

 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 24-JAN-2020 MAR 16 2020	Repository ☐ Reference No. 11301670
OWNER INFORMATION (Type or Print)					
Name [REDACTED]				Daytime Telephone Number [REDACTED]	
Address [REDACTED]				E-mail Address [REDACTED]	
City PORT TOBACCO	State MD	Zip Code [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 NM0LS7E20K [REDACTED]		Make FORD	Model TRANSIT CONNECT	Model Year 2019	
Date Purchased 10/6/2019	Dealer's Name and Telephone Number Ted Britt Ford 703-673-2300		Engine: No: Cylinders 4	Fuel Type: GAS	
Original Owner ☒	Dealer's City Chantilly	State VA	Zip Code 20151		
Transmission Type Automatic	☒ Antilock Brakes ☒ Cruise Control	Powertrain 4 cylinder Automatic	Multiple Failure: see listing on letter to dealer	Incident Date(s) 08-NOV-2019	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 030000 BRAKES (PWS) See customer complaint letter.				Failure Mileage 300	Failure Speed 0
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 2019 FORD TRANSIT CONNECT. WHILE DRIVING AT VARIOUS SPEEDS, THE PRE-COLLISION ASSIST ENGAGED SPONTANEOUSLY WITHOUT WARNING OR POTENTIAL COLLISION. THERE WAS AN ABNORMAL BUZZING NOISE DETECTED. THE VEHICLE WAS TAKEN TO TED BRITT FORD OF CHANTILLY FORD BUILDING (4175 AUTO PARK CIR, CHANTILLY, VA 20151(703) 454-0008) AND WALDORF FORD (2440 CRAIN HWY, WALDORF, MD 20601(301) 234-7591) HOWEVER THE FAILURE COULD NOT BE DUPLICATED. THE VEHICLE WAS NOT DIAGNOSED NOR REPAIRED. THE MANUFACTURER WAS CONTACTED BUT NO FURTHER ASSISTANCE WAS PROVIDED. THE FAILURE MILEAGE WAS APPROXIMATELY 300.					
Photo's of some incidents are available if needed.					
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)

Please see concerns with vehicle on
letter to Ford Motor Company dated
November 11, 2019.

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**

**or visit:
www.safercar.gov**

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



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





MARYLAND CERTIFICATE OF TITLE

DO NOT ACCEPT TITLE SHOWING ANY ERASURES, ALTERATIONS OR VOIDS.

VEHICLE IDENTIFICATION NO.	YEAR	MAKE	BODY STYLE	CLASS	ODOMETER	BRAND	TITLE NUMBER
NM0LS7E20K1 [REDACTED]	19	FORD	TK	EPO	318	A	[REDACTED]
EXCEPT.	GR. VEH. WT.	GR. COMB. WT.	FEE (TAGS)	INSPECTION DATE	DATE ISSUED		
N/A	07000	00N/A	\$63.75	N/A	10/06/19		

OWNER'S SOUNDINDEX / DRIVER'S LICENSE NO.

CO-OWNER'S SOUNDINDEX / DRIVER'S LICENSE NO.

NAME(S) AND ADDRESS OF REGISTERED OWNER(S)

ODOMETER CODES

A. Actual Mileage
B. Exceeds Mechanical Limits
C. Not Actual Mileage

PORT TOBACCO MD [REDACTED]



CAL LEV

CONTROL NO.
(This is not a Title No.)

I, THE UNDERSIGNED, HEREBY CERTIFY THAT AN APPLICATION FOR CERTIFICATE OF TITLE HAS BEEN MADE FOR THE VEHICLE DESCRIBED HEREON, PURSUANT TO THE PROVISIONS OF THE MOTOR VEHICLE LAWS OF THIS STATE, AND THE APPLICANT NAMED ON THE FACE HEREOF HAS BEEN DULY RECORDED AS THE LAWFUL OWNER OF SAID VEHICLE.

THE ADMINISTRATION WILL NOT BE RESPONSIBLE FOR FALSE OR FRAUDULENT ODOMETER STATEMENTS MADE IN THE ASSIGNMENT OF THE CERTIFICATE OF TITLE OR FOR ERRORS MADE IN RECORDING BY THE ADMINISTRATION.

NAME(S) AND ADDRESS OF SECURED PARTIES IN RECORDED ORDER

TD AUTO FINANCE LLC
P O BOX 675
WILMINGTON OH 45177-0675

LIEN RELEASE

MVA USE ONLY

OFFICIALLY ISSUED ON THE DATE SET FORTH ABOVE

Cristine Nager
ADMINISTRATOR OF MOTOR VEHICLES

CONTROL NO.
(This is not a Title No.)

VR-002 (11-17)



TD Auto Finance

January 14, 2020

[REDACTED]
PORT TOBACCO, MD [REDACTED]

RE: Account Number: [REDACTED]

Dear [REDACTED]

At TD Auto Finance we value your business. We recently attempted to reach you by phone without success in response to your concerns we received from you on January 11, 2020.

Providing Legendary Customer Services is our top priority and we appreciate you taking the time to bring your concerns to our attention. Your feedback is important to us to ensure the continuing quality of the financial products and services we offer.

You are important to us. If you would like to discuss your concerns with us by phone, please feel free to contact me at (800) 284-8645, extension [REDACTED], Monday through Friday from 8:00 AM to 9:00 PM Eastern Time and Saturday from 8:00 AM to 4:30 PM Eastern Time.

Sincerely,

Dealer Services

CALL BACK on 2/4/20 2:00 pm
Talk with Kayla

Disc. off mile

4929.1



1/9/20
Pick up from Ford
m1163
5021.7

2440 CRAIN HIGHWAY • WALDORF • MARYLAND 20601
DIRECT PARTS LINE: (301) 843-5834 • MD TOLL FREE PARTS: (877) 320-4268
LOCAL (301) 843-2400 • ST. MARY'S CTY. (301) 884-0133 • FAX (301) 843-0334
VISIT OUR WEBSITE @ www.waldorfford.com

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. We agree that any claim, dispute or controversy directly or indirectly relating to the repair work, parts or materials, or any vehicle involved herein, shall be resolved by binding arbitration through the National Arbitration Forum, under its code of procedure then in effect. Rules and forms of the National Arbitration Forum may be obtained and all claims shall be filed at any National Arbitration Forum office, www.narb-forum.com or PO Box 50191, Minneapolis, Minnesota 55405. This is a transaction involving interstate commerce and shall be governed by the Federal Arbitration Act, 9 U.S.C. Sections 1-16. Judgment upon any award may be entered in any court having jurisdiction. The parties acknowledge that they have knowingly waived their rights to a judge or jury trial. Nothing herein shall be construed to prevent either party's use of repossession, replevin, detinue or any other remedy, with or without judicial process, concerning any lien relating to the vehicle, nor shall anything herein be construed to limit any remedies under the Magnuson Moss Act.

Adv: 166 DEAN BONDS		Tag 8479	License NEED	NM0LS7E20 K1	Page 1	Invoice
Invoice to				Driver/Owner Information		
PORT TOBACCO, MD Email: Cell:				PORT TOBACCO, MD Email: Cell:		
For Office Use				Vehicle Information		
Odometer in: 4929 Out: 5021		Dist: 1FA CUS C Prelim		19 FORD TRAN CONN LWB XL CGO VAN		
Begin: 01/06/20		Done: 01/08/20		Invoiced: 01/08/20 16:34 DB		
Customer Concern						
Concern 51	CUSTOMER STATES THE PRE COLLISION WARNING KEEPS COMING ON. PLEASE C/A. RED LGITH AND THE BUZZER SOUNDS WHEN THIS HAPPENS.			Operation	Tech	Amount
Correction	ATTEMPT TO VERIFY CONCERN EEC TEST NO DTC\$ PRESENT ROAD TEST NO WARNING LIGHTS OR ALARMS AT THIS TIME UNABLE TO DUPLICATE NO ABNORMAL CONDITION AT THIS TIME NO FURTHER SERVICE			DONE	473	0.00
Tech Notes	ATTEMPT TO VERIFY CONCERN EEC TEST NO DTC\$ PRESENT ROAD TEST NO WARNING LIGHTS OR ALARMS AT THIS TIME UNABLE TO DUPLICATE NO ABNORMAL CONDITION AT THIS TIME NO FURTHER SERVICE					
Type: C				Subtotal		
				TOTAL CHARGE FOR CONCERN 0.00		
Concern 52	CUSTOMER STATES THE DISPLAY SCREEN, FREEZES AND THE BACK UP CAMERA RANDOMLY COMES ON. WITH KEY OFF AND NOT IN THE IGNITION THE DISPLAY SCREEN STAYS ON. SHIFT INDICATOR LIGHTS GO OUT WHEN ALL THIS HAPPENS.			Operation	Tech	Amount
Correction	TEST CHECK SYNC SYSTEM AT LATEST LEVEL NO CALIBRATION AVAILABLE UNABLE TO DUPLICATE ABNORMAL CONCERN ALL FUNCTIONS ARE OPERATING AT THIS TIME NO FURTHER SERVICE			DONE	473	0.00
Tech Notes	TEST CHECK SYNC SYSTEM AT LATEST LEVEL NO CALIBRATION AVAILABLE UNABLE TO DUPLICATE ABNORMAL CONCERN ALL FUNCTIONS ARE OPERATING AT THIS TIME NO FURTHER SERVICE					
Type: C				Subtotal		
				TOTAL CHARGE FOR CONCERN 0.00		
Concern 53	CUSTOMER STATES THE BLOWER MOTOR DOES NOT WORK ON 1,2 AT TIMES. PLEASE C/A.			Operation	Tech	Amount
Correction	ATTEMPT TO VERIFY CONCERN CHECK FUNCTIONS HVAC BLOWER MOTOR OPERATES IN ALL SPEEDS UNABLE TO DUPLICATE ABNORMAL CONDITION AT THIS TIME NO FURTHER SERVICE			DONE	473	0.00

X

CUSTOMER SIGNATURE:



2440 CRAIN HIGHWAY • WALDORF • MARYLAND 20601
 DIRECT PARTS LINE: (301) 843-5834 • MD TOLL FREE PARTS: (877) 320-4268
 LOCAL (301) 843-2400 • ST. MARY'S CTY. (301) 884-0133 • FAX (301) 843-0334
 VISIT OUR WEBSITE @ www.waldorfford.com

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. We agree that any claim, dispute or controversy directly or indirectly relating to the repair work, parts or materials, or any vehicle involved herein, shall be resolved by binding arbitration through the National Arbitration Forum, under its code of procedure then in effect. Rules and forms of the National Arbitration Forum may be obtained and all claims shall be filed at any National Arbitration Forum office, www.naf-forum.com or PO Box 50191, Minneapolis, Minnesota 55405. This is a transaction involving interstate commerce and shall be governed by the Federal Arbitration Act, 9 U.S.C. Sections 1-16. Judgment upon any award may be entered in any court having jurisdiction. The parties acknowledge that they have knowingly waived their rights to a judge or jury trial. Nothing herein shall be construed to prevent either party's use of repossession, replevin, detinue or any other remedy, with or without judicial process, concerning any lien relating to the vehicle, nor shall anything herein be construed to limit any remedies under the Magnuson Moss Act.

Adv: 166 DEAN BONDS		Tag 8479	License NEED	NM0LS7E20 K1	Page 2 (Last)	Invoice
Invoice to:				Driver/Owner:		
Invoiced: 01/08/20 16:34:10 DB				19 FORD TRAN CONN LWB XL CGO VAN		
Tech Notes	ATTEMPT TO VERIFY CONCERN CHECK FUNCTIONS HVAC BLOWER MOTOR OPERATES IN ALL SPEEDS UNABLE TO DUPLICATE ABNORMAL CONDITION AT THIS TIME NO FURTHER SERVICE				Subtotal	
Type: C					TOTAL CHARGE FOR CONCERN 0.00	
Concern 54	CUSTOMER STATES WHEN DRIVING THE ENGINE WILL MISFIRE AT TIMES. TRANSMISSION SLIPS. WHEN VEHICLE IS AT IDLE THE RPMS WILL SURGE. WHEN ALL THIS IS HAPPENING IT CONSUMES A LARGE AMOUNT OF FUEL. PLEASE C/A.				Operation	Tech Amount
Correction	ATTEMPT TO VERIFY CONCERN EEC TEST NO DTCS PRESENT TEST MODE 6 NO MISFIRES LOGGED FOR THE LAST 10 DRIVE CYCLES ROAD TEST UNABLE TO DUPLICATE NO ABNORMAL CONDITION FOUND AT THIS TIME				DONE	473 0.00
Tech Notes	ATTEMPT TO VERIFY CONCERN EEC TEST NO DTCS PRESENT TEST MODE 6 NO MISFIRES LOGGED FOR THE LAST 10 DRIVE CYCLES ROAD TEST UNABLE TO DUPLICATE NO ABNORMAL CONDITION FOUND AT THIS TIME				Subtotal	
Type: C					TOTAL CHARGE FOR CONCERN 0.00	
Concern 55	CUSTOMER HAS PROVIDED A DETAILED LIST OF CONCERNS AND SYMPTOMS.				Operation	Tech Amount
Correction	CUSTOMER HAS PROVIDED A DETAILED LIST OF CONCERNS AND SYMPTOMS.				DONE	473 0.00
Tech Notes	CUSTOMER HAS PROVIDED A DETAILED LIST OF CONCERNS AND SYMPTOMS.				Subtotal	
Type: C					TOTAL CHARGE FOR CONCERN 0.00	
Summary of Charges for Invoice				Payment Distribution for Invoice		
TOTAL CHARGE 0.00				CASH DUE 0.00		
				TOTAL CHARGE 0.00		
If you have any questions - please see DEAN BONDS						
. CUSTOMER HAS BEEN NOTIFIED VEHICLE IS READY.						
. ALL WORK AND ANY CHARGES HAVE BEEN CAREFULLY EXPLAINED						
. DATE: TIME:						
. WHO:						

X

CUSTOMER SIGNATURE:



Ted Britt Ford - Chantilly
4175 Auto Park Circle
Chantilly, VA 20151
(703) 6[REDACTED]



www.tedbritt.com



Service M-F 7:00 A.M. to 7:00 P.M.
Parts M-F 8:00 A.M. to 6:00 P.M.
Sat. 9:00 A.M. to 1:00 P.M.

*Red Cap In front of
showroom*
CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR MIKE CREASON	9054	TAG NO. 4567	INVOICE DATE 11/05/19	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 1,760	COLOR FROZEN WHT/	STOCK NO. [REDACTED]
PORT TOBACCO, MD [REDACTED]	YEAR / MAKE / MODEL 19/FORD TRUCK/TRANSIT CONNECT/TRAN C		DELIVERY DATE 10/06/19	DELIVERY MILES 318	
[REDACTED]	VEHICLE I.D. NO. N M O L S 7 E 2 0 K 1		SELLING DEALER NO. 48	PRODUCTION DATE	
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 10/23/19		
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS C# S7E	E# 992	MO: 1810	

TOTALS

THANK YOU FOR SERVICING YOUR VEHICLE WITH TED BRITT. IN THE NEXT FEW DAYS YOU MAY RECEIVE A SURVEY FROM FORD MOTOR COMPANY. IN OUR EFFORTS TO PROVIDE AN EXCELLENT SERVICE EXPERIENCE, PLEASE TAKE A MOMENT TO COMPLETE THE SURVEY AND PROVIDE YOUR FEEDBACK.
ALL FORD/LINCOLN GENUINE AND MOTORCRAFT PARTS COME WITH A 2 YEAR/UNLIMITED MILE PARTS AND LABOR WARRANTY. SOME LIMITATIONS MAY APPLY. SEE YOUR SERVICE ADVISOR FOR DETAILS.
SHOP SUPPLY CHARGES ARE FOR BULK MATERIALS NEEDED FOR THE REPAIRS OF YOUR VEHICLE. THESE ITEMS CAN'T BE CHARGED INDIVIDUALLY BECAUSE THE COST OF THE UNIT PACKAGE IS GREATER THAN THE COST OF THE AMOUNT USED.

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

TOTAL INVOICE \$ 0.00

**DIRECT SERVICE LINES
(703) 673-2370**

BLUE TEAM	703-673-2376
GREEN TEAM	703-673-2373
WHITE TEAM	703-673-2375
RED TEAM	703-673-2378

* CASH..... CHECK#..... C/CARD..... OTHER.....
* REC'D BY..... REC'D DATE...../...../.....

CUSTOMER SIGNATURE

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

P & A CODE 00048-6



Ted Britt Ford - Chantilly
4175 Auto Park Circle
Chantilly, VA 20151
(703) [REDACTED]



www.tedbritt.com



Service
Parts

M-F 7:00 A.M. to 7:00 P.M.
M-F 8:00 A.M. to 6:00 P.M.
Sat. 9:00 A.M. to 1:00 P.M.

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR MIKE CREASON	9054	TAG NO. 4293	INVOICE DATE 10/21/19	[REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 1,758	COLOR FROZEN WHT/	STOCK NO. [REDACTED]
[REDACTED]	YEAR / MAKE / MODEL 19/FORD TRUCK/TRANSIT CONNECT/TRAN C	DELIVERY DATE 10/06/19		DELIVERY MILES 318	
[REDACTED]	VEHICLE I.D. NO. N M O L S 7 E 2 O K	[REDACTED]	SELLING DEALER NO. 48	PRODUCTION DATE	
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 10/17/19		
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE	COMMENTS C# S7E		E# 992 MO: 1760	

TOTALS

THANK YOU FOR SERVICING YOUR VEHICLE WITH TED BRITT. IN THE NEXT FEW DAYS YOU MAY RECEIVE A SURVEY FROM FORD MOTOR COMPANY. IN OUR EFFORTS TO PROVIDE AN EXCELLENT SERVICE EXPERIENCE, PLEASE TAKE A MOMENT TO COMPLETE THE SURVEY AND PROVIDE YOUR FEEDBACK.
ALL FORD/LINCOLN GENUINE AND MOTORCRAFT PARTS COME WITH A 2 YEAR/UNLIMITED MILE PARTS AND LABOR WARRANTY. SOME LIMITATIONS MAY APPLY. SEE YOUR SERVICE ADVISOR FOR DETAILS.
SHOP SUPPLY CHARGES ARE FOR BULK MATERIALS NEEDED FOR THE REPAIRS OF YOUR VEHICLE. THESE ITEMS CAN'T BE CHARGED INDIVIDUALLY BECAUSE THE COST OF THE UNIT PACKAGE IS GREATER THAN THE COST OF THE AMOUNT USED.

CASH..... CHECK#..... C/CARD..... OTHER.....
REC'D BY..... REC'D DATE...../...../.....

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

TOTAL INVOICE \$ 0.00

DIRECT SERVICE LINES
(703) 673-2370

BLUE TEAM	703-673-2376
GREEN TEAM	703-673-2373
WHITE TEAM	703-673-2375
RED TEAM	703-673-2378

CUSTOMER SIGNATURE

DUPLICATE INVOICE

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

P & A CODE 00048-6



Ted Britt Ford - Chantilly
4175 Auto Park Circle
Chantilly, VA 20151
(703) 673-2300



www.tedbritt.com



Service
Parts

M-F 7:00 A.M. to 7:00 P.M.
M-F 8:00 A.M. to 6:00 P.M.
Sat. 9:00 A.M. to 1:00 P.M.

CELL: [REDACTED]

CUSTOMER NO.	ADVISOR MIKE CREASON	9054	TAG NO. 4293	INVOICE DATE 10/21/19	STOCK NO.
LABOR RATE	LICENSE NO.	MILEAGE 1,758	COLOR FROZEN WHT/	DELIVERY DATE 10/06/19	DELIVERY MILES 318
YEAR / MAKE / MODEL 19/FORD TRUCK/TRANSIT CONNECT/TRAN C	VEHICLE I.D. NO. N M O L S 7 E 2 0 K 1	SELLING DEALER NO. 48	PRODUCTION DATE		
F.T.E. NO.	P.O. NO.	R.O. DATE 10/17/19			
BUSINESS PHONE	COMMENTS Q# S7E	E# 992	MO: 1760		

LABOR & PARTS				WARRANTY	
J# 1 10F0Z	ELECTRICAL SYSTEM	TECH(S):8871			
CUSTOMER STATES THE FRONT CRASH SENSOR IS ON AT TIMES AND THE REAR CAMERA STAYS ON AND CAMERA SWITCHES TO NIGHT MODE DURING THE DAY CONFIRMED CUSTOMER CONCERN. SCANNED FOR CODES AND B115E:01 WAS STORED. FOLLOWED PPT A. A1-YES, A2-YES, A3-YES, A11-YES, A12-YES, A13-REMOVED APIM AND DISCONNECTED C2383A, REMOVED ACM AND DISCONNECTED C240A-NO, A14-NO, A15-YES, A16-YES, A18-DISCONNECTED BCM C2280F-NO, A19-YES, A20-YES, A21-YES. REPLACED CAMERA AND RETESTED. CONCERN IS NO LONGER PRESENT.					
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	KT1Z-19G490-D	CAMERA - PAR		
JOB # 1 TOTAL PARTS				0.00	
JOB # 1 TOTAL LABOR & PARTS				0.00	
J# 2 04F0Z	DRIVELINE SYSTEM	TECH(S):8871			
CUSTOMER STATES THERE IS A DELAYED ENGAGMENT ON ACCELERATION UNABLE TO DUPLICATE CONCERN.					
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2 TOTAL PARTS				0.00	
JOB # 2 TOTAL LABOR & PARTS				0.00	
J# 3 00F0Z299PX	99P CHECK OUT	TECH(S):8871			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 # 3 TOTAL PARTS				0.00	
JOB # 3 TOTAL LABOR & PARTS				0.00	
J# 4 32F0ZNN	NANO & NITRO INSTALL	TECH(S):8871			INTERNAL
NANO SHIELD AND NITROGEN INSTALLATION COMPLETED					
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 4 TOTAL PARTS				0.00	
JOB # 4 TOTAL LABOR & PARTS				0.00	

DIRECT SERVICE LINES (703) 673-2370

BLUE TEAM 703-673-2376
GREEN TEAM 703-673-2373
WHITE TEAM 703-673-2375
RED TEAM 703-673-2378

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

P & A CODE 00048-6



Ted Britt Ford - Chantilly
 4175 Auto Park Circle
 Chantilly, VA 20151
 (703) 673-2370



www.tedbritt.com



Service
Parts

M-F 7:00 A.M. to 7:00 P.M.
 M-F 8:00 A.M. to 6:00 P.M.
 Sat. 9:00 A.M. to 1:00 P.M.

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR MIKE CREASON	9054	TAG NO. 4567	INVOICE DATE 11/05/19	[REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 1,760	COLOR FROZEN WHIT/	[REDACTED]
PORT TOBACCO, MD [REDACTED]	YEAR / MAKE / MODEL 19/FORD TRUCK/TRANSIT CONNECT/TRAN C	DELIVERY DATE 10/06/19		DELIVERY MILES 318	
[REDACTED]	VEHICLE I.D. NO. N M O L S 7 E 2 O K 1 [REDACTED]	SELLING DEALER NO. 48		PRODUCTION DATE	
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 10/23/19		
RESIDENT PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS C# S7E	E# 992	MO: 1810	

LABOR & PARTS			
# 1 07FOZ	TRANSMISSION	TECH(S):8871	0.00
C/S JERKS WHEN COMING TO LIGHTS.			
JOB # 1 TOTAL LABOR & PARTS			0.00
# 2 10FOZ	ELECTRICAL SYSTEM	TECH(S):8871	0.00
C/S GEAR SHIFTER LIGHTS COME ON AND OFF INTERMITTENTLY			
JOB # 2 TOTAL LABOR & PARTS			0.00
# 3 10FOZ001	ELECTRICAL CONCERN	TECH(S):8871	0.00
C/S SCREEN SWITCHING FROM NIGHT AND DAY MODE INTERMITTENTLY			
JOB # 3 TOTAL LABOR & PARTS			0.00
# 4 00FOZLOANER	LOANER CAR	TECH(S):8871	0.00
PROVIDE CUSTOMER WITH LOANER VEHICLE			
JOB # 4 TOTAL LABOR & PARTS			0.00
# 5 00FOZZ99PX	99P CHECK OUT	TECH(S):8871	0.00
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			
JOB # 5 TOTAL LABOR & PARTS			0.00
# 6 32FOZNN	NANO & NITRO INSTALL	TECH(S):8871	0.00
NANO SHIELD AND NITROGEN INSTALLATION NANO AND NITRO INSTALLATION NANO AND NITRO INSTALLATION			
JOB # 6 TOTAL LABOR & PARTS			0.00

COMMENTS
REDCAP

DIRECT SERVICE LINES (703) 673-2370

BLUE TEAM 703-673-2376
 GREEN TEAM 703-673-2373
 WHITE TEAM 703-673-2375
 RED TEAM 703-673-2378

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

P & A CODE 00048-6

Michael,

This is [REDACTED] customer that we had to fix the camera on last week. We picked it back up because of the following:

1. the van jerks (like it's miss firing) when it's cold & warm.
2. the screen is switching from Day to Night mode in the middle of the Day.
3. The Lights for the gear shifter isn't lighting up
4. Tire pressure lights came on for Driver side front & rear.

Can we fix this and make sure everything is perfect? We can't keep having these things happen. the customer has only had the van a few weeks. Customer will be away until Monday

Thanks,
[REDACTED]

12/04/2019
09:11:50

HISTORY LISTING

PAGE 1

CUSTOMER NAME : [REDACTED] SERIAL NO. : NM0LS7E20K1 [REDACTED]

R.O NO. : [REDACTED] R.O DATE : 11/12/2019 R.O TYPE : S
MILEAGE : 3465 ADVISOR NO. : 9054

JOB NUMBER : 1 OPERATION 10FOZ OP. DESC. ELECTRICAL SYSTEM
SALE TYPE : I TECHNICIAN NO(S). 8350
COMPLAINT : CUSTOMER STATES WHEN IN DRIVE THE SCREEN FREEZES AND GOES
BLANK AT TIMES GOES BLUE WHEN STOPPED AT A LIGHT OR ANYTIME
REAR CAMERA IS ACTIVATED AND IS DISPLAYED. THE RADIO FREEZES
AS WELL AS THE BLUETOOTH AND CLOCK FREEZES.
CAUSE : TEST DROVE VEHICLE AND CHECKED ELECTRICAL SYSTEM
CORRECTION : COULD NOT DUPLICATE CUSTOMER'S CONCERN AT THIS TIME

JOB NUMBER : 2 OPERATION 10FOZ001 OP. DESC. ELECTRICAL CONCERN
SALE TYPE : I TECHNICIAN NO(S). 8350
COMPLAINT : CUSTOMER STATES A RED LIGHT FLASHES ON ODOMETER BUZZER GOES
OFF INDICATING HEAD ON COLLISION HAS HAPPENED 4 TIMES WITH
NO OBJECT AROUND
CAUSE : TEST DROVE VEHICLE AND CHECKED SYSTEM FOR TROUBLE CODES
CORRECTION : COULD NOT DUPLICATE CUSTOMER'S CONCERN AT THIS TIME

JOB NUMBER : 3 OPERATION 10FOZ002 OP. DESC. ELECTRICAL CONCERN
SALE TYPE : I TECHNICIAN NO(S). 8350
COMPLAINT : CUSTOMER STATES WHEN THE VEHICLE IS OFF AND KEY NOT IN
IGNITION DOOR IS OPEN THE SCREEN CONTINUES TO STAY ON THE
LIGHTING ON THE SHIFTER GOES OUT WHEN THE SCREEN FREEZES
CAUSE : DIAGNOSED CUSTOMER'S CONCERN AND CHECKED OPERATION
CORRECTION : OPERATION OKAY, COULD NOT DUPLICATE CUSTOMER'S CONCERN

JOB NUMBER : 4 OPERATION 06FOZ OP. DESC. ENGINE
SALE TYPE : I TECHNICIAN NO(S). 8350
COMPLAINT : CUSTOMER STATES THE CAR MISFIRES AT TIMES CAUSING THE
TRANSMISSION TO SLIP AND THE RPM'S TO RISE EXCESSIVELY WHEN
NOT MOVING OT MOVING SLOW VEHICLE SURGES
CAUSE : TEST DROVE VEHICLE AND CHECKED FOR CODES.
CORRECTION : NO CODES STORED, COULD NOT DUPLICATE CUSTOMER'S CONCERN AT
THIS TIME

JOB NUMBER : 5 OPERATION 01FOZ001 OP. DESC. TPMS LIGHT
SALE TYPE : I TECHNICIAN NO(S). 8350
COMPLAINT : CUSTOMER STATES THE DRIVERS SIDE FRONT TIRES IS LOOSING AIR
CORRECTION : NO TIRES LOOSING AIR.. ALL WERE 33PSI ADJUSTED PSI.. GOOD

JOB NUMBER : 6 OPERATION 03FOZ00 OP. DESC. STEERING MISC.
SALE TYPE : W TECHNICIAN NO(S). 8350
COMPLAINT : CUSTOMER STATES VEHICLE IS PULLING TO THE LEFT
CORRECTION : ROAD TEST AND FELT PULL TO LEFT.. PERFORMED ALIGNMENT AND
CHECKED, CAMBER , CASTER AND TOE . FOUND FRONT TOE OUT OF
SPEC.. ADJUST TOE
ROAD TEST STILL PULLS SLIGHT LEFT. PERFORMED CROSS ROTATE

12/04/2019
09:11:50

HISTORY LISTING

PAGE 2

FRONT TIRES AND ROAD TEST.. GOOD
RF TOE BEFORE -0.07 DEG AFTER 0.06 DEG
LF TOE BEFORE 0.20 DEG AFTER 0.07 DEG

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

R.O NO. : R.O DATE : 10/23/2019 R.O TYPE : S
MILEAGE : 1810 ADVISOR NO. : 9054

JOB NUMBER : 1 OPERATION 07FOZ OP. DESC. TRANSMISSION
SALE TYPE : C TECHNICIAN NO(S). 8871
COMPLAINT : C/S JERKS WHEN COMING TO LIGHTS.

JOB NUMBER : 2 OPERATION 10FOZ OP. DESC. ELECTRICAL SYSTEM
SALE TYPE : C TECHNICIAN NO(S). 8871
COMPLAINT : C/S GEAR SHIFTER LIGHTS COME ON AND OFF INTERMITTENTLY

JOB NUMBER : 3 OPERATION 10FOZ001 OP. DESC. ELECTRICAL CONCERN
SALE TYPE : C TECHNICIAN NO(S). 8871
COMPLAINT : C/S SCREEN SWITCHING FROM NIGHT AND DAY MODE INTERMITTENTLY

JOB NUMBER : 4 OPERATION 00FOZLOANER OP. DESC. LOANER CAR
SALE TYPE : C TECHNICIAN NO(S). 8871
COMPLAINT : PROVIDE CUSTOMER WITH LOANER VEHICLE

JOB NUMBER : 5 OPERATION 00FOZZ99PX OP. DESC. 99P CHECK OUT
SALE TYPE : C TECHNICIAN NO(S). 8871
COMPLAINT : 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.
CORRECTION : Perform multi-point vehicle inspection and record results on Vehicle Report Card

JOB NUMBER : 6 OPERATION 32FOZNN OP. DESC. NANO & NITRO INSTALL
SALE TYPE : C TECHNICIAN NO(S). 8871
COMPLAINT : NANO SHIELD AND NITROGEN INSTALLATION
CORRECTION : NANO AND NITRO INSTALLATION NANO AND NITRO INSTALLATION

COMMENTS : REDCAP

R.O NO. : R.O DATE : 10/17/2019 R.O TYPE : S
MILEAGE : 1760 ADVISOR NO. : 9054

12/04/2019
09:11:50

HISTORY LISTING

PAGE 3

JOB NUMBER : 1 OPERATION 10FOZ OP. DESC. ELECTRICAL SYSTEM
SALE TYPE : W TECHNICIAN NO(S). 8871
COMPLAINT : CUSTOMER STATES THE FRONT CRASH SENSOR IS ON AT TIMES AND
THE REAR CAMERA STAYS ON AND CAMERA SWITCHES TO NIGHT MODE
DURING THE DAY
CAUSE : CONFIRMED CUSTOMER CONCERN. SCANNED FOR CODES AND B115E:01
WAS STORED. FOLLOWED PPT A. A1-YES, A2-YES, A3-YES, A11-YES,
A12-YES, A13-REMOVED APIM AND DISCONNECTED C2383A, REMOVED
ACM AND DISCONNECTED C240A-NO, A14-NO, A15-YES, A16-YES,
A18-DISCONNECTED BCM C2280F-NO, A19-YES, A20-YES, A21-YES.
CORRECTION : REPLACED CAMERA AND RETESTED. CONCERN IS NO LONGER PRESENT.
WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[REDACTED]

JOB NUMBER : 2 OPERATION 04FOZ OP. DESC. DRIVELINE SYSTEM
SALE TYPE : I TECHNICIAN NO(S). 8871
COMPLAINT : CUSTOMER STATES THERE IS A DELAYED ENGAGEMENT ON ACCELERATION
CAUSE : UNABLE TO DUPLICATE CONCERN.

JOB NUMBER : 3 OPERATION 00FOZZ99PX OP. DESC. 99P CHECK OUT
SALE TYPE : I TECHNICIAN NO(S). 8871
COMPLAINT : 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.
CORRECTION : Perform multi-point vehicle inspection and record results on
Vehicle Report Card

JOB NUMBER : 4 OPERATION 32FOZNN OP. DESC. NANO & NITRO INSTALL
SALE TYPE : I TECHNICIAN NO(S). 8871
COMPLAINT : NANO SHIELD AND NITROGEN INSTALLATION
CORRECTION : COMPLETED

R.O NO. : [REDACTED] R.O DATE : 10/03/2019 R.O TYPE : S
MILEAGE : 314 ADVISOR NO. : 9092

JOB NUMBER : 1 OPERATION 40FOZDX OP. DESC. PDI DX UNIT
SALE TYPE : I TECHNICIAN NO(S). 8630
COMPLAINT : PDI DX UNIT
CAUSE : .
CORRECTION : COMPLETED PDI OF DX UNIT

JOB NUMBER : 2 OPERATION 30FOZ OP. DESC. SAFETY INSPECTION
SALE TYPE : I TECHNICIAN NO(S). 6692
COMPLAINT : PERFORM VA. STATE SAFETY INSPECTION
CORRECTION : PASSED VIRGINIA STATE INSPECTION

12/04/2019
09:11:50

HISTORY LISTING

PAGE 4

JOB NUMBER : 3 OPERATION 32FOZNN OP. DESC. NANO & NITRO INSTALL
SALE TYPE : I TECHNICIAN NO(S). 8630
COMPLAINT : NANO SHIELD AND NITROGEN INSTALLATION
CORRECTION : COMPLETED

November 11, 2019

Ford Motor Company
Chantilly, VA

RE: 2019 Ford Transit Connect
VIN #: NMOLS7E20K1 [REDACTED]

Purchase Date: October 6, 2019

Current Issues:

- When in drive Screen freezes and goes blank, sometime blue
- When stopped at a stop light or anytime the rear backup camera is activated and is displayed
- Blue Tooth freezes – no incoming or outgoing calls
- Radio freezes
- Clock freezes
- **Red light flashes on odometer, buzzer goes off indicating a Head on Collison (no one was on either side of the road). This happened over ten times, which could cause the airbags to deploy and cause an accident at the expense of the Manufacturer**
- Vehicle is off, no key in ignition, door is open and screen continues to stay on
- Lights on shifting console goes out when screen freezes
- Car misfires randomly, causing transmission to slip and RPM's to rise excessively when vehicle is not moving or moving slow. When this occurs the vehicle uses excessively amount of fuel
- Vehicle surges
- Driver side front tire continues to lose air and pulls to left

- Fan that controls heat works sometimes when set on 1 and or 2

Documentation on all related issues can be provided.

Vehicle has been in the dealership on two occasions and will return for another repair on Monday, 11th for a final repair prior to going to the Manufacturer with a claim for return of funds or replacement of vehicle under Lemon Law.

Purchase Date: October 6th

Dealer Drop off Date: October 8th in the evening

First report of issues relating to Backup Camera, Frozen Screens: October 9th in the a.m.

Ted Britt Picked Vehicle up for service on: October 16th at 7:30 p.m.

Ted Britt serviced vehicle and dropped vehicle off on: October 22nd, 2019 at 7:00 p.m.

Second Report of Issues relating to Backup Camera Frozen Screens, Misfires, transmission slipping, RPM's raising excessively, Vehicle Surging:

Ted Britt Picked Vehicle up on October 24th

Ted Britt serviced vehicle and dropped vehicle off on November 6th at 7:30 p.m.

Third Report of issues relating to Backup Camera Frozen Screens, Misfires, transmission slipping, RPM's raising excessively, Vehicle Surging. November 7th at 10:00 a.m.

Contacted Ted Britt and will have the 2019 Ford Transit Connect serviced one additional time prior to making a claim with the manufacture for a full refund or a replacement vehicle. Service date is scheduled for Monday, November 11th, 2019.

Correspondence with Kyle – Sales Manager at Ted Britt Ford in Fairfax, VA on a number of occasions regarding said issues.

Sincerely,

[REDACTED]

Port Tobacco, Maryland [REDACTED]

BBB AUTO LINE[®]

A division of BBB National Programs, Inc.

January 24, 2020

[REDACTED]
PORT TOBACCO MD [REDACTED]

Re: [REDACTED] vs Ford Motor Corporation

Dear [REDACTED]

Recently you contacted BBB AUTO LINE about problems with your vehicle. We sent you a email notification for creating an online consumer account for printing and returning your *Customer Claim Form*. It does not appear we have received the completed form back from you. If you would continue with filing a claim, please complete the attached *Customer Claim Form* and return it by creating an online consumer account or via fax so that we receive it within **14 days** from the date of this letter. If we do not hear from you within that time, we will assume your claim has been resolved. A link for creating your consumer account is in the body of this email notification.

If you choose not to return the *Claim Form* to us, please take a few moments to indicate your reason below and return this form to us:

☐ My problem has been resolved.

☒ My problem has not been resolved, but I do not wish to pursue my complaint through BBB AUTO LINE.

IF YOU HAVE ALREADY RETURNED YOUR DOCUMENTS, PLEASE DISREGARD THIS LETTER. Your documents can be uploaded via your online consumer account or faxed to 703.247.9700. If you have any questions, you can contact me at 800.955.5100.

Sincerely,

Yvette Roberts at Extension 5351

BBB AUTO LINE[®]

A division of **BBB National Programs, Inc.**

January 10, 2020

[REDACTED]
[REDACTED]
PORT TOBACCO MD [REDACTED]

Re: [REDACTED] vs Ford Motor Corporation

Dear [REDACTED]

Thank you for contacting the BBB AUTO LINE program. Your claim will be opened once your properly completed *Customer Claim Form (CCF)* is returned to our office.

Please review the information outlined below and follow the instructions.

- * *Completing Your BBB AUTO LINE Claim* - Please read this document first. It explains what you need to do to help us handle your claim.
- * *Program Summary* - This document explains the types of claims that may be arbitrated in the BBB AUTO LINE program and the remedies available.
- * *CCF* - Information we have on file regarding your complaint is recorded on the *CCF*. Please verify the accuracy of the information and make any necessary changes. Please provide the Vehicle Identification Number (VIN).

If you would like to review the programs rules and policies, please visit www.auto.bbbnp.org/rules/.

We have notified the manufacturer about your contact with us and they may contact you to discuss your case. Please let us know if you reach a settlement so we can record that information in your file.

Once we receive your signed CCF with the VIN, if eligible, we will officially open your case. Within a few days, we will contact you by phone to discuss your case. Our goal is to help you and the manufacturer in reaching a mutually satisfactory resolution to your dispute.

BBB AUTO LINE staff are here to help you. Please call me at (800)955-5100 if you have any questions or if I can be of help.

Sincerely,

Yvette Roberts



PORT TOBACCO MD [REDACTED]

**BBB AUTO LINE
Customer Claim Form**

Case number: [REDACTED]
Contact Date: 01/10/20
Start Date:

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

Titled owner: [REDACTED]		
Mailing address: [REDACTED]		
City: Port Tobacco	State: MD	Zip code: [REDACTED]
Day phone: [REDACTED]	Evening phone:	Cell phone: [REDACTED]
Fax:	E-mail address:	

SECTION 2: VEHICLE INFORMATION

Make: Ford	Model: Transit	Year: 2019	Current mileage: 5260
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: Ted Britt Ford, Chantilly, VA			
Primary Servicing dealer/city/state: ^② Waldorf Ford, Inc., ^① Ted Britt Ford, Inc			
Acquired as ☒ new ☐ used ☐ demo ☐ leased		Is the vehicle in your possession? ☒ yes ☐ no	
Purchase/lease date: 10/06/19		Mileage at purchase/lease: 318	
First repair attempt date: 10/17/19		First repair attempt mileage: 314 1758	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business: Transmission type: ☒ Automatic ☐ Manual	
Has the vehicle been in an accident/had body damage? ☐ yes ☒ no		Date of accident:	
Description of damage: Red light flashes at random - Head on collision software issues - radio, bluetooth, instrument panel Panel light Freezes, misfires randomly, surges			

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

The customer would like the manufacturer to replace the vehicle or repurchase the vehicle and refund their money.

Please complete the missing information in the box below and on page 2.

VEHICLE IDENTIFICATION NUMBER	NM0L57E20K1 [REDACTED]
-------------------------------	------------------------

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

 Case Number: [REDACTED]

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example:				
A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
Dashlight coming on- pre collision warning light		4		yes
The light stays on then goes off				yes
Screen goes blank and locks up		4		yes
Air bag may deploy and auto stop will engage		4		yes
When stopping at a light rear view camera engages		4		yes
Radio freezes up		4		yes
Clock freezing up		4		yes
Bluetooth inoperable		4		yes
When turning the vehicle off , once door is open		4		yes

 Total days out of service for all problems: 35

 Signature of Titled Owner(s) [REDACTED]

 Date 1-29-20

 Printed Name of Titled Owner(s) [REDACTED]

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

BBB AUTO LINE
3033 Wilson Blvd., Suite 600
Arlington VA, 22201
Fax: 703-247-9700

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

 Case Number [REDACTED]

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example:				
A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
and keyis removed - screen st ays on does not go out				yes
Gear shifting light goes out		4		yes
Heater control inoperable on settings 1 and 2.		4		yes

Total days out of service for all problems:

35

Signature of Titled Owner(s)

[REDACTED]

Date

1-29-20

Printed Name of Titled Owner(s)

[REDACTED]

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

BBB AUTO LINE
 3033 Wilson Blvd., Suite 600
 Arlington VA, 22201
 Fax: 703-247-9700



BBB AUTO LINE PROGRAM SUMMARY

Ford Motor Company – Maryland

Ford Motor Company has agreed to arbitrate certain warranty claims through BBB AUTO LINE. Ford's participation in BBB AUTO LINE covers Ford, Lincoln, and Mercury vehicles.

This *Program Summary* describes the claims that may be resolved through BBB AUTO LINE. Please also see *Claims That Are Not Eligible* below for a description of the types of claims that will not be handled by BBB AUTO LINE.

Please note that although most customers choose to represent themselves in the BBB AUTO LINE process, customers may also be represented by an attorney at their own expense.

AGE/MILEAGE REQUIREMENTS

Claims seeking repurchase or replacement of a **Ford** or **Mercury** vehicle must be filed with BBB AUTO LINE within three years or 36,000 miles – whichever occurs first – after the vehicle's warranty start date.

Claims seeking repurchase or replacement of a **Lincoln** vehicle must be filed with BBB AUTO LINE within four years or 50,000 miles – whichever occurs first – after the vehicle's warranty start date.

Claims seeking any other remedy listed below must be filed with BBB AUTO LINE before the expiration of the applicable Ford U.S. New Vehicle Limited Warranty coverage period.

ELIGIBLE CLAIMS

Claims must be based on a defect in the vehicle's factory-supplied material or workmanship covered by the applicable Ford U.S. New Vehicle Limited Warranty.

ELIGIBLE VEHICLES

Claims may be filed for Ford, Lincoln, and Mercury cars and light trucks that are:

- ♦ Owned or leased in the name of an individual **or** owned or leased by a business that owns or leases no more than three vehicles;

- ♦ Currently registered in Maryland; and
- ♦ Purchased or leased in the United States and normally operated in the United States.

The following vehicles are **not eligible** for BBB AUTO LINE:

- ♦ F-450, F-550, and F-650 pick-up trucks.
- ♦ Ford E-series Cut Away vehicles, F-series cab and chassis, and motor homes.

BBB AUTO LINE REMEDIES

The arbitrator may award the following remedies:

- ♦ Repairs.
- ♦ A Ford Extended Service Plan for the customer's current vehicle. This remedy can not be awarded if the vehicle already has a previously purchased or goodwill Ford ESP already in place.
- ♦ Reimbursement for money the customer paid to repair the vehicle if those repairs should have been covered by the Ford New Vehicle Limited Warranty.
- ♦ Repurchase of the vehicle.
- ♦ Replacement of the vehicle **only** if it was purchased or leased *new*.

REPAIRS/REIMBURSEMENT FOR REPAIRS

The arbitrator may award repairs to defects covered by the Ford New Vehicle Limited Warranty. If repairs are awarded, the arbitrator may not order a change in the vehicle's options or its design.

The arbitrator may award reimbursement for money paid for the repair of defects covered by the Ford New Vehicle Limited Warranty only if Ford or its dealer declined to repair the defects under warranty or to reimburse under the warranty's emergency repair provisions.

REPURCHASE/REPLACEMENT

The arbitrator may award a repurchase or replacement only if the arbitrator finds that the claim meets the following conditions:

- ♦ The defect(s) in material or workmanship covered by the Ford New Vehicle Limited Warranty was first reported to Ford or an authorized dealer within 18 months or 18,000 miles – whichever occurs first – after the vehicle's warranty start date; and
- ♦ Either (1) the same defect was subject to repair four or more times and continues to exist, or (2) the vehicle was out of service for 30 or more cumulative calendar days for repairs to any defect(s); and

- ♦ The defect(s) substantially impairs the use, value, or safety of the vehicle to the reasonable consumer.

If the arbitrator finds that the claim meets these conditions, the arbitrator must award a repurchase or replacement that will consist of the following remedies:

- ♦ **Repurchase** – If the vehicle was **purchased**, Ford will refund the actual amount that the customer paid for the vehicle (not including any modifications or additions after the vehicle's purchase or lease), not including finance charges, less a reasonable allowance for use. If the vehicle was **leased**, Ford will refund to the customer payments made to the lending institution or lessor plus net trade-in and cash down payment (not including rebates, if any), less a reasonable allowance for use. For both **purchased** and **leased** vehicles, Ford will also provide the pay-off amount to the lienholder or lessor in accordance with the financing or lease agreement.

If the vehicle being repurchased is covered by a Ford Extended Service Plan that the customer purchased, that plan will be cancelled and its pro-rated cost refunded. If the vehicle is covered by a non-Ford service contract, the customer is responsible for obtaining any refund that may be available from the issuer of that non-Ford plan.

Ford will also refund original license and original registration fees.

- ♦ **Replacement of a vehicle purchased or leased new** – The customer will select a new vehicle from dealer inventory that is from the same model year as, and substantially identical to, the vehicle being replaced (not including any modifications or additions after the vehicle's purchase or lease).

If the customer selects a vehicle that has different equipment options, the customer will incur the cost of upgraded equipment.

If a replacement vehicle of the same vehicle model or from the same model year as the current vehicle is not available, the customer may select a different model or model year vehicle but will be required to pay the difference between the Manufacturer's Suggested Retail Price (M.S.R.P.) of the vehicle being replaced and the M.S.R.P. of the new replacement vehicle.

If the vehicle being replaced is covered by a Ford Extended Service Plan that the customer purchased, Ford will provide the customer with the most nearly equivalent Ford Extended Service Plan available for the replacement vehicle at no cost to the customer. If the vehicle is covered by a non-Ford service contract, the customer is responsible for obtaining any refund that may be available from the issuer of that non-Ford plan.

Important: Replacement is not an available remedy if the current vehicle was purchased used.

Deductions/Exclusions from a Repurchase or Replacement Award

- ♦ If the arbitrator awards a **replacement**, the award will require payment for the customer's use of the vehicle in accordance with the following formula:
$$\frac{\text{mileage at first repair of the defect for which a replacement is awarded}}{100,000} \times \text{purchase price}$$
- ♦ If the arbitrator awards a **repurchase**, the award will be reduced for the customer's use of the vehicle in accordance with the following formula:
$$\frac{\text{all accrued mileage} - 100 \text{ miles}}{100,000} \times \text{purchase price}$$
- ♦ The award may be reduced or may require payment for any missing equipment or damage to the vehicle exceeding normal wear and tear.
- ♦ The award will not include any trade-in over-allowance or debt from a previous transaction.
- ♦ The award will not include any manufacturer rebate the customer received or manufacturer-sponsored credit card earnings used as a down payment or capitalized cost reduction.

CUSTOMER RESPONSIBILITIES

At the time of the repurchase or replacement transaction, the customer's vehicle must be currently registered to the customer who applied to BBB AUTO LINE. The customer will be responsible for turning over the vehicle with all of the original equipment, and without abnormal wear or damage evident on the vehicle (e.g., cracked windshield). The customer will also be responsible for providing clear title to the vehicle and signing all documents necessary to effect transfer of the title, including a power of attorney for title transfer.

CLAIMS THAT ARE NOT ELIGIBLE

The following claims are **not** eligible for arbitration in BBB AUTO LINE:

- ♦ Claims involving a vehicle no longer owned or leased by the customer.
- ♦ Claims not covered by the Ford New Vehicle Limited Warranty, including but not limited to:
 - (1) maintenance and wear items not covered by the Warranty;
 - (2) damage caused by alterations or modifications of the vehicle after it leaves the control of Ford Motor Co.;
 - (3) damage caused by tampering with the vehicle, its emissions systems, or other parts that affect these systems; and
 - (4) damage caused by the installation or use of a non-Ford Motor Co. part or of any part designed for "off-road" use installed after the vehicle leaves the control of Ford Motor Co.
- ♦ Claims involving vehicles with a non-U.S. warranty, or salvaged, "total loss" or similarly branded titled vehicles.
- ♦ Claims alleging that an airbag failed to deploy or deployed when it should not have.
- ♦ Claims covered by insurance or by warranties of other manufacturers.
- ♦ Claims involving a vehicle defect if the customer alleges – either as part of the BBB AUTO LINE claim or at any other time – that the vehicle defect has (1) caused bodily injury, or (2) caused an accident or fire that resulted in damage to any vehicle or damage to property.
- ♦ Allegations of fraud.
- ♦ Claims seeking punitive damages or compensation for loss of wages, personal injury or mental anguish.
- ♦ Claims that are the subject of a law suit or state administrative action against Ford.
- ♦ Claims identical to any claim that was resolved by a previous mediation or arbitration, court action, settlement, or agreement between the customer and Ford.

Completing your BBB AUTO LINE Claim . . . It's as easy as 1, 2, 3

1. Review and sign the **Customer Claim Form (CCF)**. If any information is missing or incorrect, please write the corrections or additions directly on the form. Please print or verify your VIN (Vehicle Identification Number) and lienholder or leasing company information on the bottom of the first page and complete the grid on the second page. You may attach additional sheets if the grid does not provide enough space. Please list *all* of your problems on the grid (do not write "see attached repair orders" instead of listing your problems).

2. Make one *clear copy* of the following documents, preferably on 8.5" X 11" standard paper:

- ☐ **Sales Agreement/Purchase Contract** or **Lease Agreement** containing the purchase or lease price, sales tax and other expenses associated with your purchase or lease;
- ☐ Current **Vehicle Registration**;
- ☐ **Work Orders**, including proof of payment if you are seeking reimbursement.
- ☐ Any other relevant documents, such as notice(s) sent to the manufacturer, along with any confirmation(s) of receipt (Please do not send photographs or video/audio recordings).

Please do not send originals. We are not able to return documents to you. You may wish to make a complete set of copies for your file before mailing.

Paper clip (do not staple) your documents to the signed **CCF**. Please do not fold your documents.

IMPORTANT NOTE: We may request your vehicle loan or lease account number for purposes of completing a repurchase or replacement transaction. We will never request your Social Security Number or other sensitive financial information (e.g., bank account numbers). For your security, please redact (black out) any such information from your documents before sending.

3. Mail or fax all your documentation to the address below:

BBB AUTO LINE
3033 Wilson Blvd., Suite 600
Arlington VA, 22201
Fax: 703-247-9700

QUESTIONS? We're here to help.
Call (800) 955-5100



www.tedbritt.com

“LOANER CAR for LIFE”

Transit

Vehicle Type

Wrap

Vehicle Color

License Plate #

SERVICE TEAM

TR299024

Unit #

Location

OUT

IN

Please Return Packet to “Service Cashier”

Date 10/18

Date

Fuel 1/2

Fuel

Mileage 21,019

Mileage

Porter # JK

Time

Upon Notification that work has been completed on your vehicle, please return this Packet (with mileage annotated above), White copy of Permission To Drive slip, and Loaner Vehicle Keys to Service Cashier.

Comments:

For Kyle!

New Van Paper work

TED BRITT FORD LINCOLN SERVICE DEPT
For Roadside Assistance call 1-800-241-FORD

TB-105



www.tedbritt.com

“LOANER CAR for LIFE”

CONNECT

Vehicle Type

WTZAP

Vehicle Color

License Plate #

SERVICE TEAM

TR300643

Unit #

Location

OUT

IN

Please Return Packet to “Service Cashier”

Date

Date

Fuel Full

Fuel

Mileage 22,761

Mileage

Porter # 9027

Time

Upon Notification that work has been completed on your vehicle, please return this Packet (with mileage annotated above), White copy of Permission To Drive slip, and Loaner Vehicle Keys to Service Cashier.

Comments:

TED BRITT FORD LINCOLN SERVICE DEPT
For Roadside Assistance call 1-800-241-FORD

TB-10

Ted Britt Ford
4175 Auto Park Circle
Fairfax, VA 22030



www.tedbritt.com



Initial Box
Loaner Charge

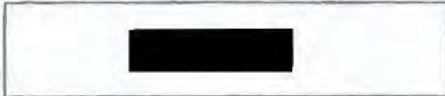


Initial Box
Late Charge
Return

PERMISSION TO DRIVE COMPANY VEHICLE

VALID UNTIL CUSTOMERS VEHICLES REPAIRS COMPLETED AND NOTIFIED BY TBF AND/OR WHEN INSTRUCTED BY TED BRITT FORD LINCOLN

Dealer License Plate Number



Dealer Vehicle Unit Number



THIS CERTIFICATE is issued to [REDACTED]
whose vehicle is in Dealer's Shop for repairs. VIN [REDACTED]

Driver's License Number [REDACTED] Expiration Date 06/26/2024

RO# KYLE SALES DELIV ISSUE Date/Time 11/11/2019 04:30 PM ISSUE Mileage 22761

WAR COD ESP OTHER ISSUED BY LINDSEY SCARFI

SERVICE TEAM LINDSEY SCARFI RETURN Date/Time

NOTE/MISC CHARGES

Original-MUST BE IN IMMEDIATE POSSESSION OF PERSON OPERATING VEHICLE AT ALL TIMES

Signature of Driver

TB-133 9/13

Driver is responsible for all traffic/parking tickets issued against this vehicle during the course of the "Loaner" period. A \$25.00 Administrative fee will be charged to the Driver in addition to the original and/or subsequent fines for all tickets issued that must be paid by Ted Britt Ford.

By accepting and driving one of our loaner vehicles, you represent and warrant that you are insured under an automobile liability policy with policy limits which meet the minimum requirements and policy limits provided by Virginia law.

If involved in an accident, immediately notify the Police, your Insurance Company and Ted Britt Ford. Your Insurance coverage on the vehicle being serviced is *Primary* on all accidents or damages that occur to the replacement "Loaner". Coverage maintained by Ted Britt Ford is *Secondary* only.

Please return the "Loaner" vehicle and pick up your vehicle immediately after notification that your vehicles service work has been completed. Failure to return "Loaner" vehicle will result in a charge of \$35/day for each day the vehicle is kept after receiving notification of completion of work on your vehicle.

The "Loaner" program is designed to insure that you have adequate replacement transportation while your vehicle is being serviced at Ted Britt Ford. The "Loaner" vehicle is restricted to *LOCAL* use only, with a daily mileage allowance of 150 miles. Free gasoline is not part of the program. Please return your "Loaner" vehicle with the same amount of gasoline that was in it when issued to you. To calculate consumption, assume 25 miles per gallon average use, and refill accordingly.

Service Loaner Agreement – Supplementary Disclosure

Ted Britt Automotive Group

Ford + Lincoln + Chevrolet + Smart Wheels + Quick Lanes + Truck Center

This Supplementary Disclosure clarifies certain **NON-NEGOTIABLE** charges and restrictions related to your use of a Service Loaner provided by Ted Britt Automotive Group:

TOLLS AND CITATIONS – Please do not forget your **EZ-Pass** and/or Parking Pass from your vehicle in service. You are responsible for payment of any tolls, meter fees, and applicable administrative or court costs, fines relating thereto, associated with your use or possession of the Service Loaner and are **subject to a \$25.00 administrative fee in addition to the cost of the violation.**

REFUELING – The Service Loaner needs to be returned to the dealership with as much fuel as when the vehicle was provided to you. The dealership charges **\$25.00 per quarter tank of fuel**, if the vehicle is returned with less fuel than you were provided.

RETURN OF THE SERVICE LOANER – You will be notified once your vehicle is ready. The Service Loaner must be returned within 24 hours of notification. Failure to return the loaner vehicle **within the 24 hour time period will result in a charge of \$35.00, with additional charges of \$35.00/day thereafter** until the Service Loaner is returned. The Service Loaner will be inspected once it is returned to ensure there is no new damage. Until a member of our staff checks in the Service Loaner, any new damage detected during the check-in process will be your responsibility. Please make sure the Service Loaner is checked in and inspected **BEFORE** you depart the store. A check-in sheet will be provided to you, if you request one. Please avoid returning the Service Loaner after hours whenever possible.

LOCAL USE ONLY – The Service Loaner is intended for Local Use Only. The Service Loaner has a **daily mileage allowance of 150 miles**. Failure to adhere to Local Use Only restriction will result in the dealership(s) no longer providing a Service Loaner for future visits and a mileage charge of **\$100.00**. Ted Britt Automotive Group Service Loaners use GPS.

NO SMOKING OR PETS – Ted Britt Automotive Group loves our pets, but we request that you refrain from traveling in Service Loaners with pets out of respect for service customers with allergies, unless the animal is a certified service animal. Smoking is also strictly prohibited in Service Loaners and **subject to a cleaning and de-sanitization fee of up to \$250.00.**

INSURANCE – In the event that the insurance information is inaccurate or if the insurance coverage on your policy is not adequate, or does not provide primary auto liability, collision and comprehensive insurance, you agree to pay for all injury, damage or loss you cause to others.

You agree to all these terms and conditions in this Supplementary Disclosure, plus all other terms and conditions spelled out on both sides of the dealership's respective Loaner Agreement for a Service Loaner. You were given an opportunity to read this Supplementary Disclosure before being asked to sign. You authorize us to process a credit/debit card voucher in your name for all charges due under this Supplementary Disclosure. Your signature below is considered made on the applicable credit/debit card voucher. You affirm that the credit/debit card provide has available funds.

Ted Britt Ford
4175 Auto Park Circle
Fairfax, VA 22030



www.tedbritt.com



Initial Box
Loaner Charge



Initial Box
Late Charge
Return

PERMISSION TO DRIVE COMPANY VEHICLE

VALID UNTIL CUSTOMERS VEHICLES REPAIRS COMPLETED AND NOTIFIED BY TBF AND/OR WHEN INSTRUCTED BY TED BRITT FORD LINCOLN

Dealer License Plate Number



Dealer Vehicle Unit Number



THIS CERTIFICATE is issued to: [REDACTED]
whose vehicle is in Dealer's Shop for repairs. VIN [REDACTED]

Driver's License Number [REDACTED] Expiration Date 06/26/2024

[REDACTED] ISSUE Date/Time 10/23/2019 03:32 PM ISSUE Mileage 21019

WAR COD ESP OTHER ISSUED BY LINDSEY SCARFI

SERVICE TEAM LINDSEY SCARFI RETURN Date/Time

NOTE/MISC CHARGES

Original-MUST BE IN IMMEDIATE POSSESSION OF PERSON OPERATING VEHICLE AT ALL TIMES

Signature of Driver

TB-133 9/13

Driver is responsible for all traffic/parking tickets issued against this vehicle during the course of the "Loaner" period. A \$25.00 Administrative fee will be charged to the Driver in addition to the original and/or subsequent fines for all tickets issued that must be paid by Ted Britt Ford.

By accepting and driving one of our loaner vehicles, you represent and warrant that you are insured under an automobile liability policy with policy limits which meet the minimum requirements and policy limits provided by Virginia law.

If involved in an accident, immediately notify the Police, your Insurance Company and Ted Britt Ford. Your Insurance coverage on the vehicle being serviced is *Primary* on all accidents or damages that occur to the replacement "Loaner". Coverage maintained by Ted Britt Ford is *Secondary* only.

Please return the "Loaner" vehicle and pick up your vehicle immediately after notification that your vehicles service work has been completed. Failure to return "Loaner" vehicle will result in a charge of \$35/day for each day the vehicle is kept after receiving notification of completion of work on your vehicle.

The "Loaner" program is designed to insure that you have adequate replacement transportation while your vehicle is being serviced at Ted Britt Ford. The "Loaner" vehicle is restricted to *LOCAL* use only, with a daily mileage allowance of 150 miles. Free gasoline is not part of the program. Please return your "Loaner" vehicle with the same amount of gasoline that was in it when issued to you. To calculate consumption, assume 25 miles per gallon average use, and refill accordingly.

Service Loaner Agreement – Supplementary Disclosure

Ted Britt Automotive Group

Ford + Lincoln + Chevrolet + Smart Wheels + Quick Lanes + Truck Center

This Supplementary Disclosure clarifies certain **NON-NEGOTIABLE** charges and restrictions related to your use of a Service Loaner provided by Ted Britt Automotive Group:

TOLLS AND CITATIONS – Please do not forget your **EZ-Pass** and/or Parking Pass from your vehicle in service. You are responsible for payment of any tolls, meter fees, and applicable administrative or court costs, fines relating thereto, associated with your use or possession of the Service Loaner and are **subject to a \$25.00 administrative fee in addition to the cost of the violation.**

REFUELING – The Service Loaner needs to be returned to the dealership with as much fuel as when the vehicle was provided to you. The dealership charges **\$25.00 per quarter tank of fuel**, if the vehicle is returned with less fuel than you were provided.

RETURN OF THE SERVICE LOANER – You will be notified once your vehicle is ready. The Service Loaner must be returned within 24 hours of notification. Failure to return the loaner vehicle **within the 24 hour time period will result in a charge of \$35.00, with additional charges of \$35.00/day thereafter** until the Service Loaner is returned. The Service Loaner will be inspected once it is returned to ensure there is no new damage. Until a member of our staff checks in the Service Loaner, any new damage detected during the check-in process will be your responsibility. Please make sure the Service Loaner is checked in and inspected **BEFORE** you depart the store. A check-in sheet will be provided to you, if you request one. Please avoid returning the Service Loaner after hours whenever possible.

LOCAL USE ONLY – The Service Loaner is intended for Local Use Only. The Service Loaner has a **daily mileage allowance of 150 miles**. Failure to adhere to Local Use Only restriction will result in the dealership(s) no longer providing a Service Loaner for future visits and a mileage charge of **\$100.00**. Ted Britt Automotive Group Service Loaners use GPS.

NO SMOKING OR PETS – Ted Britt Automotive Group loves our pets, but we request that you refrain from traveling in Service Loaners with pets out of respect for service customers with allergies, unless the animal is a certified service animal. Smoking is also strictly prohibited in Service Loaners and **subject to a cleaning and de-sanitization fee of up to \$250.00.**

INSURANCE – In the event that the insurance information is inaccurate or if the insurance coverage on your policy is not adequate, or does not provide primary auto liability, collision and comprehensive insurance, you agree to pay for all injury, damage or loss you cause to others.

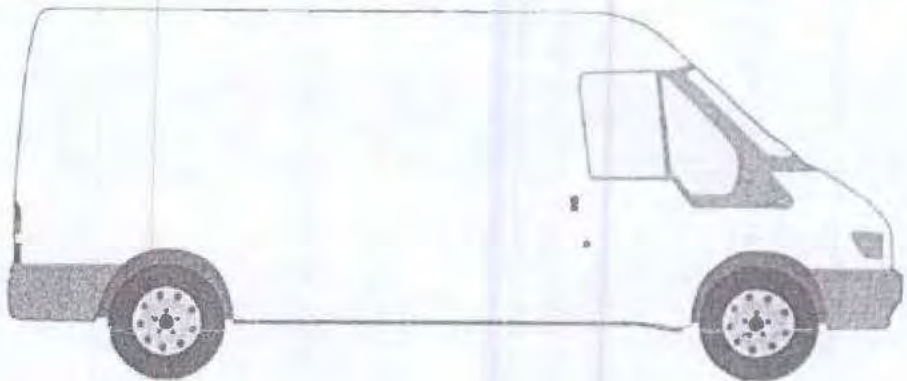
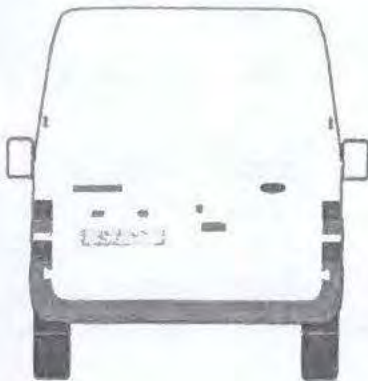
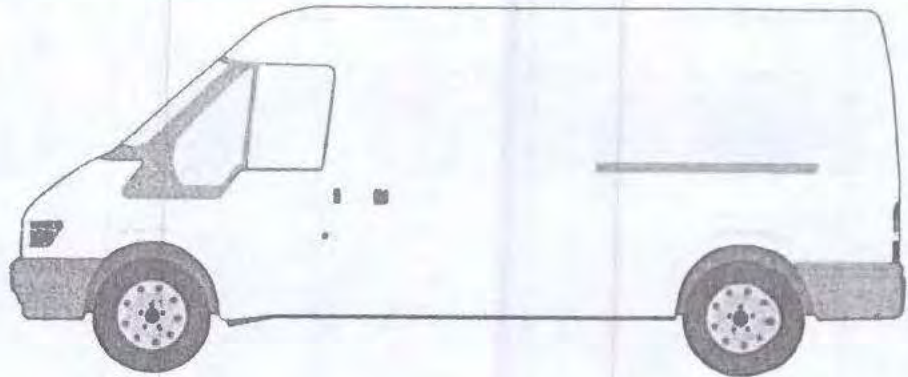
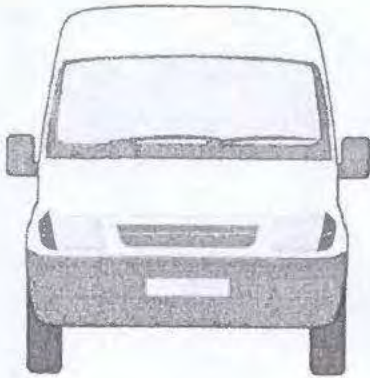
You agree to all these terms and conditions in this Supplementary Disclosure, plus all other terms and conditions spelled out on both sides of the dealership's respective Loaner Agreement for a Service Loaner. You were given an opportunity to read this Supplementary Disclosure before being asked to sign. You authorize us to process a credit/debit card voucher in your name for all charges due under this Supplementary Disclosure. Your signature below is considered made on the applicable credit/debit card voucher. You affirm that the credit/debit card provide has available funds.

Vehicle Type: Transit

License Plate: [REDACTED]

Color: Wrapped

Unit #: [REDACTED]



Existing Damage:

-No damage

Customer Name: _____

Date: _____

Signature: _____

Advisors Initials: _____

_____ No additional damage upon return

_____ Additional damage found

List additional damage on reverse and Initial