

October 15, 2024

Ford Motor Company
Attn: Customer Relations Center
PO Box 6248
Dearborn, MI 48126

Re: 2019 Ford Edge SEL – VIN 2FMPK4J96KB [REDACTED]
Current Mileage: 54,000

To Whom It May Concern:

My 2019 Ford Edge, purchased new from Highland Park Ford, began shuttering and jerking in early July. I could hear slipping from second gear to fourth, jerking and rattling. Certain moments, I felt the loss of power. I saw leakage on my driveway. I reported problems to Ford Highland Park and was told that the transmission was failing and required replacement.

While they stated that they were overwhelmed with transmission recalls on Fords, my VIN did not appear to be recalled at the moment. They indicated that it would probably be recalled in the near future, however they could not perform repairs under the warranty which had just expired by several months. They quoted \$7,000.00 to repair it and asked me to leave the car for three months and repairs would be completed within that time frame. However, they could not guarantee that the repairs would be performed under a "goodwill" policy. Loaner cars were not available. I telephoned other Ford dealerships and was told that they too had a long waiting list.

I am a caregiver to my [REDACTED]

[REDACTED] I am pay check to pay check. Both ladies rely on me to bring them to doctor appointments, purchase groceries, prescriptions etc. and I must rely on my just five-year-old vehicle. I could not be without a vehicle for the quoted three months and certainly could not afford renting a vehicle, on top of this unexpected and costly repair.

In July/early August, I left several messages to Highland Park Ford Service Manager to see what the status was on getting repairs done quickly. No one had the courtesy to return my call. Highland Park Ford representatives were rude and obviously frustrated with the overflow of vehicles in their shop. They suggested AAMCO if I wanted a quicker repair. I had NO CHOICE so I took their recommendation and AAMCO Libertyville replaced the transmission in early August. The charge was \$7,000.00 which is a significant cost for me. I was able to finance the repair cost using my aunt as a co-signer. I am making payments towards the repair cost at a high interest rate. Fortunately, a friend loaned me his car while the car was being repaired.

Vehicle ha

r exper

Sincere

Highland

ration

Smith L

HIGHLAND PARK, IL 60035-2911

Home: 847-650-6606 Bus: 847-650-6606 Cell:

Email:

SERVICE DEPARTMENT HOURS
MONDAY TO FRIDAY 7:00am to 6:00pm
SATURDAY 7:00am to 4:00pm

SERVICE ADVISOR: 1412 STEVEN DUKE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
RED	19	FORD EDGE	2FMPK4J96KE [REDACTED]		52490 / 52490	T6034
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
09MAY19			18:00 05JUL24		175.00	CASH
R.O. OPENED	READY	OPTIONS: SOLD-STK:T24875 ENG:2.0 Liter GTDI TAN:A				05JUL24
07:15 05JUL24	09:24 05JUL24					

LINE OPCODE TECH TYPE HOURS

YOU MAY RECEIVE A SURVEY. IF FOR ANY REASON YOU CAN NOT ANSWER 'COMPLETELY SATISFIED' PLEASE ADVISE YOUR SERVICE ADVISOR OR THE SERVICE MANAGER SO WE CAN CORRECT CONCERNS THAT YOU MAY HAVE. COMPLETE CUSTOMER SATISFACTION IS OUR GOAL!

R.O.#: 187001

VIN.#: 2FMPK4J96KE324705

*10 miles
with
-ne DAN*

** 866-
631-58
3758
x 29006*

*Ford
1-800-392-Ford*

*take
converter
for que*

LINCOLN

3673

1-800-392-3673

JUL 05 2024
BY: *[Signature]*

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, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. AND NEITHER ASSURES 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.

Original Estimate	Total Additional Cost	Approved By/Telephone	Date & Time
\$	\$		
Revised Estimate			
\$			

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

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

***SHOP SUPPLY COSTS:**
We have added a charge equal to 10% of the total cost of labor and parts, not to exceed \$49.95, to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	\$ 20.30
PARTS AMOUNT	\$ 28.45
GAS, OIL, LUBE	\$ 0.00
SUBLET AMOUNT	\$ 0.00
MISC. CHARGES *	\$ 4.88
TOTAL CHARGES	\$ 53.63
LESS INSURANCE	\$ 0.00
SALES TAX	\$ 2.67
PLEASE PAY THIS AMOUNT	\$ 56.30

APPOINTMENTS 847-433-7200

DealerCAP 2014 CDR Group, LLC 1071171 SERVICE INVOICE TYPE 7 2012C *AS IS* IL 5619012

CUSTOMER COPY

HIGHLAND PARK, IL 60035-2911

Home: 847-650-6606 Bus: 847-650-6606 Cell:

MONDAY TO FRIDAY 7:00am to 6:00pm

SATURDAY 7:00am to 4:00pm

Email:

SERVICE ADVISOR: 1412 STEVEN DUKE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
RED	19	FORD EDGE	2FMPK4J96KE [REDACTED]		52490 / 52490	T6034	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09MAY19			18:00 05JUL24		175.00	CASH	05JUL24
R.O. OPENED		READY	OPTIONS: SOLD-STK:T24875 ENG:2.0_Liter_GTDI TRN:A				
07:15 05JUL24		09:24 05JUL24					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A PERFORM ENGINE OIL AND FILTER CHANGE

1P PERFORM ENGINE OIL AND FILTER CHANGE

1022 C

1 BE8Z*6731*AB KIT - ELEMENT & GASKET - OIL F

10.89 20.30 20.30

6 XO*5W30*BSP 5W30 BULK OIL

3.75 5.95 5.95

PARTS: 28.45 LABOR: 20.30 OTHER: 0.00 TOTAL LINE A: 48.75

52490 CHANGED ENGINE OIL AND ENGINE OIL FILTER. FILLED ENGINE OIL TO THE FACTORY SPECIFICATIONS.

B CHK JERKS WHEN DRIVING NO ENGINE LIGHT

ST POSS, TRANS

1022 C

0.00 0.00

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

C FRT USB PORT WILL NOT CHAGE PHONE

ST POSSIBLE USB CORD

1022 C

0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

52490 CHECK MEDIA HUB OPERATION, CONNECT MY PHONE TO CHECK IF IT IS CHARGING IT IS WORKING OK. POSSIBLE THAT HAS A BAD CUSTOMER WIRE.

D PERFORM MULTI POINT INSPECTION

Q99P PERFORM MULTI POINT INSPECTION

1022 C

0.00 0.00

GBATT CHECKED BATTERY AND OK AT THIS TIME

1022 C

0.00 0.00

GTIRE CHECKED TIRES AND O.K. AT THIS TIME. 7/32"

AND GREATER TREAD LIFE REMAINING

1022 C

0.00 0.00

GBK CHECKED BRAKES AND OK AT THIS TIME. OVER 5MM

OR 7/32" (DISC) OR OVER 2MM OR 3/32" DRUM

1022 C

0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

52490 COMPLETED MULTI POINT INSPECTION

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, 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.

Original Estimate	Total Additional Cost	Approved By/Telephone	Date & Time
\$	\$		
Revised Estimate			
\$			

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 reserved (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

*SHOP SUPPLY COSTS:
We have added a charge equal to 10% of the total cost of labor and parts, not to exceed \$49.95, to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS ARE NEW
UNLESS OTHERWISE
INDICATED.

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

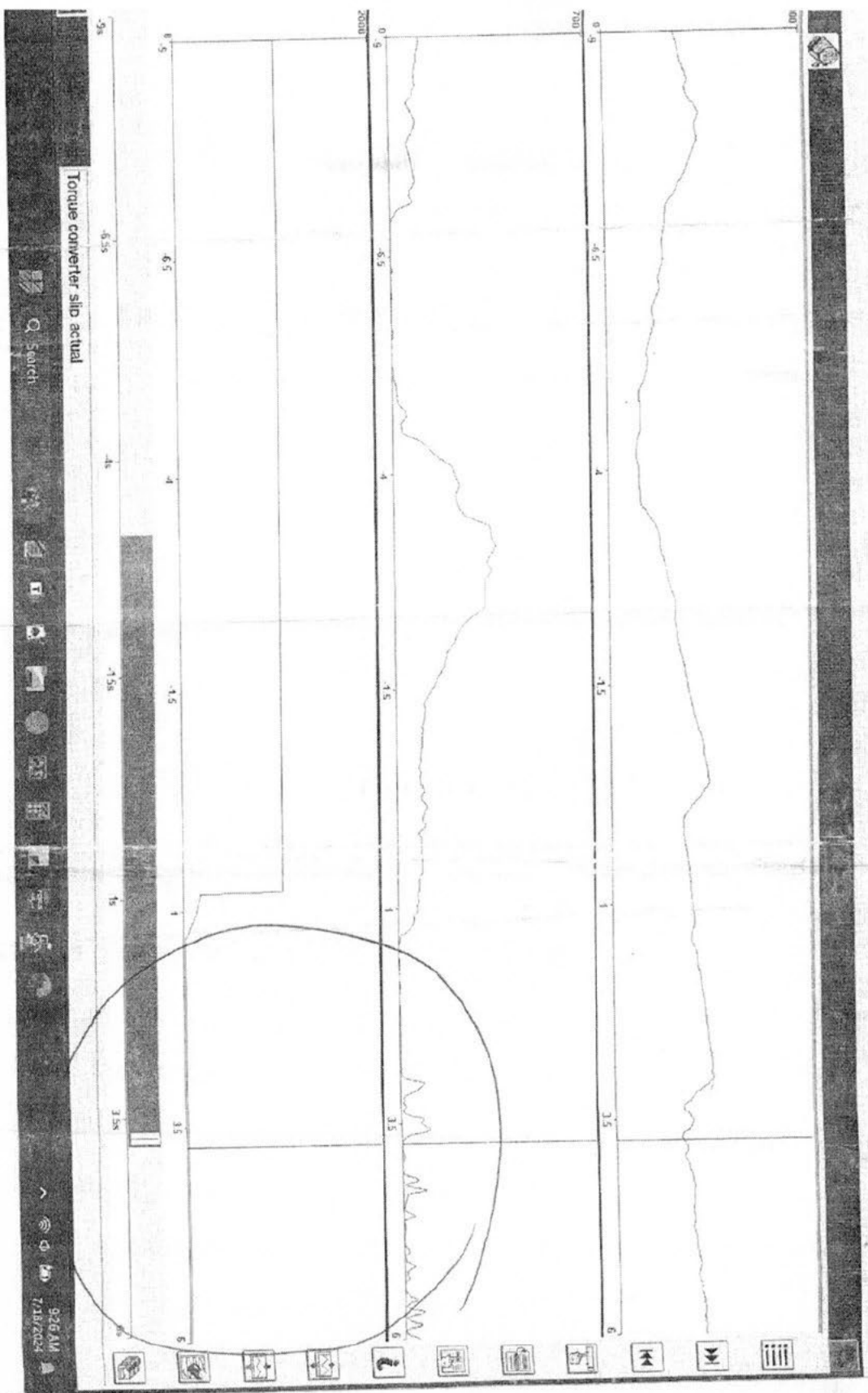
R.O.#: 187001

VIN.#: 2FMPK4J96KBB24705

APPOINTMENTS 847-433-7200

DealerCAP 2014 CDE Guide, LLC 10/11/17 SERVICE INVOICE TYPE 2 - 25/2C - "AB 15" - IL - 5056012

CUSTOMER COPY



Torque converter slip actual

Q Search

9:26 AM
7/18/2024



INTERNATIONAL CUSTOMER SERVICE
410 Marshum Rd., Marshum, PA 19064
Call Toll Free 1-800-523-0401

DJ Mueller Inc

1406 N. Milwaukee Ave
Libertyville, IL 60048
Tel: 847-367-7950 • Fax: 847-367-7952
AAMCOLIBERTYVILLE@DJMEAUTOMOTIVE.COM •
www.aamcolibertyville.com

Invoice

Service Advisor: Patrick Roberts
Technician: Paul McCarthy
Date: 8-9-2024
R/O
Order No

Highland Park IL

*Cell:

2019 Ford Edge SEL
2.0 GAS - RED
2FMPK4J96K
8F35

License Plate:

Miles In: 53,328
Miles Out: 53,332

CUSTOMER ISSUES AND ADVISORIES

Symptoms and Diagnostic Trouble Codes

PERFORME RDI, PER PREVIOUS VCC.

Advisory Notes

Auth to repair vehicle 8-2-2024 at 1:00pm

WORK PERFORMED

(VCC) VEHICLE COURTESY CHECK

Labor	Tech	Total
Labor - Vehicle Courtesy Check		0.00
(VCC) VEHICLE COURTESY CHECK		0.00
SubTotal: (VCC) VEHICLE COURTESY CHECK		\$0.00

EXCHANGE REMANUFACTURED TRANSMISSION 36Months / Un

Work Description

AAMCO Exchange Factory Certified Remanufactured Transmission with AAMCO 36 month / unlimited Warranty. See Reverse Side for Other Warranty Terms and Conditions.

Labor	Tech	Total
Labor - (R & R)		2,257.80
labor - cooler line flush		127.20
labor - reprogramming		495.00
labor - diagnostics		238.50

Parts	Part No	Qty	Price	Total
Fluid (filled to OEM specification, adj qty as necessary)		12.00	16.99	203.88
REMANUFACTURED TRANSMISSION		1.00	3,321.00	3,321.00

SubTotal: EXCHANGE REMANUFACTURED TRANSMISSION 36Months / Un \$6,643.38

Labor	3,118.50
Parts	3,524.88
Hazmat*	0.00
Supplies*	52.53
Taxes	304.09

Invoice Total \$7,000.00

* Shop Supply & Hazmat Fees: This charge represents costs and profits (where applicable) to this repair facility for miscellaneous shop supplies, and/or waste removal

DJ Mueller Inc

Tel: 847-367-7950 • Fax: 847-367-7952

• 2019 Ford Edge SEL

Invoice

Date: 8-9-2024

Order N

PAYMENTS

Date	Method	Reference	Amount
08-09-2024	Discover	Paid Aug 09 2024	7,000.00
Payment Total:			7,000.00

Balance Due	0.00
--------------------	-------------

AUTHORIZATION

Date/Time:	Authorizer	Method	Contact Details	Original Estimate Total
07-29-2024 9:09 PM		In Person		864.01

X

Customer Signature

Save replacement parts for inspection or return? (Core may apply)

☐ Yes☐ No

I acknowledge receipt of the vehicle and a copy of this Invoice.

Signature _____ Date _____

DJ Mueller Inc

Tel: 847-367-7950 • Fax: 847-367-7952

2019 Ford Edge SEL

Invoice

Date: 8-9-2024

Order N

AAMCO LIMITED WARRANTY TERMS AND CONDITIONS

If **you** have been issued the AAMCO Limited Warranty and it has been recorded on this Repair Order, this Limited Warranty applies for the express term of months and/or miles or kilometers recorded on this Repair Order.

THE AAMCO LIMITED WARRANTY WARRANTS THE SPECIFIC COMPONENTS RECORDED ON THIS REPAIR ORDER AGAINST DEFECTIVE MATERIAL OR WORKMANSHIP. THIS LIMITED WARRANTY BEGINS ON THE **WARRANTY DATE** (SEE KEY TERMS) AND SHALL END AT THE TIME OR MILES/KILOMETERS DESCRIBED ON THE REPAIR ORDER, WHICHEVER OCCURS FIRST.

WHO IS COVERED? The customer listed on the repair order. Obligations under the terms of this warranty transfer to a subsequent owner of the vehicle only if the term of the warranty is recorded as 12 months or 12,000 miles (20,000 kilometers), whichever first occurs. Obligations under the terms of this warranty do not transfer for any greater term of months or miles.

TERMS AND CONDITIONS: The **components** of the vehicle described on **your** repair order have been repaired or replaced by the independently owned and operated AAMCO Center issuing this Warranty. This form describes the protection **you** will have under **your** Limited Warranty (hereinafter referred to as "Warranty"). This Warranty will be honored by independently owned and operated AAMCO Centers throughout the United States and Canada only if a Breakdown arises beyond 40 miles (70 Kilometers) of the AAMCO Center issuing this Warranty and if no specific limitation of such coverage is described on your repair order. In the event the warranty is described on **your** repair order with the limitation of "This Center Only" such limitation means that the warranty will be honored only at the independently owned and operated AAMCO Center issuing this warranty and no other AAMCO Center. This warranty is not issued by AAMCO Transmissions, LLC ("AT") and all liability extends solely to the issuing AAMCO Center and not to AT.

KEYTERMS: (When used, Key Terms will appear in dark print)

"**You**" and "**your**" mean the customer shown on the face of the repair order.

"**We**", "**us**" and "**our**" mean the AAMCO Center issuing this Warranty.

"**The Components**" means the parts described on the Repair Order that we have repaired or replaced and warranted.

"**Breakdown**" means the failure of The Components due to defective material or workmanship.

"**Miles**" means the actual miles or kilometers your vehicle has traveled, as recorded on an unaltered odometer.

"**Warranty Date**" means the date of delivery as shown on the repair order.

"**Repairer**" means an independently owned and operated AAMCO Center located in the United States or Canada.

WHAT THIS WARRANTY COVERS: During the term of this Warranty, if **The Components** fail to perform due to defective material or workmanship, return the vehicle to this AAMCO Center, present your repair order and this Warranty, and **The Components** will be repaired or replaced without charge. This Warranty does not cover any Component repair or replacement **you** pay for without our express authorization and this Warranty is void if **you** obtain repairs or replacements without **our** authorization.

WHAT THIS WARRANTY DOES NOT COVER: This Warranty does not cover damage due to failure of an electronically controlled **component** where the failure is due to faulty automotive electronic control **components**, such as computers, actuators, sensors, and solenoids. This Warranty also does not include providing alternate transportation or living or travel expenses while the vehicle is being fixed after a **Breakdown** and does not include providing any towing.

This Warranty is **NULL AND VOID** if any of the following occur:

- * Converting the vehicle from passenger to commercial use,
- * Use of the vehicle for racing, competition, off-road recreational purposes, plowing, rental, taxi/ limousine or group transport.
- * Use of the vehicle by police, emergency, or fire company,
- * Modifications to the vehicle including, **but not limited to**, snowplow modifications, whether the snowplow blade is attached to the vehicle or not.
- * Failure to pay any balance due for any repair or replacement of The Components.
- * Failure to comply with the manufacturer's recommended maintenance schedule for The Components.
- * Failure to obtain a no charge Annual Recheck of the Component, where applicable, within thirty (30) days of the Warranty Date.
- * The Lifetime Limited Warranty is void if **you** fail to maintain proof of any Annual Recheck at any authorized AAMCO Center.

In addition, **we** will not provide services under this Warranty:

When repairs are performed without prior authorization from **us**,

For a **Breakdown** caused by or involving collision, accident, fire, theft, vandalism, riot, explosion, lightning, earthquake, windstorm, hail, water, freezing, or flood.

For a **Breakdown** caused by abuse, misuse, modifications or alterations, including modifications that increase the gross vehicle weight or carrying capacity.

For a **Breakdown** caused by another mechanical failure or malfunction in the vehicle that damages the covered **Component**.

For a **Breakdown** caused by towing a trailer or another vehicle unless your vehicle is equipped for this as recommended by the manufacturer.

For any consequential or incidental damage or loss should your vehicle be involved in a collision caused by or involving a **Breakdown**.

If **your** vehicle's odometer has been stopped, altered or misrepresents your vehicle's actual mileage.

WHO TO CALL IF YOU HAVE A BREAKDOWN: All **Breakdowns** must be reported promptly to the independently owned and operated AAMCO Center that issued **you** this Warranty or, if you are traveling out of town: **Call to free 1-888-FIND AAMCO (1-888-346-3226)**. Use all reasonable means to protect your vehicle. Notify **us** as soon as possible if **you** are unable to return to the AAMCO Center that issued this Warranty.

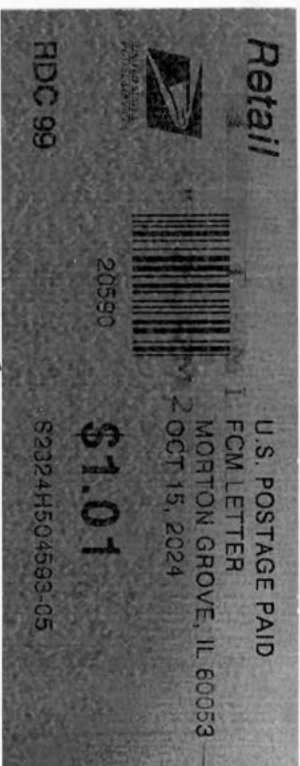
The total liability under this Warranty is limited to the cost of the original repair. **We** reserve the right to refund to **you** the original repair price in lieu of warranty service to the vehicle.

LIMITATIONS OF EXPRESS AND IMPLIED WARRANTIES. LIMITATIONS OF IMPLIED WARRANTY: ALL IMPLIED WARRANTIES WHICH MAY ARISE UNDER STATE LAW INCLUDING ALL IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED TO THE DURATION OF THIS WARRANTY AND DO NOT COVER INCIDENTAL OR CONSEQUENTIAL DAMAGES. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS OR THE EXCLUSION OF INCIDENTAL OR CONSEQUENTIAL.

Highway 12

NEF
10/1/77

National Highway Traffic Safety Administration
Attn: Office of Defects Investigation
1200 New Jersey Av, SE
Washington DC 20590



20590-