EA02-025

FORD 10/27/03

APPENDIX M

BOOK 17 OF 22

PART A-D

PART B

41047

[redacted]

00-2151051-53
4/1/00

14288

State Farm Insurance Companies

September 15, 1998

Fayetteville Claim Service Office
105 McIntosh Crossing
Fayetteville, GA 30214
(770) 460-4900

Ford Motor Company
ATTN: Mr. Howard Keys, Manager, Product Claims Department
Parklane Tower West, Suite 400
Number Three Parklane Boulevard
Dearborn, MI 48126

CERTIFIED MAIL--RETURN RECEIPT REQUESTED

FORD MOTOR COMPANY
RECEIVED
CLAIMS UNIT
SEP 24 1998
OFFICE OF THE
GENERAL COUNSEL

Re: Claim Number: [redacted]
Our Insured:
Date of Loss: June 28, 1998
Vehicle: 1992 Mercury Grand Marquis
Ven Number: 2MECM75W4NX665997

Dear Mr. Keys:

The 1993 Mercury Grand Marquis is insured by State Farm Mutual Automobile Insurance Company. This vehicle experienced a fire and was declared a total loss.

State Farm would like to give you an opportunity to inspect the 1992 Mercury Grand Marquis and give you advance notice of our potential subrogation claim. Please contact me at 770-460-4923 to set up a time for your inspection.

Sincerely,

Alan Conger

Alan Conger
Claim Specialist
State Farm Mutual Automobile Insurance Company
(770) 460-4923

AC/042/0915028

State Farm Insurance Companies

November 2, 1998

Fayetteville Claim Service Office
105 Mountain Crossing
Fayetteville, GA 30214
(770) 460-4900

Ford Motor Company
ATTN: Mr. Howard Keys, Manager
Product Claims Department
Parklane Tower West, Suite 400
3 Parklane Boulevard
Dearborn, MI 48126
CERTIFIED MAIL--RETURN RECEIPT REQUESTED

Genie 410947 CP

FORD MOTOR COMPANY
RECEIVED
CLAIMS UNIT
NOV 10 1998
OFFICE OF THE GENERAL COUNSEL

Re: Claim Number: [redacted]
Our Insured:
Date of Loss: June 28, 1998
Vehicle: 1992 Mercury Grand Marquis
VIN: 2MECM75W4NX665997

Dear Mr. Keys:

Please find requested copy of title along with evaluation of the above-referenced claim. Salvage is located at Manheim Central Auto Auction under control number SS823059.

State Farm would like to give you an opportunity to inspect the 1992 Mercury Grand Marquis and give you advanced notice of our potential subrogation claim. Please contact me at (770) 460-4923 to set up a time for your inspection.

Sincerely,

Alan Conger

Alan Conger
Claim Specialist
State Farm Mutual Automobile Insurance Company
(770) 460-4923

AC/011/1102017

Enclosures

A07608

STATE OF FLORIDA

LIEN RELEASE — 1ST LIEN ☐ 2ND LIEN ☐ BY _____ SIGNATURE TITLE DATE

IDENTIFICATION NUMBER	YR.	MAKE	BODY	MODEL	DOOR	WT-1-DR	VESSEL REGN. NO.	TITLE NUMBER
2MECM75W4NX665997	92	MERC			4D	3450		67076195

REGISTERED OWNER (LAST NAME FIRST) — DATE OF ISSUE

[redacted]

FT PIERCE, FL [redacted]

ADDITIONAL LIENS _____

CERTIFICATE OF TITLE

2MECM75W4NX665997			4D	3450
ODOMETER		TYPE	PVT	

DUPLICATE

NONE

[redacted]

DIVISION OF MOTOR VEHICLES TALLAHASSEE FLORIDA

CHARLES J. BRANTLEY
DIRECTOR

34211913

DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES

FRED O. DICKINSON, II
EXECUTIVE DIRECTOR

ODOMETER CERTIFICATION — TRANSFER OF TITLE BY SELLER

Purchaser _____ Address _____

Selling Price $ _____ Date Sold _____

CAUTION: DO NOT CHECK BOX IF ACTUAL MILEAGE

1. I hereby certify that to the best of my knowledge the odometer reading reflects the mileage in excess of its mechanical limits.
2. I hereby certify that the odometer reading is not the actual mileage. WARNING - ODOMETER DISCREPANCY.

UNDER PENALTIES OF PERJURY, I DECLARE THAT I HAVE READ THE FOREGOING DOCUMENT AND THAT THE FACTS STATED IN IT ARE TRUE.

Signature of Purchaser _____ Printed Name of Purchaser _____

Signature of Co-Purchaser _____ Printed Name of Co-Purchaser _____

Signature of Seller [redacted] Printed Name of Seller _____

Signature of Co-Seller _____ Printed Name of Co-Seller _____

(Name Applicable)

Selling Dealer's License Number _____ Tax No. _____

Auction Name _____ Tax Collector # _____

License Number _____

STATE OF FLORIDA [redacted] 8962-625 14269 [redacted]

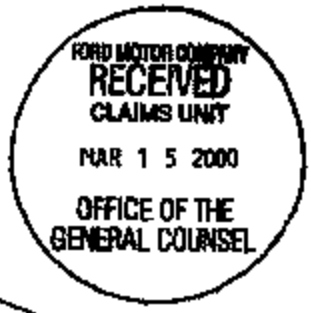
427410 SH NJ

Cl 3/00

Cl

219306-37

D3002-626-8 3052



Liberty Mutual Group

Marlton Executive Park
701 Route 73 South,Suite 201
P.O. Box 993
Marlton, NJ 08053-6016
1-856-596-2234
1-800-486-6152

MARCH 8, 2000

[redacted]

PENNSAUKEN NJ [redacted]

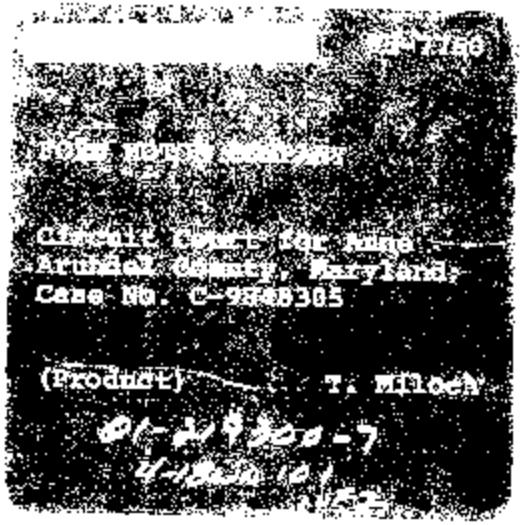
INSURED: [redacted]
CLAIMANT:
DATE OF LOSS: 02/16/00
FILE NUMBER: PD-00061258I-01

Dear Mr. Shue:

Please be advised that we are unable to process the above mentioned claim. As we have discussed, Liberty Mutual had a forensic automotive engineering examination, which clearly isolates the sole responsible element, that being the vehicle manufacturer, Ford Motor Company.
The above fire loss is directly attributable to a manufacturing defect with in the main wire harness assembly originating from the fuse box bulkhead. Therefore, Liberty Mutual must respectfully deny the above fire loss.

Sincerely,
MARCELLA ANNING
Claims Department
Ext. 353

REDACTED


Circuit Court for Anne
Arundel County, Maryland,
Case No. C-98-0305
(Product) T. Mitoch

ALEXANDI A INCIDENT REPORT

Fire Department

10 SLBAIII PO 95 11 28 3 0822
1801 N BEAUREGUARD AVE CA 22304

53 RESEA PRIMARY PRIMARITY DEPARTMENT 02
02443 VEHICLE 1501 PROPERTY A 21

11 [redacted]
12 Smit
13 * B Bartenwill Kail C

20 PARKING FACILITY 1802 AUTOMOBILE
ENGINE AREA 1803 VEHICLE NOT CLASSIFIED

PRESSURIZED HOSE LINES WITH WATER CARRIED IN APPARATUS TANKS
30 40 A4

D. McMAHON
K. SHARLOTE
D. BOGOZI

ELECTRICAL WIRE, CABLE INSULATION

* FIRE IN MOBILE PROPERTY OUTSIDE
INSIDE A STRUCTURE

TOTAL P.02

ER92-026 44288

McChesney & Dale, P.C.

Attorneys At Law
Suite 222
4000 Mitchellville Road
Bowie, MD 20716

WILLIAM P. DALE DC, MD
CHARLES F. FULLER DC, MD
ROBERT W. McCHESNEY, JR. DC, MD
DAVID A. CONNOLLY, JR. DC, NY

JAMES S. POWELL DC, VA (of counsel)
AGNES BOWERSOX Paralegal

(301) 805-6080
Fax (301) 805-6085

1225 Connecticut Ave., N.W.
Suite 300
Washington, D.C. 20036

2 Wisconsin Circle, Suite 640
Chevy Chase, MD 20815

5661 Columbia Pike, Suite 100
Falls Church, VA 22041
(703) 998-0732

July 30, 1996

Mr. Ronald L. Hendrick, General Manager
Koons Ford of Annapolis, Inc.
2540 Riva Road
Annapolis, MD 21401

RE: [redacted]
Vehicle: 1994 Ford Crown Victoria VIN: 2FALP74WRX126232
Date of Incident: September 21, 1995

Dear Mr. Hendrick:

This is a corrected copy of the letter sent to you dated July 26, 1996, signed by Charles F. Fuller. We apologize for any confusion this may have caused. "This firm has been retained to represent [redacted] for damages he has sustained as a result of the sudden fire involving his 1994 Ford Crown Victoria. This fire occurred on September 21, 1995. The vehicle was purchased from Koons Ford of Annapolis, Inc. I understand from [redacted] that he met and discussed this matter with you last year.

The automobile suddenly ignited after [redacted] parked the vehicle in a garage in the City of Alexandria, Virginia. The vehicle was a total loss. In addition, [redacted] sustained damages to his personal property which was in the vehicle at the time it suddenly ignited. As I am sure you are aware, the vehicle was still under warranty at the time of the fire.

Please forward this notice of claim to the appropriate individual at Koons Ford and kindly acknowledge receipt of this notification of [redacted] claim."

Again, we are sorry for any inconvenience or confusion.

Very truly yours,

Agnes Bowersox

Agnes Bowersox
Paralegal

cc: [redacted]
c:\fl\crownvic\koons.ltr

Koons Ford of Annapolis

2540 Riva Road, Annapolis, Maryland 21401 (local) 224-2100 (Wash.) 261-8220 (Balto.) 841-6550

July 30, 1996

Mr. Charles Fuller
McChesney and Dale, P.C.
4000 Mitchellville Road
Suite 222
Bowie, MD 20716

Re: Your client, [redacted]

Dear Mr. Fuller,

This will acknowledge your letter of July 26, 1996 and your representation of [redacted]

When [redacted] made us aware of the fire on November 30, 1995, we immediately contacted Ford Motor Company, Washington Office. In response they sent a form for us to complete, requesting the involvement of the Office of General Counsel. We forwarded the form on November 30, giving all requested information. On January 19, 1996, I reviewed a form from Ford's Office of General Counsel, furnished to me by [redacted]. That same day, I wrote Ms. Nancy Carpenter, explaining what I knew of the incident. You must realize that at no time, did any employee of Koons Ford of Annapolis inspect the vehicle.

As I have explained to [redacted], once Ford's Office of General Counsel becomes involved, Koons is completely removed from any further dealer intervention.

Should Koons Ford of Annapolis become involved in any legalities, we would exercise our right of indemnification, as provided under our franchise agreement.

Hopefully, [redacted] has furnished you with copies of all correspondence listing addresses, etc. If not, the most important one is Ford Motor Company, Parklane Towers West, Suite 300, Three Parklane Blvd., Dearborn, MI 48126-2568 CASE # CMS-95-7760.

Sincerely,

Ronald B. Hendrick
General Manager

RLH:kj

EN02-028 44211

McChesney & Dale, P.C.

Attorneys At Law
Suite 222
4000 Mitchellville Road
Bowie, MD 20716

WILLIAM P. DALE DC, MD
CHARLES F. FULLER DC, MD
ROBERT W. McCHESNEY, JR. DC, MD
DAVID A. CONNOLLY, JR. DC, NY

JAMES B. POWELL DC, VA (of counsel)
AGNES BOWERSOX Paralegal

(301) 805-6080
Fax (301) 805-6088

1225 Connecticut Ave. N.W.
Suite 300
Washington, D.C. 20036

2 Wisconsin Circle, Suite 640
Chevy Chase, MD 20815

5461 Columbia Pike, Suite 100
Falls Church, VA 22041
(703) 998-0732

July 26, 1996

Mr. Ronald L. Hendrick, General Manager
Koons Ford of Annapolis, Inc.
2540 Riva Road
Annapolis, MD 21401

RE: [redacted]

Vehicle:	**1994 Ford LTD**
VIN:	**93VI93000**
Date of Incident:	**September 21, 1995**

Dear Mr. Hendrick:

This firm has been retained to represent [redacted] for damages they have sustained as a result of the sudden fire involving their 1994 Ford LTD. This fire occurred on September 21, 1995. The vehicle was purchased from Koons Ford of Annapolis, Inc. I understand from [redacted] that he met and discussed this matter with you last year.

The automobile suddenly ignited after [redacted] parked the vehicle in a garage in the City of Alexandria, Virginia. The vehicle was a total loss. In addition, [redacted] sustained damages to his personal property which was in the vehicle at the time it suddenly ignited. As I am sure you are aware, the vehicle was still under warranty at the time of the fire.

Please forward this notice of claim to the appropriate individual at Koons Ford and kindly acknowledge receipt of this notification of the [redacted] claim.

I thank you for your consideration.

Very truly yours,

McCheaney & Dale, P.C.

By: Charles F. Fuller
Charles F. Fuller

CFF\mh
cc: [redacted]

STK 000R0398 VIN 2FALP74W7RX126232 STATUS: NEWCARSL 02/28/95 17:24
ORD# #001216 · C002216200L SPEC 114A
94 FORD CROWN VIC LX 4DR SDN ODOMETER 37
COL ELECTRIC RED CC METALLIC
TRIM MOCHA CLOTH SPLIT BENCH
LIST 25660.00 11012089301 HELD BY WITTIG
MODEL NUMBER P74

SIMPSON 2-27-95

STD#	1994 CROWN VC LX 4-DOOR	20715.00
114A	PREFERRED EQUIPMENT PKG.114A	4370.00
12H	.FRONT CARPETED FLOOR MATS	
12Q	.REAR CARPETED FLOOR MATS	
47J	.ILLUMINATED ENTRY SYSTEM	
524	.LEATHER-WRAP STEERING WHEEL	
943	.LIGHT/DECOR GROUP	
68A	.GROUP 1:	
	.REAR WINDOW DEFROSTER	
	.POWER LOCK GROUP	
	.SPEED CONTROL	
65C	.GROUP 2:	
	.POWER RADIO ANTENNA	
67A	.GROUP 3:	
	.CORNERING LAMPS	
	.CAST ALUMINUM WHEELS	
65D	.GROUP 4:	
	.DUAL 6-WAY POWER SEATS	
	.REMOTE KEYLESS ENTRY	
	.REAR AIR SUSPENSION	
	.ELECTRONIC GROUP	
	.AUTOMATIC CLIMATE CONTROL A/C	
	.HIGH-LEVEL AUDIO SYSTEM	
	.ANTI-LOCK BRAKES/TRACION CTL	
	.AUTO DIM ELECTRONIC MIRROR	
T37	.P215/70RX15 BSW TIRES	
99W	.4.6L OHC SEFI V8 ENGINE	
44P	.ELECTRONIC AUTO O/D TRANS	
153	FRONT LICENSE PLATE BRACKET	
	DESTINATION & DELIVERY	575.00
DSC#	**SPECIAL ADDED DISCOUNT**	-935.00
	SPECIAL-VALUE DISCOUNT	-1140.00
	16 U.S. GAL GAS FACTORY	
	PRICED DORA	
	REGIONAL MARKETING/ADVERTISING	

ER02-825 44218

FORD

Koons Ford of Annapolis

FORD

2540 RIVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 841-6550, WASHINGTON 261-8220
DIRECT LINE 266-3087

P & A CODE 00089

[redacted]

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE AND MUST BE MADE WITHIN 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

SERVICE HOURS:
MONDAY THRU FRIDAY
7:30 AM TO 6:00 PM

CASHIER AND CUSTOMER PICK-UP
7:30 AM TO 7:00 PM
SAT. 8:00 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X

[redacted]

TAG: 3909 C RO: C12565-3
2FALP74W7RX126232 DK RED/MAR
94 FORD CROWN VIC LX 4DR SDN
EDGEWATER MD [redacted] INVOICED AT: 03/11/95 11:54:25
ANNE ARUNDEL LIC: MD STK#: DOOR0398 1300
DATES: BEGIN: 030995 DONE: 031095 INSVC: 022895 SOLD: 022895 PROD: 113093
ADV: 946 DC: 1FA ACCT: 031095 27H416
HOME: [redacted] ODOMETER IN: 93 TX: 1

LN 51	INSTALL FORD 400 ALARM SYSTEM INSTALL FORD 400 ALARM SYSTEM	TECH 134 CHAMBERS, JOHN	186.00

VEN	PART NUMBER	DESCRIPTION	OP-INSTALL NOTE	AUTH-DN QTY	PRICE	EXTENDED
FMC#	F3AZ 19A361 C	KIT E[illegible]		1	185.38	185.38
	PARTS AMOUNT					185.38
	LAB AMOUNT					186.00
	LINE TOTAL - DEPT D					371.38

LN 52	INSTALL AUTO ARMOR PROT. PKG. INSTALL AUTO ARMOR PROT. PKG.	TECH 500 MISC TECH SVC.	484.55

	LAB AMOUNT	484.55
	LINE TOTAL - DEPT D	484.55

ENTERED
MAR 10 '95 #8

1442A 125.00-
4190 125.00
3190 461.48-
2150 32.34-

LAB RATE: 62.00
PREFERRED TREATMENT
LG

PARTS	185.38
LAB-MECHANICAL	670.55
SUB-TOTAL	855.93
TAX	9.27
TOTAL-CHARGES	865.20
VISA	865.20

004014

VISA //// MASTERCARD ////

LY3110

ER82-625 44218

FORD

LOCAL 224-2100 BALTO 841-8550

Koons of Annapolis

WASHINGTON 291-8020

FORD

DATE 2/28/95

CUSTOMER INFORMATION

[redacted]

Edgewater Md. [redacted] COUNTY AA [redacted] 490

12-21-46 [redacted]

ORDER INFORMATION

YEAR	MAKE	MODEL	BODY	VIN
1994	Ford	Crown Vic	LX	2FALP74W7RX126232

R0398					n/a	53

VEHICLE INFORMATION

BASE PRICE	$		TOTAL BROUGHT FORWARD	$19613 00
Freight				
Accessories/Equipment				
PAP 114A				
4.6L V8 engine				
ABS				
speed control				
conventional spare				
			DEALER PROCESSING CHARGE	[redacted]
Total Forwarded	$		(NOT REQUIRED BY LAW)	
DELIVERED PRICE OF CAR				$19613 00
TITLING TAX - 5% of Delivered Price				980 65
Titling Service	Temp. Plates	New License Plates $	TOTAL	130 00
Transfer Service	Additional Weight $		TOTAL	5 00
Used Car Inspection Fee - Extended Warranty				
TOTAL CASH DELIVERED PRICE OF CAR INCLUDING REGISTRATION FEES				$20728 65

The information you see on the window form for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale.
CUSTOMER AGREES TO PAY DIFFERENCE IF HIGHER. _____

ALLOW. FOR TRADE-IN $ _____ DEPOSIT WORDER _____

LESS BAL. OWING TO $ _____ DEPOSIT WORDER _____

NET EQUITY _____

UNPAID BAL. DUE ON DELIVERY $ _____

TRADE INFORMATION

YEAR	MAKE	MODEL #	STOCK #	MILEAGE	LIENHOLDER

ACCOUNT #	APPROPriate AGGO BAL.	STREET	STATE	ZIP

INS. CO. Geico Direct POLICY NUMBER # 0664 03-17 EFF. DATE

PHONE ADDRESS

The front and back of this Order comprise the entire agreement affecting this purchase and no other agreement or understanding of any nature concerning same has been made or entered into, or will be recognized.

I have read the notice printed on the back hereof and agree to it as a part of this order the same as if it were printed above my signature. I certify that I am 18 years of age, or older, and hereby acknowledge receipt of a copy of this order.

Witness/Date SALESMAN

SIGNED [redacted] BUYER

THIS ORDER IS NOT VALID UNLESS SIGNED AND ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE

CO-BUYER

APPROVED: _____ DEALER OR AUTHORIZED REPRESENTATIVE

EA82-825 44218

```
94X126232                                                    02/28/95  17:24:32
1994 CROWN VICTORIA                 4 DOOR SEDAN LX
4.6L SOHC (MODULAR)  41SGR00A AODE 4 SPEED OD              AXLE CODE : 3
*OPEN RECALLS
                NO RECALLS FOR VEHICLE
*WARRANTY   START DATE 00/00/00   BUILD DATE 11/30/93   START MILEAGE
*EXTENDED SERVIC PLAN
-NO ESP INFORMATION-AVAILABLE-----

FOR MORE INFO <RTN>, M. MENU  OR  99. BYE
```

EA82-025 44223

FORD

Koons Ford of Annapolis

FORD

2540 RIVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 841-6550, WASHINGTON 261-8220
DIRECT LINE 266-8087

P & A CODE 00089

[redacted]

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE AND MUST BE MADE WITHIN 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

SERVICE HOURS:
MONDAY THRU FRIDAY
7:30 AM TO 6:00 PM

CASHIER AND CUSTOMER PICK-UP
7:30 AM TO 7:00 PM
SAT. 9:00 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X _____

[redacted]

TAG: 0427 C RO: C22386-1
2FALP74W7RX126232 DK RED/MAR
94 FORD CROWN VIC LX 4DR SDN
EDGEWATER MD [redacted] INVOICED AT: 09/06/95 18:15:16
ANNE ARUNDEL LIC: MD 1 STK#:000R0398
DATES: BEGIN: 090695 DONE: 090695 INSVC:022895 SOLD: 022895 PROD: 113093
ADV: 287 DC: 1FA 27H419
NOME: [redacted] ODOMETER IN:9870 TX: 1
WORK:

LK 10K SERVICE : TECH 707 S 11.60
CS COMPLETED SERVICE : REED, DERICH L.
OP-10K

VEN	PART NUMBER	DESCRIPTION	NOTE	QTY	PRICE @	EXTENDED
EMO	FL 820	FILTER		1	8.63	8.63
FMC	XO 5W30 QSP	MOTOR OIL		5	3.31	16.55
	PARTS AMOUNT					25.18
	LAB AMOUNT					11.60
	SERVICE SPECIAL ADJUST					11.83-
	LINE TOTAL - DEPT. D					24.95

PARTS	25.18
SUPPLIES	2.32
LAB-MECHANICAL	11.60
SERVICE SPECIAL ADJUSTMENT	11.83-
SUB-TOTAL	27.27
TAX	.78
TOTAL-CHARGES	28.05
VISA 004014	28.05

VISA//// MASTERCARD ////

LAB RATE: 64.00

IF YOU HAVE ANY QUESTIONS - PLEASE SEE TROY V. GRESHAM

EA82-825 44224

FORD

FORD

2540 RIVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 841-8660, WASHINGTON 281-6220
DIRECT LINE 269-3067

P & A CODE 00089

[redacted]

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE AND MUST BE MADE WITHIN 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

SERVICE HOURS:
MONDAY THRU FRIDAY
7:30 AM TO 6:00 PM

CASHIER AND CUSTOMER PICK-UP
7:30 AM TO 7:00 PM
SAT. 8:00 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X

[redacted]

TAG: 0427 C P RO: C22396-1
2FALP74W7RX126232 DK RED/MAR
94 FORD CROWN VIC LX 4DR SDN
EDGEWATER MD [redacted] INVOICED AT: 09/06/95 09:52:09
ANNE ARUNDEL LIC: MD 1 STK#: 000R0398
DATES: BEGIN: 090695 DONE: 090695 INSVC: 022895 SOLD: 022895 PROD: 113095
ADV: 287 DC: 1EA 27H418
HOME: [redacted] ODOMETER IN: 9870 TX: 1
WORK: [redacted]

LN 10K SERVICE TECH 707 $ 11.60
*01 COMPLETED SERVICE REED, DERICH L.

VEN	PART NUMBER	DESCRIPTION	NOTE	QTY	PRICE @	EXTENDED
FMC	FL 820	FILTER		1	8.63	8.63
FMC	XO 5W30 QSP	MOTOR O		5	3.31	16.55
	PARTS AMOUNT					25.18
	LAB AMOUNT					11.60
	SERVICE SPECIAL ADJUST					11.63-
	LINE TOTAL - DEPT D					24.95

PARTS	25.18
SUPPLIES	2.32
LAB-MECHANICAL	11.60
SERVICE SPECIAL ADJUSTMENT	11.63-
SUB-TOTAL	27.27
TAX	.78
TOTAL-CHARGES	28.05
CASH DUE	28.05

LAB RATE: 44.00

IF YOU HAVE ANY QUESTIONS - PLEASE SEE TROY V. GRESHAM

MG

ER02-625 44225

CUSTOMER PAY ☐ WARRANTY ☐ INTERNAL ☐

PARTS DISPOSAL: DISCARD ☐ RE ☐

TERMS: CASH ☐ CREDIT CARD ☐

CUSTOMER'S RIGHTS

1. CUSTOMER WANTS REPLACED PARTS IF NOT RETURNABLE UNDER WARRANTY, YES _____ NO _____
2. DO YOU WANT A WRITTEN ESTIMATE SINCE IT EXCEEDS $50., YES _____ NO _____
3. CUSTOMER AGREES THAT HE MAY BE CHARGED NOT MORE THAN 10% OF THE COST OF THE WRITTEN ESTIMATE WITHOUT HIS CONSENT.
4. CUSTOMER CONSENT FOR ADDITIONAL REPAIRS YES _____ NO _____

CUSTOMER'S SIGNATURE _____

CUSTOMER SIGNATURE X

Date

CHANGE LUBE	OIL CHANGE	OIL & FILTER	EMISSION CONTROL	BRAKE CHECK/ADJUSTMENT	TUNE UP MINOR	PULLEY WHL. BRKS	WRIGHT BRAKES	BALANCE WHEELS	FRONT END ALIGN	BATTERY MGR.	ROTATE TIRES	DOORS SHOWS	STATE INSP.	PLN FRNT BRKS	PLN REAR BRKS	TEST & BALT TIRES	SVC COOL SYS	ADJUST CLUTCH	ELECTRICAL SYS	SERVICE AC	R.L.C. SYS CHECK	L.O.P. SHOCK	FORD MAINT.	4 WHEEL ALIGN					
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	

VEHICLES LEFT OVER 48 HRS. SUBJECT TO A STORAGE CHARGE @ $10.00 PER DAY.

PARTS & LABOR WARRANTED 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS ENVOIE.

Tapes, Transmitters, Radar Detectors, Sales Brochures, Tape Players or Radios and Personal Articles MUST be removed before the car is left for service. We are not responsible for these items.

PG 1 OF 1

10K SERVICE

Completed

TECH	OPERATION	HRS
707	[illegible]	0.2

OLH	FLG	FAILED PART

RC	NET	CND	AUTH

TECH	OPERATION	HRS

OLH	FLG	FAILED PART

RC	NET	CND	AUTH

TECH	OPERATION	HRS

OLH	FLG	FAILED PART

RC	NET	CND	AUTH

TECH	OPERATION	HRS

OLH	FLG	FAILED PART

RC	NET	CND	AUTH

RO 22386-1 *TAG 0427* LIC: MD [redacted] SVC ADV: 287 TROY V. GRESHAM

[redacted] MR 94 **VIN: 2FALP74W7 RX126232*

FORD CROWN VIC

LX 4DR SDN

LICENSE: MD 1 DK RED/MAR CAR

MFG CODE: 27H419 SVC DLR: 209001 SLM: 912

STOCK NUMBER: 00OR0398

IN-SVC: 022895 SOLD: 022895 PROD: 113093

ODOMETER: LAST: 5073 CURRENT: 9870

AVG PER DAY: 44 PER MONTH: 1320

EDGEWATER

MD [redacted]

RCSV

HOME: [redacted]

WORK:

DIST CODE: 1FA

WARNING: POSSIBLE RECHECK 06/23/95

EXTENDED SVC PLAN: TYPE: EXTRA NUMBER: NA DEDUCTIBLE: 50.00

IN FORCE: Y MONTHS: 48 MILEAGE: 75000 EXPIRES: 022899

09/06/95 07:48:29

****PROMISED DATE: 09/06/95 TIME: 1400 ****

EA02-025 44228

FORD

Koons Ford of Annapolis

FORD

LOCAL 224-2100 | BALTO 841-6550 | WASHINGTON 261-8220 | EASTERN SHORE 352-1415

2540 Riva Rd.

02384 9870

TO OUR EARLY MORNING OR LATE EVENING SERVICE CUSTOMERS

1. WRITE YOUR ORDER ON THIS ENVELOPE.
2. LOCK YOUR CAR AND PARK IT IN THE ASSIGNED AREA. DO NOT LEAVE CAR IN DRIVEWAY.
3. PLACE YOUR KEYS IN THIS ENVELOPE.
4. BE SURE TO LEAVE A PHONE NO. WHERE YOU CAN BE REACHED.
5. DROP ENVELOPE IN MAIL SLOT IN SERVICE ENTRANCE DOOR.

T-427

NAME: [redacted]

ADDRESS: [redacted]

CITY: EDGEWA[redacted] 21037 Mileage: 98 70

Home Ph[redacted] Business Phone: [redacted]

What time will you call for your car? 3:30 a.m./p.m.

Year: 94 Make & Model: Crown Vic Color:

USE THIS HANDY CHECK LIST

45K MILE SERV.
☐ LUBRICATION SERVICE
☐ CHANGE ENGINE OIL
☐ CHANGE TRANS. OIL
☐ CHANGE DIFF. OIL
☐ REPACK FT. WHEEL BEAR.
☐ TUNE ENGINE
☐ ALIGN FRONT WHEELS
☐ BALANCE TIRES
☐ ADJUST BRAKES
☐ ADJUST PARKING BK.
☐ INSPECT BRAKES
☐ INSP. EXHAUST SYS.
☐ AIM HEADLIGHTS
☐ OIL LEAKS (FT)
☐ OIL LEAKS (RR)
☐ ADJUST CLUTCH
☐ UNDERCOAT
☐ BODY REPAIR ESTIMATE

Other Work (Details)

CUSTOMER'S RIGHTS

1. Customer wants replaced parts if not returnable under warranty, YES ___ NO ___.
2. Do you want written estimate since it exceeds $50, YES ___ NO ___. (P.G. COUNTY $25.00)
3. Customer agrees that he may be charged not more than 10% of the cost of the written estimate without his consent.
4. Customer consent for additional repairs YES ___ NO ___.

I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. Dealer not responsible for unavailability of parts or delays in parts shipments beyond dealers control nor for loss o[redacted] of fire, theft or any other cause beyond our control.

PLEASE SIGN X [redacted]

YOU WILL BE CALLED AND GIVEN AN ESTIMATE BEFORE ANY WORK IS PERFORMED, UNLESS OTHERWISE ARRANGED. I understand, because of the EARLY BIRD SERVICE, I am unable to receive a copy of the estimated cost.

Time of call ___:___ A.M. P.M. Okay Yes ☐ No ☐

Do you want old parts? Yes ☐ No ☐

2FALP74W7RB126232

ER82-625 44227

:FALP74W7R#126232 09/06/95 07:48:18
1994 CROWN VICTORIA 4 DOOR SEDAN LX
4.6L SOHC (MODULAR) 419GR00A ADDE 4 SPEED OD AXLE CODE : 3
*OPEN RECALLS
NO RECALLS FOR VEHICLE
*WARRANTY START DATE 02/28/95 BUILD DATE 11/30/93 START MILEAGE
*EXTENDED SERVICE PLAN
706 USA 1995 NEW 48/75,000 EXTRACARE DED: $50
ESP OWNER NAME: [redacted]
OPTIONS:
EXP DT: 02/28/1999 & DIST: 75,000 RNTL: $25 UP TO 5 DYS, TOWING: $45
DEALER: KOONS FORD OF ANNAPO REPAIR DATE: 06/21/95
WARRANTY CLAIM NUMBER: 016189 MILEAGE: 005073
FUSE MISSING FUSE - REPLACE-CHECK OPERATION OFAC & SIGNALS
COULD NOT VERIFY

PART NUMBER		PART DESCRIPTION	QTY	LABOR OP	CONDITION CODE AND DESC
D9ZZ	14526D	FUSE-ELECTRICAL CIRC	002	14526A	59 MISSING/INCORRECT PA

DEALER: KOONS FORD OF ANNAPO REPAIR DATE: 01/30/95
WARRANTY CLAIM NUMBER: 010071 MILEAGE: 000037
BATTERY & ALTERNATOR SHORTED ALTERNATOR - REMOVE AND INSTALL OR REPLACE

PART NUMBER		PART DESCRIPTION	QTY	LABOR OP	CONDITION CODE AND DESC
E9AZ	14526A	FUSE-ELECTRICAL CIRC	001	10346A	X1 SHORTED ELECTRICAL W
F1UY	10346B	ALTERNATOR LESS PULL	001	10200A	
F0DZ	10316A	REGULATOR ASY-ALTERN	001	10654B	
F1DZ	10347A	BRUSH & SPRING-ALTER	001	14200A	
BXT	65650	MOTORCRAFT BATTERY	001		

[redacted]

EDGEWATER
ANNE ARUNDEL
MD [redacted] UNITED STATES UNITED STATES
[redacted] (410) 111-1111
SRVC # CUS: 907 WAR: 684 POL: MFG CD 27H418 DURR MI 5073
2FALP74W7RX126202 MD 1 DEL DATE 02/28/95 MILE 53 LAST SERV 06/23/95
94 FORD CROWN VIC LX 4DR SDN DK RED/MAR IN-SERV DATE 022895

RO W16189 06/21/95 5073 648 PTS= .76 POL= .00 TOT= 11.95
PREFERRED TREATMENT
LN52 TECH1-791 .20 OPR-CODE 14526A
FC 59 FP D9ZZ14526D
TURN SIGNALS AND A/C INOP SEE CUS
T NOTE
FUSE MISSING.
FUSE - REPLACE-CHECK OPERATION OF
AC & SIGNALS COULD NOT VERIFY

RO C16189 06/21/95 5073 648 PTS= 22.02 POL= .00 TOT= 42.09
PREFERRED TREATMENT
LN31 TECH1-791 .40 OPR-CODE 5K
94 5K SVC
COMPLETED SERVICE

RO C12565 03/09/95 93 946 PTS= 185.39 POL= .00 TOT= 865.20
PREFERRED TREATMENT
LN51 TECH1-194 3.00 OPR-CODE INSTALL
AUTH DW
INSTALL FORD 400 ALARM SYSTEM
INSTALL FORD 400 ALARM SYSTEM
LN52 TECH1-500 OPR-CODE INSTALL
AUTH DW
INSTALL AUTO ARMOR PROT. PKG.
INSTALL AUTO ARMOR PROT. PKG.

RO W10371 01/30/95 37 287 PTS= 362.63 POL= .00 TOT= 460.03
LN51 TECH1-889 .70 OPR-CODE 10346A
FC X1 FP F1VY10346B
AMP LIGHT ON
BATTERY & ALTERNATOR SHORTED
ALTERNATOR - REMOVE AND INSTALL O
R REPLACE.
LN51-1 TECH1-889 .30 OPR-CODE 10200A
FC X1 FP F1VY10346B
ALTERNATOR CIRCUITS (USING VOLTME
TER) - TEST
LN51-2,TECH1-889 .30 OPR-CODE 10654B
FC X1 FP F1VY10346B
REPLACE BATTERY
LN51-3 TECH1-889 .50 OPR-CODE 14200A
FC X1 FP F1VY10346B
WIRING ASSEMBLY - REPAIR

RO W90454 03/15/94 7 306 PTS= 155.57 POL= .00 TOT= 213.35
LN51 TECH1-552 1.10 OPR-CODE 10849A
FC 39 FP 10849
SPEEDOMETER IN DASH DOES NOT READ
[illegible] MPH

ER02-828 44229

FORD

Koons Ford of Annapolis

FORD

2540 RIVA ROAD · ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 841-6660, WASHINGTON 261-8220
DIRECT LINE 266-3067

P & A CODE 00089

[redacted]

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE AND MUST BE MADE WITHIN 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

SERVICE HOURS:
MONDAY THRU FRIDAY
7:30 AM TO 6:00 PM

CASHIER AND CUSTOMER PICK-UP
7:30 AM TO 7:00 PM
SAT. 8:00 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW

[redacted]

TAG: 0704 C W P RO: W19187-6
2FALP74W7RX126232 DK RED/MAR
94 FORD CROWN VIC LX 4DR SDN
INVOICED AT: 06/23/95 14:17:53
LIC: MD 1 STK#:000R039G
DATES: DEDIN: 062195 DONE: 062395 INSVC: 022895 SOLD: 022895 PROD: 113093
ADV: 648 DC: IEA 27M410
HOME: [redacted]
WORK:
ODOMETER IN: 5079 TX: 1
95174

LN TURN SIGNALS AND A/C INOP SEE CUS: TECH 791 LAB HRS .2 11.19
52 T NOTE SANFORD, ROB
FUSE MISSING 526A FC-59
FUSE - REPLACE-CHECK OPERATION OF
AC & SIGNALS COULD NOT VERIFY

VEN PART NUMBER	DESCRIPTION	NOTE	QTY	PRICE	EXTENDED
FMC*D9ZZ 14526 D	FUSE		2	.27	.54
	PARTS AMOUNT		2		
PARTS AMOUNT					.76
LAB AMOUNT					11.19
LINE TOTAL - DEPT D					11.95

PARTS	.76
LAB-MECHANICAL	11.19
TOTAL-CHARGES	11.95
FAC WARRANTY	11.95

LAB RATE: 64.00
PREFERRED TREATMENT
ATTENTION
CUSTPAY MUST BE PRINTED ALSO

Kim 6/23

IF YOU HAVE ANY QUESTIONS - PLEASE SEE KARL R. PENNELL
MD

PAGE 1 OF 1

ER82-825 44238

CUSTOMER COPY ☐ VENDOR COPY ☐ FOREMAN ☐ RETURN ☐ ORIGINAL ☐

CUSTOMER'S RIGHTS

1. CUSTOMER WANTS REPLACED PARTS IF NOT RETURNABLE UNDER WARRANTY. YES ____ NO ____
2. DO YOU WANT A WRITTEN ESTIMATE BEFORE IT EXCEEDS $50.00. YES ____ NO ____
3. CUSTOMER AGREES THAT HE MAY BE CHARGED NOT MORE THAN 10% OF THE COST OF THE WRITTEN ESTIMATE WITHOUT HIS CONSENT.
4. CUSTOMER CONSENT FOR ADDITIONAL REPAIRS YES ____ NO ____

CUSTOMER'S SIGNATURE

CUSTOMER SIGNATURE X

6/26/95

REPAIRS CHARGED FOR WERE NEEDED AND PERFORMED. ALL PARTS LISTED ARE NEW UNLESS OBSOLETE OR INTERCHANGE. LABOR CHARGES ARE COMPUTED BY FLAT RATE UNLESS OTHERWISE SPECIFIED. CUSTOMER LABOR CHARGES ARE BASED ON THE RATE OF ____ PER HOUR.

SHOP MATERIAL A MINIMUM CHARGE EQUIVALENT TO 10% OF LABOR CHARGES IS REQUIRED FOR MATERIALS USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, PINS, AEROSPRAYS, SOLVENT, RAGS, TOWELS, BATTERY CLEANERS, ETC.

1 CHASSIS LUBE	2 OIL CHANGE	3 OIL & FILTER	4 COOLING SYSTEM	5 AIR CONDITIONING	6 TUNE UP MINOR	7 TUNE UP MAJOR	8 PERFORMANCE	9 BALANCE WHEELS	10 FRONT END ALIGN	11 SAFETY INSP.	12 REPAIR TIRES	13 ROTATE TIRES	14 STATE INSP.	15 REAR FRONT BRKS	16 FLUSH REAR BRKS	17 ADJ. & BAL. 4 WHEELS	18 SVC. COOL. SYS.	19 ADJUST CLUTCH	20 ELECTRICAL SYS	21 SERVICE A/C	22 E.G.C. SYS CHECK	23 L.O.F. SPECIAL	24 FORD MAINT.	25 4 WHEEL ALIGN	26	27	28	29

VEHICLES LEFT OVER 48 HRS. SUBJECT TO A STORAGE CHARGE @ 10.00 PER DAY.

PARTS & LABOR WARRANTED 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE.

Tapes, Tachometers, Radar Detectors, Extra Speakers, Tape Player or Radios and Personal Articles MUST be removed before the car is left for service. We are not responsible for these items.

PG 1 OF 1

[redacted]

94 SK SVC

DOBSON SC

TURN SIGNALS AND A/C INOP SEE CUS

INSTALL [illegible] TO

TEST THE OPERATION OF A/C

SYSTEM + TURN SIGNALS. COULD NOT VERIFY

ANY PROBLEM IN THE [illegible]

[illegible] AT

THIS TIME

TECH	OPERATION	HRS
791		
OLH	FLG	FAILED PART
RC	NET	CND	AUTH
TECH 791	OPERATION	HRS
OLH	FLG	FAILED PART
RC	NET	CND	AUTH
TECH	OPERATION	HRS
OLH	FLG	FAILED PART
RC	NET	CND	AUTH
TECH	OPERATION	HRS
OLH	FLG	FAILED PART
RC	NET	CND	AUTH

RO 18189-S *TAG 0704* LIC: MD 1 SVC ADV: 648 KARL R. PENNELL

[redacted]

MR 94 **VIN: 2FALP74W7 RX126232**

FORD CROWN VIC

LX 4DR SDN

LICENSE: MD 1 DK RED/MAR CAR

MFG CODE: 27H418 SVC DLR: 209001 SLM: 912

STOCK NUMBER: 00OR0398

IN-SVC: 022895 SOLD: 022895 PROD: 113093

ODOMETER: LAST: 93 CURRENT: 5073

AVG PER DAY: 4 PER MONTH: 120

EDGEWATER

MD [redacted]

[redacted]

PREFERRED CUSTOMER 113 QCP QUALITY CHECK REQ.

DIST CODE: 1FA

EXTENDED SVC PLAN: TYPE: EXTRA OWNER: NO DEDUCTIBLE: 50.00

IN FORCE: Y MONTHS: 48 MILEAGE: 75000 EXPIRES: 022899

06/21/95 16:35:35

250 NOTE: PREFERRED TREATMENT

****PROMISED DATE: 06/21/95 TIME: 1600 ****

MODEL# [redacted]

TAG 0704 **RO 18189** SVC ADV: 648 VIN: 2FALP74W7 RX126232

E882-825 44231

FORD

Koons Ford of Annapolis

ISUZU

2540 RIVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 841-0550, WASHINGTON 261-5220
DIRECT LINE 269-3067

P A A CODE 00080

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE AND MUST BE MADE WITHIN 12,000 MILES OR ONE YEAR FROM DATE

SERVICE HOURS:
MONDAY THRU FRIDAY
7:30 AM TO 6:00 PM

CASHIER AND CUSTOMER PICKUP
7:30 AM TO 7:30 PM

H 3128

ER02-825 44232

CUSTOMER PAY ☐ WARRANTY ☐ INTERNAL ☐ RETURN ☐ CREDIT CARD ☐

CUSTOMER'S RIGHTS

1. CUSTOMER WANTS REPLACED PARTS IF NOT RETURNABLE UNDER WARRANTY. YES _____ NO _____
2. DO YOU WANT A WRITTEN ESTIMATE WHICH IS EXCEEDED? YES _____ NO _____
3. CUSTOMER AGREES THAT HE MAY BE CHARGED NOT MORE THAN 10% OF THE COST OF THE WRITTEN ESTIMATE WITHOUT HIS CONSENT.
4. CUSTOMER CONSENT FOR ADDITIONAL REPAIRS YES _____ NO _____

CUSTOMER SIGNATURE _____

RETURN OF PARTS FOR WARRANTY REPAIRS AND REPLACEMENT. ALL PARTS LISTED ARE NEW UNLESS OTHERWISE DESIGNATED DURING WARRANTY. LABOR CHARGES ARE COMPUTED BY FLAT RATE UNLESS OTHERWISE SPECIFIED. BUSINESS LABOR CHARGES ARE BASED ON THE RATE OF _____ PER HOUR.

STORE MATERIALS A TEN CENT CHARGE EQUIVALENT TO 10% OF LABOR CHARGES SHALL BE FOR MATERIALS USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, PINS, RENDERMATE, SOLVENT, RAGS, TOWELS, BATTERY CLEANERS, ETC.

CHANGE LUBE | OIL CHANGE | OIL & FILTER | TRANSMISSION CONTROL | IND TRANSMISSION | TUNE UP Weight | FOR FUEL Weight | TIMING WORK | BALANCE WHEELS | FRONT END ALIGN | SAFETY INSP. | ROTATE TIRES | CLEAN ENGINE | STATE INSP. | SUN FRONT DRIVE | SUN REAR DRIVE | NOT & INS. 4 TIRES | ENG COOL STS | ADJUST CLUTCH | ELECTRICAL SYS | REPAIRS AC | E.E.C. STS CHECK | L.O.F. WORK | FORD SERVIC | 4 WHEEL ALIGN

WE HOLD LEFT OVER 48 HRS. SUBJECT TO A STORAGE CHARGE @ $10.00 PER DAY.

PARTS & LABOR WARRANTED 90,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE.

Tapes, Tuners/Amps, Radio Detectors, Auto Speakers, Tape Players or Radios and Personal Articles MUST be removed before the car is left for service. We are not responsible for these items.

[redacted]

TECH	OPERATION	HRS
552	10049	1.0
OLH	FLG	FAILED PART
RC	NET	CND	AUTH

TECH	OPERATION	HRS
OLH	FLG	FAILED PART
RC	NET	CND	AUTH

TECH	OPERATION	HRS
OLH	FLG	FAILED PART
RC	NET	CND	AUTH

TECH	OPERATION	HRS
OLH	FLG	FAILED PART
RC	NET	CND	AUTH

**RD 9[illegible]-1 AB 0912* LIC[illegible]
000R0398

SVC ADV: 306 LAURIE HICKEY
94 **VIN: 2FALP74W7 RX126232**

C002C
308 0883 4 1n n

FORD
LX
CROWN VIC
4DR SDN

LICENSE: 552
DK RED/MAR CAR
SVC DLR: 1209001
STOCK NUMBER: 000R0398
INV ACCT: 1300
PROD: 113093
CURRENT: 7

P215/70 R 15
Diag, Speedometer, Repl Head assy.

AVG PER DAY:
PER MONTH:

DIST CODE: 1FA.

03/15/94 11:17:45

****PROMISED DATE: 03/15/94 TIME: 1600 ****

MODEL# P74

ER82-825 44233

FORD

Koons Ford of Annapolis

FORD

2540 RIVA ROAD · ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 841-6660, WASHINGTON 261-6220
DIRECT LINE 266-3067

P & A CODE 00059

[redacted]

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE AND MUST BE MADE WITHIN 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

SERVICE HOURS:
MONDAY THRU FRIDAY
7:30 AM TO 6:00 PM

CASHIER AND CUSTOMER PICK-UP
7:30 AM TO 7:00 PM
SAT. 9:00 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X

[redacted]

TAG: 3909 C RO: C12565-3
2FALP74W7RX126232 DK RED/MAR
94 FORD CROWN VIC LX 4DR SDN
EDGEWATER MD [redacted] INVOICED AT: 03/11/95 11:54:25
ANNE ARUNDEL LIC: MD STK#:000R0398 1300
DATES: BEGIN: 030995 DONE: 031095 INSVC:022895 SOLD: 022895 PROD: 113093
ADV: 946 DC: 1FA ACCT: 031095 27H416
HOME: [redacted] ODOMETER IN:93 TX: 1

LN	INSTALL FORD 400 ALARM SYSTEM	: TECH 134				186.00
51	INSTALL FORD 400 ALARM SYSTEM	:	CHAMBERS, JOHN			
		OP-INSTALL	AUTH-DW			
VEN	PART NUMBER	DESCR	NOTE	QTY	PRICE @	EXTENDED
FMC#F3AZ	19A361 C	KIT,		1	185.38	185.38
	PARTS AMOUNT					185.38
	LAB AMOUNT					186.00
	LINE TOTAL - DEPT D					371.38

LN	INSTALL AUTO ARMOR PROT. PKG.	: TECH 500	S	494.55
52	INSTALL AUTO ARMOR PROT. PKG.	:	MISC TECH SVC	
		OP-INSTALL	AUTH-DW	
	LAB AMOUNT			494.55
	LINE TOTAL - DEPT D			494.55

PARTS		185.38
LAB-MECHANICAL		670.55
SUB-TOTAL		855.93
TAX		9.27
TOTAL-CHARGES		865.20
: VISA	004014	865.20

VISA//// MASTERCARD ////

LAB RATE: 62.00
PREFERRED TREATMENT
LG

LY3110

PAGE 1 OF 3

ER02-825 44234

CUSTOMER PAY ☐ WARRANTY ☐ INTERNAL ☐ RETURN ☐ CREDIT CARD ☐

CUSTOMER RIGHTS

1. CUSTOMER WANTS REPLACED PARTS IF NOT RETURNABLE UNDER WARRANTY. YES ____ NO ____
2. DO YOU WANT A WRITTEN ESTIMATE SINCE IT EXCEEDS $5. YES ____ NO ____
3. CUSTOMER AGREES THAT HE MAY BE CHARGED NOT MORE THAN 10% OF THE COST OF THE WRITTEN ESTIMATE WITHOUT HIS CONSENT.
4. CUSTOMER CONSENT FOR ADDITIONAL REPAIRS YES ____ NO ____

CUSTOMER SIGNATURE X

OIL CHANGE | OIL & FILTER | EMISSION CONTROL | A/C TRANSMISSION | TUNE UP LABOR | PETITIONS/BRAKES | SUSPENSION | BALANCE WHEELS | FRONT END ALIGN | SAFETY INSP. | ROTATE TIRES | CUPS/BRAKE | BRAKE INSP. | MAIN HOST BRKD | ALIN BEARINGS | HOT & BALL & WIRE | A/C COOLER | ADJUST CLUTCH | ELECTRICAL SYS | SERVICE A/C | E.E.C. SYS CHECK | U.A.F. SPECIAL | FORD MAINT. | 4 WHEEL ALIGN

VEHICLES LEFT OVER 48 HRS. SUBJECT TO A STORAGE CHARGE @ $10.00 PER DAY.

PARTS & LABOR WARRANTED 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE.

Tapes, Technics, Radios, Tape Players or Radios and Personal Articles MUST be removed before this car is left for service. We are not responsible for these items.

INSTALL FORD 400 ALARM SYSTEM	TECH 134	OPERATION	HRS 3.0
	OLH	FLG	FAILED PART
2 PAY TYPE: C CC: 9	RC	NET	CND	AUTH
	TECH	OPERATION	HRS
	OLH	FLG	FAILED PART
	RC	NET	CND	AUTH
	TECH	OPERATION	HRS
	OLH	FLG	FAILED PART
	RC	NET	CND	AUTH
	TECH	OPERATION	HRS
	OLH	FLG	FAILED PART
RO 12565 *TAG 3909* LIC: MD	SVC ADV: 946 DAVID W. WHEELER		
	94 *VIN: 2FALP74W7 RX126232**		
	FORD CROWN VIC		
	LX 4DR SDN		

EDGEWATER

HP [redacted]

LICENSE: MD DK RED/MAR CAR
MFG CODE: 27H410 SVC DLR: 209001 SLM: 912
STOCK NUMBER: 000R0398 INV ACCT: 1300
IN-SVC: 022695 SOLD: 022695 PROD: 113093
ODOMETER: LAST: 37 CURRENT: 93
AVG PER DAY: PER MONTH:

HOME: [redacted]

DIST CODE: 1FA

*PREFERRED CUSTOMER** 9
WARNING: POSSIBLE RECHECK 02/02/95

EXTENDED SVC PLAN: TYPE: EXTRA NUMBER: NA DEDUCTIBLE: 50.00
IN FORCE: Y MONTHS: 48 MILEAGE: 75000 EXPIRES: 022899
03/09/95 18:02:40

555 NOTE: PREFERRED TREATMENT

****PROMISED DATE: 03/10/95 TIME: 1700 ****

MODEL# P74
TAG 3909 **RO 12565** SVC ADV: 946 VIN: 2FALP74W7 RX126232

EA02-025 44235

FORD

Koons Ford of Annapolis

FORD

2540 RIVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 841-6550, WASHINGTON 261-8220
DIRECT LINE 266-3067

P & A CODE 00089

[redacted]

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE AND MUST BE MADE WITHIN 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

SERVICE HOURS:
MONDAY THRU FRIDAY
7:30 AM TO 6:00 PM

CASHIER AND CUSTOMER PICK-UP
7:30 AM TO 7:00 PM
SAT. 9:00 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X _____

[redacted]

TAG: 3909 C P RO: C12565-3
2FALP74W7RX126232 DK RED/MAR
94 FORD CROWN VIC LX 4DR SDN
EDGEWATER MD [redacted] INVOICED AT: 03/10/95 13:20:00
ANNE ARUNDEL LIC: MD STK#:000R0398 1300
DATES: BEGIN: 030995 DONE: 031095 INSVC:022895 SOLD: 022895 PROD: 113093
ADV: 946 DC: 1FA 27H419
HOME: [redacted] ODOMETER IN:93 TX: 1

LN	INSTALL FORD 400 ALARM SYSTEM	TECH 134		186.00
51	INSTALL FORD 400 ALARM SYSTEM		CHAMBERS, JOHN	
		OP-INSTALL	AUTH-DW	

VEN	PART NUMBER	DESCRIPTION	NOTE	QTY	PRICE @	EXTENDED
FMC#F3AZ	19A361 C	KIT,ELECTRONIC		1	185.39	185.39
	PARTS AMOUNT					185.39
	LAB AMOUNT					186.00
	LINE TOTAL - DEPT D					371.39

LN	INSTALL AUTO ARMOR PROT. PKG.	TECH 500	S	484.55
52	INSTALL AUTO ARMOR PROT. PKG.		MISC TECH SVC	
		OP-INSTALL	AUTH-DW	
	LAB AMOUNT			484.55
	LINE TOTAL - DEPT D			484.55

PARTS	185.39
LAB-MECHANICAL	670.55
SUB-TOTAL	855.93
TAX	9.27
TOTAL-CHARGES	865.20
CHECK RECEIVED	865.20

LAB RATE: 62.00
PREFERRED TREATMENT

DW

Paid Visa 3/10/95 DB

EA82-825 44238

FORD

Koons Ford of Annapolis

ISUZU

2540 RIVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-8100, BALTIMORE 841-6550, WASHINGTON 261-6220
DIRECT LINE 266-3087

P & A CODE 00089

[redacted]

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE AND MUST BE MADE WITHIN 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

SERVICE HOURS:
MONDAY THRU FRIDAY
7:30 AM TO 6:00 PM

CASHIER AND CUSTOMER PICK-UP
7:30 AM TO 7:00 PM
SAT. 8:00 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW. X _____

000R0398

TAG: 9637 I P RO: 164907-9
2FALP74W7RX126232 DK RED/MAR
94 FORD CROWN VIC LX 4DR SDN
INVOICED AT: 12/10/93 10:10:07
DATES: BEGIN: 120893 DONE: 121093 PROD: 113093
ADV: 765 DC: 1FA STK#: 000R0398 5020

ODOMETER IN: 4 TX: 1

LN				
	PDI	TECH 749 LAB HRS	1.7	68.85
51	PDI	SELBY, JOSEPH		
	PDI	OP-PDI		
				0
	LAB AMOUNT			68.85
	LINE TOTAL - DEPT			68.85
		MECHANICAL		68.85
		CHARGES		68.85
		INTERNAL		68.85

LAB RATE: 34.00
INTERNAL

MS PAGE 1 OF 1

Koons Ford of Annapolis

ER82-028 44237

CUSTOMER'S RIGHTS

1. CUSTOMER WANTS REPLACED PARTS IF NOT RETURNABLE UNDER WARRANTY. YES _____ NO _____
2. DO YOU WANT A WRITTEN ESTIMATE SHOULD IT EXCEEDS $ _____ YES _____ NO _____
3. CUSTOMER AGREES THAT HE MAY BE CHARGED NOT MORE THAN 10% OF THE COST OF THE WRITTEN ESTIMATE WITHOUT HIS CONSENT.
4. CUSTOMER CONSENT FOR ADDITIONAL REPAIRS YES _____ NO _____

CUSTOMER'S SIGNATURE _____

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29
[redacted]																												

VEHICLES LEFT OVER 48 HRS. SUBJECT TO A STORAGE CHARGE @ 10.00 PER DAY.

PARTS & LABOR WARRANTED 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE.

Tapes, Tweeters, Radar Detectors, Extra Speakers, Mini Players or Radios and Personal Articles MUST be removed before car is left for service. We are not responsible for these items.

93 1 02 1

[redacted]	TECH 749	OPERATION	HRS 1.7
[redacted]	OLH	FLG	FAILED PART
[redacted]	RC	NET	CND	AUTH
[redacted]	TECH	OPERATION	HRS
[redacted]	OLH	FLG	FAILED PART
[redacted]	RC	NET	CND	AUTH
[redacted]	TECH	OPERATION	HRS
[redacted]	OLH	FLG	FAILED PART
[redacted]	RC	NET	CND	AUTH
[redacted]	TECH	OPERATION	HRS
[redacted]	OLH	FLG	FAILED PART
[redacted]	RC	NET	CND	AUTH

RO 84907-9 *TAG 9637* LIC: SVC ADV: 765 BROOK SHOULTS

000R0398 94 **VIN: 2FALP74W7 RX126232**

FORD CROWN VIC
LX 4DR SDN
LICENSE: DK RED/MAR CAR
SVC DLR: 209001
STOCK NUMBER: 000R0398 INV ACCT: 6020
PROD: 113093
CURRENT: 4

DIST CODE: 1FA

12/08/93 14:43:48

255 NOTE: INTERNAL

****PROMISED DATE: 12/08/93 TIME: 1600 ****

MODEL# P74
TAG 9637 **RO 84907** SVC ADV: 765 VIN: 2FALP74W7 RX126232

ER82-825 44238

FORD

Koons Ford of Annapolis

FORD

2540 RIVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 841-6550, WASHINGTON 261-8220
DIRECT LINE 266-3067

P & A CODE 00069

[redacted]

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE AND MUST BE MADE WITHIN 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

SERVICE HOURS:
MONDAY THRU FRIDAY
7:30 AM TO 6:00 PM

CASHIER AND CUSTOMER PICK-UP
7:30 AM TO 7:00 PM
SAT. 9:00 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X _____

000R0398

TAG: 0796 W P RO: W10371-9
2FALP74W7RX126232 DK RED/MAR
94 FORD CROWN VIC LX 4DR SDN
INVOICED AT: 02/02/95 11:17:52
STK#: 000R0398 1300
PROD: 113099

DATES:- BEGIN: 010095 DONE: 020195
ADV: 287 DC: 1FA

ODOMETER IN: 97 TX: 1

95033

LN 51	AMP LIGHT ON BATTERY & ALTERNATOR SHORTED ALTERNATOR - REMOVE AND INSTALL OR REPLACE	TECH 089 LAB HRS VOLTA, CARLO OP-10346A	.7 FC-X1	37.66
LN 51-1	ALTERNATOR CIRCUITS (USI[illegible] TER) - TEST	[illegible] 089 LAB HRS VOLTA, CARLO [illegible]200A	.3 FC-X1	16.23
LN 51-2	REPLACE BATTERY	TECH 089 LAB HRS VOLTA, CARLO OP-10654B	.3 FC-X1	16.23
LN 51-3	WIRING ASSEMBLY - REPAIR	TECH 089 LAB HRS VOLTA, CARLO OP-14200A	.5 FC-X1	27.06

VEN PART NUMBER		DESCRIPTION	NOTE	QTY	PRICE	EXTENDED
FMC#E9AZ	14525 A	*WIR ASY-F		1	5.61	5.61
FMC#F1VY	10346 B	ALT ASY-		1	152.75	152.75
FMC#F0DZ	10316 A	REGULATOR		1	37.50	37.50
FMC#F1DZ	10347 A	HOLDER &		1	3.78	3.78
FMC BXT	65,650	BATTERY A		1S	83.14	83.14
		PARTS COUNT		5		
PARTS AMOUNT						362.63
LAB AMOUNT						97.40
LINE TOTAL - DEPT D						460.03

MG

PAGE 1 OF 2

EA62-825 44230

FORD

FORD

2540 RIVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 841-8660, WASHINGTON 261-5220
DIRECT LINE 266-3087

P & A CODE 00069

[redacted]

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE AND MUST BE MADE WITHIN 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

SERVICE HOURS:
MONDAY THRU FRIDAY
7:30 AM TO 6:00 PM

CASHIER AND CUSTOMER PICK-UP
7:30 AM TO 7:00 PM
SAT. 8:00 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X _____

00OR0398

TAG: 0796 W P RO: W10371-
2FALP74W7RX126232 DK RED/MA
94 FORD CROWN VIC LX 4DR SDN
INVOICED AT: 02/02/95 11:17:52

PARTS	362.63
LAB-MECHANICAL	97.40
TOTAL-CHARGES	460.03
FAC WARRANTY	460.03

LAB RATE: 62.00

IF YOU HAVE ANY QUESTIONS - PLEASE SEE TROY V. GRESHAM
MO

PAGE 2 OF 2

ER83-025 44248

CUSTOMER PAY | WARRANTY | RETURN | CREDIT MEMO

CUSTOMER'S RIGHTS

1. CUSTOMER WANTS REPLACED PARTS IF NOT RETURNABLE YES ____ NO ____
2. DO YOU WANT WRITTEN ESTIMATE SINCE IT EXCEEDS $50.? YES ____ NO ____
3. CUSTOMER AGREES THAT HE MAY BE CHARGED NOT MORE THAN COST OF THE WRITTEN ESTIMATE WITHOUT HIS CONSENT.
4. CUSTOMER CONSENT FOR ADDITIONAL REPAIRS YES ____

CUSTOMER'S SIGNATURE ____

REPAIRS CHARGED FOR WERE ORDERED AND PERFORMED. ALL PARTS LISTED ARE U-USED OR R-REBUILT. LABOR CHARGES ARE COMPUTED BY FLAT RATE UNLESS CUSTOMER LABOR CHARGES ARE BASED ON THE RATE OF $____ PER HR.

CHASSIS LUBE	OIL CHANGE	OIL & FILTER	BRAKE CONTROL	RING TRANSMISSION	TUNE UP MINOR	PK FT WHL BRAKE	INSPECT BRAKES	BALANCE WHEELS	FRONT END ALIGN	BATTERY MAIN.	ROTATE TIRES	SCOPE ENGINE	STATE INSP.	RUN PART CHRG	RUN HOUR CHG	HOT & RUN AT	BAD COOL SYT	ADJUST CLUTCH	ELECTRICAL	SERVICE A/C	E.C.A. STD CHG '96	L.O.F. SPECIAL	FORD SHIRT	4 WHEEL ALIGN					
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29

VEHICLES LEFT OVER 48 HRS. SUBJECT TO A STORAGE CHARGE @ $10.00 PER DAY.

PARTS & LABOR WARRANTED 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

ANY CLAIMS ON ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE.

Tapes, Transceivers, Radar Detectors, Radio Receivers, Tape Players or Radios and Personal Articles MUST be removed before the car is left for service. We are not responsible for these items.

PG 1 OF 1

INSTRUCTIONS ON WORK PERFORMED

AMP LIGHT ON [illegible]

TECH	OPERATION	HRS
889		
OLH	FLG	FAILED PART
		10316
RC	NET	GND	AUTH
TECH	OPERATION	HRS
OLH	FLG	FAILED PART
RC	NET	GND	AUTH
TECH	OPERATION	HRS
OLH	FLG	FAILED PART
RC	NET	GND	AUTH
TECH	OPERATION	HRS
OLH	FLG	FAILED PART
RC	NET	GND	AUTH

RO 10371-9 *TAG 0796* D/C: 000R0398

SVC ADV: 287 TROY V. GRESHAM

94 **VIN: 2FALP74W7 RX128232**

FORD CROWN VIC
LX 4DR SDN
LICENSE: DK RED/MAR CAR
SVC DLR: 209001
STOCK NUMBER: 000R0398 INV ACCT: 1300
PROD: 112093
ODOMETER: LAST: 7 CURRENT: 37
AVG PER DAY: PER MONTH:

DIST CODE: MPA

WARNING: POSSIBLE RECHECK 0000007

EXTENDED SVC PLAN: TYPE: NO MANUFACTURER INFORMATION
IN FORCE: N

01/30/95 16:13:13

PROMISED DATE: 01/30/95 TIME: 1800 ****

MODEL# P74
TAG 0796 **RO 10371** SVC ADV: 287 VIN: 2FALP74W7 RX128232

ER82-025 44241

FORD

Koons Ford of Annapolis

FORD

2540 RIVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 841-6550, WASHINGTON 261-6220
DIRECT LINE 266-5067

P & A CODE 00089

[redacted]

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE AND MUST BE MADE WITHIN 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

SERVICE HOURS:
MONDAY THRU FRIDAY
7:30 AM TO 6:00 PM.

CASHIER AND CUSTOMER PICK-UP
7:30 AM TO 7:00 PM
SAT: 9:00 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW

[redacted]

TAG: 0704 C W P NO: C18189-
2FALP74W7RX126232 DK RED/MAR
94 FORD CROWN VIC LX 4DR SDN
EDGEWATER MD [redacted] INVOICED AT: 06/23/95 14:16:54

IF YOU HAVE ANY QUESTIONS - PLEASE SEE KARL R. PENNELL

Koons Ford of Annapolis

ER02-628 44242

[redacted] FORD

Koons Ford of Annapolis

[redacted] FORD

2640 RIVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 841-6560, WASHINGTON 261-8220
DIRECT LINE 266-3067

P A A CODE 00089

[redacted]

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE AND MUST BE MADE WITHIN 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

SERVICE HOURS:
MONDAY THRU FRIDAY
7:30 AM TO 6:00 PM

CASHIER AND CUSTOMER PICK-UP
7:30 AM TO 7:00 PM
SAT. 8:00 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW

[redacted]

TAG: 0704 C W P RO: C10169-[redacted]
2FALP74W7RX126232 DK RED/MAR[redacted]
94 FORD CROWN VIC LX 4DR SDN
EDGEWATER MD [redacted] INVOICED AT: 06/23/95 14:16:5[redacted]
ANNE ARUNDEL LIC: MD 1 STK#:000R0398
DATES: DEGIN: 062195 DONE: 062395 INSVC:022395 SOLD: 022695 PROD: 113072
ADV: 648 DCL 1FA 271418
HOME: [redacted] ODOMETER IN:5079 TX: 1
WORK: [redacted]

LN 94 5K SVC : TECH: 791 $ 23.20
31 COMPLETED SERVICE SANFORD, ROD

VEN PART NUMBER	DESCRIPTION	NOTE	QTY	PRICE @	EXTENDED
FMC FL 820	FILTER		1	8.63	8.63
FMC [illegible]	OIL		5	1.75	8.75
PARTS AMOUNT					17.38
LAB AMOUNT					23.20
SERVICE SPECIAL ADJUST					4.03-
LINE TOTAL	DEPT 0				36.55

PARTS	17.38
SUPPLIES	4.64
LAB-MECHANICAL	23.20
SERVICE SPECIAL ADJUSTMENT	4.03
SUB-TOTAL	41.19
TAX	.90
TOTAL-CHARGES	42.09
CASH DUE	42.09

LAB RATE: $ 64.00
PREFERRED TREATMENT
ATTENTION
WARRANTY MUST BE PRINTED ALSO

EA02-625 44243

[redacted] FORD

Koons Ford of Annapolis

[redacted] FORD

2540 RIVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 841-6000, WASHINGTON 261-8220
DIRECT LINE 266-3087

P & A CODE 00059

[redacted]

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE AND MUST BE MADE WITHIN 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

SERVICE HOURS:
MONDAY THRU FRIDAY
7:30 AM TO 6:00 PM

CASHIER AND CUSTOMER PICK-UP
7:30 AM TO 7:00 PM
SAT. 9:00 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X

[redacted]

TAG: 0704 C W RO: C16189-6
2FALP74W7RX126232 DK RED/MAR
94 FORD CROWN VIC LX 4DR SDN
EDGEWATER MD [redacted] INVOICED AT: 06/23/95 19:03:34

IF YOU HAVE ANY QUESTIONS - PLEASE SEE KARL R. PENNELL

Koons Ford of Annapolis

KM

ER92-828 44244

FORD

Koons Ford of Annapolis

FORD

2540 NIVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 841-6550, WASHINGTON 261-5220
DIRECT LINE 266-3067

P & A CODE 00089

[redacted]

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE AND MUST BE MADE WITHIN 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

SERVICE HOURS:
MONDAY THRU FRIDAY
7:00 AM TO 6:00 PM

CASHIER AND CUSTOMER PICK-UP
7:30 AM TO 7:00 PM
SAT. 8:00 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X _____

[redacted]

TAG: 0704 C W RO: C18169-6
2FALP74W7RX126232 DK RED/MAR
94 FORD CROWN VIC LX 4DR SDN
INVOICED AT: 06/23/95 19:03:34
LIC: MD 1 STK#: 000R0398
INSVC: 022895 SOLD: 022895 PROD: 113093
27H418
ODOMETER IN: 5073 TX: 1

EDGEWATER
ANNE ARUNDEL
MD [redacted]
DATE: BEGIN: 062195 DONE: 062395
ADV: 648 X DCL 18A
HOME: [redacted]
WORK:

LN 94 SKYSVC
01 COMPLETED SERVICE

TECH 791 8 23.20
SANFORD, ROB
OP-SK

VEN	PART NUMBER	DESCRIPTION	NOTE	QTY	PRICE @	EXTENDED
FMC	FL 820	FILTER		1	8.63	8.63
FMC	5W30	OIL		5	1.75	8.75
	PARTS AMOUNT					17.38
	LAB AMOUNT					23.20
	SERVICE SPECIAL ADJ					4.03-
	LINE TOTAL	DEPT 0				36.55

PARTS	17.38
SUPPLIES	4.64
LAB-MECHANICAL	23.20
SERVICE SPECIAL ADJUSTMENT	4.03-
SUB-TOTAL	41.19
TAX	.90
TOTAL-CHARGES	42.09
VISA 004014	42.09

VISA//// MASTERCARD ////

LAB RATE: $64.00
PREFERRED TREATMENT
ATTENTION
WARRANTY MUST BE PRINTED ALSO
KH

PAGE 1 OF 3

ER82-825 44248

FORD

FORD

2540 RIVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 841-6550, WASHINGTON 261-8220
DIRECT LINE 266-3087

P & A CODE 00059

[redacted]

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE AND MUST BE MADE WITHIN 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

SERVICE HOURS:
MONDAY THRU FRIDAY
7:30 AM TO 6:00 PM

CASHIER AND CUSTOMER PICK-UP
7:30 AM TO 7:00 PM
SAT. 9:00 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X _____

[redacted]

TAG: 0704 C W RO: C16169-6
2FALP74W7RX126232 DK RED/MAR
94 FORD CROWN VIC LX 4DR SDN
EDGEWATER MD [redacted] INVOICED AT: 06/23/95 19:03:34

IF YOU HAVE ANY QUESTIONS - PLEASE SEE KARL R. PENNELL

KH

ER02-628 44248

Office of the General Counsel

Ford Motor Company
Parklane Towers West
Suite 400
3 Parklane Boulevard
Dearborn, MI 48126-2568

April 1, 1997

McCheaney & Dale, P. C.
Attorneys At Law
4000 Mitchellville Road, Suite 222
Bowie, MD 20716
ATTENTION: CHARLES F. FULLER

Re: Claimant: [redacted]
D/O/E: 9/21/95
Vehicle: 1994 Crown Victoria

Dear Mr. Fuller:

Following a review of the facts and circumstances surrounding this event, Ford Motor Company finds no evidence of a manufacturing or design defect, therefore, we must deny liability for this claim.

Please be advised that all necessary steps must be taken to ensure that the subject vehicle and all of its component parts are maintained and preserved for trial. Ford Motor Company has the right to inspect the vehicle and remove and test any component part that you claim to be defective, and to be presented with the vehicle and the subject component part(s) at the time of trial, should litigation ensue from this informal claim.

If you propose to repair the vehicle for continued usage, such repairs may not be performed until after Ford Motor Company has inspected the vehicle and removed and tested any component part you claim to be defective or advised you in writing that it does not intend to perform such inspection and/or testing at this time. But even in that event, Ford Motor Company will insist that all components claimed to be defective are maintained and preserved for trial.

Sincerely,

Shawn Norton
Claims Analyst

tle

FORD

Koons Lincoln of Annapolis

FORD

2540 RIVA ROAD, ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-6100, BALTIMORE 641-6550, WASHINGTON 281-8200
DIRECT LINE 268-3087

FORD MOTOR COMPANY
RECEIVED
CLAIMS UNIT
APR 01 1997
OFFICE OF THE
GENERAL COUNSEL
7:30 AM TO 6:00 PM

P & A CODE 00089

[redacted]

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE AND MUST BE MADE WITHIN 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

CASHIER AND CUSTOMER PICK-UP
7:30 AM TO 7:00 PM
SAT. 9:00 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X

000R0398 TAG: 0796 W P RO: W10371-9
2FALP74W7RX126232 DK RED/MAR
'94 FORD CROWN VIC LX 4DR SDN
INVOICED AT: 02/02/95 11:17:52
STK#: 000R0398 1300
DATES: BEGIN: 013095 DONE: 020195 PROD: 113099
ADV: 287 DC: 1FA
ODOMETER IN: 97 TX: 1
95083

LN 51	AMP LIGHT ON BATTERY & ALTERNATOR SHORTED ALTERNATOR - REMOVE AND INSTALL OR REPLACE	TECH 889 LAB HRS VOLTA, CARLO OP-10346A	.7	37.66 FC-X1	
LN 51-1	ALTERNATOR CIRCUITS (USING VOLTAMETER) - TEST	TECH 889 LAB HRS VOLTA, CARLO OP-16200A	.3	16.23 FC-X1	
LN 51-2	REPLACE BATTERY	TECH 889 LAB HRS VOLTA, CARLO OP-10634B	.3	16.23 FC-X1	
LN 51-3	WIRING ASSEMBLY - REPAIR	TECH 889 LAB HRS VOLTA, CARLO OP-14200A	.5	27.06 FC-X1	

VEN	PART NUMBER	DESCRIPTION	NOTE	QTY	PRICE @	EXTENDED
FMC*E9AZ	14526 A	*WIR ASY-F		1	5.61	5.61
FMC*F1VY	10346 B	ALT ASY-		1	152.75	152.75
FMC*F0DZ	10316 A	REGULATOR		1	37.50	37.50
FMC*F1DZ	10947 A	HOLDER &		1	3.78	3.78
FMC BXT	65 650	BATTERY A		1S	83.14	83.14
		PARTS COUNT		5		
	PARTS AMOUNT					362.63
	LAB AMOUNT					97.40
	LINE TOTAL - DEPT D					460.03

MO

E982-825 44248

FORD

Koons Ford of Annapolis

FORD

2640 RIVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 841-6550, WASHINGTON 261-8220
DIRECT LINE 255-3067

P & A CODE 00089

[redacted]

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE AND MUST BE MADE WITHIN 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

SERVICE HOURS:
MONDAY THRU FRIDAY
7:30 AM TO 6:00 PM

CASHIER AND CUSTOMER PICK-UP
7:30 AM TO 7:00 PM
SAT. 8:30 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X _____

000R0398

TAG: 0796 W P RO: W10371-P
2FALP74W7RX126232 DK RED/MA
94 FORD CROWN VIC LX 4DR SDN
INVOICED AT: 02/02/95 11:17:52

PARTS	362.63
LAB-MECHANICAL	97.40
TOTAL-CHARGES	460.03
FAC WARRANTY	460.03

LAB RATE: 62.00

IF YOU HAVE ANY QUESTIONS - PLEASE SEE TROY V. GRESHAM
MG

PAGE 2 OF 2

2/2

Koons Ford of Annapolis

ER02-025 44249

CUSTOMER PAY ☐ WARRANTY ☐

CUSTOMER'S RIGHTS

1. CUSTOMER WANTS REPLACED PARTS IF NOT RE[illegible]LE UNC YES ____ NO ____
2. DO YOU WANT A WRITTEN ESTIMATE SINCE IT EXCEEDS $60.. Y NO ____
3. CUSTOMER AGREES THAT HE MAY BE CHARGED NOT MORE TH/ COST OF THE WRITTEN ESTIMATE WITHOUT HIS CONSENT.
4. CUSTOMER CONSENT FOR ADDITIONAL REPAIRS YES ____

CUSTOMER'S SIGNATURE

REPAIRS CHARGED FOR WERE AUTHORIZED AND PERFORMED. ALL PARTS LISTED ARE USED OR REBUILT. LABOR CHARGES ARE COMPUTED BY FLAT RATE UNLESS CUSTOMER LABOR CHARGES ARE BASED ON THE RATE OF ____ PER HR.

DISPOSAL: DISCARD ☐ RETURN ☐

TERMS: CASH ☐ CREDIT CARD ☐

[illegible]

[illegible] THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS [illegible] OTHERWISE THAT ANY PARTS REMOVED OR REPLACED UNDER THIS CLAIM HAS BEEN SUBMITTED [illegible] EVIDENCE OR PROOF. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR [illegible] YEAR FROM [illegible] SERVICE DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.

DATE

[illegible] EQUIVALENT TO 30% OF LABOR CHARGES IS INCLUDED FOR MATERIALS LIE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, PINS, ASPIRIN/PAYS, FLS, BATTERY CLEANERS, ETC.

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29
CHANGE LUBE	OIL CHANGE	OIL & FILTER	BRAKE CONTROL	SPOT/TRANSMISSION	TUNE UP ANDY	PK PT/BAL BRAKE	INSPECT BRAKES	BALANCE WHEELS	FRONT END ALIGN	SAFETY INSP.	ROTATE TIRES	SOOTH ENGINE	STEAM Insp.	RUN PRINT INVO	TUN REPAIRS	ROT & BAL 4 T	SHO COOL SYS	ADJUST CLUTCH	ELECTRICAL 1	SERVICE A/C	E.S.C. SYS CHK '94	L.O.F. SPECIAL	FORD MAINT.	FORD MAINT.	4 WHEEL ALIGN				

VEHICLES LEFT OVER 48 HRS. SUBJECT TO A STORAGE CHARGE @ 10.00 PER DAY.

PARTS & LABOR WARRANTED 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE.

Tapes, Tachometers, Radar Detectors, Extra Speakers, Tape Players or Radios and Personal Articles MUST be removed before the car is left for service. We are not responsible for these items.

PG 1 OF 1

INSTRUCTIONS ON WORK TO BE DONE

AMP LIGHT ON

Check Batt Replace Battery

Remove Rear Distribution Box

Inspect for Shorts Replace Main

Check fuse at Power Box

Check charging System

Replace Alternator

Test Lights, Wipers

for Shorts

TECH	OPERATION	HRS
OLH	FLG	FAILED PART 10346
RC	NET	CND	AUTH
TECH	OPERATION	HRS
OLH	FLG	FAILED PART
RC	NET	CND	AUTH
TECH	OPERATION	HRS
OLH	FLG	FAILED PART
RC	NET	CND	AUTH
TECH	OPERATION	HRS
OLH	FLG	FAILED PART
RC	NET	CND	AUTH

RO 10371-9 *TAG 0796* LIC:
0000398

SVC ADV: 287 TROY V. GRESHAM
94 **VIN: 2FALP74W7 R126232**

FORD CROWN VIC
LX 4DR SDN
LICENSE: DK RED/MAR CAR
SVC DLR: 209001
STOCK NUMBER: 0000398 INV ACCT: 1300
PROD: 113093
ODOMETER: LAST: 7 CURRENT: 37
AVG PER DAY: PER MONTH:

DIST CODE: IPR

WARNING: POSSIBLE RECHECK 0000007

EXTENDED SVC PLAN: TYPE: NO NUMBER: ESP INFORMATION
IN FORCE: N

01/30/95 16:13:15

PROMISED DATE: 01/30/95 TIME: 1800 ****

MODEL# P74

TAG 0796 * RO 10371 LIC

EA82-B29 44258

FORD

Koons Ford of Annapolis

FORD

2540 RIVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 841-6550, WASHINGTON 261-8220
DIRECT LINE 266-3067

P & A CODE 00069

PROGRAM CODES	[redacted]		
DATE 1			
DATE 2			
DATE 3	ADVISOR NUMBER AND DATE		
	ADVISOR NUMBER AND DATE	SIGNATURE OWNER	
DATE AND MILEAGE AT TIME OF VEHICLE RECEIPT			
DATE		MILEAGE AND TERMINAL	
MO.	DAY	YR.	
DATE AND MILEAGE AT TIME OF VEHICLE RELEASE			
DATE		MILEAGE AND TERMINAL	
MO.	DAY	YR.	

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE AND MUST BE MADE WITHIN 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

SERVICE HOURS:
MONDAY THRU FRIDAY
7:30 AM TO 6:00 PM

CASHIER AND CUSTOMER PICK-UP
7:30 AM TO 7:00 PM
SAT. 8:00 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X _____

[redacted]

TAG: 3909 C RO: C12565-3
2FALP74W7RX126292 DK RED/MAR
94 FORD CROWN VIC LX 4DR SDN
INVOICED AT: 03/11/95 11:54:25
EDGEWATER MD [redacted]
ANNE ARUNDEL LIC: MD STK#: 000R0398 1300
DATES: BEGIN: 030995 DONE: 031095 INSVC: 022895 SOLD: 022895 PROD: 113093
ADV: 946 DC: 1FA ACCT: 031095 27H416
HOME: [redacted] ODOMETER IN: 93 TX: 1

LN INSTALL FORD 400 ALARM SYSTEM : TECH 134 186.00
51 INSTALL FORD 400 ALARM SYSTEM : CHAMBERS, JOHN
OP-INSTALL AUTH-DW

VEN	PART NUMBER	DESCRIPTION	NOTE	QTY	PRICE @	EXTENDED
FMC*F3AZ	19A361 C	KIT ELECT		1	185.38	185.38

PARTS AMOUNT 185.38
LAB AMOUNT 186.00
LINE TOTAL - DEPT D 371.38

LN INSTALL AUTO ARMOR PROT. PKG. : TECH 500 3 484.55
52 INSTALL AUTO ARMOR PROT. PKG. : MISC TECH SVC
OP-INSTALL AUTH-DW

LAB AMOUNT 484.55
LINE TOTAL - DEPT D 484.55

PARTS	185.38
LAB-MECHANICAL	670.55
SUB-TOTAL	855.93
TAX	9.27
TOTAL-CHARGES	865.20
VISA 004014	865.20

VISA//// MASTERCARD ////

LAB RATE: 62.00
PREFERRED TREATMENT
LO

LN3110

PAGE 1 OF 3

ER02-025 44251

CUSTOMER PAY ☐ WARRANTY ☐ INTERNAL ☐ PARTS DISPOSAL: DISCARD ☐ RETURN ☐ TERMS: CASH ☐ CREDIT CARD ☐

CUSTOMER'S RIGHTS

1. CUSTOMER WANTS REPLACED PARTS IF NOT RETURNABLE UNDER WARRANTY. YES ____ NO ____
2. DO YOU WANT A WRITTEN ESTIMATE SINCE IT EXCEEDS $50.. YES ____ NO ____
3. CUSTOMER AGREES THAT HE MAY BE CHARGED NOT MORE THAN 10% OF THE COST OF THE WRITTEN ESTIMATE WITHOUT HIS CONSENT.
4. CUSTOMER CONSENT FOR ADDITIONAL REPAIRS YES ____ NO ____

CUSTOMER SIGNATURE X

WARRANTY SIGNATURE

REPAIRS CHARGED FOR WERE ORDERED AND PERFORMED. ALL PARTS LISTED ARE NEW UNLESS IDENTIFIED AS USED OR REBUILT. LABOR CHARGES ARE COMPUTED BY FLAT RATE UNLESS OTHERWISE SPECIFIED. CUSTOMER LABOR CHARGE ARE BASED ON THE RATE OF ____ PER HOUR.

SHOP MATERIAL: A TOTAL CHARGE EQUIVALENT TO 10% OF LABOR CHARGE IS COLLECTED FOR MATERIALS USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE GLOVE, BOLTS, GASKETS, PAIR, SANDPAPER, SOLVENT, RAGS, TOWELS, BATTERY CLEANERS, ETC.

LINE	OIL CHANGE	OIL & FILTER	EMISSION CONTROL	GND TRANSMISSION	TUNE UP (Inclr)	PK (FT WHL Brkg)	INSPECT BRAKES	BALANCE WHEELS	FRONT END ALIGN	SAFETY INSP.	ROTATE TIRES	ADJUST ENGINE	STATE INSP.	RUN FRONT BRKS	RUN REAR BRKS	RPT & BALA TIRES	SVC COOLANT	ADJUST CLUTCH	INSPECT CLUTCH	SERVICE A/C	C.E.A. SYS CHECK	L.D.F. SPECIAL	FORD MAINT.	4 WHEEL ALIGN					
01	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29

VEHICLES LEFT OVER 48 HRS. SUBJECT TO A STORAGE CHARGE @ $10.00 PER DAY.

PARTS & LABOR WARRANTED 1,000 MILES OR ONE YEAR FROM DATE WORK(S) PERFORMED.

ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE.

Tapes, Tachometers, Fuel Filters, Oil Filters, Tape Players or Radios and Personal Articles MUST be removed before the car is put in service. We are not responsible for these items.

01 PAY TYPE: C CC: 0
INSTALL FORD 400 ALARM SYSTEM

[redacted]

TECH	OPERATION	HRS
134		3.0

OLH	FLG	FAILED PART

02 PAY TYPE: C CC: 0
INSTALL AUTO ARMOR PROT. PKG.

RC	NET	CND	AUTH

TECH	OPERATION	HRS

OLH	FLG	FAILED PART

RC	NET	CND	AUTH

TECH	OPERATION	HRS

OLH	FLG	FAILED PART

RC	NET	CND	AUTH

TECH	OPERATION	HRS

OLH	FLG	FAILED PART

*RO 12565**-3 *TAG 3909* LIC: MD SVC ADV: 946 DAVID W. WHEELER

[redacted] MR 94 VIN: 2FALP74W7 RX126232**
FORD CROWN VIC
LX 4DR SDN
EDGEWATER LICENSE: MD DK RED/MAR CAR
HO [redacted] MFG CODE: 27H41B SVC DLR: 209001 SLM: 912
STOCK NUMBER: 000R0398 INV ACCT: 1300
IN-SVC: 022895 SOLD: 022895 PROD: 113093
ODOMETER: LAST: 37 CURRENT: 93
AVG PER DAY: PER MONTH:

HOME: [redacted]

DIST CODE: 1FA

PREFERRED CUSTOMER 9
WARNING: POSSIBLE RECHECK 02/02/95

EXTENDED SVC PLAN: TYPE: EXTRA NUMBER: NA DEDUCTIBLE: 50.00
IN FORCE: Y MONTHS: 48 MILEAGE: 75000 EXPIRES: 022899
03/09/95 18:02:40

255 NOTE: PREFERRED TREATMENT

****PROMISED DATE: 03/10/95 TIME: 1700 ****

MODEL# P74
TAG 3909 **RO 12565** SVC ADV: 946 VIN: 2FALP74W7 RX126232

E982-025 44252

FORD

Koons Ford of Annapolis

ISUZU

2540 RIVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 841-8550, WASHINGTON 261-8220
DIRECT LINE 268-3067

P & A CODE 00089

[redacted]

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE, AND MUST BE MADE WITHIN 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

SERVICE HOURS:
MONDAY THRU FRIDAY
7:30 AM TO 6:00 PM

CASHIER AND CUSTOMER PICK-UP
7:30 AM TO 7:00 PM
SAT. 8:00 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X _____

000R0398 TAG: 9637 I P RO: 194907-9
2FALP74W7RX126232 DK RED/MAR
94 FORD CROWN VIC LX 4DR SDN
INVOICED AT: 12/10/93 10:10:07
DATES: BEGIN: 120893 DONE: 121093 PROD: 113093
ADV: 765 DC: 1FA STK#: 000R0398 5020

ODOMETER IN: 4 TX: 1

LN	PDI	: TECH 749 LAB HRS 1.7	68.85
PA	PDI	: SELBY, JOSEPH	
	PDI	: OP-PDI	
			0
	LAB AMOUNT		68.85
	LINE TOTAL - DEPT DC		68.85
		LAB-MECHANICAL	68.85
		TOTAL CHARGES	68.85
		INTERNAL	68.85

LAB RATE: 54.00
INTERNAL

MB PAGE 1 OF 1

EA02-025 44253

CUSTOMER PAY ☐ WARRANTY ☐ INTERNAL ☐ PARTS DISPOSAL: RETURN ☐ CHECK ☐ CREDIT CARD ☐

CUSTOMER'S RIGHT

1. CUSTOMER WANTS REPLACED PARTS IF NOT RE[illegible]ABLE UNDER WARRANTY, YES _____ NO _____
2. DO YOU WANT A WRITTEN ESTIMATE SINCE IT EXCEEDS $50., YES _____ NO _____
3. CUSTOMER AGREES THAT HE MAY BE CHARGED NOT MORE THAN 10% OF THE COST OF THE WRITTEN ESTIMATE WITHOUT HIS CONSENT.
4. CUSTOMER CONSENT FOR ADDITIONAL REPAIRS YES _____ NO _____

CUSTOMER'S SIGNATURE _____

CUSTOMER SIGNATURE X _____

REPAIRS CHARGED FOR WERE NEEDED AND PERFORMED. ALL PARTS LISTED ARE NEW UNLESS DESIGNED USED OR REBUILT. LABOR CHARGES ARE COMPUTED BY FLAT RATE UNLESS OTHERWISE SPECIFIED. CUSTOMER LABOR CHARGES ARE BASED ON THE RATE OF _____ PER HOUR.

SHOP MATERIAL: A TOKEN CHARGE EQUIVALENT TO 10% OF LABOR CHARGE IS INCLUDED FOR MATERIALS USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, RING, AEROSPRAYS, SOLVENT, RAGS, TOWELS, BATTERY CLEANERS, ETC.

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29
CHASSIS LUBE	OIL CHANGE	OIL & FILTER	EMISSION CONTROL	INFO TRANSMISSION	TUNE UP MINOR	INSPECT WHL BRGS	INSPECT BRAKES	BALANCE WHEELS	FRONT END ALIGN	SAFETY INSP.	ROTATE TIRES	RECIPE CHANGE	STATE INSP.	MIN PART SERV	MAJ REAR BRKS	NOT E.M.A. 4 TIRES	ENG COOL SYS	ADJUST CLUTCH	ELECTRICAL SYS	SERVICE A/C	M.S.O. SYS CHECK	LOUV. SPECIAL	FORD MAINT.	4 WHEEL ALIGN				

VEHICLES LEFT OVER 48 HRS. SUBJECT TO A STORAGE CHARGE @ 10.00 PER DAY.

PARTS & LABOR WARRANTED 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE.

Tapes, Tachometers, Radar Detectors, Extra Speakers, Tape Players or Radios and Personal Articles MUST be removed before car is left for service. We are not responsible for these items.

PO 1 OF 1

INSTRUCT CUS ON WORK TO BE DONE

	TECH 749	OPERATION		HRS 1.7
CAUSE	OLH	FLG	FAILED PART	
CORRECTION	RC	NET	CND	AUTH
02 COMPLAINT	TECH	OPERATION		HRS
CAUSE	OLH	FLG	FAILED PART	
CORRECTION	RC	NET	CND	AUTH
03 COMPLAINT	TECH	OPERATION		HRS
CAUSE	OLH	FLG	FAILED PART	
CORRECTION	RC	NET	CND	AUTH
04 COMPLAINT	TECH	OPERATION		HRS
CAUSE	OLH	FLG	FAILED PART	
CORRECTION	RC	NET	CND	AUTH

RO 849071-9 *TAO 9637* LIC: SVC ADV: 765 BROOK SHOULTS

000R0399 94 **VIN: 2FALP74W7 RX126232**

FORD CROWN VIC
LX 4DR SDN
LICENSE: DK RED/MAR CAR
SVC DLR: 209001
STOCK NUMBER: 000R0399 INV ACCT: 5020
PROD: 113093
CURRENT: 4

DIST CODE: IFA

12/08/93 14:49:46

255 NOTE: INTERNAL

****PROMISED DATE: 12/08/93 TIME: 1600 ****

MODEL# P74
TAO 9637 **RO 84907** SVC ADV: 765 VIN: 2FALP74W7 RX126232

ER02-025 44254

FORD

Koons Ford of Annapolis

ISUZU

2540 RIVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 841-8550, WASHINGTON 261-8220
DIRECT LINE 264-3067

P & A CODE 00089

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE AND MUST BE MADE WITHIN 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

SERVICE HOURS:
MONDAY THRU FRIDAY
7:30 AM TO 6:00 PM

CASHIER AND CUSTOMER PICK-UP
7:30 AM TO 7:00 PM
SAT. 9:00 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X

000R0398 TAG: 0912 W P RO: W90454-1
2FALP74W7RX126232 DK RED/MAR
94 FORD CROWN VIC LX 4DR SDN
INVOICED AT: 03/21/94 12:05:13
DATES: BEGIN: 031594 DONE: 032194 PROD: 113099
ADV: 306 DC: 1FA STK#: 000R0398 1300

ODOMETER IN:7 TX: 1

94080

LN					
51	SPEEDOMETER IN DASH DOES NOT READ: OVER 20 MPH	TECH 552 LAB HRS	1.1		57.78
		MONK, ANTHONY			
	LOOSE CONN.	OP-10848A			FC-33
	DIAG.,REPL.HEAD ASSY.	FP-10849			
					A85
PART#FMC F3VY	10849 AR	*CLUSTER	QTY 1	111.12	111.12
		PARTS COUNT	1		
	PARTS AMOUNT				155.57
	LAB AMOUNT				57.78
	LINE TOTAL - DEPT D				213.35

PARTS	155.57
LAB-MECHANICAL	57.78
TOTAL-CHARGES	213.35
FAC WARRANTY	213.35

LAB RATE: 62.00

MV PAGE 1 OF 1

1B

H 3128

EA02-825 44285

CUSTOMER PAY ☐ WARRANTY ☐ INTERNAL ☐

PARTS DISPOSAL: DISCARD ☐ RETURN ☐

TERMS: CASH ☐ CREDIT CARD ☐

CUSTOMER'S RIGHTS

1. CUSTOMER WANTS REPLACED PARTS IF NOT RETURNABLE UNDER WARRANTY. YES ____ NO ____
2. DO YOU WANT A WRITTEN ESTIMATE SINCE IT EXCEEDS $25. YES ____ NO ____
3. CUSTOMER AGREES THAT HE MAY BE CHARGED NOT MORE THAN 10% OF THE COST OF THE WRITTEN ESTIMATE WITHOUT HIS CONSENT.
4. CUSTOMER CONSENT FOR ADDITIONAL REPAIRS YES ____ NO ____

CUSTOMERS SIGNATURE

CUSTOMER SIGNATURE X

DATE

CHANGE TIRE	OIL CHANGE	OIL & FILTER	DRIVERS CONTROL	FRC TRANSMISSION	TUNE UP MINOR	PK FT VAL SPRGS	REPORT BRAKES	BALANCE WHEELS	FRONT END ALIGN	SAFETY INSP.	ROTATE TIRES	SCOPE ENGINE	STATE INSP.	FLR PNNT BRKG	FLR PNNT BRKG 2	POT & SOL + TRNS	SRC COOLERS	ADJUST CLUTCH	ELECTRICAL SYS	REMOVE AIR	B.E.C. EVT CHECK	LOX, SPRING	FORD MAINT.	4 WHEEL ALIGN				
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29

WHEN ALL PARTS ARE NEEDED AND PERFORMED, ALL PARTS LISTED ARE NEW UNLESS OTHERWISE IDENTIFIED. LABOR IS INVISIBLE. LABOR CHARGES ARE COMPUTED BY FLAT RATE UNLESS OTHERWISE SPECIFIED. CUSTOMER LABOR CHARGES ARE BASED ON THE RATE OF ____ PER HOUR.

SHOP MATERIAL: A FLAT CHARGE EQUIVALENT TO 10% OF LABOR CHARGE IS COLLECTED FOR MATERIALS USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, PINS, ADHESIVES, SEALANT, RAGS, TOWELS, BATTERY CLEANERS, ETC.

VEHICLES LEFT OVER 48 HRS. SUBJECT TO A STORAGE CHARGE @ 10.00 PER DAY.

WITH A LABOR WARRANTIES 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE.

Tires, Tachometers, Radar Detectors, Eyes Openers, Tape Players or Radios and Personal Articles MUST be removed before the car is left for service. We are not responsible for these items.

INSTRUCTIONS ON WORK TO BE DONE

PG 1 OF 1

CC: ARS

SPEEDOMETER IN DASH DOES NOT READ

DOWN FOR MPH

Diag Speedometer. Replace Head Assy

Loose Internal Connection

10878A-1,1

TECH	OPERATION	HRS
552	10049	1.2
OLH	FLG	FAILED PART
RC	NET	CND	AUTH
TECH	OPERATION	HRS
OLH	FLG	FAILED PART
RC	NET	CND	AUTH
TECH	OPERATION	HRS
OLH	FLG	FAILED PART
RC	NET	CND	AUTH
TECH	OPERATION	HRS
OLH	FLG	FAILED PART
RC	NET	CND	AUTH

RO 90454-1 *TAG 0912* LIC: 000R0398

SVC ADV: 306 LAURIE HICKEY

94 **VIN: 2FALP74W7 RX126232**

FORD CROWN VIC

LX 4DR SDN

C002C

308 883LH

LICENSE: 552 DK RED/MAR CAR

SVC DLR: 1209001

9215/70R15

STOCK NUMBER: 000R0398 INV ACCT: 1300

PROD: 113093

Diag. Speedometer, Repl. Head assy.

CURRENT: 7

AVG PER DAY: PER MONTH:

DIST CODE: IFA

03/15/94 11:17:45

****PROMISED DATE: 03/15/94 TIME: 1600 ****

MODEL# P74

EA02-825 44256

FORD

Koons Ford of Annapolis

FORD

2540 RIVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 841-6550, WASHINGTON 261-8220
DIRECT LINE 269-3037

P & A CODE 00089

[redacted]

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE AND MUST BE MADE WITHIN 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

SERVICE HOURS:
MONDAY THRU FRIDAY
7:30 AM TO 6:00 PM

CASHIER AND CUSTOMER PICK-UP
7:30 AM TO 7:00 PM
SAT. 8:00 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW

[redacted]

TAG: 0704 C W P RO: W10102-6
2FALI74W7RX126232 DK RED/MAR
94 FORD CROWN VIC LX 4DR CDN
EDGEWATER MD [redacted] INVOICED AT: 06/23/95 14:17:53
ANNE ARUNDEL LIC: MD 1 STK#:000R0390
DATES: BEGIN: 062195 DONE: 062395 INSVC: 022095 SOLD: 022895 PROD: 113093
ADV: 640 TO: IFA 27H410
HOME: [redacted] ODOMETER IN: 5079 TX: 1
WORK:

95174

LN	TURN SIGNALS AND A/C INOP SEE CUS: TECH 791 LAB HRS .2 11.19
52	T NOTE SANFORD, ROB
	FUSE MISSING 14526A TC 59
	FUSE - REPLACE CHECK OPERATION OF
	AC & SIGNALS COULD NOT VERIFY

VEN PART NUMBER	DESCRIPTION	NOTE	QTY	PRICE @	EXTENDED
FMC*D922 14526 D	FUSE		2	.27	.54
	PARTS COUNT		2		

PARTS AMOUNT	.76
LAB AMOUNT	11.19
LINE TOTAL - DEPT D	11.95

PARTS	.76
LAB-MECHANICAL	11.19
TOTAL CHARGES	11.95
FAC WARRANTY	11.95

LAB RATE: 64.00
PREFERRED TREATMENT
ATTENTION-
CUST-PAY MUST BE PRINTED ALSO

KMM 6/23

IF YOU HAVE ANY QUESTIONS - PLEASE SEE KARL R. PENNELL
MO PAGE 1 OF 1

EA82-625 44257

CUSTOMER PAY ☐ WARRANTY ☐ INTERNAL ☐ PARTS DISPO: DISCARD ☐ RETURN ☐ TERMS: CASH ☐ CREDIT CARD ☐

CUSTOMER'S RIGHTS
1. CUSTOMER WANTS REPLACED PARTS IF NOT RETURNABLE UNDER WARRANTY.. YES ____ NO ____
2. DO YOU WANT A WRITTEN ESTIMATE SINCE IT EXCEEDS $50.. YES ____ NO ____
3. CUSTOMER AGREES THAT HE MAY BE CHARGED NOT MORE THAN 10% OF THE COST OF THE WRITTEN ESTIMATE WITHOUT HIS CONSENT.
4. CUSTOMER CONSENT FOR ADDITIONAL REPAIRS YES ____ NO ____

CUSTOMER'S SIGNATURE

10 [illegible] 6/26/95

REPAIRS CHARGED FOR WERE ORDERED AND PERFORMED. ALL PARTS LISTED ARE NEW UNLESS IDENTIFIED USED OR REBUILT. LABOR CHARGES ARE COMPUTED BY FLAT RATE UNLESS OTHERWISE SPECIFIED. CUSTOMER LABOR CHARGES ARE BASED ON THE RATE OF ____ PER HOUR.

SHOP MATERIAL, A TOKEN CHARGE EQUIVALENT TO 10% OF LABOR CHARGE IS INCLUDED FOR MATERIALS USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, PINS, AEROSPRAYS, SOLVENT, RAGS, TOWELS, BATTERY CLEANERS, ETC.

CHARGE LINE	OIL CHANGE	OIL & FILTER	EMISSION CONTROL	SMC TRANSMISSION	TUNE UP MINOR	PK LIFT WHL BEARING	INSPECT BRAKES	BALANCE WHEELS	FRONT END ALIGN	SAFETY INSP.	ROTATE TIRES	SCOPE ENGINE	STATE INSP.	RUN FRNT BRKS	RUN REAR BRKS	NOT & BAL 4 TIRES	6YO COOL SYS	ADJUST CLUTCH	ELECTRICAL SYS	SERVICE A/C	E.E.C. SYS CHECK	L.O.R. SPECIAL	ROAD HAULT.	4 WHEEL ALIGN					
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	

VEHICLES LEFT OVER 48 HRS. SUBJECT TO A STORAGE CHARGE OF $10.00 PER DAY.

PARTS & LABOR WARRANTED 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE.

Tires, Tachometers, Brake Calipers, Exhaust Systems, Tap Plates or Hoses and Personal Articles MUST be removed before car is left for service. We do not insure these items.

INSTRUCTIONS ON WORK TO BE DONE

PG 1 OF 1

	TECH	OPERATION	HRS
COMPLAINT: TYPE: M CC: 499 94 5K SVC	791		
CAUSE: perform 5K	OLH	FLG	FAILED PART
CORRECTION:	RC	NET	CND / AUTH
COMPLAINT: TYPE: W CC: COS TURN SIGNALS AND A/C INOP SEE COS	791		
CAUSE: Install 15 amp fuse in position #10	OLH	FLG	FAILED PART
CORRECTION: road test, check operation of a/c	RC	NET	CND / AUTH
COMPLAINT: system + turn signals, could not verify	TECH	OPERATION	HRS
CAUSE: any problem at this time, run	OLH	FLG	FAILED PART
CORRECTION: service message, none found at	RC	NET	CND / AUTH
COMPLAINT: this time	TECH	OPERATION	HRS
CAUSE:	OLH	FLG	FAILED PART
CORRECTION:	RC	NET	CND / AUTH

RO 18189W-S *TAG 0704* CICY MD 1 SVC ADV: 548 KARL R. PENNELL

[redacted] MR 94 **VIN: 2FALP74W7 RX126232**
FORD CROWN VIC
LX 4DR SDN
LICENSE: MD 1 DK RED/MAR CAR
MFG CODE: 27H418 SVC DLR: 209001 SLM: 912
STOCK NUMBER: 000R0398
IN-SVC: 022895 SOLD: 022895 PROD: 113093
ODOMETER: LAST: 93 CURRENT: 5073
AVG PER DAY: 4 PER MONTH: 120

EDGEWATER
MD [redacted]

HOME: [redacted]
WORK:

PREFERRED CUSTOMER 113 **QCP** QUALITY CHECK REQ. Vann 1.B3 DIST CODE: 1FA

EXTENDED SVC PLAN: TYPE: EXTRA COMBERLING DEDUCTIBLE: 50.00
IN FORCE: Y MONTHS: 48 MILEAGE: 75000 EXPIRES: 022899
06/21/95 16:35:35

255 NOTE: PREFERRED TREATMENT

****PROMISED DATE: 06/21/95 TIME: 1600 ****

MODEL# P74

ER82-025 44258

FORD

Koons Ford of Annapolis

FORD

2540 RIVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 841-9550, WASHINGTON 261-8220
DIRECT LINE 268-3087

P & A CODE 00088

[redacted]

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE AND MUST BE MADE WITHIN 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

SERVICE HOURS:
MONDAY THRU FRIDAY
7:30 AM TO 6:00 PM

CASHIER AND CUSTOMER PICK-UP
7:30 AM TO 7:00 PM
SAT. 8:00 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X

[redacted]

TAG: 0704 C W P RO: C16169
2FALP74W7RX126232 DK RED/MAR
94 FORD CROWN VIC LX 4DR SDN
EDGEWATER MD [redacted] INVOICED AT: 06/23/95 14:16:54
ANNE ARUNDEL LIC: MD 1 STK#: 000R0398
DATES: BEGIN: 062195 DONE: 062395 INSVC: 022695 SOLD: 022695 PROD: 113078
ADV: 648 DC: 1FA 271418
HOME: [redacted] ODOMETER IN: 5073 TX: 1
WORK:

LN 24 5K SVC : TECH 791 S 23.20
31 COMPLETED SERVICE SANFORD, ROD

VEN	PART NUMBER	DESCRIPTION	NOTE	QTY	PRICE @	EXTENDED
FMC	FL 820	FILTER AS		1	8.63	8.63
FMC	5W30	OIL		5	1.75	8.75
	PARTS AMOUNT					17.38
	LAB AMOUNT					23.20
	SERVICE SPECIAL ADJUST					4.03-
	LINE TOTAL - DEPT D					36.55

PARTS	17.38
SUPPLIES	4.64
LAB-MECHANICAL	23.20
SERVICE SPECIAL ADJUSTMENT	4.03-
SUB-TOTAL	41.19
TAX	.90
TOTAL-CHARGES	42.09
CASH DUE	42.09

LAB RATE: 64.00
PREFERRED TREATMENT
ATTENTION-
WARRANTY MUST BE PRINTED ALSO

MG PAGE 1 OF 3

EA02-025 44250

FORD

FORD

2540 RIVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 841-6550, WASHINGTON 261-8220
DIRECT LINE 266-3087

P & A CODE 00089

[redacted]

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE AND MUST BE MADE WITHIN 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

SERVICE HOURS:
MONDAY THRU FRIDAY
7:30 AM TO 6:00 PM

CASHIER AND CUSTOMER PICK-UP
7:30 AM TO 7:00 PM
SAT. 8:00 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X

[redacted]

TAG: 0704 C W RO: C18189-6
2FALP74W7RX126232 DK RED/MAR
94 FORD CROWN VIC LX 4DR SDN
EDGEWATER MD [redacted] INVOICED AT: 06/23/95 19:03:34

IF YOU HAVE ANY QUESTIONS - PLEASE SEE KARL R. PENNELL

HM

ER02-025 44280

FORD

FORD

[redacted]

[redacted]

TAG: 0704 C W RO# C[illegible]
2FALP74W7BX126232 IK [illegible]
94 FORD CROWN VIC LX 4DR SDN
[redacted] ND [redacted] INVOICED AT: 06/23/95 [illegible]
LICE: ND 1 STK# [illegible]
[redacted] BEGIN: 062395 DONE: 062395 INEX: 022895 SOLD: 022895 RECD: [illegible]
[redacted] ODOMETER IN: 55073

0015K SVC		TEC: 791			$ 29.[illegible]
COMPUTERIZED SERVICE			SANFORD, ROB		
PART NUMBER	DESCRIPTION		QTY	PRICE	EXTENDED
820	FILTER		1	8.63	8.63
5W30	OIL		5	1.75	8.75
PARTS AMOUNT					[illegible]
LAB AMOUNT					[illegible]
SERVICE SPECIAL ADJ					[illegible]
LINE TOTAL - DEPT D					[illegible]

PARTS	[illegible]
SUBLETS	[illegible]
LAB-MECHANICAL	[illegible]
SERVICE SPECIAL ADJUSTMENT	[illegible]
SUB-TOTAL	41.[illegible]
TAX	[illegible]
TOTAL CHARGES	[illegible]
004014	[illegible]

[illegible] MASTERCARD

[illegible] 64.00
[illegible] TREATMENT
[illegible]
[illegible] MUST BE PRINTED [illegible]

PAGE 1 OF 2

5082-825 44281

FORD

Koons Ford of Annapolis

FORD

2540 RIVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 841-6550, WASHINGTON 261-6220
DIRECT LINE 268-3087

P & A CODE 00089

[redacted]

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE AND MUST BE MADE WITHIN 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

SERVICE HOURS:
MONDAY THRU FRIDAY
7:30 AM TO 6:00 PM

CASHIER AND CUSTOMER PICK-UP
7:30 AM TO 7:00 PM
SAT: 9:00 AM TO 1:00 PM.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW

[redacted]

TAG: 0704 C W P RO: C18189-3
2FALP74W7RX126232 DK RED/MAR
94 FORD CROWN VIC LX 4DR SDN
EDGEWATER MD [redacted] INVOICED AT: 06/23/95 14:16:54

IF YOU HAVE ANY QUESTIONS - PLEASE SEE KARL R. PENNELL

Koons Ford of Annapolis

MO

ER02-025 44282

[redacted] FORD

Jones Ford

[redacted] FORD

[redacted]

[redacted]

[redacted]

MD [redacted]

[redacted]

PART NUMBER	DESCRIPTION	NOTE	QTY	PRICE	EXTENSION
820	[illegible]		1	8.63	[illegible]
[illegible]	[illegible]		5	3.31	[illegible]
PARTS AMOUNT					[illegible]
SUB AMOUNT					[illegible]
SERVICE SPECIAL					[illegible]
LINE TOTAL					[illegible]

SPECIAL ADJUSTMENT

004014

DEPOSIT 44.00

QUESTIONS - PLEASE SEE [illegible] DEPSHAM

PAGE 1 OF 2

E982-025 44283

FORD

FORD

2540 BOWA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE [illegible] WASHINGTON 261-6220
DIRECT LINE 269-3097

[redacted]

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE AND MUST BE MADE WITHIN 30 DAYS OR ONE YEAR FROM DATE WORK WAS PERFORMED.

SERVICE HOURS
MONDAY THRU FRIDAY
7:30 AM TO 5:00 PM

CASH AND CUSTOMER PICK UP
[illegible]

ACKNOWLEDGE RECEIPT OF REPAIRS AND LABOR LISTED BELOW X

[redacted]

TAG: 0427 C P RO: [illegible]
2BAKPZAN7PX126232 DL: [illegible]
94 FORD CROWN VIC - EX 4DR SDN
MD [redacted] INVOICED AT: 09/06/95
ANNE ARUNDEL LIC: MD 1 STKN: [illegible]
DATES: BEGIN: 090695 DONE: 090695 INSVC: 022695 SOLD: 022695 PROD: [illegible]
ADVISOR: 287 DC: 1RA
RO: [illegible]
[redacted] ODOMETER IN: 9870 TOT: [illegible]

[illegible]	QUICK SERVICE	TECH 707	S	11.00
[illegible]	COMPLETED SERVICE		REED, DERICH L.	
[illegible]	PART NUMBER	DESCRIPTION	QTY	PRICE/A EXTENDED
[illegible]	820	[illegible]	1	6.63
[illegible]	3M30 RSP	[illegible]	5	3.91
	PARTS AMOUNT			[illegible]
	LAB AMOUNT			[illegible]
	SERVICE SPECIAL ADJUST			[illegible]
	LINE TOTAL - DEPT D			[illegible]

PARTS	[illegible]
SUPPLIES	[illegible]
LAB-MECHANICAL	[illegible]
SERVICE SPECIAL ADJUSTMENT	[illegible]
SUB-TOTAL	[illegible]
TAX	[illegible]
TOTAL CHARGES	[illegible]
CASH DUE	[illegible]

[illegible] PAID: 64.00

IF YOU HAVE ANY QUESTIONS - PLEASE SEE [illegible] J. GREENAN

PAGE 1 OF 2

[illegible]

CUSTOMER PAY ☐ WARRANTY ☐ INTERNAL ☐ PARTS DISPOSAL SCRAP ☐ RETURN ☐ TERMS: CASH ☐ CREDIT CARD ☐

CUSTOMER'S RIGHTS

1. CUSTOMER WANTS REPLACED PARTS IF NOT RETURNABLE UNDER WARRANTY. YES _____ NO _____
2. DO YOU WANT A WRITTEN ESTIMATE SINCE IT EXCEEDS $50. YES _____ NO _____
3. CUSTOMER AGREES THAT HE MAY BE CHARGED NOT MORE THAN 10% OF THE COST OF THE WRITTEN ESTIMATE WITHOUT HIS CONSENT.
4. CUSTOMER CONSENT FOR ADDITIONAL REPAIRS YES _____ NO _____

CUSTOMER SIGNATURE

CUSTOMER SIGNATURE X

ON BEHALF OF REPAIRING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREIN IS ACCURATE. UNLESS OTHERWISE NOTED, SERVICE PERFORMED WAS PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REMOVED OR REPLACED UNDER THIS CLAIM WAS CONTRARY IN ANY WAY WITH ANY AGREEMENT, INCLUDING BY LEASE, RENTAL, SUPPORTING THIS CLAIM WAS AVAILABLE FOR 18 YEARS FROM THE DATE OF INCIDENT. INFORMATION AT THE REQUEST BUYER FOR INSPECTION BY REPRESENTATIVES OF FORD.

DEALER NUMBER, NUMBER OF AUTHORIZED PERSON DATE

PERSONAL CHARGES FOR SUBSTANDARD REPAIRS AND PERFORMANCE. ALL PARTS LISTED HEREIN ARE NEW UNLESS OTHERWISE NOTED. IN ADDITION TO REPAIRS, LABOR CHARGES ARE COMPUTED BY FLAT RATE UNLESS OTHERWISE SPECIFIED. ADDITIONAL LABOR CHARGES ARE BASED ON THE RATE OF _____ PER HOUR.

NON MATERIAL A FLOOR CHARGE EQUIVALENT TO 10% OF LABOR CHARGE IS PERMITTED FOR MATERIALS USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, PINS, AEROSPRAYS, SOLVENT, RAGS, TOOLS, BATTERY CLEANERS, ETC.

Oil Change	Oil Change	Oil & Filter	Brake Control	Auto Transmission	Tune Up Basic	Front Wheel Drive	Impact Driver	Balance Wheels	Front End Align	Safety Insp.	Rotate Tires	Scope Engine	Drive Insp.	Rear Wheel Drive	Rear Wheel Drive	Rear Wheel Drive	Rear Wheel Drive	Rear Wheel Drive	Rear Wheel Drive	Rear Wheel Drive	Rear Wheel Drive	Rear Wheel Drive	Rear Wheel Drive	Rear Wheel Drive	Rear Wheel Drive	Rear Wheel Drive	Rear Wheel Drive	Rear Wheel Drive	Rear Wheel Drive
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	

VEHICLES LEFT OVER 48 HRS. SUBJECT TO A STORAGE CHARGE @ 10.00 PER DAY.

PARTS & LABOR WARRANTED 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE.

Tapes, Tachometer, Radar Detectors, Eject Systems, Tape Players or Radios and Personal Articles MUST be removed before the car is left for service. We are not responsible for these items.

INSTRUCTIONS ON WORK TO BE DONE

PG 1 OF 1

10K SERVICE

TECH	OPERATION	HRS
707		0.2

OLH	FLG	FAILED PART

RC	NET	CND	AUTH

TECH	OPERATION	HRS

OLH	FLG	FAILED PART

RC	NET	CND	AUTH

TECH	OPERATION	HRS

OLH	FLG	FAILED PART

RC	NET	CND	AUTH

TECH	OPERATION	HRS

OLH	FLG	FAILED PART

RC	NET	CND	AUTH

RO 22386-1 *TAG 0427* LIC: MD [redacted] SVC ADV: 287 TROY V. GRESHAM

[redacted]

MR 94 **VIN: 2FALP74W7 RX126232*

FORD CROWN VIC

LX 4DR SDN

EDGEWATER LICENSE: MD 1 DK RED/MAR CAR

MD 21037 MFG CODE: 27H418 SVC DLR: 209001 SLM: 912

STOCK NUMBER: 000R0398

IN-SVC: 022895 SOLD: 022895 PROD: 113093

ODOMETER: LAST: 5079 CURRENT: 9870

AVG PER DAY: 44 PER MONTH: 1320

RESV

HOME: [redacted]

WORK: [redacted]

DIST CODE: 1FA

WARNING: POSSIBLE RECHECK 06/23/95

EXTENDED SVC PLAN: TYPE: EXTRA NUMBER: NA DEDUCTIBLE: 50.00

IN FORCE: Y MONTHS: 49 MILEAGE: 75000 EXPIRES: 022899

09/06/95 07:48:29

TIME: 1400 ****

EA02-025 44288

Michelle
95-7760

McChesney & Dale, P.C.

Attorneys At Law
Suite 222
4000 Mitchellville Road
Bowie, MD 20716

WILLIAM F. DALE DC, MD
CHARLES F. FULLER DC, MD
ROBERT W. McCHESNEY, JR. DC, MD
DAVID A. CONNOLLY, JR. DC, NY

JAMES S. POWELL DC, VA (of counsel)
AGNES BOWERSOX Paralegal

(301) 805-6060
Fax (301) 805-6069

1225 Connecticut Ave. N.W.
Suite 300
Washington, D.C. 20036

2 Wisconsin Circle, Suite 640
Chevy Chase, MD 20815

5661 Columbia Pike, Suite 100
Falls Church, VA 22041
(703) 998-0732

July 30, 1996

Mr. Harold E. Keyes
Senior Claims Analyst
Office of General Counsel
Ford Motor Company
Parklane Towers West, Suite 300
3 Parklane Blvd.
Dearborn, Michigan 48126-2568

RE: [redacted]

Dear Mr. Keyes:

This is a corrected copy of the letter sent to you dated July 25, 1996, signed by Charles F. Fuller. We apologize for any confusion this may have caused. "Please be advised that this firm has been retained to represent [redacted] in his claim for damages arising out of the September 21, 1995 fire involving his 1994 Ford Crown Victoria, VIN 2FLAP74WRX126232. [redacted] as well as Koons Ford of Annapolis, Inc., have previously provided you with notice of this incident and [redacted] intention to make a claim against Ford."

Please forward all future correspondence Charles F. Fuller at the above referenced address.

I thank you for your consideration.

Very truly yours,

Agnes Bowersox

Agnes Bowersox
Paralegal

cc: Mr. William R. Simpson
cfof:aow:mitchellbrys.ltr

Rec'd 8-5

ER02-828 44266

DEALER 27H 418 VIN 2FALP74W7RX126232

		SUGGESTED RETAIL PRICE		AMOUNT	
	1994 (WN VIC LX 4-DOOR	20	3 00	19094	00
EG	ELECTRIC RED C/C METALLIC				
5H	MOCHA CLOTH				
	PREFERRED EQUIPMENT PKG.114A	4370	00	3911	00
12H	.FRONT CARPETED FLOOR MATS				
12G	.REAR CARPETED FLOOR MATS				
47J	.ILLUMINATED ENTRY SYSTEM				
524	.LEATHER-WRAP STEERING WHEEL				
94S	.LIGHT/DECOR GROUP				
68A	.GROUP 1:				
	.REAR WINDOW DEFROSTER				
	.POWER LOCK GROUP				
	.SPEED CONTROL				
65C	.GROUP 2:				
	.POWER RADIO ANTENNA				
67A	.GROUP 3:				
	.CORNERING LAMPS				
	.CAST ALUMINUM WHEELS				
65D	.GROUP 4:				
	.DUAL 6-WAY POWER SEATS				
	.REMOTE KEYLESS ENTRY				
	.REAR AIR SUSPENSION				
	.ELECTRONIC GROUP				
	.HIGH-LEVEL AUDIO SYSTEM				
	.ANTI-LOCK BRAKES/TRACTION CTL				
	.AUTO DIM ELECTRONIC MIRROR				
99W	.4.6L DHC SEFI V8 ENGINE	NC		NC	
44P	.ELECTRONIC AUTO O/D TRANS	NC		NC	
T37	.P215/70RX15 BSW TIRES	NC		NC	
15S	FRONT LICENSE PLATE BRACKET		NC	NC	
	TOTAL VEHICLE & OPTIONS	25085	00	23007	00
	DESTINATION & DELIVERY	575	00	575	00
	TOTAL BEFORE DISCOUNTS	25660	00	23582	00
	**SPECIAL ADDED DISCOUNTS*	935	00-	851	00-
	SPECIAL-VALUE DISCOUNT	1140	00-	1034	00-
	TOTAL SAVINGS	2075	00-	1885	00-
	TOTAL FOR VEHICLE	23585	00		
	10 U.S. GAL GAS FACTORY			14	50
	PRICED DORA				50
	BATCH-ID S170000018 D TA AA				
	SCHEDULE-B LEVEL 00000				
	PRICE LEVEL 410130P74	VIN: 2FALP74W7RX126232			
	SHIPPING WEIGHT 3639 LBS.				

THIS INVOICE MAY NOT REFLECT THE FINAL COST OF THE VEHICLE IN VIEW OF THE POSSIBILITY OF FUTURE REBATES, ALLOWANCES, DISCOUNTS AND INCENTIVE AWARDS FROM FORD MOTOR COMPANY TO THE DEALER.
* THIS PORTION OF THE VEHICLE PRICE WILL BE PROVIDED TO THE APPROPRIATE FOAF (LMCA) TO SUPPORT REGIONAL/DEALER ADVERTISING.

REGIONAL MARKETING ADVERTISING *	INVOICE TOTAL	DEAL HOLDBACK FOR DEALER ACCOUNT	DEAL OFFICE FINANCING COST FOR DEALER ACCOUNT	DEAL INVOICE LESS HOLDBACK & FIN. COST	A PLAN
270.00	21,982.00	690.00	180.00	21,112.00	21,074.00

690.00 69.00 2026.00 .50 621.00 18916.00

SOLD TO
KOONS FORD OF ANNAPOLIS INC 27H418
2540 RIVA ROAD
ANNAPOLIS MD 21401

FURTHER TERMS ON REVERSE SIDE

YR.	TR	DISTR
2		MD

PLT RLSE DTE 11/30/93 CM03

SHIP TO (IF OTHER THAN ABOVE) 27418

DATE INV. PREPARED			ITEM NUMBER	TRU	WHSE
11	23	93	27-1216	5H	12

SHIP THROUGH

INVOICE & UNIT IDENTIFICATION NO.	FINAL ASSEMBLY PORT	FINANCE COMPANY AND/OR BANK
2FALP74W7RX126232	ST. THOMAS	FORD MOTOR CREDIT 000001

THIS INVOICE TO BE USED FOR THE BILLING OF VEHICLES ONLY DEALER COPY

FINANCE - 300 - 4DRFA (9/89)

ER92-825 44289

ALL MERCHANDISE DESCRIBED BY THIS INVOICE IS ACCEPTED FOR TRANSPORTATION BY THE CARRIER AND IS IMMEDIATELY SUBJECT TO THE TERMS OF THE BILL OF LADING, CUSTOMARILY USED BY THE PARTIES FOR SIMILAR SHIPMENTS.

AS PROVIDED IN THE DEALER SALES AGREEMENT WITH FORD MOTOR COMPANY, CHECK, DRAFT, OR OTHER COMMERCIAL PAPER PRESENTED FOR MERCHANDISE COVERED BY THIS INVOICE DOES NOT CONSTITUTE PAYMENT UNTIL CASH IS RECEIVED IN FULL PAYMENT THEREOF, BUT TITLE SHALL PASS TO THE DEALER, SUBJECT TO THE FINANCING RESTRICTION ON OTHER PARTY CONTRACTED BY "FINANCE COMPANY AND/OR BANK" ON THE FACE HEREOF AND IN ANY EVENT A SECURITY INTEREST SHALL PASS TO SUCH INSTITUTION OR PARTY UPON DELIVERY OF THE MERCHANDISE TO THE CARRIER OR TO THE DEALER, WHICHEVER FIRST OCCURS.

PRICE ADJUSTMENT NOTICE

APPLICABLE ONLY WHEN SO NOTED ON THE FACE OF THE INVOICE

The selling price (retail basis and for quantity of Distributor and Dealers) charge the subject to adjustment [illegible] by Ford Motor Company (Seller).

Any such adjustment shall be made between the buyer (dealer) and seller, such adjustment being based upon [illegible] the buyer and any such increase in price of property covered by this invoice [illegible] Anything herein to the contrary notwithstanding title to said property shall pass to purchaser [illegible] "INVOICE PRICE" as set forth on the invoice covering the price then being charged, including the amount of any adjustment made under this provision.

000006

2FALP74W7XX126232

2FALP74W7 X126232

Ford

Quality is Job 1.

STANDARD EQUIPMENT INCLUDED AT NO EXTRA CHARGE

EXTERIOR
- ALL SEASON BSW STEEL BELTED RADIAL TIRES
- DELUXE WHEEL COVERS
- CLEARCOAT PAINT
- GREEN TX TRIM/TINT GLASS
- INTERMITTENT WINDSHIELD WIPERS
- DUAL REMOTE POWER MIRRORS

INTERIOR
- CLOTH RECLINING SPLIT BENCH SEATS W/ARMRESTS
- TILT STR WHL/COF GAUGES
- AM/FM STEREO RADIO
- AUTO ON/OFF HEADLAMPS
- AUTO PARKING BRAKE RELEASE
- AIR CONDITIONING-CFC FREE
- POWER WINDOWS
- REMOTE FUEL DOOR RELEASE
- DRIVER FOOTREST
- CARGO NET/SPARE TIRE COVER

FUNCTIONAL
- 4.6L SOHC V8 ENGINE
- ELECTRONIC 4-SPD AUTOMATIC OVERDRIVE TRANSMISSION
- SLA FR/4-BAR LINK REAR COIL SPRING SUSPENSION
- SPEED SENSITIVE VARIABLE ASSIST POWER STEERING
- NITROGEN GAS-PRESSURIZED FR/RR SHOCK ABSORBERS

SAFETY
- DUAL CRVB/PASS AIR BAGS
- FR/RR 3-PT SAFETY BELTS / SHOULDER MANIKINS WITH COMFORT ADJUSTMENT
- CATALYZER-OF REAR DOOR LOCKS
- POWER 4-WHEEL DISC BRAKES

WARRANTY
- 36/36 BUMPER TO BUMPER
- ROADSIDE ASSISTANCE

PRICE INFORMATION

	Manufacturer's Suggested Retail Price
STANDARD VEHICLE PRICE	$20715.00
OPTIONAL EQUIPMENT	
PREFERRED EQUIPMENT PKG.1144	4379.00
.FRONT CARPETED FLOOR MATS	
.REAR CARPETED FLOOR MATS	
.ILLUMINATED ENTRY SYSTEM	
.LEATHER-WRAP STEERING WHEEL	
.LIGHT/DECOR GROUP	
.REAR WINDOW DEFROSTER	
.POWER LOCK GROUP	
.SPEED CONTROL	
.POWER RADIO ANTENNA	
.CORNERING LAMPS	
.CAST ALUMINUM WHEELS	
.DUAL 6-WAY POWER SEATS	
.REMOTE KEYLESS ENTRY	
.REAR AIR SUSPENSION	
.ELECTRONIC GROUP	
.HIGH-LEVEL AUDIO SYSTEM	
.ANTI-LOCK BRAKES/TRACTION CTL	
.AUTO DIM ELECTRONIC MIRROR	
FRONT LICENSE PLATE BRACKET	NO CHARGE
TOTAL VEHICLE & OPTIONS	25094.00
DESTINATION & DELIVERY	575.00
TOTAL BEFORE DISCOUNTS	25669.00
OPTION PACKAGE SAVINGS COMPARED WITH BUYING THESE OPTIONS SEPARATELY	- 935.00
SPECIAL-VALUE DISCOUNT	- 1140.00
TOTAL SAVINGS	- 2075.00

2FALP74W7XX126232

[redacted]

SOLD TO
KENNS FORD OF ANNAPOLIS INC
2548 RIVA ROAD
ANNAPOLIS MD 21401

SHIP TO

SHIP THROUGH

ITEM#: 27-1216

2FALP74W7XX126232 | 27H 418 | ST. THOMAS | COMMUT | CANC | 2170 D T6 AA 418 000006

DM02-025 44271

McChesney & Dale, P.C.

Attorneys At Law
Suite 222
4000 Mitchellville Road
Bowie, MD 20716

WILLIAM P. DALE DC, MD
CHARLES F. FULLER DC, MD
ROBERT W. McCHESNEY, JR. DC, MD
DAVID A. CONNOLLY, JR. DC, NY

JAMES S. POWELL DC, VA (of counsel)
AGNES BOWERSOX Paralegal

(301) 805-6060
Fax (301) 805-6088

1225 Connecticut Ave., N.W.
Suite 300
Washington, D.C. 20036

2 Wisconsin Circle, Suite 640
Chevy Chase, MD 20815

5661 Columbia Pike, Suite 100
Falls Church, VA 22041
(703) 998-0732

July 25, 1996

Mr. Harold E. Keyes
Senior Claims Analysist
Office of General Counsel
Parklane Towers West, Suite 300
3 Parklane Blvd.
Dearborn, Michigan 48126-2568

RE: [redacted]

Dear Mr. Keyes:

Please be advised that this firm has been retained to represent [redacted] in his claim for damages arising out of the September 21, 1995 fire involving his 1994 Ford LTD. [redacted] as well as Koons Ford of Annapolis, Inc., have previously provided you with notice of this incident and [redacted] intention to make a claim against Ford.

Please forward all future correspondence to me at the above referenced address.

I thank you for your consideration.

Very truly yours,

McChesney & Dale, P.C.

By: Charles F. Fuller
Charles F. Fuller

CFF\mh
cc: Mr. William Simpson
c:\attorney\keys.ltr

Rec'd 7/29/96

ER02-025 44272

PRODUCTION VERSION 2.7

GENERATED BY:
MICHELLE HATHAWAY

PHONE: 337-1365

JOB: DGDB3531

JOBDATE: 08/01/96

TIME: 15:58:42

VEHICLE HISTORY (BE-II) TYPE

* MODEL YEAR = 96
* CUT-OFF DATE = 12/01/96
* REPORT TITLE = [redacted]
* VEHICLE TYPE = CARS

* REPORT CLAIM TYPE = ALL CLAIMS

* REPORT SORT SEQUENCE = PLANT CODE \ SERIAL NO

* PAGE ON PRIMARY SORT?=

* PARETO MIN VALUE =

* PLANT/SERIAL NUMBERS = X126232

01AUG96
PAGE 2.01

1994 SE-II PARTS BY CONCERN CODE (OLD CONDITION CODE) SUMMARY (12JUL96 C/O)
DATA ORDERED BY DESCENDING PART NO. FREQUENCY
[redacted] MICHELLE HATHAWAY

PART NO	CC	COUNT
10346		1
10849	35	1
14526		1

01AUG96
PAGE 3.01

1994 SE-II PARTS BY CUSTOMER CONCERN CODE SUMMARY (12JUL96 C/O)
DATA ORDERED BY DESCENDING PART NO. FREQUENCY
[redacted] MICHELLE HATHAWAY

PART NO	CCC	COUNT
10346	C29	1
10849	A85	1
14326	C05	1

01AUG96
PAGE 4.01

1994 SE-11 PARTS BY CONDITION CODE SUMMARY (12JUL96 C/O)
DATA ORDERED BY DESCENDING PART NO. FREQUENCY
[redacted] MICHELLE HATHAWAY

PART NO	CD	COUNT
10346	X1	1
10849	33	1
14526	59	1

01AUG96
PAGE 5.01

1994 SE-II PART/CONCERN CODE DESCRIPTION SUMMARY (12JUL96 C/O)
DATA ORDERED BY DESCENDING REPAIR COUNT
[redacted] MICHELLE HATHAWAY

NUMBER	PART DESCRIPTION	COUNT	CC-DESCRIPTION	COUNT	CD-DESCRIPTION	COUNT	CCC-DESCRIPTION	COUNT
10346	ALTERNATOR LESS PUL	1	MISSING CODE	2	X1-SHORTED ELEC WR	1	A83-DOES NOT OPER	1
10849	CLUSTER ASY-INST PN	1	33-LOOSE	1	33-LOOSE FIT	1	C05-AC NOT WORKING	1
16526	FUSE-ELECTRICAL CIR	1			39-MISS/INCOR FAST	1	C29-WARNING IND ON	1

DR02-0125 44278

01AUG96 CLAIMS LISTING FOR 1994 MODEL SIMPSON WILLIAM 12AUL96 C/O REQUESTED BY:
PAGE 1 SORTED BY PLNTCODE SERIALNO MILESSZ DATA SOURCE: PAMS SE-11 X53400

NOTE: IF TIS VALUE HAS (*) THEN CLAIM NOT USED IN TIS MATRIX

<---------- VEHICLE INFORMATION ---------->						<---------- REPAIR INFORMATION ---------->												
SERIAL NUMBER	CAB LNE	B/G CCI	ETS MAN	PLT	PROD DATE	WARR DATE	DELL DEALR	CLAIM NUMBER	MICRO NUMBR	C S	UCC	PART NUMBER	CC	CCC	CD	REPR DATE	T IS	TACT CODE	MILES	MATL. COST	TOTL COST	LBR HRS	REPR DEALR	ST
126232	FRD	4LL	UPN	STN	30NOV93	28FEB95	00089	090454	UPR19491		7K11	10849	33	A05	33	15MA094	0	1	7	155.57	224	1.3	00089	MD
** COMMENTS-CLAIM #1					CCOM-SPEEDOMETER IN DASH DOES NOT READ OVER 28 MPH																			
					TECH-LOOSE CONN. DIAG.,REPL.HEAD ASSY.																			
126232	FRD	4LL	UPN	STN	30NOV93	28FEB95	00089	010371	5BCL4DUD		7B02	10546		C29	X1	30JAN95	0	883	37	282.78	480	1.8	00089	MD
** COMMENTS-CLAIM #2					CCOM-AMP LIGHT ON>																			
					TECH-BATTERY & ALTERNATOR SHORTED ALTERNATOR - REMOVE AND INSTALL OR REPLACE>																			
126232	FRD	4LL	UPN	STN	30NOV93	28FEB95	00089	018189	EFBU05FD		7322	14526		C05	59	21JUN95	4	2	5073	0.54	12	0.2	00089	MD
** COMMENTS-CLAIM #3					CCOM-TURN SIGNALS AND A-C INOP SEE CUST NOTE>																			
					TECH-FUSE MISSING FUSE - REPLACE-CHECK OPERATION OFAC & SIGNALS COULD NOT VERIFY>																			

.....+ THIS LISTING CONTAINED 3 TOTAL CLAIMS .....

CSCN140 VEHICLE DATA 96/08/01 11:19:35
==>

ENTER VIN ==> 2FALP74W7RX126232
NAME ==> [redacted] ZIP ==> [redacted] MODEL YR ==>
OWNER NAME :
STREET ADDR : [redacted]
:
CITY : EDGEWATER N/A DATE: 95-12-04
ST/PRV: MD CTRY: ZIP/POSTAL CODE: [redacted] N/A SOURCE: M
MODEL YEAR : 94 PLANT: X SALE DATE: 95-02-28
BODY STYLE DESC: 4 DOOR SEDAN LX PRODUCTION DATE: 93-11-30
VEHICLE DESC : 1994 CROWN VICTORIA

	DIVISION	DISTRICT	ZONE	DEALER	PDC CODE	FCSD REGION
SHIP-TO						
FACING	1	27	C	418		
RESPONSIBLE	1	27	C	418		

CA EMISSION : ENGINE TAG CODE : EG806AA CAMPAIGN COUNTS
NAVIS STATUS : 800 COMPANY CAR IND : TOTAL CAMPAIGNS : 01
DSO DISTRICT : FLEET CODE : OPEN : 00 CLOSED : 01
DSO NUMBER : FLEET STATUS : ACTIVE: 01 HISTORY: 00

F1=INQUIRY F3=EXIT F4=G160 F5=G150 F8=CONTINUE SEARCH F9=G130
OGDB353

```
CSCN130                    NOTIFICATION RECIPIENT HISTORY              96/08/01 11:19:47
==>

ENTER CAMPAIGN NBR ==> 94B58     VIN ==> 2FALP74W7RX126232
  DEFECT        : OWNER GUIDE    BODY STYLE DESC: 4 DOOR SEDAN LX
  RESP DEALER   : 127418                    BEGINNING MAILED DATE: 94-12-23
  RELEASE DESC  : NEW ISSUE TOTAL           ENDING MAILED DATE   : 94-12-23
  CAMPAIGN DIV  : 6                FLEET CODE:          FLEET MGMT LOC CODE:
  LAST NAME     :                                                INITIALS:
  STREET ADDR1  :
         ADDR2  :                                                ST/PRV:
  CITY          :                                          CTRY:
  ZIP/POSTAL CODE:                     N-A SOURCE: N      N-A EFF DATE: 00-00-00
*******************************************************************************
  RESP DEALER   :                           BEGINNING MAILED DATE:
  RELEASE DESC  :                           ENDING MAILED DATE   :
  CAMPAIGN DIV  :                  FLEET CODE:          FLEET MGMT LOC CODE:
  LAST NAME     :                                                INITIALS:
  STREET ADDR1  :
         ADDR2  :                                                ST/PRV:
  CITY          :                                          CTRY:
  ZIP/POSTAL CODE:                     N-A SOURCE:        N-A EFF DATE:
F1=INQUIRY  F3=EXIT  F4=QUIT  F5=G150  F7=FIRST PAGE  F8=NEXT PAGE  F9=G140
I048-LAST PAGE                                                        OGDB353
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CSCM150                    CAMPAIGN VEHICLE INFORMATION                    96/08/01 11:19:57
==> _________ ______________ ____________________________ ________

ENTER CAMPAIGN NUMBER==> 94B58    VIN==> 2FALP74W7RX126232  TYPE OF SEARCH: A
MODEL YEAR: 94 DEFECT: OWNER GUIDE  BODY STYLE: 4 DOOR SEDAN LX
   NEW STATUS CODE: _                                   CAMP DIV      : 6
   REPAIR INFORMATION:      TYPE CODE: _                SUPP CODE     :
     REPAIR DATE: _________ DEALER P/A: ______          KIT CODE      : AA
     MICRO REF: ________ CLAIM NUM: _______             OASIS DATE    :
   DELETE REASON: ___                                   VENDOR N/A INFORMATION:
   RESP DEALER INFORMATION:     NEW: _ __ ___             IND:   MATCH CODE:
     CURRENT: 1 27 418 ASSIGNED: 95-12-05 SOURCE: PX     EXTRACT DATE: 94-11-21
****** STATUS INFORMATION: ******* *********** REPAIR INFORMATION: ************
CODE DESCRIPTION            DATE    TYPE  DATE     P/A    CLAIM#  MICRO#   CL SRC
  F  FORCED COMPLETION    96-03-04  B  96-03-04  AUTOC                     OL
  M  RELEASED FOR MAILING 94-11-29
  H  AWAITING MAILING     94-11-09


DELETE REASON:
F1=INQUIRY  F2=G140  F3=EXIT  F5=G130  F7=FIRST  F8=NEXT  F9=MORE STATUS
F10=ADD STATUS  F11=REVISE
I037-NO MORE DATA TO DISPLAY                                                OGDB353
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CSCN150                 CAMPAIGN VEHICLE INFORMATION                 96/08/01 11:20:09
==> _________ ______________________________________________________ ________

ENTER CAMPAIGN NUMBER==> 94B58     VIN==> 2FALP74W7RX126232  TYPE OF SEARCH: A
MODEL YEAR:     DEFECT:                 BODY STYLE:
   NEW STATUS CODE: _                                        CAMP DIV      :
   REPAIR INFORMATION:      TYPE CODE: _                     SUPP CODE     :
     REPAIR DATE: _______ DEALER P/A: _____                  KIT CODE      :
     MICRO REF: _______ CLAIM NUM: _______                   OASIS DATE    :
   DELETE REASON: ___                                        VENDOR N/A INFORMATION:
   RESP DEALER INFORMATION:     NEW: _ __ ___                 IND:    MATCH CODE:
     CURRENT:           ASSIGNED:           SOURCE:          EXTRACT DATE:
****** STATUS INFORMATION: ******* *********** REPAIR INFORMATION; ************
CODE DESCRIPTION            DATE   TYPE  DATE    P/A    CLAIM#  MICRO#   CL SRC


DELETE REASON:
F1=INQUIRY  F2=G140  F3=EXIT  F5=G130  F7=FIRST  F8=NEXT  F9=MORE STATUS
F10=ADD STATUS  F11=REVISE
E807-END OF CAMPAIGNS FOR VEHICLE - CURRENT AND HISTORY DATABASES      OGDB353
```

2540 Riva Road, Annapolis, Maryland 21401 (local) 224-2100 (Wash.) 261-8220 (Balto.) 841-6558

January 19, 1996

Ford Motor Company
Parklane Towers West
Suite 300
Three Parklane Blvd.
Dearborn, MI 48126-2568

Attention: Ms. Nancy Carpenter

Re: [redacted]

Dear Ms. Carpenter,

I write with reference to [redacted] claim for the total loss of his 1994 Ford Crown Victoria. Having sold [redacted] five new Fords and being in Rotary with him for over ten years, I feel he is a very good customer and friend.

The form you furnished [redacted] will not fit this situation. Let me explain. The vehicle was driven to work with no problems evident. It was parked in a parking garage, locked and [redacted] went to his office. About forty five minutes later, the fire department was in [redacted] office, requesting he come to the parking garage because his car had burned to the ground. When he arrived, sure enough, the car was completely burned. The hood melted over the engine. All the interior is gutted. The tires burned off the wheels. Only the right and left quarter panels and deck lid remained. The gas tank never exploded.

Based on the extent of the damage, it is not possible to visually determine the cause of the fire. It will take a forensic expert to determine the cause of the fire and its source. Therefore, it is very doubtful [redacted] can furnish you with the defective part for your inspection.

[redacted] has filed a claim with his insurance company and they have settled with him. It is not my business to know the details or any conversations they may have had. I only know there is a large difference between what he received and the cost of the new Ford. [redacted] does not wish to retain an attorney to reach a settlement, but would prefer to work directly with you, should it be Ford's problem.

Also, there was a Volvo parked beside [redacted] vehicle that was destroyed. I have no information on its condition or whereabouts.

I know from past experience you will need [redacted] to furnish you with as much information as possible. I will ask him to please cooperate with you. I thank you in advance for whatever attention and guidance you can give [redacted]. [redacted] to aid in a speedy conclusion.

Sincerely,

KOONS FORD OF ANNAPOLIS, INC.

Ronald L. Hendrick
General Manager

RLH:kj

cc: [redacted]

Nancy
313-390-2107
Fax 95-7760

[redacted]
EDGEWATER
ANNE ARUNDEL
MD [redacted] UNITED STATES
HOME PH: [redacted] BUS PH: [redacted]
STOCK NUMBER: 000R0398 LAST SERV MILEAGE: 009870 MFG CODE: 27H418
2FALP74W7RX126232 MD 1 SOLD DATE:02/28/95 MILE:000053 LAST-SERV:09/06
94 FORD CROWN VIC LX 4DR SDN DK RED/MAR IN-SERV DATE:02/28
SRVC # CUS: 935 WAR: 684 POL:

	NUMBER	TYPE	DATE	DEDUCT	MON	MILES	ACTIVE
EXT SVC PLAN1:	NA	EXTRA	02/28/99	5000	048	075000	Y

RO C22386 09/06/95 9870 287 PTS= 27.50 POL= .00 TOT= 28.05 INV=090
LN31 TECH1-707 .20 OPR-CODE 10K
10K SERVICE
COMPLETED SERVICE

RO W18189 06/21/95 5073 648 PTS= .76 POL= .00 TOT= 11.95 INV=062
PREFERRED TREATMENT

MORE
LN52 TECH1-791 .20 OPR-CODE 14526A
FC 59 FP D9ZZ14526D
TURN SIGNALS AND A/C INOP SEE CUS
T NOTE
FUSE MISSING
FUSE - REPLACE-CHECK OPERATION OF
AC & SIGNALS COULD NOT VERIFY

RO C18189 06/21/95 5073 648 PTS= 22.02 POL= .00 TOT= 42.09 INV=0623
PREFERRED TREATMENT
LN31 TECH1-791 .40 OPR-CODE 5K
94 5K SVC
COMPLETED SERVICE

RO C12565 03/09/95 93 946 PTS= 195.38 POL= .00 TOT= 845.20 INV=0310
PREFERRED TREATMENT
LN51 TECH1-194 3.00 OPR-CODE INSTALL
AUTH DW
INSTALL FORD 400 ALARM SYSTEM
INSTALL FORD 400 ALARM SYSTEM

MORE
LN52 TECH1-500 OPR-CODE INSTALL
AUTH DW
INSTALL AUTO ARMOR PROT. PKG.
INSTALL AUTO ARMOR PROT. PKG.

FC X1 FP F1VY10246I
AMP LIGHT ON
BATTERY & ALTERNATOR SHORTED
ALTERNATOR - REMOVE AND INSTALL O
R REPLACE
LN51-1 TECH1-889 .30 OPR-CODE 10200A
FC X1 FP F1VY10346B
ALTERNATOR CIRCUITS (USING VOLTME
TER) - TEST
LN51-2 TECH1-889 .30 OPR-CODE 10654B
FC X1 FP F1VY10346B
REPLACE BATTERY

MORE
LN51-3 TECH1-889 .50 OPR-CODE 14200A
FC X1 FP F1VY10346B
WIRING ASSEMBLY - REPAIR

RO W90454 03/15/94 7 906 PTS= 155.87 POL= .00 TOT= 213.35 INV=0328
LN51 TECH1-552 1.10 OPR-CODE 10849A
FC 33 FP 10849
SPEEDOMETER IN DASH DOES NOT READ
OVER 20 MPH
LOOSE CONN.
DIAG..REPL.HEAD ASSY.

RO I84907 12/08/93 4 745 PTS= .00 POL= .00 TOT= 68.85 INV=121(
INTERNAL
LN51 TECH1-749 1.70 OPR-CODE PDI
PDI
PDI
PDI

MORE
NO CAMPAIGNS REQUIRED

END OF DATA

CSOR0016 **MORS II Legal Contact** 01/19/1996 13:18:21

WASHINGTON 27 Zn/Tr: C1 m/A: CONTACT NBR: 106315..6 Opened: 12/04/1995
VIN: 2FALP74W7RX126232 Closed: 12/04/1995
Last Name: [redacted] Status: CLOSED
Title: First Name: [redacted] MI: [redacted]
Address:
City: EDGEWATER ST/PV: MD Zip/PC: [redacted] CC: USA
Home Phone: [redacted] Business Phone: [redacted] Ext:
Year: 94 Model: CROWN VICTORIA
Mileage/Km: 1 WSD: 02/28/1995

Dealer Name: KOONS FORD OF ANNAPOLI Sales Code: 127418 P&A: 00089
Causal Code: 02 Symptoms: 704100
Serv Sales: 1 (1 or 2) Origin: GO Trans Region: Trans Date:
Veh Repl:
Case Type: 4A FIRES - FUEL FED Means Code: B LGL INVEST-WTY-ATTY LETTE
Atty Name: Atty Memo:
Claimed Amt: Award Amt:
CANADA ONLY:
Court Code: Award Code:

F1=HELP F3=EXIT F4=COMMENT F5=ADD F6=UPD F9=CLOSE F12=CANC
I051 REQUESTED CONTACT DISPLAYED OGDB330

CSOR0010 MO' II Contact Comments 12/04/1995 10:27:28

Last Name: [redacted] VIN: 2FALP74W7RX126232
Home Phone: [redacted] Bus.Phone: [redacted] Ext:
Dealer: KOONS FORD OF ANNAPOLI Region: 27

CONTACT NBR: 106315696 Date: 12/04/1995 Analyst Code: 1635KP
File Type: LEGAL Time: 10:25:19 Analyst Name: PLAYWIN
Comm Type: F FAX Micro: Letter Code:

Comments: More?: Y
PER DEALER FAX DATED 11-30-95.
FAX INDICATES THE VEHICLE WAS PARKED IN A PARKING GARAGE. THE VEHICLE CAUGHT ON FIRE AND BURNED TO THE GROUND PLUS BURNED THE VEHICLE NEXT TO IT. THERE IS DAMAGE TO THE PARKING GARAGE (AMOUNT UNKNOWN AT THIS TIME). THE CUSTOMER IS REQUESTING A REPLACEMENT VEHICLE.

PER CONVERSATION WITH OGC, IT WILL BE HANDLED BY THEM.
SENT TO OGC FOR HANDLING.

F1=HELP F3=EXIT F5=ADD F7=PREV F8=NEXT F11=CANC L/TR F12=BASIC INFO
E196 FIRST COMMENTS FOR CONTACT LPORB35

EA02-025 44298

CSOR0010 MO' II Contact Comments 12/04/1995 10:27:35

Last Name: [redacted] VIN: 2FALP74W7RX126232
Home Phone: [redacted] Bus.Phone: [redacted] Ext:
Dealer: KOONS FORD OF ANNAPOLI Region: 27

CONTACT NBR: 106315696 Date: 12/04/1995 Analyst Code: 1635KP
File Type: LEGAL Time: 10:27:16 Analyst Name: PLAYWIN
Comm Type: F FAX Micro: Letter Code:

Comments: More?: N
THIS IS THE CLOSING COMMENT
SENT TO OGC FOR HANDLING.

F1=HELP F3=EXIT F5=ADD F7=PREV F8=NEXT F11=CANC LTR F12=BASIC INFO
I002 REQUESTED INFORMATION DISPLAYED LPORB35

EA02-625 44298

DEALER REQUEST FOR LEGAL/OFFICE of the GENERAL CONSUMER CONTACT
(Fax to 313-446-9471, ATTN: Kathy Flaywin)

Requesting Dealer KOONS FORD of ANNAPOLIS DEA 00089 Phone 410-266-3087

Contact Person DAVE SPARROW Fax No. 410-224-4086

New Used Date of Purchase 2-28-95 Yr/Model 1994 CROWN VICTORIA

VIN 2FALP74W7RX126232

Customer Name [redacted]

Address [redacted]

EDGEWATER MARYLAND [redacted]

Home Phone [redacted] Business Phone [redacted]

Incident Involves: Accident ____ Fire ✓ Warranty ____ Alleged Sudden Acc ____

If customer is alleging product defect, what type — CAUSE OF FIRE

Any Property damage (other than vehicle)? yes no Type BURNED ANOTHER VEHICLE

Any Personal injury? yes no Was medical attention sought? yes no

Was a police report filed? yes no (If yes, where?) FIRE DEPARTMENT REPORT FILED

Name and phone of owner's insurance company (agents name) GEICO (NO AGENT NAME) 1-800-841-3000

Has the insurance co. been contacted? yes no

If vehicle is a conversion unit, name of body builder NA

Accident details (date, where, how, etc.) NOV. 28, 1995 IN PARKING GARAGE IN ALEXANDRIA, VIRGINIA. ADJACENT TO 1801 N. BEAUREGARD ST. VEHICLE BURNED TO GROUND PLUS BURNED ANOTHER VEHICLE. DAMAGE TO PARKING GARAGE UNKNOWN AT THIS TIME.

What is the customer requesting? A REPLACEMENT VEHICLE.

POLICY # 64-03-17 Sent Sullivan 703-684-4095 703-597-1509

DAMAGE CLAIM # 00601-4085-01-01081

IF NEEDED, PROVIDE ADDITIONAL COMMENTS ON A SEPARATE SHEET OF PAPER

For confirmation use only: Case tracking # 1063156916

_____ Case has been opened and will be handled by Consumer Affairs.
_____ Case has been assigned to EAA for investigation.
_____ Case has been forwarded to the Office of the General Counsel for handling.

VEHICLE CURRENTLY AT A STORAGE LOT AT 5300 EISENHOWER AVE. ALEXANDRIA, VIRGINIA

CSQR0016 MORS II Legal Contact 03/24/1997 08:16:02

WASHINGTON 27 Zn/Tr: CI M/A: CONTACT NBR: 106315696 Opened: 12/04/1995
VIN: 2FALP74W7RX126232 *SCORE* 000 Closed: 12/04/1995
Last Name: [redacted] Status: CLOSED
Title: [redacted] First Name: [redacted] MI: [redacted]
Address:
City: EDGEWATER ST/PV: MD Zip/PC: [redacted] CC: USA
Home Phone: [redacted] Business Phone: [redacted] Ext:
Year: 94 Model: CROWN VICTORIA
Mileage/Km: 1 WSD: 02/28/1995

Dealer Name: KOONS FORD OF ANNAPOLI Sales Code: 127418 P&A: 00089
Causal Code: 02 Symptoms: 704100
Serv Sales: 1 (1 or 2) Origin: GO Trans Date:
Veh Repl:
Case Type: 4A FIRES - ELECTRICAL Means Code: B LGL INVEST-WTY-ATTY LETTE
Atty Name: Atty Memo:
Claimed Amt: Award Amt:
CANADA ONLY:
Court Code: Award Code:

F1=HELP F3=EXIT F4=COMMENT F5=ADD F6=UPD F9=CLOSE F12=CANC
I053 REQUESTED CONTACT DISPLAYED OGDB140

CSOR0010 ' 'S II Contact Comments 03/24/1997 08:16:19

Last Name: [redacted] VIN: 2FALP74W7RX126232
Home Phone: [redacted] Bus.Phone: [redacted] Ext:
Dealer: KOONS FORD OF ANNAPOLI Dist/Reg: 27

CONTACT NBR: 106315696 Date: 12/04/1995 Analyst Code: 1635KP
File Type: LEGAL Time: 10:25:19 Analyst Name: PLAYWIN
Comm Type: F FAX Micro: Letter Code:

Comments: More?: Y
PER DEALER FAX DATED 11-30-95.
FAX INDICATES THE VEHICLE WAS PARKED IN A PARKING GARAGE. THE VEHICLE CAUGHT ON FIRE AND BURNED TO THE GROUND PLUS BURNED THE VEHICLE NEXT TO IT. THERE IS DAMAGE TO THE PARKING GARAGE (AMOUNT UNKNOWN AT THIS TIME). THE CUSTOMER IS REQUESTING A REPLACEMENT VEHICLE.
.
PER CONVERSATION WITH OGC, IT WILL BE HANDLED BY THEM.
SENT TO OGC FOR HANDLING.

F1=HELP F3=EXIT F5=ADD F7=PREV F8=NEXT F11=CANC LTR F12=BASIC INFO
E196 FIRST COMMENTS FOR CONTACT OGDB140

CSOR0010 CS II Contact Comments 03/24/1997 08:16:24

Last Name: [redacted] VIN: 2FALP74W7RX126232
Home Phone: [redacted] Bus.Phone: [redacted] Ext:
Dealer: KOONS FORD OF ANNAPOLI Dist/Reg: 27

CONTACT NBR: 106315696 Date: 12/04/1995 Analyst Code: 1635KP
File Type: LEGAL Time: 10:27:16 Analyst Name: PLAYWIN
Comm Type: F FAX Micro: Letter Code:

Comments: More?: N
THIS IS THE CLOSING COMMENT
SENT TO OGC FOR HANDLING.

F1=HELP F3=EXIT F5=ADD F7=PREV F8=NEXT F11=CANC LTR F12=BASIC INFO
I002 REQUESTED INFORMATION DISPLAYED OGDB140

EA92-825 44303

IN THE CIRCUIT COURT FOR
ANNE ARUNDEL COUNTY

[redacted] Edgewater, MD [redacted] v. FORD MOTOR COMPANY Parklane Towers West Suite 400 Three Parklane Boulevard Dearborn, MI 48126 Serve on: Corporation Trust Incorporated 32 South Street Baltimore, MD 21202 and KOONS FORD OF ANNAPOLIS, INC. 2540 Riva Road Annapolis, MD 21401 Serve on: Ronald L. Hendricks 2540 Riva Road Annapolis, MD 21401	Civil Action No. C984835

AMENDED COMPLAINT

COMES NOW, the Plaintiff, [redacted] by counsel, and files this Complaint against the Defendants, Ford Motor Company and Koons Ford of Annapolis, Inc., and for cause of action states as follows:

JURISDICTION AND VENUE

1. This Court has subject matter jurisdiction over this cause of action pursuant to §1-501 of the Courts and Judicial Proceedings Article of the Annotated Code of Maryland, as this is the highest common law court of record exercising original jurisdiction within the State of Maryland.

2. Venue is proper in this action pursuant to §6-201 of the Court and Judicial Proceedings Article of the Annotated Code of Maryland, in that Defendants, Koons Ford of Annapolis, Inc., and Ford Motor Company, carry on business in Anne Arundel county, in the state of Maryland.

PARTIES

3. Plaintiff, [redacted], is a resident of Anne Arundel county, in the state of Maryland.

4. Defendant, Koons Ford of Annapolis, Inc., is a corporation incorporated in the state of Maryland, and has its principal place of business and is conducting business in Anne Arundel county, in the state of Maryland.

5. Defendant, Ford Motor Company, is a corporation conducting business in Anne Arundel county in the state of Maryland.

6. Defendant, Ford Motor Company (hereinafter "Ford"), is at all times pertinent hereto, engaged in the design, manufacture, marketing and sales of motor vehicles, including the Ford Crown Victoria. Ford sells its motor vehicles throughout the United States, including in the state of Maryland.

7. Defendant, Koons Ford of Annapolis (hereinafter "Koons"), is at all times pertinent hereto, is and has been engaged in the sale of motor vehicles in the state of Maryland.

FACTUAL ALLEGATIONS

8. The motor vehicle at issue is a 1994 Ford Crown Victoria, VIN number 2FALP74W7RX126232 (hereinafter "motor vehicle").

ER02-625 44309

9. The motor vehicle at issue was purchased by Plaintiff, [redacted] on or about February 28, 1995 from Koons Ford of Annapolis, Inc., 2540 Riva Road, Annapolis, Maryalnd 21401.

10. . At all times pertinent hereto, the motor vehicle at issue was used by Plaintiff with care and at no time was it misused, abused or altered in any way.

11. At the time and place of the incident which gave rise to this litigation, the motor vehicle had accumulated approximately 15,000 road miles.

12. On or about the morning of November 28, 1995, Plaintiff, [redacted] drove the motor vehicle to his place of employment in Alexandria, Virginia. When he arrived at his work, he parked the motor vehicle in a parking garage adjacent to his employment. Approximately twenty minutes after parking the motor vehicle, suddenly and without warning, a fire ignited under the hood of the motor vehicle, which ultimately caused substantial damage to the vehicle, the vehicles contents, adjacent automobiles, and the parking structure itself.

13. As a direct and proximate result of the fire at issue, Plaintiff suffered extensive property damage to his motor vehicle, and the contents of the vehicle.

14. The fire was caused by a defect in the motor vehicle, designed, tested, manufactured, packages, distributed, and sold by the Defendants.

15. The motor vehicle contained manufacturing defects and design defects which were a cause of the motor vehicle's failure to operate properly thereby resulting in the fire.

16. The Defendants negligently failed to exercise appropriate quality control in the manufacture of the motor vehicle which would have stopped the introduction of this defective motor vehicle into the stream of commerce. Additionally, the packing and distribution method was such that damage was inflicted upon the product which constituted an additional cause of the fire.

ER62-025 44316

17. That at all times relevant herein, Defendants held themselves out to be experts in the manufacturing, design, packaging, distribution, and sale of the motor vehicle, and Plaintiff relied on those representations.

COUNT I
NEGLIGENCE

18. Plaintiff incorporates by reference paragraphs 1 through 17 of the Complaint as if fully stated herein.

19. Defendants, jointly and severally and acting as agents on behalf of the other, had a duty to exercise due care in the design, testing, manufacture and sale of the motor vehicle at issue. Defendants owed the aforementioned duty to the public in general and to the Plaintiff in particular. Defendants breached that duty by failing to properly design, test, manufacture, market, package, distribute, and sell the motor vehicle at issue. The duties breached constituted negligence on the part of Defendants in a variety of ways, including but not limited to the following:

a. By failing to exercise appropriate quality control and testing in the manufacturing process of the motor vehicle at issue which would have stopped the introduction of this defective motor vehicle into the stream of commerce.

b. By failing to insure adequate packing to prevent damage during distribution and transit.

c. By failing to adequately warn Plaintiff and the public at large, about the hazards associated with the motor vehicle at the time it left the control of Defendants.

d. By failing to properly test concerning the propensities of the motor vehicle at issue, and other similar motor vehicles to catch fire and cause severe fire property damage to motor vehicles, real property, and the contents contained therein where each was/were located.

EA02-028 44311

e. By failing to properly inspect the motor vehicle at issue and others like it for dangerous propensities.

f. By negligently designing a motor vehicle which was defective at the time it left the control of the Defendants.

g. By negligently manufacturing a motor vehicle which was defective at the time it left control of the Defendants.

h. By negligently distributing, marketing, and selling a motor vehicle that was defective at the time it was distributed, marketed and/or sold.

i. By improperly failing to warn Plaintiff and the public at large, and continuing to warn Plaintiff and the public at large, of the fire hazards, risks and dangers created by the defective condition of the aforesaid motor vehicle at issue.

j. By otherwise designing, manufacturing, distributing, and selling a defective product.

k. By improperly failing to design, engineer, manufacture, assemble, sell, inspect, test, maintain, service and repair, a motor vehicle in such a manner that it would not catch fire and cause the foreseeable harm and property damage that occurred in this case.

l. By otherwise failing to use reasonable care under the circumstances, in ways that may be disclosed during the process of further investigation and discovery in this case.

20. Defendants, individually and as agents or representatives of each other, had a duty to use reasonable care at the time of the design, manufacture, distribution, and sale of the motor vehicle at issue, so as to eliminate unreasonable risk of harm or property damage, which was reasonably foreseeable, this duty was breached by Defendants, and such breach of duty proximately caused serious and substantial damage to the motor vehicle and adjacent motor

EA02-825 44312

vehicles, real property, and the contents of the motor vehicles, owned by Plaintiff, and other individuals, as well as the parking structure in which it was located.

21. As a direct and proximate result of the negligence of Defendants, Plaintiff, [redacted] was caused to sustain damage to his automobile, personal belongings, as well as the additional replacement cost of a replacement motor vehicle in the sum of $8,391.30, storage and transportation costs, as well as danger to adjacent vehicles and the parking structure.

WHEREFORE, Plaintiff demands judgment against Defendants, jointly and severally in the amount of $100,000.00 (One Hundred Thousand Dollars), cost of bringing this action, a reasonably attorney's fee and other compensation, which this Court deems just and proper.

COUNT II
BREACH OF EXPRESS WARRANTY

22. Plaintiff incorporates by reference paragraphs 1 through 21 of the Complaint as if fully stated herein.

23. That Defendants expressly warranted by and through advertisements, oral promises, affirmations and written warranties that the motor vehicle was safe for its intended use.

24. Plaintiff was a foreseeable beneficiary of any and all express warranties provided by Defendants, and Plaintiff relied upon said warranties.

25. Defendants breached these warranties by failing to provide a safe motor vehicle free of defects. Defendants were notified of the breach by the Plaintiff and as a result proximately caused Plaintiff's damages.

26. As a direct and proximate result of Defendants breach of the aforesaid express warranty, Plaintiff, [redacted] was caused to sustain damage to his automobile, personal belongings, as well as the additional replacement cost of a replacement motor vehicle in

ER02-025 44313

the sum of $8,391.30, storage and transportation costs, as well as danger to adjacent vehicles and the parking structure.

WHEREFORE, Plaintiff demands judgment against Defendants, jointly and severally in the amount of $100,000.00 (One Hundred Thousand Dollars), cost of bringing this action, a reasonably attorney's fee and other compensation, which this Court deems just and proper.

COUNT III
BREACH OF IMPLIED WARRANTY OF MERCHANTABILITY

27. Plaintiff incorporates by reference paragraphs 1 through 26 of the Complaint as if fully stated herein.

28. Defendants were the manufacturer and/or seller of the motor vehicle at issue.

29. Defendants held themselves out as having knowledge and skill particular to the manufacture and sale of the motor vehicle at issue and were at all times relevant hereto "merchants" and/or "sellers" within the meaning of the Maryland Code Annotated, Commercial Law Article, §2-104(1) and 2-314(1)(a).

30. That in selling and/or manufacturing the motor vehicle for the distribution and/or sale to the general public, Defendants impliedly warranted that the motor vehicle, was of merchantable quality and/or fit for the ordinary purpose for which it was designed and intended and further that it was safe and suitable for the use in fact made by the Plaintiff, [redacted]

31. Defendants breached this implied warranty of merchantability by failing to provide a safe motor vehicle free of defects, and further, said motor vehicle was not merchantable and did not meet the implied warranty of merchantability in that:

a. it was defective and dangerous;

b. it was not of fair average quality;

2002-625 44314

c. would not pass without objection in the trade;

d. was not fit for the ordinary purpose for which motor vehicles are used; and

e. was otherwise not merchantable and not fit for sale to the general public.

32. Plaintiff, [redacted], was a foreseeable beneficiary of this implied warranty of merchantability and relied upon the implied warranty provided by Defendants.

33. As a direct and proximate result of Defendants breach of implied warranty of fitness and merchantability, Plaintiff, was caused to sustain damage to his automobile, personal belongings, as well as the additional replacement cost of a replacement motor vehicle in the sum of $8,391.30, storage and transportation costs, as well as danger to adjacent vehicles and the parking structure.

34. Plaintiff, subsequently, notified Defendants of the breach of implied warranty of fitness and merchantability and of Plaintiff's damages resulting therefrom.

WHEREFORE, Plaintiff demands judgment against Defendants, jointly and severally in the amount of $100,000.00 (One Hundred Thousand Dollars), cost of bringing this action, a reasonably attorney's fee and other compensation, which this Court deems just and proper.

COUNT IV
STRICT LIABILITY IN TORT

35. Plaintiff incorporates by reference paragraphs 1 through 34 of the Complaint as if fully stated herein.

36. The motor vehicle purchased by Plaintiff, [redacted] was defective in its manufacture and design when it left the control of Defendants and when it was received by the Plaintiff.

E002-625 44315

37. At the time of the purchase of the motor vehicle and at the time of the Plaintiff's property damage, Defendants were engaged in the business of designing, testing, manufacturing, marketing, packaging, distributing and selling motor vehicles such as the one at issue.

38. . At all times relevant hereto, Plaintiff was an intended and foreseeable user of the motor vehicle at issue.

39. Defendants designed, tested, manufactures, marketed, packaged, distributed and sold the motor vehicle at issue in a defective and unreasonably dangerous condition.

40. Defendants failed to properly and adequately design and manufacture the motor vehicle at issue and further failed to exercise proper quality control assurances to ensure against a manufacturing defect, as existed here, which defect was the cause of the fire at issue.

41. Defendants further failed to provide adequate warnings of the dangers associated with the use of the motor vehicle, failed to exercise proper due care in the manufacture, design, testing , packaging, distribution and marketing of the motor vehicle and the motor vehicle was defective in other ways.

42. Defendants further represented that the motor vehicle was reasonably safe for its intended use and for use in the manner directed and promoted by Defendants.

43. The motor vehicle which caused Plaintiff's damages had not prior to the occurrence sustained any substantial changes, modifications or alterations and Plaintiff was exercising due care with regard to the use of the motor vehicle without any misuse associated therewith.

44. As a direct and proximate result of the defects in the motor vehicle, Plaintiff, [redacted] was caused to sustain damage to his automobile, personal belongings, as well as the additional replacement cost of a replacement motor vehicle in the sum

ER92-625 44316

of $8,391.30, storage and transportation costs, as well as danger to adjacent vehicles and the parking structure.

WHEREFORE, Plaintiff demands judgment against Defendants, jointly and severally in the amount of $100,000.00 (One Hundred Thousand Dollars), cost of bringing this action, a reasonably attorney's fee and other compensation, which this Court deems just and proper.

COUNT V
MARYLAND AUTOMOTIVE WARRANTY ENFORCEMENT ACT
MARYLAND CODE ANNOTATED, COMMERCIAL LAW ARTICLE
SECTION 14-1501, *ET. SEQ.*

45. Plaintiff incorporates by reference paragraphs 1 through 44 of the Complaint as if fully stated herein.

46. Defendant, Ford, is a "manufacturer" within the definition of Maryland Code Annotated, Commercial Law Article, §14-1501.

47. Defendant, Koons, is a 'dealer" within the definition of Maryland Code Annotated, Transportation Article, §15-201.

48. Plaintiff, [redacted] is a "consumer" within the definition of Maryland Code Annotated, Transportation Article, §14-1501.

49. The motor vehicle at issue, described in paragraph 8 herein, is a "motor vehicle" within the definition of Maryland Code Annotated, Transportation Article, §14-1501.

50. The motor vehicle at issue was under "warranty" within the "manufacturer's warranty period" as defined by Maryland Code Annotated, Transportation Article, §14-1501.

51. Defendants breached the warranties by failing to provide a safe motor vehicle, free of defects, Defendants were notified of said breach.

52. Once notified of the breach, Defendants failed to remedy the defects in the motor vehicle.

ER02-825 44317

53. Koons management induced Plaintiff into purchasing a 1996 Crown Victoria to replace the motor vehicle at issue, at a significant cost to Plaintiff under the guise that Ford Motor would bear the additional costs of the replacement 1996 Crown Victoria as an attempted remedy to the Plaintiff, neither Ford nor Koons has fulfilled this promise.

54. As a direct and proximate result of the defects in the motor vehicle, Plaintiff, [redacted] was caused to sustain damage to his automobile, personal belongings, as well as the additional replacement cost of a replacement motor vehicle in the sum of $8,391.30, storage and transportation costs, as well as danger to adjacent vehicles and the parking structure.

WHEREFORE, Plaintiff demands judgment against Defendants, jointly and severally in the amount of $100,000.00 (One Hundred Thousand Dollars), cost of bringing this action, a reasonably attorney's fee and other compensation, which this Court deems just and proper.

COUNT VI
MAGNUSON MOSS WARRANTY ACT
15 U.S.C. §2301 *ET SEQ*

55. Plaintiff incorporates by reference paragraphs 1 through 54 of the Complaint as if fully stated herein.

56. Defendants breached their express and implied warranties regarding the motor vehicle as aforesaid.

57. Defendants breach of their express and implied warranties constitute a breach of their statutory duties and obligations under the Magnuson Moss Warranty Act, 15 U.S.C. 2301 *et seq*.

58. As a direct and proximate result of the breach of warranties, Plaintiff, [redacted] was caused to sustain damage to his automobile, personal belongings, as

2082-825 44318

well as the additional replacement cost of a replacement motor vehicle in the sum of $8,391.30, storage and transportation costs, as well as danger to adjacent vehicles and the parking structure.

WHEREFORE, Plaintiff demands judgment against Defendants, jointly and severally in the amount of $100,000.00 (One Hundred Thousand Dollars), cost of bringing this action, a reasonably attorney's fee and other compensation, which this Court deems just and proper.

Respectfully submitted,

McChesney & Dale, P.C.

By: Charles F. Fuller/MBP
CHARLES F. FULLER

By: [signature]
MICHAEL B. PROSS
4000 Mitchellville Road
Suite 222B
Bowie, Maryland 20716
Counsel for Plaintiff

[illegible]\complaint

ER02-025 44319

CUSTOMER PAY ☑ WARRANTY ☐ INTERNAL ☐ PARTS DISPOSAL: DISCARD ☐ RETURN ☐ TERMS: CASH ☐ CREDIT CARD ☐

CUSTOMER'S RIGHTS

1. CUSTOMER WANTS REPLACED PARTS IF NOT RETURNABLE UNDER WARRANTY. YES _____ NO _____
2. DO YOU WANT A WRITTEN ESTIMATE SHOULD IT EXCEED $50. YES _____ NO _____
3. CUSTOMER AGREES THAT HE MAY BE CHARGED NOT MORE THAN 10% OF THE COST OF THE WRITTEN ESTIMATE WITHOUT HIS CONSENT.
4. CUSTOMER CONSENT FOR ADDITIONAL REPAIRS YES _____ NO _____

CUSTOMER'S SIGNATURE _____

CUSTOMER SIGNATURE X _____

ON BEHALF OF EDWARDS SERVICE, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE NOTED. [illegible] TO CHARGE THESE BILLING RECORDS FROM THE [illegible] THE WORK DESCRIBED HEREON HAS BEEN CORRECTED TO MY SATISFACTION AND I AM [illegible] THE WORK DESCRIBED HEREON. [illegible]

[illegible] - 6/26/95

[illegible] ALL ITEMS QUOTED ARE NOT UNDER CERTIFIED [illegible] WHEREIN LABOR CHARGES ARE COMPUTED BY FLAT RATE UNLESS OTHERWISE SPECIFIED. [illegible] LABOR CHARGES ARE BASED ON THE RATE OF _____ PER HOUR.

SHOP MATERIALS: A TOKEN CHARGE EQUIVALENT TO 10% OF LABOR CHARGES IS INCLUDED FOR MATERIALS USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, PINS, ABRASIVES, SOLVENTS, GLUE, TOWELS, INSTANT CLEANERS, ETC.

CHANGE LUBE	OIL CHANGE	FILL W/Coolant	Antifreeze Coolant	SYC TRANSMISSION	Check Air Filter	FILL TIRE INFL. (psi)	INSPECT BRAKES	ROTATE WHEELS	FRONT BRAKE ADJUST	Safety Insp.	ROTATE TIRES	SOOTH ENGINE	STATE INSP.	FLUSH FRONT BRAKE	FLUSH REAR BRAKE	NOT A INS. + TIRES	INS COOL SYS	ADJUST CLUTCH	ELECTRICAL SYS	SERVICE A/C	ELEC. SYS CHECK	L.O.S. SPECIAL	FORD MAINT.	4 WHEEL ALIGN			

VEHICLES LEFT OVER 48 HRS. SUBJECT TO A STORAGE CHARGE @ 10.00 PER DAY.

PARTS & LABOR WARRANTED 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE.

Tapes, Tachometers, Radar Detectors, Body Sensors, Tape Players or Radios and Personal Articles MUST be removed before the car is left for service. We are not responsible for these items.

PG 1 OF 1

[redacted]

TECH	OPERATION	HRS
791		
DLH	FLG	FAILED PART
RC	NET	CND	AUTH

[redacted]

TECH	OPERATION	HRS
791		
DLH	FLG	FAILED PART
RC	NET	CND	AUTH

[redacted]

TECH	OPERATION	HRS
DLH	FLG	FAILED PART
RC	NET	CND	AUTH

[redacted]

TECH	OPERATION	HRS
DLH	FLG	FAILED PART
RC	NET	CND	AUTH

[redacted]

TECH	OPERATION	HRS
DLH	FLG	FAILED PART
RC	NET	CND	AUTH

WARR LOCATION: *TAG 0704* LIC: MD 1 SVC ADV: 648 [illegible] PENNEL

[redacted]

MR 94 **VIN: 2FALP74W7 RX126232**

FORD CROWN VIC
LX 4DR SDN
LICENSE: MD 1 DK RED/MAR CAR
MFG CODE: 27H410 SVC DLR: 209001 ELM: 912
STOCK NUMBER: 00OR0398
IN-SVC: 022895 SOLD: 022895 PROD: 113093
ODOMETER: LAST: 93 CURRENT: 5073
AVG PER DAY: 4 PER MONTH: 120

CUSTOMER:
[redacted]

HOME: [redacted]
WORK:

PREFERRED CUSTOMER 113 QCP QUALITY CHECK REQ. Kim DIST CODE: 1FA 6/23

EXTENDED SVC PLAN: TYPE: EXTRA COMMERCIAL DEDUCTIBLE: 50.00
IN FORCE: Y MONTHS: 48 MILEAGE: 75000 EXPIRES: 022899
06/21/95 14:35:35

NOTE: PREFERRED TREATMENT

****PROMISED DATE: 06/21/95 TIME: 1600 ****

MODEL# [redacted]
TAG 0704 **RO 161894** SVC ADV: 648 VIN: 2FALP74W7 RX126232

EA02-025 44394

CONDITION CODES

NUMERIC

Code	Description
01	Broken, cracked
02	Bent, twisted, buckled, sprung
03	Adhesive bond - failure or separation
05	Rust, tail lighted (panel clips only)
06	Dents, dings, surface defects (panel dented only)
07	Improper out, fact. (drivability)
09	Erratic operation
10	Improper sewing (pull trim only)
11	Deflection
12	Improper vehicle stance (springs only)
13	Out of round
14	Surface uneven, rough, scratched, scored
15	Will not hold charge (battery only)
16	Overdue
17	Hole incomplete or omitted
18	Hole out of position
19	Threads stripped
20	Threads omitted
21	Thread failure (pull trim only)
22	Unfinished
23	Solder broken
24	Poor sealing
25	Distortion (glass only)
26	Windshield
27	Hole in part
28	Open circuit (electrical only)
29	Cut, tear
30	Excessive wear
31	Split seams
32	Jammed
33	Loose
34	Misfired
35	Poor fit
36	Misaligned, out of position
37	Unable to adjust
38	Missing part
39	Missing part
40	Excessive oil consumption
41	Skins, blisters, grabs, wheel separation
42	Improperly sealed
43	Improperly sealed
44	Loose connections (electrical only)
45	External water / coolant leak
46	Turned out, shorted, grounded (electrical only)
47	Internal water / coolant leak
48	Leaks - other
49	Dirt, foreign material
50	Double vision (glass only)
51	Insufficient heat or cool
53	Poor performance
54	Attaching standard part thread stripped
55	Plugged, restricted
56	Noise, rattle, squeak
57	Attaching standard part loose
58	Attaching standard part broken
59	Attaching standard part omitted
60	Attaching standard part too long / short
61	Weld broken
62	Attaching standard part - wrong part
63	Weak, sagged
64	Worn or water contact
65	Overheating
66	Attaching stand. part rusted, corroded
67	Shudder, vibration, out of balance
68	Broke contact or motor arms
69	Packing shifted (pull trim only)
70	Chipped, scratched (glass only)
71	Collapsed
72	Exhaust leak
73	Fluid leak
74	Vacuum leak
75	Blistered, peeling
76	Dulled (glass only)
77	Oil leak
78	Hardened - dried out
79	Improper assembly
80	Chrome or plating omitted
81	Stains, tarnished, faded, discolored
82	Gears, slips out of gear
84	Pinched, crimped
85	Frayed, hazy (glass only)
87	Tools damaged or worn
88	Too tight
89	Too short
91	Bent or nicked
92	Improper wheel balancing
93	Damaged insulation (electrical only)
95	Channel circuits (electrical only)
97	Damaged terminals (electrical only)
98	Glass, pulls (engine only)
99	Excessive other

SYMPTOM

Applicable to Drivability Conditions Only

Engine Condition	Code
Backfire	T1
Diesels, Run on	T2
Unsatisfactory Fuel Economy	T3
Engine Condition	Code
Fuel Odor, Leaks	T4
Exhaust Odor, Smoke	T5
Emission Non-Compliance Code	T6
Dog Counts (Call Only)	T7

	Engine Temp Cold	Warm	Both
Starting Difficulties			
Will Not Crank	L1	L1	M1
Cranks, Will Not Start	L2	L6	M2
Cranks, Hard To Start	L3	L5	M3
Unsatisfactory Idle Quality			
Idle Rough	L4	L4	M4
Idle Too Fast	L5	L5	M5
Slow Return To Idle		L6	
Stalls, Quits			
After Starting	L7	L7	M7
Upon Initial Drive Engagement	L8	L8	M8
At Idle Or While Stopping	L9	L9	M9
While Driving	M0	M0	M0
Stumbles, Hesitates Upon Acceleration	N2	N6	P2
Surges, Dwells, Jerks, Misses			
While Accelerating	N3	N6	P3
At Steady Speed	N4	N4	P4
Upon Deceleration	N5	N5	P5
Lacks Power	N6	N6	P6
Unusual Engine Noise			
Spark Knock	N7	N7	P7
Other Unusual Noise	N8	N8	P8

Applicable to Wheel Alignment Conditions Only

Drift, Pull, Wander	W8	Tire wear, Alignment within specifications	Y6
Clear Vision	W9	Tire wear, Alignment out of specifications	Y8

RADIO

6A	Broken, cracked	4D	Loose connections	4E	Damaged insulation
2G	Hole in part	4F	Burned out, shorted, grounded	9F	Grounded circuits
2H	Open circuit	4F	Noise, rattle, squeak	9G	Damaged terminals

PAINT DEFECTS

Applicable to Colorcoat Only

A1	Dirt in paint	A6	Film adhesion on surface	B3	Stains, discolored under paint
A2	Overspray	A7	Stains, tarnished, faded, discolored	B7	Excessive protective wax
A3	Thin, no paint	A8	Bubbles, blisters, pop-ups	B9	Paint colorcoat from color coat; stains
A4	Bugs, runs, drips	A9	Cracking, chalking	C1	Paint from primer, exterior
A5	Color mismatch, streaks, poor brush markup	B1	Crazed, cracked paint	C2	Paint from interior surfaces (e.g., door jamb)
		B2	Orange peel, crazing, soft paint	C3	Paint - wrong color (dealer/fr vehicles only)

Applicable to Refinish Only

D1	Dirt in primer	D4	Crazing, soft primer	D9	Paint coating from metal
D2	Bubbles, blisters, pop-ups	D7	Corrosion perforation	E1	Paint peelaway body panel
D5	Stains, discolored under primer	D8	Light rust on surface	E6	Crazed, chalked primer
D6	Paint to have metal				

PAINT DAMAGE

AIRBORNE MATERIAL (ENVIRONMENTAL FALLOUT) FLUID DRIPPINGS

B5	Battery acid damage (sulfuric)	C5	Acid etching (includes acid rain and other airborne caustic)	D4	Battery acid through primer
B6	Other transportation fluid damage	C6	Metal (iron) filings in paint		
C4	Water spotting (excessive acid rain)				

PART NAMES

ALBAL	- Tire balance (all)-Use condition code 02	BRAKE	- Brake shoeing - Use condition code 03
FRBAL	- Tire balance (front)-Use condition code 02	RHADJ	- Ride height adjustment, electronically controlled air suspension
RRBAL	- Tire balance (rear)-Use condition code 02	BWHEEL	- Use for noting clear vision position or refinishing steering wheel on Econoline vehicles - use condition code W3
FRONT	- Front end alignment only (use condition code W1, W2 or W9)		
RTOE	- Rear toe-in		
TIRE	- Tire repair or replacement		

ALTBELT	- Alternator belt	GRILL	- Entire grille assembly
PSBELT	- Power steering belt	STRPE	- Pencil paint stripe
ACBELT	- Air conditioner belt	BED	- Bed of truck body
APBELT	- Air pump belt	CAB	- Cab of truck (excluding Econoline & Bronco models)
VACBELT	- Vacuum pump belt		
WPBELT	- Water pump belt		
FREON	- Air conditioner refrigerant		

ENTIRE	- Use only when the entire left or a major portion (4 panels or more) of an entire unit is repaired.
ALOCK	- Anti-lock brake system diagnosis only (no repair) during basic vehicle warranty.
DIAG	- EEC diagnosis only (no repair) during basic vehicle warranty.

AT PRE DELIVERY ONLY

ANTI	- Antifreeze added	ASB	- Power steering fluid
FUEL	- Gasoline added	BOIL	- Brake fluid
FWASH	- Fluid added to windshield washer reservoir	EOIL	- Engine oil
		HOIL	- Differential lube
RWASH	- Fluid added to rear washer reservoir	BOX	- Steering gear lube
		TOIL	- All transmission fluids lube

TIME CLOCK
ON
OFF
ON
OFF
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF

E9AZ-6020 A1BB

CUSTOMER PAY ☐ WARRANTY ☐ INTERNAL ☐

PARTS DISPOSAL: RECORD ☐ RETURN ☐

TERMS: CASH ☐ CREDIT CARD ☐

CUSTOMER'S RIGHTS

1. CUSTOMER WANTS REPLACED PARTS IF NOT RETURNABLE UNDER WARRANTY. YES _____ NO _____
2. DO YOU WANT A WRITTEN ESTIMATE SINCE IT EXCEEDS $50. YES _____ NO _____
3. CUSTOMER AGREES THAT HE MAY BE CHARGED NOT MORE THAN 10% OF THE COST OF THE WRITTEN ESTIMATE WITHOUT HIS CONSENT.
4. CUSTOMER CONSENT FOR ADDITIONAL REPAIRS YES _____ NO _____

CUSTOMER'S SIGNATURE

REPAIRS CHARGED FOR WERE NEEDED AND PERFORMED. ALL PARTS LISTED ARE NEW PARTS OR CONTAIN LABOR OR REBUILT. LABOR CHARGES ARE COMPUTED BY FLAT RATE UNLESS OTHERWISE SHOWN. ALL CUSTOMER LABOR CHARGES ARE BASED ON THE RATE OF _____ PER HOUR.

STOP MATERIAL A TOTAL CHARGE EQUIVALENT TO 1HR OF LABOR CHARGE IS INCLUDED FOR MATERIALS USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE: FILTER, SOCKS, WASHERS, PINS, AUTOGRAPHS, SOLVENT, RAGS, TOWELS, BATTERY CLEANERS, ETC.

CHANGE LUBE | OIL CHANGE | OIL & FILTER | WINDSHIELD CONTROL | MAC TRANSMISSION | TUNE UP MINOR | INSPECT BRAKES | REPORT BRAKES | BALANCE WHEELS | FRONT END ALIGN | SAFETY INSP. | ROTATE TIRES | ROOFS Exterior | GENERAL INSP. | PLAY FREE SYNC | REM REAR SYNC | NOT & SAL A TIRES | BACKDOOR STOP | ADJUST CLUTCH | ELECTRICAL SYS | INSPECT A/C | S.E.A. SYS CHECK | L.O.F. SPECIAL | FORD SAVER | 4 WHEEL ALIGN

VEHICLES LEFT OVER 48 HRS. SUBJECT TO A STORAGE CHARGE @ 10.00 PER DAY.

PARTS & LABOR WARRANTED 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE.

Tapes, Tape Players, Radios, Speakers, Tape Playing or Radio and Personal Items MUST be removed before the car is left for service. We are not responsible for these items.

PG 1 OF 1

10K SERVICE

TECH	OPERATION	HRS
207	[illegible]	0.2

DLH	FLG	FAILED PART

RC	NET	CND	AUTH

TECH	OPERATION	HRS

DLH	FLG	FAILED PART

RC	NET	CND	AUTH

TECH	OPERATION	HRS

DLH	FLG	FAILED PART

RC	NET	CND	AUTH

TECH	OPERATION	HRS

DLH	FLG	FAILED PART

RC	NET	CND	AUTH

RO 22586-1 *TAG 0427* LIC: MD [redacted] SVC ADV: 287 TROY V. ORNERAM

MR 94 **VIN: 2FALP74W7 RX126232*

FORD CROWN VIC

LX 4DR SDN

LICENSE: MD 1 DK RED/MAR CAR

MFG CODE: 27H41B SVC DLR: 209001 SLM: 912

STOCK NUMBER: 0000399

IN-SVC: 022895 SOLD: [illegible] PROD: 112093

ODOMETER: LAST: [illegible] 9879

AVG PER DAY: 44 PER MO: [illegible] 1320

EDGEWATER

MD [redacted]

Resv

HOME: (410) 956-3148

WORK: (410) 111-1111

DIST CODE: 1FA

WARNING: POSSIBLE RECHECK 06/23/95

EXTENDED SVC PLAN: TYPE: EXTRA NUMBER: NA DEDUCTIBLE: 50.00

IN FORCE: Y MONTHS: 48 MILEAGE: 75000 EXPIRES: 022899

09/06/95 07:48:27

****PROMISED DATE: 09/06/95 TIME: 1400 ****

MODEL# P74

TAG 0427 **RO 22586** SVC ADV: 287 RESV: 029 VIN: 2FALP74W7 RX126232

ER82-025 44398

CONDITION CODES

NUMERIC

Code	Description
01	Broken, cracked
02	Bent, twisted, bowed, sprung
03	Adhesive bond - failure or separation
04	Bind, but loosed (speak plays only)
05	Dents, dings, surface defects (steps metal only)
07	Improper adj. (not serviceable)
09	Enable operation
10	Improper seating (soft trim only)
11	Undersize
12	Improper vehicle attitude (springs only)
13	Out of round
14	Surface uneven, rough, scratched, scored
15	Will not hold charge (battery only)
16	Oversize
17	Hole incomplete or enlarged
18	Hole out of position
19	Threads stripped
20	Threads cracked
21	Thread failure (part size only)
22	Unscrewed
23	Solder broken
24	Poor seating
25	Distortion (glass only)
26	Wedgelock
27	Hole in part
28	Open circuit (electrical only)
29	Cut, tear
30	Excessive wear
31	Split seams
32	Gulled
33	Loose
34	Wrinkled
35	Poor fit
36	Misaligned, out of position
37	Unable to adjust
38	Wrong part
39	Missing part
40	Inoperative all accessories
41	Slipping, binding, gating, seized
42	Inoperative
43	Improperly routed
44	Loose connections (electrical only)
45	External water / coolant leak
46	Burned out, shorted, grounded (electrical only)
47	Internal water / coolant leak
48	Leaks - other
49	Dirt, foreign material
50	Double vision (glass only)
51	Insufficient tube or fluid
53	Poor performance
54	Attaching damaged part thread stripped
55	Plugged, restricted
56	Noise, rattles, squeals
57	Attaching standard part loose
58	Attaching standard part broken
59	Attaching standard part omitted
60	Attaching standard part too long / short
61	Weld broken
62	Attaching standard part - wrong part
63	Weak, sagged
64	Visible or solder omitted
65	Overheating
66	Attaching stand. part rusted, corroded
67	Shaker, vibration, out of balance
68	Dealer omitted or under strips
69	Packing omitted (soft trim only)
70	Chipped, scratched (glass only)
71	Collapsed
72	Exhaust leak
73	Fuel leak
74	Vacuum leak
75	Blistered, peeling
76	Bubbles (glass only)
77	Oil leak
78	Hardened - dried out
79	Improper assembly
80	Chrome or plating omitted
81	Stains, tarnished, faded, discolored
83	Slips, slips out of gear
84	Rusted, corroded
85	Fogged, hazy (glass only)
87	Teeth damaged or worn
88	Too long
89	Too short
91	Bumpy or ripples
92	Improper wheel balancing
95	Damaged insulation (electrical only)
96	Crossed circuits (electrical only)
97	Damaged sockets (electrical only)
98	Dents, pulls (bodies only)
99	Excessive effort

PAINT DEFECTS
Applicable to Colorcoat Only

Code	Description
A1	Dirt in paint
A2	Overspray
A3	Thin, no paint
A4	Sags, runs, drips
A5	Color mismatch, spots, poor touch up
A6	Trim adhesive on surface
A7	Stains, tarnished, faded, discolored
A8	Bubbles, blisters, pop-ups
A9	Chalking, fading
B1	Cracked, checked paint
B2	Orange peel, crazing, soft paint
B3	Sealer, deadener under paint
B7	Excessive protective wax
B8	Paste solvent from color coat, exterior
C1	Peels from prime, exterior
C2	Peels from interior surfaces (e.g., door jambs)
C3	Paint - wrong color (mitsubishi vehicles only)

Applicable to Refinish Only

Code	Description
D1	Dirt in primer
D2	Bubbles, blisters, pop-ups
D3	Sealer, deadener under primer
D6	Paste to bare metal
D8	Cracking, soft primer
D7	Corrosion perforation
D9	Light rust on surface
E0	Rust setting into metal
E1	Rust perforating body panel
E2	Crazing, checked primer

PAINT DAMAGE
AIRBORNE MATERIAL (ENVIRONMENTAL FALLOUT) FLUID DRIPPINGS

Code	Description
B5	Battery acid damage (surface)
B9	Other transportation fluid damage
D4	Water spotting (excludes acid rain)
D5	Acid spotting (includes acid rain and other airborne material)
C6	Metal (iron) filings in paint
D4	Battery acid through primer

Dealerch

SYMPTOM
Applicable to Drivability Conditions Only

Engine Condition	Code
Backfires	T1
Diesels, Runs on	T2
Unsatisfactory Fuel Economy	T3
Fuel Odor, Leaks	T4
Exhaust Odor, Smoke	T5
Emissions Non-Compliance Carb	T6
Diag Concern (Carb. Only)	T7

	Engine Temp Cold	Warm	Both
Starting Difficulties			
Will Not Crank	J1	L1	N1
Cranks, Will Not Start	J2	L2	N2
Cranks, Hard To Start	J3	L3	N3
Unsatisfactory Idle Quality			
Idle Rough	J4	L4	N4
Idle Too Fast	J5	L5	N5
Slow Return To Idle		L6	
Stalls, Quits			
After Starting	J7	L7	N7
Upon Initial Drive Engagement	J8	L8	N8
At Idle Or While Stopping	J9	L9	N9
While Driving	M1	M1	P1
Stumbles, Hesitates Upon Acceleration	M2	M2	P2
Surges, Bucks, Jerks, Misses			
While Accelerating	M3	M3	P3
At Steady Speed	M4	M4	P4
Upon Deceleration	M5	M5	P5
Lacks Power	M6	M6	P6
Unusual Engine Noise			
Spark Knock	M7	M7	P7
Other Unusual Noise	M8	M8	P8

Applicable to Wheel Alignment Conditions Only

Drift, Pull, Wander	W2
Clear Water	W3
Tire wear, Alignment within specifications	W5
Tire wear, Alignment out of specifications	W6

RADIO

01	Broken, cracked	40	Loose connections	05	Damaged insulation
02	Hole in part	47	Burned out, shorted, grounded	06	Crossed circuits
28	Open circuit	07	Noise, rattles, squeals	09	Damaged terminals

PART NAMES

ALBAL	- Tire balance (all)-Use condition code 02
FRBAL	- Tire balance (front)-Use condition code 02
RRBAL	- Tire balance (rear)-Use condition code 02
FRONT	- Front end alignment only (see exception codes W1, W2 or W3)
RIDE	- Rear tie-in
TIRE	- Tire repair or replacement
BRAKE	- Brake bleeding - Use condition code 09
RHOJU	- Ride height adjustment, electronically controlled air suspension
SWHEEL	- Use for setting steer wheel position or straightening steering wheel on Eurodrive vehicles - use condition code W2
ALTBELT	- Alternator belt
PSBELT	- Power steering belt
ACBELT	- Air conditioner belt
APBELT	- Air pump belt
VACBELT	- Vacuum pump belt
WPBELT	- Water pump belt
FREON	- Air conditioner refrigerant
GRILL	- Entire grille assembly
STRPE	- Pencil paint stripe
BED	- Bed of truck body
CAB	- Cab of truck (excluding Eclipses & Bronco models)
ENTIRE	- Use only when the entire unit or a major portion (4 panels or more) of an entire unit is repaired.
ALOCK	- Antilock brake system diagnosis only (no repair) during basic vehicle warranty.
DIAG	- EEC diagnosis only (no repair) during basic vehicle warranty.

AT PRE DELIVERY ONLY

ANTI	- Antifreeze added	ADL	- Power steering fluid
FUEL	- Gasoline added	BOL	- Brake fluid
FWASH	- Fluid added to windshield washer reservoir	EOL	- Engine oil
RWASH	- Fluid added to rear washer reservoir	ROL	- Differential lube
		BOL	- Steering gear lube
		TOL	- All transmission fluid lube

TIME CLOCK
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E082-025 44387

CUSTOMER PAY ☐ WARRANTY ☐ INTERNAL ☐

PARTS DISPOSAL: DISCARD ☐ RETURN ☐

TERMS: CASH ☐ CREDIT CARD ☐

CUSTOMER'S REMARKS

CUSTOMER WANTS REPLACED PARTS IF NOT RETURNABLE UNDER WARRANTY. YES _____ NO _____

DO YOU WANT A WRITTEN ESTIMATE SINCE IT EXCEEDS $50. YES _____ NO _____

CUSTOMER AGREES THAT HE MAY BE CHARGED NOT MORE THAN 10% OF THE COST OF THE WRITTEN ESTIMATE WITHOUT HIS CONSENT.

CUSTOMER CONSENT FOR ADDITIONAL REPAIRS: YES _____ NO _____

CUSTOMER SIGNATURE X _____

TECH	134	OPERATION	HRS 3.0
OLH		FLG	FAILED PART
RC	NET	CND	AUTH
TECH		OPERATION	HRS
OLH		FLG	FAILED PART
RC	NET	CND	AUTH
TECH		OPERATION	HRS
OLH		FLG	FAILED PART
RC	NET	CND	AUTH
TECH		OPERATION	HRS
OLH		FLG	FAILED PART

[redacted]

PAY TYPE: C CO: 0

SVC ADV: 946 DAVID M. MUSTLER

VIN: 2FALP74W7 RX126232

FORD CROWN VIC

LX 4DR SDN

LICENSE: MD DK RED/MAR CAN

MFG CODE: 27H416 SVC.DLR: 20900 SLN: 12

STOCK NUMBER: 000R0398 INV ACCT: 1300

IN-SVC: 022895 SOLD: 022895 PRCD: 113099

ODOMETER: LAST: 37 CURRENT: 93

AVG PER DAY: PER MONTH:

[redacted]

DIST CODE: 1FA

PREFERRED CUSTOMER** 9

WINO: POSSIBLE RECHECK 02/02/95

EXTENDED SVC PLAN: TYPE: EXTRA NUMBER: NA DEDUCTIBLE: 50.00

IN FORCE: Y MONTHS: 48 MILEAGE: 75000 EXPIRES: 022899

03/09/95 16:02:40

NOTE: PREFERRED TREATMENT

****PROMISED DATE: 03/10/95 TIME: 1700 ****

MODEL# P74

TAG 3909# **RO 12565** SVC ADV: 946 VIN: 2FALP74W7 RX126232

10371 013095 37 287

ER82-625 44388

CONDITION CODES

NUMERIC

Code	Description
01	Broken, cracked
02	Bent, twisted, sucked, sprung
03	Adhesive bond - failure or separation
05	Bolt, full footed depart plugs only)
06	Dents, dings, surface distortion (sheet metal only)
07	Improper adj. (not grindability)
08	Erratic operation
10	Improper seating (soft trim only)
11	Undersize
12	Improper switch setting (springs only)
13	Out of round
14	Surface uneven, rough, scuffed; scored
15	Will not hold charge (battery only)
16	Oversize
17	Hole incomplete or omitted
18	Hole out of position
19	Threads stripped
20	Threads omitted
21	Thread failure (soft trim only)
22	Undercut
23	Rotter broken
24	Poor coupling
25	Discolor (glass only)
26	Wholesaler
27	Hole in part
28	Open circuit (electrical only)
29	Cut, torn
30	Excessive wear
31	Split seams
32	Soiled
33	Loose
34	Wrinkled
35	Floor fit
36	Misaligned, out of position
37	Unable to adjust
38	Wrong part
39	Missing part
40	Excessive oil consumption
41	Stains, black, grain, soiled
42	Inoperative
43	Improperly routed
44	Loose connection (electrical only)
45	External water/coolant leak
46	Burned out, shorted, grounded (electrical only)
47	Internal water/coolant leak
48	Leaks - other
49	Dirt, foreign material
50	Double vision (glass only)
51	Insufficient take or hold
53	Poor performance
54	Attaching standard part - hood skipped
55	Plugged, restricted
56	Noisy, rattles, squeaks
57	Attaching standard part - fuzzy
58	Attaching standard part - broken
59	Attaching standard part - omitted
60	Attaching standard part too large/short
61	Weld broken
62	Attaching standard part - wrong part
63	Weak, magnet
64	Visible or solder omitted
65	Overheating
66	Attaching wheel, part soiled, corroded
67	Shudder, vibration, out of balance
68	Motor emitted or sealer - slips
69	Parking shifted (soft trim only)
70	Chipped, scratched (glass only)
71	Collapsed
72	Exhaust leak
73	Fuel leak
74	Vacuum leak
75	Misaligned, pointing
76	Solution (glass only)
77	Oil leak
78	Hardened - dried out
79	Improper assembly
80	Chipped or plating omitted
81	Worn, scratched, faded, discolored
82	Slips, slips out of gear
83	Pitted, corroded
84	Frayed, lacy (glass only)
85	Teeth damaged or worn
86	Too long
87	Too short
88	Burn or nicked
89	Improper wheel balancing
90	Improper transition (electrical only)
91	Crossed circuits (electrical only)
92	Improper transition (electrical only)
93	Dirty, pale (glass only)
99	Excessive effort

SYMPTOM

Applicable to Drivability Conditions Only

Engine Condition	Code	Engine Condition	Code
Backfires	11	Fuel Odor, Leaks	14
Diesels, Runs on	12	Exhaust Odor, Smoke	15
Unsatisfactory Fuel Economy	13	Customer Non-Complaining Code	16
		Diag Concern (Diff. Diag)	17

	Code	Engine Temp. Warm	Hot
Starting Difficulties			
Will Not Crank			
Cranks, Will Not Start	J3	L1	M1
Cranks, Hard To Start	J4	L2	M2
		L3	M3
Unsatisfactory Idle Quality			
Idle Rough			
Idle Too Fast	J5	L4	M4
Idle Pattern Off Idle	J6	L5	M5
		L6	
Stalls, Quits			
After Starting	J7	L7	M7
Upon Initial Drive Engagement	J8	L8	M8
At Idle Or While Stopping	J9	L9	M9
While Driving	K1	M1	P1
Warmup, Hesitation Upon Acceleration	K2	M2	P2
Surges, Bucks, Jerks, Misses			
While Accelerating	K3	M3	P3
At Steady Speed	K4	M4	P4
Upon Deceleration	K5	M5	P5
Lacks Power	K6	M6	P6
Unusual Engine Noise			
Spark Knock	K7	M7	P7
Other General Noise	K8	M8	P8

Applicable to Wheel Alignment Conditions Only

Drift, Pull, Wander	K9	Tire wear, Alignment within specifications	W6
Over Steer	K9	Tire wear, Alignment out of specifications	W6

RADIO

04	Broken, cracked	45	Loose connections	60	Damaged insulation
26	Hole in part	46	Burned out, shorted, grounded	61	Damaged circuits
34	Open circuit	47	Noisy, rattles, squeaks	63	Damaged terminals

PAINT DEFECTS

Applicable to Colorcoat Only

A1	Dirt in paint	A6	Tiles adhesive on surface	B3	Sealer, deadener under paint
A2	Overspray	A7	Stains, discolored, faded, discolored	B7	Excessive protective wax
A3	Thin, no paint	A8	Bubbles, blisters, pop-ups	B9	Paint overcoat from color coat, exterior
A4	Sags, runs, drips	A9	Chalking, fading	C1	Paint from primer, exterior
A5	Color mismatch, mottle, poor brush touches	B1	Cracked, checked paint	C2	Paint from interior surfaces (e.g., door jamb)
		B2	Orange peel, cracking, soft paint	C3	Paint - wrong color (assembly vehicles only)

Applicable to Refinish Only

D1	Dirt in primer	D5	Cracking, soft primer	D9	Rust outlines bare metal
D2	Bubbles, blisters, pop-ups	D7	Derivation perforation	E1	Rust perforating body panel
D3	Sealer, deadener under primer	D8	Light rust on surface	E2	Cracked, checked primer
D6	Paint to bare metal				

PAINT DAMAGE

AIRBORNE MATERIAL (ENVIRONMENTAL FALLOUT) FLUID DRIPPINGS

B5	Battery acid damage (surface)	C5	Acid cleaning (includes acid rain and other airborne material)	D4	Battery acid through primer
B6	Other transportation field damage	C6	Metal (steel filings in paint)		
C4	Water spotting (includes acid rain)				

BODY

ALBAL	- The balance (all)-Use condition code B2	WHAR	- Brake lining - Use condition code B2
FRBAL	- The balance (front)-Use condition code B2	WHCLI	- Hub bolts, wheelnut, downpipe, controller or separator
RRBAL	- The balance (rear)-Use condition code B2	SHWEL	- Use for welding over white primer or checking steering wheel on Executive vehicles - use condition code B2
FRONT	- Front end alignment only (use condition code W1, W2 or W4)		
RTDE	- Rear tie-in		
TIRE	- Tire repair or replacement		

ALTBELT	- Alternator belt	GRILL	- Entire grille assembly
PSBELT	- Power steering belt	STRPS	- Panel with holes
ACBELT	- Air conditioner belt	BOX	- Box or truck body
APBELT	- Air pump belt	CAB	- Cab or truck including Excellent & Bronze models
VACBELT	- Vacuum pump belt		
WPBELT	- Water pump belt		
FREON	- Air conditioner refrigerant		

ENTRE	- Use only when the entire unit or a major portion (4 panels or more) of an entire part is required.
ALOCK	- Anti-lock brake system diagnosis only (no repair) during basic vehicle warranty.
DUB	- EEC diagnosis only (no repair) during basic vehicle warranty.

AT PRE DELIVERY ONLY

ANTI	- Antifreeze added	ADL	- Power steering fluid
FUEL	- Gasoline added	WOL	- Brake fluid
FRWSH	- Fluid added to windshield washer reservoir	ROL	- Engine oil
		ROL	- Differential Lube
RWSH	- Fluid added to rear washer reservoir	ROL	- Steering gear lube
		TOL	- All transmission & axle oils

TIME CLOCK

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209-SRCR/792

BR82-025 4138

CUSTOMER PAY ☐ WARRANTY ☐ INTERNAL ☐

PARTS DISPOSAL: ORIGINAL PARTS RETURN ☐

TERMS: CASH ☐ CREDIT CARD ☐

CUSTOMER'S RIGHTS

1. CUSTOMER WANTS REPLACED PARTS IF NOT RETURNABLE UNDER WARRANTY, YES ____ NO ____
2. FOR YOUR PROTECTION ESTIMATE SINCE IT EXCEEDS $50, YES ____
3. CUSTOMER ADMITS THAT HE MAY BE CHARGED NOT MORE THAN 10% OF THE COST OF THE WRITTEN ESTIMATE WITHOUT HIS CONSENT.
4. CUSTOMER CONSENT FOR ADDITIONAL REPAIRS YES ____ NO ____

CUSTOMER SIGNATURE X

[redacted]

VEHICLES LEFT OVER 48 HRS. SUBJECT TO A STORAGE CHARGE @ $10.00 PER DAY.

PARTS & LABOR WARRANTED 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

ANY CLAIM OR ADJUSTMENT MUST BE ACCOMPANIED BY THIS WORK.

[redacted]

TECH	OPERATION	HRS
552		
OLH	FLG	FAILED PART
RC	NET	CND

TECH	OPERATION	HRS
OLH	FLG	FAILED PART
RC	NET	CND	AUTH

TECH	OPERATION	HRS
OLH	FLG	FAILED PART
RC	NET	CND	AUTH

TECH	OPERATION	HRS
OLH	FLG	FAILED PART
RC	NET	CND	AUTH

**RC [redacted] 0912* LIC:

SVC ADV: 906 LAURIE HICKEY

94 ***VIN: 2FALP74W7 [redacted]

FORD CROWN VIC

LX 4DR SDN

C002C

308 0883 [redacted] LICENSE: 552 DK RED/MAR CAR

P215/70R15 STOCK NUMBER: [redacted]

Diag. Speedometer, Repl. Head assy.

COMMENTS:

AVG PER DAY: PER MONTH:

DIST CODE: IFA

03/15/94 11:17:45

****PROMISED DATE: 03/16/94 TIME: 1600 ****

MODEL# P74

TAG 0212 ***RO 90454*** [redacted]

E002-025 44400

CONDITION CODES

MISSING

Code	Description
01	Battery, cracked
02	Seal, blown, frosted, sprung
03	Adhesive bond - failure or separation
05	Boot, seal torted (spark plugs only)
06	Dents, dings, surface defects (sheet metal only)
07	Improper adj. (not drivability)
08	Exotic operation
10	Improper sewing (soft trim only)
11	Undersize
12	Improper vehicle attitude (springs only)
13	Out of round
14	Surface uneven, rough, scratched, scored
15	Will not hold charge (battery only)
16	Oversize
17	Hole incomplete or enlarged
18	Hole out of position
19	Threads stripped
20	Threads crossed
21	Thread failure (soft trim only)
22	Undersized
23	Holder broken
24	Poor seating
25	Distortion (glass only)
26	Windrows
27	Hole in part
28	Open circuit (standard only)
29	Cut, torn
30	Excessive wear
31	Split seams
32	Stalled
33	Loose
34	Wrinkled
35	Poor fit
36	Misaligned, out of position
37	Unable to adjust
38	Wrong part
39	Missing part
40	Excessive oil consumption
41	Sticks, binds, gaks, stiffed
42	Inoperative
43	Improperly routed
44	Loose connections (electrical only)
45	Exhaust water / coolant leak
46	Burned out, shorted, grounded (electrical only)
47	Internal water / coolant leak
48	Leaks - other
49	Dirt, foreign material
50	Double ribbon (glass only)
51	Insufficient fuel or fluid
52	Poor performance
53	Attaching standard part thread stripped
54	Plugged, restricted
55	Noisy, rattles, squeaks
56	Attaching standard part loose
57	Attaching standard part broken
58	Attaching standard part cracked
59	Attaching standard part too long / short
60	Weld broken
61	Attaching standard part - wrong part
62	Weak, sagged
63	Welded or solder whisked
64	Overheating
65	Attaching stand. part rusted, corroded
66	Shudder, vibration, out of balance
67	Stalker (radio) or heater chips
68	Pitting etched (soft trim only)
69	Chipped, scratched (glass only)
70	Collapsed
71	Exhaust leak
72	Fuel leak
73	Vacuum leak
74	Blistered, peeling
75	Bubbles (glass only)
76	Oil leak
77	Hardness - cracked out
78	Improper capacity
79	Chrome or plating cracked
80	Stains, tarnished, faded, discolored
81	Slips, slips out of gear
82	Rusted, corroded
83	Pitted, hazy (glass only)
84	Teeth damaged or worn
85	Too long
86	Too short
87	Burns or spots
88	Improper wheel balancing
89	Damaged insulation (electrical only)
90	Crossed circuits (electrical only)
91	Damaged terminals (electrical only)
92	Dents, pulls (glass only)
93	Excessive effort

SYMPTOM

Applicable to Drivability Conditions Only

Engine Condition	Code	Engine Condition	Code
Backfire	T1	Fuel Odor, Leaks	T4
Diesel, Runs on	T2	Exhaust Odor, Smoke	T5
Unsatisfactory Fuel Economy	T3	Exhaust Non-Compliance Data	T6
		Diag Condom (Calif. Only)	T7

	Engine Temp Cold	Warm	Both
Starting Difficulties			
Will Not Crank	J1	L1	N1
Cranks, Will Not Start	J2	L2	N2
Cranks, Hard To Start	J3	L3	N3
Unsatisfactory Idle Quality			
Idle Rough	J4	L4	N4
Idle Too Fast	J5	L5	N5
Slow/Returns To Idle		L6	
Stalls, Quits			
After Starting	J7	L7	N7
Upon Initial Gear Engagement	J8	L8	N8
At Idle Or While Stopping	J9	L9	N9
While Driving	K1	M1	P1
Sluggish, Hesitates Upon Acceleration	K2	M2	P2
Surges, Bucks, Jerks, Missfire			
While Accelerating	K3	M3	P3
At Steady Speed	K4	M4	P4
Upon Deceleration	K5	M5	P5
Lacks Power	K6	M6	P6
Unusual Engine Noise			
Speak Knock	K7	M7	P7
Other Unusual Noise	K8	M8	P8

Applicable to Wheel Alignment Conditions Only

Drift, Pull, Wander	W2	Tire wear, Alignment within specifications	W3
Clear Valve	W3	Tire wear, Alignment out of specifications	W4

RADIO

4A	Broken, cracked	4D	Loose connections	4E	Damaged insulation
2B	Hole in part	4F	Burned out, shorted, grounded	9F	Crossed circuits
2H	Open circuit	9F	Noisy, rattles, squeaks	9G	Damaged terminals

PAINT DEFECTS

Applicable to Colorcoat Only

A1	Dirt in paint	A6	Thin adhesive on surface	B6	Blister, discloser under paint
A2	Overspray	A7	Stains, tarnished, faded, discolored	B7	Excessive protective wax
A3	Talk, no paint	A8	Bubbles, blisters, pop-ups	B8	Peels colorcoat from color coat, exterior
A4	Sags, runs, drips	A9	Cracking, dulling	C1	Peels from prime, exterior
A5	Color mismatch, metals, poor brush touch-up	B1	Cracked, checked paint	C2	Peels from interior surfaces (e.g., door jambs)
		B2	Orange peel, crazing, soft paint	C3	Paint - wrong color (multi-pt vehicles only)

Applicable to Rattlesh Only

D1	Dirt in primer	D4	Crazing, soft primer	D6	Rust setting into metal
D2	Bubbles, blisters, pop-ups	D5	Complete perforation	D7	Rust perforating body panel
D3	Sanded, checked primer	D8	Light rust on surface	D9	Cracked, checked primer
D8	Peels to bare metal				

PAINT DAMAGE

ABRASIVE MATERIAL (ENVIRONMENTAL FALLOUT) FLUID DRIPPINGS

B5	Battery acid damage (surface)	C2	Acid raining (particles acid rain and other airborne material)	D4	Battery acid through primer
B6	Other transportation fluid damage	C3	Metal (iron) filings in paint		
C4	Water spotting (particles acid rain)				

PART MISSING

ALBAL	- Tire balance (all)-Use condition code B2	BRAKE	- Brake bleeding - Use condition code B6
FRBAL	- Tire balance (front)-Use condition code B2	RHADJ	- Ride height adjustment, electronically controlled air suspension
RRBAL	- Tire balance (rear)-Use condition code B2	WHEEL	- Use for setting clear valve position or refaching steering wheel on Econoline vehicles - use condition code W6
FRONT	- Front end alignment only (use condition code W1, W2 or W4)		
RRDE	- Rear brake		
TIRE	- Tire repair or replacement		
ALTBELT	- Alternator belt	DRILL	- Entire grille assembly
PSBELT	- Power steering belt	STRIPE	- Pencil paint stripe
ACBELT	- Air conditioner belt	BED	- Bed of truck body
APBELT	- Air pump belt	Cab	- Cab of truck (including Econoline & Bronco models)
VACBELT	- Vacuum pump belt		
WPBELT	- Water pump belt		
FREON	- Air conditioner refrigerant		
ENTIRE	- Use only when the entire unit or a major portion (4 panels or more) of an entire part is required.		
ALCOK	- Anti-lock brake system diagnosis only (no repair) during basic vehicle warranty.		
DIAG	- EFI diagnosis only (no repair) during basic vehicle warranty.		

AT PRE DELIVERY ONLY

ANTI	- Antifreeze added	ACE	- Power steering fluid
FUEL	- Gasoline added	BOE	- Battery/Air
FRWSH	- Fluid added to windshield washer reservoir	EOE	- Engine oil
RWSH	- Fluid added to rear washer reservoir	ROE	- Differential lube
		SGE	- Steering gear lube
		TOE	- All transmission fluids lube

TIME CLOCK

ON
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BM02-023 44401

CUSTOMER PAY ☐ WARRANTY ☐ INTERNAL ☐ PARTS DISPOSAL: DISCARD ☐ RETURN ☐ TERMS: CASH ☐ CREDIT CARD ☐

CUSTOMER RIGHTS

I. CUSTOMER WANTS REPLACED PARTS IF NOT RETURNABLE UNDER WARRANTY. YES _____ NO _____.

II. YOU WANT A WRITTEN ESTIMATE SINCE IT EXCEEDS $50., YES _____ NO _____

III. CUSTOMER AGREES THAT HE MAY BE CHARGED NOT MORE THAN 10% OF THE COST OF THE WRITTEN ESTIMATE WITHOUT HIS CONSENT.

IV. CUSTOMER CONSENT FOR ADDITIONAL REPAIRS YES _____ NO _____

CUSTOMER'S SIGNATURE _____

CUSTOMER SIGNATURE X _____

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE, UNLESS OTHERWISE SHOWN. SERVICE CHARGES WERE CHARGED WITH CONSENT OF THE OWNER OR OWNER'S AGENT. NO ADDITIONAL CHARGES WERE MADE OR ANTICIPATED FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY ADJUSTMENTS OR REPLACEMENTS WERE MADE AND THE CLAIM HAS BEEN CORRECTED IN ANY WAY WITH ANY ADDITIONAL CHARGE OR MANNER. PURSUANT TO SUPERSEDES THE CLAIM AVAILABLE HERE IN WARRANTY THE DATE OF INVOICE INFORMATION AT THE SERVICING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.

DATE _____

INVOICE CHARGES FOR WORK PERFORMED AND PERSONAL ACCOUNTS UNDER ARE NOT ON FILE AND ARE NOT ENTITLED TO USED OR REBUILT. LABOR CHARGES ARE COMPUTED BY FLAT RATE UNLESS OTHERWISE SHOWN. CUSTOMER LABOR CHARGES ARE BASED ON THE RATE OF _____ PER HOUR.

SERVICE CHARGES COVERED BY THIS CONTRACT INCLUDE ALL LABOR AND MATERIALS USED ON YOUR VEHICLE. ACCEPTABLE SUPPLY ITEMS ARE: BUTS, BOLTS, WASHERS, PINS, ANTIFREEZE, SOLVENT, FLUID, TAPES, BATTERY CHARGES, ETC.

CHANGE TIRE	OIL CHANGE	OIL & FILTER	CHANGE CONTROL	ADJ TRANSMISSION	TUNE UP MINOR	INSPECT MINOR	SUSPECT MINOR	BALANCE WHEELS	FRONT END ALIGN	SAFETY INSP	ROTATE TIRES	SCOPE ENGINE	BRAKE INSP	CLR REAR BRKS	CLR FRONT BRKS	ROT & DRL 4 TIRES	MIN COOL SYS	ADJUST IGNITION	EQUIPMENT SYS	SERVICE A/C	E.G.R. SYS CHECK	T.C.P. (PROBE)	TUNE MINOR	4 WHEEL ALIGN					

VEHICLE LEFT OVER 48 HRS. SUBJECT TO A STORAGE CHARGE @ 10.00 PER DAY.

PARTS & LABOR WARRANTED 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE.

Tapes, Tape Players, Radios, Personal Articles MUST be removed before the car is left for service. We are not responsible for these items.

PG 1 OF 1

[redacted]

TECH 749	OPERATION	HRS 1.7
OLH	FLG	FAILED PART
RC	NET	CND	AUTH

[redacted]

TECH	OPERATION	HRS
OLH	FLG	FAILED PART
RC	NET	CND	AUTH

[redacted]

TECH	OPERATION	HRS
OLH	FLG	FAILED PART
RC	NET	CND	AUTH

[redacted]

TECH	OPERATION	HRS
OLH	FLG	FAILED PART
RC	NET	CND	AUTH

[redacted]

TECH	OPERATION	HRS
OLH	FLG	FAILED PART
RC	NET	CND	AUTH

[redacted]

RO 84907-9 *TAO 9637* LIC1 SVC ADV: 765 SHOOK SHUILTS
000R039B 94 **VIN: 2FALP74W7 RX126232**
FORD CROWN VIC
LX 4DR SDN
LICENSE: DK RED/MAR CAR
SVC DLR: 209001
STOCK NUMBER: 000R039B INV ACCT: 8020
PROD: 113093
CURRENT: 4

DIST CODE: 1FA

12/08/93 14:43:48

255 NOTE: INTERNAL

****PROMISED DATE: 12/08/93 TIME: 1600 ****

MODEL# P74

TAO 9637 **RO 84907** SVC ADV: 765 VIN: 2FALP74W7 RX126232

E882-825 44482

CONDITION CODES

NUMERIC

Code	Description
01	Broken, cracked
02	Bent, kinked, buckled, sprung
03	Adhesive bond - failure or separation
05	Seal, fuel hose (spark plugs only)
06	Dents, dings, surface defects (sheet metal only)
07	Improper adj. (not alignment)
08	Basic operation
10	Improper seating (soft trim only)
11	Underfill
12	Improper vehicle attitude (springs only)
13	Out of round
14	Surface uneven, rough, scratched, marred
15	Will not hold charge (battery only)
16	Operation
17	Hole incomplete or pelted
18	Hole out of position
19	Threads stripped
20	Threads gulled
21	Thread fail up (soft trim only)
22	Unseated
23	Bubble broken
24	Poor sealing
25	Direction (glass only)
26	Misfasten
27	Rate to part
28	Open circuit (electrical only)
29	Cut, torn
30	Excessive wear
31	Split seams
32	Soiled
33	Loose
34	Wrinkled
35	Poor fit
36	Misaligned, out of position
37	Unable to adjust
38	Wrong part
39	Missing part
40	Excessive oil consumption
41	Bubble, chalk, grafts, (sheet)
42	Inoperative
43	Improperly routed
44	Loose connections (electrical only)
45	Electrical wiring / coolant leak
46	Burned out, stowed, grounded (electrical only)
47	Internal wiring / coolant leak
48	Leaks - other
49	Dirt, foreign contents
50	Double vision (glass only)
51	Insufficient tube or fluid
52	Poor performance
53	Attaching standard part (head stripped)
54	Plugged, restricted
55	Noisy, rattles, squeals
56	Attaching standard part loose
57	Attaching standard part factory
58	Attaching standard part cutted
59	Attaching standard part too long / short
60	Wrong engine
61	Attaching standard part - wrong part
62	Worn, sagged
63	Welds or water sealed
64	Overheating
65	Attaching stand. part stolen, corroded
66	Shudder, vibration, out of balance
67	Harder pulled or easier slipped
68	Fading shines (not trim only)
69	Chipped, scratched (glass only)
70	Outgassed
71	Exhaust leak
72	Fuel leak
73	Vacuum leak
74	Blistered, peeling
75	Bubbles (glass only)
76	Oil leak
77	Hardened - dried out
78	Improper assembly
79	Chewed or pulling seated
80	Stains, tarnished, faded, discolored
81	Slips, slips out of gear
82	Stained, corroded
83	Fogged, hazy (glass only)
84	Teeth damaged or worn
85	Too long
86	Too short
87	Burn or nicked
88	Improper wheel balancing
89	Damaged insulation (electrical only)
90	Grounded circuits (electrical only)
91	Damaged receptacle (electrical only)
92	Dives, pulls (brakes only)
93	Excessive effort
94	Bent
95	Misaligned
96	Poor fit
97	Broken, cracked
98	Dirty
99	Missing

SYMPTOM

Applicable to Drivability Conditions Only

Engine Condition	Code	Engine Condition	Code
Backfire	T1	Foul Odor, Leaks	T4
Diesels, Runs on	T2	Exhaust Odor, Smoke	T5
Unsatisfactory Fuel Economy	T3	Subsidiary Non-Compliance Code	T6
		Dirty Concern (Cust. Only)	T7

	Engine Temp Cold	Warm	Both
Starting Difficulties			
Will Not Crank	J1	L1	N1
Cranks, Will Not Start	J2	L2	N2
Cranks, Hard To Start	J3	L3	N3
Unsatisfactory Idle Quality			
Idle Rough	J4	L4	N4
Idle Too Fast	J5	L5	N5
Stall Return To Idle		L6	
Stalls, Quits			
After Starting	J7	L7	N7
Upon Initial Gear Engagement	J8	L8	N8
At Idle Or While Stopping	J9	L9	N9
While Driving	K1	M1	P1
Stumbles, Hesitates Upon Acceleration	K2	M2	P2
Surges, Stalls, Jerks, Misses While Accelerating	K3	M3	P3
At Steady Speed	K4	M4	P4
Upon Deceleration	K5	M5	P5
Lacks Power	K6	M6	P6
Unusual Engine Noise			
Spark Knock	K7	M7	P7
Other Unusual Noise	K8	M8	P8

Applicable to Wheel Alignment Conditions Only

Cold, Pull, Wander	K9	Tire wear Alignment within specifications	V9
Close Vision	K9	Tire wear Alignment out of specifications	V9

RADIO

0A	Broken, cracked	4D	Loose connections	9E	Damaged insulation
2A	Hole in part	4F	Burned out, shorted, grounded	9F	Grounded circuits
2H	Open circuit	5F	Noise, rattles, squeals	9G	Damaged terminals

PAINT DEFECTS

Applicable to Colorcoat Only

A1	Dirt in paint	A6	Film adhesion on surface	B3	Sealer, deadener under paint
A2	Overspray	A7	Stains, tarnished, faded, discolored	B7	Excessive protective wax
A3	Thin, no paint	A8	Bubbles, blisters, pop-ups	B9	Paint polymer from color coat, exterior
A4	Sags, runs, drips	A9	Crazing, dulling	C1	Paint from prime, exterior
A5	Color mismatch, mottle, poor touch-up/blend	B1	Cracked, checked paint	C2	Paint from interior surfaces (e.g., door jambs)
		B2	Orange peel, crazing, soft paint	C3	Paint - wrong color (chalkset vehicles only)

Applicable to Refinish Only

D1	Dirt in primer	D5	Crazing, soft primer	D9	Rust swing into metal
D2	Bubbles, blisters, pop-ups	D7	Corrosion perforation	E1	Rust extending body panel
D3	Sealer, deadener under primer	D8	Light rust on surface	E2	Cracked, checked primer
D4	Paint to bare metal				

PART NAMES

AUBAL -	Tire balance (left)-Use condition code W
FRBAL -	Tire balance (front)-Use condition code W
RRBAL -	Tire balance (rear)-Use condition code W
FRONT -	Front end alignment only (use condition code W1, W2 or W3)
RTOE -	Rear toe-in
TIRE -	Tire repair or replacement
BRAKE -	Brake bleeding - Use condition code G5
RHADJ -	Ride height adjustment, electronically controlled air suspension
SWHEEL -	Use for setting steer wheel position or refaddusting steering wheel on Executive vehicles - use condition code W9
ALTBELT -	Alternator belt
PSBELT -	Power steering belt
ACBELT -	Air compressor belt
APBELT -	Air pump belt
VACBELT -	Vacuum pump belt
WPBELT -	Water pump belt
FREON -	Air conditioner refrigerant
GRILL -	Entire grille assembly
STRIPE -	Panel paint stripe
BED -	Bed of truck body
CAB -	Cab of truck (including Executive & Bronco models)
ENTIRE -	Use only when the entire unit or a major portion (4 panels or more) of an entire unit is repaired.
ALDOK -	Antilock brake system diagnosis only (no repair) during basic vehicle warranty.
DIAG -	EEC diagnosis only (no repair) during basic vehicle warranty.

PAINT DAMAGE

AIRBORNE MATERIAL (ENVIRONMENTAL FALLOUT) FLUID DRIPPINGS

B5	Battery acid damage (surface)	C5	Acid etching (includes acid rain and other airborne material)	D4	Battery acid through primer
B6	Other transportation fluid damage	C6	Metal (iron) filings in paint		
C4	Water spotting (includes acid rain)				

AT PRE DELIVERY ONLY

ANTI -	Antifreeze added	AOIL -	Power steering fluid
FUEL -	Gasoline added	BOIL -	Brake fluid
FWASH -	Fluid added to windshield washer reservoir	EOIL -	Engine oil
RWASH -	Fluid added to rear washer reservoir	ROIL -	Differential lube
		SOIL -	Steering gear lube
		TOIL -	All transmission fluids lube

TIME CLOCK

ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF

CUSTOMER PAY ☐ WARRANTY ☐

CUSTOMER PARTS

1. CUSTOMER PARTS REPLACED PARTS IF NOT RETURNABLE UND
YES ☐
2. DO YOU [illegible] ESTIMATE SINCE IT EXCEEDS $50., Y
NO ☐
3. CUSTOMER [illegible] THAT HE MAY BE CHARGED NOT MORE THA
COMPLETE THE WRITTEN ESTIMATE WITHOUT HIS CONSENT.
4. CUSTOMER CONSENT FOR ADDITIONAL REPAIRS YES _____

Customer Signature

DISCARD ☐ RETURN ☐

TERMS: CASH ☐ CREDIT CARD ☐

[illegible]

[illegible] FOR WORKMANSHIP AND MATERIALS. ALL PARTS TERMED AS
OWNED OR REPAIRED. LABOR OPERATIONS COMPUTED BY FLAT RATE UNLESS
OTHERWISE LABOR CHARGES ARE BASED ON THE RATE OF _____ A HOUR.

[illegible] ENT. [illegible]

[illegible] | [illegible] | [illegible] | [

CONDITION CODES

NUMERIC

Code	Description
01	Broken, cracked
02	Bent, twisted, buckled, spring
03	Adhesive bond - failure or separation
04	Rust, rust holes (spark plugs only)
05	Dents, dings, various colors (sheet metal only)
07	Improper adj. (not drivability)
09	Erratic operation
10	Improper spacing (soft trim only)
11	Underdriv
12	Improper vehicle attitude (springs only)
13	Circuit open
14	Surface uneven, rough, scratched, pealed
15	Will not hold charge (battery only)
16	Overdriv
17	Hole incomplete or omitted
18	Hole out of position
19	Threads stripped
20	Threads cross
21	Thread failure (soft trim only)
22	Undersized
23	Solder broken
24	Poor sealing
25	Distortion (glass only)
26	Windrolen
27	Hole in part
28	Open circuit (electrical only)
29	Cut, torn
30	Excessive wear
31	Split seams
32	Salted
33	Loose
34	Wrinkled
35	Poor fit
36	Misaligned, out of position
37	Unable to adjust
38	Wrong part
39	Missing part
40	Excessive air consumption
41	Skins, binds, pulls, seized
42	Inoperative
43	Improperly routed
44	Loose connections (electrical only)
46	External water / coolant leak
48	Burned out, shorted, grounded (electrical only)
47	Internal water / coolant leak
49	Leaks - other
50	Dirt, foreign material
60	Double strike (glass only)
51	Inoperative bite or bulb
53	Poor performance
54	Attaching standard part (bend stripped)
55	Plugged, restricted
56	Noisy, noisy, squeaks
57	Attaching standard part loose
58	Attaching standard part broken
59	Attaching standard part omitted
60	Attaching standard part too long / short
61	Weld broken
62	Attaching standard part - wrong part
63	Weak, sagged
64	Waste or noisy omitted
65	Overheating
66	Attaching stand. part rusted, corroded
67	Shrinkle, vibration, out of balance
68	Greater crushed or sealer edge
69	Padding shifted (soft trim only)
70	Chipped, scratched (glass only)
71	Collapsed
72	Exhaust leak
73	Fuel leak
74	Vacuum leak
75	Bleeded, peeling
76	Dislodged (glass only)
77	Oil leak
78	Hatchback - other out
79	Improper assembly
80	Chrome or plating worn
81	Stains, blistered, faded, discolored
83	Slips, slips out of gear
84	Rusted, corroded
85	Plugged, hung (glass only)
87	Teeth damaged or worn
88	Too long
89	Too short
91	Bent or nicked
92	Improper wheel balancing
95	Damaged insulation (electrical only)
96	Crossed circuits (electrical only)
97	Damaged terminals (electrical only)
98	Dents, pulls (frame only)
99	Excessive effort

PAINT DEFECTS
Applicable to Colormost Only

Code	Description
A1	Dirt in paint
A2	Overspray
A3	Thin, no paint
A4	Stays, runs, drips
A5	Color mismatch, scuffs, poor touch-up/up
A6	Trim adhesive on surface
A7	Stains, tarnished, faded, discolored
A8	Bubbles, blisters, pop-ups
A9	Chalking, drying
B1	Crushed, shorted paint
B2	Damage peel, cracking, soft paint
B3	Sealer, deadener under paint
B7	Excessive protective wax
B9	Peels outboard floor color coat, exterior
C1	Peels from prime, exterior
C2	Peels from interior surfaces (e.g., door jamb)
C3	Paint - wrong color (assembly vehicles only)

Applicable to Refinish Only

Code	Description
D1	Dirt in primer
D2	Bubbles, blisters, pop-ups
D3	Sealer, deadener under primer
D5	Peels to bare metal
D6	Chalking, soft primer
D7	Corrosion perforation
D8	Light rust on surface
D9	Rust creeping into metal
E1	Rust perforating body panel
E2	Cracked, shorted primer

PAINT DAMAGE
AIRBORNE MATERIAL (ENVIRONMENTAL FALLOUT) FLUID DRIPPINGS

Code	Description
B5	Battery acid damage (surface)
B6	Other transportation fluid damage
C4	Water spotting (excluding water rust)
C5	Acid etching (includes acid rain and other airborne material)
C6	Metal (iron) filings in paint
D4	Battery acid through primer

SYMPTOM
Applicable to Drivability Conditions Only

Engine Condition	Code
Backfires	T1
Diesels, Runs on	T3
Unsatisfactory Fuel Economy	T9
Fuel Odor, Leaks	T4
Exhaust Odor, Smoke	T6
Emission Non-Compliance Code	W
Dieselon (Odor Only)	T7

	Engine Temp Cold	Warm	Hot
Starting Difficulties			
Will Not Crank	J1	L1	N1
Cranks, Will Not Start	J2	L2	N2
Cranks, Hard To Start	J3	L3	N3
Unsatisfactory Idle Quality			
Idle Rough	J4	L4	N4
Idle Too Fast	J5	L5	N5
Idle Returns To Idle		L6	
Stalls, Quits			
After Starting	J7	L7	N7
Upon Initial Drive Engagement	J8	L8	N8
At Idle Or While Braking	J9	L9	N9
While Driving	K1	M1	P1
Stumbles, Hesitates Upon Acceleration	K2	M2	P2
Surges, Bucks, Jerks, Misses			
While Accelerating	K3	M3	P3
At Steady Speed	K4	M4	P4
Upon Deceleration	K5	M5	P5
Lacks Power	K6	M6	P6
Unusual Engine Noise			
Spark Knock	K7	M7	P7
Other Unusual Noise	K8	M8	P8

Applicable to Wheel Alignment Conditions Only

Drift, Pull, Wander	W3
Clear Vision	W4
Tire wear, Alignment within specifications	W5
Tire wear, Alignment out of specifications	W6

RADIO

Code	Description
20	Broken, cracked
21	Not fit/flat
24	Open circuit
40	Loose connections
47	Burned out, shorted, disjointed
57	Noisy, noisy, squeaks
58	Damaged insulation
95	Crossed circuits
96	Damaged terminals

PART NAMES

Code	Description
ALBAL	- Tire balance (all)-Use condition code W
FRBAL	- Tire balance (front)-Use condition code W
RRBAL	- Tire balance (rear)-Use condition code W
FRCMT	- Front end alignment only (use condition code W1, W3 or W4)
RTCIF	- Rear tire fit
TIRE	- Tire repair or replacement
BRAKE	- Brake bleeding - Use condition code W
RHADJ	- Ride height adjustment, electrically controlled air suspension
SWHEEL	- Use for setting clear vision position or adjusting steering wheel on Sorrento vehicles - use condition code W
ALTBELT	- Alternator belt
PSBELT	- Power steering belt
ACBELT	- Air conditioner belt
APBELT	- Air pump belt
VACBELT	- Vacuum pump belt
WPBELT	- Water pump belt
FREON	- Air conditioner refrigerant
GRILL	- Grille/grille assembly
STRPE	- Panel paint stripe
BED	- Bed of truck body
CAB	- Cab of truck (excluding Sorrento & Sierra models)

Code	Description
ENTRE	- Use only when the entire unit or a major portion (4 panels or more) of an entire unit is repaired.
ALOCK	- Anti-lock brake system diagnostic (only pay repair) during basic vehicle warranty.
DIAG	- DEC diagnostic (only pay repair) during basic vehicle warranty.

AT PRE DELIVERY ONLY

Code	Description
ANT	- Antenna added
FUEL	- Gasoline added
FWASH	- Fluid added to windshield washer reservoir
FWASH	- Fluid added to rear washer reservoir
ADL	- Power steering fluid
BOL	- Brake fluid
EOL	- Engine oil
TOL	- Differential fluid
SOL	- Steering gear fluid
TOL	- All transmission fluid type

TIME CLOCK

ON	
OFF	0 31
ON	0 31
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ON	
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ON	
OFF	

SM02-023 4445

FORD

Koons Ford of Annapolis

FORD

2540 RIVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 841-6560, WASHINGTON 261-8220
DIRECT LINE 268-3067

P & A CODE 00068

[redacted]

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE AND MUST BE MADE WITHIN 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

SERVICE HOURS:
MONDAY THRU FRIDAY
7:30 AM TO 6:00 PM

CASHIER AND CUSTOMER PICK-UP
7:30 AM TO 7:00 PM
SAT. 9:00 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW

[redacted]

TAG: 0704 C W P RO: W10102
2F AL174W7RX126232 DK RED/MAR
94 FORD CROWN VIC LX 4DR CDN
EDGEWATER MD [redacted] INVOICED AT: 06/23/95 14:17:53
ANNE ARUNDEL LIC: MD 1 STK#: 000R0390
DATES: DEOIN: 062195 DONE: 062395 INSVC: 022895 SOLD: 022895 PROD: 110090
ADV: 648 DC: 1FA 271413
HOME: ODOMETER IN: 5073 TX: 1
WORK: [redacted]
251775

LN TURN SIGNALS AND A/C INOP SEE CUS: TECH 791 LAB HRS .2 11.19
52 T NOTE GANFORD, ROD
FUSE MISSING 526A 10 59
FUSE - REPLACE CHECK OPERATION OF
AC & SIGNALS COULD NOT VERIFY

VEN PART NUMBER	DESCRIPTION	NOTE	QTY	PRICE @	EXTENDED
FMC*D9ZZ 14526 D	FUSE		2	.27	.54
	PARTS COUNT		2		

PARTS AMOUNT .76
LAB AMOUNT 11.19
LINE TOTAL - DEPT D 11.95

PARTS .76
LAB MECHANICAL 11.19
TOTAL CHARGES 11.95
FAC WARRANTY 11.95

LAB RATE: 34.00
PREFERRED TREATMENT
ATTENTION
CUST-PAY MUST BE PRINTED ALSO

IF YOU HAVE ANY QUESTIONS - PLEASE SEE KARL R. PENNELL
MG

PAGE 1 OF 1

ER02-025 44498

FORD

Koons Ford of Annapolis

FORD

2540 RIVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 841-6550, WASHINGTON 261-8220
DIRECT LINE 268-3087

P & A CODE 00089

[redacted]

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE AND MUST BE MADE WITHIN 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

SERVICE HOURS:
MONDAY THRU FRIDAY
7:30 AM TO 8:00 PM

CASHIER AND CUSTOMER PICK-UP
7:30 AM TO 7:00 PM
SAT. 8:00 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X _____

[redacted]

TAG: 0427 C RO: C22386-1
2FALP74W7RX126232 DK RED/MAR
94 FORD CROWN VIC LX 4DR SDN
EDGEWATER MD [redacted] INVOICED AT: 09/06/95 18:19:16
ANNE ARUNDEL LIC: MD 1 STK#: 000R0398
DATES: BEGIN: 090695 DONE: 090695 INSVC: 022895 SOLD: 022895 PROD: 110099
ADV: 287 DC: 1EA 27H418
HOME: [redacted] ODOMETER IN: 9870 TX: 1
WORK:

LN 10K SERVICE : TECH 707 $ 11.60
*31 COMPLETED SERVICE : REED, DERICH L.
OP-10K

VEN	PART NUMBER	DESCRIPTION	NOTE	QTY	PRICE @	EXTENDED
FMG	FL 820	FILTER		1	8.63	8.63
FMC	XO 5W30 QSP	MOTOR		5	3.31	16.55
	PARTS AMOUNT					25.18
	LAB AMOUNT					11.60
	SERVICE SPECIAL ADJUST					11.83-
	LINE TOTAL - DEPT 0					24.95

PARTS	25.18
SUPPLIES	2.32
LAB-MECHANICAL	11.60
SERVICE SPECIAL ADJUSTMENT	11.83-
SUB-TOTAL	27.27
TAX	.78
TOTAL-CHARGES	28.05
VISA 004014	28.05

VISA//// MASTERCARD ////

LAB RATE: 64.00

IF YOU HAVE ANY QUESTIONS - PLEASE SEE TROY V. GRESHAM

CT

ER82-625 44487

FORD

Koons Ford of Annapolis

FORD

2640 RIVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 841-6650, WASHINGTON 261-8220
DIRECT LINE 296-5087

P & A CODE 00089

[redacted]

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE AND MUST BE MADE WITHIN 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

SERVICE HOURS:
MONDAY THRU FRIDAY
7:30 AM TO 5:00 PM

CASHIER AND CUSTOMER PICK-UP
7:30 AM TO 7:00 PM
SAT. 9:00 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X

[redacted]

TAG: 0427 C P RO: C22386-1
2FALP74W7RX126232 DK RED/MAR
94 FORD CROWN VIC LX 4DR SDN
EDGEWATER MD [redacted] INVOICED AT: 09/06/95 09:52:09
ANNE ARUNDEL LIC: MD 1 STK#: 000R0398
DATES: BEGIN: 090695 DONE: 090695 INSVC: 022895 SOLD: 022895 PROD: 113093
ADV: 287 DC: 1EA 27H418
HOME: [redacted] ODOMETER IN: 9870 TX: 1
WORK: [redacted]

LN 10K SERVICE : TECH 707 S 11.60
#31 COMPLETED SERVICE : REED, DERICH L.

VEN	PART NUMBER	DESCRIPTION	NOTE	QTY	PRICE	& EXTENDED
FMC	FL 820	FILTER		1	8.63	8.63
FMC	XO 5W30 QSP	MOTOR O		5	3.31	16.55
	PARTS AMOUNT					25.18
	LAB AMOUNT					11.60
	SERVICE SPECIAL ADJUST					11.83-
	LINE TOTAL - DEPT D					24.95

PARTS	25.18
SUPPLIES	2.32
LAB-MECHANICAL	11.60
SERVICE SPECIAL ADJUSTMENT	11.83-
SUB-TOTAL	27.27
TAX	.78
TOTAL-CHARGES	28.05
CASH DUE	28.05

LAB RATE: 64.00

IF YOU HAVE ANY QUESTIONS - PLEASE SEE TROY V. GRESHAM

MG

ER82-825 44488

FORD

Koons Ford of Annapolis

FORD

2540 RIVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 841-6550, WASHINGTON 261-5220
DIRECT LINE 295-3087

P & A CODE 00089

[redacted]

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE AND MUST BE MADE WITHIN 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

SERVICE HOURS:
MONDAY THRU FRIDAY
7:30 AM TO 6:00 PM

CASHIER AND CUSTOMER PICK-UP
7:30 AM TO 7:00 PM
SAT. 9:00 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X _____

[redacted]

TAG: 3909 C P RO: C12565-3
2FALP74W7RX126232 DK RED/MAR
94 FORD CROWN VIC LX 4DR SDN
EDGEWATER MD [redacted] INVOICED AT: 03/10/95 13:20:00
ANNE ARUNDEL LIC: MD STK#:000R0399 1300
DATES: BEGIN: 030995 DONE: 031095 INSVC:022895 SOLD: 022895 PROD: 113093
ADV: 946 DC: 1FA 27H418
HOME: [redacted] ODOMETER IN:93 TX: 1

LN INSTALL FORD 400 ALARM SYSTEM : TECH 134 186.00
51 INSTALL FORD 400 ALARM SYSTEM : CHAMBERS, JOHN
OP-INSTALL AUTH-DW

VEN	PART NUMBER	DESCRIPTION	NOTE	QTY	PRICE @	EXTENDED
FMC#F3AZ	19A361 C	KIT,EL		1	185.38	185.38
	PARTS AMOUNT					185.38
	LAB AMOUNT					186.00
	LINE TOTAL - DEPT D					371.38

LN INSTALL AUTO ARMOR PROT. PKG. 500 S 484.55
52 INSTALL AUTO ARMOR PROT. PKG. MISC TECH SVC
OP-INSTALL AUTH-DW

LAB AMOUNT 484.55
LINE TOTAL - DEPT D 484.55

PARTS	185.38
LAB-MECHANICAL	670.55
SUB-TOTAL	855.93
TAX	9.27
TOTAL-CHARGES	865.20
CHECK RECEIVED	865.20

LAB RATE: 62.00
PREFERRED TREATMENT

DW PAGE 1 OF 3

Paid Visa 3/10/95 DB

EA82-625 44486

FORD

Koons of Annapolis

ISUZU

2540 RIVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 841-6560, WASHINGTON 261-8220
DIRECT LINE 266-3087

P & A CODE 00088

[redacted]

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SERVICE HOURS:
MONDAY THRU FRIDAY
7:30 AM TO 6:00 PM

CASHIER AND CUSTOMER PICK-UP
7:30 AM TO 7:00 PM
SAT. 9:00 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X _____

000R0398 TAG: 0912 W P RO: W90454-1
2FALP74W7RX126232 DK RED/MAR
94 FORD CROWN VIC LX 4DR SDN
INVOICED AT: 03/21/94 12:05:13
DATES: BEGIN: 031594 DONE: 032194 PROD: 113093
ADV: 306 DC: 1FA STK#: 000R0398 1300

ODOMETER IN: 7 TX: 1

94080

LN					
51	SPEEDOMETER IN DASH DOES NOT READ: OVER 20 MPH	TECH 552 LAB HRS 1.1 MONK, ANTHONY			57.78
	LOOSE CONN.	OP-10848A			FC-03
	DIAG.,REPL.HEAD ASSY.	FP-10849			A85
	PART#FMC F3VY 10849 AR	MASTER PARTS COUNT	QTY 1 1	111.12	111.12
	PARTS AMOUNT				155.57
	LAB AMOUNT				57.78
	LINE TOTAL - DEPT 8				213.35

PARTS	155.57
LAB-MECHANICAL	57.78
TOTAL-CHARGES	213.35
FAC WARRANTY	213.35

LAB RATE: 42.00

MV PAGE 1 OF 1

H 3/28

EA02-825 44410

FORD

Koons Ford of Annapolis

ISUZU

2540 RIVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 841-6550, WASHINGTON 261-6220
DIRECT LINE 266-3067

P & A CODE 00069

[redacted]	

DATE			MILEAGE NO TENTHS
MO.	DAY	YR.	

DATE			MILEAGE NO TENTHS
MO.	DAY	YR.	

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE AND MUST BE MADE WITHIN 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

SERVICE HOURS:
MONDAY THRU FRIDAY
7:30 AM TO 6:00 PM

CASHIER AND CUSTOMER PICKUP
7:30 AM TO 7:00 PM
SAT. 8:00 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X

```
00OR0398                                TAG: 9637      I  P   RO: 184907-9
                                        2FALP74W7RX126232       DK RED/MAR
                                   94 FORD CROWN VIC LX 4DR SDN
                                        INVOICED AT:   12/10/93  10:10:07
DATES:  BEGIN: 120893  DONE: 121093                          PROD: 113093
ADV: 765   DC: 1FA                                   STK#:00OR0398 5020

                                   ODOMETER IN:4                  TX:   1

LN    PDI                          : TECH 749 LAB HRS    1.7      68.85
S1    PDI                          :                 9ELBY, JO9EPH
      PDI                          : OP-PDI
                                                                   0
          LAB AMOUNT                                              68.85
          LINE TOTAL  - DEPT                                      68.85

                                        MECHANICAL                68.85
                                        CHARGES                   68.85
                                        INTERNAL                  68.85
LAB RATE:     54.00
INTERNAL

MS                                                  PAGE  1 OF  1
```

E002-025 44411

FORD

FORD

2540 RIVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 841-8550, WASHINGTON 261-8220
DIRECT LINE 266-3067

P & A CODE 00089

[redacted]

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE AND MUST BE MADE WITHIN 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

SERVICE HOURS:
MONDAY THRU FRIDAY
7:30 AM TO 6:00 PM

CASHIER AND CUSTOMER PICKUP
7:30 AM TO 7:00 PM
SAT. 9:00 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X _____

000R0398

TAG: 0796 W P RO: W10071-5
2FALP74W7RX126232 DK RED/MA
94 FORD CROWN VIC LX 4DR SDN
INVOICED AT: 02/02/95 11:17:52

PARTS	362.63
LAB-MECHANICAL	97.40
TOTAL-CHARGES	460.03
FAC WARRANTY	460.03

LAB RATE: 62.00

IF YOU HAVE ANY QUESTIONS - PLEASE SEE TROY V. GRESHAM
MG

ER92-828 44412

FORD

Koons Ford of Annapolis

FORD

2540 RIVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 841-6550, WASHINGTON 261-8220
DIRECT LINE 266-3087

P & A CODE 00088

[redacted]

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE AND MUST BE MADE WITHIN 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

SERVICE HOURS:
MONDAY THRU FRIDAY
7:30 AM TO 6:00 PM

CASHIER AND CUSTOMER PICK-UP
7:30 AM TO 7:00 PM
SAT. 8:00 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X _____

000R0998 TAG: 0796 W P RO: W10071 2
2FALP74W7RX126232 DK RED/MAR
94 FORD CROWN VIC LX 4DR SDN
INVOICED AT: 02/02/95 11:17:52
STK#: 000R0998 1000
DATES: BEGIN: 013095 DONE: 020195 PROD: 110099
ADV: 287 DC: 1FA
ODOMETER IN: 37 TX: 1
95032

LN 51	AMP LIGHT ON BATTERY & ALTERNATOR SHORTED ALTERNATOR - REMOVE AND INSTALL OR REPLACE	TECH 889 LAB HRS VOLTA, CARLO OP-10346A	.7	97.06 FC-X1	
LN 51-1	ALTERNATOR CIRCUITS (USI[illegible] TER) - TEST	[illegible] 889 LAB HRS VOLTA, CARLO OP-[illegible]200A	.3	16.23 FC-X1	
LN 51-2	REPLACE BATTERY	TECH 889 LAB HRS VOLTA, CARLO OP-10654B	.3	16.23 FC-X1	
LN 51-3	WIRING ASSEMBLY - REPAIR	TECH 889 LAB HRS VOLTA, CARLO OP-14200A	.5	27.06 FC-X1	

VEN PART NUMBER		DESCRIPTION	NOTE	QTY	PRICE @	EXTENDED
FMC*E9AZ	14526 A	*WIR ASY-F		1	5.61	5.61
FMC*F1VY	10346 B	ALT ASY-		1	152.75	152.75
FMC*F0DZ	10316 A	REGULATOR		1	37.50	37.50
FMC*F1DZ	10347 A	HOLDER &		1	3.78	3.78
FMC BXT	65 650	BATTERY A		1$	83.14	83.14
		PARTS COUNT		5		

PARTS AMOUNT	362.63
LAB AMOUNT	97.40
LINE TOTAL - DEPT D	460.03

MG

ER62-625 44413

FORD

FORD

2540 RIVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 841-8550, WASHINGTON 261-8920
DIRECT LINE 266-9087

P & A CODE 00089

[redacted]

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE AND MUST BE MADE WITHIN 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

SERVICE HOURS:
MONDAY THRU FRIDAY
7:30 AM TO 6:00 PM

CASHIER AND CUSTOMER PICK-UP
7:30 AM TO 7:00 PM
SAT. 8:00 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X

[redacted]

TAG: 0704 C W RO: C18189-6
2FALP74W7RX126232 DK RED/MAR
94 FORD CROWN VIC LX 4DR SDN
EDGEWATER MD [redacted] INVOICED AT: 06/23/95 19:03:34

IF YOU HAVE ANY QUESTIONS - PLEASE SEE KARL R. PENNELL

KM

ER92-825 44414

FORD

Koons Ford of Annapolis

FORD

2540 RIVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 841-6550, WASHINGTON 261-8220
DIRECT LINE 266-3067

P & A CODE 00069

[redacted]

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE AND MUST BE MADE WITHIN 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

SERVICE HOURS:
MONDAY THRU FRIDAY
7:30 AM TO 6:00 PM

CASHIER AND CUSTOMER PICK-UP
7:30 AM TO 7:00 PM
SAT. 8:00 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X _____

[redacted]

TAG: 0704 C W RO: C19199-6
2FALP74W7RX126232 DK RED/MAR
94 FORD CROWN VIC LX 4DR SDN
EDGEWATER MD [redacted] INVOICED AT: 06/23/95 19:03:34
ANNE ARUNDEL LIC: MD 1 STK#:000R0398
DATES: BEGIN: 062195 DONE: 062395 INSVC:022895 SOLD: 022895 PROD: 113093
ADV: 648 DC: 1FA 27H418
HOME: [redacted] ODOMETER IN:5073 TX: 1
WORK:

LN	94 5K SVC	: TECH 791		S	23.20
31	COMPLETED SERVICE	:	SANFORD, ROB		

VEN	PART NUMBER	DESCRIPTION	QTY	PRICE @	EXTENDED
FMC	FL 820	FILTER	1	8.63	8.63
FMC	5W30	OIL	5	1.75	8.75
	PARTS AMOUNT				17.38
	LAB AMOUNT				23.20
	SERVICE SPECIAL ADJUSTMENT				4.03-
	LINE TOTAL - DEPT D				36.55

PARTS	17.38
SUPPLIES	4.64
LAB-MECHANICAL	23.20
SERVICE SPECIAL ADJUSTMENT	4.03-
SUB-TOTAL	41.19
TAX	.90
TOTAL-CHARGES	42.09
VISA 004014	42.09

VISA//// MASTERCARD ////

KAM 6/23

LAB RATE: 64.00
PREFERRED TREATMENT
ATTENTION
WARRANTY MUST BE PRINTED ALSO
KM

PAGE 1 OF 3

EA02-825 44415

FORD

Koons Ford of Annapolis

FORD

2540 RIVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 841-8550, WASHINGTON 261-8220
DIRECT LINE 266-6067

P & A CODE 00089

[redacted]

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SERVICE HOURS:
MONDAY THRU FRIDAY
7:30 AM TO 8:00 PM

CASHIER AND CUSTOMER PICK-UP
7:30 AM TO 7:00 PM
SAT. 8:00 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X

[redacted]

TAG: 0704 C W P NO: 018107
2FALP74W7RX126232 DK RED/MAR
94 FORD CROWN VIC LX 4DR SDN
EDGEWATER MD [redacted] INVOICED AT: 06/23/95 14:16:54
ANNE ARUNDEL LIC: MD 1 STK#:000R0390
DATES: BEGIN: 062195 DONE: 062395 INSVC: 022395 SOLD: 022895 PROD: 110028
ADV: 648 DC: 1FA 271410
HOME: [redacted] ODOMETER IN: 5073 TX: 1
WORK:

LN 94 SK SVC | TECH 791 S 23.20
31 COMPLETED SERVICE SANFORD, ROD

VEN	PART NUMBER	DESCRIPTION	NOTE	QTY	PRICE @	EXTENDED
FMC	FL 820	FILTER		1	8.63	8.63
FMC	5W30	OIL		5	1.75	8.75
	PARTS AMOUNT					17.38
	LAB AMOUNT					23.20
	SERVICE SPECIAL ADJUST					4.03
	LINE TOTAL - DEPT D					36.55

PARTS	17.38
SUPPLIES	4.64
LAB-MECHANICAL	23.20
SERVICE SPECIAL ADJUSTMENT	4.03
SUB-TOTAL	41.19
TAX	.90
TOTAL-CHARGES	42.09
CASH DUE	42.09

LAB RATE: 64.00
PREFERRED TREATMENT
ATTENTION-
WARRANTY MUST BE PRINTED ALSO

MO PAGE 1 OF 3

ER82-825 44418

FORD

FORD

2540 RIVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 841-6550, WASHINGTON 261-6260
DIRECT LINE 266-3067

P & A CODE 00089

[redacted]

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SERVICE HOURS:
MONDAY THRU FRIDAY
7:30 AM TO 6:00 PM

CASHIER AND CUSTOMER PICKUP
7:30 AM TO 7:00 PM
SAT. 8:00 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW

[redacted]

TAG: 0704 C W P NO: 018109
2FALP74W7RX126232 DK RED/MAR
94 FORD CROWN VIC LX 4DR SDN
EDGEWATER MD [redacted] INVOICED AT: 06/23/95 14:10:54

IF YOU HAVE ANY QUESTIONS -- PLEASE SEE KARL R. PENNELL

KOONS FORD OF ANNAPOLIS, INC.

2540 RIVA ROAD
ANNAPOLIS, MARYLAND 21401
BALTO. 841-6550 LOCAL 224-2100 WASH. 261-6220

2-28 PIT

DATE	02-28-95			INVOICE NO.	STOCK NO.
SOURCE	10	20	71	92144	R0396

SALESMAN NUMBER

[redacted]

SOLD TO
ADDRESS EDGEWATER MD [redacted]

YEAR	MAKE	MODEL	NEW OR USED	VEHICLE IDENT. OR SERIAL NO.
94	FORD	CROWN VIC	N	2FALP74W7RX126232

SALESMAN MITTIC, DEBORAH A.

NEW

DESCRIPTION	COST	KEY	ACCT. NO.	SALE	
NEW CAR - RETAIL					
		C			-
NEW CAR - FLEET		C			-
NEW TRUCK		C			-
		C			-
TOTAL PRICE		C		19,613.00	
U. CAR - RETAIL		C	3200		-
- WHLSE.		C	3210		-
U. TRUCK - RETAIL		C	3300		-
- WHLSE.		C	3310		-
		C			-
CLERICAL FEE		C		25.00	
EXTD. SERV		C	4_01	615.00	
		C			
		C			
CAR DEAL NO.	11198	I			
SALES TAX		C	2310		-
LICENSE AND TITLE		C	2310	981.90	
TITLE FEE				130.00	
	TOTAL CASH PRICE			5.00	
DEPOSIT			1110	21,369.90	
USED CAR ALLOWANCE				21,369.90	
LESS PAY-OFF-TRADE			2104		-
EQUITY IN TRADE					
CASH ON DELIVERY			1110		+
FINANCE CONTRACTS NEW			1020		+
FINANCE CONTRACTS USED			1030		
			2103		-
LIFE INSURANCE					
LIFE INSURANCE					
ACCIDENT, HEALTH AND MISC.					
			128_		+
			4_40		-
DEFERRED PAYMENT PRICE					
FINANCE COMPANY				21,369.90	
			2102		-
PAYMENTS -			4_55		-
@ PER MONTH					
00					
STOCK NO.		I	13__		+
		I	13__		+

PRICE OF CAR

GROUP	DESCRIPTION	PRICE
KEY # 1	FA291D579	3-1
KEY # 3	FB0376	
COLOR	EG	
HOME PHONE	[redacted]	
WORK PHONE		
MILEAGE	000053	

RD 2-28

OPTIONAL EQUIPMENT AND ACCESSORIES

USED CAR TRADED

YEAR	MAKE	MODEL	VEHICLE IDENT. OR SERIAL NO.
YEAR	MAKE	MODEL	VEHICLE IDENT. OR SERIAL NO.

Acceptable + Reasonable optional price paid

EAR2-020 44417

FORD

Koons of Annapolis

FORD

LOCAL 224-2100 | BALTO 841-6650 | WASHINGTON 261-5220

CUSTOMER INFORMATION

DATE: 02/28/95

[redacted] | CO-BUYER | [redacted]

Edgewater | Md. | [redacted] | COUNTY: AA | 49 0

[redacted] | CO-BUYER'S AGE | CO-BUYER'S BIRTH DATE | [redacted]

[redacted] | CO-BUYER'S DRIVER'S LICENSE | SOCIAL SECURITY

ORDER INFORMATION

23-YEAR	24-MAKE	25-MODEL	26-BODY	27-SERIAL #
1994	Ford	Crown Vic	LX	2FALP74W7RX126232

(1) NEW ☒ (2) DEMO. ☐ (3) USED ☐ (4) WHSL. ☐

28-STOCK	29-TITLE	31-UC #	32-STICKER	33-COLOR	34-MILEAGE
R0398				red	53

34-IGN. KEY | 34-COMP. KEY

VEHICLE INFORMATION

	$				
BASE PRICE			TOTAL BROUGHT FORWARD	$19613	00
Freight					
Accessories/Equipment					
DEP 114A					
4.6L V8 engine					
ABS					
speed control					
Conventional spare					
			DEALER PROCESSING CHARGE	[redacted]	
Total Forwarded	$		(NOT REQUIRED BY LAW)		
DELIVERED PRICE OF CAR				$19613	00
TITLING TAX - 5% of Delivered Price				980	65
Titling Service / Temp. Plates / New License Plates $			TOTAL	130	00
Transfer Service / Additional Weight $			TOTAL	5	00
Used Car Inspection Fee - Extended Warranty					
TOTAL CASH DELIVERED PRICE OF CAR INCLUDING REGISTRATION FEES				$20728	65

The information you see on the window form for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale.
CUSTOMER AGREES TO PAY DIFFERENCE IF HIGHER. _____

ALLOW. FOR TRADE-IN $ _____ DEPOSIT W/ORDER _____

DEPOSIT W/ORDER _____

LESS BAL. OWING TO $ _____ NET EQUITY _____

UNPAID BAL. DUE ON DELIVERY $ _____

TRADE INFORMATION

YEAR	MAKE	MODEL #	STOCK #	MILEAGE	MAIN HOLDER

ACCOUNT #	PAYOFF DATE GOOD UNTIL	STREET	STATE	ZIP

INS. CO.	AGENT	POLICYHOLDER #	EFF. DATE
Geico	Direct	66403-17	

PHONE | ADDRESS

[illegible] agreement effective [illegible] understanding of the terms [illegible]

[illegible] read the [illegible] and agreed to [illegible] this order [illegible] [redacted] [illegible] acknowledge receipt of a copy of this order.

Wittig 1912
SALESMAN

SIGNED: [redacted] BUYER

CO-BUYER

THIS ORDER IS NOT VALID UNLESS SIGNED AND ACCEPTED BY DEALER OR AN AUTHORIZED REPRESENTATIVE

APPROVED: _____
DEALER OR AUTHORIZED REPRESENTATIVE

E882-828 44418

Application for Contract
Ford New, Used and Lease vehicle plans
Non-Ford Used vehicle plans

EXTENDED SERVICE PLAN

Vehicle Identification Number (17 digits)

Plan Information

NEW ESP PLANS

- ☐ PowertrainCARE ($50 Deductible)
- ☐ RentalCARE ($0 Deductible)
- ☐ ExtraCARE ($50 Deductible)
- ☐ MaintenanceCARE ($0 Deductible)
- ☐ PremiumCARE ($50 Deductible)
- ☐ _____

Options (New Plans)

- ☐ $0 Deductible
- ☐ $100 Deductible
- ☐ First Day Rental (2-Days Rental for MaintenanceCARE)

USED ESP/ESC PLANS

- ☐ Used PowertrainCARE ($100 Deductible)
- ☐ Used BaseCARE ($100 Deductible)
- ☐ Used ExtraCARE ($100 Deductible)
- ☐ _____

Option (Used Plans)

- ☐ $50 Deductible

MONTHS/DISTANCE SELECTION
Please refer to the ESP Pricing Guide for Months/Distance availability.

Plan Months: 48 — Plan Distance (no tenths): 75000

MaintenanceCARE Months/Distance

Plan Months: ____ — Plan Distance (no tenths): ____

Vehicle Features Incurring Surcharges

☐ Diesel ☐ SHO, Turbo, Rotary Supercharger, Used Full-Size 4x4 ___ (P)olice, (T)axi, (E)mergency, (C)ommuter Transportation, or Commercial (D)elivery Vehicles (New Vehicle Plans Only)

Expiration Information

*WSD (New) or Signature Date (Used): 02/23/95 — Current Miles (no tenths): ____

*The expiration of all new vehicle plans is calculated from the Warranty Start Date (WSD) and zero miles.

Expiration Date: 02/23/99 — Expiration Distance: 75000

The expiration of Used ESP/ESC plans is calculated from the signature date and miles. ESP/ESC contract coverage expires at the expiration date or distance, whichever occurs first.

If the ESP used plan is purchased with the Ford Motor Company factory warranty is in effect, the expiration date and distance is calculated from the expiration of the factory warranty. NOTE: Used PowertrainCARE expiration is calculated from the expiration of the powertrain warranty.

MaintenanceCARE Expiration Date: ____ — MaintenanceCARE Expiration Distance (no tenths): ____

INDICATE IF CONTRACT:

- (check ONE only) ☐ New ☐ Used ☐ Lease
- FMCC Financed: ☐ Yes ☐ No
- Credit Card Payment Plan: ☐ 5-Month ☐ 10-Month
- Is purchaser's name different from owner: ☐ Yes ☐ No (If yes, see form FCS 6340-01.)
- Is this a government sale/lease vehicle: ☐ Yes ☐ No (If yes, refer to Government Price Sheet.)

Price of ESP/ESC Coverage (include options and surcharges): $ 612.00

Sales Tax: $ ____

Non-Ford Vehicle Information

1. Vehicle Make: _____
2. Model: _____ Year: _____
3. Transmission: ☐ Auto ☐ Manual
4. Air Conditioner: ☐ Auto ☐ Manual ☐ None
5. Power Steering: ☐ Yes ☐ No
6. Drive Axle: ☐ Front ☐ Rear ☐ 4x4

Owner Information

First [redacted] M.I. — Last Name/Company Name: [redacted]

[redacted] (Apt. Number) — City: EDGEWATER — State: [redacted] — Zip Code: [redacted]

Owner's Signature: [redacted] — Date: 02/23/95 — Owner's Phone Number: [redacted]

NOTE: • This is an Application for Contract only. Coverage is not valid until accepted by ESP Headquarters.
• If your contract provisions are not received within 60 days at the address shown above, contact your selling dealership.

Dealership Information

Dealership Name: KOONS FORD OF ANNAPOLIS INC.

Dealership Address: 2540 RIVA ROAD, ANNAPOLIS MD 21401

Dealership Signature: _____

Dealership Phone Number: (301) 224-2100

P & A Code (including check digit): 0000 - 0

Do NOT send a copy of this form to ESP Headquarters, if registered through ESPS.

Ford Extended Service Plan
Service Contract Administration Unit
P.O. Box 1909
Dearborn, Michigan 48121

FCS 6340, October 1994-Previous editions are invalid.

No. 3 BLUE - Dealer

ER92-625 44419

DEALER 27H 418 | VIN 2FALP74W7RX126232

		SUGGESTED RETAIL PRICE		AMOUNT	
	1994 CROWN VIC LX 4-DOOR	20715	00	19096	00
EG	ELECTRIC RED C/C METALLIC				
5H	MOCHA CLOTH				
	PREFERRED EQUIPMENT PKG.114A	- 4379	00	3911	00
12H	.FRONT CARPETED FLOOR MATS				
12Q	.REAR CARPETED FLOOR MATS				
47J	.ILLUMINATED ENTRY SYSTEM				
524	.LEATHER-WRAP STEERING WHEEL				
943	.LIGHT/DECOR GROUP				
68A	.GROUP 1:				
	.REAR WINDOW DEFROSTER				
	.POWER LOCK GROUP				
	.SPEED CONTROL				
65C	.GROUP 2:				
	.POWER RADIO ANTENNA				
67A	.GROUP 3:				
	.CORNERING LAMPS				
	.CAST ALUMINUM WHEELS				
65D	.GROUP 4:				
	.DUAL 6-WAY POWER SEATS				
	.REMOTE KEYLESS ENTRY				
	.REAR AIR SUSPENSION				
	.ELECTRONIC GROUP				
	.HIGH-LEVEL AUDIO SYSTEM				
	.ANTI-LOCK BRAKES/TRACTION CTL				
	.AUTO DIM ELECTRONIC MIRROR				
99W	.4.6L OHC SEFI V8 ENGINE	NC		NC	
44P	.ELECTRONIC AUTO O/D TRANS	NC		NC	
T37	.P215/70RX15 BSW TIRES	NC		NC	
153	FRONT LICENSE PLATE BRACKET		NC	NC	
	TOTAL VEHICLE & OPTIONS	25085	00	23007	00
	DESTINATION & DELIVERY	575	00	575	00
	TOTAL BEFORE DISCOUNTS	25660	00	23582	00
	**SPECIAL ADDED DISCOUNTS*	935	00-	851	00-
	SPECIAL-VALUE DISCOUNT	1140	00-	1034	00-
	TOTAL SAVINGS	2075	00-	1885	00-
	SCHEDULE A (MEMO) .00				
	TOTAL FOR VEHICLE	23585	00		
	10 U.S. GAL GAS FACTORY			14	50
	PRICED DORA				50
	BATCH-ID PL23300234 N RA 2X				
	PRICE LEVEL 410130P74				

THIS INVOICE MAY NOT REFLECT THE FINAL COST OF THE VEHICLE IN VIEW OF THE POSSIBILITY OF FUTURE REBATES, ALLOWANCES, DISCOUNTS AND INCENTIVE AWARDS FROM FORD MOTOR COMPANY TO THE DEALER.
* THIS PORTION OF THE VEHICLE PRICE WILL BE PROVIDED TO THE APPROPRIATE POAF (LMDA) TO SUPPORT REGIONAL/DEALER ADVERTISING.

REGIONAL MARKETING ADVERTISING *	INVOICE TOTAL	LESS HOLDBACK FOR DEALER ACCOUNT	LESS APPROX. FINANCING COST FOR DEALER ACCOUNT	LESS HOLDBACK & FIN. COST	A PLAN
270.00	21,982.00	690.00	180.00	21,112.00	21,074.00

690.00 69.00 2026.00 .50 621.00 18916.00

SOLD TO
KOONS FORD OF ANNAPOLIS INC 27H418
2540 RIVA ROAD
ANNAPOLIS MD 21401

FURTHER TERMS ON REVERSE SIDE

T.O.	M.	STATE
2	4	MD

CN03

SHIP TO (IF OTHER THAN ABOVE)
FA 2918579
FB 0376

DATE INV. PREPARED	ITEM NUMBER	TRN	TRANSIT
11 23 93	27L1214	5H	11

SHIP THROUGH

R0398

INVOICE - DEALER INFORMATION ONLY | FINAL ACCEPTANCE POINT | FINANCE COMPANY AND/OR BANK

FINANCE - DEB - 420FA (6/92)

ER92-825 44427

UBA INVESTIGATION REPORT

FILE # 8476

THIS IS A CONFIDENTIAL AND PRIVILEGED REPORT

REPORT - 1

DATE

INVESTIGATIVE SUMMARY

January 15, 1998

CLIENT

McCHESNEY & DALE
4000 MITCHELLVILLE ROAD
BOWIE, MARYLAND

SUBJECT

[redacted]

EDGEWATER, MARYLAND

- ALBUQUERQUE
- BALTIMORE
- CHARLESTON
- CLEVELAND
- ERIE
- PITTSBURGH
- WASHINGTON

5490 Derry Street, P.O. Box 4022, Harrisburg, PA 17111

1-800-822-3973 • (717) 564-7820 • FAX (717) 564-0781

January 15, 1998

CLIENT: McChesney & Dale
4000 Mitchellville Road
Bowie, MD 20716

ATT: Michael B. Pross, Esquire

SUBJECT: [redacted]
Edgewater, MD [redacted]

OCCURRENCE: Fire of Sunday, September 21, 1995
At approximately 0922 hours

VEHICLE IDENTIFICATION

Year/Make: 1994 Ford

Model: 4-door Crown Victoria

VIN #: 93V193000

Color: Red

According to information provided, the vehicle was parked by William R. Simpson at the time of the occurrence.

INVESTIGATION

The examination was initiated on the exterior where there is evidence the ignition occurred in the engine compartment. The hood was consumed and distended metal on the left front and right front doors suggest the fire originated in the engine compartment.

Accessories and trim, including the antenna, wheel covers, mirrors, and radio, were present. The tires were consumed, however, the wheels matched the body paint.

The preliminary examination revealed UBA was unable to determine specific failure due to the numerous components and wiring being consumed by fire or were removed subsequent to the fire.

The fuel tank, fill pipe, fuel filter, electric fuel pump, and the fuel line positioned in close proximity to the engine were intact. The investigator was unable to determine if the integrity of the fuel line fittings were compromised, however, there is no evidence of tampering with the fuel line system.

Examination of the engine compartment revealed the gasoline-powered V-8 engine was not significantly damaged by fire. The engine oil reservoir was filled to the manufacturer's recommended capacity. The power-steering reservoir melted and the contents evidently spilled into the engine compartment at the time of the fire. The transmission fluid level was less than the manufacturer's recommended capacity, however, this

Investigation, continued

condition is attributed to removal of the drive shaft by the salvage dealer prior to the UBA fire scene investigation.

The upper and lower hoses, including the engine belts and carburetor were destroyed by fire. The investigator determine the maximum thermal activity occurred in the upper left front side of the engine compartment.

As part of the fire scene inspection, a search of the vehicle failed to yield the presence of fuel cans, accelerants, or liquid propane gas cylinders.

CONCLUSION

UBA's fire scene investigation was encumbered by the absence of engine components, critical evidence, and the elapsed time from the time of the fire to UBA's initial fire scene investigation, which was conducted in excess of two years from the date of the incident.

UBA established the Point of Origin in the upper left side of the engine compartment in close proximity to the cowling, however, due to the time factor, level of damage, and removal of critical evidence, UBA is unable to isolate the failure responsible for ignition.

The investigator learned the Alexandra, Virginia Fire Department Incident Report dated November 28, 1995 stated the ignition factor is attributed to electrical

Conclusion, continued

failure. The fire occurred in a parking garage subsequent to the vehicle being parked by the owner.

UBA's client (Michael B. Pross, Esquire) concurs with UBA's findings regarding the impossibility of determining the fire's cause of ignition. Additional examination and research will not provide meaningful information.

A series of fire scene photographs was prepared by the UBA Investigators and are enclosed with this report, although not identified.

UBA is submitting abbreviated report of investigation in lieu of our standard detailed investigative report at the request of the client.

Respectfully submitted,

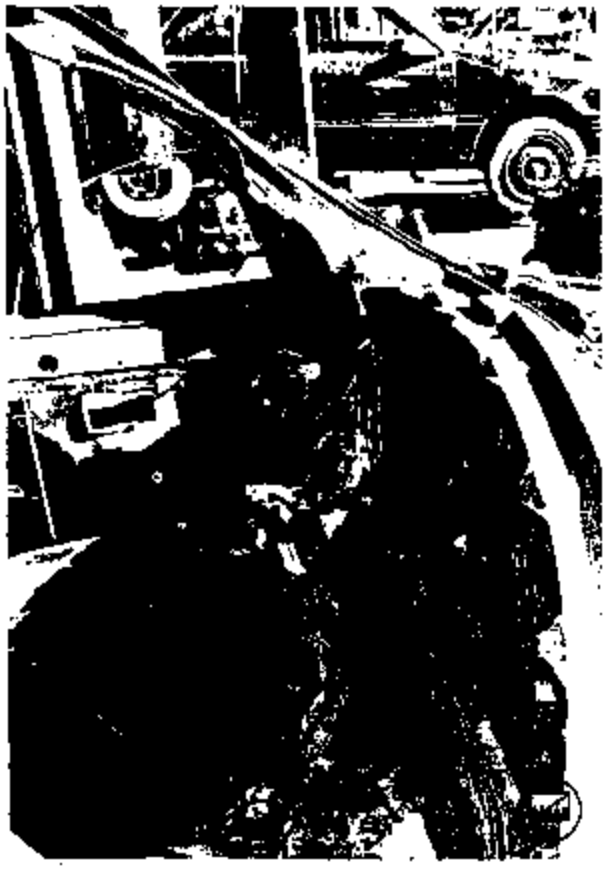
UBA, FIRE & EXPLOSION INVESTIGATORS

John W. Noblet
Senior Fire Investigator
Licensed Master Electrician

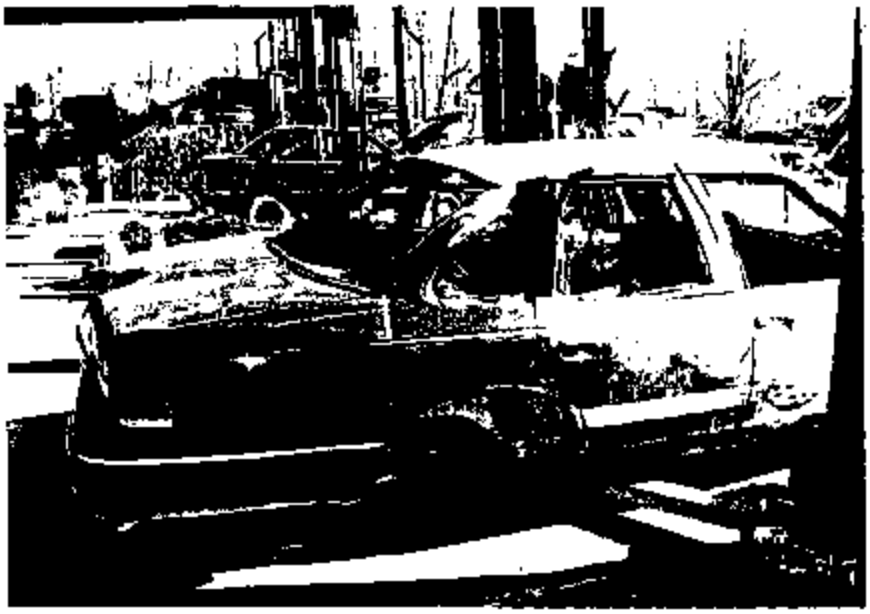
The merits of the investigation, including detailed discussion of the fire scene findings, a review of the photographs and interviews, were corroborated and supervised by:

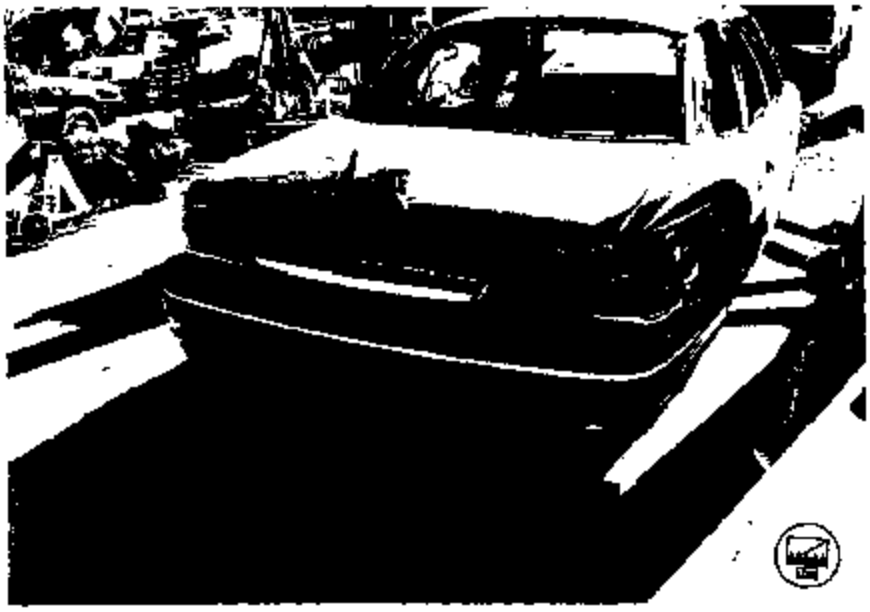
Carl J. Natale
President

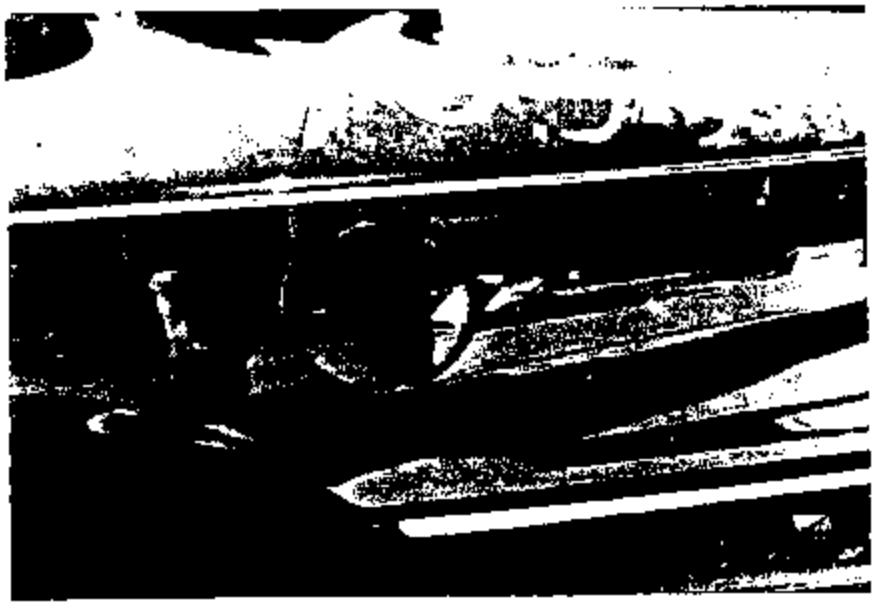
jah



EA02-025 44440

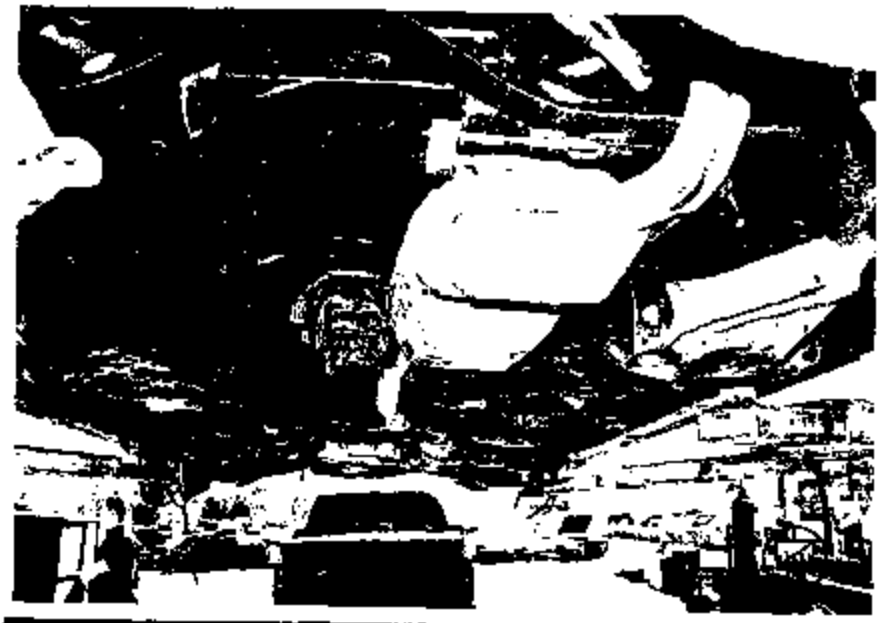


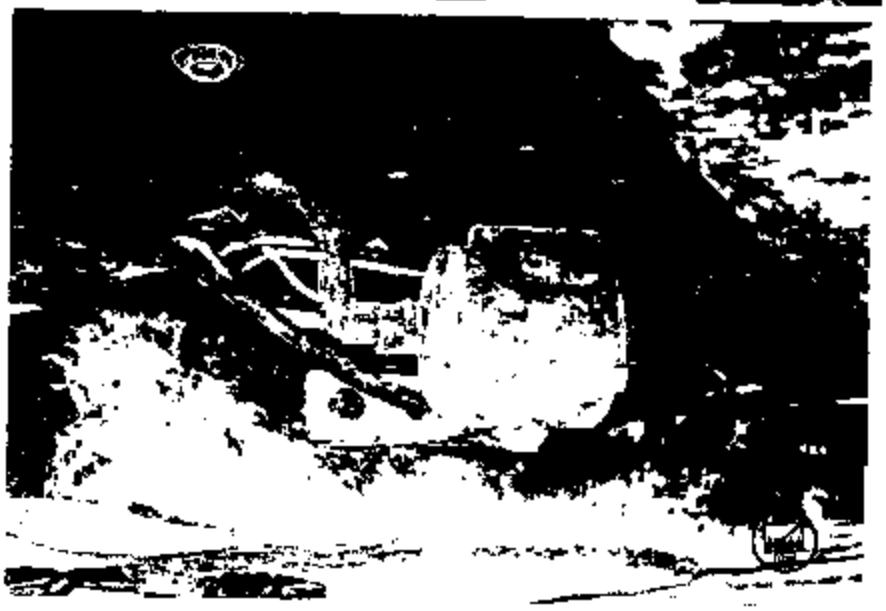




EA82-025 44441

EA82-625 44442





ER82-825 44443

EA02-025 44444

ER02-025 44445

SU[illegible]EMENT REPORT

ALEXANDRIA FIRE DEPARTMENT

CASE SUMMARY

INCIDENT NO.	EXPOSURE	YEAR	MONTH	DAY	PAGE	CASE NO.
513911	00	95	11	28	1	

ORIGINAL OFFENSE NAME -	INITIAL INVESTIGATION
Auto Fire	Robert B. Rodriguez
CORRECTED/RECLASSIFIED OFFENSE	FOLLOW-UP BY

CASE CROSS-REFERENCE

CASE ACTIVITY

11/28/95 - Accidental fire in engine compartment extended to second vehicle. Case closed as accidental.

STATUS		SIGNATURE	DATE
_OPEN	_17 YRS. OR UNDER		
_SUSPENDED	_UNFOUNDED		11/28/95
_TERMINATED	_EXCEPTIONAL	SUPERVISOR APPROVAL	DATE
_ARREST	_UNCHANGED		
_REFERRAL	X NON-SUSPICIOUS		

ER82-025 44446

FIRE INVESTIGATION REPORT

ALEXANDRIA FIRE DEPARTMENT

A

INCIDENT NO.	EXPOSURE	YEAR	MONTH	DAY	TIME OF ALARM	TIME SPENT
513911	00	95	11	28	0922	0143

LOCATION	WEATHER
1801 N. Beauregard Street, Alexandria, Virginia 22311	Pt. Cloudy

B (63)

UNIT NO.	PRELIMINARY	PRELIMINALITY	CLEARANCE	CLEARED STATION	VOL.UNIT	POLICE STATION
C500			01			

OFFICER NO.	VEHICLE NO.	PERSONNEL	VEHICLE	RESCUES	RAVES	DET TYPE	DET POWER
0CE43	5018	E	3				

C

TYPE BY.	MOBILE PROP	RX PROP.	SUSPICIOUS	WARRANT	ARREST	INTERVIEWS	DISP. NO.
11	11	881	N	N	0	3	0074

DATE STAT.	POLICE OFFICER'S NAME	POLICE NO.
C		

D

POINTS ORIGIN	INTERIOR VIEW	EXPLOSION	INCENDIARY	FORCED ENTRY	PHOTOS TAKEN	DOLLAR LOSS STRUCTURE	CONTENTS	Other
1	N	N	N	Y	12	0	0	18300

E

INSURANCE CO. (STRUCTURE)	AGENTS NAME	POLICY NO.	PHONE NO.

INSURANCE CO. (CONTENTS)	AGENTS NAME	POLICY NO.	PHONE NO.

F OWNER

NAME	ADDRESS	CITY	STATE	ZIP
[redacted]	[redacted]	Edgewater	MD	[redacted]

SEX	RESPECT	DATE OF BIRTH	SOC. SEC. NO.
M	N	[redacted]	[redacted]

G INTERVIEW

NAME	ADDRESS	CITY	STATE	ZIP
Greg Bell	210 E. Fairfax Street #622	Falls Ch	VA	22046

PHONE HOME	PHONE WORK	RACE	SEX	REASON	DATE OF BIRTH (YR. MO. DAY)	SOC. SEC. NO.
5386136	8452549	W	M	8	49 12 18	057429111

H INTERVIEW

NAME	ADDRESS	CITY	STATE	ZIP
John Sasfai, Jr.	3416 Eureka Court	Alex	Va	22309

PHONE HOME	PHONE WORK	RACE	SEX	REASON	DATE OF BIRTH (YR. MO. DAY)	SOC. SEC. NO.
7802696	6714700	W	M	6	28 06 12	176225147

I INTERVIEW

NAME	ADDRESS	CITY	STATE	ZIP
Kenneth Salfelder	900 Second Street	Alex	Va	22314

PHONE HOME	PHONE WORK	RACE	SEX	REASON	DATE OF BIRTH (YR. MO. DAY)	SOC. SEC. NO.
	8384656	W	M	7		

SIGNATURE [signature] DATE SUPPLEMENTS

EA02-825 44447

INVESTIGATION REPORT

ALEXANDRIA FIRE DEPARTMENT

INCIDENT #: 513911 EXP.NO: 00 INC. DATE: 11/28/95 SUPP.NO: 01 PAGE 1

On this date at 0942 hours this officer arrived on the scene of 1801 N. Beauregard Street, in the City of Alexandria, Virginia to investigate an auto fire. The fire occurred on the fourth floor parking deck of a six story, free standing, parking garage. The garage was equipped with a standpipe system. No automatic sprinkler system was installed or required at the time of construction. The fire originated in a 1994 Ford Crown Victoria sedan. The fire eventually impinged on and spread to a 1986 Toyota Corolla sedan. No structural damage, by fire, to the building was sustained.

[redacted] was the owner of the Ford sedan. He stated that he purchased the sedan at the end of the model year and had less than 15,000 miles on it. He had the vehicle serviced twice (at 5000 and 10,000 miles) and nothing was reported unusual. He had driven the vehicle to work on this date and arrived around 0900 hours. He did not note anything or smell anything unusual in, or around the vehicle. He left the vehicle and went to his office.

Mr. John Sasfai, Jr. was a witness to the fire. He stated that he was standing in front of 1801 N. Beauregard Street around 0915 when he heard a "phew" sound. At that point he saw flames coming from the garage deck in the area of [redacted] vehicle. He informed the front desk to call 9-1-1.

Firefighter Kenneth Salfelder of Engine Company 56 was one of the first arriving firefighters on the scene. He reported that they found a concentration of fire in the engine compartment by the battery on the passenger side of the vehicle. They attempted to apply water several times but were unable to get water to their hose. Eventually they were able to extinguish the fire in both vehicles.

Several factors appear to have delayed the supply of water to this fire. First, the water supply company, Engine Company 77, from Arlington County, connected to a hydrant that was out of service and identified as such with a black steamer cap. The second factor occurred once a water supply was established. The standpipe had been drained by maintenance to prevent freezing. A hose connection on the west side of the garage had been left open, which prevented adequate pressure to build up in the system. Firefighters resorted to lifting a hose line up to the fourth floor via a rope. The hose line, once connected to the fire apparatus supplied ample water to extinguish the fire.

Examination of the scene revealed that both vehicles were totaled. The Ford sedan sustained fire damage to 85% of the vehicle. The Toyota sedan sustained damage to almost 50% of the vehicle. The fire originated in the engine compartment of the ford sedan. The point of most destruction was in the area of the vehicle's battery and other electrical equipment. The fire spread from this area, through the engine compartment and into the passenger compartment via the fire wall. All combustible components of the engine were destroyed. In addition, the fire became so hot that it melted the hood of the vehicle.

SUPPLEMENTAL REPORT

ALEXANDRIA FIRE DEPARTMENT

VEHICLE FIRE

Incident No.	Exposure	Year	Month	Day	Supp No.
5113011	00	95	11	28	02

License Number	State	Year	VIN Number	Veh. Yr.	Veh. Make	Model
BWC516	MD	97	2FALP74W7RX126232	94	Ford	Crown Vic

Body Style	Color	Keys Located Where?	Was NCIC Checked for Stolen? ☑Yes ☐ No	TAG / VIN
4 Door	Red	w/ Owner		TAG neg TT no. / VIN neg TT no.

Registered Owner	Address	Phone Number
[redacted]	[redacted] Edgewater, MD [redacted]	[redacted]

Operator of Vehicle	Address	Phone Number

INSURANCE CO.	AGENTS NAME	POLICY NO.	PHONE NO.
GINCO			

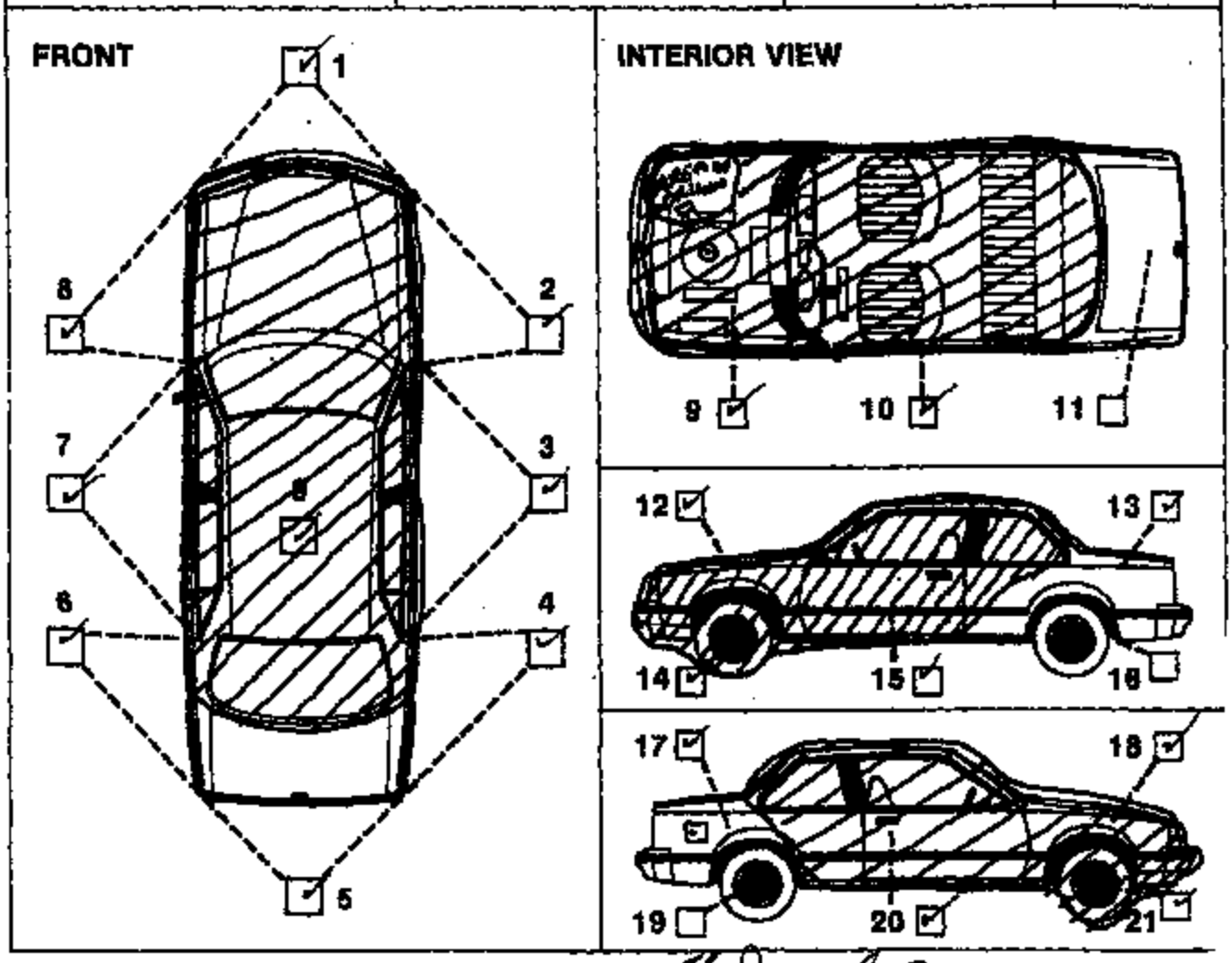


DIAGRAM DEPICTS NO PARTICULAR STYLE OF CAR

Signature: [signature] Date: 11/28/95

ER02-025 44449

[redacted] VEHICLE SERVICE HISTORY

KOONS FORD of ANNAPOLIS, INC.

Ford 1994 Crown Victoria
VIN 2FALP74W7RX126232

[illegible]	DATE	[illegible] ACTIVITY [illegible]
1.	11/30/93	Build Date
2.	12/08/93 In 12/10/93	Odometer: 4 Service: PDI Technician: Joseph Selby
3.	03/15/94 In 03/21/94 Out	Odometer: 7 Service: Speedometer in dashboard did not read. Replaced head assembly. Loose internal connection. Technician: Anthony Monk
4.	01/30/95 In 02/01/95 Out	Odometer: 37 Service: Amp light on Battery and alternator shorted Alternator removed and replaced Alternator circuits tested Wiring assembly repaired Technician: Carlo Volta Cost: $460.03
5.	02/28/95	Odometer: 53 Delivery of vehicle to William Simpson
6.	03/09/95 In 03/10/95 Out	Odometer: 93 Service: Install Ford 400 Alarm System Install Auto Armor Protection System Technician: John Chambers Cost to Simpson: $865.20

[redacted] VEHICLE SERVICE HISTORY

KOONS FORD of ANNAPOLIS, INC.

Ford 1994 Crown Victoria
VIN 2FALP74W7RX126232

		ACTIVITY
7.	06/21/95 In 06/23/95 Out	Odometer: 5,073 Service: 5K Service Changed filter and oil Technician: Rod Sanford Cost to [redacted] $42.09
8.	06/21/95 In 06/23/95 Out	Odometer: 5,073 Service: 5 K service, turn signals and A/C inoperable Missing fuse was replaced. Technician could not verify any problem. Technician: Rob Sanford Cost to [redacted] $11.95
9.	09/06/95	Odometer: 9,870 Service: 10K Service Changed filter and oil Technician: Derich L. Reed Cost to [redacted] $28.05
10.	11/28/95	Fire: Occurred at 9:22 a.m. in parking garage in Alexandria, Virginia adjacent to 1801 N. Beauregard Street. Vehicle burned to the ground, burning another vehicle and damaging the parking garage in the process.

STK 00R0398 VIN 2FALP74W7RX126232 STATUS: NEWCARSL 02/28/95 17:2A
ORD# #001216 0002218200L SPEC 114A
94 FORD CROWN VIC LX 4DR SDN ODOMETER 37
COL ELECTRIC RED CC METALLIC
TRIM MOCHA CLOTH SPLIT BENCH
LIST 25660.00 1101208930I HELD BY WITTIG
MODEL NUMBER P74

[redacted] 2-27-95

STD#	1994 CROWN VC LX 4-DOOR	20715.00
114A	PREFERRED EQUIPMENT PKG.114A	4370.00
12H	.FRONT CARPETED FLOOR MATS	
12Q	.REAR CARPETED FLOOR MATS	
47J	.ILLUMINATED ENTRY SYSTEM	
524	.LEATHER-WRAP STEERING WHEEL	
943	.LIGHT/DECOR GROUP	
68A	.GROUP 1:	
	.REAR WINDOW DEFROSTER	
	.POWER LOCK GROUP	
	.SPEED CONTROL	
65C	.GROUP 2:	
	.POWER RADIO ANTENNA	
67A	.GROUP 3:	
	.CORNERING LAMPS	
	.CAST ALUMINUM WHEELS	
65D	.GROUP 4:	
	.DUAL 6-WAY POWER SEATS	
	.REMOTE KEYLESS ENTRY	
	.REAR AIR SUSPENSION	
	.ELECTRONIC GROUP	
	.AUTOMATIC CLIMATE CONTROL A/C	
	.HIGH-LEVEL AUDIO SYSTEM	
	.ANTI-LOCK BRAKES/TRACION CTL	
	.AUTO DIM ELECTRONIC MIRROR	
T37	.P215/70RX15 BSW TIRES	
99W	.4.6L OHC SEFI V8 ENGINE	
44P	.ELECTRONIC AUTO O/D TRANS	
153	FRONT LICENSE PLATE BRACKET	
	DESTINATION & DELIVERY	575.00
DSC#	**SPECIAL ADDED DISCOUNT**	-935.00
	SPECIAL-VALUE DISCOUNT	-1140.00
	10 U.S. GAL GAS FACTORY	
	PRICED DORA	
	SECTIONAL MARKETING/ADVERTISING	

EA02-028 44454

FORD

Koons Ford of Annapolis

FORD

2540 RIVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 841-6550, WASHINGTON 261-8220
DIRECT LINE 266-3087

P & A CODE 00069

[redacted]

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE AND MUST BE MADE WITHIN 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

SERVICE HOURS:
MONDAY THRU FRIDAY
7:30 AM TO 6:00 PM

CASHIER AND CUSTOMER PICK-UP
7:30 AM TO 7:00 PM
SAT. 8:00 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X

[redacted]

TAG: 3909 C RO: C12565-3
2FALP74W7RX126232 DK RED/MAR
94 FORD CROWN VIC LX 4DR SDN
INVOICED AT: 03/11/95 11:54:25
LIC: MD STK#: 000R039B 1300
INSVC: 022895 SOLD: 022895 PROD: 113093
27H418
ODOMETER IN: 93 TX: 1

EDGEWATER MD [redacted]
ANNE ARUNDEL
DATES: BEGIN: 030995 DONE: 031095
ADV: 946 DC: 1FA ACCT: 031095
HOME: [redacted]

LN	INSTALL FORD 400 ALARM SYSTEM	TECH 134	186.00
51	INSTALL FORD 400 ALARM SYSTEM	CHAMBERS, JOHN	
		OP-INSTALL AUTH-DW	

VEN	PART NUMBER	DESCRIPTION	NOTE	QTY	PRICE	EXTENDED
FMC*	F3AZ 19A361 C	KIT EBE		1	185.38	185.38
	PARTS AMOUNT					185.38
	LAB AMOUNT					186.00
	LINE TOTAL - DEPT D					371.38

LN	INSTALL AUTO ARMOR PROT. PKG.	TECH 500	S 484.55
52	INSTALL AUTO ARMOR PROT. PKG.	MISC TECH SVC	
		OP-MISCELLANEOUS AUTH-DW	
	LAB AMOUNT		484.55
	LINE TOTAL - DEPT D		484.55

ENTERED
MAR 10 '95 F8

1442A 125.00-
4190 125.00
3190 46.48-
2150 32.34-

LAB RATE: 62.00
PREFERRED TREATMENT
LG

PARTS	185.38
LAB-MECHANICAL	670.55
SUB-TOTAL	855.93
TAX	9.27
TOTAL-CHARGES	865.20
VISA	865.20

004014

VISA //// MASTERCARD ////

LM3110

EA02-825 44456

FORD

LOCAL 224-2100 BALTO 841-6666

Ford of Annapolis

WASHINGTON 881-6200

FORD

DATE: 2/28/95

CUSTOMER INFORMATION

[redacted] | CO-BUYER | [redacted]

Edgewater Md. [redacted] COUNTY AA 490

[redacted] CO-BUYER'S AGE | CO-BUYER'S BIRTH DATE | [redacted]

[redacted] CO-BUYER'S DRIVER'S LICENSE | SOCIAL SECURITY

ORDER INFORMATION

YEAR 1994 | MAKE Ford | MODEL Crown Vic | SERIES LX | VIN 2FALP74W7RX126823

(1) NEW ☒ (2) USED ☐ (3) DEMO. ☐ (4) WHSL. ☐

STOCK R0398 | STYLE | COLOR | INTERIOR COLOR red | MILEAGE 53

SALES REP | SALES CONF.

VEHICLE INFORMATION

BASE PRICE	$		TOTAL BROUGHT FORWARD	$19613 00
Freight				
Accessories/Equipment				
PPO 114A				
4.6L V8 engine				
ABS				
speed control				
Conventional spare				
			DEALER PROCESSING CHARGE	[redacted]
Total Forwarded	$		(NOT REQUIRED BY LAW)	
DELIVERED PRICE OF CAR				$19613 00
TITLING TAX - 5% of Delivered Price				980 65
Titling Service	Temp. Plates	New License Plates $	TOTAL	130 00
Transfer Service	Additional Weight $		TOTAL	5 00
Used Car Inspection Fee - Extended Warranty				
TOTAL CASH DELIVERED PRICE OF CAR INCLUDING REGISTRATION FEES				$20728 65

The information you see on the window form for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale.
CUSTOMER AGREES TO PAY DIFFERENCE IF HIGHER

ALLOW. FOR TRADE-IN $ _____ DEPOSIT WORDER _____

DEPOSIT WORDER _____

LESS BAL. OWING TO $ _____ NET EQUITY _____

UNPAID BAL. DUE ON DELIVERY $ _____

TRADE INFORMATION

YEAR | MAKE | MODEL # | STOCK # | MILEAGE | LIEN HOLDER

ADDRESS # | INVENTORY DESCRIPT. | STREET | STATE | ZIP

VIN NO. Lucas | MODEL Direct | REGISTRATION # 664-03-17 | INV. DATE

PRICE | DEALER

The front and back of this Order comprise the entire agreement affecting this purchase and no other agreement or understanding of any nature concerning same has been made or entered into, or will be recognized.

I have read the matter printed on the back hereof and agree to it as a part of this order the same as if it were printed above my signature. I certify that I am 18 years of age, or older, and hereby acknowledge receipt of a copy of this order.

Witness 1912 SALESMAN

SIGNED [redacted] BUYER

THIS ORDER IS NOT VALID UNLESS SIGNED AND ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE

CO-BUYER

APPROVED _____ DEALER OR AUTHORIZED REPRESENTATIVE

ER92-625 44457

94X126232 02/28/95 17:24:32
1994 CROWN VICTORIA 4 DOOR SEDAN LX
4.6L SOHC (MODULAR) 4180R00A MODE 4 SPEED OD AXLE CODE : 3
*OPEN RECALLS
NO RECALLS FOR VEHICLE
*WARRANTY START DATE 00/00/00 BUILD DATE 11/30/93 START MILEAGE
*EXTENDED SERVIC PLAN
NO ESP INFORMATION AVAILABLE

FOR MORE INFO <RTN>, M. MENU OR 99. BYE

FORD

Koons Ford of Annapolis

ISUZU

2540 RIVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 841-6550, WASHINGTON 261-6220
DIRECT LINE 268-6087

P & A CODE 00069

[redacted]

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE AND MUST BE MADE WITHIN 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

SERVICE HOURS:
MONDAY THRU FRIDAY
7:30 AM TO 6:00 PM

CASHIER AND CUSTOMER PICK-UP
7:30 AM TO 7:00 PM
SAT. 8:00 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X _____

000R0399

TAG: 9437 I P RO: 184907-9
2FALP74W7RX126232 DK RED/MAR
94 FORD CROWN VIC LX 4DR SDN
INVOICED AT: 12/10/93 10:10:07
DATES: BEGIN: 120893 DONE: 121093 PROD: 113093
ADV: 765- DC: 1FA STK#: 000R0399 5020

ODOMETER IN: 4 TX: 1

LN	PDI			
		: TECH 749 LAB HRS	1.7	68.85
51	PDI	: SELBY, JOSEPH		
	PDI	: OP-PDI		
				0
	LAB AMOUNT			68.85
	LINE TOTAL - DEPT			68.85
		MECHANICAL		68.85
		CHARGES		68.85
		INTERNAL		68.85

LAB RATE: 54.00
INTERNAL

MS PAGE 1 OF 1

Koons Ford of Annapolis

ER82-025 44463

2. CUSTOMER WANTS REPLACED PARTS IF NOT RETURNABLE? YES WARRANTY. YES _____ NO _____
3. DO YOU WANT A WRITTEN ESTIMATE SINCE IT EXCEEDS $ _____ YES _____ NO _____
1. CUSTOMER AGREES THAT HE MAY BE CHARGED NOT MORE THAN 10% OF THE COST OF THE WRITTEN ESTIMATE WITHOUT HIS CONSENT.
4. CUSTOMER CONSENT FOR ADDITIONAL REPAIRS YES _____ NO _____

CUSTOMER'S SIGNATURE _____

REPAIRS CHARGED FOR WERE NEEDED AND PERFORMED. ALL PARTS USED ARE NEW UNLESS OTHERWISE NOTED OR IN-PRIMARY. LABOR WARRANTY ARE COMPUTED BY FLAT RATE UNLESS OTHERWISE SPECIFIED. CUSTOMER LABOR CHARGES ARE BASED ON THE RATE OF _____ PER HOUR.

CHASSIS LUBE	OIL CHANGE	OIL & FILTER	MANUAL COURTESY	SVC TRANSMISSION	TUNE UP MINOR	30 PT VEH. SERVICE	INSPECT BRAKES	BALANCE WHEELS	FRONT END ALIGN	SAFETY INSP.	INTERIOR WASH	EXTERIOR WASH	CHARGE BATT.	FLUSH RADIATOR	FLUSH HOSE BODY	FLUSH & DRL. 4 TIRES	SVC COOL SYS	ADJUST CLUTCH	ELECTRICAL SYS	SERVICE A/C	F.E.S. SVC CHECK	L.O.F. SPECIAL	FORD BASIC	4 WHEEL ALIGN					
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29

STOCK NUMBER _____ DATE _____

STOCK NUMBER: A TOTAL CHARGE EQUIVALENT TO 10% OF LABOR CHARGE IS INCLUDED FOR MATERIALS USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS AND PARTS, SOLVENT, RAGS, TOWELS, BRUSHES, ETC.

VEHICLES LEFT OVER 48 HRS. SUBJECT TO A STORAGE CHARGE @ 10.00 PER DAY.

PARTS & LABOR WARRANTED 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE.

Tapes, Technology, Rear Drivers, Etc. Speakers, Tape Players or Radios and Personal Articles MUST be removed before the car is left for service. We are not responsible for these items.

PG 1 OF 1

[redacted]	TECH 749	OPERATION	HRS 1.7
[redacted]	OLH	FLG	FAILED PART
[redacted]	RO	NET	CND	AUTH
[redacted]	TECH	OPERATION	HRS
[redacted]	OLH	FLG	FAILED PART
[redacted]	RO	NET	CND	AUTH
[redacted]	TECH	OPERATION	HRS
[redacted]	OLH	FLG	FAILED PART
[redacted]	RO	NET	CND	AUTH
[redacted]	TECH	OPERATION	HRS
[redacted]	OLH	FLG	FAILED PART
[redacted]	RO	NET	CND	AUTH

RO 84907-0 *TAG 9637* LIC: SVC ADV: 765 BROOK SHOULTS

000R0398 94 **VIN: 2FALP74W7 RX126232**

FORD CROWN VIC
LX 4DR SDN
LICENSE: DK RED/MAR CAR
SVC DLR: 209001
STOCK NUMBER: 000R0398 INV ACCT: 5020
PROD: 113093
CURRENT: 4

DIST CODE: IFA

12/08/93 14:43:48

225 NOTE: INTERNAL

****PROMISED DATE: 12/08/93 TIME: 1600 ****

MODEL# P74
TAG 9637 **RO 84907** SVC ADV: 765 VIN: 2FALP74W7 RX126232

ER92-025 44484

FORD

Koons Ford of Annapolis

ISUZU

2540 RIVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 841-6860, WASHINGTON 261-8220
DIRECT LINE 266-3067

P & A CODE 00089

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE AND MUST BE MADE WITHIN 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

SERVICE HOURS:
MONDAY THRU FRIDAY
7:30 AM TO 6:00 PM

CASHIER AND CUSTOMER PICK-UP
7:30 AM TO 7:00 PM
SAT. 8:00 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X

000R0398 TAG: 0912 W P RO: W90454-1
2FALP74W7RX126232 DK RED/MAR
94 FORD CROWN VIC LX 4DR SDN
INVOICED AT: 03/21/94 12:05:10
DATES: BEGIN: 031594 DONE: 032194 PROD: 113090
ADV: 306 DC: 1FA STK#: 000R0398 1300

ODOMETER IN: 7 TX: 1

94080

LN					
51	SPEEDOMETER IN DASH DOES NOT READ: OVER 20 MPH	TECH 552 LAB HRS 1.1 MONK, ANTHONY			57.78
	LOOSE CONN.	: OP-10948A			FC-33
	DIAG.,REPL.HEAD ASSY.	: FP-10849			A85
PART*FMC F3VY	10849 AR	*CLUSTER	QTY 1	111.12	111.12
		PARTS COUNT	1		
	PARTS AMOUNT				155.57
	LAB AMOUNT				57.78
	LINE TOTAL - DEPT D				213.35

PARTS	155.57
LAB-MECHANICAL	57.78
TOTAL-CHARGES	213.35
FAC WARRANTY	213.35

LAB RATE: 62.00

MV PAGE 1 OF 1

13

HL3127

ER82-825 44468

CUSTOMER ☐ CONTRACT ☐ INTERNAL ☐ WARRANTY ☐ CREDIT CARD ☐

CUSTOMER'S RIGHTS

1. CUSTOMER WANTS REPLACED PARTS IF NOT RETURNABLE UNDER WARRANTY. YES _____ NO _____
2. DO YOU WANT A WRITTEN ESTIMATE SINCE IT EXCEEDS $50.. YES _____ NO _____
3. CUSTOMER AGREES THAT HE MAY BE CHARGED NOT MORE THAN 10% OF THE COST OF THE WRITTEN ESTIMATE WITHOUT HIS CONSENT.
4. CUSTOMER CONSENT FOR ADDITIONAL REPAIRS YES _____ NO _____

CUSTOMER'S SIGNATURE _____

TERMS: STRICTLY CASH, U.S. FUNDS — TOTAL _____

CUSTOMER'S SIGNATURE X _____

REPAIRS CHARGED FOR WORK NEEDED AND PERFORMED. ALL PARTS LISTED ARE NEW UNLESS IDENTIFIED USED OR REBUILT. LABOR CHARGES ARE COMPUTED BY FLAT RATE UNLESS OTHERWISE SPECIFIED. CUSTOMER LABOR CHARGES ARE BASED ON THE RATE OF _____ PER HOUR.

SHOP MATERIAL: A FOR BY CHARGE EQUIVALENT TO 10% OF LABOR CHARGES IS APPLIED FOR MATERIALS USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, PINS, AEROSPRAYS, SOLVENT, RAGS, SOAPS, BATTERY CLEANERS, ETC.

CHANGE LUBE	OIL CHANGE	OIL & FILTER	TRANSMISSION CONTROL	TUNE TRANSMISSION	TUNE UP MINOR	INSPECT VIN. SERIAL	REPAIRS BRAKES	BALANCE WHEELS	FRONT END ALIGN	SAFETY INSP.	ROTATE TIRES	SCOPE ENGINE	BRAKE INSP.	INSP. FRONT BRKS	INSP. REAR BRKS	INSP. & BAL. 4 TIRES	SVC COOL SYS	ADJUST CLUTCH	ELECTRICAL SYS	SERVICE A/C	S.E.C. SYS CHECK	L.D.F. SERVICE	FORD MAINT.	4 WHEEL ALIGN					
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29

VEHICLES LEFT OVER 48 HRS. SUBJECT TO A STORAGE CHARGE of $10.00 PER DAY

PARTS & LABOR WARRANTED 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE.

Tapes, Tachometers, Radar Detectors, Extra Speakers, Tint Mirror or Radios and Personal Articles MUST be removed before the car is left for service. We are not responsible for these items.

INSTRUCTIONS ON WORK TO BE DONE

51 COMPLAINT: PAY TYPE: C CC: 025	TECH 552	OPERATION		HRS	
CAUSE: SPEEDOMETER IN DASH DOES NOT READ OVER 20 MPH	OLH	FLG	FAILED PART 10049		
CORRECTION: DIAG SPEEDOMETER. REPLACE HEAD ASSY. LOOSE TURNWAL CONNECTION	RC	NET	CND	AUTH	
52 COMPLAINT: 104-TRA-1.1	TECH	OPERATION		HRS	
CAUSE	OLH	FLG	FAILED PART		
CORRECTION	RC	NET	CND	AUTH	
53 COMPLAINT	TECH	OPERATION		HRS	
CAUSE	OLH	FLG	FAILED PART		
CORRECTION	RC	NET	CND	AUTH	
54 COMPLAINT	TECH	OPERATION		HRS	
CAUSE	OLH	FLG	FAILED PART		
CORRECTION	RC	NET	CND	AUTH	

RO 90454-1 *1A0 0912* LIC: SVC ADV: 306 LAURIE HICKEY
000R0398 94 **VIN: 2FALP74W7 RX126232**

C002C FORD CROWN VIC
LY 4DR SDN
308 88 3L11 LICENSE: DK RED/MAR CAR
SVC DLR: 1209001
P215/70R15 STOCK NUMBER: 000R0398 INV ACCT: 1300
PROD: 113093
CURRENT: 7
AVG PER DAY: PER MONTH:

DIST CODE: 1FA.

03/15/91 11:17:45

***PROMISED DATE: 03/15/91 ...

HOST: 9 (7)

ER02-025 44467

FORD

Koons Ford of Annapolis

FORD

2540 RIVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-8100, BALTIMORE 841-6550, WASHINGTON 261-8220
DIRECT LINE 266-3087

F & A Code 00069

[redacted]

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE AND MUST BE MADE WITHIN 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

SERVICE HOURS:
MONDAY THRU FRIDAY
7:30 AM TO 9:00 PM

CASHIER AND CUSTOMER PICK-UP
7:30 AM TO 7:00 PM
SAT. 9:00 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X

000R0398 TAG: 0796 W P RO: W10371-9
2FALP74W7RX126232 DK RED/MAR
94 FORD CROWN VIC LX 4DR SDN
INVOICED AT: 02/02/95 11:17:52
STK#:000R0398 1300
DATES:- BEGIN: 013095 DONE: 020195 PROD: 113099
ADV: 287 DC: 1FA
ODOMETER IN:37 TX: 1
95033

LN 51	AMP LIGHT ON BATTERY & ALTERNATOR SHORTED ALTERNATOR - REMOVE AND INSTALL OR REPLACE	TECH 889 LAB HRS VOLTA, CARLO OP-10346A	.7 FC-X1	37.88
LN 51-1	ALTERNATOR CIRCUITS (USING TERI - TEST	889 LAB HRS VOLTA, CARLO OP-14200A	.3 FC-X1	16.23
LN 51-2	REPLACE BATTERY	TECH 889 LAB HRS VOLTA, CARLO OP-10654B	.3 FC-X1	16.23
LN 51-3	WIRING ASSEMBLY - REPAIR	TECH 889 LAB HRS VOLTA, CARLO OP-14200A	.5 FC-X1	27.06

VEN	PART NUMBER	DESCRIPTION	NOTE	QTY	PRICE @	EXTENDED
FMC*E9AZ	14826 A	*WIR ASY-F		1	5.61	5.61
FMC*F1VY	10346 B	ALT ASY-		1	152.75	152.75
FMC*F0DZ	10316 A	REGULATOR		1	37.50	37.50
FMC*F1DZ	10347 A	HOLDER &		1	3.78	3.78
FMC BXT	65 650	BATTERY A		1S	63.14	63.14
		PARTS COUNT		5		
	PARTS AMOUNT					362.63
	LAB AMOUNT					97.40
	LINE TOTAL - DEPT D					460.03

NO PAGE 1 OF 2

ER82-825 44460

FORD

FORD

2540 RIVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 841-6550, WASHINGTON 261-8220
DIRECT LINE 266-3067

P & A CODE 00089

[redacted]

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE AND MUST BE MADE WITHIN 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

SERVICE HOURS:
MONDAY THRU FRIDAY
7:30 AM TO 6:00 PM

CASHIER AND CUSTOMER PICK-UP
7:30 AM TO 7:00 PM
SAT. 9:00 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X _____

00OR0398

TAG: 0796 W P RO: M10371-9
2FALP74W7RX126232 DK RED/MAR
94 FORD CROWN VIC LX 4DR SDN
INVOICED AT: 02/02/95 11:17:52

PARTS	362.63
LAB-MECHANICAL	97.40
TOTAL-CHARGES	460.03
FAC WARRANTY	460.03

LAB RATE: 62.00

IF YOU HAVE ANY QUESTIONS - PLEASE SEE TROY V. GRESHAM
MG

PAGE 2 OF 2

ER82-825 44470

CUSTOMER'S RIGHTS

1. CUSTOMER WANTS REPLACED PARTS IF NOT RETURNABLE YES ____ NO ____
2. DO YOU WISH A WRITTEN ESTIMATE SINCE IT EXCEEDS $50.00? YES ____ NO ____
3. CUSTOMER AGREES THAT HE MAY BE CHARGED NOT MORE THAN 10% OF THE WRITTEN ESTIMATE WITHOUT HIS CONSENT.
4. CUSTOMER CONSENT FOR ADDITIONAL REPAIRS YES ____

CUSTOMER'S SIGNATURE

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29

VEHICLES LEFT OVER 48 HRS. SUBJECT TO A STORAGE CHARGE @ 10.00 PER DAY.

PARTS & LABOR GUARANTEED 10,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE.

Tapes, Tachometers, Radar Detectors, Eure Scanners, Tape Players or Radios and Personal Articles MUST be removed before the car is left for service. We are not responsible for these items.

PG 1 OF 1

	TECH	OPERATION	HRS
PWR LIGHT ON			
	OLH	FLG	FAILED PART
	RC	NET	CND	AUTH
	TECH	OPERATION	HRS
	OLH	FLG	FAILED PART
	RC	NET	CND	AUTH
	TECH	OPERATION	HRS
	OLH	FLG	FAILED PART
	RC	NET	CND	AUTH
	TECH	OPERATION	HRS
	OLH	FLG	FAILED PART
	RC	NET	CND	AUTH

RO 103719 *TAG: 0796* LIC: SVC ADV: 287 TROY V. GRESHAM
000R0398 94 **VIN: 2FALP74W7 RX126232**

FORD CROWN VIC
LX 4DR SDN
LICENSE: DK RED/MAR CAR
SVC DLR: 209001
STOCK NUMBER: 000R0398 INV ACCT: 1300
PROD: 113093
ODOMETER: LAST: 7 CURRENT: 37
AVG PER DAY: PER MONTH:

DIST CODE: 1P4

WARNING: POSSIBLE RECHECK 0000007

EXTENDED SVC PLAN: TYPE: NO NUMBER: ESP INFORMATION
IN FORCE: N

01/30/95 16:13:13

PROMISED DATE: 01/30/95 TIME: 1800 ****

MODEL# P74

TAG 0796 **RO 10371** SVC ADV: 287 VIN: 2FALP74W7 RX126232

EA82-825 44471

KOONS FORD OF ANNAPOLIS, INC.

2540 RIVA ROAD
ANNAPOLIS, MARYLAND 21401
BALTO. 841-6550 LOCAL 224-2100 WASH. 261-8220

[redacted]

SOLD TO
ADDRESS EDGEWATER MD [redacted]

YEAR	MAKE	MODEL	NEW OR USED	VEHICLE IDENT. OR SERIAL NO.
94	FORD	CROWN VIC	N	2FALP74W7RX126212

SALESMAN WITTIG, DEBORAH A.

GROUP	DESCRIPTION
KEY # 1	FA291D579
KEY # 2	FB0376
COLOR	EG
HOME PHONE	(410) 956-3148
WORK PHONE	
MILEAGE	000053

PAGE 3-1

8 2 2

USED CAR TRADED

YEAR	MAKE	MODEL	VEHICLE IDENT. OR SERIAL NO.
YEAR	MAKE	MODEL	VEHICLE IDENT. OR SERIAL NO.

DATE 02-28-95 INVOICE NO. 92144 STOCK NO. R0306

SOURCE 10 20 71 SALESMAN NUMBER

PRICE OF CAR	DESCRIPTION	COST	INV	ACCT. NO.	SALE	KEY
	NEW CAR - RETAIL					
			C			-
	NEW CAR - FLEET		C			-
	NEW TRUCK		C			-
			C			-
	TOTAL PRICE		C		19,[illegible]	
	U. CAR - RETAIL		C	3200		-
	- WHLSL		C	3210		-
	U. TRUCK - RETAIL		C	3300		-
	- WHLSL		C	3310		-
			C			-
	CLERICAL FEE		C		25.00	
	EXTD. SERV		C	4_01	[illegible]	
			C			
			C			
	CAR DEAL NO.		I	←		
	SALES TAX	11190	C	2310		-
	LICENSE AND TITLE		C	2310	901.90	
	TIRE FEE				150.00	
		TOTAL CASH PRICE			5.00	
	DEPOSIT			1110	21,369.90	
	USED CAR ALLOWANCE				21,369.90	
	LESS PAY-OFF-TRADE			2104		-
	EQUITY IN TRADE					
	CASH ON DELIVERY			1110		+
	FINANCE CONTRACTS NEW			1020		+
	FINANCE CONTRACTS USED			1030		
				2103		-
	LIFE INSURANCE					
	LIFE INSURANCE					
	ACCIDENT, HEALTH AND MED.					
				128_		+
				4_40		-
	DEFERRED PAYMENT PRICE					
	FINANCE COMPANY				21,369.90	
				2102		-
	PAYMENTS -			4_55		-
	@ PER MONTH					
	00					
	STOCK NO.		I	13__		+
			I	13__		+

E962-625 44473

ODOMETER DISCLOSURE STATEMENT

11198

Federal law (and State law, if applicable) requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

I, KOONS FORD OF ANNAP. INC. (TRANSFEROR'S NAME - PRINT) state that the odometer now reads 53 (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked.

☐ (1) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.

☒ (2) I hereby certify that the odometer reading is NOT the actual mileage. WARNING — ODOMETER DISCREPANCY.

MAKE: FORD

MODEL: CROWN VIC BODY TYPE: 4DR SDN

VEHICLE IDENTIFICATION NUMBER: 2FALP74W7RX126232

YEAR: 94

TRANSFEROR'S NAME (PRINTED NAME): KOONS FORD OF ANNAP., INC

TRANSFEROR'S ADDRESS (STREET): 2540 RIVA RD.

(CITY) ANNAPOLIS, MD. 21401 (STATE) (ZIP CODE)

TRANSFEROR'S NAME X (SIGNATURE)

(PRINTED NAME)

DATE OF STATEMENT: 02-28-95

TRANSFEREE'S NAME [redacted] (PRINTED NAME)

NAME [redacted]

TRANSFEREE'S ADDRESS (STREET)

(CITY) EDGEWATER (STATE) MD (ZIP CODE) [redacted]

TRANSFEREE'S NAME X [redacted]

TRANSFEREE'S (SIGNATURE)

(PRINTED NAME)

ER82-825 44474

POWER OF ATTORNEY

Know All Men By these Presents, That the undersigned does hereby make, constitute, designate and appoint _____ of _____ County/City, as true and lawful attorney in fact to sign in the name, place and stead of the undersigned, any Certificate of Title, or other supporting papers, issued by the applicable government authority, in whatever manner necessary to transfer the registration and/or ownership of the following described motor vehicle:

Make Model _____ Year _____ Serial # _____

Title # _____

Granting and giving unto said attorney in fact, full authority and power to do and perform any and all other acts necessary or incident to the execution of the powers herein expressly granted, with power to do and perform all acts authorized hereby, as fully to all intents and purposes as the undersigned might or could do if personally present with full power of substitution.

This Power of Attorney (or his authority) shall not terminate upon disability of the undersigned.

In Testimony Whereof, the undersigned His___ hereunto set ____hand ___ this ___ day of _____ 19_____

L.S. _____ L.S. [redacted]

DEALER _____

PAYOFF AGREEMENT

The payoff amount of $ _____ on your 19 _____ traded to us is an estimated payoff. If payoff figure is underestimated, buyer agrees to pay the increased payoff difference in cash. If overestimated, seller agrees to credit the difference to buyer.

Date _____ SIGNED: _____

DEALER _____ Addendum # _____

LOAN CLEARANCE AUTHORIZATION

TO:

ADDRESS:

I hereby authorize you to accept from _____

the sum of $ _____ being the balance due on my account and you are instructed upon receipt of the above amount to surrender the Documents of Title properly endorsed and released. You are further instructed to CANCEL MY INSURANCE POLICY and pay all unearned insurance premiums, all unearned interest and brokerage, or _____

Date _____ SIGNED: _____

Year _____ Make _____ Model _____ Serial # _____

DEALER _____ Addendum # _____

CONVENIENCE DELIVERY AGREEMENT

I, the undersigned, in furtherance of the purchase order attached hereto, has ( ) applied for the loan described therein, (✓) give a check in payment of the balance due thereunder; and understands that I am authorized to possess the vehicle described in said purchase order by leave of the Seller and that such authorization may be withdrawn without notice or cause at any time prior to the execution and delivery by the Seller of a Certificate of Title to the vehicle to the lender or me. I acknowledge that Seller shall have the right to take any action deemed necessary by it to repossess the vehicle, including, without limitation thereto, the right to enter any premises and remove the vehicle or render it unusable.

Date _____ SIGNED: [redacted]

DEALER _____ Addendum # _____

	19' CROWN VIC LX 4-DOOR	0715	00	19096	00
EG	ELECTRIC RED C/C METALLIC				
5H	MOCHA CLOTH				
	PREFERRED EQUIPMENT PKG.114A	4370	00	3911	00
12H	.FRONT CARPETED FLOOR MATS				
12Q	.REAR CARPETED FLOOR MATS				
47J	.ILLUMINATED ENTRY SYSTEM				
524	.LEATHER-WRAP STEERING WHEEL				
94X	.LIGHT/DECOR GROUP				
68A	.GROUP 1:				
	.REAR WINDOW DEFROSTER				
	.POWER LOCK GROUP				
	.SPEED CONTROL				
65C	.GROUP 2:				
	.POWER RADIO ANTENNA				
67A	.GROUP 3:				
	.CORNERING LAMPS				
	.CAST ALUMINUM WHEELS				
65D	.GROUP 4:				
	.DUAL 6-WAY POWER SEATS				
	.REMOTE KEYLESS ENTRY				
	.REAR AIR SUSPENSION				
	.ELECTRONIC GROUP				
	.HIGH-LEVEL AUDIO SYSTEM				
	.ANTI-LOCK BRAKES/TRACTION CTL				
	.AUTO DIM ELECTRONIC MIRROR				
99W	.4.6L OHC SEFI V8 ENGINE	NC		NC	
44P	.ELECTRONIC AUTO O/D TRANS	NC		NC	
T37	.P215/70RX15 BSW TIRES	NC		NC	
153	FRONT LICENSE PLATE BRACKET		NC	NC	
	TOTAL VEHICLE & OPTIONS	25085	00	23007	00
	DESTINATION & DELIVERY	575	00	575	00
	TOTAL BEFORE DISCOUNTS	25660	00	23582	00
	**SPECIAL ADDED DISCOUNTS*	935	00-	851	00-
	SPECIAL-VALUE DISCOUNT	1140	00-	1034	00-
	TOTAL SAVINGS	2075	00-	1885	00-
	SCHEDULE A (MEMO) .00				
	TOTAL FOR VEHICLE	23585	00		
	10 U.S. GAL GAS FACTORY			14	50
	PRICED DORA				50
	BATCH-ID PL25300234 N RA 2X				
	PRICE LEVEL 410130P74				

THIS INVOICE MAY NOT REFLECT THE FINAL COST OF THIS VEHICLE IN VIEW OF THE POSSIBILITY OF FUTURE REBATES, ALLOWANCES, DISCOUNTS AND INCENTIVE AWARDS FROM FORD MOTOR COMPANY TO THE DEALER.
* THIS PORTION OF THE VEHICLE PRICE WILL BE PROVIDED TO THE APPROPRIATE FDAF (LMDA) TO SUPPORT REGIONAL/DEALER ADVERTISING.

REGIONAL MARKETING ADVERTISING *	INVOICE TOTAL	LESS HOLDBACK FOR DEALER ACCOUNT	LESS ANNUAL FINANCIAL COST FOR DEALER ACCESS	LESS HOLDBACK & FIN. COST	A PLAN
270.00	21,982.00	690.00	180.00	21,112.00	21,074.00

690.00 69.00 2026.00 .50 621.00 18916.00

SOLD TO
KOONS FORD OF ANNAPOLIS INC 27H416
2540 RIVA ROAD
ANNAPOLIS MD 21401

FURTHER TERMS ON REVERSE SIDE

TO	N	STATE
2	4	MD

CN03

DATE INV. RECEIVED	INSTRUCTIONS	TRN	DIST
11 23 93	27L1214	5H	11

SHIP TO IF OTHER THAN ABOVE
CA 8910579
CB 0376

SHIP THROUGH
R0398

INVOICE & UNIT IDENTIFICATION NO. 2FALP74W7RX126232 | FINAL ASSEMBLY POINT ST. THOMAS | FINANCE COMPANY AND/OR BANK FORD MOTOR CREDIT 000001

DEALER COPY

FINANCE - 338 - 428FA (5/89)

E802-825 44476

[redacted] FORD

Koons Ford of Annapolis

[redacted] FORD

2640 RIVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 841-6550, WASHINGTON 261-6220
DIRECT LINE 266-3067

P & A CODE 00089

[redacted]

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE AND MUST BE MADE WITHIN 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

SERVICE HOURS:
MONDAY THRU FRIDAY
7:30 AM TO 6:00 PM

CASHIER AND CUSTOMER PICK-UP
7:30 AM TO 7:00 PM
SAT. 8:00 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X _____

[redacted]

TAG: 3909 C RO: C12565-3
2FALP74W7RX126232 DK RED/MAR
94 FORD CROWN VIC LX 4DR SDN
EDGEWATER MD [redacted] INVOICED AT: 03/11/95 11:54:25
ANNE ARUNDEL LIC: MD STK#: 000R0398 1300
DATES: BEGIN: 030995 DONE: 031095 INSVC: 022895 SOLD: 022895 PROD: 113093
ADV: 946 DC: 1FA ACCT: 031095 27H416
HOME: [redacted] ODOMETER IN: 93 TX: 1

LN	INSTALL FORD 400 ALARM SYSTEM	: TECH 134			186.00
51	INSTALL FORD 400 ALARM SYSTEM	:	CHAMBERS, JOHN		
		OP-INSTALL	AUTH-DW		
VEN	PART NUMBER DESCR	NOTE	QTY	PRICE @	EXTENDED
FMC#F3A2	19A341.C KIT B		1	185.38	185.38
	PARTS AMOUNT				185.38
	LAB AMOUNT				186.00
	LINE TOTAL - DEPT D				371.38

LN	INSTALL AUTO ARMOR PROT. PKG.	: TECH 500		$ 484.55
52	INSTALL AUTO ARMOR PROT. PKG.	:	MISC TECH SVC	
		OP-INSTALL	AUTH-DW	
	LAB AMOUNT			484.55
	LINE TOTAL - DEPT D			484.55

PARTS		185.38
LAB-MECHANICAL		670.55
SUB-TOTAL		855.93
TAX		9.27
TOTAL-CHARGES		865.20
VISA	004014	865.20

VISA//// MASTERCARD ////

LAB RATE: 62.00
PREFERRED TREATMENT
LG

LH3110

E082-625 44480

CUSTOMER WANTS REPLACED PARTS @ NOT RETURNABLE UNDER WARRANTY.
YES _____ NO _____
DO YOU WANT A WRITTEN ESTIMATE SINCE IT EXCEEDS $ _____
YES _____ NO _____
CUSTOMER AGREES THAT HE MAY BE CHARGED NOT MORE THAN 10% OF THE COST OF THE WRITTEN ESTIMATE WITHOUT HIS CONSENT.
CUSTOMER CONSENT FOR ADDITIONAL REPAIRS YES _____ NO _____

AUTHORIZED SIGNATURE X

VEHICLES LEFT OVER 48 HRS. SUBJECT TO A STORAGE CHARGE @ $10.00 PER DAY.

PARTS & LABOR WARRANTIES CLAIMS MUST BE MADE WITHIN ONE YEAR FROM DATE WORK WAS PERFORMED.

ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE.

Tires, Tubes, Batteries, Radios, Tape Players or Radios and Powered Antennas MUST be removed before the car is left for service. We are not responsible for these items.

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29
OIL CHANGE	OIL & FILTER	COOLANT CHANGE	AUTO TRANSMISSION	TIRE ROTATION	FILL TIRES	BRAKE CHECK	BALANCE WHEELS	FRONT END ALIGN	GASKET RMV.	FUTURE TIRES	SCOPE ENGINE	STATE INSP.	RUN FIRST DRIVE	RUN SECOND DRIVE	BOX & MAIL TIRES	MAS COOL SYS	ANTIFREEZE	ELECTRICAL SYS	BRAKES INC	EXAC. RUN CHECK	LUBE CHASSIS	FORD INSPECT.	4 WHEEL ALIGN					

PAY TYPE: C CC: 0
INSTALL FORD ADD ALARM SYSTEM

	TECH	OPERATION	HRS
	134		3.0
	OLH	FLG	FAILED PART
	RO	NET	CND	AUTH
	TECH	OPERATION	HRS
	OLH	FLG	FAILED PART
	RO	NET	CND	AUTH
	TECH	OPERATION	HRS
	OLH	FLG	FAILED PART
	RO	NET	CND	AUTH
	TECH	OPERATION	HRS
	OLH	FLG	FAILED PART

PAY TYPE: C CC: 0

RO 12565-3 *TAG 3909* LIC: MD SVC ADV: 946 DAVID H. WHEELER

94 VIN: 2FALP74W7 RX126232**
FORD CROWN VIC
LX 4DR SDN
LICENSE: MD DK RED/MAR CAR
MFG CODE: 27H418 SVC DLR: 209001 SLM: 912
STOCK NUMBER: 000R0398 INV ACCT: 1300
IN-SVC: 022895 SOLD: 022895 PROD: 113093
ODOMETER: LAST: 37 CURRENT: 93
AVG PER DAY: PER MONTH:

EDGEWATER
MD

PHONE:

DIST CODE: 1FA

*PREFERRED CUSTOMER** 9
WARNING: POSSIBLE RECHECK 02/02/95

EXTENDED SVC PLAN: TYPE: EXTRA NUMBER: NA DEDUCTIBLE: 50.00
IN FORCE: Y MONTHS: 48 MILEAGE: 75000 EXPIRES: 022899
03/09/95 18:02:40

NOTE: PREFERRED TREATMENT

****PROMISED DATE: 03/10/95 TIME: 1700 ****

MODEL# P74
TAG 3909 **RO 12565** SVC ADV: 946 VIN: 2FALP74W7 RX126232

ER82-925 44481

FORD

Koons Ford of Annapolis

FORD

2540 RIVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 841-6550, WASHINGTON 261-8220
DIRECT LINE 266-3067

P & A CODE 00089

[redacted]

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE AND MUST BE MADE WITHIN 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

SERVICE HOURS:
MONDAY THRU FRIDAY
7:30 AM TO 6:00 PM

CASHIER AND CUSTOMER PICK-UP
7:30 AM TO 7:00 PM
SAT. 9:00 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X _____

[redacted]

TAG: 3909 C P RO: C12565-3
2FALP74W7RX126232 DK RED/MAR
94 FORD CROWN VIC LX 4DR SDN
EDGEWATER MD [redacted] INVOICED AT: 03/10/95 13:20:00
ANNE ARUNDEL LIC: MD STK#:000R0398 1300
DATES: BEGIN: 030995 DONE: 031095 INSVC:022895 SOLD: 022895 PROD: 113093
ADV: 946 DC: 1FA 27H418
HOME: [redacted] ODOMETER IN:93 TX: 1

LN	INSTALL FORD 400 ALARM SYSTEM	TECH 134		186.00
51	INSTALL FORD 400 ALARM SYSTEM		CHAMBERS, JOHN	
		OP-INSTALL	AUTH-DW	

VEN	PART NUMBER	DESCRIPTION	NOTE	QTY	PRICE @	EXTENDED
FMC*F3AZ	19A361 C	KIT,ELECT		1	185.38	185.38
	PARTS AMOUNT					185.38
	LAB AMOUNT					186.00
	LINE TOTAL - DEPT D					371.38

LN	INSTALL AUTO ARMOR PROT. PKG.	TECH 500	S	484.55
52	INSTALL AUTO ARMOR PROT. PKG.		MISC TECH SVC	
		OP-INSTALL	AUTH-DW	
	LAB AMOUNT			484.55
	LINE TOTAL - DEPT D			484.55

PARTS	185.38
LAB-MECHANICAL	670.55
SUB-TOTAL	855.93
TAX	9.27
TOTAL-CHARGES	865.20
CHECK RECEIVED	865.20

LAB RATE: 62.00
PREFERRED TREATMENT

DW

Paid Visa 3/10/95 DB

ER82-025 44482

FORD

FORD

2540 RIVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 841-8550, WASHINGTON 261-8220
DIRECT LINE 266-3097

P & A CODE 00099

[redacted]

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE AND MUST BE MADE WITHIN 15,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

SERVICE HOURS:
MONDAY THRU FRIDAY
7:30 AM TO 6:00 PM

CASHIER AND CUSTOMER PICK-UP
7:30 AM TO 7:00 PM
SAT. 8:00 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW

[redacted]

TAG: 0704 C W P RO: C18169-4
2FALP74W7RX126232 DK RED/MAR
94 FORD CROWN VIC LX 4DR SDN
INVOICED AT: 06/23/95 14:16:54

EDGEWATER MD [redacted]

IF YOU HAVE ANY QUESTIONS - PLEASE SEE KARL R. PENNELL

MD

ER02-625 44484

[redacted] FORD

Koons Ford of Annapolis

[redacted] FORD

2540 RIVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 841-8850, WASHINGTON 261-6220
DIRECT LINE 268-5087

P A A CODE 00080

[redacted]

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE AND MUST BE MADE WITHIN 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

SERVICE HOURS
MONDAY THRU FRIDAY
7:30 AM TO 5:00 PM

CASHIER AND CUSTOMER PICK-UP
7:30 AM TO 7:00 PM
SAT. 9:00 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW

[redacted]

TA0: 0704 C W P NO: C10109-[redacted]
2FALP74W7RX126232 DK RED/MAR
94 FORD CROWN VIC LX 4DR SDN
EDGEWATER MD [redacted] INVOICED AT: 06/23/95 14:16:54
ANNE ARUNDEL LIC: MD 1 STK#:000R0398
DATES: BEGIN: 062195 DONE: 062395 INSVC: 022895 SOLD: 022895 PROD: 113073
ADV: 648 DC: 1FA 271410
HOME: [redacted] ODOMETER IN: 5073 TX: 1
WORK: [redacted]

LN 94 SK SVC : TECH 791 6 23.20
31 COMPLETED SERVICE SANFORD, ROD

VEN	PART NUMBER	DESCRIPTION	NOTE	QTY	PRICE @	EXTENDED
FMC	FL 820	FILTER		1	8.63	8.63
FMC	5W30	OIL		5	1.75	8.75
	PARTS AMOUNT					17.38
	LAB AMOUNT					23.20
	SERVICE SPECIAL ADJUST					4.03-
	LINE TOTAL - DEPT D					36.55

PARTS	17.38
SUPPLIES	4.64
LAB-MECHANICAL	23.20
SERVICE SPECIAL ADJUSTMENT	4.03
SUB-TOTAL	41.19
TAX	.90
TOTAL-CHARGES	42.09
CASH DUE	42.09

LAB RATE: 64.00
PREFERRED TREATMENT
ATTENTION-
WARRANTY MUST BE PRINTED ALSO

MO PAGE 1 OF 3

EA82-825 44485

FORD

FORD

2540 REVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 841-6550, WASHINGTON 261-6220
DIRECT LINE 266-3067

P & A CODE 00060

[redacted]

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE AND MUST BE MADE WITHIN 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

SERVICE HOURS:
MONDAY THRU FRIDAY
7:30 AM TO 6:00 PM

CASHIER AND CUSTOMER PICK-UP
7:30 AM TO 7:00 PM
SAT. 9:00 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X _____

[redacted]

EDGEWATER MD [redacted]

TAG: 0704 C W RO: C18189-6
2FALP74W7RX126232 DK RED/MAR
94 FORD CROWN VIC LX 4DR SDN
INVOICED AT: 06/23/95 19:03:34

IF YOU HAVE ANY QUESTIONS - PLEASE SEE KARL R. PENNELL

EA82-025 44486

FORD

Koons Ford of Annapolis

FORD

2540 RIVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 841-5550, WASHINGTON 261-8220
DIRECT LINE 296-3067

P & A CODE 00089

[redacted]

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE AND MUST BE MADE WITHIN 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

SERVICE HOURS:
MONDAY THRU FRIDAY
7:30 AM TO 8:00 PM

CASHIER AND CUSTOMER PICK-UP
7:30 AM TO 7:00 PM
SAT. 9:00 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X _____

[redacted]

TAG: 0704 C W RO: C18189-6
2FALP74W7RX126232 DK RED/MAR
94 FORD CROWN VIC LX 4DR SDN
EDGEWATER MD [redacted] INVOICED AT: 06/23/95 19:03:34
ANNE ARUNDEL LIC: MD 1 STK#:00CR0398
DATES: BEGIN: 062195 DONE: 062395 INSVC: 022895 SOLD: 022895 PROD: 113093
ADV: 648 DC: 1FA 27H418
HOME: [redacted] ODOMETER IN: 5073 TX: 1
WORK:

LN 94 5K SVC : TECH 791 S 23.20
31 COMPLETED SERVICE : SANFORD, ROB

VEN	PART NUMBER	DESCRIPTION	NOTE	QTY	PRICE @	EXTENDED
FMC	FL 820	FILTER		1	8.63	8.63
FMC	5W30	OIL		5	1.75	8.75
	PARTS AMOUNT					17.38
	LAB AMOUNT					23.20
	SERVICE SPECIAL ADJ					4.03-
	LINE TOTAL - DEPT D					36.55

PARTS	17.38
SUPPLIES	4.64
LAB-MECHANICAL	23.20
SERVICE SPECIAL ADJUSTMENT	4.03-
SUB-TOTAL	41.19
TAX	.90
TOTAL-CHARGES	42.09
VISA 004014	42.09

VISA//// MASTERCARD ////

KAW 6/23

LAB RATE: 64.00
PREFERRED TREATMENT
ATTENTION
WARRANTY MUST BE PRINTED ALSO
KM

PAGE 1 OF 3

EA82-825 44487

FORD

FORD

2640 RIVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 841-8880, WASHINGTON 261-8220
DIRECT LINE 268-3087

P & A CODE 00089

[redacted]

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE AND MUST BE MADE WITHIN 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

SERVICE HOURS:
MONDAY THRU FRIDAY
7:30 AM TO 6:00 PM

CASHIER AND CUSTOMER PICK-UP
7:30 AM TO 7:00 PM
SAT. 9:00 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X

[redacted]

TAG: 0704 C N RO: C19189-6
2FALP74W7RX126232 DK RED/MAR
94 FORD CROWN VIC LX 4DR SDN
EDGEWATER MD [redacted] INVOICED AT: 06/23/95 19:03:34

IF YOU HAVE ANY QUESTIONS - PLEASE SEE KARL R. PENNELL

KRW 6/23

E962-828 44488

FORD

Koons Ford of Annapolis

FORD

2540 RIVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 841-6560, WASHINGTON 261-5220
DIRECT LINE 266-3067

P & A CODE 00089

[redacted]

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE AND MUST BE MADE WITHIN 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

SERVICE HOURS:
MONDAY THRU FRIDAY
7:30 AM TO 6:00 PM

CASHIER AND CUSTOMER PICK-UP
7:30 AM TO 7:00 PM
SAT. 9:00 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW

[redacted]

TAG: 0704 C W P RO: W10192-6
2FALP74W7RX126232 DK RED/MAR
94 FORD CROWN VIC LX 4DR SDN
INVOICED AT: 06/23/95 14:17:53
CODEWATER MD [redacted]
ANNE ARUNDEL LIC: MD 1 STK#:000R0326
DATES: DEGIN: 062195 DONE: 062395 INSVC: 022895 SOLD: 022895 PROD: 113093
ADV: 648 DC: 1FA 27H41
HOME: [redacted] ODOMETER IN: 5073 TX: 1
WORK:
95174

LN					
52	TURN SIGNALS AND A/C INOP SEE CUS: TECH 791 LAB HRS		.2		11.19
	Y NOTE			SANFORD, ROB	
	FUSE MISSING	526A			FC-59
	PUGE - REPLACE-CHECK OPERATION O				
	AC & SIGNALS COULD NOT VER				

VEN PART NUMBER	DESCRIP	NOTE	QTY	PRICE @	EXTENDED
FMC#D9ZZ 14526 D	FUSE		2	.27	.54
	PARTS COUNT		2		

PARTS AMOUNT	.76
LAB AMOUNT	11.19
LINE TOTAL - DEPT D	11.95

PARTS	.76
LAB-MECHANICAL	11.19
TOTAL-CHARGES	11.95
FAC WARRANTY	11.95

LAB RATE: 64.00
PREFERRED TREATMENT
ATTENTION-
CUST-PAY MUST BE PRINTED ALSO

KAM 6/23

IF YOU HAVE ANY QUESTIONS - PLEASE SEE KARL R. PENNELL
NG

PAGE 1 OF 1

ER92-025 44490

CUSTOMER'S RIGHTS

1. CUSTOMER WANTS REPLACED PARTS IF NOT RETURNABLE UNDER WARRANTY. YES ____ NO ____
2. DO YOU WANT A WRITTEN ESTIMATE BEFORE IT EXCEEDS $25. YES ____ NO ____
3. CUSTOMER ADVISED THAT HE MAY BE CHARGED NOT MORE THAN 10% OF THE COST OF THE WRITTEN ESTIMATE WITHOUT HIS CONSENT.
4. CUSTOMER CONSENT FOR ADDITIONAL REPAIRS YES ____ NO ____

CUSTOMER'S SIGNATURE ____

CONTRACTOR SIGNATURE X [illegible] 6/26/95

IF REPAIRS CHARGED FOR WERE NEEDED AND PERFORMED, ALL PARTS LISTED ARE NEW UNLESS OTHERWISE MARKED OR REQUEST. LABOR CHARGES ARE COMPUTED BY FLAT RATE UNLESS OTHERWISE SPECIFIED. CUSTOMER LABOR CHARGES ARE BASED ON THE RATE OF ____ PER HOUR.

SHOP MATERIAL: A TOKEN CHARGE EQUIVALENT TO 10% OF LABOR CHARGE IS INCURRED FOR MATERIALS USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, PINS, AEROSPRAYS, SOLVENT, RAGS, SOAP, & BATTERY CLEANING, ETC.

CHANGE LUBE	OIL CHANGE	OIL & FILTER	DIAGNOSE CONTROL	A/C TRANSMISSION	TUNE UP MINOR	FULL TUNE UP	INSPECT BRAKES	BALANCE WHEELS	FRONT END ALIGN	SAFETY INSP.	ROTATE TIRES	INSPECT EXHAUST	STOCK INSP.	FLUSH FRONT DISC	FLUSH REAR DRUM	ROTS & BAL 4 TIRES	INC COOLANTS	ADJUST CLUTCH	BALANCE INC	INSPECT A/C	INSPECT SYS CHECK	L.O.F. SPECIAL	FORD SAVE	4 WHEEL ALIGN					
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29

VEHICLES LEFT OVER 48 HRS. SUBJECT TO A STORAGE CHARGE @ 10.00 PER DAY.

PARTS & LABOR WARRANTED 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

ANY CLAIMS OR REQUIREMENTS MUST BE ACCOMPANIED BY THIS INVOICE.

Taxes, Technicians, Rental Deductible, Extra Equipment, Tow Charges or Repairs, and Damaged Articles MUST be removed before the car is left for service. We are not responsible for items there.

PG 1 OF 1

LIST LICENSE OR VIN ON WORK ITEM BELOW

	TECH	OPERATION	HRS
94 SK SVC	791		
	OLH	FLG	FAILED PART
00 DIM SK			
	RC	NET	CND	AUTH
TURN SIGNALS AND A/C INOP SEE COS	791		
	OLH	FLG	FAILED PART
Install 15 amp fuse in position #10			
	RC	NET	CND	AUTH
Road test. Upon operation of A/C system + turn signals could not verify any problem at this time.			
	OLH	FLG	FAILED PART
	RC	NET	CND	AUTH
You may wish to bring it back at this time.			
	OLH	FLG	FAILED PART
	RC	NET	CND	AUTH

RO 18189-5 *TAG 0704* LIC: MD 1 SVC ADV: 648 KARL R. PENNELL

[redacted] MR 94 **VIN: 2FALP74W7 RX126232**
FORD CROWN VIC
LX 4DR SDN
LICENSE: MD 1 DK RED/MAR CAR
MFG CODE: 27H418 SVC DLR: 209001 SLM: 912
STOCK NUMBER: 000R0398
IN-SVC: 022895 SOLD: 022895 PROD: 113099
ODOMETER: LAST: 93 CURRENT: 5073
AVG PER DAY: .4 PER MONTH: 120

EDGEWATER
MD [redacted]

HOME: [redacted]
WORK:

PREFERRED CUSTOMER

113 QCP QUALITY CHECK REQ.

Kim DIST CODE: 1FA 1:03

EXTENDED SVC PLAN: TYPE: EXTRA COMPREHENSIVE DEDUCTIBLE: 50.00
IN FORCE: Y MONTHS: 48 MILEAGE: 75000 EXPIRES: 022899
06/21/95 16:35:35

255 NOTE: PREFERRED TREATMENT

****PROMISED DATE: 06/21/95 TIME: 1600 ****

MODEL# [redacted]

TAG 0704 **RO 18189** SVC ADV: 648 VIN: 2FALP74W7 RX126232

ER02-825 44481