



DAVID J. GORBERG & ASSOCIATES, P.C.
By: DAVID J. GORBERG
Identification No.: 53084
1900 Allegheny Building
429 Forbes Street
Pittsburgh, PA 15219
412-894-9970

Attorney for Plaintiff

[REDACTED]
Lower Burrell, PA [REDACTED]

COURT OF COMMON PLEAS

vs.

ALLEGHENY COUNTY

Ford Motor Company
C/O CT CORPORATION
116 PINE STREET
SUITE 320
HARRISBURGH PA 17101

COMPLAINT

1. Plaintiff, [REDACTED] is an adult individual citizen an legal resident of the Commonwealth of Pennsylvania residing at [REDACTED] Burrell, PA [REDACTED]
2. Defendant, Ford Motor Company is a business corporation qualified to do business and regularly conducts business in the Commonwealth of Pennsylvania and can be served c/o CT Corporation, 116 Pine Street, Suite 320, Harrisburg, PA 17101.

BACKGROUND

3. Plaintiff incorporates by reference paragraphs 1 and 2 as fully as if set forth here length.

4. On or about January 2013, Plaintiff purchased a new 2013 Ford Explorer (hereinafter referred to as the "vehicle"), manufactured and warranted by Defendant bearing the Vehicle Identification Number 1FM5K8B85DG [REDACTED]. The vehicle was purchased and registered in the Commonwealth of Pennsylvania.

5. The price of the vehicle, including registration charges, document fees, sales tax, but, excluding other collateral charges not specified, totaled more than \$30,000.00.

6. Plaintiff avers that as a result of the ineffective repair attempts made by Defendant through its authorized dealer, the vehicle cannot be utilized for the purposes intended by Plaintiff at the time of acquisition and as such, the vehicle is worthless.

7. In consideration of the purchase of the above vehicle, Defendant, issued to Plaintiff several warranties, fully outlined in the warranty booklet.

8. On or about 2013, Plaintiff took possession of the above mentioned vehicle and experienced nonconformities, which substantially impaired the use, value and/or safety of the vehicle.

9. Said nonconformities consisted of but was not limited to defective brakes and fuel system. Copies of repair receipts are attached hereto and marked as Exhibit "A".

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

11. Plaintiff avers the vehicle has been subject to repair more than two (2) times for the same nonconformity, and the nonconformity remains uncorrected.

12. Plaintiff has delivered the nonconforming vehicle to an authorized service and repair facility of the defendant on numerous occasions. After a reasonable number of attempts, Defendant was unable to repair the nonconformities.

13. In addition, the above vehicle has or will in the future be out of service by reason of the non-conformities complained of for a cumulative total of thirty (30) days or more.

14. The vehicle continues to exhibit defects and nonconformities which substantially impair its use, value and/or safety.

15. Plaintiff avers the vehicle has been subject to additional repair attempts for defects and/or nonconformities and/or conditions for which the Defendant and or its authorized service center, may not have maintained records.

16. Plaintiff has been and will continue to be financially damaged due to Defendant's failure to comply with the provisions of its' warranty.

17. Plaintiff seeks relief for losses due to the nonconformities and defects in the above mentioned vehicle in addition to attorney fees and all court costs.

COUNT I
PENNSYLVANIA AUTOMOBILE LEMON LAW CLAIM

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

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

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

21. Plaintiff's vehicle is a "New Motor Vehicle" as defined by 73 P.S. §1952.

22. Said vehicle experienced non conformities within the first year of purchase, which substantially impairs the use, value and safety of said vehicle.

23. Defendant failed to correct and or repair said nonconformities.

24. The vehicle continues to exhibit defects and nonconformities which substantially impair its use, value and/or safety.

25. Defendant does not require participation in any informal dispute settlement program prior to filing suit.

26. As a direct and proximate result of Defendant's failure to repair the nonconformities , Plaintiff has suffered damages and, in accordance with 73 P.S. §1958, Plaintiff is entitled to bring suit for such damages and other legal and equitable relief.

27. Plaintiff avers that upon successfully prevailing upon the Lemon Law claim herein, all attorney fees are recoverable and are demanded against the Defendant.

WHEREFORE, Plaintiff respectfully demands judgment in his favor and against the Defendant in an amount equal to three (3) times the purchase price of the subject vehicle, plus all available collateral charges and attorney fees. Amount not in excess of \$35,000.00.

COUNT II
MAGNUSON-MOSS FEDERAL TRADE COMMISSION IMPROVEMENT ACT

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

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

30. Defendant is a "Warrantor" as defined by 15 U.S.C. §2301(5).

31. Plaintiff uses the subject product for personal, family and household purposes.

32. By the terms of the express written warranties referred to in this Complaint, Defendant agreed to perform effective warranty repairs at no charge for parts and/or labor.

33. Defendant failed to make effective repairs.

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

35. Section 15 U.S.C. §2310 (d) (1) provides:
If a consumer finally prevails on an action brought under paragraph (1) of this subsection, he may be allowed by the Court to recover as part of the judgment a sum equal to the amount of aggregate amount of costs and expenses (including attorney fees based upon actual time expended), determined by the Court to have been reasonably incurred by the Plaintiff for, or in connection with the commencement and prosecution of such action, unless the Court, in its discretion shall determine that such an award of attorney's fees would be inappropriate.

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

WHEREFORE, Plaintiff respectfully demands judgment in his favor and against the Defendant in an amount equal to three (3) times the purchase price of the subject vehicle, plus all available collateral changes and attorney fees. Amount not in excess of \$35,000.00.

COUNT III
UNIFORM COMMERCIAL CODE

37. Plaintiff hereby incorporates all the paragraphs of this Complaint by reference as if fully set forth at length herein.

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

- a. Breach of Express Warranty
- b. Breach of Implied Warranty of Merchantability;
- c. Breach of Implied Warranty of Fitness For a Particular Purpose;
- d. Breach of Duty of Good Faith.

39. The purpose for which Plaintiff purchased the vehicle include but are not limited to his personal, family and household use.

40. At the time of this purchase and at all times subsequent thereto, Plaintiff has justifiably relied upon Defendant's express warranties and implied warranties of fitness for a particular purpose and implied warranty of merchantability.

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

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

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

WHEREFORE, Plaintiff respectfully demands judgment in his favor and against the Defendant in an amount equal to three (3) times the purchase price of the subject vehicle, plus all available collateral changes and attorney fees. Amount not in excess of \$35,000.00.

COUNT IV
PENNSYLVANIA UNFAIR TRADE PRACTICES AND
CONSUMER PROTECTION CLAIM

44. Plaintiff hereby incorporates all the paragraphs of this Complaint by reference as if set forth at length herein.

45. The Unfair Trade Practices and Consumer Protection Law defines unfair methods of competition to include the following:

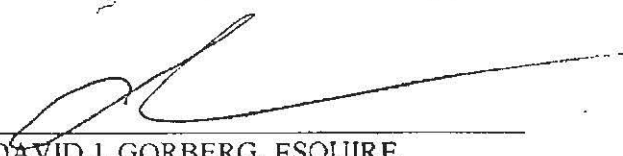
(xiv). Failing to comply with the terms of any written guarantee or warranty given to the buyer at, prior to, or after a contract for the purchase of goods or services is made.

46. Plaintiff, as a Pennsylvania resident, believes, and therefore, avers Defendant's failure to comply with the terms of the written warranty constitutes an unfair method of competition.

47. Section 201-9.2(a) of the Unfair Trade Practices and Consumer Protection Law, authorizes the Court, in its discretion, to award up to three (3) times the actual damages sustained for violations of the Act.

WHEREFORE, Plaintiff respectfully demands judgment in his favor and against the Defendant in an amount equal to three (3) times the purchase price of the subject vehicle, plus all available collateral changes and attorney fees. Amount not in excess of \$35,000.00.

DAVID J. GORBERG & ASSOCIATES, P.C.

BY: 

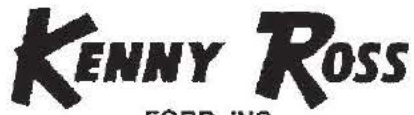
DAVID J. GORBERG, ESQUIRE
Attorney for Plaintiff

VERIFICATION

The undersigned verifies that the Civil Action Complaint is based on information furnished to counsel in the preparation of his/her Lemon Law and/or Breach of Warranty lawsuit. The language of the Civil Action Complaint is that of counsel and not of signer. Signer verifies that the information supplied to counsel is true and correct to the best of his/her knowledge, information and belief. The contents of the Civil Action Complaint is that of counsel and not of signer. This verification is made subject to the penalties of 18 Pa. C.S. 4904 relating to unsworn falsification to authorities.



Date: 5-29-15



FORD, INC.

Route 30 and Blackhill Road
P.O. Box 269 ADAMSBURG, PA, 15611
PHONE: 724-864-3601 x412-271-8899
FAX# 724-864-4350
www.kennyross.com

INVOICE

PAGE 1

SERVICE ADVISOR: 104265 KEVIN P ANDERSON

LOWER MURRELL, PA
HOME:
BUS:

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE / REG. #	MILEAGE IN / OUT		TAG
UH TUXEDO	13	FORD EXPLORER		1FM5K8B85DG	HHJ3301	4163/4163		T620
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
28FEB13 DD			WAIT 23JUN13		70.00	VMC	24MAY13	
R.O. OPENED		READY		OPTIONS:	STK:	ENG:3.5_Liter_Ti-VCT		
10:12 24MAY13		11:23 24MAY13						

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

A	CHANGE ENGINE OIL AND FILTER RESET OIL REMINDER AND PLACE NEXT OIL						
	CHANGE DUE COUPON ON WINDSHIELD.						
	1P CHANGE ENGINE OIL AND FILTER RESET OIL						
	REMINDER AND PLACE NEXT OIL CHANGE DUE						
	COUPON ON WINDSHIELD.						
	81015 CP					18.55	18.55
	1 FL*500*SB12 FILTER ASY - OIL				6.40	6.40	6.40
	5 XO*5W20*BSP BULK OIL				2.80	2.80	14.00
	1 HAZ01 HAZARDOUS WASTE REMOVAL				1.90	1.90	1.90
	1 XO*5W20*BSP BULK OIL				2.80	2.80	2.80
MISC FIRST LOF							
	CCF13					-43.65	-43.65

B KENNY ROSS COMPLIMENTARY VEHICLE INSPECTION

99P DEFAULT							
81015 CP						0.00	0.00
GBATT BATTERY CONDITION IS GOOD AT THIS TIME							
81015 CP						0.00	0.00
GTIRE TIRE							
81015 CP						0.00	0.00
GBK BRAKE							
81015 CP						0.00	0.00

C Prolongs tire life and ensures safety - rotate tires according to manufacturer's specifications - visually inspect front and rear brakes - set tire pressure and check for wear

MROT Prolongs tire life and ensures safety -							
rotate tires according to manufacturer's							
specifications - visually inspect front and							
rear brakes - set tire pressure and check							
for wear							
81015 CP						14.99	14.99

1-903

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

SERVICE HOURS	DESCRIPTION	TOTALS
Mon. - Thurs. 8 AM to 5:30 PM	LABOR AMOUNT	
Fri. & Sat. 8 AM to 4:30 PM	PARTS AMOUNT	
* Early Bird Service	GAS, OIL, LUBE	
* Detail Center	SUBLET AMOUNT	
* Full Service Body Shop	MISC. CHARGES *	
	TOTAL CHARGES	
	LESS INSURANCE	
	SALES TAX	
	PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

DealerCAP 02005 ADP (03/00) SERVICE INVOICE TYPE 2 - 2500 - 'AS IS' - PENNSYLVANIA - 06/0002

Thank You For Your Business!

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FORD, INC.
Route 30 and Blackhill Road
P.O. Box 269 ■ ADAMSBURG, PA, 15611
PHONE: 724-864-3601 ■ 412-271-8899
FAX# 724-864-4350
www.kennyross.com

PAGE 2

LOWER BURRELL, PA

SERVICE ADVISOR: 104265 KEVIN P ANDERSON

10:12 24MAY13	11:23 24MAY13
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LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
WAIT	CC	created	2013-03-04	WE AT THE KENNY ROSS AUTOMOTIVE GROUP WOULD			
03:58:00pm	taken by	Christine		LIKE TO THANK YOU FOR YOUR PATRONAGE TODAY.WE			
Black				HOPE YOU ARE COMPLETELY SATISFIED WITH YOUR			

WE AT THE KENNY ROSS AUTOMOTIVE GROUP WOULD
LIKE TO THANK YOU FOR YOUR PATRONAGE TODAY. WE
HOPE YOU ARE COMPLETELY SATISFIED WITH YOUR
SERVICE EXPERIENCE. IF WE HAVE MANAGED TO
EXCEED YOUR EXPECTATIONS PLEASE TELL OTHERS.
IF WE HAVE FAILED TO MEET YOUR EXPECTATIONS
PLEASE CALL ME BRIAN BATES 724-864-3601

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By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

DATE		CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE
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SERVICE HOURS	DESCRIPTION	TOTALS
Mon. - Thurs. 8 AM to 8:30 PM	LABOR AMOUNT	33.54
Fri. & Sat. 8 AM to 4:30 PM	PARTS AMOUNT	25.10
* Early Bird Service	GAS, OIL, LUBE	0.00
* Detail Center	SUBLET AMOUNT	0.00
* Full Service Body Shop	MISC. CHARGES *	-43.65
ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.	TOTAL CHARGES	14.99
	LESS INSURANCE	0.00
	SALES TAX	0.90
REPRESENTATIVE SIGNATURE	PLEASE PAY THIS AMOUNT	15.89

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DealerCAP #22008 ADP (22008) SERVICE INVOICE TYPE 2 - 25120 - 'AS IS' - PEANUTS VALVE 0000002



INVOICE

FORD, INC.
Route 30 and Blackhill Road
P.O. Box 269 Adamsburg, PA 15611
PHONE: 724-864-3601 8412-271-8899
FAX# 724-864-4350
www.kennyross.com

PAGE 1

LOWER BURRELL, PA

HOME:

BUS:

SERVICE ADVISOR: 101249 Trace Himler

COLOR		YEAR	MAKE/MODEL		VIN	LICENSE/REG.#	MILEAGE IN/OUT	TAG
UH TUXEDO		13	FORD EXPLORER		1FM5K8B85DG		8350/8350	T165
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PONO.	RATE	PAYMENT	INV. DATE
28FEB13 DD			19:30 13AUG13			70.00	VMC	19AUG13
R.O. OPENED		READY		OPTIONS:	STK	ENG:3.5_Liter_Ti-VCT		

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

A C/S: 13S04 FUEL DELIVERY SYSTEM CTATES SHE HAS THE FUEL SMELL

CAUSE:

13S04B RECALL 13S04

81019 W94

3 *W790063*S900 BOLT

1 DA8Z*9H307*L SENDER AND PUMP ASY

1 4L3Z*9276*AA GASKET

(N/C)

(N/C)

(N/C)

(N/C)

FC: PART#: COUNT:

CLAIM TYPE: 13S04

AUTH CODE:

002021

8350 PERFORMED RECALL 13S04, REPLACED FUEL DELIVERY SYSTEM,

B MAINTENANCE VALUE PACKAGE INCLUDING LUBE OIL FILTER, ROTATE TIRES,
INSPECT ALL FILTERS, AIR, CABIN AND FUEL. CHECK AND ADJUST TIRE
PRESSURE AND MULTI POINT INSPECTION REPORT.

WRKS MAINTENANCE VALUE PACKAGE INCLUDING LUBE OIL
FILTER, ROTATE TIRES, INSPECT ALL FILTERS,
AIR, CABIN AND FUEL. CHECK AND ADJUST TIRE
PRESSURE AND MULTI POINT INSPECTION REPORT.

81019 CP

1 FL*500*SB12 FILTER ASY - OIL

	19.55	19.55
5 XO*5W20*BSP BULK OIL	6.40	6.40
1 XO*5W20*BSP BULK OIL	2.80	2.80
1 XO*5W20*BSP BULK OIL	2.80	2.80
1 HAZ01 HAZARDOUS WASTE REMOVAL	1.90	1.90

1 HAZ01 HAZARDOUS WASTE REMOVAL

C KENNY ROSS COMPLIMENTARY VEHICLE INSPECTION

99P DEFAULT

81019IMXES

(N/C)

GBATT BATTERY CONDITION IS GOOD AT THIS TIME

81019IMXES

(N/C)

GTIRE TIRE

81019IMXES

(N/C)

GBK BRAKE

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE
PROVIDED BY THE DEALERSHIP AS IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL
WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF
MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR
AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE
SALE OF PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND
ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE
ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE
LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO
RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY,
DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER
INCIDENTAL DAMAGES.

By signing below, you acknowledge that you were notified of and authorized the
Dealership to perform the services/repairs itemized in this invoice and that you received
for had the opportunity to inspect any replaced parts as requested by you. The vehicle
is being returned to you in exchange for your payment of the Amount Due.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

SERVICE HOURS

Mon. - Thurs. 8 AM to 5:30 PM

Fri. & Sat. 8 AM to 4:30 PM

* Early Bird Service

* Detail Center

* Full Service Body Shop

ALL PARTS ARE NEW

UNLESS OTHERWISE

INDICATED.

DESCRIPTION

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

CUSTOMER COPY

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DEALER COPY: 0005 ADP (03/09) SERVICE INVOICE TYPE 2 - 25100 - 15151 - PENNSYLVANIA - 080802



INVOICE

FORD, INC.
Route 30 and Blackhill Road
P.O. Box 269 Adamsburg, PA 15611
PHONE: 724-864-3601 412-271-8899
FAX# 724-864-4350
www.kennyross.com

PAGE 2

HOME: [REDACTED]
BUS: [REDACTED] SERVICE ADVISOR: 101249 Trace Himler

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE / REG. #	MILEAGE IN / OUT	TAG	
UH TUXEDO	13	FORD EXPLORER	1FM5K8B85DC		8350/8350	T165	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PONO.	RATE	PAYMENT	INV. DATE
28FEB13 DD			19:30 13AUG13		70.00	VMC	19AUG13
R.O. OPENED		READY	OPTIONS: STK: ENG: 3.5_Liter_Ti-VCT				
13:28 12AUG13		13:38 19AUG13					
LINE OPCODE TECH TYPE HOURS				LIST	NET	TOTAL	
81019IMXES						(N/C)	

D** RENTAL VEHICLE
RENTAL RENTAL VEHICLE
4444 W94

(N/C)

CC created 2013-07-22
01:07:00pm taken by Chris WIP
WIP WIP WIP

WE AT THE KENNY ROSS AUTOMOTIVE GROUP WOULD
LIKE TO THANK YOU FOR YOUR PATRONAGE TODAY. WE
HOPE YOU ARE COMPLETELY SATISFIED WITH YOUR
SERVICE EXPERIENCE. IF WE HAVE MANAGED TO
EXCEED YOUR EXPECTATIONS PLEASE TELL OTHERS.
IF WE HAVE FAILED TO MEET YOUR EXPECTATIONS
PLEASE CALL ME BRIAN BATES 724-864-3601

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.		SERVICE HOURS	DESCRIPTION	TOTALS
By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.		Mon. - Thurs. 8 AM to 8:30 PM	LABOR AMOUNT	19.55
		Fri. & Sat. 8 AM to 4:30 PM	PARTS AMOUNT	25.10
		* Early Bird Service	GAS, OIL, LUBE	0.00
		* Detail Center	SUBLET AMOUNT	0.00
		* Full Service Body Shop	MISC. CHARGES	0.00
		ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.	TOTAL CHARGES	44.65
			LESS INSURANCE	0.00
			SALES TAX	2.68
			PLEASE PAY THIS AMOUNT	47.33
DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE		

CUSTOMER COPY

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DealerCAP ©2006 ADP (3309) SERVICE INVOICE TYPE 2 - 25/00 - 'AS IS' - PENNSYLVANIA - 9000002



INVOICE

FORD, INC.
Route 30 and Blackhill Road
P.O. Box 269 Adamstown, PA 15611
PHONE: 724-864-3601 x412-271-8899
FAX# 724-864-4350
www.kennyross.com

PAGE 1

HOME: [REDACTED] SERVICE ADVISOR: 91003 RONALD J BETTENCOUR
BUS: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE / REG.#	MILEAGE IN / OUT	TAG	
UH TUXEDO	13	FORD EXPLORER	1FM5K8B85DG		13895/13897	T504	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PONO.	RATE	PAYMENT	INV. DATE
28FEB13 DD			WAIT 09DEC13		70.00	VMC	09DEC13
R.O. OPENED		READY		OPTIONS: STK:			ENG:3.5_Liter_Ti-VCT
10:14 09DEC13		12:39 09DEC13					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A. LUBE, OIL AND FILTER CHANGE							
MLOF DEFAULT							
81009 CP							
1	FL*500*SB12	FILTER ASY - OIL			6.40	6.40	6.40
5	XO*5W20*BSP	BULK OIL			2.80	2.80	14.00
1	HAZ01	HAZARDOUS WASTE REMOVAL			1.90	1.90	1.90
1	XO*5W20*BSP	BULK OIL			2.80	2.80	2.80
13896 LOF							

B Prolongs tire life and ensures safety - rotate tires according to manufacturer's specifications - visually inspect front and rear brakes - set tire pressure and check for wear							
MROT DEFAULT							
81009 CP							
MISC DISCOUNT							
CP							
13896 ROTATE WILL NEED TIRES BY NEXT OIL CHANGE							

C KENNY ROSS COMPLIMENTARY VEHICLE INSPECTION							
99P DEFAULT							
81009IMXES							
GBATT BATTERY CONDITION IS GOOD AT THIS TIME							
81009IMXES							
GBK BRAKE							
81009IMXES							
YTIRE TIRE							
81009IMXES							

D** PA STATE INSPECTION DEC							
SI12 +							
81009 CP							
MISC FREE STEAT							
CCF12							
13896 STATE INSP							

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.				SERVICE HOURS		DESCRIPTION	TOTALS
By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.				Mon. - Thurs. 8 AM to 6:30 PM		LABOR AMOUNT	
				Fri. & Sat. 8 AM to 4:30 PM		PARTS AMOUNT	
				* Entry Body Service		GAS, OIL, LUBE	
				* Detail Center		SUBLET AMOUNT	
				* Full Service Body Shop		MISC. CHARGES	
				ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.		TOTAL CHARGES	
						LESS INSURANCE	
						SALES TAX	
DATE				CUSTOMER SIGNATURE		PLEASE PAY THIS AMOUNT	
				AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE			

Dealer CAP: ©2006 ADP (03405) SERVICE INVOICE FMT 2 - 2520 - 1AS 15 - PENNSYLVANIA - 9696062
CUSTOMER COPY
Thank You For Your Business!
www.kennyross.com



INVOICE

FORD, INC.

Route 30 and Blackhill Road
P.O. Box 268 ADAMSBURG, PA. 15611
PHONE: 724-864-3601 2412-271-8899
FAX# 724-864-4350
www.kennyross.com

PAGE 2

HOME:

BUS:

SERVICE ADVISOR: 91003 RONALD J BETTENCOUR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE / REG. #	MILEAGE IN / OUT	TAG	
UH TUXEDO	13	FORD EXPLORER	1FMSK8B85DGE		13895/13897	T504	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PONO.	RATE	PAYMENT	INV. DATE
28FEB13 DD			WAIT 09DEC13		70.00	VMC	09DEC13
R.O. OPENED		READY	OPTIONS: STK:		G:3.5 Liter Ti-VCT		

10:14 09DEC13 12:39 09DEC13

LINE OPCODE TECH TYPE HOURS

E** EMISSION INSPECTION

EMI EMISSION INSPECTION

81009 CP

39.95 39.95

WAIT CC created 2013-12-06

01:25:00pm taken by Jennifer

Forsyth

WE AT THE KENNY ROSS AUTOMOTIVE GROUP WOULD

LIKE TO THANK YOU FOR YOUR PATRONAGE TODAY. WE

HOPE YOU ARE COMPLETELY SATISFIED WITH YOUR

SERVICE EXPERIENCE. IF WE HAVE MANAGED TO

EXCEED YOUR EXPECTATIONS PLEASE TELL OTHERS.

IF WE HAVE FAILED TO MEET YOUR EXPECTATIONS

PLEASE CALL ME BRIAN BATES 724-864-3601

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DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

SERVICE HOURS

Mon. - Thurs. 8 AM to 5:30 PM

Fri. & Sat. 8 AM to 4:30 PM

* Early Bird Service

* Detail Center

* Full Service Body Shop

ALL PARTS ARE NEW

UNLESS OTHERWISE

INDICATED.

DESCRIPTION

TOTALS

LABOR AMOUNT	88.44
PARTS AMOUNT	25.10
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	19.23
TOTAL CHARGES	94.31
LESS INSURANCE	0.00
SALES TAX	5.66
PLEASE PAY THIS AMOUNT	99.97

CUSTOMER COPY

Thank You For Your Business!

www.kennyross.com

DealerCAP 07005 ADP (03/09) SERVICE INVOICE TYPE 2 - Z50C - "AS IS" - PENNSYLVANIA - 9500062

FORD, INC.
Route 30 and Blackhill Road
P.O. Box 269 ■ ADAMSBURG, PA. 15611
PHONE: 724-864-3601 ■ 412-271-8899
FAX# 724-864-4350
www.kennyross.com

PAGE 2

BUS :

SERVICE ADVISOR: 91003 RONALD J BETTENCOUR

11:46 07NOV14	15:21 07NOV14
---------------	---------------

MISC COUPON FOR 10% OFF			
CCF14		-24.56	-24.56

27889 RESURFACE REAR ROTORS AND REPALCE BRAKE PADS 4/32 5/32

MISC REWARDS	CCF16	-37.07	-37.07
--------------	-------	--------	--------

FC: F

WE AT THE KENNY ROSS AUTOMOTIVE GROUP WOULD
LIKE TO THANK YOU FOR YOUR PATRONAGE TODAY. WE
HOPE YOU ARE COMPLETELY SATISFIED WITH YOUR
SERVICE EXPERIENCE. IF WE HAVE MANAGED TO
EXCEED YOUR EXPECTATIONS PLEASE TELL OTHERS.
IF WE HAVE FAILED TO MEET YOUR EXPECTATIONS
PLEASE CALL ME BRIAN BATES 724-864-3601

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DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

SERVICE HOURS	DESCRIPTION	TOTALS
Mon. - Thurs 8 AM to 8:30 PM	LABOR AMOUNT	172.99
Fri & Sat: 8 AM to 4:30 PM	PARTS AMOUNT	76.12
* Early Bird Service	GAS, OIL, LUBE	0.00
* Detail Center	SUBLET AMOUNT	0.00
* Full Service Body Shop	MISC. CHARGES	61.63
ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.	TOTAL CHARGES	187.48
	LESS INSURANCE	0.00
	SALES TAX	11.26
REPRESENTATIVE SIGNATURE	PLEASE PAY THIS AMOUNT	198.74

Thank You For Your Business!
www.kennycross.com

CUSTOMER COPY

CUSTOMER # [REDACTED]



INVOICE

FORD, INC.
Route 30 and Blackhill Road
P.O. Box 269 • ADAMSBURG, PA. 15611
PHONE: 724-864-3601 • 412-271-6899
FAX# 724-864-4350
www.kennyross.com

PAGE 1

HOME
BUS:

SERVICE ADVISOR: 91003 RONALD J BETTENCOUR

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE / REG. #	MILEAGE IN / OUT		TAG
UH TUXEDO	13	FORD EXPLORER		1FM5K8B85DG		27979/27981		T535
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
28FEB13 DD			WAIT 10NOV14			CASH	10NOV14	
R.O. OPENED		READY	OPTIONS: SOLD-STR		ENG: 3.5 Liter Ti-VCT			

08:53 10NOV14	12:36 10NOV14	LIST	NET	TOTAL
LINE OPCODE TECH TYPE HOURS				

A C/S: VEH JUST IN FRIDAY FOR BRAKE WORK - PEDAL GOING CLOSE TO FLOOR

WHEN STOPPING - CK

DIABS DEFAULT

81009IMXES

(N/C)

27981 ROADTEST BRAKE PEDAL FULL AND FIRM DOES NOT BUILD. NO AIR
PRESENT REINSPECT ALL WORK PERFORMED APPEARS OK AT THIS TIME. AT TIME
OF REPLACEMENT FRIDAY REAR CALIPERS FAILED WITH PISTON COMPLETELY OUT
AND SEIZED CAUSING VERY FIRM PEDAL FEEL. AFTER REPLACEMENT CALIPERS
OPERATING PROPERLY AND PEDAL PERFORMING AS SHOULD

B KENNY ROSS COMPLIMENTARY VEHICLE INSPECTION

99P DEFAULT

81009IMXES

(N/C)

GBATT BATTERY CONDITION IS GOOD AT THIS TIME

81009IMXES

(N/C)

GBK BRAKE

81009IMXES

(N/C)

GTIRE TIRE

81009IMXES

(N/C)

WAIT CC created 2014-11-08
12:26:00pm taken by Nancy
Auman

WE AT THE KENNY ROSS AUTOMOTIVE GROUP WOULD
LIKE TO THANK YOU FOR YOUR PATRONAGE TODAY. WE
HOPE YOU ARE COMPLETELY SATISFIED WITH YOUR
SERVICE EXPERIENCE. IF WE HAVE MANAGED TO
EXCEED YOUR EXPECTATIONS PLEASE TELL OTHERS.
IF WE HAVE FAILED TO MEET YOUR EXPECTATIONS
PLEASE CALL ME BRIAN BATES 724-864-3601

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DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

SERVICE HOURS	DESCRIPTION	TOTALS
Mon. - Thurs. 8 AM to 6:30 PM	LABOR AMOUNT	0.00
Fri. & Sat. 8 AM to 4:30 PM	PARTS AMOUNT	0.00
Early Bird Service	GAS, OIL, LUBE	0.00
Detail Center	SUBLET AMOUNT	0.00
Full Service Body Shop	MISC. CHARGES*	0.00
	TOTAL CHARGES	0.00
	LESS INSURANCE	0.00
	SALES TAX	0.00
	PLEASE PAY THIS AMOUNT	0.00

DealerCAP 02000 ADP 003001 SERVICE INVOICE TYPE 2 - 25300 - 1AS10 - PENNSYLVANIA - 10/2013

CUSTOMER COPY

Thank You For Your Business!
www.kennyross.com

CUSTOMER #:

INVOICE

Kenny Ross

FORD, INC.

Route 30 and Blackhill Road
P.O. Box 269 - ADAMSBURG, PA. 15611
PHONE: 724-864-3601 - 412-271-8899
FAX# 724-864-4350
www.kennyross.com

PAGE 1

HOME:

BUS:

SERVICE ADVISOR: 91003 RONALD J BETTENCOUR

COLOR	YEAR	MAKE/MODEL	VIN		LICENSE / REG. #	MILEAGE IN / OUT	TAG
WH TUXEDO	13	FORD EXPLORER	1FM5K8B85DG			30776/30777	T284
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
8FEB13 DD			WAIT 25FEB15		0.00	CASH	25FEB15
I.R.O. OPENED		READY	OPTIONS: SOLD-STK:		ENG:3.5 Liter Ti-VCT		

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

EMISSION INSPECTION

EMI DEFAULT							
81003	CP				44.95		44.95

PA STATE INSPECTION FEB / 1 /							
SI02 PA STATE INSPECTION FEB							
81003	CP				29.95		29.95
ISC FREE							
CCF12					-29.95		-29.95

KENNY ROSS COMPLIMENTARY VEHICLE INSPECTION

99P DEFAULT							
81003IMXES							(N/C)
GBATT BATTERY CONDITION IS GOOD AT THIS TIME							
81003IMXES							(N/C)
GBK BRAKE							
81003IMXES							(N/C)
GTIRE TIRE							
81003IMXES							(N/C)

WAIT CC CREATED: 2015-02-24
11:51:00AM TAKEN BY CHELSEA
SNYDER**RECEIVED**
PAID

FEB 25 2015

BY:

WE AT THE KENNY ROSS AUTOMOTIVE GROUP WOULD
LIKE TO THANK YOU FOR YOUR PATRONAGE TODAY.
IF WE HAVE MANAGED TO EXCEED YOUR
EXPECTATIONS PLEASE TELL OTHERS
IF WE HAVE FAILED TO MEET YOUR EXPECTATIONS
PLEASE FEEL FREE TO REACH OUT TO OUR SERVICE
MANAGER BRIAN BATES 724-864-3601 X71500

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DATE: CUSTOMER SIGNATURE: AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE:

SERVICE HOURS

Mon. - Thurs. 8 AM to 6:30 PM
Fri. & Sat. 8 AM to 4:30 PM
• Early Bird Service
• Detail Center
• Full Service Body ShopALL PARTS ARE NEW
UNLESS OTHERWISE
INDICATED.

DESCRIPTION

TOTALS

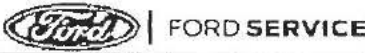
LABOR AMOUNT	74.90
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	-29.95
TOTAL CHARGES	44.95
LESS INSURANCE	0.00
SALES TAX	2.69
PLEASE PAY THIS AMOUNT	47.64

Thank You For Your Business!

www.kennyross.com

SalesCAP 01006 ADP 103001 SERVICE INVOICE TYPE 2 - 25120 - AS 15 - PENNSYLVANIA - DEARBORN

VEHICLE REPORT CARD



MULTI-POINT INSPECTION AS RECOMMENDED BY FORD MOTOR COMPANY

Kenny Ross Ford
Route 30 & Blackhill Road
Adamsburg, PA 15611

Date: 02/25/2015
Name: [Redacted]
Email: [Redacted]
Year/Make/Model: 2013 FORD EXPL
VIN #: 1FMSK8B85D [Redacted] Plate #: [Redacted]
Odometer: 30776 Inspect. Month: [Redacted]
Owner Advantage Rewards #: [Redacted] Service Balance: [Redacted]
Ford Extended Service Plan: ☐ YES ☐ NO
SYNC® VHR Activation: ☐ YES ☐ NO ☐ N/A

LEGEND ☒ May contribute to vehicle efficiency and promote a greener environment
☐ Checked and OK at this time ☐ May require future attention ☐ Requires immediate attention

SCHEDULED MAINTENANCE ITEMS

DUE	SERVICED	DUE	SERVICED
☐ THE WORKS	☐	☒ Engine Air Filter	☐
☐ Oil Change & Filter	☐	☐ Engine Coolant	☐
☐ Tire Rotation	☐	☐ Transmission Fluid &/or Filter	☐
☐ Multi-Point Inspection	☐	☐ Cabin Air Filter	☐
☐ Fuel Filter	☐	☐ Spark Plugs	☐
☐ K Scheduled Maintenance			

* This is only a partial list of vehicle maintenance items and is NOT all-inclusive. Please consult your Owner's Manual or visit FordOwner.com for vehicle-specific maintenance requirements.

FLUID LEVELS

OK	FILL	OK	FILL	OK	FILL
☐	☐	☐	☐	☐	☐
Engine Oil		Power Steering		Transmission (if equipped with dipstick)	
Brake Reservoir		Window Washer		Coolant Recovery Reservoir	

WIPER BLADES

☐ Wiper Test Performed ☒ Wiper Blades

BATTERY

State of Health:
Battery Condition: ☒ ☐ ☐
Factory spec cold cranking amps: _____ Actual cold cranking amps: _____

EXTERIOR BODY

SYSTEMS/COMPONENTS

LIGHTS/WINDSHIELD

☒ Operation of horn, interior lights, exterior lamps, turn signals, hazard and brake lamps ☐ SERVICED
☒ Windshield for cracks, chips and pitting ☐ SERVICED

BELTS/HOSES/MOUNTS

☒ HVAC system and hoses / lines for leaks and/or damage ☐ SERVICED
☒ Engine Cooling System, radiator, hoses and clamps ☐ SERVICED
☒ Accessory drive belt(s) ☐ SERVICED

BRAKE SYSTEM

☒ Brake system (including lines, hoses, and parking brake) ☐ SERVICED

STEERING/SUSPENSION

☒ Shocks / struts and other suspension components for leaks and/or damage ☐ SERVICED
☒ Steering, steering linkages and ball joints (visual) ☐ SERVICED

EXHAUST SYSTEM

☒ Exhaust system (leaks, damage, loose parts) ☐ SERVICED

TRANSMISSION/DRIVE/AXLE

☒ Clutch operation (if equipped) ☐ SERVICED
☒ Constant velocity (CV) drive axle boots (if equipped) ☐ SERVICED
☒ Drive shaft, transmission, u-joint and shift linkage (if equipped) and lubricate (as needed) ☐ SERVICED

TIRE/ BRAKE WEAR

TIRE TREAD		BRAKE LINING	
Over 5mm or 1/32" (Due to Over 2mm or 1/16" (Due to)	3 to 5mm or 1/32" to 7/32" (Due to)	Over 5mm or 1/32" (Due to Over 2mm or 1/16" (Due to)	3 to 5mm or 1/32" to 7/32" (Due to)
☐ Alignment check needed	☐	☐ Alignment check needed	☐
☐ Wheel balance needed	☐	☐ Wheel balance needed	☐
☐ Brake measurements not taken this service visit			

TIRE WEAR INDICATES

LEFT FRONT	RIGHT FRONT	LEFT REAR	RIGHT REAR
☒ Tire Tread Depth _____ /32" Tire Age _____	☒ Tire Tread Depth _____ /32" Tire Age _____	☒ Tire Tread Depth _____ /32" Tire Age _____	☒ Tire Tread Depth _____ /32" Tire Age _____
☒ Tire Wear Pattern / Damage	☒ Tire Wear Pattern / Damage	☒ Tire Wear Pattern / Damage	☒ Tire Wear Pattern / Damage
☒ Tire Pressure set to factory-recommended PSI	☒ Tire Pressure set to factory-recommended PSI	☒ Tire Pressure set to factory-recommended PSI	☒ Tire Pressure set to factory-recommended PSI
☒ Brake Lining _____ mm _____ /32"	☒ Brake Lining _____ mm _____ /32"	☒ Brake Lining _____ mm _____ /32"	☒ Brake Lining _____ mm _____ /32"
☒ Spare Tire	☒ Spare Tire	☒ Spare Tire	☒ Spare Tire

FordOwner.com
One site for all your vehicle needs

Service Advisor: Ronald J Bettencourt
Technician: Richard W Crosby Jr
Customer Signature: _____

10/8/14

Gave Rental Car

10/9/14

- Pulsating Brakes - Noise on H: //s
- Resurfaced front and Rear Rotors
- Cleaned Pads
- Ordered Parts for noise

11/3/14

- ABS Light on
- Checked Wiring
- Did PP Test - Inconclusive
- Did nothing to Repair Problem

11/4/14

- ABS Light on
- Nothing Done
- Noise From Rear of Car
- Replaced Fuel Tank

12/15/14

- Smells Like Fuel
- Nothing Done
- Sound Going Down Hill
- Nothing Done

FORD, INC.
Route 30 and Blackhill Road
P.O. Box 269 • ADAMSBURG, PA. 15611
PHONE: 724-864-3601 • 412-271-8899
FAX# 724-864-4350
www.kennycross.com

PAGE 1

SERVICE ADVISOR: 4444 4444 RECON TECHS

[illegible]

81003 CP

81003 CP

CCF12

99P DEFAULT

81003IMXES

GBATT BATTERY CONDITION IS GOOD AT THIS TIME

81003IMXES

GBK BRAKE

81003IMXES

GTIRE TIRE

81003IMXES

11:51:00AM TAKEN BY CHELSEA

SNYDER

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LIKE TO THANK YOU FOR YOUR PATRONAGE TODAY.
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MANAGER BRIAN BATES 724-864-3601 X71500

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DATE	CUSTOMER SIGNATURE
------	--------------------

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

SERVICE HOURS	DESCRIPTION	TOTALS
Mon. - Thurs. 8 AM to 8:30 PM	LABOR AMOUNT	74.90
Fri. & Sat. 8 AM to 4:30 PM	PARTS AMOUNT	0.00
* Early Bird Service	GAS, OIL, LUBE	0.00
* Detail Center	SUBLET AMOUNT	0.00
* Full Service Body Shop	MISC. CHARGES	-29.95
ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.	TOTAL CHARGES	44.95
	LESS INSURANCE	0.00
	SALES TAX	2.69
REPRESENTATIVE SIGNATURE	PLEASE PAY THIS AMOUNT	47.64

Thank You For Your Business!

www.kennycross.com

DealerCAP © 2008 ADP (03/08) SERVICE INVOICE TYPE 2 - 752C - "AS IS" - PENNSYLVANIA - 000012

CUSTOMER COPY

COMMONWEALTH OF PENNSYLVANIA
VEHICLE EMISSIONS INSPECTION REPORT
Test Date/Time: 02/25/2015 @ 16:13

VIN: 1FM5K8B85D01

Title: 7128187660

VEHICLE INFORMATION

Year: 2013
VIN: 1FM5K8B85D01
Odometer: 30776
License: [REDACTED]
County: WESTMORELAND

Make: FORD
Engine Size: 3.500 L
GVWR: 0
Inspection Type: INITIAL

Model: EXPLORER
Cylinders: 6
Estimated Test Weight: 0
Record Number: 004225

EMISSIONS CONTROL SYSTEMS VISUAL/FUNCTIONAL INSPECTION

Air Inj. System: NA
EGR System: NA
PCV System: NA

Catalytic Converter: NA
Evaporative Control System: NA
Fuel Inlet Restrictor: NA

Fuel Cap Integrity: NA

OBD EMISSIONS INSPECTION

MIL BULB KOEO: PASS
MIL BULB KOER: PASS
MIL COMMAND STATUS: PASS

OBD FAULT CODE RESULT: PASS
OBD READINESS RESULT: PASS
OBD-I/M CHECK RESULT: PASS

OVERALL TEST RESULTS: PASSED

Emissions Control Systems Visual/Functional Inspection: PASSED

OBD Emissions Inspection: PASSED

Sticker: IM51596169

TJN: 963561346996

RETAIN THIS DOCUMENT FOR YOUR RECORDS.

Vehicle tested in accordance with Pa. Code Title 67, Chapter 177

EMISSIONS INSPECTION STATION

STATION #: N56
STATION NAME: Kenny Ross Ford
ADDRESS: 104 Black Hills Road
Adamsburg, PA 15611
PHONE: 724-64-3601

INSPECTOR NAME: RICHARD W. CROSBY JR.

EQUIPMENT #: EZ080339
SOFTWARE VERSION: 1101

VEHICLE EMISSIONS INSPECTION QUESTIONS: For additional information, please contact the Customer Hotline at (800) 265-0921.

Inspector's Signature: *[Signature]*

KENNY ROSS FORD

Route 30 & Blackhill Road
Adamsburg Pa. 15611
Phone Number: 724-864-3601
Fax Number:

Customer: [REDACTED]			Date: 5/29/2015 11:06 AM			
Company:			VIN			
License NO:			Technician:			
Odometer:			Order NO:			
VEHICLE ALIGNMENT REPORT						
FORD TRUCKS 1, 2013, EXPLORER, AWD With 3.5L Ti-VCT						
Primary Angles			Initial	Specifications		Final
				Min.	Max.	
Front	Caster	Left	3.48°	2.55°	4.05°	3.43°
		Right	3.78°	2.75°	4.25°	3.72°
	Camber	Left	-0.44°	-1.15°	0.35°	-0.40°
		Right	-0.76°	-1.35°	0.15°	-0.73°
	Toe	Left	0.30°	0.00°	0.20°	0.06°
		Right	0.03°	0.00°	0.20°	0.06°
Total		0.33°	0.00°	0.40°	0.12°	
Rear	Camber	Left	-0.57°	-1.45°	0.05°	-0.55°
		Right	-0.83°	-1.45°	0.05°	-0.82°
	Toe	Left	0.08°	-0.08°	0.32°	0.09°
		Right	0.06°	-0.08°	0.32°	0.05°
		Total	0.14°	0.04°	0.44°	0.14°
	Thrust Angle		0.01°	0.30°		0.02°
Secondary Angles			Initial	Specifications		Final
				Min.	Max.	
SAI	Left	12.97°	----	----	12.97°	
	Right	13.06°	----	----	13.06°	
Included Angle	Left	12.53°	----	----	12.57°	
	Right	12.30°	----	----	12.33°	
Toe Out On Turns	Left	----	----	----	----	
	Right	----	----	----	----	
Max Turn Inside	Left	----	----	----	----	
	Right	----	----	----	----	
Toe Curve Change	Left	----	----	----	----	
	Right	----	----	----	----	
Setback	Front	0.02"	----	----	0.02"	
	Rear	-0.03"	----	----	-0.03"	
Track Width Diff.		0.06"			0.06"	
	Wheel Base Diff.	0.04"			0.04"	
Front Ride Height	Left	----	1.26"	2.20"	----	
	Right	----	1.26"	2.20"	----	
Rear Ride Height	Left	----	1.10"	2.05"	----	
	Right	----	1.10"	2.05"	----	
Frame Angle						----

[REDACTED]

[REDACTED]

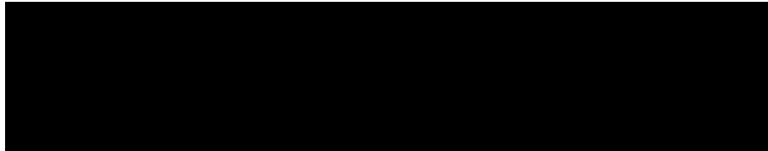
From: DCPFORM, FMCDDealer (.)
Sent: Tuesday, May 26, 2015 3:32:26 PM (UTC-05:00) Eastern Time (US & Canada)
To: Ordcalp, F (F.); Taylor, Alma (A.)
Cc: JDD9747@YAHOO.COM
Subject: Dealer/Fleet Request for OGC Review

Dealer/Fleet Request for OGC Review

Email Subject: Dealer/Fleet Request for OGC Review
DEALER INFORMATION:
Dealership Fleet Name: Quality Auto Mall
Requesting Dealer Fleet: QUALITY AUTOMALL
PA Code: 06995
Contact Person: JEFF PECK
Title: PARTS AND SERVICE DIRECTOR
Phone Number: 201-460-2340
Fax Number: 201-460-2353
Email: JDD9747@YAHOO.COM
Region: NEW YORK
Address: 55 ROUTE 17 NORTH
City: RUTHERFORD

State: New Jersey
Zip Code: 07070
CUSTOMER VEHICLE INFORMATION:
WSD: 05/23/2015
Vehicle Year: 2015
Vehicle Model: EXPLORER
Vehicle VIN: 1FM5K8B89FG [REDACTED]
Mileage: 36.9
customer Fleet Name: [REDACTED]
Street Address: [REDACTED]
City : [REDACTED]
State : New Jersey
Zip Code : [REDACTED]
Home Phone: [REDACTED]
Work Phone: [REDACTED]
Customer Region: NEW YORK
DETAILS OF INCIDENT:
Accident
Date of Incident: 2015-05-23
County incident occurred: BERGEN
Is customer alleging a component defect CAUSED the incident? YES
Details: CHECK ENGINE LIGHT CAME ON LOW OIL PRESSURE LIGHT CAME ON VEHICLE
STALLED AND CUSTOMER LOST CONTROL OF VEHICLE NO POWER STEERING AND LOSS OF
BRAKES
Was a police report filed? NO
Details :
Has the insurance company been contacted? NO
Insurance company advised:
Insurance company contact information:
Coach builder:
City :
State :
Zip Code :
Vehicle Location: QUALITY AUTOMALL 55 ROUTE 17 NORTH RUTHERFORD NJ 07070
Attorney information: NONE
CVO Contact:
Resolution Customer is seeking: VEHICLE TO BE REPAIRED UNDER WARRANTY AND BODY
WORK TO BE REPAIRED AT NO COST TO CUSTOMER
Comments:

Copyright 2015 Ford Motor Company





Stock #
151096

Christy Coats <ccoats@galpin.com>

Dealer/Fleet Request for OGC Review

1 message

dcpform@ford.com <dcpform@ford.com>

Mon, Aug 15, 2016 at 8:52 AM

Reply-To: ccoats@galpin.com

To: fordcalp@ford.com, ataylo29@ford.com

Cc: ccoats@galpin.com

Dealer/Fleet Request for OGC Review

Email Subject: Dealer/Fleet Request for OGC Review

DEALER INFORMATION:

Dealership Fleet Name: Galpin Ford

Requesting Dealer Fleet: Galpin Ford

PA Code: 05536

Contact Person: Christy Coats

Title: Service Legal Coordinator

Phone Number: 818 778-2146

Fax Number: 818 756-2333

Email: ccoats@galpin.com

Region: Los Angeles

Address: 15505 Roscoe Blvd

City: North Hills

State: California

Zip Code: 91343

CUSTOMER VEHICLE INFORMATION:

Warranty Start Date: 01/31/2015

Vehicle Year: 2015

Vehicle Model: Explorer

Vehicle VIN: 1FM5K7D87FG [REDACTED]

Mileage: 12196

customer Fleet Name: [REDACTED]

Street Address: [REDACTED]

City : Sylmar

State : California

Zip Code : [REDACTED]

Home Phone: [REDACTED]

Work Phone: [REDACTED]

Customer Region: Los Angeles

DETAILS OF INCIDENT:

Accident

Date of Incident: 2016-08-07

County incident occurred: Los Angeles

Is customer alleging a component defect CAUSED the incident? YES

Details: She said that the brakes went to the floor and she could not stop while in reverse and hit a parked truck. The Parked truck was in a Apartment Building and is owned by her Husband.

Was a police report filed? NO

Details :

Has the insurance company been contacted? NO

Insurance company advised:

Insurance company contact information:

Coach builder:

City :

State :

Zip Code :

Vehicle Location: Vehicle is located right now at Galpin Ford Service Dept.

Attorney information:

CVO Contact:

Resolution Customer is seeking: Ford to repurchased vehicle.

Comments: Vehicle has been test driven 8 miles and brakes have been checked by a certified mechanic with no problems found. Hotline Contact was made #110635905. No codes in system and no repairs were made.

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Accounting Invoice



B.A.R. # 011209 RC011208 011208 248639 EPA # CAD029453131

Year/Make/Model: 2015 Ford Explorer

VIN: 1FM5K7D87 FG

License Number: **Color:** Gray

Stock Number: **Mileage In:** 12196

Tag Number: G128 **Mileage Out:** 0

A/R Number:

Customer Number:

PO Number:

Auth Number:

Service Writer: Ricky Robles

Estimate Amount: \$ 0.00

Terms & Conditions:

Type of Sale: Retail

Customer Signature

Invoice Number

Printed: 08/19/2016 12:49 PM

Copy # 1

Date Opened: AUG 8 16

Date Notified:

Date Delivered:

DESCRIPTION	COST	HRS or QTY	LIST or LABOR	EXT TOTAL	GRAND TOTAL
1. Customer statement of problem SvcWtr: Ricky Robles Job Added: 08/08/16 2:06 PM C/ Customer States was trying to back out of the driveway and the brake pedal went to the floor. Could not stop vehicle and hit a parked car.					
<u>1 - Correction / Action Taken</u>					
Warranty ID Tech lop Act Hr Repair In: 8 AUG 16 16:088 Out: 8 AUG 16 16:348 0.43 8779 90487 Enrique Baltazar 1 0.43	0.00	0.00	0.00	0.00	0.00
<u>Sub Total Parts</u>	<u>0.00</u>				<u>0.00</u>
<u>SubTotal Job # 1</u>					<u>0.00</u>
2. Customer statement of problem SvcWtr: Ricky Robles Job Added: 08/08/16 2:06 PM C/ PERFORM COMPLIMENTARY INSPECTION					
<u>1 - Cause / Action to Take</u> Courtesy Inspection					
<u>1 - Correction / Action Taken</u> PERFORMED COMPLIMENTARY INSPECTION: SEE ATTACHED MULTI POINT INSPECTION SHEET.					
Warranty ID Tech lop Act Hr 8779 90487 Enrique Baltazar 1 0.00	7.35	0.30	0.00	0.00	0.00
<u>Sub Total Parts</u>	<u>0.00</u>				<u>0.00</u>
<u>SubTotal Job # 2</u>					<u>0.00</u>
3. Customer statement of problem SvcWtr: Ricky Robles Job Added: 08/08/16 2:06 PM C/ Perform vehicle tire check/inflation service.					
<u>1 - Cause / Action to Take</u> Maintenance					
<u>1 - Correction / Action Taken</u> A tire check/inflation service was performed on your vehicle Front Left: 35 PSI Front Right: 35 PSI Rear Left: 35 PSI Rear Right: 35 PSI					
<u>Sub Total Parts</u>	<u>0.00</u>				<u>0.00</u>
<u>SubTotal Job # 3</u>					<u>0.00</u>
Payment Notes					

Galpin Motors Inc
15505 Roscoe Blvd
North Hills CA 91343
(818) 787-3800

Accounting Invoice

B.A.R. # 011209 RC011208 011208 246639 EPA # CAD029453131

2

[Redacted]		A/R Number:		Invoice Number	
Sylmar, CA [Redacted]		Customer Number: [Redacted]		[Redacted]	
[Redacted]		PO Number:		Printed: 08/19/2016 12:49 PM	
[Redacted]		Auth Number:		Copy # 1	
Year/Make/Model: 2015 Ford Explorer		Service Writer: Ricky Roblas		Data Opened: AUG 8 16	
VIN: 1FM5K7D87 FG [Redacted]		Estimate Amount: \$ 0.00		Date Notified:	
License Number:		Terms & Conditions:		Data Delivered:	
Stock Number: [Redacted]		Type of Sale: Retail			
Tag Number: G128		Customer Signature			
Color: Gray					
Mileage In: 12196					
Mileage Out: 0					

DESCRIPTION		COST	HRS or QTY	LIST or LABOR	EXT TOTAL	GRAND TOTAL
Acct 47000	Acct Description	Proposed Amount	Cost Amount	Accounting Processed	Proposed Adjustment	Control
15000	Service Customer Pay	7.35	0.00	0.00	7.35	92832
	Labor in Process	-7.35	0.00	0.00	-7.35	92832

Original Estimate: \$ 0.00 Original Est. Date: AUG 8 16

New Amt	Incr. Amt	Date	Time	Person Cont.	How Cont.	Phone	Cont. By	Reason/Description
---------	-----------	------	------	--------------	-----------	-------	----------	--------------------

Internal			Service Contract			Warranty			Customer Pay		
COST	Description	Retail	COST	Description	Retail	COST	Description	Retail	COST	Description	Retail
0.00	Labor	0.00		Labor	0.00		Labor	0.00		Labor	0.00
0.00	Parts	0.00	0.00	Parts	0.00	0.00	Parts	0.00	0.00	Parts	0.00
	Sublet	0.00	0.00	Sublet	0.00	0.00	Sublet	0.00	0.00	Sublet	0.00
	Freight	0.00		Freight	0.00		Freight	0.00		Freight	0.00
	Car Rental	0.00		Car Rental	0.00		Car Rental	0.00		Car Rental	0.00
	Spec Tax	0.00		Deductible	0.00		Deductible	0.00		Car Rental	0.00
	HazMat	0.00		Spec Tax	0.00		Spec Tax	0.00		Deductible	0.00
	Tax	0.00		Haz Mat	0.00		Haz Mat	0.00		Spec Tax	0.00
	Co-pay	0.00		Tax	0.00		SlsTax	0.00		Haz Mat	0.00
	Charge \$	0.00		Charge \$	0.00		Charge \$	0.00		Sls Tax	0.00
	Misc	0.00		Misc	0.00		Misc	0.00		Misc	0.00
	Balance	0.00		Balance	0.00		Balance	0.00		Amt Due	0.00



CALIFORNIA LEMON LAW CASE INVESTIGATION
DEALER REPORT REQUEST AND REPAIR HISTORY SUMMARY

Please Return to: Leroy Smith
FAX: 888-734-3564 or Email to: lsmit593@ford.com

Attn: Service Manager - Immediate Action Required -- Please Complete and Return

Dealership Name	GALPIN FORD		
Service Manager	LEONARD FERRIGNO/CHRISTY COATS		
FMC360 Case Number	[REDACTED]		
Customer's Name	[REDACTED]		
VIN	1FMCUUGX8DD	Mileage	
Summary of Vehicle Concern:			
[REDACTED]			
Requested Action: The Dealership Report is an important document that the California Lemon Law Team uses to conduct a detailed good faith review. Please submit <i>accounting copies</i> of the repair orders, including technician punch times. Please complete and return within 48 hours of receipt.			
DEALERSHIP REPORT			
Has someone from the Service Department:		Y	N
1. Spoken with the customer regarding the concern(s)?		☐	☐
2. Inspected the vehicle and verified the concern(s)?		☐	☐
3. Test driven the vehicle for the concern(s)?		☐	☐
4. Test driven the vehicle with the customer for the concern(s)		☐	☐
5. Involved a Field Service Engineer with the customer's concern(s)		☐	☐
6. Identified whether a backordered part was involved with the customer's concern(s)		☐	☐
7. Determined whether the vehicle was used for commercial purposes (ex. lettering/decals/license plates)?		☐	☐
8. Verified whether the vehicle was a part of a fleet with six or more vehicles?		☐	☐
9. Verified whether the vehicle has a performance chip, lift kit, or other aftermarket accessory that has or is contributing toward the concern? • If YES, please explain the diagnostics used to determine that the modification(s) have contributed toward the concern. • Please list (Ford/non-Ford) aftermarket accessories and/or modifications.			
10. Confirmed whether or not the consumer is currently in a rental?		☐	☐

Dealership Report (Continued)		Y	N
11. Does the vehicle show signs of abuse, misuse, damage, or lack of maintenance? If yes, please explain.		☐	☐
12. Is the concern(s) still present?		☐	☐
13. Is the customer's concern(s) a normal operating characteristic of the vehicle? If yes, explain why below.		☐	☐
14. Was the customer offered a service loaner/rental during service visit(s)?		☐	☐
15. Please summarize conversations, dates, offers made, actions taken, and the name of dealership personnel involved.			
16. How many total days was the vehicle physically at the dealership for repairs?			
17. Any additional comments or information related to concern(s).			
Dealer Contact Name:		Title:	
Date:			

Galpin Motors Inc
15505 Roscoe Blvd
North Hills CA 91343
(818) 787-3800

WORK ORDER

RO NUMBER: [REDACTED]

Tag Number G128

BAR # [REDACTED]

Page Number: 1
Franchise Code: 05536
Today's Date: AUG 8 16
Time Printed: 2:42 PM
Copy #: 1

I hereby authorize the work to be done along with the necessary material, and hereby grant your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection and pickup/delivery. Subject to terms and conditions on reverse side of this contract.
A minimum fee of \$2.00 is charged to cover costs associated with the handling, management, and disposal of hazardous waste (when applicable).
All parts are new unless specified otherwise. All oil sold in quarts. All antifreeze sold in gallons. All fluid sold in ounces.
I have read and understand the information contained on the front and reverse side of this document and have received a copy.

NOTICE: VEHICLES NOT PICKED UP WITHIN THREE DAYS AFTER WORK IS COMPLETED WILL BE CHARGED STORAGE AT A RATE OF \$50.00 PER DAY.

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the services recommended.

CUSTOMER SIGNATURE X

Service Name Ford Maintenance
Contract Number 1

Expires: JAN 31 18
Deduct: 0.00

Time Received 2:05 PM
Cust # 4362591
Ven # 3097262

Service Writer Ricky Robles
Date In AUG 8 16

Completion Y/N

TERMS CASH CHECK CREDIT CARD
PARTS SAVE X DISCARD

CUSTOMER INFORMATION

[REDACTED]
Sylmar, CA
Spouse

VEHICLE INFORMATION

Year 2015
Make Ford
Model Explorer
Color Gray
VIN 1FM5K7D87FG
License Number [REDACTED]
Stock # [REDACTED]
In Service Date [REDACTED]
Source [REDACTED]
Engine 3.5L V6 TIVCT
Abarca, Andrew
SL Date JAN 31 15

Original Estimate: \$ 0.00

Authorized By:

Revised Estimate 1 Person Contacted:

Date: Via Phone: Contacted By:

Time: In Person

Revised Estimate 2 Person Contacted:

Date: Via Phone: Contacted By:

Time: In Person

P1: P2:

Time Promised 5:00 PM

LABOR INSTRUCTIONS

1 OPERATION CODE

TECH#

C / Customer States was trying to back out of the driveway and the brake pedal went to the floor. Could not stop vehicle and hit a parked car.

FAILURE CODE

CAUSE:

F 10mm

2,196

R 10mm

12,703

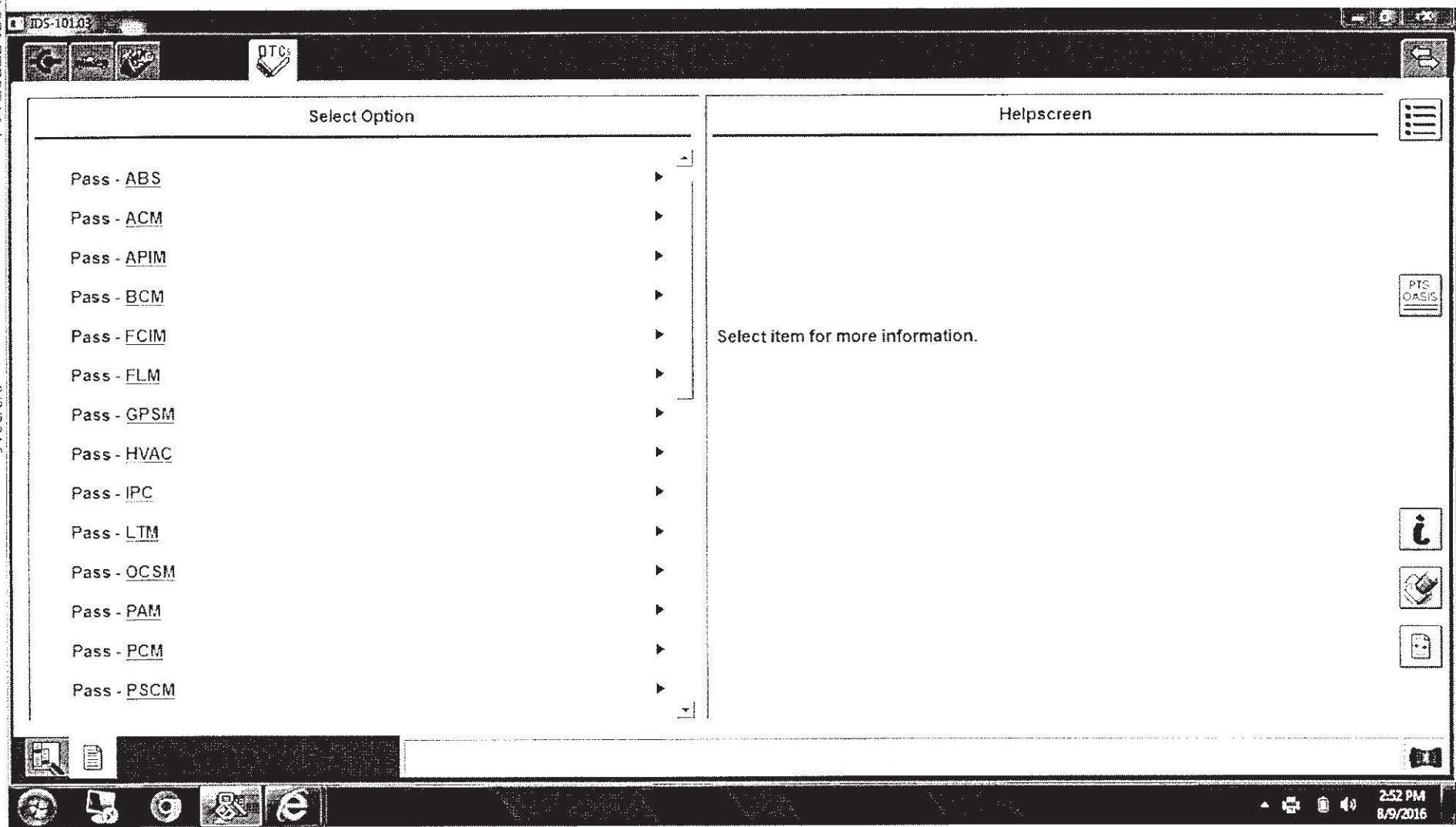
LF strut leaning

CORRECTION:

Road test veh. 8 miles, OK brake fluid level OK, brake lines, calipers pad all OK
can not duplicate concern

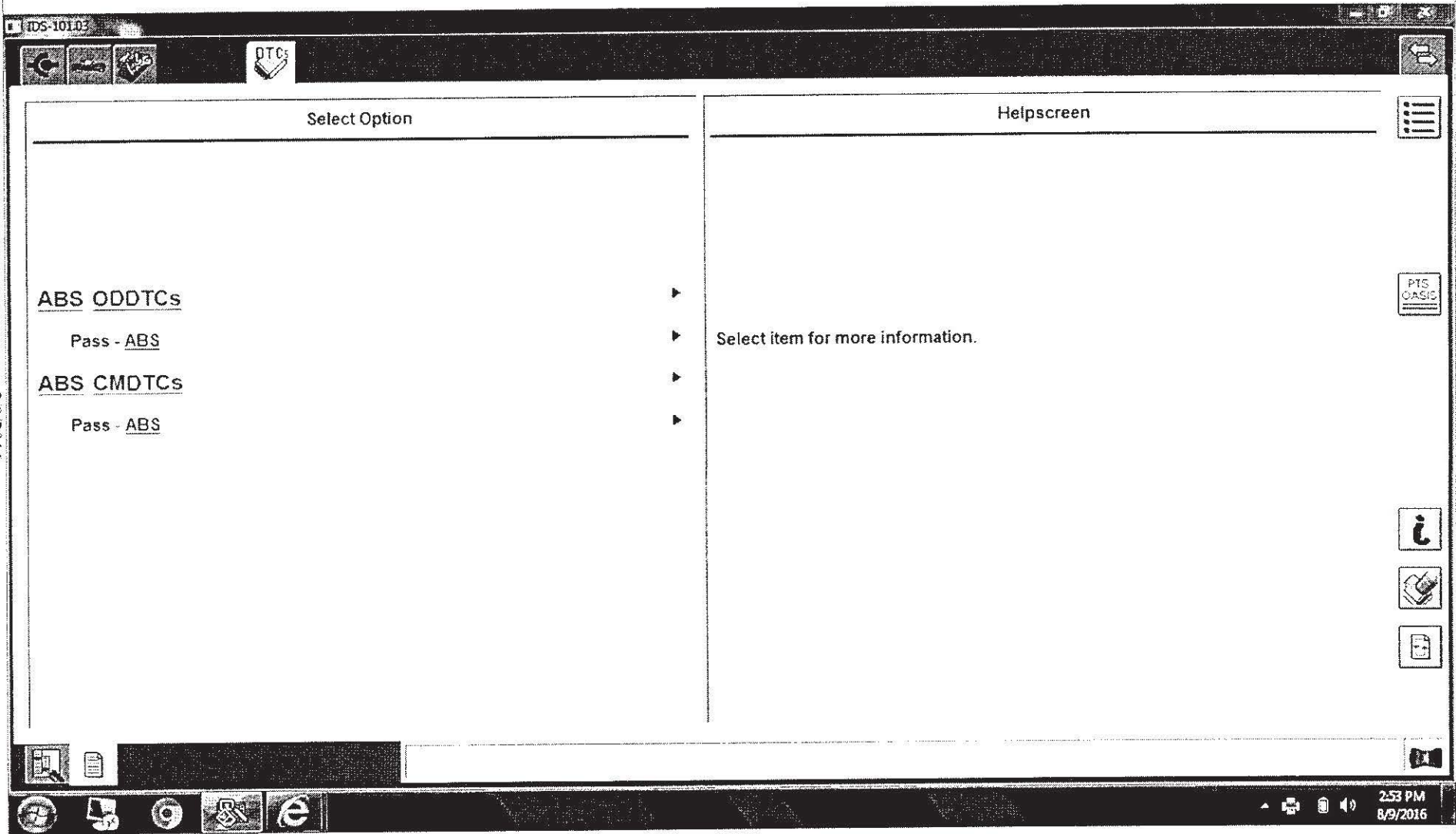
TIME

As performed - Road test on 8/9/16 @ 10:50am miles 12,712
122.03
Performed Brake sys 10 miles on Odyssey Hill - Backwards working as designed - N PF -
NO Brakes!



SELFTEST.APP\SELFTEST.Main

8/9/2016



Hotline Assistance Request 110635905

Contact Date:	Aug 09 2016 20:38:22	VIN:	1FM5K7D87FG
Technician:	enrique baltazar	R. O. Number:	
P&A Code:	05536		
Vehicle:	2015 Explorer		

Description of Vehicle Concern:
brake pedal went to the floor when backing up and hit parked car.

Please list any diagnostics already performed:
service writer verified when drop off towing, road test veh. in reverse and forward 10 miles can not duplicate,ck brake fluid level ok, brake lines ok; calipers, pads, rotors ok, retrieve any codes none, no codes on abs, no abs or brake lights on.

Parts Replaced:
none

Your Question:
is there any symptom similiar let me know, and whats my next step to follow.

Additional Comments

Comment From: Ford **Comment Date:** Aug 10 2016 14:15:15
Enrique,

When you have a concern alleging a fire, accident, injury, property damage and/or burn has occurred due to an alleged product defect, pursuant to the Warranty and Policy Manual, no repairs should be performed. See below:

-U.S. Dealerships should complete a **Deaier/Fleet Request for OGC Review** found on FMCDdealer.com - Parts Service Tab - Customer Satisfaction link.

NOTE: The Technical Assistance Center will not be able to provide further assistance with this issue until after the OGC review.

Upload Files

-Select-

Galpin Motors Inc
15505 Roscoe Blvd
North Hills, CA 91343
(818) 787-3800

WORK ORDER
RO NUMBER: [REDACTED]
Tag Number G128
BAR #011209 RC011208 011208 246639

Page Number 2
Franchise Code 05536
Todays Date: AUG 3 16
Time Printed: 2 07 PM
Copy # 1

CUSTOMER INFORMATION

[REDACTED]

Sylmar, CA [REDACTED]
Spouse [REDACTED]

Phone (H) [REDACTED] Phone (C) [REDACTED]
Phone (W) [REDACTED]
Phone (O) (818) [REDACTED]
Comments [REDACTED]

VEHICLE INFORMATION

Year 2015 License Number [REDACTED]
Make Ford Stock # 151056
Model Explorer In Service Date [REDACTED]
Color Gray Source [REDACTED]
Engine 3.5L V6 TIVCT
VIN 1FM5K7D87 FGA [REDACTED] SL Dat JAN 31 15

Original Estimate: \$ 0.00

Authorized By: [REDACTED]

Revised Estimate 1: Person Contacted: [REDACTED]
\$ [REDACTED]

Date: [REDACTED] Via: [REDACTED] Phone: [REDACTED] Contacted By: [REDACTED]
Time: [REDACTED] In Person [REDACTED]

Revised Estimate 2: Person Contacted: [REDACTED]

\$ [REDACTED]
Date: [REDACTED] Via: [REDACTED] Phone: [REDACTED] Contacted By: [REDACTED]
Time: [REDACTED] In Person [REDACTED]

P1 [REDACTED] P2 [REDACTED]

Time Promised 5 00 PM

LABOR INSTRUCTIONS

2 OPERATION CODE TECH #
Q89P

C / PERFORM COMPLIMENTARY INSPECTION

FAULT CODE

CAUSE :

CORRECTION :

TIME

3 OPERATION CODE TECH #
TPCHECK

C / Perform vehicle

FAULT CODE

CAUSE :

CORRECTION :

TIME

DL
TO TEST
DRIVE!

Vehicle Information

VEHICLE DESCRIPTION 2015 Explorer	BODY STYLE 4 DOOR WAGON	ENGINE 3.5L Cyclone V6 Petrol TIVCT
TRANSMISSION 6 Speed Auto Transmission 6F50	AXLE CODE 3F	ENGINE CALIBRATION EUB1SN0A
PAINT COLOR MAGNETIC	RADIO PREMIUM AM/FM STEREO/CD	GROSS VEHICLE WEIGHT 6120 LB. GVW
AXLE RATIO 3.39 FINAL DRIVE RATIO	WHEEL SIZE 18X8.0" ALUM PNTD EURO FLANGE	TIRE P245/60R18 A/S BSW
WHEEL BASE	GOASIS VEHICLE LINE 00134	SAVE LOCAL BODYSTYLE K7D
GOASIS BODYSTYLE 00855	SYNC VERSION V3 Gen2	VHR ACTIVATED N

WARNING MESSAGES

VERIFY STATE REGISTRATION, VIN MAY BE ELIGIBLE FOR CALIFORNIA EMISSIONS WTY

ARN MESSAGES

NO ARN MESSAGES FOUND

GENERAL WARRANTY INFORMATION

WARRANTY START DATE 01/31/2015	BUILD DATE 09/17/2014	SALE MILEAGE 00010
-----------------------------------	--------------------------	-----------------------

OUTSTANDING FIELD SERVICE ACTIONS

NO CAMPAIGN MESSAGE(S) FOUND

EXTENDED COVERAGES

0968 USA 2015 NEW 36/30K PREM MAINT(MandW) 7.5K INTERVAL
STANDARD DEDUCTIBLE: 0 USD
OWNER NAME:
OPTIONS:
EXPIRATION DATE: 01/31/2018
DISTANCE: 31000
RENTAL: 0 UP TO 0 DAYS
TOWING: 0 USD
CONTRACT SOLD BY: USA 05536
ESP CONTRACT START DATE 01/31/2015
OWNER OF VEHICLE MUST MATCH OWNER NAME ON OASIS FOR COVERAGE TO APPLY.

3 REMAINING MAINTENANCE SERVICES

MARKETING MESSAGES

Galpin Ford/Lincoln Service Parts & Accessories Limited Warranty

The dealer (Galpin Ford, 15505 Rescoe Boulevard, North Hills, CA 91343) warrants that Ford parts and accessories found to be defective in factory supplied material or workmanship will be repaired, replaced, or exchanged as follows:

Ford, Lincoln, Mercury Cars & Light Trucks:

- Before 10/01/2013: 12 months/10000 miles, whichever comes first from the part or accessory warranty start date.
- Between 10/01/2013-12/31/2013: 24 months/unlimited miles from the part or accessory warranty start date.
- Beginning 1/01/2014: 12 months/unlimited miles from the part or accessory warranty start date.

The Warranty Start Date for Parts that are:

- Dealer installed: The date of installation.
- Sold Over the Counter:
 - To a retail purchaser: The date of sale.
 - In a fleet, general installer or wholesaler: The date the part or accessory is installed (could be later than the date of sale).

The purchaser must return the defective part or accessory to the dealer's place of business during regular business hours for

repair or replacement. The purchaser must present the original or counter sale receipt or repair order for a dealer installed part or accessory in order to validate the date and mileage on the vehicle at the date of sale or installation of the original part or accessory. If the purchaser is traveling or has moved to a different locality, any authorized Ford Motor Company dealer will fulfill this warranty.

THIS WARRANTY DOES NOT COVER PARTS AND ACCESSORIES THAT FAIL DUE TO ABUSE, MISUSE, NEGLECT, ALTERATION, ACCIDENT, RACING, OR THE USE OF NON-FORD PARTS, OR PARTS AND ACCESSORIES INSTALLED IN VEHICLES OTHER THAN THOSE LISTED IN THE COVERAGE STATEMENT INCLUDING OTHER FORD MOTOR COMPANY BRANDS, OR PARTS WHICH ARE REPLACED AS A PART OF NORMAL MAINTENANCE.

THERE IS NO OTHER EXPRESS WARRANTY OF FORD MOTOR COMPANY SUPPLIED REPLACEMENT PARTS AND ACCESSORIES.

Galpin Ford disclaims any responsibility for loss of time, use of the part(s) or the vehicle involved, transportation, or any other incidental or consequential damages. ANY IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION AND TERMS OF THIS WRITTEN WARRANTY. The above limitations or exclusions may not apply, because some states do not allow limitations on how long an implied warranty lasts, or they may not allow the exclusion or limitation of incidental or consequential damages. This

warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

The following parts and accessories have different parts, labor, parts allowance, or time/mileage coverage than what is described above. Please see a parts or service manager for more information.

- Air Conditioning System
- Battery
- Bed Liner and Cargo Liner
- Belts and hoses
- Bumper-MasterGuard
- Cellular Phone
- Diesel Engines
- Emissions Control System
- Ford Remanufactured Engine and Transmission Assemblies
- Lift Supports
- Motorcraft Parts
- Sheet Metal
- Shock absorbers and struts
- Spark plug wiring set
- Tires (tires are warranted by the tire manufacturer; see the manufacturer warranty brochure for details)
- Vehicle security system
- Walker exhaust GDS System

PROPOSITION 65 WARNING FOR AUTO PARTS AND SERVICE

WARNING:

Motor Vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, batteries, brakes and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well-ventilated area; 2) do not smoke, drink, or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. (Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq.) For further information about Proposition 65 see <http://www.oehha.org/prop65.html>

NOTICE TO CONSUMER

A buyer of this product in California has the right to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been out of the buyer's hands for warranty repairs. If a defect exists within the warranty period, the warranty will not expire until the defect has been fixed. The warranty period will also be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer, or if the warranty repairs did not remedy the defect and the buyer notifies the manufacturer or seller of the failure of the repairs within 60 days after they were completed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement or a refund subject, in either case, to deduction of a reasonable charge for usage. This time extension does not affect the protections or remedies the buyer has under other laws.

1. Customer is hereby notified that the said property is not insured or protected to the amount of the agreed cash value thereof, or otherwise against loss occasioned by theft, fire or vandalism while the property remains with the dealer.

2. Customer agrees to remove all personal property from vehicle, agrees that dealer is not obligated to inspect the vehicle for personal property, and releases dealer from any liability or obligation with respect to personal property left in the vehicle.

3. Dealer is not responsible for the unavailability of goods or services from third parties.

4. Customer authorizes the repairs to be done along with the necessary labor, parts, and materials, and hereby grants dealer permission to operate the vehicle on public thoroughfares for tests and inspection.

5. Based on the type of service requested, service repairs must be solved

6. All charges for repairs including labor and materials furnished are due and payable immediately with the delivery of the within described vehicle or prior delivery upon the expiration of three (3) days after notice that repairs have been completed. Such notice may be given (1) orally, via a telephone call made to a number provided by the customer on the reverse side of this form, (2) via written notification to the address provided by the customer on the reverse side of this form, or (3) electronically via voice message, text message, or email, made to a telephone number or email address provided by the customer on the reverse side of this form. Notice shall be deemed to have been given upon transmission of the

electronic message, or phone call, and, if mailed, upon deposit into the United States mail.

7. If the vehicle described herein is not called for within three (3) days after such notice is given, a storage charge of \$50.00 per day will be made for each day thereafter.

8. Dealer is authorized to deliver the vehicle described herein, or any of its contents, to any person presenting this receipt.

9. In addition to any and all other remedies available, customer authorizes dealer to have a lien on the vehicle described herein for all charges for repairs including labor and parts, storage and/or towing, and to enforce such lien. Said Dealer is hereby expressly authorized to sell said vehicle at public auction after giving a twenty (20) day written notice by certified mail to the legal owner, registered owner, and Department of Motor Vehicles of intent to do so. On the sale date, the vehicle shall be sold to highest cash bidder and the proceeds of sale must be used first to satisfy the lien plus storage costs and costs incident to sale, and the balance shall be forwarded to the Department of Motor Vehicles.

10. Any expenses incurred during the process of a lien sale, including reasonable attorney's fees, which may be necessary incurred, will also be paid by the customer.

11. If any charges described herein remain unpaid for thirty (30) days after such request for payment, dealer may refer such charges to its attorneys for collection and the customer will pay reasonable attorney's fees.

OWNER ADVANTAGE REWARDS:
VIN HAS BEEN ASSOCIATED WITH AN OAR ACCOUNT AT THIS DEALERSHIP.
VISIT OA TRACKER TO VERIFY MEMBER AND SEE COMPLETE DETAILS.

OA MEMBER#:
278487274

REWARDS BALANCES AS-OF-DATE:
08/06/2016

SERVICE BALANCE:
\$10.00

DEALER OIL CHANGE BALANCE:
0

DEALER SALES BALANCE:
\$100.00

WARRANTY REPAIR HISTORY

DEALER: Galpin Ford
REPAIR DATE: 20160517
WARRANTY CLAIM NUMBER: [REDACTED]
ODOMETER: 009559 M
31013/31012/280b62 road test vehicle,necessary to remove rear bumper cover s
sy ,to reseal left and right rear quarter lower and upper body seams and joi
nts removed and replaced left and right rear fenderwell body mouldings, ret
est system passed, road test vehicle, passed.

PART NUMBER BB5Z 7829164AA
PART DESCRIPTION MLDG QTR WHL OPN
QUANTITY 001
LABOR OP 140130B
CONDITION CODE 07
CONDITION DESC IMPROPERLY ADJUSTED/FITS POORLY
PART NUMBER BB5Z61280B62B
PART DESCRIPTION GRL ASY QTR VEN AIR
QUANTITY 002
LABOR OP
CONDITION CODE
CONDITION DESC
PART NUMBER TA 2B
PART DESCRIPTION MOTORCRAFT BATTERY
QUANTITY 002
LABOR OP
CONDITION CODE
CONDITION DESC
PART NUMBER BB5Z 7829165AA
PART DESCRIPTION MLDG QTR WHL OPN
QUANTITY 001
LABOR OP
CONDITION CODE
CONDITION DESC
PART NUMBER 4M8Z54280B62A
PART DESCRIPTION GRILL-QTR VENT AIR
QUANTITY 001
LABOR OP
CONDITION CODE
CONDITION DESC

DEALER: Galpin Ford
REPAIR DATE: 20150918
WARRANTY CLAIM NUMBER: [REDACTED]
ODOMETER: 004023 M
AFTER INSPECTION FOUND RUBBER MELTED ONTO EXHAUST PIPE. ALSO FOUND TSB 14-01

Galpin Ford/Lincoln Service Parts & Accessories Limited Warranty

The dealer (Galpin Ford, 15505 Redwood Boulevard, North Hills, CA 91343) warrants that Ford parts and accessories found to be defective in factory supplied material or workmanship will be repaired, replaced, or exchanged as follows:

Ford, Lincoln, Mercury Cars & Light Trucks

- **Repairs prior to 10/1/2013:** 17 months/17,000 miles, whichever comes first from the part or accessory warranty start date
- **Repairs on or after 10/1/2013:** 24 months/unlimited miles, from the part or accessory warranty start date
- **2011 and earlier Series Trucks:** 12 months/unlimited miles from the part or accessory warranty start date.

The Warranty Start Date for Parts that are:

- **Installed:** The date of installation
- **Sold Over the Counter:**
To a retail purchaser: the date of sale
To a fleet, general installer or wholesaler: the date the part or accessory is installed (could be later than the date of sale).

The purchaser must return the defective part or accessory to the dealer's place of business during regular business hours for

repair or replacement. The purchaser must present the original counter sale receipt or repair order for a dealer-installed part or accessory in order to validate the date and mileage on this vehicle at the date of sale or installation of the original part or accessory. If the purchaser is traveling or has moved to a different locality, any authorized Ford Motor Company dealer will fulfill this warranty.

THIS WARRANTY DOES NOT COVER PARTS AND ACCESSORIES THAT FAIL DUE TO ABUSE, MISUSE, NEGLIGENCE, ALTERATION, ACCIDENT, RACING, OR THE USE OF NONFORD PARTS, OR PARTS AND ACCESSORIES INSTALLED IN VEHICLES OTHER THAN THOSE LISTED IN THE COVERAGE STATEMENT INCLUDING OTHER FORD MOTOR COMPANY BRANDS, OR PARTS WHICH ARE REPLACED AS A PART OF NORMAL MAINTENANCE.

THERE IS NO OTHER EXPRESS WARRANTY OF FORD MOTOR COMPANY SUPPLIED REPLACEMENT PARTS AND ACCESSORIES.

Galpin Ford disclaims any responsibility for loss of time, use of the part(s) on the vehicle involved, transportation, or any other incidental or consequential damages. ANY IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION AND TERMS OF THIS WRITTEN WARRANTY. The above limitations or exclusions may not apply. Certain state statutes do not allow limitations on how long an implied warranty lasts, or they may not allow the exclusion or limitation of incidental or consequential damages. This

warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

The following parts and accessories have different parts, labor, parts allowance, or time/mileage coverage than what is described above. Please see a parts or service manager for more information.

- Air Conditioning System
- Battery
- Bed Liner and Cargo Linger
- Belts and hoses
- Bumper/Master Guard
- Cellular Phone
- Diesel Engines
- Emissions Control System
- Ford Remanufactured Engine and Transmission Assemblies
- Lift Supports
- Motorcraft Parts
- Sheet Metal
- Shock absorbers and struts
- Spark plug wiring set
- Tires (Tires are warranted by the tire manufacturer; see the manufacturer warranty brochure for details)
- Vehicle security system
- Walker exhaust SDI System

PROPOSITION 65 WARNING FOR AUTO PARTS AND SERVICE

WARNING:

Motor Vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, batteries, brakes and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well-ventilated area; 2) do not smoke, drink, or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. (Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq.) For further information about Proposition 65 see <http://www.oehha.org/prop65.html>

NOTICE TO CONSUMER

A buyer of this product in California has the right to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been out of the buyer's hands for warranty repairs. If a defect exists within the warranty period, the warranty will not expire until the defect has been fixed. The warranty period will also be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer, or if the warranty repairs did not remedy the defect and the buyer notifies the manufacturer or seller of the failure of the repairs within 60 days after they were completed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement or a refund subject, in either case, to deduction of a reasonable charge for usage. This time extension does not affect the protections or remedies the buyer has under other laws.

1. Customer hereby warrants that the said property is not insured or protected to the amount of the cash value thereof, or otherwise against loss occasioned by theft, fire or vandalism while the property remains with the dealer.

2. Customer agrees to remove all personal property from vehicle, agrees that dealer is not obligated to inspect the vehicle for personal property, and releases dealer from any liability or obligation with respect to personal property left in the vehicle.

3. Dealer is not responsible for the unavailability of goods or services from third parties.

4. Customer authorizes the repairs to be done along with the necessary labor, parts, and materials, and hereby grants dealer permission to operate the vehicle or pursue thoroughfare for tests and inspection.

5. Due to the type of service requested, some repairs must be made:

6. All charges for repairs including labor and materials furnished are due and payable simultaneously with the delivery of the vehicle described vehicle or prior delivery upon the expiration of three (3) days after notice that repairs have been completed. Such notice may be given (1) orally via a telephone call made to a number provided by the customer on the reverse side of this form, (2) via written notification to the address provided by the customer on the reverse side of this form, or (3) electronically, via voice message, text message, or e-mail made to a telephone number or email address provided by the customer on the reverse side of this form. Notice shall be deemed to have been given upon transmission of the
- electronic message or phone call, and, if mailed, upon deposit into the United States mail.

7. If the vehicle described herein is not called for within three (3) days after such notice is given, a storage charge of \$50.00 per day will be made for each day thereafter.

8. Dealer is authorized to deliver the vehicle described herein, or any of its contents, to any person providing the receipt.

9. In addition to any and all other remedies available, customer authorizes dealer to have a lien on the vehicle described herein for all charges for repairs including labor and parts, storage and/or towing, and to enforce such lien. Said Dealer is hereby expressly authorized to sell said vehicle at public auction after giving a twenty (20) day written notice by certified mail to the legal owner, registered owner, and Department of Motor Vehicles of intent to do so. On the sale date, the vehicle shall be sold to highest cash bidder and the proceeds of sale must be used first to satisfy the lien plus storage costs and costs incident to sale, and the balance shall be forwarded to the Department of Motor Vehicles.

10. Any expenses incurred during the process of a lien sale, including reasonable attorney's fees, which may be necessarily incurred, will also be paid by the customer.

11. If any charges described herein remain unpaid for thirty (30) days after such request for payment, dealer may refer such charges to its attorneys for collection and the customer will pay reasonable attorney's fees.

07/04/13

30 APPLICABLE TO VEHICLE CONCERN COMPLETED TSB 14-0130. ALSO REMOVED RUBBER FROM THE EXHAUST PIPES. BURNING SMELL HAS STOPPED. OP CODE: 140130B

PART NUMBER 4M8Z54280B62A
PART DESCRIPTION GRILL-QTR VENT AIR
QUANTITY 001
LABOR OP 140130B
CONDITION CODE 07
CONDITION DESC IMPROPERLY ADJUSTED/FITS POORLY
PART NUMBER BB5Z 7829165AA
PART DESCRIPTION MLDG QTR WHL OPN
QUANTITY 001
LABOR OP
CONDITION CODE
CONDITION DESC
PART NUMBER BB5Z 7829164AA
PART DESCRIPTION MLDG QTR WHL OPN
QUANTITY 001
LABOR OP
CONDITION CODE
CONDITION DESC
PART NUMBER BB5Z61280B62B
PART DESCRIPTION GRL ASY QTR VEN AIR
QUANTITY 001
LABOR OP
CONDITION CODE
CONDITION DESC
PART NUMBER TA 2B
PART DESCRIPTION MOTORCRAFT BATTERY
QUANTITY 001
LABOR OP
CONDITION CODE
CONDITION DESC

DEALER: Galpin Ford
REPAIR DATE: 20150901
WARRANTY CLAIM NUMBER [REDACTED]
ODOMETER: 004031 M
MAINTENANCE PERFORMED OIL AND FILTER CHANGE, TIRE ROTATION, TIRE PRESSURE CHECK, AND MULTI POINT INSPECTION.

PART NUMBER XO 5W20QSP
PART DESCRIPTION
QUANTITY 006
LABOR OP MBASIC
CONDITION CODE 82
CONDITION DESC FREIGHT/POSTAGE/MAINTENANCE
PART NUMBER AA5Z 6714A
PART DESCRIPTION ELEMENT ASY OIL FILT
QUANTITY 001
LABOR OP MBASIC1
CONDITION CODE
CONDITION DESC
PART NUMBER MAINT
PART DESCRIPTION VEHICLE MAINTENANCE
QUANTITY 000
LABOR OP
CONDITION CODE
CONDITION DESC

END OF OASIS REPORT FOR
1FM5K7D87FG [REDACTED]

Galpin Ford/Lincoln Service Parts & Accessories Limited Warranty

The dealer (Galpin Ford, 15505 Roscoe Boulevard, North Hills, CA 91343) warrants that Ford parts and accessories found to be defective in factory supplies material or workmanship will be repaired, replaced, or exchanged as follows:

Ford, Lincoln, Mercury Cars & Light Trucks:

- Repairs prior to 10/1/2013: 12 months/12,000 miles, whichever comes first from the part or accessory warranty start date.
- Repairs on or after 10/1/2013: 24 months/unlimited miles from the part or accessory warranty start date
- 200 and higher series trucks: 12 months/unlimited miles from the part or accessory warranty start date.

The Warranty Start Date for Parts that are:

- Dealer Installed: The date of installation.
- Sold Over the Counter:
 - To a retail purchaser: The date of sale.
 - To a fleet, general installer or wholesaler: The date the part or accessory is installed (could be later than the date of sale).

The purchaser must return the defective part or accessory to the dealer's place of business during regular business hours for

repair or replacement. The purchaser must present the original counter sale receipt or repair order for a dealer-installed part or accessory in order to validate the date and mileage on the vehicle at the date of sale or installation of the original part or accessory. If the purchaser is traveling or has moved to a different locality, any authorized Ford Motor Company dealer will fulfill this warranty.

THIS WARRANTY DOES NOT COVER PARTS AND ACCESSORIES THAT FAIL DUE TO ABUSE, MISUSE, NEGLIGENCE, ALTERATION, ACCIDENT, RACING, OR THE USE OF NONFORD PARTS, OR PARTS AND ACCESSORIES INSTALLED IN VEHICLES OTHER THAN THOSE LISTED IN THE COVERAGE STATEMENT INCLUDING OTHER FORD MOTOR COMPANY BRANDS, OR PARTS WHICH ARE REPLACED AS A PART OF NORMAL MAINTENANCE.

THERE IS NO OTHER EXPRESS WARRANTY OF FORD MOTOR COMPANY-SUPPLIED REPLACEMENT PARTS AND ACCESSORIES.

Galpin Ford disclaims any responsibility for loss of time, use of the part(s) or the vehicle involved, transportation, or any other incidental or consequential damages. ANY IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION AND TERMS OF THIS WRITTEN WARRANTY. The above limitations or exclusions may not apply, because some states do not allow limitations on how long an implied warranty lasts, or they may not allow the exclusion or limitation of incidental or consequential damages. This

warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

The following parts and accessories have different parts, labor, parts allowance, or time/mileage coverage than what is described above. Please see a parts or service manager for more information.

- Air Conditioning System
- Battery
- Bed Liner and Cargo Linger
- Belts and hoses
- Bumper-MasterGuard
- Cellular Phone
- Diesel Engines
- Emissions Control System
- Ford Remanufactured Engine and Transmission Assemblies
- Lift Supports
- Motorcraft Parts
- Sheet Metal
- Shock absorbers and struts
- Spark plug wiring set
- Tires (tires are warranted by the tire manufacturer; see the manufacturer warranty brochure for details)
- Vehicle security system
- Walker exhaust SOS System

PROPOSITION 65 WARNING FOR AUTO PARTS AND SERVICE

WARNING:

Motor Vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, batteries, brakes and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well-ventilated area; 2) do not smoke, drink, or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. (Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq.) For further information about Proposition 65 see <http://www.oehha.org/prop65.html>

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1. Customer is hereby notified that the said property is not insured or protected to the amount of the actual cash value thereof, or otherwise against loss occasioned by theft, fire or vandalism, while the property remains with the dealer.

2. Customer agrees to remove all personal property from vehicle, agrees that dealer is not obligated to inspect the vehicle for personal property, and releases dealer from any liability or obligation with respect to personal property left in the vehicle.

3. Dealer is not responsible for the unavailability of goods or services from third parties.

4. Customer authorizes the repairs to be done along with the necessary labor, parts, and materials, and hereby grants dealer permission to operate the vehicle on public city thoroughfares for tests and inspection.

5. Due to the type of service requested, some repairs must be visible.

6. All charges for repairs, including labor and materials, furnished and due and payable simultaneously with the delivery of the with prescribed vehicle or prior delivery upon the expiration of three (3) days after notice that repairs have been completed. Such notice may be given (1) orally, via a telephone call made to a number provided by the customer; on the reverse side of this form; (2) via written notification to the address provided by the customer on the reverse side of this form; or (3) electronically, via voice message, text message, or email, made to a telephone number or email address provided by the customer on the reverse side of this form. Notice shall be deemed to have been given upon transmission of the
- electronic message or phone call; and, if mailed, upon deposit into the United States mail.

7. If the vehicle described herein is not called for within three (3) days after such notice is given, a storage charge of \$50.00 per day will be made for each day thereafter.

8. Dealer is authorized to deliver the vehicle described herein, or any of its contents, to any person presenting this receipt.

9. In addition to any and all other remedies available, customer authorizes dealer to have a lien on the vehicle described herein for all charges for repairs including labor and parts, storage and/or towing, and to enforce such lien. Said Dealer is hereby expressly authorized to sell said vehicle at public auction after giving a twenty (20) day written notice by certified mail to the legal owner, registered owner, and Department of Motor Vehicles of intent to do so. On the sale date, the vehicle shall be sold to highest cash bidder and the proceeds of sale must be used first to satisfy the lien plus storage costs and costs incident to sale, and the balance shall be forwarded to the Department of Motor Vehicles.

10. Any expenses incurred during the pendency of a lien sale, including reasonable attorney's fees, which may be necessarily incurred, will also be paid by the customer.

11. If any charges described herein remain unpaid for thirty (30) days after such request for payment, dealer may refer such charges to its attorneys for collection and the customer will pay reasonable attorney's fees.

List of RO Jobs for: Damacia Gonzalez Fernandez 2015 Ford Explorer

RO	Job	RO Date	Job Code	Tech	Dept	Miles	Writer	Concern
	1	AUG 8 16			SVC	12196	92832	customer states was trying to back out of the driveway and the ...
	2	AUG 8 16 Q99P			SVC	12196	92832	complimentary inspection
	3	AUG 8 16 TPC...			SVC	12196	92832	vehicle tire check/inflation service.
	1	JUN 21 16			SVC	10256	92832	customer states lot damage on the drivers rear door.
	2	JUN 21 16 Q99P			SVC	10256	92832	complimentary inspection
	3	JUN 21 16 TPC...			SVC	10256	92832	tire pressure check
	4	JUN 21 16 IRENTAL	9999999		SVC	10256	92832	customer requests rental vehicle...rentl int service..ra#f0241868
	1	JUN 15 16	90037		SVC	10240	92832	customer states the vehicle is still having a bad odor smelling c...
	2	JUN 15 16 Q99P			SVC	10240	92832	complimentary inspection
	3	JUN 15 16 TPC...			SVC	10240	92832	tire pressure check
	4	JUN 15 16 IRENTAL	9999999		SVC	10240	92832	customer was provided a rental for use..rentl int service..ra#f024...
	1	MAY 17 16	9003...		SVC	9575	92832	customer states gets a burning smell when it is hot and accelratl...
	2	MAY 17 16	90037		SVC	9575	92832	customer states passenger side mirror light is out.
	3	MAY 17 16	90037		SVC	9575	92832	customer states windshield cracked.
	4	MAY 17 16 Q99P	90037		SVC	9575	92832	complimentary inspection
	5	MAY 17 16 TPC...			SVC	9575	92832	tire pressure check
	6	MAY 17 16 WRE...			SVC	9575	92832	customer was provided a rental for use..rental int esp..ra#f0241091
	1	SEP 28 15	92881		SVC	4423	92832	customer states last service vehicle was not put back together c.
	2	SEP 28 15 Q99P	92881		SVC	4423	92832	complimentary inspection
	3	SEP 28 15 TPC...	92881		SVC	4423	92832	check tires inflated (psi)
	4	SEP 28 15 RENTAL	9999999		SVC	4423	92832	customer provided vehicle for use
	1	SEP 18 15	92881		SVC	4023	92832	customer states gets gets a burning smell.
	2	SEP 18 15 Q99P	92881		SVC	4023	92832	complimentary inspection
	3	SEP 18 15 TPC...	92881		SVC	4023	92832	check tires inflated (psi)
	1	SEP 1 15 7.5W	92881		SVC	4032	92832	7,500 mile warranty service
	2	SEP 1 15 NOTE			SVC	4032	92832	rental requested
	3	SEP 1 15	92881		SVC	4032	92832	customer states gets a burning smell inside the cabin. possibiy a...
	4	SEP 1 15 Q99P	92881		SVC	4032	92832	complimentary inspection
	5	SEP 1 15 TPC...	92881		SVC	4032	92832	check tires inflated (psi)
	1	FEB 17 15	90311		SVC	396	92832	customer states has scratches on drivers side door key pad.
	2	FEB 17 15	90094		SVC	396	92832	customer states scratches behind door handle. check and advise.
	3	FEB 17 15 Q99P	90311		SVC	396	92832	complimentary vehicle check up
	4	FEB 17 15 TPC...	90311		SVC	396	92832	tires inflated to (psi)
	1	JAN 31 15 PDIR	92339		PDI	51	90627	pdi recheck
	2	JAN 31 15 87			PDI	51	90627	fill gas tank / 87 octane
	1	OCT 7 14 PDI	92572		PDI	10	90258	pre delivery inspection
	2	OCT 7 14 87			SVC	10	90258	fill gas tank / 87 octane

Galpin Ford/Lincoln Service Parts & Accessories Limited Warranty

The dealer (Galpin Ford, 15505 Roscoe Boulevard, North Hills, CA 91343) warrants that Ford parts and accessories found to be defective in factory-supplied material or workmanship will be repaired, replaced, or exchanged as follows:

- Ford, Lincoln, Mercury Cars & Light Trucks:
- Repairs prior to 10/1/2013: 12 months/12,000 miles, whichever comes first from the part or accessory warranty start date.
 - Repairs on or after 10/1/2013: 24 months/unlimited miles, from the part or accessory warranty start date.
 - 650 and higher series trucks: 12 months/unlimited miles, from the part or accessory warranty start date.

- The Warranty Start Date for Parts that are:
- Dealer-installed: The date of installation.
 - Sold Over-the-Counter:
 - To a retail purchaser: The date of sale.
 - To a fleet, general installer or wholesaler: The date the part or accessory is installed (could be later than the date of sale).

The purchaser must return the defective part or accessory to the dealer's place of business during regular business hours for

repair or replacement. The purchaser must present the original counter sale receipt or repair order for a dealer-installed part or accessory in order to validate the date and mileage on the vehicle at the date of sale or installation of the original part or accessory. If the purchaser is traveling or has moved to a different locality, any authorized Ford Motor Company dealer will fulfill this warranty.

THIS WARRANTY DOES NOT COVER PARTS AND ACCESSORIES THAT FAIL DUE TO ABUSE, MISUSE, NEGLECT, ALTERATION, ACCIDENT, RACING, OR THE USE OF NON-FORD PARTS, OR PARTS AND ACCESSORIES INSTALLED IN VEHICLES OTHER THAN THOSE LISTED IN THE COVERAGE STATEMENT INCLUDING OTHER FORD MOTOR COMPANY BRANDS, OR PARTS WHICH ARE REPLACED AS A PART OF NORMAL MAINTENANCE.

THERE IS NO OTHER EXPRESS WARRANTY OF FORD MOTOR COMPANY-SUPPLIED REPLACEMENT PARTS AND ACCESSORIES.

Galpin Ford disclaims any responsibility for loss of time, use of the part(s) or the vehicle involved, transportation, or any other incidental or consequential damages. ANY IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION AND TERMS OF THIS WRITTEN WARRANTY. The above limitations or exclusions may not apply, because some states do not allow limitations on how long an implied warranty lasts, or they may not allow the exclusion or limitation of incidental or consequential damages. This

warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

The following parts and accessories have different parts, labor, parts allowance, or time/mileage coverage than what is described above. Please see a parts or service manager for more information.

- Air Conditioning System
- Battery
- Bed Liner and Cargo Linger
- Belts and hoses
- Bumper-MasterGuard
- Cellular Phone
- Diesel Engines
- Emissions Control System
- Ford Remanufactured Engine and Transmission Assemblies
- Lift Supports
- Motorcraft Parts
- Sheet Metal
- Shock absorbers and struts
- Spark plug wiring set
- Tires (tires are warranted by the tire manufacturer; see the manufacturer warranty brochure for details)
- Vehicle security system
- Walker exhaust SDS System

WARNING:

Motor Vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, batteries, brakes and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well-ventilated area; 2) do not smoke, drink, or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. (Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq.) For further information about Proposition 65 see <http://www.oehha.org/prop65.html>

PROPOSITION 65 WARNING FOR AUTO PARTS AND SERVICE

NOTICE TO CONSUMER

A buyer of this product in California has the right to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been out of the buyer's hands for warranty repairs. If a defect exists within the warranty period, the warranty will not expire until the defect has been fixed. The warranty period will also be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer, or if the warranty repairs did not remedy the defect and the buyer notifies the manufacturer or seller of the failure of the repairs within 60 days after they were completed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement or a refund subject, in either case, to deduction of a reasonable charge for usage. This time extension does not affect the protections or remedies the buyer has under other laws.

1. Customer is hereby notified that the said property is not insured or protected to the amount of the actual cash value thereof, or otherwise against loss occasioned by theft, fire or vandalism while the property remains with the dealer.
 2. Customer agrees to remove all personal property from vehicle, agrees that dealer is not obligated to inspect the vehicle for personal property, and releases dealer from any liability or obligation with respect to personal property left in the vehicle.
 3. Dealer is not responsible for the unavailability of goods or services from third parties.
 4. Customer authorizes the repairs to be done along with the necessary labor, parts, and materials, and hereby grants dealer permission to operate the vehicle on public thoroughfares for tests and inspection.
 5. Due to the type of service requested, some repairs must be sublet.
 6. All charges for repairs including labor and materials furnished are due and payable simultaneously with the delivery of the within described vehicle or prior delivery upon the expiration of three (3) days after notice that repairs have been completed. Such notice may be given (1) orally, via a telephone call made to a number provided by the customer on the reverse side of this form, (2) via written notification to the address provided by the customer on the reverse side of this form, or (3) electronically, via voice message, text message, or email, made to a telephone number or email address provided by the customer on the reverse side of this form. Notice shall be deemed to have been given upon transmission of the

electronic message or phone call, and, if mailed, upon deposit into the United States mail.

 7. If the vehicle described herein is not called for within three (3) days after such notice is given, a storage charge of \$50.00 per day will be made for each day thereafter.
 8. Dealer is authorized to deliver the vehicle described herein, or any of its contents, to any person presenting this receipt.
 9. In addition to any and all other remedies available, customer authorizes dealer to have a lien on the vehicle described herein for all charges for repairs including labor and parts, storage and/or towing, and to enforce such lien. Said Dealer is hereby expressly authorized to sell said vehicle at public auction after giving a twenty (20) day written notice by certified mail to the legal owner, registered owner, and Department of Motor Vehicles of intent to do so. On the sale date, the vehicle shall be sold to highest cash bidder and the proceeds of sale must be used first to satisfy the lien plus storage costs and costs incident to sale, and the balance shall be forwarded to the Department of Motor Vehicles.
 10. Any expenses incurred during the process of a lien sale, including reasonable attorney's fees, which may be necessarily incurred, will also be paid by the customer.
 11. If any charges described herein remain unpaid for thirty (30) days after such request for payment, dealer may refer such charges to its attorneys for collection and the customer will pay reasonable attorney's fees.

Report# :	G8JDJ012 NHL	Received:	08/10/2016
CCRG/EPRC:S		Date:	
Vehicle:	2015,EXPLORER 4X2 (U502) ,XLT ,4 DOOR ,MPV ,1FM5K7D87FG [REDACTED]	Build Date:	09/17/2014
Odometer :	12,196 M	Engine:	3.5L CYCLO
Transmission:	6F50	Axle:	
Dealer:	USA 05536 Galpin Ford	Calibration:	EUB1SN0A
City:	North Hills	A/C:	YES
		Phone#:	818-893-9494
		Country :	USA
State:	California		
Originator:	enrique baltazar		
Symptom:	6 60 1 02 SP/ST/RD,STOPPING,PERFORM/EFFECT ,ALWAYS		
Status:			
VFG:	V21 BRAKING		
Additional Symptom:	PEDAL WENT TO FLOOR		
Fix:	Causal Component :		
Condition Code:			

Hotliner: JUELSMAN	Phone:	Regn Cd: W1 Los Angeles
Engineering:	Phone:	TAR:
Dlr Contact: enrique baltazar	Phone:	Title Cde: T

CONCER **08/10/2016 02:15PM JEREMY UELSMANN MSS - FCSD - TECH SVC HOTLINE**

Web Form Data (110635905) Description of Vehicle Concern: brake pedal went to the floor when backing up and hit parked car. Please list any diagnostics already performed: service writer verified when drop off towing, road test veh. in reverse and forward 10 miles can not duplicate, ck brake fluid level ok, brake lines ok, calipers, pads, rotors ok, retrieve any codes none, no codes on abs, no abs or brake lights on. Parts Replaced: none Your Question: is there any symptom similiar let me know, and whats my next step to follow.

RECOMM **08/10/2016 02:15PM JEREMY UELSMANN MSS - FCSD - TECH SVC HOTLINE**

Enrique, When you have a concern alleging a fire, accident, injury, property damage and/or burn has occurred due to an alleged product defect, pursuant to the Warranty and Policy Manual, no repairs should be performed. See below:

-**U.S. Dealerships** should complete a **Dealer/Fleet Request for OGC Review** found on [FMCDealer.com](#) - Parts & Service Tab - Customer Satisfaction link.

NOTE: The Technical Assistance Center will not be able to provide further assistance with this issue until after the OGC review.

Requester: ATAYLO29
Report Summary
Server: ECCVWS962

Ford Proprietary, Private
Copyright © 2013 Ford Motor Company | All rights reserved.

18-Aug-2016
Retention: None

https://www.gcqis.dealerconnection.com/gcqis/asp/WBRES_RptSummaryBottom.asp?Cur... 8/18/2016



November 04, 2015

Michelle Hull
Product Claims
Ford Motor Companies
PO Box 70
Dearborn MI 48121-0070

State Farm Claims
P.O. Box 52273
Phoenix AZ 85072-2273

OGC Lit
Product Claims

FORD MOTOR COMPANY
RECEIVED
CLAIMS DEPT

NOV 11 2015

OFFICE OF THE
GENERAL COUNSEL

RE: Claim Number: [REDACTED]
Date of Loss: 09/11/2015
City/State of Loss: Strawberry Point IA
Insured: [REDACTED]
Vehicle: 2014 Ford EXPLORER
VIN: 1FM5K8D85EG [REDACTED]
Mileage: 36185

Maggi

2121069

To Whom It May Concern:

This notice is to advise of a loss that occurred to our insured's vehicle. Our preliminary investigation indicates Ford Motor Company may be responsible for this loss. Please consider this as our notice of possible subrogation and our notice to you of the opportunity to schedule an inspection of the vehicle.

The vehicle is being held at an offsite location in Insurance Auto Auctions, 3277 Ute Ave, Waukegan, IA 50263 and is available for your inspection by appointment only. There is no authorization to inspect this vehicle outside the presence of the State Farm® representative.

In order to assist you in evaluating and processing the subrogation claim we are asserting, we may provide nonpublic personal information about our customer. We are sharing this information to effect, administer, or enforce a transaction authorized by the consumer.

However, you neither authorized nor permitted to: (1) use the customer information we provide for any purpose other than to evaluate and process the subrogation claim or (2) disclose or share the customer information we provide for any purpose other than to evaluate and process the subrogation claim.

Your cooperation is appreciated. If you should have any questions, or would like to set up and appointment to inspect evidence/salvage, please contact me.

DRP 68055

15-7D09-852
Page 2
November 04, 2015

Sincerely,

Susan L Anson-Briggs
External Claim Associate
(866) 207-6046
Fax: (800) 423-0474

State Farm Mutual Automobile Insurance Company

Case Number [REDACTED]

Level 4 OTHER

OFFICE OF THE
GENERAL COUNSEL

Case Print Report

Case Number [REDACTED]

Agent Name	Note Created On
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Roberta Webb2/25/2016 5:16 PM

CUST SAYS:
Brakes went out. I hit a tree and totaled the veh. I ended up \$4000 out of pocket.
The dlr didn't seem concerned at all. Didn't even call to see if I was Ok. I bought a Chevy now.

PER CUST, DLR SAYS:

CRC ADVISED:
ACCIDENT/INJURY TEMPLATE
1. Has the customer filed a claim with their insurance company? Yes
o If YES – continue with remaining questions
2. If a claim has been filed with their insurance company, what is the status of the claim? PAID
3. Is the vehicle repairable? No
4. Were any injuries sustained? No
5. What are you seeking from Ford Motor Company? \$4900 for taxes and losses on veh that the insurance didn't cover.
6. What was the date of the accident? Sep 11, 2015
7. What product defect is alleged to have caused the accident? Brake failure
8. What is the city and state where the accident occurred? Strawberry Point Iowa
9. Was a police report filed? Yes
10. If a police report was filed, what were the findings? They don't know why it happened.
11. What is the police report number and in what city and county was the report filed? Strawberry Point, Delaware County.
12. What is the name and address of the customer's attorney? NA
13. What mailing address would you like our Office of General Council to send your written response to?
[REDACTED]

INDEPENDENCE IA [REDACTED]

2/25/2016 5:17 PM

Advised cust that he will receive contact from our OGC with 15 business days. The letter he receives will have the name and contact information for his case worker.