOTAL PARTS....	7946.62
* CASH..... CHECK..... COMMERCIAL CHARGE.....	TOTAL SUBLET...	43.75
* CHECK#.....	TOTAL G.O.G....	0.00
* VISA..... M/C..... AMEX.....	TOTAL MISC CHG.	0.00
* RECEIVED BY:..... ON:...../...../.....	TOTAL MISC DISC	-1214.26
* THANK YOU AGAIN FOR CHOOSING MCCARTHY FORD!	TOTAL TAX.....	814.53
* ALL OEM PARTS INSTALLED ON THIS VISIT HAVE A 2 YEAR	TOTAL INVOICE \$	10112.64
* UNLIMITED MILE WARRANTY. You may receive a Survey		
* from Ford Motor Co. Please take the time to fill it		
* out because your opinion is very important to us.		
* WE STRIVE FOR YOUR COMPLETE SATISFACTION		

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CUSTOMER SIGNATURE

Reynolds and Reynolds EHMNTNVE CG800342 Q (05/04)



1903 N. Falls Blvd. - Wynne, AR 72396
 (870) 238-7770 - Fax: (870) 238-2660

SERVICE DEPARTMENT HOURS
 7:30 a.m. to 5:30 p.m.
 Monday - Friday

R/O Open Date	R/O Number
6/29/16	
R/O Close Date	Status
6/29/16	Pre-Invoice
Mileage In	Mileage Out
153522	153522
Service Advisor / Tag #	
James Lee/5243	

CHICAGO, IL			Work Phone	Vehicle Identification Number	
			Home Phone	1FTBW3XG7FK	
Year	Make	Model	Body	Color	License Number
2015	FORD	TRANSIT CARGO	T-350 148" EL HI		

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [REDACTED]	
#1 - 99P: FORD 21 POINT MULTIPOINT INSPECTION Sub Total: .00	

#2 - 7000: TRANSMISSION CUSTOER STATEWS DRIVESHAFT IS LOOSE Work performed by Charles Cole (552) CUSTOMER STATED DRIVESHAFT HAS CAME APART. AFTER I NSPECTION DRIVESHAFT HAS CAME OUT OF VEHICLE CAUSI NG DAMAGE TO TRANSMISSION, REAREND AND BRAKE LINES CUSTOMER STATED WANTS TO TAKE BACK TO DEALERSHIP Sub Total: 145.00	145.00

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	145.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	9.99
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	14.72
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	169.71

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X





McCARTHY



11400 S. Pulaski Rd. Chicago, IL 60655
Phone (773) 239-7900

CUSTOMER NO. [REDACTED]	ADVISOR JIM	39257	TAG NO. 381	INVOICE DATE 12/20/16	[REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 156,485	COLOR WHITE/	STOCK NO.
CHICAGO, IL	YEAR / MAKE / MODEL 15/FORD TRUCK/TRANSIT CARGO V/T-350			DELIVERY DATE	DELIVERY MILES
[REDACTED]	VEHICLE I.D. NO. 1 F T B W 3 X G 7 F K [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	R.T.E. NO.	P.O. NO.	R.O. DATE 12/13/16		
[REDACTED]	BUSINESS PHONE			COMMENTS	

MO: 156485

TOTALS-----

 * CASH..... CHECK..... COMMERCIAL CHARGE..... *
 * CHECK#..... *
 * VISA..... M/C..... AMEX..... *
 * RECEIVED BY: ON:/...../..... *
 * THANK YOU AGAIN FOR CHOOSING McCARTHY FORD! *
 * ALL OEM PARTS INSTALLED ON THIS VISIT HAVE A 2 YEAR *
 * UNLIMITED MILE WARRANTY. You may receive a Survey *
 * from Ford Motor Co. Please take the time to fill it *
 * out because your opinion is very important to us. *
 * WE STRIVE FOR YOUR COMPLETE SATISFACTION *

TOTAL LABOR.... 749.95
 TOTAL PARTS.... 845.24
 TOTAL SUBLET... 0.00
 TOTAL G.O.G.... 0.00
 TOTAL MISC CHG. 8.00
 TOTAL MISC DISC 0.00
 TOTAL TAX..... 86.64
TOTAL INVOICE \$ 1689.83

STATEMENT OF DISCLAIMER
 The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

"The dealership utilizes the hours published in the Factory Labor Time Guide, Chilton Manual and/or Motors Crash Book, which reflects an average time requirement for the performance of specific vehicle repairs, and which may, therefore, be either more or less than the actual clock time in any given instance."

QualityCare
at your service

Motorcraft

CUSTOMER SIGNATURE _____

Reynolds and Reynolds EBANTIVE CCR00342 0 (05/04)



McCARTHY



11400 S. Pulaski Rd. Chicago, IL 60655
Phone (773) 239-7900

CUSTOMER NO.	ADVISOR JIM	39257	TAG NO. 381	INVOICE DATE 12/20/16	INVOICE NO.
	LABOR RATE	LICENSE NO.	MILEAGE 156,485	COLOR WHITE/	STOCK NO.
CHICAGO, IL	YEAR / MAKE / MODEL 15/FORD TRUCK/TRANSIT CARGO V/T-350			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1FTBW3XG7FK			SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO.	P.O. NO.		R.O. DATE 12/13/16	
BUSINESS PHONE	COMMENTS				

MO: 156485

1 12FOZECMISC EEC MISC TECH(S): 2032 99.95
 CHECK ENGINE LIGHT WAS FLASHING SHORTLY AFTER BEING SERVICED
 HERE BUT TRUCK RAN FINE - LIGHT IS NOW ON SOLID BUT STILL
 RUNS FINE
 VERIFIED CONCERN - PERFORMED ELECTRONIC CONTROLS SYSTEM DIAG
 NOSTICS - RETEIVED STORED FAULT CODE P0430 FROM MEMORY
 (BANK 2 CATALYTIC CONVERTER EFFICIENCY) - SEE LINE 3

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
			JOB # 1 TOTAL PARTS	0.00
			JOB # 1 TOTAL LABOR & PARTS	99.95

2 01FOZONVHD1AG N.V.H. DIAGNOSIS TECH(S): 2032 0.00
 CUSTOMER WAS HEARING RATTLE NOISE FROM TRANS AREA AROUND BEL
 L HOUSING WHEN LAST PICKED UP BUT NOISE HAS MINIMIZED
 DID NOT HEAR NOISE BUT MAY HAVE BEEN INTERNAL CATALYTIC CONV
 ERTER RATTLE - NO ACTION TAKEN

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
			JOB # 2 TOTAL PARTS	0.00
			JOB # 2 TOTAL LABOR & PARTS	0.00

3 30FOZ99P MULTI POINT INSP TECH(S): 2032 0.00
 Perform a thorough inspection of your vehicle and provide a
 detailed Vehicle Report Card. Check Fluid Levels, Inspect
 Wiper Blades, Test Battery, Inspect Tires and Brake Wear,
 Inspect safety systems and components for leaks and damage
 Perform multi-point vehicle inspection and record results on
 Vehicle Report Card

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
			JOB # 3 TOTAL PARTS	0.00
			JOB # 3 TOTAL LABOR & PARTS	0.00

4 05FOZCONV CATALYTIC CONVERTER TECH(S): 2032 650.00
 REPLACED CATALYTIC CONVERTER Y-PIPE ASSEMBLY WHICH INCLUDES
 BOTH LEFT AND RIGHT SIDE CONVERTERS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 4	1	CK4Z-5F250-N	CONVERT 169805	786.17
JOB # 4	1	BL3Z-9N496-A	ADAPTOR 522728	19.77
JOB # 4	2	BL3Z-9450-A	GASKET 522729	19.65
			JOB # 4 TOTAL PARTS	845.24
			JOB # 4 TOTAL LABOR & PARTS	1495.24

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A	ENV	ENVIRONMENTAL CHARGES	
		TOTAL - MISC	8.00

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QualityCare
at your service

Motorcraft

Reynolds and Reynolds ERMANTIVE CC606942 Q (05/04)



PAID

Butler Wrecker

585 CE Brawner Road PO Box 276, Wynne AR 72396
Phone: (870) 238-2057 | Fax: (870) 208-8872

Receipt

Invoice # [REDACTED]

Printed 6/29/2016

Call # 00252
Tow Reason Inoperable Vehicle
Driver JERRY BROWNDERVILLE
Truck ROLLBACK 2
Date/Time Requested 6/29/2016 @ 6:26 PM
Date/Time Completed 6/29/2016 @ 6:44 PM

Authorized by (No Account Specified)
Tow From 1956 FALLS BLVD N
Tow To 11400 S Pulaski Rd Chicago IL 60655

Contact [REDACTED]
[REDACTED] Chicago IL [REDACTED]
Contact [REDACTED]

Year	Make	Model	Color	VIN	Plate	Odometer
2015	Ford	Transit	White	1FTBW3XG7FK [REDACTED]	[REDACTED]	153521

Charge Description	Quantity	Price	Line Total
Loaded/Hooked Mileage	545	\$2.80	\$1,526.00
Discount	1	(\$152.60)	(\$152.60)
Subtotal			\$1,373.40
Taxes			\$130.47
Grand Total			\$1,503.87
Amount Due:			\$0.00 / Paid

Visa payment (Ref # [REDACTED]) of \$1,503.87 applied

Butler Wrecker appreciates your business; if you have any questions regarding this invoice, please contact us at 870-238-2057

Signature: _____

PO #: Account #:

Date: Wed Jun 29 2016

Dealer Information	Customer Information
Name: TRIAL-P-03242016 - 111038 - Ross Ford Toyota	Name: [REDACTED]
Address: 1903 N Falls Blvd Wynne, AR 72396 United States	Address:
Phone: 870-238-7770	Phone:
Fax:	Email:
Contact:	Contact:

Vehicle Information
VIN: 1FTBW3XG7FK [REDACTED] Vehicle: LIGHT TRUCK (L) > 2015 > Transit 2015 (TH)

Part No.	Description	Qty	Unit Price	Price
W712876-S300	Clip	1	4.98	4.98
6C1Z-2B223-B	Clip	3	1.27	3.81
4C1Z-2B223-A	Clip	2	1.13	2.26
W716261-S300	Clip	1	13.98	13.98
CK4Z-2C295-B	TUBE ASSY - BRAKE	1	31.35	31.35
CK4Z-2C294-A	Tube Assy - Brake	1	45.95	45.95
4C1Z-2B223-A	Clip	2	1.13	2.26
W703907-S300	Clip	6	4.98	29.88
W702872-S300	Clip	7	9.56	66.92
CK4Z-2268-A	Tube Assy - Brake	1	46.00	46.00
GK4Z-2267-A	TUBE ASSY - BRAKE	1	35.70	35.70
W520115-S440	Nut	3	10.46	31.38
W708946-S442	Screw	3	12.00	36.00
CK4Z-4R602-AN	SHAFT ASSY - DRIVE	1	836.49	836.49
W710660-S441	Nut	2	2.56	5.12
W708138-S439	Screw	2	4.00	8.00
W717161-S439	Stud	4	4.98	19.92
W520202-S437	Nut	2	4.10	8.20
CK4Z-7A033-B	Bracket	1	36.58	36.58
CK4Z-6068-B	Insulator - Engine Compartment	1	43.85	43.85

Part No.	Description	Qty	Unit Price	
CK4Z-7000-D	Transmission Assy	1	5336.20	92016 F

Labor Hours:

Labor Rate:

Labor:

Shipping Method:

Shipping:

Currency:

Tax Rate:

Subtotal: 6644.83

Tax: 0.00

Total: 6644.83

38.41

Dealer Message:

Labor 2430.00
 Tax Labo 291.60

9113.20
 291.60
 9404.8

Q All Search

Search Mail Search Web Home Andre

your vehicle Andre sur 2 year old Roadside Assistance

Compose Archive Move Delete Spam More

- Yahoo (1)
- Add another accou...
- Inbox (1)
- Drafts (2)
- Sent
- Archive
- Spam (65)
- Trash (36)
- Smart Views
- Folders
 - April 2015
 - APRIL 2016
 - APRIL 2013
 - April 2014
 - AUG 2013
 - AUG 2014
 - AUGUST
 - August 2015
 - August 2016
 - BBB PAPRES
 - Best Buy
 - CHA PAPERS
 - CHECK E-MAIL
 - Check Mail Done
 - DEC
 - December 2015
 - December 2013
 - December 2014
 - Deleted Items
 - Drafts
 - E - BAY PAPERS
 - FEB 2013
 - Feb 2014
 - Feb 2015
 - February 2016
 - FED - EX (PAPERS)
 - FedEx Pay Sheet
 - Generators
 - GrandVeiv
 - House Papers
 - INSURANCE PAPERS
 - Jan 2015
 - Jan 2013
 - Jan 2014
 - January 2016
 - July
 - July 2015
 - July 2013
 - JULY 2014
 - July 2016
 - June 2015

Roadside Assistance - Payment Receipt

Pinnacle Dispatch <noreply@pinnacle-team.com> Jun 29 at 10:17 AM

To [redacted]

ROADSIDE ASSISTANCE

Payment Receipt

Thank you for your payment! This email confirms the charges made to your credit card for the roadside service.

Below is a summary of your service:

Service Information

Order Number: [redacted] 6/29/2016 10:16:52 AM
 Date: 06/29/2016
 Service: Tow - MD
 Location: I-40 E, Brinkley, AR 72021
 Destination: 1903 N Falls Blvd, Wynne, AR 72396

Payment Information

Card Name: [redacted]
 Card Type: Visa
 Card Number: 4XXXXXXXXXX [redacted]
 Card Expiration: 03/2021
 Amount: \$301.13
 Type: Sale

We appreciate your continued business. Thank you, Ford Direct Tow

Our contact information is: 800 Point Vista Dr Ste 532 Hickory Creek, TX 75065

Posted transactions

TRANSACTION DATE	DESCRIPTION	PURCHASES	CREDITS	REWARDS EARNED
07/21/16	INTEREST CHARGE-CHECKS,OT	3.69		
07/21/16	INTEREST CHARGE-PURCHASES	99.63		
07/20/16	ADT SECURITY*400075949	69.98		140
07/17/16	D2 SPORTS PUB APPLETON	5.00		10
07/17/16	D2 SPORTS PUB APPLETON	17.50		35
07/16/16	STRAIGHTTALK*SERVICES	51.42		103
07/15/16	SEARS WARRANTY	54.99		110
07/15/16	PAYMENT		-300.00	
07/10/16	SHELL OIL 57426799300	21.95		44
07/10/16	ADT SECURITY*057377943	29.99		60
07/09/16	SEASHELL RESTAURANT	38.59		77
07/05/16	HENRYS SPORT AND BAIT	11.01		22
07/05/16	RAINBOW GROCERY	22.30		45
07/04/16	CASH ADVANCE FEE	10.05		
07/02/16	P181002/5500 S. STATE STR	201.00		
07/01/16	FOOD4LESS #0552	4.26		9
07/01/16	FOOD4LESS #0552	26.48		53
07/01/16	SPEEDWAY 01425 10	6.11		12
06/30/16	DAYS INNS/DAYSTOP	39.03		117

PURCHASED BY: [REDACTED]
 ACCOUNT ENDING IN: [REDACTED]
 TRANSACTION DATE: 06/30/16
 POST DATE: 07/01/16
 AMOUNT: 39.03
 DESCRIPTION: DAYS INNS/DAYSTOP
 MERCHANT LOCATION*: WYNNE AR
 MERCHANT CATEGORY: DAYS INN

Questions about this purchase? Visit our [Help page](#)

*The merchant location may not match the physical address where you made your purchase. It is common for merchants to use the address of a central branch, headquarters, etc.

06/29/16	MCDONALD'S F35346	5.52		11
06/29/16	KFC G455007 64050073	21.90		44
06/29/16	ROSS FORD-TOYOTA	169.71		339
06/29/16	ROADSIDE ASST8774253822	301.13		602
06/29/16	BUTLER WERCKER AND TOWING	1,503.87		3,008
06/25/16	PILOT 00004705	3.99		8
06/23/16	PAYMENT		-400.00	
06/22/16	PILOT	38.20		
TOTAL (07/21/16)		2,757.30	-700.00	4,849

AWS Claim Key	Trx Code	Time In Service	Labor Hours	Dealership	DIST (Miles)	Repair Date	Prefix	Base	Suffix	Doc
Details	████████ 15B39	13	0	MCCARTHY FORD, INC.	114859	11-FEB-16	*	*	*	26688406
	Customer Comments	CUSTOMER SEEKS REIMBURSEMENT FOR REPAIRS PERFORMED PRIOR TO LAUNCH OF WATER MANAGEMENT RECALL (LINE 5)								
	Tech Comments	SUBMITTED REPAIR RECEIPT FOR REPAIRS PERFORMED PRIOR TO LAUNCH OF 15B39 RECALL FOR REFUND CONSIDERATION								
Details	████████ 0968D	13	8	MCCARTHY FORD, INC.	114859	11-FEB-16	FL3Z	4209	B	26688401
	Customer Comments	HUMMING/ROARING FROM REAR OF TRUCK THAT CHANGES WITH SPEED (WORSE AT 40 MPH AND UP)								
	Tech Comments	VERIFIED ROARING FROM REAR,INSPECT & DIAGNOSE,NO TSB/SSM. OVERHAULED REAR DIFFERENTIAL REPLACING LISTED PARTS MTIME REQUIRED DUE TO NO SLTS,REASSEMBLE ALL,ROAD TEST, RECHECK, OK								
Details	████████ P11	13	0	MCCARTHY FORD, INC.	114859	11-FEB-16	*	RENTAL	*	26688407
	Customer Comments	CRC RENTAL PROVIDED								
	Tech Comments	CRC RENTAL PROVIDED								
Details	████████ 0968D	14	2	MCCARTHY FORD, INC.	119944	12-MAR-16	4C3Z	1S177	A	26861901
	Customer Comments	CUSTOMER STATES BRAKE FLUID LEAK FROM REAR (FLUID WAS ADDED AS PEDAL WENT VERY LOW) - CUSTOMER AWARE IF UNRELATED TO RE CENT REAR DIFFERENTIAL REPAIR EITHER DEDUCTABLE APPLIES IF COVERED OR INSPECT FEE/REPAIR COST IF NOT COVERED								
	Tech Comments	INSPECT FOR LEAK CONCERN,PINPT TO HUB SEAL & ORING,SOP HERE, REPLACED LEFT REAR AXLE SEAL & ORING,REFILLED GEAR LUBE, REASSEMBLE ALL, MTIME REQUIRED TO CLEAN OFF EXCESS FLUID FROM UNDER CARRIAGE OF VEHICLE								
Details	████████ 0968D	14	.9	MCCARTHY FORD, INC.	123907	26-MAR-16	CK4Z	3A674	B	26946407
	Customer Comments	CUSTOMER STATES ON TAKE OFFS HEARS A WHISTLING NOISE								
	Tech Comments	ROAD TEST FOR NOISE CONCERN, VERIFIED TECHNICIAN NOTED LOUDER THAN NORMAL POWER STEERING PUMP WITH RESEVOIR FULL - REPLACED POWER STEERING PUMP REASSEMBLE ALL, ROAD TEST, RECHECK, OK								
Details	████████ SPW	22	0	MCCARTHY FORD, INC.	153521	09-NOV-16	CK4Z	11002	A	28235501
	Customer Comments	SERVICE PART REPLACEMENT OF STARTER MOTOR (REFERENCE RO 2748 44 AND 263359)								
	Tech Comments	REPLACED STARTER MOTOR, TAB BROKE OFF								
Details	████████ SPW	22	0	MCCARTHY FORD, INC.	153521	09-NOV-16	CK4Z	11002	A	28235801
	Customer Comments	SERVICE PART STARTER REPLACEMENT								
	Tech Comments	SERVICE PART STARTER REPLACEMENT TAB BROKE OFF								

Detailed Vehicle Specification

VIN	1FTBW3XG7FK [REDACTED]		
Vehicle Line	T/TH	Market Derived Code	F
Body Cab	T/A	Ver. Series	T/FP
Drive Type	T/B		
PLT CD	AJ	TRS CD	T/C3
Production Date	12-DEC-14	Warranty Start Date	04-FEB-15
Selling Dealer	141001	Selling Country	USA
ENG CD	T/UR		

AWS Claim Key	Trx Code	Time In Service	Labor Hours	Dealership	DIST (Miles)	Repair Date	Prefix	Base	Suffix	Doc
Details [REDACTED]	2	2	1.4	HAWK FORD OF OAK LAWN	9036	11-MAR-15	*	14A163	*	744117B
Customer Comments	CUSTOMER STATES THE DRIVERS SEAT BACK DOES NOT MOVE AUTOMATICALLY. PLEASE CHECK AND ADVISE									
Tech Comments	COULD NOT VERIFY CUST CONCERN.... PERFORMED B/C/E TEST ALL OK... PERFORMED WIGGLE TEST ALL OK... WORKING PROPERLY AT THIS TIME... CUSTOMER CONCERN WAS FOR LUMBAR NOT SEAT BACK... WENT TO WORKSHOP MANUAL SENT ME TO PPT C...C1 YES...STATES TO RR LUMBAR ASSEMBLY... REMOVED BACKREST SEAT COVER PER WORKSHOP MANUAL..INPSE CT FOUND LUMBAR HOOKS WERE NOT CONNECTED TO SEAT FRAME.. REINSTALLED..AND RECHKE ALL OK...									
Details [REDACTED]	E84	4	.3	HAWK FORD OF OAK LAWN	32200	05-MAY-15	*	6120124	*	025408A
Customer Comments	CUSTOMER STATES THE RIGHT FRONT DOOR IS NOT FLUSH. PLEASE CHECK AND ADVISE.									
Tech Comments	VERIFIED CONCERN-LOOSEN RT FT DOOR HINGES AND ADJUSTED AS NEEDED. OK NOW									
Details [REDACTED]	0968D	11	12.1	MCCARTHY FORD, INC.	104323	09-DEC-15	FL3Z	7902	C	26335901
Customer Comments	VIBRATION CONCERN STILL NOT CORRECTED (HIGH SPEEDS) THE CUSTOMER STATES THAT THE VIBRATION FEELS THAT IT IS COMING FROM THE REAR AT SPEEDS OF 45MPH									
Tech Comments	ROAD TEST EXTENSIVELY,VERIFIED CONCERN,LOCK TORQUE CONVERTER ISSUE,FLUID CK OK,EEC TEST,NO CODES,NO TSB/SSM APPLIED, PID MONITOR ROAD TEST,MONITOR TCC APPLY,NORMAL OPERATION,PINPNT PER SYMPTOM IN WSM,CONTACT HOTLINE 109446847,ADVISED TO AND DISASSEMBLED VALVE BODY,INSPECT TCC BORE,CLEAN & REPLACED TORQE CONVERTER,OVERHAULED VALVE BODY,FLUSH LINES,REINSTALL TRANS,FILL TO SPECS,MTIME FOR TRANS REMO									
Details [REDACTED]	0968D	11	.6	MCCARTHY FORD, INC.	104323	09-DEC-15	CK4Z	11002	A	26335905
Customer Comments	WONT CRANK ADD ON WARRANTY									
Tech Comments	THE STARTER MOTOR WAS INTERNALLY DEFECTIVE TECH REPLACED DEFECTIVE STARTER MOTOR WITH NEW									
Details [REDACTED]	0968D	12	1	MCCARTHY FORD, INC.	107676	08-JAN-16	*	4033	*	26488504
Customer Comments	C/S DIFF COVER IS WET WITH FLUID - ADVISE.									
Tech Comments	VERIFIED LEAK AT DIFFERENTIAL COVER, REMOVED COVER,CLEANED SERFACE AND RESEALED, REASSEMBLE ALL, FILL TO SPECS, ROAD TEST, RECHECK, OK									
Details [REDACTED]	0968D	12	.8	MCCARTHY FORD, INC.	107697	15-JAN-16	BL3Z	9E926	B	26526001
Customer Comments	TRUCK BACK IN FOR SAME CONCERN - WONT ACCELERATE PAST 30 MPH WITH "ENGINE FAULT - SERVICE NOW" MESSAGE - WE JUST REPAIRE D - PICKED UP LAST NIGHT									
Tech Comments	EEC TEST FOR ENGINE FAULT MESSAGE & NO ACCELERATION,CODE P2112,NO TSB/SSM APPLIED,FOLLOWED PINPOINT TESTING DV1 THRU DV10, LEADS TO REPLACEMENT OF ELECTRONIC THROTTLE BODY, REASSEMBLE ALL, CLEARED CODE, ROAD TEST, RETEST, OK									
Details [REDACTED]	15B39	13	.8	MCCARTHY FORD, INC.	114859	11-FEB-16	*	*	*	26688405
Customer Comments	15B39 UNDERHOOD WATER MANANGEMENT REPAIR									
Tech Comments	PERFORMED 15B39 RECALL FOR ENGINE WATER INTRUSION									

10-13-16

File # 2016 - Consc - [REDACTED]

ATTN: Virginia Luevano

I [REDACTED] have all my Documents of the Vehicle going back in Forth in the shop as of Oct. 22, 2015. But the particular day I bought the Vehicle back to Hawk Ford on June 3, 2016, I stated on the Invoice for Hawk Ford to look at my Drive Shaft because I felt it was going bad. And as usual, I would tell them of the Noises I would hear such as the Humming sounds, and the Whistling noises. So they tell me they will test Drive it as usual. The Person from Hawk Ford name Mike left me a voice Message in which I still have recorded on my phone stating to me that the Humming noises I may be hearing could be related either to the Brakes or the Wheel Balance. He also left a message of the price to be paid for the Wheel Balance & Brakes. Mike also stated that they did do the Wheel Balance without my Consent because he couldn't get in contact with me because my Wife and I was on Vacation and I wasn't getting a Signal. So as of June 11, 2016 was when I picked up the Vehicle from Hawk Ford. I talked to Mike and the only total he gave me was for the Balancing and the total for me to have the brake work done. So in the process of me paying, I told Mike the wheel Balancing and the Brakes didn't have

anything to do with the noises I was hearing. So that is when Mike tore the paperwork up in front of me and reprinted me another Paperwork.

So as for Ken Klein's statement to the Attorney General I declined everything, that was not true. First of all, I haven't spoke anymore to Ken as of Oct, 2015. And that is when Ken Klein told me to take my business elsewhere. That's when I started taking it to McCarthy Ford. And they did straighten out some of the problems I was having. But on the Invoice of June 3, 2016, I only declined the work for the Brakes and the Wheel Balancing. It is stated on the Invoice I did offer to pay \$135.00. So the things Hawk Ford offered me was not related to the issues I really wanted to see about, such as, the Drive Shaft, I felt it was going bad. I was told they test drove the vehicle when I came on June 11, 2016 to pick the vehicle up. I saw the same miles as I dropped it off on June 3, 2016 for 141696, as it is stated in the Invoice. In the Invoice it stated they performed a Multi-Point Inspection. And on that Invoice Ken Klein was the only person that declined everything.

And as for Ken Klein, stating by me driving over the Road that other Ford Dealerships would tell me the same thing. I never took my vehicle to other Dealerships about these problems

I was having, I did take it to other Dealer-
Ships over the Road for only Oil Changes.
I only addressed these problems to only
Hawk Ford and McCarthy Ford. And I
only paid for Oil Changes, because the
vehicle was still covered under warranty.
Such as the Drive Shaft of what I was
concerned about. I looked online as of
recently and found out it's a recall on
the Drive Shaft. If only Hawk Ford and
McCarthy Ford would've saw to these
problems when I have asked of them to do.
But instead they gave me nothing but excuses
of telling me nothing is wrong with my vehicle.
And other things that is not related to
what I've asked them to look at. Now the
Drive shaft have caused me over \$13,000.00
to get fixed. Because the Driveshaft
came out, in which caused the Brake lines
to break, and the Transmission to shatter.
I only wanted Ford to own up to the problems I asked
of them to see about. I have stacks of
paperwork of this vehicle going back in forth
in the shop.

If any questions you can contact me at
[REDACTED] or [REDACTED]

Thank you,
[REDACTED]