

From:

Pine Mountain, GA

Email:

Phone:

To:

National Highway Traffic Safety Administration (NHTSA)

Office of Defects Investigation (ODI)

1200 New Jersey Avenue SE

West Building

Washington, DC 20590

RE: Safety Defect Notice — Engine Failure-Induced Incident / Request for Federal Oversight

Vehicle: 2024 Lincoln Nautilus

VIN:

Owners:

Incident Location: Pine Mountain, Georgia

Manufacturer: Lincoln Motor Company / Ford Motor Company

To Whom It May Concern,

We are submitting this formal safety defect notification regarding our 2024 Lincoln Nautilus, which experienced sudden engine failure while in active motion, resulting in loss of vehicle control and crash-related body damage.

This event presented a significant risk to human life, and we believe it indicates a potential manufacturing defect that may affect other consumers, posing a public safety hazard if not investigated.

Summary of Defect-Related Incident

While driving, the engine failed without warning, causing the vehicle to lose power and control.

This mechanical failure directly led to crash impact damage to the front end/body.

At the time, the vehicle was fairly new, fully financed, under warranty, and within safe operating expectations.

No advance warning lights or safety alerts were provided prior to failure.

This may indicate a systemic safety flaw that could endanger other Lincoln Nautilus owners on public roadways.

Reason for Federal Notification

We have engaged Lincoln's internal claims department; however, we have reason to believe this safety-related engine failure and loss of power warrants federal safety attention, especially as other consumers may be unaware of this risk.

Under 49 U.S. Code § 30118, manufacturers must notify NHTSA and owners if vehicles contain a defect that poses an unreasonable risk to safety. Based on our direct experience, we believe this threshold has been met.

Request to NHTSA

We respectfully request:

That this case be logged as a potential safety defect complaint.

That NHTSA consider opening a defect investigation into 2024 Lincoln Nautilus engine failure and sudden power loss.

That our documentation, photographs, and crash evidence be reviewed to determine if a recall or broader safety communication is warranted.

We are willing to provide photographic evidence, service documentation, crash images, and written communication with the manufacturer upon request.

Respectfully Submitted for Federal Record,



Date: 10-20-25

Certified Mail Tracking #: _____





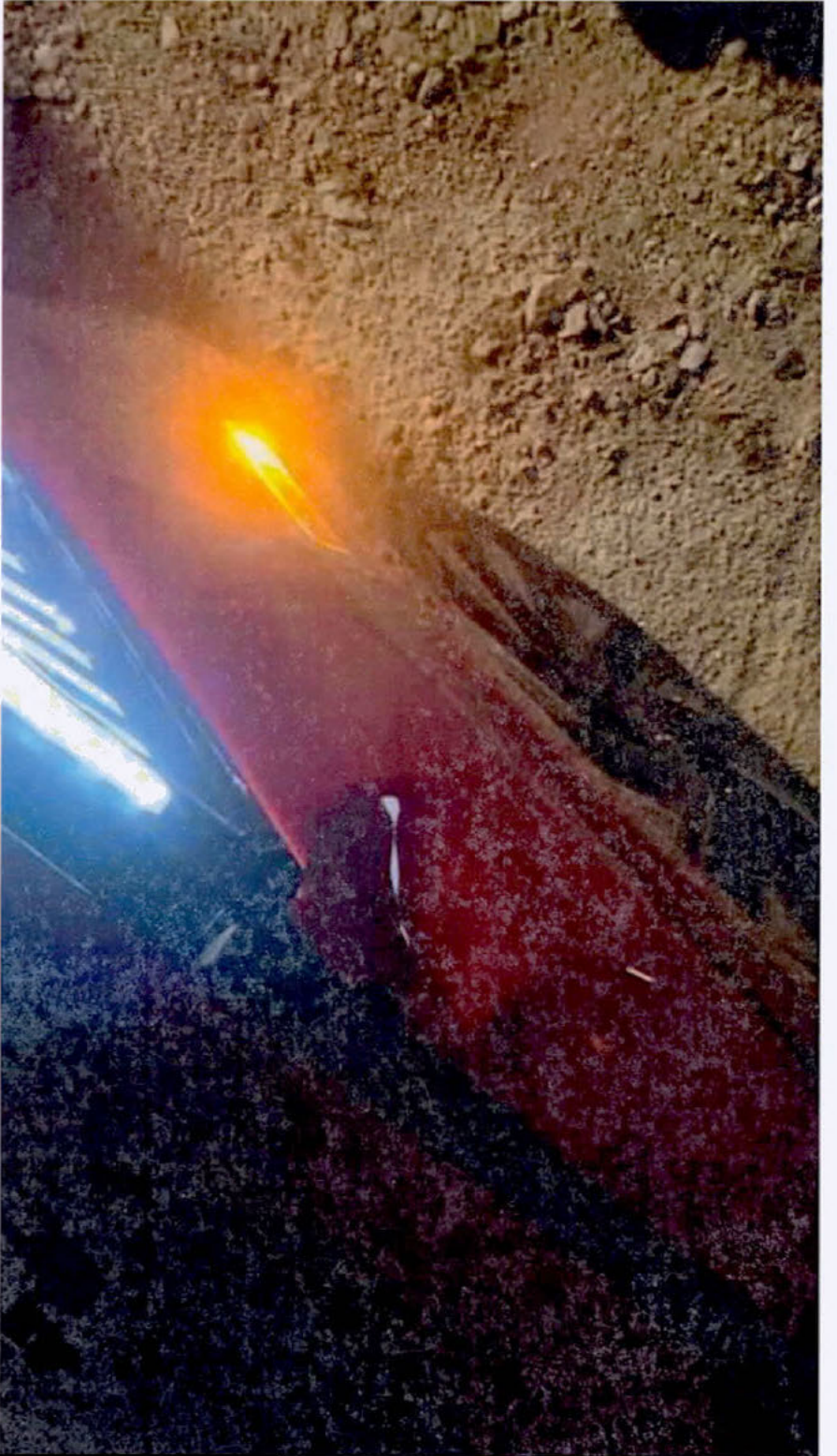












10/20/25, 1:44 PM



Claim Number [REDACTED]
Date of Incident: 12/19/2024



Hello [REDACTED], we made a payment on your claim.
Allow 2-4 business days for direct deposit.

Payment details

Date Issued:	05/20/2025
Paid to:	CALIBER COLLISION - MORROW
Payment method/number:	[REDACTED]
Amount:	\$20,325.07 Comprehensive

Things you can do

- Use your Claims Hub through [our app](#) or [online](#) to view your claim, coverage, policy and full payment details anytime.
- Check out Claims FAQs about payments and more.

Your Claim Contact

Claim Team

statefarmclaims@statefarm.com
855-341-8184

MONDAY - FRIDAY : 7 am - 7 pm
SATURDAY : 8:30 am - 5 pm
SUNDAY : 9 am - 5 pm

[Save](#) the State Farm® claims number to your phone or text **AUTO** to 62789 for your claim contact card.

Email intended for: [REDACTED]

Please do not reply to this message. This email was sent from a notification-only address that cannot accept incoming emails.

If you need to call us and you are deaf, hard of hearing, or do not use your voice to communicate, you may contact us via 711 or other relay services.

You received this email at [REDACTED] because you have a State Farm policy/account or there is a [party](#) for which you have legal authority to represent the named insured (e.g. business entity, trust or estate); or you requested information from State Farm.

For your protection, do not include sensitive personal information such as Social Security Number, credit/debit card number, financial account number, driver's license number, or health/medical information in an email. Call your State Farm agent or State Farm customer service to discuss sensitive information.

[Contact Us](#)[Privacy Policy](#)[Terms of Use](#)[Manage Preferences](#)

Like a good neighbor, State Farm is there.®

State Farm Mutual Automobile Insurance Company

● 例題 11 下の図は、ある物質の溶解度と温度との関係を示すものである。この図から、この物質の溶解度と温度との関係について、正しいものを 1 つ選べ。

一、二、三、四、五、六、七、八、九、十、十一、十二、十三、十四、十五、十六、十七、十八、十九、二十、二十一、二十二、二十三、二十四、二十五、二十六、二十七、二十八、二十九、三十、三十一、三十二、三十三、三十四、三十五、三十六、三十七、三十八、三十九、四十、四十一、四十二、四十三、四十四、四十五、四十六、四十七、四十八、四十九、五十、五十一、五十二、五十三、五十四、五十五、五十六、五十七、五十八、五十九、六十、六十一、六十二、六十三、六十四、六十五、六十六、六十七、六十八、六十九、七十、七十一、七十二、七十三、七十四、七十五、七十六、七十七、七十八、七十九、八十、八十一、八十二、八十三、八十四、八十五、八十六、八十七、八十八、八十九、九十、九十一、九十二、九十三、九十四、九十五、九十六、九十七、九十八、九十九、一百。

10:21 M

81

CALIBER - MORROW

Report Date: 2/4/2025

RD Number: [REDACTED] Owner: [REDACTED]
 Year: 2024 Make: LINC Style: 40 SUV License: DR2VSDUT
 Status: red Color: red Job Number: 1ap (5)
 Model: Redfish Reserve AWD VIN: [REDACTED] Estimator: Multiple House

Part Number	Description	Type	RD	RD List #	Received Qty	Vendor	Invoice Number	Invoice List #	Unit	Amount	Credit %	Extended Cost \$
1	Emission label	OEI	1	4.00	--	--	--	--	--	--	--	-- Not Received
K2121N9440	Lower door	OEI	1	302.57	--	--	--	--	--	--	--	-- Not Received
K2121N9440	RT Bumper cover	OEI	1	230.80	1	ALLAN VIGIL	3098331	302.00	127.29	57.0		127.29 Price Decrease
K2121N9440	LT Bumper cover	OEI	1	203.37	1	ALLAN VIGIL	3098304	202.00	127.29	57.0		127.29 Price Decrease
K2121N9440	Upper grille chrome	OEI	1	237.30	1	ALLAN VIGIL	3098307	236.87	237.43	57.0		237.43 Price Decrease
K2121N9440	Grille away chrome	OEI	1	640.35	1	ALLAN VIGIL	3098331	634.27	387.00	57.0		387.00 Price Decrease
K2121N9440	Ornament 2.0L	OEI	1	290.28	--	--	--	--	--	--	--	-- Not Received
K2121N9440	Bracket	OEI	1	14.70	1	ALLAN VIGIL	3098338	14.25	8.81	57.0		8.81
K2121N9440	Distance sensor	OEI	1	816.87	1	ALLAN VIGIL	3098408	802.47	586.59	57.0		586.59 Price Decrease
K2121N9440	Distance sensor bracket	OEI	1	18.85	1	ALLAN VIGIL	3098470	17.00	11.00	57.0		11.00 Price Decrease
K2121N9440	Aluminum	OEI	1	172.70	1	ALLAN VIGIL	3098470	170.50	107.40	57.0		107.40 Price Decrease
K2121N9440	RT Headlamp away w/parking lamp for 1.1/2/2025	OEI	1	1,864.67	--	--	--	--	--	--	--	-- Not Received
K2121N9440	LT Headlamp away w/parking lamp for 1.1/2/2025	OEI	1	1,864.67	--	--	--	--	--	--	--	-- Not Received
K2121N9440	LT Park lamp	OEI	1	571.63	1	ALLAN VIGIL	3098338	571.00	386.75	57.0		386.75
K2121N9440	RT Park lamp	OEI	1	540.58	1	ALLAN VIGIL	3098307	541.58	341.30	57.0		341.30

2/4/2025 11:51:52 AM

Page 1

P2121N9440	Radiator support	OEI	1	230.80	1	ALLAN VIGIL	3098331	230.00	230.29	57.0		230.29 Price Decrease
K2121N9440	Center duct w/parking lamp for 1.1/2/2025	OEI	1	75.37	1	ALLAN VIGIL	3098304	75.37	46.80	57.0		46.80
K2121N9440	Lower duct	OEI	1	56.58	1	ALLAN VIGIL	3098470	46.25	30.40	57.0		30.40 Price Decrease
K2121N9440	Upper duct	OEI	1	58.87	1	ALLAN VIGIL	3098331	58.87	37.72	57.0		37.72
P2121N9440	Radiator	OEI	1	111.85	1	ALLAN VIGIL	3098336	106.20	104.17	57.0		104.17 Price Decrease
P2121N9440	Upper insulator	OEI	2	80.20	2	ALLAN VIGIL	3098470	80.00	49.80	57.0		49.80 Price Decrease
P2121N9440	Condenser	OEI	1	258.18	1	ALLAN VIGIL	3098338	258.18	160.45	57.0		160.45
K2121N9440	Head	OEI	1	1,768.77	1	ALLAN VIGIL	3098331	1,768.77	1,113.07	57.0		1,113.07
C42121N9440	Head bumper front	OEI	2	25.44	--	--	--	--	--	--	--	-- Not Received
K2121N9440	RT Fender for 1.1/2/2025	OEI	1	374.17	--	--	--	--	--	--	--	-- Not Received
K2121N9440	LT Fender for 1.1/2/2025	OEI	1	168.33	1	ALLAN VIGIL	3098307	168.33	106.00	57.0		106.00
K2121N9440	RT Fender ridge for 1.1/2/2025	OEI	1	30.40	1	ALLAN VIGIL	3098331	30.27	19.07	57.0		19.07 Price Decrease
K2121N9440	RT Deflector	OEI	1	18.85	1	ALLAN VIGIL	3098307	18.40	12.25	57.0		12.25
P2121N9440	Head	OEI	2	80.00	--	--	--	--	--	--	--	-- Not Received
P2121N9440	Head 2.0L	OEI	1	82.47	--	--	--	--	--	--	--	-- Not Received
P2121N9440	Remove adhesive Before Paint	Body Supplies	1	3.80	1	IN HOUSE VENDOR	22191080	3.80	0.00	0.00		0.00
P2121N9440	Remove adhesive Before Paint	Body Supplies	1	3.80	1	IN HOUSE VENDOR	22191080	3.80	0.00	0.00		0.00
P2121N9440	Clean and Reflap	Body Supplies	1	3.80	1	IN HOUSE VENDOR	22191080	3.80	0.00	0.00		0.00
P2121N9440	Clean and Reflap	Body Supplies	1	3.80	1	IN HOUSE VENDOR	22191080	3.80	0.00	0.00		0.00
P2121N9440	Dynamic Calibration	Other	1	250.00	--	--	--	--	--	--	--	-- Not Received
P2121N9440	Dynamic Calibration	Other	1	250.00	--	--	--	--	--	--	--	-- Not Received

2/4/2025 11:51:52 AM

Page 2

Turnaround View Camera	Turnaround View Camera	Other	1	250.00	--	--	--	--	--	--	--	-- Not Received
Turnaround View Camera	Turnaround View Camera	Other	1	30.00	--	--	--	--	--	--	--	-- Not Received
Refinishing 4-1234	Refinishing 4-1234	Body Supplies	1	100.00	1	IN HOUSE VENDOR	22191080	100.00	0.00	0.00		0.00
Subtotal:	Subtotal:	OEI	30	11,272.02	30		6,833.90	4,378.00	44.84	4,333.16		
Subtotal:	Subtotal:	Body Supplies	6	140.00	6		120.00	0.00	0.00	0.00		
Subtotal:	Subtotal:	Other	2	500.00	2		0.00	0.00	0.00	0.00		
Subtotal:	Subtotal:	Other	1	250.00	1		0.00	0.00	0.00	0.00		
Grand Total:	Grand Total:		40	12,344.40	36		6,953.90	4,378.00	44.84	4,333.16		



1. The first part of the document is a list of names and addresses. The names are listed in the first column, and the addresses are listed in the second column. The names are: John Doe, Jane Smith, and Bob Johnson. The addresses are: 123 Main St, 456 Elm St, and 789 Oak St.

2. The second part of the document is a list of names and addresses. The names are listed in the first column, and the addresses are listed in the second column. The names are: Alice Brown, Charlie White, and David Green. The addresses are: 101 Main St, 202 Elm St, and 303 Oak St.

3. The third part of the document is a list of names and addresses. The names are listed in the first column, and the addresses are listed in the second column. The names are: Eve Black, Frank Grey, and Grace Blue. The addresses are: 404 Main St, 505 Elm St, and 606 Oak St.

4. The fourth part of the document is a list of names and addresses. The names are listed in the first column, and the addresses are listed in the second column. The names are: Henry Red, Irene Yellow, and Jack Purple. The addresses are: 707 Main St, 808 Elm St, and 909 Oak St.

5. The fifth part of the document is a list of names and addresses. The names are listed in the first column, and the addresses are listed in the second column. The names are: Karen Orange, Larry Pink, and Mary Silver. The addresses are: 1010 Main St, 1111 Elm St, and 1212 Oak St.

6. The sixth part of the document is a list of names and addresses. The names are listed in the first column, and the addresses are listed in the second column. The names are: Norman Gold, Olivia Bronze, and Peter Copper. The addresses are: 1313 Main St, 1414 Elm St, and 1515 Oak St.

7. The seventh part of the document is a list of names and addresses. The names are listed in the first column, and the addresses are listed in the second column. The names are: Quincy Iron, Rachel Steel, and Sam Tin. The addresses are: 1616 Main St, 1717 Elm St, and 1818 Oak St.

8. The eighth part of the document is a list of names and addresses. The names are listed in the first column, and the addresses are listed in the second column. The names are: Tina Lead, Victor Zinc, and Wendy Nickel. The addresses are: 1919 Main St, 2020 Elm St, and 2121 Oak St.

9. The ninth part of the document is a list of names and addresses. The names are listed in the first column, and the addresses are listed in the second column. The names are: Xavier Platinum, Yvonne Silver, and Zach Gold. The addresses are: 2222 Main St, 2323 Elm St, and 2424 Oak St.

10. The tenth part of the document is a list of names and addresses. The names are listed in the first column, and the addresses are listed in the second column. The names are: Adam Copper, Betty Bronze, and Chris Iron. The addresses are: 2525 Main St, 2626 Elm St, and 2727 Oak St.



12:53



88

NEW CAR INV.jpg



ALLAN VIGIL FORD LINCOLN EQUAL OPPORTUNITY EMPLOYER				NEW CAR INVOICE	
				DATE: 11/06/2024 SALESMAN: FLORETTA BROWDY	
SOLD TO: [REDACTED] ADDRESS: [REDACTED] PINE MOUNTAIN, GA [REDACTED]				COME VISIT OUR DEALERSHIP ON THE INTERNET www.allanvigil.com	
CLUB NO.	STOCK NO.	YEAR MAKE	MODEL	MOTOR HT	ODOMETER MILEAGE
	RJRS7071	2024	NAUTILUS	[REDACTED]	307
KEY NO.					
TRADE LIEN TO: FORD				VEHICLE PRICE:	
				BASE PRICE (INCL. FRT) 50,005.00 OPTIONAL EQUIPMENT TOTAL LIST PRICE 58,595.00 CREDIT MEMO 58,595.00 SELLING PRICE 58,595.00 ADMINISTRATION CHARGE 699.00 TITLE & INSPECTION 102.00 TAX 1,497.58 SERVICE AGREEMENT 4,998.00 PAY-OFF ON TRADE-IN 66,085.00	
LIENHOLDER: Robins Financial Credit Union PO BOX 6849 WARNER ROBINS, GA 31095 **FIRST PAYMENT BEGINS** 12/23/2024				TOTAL CASH PRICE 132,077.58	
It is understood that legal title to the herein described vehicle does not pass from Allan Vigil Ford Lincoln until any check or bank draft given as payment therefore clears the bank on which it is drawn. No warranty other than Ford Motor Co. unless implied in WRITING.				PRICE SETTLEMENT: TRADE IN ALLOWANCE 58,000.00 CASH DEPOSIT 29,000.00 CASH ON DELIVERY	
VEH. MODEL	MAKE	SERIES	MOTOR NUMBER	CCOM MIL.	
2024 MUSTANG MAC	FORD	N/A	[REDACTED]	1,666	
PURCHASER STATES THAT THERE ARE NO OTHER LIENS ON TRADE-IN OTHER THAN THOSE STATED.				DUE SELLER ON CONTRACT 67,000.00 TOTAL SETTLEMENT 66,077.58	

 EQUAL OPPORTUNITY EMPLOYER
 GEORGIA-CLAYTON COUNTY

I, [REDACTED], this day sold the described vehicle upon the terms and conditions stated in [REDACTED] and hereby warrants the title to said vehicle and agrees to defend same against the claim of all persons whomsoever.

ALLAN VIGIL FORD LINCOLN, INC.

Notary Public, Clayton County, Georgia

CUSTOMER COPY



THE UNITED STATES OF AMERICA

DEPARTMENT OF JUSTICE

OFFICE OF THE ATTORNEY GENERAL

WASHINGTON, D. C. 20530

MEMORANDUM FOR THE ATTORNEY GENERAL

SUBJECT: [Illegible]

DATE: [Illegible]

[Illegible]

[Illegible]



6780 Mount Zion Blvd • Morrow, GA 30260
Phone: (678) 364-3673 Fax: (678) 364-3158
www.allanvigilford.net

8:00 a.m. - 6:00 p.m.
Monday - Friday
8:00 a.m. - 3:00 p.m.
Saturday

R/O Open Date	04/09/25	R/O Number	
R/O Close Date	06/30/25	Service	Pre-Invoice
Mileage In	4411	Mileage Out	4411
Service Advisor/Tag #		JEFF MURRELL/G2875	
Email			

PINE MOUNTAIN, GA

Year	Make	Model	Body	Color	License Number
2024	LINCOLN	NAUTILUS	RESERVE AWD	RED CARPET	RJ857071

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 -99P: VEHICLE REPORT CARD / 24 POINT INSPECTION Sub Total: .00	
#2 -NOTE: NOTE ONLY Vehicle was involved in an accident and is at the body shop. Customer said vehicle stalled and that caused accident. Lincoln assisting with rental. Vehicle to come to service when repair completed. Sub Total: .00	
#3 -NOTE: NOTE ONLY Received vehicle from body shop on 5/14/25 CRC case New case# Sub Total: .00	
#4 *DRIVE: DRIVABILITY REPAIRS ADDED OPERATION Engine is hesitating and sputtering and check engine light is on. Caused by Verified customer concern after starting the vehicle I notice there was a misfire. Perform EEC test and discovered cylinder three was the cylinder for the misfire. Removed cylinder three spark plug which then I discovered the spark plug tip was damaged. Use borescope to inspect cylinder which I discovered the cylinder wall was damage due to the spark plug came apart. Check oasie for this issue and discovered TSB 25-2074. Tech: DRAYMOND (445) Installed PZ1Z 6006 C :SERVICE ENGINE ASY PQty: 1 Warranty SERNO.R0825347 Warranty Installed 1L5Z 6379 AA :BOLT Qty: 6 Warranty Installed W715618 S437 :NUT Qty: 4 Warranty Installed W704474 S437 :STUD Qty: 4 Warranty Installed P2GZ 9448 A :GASKET Qty: 1 Warranty Installed W713095 S450 :NUT Qty: 2 Warranty Installed W713095 S450 :NUT Qty: 2 Warranty Installed FT4Z 6N652 E :GASKET Qty: 1 Warranty Installed EJ7Z 6N652 A :GASKET Qty: 1 Warranty Installed HL3Z 6N652 A :GASKET Qty: 2 Warranty	

1-11-77

1-11-77

1-11-77

1-11-77

1-11-77

1-11-77

1-11-77

1-11-77

1-11-77



6790 Mount Zion Blvd - Morrow, GA 30260
Phone: (678) 364-3673 Fax: (678) 364-3158
www.allanvigilford.net

8:00 a.m. - 6:00 p.m.
Monday - Friday
8:00 a.m. - 3:00 p.m.
Saturday

R/O Open Date	
04/09/25	
R/O Close Date	Status
06/30/25	Pre-Invoice
Mileage In	Mileage Out
4411	4411
Service Advisor/Tag #	
JEFF MURRELL/G2875	
Email	
Vehicle Identification Number	
Delivery Date	In-Service Date
11/08/24	11/08/24
Year	Make
2024	LINCOLN
Model	Body
NAUTILUS	RESERVE AWD
Color	License Number
RED CARPET	
RJ857071	

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
Installed P2GZ 6N652 A :GASKET	Qty: 2	Warranty
Installed P2GZ 6N652 A :GASKET	Qty: 2	Warranty
Installed JT4Z 6C683 A :FILTER ASY	Qty: 1	Warranty
Installed PZ1Z 5A215 C :CLAMP - EXHAUST	Qty: 1	Warranty
Installed CV6Z 9450 E :GASKET	Qty: 1	Warranty
Installed W714265 S442 :NUT	Qty: 2	Warranty
Installed 5F9Z 4682 A :BOLT	Qty: 2	Warranty
Installed 5F9Z 4682 A :BOLT	Qty: 4	Warranty
Installed W719766 S439 :BOLT	Qty: 5	Warranty
Installed W520214 S440 :NUT	Qty: 3	Warranty
Installed W717958 S439 :STUD	Qty: 3	Warranty
Installed W720388 S439 :BOLT AND WASHER ASY - HEX	Qty: 2	Warranty
Installed W705606 S440 :NUT	Qty: 2	Warranty
Installed W715295 S439 :BOLT	Qty: 4	Warranty
Installed W520216 S440 :NUT	Qty: 4	Warranty
Installed PZ1Z 3B477 A :RETAINER - NUT	Qty: 2	Warranty
Installed W718843 S439 :BOLT	Qty: 1	Warranty
Installed P2GZ 9229 A :KIT - "O" RING	Qty: 1	Warranty
Installed P2GZ 6G004 B :SENSOR ASY	Qty: 1	Warranty
Installed PZ1Z 8575 A :THERMOSTAT ASY	Qty: 1	Warranty
Installed VC 13 G :ANTI-FREEZE	Qty: 1	Warranty
Installed FL 2127 :KIT - ELEMENT & GASKET - OIL	Qty: 1	Warranty
Installed XO 5W20 BSP :MOTORCRAFT SAE 5W-20 API	Qty: 6	Warranty
Installed W500727 S439 :BOLT	Qty: 6	Warranty
Installed W500747 S439 :BOLT	Qty: 2	Warranty
Installed W713199 S442 :BOLT	Qty: 4	Warranty
Installed W719192 S439 :BOLT	Qty: 2	Warranty
Installed W719767 S439 :BOLT	Qty: 2	Warranty
Installed W721904 S439 :BOLT	Qty: 2	Warranty
Installed W722039 S439 :BOLT AND WASHER ASY - HEX	Qty: 2	Warranty
Installed W719766 S439 :BOLT	Qty: 2	Warranty
Installed PZ1Z 6758 D :TUBE ASY	Qty: 1	Warranty
Installed W520215 S440 :NUT - HEX.	Qty: 2	Warranty
Installed W714265 S442 :NUT	Qty: 2	Warranty
Installed W520517 S440 :NUT - HEX.	Qty: 2	Warranty
Installed W712503 S440 :NUT - HEX.	Qty: 2	Warranty
Installed LB5Z 3B477 A :RETAINER - NUT	Qty: 1	Warranty
Installed K2GZ 7H469 D :KIT - SEAL	Qty: 1	Warranty
Installed JM5Z 7J135 A :TUBE ASY	Qty: 1	Warranty
Installed P2GZ 9E464 A :GASKET	Qty: 1	Warranty
Installed P2GZ 9D476 B :GASKET	Qty: 1	Warranty
Installed P2GZ 9D476 A :GASKET	Qty: 1	Warranty

REPORT OF THE

COMMISSIONER OF THE

LAND OFFICE

IN RESPONSE TO

AN ACT OF THE LEGISLATURE

APPROVED MARCH 1, 1888

AND A RESOLUTION OF THE

SENATE PASSED MARCH 1, 1888

AND A RESOLUTION OF THE HOUSE PASSED MARCH 1, 1888

AND A RESOLUTION OF THE HOUSE PASSED MARCH 1, 1888



6790 Mount Zion Blvd - Morrow, GA 30260
 Phone: (678) 364-3673 Fax: (678) 364-3158
 www.allanvasilford.net

8:00 a.m. - 6:00 p.m.
 Monday - Friday
 8:00 a.m. - 3:00 p.m.
 Saturday

R/O Open Date	R/O Number
04/09/25	
R/O Close Date	Status
06/30/25	Pre-Invoice
Mileage In	Mileage Out
4411	4411
Service Advisor/Tag #	
JEFF MURRELL/G2875	
Email	

PINE MOUNTAIN, GA

Year	Make	Model	Body	Color	License Number
2024	LINCOLN	NAUTILUS	RESERVE AWD	RED CARPET	
RJ857071					

DESCRIPTION OF SERVICE AND PARTS			AMOUNT
Unrealized P21Z 8620 E :V-BELT	Qty: 1		Warranty
Installed AC3Z 8527 A :SEAL	Qty: 1		Warranty
Installed W716591 S437 :BOLT	Qty: 4		Warranty
Installed ML3Z 9E583 A :SEAL	Qty: 1		Warranty
Installed P2GZ 9J323 A :TUBE ASY	Qty: 1		Warranty
Installed P21Z 6L092 A :TUBE ASY - DRAIN	Qty: 1		Warranty
Installed W716090 S437 :BOLT	Qty: 4		Warranty
Installed P21Z 6K679 A :PIPE - OIL FEED	Qty: 1		Warranty
Installed W719113 S450 :BOLT	Qty: 3		Warranty
Installed P2GZ 9U498 B :SENSOR - ENGINE COOLANT	TQty: 1		Warranty
Installed P2GZ 8K556 A :ADAPTOR - WATER OUTLET	COQty: 1		Warranty
Repair not related to Body repair. Internal engine damage was related to TSB 25-2074.			
#5 *ELEC: ELECTRICAL REPAIR			
ADDED OPERATION			
Charge A/c system. Bill to caliber collision			
Tech: CLIFF (262)			
Installed YN 33 A :REFRIGERANT - R1234YF	2109.36		195.00
Evacuate and recharge A/C system			196.56
Sub Total: 391.56			
#6 *NOTE: NOTE ONLY			
ADDED OPERATION			
Unit has been been VOR for mechanical issue since 5/14/25 waiting on parts P21Z-8620-E & Caused by			
waiting on parts P21Z-8620-E & P2GZ-8592-B on			
Emergency order. As of todays date unit has been			
down due to mechanical repair 46 days.			
Tech: HOUSE TECH (996)			
Sub Total: .00			
customer damaged loaner vehicle PUL17733 claim#			
11852151S State Farm Ins Co 855-341-8184			
VELMA WEAVER 844-292-8615 EXT 21439			

* Thank you for your business! All returns including cores *			
* must have the original packaging to receive credit. *			



6790 Mount Zion Blvd - Morrow, GA 30260
Phone: (678) 364-3673 Fax: (678) 364-3158
www.allanvigilford.net

8:00 a.m. - 6:00 p.m.
Monday - Friday
8:00 a.m. - 3:00 p.m.
Saturday

R/O Open Date		04/09/25	
R/O Close Date		Status	
06/30/25		Pre-Invoice	
Mileage In		Mileage Out	
4411		4411	
Service Advisor/Tag #			
JEFF MURRELL/G2875			
Email			

						JEFF MURRELL/G2875	
						Email	
PINE MOUNTAIN, GA							
						Vehicle Identification Number	
						Delivery Date	
						In-Service Date	
Year	Make	Model	Body			11/08/24	11/08/24
2024	LINCOLN	NAUTILUS	RESERVE AWD			Color RED CARPET	License Number
RJ857071							

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
(This area is intentionally left blank for the user to enter details of the service and parts.)	(This area is intentionally left blank for the user to enter the amount.)

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE.
 "I hereby authorize the repair work above to be done along with the necessary material 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 delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employee's permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanics lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

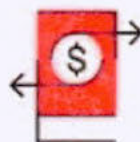
1

LABOR	195.00
PARTS	196.56
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	15.72
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	407.28

407.28



Claim Number: [REDACTED]
Date of Incident: 12/19/2024



Hello [REDACTED] We made a payment on your claim.
Allow 2-4 business days for direct deposit.

Payment details

Date Issued:	05/20/2025
Paid to:	CALIBER COLLISION - MORROW
Payment method/number:	[REDACTED]
Amount:	\$20,325.07 Comprehensive

Things you can do

- Use your Claims Hub through [our app](#) or [online](#) to view your claim, coverage, policy and full payment details anytime.
- Check out Claims FAQs about payments and more.

Your Claim Contact

Claim Team

statefarmclaims@statefarm.com
855-341-8184

MONDAY - FRIDAY : 7 am - 7 pm
SATURDAY : 8:30 am - 5 pm
SUNDAY : 9 am - 5 pm

Save the State Farm® claims number to your phone or text **AUTO** to 62789 for your claim contact card.

Email intended for: [REDACTED]

Please do not reply to this message. This email was sent from a notification-only address that cannot accept incoming emails.

If you need to call us and you are deaf, hard of hearing, or do not use your voice to communicate, you may contact us via 711 or other relay services.

You received this email at [REDACTED] because you have a State Farm policy/account or there is a policy/account for which you have legal authority to represent the named insured (e.g. business entity, trust or estate); or you requested information from State

Pine Mt. Ga



RETURN RECEIPT
REQUESTED

Received By
NEF/Enforcement Mailroom
W48-129
NOV 03 2025

W48-226

National Highway Traffic Safety
Office of Defects Investigation
1200 New Jersey Ave SE
Washington DC 20590

Department of Transport
To: W48-226
Building: DOT
Mailstop: 4 West
Rtg Symbol: NVS-200,210,300,010
External Carrier: Registered
Sender: DOT
11/3/2025 8:02

SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:
N.H.T.S.A.
Office of Defects Investigator
1200 New Jersey Ave SE West Bldg
Washington DC 20590

COMPLETE THIS SECTION ON DELIVERY

A. Signature
X

B. Received by (Printed Name)

C. Date of Delivery

D. Is delivery address different from item 1? ☐ Yes
If YES, enter delivery address below: ☐ No

3. Service Type
☐ Adult Signature
☐ Adult Signature Restricted Delivery
☐ Priority Mail Express®
☐ Registered Mail™
☐ Registered Mail Restricted