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

CL-11459522-1000

Form Approved: O.M.B No.2127-0008

U.S. Department of Transportation

National Highway Traffic Safety Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received	Repository ☐
04-APR-2022	Reference No. 11459522

OWNER INFORMATION (Type or Print)

Name		Daytime Telephone Number	
Address			
City: Bailey	State: CO	ZIP Code	Evening Telephone Number: SAME AS ABOVE

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	MAKE	Model	Model Year
1FM5K8HC1	FORD	EXPLORER	2020

Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
NOV 16, 2019	Larry H. Miller Volkswagen Lak 7206431545 FORD			3.0L 6 Cyl	GAS
Original Owner ☒	Dealer's City Lakewood	STATE CO	ZIP Code 80215		

Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure	Incident Date(s)
				16-NOV-2019

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 980000 UNKNOWN OR OTHER	Failure Mileage	Failure Speed
	~~26978.0~~ Actual 10,516.	

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: DOTMAL 9ABC036)	☐ Original Requirement ☐ 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), Injury(ies).)

Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No			N

Narrative Description of Incident(s), Crash(es), 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).

The contact owns a 2020 Ford Explorer. The contact stated that there was oil leaking from the vehicle at start-up. The seat heating and cooling system was inoperable. There were no warning lights illuminated. The vehicle was taken four times to the local dealer who was unable to duplicate the failure. The vehicle was then taken to Phil Long Ford of Denver (7887 W Tufts Ave, Denver, CO 80123) where it was diagnosed and determined that the valve was loose and oil was leaking on to the manifold. The vehicle was repaired. The manufacturer was contacted but no further assistance was provided. The failure mileage was approximately ~~26,978~~. 10,516 ACTUAL

SEE All INVOICE's Attached.

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 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)

See All copies of Invoice of failure due to electrical components & Left side driver's side bezel replacement.

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

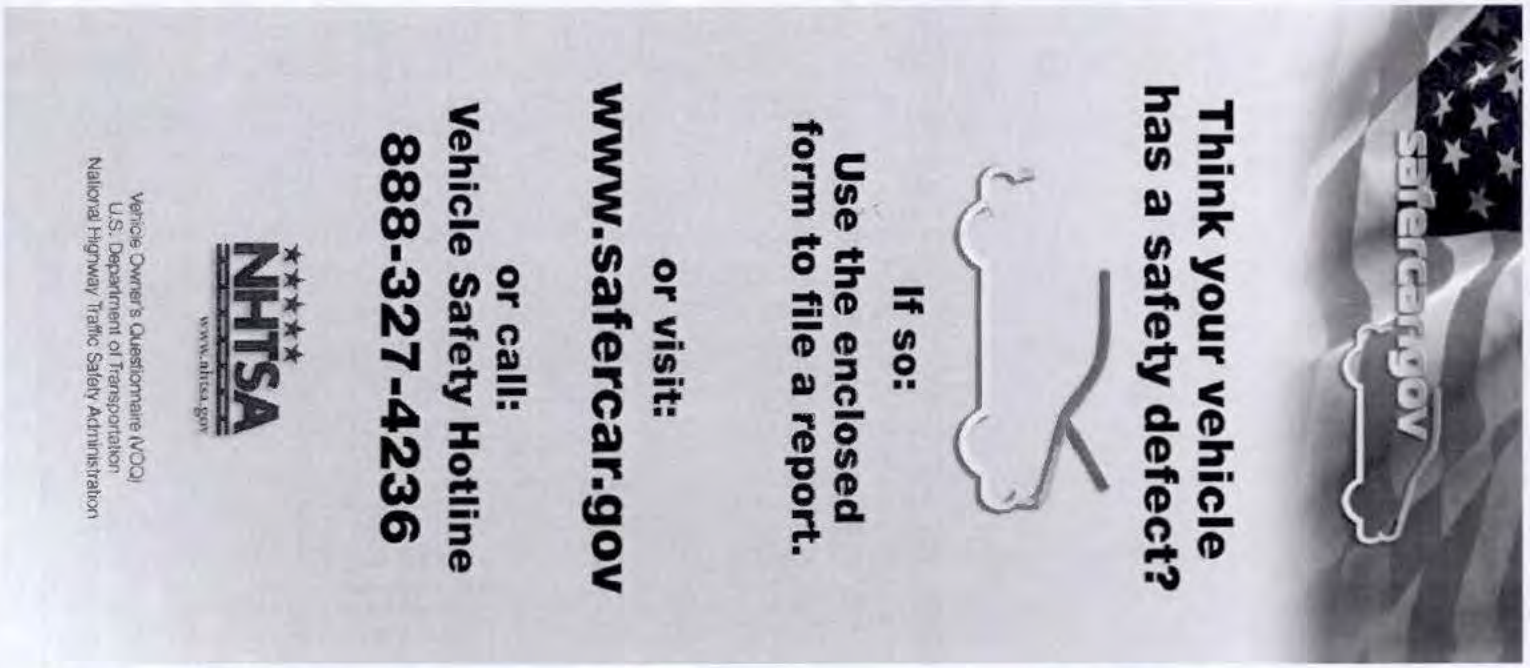
Official Business
Penalty for Private Use $300

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



CUSTOMER #: [redacted]

Ford Digital Imaging Solution

[redacted]

INVOICE

Larry H. Miller
Ford LAKEWOOD
Driven By You.
11595 W. 6th Ave. · Lakewood, CO 80215
Service Direct (303) 232-6145
Main (303) 232-2200
lhmlakewoodford.com

[redacted]
BAILEY, CO [redacted]
[redacted]
BUS: [redacted]
CONT [redacted]
CELL [redacted]

SERVICE ADVISOR: 601116 JEREMY GARCIA-SHIP

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
RICH COPPE	20	FORD EXPLORER	1FM5K8HC3LG[redacted]	[redacted]	10516/10516	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16NOV19 DD	30SEP19		WAIT 22APR20				22APR20

R.O. OPENED	READY	OPTIONS:
08:25 22APR20	13:13 22APR20	SOLD-STK:LG[redacted] ENG:3.0L ECOBOOST V6 ENGINE TRN:10-SPEED AUTO TRANSMISSION

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A 99P MULTI POINT INSPECTION			
CAUSE: 99P MULTI POINT INSPECTION			
99P 99P MULTI POINT INSPECTION			
601137IFREE			(N/C)
GBATT Battery is good at this time			
601137IFREE			(N/C)
GBK Brake linings are ok at this time			
601137IFREE			(N/C)
GTIRE Tires are ok at this time			
601137IFREE			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
**********			
B CUSTOMER STATES PLUG IN OUTLET IN THE BACK 12V NOT WORKING			
CAUSE: 99 CUSTOMER CONCERN			
100 Customer states engine concern			
601137 W			(N/C)
FC: PART#: COUNT:			
CLAIM TYPE:			
AUTH CODE:			
601137			
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:			0.00
10516 Found the BCMC Fuse 33 blown. 12650D, 14526A, 12650DX1 0.50			
Inspected system found no power being sent to the rear power outlet.			
Performed KOEO / KOER tests no issues found. Inspected the Power and			
ground circuit integrity no issues found no shorts or opens found.			
Inspected the BCMC fuse panel found Fuse 33 blown. Removed and replaced			
the Fuse 33 in the BCMC. Reperformed system quick tests KOEO / KOER no			
issues found.			
**********			
C Customer states after vehicle has been running and using the heater			
the smell burning oil smell			
100 Customer states engine concern			
601137IFREE			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:			0.00

1st Time Blown a Fuse

1st Time Oil Leak smell

Disclaimer of Warranties: Any warranties on the products sold hereby are those of the manufacturer. LARRY H. MILLER FORD LAKEWOOD HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE and Larry H. Miller Ford Lakewood, neither assumes nor authorizes any other person to assume for it any liability in connection with this sale. For a detail of your warranty see your service advisor/consultant or ASM.

SUPPLIES: A token charge not to exceed 8% of the labor charge is included for supplies used on your vehicle. Applicable supply items are: aerosols, solvents, rags, wipes, protective gloves, nuts, bolts, washers, tape, pins, towels, solder, wire, sealers, battery cleaners, lubricant spray and etc.
A HAZARDOUS WASTE DISPOSAL charge will be made for hazardous material removed from your vehicle. Hazardous waste include: Oils, gasoline, antifreeze, freon, tires, batteries, etc.

CONSENT: I consent to receive telephone calls, text messages and emails, including autodialed, prerecorded and artificial voice calls, ring less voicemails and text messages for marketing, servicing and collection purposes from the dealership at the telephone number(s) provided, including cell phone numbers. The consent applies to the dealership and affiliates, agents and service providers to use electronic or verbal means to contact me as the law allows.
I voluntarily consent to the aforementioned and understand that transaction contemplated between myself and the dealership, whether or not completed, is not conditioned upon my consent of the above.
To opt out submit your request via email to optout@lhmauto.com

▷CUSTOMER SIGNATURE

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

Section 25-17-202, Colorado Revised Statutes, requires retailers to collect a $1.25 waste tire recycling development fee on each sale of each new motor vehicle tire.

Copyright 2014 CDK Global, LLC SERVICE INVOICE TYPE 2 - SI2C - IMAGING

CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

INVOICE

Larry H. Miller Ford LAKEWOOD
Driven By You.
11595 W. 6th Ave. · Lakewood, CO 80215
Service Direct (303) 232-6145
Main (303) 232-2200
lhmlakewoodford.com

BAILEY, CO [redacted]

PAGE 2

HOME: [redacted] CELL: [redacted]

SERVICE ADVISOR: 601116 JEREMY GARCIA-SHIP

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
RICH COPPE	20	FORD EXPLORER	1FM5K8HC3LG[redacted]	[redacted]	10516/10516	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DA
16NOV19 DD	30SEP19		WAIT 22APR20				22APR20

R.O. OPENED	READY	OPTIONS: SOLD-STK:LG[redacted]
08:25 22APR20	13:13 22APR20	ENG:3.0L ECOBOOST V6 ENGINE TRN:10-SPEED AUTO TRANSMISSION

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
10516 0.00 No smells noticed no visible leaks found around the engine or exhaust. no problems found at this time.			
**********			
D** TCA oil and filter change / rotate tires (conventional Gas)			
1TC3 TCA oil and filter change / rotate tires (conventional Gas)			
601137 CLCE		10.22	10.22
1 FL*2062* FILTER ASY - OIL			5.04
6 XO*5W30*BSP ENG OIL			14.76
PARTS: 19.80 LABOR: 10.22 OTHER: 0.00 TOTAL LINE D:			30.02
10516 0.60 Performed oil change service. Performed tire rotation.			
**********			
E** CUSTOMER STATES WIPERS ARE STREAKING			
CAUSE: .			
800 Customer states wipers are streaking			
601137 W			(N/C)
1 LB5Z*17528*A BLADE ASY - WIPER			(N/C)
1 LB5Z*17528*B BLADE ASY - WIPER			(N/C)
FC: PART#: COUNT:			
CLAIM TYPE:			
AUTH CODE:			
601137			
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E:			0.00
10516 Wiper blade streaking. 17528AF 0.20 Confirmed the wiper blades are not wiping clearly. Per Service advisor replaced both front wiper blades.			
**********			

EST: 314.00 22APR20 08:25 SA: 601116

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I voluntarily consent to the aforementioned and understand that transaction contemplated between myself and the dealership, whether or not completed, is not conditioned upon my consent of the above.
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▷CUSTOMER SIGNATURE

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

Section 25-17-202, Colorado Revised Statutes, requires retailers to collect a $1.25 waste tire recycling development fee on each sale of each new motor vehicle tire.

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CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

BAILEY, CO
HOME: [redacted] CONT [redacted]
BUS: [redacted] CELL

INVOICE

PAGE 3

Larry H. Miller Ford LAKEWOOD
Driven By You.
11595 W. 6th Ave. · Lakewood, CO 80215
Service Direct (303) 232-6145
Main (303) 232-2200
lhmlakewoodford.com

SERVICE ADVISOR: 601116 JEREMY GARCIA-SHIP

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
RICH COPPE	20	FORD EXPLORER	1FM5K8HC3L[redacted]	[redacted]	10516/10516	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16NOV19 DD	30SEP19		WAIT 22APR20				22APR20

R.O. OPENED	READY	OPTIONS:
08:25 22APR20	13:13 22APR20	SOLD-STK:LG[redacted] ENG:3.0L ECOBOOST V6 ENGINE TRN:10-SPEED AUTO TRANSMISSION

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
EST: 0.00					22APR20 08:25 SA: 601116			
EST: 11.09					22APR20 12:45 SA: 601116			

COMPANY NAME	OTAL CARE AUTO MAINT	TOTAL CARE AUTO VSC
COMPANY PHONE		
POLICY NUMBER	TBD.INS3	TBD
POLICY TERM		75
EFFECTIVE DATE	16 NOV 2019	16 NOV 2019
DEDUCTIBLE	0.00	0.00
MILEAGE LIMIT		
BEGIN MILES	36	15
END MILES		
COMPONENTS		

THANK YOU FOR YOUR BUSINESS. WE STRIVE TO PROVIDE A 5 STAR SERVICE EXPERIENCE ON EVERY VISIT WITH US. WE CAN ONLY IMPROVE WITH YOUR FEEDBACK SO WE WOULD APPRECIATE YOUR RESPONSE TO LET US KNOW HOW WE CAN IMPROVE TO MAKE YOUR VISITS WITH US 5 STARS!

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▷CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	10.22
PARTS AMOUNT	19.80
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	30.02
LESS INSURANCE	0.00
SALES TAX	1.48
PLEASE PAY THIS AMOUNT	31.50

Section 25-17-202, Colorado Revised Statutes, requires retailers to collect a $1.25 waste tire recycling development fee on each sale of each new motor vehicle tire.

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CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

INVOICE

Larry H. Miller
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lhmlakewoodford.com

BAILEY, CO

PAGE 1

HOME: [redacted] CONT [redacted]
BUS: [redacted] CELL [redacted]

SERVICE ADVISOR: 5005 KEVIN CASEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
RICH COPPE	20	FORD EXPLORER	1FM5K8HC3L[redacted]	[redacted]	18487/18487	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16NOV19	DD30SEP19		15:00 04AUG20			TCA	04AUG20

R.O. OPENED	READY	OPTIONS:
07:19 02JUL20	08:43 04AUG20	SOLD-STK:LC[redacted] ENG:3.0L ECOBOOST V6 ENGINE TRN:10-SPEED AUTO TRANSMISSION

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL

A CUSTOMER STATES THAT HIS CHAIR PIECE ON THE SIDE IS COMING UNDONE
PLEASE ADVISE

CAUSE: .

MT7862187 mtime remove and replace seat trim bezel

467 W

1 LB5Z*7862187*BB SHIELD ASY (N/C) (N/C)

1st Time Seat Issue
Kevin Kacaj
Service Advisor

FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:
467

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

16004 removed and replaced trim piece and reinstalled massage switch.

****

B TCA oil and filter change / rotate tires (conventional Gas)

1TC3 TCA oil and filter change / rotate tires (conventional Gas)

601135 CLCE 10.22 10.22

6 XO*5W30*BSP ENG OIL 14.76

1 FL*2062*A KIT - ELEMENT & GASKET - OIL F 5.04

PARTS: 19.80 LABOR: 10.22 OTHER: 0.00 TOTAL LINE B: 30.02

16004 0.60 RAISE VEHICLE ON LIFT, PERFORM VISUAL INSPECTION OF COMPONENTS UNDER THE VEHICLE, LUBE WHERE APPLICABLE. DRAIN ENGINE OIL, REMOVE AND REPLACE ENGINE OIL FILTER ASSEMBLY OR CARTRIDGE. RE-INSTALL DRAIN PLUG, CLEAN AND WIPE AFFECTED AREA, CHECK ALL UNDER VEHICLE FLUID LEVELS WHERE APPLICABLE. REFILL ENGINE OIL TO PROPER LEVEL AND RECHECK. PERFORM VISUAL INSPECTION OF UNDER HOOD COMPONENTS, REFILLED FLUID LEVELS WHERE APPLICABLEAT YOUR REQUEST, PERFORMED TIRE ROTATION, VISUAL INSPECTION OF BRAKE LININGS AND COMPONENTS. CHECKED UNDERCARRIAGE FOR LEAKS. SET TIRE PRESSURE TO TIRE AND OR MANUFACTURER LEVELS

****

C MULTI POINT INSPECTION

99P MULTI POINT INSPECTION

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▷CUSTOMER SIGNATURE

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

Section 25-17-202, Colorado Revised Statutes, requires retailers to collect a $1.25 waste tire recycling development fee on each sale of each new motor vehicle tire.

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CUSTOMER COPY

CUSTOMER #[redacted]

[redacted]

BAILEY, CO
HOME:[redacted] CONT:[redacted]
CELL:

INVOICE

PAGE 2

Larry H. Miller
Ford LAKEWOOD
Driven By You.

11595 W. 6th Ave. · Lakewood, CO 80215
Service Direct (303) 232-6145
Main (303) 232-2200
lhmlakewoodford.com

SERVICE ADVISOR: 5005 KEVIN CASEY

COLOR	YEAR	MAKE/	VIN	LICENSE	MILEAGE IN/ OUT	TAG
RICH_COPPE	20	FORD EXPLORER	1FM5K8HC3L[redacted]	[redacted]	18487/18487	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16NOV19	DD30SEP19		15:00 04AUG20			TCA	04AUG20

R.O. OPENED	READY	OPTIONS: SOLD-STK:L[redacted]
07:19 02JUL20	08:43 04AUG20	ENG:3.0L ECOBOOST V6 ENGINE TRN:10-SPEED AUTO TRANSMISSION

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
	601135IFREE						(N/C)
	GBATT Battery is good at this time						
	601135IFREE						(N/C)
	GBK Brake linings are ok at this time						
	601135IFREE						(N/C)
	GTIRE Tires are ok at this time						
	601135IFREE						(N/C)

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

16004 WE HAVE PERFORMED A COMPLIMENTARY MULTI-POINT INSPECTION ON YOUR VEHICLE, WE HAVE CHECKED FLUID LEVELS AND TOPPED THEM OFF IF NEEDED. WE HAVE CHECKED YOUR TIRE PRESSURES. WE HAVE CHECKED YOUR BRAKE LINING MEASUREMENTS WHEN POSSIBLE. THE INSPECTION SHEET WILL BE PROVIDED AND DISCUSSED WITH YOU BY OUR SERVICE STAFF, ANY DEFICIENCIES IN YOUR VEHICLES APPEARANCE OR HEALTH WILL BE ELABORATED UPON. IN THE EVENT OF ANY QUESTIONS, PLEASE FEEL FREE TO CONTACT US FOR CLARIFICATION

****

D	Check for Open Recalls & no open recalls at this time						
	REC	Check for Open Recalls & no open recalls at this time					
		99IFREE					(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

****

EST: 0.00 02JUL20 07:19 SA: 5005
CONTACT:

****

EST: 40.50 02JUL20 07:19 SA: 5005
CONTACT:

****

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▷CUSTOMER SIGNATURE

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

Section 25-17-202, Colorado Revised Statutes, requires retailers to collect a $1.25 waste tire recycling development fee on each sale of each new motor vehicle tire.

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CUSTOMER COPY

CUSTOMER #[redacted]

[redacted]

INVOICE

Larry H. Miller
Ford LAKEWOOD
Driven By You.
11595 W. 6th Ave. · Lakewood, CO 80215
Service Direct (303) 232-6145
Main (303) 232-2200
lhmlakewoodford.com

BAILEY, CO [redacted]

HOME [redacted] CONT [redacted]
BUS: [redacted] CELL [redacted]

SERVICE ADVISOR: 5005 KEVIN CASEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
RICH COPPE	20	FORD EXPLORER	1FM5K8HC3L[redacted]	[redacted]	18487/18487	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16NOV19	DD30SEP19		15:00 04AUG20			TCA	04AUG20

R.O. OPENED	READY	OPTIONS:
07:19 02JUL20	08:43 04AUG20	SOLD-STK:LG[redacted] ENG:3.0L ECOBOOST V6 ENGINE TRN:10-SPEED AUTO TRANSMISSION

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
COMPANY NAME	OTAL CARE AUTO MAINT				TOTAL CARE AUTO VSC		
COMPANY PHONE							
POLICY NUMBER					TBD.INS3		
POLICY TERM					TBD		
EFFECTIVE DATE					75		
DEDUCTIBLE					16 NOV 2019		
MILEAGE LIMIT					0.00		
BEGIN MILES							
END MILES					36		
COMPONENTS					15		

THANK YOU FOR YOUR BUSINESS. WE STRIVE TO PROVIDE A 5 STAR SERVICE EXPERIENCE ON EVERY VISIT WITH US. WE CAN ONLY IMPROVE WITH YOUR FEEDBACK SO WE WOULD APPRECIATE YOUR RESPONSE TO LET US KNOW HOW WE CAN IMPROVE TO MAKE YOUR VISITS WITH US 5 STARS!

Disclaimer of Warranties: Any warranties on the products sold hereby are those of the manufacturer. LARRY H. MILLER FORD LAKEWOOD HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE and Larry H. Miller Ford Lakewood, neither assumes nor authorizes any other person to assume for it any liability in connection with this sale. For a detail of your warranty see your service advisor/consultant or ASM.

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To opt out submit your request via email to optout@lhmauto.com

▷CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	10.22
PARTS AMOUNT	19.80
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	30.02
LESS INSURANCE	31.50
SALES TAX	1.48
PLEASE PAY THIS AMOUNT	0.00

Section 25-17-202, Colorado Revised Statutes, requires retailers to collect a $1.25 waste tire recycling development fee on each sale of each new motor vehicle tire.

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CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

BAILEY, CO

HOME: [redacted] CONT: [redacted]

BUS: [redacted] CELL: [redacted]

INVOICE

PAGE 1

Larry H. Miller
Ford LAKEWOOD
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11595 W. 6th Ave. · Lakewood, CO 80215
Service Direct (303) 232-6145
Main (303) 232-2200
lhmlakewoodford.com

SERVICE ADVISOR: 601121 MALLORY HENSLEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
RICH COPPE	20	FORD EXPLORER	1FM5K8HC3L[redacted]	[redacted]	21303/21304	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16NOV19	DD30SEP19		15:00 16SEP20			CASH	16SEP20

R.O. OPENED	READY	OPTIONS:
07:07 16SEP20	08:23 16SEP20	SOLD-STK:LG[redacted] ENG:3.0L ECOBOOST V6 ENGINE TRN:10-SPEED AUTO TRANSMISSION

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A 99P MULTI POINT INSPECTION			
CAUSE: 99P MULTI POINT INSPECTION			
99P 99P MULTI POINT INSPECTION			
601152IFREE			(N/C)
GBATT Battery is good at this time			
601152IFREE			(N/C)
GBK Brake linings are ok at this time			
601152IFREE			(N/C)
YTIRE Tire tread is marginal. Tires require replacement soon			
601152IFREE			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
21304 WE HAVE PERFORMED A COMPLIMENTARY MULTI-POINT INSPECTION ON YOUR VEHICLE, WE HAVE CHECKED FLUID LEVELS AND TOPPED THEM OFF IF NEEDED. WE HAVE CHECKED YOUR TIRE PRESSURES. WE HAVE CHECKED YOUR BRAKE LINING MEASUREMENTS WHEN POSSIBLE. THE INSPECTION SHEET WILL BE PROVIDED AND DISCUSSED WITH YOU BY OUR SERVICE STAFF, ANY DEFICIENCIES IN YOUR VEHICLES APPEARANCE OR HEALTH WILL BE ELABORATED UPON. IN THE EVENT OF ANY QUESTIONS, PLEASE FEEL FREE TO CONTACT US FOR CLARIFICATION			
**********			
B TCA oil and filter change / rotate tires (conventional Gas)			
1TC3 TCA oil and filter change / rotate tires (conventional Gas)			
601152 CLCE	10.22	10.22	
6 XO*5W30*BSP ENG OIL		14.76	
1 FL*2062*A KIT - ELEMENT & GASKET - OIL F		5.04	
PARTS: 19.80 LABOR: 10.22 OTHER: 0.00 TOTAL LINE B:			30.02
21304 0.60 AT YOUR REQUEST, PERFORMED TIRE ROTATION, VISUAL INSPECTION OF BRAKE LININGS AND COMPONENTS. CHECKED UNDERCARRIAGE FOR LEAKS. SET TIRE PRESSURE TO TIRE AND OR MANUFACTURER LEVELSRAISE VEHICLE ON LIFT, PERFORM VISUAL INSPECTION OF COMPONENTS UNDER THE VEHICLE, LUBE WHERE APPLICABLE. DRAIN ENGINE OIL, REMOVE AND REPLACE ENGINE OIL FILTER ASSEMBLY OR CARTRIDGE. RE-INSTALL DRAIN PLUG, CLEAN			

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▷CUSTOMER SIGNATURE

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

Section 25-17-202, Colorado Revised Statutes, requires retailers to collect a $1.25 waste tire recycling development fee on each sale of each new motor vehicle tire.

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CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

BAILEY, CO

HOME: [redacted] CONT: [redacted]

BUS: [redacted] CELL:

[redacted]

INVOICE

PAGE 2

SERVICE ADVISOR: 601121 MALLORY HENSLEY

Larry H. Miller Ford LAKEWOOD
Driven By You.

11595 W. 6th Ave. · Lakewood, CO 80215
Service Direct (303) 232-6145
Main (303) 232-2200
lhmlakewoodford.com

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
RICH COPPE	20	FORD EXPLORER	1FM5K8HC3L[redacted]	[redacted]	21303/21304	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16NOV19	30SEP19		15:00 16SEP20			CASH	16SEP20

R.O. OPENED	READY	OPTIONS:
07:07 16SEP20	08:23 16SEP20	SOLD-STK:LG[redacted] ENG:3.0L ECOBOOST V6 ENGINE TRN:10-SPEED AUTO TRANSMISSION

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

AND WIPE AFFECTED AREA, CHECK ALL UNDER VEHICLE FLUID LEVELS WHERE APPLICABLE. REFILL ENGINE OIL TO PROPER LEVEL AND RECHECK. PERFORM VISUAL INSPECTION OF UNDER HOOD COMPONENTS, REFILLED FLUID LEVELS WHERE APPLICABLE

****

C Customer states squeaking brakes please advise

MISC Customer states squeaking brakes please advise

1st Time

601152IFREE (N/C)

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

21304 FOUND NOTHING WRONG WITH FRONT AND REAR BREAKS. SPRAYED FRONT AND REAR BRAKES WITH BRAKE CLEAN.

****

EST: 0.00 16SEP20 07:07 SA: 601121

CONTACT:

****

COMPANY NAME	OTAL CARE AUTO MAINT	TOTAL CARE AUTO VSC
COMPANY PHONE		
POLICY NUMBER	TBD.INS3	TBD
POLICY TERM		75
EFFECTIVE DATE	16 NOV 2019	16 NOV 2019
DEDUCTIBLE	0.00	0.00
MILEAGE LIMIT		
BEGIN MILES	36	15
END MILES		
COMPONENTS		

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

Section 25-17-202, Colorado Revised Statutes, requires retailers to collect a $1.25 waste tire recycling development fee on each sale of each new motor vehicle tire.

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CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

BAILEY, CO
HOME [redacted] CONT [redacted]
CELL

INVOICE

PAGE 3

SERVICE ADVISOR: 601121 MALLORY HENSLEY

Larry H. Miller
Ford LAKEWOOD
Driven By You.

11595 W. 6th Ave. · Lakewood, CO 80215
Service Direct (303) 232-6145
Main (303) 232-2200
lhmlakewoodford.com

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
RICH COPPE	20	FORD EXPLORER	1FM5K8HC3LG[redacted]	[redacted]	21303/21304	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16NOV19	DD30SEP19		15:00 16SEP20			CASH	16SEP20

R.O. OPENED	READY	OPTIONS: SOLD-STK:LG[redacted]
07:07 16SEP20	08:23 16SEP20	ENG:3.0L ECOBOOST V6 ENGINE TRN:10-SPEED AUTO TRANSMISSION

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

****

[ ] CASH [ ] CHECK * CHECK-NO._____

[ ] VISA [ ] MASTERCARD [ ] DISCOVER

[ ] AMEX [ ] OTHER [ ] CHARGE

****

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DESCRIPTION	TOTALS
LABOR AMOUNT	10.22
PARTS AMOUNT	19.80
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	30.02
LESS INSURANCE	0.00
SALES TAX	1.48
PLEASE PAY THIS AMOUNT	31.50

Section 25-17-202, Colorado Revised Statutes, requires retailers to collect a $1.25 waste tire recycling development fee on each sale of each new motor vehicle tire.

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CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

BAILEY, CO [redacted]

HOME: [redacted] CONT: [redacted]

BUS: [redacted] CELL: [redacted]

INVOICE

PAGE 1

Larry H. Miller Ford LAKEWOOD
Driven By You.

11595 W. 6th Ave. · Lakewood, CO 80215
Service Direct (303) 232-6145
Main (303) 232-2200
lhmlakewoodford.com

SERVICE ADVISOR: 5005 KEVIN CASEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
RICH COPPE	20	FORD EXPLORER	1FM5K8HC3L[redacted]	[redacted]	26978/26980	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16NOV19 D	30SEP19		15:00 10DEC20			TCA	10DEC20

R.O. OPENED	READY	OPTIONS: SOLD-STK:L[redacted]
08:14 10DEC20	15:10 10DEC20	ENG:3.0L ECOBOOST V6 ENGINE TRN:10-SPEED AUTO TRANSMISSION

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL

A CUSTOMER STATES THAT HIS DRIVER SEAT BEZEL IS FALLING OFF. SOP IS HERE PLEASE ADVISE

CAUSE:

MT7862187 mtime remove and replace seat trim bezel

600923 W

Seat Issue

1 LB5Z*7862187*BB SHIELD ASY (N/C) (N/C)

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

600923

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

26980 62187-42 MTREPAIR-.60

verify concern, replaced damaged driver seat bezel, transfered components to new bezel, retest, concern no longer present at this time,

MTIME FOR TIME TO REPLACE BEZEL AND TRANSFER PARTS

****

B CUSTOMER STATES THAT HIS 12 VOLT IS NOT WORKING PLEASE ADVISE

400 CUSTOMER STATES THAT HIS 12 VOLT IS NOT WORKING PLEASE ADVISE

2nd time 12Volt System. Keep Keep Blowing a fuse

600923 IO

1 GU5Z*14526*F FUSE (N/C) (N/C)

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

26978 1.00 verify concern, checked codes, no codes, referred to wiring diagram, checked fuses, found blowed fuse for power point 1, replaced fuse, hooked accessory up to power port 1, works as normally now, concern no longer present at this time

****

C MULTI POINT INSPECTION

99P MULTI POINT INSPECTION

600923IFREE (N/C)

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

****

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

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CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

BAILEY, CO

HOME: [redacted] CONT [redacted]

BUS: CELL

INVOICE

PAGE 2

Larry H. Miller
Ford LAKEWOOD
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SERVICE ADVISOR: 5005 KEVIN CASEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
RICH COPPE	20	FORD EXPLORER	1FM5K8HC3L[redacted]	[redacted]	26978/26980	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16NOV19	DD30SEP19		15:00 10DEC20			TCA	10DEC20

R.O. OPENED	READY	OPTIONS: SOLD-STK:LG[redacted]
08:14 10DEC20	15:10 10DEC20	ENG:3.0L ECOBOOST V6 ENGINE TRN:10-SPEED AUTO TRANSMISSION

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
D	TCA				oil and filter change / rotate tires (conventional Gas)			
	1TC3				TCA oil and filter change / rotate tires (conventional Gas)			
					600923 CLCE		10.22	10.22
				6	XO*5W30*BSP ENG OIL MC SEMI-SYNTH.			14.76
				1	FL*2062*A KIT - ELEMENT & GASKET - OIL F			5.04
PARTS:				19.80	LABOR: 10.22 OTHER: 0.00		TOTAL LINE D:	30.02
	26978			0.50	RAISE VEHICLE ON LIFT, PERFORM VISUAL INSPECTION OF COMPONENTS UNDER THE VEHICLE, LUBE WHERE APPLICABLE. DRAIN ENGINE OIL, REMOVE AND REPLACE ENGINE OIL FILTER ASSEMBLY OR CARTRIDGE. RE-INSTALL DRAIN PLUG, CLEAN AND WIPE AFFECTED AREA, CHECK ALL UNDER VEHICLE FLUID LEVELS WHERE APPLICABLE. REFILL ENGINE OIL TO PROPER LEVEL AND RECHECK. PERFORM VISUAL INSPECTION OF UNDER HOOD COMPONENTS, REFILLED FLUID LEVELS WHERE APPLICABLE			
					**********			
E**	INSTALL *LUMAR* WINDOW TINT, 2 FRONT DOORS							
	WT2				INSTALL *LUMAR* WINDOW TINT, 2 FRONT DOORS			
					601189 CP		139.00	139.00
	WT				Window Tint		15.60	15.60
PARTS:				0.00	LABOR: 139.00 OTHER: 15.60		TOTAL LINE E:	154.60
	26978			1.20				
					**********			
F**	customer states there is a burning oil smell when the heater runs. Please inspect and advise.							
	100				customer states there is a burning oil smell when the heater runs. Please inspect and advise.			
					600923IFREE			(N/C)
PARTS:				0.00	LABOR: 0.00 OTHER: 0.00		TOTAL LINE F:	0.00
	26980				road tested vehicle, turned on heat to attempt to verify concern, checked for leaks, no leaks found, unable to verify or duplicate concern at this time			
					**********			

2nd Time Oil Smell

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

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CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

BAILEY, CO

HOME: [redacted] CONT [redacted]

INVOICE

PAGE 3

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SERVICE ADVISOR: 5005 KEVIN CASEY

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16NOV19 DD	30SEP19		15:00 10DEC20			TCA	10DEC20

R.O. OPENED	READY	OPTIONS:
08:14 10DEC20	15:10 10DEC20	SOLD-STK:LG[redacted] ENG:3.0L ECOBOOST V6 ENGINE TRN:10-SPEED AUTO TRANSMISSION

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
EST: 338.40				10DEC20	08:45 SA: 5005			
CONTACT:								
**********								
EST: 165.70				10DEC20	08:27 SA: 5005			
CONTACT:								
**********								
EST: 0.00				10DEC20	08:14 SA: 5005			
CONTACT:								
**********								
EST: 157.00				10DEC20	08:14 SA: 5005			
CONTACT:								
**********								

COMPANY NAME	OTAL CARE AUTO MAINT	TOTAL CARE AUTO VSC
COMPANY PHONE		
POLICY NUMBER	TBD.INS3	TBD
POLICY TERM		75
EFFECTIVE DATE	16 NOV 2019	16 NOV 2019
DEDUCTIBLE	0.00	0.00
MILEAGE LIMIT		
BEGIN MILES	36	15
END MILES		
COMPONENTS		

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▷CUSTOMER SIGNATURE

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

Section 25-17-202, Colorado Revised Statutes, requires retailers to collect a $1.25 waste tire recycling development fee on each sale of each new motor vehicle tire.

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CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

BAILEY, CO [redacted]

HOME: [redacted] CONT [redacted]

BUS: [redacted] CELL [redacted]

INVOICE

PAGE 4

Larry H. Miller **Ford** LAKEWOOD
Driven By You.

11595 W. 6th Ave. · Lakewood, CO 80215
Service Direct (303) 232-6145
Main (303) 232-2200
lhmlakewoodford.com

SERVICE ADVISOR: 5005 KEVIN CASEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
RICH COPPE	20	FORD EXPLORER	1FM5K8HC3L[redacted]	[redacted]	26978/26980	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16NOV19	DD30SEP19		15:00 10DEC20			TCA	10DEC20

R.O. OPENED	READY	OPTIONS:
08:14 10DEC20	15:10 10DEC20	SOLD-STK:LC[redacted] ENG:3.0L ECOBOOST V6 ENGINE TRN:10-SPEED AUTO TRANSMISSION

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

****

[ ] CASH [ ] CHECK * CHECK-NO. _____

[ ] VISA [ ] MASTERCARD [ ] DISCOVER

[ ] AMEX [ ] OTHER [ ] CHARGE

****

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▷CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	149.22
PARTS AMOUNT	19.80
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	15.60
TOTAL CHARGES	184.62
LESS INSURANCE	31.50
SALES TAX	1.48
PLEASE PAY THIS AMOUNT	154.60

Section 25-17-202, Colorado Revised Statutes, requires retailers to collect a $1.25 waste tire recycling development fee on each sale of each new motor vehicle tire.

CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

BAILEY, CO

HOME [redacted]

CONT [redacted]

CELL [redacted]

INVOICE

PAGE 1

Larry H. Miller
Ford LAKEWOOD
Driven By You.

11595 W. 6th Ave. - Lakewood, CO 80215
Service Direct (303) 232-6145
Main (303) 232-2200
lhmlakewoodford.com

SERVICE ADVISOR: 5005 KEVIN CASEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
RICH COPPE	20	FORD EXPLORER	1FM5K8HC3L[redacted]	[redacted]	39373/39374	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16NOV19 DD	30SEP19		15:00 10AUG21			TCA	10AUG21

R.O. OPENED	READY	OPTIONS:
08:04 10AUG21	12:13 10AUG21	SOLD-STK:LG[redacted] ENG:3.0L_ECOBOOST_V6_ENGINE TRN:10-SPEED_AUTO_TRANSMISSION

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER STATES DRIVER WINDOW SWITCH HAS CHROME PEELING. PLEASE INSPECT AND ADVISE SOP HERE SEE RO 325655			
CAUSE: .			
MT14529 MITME LUBE WINDOW REGULATOR			
600961 W			(N/C)
1 LB5Z*14529*BA SWITCH - WINDOW CONTROL - DOUB			(N/C)
FC: PART#: COUNT:			
CLAIM TYPE:			
AUTH CODE:			
600961			
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
39373 m-time CC:91 DRIVER SIDE SWITCH PACK HAD BURRED EDGES.			
REMOVED SWITCH PACK AND SWAPPED OUT WITH NEW SET.			
**********			
B CUSTOMER STATES PASSENGER FRONT WINDOW SWITCH HAD CHROME PEEL OFF. PLEASE INSPECT AND ADVISE			
CAUSE: .			
MT14529 MTIME REPLACE WINDOW SWITCH			
600961 W			(N/C)
1 LB5Z*14529*AB SWITCH - WINDOW CONTROL - SING			(N/C)
FC: PART#: COUNT:			
CLAIM TYPE:			
AUTH CODE:			
600961			
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:			0.00
39374 M-TIME CC:91 PASSENGER SIDE WINDOW SWITCH HAS BURRED EDGES.			
REMOVED PACT AND SWAPPED OUT WITH NEW ONE.			
**********			
C CUSTOMER STATES SWITCHES ON THE LEFT SIDE OF THE STEERING WHEEL ARE DISCOLORED. PLEASE INSPECT AND ADVISE.			
800 CUSTOMER STATES SWITCHES ON THE LEFT SIDE OF THE STEERING WHEEL ARE DISCOLORED. PLEASE INSPECT AND ADVISE.			
600961IFREE			(N/C)

1ST TIME Chrome piece's Peeling.000 getting stuck into the hands

1ST TIME

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▷CUSTOMER SIGNATURE

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

Section 25-17-202, Colorado Revised Statutes, requires retailers to collect a $1.25 waste tire recycling development fee on each sale of each new motor vehicle tire.

CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

BAILEY, CO [redacted]

HOME: [redacted] CONT [redacted]

BUS: [redacted] CELL

[redacted]

INVOICE

PAGE 3

Larry H. Miller
Ford LAKEWOOD
Driven By You.
11595 W. 6th Ave. · Lakewood, CO 80215
Service Direct (303) 232-6145
Main (303) 232-2200
lhmlakewoodford.com

SERVICE ADVISOR: 5005 KEVIN CASEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
RICH COPPE	20	FORD EXPLORER	1FM5K8HC3I[redacted]		39373/39374	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16NOV19 DD	30SEP19		15:00 10AUG21			TCA	10AUG21

R.O. OPENED	READY	OPTIONS:
08:04 10AUG21	12:13 10AUG21	SOLD-STK:LC[redacted] ENG:3.0L ECOBOOST V6 ENGINE TRN:10-SPEED AUTO TRANSMISSION

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

LEVELS WHERE APPLICABLE. REFILL ENGINE OIL TO PROPER LEVEL AND RECHECK. PERFORM VISUAL INSPECTION OF UNDER HOOD COMPONENTS, REFILLED FLUID LEVELS WHERE APPLICABLE

****

EST: 0.00 10AUG21 08:04 SA: 5005
CONTACT:
****

EST: 72.50 10AUG21 08:04 SA: 5005
CONTACT:
****

COMPANY NAME	OTAL CARE AUTO MAINT	TOTAL CARE AUTO VSC
COMPANY PHONE		
POLICY NUMBER	TBD.INS3	TBD
POLICY TERM		75
EFFECTIVE DATE	16 NOV 2019	16 NOV 2019
DEDUCTIBLE	0.00	0.00
MILEAGE LIMIT		
BEGIN MILES	36	15
END MILES		
COMPONENTS		

****

[ ] CASH [ ] CHECK * CHECK-NO._____

[ ] VISA [ ] MASTERCARD [ ] DISCOVER

[ ] AMEX [ ] OTHER [ ] CHARGE

****

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▷CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	10.22
PARTS AMOUNT	19.80
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	30.02
LESS INSURANCE	31.50
SALES TAX	1.48
PLEASE PAY THIS AMOUNT	0.00

Section 25-17-202, Colorado Revised Statutes, requires retailers to collect a $1.25 waste tire recycling development fee on each sale of each new motor vehicle tire.

Computer Data Corp, LLC - SERVICE INVOICE TYPE 2 - 5005 - IMAGING

CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

INVOICE*

Larry H. Miller
Ford LAKEWOOD
Driven By You.
11595 W. 6th Ave. - Lakewood, CO 80215
Service Direct (303) 232-6145
Main (303) 232-2200
lhmlakewoodford.com

BAILEY, CO

HOME: [redacted] CONT [redacted]

BUS: [redacted] CELL

PAGE 1

SERVICE ADVISOR: 5005 KEVIN CASEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
RICH COPPE	20	FORD EXPLORER	1FM5K8HC3LG[redacted]	[redacted]	40411/40412	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16NOV19 DD	30SEP19		WAIT 31AUG21			CASH	31AUG21

R.O. OPENED	READY	OPTIONS:
07:42 31AUG21	09:14 31AUG21	SOLD-STK:LG[redacted] ENG:3.0L ECOBOOST V6 ENGINE TRN:10-SPEED AUTO TRANSMISSION

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A 99PX MULTI POINT INSPECTION			
CAUSE: 99PX MULTI POINT INSPECTION			
99PX 99PX MULTI POINT INSPECTION			
99IFREE			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
**********			
B CUSTOMER STATES STEERING WHEEL SWITCH IS PEELING AND DISCOLORED. WE ORDERED A STEERING SWITCH AND IT IS HERE. PLEASE ADVISE.			
CAUSE:			
12651D30 STEERING WHEEL SWITCH ASSEMBLY - VOLUME AND/OR VOICE CONTROL - REPLACE (9C888) - L			
115 W			(N/C)
1 LB5Z*9C888*H SWITCH ASY - CONTROL			(N/C)
FC: PART#: COUNT:			
CLAIM TYPE:			
AUTH CODE:			
115			
1st Time			
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:			0.00
40412 CC B94 9C888 12651D30 .6 0.60 VERIFY CONCERN FOUND STEERING WHEEL SWITCH PACK PEELING. REPLACED STEERING WHEEL SWITCH PACK			
**********			
C Wiper Blades, Front - Replace			
MA50 Wiper Blades, Front - Replace			
115 CP	0.00		0.00
1 LB5Z*17528*A BLADE ASY - WIPER			20.10
1 LB5Z*17528*B BLADE ASY - WIPER			17.48
PARTS: 37.58 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:			37.58
40412 replaced wiper blades.			
**********			
EST: 37.58 31AUG21 07:42 SA: 5005			
CONTACT:			
**********			

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

Section 25-17-202, Colorado Revised Statutes, requires retailers to collect a $1.25 waste tire recycling development fee on each sale of each new motor vehicle tire.

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CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

INVOICE

Larry H. Miller
Ford LAKEWOOD
Driven By You.
11595 W. 6th Ave. · Lakewood, CO 80215
Service Direct (303) 232-6145
Main (303) 232-2200
lhmlakewoodford.com

BAILEY, CO

HOME: [redacted] CONT [redacted]
BUS: [redacted] CELL

SERVICE ADVISOR: 5005 KEVIN CASEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
RICH COPPE	20	FORD EXPLORER	1FM5K8HC3L[redacted]	[redacted]	40411/40412	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16NOV19 DE	30SEP19		WAIT 31AUG21			CASH	31AUG21

R.O. OPENED	READY	OPTIONS: SOLD-STK:LG[redacted]
07:42 31AUG21	09:14 31AUG21	ENG:3.0L ECOBOOST V6 ENGINE TRN:10-SPEED AUTO TRANSMISSION

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

COMPANY NAME	OTAL CARE AUTO MAINT	TOTAL CARE AUTO VSC
COMPANY PHONE		
POLICY NUMBER	TBD.INS3	TBD
POLICY TERM		75
EFFECTIVE DATE	16 NOV 2019	16 NOV 2019
DEDUCTIBLE	0.00	0.00
MILEAGE LIMIT		
BEGIN MILES	36	15
END MILES		
COMPONENTS		

****

[ ] CASH [ ] CHECK * CHECK-NO._____

[ ] VISA [ ] MASTERCARD [ ] DISCOVER

[ ] AMEX [ ] OTHER [ ] CHARGE

****

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▷CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	37.58
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	37.58
LESS INSURANCE	0.00
SALES TAX	2.82
PLEASE PAY THIS AMOUNT	40.40

Section 25-17-202, Colorado Revised Statutes, requires retailers to collect a $1.25 waste tire recycling development fee on each sale of each new motor vehicle tire.

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CUSTOMER COPY

Customer Number [redacted]

Invoice No: [redacted]

INVOICE

|Header

PAGE 1

Phil Long Ford of Denver
7887 West Tufts Avenue
Littleton, Colorado 80123
(303) 932-2277

[redacted]

BAILEY, CO [redacted]

Home: [redacted] Bus: Cell [redacted]

Email: EMAIL| [redacted] |HOME

SERVICE ADVISOR: 728387 Donald Heck

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	20	FORD EXPLORER	1FM5K8HC3LG[redacted]		46177 46177	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26OCT21			18:00 06DEC21			CASH	20DEC21

R.O. OPENED	READY	OPTIONS: ENG:3.0_Liter_GTDI
08:16 06DEC21	08:31 20DEC21	

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	HEAVY		LINE		CUSTOMER STATES THERE IS AN INTERMITTANT OIL SMELL COMING INTO THE CAB, HAPPENS WITH THE HEAT ON. HAS ALSO SEEN SLIGHT AMOUNT OF SMOKE COMING FROM UNDER THE HOOD ON THE PASSENGER SIDE. ADVISE BEST WAY TO REPRODUCE IS AUTO START IT TWICE WITH HEAT ON BEFORE GETTING IN CAR.			

CAUSE: .

3rd Time And finally they Found the Problem. Don Heck Service Advisor

THE vehicle was in the shop FOR 3 weeks

					MT6584AR M TIME TO REPLACE RIGHT VALVE COVER GASKET 3.0L NO STLS OP CODES 730830 WAR			(N/C)
6	FL3Z*9439*A				GASKET - INTAKE MANIFOLD			(N/C)
1	L1MZ*9J323*A				TUBE ASY			(N/C
1	JT4Z*9E583*A				SEAL			(N/C
1	L1MZ*6584*B				GASKET			(N/C
1	JT4Z*6584*D				GASKET			(N/C
1	L1MZ*6584*C				GASKET			(N/C
1	L1MZ*9F598*C				SEALING RING			(N/C
1	L1MZ*00815*A				"O" RING			(N/C
1	LB5Z*3B477*A				RETAINER - NUT			(N/C)
1	1X4Z*9E936*AA				GASKET			(N/C)
2	*W719699*S442				NUT - FLANGED			(N/C)
1	L1MZ*6L612*B				GASKET			(N/C)
2	*W719506*S440				NUT			(N/C)
4	*W719969*S900				BOLT			(N/C)
2	*W715295*S439				BOLT			(N/C)
2	*W520517*S440				NUT - HEX.			(N/C)
1	*W715479*S439				BOLT			(N/C)
2	*W717521*S440				NUT - HEX.			(N/C)
4	*W719413*S439				BOLT AND WASHER ASY - HEX.HEAD			(N/C)
2	*W716979*S439				BOLT			(N/C)
4	*W721083*S439				BOLT AND WASHER ASY - HEX.HEAD			(N/C)
4	*W719326*S439				BOLT AND WASHER ASY - HEX.HEAD			(N/C)
1	L1MZ*9F598*A				SEALING RING			(N/C)
	MT9F598	M	TIME		TO REPLACE 9F958 SEALING RING INCLUDES REMOVEING LEFT AXLE NO OP CODES IN			

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

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

Customer Number: [redacted]

Invoice No: [redacted]

INVOICE
|Header
PAGE 2

Colorado Drives myPHIL LONG CARS·SUVS·TRUCKS DENVER

Phil Long Ford of Denver
7887 West Tufts Avenue
Littleton, Colorado 80123
(303) 932-2277

[redacted]
BAILEY, CO [redacted]
Home: [redacted] Bus: Cell: [redacted]
Email: EMAIL [redacted]

SERVICE ADVISOR: 728387 Donald Heck

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	20	FORD EXPLORER	1FM5K8HC3LG[redacted]		46177 46177	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26OCT21			18:00 06DEC21			CASH	20DEC21

R.O. OPENED	READY	OPTIONS: ENG:3.0_Liter_GTDI
08:16 06DEC21	08:31 20DEC21	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
	SLTS						
	730830		WAR				(N/C)

FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:
730830

,,,,46177 VERIFIED THE OIL SMELL COMING INTO THE CAB. LIFTED THE
,,,,VEHICLE TO INSPECT UNDER THE VEHICLE FOR ANY LEAKS. FOUND TWO LEAKS ON
,,,,THE LEFT AND RIGHT. THE RIGHT WAS COMING FROM THE VALVE COVER AND ONTO
,,,,THE CATALYTIC CONVERTER. THE LEFT WAS LEAKING FROM THE FRONT AXLE
,,,,ACTUATOR SEAL. REMOVED THE COWL PANEL, CHARGE AIR COOLER TUBES, INTAKE
,,,,MANIFOLD, HIGH FUEL PRESSURE PUMP, AND DISCONNECT CONNECTORS TO SET
,,,,ASIDE TO ACCESS THE VALVE COVER. REMOVED THE VALVE COVER, CLEARED THE
,,,,SILICONE AND REPLACED THE GASKET FOR THE VALVE COVER. THE OIL LEFT ON
,,,,THE CATALYTIC CONVERTER WAS BURNT ONTO THE EXHAUST. SCRAPED AND CLEANED
,,,,THE OIL FROM THE CATALYTIC CONVERTER. INSTALLED THE VALVE COVER BACK
,,,,ONTO THE ENGINE. REPLACED ALL GASKETS AND INSTALLED THE PARTS BACK ON.
,,,,REMOVED THE HALF SHAFT TO ACCESS THE FRONT AXLE DISCONNECT ACTUATOR.
,,,,REMOVED THE COWL, CHARGE AIR COOLER AND COOLANT PIPE BRACKET TO ACCESS
,,,,THE THROTTLE BODY. REMOVED THE THROTTLE BODY TO ACCESS THE ENGINE FRONT
,,,,COVER BOLTS. INSTALLED A SUPPORT BAR TO HOLD THE ENGINE UP. REMOVED THE
,,,,FRONT TIRES, THE EXHAUST, SWAY BAR LINKS, SPLASH SHIELDS, DISCONNECT
,,,,CONNECTORS, REMOVED THE LH CATALYTIC CONVERTER AND LOWER THE SUBFRAME
,,,,TO ACCESS THE MOTOR MOUNTS. REMOVED THE LH MOTOR MOUNT TO ACCESS THE
,,,,FRONT AXLE ACTUATOR. REPLACED THE ACTUATOR GASKET DUE TO THE LEAK.
,,,,REPLACED ALL GASKETS AND INSTALLED ALL COMPONENTS BACK ON. TEST DROVE
,,,,THE VEHICLE AND RECHECK FOR ANY LEAKS. THE VALVE COVER AND THE ACTUATOR
,,,,HAS NO LEAKS. REQUEST MTIME OF 11.9HR DUE TO NO OP CODES.

****

3 C/S THE SYNC SCREEN IS BLANKING OUT. HAS NO TOUCH CAPACITY WHEN IT
BLANKS OUT.

CAUSE: .
212411A Reprogram The APIM Using The SYNC 3
Universal Thumb Drive

[redacted]

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LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
SHOP SUPPLIES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

Customer Copy

Customer Number: [redacted]

Invoice N[redacted]

INVOICE

|Header

PAGE 3

Phil Long Ford of Denver
7887 West Tufts Avenue
Littleton, Colorado 80123
(303) 932-2277

[redacted]

BAILEY, CO[redacted]

Home[redacted] Bus: Cell[redacted]

Email: EMAIL[redacted]

SERVICE ADVISOR: 728387 Donald Heck

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	20	FORD EXPLORER	1FM5K8HC3LG[redacted]		46177 46177	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26OCT21			18:00 06DEC21			CASH	20DEC21

R.O. OPENED	READY	OPTIONS: ENG:3.0_Liter_GTDI
08:16 06DEC21	08:31 20DEC21	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

730830 WESP (N/C)

FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:
730830

,,,,46177 VERIFIED THE SYNC IS INOPERATIVE CONCERN. FOUND TSB 21-2411
,,,,THAT RELATES TO THE CONCERN. PERFORMED A SYNC UPDATE TO THE LATEST
,,,,CALIBRATION. THE SYNC SYSTEM OPERATES CORRECTLY AT THIS TIME.

****

C RECALL 21S44
CAUSE: .
21S44B Inspect for the availability of an IPMB software update- DOES NOT PASS (An IPMB software update is available)Program the IPMB to the latest software level using FDRS

730830 WAR (N/C) [redacted]

FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:
730830

,,,,46177 CUSTOMER REQUESTED CAMPAIGN NUMBER 21S44 BE PERFORMED.
,,,,PERFORMED A COMPLETE VEHICLE IDENTIFICATION NUMBER STATUS INQUIRY TO
,,,,FIND AND VERIFY. AN ISSUE WITHIN THE 360~ CAMERAS MAY CAUSE THE VIDEO
,,,,INFORMATION FROM ONE OR MORE OF THE 360~ CAMERAS, INCLUDING THE REAR
,,,,VIEW CAMERA, TO FAIL TO FEED TO THE SYNC DISPLAY SCREEN DURING SOME KEY
,,,,CYCLES WHEN THE VEHICLE IS SHIFTED INTO REVERSE. ACCESSED THE
,,,,DIAGNOSTIC PORT, CONNECTED THE FDRS AND PERFORMED AN IMAGE PROCESSING
,,,,MODULE B SOFTWARE UPDATE AS PER RECALL 21S44 INSTRUCTIONS. THE SYSTEM
,,,,IS NOW OPERATING NORMALLY AT THIS TIME.

****

D PERFORM QUALITY VEHICLE INSPECTION
40FOZZ99P PERFORM QUALITY VEHICLE INSPECTION

730830 ILS (N/C)

,,,,46177 .

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PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
SHOP SUPPLIES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

Customer Copy

Customer Number: [redacted]

Invoice No: [redacted]

INVOICE

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PAGE 4

Phil Long Ford of Denver
7887 West Tufts Avenue
Littleton, Colorado 80123
(303) 932-2277

[redacted]

BAILEY, C[redacted]

Home: [redacted] Bus: Cell: [redacted]

Email: EMAIL[redacted]COM|HOME

SERVICE ADVISOR: 728387 Donald Heck

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	20	FORD EXPLORER	1FM5K8HC3L[redacted]		46177 46177	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26OCT21			18:00 06DEC21			CASH	20DEC21

R.O. OPENED	READY	OPTIONS: ENG:3.0_Liter_GTDI
08:16 06DEC21	08:31 20DEC21	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

EST: 185.00 06DEC21 08:16 SA: 728387

CONTACT:

****

YOUR COMPLETE SATISFATION IS OUR #1 GOAL!
IF FOR ANY REASON YOU ARE NOT COMPLETELY
SATISFIED, CALL CUSTOMER RELATIONS AT
QUICK LANE 303-933-5539 PAUL MCLEOD OR
MAIN SERVICE 303-933-5611 STEVE MARTINDALE

[redacted]

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

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

[redacted]

PHIL LONG FORD OF DENV
7887 W TUFTS AVE
DENVER, CO 80123

05/17/2022 08:32:31

CREDIT CARD
VISA SALE

Card # XXXXXXXXXX[redacted]
SEQ #:
Batch #:
INVOICE [redacted]
Approval Code: 083231
Entry Method: Manual
Mode: Online
Card Code: M

OICE*
ader
GE 1

SALE AMOUNT $146.05

CUSTOMER COPY

[redacted]

BAILEY, CO[redacted]
Home: [redacted] Bus:
Email: EMAIL[redacted].C

myPHIL LONG CARS·SUVS·TRUCKS DENVER

Phil Long Ford of Denver
7887 West Tufts Avenue
Littleton, Colorado 80123
(303) 932-2277

E ADVISOR: 728387 Donald Heck

COLOR	YEAR	MA	VIN	LICENSE	MILEAGE IN / OUT	TAG
	20	FC	C3LG[redacted]		53497 53497	[redacted]

DEL. DATE	PROD. DATE	W	PO NO.	RATE	PAYMENT	INV. DATE
26OCT21					CASH	16MAY22

R.O. OPENED	
08:10 03MAY22	14:15

ter_GTDI

LINE	OPCODE	TECH	TYP		LIST	NET	TOTAL
C	CUSTOMER STATES TH			LED SEATS ARE NOT WORKING.			
	CAUSE: .						
	12651D	BODY /		E) - TEST			
		731302	WE				(N/C)
	1	LB5Z*14D6					(N/C)
	12650D45	ENGINE MODULE		N POINT			
		TEST - L					
		731302	WESP				(N/C)
	63100AL	SEAT ASSEMBLY - FRONT - REMOVE AND INSTALL (63100) - L					
		731302	WESP				(N/C)
	63100A12LB	ELEMENT ASSEMBLY - SEAT CUSHION HEATER - REPLACE (14C724/14D696/18D507/18D508/19N550) - L					
		731302	WESP				(N/C)
	12651DX1	BODY / CHASSIS / ELECTRICAL (BCE) - TEST					
		731302	WESP				(N/C)
	FC: PART#: COUNT:						
	CLAIM TYPE:						
	AUTH CODE:						
	731302						
	,,,,53497 Verified customer concern of driver heated seat inop. Hooked						
	,,,,up FDRS and scanned for codes. Found B1208:16 SCME, referring to						
	,,,,section 201-10A PPT R I performed wiring test. Found open circuit on						
	,,,,heater mat. Removed seat. Removed skin from seat cushion. Replaced						
	,,,,heater mat. Tested to confirm proper operation. Repair complete.						
	**********						
D	CUSTOMER STATES 12 VOLT PLUG IN CARGO AREA IS NOT WORKING.						
	CAUSE: .						
	14526AT	FUSE - REPLACE (14526) - K					
		731302	WESP				(N/C)
	1	JD8Z*19A487*AA	COVER				(N/C)
	2	6R3Z*19N236*A	SOCKET ASY - ADDITIONAL				(N/C)
	1	HS7Z*19A487*BA	COVER				(N/C)

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PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
SHOP SUPPLIES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

Customer Copy

Customer Number: [redacted]

Invoice No [redacted]

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PAGE 2

Phil Long Ford of Denver
7887 West Tufts Avenue
Littleton, Colorado 80123
(303) 932-2277

[redacted]

BAILEY, CO [redacted]

Home [redacted] Bus: Cell: [redacted]

Email: EMAIL|[redacted].COM|HOME

SERVICE ADVISOR: 728387 Donald Heck

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	20	FORD EXPLORER	1FM5K8HC3L[redacted]		53497 53497	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26OCT21			18:00 03MAY22			CASH	16MAY22

R.O. OPENED	READY	OPTIONS: ENG:3.0_Liter_GTDI
08:10 03MAY22	14:15 16MAY22	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
2 GU5Z*14526*F FUSE			(N/C)
04536B CONSOLE ASSEMBLY - ACCESS (45A36/45B30) - L			
731302 WESP			(N/C)
12650D45WR ENGINE MODULE - DIAGNOSTIC PIN POINT TEST - L WIRE REPAIR			
731302 WESP			(N/C)

FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:
731302

2nd Time Fiesta [redacted] INV. 4-22-22

[redacted]

,,,,53497 Verified customer concern of two power points not working.
,,,,Upon inspection found that the cargo area and rear center floor console
,,,,were inop. Checked fuses. Found in the BJB fuse #33 & #34 were blown.
,,,,Installed new fuses. Tested again at power points, still no power.
,,,,Removed cargo area power point and tested at the connector. Connector
,,,,has 12 volts. Replaced power point. Cargo area power point now
,,,,operating as designed. Removed center floor console power point. Tested
,,,,connector for power. connector has 12 volts. Installed new power point.
,,,,Tested again for power, it has 12 volts now. Vehicle now operating as
,,,,designed. Repair complete.

****

E REPLACE DRIVER SEAT CONTROLS TRIM PIECE. BROKEN.

13A TRIM REPAIR			
731302 CP	100.00		100.00
1 MB5Z*7862187*EC SHIELD ASY	29.73	29.73	29.73

,,,,53497 Verified customer concern of driver seat bezel won't stay in
,,,,place. Upon inspection found locking tabs missing. Replaced driver seat
,,,,trim bezel. Tested for proper operation. Repair complete.

****

F C/S WHEN HE AUTO STARTS THE CAR WITH THE HEAT ON HIGH TO WARM IT UP, THERE IS AN EXHAUST SMELL IN THE CAB WHEN THEY GET IN TO DRIVE IT. ADVISE.
14A NOISE/VIBRATION/HARSHNESS

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GAS, OIL, LUBE	
SUBLET AMOUNT	
SHOP SUPPLIES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

Customer Copy

Customer Number: [redacted]

Invoice No: [redacted]

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|Header
PAGE 3

Phil Long Ford of Denver
7887 West Tufts Avenue
Littleton, Colorado 80123
(303) 932-2277

[redacted]
BAILEY, CO
Home: [redacted] Bus: Cell: [redacted]
Email: [redacted] |HOME

SERVICE ADVISOR: 728387 Donald Heck

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	20	FORD EXPLORER	1FM5K8HC3LG[redacted]		53497 53497	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26OCT21			18:00 03MAY22			CASH	16MAY22

R.O. OPENED	READY	OPTIONS: ENG:3.0_Liter_GTDI
08:10 03MAY22	14:15 16MAY22	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
731302 ILS			(N/C)
,,,,53497 Unable to duplicate customer concern.			
**********			
3 PERFORM QUALITY VEHICLE INSPECTION			
40FOZZ99P PERFORM QUALITY VEHICLE INSPECTION			
731302 CP	0.00	0.00	
**********			

EST: 295.00 03MAY22 08:10 SA: 728387
CONTACT:
****

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IF FOR ANY REASON YOU ARE NOT COMPLETELY
SATISFIED, CALL CUSTOMER RELATIONS AT
QUICK LANE 303-933-5539 TRAVIS MUEHLBAUER OR
MAIN SERVICE 303-933-5611 STEVE MARTINDALE

[redacted]

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DESCRIPTION	TOTALS
LABOR AMOUNT	$ 100.00
PARTS AMOUNT	$ 29.73
GAS, OIL, LUBE	$ 0.00
SUBLET AMOUNT	$ 0.00
SHOP SUPPLIES	$ 12.59
TOTAL CHARGES	$ 142.32
LESS INSURANCE	$ 0.00
SALES TAX	$ 3.73
PLEASE PAY THIS AMOUNT	$ 146.05

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

Customer Copy