

From: [Ambrose, Ann-Marie L](#)
To: [EVOO \(NHTSA\)](#); [Robertson, Faithia \(NHTSA\)](#); [Lewis, Br](#)
Cc: [NHTSA ODI CED](#); [Strasser-King, Marion C](#)
Subject: ODI-11539317
Date: Monday, August 21, 2023 2:32:40 PM
Attachments: [REDACTED]

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[REDACTED]
Aug 18

Subject: ODI #11539317 DOCUMENTS TO ATTACH TO COMPLAINT
To: nhtsa.webmaster@dot.gov

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

I WAS UNABLE TO ATTACH THESE DOCUMENTS TO THE FILE WHEN COMPLETING THE "ONLINE" COMPLAINT FORM.

[REDACTED]

Thank you,

Ann-Marie Ambrose
ASRC Federal Holding Company
AAmbrose@asrcfederal.com
7000 Muirkirk Meadows Drive, Beltsville, MD 20705
asrcfederal.com | Purpose Driven. Enduring Commitment.

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INVOICE

JOE'S AUTO REPAIR

7040 STELLA LINK
HOUSTON, TX 770251708
7136620428

REPAIR

k
77025
2-0428

INVOICE

Org. Est. #

Printed Date: 04/27/2023 Work Completed: 04/27/2023

2017 Ford - Explorer XLT - 3.5L, V6 (213Ci) VIN(8)

Lic #:

Odometer In : 98014

VIN # : 1FM5K7D88 HG

Cashier: JOE CARR
Transaction 100000

Cellular

Part Description / Numl

Shop Supplies

Total \$942.50
CREDIT CARD SALE \$942.50
VISA 9478

xt Labor Description Ext

Retain this copy for statement validation

Taxes

Sales Tax

77.59

27-Apr-2023 10:05:27A
\$942.50 | Method: EMV
VISA CREDIT XXXXXXXXXXXX
DRAKE TERRELL
Reference ID:
Auth ID: 05810C
MID: *****
AID: A0000000031010
SIGNATURE VERIFIED

Online: <https://clover.com/p/>

Payment

Clover Privacy Policy
<https://clover.com/privacy>

942.50

Scroggins Machine Inc
1819 McGowen St
Houston, TX 77004
+1 7137591222
sales@scrogginsmachine.com



Receipt

Received From

Date: 04/28/2023

Reference No: Visa

Invoice Number	Invoice Date	Due Date	Original Amount	Balance	Payment
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Memo:

Amount Credited:

\$2,000.00

Total:

\$0.00

*- Deposit for Rebuilding
Engine - Ford Explorer*

NOTE: If paying with a credit or debit card, please be aware an additional 4% payment processing fee will be reflected on your payment receipt.

Scroggins Machine Inc
 1819 McGowen St
 Houston, TX 77004
 +1 7137591222
 sales@scrogginsmachine.com



INVOICE

BILL TO

INVOICE # [REDACTED]
DATE 07/06/2023
DUE DATE 08/05/2023

Houston, TX [REDACTED]

R.O. #/P.O. # 2017 Ford Explorer 3.5L
VEHICLE 1FM5K7D88HG [REDACTED]
MILEAGE 98,014

DATE	ACTIVITY	DESCRIPTION	QTY	RATE	AMOUNT
	Jasper	Remanufactured Jasper Engine with Premium Service Warranty (Up to \$140/hr + Tow/Rental). Warranty: 3-year, 100,000-mile parts and labor.	1	4,900.00	4,900.00T
	RREngine	Remove and Replace Engine, average cost	1	2,180.00	2,180.00
	Extras	After initial inspection, this vehicle may require parts and labor that are not included in this estimate.	1	0.00	0.00
	External	Newly purchased external parts such as radiators, belts, hoses, etc. are covered for 1 year or 12,000 miles unless otherwise specified in this estimate.	1	0.00	0.00T
	Note	Current ETA from Jasper is 6/9/2023. Customer was informed of this and given an approximate turn-around time of 2-1/2 weeks once we receive motor from Jasper.	1	0.00	0.00
	Note	When the vehicle arrived, the engine was partially disassembled and the AC system had been evacuated.	1	0.00	0.00
	PRQ	Parts Required	1	0.00	0.00
	OLF	Oil & Filter (5W-20 Motorcraft synthetic blend, 6 qts)	1	69.00	69.00T
	Antifreeze	Antifreeze (Dealer, Motorcraft Yellow)	2	24.00	48.00T

NOTE: If paying with a credit or debit card, please be aware an additional 4% payment processing fee will be reflected on your payment receipt.

DATE	ACTIVITY	DESCRIPTION	QTY	RATE	AMOUNT
		any, of the recommended items/services you want added.			
	Parts	Serpentine belt tensioner, reason: customer choice, possible overheat problem (engine had antifreeze mixed with oil). (Dealer) \$188	1	0.00	0.00T
	Rad	Radiator, reason: looks okay, but with possible overheat problem customer may want to replace. (Dealer) \$260	1	0.00	0.00T
	Radiator	Radiator Service 1.8 hours \$225	1	0.00	0.00
	Heater Hoses	Heater Hose assembly, reason: made of plastic that can become brittle. (Dealer)	1	99.00	99.00T
	Services	R&R heater hose assembly 0.5 hr	1	65.00	65.00
	Air Filter	Air Filter, reason: dirty. (XL Parts/Motorcraft) \$21	1	0.00	0.00T
	Shop	Shop supplies	1	55.00	55.00T
	MM	Motor mount	1	175.00	175.00T
	Parts	Transmission mounts	2	162.50	325.00T
	Services	R&R mounts (2 hours)	1	250.00	250.00
	Fuel	Fuel	1	50.00	50.00

SUBTOTAL	9,420.00
TAX (8.25%)	553.58
TOTAL	9,973.58
PAYMENT	2,000.00
BALANCE DUE	\$7,973.58

NOTE: If paying with a credit or debit card, please be aware an additional 4% payment processing fee will be reflected on your payment receipt.