





Thank you
Avin M. Anderson
Quality Service
A/C & Heating Company
10000 10th Street, Suite 100
Bellevue, WA 98004
206.461.1234



Office of the General Counsel

Ford Motor Company
Product Claims Department
P.O. Box 70
Dearborn, Michigan 48121-0070

[REDACTED]
Lake Worth, FL [REDACTED]

October 23, 2023

RE: 2023 Transit 1FTBW3X83PK [REDACTED]
Incident date: 10/21/2023

Dear [REDACTED]

Providing a best-in-class customer experience is important to Ford, so thank you for allowing us the opportunity to evaluate your claim.

Based on the initial information you provided, a physical inspection and mechanical diagnosis of your vehicle is necessary to review this matter. Please contact your Ford dealership of choice to schedule an appointment. Once scheduled, please have the Service Manager contact me by email or phone.

Please review the following questions and be as concise as possible when answering.

1. List of aftermarket items or modifications installed on the vehicle:

Bull Bar, Window Visor

2. Please provide the vehicle's collision history:

Backing out of a driveway 8pm 10/21/2023 when the screen turned all blue. I stopped from hearing a loud noise. Put the van in park and got out to look. ~~Hit the tree~~ Hit the tree as I was backing up because of the camera.

Please also provide (email preferred – documents sent by postal mail will not be returned to you):

- Copy of the vehicle title and registration.
- Color photos of the incident scene, vehicle exterior/interior, damaged area, and **alleged defective parts** from multiple angles
- The police/accident report (indicate if no emergency response to scene)
- Written verification from your auto insurance company that it is not paying a claim for the same loss
- Any repair estimate, invoice, or receipt for which you are seeking consideration
- Vehicle repair/service records

CUSTOMER #:

WAYNE AKERS

2000 10th Ave. North
Lake Worth, FL 33461
(561) 582-4444
www.WayneAkers.com

INVOICE

PAGE 1

HOME:
BUS:

CONT:
CELL:

Motor Vehicle Registration # MV-105576

SERVICE ADVISOR: 249 STEVE SELICK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	23	FORD TRANSIT	1FTBW3X83PK		15044/15044		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN23 DD			WAIT 26JUL23		0.00	CASH	26JUL23
R.O. OPENED	READY	OPTIONS:	DLR:				
10:06 26JUL23	11:20 26JUL23						

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CHANGE OIL AND FILTER SEMI-SYN TOP FLUIDS \$49.95
 3P CHANGE OIL AND FILTER SEMI-SYN TOP FLUIDS \$49.95

1903 WQCM 0.30
 1 AA5Z*6714*B FILTER ASY - OIL (N/C)
 12 XO*5W30*BSP MOTORCRAFT SAE 5W-30 API GF-6A (N/C)
 15044 OIL CHANGE COMPLETED, TIRES ROTATED (N/C)

B Tires - Rotate
 MA40 Tires - Rotate
 1903 C 0.60
 15044 TIRES ROTATED 119.99 119.99

C Cust states brake squeak
 4 REFER TO TECH STORY
 1903 C 0.00
 15044 ALL BRAKES IN GOOD CONDITION 0.00 0.00

D Perform Quick Lane GAS Vehicle Multi-Point Inspection
 Q99P Perform Quick Lane GAS Vehicle Multi-Point Inspection
 1903 CP 0.00
 15044 INSPECTION COMPLETED 0.00 0.00

ESTIMATE: 79.25 26JUL23 10:06 SA: 249

CONTACT:

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PERFORMED 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 SALE OF PARTS OR ACCESSORIES OR ANY REPAIRS PERFORMED TO THE VEHICLE. THERE ARE NO WARRANTIES THAT EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE THAT THE MANUFACTURER OR DISTRIBUTOR MAY OFFER 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, SPECIAL, INCIDENTAL, AND EXEMPLARY OR PUNITIVE DAMAGES, OR DAMAGES TO PROPERTY OR FOR LOSS OF USE, TIME, PROFIT OR INCOME.

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 loss or damage to the vehicle, loss of personal belongings or articles left in the vehicle in case of any act of God, fire, theft, or any other cause beyond Dealership's control.

In the event that any dispute arising from or relating to the goods, services or labor provided herein results in litigation, the prevailing party, in addition to all other relief, will be awarded its reasonable costs and expenses, including any expert witness fees and reasonable attorney's fees up through and including any appellate proceeding.

***SHOP SUPPLY COSTS:** We have added a charge equal to 14.9% of the total cost of labor and parts, not to exceed \$59.50, to the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.718), and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state (s.403.7185).

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received for had the opportunity to inspect any replaced parts as requested by you, you acknowledge you have read and understand the provisions on the reverse side of this invoice, and expressly agree to all provisions, including but not limited to: (1) Delays, (2) Mandatory Mediation, (3) Arbitration Agreement & Jury Trial Waiver, (4) Consent to Receive Calls Or SMS Text Messages, and (5) Section 501.58, Florida Statutes. The vehicle is being returned to you in exchange for your payment of the Amount Due.

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

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

DealerCAP 2014 CDK Global, LLC

CUSTOMER COPY

Test could not be completed
 Pass
 Responded Negatively
 Continuous (CMDTC)

Historical DTCs
 On Demand DTC
 Information
 TSB/SSM/GSB

Last Updated: December 7 - 01:06 PM

Hide Pass
 Hide Permanent DTCs

Module	Network	DTC	FT	ST	Description	DTC Type	Time Since Set
ABS	HS2	Pass				CMDTC	
ACM	HS4	Pass				CMDTC	
APIM	HS3	Pass				CMDTC	
BCM	HS1	Pass				CMDTC	
GWM	HS1	Pass				CMDTC	
HVAC	MS1	Pass				CMDTC	
IPC	HS3	Pass				CMDTC	
IPMA	HS2	U0252	00	2E	+ Lost Communication With Lighting Control Module- Rear 'B'	CMDTC	88 days, 20:34:00
★ IPMB	HS2	C1001	78	2F	- Vision System Camera	CMDTC	
IPMB - C1001 : 78 : 2F C1001 = Vision System Camera FT : 78 = Alignment Or Adjustment Incorrect ST : 2F = Current DTC Fault is currently present This module uses GGDS Format 00 DTC descriptions.						★ GSB 23-7031 Various Vehicles - Adapt... Y:C1001:78	
IPMB	HS2	B115E	31	2F	+ Camera Module	CMDTC	
IPMB	HS2	B12BE	31	2F	+ Left Front Camera	CMDTC	
IPMB	HS2	B12BF	31	2F	+ Right Front Camera	CMDTC	
IPMB	HS2	B148E	31	2F	+ Front Camera	CMDTC	
PCM	HS1	Pass				CMDTC	
PSCM	HS2	Pass				CMDTC	
RCM	HS2	Pass				CMDTC	
RTM	MS1	Pass				CMDTC	
SCCM	HS2	Pass				CMDTC	
SODL	MS1	Pass				CMDTC	
SODR	MS1	Pass				CMDTC	
TBM	HS2	Pass				CMDTC	
TCU	HS4	Pass				CMDTC	
TRM	MS1	Pass				CMDTC	