



U.S. Department of Transportation National Highway Traffic Safety Administration				Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline				FOR AGENCY USE ONLY 100148			
				Date Received 23-DEC-2019		Repository ☐		Reference No. 11290950			
				Daytime Telephone Number		Evening Telephone Number		Email Address			
OWNER INFORMATION (Type or Print)											
Name				Address		City		State		Zip Code	
AUSTIN				TX		TX					
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 1FADP3K23GL3				Make FORD		Model FOCUS		Model Year 2016			
Date Purchased 3/13/2013		Dealer's Name and Telephone Number Ford Automation Corp Austin				Engine: No: Cylinders 4		Fuel Type: GAS			
Original Owner ☐		Dealer's City Corpus Christi		State TX		Zip Code					
Transmission Type ☐ Antilock Brakes ☐ Cruise Control		Powertrain		Multiple Failure:		Incident Date(s) 22-OCT-2018					
FAILED COMPONENT(S)/PART(S) INFORMATION											
Vehicle Component Codes: FUEL/PROPULSION SYSTEM (PWS), 060000 ENGINE (PWS)						Failure Mileage 96476		Failure Speed			
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 2016 FORD FOCUS. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 18V735000 (FUEL SYSTEM, GASOLINE); HOWEVER, THE PARTS FOR THE RECALL REPAIR WERE UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE CONTACT STATED THAT THE VEHICLE WOULD SUDDENLY STALL AT VARIOUS TIMES; HOWEVER, THE FAILURE OCCURRED MOST OFTEN WHEN COMING TO A COMPLETE STOP AND ACCELERATING UPHILL. THE VEHICLE WOULD ALSO SHUDDER WHEN ATTEMPTING TO ACCELERATE. THE CONTACT CALLED AUTONATION FORD CORPUS CHRISTI (LOCATED AT 6250 SOUTH PADRE ISLAND DRIVE, CORPUS CHRISTI, TX 78412, 361-444-0125) AND WAS INFORMED THAT THE REPAIR FOR THE RECALL WAS UNAVAILABLE. THE DEALER ALSO CALIBRATED THE CPU ON THE VEHICLE, BUT THE FAILURE RECURRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURES. THE APPROXIMATE FAILURE MILEAGE WAS 96,476.											
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)

On December 24 2019, my car popped up with a transmission error on my dash. My car shutters to the point where it is going to stall out. I have taken it to multiple mechanics / Ford dealers to fix it and nothing has been done. The reason why I bought this car is because I am Active Duty, and also a single mother of a 1 year old. I was looking for a dependable, affordable means of transportation.

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**



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



**or call:
Vehicle Safety Hotline
888-327-4236**

www.safercar.gov

or visit:

**If so:
Use the enclosed
form to file a report.**



**Think your vehicle
has a safety defect?**



OASIS RESULT: 1FADP3K23GL

USA: EN-US

26-FEBRUARY-

2018 / 18:15:55 EST/EDCAS041B

Local Time: 26-FEBRUARY-2018 / 5:15:55 PM

● VEHICLE INFORMATION

VEHICLE DESCRIPTION: 2018 Focus

BODY STYLE: 5 Door Sedan

ENGINE: 2.0L I4 DI TiVCT Petrol 160PS

ENGINE CALIBRATION: FDH1M40A

TRANSMISSION: 6 Speed Auto Transmission DPS6

FUEL TYPE: Gasoline

SOLD TO FLEET: NO

VERSION/SERIES: SE VERSION - CAR

DRIVE TYPE: 2 WHL L/H FRONT DRIVE

AXLE RATIO: 3.850/4.278 FINAL DRIVE RATIO

AXLE CODE: AU

WHEEL SIZE: 17 x 7.0 5 Spoke Bright Mach Alloy

TIRE: P215/50 R17 H AS TIRE

RETAIL SALES TYPE: R

PAINT COLOR: MAGNETIC

PAINT CODE: J7

GROSS VEHICLE WEIGHT: 3990 LB. GVW

RADIO:

SYNC VERSION: V4 Gen1

VHR ACTIVATED: N

MODEM:

● NO WARNING MESSAGES FOUND FOR THIS VIN

● ACCURATE REPAIR NOTIFICATIONS

NO ARN MESSAGES FOUND

● GENERAL WARRANTY INFORMATION

WARRANTY START DATE: 16-MARCH-2017

BUILD DATE: 29-AUGUST-2016

SALE MILEAGE: 00009

● OUTSTANDING FIELD SERVICE ACTIONS

NO CAMPAIGN MESSAGE(S) FOUND

● EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

● WARRANTY REPAIR HISTORY

NO RECENT REPAIR HISTORY ON VEHICLE

New Vehicle Base Warranty

RELEASE DATE: 29-AUGUST-2016

[Click Here for Full Warranty History](#)

AutoNation

AutoNation Ford Mazda Corpus Christi
6250 South Padre Island Drive
P.O. Box 8910
(361) 994-6200
Corpus Christi, Texas 78468-8910
www.autonation.com

CORPUS CHRISTI, TX

PREWORKORDER
PAGE 1

P & A CODE: 04584-6

HOMER N/A
BUS

SERVICE ADVISOR: 2418 HARRIS, TIFFANY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
MAGNETIC	16	FORD FOCUS	1FADP3K23GL		31892	826
IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO	RATE	PAYMENT
15MAY17 DD			19:00 28FEB18			
R.O. OPENED	READY	OPTIONS: SOLD-STK:GL		ENG:2L_4_CYL TRN:A		
28FEB18 09:00						

VEHICLE SERVICE HISTORY

CLSD DTE

REQ# S/A MILEAGE OF CODE TECH TYPE DESCRIPTION

LINE OF CODE TECH... TYPE DESCRIPTIONS/INSTRUCTIONS
A S100 CF C/S: WHEN ACCELERATING SHE IS FEELING SHUTTERS

Does it through out the day

REQ# S/A CF NEXT SERVICE APPOINTMENT

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."

Notice Pursuant to §70.001, Texas Property Code

I am the person or agent acting on behalf of the person, who is obligated to pay for the repair of the motor vehicle subject to the repair contract. I understand that the vehicle is subject to repossession in accordance with §9.609, Texas Business and Commerce Code, if a written order for payment for repair on the vehicle is stopped, dishonored because of insufficient funds, no funds, or because the drawer or maker of the order has no account or the account on which it is drawn has been closed.

DISCLAIMER OF WARRANTIES

Any warranties on the product 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.

PRELIMINARY ESTIMATE #

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X

CUSTOMER SIGNATURE

AutoNation Ford Mazda Corpus Christi
6250 South Padre Island Drive
P.O. Box 8910
(361) 994-6200 • FAX (361) 992-0326
Corpus Christi, Texas 78468-8910
www.autonation.com
P & A CODE: 04584-6

WORKORDER

PAGE 2

SERVICE ADVISOR: 2418 HARRIS, TIFFANY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
MAGNETIC	16	FORD FOCUS	1FADP3K23GL		31892/	T8265	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
15MAY17 DD			19:00 28FEB18			CASH	
R.O. OPENED	READY	OPTIONS: SOLD-STK:GL					ENG:2L_4_CYL TRN:A
26FEB2018 17:52							

LINE	OP CODE	FRH	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# D	AMPARTS	0.00		CF	AP*-Indicates you chose to use aftermarket parts (AP) for this job. AP Parts are quality parts suitable for your vehicle, but are not sourced from the vehicle manufacturer. All AP parts come with a warranty backed by AutoNation at any of our stores.

NOTICE OF WORKER'S LIEN PURSUANT TO TEXAS PROPERTY CODE §. 70.001

The undersigned, am/n I person/persons authorized by the vehicle owner(s) to execute this document. The undersigned hereby certifies that he/she/they are the owner(s) of the vehicle described herein and that he/she/they have no other liens or encumbrances against the vehicle. The undersigned further certifies that he/she/they are not a minor and are not under legal disability. The undersigned further certifies that he/she/they are not a party to any litigation involving the vehicle. The undersigned further certifies that he/she/they are not a party to any litigation involving the repair work. The undersigned further certifies that he/she/they are not a party to any litigation involving the amount due for the repairs. The undersigned further certifies that he/she/they are not a party to any litigation involving the title of the vehicle. The undersigned further certifies that he/she/they are not a party to any litigation involving the registration of the vehicle. The undersigned further certifies that he/she/they are not a party to any litigation involving the sales tax on the vehicle. The undersigned further certifies that he/she/they are not a party to any litigation involving the license fee on the vehicle. The undersigned further certifies that he/she/they are not a party to any litigation involving the title fee on the vehicle. The undersigned further certifies that he/she/they are not a party to any litigation involving the registration fee on the vehicle. The undersigned further certifies that he/she/they are not a party to any litigation involving the sales tax on the vehicle. The undersigned further certifies that he/she/they are not a party to any litigation involving the license fee on the vehicle. The undersigned further certifies that he/she/they are not a party to any litigation involving the title fee on the vehicle. The undersigned further certifies that he/she/they are not a party to any litigation involving the registration fee on the vehicle.

Customer X _____ Date _____

PAYMENT TERMS: I agree to pay for the inspection and repairs I authorize, along with the necessary materials, in Cash or approved credit card upon completion of the Repairs unless the Dealership agrees to other payment arrangements in advance.

CHARGES FOR DIAGNOSTIC/PARTIALLY COMPLETED WORK: If I authorize commencement of repairs or disassembly of the vehicle or a vehicle component and do not authorize completion, of a repair or service, I will pay any charge imposed for disassembly, reassembly or partially completed work. Such charges will be directly related to the actual amount of labor and parts involved in the inspection, repair or service.

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE REVERSE SIDE OF THIS REPAIR ORDER FOR THE DEALERSHIP'S LIMITED WARRANTY.

I understand that the Dealership is not responsible for any delays caused by unavailability of parts or shipping by the supplier or transporter, nor is it responsible for loss or damage to the vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond its control.

I hereby grant the Dealership permission to operate the vehicle on streets, highways or public roadways for the purpose of testing and/or inspecting the vehicle. I authorize the retrieval of on-board data as needed to facilitate vehicle repair, as well as sharing that data with the vehicle manufacturer for diagnostic and research purposes.

Customer X

ESTIMATE: OUR DEALERSHIP WILL PROVIDE YOU WITH AN ESTIMATE FOR THE COST OF REPAIRS OR SERVICES UPON REQUEST. YOU CAN CHOOSE THE KIND OF ESTIMATE YOU WANT TO RECEIVE INITIALING BESIDE ONE OF THE FOLLOWING CHOICES.

Initials WRITTEN ESTIMATE Initials ORAL ESTIMATE Initials NO ESTIMATE

PRELIMINARY ESTIMATE 4

SHOP SUPPLY COSTS: A charge equal to 14.99% of the total cost of labor and parts, not to exceed \$59.99, will be added to the Repair Order for shop supplies used in connection with the repair.

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

PARTS: All parts installed are new unless otherwise indicated. Upon request, replaced parts will be made available for inspection or return to you (unless subject to a manufacturer's warranty, core charge, or otherwise specified).

Discard Replaced Parts	(INITIAL)	Saved Replaced Parts	(INITIAL)

AutoNation

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www.autonation.com
P & A CODE: 04584-6

WORKORDER

PAGE 1

CORPUS CHRISTI, TX

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

SERVICE ADVISOR: 2418 HARRIS, TIFFANY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
MAGNETIC	16	FORD FOCUS	1FADP3K23GL [REDACTED]		31892/	T8265
DEL DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT
15MAY17 DD			19:00 28FEB18			CASH
R.O. OPENED	READY	OPTIONS: SOLD-STK:GL [REDACTED] ENG:2L_4_CYL TRN:A				
26FEB2018 17:52						

VEHICLE SERVICE HISTORY

CLSD DTB

ROH S/A MILEAGE OF CODE TECH. TYPE DESCRIPTION

LINE OF CODE	FRH	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A				C/S: WHEN ACCELERATING SHE IS FEELING SHUTTERS
495	0.00		WF	REPAIR DESCRIPTION

B MULTI-A 0.00 CFMPI Customer requested to have Multi Point Inspection performed this visit

C DRVPNK1 0.00 CF **Thank you for joining us in the fight against cancer. We've partnered with the BCRF to raise funds for the world's most promising research to eradicate breast cancer. 100% of your donation goes to BCRF. Please visit DrivePink.com for more info. DRVPNK Charitable Donation

NOTICE OF WORKER'S LIEN PURSUANT TO TEXAS PROPERTY CODE § 70.001
I, the undersigned, am the person (or the authorized agent of the person) who is obligated to pay for repairs to the vehicle described in this Repair Order. I understand that the Dealership may retain possession of the vehicle until the amount due for the repairs is paid. I further understand that if the Dealership relinquishes possession of the vehicle in return for payment via a check, money order or credit card transaction that is stopped or dishonored due to insufficient funds, no funds, or because the account does not exist or has been closed, the worker's lien continues to exist and the Dealership is entitled to possession of the vehicle in accordance with S. 9.609 of the Texas Business & Commerce Code until the amount due is paid.

Customer X _____ Date _____
PAYMENT TERMS: I agree to pay for the inspection and repairs I authorize, along with the necessary materials, in Cash or approved credit card upon completion of the Repairs unless the Dealership agrees to other payment arrangements in advance.

CHARGES FOR DIAGNOSTIC/PARTIALLY COMPLETED WORK: If I authorize commencement of repairs or disassembly of the vehicle or a vehicle component and do not authorize completion, of a repair or service, I will pay any charge imposed for disassembly, reassembly or partially completed work. Such charges will be directly related to the actual amount of labor and parts involved in the inspection, repair or service.

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE REVERSE SIDE OF THIS REPAIR ORDER FOR THE DEALERSHIP'S LIMITED WARRANTY.

I understand that the Dealership is not responsible for any delays caused by unavailability of parts or shipping by the supplier or transporter, nor is it responsible for loss or damage to the vehicle or any contents thereof while in the possession of the Dealership and its control.

I hereby grant the Dealership the right to use the vehicle for any purpose, including but not limited to, the retrieval of the vehicle or any contents thereof while in the possession of the Dealership and its control.

Customer X _____
Dealer AP _____

ESTIMATE: OUR DEALERSHIP WILL PROVIDE YOU WITH AN ESTIMATE FOR THE COST OF REPAIRS OR SERVICES UPON REQUEST. YOU CAN CHOOSE THE KIND OF ESTIMATE YOU WANT TO RECEIVE INITIALING BESIDE ONE OF THE FOLLOWING CHOICES.

____ WRITTEN ESTIMATE ____ ORAL ESTIMATE ____ NO ESTIMATE
Initials Initials Initials

PRELIMINARY ESTIMATE \$ _____

SHOP SUPPLY COSTS: A charge equal to 14.99% of the total cost of labor and parts, not to exceed \$59.99, will be added to the Repair Order for shop supplies used in connection with the repair.

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

PARTS: All parts installed are new unless otherwise indicated. Upon request, replaced parts will be made available for inspection or returned to you (unless subject to a manufacturer's warranty, core charge, or otherwise specified).

Discard Replaced Parts _____ (INITIAL) Saved Replaced Parts _____ (INITIAL)

	N/A	Checks O.K.	Needs Attention	Needs Immediate Attention		N/A	Checks O.K.	Needs Attention	Needs Immediate Attention	
Operation of Lights & Inspect Lens		☒			Battery & Cable Inspection		☒			
Condition of Wiper Inserts		☒			Fluid Leaks		☒			
Condition of Suspension		☒			Engine Oil		☒			
Condition of Drive Axles/Boots		☒			Brake Fluid		☒			
AC & Heating Inspection		☒			Transmission Fluid		☒			
Exhaust System Inspection		☒			Differential Fluid		☒			
Condition of Hoses		☒			Power Steering Fluid		☒			
Condition of Drive Belts		☒			Windshield Washer Fluid		☒			
Condition of Air Filter		☒			Engine Coolant		☒			
Condition of Fuel System		☒			Cabin Filter		☒			

TIRE AND BRAKE INSPECTION:

LF

☒ Brake Lining ____ mm

☒ Tire Tread ____ 32nds

☒ Wear Pattern ____

☒ Tire Pressure ____ psi

Lowest Brake Lining - mm: _____ BK_(2,3,4,5,6,8,10,12)

Lowest Tread Depth - 32nds: _____ TRT_(1,2,3,4,5,6,7,8,10,12)

RF

☒ Brake Lining ____ mm

☒ Tire Tread ____ 32nds

☒ Wear Pattern ____

☒ Tire Pressure ____ psi

LR

☒ Brake Lining ____ mm

☒ Tire Tread ____ 32nds

☒ Wear Pattern ____

☒ Tire Pressure ____ psi

RR

☒ Brake Lining ____ mm

☒ Tire Tread ____ 32nds

☒ Wear Pattern ____

☒ Tire Pressure ____ psi

PRIMARY ITEM CONCERNS

Item, Description & Part Number	Hours	Labor \$\$	Parts \$\$	Total \$\$	SOP	Authorized	
						Y	N
						Y	N
						Y	N
						Y	N
						Y	N
						Y	N
						Y	N

ADDITIONAL SERVICE RECOMMENDED

Safety	Driveability	Reliability	Item, Description & Part Number	Hours	Labor \$\$	Parts \$\$	Total \$\$	SOP	Authorized	
☒	☒	☒							Y	N
☒	☒	☒							Y	N
☒	☒	☒							Y	N
☒	☒	☒							Y	N
☒	☒	☒							Y	N
☒	☒	☒							Y	N
☒	☒	☒							Y	N
☒	☒	☒							Y	N
TOTALS										

Method of Customer Approval: _____

Time and Date of Approval: _____

The Vehicle Safety and Condition Inspection ("VSCI") is provided as a complimentary service to you and is limited in scope. There may be mechanical, equipment or system issues which were not detected by the VSCI. A complete vehicle diagnostic/inspection is available for an additional charge.

Est. Tax & Misc. _____

GRAND TOTAL: _____

AutoNation

CUSTOMER #: [REDACTED]

AutoNation Ford Mazda Corpus Christi
6250 South Padre Island Drive
P.O. Box 8910
(361) 994-6200 • FAX (361) 992-0326
Corpus Christi, Texas 78468-8910
www.autonation.com
P & A CODE: 04584-6

INVOICE

PAGE 2

CORPUS CHRISTI, TX

HOME:

CONT

BUS:

CELL

SERVICE ADVISOR: 2418 TIFFANY HARRIS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
MAGNETIC	16	FORD FOCUS	1FADP3K23GL		31892/31892	T8265	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO	RATE	PAYMENT	INV. DATE
15MAY17 DD			19:00 28FEB18			CASH	02MAR18
R.O. OPENED		READY	OPTIONS: SOLD-STK:GL		ENG:2L 4 CYL TRN:A		

17:52 26FEB18 12:01 02MAR18

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

AP Parts are quality parts suitable for your vehicle, but are not sourced from the vehicle manufacturer. All AP parts come with a warranty backed by AutoNation at any of our stores.

AMPARTS AP*-Indicates you chose to use

aftermarket parts (AP) for this job. AP

Parts are quality parts suitable for your

vehicle, but are not sourced from the

vehicle manufacturer. All AP parts come with

a warranty backed by AutoNation at any of our stores.

PARTS: 9999IFEPS 0.00 (N/C)
0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

CC CREATED 2018-02-26

02:21:00PM TAKEN BY DINA

JENKINS

Dealer is not authorized to perform recall repairs for non-Dealer brand vehicles and Dealer's Vehicle Safety and Condition Inspection and/or service does not include a review of possible pending recalls or service campaigns issued by manufacturers of other makes and models.

If Payment Made By Check

When you provide a check as payment, you authorize us to either use information from your check to make a one-time electronic fund transfer ("EFT") from your account or to process the payment as a check transaction. If processed as an EFT, funds may be withdrawn from your account as soon as today. You agree that you will not dispute us electronically debiting your account, so long as the amount corresponds to the amount on this invoice. In the event your check or EFT is returned unpaid for any reason, you authorize us or our agent to charge a service fee up to the maximum amount permitted by law.

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE REVERSE SIDE OF THIS REPAIR INVOICE FOR THE DEALERSHIP'S LIMITED WARRANTY.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform 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.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

*SHOP SUPPLY COSTS:

We have added a charge equal to 14.99% of the total cost of labor and parts, not to exceed \$50.99, to the Repair Order for shop supplies used in connection with this repair.

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

NOTICE OF WORKER'S LIEN PURSUANT TO TEXAS PROPERTY CODE § 70.001: The undersigned, being the person who has paid for repairs to the vehicle described in this Repair Invoice, understands that if the Dealership relinquishes possession of the vehicle in return for payment via a check, money order or credit card transaction that is stopped or dishonored due to insufficient funds, no funds, or because the account does not exist or has been closed, the worker's lien continues to exist and the Dealership is entitled to possession of the vehicle in accordance with § 9.605 of the Texas Business & Commerce Code until the amount due is paid. Customer X

Dealer CAG 2014 CDE Global, LLC (01/18) SERVICE INVOICE TYPE 8 - SBC - "LIMITED WARRANTY" - AUTONATION TEXAS - 000013

CUSTOMER COPY

AutoNation

CUSTOMER #:

AutoNation Ford Mazda Corpus Christi
6250 South Padre Island Drive
P.O. Box 8910
(361) 994-6200 • FAX (361) 992-0326
Corpus Christi, Texas 78468-8910
www.autonation.com
P & A CODE: 04584-6

INVOICE

CORPUS CHRISTI, TX

PAGE 1

HOME: CONT:

BUS: CELL:

SERVICE ADVISOR: 2418 TIFFANY HARRIS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
MAGNETIC	16	FORD FOCUS	1FADP3K23GL		31892/31892	TB265	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO N	RATE	PAYMENT	INV. DATE
15MAY17 DD			19:00 28FEB18			CASH	02MAR18
R.O. OPENED		READY	OPTIONS: SOLD-STK:GI		ENG:2L 4 CYL TRN:A		

17:52 26FEB18 12:01 02MAR18

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A C/S: WHEN ACCELERATING SHE IS FEELING SHUTTERS

405 REPAIR DESCRIPTION

7361 NF 0.00	(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:	0.00
31892 160109A 0.60 VERIFIED TCM IS AT LATEST CALIBRATION. PERFORMED	
PIN POINT TEST AS PER WSM. VEHICLE SHUDDER IS WITHIN EXPECTED LIMITS.	
NO FURTHER ACTION REQUIRED.	

B Customer requested to have Multi Point Inspection performed this visit

MULTI-A Customer requested to have Multi Point Inspection performed this visit

7361CFMPI 0.00	0.00	0.00
GBATT BATTERY CHECKED AND OK AT THIS TIME		
7361CFMPI 0.00	0.00	0.00
GBK BRAKES CHECK OKAY AT THIS TIME		
7361CFMPI 0.00	0.00	0.00
GTIRE TIRES CHECK O.K. AT THIS TIME		
7361CFMPI 0.00	0.00	0.00

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

C **Thank you for joining us in the fight against cancer. We've partnered with the BCRF to raise funds for the world's most promising research to eradicate breast cancer. 100% of your donation goes to BCRF. Please visit DrivePink.com for more info.

DDRV AutoNation Supports BCRF...If you decide to donate at later time please visit www.drivepink.com. Thank you for your support!

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

D AP*-Indicates you chose to use aftermarket parts (AP) for this job.

If Payment Made By Check		*SHOP SUPPLY COSTS:	DESCRIPTION	TOTALS
When you provide a check as payment, you authorize us to either use information from your check to make a one-time electronic fund transfer ("EFT") from your account or to process the payment as a check transaction. If processed as an EFT, funds may be withdrawn from your account as soon as today. You agree that you will not dispute us electronically debiting your account, so long as the amount corresponds to the amount on this invoice. In the event your check or EFT is returned unpaid for any reason, you authorize us or our agent to charge a service fee up to the maximum amount permitted by law.		We have added a charge equal to 14.99% of the total cost of labor and parts, not to exceed \$59.99, to the Repair Order for shop supplies used in connection with this repair.	LABOR AMOUNT	
			PARTS AMOUNT	
			GAS, OIL, LUBE	
			SUBLET AMOUNT	
			MISC. CHARGES *	
WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE REVERSE SIDE OF THIS REPAIR INVOICE FOR THE DEALERSHIP'S LIMITED WARRANTY.		ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.	TOTAL CHARGES	
			LESS INSURANCE	
			SALES TAX	
DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE	PLEASE PAY THIS AMOUNT	

NOTICE OF WORKER'S LIEN PURSUANT TO TEXAS PROPERTY CODE § 70.001: The undersigned, being the person who has paid for repairs to the vehicle described in this Repair Invoice, understands that if the Dealership relinquishes possession of the vehicle in return for payment via a check, money order or credit card transaction that is stopped or dishonored due to insufficient funds, no funds, or because the account does not exist or has been closed, the worker's lien continues to exist and the Dealership is entitled to possession of the vehicle in accordance with § 9.903 of the Texas Business & Commerce Code until the amount due is paid. Customer X _____ Date _____

Dealer: CAB 2014 CDK (Print, LLC) (06/15) SERVICE INVOICE TYPE 2 - SIC - "LIMITED WARRANTY" - AUTONATION TEXAS - 000001

CUSTOMER COPY

COVERT AUTOMOTIVE GROUP



Covert Ford-Lincoln

11514 RESEARCH BLVD. • AUSTIN, TEXAS 78759

P.O. BOX 201780 • AUSTIN, TEXAS 78720

Service Hours

M-F 7AM-6:30PM

SAT 7AM-1:00PM

Main Phone (512) 345-4343

Direct Service (512) 345-6070

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
	MICHAEL DETJEN	781 6457	01/02/20	
	LABOR RATE	LICENSE NO.	MILEAGE	COLOR
			97,852	
YEAR / MAKE / MODEL	DELIVERY DATE			
16/FORD/FOCUS/5DR HB SE				
VEHICLE I.D. NO.	DELIVERY MILES			
1 E A D P 3 K 2 3 G L				
R.T.E. NO.	SELLING DEALER NO.			
	R.O. DATE			
	01/02/20			
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: 97852

TOTALS		
THANK YOU FOR CHOOSING COVERT FORD LINCOLN FOR YOUR SERVICE NEEDS. YOU MAY RECEIVE A SURVEY FROM FORD MOTOR COMPANY REGARDING YOUR SERVICE EXPERIENCE. IF FOR ANY REASON YOU CANNOT MARK "COMPLETELY SATISFIED" OR "DEFINITELY WOULD RECOMMEND" ON YOUR SURVEY PLEASE CONTACT YOUR SERVICE MANAGER AT 512-345-6070.	TOTAL LABOR....	0.00
	TOTAL PARTS....	0.00
	TOTAL SUBLET....	0.00
	TOTAL G.O.G....	0.00
	TOTAL MISC CHG....	0.00
	TOTAL MISC DISC....	0.00
	TOTAL TAX.....	0.00
THANK YOU FOR YOUR BUSINESS	TOTAL INVOICE \$	0.00

EFFECTIVE OCTOBER 1, 2013 ALL MOTORCRAFT AND FORD GENUINE FORD PARTS SOLD TO CUSTOMERS OR INSTALLED ON A CUSTOMER-PAID REPAIR ARE COVERED FOR TWO YEARS UNLIMITED MILES. MOTORCRAFT AND FORD GENUINE REMANUFACTURED ENGINES AND TRANSMISSION ASSEMBLIES HAVE LONGER WARRANTIES. OTHER WARRANTIES MAY APPLY. SEE YOUR SERVICE ADVISOR FOR DETAILS.

CUSTOMER SIGNATURE

DISCLAIMER 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: I hereby authorize the repair work herein set forth to be done along with the purchase of the necessary materials and agree that Covert is not responsible for loss or damage to my vehicle, or articles left in my vehicle, in case of fire, theft, weather-related events (including but without limitation freezing temperatures), or any other cause beyond Covert's control, and that Covert is not responsible for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant Covert and/or Covert employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purposes of testing and/or inspection. I authorize the retrieval of on-board data as needed to facilitate vehicle repair, as well as sharing of that data with the manufacturer for diagnostic and/or research purposes.

AUTHORIZATION TO CONTACT: I hereby consent to receive voice and electronic communications from or on behalf of Covert Automotive at any telephone numbers or email addresses provided. I understand that consent is not a condition of purchase.

NOTICE PURSUANT TO TEXAS PROPERTY CODE, 570.001: I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH BUSINESS & COMMERCE CODE, §9.609, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

I hereby acknowledge and agree to the above **DISCLAIMER OF WARRANTIES, AUTHORIZATION FOR REPAIRS, and AUTHORIZATION TO CONTACT**, as well as acknowledge the above **NOTICE PURSUANT TO TEXAS PROPERTY CODE SECTION 70.001.**

X
SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE FOR PAYMENT

COVERT AUTOMOTIVE GROUP



Covert Ford-Lincoln

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Main Phone (512) 345-4343

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CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE
	MICHAEL DETJEN	781 6457	01/02/20
	LABOR RATE	LICENSE NO.	COLOR
			97,852 /
	YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
	16/FORD/FOCUS/5DR HB SE		
	VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
	1 F A D P 3 K 2 3 G		
	F.T.E. NO.	R.O. DATE	
		01/02/20	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	

MO: 97852

LABOR & PARTS
J# 1 00FOZ99PX VEHICLE INSPECTION TECH(S):389 INTERNAL
Perform a thorough inspection of your vehicle and provide a detailed Vehicle Report Card. Check Fluid Levels, Inspect Wiper Blades, Test Battery, Inspect Tires and Brake Wear, Inspect safety systems and components for leaks and damage. Perform multi-point vehicle inspection and record results on Vehicle Report Card.

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

J# 2 04FOZRECALLO1 RECALLO1 TECH(S):389 WARRANTY
18S32 FUEL TANK DEFORMATION
RECALL 18S32
2012-2018 Focus vehicles:
h Reprogram the PCM using IDS Release 113.05 Or Higher
h Part replacement is required
(Claim with operation D, E, F, G, H, J, K, or L)
18S32C
0.2 Hours
2012-2018 Focus 4 door:
h Check DTCs
h Confirm that the PCM is at the latest level using IDS Release 113.05 Or Higher
h Replace the evaporative emissions canister purge valve
h Inspect evaporative emissions vapor canister for fuel, no replacement necessary
h Inspect fuel tank for signs of being deformed, no replacement necessary
(Can be claimed with operation C only)
18S32D
0.6 Hours

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2	1		BV6Z-9D289-R	TUBE AS 259685	
JOB # 2 TOTAL PARTS					0.00
JOB # 2 TOTAL LABOR & PARTS					0.00

DISCLAIMER 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: I hereby authorize the repair work herein set forth to be done along with the purchase of the necessary materials and agree that Covert is not responsible for loss or damage to my vehicle, or articles left in my vehicle, in case of fire, theft, weather-related events (including but without limitation freezing temperatures), or any other cause beyond Covert's control, and that Covert is not responsible for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant Covert and/or Covert employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purposes of testing and/or inspection. I authorize the retrieval of on-board data as needed to facilitate vehicle repair, as well as sharing of that data with the manufacturer for diagnostic and/or research purposes.

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X
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