

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.

Transaction # 9
Card Type
Amount USD\$571.22

Ref. Number 5051101294

Credit Sale

Transaction # 9

Card Type

Amount USD\$571.22

Ref. Number 5051101294

Auth. Code 014212

Batch #

Model

ASD

APP# 44

DATE & TIME



Sutton Ford Auto
21315 Central Ave
Matteson, IL 60443
Ph (708) 720-8000 | Fax (708) 720-4298
www.suttonautoteam.com



Page
2

Chicago, IL [REDACTED] Phone (H) [REDACTED] Phone (C) [REDACTED] Email [REDACTED]		Phone (W) [REDACTED] Phone Oth: [REDACTED]		A/R Number Customer Number [REDACTED] PO Number Auth Number Service Writer 85650 Terms & Conditions Type of Sale Retail		Invoice Number [REDACTED] Printed: NOV 5 21 9:34 AM Copy # 1 Date Opened: NOV 4 21 Date Notified: NOV 5 21 Date Delivered	
Year/Make/Model: 2015 FORD ESCAPE VIN 1FMCU0F77 FL [REDACTED] License Number [REDACTED] Color: Orange Stock Number [REDACTED] Mileage In: 67288 Tag Number 572 Mileage Out: 67291				Customer Signature			

Original Estimate \$ 175.00												Original Estimate NOV 4 21											
<u>Incr. Amt</u>		<u>New Amt</u>		<u>Date</u>	<u>Time</u>	<u>Person Cont.</u>		<u>How Cont.</u>		<u>Phone</u>		<u>Cont. By</u>		<u>Reason/Description</u>									

Description	Part Number	Failed	Description	QtyOrd	Qty Del	Price	Ext Total	Grand Total
	BV6Z6038A		BRACKET ENGINE FRONT SUPPORT	1	1	108.30	108.30	
			<u>Sub Total Parts</u>					108.30
			SubTotal Job # 3					335.80

4. Vehicle Concern

Replace worn left front stabilizer link assy

03 -

1 -- Correction/Action Taken

replace left front stab. link. recheck, ok.

445 122.50

Part Number	Failed	Description
EJ7Z5K484A		LINK

1 1 26.51 26.51

Sub Total Parts 26.51

SubTotal Job # 4 149.01

Miscellaneous Charges and Deductions For All Jobs

Shop Supplies

65.01

Ford Pass Rewards

-322.40



Warranty Disclaimer: All parts and accessories are sold and all repairs are provided by the dealership as-is. The dealership hereby expressly disclaims all warranties, expressly disclaims all warranties, express and implied, including any implied warranties of merchantability and fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of any parts or accessories or any repairs performed performed to the vehicle. The only warranties on parts and accessories or repairs are those which may be offered by the manufacturer or the original parts distributor and only such manufacturer or distributor shall be liable for performance under such warranties, customer shall not be entitled to recover from the dealership any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit or income, or any other incidental damages

Shop Supply Costs: We have added a charge equal to 8.5% of the total cost of labor and parts not to exceed \$59.99, to the repair order for shop supplies used in connection with this repair.

All parts are new unless otherwise indicated

Total Labor	630.00
Total Parts	137.68
Total Sublet	0.00
Misc. Chrgs	-257.39
Car Rental	0.00
Freight	0.00
Deductible	0.00
Special Tax	0.00
Haz Mat Chrg	0.00
Sales Tax	14.93
AMOUNT DUE	525.22



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1

[Redacted] Chicago, IL [Redacted] Phone (H): [Redacted] Phone (W): [Redacted] Phone (C): [Redacted] Phone Oth: [Redacted] Email: [Redacted]		A/R Number: Customer Number: [Redacted] PO Number: Auth Number: Service Writer: 85650 Terms & Conditions: Type of Sale: Retail	Invoice Number: [Redacted] Printed: NOV 5 21 9:34 AM Copy #: 1 Date Opened: NOV 4 21 Date Notified: NOV 5 21 Date Delivered:
Year/Make/Model: 2015 FORD ESCAPE VIN: 1FMCU0F77 FU [Redacted] License Number: [Redacted] Color: Orange Stock Number: [Redacted] Mileage In: 67288 Tag Number: 572 Mileage Out: 67291		Customer Signature	

Original Estimate: \$ 175.00 Original Estimate: NOV 4 21

Incr. Amt New Amt Date Time Person Cont. How Cont. Phone Cont. By Reason/Description

Description	QtyOrd	Qty Del	Price	Ext Total	Grand Total
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1. Vehicle Concern

States the transmission lamp came and the car will not crank to start, advise

07 -

1 -- Correction/Action Taken

verified concern. found dash says vehicle is in reverse and shifter moves too easily. raise hood and inspect- found shifter cable bushing is worn out. replace bushing and install cap. adjust cable and recheck, vehicle starts and runs normal. om- 67291

445 445

280.00

Part Number	Failed	Description
DG9Z7K340A		BUSHING
DG9Z7S004A		CAP

	QtyOrd	Qty Del	Price	Ext Total
	1	1	1.38	1.38
	1	1	1.49	1.49

Sub Total Parts

2.87

SubTotal Job # 1

282.87

2. Vehicle Concern

PERFORM MULTI POINT INSPECTION

Q99P -

1 -- Correction/Action Taken

perform mpi

445

0.00

Sub Total Parts

0.00

SubTotal Job # 2

0.00

3. Vehicle Concern

Replace worn front engine mount

20 -

1 -- Correction/Action Taken

replace worn front engine mount. recheck, ok.

445

227.50



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1

Chicago, IL [REDACTED] Phone (H) [REDACTED] Phone (C) [REDACTED] Email [REDACTED]		Phone (W) [REDACTED] Phone Oth: [REDACTED]	A/R Number: Customer Number: [REDACTED] PO Number: Auth Number: Service Writer: 85962 Terms & Conditions: Type of Sale: Retail Customer Signature	Invoice Number: [REDACTED] Printed: NOV 16 22 10:24 AM Copy # 1 Date Opened 11/16/22 Date Notified Date Delivered
Year/Make/Model: 2015 FORD ESCAPE VIN: 1FMCU0F77 FU [REDACTED] License Number: Stock Number: [REDACTED] Tag Number: 105		Color: Orange Mileage In: 81032 Mileage Out: 0		

Original Estimate: \$0.00

Original Estimate: 11/16/22

Incr. Amt	New Amt	Date	Time	Person Cont.	How Cont.	Phone	Cont. By	Reason/Description
-----------	---------	------	------	--------------	-----------	-------	----------	--------------------

Description	QtyOrd	Qty Del	Price	Ext Total	Grand Total
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1. Vehicle Concern

RECALLS - 22s43 Transmission Shifter Cable Bushing

35 -

1 - Correction/Action Taken

recall 2s43

85970

0.00

Part Number	Failed	Description
KV6Z7K340A		BUSHING
DG9Z7S004A		CAP

1 1
1 1

Sub Total Parts
SubTotal Job # 1

Warranty
Warranty

2. Vehicle Concern

Please check for low tire light on and advise

TL -

1 - Correction/Action Taken

All tires at 28PSI. Set to factory pressures

85970

0.00

Sub Total Parts
SubTotal Job # 2

0.00
0.00

3. Vehicle Concern

PERFORM EXPRESS QUICK LANE VEHICLE CHECK UP

-Visually inspect several area's of vehicle.

-Report any issues found during inspection

-Brake pads inspected only when wheels are removed

Q99PX -

1 - Correction/Action Taken

85970

0.00

Sub Total Parts

0.00



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Year/Make/Model: 2015 FORD ESCAPE VIN: 1FMCU0F77 FU [REDACTED] License Number: [REDACTED] Stock Number: [REDACTED] Tag Number: 105		Color: Orange Mileage In: 81032 Mileage Out: 0	Customer Signature	

Original Estimate: \$0.00

Original Estimate: 11/16/22

Incr. Amt	New Amt	Date	Time	Person Cont.	How Cont.	Phone	Cont. By	Reason/Description
-----------	---------	------	------	--------------	-----------	-------	----------	--------------------

Description	QtyOrd	Qty Del	Price	Ext Total	Grand Total
SubTotal Job # 3					0.00

Miscellaneous Charges and Deductions For All Jobs

Warranty Disclaimer: All parts and accessories are sold and all repairs are provided by the dealership as-is. The dealership hereby expressly disclaims all warranties, expressly disclaims all warranties, express and implied, including any implied warranties of merchantability and fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of any parts or accessories or any repairs performed to the vehicle. The only warranties on parts and accessories or repairs are those which may be offered by the manufacturer or the original parts distributor and only such manufacturer or distributor shall be liable for performance under such warranties, customer shall not be entitled to recover from the dealership any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit or income, or any other incidental damages.

Shop Supply Costs: We have added a charge equal to 8.5% of the total cost of labor and parts not to exceed \$59.99, to the repair order for shop supplies used in connection with this repair.

All parts are new unless otherwise indicated.

Total Labor	0.00
Total Parts	0.00
Total Sublet	0.00
Misc. Chrgs	0.00
Car Rental	0.00
Freight	0.00
Deductible	0.00
Special Tax	0.00
Haz Mat Chrg	0.00
Sales Tax	0.00
AMOUNT DUE	0.00



CICERO
2501 S. CICERO AVE
2501 S. CICERO AVE
CICERO IL 60804
(708) 656-1160

Service Manager: ISRAEL SANCHEZ

TRACKING ID# *

Store ID # Service Work Order #

0820

Insurance
Policy Number

If you have any questions
or concerns, please call
(708) 835-9551

Name	[REDACTED]	Year	2015	Date	2020-07-16
Address	[REDACTED]	Make	FORD	Entered By	GRACIELA D
City	Chicago	Model	EDGE	Time In	09:35:41
State	IL	Engine	V6-2700 2.7L DOHC	Date/Time Promised	2020-07-16 17:15:40
Zip	[REDACTED]	Vin No	[REDACTED]	Old Parts Returned	no
Home Phone	[REDACTED]	License No	[REDACTED]		
Contact Phone	[REDACTED]	Mileage In / Out	125231 / 125731		
		Color			
		Storage Charges	See store policy for information regarding storage fees. If vehicle stays more than 14 days, a storage fee will be assessed. For more information, please call the Service Manager.		
By using this form, you agree to the terms and conditions of the service. The service is provided on a "as is" basis. The service is not a warranty. The service is not a guarantee. The service is not a promise. The service is not a contract. The service is not a representation. The service is not a statement of fact. The service is not a statement of opinion. The service is not a statement of intent. The service is not a statement of belief. The service is not a statement of knowledge. The service is not a statement of skill. The service is not a statement of ability. The service is not a statement of power. The service is not a statement of authority. The service is not a statement of jurisdiction. The service is not a statement of ownership. The service is not a statement of possession. The service is not a statement of control. The service is not a statement of interest. The service is not a statement of right. The service is not a statement of title. The service is not a statement of claim. The service is not a statement of demand. The service is not a statement of request. The service is not a statement of offer. The service is not a statement of agreement. The service is not a statement of consent. The service is not a statement of assent. The service is not a statement of approval. The service is not a statement of disapproval. The service is not a statement of objection. The service is not a statement of protest. The service is not a statement of dissent. The service is not a statement of opposition. The service is not a statement of resistance. The service is not a statement of defiance. The service is not a statement of rebellion. The service is not a statement of revolt. The service is not a statement of insurrection. The service is not a statement of sedition. The service is not a statement of treason. The service is not a statement of espionage. The service is not a statement of sabotage. The service is not a statement of terrorism. The service is not a statement of piracy. The service is not a statement of smuggling. The service is not a statement of trafficking. The service is not a statement of prostitution. The service is not a statement of gambling. The service is not a statement of drug use. The service is not a statement of alcohol consumption. The service is not a statement of tobacco use. The service is not a statement of firearms possession. The service is not a statement of explosives possession. The service is not a statement of radioactive material possession. The service is not a statement of hazardous material possession. The service is not a statement of illegal gambling. The service is not a statement of illegal drug use. The service is not a statement of illegal alcohol consumption. The service is not a statement of illegal tobacco use. The service is not a statement of illegal firearms possession. The service is not a statement of illegal explosives possession. The service is not a statement of illegal radioactive material possession. The service is not a statement of illegal hazardous material possession. The service is not a statement of illegal gambling. The service is not a statement of illegal drug use. The service is not a statement of illegal alcohol consumption. The service is not a statement of illegal tobacco use. The service is not a statement of illegal firearms possession. The service is not a statement of illegal explosives possession. The service is not a statement of illegal radioactive material possession. The service is not a statement of illegal hazardous material possession.					
Initial Estimate	Parts \$	Labor \$	Total \$	Date and Time	
	485.52	361.64	846.16	2020-07-16	09:35:41

You are entitled to a price estimate for the repairs you have authorized. The repair price may be less than the estimate, but will not exceed (1) any price limited estimate or (2) any parts and labor estimate by more than 10%. Additional repairs may not be performed without your consent. You may waive your right to a written estimate and require that you be notified if the price exceeds an amount you have specified.

You may waive your right to an estimate which gives the repair shop the right to set the price without your permission.

Your signature will indicate your selection:

(a) I request an estimate in writing before you begin repairs.

Signature: _____

(b) Please proceed with repairs but call me for approval before continuing if the price exceeds \$

Signature: _____

(c) I do not want an estimate and you may set the price of repairs

Signature: _____

Date: _____ Time: _____

This estimated Price for authorized repairs will be honored if the motor vehicle is delivered to the facility within the time period agreed to by the consumer and motor repair facility

YOU ARE ENTITLED BY LAW TO THE RETURN OF ALL PARTS REPLACED, EXCEPT THOSE WHICH ARE TOO HEAVY OR LARGE, AND THOSE REQUIRED TO BE SENT BACK TO THE MANUFACTURER OR DISTRIBUTOR BECAUSE OF WARRANTY WORK OR AN EXCHANGE AGREEMENT. YOU ARE ENTITLED TO INSPECT THE PARTS WHICH CAN NOT BE RETURNED TO YOU.



Package SubTotal : 11.99

LB		COMPLIMENTARY VEHICLE INSPECTION	N	OSCAR G		1	0.00	0.00
		20 percent discount per Grace						
LB	2302	Remove & Replace Alternator Assembly	N*	OSCAR G	126.00	1	466.20	349.65
		POSTTENDER					-116.54	
PN	10306	Alternator	N			1	412.69	309.52
		POSTTENDER					-103.17	
		LIFETIME LIMITED WARRANTY						
PN	gel	Battery	N			1	206.00	156.00
		POSTTENDER					-52.00	
LB		LYFT RIDE FOR CUSTOMER	N	OSCAR G		1	0.00	0.00
OT	9690163	PEPGUARD LIMITED EXTENDED LABOR WARRANTY				1	79.25	0.00
		POSTTENDER					-79.25	
OT		Shop Fee	N			1	35.00	26.25
		POSTTENDER					-5.75	

Parts: 465.52 Labor : 361.64 Other : 26.25 Tax : 52.87 Total : 906.28

Tender Date : 07/16/2020
 POS Trans # : 70825
 Tender Register: 103
 Tender Cashier: 470127

Tender Time : 5:21 PM
 Store : 0820
 Tender Till #: 103

General Comments

Customer Declined: \$79.25 x 1 9690163 PEPGUARD LIMITED EXTENDED LABOR WARRANTY

Code Descriptions

N: New

*: Covered by PepGuard Extended Labor Warranty

Invoice History

REVISION #	CONTACT	TYPE	AMOUNT	PHONE	DATE	TIME	AUTH_BY
initial			15.99		2020-07-16	09:35:42	
authorize		PROSTART STARTING/CHARGING SYSTEM TEST				1	15.99 15.99
save			1086.89		2020-07-16	11:20:27	
authorize	10306	Alternator				1	412.69 412.69
authorize	gel	Battery				1	206.00 206.00
authorize	2302	Remove & Replace Alternator Assembly				1	466.20 466.20
save			0.00		2020-07-16	11:35:53	



First Name [REDACTED]

Cell Phone: [REDACTED]

STORE,OTHERPick Up Location: OTHER

PU Address Line 2:

PU State: IL

Ride Confirmation ID [REDACTED]

Ride Cost Estimate: 12.75 - 12.75

Last Name [REDACTED]

Internal Notes: WO_ID [REDACTED]

PU Address Line 1: [REDACTED]

PU City: Chicago

PU Postal Code:

Initial Ride ETA: 4



CICERO
2501 S. CICERO AVE
2501 S CICERO AVE
CICERO IL 60604
(708) 656-1160

Service Manager: ISRAELSANCHEZ

TRACKING ID# *	
Store ID #	Service Work Order #

0820

Insurance
Policy Number:

If you have any questions
or concerns, please call:
(708) 835-9551

Name:		Year:	2015	Date:	2020-07-16
Address:		Make:	FORD	Entered By:	GRACIELA O
City:	Chicago	Model:	EDGE	Time In:	09:35:41
State:	IL	Engine:	V6-2700 2.7L DOHC	Date/Time Promised:	2020-07-16 17:15:49
Zip:		Vin No.:		Old Parts Returned:	no
Home Phone:		License No.:			
Contact Phone:		Mileage In / Out:	123231 / 123231		
		Color:			
Storage Charges: Any vehicle that is left unattended for more than 7 business days will be charged at the owner's expense. For this extension, please see Store Manager.					

I HEREBY AUTHORIZE PEP BOYS TO PERFORM THE REPAIRS ON THIS WORK ORDER AND TO FURNISH THE NECESSARY MATERIALS AND ITS EMPLOYEES TO OPERATE THE VEHICLE FOR PURPOSES OF INSPECTION, REPAIR, AND MAINTENANCE. I UNDERSTAND THAT ANY COST QUOTED IS AN ESTIMATE. I UNDERSTAND THAT UNLESS DIRECTLY CAUSED BY PEP BOYS, IT IS NOT RESPONSIBLE FOR ANY LOSS OR DAMAGE TO THE VEHICLE OR ITS CONTENTS. THE VEHICLE MAY BE PARKED IN THE PEP BOYS PARKING LOT AND THAT VEHICLE IS NOT TO BE OVERNIGHT AT OWNER'S RISK.

X

Initial Estimate	Parts \$:	Labor \$:	Total \$:	Date and Time
	465.52	301.84	906.28	2020-07-16 09:35:41

ron myers , below is the manufacturer recommended maintenance for your vehicle. Please review and let us know if you are interested in any of the services.

2015 FORD EDGE V6-2700 2.7L DOHC

Mileage: 123231

SERVICE	MILEAGE		
	100000	120000	140000
REPLACE SPARK PLUGS	X	X	
REPLACE ENGINE COOLANT	X		
REPLACE CABIN AIR FILTER	X	X	X
REPLACE AUTOMATIC TRANSAXLE FLUID		X	
REPLACE AIR CLEANER ELEMENT		X	
INSPECT ACCESSORY DRIVE BELT	X		

Disclaimer: The manufacturer recommended maintenance schedule provided above is for vehicles operated under Severe conditions. Severe conditions generally include - frequent short trips and/or stop & go driving, dusty conditions, extensive idling, trailer towing, off road or desert driving and sustained high speeds.

TIME / INDICATOR LIGHTS

TIME

LUBRICATE DOOR HINGES & LOCKS (every 6 MONTHS)
INSPECT/LUBRICATE DOOR RUBBER WEATHERSTRIPS (every 6 MONTHS)

Pep Boys

Pep Boys #820
2501 SOUTH CICERO HW
CICERO IL 60650
TEL 708/656 1160
www.pepboys.com

09/09/2022 9:31 PM CST
Trans 090841 Store 0820
Reg 103 T11 103
Cashier 493582

Service Mark Order: 1001111

COMP VEHICLE INSP 0 00 N
0787538 1 8 0 00
Order # [REDACTED]
FENNZILL PLATINUM SYNTH 0 00 I
9368257 1 8 0 00
PA2SYN W/PUREPLUS 0 00 N
9368307 1 8 48 05
Ant (-48 05)
5W20 PLAT SYN ECUBO 0 00 N
0189918 6 8 7 39
Ant (-44 39)
ECUCARD OIL FILTER 0 00 N
2736239 1 8 4 99
Ant (-4 99)
TIRE ROTATION 0 00 N
0676641 1 8 0 00

Order # [REDACTED]

MISC SHOP SUPPLIES 0 00 N
9303872 1 8 3 99
Item Change Price (-3 99)
50 Customer Satisfaction
Order # [REDACTED]
Total Discount (97 38)
Sub-Total 0 00
Tax 0 00
Total 0 00

Thank you for shopping at Pep Boys
We accept most returns within 90 days
with the original receipt. For more
details, please refer to the return
policy in store or at www.pepboys.com
Submit your rebate on-line at
www.pepboys.com/rebate

CICERO
2501 S CICERO AVE
2501 S CICERO AVE
CICERO IL 60804
(708) 656-1160

Service Manager: ISRAEL SANCHEZ

TRACKING ID# *	
Store ID #	Service Work Order #

0820

Insurance
Policy Number

If you have any questions
or concerns, please call
(708) 835-9551

Name Address City State Zip Home Phone Contact Phone	Year Make Model Engine Vin No. License No. Mileage In / Out: Color	Date Entered By Time In Date/Time Promised Old Parts Returned		
Chicago IL 	2015 FORD TRUCK ESCAPE 4-2488 2.5L DOHC 1FMCU0F77FL 79245 79245 Color:	2023-09-09 ISRAEL S. 08:29:35 2023-09-09 08:29:35 no		
Storage Charges: Applicable to the vehicle if not returned to the store within 30 days. For more information, please see Store Manager.		Customer Waiting		
I HEREBY AUTHORIZE PEPS BOYS TO OBTAIN THE REPAIRS ON THIS WORK ORDER AND TO OBTAIN THE NECESSARY MATERIALS AND PARTS TO BE USED TO REPAIR THE VEHICLE FOR THE REPAIRS ORDERED. I UNDERSTAND THAT THE VEHICLE IS BEING REPAIRED BY A PEPS BOYS EMPLOYEE AND THAT THE VEHICLE IS BEING REPAIRED BY A PEPS BOYS EMPLOYEE. I UNDERSTAND THAT THE VEHICLE IS BEING REPAIRED BY A PEPS BOYS EMPLOYEE AND THAT THE VEHICLE IS BEING REPAIRED BY A PEPS BOYS EMPLOYEE. I UNDERSTAND THAT THE VEHICLE IS BEING REPAIRED BY A PEPS BOYS EMPLOYEE AND THAT THE VEHICLE IS BEING REPAIRED BY A PEPS BOYS EMPLOYEE.				
Initial Estimate	Parts \$	Labor \$	Total \$	Date and Time
	0.00	0.00	0.00	2023-09-09 08:29:35

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Signature: _____

(b) Please proceed with repairs but call me for approval before continuing if the price exceeds \$

Signature: _____

(c) I do not want an estimate and you may set the price of repairs

Signature: _____

Date: _____ Time: _____

Authorized repairs will be honored if the motor vehicle is delivered to the facility

18	TIRE ROTATION	N	mahaak	5.97
Package SubTotal : 0.00				
6	COMPLIMENTARY VEHICLE INSPECTION	N		
	CUSTOMER WAS REFERRED FREE C.L. CHANGE		notice	
	FOR INCONVENIENCE ON PREVIOUS WORK		MICHAEL H	
	23M102			
11	SHOCK PER	N		3.29
	POST TENDER			1.61

Parts: 0.00 Labor : 0.00 Other : 0.00 Tax : 0.00 Total : 0.00

Tender Date :	09/09/2022	Tender Time :	9:31 AM
POS Trans # :	90841	Store :	0820
Tender Register :	103	Tender Till # :	103
Tender Cashier :	493582		

General Comments

NHTSA Number

22V413

Campaign Number 22S43

Campaign TRANSMISSION SHIFTER CABLE BUSHING

Campaign Description ON YOUR VEHICLE IT MAY BE POSSIBLE THE TRANSMISSION SHIFTER CABLE BUSHING IS DAMAGED OR MISSING

Status RemedyNotYetAvailable

Remedy FORD MO

FORD COMPANY IS WORKING CLOSELY WITH ITS SUPPLIERS TO PRODUCE PARTS FOR THIS REPAIR. WHEN PARTS BECOME AVAILABLE, FORD MOTOR COMPANY WILL NOTIFY YOU VIA MAIL TO SCHEDULE A SERVICE APPOINTMENT WITH YOUR DEALER. REPAIRS TO BE COMPLETED FREE OF CHARGE PART

S AND LABOR PARTS ARE ANTICIPATED TO BE AVAILABLE 4TH QTR 2022

WARNING We may have removed your wheel(s) during this service. We recommend you return after 25 miles to have your wheel(s) retorqued. Please return to any Pep Boys location for compair

initial		0 00	2022-09-09	08:30:39	
authorize		COMPLIMENTARY VEHICLE INSPECTION		0 00	
save		97 35	2022-09-09	08:53:40	
authorize		ECOSARD Premium Oil Filter	1	2 99	4 00
authorize		PENNZOIL PLATINUM SYNTHETIC OIL CHANGE	1	18 05	42 45
authorize		TIRE ROTATION	1	0 00	0 00
authorize		5W/20 PENNZ PLAT SYNTHETIC OIL	1	7 95	50 40
authorize		ECOSARD Premium Oil Filter	1	2 99	53 39
authorize		FLAKER STATE CONVENTIONAL OIL CHANGE	1	0 00	53 39
authorize		TIRE ROTATION	1	0 00	53 39
authorize		QS 5W/20 GF5_BULK	1	0 00	53 39

Service Information

Tire Tread Depth (32nds) LF 8

Tire Tread Depth (32nds) RR 8

State Inspection Expiration Date: 2023

Tire Tread Depth (32nds) LR 8

Tire Tread Depth (32nds) RF 8

TIRE ROTATION

Tire Trd Depths&Pressure Rotate,Post Rotation Trd Depth LF 8

Tire Trd Depths&Pressure Rotate,Post Rotation Trd Depth RR 8

Visual Brake Inspection

OK YEL,RED,NC(Rear Brake Gauge Reading (Ok, Yellow, Red or Not Checked)) NC

Tire Trd Depths&Pressure Rotate,Post Rotation Trd Depth LR 8

Tire Trd Depths&Pressure Rotate,Post Rotation Trd Depth RF 8

OK YEL,RED,NC(Front Brake Gauge Reading (Ok, Yellow, Red or Not Checked))

LIMITED WARRANTIES

This Limited Warranty is between Warrantor (The Pep Boys, Manny, Moe and Jack, 3111 West Allegheny Avenue, Philadelphia, PA 19132) and You (Customer, as indicated on the reverse side of this page.)

INSTALLED PARTS LIMITED WARRANTY

All installed parts, except for those identified below as Excluded, are covered by the Installed Parts Limited Warranty.

* Pep Boys will replace the part, at no charge to the customer, if it fails within the longer of (i) six months or 6,000 miles, whichever comes first from the date of service or (ii) the manufacturer's warranty period.

* Pep Boys will install the replacement part, at no charge to the customer, if the original part fails within six months or 6,000 miles, whichever comes first, from the date of service.

PARTS EXCLUDED FROM THE INSTALLED PARTS LIMITED WARRANTY

* Batteries * Alignments/Shims/Camber Kits

* Tires * Bulbs * Windshield Wiper Blades

* Brake Pads and Shoes * High Performance and Racing Equipment

* Fluids and Filters * Customer Supplied Parts (Including Parts Purchased at Pep Boys Parts Counter)

LIMITED WARRANTY FOR SERVICE AND PARTS NOT COVERED BY OTHER SPECIFIC WARRANTIES

Unless different warranty terms are provided elsewhere on this Work Order/Invoice, the automotive services and parts on this Service Work Order are warranted for 90 days or 3,000 miles, whichever occurs first. 3-month wheel alignment is warranted to be free from all defects in workmanship and material for 90 days or 3,000 miles, whichever occurs first. 1-year wheel alignment is warranted to be free from all defects in workmanship and material for 12 months or 12,000 miles, whichever occurs first. 3-year wheel alignment is warranted to be free from all defects in workmanship and material for 36 months or 36,000 miles, whichever occurs first. Lifetime wheel alignment is warranted to be free from all defects in workmanship and material for as long as you own the vehicle. Wheel Balancing is warranted to be free from all defects in workmanship and material for 90 days or 3,000 miles, whichever occurs first. Lifetime Wheel Balancing is warranted to be free from all defects in workmanship and material for as long as you own the tire. Battery Anti-Corrosion Protection Service is warranted to be free from all defects in workmanship and material for the specified life of the battery. If the service or parts are covered by another written warranty of longer duration not stated on this page, the longer warranty, excluding labor, will apply.

LIMITED WARRANTY FOR BRAKE SERVICE

The brake shoes or disc pads will be free from all defects in workmanship and material and will be replaced if they should wear out under normal non-commercial passenger car use during the period set forth on a previous page of this Service Work Order. The installation of replacement brake shoes or disc pads will be done at no charge for labor during the period set forth on a previous page of this Service Work Order. This warranty does not cover the cost of additional brake parts, such as rotors or calipers, or the labor to restore the brake system to a safe and proper operation. If such costs are required and are not authorized by you, we will furnish you a replacement set of uninstalled non-warranted brake shoes or disc pads.

LIMITED WARRANTY FOR PASSENGER CAR AND LIGHT TRUCK TIRES

Each passenger car tire and light truck tire purchased from us and identified on the reverse side of this Service Work Order is warranted as follows: 1. The First 90 Days: We will replace, at no charge to you, any passenger or light truck tire which proves defective in material or workmanship. 2. After 90 Days: a. Defects in Material and Workmanship: Should the tire prove to be defective in material or workmanship, we will at our option and subject to prorated adjustment, either replace the tire or give you a refund. b. Tread Wearout: For the mileage indicated on the front of this form, should the tread wear out (2/32nds of an inch or less of tread remaining), we will at our option and subject to prorated adjustment, either replace the tire or give you a refund. All prorated adjustments are based upon the current selling price of the replacement tire, including applicable sales tax. Prorated adjustments performed in connection with the warranty against defects in material and workmanship will be calculated to give you full credit for the remaining usable tread on the tire. The amount of credit or refund to you will be determined by multiplying the selling price of the replacement tire by the percentage of the usable tread remaining on the tire. Usable tread is the original tread depth less 2/32nds of an inch. Prorated adjustments performed in connection with the warranty against tread wear out will be calculated to give you full credit for any warranted mileage which you did not receive. The amount of the credit or refund to you will be determined by multiplying the selling price of the replacement tire by the percentage of warranted mileage not run on the tire. If a tire is unavailable or discontinued, we reserve the right to substitute a tire of equal or better quality.

Exclusions

This limited warranty does not apply to tires worn or damaged due to or failures caused by (i) improper mounting or inflation, (ii) misalignment or tire/wheel assembly imbalance, (iii) improper vehicle maintenance, (iv) abuse or neglect, (v) improper size or rim width, (vi) vandalism, (vii) off-highway use, (viii) racing, or (ix) collision or upset. This limited warranty applies only to tires used on passenger cars or light trucks and does not apply to tires used on commercial vehicles or any vehicle used for commercial delivery or rental purposes.

GENERAL PROVISIONS, LIMITATIONS AND EXCLUSIONS APPLICABLE TO ALL ABOVE WARRANTIES

This warranty covers only the original purchaser and cannot be transferred. To obtain warranty service, return the tire or automobile on which the service was performed, within the applicable time period, with the sales receipt and this Service Work Order to any Pep Boys SuperCenter during normal business hours. If there is a defect in workmanship or material during the applicable time period, we will repair or replace, at our option, the part or service without charge. Repairs will commence within a commercially reasonable period of time after you make the vehicle available for repair. Tires are subject to the specific warranty provisions on this page. Warranty service is available at any Pep Boys SuperCenter, and we will not honor or pay for warranty service performed at any other facility or store.

Disclaimers and Additional Exclusions

This warranty does not apply to service performed on or products or parts installed in vehicles used commercially, for racing or for off-road purposes. This warranty will be void if the parts are modified, altered, abused, unreasonably used, or damaged by accident, negligence or misuse. This warranty excludes transportation expenses of a defective product or part to or from a Pep Boys SuperCenter, compensation for inconvenience or loss of use while the service, product or part is being replaced, the cost of a rental car, reimbursement for time off work, loss of income, towing charges, telephone calls, property damage, loss of revenue, legal fees and costs, or other consequential or incidental damages. This warranty does not include a refund. No employee of Pep Boys is authorized to extend or enlarge these Limited Warranties. LIABILITY UNDER THIS WARRANTY IS LIMITED TO THE RETAIL PRICE OF THE SERVICE, PRODUCT OR PART AT THE TIME OF PURCHASE, AND PEP BOYS AND THE MANUFACTURER SHALL HAVE NO LIABILITY WHATSOEVER FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES. THE LIMITED WARRANTY ABOVE IS THE ONLY EXPRESS WARRANTY MADE BY PEP BOYS WITH REGARD TO SUCH SERVICE, PRODUCT OR PART. THE DURATION OF ANY WARRANTY IMPLIED BY LAW, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR PARTICULAR PURPOSE, IS LIMITED TO THE DURATION OF THIS EXPRESS WARRANTY. THE FOREGOING WARRANTIES ARE EXCLUSIVE AND IN LIEU OF ALL OTHER REMEDIES. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE. A buyer of this product has the right to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been out of the buyer's hands.



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Chicago, IL [REDACTED] Phone (H): [REDACTED] Phone (W): [REDACTED] Phone (C): [REDACTED] Phone Oth: [REDACTED] Email: [REDACTED]		A/R Number: Customer Number: [REDACTED] PO Number: Auth Number: Service Writer: 85650 Terms & Conditions: Type of Sale: Retail	Invoice Number: [REDACTED] Printed: NOV 4 21 2:03 PM Copy # 6 Date Opened: DEC 9 19 Date Notified: DEC 12 19 Date Delivered: DEC 13 19
Year/Make/Model: 2015 FORD ESCAPE VIN: 1FMCU0F77 FU [REDACTED] License Number: [REDACTED] Color: Orange Stock Number: [REDACTED] Mileage In: 45687 Tag Number: 868 Mileage Out: 45690		Customer Signature	

Original Estimate: \$ 1250.00

Original Estimate: DEC 9 19

Incr. Amt	New Amt	Date	Time	Person Cont.	How Cont.	Phone	Cont. By	Reason/Description
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Description	QtyOrd	Qty Del	Price	Ext Total	Grand Total
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1. Vehicle Concern

Install rear camber arms and align \$1200.00 take 2 days to repair

03 -

1 - Correction/Action Taken

installed R/R camber arm, lower arm, and trailing arm.

85787 ..

1015.00

Performed 4 wheel alignment.

vehicle drives straight at this time.

customer concern no longer present, repair complete.

Part Number	Failed	Description	QtyOrd	Qty Del	Price	Ext Total	Grand Total
CV6Z5500N		ARM ASY REAR SUSPENSION	1	1	108.00	108.00	
W715486S442		BOLT	4	4	8.75	35.00	
CV6Z5500L		ARM ASY REAR SUSPENSION	1	1	67.44	67.44	
CV6Z5A968F		KNUCKLE AND HUB ASY	1	1	374.63	374.63	

Sub Total Parts

585.07

SubTotal Job # 1

1600.07

2. Vehicle Concern

States there is noise in brakes while applying brakes going forward, slow speed, advise

02 -

1 - Correction/Action Taken

Found rear pads to be low, and rotors to be deeply grooved.

85787

165.00

replaced rear pads and rotors, no noise in brakes at this time.

Part Number	Failed	Description	QtyOrd	Qty Del	Price	Ext Total	Grand Total
BR1564A		PAD BRAKE	1	1	66.63	66.63	
CV6Z2C026C		ROTOR ASY BRAKE	2	2	89.95	179.90	

Sub Total Parts

246.53

SubTotal Job # 2

411.53



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Chicago, IL [REDACTED] Phone (H) [REDACTED] Phone (W): [REDACTED] Phone (C) [REDACTED] Phone Oth: [REDACTED] Email [REDACTED]		A/R Number: [REDACTED] Customer Number: [REDACTED] PO Number: [REDACTED] Auth Number: [REDACTED]	Invoice Number: [REDACTED] Printed: NOV 4 21 2:03 PM Copy # 6 Date Opened: DEC 9 19 Date Notified: DEC 12 19 Date Delivered: DEC 13 19
Year/Make/Model: 2015 FORD ESCAPE VIN: 1FMCU0F77 FU [REDACTED] License Number: [REDACTED] Color: Orange Stock Number: [REDACTED] Mileage In: 45687 Tag Number: 868 Mileage Out: 45690		Service Writer: 85650 Terms & Conditions: Type of Sale: Retail Customer Signature	

Original Estimate: \$ 1250.00				Original Estimate: DEC 9 19				
<u>Incr. Amt</u>	<u>New Amt</u>	<u>Date</u>	<u>Time</u>	<u>Person Cont.</u>	<u>How Cont.</u>	<u>Phone</u>	<u>Cont. By</u>	<u>Reason/Description</u>

3. Vehicle Concern

Perform Multi point inspection

99P -

1 - Correction/Action Taken
performed mpi

85787

0.00

Sub Total Parts

0.00

SubTotal Job # 3

0.00

Miscellaneous Charges and Deductions For All Jobs

Shop Supplies

65.00

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Shop Supply Costs: We have added a charge equal to 8.5% of the total cost of labor and parts not to exceed \$59.99, to the repair order for shop supplies used in connection with this repair.

All parts are new unless otherwise indicated.

Total Labor	1,180.00
Total Parts	831.60
Total Sublet	0.00
Misc. Chrgs	65.00
Car Rental	0.00
Freight	0.00
Deductible	0.00
Special Tax	0.00
Haz Mat Chrg	0.00
Sales Tax	86.41
AMOUNT DUE	2,163.01



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Chicago, IL [REDACTED] Phone (H): [REDACTED] Phone (W): [REDACTED] Phone (C): [REDACTED] Phone Oth: [REDACTED] Email: [REDACTED]		A/R Number: [REDACTED] Customer Number: [REDACTED] PO Number: [REDACTED] Auth Number: [REDACTED] Service Writer: 85650 Terms & Conditions: Type of Sale: Retail Customer Signature	Invoice Number: [REDACTED] Printed: NOV 4 21 2:03 PM Copy # 2 Date Opened: DEC 6 19 Date Notified: DEC 6 19 Date Delivered: DEC 6 19
Year/Make/Model: 2015 FORD ESCAPE VIN: 1FMCU0F77 FU [REDACTED] License Number: [REDACTED] Color: Orange Stock Number: [REDACTED] Mileage In: 45588 Tag Number: 858 Mileage Out: 45589			

Original Estimate \$ 200.00

Original Estimate DEC 6 19

Incr. Amt	New Amt	Date	Time	Person Cont.	How Cont.	Phone	Cont. By	Reason/Description
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Description	QtyOrd	Qty Del	Price	Ext Total	Grand Total
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1. Vehicle Concern

PERFORM BASIC OIL & FILTER CHANGE
EST \$34.99 PLUS TAX & SHOP SUPPLIES

OC -

1 - Correction/Action Taken

performed basic

Part Number	Failed	Description
FL910S		FILTER ASY - OIL
XO5W20BSP		OIL - ENGINE

85787 12.99

1	1	6.00	6.00
6	6	3.20	19.20

Sub Total Parts 25.20

SubTotal Job # 1 38.19

2. Vehicle Concern

States the cars rear end feels loose, the rear tires visually are not pointing straight, advise

03 -

1 - Correction/Action Taken

verified customer concern found rear camber arms to be bent. verified thru alignment rack

Both rear camber arm repair kits required to solve camber issue. 4

wheel alignment. customer refused at this time

85787 139.99

Sub Total Parts 0.00

SubTotal Job # 2 139.99

Recommendations

Has visual damage at right rear, took measurements on alignment machine, verified altered rear components. Rec replace rear camber arms w/bolts and align. \$1200.00 Set appointment up for Monday 12/9/2019 at 7:30am to begin repair and complete by 12/10/2019



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Year/Make/Model: 2015 FORD ESCAPE VIN: 1FMCU0F77 FU [Redacted] License Number: [Redacted] Color: Orange Stock Number: [Redacted] Mileage In: 63764 Tag Number: 314 Mileage Out: 63768		Customer Signature	

Original Estimate \$ 5874.00		Original Estimate JUN 10 21	
Incr. Amt	New Amt	Date	Time
Person Cont.	How Cont.	Phone	Cont. By
Reason/Description			
Description	QtyOrd	Qty Del	Price
Ext Total	Grand Total		

1. Vehicle Concern

Replace transmission assy SOP Ford Motor Company Employee

11 -

1 - Correction/Action Taken

INSTALL ORDERED TRANSD FLUSH COOLER LINES TOP OFF
FLUID AND DOWNLOAD TRANS DATA PERFORM ADAPTIVE SHIFT
AND ROADCTEST ALL SHIFTS OK BRAKES MAKE NOISE AND
FRONT TIRES HAVE BELT SHOWING LOOKS LIKE BEEN SITTING
A WHILE...

85568 2490.81

Part Number	Failed	Description	1	1	3013.58	3013.58
EV6Z7000ERM		AUTOMATIC TRANSMISSION ASY	1	1	1.67	1.67
1S7Z6840AA		GASKET				

Sub Total Parts 3015.25

Miscellaneous Charges and Deductions

Shop Supplies

SubTotal Job # 1 65.00

5571.06

Recommendations

Rec replace brake rotors to rid any noise from rust, customer informed, rec
replace worn tires, customer informed.

2. Vehicle Concern

PERFORM MULTI POINT INPSCTION

Q99P -

1 - Correction/Action Taken

NEEDS BRAKE ROTORS AND PADS MOST LIKELY VERY NOISE
BEEM SITTING AND TIRES NEED REPLACE BELT SHOWING ON R/
F

85568 0.00



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Year/Make/Model: 2015 FORD ESCAPE VIN: 1FMCU0F77 FU [Redacted] License Number: [Redacted] Stock Number: [Redacted] Tag Number: 242		Color: Orange Mileage In: 20120 Mileage Out: 20120	Customer Signature	

Original Estimate \$0.00				Original Estimate APR 10 17				
<u>Incr. Amt</u>	<u>New Amt</u>	<u>Date</u>	<u>Time</u>	<u>Person Cont.</u>	<u>How Cont.</u>	<u>Phone</u>	<u>Cont. By</u>	<u>Reason/Description</u>

4. Vehicle Concern

PERFORM 2 WHEEL ALIGNMENT as preventative

ALIGN -

1 - Correction/Action Taken

PERFORMED 2 WHEEL ALIGNMENT FOR MAINT.

6731

64.95

Sub Total Parts

0.00

SubTotal Job # 4

64.95

Miscellaneous Charges and Deductions For All Jobs

Shop Supplies

4.17

Owner Advantage Discount

-14.69

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Shop Supply Costs: We have added a charge equal to 8.5% of the total cost of labor and parts not to exceed \$69.99, to the repair order for shop supplies used in connection with this repair.

All parts are new unless otherwise indicated

Total Labor	84.90
Total Parts	22.90
Total Sublet	0.00
Misc. Chrgs	-10.52
Car Rental	0.00
Freight	0.00
Deductible	0.00
Special Tax	0.00
Haz Mat Chrg	0.00
Sales Tax	2.50

AMOUNT DUE 99.78



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Chicago, IL [REDACTED] Phone (H): [REDACTED] Phone (C): [REDACTED] Email: [REDACTED]		Phone (W): [REDACTED] Phone Oth: [REDACTED]	A/R Number: Customer Number: [REDACTED] PO Number: Auth Number: Service Writer: 867 Terms & Conditions: Type of Sale: Retail Customer Signature	Invoice Number: [REDACTED] Printed: NOV 4 21 2:07 PM Copy # 2 Date Opened OCT 13 16 Date Notified OCT 13 16 Date Delivered:
Year/Make/Model: 2015 FORD ESCAPE VIN: 1FMCU0F77 FU [REDACTED] License Number: [REDACTED] Color: Orange Stock Number: [REDACTED] Mileage In: 14871 Tag Number: 383 Mileage Out: 14871				

Original Estimate: \$ 197.89

Original Estimate OCT 13 16

Incr. Amt	New Amt	Date	Time	Person Cont.	How Cont.	Phone	Cont. By	Reason/Description
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Description	QtyOrd	Qty Del	Price	Ext Total	Grand Total
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1. Vehicle Concern

Perform the "Premium Works" package:
Change oil & Filter, check all fluids, perform mulit point inspection, rotate tires,
check brake lining, lube brake caliper slides, perform front end alignment and wash
vehicle.

LB -

1 -- Correction/Action Taken

PERFORMED PACKAGE B

79 157.09

Part Number	Failed	Description	QtyOrd	Qty Del	Price	Ext Total
FL910S		FILTER ASY - OIL	1	1	5.50	5.50
XO5W20QSD		MOTORCRAFT OIL API GF5	6	6	2.90	17.40

Sub Total Parts 22.90

SubTotal Job # 1 179.99

2. Vehicle Concern

PERFORM MULTI POINT INPSCTION

Q99P -

1 -- Correction/Action Taken

79 0.00

Sub Total Parts 0.00

SubTotal Job # 2 0.00

3. Vehicle Concern

REAPPLY AUTO BUTLER

AGR -

1 -- Correction/Action Taken

0.00

Sub Total Parts 0.00



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[Redacted] Chicago, IL [Redacted] Phone (H) [Redacted] Phone (C) [Redacted] Email [Redacted]		A/R Number: Customer Number: [Redacted] PO Number: Auth Number: Service Writer: 867	Invoice Number: [Redacted] Printed: NOV 4 21 2:07 PM Copy # 2 Date Opened OCT 13 16 Date Notified OCT 13 16 Date Delivered
Year/Make/Model: 2015 FORD ESCAPE VIN: 1FMCU0F77 FU [Redacted] License Number: [Redacted] Color: Orange Stock Number: [Redacted] Mileage In: 14871 Tag Number: 383 Mileage Out: 14871		Terms & Conditions: Type of Sale: Retail Customer Signature	

Original Estimate \$ 197.89

Original Estimate OCT 13 16

Incr. Amt	New Amt	Date	Time	Person Cont.	How Cont.	Phone	Cont. By	Reason/Description
-----------	---------	------	------	--------------	-----------	-------	----------	--------------------

Description	QtyOrd	Qty Del	Price	Ext Total	Grand Total
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SubTotal Job # 3

0.00

Miscellaneous Charges and Deductions For All Jobs
Shop Supplies

15.30

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Shop Supply Costs: We have added a charge equal to 8.5% of the total cost of labor and parts not to exceed \$59.99, to the repair order for shop supplies used in connection with this repair.

All parts are new unless otherwise indicated.

Total Labor	157.09
Total Parts	22.90
Total Sublet	0.00
Misc. Chrgs	15.30
Car Rental	0.00
Freight	0.00
Deductible	0.00
Special Tax	0.00
Haz Mat Chrg	0.00
Sales Tax	2.49
AMOUNT DUE	197.78



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Year/Make/Model: 2015 FORD ESCAPE VIN: 1FMCU0F77 FU [REDACTED] License Number: [REDACTED] Color: Orange Stock Number: [REDACTED] Mileage In: 6060 Tag Number: 321 Mileage Out: 6060		Customer Signature	

Original Estimate \$0.00				Original Estimate JAN 4 16				
<u>Incr. Amt</u>	<u>New Amt</u>	<u>Date</u>	<u>Time</u>	<u>Person Cont.</u>	<u>How Cont.</u>	<u>Phone</u>	<u>Cont. By</u>	<u>Reason/Description</u>

1. Vehicle Concern

AUTOBUTLER REAPPLY

AGR -

1 -- Correction/Action Taken

Sub Total Parts

0.00
Internal Work

2. Vehicle Concern

States that SYNC does not allow replies to incoming text messages, calls get dropped. Motorola Droid Turbo, Verizon Wireless

1 -- Cause/Action to Take

10 - TEST APIM PASSED CHECK FOR TSB OR SSM NONE TEST
WITH A PHONE CAN RECIVE AND SEND TEXT PERFORM MASTER
RESET

1 -- Correction/Action Taken

Sub Total Parts
SubTotal Job # 2

1206

0.00
Warranty
Warranty

3. Vehicle Concern

States the brakes are grinding, advise

1 -- Cause/Action to Take

02 - TEST DRIVE COULD NOT VERIFY COMPLAINT CHECK FOR
TSB OR SSM NONE NPF

1 -- Correction/Action Taken

Sub Total Parts

1206

0.00
Warranty



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Year/Make/Model: 2015 FORD ESCAPE VIN: 1FMCU0F77 FU [Redacted] License Number: [Redacted] Color: Orange Stock Number: [Redacted] Mileage In: 6060 Tag Number: 321 Mileage Out: 6060		Customer Signature	

Original Estimate \$0.00

Original Estimate: JAN 4 16

Incr. Amt	New Amt	Date	Time	Person Cont.	How Cont.	Phone	Cont. By	Reason/Description
-----------	---------	------	------	--------------	-----------	-------	----------	--------------------

Description	QtyOrd	Qty Del	Price	Ext Total	Grand Total
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SubTotal Job # 3

Warranty

Miscellaneous Charges and Deductions For All Jobs

Warranty Disclaimer: All parts and accessories are sold and all repairs are provided by the dealership as-is. The dealership hereby expressly disclaims all warranties, expressly disclaims all warranties, express and implied, including any implied warranties of merchantability and fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of any parts or accessories or any repairs performed to the vehicle. The only warranties on parts and accessories or repairs are those which may be offered by the manufacturer or the original parts distributor and only such manufacturer or distributor shall be liable for performance under such warranties. Customer shall not be entitled to recover from the dealership any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit or income, or any other incidental damages.

Shop Supply Costs: We have added a charge equal to 8.5% of the total cost of labor and parts not to exceed \$59.99, to the repair order for shop supplies used in connection with this repair.

All parts are new unless otherwise indicated.

Total Labor	0.00
Total Parts	0.00
Total Sublet	0.00
Misc. Chrgs	0.00
Car Rental	0.00
Freight	0.00
Deductible	0.00
Special Tax	0.00
Haz Mat Chrg	0.00
Sales Tax	0.00
AMOUNT DUE	0.00



Sutton Ford Auto
21315 Central Ave
Matteson, IL 60443

Ph (708) 720-8000 | Fax (708) 720-4298

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Chicago, IL [REDACTED] Phone (H) [REDACTED] Phone (C) [REDACTED] Email [REDACTED]		A/R Number: Customer Number: [REDACTED] PO Number: Auth Number: Service Writer: 867 Terms & Conditions: Type of Sale: Retail Customer Signature	Invoice Number: [REDACTED] Printed: NOV 4 21 2:08 PM Copy # 2 Date Opened: DEC 2 15 Date Notified: DEC 2 15 Date Delivered:
Year/Make/Model: 2015 FORD ESCAPE VIN 1FMCU0F77 FU [REDACTED] License Number: [REDACTED] Color: Orange Stock Number: [REDACTED] Mileage In: 5029 Tag Number: 977 Mileage Out: 5029			

Original Estimate \$ 42.90

Original Estimate DEC 2 15

Incr. Amt	New Amt	Date	Time	Person Cont.	How Cont.	Phone	Cont. By	Reason/Description
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Description	Qty	Ord	Qty Del	Price	Ext Total	Grand Total
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1. Vehicle Concern

PERFORM BASIC OIL & FILTER CHANGE

1 - Cause/Action to Take

QOC - BASIC

1 - Correction/Action Taken

PREFORMED BASIC

Part Number	Failed	Description
VO		FILTER
5W20		VALVL/ API GF5

85719

0.00

1 1
6 6

Sub Total Parts

Internal Work

2. Vehicle Concern

PERFORM MULTI POINT INPSCTION

1 - Cause/Action to Take

Q99P - MPI

1 - Correction/Action Taken

PREFORMED MPI

85719

0.00

Sub Total Parts

0.00

SubTotal Job # 2

0.00

Miscellaneous Charges and Deductions For All Jobs

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All parts are new unless otherwise indicated

Total Labor	0.00
Total Parts	0.00
Total Sublet	0.00
Misc. Chrgs	0.00
Car Rental	0.00
Freight	0.00
Deductible	0.00
Special Tax	0.00
Haz Mat Chrg	0.00
Sales Tax	0.00

AMOUNT DUE 0.00



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Chicago, IL [REDACTED] Phone (H): [REDACTED] Phone (W): [REDACTED] Phone (C): [REDACTED] Phone Oth: [REDACTED] Email: [REDACTED]		A/R Number: [REDACTED] Customer Number: [REDACTED] PO Number: [REDACTED] Auth Number: [REDACTED] Service Writer: 85559 Terms & Conditions: [REDACTED] Type of Sale: Retail Customer Signature: [REDACTED]	Invoice Number: [REDACTED] Printed: NOV 4 21 2:08 PM Copy #: 2 Date Opened: AUG 24 15 Date Notified: AUG 24 15 Date Delivered: [REDACTED]
Year/Make/Model: 2015 Ford ESCAPE VIN: 1FMCU0F77 FU [REDACTED] License Number: [REDACTED] Color: Orange Stock Number: [REDACTED] Mileage In: 1836 Tag Number: 104 Mileage Out: 1836			

Original Estimate: \$ 0.00

Original Estimate: AUG 24 15

Incr. Amt	New Amt	Date	Time	Person Cont.	How Cont.	Phone	Cont. By	Reason/Description
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Description	QtyOrd	Qty Del	Price	Ext Total	Grand Total
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1. Vehicle Concern

RECALLS 15C06

35 -

1 - Correction/Action Taken

PROGRAM BCM PER RECALL

85568

0.00

Sub Total Parts

Warranty

SubTotal Job # 1

Warranty

Miscellaneous Charges and Deductions For All Jobs

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Shop Supply Costs: We have added a charge equal to 8.5% of the total cost of labor and parts not to exceed \$59.99, to the repair order for shop supplies used in connection with this repair.

All parts are new unless otherwise indicated

Total Labor	0.00
Total Parts	0.00
Total Sublet	0.00
Misc. Chrgs	0.00
Car Rental	0.00
Freight	0.00
Deductible	0.00
Special Tax	0.00
Haz Mat Chrg	0.00
Sales Tax	0.00

AMOUNT DUE 0.00



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[Redacted] Chicago, IL [Redacted] Phone (H): [Redacted] Phone (C): [Redacted] Email: [Redacted]		A/R Number: Customer Number: [Redacted] PO Number: Auth Number: Service Writer: 85679	Invoice Number: [Redacted] Printed: NOV 4 21 2 09 PM Copy # 2 Date Opened: JUL 13 15 Date Notified: JUL 13 15 Date Delivered: JUL 13 15
Year/Make/Model: 2015 Ford ESCAPE VIN: 1FMCU0F77 FU [Redacted] License Number: [Redacted] Stock Number: [Redacted] Tag Number: [Redacted]		Color: Orange Mileage In: 305 Mileage Out: 305 Terms & Conditions: Type of Sale: Retail Customer Signature	

Original Estimate \$ 0.00

Original Estimate JUL 13 15

Incr. Amt	New Amt	Date	Time	Person Cont.	How Cont.	Phone	Cont. By	Reason/Description
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Description	QtyOrd	Qty Del	Price	Ext Total	Grand Total
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1. Vehicle Concern

Customer States CUT AND PROGRAM EXTRA KEY

42 -

1 - Correction/Action Taken

cut and program extra key

85607

0.00

Part Number	Failed	Description
164R8007		IKT KEY

1 1

Sub Total Parts

Internal Work

Miscellaneous Charges and Deductions For All Jobs

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Shop Supply Costs: We have added a charge equal to 8.5% of the total cost of labor and parts not to exceed \$59.99, to the repair order for shop supplies used in connection with this repair.

All parts are new unless otherwise indicated

Total Labor	0.00
Total Parts	0.00
Total Sublet	0.00
Misc. Chrgs	0.00
Car Rental	0.00
Freight	0.00
Deductible	0.00
Special Tax	0.00
Haz Mat Chrg	0.00
Sales Tax	0.00
AMOUNT DUE	0.00



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Chicago, IL [REDACTED] Phone (H): [REDACTED] Phone (W): [REDACTED] Phone (C): [REDACTED] Phone Oth: [REDACTED] Email: [REDACTED]		A/R Number: Customer Number: [REDACTED] PO Number: Auth Number: Service Writer: 85650 Terms & Conditions: Type of Sale: Retail Customer Signature	Invoice Number: [REDACTED] Printed: NOV 4 21 2:00 PM Copy # 4 Date Opened: JUN 10 21 Date Notified: JUL 1 21 Date Delivered: JUL 6 21
Year/Make/Model: 2015 FORD ESCAPE VIN: 1FMCU0F77 FUC [REDACTED] License Number: [REDACTED] Color: Orange Stock Number: [REDACTED] Mileage In: 63764 Tag Number: 314 Mileage Out: 63768			

Original Estimate \$ 5874.00				Original Estimate: JUN 10 21				
<u>Incr. Amt</u>	<u>New Amt</u>	<u>Date</u>	<u>Time</u>	<u>Person Cont.</u>	<u>How Cont.</u>	<u>Phone</u>	<u>Cont. By</u>	<u>Reason/Description</u>

Description	Qty	Ord	Qty Del	Price	Ext Total	Grand Total
<u>Sub Total Parts</u>						0.00
SubTotal Job # 2						0.00

3. Vehicle Concern

MOUNT & BALANCE 2 TIRES 235/55/17 Kelly A/S 9001 356221030

****Must document both original and new dot codes****

MB2 -

1 - Correction/Action Taken

mounted and balanced 2 new front tires

M77AJBPR0921 (2)

Part Number	Failed	Description
9001356221030		235 55R17

85787 49.99

2 2 109.95 219.90
Sub Total Parts 219.90

Miscellaneous Charges and Deductions

Tire Disposal 2 Tires

Tire Usage Fee 2 Tires

6.00

5.00

SubTotal Job # 3 280.89

4. Vehicle Concern

REAPPLY AUTO BUTLER

AGR -

1 - Correction/Action Taken

0.00

Sub Total Parts 0.00

SubTotal Job # 4 0.00

Miscellaneous Charges and Deductions For All Jobs



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[Redacted] Chicago, IL [Redacted] Phone (H): [Redacted] Phone (W): [Redacted] Phone (C): [Redacted] Phone Oth: [Redacted] Email: [Redacted]		A/R Number: Customer Number: [Redacted] PO Number: Auth Number: Service Writer: 85650 Terms & Conditions: Type of Sale: Retail Customer Signature	Invoice Number: [Redacted] Printed: NOV 4 21 2:00 PM Copy # 4 Date Opened: JUN 10 21 Date Notified: JUL 1 21 Date Delivered: JUL 6 21
Year/Make/Model: 2015 FORD ESCAPE VIN: 1FMCU0F77 FU [Redacted] License Number: [Redacted] Color: Orange Stock Number: [Redacted] Mileage In: 63764 Tag Number: 314 Mileage Out: 63768			

Original Estimate: \$5874.00

Original Estimate: JUN 10 21

<u>Incr. Amt</u>	<u>New Amt</u>	<u>Date</u>	<u>Time</u>	<u>Person Cont.</u>	<u>How Cont.</u>	<u>Phone</u>	<u>Cont. By</u>	<u>Reason/Description</u>
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<u>Description</u>	<u>Qty</u>	<u>Ord</u>	<u>Qty Del</u>	<u>Price</u>	<u>Ext Total</u>	<u>Grand Total</u>
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Shop Supply Costs: We have added a charge equal to 8.5% of the total cost of labor and parts not to exceed \$59.99, to the repair order for shop supplies used in connection with this repair.

All parts are new unless otherwise indicated

Total Labor	2,540.80
Total Parts	3,235.15
Total Sublet	0.00
Misc. Chrgs	76.00
Car Rental	0.00
Freight	0.00
Deductible	0.00
Special Tax	0.00
Haz Mat Chrg	0.00
Sales Tax	326.77
AMOUNT DUE	6,178.72



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Chicago, IL [REDACTED] Phone (H) [REDACTED] Phone (C) [REDACTED] Email [REDACTED]		Phone (W) [REDACTED] Phone Oth: [REDACTED]	A/R Number Customer Number [REDACTED] PO Number Auth Number Service Writer: 86015 Terms & Conditions Type of Sale: Retail Customer Signature	Invoice Number [REDACTED] Printed: NOV 4 21 2:01 PM Copy # 4 Date Opened MAY 21 21 Date Notified MAY 21 21 Date Delivered MAY 21 21
Year/Make/Model 2015 FORD ESCAPE VIN 1FMCU0F77 FU [REDACTED] License Number [REDACTED] Stock Number [REDACTED] Tag Number 728		Color: Orange Mileage In: 63590 Mileage Out: 63595		

Original Estimate \$0.00				Original Estimate MAY 21 21				
<u>Incr. Amt</u>	<u>New Amt</u>	<u>Date</u>	<u>Time</u>	<u>Person Cont.</u>	<u>How Cont.</u>	<u>Phone</u>	<u>Cont. By</u>	<u>Reason/Description</u>
	225.00	MAY 21 21	10:24	MS			85559	APPROVED ADDITIONAL COST FOR T

Description	QtyQrd	Qty Del	Price	Ext Total	Grand Total
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1. Vehicle Concern

CHECK ENGINE- WARNING LIGHT and on in aisle and when accel from a stop feels sluggish/hesitating, advise

12 -

1 -- Correction/Action Taken

ROAD TEST VERIFIED CONCERN HOOKED UP IDS RAN TESTING HAS NEW CODES FOR TRANS ISSUE--(LAST VISIT MISFIRE CODES AND DID RECHECK REPAIRS MADE PREVIOUSLY THEY WERE FOR MISFIRE CONCERN OK) NEEDS TO GO TO TRANSMISSION SPECIALIST--TRANS SPECIALIST: ROAD TEST VEHICLE CHECK FOR ENGINE LIGHT IS ON VERIFY CONCERN ALSO VEHICLE WOULD NOT GO INTO GEAR.INSPECTED EXTERNAL NO LEAKS OR FAILING EXTERNAL COMPONENTS FOUND TRANS FLUID IS FULL, PERFORM ELEC TRANSMISSION DIAG CHECK FOR DTC P0751 P2700 P0219 PERFORM PINPOINT TESTS, CHECKED PRESSURES AND MONITOR PIDS RUN PINPOINTS AND FOUND THAT TRANSMISSION HAS INTERNAL CONCERN, INTERNAL COMPONENT(S) FAILING, RECOMMEND TEAR DOWN OR TRANS REPLACEMENT - GAVE OPTIONS, CLIENT DECLINED, ADVISED DO NOT RECOMMEND LONG TERM DRIVING --ADVISED TRANS REPLACEMENT COMES WITH A 3 YEAR UNLIMITED MILEAGE WARRANTY GOOD NATIONWIDE AT ANY FORD LINCOLN DEALER

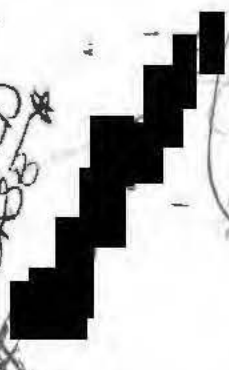
435

225.00

Sub Total Parts
SubTotal Job # 1

0.00
225.00

7/6/22
2020
CAB



NHTSA recall
year make
model
complaint

7/6/22
COMPLAINT
11472628

EMAIL TO:
VSH@DOT.GOV



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[Redacted] Chicago, IL [Redacted] Phone (H): [Redacted] Phone (W): [Redacted] Phone (C): [Redacted] Phone Oth: [Redacted] Email: [Redacted]		A/R Number: Customer Number: [Redacted] PO Number: Auth Number: Service Writer: 86015 Terms & Conditions: Type of Sale: Retail	Invoice Number: [Redacted] Printed: NOV 4 21 2:01 PM Copy # 4 Date Opened: MAY 21 21 Date Notified: MAY 21 21 Date Delivered: MAY 21 21					
Year/Make/Model: 2015 FORD ESCAPE VIN: 1FMCU0F77 FU [Redacted] License Number: [Redacted] Color: Orange Stock Number: [Redacted] Mileage In: 63590 Tag Number: 728 Mileage Out: 63595		Customer Signature						
Original Estimate: \$0.00		Original Estimate: MAY 21 21						
Incr. Amt	New Amt	Date	Time	Person Cont.	How Cont.	Phone	Cont. By	Reason/Description
	225.00	MAY 21 21	10:24	MS		[Redacted]	85559	APPROVED ADDITIONAL COST FOR TR

Description	QtyOrd	Qty Del	Price	Ext Total	Grand Total
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2. Vehicle Concern

Perform Multi point inspection

99P -

1 - Correction/Action Taken

99

0.00

Sub Total Parts

0.00

Miscellaneous Charges and Deductions

SubTotal Job # 2

0.00

Miscellaneous Charges and Deductions For All Jobs

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Shop Supply Costs: We have added a charge equal to 8.5% of the total cost of labor and parts not to exceed \$59.99, to the repair order for shop supplies used in connection with this repair.

All parts are new unless otherwise indicated.

Total Labor	225.00
Total Parts	0.00
Total Sublet	0.00
Misc. Chrgs	0.00
Car Rental	0.00
Freight	0.00
Deductible	0.00
Special Tax	0.00
Haz Mat Chrg	0.00
Sales Tax	0.00

AMOUNT DUE 225.00



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Chicago, IL [REDACTED] Phone (H): [REDACTED] Phone (C): [REDACTED] Email: [REDACTED]		Phone (W): [REDACTED] Phone Oth: [REDACTED]	A/R Number: Customer Number: [REDACTED] PO Number: Auth Number: Service Writer: 86015 Terms & Conditions: Type of Sale: Retail	Invoice Number: [REDACTED] Printed: NOV 4 21 2:01 PM Copy #: 2 Date Opened: APR 12 21 Date Notified: APR 12 21 Date Delivered: APR 12 21
Year/Make/Model: 2015 FORD ESCAPE VIN: 1FMCU0F77 FU [REDACTED] License Number: [REDACTED] Stock Number: [REDACTED] Tag Number: 611		Color: Orange Mileage In: 62192 Mileage Out: 62192	Customer Signature	

Original Estimate: \$ 159.99

Original Estimate: APR 12 21

Incr. Amt	New Amt	Date	Time	Person Cont.	How Cont.	Phone	Cont. By	Reason/Description
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Description	Qty	Ord	Qty Del	Price	Ext Total	Grand Total
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1. Vehicle Concern

CUSTOMER STATES CUSTOMER STATES THAT ENGINE LIGHT HAS COME ON AFTER FILLING GAS, CAR SEEMS HESITANT TO START MOVING, JUMPS. c/s cel will come on and off. c/s vehicle will start sputtering like it wants to run out of gas. had codes pulled at autozone - P0302. issue is intermitten. c/s it happens more often than not and c/s when she does get up to speed the vehicle will drive normal. check and advise.

12 -

1 -- Correction/Action Taken

Verified customer concern, Vehicle consistently misfiring. Checked OASIS, No TSBs or SSMs related to customer concern. Self test PCM, P0202, P0300, P0301, P0302, P0316 Present in PCM. Visual inspection of wiring harness to Cylinders 1 & 2 found Cylinder 2 injector connector to be bitten in half by rodent. As well as Cylinder 1 COP connector.

Replacement of these connectors are required at this time due to being an obvious concern.

Spliced in new connectors for Cylinder 1 COP connector and Cylinder 2 Fuel injector connector. Retest, Vehicle starts normally at this time. Self test, Cleared DTCs. No DTCs returned.

Customer concern is no longer present.

Repair complete.

Part Number	Failed	Description
5U2Z14S411ZB		WIRE ASY
BU2Z14S411FA		WIRE ASY

85787

331.98

1	1	112.38	112.38
1	1	65.31	65.31

Sub Total Parts
SubTotal Job # 1

177.69
509.67



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Chicago, IL [REDACTED] Phone (H): [REDACTED] Phone (C): [REDACTED] Email: [REDACTED]		A/R Number: Customer Number: [REDACTED] PO Number: Auth Number: Service Writer: 86015 Terms & Conditions: Type of Sale: Retail	Invoice Number: [REDACTED] Printed: NOV 4 21 2:01 PM Copy # 2 Date Opened: APR 12 21 Date Notified: APR 12 21 Date Delivered: APR 12 21
Year/Make/Model: 2015 FORD ESCAPE VIN: 1FMCU0F77 FU [REDACTED] License Number: [REDACTED] Stock Number: [REDACTED] Tag Number: 611		Color: Orange Mileage In: 62192 Mileage Out: 62192 Customer Signature:	

Original Estimate: \$ 159.99

Original Estimate: APR 12 21

Incr. Amt	New Amt	Date	Time	Person Cont.	How Cont.	Phone	Cont. By	Reason/Description
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Description	QtyOrd	Qty Del	Price	Ext Total	Grand Total
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2. Vehicle Concern

Multi Point Inspection

Q99P -

1 - Correction/Action Taken
performed mpi

85787

0.00

Sub Total Parts

0.00

SubTotal Job # 2

0.00

Miscellaneous Charges and Deductions For All Jobs

Shop Supplies

43.32

FF

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Shop Supply Costs: We have added a charge equal to 8.5% of the total cost of labor and parts not to exceed \$59.99, to the repair order for shop supplies used in connection with this repair.

All parts are new unless otherwise indicated

Total Labor	331.98
Total Parts	177.69
Total Sublet	0.00
Misc. Chrgs	43.32
Car Rental	0.00
Freight	0.00
Deductible	0.00
Special Tax	0.00
Haz Mat Chrg	0.00
Sales Tax	19.28
AMOUNT DUE	572.27



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Chicago, IL [REDACTED] Phone (H): [REDACTED] Phone (W): [REDACTED] Phone (C): [REDACTED] Phone Oth: [REDACTED] Email [REDACTED]		A/R Number: [REDACTED] Customer Number: [REDACTED] PO Number: [REDACTED] Auth Number: [REDACTED]	Invoice Number: [REDACTED] Printed: NOV 4 21 2:02 PM Copy # 2 Date Opened: MAY 22 20 Date Notified: MAY 22 20 Date Delivered: MAY 22 20
Year/Make/Model: 2015 FORD ESCAPE VIN: 1FMCU0F77 FU [REDACTED] License Number: [REDACTED] Color: Orange Stock Number: [REDACTED] Mileage In: 50050 Tag Number: 126 Mileage Out: 50050		Service Writer: 1295 Terms & Conditions: Type of Sale: Retail	Customer Signature

Original Estimate: \$46.13		Original Estimate: MAY 22 20	
Incr. Amt	New Amt	Date	Time
Person Cont.	How Cont.	Phone	Cont. By
Reason/Description			
Description	QtyOrd	Qty Del	Price
Ext Total	Grand Total		

1. Vehicle Concern

PERFORM BASIC OIL & FILTER CHANGE

Estimate of \$39.99 for 6 qts plus tax & Shop supplies

QOC -

1 - Correction/Action Taken

lof

Part Number	Failed	Description
XO5W20BSP		OIL - ENGINE
FL910S		FILTER ASY - OIL

85861					14.79
6	6	3.20	19.20		
1	1	6.00	6.00		
Sub Total Parts					25.20
SubTotal Job # 1					39.99

2. Vehicle Concern

PERFORM EXPRESS QUICK LANE VEHICLE CHECK UP

Q99PX -

1 - Correction/Action Taken

85861					0.00
Sub Total Parts					0.00
SubTotal Job # 2					0.00

Miscellaneous Charges and Deductions For All Jobs

Shop Supplies	3.40
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Shop Supply Costs: We have added a charge equal to 8.5% of the total cost of labor and parts not to exceed \$69.99, to the repair order for shop supplies used in connection with this repair.

All parts are new unless otherwise indicated

Total Labor	14.79
Total Parts	25.20
Total Sublet	0.00
Misc. Chrgs	3.40
Car Rental	0.00
Freight	0.00
Deductible	0.00
Special Tax	0.00
Haz Mat Chrg	0.00
Sales Tax	2.73
AMOUNT DUE	46.12



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Chicago, IL [REDACTED] Phone (H): [REDACTED] Phone (C): [REDACTED] Email: [REDACTED]		Phone (W): [REDACTED] Phone Oth: [REDACTED]	A/R Number: Customer Number: [REDACTED] PO Number: Auth Number: Service Writer: 85847 Terms & Conditions: Type of Sale: Retail	Invoice Number: [REDACTED] Printed: NOV 4 21 2:02 PM Copy # 6 Date Opened: FEB 1 20 Date Notified: FEB 1 20 Date Delivered: FEB 1 20
Year/Make/Model: 2015 FORD ESCAPE VIN: 1FMCU0F77FU [REDACTED] License Number: [REDACTED] Stock Number: [REDACTED] Tag Number: 216		Color: Orange Mileage In: 46897 Mileage Out: 46897	Customer Signature	

Original Estimate: \$ 0.00 Original Estimate: FEB 1 20

Incr. Amt New Amt Date Time Person Cont. How Cont. Phone Cont. By Reason/Description

Description	QtyOrd	Qty Del	Price	Ext Total	Grand Total
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1. Vehicle Concern

Customer States just had brakes done with service but the are squeaking and rubbing check and advise

1 - Cause/Action to Take

42 - could not duplucate customer concern did find front brake pads

4mm

1 - Correction/Action Taken

85719 0.00

Sub Total Parts 0.00

SubTotal Job # 1 0.00

2. Vehicle Concern

Customer States bulb malfunction on screen check and advise (for brake bulb) r/l

turn signal is out

customer declines replacement of all non- warranty bulbs

42 -

1 - Correction/Action Taken

85719 0.00

Sub Total Parts 0.00

SubTotal Job # 2 0.00

3. Vehicle Concern

PERFORM EXPRESS QUICK LANE VEHICLE CHECK UP

Q99PX -

1 - Correction/Action Taken

85719 0.00

Sub Total Parts 0.00

SubTotal Job # 3 0.00



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Chicago, IL [REDACTED] Phone (H): [REDACTED] Phone (W): [REDACTED] Phone (C): [REDACTED] Phone Oth: [REDACTED] Email: [REDACTED]		A/R Number: Customer Number: [REDACTED] PO Number: Auth Number: Service Writer: 85847 Terms & Conditions: Type of Sale: Retail	Invoice Number: [REDACTED] Printed: NOV 4 21 2:02 PM Copy # 6 Date Opened: FEB 1 20 Date Notified: FEB 1 20 Date Delivered: FEB 1 20
Year/Make/Model: 2015 FORD ESCAPE VIN: 1FMCU0F77 FU [REDACTED] License Number: [REDACTED] Color: Orange Stock Number: [REDACTED] Mileage In: 46897 Tag Number: 216 Mileage Out: 46897		Customer Signature	

Original Estimate:\$0.00				Original Estimate:FEB 1 20							
<u>Incr. Amt</u>	<u>New Amt</u>	<u>Date</u>	<u>Time</u>	<u>Person Cont.</u>	<u>How Cont.</u>	<u>Phone</u>	<u>Cont. By</u>	<u>Reason/Description</u>			
Description											
							<u>QtyOrd</u>	<u>Qty Del</u>	<u>Price</u>	<u>Ext Total</u>	<u>Grand Total</u>

Recommendations

replace 4-tires due to alignment wear customer declined

4. Vehicle Concern

MOTORCRAFT COMPLETE BRAKE SERVIC
ESTIMATE \$229.00 PLUS TAX & SHOP SUPPLIES

FBRAKE -

1 - Correction/Action Taken

replaced front brake pads and resurfaced rotors

Part Number	Failed	Description
BR1563A		KIT BRAKE LINING

6248 163.36

1 1 66.63 66.63

Sub Total Parts 66.63

SubTotal Job # 4 229.99

5. Vehicle Concern

Customer States REPLACE BRAKE LIGHT BULB

1 - Cause/Action to Take

42 - 1 brake light bulb out; lower bolt cover missing on housing

1 - Correction/Action Taken

replaced left brake light bulb

Part Number	Failed	Description
9T4Z13466A		BULB

6248 0.00

1 1

Sub Total Parts

Internal Work

Miscellaneous Charges and Deductions For All Jobs

Shop Supplies

19.55



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Year/Make/Model: 2015 FORD ESCAPE VIN: 1FMCU0F77 FU [REDACTED] License Number: [REDACTED] Color: Orange Stock Number: [REDACTED] Mileage In: 46897 Tag Number: 216 Mileage Out: 46897			Customer Signature	

Original Estimate: \$ 0.00				Original Estimate: FEB 1 20							
<u>Incr. Amt</u>	<u>New Amt</u>	<u>Date</u>	<u>Time</u>	<u>Person Cont.</u>	<u>How Cont.</u>	<u>Phone</u>	<u>Cont. By</u>	<u>Reason/Description</u>			
Description											
							QtyOrd	Qty Del	Price	Ext Total	Grand Total

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Shop Supply Costs: We have added a charge equal to 8.5% of the total cost of labor and parts not to exceed \$59.99, to the repair order for shop supplies used in connection with this repair.

All parts are new unless otherwise indicated

Total Labor	163.36
Total Parts	66.63
Total Sublet	0.00
Misc. Chrgs	19.55
Car Rental	0.00
Freight	0.00
Deductible	0.00
Special Tax	0.00
Haz Mat Chrg	0.00
Sales Tax	7.23
AMOUNT DUE	256.77



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Chicago, IL [REDACTED] Phone (H): [REDACTED] Phone (W): [REDACTED] Phone (C): [REDACTED] Phone Oth: [REDACTED] Email: [REDACTED]		A/R Number: [REDACTED] Customer Number: [REDACTED] PO Number: [REDACTED] Auth Number: [REDACTED]	Invoice Number: [REDACTED] Printed: NOV 4 21 2:04 PM Copy # 2 Date Opened: MAY 15 19 Date Notified: MAY 15 19 Date Delivered: MAY 15 19
Year/Make/Model: 2015 FORD ESCAPE VIN: 1FMCU0F77 FU [REDACTED] License Number: [REDACTED] Color: Orange Stock Number: [REDACTED] Mileage In: 40997 Tag Number: 40997 Mileage Out: 40997		Service Writer: 1295 Terms & Conditions: Type of Sale: Retail Customer Signature: [REDACTED]	

Incr. Amt		New Amt	Date	Time	Person Cont.	How Cont.	Phone	Cont. By	Reason/Description
Original Estimate: \$65.86 Original Estimate: MAY 15 19									
Description	QtyOrd	Qty Del	Price	Ext Total	Grand Total				

1. Vehicle Concern

The WORKS ? Oil Change, Tire Rotation and Multi-point Inspection

Estimate is \$54.99 for 5 qts plus tax & Shop supplies

WRKS -

1 - Correction/Action Taken

performed the works package

Part Number	Failed	Description
FL910S		FILTER ASY - OIL
XO5W20BSP		OIL - ENGINE

85861 32.99

1	1	6.00	6.00
6	6	3.20	19.20

Sub Total Parts 25.20

SubTotal Job # 1 58.19

2. Vehicle Concern

PERFORM EXPRESS QUICK LANE VEHICLE CHECK UP

Q99PX -

1 - Correction/Action Taken

performed mpi

85861 0.00

Sub Total Parts 0.00

SubTotal Job # 2 0.00

Recommendations

REcommend rear brake pads and rear brake rotors 470.00

Miscellaneous Charges and Deductions For All Jobs

Shop Supplies

4.94

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Shop Supply Costs: We have added a charge equal to 8.5% of the total cost of labor and parts not to exceed \$59.99, to the repair order for shop supplies used in connection with this repair.

All parts are new unless otherwise indicated

Total Labor	32.99
Total Parts	25.20
Total Sublet	0.00
Misc. Chrgs	4.94
Car Rental	0.00
Freight	0.00
Deductible	0.00
Special Tax	0.00
Haz Mat Chrg	0.00
Sales Tax	2.73

AMOUNT DUE 65.86



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Chicago, IL [REDACTED] Phone (H): [REDACTED] Phone (W): [REDACTED] Phone (C): [REDACTED] Phone Oth: [REDACTED] Email: [REDACTED]		A/R Number: Customer Number: [REDACTED] PO Number: Auth Number: Service Writer: 6248 Terms & Conditions: Type of Sale: Retail Customer Signature	Invoice Number: [REDACTED] Printed: NOV 4 21 2:04 PM Copy # 5 Date Opened: JUL 30 18 Date Notified: JUL 30 18 Date Delivered: JUL 30 18
Year/Make/Model: 2015 FORD ESCAPE VIN: 1FMCU0F77 FU [REDACTED] License Number: [REDACTED] Color: Orange Stock Number: [REDACTED] Mileage In: 33158 Tag Number: 970 Mileage Out: 33158			

Original Estimate: \$538.00

Original Estimate: JUL 30 18

Incr. Amt	New Amt	Date	Time	Person Cont.	How Cont.	Phone	Cont. By	Reason/Description
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Description	QtyOrd	Qty Del	Price	Ext Total	Grand Total
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1. Vehicle Concern

Change oil & filter, Perform four wheel tire rotation. Perform Auto. Transmission Fluid Flush. Repl. engine air filter. Insp. all brake pads and tires. Complete multi point inspection card w/fluid top off. Perform fuel injector service. Perform Front end alignment and wash vehicle

LC -

1 - Correction/Action Taken

CHANGED OIL AND FILTER, PERFORMED FOUR WHEEL TIRE ROTATION, PERFORMED AUTO TRANSMISSION FLUID FLUSH, REPLACED ENGINE AIR FILTER INSP ALL BRAKE PADS AND TIRES... COMPLETE MPI CARD WITH FLUID TOP OFF PERFORMED FUEL INJECTOR SERVICE PERFORMED FRONT END ALIGNMENT

85467 323.96

Part Number	Failed	Description	Qty	Price	Ext Total
FL910S		FILTER ASY - OIL	1	5.50	5.50
XO5W20BSP		OIL - ENGINE	6	2.90	17.40
FA1910		ELEMENT ASY - AIR CLEANER	1	24.98	24.98
VP076		RAIL INJ	1	49.95	49.95
VP094		TRANS FLUSH	1	29.95	29.95
MERCON		TRANS/FLUID MTRCFT LV	12	4.00	48.00

Sub Total Parts 175.78

SubTotal Job # 1 499.74

2. Vehicle Concern

PERFORM MULTI POINT INPSCTION

Q99P -

1 - Correction/Action Taken

PERFORMED MPI...

85467 0.00

Sub Total Parts 0.00



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[Redacted] Chicago, IL [Redacted] Phone (H): [Redacted] Phone (W): [Redacted] Phone (C): [Redacted] Phone (Oth): [Redacted] Email: [Redacted]		A/R Number: Customer Number: [Redacted] PO Number: Auth Number: Service Writer: 6248 Terms & Conditions: Type of Sale: Retail	Invoice Number: [Redacted] Printed: NOV 4 21 2:04 PM Copy #: 5 Date Opened: JUL 30 18 Date Notified: JUL 30 18 Date Delivered: JUL 30 18
Year/Make/Model: 2015 FORD ESCAPE VIN: 1FMCU0F77FU[Redacted] License Number: [Redacted] Color: Orange Stock Number: [Redacted] Mileage In: 33158 Tag Number: 970 Mileage Out: 33158		Customer Signature	

Original Estimate \$ 538.00				Original Estimate JUL 30 18							
<u>Incr. Amt</u>	<u>New Amt</u>	<u>Date</u>	<u>Time</u>	<u>Person Cont.</u>	<u>How Cont.</u>	<u>Phone</u>	<u>Cont. By</u>	<u>Reason/Description</u>			
Description											
							<u>QtyOrd</u>	<u>Qty Del</u>	<u>Price</u>	<u>Ext Total</u>	<u>Grand Total</u>
SubTotal Job # 2											0.00

3. Vehicle Concern

Battery condition good

1 - Cause/Action to Take

GBATT -

1 - Correction/Action Taken

Sub Total Parts 0.00
SubTotal Job # 3 0.00

4. Vehicle Concern

TIRE TREAD AND WEAR ARE OK AT THIS TIME

1 - Cause/Action to Take

GTIRE -

1 - Correction/Action Taken

Sub Total Parts 0.00
SubTotal Job # 4 0.00

5. Vehicle Concern

BRAKE LININGS ARE OK AT THIS TIME

1 - Cause/Action to Take

GBK -

1 - Correction/Action Taken

Sub Total Parts 0.00
SubTotal Job # 5 0.00



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Chicago, IL [REDACTED] Phone (H): [REDACTED] Phone (C): [REDACTED] Email: [REDACTED]		A/R Number: Customer Number: [REDACTED] PO Number: Auth Number: Service Writer: 6248 Terms & Conditions: Type of Sale: Retail Customer Signature:	Invoice Number: [REDACTED] Printed: NOV 4 21 2:04 PM Copy #: 5 Date Opened: JUL 30 18 Date Notified: JUL 30 18 Date Delivered: JUL 30 18
Year/Make/Model: 2015 FORD ESCAPE VIN: 1FMCU0F77FU[REDACTED] License Number: [REDACTED] Stock Number: [REDACTED] Tag Number: 970		Color: Orange Mileage In: 33158 Mileage Out: 33158	

Original Estimate: \$ 538.00

Original Estimate: JUL 30 18

Incr. Amt	New Amt	Date	Time	Person Cont.	How Cont.	Phone	Cont. By	Reason/Description
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Description	QtyOrd	Qty Del	Price	Ext Total	Grand Total
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6. Vehicle Concern

Customer States replace burned out brake light bulb

42 -

1 - Correction/Action Taken

replaced brake light bulb

85467

10.00

Part Number

Failed

Description

9T4Z13466A

BULB

1

1

6.00

6.00

Sub Total Parts

6.00

SubTotal Job # 6

16.00

Miscellaneous Charges and Deductions For All Jobs

Shop Supplies

20.00

Owner Advantage Discount

-4.99

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Shop Supply Costs: We have added a charge equal to 8.5% of the total cost of labor and parts not to exceed \$59.99, to the repair order for shop supplies used in connection with this repair.

All parts are new unless otherwise indicated.

Total Labor	333.96
Total Parts	181.78
Total Sublet	0.00
Misc. Chrgs	15.01
Car Rental	0.00
Freight	0.00
Deductible	0.00
Special Tax	0.00
Haz Mat Chrg	0.00
Sales Tax	19.18

AMOUNT DUE 549.93



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Chicago, IL [REDACTED] Phone (H): [REDACTED] Phone (C): [REDACTED] Email: [REDACTED]		A/R Number: [REDACTED] Customer Number: [REDACTED] PO Number: [REDACTED] Auth Number: [REDACTED]	Invoice Number: [REDACTED] Printed: NOV 4 21 2:05 PM Copy # 2 Date Opened: MAR 12 18 Date Notified: MAR 12 18 Date Delivered: MAR 12 18
Year/Make/Model: 2015 FORD ESCAPE VIN: 1FMCU0F77 FL [REDACTED] License Number: [REDACTED] Color: Orange Stock Number: [REDACTED] Mileage In: 28594 Tag Number: 021 Mileage Out: 28594		Service Writer: 6248 Terms & Conditions: Type of Sale: Retail Customer Signature: [REDACTED]	

Original Estimate: \$0.00

Original Estimate: MAR 12 18

Incr. Amt	New Amt	Date	Time	Person Cont.	How Cont.	Phone	Cont. By	Reason/Description	QtyOrd	Qty Del	Price	Ext Total	Grand Total
Description													

1. Vehicle Concern

AUTOBUTLER REAPPLY

AGR -

1 - Correction/Action Taken

auto butler

99

0.00

Sub Total PartsInternal WorkMiscellaneous Charges and Deductions For All Jobs

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Shop Supply Costs: We have added a charge equal to 8.5% of the total cost of labor and parts not to exceed \$59.99, to the repair order for shop supplies used in connection with this repair.

All parts are new unless otherwise indicated.

Total Labor	0.00
Total Parts	0.00
Total Sublet	0.00
Misc. Chrgs	0.00
Car Rental	0.00
Freight	0.00
Deductible	0.00
Special Tax	0.00
Haz Mat Chrg	0.00
Sales Tax	0.00
AMOUNT DUE	0.00



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[Redacted] Chicago, IL [Redacted] Phone (H): [Redacted] Phone (C): [Redacted] Email: [Redacted]		A/R Number: Customer Number: [Redacted] PO Number: Auth Number: Service Writer: 85838 Terms & Conditions: Type of Sale: Retail	Invoice Number: [Redacted] Printed: NOV 4 21 2:05 PM Copy # 3 Date Opened: OCT 30 17 Date Notified: OCT 30 17 Date Delivered: OCT 30 17
Year/Make/Model: 2015 FORD ESCAPE VIN: 1FMCU0F77 FU [Redacted] License Number: [Redacted] Color: Orange Stock Number: [Redacted] Mileage In: 25434 Tag Number: 115 Mileage Out: 25434		Customer Signature	

Original Estimate: \$ 40.03

Original Estimate: OCT 30 17

Incr. Amt	New Amt	Date	Time	Person Cont.	How Cont.	Phone	Cont. By	Reason/Description
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Description	QtyOrd	Qty Del	Price	Ext Total	Grand Total
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1. Vehicle Concern

AUTOBUTLER REAPPLY

AGR -

1 -- Correction/Action Taken

PERFORMED AUTOBUTLER

99 0.00

Sub Total Parts 0.00

SubTotal Job # 1 0.00

2. Vehicle Concern

PERFORM BASIC OIL & FILTER CHANGE

QOC -

1 -- Correction/Action Taken

LOF 85787 14.95

Part Number	Failed	Description
-------------	--------	-------------

FL820S		FLITER
--------	--	--------

XO5W20QSD		MOTORCRAFT OIL API GF5
-----------	--	------------------------

1	1	5.50	5.50
---	---	------	------

6	6	2.90	17.40
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Sub Total Parts 22.90

SubTotal Job # 2 37.85

3. Vehicle Concern

PERFORM MULTI POINT INPSCTION

Q99P -

1 -- Correction/Action Taken

performed mpi

85787 0.00

Sub Total Parts 0.00

SubTotal Job # 3 0.00



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Chicago, IL [REDACTED] Phone (H): [REDACTED] Phone (C): [REDACTED] Email: [REDACTED]		A/R Number: Customer Number: [REDACTED] PO Number: Auth Number: Service Writer: 85838 Terms & Conditions: Type of Sale: Retail	Invoice Number: [REDACTED] Printed: NOV 4 21 2:05 PM Copy #: 3 Date Opened: OCT 30 17 Date Notified: OCT 30 17 Date Delivered: OCT 30 17
Year/Make/Model: 2015 FORD ESCAPE VIN: 1FMCU0F77 FU [REDACTED] License Number: [REDACTED] Stock Number: [REDACTED] Tag Number: 115		Color: Orange Mileage In: 25434 Mileage Out: 25434 Customer Signature	

Original Estimate: \$40.03

Original Estimate: OCT 30 17

Incr. Amt	New Amt	Date	Time	Person Cont.	How Cont.	Phone	Cont. By	Reason/Description
-----------	---------	------	------	--------------	-----------	-------	----------	--------------------

Description	QtyOrd	Qty Del	Price	Ext Total	Grand Total
Miscellaneous Charges and Deductions For All Jobs					
Shop Supplies					3.22
Owner Advantage Discount					-4.99

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Shop Supply Costs: We have added a charge equal to 8.5% of the total cost of labor and parts not to exceed \$59.99, to the repair order for shop supplies used in connection with this repair.

All parts are new unless otherwise indicated.

Total Labor	14.95
Total Parts	22.90
Total Sublet	0.00
Misc. Chrgs	-1.77
Car Rental	0.00
Freight	0.00
Deductible	0.00
Special Tax	0.00
Haz Mat Chrg	0.00
Sales Tax	2.49
AMOUNT DUE	38.57



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[Redacted]		A/R Number:		Invoice Number:	[Redacted]
Chicago, IL [Redacted]		Customer Number:	[Redacted]	Printed:	NOV 4 21 2:06 PM
Phone (H): [Redacted]	Phone (W): [Redacted]	PO Number:		Copy #:	2
Phone (C): [Redacted]	Phone Oth: [Redacted]	Auth Number:		Date Opened:	APR 24 17
Email: [Redacted]		Service Writer:	85559	Date Notified:	APR 24 17
Year/Make/Model: 2015 FORD ESCAPE		Terms & Conditions:		Date Delivered:	APR 24 17
VIN:	1FMCU0F77 FU [Redacted]	Type of Sale:	Retail		
License Number:	[Redacted]	Color:	Orange		
Stock Number:	[Redacted]	Mileage In:	20546		
Tag Number:	048	Mileage Out:	20546		
		Customer Signature:			

Original Estimate \$0.00

Original Estimate APR 24 17

Incr. Amt	New Amt	Date	Time	Person Cont.	How Cont.	Phone	Cont. By	Reason/Description
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Description	QtyOrd	Qty Del	Price	Ext Total	Grand Total
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1. Vehicle Concern

REAPPLY AUTO BUTLER

AGR -

1 - Correction/Action Taken

6731	0.00
------	------

Sub Total Parts	0.00
-----------------	------

SubTotal Job # 1	0.00
------------------	------

2. Vehicle Concern

ELECTRICAL check for sync used to identify person calling or texting now it just reads you have a message but no i.d., advise

10 -

1 - Correction/Action Taken

VERIFIED COCERN PERFORMED MASTER REST PER
WORKSHOP MANUAL 415-00B GENERAL PROCEDURES
DISCONNECTED BATTERY FOR 1 MINUTE AND RECONNECTED.
PERFORMED MASTER REST ON SYNC SYSTEM USING MENU ON
FCDIM. RECHECKED WITH PERONNAL PHONE-OK.

6731	0.00
------	------

Sub Total Parts	Warranty
-----------------	----------

SubTotal Job # 2	Warranty
------------------	----------

Miscellaneous Charges and Deductions For All Jobs

Warranty Disclaimer: All parts and accessories are sold and all repairs are provided by the dealership as-is. The dealership hereby expressly disclaims all warranties, expressly disclaims all warranties, express and implied, including any implied warranties of merchantability and fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of any parts or accessories or any repairs performed to the vehicle. The only warranties on parts and accessories or repairs are those which may be offered by the manufacturer or the original parts distributor and only such manufacturer or distributor shall be liable for performance under such warranties, customer shall not be entitled to recover from the dealership any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit or income, or any other incidental damages.

Shop Supply Costs: We have added a charge equal to 8.5% of the total cost of labor and parts not to exceed \$59.99, to the repair order for shop supplies used in connection with this repair.

All parts are new unless otherwise indicated.

Total Labor	0.00
Total Parts	0.00
Total Sublet	0.00
Misc. Chrgs	0.00
Car Rental	0.00
Freight	0.00
Deductible	0.00
Special Tax	0.00
Haz Mat Chrg	0.00
Sales Tax	0.00
AMOUNT DUE	0.00



Sutton Ford Auto
21315 Central Ave
Matteson, IL 60443

Ph (708) 720-8000 | Fax (708) 720-4298
www.suttonautoteam.com



Page
1

Chicago, IL [REDACTED] Phone (H): [REDACTED] Phone (C): [REDACTED] Email: [REDACTED]		A/R Number: [REDACTED] Customer Number: [REDACTED] PO Number: [REDACTED] Auth Number: [REDACTED]	Invoice Number: [REDACTED] Printed: NOV 4 21 2:05 PM Copy # 2 Date Opened: APR 10 17 Date Notified: APR 10 17 Date Delivered: APR 10 17
Year/Make/Model: 2015 FORD ESCAPE VIN: 1FMCU0F77 FU [REDACTED] License Number: [REDACTED] Color: Orange Stock Number: [REDACTED] Mileage In: 20120 Tag Number: 242 Mileage Out: 20120		Service Writer: 85559 Terms & Conditions: Type of Sale: Retail Customer Signature: [REDACTED]	

Original Estimate \$ 0.00

Original Estimate APR 10 17

Incr. Amt	New Amt	Date	Time	Person Cont.	How Cont.	Phone	Cont. By	Reason/Description
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Description	QtyOrd	Qty Del	Price	Ext Total	Grand Total
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1. Vehicle Concern

AUTOBUTLER REAPPLY

1 - Cause/Action to Take

AGR - coming in next week

1 - Correction/Action Taken

6731 0.00

Sub Total Parts 0.00

SubTotal Job # 1 0.00

2. Vehicle Concern

WORKS

WRKS -

1 - Correction/Action Taken

PERFORMED THE WORKS

6731 19.95

Part Number	Failed	Description	Qty	Price	Ext Total
FL910S		FILTER ASY - OIL	1	5.50	5.50
XO5W20QSD		MOTORCRAFT OIL API GF5	6	2.90	17.40

Sub Total Parts 22.90

SubTotal Job # 2 42.85

3. Vehicle Concern

Perform Multi point inspection

99P -

1 - Correction/Action Taken

MPI

6731 0.00

Sub Total Parts 0.00

SubTotal Job # 3 0.00

307102021
Ternera 10 W. D8. 15
75. 1000.

Transaction # 2
 Card Type [REDACTED]
 Amount USD\$3,160.00
 Ref Number 101101020
 Global ID
 1234567890
 Auth Code 123456

BATCH #: [REDACTED]
Response: APPROXIMATE DATING

Sutton Ford Inc.
21315 Central Avenue
Matteson, IL 60443
(708) 720-8000

WORK ORDER

RO NUMBER: [REDACTED]

TAG: 314

Page Number 1
Franchise Code 01527
Today's Date JUN 10 21
Time Printed 8 03 AM
Copy # 1

WARRANTY DISCLAIMER: All parts and accessories are sold and all repairs are provided by the dealership AS IS. The dealership hereby disclaims all warranties, express and implied, including any implied warranties of merchantability and fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the parts and accessories or repairs are those which may be offered by the manufacturer or the performance under such warranties. Customer shall not be entitled to recover from the dealership any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit or income, or any other incidental damages.

ESTIMATE: You are entitled to a price estimate for the repairs you have authorized. The repair price may be less than the estimate but shall not exceed (1) any price limited estimate or (2) any parts and labor estimate by more than 10%. Additional repairs may not be performed without your consent. You may waive your right to a written estimate and require that you be notified if the price exceeds an amount you have specified. You may waive your right to an estimate, which gives the motor vehicles repair facility the right to set the price without your permission. Your signature will indicate your selection.

(a) I request an estimate in writing before you begin repairs. Signature _____
(b) Please proceed with repairs but call me for approval before continuing if the price exceeds \$ _____. Signature _____

(c) I do not want an estimate and you may set the price of repairs. Signature _____ Time _____
PRELIMINARY ESTIMATE \$5874.00

This estimate price for authorized repairs will be honored if the motor vehicle is delivered to the facility within the time period agreed to by the consumer and the motor vehicle repair facility.

Estimates will include charges to complete the repair, including any charges to perform diagnostics to repair estimates, and disassembly/reassembly the vehicle or a vehicle component.

LABOR AND PARTS COSTS: A combination of industry standard flat rate (time) / materials, actual time, or condition of the vehicle may be used to determine labor costs.

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

Discard Replaced parts _____ (initials) Save Replaced Parts _____ (initials)

Original Estimate	Customer Number	Time Received	Selling Dealer
5874.00	[REDACTED]	7:56 AM	[REDACTED]

I understand that the dealership is not responsible for any delays caused by unavailability of parts or shipping by the supplier or transporter. I hereby grant the dealership permission to operate the vehicle on streets, highways or public roadways for the purpose of testing and/or inspecting the vehicle. The dealership is not responsible for any damage to the vehicle or articles left in the vehicle in case of fire, theft, or any other cause.

CUSTOMER SIGNATURE [REDACTED]

CUSTOMER INFORMATION

VEHICLE INFORMATION

SERVICE INFORMATION

CUSTOMER INFORMATION		VEHICLE INFORMATION		SERVICE INFORMATION	
Year 2015	License Number [REDACTED]	R.O. Number [REDACTED]			
Make FORD	Stock # [REDACTED]	Service Writer Erik Buikema			
Model ESCAPE	In Service Date [REDACTED]	Date In JUN 10 21			
Color Orange	Source N	Completion Date [REDACTED]			
VIN 1FMCU0F77 [REDACTED]	Engine [REDACTED]	Miles In 63,764			
	Sispsn Parker, Lester	Miles Out [REDACTED]			
	St. Dat JUL 6 15				
	Expires: [REDACTED]				
	Mileage: 0				
	Deduct: 0.00				

Comments: Web Appt created 2021-06-04 10:30:00am taken by Kristin Johnson CUSTOMER
STATESuggest loaners when customers are g
Time Promised 6:00 PM

LABOR INSTRUCTIONS

1 OPERATION CODE TECH # C / Replace transmission assy SOP Ford Motor Company Employee

FAILURE CODE

CAUSE:

CORRECTION:

2 OPERATION CODE TECH # C / PERFORM MULTI POINT INSPECTION

FAILURE CODE

CAUSE:

CORRECTION:

Don \$3000



CICERO
2501 S. CICERO AVE
2501 S CICERO AVE
CICERO IL 60804
(708) 656-1160

Service Manager: ISRAELSANCHEZ

If you have any questions
or concerns, please call:
(708) 835-8551

TRACKING ID# *	
Store ID #	Service Work Order #

0820

Insurance

Policy Number

Name:		Year:	2016	Date:	2020-07-16
Address:		Make:	FORD	Entered By:	GRACIELA D
City:	Chicago	Model:	EDGE	Time In:	09:35:41
State:	IL	Engine:	V6-2700 2.7L DOHC	Date/Time Promised:	2020-07-16 12:18:42
Zip:		Vin No.:		Old Parts Returned:	no
Home Phone:		License No:			
Contact Phone:		Mileage In / Out:	123231 / 123231		
		Color:			
Storage Charges: Any vehicle that is left unattended for more than 7 business days may be towed at the owner's expense. For more information, please see Store Manager.					
I HEREBY AUTHORIZE PEP BOYS TO PERFORM THE REPAIRS ON THIS WORK ORDER AND TO FURNISH THE NECESSARY MATERIALS AND ITS EMPLOYEES TO OPERATE THE VEHICLE FOR PURPOSES OF INSPECTION, TESTING AND REPAIR. I UNDERSTAND THAT ANY COST QUOTED IS AN ESTIMATE. I UNDERSTAND THAT UNLESS DIRECTLY CAUSED BY PEP BOYS, IT IS NOT RESPONSIBLE FOR ANY LOSS OR DAMAGE TO THE VEHICLE OR ITS CONTENTS. THAT THE VEHICLE MAY BE PARKED ON THE PEP BOYS PARKING LOT AND THAT VEHICLES ARE LEFT OVERNIGHT AT OWNERS RISK.					
Initial Estimate	Parts \$	Labor \$	Total \$	Date and Time	
	465.52	361.64	906.28	2020-07-16 09:35:41	

You are entitled to a price estimate for the repairs you have authorized. The repair price may be less than the estimate, but will not exceed (1) any price limited estimate or (2) any parts and labor estimate by more than 10%. Additional repairs may not be performed without your consent. You may waive your right to a written estimate and require that you be notified if the price exceeds an amount you have specified.

You may waive your right to an estimate which gives the repair shop the right to set the price without your permission.

Your signature will indicate your selection

(a) I request an estimate in writing before you begin repairs.

Signature: _____

(b) Please proceed with repairs but call me for approval before continuing if the price exceeds \$

Signature: _____

(c) I do not want an estimate and you may set the price of repairs

Signature: _____

Date: _____ Time: _____

--- Covered if the motor vehicle is delivered to the facility



Package SubTotal : 11.99

LB		COMPLIMENTARY VEHICLE INSPECTION	N	OSCAR G	1		0.00	0.00
		20 percent discount per Grace						
LB	2302	Remove & Replace Alternator Assembly	N	OSCAR G	1	120.00	469.20	349.05
		POSTTENDER					-118.54	
PN	10306	Alternator	N		1		412.69	309.52
		POSTTENDER					-103.17	
		LIFETIME LIMITED WARRANTY						
PN	gat	Battery	N		1		208.00	156.00
		POSTTENDER					-52.00	
LB		LYFT RIDE FOR CUSTOMER	N	OSCAR G	1		0.00	0.00
OT	9690163	PEPGUARD LIMITED EXTENDED LABOR WARRANTY			1		79.25	0.00
		POSTTENDER					-79.25	
OT		Shop Fee	N		1		35.00	26.25
		POSTTENDER					-8.75	

PER Robert
EXT WARRANTY

Parts: 465.52 Labor : 361.64 Other : 26.25 Tax : 52.87 Total : 906.28

Tender Date : 07/16/2020
POS Trans # : 70825
Tender Register: 103
Tender Cashier: 470127

Tender Time : 5:21 PM
Store : 0820
Tender Till #: 103

General Comments

Customer Declined: \$79.25 x 1 9690163 PEPGUARD LIMITED EXTENDED LABOR WARRANTY

Code Descriptions

N: New
*: Covered by PepGuard Extended Labor Warranty

Invoice History

REVISION #	CONTACT	TYPE	AMOUNT	PHONE	DATE	TIME	AUTH_BY
initial			15.99		2020-07-16	09:35:42	
authorize		PROSTART STARTING/CHARGING SYSTEM TEST			1		15.99 15.99
save			1086.69		2020-07-16	11:20:27	



CICERO
2501 S. CICERO AVE
2501 S CICERO AVE
CICERO IL 60804
(708) 656-1160

Service Manager: ISRAEL SANCHEZ

If you have any questions
or concerns, please call:
(708) 835-9551

TRACKING ID# *	
Store ID #	Service Work Order #

0820

Insurance:

Policy Number:

Name:	[REDACTED]	Year:	2015	Date:	2020-07-20
Address:	[REDACTED]	Make:	FORD TRUCK	Entered By:	ISRAEL S
City:	Chicago	Model:	ESCAPE	Time In:	09:57:26
State:	IL	Engine:	4-2488 2.5L DOHC	Date/Time Promised:	2020-07-27 19:00:00
Zip:	[REDACTED]	Vin No.:	1FMCU0F77FL [REDACTED]	Old Parts Returned:	no
Home Phone:	[REDACTED]	License No:	IL [REDACTED]		
Contact Phone:	[REDACTED]	Mileage In / Out:	1 /		
		Color:			
Storage Charges: Any vehicle that is left unattended for more than 7 business days may be towed at the owner's expense. For more information, please see Store Manager.					

I HEREBY AUTHORIZE POP BOYS TO PERFORM THE REPAIRS ON THIS WORK ORDER AND TO FURNISH THE NECESSARY MATERIALS AND ITS EMPLOYEES TO OPERATE THE VEHICLE FOR PURPOSES OF INSPECTION, TESTING, AND DELIVERY. I UNDERSTAND THAT ANY COST QUOTED IS AN ESTIMATE. I UNDERSTAND THAT UNLESS DIRECTLY CAUSED BY POP BOYS, IT IS NOT RESPONSIBLE FOR ANY LOSS OR DAMAGE TO THE VEHICLE OR ITS CONTENTS. THAT THE VEHICLE MAY BE PARKED IN THE POP BOYS PARKING LOT AND THAT VEHICLES ARE LEFT OVERNIGHT AT OWNER'S RISK.

X

Initial Estimate	Parts \$:	Labor \$:	Total \$:	Date and Time:
	0.00	0.00	0.00	2020-07-20 09:57:26

You are entitled to a price estimate for the repairs you have authorized. The repair price may be less than the estimate, but will not exceed (1) any price limited estimate or (2) any parts and labor estimate by more than 10%. Additional repairs may not be performed without your consent. You may waive your right to a written estimate and require that you be notified if the price exceeds an amount you have specified.

You may waive your right to an estimate which gives the repair shop the right to set the price without your permission.

Your signature will indicate your selection

(a) I request an estimate in writing before you begin repairs.

Signature: _____

(b) Please proceed with repairs but call me for approval before continuing if the price exceeds \$

Signature: _____

(c) I do not want an estimate and you may set the price of repairs

Signature: _____

Date: _____ Time: _____

This estimated Price for authorized repairs will be honored if the estimate is within 10% of the actual price.



PN CJ5Z-10346-C ALTERNATOR OEM FORD N 1 OP 831.07 0.00
Competitor -521.06
-309.12

PART ORDERED CUSTOMER WILL BE IN FRIDAY TO
INSTALL WE NEED OLD ALTERNATOR TO SEND
BACK AS DEFECTIVE SEE ISRAEL

Parts: 0.00 Labor : 0.00 Other : 0.00 Tax : 0.00 Total : 0.00

Code Descriptions

N: New

Invoice History

REVISION #	CONTACT	TYPE	AMOUNT	PHONE	DATE	TIME	AUTH_BY
initial			0.00		2020-07-20	09:57:29	
authorize		COMPLIMENTARY VEHICLE INSPECTION			1	0.00	0.00
save			831.07		2020-07-21	12:41:15	
authorize	CJ5Z-10346-C	ALTERNATOR OEM FORD			1	831.07	831.07

Service Information

Tire Tread Depth (32nds) LF::

Tire Tread Depth (32nds) RR::

State Inspection Expiration Date::

Tire Tread Depth (32nds) LR::

Tire Tread Depth (32nds) RF::

Terminal ID No.

Credit Sale

Transaction #: 11
Card Type: MasterCard
Account: [REDACTED]
Entry: [REDACTED]
Amount: USD\$178.75
Ref. Number: [REDACTED]
Global UID: 124010507202107061141537717
Auth. Code: 060368

Batch #: [REDACTED]
Response: APPROVAL 060368

Mode: [REDACTED]
AID: [REDACTED]
APPN: [REDACTED]

ISSUER
AD000000041010
CAPITAL ONE
CUSTOMER COPY
THANK YOU!!

SUTTON GRO. LINCOLN
2115 CENTRAL AVE
MATTESON, IL 60443
(708)720-8039

07/06/2021 11:41:21
Terminal ID No.: 75111002

Credit Sale

Transaction #: 10
Card Type: Visa
Account: [REDACTED]
Entry: [REDACTED]
Amount: USD\$3,000.00
Ref. Number: [REDACTED]
Global UID: 124010507202107061141213085
Auth. Code: 084112

Batch #: [REDACTED]
Response: APPROVAL 084112

Mode: [REDACTED]
Terminal: [REDACTED]



21315 Central Ave
Matteson, IL 60443
Ph (708) 720-6000 | Fax (708) 720-4298
www.suttonautoteam.com



Chicago, IL
Phone (H)
Phone (C)
Email
Year/Make/Model: 2015 FORD ESCAPE
VIN: 1FMCU0F77 FU
License Number
Stock Number
Tag Number: 314
Color: Orange
Mileage In: 63764
Mileage Out: 63768

A/R Number
Customer Number
PO Number
Auth Number
Service Writer: 85650
Terms & Conditions
Type of Sale: Retail
Customer Signature

Invoice Number
Printed: JUL 2 21 2 40 PM
Copy #: 3
Date Opened: 06/10/21
Date Notified: 07/01/21
Date Delivered

Original Estimate: \$5874.00
Original Estimate: 06/10/21

Incr. Amt	New Amt	Date	Time	Person Cont.	How Cont.	Phone	Cont. By	Reason/Description	Description	QtyOrd	Qty Del	Price	Ext Total	Grand Total
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PAID
JUL 10 2021
\$3000-
PAID
JUL 10 2021
\$3000-
PAID
JUL 10 2021
\$3000-

Warranty Disclaimer: All parts and accessories are sold and all repairs are provided by the dealership as-is. The dealership hereby expressly disclaims all warranties, expressly disclaims all warranties, express and implied, including any implied warranties of merchantability and fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of any parts or accessories or any repairs performed to the vehicle. The only warranties on parts and accessories or repairs are those which may be offered by the manufacturer or the original parts distributor and only such manufacturer or distributor shall be liable for performance under such warranties. customer shall not be entitled to recover from the dealership any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit or income, or any other incidental damages

Shop Supply Costs: We have added a charge equal to 8.5% of the total cost of labor and parts not to exceed \$59.99, to the repair order for shop supplies used in connection with this repair.

All parts are new unless otherwise indicated

Total Labor	2,540.80
Total Parts	3,235.15
Total Shop	0.00
Misc. Chrgs	76.00
Car Rental	0.00
Freight	0.00
Deductible	0.00
Special Tax	0.00
Haz Mat Chrg	0.00
Sales Tax	326.77
AMOUNT DUE	6,178.72



Sutton Ford Auto
21315 Central Ave
Matteson, IL 60443
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www.suttonautoteam.com



Page
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Chicago, IL [REDACTED] Phone [REDACTED] Phone (C) [REDACTED] Email [REDACTED]		Phone (W): [REDACTED] Phone Oth: [REDACTED]		A/R Number: Customer Number: [REDACTED] PO Number: Auth Number: Service Writer: 85650 Terms & Conditions: Type of Sale: Retail	Invoice Number: [REDACTED] Printed: JUL 2 21 2 40 PM Copy # 3 Date Opened: 06/10/21 Date Notified: 07/01/21 Date Delivered:
Year/Make/Model: 2015 FORD ESCAPE VIN: 1FMCU0F77 FU [REDACTED]		License Number: [REDACTED] Stock Number: [REDACTED] Tag Number: 314		Color: Orange Mileage In: 63764 Mileage Out: 63768	

Original Estimate: \$ 5874.00 Original Estimate: 06/10/21

Incr. Amt	New Amt	Date	Time	Person Cont.	How Cont.	Phone	Cont. By	Reason/Description
-----------	---------	------	------	--------------	-----------	-------	----------	--------------------

Description	QtyOrd	Qty Del	Price	Ext Total	Grand Total
<u>Sub Total Parts</u>					0.00
<u>SubTotal Job # 2</u>					0.00

3. Vehicle Concern

MOUNT & BALANCE 2 TIRES 235/55/17 Kelly A/S 9001 356221030

****Must document both original and new dot codes****

MB2 -

1 - Correction/Action Taken

mounted and balanced 2 new front tires

M77AJBPR0921 (2)

85787 49.99

Part Number	Failed	Description
9001356221030		235 55R17

2 2 109.95 219.90
Sub Total Parts 219.90

Miscellaneous Charges and Deductions

Tire Disposal 2 Tires

6.00

Tire Usage Fee 2 Tires

5.00

SubTotal Job # 3 280.89

4. Vehicle Concern

REAPPLY AUTO BUTLER

AGR -

1 - Correction/Action Taken

0.00

Sub Total Parts 0.00
SubTotal Job # 4 0.00

Miscellaneous Charges and Deductions For All Jobs



Sutton Ford Auto
21315 Central Ave
Matteson, IL 60443

Ph (708) 720-8000 | Fax (708) 720-4298
www.suttonautoteam.com



Page
1

Chicago, IL [REDACTED] Phone (H) [REDACTED] Phone (C) [REDACTED] Email [REDACTED]		Phone (W) [REDACTED] Phone Oth [REDACTED]		A/R Number: Customer Number: [REDACTED] PO Number: Auth Number: Service Writer: 85650 Terms & Conditions: Type of Sale: Retail Customer Signature	Invoice Number: [REDACTED] Printed: JUL 2 21 2:40 PM Copy # 3 Date Opened 06/10/21 Date Notified 07/01/21 Date Delivered
Year/Make/Model: 2015 FORD ESCAPE VIN 1FMCU0F77 FU [REDACTED] License Number: [REDACTED] Color: Orange Stock Number: [REDACTED] Mileage In: 63764 Tag Number: 314 Mileage Out: 63768					

Original Estimate: \$ 5874.00 Original Estimate: 06/10/21

Incr. Amt New Amt Date Time Person Cont. How Cont. Phone Cont. By Reason/Description

Description	QtyOrd	Qty Del	Price	Ext Total	Grand Total
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1. Vehicle Concern

Replace transmission assy SOP Ford Motor Company Employee

11 -

1 -- Correction/Action Taken

INSTALL ORDERED TRAND FLUSH COOLER LINES...TOP OFF
FLUID AND DOWNLOAD TRANS DATA PERFORM ADAPTIVE SHIFT
AND ROADCTEST ALL SHIFTS OK BRAKES MAKE NOISE AND
FRONT TIRES HAVE BELT SHOWING LOOKS LIKE BEEN SITTING
A WHILE...

85568 2490.81

Part Number	Failed	Description
EV6Z7000ERM		AUTOMATIC TRANSMISSION ASY
1S7Z6840AA		GASKET

1	1	3013.58	3013.58
1	1	1.67	1.67

Sub Total Parts 3015.25

Miscellaneous Charges and Deductions

Shop Supplies

SubTotal Job # 1 65.00 5571.06

Recommendations

Rec replace brake rotors to rid any noise from rust, customer informed, rec
replace worn tires, customer informed.

2. Vehicle Concern

PERFORM MULTI POINT INPSCTION

Q99P -

1 -- Correction/Action Taken

NEEDS BRAKE ROTORS AND PADS MOST LIKELY VERY NOISE
BEEM SITTING AND TIRES NEED REPLACE BELT SHOWING ON R/
F

85568 0.00



Ford Motor Company
Ford Customer Service Division
P.O. Box 1904
Dearborn, Michigan 48121



CHICAGO IL

July 2015

Powertrain
5YRS / 60,000

Safety/Restraints
5YRS / 60,000

***** IMPORTANT SAFETY RECALL *****
(PROGRAMA DE SEGURIDAD IMPORTANTE)

Compliance Recall Notice 15C06 / NHTSA Recall 15V-436
Aviso de Revisión de Cumplimiento 15C06

2015 Escape

Your Vehicle Identification Number (VIN): 1FMCU0F77FU

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that your vehicle, with the VIN shown above, fails to conform to requirements specified in Federal Motor Vehicle Safety Standard (FMVSS) 114 – regarding Theft Protection and Rollaway Prevention.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

What is the issue?

On your vehicle, it may be possible for the engine to continue to run after turning the ignition key to the "off" position and removing the key (vehicles with standard ignition keys), or after pressing the Engine Start/Stop button (vehicles with push-button start and intelligent access keys). If the engine does not turn off as expected, someone could move the transmission shifter out of park and the vehicle may move unintentionally, increasing the risk of a crash.

What will Ford and your dealer do?

Ford Motor Company has authorized your dealer to reprogram your vehicle's body control module free of charge (parts and labor).

How long will it take?

The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

What should you do?

Please call your dealer without delay and request a service date for Recall 15C06. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter.

NOTE: If this condition occurs on your vehicle prior to your service appointment, the simplest way to disable the engine is to remove the powertrain control module (PCM) power fuse. Consult your owner's manual for additional information regarding fuse location and removal.



Sutton Ford Auto
21315 Central Ave
Matteson, IL 60443
Ph (708) 720-8000 | Fax (708) 720-4298
www.suttonautoteam.com



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2

Chicago, IL [REDACTED] Phone (H) [REDACTED] Phone (W) [REDACTED] Phone (C) [REDACTED] Phone Din. [REDACTED] Email [REDACTED] Year/Make/Model: 2015 FORD ESCAPE VIN 1FMCU0F77 FU [REDACTED] License Number [REDACTED] Color: Orange Stock Number [REDACTED] Mileage In: 62192 Tag Number 611 Mileage Out: 62192		A/R Number [REDACTED] Customer Number [REDACTED] PO Number [REDACTED] Auth Number [REDACTED] Service Writer: STEPHANIE DWYER Terms & Conditions [REDACTED] Type of Sale: Retail Customer Signature [REDACTED]	Invoice Number [REDACTED] Printed: APR 12 21 1:16 PM Copy # 1 Date Opened: 04/12/21 Date Notified: 04/12/21 Date Delivered [REDACTED]
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Original Estimate: \$ 159.99

Original Estimate 04/12/21

Incr. Amt	New Amt	Date	Time	Person Cont.	How Cont.	Phone	Cont. By	Reason/Description
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Description	QtyOrd	Qty Del	Price	Ext Total	Grand Total
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2. Vehicle Concern

Multi Point Inspection

Q99P -

1 - Correction/Action Taken
performed mpi

85787

0.00

Sub Total Parts

0.00

SubTotal Job # 2

0.00

Miscellaneous Charges and Deductions For All Jobs
Shop Supplies

43.32



Warranty Disclaimer: All parts and accessories are sold and all repairs are provided by the dealership as-is. The dealership hereby expressly disclaims all warranties, expressly disclaims all warranties, express and implied, including any implied warranties of merchantability and fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of any parts or accessories or any repairs performed to the vehicle. The only warranties on parts and accessories or repairs are those which may be offered by the manufacturer or the original parts distributor and only such manufacturer or distributor shall be liable for performance under such warranties. Customer shall not be entitled to recover from the dealership any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit or income, or any other incidental damages.

Shop Supply Costs: We have added a charge equal to 3.5% of the total cost of labor and parts not to exceed \$59.99, to the repair order for shop supplies used in connection with this repair.

All parts are new unless otherwise indicated

510 off

Total Labor	331.98
Total Parts	177.69
Total Sublet	0.00
Misc. Chrgs	43.32
Car Rental	0.00
Freight	0.00
Deductible	0.00
Special Tax	0.00
Haz Mat Chrg	0.00
Sales Tax	19.28

AMOUNT DUE 572.27

Cip [REDACTED]



Sutton Ford Auto
21315 Central Ave
Matteson, IL 60443
Ph (708) 720-8000 | Fax (708) 720-4298
www.suttonautoteam.com



Page
1

Chicago, IL Phone (H): Phone (C): Email: Year/Make/Model: 2015 FORD ESCAPE VIN: 1FMCU0F77 FU License Number: Stock Number: Tag Number: 611		Phone (W): Phone (O): Color: Orange Mileage In: 62192 Mileage Out: 62192		A/R Number: Customer Number: PO Number: Auth Number: Service Writer: STEPHANIE DWYER Terms & Conditions: Type of Sale: Retail Customer Signature:		Invoice Number: Printed: APR 12 21 1:16 PM Copy #: 1 Date Opened: 04/12/21 Date Notified: 04/12/21 Date Delivered:	
--	--	--	--	--	--	---	--

Original Estimate: \$159.99

Original Estimate: 04/12/21

Incr. Amt	New Amt	Date	Time	Person Cont.	How Cont.	Phone	Cont. By	Reason/Description
-----------	---------	------	------	--------------	-----------	-------	----------	--------------------

Description	QtyOrd	Qty Del	Price	Ext Total	Grand Total
-------------	--------	---------	-------	-----------	-------------

1. Vehicle Concern

CUSTOMER STATES CUSTOMER STATES THAT ENGINE LIGHT HAS COME ON AFTER FILLING GAS, CAR SEEMS HESITANT TO START MOVING, JUMPS. c/s cel will come on and off. c/s vehicle will start sputtering like it wants to run out of gas. had codes pulled at autozone - P0302. issue is intermitten. c/s it happens more often than not and c/s when she does get up to speed the vehicle will drive normal. check and advise.

12 -

1 - Correction/Action Taken

Verified customer concern, Vehicle consistently misfiring. Checked OASIS, No TSBs or SSMs related to customer concern. Self test PCM, P0202, P0300, P0301, P0302, P0316 Present in PCM. Visual inspection of wiring harness to Cylinders 1 & 2 found Cylinder 2 injector connector to be bitten in half by rodent. As well as Cylinder 1 COP connector.

Replacement of these connectors are required at this time due to being an obvious concern.

Spliced in new connectors for Cylinder 1 COP connector and Cylinder 2 Fuel injector connector. Retest, Vehicle starts normally at this time. Self test, Cleared DTCs. No DTCs returned.

Customer concern is no longer present

Repair complete.

85787

331.98

Part Number	Failed	Description
5U2Z14S411ZB		WIRE ASY
BU2Z14S411FA		WIRE ASY

1	1	112.38	112.38
1	1	65.31	65.31

Sub Total Parts

SubTotal Job # 1

177.69

509.67



Sutton Ford
21315 Central Ave
Matteson
Illinois
708-720-8000

Customer Information

Street:
Zip Code:

Customer Signature



Transaction Information

Sale

Date: 04/12/2021 13:22:58
Amount: \$543.65
Card Number: *****
Merchant Id: 400002156
Terminal Id: 00000001
Auth Code: 022214
Auth Mode: Issuer
Application Name: VISA DEBIT
Processed as: VISA
Reference No:
Trace No: 110218602553
Invoice No:
Response: Approved
Entry Method: Chip Read
Match AVS: Not Present
Match CVV: Not Present
Match ZIP: Not Present
Chip Card AID: A0000000031010
TVR: 8000008000
IAD: 06011203A08000
TSI: 6800
ARC: 3030
Client Id:
User Id:

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



Sutton Ford Auto
21315 Central Ave
Matteson, IL 60443

Ph (708) 720-8000 | Fax (708) 720-4298
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Page
1

Chicago, IL
Phone (H)
Phone (C)
Email
Year/Make/Model: 2015 FORD ESCAPE

Phone (W)
Phone Oth:

VIN 1FMCU0F77FU
License Number
Stock Number
Tag Number 126
Color: Orange
Mileage In: 50050
Mileage Out: 50050

A/R Number:
Customer Number:
PO Number:
Auth Number:
Service Writer: Jillian Stanford
Terms & Conditions:
Type of Sale: Retail
Customer Signature

Invoice Number:

Printed MAY 22 20 3 44 PM
Copy # 1
Date Opened: MAY 22 20
Date Notified: MAY 22 20
Date Delivered

Original Estimate \$46.13

Original Estimate MAY 22 20

Incr. Amt	New Amt	Date	Time	Person Cont.	How Cont.	Phone	Cont. By	Reason/Description
-----------	---------	------	------	--------------	-----------	-------	----------	--------------------

Description	QtyOrd	Qty Del	Price	Ext Total	Grand Total
-------------	--------	---------	-------	-----------	-------------

1. Vehicle Concern

PERFORM BASIC OIL & FILTER CHANGE

Estimate of \$39.99 for 6 qts plus tax & Shop supplies

QOC -

1 - Correction/Action Taken

lof

Part Number	Failed	Description
X05W20BSP		OIL - ENGINE
FL910S		FILTER ASY - OIL

85861 14.79

6	6	3.20	19.20
1	1	6.00	6.00

Sub Total Parts 25.20
SubTotal Job # 1 39.99

2. Vehicle Concern

PERFORM EXPRESS QUICK LANE VEHICLE CHECK UP

Q99PX -

1 - Correction/Action Taken

85861 0.00

Sub Total Parts 0.00
SubTotal Job # 2 0.00

Miscellaneous Charges and Deductions For All Jobs
Shop Supplies 3.40

FAIR
MAY 27 2020
BY: JSA

Warranty Disclaimer: All parts and accessories are sold and all repairs are provided by the dealership as-is. The dealership hereby expressly disclaims all warranties, expressly disclaims all warranties, express and implied, including any implied warranties of merchantability and fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of any parts or accessories or any repairs performed to the vehicle. The only warranties on parts and accessories or repairs are those which may be offered by the manufacturer or the original parts distributor and only such manufacturer or distributor shall be liable for performance under such warranties. Customer shall not be entitled to recover from the dealership any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit or income, or any other incidental damages.

Shop Supply Costs: We have added a charge equal to 8.5% of the total cost of labor and parts not to exceed \$59.99, to the repair order for shop supplies used in connection with this repair.

All parts are new unless otherwise indicated.

Total Labor	14.79
Total Parts	25.20
Total Sublet	0.00
Misc. Chrgs	3.40
Car Rental	0.00
Freight	0.00
Deductible	0.00
Special Tax	0.00
Haz Mat Chrg	0.00
Sales Tax	2.73
AMOUNT DUE	46.12



FORD SERVICE

VEHICLE REPORT CARD

MULTI-POINT INSPECTION REPORT CARD AS RECOMMENDED BY FORD MOTOR COMPANY

Date: 05/22/2020 ROR tag # [redacted] / 126
Name: [redacted]
E-mail: [redacted]
Year/Make/Model: 2015 FORD ESCAPE
VIN: 1FMCU0F77FU [redacted] Plate #: [redacted]
Odometer: 50050 Inspect Month: [redacted]
Ford Pass Rewards #: [redacted] Service Balance: [redacted]
Ford Extended Service Plan: ☐ Yes ☐ No
SYNC™ VHR Activation: ☐ Yes ☐ No ☐ N/A

LEGEND

May contribute to vehicle efficiency and promote a greener environment



Checked and OK at this time

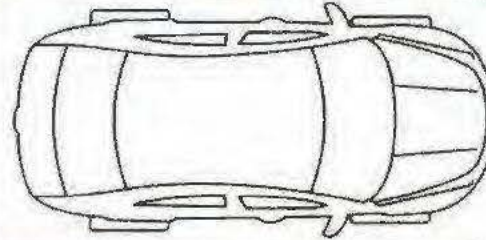


May require future attention



Requires immediate attention

EXTERIOR BODY



Note any existing exterior body damage or defects on diagram

SCHEDULED MAINTENANCE ITEMS*

DUE	SERVICED	DUE	SERVICED
☐ THE WORKS	☐	☐ Engine Air Filter	☒
☐ Oil Change & Filter	☒	☐ Engine Coolant	☐
☐ Multi-Point Inspection	☒	☐ Cabin Air Filter	☒
☐ Fuel Filter	☐	☐ Spark Plugs	☐
☐ K Mile Scheduled Maintenance	☐		

* This is only a partial list of vehicle maintenance items and is NOT all-inclusive. Please consult your Owners Manual or visit www.genuineford.com for specific vehicle maintenance requirements.

CHECK FLUID LEVELS

☒ Oil and/or fluid leaks ☐

OK FILL	OK FILL	OK FILL
☒ Engine Oil	☐ Power Steering	☐ Transmission (if equipped with dipstick)
☒ Brake Reservoir	☒ Window Washer	☒ Coolant Recovery Reservoir

BATTERY



Factory Spec cold cranking amps: [redacted] Actual cold cranking amps: [redacted]

WIPER BLADES

☐ Wipe Test Performed ☒ Wiper Blades ☐

SYSTEMS / COMPONENTS

LIGHTS / WINDSHIELD		SERVICED
☒	Operation of horn, interior lights, exterior lamps, turn signals, hazard and brake lamps	☐
☒	Windshield for cracks chips and pitting	☐
BELTS / HOSES / MOUNTS		SERVICED
☒	HVAC system and hoses/lines for leaks and/or damage	☐
☒	Engine Cooling System: radiator, hoses and clamps	☐
☒	Accessory drive belt(s)	☐
BRAKE SYSTEM		SERVICED
☒	Brake system (including lines, hoses and parking brake)	☐
STEERING / SUSPENSION		SERVICED
☒	Shocks/struts and other suspension components for leaks and/or damage	☐
☒	Steering, steering linkages and ball joints	☐
EXHAUST SYSTEM		SERVICED
☒	Exhaust system, (Leaks, damage, loose parts)	☐
TRANSMISSION / DRIVE AXLE		SERVICED
☒	Clutch operation (if equipped)	☐
☒	Constant velocity (CV) drive axle boots (if equipped)	☐
☒	Drive shaft transmission, u-joint linkage (if equipped) and lubricate (as needed)	☐

TIRE / BRAKE WEAR

TIRE TREAD	7/32" and greater	4/32" to 6/32"	3/32" and less
BRAKE LINING	Over 5mm or 7/32" or Over 2mm or 3/32" (drum)	3 to 5mm or 4/32" (disc) or 1.01 to 2mm (drum) or 2/32" to 3/32"	Less than 3mm or 4/32" (disc) or 1mm or 2/32" (drum)

BRAKE LINING	SERVICED	LEFT FRONT	SERVICED	RIGHT FRONT	SERVICED
☐	☐	☒ Tire Tread Depth 3 /32" Tire Age ☐	☐	☒ Tire Tread Depth 3 /32" Tire Age ☐	☐
☐	☐	☒ Tire Wear Pattern / Damage ☐	☐	☒ Tire Wear Pattern / Damage ☐	☐
☐	☐	☒ Tire Pressure - Set to Factory Recommended PSI PSI ☐	☐	☒ Tire Pressure - Set to Factory Recommended PSI PSI ☐	☐
☐	☐	☒ BRAKE LINING MM /32" ☐	☐	☒ BRAKE LINING MM /32" ☐	☐
☒	☐	☒ LEFT REAR	☐	☒ RIGHT REAR	☐
☒	☐	☒ Tire Tread Depth 4 /32" Tire Age ☐	☐	☒ Tire Tread Depth 4 /32" Tire Age ☐	☐
☒	☐	☒ Tire Wear Pattern / Damage ☐	☐	☒ Tire Wear Pattern / Damage ☐	☐
☒	☐	☒ Tire Pressure - Set to Factory Recommended PSI PSI ☐	☐	☒ Tire Pressure - Set to Factory Recommended PSI PSI ☐	☐
☒	☐	☒ BRAKE LINING MM /32" ☐	☐	☒ BRAKE LINING MM /32" ☐	☐
☐	☐	☒ SPARE TIRE	☐		
☐	☐	☒ Tire Pressure - Set to Factory Recommended PSI Tire Age PSI ☐	☐		

Comments:

Advisor: Jillian Stanford

Technician: [redacted]



Sutton Ford Auto
21315 Central Ave.
Matteson, IL 60443
(708) 720-8169

RO #		Vehicle:	2015 Ford ESCAPE
Date:	Fri, May 22nd, 3:30 PM	VIN:	1FMCU0F77FL
Customer Name:		Odometer Reading:	50,050
Contact Number:		Fuel Level:	
Email Address:		Promise Date:	Fri, May 22nd, 4:30 PM
Service Advisor:	Jillian Stanford	Technician:	

Found Issues

	Issue	Part Status	Additional Amount Authorized	Photos
Parts			\$0	
Labor			\$0	
Estimate Cost			\$0	



FORD SERVICE



LINCOLN
SERVICE

Comparison of 2015 Ford Escape S 2WD Tires

SUTTON FORD INC.
21315 CENTRAL AVENUE
MATTESON, IL 60443
(708) 720-8000
www.suttonford.com

★★★★★



CONTINENTAL (H RATED)

Part Number 9002 15484790000
Size 235/55R17

\$162.95*

4 Available Immediately†

Type Passenger Touring
Tread Warranty 60000 miles
Speed Rating H
Load Rating 99
Sidewall BSW
UTQG 500AA A



Package Pricing

4 Tires

\$1,024.93*

★★★★



GOOD YEAR

ASSURANCE MAXLIFE

Part Number 9001 110319545
Size 235/55R17

\$153.95*

Call for Availability†

Type Passenger
Tread Warranty 85000 miles
Speed Rating H
Load Rating 99
Sidewall VSB
UTQG 820 A B



Package Pricing

4 Tires

\$985.33*

★★★



KELLY TIRES

EDGE A/S

Part Number 9001 356221030
Size 235/55R17

\$92.95*

4 Available Immediately†

Type Passenger
Tread Warranty 55000 miles
Speed Rating H
Load Rating 99
Sidewall VSB
UTQG 500 A B



Package Pricing

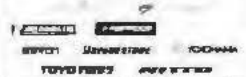
4 Tires

\$716.93*

Package Pricing Includes:

Tire(s), Low Price Tire Guarantee, TireCARE Road Hazard, Mounting and Balancing, Tire Disposal, Lifetime Rotation w/ Four, 4 Wheel Alignment, IL State Tire Fee, State Sales Tax

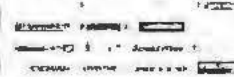
BUY FOUR SELECT TIRES,
GET A \$100 REBATE BY MAIL



BUY FOUR SELECT TIRES,
GET A \$100 REBATE BY MAIL



LOW PRICE
TIRE GUARANTEE*



Features & Benefits:

- Central rib reduces tread pattern noise level for a quiet ride.
- Straight circumferential groove for greater water evacuation and outstanding braking on wet surfaces.
- Optimized shoulder lug stability for enhanced steering response.
- Optimized sipes with defined radius create an interlocking effect for improved stability and dry handling.
- Free Flat Tire Roadside Assistance coverage for three years: Consumers must register at 888-990-6125 or online at www.totalconfidence-plan.com within 45 days of purchase to receive 24/7 flat tire roadside assistance and/or towing up to 150 miles (250km).

Features & Benefits:

- TredLife Technology delivers all-season reliability and maximum wear performance.
- Long-term savings thanks to a greater tread life limited warranty.
- Built-in wear gauges for convenient and easy tread-depth readings.

Features & Benefits:

- Biting tread block edges offer all-season traction in wet, dry and snowy conditions.
- Broad tread grooves help evacuate water and slush from the tread for enhanced grip.
- Sturdy tread blocks help stabilize the tread footprint to promote long treadwear for enhanced value.
- Proven tread pattern enhances handling.

Tire photo shows tread pattern for a given line: Sidewall may differ.

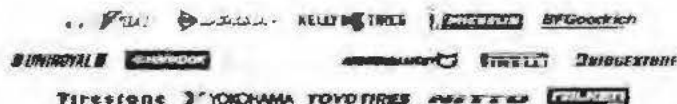
†About Tire Pricing and Availability: Your Ford/Lincoln Dealership Service Advisor or Quick Lane Retailer tire specialist is your best source for current tire pricing and availability. Pricing and Inventory information is updated daily by 3AM Eastern Standard Time. Price quotes are good through the last business day of the month, upon presentation of the printed price quote to the dealer at the time of purchase. Price shown is for in-stock tires only. Additional quantities not currently in-stock may be available. Ford/Lincoln or Quick Lane dealerships have access to thousands of tires from many tire distributors. Selected tires may be available upon customer request within 48 hours or less. Contact your Ford Dealer Service Advisor or Quick Lane Manager for details. Ford/Lincoln Dealers and Quick Lane Retailers, not Ford Motor Company, are responsible for the accuracy of tire pricing and availability data contained on this website.

*Pricing valid at this location through 5/31/2020.

Buy with Confidence

Low Price Tire Guarantee

LOW PRICE TIRE GUARANTEE*



*Valid on new-installed retail purchases only. Requires presentation of competitor's current price within 30 days of purchase. For online quotes, guarantee applies only to new tires sold on retailer websites. Excludes tires sold by third parties on marketplace sites and any retailers. See participating U.S. dealership for details through 12/31/20.

Sutton Ford Inc.

21315 Central Avenue

Matteson, IL 60443

(708) 720-8125

jvasquez@suttonford.com

www.suttonfordinc.com

WHY SERVICE YOUR TIRES WITH US?

FordPass Rewards

Earn 10 points per \$1 spent on service

Service Credit Card Available

Ask About Rebates!

Complimentary Car Wash

With Tire Purchase

Free Local Shuttle

Pick-up and Drop-off

Complimentary DOT Registration

We Register Your Tires!

Low Price Tire Guarantee

We'll Beat Any Price Within 30 Days!

Free Multi-Point Safety Insp.

By Factory Trained Technician

Free Lifetime Rotation

With Purchase of Four Tires

Customer Lounge

Free WiFi, Coffee, and Snacks

FORD SERVICE



Go Further



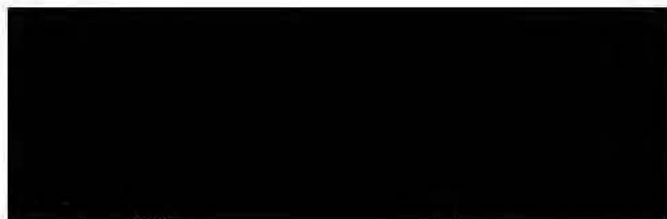
Sutton Ford Lincoln
21315 Central Ave
Matteson Illinois 60443
708-720-8039

Customer information

Street:

Zip code:

Cardholder Signature



Transaction information

Sale

Date: 05/22/2020 3:49 PM
Merchant ID: 400002156
Terminal ID: 00000001
Invoice No.: [REDACTED]
Amount: \$46.12
Card Number: ***** [REDACTED]
Response Msg: Approved
Auth Code: 065016
Auth Mode: Issuer
Application Name: VISA DEBIT
Processed as: VISA
Entry Method: Chip Read
Trace No.: 014320000054
Reference No.: [REDACTED]
Match AVS: Not Present
Match ZIP: Not Present
Match CVV: Not Present
Chip Card AID: A0000000031010
TVR: 8000008000
IAD: 06010A03602000
TSI: 6800
ARC: 3030
User ID: [REDACTED]

I request that the above Cardholder account be credited with the amount shown as 'total' because of the return of, or adjustment on, the goods, services, or other items of value described, and authorize the bank to which this credit slip is delivered to charge my account in accordance with my agreement with such bank.

Merchant / Customer Copy

Retain this copy for statement validation.

05/21/2021 15:39:49
150121 ID NO. 75111002

Debit Sale

Transaction # 18
Card Type VISA
Account *****
Entry CHIE
Batch # 26
Amount: USD\$225.00

(Number) 110100040084
 (UID) 00000000000000000000000000000000
 (ID) 04008
 (Date) 07401
 (Time) 2021052
 APPROVAL: 07401
 Issue
 AGU/00098084
 US DIB

PIN VERIFIED

1. $\frac{1}{2} \log \frac{1}{2}$ 2. $\frac{1}{2} \log \frac{1}{2}$ 3. $\frac{1}{2} \log \frac{1}{2}$ 4. $\frac{1}{2} \log \frac{1}{2}$ 5. $\frac{1}{2} \log \frac{1}{2}$



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21315 Central Ave
Matteson, IL 60443
Ph (708) 720-8000 | Fax (708) 720-4298
www.suttonautoteam.com



Page
2

Chicago, IL [REDACTED] Phone (H) [REDACTED] Phone (C) [REDACTED] Email [REDACTED]		Phone (W) [REDACTED] Phone (Oth) [REDACTED]		A/R Number [REDACTED] Customer Number [REDACTED] PO Number [REDACTED] Auth Number [REDACTED]		Invoice Number [REDACTED] Printed MAY 21 21 3:37 PM Copy # 2 Date Opened 05/21/21 Date Notified 05/21/21 Date Delivered	
Year/Make/Model: 2015 FORD ESCAPE VIN: 1FMCU0F77 FU [REDACTED] License Number: [REDACTED] Color: Orange Stock Number: [REDACTED] Mileage In: 63590 Tag Number: 728 Mileage Out: 63595				Service Writer: STEPHANIE DWYER Terms & Conditions Type of Sale: Retail		Customer Signature	
Original Estimate: \$ 0.00		Original Estimate: 05/21/21					
Incr. Amt	New Amt	Date	Time	Person Cont.	How Cont.	Phone	Cont. By
	225.00	05/21/21	10:24	MS		[REDACTED]	85559
				Reason/Description APPROVED ADDITIONAL COST FOR TR			

Description	Qty	Ord	City	Del	Price	Ext Total	Grand Total
2. Vehicle Concern							
Perform Multi point inspection							
99P -							
1 -- Correction/Action Taken							
					99	0.00	0.00
					<u>Sub Total Parts</u>	0.00	0.00
<u>Miscellaneous Charges and Deductions</u>							
					<u>SubTotal Job # 2</u>	0.00	0.00
<u>Miscellaneous Charges and Deductions For All Jobs</u>							



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Shop Supply Costs: We have added a charge equal to 8.5% of the total cost of labor and parts not to exceed \$59.99, to the repair order for shop supplies used in connection with this repair.

All parts are new unless otherwise indicated

Total Labor	225.00
Total Parts	0.00
Total Sublet	0.00
Misc. Chrgs	0.00
Car Rental	0.00
Freight	0.00
Deductible	0.00
Special Tax	0.00
Haz Mat Chrg	0.00
Sales Tax	0.00
AMOUNT DUE	225.00



Sutton Ford Auto
21315 Central Ave
Matteson, IL 60443
Ph (708) 720-8000 | Fax (708) 720-4298
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Page
1

Chicago, IL Phone (H): Phone (C): Email: Year/Make/Model: 2015 FORD ESCAPE VIN: 1FMCU0F77FU License Number: Stock Number: Tag Number: 728		Phone (W): Phone Oth.: Color: Orange Mileage In: 63590 Mileage Out: 63595	A/R Number: Customer Number: PO Number: Auth Number: Service Writer: STEPHANIE DWYER Terms & Conditions: Type of Sale: Retail Customer Signature:	Invoice Number: Printed: MAY 21 21 3:37 PM Copy #: 2 Date Opened: 05/21/21 Date Notified: 05/21/21 Date Delivered:								
Original Estimate \$ 0.00		Original Estimate 05/21/21										
Incr. Amt	New Amt	Date	Time	Person Cont.	How Cont.	Phone	Cont. By	Reason/Description				
	225.00	05/21/21	10:24	MS			85559	APPROVED ADDITIONAL COST FOR TR				
Description								QtyOrd	Qty Del	Price	Ext Total	Grand Total

1. Vehicle Concern

CHECK ENGINE- WARNING LIGHT and on in aisle and when accel from a stop feels sluggish/hesitating, advise

12 -

1 - Correction/Action Taken

ROAD TEST VERIFIED CONCERN HOOKED UP IDS RAN TESTING HAS NEW CODES FOR TRANS ISSUE--(LAST VISIT MISFIRE CODES AND DID RECHECK REPAIRS MADE PREVIOUSLY THEY WERE FOR MISFIRE CONCERN OK) NEEDS TO GO TO TRANSMISSION SPECIALIST--TRANS SPECIALIST: ROAD TEST VEHICLE CHECK FOR ENGINE LIGHT IS ON VERIFY CONCERN ALSO VEHICLE WOULD NOT GO INTO GEAR. INSPECTED EXTERNAL NO LEAKS OR FAILING EXTERNAL COMPONENTS FOUND TRANS FLUID IS FULL, PERFORM ELEC TRANSMISSION DIAG CHECK FOR DTC P0751 P2700 P0219 PERFORM PINPOINT TESTS, CHECKED PRESSURES AND MONITOR PIDS RUN PINPOINTS AND FOUND THAT TRANSMISSION HAS INTERNAL CONCERN, INTERNAL COMPONENT(S) FAILING, RECOMMEND TEAR DOWN OR TRANS REPLACEMENT - GAVE OPTIONS, CLIENT DECLINED, ADVISED DO NOT RECOMMEND LONG TERM DRIVING -ADVISED TRANS REPLACEMENT COMES WITH A 3 YEAR UNLIMITED MILEAGE WARRANTY GOOD NATIONWIDE AT ANY FORD LINCOLN DEALER

435

225.00

Sub Total Parts
SubTotal Job # 1

0.00
225.00



Pep Boys #820
2501 SOUTH CINCINNATI AV
CINCINNATI OH 45203
(708) 651-1111

7/16/2020 5:21:30 PM CST
Trans 0708 Store 0820
In 103 Till 103
Cashier 470127

Service Book Review COMPLETE

KUSTI IN CHARGE 11 99 1
990786 1 11 99
PR. START START CHRG 11 99 1
9874523 1 11 99
Transaction Discount 11 99 1
Order # 232122

COMPL VILL IE INSP 11 99 1
078 1 11 99
Tran 11 99 1
50 Customer Satisfaction
Order # 2

ALTERN 470127 342 65 11
RSH 1 11 99 20
Transaction Discount 11 99 1
50 Customer Satisfaction

UP DEALER PART 1 11 99 1
PMG17306 1 11 99 1
Transaction Discount 11 99 1
50 - Customer Sat. 11 99 1
Order # 2326172

UP DEALER PART 1 11 99 1
PMJest 1 11 99 1
Transaction Discount 11 99 1
50 Customer Satisfaction
Order # 2326172

YFI RIDE 1 11 99 1
2052962 1 11 99 1
Transaction Discount 11 99 1
50 - Customer Sat. 11 99 1
Order # 2326172

REPAIR LIMIT 1 11 99 1
9690163 1 11 99 1
Transaction Discount 11 99 1
50 Customer Satisfaction

Order #: 23261
MISC SHOP SUPPLY 26 25 1
9303872 1 @ 35 00
Transaction Disc: 25% (-8.75)
50 - Customer Satisfaction
Order #: 2326122
Total Discount (284.47)
Sub-Total 853.41
Tax 52.87
Total 906.29
Debit Card (0) 906.28
Account: XXXXXXXXXXXX
Auth: 072120 (A)
Total Tender 906.28
Change Due 0.00

Application label: Debit
AID: A0000000042203
IVR: 8000048000
TSI: 6800
AC: 4E630D2656885A58
ARC: 00
Verified by PIN

Thank you for shopping at Pep Boys
We accept most returns within 90 days
with the original receipt. For more
details, please refer to the return
policy in-store or at www.pepboys.com

ARE WE DOING?
IS YOUR FEEDBACK
STORE VISIT TODAY
pepboysurvey.com
AND WITHIN (7) DAYS
PARTICIPATE

Submit online at
www.pepboys.com/rebates
Service Work Order Number

Customer Copy



CICERO
2501 S. CICERO AVE
2501 S CICERO AVE
CICERO IL 60604
(708) 656-1160

Service Manager: ISRAEL SANCHEZ

If you have any questions
or concerns, please call:
(708) 835-9551

TRACKING ID# *	
Store ID #	Service Work Order #

0820

Year:	2015	Date:	2020-07-16
Make:	FORD	Entered By:	GRACIELA D
Model:	EDGE	Time In:	09:35:41
Engine:	V6-2700 2.7L DOHC	Date/Time Promised:	2020-07-16 17:18:40
Vin No.:		Old Parts Returned:	no
License No.:			
Mileage In / Out:	123231 / 123231		
Color:			
Storage Charges: Any vehicle that is left unattended for more than 7 business days may be towed at the owner's expense. For more information, please see Store Manager.			

BY AUTHORIZING PEPPERCORN TO PERFORM THE REPAIRS ON THIS WORK ORDER AND TO FURNISH THE NECESSARY MATERIALS AND ITS EMPLOYEES TO OPERATE THE VEHICLE FOR PURPOSES OF INSPECTION, IT IS UNDERSTOOD THAT ANY COST QUOTED IS AN ESTIMATE. I UNDERSTAND THAT UNLESS DIRECTLY CAUSED BY PEPPERCORN, IT IS NOT RESPONSIBLE FOR ANY LOSS OR DAMAGE TO THE VEHICLE OR ITS CONTENTS. THE VEHICLE MAY BE PARKED IN THE PEPPERCORN PARKING LOT AND THAT VEHICLES ARE LEFT OVERNIGHT AT OWNER'S RISK.

X

In/Out Estimate	Parts \$:	Labor \$:	Total \$:	Date and Time:
	465.52	361.64	808.28	2020-07-16 09:35:41

are entitled to a price estimate for the repairs you have authorized. The repair price may be less than estimate, but will not exceed (1) any price limited estimate or (2) any parts and labor estimate by more than 10%. Additional repairs may not be performed without your consent. You may waive your right to a written estimate and require that you be notified if the price exceeds an amount you have specified.

may waive your right to an estimate which gives the repair shop the right to set the price without your permission.

your signature will indicate your selection

I request an estimate in writing before you begin repairs.

Signature: _____

Please proceed with repairs but call me for approval before continuing if the price exceeds \$

Signature: _____

I do not want an estimate and you may set the price of repairs

Signature: _____

Date: _____ Time: _____

The estimated Price for authorized repairs will be honored if the motor vehicle is delivered to the facility within the time period agreed to by the consumer and motor repair facility.

YOU ARE ENTITLED BY LAW TO THE RETURN OF ALL PARTS REPLACED, EXCEPT THOSE WHICH ARE TOO HEAVY OR LARGE, AND THOSE REQUIRED TO BE SENT BACK TO THE MANUFACTURER OR DISTRIBUTOR BECAUSE OF WARRANTY WORK OR AN EXCHANGE AGREEMENT. YOU ARE ENTITLED TO INSPECT THE PARTS WHICH CAN NOT BE RETURNED TO YOU.

20 percent discount per Grace

2302	Remove & Replace Alternator Assembly POSTTENDER	N	OSCAR G	120.00	1		466.20 -116.54	349.65
10306	Alternator POSTTENDER LIFETIME LIMITED WARRANTY	N			1	OP	412.69 -103.17	309.52
get	Battery POSTTENDER	N			1	OP	208.00 -52.00	156.00
	LYFT RIDE FOR CUSTOMER	N	OSCAR G		1		0.00	0.00
9690163	PEPGUARD LIMITED EXTENDED LABOR WARRANTY POSTTENDER				1		79.25 -79.25	0.00
	Shop Fee POSTTENDER	N			1		35.00 -8.75	26.25

Is: 465.52 Labor : 361.64 Other : 26.25 Tax : 52.87 Total : 906.28

Order Date : 07/16/2020 Tender Time : 5:21 PM
 S Trans # : 70825 Store : 0820
 Order Register: 103 Tender Till #: 103
 Order Cashier: 470127

General Comments

Customer Declined: \$79.25 x 1 9690163 PEPGUARD LIMITED EXTENDED LABOR WARRANTY

Code Descriptions

View
 covered by PepGuard Extended Labor Warranty
 Voice History

MISSION #	CONTACT	TYPE	AMOUNT	PHONE	DATE	TIME	AUTH_BY
1			15.99		2020-07-16	09:35:43	
Authorize		PROSTART STARTINGCHARGING SYSTEM TEST			1	15.99	15.99
2			1086.99		2020-07-16	11:20:27	
Authorize	10306	Alternator			1	412.69	412.69
Authorize	get	Battery			1	208.00	208.00
Authorize	2302	Remove & Replace Alternator Assembly			1	466.20	466.20
3			0.00		2020-07-16	11:35:53	
Authorize		LYFT RIDE FOR CUSTOMER			1	0.00	0.00

LIMITED WARRANTIES

This Limited Warranty is between Warrantor (The Pep Boys, Manny, Moe and Jack, 3111 West Allegheny Avenue, Philadelphia, PA 19132) and you (Customer, as indicated on the reverse side of this page.)

INSTALLED PARTS LIMITED WARRANTY

All installed parts, except for those identified below as Excluded, are covered by the Installed Parts Limited Warranty.

* Pep Boys will replace the part, at no charge to the customer, if it fails within the longer of (i) six months or 6,000 miles, whichever comes first, from the date of service or (ii) the manufacturer's warranty period.

* Pep Boys will install the replacement part, at no charge to the customer, if the original part fails within six months or 6,000 miles, whichever comes first, from the date of service.

PARTS EXCLUDED FROM THE INSTALLED PARTS LIMITED WARRANTY

* Batteries * Alignments/Shims/Camber Kits

* Tires * Bulbs * Windshield Wiper Blades

* Brake Pads and Shoes * High Performance and Racing Equipment

* Fluids and Fillers * Customer Supplied Parts (Including Parts Purchased at Pep Boys Parts Counter)

LIMITED WARRANTY FOR SERVICE AND PARTS NOT COVERED BY OTHER SPECIFIC WARRANTIES

Unless different warranty terms are provided elsewhere on this Work Order/Invoice, the automotive services and parts on this Service Work Order are warranted for 90 days or 3,000 miles, whichever occurs first. 3-month wheel alignment is warranted to be free from all defects in workmanship and material for 90 days or 3,000 miles, whichever occurs first. 1-year wheel alignment is warranted to be free from all defects in workmanship and material for 12 months or 12,000 miles, whichever occurs first. 3-year wheel alignment is warranted to be free from all defects in workmanship and material for 36 months or 36,000 miles, whichever occurs first. Lifetime wheel alignment is warranted to be free from all defects in workmanship and material for as long as you own the vehicle. Wheel Balancing is warranted to be free from all defects in workmanship and material for 90 days or 3,000 miles, whichever occurs first. Lifetime Wheel Balancing is warranted to be free from all defects in workmanship and material for as long as you own the tire. Battery Anti-Corrosion Protection Service is warranted to be free from all defects in workmanship and material for the specified life of the battery. If the service or parts are covered by another written warranty of longer duration not stated on this page, the longer warranty, excluding labor, will apply.

LIMITED WARRANTY FOR BRAKE SERVICE

The brake shoes or disc pads will be free from all defects in workmanship and material and will be replaced if they should wear out under normal non-commercial passenger car use during the period set forth on a previous page of this Service Work Order. The installation of replacement brake shoes or disc pads will be done at no charge for labor during the period set forth on a previous page of this Service Work Order. This warranty does not cover the cost of additional brake parts, such as rotors or calipers, or the labor to restore the brake system to a safe and proper operation. If such costs are required and are not authorized by you, we will furnish you a replacement set of uninstalled non-warranted brake shoes or disc pads.

LIMITED WARRANTY FOR PASSENGER CAR AND LIGHT TRUCK TIRES

Each passenger car tire and light truck tire purchased from us and identified on the reverse side of this Service Work Order is warranted as follows: 1. The First 90 Days: We will replace, at no charge to you, any passenger or light truck tire which proves defective in material or workmanship. 2. After 90 Days: a. Defects in Material and Workmanship: Should the tire prove to be defective in material or workmanship, we will at our option and subject to prorated adjustment, either replace the tire or give you a refund. b. Tread Wearout: For the mileage indicated on the front of this form, should the tread wear out (2/32nds of an inch or less of tread remaining), we will at our option and subject to prorated adjustment, either replace the tire or give you a refund. All prorated adjustments are based upon the current selling price of the replacement tire, including applicable sales tax. Prorated adjustments performed in connection with the warranty against defects in material and workmanship will be calculated to give you full credit for the remaining usable tread on the tire. The amount of credit or refund to you will be determined by multiplying the selling price of the replacement tire by the percentage of the usable tread remaining on the tire. Usable tread is the original tread depth less 2/32nds of an inch. Prorated adjustments performed in connection with the warranty against tread wear out will be calculated to give you full credit for any warranted mileage which you did not receive. The amount of the credit or refund to you will be determined by multiplying the selling price of the replacement tire by the percentage of warranted mileage not run on the tire. If a tire is unavailable or discontinued, we reserve the right to substitute a tire of equal or better quality.

Exclusions

This limited warranty does not apply to tires worn or damaged due to or failures caused by (i) improper mounting or inflation, (ii) misalignment or tire/wheel assembly imbalance, (iii) improper vehicle maintenance, (iv) abuse or neglect, (v) improper size or rim width, (vi) vandalism, (vii) fire, (viii) off-highway use, (ix) racing, or (x) collision or upset. This limited warranty applies only to tires used on passenger cars or light trucks and does not apply to tires used on commercial vehicles or any vehicle used for commercial, delivery, or rental purposes.

GENERAL PROVISIONS, LIMITATIONS AND EXCLUSIONS APPLICABLE TO ALL ABOVE WARRANTIES

This warranty covers only the original purchaser and cannot be transferred. To obtain warranty service, return the tire or automobile on which the service was performed, within the applicable time period, with the sales receipt and this Service Work Order to any Pep Boys SuperCenter during normal business hours. If there is a defect in workmanship or material during the applicable time period, we will repair or replace, at our option, the part or service without charge. Repairs will commence within a commercially reasonable period of time after you make the vehicle available for repair. Tires are subject to the specific warranty provisions on this page. Warranty service is available at any Pep Boys SuperCenter, and we will not honor or pay for warranty service performed at any other facility or store.

Disclaimers and Additional Exclusions

This warranty does not apply to service performed on or products or parts installed in vehicles used commercially, for racing or for off-road purposes. This warranty will be void if the parts are modified, altered, abused, unreasonably used, or damaged by accident, negligence or misuse. This warranty excludes transportation expenses of a defective product or part to or from a Pep Boys SuperCenter, compensation for inconvenience or loss of use while the service, product or part is being replaced, the cost of a rental car, reimbursement for time off work, loss of income, towing charges, telephone calls, property damage, loss of revenue, legal fees and costs, or other consequential or incidental damages.

This warranty does not include a refund. No employee of Pep Boys is authorized to extend or enlarge these Limited Warranties. LIABILITY UNDER THIS WARRANTY IS LIMITED TO THE RETAIL PRICE OF THE SERVICE, PRODUCT OR PART AT THE TIME OF PURCHASE, AND PEP BOYS AND THE MANUFACTURER SHALL HAVE NO LIABILITY WHATSOEVER FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES. THE LIMITED WARRANTY ABOVE IS THE ONLY EXPRESS WARRANTY MADE BY PEP BOYS WITH REGARD TO SUCH SERVICE, PRODUCT OR PART. THE DURATION OF ANY WARRANTY IMPLIED BY LAW, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR PARTICULAR PURPOSE, IS LIMITED TO THE DURATION OF THIS EXPRESS WARRANTY. THE FOREGOING WARRANTIES ARE EXCLUSIVE AND IN LIEU OF ALL OTHER REMEDIES. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE. A buyer of this product has the right to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been out of the buyer's hands for warranty repairs. * If a defect exists within the warranty period, the warranty will not expire until the defect has been fixed. The warranty period will also be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the Pep Boys SuperCenter, the manufacturer or seller of the failure of the repairs, within

PEP GUARD SERVICE CONTRACT

Service Contract Administrator/Obligor:
Warrantech Consumer Product Services, Inc.
P O Box 1189
Bedford, TX 76095
Telephone: (800) 327-8721

CONGRATULATIONS

You have just made a smart decision to protect yourself from future labor costs associated with your recent repair(s) by purchasing a Pep Boys Labor Extended Warranty (the "Plan"). Please keep this document in a safe place along with your proof of purchase received when you purchased this Plan. This document will serve as a valuable reference guide and will help you determine what is covered by the Plan.

In addition to the security offered by dealing with a leader in the industry, the obligations assumed under the terms of this Plan are fully insured by an insurance carrier rated "Excellent" by AM Best.

PRODUCT ELIGIBILITY, COVERAGE AND TERM

This Plan covers the labor, up to the amount shown on your Invoice, to repair or replace parts installed or services performed by Pep Boys as indicated on your Invoice. The labor coverage under this Plan extends the labor for our limited Warranty for Service from our standard 3 or 6 months to 12-months from the Plan purchase date as shown on your receipt.

This Plan is only valid on repairs made or service to parts associated with the purchase of the Plan and only up to the amount indicated under the Plan purchased. Maximum liability has been met under this Plan once a claim has been filed. Coverage only applies to personal vehicles used on-commercially or to other vehicles used in light commercial operations except as defined in the "Exclusions" section.

Repairs made or services performed require specific maintenance; that maintenance must be performed and proof of maintenance as applicable must be presented at time of failure in order for the Plan to be valid.

IMPORTANT CONSUMER INFORMATION

This Plan covers only the original purchaser and cannot be transferred. To obtain service under the Plan, return the automobile on which the service was performed, within the applicable time period, with the original invoice and this Plan to any Pep Boys location during normal business hours. Coverage under the Plan is available only at any Pep Boys location, and will not be honored for repairs or service performed at any other facility or store.

If we fail to pay or provide service on a claim within 60 days after proof of loss has been filed, you are entitled to make a written claim directly against the insurer, Wesco Insurance Company, 59 Maiden Lane, New York, NY 10038, 1-877-528-7878. Please enclose a copy of your original invoice and proof of Plan purchase. *For residents of the State of Washington, if we fail to pay or provide service on a claim, you may make an immediate and direct claim to the insurer.*

This Plan is an agreement between the Administrator/Obligor, Warrantech Consumer Product Services, Inc. (WCPS), 2200 Highway 121, Bedford, TX 76021, and you, the purchaser. However, if you are a resident of **Maine, Missouri or New Jersey**, this Plan is an agreement between the Administrator/Obligor of this Plan, Pep Boys, and you, the purchaser. If you are a resident of **California**, This Plan is an agreement between the Administrator/Obligor of this Plan, Butler Financial Solutions, LLC ("Butler"), 1854-A Hendersonville Road, PMB 6, Asheville, NC 28803, and you the purchaser. Customers having questions regarding coverage under this Plan should call the Administrator at 1-800-327-8721. This document, including the terms, conditions, limitations, exceptions and exclusions, and the Invoice for your labor coverage, constitutes the entire agreement and no representation, promise or conditions not contained herein shall modify these items, except as required by law.

EXCLUSIONS

This Plan provides no coverage for: any parts, any labor associated with any part that is not specifically listed on the Invoice for which coverage under this Plan was purchased; any other services other than the extended labor as described on your Invoice; for any breakdown caused by misuse, abuse, negligence, lack of normal maintenance required by the manufacturer's maintenance schedule for your vehicle, or improper servicing or repairs subsequent to purchase. For any breakdown caused by sludge build-up resulting from your failure to perform recommended maintenance services, or failure to maintain proper levels of lubricants and/or coolants, or failure to protect your vehicle from further damage when a breakdown has occurred or failure to have your vehicle towed to the service facility when continued operation may result in further damage, for any repair or replacement of any covered part if a breakdown has not occurred, for any alterations made to your vehicle or if you are using or have used your vehicle in a manner not recommended by the manufacturer, including but not limited to, the failure of any custom or add-on part, all frame or suspension modifications, lift kits, any tire that is not recommended by the original manufacturer. When the responsibility for the repair is covered by an insurance policy, manufacturer and/or dealer customer assistance program, or any warranty from the manufacturer, such as extended drive train, major component or full coverage warranties (regardless of the remaining manufacturer's warranty when you purchased this contract), or a repairer's guarantee/warranty. If your vehicle is used for towing (unless your vehicle is equipped with factory-installed or factory-authorized tow package), or is used in a commercial venture, and is classed as any kind of truck, van or utility

He said Clarence
want \$