

PE05-033
FORD
8/19/2005
APPENDIX D
PART 3 OF 3
BOOK 1 OF 2

FEB-83-0488

SFCHADNA

Action Detail

11/15/01 17:26:49

=>

VIN: 1FMPU16L6YL [REDACTED] Year: 2000 Model: EXPEDITION
 Owner Status: ORIGINAL WSD: 08/13/00
 Name: [REDACTED] Ha Ph: [REDACTED]
 Trnt: [REDACTED] Case: 733062780 Day Ph: [REDACTED]
 Symptom Desc:
 Reason Desc: LEGAL - OTHER ATTORNEY DEMAND
 Dealer: DAVID WILSON'S FORD OF ORANGE
 Issue Type: 07 LEGAL Issue Status: C CLOSED
 COM Type: ML MAIL Odometer Reading: 26000 MI
 Analyst: 5531SW STEPHANIE WOOTEN Document Number:
 Action Date: 11/15/01 Action Data: N Action Time: 17:26:41 EST
 Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Action Desc: FINAL CASE DISPOSITION
 Comments: SETTLEMENT CONCLUDED BY WAY OF REFUND. FILE COMPLETED AND
 CLOSED.

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
 F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESF
 NO MORE COMMENTS AVAILABLE

LPD71L2

SFCHADMA

Action Detail

11/12/01 18:38:45

VIN: 1FMPU16L6Y1 [REDACTED] Year: 2000 Model: EXPEDITION
 Owner Status: ORIGINAL WSD: 08/13/00
 Name: [REDACTED] Hm Ph: [REDACTED]
 Trnt: Case: 733062780 Day Ph:
 Symptom Desc:
 Reason Desc: LEGAL - OTHER ATTORNEY DEMAND
 Dealer: DAVID WILSON'S FORD OF ORANGE
 Issue Type: 07 LEGAL Issue Status: O OPEN
 Comm Type: ML MAIL Odometer Reading: 26000 MI
 Analyst: 5531SW STEPHANIE WOOTEN Document Number:
 Action Date: 11/12/01 Action Data: Y Action Time: 18:38:31 EST
 Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Action Desc: OPEN LEGAL CONTACT - ATTORNEY DEMAND
 Comments: REC'D ATTY DEMAND. LA REGION WILL REVIEW AND HANDLE.

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
 F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
 NO MORE COMMENTS AVAILABLE

LFD71L2

14 @ 685.44
Glakes
A 78, 887.61
12/15

FCSD REGION: _____ MARKET: _____ ISSUE STATUS: _____
 P&A CODE: _____
 VIN: 1FMPU16L6YL [REDACTED] CASE NUMBER: _____
 SALES REGION: _____ SALES ZONE: _____ ISSUE TYPE: _____

A	LAST HND/	Customer Phone Number/	Reason/	Stat/
C	P&A	Trat Customer Name	Year Model	Type
	10/26/00	[REDACTED]	WARRANTY - MULTIPLE REPAIR	C
	00751	[REDACTED]	2000 EXPEDITION	03
	10/10/00	[REDACTED] (H)	SALES - GENERAL/OTHER	C
	00751	[REDACTED]	2000 EXPEDITION	02
	10/04/0	[REDACTED] (H)	MISC INQUIRY - CSR OBC	C
		[REDACTED]	2000 EXPEDITION	01

F1=Help F2=AddAction F3=CustomerList F6=DealerInfo F12=Return
 F7=Prev F8=Next F10=IssueDetail F11=Menu
 NO MORE RECORDS AVAILABLE LPD71L2

Wooten, Stephanie (S.)

From: Truka, Margo (M.Y.)
Sent: Monday, November 12, 2001 8:29 PM
To: Wooten, Stephanie (S.)
Subject: RE: Attorney demand for J [REDACTED]
[REDACTED]

Sorry, but I am not familiar with this customer. Let me know if I can help.

Regards,

Margo Truka

Customer Service Manager
Los Angeles Region
(714) 939-3666
Dial Net 550-3666
E-Mail: MTruka@fred.com

—Original Message—

From: Wooten, Stephanie (S.)
Sent: Monday, November 12, 2001 3:37 PM
To: Truka, Margo (M.Y.); Schramm, Bill (W.J.)
Subject: Attorney demand for Jeanette Jensen

Have either of you had any involvement with this customer that I should be aware of?

2000 Expedition
1FMPU16L6Y [REDACTED]
Ford of Orange [REDACTED]

Stephanie Wooten

Legal Analyst
PCSD, LA Region
714/939-3648
714/939-3609 Fax

11/13/01

FE05-033-0473

Wooten, Stephanie (S.)

From: Wooten, Stephanie (S.)
Sent: Monday, November 12, 2001 3:37 PM
To: Truka, Margo (M.Y.); Schramm, Bill (W.J.)
Subject: Attorney demand for [REDACTED]

Have either of you had any involvement with this customer that I should be aware of?

2000 Expedition
1FMPU16L6YU [REDACTED]
Ford of Orange

Stephanie Wooten

Legal Analyst
FCSD, LA Region
714/939-3648
714/939-3609 Fax

11/12/01

PE00-033-0474

Wooten, Stephanie (S.)

From: Ratajack, Mark (M.J.)
Sent: Thursday, November 29, 2001 7:23 AM
To: Adell, Edna (E.G.)
Cc: Wooten, Stephanie (S.)
Subject: FW: FW: GET FORM REQUEST / 1FMPU18L6 YI [REDACTED]



Jenjan-GET forward.doc

Edna - You have my approval to proceed with processing the Get

Form.
Thanks

Have A Great Day!

Mark J. Ratajack
Litigation Prevention Manager - FCSD
e-mail: mratajac@ford.com
PH: 313-845-5638 Fax: 313-845-5669

---Original Message---

From: Wooten, Stephanie (S.)
Sent: Tuesday, November 27, 2001 12:52 PM
To: Ratajack, Mark (M.J.); Adell, Edna (E.G.)
Cc: 'Thomas, Nadine'
Subject: FW: FW: GET FORM REQUEST / 1FMPU16L6 YI [REDACTED]

Sorry, I forgot to include the GET form on my previous email.

Stephanie Wooten
Legal Analyst
FCSD, LA Region
714/939-3648
714/939-3609 Fax

---Original Message---

From: Wooten, Stephanie (S.)
Sent: Tuesday, November 27, 2001 9:50 AM
To: Ratajack, Mark (M.J.); Adell, Edna (E.G.)
Cc: 'Thomas, Nadine'
Subject: FW: FW: GET FORM REQUEST / 1FMPU16L6 YI [REDACTED]

Mark,

Please review and approve the following GET form.

Thanks!

Stephanie Wooten
Legal Analyst
FCSD, LA Region
714/939-3648
714/939-3609 Fax

---Original Message---

From: NThomas@phoenixgroup.com [mailto:NThomas@phoenixgroup.com]
Sent: Wednesday, November 21, 2001 11:07 AM
To: SSTROPP@FORD.COM
Subject: GET FORM REQUEST / 1FMPU16L6 YL [REDACTED]

YOUR COMPLETION OF A "GET FORM" IS REQUIRED FOR THE FOLLOWING RAV TRANSACTION.

This is to inform you that Ford's net loss on the following transaction will exceed your authorization of \$20,000.

Customer: [REDACTED]
VIN: 1FMPU16L6 YL [REDACTED]
Current Mileage: 26,000
Total Net Loss: \$ 25,559.47
Vehicle Disposition: Auction

To complete the check process, Ford General Office executive management approval is required. Please fill out the attached Get Form Application including the specific rationale, and indicate the concurrence of your local management (include name and position). Please note that if the vehicle disposition is "scrap/salvage or donate", you should mention this in the Get Form rationale as it partially explains the higher net loss.

E-mail the completed Get Form to the following Ford RAV Coordinator at RAV

Operations:

_____ (e.g., Carol Smith (camith1@ford.com))*
* (or Edna Adell, depending on region,
eadell@ford.com)

I will fax the check information directly to the above coordinator at RAV

OPS who requires both the completed Get Form from you and the check request

from RAV HQ to obtain approval from appropriate Ford management. Once approval is provided, the checks can be issued. Please contact me with any

questions.

(See attached file: GET.doc)

Thank you,

Ken Tebo
RAV Refund Coordinator
(800) 323-6353 option #2
(248) 488-3703 Fax

(See attached file: GET.doc)

Transactions in excess of \$20,000.00

SUBJECT: Regional Management Approval/Request for approval of RAV transaction

The Los Angeles Regional Office requests the approval of a RAV transaction which does not fall within the Region's authority. The financial data is provided in the attached supporting documentation.

Vehicle information:

Owner:	[REDACTED]
Vehicle:	2000 Ford Expedition
VIN:	1FMPU16L6YI [REDACTED]
Mileage:	26,000
Processing dealer:	David Wilson's Ford of Orange
Net cost of transaction:	\$25,559.47

Rationale for the RAV transaction: (Describe circumstances for any deviation to policy, goodwill refund or financial transaction over the Region's authorization).

Vehicle is a 2000 Expedition purchased August 13, 2000 and financed on a 60 month term contract.

Vehicle had numerous repairs for a water leak/wind noise concern that was unable to be repaired in an adequate amount of time and number of repair attempts. Vehicle was out of service for over 30 days, along with having over 4 repair attempts for this concern. Therefore, to avoid litigation, the Los Angeles Region offered to either repurchase or replace Ms. Jensen's vehicle. The repurchase offer was accepted by both her and her attorney.

This refund was approved by Stewart Stropp, Office Operations Specialist.

We approve/request approval of this transaction.

Stephanie Wooten
Legal Analyst
FCSD - Los Angeles Region
550-3648

Wooten, Stephanie (S.)

From: Wooten, Stephanie (S.)
Sent: Tuesday, November 27, 2001 8:48 AM
To: 'NThomas@phoenixgroup.com'
Subject: RE: RAV REFUND / APPROVED WORKSHEET FIGURES

OK, the figures are good. I'm doing the GET form right know.

Stephanie Wooten
Legal Analyst
FCSD, LA Region
714/939-3648
714/939-3609 Fax

—Original Message—

From: NThomas@phoenixgroup.com [mailto:NThomas@phoenixgroup.com]
Sent: Tuesday, November 27, 2001 9:46 AM
To: Wooten, Stephanie (S.)
Subject: RE: RAV REFUND / APPROVED WORKSHEET FIGURES

I apologize. I was moving too fast on that day.
This was in reference to [REDACTED] FMPU16L6 Y [REDACTED]
This is also a Get Form situation, the form was sent to Stewart.

Nadine Thomas
Ford RAV Refund Administrator
Phone: 800-367-3050 Option 2 - ext.2053
Fax: 248-488-3703
e-mail: nthomas@phoenixgroup.com

"Wooten,

Stephanie To:
"NThomas@phoenixgroup.com"
(S)" <NThomas@phoenixgroup.com>

<swooten1@for cc:

d.com> Subject: RE: RAV REFUND /
APPROVED WORKSHEET
FIGURES

11/27/01

11:29 AM

Nadine,

What customer is this relating to? I need either the customers last name or the whole VIN.

Stephanie Wooten
Legal Analyst
FCSD, LA Region
714/939-3648
714/939-3609 Fax

—Original Message—

From: NThomas@phoenixgroup.com [mailto:NThomas@phoenixgroup.com]
Sent: Wednesday, November 21, 2001 9:12 AM
To: SWOOTEN1@FORD.COM; SSTROPP@FORD.COM
Subject: RAV REFUND / APPROVED WORKSHEET FIGURES

Stewart,

In Stephanie's absence, could you review the figures and let me know if it's o.k. to process?

SUBJECT: WORKSHEET FIGURES / RESPONSE REQUIRED

Hello, Stephanie

The approved worksheet has been returned from audit. The figures are as follows:

Customer's Refund: \$13,896.86
Attorney Fee: \$2,500.00

Mileage Charge: \$896.32

Is it o.k. to process?

**Nadine Thomas
Ford RAV Refund Administrator
Phone: 800-367-3050 Option 2 - ext.2402
Fax: 248-488-3703
e-mail: nthomas@phoenixgroup.com**

Wooten, Stephanie (S.)

From: Wooten, Stephanie (S.)
Sent: Tuesday, November 27, 2001 9:48 AM
To: Stropp, Stewart Heath (SH)
Subject: RE: FW: GET FORM REQUEST / 1FMPU16L6 YL [REDACTED]

Yes I am. I will handle it.

Thanks, see you next week.

Stephanie Wooten
Legal Analyst
FCSD, LA Region
714/939-3648
714/939-3609 Fax

---Original Message---

From: Stropp, Stewart Heath (SH)
Sent: Monday, November 26, 2001 4:33 AM
To: Wooten, Stephanie (S.)
Subject: FW: FW: GET FORM REQUEST / 1FMPU16L6 YL [REDACTED]

Stephanie, are you familiar with this case? I don't know enough about it to complete the GEF. Please let me know what you think - I'm in Detroit all this week but obviously checking email. Welcome back from Hawaii - hope it was awesome. Thanks,

---Original Message---

From: Truka, Margo (M.Y.)
Sent: Sunday, November 25, 2001 4:15 PM
To: Stropp, Stewart Heath (SH)
Subject: RE: FW: GET FORM REQUEST / 1FMPU16L6 YL [REDACTED]

Stewart,

I checked my RAV files going back to June and I did not process the following as a goodwill transaction. I suspect it was a refund processed by DSB. Let me know how I can help you Stewart.

Regards,

Margo Truka
Customer Service Manager
Los Angeles Region

(714) 939-3666
Dial Net 550-3666
E-Mail: MTruka@ford.com

—Original Message—

From: Stropp, Stewart Heath (SH)
Sent: Wednesday, November 21, 2001 2:37 PM
To: Truka, Margo (M.Y.)
Subject: FW: FW: GET FORM REQUEST / 1FMPU16L6 YL [REDACTED]

Margo have you been involved with this? I don't have enough information to adequately complete the GET form. Please let me know. Thank you,

Stewart Heath Stropp
Office Operations Specialist
FCSD Los Angeles
Phone 714 939 3611
Fax 714 939 3609

---Original Message---

From: NThomas@phoenixgroup.com [mailto:NThomas@phoenixgroup.com]
Sent: Wednesday, November 21, 2001 2:33 PM
To: Stropp, Stewart Heath (SH)
Subject: Re: FW: GET FORM REQUEST / 1FMPU16L6 YL [REDACTED]

David Wilson's Ford of Orange

Parts Code: 00751
Dealer Code: 71054
Dealer Contact: Larry Rottweiler

Nadine Thomas
Ford RAV Refund Administrator
Phone: 800-367-3050 Option 2 - ext.2053
Fax: 248-488-3703
e-mail: nthomas@phoenixgroup.com

"Stropp,

Stewart Heath To:
"NThomas@phoenixgroup.com"
(SH.) <NThomas@phoenixgroup.com>

<sstropp@ford .com> cc:
REQUEST / 1FMPU16L6 Subject: FW: GET FORM
YL [REDACTED]
11/21/01
05:22 PM

Which dealer does this involve?

Stewart Heath Stropp
Office Operations Specialist
FCSD Los Angeles
Phone 714 939 3611
Fax 714 939 3609

—Original Message—

From: NThomas@phoenixgroup.com [mailto:NThomas@phoenixgroup.com]
Sent: Wednesday, November 21, 2001 11:07 AM
To: SSTROPP@FORD.COM
Subject: GET FORM REQUEST / 1FMPU16L6 YL [REDACTED]

YOUR COMPLETION OF A "GET FORM" IS REQUIRED FOR THE FOLLOWING RAV TRANSACTION.

This is to inform you that Ford's net loss on the following transaction will exceed your authorization of \$20,000.

Customer: [REDACTED]
VIN: 1FMPU16L6 YL [REDACTED]
Current Mileage: 26,000
Total Net Loss: \$ 25,559.47
Vehicle Disposition: Auction

To complete the check process, Ford General Office executive management approval is required. Please fill out the attached Get Form Application including the specific rationale, and indicate the concurrence of your local management (include name and position). Please note that if the

vehicle disposition is "scrap/salvage or donate", you should mention this in the Get Form rationale as it partially explains the higher net loss.

E-mail the completed Get Form to the following Ford RAV Coordinator at RAV Operations:

_____ (e.g., Carol Smith (csmith1@ford.com))*
* (or Edna Adell, depending on region, eadell@ford.com)

I will fax the check information directly to the above coordinator at RAV OPS who requires both the completed Get Form from you and the check request from RAV HQ to obtain approval from appropriate Ford management. Once approval is provided, the checks can be issued. Please contact me with any questions.

(See attached file: GET.doc)

Thank you,

Ken Tebo
RAV Refund Coordinator
(800) 323-6353 option #2
(248) 488-3703 Fax

(See attached file: GET.doc)

RAV-FAST Summary Report

<u>Name</u>	<u>VIN</u>	<u>Processing Dealer</u>	<u>Request</u>	<u>Ready</u>	<u>Transfer</u>	<u>Last Update</u>	<u>Transfer Date</u>
[REDACTED]	1FMPU16L8 Y [REDACTED]	DAVIS WILSON'S FORD OF ORANGE	REF	Yes	Yes	11/15/2001	11/15/2001

Contact #: 733062280 Date demand: September 12, 2001

Customer: [Redacted]

Customer address: [Redacted] Miso Viejo [Redacted]

VIN: 1PMPV16L641 Mileage Approx: 16,000

Vehicle: 2000 Expedition Warranty start date: 8-13-00

Obtained: New Used Demo/Program Ownership: Privately owned/leased Owned/lease by business

Attorney: Dave Farrell #: 449/87-0694

Attorney address: 24012 Calle de la Plata #407 Laguna Hills 92653

Lease Finance Cash Contract: Lease Agreement: Lease worksheet:

Invoice: Registration: Title:

Lender: PMCC Account #: FTA3691ESN

Lender Address: 150 Pecos Rd Henderson NV 89014

Lender Phone #: 800 477 8847 Payoff: \$78,887.81 12/15

Selling Dealer: Ford of Orange MA: CI Sales Code: 054 P&A: 00751

Processing Dealer: Same MA: Sales Code: P&A:

RAV Contact: Larry Rottweiler Phone #: (714) 978-1850

Symptom: Window/glass windshield noise # of repairs: 5 + 30 days

_____ # of repairs: _____

_____ # of repairs: _____

Settlement: REFUND REPLACEMENT

Down	5600.00
14 @ 655.64	9598.96
Unused registration	194.72
Atty Fees	2500.00
Loss usage	- 896.32
To Cost/Atty	16,396.86

Usage fee: Miles 2950 x \$ 36,460.40 /120,000 - \$ 896.32

AUCTION SCRAP DONATE Total Cost: 47,754- Atty Fee: 2500-

Wholesale
19800
400

Retail
23600
535

DESCRIPTION	MSRP	AMOUNT
0161 EXPEDITION XLT 484	32715.00	28518.00
2000 MODEL YEAR		
YS OXFORD WHITE CLEARCOAT		
LZ RED GRAPHITE CAPT CHAIR, LEATHER		
.XLT SERIES		
.TOW HOOPS (4X4)		
.BLACK ELECTRIC MIRRORS		
.PINK BLSC AM/FM/STEREO/CASSET		
.TRICID BOV SEAT		
88L 5.4L EFI V8 ENGINE	695.00	591.00
44E ELECTRONIC 4-SPD AUTO TRANS	MC	MC
88Y 2.55 RATIO LIMITED SLIP AXLE	255.00	217.00
88A COMFORT/CONVENIENCE GROUP	2200.00	1870.00
.AUX HEATER/AIR CONDITION (REAR)		
422 CALIFORNIA EMISSIONS SYSTEM	MC	MC
535 TRAILER TOWING PACKAGE	390.00	332.00
552 SPORT APPEARANCE PACKAGE	1395.00	1186.00
.9265/70R-17 OHL ALL-TERRAIN		
.SKID PLATE PACKAGE		
.FOG LAMPS		
.17" 10-SPOKE ALUMINUM WHEELS		
1 CAPTAIN'S CHAIRS, LEATHER	1360.00	1160.00
51P CD CHANGER (6 DISC)	495.00	421.00
153 FRONT LICENSE PLATE BRACKET	MC	MC
TOTAL VEHICLE & OPTIONS	39605.00	34291.00
DESTINATION & DELIVERY	890.00	690.00
TOTAL BEFORE DISCOUNT	40495.00	34981.00
AUX HEAT-A/C DISCOUNT	705.00-	580.00-
TOTAL SAVINGS	705.00-	580.00-
SCHEDULE A (MSRP)	.00	
TOTAL FOR VEHICLE	39410.00	
06 U.S. GAL GAS FACTORY		14.40
FINCHED DOOR		
BATCH-ID YF14107325 N H8 I		
PRICE LEVEL 032250016		
SKIPYING WEIGHT 5332 LBS.		
VIN: 1N8P0167YLCR0228		

FORMULA	AMOUNT	DATE	DESCRIPTION	AMOUNT	DATE
95.00	34491.40	1165.00	33326.40	32907.40	
1165.00	184.00	5174.00	.00	981.00	28178.00

SOLD TO: David Wilson's Ford of Orange 710054
1350 W. Katella
Orange CA 92667

CA	IN	ORIG	EX27
2		CA	
DATE OF PURCHASE	71-3909	13	13
06/14/00			

SHIP TO (IF OTHER THAN ABOVE)

SHIP THROUGH

FINANCING INFORMATION

198001675X

090009

2 3491.40 KUI

THIS BACK TO BE USED FOR THE BILLING OF VEHICLE ONLY

DATE COPY

**RETAIL INSTALLMENT SALE CONTRACT
SIMPLE INTEREST FINANCE CHARGE**

Order Number _____ Contract Number _____ RCN Number _____ Stock Number _____

Buyer (and Co-Buyer) Name and Address (including County and Zip Code) _____
 Dealer - Seller (name and Address) **DAVID WILSON'S FORD OF ORANGE**
 1380 W KATELLA AVE
 ORANGE CA 92667

Year, the Buyer (and Co-Buyer, if any), may buy the vehicle below for cash or on credit. By signing this contract, you agree to buy the vehicle on credit. Payment of the total cost of the vehicle, plus interest, will be made to the Dealer. The Dealer will bill you for the amount of the purchase price plus interest. The Dealer will bill you for the amount of the purchase price plus interest. The Dealer will bill you for the amount of the purchase price plus interest.

Year	Model	Color	Vehicle Identification Number	Primary Lien For Vehicle Financed
2000	FORD EXPEDITION	AB	1FV0C1G47D0000000	<input type="checkbox"/> personal, family or household <input type="checkbox"/> business <input type="checkbox"/> agricultural

PERCENTAGE TRUTH-IN-LENDING DISCLOSURES

Annual Percentage Rate	Finance Charge	Amount Financed	Total of Payments	Total Cost of Credit
4.90%	\$ 1,792.58	\$ 3,317.57	\$ 47,135.88	\$ 46,135.88

YOUR FINANCING SUMMARY WILL BE:

Number of Payments	Amount of Payments	When Payments Are Due
39	\$1,205.82	08/21/2000

APPROVAL OF THE MAJOR FINANCIAL

A. Total Cash Price: \$3460.00

B. Cash Price of Other Vehicle and Accessories: \$3460.00

1. Cash Price Vehicle: \$3460.00

2. Cash Price Accessories: \$0.00

C. Down Payment: \$0.00

D. Sales Tax (on A + B + C): \$0.00

E. License Tax: \$189.00

F. Service Contract (Optional): \$0.00

G. Other: \$0.00

H. Total Cash Price (A through G): \$3460.00

I. Amount Paid to Public Agencies: \$0.00

A. License Fee: \$0.00

B. Registration/Transfer/Tax Fee: \$0.00

C. Sales Tax: \$0.00

D. Other: \$0.00

J. Total Public Agency Fees (A through D): \$0.00

K. Amount Paid to Finance Company (This provision has Department of Insurance notice A + B): \$0.00

L. Other: \$0.00

M. Total Department of Insurance Fees (A through K): \$0.00

N. Other: \$0.00

O. Total Department of Insurance Fees (M through N): \$0.00

P. Other: \$0.00

Q. Total Department of Insurance Fees (O through P): \$0.00

R. Other: \$0.00

S. Total Department of Insurance Fees (Q through R): \$0.00

T. Other: \$0.00

U. Total Department of Insurance Fees (S through T): \$0.00

V. Other: \$0.00

W. Total Department of Insurance Fees (U through V): \$0.00

X. Other: \$0.00

Y. Total Department of Insurance Fees (W through X): \$0.00

Z. Other: \$0.00

STATEMENT OF INSURANCE

Vehicle Identification Number: 1FV0C1G47D0000000

Year: 2000

Model: EXPEDITION

RECAPITULATION OF THE MAJOR FINANCIAL

A. Total Cash Price: \$3460.00

B. Cash Price of Other Vehicle and Accessories: \$3460.00

1. Cash Price Vehicle: \$3460.00

2. Cash Price Accessories: \$0.00

C. Down Payment: \$0.00

D. Sales Tax (on A + B + C): \$0.00

E. License Tax: \$189.00

F. Service Contract (Optional): \$0.00

G. Other: \$0.00

H. Total Cash Price (A through G): \$3460.00

I. Amount Paid to Public Agencies: \$0.00

A. License Fee: \$0.00

B. Registration/Transfer/Tax Fee: \$0.00

C. Sales Tax: \$0.00

D. Other: \$0.00

J. Total Public Agency Fees (A through D): \$0.00

K. Amount Paid to Finance Company (This provision has Department of Insurance notice A + B): \$0.00

L. Other: \$0.00

M. Total Department of Insurance Fees (A through K): \$0.00

N. Other: \$0.00

O. Total Department of Insurance Fees (M through N): \$0.00

P. Other: \$0.00

Q. Total Department of Insurance Fees (O through P): \$0.00

R. Other: \$0.00

S. Total Department of Insurance Fees (Q through R): \$0.00

T. Other: \$0.00

U. Total Department of Insurance Fees (S through T): \$0.00

V. Other: \$0.00

W. Total Department of Insurance Fees (U through V): \$0.00

X. Other: \$0.00

Y. Total Department of Insurance Fees (W through X): \$0.00

Z. Other: \$0.00

Application for Optional Credit Insurance

Credit Life Saver Co-Insurer Waiver

Credit Disability (Saver Only)

Credit Life: \$0.00

Credit Disability: \$0.00

Total Credit Insurance Premiums: \$0.00

Insurance Company Name: _____

Insurance Company Address: _____

08/13/2000

7. Annual Finance Charge
 *Enter my new rate of finance charge.

8. Seller's Name
 Name _____
 Address _____
 City _____ State _____ Zip _____

9. Buyer's Name
 Name _____
 Address _____
 City _____ State _____ Zip _____

10. Vehicle Description
 Year _____ Make _____ Model _____
 Color _____ Mileage _____

11. Finance Details
 Amount of Loan _____
 Down Payment _____
 Finance Charge _____
 Total Amount Due _____

12. Terms of Sale
 Cash Sale
 Finance Sale
 Lease Sale

13. Signature
 Buyer's Signature _____
 Seller's Signature _____

NOTICE OF RESCISSION RIGHTS
 If Buyer and Co-Buyer sign here, the provisions of the Rescission Rights section on the back giving the Seller the right to rescind if Seller is unable to assign this contract to a financial institution will apply.

Buyer X _____ Co-Buyer X _____

NOTICE TO BUYER
 (1) The new sign this agreement before you read it or if it contains any blank spaces to be filled in. (2) You are entitled to a completely filled in copy of this agreement. (3) You can properly fill the amount due under this agreement in any amount. (4) If you default in the performance of your obligations under this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid installment obligations by this agreement.

If you have a complaint concerning this sale, you should try to resolve it with the seller. If you are unable to resolve the matter, you may file a complaint with the Department of Motor Vehicles, or any appropriate agency. After this contract is signed, the seller may not change the financing or payment terms unless you agree in writing to the change. You do not have to agree to any change, and it is not valid or enforceable unless you agree to make a written change.

Buyer Signature X _____ Co-Buyer Signature X _____

THERE IS NO COOLING OFF PERIOD
 California law does not provide for a "cooling off" or other cancellation period for vehicle sales. Therefore, you must enter into this contract thoughtfully because you cannot get your money back if you change your mind, decide the vehicle needs too much, or what you had wanted a different vehicle. After you sign below, you may only cancel this contract with the agreement of the seller or for legal cause, such as fraud.

Buyer Signature X _____ Date 06/13/2000 _____
 Co-Signer and Other Co-buyer _____ Date _____
 Other Driver Signature _____ Date 06/13/2000 _____
 Seller Signature X _____ Date _____

WARRANTY
 THE SELLER MAKES NO WARRANTY OF MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE. THE SELLER'S ONLY OBLIGATION UNDER THIS CONTRACT IS TO DELIVER THE VEHICLE AS DESCRIBED IN THIS CONTRACT AND TO ASSIGN THIS CONTRACT TO A FINANCIAL INSTITUTION.

DISCLAIMER
 THE SELLER SHALL NOT BE LIABLE FOR ANY DAMAGE TO THE VEHICLE OR TO THE BUYER'S PERSON OR PROPERTY, INCLUDING THE BUYER'S LIFE, ARISING OUT OF THE USE OF THE VEHICLE.

ASSIGNMENT
 THIS CONTRACT IS SUBJECT TO THE SELLER'S ASSIGNMENT TO A FINANCIAL INSTITUTION. THE SELLER'S OBLIGATION UNDER THIS CONTRACT IS TO DELIVER THE VEHICLE AS DESCRIBED IN THIS CONTRACT AND TO ASSIGN THIS CONTRACT TO A FINANCIAL INSTITUTION.

ENTIRE AGREEMENT
 THIS CONTRACT AND ANY OTHER DOCUMENTS REFERENCED HEREIN CONSTITUTE THE ENTIRE AGREEMENT BETWEEN THE PARTIES.

BUYER'S OBLIGATIONS
 THE BUYER SHALL BE RESPONSIBLE FOR THE MAINTENANCE AND REPAIRS OF THE VEHICLE AND FOR THE PAYMENT OF THE FINANCE CHARGE AND INTEREST.

SELLER'S OBLIGATIONS
 THE SELLER SHALL DELIVER THE VEHICLE AS DESCRIBED IN THIS CONTRACT AND TO ASSIGN THIS CONTRACT TO A FINANCIAL INSTITUTION.

REGISTRATION YEAR FROM TYPE LICENSE PLATE

AUTO 08/14/2001 TO 08/14/2002 11 4NWK896

VEHICLE IDENTIFICATION NUMBER [REDACTED] FORD

REGISTRATION DATE 08/21/2001 00/00/2000 2000

REGISTRATION FEE \$20 \$259 3000

[REDACTED]

FOOD AND DRUG ADMINISTRATION

ATLANTA, GEORGIA

CA

14781320012074

ISSUE & EXPIRE

VALIDATED REGISTRATION CARD

P 0476452

2158
19472

VIN: 1FMPU16L6YD [REDACTED] Year: 2000 Model: EXPEDITION
Contract: 1 of 1 [REDACTED] Status: ACTIVE

-----Purchase Details-----

Purchaser: [REDACTED]
Expiration Date: 08/13/05
Expiration Miles: 75000
Plan Type: USA NEW 60/75,000 PREMIUMCARE W/ROADSIDE ASSISTANCE
Plan Year: 2001
Selling Dealer: DAVID WILSON'S FORD OF ORANGE
Rental: 28
Deductible: 50
Towing Allowance:
Purchase Type:
Options:

-----Cancellation Details-----

Cancel Date: Process Date:
Refund Percent: Dealer Received Date:
Dealer Credited:

F1=Help F9=PrevContract F10=NextContract F11=Menu F12=Return

RECORD FOUND

LPD71L2

BARNES & FARRELL
ATTORNEYS AT LAW
2912 CALLE DE LA PLATA, SUITE 407
LAGUNA HILLS, CALIFORNIA 92653-7616
TELEPHONE (949) 977-8894
FACSIMILE (949) 977-8895
e-mail: barnesfarrell@worldnet.att.net

*STEPHEN G. BARNES
DAVID I. FARRELL

*A Professional Corporation

September 12, 2001

Via Certified Mail
Return Receipt Requested

Ford Motor Company
Ford Customer Service Division
P.O. Box 66027
Anaheim, California 92618

Attention : Stephanie Wooten

Re: Our Client : [REDACTED]
Vehicle : 2000 Ford Expedition
VIN : 1FMPU16L6YL [REDACTED]

Dear Ms. Wooten:

Please be advised that [REDACTED] has retained this office to represent her concerning the above-referenced vehicle. The following is demand that Ford Motor Company (Ford) provide Ms. [REDACTED] restitution in accordance with the Song-Beverly Consumer Warranty Act (Lemon Law.)

FACTS

On August 13, 2000 [REDACTED] purchased the vehicle brand new. The vehicle came with a warranty from Ford.

The vehicle has been delivered to authorized Ford service and repair facilities approximately six times for warranty repair of the following nonconformities including, but not limited to - defective driver door/air leak/wind noise; defective dash/console; defective suspension; check engine light on; defective passenger front door; defective fuel system; etc. In addition, the vehicle has been out-of-service approximately 36 days due to warranty repairs.

The defective driver door/air leak/wind noise condition has been subject to approximately five repair attempts. Four of these repair attempts occurred within the first 18 months and 18,000 miles.

The nonconformities are covered by the Ford warranty.

LIABILITY

The Lemon Law requires a manufacturer of a warranted new motor vehicle to provide the buyer restitution or to replace the vehicle when a nonconformity covered by the warranty is not repaired after a reasonable number of repair attempts. It is presumed there has been a reasonable number of repair attempts if, within the first 18 months and 18,000 miles, the same nonconformity is subject to four or more repair attempts.

Here, the vehicle has been delivered to authorized Ford service and repair facilities approximately six times for repair of the above-referenced nonconformities. The defective driver door/air leak/wind noise condition has been subject to approximately five repair attempts. Four of these repair attempts occurred within the first 18 months and 18,000 miles. It is presumed there has been a reasonable number of repair attempts made upon the nonconformities.

The Lemon Law also requires that the nonconformity substantially impair the vehicle's use, value or safety to the buyer. [REDACTED] does not believe the vehicle is safe or reliable due to its continuing serious problems.

This vehicle is clearly a LEMON and qualifies for restitution in accordance with the Lemon Law. Should Ford refuse to provide restitution, it may be required to pay [REDACTED] a civil penalty not to exceed two times the amount of her actual damages for this wilful refusal.

DAMAGES

[REDACTED] is entitled to restitution of the following items:

Down payment	: \$ 5,000.00
Monthly payments (13 @ \$685.64)	: 8,913.32
Registration/license (est.)	: 300.00
Usage fee (based upon 2,950 miles)	: < 896.32 >
Total	: \$13,316.98
Lien balance	: Lien balance
Attorney's fees	: \$ 3,000.00.

Ford Motor Company
September 12, 2001
Page 3

Be advised the above-list of restitution items is not an inclusive list of all items which [REDACTED] may be entitled to recover under the Lemon Law and other laws.

[REDACTED] has authorized this office to accept the following as full settlement of this matter.

Ford will:

- (1) pay Ms. Jensen \$13,316.98, plus any other recoverable expenses not included herein and/or that she may incur between the date of this writing and the date of any potential settlement's completion;
- (2) pay off the lien balance; and
- (3) pay attorney's fees of \$3,000.00.

For this consideration, [REDACTED] will:

- (1) return the vehicle to Ford in an undamaged condition; and
- (2) release Ford from any further liability related to this matter.

The vehicle is financed through the Ford Motor Credit Company, account number FT A369 1E5N.

Be advised this offer will remain open for 30 days from this letter's date. Enclosed herein are copies of the following documents - purchase contract; repair orders/invoices; etc.

I look forward to your prompt attention to this matter.

Sincerely,

David Farrell
BARNES & FARRELL

DF/kh
Enclosures

cc: [REDACTED]

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN	1PMPU1K17Y	Vehicle Line:	TR1 - EXPEDITION (JNSQ) (97-02)	Eng Serial No:	*
Model Year:	2000	Market Derivat:	* - [NA]	Body Style:	*
Vehicle Type:	7	Drive Cycle:	TR1 - 4 WHL L/R PART TIME DRIVE	Engine:	TVZ - MOD 5.4L SOHC EFI NA V8 G-NE
Inv. Number:	00751	Body Cab Style:	TWD - 4 DOOR WAGON	Transmission:	TDS - 4 SPD AUTO TR-NAAD E4GD(4R100)
		Variant/Option:	TEP - FORD SERIES		

BUILD INFORMATION:

Region: NA - ##### Plant: AP - MICHIGAN PLANT BUILD
 Country: USA - ##### Prod Date: 21-JUN-2000

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 171054 - *
 Country: USA - ##### Selling Div: R/Prov: CA
 Dept: R/Prov: CA

Arrival Date: 11-JUL-2000 Red Carpet Lease *
 Sale Date: 13-AUG-2000 Hunt/State/Co. Lease R
 Warranty Start Date: 13-AUG-2000 Modified Vehicle *
 Orig Warranty Date: 13-AUG-2000 Recaptured Vehicle * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----10-----

DISCLOSED 193 1 2 192820 08 232 285 57 052 488 2 2 710824 52 Y8 012 P 2

INFO 1 2120A 1

FORM 833-0448



INSTALLED OPTION INFORMATION:

Air Conditioning:	TD - HIGH OUTPUT AIR CONDITIONER	GVW Class:	* - [NA]
Alternator Amp Rating:	CR	GVW Class Code:	P
Audio Equip:	AC - AUDIO INC CHANGER PLAYER	Instrumentation:	* - [NA]
Axis Ratio:	EQAED - 3.25 FINAL DRIVE RATIO	Mirror(Driver Side):	AD - DRIVER POWER MIRROR
Axis Type:	EQBAC - LEAFED SELF REAR AXLE	Mirror(Passg Side):	AD - PASS POWER CONVEN MIRROR
Battery Amp Rating:	ME	Paint:	PNTWS - OXFORD WHITE SOLID C/C
Brake Code:	* - [NA]	Power Antenna:	* - [NA]
Brake Code(Servics):	* - [NA]	Radios:	AT - ELITE PRGM AM/FM STEREO/CASS
Calibration Code:	GG1G90A	Sound System:	* - [NA]
Color(Accnt):	* - [NA]	Susp Trimble Axle:	* - [NA]
Color(Drnt):	000ZV -	Tire Brand:	AC - FIRESTONE
Delivery Type:	0	Tire Size:	EMEPD - P265/70R 17 AT OWL
Drivetrain Code:	D	Traction Control:	* - [NA]
Front Seat:	* - [NA]	Wheel Name:	* - [NA]
Rear Type:	* - [NA]		

TIRE DOT INFORMATION:

LF:	•	RF:	•
LR:	•	RR:	•
LI:	•	RI:	•
SPARE:	•		

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	•	Exhaust Code:	DC - DC
ESP Coverage(Mile):	•	Exhaust Cert Type:	S
ESP Coverage(Thmp):	•	Exhaust Dural Buffer:	GGU
ESP Plat Year:	•	Engine Family:	YFACX1034RP7
ESP Signature Data:			

Any comments? You can contact



webmaster

PERM-633-0487

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 12-NOV-2001

Notes: All Costs are in US Dollars

VIN	AWS VL	WBS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TR QNT	WCC	PRF	BASE	SUFF	VMT	VPG	CCC	CD	
IFMPU165YL			TBS *	TWD	TBF	TR	AP	TDR	TVZ	21-06-00	13-08-00	171054	USA	1	Q67	S803 *	9054 *	305	V39	N39	42		
AWS Claim Key	62526	Doc #:	04064651		Trx Code:		1	Labour Hrs:		21	Labour Cost:		157	Material Cost:	0	Total Cost:		157					
Dr Cd-Sub Cd	751-	Name:	DAVID WILSON'S FORD OF ORANGE		Ph:	714-9781850		St: CA	City Cd:	USA		Reg Cd:	NA	Repr Date:	30-AUG-2000							DIST(Mile):2950	
Cost Comment	THERE IS A RATTLE UNDER VEHICLE...METALLIC RATTLE																						
Tech Comment	BANK STRAP BOLT STRIPPED FUEL TANK REMOVE AND INSTALL OR REPLACE																						
IFMPU165YL			TBS *	TWD	TBF	TR	AP	TDR	TVZ	21-06-00	13-08-00	171054	USA	1	Q22	6L01 *	7804320 *	309	V71	N33	42		
AWS Claim Key	62527	Doc #:	04064652		Trx Code:		1	Labour Hrs:		27	Labour Cost:		201.85	Material Cost:	0	Total Cost:		201.85					
Dr Cd-Sub Cd	751-	Name:	DAVID WILSON'S FORD OF ORANGE		Ph:	714-9781850		St: CA	City Cd:	USA		Reg Cd:	NA	Repr Date:	30-AUG-2000							DIST(Mile):2950	
Cost Comment	THERE IS A RATTLE IN DASH AROUND SPEEDO HEAD...WORSE WHEN DASH IS COOL																						
Tech Comment	UPPER BRACKETS NOIFY INSTRUMENT PANEL ACCESS																						
IFMPU165YL			TBS *	TWD	TBF	TR	AP	TDR	TVZ	21-06-00	13-08-00	171054	USA	2	Q91	6F18	FR3Z	7821457	AA	303	V11	R22	34
AWS Claim Key	62527	Doc #:	04328251		Trx Code:		1	Labour Hrs:		7	Labour Cost:		52.33	Material Cost:	11.75	Total Cost:		64.08					
Dr Cd-Sub Cd	751-	Name:	DAVID WILSON'S FORD OF ORANGE		Ph:	714-9781850		St: CA	City Cd:	USA		Reg Cd:	NA	Repr Date:	02-OCT-2000							DIST(Mile):5091	
Cost Comment	TOP IN STOCK FOR LEFT FRONT WINDOW...DEFECTIVE RUBBER FELT GLASS DOES NOT SEAL TO RUBBER FELT PROPERLY																						
Tech Comment	WINDOW FELT WAS WORNED WEATHERSTRIP DOOR GLASS AT BELT INSIDE REPLACE																						
IFMPU165YL			TBS *	TWD	TBF	TR	AP	TDR	TVZ	21-06-00	13-08-00	171054	USA	2	Q65	5V13 *	2901 *	395	V39	N31	42		
AWS Claim Key	62528	Doc #:	04328254		Trx Code:		1	Labour Hrs:		23	Labour Cost:		171.95	Material Cost:	10.77	Total Cost:		182.72					
Dr Cd-Sub Cd	751-	Name:	DAVID WILSON'S FORD OF ORANGE		Ph:	714-9781850		St: CA	City Cd:	USA		Reg Cd:	NA	Repr Date:	02-OCT-2000							DIST(Mile):5091	
Cost Comment	REAR BUMP HAS A SQUEAK...WORSE WHEN BUMP IS COOL...JUST MOVE REAR END UP AND DOWN...																						
Tech Comment	FOUND THAT 2 BRAKE HAD NO LINE BRAKE SHOCKS PAD ASSEMBLIES HYDRAULIC INSPECT M TIME TO RE E BRAKE HOSES																						
IFMPU165YL			TBS *	TWD	TBF	TR	AP	TDR	TVZ	21-06-00	13-08-00	171054	USA	2	Q22	6L01 *	7804320 *	309	V71	N33	42		
AWS Claim Key	62529	Doc #:	04328252		Trx Code:		1	Labour Hrs:		27	Labour Cost:		201.85	Material Cost:	1.47	Total Cost:		203.32					
Dr Cd-Sub Cd	751-	Name:	DAVID WILSON'S FORD OF ORANGE		Ph:	714-9781850		St: CA	City Cd:	USA		Reg Cd:	NA	Repr Date:	02-OCT-2000							DIST(Mile):5091	
Cost Comment	DASH RATTLES SEE HISTORY...RATTLES WHEN GOING OVER SMALL BUMPS TECH TO DRIVE WITH OWNER																						
Tech Comment	CERW WAS IN DASH INSTRUMENT PANEL ACCESS																						
IFMPU165YL			TBS *	TWD	TBF	TR	AP	TDR	TVZ	21-06-00	13-08-00	171054	USA	4	Q63	6F42	FR3Z	7820706	AB	302	V37	R03	07
AWS Claim Key	64154	Doc #:	04050734		Trx Code:		1	Labour Hrs:		5	Labour Cost:		37.31	Material Cost:	24.79	Total Cost:		62.17					
Dr Cd-Sub Cd	751-	Name:	DAVID WILSON'S FORD OF ORANGE		Ph:	714-9781850		St: CA	City Cd:	USA		Reg Cd:	NA	Repr Date:	13-NOV-2000							DIST(Mile):7602	
Cost Comment	THERE IS AIR LEAK NOISE AT DRIVERS DOOR AT BACK TOP OF DOOR...AROUND THE B PILLAR...SEE D.T. FOR LOCATION																						
Tech Comment	WEATHERSTRIP BAD WEATHERSTRIP FRONT DOOR OPENING REPLACE																						
IFMPU165YL			TBS *	TWD	TBF	TR	AP	TDR	TVZ	21-06-00	13-08-00	171054	USA	4	Q64	5E03 *	5087 *	305	V39	N31	41		

FORD-033-0400

Claims List Report

AWB Claim Key	Doc #	Trx Code	1	Labor Hrs	1	Labor Cost	74.76	Material Cost	0	Total Cost	74.76
Dr-Cd-Sub Cd:	00751-*	Name: DAVID WILSON'S FORD OF ORANGE	Ph:	714-9781830	St: CA	City Cd: USA	Reg Cd:	NA	Repr Date: 13-NOV-2000		DIST (Mile): 7602
Cost Comments:	REAR SUSP BOUNCES WHEN REAR BOUNCES UP DOWN...INTERMITTANTLY... WORSE IN HOTTER WEATHER										
Task Comments:	RUBBERING DRV NOISE VIBRATION HARDNESS DIAGNOSIS										
IFMPU16L6Y	11552	Doc #:	04656732	Trx Code:							
AWB Claim Key	00751-*	Name:	DAVID WILSON'S FORD OF ORANGE	Ph:	714-9781830	St:	CA	City Cd:	USA	Reg Cd:	NA
Dr-Cd-Sub Cd:	REAR ABOVE SPEEDO IS WARPED...ONE SIDE IS HIGHER THAN THE OTHER... BRING VEHICLE TO D.T. FOR LOCATION										
Cost Comments:	REAR ABOVE SPEEDO WARPED STRIKING COLUMN ASSEMBLY REMOVE AND INSTALL										
Task Comments:											
IFMPU16L6Y	11541	Doc #:	04656732	Trx Code:							
AWB Claim Key	00751-*	Name:	DAVID WILSON'S FORD OF ORANGE	Ph:	714-9781830	St:	CA	City Cd:	USA	Reg Cd:	NA
Dr-Cd-Sub Cd:	THERE IS A DASH RATTLE ABOVE SPEEDO...SEE TAPES FOR LOCATION...										
Cost Comments:	DO NOT RUB ON GLASS INSTRUMENT PANEL ACCESS										
Task Comments:											
IFMPU16L6Y	12450	Doc #:	05326332	Trx Code:							
AWB Claim Key	00751-*	Name:	DAVID WILSON'S FORD OF ORANGE	Ph:	714-9781830	St:	CA	City Cd:	USA	Reg Cd:	NA
Dr-Cd-Sub Cd:	WIND TURBULANCE FROM DRIVERS DOOR WINDOW... WIND NOISE AT REAR OF DRIVER DRIVERS DOOR GLASS AT FREE										
Cost Comments:	NO PROBLEM FOUND DOOR AND WINDOW WIND NOISE WATER LEAKS DIAGNOSIS										
Task Comments:											
IFMPU16L6Y	12451	Doc #:	05326334	Trx Code:							
AWB Claim Key	00751-*	Name:	DAVID WILSON'S FORD OF ORANGE	Ph:	714-9781830	St:	CA	City Cd:	USA	Reg Cd:	NA
Dr-Cd-Sub Cd:	INTERMITTANTLY DOOR REMOTES WILL NOT WORK UNLESS OWNER IS ON TOP OF VEHICLE... BOTH REMOTES HA										
Cost Comments:	NO PROBLEM FOUND KEYLESS ENTRY SYSTEM DIAGNOSIS										
Task Comments:											
IFMPU16L6Y	12522	Doc #:	05326351	Trx Code:							
AWB Claim Key	00751-*	Name:	DAVID WILSON'S FORD OF ORANGE	Ph:	714-9781830	St:	CA	City Cd:	USA	Reg Cd:	NA
Dr-Cd-Sub Cd:	CHIP IN DRIVERS DOOR PANEL... MATERIAL IS COMING LOOSE AT TOP OF DRIVERS DOOR TRIM PANEL... NSC TO REPLACE TO CORRECT										
Cost Comments:	CHIP IN TRIM PANEL FRONT DOOR REMOVE AND INSTALL										
Task Comments:											
IFMPU16L6Y	12242	Doc #:	01226335	Trx Code:							
AWB Claim Key	00751-*	Name:	DAVID WILSON'S FORD OF ORANGE	Ph:	714-9781830	St:	CA	City Cd:	USA	Reg Cd:	NA
Dr-Cd-Sub Cd:	THERE IS A DASH RATTLE SQUEAK AT FAR RIGHT SIDE OF DASH... STREET OR FREEWAY										
Cost Comments:	NO PROBLEM FOUND NOISE VIBRATION HARDNESS DIAGNOSIS										
Task Comments:											
IFMPU16L6Y	12418	Doc #:	05446336	Trx Code:							
AWB Claim Key	00751-*	Name:	DAVID WILSON'S FORD OF ORANGE	Ph:	714-9781830	St:	CA	City Cd:	USA	Reg Cd:	NA
Dr-Cd-Sub Cd:	NEW DOOR PANEL ON DRIVERS DOOR HAS POOR FIT AT BACK CORNER... SEE DOCK										
Cost Comments:											
Task Comments:											

FEB-03-0438

5

Claims List Report

Tech Comments		PANEL, LOCKE TRIM PANEL, FRONT DOOR REMOVE AND INSTALL																					
IPMPULSLSYL	BS	TBS	*	TWD	TBF	TR	AP	TDE	TVZ	21-06-00	13-08-00	171034	USA	7	Q31	6F19	YL32	1621547	BA	809	V11	R22	33
AWS Claim Key	0822285	Doc #:	05440233	Trx Code:			ES4	Labour Hrs	1.3	Labour Cost:	97.19	Material Cost:	57.4	Total Cost:	154.59								
Dr Cd-Sub Cd:	00751-	Name:	DAVID WILSON'S FORD OF ORANGE	Pl:	714-9781850	St:	CA	City Cd:	USA	Reg Cd:	NA	Repr Date:	26-FEB-2001	DIET (Mile): 13808									
Cust Comments:		DRIVERS DOOR HAS AIR NOISE AT TRAPEL... GLASS AN CHANNEL COME TOGETHER																					
Tech Comments:		INC SEE LINE 51																					
IPMPULSLSYL	BS	TBS	*	TWD	TBF	TR	AP	TDE	TVZ	21-06-00	13-08-00	171034	USA	7	Q30	6B94	*	5482010	*	509	V71	N93	33
AWS Claim Key	0822285	Doc #:	05440234	Trx Code:			ES4	Labour Hrs	4.2	Labour Cost:	313.99	Material Cost:	2.98	Total Cost:	456.37								
Dr Cd-Sub Cd:	00751-	Name:	DAVID WILSON'S FORD OF ORANGE	Pl:	714-9781850	St:	CA	City Cd:	USA	Reg Cd:	NA	Repr Date:	26-FEB-2001	DIET (Mile): 13800									
Cust Comments:		DASH HAS RATTLE AROUND SPEEDO AREA																					
Tech Comments:		RETAINER MISSING IN TIME TO REPLACE MISSING RETAINER AND ALIGN UPPER DASH BRACE																					
IPMPULSLSYL	BS	TBS	*	TWD	TBF	TR	AP	TDE	TVZ	21-06-00	13-08-00	171034	USA	13	Q16	6F07	*	7820124	*	509	V74	T90	1
AWS Claim Key	10222641	Doc #:	06852153	Trx Code:			ES4	Labour Hrs	.2	Labour Cost:	15.46	Material Cost:	4.2	Total Cost:	19.66								
Dr Cd-Sub Cd:	00751-	Name:	DAVID WILSON'S FORD OF ORANGE	Pl:	714-9781850	St:	CA	City Cd:	USA	Reg Cd:	NA	Repr Date:	21-AUG-2001	DIET (Mile): 23616									
Cust Comments:		DOOR BUMPERS TOP AND BOTTOM ALL 4 DOORS MISSING FELL OFF																					
Tech Comments:		ALL 4 BUMPERS MISSING REPLACED BUMPERS OK																					
IPMPULSLSYL	BS	TBS	*	TWD	TBF	TR	AP	TDE	TVZ	21-06-00	13-08-00	171034	USA	13	Q31	6F18	F75Z	7820708	AB	503	V11	R22	D8
AWS Claim Key	10222641	Doc #:	06852151	Trx Code:			ES4	Labour Hrs	.7	Labour Cost:	54.11	Material Cost:	24.79	Total Cost:	78.9								
Dr Cd-Sub Cd:	00751-	Name:	DAVID WILSON'S FORD OF ORANGE	Pl:	714-9781850	St:	CA	City Cd:	USA	Reg Cd:	NA	Repr Date:	21-AUG-2001	DIET (Mile): 23616									
Cust Comments:		AIR LEAK AT FT DOOR GLASS 30 TO 70 MPH MORE IN CROSS WIND																					
Tech Comments:		WEAK DOOR W/SLAG LEAK & REPLACE W/S & RETEST																					
IPMPULSLSYL	BS	TBS	*	TWD	TBF	TR	AP	TDE	TVZ	21-06-00	13-08-00	171034	USA	18	Q37	6H12	YL32	1621546	BA	807	V73	B64	34
AWS Claim Key	10222641	Doc #:	06852154	Trx Code:			ES4	Labour Hrs	.8	Labour Cost:	61.54	Material Cost:	57.4	Total Cost:	119.24								
Dr Cd-Sub Cd:	00751-	Name:	DAVID WILSON'S FORD OF ORANGE	Pl:	714-9781850	St:	CA	City Cd:	USA	Reg Cd:	NA	Repr Date:	21-AUG-2001	DIET (Mile): 23616									
Cust Comments:		WINDOW MELTING AT FT DOOR POOR FIT UPPER REAR CORNER																					
Tech Comments:		WARPED RUN DIAG & REMOVE PANEL & REPL GLASS RUN, REINSTALL PANEL, RETEST OK																					
IPMPULSLSYL	BS	TBS	*	TWD	TBF	TR	AP	TDE	TVZ	21-06-00	13-08-00	171034	USA	13	Q40	7592	*	14401	*	810	V77	L29	28
AWS Claim Key	10222640	Doc #:	06852152	Trx Code:			ES3	Labour Hrs	1	Labour Cost:	77.5	Material Cost:	0	Total Cost:	77.5								
Dr Cd-Sub Cd:	00751-	Name:	DAVID WILSON'S FORD OF ORANGE	Pl:	714-9781850	St:	CA	City Cd:	USA	Reg Cd:	NA	Repr Date:	21-AUG-2001	DIET (Mile): 23616									
Cust Comments:		CLIMATE CONTROL LIGHTING BROP																					
Tech Comments:		FAULTY CIRCUIT DIAG, REPAIR BOTH CIRCUIT 17 GROUND PLUGS AT CONNECTOR, RETEST OK																					
IPMPULSLSYL	BS	TBS	*	TWD	TBF	TR	AP	TDE	TVZ	21-06-00	13-08-00	171034	USA	13	Q37	6H16	YL1Z	9082	BA	813	V44	E29	42
AWS Claim Key	10222641	Doc #:	06852155	Trx Code:			ES7	Labour Hrs	3.4	Labour Cost:	262.81	Material Cost:	376.98	Total Cost:	639.8								
Dr Cd-Sub Cd:	00751-	Name:	DAVID WILSON'S FORD OF ORANGE	Pl:	714-9781850	St:	CA	City Cd:	USA	Reg Cd:	NA	Repr Date:	21-AUG-2001	DIET (Mile): 23616									
Cust Comments:		CHECKING LIGHT ON																					
Tech Comments:		DAMAGED ORING, VAPOR LEAK TEST SYSTEM, REPAIRED VACUUM CONNECTOR TO BGR VALVE COMPONENT																					

1022-033-0100

Claims List Report

INMPU166SY	TR3	*	DWD	TRF	DE	AP	TDS	TVE	21-06-00	13-06-00	171034	USA	13	Q67	2806	XL1Z	5H907	AB	913	V41	D96	42	
AWB Claim Key:	0024257	Doc #:	00305051	Trx Code:		307	Labour Hrs:	LP	Labour Cost:			146.87	Material Cost:	263.34	Total Cost:				418.21				
Dr Cl-Sub Cn	00781	Name:	DAVID WILSON FORD OF ORANGE			Pw	714-9781850	St CA	City CA	USA	Reg Cn:	NA	Reg Date:	01-SEP-2001					DIST			QMB# 25616	
Cost Comments:	WILL NOT GO OVER 20 MPH NO POWER ADV																						
Tech Comments:	NO POWER BLUE PUMP PRESSURE TEST ON VEHICLE DIAGNOSIS																						

3842.72

Any comments? You can contact



webmaster

1000-000-0001



SFCHREMA

Recall/ONP Information

11/12/01 18:34:11

VIN: 1FMPU16L6YI [REDACTED] Year: 2000 Model: EXPEDITION
WSD: 08/13/00 Build Date: 06/21/00

A	-----Campaign-----				Status	Dealer
C	Number	Type	Description	Status	Date	Code
-	00L11	L	CHILD TETHER	FORCED COMPLETION	10/11/01	AUTO
	01B77	O	TIRES	RELEASED FOR MAILING	10/10/01	171054
	01S24	S	WINDSH WIP	RELEASED FOR MAILING	11/08/01	171054

F1=Help F7=Prev F8=Next F11=Menu F12=Return
NO MORE RECORDS AVAILABLE

LPD71L2

Ford of Orange

1350 KATELLA AVENUE ORANGE, CALIFORNIA 92667-3524

PHONE (714) 633-1044

E.P.A. # A817885

E.P.A. NO. CA80004794

ANY CLAIMS MUST BE ACCOMPANIED BY THIS INVOICE.

WARRANTY INFORMATION - FOR COMPLETE DETAILS PLEASE REFER TO THE BACK SIDE OF YOUR REPAIR ORDER. ALL PARTS LISTED ARE NEW UNLESS OTHERWISE INDICATED.

We will be charging a surcharge on all service department repair orders in which automotive fluids have been drained. In accordance with the State of California regulations concerning the dumping of hazardous wastes, this charge will be imposed with reference to engine oil, transmission oil and fluids, and antifreeze. The Environmental Protection Agency has strict laws as to the disposition of these fluids to make our state a cleaner and healthier place to live and work in.

I acknowledge notice and oral approval of an increase in the original estimated price.

DATE	TIME	PERSON CONTACTED	PHONE #	ADV #	REVISION

[Handwritten Signature]

INVOICE TO

VEHICLE/OWNER INFORMATION - INVOICE# C39634

JOB NO.

ALSO NO.

BY

DATE

FOR OFFICE USE

VEHICLE INFORMATION

31 9303 AMV 504 URJEL JD INVOICE# 1961H CUB C ON VIN 1W1WU16L4
 11 780034 (AT RULES) MANN DAMAGED 02/18/2000 13189112 00 FMS
 10 R.R. 100 307 DIST: JT
 03 03:00 02/18/00 WORK: 02/18/00

LICENSE NUMBER CA TEMP
 EXPECTED DEL 400 FOR SAFETY MILE
 STOCK# 0020942
 NOTES INTERVIEW 031300 PRODUCTION 062100 SOLD 031300

ITEM 27 FREE 1,000 MILE OIL AND FILTER CHANGE

OPERATION TECH AMOUNT

SECTION REPLACE ENGINE OIL FILTER AND FRONT OIL INSPECT VEHICLE

77 414 0

PART NUMBER

QTY

QTY

QTY

FIR FI 820 S

1

1

83.1

FIC 40L

1

1

83.1

BY TECH: 414 - 11:07, ENROUTE

TOTAL CHARGE FOR CURRENT 28.24

TYPE OF CHARGES FOR INVOICE C39634

PARENT DISTRIBUTION FOR INVOICE C39634

LABOR	4.87
PARTS	7.00
TAX	14.30
TOTAL	26.17
TAX	1.65
GRAND TOTAL	27.82

TOTAL CHARGE	28.24
CASH PAID	29.09

IF ANY QUESTIONS - PLEASE SEE YOUR SERVICE MANAGER
 TO QUALITY SERVICE & REPAIRS

PAGE 1
 LAST PAGE

THANK YOU FOR YOUR PATRONAGE!
 NOTICE: THE DEALER HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.
 BY PURCHASING ANY MOTOR VEHICLE OR ACCESSORY FROM A FORD DEALER, YOU AGREE TO THE TERMS AND CONDITIONS OF THE FORD MOTOR COMPANY WARRANTY.

CUSTOMER SERVICE

PE85-033-0503

Ford of Orange

1350 KATELLA AVENUE ORANGE, CALIFORNIA 92667-3524

PHONE (714) 833-1044

D.A.R. # AB17888 E.P.A. NO. CA90504776A

CUSTOMER

We will be charging a surcharge on all service department repair orders in which automotive fluids have been drained. In accordance with the State of California regulations concerning the dumping of hazardous wastes, this charge will be imposed with reference to engine oils, transmission oils and fluids, and antifreeze. The Environmental Protection Agency has strict laws as to the disposition of these fluids to make our state a cleaner and healthier place to live and work in.

I acknowledge notice and oral approval of an increase in the original estimated price.

ANY CLAIMS MUST BE ACCOMPANIED BY THIS INVOICE.
WARRANTY INFORMATION - FOR COMPLETE DETAILS PLEASE REFER TO THE BACK SIDE OF YOUR REPAIR ORDER. ALL PARTS LISTED ARE NEW UNLESS OTHERWISE INDICATED.

DATE	TIME	PERSON CONTACTED	PHONE #	ADV #	REVISION

INVOICE TO: [REDACTED] SERVICE ORDER INFORMATION -- INVOICE # 440644

ALSO VEHICLE: [REDACTED] CR [REDACTED] ALSO VEHICLE: [REDACTED] CR [REDACTED]

FOR OFFICE USE: TAG# 0090 VIN 1F7P7U9L4Y [REDACTED] LICENSE NUMBER: CA 11M7
 REG# 710024 EX REG# 03/30/2000 17:41:06 00 FORD EXPIRATION N.E. 980 48R SPURRY WHITE
 OBOE# 18 IN: 2900 POST# 117 STOCK# 0020362 INV ACCT 2310
 SALES REGION 08/30/00 BOND# 04/30/00 DATES UNSERVICE: 081300 PRODUCTION: 042100 30.4 011300

CONCERN #	DESCRIPTION	OPERATION	TECH HOURS	AMOUNT
31	RIGHT IS A RATTLE UNDER VEHICLE... METALLIC RATTLE CAUSE: TIRE STRIP ROLL STRIPPED CORRECTION: FUEL TANK - REMOVE AND INSTALL OR REPLACE 5/1 IN THE USED TO REPAIR ROLL AND METALLIC FACTORY: TECH: 579 - SHANE, TROY CONC CODE: 812 CONC CODE: 19 PART AUTH: SI 082000 14:43	OPERATION 9000A	TECH HOURS 579	AMOUNT 1.3
52	THIRD IS A RATTLE IN HIGH RPM AND SPEEDS... NOISE WITH TIGHT IS CAUSE: UPPER SPRING NOISE CORRECTION: RESTRAINT PANEL - ACCESS FACTORY: TECH: 579 - SHANE, TROY CONC CODE: 813 CONC CODE: 31 PART AUTH: SI 082000 14:44	OPERATION 43200	TECH HOURS 579	AMOUNT 3.4
53	DRIVER'S DOOR HAS A NOISE AT B PILLAR AREA... FELT FLG AT DRIVER'S DOOR HAS SOME FELT NOISE... ORDER OR REPLACE FELT CAUSE: RUM CORRECTION: PARTS HAVE BEEN SEEN ORDERED FACTORY: TECH: 579 - SHANE, TROY CONC CODE: 609	OPERATION 50	TECH HOURS 579	AMOUNT .80

PREVENT RESTRICTION FOR INVOICE 440644

ATTENTION: THE FOLLOWING INVOICES ALSO EXIST
CUS - CUSTOMER

THANK YOU FOR YOUR PATRONAGE

DISCLAIMER OF WARRANTIES: THE SELLER HEREBY DISCLAIMS ALL WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NO OTHER ASSURANCES NOT AUTHORIZED BY ANY OTHER PERSON, TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE ABOVE.

Ford of Orange

1350 KATELLA AVENUE ORANGE, CALIFORNIA 92667-3524

PHONE (714) 833-1044

D.A.R. # AB72938 E.P.A. NO. CA880047794

ANY CLAIMS MUST BE ACCOMPANIED BY THIS INVOICE.
 WARRANTY INFORMATION - FOR COMPLETE DETAILS PLEASE REFER TO THE
 BACK SIDE OF YOUR REPAIR ORDER. ALL PARTS LISTED ARE NEW UNLESS
 OTHERWISE INDICATED.

we will be charging a surcharge on all service department repair orders in which automotive fluids have been drained. In accordance with the State of California regulations concerning the dumping of hazardous wastes, this charge will be imposed with reference to engine oil, transmission oil and fluids, and antifreeze. The Environmental Protection Agency has strict laws as to the disposition of these fluids to make our state a cleaner and healthier place to live and work in.

I acknowledge notice and oral approval of an increase in the original estimated price.

DATE	TIME	PERSON CONTACTED	PHONE ?	ADV \$	REV

BRIDGE ID: _____ ORANGE/OWNER INFORMATION -- ORANGE: 140646

FOR OFFICE USE: _____ VEHICLE DESCRIPTION: _____

TAG: 0898 MAKE: FORD THOMPSON INVOICE# 08/30/2000 1741106 CR 90 EXPECTION WHITE LICENSE: NUMBER: CA 4MP

ATTENTION: NOTE REPAIR ORDERS ON THIS VEHICLE
 DATE ORDERED FROM: 08/22/00 39970 JIM - 08/25/00 (P)
 IF YOU HAVE ANY QUESTIONS - PLEASE SEE RICHARD THOMPSON
 BY NEXT TO CREDIT DEMONSTRATION & NEWSPAPER ADVERTISED
 PART.

PAGE 2
 LIST PAGE

THANK YOU FOR YOUR PATRONAGE!

WE warrant the workmanship of the repairs performed on this vehicle and all parts used in the repair. We do not warrant the original condition of the vehicle or any other person's liability in connection with the sale of the parts.

PE85-833-8585

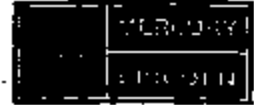
PAID
 AUG 18 2000
 BY: *Cash*
CP

Ford of Orange

1350 W. KATELLA AVENUE ORANGE, CA 92667-3524
 DIRECT TELEPHONE (714) 833-1044



HOURS: MON - FRI 7:00 - 7:00
 SAT 8:00 - 8:00



**NO RETURN
 ON ELECTRICAL OR
 SPECIAL ORDER PARTS**

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

REC'D
 BY

**NO REFUNDS
 WITHOUT
 THIS INVOICE**

SOLD TO:

RETAIL PARTS

INV# 099884
 CASH

NAD# 006005 MO1 50 CP 00
 MF038/140 E19 08/18/00
 499 14:38:26

VEN PART	DESC	QTY	LIST	SELL	XSELL
010 22426	REC/HITC	1	11.89	11.89	11.89

SUBTOTAL 11.89
 TAX .92

TOTAL LINES 1 INVOICE TOTAL 12.81

* HOURS : MON-FRI 7:30 TO 6:00 SAT 8:00 TO 4:00 *
 ** RMPB IN DESC DENOTES A REMANUFACTURED PART. **
 PAGE 001 OF 001 YOUR ORDER WAS FILLED BY

NO PARTS RETURNED
 SPECIAL ORDER PARTS
 GOODS MUST BE AC-
 IN ORIGINAL PACKAGE.
 OPEN STRIKE KITS NOT RETURNABLE
 ELECTRICAL AND SPECIAL ORDER
 PARTS ARE NOT RETURNABLE

PE05-833-8586

Ford of Orange

1350 KATELLA AVENUE ORANGE, CALIFORNIA 92667-3524

PHONE (714) 633-1044

BAJA # A817888 E.P.A. NO. CA90004784

CUSTOMERS:

We will be charging a surcharge on all service department repair orders in which automotive fluids have been drained. In accordance with the State of California regulations concerning the dumping of hazardous wastes, this charge will be imposed with reference to engine oils, transmission oils and fluids, and antifreeze. The Environmental Protection Agency has strict laws as to the disposition of these fluids to make our state a cleaner and healthier place to live and work in.

I acknowledge notice and oral approval of an increase in the original estimated price.

ANY CLAIMS MUST BE ACCOMPANIED BY THIS INVOICE.

WARRANTY INFORMATION - FOR COMPLETE DETAILS PLEASE REFER TO THE BACK SIDE OF YOUR REPAIR ORDER. ALL PARTS LISTED ARE NEW UNLESS OTHERWISE INDICATED.

DATE	TIME	PERSON CONTACTED	PHONE #	ADV #	REVISION

INVOICE TO: [REDACTED] DRIVER/OWNER: [REDACTED] DESCRIPTION: [REDACTED] MAKE: [REDACTED] MODEL: [REDACTED] YEAR: [REDACTED] VIN: [REDACTED] LICENSE NUMBER: [REDACTED]

WORK ORDER: [REDACTED] WORK: [REDACTED]
 FOR OFFICE USE: [REDACTED] VEHICLE DESCRIPTION: [REDACTED]
 1788 0398 1997 FORD TRIMMISON, INVOICE # FW1788 CUS M C CR VIN 1M1UUA14Y [REDACTED] LICENSE NUMBER CA 7TH
 N78: 710054 02 RULES: N788 INVOICE# 06/30/2000 1/24/06 06 F001 EXPEDITION XLT 4WD 4DR 3.0LTY V6 FIVE
 ORDERED IN 2560 DIST: JTF STOCK# 00203467 JAW ACC# 7310
 01/03 03/09: 06/30/00 00851 06/30/00 DATES MESSAGE# 011300 PRODUCTION 062100 SALES 031300

DESCRIPTION	QTY	PRICE	AMOUNT
CONCRETE 28	28	625	17500
REPLACEMENT	1	99.00	99.00
FACTORY	3	00.00	00.00
TOTAL CHARGE FOR CONCRETE			28.24

SUMMARY OF CHARGE FOR INVOICE 060646	AMOUNT
PARTS	6.89
LABOR RECHARGE	7.00
MISCELLANEOUS	14.36
SUB-TOTAL	28.24
TAX	1.65
TOTAL CHARGE	29.89

ATTENTION: THE FOLLOWING INVOICES ALSO APPLY
 W8 - WARRANTY
 ATTENTION: OTHER REPAIR ORDERS ON THIS VEHICLE:
 01/03 02/03 008 01/03 02/03 008
 06/27/00 39970 INI - 06/25/00 0P1
 IF YOU HAVE ANY QUESTIONS - PLEASE SEE RECEIVED TRIMMISON
 OR NEW TO WARRANTY (EMERGENCY & EXEMPT ACTIVITIES)
 1997.

PAGE 1
 LAST PAGE

THANK YOU FOR YOUR PATRONAGE!

DISCLAIMER: THE SELLER HEREBY DISCLAIMS ALL WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND
 NEITHER MAKES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART.

Ford of Orange

1350 KATELLA AVENUE ORANGE, CALIFORNIA 92667-3524

PHONE (714) 833-1044

D.A.R. # AK77828 E.P.A. NO. CA908947704

ANY CLAIMS MUST BE ACCOMPANIED BY THIS INVOICE.
WARRANTY INFORMATION - FOR COMPLETE DETAILS PLEASE REFER TO THE
BACK SIDE OF YOUR REPAIR ORDER. ALL PARTS LISTED ARE NEW UNLESS
OTHERWISE INDICATED.

DATE	TIME	PERSON CONTACTED	PHONE ?	ADV #	REVISION

CUSTOMERS:

We will be charging a surcharge on all service department repair orders in which automotive fluids have been drained. In accordance with the State of California regulations concerning the dumping of hazardous wastes, this charge will be imposed with reference to engine oils, transmission oils and fluids, and antifreeze. The Environmental Protection Agency has strict laws as to the disposition of these fluids to make our state a cleaner and healthier place to live and work in.

I acknowledge notice and oral approval of an increase in the original estimated price.

X

INVOICE TO

DEALER/BUYER INFORMATION -- INVOICE NUMBER

[REDACTED] [REDACTED]
 [REDACTED] [REDACTED]
 [REDACTED] [REDACTED]
 [REDACTED] [REDACTED]
 [REDACTED] [REDACTED]
 [REDACTED] [REDACTED]
 [REDACTED] [REDACTED]
 [REDACTED] [REDACTED]

CONSUMER 01	SERV ON CRACK FOR LEFT FRONT WINDOW... DEPRESSIVE WATER/SEAL GLASS DOES NOT SEAL TO WINDOW/SEAL PROPERLY	OPERATION	TECH HOURS	AMOUNT
		214524	620	.4
CAUSE	WINDOW SEAL WAS BURNED			
CONNECTION	REMOVAL/REPAIR DOOR GLASS AT BELT INSIDE - REPLACE			
	51 1 TRIM PANEL - FRONT DOOR - REMOVE AND INSTALL	239134	620	.3
	TRIM MEMBER FOR NOTE DESCRIPTION	QTY	SEAL	
	1995 FORD 7021457 AA			
FACTORY	TRIM 623 - TRIM, BILL			
	CODE CODE : 822			

CONSUMER 02	RATTLE RATTLES ONE HISTORY... RATTLES WHEN GOING OVER SMALL BUMPS TRIM TO MAKE WITH COVER	OPERATION	TECH HOURS	AMOUNT
		243208	623	2.7
CAUSE	COVER WAS UNDER COVER			
CONNECTION	REMOVEMENT PANEL - ACCESS			
	TRIM MEMBER FOR NOTE DESCRIPTION	QTY	SEAL	
	TRIM MEMBER FOR NOTE DESCRIPTION	13		
FACTORY	TRIM 623 - TRIM, BILL			
	CODE CODE : 822			

CONSUMER 03	RATTLE RATTLES ONE HISTORY... RATTLES WHEN GOING OVER SMALL BUMPS TRIM TO MAKE WITH COVER	OPERATION	TECH HOURS	AMOUNT
		200137	623	2.7
CAUSE	TRIM WAS UNDER COVER			
CONNECTION	REMOVEMENT PANEL - ACCESS			
	TRIM MEMBER FOR NOTE DESCRIPTION	QTY	SEAL	
	TRIM MEMBER FOR NOTE DESCRIPTION	13		
FACTORY	TRIM 623 - TRIM, BILL			
	CODE CODE : 822			

THANK YOU FOR YOUR PATRONAGE!

WE DO NOT ACCEPT RESPONSIBILITY FOR THE LOSS OF DATA OR ANY OTHER INFORMATION STORED ON THE ORIGINAL EQUIPMENT OR ANY OTHER EQUIPMENT OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND WE HEREBY DISCLAIM ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS.

Ford of Orange

1850 KATELLA AVENUE ORANGE, CALIFORNIA 92667-3524

PHONE (714) 633-1044

I.A.R.P. 8517824

S.R.A. NO. C8860047704

ANY CLAIMS MUST BE ACCOMPANIED BY THIS INVOICE.

WARRANTY INFORMATION - FOR COMPLETE DETAILS PLEASE REFER TO THE BACK SIDE OF YOUR REPAIR ORDER. ALL PARTS LISTED ARE NEW UNLESS OTHERWISE INDICATED.

DATE	TIME	PERSON CONTACTED	PHONE ?	ADV #	REVISION

CUSTOMER:

We will be charging a surcharge on all service department repair orders in which automotive fluids have been drained. In accordance with the State of California regulations concerning the dumping of hazardous wastes, this charge will be imposed with reference to engine oils, transmission oils and fluids, and antifreeze. The Environmental Protection Agency has strict laws as to the disposition of these fluids to make our state a cleaner and healthier place to live and work in.

I acknowledge notice and oral approval of an increase in the original estimated price.



INVOICE TO		CUSTOMER INFORMATION -- INVOICE NUMBER	
FOR SERVICE USE		VEHICLE INFORMATION	
YTD OSA	YTD WSA	YEAR	MAKE
YTD OSA	YTD WSA	MODEL	LICENSE NUMBER OR TAG
FACILITY	TECH	YTD OSA	YTD WSA
YTD OSA	YTD WSA	YTD OSA	YTD WSA

ATTENTION: THE FOLLOWING INVOICES ALSO EXIST
 OLE - CUSTOMER
 INT - INTERNAL
 IF YOU HAVE ANY QUESTIONS - PLEASE CONTACT THE SERVICE DEPARTMENT
 FOR MORE INFORMATION - REMEMBER TO RETURN THIS INVOICE TO THE SERVICE DEPARTMENT

PAGE 2
 LAST PAGE

THANK YOU FOR YOUR PATRONAGE!

THIS STATE OF CALIFORNIA BILL OF SALE IS VALID FOR ALL PURPOSES AND DOES NOT CONSTITUTE AN OFFER OF WARRANTY OR MERCHANTABILITY ON EITHER FOR A PARTICULAR PURPOSE AND NEITHER PROVIDES NOR ACCEPTS ANY GUARANTEE TO ACCEPT FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE.



1350 KATELLA AVENUE ORANGE, CALIFORNIA 92667-3524

PHONE (714) 833-1044

D.A.R. # A5179538

E.P.A. NO. CA808047704

ANY CLAIMS MUST BE ACCOMPANIED BY THIS INVOICE.

WARRANTY INFORMATION - FOR COMPLETE DETAILS PLEASE REFER TO THE BACK SIDE OF YOUR REPAIR ORDER. ALL PARTS LISTED ARE NEW UNLESS OTHERWISE INDICATED.

DATE	TIME	PERSON CONTACTED	PHONE #	ADV #	REVISION

CUSTOMER:

We will be charging a surcharge on all service department repair orders in which automotive fluids have been drained, in accordance with the State of California regulations concerning the dumping of hazardous wastes, this charge will be imposed with reference to engine oil, transmission oil and fluids, and antifreeze. The Environmental Protection Agency has strict laws as to the disposition of these fluids to make our state a cleaner and healthier place to live and work in.

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X

PHONE TO

OWNER INFORMATION -- INVOICE# 043225

TO: [REDACTED] FROM: [REDACTED]
 MAKE: [REDACTED] MODEL: [REDACTED]
 YEAR: [REDACTED] LICENSE NUMBER: CA 20P
 EXPIRATION: JULY AND 4DR SPTUTY WHITE
 STOCK# 0030142 INV ACCT 2910
 MAKE: [REDACTED] PRODUCTION: 062100 SULEY 091300

OPERATION	TECH	AMOUNT
01	623	7.62
SUBTOTAL		
PARTS		6.89
VARIOUS WASTE CH		1.40
LAB-MECHANICAL		7.62
SERVICE SPEC DISCOUNT		6.40
MISCELLANEOUS		14.35
TOTAL CHARGE FOR CONCERN		23.66

OPERATION	TECH	AMOUNT
02	622	14.95
SUBTOTAL		
LAB-MECHANICAL		14.95
TOTAL CHARGE FOR CONCERN		14.95

PAGE 1

THANK YOU FOR YOUR PATRONAGE

WE warrant the Seller hereby warrants and all warranties herein contained on this invoice, including any implied warranty of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the above.

CUSTOMER'S COPY

Ford of Orange

1350 KATELLA AVENUE ORANGE, CALIFORNIA 92667-3524

PHONE (714) 833-1044

D.A.R. # A8178634

S.F.A. NO. CARR000703

ANY CLAIMS MUST BE ACCOMPANIED BY THIS INVOICE
WARRANTY INFORMATION - FOR COMPLETE DETAILS PLEASE REFER TO THE
BACK SIDE OF YOUR REPAIR ORDER. ALL PARTS LISTED ARE NEW UNLESS
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DATE	TIME	PERSON CONTACTED	PHONE #	ADV #	REVISION

CUSTOMERS:

We will be charging a surcharge on all service department repair orders in which automotive fluids have been drained. In accordance with the State of California regulations concerning the dumping of hazardous wastes, this charge will be imposed with reference to engine oils, transmission oils and fluids, and antifreeze. The Environmental Protection Agency has strict laws as to the disposition of these fluids to make our state a cleaner and healthier place to live and work in.

I acknowledge notice and oral approval of an increase in the original estimated price.



INVOICE TO: [REDACTED] ORDER NUMBER INFORMATION: INVOICE: 043299

FOR OFFICE USE: [REDACTED] VEHICLE INFORMATION: 1994 0308 20V 50A THOMPSON UNIVISON 10/03/2000 10:51:15 IN 00 EXTERIOR - WHITE LICENSE NUMBER: CA 7EP

SUMMARY OF CHARGE		PAYMENT DISTRIBUTION FOR INVOICE: 043299	
PARTS	6.75	TOTAL CHARGE	39.74
LABORERS WASTE	1.40	CASH DUE	39.74
TOTAL SP. DISCOUNT	6.60		
MISCELLANEOUS	14.95		
999-TAX	39.61		
TAX	1.13		
TOTAL CHARGE	39.74		

PAID
OCT 03 2001
BY: CASH
MAY

ATTENTION: THE FOLLOWING INVOICES ALSO LIST
WARRANTY - INTERIM - HONDA
IF YOU HAVE ANY QUESTIONS - PLEASE
'R' NEXT TO QUANTITY DENOTES A
PART.

PAGE 2
LAST PAGE

THANK YOU FOR YOUR PATRONAGE!

WE warrant the quality of the work and parts used in all repairs. We warrant the parts and materials used in the repair of any vehicle for a period of 12 months or 100,000 miles, whichever comes first. We warrant the parts and materials used in the repair of any vehicle for a period of 12 months or 100,000 miles, whichever comes first. We warrant the parts and materials used in the repair of any vehicle for a period of 12 months or 100,000 miles, whichever comes first.

Ford of Orange

1850 KATELLA AVENUE ORANGE, CALIFORNIA 92667-3524

PHONE (714) 633-1044

D.L.R.# AET7858 E.P.A. NO. CA88004778

ANY CLAIMS MUST BE ACCOMPANIED BY THIS INVOICE.
 WARRANTY INFORMATION - FOR COMPLETE DETAILS PLEASE REFER TO THE
 BACK SIDE OF YOUR REPAIR ORDER. ALL PARTS LISTED ARE NEW UNLESS
 OTHERWISE INDICATED.

DATE	TIME	PERSON CONTACTED	PHONE #	ADV #	REVISION

CUSTOMERS:

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I acknowledge notice and oral approval of an increase in the original estimated price.

INVOICE TO

CUSTOMER INFORMATION - INVOICE: 04/05/87

CLASS: V150

ALSO V150

LINE: [REDACTED]

HOME: [REDACTED]

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 0351 AZH 536 THOMPSON, INVOICE: PPELM WGT H C 20

VIN: 1P4UJALAY [REDACTED] LICENSE NUMBER: CA 7EP

REG: 71054 TAX RULES: NY29H INVOICE: 11/14/2000 17:17:17

00 FORD EXPEDITION 4LT 4WD PER SPEJRY WHITE

ODOMETER IN: 7602

DIST: JFT

STOCK# 00200462

DATES BEGIN: 11/13/00 DONE: 11/15/00

DATES IN SERVICE: 081300 PRODUCTION: 052100 SOLD: 081300

CONCERN	DESCRIPTION	OPERATION	TECH	HOURS	AMOUNT
51	REAR SUSP SQUEAKS WHEN REAR BOUNCES UP/DOWN.....INTERMITTANTLY... WORSE IN HOTTER WEATHER CAUSE: BUSHINGS/DRY CORRECTION: NOISE/VIBRATION/HIRSHNESS - DIAGNOSTIC 51-1 STABILIZER BAR - REAR - REPLACE FACTORY TECH: 343 - SMITH, JERRY COND CODE: 56	10070	565	.7	52.35
		5772A	385	.3	22.43
SUBTOTAL					74.78
LAB-MECHANICAL					74.78
TOTAL CHARGE FOR CONCERN:					74.78

CONCERN	DESCRIPTION	OPERATION	TECH	HOURS	AMOUNT
52	THERE IS A DASH RATTLE ABOVE SPEEDO.....SEE TAPE FOR LOCATION... CAUSE: SCOT NOT RUB ON GLASS CORRECTION: INSTRUMENT PANEL - ACCESS 52-1 GLASS-WINDSHIELD - RESEAL PART NUMBER: [REDACTED] QTY: [REDACTED] SELL: [REDACTED] P/R: F75Z 15042A02 B&E P/R: 45"-1/4"CLIP (SERV) 1 73.29 73.29 P/R: F65Z 15046A13 B&D C/R: 45"-1/4"PHL C/LDTR 1 8.42 8.42 PARTS COUNT: 2 ALLOWANCE: 32.69 FACTORY TECH: 629 - HUNTT, BILL COND CODE: 33	04320B	623	2.7	201.85
		03100B	623	.8	59.31
SUBTOTAL					114.40
LAB-MECHANICAL					251.66

THANK YOU FOR YOUR PATRONAGE!

PLEASE ADVISE US IMMEDIATELY IF YOU HAVE ANY CONCERNS OR QUESTIONS REGARDING THIS INVOICE OR THE QUALITY OF THE WORK PERFORMED. WE WILL BE GLAD TO ASSIST YOU IN ANY MANNER WE CAN. WE DO NOT ACCEPT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS.

CUSTOMER COPY

Ford of Orange

1350 KATELLA AVENUE ORANGE, CALIFORNIA 92667-3524

PHONE (714) 833-1044

D.A.R. # A61763M E.P.A. NO. CA90004786

ANY CLAIMS MUST BE ACCOMPANIED BY THIS INVOICE.

WARRANTY INFORMATION - FOR COMPLETE DETAILS PLEASE REFER TO THE BACK SIDE OF YOUR REPAIR ORDER. ALL PARTS LISTED ARE NEW UNLESS OTHERWISE INDICATED.

DATE	TIME	PERSON CONTACTED	PHONE ?	ADV #	REVISION

CUSTOMERS

We will be charging a surcharge on all service department repair orders in which automotive fluids have been drained. In accordance with the State of California regulations concerning the cleaning of hazardous wastes, this charge will be imposed with reference to engine oils, transmission oils and fluids, and antifreezes. The Environmental Protection Agency has strict laws as to the disposition of these fluids to make our state a cleaner and healthier place to live and work in.

I acknowledge notice and oral approval of an increase in the original estimated price.

X

INVOICE TO

DRIVER/OWNER INFORMATION - INVOICE #46557

TRQ# 0351 ADV# 586 THOMPSON INVOICED# 11/16/2000 17117419 RC 00 EXPEDITION WHITE LICENSE NUMBER: CA 7EP7

CONCERN 53 PANEL ABOVE SPEEDO IS WARPED.....ONE SIDE IS HIGHER THAN THE OTHER... OPERATION 35144 TECH HOURS 1.2 AMOUNT 89.71
BRING VEHICLE TO D.T. FOR LOCATION

CAUSE PANEL ABOVE SPEEDO WARPEN
CORRECTION STEERING COLUMN ASSEMBLY - REMOVE AND INSTALL
53-1 CONSOLE ASSEMBLY - REPLACE
PART NUMBER P/N NOTE DESCRIPTION QTY SELL
P/N: VL3Z 11654 DAC W/S KEY-LT 1 31.36 31.36
PARTS: COUNT 1
FACTORY TECH: 623 - HUITT, BILL COND CODE: 14

SUBTOTAL
PARTS 43.90
LAB-MECHANICAL 142.04
TOTAL CHARGE FOR CONCERN 165.94

TYPE: M

CONCERN 54 THERE IS AIR LEAK NOISE AT DRIVERS DOOR AT BACK TOP OF DOOR.....AROUND THE OPERATION 46557A TECH HOURS .3 AMOUNT 22.43
B PILLAR....SEE D.T. FOR LOCATION

CAUSE WEATHERSTRIP BAD
CORRECTION WEATHERSTRIP-FRONT DOOR OPENING - REPLACE
54-1 DOOR AND WINDOW - WIND NOISE/WATER LEAKS - DIAGNOSIS 69000A TECH HOURS .2 AMOUNT 14.95
PART NUMBER P/N NOTE DESCRIPTION QTY SELL
P/N: F75C 7826708 AB W/S KEY-DR OPG RH 1 17.71 17.71
PARTS: COUNT 1
FACTORY TECH: 623 - HUITT, BILL COND CODE: 07

SUBTOTAL
PARTS 29.77
LAB-MECHANICAL 97.00
TOTAL CHARGE FOR CONCERN 126.77

TYPE: M

CONCERN 55: DRIVERS DOOR TRIM PANEL HAS LOOSE MATERIAL AT TOP OF PANEL NEAR WRESE OPERATION 90 TECH HOURS .9 AMOUNT 1.00
GLASS AND TRIM PANEL MEET

NOTE: 6000 0000

THANK YOU FOR YOUR PATRONAGE!

DISCLAIMER OF WARRANTY: THE SELLER HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND REPAIRS ASSURES FOR ALTHOUGH ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IS ASSUMED BY THE SALE OF THE PARTS.

CUSTOMER COPY

Ford of Orange

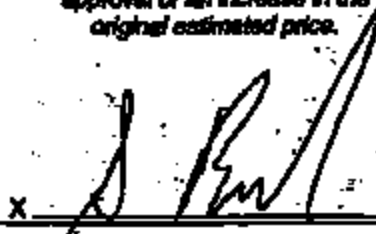
1350 KATELLA AVENUE ORANGE, CALIFORNIA 92667-3524

PHONE (714) 833-1044

E.P.A. REG. NO. 68-00000784

We will be charging a surcharge on all service department repair orders in which automotive fluids have been drained. In accordance with the State of California regulations concerning the dumping of hazardous wastes, this charge will be imposed with reference to engine oils, transmission oils and fluids, and antifreeze. The Environmental Protection Agency has strict laws as to the disposition of these fluids to make our state a cleaner and healthier place to live and work in.

I acknowledge notice and oral approval of an increase in the original estimated price.



ANY CLAIMS MUST BE ACCOMPANIED BY THIS INVOICE.
 WARRANTY INFORMATION - FOR COMPLETE DETAILS PLEASE REFER TO THE BACK SIDE OF YOUR REPAIR ORDER. ALL PARTS LISTED ARE NEW UNLESS OTHERWISE INDICATED.

DATE	TIME	PERSON CONTACTED	PHONE ?	ADV #	REVISION

INVOICE TO _____ DRIVER/OWNER INFORMATION - INVOICE #46567

FOR OFFICE USE _____ VEHICLE INFORMATION _____
 TAG: 0351 ADV: 584 THOMPSON INVOICED: 11/16/2000 17:17:19 NC 00 CONDITION WHITE LICENSE NUMBER OR TWP

CORRECTION PARTS HAVE BEEN SPECIAL ORDERED
 FACTORY TECH# 623 - HULTT, BILL
 CONC CODE : 843

TYPE #	GRAND TOTALS	SUBTOTAL	TOTAL CHARGE FOR CONCERN	.00
--------	--------------	----------	--------------------------	-----

SUMMARY OF CHARGES FOR INVOICE #46567		PAYMENT DISTRIBUTION FOR INVOICE #46567	
PARTS	183.09	TOTAL CHARGE	698.93
LAB-MECHANICAL	515.84	EAC WARRANTY	698.93
TOTAL CHARGE	698.93		

ATTENTION: THE FOLLOWING INVOICES ALSO EXIST
 CUS - CUSTOMER COPY
 IF YOU HAVE ANY QUESTIONS - PLEASE SEE RICHARD THOMPSON
 'S' NEXT TO QUANTITY DENOTES A REMANUFACTURED PART.

PAGE 3
 LAST PAGE

THANK YOU FOR YOUR PATRONAGE!

DISCLAIMER OF WARRANTY: THE MILLER MOTOY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING THE WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND HEREBY RELEASES EACH ALIQUOT, ANY OTHER PERSON TO WHOM FOR IT ANY LIABILITY IS CONNECTED WITH THE SALE OF THE PARTS.

CUSTOMER COPY

Ford of Orange

1360 KATELLA AVENUE ORANGE, CALIFORNIA 92667-3524

PHONE (714) 833-1044

S.A.R. # A278638 S.F.A. NO. CA90084784

ANY CLAIMS MUST BE ACCOMPANIED BY THIS INVOICE.

WARRANTY INFORMATION - FOR COMPLETE DETAILS PLEASE REFER TO THE BACK SIDE OF YOUR REPAIR ORDER. ALL PARTS LISTED ARE NEW UNLESS OTHERWISE INDICATED.

CT MESSG.
We will be charging a surcharge on all service department repair orders in which automotive fluids have been drained. In accordance with the State of California regulations concerning the dumping of hazardous wastes, this charge will be imposed with reference to engine oil, transmission oil and fluids, and antifreeze. The Environmental Protection Agency has strict laws as to the disposition of these fluids to make our state a cleaner and healthier place to live and work in.

I acknowledge notice and oral approval of an increase in the original estimated price.



DATE	TIME	PERSON CONTACTED	PHONE ?	ADV #	REVISION

INVOICE TO: [REDACTED] DRIVER/OWNER INFORMATION: [REDACTED] INVOICE# CA6567

ALSO V.I.C. [REDACTED] WORK [REDACTED]
 HOME: [REDACTED] WORK: [REDACTED]
 FOR OFFICE USE: [REDACTED] VEHICLE INFORMATION: [REDACTED]
 TAG: 0321 WVA: 584 THOMPSON INVOICE# PRELIM QIS W.C. KC VIN: 1F7PUL6L4Y [REDACTED] LICENSE NUMBER: CA 4D75
 WGT: 710053 TAX RULES: NYWH INVOICED: 11/15/2000 17:17:19 40 FORD EXPEDITION XLT 4WD 4DR SPTURY WHTE
 ODOMETER IN: 7602 DIST: 1PT STOCK#: 00203462
 DATES: BEGN: 11/13/00 DONE: 11/15/00 DATES IN SERVICE: 091300 PRODUCTION: 052100 SOLD: 031500

CONCERN	QIS	QIL	AN	FILTER	OPERATION	TECH	AMOUNT
714 504 9631	CELL	714 504 8030	WRK		26	557	
CORRECTION REPLACE ENGINE OIL, FILTER AND ENGINE OIL INSPECT VEHICLE							
PART NUMBER	QIN	NOTE	DESCRIPTION	CITY	SELL		
FYC FL	Q20 S		FILTER RST-OL				
FMC OIL	1	Q06	NO MATCH				
FACTORY TECH: 557	MURILLO, RUBEN						
TYPE: C							
GRAND TOTALS							31.11

SUMMARY OF CHARGES FOR INVOICE CA6567		PAYMENT DISTRIBUTION FOR INVOICE CA6567	
PARTS	6.89	TOTAL CHARGE	32.98
LAB-MECHANICAL	7.00	CASH DUE	32.98
MISCELLANEOUS	17.22		
SUB-TOTAL	31.11		
TAX	1.87		
TOTAL CHARGE	32.98		

NOV 16 2000
 BY: [Signature]

ATTENTION: THE FOLLOWING INVOICES ALSO EXIST
 WVA - MERCHANT
 IF YOU HAVE ANY QUESTIONS - PLEASE SEE RICHARD THOMPSON
 'S' NEXT TO QUANTITY DENOTES A REMANUFACTURED PART.

PAGE 1
 LAST PAGE

THANK YOU FOR YOUR PATRONAGE!

WE warrant that the parts and materials used in the repair of your vehicle are of the highest quality and that the workmanship is of the highest quality. We warrant that the work will be completed in a timely manner and that the vehicle will be returned to you in a safe and sound condition. This warranty is void if the vehicle is used for any purpose other than that for which it was designed. We warrant that the vehicle will be returned to you in a safe and sound condition. This warranty is void if the vehicle is used for any purpose other than that for which it was designed.

Ford of Orange

1350 KATELLA AVENUE ORANGE, CALIFORNIA 92667-3524

PHONE (714) 833-1044

D.A.R. # AE17838

U.R.A. NO. CA09900728

ANY CLAIMS MUST BE ACCOMPANIED BY THIS INVOICE.

WARRANTY INFORMATION - FOR COMPLETE DETAILS PLEASE REFER TO THE BACK SIDE OF YOUR REPAIR ORDER. ALL PARTS LISTED ARE NEW UNLESS OTHERWISE INDICATED.

DATE	TIME	PERSON CONTACTED	PHONE #	FAOV #	REVISION

FIRST OFFENSE

We will be charging a surcharge on all service department repair orders in which automotive fluids have been drained, in accordance with the State of California regulations concerning the dumping of hazardous wastes, the charge will be imposed with reference to engine oils, transmission oils and fluids, and antifreeze. The Environmental Protection Agency has strict laws as to the disposition of these fluids to make our state a cleaner and healthier place to live and work in.

I acknowledge notice and oral approval of an increase in the original estimated price.

INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE: 452265

ALSO VIEW HOME WORK CA [REDACTED] ALSO VIEW HOME WORK CA [REDACTED]

FOR OFFICE USE

VEHICLE INFORMATION

TAB: 0954 ADV: 586 THOMPSON, INVOICE: PRELIM WAR W C VIN 1F0P0AL6Y [REDACTED] LICENSE NUMBER: CA 7EP
 MFG: 710054 TAX RULES: MY286 INVOICED: 02/13/2001 11:42:22 80 FORD EXPEDITION ELT 400 48R SPTUTY WHITE
 ODOMETER IN: 13654 DIST: 21 STOKR 00203442
 DATES BEGIN: 02/09/01 HOME: 02/13/01 DATES INSERVICE: 081900 PRODUCTION: 062100 SOLD: 081900

CONCERN 51 SOP DRIVERS DOOR PANEL... MATERIAL IS CRACKING LOCATED AT TOP OF DRIVERS DOOR TRIM PANEL... NEC TO REPLACE TO CORRECT
CAUSE BOP IN
CORRECTION TRIM PANEL - FRONT DOOR - REMOVE AND INSTALL
 51-1 TRIM PANEL - FRONT DOOR - REPLACE
FACTORY TECH: 623 - HUITT, BILL
 CONC CODE : 843

OPERATION	TECH	HOURS	AMOUNT
29943A	623	.3	22.40
29943A1	623	.1	7.40

LINE AUTH: RV 021301 1113 PART AUTH: RV 021301 1113
 SUBTOTAL LAB-MECHANICAL 29.80
TOTAL CHARGE FOR CONCERN 29.80

CONCERN 52 MIND TURBLANCE FROM DRIVERS DOOR WINDOW... MIND NOISE AT REAR OF DRIVERS/REAR DOOR GLASS AT FREEWAY SPEEDS...
CAUSE NO PROBLEM FOUND
CORRECTION DOOR AND WINDOW - MIND NOISE/WATER LEAKS - DIAGNOSIS

OPERATION	TECH	HOURS	AMOUNT
69000A	623	.2	14.90

PART NUMBER POB NOTE DESCRIPTION QTY SELL
 SPD AL1Z 7823943 ANC PANEL ASY-FRT DR TRS 1 133.80 133.80
 PART#1 COUNT 1 ALLOWANCE 53.52
FACTORY TECH: 623 - HUITT, BILL
 CONC CODE : 822
 LINE AUTH: RV 021301 1113

SUBTOTAL
 PARTS 133.80
 LAB-MECHANICAL 14.90
TOTAL CHARGE FOR CONCERN 148.70

TYPE 1

THANK YOU FOR YOUR PATRONAGE!

DISCLAIMER OF WARRANTY: THE BELLY FACTORY SHALL MAKE ALL WARRANTIES AND CONDITIONS OF SALE, INCLUDING ANY AND ALL IMPLIED WARRANTIES, SUBJECT TO THE TERMS AND CONDITIONS OF THE WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND WITHOUT LIABILITY FOR ANY OTHER PURPOSE TO PROVIDE FOR ANY LIABILITY IN CONNECTION WITH THE USE OF THE VEHICLE.

Ford of Orange

1350 KATELLA AVENUE ORANGE, CALIFORNIA 92667-3524

PHONE (714) 633-1044

D.A.R. # A578632

C.R.A. NO. CA900647794

ANY CLAIMS MUST BE ACCOMPANIED BY THIS INVOICE.

WARRANTY INFORMATION - FOR COMPLETE DETAILS PLEASE REFER TO THE BACK SIDE OF YOUR REPAIR ORDER. ALL PARTS LISTED ARE NEW UNLESS OTHERWISE INDICATED.

DATE	TIME	PERSON CONTACTED	PHONE #	ADV #	REVISION

CUSTOMERS:

We will be charging a surcharge on all service department repair orders in which automotive fluids have been drained. In accordance with the State of California regulations concerning the dumping of hazardous wastes, this charge will be imposed with reference to engine oil, transmission oil and fluids, and antifreeze. The Environmental Protection Agency has strict laws as to the disposition of these fluids to make our state a cleaner and healthier place to live and work in.

I acknowledge notice and oral approval of an increase in the original estimated price.

X

INVOICE TO		DRIVER/OWNER INFORMATION		INVOICE: M53265	
FOR OFFICE USE		VEHICLE INFORMATION			
TAG: 0364	ADV: 586 THOMPSON INVOICED: 02/23/2001 11:42:23 AM	CO EXPEDITION	WHITE	LICENSE NUMBER: CA TEMP	
CONCERN 53	THERE IS FOAM AT TOP OF DASH PANEL NEXT TO WINDSHIELD....FOAM STICKS OUT AN CAN BE SEEN BY DRIVER....LOOKS TERRIBLE	OPERATION	TECH HOURS	AMOUNT	
CAUSE	NO T.S.B. OR SPECIAL SERVICE	NO	623	.0	.00
CORRECTION	MESSAGES FOR THIS				
FACTORY	TECH: 623 - HUITT, BILL CONF CODE : 895				
TYPE: W	SUBTOTAL		TOTAL CHARGE FOR CONCERN		
					.00
CONCERN 54	INTERMITTANTLY DOOR REMOTES WILL NOT WORK UNLESS DRIVER IS ON TOP OF VEHICLE....BOTH REMOTES HAVE SAME PROBLEM	OPERATION	TECH HOURS	AMOUNT	
CAUSE	NO PROBLEM FOUND	140013	623	.4	29.90
CORRECTION	KEYLESS ENTRY SYSTEM - DIAGNOSIS				
FACTORY	TECH: 623 - HUITT, BILL CONF CODE : 607				
TYPE: W	SUBTOTAL		TOTAL CHARGE FOR CONCERN		
		LAB-TECHNICAL			29.90
					29.90
CONCERN 55	THERE IS A DASH RATTLE/BUCK AT FAR RIGHT SIDE OF DASH...STREET OR FREEDOM	OPERATION	TECH HOURS	AMOUNT	
CAUSE	NO PROBLEM FOUND	19072	623	.7	52.33
CORRECTION	NOISE/VIBRATION/HARSHNESS - DIAGNOSIS				
FACTORY	TECH: 623 - HUITT, BILL CONF CODE : 833				
TYPE: W	SUBTOTAL		TOTAL CHARGE FOR CONCERN		
		LAB-TECHNICAL			52.33
					52.33
CONCERN 56	THE SPEC DECAL ON TOP OF RADIATOR PANEL IS MISSING...OWNER WANTS DECAL REPLACED	OPERATION	TECH HOURS	AMOUNT	
CAUSE	SPEC	30	623	.0	.00

LINE AUTH: RY 02130: 11:40

PAGE 2

THANK YOU FOR YOUR PATRONAGE!
EXCLUSIONS OF WARRANTY: THE DEALER MAKES NO WARRANTY ON ANY PARTS OR SERVICES PERFORMED BY ANY OTHER PERSON OR ENTITY IN CONNECTION WITH THE SALE OF THE VEHICLE. THE DEALER'S LIABILITY IS LIMITED TO THE REPAIR OR REPLACEMENT OF THE DEFECTIVE PARTS OR SERVICES PERFORMED BY THE DEALER OR ITS EMPLOYEES. THE DEALER'S LIABILITY IS LIMITED TO THE REPAIR OR REPLACEMENT OF THE DEFECTIVE PARTS OR SERVICES PERFORMED BY THE DEALER OR ITS EMPLOYEES. THE DEALER'S LIABILITY IS LIMITED TO THE REPAIR OR REPLACEMENT OF THE DEFECTIVE PARTS OR SERVICES PERFORMED BY THE DEALER OR ITS EMPLOYEES.

Ford of Orange

1350 KATELLA AVENUE ORANGE, CALIFORNIA 92667-3524

PHONE (714) 633-1044

S.A.L.E. AET78008

E.P.A. NO. CA088047784

ANY CLAIMS MUST BE ACCOMPANIED BY THIS INVOICE.
 WARRANTY INFORMATION - FOR COMPLETE DETAILS PLEASE REFER TO THE
 BACK SIDE OF YOUR REPAIR ORDER. ALL PARTS LISTED ARE NEW UNLESS
 OTHERWISE INDICATED.

DATE	TIME	PERSON CONTACTED	PHONE ?	ADV #	REVISION

CUSTOMERS:

We will be charging a surcharge on all service department repair orders in which automotive fluids have been drained. In accordance with the State of California regulations concerning the dumping of hazardous wastes, this charge will be imposed with reference to engine oil, transmission oil and fluids, and antifreeze. The Environmental Protection Agency has strict laws as to the disposition of these fluids to make our state a cleaner and healthier place to live and work in.

I acknowledge notice and oral approval of an increase in the original estimated price.

x *Atseda*

FOR OFFICE USE
 TRAD: 0364 ADV: 386 THOMPSON INVOICED: 02/13/2001 11:43:23 AM 00 EXPEDITION WHITE LICENSE NUMBER: CA TEMP

CORRECTION PARTS HAVE BEEN SPECIAL ORDERED
 FACTORY TECH: 623 - HUNTT, BILL
 CONC CODE: 1 899

SUMMARY OF CHARGES FOR INVOICE W53265		PAYMENT DISTRIBUTION FOR INVOICE W53265	
PARTS	187.32	TOTAL CHARGE	314.41
LAB-MEDICAL	127.09	FAC WARRANTY	314.41
TOTAL CHARGE	314.41		

ATTENTION: THE FOLLOWING INVOICES ALSO EXIST
 CUS - CUSTOMERPAT
 IF YOU HAVE ANY QUESTIONS - PLEASE SEE RICHARD THOMPSON
 "R" NEXT TO QUANTITY DENOTES A REMANUFACTURED PART.

PAGE 3
 LAST PAGE

THANK YOU FOR YOUR PATRONAGE
 EXCLUSIVE OF REMANUFACTURED: THE SELLER HEREBY DISCLAIMS ALL WARRANTIES OTHER THAN THOSE ON THE FACE OF THIS INVOICE AND THE VENDOR'S LIABILITY OR OBLIGATION FOR ANY PARTICULAR PURPOSE AND NEITHER SELLER NOR MANUFACTURER SHALL BE HELD RESPONSIBLE FOR ANY LIABILITY OF CUSTOMER WHOSE RESULTS OF THE WORK.

CUSTOMER'S COPY
 PE85-833-8518

SVT 57

Ford of Orange

1950 KATELLA AVENUE ORANGE, CALIFORNIA 92667-3524

PHONE (714) 633-1044

S.A.R.S. # 077888

E.P.A. # 02 CA 0000477H

ANY CLAIMS MUST BE ACCOMPANIED BY THIS INVOICE.
WARRANTY INFORMATION - FOR COMPLETE DETAILS PLEASE REFER TO THE
BACK SIDE OF YOUR REPAIR ORDER. ALL PARTS LISTED ARE NEW UNLESS
OTHERWISE INDICATED.

DATE	TIME	PERSON CONTACTED	PHONE ?	ADV #	REVISION

WE WILL BE CHARGING A SURCHARGE ON ALL SERVICE DEPARTMENT REPAIR ORDERS IN WHICH AUTOMOTIVE FLUIDS HAVE BEEN DRAINED. IN ACCORDANCE WITH THE STATE OF CALIFORNIA REGULATIONS CONCERNING THE DUMPING OF HAZARDOUS WASTES, THIS CHARGE WILL BE IMPOSED WITH REFERENCE TO ENGINE OIL, TRANSMISSION OIL AND FLUIDS, AND ANTIFREEZE. THE ENVIRONMENTAL PROTECTION AGENCY HAS STRICT LAWS AS TO THE DISPOSITION OF THESE FLUIDS TO MAKE OUR STATE A CLEANER AND HEALTHIER PLACE TO LIVE AND WORK IN.

I acknowledge notice and and approval of an increase in the original estimated price.

INVOICE TO: *Spitzer* *Pick up this Friday*

ALSO VIEW: *OR 92656* ALSO VIEW: *FRIDAY*

HONEI (949) 362-9201 WORK: (714) 834-8030

FOR OFFICE USE: VIN 1F1P1ALAT... LICENSE NUMBER: CA TEMP 00 FORD EXPEDITION IJT 4DR 4DR SPUTTY WHITE

TRQ: 0354 ADV: 596 THOMPSON, INVOICE: PRELIM CUS N C SV
 HQ: 719054 TAX RULES: KTNM INVOICED: 02/13/2001 11/13/2123
 ODOMETER IN: 13654 DATES BEGIN: 02/09/01 HONEI: 02/13/01

VEHICLE INFORMATION: STOKEN 00293462
 BATES INSERVICE: 061300 PRODUCTION: 062100 SEL: 061300

CONCERN	DESCRIPTION	OPERATION	TECH	AMOUNT
01	01	557	8	6.00

PART NUMBER	FOR	NOTE	DESCRIPTION	ATT	SELL	
FIC FL	820 S		FILTER OIL		6.89	6.99
FIC OIL		DOO	NO MATCH		2.87	14.35
TECH: 557	MURILLO RUBEN					

FACTORY

GRAND TOTALS: PARTS 6.89, HAZARDOUS WASTE CHG 1.88, LAB-MECHANICAL 6.00, MISCELLANEOUS 14.35, TOTAL CHARGE FOR CONCERN 29.12

SUMMARY OF CHARGES FOR INVOICE CS3265		PAYMENT DISTRIBUTION FOR INVOICE CS3265	
PARTS	6.89	TOTAL CHARGE	30.71
HAZARDOUS WASTE CHG	1.88	CASH DUE	30.71
LAB-MECHANICAL	6.00		
MISCELLANEOUS	14.35		
SUB-TOTAL	29.12		
TAX	1.59		
TOTAL CHARGE	30.71		

PAID
FEB 23 2001
BY: *CK 6233*
HK

ATTENTION: THE FOLLOWING INVOICES ALSO EXIST
WPI - WARRANTY

THANK YOU FOR YOUR PATRONAGE!
RELEASE OF LIABILITY: THE SELLER HEREBY DISCLAIMS ALL WARRANTIES IN THE GOODS OR SERVICES SOLD HEREIN AND ACCEPTS NO LIABILITY FOR ANY DAMAGE OR INJURY TO PERSONS OR PROPERTY OF ANY KIND, INCLUDING BUT NOT LIMITED TO, PERSONAL INJURY, PROPERTY DAMAGE, OR ECONOMIC LOSS, ARISING FROM THE USE OF THE GOODS OR SERVICES SOLD HEREIN.

CUSTOMER'S COPY

Ford of Orange

1350 KATELLA AVENUE ORANGE, CALIFORNIA 92667-3524

PHONE (714) 633-1044

D.A.R. # A27988

I.R.A. NO. CA00087704

ANY CLAIMS MUST BE ACCOMPANIED BY THIS INVOICE.

WARRANTY INFORMATION - FOR COMPLETE DETAILS, PLEASE REFER TO THE BACK SIDE OF YOUR REPAIR ORDER. ALL PARTS LISTED ARE NEW UNLESS OTHERWISE INDICATED.

DATE	TIME	PERSON CONTACTED	PHONE #	ADV #	REVISION

CUSTOMERS:

We will be charging a surcharge on all service department repair orders in which automotive fluids have been drained. In accordance with the State of California regulations concerning the dumping of hazardous wastes, this charge will be imposed with reference to engine oil, transmission oil and fluids, and antifreeze. The Environmental Protection Agency has strict laws as to the disposition of these fluids to make our state a cleaner and healthier place to live and work in.

I acknowledge notice and oral approval of an increase in the original estimated price.

R. Beck

INVOICE NO

DRIVER/OWNER INFORMATION -- INVOICE: CS3265

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 0364 ADV: 586 THOMPSON INVOICED: 02/13/2001 10:42:23 BY: 100 EXPERTISE WHITE LICENSE NUMBER: CA TEMP

IF YOU HAVE ANY QUESTIONS - PLEASE SEE RICHARD THOMPSON
'R' NEXT TO CLARITY DENOTES A REMANUFACTURED PART.

PAGE 2
LAST PAGE

THANK YOU FOR YOUR PATRONAGE!

ANY KIND OF WARRANTY: THE SELLER HEREBY DISCLAIMS ALL LIABILITY FOR THE CONDITION OF THE GOODS, INCLUDING ANY AND ALL LIABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND THE SELLER ASSUMES NO LIABILITY FOR ANY DAMAGE TO THE GOODS, INCLUDING ANY AND ALL LIABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

Labor charges are based on predetermined flat rates. These rates are not necessarily indicative of the actual time spent by the technician to perform a particular repair or service.

IMPORTANT: REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE.

HAZARDOUS WASTE FEE: REMOVE CHARGE FOR ALL HAZARDOUS MATERIALS REMOVED FROM YOUR AUTOMOBILE THAT MUST BE DISPOSED OF AS A HAZARDOUS WASTE.

01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23
LUBE OIL & FILTER	TIRE ROTATION	WASH/WAX	FLUIDS	WASHERS	WAX	WAX	WAX	WAX	WAX	WAX	WAX	WAX	WAX	WAX	WAX	WAX	WAX	WAX	WAX	WAX	WAX	WAX

PERSON CODE: []

APPROVAL CODE OR NO. []

COMBINATION CODE []

DATE: []

TIME: []

TECH: []

OPERATION: []

HRS: []

55	PAY TYPE: M	CCI L07	TEST	OPERATION	HRS
RENOTES DO NOT OPEN DOORS AT ANY TIMES. STAND ON TOP OF VEHICLE AT NO TIME. NOT WORK.					
56	PAY TYPE: M	CCI B44	TEST	OPERATION	HRS
NEW DOOR PANEL ON DRIVERS DOOR HAS POOR FIT AT BACK CORNER. SEE DICK.					
57	PAY TYPE: M	CCI B44	TEST	OPERATION	HRS
TOP DECAL FOR TOP OF RADIATOR. REFERRED BY TECH 623.					
58	146766 Top Panel		TEST	OPERATION	HRS

HRD 54403** TAG 0344* LIC: CA TEMP SVC ADV: 586 RICHARD THOMPSON

FORD EXPEDITION COL CD: YZ

LT 4WD DR SPTUTY TRIM: 12

LICENSE: CA TEMP WHITE TRUCK

MFG CODE: 71054 SVC DLR: 71054 SLR: 69

STOCK NUMBER: 00203462

IN-SVC: 081900 SO: 01081900 PROD: 042100

ODMETER: LAST 13654 CURRENT: 13900

AVG PER DAY: 150 PER MONTH: 2100

HOME WORK: []

WARNING: POSSIBLE RECHECK 02/23/01

EXTENDED SVC PLAN TYPE: PRECARE NUMBER: YLC2028 DEDUCTIBLE: 50.00

IN FORCE: Y MONTHS: 6 MILEAGE: 75000 EXPIRES: 061305

DATE: 02/26/01 14:40

PROMISED DATE: 02/27/01 TIME: 1700

TAG 0344** HRD 54403** SVC ADV: 586 VIN: 1FMPU16L6 YL []

56	PAY TYPE: N	CC: B44	TECH	OPERATION	MR
NEW DOOR PANEL ON DRIVERS DOOR HAS POOR FIT AT BACK CORNER...SEE DICK					
57	PAY TYPE: N	CC: B44	TECH	OPERATION	MR
SOP DECAL FOR TOP OF RADIATOR...OFFERED BY TECH 423					
<i>58 146766 Top Loan</i>					

TAG 0344* LIC: CA TEMP SVC ADV: 586 RICHARD THOMPSON
 VIN: 1FMPU16L6Y110000000
 FORD EXPEDITION COL CDI YZ
 XLT 4WD 4DR SPTUTY TRINI 12
 LICENSE: CA TEMP WHITE TRUCK
 MFG CODE: 710054 SVC DLRI 710054 SLN: 89
 STOCK NUMBER: 00203462
 IN-SVC: 081300 SOLD: 081300 PROD: 082100
 ODOMETER: 12581 13654 CURRENT: 13800
 AVG PER DAY: 70 PER MONTH: 2100
 DIST CODE: 1FT
 WARNING: POSSIBLE RECHECK 02/23/01
 MODEL: U16
 EXTENDED SVC PLAN: TYPE: PREMCARE NUMBER: YLC28228 DEDUCTIBLE: 50.0
 IN FORCE: Y MONTHS: 60 MILEAGE: 75000 EXPIRES: 081300
 02/26/01 14:4015
 ***PROMISED DATE: 02/27/01 TIME: 7:00
 TAG 0344* TAG 0344* SVC ADV: 586 VIN: 1FMPU16L6Y110000000

MANUFACTURED BY FORD MOTOR COMPANY

Labor charges are based on predetermined fee schedule. They are not necessarily indicative of the actual time spent by the technician(s) to perform a particular repair or service.

HAZARDOUS WASTE: HAZARDOUS MATERIALS REMOVED FROM YOUR AUTOMOBILE MUST BE DISPOSED OF AS A HAZARDOUS WASTE.

APPROVAL: APPROVAL CODE OR SIG. APPROVAL CODE OR SIG. APPROVAL CODE OR SIG.

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
LUBE OIL & FILTER	TUNE/INSPECTION	WASHER SERVICE	CARWASH SERVICE	WAX/DETAILING SERVICE	WAX/DETAILING SERVICE	WAX/DETAILING SERVICE	WAX/DETAILING SERVICE	WAX/DETAILING SERVICE	WAX/DETAILING SERVICE	WAX/DETAILING SERVICE	WAX/DETAILING SERVICE	WAX/DETAILING SERVICE	WAX/DETAILING SERVICE	WAX/DETAILING SERVICE	WAX/DETAILING SERVICE	WAX/DETAILING SERVICE	WAX/DETAILING SERVICE	WAX/DETAILING SERVICE	WAX/DETAILING SERVICE	WAX/DETAILING SERVICE	WAX/DETAILING SERVICE	WAX/DETAILING SERVICE

APPROVAL CODE OR SIG. APPROVAL CODE OR SIG. APPROVAL CODE OR SIG.

APPROVAL CODE OR SIG. APPROVAL CODE OR SIG. APPROVAL CODE OR SIG.

51	PAY TYPE: N	CC: R2	DRIVERS DOOR DOES NOT SEAL AT BOTTOM... WATER AN DIRT COMES UP TO TOP OF SILL PLATE... WIFE'S WORK 7/1/83 8632	TECH	OPERATION	NRS
52	PAY TYPE: N	CC: 895	OWNER UNHAPPY WITH FOAM STICKING OUT OF FRONT OF DASH... SEE SERV MANAGER	TECH	OPERATION	NRS
53	PAY TYPE: N	CC: R22	DRIVERS DOOR HAS AIR NOISE AT 75MPH... GLASS AN CHANEL COME TOGETHER	TECH	OPERATION	NRS
54	PAY TYPE: N	CC: N23	DASH HAS RATTLE AROUND SPEEDO ARE	TECH	OPERATION	NRS

REG: 544034 TAG: 0844 LIC: CA TEMP

ALISO VIEJO CA

HOME WORK

WARNING: POSSIBLE RECHECK 02/23/01

EXTENDED SVC PLAN TYPE: PRECARE RANGER YLC28226 IN FORCE: Y MONTHS: 60 MILEAGE: 75000 EXPIRES: 091305 02/25/01 151305

SVC ADV: 586 RICHARD THOMPSON

00 VIN: 1FMPU16L6

FORD EXPEDITION COL CDI Y

4DR 6PTUTY TRIM: 12

LICENSE: CA TEMP WHITE STRUC

MFG CODE: 71D054 SVC DLRI: 71D054 SLH: 57

STOCK NUMBER: 00203462

IN-SVC: 081300 SOLD: 081300 PROD: 062100

ODOMETER: EASTL: 13454 CURRENT: 13800

AVG PER DAY: .70 PER MONTH: 2100

DIST CODE: 1FT

MODEL: U76

PROMISED DATE: 02/27/01 TIME: 1700

8632				
52	PAY TYPE: W OWNER UNHAPPY WITH FOAM STICKING OUT OF FRONT OF DASH... SEE SERV. MANAGER	CC: B95	TECH	OPERATION
53	PAY TYPE: W DRIVERS DOOR HAS AIR NOISE AT 75MPH... GLASS AN CHANEL COME TOGETHER	CC: R22	TECH	OPERATION
54	PAY TYPE: W DASH HAS RATTLE AROUND SPEEDO ARE	CC: W33	TECH	OPERATION

RD 54403 *TAG 0344* LIC: CA TEMP SVC ADV: 586 RICHARD THOMPSON
 00 **VINI 1FMPU16L6 YL
 FORD EXPEDITION COL-CDI YZ
 XL AND 4DR SPTUTY TRIM: 12
 LICENSE: CA TEMP V WHITE TRUCK
 MFG CODE: 71D054 SVC CLR: 71D054 BLN: 85
 STOCK NUMBER: 00203462
 KEY IN CH: 081300 - SOLID: 081300 PROD: 062100
 ODOMETER: 11454 CURRENT: 13900
 AVG PER DAY: 190 PER MONTH: 2100
 HOME: [REDACTED]
 WORK: [REDACTED]
 DIST CODE: 1FT
 WARNING: POSSIBLE RECHECK 02/23/01
 MODEL: U16
 EXTENDED SVC PLAN: TYPE: PRECARE NUMBER: YLC28228 DEDUCTIBLE: 50.0
 IN FORCE: Y MONTHS: 60 MILEAGE: 75000 EXPIRES: 081300
 02726/01 161301
 ***PROMISED DATE: 02/27/01 TIME: 2700**
 TAG 0344 **RD 54403** SVC ADV: 586 VINI 1FMPU16L6 YL

C53265	020901	13654	586	
557	01			CHANGE OIL AND FILTER C
W59265	020901	13654	586	
623	23943A			TRIM PANEL - FRONT DOOR
623	23943A1			TRIM PANEL - FRONT DOOR
623	49000A			DOOR AND WINDOW - WIND
623	NC			MESSAGES FOR THIS
623	1400LD			KEYLESS ENTRY SYSTEM -
623	1007D			NOISE/VIBRATION/HARSHNE
623	80			PARTS HAVE BEEN SPECIAL
W44547	111300	7602	586	

CARDIAC DIRECT OIL AND FILTER PANEL PAY PER HOUR

50720

Ford of Orange

1350 KATELLA AVENUE ORANGE, CALIFORNIA 92667-3524

PHONE (714) 633-1044

S.A.R.S. #217938 E.P.A. NO. CA288034704

ANY CLAIMS MUST BE ACCOMPANIED BY THIS INVOICE.
 WARRANTY INFORMATION - FOR COMPLETE DETAILS PLEASE REFER TO THE
 BACK SIDE OF YOUR REPAIR ORDER. ALL PARTS LISTED ARE NEW UNLESS
 OTHERWISE INDICATED.

DATE	TIME	PERSON CONTACTED	PHONE ?	ADV #	REVISION

CUSTOMERS:
 We will be charging a surcharge on all service department repair orders in which automotive fluids have been drained. In accordance with the State of California regulations concerning the dumping of hazardous wastes, this charge will be imposed with reference to engine oils, transmission oils and fluids, and antifreeze. The Environmental Protection Agency has strict laws on the disposition of these fluids to make our state a cleaner and healthier place to live and work in.

I acknowledge notice and oral approval of an increase in the original estimated price.

INVOICE TO		VEHICLE INFORMATION	
NAME: [REDACTED]	ADDRESS: [REDACTED]	YEAR: [REDACTED]	MAKE: [REDACTED]
FOR SERVICE USE		VEHICLE INFORMATION	
TRUCK #0344	REG #86 THOMPSON, INVOICE# 7612054	YEAR: [REDACTED]	LICENSE NUMBER: CA TEMP
REG #718054	TRUCK #0344	EXPIRES: 11/1/80	459 SPILTY WHITE
METER #111200	DATE: 02/24/81	STOCK # 00200412	
DATE: 02/24/81	TIME: 03/07/01	DATE: 02/24/81	TIME: 03/07/01

CONCERN 01 DRIVERS DOOR DOES NOT SEAL AT ENTRY... WATER LEAK COMES UP TO TOP OF SEAT...
 SELL PLATE... WIPER WORK 714 304 8620
 NO PROBLEM FOUND
 CORRECTION PERFORMED WATER LEAK TEST BY VERIFY LEAK-WERE FOUND AT THIS TIME
 PARTS TECH# 579 - SHANE, TRUCK
 TECH 579 - SHANE, TRUCK

SUBTOTAL
TOTAL CHARGE FOR CONCERN .00

CONCERN 02 DASH UNHAPPY WITH PINK STICKING OUT OF FRONT OF DASH... SEE SERV MANAGER
 NO
 CORRECTION SEE LINE 01
 PARTS TECH# 579 - SHANE, TRUCK
 TECH 579 - SHANE, TRUCK

SUBTOTAL
TOTAL CHARGE FOR CONCERN .00

CONCERN 03 DRIVERS DOOR HAS AIR LEAK AT 75 PSI...
 NO
 CORRECTION SEE LINE 01
 PART #0344
 REG #86 THOMPSON, INVOICE# 7612054
 METER #111200
 DATE: 02/24/81
 TIME: 03/07/01

OPERATION TECH #579
TECH #579 .00
SELL 41.00
41.00

SUBTOTAL
TOTAL CHARGE FOR CONCERN 41.00

THANK YOU FOR YOUR PATRONAGE!

WARRANTY INFORMATION: THE ABOVE SERVICE DEPARTMENT INFORMATION IS SUBJECT TO THE TERMS AND CONDITIONS OF THE WARRANTY CONTRACT WHICH IS AVAILABLE FOR REVIEW AT THE TIME OF THE SALE OF THE PARTS.

Ford of Orange

1350 KATELLA AVENUE ORANGE, CALIFORNIA 92667-3524

PHONE (714) 633-1044

E.P.A. # AE17883 E.P.A. NO. CA88084784

ANY CLAIMS MUST BE ACCOMPANIED BY THIS INVOICE.

WARRANTY INFORMATION - FOR COMPLETE DETAILS PLEASE REFER TO THE BACK SIDE OF YOUR REPAIR ORDER. ALL PARTS LISTED ARE NEW UNLESS OTHERWISE INDICATED.

CUSTOMERS:

We will be charging a surcharge on all service department repair orders in which automotive fluids have been drained. In accordance with the State of California regulations concerning the dumping of hazardous wastes, this charge will be imposed with reference to engine oils, transmission oils and fluids, and antifreeze. The Environmental Protection Agency has strict laws as to the disposition of these fluids to make our state a cleaner and healthier place to live and work in.

I acknowledge notice and oral approval of an increase in the original estimated price.

DATE	TIME	PERSON CONTACTED	PHONE #	ADV #	REVISION

X

INVOICE TO: [REDACTED] VEHICLE INFORMATION -- VIN: [REDACTED] 1990

KEY FOR OFFICE USE: TAG: 0344 ADV: 586 TRIPPER INVOICE# 06/07/2001 11:43:12 RV 90 EXPECTATION: WHITE LICENSE NUMBER: 2F TR5

TYPE: R TOTAL CHARGE FOR ORDER: 27.6

CONCERN	CHARGE	OPERATION	TECH	HOURL	AMOUNT
DASH HAS RATTLE AROUND SPEED AREA	RETAINER/MISSING	RT24432	579	1.0	27.6
IN TIME TO REPLACE MISSING RETAINER AND ALIGN UPPER DASH BRACE	INSTRUMENT PANEL - ACCESS	042308	579	2.7	201.58
EXTRA TIME TO REI CONSOLE	EXTRA TIME TO REI CONSOLE	042308TP	579	1.2	16.14
PART NUMBER	FOR NOTE DESCRIPTION	UTY		SELL	
PIC P682 1504962 AN	WELP 1/2 PNL TO DR TO	2		.86	1.7
PARTS COUNT 2	ALLOWANCES				
TECH: 579 - SPINE, TR5	LINE AUTH ON 06/06/01 07:05				

TYPE: R TOTAL CHARGE FOR ORDER: 316.18

CONCERN	CHARGE	OPERATION	TECH	HOURL	AMOUNT
REMOTE DO NOT OPEN TOGGLE AT TIMES...STAY ON TOP OF VEHICLE AN DO NOT	NO PROBLEM FOUND	TESTED REMOTE OPERATION-OK AT THIS TIME.	579	1.0	27.6
TESTED REMOTE OPERATION-OK AT THIS TIME.	TECH: 579 - 3456, TR5	COND CODE - 107			
	LINE AUTH ON 06/06/01 07:05				

TYPE: M TOTAL CHARGE FOR ORDER: 1.20

CONCERN	CHARGE	OPERATION	TECH	HOURL	AMOUNT
NEW DASH PANEL ON DRIVER'S DOOR HAS PEEL FOR AT EACH CORNER...SEE DASH	REGLA DASH	CONGR	579	1.0	27.6
REGLA DASH	REGLA DASH - FRONT CORNER - REMOVE AND INSTALL	21-355	579	1.0	27.6
REGLA DASH - REAR CORNER AT BODY TRIMMER - REPLACE	PART AL-355				

THANK YOU FOR YOUR PATRONAGE!

THIS INVOICE IS THE PROPERTY OF FORD OF ORANGE. IT IS TO BE USED ONLY FOR THE PURPOSES OF REPAIR ORDER TRACKING AND CREDIT. IT IS NOT TO BE USED AS A RECEIPT OR FOR ANY OTHER PURPOSE. IT IS THE SOLE RESPONSIBILITY OF THE CUSTOMER TO RETURN THIS INVOICE TO FORD OF ORANGE AT THE END OF THE SERVICE PERIOD. FORD OF ORANGE ASSUMES NO LIABILITY FOR ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS.

Ford of Orange

1350 KATELLA AVENUE ORANGE, CALIFORNIA 92667-3524

PHONE (714) 693-1044

C.A.R.B. #A27838 E.P.A. NO. G400047704

ANY CLAIMS MUST BE ACCOMPANIED BY THIS INVOICE.
 WARRANTY INFORMATION - FOR COMPLETE DETAILS PLEASE REFER TO THE
 BACK SIDE OF YOUR REPAIR ORDER. ALL PARTS LISTED ARE NEW UNLESS
 OTHERWISE INDICATED.

CUSTOMERS:

We will be charging a surcharge on all service department repair orders in which automotive fluids have been drained. In accordance with the State of California regulations concerning the dumping of hazardous wastes, this charge will be imposed with reference to engine oils, transmission oils and fluids, and antifreeze. The Environmental Protection Agency has strict laws as to the disposition of these fluids to make our state a cleaner and healthier place to live and work in.

I acknowledge notice and oral approval of an increase in the original estimated price.

DATE	TIME	PERSON CONTACTED	PHONE ?	ADV #	REVISION

X

VIN: 8B44 NEW 286 CUBIC INCH ENGINE: 06/07/2001 1144102 W 00 EXTERIOR: WHITE LICENSE OR REP. OF TEX	
FIC 1030 70447 04 PARTS COST 1 FACTORY TECH 277 - SHANE, TROY CAC CODE 1 04	WAS NOT EFF IN EL 2 ALLOWED 0.00 LINE ITEM BY 000001 07407 LINE ITEM BY 000001 07407
DATE 1	PARTS 12.00 LAB-NEW/OLD 0.00 TOTAL COST 12.00
QUANTITY 1 UNIT 1 COMMENTS 0070 HAVE BEEN SPECIAL ORDERED INVENT 0000 FACTORY TECH 277 - SHANE, TROY CAC CODE 1 04	QUANTITY 1 UNIT 1 TOTAL COST 12.00
DATE 1	TOTAL OYNE 12.00
QUANTITY 1 UNIT 1 COMMENTS 0070 HAVE BEEN SPECIAL ORDERED INVENT 0000 FACTORY TECH 277 - SHANE, TROY CAC CODE 1 04	QUANTITY 1 UNIT 1 TOTAL COST 12.00
DATE 1	TOTAL OYNE 12.00

THANK YOU FOR YOUR PATRONAGE!

THIS ORDER OF REPAIRING THE SELLER HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND THE SELLER ASSUMES NO LIABILITY FOR ANY DAMAGE OR OTHER PERSON TO ASSUME FOR ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS.

Ford of Orange

1350 KATELLA AVENUE ORANGE, CALIFORNIA 92667-3524

PHONE (714) 633-1044

BAR# A217885 E.P.A. NO. CA86004778

ANY CLAIMS MUST BE ACCOMPANIED BY THIS INVOICE.
 WARRANTY INFORMATION - FOR COMPLETE DETAILS PLEASE REFER TO THE
 BACK SIDE OF YOUR REPAIR ORDER. ALL PARTS LISTED ARE NEW UNLESS
 OTHERWISE INDICATED.

DATE	TIME	PERSON CONTACTED	PHONE ?	ADV #	REVISION

CUSTOMER:

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INVOICE TO: [REDACTED] DRIVER/OPER INFORMATION: [REDACTED] INVOICE # [REDACTED]

TRD# 0844 ADV# 586 TRUCKER INVOICE# 03/07/2001 1144322 BY [REDACTED] LICENSE NUMBER: [REDACTED]

ESTIMATE TOTALS		PAYMENT DISTRIBUTION FIC INVOICE #24460	
STAFF OF CHARGE FOR INVOICE US463		TOTAL CHARGE	551.60
PARTS	71.90	FIC INVOICE	379.60
SKELLET REPAIRS	155.50		
LAB-MECHANICAL	266.30		
TOTAL CHARGE	553.60		

IF YOU HAVE ANY QUESTIONS - PLEASE SEE RICHARD THOMPSON
 OR NEXT TO SERVICE CENTER A RE-INSPECTURE
 PART.

*mail to
 owner
 thanks
 Dick T*

THANK YOU FOR YOUR PATRONAGE!

DISCLAIMER OF WARRANTY: THE SELLER HEREBY DISCLAIMS ALL WARRANTIES EXCEPT ON LABOR. SELLER'S WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND ANY OTHER PROMISE TO AGENCIES FOR THE PURPOSE OF THIS INVOICE IS LIMITED TO THE EXTENT OF THE SELLER'S LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS.

charges are based on predetermined fee rates. They are not necessarily indicative of the actual time spent by the technician(s) to perform a particular repair or service.

WE STRONGLY RECOMMEND THAT YOU REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE TO YOUR VEHICLE.

HAZARDOUS WASTE FEE: REMOVAL CHARGE FOR ALL HAZARDOUS MATERIALS REMOVED FROM YOUR AUTOMOBILE, THAT MUST BE DISPOSED OF AS A HAZARDOUS WASTE.

ESTIMATED
 MAX. LABOR HOURS
 ORIGINAL EST.
 TOTAL

TIME POSITION	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	
WASH & BRUSH																								
GRABBER SERVICE																								
ADJUSTED SERVICE																								
TECHNICAL SERVICE																								
REPAIR SERVICE																								
FLUID INSPECTION SERVICE																								
THROTTLE BODY SERVICE																								
FRONT BRAKES																								
REAR BRAKES																								
3 WHL. ALIGNMENT																								
4 WHL. ALIGNMENT																								
PCI INSPECTION																								
COOL. SYST. SVC.																								
TRANS. SERVICE AUTO.																								
A/C SERVICE																								
BELT CLAMP																								
DIAGNOSTIC CK																								
SMOG																								

INSTRUCTIONS IN COMPL. ALL LEGAL			TECH.	OPERATION	HRS
* PAY TYPE: W CC: R22					1 OF 2
AIR LEAK RT FT DOOR GLASS 50 TO 70 MPH MORE IN CROSS WIND					
2 PAY TYPE: W CC: L25					
CLIMATE CONTROL LIGHTING INOP					
3 PAY TYPE: W CC: T90					
DOOR BUMPERS TOP AND BOTTOM ALL 4 DOORS MISSING FELL OFF					
4 PAY TYPE: W CC: B64					
WINDOW HOLDING RT FT DOOR POOR FIT UPPER REAR CORNER					

ARO 68525** #TAG 1375* LIC: CA TEMP SVC ADV: 636 JOHN ABUSHAM
 OO #VIN: 1FMPU16L6 YL
 LYANA PL. FORD EXPEDITION COL CD: YZ
 ALL SPENCE AT XLT 4WD 4DR SPTUTY TRIM: 12
 TR0 HTEJO LICENSE: CA TEMP WHITE TRUCK
 REG CODE: 71D054 SVC DLR: 71D054 SLMI: 89
 STOCK NUMBER: 00203462
 IN-SVC: 081300 BOLD: 081300 PROD: 062100
 ODOMETER: LAST: 13800 CURRENT: 23616
 AVG PER DAY: 65 PER MONTH: 1950
 ME: [REDACTED]
 RK: [REDACTED]
 DIST CODE: IFT
 RNING: POSSIBLE RECHECK 08/13/01
 MODEL# U16
 EXTENDED SVC PLAN: TYPE: PREMCARE NUMBER: YL [REDACTED]
 DEDUCTIBLE: 50.0
 IN FORCE: Y MONTHS: 60 MILEAGE: 75000 EXPIRES: 081305
 08/21/01 09137132
 ***PROMISED DATE: 08/21/01 TIME: 1700 ***

charges are based on predetermined flat rates. They are not necessarily indicative of the actual time spent by the technician to perform a particular repair or service.

WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE TO YOUR VEHICLE OR TO ANY PERSONAL PROPERTY OR VALUABLES FROM YOUR VEHICLE.

HAZARDOUS WASTE FEE: REMOVAL CHARGE FOR ALL HAZARDOUS MATERIALS REMOVED FROM YOUR AUTOMOBILE, THAT MUST BE DISPOSED OF AS A HAZARDOUS WASTE.

ESTIMATE
 HAZ. WASTE: _____
 ODOMETER: 702
 TOTAL: _____

02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23	

PROGRAM CODES
 NEWRY1: _____
 NEWRY2: _____
 NEWRY3: _____
 APPROVAL CODE CHRG: _____
 COMMENT CODE: _____

INSTRUCTIONS ON WORK TO BE DONE

5 PAY TYPE: W CC: E29
 CR ENG LIGHT ON

TECH	OPERATION	HRS
		2 OF 2

6 PAY TYPE: W CC: A99
 UNDER HOOD STICKER SHOWING BELT ROUTING PEELING

TECH	OPERATION	HRS

7 PAY TYPE: C
 REPLACE WINDSHIELD
 ADV
 COST

TECH	OPERATION	HRS

8 PAY TYPE: C
 REPLACE CABIN FILTER USE CUSTOMER FILTER

TECH	OPERATION	HRS

RD 68525** *TAB 1375* LIC: CA TEMP SVC ADV: 636 JOHN ABUSHAM
 OO #VIN: 1FMPU16L6 YL
 LIANA PL. FORD EXPEDITION COL CD: YZ
 ALL BRNCE AT XLT 4WD 4DR SPTUTY TRIM: 12
 ISO VIEJO LICENSE: CA TEMP WHITE TRUC
 MFG CODE: 71D054 SVC DLR: 71D054 SLM: 89
 STOCK NUMBER: 00203462
 IN-SVC: 081300 SOLD: 081300 PROD: 062100
 ODOMETER: LAST: 13800 CURRENT: 23616
 AVG PER DAY: 65 PER MONTH: 1950

ME: _____
 RK: _____
 DIST CODE: 1FT

WARNING: POSSIBLE RECHECK 03/13/01
 EXTENDED SVC PLAN: TYPE: PRECARE NUMBER: YL
 IN FORCE: Y MONTHS: 60 MILEAGE: 75000 DEDUCTIBLE: 50.0
 EXPIRES: 081305 08/21/01 09:37:37

***PROMISED DATE: 08/21/01 TIME: 1700 ***

Blue Oval Certified

Ford of Orange

1350 KATELLA AVENUE ORANGE, CALIFORNIA 92667-3524

www.fordoforange.com

PHONE (714) 833-1044

EPA REG. # 017299

EPA REG. CARBON# 0774

ANY CLAIMS MUST BE ACCOMPANIED BY THIS INVOICE.

WARRANTY INFORMATION - FOR COMPLETE DETAILS PLEASE REFER TO THE BACK SIDE OF YOUR REPAIR ORDER. ALL PARTS LISTED ARE NEW UNLESS OTHERWISE INDICATED.

DATE	TIME	PERSON CONTACTED	PHONE #	ADV #	REVISION

CUSTOMER:

We will be charging a surcharge on all service department repair orders in which automotive fluids have been drained. In accordance with the State of California regulations concerning the dumping of hazardous wastes, this charge will be imposed with reference to engine oils, transmission oils and fluids, and antifreeze. The Environmental Protection Agency has strict laws as to the disposition of these fluids to make our state a cleaner and healthier place to live and work in.

I acknowledge notice and oral approval of an increase in the original estimated price.

INVOICE TO

ORDER NUMBER INFORMATION - INVOICE: N68825

CALL SPEND AT

ALISO VIEJO

HOME

FOR OFFICE USE

CALL SPEND AT

ALISO VIEJO

HOME

VEHICLE INFORMATION

TRD: 0325 ADV: 636 ABLEHM, INVOICE: FINAL WAR W C DC

RFD: 718054 TAX RULES: NY2AM INVOICED: 09/01/2001 0810155

ODOMETER ID: 23616 MILEAGE: 1171

DATES: SERVICE: 08/21/01 DONE: 08/30/01 NEXT DATE: 083101

VIN: 1F1P16L6L... LICENSE NUMBER: CA TEMP

00 FORD EXPEDITION 3LT 4WD 4CR SPTUT WHITE

STOCK# 02203462

DATES: INSERVICE: 081300 PRODUCTION: 062100 SOLD: 081300

CONCERN S1 AIR LEAK AT FT DOOR GLASS 50 TO 70 MPH MORE IN CROSS WIND

CAUSE WEAK DOOR N/S

CORRECTION DIAG LEAK & REPLACE N/S & RETEST

51-1 WEATHERSTRIP-FRONT DOOR OPENING - REPLACE

51-2 DOOR-FRONT - ALIGN

PART NUMBER

FIC F752 7820706 AB

PARTS: COUNT

TECH: 579 - SHANE, TROY

CONC CODE: R22

LINE WITH CS 082901 12149

OPERATION	TECH	HOURS	AMOUNT
6900A	579	.2	15.46

20708A	579	.3	23.19
20129A	579	.2	15.46

BUY	SELL
	17.71

ALLOWANCE: 7.08

CERT#: 0488

SUBTOTAL

PARTS 24.79

LAB-MECHANICAL 54.11

TOTAL CHARGE FOR CONCERN 79.90

TYPE: M

CONCERN S2 CLIMATE CONTROL LIGHTING INOP

CAUSE FAULTY CIRCUIT

CORRECTION DIAG, REPAIR BOTH CIRCUIT 57 GROUND PLINE AT CONNECTOR, RETEST -OK

52-1 WIRING ASSEMBLY - REPAIR

TECH: 579 - SHANE, TROY

CONC CODE: L25

CERT#: 0488

OPERATION	TECH	HOURS	AMOUNT
13300B	579	.6	46.38

14200A	579	.4	30.92
--------	-----	----	-------

SUBTOTAL

LAB-MECHANICAL 77.30

TOTAL CHARGE FOR CONCERN 77.30

TYPE: M

PAGE 1

THANK YOU FOR YOUR PATRONAGE!

DISCLAIMER OF WARRANTIES: THE BELOW WARRANTY INCLUDES ALL WARRANTIES EXCEPT THOSE OF IMPLIED MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND THESE WARRANTIES ARE NOT VALID IN ANY STATE THAT PROHIBITS SUCH WARRANTIES.

Blue Oval Certified

Ford of Orange

1350 KATELLA AVENUE ORANGE, CALIFORNIA 92667-3524

www.fordoforange.com

PHONE (714) 833-1044

E.P.A. AIR EMISSION

E.P.A. NO. C4902840704

CUSTOMERS:

We will be charging a surcharge on all service department repair orders in which automotive fluids have been drained. In accordance with the State of California regulations concerning the dumping of hazardous wastes, this charge will be imposed with reference to engine oil, transmission oil and fluids, and antifreeze. The Environmental Protection Agency has strict laws as to the disposition of these fluids to make our site a cleaner and healthier place to live and work in.

I acknowledge notice and oral approval of an increase in the original estimated price.

9-6-01
12:00 P/M Vehicle
12:00 - to to S.U. Larrin
RE: Door chills

ANY CLAIMS MUST BE ACCOMPANIED BY THIS INVOICE.

WARRANTY INFORMATION - FOR COMPLETE DETAILS PLEASE REFER TO THE BACK SIDE OF YOUR REPAIR ORDER. ALL PARTS LISTED ARE NEW UNLESS OTHERWISE INDICATED.

DATE	TIME	PERSON CONTACTED	PHONE #	ADV #	REVISION

x Beck

INVOICE TO

CUSTOMER INFORMATION - INVOICE: M69393

CALL SPENCE AT [REDACTED]
ALSO VISIT [REDACTED]
HOME: [REDACTED] WORK: [REDACTED]

CALL SPENCE AT [REDACTED]
ALSO VISIT [REDACTED]
HOME: [REDACTED] WORK: [REDACTED]

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 0326 ADV: 636 ABLEMAN, INVOICE: PRELIM WAR # M6
MFB: 710054 TAX RULES: NY2M INVOICED: 09/05/2001 17:35:01
ODOMETER IN: 23664
DATES BEGIN: 09/01/01 DONE: 09/05/01

VIN 1FPPUJ44T [REDACTED] LICENSE NUMBER: CA TEMP
00 FORD EXPEDITION XLT 4WD AIR SEPTU WHITE
STOCK# 00203462
DATES IN SERVICE: 081300 PRODUCTION: 062100 BOLD: 081300

CONCERN: WILL NOT GO OVER 20 MPH NO POWER ADV
CAUSE: NO POWER

OPERATION	TECH	HOURS	AMOUNT
93508	640	.3	23.19

CORRECTION: FUEL PUMP PRESSURE TEST ON VEHICLE - DIAGNOSIS

51-1 FUEL PUMP - ELECTRIC (IN-TANK) - REPLACE
51-2 BEE - (MUTEX TEST) - DIAGNOSIS

9350E	640	1.4	108.22
126500	640	.2	15.46

PART NUMBER	QTY	DESCRIPTION	UNIT	SELL	AMOUNT
FIC XL12 9H30Z 08	1	FISOR & PUMP SET FIC		188.10	188.10

FACTORY TECH: 640 - RADONSKI, BOG
COND CODE: 813

SUBTOTAL	
PARTS	263.34
LAB-MECHANICAL	146.87
TOTAL CHARGE FOR CONCERN	410.21

TYPE: M GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE M69393

PARTS	263.34
LAB-MECHANICAL	146.87
TOTAL CHARGE	410.21

PAYMENT DISTRIBUTION FOR INVOICE M69393

TOTAL CHARGE	410.21
FIC WARRANTY	410.21

ATTENTION: OTHER REPAIR ORDERS ON THIS VEHICLE!
DATE OPENED: ROW DATES INVOICED:
06/21/01 6832E WAR - 08/31/01 (*) CUE - 08/21/01 (*)
IF YOU HAVE ANY QUESTIONS - PLEASE SEE JOHN ABLEMAN
M AFTER THE 787 NUMBER DENOTES A RE-MANUFACTURED PART.

THANK YOU FOR YOUR PATRONAGE!

WE warrant the quality of the work performed on this vehicle for the period of time specified in this invoice. We do not warrant the performance of any parts or accessories that are not supplied by Ford. We do not warrant the performance of any parts or accessories that are not supplied by Ford. We do not warrant the performance of any parts or accessories that are not supplied by Ford.

Blindova Certified

Ford of Orange

1350 KATELLA AVENUE ORANGE, CALIFORNIA 92667-3524

www.fordoforange.com
PHONE (714) 833-1044

E.P.A.# AE178698

S.P.A. NO. CA908804754

ANY CLAIMS MUST BE ACCOMPANIED BY THIS INVOICE.

WARRANTY INFORMATION - FOR COMPLETE DETAILS PLEASE REFER TO THE BACK SIDE OF YOUR REPAIR ORDER. ALL PARTS LISTED ARE NEW UNLESS OTHERWISE INDICATED.

DATE	TIME	PERSON CONTACTED	PHONE #	ADV #	REVISION

CUSTOMERS:

We will be charging a surcharge on all service department repair orders in which automotive fluids have been drained, in accordance with the State of California regulations concerning the dumping of hazardous wastes. This charge will be imposed with reference to engine oils, transmission oils and fluids, and antifreeze. The Environmental Protection Agency has strict laws as to the disposition of these fluids to make our state a cleaner and healthier place to live and work in.

I acknowledge notice and oral approval of an increase in the original estimated price.

INVOICE #

DRIVER/OWNER INFORMATION -- INVOICE: W85525

FOR OFFICE USE: TAG: 0326 ADV: 436 AUBHAM, INVOICE: 09/01/2001 08101:35 DC 00 EXPEDITION WHITE LICENSE NUMBER: CA TEP

CONCERN S3 DOOR BUMPERS TOP AND BOTTOM ALL 4 DOORS MISSING FELL OFF
 CAUSE ALL 4 BUMPERS MISSING
 CORRECTION REPLACED BUMPERS -OK
 PART NUMBER P04 NOTE DESCRIPTION QTY SELL AMOUNT
 PNC NPN/STOPPERS *****
 PARTS COUNT 5 ALLOWANCE: 1.20
 FACTORY TECH: 579 - B-PANE, TROY CERT#: 0489
 CONC CODE : T90

OPERATION 999A TECH HOURS 2 AMOUNT 15.46

PART AUTH: CS 082901 12152

SUBTOTAL
 PARTS 4.20
 LAB-MECHANICAL 15.46
 TOTAL CHARGE FOR CONCERN 19.66

CONCERN S4 WINDOW HOLDING AT FT DOOR POOR FIT UPPER REAR CORNER
 CAUSE WARPED FILM
 CORRECTION BRAG & REMOVE PANEL & REPL GLASS RUN, REINSTALL PANEL, RETEST -OK
 S4-1 WEATHERSTRIP -- DOOR GLASS AT BELT INSIDE - REPLACE
 PART NUMBER P04 NOTE DESCRIPTION QTY SELL AMOUNT
 PNC FL32 1621546 BR FILM ASY-DR GL RH 1 41.00 41.00
 PARTS COUNT 1 ALLOWANCE: 16.40
 FACTORY TECH: 579 - B-PANE, TROY CERT#: 0489
 CONC CODE : B64

OPERATION 23943A TECH HOURS 4 AMOUNT 30.92
 21456A 579 4 B 30.92

LINE AUTH: CS 082901 12153
 LINE AUTH: CS 082901 12154

SUBTOTAL
 PARTS 57.40
 LAB-MECHANICAL 61.94
 TOTAL CHARGE FOR CONCERN 119.24

CONCERN S5 OX END LIGHT ON
 CAUSE DAMAGED ORING, VAPOR LEAK
 CORRECTION TEST SYSTEM, REPAIRED VACUUM CONNECTOR TO SER VALVE COMPONENT

OPERATION 12650B TECH HOURS 2 AMOUNT 15.46

PAGE 2

THANK YOU FOR YOUR PATRONAGE!

DISCLAIMER OF WARRANTY: THE SELLER HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND/OR ANY WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

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Ford of Orange

1350 KATELLA AVENUE ORANGE, CALIFORNIA 92667-3524

www.fordoforange.com

PHONE (714) 833-1044

E.A.R.F. A817836

E.P.A. NO. CARG0004704

ANY CLAIMS MUST BE ACCOMPANIED BY THIS INVOICE.

WARRANTY INFORMATION - FOR COMPLETE DETAILS PLEASE REFER TO THE BACK SIDE OF YOUR REPAIR ORDER. ALL PARTS LISTED ARE NEW UNLESS OTHERWISE INDICATED.

DATE	TIME	PERSON CONTACTED	PHONE ?	ADV #	REVISION

CUSTOMERS:

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INVOICE TO

DRIVER/OWNER INFORMATION - INVOICE # 148525

FOR OFFICE USE

VEHICLE INFORMATION

TWR 0326 ADV: 636 ASLEWH, INVOICED: 09/01/2001 09:01:35 EC 00 EXPEDITION WHITE LICENSE NUMBER: CA 7EMP

DIAGNOSTIC	DESCRIPTION	QTY	SELL	AMOUNT
35-1	PIK POINT TEST - DIAGNOSIS	12650045	514 .3	23.19
35-2	NGS DCL DISPLAY - TEST	12650880	514 .1	7.73
35-3	NGS RECORDER / MONITOR ROAD TEST - DIAGNOSIS	12650881	514 .5	38.65
35-4	EXTRA TIME TO REPEAT FINAL QUICK TEST	12650881	514 .1	7.73
35-5	VACUUM TUBE/NGSE - REPAIR	12222A	514 .4	30.92
35-6	INSTALLED NEW TANK, O-RINGS AND RETAINER	90000	514 .4	30.92
35-7	EVAPORATIVE EMISSIONS SYSTEM LEAK TEST - DIAGNOSIS	900002	514 .1	7.73
35-8	REPAIR	90002	514 1.3	100.49

PART NUMBER	QTY	SELL	AMOUNT
FVC NFWACCOM	18	1.09	1.09
SPO RL12 9002 BA	1	257.81	257.81
SPO F75Z 90307 AB	1	4.50	4.50
SPO F75Z 9947 BB	1	5.87	5.87

FACTORY TECH: 514 - OPITZ, BELANDI
CONE CODE : E29

PART AUTH: CS 082901 23:11

SUBTOTAL	
PARTS	376.54
LAB-MECHNICAL	262.82
TOTAL CHARGE FOR CONCERN	639.36

CONCERN S6 UNDER HOOD STICKER SHOWING BELT ROUTING PEELING
CAUSE NC
CORRECTION NO CHARGE
FACTORY TECH: 999 - REPAIR, DEL
CONE CODE : A99

OPERATION	TECH	HOURS	AMOUNT
NC	999	.08	.00

SUBTOTAL	
TOTAL CHARGE FOR CONCERN	.00

THANK YOU FOR YOUR PATRONAGE!

EXCLUSIONS OF WARRANTIES: THE SELLER HEREBY DISCLAIMS ALL WARRANTIES, WHETHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE AND SERVICE, AND MAKES NO WARRANTY AS TO THE ACCURACY OF ANY INFORMATION CONTAINED HEREIN. THE SELLER SHALL NOT BE LIABLE FOR ANY DAMAGES, INCLUDING CONSEQUENTIAL DAMAGES, ARISING FROM THE SALE OF THIS VEHICLE.

Blue Oval Certified

Ford of Orange

1350 KATELLA AVENUE ORANGE, CALIFORNIA 92667-3524

www.fordoforange.com

PHONE (714) 633-1044

D.A.R. # AE17986

S.R.A. NO. CA00024764

ANY CLAIMS MUST BE ACCOMPANIED BY THIS INVOICE.

WARRANTY INFORMATION - FOR COMPLETE DETAILS PLEASE REFER TO THE BACK SIDE OF YOUR REPAIR ORDER. ALL PARTS LISTED ARE NEW UNLESS OTHERWISE INDICATED.

DATE	TIME	PERSON CONTACTED	PHONE ?	ADV #	REVISION

CUSTOMERS:

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I acknowledge notice and oral approval of an increase in the original estimated price.

INVOICE TO: [REDACTED] INVOICE NUMBER: 1668525

FOR OFFICE USE: [REDACTED] VEHICLE INFORMATION: TAG# 0326 ADV# 636 AUBURN, INCLINED 09/01/2001 80701459 DC 00 EXPERTISE WHITE LICENSE NUMBER: CA TEMP

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE 1668525

PARTS	462.93
LAB-MECHANICAL	471.53
TOTAL CHARGE	934.46

PAYMENT DISTRIBUTION FOR INVOICE 1668525

TOTAL CHARGE	934.46
FAC WARRANTY	934.46

ATTENTION: OTHER REPAIR ORDERS ON THIS VEHICLE:

DATE OPENED FOR	DATE INVOICED
09/01/01	69393

IF YOU HAVE ANY QUESTIONS - PLEASE SEE JOHN AUBURN
"RM" AFTER THE PART NUMBER DENOTES A REMANUFACTURED PART.

PAGE 4
LAST PAGE

THANK YOU FOR YOUR PATRONAGE!

DISCLAIMER: BY PURSUING THE BLUE OVAL SERVICE PLAN, ALL WARRANTIES, EITHER IMPLIED OR EXPRESS, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND OTHER WARRANTIES ARE HEREBY DISCLAIMED AND NO LIABILITY IS ACCEPTED FROM THE SALE OF THE VEHICLE.

CALL CENTER AT 714 [REDACTED]

ALISS VILJO

GRMSR

CA [REDACTED] UNITED STATES

HOME

SUS PH: [REDACTED]

STOCK NUMBER: 00000400 LAST SERV MILEAGE: 00016 MFI CODE: 11004

IFMPU15L5V1 [REDACTED] OR TEMP SOLD DATE: 02/13/00 MILE: 00016 LAST-SERV: 00/01/00

00 FORD EXPEDITION XLT 4WD 4DR COUNTRY WHITE IN-SERV DRILLING/CON

SRVC : DSG: 301 WAR: 0409 POL: 100

NUMBER TYPE DATE DEDUCT MUN MILES ACTIVE

EXT SVC PLAN1: YL088206 PRENCARE 02/13/05 5000 060 073002 Y

ID 068505 N 08/21/01 23615 535 PFG=375.00 POL=.00 TOT=452.20 INV=08310

N 57 PAY TYPE C TECH1-579 DPR-CODE NC

REPLACE WINDSHIELD

OGL

ECONOMY GLASS

ORE

N 58 PAY TYPE C TECH1-579 DPR-CODE NC

REPLACE CABIN FILTER USE CUSTOMER FILTER

100.00 PARTS - \$120.00 LABOR

O W8805 Y 09/21/01 21616 535 PFG=452.00 POL=.30 TOT=924.41 INV=00010

N 51 PAY TYPE W TECH1-579 .30 DPR-CODE 9000A

FR F75Z7629702AB

AIR LEAK AT FT DOOR GLASS SO TO TO MAX NOISE IN DRESS WIND

WEEK DOOR W/2

DIAG LEAK & REPLACE W/5 & RETEST

N 51-1 PAY TYPE W TECH1-579 .30 DPR-CODE 32702A

FR F75Z7629702AB

WEATHERSTRIP-FRONT DOOR OPENING - REPLACE

N 51-2 PAY TYPE W TECH1-579 .30 DPR-CODE 23129A

FR F75Z7629702AB

DOOR-FRONT - ALIGN

N 52 PAY TYPE W TECH1-579 .30 DPR-CODE 103000

CLIMATE CONTROL LIGHTING INOP

FAULTY CIRCUIT

DEAG, REPAIR BOTH CIRCUIT BT GROUND BLUES W CONNECTOR, RETEST -OK

ORE

N 52-1 PAY TYPE W TECH1-579 .40 DPR-CODE 14200A

JERING ASSEMBLY - REPAIR

N 52 PAY TYPE W TECH1-579 .30 DPR-CODE 0900A

DOOR SUSPENS TOP AND BOTTOM ALL 4 DOORS INCLUDING PULL SWP

ALL 4 SUSPENS WILLING

REPLACE BUMPERS ON

N 51 PAY TYPE W TECH1-579 DPR-CODE 25 107

TECH1-579

WORKSHEET FOR WORK ORDER # 1255000
 N 55 PAY TYPE W TECHN-314 1.00 1255000 1255000
 ON ONE LIGHT ON
 DAMAGED WIRING, VAPOR LEAK
 TEST SYSTEM, REPAIRED VACUUM CONNECTION TO TEST SYSTEM
 N 55-1 PAY TYPE W TECHN-314 1.00 1255000 1255000
 POINT TEST - DIAGNOSTIC

1255000 1255000 1255000 1255000 1255000 1255000
 1255000 1255000 1255000 1255000 1255000 1255000
 N 55-2 PAY TYPE W TECHN-314 1.00 1255000 1255000
 NGE OIL DISPLAY - TEST
 N 55-3 PAY TYPE W TECHN-314 1.00 1255000 1255000
 NGC RECORDER / MONITOR HOME TEST - BENCH
 N 55-4 PAY TYPE W TECHN-314 1.00 1255000 1255000
 EXTRA TIME TO REPEAT FINAL QUICK TEST
 N 55-5 PAY TYPE W TECHN-314 1.00 1255000 1255000
 VACUUM TUBING - REPAIR
 N 55-6 PAY TYPE W TECHN-314 1.00 1255000 1255000
 INSTALLED NEW TANK, BRING AND RETURN
 N 55-7 PAY TYPE W TECHN-314 1.00 1255000 1255000
 EVAPORATIVE EMISSIONS SYSTEM LEAK TEST - DIAGNOSTIC
 N 55-8 PAY TYPE W TECHN-314 1.00 1255000 1255000
 REPAIR
 N 55 PAY TYPE W TECHN-999 0.00 1255000 1255000
 UNDER HOOD STRONG SHOWING BELT ROUTING FEELING
 NO
 NO CHARGE

1255000 1255000 1255000 1255000 1255000 1255000
 1255000 1255000 1255000 1255000 1255000 1255000

ORE
 N 51 PAY TYPE W TECHN-370 1.00 1255000 1255000
 DRIVERS DOOR HAD BEEN AT BOTTOM...
 NO PROBLEM FOUND
 PERFORMED WATER LEAK TEST BY VERIFYING...
 N 52 PAY TYPE W TECHN-370 1.00 1255000 1255000
 OWNER UNHAPPY WITH FOAM STICKING OUT OF...
 NO
 SEE LINE 54
 N 53 PAY TYPE W TECHN-370 1.00 1255000 1255000
 LINE 53
 DRIVERS DOOR HAD AIR NOISE AT TEMP...
 NO
 SEE LINE 51
 N 50-1 PAY TYPE W TECHN-370 1.00 1255000 1255000
 SEE LINE 51
 N 50 PAY TYPE W TECHN-370 1.00 1255000 1255000
 LINE 50
 CAR WAS RATTLED AROUND...
 NO
 TO REPLACE MISSING...

1255000 1255000 1255000 1255000 1255000 1255000
 1255000 1255000 1255000 1255000 1255000 1255000

N 55 PAY TYPE W TECH1-579 OPR-CODE NFF
REMOTES DO NOT OPEN DOORS 7 TIMES.....STAND ON TOP VEHICLE AND DO NOT
NO PROBLEM FOUND

N 56 PAY TYPE W TECH1-579 .30 OPR-CODE 23943A
LITS 07 FP F8527821457AA
NEW DOOR PANEL ON DRIVERS DOOR HAS POOR FIT AT BACK CORNER...SEE BICK
PANEL/LOOSE

TRIM PANEL - FRONT DOOR - REMOVE AND INSTALL
N 56-1 PAY TYPE W TECH1-579 .40 OPR-CODE 21453A
FP F8527821457AA
WEATHERSTRIP - DOOR GLASS AT BELT INSIDE - REPLACE

IO W54403 13800 586 PTS=.30 POL=.00 TOT=.00 INV=02130.

IORE

N 57 PAY TYPE W TECH1-579 OPR-CODE SD
SDP DECAL FOR TOP OF RADIATOR.....ORDERED BY TECH 623

SDP
PARTS HAVE BEEN SPECIAL ORDERED

DEACL
N 58 PAY TYPE W TECH1-579 OPR-CODE SUBLET
TAP LOANER.....TAP LOANER PER MARC GROVES,
RENTAL
RENTAL

O 053263 N 02/09/01 13634 586 PTS=21.24 POL=.00 TOT=30.71 INV=02230:
N 01 PAY TYPE C TECH1-557 .30 OPR-CODE 01
FLAGS HAZ

OIL AND FILTER SPECIAL
CHANGE OIL AND FILTER CHECK ALL FLUID LEVELS

O W53255 Y 02/09/01 13624 586 PTS=187.32 POL=.00 TOT=314.41 INV=02130:

DRE

N 51 PAY TYPE W TECH1-623 .30 OPR-CODE 23943A
LITS 33 FP 5423943

SDP IN-DRIVERS DOOR PANEL...MATERIAL IS COMING LOOSE AT TOP OF DRIVERS
SDP IN

TRIM PANEL - FRONT DOOR - REMOVE AND INSTALL

N 51-1 PAY TYPE W TECH1-623 .10 OPR-CODE 23943A1
LITS 33

TRIM PANEL - FRONT DOOR - REPLACE

N 52 PAY TYPE W TECH1-623 .20 OPR-CODE 23943A
LITS 42 FP NFF

WIND TURBULANCE FROM DRIVERS DOOR WINDOW... WIND NOISE AT REAR OF DRIVERS
NO PROBLEM FOUND

DOOR AND WINDOW - WIND NOISE/WATER LEAKS - DIAGNOSIS

N 53 PAY TYPE W TECH1-623 OPR-CODE NC
THERE IS FOAM AT TOP OF DASH PANEL NEXT TO WINDSHIELD....FOAM STICKS OUT
NO T.S.B. OR SPECIAL SERVICE

MESSAGES FOR THIS

N 54 PAY TYPE W TECH1-623 .40 OPR-CODE 14001D
LITS 42 FP NFF

INTERMITTANTLY DOOR REMOTES WILL NOT WORK UNLESS OWNER IS ON TOP OF
NO PROBLEM FOUND

FE05-033-0530

N 55 PAY TYPE W TECH1-623 .70 OPR-CODE 1007D

LITS 42 FP 1207

THERE IS A DASH RATTLE/SQUEAK AT FAR RIGHT SIDE OF DASH...STREET DR
NO PROBLEM FOUND

NOISE/VIBRATION/HARSHNESS - DIAGNOSIS

N 56 PAY TYPE W TECH1-623 OPR-CODE 80

THE SPEC DECAL ON TOP OF RADIATOR PANEL IS PEELING...OWNER WANTS DECAL
SPEC

PARTS HAVE BEEN SPECIAL ORDERED

RD W43867 Y 11/13/00 7602 566 PTS=183.09 PCL=.00 TOT=698.93 INV=111760

N 51 PAY TYPE W TECH1-565 .70 OPR-CODE 1007D

LITS 56

REAR SUSP SQUEAKS WHEN REAR BOUNCES UP/DOWN.....INTERMITTANTLY...

BUSHINGS/DRY

NOISE/VIBRATION/HARSHNESS - DIAGNOSIS

N 51-1 PAY TYPE W TECH1-565 .30 OPR-CODE 5772A

LITS 56

STABILIZER BAR - REAR - REPLACE

ORE

N 52 PAY TYPE W TECH1-623 2.70 OPR-CODE 04320B

LITS 33 FP F75Z15042A82BAE

THERE IS A DASH RATTLE ABOVE SPEEDO.....SEE TAPE FOR LOCATION...

SO IT NOT RUB ON GLASS

INSTRUMENT PANEL - ACCESS

N 52-1 PAY TYPE W TECH1-623 .80 OPR-CODE 03100B

LITS 33

FP F75Z15042A82BAE

GLASS-WINDSHIELD - RESEAL

N 53 PAY TYPE W TECH1-623 1.80 OPR-CODE 3514A

LITS 14

FP YL3Z116540AC

PANEL ABOVE SPEEDO IS WARPED.....ONE SIDE IS HIGHER THAN THE OTHER...

PANEL ABOVE SPEEDO WARPED

STEERING COLUMN ASSEMBLY - REMOVE AND INSTALL

N 53-1 PAY TYPE W TECH1-623 .70 OPR-CODE 04E35A

FP YL3Z116540AC

CONSOLE ASSEMBLY - REPLACE

N 54 PAY TYPE W TECH1-623 .30 OPR-CODE 20708A

LITS 07

FP F75Z7820708AD

THERE IS AIR LEAK NOISE AT DRIVERS DOOR AT BACK TOP OF DOOR....AROUND THE

WEATHERSTRIP BAD

WEATHERSTRIP-FRONT DOOR OPENING - REPLACE

JRE

N 54-1 PAY TYPE W TECH1-623 .20 OPR-CODE 69000A

FP F75Z7820708AD

DOOR AND WINDOW - WIND NOISE/WATER LEAKS - DIAGNOSIS

N 55 PAY TYPE W TECH1-623 OPR-CODE 80

DRIVERS DOOR TRIM PANEL HAS LOOSE MATERIAL AT TOP OF PANEL NEAR WHERE

DOOR PANEL

PARTS HAVE BEEN SPECIAL ORDERED

J C43867 X 11/13/00 7602 566 PTS=24.11 PCL=.00 TOT=32.98 INV=111560

I 20 PAY TYPE D TECH1-557 .30

OPR-CODE 28

NO OIL AN FILTER

REPLACE ENGINE OIL FILTER AND ENGINE OIL INSPECT VEHICLE

DONE

DO W43208 Y 10/02/00 5091 526 PTS=23.55 POL=.00 TOT=449.68 INV=100500

MORE

LN 51 PAY TYPE W TECH1-623 .40 OPR-CODE 21455A

LITS 02 FP F65Z7821457AA

SOPAIN STOCK FOR LEFT FRONT WINDOW....DEFECTIVE RUBBER/FELT

WINDOW FELT WAS WORPED

WEATHERSTRIP - DOOR GLASS AT BELT INSIDE - REPLACE

LN 51-1 PAY TYPE W TECH1-623 .30 OPR-CODE 23943A

LITS 02 FP F65Z7821457AA

TRIM PANEL - FRONT DOOR - REMOVE AND INSTALL

LN 52 PAY TYPE W TECH1-623 2.70 OPR-CODE 04320B

LITS 56

DASH RATTLES-SEE HISTORY....RATTLES WHEN GOING OVER SMALL BUMPS

SCREW WAS INSIDE DASH

INSTRUMENT PANEL - ACCESS

LN 54 PAY TYPE W TECH1-623 1.10 OPR-CODE 2001BCT

LITS 56 FP D7AZ19A331A

REAR SUSP HAS A SQUEAK.....WORSE WHEN SUSP IS COOL....JUST MOVE REAR

FOUND THAT E. BRAKE HAD NO LUBE

BRAKE SHOES / PAD ASSEMBLISS - HYDRAULIC - INSPECT

LN 54-1 PAY TYPE W TECH1-623 1.20 OPR-CODE MT264B

LITS 56 FP D7AZ19A331A

M-TIME USED TO R/R E-BRAKE SHOES

MORE

DO 043208 N 10/02/00 5091 526 PTS=14.54 POL=.00 TOT=39.74 INV=100300

LN 01 PAY TYPE C TECH1-623 .30 OPR-CODE 01

FLAGS EPA HAZ

OIL AND FILTER SPECIAL

CHANGE OIL AND FILTER CHECK ALL FLUID LEVELS

LN 02 PAY TYPE C TECH1-623 .50 OPR-CODE 02

ROTATE TIRES

ROTATE TIRES

DO 139570 N 08/22/00 328 529 PTS=40.52 POL=.00 TOT=40.53 INV=090200

LN 51 PAY TYPE I TECH1-999 OPR-CODE NC

AS PER DUE BILL HITCH COVER

DONE

DO W40646 Y 08/30/00 2950 536 PTS=.00 POL=.00 TOT=411.10 INV=023100

MORE

LN 51 PAY TYPE W TECH1-579 1.30 OPR-CODE 9002A

LITS 19

THERE IS A RATTLE UNDER VEHICLE....METALLIC RATTLE

TANK STRAP BOLT STRIPPED

FUEL TANK - REMOVE AND INSTALL OR REPLACE

LN 51-1 PAY TYPE W TECH1-579 .30 OPR-CODE MT0054

LITS 19

M-TIME USED TO RETAP BOLT AND REINSTALL

LN 52 PAY TYPE W TECH1-579 1.30 OPR-CODE 010000

PE05-033-0540

INSTRUMENT PANEL - ACCESS

N 53 PAY TYPE W T H1-579

OPR-CODE 30

DRIVERS DOOR GLASS HAS A WINDNOISE AT B PILLAR AREA... FELT MLDC AT
RUN

PARTS HAVE BEEN SPECIAL ORDERED

ID 040646 N 08/30/00 2950 526 PTS=21.24 PDL=.00 TOT=29.89 INV=000000

IORE

N 28 PAY TYPE C TECH1-625 .30

OPR-CODE 28

FREE 3,500 MILE OIL AND FILTER CHANGE

REPLACE ENGINE OIL FILTER AND ENGINE OIL INSPECT VEHICLE

ID 039634 N 08/18/00 307 594 PTS=21.24 PDL=.00 TOT=29.89 INV=001002

N 27 PAY TYPE NC TECH1-414 .30

OPR-CODE 27

FREE 1,000 MILE OIL AND FILTER CHANGE

REPLACE ENGINE OIL FILTER AND ENGINE OIL INSPECT VEHICLE

ID 036100 N 07/12/00 589 PTS=.00 PDL=100.50 TOT=.00 INV=071400

N 25 PAY TYPE PDI TECH1-438 1.50

OPR-CODE 25

LIT9-RB

PRE DELIVERY INSPECTION

PERFORM PDI INSPECTION

PDI

END OF DATA

FORD CUSTOMER SERVICE DIVISION
LOS ANGELES REGION



FACSIMILE TRANSMITTAL SHEET

TO: <i>Dave Farrell</i>	FROM: <i>Stephanie Wooten</i>	PHONE: <i>714/939-3648</i>
COMPANY:	<i>November 19, 2001</i>	
FAX NUMBER: <i>714/911-0695</i>	TOTAL NO. OF PAGES INCLUDING COVER: <i>3</i>	

URGENT

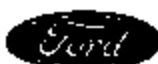
FOR REVIEW

NOTES/COMMENTS:

Jensen

2099 S. STATE COLLEGE BLVD., #660
ANAHEIM, CA 92806

FEDS-833-8542



Ford Motor Company
Ford Customer Service Division

Los Angeles Region
2099 S. State College Blvd., Suite 600
Anaheim, CA 92806

November 14, 2001

Dave Farrell, Esq.
BARNES & FARRELL
24012 Calle de la Plata, #407
Laguna Hills, CA 92653

Re: [REDACTED]
2000 Ford Expedition
1FMPU16L6YI [REDACTED]

Dear Mr. Farrell:

This is in response to your letter dated, September 12, 2001, wherein you requested recession on behalf of your client.

Although Ford Motor Company denies any liability concerning the subject vehicle, as a good will gesture we are offering to repurchase your client's vehicle as outlined below.

• Down payment	\$5,000.00
• Payments (14 @ \$685.64)	9,598.96
• Unused registration	194.22
• Attorney fees	2,500.00
• Less usage	-896.32
• Total payable to you and your client	\$16,396.86

In addition, Ford Motor Company will pay off the remaining balance owing to Ford Motor Credit Corporation, account #FTA3691E5N, in relation to the above referenced vehicle.

The above offer is in exchange for return of the subject vehicle in an undamaged condition (normal wear and tear acceptable), with all original equipment in tact, clear title, current registration and a fully executed release.

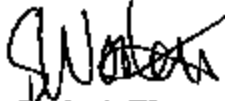
Page 2

[REDACTED]

The surrender of your client's vehicle will take place at David Wilson's Ford of Orange,
(714)978-1850 by Larry Rottweiler.

Please review our offer with your client and if acceptable, sign below and return, via
facsimile, to 714/939-3609.

Sincerely,



Stephanie Wooten
Legal Analyst
Ford Customer Service Division

Dave Farrell, attorney for [REDACTED]

Date

FORD/CUSTOMER SERVICE

DATE	TIME	TO/FROM	MODE	MIN/SEC	PGS	CHDN	STATUS
03	11/15	13123 949 697 0695	EC-S	00'37"	063	146	OK

FORD CUSTOMER SERVICE DIVISION
LOS ANGELES REGION



FACSIMILE TRANSMITTAL SHEET

TO: <i>Dave Farrell</i>	FROM: <i>Stephanie Wooten</i>	PHONE: <i>714/939-3648</i>
DATE: <i>11/15/81</i>	TIME: <i>11:19 AM</i>	
REMARKS: <i>419/672-0695</i>	TOTAL NO. OF PAGES INCLUDING COVER: <i>5</i>	

URGENT FOR REVIEW

NOTES/COMMENTS

Jensen

BARNES & FARRELL
 ATTORNEYS AT LAW
 2475 CALIFORNIA BLVD, SUITE 200
 LAGUNA HILLS, CALIFORNIA 92653-0822
 TELEPHONE (949) 377-6000
 FACSIMILE (949) 377-6000
 www.barnesandfarrell.com

STEPHEN G. BARNES
 DAVID J. FARRELL

*A Professional Corporation

FACSIMILE COVER SHEET

DATE: November 15, 2001

TO: Stephanie Wootan

FAX NO.: (714) 939-3609

FROM: David Farrell

NO. OF PAGES INCLUDING COVER SHEET: 3

RE: [REDACTED]

MESSAGE: Please request three settlement checks - one in the amount of \$13,895.86 made payable to [REDACTED]; one in the amount of the lien pay-off balance made payable to the Ford Motor Credit Company; and one in the amount of \$2,500.00 made payable to Barnes & Farrell. Any questions, please call. Thank you.

PRIVACY NOTE

THIS MESSAGE IS INTENDED ONLY FOR THE USE OF THE INDIVIDUAL OR ENTITY TO WHICH IT IS ADDRESSED AND MAY CONTAIN INFORMATION THAT IS PRIVILEGED, CONFIDENTIAL OR EXEMPT FROM DISCLOSURE UNDER APPLICABLE FEDERAL AND STATE LAW. IF YOU HAVE RECEIVED THIS COMMUNICATION IN ERROR, PLEASE NOTIFY US BY TELEPHONE IMMEDIATELY.

PLEASE CALL OUR OFFICE IMMEDIATELY IF ALL PAGES ARE NOT TRANSMITTED.

THANK YOU.

TRANSMITTED BY:

Ford Motor Company
Ford Customer Service Division

Los Angeles Region
3800 S. Sepulveda Blvd., Suite 600
Agoura Hills, CA 91301

November 14, 2001

Dave Farrell, Esq.
BARNES & FARRELL
24012 Calle de la Playa, #407
Laguna Hills, CA 92653

Re: [REDACTED]
2000 Ford Expedition
1FMPU16L6Y[REDACTED]

Dear Mr. Farrell:

This is in response to your letter dated, September 12, 2001, wherein you requested
recession on behalf of your client.

Although Ford Motor Company denies any liability concerning the subject vehicle, as a
good will gesture we are offering to repurchase your client's vehicle as outlined below.

- Down payment	\$5,000.00
- Payments (14 @ \$685.64)	9,598.96
- Unused registration	194.22
- Attorney fees	2,500.00
- Less usage	-896.32
- Total payable to you and your client	\$16,996.86

In addition, Ford Motor Company will pay off the remaining balance owing to Ford Motor
Credit Corporation, account #FTA3691ESN, in relation to the above referenced vehicle.

The above offer is in exchange for return of the subject vehicle in an undamaged condition
(normal wear and tear acceptable), with all original equipment in tact, clear title, current
registration and a fully executed release.

Page 2

[Redacted]

The surrender of your client's vehicle will take place at David Wilson's Ford of Orange, (714)978-1850 by Larry Rosweller.

Please review our offer with your client and if acceptable, sign below and return, via facsimile, to 714/939-3609.

Sincerely,

Stephanie Wooten
Legal Analyst
Ford Customer Service Division

Dave Parrell, attorney for [Redacted]

11/15/01

Date

FORM-033-0548