



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: 25-NOV-2019
Repository:
Reference No.: 11282242
MAR 03 2020

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: CLINTON State: PA 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: NM0GE9F7XE [REDACTED]
Make: FORD Model: TRANSIT CONNECT Model Year: 2014
Date Purchased: 6-3-15 Dealer's Name and Telephone Number: KENNY ROSS 412-881-0001 Engine: No: Cylinders: 4 Fuel Type: GAS
Original Owner: Dealer's City: CASTLE SHANNON State: PA Zip Code: 15234
Transmission Type: A Antilock Brakes Powertrain: FWD Drive Multiple Failure: ENG. STOPS Incident Date(s): 01-AUG-2018
 Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: FUEL/PROPULSION SYSTEM (PWS)
Failure Mileage: 26000 Failure Speed: 45
FUEL PUMP

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): _____ Original Equipment 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: Yes No Fire: Yes No
Number of Persons Injured: _____ Number of Deaths: _____ 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 2014 FORD TRANSIT CONNECT. WHILE DRIVING VARIOUS SPEEDS, THE VEHICLE SUDDENLY STALLED AND SHUT OFF. THE VEHICLE WAS TOWED TO STAR LAKE FORD (1212 MAIN ST, BURGESS TOWN, PA) WHERE IT WAS DIAGNOSED THAT THE FUEL PUMP WAS FAULTY. THE FUEL PUMP WAS REPLACED, BUT THE FAILURE RECURRED. THE VEHICLE WAS TOWED TO KENNY ROSS FORD (3200 LIBRARY RD, CASTLE SHANNON, PA) WHERE THE FUEL PUMP WAS REPLACED, BUT THE FAILURE CONTINUED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURES AND PROVIDED CASE NUMBERS [REDACTED] AND [REDACTED]. THE FAILURE MILEAGE WAS 26,000.

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

3 times Eng. Stopped running in traffic at 45 MPH
2 times Eng. would not start
5 times had to be towed to Ford Dealer.
3 different Ford Dealers worked on vehicle

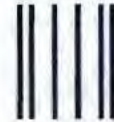
ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE, Washington, D.C. 20077-9382

Official Business Penalty for Private Use \$300



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE



**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



Think your vehicle has a safety defect?



If so:

Use the enclosed form to file a report.

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



EXPIRY: MAY 31, 2021 VALID: 03/29/19

PLATE: [REDACTED]
TITLE: [REDACTED]
VIN: W10GE9F7XE1 [REDACTED]
YR/MAKE: 2014 FORD
TYPE: SM
WID: [REDACTED]



[REDACTED]
SIGNATURE [REDACTED]

I hereby acknowledge this day that I have received notice of the provisions of Section 3709 of the Vehicle Code.

EMISSIONS INSPECTION REQUIRED/DIESEL VEHICLES EXEMPT COUNTY: BEAVER

[REDACTED]
CLINTON PA [REDACTED]





Small Fleet Card from Pilot®

Research / Ford / Transit Connect / 2014

JOHN 2014 PROD DATE 26 FEB-14
VIN: NMOGE9F7XE [REDACTED]

POLLY 2014 PROD DATE 26 FEB. 14
VIN: NMOGE9F78E [REDACTED]

2014 Ford Transit Connect Recalls

There are currently 9 recalls for your vehicle. [Change vehicle](#)



NHTSA Vehicle Safety Recalls

Recall Number	Recall Date	Component
15V406000	06/24/2015	ELECTRICAL SYSTEM: INSTRUMENT PANEL

Summary

Ford Motor Company (Ford) is recalling certain model year 2014-2015 Ford Escape vehicles manufactured May 19, 2014, to February 6, 2015, and Transit Connect vehicles manufactured May 11, 2014, to July 2, 2015. Due to a software incompatibility issue, the instrument panel cluster be inoperative including a blank multiple functional display (MFD), and non-functional warning chimes, messages and warning lights. Specific warning chimes, messages and warning lights. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard (FMVSS) number 101, "Control and Displays."

Consequence

If the instrument cluster is inoperative, the driver of may not be warned of safety related issues such as low tire pressures or disabled air bags, increasing the risk of personal injury or a crash.

What Owners Should Do

Ford will notify owners, and dealers will update the instrument panel software, free of charge. The recall began on August 4, 2015. Owners may contact Ford customer service at 1-866-436-7332. Ford's number for this recall is 15C03.

Recall Number	Recall Date
14V703000	11/05/2014

Component

FUEL SYSTEM, GASOLINE:DELIVERY:HOSES, LINES/PIPING, AND FITTINGS

Summary

Ford Motor Company (Ford) is recalling certain model year 2014 Transit Connect vehicles manufactured

What Should You Do?

Contact your dealer as soon as possible

Every recall is serious, so it's important that you contact an authorized service center as soon as possible to make an appointment to get it fixed.

Gordie Boucher Ford of Kenosha

★★★★★ (4.8) 101 reviews

8301 75th St

Call (888) 692-5450

[Schedule an Appointment](#)



Fox Ford Lincoln

★★★★★ (4.8) 770 reviews

2501 N Elston Ave

Call (888) 485-6986

[Schedule an Appointment](#)

Metro Ford Sales & Service

★★★★★ (3.8) 117 reviews

6455 S Western Ave

Call (773) 492-6981

August 1, 2013, to July 10, 2014. In the affected vehicles, the fuel and vapor lines may have been incorrectly installed in the engine compartment, allowing the two lines to make contact.

Consequence

Contact between the two lines may result in abrasion and a fuel leak. A fuel leak in the presence of an ignition source increases the risk of a fire.

What Owners Should Do

Ford has notified owners, and dealers will inspect the fuel line routing. If the fuel line has been routed incorrectly, it will be replaced and routed correctly. These repairs will be made free of charge. The recall began on November 17, 2014. Owners may contact Ford customer service at 1-866-436-7332. Ford's number for this recall is 14S24.

Recall Number	Recall Date	Component
14V406000	07/02/2014	EQUIPMENT:OTHER:LABELS

Summary

Ford Motor Company (Ford) is recalling certain model year 2014 Transit Connect vehicles manufactured March 1, 2014, through May 15, 2014. The affected vehicles may have a brake reservoir cap that does not have the required text advising owners which brake fluid the vehicle uses. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard No. 135, "Light Vehicle Brake Systems."

Consequence

Without the correct brake reservoir label on the cap someone may add the wrong brake fluid, causing damage to the brake system seals, resulting in brake fluid leaks, lengthened stopping distances and increasing the risk of a crash.

What Owners Should Do

Ford has notified owners. Dealers will replace the brake reservoir cap with a correct one, free of charge. The recall began on July 14, 2014. Owners may contact Ford customer service at 1-800-392-3673. Ford's number for this recall is 14C06.

Recall Number	Recall Date	Component
17V209000	03/27/2017	ENGINE AND ENGINE COOLING:ENGINE

Summary

Ford Motor Company (Ford) is recalling certain 2014 Escape, 2014-2015 Fiesta ST, 2013-2014 Fusion and 2013-2015 Transit Connect vehicles equipped with 1.6L GTDI engines. If the vehicle is started and driven with an insufficient level of coolant within the engine cooling system, the engine cylinder head may overheat, crack and leak oil.

Consequence

If the cylinder head cracks and leaks oil, the oil may contact a hot engine or exhaust component, increasing the risk of a fire.

What Owners Should Do

Ford will notify owners, and dealers will install a coolant level sensor and the supporting hardware and software, free of charge. Interim notices informing owners of the safety risk were mailed April 21, 2017. The recall began on January 5, 2018. Owners may contact Ford customer service at 1-866-436-7332. Ford's number for this recall is 17S09.

Recall Number	Recall Date	Component
15V005000	01/09/2015	FUEL SYSTEM, GASOLINE:DELIVERY:FUEL PUMP

Summary

Ford Motor Company (Ford) notified the agency on January 8, 2015, that they are recalling certain model year 2014 Ford Escape vehicles manufactured April 15, 2014, to May 8, 2014, and 2015 Lincoln MKC vehicles manufactured April 21, 2014, to May 15, 2014. On April 30, 2015, Ford expanded the recall to cover an additional 45,505 vehicles, including certain model year 2014-2015 Ford Transit Connect vehicles manufactured November 11, 2013, to August 29, 2014, 2014-2015 Ford Fiesta vehicles

Schedule an Appointment

Search All Service Centers Near

Interested in learning more? Check out our Maintenance 101 tips or the terms glossary.

How Would You Review This Vehicle?

Consumer Review Rating

★★★★★

Be the first to write a review!

Write a Review

←
ENG. STALLS
WITH NO WARN

manufactured April 10, 2014, to June 17, 2014 and 2014 Ford Edge vehicles manufactured April 30, 2014, to May 21, 2014. Improper nickel plating of components within the fuel pump may result in the fuel pump failing.

Consequence

If the fuel pump fails, the vehicle may stall without warning, increasing the risk of a crash.

What Owners Should Do

Ford will notify owners, and dealers will replace the fuel pump, free of charge. The recall began on February 27, 2015. Owners may contact Ford customer service at 1-866-436-7332. Ford's number for this recall is 14S30.

←
ENG STALLS
WITHOUT WARNING

See More Results:

Research the 2014 Ford Transit Connect

About the 2014 Ford Transit Connect

2014 Ford Transit Connect Shopping

2014 Ford Transit Connect
Consumer Reviews

2014 Ford Transit Connect News

Our Company

Buying & Selling

Our Values

Our Products

Our Services

Our Locations

Our News

Our Events

Our Partners

Our Careers

Our History

Our Awards

Our Press

Our Media

Our Social

Our Contact

Our Support

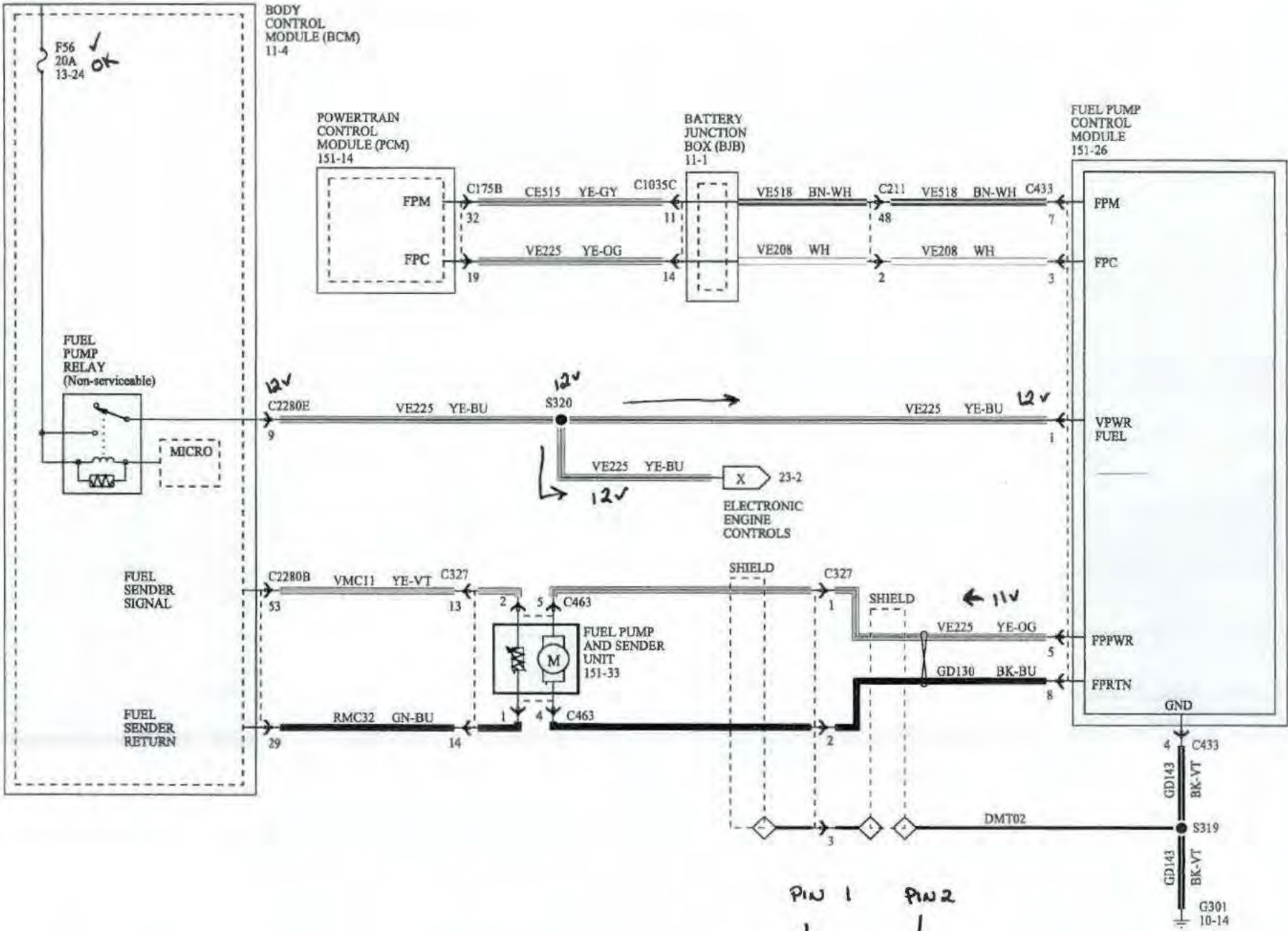
Our Feedback

Our Privacy

Our Terms

Our Policies

Hot at all times



Pin 1 Pin 2

1) REF: CAS [REDACTED]
8-29-2018-26961

WILLIAM V. [REDACTED]
16-MARCH-2015
5YRS 60000

Star Lake
Stopped on Rt 18 Burgetown
towed to Star Lake Ford

6083 MILEAGE

2) REF: CAS [REDACTED]
6-Nov.-19-33044

Kenny Ross
Stopped Running Poplar Ave,
Castle Shannon towed to KR

359 Mileage

3) REF: CAS [REDACTED]
11-23-19-33403

Stopped Running
11-23-19 IN GARAGE
to web to Kenny Ross 11-30-19

80 MILES

4) REF: CAS [REDACTED]
12-17-19 33483

Liverpool, Ohio
~~Liberty~~

TRI State Ford EAST
855-856-1580 - service
330-386-6120 stopped running again
NATIONAL Safety Admin Washington D.C.

Case # [REDACTED] 888-327-4236

- 6.) # [REDACTED] 1-800-392-3673 Ford
- 5.) Ref: CAS 1-800-392-3672
- 4.) customer service - 1-866-436-7332
- 1. Star Lake Ford 724-947-3381
- 2. Kenny Ross 412-881-0001 MANAGER
- 3. Roadside Assistance 1-800-241-3673

OVER ↓

S. Re E [REDACTED]

1-7-2020 - 53629

146 Miles

Tri state Ford

Returned 1-23-2020

1) REF: CAS [REDACTED]
8-29-2018-26961

WALTON, VA
16-MARCH-2015
BYRS 60000

Star Lake
Stopped on Rt 18 Burgetown VA
towed to Star Lake Ford

6083 MILEAGE

2) REF: CAS [REDACTED]
6-Nov.-19-33044

Kenny Ross
Stopped Running Poplar Ave,
Castle Shannon towed to KR

359 Mileage

3) REF: CAS [REDACTED]
11-23-19-33403

Stopped Running
11-23-19 IN GARAGE
to work to Kenny Ross 11-30-19

80 MILES

4) REF: CAS [REDACTED]
12-14-19 33483

Liverpool, Ohio
~~Liberty~~

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855-856-1580 - service
330-386-6120 stopped running again
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- Case # [REDACTED] 1-888-327-4236
- 6.) # [REDACTED] 1-800-392-3673 Ford
- 5.) Ref: CAS 1-800-392-3672
- 4.) customer service - 1-866-436-7332
- 1. Star Lake Ford 724-947-3381
- 2. Kenny Ross 412-881-0001 MANAGER
- 3. Roadside Assistance 1-800-241-3673

OVER

CALLER @ 2:20



STAR LAKE FORD, LLC.

1212 Main Street

Burgettstown, PA 15021

Phone: (724) 947-3381 Fax: (724) 947-2640



SERVICE INVOICE

RO	VIN	N M 0 G E 9 F 7 X E 1		DATE IN	08/29/2013
YEAR	MAKE	MODEL	COLOR	TIME IN	13:34
2014	FORD	TRANSIT CO	BROWN	CLOSED	14:11
MILES IN	MILES OUT	FIRST USE	LIC	08/31/2013	
26961	26961	00/00/00 00/00/00	PA	WRITER	TY\15
SEE ALSO	H: [REDACTED] W: () -				

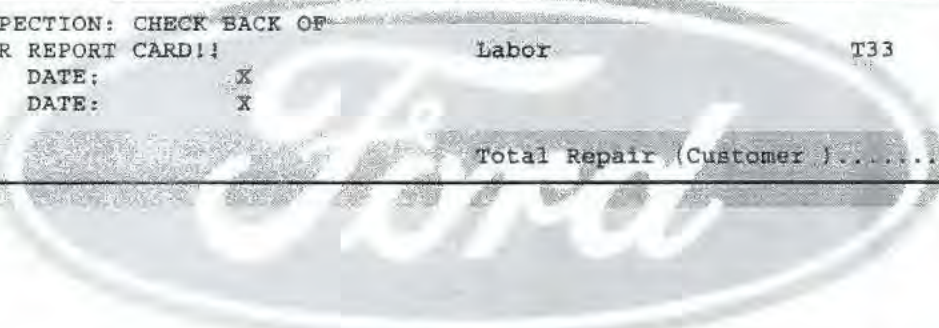
(1) CUSTOEMR STATES VEHICLE HAS NO POWER (TOWED IN)
 VERIFIED CUSTOMER CONCERN, SCANNED FOR CODES
 NO DTCS OR SSMS AVAILABLE, CHECKED FUEL PRESSURE 0 PSI, RAN PINPOINT TEST FOUND FUEL PUMP WAS INOP, FOUND OPEN END FUEL PUMP, REPLACED FUEL PUMP, STARTED VEHICLE, TEST DROVE, CORRE
 Warranty Claim Repair Type: - 11
 Customer Concern Code: D02
 Condition Code: 42
 Non-Replaced Causal Part: 9H307
 (Tech:33) A
 (Tech:33) A

9002A	42	D02	T33	17
9002A6			T33	4
DV6Z9H307F		(SENDER AND PUM)		1
4L3Z9276AA		(GASKET)		1

.....(Warranty).....

(2) MULTI-POINT INSPECTION: CHECK BACK OF YOUR RECEIPT FOR REPORT CARD!!

MILEAGE OUT:	DATE:	X	Labor	T33	.00
MILEAGE IN:	DATE:	X			
* COMPLETED *					
(Tech:33) A			Total Repair (Customer)		.00



Next Service FEB '19 Lube-Oil-Filter	W/C	INT.	CUSTOMER
DISCLAIMER OF WARRANTIES			Labor .00
SHOP SUPPLY COSTS			Parts .00
ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED	.00	.00	Sublet .00
			Shop Supplies .00
			Oil/Grease .00
			Sub Total .00
			Tax .00
			Total .00

Page 1 of 1 CUSTOMER SIGNATURE Job [REDACTED]

Customer Copy

CUSTOMER #:

2

KENNY ROSS

INVOICE

FORD SOUTH
3200 Library Road
Castle Shannon, PA 15234
(412) 881-0001
www.kennyross.com

CLINTON, PA

PAGE 1

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

SERVICE ADVISOR: 520143 RICHARD SUTTON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE / REG. #	MILEAGE IN / OUT	TAG	
COPPER	14	FORD TRANSIT VAN	NM0GE9F7XE1 [REDACTED]	[REDACTED]	33044/33048	T003	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03SEP15	DD26FEB14		19:00	04NOV19	0.00	CASH	06NOV19

R.O. OPENED	READY	OPTIONS:	SOLD-STK:
10:50	29OCT19	14:53	06NOV19
ENG:997_2.5L DOHC ENGINE		TRN:446_6 SPD AUTO TRANSAXLE W/ O/D	

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

A	CS	VEHICLE	CRANKS	BUT WILL NOT START HAD A FUEL PUMP PUT IN AT A DIFFERENT DEALER ABOUT A YEAR AGO PLEASE CHECK AND ADVISE			
		MISC	REPLACED DRIVER MODULE				
			85007 CP 1.50		179.99	179.99	
			1 AA8Z*9D370*C MODULE - ENGINE FUEL		52.42	52.42	
			DAIG ELECTRONIC ENGINE				
			85007 CP 1.00		119.99	119.99	
			SUBL STEEL CITY COLLISION TOW BILL				
			CP		125.00	125.00	

33044 CUSTOMER WAS ADVISED THAT 2 REAR TIRES ARE NEEDED STEEL BELTS SHOWING THROUGH DECLINED REPLACING THEM

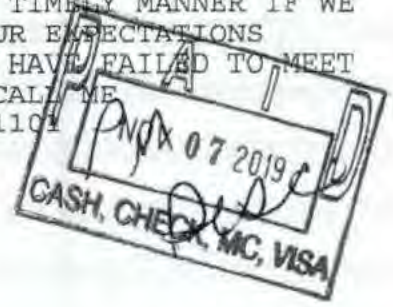
B Kenny Ross Ford South complimentary multi point inspection checklist. EXPRESS

99PX Kenny Ross Ford South complimentary multi point inspection checklist. EXPRESS

85007ISPOL 0.00 (N/C)

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER 2.36

CREATED 2019-10-28 04:04:00PM AT KENNY ROSS WE HAVE 3 RESPONSIBILITIES
TAKEN BY TRACEY M ARSICO TAKE CARE OF ALL YOUR VEHICLE NEEDS, KEEP YOU INFORMED AND DO THIS IN A TIMELY MANNER IF WE HAVE MANAGED TO EXCEED YOUR EXPECTATIONS PLEASE TELL OTHERS. IF WE HAVE FAILED TO MEET YOUR EXPECTATIONS PLEASE CALL ME
ED MOORE 412-881-0001 X211101



DESCRIPTION	TOTALS
LABOR AMOUNT	299.98
PARTS AMOUNT	52.42
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	125.00
MISC. CHARGES	2.36
TOTAL CHARGES	479.76
LESS INSURANCE	0.00
SALES TAX	33.58
PLEASE PAY THIS AMOUNT	513.34

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

SERVICE HOURS
Mon. - Thurs. 7 AM to 8 PM
Fri. 7 AM to 8 PM
Sat. 8 AM to 4:30 PM
* Customer Lounge
* Early Bird Service
* Shuttle Service Available

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

Thank You For Your Business!
www.kennyross.com

CUSTOMER #: [REDACTED]

3

INVOICE

Kenny Ross

FORD SOUTH
3200 Library Road
Castle Shannon, PA 15234
(412) 881-0001
www.kennyross.com

CLINTON, PA

PAGE 1

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

SERVICE ADVISOR: 520143 RICHARD SUTTON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE / REG. #	MILEAGE IN / OUT	TAG	
COPPER	14	FORD TRANSIT VAN	NM0GE9F7XE1 [REDACTED]	[REDACTED]	33403/33405	T861	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03SEP15	DD26FEB14		17:00 02DEC19		0.00	CASH	11DEC19

R.O. OPENED	READY	OPTIONS:	SOLD-STK
08:45 02DEC19	12:47 11DEC19	ENG:997_2.5L DOHC ENGINE	[REDACTED]
LINE OPCODE TECH TYPE HOURS		TRN:446_6 SPD AUTO TRANSAXLE W/ O/D	
LIST	NET	TOTAL	

A CS VEHICLE WILL NOT START TOWED IN CHECK AND ADVISE
 MISC ROAD TEST AND SCANNED VEHICLE NO CODES NPF
 ROADTEST GOOD
 85007ISPOL 0.00 (N/C)

3.3 03
 RAN TEST NO CODES COLD START AND ROADTEST OK.
 CHECKED ALL WIREING HARNESS

B Kenny Ross Ford South complimentary multi point inspection checklist.
 EXPRESS
 99PX Kenny Ross Ford South complimentary multi
 point inspection checklist. EXPRESS
 85007ISPOL 0.00 (N/C)

 AT KENNY ROSS WE HAVE 3 RESPONSIBILITIES
 TAKE CARE OF ALL YOUR VEHICLE NEEDS, KEEP YOU
 INFORMED AND DO THIS IN A TIMELY MANNER IF WE
 HAVE MANAGED TO EXCEED YOUR EXPECTATIONS
 PLEASE TELL OTHERS. IF WE HAVE FAILED TO MEET
 YOUR EXPECTATIONS PLEASE CALL ME
 ED MOORE 412-881-0001 X211101

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

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 Sat. 8 AM to 4:30 PM
 * Customer Lounge
 * Early Bird Service
 * Shuttle Service Available

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

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

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

Thank You For Your Business!
 www.kennyross.com



Tri State Ford

4

1503 Pennsylvania Ave
 East Liverpool, Ohio 43920
 (330) 386-6120
 www.tristateford.net

SERVICE INVOICE

E.O. [REDACTED]		VIN N M O G E 9 F 7 X E 1 [REDACTED]		[REDACTED]		DATE IN 12/16/2019
YEAR 2014	MAKE FORD	MODEL TRANSIT CO	O [REDACTED]		TIME IN 10:18	
MILES IN 33483	MILES OUT 33483	FIRST USE 00/00/00 00/00/00	LIC PA	CLINTON PA [REDACTED]		CLOSED 09:56 12/26/2019
SEE ALSO				H: [REDACTED] W: () -		WRITER HILLARY

CALL WHEN READY

(1) CUSTOMER STATES THAT WHILE AT AN IDLE VECHICL
 E SHUT DOWN.

Warranty Claim Repair Type: -

(Tech:25) A

Labor	T25	0
4L3Z9276AA (GASKET)		1
W520103S403 (NUT - HEX.)		2
CV6Z9450C (GASKET)		1
DV6Z9H307F (SENDER AND PUM)		1
.....(Warranty).....		

THANK YOU FOR YOUR BUSINESS

		W/C	INT.	CUSTOMER
Next Service	Lube-Oil-Filter			
DISCLAIMER OF WARRANTIES				Labor
<small>Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any 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.</small>				Parts
X				Sublet/Fees
Page 1 of 1 Job [REDACTED]				Waste Dispos
Customer Copy				Oil/Grease
				Sub Total
				Tax
				Total



Tri State Ford

1503 Pennsylvania Ave
 East Liverpool, Ohio 43920
 (330) 386-6120
 www.tristateford.net

SERVICE INVOICE

PLANT	VIN	[REDACTED]		DATE IN	01/07/2020
YEAR	MAKE	MODEL	PLANT	TIME IN	11:06
2014	FORD	TRANSIT CO	O	CLOSED	10:12
MILES IN	MILES OUT	FIRST USE	LISC	CLERK	01/23/2020
1	1	00/00/00	PA	WRITER	HILLARY
SEE ALSO	H: [REDACTED] W: () -				

CUSTOMER TO PICKUP

(1) CUSTOMER STATES THAT KEY SWITCH HAS LOCKED IN THE START POSITION. VEHICLE QUIT AGAIN IGNITION SWITCH CONCERN WAS OP AS DESIGNED. AFTER TALKING ON PHONE WITH FORD ENGINEERING, A HARNESS FOR THE FUEL PUMP AND ABS SENSORS WAS INSTALLED ON VEHICLE TO ELIMINATE ABS AND PUMP CONCERN. ALSO AN OVERLAY OF THE FUEL PUMP PWR AND RETURN WIRES WERE INSTALLED WITH A WEATHER TIGHT CONNECTOR UNDERNEATH VEHICLE NEAR FORD CONNECTOR C327. VEHICLE NOW STARTS AND RUNS WITHOUT SHUTTING OFF. CONCERN CORRECTED

Warranty Claim Repair Type: -
 (Tech:25)

Labor	T25	15
DV6Z9H307F (SENDER AND PUM)		1
DV6Z14A411P (WIRE ASY)		1

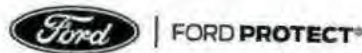
.....(Warranty).....

THANK YOU FOR YOUR BUSINESS

Warranty Expires

Date 6/18/20 Miles 60,000

Ask Us About Our Ford Protect Extended Service Plans



	W/C	INT.	CUSTOMER	
Next Service '00 Lube-Oil-Filter			Labor .00	
DISCLAIMER OF WARRANTIES <small>Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any 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.</small>			Parts .00	
			Sublet/Fees .00	
			Waste Dispos .00	
			Oil/Grease .00	
			Sub Total .00	
			Tax .00	
			Total .00	
	Page 1 of 1	Job [REDACTED]		
	Customer Copy			

KENNY ROSS .COM

181612
JR
DL

PURCHASER'S NAME [REDACTED]		CO-PURCHASER'S NAME [REDACTED]		DATE 6-3-15	
STREET ADDRESS [REDACTED]				PLEASE ENTER MY ORDER FOR THE FOLLOWING: <input checked="" type="checkbox"/> NEW <input type="checkbox"/> DEMO-USED <input type="checkbox"/> USED	
CITY Clinton	STATE PA	ZIP [REDACTED]	VIN NMOGE9F7XE1 [REDACTED]		
RES. PHONE	BUS PHONE	YEAR 2014	MAKE Ford	MODEL Transit	MILEAGE 23
CELL PHONE [REDACTED]	E-MAIL ADDRESS [REDACTED]	COLOR Brown	SALESPERSON Ryan K	STOCK NO. [REDACTED]	

PRICE INCLUDES ALL DISCOUNTS + COUPONS	24750	-
12726 RETAIL CUSTOMER CASH	(2250)	-

INSURANCE INFORMATION				SALES PRICE AS AGREED		22500	-
COMPANY				TRADE-IN ALLOWANCE		---	
POLICY NO.				SUBTOTAL		22500	-
ADDRESS				6 % SALES TAX		1350	-
PHONE NO.				DOCUMENTARY FEE		131	-
PERSON TALKED TO		DATE		TIME			
AGENT		COLLISION \$		COMP \$			
COVERAGE FROM:		TO:		FEES			
DESCRIPTION OF TRADE-IN #1				TRANSFER			
YEAR	MAKE	MODEL	COLOR	TITLE			
VIN	MILEAGE AT TRADE IN			REGISTRATION			
BALANCED OWED TO	PHONE NUMBER	AMOUNT		PLATE			
ADDRESS				LIEN			
PERSON GIVING PAY-OFF		GOOD UNTIL		ACCOUNT NO.			
DESCRIPTION OF TRADE-IN #2				TIRE TAX			
YEAR	MAKE	MODEL	COLOR	SUBTOTAL		24118 50	
VIN	MILEAGE AT TRADE IN			* Customer is responsible for any shortage underestimated in trade-in 10-day payoff.			
BALANCED OWED TO	PHONE NUMBER	AMOUNT		* Payoff amount subject to Bank Verification			
ADDRESS				TRADE-IN PAYOFF			
PERSON GIVING PAY-OFF		GOOD UNTIL		ACCOUNT NO.			
SUBTOTAL				DEPOSIT ON ORDER			
SUBTOTAL				DUE ON DELIVERY		24118 50	
TOTAL AMOUNT DUE OR FINANCED				ANNUAL PERCENTAGE RATE		%	

Purchaser agrees that this Order includes all of the terms and conditions appearing on the face and reverse sides hereof, that this Order cancels and supersedes any prior oral or written agreement or representation and as of the date hereof comprises the complete and exclusive statement of the terms of the agreement relative to the subject matter covered hereby.

12726 RETAIL CUSTOMER CASH

(2250 -)

INSURANCE INFORMATION

COMPANY _____

POLICY NO. _____

ADDRESS _____

PHONE NO. _____ PERSON TALKED TO _____

AGENT _____ DATE _____ TIME _____

COLLISION \$ _____ COMP. \$ _____

COVERAGE FROM: _____ TO: _____

SALES PRICE AS AGREED 22500 -

TRADE-IN ALLOWANCE -

SUBTOTAL 22500 -

6 % SALES TAX 1350 -

DOCUMENTARY FEE 131 -

TRANSFER TITLE REGISTRATION

FEES PLATE LIEN 129 50

TIRE TAX 5 -

SUBTOTAL 24118 50

DESCRIPTION OF TRADE-IN #1

YEAR MAKE MODEL COLOR

VIN MILEAGE AT TRADE IN

BALANCED OWED TO PHONE NUMBER AMOUNT

ADDRESS _____

PERSON GIVING PAY-OFF GOOD UNTIL ACCOUNT NO.

* Customer is responsible for any shortage underestimated in trade-in 10-day payoff.

Customer Initial _____

* Payoff amount subject to Bank Verification

TRADE-IN PAYOFF

DESCRIPTION OF TRADE-IN #2

YEAR MAKE MODEL COLOR

VIN MILEAGE AT TRADE IN

BALANCED OWED TO PHONE NUMBER AMOUNT

ADDRESS _____

PERSON GIVING PAY-OFF GOOD UNTIL ACCOUNT NO.

SUBTOTAL 24118 50

DEPOSIT ON ORDER

DUE ON DELIVERY 24118 50

TOTAL AMOUNT DUE OR FINANCED -0-

ANNUAL PERCENTAGE RATE %

MONTHLY PAYMENT TERM MO.

WE HAVE THE RIGHT TO REAPPRAISE THE VALUE OF A TRADE-IN VEHICLE IF THE DEALER CAN ESTABLISH THAT THE VEHICLE HAS SUFFERED DAMAGE OR SERIOUS MECHANICAL DETERIORATION SINCE THE DATE OF THE VALUATION BUT PRIOR TO ITS DELIVERY TO THE DEALER, OR UNLESS PARTS OR ACCESSORIES, OR BOTH INCLUDING TIRES, HAVE BEEN REMOVED OR REPLACED WITH PARTS OR ACCESSORIES OF INFERIOR QUALITY.

THIS CONTRACT IS NOT BINDING UPON EITHER THE DEALER OR THE PURCHASER UNTIL SIGNED BY AN AUTHORIZED DEALER REPRESENTATIVE. YOU, THE PURCHASER, MAY CANCEL THIS CONTRACT AND RECEIVE A FULL REFUND ANY TIME BEFORE RECEIPT OF A COPY OF THIS CONTRACT SIGNED BY AN AUTHORIZED DEALER REPRESENTATIVE BY GIVING WRITTEN NOTICE OF CANCELLATION TO DEALER.

IF PURCHASER CANCELS THIS ORDER OR REFUSES TO TAKE DELIVERY OF THE VEHICLE ORDERED, EXCEPT AS PERMITTED BY LAW, PURCHASER SHALL, AT DEALER'S OPTION, FORFEIT AS DAMAGES

THE SUM OF \$ _____ PURCHASER'S SIGNATURE X _____

ACCEPTED BY: _____ DATE _____

DEALER OR HIS AUTHORIZED REPRESENTATIVE

Purchaser agrees that this Order includes all of the terms and conditions appearing on the face and reverse sides hereof, that this Order cancels and supersedes any prior oral or written agreement or representation and as of the date hereof comprises the complete and exclusive statement of the terms of the agreement relating to the subject matters covered hereby.

A FULL COPY OF ANY APPLICABLE LIMITED WARRANTY FROM THE MANUFACTURER IS AVAILABLE AT THE SALES MANAGER'S OFFICE.

ALL WARRANTIES, IF ANY, EXTENDED BY A MANUFACTURER OTHER THAN DEALER ARE ITS OWN, NOT DEALER'S AND ONLY SUCH MANUFACTURER SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES, UNLESS DEALER FURNISHES BUYER WITH A SEPARATE WRITTEN WARRANTY OR SERVICE CONTRACT MADE BY DEALER ON ITS OWN BEHALF, OR UNLESS PROHIBITED BY LAW. DEALER HEREBY DISCLAIMS ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE: (A) ON ALL VEHICLES, GOODS AND SERVICES SOLD BY DEALER AND (B) ON ALL USED VEHICLES WHICH ARE HEREBY SOLD AS IS - NOT EXPRESSLY WARRANTED OR GUARANTEED.

AS IS: THIS VEHICLE IS SOLD AS IS WITHOUT ANY WARRANTY EITHER EXPRESS OR IMPLIED. THE PURCHASER WILL BEAR THE ENTIRE EXPENSE OF REPAIRING OR CORRECTING ANY DEFECTS THAT PRESENTLY EXIST OR THAT MAY OCCUR IN THE VEHICLE.

PURCHASER'S SIGNATURE X _____

Purchaser acknowledges that he has read and understands all the terms and conditions of this Order (on both the face and reverse sides hereof)

PURCHASER'S SIGNATURE X _____

Factory Warranty: The printed Manufacturer's Warranty delivered to Purchaser with the new vehicle or chassis described on the face hereof is a contract solely between the Manufacturer and the Purchaser. The Seller is not a party to such contract and such warranty is not a part of the sale or bargain between the Purchaser and Seller.