

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: Follow up to ODI Complaint -----11460430 -----
Date: Wednesday, August 3, 2022 4:34:32 PM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Wednesday, August 3, 2022 1:28 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Follow up to ODI Complaint -----11460430 -----

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Follow up to ODI Complaint -----11460430 -----

Please find attached information you requested on our complaint regarding our Ford Focus.

If you need anything else, please let us know.

Thanks in advance for your help!

[REDACTED]
[REDACTED]

Sent from my iPad

U.S. Department
of TransportationNational 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

11-APR-2022

Repository Reference No.
11460430**OWNER INFORMATION (Type or Print)**

Name

Address

City

Jacksonville

State

FL

ZIP Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

1FADP3N28J1

MAKE
FORDModel
FOCUSModel Year
2018

Date Purchased

Dealer's Name and Telephone Number

Engine: 2.0
No: Cylinders 4Fuel Type:
GASOriginal Owner

Dealer's City Jacksonville

STATE
FLZIP Code
32244

Transmission Type

 Antilock Brakes
 Cruise Control
Powertrain
FRONT WHEEL DRIVE

Multiple Failure:

Incident Date(s)
05-FEB-2022**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Components Codes: 070000 FUEL SYSTEM, GASOLINE, 060000 ENGINE (PWS)

Failure Mileage
25509.0Failure Speed
45**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

 Yes No

Fire

 Yes No

Number of Persons Injured

Number of Deaths

Reported to Police

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 2018 Ford Focus. The contact stated while driving approximately 45 MPH, the check engine warning light illuminated. The contact continued to drive. The vehicle was taken to an independent mechanic where it was diagnosed that the emission system had failed. The canister purge valve and the vapor vent valve were replaced; however, the failure recurred while driving. The vehicle was taken back to the independent mechanic where it was diagnosed that the canister vent valve and the canister vent solenoid needed to be replaced; however, the failure persisted. The vehicle was taken back to independent who provided the same diagnostic; however, the vehicle was not repaired. The vehicle was then taken to the dealer where it was diagnosed that the canister vent valve and the canister vent solenoid needed to be replaced. The vehicle was repaired. The manufacturer was notified of the failure and referred the contact to the NHTSA. The failure mileage was approximately 25,509. Vehicle had an issue with the Canister Purge Valve, canister vent solenoid and also other issues related to a recall that is on this type of vehicle. Our VIN number was not included with the recall, but it is the same thing that they are saying in the recall that happened to our Ford. The car only has 25817 miles. Warranty ran out on years but not mileage.

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.

Retail Invoice



Store# 239628

In: 02/04/22 11:52AM

Out: 02/05/22 03:55PM

Emailed on 02/05/2022

Emailed to

www.TiresPlus.com

Business License:

REG# MV-39983

Cust Status: Drop Off

Appt: No

FINAL INVOICE

JAX-SO. MANDARIN - 12015 SAN JOSE BLVD, JACKSONVILLE, FL. 32223-1841 - 904.260.4011

I acknowledge notice and oral approval of a change in the original estimated price

Revision History:	Rev Amt
1) 02/04/2022 11:54AM	95.51
2) 02/05/2022 10:02AM	253.23
3) 02/05/2022 03:33PM	-82.78

N PERSON

Declined Work

BATTERY REPLACEMENT



I have received the above goods and/or services. If this is a credit card purchase, I agree to pay and comply with my cardholder agreement with the issuer

[Redacted Signature]

Customer Signature



HOW ARE WE DOING?

Tell us about your experience today!

Complete a 4-minute survey for a chance to win one of ten \$50 gift cards each month!

Visit www.TiresPlusSurvey.com within 4 days and enter Code 239628-202185



Emailed on 02/05/2022
Emailed to [REDACTED]



www.TiresPlus.com

FINAL INVOICE

Store# 239628
In: 02/04/22 11:52AM
Out: 02/05/22 03:55PM

Business License: REG# MV-39983

Cust Status: Drop Off Appt: No

JAX-SO. MANDARIN - 12015 SAN JOSE BLVD, JACKSONVILLE, FL. 32223-1841 - 904.260.4011

Service Advisor: 4 TONY

Wheel Lock:

Technician: 39 SEAN

Customer Details:

Alt. Auth. Name & Phone:

Vehicle Details:

N/A

2018 FORD FOCUS S

JACKSONVILLE, FL [REDACTED]

2.0L I4 FI FLEX VIN 2 DOHC

VIN #: 1FADP3N28JL [REDACTED]

LIC #: [REDACTED]

MILEAGE: 25,509

Description	Rev Hist /Article # ID	Qty	Unit Price	Extended Price	Job Total
DIAGNOSTIC SERVICE (ENGINE ANALYSIS)					
PO456 EVAP SYSTEM LEAK					
COMPUTERIZED ENGINE ANALYSIS	7024546 39TS	1	99.99	99.99	
LBR-DISC Store Discretionary Discount	7001656 39T	-1	99.99	-99.99	
COURTESY CHECK					
Battery Test Results While the accessories or vehicle may have started, there is an increasing possibility that your vehicle may not start due to a battery failure in the near future. We highly recommend replacing your battery.					
COURTESY CHECK	7046930 39TS	1	N/C	N/C	
FULL SYNTHETIC OIL CHANGE UP TO 5 QTS	1.2 04				73.47
4.5 QTS					
MOTORCRAFT SAE 5W-20 Premium Synthetic Blend Motor Oil. Optional: Full Synthetic Motor Oil. The Manufacturer recommends an Oil Change when an associated dash board indicator light is lit. See Owner's manual for specific requirements.					
FZ21 OIL FILTER	7058149 39TN	1	4.99	4.99	
5W-20 PZL (OR EQUIV) FULL SYN OIL UP TO PREMIUM OIL CHANGE LABOR	7034626 39TN	1	75.00	75.00	
USED OIL FILTER RECYCLING CHG (1)	7003355 39TS	1	5.49	5.49	
PRT-DISC \$15 Off Full Synthetic Oil Change	7075051 39TN	1	2.99	2.99	
LBR-DISC \$15 Off Full Synthetic Oil Change	7001674 39T	-1	14.07	-14.07	
	7001674 39T	-1	0.93	-0.93	
EMISSION	2.3 04				168.48
REMOVE & REPLACE CANISTER PURGE VALVE	7023612 39TS	1	73.50	73.50	
911-777 VAPOR CANISTER VALVE	7024430 39TN	1	94.98	94.98	

All parts are new unless otherwise specified.

F.S. 403.7185 mandates a \$1.50 fee for each new or manufactured battery sold in the State of Florida

F.S. 403.718 mandates a \$1.00 fee for each new tire sold in the State of Florida

Payment History:

American Express [REDACTED]	265.96	800294 Sale
AID: 222220327870		
Term: 0002 Card Inserted		
AID: A000000025010801		PIN NOT VERIFIED
Total Tendered	265.96	

Summary:

Parts	163.89
Labor	78.06
Shop Supplies	5.46
Sub-Total	247.41
Tax (7.50%)	18.55
Total	\$265.96

Information on service warranty, maintenance, and safety can be located at <https://www.tiresplus.com/auto-repair-services/repair-service-warranty/>

Emailed on 03/14/2022

Emailed to [REDACTED]



Store# 239628

In: 03/13/22 04:38PM

Out: 03/14/22 05:31PM

www.TiresPlus.com

Business License:

REG# MV-39983

Cust Status: Drop Off

Appt: No

FINAL INVOICE

JAX-SO. MANDARIN • 12015 SAN JOSE BLVD, JACKSONVILLE, FL. 32223-1841 - 904.260.4011



I have received the above goods and/or services. If this is a credit card purchase, I agree to pay and comply with my cardholder agreement with the issuer.

[REDACTED SIGNATURE]

Customer Signature



HOW ARE WE DOING?

Tell us about your experience today!

Complete a 4-minute survey for a chance to win one of ten \$50 gift cards each month!

Visit www.TiresPlusSurvey.com within 4 days and enter Code 239628-203080

[REDACTED]



Emailed on 03/14/2022
Emailed to [REDACTED]

www.TiresPlus.com

Business License: REG# MV-39983

Cust Status: Drop Off Appt: No

FINAL INVOICE

JAX-SO, MANDARIN - 12015 SAN JOSE BLVD, JACKSONVILLE, FL. 32223-1841 - 904.260.4011

Service Advisor: 3 STEVE

Wheel Lock:

Technician: 39 SEAN

Customer Details:

Alt. Auth. Name & Phone:

Vehicle Details:

[REDACTED]

N/A

2018 FORD FOCUS S

JACKSONVILLE, FL [REDACTED]

2.0L I4 FI FLEX VIN 2 DOHC

VIN #: 1FADP3N28JL [REDACTED]

LIC #: [REDACTED]

MILEAGE: 25,750

Description	Rev Hist /Article # ID	Qty	Unit Price	Extended Price	Job Total
CODE SCAN-DASHBOARD LIGHT	03				
CODE SCAN - DASHBOARD LIGHT	7010962 39TN	1	N/C	N/C	
COURTESY CHECK	03				
Battery Test Results: Your battery is measuring within the manufacturer's specification for required CCA. Your battery has sufficient power and should reliably start the vehicle. You're recommended to have your battery tested after 90 days.					
COURTESY CHECK	7046930 39TS	1	N/C	N/C	
ENGINE SENSORS	1 03				176.99
2282600 CANISTER VENT VALVE	7040568 39TN	1	179.99	179.99	
REMOVE & REPLACE CANISTER VENT SOLENOID	7024449 39TS	1	147.00	147.00	
PRT-DISC Customer Expectation Discount (Promise not met)	7001656 04T	-1	82.57	-82.57	
LBR-DISC Customer Expectation Discount (Promise not met)	7001656 04T	-1	67.43	-67.43	

All parts are new unless otherwise specified.

F.S. 403.7185 mandates a \$1.50 fee for each new or manufactured battery sold in the State of Florida
F.S. 403.718 mandates a \$1.00 fee for each new tire sold in the State of Florida

Payment History

American Express [REDACTED] 196.26 852923 Sale

MID: 222220327870

Term: 0002 Card Inserted

AID: A000000025010801 PIN NOT VERIFIED

Total Tendered 196.26

Summary:

Parts	97.42
Labor	79.57
Shop Supplies	5.57
Sub-Total	182.56
Tax (7.50%)	13.70
Total	\$196.26

I acknowledge notice and oral approval of a change in the original estimated price.

[REDACTED]

Signature or Initials

Revision History:

1) 03/14/2022 11:33AM

Rev. Amt [REDACTED]



INVOICE

Invoice #

AutoNation

DUPLICATE 1

Tag #

AutoNation Ford Orange Park

7700 BLANDING BLVD.
JACKSONVILLE, FL 32244
(904) 777-FORD (3673)
www.autonation.com
MV# 03114

JACKSONVILLE, FL

Home: [REDACTED] Bus: [REDACTED] Customer: [REDACTED]

Cell: [REDACTED] Email: [REDACTED] Service Advisor: 9495 ISAAC MERLANO GOME

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
Other	18	FORD FOCUS	1FADP3N28J [REDACTED]		25811	25817			
DEL DATE	PROD. DATE	WARR EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
10AUG20 D			17:00 30MAR22			CASH	30MAR22	07:09 24MAR22	11:57 30MAR22
OPTIONS	[REDACTED]								

We are a proud retailer of Original Equipment (OE) parts, sourced from the vehicle manufacturer and backed by its limited warranty.

We also offer high quality non-OE parts that are suitable for your vehicle and fit all budgets and needs. If you have chosen a non-OE part, it will be identified on your invoice as "AP*." These non-OE (AP*) parts are not sourced from the vehicle's manufacturer or covered by its warranty. Non-OE parts come with a limited warranty backed by AutoNation and/or the parts manufacturer.

NATIONAL TRAFFIC HWY
888-327-4236

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

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES THE CHECK ENGINE LIGHT IS ON, CHECK AND ADVISE

MA001 25817 VERIFIED THE CONCERN, SCAN TOOL RETRIEVED DTC P0456 FOR AN EVAP LEAK, VEHICLE HAD AN AFTER MARKET EVAP PURGE VALVE THAT WAS NOT

1940 CP 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

25817 VERIFIED THE CONCERN, SCAN TOOL RETRIEVED DTC P0456 FOR AN EVAP LEAK, VEHICLE HAD AN AFTER MARKET EVAP PURGE VALVE THAT WAS NOT SEATED PROPERLY, SEATED THE PURGE VALVE, SMOKE TEST, NO LEAKS FOUND, PERFORMED EVAP TEST, EVAP TEST FAILED, REPLACED THE PURGE VALVE SOLENOID AND THE VENT VALVE IN THE CANISTER, PERFORMED EVAP TEST AND SYSTEM PASSES AT THIS TIME

B CUSTOMER STATES TRANSMISSION IS SKIPPING GEARS, WHEN DOWNSHIFT IS SPUTTERING

CAUSE: the clutches are slipping causing the vehicle to shudder

MA001 VERIFIED THE CONCERN DURING ROAD TEST, THERE WERE NO DTCS RELATED TO THIS CONCERN, PERFORMED PINPOINT TEST, A1 YES, A2 NO, A4 NO, RECORDED D

1940 WF 1 EV6Z*7052*C SEAL ASY - OIL 1 F1PZ*7B546*B CLUTCH ASY

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

1940 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

25817 VERIFIED THE CONCERN DURING ROAD TEST, THERE WERE NO DTCS RELATED TO THIS CONCERN, PERFORMED PINPOINT TEST, A1 YES, A2 NO, A4 NO, RECORDED DATA AND SENT TO FORD, CONFIRMATION Q079 B114 3861 706E, REMOVED THE TRANSMISSION AND REPLACED THE CLUTCHES AND 1 TIME USE PARTS, INSTALLED THE TRANSMISSION, PERFORMED ADAPTIVE LEARNING, ROAD

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

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

SHIP SUPPLY COSTS We have added a charge equal to 12.5% of the total cost of labor and parts, which is applied to the Repair Order. This charge will not exceed \$50.00. This charge represents costs and profits to the repair vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold at the state 15,403.7181, and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state 15,403.7181.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

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

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

Notice to Consumer: Please read important information on back.

INVOICE

Invoice #:

AutoNation

DUPLICATE 1

Tag #

AutoNation Ford Orange Park

7700 BLANDING BLVD
JACKSONVILLE, FL 32244
(904) 777-FORD (3673)
www.autonation.com
MVF - 03114

JACKSONVILLE, FL

Home:

Bus:

Customer

Cell:

Email:

Service Advisor: 9495 ISAAC MERLANO GOME

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
Other	18	FORD FOCUS	1FADP3N28J		25811	25817			
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
10AUG20 D			17:00 30MAR22			CASH	30MAR22	07:09 24MAR22	11:57 30MAR22
OPTIONS:									

We are a proud retailer of Original Equipment (OE) parts, sourced from the vehicle manufacturer and backed by its limited warranty.

We also offer high quality non-OE parts that are suitable for your vehicle and fit all budgets and needs. If you have chosen a non-OE part, it will be identified on your invoice as "AP". These non-OE (AP*) parts are not sourced from the vehicle's manufacturer or covered by its warranty. Non-OE parts come with a limited warranty backed by AutoNation and/or the parts manufacturer.

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
....							
TEST AND VERIFIED THE REPAIR, THE RVC IS RP931PR4NRY4Y							

C	Multi-A	Customer	requested	to have	Multi Point	inspection	performed
			this	visit			
	MULTI-A	25817	PERFORMED	MPI			
			1940CFMPI			0.00	0.00
	GTIRE	TIRES	INSPECTED	GOOD	ON THIS	VISIT	
			1940CFMPI			0.00	0.00
PARTS:		0.00	LABOR:		0.00	OTHER:	
					0.00	TOTAL LINE C:	0.00
....	25817	PERFORMED	MPI				

D**	RECOMMEND	NEW	PURGE	VALVE	AND	CANISTER	VENT
			VALVE	FOR	THE	CHECK	
			ENGINE	LIGHT,	THE	PURGE	VALVE
			ON	THE	VEHICLE	IS	NOT
			OEM				
CAUSE:			THE	FUEL	TANK	IS	NOT
			VENTINHG				
	MA001	25817	REPLACED	THE	PURGE	VALVE	AND
			CANISTER	VENT	VALVE,	SEE	LINE
			A				
			1940	CF			
	1	9U5Z*9F945*	C	SOLENOID	ASY	53.55	504.99
						53.55	53.55
	1	BV6Z*9D289*	R	TUBE	ASY - FUEL	VAPOUR	SEPARAT
						115.05	115.05
15PCT	15%	DISCOUNT					
			CF				
PARTS:		168.60	LABOR:		504.99	OTHER:	
						-101.04	TOTAL LINE D:
....	25817	REPLACED	THE	PURGE	VALVE	AND	CANISTER
			VENT	VALVE,	SEE	LINE	A

E**	CLUTCH	ASSEMBLY					
CAUSE:			THE	CLUTCHES	ARE	SLIPPING	CAUSING
			THE	VEHICLE	TO	SHUDDER	
	MA001	CLUTCH	ASSEMBLY				
			1940	CF			
PARTS:		0.00	LABOR:		0.00	OTHER:	
						0.00	TOTAL LINE E:
....	25817	SEE	LINE	B			0.00

F**	RENTAL						
CAUSE:							
	MA001	RENTAL					

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

*SHOP SUPPLY COSTS: We have added a charge equal to 12% of the total cost of labor and parts, whichever is greater, to the Repair Order. This charge will not exceed \$50.00. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s-403.71(5)), and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state (s-403.71(6)).

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

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

Notice to Consumer - Please read important information on back.

Customer Copy

INVOICE

Invoice #: [REDACTED]

DUPLICATE 1

Tag #: [REDACTED]

AutoNation Ford Orange Park
7700 BLANDING BLVD.
JACKSONVILLE, FL 32244
(904) 777-FORD (3673)
www.autonation.com
MVA - 03134

JACKSONVILLE, FL [REDACTED]

Home: [REDACTED] Bus: [REDACTED] Customer: [REDACTED]
Cell: [REDACTED] Email: [REDACTED]

Service Advisor: **9495 ISAAC MERLANO GOME**

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN	MILEAGE OUT	
Other	18	FORD FOCUS		1FADP3N28JL [REDACTED]			25811	25817	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE	R.O OPENED	READY
10AUG20 D			17:00 30MAR22			CASH	30MAR22	07:09 24MAR22	11:57 30MAR22
OPTIONS: [REDACTED]									

We are a proud retailer of Original Equipment (OE) parts, sourced from the vehicle manufacturer and backed by its limited warranty.

We also offer high quality non-OE parts that are suitable for your vehicle and fit all budgets and needs. If you have chosen a non-OE part, it will be identified on your invoice as "AP." These non-OE (AP*) parts are not sourced from the vehicle's manufacturer or covered by its warranty. Non-OE parts come with a limited warranty backed by AutoNation and/or the parts manufacturer.*

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
				1940			(N/C)
SUBL RENTAL							
							(N/C)
PARTS:		0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE F: 0.00

EST: 2,829.15		28MAR22 13:30		SA: 9495		* Contact Method *	
CONTACT: [REDACTED]		[REDACTED]		[REDACTED]		PHONE	

EST: 0.00		24MAR22 07:09		SA: 9495		* Contact Method *	

CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER							59.95

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

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

DATE: _____ CUSTOMER SIGNATURE: _____ AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE: _____

***SHOP SUPPLY COSTS:** We have added a charge of \$1.00 to \$1.75 on 12% of the total cost of labor and parts, whichever is greater, in the Repair Order. This charge will not exceed 150.00. This charge represents (and) profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s-403.11(6)) and a \$1.50 fee to be collected for each new or remanufactured spark and battery sold in the state (s-403.11(5)).

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	LABOR AMOUNT	504.99
	PARTS AMOUNT	168.60
	GAS, OIL, LUBE	0.00
	SUBLET AMOUNT	0.00
	MISC CHARGES	59.95
	TOTAL CHARGES	733.54
	LESS INSURANCE	101.04
SALES TAX	47.44	
PLEASE PAY THIS AMOUNT	679.94	

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

AutoNation

AutoNation Ford Lincoln Orange
Park-2285

7700 Blanding Boulevard

Jacksonville Florida 32244

(904) 777-3673

Customer information

Street:

Zip Code:

Transaction information

Sale

Date: 3/30/2022, 1:25:02 PM

Amount: \$679.94

Card Number: *****

Merchant ID: 12725926

Terminal ID: 00000001

Auth Code: 803762

Auth Mode: Issuer

Processed as: AMEX

Reference No:

Trace No:

Invoice No:

Response Msg: Approved

Entry Method: Chip Read

Match AVS: Not Provided

Match CVV: Not Present

Match ZIP: Not Present

Chip Card AID: A000000025010801

TVR: 0080008000

IAD: 06480103A02002

TSI: E800

ARC: 00

Client ID:

Application Name: AMERICAN EXPRESS

User ID:

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

Thank you for joining AutoNation's cancer-fighting mission. Because of your