

March 22, 2024

Ford Consumer Affairs
P.O. Box 6248
Dearborn, MI 48126

RE: Multiple failures of Ford engines 7.3L V8 350hp, aka "Godzilla engine"

To Whom It May Concern:

I would like to follow up on my enclosed letter dated February 23, 2024, since I have not received a response in a month. We operate a fleet of eleven Ford trucks, model year **2021 or newer**, with the "Godzilla engine" listed above. **Five of those engines had catastrophic failures and had to be replaced over the last 11 months** (see Table 1).

These premature engine failures threaten the very viability of our business. Not only is the requested reimbursement fair in light of your assurances that these engines would easily last 300,000 to 400,000 miles, but we also need a plan to not run into the same issues with our remaining six Ford vehicles.

The enclosed evidence speaks for itself. We cannot be held liable for these manufacturer defects, nor can we afford six more catastrophic engine failures in our fleet. I appreciate your prompt attention to this urgent matter and look forward to your favorable response. Please do not hesitate to reach out to me if you need additional information.

Sincerely,



President

cc: **National Highway Traffic Safety Administration**
1200 New Jersey Avenue, SE
Washington, D.C. 20590

[REDACTED]

[REDACTED]

Charlotte, NC

[REDACTED]

February 23, 2024

Ford Consumer Affairs
P.O. Box 6248
Dearborn, MI 48126

RE: Multiple failures of Ford engines 7.3L V8 350hp, aka "Godzilla engine"

To Whom It May Concern:

We operate a fleet of eleven Ford trucks, model year *2021 or newer*, with the "Godzilla engine" listed above. *Five of those engines had catastrophic failures and had to be replaced over the last 11 months* (see Table 1).

Ford advertised this engine to feature "maximum durability in the harshest environment." However, in reality this engine type is known for its unreliability and early catastrophic failures like the ones we have experienced and documented, according to my conversations with employees of the local Ford dealerships and independent mechanics. How can engines touted to last 300,000 to 400,000 break so early and regularly?

It is our opinion that the frequency and magnitude of these engine failures strongly suggest that *a manufacturer recall is warranted for these engines*. This is the second time that we bring this manufacturer defect to your attention. In fact, *we even asked you for assistance to avoid another catastrophic engine failure in two of vehicles that have failed since* (VINs 1F65FSKNSMC [REDACTED] and 1FDWE3FN8MD [REDACTED]).

Based on the evidence of manufacturer defects presented in this letter I respectfully request that Ford

1. Refund the actual expenses we incurred to rebuild and replace three of the five engines listed in Table 1.
 - o Requested reimbursement: \$27,900.53 (see Exhibits 1, 3a+b, 5).
2. Refund all reasonable vehicle rental fees we incurred during the repair or replacement of these engines.
3. Investigate the repeated and early failures of this engine.
4. Propose an action plan to avoid failures of this engine in our remaining vehicles listed on Table 2.




Charlotte, NC



The enclosed evidence speaks for itself. We cannot be held liable for these manufacturer defects, nor can we afford six more catastrophic engine failures in our fleet. I appreciate your prompt attention to this urgent matter and look forward to your favorable response. Please do not hesitate to reach out to me if you need additional information.

Sincerely,



President

cc: **National Highway Traffic Safety Administration**
1200 New Jersey Avenue, SE
Washington, D.C. 20590

Table 1

Date of completion	Odometer	VIN	Engine Issue	Cost	Ford Case No.
03/07/2023	76,035	1FDWE3FN1MD 2021 Ford E350	Engine replacement (Camshaft and lifter failure)	\$11,449.64 (see Exhibit 1)	
05/12/2023	45,745	1F65F5KNXM0 2021 Ford F59	Engine replacement (Camshaft and lifter failure)	Warranty (see Exhibit 2a+2b)	CAS- [REDACTED]
05/16/2023	83,575	1FDWE3FN5MD 2021 Ford E350	Engine rebuild and subsequent engine replacement (Camshaft and lifter failure)	\$6,450.89 rebuild (see Exhibit 3a-3d); subsequent engine replacement done under warranty	CAS- [REDACTED]
10/27/2023	66,608	1F65FSKNSMC 2021 Ford F750	Engine replacement (Camshaft and lifter failure)	Warranty (see Exhibit 4a-4c)	CAS- [REDACTED]
01/24/2024	103,177	1FDWE3FN8MD 2021 Ford E350	Engine replacement (Camshaft and lifter failure)	\$10,000.00 (see Exhibit 5)	

Table 2

Additional Ford vehicles owned by [REDACTED] running the same failure prone Godzilla engine:

VIN	Year	Model
1FC4E4KN2MD [REDACTED]	2021	E450 C-Van
1FC3E3KNXND [REDACTED]	2022	E-Series Van
1F65F5KN6M0 [REDACTED]	2021	F59 Co- Box Truck
1F65F5KN6M0 [REDACTED]	2021	F59 Co- Box Truck
1F65F5KN6M0 [REDACTED]	2021	F59 Co- Box Truck
1FDWE3FK9MD [REDACTED]	2021	E350 Super Duty Cutaway

MOBILE OIL MASTERS

8595 PELHAM ROAD STE 400 #314
GREENVILLE, SC. 29615
(864) 630-2272



INVOICE

admin@mobileoilmasters.com
www.mobileoilmasters.com

Exhibit 1

CUSTOMER: [REDACTED]	YEAR: 2021	SITE: NO DATA/RWD
Call: [REDACTED] GREENSBURG, SC	MAKE/MODEL: FORD ECONOLINE E-350	LICENSE/STATE: [REDACTED]
	VIN: 1FDWE3FN1M [REDACTED]	MILES IN/MILES: 76058/76055
	ENGINE: 7.3LV6 OHV 16V	Fleet Number: 439794

In: 11/2/2022 Out: 2/28/2023 DRIVER NAME PHONE NUMBER Tire size 225/75/16 115/112 preferred tire number Email:

VEHICLE ISSUE #1: REPLACE ENGINE				
TECH REPORT: WORK COMPLETED BY DAN				
PART: ENGINE	ENGINE	1 @ \$7,499.99	\$7,499.99	NEW
LABOR: JACOBS,	ENGINE, R&R, E-450 SUPER DUTY		\$3,499.65	LABOR
			Total for "REPLACE ENGINE": \$10,999.64	

Recommended Repairs:	Labor/Jobs	\$3,499.65
	Parts	\$7,499.99
	Sublet	\$0.00
	Total Fees	\$0.00
	Subtotal	\$10,999.64
	Tax @ 6%	\$450.00
	Total	\$11,449.64
	Payments	\$0.00
	Balance	\$11,449.64

Replaced parts may be requested by customer. I hereby authorize the above repair work to be done along with all necessary materials. You and your employees may operate the above vehicle for the purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on the above vehicle to secure the amount of repairs thereto. The shop will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. In the event legal action is necessary to enforce this contract, I understand that I am solely responsible for all costs including attorney's fees and court costs. I have read the above and acknowledge receipt of an estimate.

X _____

Date 3/7/2023

Exhibit 26

CUSTOMER



INVOICE

PAGE 2

HOME: [REDACTED] CONT: [REDACTED]
 REG: [REDACTED] CHIL: [REDACTED]
 SERVICE ADVISOR: 856 RAY GOWAN

COLOR	YEAR	MAKE	VIN	LICENSE	MESSAGE IN OUT	TAX		
	01	FORD F53	1F65FDHNM		48087/46087	0573		
DEL DATE	INVO DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT		
22SEP21	0819A221		17:30 17MAR23		0.00	CASH		
R.O. CANCELED	READY	OPTIONS	SOLD-STR:VE25 DLR:009775					
		ENG:99N 7.3L EV DRVCT NA PFI V8 GAS						
16.37	17MAR23	08:39	12MAY23	TRN:44P 6 SPEED AUTOMATIC TRANS				
LINE DECODE TECH TUNE HOSES						LIST	NET	TOTAL
9VP PERFORM MULTI-POINT INSPECTION								
1074 IMF								(N/C)

THANK YOU FOR BEING A FAIRWAY FORD CUSTOMER.
 YOU MAY RECEIVE A FACTORY SURVEY REGARDING
 YOUR SERVICE VISIT. IF YOUR SERVICE EXPERIENCE
 WAS LESS THAN EXCELLENT, PLEASE CONTACT
 JESSICA ROBINSON @ 864-242-5000 EXT 297.
 THANK YOU.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	17.76
GAS OIL LUBE	0.00
SALES AMOUNT	0.00
ADDD CHARGES	0.00
TOTAL CHARGES	17.76
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	17.76

CUSTOMER

MOBILE OIL MASTERS

WE COME TO YOU
8595 Pelham Road #314, Greenville SC. 29615
(864) 630-2272



INVOICE

admin@mobileoilmasters.com
www.mobileoilmasters.com

Exhibit 3a

CUSTOMER: [REDACTED]	YEAR: 2021	SITE	NO DATA/RWD
[REDACTED], SC	MAKE/MODEL: FORD ECONOLINE E-350	LICENSE/STAT	[REDACTED]
Cell [REDACTED]	VIN: 1FDWE3FN5M [REDACTED]	MILES IN/MILES	83575/83575
	ENGINE: 7.3L V8 OHV 16V	Fleet Number	439597

In: 3/19/2023 Out: 3/31/2023 DRIVER NAME PHONE NUMBER Tire size preferred tire number Email: [REDACTED]

VEHICLE ISSUE #1: REBUILD ENGINE				
TECH REPORT: ENGINE REBUILD DUE TO CAMSHAFT AND LIFTER FAILURE. THIS IS A COMMON ISSUE WITH THE NEW FORD 7.3 GODZILLA ENGINES.				
PART: LC3Z-8049-SH	CYLINDER HEAD	2 @	\$1,098.82	\$2,197.64 NEW
PART: LC3Z-8051-B	HEAD GASKET	2 @	\$49.14	\$98.28 NEW
PART: LC3Z-6250-A	CAM SHAFT	1 @	\$349.99	\$349.99 NEW
PART: LC3Z-6584-B	ROCKER ARM	16 @	\$48.46	\$775.36 NEW
PART: LC3Z-6585-C	PUSH RODS	16 @	\$10.28	\$164.16 NEW
PART: LC3Z-6584-A	VALVE COVER GASKET	2 @	\$25.95	\$51.90 NEW
PART: LC3Z-6500-C	ENGINE CAMSHAFT FOLLOWER	16 @	\$26.24	\$419.84 NEW
PART: LC3Z-8268-A	TIMING CHAIN	1 @	\$52.40	\$52.40 NEW
LABOR: JACOBS,	CAMSHAFT, R&R, E-450 SUPER DUTY			\$1,874.85 LABOR
LABOR: JACOBS,	CYLINDER HEAD, R&R, E-450 SUPER DUTY, BOTH SIDES			\$1,249.90 LABOR
Total for "REBUILD ENGINE":				\$7,234.32

Recommended Repairs:	Labor/Jobs	\$3,124.75
	Parts	\$4,109.57
	Sublet	\$0.00
	Total Fees	\$0.00
	Subtotal	\$7,234.32
	Tax @ 6%	\$246.57
	Total	\$7,480.89
	Payments	\$0.00
	Balance	\$7,480.89

Replaced parts may be requested by customer. I hereby authorize the above repair work to be done along with all necessary materials. You and your employees may operate the above vehicle for the purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on the above vehicle to secure the amount of repairs thereto. The shop will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. In the event legal action is necessary to enforce this contract, I understand that I am solely responsible for all costs including attorney's fees and court costs. I have read the above and acknowledge receipt of an estimate.

X _____

Date 5/17/2023

PAGE 1 OF 1

MOBILE OIL MASTERS

WE COME TO YOU
8595 Pelham Road #314, Greenville SC. 29615
(864) 630-2272



INVOICE

admin@mobileoilmasters.com
www.mobileoilmasters.com

Exhibit 76

CUSTOMER	YEAR: 2021	SITE
8595 PELHAM ROAD, SC	MAKE/MODEL: FORD ECONOLINE F-350	LICENSE/STATE
Cell: [REDACTED]	VIN: 1FDWE3FN5M [REDACTED]	MILES IN/MILES 83575/83575
	ENGINE: 7.3L V8 OHV 18 [REDACTED]	Fleet Number 439597

In: 5/16/2023	Out: 5/16/2023	DRIVER NAME	PHONE NUMBER	Tire size	preferred tire number	Email
VEHICLE ISSUE #1: WARRANTY ENGINE SWAP						
WARRANTY CLAIM NUMBER CAS [REDACTED]		TODD ALLTON				
TECH REPORT: 03/31/2023- NEW ENGINE FAILED. ENGINE STARTED KNOCKING AND HAD NOISE COMING FROM TOP END.						
04/05/2023- FORD WAS NOTIFIED OF THE ENGINE FAILURE.						
04/10/2023- FORD ASKED FOR CODES AND FUEL TRIM. CODES WERE P033F AND FUEL TRIM READINGS WERE STFT1-0% STFT2-0% LTFT1-3% LTFT2-5%.						
04/13/2023- FORD AGREED TO REPLACE ENGINE UNDER WARRANTY. CASE NUMBER CAS [REDACTED] TODD ALLTON						
04/18/2023- NEW ENGINE WAS SUPPLIED BY FAIRWAY FORD						
04/28/2023- COOLANT SYSTEM HOSE FAILED HAD TO ORDER A NEW ONE						
05/02/2023- COOLANT SYSTEM HOSE WAS DELIVERED AND REST OF TRUCK WAS PUT BACK TOGETHER						
05/08/2023- VEHICLE WAS DELIVERED BACK TO FEDEX AT 3:00PM						
WARRANTY CLAIM NUMBER [REDACTED]						Total for "WARRANTY ENGINE SWAP TODD ALLTON": \$0.00

Recommended Repairs:	Labor/Job	\$0.00
	Parts	\$0.00
	Sublet	\$0.00
	Total Fees	\$0.00
	Subtotal	\$0.00
	Tax @ 6%	\$0.00
	Total	\$0.00
	Payments	\$0.00
	Balance	\$0.00

Replaced parts may be requested by customer. I hereby authorize the above repair work to be done along with all necessary materials. You and your employees may operate the above vehicle for the purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on the above vehicle to secure the amount of repairs thereto. The shop will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. In the event legal action is necessary to enforce this contract, I understand that I am solely responsible for all costs including attorney's fees and court costs. I have read the above and acknowledge receipt of an estimate.

X _____

Date 5/16/2023

Exhibit 3c

VIEW INVOICE

MAKE PAYMENT

APPROVE TOTAL / ESIGNATURE



Mobile Oil Masters

We Come To You
8595 Pelham Road #314, GREENVILLE SC. 29615
admin@mobileoilmasters.com
(864) 630-2272

Created: 05/16/2023

Invoice [REDACTED]

[REDACTED]

2021 FORD ECONOLINE E-350 SUPER DUTY CUTAWAY

Vin: 1FDWE3FN5MD [REDACTED]

License: [REDACTED]

Customer Concern: WARRANTY ENGINE SWAP WARRANTY CLAIM
NUMBER [REDACTED] TODD ALLTON.

? PENDING

Technician Notes: 03/31/2023- New engine failed. Engine started knocking and had noise coming from top end. 04/05/2023- Ford was notified of the engine failure. 04/10/2023- Ford asked for codes and fuel trim. Codes were P033F and fuel trim readings were STFT1-0% STFT2-0% LTFT1-3% LTFT2-5%. 04/13/2023- Ford agreed to replace engine under warranty. Case Number CAS [REDACTED] Todd Allton 04/18/2023- New engine was supplied by Fairway Ford 04/28/2023- Coolant system hose failed had to order a new one 05/02/2023- Coolant system hose was delivered and rest of truck was put back together 05/08/2023- Vehicle was delivered back to FedEx at 3:00pm

APPROVE / DECLINE REPAIR

Total for this concern: \$0.00

Exhibit 3d

Fees	\$0.00
Subtotal	\$0.00
Tax	\$0.00
Total	\$0.00
Payments Received	\$0.00

Remaining Balance	\$0.00
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SIGNATURE DISCLOSURE

REPLACED PARTS MAY BE REQUESTED BY CUSTOMER. I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WITH ALL NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE THE ABOVE VEHICLE FOR THE PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON THE ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. THE SHOP WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR CONTROL. IN THE EVENT LEGAL ACTION IS NECESSARY TO ENFORCE THIS CONTRACT, I UNDERSTAND THAT I AM SOLELY RESPONSIBLE FOR ALL COSTS INCLUDING ATTORNEY'S FEES AND COURT COSTS. I HAVE READ THE ABOVE AND ACKNOWLEDGE RECEIPT OF AN ESTIMATE.

I APPROVE TOTAL

Exhibit 4a

CUSTOMER #:

THIS TRANSACTION IS SUBJECT TO MANDATORY ARBITRATION UNDER THE FEDERAL ARBITRATION ACT, 9 U.S.C. 11 ET SEQ.

INVOICE

VIC BAILEY FORD · LINCOLN

501 E. DANIEL MORGAN AVE. · P.O. BOX 3568

PAGE 3

SPARTANBURG, SC 29304 (884) 585-3800

NOEMAI@GMAIL.COM

HOME:

CONT

BUS:

CELL:

www.vicbaileyauto.com

SERVICE ADVISOR: 97431 JONATHAN TYLER HARK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	21	FORD F750	1F65F5KN5M		66608/66608	T1249A	
DEL. DATE	PROG. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN21 DT			17.00	01NOV23	0.00	CASH	27OCT23
R.O. OPENED	READY	OPTIONS:					
16:53	10OCT23	14:44	27OCT23				
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

*** THE FOLLOWING WORK NOT DONE - TRANSFERRED TO RO# [REDACTED] ***
B Moved to: 543003C Line: A

MOST NEW FORD PARTS PURCHASED ARE WARRANTED FOR 24 MONTHS OR 24,000 MILES, WHICH EVER OCCURS FIRST. AFTERMARKET NON-FORD PARTS ARE WARRANTED FOR 6 MONTHS OR 6,000 MILES, WHICH EVER OCCURS FIRST, PARTS ONLY. NO WARRANTY ON ANY USED PARTS. SEE SERVICE ADVISOR FOR DETAILS.

DISCLAIMER OF IMPLIED WARRANTIES: The only warranties on the parts or service provided under this Order are those offered by the manufacturer of the parts. DEALER DISCLAIMS ALL IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND GOOD AND WORKMANLIKE PERFORMANCE. To the extent permitted by law, Dealer declines liability for consequential or incidental damages, including loss of profits.

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

CUSTOMER SIGNATURE

DATE

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

CUSTOMER COPY

Exhibit 45

CUSTOMER #: [REDACTED]

[REDACTED]

THIS TRANSACTION IS SUBJECT TO MANDATORY ARBITRATION UNDER THE FEDERAL ARBITRATION ACT, 9 U.S.C. § 1 ET SEQ.

INVOICE

VIC BAILEY FORD · LINCOLN

501 E. DANIEL MORGAN AVE. · P.O. BOX 3568
SPARTANBURG, SC 29304
(864) 585-3800
www.vicbaileysauto.com

PAGE 2

NOEMA1@GMAIL.COM
HOME:
BUS:

CONT: [REDACTED]
CELL: [REDACTED]

SERVICE ADVISOR: 97431 JONATHAN TYLER HARW

COLOR	YEAR	MAKE	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	21	FORD F750	1F65F5KN5M0 [REDACTED]		66608/66608	T1249A	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
01JAN21 DE			17:00 01NOV23		0.00	CASH	27OCT23
R.O. OPENED		READY	OPTIONS:				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
4	*W709001*	S300	PIN - LOCATING				(N/C)
2	F2A2*6397*	A	SLEEVE - GUIDE				(N/C)
1	LC32*8507*	A	GASKET - WATER PUMP				(N/C)
8	SP*589*		SPARK PLUG				(N/C)
3	VC*13*	G	ANTI-FREEZE				(N/C)
2	XT*5*	QMC	FLUID - TRANSMISSION				(N/C)

FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:
97854.

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

verified concern. performed nvh test and attached modules to the bottom of engine left valve cover and right valve cover. test drove and found that the noise was coming from the valve covers. removed both valve covers and found that the exhaust lifters for 4 and 8 had failed and wiped out the camshaft lobes. drained coolant, oil, power steering and freon. removed bumper, body add on's that were in the way and removed all wiring that was on the front of vehicle. removed radiator assembly. disconnected accessory's and removed wiring from trans. removed bolts holding engine to trans and frame. removed engine and removed heads. reinstalled heads with new lifters and head gaskets onto new short block. torqued down heads and installed manifolds. installed pushrods and rockers. torqued rockers to spec. installed valve covers with new gaskets. installed new spark plugs. reinstalled water pump with new gasket. reinstalled engine to truck and installed bolts for trans and frame. reinstalled accessory's and installed trans wiring. reinstalled radiator assembly and reinstalled all of the main harness. reinstalled bumper and body builder add-ons. reinstalled all fluids and test drove. verified fixed.

B Moved to: 543003C Line: A
MOVED Moved to: 543003C Line: A
9999 ISFO

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00 (N/C)

DISCLAIMER OF IMPLIED WARRANTIES: The only warranties on the parts or service provided under this Order are those offered by the manufacturer of the parts. DEALER DISCLAIMS ALL IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND GOOD AND WORKMANLIKE PERFORMANCE. To the extent permitted by law, Dealer disclaims liability for consequential or incidental damages, including loss of profits.

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

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

CUSTOMER SIGNATURE _____ DATE _____

Exhibit J

CUSTOMER #:

Ford OF SPARTANBURG

501 E Daniel Morgan Ave.
Spartanburg, SC 29302
Phone: (864)585-3600
www.FordofSpartanburg.com

INVOICE

PAGE 1

SERVICE ADVISOR: 97431 JONATHAN HARWICK

CHARLOTTE, NC
HOME:
BUS:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	21	FORD E350	1FDWE3FN8MD		103177/103177	T1440A	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN21 DD			17:00	29JAN24		CC	27JAN24
R.O. OPENED		READY		OPTIONS:			
16:46 08JAN24		11:33 27JAN24					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUSTOMER STATES THE CHECK ENGINE LIGHT IS ON							
RPR RPR							
	97213	C				3716.09	3716.09
1	LC3Z*6006*B	SERVICE ENGINE ASY			5588.00	5588.00	5588.00
2	LC2Z*9448*A	GASKET			14.68	14.68	29.36
4	*W715618*S437	NUT			0.60	0.60	2.40
8	LC3Z*9439*A	GASKET - INTAKE MANIFOLD			3.06	3.06	24.48
1	8C2Z*8A284*A	REINFORCEMENT			107.66	107.66	107.66
8	AL3Z*6379*BA	BOLT - HEX.HEAD			7.06	7.06	56.48
1	9C3Z*8101*B	RS527 CAP - RAD - WITH PRESS RELIEF			10.53	10.53	10.53
PARTS: 5818.91 LABOR: 3716.09 OTHER: 0.00 TOTAL LINE A:							9535.00

Found a misfire and low compression on cylinder 3, ordered engine and replaced the engine with new intake gaskets, exhaust manifold gaskets, torque converter nuts, found the reinforcement cracked and replaced it, installed new coolant, power-steering fluid, and replaced battery due to no crank, cleared codes and found misfire on cylinder 6, replaced coil and wire found no misfire on cylinder 6, test drove vehicle and found blower motor not working and found air bag light staying on due to passenger seat belt buckle. test drove 20 miles and found vehicle operating normally.

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER 57.68

0 407.32

ARBITRATION REQUIRED BY THIS PROVISION:
The parties agree that instead of litigation in a court, any dispute, controversy, or claim arising out of or relating to the vehicle or to this document or to any other document or agreement between the parties relating to the motor vehicle shall be settled by binding arbitration administered by the American Arbitration Association, under its Commercial Arbitration Rules. No claim submitted for arbitration will be heard by a jury and no claim may be brought as a class action or as a private attorney general. The arbitrator shall have the right to act as a class representative or participate as a member of a class of arbitrators with respect to any claim covered by this Arbitration provision. Such arbitration shall be conducted in Spartanburg County, South Carolina. Each party will pay its own costs. Any judgment rendered by the arbitrator may be entered in any court having jurisdiction.

DISCLAIMER OF WARRANTY:
The only warranties on the products sold under this Repair Order are those warranties made by the manufacturer of the parts used. The seller, FORD OF SPARTANBURG, expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and FORD OF SPARTANBURG neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of these products. This disclaimer by the seller, FORD OF SPARTANBURG, in no way affects the manufacturer's warranty.





TERMS: STRICTLY CASH UNLESS PRIOR ARRANGEMENTS MADE
I hereby warrant the repair work hereafter set forth to be done along with the necessary materials and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any damage caused by unsuitability of parts or delays in parts shipment by the supplier or transporter. An engine malfunction has been acknowledged on vehicle in excess of repair terms. A delivery charge may be charged if the vehicle is not picked up within five (5) days after the work is completed. IN THE EVENT OF MY DEFAULT IN PAYMENT OF MY BILL, I SHALL BE RESPONSIBLE FOR COST OF COLLECTION INCLUDING REASONABLE ATTORNEY'S FEES PLUS INTEREST.

I AGREE TO THE ABOVE TERMS AND CONDITIONS AND STATE THAT ALL MY OTHER OBLIGATIONS ARE CLEARLY DESCRIBED AS STATED ABOVE.
No charge non-refundable shop-keeper's fee on the repair. Please see printed disclaimer for more specific information regarding these fees.
Our labor charge is calculated by multiplying the described amount of the rate hours times our labor rate. THE NUMBER OF FLAT RATE HOURS CHARGED DOES NOT CORRESPOND WITH THE ACTUAL TIME SPENT BY THE TECHNICIAN SERVICING YOUR VEHICLE.

X _____
CUSTOMER'S AUTHORIZATION OF REPAIRS

DESCRIPTION	TOTALS
LABOR AMOUNT	3716.09
PARTS AMOUNT	5818.91
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	57.68
TOTAL CHARGES	9592.68
LESS INSURANCE	0.00
SALES TAX	407.32
PLEASE PAY THIS AMOUNT	10000.00

W41-306

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