

September 16, 2019

CL-11258131-1856

Ford Motor Company
Customer Relationship Center
P.O. Box 6248
Dearborn, MI 48126

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

NHTSA Headquarters
1200 New Jersey AV SE
West Building
Washington, DC 20590

Honorable Ralph Northam
Office of the Governor
P.O. Box 1475
Richmond, VA 23218

Honorable Robert B. Bell, III
Congressman - 58th House District
P.O. Box 406
Richmond, VA 23218

To all parties listed above:

I am extremely frustrated with the lack of help that I received from Malloy Ford of Charlottesville, VA with several problems with my 2016 Ford Focus Vin #1FADP3F26G [REDACTED]. Since the brake problem is a safety issue and the transmission problem is a potential safety issue (if I were left stranded). I have contacted all of you to ask for help. Also this problem was partially created by new legislation from Virginia, requiring a very unreasonable 100% contact from brake pads. I have also reached out to the BBB Auto Line via email today. I could not locate a mailing address for them or I would have sent them a letter as well.

I will try to be brief as possible and have attached copies of my service receipts related to just these two problems I am asking for help with.

I will start with the brake issue. On July 12, 2019 I took my car into my local dealer in Charlottesville, VA being Malloy Ford for an oil change, tire rotation and state inspection. They came out and told me I had to get new brakes to pass inspection. I was dumbfounded. My car only had 33,000 miles on it. Brake pads ALWAYS last me around 70,000 on the front and longer on the rear. I told them that since it was still under warranty, then it was up to them to repair it at no cost to me. I was told this was considered a wear issue and so the warranty did not cover it. After arguing about it back and forth they brought the offending pad out for me to see. The pad had plenty of wear still left on it BUT had a scratch running the length of the pad about the width of the edge of a dime (1/16th inch?). I was told Virginia law now required brakes to have 100% contact were as before it was 80%, so they had to be replaced. They said I probably got a piece of gravel or a piece of road salt in between the brake pad and the rotor that caused this scratch. I continued to argue that this was still not my fault. It

R2

TG
9.25.19
UD

was either an engineering problem from Ford that this could happen OR the new law was ridiculously impossible to abide by.

After much more arguing they put a rejection sticker on my car and sent me on my way. I have never had to drive a car with a rejection sticker on it since I have been driving and living in Virginia my whole life! I was born in Harrisonburg in [REDACTED] and have always lived in the state. I was extremely upset about it and I still am! When I got home I called the toll free 800 number in my Ford warranty book 1-800-392-3673. There I was moved from one person to the next for 1 HOUR. Finally one representative agreed with me that it may be a manufacture defect that caused the rock or whatever to get in between the brake pad and the rotor. He said he would try and connect me with someone that would help me and gave me a toll free number to write down if he lost me. I did lose the connection with him and the toll free number that I called back was for Lincoln's not Fords. I was to frustrated and angry to try and call back again. I decided to just give up.

I called around and no one would agree to inspect my car with the rejection sticker on there without changing the offending brake pad because they were all afraid of the Virginia State police taking their inspection license away. I called the service manager at Malloy Ford, Melissa Best again a few days later and tried to reason with her, she said she would put new brakes on at dealer cost. I asked what that was and she quoted me \$400. WHAT! There is no way that is dealer cost. That was the last time I will get any of my 3 Fords serviced at Malloy Ford, except for warranty work (when and if they decide it is covered, that is). So I paid University Auto \$326.93 to put new brake pads on front for a minor scratch that in no way caused my car to stop unsafely because of the awful service of Malloy Ford and ludicrous State law in Virginia.

This is not right and I just can't let it go. It just grates on my inner being. How many other people have had to pay for unneeded brakes? It is not my fault!! It is either Ford's fault for not making safe brakes that allow rocks and other items get into the brake pads or a ridiculous law, one of the two. Also I live on a paved road so the only gravel is my 50 foot driveway or when the state puts gravel and salt on the road when it snows. I think either Ford or Virginia should reimburse me for this cost or at least ½ of it, because that was the only part of the brakes that had been used. Is this going to be an issue every year as long as I own the vehicle, how about my other vehicles? Will they all have to get new brakes every year? Will everyone in Virginia that owns a Ford?

In addition to this problem, I noticed Malloy Ford did not rotate my tires that I paid for. I know because I had not cleaned the car for a month or so and there was a lot of brake dust on the front wheels and very little on the back (drum brakes). So the wheels were not rotated. So Ford owes me a tire rotation as well for this instance.

My 2nd issue involves the sorry automatic transmission Ford has put in their Focus's with an "auto/manual" that is neither. I have constantly had trouble with the thing shuddering or clanking and not shifting properly. I have had it back to the dealer 4 times for this issue and now it is doing it again. See the attached dealer receipts. 1) April 17, 2017 4,064 miles - Adaptive Relearn for Computer (absolutely worthless waste of everyone's time, it lasted for a week maximum) 2) May 27, 2017 6,186 miles - Replaced Clutch Assembly. 3) October 17, 2017 14,938 miles - Adaptive Relearn for Computer (they forgot to do this when they replaced the clutch). 4) March 28, 2018

19,702 miles - Replaced Clutch Assembly again. This was supposed to fix it for once and for all. NOPE, it has been doing it the past several months but I DISPISE the thought of having to go back to Malloy Ford.

I want this problem fixed correctly. Malloy Ford tried to get me to buy a new 2018 Focus saying the transmission problems had been fixed. So why can't Ford put this new transmission in my car and fix this issue? Because they don't care about their customers, that is why I have to ask for all of you and the BBB to help me. Another sorry thing Malloy Ford did was I took my wife's 2012 Ford Escape in there to get the tires rotated and oil changed and told them I could see oil leaking in my driveway and asked them to let me know how much it would cost to repair it. It is out of warranty since it has 85,000 miles on it. They came back and told me it would be \$2,000 because it had to have the oil pan gasket replaced as well as the timing chain belt gasket, if this is not highway robbery what is? Then they had the nerve to charge me \$100 for telling me the cost of the repair and then me not fixing it there and made me sign something that I was not having it repaired there. That is a crock as well, since my wife bought that car there, they should have given us a free estimate. So we have been driving the Escape with it just leaking oil in our drive way. It has been 6 months since this news and the last oil change and the oil is down only a fraction from the fill line about 1/8th of a quart on the dipstick, so it is not leaking \$2,000 worth. Plus until now Malloy Ford always changed the oil, maybe they overfilled it one time and created this issue? I am going back to University Auto to get the oil changed and tires rotated this Thursday. I can't afford going to Malloy any longer.

I am asking for one of you to please help me with these issues. I am extremely upset with Ford, who I have purchased twelve new vehicles from over the past 27 years (since 1992), as well as the Commonwealth of Virginia for being so rigid on the state inspections. Are both of you trying to take all of the middle classes money from us as we already struggle to get by? Corporations are not exempt from treating people ethically just because they want to make money on everyone. I don't feel I have been treated well at all by Malloy Ford and wish I did not ever have to go there again but I already have an appointment scheduled with them October 1st for a safety recall on this same vehicle. I considered driving the 60 miles to Richmond, but then I would have to sit at the dealership all day. I used to be a big Ford fan, not so much any longer.

Sincerely,

[REDACTED]
[REDACTED]
Palmyra, VA
Hon [REDACTED]
Wor [REDACTED]
[REDACTED]

**REJECTION
VIRGINIA STATE POLICE**

Date: 07/12/2019

Sticker Number: [REDACTED]

Station: 126 - MALLOY CHARLOTTESVILLE LLC

Inspector: 55050 - BALLOWE, THOMAS S

License No: [REDACTED]

VIN: 1FADP3F26 [REDACTED]

Make: FORD

Year Built: 2016

Body Type: CAR 4 DOOR

Odometer Reading: 33278

Inspection Fee: \$ 20.00

Related Charges: \$ 0.00

Total Charges: \$ 20.00

Wheels Inspected:	RF	X	LF	RR	X	LR
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EQUIPMENT INSPECTED	FAILED
BRAKES	X
HEADLIGHTS	
SIGNAL LIGHTS	
OTHER LIGHTS	
STEERING	
SUSPENSION	
EXHAUST SYSTEM	
FUEL SYSTEM	
TIRES	
HOOD LATCH	
EMISSION CONTROL	
WINDSHIELD	
WINDSHIELD WIPERS	
OTHER GLASS	
MIRROR	
DOORS	
SEATS	
SEAT BELTS	
FLOOR PAN	
DEFROSTER	
HORN	

Printed: 07/12/2019 03:49 PM

ID: [REDACTED]

THIS RECEIPT SHOULD BE KEPT IN THE VEHICLE AT ALL TIMES WHILE THE VEHICLE IS BEING OPERATED.

INSPECTION CERTIFICATION VIRGINIA STATE POLICE

Inspection Date: 07/22/2019

Sticker Number: [REDACTED]

Month Insert: [REDACTED]

Station: 6902 - UNIVERSITY TIRE & AUTO CENTER, INC.

Inspector: 15268 - SKIDMORE, JAMES B

License No: [REDACTED]

Make: FORD

Body Type: CAR 4 DOOR

VIN: 1FADP3F26GL [REDACTED]

Year Built: 2016

Odometer Reading: 33590

Inspection Fee: \$ 20.00

Related Charges: \$ 300.00

Total Charges: \$ 320.00

Wheels Inspected:	RF X	LF	RR X	LR
EQUIPMENT INSPECTED	O.K.	ADJUST	INSTALL	REMOVE
BRAKES			X	
HEADLIGHTS	X			
SIGNAL LIGHTS	X			
OTHER LIGHTS	X			
STEERING	X			
SUSPENSION	X			
EXHAUST SYSTEM	X			
FUEL SYSTEM	X			
TIRES	X			
HOOD LATCH	X			
EMISSION CONTROL	X			
WINDSHIELD	X			
WINDSHIELD WIPERS	X			
OTHER GLASS	X			
MIRROR	X			
DOORS	X			
SEATS	X			
SEAT BELTS	X			
FLOOR PAN	X			
DEFROSTER	X			
HORN	X			

Printed: 07/22/2019 10:12 AM ID: [REDACTED]

THIS RECEIPT SHOULD BE KEPT IN THE VEHICLE AT ALL TIMES WHILE THE VEHICLE IS BEING OPERATED.

MALLOY

OF CHARLOTTESVILLE

1300 Richmond Rd
Charlottesville, VA 22911
(434) 977-7960

MALLOY CHARLOTTESVILLE
1300 RICHMOND RD
CHARLOTTESVILLE, VA 22911

SALE

MID: 4780 Store: 4616 Term: 3401

REF#

RRN: 919319415282

15:55:35

TRANS ID: 309193717350711

APPR CODE: 060708

VISA

Chip

12/16

PALMYRA, VA

Work Phone

Home Phone

Body

R/O Open Date

7/12/19

R/O Number

R/O Close Date

7/12/19

Status

Pre-Invoice

Mileage In

33278

Mileage Out

33279

Service Advisor / Tag #

JOSEPH HOLLENBE/285*W*

Vehicle Identification Number

1FADP3F26GI

Delivery Date

12/12/16

In-Service Date

Color

GOLD

License Number

Year

2016

Make

FORD

AMOUNT

\$61.64

DESCRIPTION OF SERV

APPROVED

Email:

#1 - SI: VIRGINIA
VIRGINIA SA
Tech: THOMA
Sub Total

CAPITAL ONE VISA
AD: A0000000031010
TVR: 08 80 00 80 00
TSI: F8 00

OINTMENT NEEDED

20.00

CUSTOMER COPY

#2 - WRKS: CHANGE OIL AND FILTER, ROTATE AND GAUGE
TIRES, CHECK ALL FLUIDS AND FILTERS (\$49.99 -
5QTS)

THE WORKS PACKAGE (OIL CHANGE, TIRE ROTATION, MULT
I-POINT INSPECTION) \$49.95

Tech: JACKSON STUMP (711)

Installed BE8Z 6731 AB :KIT - ELEMENT & GASKET - O

1@6.82

14.50

Installed XO 5W20 BSP :MOTORCRAFT SAE 5W-20 SN SNP

5@3.50

6.82

Sub Total: 38.82

17.50

#3 - WAIT: CUSTOMER CONFIRMED WAITING APPOINTMENT
WAIT

Sub Total: .00

#4 - 99PX: 27 POINT MPI INSPECTION WITH BATTERY TEST
MULTI-POINT VEHICLE INSPECTION

Sub Total: .00

Please Note: WAIT CC CREATED 2019-07-09 04:24:00PM TAKEN BY BRO
OKE MOONEY

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

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

LABOR

PARTS

DEDUCTIBLE

SUBLET

SHOP SUPPLIES

HAZARDOUS MATERIALS

SALES TAX OR TAX I.D.

SPECIAL ORDER DEPOSIT

DISCOUNTS

TOTAL DUE

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



INVOICE
07/22/2019
(Acct#:

200 Seminole Ct.
Charlottesville, VA 22901
434-975-2500

2016 FORD FOCUS Mileage: 33590 Lic: VA VIN: 1FADP3F26G1 ENG: 2.0L I4 F DOHC 16V	Sold By: DALE SHIFLETT Billed By: TIM TAYLOR
---	---

Qty	Product #	Size/Description/Mfr#	Unit Price	F.E.T.	Ext.Amount
1	VSI	VA STATE INSURANCE	20.00		20.00
1	QX1563	* FRONT DISC BRAKE PADS (BBDP) *			
1	PKG-BRK1	QX1563 FRONT CERAMIC PADS			
1	99FB	PKG-BRK1 BRONZE FRONT BRAKE PACKAGE	149.99		149.99
		FRONT DISC BRAKE SERVICE			
		Includes replace front brake pads / linings, top off brake fluid, adjustments as required. Inspect balance of brake system and related components. Test drive vehicle			
2	SB680930	* FRONT BRAKE ROTORS / DRUMS (BFRD) *	59.95		119.90
		SB680930 FRONT DISC BRAKE ROTOR			

Parts/Tires	Labor/Other	Supplies	Disc/Adj	F.E.T.	Subtotal	Sales Tax	Total
119.90	169.99	21.59	0.00	0.00	311.48	15.45	326.93

Terms:

PO#

DUE DATE	AMT. DUE	Misc. Adj.	
		Cash or Check #:	\$ 0.00
		Credit Card. : VI	\$ 326.93
		Balance	\$ 0.00

Started: 07/22/19 8:16 AM Prom/Reg: 07/22/19 EOD

ClosedOut: 07/22/19 10:28 AM

Pg: 1/1



\$5 OFF
YOUR NEXT
OIL CHANGE

Cannot be combined with any other offer or discount. Offer valid at any location. No appointment necessary. Limit one per visit. No fleet.



FREE
Tire Rotation

Free Tire rotations for your entire household when you purchase tires at any University Tire location



FREE
Flat Repairs

We will fix any repairable flat on your light truck or passenger vehicle. Some restrictions apply, see store for details. Offer

All Repair and Maintenance performed at all University Tire and Auto Centers is backed by a NATIONWIDE Service Warranty. If you are away from the area (25 miles or more) please call 888-411-9860 for service. See attached warranty information for specific details.

All Tires purchased at University Tire and Auto Centers are backed by a NATIONWIDE Road Hazard Protection plan. If you are away from the area (25 miles or more) please call 888-411-9560 for service. See attached warranty information for specific details.

Signed:

CUSTOMER #: [REDACTED]

MALLOY FORD

1300 Richmond Road
Charlottesville, VA 22911
(434) 977-7960

* INVOICE *

PALMYRA, VA

PAGE 1

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

SERVICE ADVISOR: 8261 DON JOHNSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GOLD	16	FORD Focus	1FADP3F26GL		4064/4064		
DEL DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
12DEC16 DE			17:00 18APR17		0.00	NONE	18APR17
R.O. OPENED		READY		OPTIONS: SOLD-STK: DLR:			
09:27 18APR17		16:05 18APR17		ENG:2.0_Liter_GDI AXL:2			
LINE OPCODE TECH TYPE HOURS				LIST	NET	TOTAL	

A MULTI-POINT INSPECTION
99P MULTI-POINT INSPECTION

8169 KAUFMAN, JAMES LIC#: 8169
CP

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
4064 trg brg btg

B CUST STATES THAT WHEN VEHICLE IS AT OPERATING TEMPERATURE, IT WILL
SHUDDER WHEN PULLING AWAY FROM A STOP OR WHEN GOING UPHILL AT
SLOWER SPEEDS. PLEASE CHECK AND ADVISE.

CAUSE: .
160109A PERFORMED ADAPTIVE RELEARN AFTER
COMPLAINT VERIFICATION. ROAD TESTED VEHICLE
AFTER REPAIR TO ENSURE PROPER OPERATION
8169 KAUFMAN, JAMES LIC#: 8169
W

57.77 57.77

FC: P66 PART#: COUNT:
CLAIM TYPE:
AUTH CODE:
8169

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
4064
slight shutter 112 rpm min. for clutch is 250rpm. perform adaptive
relearn as per 160109a
(.6hr)

C THE WORKS (GAS) OIL AND FILTER CHANGE, ROTATE TIRES, MULTIPOINT
INSPECTION
WRKS THE WORKS (GAS) OIL AND FILTER CHANGE,
ROTATE TIRES, MULTIPOINT INSPECTION
8169 KAUFMAN, JAMES LIC#: 8169
CP

14.12 14.12
8.33 8.33
3.50 3.50 17.50

1 BE8Z*6731*AB KIT - ELEMENT & GASKET - OIL F
5 XO*5W20*BSP OIL - ENGINE

EXCLUSION OF WARRANTIES		STATEMENT OF DISCLAIMER		DESCRIPTION	TOTALS
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.		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		LABOR AMOUNT	
				PARTS AMOUNT	
				GAS, OIL, LUBE	
				SUBLET AMOUNT	
				MISC. CHARGES	
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE "I hereby authorize the repair work hereinafter 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 shipments 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 above vehicle to secure the amount of repairs thereto."		ALL PARTS REMOVED WILL BE AVAILABLE FOR INSPECTION _____ SAVE _____ DISCARD.		TOTAL CHARGES	
				LESS INSURANCE	
				SALES TAX	
		CUSTOMER SIGNATURE		PLEASE PAY THIS AMOUNT	

CUSTOMER #:

MALLOY FORD

INVOICE

1300 Richmond Road
Charlottesville, VA 22911
(434) 977-7960

PALMYRA, VA

PAGE 1

HOME
BUS: CONT
CELL:

SERVICE ADVISOR: 8261 DON JOHNSON

COLOR			YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
GOLD			16	FORD Focus	1FADP3F26GI		6169/6186	
DEL DATE		PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
12DEC16 DD				18:00 27MAY17		0.00	NONE	27MAY17

R.O. OPENED	READY	OPTIONS:	SOLD-STK	DLR
08:41 11MAY17	17:07 27MAY17	ENG:2.0_Liter_GDI	AXL:2	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A MULTI-POINT INSPECTION

99P MULTI-POINT INSPECTION

8059 JONES III,BOBBY LIC#: 8059

IS

0.00 0.00

GBATT BATTERY TEST GOOD

8059 JONES III,BOBBY LIC#: 8059

IS

0.00 0.00

GBK BRAKES OK DISC >7/32" DRUM >3/32"

8059 JONES III,BOBBY LIC#: 8059

IS

0.00 0.00

GTIRE TIRES GOOD AT THIS TIME 7/32 OR GREATER

8059 JONES III,BOBBY LIC#: 8059

IS

0.00 0.00

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

6186 batter, brakes and tires green.

B CUST STATES CHECK FOR A "SHUDDER" FROM TRANS WHEN LEAVING FROM A STOP
WHEN VEHICLE IS AT OPERATING TEMP

CAUSE: .

160109B SHUDDER DIAG

8059 JONES III,BOBBY LIC#: 8059

W

57.77 57.77

1 EV6Z*7052*C SEAL ASY - OIL

31.77 26.68 26.68

1 F1FZ*7B546*B CLUTCH ASY

381.02 346.72 346.72

160109C SHUDDER REPAIR REPROGRAM

8059 JONES III,BOBBY LIC#: 8059

W

519.91 519.91

FC: P66 PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

8059

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

6186 VERIFIED CONCERN, VEHICLE SHUDDERS UPON ACCELERATION.

PERFORMED PIN POINT TEST A. TEST DROVE AND RECORDED SHUDDER, HAD AN RPM

EXCLUSION OF WARRANTIES

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.

AUTHORIZATION FOR REPAIRS

Tapes, Tachometers, Extra Speakers, Tape Players or Radios and Personal Articles MUST be removed before the car is left for service. We are not responsible for these items.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

I, hereby authorize the repair work hereinafter 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 shipments 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 above vehicle to secure the amount of repairs thereon.

ALL PARTS REMOVED WILL BE AVAILABLE FOR INSPECTION _____ SAVE _____ DISCARD.

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

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

CUSTOMER #:

MALLOY FORD

INVOICE

1300 Richmond Road
Charlottesville, VA 22911
(434) 977-7960

PAGE 1

PALMYRA, VA

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 8554 LOGAN LAMB

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/ OUT		TAG
GOLD	16	FORD Focus		1FADP3F26GI		14929/14938		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE
12DEC16 DD			17:00 20OCT17			0.00	NONE	20OCT17
R.O. OPENED		READY		OPTIONS: SOLD-STK:		DLR:		
				ENG:2.0 Liter GDI AXL:2				

08:23 20OCT17 13:27 20OCT17

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

A MULTI-POINT INSPECTION

99P MULTI-POINT INSPECTION

8106 BUNNELL, KIEFER LIC#: 8106

CP

0.00 0.00

GBATT BATTERY TEST GOOD

8106 BUNNELL, KIEFER LIC#: 8106

CP

0.00 0.00

GBK BRAKES OK DISC >7/32" DRUM >3/32"

8106 BUNNELL, KIEFER LIC#: 8106

CP

0.00 0.00

GTIRE TIRES GOOD AT THIS TIME 7/32 OR GREATER

8106 BUNNELL, KIEFER LIC#: 8106

CP

0.00 0.00

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

14938 BRAKES GREEN TIRES GREEN COMPLETED MULTI POINT INSPECTION

B CUSTOMER STATES THAT THEY HAVE BEEN HERE 3 TIME AND THE TRANSMISSION
IS STILL ACTING UP WOUL,D LIKE SOMEONE TO PLEASE CHECK AND
ADVISE

CAUSE: .

160109A ADAPTIVE LEARN

8106 BUNNELL, KIEFER LIC#: 8106

W

59.44 59.44

FC: P27 PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

8106

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

14938 160109A 0.60 PERFORMED SHUDDER DIAG SHUDDER AT 117RPMS WITHIN
LIMITS NO FURTHER ACTION REQUIRED.

C CUSTOMER STATES THAT WHEN GOING GOING TO 1ST TO 2ND IS SLIPPING AND
FEELS LIKE GOING DOWN A RUFF ROCKY ROAD WOULD LIKE SOMEONE TO
PLEASE CHECK AND ADVISE

EXCLUSION OF WARRANTIES

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.

AUTHORIZATION FOR REPAIRS

Tapes, Tachometers, Extra Speakers, Tape Players or Radios and VEHICLES LEFT OVER 72 HOURS SUBJECT TO A STORAGE CHARGE @ \$10.00 PER DAY.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

"I hereby authorize the repair work hereinafter 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 shipments 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 above vehicle to secure the amount of repairs thereto."

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

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

ALL PARTS REMOVED WILL BE AVAILABLE FOR INSPECTION SAVE DISCARD.

MALLOY

OF CHARLOTTESVILLE

1300 Richmond Rd
Charlottesville, VA 22911
(434) 977-7960

SERVICE DEPARTMENT HOURS

7:30 a.m. to 6:00 p.m.
Monday - Friday
7:30 a.m. to 4:00 p.m. Saturday

R/O Open Date	3/13/18	Status
R/O Close Date	3/28/18	Reprint
Mileage In	19661	Mileage Out
		19702
Service Advisor / Tag #	FRANK GRAY/762	
Vehicle Identification Number	1FADP3F26G	
Delivery Date	12/12/16	In-Service Date
Color	GOLD	License Number

Work Phone

PALMYRA, VA

Year	Make	Model	Body
2016	FORD	FOCUS	

DESC	AMOUNT
Email: [REDACTED]	
#1 - MR 99P: 27 POINT MPI INSPECTION WITH BATTERY TEST Tech: Forest Navarro(186) Sub Total: Labor: .00 Parts: .00 Total: .00 GTIRE GBRK GBATT	
#2 - MR Customer Reports: CUSTOMER STATES GETTING VERY BAD SHUDDER.SHAKE UND ER ACCELERATION FROM STOPS AND UP HILL// GETS VER Y MUCH WORSE AFTER VEHICLE HAS BEEN DRIVEN 15-20 M INUTES THEN DRIVING IN TOWN.. CONTINUED... Corrected by 160109B: (P66) PP TEST PER WSM. OUTSIDE LIMITS RETRIEVE RVC CODES Tech: Forest Navarro(186) Corrected by 160109C: REPLACE CLUTCH, PROGRAMPCM/TCM, PER FORM ADAPTIVE LE Tech: Forest Navarro(186) Installed EV6Z 7052 C :SEAL ASY - OIL Qty: 1 Installed F1FZ 7B546 B :CLUTCH ASY Qty: 1 VERIFIED CUSTOMER OF VEHICLE SHUDDERING RAN OASIS N VEHICLE FOUND TSB 160109 COMPLETED TSB COMPLETED SHUDDER DIAG VEHICLE SHUDDERING BEYOND ACCEPTABLE LIMITS COMPLETED INTERACTIVE DIAG IN WSM RECEIVED RVC CODE RPM3AR80NRYOK. REPLACED CLUTCH COMPLETED ADAPTIVE LEARN VERIFIED REPAIRS ROAD TEST OK	Warranty Warranty Warranty Warranty
#3 - MR Customer Reports: THIS IS 4TH TIME IN FOR SAME ISSUE.. CONTACT FORD WITH CUSTOMER CONCERNS FOR	

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

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X