



CL-11287350-3101



### New Jersey Office of the Attorney General

PHILIP D. MURPHY  
Governor

SHEILA Y. OLIVER  
Lt. Governor

Division of Consumer Affairs  
Consumer Service Center – Complaint Review Unit  
124 Halsey Street, 3<sup>rd</sup> Floor, Newark, NJ 07102  
November 14, 2019

GURBIR S. GREWAL  
Attorney General

PAUL R. RODRIGUEZ  
Acting Director

**National Highway Traffic Safety Administration US Dept of Transportation  
1200 New Jersey Ave SE  
Washington, DC 20590**

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

**Mailing Address:**  
P.O. Box 45025  
Newark, NJ 07101  
(973) 504-6200

Re: [REDACTED]  
File Number: [REDACTED]

I am writing on behalf of the New Jersey Division of Consumer Affairs - Office of Consumer Protection to bring this matter to your office's attention. While hearing from the public helps the Division in its efforts to protect the health, safety and economic well-being of the public as consumers in the marketplace and to identify the best use of our investigative resources, there are situations, such as this one, in which a referral to another agency may be better able to provide assistance.

We are forwarding the materials we received to your office so that you may assist this consumer. We have advised the consumer of our action and that all future inquiries should be directed to your office. We appreciate the assistance that your office can provide to this consumer and extend our willingness to assist your office when necessary.

If you have any questions regarding this referral, please contact our Consumer Service Center at (973) 504-6200.

Sincerely,

Gregory Turner  
Assistant Deputy of Enforcement  
Consumer Service Center

NAM  
12.5.19  
LD

GT/cg

RR



New Jersey Office of the Attorney General

Division of Consumer Affairs
P.O. Box 46025
Newark, New Jersey 07101
(973) 504-6200
(800) 242-5846

E-Mail: AskConsumerAffairs@dca.lps.state.nj.us

OFFICE OF CONSUMER AFFAIRS
2019 OCT 29 1:55

Please be advised that any information you supply on this complaint form may be subject to public disclosure. If an investigation into the matter is conducted, the information is subject to public disclosure only after the investigation is closed. You are also advised that the completed complaint form is a "government record," subject to disclosure under the Open Public Records Act (OPRA).

COMPLAINT REPORTED BY:

COMPLAINT REPORTED AGAINST:

Form with two columns: 'COMPLAINT REPORTED BY' and 'COMPLAINT REPORTED AGAINST'. Includes fields for Name, Address, City, State, ZIP Code, Home Telephone Number, Work Telephone Number, and E-Mail Address. Handwritten entries include 'Elmer', 'NJ', 'Ford-Holman & Lilliston', 'Turnersville', 'NJ', '08012', '833 N. Deisea Dr. Vineland, NJ 08360', and '(856) 691-2020'.

For statistical and informational purposes only. Your age: [Redacted]

- 1. Nature of complaint (please check the appropriate box(es)):
[X] Automotive
[ ] Charity
[ ] Professional Service
[ ] Bingo/Raffle
[ ] Wheelchair Lemon Law
[ ] Furniture
[ ] Automotive Repairs
[ ] Direct Mail/Sweepstakes
[ ] Stocks/Securities
[ ] Health Club
[ ] Weighing/Measuring Devices
[ ] Other (specify)
[ ] Banking
[ ] Home Repair
[ ] Telemarketing
[ ] Warranty
[ ] Used Car Lemon Law
[ ] Credit Card
[ ] Internet/Cyberspace
[ ] Telecommunications
[ ] Advertising
[ ] New Car Lemon Law

- 2. If your complaint involves a motor vehicle, please provide the following information:
a. [ ] New [X] Used
b. [X] Purchased [ ] Leased
c. Purchase Price \$12,998 Current Mileage 68,000
d. Date of Purchase 01/31/18 [X] With Warranty [ ] With Service Contract [ ] As Is
e. Make Ford Model Focus Year 2016

3. Name of company you dealt with: Holman Ford, Lilliston Ford

4. Name and title of company agents or employees you dealt with: Holman - Mike McGuckin (sales), Wes Allen (service advisor); Lilliston - Randy Askin (service)

5. Describe the facts of your complaint in the order in which they happened. Type or print clearly. Use additional sheets of paper, if necessary. Attach readable copies (NO ORIGINALS) of any complaint-related contracts, bills, receipts, cancelled checks, correspondence or any other documents you feel are related to your complaint.

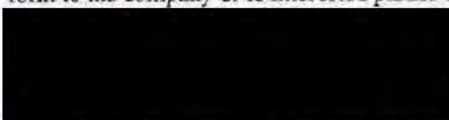
- After purchase, I noticed the steering wheel was crooked and the charging ports as well as bluetooth did not work. Holman told me I must be hitting potholes & need an alignment, even though I just bought the car. (March 20, 2018 - \$210.13) I brought my car in to have the computer replaced as well, but after 4 hours of waiting, they told me they didn't have the parts and I had to come back.
- March 22, 2018 I brought the car back to have the module replaced - they kept it overnight - picked up March 23 and paid \$106.63 even though I was told my warranty covers everything except "removable parts such as wiper blades."
- October 23, 2018 I returned to Holman for standard maintenance as well as to have my transmission assessed - the car made grinding noises when accelerating or going uphill and was very jumpy. Clutch was replaced and the car was picked up October 24. (\$58.54)
- December 2018 I received a recall notice informing me that my fuel vapor system was defective and that my car could stall without warning and not restart - but was advised NOT to stop driving the vehicle. I was promised to be informed when parts were available; however it wasn't until I reached out to Ford directly on August 19, 2019 (after my check engine light came on and my car had stalled in the middle of an intersection) that I was told parts had been available and Holman should be able to fix it immediately. After speaking to a representative at Holman, they claimed they did not have the parts.

(continued, next page)

6. The amount of loss involved in this complaint: \$ 375.30 . Please provide a breakdown of these losses:

That is the total of the service appointments required for issues that should have been handled before sale, plus transmission problems that Ford should recall, but won't. Not to mention the \$10,000 I'm still paying for a car with an absurdly low resale/trade-in value due to ongoing issues.

I certify that the foregoing statements made by me are true. I am aware that if any of the foregoing statements made by me are willfully false, I am subject to punishment. I authorize the New Jersey Division of Consumer Affairs to send this complaint form to the company or to interested parties and to use the information in any way that is necessary.



10/20/19

Date

\* This certification must be signed by the person completing the form.

(continued)

and would not even be able to assess my car until September 10, 2019 - over 3 weeks from when the car stalled. I made an appointment instead with Lilliston and dropped the car off August 22, 2019. They typically offer loaner cars, but did not offer me one because they did not have time to assess the car to determine my eligibility, leaving me without a car from August 22 - August 27, needing to rely on others for transportation to work. When I picked the car back up, they assured me they replaced the recalled part. I had also expressed concern about my transmission which, again, sounds and feels horrible when accelerating. However, they said they couldn't hear any noise and it wasn't worth taking apart to look at it.

- Saturday, September 15 my check engine light came back on and the car is displaying the same codes as before the recall work - indicating an EVAP system leak. I now have to make further arrangements to get the car back to the dealership and potentially be out of a car again.

Aside from feeling uncomfortable and unsafe, it's been very inconvenient to have two adults with full time jobs and different schedules sharing one vehicle while the Focus is in the shop or I simply do not feel safe driving it to certain places.

# Holman Certified



**\$12,998**

**2016 Ford Focus SE**  
2.0 I-4 Automatic

VIN: 1FADP3K22C [REDACTED]

Stock: [REDACTED]

Exterior: Race Red

Mileage: 40,981

### INSTALLED

- CHARCOAL BLACK CLOTH FRONT BUCKET SEATS -inc: 6-way manual driver (fold/down/fore/aft, recline), 4-way manual passenger (fore/aft, recline) and removable adjustable headrests (2-way)
- RACE RED
- SE POWER SEAT PACKAGE -inc: Power Lumbar, 6-way Power Cloth
- TRANSMISSION: 6-SPEED POWERSHIFT AUTOMATIC

### EXTERIOR

- Black Grille w/Chrome Accents
- Black Side Windows Trim and Black Front Windshield Trim
- Body-Colored Door Handles
- Body-Colored Front Bumper
- Body-Colored Power Side Mirrors w/Convex Spotter, Manual Folding and Turn Signal Indicator
- Body-Colored Rear Bumper
- Clearcoat Paint
- Compact Spare Tire Mounted Inside Under Cargo
- Fixed Rear Window w/Fixed Interval Wiper, Heated Wiper Park and Defroster
- Fully Automatic Aero-Composite Halogen Headlamps w/Delay-Off

### INTERIOR

- 1 LCD Monitor In The Front

- 2 12V DC Power Outlets
- 2 Seatback Storage Pockets
- 60-40 Folding Bench Front Facing Flip Forward Cushion/Seatback Cloth: Rear Seat
- Air Filtration
- Analog Display
- Cargo Area Concealed Storage
- Cargo Space Lights
- Carpet Floor Trim
- Cloth Door Trim Insert

### MECHANICAL

- 12.4 Gal. Fuel Tank
- 3.52 Axle Ratio
- 3990# Gvw 8:27# Maximum Payload
- 590CCA Maintenance-Free Battery w/Run Down Protection
- Brake Actuated Limited Slip Differential
- Electric Power-Assist Steering
- Engine: 2.0L I-4 GDI Ti-VCT Flex Fuel
- Front And Rear Anti-Roll Bars
- Front Disc/Rear Drum Brakes w/4-Wheel ABS, Front Vented Discs and Brake Assist
- Front-Wheel Drive

Money back  
guarantee that if you're  
not satisfied, we'll take the  
car back, no questions  
asked.

Professional and  
courteous sales staff that  
provides a hassle-free sales  
experience.

117 point safety  
inspection performed on  
all pre-owned vehicles.

Free CarFax Report,  
including a documented  
vehicle history.

Flexible financing  
options available.

One of South  
Jersey's largest  
pre-owned inventories,  
with six convenient locations.

Guaranteed to pass  
NJ state inspection.

\$500 Additional  
Trade-In Value Guarantee

Have ALL factory recommended  
services on the vehicle done  
in our dealerships Service  
Department and you add \$500  
additional trade-in value.

\*See Sales For Details



Customer must verify Bluetooth, satellite radio, and any subscription service PRIOR TO THE SALE.



**www.holmanford.com**

Maple Shade: (856) 234-4900 Turnersville: (856) 728-6500



DISCLAIMER: Dealer shall in no way be held liable for any errors or omissions to be found on this label. Price does not include taxes, tags, and dealer fees, if any. Prices are subject to change without notice. Any purchaser or prospective purchaser should independently verify with a salesperson the accuracy of all listed information provided on this label. Customer must verify Bluetooth, satellite radio, and any subscription service PRIOR TO THE SALE.

CUSTOMER #:

\*INVOICE\*

Holman



3641 Rt. 42 South  
Turnersville, NJ 08012  
(856) 728-6500



www.holmanauto.com

PAGE 1

ELMER, NJ

HOME:

BUS:

CONT:

CELL:

SERVICE ADVISOR:

Wes Allen

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
RED	16	FORD FOCUS	1FADP3K22		43231/43231	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PC NO.	RATE	PAYMENT
31JAN18 DD	01JAN2019	18:00	22MAR18		0.00	CASH
R.O. OPENED	READY	OPTIONS:	SOLD-STK:GT	DLR:	ENG:2.0L	
16:13	22MAR18	12:51	23MAR18	TRN:AUTO		

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

A INSTALL SPECIAL ORDERED PART FROM PREVIOUS REPAIR (SEE HISTORY)  
CAUSE:

12652D MODULE - ACCESSORY PROTOCOL INTERFACE/SYNC  
- RESET (14B205/14D212/14G371) - L  
31747 WESP (N/C)

12652D1 MODULE - ACCESSORY PROTOCOL  
INTERFACE/SYNC - TEST  
(14A068/14B205/14D212/14G371/15604/15K600) -  
L  
31747 WESP (N/C)

12652D46 MODULE - ACCESSORY PROTOCOL  
INTERFACE/SYNC HARDWARE - TEST - L  
31747 WESP (N/C)

12652D17 MODULE - ACCESSORY PROTOCOL  
INTERFACE/SYNC - REPLACE  
(14B205/14D212/14G371) - L  
31747 WESP (N/C)

FC: A02 42  
PART#: 14D212  
COUNT:  
CLAIM TYPE: ESP  
AUTH CODE: RPQAMMTUWQFCQ  
31747

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00  
CUSTOMER PAY DEDUCTIBLE FOR LINE A 100.00

43231 VERIFIED CONCERN XX PERFORMED APIM SELF TEST HAD NO CODES XX  
PERFORMED BATTERY DISCONNECT SYNC RESET XX STILL NO RESPONSE FROM APIM  
XX PERFORMED APIM HARDWARE TEST XX APIM FAILED XX RVC RPQAMMTUWQFCQ XX  
REPLACED APIM XX UPDATED APIM XX VERIFIED REPAIR

"LIMITED LABOR WARRANTY"

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

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 12 MONTHS OR 12,000 MILES (WHICHEVER COMES FIRST) FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES: FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEM - WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO, NOR ENFORCEABLE BY, ANY OTHER PERSON.

DURING THE DURATION PERIOD OF THIS LIMITED WARRANTY, THE REPAIR FACILITY WILL PROVIDE ADDITIONAL LABOR, AT NO EXPENSE TO CUSTOMER, FOR ANY ADDITIONAL REPAIRS THAT ARE NECESSITATED AS A RESULT OF ANY DEFECT IN LABOR PERFORMED WHILE COMPLETING THE REPAIRS LISTED ON THIS REPAIR ORDER. TO OBTAIN REPAIRS UNDER THIS LIMITED WARRANTY, CUSTOMER MUST: (A) NOTIFY THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER OF ANY DEFECT IN LABOR WITHIN A REASONABLE TIME AFTER CUSTOMER DISCOVERS OR SHOULD HAVE DISCOVERED ANY SUCH DEFECT. SUCH NOTICE HOWEVER, MUST BE GIVEN TO REPAIR FACILITY BEFORE THE END OF THE DURATION PERIOD OF THIS LIMITED WARRANTY, AS SPECIFIED ABOVE; (B) DELIVER THE VEHICLE TO THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER WITHIN FIVE (5) DAYS OF NOTICE OF SUCH DEFECT IN LABOR; (C) AUTHORIZE THE REPAIR FACILITY TO MAKE THE REPAIRS REQUIRED; AND (D) PAY THE CHARGES FOR ANY ADDITIONAL PARTS REQUIRED TOGETHER WITH SALES TAX UPON COMPLETION OF SUCH REPAIR.

ALL IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION PERIOD OF THIS LIMITED WARRANTY. UNDER NO CIRCUMSTANCES WILL THE REPAIR FACILITY BE LIABLE TO CUSTOMER FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROPERTY, LOSS OF VEHICLE USE, LOSS OF TIME, LOSS OF INCOME AND PROFITS, INCONVENIENCE OR COMMERCIAL LOSS.

THIS PART(S) IS SOLD "AS IS". THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER(S). THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR 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 THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. IN ADDITION, EXPRESSLY EXCLUDED IS ANY DEALER LIABILITY FOR DEFECTS PERTAINING TO SAFETY OR PERFORMANCE, BY WAY OF "STRICT LIABILITY", NEGLIGENCE OR OTHERWISE.

CUSTOMER #:

\*INVOICE\*

Holman



3641 Rt. 42 South  
Turnersville, NJ 08012  
(856) 728-6500



www.holmanauto.com

PAGE 2

ELMER, NJ

HOME:

CONT:

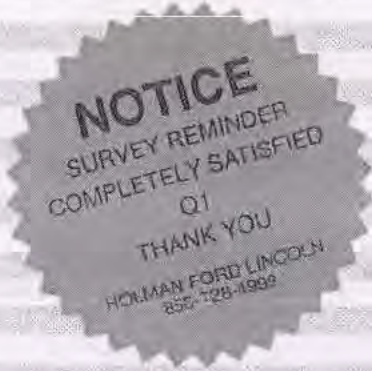
BUS:

CELL:

SERVICE ADVISOR: 696333 Wes Allen

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
RED	16	FORD FOCUS	1FADP3K22		43231/43231		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31JAN18 DD		01JAN2019	18:00 22MAR18		0.00	CASH	23MAR18
R.O. OPENED	READY	OPTIONS:	SOLD-STK:GI	DLR:	ENG:		
16:13 22MAR18	12:51 23MAR18	TRN:AUTO			2.0L		
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

Thank you for allowing Holman Ford to service your vehicle! Our goal is 100% customer satisfaction! We offer competitive prices, convenient hours, and high quality repairs! Service is open Monday through Saturday! We are a Full Service & Tire center! Express Oil & Filter Service NO APPT needed!



FAIT  
MAR 23 2018  
Cash

"LIMITED LABOR WARRANTY"

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 12 MONTHS OR 12,000 MILES (WHICHEVER COMES FIRST) FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES: FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEM - WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO, NOR ENFORCEABLE BY, ANY OTHER PERSON.

DURING THE DURATION PERIOD OF THIS LIMITED WARRANTY, THE REPAIR FACILITY WILL PROVIDE ADDITIONAL LABOR, AT NO EXPENSE TO CUSTOMER, FOR ANY ADDITIONAL REPAIRS THAT ARE NECESSITATED AS A RESULT OF ANY DEFECT IN LABOR PERFORMED WHILE COMPLETING THE REPAIRS LISTED ON THIS REPAIR ORDER. TO OBTAIN REPAIRS UNDER THIS LIMITED WARRANTY, CUSTOMER MUST: (A) NOTIFY THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER OF ANY DEFECT IN LABOR WITHIN A REASONABLE TIME AFTER CUSTOMER DISCOVERS OR SHOULD HAVE DISCOVERED ANY SUCH DEFECT. SUCH NOTICE HOWEVER MUST BE GIVEN TO REPAIR FACILITY BEFORE THE END OF THE DURATION PERIOD OF THIS LIMITED WARRANTY, AS SPECIFIED ABOVE; (B) DELIVER THE VEHICLE TO THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER WITHIN FIVE (5) DAYS OF NOTICE OF SUCH DEFECT IN LABOR; (C) AUTHORIZE THE REPAIR FACILITY TO MAKE THE REPAIRS REQUIRED; AND (D) PAY THE CHARGES FOR ANY ADDITIONAL PARTS REQUIRED TOGETHER WITH SALES TAX UPON COMPLETION OF SUCH REPAIR.

ALL IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION PERIOD OF THIS LIMITED WARRANTY. UNDER NO CIRCUMSTANCES WILL THE REPAIR FACILITY BE LIABLE TO CUSTOMER FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROPERTY, LOSS OF VEHICLE USE, LOSS OF TIME, LOSS OF INCOME, AND PROFITS, INCONVENIENCE OR COMMERCIAL LOSS.

THIS PART(S) IS SOLD "AS IS". THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER(S). THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR 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 THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES, IN ADDITION, EXPRESSLY EXCLUDED IS ANY DEALER LIABILITY FOR DEFECTS PERTAINING TO SAFETY OR PERFORMANCE, BY WAY OF "STRICT LIABILITY", NEGLIGENCE OR OTHERWISE.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	100.00
TOTAL CHARGES	100.00
LESS INSURANCE	0.00
SALES TAX	6.63
PLEASE PAY THIS AMOUNT	106.63

CUSTOMER #:

\*INVOICE\*

Holman



LINCOLN

3641 Rt. 42 South  
Turnersville, NJ 08012  
(856) 728-6500  
www.holmanauto.com



PAGE 1

ELMER, NJ  
HOME:  
BUS:

SERVICE ADVISOR: 696333 Wes Allen

COLOR	YEAR	MAKE	VIN	LICENSE	MILEAGE IN/OUT	TAG
RED	16	FORD FOCUS	1FADP3K22G		43152/43152	

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31JAN18	01JAN18	18:00	20MAR18		0.00	CASH	20MAR18

R.O. OPENED	READY	OPTIONS:	SOLD-STK:GL	DLR:	ENG:
08:41 20MAR18	11:54 20MAR18	TRN:AUTO			2.0L

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

A CUSTOMER STATES MY SYNC SYSTEM IS NOT OPERATING AND THE USB NOT WORKING

CAUSE:

SOP PART REQUIRED HAS BEEN SPECIAL ORDERED FOR YOUR VEHICLE. IF YOU ARE UNABLE TO MAKE YOUR APPOINTMENT PLEASE CALL US AS SPECIAL ORDER PARTS ARE RETURNED AFTER 30 DAYS OF THE ORDER DATE.

31747	CP				0.00		0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00

B WORKS MAINTENANCE PACKAGE

WRKS WORKS MAINTENANCE PACKAGE

31747	CP				24.95		24.95
1	EB8Z*6731*AC KIT - ELEMENT & GASKET - OIL F				5.95	5.75	5.75
5	XO*5W20*BSP MOTORCRAFT SAE 5W-20 API GF-5				3.25	3.25	16.25

COUPON COUPON

31747	CP				-10.00		-10.00
PARTS:	22.00	LABOR:	24.95	OTHER:	-10.00	TOTAL LINE B:	36.95

43152 COMPLETED OIL AND FILTER CHANGE, TIRES ARE AT 8/32 AND 7/32 XX BRAKES ARE AT 6MM FRONT AND 3MM ON REAR SHOES XX ROTATED AND SET TIRE PRESSURES, TOPPED OFF THE FLUIDS, AND COMPLETED THE MULTI POINT INSPECTION. THANK YOU FOR YOUR BUSINESS!!

C QUICK LANE MULTIPOINT INSPECTION..\$29.95 VALUE..NO CHARGE TO CUSTOMER

99P COURTESY MULTI POINT INSPECTION.. A \$29.95 VALUE THAT IS NO CHARGE TO THE CUSTOMER!

31747	CP				0.00		0.00
GBATT BATTERY CHECKED AND OK					0.00		0.00
31747	CP				0.00		0.00
GBK BRAKE LINING CHECKED AND OK					0.00		0.00
31747	CP				0.00		0.00
GTIRE TIRES CHECKED AND OK					0.00		0.00
31747	CP				0.00		0.00

"LIMITED LABOR WARRANTY"

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 12 MONTHS OR 12,000 MILES (WHICHEVER COMES FIRST) FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEM - WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO, NOR ENFORCEABLE BY, ANY OTHER PERSON.

DURING THE DURATION PERIOD OF THIS LIMITED WARRANTY, THE REPAIR FACILITY WILL PROVIDE ADDITIONAL LABOR, AT NO EXPENSE TO CUSTOMER, FOR ANY ADDITIONAL REPAIRS THAT ARE NECESSITATED AS A RESULT OF ANY DEFECT IN LABOR PERFORMED WHILE COMPLETING THE REPAIRS LISTED ON THIS REPAIR ORDER.

TO OBTAIN REPAIRS UNDER THIS LIMITED WARRANTY, CUSTOMER MUST: (A) NOTIFY THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER OF ANY DEFECT IN LABOR WITHIN A REASONABLE TIME AFTER CUSTOMER DISCOVERS OR SHOULD HAVE DISCOVERED ANY SUCH DEFECT; SUCH NOTICE HOWEVER, MUST BE GIVEN TO REPAIR FACILITY BEFORE THE END OF THE DURATION PERIOD OF THIS LIMITED WARRANTY, AS SPECIFIED ABOVE; (B) DELIVER THE VEHICLE TO THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER WITHIN FIVE (5) DAYS OF NOTICE OF SUCH DEFECT IN LABOR; (C) AUTHORIZE THE REPAIR FACILITY TO MAKE THE REPAIRS REQUIRED; AND (D) PAY THE CHARGES FOR ANY ADDITIONAL PARTS REQUIRED TOGETHER WITH SALES TAX UPON COMPLETION OF SUCH REPAIR.

ALL IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION PERIOD OF THIS LIMITED WARRANTY. UNDER NO CIRCUMSTANCES WILL THE REPAIR FACILITY BE LIABLE TO CUSTOMER FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROPERTY, LOSS OF VEHICLE USE, LOSS OF TIME, LOSS OF INCOME AND PROFITS, INCONVENIENCE OR COMMERCIAL LOSS.

THIS PART(S) IS SOLD "AS IS". THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER(S). THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR 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 THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES, IN ADDITION, EXPRESSLY EXCLUDED IS ANY DEALER LIABILITY FOR DEFECTS PERTAINING TO SAFETY OR PERFORMANCE, BY WAY OF "STRICT LIABILITY", NEGLIGENCE OR OTHERWISE.

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

CUSTOMER #:

Holman



\*INVOICE\*

3641 Rt. 42 South  
Turnersville, NJ 08012  
(856) 728-6500  
www.holmanauto.com



PAGE 2

ELMER, NJ

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 696333 Wes Allen

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
RED	16	FORD FOCUS	1FADP3K22G		43152/43152		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31JAN18 DD		01JAN2019	18:00 20MAR18		0.00	CASH	20MAR18
R.O. OPENED	READY	OPTIONS:	SOLD-STK:GI	DLR:	ENG:	2.0L	TRN: AUTO
08:41 20MAR18	11:54 20MAR18						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL			
PARTS:				0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00

**E\*\* FOUR WHEEL ALIGNMENT**

ALIGN4 FOUR WHEEL ALIGNMENT

31747 CMA

PARTS:	0.00	LABOR:	149.95	OTHER:	0.00	TOTAL LINE E:	149.95
--------	------	--------	--------	--------	------	---------------	--------

CUSTOMER PAY HAZ MAT OR MSO FOR REPAIR ORDER

10.18

BDC APPT CREATED 2018-03-15  
09:10:00AM

Thank you for allowing Holman Ford to service your vehicle! Our goal is 100% customer satisfaction! We offer competitive prices, convenient hours, and high quality repairs! Service is open Monday through Saturday! We are a Full Service & Tire center! Express Oil & Filter Service NO APPT needed!

**"LIMITED LABOR WARRANTY"**

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 12 MONTHS OR 12,000 MILES (WHICHEVER COMES FIRST) FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES: FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEM - WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO, NOR ENFORCEABLE BY, ANY OTHER PERSON.

DURING THE DURATION PERIOD OF THIS LIMITED WARRANTY, THE REPAIR FACILITY WILL PROVIDE ADDITIONAL LABOR, AT NO EXPENSE TO CUSTOMER, FOR ANY ADDITIONAL REPAIRS THAT ARE NECESSITATED AS A RESULT OF ANY DEFECT IN LABOR PERFORMED WHILE COMPLETING THE REPAIRS LISTED ON THIS REPAIR ORDER. TO OBTAIN REPAIRS UNDER THIS LIMITED WARRANTY, CUSTOMER MUST: (A) NOTIFY THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER OF ANY DEFECT IN LABOR WITHIN A REASONABLE TIME AFTER CUSTOMER DISCOVERS OR SHOULD HAVE DISCOVERED ANY SUCH DEFECT; SUCH NOTICE HOWEVER, MUST BE GIVEN TO REPAIR FACILITY BEFORE THE END OF THE DURATION PERIOD OF THIS LIMITED WARRANTY, AS SPECIFIED ABOVE; (B) DELIVER THE VEHICLE TO THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER WITHIN FIVE (5) DAYS OF NOTICE OF SUCH DEFECT IN LABOR; (C) AUTHORIZE THE REPAIR FACILITY TO MAKE THE REPAIRS REQUIRED; AND (D) PAY THE CHARGES FOR ANY ADDITIONAL PARTS REQUIRED TOGETHER WITH SALES TAX UPON COMPLETION OF SUCH REPAIR.

ALL IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION PERIOD OF THIS LIMITED WARRANTY. UNDER NO CIRCUMSTANCES WILL THE REPAIR FACILITY BE LIABLE TO CUSTOMER FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROPERTY, LOSS OF VEHICLE USE, LOSS OF TIME, LOSS OF INCOME AND PROFITS, INCONVENIENCE OR COMMERCIAL LOSS.

THIS PART(S) IS SOLD "AS IS". THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER(S). THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR 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 THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. IN ADDITION, EXPRESSLY EXCLUDED IS ANY DEALER LIABILITY FOR DEFECTS PERTAINING TO SAFETY OR PERFORMANCE, BY WAY OF "STRICT LIABILITY", NEGLIGENCE OR OTHERWISE.

DESCRIPTION	TOTALS
LABOR AMOUNT	174.90
PARTS AMOUNT	22.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	10.18
TOTAL CHARGES	207.08
LESS INSURANCE	10.00
SALES TAX	13.05
PLEASE PAY THIS AMOUNT	210.13



# Holman Ford TV

3641 Rt 42 South

Turnersville New Jersey  
08012

(856) 728-6500

## Customer information

Street: [REDACTED]  
Zip code: [REDACTED]

## Cardholder Signature

[REDACTED SIGNATURE]

BRIAN HUGHES

## Transaction information

**MOTO**  
Date: 03/20/2018 12:01 PM  
Merchant ID: 400000405  
Terminal ... 00000001  
Invoice No.: [REDACTED]  
Amount: \$210.13  
Card Number: \*\*\*\*\* [REDACTED]  
Response M... Approved  
Auth Code: 010134  
Auth Mode: Issuer  
Processed as: VISA  
Entry Method: Manual  
Trace No.: 001480640904  
Reference No.: [REDACTED]  
Match AVS: Match Y  
Match ZIP: Match Y  
Match C... Not Present  
Client ID: [REDACTED]  
Token ID: [REDACTED]  
User ID: [REDACTED]

I Agree to Pay Above Total Amount According to Card Issuer Agreement (Merchant Agreement if Credit Voucher).  
Merchant / Customer Copy

CUSTOMER #:



TIRE & AUTO CENTER
833 N. Delsea Drive - Vineland, NJ 08360
PH: (856) 691-2020
Fax: (856) 205-1728
www.lilliston.com

\*INVOICE\*

PAGE 1

HOME:
BUS:

CONT:
CELL:

SERVICE ADVISOR: 6713 RANDY ASKIN

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG. Includes delivery date (01JAN16), production date (16), and warranty expiration (17:00 23AUG19).

Table with columns: R.O. OPENED, READY, OPTIONS. Includes times: 16:58 22AUG19 and 17:22 27AUG19.

Table with columns: LINE OPCODE, TECH TYPE, HOURS, LIST, NET, TOTAL.

A FUEL TANK DEFORMATION VEHICLE DID STALL AND HAD CODE FOR CANISTER PURGE

CAUSE:

18S32 FUEL TANK DEFORMATION VEHICLE DID STALL AND HAD CODE FOR CANISTER PURGE

4593 W

1 BV6Z\*9D289\*R TUBE ASY - FUEL VAPOUR SEPARAT

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

4593

(N/C)

(N/C)

B Moved to: 183008C Line: A

MISC Moved to: 183008C Line: A

999 CP

0.00

0.00

C CS/ST: RADIO INTERMITTENTLY SHUTS OFF, SCREEN WILL STAY FROZEN

CAUSE:

DIAG CS/ST: RADIO INTERMITTENTLY SHUTS OFF, SCREEN WILL STAY FROZEN

4593 W

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

4593

(N/C)

D Moved to: 183008C Line: B

MISC Moved to: 183008C Line: B

999 CP

0.00

0.00

E Moved to: 183008C Line: C

MISC Moved to: 183008C Line: C

999 CP

0.00

0.00

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THE FRONT OF THE REPAIR ORDER FOR A PERIOD OF 90 DAYS OR 4,000 MILES...

TO OBTAIN REPAIRS UNDER THIS LIMITED WARRANTY, CUSTOMER MUST: (A) NOTIFY THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER OF ANY DEFECT IN LABOR WITHIN A REASONABLE TIME AFTER CUSTOMER DISCOVERY...

ALL IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION PERIOD OF THIS LIMITED WARRANTY...

THIS PART IS SOLD "AS IS". THE ONLY WARRANTIES APPLYING TO THIS PART ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER(S). THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES...

ON BEHALF OF SELLING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE AND CORRECT... COMPLETION OF REPAIRS/RECEIPT OF VEHICLE

Table with columns: DESCRIPTION, TOTALS. Rows include: LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, MISC. CHARGES, TOTAL CHARGES, LESS INSURANCE, SALES TAX, PLEASE PAY THIS AMOUNT.



TIRE & AUTO CENTER  
 833 N. Delsea Drive · Vineland, NJ 08360  
 PH: (856) 691-2020  
 Fax: (856) 205-1728  
 www.lilliston.com

CUSTOMER # [REDACTED]

INVOICE

PAGE 1

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

SERVICE ADVISOR: [REDACTED] RANDY ASKIN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	16	FORD FOCUS	1FADP3K22G [REDACTED]		67421/67444	[REDACTED]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN16 IS							
01JAN16 DD			17:00 23AUG19			CASH	27AUG19

R.O. OPENED	READY	OPTIONS:
16:58 22AUG19	17:23 27AUG19	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CSST	VEHICLE VIBRATES DURING ACCELERATION/DECELERATION ESPECIALLY 1ST TO 2ND GEAR. WAS AT HOLMAN FOR TRANS CHATTERING HAD REPLACED CLUTCH .					
		DIAG CSST VEHICLE VIBRATES DURING ACCELERATION/DECELERATION ESPECIALLY 1ST TO 2ND GEAR. WAS AT HOLMAN FOR TRANS CHATTERING HAD REPLACED CLUTCH .					
	4593	CQL				29.70	29.70
MISC	DIAG	DISCOUNT				-29.70	-29.70
		CSD					

B Q99P PERFORM MULTIPOINT INSPECTION. WE SCHEDULED YOUR NEXT SERVICE APPOINTMENT FOR YOUR VEHICLE ON DATE [REDACTED]. APPROXIMATE ESTIMATE AMOUNT IS [REDACTED]. WE WILL CONTACT YOU CLOSER TO APPOINTMENT.

Q99PX QL TEAM. PERFORM MULTIPOINT INSPECTION. WE SCHEDULED YOUR NEXT SERVICE APPOINTMENT FOR YOUR [REDACTED] ON DATE [REDACTED]. APPROXIMATE ESTIMATE AMOUNT IS [REDACTED]. WE WILL CONTACT YOU CLOSER TO THAT APPOINTMENT DATE.

4593	CQL				0.00	0.00
------	-----	--	--	--	------	------

C FREE ALIGNMENT CHECK  
 ALCK FREE ALIGNMENT CHECK

4593	CQL				0.00	0.00
------	-----	--	--	--	------	------

THANK YOU FOR YOUR BUSINESS!!! MAKING SURE THAT YOU ARE COMPLETELY SATISFIED IS OUR GOAL! IF FOR ANY REASON YOU CANNOT RATE US "COMPLETELY SATISFIED" OR "EXCELLENT" PLEASE CONTACT YOUR SERVICE ADVISOR OR THE SERVICE MANAGER MARIA MARCHINA AT 856-896-6708. YOUR SATISFACTION IS EXTREMELY IMPORTANT.

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THE FRONT OF THE REPAIR ORDER FOR A PERIOD OF 90 DAYS OR 4,000 MILES (WHICHEVER COMES FIRST) FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES: FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEMS - WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO, NOR ENFORCEABLE BY, ANY OTHER PERSON.

DURING THE DURATION PERIOD OF THIS LIMITED WARRANTY, THE REPAIR FACILITY WILL PROVIDE ADDITIONAL LABOR, AT NO EXPENSE TO CUSTOMER, FOR ANY ADDITIONAL REPAIRS THAT ARE NECESSITATED AS A RESULT OF ANY DEFECT IN LABOR PERFORMED WHILE COMPLETING THE REPAIRS LISTED ON THIS REPAIR ORDER.

TO OBTAIN REPAIRS UNDER THIS LIMITED WARRANTY, CUSTOMER MUST: (A) NOTIFY THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER OF ANY DEFECT IN LABOR WITHIN A REASONABLE TIME AFTER CUSTOMER DISCOVERS OR SHOULD HAVE DISCOVERED ANY SUCH DEFECT; SUCH NOTICE HOWEVER, MUST BE GIVEN TO REPAIR FACILITY BEFORE THE END OF THE DURATION PERIOD OF THIS LIMITED WARRANTY AS SPECIFIED ABOVE; (B) DELIVER THE VEHICLE TO THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER WITHIN THE (3) DAY'S NOTICE OF SUCH DEFECT IN LABOR; (C) AUTHORIZE THE REPAIR FACILITY TO MAKE THE REPAIRS REQUIRED; AND (D) PAY THE CHARGES FOR ANY ADDITIONAL PARTS REQUIRED TOGETHER WITH SALES TAX UPON COMPLETION OF SUCH REPAIR.

ALL IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION PERIOD OF THIS LIMITED WARRANTY. UNDER NO CIRCUMSTANCES WILL THE REPAIR FACILITY BE LIABLE TO CUSTOMER FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROPERTY, LOSS OF VEHICLE USE, LOSS OF TIME, LOSS OF INCOME AND PROFITS, INCONVENIENCE OR COMMERCIAL LOSS.

THIS PARTS IS SOLD "AS IS" - THE ONLY WARRANTIES APPLYING TO THIS PARTS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER(S). THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR 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 THIS PARTS AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. IN ADDITION, EXPRESSLY EXCLUDED IS ANY DEALER LIABILITY FOR DEFECTS PERTAINING TO SAFETY OR PERFORMANCE, BY WAY OF "STRICT LIABILITY", NEGLIGENCE OR OTHERWISE.

ON BEHALF OF SELLING 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 REDUCTION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE. THAT ANY PARTS REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCOUNT, REGARDLESS OF JUDICIAL RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICE DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE OF FORD.

DESCRIPTION	TOTALS
LABOR AMOUNT	29.70
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	-29.70
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00



TIRE & AUTO CENTER

833 N. Delsea Drive · Vineland, NJ 08360

PH: (856) 691-2020

Fax: (856) 205-1728

www.lilliston.com

CUSTOMER #: [REDACTED]

\*INVOICE\*

PAGE 2

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

SERVICE ADVISOR: 6713 RANDY ASKIN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	16	FORD FOCUS	1FADP3K22G		67421/67444		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN16 IS							
01JAN16 DD			17:00	23AUG19		CASH	27AUG19

R.O. OPENED	READY	OPTIONS:
16:58 22AUG19	17:22 27AUG19	

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

\*\*\* THE FOLLOWING WORK NOT DONE-TRANSFERRED TO RO# [REDACTED] \*\*\*

B Moved to: [REDACTED] Line: A  
D Moved to: [REDACTED] Line: B  
E Moved to: [REDACTED] Line: C

THANK YOU FOR YOUR BUSINESS!!! MAKING SURE THAT YOU ARE COMPLETELY SATISFIED IS OUR GOAL! IF FOR ANY REASON YOU CANNOT RATE US "COMPLETELY SATISFIED" OR "EXCELLENT" PLEASE CONTACT YOUR SERVICE ADVISOR OR THE SERVICE MANAGER MARIA MARCHINA AT 856-896-6708. YOUR SATISFACTION IS EXTREMELY IMPORTANT.

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THE FRONT OF THE REPAIR ORDER FOR A PERIOD OF 90 DAYS OR 1000 MILES (WHICHEVER COMES FIRST) FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS AND FUEL SYSTEMS WHICH DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO, NOR ENFORCEABLE BY, ANY OTHER PERSON.

DURING THE DURATION PERIOD OF THIS LIMITED WARRANTY, THE REPAIR FACILITY WILL PROVIDE ADDITIONAL LABOR, AT NO EXPENSE TO CUSTOMER, FOR ANY ADDITIONAL REPAIRS THAT ARE NECESSITATED AS A RESULT OF ANY DEFECT IN LABOR PERFORMED WHILE COMPLETING THE REPAIRS LISTED ON THIS REPAIR ORDER.

TO OBTAIN REPAIRS UNDER THIS LIMITED WARRANTY, CUSTOMER MUST: (A) NOTIFY THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER OF ANY DEFECT IN LABOR WITHIN A REASONABLE TIME AFTER CUSTOMER DISCOVERS OR SHOULD HAVE DISCOVERED ANY SUCH DEFECT. SUCH NOTICE HOWEVER, MUST BE GIVEN TO REPAIR FACILITY BEFORE THE END OF THE DURATION PERIOD OF THIS LIMITED WARRANTY, AS SPECIFIED ABOVE, OR DELIVER THE VEHICLE TO THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER WITHIN FIVE (5) DAYS OF NOTICE OF SUCH DEFECT IN LABOR; (B) AUTHORIZE THE REPAIR FACILITY TO MAKE THE REPAIRS REQUIRED; AND (C) PAY THE CHARGES FOR ANY ADDITIONAL PARTS REQUIRED TOGETHER WITH SALES TAX UPON COMPLETION OF SUCH REPAIR.

ALL IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION PERIOD OF THIS LIMITED WARRANTY. UNDER NO CIRCUMSTANCES WILL THE REPAIR FACILITY BE LIABLE TO CUSTOMER FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROPERTY, LOSS OF VEHICLE USE, LOSS OF TIME, LOSS OF INCOME AND PROFITS, INCONVENIENCE OR COMMERCIAL LOSS.

THIS PART(S) IS SOLD "AS IS". THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER(S). THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR 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 THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. IN ADDITION, EXPRESSLY EXCLUDED IS ANY DEALER LIABILITY FOR DEFECTS PERTAINING TO SAFETY OR PERFORMANCE, BY WAY OF "STRICT LIABILITY", NEGLIGENCE OR OTHERWISE.

IN REPLY OF SERVICE DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREIN 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. INCLUDING BUT NOT LIMITED TO, THIS CLAIM IS AVAILABLE FOR 111 YEAR FROM THE DATE OF PAYMENT NOTIFICATION BY THE SERVICE DEALER FOR RESPECTIVELY MANUFACTURER'S REPRESENTATIVE OF FORD

COMPLETION OF REPAIRS/RECEIPT OF VEHICLE

\_\_\_\_\_  
OWNER      DEALER, GENERAL MANAGER, OR AUTHORIZED PERSON      (DATE)

CUSTOMER SIGNATURE X

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



1000



07101

U.S. POSTAGE  
10M LG ENV  
ELMER, NJ  
08318  
OCT 24, 18  
AMOUNT

**\$1.31**

R2305M144257

**DIVISION of Consumer Affairs  
P.O. BOX 45025  
NEWARK, NJ 07101**

***NJ Office of the Attorney General***

DIVISION OF CONSUMER AFFAIRS

CONSUMER SERVICE CENTER

P.O. BOX 45025

NEWARK, NJ 07101



U.S. POSTAGE >>> PITNEY BOWES



ZIP 08628 \$ 000.65<sup>0</sup>

02 4W

0000369661 NOV 25 2019

