EA04-006

FORD

6/29/2004

APPENDIX F (F PART 3 OF 3)

PART 5 OF 9

CONSUMER™
LEGAL
SERVICES, P.C.
ATTORNEYS AND COUNSELORS

RONALD J. BOLZ
CHRISTOPHER M. LOVASZ
STEVEN S. TOTH
MARK P. ROMANO
STEVEN G. STANCHOFF
TROY T. GORMAN
CHRISTOPHER A. WHELLER
MATTHEW W. DELEZENNE
KARL P. HEIL
BRIAN M. PERKINS

www.lemonauto.com

30928 FORD ROAD
GARDEN CITY, MI 48135
(734) 261-4700
FAX: (734) 261-4737
E-MAIL: cls@lemonauto.com

April 13, 2004

The Corporation Company
30600 Telegraph Road
Bingham Farms, MI 48025

RE: 2002 Ford Excursion, VIN: 1FMSU43F92EB07618

Dear Sir/Madam:

Please be advised that I represent [redacted] regarding the sale of the above-referenced vehicle purchased at Jackson Ford, Inc. on or about November 16, 2001. [redacted] pursuant to the Michigan Uniform Commercial Code, which covers breach of express and implied warranties, revocation of acceptance and other rights and remedies, the Michigan New Motor Vehicle Warranties Act (commonly referred to as the "Lemon Law"), the Michigan Consumer Protection Act, the Federal Magnuson-Moss Warranty Act and other rights and remedies, does hereby revoke acceptance of the 2002 Excursion and is prepared to file suit to effect revocation of acceptance, cancellation of the sale, return of the vehicle, and payment to him of all monies expended, putting him back in the position he was prior to the contract.

[redacted] intends to hold Jackson Ford, Inc. and Ford Motor Company liable for all other foreseeable damages due to the nonconforming vehicle, including actual attorneys' fees incurred with enforcing his rights pursuant to the following: M.C.L.A. 445.911 Sec. 11(b)(2), 15 USC 2310(d)(2), M.C.L.A. 257.1407(2), M.C.L.A. 440.2715(1) Cady v. Dick Loehr's, 100 Mich App 543; 299 NW2d 69 (1980), MCLA 600.2919a.

921 28TH STREET S.E.
GRAND RAPIDS, MI 49508
(616) 452-2000
FAX: (616) 452-2021

4680 W. HOUGHTON LAKE DRIVE
HOUGHTON LAKE, MI 48629
(989) 366-1006
FAX: (989) 366-4005

G-6044 S. SAGINAW ST.
GRAND BLANC, MI 48439
(810) 603-2676
FAX: (810) 603-2677

EXHIBIT C

Since the date [redacted] took delivery, the vehicle has been in for repairs on at least eight (8) different occasions.

Please be advised that we are asserting an attorney's lien on any and all proceeds in this matter. All further communications with [redacted] must be directed through my office.

Thank you for your anticipated cooperation.

Very truly yours,

CONSUMER LEGAL SERVICES, P.C.

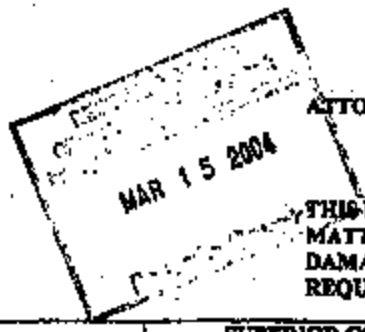
Ronald J. Bolz, Esq.

RJB/dls

CC: [redacted]

Jacqueline C. Berritt, Esquire
KIMMEL & SILVERMAN, P.C.
Executive Quarters
1930 E. Marlton Pike, Suite T11
Cherry Hill, NJ 08003
(856)429-8334

MAR 15 2004



ATTORNEY FOR PLAINTIFF

THIS IS AN ARBITRATION MATTER. ASSESSMENT OF DAMAGES HEARING IS REQUESTED.

[redacted]
West Paterson, N[redacted]

v.

FORD MOTOR COMPANY
C/O CT Corporation
820 Bear Tavern Road, Suite 350
West Trenton, NJ 08628

SUPERIOR COURT OF NEW JERSEY
PASSAIC COUNTY

CIVIL ACTION
NO. PAS-L-1154-04

COMPLAINT

1. Plaintiff, [redacted] is an adult individual citizen and legal resident of the State of New Jersey, [redacted] West Paterson, NJ [redacted]

2. Defendant, Ford Motor Company, is a business corporation qualified to do business and regularly conducts business in the State of New Jersey, with its legal residence and principal place of business located at 300 Renaissance Center, P.O. Box 43301, Detroit, MI 48243, and can be served at c/o CT Corporation, 820 Bear Tavern Road, Suite 350, West Trenton, NJ 08628.

BACKGROUND

3. On or about August 17, 2002, Plaintiff purchased a demo 2002 Ford F350, manufactured and warranted by Defendant, bearing the Vehicle Identification Number 1FTSW31F52E[redacted]

4. The vehicle was purchased in the State of New Jersey and is registered in the State of New Jersey.

5. The contract price of the vehicle, including registration charges, document fees, sales tax, finance and bank charges, but excluding other collateral charges not specified, yet defined by the

Lemon Law, totaled more than $45,795.00. A true and correct copy of the contract is attached hereto, made a part hereof, and marked Exhibit "A".

6. In consideration for the purchase of said vehicle, Defendant issued to Plaintiff several warranties, guarantees, affirmations or undertakings with respect to the material or workmanship of the vehicle and/or remedial action in the event the vehicle fails to meet the promised specifications.

7. The above-referenced warranties, guarantees, affirmations or undertakings are/were part of the basis of the bargain between Defendant and Plaintiff.

8. The parties' bargain includes an express 5-year / 75,000 mile warranty, as well as other guarantees, affirmations and undertakings as stated in Defendant's warranty materials and owner's manual.

9. However, as a result of the ineffective repair attempts made by Defendant through its authorized dealer(s), the vehicle is rendered substantially impaired, unable to be utilized for its intended purposes, and is worthless to Plaintiff.

10. Plaintiff has or may have resorted to Defendant's informal dispute settlement procedure, to the extent said procedure complies with 16 CFR 703.

11. Plaintiff avers that the Federal Trade Commission (FTC) has determined that no automobile manufacturer complies with 16 CFR 703. See, Fed. Reg. 15636, Vol. 62, No. 63 (Apr. 2, 1997).

COUNT 1
NEW JERSEY MOTOR VEHICLE WARRANTY ACT

12. Plaintiff hereby incorporates all facts and allegations set forth in this Complaint by reference as if fully set forth at length herein.

13. Plaintiff is a "Consumer" as defined by N.J.S.A. 56:12-30.

14. Defendant is a "Manufacturer" as defined by N.J.S.A. 56:12-30.

15. Warnock Automotive, is and/or was at the time of sale a "Dealer or Motor Vehicle Dealer" in the business of buying, selling, and/or exchanging vehicles as defined by N.J.S.A. 56:12-30.

16. On or about August 17, 2002, Plaintiff took possession of the above mentioned vehicle and experienced nonconformities as defined by N.J.S.A. 56:12-29 et seq., which substantially impair the use, value and/or safety of the vehicle.

17. Defendant through its authorized dealer failed to provide written notification that the vehicle was covered by the New Jersey Motor Vehicle Warranty Act as provided in N.J.S.A. 56:12-34(c). Plaintiff believes and therefore avers said failure is a per se violation of the New Jersey Consumer Fraud Act, N.J.S.A. 56:8-1 et seq., as well as a violation of the New Jersey Motor Vehicle Warranty Act.

18. The nonconformities described violate the express written warranties issued to Plaintiff by Defendant.

19. Section 56:12-32 of the New Jersey Motor Vehicle Warranty Act provides:

> a. If, during the period specified in section 3 of this act, the manufacturer or its dealer is unable to repair or correct a nonconformity within a reasonable time, the manufacturer shall accept return of the motor vehicle from the consumer. The manufacturer shall provide the consumer with a full refund of the purchase price of the original motor vehicle including any stated credit or allowance for the consumer's used motor vehicle, the cost of any options or other modifications arranged, installed, or made by the manufacturer or its dealer within 30 days after the date or original delivery, and any other charges or fees including, but not limited to, sales tax, license and registration fees, finance charges, reimbursement for towing and reimbursement for actual expenses incurred by the consumer for the rental of a motor vehicle equivalent to the consumer's motor vehicle and limited to the period during which the consumer's motor vehicle was out of service due to a nonconformity, less a reasonable allowance for vehicle use.

20. Section 56:12-33 of the New Jersey Motor Vehicle Warranty Act provides a presumption of a reasonable number of repair attempts:

> a. It is presumed that a manufacturer or its dealer is unable to repair or correct a nonconformity within a reasonable time if, within the first 18,000 miles of operation or during the period of two years following the date of original delivery of the motor vehicle to a consumer, whichever is the earlier date:
>
> (1) Substantially the same nonconformity has been subject to repair three or more times by the manufacturer or its dealer and the nonconformity continues to exist; or
>
> (2) The motor vehicle is out of service by reason of repair for one or more nonconformities for a cumulative total of 20 or more calender days since the original delivery of the motor vehicle and a nonconformity continues to exist.

b. The presumption contained in sub-section a. of this section shall apply against a manufacturer only if the manufacturer has received written notification, by or on behalf of the consumer, by certified mail return receipt requested, of a potential claim pursuant to the provisions of this act and has had one opportunity to repair or correct the defect or condition within 10 calendar days following receipt of the notification. Notification by the consumer shall take place any time after the motor vehicle has had substantially the same nonconformity subject to repair two or more times or has been out of service by reason of repair for a cumulative total of 20 or more calendar days.

21. Plaintiff has satisfied the above definition as the vehicle has been subject to repair more than three (3) times for the same nonconformity, and the nonconformity remained uncorrected.

22. In addition, the above vehicle has or will be out of service by reason of the nonconformities complained of for a cumulative total of twenty (20) or more calendar days.

23. Plaintiff has delivered the nonconforming vehicle to an authorized service and repair facility of the Defendant on numerous occasions as outlined below.

24. After a reasonable number of attempts, Defendant was unable to repair the nonconformities.

25. During the first 24 months and/or 18,000 miles, Plaintiff complained on at least three (3) occasions about defects and or non-conformities to the following vehicle components: suspension; axle; drive train; doors; hubs; no start condition and steering system. True and correct copies of all invoices in Plaintiff possession are attached hereto, made a part hereof, and marked Exhibit "B".

26. Plaintiff has been and will continue to be financially damaged due to Defendant's intentional, reckless, wanton, and negligent failure to comply with the provisions of N.J.S.A. 56:12-29 et seq.

27. Plaintiff has provided Defendant with a final repair opportunity prior to filing the within Complaint.

28. Pursuant to N.J.S.A. 56:12-29 et seq, Plaintiff seeks relief for losses due to the nonconformities and defects in the above-mentioned vehicle in addition to reasonable attorney fees and all court costs.

WHEREFORE, Plaintiff respectfully demands judgment against Defendant in an amount equal to the price of the subject vehicle, plus all collateral charges, attorneys' fees, and court costs.

COUNT II
MAGNUSON-MOSS (FTC) WARRANTY IMPROVEMENT ACT

29. Plaintiff hereby incorporates all facts and allegations set forth in this Complaint by reference as if fully set forth at length herein.

30. Plaintiff is a "Consumer" as defined by 15 U.S.C. §2301(3).

31. Defendant is a "supplier", "warrantor", and a "service contractor" as defined by 15 U.S.C. § 2301 (4),(5) and (8).

32. The subject vehicle is a "consumer product" as defined by 15 U.S.C. § 2301(1).

33. By the terms of its written warranties, affirmations, promises, or service contracts, Defendant agreed to perform effective repairs at no charge for parts and/or labor.

34. The Magnuson-Moss Warranty Improvement Act requires Defendant to be bound by all warranties implied by state law. Said warranties are imposed on all transactions in the state in which the vehicle was delivered.

35. Defendant has made attempts on several occasions to comply with the terms of its express warranties; however, such repair attempts have been ineffective.

36. The Magnuson-Moss Warranty Improvement Act, 15 U.S.C. §2310(d)(2) provides:

> If a consumer finally prevails on an action brought under paragraph (1) of this subsection, he may be allowed by the court to recover as part of the judgment a sum equal to the amount of aggregate amount of costs and expenses (including attorney fees based upon actual time expended), determined by the court to have been reasonably incurred by the Plaintiff for, or in connection with the commencement and prosecution of such action, unless the court, in its discretion shall determine that such an award of attorney's fees would be inappropriate.

37. Plaintiff has afforded Defendant a reasonable number of opportunities to conform the vehicle to the aforementioned express warranties, implied warranties and contracts.

38. As a direct and proximate result of Defendant's failure to comply with the express written warranties, Plaintiff has suffered damages and, in accordance with 15 U.S.C. §2310(d)(1), Plaintiff is entitled to bring suit for such damages and other legal and equitable relief.

39. Defendant's failure is a breach of Defendant's contractual and statutory obligations constituting a violation of the Magnuson-Moss Warranty Improvement Act, including but not limited to: breach of express warranties; breach of implied warranty of merchantability; breach of implied warranty of fitness for a particular purpose; breach of contract; and constitutes an Unfair Trade Practice.

40. Plaintiff avers Defendant's Dispute Resolution Program is not in compliance with 16 CFR 703 by the FTC for the period of time this claim was submitted.

41. Plaintiff avers that upon successfully prevailing upon the Magnuson-Moss claim herein, all attorney fees are recoverable and are demanded against Defendant.

WHEREFORE, Plaintiff respectfully demands judgment against Defendant in an amount equal to the price of the subject vehicle, plus all collateral charges, incidental and consequential damages, reasonable attorneys' fees, and all court costs.

COUNT III
UNIFORM COMMERCIAL CODE

42. Plaintiff hereby incorporates all facts and allegations set forth in this Complaint by reference as if fully set forth at length herein.

43. The defects and nonconformities existing within the vehicle constitute a breach of contractual and statutory obligations of Defendant, including but not limited to the following:

a. Express Warranty;

b. Implied Warranty Of merchantability; and

c. Implied Warranty Of Fitness For A Particular Purpose.

44. At the time of obtaining possession of the vehicle and at all times subsequent thereto, Plaintiff has justifiably relied upon Defendant's express warranties and implied warranties of fitness for a particular purpose and implied warranties of merchantability.

45. At the time of obtaining possession of the vehicle and at all times subsequent thereto, Defendant was aware Plaintiff was relying upon Defendant's express and implied warranties, obligations, and representations with regard to the subject vehicle.

46. Plaintiff has incurred damages as a direct and proximate result of the breach and failure of Defendant to honor its express and implied warranties.

47. Such damages include, but are not limited to, the contract price of the vehicle plus all collateral charges, including attorney fees and costs, as well as other expenses, the full extent of which are not yet known.

WHEREFORE, Plaintiff respectfully demands judgment against Defendant in an amount equal to the contract price of the vehicle, plus all collateral charges and attorneys' fees.

COUNT IV
NEW JERSEY CONSUMER FRAUD ACT

48. Plaintiff hereby incorporates all facts and allegations set forth in this Complaint by reference as if fully set forth at length herein.

49. Plaintiff is a "Person" as defined by N.J.S.A. 56:8-1(d).

50. Defendant is a "Person" as defined by N.J.S.A. 56:8-1(d).

51. Defendant's actions surrounding the sale and servicing of the subject vehicle were unconscionable. Defendant's agents also acted with a reckless and callous disregard for Plaintiff's rights in negotiating and handling Plaintiff's warranty claims.

52. Defendant's actions surrounding the sale and servicing of said vehicle constitute a unconscionable commercial practice, deception, fraud, false pretense, false promise, and/or misrepresentation. Defendant and its agents acted affirmatively in such a manner as to be an unlawful commercial practice.

53. Defendant acted knowingly with the intent to cause Plaintiff's reliance thereupon.

54. Defendant knowingly concealed, suppressed, or omitted facts material to the transactions at issue, in that Defendant was aware the defect(s)/condition(s) could not be repaired, and that the ineffectual repairs were performed by incompetent or unqualified individuals. Defendant's failure to verify the defect(s) or condition(s) constitutes a refusal to perform the repairs under its statutory or contractual obligations.

55. Defendant through its authorized dealer failed to provide written notification that the vehicle was covered by the New Jersey Motor Vehicle Warranty Act N.J.S.A. 56:12-34(c) and Plaintiff believes and therefore avers said failure is a per se violation of the New Jersey Consumer Fraud Act N.J.S.A. 56:8-1 et seq. as well as a violation of the New Jersey Motor Vehicle Warranty Act.

56. Plaintiff believes and therefore avers that the defect(s) or condition(s) outlined previously is/are an inherent design defect and that as such the Defendant must certify the existence of this defect or condition to the Division of Consumer Affairs. Defendant has failed to file this certification and this failure is a violation of the New Jersey Consumer Fraud Act N.J.S.A. 56:8-1 et seq.

57. Defendant's failure to supply an itemized legible statement of repair is an unlawful practice pursuant to the New Jersey Consumer Fraud Act N.J.S.A. 56:8-2.

58. The Act prohibits the aforementioned action of Defendant in the sale and attempted repair of the subject vehicle.

59. Plaintiff believes and therefore avers the reckless, wanton and willful failure of Defendant to comply with the terms of the written warranties constitutes an unfair method of competition.

60. As a result of Defendant's unlawful conduct, Plaintiff has and will continue to suffer ascertainable financial loss proximately caused by the Defendant's conduct. Said losses are outlined as follows:

a. Plaintiff is entitled to a full refund N.J.S.A. 56:8-2.11-12;

b. Plaintiff's vehicle, given the defect/condition, is worthless;

c. Plaintiff lost time from work and other money as a result of having to take the vehicle in for the repeated repair attempts;

d. Plaintiff has been relegated to finding alternative means of transportation while the vehicle was in for repairs and while the vehicle has been in its present condition. As a result, Plaintiff has incurred additional transportation costs; and

e. Plaintiff has expended sums to maintain, store, insure, register, and other expenses for transportation.

WHEREFORE, Plaintiff respectfully demands judgment against Defendant for compensatory damages, treble damages, attorney fees, costs of suit, and any further relief as the Court may deem just and proper.

KIMMEL & SILVERMAN, P.C.

By: _____
JACQUELINE C. HERRITT, ESQUIRE
Attorney for Plaintiff
Executive Quarters
1930 E. Marlton Pike, Suite T11
Cherry Hill, NJ 08003
(856) 429-8334

JURY-DEMAND

Plaintiff hereby demands a trial by jury as to all the issues

KIMMEL & SILVERMAN, P.C.

By: Jacqueline Herritt
JACQUELINE C. HERRITT, ESQUIRE
Attorney for Plaintiff

CERTIFICATION PURSUANT TO R.4:15-1

Upon knowledge and belief I hereby certify that there are no other actions or arbitrations related to this suit pending or presently contemplated.

KIMMEL & SILVERMAN, P.C.

By: Jacqueline Herritt
JACQUELINE C. HERRITT, ESQUIRE
Attorney for Plaintiff

CERTIFICATION OF NOTICE

Pursuant to N.J.S.A. 56:8-20 Plaintiff is mailing a copy of this Complaint to the Office of the Attorney General, Richard J. Hughes Justice Complex, 25 West Market Street in the City of Trenton, County of Mercer, in the state of New Jersey on March 12, 2004

KIMMEL & SILVERMAN, P.C.

By: Jacqueline Herritt

JACQUELINE C. HERRITT, ESQUIRE
Attorney for Plaintiff

Vehicle Order Form

☐ New

☐ Used ☒ Demonstrator

WARNOCK AUTOMOTIVE, INC.
DBA WARNOCK FORD
[illegible]

PE03-044 38082

STOCK NO. A9331

PURCHASER'S NAME [redacted] DATE 8-17-02

ADDRESS [redacted] Paterson N.J. [redacted]

RESIDENCE PHONE [redacted] BUSINESS PHONE [redacted] SALESMAN Rodriguez #16

PLEASE ENTER MY ORDER FOR ONE 2002 F-350 MODEL CrBJ MILEAGE 5440

BODY TYPE Lariat COLOR Beige TRIM Tan TOP [illegible] VIN NO. 1FT5W31F52 [redacted]

TO BE ENTERED ON OR ABOVE		
PRICE OF UNIT	36,900	-
ADDITIONAL EQUIPMENT (Optional)		
Total Price of Vehicle	36,900	-
Less Trade-In Value	21,750	-
10% Small Dealer Fee	600	00
Total Taxable Amount	15,549	-
N.J. Sales Tax	920	19
Registration Fee *No.	100	00
OPTIONAL DOCUMENTARY FEE: MANAGER FEE ($60.00) / CLERICAL FEE ($45.00)	*$95.00	
Net Amount of Trade-In	14,843	70
Total	31,329	19
Deposit (Minimum Required $500)	10,000	-
Balance to Cash or Credited (Check Due On Delivery)	21,329	19

"YOU HAVE A RIGHT TO A WRITTEN ITEMIZED PRICE FOR EACH SPECIFIED PRE-DELIVERY SERVICE WHICH IS TO BE PERFORMED. THE AUTOMOTIVE DEALER MAY NOT CHARGE FOR PRE-DELIVERY SERVICES FOR WHICH THE AUTOMOTIVE DEALER IS REIMBURSED BY THE MANUFACTURER."

"YOU HAVE A RIGHT TO A WRITTEN ITEMIZED PRICE FOR EACH SPECIFIED DOCUMENTARY SERVICE WHICH IS TO BE PERFORMED."

In the event Warnock Automotive supplies dealer installed any product not installed by the manufacturer, it does so as an independent site. Accordingly, Warnock Automotive makes no warranties of any kind with respect to such items and/or installation.

DEALER REPRESENTATIVE

IF A CREDIT SALE, REQUIRED INFORMATION CONTAINED ON A SEPARATE DISCLOSURE STATEMENT IS MADE A PART OF THIS ORDER FORM.

★ This vehicle is sold under one of the following conditions (check appropriate box):

Warranty	-Sale of new vehicle	☒
No Warranty "AS IS"	-Sale of used vehicle	☐
LIMITED Warranty	-Sale of used vehicle	☐

★ (See item Nos. 11, 12, and 13 on reverse side of this form for details)

IF A LEASE, COMPLETE DISCLOSURE OF ALL LEASE TERMS AND CONDITIONS IS CONTAINED ON A SEPARATE LEASE CONTRACT.

IF A LEASE, THE FOLLOWING APPLY

MONTHLY PAYMENT AMOUNT $ _____

TERM _____ MONTHS

MILEAGE PER YEAR _____

CASH DUE AT DELIVERY $ _____

ALL USED VEHICLE SALES DEALER'S OBLIGATION

The laws of New Jersey require Motor Vehicle Dealers to make all necessary repairs, without charge, or rescind the full purchase price to the purchaser in the event a used vehicle sold and registered in this State fails to meet State inspection standards for the issuance of a certificate of approval due to a defect not the result of the purchaser's own act.

The undersigned prior to entering into this contract to purchase has been informed of dealer's obligation above and agrees to have the used vehicle inspected within 7 days from the date of delivery of such vehicle.

Date _____ Purchaser's Signature _____

WAIVER OF DEALER'S OBLIGATION

The undersigned, prior to entering into this contract-to-purchase, has read and understood the above Dealer's Obligation, and does hereby WAIVE AND RELEASE the DEALER'S OBLIGATION to make repairs without charge or rescind the full purchase price if the vehicle fails to meet State Inspection Standards for the issuance of a certificate of approval.

Date _____ Purchaser's Signature _____

TRADE-IN DESCRIPTION AND ALLOWANCE

YEAR 2002 MAKE FORD MODEL F-350

SERIAL NO. 1FTNF21F [redacted] 20109

TRADE-IN VALUE 21,750 DATE

LESS BALANCE OWED

NET TRADE-IN ALLOWANCE

Balance Owed to FMCC

Address

Account No.:

Date

TRADE-IN VEHICLE MUST BE PAID OFF IN FULL IN ADVANCE

X [illegible] SIGNATURE

Purchaser agrees that this Order on the face and reverse side and any attachments includes all of the terms and conditions. IF THIS AGREEMENT IS FOR A USED VEHICLE, THE INFORMATION YOU SEE ON THE (FEDERAL TRADE COMMISSION) WINDOW FORM IS PART OF THIS AGREEMENT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE AGREEMENT OF SALE. This Order cancels and supersedes any prior agreements and as of the date below comprises the complete and exclusive statement of the terms of the agreement relating to the subject matters covered hereby. THIS ORDER SHALL NOT BE BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE. Purchaser hereby acknowledges that he has read its terms and conditions and has received a true copy of this agreement. He is eighteen years of age or over.

PLAINTIFF'S EXHIBIT 4

ACCEPTED BY: _____ DATE X [illegible]

DEALER OR HIS AUTHORIZED REPRESENTATIVE

[redacted]

NEW JERSEY RETAIL INSTALLMENT CONTRACT

Date [illegible]

NOTE - A TABLE OF CONTENTS FOR THIS CONTRACT APPEARS AS PARAGRAPH NO. 38 ON THE REVERSE SIDE.

1. NATURE OF CONTRACT: ☐ If this box is checked, this is a simple interest contract WITH a "Balloon Payment" as the last scheduled payment. (The Balloon Payment option is not available if the cash price of the vehicle is $10,000 or less.) If this box is not checked, this is a simple interest contract WITHOUT a "Balloon Payment" as the last scheduled payment.

Buyer (and Co-Buyer) Name and Address (Include County and Zip Code)	Creditor – Seller Name and Business Address
[redacted] WEST PATERSON [redacted]	MINNOCK FORD 170 RIDGEDALE AVE. MORRISTOWN, NJ 07964

2. WHO IS BOUND: You, the Buyer (and Co-Buyer, if any), may buy the vehicle described below for cash or on credit. By signing below, you choose to buy the vehicle on credit under the terms on the front and back of this Contract and are individually liable for any amount due. In this Contract, "we", "us", and "our" mean the creditor named above and, after assignment, the creditor's assignee, Chase Manhattan Bank-USA, N.A., and/or any other assignee.

3. DESCRIPTION OF VEHICLE: You agree to buy and we agree to sell the following vehicle:

New, Used or Demo	Year	Weight (lbs.)	Make and Model	Body Type	Vehicle Identification No.	Key No.	Use for Which Purchased
NEW	[illegible]		[illegible]	CC	[illegible]		X personal ___ business ___ agricultural

If truck – Describe body, gross vehicle weight and major items of equipment sold:

4. NOTICE TO BUYERS OF USED OR DEMONSTRATION VEHICLES: 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.

5. FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	AMOUNT FINANCED	TOTAL OF PAYMENTS	TOTAL SALE PRICE
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit, including your downpayment of $ 16750.00
[illegible] %	$ [illegible]	$ [illegible]	$ 27040.00	$ 45795.00

PAYMENT SCHEDULE: Your payment schedule will be 60 monthly payments of $ 450.75 each, due on the same day of each month starting on 10/01/02.

BALLOON PAYMENT: If this Contract is checked with "Balloon Payment" above, your payment schedule will be ___ monthly payments of $ 0/0 each, due on the same day of each month starting on ___, and then your last payment will be $ 0/0, due on ___.

PREPAYMENT: You have the right to pay off this Contract early. If you do so, you will not have to pay a penalty.

SECURITY: You are giving us a security interest in the motor vehicle being purchased.

LATE FEE: If a payment is more than 10 days late, you may be charged $10.00.

OTHER TERMS: Please read this Contract, including the reverse side, for additional information on security interests, nonpayment, default, and our right to require prepayment in full before the scheduled maturity date.

6. ITEMIZATION OF THE AMOUNT FINANCED

1. Cash Price (including any accessories, installation of accessories, and sales taxes of $ 1975.62): $ 28549.04
2. Downpayment:
   A. Net Trade-in $ 6750.00
   Your Trade-in is a [illegible] Year Make Model
   B. Cash Downpayment $ 10000.00
   C. Total Downpayment (A + B) $ 16750.00
3. Unpaid Balance of Cash Price (1 – 2C): $ 19859.04
4. Other Charges Including Amounts Paid to Others on Your Behalf:
   A. Cost of Optional Credit Insurance for the Term(s) Specified in the "Credit Insurance" Paragraph of this Contract Paid to the Insurance Company (s) Named Below:

F003-044 30003

B. Official Fees Paid to Government Agencies	$ N/A		
C. Government Licenses and/or Registration Fees (itemize)	$ 117.00		I request Gap coverage
D. Government Certificate of Title Fees	$ N/A		Buyer's and Co-Buyer's initials
E. Other Charges (Describe who will receive payment and purpose)	N/A		
(Is Retail) (I) To _____ For Optional Gap Coverage	$ [illegible]	X	X
To _____ For _____	$ N/A		
F. Total Other Charges and Amounts Paid to Others on Your Behalf (A + B + C + D + E)		$ [illegible]	
6. Amount Financed – (Unpaid Balance) (3 + 4F): ** We may retain, or receive, a portion of these amounts.		$ [illegible]	

7. **PROMISE TO PAY:** You promise to pay us the Amount Financed shown above, plus a Finance Charge determined by applying a daily rate of 1/365th of the Annual Percentage Rate shown above to the unpaid balance of the Amount Financed each day.

8. **PAYMENTS BEFORE OR AFTER DUE DATE:** This is a simple interest contract. This means that the amount of the Finance Charge shown above may vary depending upon when your payments are received. If no late charge and/or returned check charge is owed, we credit each payment first to accrued Finance Charge and then to the unpaid balance of the Amount Financed. If a late charge and/or returned check charge is owed, we credit each payment first to accrued Finance Charge, then to the scheduled unpaid balance of the Amount Financed, then to unpaid late charge and/or returned check charge, and then to the unpaid balance of the Amount Financed. We compute your Finance Charge each day on the unpaid balance of the Amount Financed. The earlier you make payments before their due dates, the less Finance Charge you will owe. The later you make payments after they are due, the greater the Finance Charge. We will send you a check for any amount owed you (if it is $1.00 or more) after you make your last payment; we will advise you of any additional amount owed (if it is $1.00 or more).

9. **BALLOON PAYMENT:** IF THIS CONTRACT IS CHECKED WITH "BALLOON PAYMENT" ABOVE, THIS CONTRACT IS NOT PAYABLE IN INSTALLMENTS OF EQUAL AMOUNTS. THE LAST SCHEDULED PAYMENT IS SUBSTANTIALLY LARGER THAN EACH OF THE OTHER SCHEDULED PAYMENTS. The due date and amount of this last scheduled payment are shown above. That amount may be less than what we estimate the vehicle will be worth at the time such payment is due. Paragraph 16 appearing on the reverse entitled "LAST PAYMENT OPTIONS" applies and the odometer reading referred to in Section (B)(4) of such paragraph is _____ miles.

10. **LOCATION OF VEHICLE:** The vehicle will be kept at the above address of the Buyer, unless another address is listed:

_____
(Street and Town)

CREDIT INSURANCE

11. Credit life and credit disability, accident and health insurance are not required to obtain credit and will not be provided under this Contract unless you sign for them and agree to pay the additional cost. The policies or certificates issued by the insurer will describe the terms and conditions in further detail.

If you want the following insurance, sign below:

☐ Life (☐ Buyer ☐ Co-Buyer ☐ Both) at a premium of $ N/A for a term of _____

Credit Life Insurance will pay your debt on this Contract up to $ [illegible]

☐ Disability, Accident and Health (Buyer Only) at a premium of $ N/A for a term of _____

Credit disability, accident and health insurance will pay your debt on this Contract up to $ _____

The name of the insurer is _____ of _____
Name Home Office Address

Buyer Signature _____ Date _____ Co-Buyer Signature _____ Date

12. **PROPERTY INSURANCE:** Insurance coverage for loss or damage to the vehicle (collision, fire and theft) is required and you have the option of furnishing the required insurance either through your existing policies or you may purchase equivalent insurance coverage through anyone you wish acceptable to the Seller. If you elect to purchase this coverage through the Seller, it will be furnished by _____ for the initial term of _____ at a premium of N/A, but such charge is not included in this Contract.

13. THIS DOES NOT INCLUDE INSURANCE ON YOUR LIABILITY FOR BODILY INJURY OR PROPERTY DAMAGE. WITHOUT SUCH INSURANCE, YOU MAY NOT OPERATE THIS VEHICLE ON PUBLIC HIGHWAYS.

BY SIGNING THIS CONTRACT, YOU ACKNOWLEDGE THAT IT CONTAINS AN "AGREEMENT TO ARBITRATE DISPUTES" ON THE REVERSE SIDE, THAT YOU HAVE READ IT AND AGREE TO ITS TERMS.

IMPORTANT: READ THE ADDITIONAL TERMS ON REVERSE SIDE BEFORE SIGNING BELOW.

NOTICE TO RETAIL BUYER: Do not sign this contract if blank. You are entitled to a copy of the contract at the time you sign. Keep it to protect your legal rights.

14. **ACKNOWLEDGEMENT: You acknowledge that you have read both sides of this Agreement, agreed to all terms, and received a completed copy of it signed by Seller.**

15. Buyer S[redacted] Co-Buyer Signs _____

Creditor-Seller Signs [illegible] _____

By signing here, the Creditor-Seller accepts this Contract and also agrees to the terms of the Seller's Assignment of this Contract as set forth in the Dealer's Agreement with assignee.

FORM NO. CMB-NEW JERSEY-2000 REV. 3/01 Pg. 7/01 [illegible]
COPYRIGHT © 2001 CHASE MANHATTAN BANK USA, N.A. All Rights Reserved

BUYER'S COPY

GENE DENGG'S ELMWOOD Ford

FORD | FORD TRUCKS

30 Broadway (Route 4) ELMWOOD PARK, N.J. 07407

Tel. (973) 364-4400 & (201) 791-3700

RECOMMENDED SERVICES

[illegible]

SERVICE HISTORY

[illegible]

SERVICE

[redacted]

92/FORD TRUCK/F-350

210645

01/25/99

NEW PATERSON, NJ [redacted]

ORIGINAL CUSTOMER ESTIMATE: PARTS LABOR TOTAL

[illegible]

NOT RESPONSIBLE FOR GOODS LEFT OVER 48 HOURS AFTER COMPLETION OF REPAIR.

ELMWOOD

FORD

4 22FOX FRONT AXLE AND DIFF

[illegible]

1 OF 1 210645

GENE 140-004

PLAINTIFF'S EXHIBIT B

FORD

Gene Dengg's Ford

FORD TRUCKS

30 Broadway (Route 4) ELMWOOD PARK, N.J. 07407
Tel. (201) 791-9760
(973) 884-4400

ALL VEHICLES LEFT FOR SERVICE ARE SUBJECT TO A MINIMUM $37.00
DIAGNOSIS CHARGE IF NOT COVERED BY THE MANUFACTURER'S WARRANTY.
$15.00 A DAY STORAGE CHARGE IF NOT PICKED UP WITHIN 24 HOURS OF COMPLET

CUSTOMER NO. 121118	ADVISOR JAMES S. CURRY 6878	CASE NO. 4	INVOICE DATE 01/24/03	INVOICE NO. FDC521006
[redacted] #475 N/C	LABOR RATE [redacted]	RELEASE NO. 16980	COLOR BEIGE	STOCK NO.
	TRANSMISSION 02/FORD TRUCK/F-350		DELIVERY DATE	DELIVERY MILES
	[redacted]		BILLING DEALER NO.	PRODUCTION DATE
WEST PATERSON, NJ [redacted]	P.O. NO. 0374		N.C. DATE 01/24/03	
[redacted]				MILEAGE OUT

LABOR & PARTS----------

JW 1 2/FOZZDI DIESEL OIL CHANGE [illegible] 0.40 TECH(S):0374 [illegible]
PERFROM DIESEL OIL AND FILTER CHANGE.
ROUTINE MAINTENANCE
PERFORM DIESEL OIL AND FILTER CHANGE.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	F4TZ-6731-A	KIT-OIL FLTR E	19.60
JOB # 1	3	XO-15W40-5QBD	OIL-END LUB	12.03

JOB # 1 TOTAL PARTS [illegible]

JOB # 1 TOTAL LABOR & PARTS [illegible]

JW 2 20FOZZ15 E TECH(S):0374 [illegible]
PERFORM SERVICE AS REQUEST
NO COOLANT
SCHEDULED MAINTENANCE
PERFORM 15000 MILE SERVICE CHANGE OIL AND FILTER,TOP OFF
FLUIDS,ROTATE TIRES,INSPECT LIGHTS,INSPECT EXHAUST,LUBE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2	1	F81Z-9N184-AA	ELEMENT KIT-WT	54.41
JOB # 2	1	XC3Z-9601-AA	ELEMENT ASY-EN	20.29

JOB # 2 TOTAL PARTS [illegible]

JOB # 2 TOTAL LABOR & PARTS [illegible]

JW 3 04FOZ C IGN HOURS TECH(S):0374 WARRANTY
CUST STS CREAKS OVER BUMPS
PERFORMED NOISE DIAG FOUND RUBBER SEPARATORS ON THE FT LEAF
SPRINGS NEEDED TO BE LUBED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE

JOB # 3 TOTAL PARTS 0.00

JOB # 3 TOTAL LABOR & PARTS 0.00

JW 4 22FOZ FRONT AXLE AND DIFF TECH(S):0374 WARRANTY
CUST STS FEELS LIKE 4X4 IS MORE ON TURNS

15

PE03-044 30006

FORD

Gene Dengg's

FORD TRUCKS

30 Broadway (Route 4) ELMWOOD PARK, N.J. 07407
Tel. (201) 791-3700
(973) 684-4400

ALL VEHICLES LEFT FOR SERVICE ARE SUBJECT TO A MINIMUM $37.00
DIAGNOSIS CHARGE IF NOT COVERED BY THE MANUFACTURER'S WARRANTY.
$15.00 A DAY STORAGE CHARGE IF NOT PICKED UP WITHIN 24 HOURS OF COMPLET

121118	JAMES S. CURRY 6873	82	01/24/03	FDC82100A
[redacted]	[redacted]	16780	BEIGE/	
	02/FORD TRUCK/F-350			
	I [redacted] T [redacted] W [redacted]			
WEST PATERSON, NJ [redacted]		0374	01/24/03	
[redacted]				

TECHNICIAN CERTIFICATION
0374 LOUIS COSENTINO MASTER MECHANIC

TOTALS

THANK YOU FO FORD FOR YOUR SERVICE NEEDS.
YOU WILL BE FROM FORD MOTOR CO.IF FOR ANY
REASON YOU CANNOT RATE US EXCELLENT,PLEASE CALL YOUR
SERVICE ADVISOR WHOSE NA THE TOP OF THE PAGE.
KE THE TIME TO IT IS
TO OUR SERVICE YOUR
( ) CASH ( ) CHECK ( ) VISA,M.C. ( ) AMEX ( ) CHARGE
****
OUR SERVICE HOURS ARE MONDAY AND THURSDAY,FROM
7:30 TILL 8:00.TUESDAY AND F 7:30 TO 6:00.
STARTING OCTOBER 21ST OUR NEW SATURDAY RUN
7:30 TO 3:30 ********** PLEAS FORD
FOR ALL YOUR NEEDS.WE NE OF
O.E.M.TIRES GOODYEA LI AND
FIRESTONE.

TOTAL LABOR....
TOTAL PARTS....
TOTAL SUBLET...
TOTAL G.O.S....
TOTAL MISC CHG.
TOTAL MISC DISC
TOTAL TAX.....

TOTAL INVOICE $

N/C

CUSTOMER SIGNATURE
********** D U P L I C A T E I N V O I C E **********

16

FDC3-044 38007

FORD

Gene Dengg's Ford

FORD TRUCKS

30 Broadway (Route 4) ELMWOOD PARK, N.J. 07407
Tel. (201) 791-3700
(973) 684-4400

ALL VEHICLES LEFT FOR SERVICE ARE SUBJECT TO A MINIMUM $37.00
DIAGNOSIS CHARGE IF NOT COVERED BY THE MANUFACTURER'S WARRANTY.
$15.00 A DAY STORAGE CHARGE IF NOT PICKED UP WITHIN 24 HOURS OF COMPLET

CUSTOMER NO. 121118	ADVISOR ROBERT SAUERWEIN 6139	CARD NO. 30	INVOICE DATE 02/20/03	INVOICE NO. FOCS211
[redacted]	LABOR RATE [redacted]	RELEASE 18782	COLOR BEIBE/	STOCK NO.
	02/FORD TRUCK/F-350		DELIVERY DATE	DELIVERY MILES
	1 T W [redacted]		DELIVER DEALER NO.	PRODUCTION DATE
WEST PATERSON, NJ [redacted]	P.O. NO.	P.O. NO. 0374	R.O. DATE 02/19/03	
[redacted] [redacted]				RELEASE OUT

LABOR & PARTS----------
J# 1 04F0ZZ1 CHECK AND ADVISE HOURS# TECH(S):0374 WARRAN
CUSTOMER STATES 4X4 ITS OWN
FOUR BY FOUR TRACED PROBLEM TO FT HUBS
FT HUBS AND RECHECKED

PARTS------QTY ---TION----------UNIT PRICE-
JOB # 1 -FRT AX WARRAN
JOB # 1 TOTAL PARTS 0.

JOB # 1 TOTAL LABOR & PARTS 0.

COMMENTS----------
973-390-4927

TECHNICIAN CERTIFICATION----------
0374 LOUIS COSENTINO MASTER MECHANIC

TOTALS----------

THANK YOU FOR SELECTING ELMWOOD FORD FOR YOUR SERVICE NEEDS.
YOU WILL BE RECEIVING A M OTOR CO.IF FOR ANY
REASON YOU CANNOT RATE T CALL YOUR
SERVICE ADVISOR WHOSE NA THE TOP OF THE PAGE.
PLEASE TAKE THE TIME TO SURVEY IT IS VERY
IMPORTANT TO OUR SERVICE YOU FOR YOUR BUSINESS.
( ) CASH ( ) CHECK ( ) VISA,M.C. ( ) AMEX ( ) CHARGE
****
OUR SERVICE HOURS ARE MONDA AND THURSDAY,FROM
7:30 TILL 8:00. AND 7:30 TO 6:00.
STARTING OCTOBE OUR NEW SATURDAY ILL BE FROM
7:30 TO 3:30 ********** PLEASE ELMWOOD FORD
FOR ALL YOUR TIRE REPLACEMENT NEEDS.WE CARRY A FULL LINE OF
O.E.M.TIRES INCLUDING MICHELIN,GOODYEAR,UNIROYAL,PIRELLI AND
FIRESTONE.

TOTAL LABOR....	0.
TOTAL PARTS....	0.
TOTAL ...	0.
TOTAL	0.
TOTAL MISC CHG.	0.
TOTAL MISC DISC	0.
TOTAL TAX.....	0.
TOTAL INVOICE $	0.

17

PE03-044 30000

FORD

Gene Dengg's Ford

FORD TRUCKS

30 Broadway (Route 4) ELMWOOD PARK, N.J. 07407
Tel. (201) 791-3700
(973) 684-4400

ALL VEHICLES LEFT FOR SERVICE ARE SUBJECT TO A MINIMUM $37.00
DIAGNOSIS CHARGE IF NOT COVERED BY THE MANUFACTURER'S WARRANTY.
$15.00 A DAY STORAGE CHARGE IF NOT PICKED UP WITHIN 24 HOURS OF COMPLET

CUSTOMER NO.	ADVISOR	CARD NO.	INVOICE DATE	INVOICE NO.
121118	KENNETH MESSIER 0509	.955	03/12/03	FOCS2123(
[redacted]	LABOR RATE 84.00 [redacted]	MILEAGE IN 20321	COLOR BEIGE/	STOCK NO.
	YEAR/MAKE/MODEL 02/FORD TRUCK/F-350		DELIVERY DATE	DELIVERY MILES
	[redacted]		COLLAPSE DEALER NO	PRODUCTION DATE
WEST PATERSON, NJ [redacted]			RC DATE 03/11/03	
[redacted]				MEASURE OUT

LABOR & PARTS----------
U# 1 21F02 REAR AXLE AND DIFFER TECH(S):0374 WARRANT
CUSTOMER STATES WHEN MAKING IT FEELS LIKE THE
4BY4 ENGAGES
PERFORMED NGS TESTS,VACUUM TESTS,DISASSEMBLED FT HUBS FOUND
CONTAMINATION IN BOTH HUBS
REPLACED BOTH FT HUBS AND RETESTED,ROADTEST OK

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	2	F81Z-1104-BH	HUB & DRG ASY-		WARRANT
JOB # 1	2	F81Z-3254-CB	OIL SEAL-FRT A		WARRANT
JOB # 1	2	F81Z-4A322-AA	O RING		WARRANT
			JOB # 1 TOTAL PARTS		0.0
			JOB # 1 TOTAL LABOR & PARTS		0.0

TECHNICIAN CERTIFICATION----------
0374 LOUIS COSENTINO MASTER MECHANIC

TOTALS----------

THANK YOU FO NG ELMWOOD FORD FOR YOUR SERVICE NEEDS.
YOU WILL BE A SURVEY FROM FORD MOTOR CO.IF FOR ANY
Y RATE U LEASE CALL YOUR
HOSE NA THE TOP OF THE PAGE.
TAKE THE TIME TO IT IS VERY
ANT TO OUR SERVICE YOUR BUSINESS.
( ) CASH ( ) CHECK ( ) VISA,M.C. ( ) AMEX ( ) CHARGE
****
OUR SERVICE HOURS ARE MONDAY,WEDNESDAY,AND THURSDAY,FROM
7:30 TILL 8:00.TUESDAY AND FRIDAY FROM 7:30 TO 6:00.
STARTING OCTOBER 21ST OUR NEW SATURDAY WILL BE FROM
7:30 TO 3:30 ********** PLEASE ELMWOOD FORD
FOR ALL YOUR TIRE REPLACEMENT NEEDS.WE CARRY A FULL LINE OF
O.E.M.TIRES INCLUDING MICHELIN,GOODYEAR,UNIROYAL,PIRELLI AND
FIRESTONE.

TOTAL LABOR....	0.0
TOTAL PARTS....	0.0
TOTAL BUBLET...	0.0
TOTAL S.O.G....	0.0
TOTAL MISC CHG.	0.0
TOTAL MISC DISC	0.0
TOTAL TAX.....	0.0
TOTAL INVOICE $	0.0

18

PB03-044 38000

FORD

Gene Dengg's Ford

FORD TRUCKS

30 Broadway (Route 4) ELMWOOD PARK, N.J. 07407
Tel. (201) 791-3700
(973) 584-4400

ALL VEHICLES LEFT FOR SERVICE ARE SUBJECT TO A MINIMUM $37.00
DIAGNOSIS CHARGE IF NOT COVERED BY THE MANUFACTURER'S
$15.00 A DAY STORAGE CHARGE IF NOT PICKED UP WITHIN 24 [illegible] F COMPLET

CUSTOMER NO.	ADVISOR	CARD NO.	INVOICE DATE	INVOICE NO.
121118	KENNETH MESSIER 8508		03/31/03	FOC821342
[redacted]	LABOR RATE 84.00 / LICENSE NO. [redacted]	MILEAGE IN 21032	COLOR BEIGE/	STOCK NO.
	YEAR/MAKE/MODEL 02/FORD TRUCK/F-350		DELIVERY DATE	DELIVERY MILES
	[redacted]			
WEST PATERSON, NJ [redacted]			03/31/03	
[redacted]	[redacted]			MILEAGE OUT

LABOR & PARTS
JN 1 0950Z FUEL SYSTEM HOURS: TECH(S):0374 WARRANTY
CUST STATES THE COMPUTOR SAYS TRUCK IS GETTING 17MPG BUT
THE TRUCK IS ONLY GETTING 12MPG
INSTALLED WDS ROADTESTED WITH THE CUSTOMER AND WDS ALSO
SAYS 17MPG

JOB #. 1 TOTAL LABOR & PARTS $ 0.00

TECHNICIAN CERTIFICATION
0374 LOUIS COSENTINO MASTER MECHANIC

TOTALS

THANK YOU FOR SELECTING [illegible] RD FOR [illegible] SERVICE NEEDS.
YOU WILL BE RECEIVING A [illegible] FORD [illegible] CO.IF FOR ANY
REASON YOU CANNOT RATE [illegible] ,PLEASE CALL YOUR
SERVICE [illegible] WHOSE NAME APPEARS ON THE TOP OF THE PAGE.
PLEASE [illegible] TIME TO COMPLETE THIS SURVEY IT IS VERY
IMPORTANT TO OUR SERVICE STAFF.THANK YOU FOR YOUR BUSINESS.
( ) CASH ( ) CHECK ( ) VISA,M.C. ( ) AMEX ( ) CHARGE
****
OUR SERVICE HOURS ARE MONDAY,WEDNESDAY,AND THURSDAY,FROM
7:30 TILL 8:00.TUESDAY AND FRI. 7:30 TO 6:00.
STARTING OCTOBER 21ST OUR NEW . HOURS WILL BE FROM
7:30 TO 3:30 ********** PLEASE SELECT ELMWOOD FORD
FOR ALL YOUR TIRE REPLACEMENT NEEDS.WE CARRY A FULL LINE OF
O.E.M.TIRES INCLUDING MICHELIN,GOODYEAR,UNIROYAL,PIRELLI AND
FIRESTONE.

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	0.00

CUSTOMER SIGNATURE

19

PE03-044 36100

GENE DENGG'S
ELMWOOD
Ford

FORD

FORD TRUCKS

[redacted]

SERVICE

[redacted]

WEST PATERSON, NJ [redacted]

[redacted]

ORIGINAL CUSTOMER ESTIMATE: PARTS LABOR TOTAL

[redacted]

ELMWOOD

FORD

PAGE 1 OF 1 REPRINT # 1

Pick up 81 934

FR03-044 30101

[redacted]

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED

WEST PATERSON, NJ [redacted]

[redacted]

02:03PM | 04/16/03

STATE REGN 0 ☐ CUSTOMER ☐ INTERNAL ☐ WARRANTY

2285

LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE:

X

03-04-01

[redacted]

3/11/03 2:03 PM Hub H04 Hub

[redacted]

[redacted]

[redacted]
WEST PATERSON, NJ [redacted]

WARNOCK FORD
P.O. BOX 1435 - 175 Allgonquin Ave.
Montclair, NJ 07042
PHONE: (973) 287-3005

SERVICE ADVISOR WAYNE JENNINGS

17APR03	21APR03	A9331	1FTSW31F52[redacted]	6841932	[redacted]			21APR03	391660
16:21	14:03	02 FORD F350 PU		[redacted]	VARI			8040	8040
21427	22427								

A CUST STATES PUT INTO 4WD THEN TAKE OUT AFTER

[illegible]
IS NOT
[illegible]
PARTS: 2C3Z-2[illegible]-TA
COUNT:
CLAIM TYPE:
ACTIV CODE:
2780

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

Important Customer Information
We at Warnock would like to thank you for your patronage.
"PHOTOCOPY NOT ACCEPTED"

Thank You!

LIMITED LABOR WARRANTY

[illegible]

I hereby authorize the repair work herein and hereby to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by inevitable or parts or delays in parts shipments by the supplier or transporter. I 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 inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

WARNOCK

VISIT US ON THE WEB!
www.warnockauto.com

22

WARNOCK
THERE REALLY IS A DIFFERENCE!

FORM-WO-1

[redacted]

WEST PATERSON, NJ [redacted]

SERVICE ADVISOR WAYNE JENNINGS

WARNOCK FORD
P.O. BOX 1488 · 170 Ridgedale Ave.
Hawthorne, NJ 07591
PHONE: (973) 267-3005

17APR03	21APR03	A9331	1FTSW31F52E[redacted]	6841932	[redacted]		21APR03	391660
16:21	14:03	02 FORD F350 PU		[redacted]	VARI		8040	8040
21427	21427							

WP94	(N/C)
[illegible]	

Important Customer Information
We at Warnock would like to thank you for your patronage.
"PHOTOCOPY NOT ACCEPTED"

Thank You!

LIMITED LABOR WARRANTY

[illegible]

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	[redacted]

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or release bill in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in same shipments by the supplier or transporter. I 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 repair thereon.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X _____

WARNOCK

VISIT US ON THE WEB!
www.warnockauto.com

THANK YOU FOR YOUR PATRONAGE
FOR EASY APPOINTMENTS
PLEASE CALL 973-267-3005
FOR ANY CONCERNS OR QUESTIONS PLEASE DON'T
HESITATE TO CONTACT THE SERVICE MANAGER
WE ALSO ASK THAT YOU TAKE A FEW MINUTES TO
RESPOND TO ANY MANUFACTURERS MAIL-IN SURVEYS

23

WARNOCK
THERE REALLY IS A DIFFERENCE!

CUSTOMER COPY

[redacted]

WEST PATERSON, NJ [redacted]

WARNOCK FORD

[redacted]

Important Customer Information

Thank You!

APR 2 2 2009

WARNOCK

VISIT US ON THE WEB!
www.warnockauto.com

THANK YOU FOR YOUR PATRONAGE
FOR EASY APPOINTMENTS
PLEASE CALL 973-267-2005
FOR ANY CONCERNS OR QUESTIONS PLEASE DON'T
HESITATE TO CONTACT THE SERVICE MANAGER
WE ALSO ASK THAT YOU TAKE A FEW MINUTES TO
RESPOND TO ANY MANUFACTURERS MAIL-IN SURVEYS

WARNOCK
THERE REALLY IS A DIFFERENCE!

24

FORD

Gene Deegs Ford

FORD TRUCKS

30 Broadway (Route 4) · ELMWOOD PARK, N.J. 07407
Tel. (201) 791-3700
(973) 884-4400

$42.00 WILL BE [illegible] O EACH REPAIR
BY MANUFACTURER [illegible] $25.00 A DAY
[illegible]T PICKED UP WITHIN 24 HRS OF COMPLETION .

CUSTOMER NO. 121118	SALESMAN KENNETH HESSIER 8508		INVOICE DATE 05/12/03	INVOICE NO. FDCS213980
[redacted]	LABOR RATE 84.00 [redacted]	VEHICLE IN 22854	PERMIT SEIBE/	
	02/FORD TRUCK/F-350			
	I F U [redacted]			
WEST PATERSON, NJ [redacted]			04/10/03	
[redacted]				

LABOR & PARTS

J# 1 21F02 REAR AXLE AND DIFFER HOURS: 0.00 TECH(B)#0374 — WARRANTY

CUSTOMER STATES AFTER USES FOUR WHEEL DRIVE AND THEN
HE HURS THEY STILL FEEL LIKE THERE IN
BY FOR [illegible] MULTIPLE TIMES
HAPPENING.
[illegible] Y 4 SYSTEM
TO COMPARE 4 BY 4 [illegible] TRUCKS WHERE
THE [illegible] LLED ON LIFT TO INSPECT SYSTEM [illegible] NT
END, [illegible] OK AT THIS TIME.FORD CUSTOMER [illegible]

JOB # 1 TOTAL LABOR & PARTS 0.00

COMMENTS

GET EXACT MILEAGE WHEN TRUCK COMES IN

TECHNICIAN CERTIFICATION

0374 LOUIS COSENTINO MASTER MECHANIC

TOTALS

THANK YOU FOR SELECTING [illegible] FORD FOR [illegible]
SERVICE HRS ARE 7:30 AM TO 6:00 PM MONDAY [illegible]
AND 7:30 AM TO 6:00 PM ON TUESDAY AND FRIDAYS.ALSO FOR OUR
CUSTOMERS CONVENIENCE WE NOW ARE OPEN [illegible] YS FROM
8:30 AM TO 3:30 PM THANK YOU FOR YOUR [illegible]
CHOICE OF PAYMENT AS LISTED:
( )CASH ( )CHECK ( )VISA OR MC ( )AMEX ( )CHARGE ( )QC CARD
****
YOU WILL BE RECEIVING A FORD MOTOR COMPANY SURVEY.PLEASE
TAKE THE TIME TO FILL IT OUT.IF THERE ARE ANY QUESTIONS OR
[illegible] WHERE THE SURVEY CANNOT [illegible] EXCELLENT FEEL
CONTACT YOUR ADVISOR WHOSE [illegible] AT THE TOP
OF YOUR INVOICE...WE CARRY A FULL [illegible] TIRES:
GOODYEAR,CONTINENTAL,GENERAL,UNIROYAL,PIRELLI,BF GOODRICH,
MICHELIN...

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL S.O.S....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	0.00

25

CUSTOMER SIGNATURE

PS03-044 38588

[redacted]
WEST PATERSON, NJ [redacted]

SERVICE ADVISOR WAYNE JENNINGS

WARNOCK FORD
P.O. BOX 1418 · 175 Bergen Ave.
Montclair, NJ 07043
PHONE: (973) 267-3005

11ADG03	12ADG03	A9331	1FTSW31F52E[redacted]	6841932	[redacted]		12ADG03	396696
16:04	16:07	02 FORD F350 PU		[redacted]	VARI		8040	8040
26873	26875							

A CHANGE OIL AND FILTER (DIESEL) LUBRICATION

CAUSE: CHECK FOR THE CLICKING REPLACE BOTH
FRONT HUBS
LOOSE HUB LOCK ASSEMBLY REMOVE AND
INSPECT OR REPLACE (71CE/23396)
2050 WHITNEY YARD LOC#: 2060
KP94
2 1032/33335*CH
ASY-FRT AX HB (N/C)

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

Important Customer Information
We at Warnock would like to thank you for your patronage.
"PHOTOCOPY NOT ACCEPTED"

Thank You!

LIMITED LABOR WARRANTY

[illegible]

[illegible]

To obtain service under this Limited Warranty, customer must: (a) notify the Repair Facility at the address shown on the face of the Repair Order of any defect in labor within a reasonable time after customer thinks or should have discovered any such defect. Such notice, whenever, must be given to the Repair Facility before the end of the service period of this Limited Warranty, or modified element (b) deliver the vehicle to the Repair Facility at the address shown on the face of the Repair Order within five (5) days of notice of such defect for which it is obligated for Repair Facility to make the repairs required, and (c) pay the charges for any performed parts replaced supplied with time-for-time complaints of such repair.

Any implied warranties, including the implied warranties of merchantability and fitness for a particular purpose, are limited to the duration period of this limited warranty. Under no circumstances will the Repair Facility be liable to customer for any incidental or consequential damages including, but not limited to, damages for loss of property, loss of vehicle use, loss of time, loss of income and profits, inconvenience or disrupted use.

I hereby authorize the repair work herein set forth to be done along with the necessary materials and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you 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 repair charges.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X_____

WARNOCK

VISIT US ON THE WEB!
www.warnockauto.com

WARNOCK 27
THERE REALLY IS A DIFFERENCE!

FORD-NH 3/01

[redacted]

WEST PATERSON, NJ [redacted]

[redacted]

YEAR/MAKE/MODEL: 02/FORD TRUCK/F-350			
VEHICLE NO.: 1 T S W 1 5 2 E [redacted]			

	5778	12/15/03

TOTALS

THANK YOU FOR SELECTING ELMWOOD FORD FOR YOUR SERVICE NEEDS. [illegible] HRS ARE 7:30 AM TO 8:00 PM MONDAY,WEDNESDAY,THURSDAY AND 7:30 AM TO 6:00 PM ON TUESDAY AND FRIDAYS.ALSO FOR OUR CUSTOMERS CONVENIENCE WE NOW ARE OPEN ON SATURDAYS FROM 7:30 AM TO 2:30 PM THANK YOU FOR YOUR BUSINESS!!!
CHOICE OF PAYMENT AS LISTED:
( )CASH ( )CHECK ( )VISA OR MC ( )AMEX ( )CHARGE ( )DC CARD
****
YOU WILL BE RECEIVING A FORD MOTOR COMPANY SURVEY,PLEASE TAKE THE TIME TO FILL IT OUT.IF THERE ARE ANY QUESTIONS OR CONCERNS WHERE THE SURVEY CANNOT BE GRADED AS EXCELLENT FEEL FREE TO CONTACT YOUR ADVISOR WHOSE NAME APPEARS AT THE TOP OF YOUR INVOICE...WE CARRY A FULL LINE OF O.E.M TIRES! GOOD YEAR,CONTINENTIAL,GENERAL,UNIROYAL,PIRELLI,BF GOODRICH, MICHELIN...

[redacted]

TOTAL LABOR....	32.60
TOTAL PARTS....	58.45
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	2.92
TOTAL MISC DISC	0.00
TOTAL TAX.....	5.70
TOTAL INVOICE $	100.67

CK# 2035

PAID
DEC 15 2003
By

PAGE 2 OF 2 END OF INVOICE

P003-044 38100

[redacted]

WEST PATERSON, NJ [redacted]

[redacted]

84.00 [redacted]	33274	BEIGE/	
02/FORD TRUCK/F-350			
1 [redacted]			
	5778	12/15/03	

LABOR & PARTS

JB 1 27F0270 [illegible] TECH(S):5778 — 33.

PERFORM DIESEL OIL AND FILTER CHANGE.
ROUTINE MAINTENANCE
PERFORM DIESEL OIL AND FILTER CHANGE.

PARTS	QTY	PP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	F472-6731-A	KIT-OIL FILTER	19.60	19.
JOB # 1	3	XO-15W40-5059	OIL-EPS LUB	12.95	38.
			JOB # 1 TOTAL PARTS		58.
			JOB # 1 TOTAL LABOR & PARTS		92.

JB 2 [illegible] ACCESSORIES [illegible] TECH(S):5778 — WARRAN

CUSTOMER STATES CK 4X4 OPERATION
PERFORMED SELF TEST TO 4X4 MODULE NO CODES CK OK

PARTS	QTY	PP-NUMBER	DESCRIPTION	UNIT PRICE	
			[illegible] TOTAL PARTS		0.
			[illegible] TOTAL LABOR & PARTS		0.

JB 3 [illegible] — 0.

PERFORM ADVISOR WALK AROUND INSPECTION
COURTESY INSPECTION
SEE ADVISOR FOR REPORT CARD
ADVISOR PERFORMED WALK AROUND [illegible]

PARTS	QTY	PP-NUMBER	DESCRIPTION	UNIT PRICE	
			[illegible] TOTAL PARTS		0.
			JOB # 3 TOTAL LABOR & PARTS		0.

JB 4 [illegible] TECH(S):5778 — 0.

PARTS	QTY	PP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 4 TOTAL PARTS		0.
			JOB # 4 TOTAL LABOR & PARTS		0.

JB 5 [illegible] TECH(S):5778 — 0.

PARTS	QTY	PP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 5 TOTAL PARTS		0.
			JOB # 5 TOTAL LABOR & PARTS		0.

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 6		[illegible] CHARGE		2.
			TOTAL - MISC	2.

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF [illegible]

COMMENTS
973-390-4927

[CONTINUED ON NEXT PAGE]

0344Ap

ELMWOOD AUTO SALES, Inc. • ELMWOOD PARK, NJ 07407

FORM-044 36100

[redacted]

WEST PATERSON, NJ [redacted]

ERVICE ADVISOR WAYNE JENNINGS

WARNOCK FORD

P.O. BOX 1486 - 170 Ridgedale Ave.
Morristown, NJ 07963
PHONE: (973) 267-3008

2JAN04	13JAN04	A9331	1FTSW31F52E[redacted]	6841932	[redacted]		13JAN04	403222

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.				
15:58	16:16	02	FORD F350 PU	[redacted]	VARI		8040	8040

33557	33557

CUST STATES CHECK 4WD FEELS LIKE IT IS ON
WHEN IT IS NOT
AUSE: CHECK FEELS LIKE IN 4WD WHEN ITS NOT
PERFORM 4WD D IAGNOSIS PERFORM VACUUM
TEST CHECK OK
7453D ELECTRONIC SHIFT - FOUR WHEEL DRIVE
- DIAGNOSIS [redacted]
2050 [redacted] (N/C)
WP94
FC: P31 42
PART#: 7E453
COUNT:
CLAIM TYPE:
AUTH CODE:
2050
CUST STATES TRUCK WILL NOT START
AUSE: CHECK TRUCK WILL NOT START PERFORM EEC
TEST PINPOI NT TEST MONITOR TEST FINAL
QUICK TEST INSTALL BREA K OUT BOX CHECK
AND PINPOINT TEST WIRI
12650D EEC - (QUICK TEST) - DIAGNOSIS - L
WP94 (N/C)
12650D43 PIN POINT TEST - DIAGNOSIS - L

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

Important Customer Information
We at Warnock would like to thank you for your patronage.
"PHOTOCOPY NOT ACCEPTED"

Thank You!

LIMITED LABOR WARRANTY

[illegible]

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on vehicle, highways or elsewhere for the purpose of testing and/or inspection. All payment shortcuts fail to hereby acknowledged on above vehicle to secure the amount of repairs thereon.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

WARNOCK
YOU'RE Always THE BOSS

VISIT US ON THE WEB!
www.warnockauto.com

WARNOCK
THERE REALLY IS A DIFFERENCE!

[redacted]
WEST PATERSON, NJ [redacted]

SERVICE ADVISOR WAYNE JENNINGS

WARNOCK FORD
P.O. BOX 1486 · 170 Nicholas Ave.
Morristown, NJ 07963
PHONE: (973) 267-2005

12JAN04	13JAN04	A9331	1FTSW31F52B[redacted]	6841932	T891		13JAN04	403222
16:58	16:16	02 FORD F350 PU	[redacted]	VARI		8040	8040	
33557	33557							

2050 [redacted] LIC#: [redacted]
WP94 (N/C)
12650D81 NGS RECORDER / MONITOR ROAD TEST - DIAGNOSIS - L
2050 [redacted] LIC#: [redacted]
WP94 (N/C)
12650DX1 EEC - (QUICK TEST) - DIAGNOSIS - L.EXTRA TIME TO REPEAT FINAL QUICK TEST
2050 [redacted] LIC#: [redacted]
WP94 (N/C)
14200A WIRING [illegible] L
2050 [redacted] LIC#: [redacted]
WP94 (N/C)
14200A1 WIRING REPAIR - PIN POINT TEST - TEST - L
2050 [redacted] LIC#: [redacted]
WP94 (N/C)

FC: D02 28
[illegible]
COUNT:
[illegible]
AUTH CODE:
2050

Important Customer Information
We at Warnock would like to thank you for your patronage.
"PHOTOCOPY NOT ACCEPTED"

Thank You!

UNITED LABOR WARRANTY

[illegible]

I hereby authorize the repair work herein set forth to be done along with the necessary [illegible] and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts dispatched by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on tenants, 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 repair thereon.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X_____

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

WARNOCK
[illegible] THE BOSS

VISIT US ON THE WEB!
www.warnockauto.com

WARNOCK
THERE REALLY IS A DIFFERENCE!

BIAGIO MARITATO
32 ROCKLAND AVE
WEST PATERSON, NJ 07424-3344

WARNOCK FORD
P.O. BOX 1486 - 170 Riverside Ave.
Montclair, NJ 07042
PHONE: (973) 267-3005

SERVICE ADVISOR WAYNE JENNINGS

12JAN04	13JAN04	A9331	1FTSW31F52E[redacted]	6841932	[redacted]		13JAN04	403222
16:58	16:16	02 FORD F350 PU	[redacted]		VARI		8040	8040
33557	33557							

C CUST STATES STEERING WHEEL FEELS LOOS
NOTVER WE COULD NOT VERIFY CUSTOMERS
CONCERN, AT PRESENT TIME VEHICLE IS
OPERATING NORMALLY. PLEASE CALL OR
RETURN IS PROBLEM CONTINUES.
2050 [redacted] LIC#: [redacted]
CP 0.00 0.00

Important Customer Information
We at Warnock would like to thank you for your patronage.
"PHOTOCOPY NOT ACCEPTED"

Thank You!

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS,OIL,LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

WARNOCK
YOU'RE 4 THE BOSS

VISIT US ON THE WEB!
www.warnockauto.com

THANK YOU FOR YOUR PATRONAGE
FOR EASY APPOINTMENTS
PLEASE CALL 973-267-3005
FOR ANY CONCERNS OR QUESTIONS PLEASE DON'T
HESITATE TO CONTACT THE SERVICE MANAGER
WE ALSO ASK THAT YOU TAKE A FEW MINUTES TO
RESPOND TO ANY MANUFACTURERS MAIL-IN SURVEYS

WARNOCK
THERE REALLY IS A DIFFERENCE!

ENDORSED
FILED IN MY OFFICE THIS

DEC 0 8 2003

Quintin M. Duran
CIVIL DISTRICT COURT

CRYSTAL R. ROMERO

SECOND JUDICIAL DISTRICT COURT
COUNTY OF BERNALILLO
STATE OF NEW MEXICO

[redacted]

No. CV-2003-08249

Plaintiffs,

vs.

BOB TURNER'S FORD COUNTRY, INC.,
AND FORD MOTOR COMPANY,

Defendants.

COMPLAINT FOR BREACH OF WARRANTY

COMES NOW Plaintiff [redacted], by and through its attorneys Modrall, Sperling, Roehl, Harris & Sisk, PA, and for its Complaint states as follows:

Jurisdiction and Venue

1. Plaintiff [redacted] is a corporation organized under the law of New Mexico with its principal place of business in Albuquerque, New Mexico.

2. Defendant Bob Turner's Ford Country, Inc., is a New Mexico corporation, with its principal place of business in Albuquerque, New Mexico.

3. Ford Motor Company is incorporated under the laws of the Delaware, and is authorized to do business in the State of New Mexico.

4. The sales transaction which is the subject matter of this lawsuit was executed and performed in Bernalillo County, New Mexico.

Fact Allegations Common To All Claims

5. On or about May 6, 2003, Plaintiff purchased a 2003 S Duty, F350 Cool Cab Pick-up Truck from Defendant Bob Turner's Ford Country, Inc. The vehicle identification number for the pick-up truck is 1FTWW33P23E[redacted].

6. The manufacturer of the pick-up truck is Ford Motor Company.

7. During the negotiation of the purchase, Al Magaña, a principal of Plaintiff, questioned a representative of Defendant Bob Turner's Ford Country, Inc., if it or Ford Motor Company were having any problems with the engine on this particular model of pick-up truck. The sales representative replied that there were no problems with the engine, and showed Mr. Magaña an article from a magazine praising the new engine.

8. The representations of the sales representative were false. There were consumer complaints that the diesel engine for the pick-truck purchased by Plaintiffs was prone to power loss and stalling, which complaints were received from other consumers as early as November, 2002.

9. The engine of the pick up truck sold manufactured by Defendant Ford Motor Company, and sold by Defendant Bob Turner's Ford Country to Plaintiff repetitively stalls and suffers power loss.

10. On or about, June 10, 2003, Plaintiff returned the truck to Bob Turner's Ford Country, Inc., seeking to have the defect corrected.

11. On or about June 10, 2003, a representative of Defendant Bob Turner's Ford Country, Inc., admitted that there was a problem with the power stroke on the vehicle, and that the service department for Defendant Bob Turner Ford Country, Inc., would "take care of it".

PE03-044 38114

12. On or about June 11, 2003, Plaintiff returned to Defendant Bob Turner's Ford Country, Inc., to pick-up the truck. A representative of Defendant Bob Turner's Ford Country, Inc., had written a note indicating that there would be continued problems with power loss. When Plaintiff's representative asked about the note, a service representative for Defendant Bob Turner's Ford Country, Inc., stated that the problem with the truck's engine could not be fixed.

13. On or about June 16, 2003, Al Magaña returned to Defendant Bob Turner's Ford Country, Inc., and spoke with another service representative, who reaffirmed that there was a problem with the power stroke, and that there was no way to fix the problem. The sales representative also stated that "you and fifty thousand other people have the problem," "it's not my problem, it's not Bob Turner's problem, it's Ford's problem," and that "you can bring it back tomorrow, the next day, next week, and it is still not going to be fixed because we don't have a fix."

14. In July, 2003, Plaintiff twice returned the truck to Defendant Bob Turner's Ford Country, Inc. On both occasions, Defendants were unable to correct the loss of power defect.

15. In September, 2003, Plaintiff again delivered the truck to Defendant Bob Turner Ford for installation of computer software that was supposed to correct the loss of power defect. The September, 2003 work failed to correct the problem.

16. Plaintiff intended to use the truck to tow a trailer loaded with heavy equipment. Defendant Bob Turner's Ford Country, Inc., was aware of Plaintiff's intended purpose for purchasing the truck, and represented that the truck was fit for that particular purpose.

17. Because of the loss of power defect, the truck is unfit for the particular purpose for which it was purchased.

18. Plaintiff has not used the pick up truck, and with the exception of test drives and trips to and from the dealership for repairs, has not driven the truck. Because of the ongoing problems with the pick up truck's engine, Plaintiff has not yet registered the vehicle.

COUNT I
Breach of Warranty

19. Plaintiff realleges and incorporates by reference all allegations in paragraphs 1 through 18 above.

20. Defendants were aware of the power loss and stalling problems of the engine prior to the time that Plaintiff purchased the pick-up truck.

21. Defendants failed to disclose to Plaintiff that the engine was defective.

22. Defendants gave express and implied warranties regarding the performance of the truck and its engine.

23. Defendants breached their express and implied warranties to Plaintiff.

COUNT II

Violation of the New Mexico Unfair Practices Act

24. Plaintiff realleges and incorporates by reference all allegations in paragraphs 1 through 23 above.

25. Defendant gave false and misleading oral and written statements and representations in connection with the sale of the pick-up truck, which did in fact deceive and mislead Plaintiff. The misrepresentations included representations that the pick-up truck had

PE03-044 30115

characteristics that it does not have; representing that the pick-up truck was of a particular standard, quality or grade that it did not possess; using exaggeration, innuendo or ambiguity as to material facts; failing to state material facts which deceived Plaintiff; and failing to deliver the quality of the goods called for in the agreement.

COUNT III
Violation of the Magnuson-Moss Warranty Act

26. Plaintiff realleges and incorporates by reference all allegations in paragraphs 1 through 25 above.

27. The pick-up truck is a consumer product as defined in the Magnuson -Moss Warranty Act, 15 U.S.C. §2301.

28. Plaintiff is a buyer of a consumer product, and therefore is a "consumer" as defined in the Magnuson-Moss Warranty Act, 15 U.S.C. §2301.

29. Plaintiff has afforded Defendants a reasonable opportunity to correct the defects in the pick-up truck.

30. Defendants have breached their warranties in violation of the Magnuson-Moss Warranty Act.

COUNT IV
Breach of Warranty of Fitness for a Particular Purpose

31. Plaintiff realleges and incorporates by reference all allegations in paragraphs 1 through 30 above.

32. Plaintiff advised Defendant Bob Turner's Ford Country, Inc. of the specific purposes for which Plaintiff was purchasing the truck.

PE03-844 38117

33. Defendant Bob Turner's Ford Country, Inc., warranted that the pick-up truck was fit for the particular use for which Plaintiff purchased the truck.

34. Defendant Bob Turner's Ford Country, Inc breached the warranty of fitness for a particular purpose.

COUNT V.
Breach of Motor Vehicle Dealers Franchising Act, Section 57-16-1 et. seq

35. Plaintiff realleges and incorporates by reference all allegations in paragraphs 1 through 34 above.

36. Defendant Bob Turner's Ford County Inc., is a dealer as defined in the New Mexico Motor Vehicle Dealers Franchising Act.

37. Defendant Ford Motor Company is a manufacturer as defined in the New MexicoMotor Vehicle Dealers Franchising Act.

38. Defendant Bob Turner's Ford Country Inc. violated Section 57-16-4 of the Motor Vehicle Dealers Franchising Act by wilfully defrauding Plaintiff, a retail buyer, and by failing to perform the obligations placed on the dealer in connection with the manufacturers' warranty agreement.

39. Defendant Ford Motor Company violated the Motor Vehicle Dealers Franchising Act by using false, deceptive and misleading advertising and by failing to fulfill its warranty agreement.

WHEREFORE, Plaintiff respectfully requests that the Court enter the following relief:

1) rescission of the purchase agreement;

PEES-044 38118

2) consequential damages suffered by Plaintiff, including without limitation the cost of replacement vehicles, vehicle insurance expenses, expenses associated with Plaintiff's effort to have the defect corrected, and other expenses in an amount to be established at trial;

3) pre-judgment and post-judgment interest;

4) treble damages as allowed by statute;

5) plaintiff's costs, including attorneys fees;

and for such other relief as the Court deems just and proper.

MODRALL, SPERLING, ROEHL, HARRIS & SISK, P.A.

Michael L. Carrico
Attorneys for Plaintiff
Post Office Box 2168
Bank of America Centre, Suite 1000
500 Fourth Street, N.W.
Albuquerque, New Mexico 87103-2168
Telephone: (505) 848-1800

PE83-844 38118

Robert M. Silverman, Esquire
Identification No. 55914
KIMMEL & SILVERMAN, P.C.
30 East Butler Pike
Ambler, PA 19002
(215) 540-8888

ATTORNEY FOR PLAINTIFF

THIS IS AN ARBITRATION MATTER. ASSESSMENT OF DAMAGES HEARING IS REQUESTED.

[redacted]
Pennsburg, Pennsylvania [redacted]

v.

FORD MOTOR COMPANY
C/O CT Corporation
1515 Market Street, Suite 1210
Philadelphia, PA 19103

COURT OF COMMON PLEAS
PHILADELPHIA COUNTY

CIVIL ACTION

COMPLAINT
CODE: 1900

1. Plaintiff, [redacted] is an adult individual citizen and legal resident of the Commonwealth of Pennsylvania, [redacted] Pennsburg, Pennsylvania [redacted]

2. Defendant, Ford Motor Company, is a business corporation qualified to do business and regularly conduct business in the Commonwealth of Pennsylvania, and is a corporation of the State of Delaware, with its legal residence and principal place of business located at 300 Renaissance Center, P.O. Box 43301, Detroit, MI, 48243, and can be served at c/o CT Corporation, 1515 Market Street, Suite 1210, Philadelphia, PA, 19103.

BACKGROUND

3. On or about July 01, 2001, Plaintiff purchased a new 2001 Ford F-350, manufactured and warranted by Defendant, bearing the Vehicle Identification Number 1FTWW33F51[redacted]

4. The vehicle was purchased in the Commonwealth of Pennsylvania and is registered in the Commonwealth of Pennsylvania.

5. The contract price of the vehicle, including registration charges, document fees, sales tax, finance and bank charges, but excluding other collateral charges not specified, yet defined by the Lemon Law, totaled more than $22,000.00.

6. In consideration for the purchase of said vehicle, Defendant issued to Plaintiff several warranties, guarantees, affirmations or undertakings with respect to the material or workmanship of the vehicle and/or remedial action in the event the vehicle fails to meet the promised specifications.

7. The above-referenced warranties, guarantees, affirmations or undertakings are/were part of the basis of the bargain between Defendant and Plaintiff.

8. The parties' bargain includes an express 3-year / 36,000 mile warranty, as well as other guarantees, affirmations and undertakings as stated in Defendant's warranty materials and owner's manual.

9. However, as a result of the ineffective repair attempts made by Defendant through its authorized dealer(s), the vehicle is rendered substantially impaired, unable to be utilized for its intended purposes, and is worthless to Plaintiff.

10. Plaintiff has or may have resorted to Defendant's informal dispute settlement procedure, to the extent said procedure complies with 16 CFR 703.

11. Plaintiff [redacted] that the Federal Trade Commission (FTC) has determined that no automobile manufacturer complies with 16 CFR 703. See, Fed. Reg. 15636, Vol. 62, No. 63 (Apr. 2, 1997).

COUNT I
PENNSYLVANIA AUTOMOBILE LEMON LAW

12. Plaintiff hereby incorporates all facts and allegations set forth in this Complaint by reference as if fully set forth at length herein.

13. Plaintiff is a "Purchaser" as defined by 73 P.S. §1952.

14. Defendant is a "Manufacturer" as defined by 73 P.S. §1952.

15. Faulkner Ford is and/or was at the time of sale a Motor Vehicle Dealer in the business of buying, selling, and/or exchanging vehicles as defined by 73 P.S. §1952.

16. On or about July 01, 2001, Plaintiff took possession of the above mentioned vehicle and experienced nonconformities as defined by 73 P.S §1951 et seq., which substantially impair the use, value and/or safety of the vehicle.

17. The nonconformities described violate the express written warranties issued to Plaintiff by Defendant.

18. Section 1955 of the Pennsylvania Automobile Lemon Law provides:

> If a manufacturer fails to repair or correct a nonconformity after a reasonable number of attempts, the manufacturer shall, at the option of the purchaser, replace the motor vehicle... or accept return of the vehicle from the purchaser, and refund to the purchaser the full purchase price, including all collateral charges, less a reasonable allowance for the purchasers use of the vehicle, not exceeding $.10 per mile driven or 10% of the purchase price of the vehicle, whichever is less.

19. Section 1956 of the Pennsylvania Automobile Lemon Law provides a presumption of a reasonable number of repair attempts if:

> (1) The same nonconformity has been subject to repair three times by the manufacturer, its agents or authorized dealers and the nonconformity still exists; or
>
> (2) The vehicle is out-of-service by reason of any nonconformity for a cumulative total of thirty or more calendar days.

20. Plaintiff has satisfied the above definition as the vehicle has been subject to repair more than three (3) times for the same nonconformity, and the nonconformity remained uncorrected.

21. In addition, the above vehicle has or will be out-of-service by reason of the nonconformities complained of for a cumulative total of thirty (30) or more calendar days.

22. Plaintiff has delivered the nonconforming vehicle to an authorized service and repair facility of the Defendant on numerous occasions as outlined below.

23. After a reasonable number of attempts, Defendant was unable to repair the nonconformities.

24. During the first 12 months and/or 12,000 miles, Plaintiff complained on at least three (3) occasions about defects and or non-conformities to the following vehicle components: defective gas pedal assembly, fuel tank sending unit, fuel gauge, left rear back-up lens, brakes, abnormal

air bag light on, thumping noise from right front tire area, pulsation in brakes, leak from front axle seal and slip in transmission. True and correct copies of all invoices and Repair History in Plaintiff possession are attached hereto, made a part hereof, and marked Exhibit "A".

25. Plaintiff [redacted] the vehicle has been subject to additional repair attempts for defects and conditions for which Defendant's warranty dealer did not provide or maintain itemized statements as required by 73 P.S. § 1957.

26. Plaintiff [redacted] that such itemized statements, which were not provided as required by 73 P.S. § 1957 also include technicians' notes of diagnostic procedures and repairs, and Defendant's Technical Service Bulletins relating to this vehicle.

27. Plaintiff [redacted] the vehicle has been subject to additional repair attempts for defects and conditions for which Defendant's warranty dealer did not provide the notification required by 73 P.S. § 1957.

28. Plaintiff has and will continue to suffer damages due to Defendant's failure to comply with the provisions of 73 P.S. §§ 1954 (repair obligations), 1955 (manufacturer's duty for refund or replacement), and 1957 (itemized statements required).

29. Pursuant to 73 P.S. § 1958, Plaintiff seeks relief for losses due to the vehicle's nonconformities, including the award of reasonable attorneys' fees and all court costs.

WHEREFORE, Plaintiff respectfully demands judgment against Defendant in an amount equal to the price of the subject vehicle, plus all collateral charges, attorneys' fees, and court costs.

COUNT II
MAGNUSON-MOSS (FTC) WARRANTY IMPROVEMENT ACT

30. Plaintiff hereby incorporates all facts and allegations set forth in this Complaint by reference as if fully set forth at length herein.

31. Plaintiff is a "Consumer" as defined by 15 U.S.C. §2301(3).

32. Defendant is a "supplier", "warrantor", and a "service contractor" as defined by 15 U.S.C. § 2301 (4),(5) and (8).

33. The subject vehicle is a "consumer product" as defined by 15 U.S.C. § 2301(1).

34. By the terms of its written warranties, affirmations, promises, or service contracts, Defendant agreed to perform effective repairs at no charge for parts and/or labor.

35. The Magnuson-Moss Warranty Improvement Act requires Defendant to be bound by all warranties implied by state law. Said warranties are imposed on all transactions in the state in which the vehicle was delivered.

36. Defendant has made attempts on several occasions to comply with the terms of its express warranties; however, such repair attempts have been ineffective.

37. The Magnuson-Moss Warranty Improvement Act, 15 U.S.C. §2310(d)(2) provides:

> If a consumer finally prevails on an action brought under paragraph (1) of this subsection, he may be allowed by the court to recover as part of the judgment a sum equal to the amount of aggregate amount of costs and expenses (including attorney fees based upon actual time expended), determined by the court to have been reasonably incurred by the Plaintiff for, or in connection with the commencement and prosecution of such action, unless the court, in its discretion shall determine that such an award of attorney's fees would be inappropriate.

38. Plaintiff has afforded Defendant a reasonable number of opportunities to conform the vehicle to the aforementioned express warranties, implied warranties and contracts.

39. As a direct and proximate result of Defendant's failure to comply with the express written warranties, Plaintiff has suffered damages and, in accordance with 15 U.S.C. §2310(d)(1), Plaintiff is entitled to bring suit for such damages and other legal and equitable relief.

40. Defendant's failure is a breach of Defendant's contractual and statutory obligations constituting a violation of the Magnuson-Moss Warranty Improvement Act, including but not limited to: breach of express warranties; breach of implied warranty of merchantability; breach of implied warranty of fitness for a particular purpose; breach of contract; and constitutes an Unfair Trade Practice.

41. Plaintiff [redacted] Defendant's Dispute Resolution Program is not in compliance with 16 CFR 703 by the FTC for the period of time this claim was submitted.

42. Plaintiff [redacted] that upon successfully prevailing upon the Magnuson-Moss claim herein, all attorney fees are recoverable and are demanded against Defendant.

WHEREFORE, Plaintiff respectfully demands judgment against Defendant in an amount equal to the price of the subject vehicle, plus all collateral charges, incidental and consequential damages, reasonable attorneys' fees, and all court costs.

COUNT III
PENNSYLVANIA UNFAIR TRADE PRACTICES AND CONSUMER PROTECTION LAW

43. Plaintiff hereby incorporates all facts and allegations set forth in this Complaint by reference as if fully set forth at length herein.

44. Plaintiff is a "Person" as defined by 73 P.S. §201-2(2).

45. Defendant is a "Person" as defined by 73 P.S. §201-2(2).

46. Section 201-9.2(a) of the Act authorizes a private cause of action for any person "who purchases or leases goods or services primarily for personal, family or household purposes."

47. Section 1961 of the Pennsylvania Automobile Lemon Law, provides that a violation of its provisions shall automatically constitute a violation of the Pennsylvania Unfair Trade Practices and Consumer Protection Act, 73 P.S. 201-1 et seq.

48. In addition, the Pennsylvania Unfair Trade Practices and Consumer Protection Act, 73 P.S. §201-2(4), defines "unfair or deceptive acts or practices" to include the following conduct:

> (vii). Representing that goods or services are of a particular standard, quality or grade, or that goods are of a particular style or model, if they are of another;
>
> (xiv). Failing to comply with the terms of any written guarantee or warranty given to the buyer at, prior to, or after a contract for the purchase of goods or services is made;
>
> (xv). Knowingly misrepresenting that services, replacements or repairs are needed if they are not needed;
>
> (xvi). Making repairs, improvements or replacements on tangible, real or personal property of a nature or quality inferior to or below the standard of that agreed to in writing;
>
> (xvii). Engaging in any other fraudulent or deceptive conduct which creates a likelihood of confusion or of misunderstanding.

49. Plaintiff [redacted] Defendant has violated these, as well as other provisions, of 73 P.S. §201-2 et seq.

50. Section 201-3.1 of the Act provides that the Automotive Industry Trade Practice rules and regulations adopted by the Attorney General for the enforcement of this Act shall constitute additional violations of the Act.

51. Defendant's conduct surrounding the sale and servicing of the subject vehicle falls within the aforementioned definitions of "unfair or deceptive acts or practices."

52. The Act also authorizes the Court, in its discretion, to award up to three (3) times the actual damages sustained for violations.

WHEREFORE, Plaintiff respectfully demands judgment against Defendant in an amount not in excess of Fifty Thousand Dollars ($50,000.00), together with all collateral charges, attorneys' fees, all court costs and treble damages.

KIMMEL & SILVERMAN, P.C.

By: _____

ROBERT M. SILVERMAN, ESQUIRE
Attorney for Plaintiff
30 East Butler Pike
Ambler, Pennsylvania 19002
(215) 540-8888

VERIFICATION

Robert M. Silverman, states that he is the attorney for the Plaintiff herein; that he is acquainted with the facts set forth in the foregoing Complaint; that same are true and correct to the best of his knowledge, information and belief; and that this statement is made subject to the Penalties of 18 Pa. C.S.A. §4904, relating to unsworn falsifications to authorities.

ROBERT M. SILVERMAN, ESQUIRE
Attorney for Plaintiff

History Report for Vehicle: [illegible]

Customer#: [illegible]
Customer Name: [illegible]

RO Number: [illegible]

Open Date: 02/14/02 Mileage: 9513 Service Logon: SLOAN-G
Close Date: 03/14/02 RA Number: 6012 Cashier: [illegible]

Line Code: A Comeback: N Booker ID: 3600
Complaint: W AIR BAG LIGHT IS ON

Labor Type: CP Technician Number: 6584
Op Code: DOP Comeback RO Number:
Description: CODE B1922, ORDER CLOCK WORK SPRING, 6584, [illegible]
Labor$: 0.00
Parts$: 0.00
Miscellaneous$: 0.00

Line Code: B Comeback: N Booker ID: 3600
Complaint: W SLIGHT THUMPING NOISE FROM RIGHT FRONT TIRE AREA?

Labor Type: CP Technician Number: 6584
Op Code: NPF Comeback RO Number:
Description: UNABLE TO DUPLICATE CUSTOMER COMPLAINT AT THIS TIME
Labor$: 0.00
Parts$: 0.00
Miscellaneous$: 0.00

Line Code: C Comeback: N Booker ID: 3600
Complaint: W FUEL GAUGE IS INACCURATE, IE: SHOWED 1/8 TANK AND THERE HAS STILL ABOUT 18 GALLONS IN TANK

Labor Type: CP Technician Number: 6584
Op Code: DOP Comeback RO Number:
Description: ORDER PART FB1Z,9275,AH SENDER, 6584
Labor$: 0.00
Parts$: 0.00
Miscellaneous$: 0.00

Line Code: D Comeback: N Booker ID: 3600
Complaint: W REAR DRIVER SIDE BACKUP LENS HAS MOISTURE IN IT
Cause: REPLACE LEFT REAR BACK-UP LENS

Labor Type: W40 Technician Number: 6584
Op Code: MT13405 Comeback RO Number:
Description: REPLACE LEFT SIDE BACK-UP LENS
Labor$: 20.01 Failed Part Number: FE[illegible]
Parts$: 43.01 Failed Code: L29 [illegible]
Miscellaneous$: 0.00 Failed Part Quantity:

PLAINTIFF'S EXHIBIT A

FE[illegible]

Labory Report for Vehicle: 1ED11709

Customers: 2697308
Customer Name: VANDERMOTH,MARC

RO Number: 88792

Open Date: 03/14/02 Mileage: 9844 Service Logon: SLOAN-S
Close Date: 04/02/02 BA Number: 6012 Cashier: shawna

Line Code: A Comeback: N Booker ID: 6012
Complaint: W ORDER CLOCKWORK SPRING, CODE B1P82, TECH 6384 PART 1L32,14A664.AA
Cause: REPLACED CLOCKSPRING AND TEST ALL SYSTEMS OK

Labor Type: W40 Technician Number: 3649
Op Code: 140SB6 Comeback RO Number:
Description: CONTACT ASSEMBLY - AIR BAG SLIDING - REPLACE (14A664) - L
Labor$: 33.36 Failed Part Number: 1L32*14A664*AA
Parts$: 43.34 Failed Code: S37 28
Miscellaneous$: 0.00 Failed Part Quantity:

Labor Type: W40 Technician Number: 6384
Op Code: 140SAD Comeback RO Number:
Description: AIR BAG RESTRAINT SYSTEM - DIAGNOSIS - L
Labor$: 93.39
Parts$: 0.00
Miscellaneous$: 0.00

Line Code: B Comeback: N Booker ID: 3600
Complaint: W ORDER FUEL TANK SENDER PART F012.9275.AH, TECH 6384
Cause: TEST FUEL GAUGE AND SENDER, REPLACE TANK SENDING UNIT

Labor Type: W40 Technician Number: 3649
Op Code: 9275D Comeback RO Number:
Description: GAUGE ASSEMBLY - FUEL TANK UNIT - TEST (9275) - L
Labor$: 20.01 Failed Part Number: F012*9275AH
Parts$: 191.11 Failed Code: L69 42
Miscellaneous$: 0.00 Failed Part Quantity:

Labor Type: W40 Technician Number: 3649
Op Code: 9275AB Comeback RO Number:
Description: FUEL GAUGE - TANK UNIT - REPLACE (9A299/9B076/9275/9276) - L
Labor$: 86.72
Parts$: 0.00
Miscellaneous$: 0.00

[illegible] BLUMA MOTORS INC

Page 1

Story Report for Vehicle: [illegible]

Customer#: [illegible]
Customer Name: [illegible]

RO Number: [illegible]

Open Date: 06/14/02 Mileage: 11807 Service Lagon: [illegible]
Close Date: 06/18/02 RO Number: [illegible] Cashier: [illegible]

Line Code: A Comeback: N Booker ID: 1470
Complaint: [illegible] INSTALL ORDERED GAS PEDAL ASSEMBLY
Cause: REPLACE GAS PEDAL ASSY

Labor Type: [illegible] Technician Number: [illegible]
Op Code: [illegible] Comeback RO Number:
Description: REPLACE GAS PEDAL ASSY.
Labor$: 21.30 Failed Part Number: [illegible]
Parts$: 80.84 Failed Code: [illegible]
Miscellaneous$: 0.00 Failed Part Quantity:

5180527 257315

INVOICE

PAGE 1

Faulkner
SERVICE CENTER
To Be Sure
1831 Park Avenue
Quakertown, PA 18951
Telephone: (215) 538-5800
F & A 01355-9
www.faulknerservice.com (Parts & Service)
www.autoskyfaulkner.com (Sales)

[redacted]

OWNER [redacted]
HOME [redacted] BUS: [redacted]

SERVICE ADVISOR 8150 JOHN 7 FERINO

1/20	31	FORD F350 PICKUP	1FTWW33F5[redacted]		24639	24643

[illegible]	[illegible]	[illegible]:00 16MAY03		VARI	CASH	16MAY2003

OPTIONS: DLR:01355-9 ENG:99F TRN:449 AXL:02

2:10 16MAY03 15:18 16MAY03

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL

AUSE: 24643 CK BRAKES PULSATE CK ROTOR RUN-OUT FRONT .028 IN. REAR

PER COST. REQU

239 [redacted] LIC#: [redacted]

FC: [illegible]: COUNT:

AUTH CODE:

4643 CK BRAKES PULSATE CK ROTOR RUN-OUT FRONT .028 IN. REAR .004 IN.

EMOVE 4X4 HUBS ,REMOVED FRONT ROTORS MACHINED AND REASSEMBLED

OWNER STATES LEAK FRONT AXLE LEAK

239 [redacted] LIC#: [redacted]

4643 CK LEAK AT FRONT AXLE CK FOR LEAKS FOUND PINION SEAL LEAKING

****

M MECHANICAL TIME

CA	0.00	0.00
CA	10.00	10.00

****

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	10.00
MISC. CHARGES	0.00
TOTAL CHARGES	10.00
LESS INSURANCE	0.00
SALES TAX	0.60
PLEASE PAY THIS AMOUNT	10.00

IN CASE OF ACCIDENT

NOV-07-2003 07:47

P.05/05

6180527 259068

INVOICE

Faulkner
SERVICE CENTER
To Be Sure

[redacted]

PAGE 1

SERVICE ADVISOR: 9864 FORD F KERCHER

2/23 01 FORD F150 PICKUP 1FTRW33F61[redacted] 25602/25627 [redacted]

DELIVERY 10JUN2001 08:00:01 17:00 10JUN03 VARI CASH 18JUN2003

OPTIONS DIR:01355-9 ENG:99F TRN:449 AXL:02

2:38 10JUN03 17:45 18JUN03

FORD F3

NAME: 25627 ROAD TEST, SHOPS PART 1-3, ND 2ND, CL 12DST 1 S

PASS, EDMC P0781, P

84 MAKKS,MICHAEL LIC#: 6954

1	F0TZ*7153*A KIT TRANS GSKT & SEAL	(N/C)
1	XC3P*7B988*AA KIT-TRANS. FLUID FILTER	
1	YC3Z*7A195*BA FILTER & SEAL ASY-TRANS OIL	(N/C)
1	[illegible]-GASKET-TRANS EXTENSION	
1	E9TZ*7A389*B KIT TRANS INTERM DRE'NY'CL	(N/C)
1	YC3Z*7D046*BA DRUM ASY-TRANS INTERM BRAKE	
1	F3TZ*7D461*A WASHER-TRANS INT OWC THRUST	(N/C)
1	F8TZ*7D100*AB GASKET-TRANS VLV BODY SEP PLT	(N/C)
1	F8UZ*7C189*AA GASKET-TRANS CONTROL VLV-BODY	
1	[illegible]	(N/C)
		(N/C)
1	F1TZ*7A131*A ASSY ASY-TRANS (CENTER)	
1	F1TZ*7L324*A WASHER-TRANS CENTER SUPPORT (3)	(N/C)
1	XC3E*7A095*BA COOL ASY-TRANS OIL	(N/C)
15	[illegible]	(N/C)
1	F8TZ*7D100*AB GASKET-TRANS VLV BODY SEP PLT	(N/C)
1	F8UZ*7C189*AA GASKET-TRANS CONTROL VLV BODY	(N/C)
1	[illegible]	(N/C)
1	PARTS HANDLING CHARGE	

WIP WORK IN PROCESS FOR MONTH END

[illegible] (N/C)

W94

CLAIM TYPE:

6884

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

IN CASE OF ACCIDENT

28/28'2 27:28 2002-28-NOV

5180537 259066

INVOICE

Faulkner
SERVICE CENTER
To Be Sure

[redacted]

[redacted] BOB: [redacted]

PAGE 2

SERVICE ADVISOR: 5564 FRED A KRIEGER

2/03	01	FORD F250 PICKUP	1FTNW33F51[redacted]		25602/25627	[redacted]
10JUN2001	05FX801		17:00 10JUN03	VARI	CASH	18JUN2003

OPTIONS: DLR:01356/9 ENG:99F TRN:449 AXL:02

2:38 10JUN03 17:45 18JUN03

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

PERFORM ELECTRONIC TRANS DIAGNOSIS, KOEO PASS, KOER PASS, KDEC P0781,
DAMAGE, REMOVE TRANSMISSION FROM VEHICLE MOUNT ON BENCH FIXTURE,
SB 01-13-05, REVISED COMPONENTS REPLACE CLUTCH ON-TIME, REPLACE
CONVERTER, FLUSH TRANSMISSION COOLER & COOLER LINES, REPLACE
EPTIAL TRANSMISSION FLUID, ROAD TEST AFTER REPAIR, TRANSMISSION SHI
TIME OR LEFT 3 TIMES WHEN MODE NOT SHIFT 1-2. PERFORM TRANS DIAGNOSIS,
MDTCS P0781, P0735, 1-2 SHIFT ERROR, CALL TECHNICAL HOTLINE, CHECK
MEASURE CASE WARPAGE, .004 IN CASE WARPAGE EXCEEDS HOTLINE RECOMMENDED
CALL HOTLINE, TRANS ENGINEER APPROVED ON-LINE DIAGNOSIS REPOR
APPROVAL WORKSHEET, REPLACE CASE EXTENSION, FLUSH COOLER LINES, INSTALL
ON-LINE PROCEDURE CRM-00-21-11. REPLACE COOLER, INSTALL FLUID,
NOTES ON PERFORM FINAL QUALITY CHECK. ROAD TEST, ROAD TEST, SHOTS
LOGS. COMPLETE EXCHANGE TRANSMISSION DIAGNOSTIC SHEET.

****

RN1037 [redacted]

[redacted] TECH: [redacted]

CM 35.00

34 [redacted] LIC#: [redacted]

5615 AI3 4418510, EXPIRES 06-04 PSI, TRUCK, BRAKES RF SB 50%, LR SB

****

M NO REPAIR - PINION NOT LEAKING

[redacted] TECH: [redacted]

CM 0.00 0.00

PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	41.95
LESS INSURANCE	0.00
SALES TAX	2.52
PLEASE PAY THIS AMOUNT	44.47

IN CASE OF ACCIDENT

5280527 261229

INVOICE

PAGE 1

Faulkner
SERVICE CENTER
To Be Sure
1531 Park Avenue
Quakertown, PA 19951
Telephone (215) 538-5800
P & A 01336-6
www.faulknerservice.com (Parts & Service)
www.[illegible].com (Sales)

[redacted]
OWNINGTOWN, PA [redacted]
OME [redacted] BUS: [redacted]

SERVICE ADVISOR: F150 JOHN F FERRINO

2/23	01	FORD F150 PICKUP	1FTNW33F51[redacted]		26310/26314	[redacted]
0JUN2001	05FEB01		WAIT 10JUL03	VARI	CASH	10JUL2003

OPTIONS: DLR:01335-9 ENG:99F TRN:449 AXL:02

3:43 10JUL03 13:51 10JUL03

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
AND CANNOT MAINTAIN SPEED UP EVEN SLIGHT HILLS			
RUN KOHO PASS RUN KOHR PASS ROAD TEST WITH PID MONITOR AND			
M CHECK BOOST			
[redacted]			
W94			(N/C)
CLAIM TYPE:			
3702			
5X14 CHECK [illegible] ABS RUN KOHR PASS ROAD TEST WITH PID MONITOR AND CHECKED BOOST PID			
MOB: FOUND SPEC GOES TO [illegible] AT TIMES BUT MAINTAIN 5 16 PSI UNDER			
TEADY LOAD AND ACCEL SPEC IS [illegible] PSI ENGINE BOOST IS OK CHECK THANK			
[illegible]			

****

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

IN CASE OF ACCIDENT
NOV-07-2003 07:46

P.02/05

Nov. 5. 2003 11:37AM FREMONT MOTOR CODY No.2960 P. 1

FREMONT MOTOR CO.
CODY
622 Blackburn · Cody, WY 82414
Phone (307) 587-6206
Toll Free (800) 733-3174
Fax (307) 587-4717
www.fremontmotors.com

35924 125776

INVOICE

DUPLICATE 1
PAGE 1

[redacted]
ENNSBURG, PA[redacted]
OME: BUS:

SERVICE ADVISOR: 4309 PENNY CARLTON

[illegible]							
[illegible]							
[illegible]							
0JUL2001			17:00 03SEP03		0.00	CASH	05NOV2003
[redacted]			OPTIONS: DLR:56403 ENG:7.3_Liter_D-TURBO-DI				
03SEP03	03SEP03						

INE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
DIAGNOSE AND ADVISE BRAKE PEDAL SOFT,ALSO SHUDDERS COMING OFF OF HIGHWAY SPEEDS			
9996 ROAD TESTED FOR CONCERN HAS SLIGHT PULSTATION PEDAL IS NORMAL POSSIBLE ROTORS ARE WARPED			
1 CP		41.88	41.88
31F REPLACE FRONT BRAKE PADS			
1 CP		54.00	54.00
1 BRSD*756* KIT BRK FRIC LNG FRT	64.87	64.87	64.87
32F RESURFACE FRONT OR REAR ROTORS			
1 CP		61.95	61.95
AKED WERE WARPED DUE TO BRAKES GETTING HOT			

****

SWIT[redacted]IRES
[redacted]IRE[redacted]
C[redacted]

ONLY IN A Jeep

****

Free Diagnostic Courtesy Inspection-Service Manager
498 Free Diagnostic Courtesy Inspection-Service Manager

1 CP		0.00	0.00

****

OUR GOAL IS YOUR COMPLETE SATISFACTION, WE WANT YOU TO RECOMMEND US. YOU MAY RECEIVE A SURVEY FROM THE MANUFACTURER, PLEASE FILL IT OUT AND SEND IT IN. IT PROVIDES US WITH VALUABLE CUSTOMER SERVICE INFORMATION AND IS VERY IMPORTANT TO US. WE APPRECIATE YOUR BUSINESS! FREMONT SERVICE STAFF

Fremont Motor Companies
"Since 1938"

BEHALF OF SERVICING DEALER, I HEREBY CERTIFY AT THE INFORMATION CONTAINED HEREIN IS CURATE UNLESS OTHERWISE SHOWN. SERVICES NOTED WERE PERFORMED AT NO CHARGE TO ...NER. THERE WAS NO DEDICATION FROM THE ...ARANCE OF THE VEHICLE OR OTHERWISE. THAT ... PART REPAIRED OR REPLACED UNDER THIS CLAIM ... BEEN CONNECTED IN ANY WAY WITH ANY ...DENT, INSURANCE OR MISUSE. ANCHORS ...PORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR ...ING THE DATE OF PAYMENT NOTIFICATION AT THE ...VICING DEALER FOR INSPECTION BY ...NUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER
The factory warranty cancellation all of the warranties with respect to the sale of this hearthcare. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this hearthcare.

CUSTOMER SIGNATURE

Completely SATISFIED? If not call 888-785-9055 or Email - [illegible]

PARTS AMOUNT	64.87
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	222.70
LESS INSURANCE	0.00
SALES TAX	11.13
PLEASE PAY THIS AMOUNT	[illegible]

CUSTOMER COPY

FOCS72423

FOCS72423

HARPER FORD COUNTRY
PH. (707) 443-7811 • FAX (707) 443-[redacted]
4800 HWY. 101 N.
EUREKA, CALIFORNIA 95503

[redacted]

SEP 30 2003

29891

[redacted]

PENNSBURG, PA [redacted]

LESLIE BEZNER 8264 709 09/30/03 FOCS72423
YF56756 32,985 BLUE/SILVER
01/FORD TRUCK/F350/4 DOOR CREW
1 F T W W 3 3 F 5 1 E [redacted] ORANGE TRAN 02/01/01
09/30/03

[redacted]

JOB# 1 CHARGES

LABOR
OP CODE/DESC. TECH/ELAPSED WARRANTY
CUSTOMER STATES FRONT LEFT IS SPONGY,NOT BRAKING WELL. DOES
HELP WHEN IT TAKE THE 5TH PUMP.PEDAL SOFT TOWARD BE NOT GOES
TO THE FLOOR. CHECK & ADVISE
AIR IN SYSTEM
INSPECT BRAKES-LOOKS LIKE HAVE BEEN HOT BUT NO DAMAGE.
VERIFIED BRAKE BOOSTER WORK.FOUND AIR IN SYSTEM.PUMP
DRAW VACUUM ON POWER STEERING PUMP TO GET AIR OUT.RETEST
OK. TEST DRIVE WITH HAMMER TRUCK STOPS GOOD.

2005

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX FOCS JOB# 1 TOTAL 0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $380.00 (+TAX)
TECHNICIAN CERTIFICATION
8002 TOM E. LEE 8286

TOTALS

THANK YOU FOR YOUR CONTINUED SERVICE BUSINESS
COME VISIT OUR QUICK LANE TIRE AND AUTO CENTER
WE ARE A FULL SERVICE AUTO DEALER
CALL YOUR SERVICE ADVISOR TO SET UP A TIME
FOR BRAKES, TIRES, AND MAINTENANCE ALL AT COMPETITIVE PRICING
WE HAVE A BEST PRICE GUARANTEE ON NAME BRAND TIRES

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.&...	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	0.00

[redacted]

[illegible] 03 12:38p. 505-2754480 p.1

Sort

RICH FORD

6601 Lomas Blvd., N.E.
P.O. Box 3487
Albuquerque, New Mexico 87190
(505) 275-4452 FAX 275-4490
Web Site: [illegible]

[redacted] FORD

Att: [redacted]

[illegible] 78203	[illegible]	[illegible]	[illegible]/03	[illegible]89235
[redacted]	[redacted]	34,805	[illegible]/	[illegible]
PENNSBURG, PA [redacted]	[illegible]/F350/4 DOOR CREW		[illegible]	[illegible]
	[illegible] W W 3 3 F 5 2 E [redacted]		[illegible]	[illegible]
	[illegible]	[illegible]	[illegible]/03	
[redacted]	[illegible]			PO: 34808

JOB# 1 CHARGES

LABOR----------
J# 1 03FTZ1 FRONT END REPAIR TECH(S):3828 90.00
CUSTOMER STATES THAT VEH HAS BEEN AT ALOT OF FORD DEALERS AN
THEY NEVER FIX THE PROBLEMS..
CUSTOMER STATES THERE IS BRAKE FLUID LEAKING UNDER THE
HOOD, AND WHEN STARTING VEH COLD THRE IS A MOANING NOISE
COMING FROM BRAKE BOOSTER, AND BRAKE PEDDLE FEELS SMOOTH..
AND FEELS LIKE THERE'S AIR IN THE LINES.. CHECK AND ADVISE..
FOUND HYDRO BOOSTER LINES BRAKETS INBETWEEN MASTER CYLINDER
AND HYDROBOOST..
REINSTALLED LINES CORRECTLY CALLED FORD NO CONCERNS FOR AIR
GETTING IN TO POWER STEERING SYSTEM.SUGGESTED MIN LEVEL
ADJ. FOR PS PUMP.REGARDING FLUID SQUIRT OUT.NO KNOWN CONCERN
LOSS OF BRAKE FLUID.INSPECTED VEHICLE NO VISABLE LEAKS.

JOB# 1 TOTALS----------
LABOR 90.00

JOB# 1 JOURNAL PREFIX FOCS JOB# 1 TOTAL 90.00

JOB# 2 CHARGES----------

LABOR----------
J# 2+03FTZ SUBLET TECH(S):3522
Added Operation (JC # 10/22/2003 13:26)
BOZEMAN FORD
1-406-581-2050
TALKED TO DJAN WITH BOZEMAN FOR AND SHE HAVE AUTH
CREDIT CARD VIA PHONE..

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX FOCS JOB# 2 TOTAL 0.00

MISC------CODE--------DESCRIPTION----------CONTROL NO--------
JOB # A SS MISC. SHOP SUPPLIES 6.30
TOTAL - MISC 6.30

COMMENTS----------
LEFT MESS 10-21-03 [illegible]
LEFT MESS 10-21-03 [illegible]

WARRANTY DISCLAIMER: Any warranties on the products sold hereby are those made by the manufacturer. The Seller, RICH FORD, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose or delay, and RICH FORD, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.
LIMITED EXPRESS WARRANTY: Labor and Parts 1 year or 15,000 miles, whichever comes first, hereby limits warranties to same period.

P

(CONTINUED ON NEXT PAGE) 11:07am

RICH FORD

8601 Lomas Blvd., N.E.
P.O. Box 3487
Albuquerque, New Mexico 87190
(505) 275-4452 FAX 275-4490
Web Site: www.rich-ford.com

FORD

78203	DORN LUCERO	3689	4777	9235
[redacted]	[redacted]	34,605		
PIENNSBURG, PA [redacted]	TRUCK/F350/4 DOOR CREW			
	W W 3 3 F 5 1 E [redacted]			
			10/30/03	
[redacted]				NO. 34808

TOTALS

NEXT RECOMMENDED SERVICE:
10/13/2004 / 46000 MI 98F7Z05 TIRE ROTATION/BALANC

[ ] CASH [ ] CHECK CK NO. [ ]
[ ] VISA [ ] MASTERCARD [ ] DISCOVER
[ ] AMER XPRESS [ ] OTHER [ ] CHARGE

TOTAL LABOR....	90.00
TOTAL PARTS....	8.00
TOTAL SUBLET...	0.00
TOTAL B.B.G....	0.00
TOTAL MISC CHG.	6.30
TOTAL MISC DISC	8.00
TOTAL TAX.....	5.60
TOTAL INVOICE $	101.90

ANK YOU FOR YOUR BUSINESS! YOU MAY SOON BE RECEIVING A RVEY FROM FORD MOTOR COMPANY. THIS IS OUR REPORT CARD. D YOUR COMPLETE SATISFACTION IS VERY IMPORTANT TO US. IF U CANNOT MARK "COMPLETELY SATISFIED" FOR ANY REASON, EASE CALL ME AT 275-4888. THANK YOU! STEVE VIGIL - SERVICE NAGER. THANK YOU FOR ALLOWING US TO SERVE YOU!

CUSTOMER SIGNATURE

DUPLICATE INVOICE

WARRANTY DISCLAIMER Any warranties on the products sold hereby are those made by the manufacturer. The Seller, RICH FORD, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose or delay, and RICH FORD, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.
LIMITED EXPRESS WARRANTY. Labor and Parts 1 year or 12,000 miles, whichever comes first, hereby Rich warranties to serve period.

352 OF 2 CUSTOMER COPY [END OF INVOICE] 11:37pm

ABS RICHFSEN REV. 10/01

BOZEMAN FORD
LINCOLN MERCURY

[redacted]

☐ CLAIMS REVIEW ☐ INTERVENTION TO REDUCE CLAIMS ☐ MAKE SCRAP OUT

P & A CODE: [redacted]

SERVICE DEPARTMENT HOURS
Monday Through Friday
7:00 AM to 5:00 PM

ON BEHALF OF SERVICE DEALER, I CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE. CLAIMS OVERCHARGE, REPAIRS, SERVICES NOT PERFORMED AT NO CHARGE TO OWNER, THERE WAS NO REJECTION FROM THE APPEARANCE OF THE VEHICLE, OR OTHERWISE, DAMAGE NOT PRIOR REPAIRED OR REPLACED UNDER THIS CLAIM AND NOT CONNECTED IN ANY WAY WITH ANY ACCIDENT, MALFUNCTION OR MISUSE. RECORDS SUPPORTING THE CLAIM ARE AVAILABLE FOR (4) YEARS FROM THE DATE OF INCORPORATION PERIOD AT THE SERVICE DEALER PRESENTATIVE REPRESENTATIVE OF FORD.

X _____ Dealer Service Manager Or Authorized Person _____ Date

IMPORTANT INFORMATION

X _____

INVOICE TO — [redacted]

PENNSBURG PA [redacted]
HOME: [redacted]

DEALER/OWNER INFORMATION — INVOICE: W76172

[redacted]

Eom

PENNSBURG PA [redacted]
HOME: [redacted]

FOR OFFICE USE

TAG: [redacted] ADVI 299 RIGHT. TI INVOICE: FRELIN MAG H TR
TAX RULES: MTANH INVOICED: 10/26/2003 19:12:05
ODOMETER IN: 94805 DIST: 1FT
DATES RECEIVED: 10/26/03 DONE: 10/26/03

VEHICLE INFORMATION

VIN: 1FTWW33F93E[redacted] LICENSE NUMBER: PA [redacted]
94 FORD F-350 8V 460 BAV CREW CAB
DATES INSERVICE: 072001 PRODUCTION: 020401

CONCERN 51 SUBJECT TO OTHER FORD DEALERSHIP	OPERATION	TECH HOURS	AMOUNT
CAUSE SUBJECT	NC	399	.0 .00
CORRECTION SUBJECT			

PART NUMBER	PDR	NOTE	DESCRIPTION	QTY	LIST	SELL	
		NOC	SUBJECT	1	101.90	101.90	101.90

FACTORY CONCERN CD: ND9 COND CODE : 92
FP-2005

INDICATORS - FRANCHISE: H

SUBTOTAL

MISCELLANEOUS	101.90
TOTAL CHARGE FOR CONCERN	101.90

TYPE: 1

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE W76172

MISCELLANEOUS	101.90
TOTAL CHARGE	101.90

PAYMENT DISTRIBUTION FOR INVOICE W76172

TOTAL CHARGE	101.90
FMC WARRANTY	101.90

IF YOU HAVE ANY QUESTIONS - PLEASE SEE VINCENT H BURR

PAGE 1
LAST PAGE

ATTN [redacted]