

Email: [REDACTED]

August 26, 2025

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

RE: VIN # [REDACTED]

Dear Sir/Madam,

I wanted to write to voice my concern and dissatisfaction with my 2019 Ford Escape Titanium.

After having my car for 5-1/2 years and maintaining it meticulously, and after only 58,000 miles, I had an engine warning appear on my car and it started to run very rough to the point that I thought it would die out. I took my car into Yockey's Friendly Ford in Roselle, IL. Upon diagnostic testing, it was determined that I needed a new transmission. **A CAR WITH LESS THAN 60,000 MILES SHOULD NOT NEED A NEW TRANSMISSION!**

Fast forward to getting my car back two weeks later...the day after I got my car back, it started to make a strange moaning sound. After diagnostics at Friendly Ford, it needed a new fuel pump. Then, after getting the car back after a week, the engine light came on. After diagnostic testing at Friendly Ford, I needed a new fuel valve.

All this in less than one month!!!

Since I got my car back, it runs rough in both park, neutral and drive; it is not as quiet and smooth as it was before the work was done. I took it back to Friendly Ford last week. They checked everything over and there are no codes, all connections are tight, and they determined there are no issues.

We have been a Ford family since my husband purchased his Ford F150 in 2009, and we currently have two (2) 2019 Ford Escapes. To say I am not happy is a **COMPLETE** understatement. Will I purchase another Ford – **more than likely, not!**

I am bringing this to your attention to ensure that it is documented in case there is a trend and potential recall for the above issues.

Sincerely,

attachments

cc: Randy Yockey, Yockey's Friendly Ford (information only)
333 Irving Park Road, Roselle IL 60172

✓ National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE, Washington DC 20590

RR

CUSTOMER



333 East Irving Park Rd
Roselle, IL 60172
Phone: (630) 924-8686
Fax: (630) 924-5024
www.friendlyford.com

Service Hours
Monday - Friday 7am - 5pm
Saturday 7am - 3pm
Sunday Closed

INVOICE

DUPLICATE 1
PAGE 2

SCHAMBURG, IL

HOME CONT
BUS: CEL

SERVICE ADVISOR: 997098 MICHAEL GREENQUIST

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
GRAY	19	FORD Escape			58676/58679	T439	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN19 IS							
01JAN19 DD			10:00 19JUN25			OM	16JUN25
R.O. OPENED		READY		OPTIONS			

09:31 02JUN25 15:14 16JUN25

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
	997049		C			0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

C** CUSTOMER STATES:CUST STS CHECK ENGINE OIL LEAK

9996 CUSTOMER STATES:CUST STS CHECK ENGINE OIL LEAK

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

ESTIMATE: 813.31 06JUN25 15:49 SA: 997098

CONTACT:

*****THE FOLLOWING WORK WAS RECOMMENDED BUT NOT PERFORMED*****
 ,,SUMMARY EN72 FRONT COVER SEALS AND HARDWARE ALSO NEED VALVE COVER GASKETS



333 EAST IRVING PARK ROAD
ROSELLE, IL 60172
(630) 924-8686

DATE	CONTROL NO	RECEIVED FROM	AMOUNT
6/16/25			100.00

HOW PAID	PAID ON
CASH	ACCOUNT
CHECK	NOTE
CREDIT CARD	X DISC

FRIENDLY FORD

BY

Thank you!

DESCRIPTION	TOTALS
AMOUNT	3271.02
AMOUNT	4379.40
OIL, LUBE	0.00
T AMOUNT	0.00
MISC. CHARGES *	0.00
TOTAL CHARGES	7650.42
A/R CHARGE OM	7922.67
SALES TAX	372.25
PLEASE PAY THIS AMOUNT	100.00

WARR
DEAL
MEMO
ASSUR
VEHIC
MANU
PERF
CONS
ANY

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 understand the terms and conditions of the service/repair. The vehicle is being returned to the Dealership.

DATE		AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE
6/16/25		

CUSTOMER #



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Roselle, IL 60172
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INVOICE

DUPLICATE 1
PAGE 1

SERVICE ADVISOR: 997098 MICHAEL GREENQUIST

COLOR		YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN / OUT		TAG
GRAY		19	FORD Escape					58676/58679		T439
DEL. DATE		PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT		INV. DATE	
01JAN19 IS										
01JAN19 DL				10:00 19JUN25			OM		16JUN25	

R.O. OPENED READY OPTIONS: DLR:01521

09:31 02JUN25 15:14 16JUN25

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUSTOMER STATES: RUNNING ROUGH WHEN UNDER A LOAD (DRIVE OR REVERSE) GOES AWAY IN NEUTRAL OR PARK, DOES NOT HAVE AN ENGINE LIGHT							
9996 CUSTOMER STATES: RUNNING ROUGH WHEN UNDER A LOAD (DRIVE OR REVERSE) GOES AWAY IN NEUTRAL OR PARK, DOES NOT HAVE AN ENGINE LIGHT							
997049	CLT				0.00	0.00	0.00
1	CN1Z*7H424*B	SEAL			19.23	19.23	19.23
1	YS4Z*3N324*AA	RETAINER - BEARING			1.72	1.72	1.72
2	CCPZ*3B477*G	RETAINER - NUT			3.50	3.50	7.00
4	*W715618*S437	NUT			0.62	0.62	2.48
4	*W520415*S442	NUT			4.25	4.25	17.00
4	*W520103*S403	NUT - HEX.			3.25	3.25	13.00
4	*W520102*S442	NUT - LOCKING			3.25	3.25	13.00
1	CV6Z*9450*E	GASKET			7.53	7.53	7.53
1	EJ7Z*6L612*A	GASKET			13.33	13.33	13.33
1	FB5Z*6840*A	GASKET			2.78	2.78	2.78
4	*W716075*S442	BOLT			4.25	4.25	17.00
1	KV6Z*7000*DRM	REMAN AUTOMATIC TRANSMISSION					
ASY					4265.33	4265.33	4265.33
AT90	Transmission, Automatic (Factory) - Remove and Install						
997049	CLT				3271.02	3271.02	3271.02
PARTS:	4379.40	LABOR:	3271.02	OTHER:	0.00	TOTAL LINE A:	7650.42

B PERFORM GAS VEHICLE MULTI-POINT INSPECTION

99P	PERFORM GAS VEHICLE MULTI-POINT INSPECTION						
997049	C				0.00	0.00	0.00
GBATT	BATTERY PASSED INSPECTION						
997049	C				0.00	0.00	0.00
GTIRE	TIRES PASSED INSPECTION						
997049	C				0.00	0.00	0.00
NBK	Brake linings were not measured or inspected during this service visit.						

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 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.

*SHOP SUPPLY COSTS:
We have added a charge equal to 10% of the total cost of labor and parts, not to exceed \$50.00 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	
A/R CHARGE OM	
SALES TAX	
PLEASE PAY THIS AMOUNT	

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

FRIENDLY FORD

Sales Receipt

Invoice

Clerk ID :sonac

DISCOVER SALE - APPROVED

\$100.00

DATE:6/16/2025 10:27:47 PM

TERMINAL ID:06468003

CARD NO

APPROV

AUTH CO

TRANS T

TRANS I

REFID:PA

SWIPE

Amount Paid

\$100.00

CUSTOMER #:



333 East Irving Park Rd
Roselle, IL 60172
Phone: (630) 924-8686
Fax: (630) 924-5024
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Service Hours
Monday - Friday 7am - 5pm
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Sunday Closed

INVOICE

DUPLICATE 2

PAGE 2

SERVICE ADVISOR: 997098 MICHAEL GREENQUIST

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GRAY	19	FORD Escape			58730/58730	T210
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISE	YMENT	INV. DATE	
01JAN19 IS						
01JAN19 DE		15:00	02JUL25		OM	03JUL25

R.O. OPENED: READY OPTIONS: DLR:01521

06:53 18JUN25 08:37 03JUL25

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

997505

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

INSPECT TRANSMISSION- NO LEAKS OR DAMAGE FOUND. KOEO, KOER & KOEC-PASS. SHIFT CABLE ADJUSTED. FLUID LEVEL NORMAL/FULL. PERFORM LINE PRESSURE TEST. LINE PRESSURE WITHIN 10PSI OF LINEDSD# IN FORWARD, REVERSE, NEUTRAL AND PARK. TEST DROVE VEHICLE USING PIDS/ IDS. VEHICLE HAS DELAYED SHIFTS. REMOVE MAIN CONTROL VALVE BODY AND SOLENOID BODY. FOUND VALVES STICKING DUE TO DEBRIS. CLEAN VALVE BODY AND SOLENOID BODIES. RETEST. VALVES PASSES INSPECTION. INSTALL VALVE BODIES. TOP OFF FLUIDS. TEST DRIVE TO VERIFY REPAIR. VEHICLE SHIFTING NORMALLY.
7001D .5, 7001D1 .5, 7001D2 .2, 7001D15 3.8, 7001DXQ .2, STLBR 2.6
SPW

C** PERFORM INJECTOR SYSTEM CLEANING

INJEC PERFORM INJECTOR SYSTEM CLEANING

997505 C

1 *10881* MOC PRESS

PARTS: 99.95 LABOR: 149.95 OTHER: 0.00 TOTAL LINE C: 249.90

ESTIMATE: 189.94 02JUL25 14:19 SA: 997098

CONTACT:

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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.

DATE: 7/3/25 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 \$50.00, to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS ARE NEW
UNLESS OTHERWISE
INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	1089.87
PARTS AMOUNT	508.67
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	0.00
TOTAL CHARGES	1598.54
A/R CHARGE OM	1277.26
SALES TAX	43.24
PLEASE PAY THIS AMOUNT	3919.04

CUSTOMER #:



333 East Irving Park Rd
Roselle, IL 60172
Phone: (630) 924-8886
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Service Hours
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Sunday Closed

INVOICE

DUPLICATE 2
PAGE 1

SCHAUMBURG, IL

SERVICE ADVISOR: 997098 MICHAEL GREENQUIST

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
GRAY	19	FORD Escape			58730/58730	T210	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN19 IS							
01JAN19 DE			15:00 02JUL25			OM	03JUL25

R.O. OPENED: READY: OPTIONS: DLR:01521

06:53 18JUN25 08:37 03JUL25

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUSTOMER STATES:CUST STS CHECK ABNORMAL NOISE RUNNING ROUGH							
TRANSMISSION JUST REPLACED MONDAY							
9996	CUSTOMER STATES:CUST STS CHECK ABNORMAL						
	NOISE RUNNING ROUGH TRANSMISSION JUST						
	REPLACED MONDAY						
	997505 CLT				0.00	0.00	
1	GV6Z*9H307*D PFS1197 SENDER AND PUMP ASY				356.36	356.36	356.36
1	4L3Z*9276*AA CG807 GASKET				52.36	52.36	52.36
9996	CUSTOMER STATES:						
	997505 C				0.00	0.00	
FU13	Fuel Pump - Replace						
	997505 CLT				939.92	939.92	
PARTS:	408.72	LABOR:	939.92	OTHER:	0.00	TOTAL LINE A:	1348.64

58730 VERIFIED CUSTOMER CONCERN. VEHICLE RUNS ROUGH. NO CODES
PRESENT AT THIS TIME. TEST DROVE VEHICLE. VEHICLE HARD TO START ON AUTO
STOP/ START EVENTS. VEHICLE ALSO HAS A HIGH PITCH NOISE AT TIMES. CHECK
ENGINE LIGHT CAME ON. USED IDS TO RETRIEVE CODES. RETRIEVED P2196.
VEHICLE RUNNING RICH. FOLLOWED WSM PPT H. H1: YES, H2: NO, H3 NO, H4:
YES, H5: YES, H11: NO, HC1: NO, HC2: YES, HC5: YES, HC6: NO, HC11: YES,
HC13: YES, HC14: YES REPLACE FUEL PUMP ASSEMBLY. REMOVE AND REPLACE FUEL
PUMP. CLEAR CODES AND RESET KAM. TEST DRIVE TO VERIFY REPAIR. FAILED
PART#: 9H307
MITCHELL TIME 6.9

B** OVERHAUL MAIN CONTROL VALVE BODY (SPW)
CAUSE: OVERHAUL MAIN CONTROL VALVE BODY (SPW)
REP OVERHAUL MAIN CONTROL VALVE BODY (SPW)
997505 W (N/C)
1 XT*12*QULV OIL - AUT (N/C)
1 CV6Z*7A100*B CONTROL ASY - TRANSMISSION (N/C)
FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:

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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 BY 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			

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described 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
\$50.00, 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	
A/R CHARGE OM	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Service Transaction Summary (July 3, 2025)

Member

RO Number

Invoice Amount: \$364.52

Service Date: July 3, 2025

Summary of transaction items:

- Redeem 72904 Points

Total Discount: \$364.52

CUSTOMER #:



333 East Irving Park Rd
Roselle, IL 60172
Phone: (630) 924-8686
Fax: (630) 924-5024
www.friendlyford.com

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Monday - Friday 7am - 5pm
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INVOICE

PAGE 2

SCHAMBURG, IL

SERVICE ADVISOR: 997098 MICHAEL GREENQUIST

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
GRAY	19	FORD Escape			58882/58884	T826	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN19 IS							
01JAN19 DD			17:00 08JUL25			CASH	09JUL25
R.O. OPENED		READY	OPTIONS: DLR:01521				
07:44 07JUL25		09:39 09JUL25					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

ESTIMATE: 0.00				07JUL25 07:44	SA: 997098		
CONTACT:							

Fronte Zell!

SCAN TO BOOK
YOUR NEXT SERVICE
APPOINTMENT



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

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DATE

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 \$50.00, to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS ARE NEW
UNLESS OTHERWISE
INDICATED.

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
A/R CHARGE OM	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER #



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SCHAUMBURG, IL

INVOICE

PAGE 1

SERVICE ADVISOR: 997098 MICHAEL GREENQUIST

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GRAY	19	FORD Escape			58882/58884	T826
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISE	AYMENT	INV. DATE	
01JAN19 IS						
01JAN19 DL			17:00 08JUL25			
R.O. OPENED	READY	OPTIONS:	DLR:01521	CASH	09JUL25	

07:44 07JUL25 09:39 09JUL25

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

A C/S CHECK ENGINE LIGHT HAS COME ON AND IS RUNS ROUGH CK HISTORY, ALSO
WOULD NOT START INITIALLY AFTER FILL UP BUT KEPT TRYING AND
TSRATED

None C/S CHECK ENGINE LIGHT HAS COME ON AND IS
RUNS ROUGH CK HISTORY, ALSO WOULD NOT START
INITIALLY AFTER FILL UP BUT KEPT TRYING AND
TSRATED

997505	C		0.00	0.00
--------	---	--	------	------

EC54	Canister Purge Solenoid - Replace	997505	CLT	0.00	0.00
------	-----------------------------------	--------	-----	------	------

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

diag found canister purge valve faulty replaced purge valve road
test and check am ok

B C/S THERE IS A STRONG ODOR (CHEMICAL; SMELL AFTRE WORK PERFORMED
None C/S THERE IS A STRONG ODOR (CHEMICAL; SMELL
AFTRE WORK PERFORMED

997505	C		0.00	0.00
--------	---	--	------	------

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

rechecked after valve replacement ok

C PERFORM GAS VEHICLE MULTI-POINT INSPECTION
99P PERFORM GAS VEHICLE MULTI-POINT INSPECTION

997505	C		0.00	0.00
--------	---	--	------	------

GBATT	BATTERY PASSED INSPECTION	997505	C	0.00	0.00
-------	---------------------------	--------	---	------	------

NBK	Brake linings were not measured or inspected	997505	C	0.00	0.00
-----	--	--------	---	------	------

GTIRE	TIRES PASSED INSPECTION	997505	C	0.00	0.00
-------	-------------------------	--------	---	------	------

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

997505	C		0.00	0.00
--------	---	--	------	------

997505	C		0.00	0.00
--------	---	--	------	------

997505	C		0.00	0.00
--------	---	--	------	------

997505	C		0.00	0.00
--------	---	--	------	------

997505	C		0.00	0.00
--------	---	--	------	------

997505	C		0.00	0.00
--------	---	--	------	------

997505	C		0.00	0.00
--------	---	--	------	------

997505	C		0.00	0.00
--------	---	--	------	------

997505	C		0.00	0.00
--------	---	--	------	------

997505	C		0.00	0.00
--------	---	--	------	------

997505	C		0.00	0.00
--------	---	--	------	------

997505	C		0.00	0.00
--------	---	--	------	------

997505	C		0.00	0.00
--------	---	--	------	------

997505	C		0.00	0.00
--------	---	--	------	------

997505	C		0.00	0.00
--------	---	--	------	------

997505	C		0.00	0.00
--------	---	--	------	------

997505	C		0.00	0.00
--------	---	--	------	------

997505	C		0.00	0.00
--------	---	--	------	------

997505	C		0.00	0.00
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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 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
\$50.00, 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	
A/R CHARGE OM	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER #:



333 East Irving Park Rd
Roselle, IL 60172
Phone: (630) 924-8688
Fax: (630) 924-5024
www.friendlyford.com

Service Hours
Monday - Friday 7am - 5pm
Saturday 7am - 3pm
Sunday Closed

INVOICE

PAGE 1

SCHAMBURG, IL

SERVICE ADVISOR: 997329 JESSE HAMMOND

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
GRAY	19	FORD Escape			60540/60540	T965	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN19 IS							
01JAN19 DE			17:00 22AUG25			CASH	22AUG25

R.O. OPENED READY OPTIONS: DLR:01521

16:11 21AUG25 16:43 22AUG25

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

A. PERFORM GAS VEHICLE MULTI-POINT INSPECTION

99P PERFORM GAS VEHICLE MULTI-POINT INSPECTION

997505	C				0.00	0.00
--------	---	--	--	--	------	------

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

B. CUSTOMER STATES: EVER SINCE THE LATEST REPAIRS WERE DONE THE VEHICLE

RUNS VERY ROUGH IN BOTH NEUTRAL AND DRIVE

9996 CUSTOMER STATES: EVER SINCE THE LATEST

REPAIRS WERE DONE THE VEHICLE RUNS VERY

ROUGH IN BOTH NEUTRAL AND DRIVE

997505	C				0.00	0.00
--------	---	--	--	--	------	------

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

UNABLE TO VERIFY CUSTOMER CONCERN. VEHICLE OPERATES THE SAME AS

SIMILAR VEHICLES.

ESTIMATE: 0.00

21AUG25 16:11 SA: 997329

CONTACT:

SCAN TO BOOK
YOUR NEXT SERVICE
APPOINTMENT



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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 was returned to you in good condition.

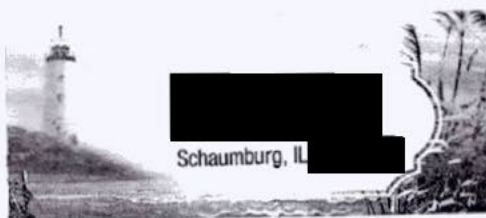
DATE

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 \$50.00, to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS ARE NEW
UNLESS OTHERWISE
INDICATED.

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
A/R CHARGE OM	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00



Retail



RDC 99



20590

U.S. POSTAGE PAID
FCM LG ENV
HOFFMAN ESTATE
IL 60169
AUG 28, 2025

\$1.90

S2324N502088-55

NEF
9-16-29

|||||
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
1200 NEW JERSEY AVENUE SE
WASHINGTON DC 20590