

From: [REDACTED]
To: [DataQuality, DataQuality \(NHTSA\)](#)
Cc: [EVOO \(NHTSA\)](#); [REDACTED]
Subject: Follow up to ODI Complaint ----- 11243520-----
Date: Friday, January 3, 2020 3:21:36 PM
Attachments: [REDACTED]

Good afternoon,

Please find the attached completed complaint form provided by the NHTSA/Office of Defects Investigation and back up vehicle record paperwork. This complaint is in reference to Complaint # 11243520.

This vehicle was in and out of several Ford dealerships for a multitude of repairs over the past many years. Ford motor company failed to notify me of any safety recall pertaining to the faulty steering issue, despite the numerous times they could have provided notification while the vehicle was in for service within the required recall time-frame and would have met the mileage requirements (please see attached service records). Unfortunately, when my steering locked up and had to have my vehicle towed to a Ford dealership, I was informed by the service department that I would have to pay \$2,373.76 for the repairs due to Ford Motor Company denying the Safety Recall repair cost. My daughter is chronically ill and we had to have transportation available, so I had to move forward with paying out of pocket for the repairs. The Safety recall clearly states the manufacturer shall notify owners of the safety recall. Unfortunately, in this case that never happened and Ford still rejected the repair cost associated with the safety recall because the vehicle exceeded the safety recall mileage requirement.

The manufacturer's failure to notify me of the safety recall should cancel out the mileage requirement, due the fact, if I had been notified about the recall I would have brought the vehicle in for the safety recall repairs before exceeding the mileage requirement, therefore, I'm seeking full reimbursement.

My family and I are very fortunate we weren't injured when the steering wheel assembly locked up.

Thank you for looking into this matter. Any assistance your agency can provide would be greatly appreciated!

[REDACTED]



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

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

FOR AGENCY USE ONLY 100148

Date Received	Repository <input type="checkbox"/>
13-AUG-2019	Reference No. 11243520

OWNER INFORMATION (Type or Print)

Name	Daytime Telephone Number	E-mail Address
Address	Evening Telephone Number	
City NEW SALEM	State MA	Zip Code

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 2LMHJ5AT2CE	Make LINCOLN	Model MKT	Model Year 2012
Date Purchased	Dealer's Name and Telephone Number	Engine: No: Cylinders	Fuel Type:
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code
Transmission Type	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: Incident Date(s) 08-AUG-2019

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 010000 STEERING	Failure Mileage 153600	Failure Speed
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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 2012 LINCOLN MKT. UPON STARTING THE VEHICLE, THE POWER STEERING WARNING INDICATOR ILLUMINATED AND THE CONTACT WAS UNABLE TO STEER THE VEHICLE. THE VEHICLE WAS TOWED TO ACTON FORD (76 POWDER MILL RD, ACTON, MA 01720, (978) 897-7000). THE CONTACT ASSOCIATED THE FAILURE WITH NHTSA CAMPAIGN NUMBER: 15V340000 (STEERING). THE DEALER STATED THAT THE VEHICLE EXCEEDED THE MILEAGE REQUIREMENT FOR THE RECALL; THEREFORE, THE CONTACT WOULD HAVE TO PAY OUT OF POCKET TO HAVE THE VEHICLE DIAGNOSED AND REPAIRED. THE MANUFACTURER WAS CONTACTED AND STATED THAT THE VEHICLE WAS 3,000 MILES OVER THE RECALL WARRANTY DEADLINE. THE VEHICLE WAS REPAIRED BY ACTON FORD AT OWNERS COST IN THE AMOUNT OF \$2,373.76. THE FAILURE MILEAGE WAS 153,600. CONTACTS VEHICLE WAS SERVICED MULTIPLE TIMES FOR SEVERAL ISSUES WITHIN THE POWER STEERING FAILURE RECALL TIME FRAME (PLEASE SEE ATTACHED SERVICE RECORDS). FORD MOTOR COMPANY FAILED TO NOTIFY CONTACT OF THE RECALL BY MAIL OR SERVICE DEPT. THE RECALL IN QUESTION CLEARLY STATES FORD MOTOR COMPANY MUST PROVIDE NOTIFICATION TO THE OWNER. THE OWNER IS REQUESTING FULL REIMBURSEMENT FOR THE REPAIRS CAUSED BY THE MANUFACTURES DEFECTIVE STEERING COMPONENTS PER SAFETY RECALL VEHICLE COMPONENT CODE: 010000 STEERING/NHTSA CAMPAIGN NUMBER: 15V340000 (STEERING). DUE TO FORD MANUFACTURES FAILURE TO NOTIFY OWNER WHICH CAUSED THE OWNER TO EXCEED THE 3,000 MILE LIMIT AND PLACED THE OWNERS SAFETY AT RISK.

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 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 #:



ACTON FORD

INVOICE

P.O. Box 3027 76 Powdermill Road ACTON, MA 01720-3027 Tel: (978) 897-7000 / FAX: (978) 897-6474

DUPLICATE 1 PAGE 1

NEW SALEM, MA HOME: BUS:

CONT: CELL:

SERVICE ADVISOR: 4618 MATTHEW J MAILLET

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG. Includes details for a silver Lincoln MKT with VIN 2LMHJ5AT2CB and license 153672/153676.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Lists services like 'PERFORM MULTI POINT REPORT CARD INSPECTION' and 'GBATT BATTERY TEST GOOD'.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Lists services like 'CUSTOMER STATES PLEASE CHECK STEERING AND ADVISE' and 'STEERING GEAR ASSEMBLY'.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Lists services like 'STEERING GEAR' and 'MECHANICAL TIME'.

Table with columns: (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE), CUSTOMER SIGNATURE, STATEMENT OF DISCLAIMER, DESCRIPTION, TOTALS. Includes a disclaimer and a list of charges.



**ACTON
FORD**

CUSTOMER #: [REDACTED]

INVOICE

P.O. Box 3027 76 Powdermill Road
ACTON, MA 01720-3027
Tel: (978) 897-7000 / FAX: (978) 897-6474

DUPLICATE 1
PAGE 2

NEW SALEM, MA [REDACTED]

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 4618 MATTHEW J MAILLET

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
SILVER	12	LINCOLN MKT	2LMHJ5AT2CB [REDACTED]	[REDACTED]	153672/153676	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN12 DL			16:55 15AUG19		118.58	CASH	15AUG19
R.O. OPENED	READY	OPTIONS.	DLR				
08AUG19	15AUG19		[REDACTED]				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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4234 REPLACE STEERING GEAR ASSEMBLY AND PROGRAM, M-TIME NEEDED FOR
BROKEN BOLT, NUT AS PART OF RACK BROKEN, HAD TO DRILL OUT, UNABLE TO
FREE UP EXHAUST, HAD TO LOWER SUB FRAME TO ACCESS

D** Alignment - 4 Wheel

FS02 Alignment - 4 Wheel

2862 HARDING, CHRISTOPHER A LIC#: 000021818

ISP 1.80

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

4234 PERFORM ALIGNMENT

EST: 2,079.04 13AUG19 11:25 SA: 4618

MATERIALS CHARGE: DISPOSAL FEES, FLUIDS, LUBRIC

13.95

*****THE FOLLOWING WORK WAS RECOMMENDED BUT NOT PERFORMED*****

DESCRIPTION: FS55 Tie Rods, Right Rear - Inner and Outer - Replace

REASON DENIED: DEC

PERSON CONTACTED: [REDACTED]

COMMENTS: NONE

RECOMMENDED BY: 4618 MAILLET

DENIAL ADDED BY: 4618 MAILLET

LINE ASSOCIATED:

ESTIMATE: 304.05

DESCRIPTION: FS01 Alignment - Front End

REASON DENIED: DEC

PERSON CONTACTED: [REDACTED]

COMMENTS: NONE

RECOMMENDED BY: 4618 MAILLET

DENIAL ADDED BY: 4618 MAILLET

LINE ASSOCIATED:

ESTIMATE: 69.95

DESCRIPTION: MSI MASS STATE INSPECTION

REASON DENIED: DEC

PERSON CONTACTED: [REDACTED]

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

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.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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

CUSTOMER SIGNATURE



**ACTON
FORD**

CUSTOMER # [REDACTED]

INVOICE

P.O. Box 3027 76 Powdermill Road
ACTON, MA 01720-3027
Tel: (978) 897-7000 / FAX: (978) 897-6474

DUPLICATE 1
PAGE 3

NEW SALEM, MA [REDACTED]
HOME: [REDACTED]
BUS: [REDACTED]

CONT: [REDACTED]
CELL: [REDACTED]

SERVICE ADVISOR: 4618 MATTHEW J MAILLET

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
SILVER	12	LINCOLN MKT	2LMHJ5AT2CB [REDACTED]	[REDACTED]	153672/153676	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN12 DL			16:55 15AUG19		118.58	CASH	15AUG19
R.O. OPENED	READY	OPTIONS:	DLR:				
08AUG19	15AUG19		[REDACTED]				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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COMMENTS: None
 RECOMMENDED BY: 4618 MAILLET DENIAL ADDED BY: 4618 MAILLET
 LINE ASSOCIATED: ESTIMATE: 35.00

DESCRIPTION: KEYLESS PAD...TRIM PANEL BROKEN
 REASON DENIED: DEC
 PERSON CONTACTED: [REDACTED]
 COMMENTS: None
 RECOMMENDED BY: 4618 MAILLET DENIAL ADDED BY: 4618 MAILLET
 LINE ASSOCIATED: ESTIMATE: 404.96

DESCRIPTION: BR07 Brake Pads and Rotors, Front (OEM) - Replace
 REASON DENIED: DEC
 PERSON CONTACTED: [REDACTED]
 COMMENTS: None
 RECOMMENDED BY: 4618 MAILLET DENIAL ADDED BY: 4618 MAILLET
 LINE ASSOCIATED: ESTIMATE: 451.25

DESCRIPTION: BRKA CLEAN RUST AND DEBRIS FROM CALIPER ANCHORS
 REASON DENIED: DEC
 PERSON CONTACTED: [REDACTED]
 COMMENTS: None
 RECOMMENDED BY: 4618 MAILLET DENIAL ADDED BY: 4618 MAILLET
 LINE ASSOCIATED: ESTIMATE: 24.00

DESCRIPTION: BK60 Brake Pads and Rotors, Rear (OEM) - Replace
 REASON DENIED: DEC
 PERSON CONTACTED: [REDACTED]
 COMMENTS: None
 RECOMMENDED BY: 4618 MAILLET DENIAL ADDED BY: 4618 MAILLET
 LINE ASSOCIATED: ESTIMATE: 413.69

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS	
	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.	LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT MISC. CHARGES TOTAL CHARGES LESS INSURANCE SALES TAX PLEASE PAY THIS AMOUNT		
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE			

CUSTOMER #:



**ACTON
FORD**

INVOICE

P.O. Box 3027 76 Powdermill Road
ACTON, MA 01720-3027
Tel: (978) 897-7000 / FAX: (978) 897-6474

DUPLICATE 1
PAGE 4

NEW SALEM, MA

HOME: CONT:
BUS: CELL:

SERVICE ADVISOR: 4618 MATTHEW J MAILLET

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
SILVER	12	LINCOLN MKT	2LMHJ5AT2CB		153672/153676		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PQ NO.	RATE	PAYMENT	INV. DATE
01JAN12 DD			16:55 15AUG19		118.58	CASH	15AUG19
R.O. OPENED		READY	OPTIONS: DLR:				
08AUG19		15AUG19					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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Service personnel have reviewed the multi point inspection report with me and I have received a completed copy of the document.

Signed _____

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DESCRIPTION	TOTALS
LABOR AMOUNT	539.78
PARTS AMOUNT	1712.97
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	13.95
TOTAL CHARGES	2266.70
LESS INSURANCE	0.00
SALES TAX	107.06
PLEASE PAY THIS AMOUNT	2373.76

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

CUSTOMER SIGNATURE

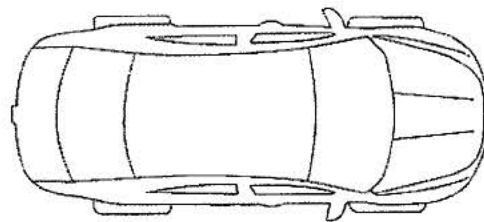
Acton Ford
76 Powder Mill Road
Acton, MA 01720

VEHICLE CHECK-UP

Date: 08/08/2019 RO/Tag#: 4
 Name: [REDACTED] Phone#: () -
 Email: _____
 VIN#: 2LMHJ5AT2CB
 Year/Make/Model: 2012 Lincoln MKT Plate#: [REDACTED]
 Odometer: 4234 Inspect. Month: AUG
 Owner Advantage Rewards*# _____ Service Balance: _____
 Extended Service Plan: YES NO FordPass Member? YES NO

May contribute to vehicle efficiency and promote a greener environment

- Check and OK at this time May require future attention Requires immediate attention



Note any exterior body damage or defects on diagram

- OK FILL Engine Oil Power Steering Transmission (if equipped with oil pack)
 Brake Reservoir Window Washer Coolant Recovery Reservoir

Serviced	DUE	Serviced	DUE
<input type="checkbox"/>	<input type="checkbox"/> THE WORKS	<input type="checkbox"/>	<input type="checkbox"/> Engine Air Filter
<input type="checkbox"/>	<input type="checkbox"/> Oil Change & Filter	<input type="checkbox"/>	<input type="checkbox"/> Engine Coolant
<input type="checkbox"/>	<input type="checkbox"/> Tire Rotation	<input type="checkbox"/>	<input type="checkbox"/> Transmission Fluid &/or Filter
<input checked="" type="checkbox"/>	<input type="checkbox"/> Multi-Point Inspection	<input type="checkbox"/>	<input type="checkbox"/> Cabin Air Filter N/A
<input type="checkbox"/>	<input type="checkbox"/> Fuel Filter N/A	<input type="checkbox"/>	<input type="checkbox"/> Spark Plugs

K Scheduled Maintenance
 This is only a partial list maintenance items and is NOT all-inclusive. Please consult your Owner's Manual or visit FordOwner.com for vehicle specific maintenance requirements. N/A is listed if certain part is not applicable.

Serviced		Serviced		Serviced	
<input type="checkbox"/>	<input checked="" type="checkbox"/> Horn	<input type="checkbox"/>	<input checked="" type="checkbox"/> Front Wipers	<input type="checkbox"/>	<input checked="" type="checkbox"/> Rear Wipers (if equipped)
<input type="checkbox"/>	<input checked="" type="checkbox"/> Windshield	<input type="checkbox"/>	<input checked="" type="checkbox"/> Front Lighting <small>Headlights, Parking Lights, Turn Signals, Fog Lights, 4-Way Flasher</small>		
<input type="checkbox"/>	<input checked="" type="checkbox"/> Rear Lighting - 4-Way Flasher, Taillights, Stop Lights, Brake Lights				

Serviced **Battery State of Health** **Battery Condition**

 Factory spec cold cranking amps _____ Actual cold cranking amps _____
 Cooling System - Hoses and Piping
 Engine Air Filter
 Engine Drive Belt(s)
 Cabin Air Filter N/A

Serviced	Tire Tread Depth	6/32" to 4/32" / 5mm to 3mm			
<input type="checkbox"/>	<input checked="" type="checkbox"/> Left Front Tire Condition	Size:	Tread Depth:	>6	Tire PSI: _____ Age: *
<input type="checkbox"/>	<input checked="" type="checkbox"/> Right Front Tire Condition	Size:	Tread Depth:	>6	Tire PSI: _____ Age: *
<input type="checkbox"/>	<input checked="" type="checkbox"/> Left Rear Tire Condition	Size:	Tread Depth:	>6	Tire PSI: _____ Age: *
<input type="checkbox"/>	<input checked="" type="checkbox"/> Right Rear Tire Condition	Size:	Tread Depth:	>6	Tire PSI: _____ Age: *
<input type="checkbox"/>	<input type="checkbox"/> Full Size/Temp Spare Tire Condition	Size:	Tread Depth:		Tire PSI: _____ Age: *

Spare Not Inspected No Spare Tire Tires should be spaced after 5 years regardless of tread wear

Serviced	Brake Lining	4mm to 5mm or 4/32" to 7/32" (Disc) or 1.01 to 2mm or 2/32" to 3/32" (Drum)			
<input type="checkbox"/>	<input checked="" type="checkbox"/> Left Front Brake	Pad Thickness:	5	Rotor Actual:	Rotor Minimum Spec: <input type="checkbox"/>
<input type="checkbox"/>	<input checked="" type="checkbox"/> Right Front Brake	Pad Thickness:	5	Rotor Actual:	Rotor Minimum Spec: <input type="checkbox"/>
<input type="checkbox"/>	<input checked="" type="checkbox"/> Left Rear Brake	Pad/Shoe Thickness:	4	Rotor/Drum Actual:	Rotor/Drum Minimum Spec: <input type="checkbox"/>
<input type="checkbox"/>	<input checked="" type="checkbox"/> Right Rear Brake	Pad/Shoe Thickness:	4	Rotor/Drum Actual:	Rotor/Drum Minimum Spec: <input type="checkbox"/>

<input type="checkbox"/>	<input checked="" type="checkbox"/> Left front suspension, struts, steering linkage, brake lines/hoses	Notes:
<input type="checkbox"/>	<input checked="" type="checkbox"/> Right front suspension, struts, steering linkage, brake lines/hoses	Notes:
<input type="checkbox"/>	<input checked="" type="checkbox"/> Left Rear suspension, shocks/struts, linkage, brake lines/hoses	Notes:
<input type="checkbox"/>	<input type="checkbox"/> Right Rear suspension, shocks/struts, linkage, brake lines/hoses	Notes:
<input type="checkbox"/>	<input checked="" type="checkbox"/> Exhaust System	Notes:
<input type="checkbox"/>	<input checked="" type="checkbox"/> Drivetrain	Notes:

Advisor: Matthew Maillet Customer Signature: _____
 Technician: 2862-Christoph... Technician: _____



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

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

FOR AGENCY USE ONLY 100148

Date Received 13-AUG-2019
Repository
Reference No. 11243520

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City NEW SALEM State MA Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]
Evening Telephone Number [REDACTED]

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 2LMHJ5AT2CE [REDACTED] Make LINCOLN Model MKT Model Year 2012
Date Purchased [REDACTED] Dealer's Name and Telephone Number [REDACTED] Engine: No: Cylinders [REDACTED] Fuel Type: [REDACTED]
Original Owner Dealer's City [REDACTED] State [REDACTED] Zip Code [REDACTED]
Transmission Type [REDACTED] Antilock Brakes Cruise Control Powertrain [REDACTED] Multiple Failure: [REDACTED] Incident Date(s) 08-AUG-2019

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 010000 STEERING Failure Mileage 153600 Failure Speed [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15) [REDACTED]
DOT No. (Example: DOTM19ABC036) Original Equipment Prior Repair Failure Location: [REDACTED]
Tire Component Code [REDACTED] Tire Failure Type: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

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

APPLICABLE INCIDENT INFORMATION

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

Crash Yes No Fire Yes No Number of Persons Injured [REDACTED] Number of Deaths [REDACTED] Reported to Police N

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 2012 LINCOLN MKT. UPON STARTING THE VEHICLE, THE POWER STEERING WARNING INDICATOR ILLUMINATED AND THE CONTACT WAS UNABLE TO STEER THE VEHICLE. THE VEHICLE WAS TOWED TO ACTON FORD (76 POWDER MILL RD, ACTON, MA 01720, (978) 897-7000). THE CONTACT ASSOCIATED THE FAILURE WITH NHTSA CAMPAIGN NUMBER: 15V340000 (STEERING). THE DEALER STATED THAT THE VEHICLE EXCEEDED THE MILEAGE REQUIREMENT FOR THE RECALL; THEREFORE, THE CONTACT WOULD HAVE TO PAY OUT OF POCKET TO HAVE THE VEHICLE DIAGNOSED AND REPAIRED. THE MANUFACTURER WAS CONTACTED AND STATED THAT THE VEHICLE WAS 3,000 MILES OVER THE RECALL WARRANTY DEADLINE. THE VEHICLE WAS REPAIRED BY ACTON FORD AT OWNERS COST IN THE AMOUNT OF \$2,373.76. THE FAILURE MILEAGE WAS 153,600. CONTACTS VEHICLE WAS SERVICED MULTIPLE TIMES FOR SEVERAL ISSUES WITHIN THE POWER STEERING FAILURE RECALL TIME FRAME (PLEASE SEE ATTACHED SERVICE RECORDS). FORD MOTOR COMPANY FAILED TO NOTIFY CONTACT OF THE RECALL BY MAIL OR SERVICE DEPT. THE RECALL IN QUESTION CLEARLY STATES FORD MOTOR COMPANY MUST PROVIDE NOTIFICATION TO THE OWNER. THE OWNER IS REQUESTING FULL REIMBURSEMENT FOR THE REPAIRS CAUSED BY THE MANUFACTURES DEFECTIVE STEERING COMPONENTS PER SAFETY RECALL VEHICLE COMPONENT CODE: 010000 STEERING/NHTSA CAMPAIGN NUMBER: 15V340000 (STEERING), DUE TO FORD MANUFACTURES FAILURE TO NOTIFY OWNER WHICH CAUSED THE OWNER TO EXCEED THE 3,000 MILE LIMIT AND PLACED THE OWNERS SAFETY AT RISK.

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.

[REDACTED]

From: [REDACTED]
Sent: Monday, October 07, 2019 8:56 AM
To: [REDACTED]
Subject: Fwd: Follow up to ODI Complaint ----- 11243520-----

Sent from my iPhone

Begin forwarded message:

From: "EVOQ (NHTSA)" <[REDACTED]>
Date: October 7, 2019 at 6:04:47 AM EDT
To: "[REDACTED]" <[REDACTED]>
Subject: FW: Follow up to ODI Complaint ----- 11243520-----

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to [REDACTED] or fax to (800) 368-1787. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.
NHTSA/Office of Defects Investigation

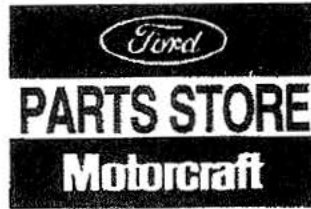
<11243520.pdf>

TOWNSEND FORD

INVOICE

340 Main St. - P.O. Box 531
 Townsend, MA 01469-0531
 Telephone: 597-8955 / 342-1937 / 448-6022
 Parts Dept. Direct Line 597-8100

Accessories



Apparel



DATE ENTERED 21 AUG 17	YOUR ORDER NO.	DATE SHIPPED 21 AUG 17	INVOICE DATE	INVOICE NUMBER
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RO QUOTE

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ACCOUNT NO. [REDACTED]
 [REDACTED]
 NEW SALEM, MA [REDACTED]

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PAGE 1 OF 2

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SHIP VIA		SLSM.	B/L NO.	TERMS	F.O.B. POINT		
		300			TOWNSEND MA		
ORD	SHIP	EO	PART NO.	DESCRIPTION	LIST	NET	AMOUNT
			RO Quote for Service Repair Order: [REDACTED]				
			Service Advisor: 79 Vehicle: [REDACTED]				
			Part(s) quoted on Line A REPLACE TIMING CHAINS				
2	2	0	7T4Z*6268*CA	CHAIN - TI	26.53	26.53	53.06
1	1	0	AT4Z*6268*C	BELT/CHAIN	76.92	76.92	76.92
1	1	0	JK6*455*D	V-BELT	18.86	18.86	18.86
1	1	0	AA5Z*6584*A	GASKET - V	15.28	15.28	15.28
1	1	0	7T4Z*6584*B	GASKET - V	16.42	16.42	16.42
6	6	0	BR3Z*6C535*B	SEAL - VAL	7.91	7.91	47.46
2	2	0	6E5Z*6C535*AB	SEAL - VAL	9.06	9.06	18.12
2	2	0	AA5Z*9439*A	GASKET - I	4.19	4.19	8.38
2	2	0	BL3Z*9439*A	GASKET - I	6.87	6.87	13.74
1	1	0	AA5Z*9439*BA	GASKET - I	19.61	19.61	19.61
1	1	0	XW4Z*6700*AA	SEAL ASY -	16.72	16.72	16.72
1	1	0	F5RZ*6A340*B	BOLT - FLA	10.96	10.96	10.96
1	1	0	DG1Z*8501*B	PUMP ASY -	77.57	77.57	77.57
1	1	0	VC*7*B	ANTI-FREEZ	18.88	18.88	18.88
1	1	0	FL*500*SB12	FILTER ASY	4.00	4.00	4.00
1	1	0	BA5Z*6B274*A	GUIDE	26.48	26.48	26.48
1	1	0	BA5Z*6K297*B	GUIDE	13.92	13.92	13.92
1	1	0	BA5Z*6M256*A	GUIDE	13.65	13.65	13.65
				PARTS			
				SUBLET			
				FREIGHT			
				SALES TAX			
CUSTOMER'S SIGNATURE							
X				TOTAL			1372.00

Any warranties on the products sold hereby are those made by the manufacturer. The seller, TOWNSEND FORD hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and TOWNSEND FORD neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

NO RETURNS WITHOUT THIS INVOICE. NO RETURNS AFTER 30 DAYS. NO RETURNS ON ELECTRICAL. SPECIAL ORDERS OR INSTALLED ITEMS. 10% HANDLING CHARGE ON ALL RETURNED MERCHANDISE.

11/11/100.1

CUSTOMER COPY

TOWNSEND FORD

INVOICE

340 Main St. - P.O. Box 531
 Townsend, MA 01469-0531
 Telephone: 597-8955 / 342-1937 / 448-6022
 Parts Dept. Direct Line 597-8100

Accessories

Apparel



DATE ENTERED 21 AUG 17	YOUR ORDER NO.	DATE SHIPPED 21 AUG 17	INVOICE DATE	INVOICE NUMBER
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ACCOUNT NO. [REDACTED]

NEW SALEM, MA [REDACTED]

RO QUOTE

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PAGE 2 OF 2

SHIP VIA	SLSM. 300	B/L NO.	TERMS	F.O.B. POINT TOWNSEND MA
----------	--------------	---------	-------	-----------------------------

QTY	SHIP	E.O.	PART NO.	DESCRIPTION	LIST	NET	AMOUNT
1	1	0	AT4Z*6L266*B	TENSTONER	33.71	33.71	33.71
1	1	0	BL3Z*6K255*A	ARM - TIMI	10.90	10.90	10.90
2	2	0	*W718733*S430	BOLT	1.13	1.13	2.26
			*W718733*S437	REPLACING PART-NO. FOR ABOVE PART-			
Parts quoted on RO# [REDACTED]							
**** R O P A R T S Q U O T E - DO NOT PAY ****							

WE ACCEPT VISA, MASTERCARD, DISCOVER, AM-EX, DINERS CLUB. "HAPPY SHOPPING"	MISC SUPPLIES	
	PARTS	516.90
	SUBLET	
	FREIGHT	0.00
	SALES TAX	0.00
CUSTOMER'S SIGNATURE X	TOTAL	32.30 tax 549.20

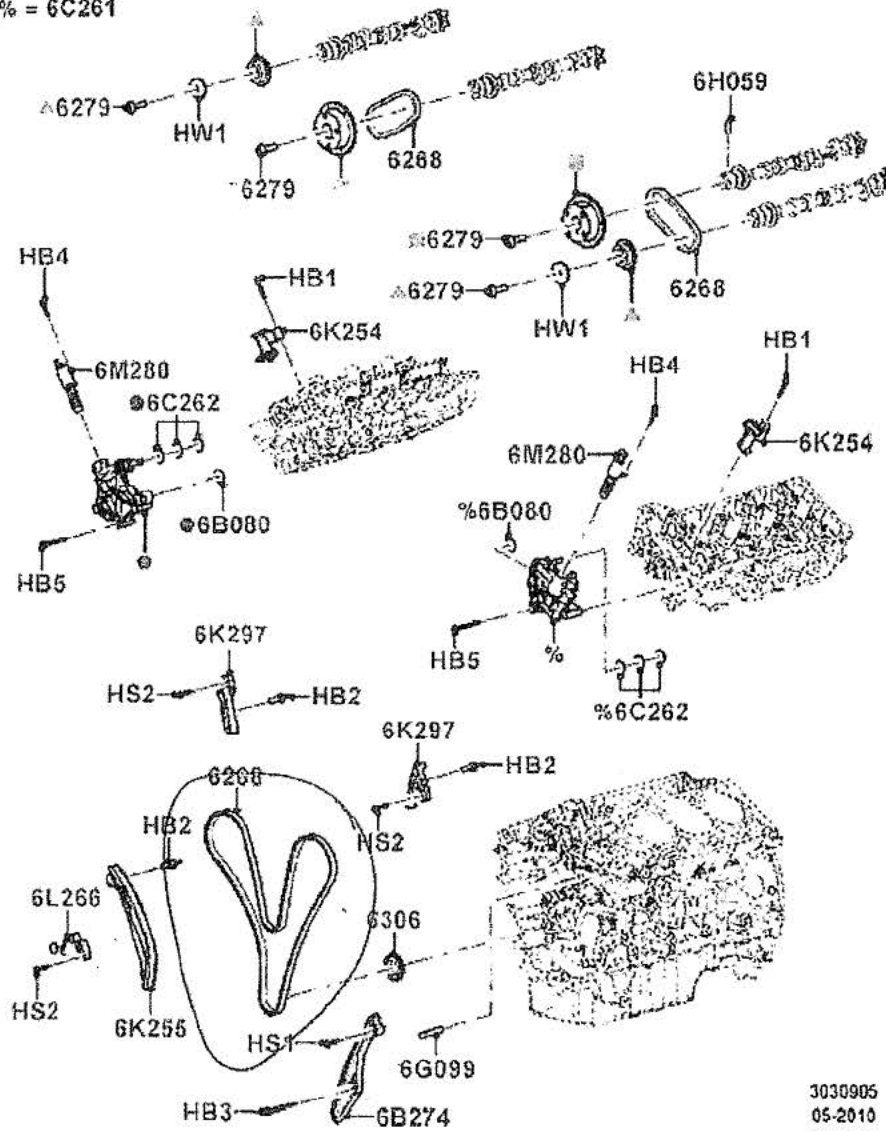
Any warranties on the products sold hereby are those made by the manufacturer. The seller, TOWNSEND FORD hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and TOWNSEND FORD neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

NO RETURNS WITHOUT THIS INVOICE. NO RETURNS AFTER 30 DAYS. NO RETURNS ON ELECTRICAL. SPECIAL ORDERS OR INSTALLED ITEMS. 10% HANDLING CHARGE ON ALL RETURNED MERCHANDISE.

1991 1001

CUSTOMER COPY

- ▣ = 6A257
- ▲ = 6256
- ⊙ = 6C260
- % = 6C261



Serp belt

CUSTOMER #: [REDACTED]

TOWNSEND



INVOICE

NEW SALEM, MA [REDACTED]

PAGE 1

340 Main St. - P.O. Box 531
Townsend, MA 01469-0531
Phone: (978) 597-8955 · Fax: (978) 597-0244
www.townsend-ford.com

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 79 DEB PILLSBURY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
GRAY	12	LINCOLN MKT	2LMHJ5AT2CE [REDACTED]	[REDACTED]	108361/108361	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
01JAN12 DD			WAIT 20JUL17			CASH
R.O. OPENED	READY	OPTIONS: DLR:NBH ENG:3.5_Liter_GTDI				
13:18 20JUL17	15:26 20JUL17					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A				CHECK ENGINE LIGHT ON.NO DRIVABILITY			
				225 225			
				6 CP		98.00	98.00

VERIFY CONCERN. SELF TEST P0016 . PID AND MONITOR TIMING NEEDS
NEEDS TIMING CHAIN REPLACING QT PARTS 284.00 PLUS TAX LABOR QT
\$1274.00

***** SERVICE HOURS *****
 @@@@NIGHT SERVICE WED 7AM - 7PM @@@@
 ~~~~~ MON, TUE, THU, FRI 7AM - 5PM ~~~~~  
 YOUR COMPLETE SATISFACTION IS OUR GOAL  
 PLEASE ASK FOR DEBBIE, KATHY, OR PAUL  
 THANK YOU FOR YOUR BUSINESS  
 DRIVE SAFE AND HAVE A GREAT DAY

*[Handwritten signature]*



QUALITY PARTS FOR QUALITY CARS<sup>SM</sup>

### PARTS and SERVICE HOURS

MONDAY - FRIDAY 7:00 A.M. - 5:00 P.M. WEDNESDAY 7:00 A.M. - 7:00 P.M.

SATURDAY (PARTS ONLY) 8:00 A.M. - 12:00 P.M.

**"PARTS WARRANTY"**  
All retail Ford parts and the labor to replace them are guaranteed for 24 months / unlimited mileage.

| DESCRIPTION            | TOTALS |
|------------------------|--------|
| LABOR AMOUNT           | 98.00  |
| PARTS AMOUNT           | 0.00   |
| GAS, OIL, LUBE         | 0.00   |
| SUBLET AMOUNT          | 0.00   |
| MISC. CHARGES          | 0.00   |
| TOTAL CHARGES          | 98.00  |
| LESS INSURANCE         | 0.00   |
| SALES TAX              | 0.00   |
| PLEASE PAY THIS AMOUNT | 98.00  |

The State of Massachusetts requires that all hazardous waste (Oil, Solvents, Anti-Freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner. Any charges for disposal of hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.

CUSTOMER #:

# TOWNSEND



\*INVOICE\*

DUPLICATE 5  
PAGE 1

340 Main St. - P.O. Box 531  
Townsend, MA 01469-0531  
Phone: (978) 597-8955 · Fax: (978) 597-0244  
www.townsend-ford.com

NEW SALEM, MA

HOME: [REDACTED] CONT: [REDACTED]  
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 79 DEB PILLSBURY

|               |               |                                     |               |            |                 |         |           |
|---------------|---------------|-------------------------------------|---------------|------------|-----------------|---------|-----------|
| COLOR         | YEAR          | MAKE/MODEL                          | VIN           | LICENSE    | MILEAGE IN/ OUT | TAG     |           |
| GRAY          | 12            | LINCOLN MKT                         | 2LMHJ5AT2CB   | [REDACTED] | 108726/108732   |         |           |
| DEL DATE      | PROD. DATE    | WARR. EXP.                          | PROMISED      | PO NO.     | RATE            | PAYMENT | INV. DATE |
| 01JAN12 DD    |               |                                     | 17:00 21AUG17 |            |                 | CASH    | 28AUG17   |
| R.O. OPENED   | READY         | OPTIONS: DLR:NBH ENG:3.5_Liter_GTDI |               |            |                 |         |           |
| 12:53 21AUG17 | 08:26 28AUG17 |                                     |               |            |                 |         |           |

| LINE                              | OPCODE        | TECH                           | TYPE | HOURS | LIST  | NET   | TOTAL |
|-----------------------------------|---------------|--------------------------------|------|-------|-------|-------|-------|
| A REPLACE TIMING CHAINS           |               |                                |      |       |       |       |       |
| 11 ENGINE MINOR                   |               |                                |      |       |       |       |       |
| 6 CP 1072.00 1072.00              |               |                                |      |       |       |       |       |
| 2                                 | 7T4Z*6268*CA  | CHAIN - TIMING                 |      |       | 26.53 | 26.53 | 53.06 |
| 1                                 | AT4Z*6268*C   | BELT/CHAIN - TIMING            |      |       | 76.92 | 76.92 | 76.92 |
| 1                                 | JK6*455*D     | V-BELT                         |      |       | 18.86 | 18.86 | 18.86 |
| 1                                 | AA5Z*6584*A   | GASKET - VALVE ROCKER ARM COVE |      |       | 15.28 | 15.28 | 15.28 |
| 1                                 | 7T4Z*6584*B   | GASKET - VALVE ROCKER ARM COVE |      |       | 16.42 | 16.42 | 16.42 |
| 6                                 | BR3Z*6C535*B  | SEAL - VALVE                   |      |       | 7.91  | 7.91  | 47.46 |
| 2                                 | 6E5Z*6C535*AB | SEAL - VALVE                   |      |       | 9.06  | 9.06  | 18.12 |
| 2                                 | AA5Z*9439*A   | GASKET - INTAKE MANIFOLD       |      |       | 4.19  | 4.19  | 8.38  |
| 2                                 | BL3Z*9439*A   | GASKET - INTAKE MANIFOLD       |      |       | 6.87  | 6.87  | 13.74 |
| 1                                 | AA5Z*9439*BA  | GASKET - INTAKE MANIFOLD       |      |       | 19.61 | 19.61 | 19.61 |
| 1                                 | XW4Z*6700*AA  | SEAL ASY - CRANKSHAFT OIL - FR |      |       | 16.72 | 16.72 | 16.72 |
| 1                                 | F5RZ*6A340*B  | BOLT - FLANGED HEX.            |      |       | 10.96 | 10.96 | 10.96 |
| 1                                 | DG1Z*8501*B   | PUMP ASY - WATER               |      |       | 77.57 | 77.57 | 77.57 |
| 1                                 | VC*7*B        | ANTI-FREEZE                    |      |       | 18.88 | 18.88 | 18.88 |
| 1                                 | FL*500*SB12   | FILTER ASY - OIL               |      |       | 4.00  | 4.00  | 4.00  |
| 1                                 | BA5Z*6B274*A  | GUIDE                          |      |       | 26.48 | 26.48 | 26.48 |
| 1                                 | BA5Z*6K297*B  | GUIDE                          |      |       | 13.92 | 13.92 | 13.92 |
| 1                                 | BA5Z*6M256*A  | GUIDE                          |      |       | 13.65 | 13.65 | 13.65 |
| 1                                 | AT4Z*6L266*B  | TENSIONER - TIMING CHAIN       |      |       | 33.71 | 33.71 | 33.71 |
| 1                                 | BL3Z*6K255*A  | ARM - TIMING CHAIN TENSIONER   |      |       | 10.90 | 10.90 | 10.90 |
| 2                                 | *W718733*S430 | BOLT                           |      |       | 1.13  | 1.13  | 2.26  |
| 6                                 | XO*5W30*BSP   | MOTORCRAFT OIL                 |      |       | 2.80  | 2.80  | 16.80 |
| 1                                 | TA*357*       | SEALANT - SILICONE             |      |       | 33.63 | 25.18 | 25.18 |
| SI MASSACHUSETTS STATE INSPECTION |               |                                |      |       |       |       |       |
| 10 CP 35.00 35.00                 |               |                                |      |       |       |       |       |

AS DISCUSSED WITH CUSTOMER REMOVED THE INTAKE//VALVE COVER AND FRONT COVER. INSPECT FOR DAMAGE PARTS REPLACD ALL 3 CHAINS , PRIMARY CHAIN STRETCHED. REPLACED ALL GUIDES AND TENSIONERS , CHANGED OIL AND REPLACED THE SERP BELT, ROAD TEST OLD PARTS ARE IN A BOX IN THE VEHICLE...



QUALITY PARTS FOR QUALITY CARS<sup>SM</sup>

**PARTS and SERVICE HOURS**

MONDAY - FRIDAY 7:00 A.M. - 5:00 P.M. WEDNESDAY 7:00 A.M. - 7:00 P.M.

SATURDAY (PARTS ONLY) 8:00 A.M. - 12:00 P.M.

**"PARTS WARRANTY"**  
All retail Ford parts and the labor to replace them are guaranteed for 24 months / unlimited mileage.

| DESCRIPTION            | TOTALS |
|------------------------|--------|
| LABOR AMOUNT           |        |
| PARTS AMOUNT           |        |
| GAS. OIL. LUBE         |        |
| SUBLET AMOUNT          |        |
| MISC. CHARGES          |        |
| TOTAL CHARGES          |        |
| LESS INSURANCE         |        |
| SALES TAX              |        |
| PLEASE PAY THIS AMOUNT |        |

**DISPOSAL OF HAZARDOUS WASTE**

The State of Massachusetts requires that all hazardous waste (Oil, Solvents, Anti-Freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner. Any charges for disposal of hazardous waste reflects our conformity to state law in

CUSTOMER #:

# TOWNSEND



\*INVOICE\*

DUPLICATE 5  
PAGE 2

340 Main St. - P.O. Box 531  
Townsend, MA 01469-0531  
Phone: (978) 597-8955 - Fax: (978) 597-0244  
www.townsend-ford.com

NEW SALEM, MA

HOME: [REDACTED] CONT: [REDACTED]  
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 79 DEB PILLSBURY

|               |               |                                     |               |            |                 |         |
|---------------|---------------|-------------------------------------|---------------|------------|-----------------|---------|
| COLOR         | YEAR          | MAKE/MODEL                          | VIN           | LICENSE    | MILEAGE IN/ OUT | TAG     |
| GRAY          | 12            | LINCOLN MKT                         | 2LMHJ5AT2CE   | [REDACTED] | 108726/108732   |         |
| DEL DATE      | PROD. DATE    | WARR. EXP.                          | PROMISED      | PO NO.     | RATE            | PAYMENT |
| 01JAN12 DE    |               |                                     | 17:00 21AUG17 |            |                 | CASH    |
| R.O. OPENED   | READY         | OPTIONS: DLR:NBH ENG:3.5 Liter GTDI |               |            |                 |         |
| 12:53 21AUG17 | 08:26 28AUG17 |                                     |               |            |                 |         |

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

\*\*\*\*\* SERVICE HOURS \*\*\*\*\*  
 @@@@@@ NIGHT SERVICE WED 7AM - 7PM @@@@@@  
 ~~~~~ MON, TUE, THU, FRI 7AM - 5PM ~~~~~  
 YOUR COMPLETE SATISFACTION IS OUR GOAL
 PLEASE ASK FOR DEBBIE, KATHY, OR PAUL
 THANK YOU FOR YOUR BUSINESS
 DRIVE SAFE AND HAVE A GREAT DAY

Deb Cash



QUALITY PARTS FOR QUALITY CARS SM

PARTS and SERVICE HOURS

MONDAY - FRIDAY 7:00 A.M. - 5:00 P.M. WEDNESDAY 7:00 A.M. - 7:00 P.M.

SATURDAY (PARTS ONLY)
8:00 A.M. - 12:00 P.M.

"PARTS WARRANTY"
All retail Ford parts and the labor to replace them are guaranteed for 24 months / unlimited mileage.

| DESCRIPTION | TOTALS |
|------------------------|---------|
| LABOR AMOUNT | 1107.00 |
| PARTS AMOUNT | 558.88 |
| GAS, OIL, LUBE | 0.00 |
| SUBLET AMOUNT | 0.00 |
| MISC. CHARGES | 0.00 |
| TOTAL CHARGES | 1665.88 |
| LESS INSURANCE | 0.00 |
| SALES TAX | 34.93 |
| PLEASE PAY THIS AMOUNT | 1700.81 |

DISPOSAL OF HAZARDOUS WASTE

The State of Massachusetts requires that all hazardous waste (Oil, Solvents, Anti-Freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner. Any charges for disposal of hazardous waste reflects our conformity to state law in

VEHICLE REPORT CARD

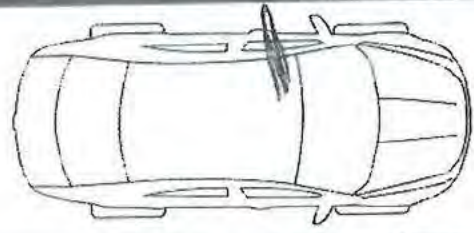
MULTI-POINT INSPECTION AS RECOMMENDED BY FORD MOTOR COMPANY

Date: _____ RO/Tag #: _____
 Name: _____
 Email: _____
 Year/Make/Model: _____
 VIN #: _____ Plate #: _____
 Odometer: _____ Inspect. Month: _____
 Owner Advantage Rewards® #: _____ Service Balance: _____

Ford Protect[®] Extended Service Plan: YES NO
 Member? YES NO If no, download at the App Store[®] or Google Play[™]

LEGEND May contribute to vehicle efficiency and promote a greener environment
 Checked and OK at this time May require future attention Requires immediate attention

EXTERIOR BODY



Note any existing exterior body damage or defects on diagram

SCHEDULED MAINTENANCE ITEMS*

| DUE | SERVICED | DUE | SERVICED |
|---|-------------------------------------|---|-------------------------------------|
| <input type="checkbox"/> Oil Change & Filter | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> Engine Air Filter | <input type="checkbox"/> |
| <input type="checkbox"/> Tire Rotation | <input checked="" type="checkbox"/> | <input type="checkbox"/> Engine Coolant | <input type="checkbox"/> |
| <input type="checkbox"/> Multi-Point Inspection | <input type="checkbox"/> | <input type="checkbox"/> Transmission Fluid &/or Filter | <input type="checkbox"/> |
| <input type="checkbox"/> Fuel Filter | <input type="checkbox"/> | <input type="checkbox"/> Cabin Air Filter | <input checked="" type="checkbox"/> |
| | | <input checked="" type="checkbox"/> Spark Plugs | <input type="checkbox"/> |

*This is only a partial list of vehicle maintenance items and is NOT all-inclusive. Please consult your Owner's Manual or visit FordOwner.com for vehicle-specific maintenance requirements.

FLUID LEVELS SERVICED

| OK | FILL | OK | FILL | OK | FILL |
|--------------------------|--------------------------|--|--------------------------|--------------------------|----------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Engine Oil | Power Steering | Transmission (if equipped with dipstick) | Brake Reservoir | Window Washer | Coolant Recovery Reservoir |

WIPER BLADES SERVICED

| | | |
|---|--------------------------------|-------------------------------|
| <input type="checkbox"/> Test Performed | <input type="checkbox"/> Front | <input type="checkbox"/> Rear |
|---|--------------------------------|-------------------------------|

BATTERY SERVICED

State of Health  Battery Condition

Factory spec cold cranking amps _____ Actual cold cranking amps _____

SYSTEMS / COMPONENTS

| Light / Windshield | Service |
|--|-------------------------------------|
| Operation of horn, interior lights, exterior lamps, turn signals, hazard and brake lamps | <input type="checkbox"/> |
| Windshield for cracks, chips and pitting | <input type="checkbox"/> |
| Belts / Hoses / Mounts | Service |
| HVAC system and hoses / lines for leaks and/or damage | <input type="checkbox"/> |
| Engine Cooling System, radiator, hoses and clamps | <input type="checkbox"/> |
| Accessory drive belt(s) | <input type="checkbox"/> |
| Brake System | Service |
| Brake system (including lines, hoses, and parking brake) | <input checked="" type="checkbox"/> |
| Steering / Suspension | Service |
| Shocks / struts and other suspension components for leaks and/or damage | <input type="checkbox"/> |
| Steering, steering linkages and ball joints (visual) | <input type="checkbox"/> |
| Exhaust System | Service |
| Exhaust system and heat shield (leaks, damage, loose parts) | <input checked="" type="checkbox"/> |
| Transmission / Drive Axle | Service |
| Clutch operation (if equipped) | <input type="checkbox"/> |
| Constant velocity (CV) drive axle boots (if equipped) | <input type="checkbox"/> |
| Drive shaft, transmission, u-joint and shift linkage (if equipped) and lubricate (as needed) | <input type="checkbox"/> |

TIRE / BRAKE WEAR

| Tire Tread | Brake Lining | Tire Tread | Brake Lining |
|--|---|--|--|
| Alignment check needed <input type="checkbox"/> | Wheel balance needed <input type="checkbox"/> | Tire Tread Depth _____ /32" Tire Age _____ | Tire Tread Depth _____ /32" Tire Age _____ |
| Brake measurements not taken this service visit <input type="checkbox"/> | | Tire Wear Pattern / Damage | Tire Wear Pattern / Damage |
| | | Tire Pressure set to factory-recommended PSI | Tire Pressure set to factory-recommended PSI |
| | | Brake Lining _____ mm _____ /32" | Brake Lining _____ mm _____ /32" |

Comments:
 Keyless
 moulding
 damaged
 8:32 ✓

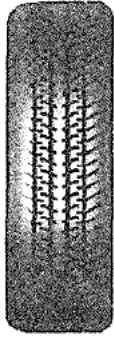
| | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

NOTE: Tires should be replaced after 6 years regardless of tread wear, including the spare, even if it has not been used

 **FordOwner.com**
 One site for all your vehicle needs

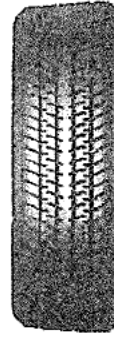
Advisor: _____
 Technician: _____

Customer Signature: _____



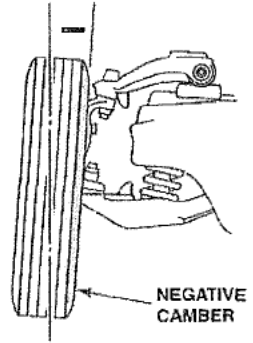
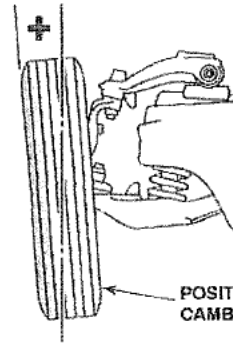
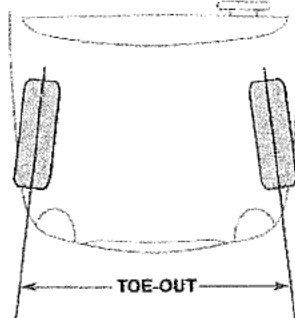
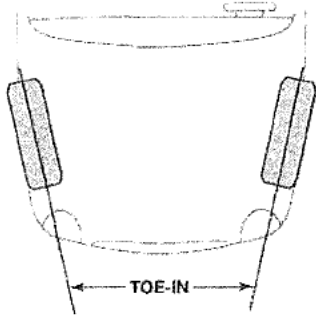
TOE WEAR

"Feathered" tread wear pattern suggests that tires are turned in or out too far. Signals need for alignment. May be caused by worn shocks/struts.

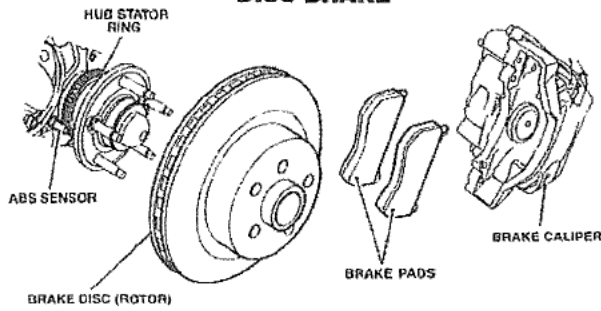


CAMBER WEAR

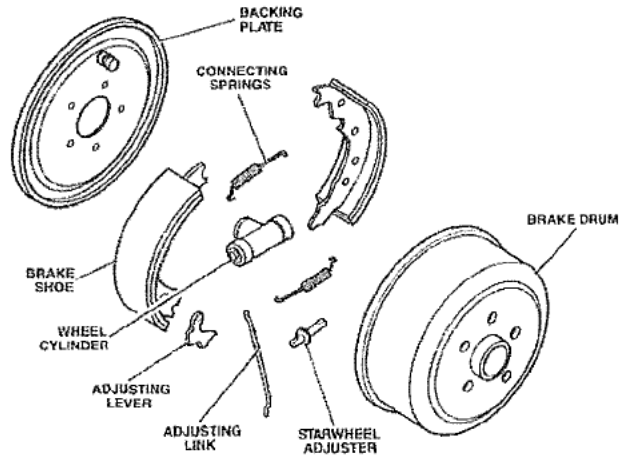
Exaggerated wear on inner or outer edge of tire indicates that tires are tilted in or out too far (from vertical). Signals need for alignment. May be caused by worn shocks/struts.



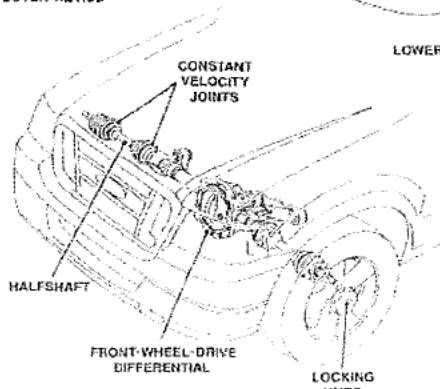
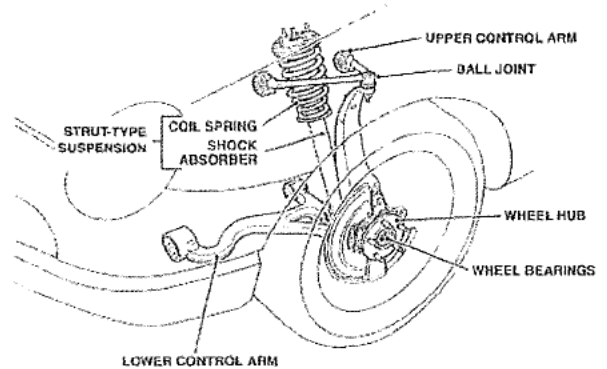
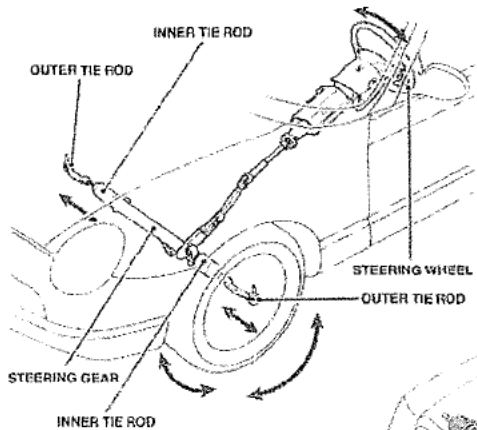
DISC BRAKE



DRUM BRAKE



SUSPENSION



FORD OF GREENFIELD



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P.O. BOX 1515
GREENFIELD, MASS 01302-1515
TELEPHONE (413) 773-5455
www.fordofgreenfield.com

BODY SHOP
38 HOPE STREET
GREENFIELD, MASS 01301
TELEPHONE (413) 774-3101

| | | | | | |
|--|---|---|-------------------|-----------------------------------|--------------------------|
| CUSTOMER NAME
[REDACTED] | ADVISOR
RANDY WHEELOCK | TAG NO
7173 | 2036 | BUCKET DATE
06/29/16 | PROJECT NO
[REDACTED] |
| ADDRESS
[REDACTED]
NEW SALEM, MA | LABOR RATE | PER HOUR | MILEAGE
88,124 | COLOR
SILVER/
DELIVERY DATE | DELIVERY MILES |
| | YEAR MAKE MODEL
12/LINCOLN TRUCK/MKT/4DR WGN 3.5L FW | VEHICLE ID NO
2 L M H J 5 A T 2 C B [REDACTED] | | SELLING DEALER | PROJECT CODE |
| SALES REP
[REDACTED] | BUSINESS PROP
[REDACTED] | COMMENTS | | DELIVERY DATE
06/29/16 | MO: [REDACTED] |

COMMENTS.....
NIGHT DROP TUESDAY

TOTALS.....

| | | | | |
|--------------------|----------------|-----------------|-------------------------|---------------|
| ***** | | | TOTAL LABOR..... | 0.00 |
| * [] CASH | [] CHECK | CHECK NO. [] * | TOTAL PARTS.... | 0.00 |
| * [] VISA | [] MASTERCARD | [] DISCOVER | TOTAL SUBLET... | 0.00 |
| * [] AMER EXPRESS | [] OTHER | [] CHARGE * | TOTAL G.O.G.... | 0.00 |
| ***** | | | TOTAL MISC CHG. | 100.00 |
| | | | TOTAL MISC DISC | 0.00 |
| | | | TOTAL TAX..... | 0.00 |
| | | | TOTAL INVOICE \$ | 100.00 |

CUSTOMER SATISFACTION SURVEY
Your vote counts
Ford will be contacting you soon to follow up on the service you received today. I ask that you take just a few minutes and complete the survey. This will help me to continue to improve the level of service we are able to provide. Our Parts & Service Team appreciates your business !!!

CUSTOMER SIGNATURE _____

Thank You
We Appreciate
Your Business

Service Hours
7:00 a.m. - 5:30 p.m.
Mon, Tues, Wed and Fri.

Thursday
7:00 a.m. - 8:00 p.m.

Saturday
8:00 a.m. - 1:00 p.m.

Body Shop Hours
8:00 a.m. - 5:00 p.m.
Monday - Friday



FORD OF GREENFIELD



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www.fordofgreenfield.com

BODY SHOP
38 HOPE STREET
GREENFIELD, MASS. 01301
TELEPHONE (413) 774-3101

| | | | |
|--|--|---|------------------------------------|
| ADDRESS
RANDY WHEELOCK | PHONE NO.
7173 2036 | INVOICE DATE
06/29/16 | PLATE NO.
[REDACTED] |
| CITY/STATE/ZIP
NEW SALEM, MA | VEHICLE ID
88,124 | DELIVERY DATE
SILVER/ | DELIVERY MILE
[REDACTED] |
| YEAR MAKE MODEL
12/LINCOLN TRUCK/MKT/4DR WGN 3.5L FW | VEHICLE TYPE
2 L M H J 5 A T 2 C B | SELECTION OF EQUIPMENT
[REDACTED] | VEHICLE COLOR
[REDACTED] |
| COMMENTS | | DATE
06/29/16 | MO: [REDACTED] |

| LABOR & PARTS | UNITS | TECH(S) | WARRANTY |
|---|-------|--------------------------------|------------|
| J# 1 73FOZ
GENERAL REPAIR
C/S HEARING NOISE FROM LEFT SIDE REAR WHEEL
HEARD NOISE ON RD TEST, PUT ON LIFT AND DIAG. WITH CHASSIS
EARS RR WHEEL BEARING ASSY WAS NOISY.
REP RR WHEEL BEARING
TEWST DROVE AND NOISE IS NO LONGER PRESENT | 1.20 | 4409 | |
| PARTS | | | WARRANTY |
| JOB # 1 | 1 | BT4Z-1104-B | HUB ASY 1 |
| JOB # 1 | 1 | 6L2Z-1012-BA | NUT - W 5 |
| JOB # 1 TOTAL PARTS | | | 0.00 |
| JOB # 1 TOTAL LABOR & PARTS | | | 0.00 |
| J# 2 70FOZ99P
MULTI POINT INSPECT
PERFORM COMPLETE MULTIPOINT INSPECTION FILL OUT SHEET ADVISE
ON NEEDED REPAIRS
HOSES, A/V SYSTEM, WINDSHIELD WASHERS AND WIPERS, HALF SHAFT BO
OTS, AND UNDERCARRIAGE
WIPERS STREAKY TIRES LOW TREAD
AIR FILTER DIRTY RR WHEEL BEARING NOISY LOF SERVICE | | 4409 | 0.00 |
| PARTS | | | WARRANTY |
| JOB # 2 TOTAL PARTS | | | 0.00 |
| JOB # 2 TOTAL LABOR & PARTS | | | 0.00 |
| J# 3+73FOZ06
ENGINE REPAIR
TAPPING NOISE FROM ENGINE
OIL VERY DARK NOISE POSSIBLY FMU AND IS NORMAL | 0.00 | 4409 | 0.00 |
| PARTS | | | WARRANTY |
| JOB # 3 TOTAL PARTS | | | 0.00 |
| JOB # 3 TOTAL LABOR & PARTS | | | 0.00 |
| J# 4+73FOZ17
GENERAL REPAIR
QUOTE FOR REPLACING KEYLESS PAD
WILL NEED REPLACEMENT PAD NOT COVERED UNDER CONTRACT
PARTS IS PRICING A NEW KEY PAD | | 4409 | 0.00 |
| PARTS | | | WARRANTY |
| JOB # 4 TOTAL PARTS | | | 0.00 |
| JOB # 4 TOTAL LABOR & PARTS | | | 0.00 |
| MISC | CODE | DESCRIPTION | CONTROL NO |
| JOB # 1 | WD | FORD WARRANTY - ESP DEDUCTIBLE | 293889 |
| TOTAL - MISC | | | 100.00 |

Thank You
We Appreciate
Your Business

Service Hours
7:00 a.m. - 5:30 p.m.
Mon, Tues, Wed and Fri.

Thursday
7:00 a.m. - 8:00 p.m.

Saturday
8:00 a.m. - 1:00 p.m.

Body Shop Hours
8:00 a.m. - 5:00 p.m.
Monday - Friday



ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$100.00 (+TAX)

CUSTOMER #:

oil

SENTRY WEST LINCOLN

The right way to buy a car.



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NEW SALEM, MA

PAGE 1

HOME: CONT:

BUS: CELL:

SERVICE ADVISOR: 4086 DAN OBARA

| | | | | | | |
|---------------|---------------|--------------------|--------------|------------------------|------------------|-----------|
| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG |
| SILVER | 12 | LINCOLN MKT | 2LMHJ5AT2CE | | 71795/71799 | |
| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | PAYMENT | INV. DATE |
| 18JUN13 DD | | | WAIT 14NOV15 | | CASH | 13NOV15 |
| R.O. OPENED | READY | OPTIONS: SOLD-STK | | DLR: | | |
| 10:23 29OCT15 | 07:30 13NOV15 | ENG:3.5_Liter_GTDI | | TRN:A 1)OA#259-036-853 | | |
| LINE OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |

A PS RECALL

CAUSE:

15S18B CHECK FOR DTC AND REPROGRAM PSM
26 WL

(N/C)

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

007976

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

71799 UPDATE THE PSCM AS OUTLINED

B CLIMATE BLOWER MOTOR INTERMITTANTLY WHINING

CAUSE: f

NPF UNABLE TO RECREATE CONCERN

26 CL

0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C CK R REAR HUB POSS BAD TOLD BY LOCAL GARAGE

CAUSE:

1225A REAR WHEEL BEARING AND/OR HUB ASSEMBLY -
REPLACE (1225/1A049/1104/1109/1216/1240) - L

26 WESP

(N/C)

1 BT4Z*1104*B HUB ASY - WHEEL

(N/C)

1 AE9Z*2C190*B SENSOR ASY

(N/C)

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

007976

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

CUSTOMER PAY DEDUCTIBLE FOR LINE C

100.00

71799 ROAD TEST VERIFY THE CONCERN, ISOLATE THE ROOT CAUSE TO NOISE
COMING FROM THE LEFT REAR WHEEL BEARING, REPLACE THE BEARING, ROAD
TEST AND VERIFY THE REPAIR OK

| | | | |
|--|--|------------------------|--------|
| ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE. | 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. | DESCRIPTION | TOTALS |
| | | LABOR AMOUNT | |
| | | PARTS AMOUNT | |
| | | GAS, OIL, LUBE | |
| | | SUBLET AMOUNT | |
| | | MISC. CHARGES | |
| | | TOTAL CHARGES | |
| | | LESS INSURANCE | |
| | | SALES TAX | |
| (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE) | CUSTOMER SIGNATURE | PLEASE PAY THIS AMOUNT | |

CUSTOMER #:

SENTRY WEST LINCOLN

The right way to buy a car.



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NEW SALEM, MA

PAGE 2

HOME: CONT:

BUS: CELL:

SERVICE ADVISOR: 4086 DAN OBARA

| | | | | | | |
|---------------|---------------|---|--------------|---------|------------------|-----------|
| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG |
| SILVER | 12 | LINCOLN MKT | 2LMHJ5AT2CB | | 71795/71799 | |
| DEL DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | PAYMENT | INV. DATE |
| 18JUN13 DD | | | WAIT 14NOV15 | | CASH | 13NOV15 |
| R.O. OPENED | READY | OPTIONS: SOLD-STK: DLR | | | | |
| 10:23 29OCT15 | 07:30 13NOV15 | ENG:3.5_Liter_GTDI TRN:A 1)OA#259-036-853 | | | | |

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|---|--------|--------|------|--------|------|---------------|-------|
| D | | | | | | | |
| D PERFORM MULTI-POINT INSPECTION | | | | | | | |
| 99P PERFORM MULTI-POINT INSPECTION | | | | | | | |
| | | | 26 | CL | | 0.00 | 0.00 |
| GBATT CHECKED BATTERY, OK AT THIS TIME | | | | | | | |
| | | | 26 | CL | | 0.00 | 0.00 |
| GBK CHECKED BRAKES, AND THEY ARE OK AT THIS TIME. | | | | | | | |
| | | | 26 | CL | | 0.00 | 0.00 |
| GTIRE CHECK TIRES, AND THEY ARE OK AT THIS TIME. | | | | | | | |
| | | | 26 | CL | | 0.00 | 0.00 |
| PARTS: | 0.00 | LABOR: | 0.00 | OTHER: | 0.00 | TOTAL LINE D: | 0.00 |

E** REPLACE DOOR PANELS PEELING GOODWILL

CAUSE:

BD99 REMOVE AND REPLACE BOTH TRIM PANLES AS GOODWILL TO CUSOTMER

26 WL

1 EE9Z*7424140*AA ARMREST ASY - DOOR

1 EE9Z*7424141*AA ARMREST ASY - DOOR

(N/C)

(N/C)

(N/C)

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

007976

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

CUSTOMER PAY DEDUCTIBLE FOR LINE E 100.00

71795 VERIFY THE CONCERN , REMOVE BOTH DOOR PANELS, THEN DRILL OUT THE ARM RESET, THEN REPLACE THEM , REINSTALL BOTH DOOR PANELS

F** COMPUTERIZED 4 WHEEL ALIGNMENT

M14 COMPUTERIZED 4 WHEEL ALIGNMENT

26 CL

89.95 89.95

PARTS: 0.00 LABOR: 89.95 OTHER: 0.00 TOTAL LINE F: 89.95

71799 CHECK AND SET THE ALIGNMENT AS NEEDED

G** CHECK CALIPER BOLT? OR BUSHING

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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.

DESCRIPTION

TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY THIS AMOUNT

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

CUSTOMER SIGNATURE

CUSTOMER #: [REDACTED]

INVOICE

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Service Direct: (508) 845-9339
Fax: (508) 845-8998
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NEW SALEM, MA

PAGE 3

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 4086 DAN OBARA

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG |
|---------------|---------------|---|------------------------|---------|------------------|------------|
| SILVER | 12 | LINCOLN MKT | 2LMHJ5AT2CB [REDACTED] | | 71795/71799 | [REDACTED] |
| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | PAYMENT | INV. DATE |
| 18JUN13 DD | | | WAIT 14NOV15 | | CASH | 13NOV15 |
| R.O. OPENED | READY | OPTIONS: | SOLD-STK: | DLR: | | |
| 10:23 29OCT15 | 07:30 13NOV15 | ENG:3.5_Liter_GTDI TRN:A 1)OA#259-036-853 | | | | |

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|------------------------------|--------|------|------|-------|------|------|-------|
| NCF CANNOT DUPLICATE CONCERN | | | | | | | |
| | | | 26 | CL | | 0.00 | 0.00 |

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G: 0.00

H** LINCOLN LOANER

CAUSE: .

RENTAL RENTAL CAR

199 WRL (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE H: 0.00

All new Lincoln & Ford parts are covered by a 24 Month/Unlimited miles warranty.
 All new Mazda parts are covered by a 12 Month /12,000 mile warranty whichever comes first.
 TAKE ADVANTAGE OF SENTRY'S EXTENDED HOURS
 SATURDAYS 7:00AM TILL 3:00PM
 NO APPOINTMENT NECESSARY

| | | | |
|--|---|------------------------|--------|
| ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE. | STATEMENT OF DISCLAIMER
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| | | LABOR AMOUNT | 89.95 |
| | | PARTS AMOUNT | 0.00 |
| | | GAS, OIL, LUBE | 0.00 |
| | | SUBLET AMOUNT | 0.00 |
| | | MISC. CHARGES | 200.00 |
| | | TOTAL CHARGES | 289.95 |
| | | LESS INSURANCE | 0.00 |
| SALES TAX | 0.00 | | |
| (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE) | CUSTOMER SIGNATURE | PLEASE PAY THIS AMOUNT | 289.95 |

CUSTOMER #: [REDACTED]

[REDACTED]

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Service Direct: (508) 845-9339
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NEW SALEM, MA

PAGE 1

HOME: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 3368 ERIC JOHANNESSEN

| | | | | | | |
|---------------|---------------|--|------------------------|---|------------------|------------|
| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG |
| SILVER | 12 | LINCOLN MKT | 2LMHJ5AT2CB [REDACTED] | | 59479/59481 | [REDACTED] |
| DEL. DATE | PRDD. DATE | WARR. EXP | PROMISED | PO NO. | PAYMENT | INV. DATE |
| 18JUN13 DD | | | 17:00 11JUN15 | | CASH | 11JUN15 |
| R.O. OPENED | READY | OPTIONS: SOLD-STK [REDACTED] DLR: [REDACTED] | | ENG:3.5_Liter_GTDI TRN:A 1)OA#259-036-853 | | |
| 14:59 04JUN15 | 14:43 11JUN15 | | | | | |
| LINE OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |

A C/S THAT BOTH FRONT DOOR PANELS ARE SPLITTING, ADVISE
NOTE INSPECT BOTH FRONT DOOR PANELS, CENTER ARM
REST HAS SLIGHT CRACK IN SEAM ON BOTH PANELS

2862 CL 0.00 0.00 0.00 0.00 0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

59479 INSPECT DOOR PANELS, FOUND THAT BOTH HAVE SIMILAR CRACKS IN THE SEAM AREA, THEY WILL NEED TO BE REPLACED OR REPAIRED. WILL COVER AS GOODWILL FOR CUSTOMER SATISFACTION MUST BE SPECIAL ORDERED, CUSTOMER WILL HAVE 100 DEDUCTIBLE

B COMPLIMENTARY WASH AND VACUUM OF LINCOLN VEHICLE DURING SERVICE VISIT
VAC COMPLIMENTARY WASH AND VACUUM OF LINCOLN VEHICLE DURING SERVICE VISIT

2862 CL 0.00 0.00 0.00 0.00 0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C PERFORM MULTI-POINT INSPECTION
99P PERFORM MULTI-POINT INSPECTION

2862 CL 0.00 0.00 0.00 0.00 0.00 0.00

GTIRE 7/32NDS OR GREATER TIRE TREAD DEPTH REMAINS 0.00 0.00

2862 CL 0.00 0.00 0.00 0.00 0.00 0.00

YBK INSPECTED BRAKES, 3MM TO 5MM DISC REMAINS OR 1.01MM TO 2MM DRUM SHOES REMAIN, WILL REQUIRE ATTENTION IN NEAR FUTURE 0.00 0.00

2862 CL 0.00 0.00 0.00 0.00 0.00 0.00

GBATT BATTERY HAS BEEN TESTED AND IS FINE AT THIS TIME 0.00 0.00

2862 CL 0.00 0.00 0.00 0.00 0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

D C/S THAT RIGHT FRONT WHEEL BEARING IS WORN CAUSE.

2134A HUB ASSEMBLY OR FRONT WHEEL BEARING -
REPLACE (1104/1201/1202/1215/2C134) - L

| | | | |
|--|--|------------------------|--------|
| ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE. | 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. | DESCRIPTION | TOTALS |
| | | LABOR AMOUNT | |
| | | PARTS AMOUNT | |
| | | GAS, OIL, LUBE | |
| | | SUBLET AMOUNT | |
| | | MISC. CHARGES | |
| | | TOTAL CHARGES | |
| | | LESS INSURANCE | |
| | | SALES TAX | |
| | | PLEASE PAY THIS AMOUNT | |
| (SIGNED) DEALER GENERAL MANAGER OR AUTHORIZED PERSON (DATE) | CUSTOMER SIGNATURE | | |

CUSTOMER #:



SENTRY WEST LINCOLN

The right way to buy a car.



INVOICE

940 Boston Turnpike · Shrewsbury, MA 01545

Main: (508) 845-7700

Service Direct: (508) 845-9339

Fax: (508) 845-8998

www.sentrycars.com

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NEW SALEM MA

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 3368 ERIC JOHANNESSEN

| | | | | | | |
|---------------|---------------|---|---------------|---------|------------------|-----------|
| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG |
| SILVER | 12 | LINCOLN MKT | 2LMHJ5AT2CB | | 59479/59481 | |
| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | PAYMENT | INV. DATE |
| 18JUN13 DD | | | 17:00 11JUN15 | | CASH | 11JUN15 |
| R.O. OPENED | READY | OPTIONS: SOLD-STK: [REDACTED] DLR: [REDACTED] | | | | |
| 14:59 04JUN15 | 14:43 11JUN15 | ENG:3.5_Liter_GTDI TRN:A 1)OA#259-036-853 | | | | |

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|------|--------|------|-----------------------------|-------|------|-----|-------|
| | | 7227 | WL | | | | (N/C) |
| | | 1 | BT4Z*1104*B HUB ASY - WHEEL | | | | (N/C) |

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

007227

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

59479 ROAD TEST VERIFIED NOISE RAISED VEHICLE INSPECT USED CHASSIS
 EARS ISOLATED RIGHT FRONT HUB NOISE REPLACED RIGHT FRONT HUB ASSEMBLY
 AND REROAD TEST

\$100 deductible

E C/S THERE IS A RATTLE HEARD IN DRIVERS SIDE OF HEADLINER WHILE DRIVING

NOTE SLIGHT RATTLE HEARD ON ROAD TEST WITH
 CUSTOMER WILL SCHEDULE IN LATER FOR REPAIRS

2862 CL 0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

59479 ROAD TEST VEHICLE WITH CUSTOMER IDENTIFIED SLIGHT RATTLE
 NOISE IN UPPER HEADLINER, NEED TIME TO DIAGNOSE CUSTOMER TO SET NEW
 APPOINTMENT

F** LINCOLN WARRANTY MKT RENTAL

CAUSE:

RENTAL RENAL LINCOLN DURING REPAIRS

7227 WRL (N/C)

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

007227

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

G** CHECK BRAKE LIGHTS ARE STAYING ON REPORT

CAUSE:

EL99 REPAIR BRAKE LAMP SWITCH STAYING ENGAGED

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|------------------------|--------|
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| PARTS AMOUNT | |
| GAS, OIL, LUBE | |
| SUBLET AMOUNT | |
| MISC. CHARGES | |
| TOTAL CHARGES | |
| LESS INSURANCE | |
| SALES TAX | |
| PLEASE PAY THIS AMOUNT | |

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

CUSTOMER SIGNATURE

CUSTOMER #:

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NEW SALEM, MA

PAGE 3

SERVICE ADVISOR: 3368 ERIC JOHANNESSEN

HOME: CONT: [REDACTED]
BUS: CELL: [REDACTED]

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG | |
|---------------|---------------|---|------------------------|---------|------------------|------------|-------|
| SILVER | 12 | LINCOLN MKT | 2LMHJ5AT2CE [REDACTED] | | 59479/59481 | [REDACTED] | |
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| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
| | | | | 7227 WL | | | (N/C) |

FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:
007227

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G: 0.00
59479 FOUND BRAKE LIGHTS STUCK ON REMOVED BPP SWITCH LOCATED ON
BRAKE PEDAL BRACKET AND ADJUST AND REINSTALLED

All new Lincoln & Ford parts are covered by a 24 Month/Unlimited miles warranty.
All new Mazda parts are covered by a 12 Month /12,000 mile warranty whichever comes first.
TAKE ADVANTAGE OF SENTRY'S EXTENDED HOURS
SATURDAYS 7:00AM TILL 3:00PM
NO APPOINTMENT NECESSARY

| | | | | |
|--|--|------------------------|--------|------|
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| | | PARTS AMOUNT | | 0.00 |
| | | GAS, OIL, LUBE | | 0.00 |
| | | SUBLET AMOUNT | | 0.00 |
| | | MISC. CHARGES | | 0.00 |
| | | TOTAL CHARGES | | 0.00 |
| LESS INSURANCE | | | 0.00 | |
| (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE) | CUSTOMER SIGNATURE | SALES TAX | 0.00 | |
| | | PLEASE PAY THIS AMOUNT | 100.00 | |



315 North Street • P.O. Box 100
 Houlton, ME 04730
 Ph: (207) 532-6534
 Fax: (207) 532-6976
 www.yorksofhoulton.com



RO: [REDACTED]
 Cashier: [REDACTED] 13:43-1
 Date Out: 09/12/2015



OPEN
 IN: 0854 OUT: 1343
 VIN: 2LMHJ5AT2CB [REDACTED]
 2012 LINC MKT AWD
 Miles-In: 67439 Out: 67439

Customer: N/A

Office: [REDACTED] Other: N/A
 Advisor: 000256-Jocelyn Howe
 Sold By: OUTSIDE SALE

Hat: Date In: 09/12/2015

| Acct | Tech | Hours | Complaint/Cause/Correction | Per Unit | Extended Price |
|------------------|------|---------|---|------------------|----------------|
| [INTERNAL] | | | | | |
| 1 | IPS | 000330N | PERFORM COURTESY INSPECTION
NO CHARGE | | |
| [CUSTOMER PAY] | | | | | |
| 3 | CF | 000330K | CUST. THINKS CALIBRATOR IS LOCKING UP, RR WHEEL GOT
EXTREMELY HOT, AND LOUD SCRAPING NOISE
NEEDS RR CALIPER ALONG WITH PADS AND ROTOR/ NO PARTS IN TOWN | Labor Total: | 59.47 |
| | | | | Operation Total: | 59.47 |

Customer Pay Labor

Customer Total Du

I hereby authorize the repair work herein set forth 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 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 shipment by the supplier or transporter. I hereby grant you and/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 the vehicle to secure the amount of repairs thereto.
 ALL REPAIRS SUBJECT TO A MINIMUM OF .5 HOUR DIAGNOSTIC TIME

DISCLAIMER OF WARRANTIES: All warranties on this product are the manufacturer's. York's of Houlton hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. York's of Houlton neither assumes nor authorizes any one to assume for it any liability in connection with the sale of this disclaimer by York's of Houlton in no way affects the manufacturer's warranty.

*All parts installed are new/unused or reconditioned per TERMS. STRICTLY CASH unless arrangements made

Signature not on file

Signature