

Letter to Ford Motor Company

[REDACTED]
[REDACTED]
Amelia, OH [REDACTED]

April 16, 2025

Ford Motor Company
Customer Relationship Center
P.O. Box 6248
Dearborn, MI 48126

RE: VIN [REDACTED] – Known Engine Defect / CSP 21N12 Denial

To Whom It May Concern,

I am writing to formally express my deep disappointment and request further consideration for compensation related to the known engine defect in my previously owned 2018 Ford Escape, VIN [REDACTED], equipped with the 1.5L EcoBoost engine.

I purchased this vehicle from Mike Castrucci Ford in Alexandria in late 2023 with no disclosure of the known design flaw. Roughly four months later, the vehicle experienced a catastrophic engine failure consistent with symptoms outlined in Ford Technical Service Bulletin 22-2134 and Customer Satisfaction Program 21N12. I followed Ford's process and had the vehicle inspected by a Ford dealership, which confirmed cylinder #2 failure and coolant intrusion—exactly what CSP 21N12 acknowledges.

Despite following every instruction and providing official documentation, my request for

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repair or assistance was denied solely due to the mileage and timing falling just outside of the CSP 21N12 period—through no fault of my own. I was not the owner at the time the CSP was active. In the end, I had to trade in the vehicle for just \$1,000, suffering a severe financial loss, and was forced to purchase a new vehicle, now leaving me with a total auto loan debt of nearly \$40,000 across two loans.

This outcome is devastating. The defect was known to Ford. The CSP confirmed that. Had I been informed during the purchase, I would never have bought this vehicle. Instead, I inherited Ford's problem and was left with the financial consequences.

I am formally requesting reimbursement for all or partial compensation for the loss I suffered due to the known defect. Ford has extended goodwill assistance in similar cases before, and I believe this situation warrants the same. I am also sending copies of this letter to the Better Business Bureau Auto Line, the Ohio Attorney General, and filing a complaint with NHTSA regarding this issue.

I hope Ford Motor Company will take this opportunity to stand behind its brand, reputation, and values by doing what is fair and right for a customer who trusted your product.

Sincerely,

A solid black rectangular redaction box covering the signature of the sender.

Ford customer in need of Assistance

From: [REDACTED]

To: elena.ford@ford.com; jim.farley@ford.com; crcfmc@ford.com

Date: Monday, May 20, 2024 at 12:27 PM EDT

I recently had to trade in my 2018 Ford Escape with 1.5 L EcoBoost engine. I bought the from Mike Castrucci Ford in Alexandria about 4 months ago with no indication, warning, or notification upon purchase of the vehicle that the engine possessed a known flaw that had not been corrected or addressed. The VIN number on the vehicle is [REDACTED]. The vehicle has approximately 109,000 miles on it.

A few weeks ago, the vehicle began experiencing issues to include a check engine light, excessive smoke coming from exhaust, and a very rough running engine. Upon taking it to a local technician they found the vehicle to be displaying Code P0302, a warning for low coolant level and a misfire in cylinder #2. They further inspected cylinder #2 with a borescope and observed signs of coolant intrusion and a fracture in the cylinder wall.

They referred me to Ford Technical Service Bulletin 22-2134 with specified these exact symptoms and recommended a short block replacement. As a follow up to that TSB, Ford released Customer Service Program 21N12, which essentially admits that the 1.5L EcoBoost engine in my vehicle is a flawed design which is known to have coolant leaks into the cylinder(s) causing catastrophic engine failures. The 21N12 offered a one-time short block replacement for affected vehicle for 7 years of service or 84,000 miles. It also specified that vehicles exceeding either of those would still be covered by 21N12 through November 30, 2022. I did not own the vehicle on the date of the 21N12 letter, June 9, 2022, or upon expiration of 21N12, November 30, 2022. When entered into Ford's website, the VIN for my vehicle shows it is affected by 21N12.

Upon calling Ford Customer Care (reference #CAS [REDACTED]) they refused to any consideration for covered repairs until the vehicle was inspected by a Ford dealership, but also did not automatically decline any covered repairs despite knowing that date and mileage exceeded what was printed on the June 9, 2022 letter regarding 21N12. An appointment was made at Mike Castrucci Ford in Alexandria and, after having the vehicle for an extended period of time, determined the exact diagnosis already provided by the aforementioned local technician. On a subsequent call to Ford Customer Care, despite having confirmation from a Ford service department, they immediately denied consideration of any covered repair. They continued to cite that the date and mileage were outside the parameters of 21N12 letter from June 2022. Their response was obviously scripted as they continued to repeat the same lines over and over. The only option I was provided was to talk to a supervisor in the same call center, who provided the same scripted response and said there was no other recourse or consideration within Ford Motor Company.

I am personally aware of matters where Ford has made individual exceptions and covered high expense repairs when as little as a Technical Service Bulletin was published for known part flaws/issues (transfer case in the Ford Explorer), so I know Ford possesses the ability to do the right thing. Having been stonewalled by the Ford Customer Care call center, I am starting to feel that Ford is no longer interested in customer retention or standing behind their product. I am hoping that you will prove me wrong and re-instill my faith in your brand.

Reimbursing me the equivalent cost of repairs for the vehicle, based on the corrective procedures highlighted in 21N12, is not only the ethical and right thing to do, I can assure you it will be far less expensive than Ford defending a civil suit in addition to complaints filed with numerous consumer protection agencies and media outlets. I implore you to do the right thing and reimburse what the cost of repair would have been to maintain a customer, avoid a civil suit, and keep the reputation of Ford Motor Company in high regard.

Upon being denied for assistance by Ford customer service I was left with no option other than to finance another vehicle. My original loan was rolled over into this new one. A meager \$1000 was offered to trade in the 2018 Ford Escape. This matter requires expeditious consideration or I will have no choice but to pursue other avenues as stated herein. Thank you for your time and consideration. I look forward to hearing back from you with an affirmative response. You can reach me via reply email or at [REDACTED]

Sincerely,
[REDACTED]

Customer Number

Invoice No:

MIKE CASTRUCCI
FORD LINCOLN OF ALEXANDRIA

7400 ALEXANDRIA PIKE
ALEXANDRIA, KY 41001
Ph: (859) 448-9400
Fax: (859) 448-2406

WWW.MIKECASTRUCCI.COM

Page 1 of 1

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Tyler

AMELIA, OH
Home: [redacted] Bus: [redacted]
Email: email [redacted] home

Cell: [redacted]

SERVICE ADVISOR: 395 KLOTTER, KEN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
GRAY	18	FORD ESCAPE	[redacted]		109749 /	T1649
DEL DATE	PROD. DATE	WARR. EXP.	PROMISE	RATE	PAYMENT	INV. DATE
05DEC23			18:00 23APR24		CASH	
R.O. OPENED	READY	OPTIONS: SOLD-STK:85411 ENG:1.5_Liter_GTDI				
09:29 23APR2024						

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# B	MDIAG		CPC	CUSTOMER STATES THAT THERE IS A LARGE AMOUNT OF SMOKE COMING FROM THE EXHAUST AND IT WAS RUNNING ROUGH. LOW COOLANT WARNING AND CYLANDER 2 MISFIRE. CODE P0302. WAS TOLD AT ANOTHER SHOP HAS COOLANT IN CYLINDER
# C	40		CPC	CUSTOMER IS REQ A LOANER
# D	99P		CPC	PERFORM GAS MULTI POINT INSPECTION
# E	NOTE		CPC	HAS FORD CASE# CAS48915440



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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 OR ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE VEHICLE MANUFACTURER OR THE PARTS MANUFACTURER OR 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.

PAYMENT TERMS: I agree to pay for the inspection and repairs I authorize, along with the necessary materials, in Cash or approved credit card upon completion of the Repairs unless the Dealership agrees to other payment arrangements in advance. An express mechanics lien is hereby acknowledged on the vehicle to secure the cost of repairs and materials. If I authorize commencement of repairs or disassembly of the vehicle or a vehicle component, but do not authorize completion of a repair or service, I understand that a charge will be imposed for disassembly, reassembly or partially completed work and agree to pay the same. Such charges will be directly related to the actual amount of labor and parts involved in the inspection, repair or service.

I understand that the Dealership is not responsible for any delays caused by unavailability of parts or shipping by the supplier or transporter, nor is it responsible for loss or damage to the vehicle or articles left in the vehicle in case of fire, theft, hail, wind or any other cause beyond its control.

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. I authorize the retrieval of on-board data as needed to facilitate vehicle repair, as well as sharing that data with the vehicle manufacturer for diagnostic purposes.

PARTS: All parts installed will be new unless otherwise indicated. Remanufactured and refurbished parts that meet manufacturer approved source part requirements may be installed upon prior notification. Additional information is available upon request. Upon request, replaced parts will be made available to you for inspection or returned to you (unless the parts are to be rebuilt or sold by the supplier or returned to the manufacturer or supplier pursuant to a warranty arrangement).

Discard Replaced Parts _____ (INITIAL) Save Replaced Parts _____ (INITIAL)
ESTIMATE: UNDER OHIO LAW YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS. PLEASE INITIAL YOUR CHOICE.

WRITTEN ESTIMATE _____ ORAL ESTIMATE _____ NO ESTIMATE _____
PRELIMINARY ESTIMATE \$ 159²⁵ FTRP

SHOP SUPPLY COSTS: A charge equal to 15% of the total cost of labor, not to exceed \$35.63, will be added to the Repair Order for shop supplies used in connection with the repair.

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

STORAGE CHARGES: I understand that a storage charge equal to \$10.00 will be assessed and shall accrue daily if I fail to pick up the vehicle within 3 working days from the date I am notified that the repairs are complete or after the communication of an estimate if I fail to authorize repairs.

Date: _____ Customer X _____
Dealership Representative X _____
COPY



OHIO DEPARTMENT OF PUBLIC SAFETY
BUREAU OF MOTOR VEHICLES

APPLICATION FOR DEALER ASSIGNMENT

POWER OF ATTORNEY TO TRANSFER OWNERSHIP AND ATTESTATION OF MILEAGE AND IDENTITY FOR THE TRANSFER OF OWNERSHIP OF A VEHICLE OR WATERCRAFT TO OR FROM A MOTOR VEHICLE OR WATERCRAFT DEALER LICENSED BY CHAPTERS 4517/1547 PURSUANT TO OHIO REVISED CODE 4505.0323/1548.032 AND APPLICATION FOR CERTIFICATE OF TITLE

ASSIGNMENT OF OWNERSHIP
I (we) certify the vehicle or watercraft or outboard motor described in this statement was delivered on 05/16/2024 for the price of \$ 41550.00
to: [redacted] Is Seller a Minor? Yes No

TRANSFEREE'S / BUYER'S PRINTED NAME: [redacted] BUYER'S PRINTED ADDRESS: [redacted] AMELIA OH [redacted]

Warning to transferor and transferee (seller and buyer). You are required by law to state the true selling price. A false statement is in violation of section 2921.13 of the Ohio Revised Code and is punishable by six months imprisonment and a fine of up to one thousand dollars or both. All transfers are audited by the Department of Taxation. The seller and buyer must provide any information requested by the Department of Taxation. The buyer may be assessed any additional tax found to be due.

PICTURE ID ISSUED FROM STATE OF OH		OPERATOR LICENSE NUMBER OR ID NUMBER [redacted]		CURRENT TITLED OWNER(S) NAME MIKE CASTRUCCI FORD LINCOLN OF ALEXANDRIA	
CONTROL NUMBER	YEAR 2022	MAKE CHEVROLET	MODEL EQUINOX	BODY TYPE UV	LENGTH
TITLE NUMBER	HP	CURRENT TITLE TYPE <input type="checkbox"/> REGULAR <input type="checkbox"/> SALVAGE <input type="checkbox"/> OFF ROAD		THIS VEHICLE WAS A (IF APPLICABLE) <input type="checkbox"/> FORMER LAW ENFORCEMENT <input type="checkbox"/> FORMER TAXI <input type="checkbox"/> FLOOD VEHICLE	
VIN/WIN/MIN [redacted]					

Federal and state laws require that you state the mileage in connection with transfer of ownership. Failure to complete or providing false information may result in fines and/or imprisonment.

I (we) certify to the best of my (our) knowledge that the odometer now reads 0 4 9 , 6 2 5 NO TENTHS MILES
and is the actual mileage of the vehicle unless one of the following statements is checked.

The mileage stated is in excess of the mechanical limits. The odometer reading is not the actual mileage. WARNING-ODOMETER DISCREPANCY

APPLICATION FOR CERTIFICATE OF TITLE (Type or Print in Ink) Fee of \$5.00 for failure to apply for title within 30 days of assignment.

CHECK TYPE OF APPLICATION(S):
 MOTOR VEHICLE MEMORANDUM WATERCRAFT DUPLICATE (Check One)
 OUTBOARD MOTOR SALVAGE REPLACEMENT Lost Stolen Destroyed

APPLICANT'S PRINTED NAME: [redacted]

APPLICANT'S PRINTED STREET ADDRESS: [redacted] CITY: AMELIA ZIP CODE: [redacted] COUNTY: CLERMONT

PURCHASE PRICE: \$ 41550.00 TRADE IN ALLOWANCE: \$ N/A GROSS TAX DUE: \$ 2787.75 VENDOR'S DISCOUNT: \$ N/A

TAX PAID: \$ 2787.75 TAX EXEMPTION: YES REASON: [redacted] DEALER'S PERMIT NUMBER: 197424019

VENDOR'S NUMBER: [redacted] CONDITION OF VEHICLE OR WATERCRAFT OR OUTBOARD MOTOR (CHECK ONLY ONE):
 GOOD FAIR POOR WRECKED

LIEN INFORMATION: If no lien state none; if more than one lien, attach statement of all additional liens.

LIENHOLDER PRINTED NAME/E CODE # E01955 ADDRESS: PO BOX 925 CITY: WILMINGTON STATE: OH ZIP CODE: 45177
GENERAL ELECTRIC CREDIT UNION

I (we) [redacted] this application is true and correct. IS APPLICANT A MINOR? YES NO
 PRINTED NON PRINTED

ATTESTATION OF ABOVE ODOMETER CERTIFICATION AND/OR DUPLICATE TRANSACTIONS

TRANSFEREE'S / BUYER'S OR APPLICANT'S PRINTED NAME: ALAINA RUEHL SIGNATURE: [redacted]

I/We, the current titled owner or applicant, appoint **MIKE CASTRUCCI FORD LINCOLN OF ALEXANDRIA** and lawful attorney-in-fact to execute any and all application for assignment of Certificate of Title for the motor vehicle listed above. I attest to the above odometer reading. I warrant the title to be free of all liens.

TRANSFEROR'S / SELLER'S PRINTED NAME: MIKE CASTRUCCI FORD LINCOLN OF ALEXANDRIA SIGNATURE: [redacted]

TRANSFEROR'S / SELLER'S PRINTED ADDRESS: 7400 ALEXANDRIA PIKE CITY: AL STATE: KY ZIP CODE: 41001

NOTE: All blank spaces above must be completed before acknowledgement. If not applicable, insert NA or NONE in the space provided.
Sworn to and subscribed in my presence by _____ this 16th day of May yr 2024.

My commission expires _____ year _____
(seal) X _____ X _____
CLERK, DEPUTY CLERK OF COURTS, NOTARY WITNESS BY DEALER OR SALESPERSON

NON-NEGOTIABLE - FOR REGISTRATION ONLY

ISSUING COUNTY CLERMONT
ISSUING TITLE OFFICE # 1302
RESIDENT COUNTY CLERMONT

STATE OF OHIO
MEMORANDUM TITLE

TITLE No. [REDACTED]
ISSUE DATE 07/25/2024

IDENTIFICATION NUMBER

YEAR 2022 MAKE CHEV MAKE DESCRIPTION CHEVROLET

CONVERSION

MILEAGE 49,625 BODY TYPE SW MODEL DESCRIPTION EQUINOX

EVIDENCE

MILEAGE NOTATION
ACTUAL

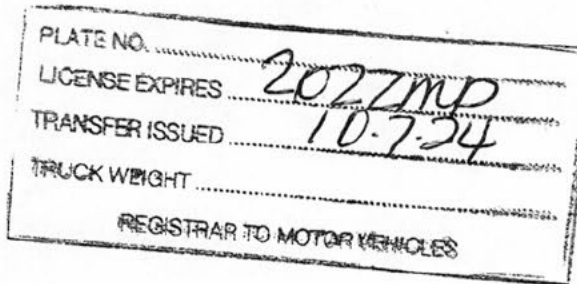
COMMENTS
KY REASSIGNMENT

PURCHASE PRICE \$41,300.00 TAX \$2,787.75

NOTATION(S)

OWNER(S)

AMELIA, OH



PREVIOUS OWNER(S)
MIKE CASTRUCCI FORD OF ALEXANDRIA

7400 ALEXANDRIA PK
ALEXANDRIA, KY 41001

FIRST LIENHOLDER DATE OF LIEN 07/25/2024
GENERAL ELECTRIC CREDIT UNION

PO BOX 925
WILMINGTON, OH 45177



WITNESS MY HAND AND OFFICIAL SEAL THIS 25TH DAY OF JULY, 2024



BARBARA A WIEDENBEIN
CLERK OF COURTS

G TLS
TLS



STATE OF OHIO - BUREAU OF MOTOR VEHICLES
CERTIFICATE OF REGISTRATION

PLATE NO.: [REDACTED] REG. DATE: 05/16/2024 EXP. DATE: 10/07/2024 ISSUE DATE: 07/31/2024 APP NO.: [REDACTED]
VALIDATION NO: [REDACTED] AGENCY: 1311
OWNER NAME: [REDACTED] VEHICLE OWNERSHIP: SINGLE USER ID: NA
OWNER ADDR: [REDACTED] OLD APP NO: [REDACTED]
OLD PLATE: [REDACTED]

CITY: AMELIA
STATE: OH ZIP: [REDACTED]
TAX DISTRICT: PIERCE TOWNSHIP
COUNTY: CLERMONT

INSIDE CORP LIMIT: NO VEHICLE CLASS: PASSENGER ORGANIZATIONAL CONSENT TO CONTACT: NO
VEHICLE YEAR: 2022 ODOMETER READING: 49,625
BODY TYPE: SW MAKE: CHEV STATE FEES: \$1.00
CAT FRIENDLY \$0.00
SPECIAL INTEREST \$0.00
LOCAL TAX: \$0.00
REFL/CO. FEE: \$0.00
DEPUTY FEE: \$5.00
TOTAL FEES: \$6.00
CERTIFICATE TITLE NO.: [REDACTED] PLATE TYPE: OHIO PRIDE
VEH. SERIAL NO.: [REDACTED] REG TYPE: TRANSFER
PURCHASE DATE: 05/16/2024 SUSPENSION/REVOCAION: NO
PRIOR OPERATION: YES
FEES PAID: YES

- In Ohio, it is illegal to drive any motor vehicle without insurance or other financial responsibility (FR) coverage.
It is also illegal for any motor vehicle owner to allow anyone else to drive the owner's vehicle without insurance or FR coverage.
PROOF OF INSURANCE OR FR COVERAGE IS REQUIRED: Whenever a police officer issues a traffic ticket*At all vehicle inspection stops*Upon traffic court appearances.
ANY DRIVER OR OWNER WHO FAILS TO SHOW PROOF OF INSURANCE OR OTHER COVERAGE WILL: Lose his or her driver license until requirements are met on first offense, one year on second offense, and two years on third and subsequent offenses* Lose his or her license plates and vehicle registration*Pay reinstatement fees of \$100.00 on first offense, \$300.00 for second offense, and \$600.00 for third and subsequent offenses*Pay a \$50.00 penalty for any failure to surrender his or her driver license, license plates or registration AND*Be required to maintain special FR coverage ("High-risk" insurance or equivalent) on file with the Bureau of Motor Vehicles for THREE or FIVE YEARS.
ONCE THIS SUSPENSION IS IN EFFECT: Any driver or owner who violates the suspension will have his or her vehicle immobilized and his or her license plates confiscated for at least 30 DAYS first offense and 60 DAYS second offense. For third or subsequent offenses, the vehicle will be forfeited and sold and the person will not be permitted to register any motor vehicle in Ohio for FIVE YEARS.
IF YOU ARE INVOLVED IN AN ACCIDENT WITHOUT INSURANCE OR OTHER FR COVERAGE: In addition to all the penalties listed above, you may have*A SECURITY SUSPENSION for TWO YEARS or more and*A JUDGEMENT SUSPENSION INDEFINITELY (until all damages have been satisfied).
THESE PENALTIES ARE IN ADDITION TO ANY FINES OR PENALTIES IMPOSED BY A COURT OF LAW. WARNING: THESE LAWS DO NOT PREVENT THE POSSIBILITY THAT YOU MAY BE INVOLVED IN AN ACCIDENT WITH A PERSON WHO HAS NO INSURANCE OR OTHER FR COVERAGE.
WHEN REQUIRED, PROOF OF COVERAGE MAY BE SHOWN BY ANY OF THE FOLLOWING:*AN INSURANCE POLICY showing automobile liability insurance of at least \$25,000 bodily injury per person, \$50,000 injury two or more persons, and \$25,000 property damage*AN INSURANCE IDENTIFICATION CARD (same coverage)*A SURETY BOND OF \$30,000 issued by any authorized surety company or insurance company*A BMV BOND SECURED BY REAL ESTATE having equity of at least \$60,000*A BMV CERTIFICATE FOR MONEY OR GOVERNMENT BONDS in the amount of \$30,000 on deposit with the Ohio Treasurer of State*A BMV CERTIFICATE OF SELF-INSURANCE, available only to companies or persons who own at least twenty-six motor vehicles.

PROOF OF FINANCIAL RESPONSIBILITY

I affirm that all owners (or lessees of leased vehicle) now have insurance or other FR coverage and will not operate or permit the operation of this motor vehicle without FR coverage; all previous registration fees due have been paid; this plate category is correct; and this vehicle will not be used as a commercial or farm vehicle unless so registered.

By signing below I agree to and attest that all the above is true and accurate,

X SIGNATURE ON FILE

SIGNATURE OF OWNER(S)

DATE

WARNING: APPLICANT GIVING FALSE INFORMATION IS SUBJECT TO PROSECUTION-O.R.C. SEC. 2921.13. APPLICATION MUST BE SIGNED BY THE OWNER(S) AS NAMED ON CERTIFICATE OF TITLE.

DO NOT DISCARD. THIS IS YOUR VEHICLE REGISTRATION CERTIFICATE.



L I N C O L N

Mike Castrucci Ford Lincoln of Alexandria
7400 ALEXANDRIA PIKE ALEXANDRIA, KY 41001
Ph (859) 448-9400 Fax (859) 448-2408
www.mikecastrucci.com

AMOUNT	PAID BY	COMMENT
250.00	CARD	DP DEAL # [REDACTED]
3,250.00	CARD	[REDACTED]



TOTAL RECEIVED: \$3,500.00



AMELIA

OH



DATE-TIME: 16MAY2024 12:53
CASHIER: JEFF
LOCATION:
CASH DRAWER:



ACCOUNTING DISTRIBUTION

CO	JOURNAL	CO	ACCOUNT	AMOUNT	CONTROL	CONTROL2
3	56	3	[REDACTED]	3,500.00	[REDACTED]	
		3	[REDACTED]	-3,500.00	[REDACTED]	

CASH RECEIPT

MIKE CASTRUCCI, FORD LINCOLN OF ALEXANDRIA
 7400 ALEXANDRIA PIKE ALEXANDRIA, KY 41001

VEHICLE
 BUYER'S ORDER
 NEW USED

Deal# [REDACTED]
 Cust# [REDACTED]

SALESPERSON: **RUSSELL HOLLOWAY**
 DATE: **05/16/2024**
 CITY: **AMELIA** STATE: **OH** COUNTY: **CLERMONT**
 I HEREBY AGREE TO PURCHASE FROM MIKE CASTRUCCI FORD LINCOLN OF ALEXANDRIA UNDER THE TERMS AND CONDITIONS SPECIFIED ON THE FRONT AND BACK OF THIS ORDER ONE MOTOR VEHICLE AS HEREIN DESCRIBED.
 YEAR: **2022** MAKE: **CHEVROLET** MODEL: **EQUINOX** STOCK#: **87223**
 SERIAL: [REDACTED] MILEAGE: **49625** Miles

MIKE CASTRUCCI FORD LINCOLN OF ALEXANDRIA represents: To "the best of our knowledge" the odometer of this vehicle is correct except as may be otherwise noted on the separately provided "odometer statement" and the company has no knowledge of any acts by previous owners to the contrary.

SELLING PRICE	\$	40000.00
	\$	N/A
	\$	N/A
	\$	N/A
	\$	N/A
	\$	N/A
	\$	N/A
WARRANTY TAX	\$	N/A
	\$	1300.00

THE PAYOFF AMOUNT INDICATED IS AN ESTIMATION ONLY!
 ANY PAYOFF AMOUNT HIGHER THAN THE ESTIMATED AMOUNT IS [REDACTED] CASTRUCCI FORD.
 [REDACTED] OUT-OF-STATE TRADE IN
 \$ 15.00 \$ N/A \$ 10.00 \$ 250.00

OHIO SALES TAX \$ 2787.75
 County, Title Fees, License Plates \$ 286.50
TOTAL (Cash Delivery Price) \$ 44374.25
 DEPOSIT NO. \$ N/A
 Credit Life Insurance \$ N/A
 Accidental & Health Insurance \$ N/A
 USED CAR ALLOWANCE \$ 20745.00
 BALANCE OWED \$ 20745.00
 TRADE-IN EQUITY \$ N/A
 Incentives/Rebates \$ N/A
 C.O.D. No. \$ 3500.00
 TOTAL DOWN PAYMENT \$ 3500.00
 BALANCE FINANCE \$ 40874.25

	SALE	STOCK#	AMOUNT	
SALE				-
CCS				#
RECOND. CST		1965		-
OVRL. ALLOW		4		+
TRADE-IN		1950		+
E.S.P. ACC.		2915		-
ACCT. REC.		1110		+
TAX		2151		-
DOC. FEES		9301		-
PAY OFF		2310		-
FIN. RES. CR.		5 00		-
		1280		+
LAH. ACC.	700	2100		-
E.S.P.		5 40		-
INS. INC.		5 20		-

WARRANTY DISCLAIMER
 DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES OF ANY KIND OR CHARACTER, EITHER EXPRESSED OR IMPLIED (INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE) concerning the motor vehicle to be delivered to buyer and buyer acknowledges and accepts such disclaimer. It is further agreed, however, that neither the dealer nor the manufacturer will be liable for failure to effect delivery.
JURY WAIVER: THE UNDERSIGNED BUYER DOES WAIVE THE RIGHT TO A TRIAL BY JURY CONCERNING ANY AND ALL MATTERS ARISING OUT OF OR IN ANY WAY ASSOCIATED WITH THE PURCHASE OR FINANCE OF THE MOTOR VEHICLE DESCRIBED ABOVE.
 In case the motor vehicle covered by this Order is a used motor vehicle, no warranty or representation is made by the Dealer as to extent such motor vehicle has been used, regardless of the mileage shown on the speedometer or odometer of said used motor vehicle.
 THE FRONT AND THE BACK OF THIS ORDER COMPRISE THE ENTIRE AGREEMENT PERTAINING TO THIS PURCHASE AND NO OTHER AGREEMENT OF ANY KIND, VERBAL UNDERSTANDING OR PROMISE WHATSOEVER WILL BE RECOGNIZED.
 This Order is not valid unless accepted in writing by an Officer of the Dealer and approved by a responsible finance company as to any balance to be financed.
 I HAVE READ THE PRINTED MATTER ON THE FRONT AND THE BACK OF THIS ORDER AND AGREE TO IT AS PART OF THIS ORDER, THE SAME AS IF IT WERE PRINTED ABOVE MY SIGNATURE. I represent that I am at least 18 years of age. I hereby acknowledge receipt of a copy of this Order and authorize [REDACTED] to initiate a credit check through the Credit Bureau.
 OPTIONAL EXTENDED WARRANTY WAS FULL EXPLAINED AND UNDERSTOOD AND AGREED: [REDACTED] 6/2024
 Buyer's Signature: [REDACTED]
 Accepted: MIKE CASTRUCCI
 Must be accepted by [REDACTED]

CERTIFIED MAIL



U.S. POSTAGE PAID
 FCM LG ENW
 LAKESIDE PARK, KY 40373
 MAY 08, 2025

\$6.89

S2324P507534-88

20590

Retail

RDC 99

W48-226

NHTSA
 Office of Defects Investigation
 1200 New Jersey Avenue SE
 Washington, DC 20590
 Attn: Safety Complaint

Department of Transportation
 To: W48-226
 Building: DOT
 Mailstop: 4 West
 Rtg Symbol: NVS-209,210,300,019
 External Carrier: Registered
 Sender:
 DOT

5/19/2025 11:06:39 AM