INFORMATION REDACTED PURSUANT TOTHE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

[redacted]

[redacted]

From: DCPFORM, FMCDealer (.)
Sent: Tuesday, October 14, 2014 7:20:56 PM (UTC-05:00) Eastern Time (US & Canada)
To: Ordcalp, F (F.); Taylor, Alma (A.)
Cc: service@bigmike.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: Mike Naughton Ford, Inc.
Requesting Dealer Fleet: Mike Naughton Ford
PA Code: 03278
Contact Person: Blaine Anderson
Title: service director
Phone Number: 303-326-5655
Fax Number: 303-326-5751
Email: service@bigmike.com
Region: denver
Address: 150 S Havana St
City: Aurora

PE16-003 000002LC - SUBJECT

CALIBER COLLISION

CALIBER - AURORA

RESTORING THE RHYTHM OF YOUR LIFE
10600 E EXPOSITION AVE, AURORA, CO 80012
Phone: (303) 341-7900
FAX: (303) 341-7969

Workfile ID: 9cbaad83
Federal ID: 80-0910069
State EPA: COR000222059

Preliminary Estimate

Customer: [redacted]

Written By: Christopher Zohfeld

Insured: Mike Naughton
Type of Loss:
Point of Impact: 12 Front

Policy #:
Date of Loss:

Claim #:
Days to Repair: 5

Owner:
[redacted]
AURORA, CO [redacted]
[redacted] Business

Inspection Location:
CALIBER - AURORA
10600 E EXPOSITION AVE
AURORA, CO 80012
Repair Facility
(303) 341-7900 Business

Insurance Company:
DEALER

VEHICLE

Year:	2014	Body Style:	4D LONG	VIN:	1FTFW1ET8EK[redacted]	Mileage In:	10989
Make:	FORD	Engine:	6-3.5L-T	License:	[redacted]	Mileage Out:	
Model:	F150 4X4 SUPERCREW FX4	Production Date:	4/2014	State:	CO	Vehicle Out:	
Color:	WHITE Int: GREY	Condition:		Job #:			

TRANSMISSION
Automatic Transmission
4 Wheel Drive

POWER
Power Steering
Power Brakes
Power Windows
Power Locks
Power Mirrors
Power Driver Seat

DECOR
Dual Mirrors
Privacy Glass
Console/Storage
Overhead Console

CONVENIENCE
Air Conditioning
Intermittent Wipers
Tilt Wheel
Cruise Control
Rear Defogger
Keyless Entry
Alarm
Message Center
Telescopic Wheel

RADIO
AM Radio
FM Radio
Stereo
Search/Seek
CD Player
Auxiliary Audio Connection
Satellite Radio

SAFETY
Drivers Side Air Bag
Passenger Air Bag
Anti-Lock Brakes (4)
4 Wheel Disc Brakes
Traction Control
Stability Control
Front Side Impact Air Bags
Head/Curtain Air Bags
Hands Free Device
Positraction

SEATS
Cloth Seats
Bucket Seats
Reclining/Lounge Seats

WHEELS
Aluminum/Alloy Wheels

PAINT
Clear Coat Paint

OTHER
Fog Lamps

TRUCK
Rear Step Bumper
Power Rear Window
Trailer Hitch
Trailering Package
Running Boards/Side Steps

NOV 10, 2014 COUNTER SALES Store 01 PARTS01 405/5028 2525

INVOICE#	CUST #	NAME	PHONE	PAY	CTR#	PL
[redacted]	[redacted]	ALAMO RENT A CAR INC.	720-298-7075	OPENITE	5892	2

LN#	PART# / DESCRIPTION		QORD	QSHP	SALE	CORE	EXTENDED	TC	PL
1	PM-1-C	FLUID - PM-1-C	1	1	4.78		4.78		2
2	DL3Z-2005-C	BOOSTER BRB-10	1	1	115.73		115.73	S	2
3	EL3Z-2140-B	CYLINDE BRMC-2	1	1	108.30		108.30	S	2
4	DL3Z-2365-A	VALVE A	1	1	20.27		20.27	S	2
5	9L3Z-17757-BCP	BUMPER	1	1	524.04		524.04		2
6	DL3Z-17D957-ACP	COVER	1	1	328.38		328.38		2
7	DL3Z-17E811-AA	COVER	1	1	65.12		65.12		2
8	9L3Z-17B984-A	PLATE -	1	1	60.13		60.13		2
9	9L3Z-17B985-A	PLATE -	1	1	60.13		60.13		2

AVAI PACK LIST ALTER
BN1 CLS TRADE
UPD GP% COST
NEW# OLD#
REMARKS TOTAL 1286.86
(A=ADD) (D=DELETE) (E=ENTER) (DS=DETAIL SALES) (CR=CONS REACH) (TAB)

Retail

Preliminary Estimate

Customer: [redacted]

Vehicle: 2014 FORD F150 4X4 SUPERCREW FX4 4D LONG 6-3.5L-T WHITE

Line		Oper	Description	Part Number	Qty	Extended Price $	Labor	Paint
1	**FRONT BUMPER**							
2			O/H front bumper				1.9	
3		Repl	Bumper w/fog lamps chrome	9L3Z17757B	1	524.04	Incl.	
4			Add for fog lamps				0.4	
5		R&I	License bracket				0.2	
6	*	R&I	Valance panel w/carbon w/4WD				Incl.	
7		Repl	Upper filler painted, w/o XL w/o wheel lip	DL3Z17D957APTM	1	328.38	1.3	1.8
8			Add for Clear Coat					0.4
9		Repl	End cover w/3.5 liter	BL3Z17E811AA	1	65.12	Incl.	
10		Repl	RT Mount plate	9L3Z17B984A	1	60.13		
11		Repl	LT Mount plate	9L3Z17B985A	1	60.13	Incl.	
12	**FRONT LAMPS**							
13		R&I	RT Fog lamp				Incl.	
14		R&I	LT Fog lamp				Incl.	
15	#	Refn	Tint Color to Match					0.5
16				OTHER CHARGES				
17	#			E.P.C.	1	5.00		
				SUBTOTALS		**1,042.80**	**3.8**	**2.7**

ESTIMATE TOTALS

Category	Basis		Rate	Cost $
Parts				1,037.80
Body Labor	3.8 hrs	@	$ 52.00 /hr	197.60
Paint Labor	2.7 hrs	@	$ 52.00 /hr	140.40
Paint Supplies	2.7 hrs	@	$ 32.00 /hr	86.40
Other Charges				5.00
Subtotal				1,467.20
Sales Tax	$ 1,124.20	@	8.0000 %	89.94
Grand Total				**1,557.14**
Deductible				0.00
CUSTOMER PAY				**0.00**
INSURANCE PAY				**1,557.14**

NOV 10, 2014 COUNTER SALES Store 01 PARTS01 396/5022 2525

INVOICE# [redacted] CUST # [redacted] NAME ALAMO RENT A CAR INC. PHONE 720-298-7075 PAY OPENITE CTR# 4957 PL 40
RO: [redacted]

LN#	PART# / DESCRIPTION		QORD	QSHP	SALE	CORE	EXTENDED	TC	PL
1	PM-1-C	FLUID - PM-1-C	1	1	4.02		4.02		40
2	DL3Z-2005-C SEE SHEET	BOOSTER BRB-10	1	1	97.22		97.22	S	40
3	EL3Z-2140-B 2 DAYS OUT	CYLINDE BRMC-2	1	1	90.97		90.97	S	40
4	DL3Z-2365-A 1 DAY OUT	VALVE A	1	1	17.02		17.02	S	40
5	9L3Z-17757-B	BUMPER	1	D	0.00	0.00	0.00	S	40
6	9L3Z-17757-BCP	BUMPER	1	1	366.83		366.83		40
7	DL3Z-17D957-ACP	COVER	1	1	275.84		275.84		40

MORE TO COME ...

AVAI PACK LIST ALTER
BN1 CLS TRADE
UPD GP% COST
NEW# OLD#
REMARKS TOTAL 1007.62

(A=ADD) (D=DELETE) (E=ENTER) (DS=DETAIL SALES) (CR=CONS REACH) (TAB)

warranty

NOV 10, 2014 COUNTER SALES Store 01 PARTS01 396/5022 2525

INVOICE#	CUST #	NAME	PHONE	PAY	CTR#	PL
[redacted]	[redacted]	ALAMO RENT A CAR INC.	720-298-7075	OPENITE	4957	40

LN#	PART# / DESCRIPTION	QORD	QSHP	SALE	CORE	EXTENDED	TC	PL
8	BL3Z-17E811-AA COVER	1	1	54.70		54.70		40
9	9L3Z 17B984 A PLATE -	1	1	50.51		50.51		40
10	9L3Z-17B985-A PLATE -	1	1	50.51		50.51		40

AVAI PACK LIST ALTER
BN1 CLS TRADE
UPD GP% COST
NEW# OLD#
REMARKS TOTAL 1007.62
(A=ADD) (D=DELETE) (E=ENTER) (DS=DETAIL SALES) (CR=CONS REACH) (TAB)

Warranty

[redacted]

Case Print Report

Case Number [redacted]

Case Opened Date 10/6/2015 4:11 PM

Case Closed Date 10/6/2015

Case Status Resolved

FORD MOTO
REC
CLAIM

OCT 0 7 2015

OFFICE
GENERAL

Case Last Modified 10/6/2015 5:02 PM

Responsible Team Tier 1 Inbound

Case Classification Legal > Alleged Accident/Property Damage or Fire (Visible flames) due to Product Defect > Customer not willing to work with insurance company > Requests Financial Assistance

Customer Name [redacted]

Customer Number [redacted]

[redacted]

DOTHAN AL [redacted]

Email [redacted]

Dealer Bondy's Ford Lincoln

VIN 1FTFW1CT1EF[redacted]

Year 2014 **Make** FORD

Model F-SERIES **Body Style** W1C - F150 4X2 SUPERCREW - STYLESIDE

Symptom

Level 1 Stop/Steer/Ride

Level 2 Stopping

Level 3 Performance/Effectiveness

Level 4 Inoperative

Case Print Report

Case Number [redacted]

Agent Name	Note Created On
Phedra Chevry	10/6/2015 4:53 PM

ACCIDENT/INJURY TEMPLATE (ensure you document both the question and answers in the case notes)

1. Has the customer filed a claim with their insurance company? (Yes or No) No-refuses to work with insurance company
   - o If YES – continue with remaining questions
   - o If NO - advise customer to contact their insurance company. No further questions are needed an escalation to OGC will not occur).
2. If a claim has been filed with their insurance company, what is the status of the claim? N/A
3. Is the vehicle repairable? Yes but there is damage across the bumper and to the home itself
4. Were any injuries sustained? no
5. What are you seeking from Ford Motor Company? Cust is seeking assistance for the things he did not have control over, repair of the bumper and repair of the home (wooden wall that is dented from the impact of the vehicle. Does not want to have his insurance premium go up or have to put in a claim for something that was out of his control. States he is scared to drive the vehicle now and would almost like to get of the vehicle for another.
6. What was the date of the accident? 10/01/2015
7. What product defect is alleged to have caused the accident? brakes failed
8. What is the city and state where the accident occurred? Dothan, Alabama
9. Was a police report filed? no
10. If a police report was filed, what were the findings?N/A
11. What is the police report number and in what city and county was the report filed? N/A
12. What is the name and address of the customer's attorney? (Ask this question only if the customer mentions they have sought/retained an attorney) N/A
13. What mailing address would you like our Office of General Council to send your written response to? (Document the full address).

[redacted]

Dothan, Al. [redacted]

Case Print Report

Case Number [redacted]

Phedra Chevry 10/6/2015 4:59 PM

CUST SAYS:
Cust states the brakes failed on his vehicle. Luckily he was in his driveway and was only rolling but he was hitting the brakes and they were not responding. States when you get in a vehicle and the brakes totally fail with no warning it does not give a comfortable feeling. States the vehicle is at the dlr and they have advised the brake booster and master cylinder have to be replaced. States does not want to work with his insurance and put in unnecessary claims or have his insurance premiums go up. States he would like FMC to repair the damage done to the vehicle and the home. Does not feel safe driving the vehicle knowing the brakes failed with no warning. Would like to know if this is the only case that was reported of this happening because this will determine whether or not he will be driving the vehicle again? States he is in a rental and does not feel safe in the vehicle until he receives the information he is requesting from FMC.

PER CUST, DLR SAYS:

CRC ADVISED:
I will forward your information to Ford's Office of the General Counsel. You should receive a written response within 15 Days business days to your concern. Advised cust I cannot advise of whether or not to pick the vehicle up from the dlr or whether to wait on the repairs, work with the SM at the dlr. Due to the nature of the case I cannot advised of what information is needed or what they may or may not do, They will respond within the 15 business days. I cannot advised whether or not you should allow the dlr to repair of if you should remain in the rental.

Bardell, Steve (S.)

From: [redacted]
Sent: Monday, October 19, 2015 5:19 PM
To: Bardell, Steve (S.)
Subject: Re: 2014 F-150[redacted]
Attachments: My 2014, F-150, XLT Brakes Problem.doc

Mr. Bardell,

First, thanks for the email communication.

I am in the process of getting an estimation for my home repair and when I do I will forward requested information from your email dated 15 October 2015 and I will add some concerns.

I have the following concern:
1. I am no longer wanting to risk driving this particular truck again and my wife do not want to ride in it.
2. After this accident, the value of this truck just went down. I carefully selected the best time to buy this particular truck to get in this position I wanted to be. It will not be easy to get in this position again with a new truck. I have never had an accident nor a speeding ticket and I have been all over the world driving. So this event on the 1st of this month puts me with concerns that do not match my driving records nor conduct.
3. I do not want to sell it to a person. I do not want to put it back into circulation by selling it to a person nor do I want to explain to the person I am trying to sell it to about what happen reference the accident as this would probably result in the person not buying it nor will I lie or hide this information from anyone wanting to buy my truck.
4. Will Ford consider buying this truck back and if so what would you pay for it?
5. When I first called Ford to report the problem, I did not get any good options from Ford. So then I found myself with my truck parked at the dealership not knowing when it is going to be fixed and that I would only get a letter my mail no sooner than 15 days from 6 October 2015. During this time not only did I not have my truck but also I had no clue if Ford would work with me or not. This has taken up my time from work and has been I think unnecessarily stressful.
6. I was so unhappy and disappointed that I stopped working and type up a letter on 10-08-15 after getting off the phone asking Ford to support me with a rental until I get communication from Ford after the 15 days period. I was told no rental due to my truck being in an accident and that this claim has went to legal. Please see attached document I type on 10-08-15 of course this is prior to the email you sent to me on 10-15-15.
7. I am currently driving a 2006 Taurus loaner from Bondys Ford Lincoln while waiting to see what Ford will do while my 2014 F-150 is parked in Bondys Ford Lincoln parking lot and not to be touched. My truck has not been driven by me since the accident and has been at Bondys Ford Lincoln since early morning 2 October 2015.

The emailed I received from you dated 10-15-15 is highly appreciated and needed.

I had contacted a lawyer prior to your emailed dated 10-15-15. After receiving your email I called the Lawyer's office putting the lawyer on hold and told them I would rather give Ford the opportunity to work with me as I was trying to do when I called in and report the problem on 10-6-15 when the claim number was created. I have not signed anything with the Lawyer and I would rather solved this claim by working with you. At this time the lawyer has not seen your email dated
10-15-15 nor this emailed I am sending you.

I have not filed a claim with my insurance company but I did call them to get a full understand of their process and I do not plan to file a claim with them as I would rather work with you to get this claim solved.

I am being honest and straight with you please work with me.

PE16-003 000012LC - SUBJECT

Please see attached document that I think explains my disappointment and stress as of 10-8-15. Also, please review for possible improvement for calls you receive for future claims.

Again, thanks a lot for email dated 10-15-15.

[redacted]

Cell: 3[redacted]

-----Original Message-----
From: Bardell, Steve (S.) (S.) <sbardell@ford.com>
To: [redacted]
Sent: Thu, Oct 15, 2015 10:46 am
Subject: 2014 F-150; [redacted]

CONFIDENTIAL This email may contain confidential communications. If you received it in error, please delete it immediately and notify the sender. Dear Mr [redacted], Please see attached. Steve Bardell Legal Analyst - Product Claims
Ford Office of the General Counsel
313.845.5627 fax 866.782.3280 sbardell@ford.com

Date: 10-8-15

Subject: My Brakes on my 2014, F-150, XLT, Ecoboost failed to work

[redacted]

VIN: 1FTFW1CT1EF[redacted] miles: 7,417 purchase new on: 3-28-15
Event Date: 1 October 2015 between 6:40 pm and 6:50 pm

1. On October 1 between 6:40 pm and 6:50 pm while in my driveway at a very slow roll I am applying my brakes to my truck and it rolls into my house and I could not stop it with my foot applied to the brakes. The brakes were pushed all the way to the floor board but would not stop and as a result my truck rolled backwards into my house. Then a low brake fluid light comes on for the first time since I owned this truck. I checked all 4 tires brake lines and all around the tires and hoses finding no leak. My driveway showed no leak from my truck. I opened the hood and the master cylinder container was at the empty mark but there were no leaks found in the engine compartment.
   a. Why no warning light came on prior to having no brakes to stop at a slow roll?
   b. What if I was on the interstate which I was planning on leaving in less than 24 hours after this accident to go to a funeral in Louisiana and driving my truck with my wife.
2. I did not drive my truck since this happen.
3. Next morning I called roadside assistance and the truck was picked up and taken to Bondys Ford Lincoln. I took pictures of rear bumper impact areas and house impact area that show cracked wall(shows fresh crack and indented wall (may not be easy to see on picture) first before my truck was moved or taken by roadside assistance.
4. I explained to Bondys Ford service department what happen and asked them to tell me how this could happen and to see what is the problem.
5. Bondys Ford identified that the master cylinder and brake booster are bad with the brake fluid being contained within the brake booster and that they ordered the parts and will not arrived until about Tuesday.
6. Bondys Ford let me use a loaner 2014 Fusion which I drove to Louisiana and during this trip I was thinking about if this had happen with my truck while on the big bridges or while traveling 70 mph on the interstate going or coming back from Louisiana.
7. I called my insurance company and discussed with them what happen. They explained how their process work and I did not file a claim at that time nor have I filed a claim as of today.
8. I have not filed a police report as of now.
9. I have damage to my truck rear bumper and the damage to my house due to brake failure causing my truck to run into my house with my foot pushing the brakes to the floor board but failing to stop a very slow rolling truck while the engine is running.
10. I asked Bondys Ford to not repair my truck and not take the parts off until I see if I can work with Ford.

PE16-003000014LC - SUBJECT

11. I called Ford on 6 October asking to work with me on my rear bumper getting repaired and my house getting repaired without me paying for a deductible and not having my premiums go up on my insurance for something I had no control over and if it happen on the highway I could be dead or my wife or seriously injury. The first representative I talked after discussing mention to take it up with my insurance and that this is what she is advised to say and before finishing the conversation I was put to an automated survey. So I call back again and this time the person took all the information but told me I would not hear anything back until 15 working days and that I would received information in the mail but not sooner than 15 days. I said 15 days what I am going to do about my truck until then and she said that is your decision. I then said that I want to make an inform decision since it is my decision. I asked if you can tell me has this problem that I just had been reported so I can make an inform decision. She told me you will get information in the mail 15 days. I requested can someone at least call me before 15 days to let me know if this has been reported before so I can make a decision about should my service department fix it or not so I know what kind of risk I would be putting my family especially since I received no warning light or no performance problem with my brakes prior to my truck rolling into my house. She kept to the point that I will get information by mail but not sooner than 15 days and that the decision of what I do is up to me. She provided me with Case number C[redacted] I asked if anyone could please call me but was again told 15 days by mail. I was told that this case will be forwarded to the Ford General Counsel. I also made the comment that I am concern about driving this vehicle again and I would like to know if Ford thinks This particular truck should be put back into circulation again. I received no warning and I think the average person would be perhaps very concerned if it happen to them.
12. I then talked with my service department and they made it clear to me that I was not in a rental but that I was in a loaner courtesy by Bondys Ford Lincoln and that they put me in the loaner not thinking it would be this long of a time.
13. So again on 6 October, I called Ford asking for rental support since I would not be contacted for 15 days or 15 working days. I asked to please work with me with a rental and then the representative said she will send in formation to a Regional Representative to see if rental support is available and if it can be supported. She provided me with another case number just pertaining to rental [redacted]
14. On 7 October, Misty From the regional support called and I missed her call and I called her back and she missed my call.
15. On 8 October, I called Misty and she pulled up the case and told me now that this has went to legal and because it was an accident that she can not give me a rental and it is out of her hands. So I said to her so I am on my own for now and may need to just pay for a rental myself. Again she makes it clear it is out of her hands and there is nothing she can do. She did give me a fax number (313-845-5555) only and said no email can be given only fax.
16. Has this problem been reported by anyone other than me who received no warning prior to having no brakes?
17. Is this the best you can do? if I have to pay for a rental, will you reimburse me after your investigation/inspection or whatever it is you need to do if you find that this was no fault of my doing.

18. Concerns:

a. Insurance deductible for automobile.

b. Insurance deductible for House.

c. Risk of insurance premiums going up for both automobile and home insurance.

d. Also, now that the vehicle is considered in an accident the value goes down for either trade-in, retail, or wholesale. And this is for an accident for a serious safety issue with no brakes and no warning.

e. Who would want to buy it and for how much would they want to pay if they know the history?

Note 1: I would think you have a process to go through but this is not a little matter to me and I consider a serious safety issue that could have resulted in Death of one or more people. I do not understand Ford not providing a rental. I have also invested a lot of time and frustration of trying to work with you in a very straight forward and honest approach and you select to leave me in this position.

Note 2: This experience I think is unnecessarily stressful for something that I did nothing wrong for my truck to roll into my house.

[redacted]

PE16-003 000016LC - SUBJECT

BONDY'S FORD - LINCOLN
3615 Ross Clark Circle
Dothan, AL 36303
(334) 792-5171

Labor Time 3.1 Dollar Amount 316.80

Shop Supplies (9% of labor not to exceed $50 per RO) N/C

Parts Total (This repair line only) 234.81

Other Charges

Tax 9% on parts only 21.13

Total Estimate for this line only 572.74

Item to be repaired REPLACE MASTER CYLENDER & BRAKE BOOSTER
Description of repair MASTER CYLENDER LEAKING INTO BOOSTER

Labor Time _____ Dollar Amount _____

Shop Supplies (9% of labor not to exceed $50 per RO)_____

Parts Total (This repair line only) _____

Other Charges _____

Tax 9% on parts only _____

Total Estimate for this line only _____

Item to be repaired _____
Description of repair _____

Labor Time _____ Dollar Amount _____

Shop Supplies (9% of labor not to exceed $50 per RO)_____

Parts Total (This repair line only) _____

Other Charges _____

Tax 9% on parts only _____

Total Estimate for this line only _____

Item to be repaired _____
Description of repair _____

BONDY'S FORD, INC.

Workfile ID: 08c705f3

3615 ROSS CLARK CIR, DOTHAN, AL 36303
Phone: (334) 792-5171 x230
FAX: (334) 677-2896

Preliminary Estimate

Customer: [redacted]

Job Number:

Written By: DAMON WILSON

Insured: [redacted]
Type of Loss:
Point of Impact: 06 Rear

Policy #:
Date of Loss:

Claim #:
Days to Repair: 4

Owner:
[redacted]
DOTHAN, AL [redacted]
[redacted] Cell

Inspection Location:
BONDY'S FORD, INC.
3615 ROSS CLARK CIR
DOTHAN, AL 36303
Repair Facility
(334) 792-5171 x230 Business

Insurance Company:

VEHICLE

Year:	2014	Body Style:	4D SHORT	VIN:	1FTFW1CT1EF[redacted]	Mileage In:	
Make:	FORD	Engine:	6-3.5L-T	License:		Mileage Out:	
Model:	F150 4X2 SUPERCREW XLT	Production Date:	1/2014	State:		Vehicle Out:	
Color:	BLK Int:	Condition:	Good	Job #:			

TRANSMISSION
Automatic Transmission

POWER
Power Steering
Power Brakes
Power Windows
Power Locks
Power Mirrors

DECOR
Dual Mirrors
Privacy Glass
Console/Storage
Overhead Console

CONVENIENCE
Air Conditioning
Intermittent Wipers
Tilt Wheel
Cruise Control
Keyless Entry
Alarm
Message Center

RADIO
AM Radio
FM Radio
Stereo
Search/Seek
CD Player
Auxiliary Audio Connection

SAFETY
Drivers Side Air Bag
Passenger Air Bag
Anti-Lock Brakes (4)
4 Wheel Disc Brakes
Traction Control
Stability Control
Front Side Impact Air Bags
Head/Curtain Air Bags
Hands Free Device

SEATS
Cloth Seats
Reclining/Lounge Seats

WHEELS
Aluminum/Alloy Wheels

PAINT
Clear Coat Paint

OTHER
Fog Lamps

TRUCK
Rear Step Bumper
Power Rear Window

Preliminary Estimate

Customer: [redacted] **Job Number:**

Vehicle: 2014 FORD F150 4X2 SUPERCREW XLT 4D SHORT 6-3.5L-T BLK

Line		Oper	Description	Part Number	Qty	Extended Price $		Labor	Paint
1	**REAR BUMPER**								
2			O/H rear bumper					1.8	
3		Repl	Bumper chrome w/reverse sensor	9L3Z17906B	1	424.99		Incl.	
4			Add for reverse sens					0.6	
5		Repl	Step pad w/trailer tow w/reverse sensor	9L3Z17B807C	1	143.23		Incl.	
6	*	Repl	LT Retainer inner	9L3Z15A862H	1	17.20			0.0
7	**PICK UP BOX**								
8	*	Rpr	LT Side panel w/o wheel opening molding					1.0	3.0
9			Add for Clear Coat						1.2
10	#	Refn	PARTIAL REFINISH FULL CLEAR						-1.0
11	*	R&I	LT Lower deflector black texture					0.2	
12	*	R&I	LT Side molding					0.3	
13		Blnd	Fuel door						0.2
14		Repl	Set back box assy		1			1.5	
15	#	R&I	TONNEAU COVER					1.0	
16	**REAR LAMPS**								
17		R&I	LT Tail lamp assy w/bright trim					0.3	
18	#	Subl	CAR COVER		1	5.00	X		
19	#	Subl	HAZ WASTE		1	3.10	X		
				SUBTOTALS		**593.52**		**6.7**	**3.4**

ESTIMATE TOTALS

Category	Basis		Rate	Cost $
Parts				585.42
Body Labor	6.7 hrs	@	$ 44.00 /hr	294.80
Paint Labor	3.4 hrs	@	$ 44.00 /hr	149.60
Paint Supplies	3.4 hrs	@	$ 29.00 /hr	98.60
Miscellaneous				8.10
Subtotal				1,136.52
Sales Tax	$ 684.02	@	9.0000 %	61.56
Grand Total				**1,198.08**
Deductible				0.00
CUSTOMER PAY				**0.00**
INSURANCE PAY				**1,198.08**

Customer [redacted] **Job Number:**

Vehicle: 2014 FORD F150 4X2 SUPERCREW XLT 4D SHORT 6-3.5L-T BLK

Estimate based on MOTOR CRASH ESTIMATING GUIDE and potentially other third party sources of data. Unless otherwise noted, (a) all items are derived from the Guide DR2MA09, CCC Data Date 10/16/2015, and potentially other third party sources of data; and (b) the parts presented are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships. OPT OEM or ALT OEM parts may reflect some specific, special, or unique pricing or discount. OPT OEM or ALT OEM parts may include "Blemished" parts provided by OEM's through OEM vehicle dealerships. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor data provided by third party sources of data may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. The symbol (<>) indicates the refinish operation WILL NOT be performed as a separate procedure from the other panels in the estimate. Non-Original Equipment Manufacturer aftermarket parts are described as Non OEM, A/M or NAGS. Used parts are described as LKQ, RCY, or USED. Reconditioned parts are described as Recond. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries.

Some 2016 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The CCC ONE estimator has a list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

The following is a list of additional abbreviations or symbols that may be used to describe work to be done or parts to be repaired or replaced:

SYMBOLS FOLLOWING PART PRICE:
m=MOTOR Mechanical component. s=MOTOR Structural component. T=Miscellaneous Taxed charge category. X=Miscellaneous Non-Taxed charge category.

SYMBOLS FOLLOWING LABOR:
D=Diagnostic labor category. E=Electrical labor category. F=Frame labor category. G=Glass labor category. M=Mechanical labor category. S=Structural labor category. (numbers) 1 through 4=User Defined Labor Categories.

OTHER SYMBOLS AND ABBREVIATIONS:
Adj.=Adjacent. Algn.=Align. ALU=Aluminum. A/M=Aftermarket part. Blnd=Blend. BOR=Boron steel. CAPA=Certified Automotive Parts Association. D&R=Disconnect and Reconnect. HSS=High Strength Steel. HYD=Hydroformed Steel. Incl.=Included. LKQ=Like Kind and Quality. LT=Left. MAG=Magnesium. Non-Adj.=Non Adjacent. NSF=NSF International Certified Part. O/H=Overhaul. Qty=Quantity. Refn=Refinish. Repl=Replace. R&I=Remove and Install. R&R=Remove and Replace. Rpr=Repair. RT=Right. SAS=Sandwiched Steel. Sect=Section. Subl=Sublet. UHS=Ultra High Strength Steel. N=Note(s) associated with the estimate line.

CCC ONE Estimating - A product of CCC Information Services Inc.

The following is a list of abbreviations that may be used in CCC ONE Estimating that are not part of the MOTOR CRASH ESTIMATING GUIDE:
BAR=Bureau of Automotive Repair. EPA=Environmental Protection Agency. NHTSA= National Highway Transportation and Safety Administration. PDR=Paintless Dent Repair. VIN=Vehicle Identification Number.





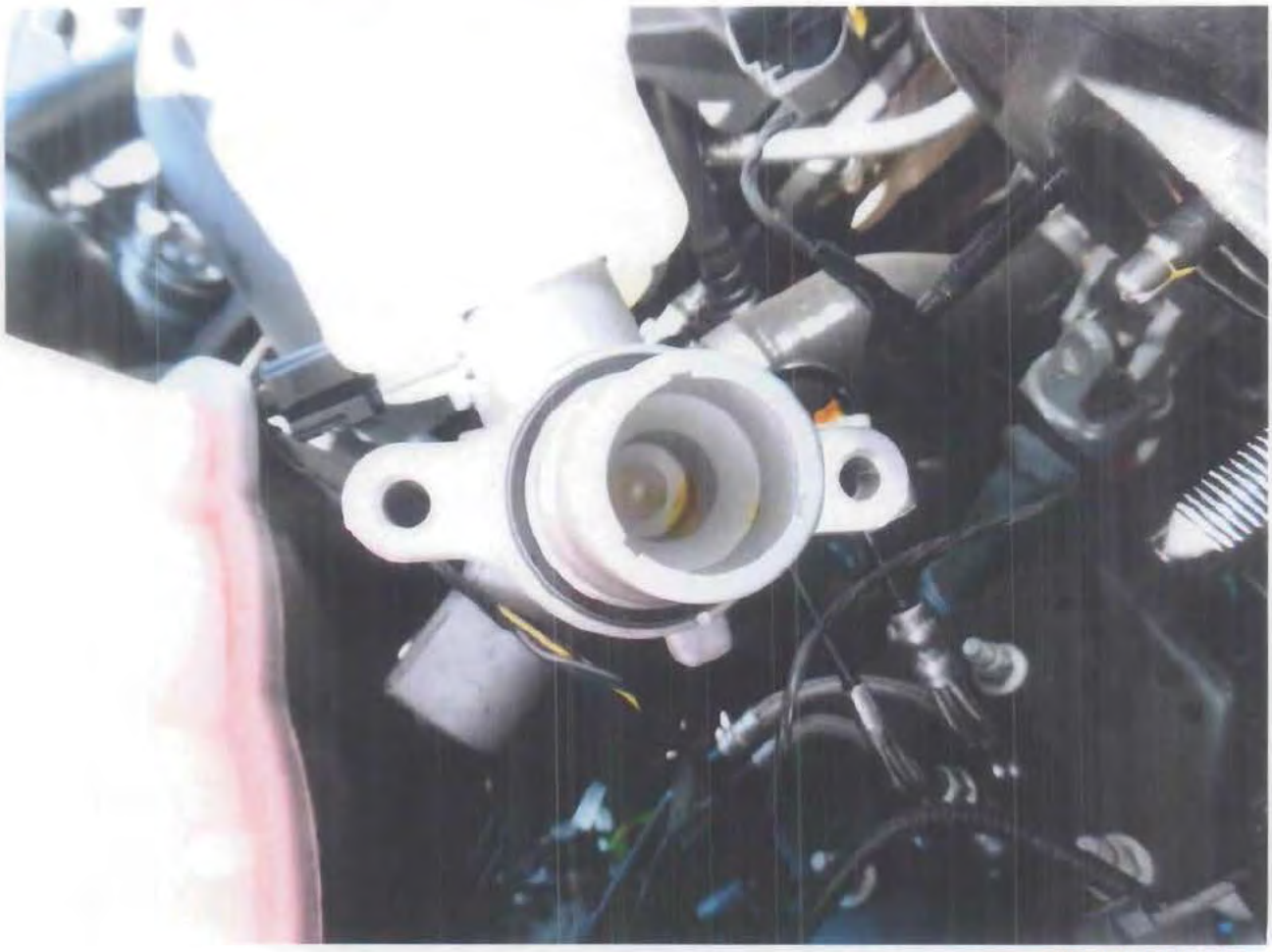
PE16-003 000021LC - SUBJECT

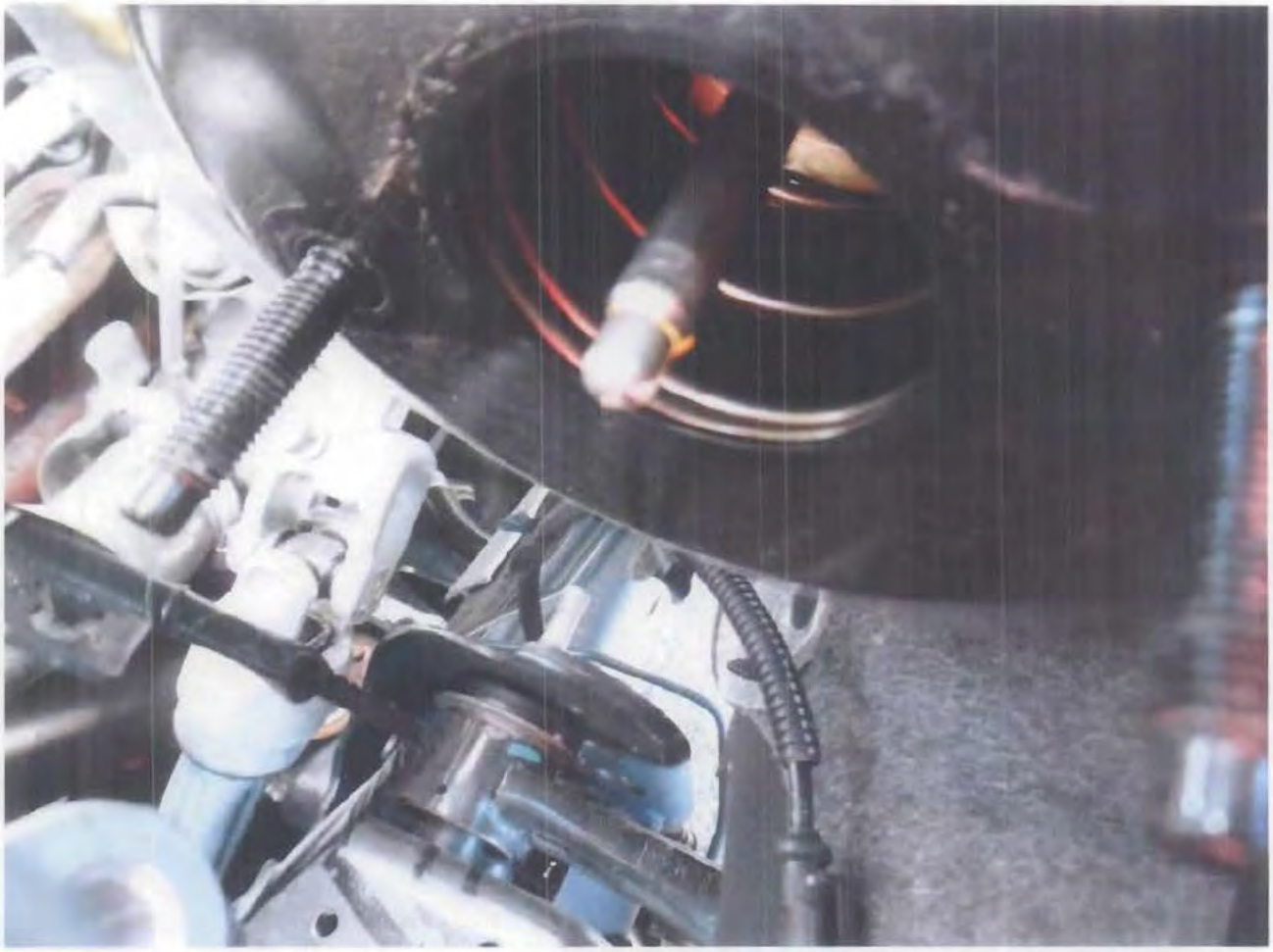




PE16-003 000022LC - SUBJECT











PE16-003 000025LC - SUBJECT

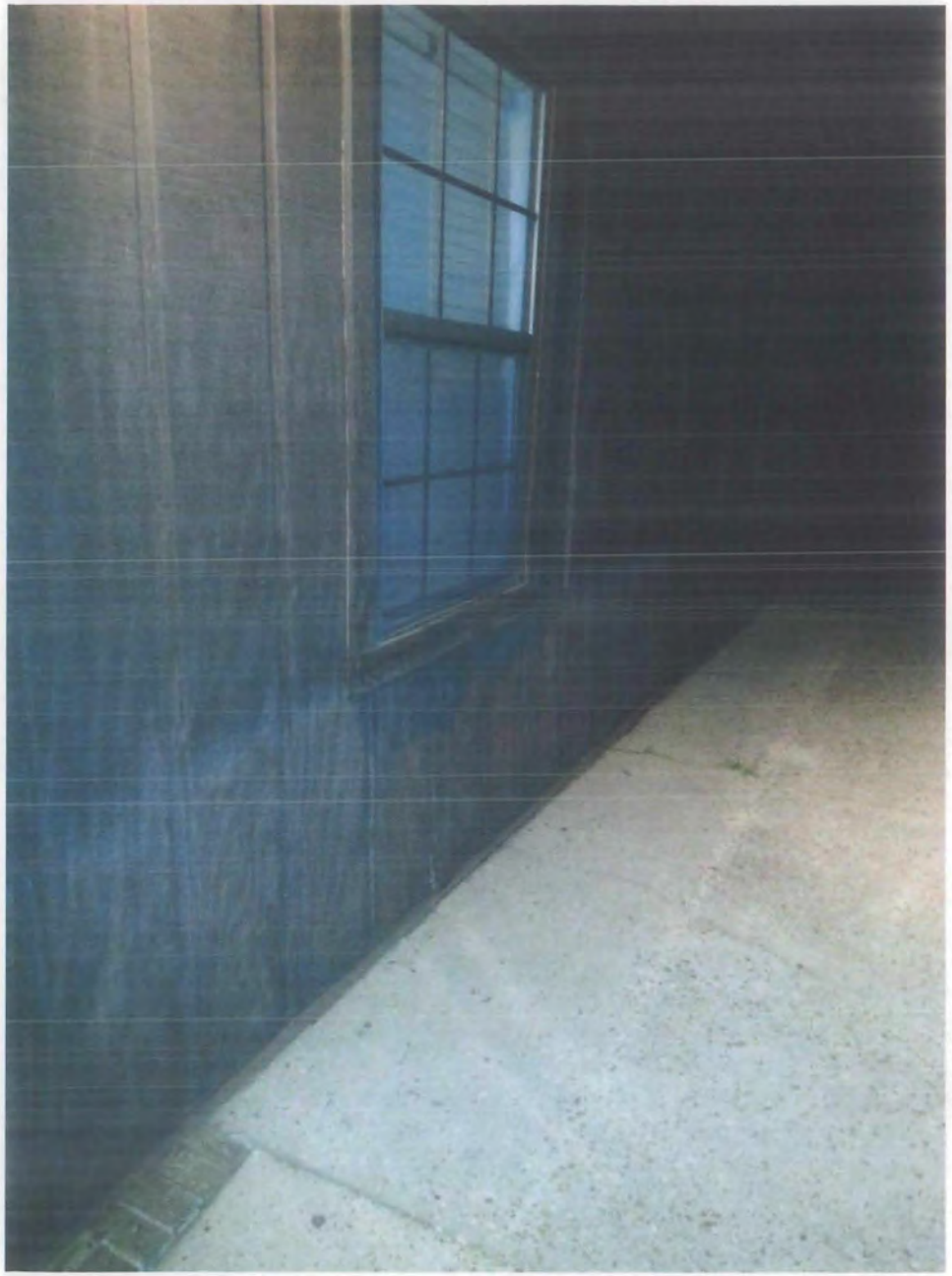








PE16-003 000027LC - SUBJECT





PE16-003 000028LC - SUBJECT





Bardell, Steve (S.)

From: [redacted]
Sent: Monday, November 09, 2015 1:03 PM
To: Bardell, Steve (S.)
Subject: Reference the Offer

Mr. Bardell,

First reference our last phone conversation:
1. I said I did not think when I looked at the truck that the rear bumper cost would cost as much as the Bondy's Ford Body shop estimation because I was thinking that the black rubber or hard plastic on the bumper being replaced would take care of the damage. After getting a walk around with the body shop manager, he quickly and easily point out 2 dents in the chrome of the bumper and that how one end of the bumper corners has more space than the other corner end due to the impact. The body shop manager also point out how due to the impact you can see how the chrome part of the bumper on the driver side pushed into the black paint due to the impact. As a result his estimated included what happen and what he is trained on looking at daily. I was more concerned with the brake failure with no warning light coming on prior to no brakes working.
2. The cost I see for the house repair estimation that I emailed to you is totaling $3,427.97

Second thing is as follows:
1. While I was waiting for the results of the review board from Ford, I had asked one of the used car managers to tell me what Bondys Ford would give me for the 2014 F-150 without a trade in. He said $29,000 and so I told him I am waiting for the results from Ford and part of my request is asking Ford to buy it back but I needed to know what Bondys Ford would pay for it so I know all my options of course with the repairs completed.
2. After talking with you during our last phone conversation on Friday and you told me that Ford is not planning to buy back the 2014 F-150 back. On Friday I had texted Dan Buchanan that I did hear from Ford reference the review. I texted that I am ready to sell my truck to Bondys Ford today and that the warranty will take care of the master cylinder and brake booster. I received no reply from Dan. So I went to the used car manager Saturday morning who is now telling me that Bondys Ford is taking a hands off approach due too liability and will not buy this truck at all. So Saturday morning I then went to Dan's office and asked him if they will buy the truck and why not and he also said due to liability because this truck has been well documented and if something was to happen later this would put Bondys Ford at too much risk. I then also told him that I must protect me and my family and that I do not plan to drive this truck and if Bondys Ford will not buy it and think it is too much of a liability why should I want it.
3. During our conversation on Friday you asked me if I have confidence in our senior or master technicians. I expressed that it is this truck with no warning light coming on with no brakes is my concern. But now that the dealership who I bought the truck from is refusing to buy it back, I am now more worried and very concerned about this truck. I told you that I work selling Ford trucks at Bondys Ford.

Background:
1. This has been a very stressful experience and I think unnecessary for me and here is why:
   a. This brake failure has impact my job as I bought this truck with great pride and told all my customers before selling them that I own a 2014 F-150.
I mention to managers right after this happen that I am trying to get it in my head right on how to sell the F-150 especially during the time while my truck is in this review process. I accomplished not much of anything during the first week of October as I was trying to see how to work with Ford, a lawyer, and how to continue to sell the F-150. The last week of October I took a vacation hoping that I would hear from Ford during my vacation so I would know how to proceed. Also so I was now in the serious mode at looking into another way to make money other than selling Fords.
   b. I was also very disappointed with hearing from management that I should not have called Ford and that I created this situation by calling Ford. I did a lot of training for Bondys and to then find myself in a position where I am feeling

very uncomfortable and being talked about like it is a problem with my thinking and being singled out as I am the only one who works here that would do it this way.
Before I received your letter dated 15 October 2015, I felt uncomfortable and was starting to think I had to probably find another place to work but really did not want to get into it with Bondys Ford or with Ford. On Friday I told Dan that I would be leaving and would be going into a different type career and that I should be hearing from Ford either today or next week. I wanted to leave Bondys Ford and Ford the best way that I could considering the brake failure and how I was treated by the call center, rental request, and then now treatment from Bondys a company that I highly supported now will not buy the truck from me and Ford will not buy the truck back from me. If I sold to someone and properly disclosed the accident, this could mean they cannot trade it in or sell it to Bondys Ford so then they are stuck with it.

c. After confirming that Bondys Ford will not buy the truck from me, I took all my belonging out of the 2006 Taurus loaner, parked it where I got it from, informed management and gave the keys to Bondys and I ended my employment with Bondys Ford at that time and got picked up my wife and left.

I am asking again for Ford to reconsider buying this truck back.

I wish this brake failure had never happen but it did.

I think I have tried to work with Ford in a fair manner while under unnecessary pressure, stress, and disappointment to now must work some where else other than Bondys.

Note: As I was typing this email, I received a call from Bondys Ford saying your truck is ready for pick up. So I asked to speak to the Service manager and told him I do not plan to pick up this truck as Bondys is saying it is fixed but at the same time will not buy it due to too much liability. The service manager was unaware that Bondys would not buy it due to too much liability.

I have tried to work with Ford without a lawyer and maybe this part of my thinking is wrong. I had a very loyal customer asked me a question while in Bondys service department who I sold a 2014 F-150. She asked how is your truck doing? This hit me hard and I was too uncomfortable to properly address. I felt bad about this experience but maybe many others would not think nothing of it.

Is this the best way Ford wants to handle this situation so I know how to proceed?

Thanks.

[redacted]

[redacted]

[redacted]

Case Print Report

Case Number [redacted]

FORD MOTOR COMPANY
RECEIVED
MAR 0 3 2014
OFFICE OF THE
GENERAL

Case Opened Date 2/28/2014 2:19 PM

Case Closed Date 2/28/2014

Case Status Resolved

Case Last Modified 2/28/2014 2:24 PM

Responsible Team Tier 1 Inbound

Case Classification Vehicle Concern > Legal > Alleged Accident > Not Portal

Customer Nam [redacted]

Customer Number [redacted]

[redacted]

MAPLE GROVE MN [redacted]

Email [redacted]

Dealer Superior/Brookdale Ford

VIN 1FTFW1ET3DKD[redacted]

Year 2013 **Make** FORD

Model F-SERIES **Body Style** W1E - F150 4X4 SUPERCREW - STYLESIDE

Symptom

Level 1

Level 2

Level 3

Level 4

Case Print Report

Case Number [redacted]

Agent Name	Note Last Modified
Aline Distler	2/28/2014 2:23 PM

CUST SAYS
Cust says that his vehicle is having an issue where his brakes are over powering and it is not allowing the brakes to stop. Cust says that this has happened three times. Customer says that he was driving out of his drive way and turned on the 4wd his wheels started spinning and it crashed him into a tree along his driveway.

PER CUST DLR SAYS
Customer is taking vehicle over to dlrshp because he can not get the 4wd to turn off.

CRC ADVISED
I will forward your information to Ford's Office of the General Counsel. You should receive a written response within 15 Days business days to your concern.

1. Were any injuries sustained? no
- Please provide the first and last name of all injured parties.
2. What are you seeking from Ford Motor Company?
customer wants FMC to pay his deductible on his insurance.
3. What was the date of the accident? 2/28/2014
4. What product defect is alleged to have caused the accident? Customer does not know what is causing this to happen but he is stating it is a Ford part.
5. What is the City and State where the accident occurred? Ramsey, MN
6. Was a police report filed? No
7. If a police report was filed, what were the findings? n/a
8. What is the police report number and in what city and county was the report filed? n/a
9. Has the customer filed a claim with their Insurance Company? (Yes or No) No
10. If a claim has been filed with the insurance company, what is the status of the claim?
11. Is the vehicle repairable? Yes the back along the rear well is smashed
12. What is the name and address of customer's attorney? (only if the customer mentions they have sought one)
13. What mailing address would you like our Office of General Council to send your written response to? (You must
document the full address in the case Notes)

[redacted]
Ramsey, MN
[redacted]

Case Print Report

Case Number [redacted]

Activity Modified By	Activity Last Modified	Activity Type	Activity Subject
Aline Distler	2/28/2014 2:19 PM	phonecall	CALL From - 6126550003
Aline Distler	2/28/2014 2:24 PM	fmc_closecase	Close Case
Aline Distler	2/28/2014 2:24 PM	incidentresolution	Case Resolution

Bardell, Steve (S.)

From: [redacted]
Sent: Tuesday, April 01, 2014 2:55 PM
To: Bardell, Steve (S.)
Subject: Re: 2013 F-150; Dutro

I will be filing a lawsuit as the 4x4 fail light came on right when the accident happened. It is pure proof that it was the cause!! Not to mention me driving directly to ford where they ran the codes and told me it had a short in the 4 wheel drive and that they were able to replicate it!

Sent from my iPhone

> On Apr 1, 2014, at 1:33 PM, "Bardell, Steve (S.)" <sbardell@ford.com> wrote:
>
> CONFIDENTIAL
> This email may contain confidential communications. If you received it in error, please delete it immediately and notify the sender.
>
> Dear Mr. [redacted] Please see attached.
>
> Steve Bardell
> Legal Analyst - Product Claims
> Ford Office of the General Counsel
> 313.845.5627 fax 866.782.3280
> sbardell@ford.com
>
> -----Original Message-----
> From: Gabe Dutro [mailto:skidmark7@gmail.com]
> Sent: Tuesday, March 25, 2014 11:36 AM
> To: Bardell, Steve (S.)
> Subject:
>
> <[redacted]df>

Bardell, Steve (S.)

From: [redacted]
Sent: Monday, March 10, 2014 10:35 AM
To: Bardell, Steve (S.)
Subject: Re: 2013 F-150 1FTFW1ET3DKD[redacted] Dutro

I emailed the scene photos to the service manager who called and asked for them. He said they were needed before the vehicle could be inspected. I also went directly to ford the day it happened and they were able to find fault codes for the 4 wheel drive system.

Sent from my iPhone

On Mar 5, 2014, at 9:48 AM, "Bardell, Steve (S.)" <sbardell@ford.com> wrote:

> CONFIDENTIAL
> This email may contain confidential communications. If you received it in error, please delete it immediately and notify the sender.
>
> Dear Mr[redacted] Please see attached.
>
> **Steve Bardell**
> Legal Analyst - Product Claims
> Ford Office of the General Counsel
> 313.845.5627 *fax 866.782.3280*
> sbardell@ford.com
>
> [redacted]

Bardell, Steve (S.)

From: [redacted]
Sent: Monday, March 10, 2014 10:38 AM
To: Bardell, Steve (S.)
Subject: [redacted]
Attachments: photo 1.JPG; ATT00006.txt; photo 2.JPG; ATT00007.txt; photo 3.JPG; ATT00008.txt; photo 4.JPG; ATT00009.txt; photo 5.JPG; ATT00010.txt

2013 F150 D08131

PE16-003 000038LC - SUBJECT









PE16-003 000041LC - SUBJECT


Check
4x4
OK
32259.7 mi
P R N D M 2 1


Check
4x4

ENTERPRISE RENT A CAR

ELCO
ADMINISTRATIVE SERVICES

PO Box 541548
Flushing, NY 11354
Tel: 718-762-3020 • Fax: 718-762-3119

CONSUMER AFFAIRS
SECTION

FORD MOTOR COMPANY
RECEIVED
CLAIMS UNIT

12 DEC 20 P4:20

JAN 14 2013

OFFICE OF THE
GENERAL COUNSEL

3
OGC

December 14, 2012

Sent via certified mail and facsimile
7006 0100 0003 5472 7402
fax: 313-845-5555

RECEIVED
1/2/13 m H

Ford Motor Company
16800 Executive Plaza Drive
MD4
Dearborn, MI 48126-4207
Attention: Vehicle Inspection Claim Request

Re: Vehicle: 2013 Ford F-150
Vin: 1FTFW1ET4DK[redacted]
ELCO Claim: [redacted]

To Whom It May Concern:

This office handles the claims for Enterprise Rent A Car. There was an accident that occurred with the above vehicle and the injured party's attorney wants to have the vehicle inspected.

The reason for my letter is to put you on notice of this claim and to make sure that you are present for the inspection of the vehicle. Please set up a claim and have the adjustor get back to me as soon as possible regarding the same.

Any questions feel free to contact the undersigned.

Very Truly Yours,
ELCO Administrative Services Company

Paul Cipriano
Liability Administrator

Page 1 of 1 Pages

Local Case: 12-654948

New York State Department of Motor Vehicles

POLICE ACCIDENT REPORT

MV-104A (6/04)

☐ AMENDED REPORT DMV COPY

1500

Accident Date: Month 12	Day 26	Year 2012	Day of Week FR	Military Time 1400	No. of Vehicles 2	No. Injured 2	No. Killed 0	Not Investigated at Scene ☐ Accident Reconstructed ☐	Left Scene ☐	Police Phone ☐ Yes ☒ No	

VEHICLE 1

VEHICLE 1 - Driver License ID Number: [redacted] State of Lic.: NY

Driver Name - exactly as printed on license: [redacted]

Address (Include Number & Street): [redacted] Apt. No.: —

City or Town: Coram State: NY Zip Code: [redacted]

Date of Birth: [redacted] Sex: [redacted] Unlicensed: ☐ No. of Occupants: 5 Public Property Damaged: ☐

Name - exactly as printed on registration: Young Adult Institute Sex: — Date of Birth Month — Day — Year —

Address (Include Number & Street): [redacted] Apt. No.: — Haz. Mat. Code: — Released: ☐

City or Town: Forest Hills State: NY Zip Code: [redacted]

Plate Number	State of Reg.	Vehicle Year & Make	Vehicle Type	Ins. Code
[redacted]	NY	2010 Dodge	LC	235

Ticket/Arrest Number(s): —

Violation Section(s): —

Check if involved vehicle is:
☐ more than 95 inches wide;
☐ more than 34 feet long;
☐ operated with an overweight permit;
☐ operated with an overdimension permit.

VEHICLE 1 DAMAGE CODES

	1	2
Box 1 - Point of Impact	10	9
Box 2 - Most Damage		

Enter up to three more Damage Codes: 3 — 4 — 5 —

Vehicle Towed: — By — To —

VEHICLE 2 ☒ BICYCLIST ☐ PEDESTRIAN ☐ OTHER PEDESTRIAN

VEHICLE 2 - Driver License ID Number: [redacted] State of Lic.: NY

Driver Name - exactly as printed on license: [redacted]

Address (Include Number & Street): [redacted] Apt. No.: —

City or Town: Coram State: NY Zip Code: [redacted]

Date of Birth: Month 12 Day 07 Year 82 Sex: F Unlicensed: ☐ No. of Occupants: 1 Public Property Damaged: ☐

Name - exactly as printed on registration: EAN Holdings LLC Sex: — Date of Birth Month — Day — Year —

Address (Include Number & Street): [redacted] Apt. No.: — Haz. Mat. Code: — Released: ☐

City or Town: TULSA State: OK Zip Code: [redacted]

Plate Number	State of Reg.	Vehicle Year & Make	Vehicle Type	Ins. Code
[redacted]	NY	2013 Ford	pick up	997

Ticket/Arrest Number(s): —

Violation Section(s): —

Check if involved vehicle is:
☐ more than 95 inches wide;
☐ more than 34 feet long;
☐ operated with an overweight permit;
☐ operated with an overdimension permit.

VEHICLE 2 DAMAGE CODES

	1	2
Box 1 - Point of Impact	3	3
Box 2 - Most Damage		

Enter up to three more Damage Codes: 3 — 4 — 5 —

Vehicle Towed: — By — To —

Circle the diagram below that describes the accident, or draw your own diagram in space #9. Number the vehicles.

Rear End (1) | Left Turn (3) | Right Angle | Right Turn (5) | Head On (7)
Sideswipe (same direction) (2) | Left Turn (8) | | Right Turn (6) | Sideswipe (opposite direction) (4)

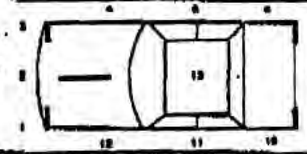
ACCIDENT DIAGRAM

1

9.

VEHICLE DAMAGE CODING:

1-13. SEE DIAGRAM ON RIGHT.
14. UNDERCARRIAGE
15. TRAILER
16. OVERTURNED
17. DEMOLISHED
18. NO DAMAGE
19. OTHER



Cost of repairs to any one vehicle will be more than $1000.
☐ Unknown/Unable to Determine ☒ Yes ☐ No

Reference Marker: 495

Coordinates (if available)
Latitude/Northing: n/a
Longitude/Easting:

Place Where Accident Occurred:
County Suffolk ☐ City ☐ Village ☒ Town of ISLIP
Road on which accident occurred Express Dr North (Route Number or Street Name)
at 1) Intersecting street — (Route Number or Street Name)
or 2) 500 Feet — Miles ☐N ☐S ☒E ☐W of Wicks Rd. Brentwood (Milepost, Nearest Intersecting Route Number or Street Name)

Accident Description/Officer's Notes: OPER 2 states her brakes failed causing her to rear-end OPER 1 W/B Express Drive North, Brentwood. Ambulance transported OPER 1 to South side Hospital.

Use Diagram Sheet: N

	8	9	10	11	12	13	14	15	16	17	BY	TO	18	Names of all Involved	Date of Death Only
A	1	1	2	1	28	D	4/6	12	6	9997		STOR		OPER 1	
B	1	3	2	1	29	F	—	13	6	—		—		Ashley Hofmayer 5/11/83	
C	1	6	2	1	42	M	—	13	6	—		—		Fred Reposa 5/4/70	
D	1	7	2	1	24	F	—	13	6	—		—		Kay Wiggins III 5/8/83	
E	2	1	2	1	29	F	11	12	5	—		—		OPER 2	
F	1	4	2	1	22	M	—	13	6	—		—		Julius Day 9/4/90	

ALL INVOLVED

Officer's Rank and Signature	Badge/ID No.	NCIC No.	Precinct/Post/Team/Zone	Station/Beat/Sector	Reviewing Officer	Date/Time Reviewed
Print Name in Full: William Papielski PO	4839	05101	4	404	[signature]	1/10/12

PO Box 541548
Flushing, NY 11354
718-762-3020 x306
718-762-3119 Fax
paul.c.cipriano@erac.com

ELCO Administrative Services

RECEIVED
JAN 1 . 2013
BY:

Fax

To: Alma Taylor **From:** Paul Cipriano

Fax: 888-683-9898 **Pages:** 4 including cover

Phone: **Date:** January 11, 2013

Re: Police Report VIN - DK[redacted] **CC:**

☐ **Urgent** ☑ **For Review** ☐ **Please Comment** ☐ **Please Reply** ☐ **Please Recycle**

• **Comments:**

PAGE 1 OF 2 PAGES

POLICE DEPARTMENT, COUNTY OF SUFFOLK, N.Y.
ACCREDITED LAW ENFORCEMENT AGENCY
MOTOR VEHICLE CRASH SUPPLEMENT REPORT
PDCS-1010e

[redacted]	OWNER/OPERATOR VEHICLE NO. 1 [redacted]			
DATE OF MVC 10/26/12	PCT. 4	COMMAND 4C	SECTOR 404	GRID

WITNESS	NAME OF WITNESS	D.O.B.	ADDRESS	CITY	STATE	AGE	SEX	STATEMENT
	[redacted]	[redacted]	[redacted]	[redacted] Canan	NY	[redacted]	[redacted]	☐ YES ☐ NO
				[redacted] Canan	NY			☐ YES ☐ NO
				S.A.A.				☐ YES ☐ NO
				S.A.A.				☐ YES ☐ NO

USE ONLY BLACK INK S.A.A.
STATEMENTS OF INVOLVED DRIVERS AND WITNESSES

☒ DRIVER ☐ PASSENGER ☐ OTHER WITNESS

I, [redacted] do hereby make the following statement:

I am [redacted] years of age. I was born on (date) [redacted].

I reside at [redacted] Canan NY 11727

My home telephone number is [redacted]

On (date of MV Crash) 10/26/12 at (time) 2:30 pm I (witness statement)

I was not noticed a leak on the driver passenger front right side of rental truck. As I was coming off exit 53 on the LIE. I went to slow down after merging into middle lane and the brakes started to sink (the abs breaks started to kick & jump). I was slamming my foot onto the brake and the truck would not stop and I ended up hitting the person in front of me. My right bodie is sore and bruise badly, but I do not want to go to hospital I will see my personal doctor.

Check one of the following:
☒ I have read the above statement consisting of 1 page(s) and I swear that it is the truth.
☐ I had the above statement read to me by _____ and I swear that it is the truth.

FALSE STATEMENTS MADE HEREIN ARE PUNISHABLE AS A CLASS "A" MISDEMEANOR PURSUANT TO SECTION [redacted] OF THE PENAL LAW, STATE OF NEW YORK.

[redacted] 10/26/12
WITNESS DATE

SIGNATURE	OFFICER'S RANK AND NAME	BADGE NO.	COMMAND	REVIEWING OFFICER - RANK AND NAME	DATE
	P.O. [redacted]	1039	4C	[redacted]	10/26/12

PAGE 2 OF 2 PAGES

POLICE DEPARTMENT, COUNTY OF SUFFOLK, N.Y.
ACCREDITED LAW ENFORCEMENT AGENCY
MOTOR VEHICLE CRASH SUPPLEMENT REPORT
PDCS-1010c

CE [redacted]	[redacted]			
DATE OF MVC 11/26/12	PCT. 4	COMMAND 40	SECTOR 40Z	CRID

WITNESS	NAME		ADDRESS	CITY	STATE	AGE	SEX	STATEMENT
	[redacted]		[redacted]	Cutchogue	NY	[redacted]		☐YES ☐NO
								☐YES ☐NO
								☐YES ☐NO
								☐YES ☐NO
								☐YES ☐NO

USE ONLY BLACK INK
STATEMENTS OF INVOLVED DRIVERS AND WITNESSES

☐ DRIVER ☐ PASSENGER ☐ OTHER WITNESS

I, _____ do hereby make the following statement:

I am _____ years of age. I was born on (date) _____.

I reside at _____

My home telephone number is _____ (OPTIONAL).

On (date of MV Crash) _____ at (time) _____ I (witness statement)

NONE Due to injuries

Check one of the following:

☐ I have read the above statement consisting of _____ page(s) and I swear that it is the truth.

☐ I had the above statement read to me by _____ and I swear that it is the truth.

FALSE STATEMENTS MADE HEREIN ARE PUNISHABLE AS A CLASS "A" MISDEMEANOR PURSUANT TO SECTION 210.45 OF THE PENAL LAW, STATE OF NEW YORK.

_____ SIGNATURE _____ DATE

_____ WITNESSED

SIGN HERE	OFFICER'S RANK AND NAME	BADGE NO.	COMMAND	REVIEWING OFFICER'S RANK AND NAME	DATE
	[signature]	4935	40	[signature]	11/10/12

[redacted]



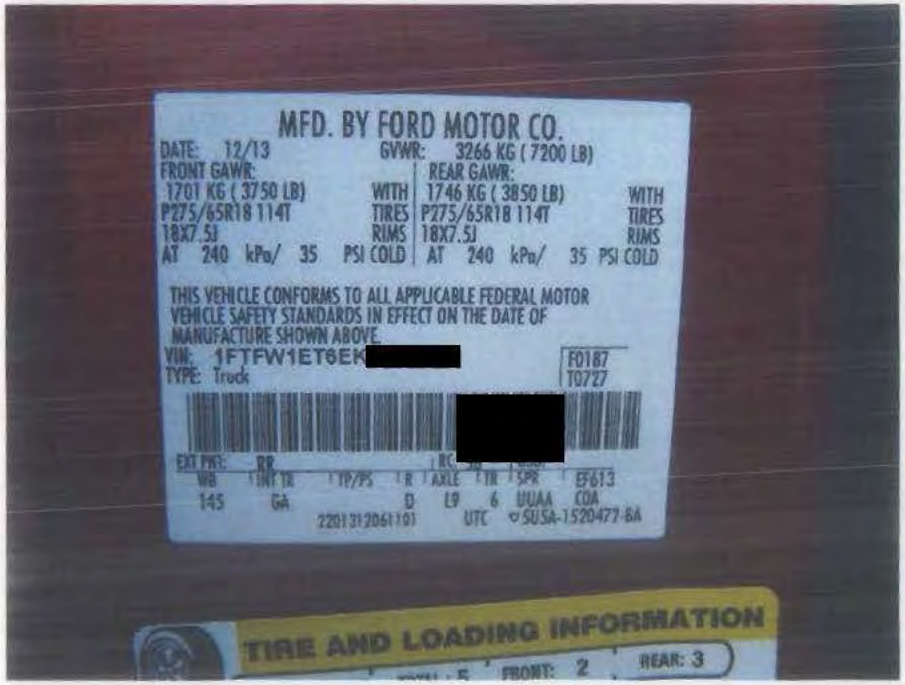














PE16-003 0000511LC - SUBJECT

4x4

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RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MI/HR	TOTAL	OPERATION	OPERATION DESCRIPTION	MI/HR	TOTAL
09FOZZ001	*REPLACE SPARK PLUGS	MI	0.00	12FOZZ001	*REPLACE PCV VALVE	MI	0.00
05FOZZ-7500	7500 MILE SERVICE	MI	0.00	05FTZZ-7500	7500 MILE SERVICE	MI	0.00
05FOZZ-15KAMB	15K AMBULANCE SERV	MI	0.00	05FOZZ-ANLAMB	ANNUAL AMBULANCE SER	MI	0.00
05FOZZ-3KAMB	3K AMBULANCE SERV	MI	0.00	07FOZ-EZ1	COOLING SYS FLUSH MA	MI	0.00

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
11/28/14	[redacted]	7451	9148	3019	C	71FOZ99P	PERFORM QCM INSP
				3019	C	03FOZLOF	1ST SERVICE
				3019	C	71FOZGBATT	BATTERY TEST OK
				3019	C	71FOZGBK	BRAKES CHECKED OK
				3019	C	71FOZGTIRE	TREAD DEPTH CHECK
12/28/13		27	146	324	I	71FOZ99P	PERFORM QCM INSP

SALESPERSON NO. 2083 ANTONIO MALDONADO **S E R V I C E** STATE REG# 12345

SAVE PARTS

VEHICLE I.D. NO. 1FTEW1ET6E[redacted] YEAR/MAKE/MODEL 14/FORD TRUCK/F-150 SERIES/F150 4X4

PRODUCTION DATE [redacted] STOCK NO. [redacted] LICENSE NO. [redacted]

[redacted]

DERRY, NM [redacted]

CUSTOMER NO. [redacted] SERVICE CONTRACT EZ CARE DELIVERY DATE 06/28/14 DELIVERY MILES 94 SELLING DEALER NO. 08/10/15

COLOR RUBY RED/ADOBE CONTRACT NO. L501220 EXPIRATION DATE 06/28/18 EXPIRATION MILES 60,000 KEY NO. 3056

TURBO	MAKE	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
N	FOZZ	Y	Y	A	19,913	9194	MATTHEW RYDMAN

RESIDENCE PHONE BUSINESS PHONE

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason, that you neither assume or authorize any other person to assume for you any liability in connection with such repair that you shall not be responsible for loss or damage to the above vehicle, or articles left therein in case of fire, theft or other cause beyond your control, that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto, that you or employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.

X

TIME RECEIVED 12:09pm DATE/TIME PROMISED 09/03/15 11:36am PROMISED PRIORITY 5

APPOINTMENT ☐ No ☒ No

E# 3.5 343 0219 LABOR RATE

CELL: 575-915-4877

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X [redacted]

1 C 71FOZ99P ***PERFORM QCM INSP***

PERFORM MULTIPOINT QCM INSPECTION REPORT CARD

2 C 19FOZ ***BRAKES***

CUSTOMER REPORTS THAT THE BRAKES HAVE GONE OUT. PEDAL GOES TO THE FLOOR. CHECK AND ADVISE.

3 Rental EASY CARE

TERMS: STRICTLY CASH, MAJOR CREDIT CARDS OR APPROVED CHECKS.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT, OR ANY OTHER CAUSE BEYOND OUR CONTROL.

DISCLAIMER OF WARRANTIES The only warranties, if any, applying to the part(s) and/or service are those made by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.

SHOP SUPPLIES A charge is included for supplies used on your vehicle. Applicable supply items are: lubricants, tape, penetrating silicone, solvents, rags, carburetor cleaner, environmental disposal fees.

FINANCE CHARGE A finance charge will be assessed on all balances on account over 30 days past due. Your finance charge is computed by a single periodic rate of 1½% per month (minimum charge of 50 cents) which is an annual percentage rate of 18%.

LABOR TIME GUIDE The dealership uses the hours published in the Factory Labor Time Guide, Mitchell Manual and/or Motors Chilton Book which reflects an average time requirement for the performance of specific vehicle repairs. It may, therefore, be either more or less than the actual clock time in any given instance.

Miles in _____ Miles out _____

Future Recommendations:

Am 5138336

PAGE 1 OF 1 TECH COPY 765301

Case Print Report

Case Number [redacted]

Case Opened Date 8/10/2015 3:24 PM

Case Closed Date 8/10/2015

Case Status Resolved

Case Last Modified 8/10/2015 3:32 PM

Responsible Team Tier 1 Inbound

FORD MOTOR COMPANY
RECEIVED
CLAIMS UNIT

AUG 11 2015

OFFICE OF THE
GENERAL COUNSEL

Case Classification Legal > Alleged Accident/Property Damage or Fire (Visible flames) due to Product Defect > Customer not willing to work with insurance company > Requests Financial Assistance

Customer Name [redacted]

Customer Number [redacted]

[redacted]

DERRY NM [redacted]

Email

Dealer Borman Motor Company

VIN 1FTFW1ET6EK[redacted]

Year 2014 **Make** FORD

Model F-SERIES **Body Style** W1E - F150 4X4 SUPERCREW - STYLESIDE

Symptom

Level 1 Stop/Steer/Ride

Level 2 Stopping

Level 3 Pedal Feel

Level 4 Excessive Effort

Case Print Report

Case Number [redacted]

Agent Name	Note Created On
Jacqueline Vazquez	8/10/2015 3:30 PM

CUSTOMER SAYS:
Spanish call.
Yesterday he went to brake and could not. He hit another vehicle and his windshield was cracked. He will not contact his insurance company for something that happened as a result of a product defect.

PER CUSTOMER DEALERSHIP SAYS:
Will cover the brakes; however, cannot cover the windshield.

CRC ADVISED:
OBC to dealership and spoke with Matt. He is 99% sure it is the master cylinder that caused the brakes to fail; however, cannot cover the windshield as customer is outside of 12/12. Advised customer he has to contact insurance company for coverage of windshield. Customer not happy.

Jacqueline Vazquez 8/10/2015 3:31 PM

CUSTOMER SAYS:
N/A

PER CUSTOMER DEALERSHIP SAYS:
N/A

CRC ADVISED:
OBC to customer and advised (per talk tracks) I would escalate case to OGC for review, and he will receive a response from OGC within 15 business days.

[redacted]

[redacted]

IMPORTANT - DO NOT PERFORM REPAIRS UNTIL AUTHORIZED!

Dealer/Fleet Request For OGC Review

*****Note: this form is for Retail and Fleet vehicles*****

Pursuant to the W&P Manual, the service manager is required to complete a Dealer/Fleet Request for OGC Review form if he/she suspects legal action such as, alleged accidents or fires, may be taken. This form includes customer and vehicle information as well as a description of the allegations.

Note: All fields are required and must be filled in accordingly before submitting this form

NOTE: You also have the option of printing this form and then faxing the fully completed form to 313 845 5668 or 313-845-5555

DEALER INFORMATION

Dealership/Fleet Name: AutoNation Ford Corpus Chris

Requesting Dealer/Fleet: Autonation Ford

P&A Code: 04584 04584

Contact Person: Jackie Baumann

Title: Service Directore

Phone Number: 361-906-3100

Fax Number: 361 986-0327

Email Address: baumannj1@autonation.com

Region: Houston

Address: 6250 SPID

City: Corpus Christi

State: Texas

Zip Code: 78412

OGC Lit
Product Claims

CUSTOMER/VEHICLE INFORMATION

WSD:

Vehicle Year: 2013

Vehicle Model: F150

Vehicle VIN: 1FTFW1ET4DK[redacted]

Mileage: 3194

Customer/Fleet Name: [redacted]

Street Address: [redacted]

City: Corpus Christi, TX[redacted]

State:

FORD MOTOR COMPANY
RECEIVED
CLAIMS UNIT
SEP 11 2014
OFFICE OF THE
GENERAL COUNSEL

Zip Code: [redacted]

Home Phone: [redacted]

Work Phone:

Region:

DETAILS OF INCIDENT

*****Note: DO NOT PUT THE VEHICLE IN STORAGE OR PROVIDE LOANERS WITHOUT THE APPROVAL OF THE OFFICE OF THE GENERAL COUNSEL*****

*****NOTE: SEND AUTHORIZATION REQUEST TO** FORDCALP@FORD.COM*******

Incident Involves:

☑ Accident ☐ Fire ☐ Injury ☐ Medical Attention Sought NO

Date of Incident:

County in which incident occurred: HARRIS

Is customer alleging a component defect CAUSED the incident? ☑ Yes ☐ No

Brakes or Brake Components

If yes, what type & details:
If no, refer to Escalated Concern Handling section of the Customer Handling Roadmap C/S he was going to back into a parking place when applying brake, pedal went to floor, truck jumped at RPM's went to 2000, customer put wall in parking garage.

Was a police report filed? ☐ Yes ☑ No

If yes, where:

Has the insurance company been contacted? ☐ Yes ☑ No

What did the insurance company advise?

Name and phone number of owner's insurance company & agent's name: unkown at this time.

If the vehicle is a conversion unit, who is the coach builder?

City:

State:

Zip Code:

Vehicle Location: 6250 South Padre Island Drive
Corpus Christi, Texas 78412

Attorney Information (if applicable): ?

CVO Contact (if applicable - Fleet Only):

RESOLUTION THAT CUSTOMER IS SEEKING: To have truck repaired at Fords expense or to get a by back.

COMMENTS: This truck was first towed to Katy Ford in Houston. They opened repair order and test drove vehicle, no codes were found and truck operated as designed on test drive.

Submit Request

* Customer brought vehicle to Autonation Ford, drove in. He was not comfortable with the outcome. We are the selling dealer so we are inspecting the vehicle. We provided a vehicle for customer to drive at no charge.

PE16-003 000059LC - SUBJECT

From: DCPFORM, FMCDealer (.)
Sent: Monday, January 19, 2015 12:10:43 PM (UTC-05:00) Eastern Time (US & Canada)
To: Ordcalp, F (F.); Taylor, Alma (A.)
Cc: ktarver@mullinaxford.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: Mullinax Ford Lincoln
Requesting Dealer Fleet: mullinax ford lincoln
PA Code: 08281
Contact Person: kristy tarver
Title: service manager
Phone Number: 251 344 - 4000 ext 500
Fax Number: 251 344-9016
Email: ktarver@mullinaxford.com
Region: orlando
Address: 7311 airport blvd
City: mobile

PE16-003 000060LC - SUBJECT

State: Alabama
Zip Code: 36608
CUSTOMER VEHICLE INFORMATION:
WSD: 02/03/2014
Vehicle Year: 2013
Vehicle Model: FORD F-150
Vehicle VIN: 1FTFW1CT2DK[redacted]
Mileage: 13781
customer Fleet Name: [redacted]
Street Address: [redacted]
City : MOBILE
State : Alabama
Zip Code : [redacted]
Home Phone: [redacted]
Work Phone:
Customer Region: ORLANDO
DETAILS OF INCIDENT:
Accident
Date of Incident: 2014-12-29
County incident occurred: MOBILE
Is customer alleging a component defect CAUSED the incident? YES
Details: CUSTOMER HAD NO BRAKES
Was a police report filed? NO
Details :
Has the insurance company been contacted? YES
Insurance company advised:
Insurance company contact information: STATE FARM 866-527-4120 EXT 7704183152 JENNIFER
Coach builder:
City :
State :
Zip Code :
Vehicle Location: MOBILE, AL
Attorney information:
CVO Contact:
Resolution Customer is seeking: PAY FOR DAMAGES TO VEHICLE AND VEHICLE HIT DUE TO BRAKES GOING OUT AT 13781 MILES
Comments:

Copyright 2015 Ford Motor Company

[redacted]

[redacted]

RECEIVED
FEB 17 2015
OFFICE OF THE GENERAL COUNSEL

Taylor, Alma (A.)

From: [redacted]
Sent: Tuesday, February 17, 2015 8:44 AM
To: Taylor, Alma (A.)
Cc: [redacted]
Subject: Fw: Re (2): International Scout Damages
Attachments: Scout Repair - Affordable Auto Collision.pdf.zip; Copy of Mullinax Fords Mastercylinder Defect 001.jpg; Mullinax Scout Estimate.pdf.zip; Scout Repair - Affordable Auto Collision.pdf.zip

Ms. Taylor,

I wanted to reach out and send you the attached information along with the previous e-mail trail. I have sent this information into Kristy Tarver at the local Ford dealership, who told me she attach it to the claim. I haven't heard anything on the status of the claim for weeks and was hoping to get an update. I took time off to run the vehicle to Ford so they could estimate repairs also. If this would have been my primary vehicle I would be in quite a bind due to the time taking for funding for the repairs.

Could I please get an update on this claim?

Thanks,

[redacted]
Project Manager
Process Technology & Engineering Americas
Phone: +1[redacted]
Mobile: +1[redacted]

Evonik Corporation
4201 Degussa Road
P.O. Box 868
Theodore, AL 36590 USA
www.evonik.com

----- Forwarded by [redacted]/Americas/Evonik on 02/17/2015 07:27 AM -----

From: [redacted]
To: ktarver@mullinaxford.com,
Cc: [redacted](Ched)" <charlesegraham3@gmail.com>
Date: 02/02/2015 07:50 AM
Subject: Re (2): International Scout Damages

Kristy,

Thanks for the call last week. One thing I wanted to also send you was the second estimate. This was completed by Affordable Auto & Collision. One difference is this has the shipping for the bumper.

I called the 2 companies that would ship the parts and got that shipping cost which would need to be added to the Mullinax estimate previously. That shipping was $122.86 + $118.21.

I wanted to get you all the info. I will wait to hear from Ford.

Thanks for your help.

[redacted]
Project Manager
Process Technology & Engineering Americas
Phone: [redacted]
Mobile: [redacted]
[redacted]

Evonik Corporation
4201 Degussa Road
P.O. Box 868
Theodore, AL 36590 USA
www.evonik.com

From: [redacted]
To: ktarver@mullinaxford.com;
Cc: "[redacted]
Date: 01/30/2015 01:32 PM
Subject: Re: International Scout Damages

Kristy,

I haven't heard back from you so I wanted to follow up. I am in the office today so I wanted to scan and send you the Mullinax estimate on the repairs also. See below:

[attachment "Mullinax Scout Estimate.pdf.zip" deleted by [redacted]/Americas/Evonik]

Is there any update? Or do you have someone I can contact to follow up with?

Kind regards - Viele Grüße,

[redacted]
Project Manager
Process Technology & Engineering Americas
Phone: [redacted]
Mobile: [redacted]
[redacted]

Evonik Corporation
4201 Degussa Road
P.O. Box 868
Theodore, AL 36590 USA
www.evonik.com

From: [redacted]
To: ktarver@mullinaxford.com,
Cc: "[redacted]
Date: 01/28/2015 08:18 AM
Subject: International Scout Damages

Kristy,

Good morning.

I wanted to reach out as I am getting pushed around by the insurance companies dealing with the damage to my International Scout. I know you had dealings with my father-in-law [redacted] about this. Initially, I was under the impression that his insurance would fix the damage to my vehicle but as of yesterday they refuse stating that I need to collect this from Ford. I was also told that this matter was in Ford's legal department and that it would be 3-4 months before I would hear if Ford is willing to fix the damages. I find the time frame excessive considering it has already been a month since the incident took place. I have also brought the Scout by Mullinax Ford and David Chapman completed an estimate to repair the vehicle. I have a copy but not able to scan it today as I am in training for work. The total came in at $3,361.25 without shipping. I believe the estimate number is #[redacted]

Below is the last response from State Farm:

Mr. [redacted]

This will follow-up our telephone conversation from today. At this time, we will not pay for damages to [redacted] 1980 Jeep because we do not think your wife was liable for his damages but rather Ford due to faulty master cylinder. We will pay for damages to your 2013 Ford less your $1000 deductible then try to subrogate Ford. Ford is currently conducting their investigation about the faulty master cylinder and State Farm would not have any knowledge on how long their investigation may take.

Jennifer Dore
Claim Representative
Complex Property Damage – Alabama / Duluth Operation Ctr
Phone: (866) 527-4120 ext 7704183152

Jennifer.Dore.cla1@statefarm.com

I also have the form regarding the Master Cylinder (attached below):
[attachment "Copy of Mullinax Fords Mastercylinder Defect 001.jpg" deleted by [redacted] Americas/Evonik]

With all this my question is can you help me find out what the next step(s) are? Or is there a number/person I can call to get information about how this will move forward? I simply want to get the vehicle repaired as it was sitting in my garage parked when the damage was done. I would greatly appreciate any help/guidance as this process is becoming more and more frustrating.

I am in training this week so I could speak in between sessions. My cell # is listed below. I will check e-mail sporadically through out the day.

Kind regards,

[redacted]
Project Manager
Process Technology & Engineering Americas

Phone: +[redacted]
Mobile: +[redacted]
[redacted]

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Workfile ID: ee4b4855

"QUALITY AT AN AFFORDABLE PRICE"
2905 GOVERNMENT BLVD., MOBILE, AL 36606
Phone: (251) 476-9988
FAX: (251) 476-9941

Preliminary Estimate

Customer: [redacted] **Job Number:**

Written By: TIM WHITE

Insured: [redacted]	Policy #:	Claim #: [redacted]
Type of Loss: Liability	Date of Loss:	Days to Repair: 0
Point of Impact:		

Owner:
[redacted]
[redacted] Cell

Inspection Location:
AFFORDABLE AUTO PAINTING & COLLISION
2905 GOVERNMENT BLVD.
MOBILE, AL 36606
Repair Facility
(251) 476-9988 Business

Insurance Company:
STATE FARM INSURANCE COMPANIES

VEHICLE

Year:	1980	Body Style:	2D UTV	VIN:	K0062KG[redacted]	Mileage In:	
Make:	INTE	Engine:	8-5.0L-2	License:		Mileage Out:	
Model:	TRAVELER 4X4	Production Date:		State:		Vehicle Out:	
Color:	Int:	Condition:		Job #:			

TRANSMISSION	POWER	DECOR	
3 Speed Transmission	Power Steering	Dual Mirrors	Clear Coat Paint
4 Wheel Drive	Power Brakes	**PAINT**	

Preliminary Estimate

Customer: [redacted] **Job Number:**

Vehicle: 1980 INTE TRAVELER 4X4 2D UTV 8-5.0L-2

Line		Oper	Description	Part Number	Qty	Extended Price $	Labor	Paint
1	**REAR BUMPER**							
open	**	Repl	A/M Face bar standard prime +25%	391003C2	1	812.50	1.0	1.0
3			Add for Clear Coat					0.4
4	**TAIL GATE**							
	Note: ADD FOR SHIPPING							
5	*	Rpr	Tail gate assy w/lock				1.0	2.5
6			Add for Clear Coat					1.0
7	*	R&I	Button plunger				1.0	
8	**BODY SIDE PANELS & LAMPS**							
open	**	Repl	A/M LT Panel assy 100" WB +25%	495650C91	1	299.94	10.5	3.5
10			Overlap Major Adj. Panel					-0.4
11			Add for Clear Coat					0.6
12	#		ADD FOR SHIPPING		1			
open	**	Repl	A/M LT Panel extension +25%	395324C1	1	178.69	Incl.	1.0
14	#		Add for Clear Coat		1			0.3
15	#		ADD FOR SHIPPING		1			
open	**	Repl	A/M LT Lens +25%	384110C1	1	135.18	Incl.	
17	#		ADD FOR SHIPPING		1			
18		Repl	LT Bulb back-up	L0001157	1	1.50		
19		Repl	LT Bulb tail & stop	L0001156	1	2.00		
20	#	Repl	LT Rear Side Marker Lamp Assy +25%		1	44.94	Incl.	
21	#		ADD FOR SHIPPING		1			
22	*	Rpr	LT Panel inner reinf				1.0	0.3
23	**DOOR**							
24		Blnd	LT Door shell 100" WB fr 9/17/77					1.0
25	*	R&I	LT Handle				1.0	
26	*	R&I	Lock cylinder fr 9/12/77				0.5	
27	*	R&I	LT Glass weatherstrip				0.5	
28	**ROOF & BACK GLASS**							
29	*	R&I	Top assy				2.0	
30	#	Repl	SEAM SEALER		1		0.5	
31	**ROCKER PANEL**							
32		Blnd	LT Outer panel 100" WB					0.5
33	#	Repl	AMP BODYSIDE MOULDING		1	100.00	0.5	
34				OTHER CHARGES				
35	#			E.P.C.	1	5.00		
				SUBTOTALS		**1,579.75**	**19.5**	**11.7**

PE16-003 000068LC - SUBJECT

Preliminary Estimate

Customer: [redacted] **Job Number:**

Vehicle: 1980 INTE TRAVELER 4X4 2D UTV 8-5.0L-2

ESTIMATE TOTALS

Category	Basis		Rate	Cost $
Parts				1,574.75
Body Labor	19.5 hrs	@	$ 48.00 /hr	936.00
Paint Labor	11.7 hrs	@	$ 48.00 /hr	561.60
Paint Supplies	11.7 hrs	@	$ 34.00 /hr	397.80
Other Charges				5.00
Subtotal				3,475.15
Sales Tax	$ 1,574.75	@	10.0000 %	157.48
Grand Total				**3,632.63**
Deductible				0.00
CUSTOMER PAY				**0.00**
INSURANCE PAY				**3,632.63**

THIS IS A PRICE ESTIMATE FOR REPAIRS YOU HAVE AUTHORIZED. THE FINAL PRICE COULD CHANGE IF THERE IS A PRICE INCREASE IN MANUFATUER'S PARTS PRICES, OR IF DURING THE REPAIR ADDITIONAL OR HIDDEN DAMAGE IS DISCOVERED. SHOULD ADDITIONAL DAMAGE BE DISCOVERED, YOU WILL BE CONTACTED BEFORE WE PROCEED WITH REPAIRS. ALL PARTS WILL BE REPLACED WITH NEW PARTS UNLESS OTHERWISE NOTED ON ESTIMATE. WE CANNOT ASSUME RESPONIBILITY FOR DEFECTS CAUSED BY OLD BODY WORK AND MATERIALS OR CUSOMER'S OWN BODY WORK. WE ARE NOT RESONSIBLE FOR MECHANICAL FAILURE, THEFT OR FOR LOSS OR DAMAGE TO VEHICLES DUE TO CAUSES BEYOND OUR CONTROL.

I AUTHORIZE THE ABOVE REPAIRS TO BE DONE AND AFFORDABLE'S EMPLOYEES TO OPERATE MY VEHICLE FOR PURPOSES OF REPAIR. I UNDERSTAND THAT AFFORDABLE WILL NOT BE RESPONSIBLE FOR MECHANICAL FAILURE,THEFT, OR FOR LOSS OR DAMAGE DUE TO CAUSES BEYOND THEIR CONTROL.

SIGNATURE _____

DATE _____

I HAVE RECEIVED THE ABOVE SERVICES, THAT WERE PERFORMED SATISFACTORILY ON MY VEHICLE, RECEIVED A COPY OF THE REPAIR ORDER INDICATING THAT ALL SERVICES HAVE BEEN PAID IN FULL, AND I HAVE BEEN EXPLAINED THE PROPER STEPS TO CARE FOR MY NEW PAINT SERVICE.

SIGNATURE _____

DATE _____

THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF AFTERMARKET CRASH PARTS SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR MOTOR VEHICLE. THE AFTERMARKET CRASH PARTS USED IN THE PREPARATION OF THIS ESTIMATE ARE WARRANTED BY THE MANUFACTURER OR DISTRIBUTOR OF SUCH PARTS RATHER THAN THE MANUFACTURER OF YOUR VEHICLE.

Customer: [redacted] **Job Number:**

Vehicle: 1980 INTE TRAVELER 4X4 2D UTV 8-5.0L-2

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DO3ZB79, CCC Data Date 1/2/2015, and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships. OPT OEM or ALT OEM parts may reflect some specific, special, or unique pricing or discount. OPT OEM or ALT OEM parts may include "Blemished" parts provided by OEM's through OEM vehicle dealerships. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. The symbol (<>) indicates the refinish operation WILL NOT be performed as a separate procedure from the other panels in the estimate. Non-Original Equipment Manufacturer aftermarket parts are described as Non OEM or A/M. Used parts are described as LKQ, RCY, or USED. Reconditioned parts are described as Recond. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries.

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SYMBOLS FOLLOWING LABOR:
D=Diagnostic labor category. E=Electrical labor category. F=Frame labor category. G=Glass labor category. M=Mechanical labor category. S=Structural labor category. (numbers) 1 through 4=User Defined Labor Categories.

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CCC ONE Estimating - A product of CCC Information Services Inc.

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BAR=Bureau of Automotive Repair. EPA=Environmental Protection Agency. NHTSA= National Highway Transportation and Safety Administration. PDR=Paintless Dent Repair. VIN=Vehicle Identification Number.

[redacted]
MOBILE AL 36608
(251) 34 4000

[redacted]

INVOICE

mullinax Ford
OF MOBILE LLC
7311 AIRPORT BLVD. · MOBILE, AL 36608
(251) 344-4000 · FAX: (251) 344-9016
www.mullinaxford.com

Sale

XXXXXXXXXXXX0111
MASTERCARD Entry Method: Swiped
01/17/15 13:01:29
Inv #: [redacted] Appr Code: 005635
Apprvd: Online Batch#: 017661

Product	Qty	Amount
	Unit Price	
OTHER	1	1000.00
	@ 1000.00	
Total:		$ 1,000.00

6 PAGE 1
NT: [redacted]
LL: [redacted] SERVICE ADVISOR: 15273 TRACEY HOWARD

AKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
F150 PU	1FTFW1CT2DK[redacted]	[redacted]	13781/13787	[redacted]

ARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
	17:00 02JAN15		99.95	CASH	05JAN15

READY	OPTIONS: SOLD-STK: [redacted] ENG:3.5_Liter_GTDI
05JAN15	TRN:6_SPD_AUTO

E HOURS LIST NET TOTAL
AKE FLUID LEAK. VEHICLE HAS NO BRAKES!

F (N/C)
C BOOSTER ASY - BRAKE (N/C)
A CYLINDER ASY - MASTER (N/C)
ID - BRAKE (N/C)
*AA BUSH (N/C)
LINDER - REMOVE AND INSTALL OR
140) - L
15128 WF (N/C)
FC: L63 D8
PART#: DL3Z*2140*A
COUNT:
CLAIM TYPE:
AUTH CODE:
006436

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

13787 VERIFIED CUSTOMER CONCERN BRAKE FLUID LEAK. FOUND MASTER CYLINDER LEAKING D8 FAILED GASKET CAUSE BRAKE BOOSTER TO FAIL. REPLACE MASTER CYLINDER 2140 , BOOSTER 2005 AND BUSHING PIN 2L523 ABS BLEED SYSTEM DROVE TEST

****

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

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

***SHOP SUPPLY COSTS:** We have added a charge equal to 10% of the total cost of labor and parts, not to exceed $25.00, to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

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

DealerCAP ©2006 ADP (09.08) SERVICE INVOICE TYPE 2 - SI2C - "LIMITED WARRANTY" - ALABAMA 08/09/06

CUSTOMER COPY

AFFORDABLE AUTO PAINTING & COLLISION

Workfile ID: ee4b4855

"QUALITY AT AN AFFORDABLE PRICE"
2905 GOVERNMENT BLVD., MOBILE, AL 36606
Phone: (251) 476-9988
FAX: (251) 476-9941

Preliminary Estimate

Customer: [redacted] **Job Number:**

Written By: TIM WHITE

Insured:	[redacted]	Policy #:		Claim #:	[redacted]
Type of Loss:	Liability	Date of Loss:		Days to Repair:	0
Point of Impact:					

Owner:
[redacted]

Inspection Location:
AFFORDABLE AUTO PAINTING & COLLISION
2905 GOVERNMENT BLVD.
MOBILE, AL 36606
Repair Facility
(251) 476-9988 Business

Insurance Company:
STATE FARM INSURANCE COMPANIES

VEHICLE

Year:	1980	Body Style:	2D UTV	VIN:	K0062K[redacted]	Mileage In:	
Make:	INTE	Engine:	8-5.0L-2	License:		Mileage Out:	
Model:	TRAVELER 4X4	Production Date:		State:		Vehicle Out:	
Color:	Int:	Condition:		Job #:			

TRANSMISSION	POWER	DECOR	
3 Speed Transmission	Power Steering	Dual Mirrors	Clear Coat Paint
4 Wheel Drive	Power Brakes	**PAINT**	

Preliminary Estimate

Customer: [redacted] **Job Number:**

Vehicle: 1980 INTE TRAVELER 4X4 2D UTV 8-5.0L-2

Line		Oper	Description	Part Number	Qty	Extended Price $	Labor	Paint
1	**REAR BUMPER**							
open	**	Repl	A/M Face bar standard prime +25%	391003C2	1	812.50	1.0	1.0
3			Add for Clear Coat					0.4
4	**TAIL GATE**							
	Note: ADD FOR SHIPPING							
5	*	Rpr	Tail gate assy w/lock				1.0	2.5
6			Add for Clear Coat					1.0
7	*	R&I	Button plunger				1.0	
8	**BODY SIDE PANELS & LAMPS**							
open	**	Repl	A/M LT Panel assy 100" WB +25%	495650C91	1	299.94	10.5	3.5
10			Overlap Major Adj. Panel					0.4
11			Add for Clear Coat					0.6
12	#		ADD FOR SHIPPING		1			
open	**	Repl	A/M LT Panel extension +25%	395324C1	1	178.69	Incl.	1.0
14	#		Add for Clear Coat		1			0.3
15	#		ADD FOR SHIPPING		1			
open	**	Repl	A/M LT Lens +25%	384110C1	1	135.18	Incl.	
17	#		ADD FOR SHIPPING		1			
18		Repl	LT Bulb back-up	L0001157	1	1.50		
19		Repl	LT Bulb tail & stop	L0001156	1	2.00		
20	#	Repl	LT Rear Side Marker Lamp Assy +25%		1	44.94	Incl.	
21	#		ADD FOR SHIPPING		1			
22	*	Rpr	LT Panel inner reinf				1.0	0.3
23	**DOOR**							
24		Blnd	LT Door shell 100" WB fr 9/17/77					1.0
25	*	R&I	LT Handle				1.0	
26	*	R&I	Lock cylinder fr 9/12/77				0.5	
27	*	R&I	LT Glass weatherstrip				0.5	
28	**ROOF & BACK GLASS**							
29	*	R&I	Top assy				2.0	
30	#	Repl	SEAM SEALER		1		0.5	
31	**ROCKER PANEL**							
32		Blnd	LT Outer panel 100" WB					0.5
33	#	Repl	AMP BODYSIDE MOULDING		1	100.00	0.5	
34				OTHER CHARGES				
35	#			E.P.C.	1	5.00		
				SUBTOTALS		**1,579.75**	**19.5**	**11.7**

PE16-003 000074LC - SUBJECT

Preliminary Estimate

Customer: [redacted] **Job Number:**

Vehicle: 1980 INTE TRAVELER 4X4 2D UTV 8-5.0L-2

ESTIMATE TOTALS

Category	Basis		Rate	Cost $
Parts				1,574.75
Body Labor	19.5 hrs	@	$ 48.00 /hr	936.00
Paint Labor	11.7 hrs	@	$ 48.00 /hr	561.60
Paint Supplies	11.7 hrs	@	$ 34.00 /hr	397.80
Other Charges				5.00
Subtotal				3,475.15
Sales Tax	$ 1,574.75	@	10.0000 %	157.48
Grand Total				**3,632.63**
Deductible				0.00
CUSTOMER PAY				**0.00**
INSURANCE PAY				**3,632.63**

THIS IS A PRICE ESTIMATE FOR REPAIRS YOU HAVE AUTHORIZED. THE FINAL PRICE COULD CHANGE IF THERE IS A PRICE INCREASE IN MANUFATUER'S PARTS PRICES, OR IF DURING THE REPAIR ADDITIONAL OR HIDDEN DAMAGE IS DISCOVERED. SHOULD ADDITIONAL DAMAGE BE DISCOVERED, YOU WILL BE CONTACTED BEFORE WE PROCEED WITH REPAIRS. ALL PARTS WILL BE REPLACED WITH NEW PARTS UNLESS OTHERWISE NOTED ON ESTIMATE. WE CANNOT ASSUME RESPONIBILITY FOR DEFECTS CAUSED BY OLD BODY WORK AND MATERIALS OR CUSOMER'S OWN BODY WORK. WE ARE NOT RESONSIBLE FOR MECHANICAL FAILURE, THEFT OR FOR LOSS OR DAMAGE TO VEHICLES DUE TO CAUSES BEYOND OUR CONTROL.

I AUTHORIZE THE ABOVE REPAIRS TO BE DONE AND AFFORDABLE'S EMPLOYEES TO OPERATE MY VEHICLE FOR PURPOSES OF REPAIR. I UNDERSTAND THAT AFFORDABLE WILL NOT BE RESPONSIBLE FOR MECHANICAL FAILURE,THEFT, OR FOR LOSS OR DAMAGE DUE TO CAUSES BEYOND THEIR CONTROL.

SIGNATURE _____

DATE _____

I HAVE RECEIVED THE ABOVE SERVICES, THAT WERE PERFORMED SATISFACTORILY ON MY VEHICLE, RECEIVED A COPY OF THE REPAIR ORDER INDICATING THAT ALL SERVICES HAVE BEEN PAID IN FULL, AND I HAVE BEEN EXPLAINED THE PROPER STEPS TO CARE FOR MY NEW PAINT SERVICE.

SIGNATURE _____

DATE _____

THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF AFTERMARKET CRASH PARTS SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR MOTOR VEHICLE. THE AFTERMARKET CRASH PARTS USED IN THE PREPARATION OF THIS ESTIMATE ARE WARRANTED BY THE MANUFACTURER OR DISTRIBUTOR OF SUCH PARTS RATHER THAN THE MANUFACTURER OF YOUR VEHICLE.

Customer: [redacted] **Job Number:**

Vehicle: 1980 INTE TRAVELER 4X4 2D UTV 8-5.0L-2

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MULLINAX FORD LINCOLN OF MOBILE

Workfile ID: a4e9bcd6

7311 AIRPORT BLVD, MOBILE, AL 36608
Phone: (251) 414-1209
FAX: (251) 414-5903

Preliminary Estimate

Customer: [redacted]

Job Number:

Written By: DAVID CHAPMAN

Insured: [redacted]
Type of Loss:
Point of Impact:

Policy #:
Date of Loss:

Claim #:
Days to Repair: 0

Owner:
[redacted]
NUGGET DR
MOBILE, AL [redacted]
[redacted]

Inspection Location:
MULLINAX FORD LINCOLN OF MOBILE
7311 AIRPORT BLVD
MOBILE, AL 36608
Repair Facility
(251) 414-1209 Day

Insurance Company:

VEHICLE

Year:	1980	Body Style:	2D UTV	VIN:	K0062KGD[redacted]	Mileage In:	
Make:	INTE	Engine:	8-5.0L-2	License:		Mileage Out:	
Model:	SCOUT II 4X4 TRAVELTOP	Production Date:	8/1979	State:		Vehicle Out:	
Color:	Int:	Condition:		Job #:			

TRANSMISSION
3 Speed Transmission

4 Wheel Drive

POWER
Power Steering
Power Brakes

Preliminary Estimate

Customer: [redacted] **Job Number:**

Vehicle: 1980 INTE SCOUT II 4X4 TRAVELTOP 2D UTV 8-5.0L-2

Line		Oper	Description	Part Number	Qty	Extended Price $	Labor	Paint
1	**REAR BUMPER**							
open	*	Repl	Face bar step type	420112C92	1	623.75	0.8	1.5
3	**BODY SIDE PANELS & LAMPS**							
open	*	Repl	LT Panel assy 118" WB	495643C1	1	299.94	11.5	3.8
open	*	Repl	LT Panel rear, end	395315C2	1	178.69	Incl.	
open	*	Repl	LT Lower molding rear	507941C1	1	75.00	0.5	
open	*	Repl	LT Body & cable fr 3/17/78	485589C1	1	135.18	Incl.	
8	#	Repl	LT SIDE MARKER LAMP		1	44.94	0.4	
9	**ROOF & BACK GLASS**							
10	*	R&I	Roof panel white				6.0	
11			Deduct for Overlap				-2.0	
12	**DOOR**							
13	*	Blnd	LT Outer panel					1.5
14	#	Refn	ADD FOR CLEAR COAT					1.0
15	#	R&I	DOOR OUTER PARTS				3.5	
16	#		COVER CAR		1			0.3
17	#		SHIPPING ??????		1			
18				OTHER CHARGES				
19	#			E.P.C.	1	5.00		
				SUBTOTALS		**1,362.50**	**20.7**	**8.1**

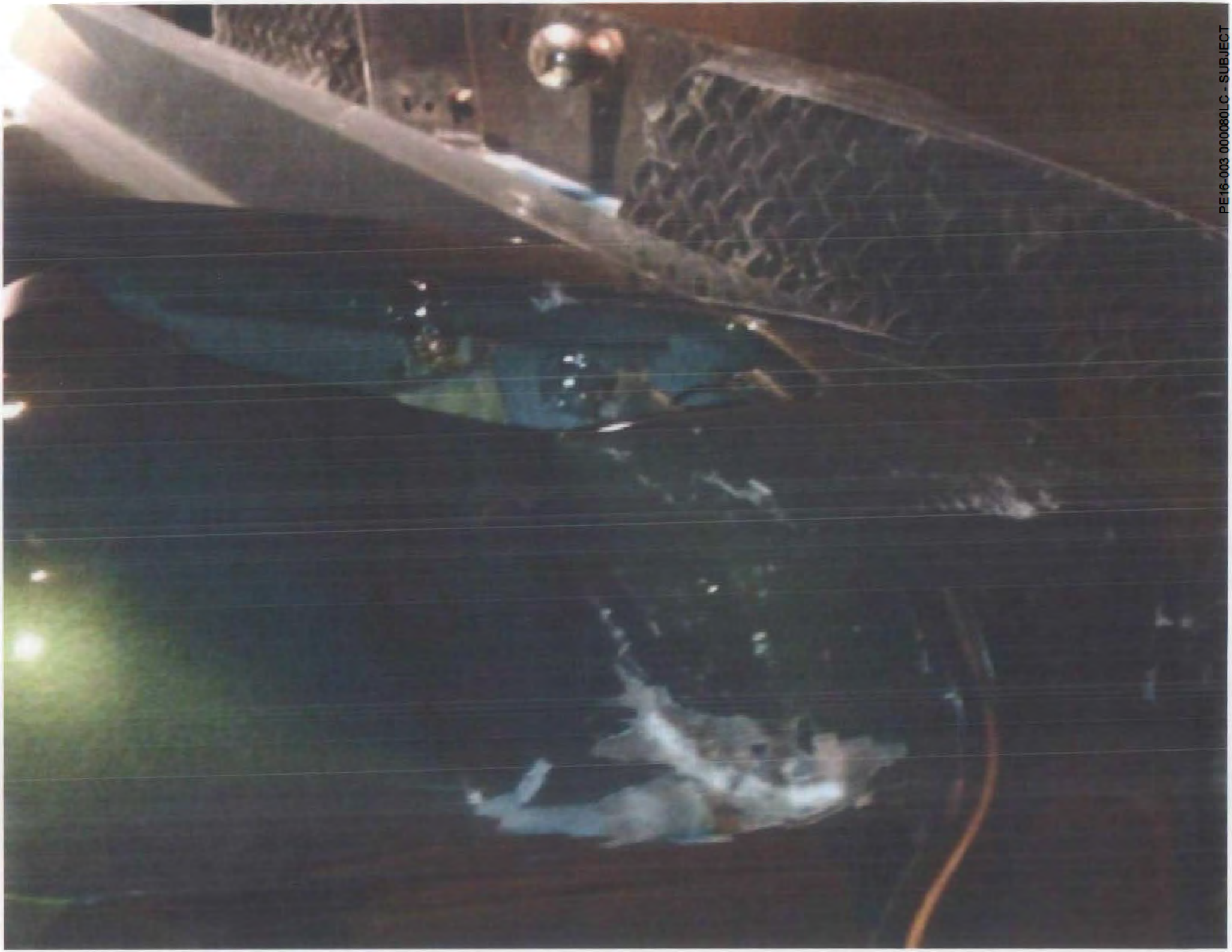
ESTIMATE TOTALS

Category	Basis		Rate	Cost $
Parts				1,357.50
Body Labor	20.7 hrs	@	$ 54.00 /hr	1,117.80
Paint Labor	8.1 hrs	@	$ 54.00 /hr	437.40
Paint Supplies	8.1 hrs	@	$ 38.00 /hr	307.80
Other Charges				5.00
Subtotal				3,225.50
Sales Tax	$ 1,357.50	@	10.0000 %	135.75
Grand Total				**3,361.25**
Deductible				0.00
CUSTOMER PAY				**0.00**
INSURANCE PAY				**3,361.25**

PE16-003 000078LC - SUBJECT



PE16-003 000079LC - SUBJECT



PE16-003 0000080LC - SUBJECT



PE16-003 000081LC - SUBJECT

Email Subject: Dealer/Fleet Request for OGC Review
DEALER INFORMATION:
Dealership Fleet Name: Mullinax Ford Lincoln
Requesting Dealer Fleet: mullinax ford lincoln
PA Code: 08281
Contact Person: kristy tarver

Title: service manager
Phone Number: 251 344 - 4000 ext 500
Fax Number: 251 344-9016
Email: ktarver@mullinaxford.com
Region: orlando
Address: 7311 airport blvd
City: mobile
State: Alabama
Zip Code: 36608
CUSTOMER VEHICLE INFORMATION:
WSD: 02/03/2014
Vehicle Year: 2013
Vehicle Model: FORD
Vehicle VIN: 1FTFW1CT2DK[redacted]
Mileage: 13781
customer Fleet Name: [redacted]
Street Address: [redacted]
City : MOBILE
State : Alabama
Zip Code : [redacted]
Home Phone: [redacted]
Work Phone: [redacted]
Customer Region: ORLANDO
DETAILS OF INCIDENT:
Accident
Date of Incident: 2014-12-29
County incident occurred: MOBILE
Is customer alleging a component defect CAUSED the incident? YES
Details: CUSTOMER HAD NO BRAKES
Was a police report filed? NO
Details :
Has the insurance company been contacted? YES
Insurance company advised:
Insurance company contact information: STATE FARM 866-527-4120 EXT 7704183152 JENNIFER
Coach builder:
City :
State :
Zip Code :
Vehicle Location: MOBILE, AL
Attorney information:
CVO Contact:
Resolution Customer is seeking: PAY FOR DAMAGES TO VEHICLE AND VEHICLE HIT DUE TO BRAKES GOING OUT AT 13781 MILES
Comments:

Copyright 2015 Ford Motor Company

--------- Original Message ---------







From: DCPFORM, FMCDealer (.)
Sent: Friday, June 12, 2015 4:33:40 PM (UTC-05:00) Eastern Time (US & Canada)
To: Ordcalp, F (F.); Taylor, Alma (A.)
Cc: steveb@northcountyford.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: North County Ford
Requesting Dealer Fleet: north county ford
PA Code: 00869
Contact Person: Steve Burke
Title: Service Manager
Phone Number: 760 805 7749
Fax Number:
Email: steveb@northcountyford.com
Region: san diego
Address: 450 west vista way
City: vista
State: California
Zip Code: 92083
CUSTOMER VEHICLE INFORMATION:
WSD: NA

RATHBONE GROUP

1100 Superior Avenue, Suite 1850
Cleveland, Ohio 44114
Telephone: 800-870-5521
Fax: 216-298-4495
www.RathboneGroup.com

January 25, 2016

#BWNKLBJ***
Ford Motor Company
1 American Road P.O. Box 6248
Dearborn MI 48126

FORD MOTOR COMPANY
RECEIVED
CLAIMS UNIT

JAN 25 2016

OFFICE OF THE
GENERAL COUNSEL

Re: Account No: [redacted]
RG Client: United Services Automobile Association
Claim Amount: $4185.21
Property Damage: $4185.21
Medical Damage: $0.00
Date of Loss: 05/01/2015
Loss Location: At 898 Tucana Drive in San Marcos, California.

Please find attached the supporting documentation that you requested regarding the above referenced claim.

Thank you for your review and we look forward to hearing from you.

Sincerely,
Rathbone Group, LLC

USAA

UNIT 8547.
Please visit us @ USAA.com.
PO BOX 33490
San Antonio, TX 78265
Phone: (800) 531-8722

Claim #: [redacted]
Workfile ID: 4771c67a

Estimate of Record

Written By: JEFF WARSOFF, License Number: 348028, 5/4/2015 10:14:10 AM
Adjuster: Warsoff, Jeff, (760) 390-0084 Business

Insured:	LCDR CHESTER KOLLEY	Owner Policy #:	[redacted]	Claim #:	[redacted]
Type of Loss:	Collision	Date of Loss:	05/01/2015 12:00 AM	Days to Repair:	10
Point of Impact:	06 Rear	Deductible:	500.00		

Owner (Insured):
[redacted]
SAN MARCOS, CA [redacted]
[redacted] Evening
Cellular

Inspection Location:
KOLLEY, LCDR CHESTER
898 TUCANA DR
SAN MARCOS, CA 92078
Home
(760) 798-4467 Evening

Appraiser Information:
(760) 390-0084

Repair Facility:
OWNER'S CHOICE
CA

VEHICLE

Year:	2013	Color:	GREY Int:	License:	[redacted]	Production Date:	10/2013
Make:	FORD	Body Style:	4D SHORT	State:	CA	Odometer:	18070
Model:	F150 4X4 SUPERCREW FX4	Engine:	6-3.5L-T	VIN:	1FTFW1ET8DKG[redacted]	Condition:	

TRANSMISSION
Automatic Transmission
Overdrive
4 Wheel Drive

POWER
Power Steering
Power Brakes
Power Windows
Power Locks
Power Mirrors
Power Driver Seat

DECOR
Dual Mirrors
Privacy Glass
Console/Storage
Overhead Console

CONVENIENCE
Air Conditioning
Intermittent Wipers
Tilt Wheel
Cruise Control
Rear Defogger
Keyless Entry
Alarm
Message Center
Steering Wheel Touch Controls
Telescopic Wheel
Backup Camera w/Parking Sensors

RADIO
AM Radio
FM Radio
Stereo
Search/Seek
CD Player
Auxiliary Audio Connection
Satellite Radio

SAFETY
Drivers Side Air Bag
Passenger Air Bag
Anti-Lock Brakes (4)
4 Wheel Disc Brakes
Traction Control
Stability Control
Front Side Impact Air Bags
Head/Curtain Air Bags
Hands Free Device
Positraction

SEATS
Bucket Seats
Leather Seats

WHEELS
Aluminum/Alloy Wheels

PAINT
Clear Coat Paint

OTHER
Fog Lamps

TRUCK
Rear Step Bumper
Trailer Hitch
Trailering Package
Running Boards/Side Steps

901119c92039f33 USAA Confidential PE16-003 000087LC - SUBJECT

Estimate of Record

2013 FORD F150 4X4 SUPERCREW FX4 4D SHORT 6-3.5L-T GREY

Line		Oper	Description	Part Number	Qty	Extended Price $	Labor	Paint
1	**REAR BUMPER**							
2			O/H rear bumper				1.8	
3		Repl	Bumper painted w/reverse sensor	9L3Z17906DPTM	1	457.28	Incl.	1.8
4			Add for Clear Coat					0.7
5			Add for reverse sens				0.6	
6		Repl	Reinforcement w/class IIII hitch	9L3Z17D826E	1	355.45	Incl.	
7		Repl	Step pad w/trailer tow w/reverse sensor	9L3Z17B807C	1	143.23	Incl.	
8		Repl	Socket trailer tow 7 wire & 4 wire assembly	9C3Z14489A	1	84.48		
9		Repl	Reverse sensor	9L3Z15K859D	1	144.42	0.1	
			NOTE: LT OUTER					
10	*	Repl	LT Retainer outer	9L3Z15A862K	1	17.20		0.0
11	**REAR LAMPS**							
12		R&I	RT Tail lamp assy w/bright trim	BL3Z13404B			0.3	
13	**PICK UP BOX**							
14		Repl	Set back box assy		1		1.5	
15	*	Rpr	RT Side panel w/wheel opening molding	9L3Z9927840C			4.0	2.0
			NOTE: MODIFIED BASE; CLEAR COMPLETE.					
16	*		Add for Clear Coat					1.3
17		R&I	RT Upper molding carbon black	9L3Z99291A40BA			0.3	
18		R&I	RT Wheel opng mldg sterling gray	9L3Z9929164B			0.4	
19		Repl	RT Lower deflector black textured	5L3Z99292A22AAA	1	21.73	0.2	
20		Repl	RT Decal "FX4"	CC3Z9925622AA	1	73.42	0.4	
21	**WHEELS**							
22		R&I	Spare Wheel, spare	2L7Z1015BA			0.3	
23	#	Subl	CHECK/BALANCE		1	15.00 X		
24	**EXHAUST SYSTEM**							
25		Repl	Muffler	BL3Z5230F	1	638.98 m	1.1 M	
26	#		SHIELD, MUFFLER PIPE		1	49.99	0.3	
			NOTE: COST ESTIMATED					
27	#	Rpr	Corrosion Protection				0.3	
28	#	Subl	CORROSION PROTECTION MATERIALS		1	5.00 T		
29	#	Rpr	Color Tint					0.5
30	#	Subl	Cover Car (EXT/INT)		1	7.50 T		
31	#	Subl	Hazardous Waste Remvl		1	4.50 X		
32	#	Subl	SUSPENSION ALIGNMENT, THRUST		1	59.95 X		
			NOTE: CHECK. NO VISIBLE EVIDENCE SUGGESTING REAR AXLE IMPACTED OR OUT OF ALIGNMENT AT THIS TIME.					

901119c92039f33 USAA Confidential PE16-003 000088LC - SUBJECT

Estimate of Record

2013 FORD F150 4X4 SUPERCREW FX4 4D SHORT 6-3.5L-T GREY

SUBTOTALS	**2,078.13**	**11.6**	**6.3**

NOTES

Estimate Notes:
DR:4/5, DC:4/5, DI:4/5, DRV:NO, SCHD:ASAP, ERT:10
DISCUSSED ESTIMATE/CLAIM PROCESS W/MEMBER.
NOTE: MEMBER ADVISED APPRAISER THAT BRAKES FAILED. APPRAISER INVESTIGATED AND CONFIRMED BRAKES ARE 100% INOPERATIVE AT THIS TIME. PEDAL GOES STRAIGHT TO FLOOR; FOUND BRAKE MASTER RESERVOIR COMPLETELY EMPTY--IMAGED. SEARCHED FOR LEAK AT ALL WHEELS AND FOUND NONE.
PAYMENT: CLAIM HANDLER TO ISSUE
PROD DATE: 10/13
PRIOR DAMAGE/CONDITION: GOOD CONDITION; NO PRIOR DAMAGE.
QRP UTILIZED: NO, PER PROD DATE
ESTIMATE AND QRP BROCHURE HANDED TO MEMBER

Prior Damage Notes:
none

ESTIMATE TOTALS

Category	Basis		Rate	Cost $
Parts				1,986.18
Body Labor	10.5 hrs	@	$ 50.00 /hr	525.00
Paint Labor	6.3 hrs	@	$ 50.00 /hr	315.00
Mechanical Labor	1.1 hrs	@	$ 85.00 /hr	93.50
Paint Supplies	6.3 hrs	@	$ 30.00 /hr	189.00
Miscellaneous				91.95
Subtotal				3,200.63
Sales Tax	$ 2,187.68	@	8.0000 %	175.01
Total Cost of Repairs				**3,375.64**
Deductible				500.00
Total Adjustments				**500.00**
Net Cost of Repairs				**2,875.64**

901119c92039f33 USAA Confidential PE16-003 000089LC - SUBJECT

Estimate of Record

2013 FORD F150 4X4 SUPERCREW FX4 4D SHORT 6-3.5L-T GREY

Please Present A Copy Of This Estimate To A Repair Facility Of Your Choice
*USAA Subsidiaries include: United Services Automobile Association(USAA), USAA Casualty Insurance Company(CIC), USAA General Indemnity Company(GIC) USAA County Mutual Insurance(CMI) and Garrison Property Casualty Insurance Company. Garrison Property and Casualty Insurance Company, a subsidiary of USAA Casualty Insurance Company, is authorized to use the USAA logo, a registered trademark of United Services Automobile Association.

This is not an authorization to repair. Failing to present this estimate to the repairing garage before repair may result in additional expenses to you. A USAA appraiser must authorize any supplement to this estimate. Repairs to this vehicle may require specific welding equipment as recommended by the manufacturer.
If alternative quality replacement parts have been included in this appraisal, the source for these parts has also been disclosed. If alternative quality replacement parts as listed on the appraisal are ultimately used in the repair of your vehicle, the warranty on such parts will be equal to, or greater than, the parts being replaced, as stated in USAA's limited parts warranty. USAA warrants that the parts used on your vehicle will be of like kind and quality, function, fit, safety and corrosion protection as the part or parts they replace. USAA identifies certified and validated parts for sheet metal replacement parts.

FOR YOUR PROTECTION CALIFORNIA LAW REQUIRES THE FOLLOWING TO APPEAR ON THIS FORM: ANY PERSON WHO KNOWINGLY PRESENTS FALSE OR FRAUDULENT CLAIM FOR THE PAYMENT OF A LOSS IS GUILTY OF A CRIME AND MAY BE SUBJECT TO FINES AND CONFINEMENT IN STATE PRISON.

THE FOLLOWING IS A LIST OF ABBREVIATIONS OR SYMBOLS THAT MAY BE USED TO DESCRIBE WORK TO BE DONE OR PARTS TO BE REPAIRED OR REPLACED:
MOTOR ABBREVIATIONS/SYMBOLS: D=DISCONTINUED PART, A=APPROXIMATE PRICE. LABOR TYPES: B=BODY LABOR, D=DIAGNOSTIC, E=ELECTRICAL, F=FRAME, G=GLASS, M=MECHANICAL, P=PAINT LABOR, S=STRUCTURAL, T=TAXED MISCELLANEOUS, X=NON TAXED MISCELLANEOUS. PATHWAYS: ADJ=ADJACENT, ALGN=ALIGN, A/M=AFTERMARKET, BLND=BLEND, CAPA=CERTIFIED AUTOMOTIVE PARTS ASSOCIATION, D&R=DISCONNECT AND RECONNECT, EST=ESTIMATE, EXT. PRICE=UNIT PRICE MULTIPLIED BY THE QUANTITY, INCL=INCLUDED, MISC=MISCELLANEOUS, NAGS=NATIONAL AUTO GLASS SPECIFICATIONS, NON-ADJ=NON ADJACENT, O/H=OVERHAUL, OP=OPERATION, NO=LINE NUMBER, QTY=QUANTITY, RECOND=RECONDITION, REFN=REFINISH, REPL=REPLACE, R&I=REMOVE AND INSTALL, R&R=REMOVE AND REPLACE, RPR=REPAIR, RT=RIGHT, SECT=SECTION, SUBL=SUBLET, LT=LEFT, W/O=WITHOUT, W/_=WITH/_ SYMBOLS: #=MANUAL LINE ENTRY, *=OTHER [IE..MOTORS DATABASE INFORMATION WAS CHANGED], **=DATABASE LINE WITH AFTERMARKET, N=NOTES ATTACHED TO LINE. OPT OEM=ORIGINAL EQUIPMENT MANUFACTURER PARTS EITHER OPTIONALLY SOURCED OR OTHERWISE PROVIDED WITH SOME UNIQUE PRICING OR DISCOUNT.

1901119c92039f33 USAA Confidential PE16-003 000090LC - SUBJECT

Estimate of Record

2013 FORD F150 4X4 SUPERCREW FX4 4D SHORT 6-3.5L-T GREY

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DR2MA09, CCC Data Date 5/1/2015, and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships. OPT OEM or ALT OEM parts may reflect some specific, special, or unique pricing or discount. OPT OEM or ALT OEM parts may include "Blemished" parts provided by OEM's through OEM vehicle dealerships. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. The symbol (<>) indicates the refinish operation WILL NOT be performed as a separate procedure from the other panels in the estimate. Non-Original Equipment Manufacturer aftermarket parts are described as Non OEM or A/M. Used parts are described as LKQ, RCY, or USED. Reconditioned parts are described as Recond. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries.

Some 2015 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The CCC ONE estimator has a complete list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

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SYMBOLS FOLLOWING LABOR:
D=Diagnostic labor category. E=Electrical labor category. F=Frame labor category. G=Glass labor category. M=Mechanical labor category. S=Structural labor category. (numbers) 1 through 4=User Defined Labor Categories.

OTHER SYMBOLS AND ABBREVIATIONS:
Adj.=Adjacent. Algn.=Align. ALU=Aluminum. A/M=Aftermarket part. Blnd=Blend. BOR=Boron steel. CAPA=Certified Automotive Parts Association. D&R=Disconnect and Reconnect. HSS=High Strength Steel. HYD=Hydroformed Steel. Incl.=Included. LKQ=Like Kind and Quality. LT=Left. MAG=Magnesium. Non-Adj.=Non Adjacent. NSF=NSF International Certified Part. O/H=Overhaul. Qty=Quantity. Refn=Refinish. Repl=Replace. R&I=Remove and Install. R&R=Remove and Replace. Rpr=Repair. RT=Right. SAS=Sandwiched Steel. Sect=Section. Subl=Sublet. UHS=Ultra High Strength Steel. N=Note(s) associated with the estimate line.

CCC ONE Estimating - A product of CCC Information Services Inc.

The following is a list of abbreviations that may be used in CCC ONE Estimating that are not part of the MOTOR CRASH ESTIMATING GUIDE:
BAR=Bureau of Automotive Repair. EPA=Environmental Protection Agency. NHTSA= National Highway Transportation and Safety Administration. PDR=Paintless Dent Repair. VIN=Vehicle Identification Number.

901119c92039f33 USAA Confidential PE16-003 000091LC - SUBJECT

USAA

UNIT 8547.
Please visit us @ USAA.com.
PO BOX 33490
San Antonio, TX 78265
Phone: (800) 531-8722

Claim #: [redacted]
Workfile ID: 4771c67a

Supplement of Record 1 Summary

Written By: JEFF WARSOFF, License Number: 348028, 5/6/2015 3:03:24 PM
Adjuster: Warsoff, Jeff, (760) 390-0084 Business

Insured:	[redacted]	Owner Policy #:	[redacted]	Claim #:	[redacted]
Type of Loss:	Collision	Date of Loss:	05/01/2015 12:00 AM	Days to Repair:	10
Point of Impact:	06 Rear	Deductible:	500.00		

Owner (Insured):
[redacted]
SAN MARCOS, CA [redacted]
[redacted] Evening
Cellular

Inspection Location:
KOLLEY, LCDR CHESTER
898 TUCANA DR
SAN MARCOS, CA 92078
Home
(760) 798-4467 Evening

Appraiser Information:
(760) 390-0084

Repair Facility:
OWNER'S CHOICE
CA

VEHICLE

Year:	2013	Color:	GREY Int:	License:	[redacted]	Production Date:	10/2013
Make:	FORD	Body Style:	4D SHORT	State:	CA	Odometer:	18070
Model:	F150 4X4 SUPERCREW FX4	Engine:	6-3.5L-T	VIN:	1FTFW1ET8DKG[redacted]	Condition:	

TRANSMISSION
Automatic Transmission
Overdrive
4 Wheel Drive

POWER
Power Steering
Power Brakes
Power Windows
Power Locks
Power Mirrors
Power Driver Seat

DECOR
Dual Mirrors
Privacy Glass
Console/Storage
Overhead Console

CONVENIENCE
Air Conditioning
Intermittent Wipers
Tilt Wheel
Cruise Control
Rear Defogger
Keyless Entry
Alarm
Message Center
Steering Wheel Touch Controls
Telescopic Wheel
Backup Camera w/Parking Sensors

RADIO
AM Radio
FM Radio
Stereo
Search/Seek
CD Player
Auxiliary Audio Connection
Satellite Radio

SAFETY
Drivers Side Air Bag
Passenger Air Bag
Anti-Lock Brakes (4)
4 Wheel Disc Brakes
Traction Control
Stability Control
Front Side Impact Air Bags
Head/Curtain Air Bags
Hands Free Device
Positraction

SEATS
Bucket Seats
Leather Seats

WHEELS
Aluminum/Alloy Wheels

PAINT
Clear Coat Paint

OTHER
Fog Lamps

TRUCK
Rear Step Bumper
Trailer Hitch
Trailering Package
Running Boards/Side Steps

901119c920c0775 USAA Confidential PE16-003 000092LC - SUBJECT

Supplement of Record 1 Summary

2013 FORD F150 4X4 SUPERCREW FX4 4D SHORT 6-3.5L-T GREY

Line		Oper	Description	Part Number	Qty	Extended Price $	Labor	Paint
1	**REAR BUMPER**							
2			O/H rear bumper				1.8	
3		Repl	Bumper painted w/reverse sensor	9L3Z17906DPTM	1	457.28	Incl.	1.8
4			Add for Clear Coat					0.7
5			Add for reverse sens				0.6	
6		Repl	Reinforcement w/class IIII hitch	9L3Z17D826E	1	355.45	Incl.	
7		Repl	Step pad w/trailer tow w/reverse sensor	9L3Z17B807C	1	143.23	Incl.	
8		Repl	Socket trailer tow 7 wire & 4 wire assembly	9C3Z14489A	1	84.48		
9		Repl	Reverse sensor	9L3Z15K859D	1	144.42	0.1	
			NOTE: LT OUTER					
10	*	Repl	LT Retainer outer	9L3Z15A862K	1	17.20		0.0
11	**REAR LAMPS**							
12		R&I	RT Tail lamp assy w/bright trim	BL3Z13404B			0.3	
13	**PICK UP BOX**							
14		Repl	Set back box assy		1		1.5	
15	*	Rpr	RT Side panel w/wheel opening molding	9L3Z9927840C			4.0	2.0
			NOTE: MODIFIED BASE; CLEAR COMPLETE.					
16	*		Add for Clear Coat					1.3
17		R&I	RT Upper molding carbon black	9L3Z99291A40BA			0.3	
18		R&I	RT Wheel opng mldg sterling gray	9L3Z9929164B			0.4	
19		Repl	RT Lower deflector black textured	5L3Z99292A22AAA	1	21.73	0.2	
20		Repl	RT Decal "FX4"	CC3Z9925622AA	1	73.42	0.4	
21	**WHEELS**							
22		R&I	Spare Wheel, spare	2L7Z1015BA			0.3	
23	#	Subl	CHECK/BALANCE		1	15.00 X		
24	**EXHAUST SYSTEM**							
25		Repl	Muffler	BL3Z5230F	1	638.98 m	1.1 M	
26	#		SHIELD, MUFFLER PIPE		1	49.99	0.3	
			NOTE: COST ESTIMATED					
27	#	Rpr	Corrosion Protection				0.3	
28	#	Subl	CORROSION PROTECTION MATERIALS		1	5.00 T		
29	#	Rpr	Color Tint					0.5
30	#	Subl	Cover Car (EXT/INT)		1	7.50 T		
31	#	Subl	Hazardous Waste Remvl		1	4.50 X		
32	#	Subl	SUSPENSION ALIGNMENT, THRUST		1	59.95 X		
			NOTE: CHECK. NO VISIBLE EVIDENCE SUGGESTING REAR AXLE IMPACTED OR OUT OF ALIGNMENT AT THIS TIME.					

1901119c920c0775 USAA Confidential PE16-003 000093LC - SUBJECT

Supplement of Record 1 Summary

2013 FORD F150 4X4 SUPERCREW FX4 4D SHORT 6-3.5L-T GREY

33	#	S01	Subl	IMAGE OF MASTER CYLINDER UPLOADED, NO CHANGES TO ESTIMATE	1	X		
				SUBTOTALS	**2,078.13**		**11.6**	**6.3**

NOTES

Estimate Notes:
DR:4/5, DC:4/5, DI:4/5, DRV:NO, SCHD:ASAP, ERT:10
DISCUSSED ESTIMATE/CLAIM PROCESS W/MEMBER.
NOTE: MEMBER ADVISED APPRAISER THAT BRAKES FAILED. APPRAISER INVESTIGATED AND CONFIRMED BRAKES ARE 100% INOPERATIVE AT THIS TIME. PEDAL GOES STRAIGHT TO FLOOR; FOUND BRAKE MASTER RESERVOIR COMPLETELY EMPTY--IMAGED. SEARCHED FOR LEAK AT ALL WHEELS AND FOUND NONE.
PAYMENT: CLAIM HANDLER TO ISSUE
PROD DATE: 10/13
PRIOR DAMAGE/CONDITION: GOOD CONDITION; NO PRIOR DAMAGE.
QRP UTILIZED: NO, PER PROD DATE
ESTIMATE AND QRP BROCHURE HANDED TO MEMBER

Prior Damage Notes:
none

ESTIMATE TOTALS

Category	Basis		Rate	Cost $
Parts				1,986.18
Body Labor	10.5 hrs	@	$ 50.00 /hr	525.00
Paint Labor	6.3 hrs	@	$ 50.00 /hr	315.00
Mechanical Labor	1.1 hrs	@	$ 85.00 /hr	93.50
Paint Supplies	6.3 hrs	@	$ 30.00 /hr	189.00
Miscellaneous				91.95
Subtotal				3,200.63
Sales Tax	$ 2,187.68	@	8.0000 %	175.01
Total Cost of Repairs				**3,375.64**
Deductible				500.00
Total Adjustments				**500.00**
Net Cost of Repairs				**2,875.64**

901119c920c0775 USAA Confidential PE16-003 000094LC - SUBJECT

Supplement of Record 1 Summary

2013 FORD F150 4X4 SUPERCREW FX4 4D SHORT 6-3.5L-T GREY

SUPPLEMENT SUMMARY

Line		Oper	Description	Part Number	Qty	Extended Price $	Labor	Paint
Added Items								
33	#	S01	Subl	IMAGE OF MASTER CYLINDER UPLOADED, NO CHANGES TO ESTIMATE	1	X		
				SUBTOTALS		**0.00**	**0.0**	**0.0**

NOTES

Estimate Notes:
DR:4/5, DC:4/5, DI:4/5, DRV:NO, SCHD:ASAP, ERT:10
DISCUSSED ESTIMATE/CLAIM PROCESS W/MEMBER.
NOTE: MEMBER ADVISED APPRAISER THAT BRAKES FAILED. APPRAISER INVESTIGATED AND CONFIRMED BRAKES ARE 100% INOPERATIVE AT THIS TIME. PEDAL GOES STRAIGHT TO FLOOR; FOUND BRAKE MASTER RESERVOIR COMPLETELY EMPTY--IMAGED. SEARCHED FOR LEAK AT ALL WHEELS AND FOUND NONE.
PAYMENT: CLAIM HANDLER TO ISSUE
PROD DATE: 10/13
PRIOR DAMAGE/CONDITION: GOOD CONDITION; NO PRIOR DAMAGE.
QRP UTILIZED: NO, PER PROD DATE
ESTIMATE AND QRP BROCHURE HANDED TO MEMBER

Prior Damage Notes:
none

TOTALS SUMMARY

Category	Basis	Rate	Cost $
Parts			0.00
Subtotal			0.00

CUMULATIVE EFFECTS OF SUPPLEMENT(S)

Estimate	3,375.64	JEFF WARSOFF
Supplement S01	0.00	JEFF WARSOFF
Workfile Total:	**$ 3,375.64**	
TOTAL ADJUSTMENTS:	**$ 500.00**	
NET COST OF REPAIRS:	**$ 2,875.64**	

901119c920c0775
USAA Confidential
PE16-003 000095LC - SUBJECT

Supplement of Record 1 Summary

2013 FORD F150 4X4 SUPERCREW FX4 4D SHORT 6-3.5L-T GREY

Please Present A Copy Of This Estimate To A Repair Facility Of Your Choice
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1901119c920c0775 USAA Confidential PE16-003 000096LC - SUBJECT

Supplement of Record 1 Summary

2013 FORD F150 4X4 SUPERCREW FX4 4D SHORT 6-3.5L-T GREY

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)901119c920c0775 USAA Confidential PE16-003 000097LC - SUBJECT

TAG COLLISION, INC.

"TAG... if you're hit!"
1545 La Mirada Dr., SAN MARCOS, CA 92078
Phone: (760) 510-4777
FAX: (760) 510-4778

Workfile ID: APTI98AT
Federal ID: 47-1873892
State EPA: CAR000054940
BAR: ARD278473

Supplement of Record 2 with Summary

RO Number: [redacted]

Written By: Nicholas Stoneham, 6/9/2015 4:47:20 PM
Adjuster: Warsoff, Jeff, (760) 390-0084 Business

Insured: [redacted]
Type of Loss: Collision
Point of Impact: 06 Rear

Policy #: [redacted]
Date of Loss: 5/1/2015 12:00:00 PM

Claim #: [redacted]
Days to Repair: 10

Owner:
[redacted]
SAN MARCOS, CA [redacted]
[redacted] Evening
[redacted] Cell

Inspection Location:
KOLLEY, LCDR CHESTER
898 TUCANA DR
SAN MARCOS, CA 92078
Home
(760) 798-4467 Evening

Insurance Company:
USAA
SAN ANTONIO
PO BOX 659463
SAN ANTONIO, TX 78265

VEHICLE

Year:	2013	Body Style:	4D SHORT	VIN:	1FTFW1ET8DK[redacted]	Mileage In:	18070
Make:	FORD	Engine:	6-3.5L-T	License:	[redacted]	Mileage Out:	
Model:	F150 4X4 SUPERCREW FX4	Production Date:	10/2013	State:	CA	Vehicle Out:	5/14/2015
Color:	GREY Int:	Condition:		Job #:	RUBEN / MOISES		

TRANSMISSION
Automatic Transmission
Overdrive
4 Wheel Drive

POWER
Power Steering
Power Brakes
Power Windows
Power Locks
Power Mirrors
Power Driver Seat

DECOR
Dual Mirrors
Privacy Glass
Console/Storage
Overhead Console

CONVENIENCE
Air Conditioning
Intermittent Wipers
Tilt Wheel
Cruise Control
Rear Defogger
Keyless Entry
Alarm
Message Center
Steering Wheel Touch Controls
Telescopic Wheel
Backup Camera w/Parking Sensors

RADIO
AM Radio
FM Radio
Stereo
Search/Seek
CD Player
Auxiliary Audio Connection
Satellite Radio

SAFETY
Drivers Side Air Bag
Passenger Air Bag
Anti-Lock Brakes (4)
4 Wheel Disc Brakes
Traction Control
Stability Control
Front Side Impact Air Bags
Head/Curtain Air Bags
Hands Free Device
Positraction

SEATS
Bucket Seats
Leather Seats

WHEELS
Aluminum/Alloy Wheels

PAINT
Clear Coat Paint

OTHER
Fog Lamps

TRUCK
Rear Step Bumper
Trailer Hitch
Trailering Package
Running Boards/Side Steps

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Supplement of Record 2 with Summary

RO Number: [redacted]

Vehicle: 2013 FORD F150 4X4 SUPERCREW FX4 4D SHORT 6-3.5L-T GREY

Line			Oper	Description	Part Number	Qty	Extended Price $	Labor	Paint
1	**REAR BUMPER**								
2				O/H rear bumper				1.8	
3		S02	Repl	Bumper painted w/reverse sensor	9L3Z17906DCP	1	457.28	Incl.	1.8
4				Add for Clear Coat					0.7
5				Add for reverse sens				0.6	
6	*	S02	Repl	Reinforcement w/class IIII hitch	9L3Z17D826B	1	352.35	Incl.	
7			Repl	Step pad w/trailer tow w/reverse sensor	9L3Z17B807C	1	143.23	Incl.	
8			Repl	Socket trailer tow 7 wire & 4 wire assembly	9C3Z14489A	1	84.48		
9			Repl	Reverse sensor	9L3Z15K859D	1	144.42	0.1	
				Note: LT OUTER					
10	*		Repl	LT Retainer outer	9L3Z15A862K	1	17.20		0.0
11	#	S02	Repl	Hitch Plug	BL3Z13A576C	1	80.63		
12	**REAR LAMPS**								
13			R&I	RT Tail lamp assy w/bright trim				0.3	
14	**PICK UP BOX**								
15			Repl	Set back box assy		1		1.5	
16	*		Rpr	RT Side panel w/wheel opening molding				4.0	2.0
				Note: MODIFIED BASE; CLEAR COMPLETE.					
17	*			Add for Clear Coat					1.3
18			R&I	RT Upper molding carbon black				0.3	
19			R&I	RT Wheel opng mldg sterling gray				0.4	
20			Repl	RT Lower deflector black textured	5L3Z99292A22AAA	1	21.73	0.2	
21			Repl	RT Decal "FX4"	CC3Z9925622AA	1	73.42	0.4	
22	#	S02	R&I	Tonneau Cover				0.8	
23	*	S02	Repl	RT Upper molding carbon black	9L3Z84291A40AC	1	88.72	0.3	
24	**WHEELS**								
25			R&I	Spare Wheel, spare				0.3	
26	**EXHAUST SYSTEM**								
27			Repl	Muffler	BL3Z5230F	1	638.98 m	1.1 M	
28	#	S02		SHIELD, MUFFLER PIPE		1	89.82	0.3	
				Note: COST ESTIMATED					
29	#		Rpr	Corrosion Protection				0.3	
30	#		Subl	CORROSION PROTECTION MATERIALS		1	5.00 T		
31	#		Rpr	Color Tint					0.5
32	#		Subl	Cover Car (EXT/INT)		1	7.50 T		
33	#		Subl	Hazardous Waste Remvl		1	4.50 X		
34	#	S02	Subl	SUSPENSION ALIGNMENT, THRUST		1	96.00 X		
				Note: CHECK. NO VISIBLE EVIDENCE SUGGESTING REAR AXLE IMPACTED OR OUT OF ALIGNMENT AT THIS					

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RO Number: [redacted]

Vehicle: 2013 FORD F150 4X4 SUPERCREW FX4 4D SHORT 6-3.5L-T GREY

				TIME.				
35	#	S01	Subl	IMAGE OF MASTER CYLINDER UPLOADED, NO CHANGES TO ESTIMATE	1	X		
				SUBTOTALS	**2,305.26**	**12.7**		**6.3**

NOTES

Estimate Notes:
DR:4/5, DC:4/5, DI:4/5, DRV:NO, SCHD:ASAP, ERT:10
DISCUSSED ESTIMATE/CLAIM PROCESS W/MEMBER.
NOTE: MEMBER ADVISED APPRAISER THAT BRAKES FAILED. APPRAISER INVESTIGATED AND CONFIRMED BRAKES ARE 100% INOPERATIVE AT THIS TIME. PEDAL GOES STRAIGHT TO FLOOR; FOUND BRAKE MASTER RESERVOIR COMPLETELY EMPTY--IMAGED. SEARCHED FOR LEAK AT ALL WHEELS AND FOUND NONE.
PAYMENT: CLAIM HANDLER TO ISSUE
PROD DATE: 10/13
PRIOR DAMAGE/CONDITION: GOOD CONDITION; NO PRIOR DAMAGE.
QRP UTILIZED: NO, PER PROD DATE
ESTIMATE AND QRP BROCHURE HANDED TO MEMBER

Prior Damage Notes:
none

ESTIMATE TOTALS

Category	Basis		Rate	Cost $
Parts				2,192.26
Body Labor	11.6 hrs	@	$ 50.00 /hr	580.00
Paint Labor	6.3 hrs	@	$ 50.00 /hr	315.00
Mechanical Labor	1.1 hrs	@	$ 85.00 /hr	93.50
Paint Supplies	6.3 hrs	@	$ 30.00 /hr	189.00
Miscellaneous				113.00
Subtotal				3,482.76
Sales Tax	$ 2,393.76	@	8.0000 %	191.50
Grand Total				**3,674.26**
Deductible				500.00
Insurer Prepaid Amount				2,875.64
CUSTOMER PAY				**3,375.64**
INSURANCE PAY				**298.62**

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PE16-003 000100LC - SUBJECT

RO Number: [redacted]

Vehicle: 2013 FORD F150 4X4 SUPERCREW FX4 4D SHORT 6-3.5L-T GREY

SUPPLEMENT SUMMARY

Line		Oper		Description	Part Number	Qty	Extended Price $		Labor	Paint
Changed Items										
5			Repl	Reinforcement w/class IIII hitch	9L3Z17D826E	1	-355.45		Incl.	
6	*	S02	Repl	Reinforcement w/class IIII hitch	9L3Z17D826B	1	352.35		Incl.	
25	#			SHIELD, MUFFLER PIPE		1	-49.99		-0.3	
				NOTE: COST ESTIMATED						
28	#	S02		SHIELD, MUFFLER PIPE		1	89.82		0.3	
				NOTE: COST ESTIMATED						
31	#		Subl	SUSPENSION ALIGNMENT, THRUST		1	-59.95	X		
				NOTE: CHECK. NO VISIBLE EVIDENCE SUGGESTING REAR AXLE IMPACTED OR OUT OF ALIGNMENT AT THIS TIME.						
34	#	S02	Subl	SUSPENSION ALIGNMENT, THRUST		1	96.00	X		
				NOTE: CHECK. NO VISIBLE EVIDENCE SUGGESTING REAR AXLE IMPACTED OR OUT OF ALIGNMENT AT THIS TIME.						
Deleted Items										
23	#		Subl	CHECK/BALANCE		1	-15.00	X		
Added Items										
11	#	S02	Repl	Hitch Plug	BL3Z13A576C	1	80.63			
22	#	S02	R&I	Tonneau Cover					0.8	
23	*	S02	Repl	RT Upper molding carbon black	9L3Z84291A40AC	1	88.72		0.3	
					SUBTOTALS		**227.13**		**1.1**	**0.0**

CHANGES TO ADJUSTMENTS

Insurer Prepaid	$ 0.00	to	$ 2,875.64

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PE16-003 000101LC - SUBJECT

Supplement of Record 2 with Summary

RO Number: [redacted]

Vehicle: 2013 FORD F150 4X4 SUPERCREW FX4 4D SHORT 6-3.5L-T GREY

TOTALS SUMMARY

Category	Basis		Rate	Cost $
Parts				206.08
Body Labor	1.1 hrs	@	$ 50.00 /hr	55.00
Miscellaneous				21.05
Subtotal				282.13
Sales Tax	$ 206.08	@	8.0000 %	16.49
Total Supplement Amount				**298.62**
Additional Insurer Prepaid Amount				2,875.64
Supplement Adjustments				2,875.64
NET COST OF SUPPLEMENT				**-2,577.02**

CUMULATIVE EFFECTS OF SUPPLEMENT(S)

Estimate	3,375.64	JEFF WARSOFF
Supplement S01	0.00	JEFF WARSOFF
Supplement S02	298.62	Nicholas Stoneham
Job Total:	**$ 3,674.26**	
CUSTOMER PAY:	**$ 3,375.64**	
INSURANCE PAY:	**$ 298.62**	

Please Present A Copy Of This Estimate To A Repair Facility Of Your Choice
*USAA Subsidiaries include: United Services Automobile Association(USAA), USAA Casualty Insurance Company(CIC), USAA General Indemnity Company(GIC) USAA County Mutual Insurance(CMI) and Garrison Property Casualty Insurance Company. Garrison Property and Casualty Insurance Company, a subsidiary of USAA Casualty Insurance Company, is authorized to use the USAA logo, a registered trademark of United Services Automobile Association.

This is not an authorization to repair. Failing to present this estimate to the repairing garage before repair may result in additional expenses to you. A USAA appraiser must authorize any supplement to this estimate. Repairs to this vehicle may require specific welding equipment as recommended by the manufacturer.
If alternative quality replacement parts have been included in this appraisal, the source for these parts has also been disclosed. If alternative quality replacement parts as listed on the appraisal are ultimately used in the repair of your vehicle, the warranty on such parts will be equal to, or greater than, the parts being replaced, as stated in USAA's limited parts warranty. USAA warrants that the parts used on your vehicle will be of like kind and quality, function, fit, safety and corrosion protection as the part or parts they replace. USAA identifies certified and validated parts for sheet metal replacement parts.

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RO Number: [redacted]

Vehicle: 2013 FORD F150 4X4 SUPERCREW FX4 4D SHORT 6-3.5L-T GREY

FOR YOUR PROTECTION CALIFORNIA LAW REQUIRES THE FOLLOWING TO APPEAR ON THIS FORM: ANY PERSON WHO KNOWINGLY PRESENTS FALSE OR FRAUDULENT CLAIM FOR THE PAYMENT OF A LOSS IS GUILTY OF A CRIME AND MAY BE SUBJECT TO FINES AND CONFINEMENT IN STATE PRISON.

THE FOLLOWING IS A LIST OF ABBREVIATIONS OR SYMBOLS THAT MAY BE USED TO DESCRIBE WORK TO BE DONE OR PARTS TO BE REPAIRED OR REPLACED:
MOTOR ABBREVIATIONS/SYMBOLS: D=DISCONTINUED PART, A=APPROXIMATE PRICE. LABOR TYPES: B=BODY LABOR, D=DIAGNOSTIC, E=ELECTRICAL, F=FRAME, G=GLASS, M=MECHANICAL, P=PAINT LABOR, S=STRUCTURAL, T=TAXED MISCELLANEOUS, X=NON TAXED MISCELLANEOUS. PATHWAYS: ADJ=ADJACENT, ALGN=ALIGN, A/M=AFTERMARKET, BLND=BLEND, CAPA=CERTIFIED AUTOMOTIVE PARTS ASSOCIATION, D&R=DISCONNECT AND RECONNECT, EST=ESTIMATE, EXT. PRICE=UNIT PRICE MULTIPLIED BY THE QUANTITY, INCL=INCLUDED, MISC=MISCELLANEOUS, NAGS=NATIONAL AUTO GLASS SPECIFICATIONS, NON-ADJ=NON ADJACENT, O/H=OVERHAUL, OP=OPERATION, NO=LINE NUMBER, QTY=QUANTITY, RECOND=RECONDITION, REFN=REFINISH, REPL=REPLACE, R&I=REMOVE AND INSTALL, R&R=REMOVE AND REPLACE, RPR=REPAIR, RT=RIGHT, SECT=SECTION, SUBL=SUBLET, LT=LEFT, W/O=WITHOUT, W/_=WITH/_ SYMBOLS: #=MANUAL LINE ENTRY, *=OTHER [IE..MOTORS DATABASE INFORMATION WAS CHANGED], **=DATABASE LINE WITH AFTERMARKET, N=NOTES ATTACHED TO LINE. OPT OEM=ORIGINAL EQUIPMENT MANUFACTURER PARTS EITHER OPTIONALLY SOURCED OR OTHERWISE PROVIDED WITH SOME UNIQUE PRICING OR DISCOUNT.

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RO Number: [redacted]

Vehicle: 2013 FORD F150 4X4 SUPERCREW FX4 4D SHORT 6-3.5L-T GREY

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DR2MA09, CCC Data Date 6/1/2015, and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships. OPT OEM or ALT OEM parts may reflect some specific, special, or unique pricing or discount. OPT OEM or ALT OEM parts may include "Blemished" parts provided by OEM's through OEM vehicle dealerships. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. The symbol (<>) indicates the refinish operation WILL NOT be performed as a separate procedure from the other panels in the estimate. Non-Original Equipment Manufacturer aftermarket parts are described as Non OEM or A/M. Used parts are described as LKQ, RCY, or USED. Reconditioned parts are described as Recond. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries.

Some 2015 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The CCC ONE estimator has a complete list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

The following is a list of additional abbreviations or symbols that may be used to describe work to be done or parts to be repaired or replaced:

SYMBOLS FOLLOWING PART PRICE:
m=MOTOR Mechanical component. s=MOTOR Structural component. T=Miscellaneous Taxed charge category. X=Miscellaneous Non-Taxed charge category.

SYMBOLS FOLLOWING LABOR:
D=Diagnostic labor category. E=Electrical labor category. F=Frame labor category. G=Glass labor category. M=Mechanical labor category. S=Structural labor category. (numbers) 1 through 4=User Defined Labor Categories.

OTHER SYMBOLS AND ABBREVIATIONS:
Adj.=Adjacent. Algn.=Align. ALU=Aluminum. A/M=Aftermarket part. Blnd=Blend. BOR=Boron steel. CAPA=Certified Automotive Parts Association. D&R=Disconnect and Reconnect. HSS=High Strength Steel. HYD=Hydroformed Steel. Incl.=Included. LKQ=Like Kind and Quality. LT=Left. MAG=Magnesium. Non-Adj.=Non Adjacent. NSF=NSF International Certified Part. O/H=Overhaul. Qty=Quantity. Refn=Refinish. Repl=Replace. R&I=Remove and Install. R&R=Remove and Replace. Rpr=Repair. RT=Right. SAS=Sandwiched Steel. Sect=Section. Subl=Sublet. UHS=Ultra High Strength Steel. N=Note(s) associated with the estimate line.

CCC ONE Estimating - A product of CCC Information Services Inc.

The following is a list of abbreviations that may be used in CCC ONE Estimating that are not part of the MOTOR CRASH ESTIMATING GUIDE:
BAR=Bureau of Automotive Repair. EPA=Environmental Protection Agency. NHTSA= National Highway Transportation and Safety Administration. PDR=Paintless Dent Repair. VIN=Vehicle Identification Number.

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PE16-003 000104LC - SUBJECT

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Payments Payment Settings

Payments ▸ CLR Help

Review Payments

Requested Date	Amount	Payees	Issued Date	Method	Status
06/10/2015	$298.62	TAG COLLISION REPAIR CENTER	06/10/2015	Printed check	Cleared
05/23/2015	$413.10	ENTERPRISE LEASING COMPANY	06/08/2015	Electronic funds transfer	Complete
05/21/2015	$500.00	CHESTER M KOLLEY	05/21/2015	Electronic funds transfer	Complete
05/12/2015	$97.85	THE CROSS COUNTRY GROUP	05/14/2015	Electronic funds transfer	Complete
05/04/2015	$2,875.64	CHESTER M KOLLEY	05/04/2015	Electronic funds transfer	Complete

Refresh Exit

To Top

MR. [redacted] /R # 509 DOL: 05/01/2015

Toolbar Add Documentation Review Documentation Integrated View Back Exit To Bottom

Auto Loss

Invoice Details

General Info

Invoice Number: [redacted]
Type of Invoice: Rental
Service Provider Name: ENTERPRISE LEASING COMPANY
Service Provider Reference Number: C430724835
Invoice Amount: $413.10
Associated to: 2013 - FORD F-150 CRCAB 4X4 SPR CREW
Invoice Date: 05/22/2015
Date Received in Claims: 05/23/2015
eDoc: No

Rental Details

Charges Start: 05/01/2015
Rental Start: 05/01/2015
Charges End: 05/15/2015
Rental End: 05/15/2015
USAA Paid Rental Days: 15
Total Rental Days: 15

Invoice Status

Updated By: SYSTEM
Status: Approved
Process Date: 05/23/2015
Reason:

Category	Description	Comments	Service Date	Pre-tax Amount	Sales Tax Amount	Total Amount
RENT	Daily Rental Rate	2014 DODG AVEN STANDARD 15 DAY @ 25.50	05/01/2015 - 05/15/2015	382.50	0.00	382.50
SLSTX	Sales Tax			30.60	0.00	30.60
			Totals:	413.10	0.00	413.10

Back Exit

To Top

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MR. [redacted] L/R # 509 DOL: 05/01/2015

Toolbar ▶ Add Documentation Review Documentation Integrated View Exit To Bottom

Auto Loss

Invoice Details

General Info

Invoice Number: [redacted] **Type of Invoice:** Vehicle Release Tow

Service Provider Name: CROSS COUNTRY MOTOR CLUB **Service Provider Reference Number:** C042530679

Invoice Amount: $97.85 **Associated to:** K[redacted]

Invoice Date: 05/11/2015 **Date Received in Claims:** 05/11/2015

eDoc: No

Invoice Status

Updated By: F5632 **Status:** Approved

Process Date: 05/12/2015 **Reason:**

Category	Description	Comments	Service Date	Pre-tax Amount	Sales Tax Amount	Total Amount
Vehicle	TOW AND SERVICE		05/05/2015 - 05/05/2015	97.85	0.00	97.85
			Totals:	97.85	0.00	97.85

Back Exit

To Top

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PE16-003 000107LC - SUBJECT

[redacted]

[redacted]

[redacted]

[redacted] Hemet, CA [redacted]
E-Mail: d[redacted]

Date: September 1, 2015

Ford Motor Company
Customer Relationship Center
P.O. Box 6248
Dearborn, MI 48126

Dear Sir or Madam:

On January 1, 2014, I purchased a new (2013) Ford F150 at my local Ford dealership, Gosch Ford in Hemet, California. As the owner of a professional wedding entertainment company (www.temporarytempo.com) it is imperative that I have a vehicle that is dependable. Missing someone's wedding day because my vehicle broke down would be detrimental to my company. On August 17, 2015, my 2013 F150 with 36,443 miles (443 past the factory warranty) suffered complete brake failure. While backing out of a driveway, the brake pedal went right to the floorboard. My truck continued in reverse, striking a metal fence and coming to rest in an ornamental planter. I was in complete shock. The truck was less than two years old! I applied the parking brake and got out of the truck. I checked for leaks, there were none. Brake fluid reservoir was completely empty.

I had my truck towed to a Ford dealership (Gosch Ford); they said the brake booster and master cylinder were bad. I asked if there was some type of recall on the brake system, they said no. The service advisor, Benjamin Pena, said the truck was out of warranty (by 443 miles) and the repair of the brake system would not be covered by warranty. Knowing that I absolutely needed my truck for an upcoming wedding, I authorized the $800 for repairs. Mr. Pena stated the parts were on order and the truck would be repaired in seven days. I would need to rent a replacement vehicle, but at least I would have my work truck back in service.

The next day, Mr. Pena called me (leaving a voice mail message) stating the brake parts were on a nationwide backorder and would not be available for five to six weeks! I couldn't believe it. I would certainly loose my business if my truck was going to be at Gosch Ford for five to six weeks. A nationwide backorder? Why were these brake parts in such a high demand? Perhaps a manufacturing defect or flaw? My only option was to check for aftermarket parts at another repair shop. I called a local service center (Ramona Tire) and advised them of my dilemma. After an hour, Ramona Tire called me back and let me know that the stock parts were available at a local dealership. Redlands Ford was approximately 20 Miles from Gosch Ford. Ramona Tire said they could have the parts next day. Needless to say, I had my truck towed to Ramona Tire, the brake master cylinder and brake booster replaced with original Ford parts and was driving the truck home by sunset.

My concerns are that the brake master cylinder on my F-150 catastrophically failed before the factory tires needed replacement. There was no warning of the failure when the master cylinder leaked all the brake fluid into the brake booster. Thankfully, the collision was minor and damage was limited to the rear bumper. The Ford service advisor didn't care that the truck was only 443 miles out of warranty and was content with having the truck sit at the dealership for five to six weeks while the parts were on order. Perhaps he could have called around to other dealerships? It was an easy task for the mechanics at Ramona Tire to call around and find the replacement parts very quickly. I am satisfied with the performance of the F-150 and the Eco Boost engine. The service department at Gosch Ford and the failure of a critical brake component has left a bitter taste in my mouth. I only hope that the truck will provide dependable service over the next few years until I can afford to purchase a replacement.

I have attached copies of the repair estimates and invoices for Gosch Ford and Ramona Tire. I have also saved the voice mail message from the Ford service advisor and can send it to you upon request.

[redacted]
Temporary Tempo Mobile Entertainment, Owner

Gosch Ford
150 Carriage Circle
Hemet, CA 92545
951-658-1370 Fax 951-766-1252

WORK ORDER

RO NUMBER: [redacted]
TAG: [redacted]

Page Number: 1
Franchise Code: 05418
Todays Date: AUG 18 15
Time Printed: 8 02 AM
Copy # 1

I hereby authorize the repair work to be done along with the necessary materials, and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant your employees permission to operate the vehicle herein described on streets, highways or eleswhere for the purpose of testing and/or inspections. BY LAW YOU MAY CHOOSE ANOTHER LICENSED FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY

B.A.R. REG. # ARD00007386 B.A.R. # RC00007386
Body Shop B.A.R. # ARDS00218563 EPA # 983606864

Notice To Our Customers

Our Charges are not based on actual technicians time. Factors which influence labor charges may include job complexity, specialized training and equipment, and length of time required for the specific job. You will be charged no more than the estimated price approved by you. If we discover that additional or different repairs are necessary, you will be contacted in advance for your approval

CUSTOMER SIGNATURE X	Time Received 7 58 AM	CUST_U [redacted] VEH_U = 624685	Customer Number 1156167
Estimate of Repairs $110.00	Filter Oil Brand Qts	TERMS: ☐ CASH ☐ CHECK ☐ CREDIT CARD PARTS: ☐ SAVE ☒ DISCARD	

CUSTOMER INFORMATION

[redacted]
Hemet, CA [redacted]
Spouse
Phone (H) [redacted]
Phone (W)
Phone (C)
Phone Oth
Comments
(951) 769-2000

VEHICLE INFORMATION

Year 2013
Make Ford
Model F150
Color Silver
VIN 1FTFW1ET3 DF[redacted]
License Number 5[redacted]
Stock #
In Service Date
Source N
Engine
Slspsn Warf,Byron
SL Dat DEC 31 13

SERVICE INFORMATION

R.O. Number [redacted]
Service Writer Benjamin Pena
Date In AUG 18 15
Completion Date
Miles In 36,443
Miles Out

Service Contract Name Number
Expires:
Mileage: 0
Deduct: 0.00

Time Promised 5 00 PM

LABOR INSTRUCTIONS

1 OPERATION CODE 03 TECH #
FAILURE CODE
C / CUSTOMER STATES BRAKE PEDEL WILL GO TO FLOOR. CHECK AND ADVISE

CAUSE :
CORRECTION :

2 OPERATION CODE 00-APP TECH #
FAILURE CODE
C / We have set your next service appointment, We will email and/or call you prior to this date, and if you need to reschedule, we will take care of this for you.
X_____

CAUSE :
CORRECTION :

3 OPERATION CODE 00FOZTIS TECH #
FAILURE CODE
C / TIRE INFLATION SERVICE SET TIRES TO FACTORY SPECS

CAUSE :
CORRECTION :

4 OPERATION CODE 00FOZ99P TECH #
FAILURE CODE
C / Perform a Complimentary multi-point visual inspection,including check and adjust tire pressures. a $49.95 value.

CAUSE :
CORRECTION :

Office of the General Counsel

Ford Motor Company
Product Claims Department
P.O. Box 70
Dearborn, Michigan 48121-0070

[redacted]
HEMET, CA [redacted]

OGC Lit
Product Claims

September 28, 2015

OCT 27 2015

RE: 2013 F-Series
VIN: 1FTFW1ET3DF[redacted]

Dear Mr. [redacted]

Thank you for submitting your claim related to your Ford vehicle for review. Ford values its customers and strives to provide the best vehicles and world class customer service. Our goal is to handle your claim in a timely and fair manner.

Information About the Incident

Please provide the following information that may be helpful to us in evaluating this matter:

- What vehicle part or parts is the subject of the claim?
  BRAKE MASTER CYLINDER / BOOSTER
  - Has that part been repaired or replaced since the time of the incident?
    (circle one) (Yes) or **No**
- At the time of the incident:
  - What was the vehicle mileage? 36,443
  - Was the vehicle engine running? (circle one) (Yes) or **No**
  - Were the keys in the ignition of the vehicle? (circle one) (Yes) or **No**
- List any after-market items installed on the vehicle (for example, alarms, remote starters or lift kits):
  LINE-X BED LINER
- Where is your vehicle currently located?
  @ HOME - DRIVEWAY

Please provide copies of the following documents when you complete and return this form:

- The title, vehicle registration, and bill of sale;
- Color photographs of the vehicle, including other property, if any, that was damaged (please include the last 6 digits of the VIN on the back of each photo);
- A police and/or fire report related to the incident;
- Written verification from your insurance company that it is not paying for the same loss;
- Any repair estimate, invoice or receipts for which you are seeking reimbursement; and
- Documents indicating the vehicle service history.

Providing Necessary Information

Thank you for bringing this claim to our attention. So that we can adequately review your claim, please provide the requested information within 90 days, or we will assume that you are not interested in pursuing a claim and will close our file.

Sincerely,

Marquis Morris
Legal Analyst-OGC Product Claims
Email: mmorri20@ford.com
Fax: 866-380-3583



PE16-003 000114LC - SUBJECT



PE16-003 000115LC - SUBJECT



PE16-003 000116LC - SUBJECT



DEFECTIVE BOOSTER

PE16-003 000117LC - SUBJECT


Motorcraft
Contents conform to Federal Motor Vehicle Safety Standards, if any are applicable.
ONE
BRB-146-
DL3Z-2005-E
BOOSTER
MADE IN MEXICO
H7518
2915141-63
073015
Recommended by Ford Motor Company.
FORD MOTOR COMPANY, DEARBORN, MI 48126
PRINTED IN USA © 2011, Ford Motor Company ML1194 REV 12/11
Motorcraft® is a registered trademark of Ford Motor Company.
Motorcraft.com
FORD MEMPHIS HIGH VOLUME CENTER
5345 HICKORY HILL ROAD
MEMPHIS TN 38141
TO CAL – STATE AUTO PARTS
1361 N RED GUM ST
ANAHEIM CA 92806
USA
32822
Con Grp
F3 – 782
WO # 1568558
WT # 6725921
R O D
FM4918
1KA – F3
PO # 5316
LOCATION
K21 – 17 – A1
MOTORCRAFT
BRB146
PART NUMBER
DL3Z 2005 E
QUAN
ONE
FedEx CAD#
TRK#
0201
TUE – 11 AUG AA
** 2DAY **
92806
CA – US
LGB
WEIGHT
012 LB
DIM:
019X012X016

NEW BOOSTER

[redacted]

FORD NEW YORK HVC
280 PROSPECT PLAINS..
CRANBURY NJ 08512
USA

TO: CAL-STATE AUTO PARTS
1361 N RED GUM ST.
ANAHEIM CA 92806
USA

32822

Con Grp
FL-98

DATE	ODO#	WO #	WT #	R	O	D
071515	5412076	1247621	5171200			

		PO #
DC0502	1WA-FL	5952

LOCATION	MOTORCRAFT	PART NUMBER	QUAN
J13-26-A2	BRMC212	DL3Z 2140 A	ONE

FedEx CAD# 733

TRK# [redacted]

THU - 16 JUL AA
STANDARD OVERNIGHT

92806

0201

92 FULA

CA-US LGB

[redacted]

WEIGHT
004 LB
DIM:
009X006X010

50DC2/1B2D/7EFB

RT 509
FZ 16:00
9962
07.16

NEW MASTER CYLINDER

PE16-003 000119LC - SUBJECT



PE16-003 000120LC - SUBJECT



PE16-003 000121LC - SUBJECT



PE16-003 000122LC - SUBJECT

MISSOURI DEPARTMENT OF CONSERVATION

Case Print Report

Case Number [redacted]

Case Opened Date 11/10/2015 10:21 AM

Case Closed Date 11/10/2015

Case Status Resolved

Case Last Modified 11/10/2015 11:24 AM

Responsible Team Tier 1 Fleet

Case Classification Legal > Alleged Accident/Property Damage or Fire (Visible flames) due to Product Defect > Customer does not have insurance > Requests Financial Assistance

Customer Name MISSOURI DEPT. OF CONSERVATION

Customer Number 55592023505

PO BOX 180

JEFFERSON CITY MO 65102

Email

Dealer Joe Machens Ford Lincoln

VIN 1FTFX1ET5DK[redacted]

Year 2013 **Make** FORD

Model F-SERIES **Body Style** X1E - F150 4X4 SUPERCAB - STYLESIDE

Symptom

Level 1 Stop/Steer/Ride

Level 2 Stopping

Level 3 Performance/Effectiveness

Level 4 Inoperative

Case Print Report

Case Number [redacted]

Agent Name	Note Created On
Roberta Raszipovits	11/10/2015 10:35 AM

Cust Says:
Cust adv that the driver was going around a curve. Cust states that the driver attempted to decelerate. They hit the brakes 4 times and they didn't work. Driver hit a tree. Cust adv that they looking for poachers. Veh is with the agent. Not been to a dlr. Cust adv that he has two other veh's that he has had to replace the brake boosters. Cust adv that he currently has 31 of these veh's and three have had issues. Two have already had the brake boosters replaced.

Cust adv that they are a loyal cust. They just ordered multiple veh's and are getting ready to

1. Has the customer filed a claim with their insurance company? (Yes or No). No. They are self insured.
2. If a claim has been filed with their insurance company, what is the status of the claim?
3. Is the vehicle repairable? Yes. Both airbags deployed.
4. Were any injuries sustained? If yes, provide the first and last name of all injured parties. No.
5. What are you seeking from Ford Motor Company? Cust wants fmc to replace all the brake boosters on all of the 2013 F -150's that he has. Cust adv that he has around 31 of them.
6. What was the date of the accident? 11/8/15.
7. What product defect is alleged to have caused the accident? Brakes failed.
8. What is the city and state where the accident occurred? Fulton, MO
9. Was a police report filed? Yes.
10. If a police report was filed, what were the findings? No. Cust adv that they did say that there was no evidence of skid marks
11. What is the police report number and in what city and county was the report filed? Callaway County.
12. What is the name and address of the customer's attorney? (Ask this question only if the customer mentions they have sought/retained an attorney). N/a.
13. What mailing address would you like our Office of General Council to send your written response to? (Document the full address).

Per Cust Dlr Says:
N/a.

CRC Says:
Unable to adv cust. Had to call cust back. Unable to reach and had to leave a v/m. Will attempt to reach cust by cob today. Left case number on v/m.

William King 11/10/2015 10:51 AM

CUST SAYS:
I am returning call. I could not stay on phone I will be here another 30 minutes.

PER CUST,DLR SAY:
NA

CRC ADVISED:
I will give CSR msg

Case Print Report

Case Number [redacted]

Roberta Raszipovits 11/10/2015 11:22 AM

OBC to cust. Spoke with Delegate. Cust adv that he received some updated information. Their passenger was taken to the hospital with a knee injury. Cust doesn't have name info at this time. Cust adv that he is trying to get a copy of the police report.

Cust adv to mail packet to:
c/o Gary Crawford
Po Box 180
Jefferson City, MO 65102

Roberta Raszipovits 11/10/2015 11:23 AM

Cust adv that the two other veh's that he had the brake booster replaced was 1ftfx1et9dkf99246, and 1ftfx1et3dkf99226.

Case

[redacted]

General Info

Overview

Case Number	[redacted]	Status	Resolved
Priority		Owner	Tier 1 Fleet
Expected Resolution Date		Status Reason	Resolved | Closed
Input Channel	Phone		

Close Case

Close Case Info

Resolution Type	Addressed	Comments	
Closure Type	Resolved		

Customer Info

Advanced Search

Search On	Contact	Search By	

Customer Name	MISSOURI DEPT. OF CONSERVATION	Caller Type	
Best Contact Method		Use for Reply-To	
Best Daytime Phone		Customer Delegate	Gary Crawford
Customer Home Phone	(573) 528-9941	Customer Delegate Phone	5735224115 x 3283
Customer Business Phone	(660) 239-4245	Relationship	Maintenance Supervisor
Customer Mobile Phone			
Vehicle Purchase Status	Subsequent Owner		

PE16-003000120C5 SUBJECT

Current CLP LTV Score	FLT

Customer Scores

Loyalty Score		Defector Score	
CLP LTV Score	FLT	Dissat Score	
In-Market		ESP Score	
Likelihood to Service		Service Segments	
Loyalty Segment - Mexico			

Dealer Info

Dealer Info

Dealer Name	Joe Machens Ford Lincoln		
Dealer PA Code	08615	Dealer Service Manager	
Dealer Phone Number	(573) 445-4411	More than one Service Manager	No
Dealer Contact		Service Mgr Phone	
		Portal Status	No New Message
FMCC Branch Code			

Vehicle Info

Vehicle Info

VIN	1FTFX1ET5D[redacted]	Mileage	161
Warranty Start Date	10/7/2013	Mileage Units	Miles
Vehicle Modifications	No	Hours in Service	
Original Selling Dealer	Dave Sinclair Ford, Inc.	Converted Mileage	
Original Selling PA	08199	Days Out of Service	
		Number of Repairs	

Vehicle Specification

Vehicle Specification Full Path	2013 > FORD > F-SERIES > X1E - F150 4X4 SUPERCAB - STYLESIDE		
Model Year	2013	**Engines Specification**	3.5L V6 GAS DOHC TIVCT
Make	FORD	**Transmissions Specification**	6 SPD AUTO TRANS (6R80)
Model / Vehicle Line	F-SERIES		
Body Style	X1E - F150 4X4 SUPERCAB - STYLESIDE		

Case Classification

Classification

Responsible Team	Tier 1 Fleet
Case Classification Full Path	Legal > Alleged Accident/Property Damage or Fire (Visible flames) due to Product Defect > Customer does not have insurance > Requests Financial Assistance
Case Classification Level 1	Legal
Case Classification Level 2	Alleged Accident/Property Damage or Fire (Visible flames) due
Case Classification Level 3	Customer does not have insurance
Case Classification Level 4	Requests Financial Assistance

Classification

Initial Contact Target	11/12/2015 1:21 AM	**Initial Contacted**	No
Case Closure Target		**Initial Contact Date**	

Symptom Code

Symptom Code	Stop/Steer/Ride > Stopping > Performance/Effectiveness > Inoperative
Level 1	Stop/Steer/Ride
Level 2	Stopping
Level 3	Performance/Effectiveness
Level 4	Inoperative

Miscellaneous Info

Miscellaneous Info

Master Case

Caller Authorization Code 0006380777

Stars ID

Tech Hotline No

FSA Number

Campaign Number

Repair Order Number

Chat UID

Contract Info

Ford Credit Contract #

Form Letter Code

ESP Contract #

Non-Ford ESP No

Activities

All Activities

Subject	Activity Type	Activity Status	Priority	Date Created
Case Resolution	Case Resolution	Completed	Normal	11/10/2015 11:...
Close Case	Close Case	Completed	Normal	11/10/2015 11:...
CALL To - 5735224115	Phone Call	Completed	Normal	11/10/2015 11:...
CALL To - 66081	Phone Call	Completed	Normal	11/10/2015 10:...
Schedule Follow-Up	Appointment	Completed	Normal	11/10/2015 10:...
Schedule Follow-Up	Schedule Follow-Up	Completed	Normal	11/10/2015 10:...
CALL To - 5735224115	Phone Call	Completed	Normal	11/10/2015 10:...
CALL To - 66083	Phone Call	Completed	Normal	11/10/2015 10:...

1 - 8 of 8 (0 selected) Page 1

Notes & Article

Notes

Title: Note created on 11/10/2015 11:23 AM by Roberta Raszipovits, Default Team: Tier 1 Fleet
Cust adv that the two other veh's that he had the brake booster replaced was 1ftfx1et9dkf99246, and 1ftfx1et3dkf99226.
Roberta Raszipovits **11/10/2015 11:23 AM**
Title: Note created on 11/10/2015 11:22 AM by Roberta Raszipovits, Default Team: Tier 1 Fleet
OBC to cust. Spoke with Delegate. Cust adv that he received some updated information. Their passenger was taken to the hospital with a knee injury. Cust doesn't have name info at this time. Cust adv that he is trying to get a copy of the police report. Cust adv to mail packet to: c/o Gary Crawford Po Box 180 Jefferson City, MO 65102

PE16-003 000130LC - SUBJECT

Roberta Raszipovits **11/10/2015 11:22 AM**
Title: Note created on 11/10/2015 10:51 AM by William King, Default Team: Tier 1 Fleet
CUST SAYS: I am returning call. I could not stay on phone I will be here another 30 minutes. PER CUST,DLR SAY: NA CRC ADVISED: I will give CSR msg
William King **11/10/2015 10:51 AM**
Title: Note created on 11/10/2015 10:35 AM by Roberta Raszipovits, Default Team: Tier 1 Fleet
Cust Says: Cust adv that the driver was going around a curve. Cust states that the driver attempted to decelerate. They hit the brakes 4 times and they didn't work. Driver hit a tree. Cust adv that they looking for poachers. Veh is with the agent. Not been to a dlr. Cust adv that he has two other veh's that he has had to replace the brake boosters. Cust adv that he currently has 31 of these veh's and three have had issues. Two have already had the brake boosters replaced. Cust adv that they are a loyal cust. They just ordered multiple veh's and are getting ready to 1. Has the customer filed a claim with their insurance company? (Yes or No). No. They are self insured. 2. If a claim has been filed with their insurance company, what is the status of the claim? 3. Is the vehicle repairable? Yes. Both airbags deployed. 4. Were any injuries sustained? If yes, provide the first and last name of all injured parties. No. 5. What are you seeking from Ford Motor Company? Cust wants fmc to replace all the brake boosters on all of the 2013 F -150's that he has. Cust adv that he has around 31 of them. 6. What was the date of the accident? 11/8/15. 7. What product defect is alleged to have caused the accident? Brakes failed. 8. What is the city and state where the accident occurred? Fulton, MO 9. Was a police report filed? Yes. 10. If a police report was filed, what were the findings? No. Cust adv that they did say that there was no evidence of skid marks 11. What is the police report number and in what city and county was the report filed? Callaway County. 12. What is the name and address of the customer's attorney? (Ask this question only if the customer mentions they have sought/retained an attorney). N/a. 13. What mailing address would you like our Office of General Council to send your written response to? (Document the full address). Per Cust Dlr Says: N/a. CRC Says: Unable to adv cust. Had to call cust back. Unable to reach and had to leave a v/m. Will attempt to reach cust by cob today. Left case number on v/m.
Roberta Raszipovits **11/10/2015 10:35 AM**

Article

Article

Admin Info

Admin Info

Created By	Roberta Raszipovits	**Modified By**	Roberta Raszipovits
Created On	11/10/2015 10:21 AM	**Modified On**	11/10/2015 11:24 AM
Begin Date	11/10/2015	**Case Type**	
Title	[redacted]	**Source Created By**	

PE16-003 000130 CS SUBJECT

[redacted]

[redacted]

SUM-100

SUMMONS
(CITACION JUDICIAL)

FOR COURT USE ONLY
(SOLO PARA USO DE LA CORTE)

FILED
SUPERIOR COURT OF CALIFORNIA
COUNTY OF RIVERSIDE
MAY 11 2015
B. Ellicott

NOTICE TO DEFENDANT:
(AVISO AL DEMANDADO):

FORD MOTOR COMPANY, a Delaware Corporation; and DOES 1 through 20, inclusive;

YOU ARE BEING SUED BY PLAINTIFF:
(LO ESTÁ DEMANDANDO EL DEMANDANTE):

[redacted] an individual;

NOTICE! You have been sued. The court may decide against you without your being heard unless you respond within 30 days. Read the information below.

You have 30 CALENDAR DAYS after this summons and legal papers are served on you to file a written response at this court and have a copy served on the plaintiff. A letter or phone call will not protect you. Your written response must be in proper legal form if you want the court to hear your case. There may be a court form that you can use for your response. You can find these court forms and more information at the California Courts Online Self-Help Center (*www.courtinfo.ca.gov/selfhelp*), your county law library, or the courthouse nearest you. If you cannot pay the filing fee, ask the court clerk for a fee waiver form. If you do not file your response on time, you may lose the case by default, and your wages, money, and property may be taken without further warning from the court.

There are other legal requirements. You may want to call an attorney right away. If you do not know an attorney, you may want to call an attorney referral service. If you cannot afford an attorney, you may be eligible for free legal services from a nonprofit legal services program. You can locate these nonprofit groups at the California Legal Services Web site (*www.lawhelpcalifornia.org*), the California Courts Online Self-Help Center (*www.courtinfo.ca.gov/selfhelp*), or by contacting your local court or county bar association. **NOTE:** The court has a statutory lien for waived fees and costs on any settlement or arbitration award of $10,000 or more in a civil case. The court's lien must be paid before the court will dismiss the case. *¡AVISO! Lo han demandado. Si no responde dentro de 30 días, la corte puede decidir en su contra sin escuchar su versión. Lea la información a continuación.*

Tiene 30 DÍAS DE CALENDARIO después de que le entreguen esta citación y papeles legales para presentar una respuesta por escrito en esta corte y hacer que se entregue una copia al demandante. Una carta o una llamada telefónica no lo protegen. Su respuesta por escrito tiene que estar en formato legal correcto si desea que procesen su caso en la corte. Es posible que haya un formulario que usted pueda usar para su respuesta. Puede encontrar estos formularios de la corte y más información en el Centro de Ayuda de las Cortes de California (www.sucorte.ca.gov), en la biblioteca de leyes de su condado o en la corte que le quede más cerca. Si no puede pagar la cuota de presentación, pida al secretario de la corte que le dé un formulario de exención de pago de cuotas. Si no presenta su respuesta a tiempo, puede perder el caso por incumplimiento y la corte le podrá quitar su sueldo, dinero y bienes sin más advertencia.

Hay otros requisitos legales. Es recomendable que llame a un abogado inmediatamente. Si no conoce a un abogado, puede llamar a un servicio de remisión a abogados. Si no puede pagar a un abogado, es posible que cumpla con los requisitos para obtener servicios legales gratuitos de un programa de servicios legales sin fines de lucro. Puede encontrar estos grupos sin fines de lucro en el sitio web de California Legal Services, (www.lawhelpcalifornia.org), en el Centro de Ayuda de las Cortes de California, (www.sucorte.ca.gov) o poniéndose en contacto con la corte o el colegio de abogados locales. AVISO: Por ley, la corte tiene derecho a reclamar las cuotas y los costos exentos por imponer un gravamen sobre cualquier recuperación de $10,000 ó más de valor recibida mediante un acuerdo o una concesión de arbitraje en un caso de derecho civil. Tiene que pagar el gravamen de la corte antes de que la corte pueda desechar el caso.

CASE N (Núm) [redacted]

The name and address of the court is:
(El nombre y dirección de la corte es): Historic Courthouse
4050 Main Street
Riverside, CA 92501

The name, address, and telephone number of plaintiff's attorney, or plaintiff without an attorney, is:
(El nombre, la dirección y el número de teléfono del abogado del demandante, o del demandante que no tiene abogado, es):
David N. Barry, Esq. 11835 W. Olympic Blvd., Suite 465, Los Angeles, CA 90064 (310) 684-5859

DATE: *(Fecha)* MAY 11 2015 Clerk, by *(Secretario)* [signature] , Deputy *(Adjunto)*

(For proof of service of this summons, use Proof of Service of Summons *(form POS-010).)*
(Para prueba de entrega de esta citatión use el formulario Proof of Service of Summons, *(POS-010)).*

[SEAL]

NOTICE TO THE PERSON SERVED: You are served
1. ☐ as an individual defendant.
2. ☐ as the person sued under the fictitious name of *(specify):*
3. ☑ on behalf of *(specify):* Ford Motor Company
   under: ☑ CCP 416.10 (corporation) ☐ CCP 416.60 (minor)
   ☐ CCP 416.20 (defunct corporation) ☐ CCP 416.70 (conservatee)
   ☐ CCP 416.40 (association or partnership) ☐ CCP 416.90 (authorized person)
   ☐ other *(specify):*
4. ☑ by personal delivery on *(date):* 5/21/15 @ 11AM

Page 1 of 1

Form Adopted for Mandatory Use
Judicial Council of California
SUM-100 [Rev. July 1, 2009]

SUMMONS

Code of Civil Procedure §§ 412.20, 465
www.courtinfo.ca.gov

DAVID N. BARRY, ESQ. (SBN 219230)
THE BARRY LAW FIRM
11835 W. Olympic Blvd., Suite 465
Los Angeles, CA 90064
Telephone: 310.684.5859
Facsimile: 310.862.4539

Attorneys for Plaintiff, [redacted]

FILED
SUPERIOR COURT OF CALIFORNIA
COUNTY OF RIVERSIDE
MAY 11 2015
B. Ellicomestas

SUPERIOR COURT OF THE STATE OF CALIFORNIA

FOR THE COUNTY OF RIVERSIDE – HISTORIC COURTHOUSE

A[redacted] an individual;

Plaintiff,

v.

FORD MOTOR COMPANY, A Delaware Corporation; and DOES 1 through 20, inclusive,

Defendants.

Case No. [redacted]

COMPLAINT FOR DAMAGES

Assigned for all purposes to the Hon. in Dept.

1. Breach of Implied Warranty of Merchantability under the Song-Beverly Warranty Act.
2. Breach of Express Warranty under the Song-Beverly Warranty Act.

JURY TRIAL DEMANDED.

PE16-003 000134LC - SUBJECT

PLAINTIFF [redacted], an individual, hereby alleges and complains as follows:

GENERAL ALLEGATIONS COMMON TO ALL CAUSES OF ACTION

1. Plaintiff is an individual, residing in the County of Riverside, in the State of California.

2. Defendant, FORD MOTOR COMPANY (hereinafter referred to as "Manufacturer"), is a corporation doing business in the County of Riverside, State of California, and, at all times relevant herein, was/is engaged in the manufacture, sale, distribution, and/or importing of Ford motor vehicles and related equipment.

3. The true names and capacities, whether individual, corporate, associate, or otherwise, of the Defendants, Does 1 through 20, inclusive, are unknown to Plaintiff who therefore sues these Defendants by such fictitious names. Plaintiff will seek leave to amend this Complaint to set forth their true names and capacities when they have ascertained them. Further, Plaintiff is informed and believes, and thereon alleges, that each of the Defendants designated herein as a "Doe" is responsible in some manner for the events and happenings herein referred to and caused injury and damage to Plaintiff as herein alleged.

4. Plaintiff is informed and believes, and thereon alleges, that at all times herein mentioned, Defendants, and each of them, were the agents, servants, and/or employees of each of their Co-Defendants. Plaintiff is informed and believes, and thereon alleges, that in doing the things hereinafter alleged Defendants, and each of them, were acting in the course and scope of their employment as such agents, servants, and/or employees, and with the permission, consent, knowledge, and/or ratification of their Co-Defendants, principals, and/or employers.

5. On or about February 12, 2014, defendants Manufacturer and Does 1 through 20 inclusive, manufactured and/or distributed into the stream of commerce a new 2014 Ford F150, VIN 1FTFW1ET9EK[redacted] (hereinafter referred to as the "Vehicle") for its eventual sale/lease in the State of California.

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PE16-003 000135LC - SUBJECT

6. On or about march 7, 2014, Plaintiff purchased, for personal, family, and/or household purposes, the subject Vehicle from the Seller for a total consideration over the term of the installment contract of approximately $40,000.00. The purchase agreement is in the possession of Defendants.

7. The subject Vehicle was/is a "new motor vehicle" under the Song-Beverly Warranty Act.

8. Along with the purchase of the Vehicle, Plaintiff received written warranties and other express and implied warranties including, but not limited to, warranties from Manufacturer and Seller that the Vehicle and its components would be free from all defects in material and workmanship; that the Vehicle would pass without objection in the trade under the contract description; that the Vehicle would be fit for the ordinary purposes for which it was intended; that the Vehicle would conform to the promises and affirmations of fact made; that Defendants, and each of them, would perform any repairs, alignments, adjustments, and/or replacements of any parts necessary to ensure that the Vehicle was free from any defects in material and workmanship; that Defendants, and each of them, would maintain the utility of the Vehicle for Three (3) years or 36,000 miles, and a five (5) year-60,000 mile power train warranty; and would conform the Vehicle to the applicable express warranties. (A copy of the written warranty is in the possession of the Defendants).

9. Plaintiff has duly performed all the conditions on Plaintiff's part under the purchase agreement and under the express and implied warranties given to plaintiff, except insofar as the acts and/or omissions of the Defendants, and each of them, as alleged herein, prevented and/or excused such performance.

10. Plaintiff has delivered the Vehicle to the Manufacturer's authorized service and repair facilities, agents and/or dealers, including Seller, on at least Four (4) separate occasions resulting in the Vehicle being out of service by reason of repair of nonconformities. Repair Orders/Invoices are in the possession of Defendants.

///

///

PE16-003 000136LC - SUBJECT

11. By way of example, and not by way of limitation, the defects, malfunctions, misadjustments, and/or nonconformities with Plaintiff's Vehicle include the following: Plaintiff has submitted the subject Vehicle for defects and malfunctions, specifically for issues with the alignment, air bags, and brake booster.

12. Each time Plaintiff delivered the nonconforming Vehicle to a Manufacturer-authorized service and repair facility, Plaintiff notified Defendants, and each of them, of the defects, malfunctions, misadjustments, and/or nonconformities existent with the Vehicle and demanded that Manufacturer or its representatives repair, adjust, and/or replace any necessary parts to conform the Vehicle to the applicable warranties.

13. Each time Plaintiff delivered the nonconforming Vehicle to a Manufacturer-authorized service and repair facility, Defendants, and each of them, represented to Plaintiff that they could and would conform the Vehicle to the applicable warranties, that in fact they did conform the Vehicle to said warranties, and that all the defects, malfunctions, misadjustments, and/or nonconformities have been repaired; however, Manufacturer or its representatives failed to conform the Vehicle to the applicable warranties because said defects, malfunctions, misadjustments, and/or nonconformities continue to exist even after a reasonable number of attempts to repair was given.

14. The amount in controversy exceeds TWENTY FIVE THOUSAND DOLLARS ($25,000.00), exclusive of interest and costs, for which Plaintiff seeks judgment against Defendants, together with equitable relief. In addition, Plaintiff seeks damages from Defendants, and each of them, for incidental, consequential, exemplary, and actual damages including interest, costs, and actual attorneys' fees.

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PE16-003 000137LC - SUBJECT

FIRST CAUSE OF ACTION

Breach of Implied Warranty of Merchantability under Song-Beverly Warranty Act

Against all Defendants

15. Plaintiff realleges each and every paragraph (1-14) and incorporates them by this reference as though fully set forth herein.

16. The distribution and sale of the Vehicle was accompanied by the Manufacturer implied warranty that the Vehicle was merchantable.

17. Furthermore, Defendants, and each of them, impliedly warranted, inter alia, that the Vehicle would pass without objection in the trade under the contract description; that the Vehicle was fit for the ordinary purposes for which it was intended; that the Vehicle was adequately assembled; and/or that the Vehicle conformed to the promises or affirmations of fact made to Plaintiff.

18. As evidenced by the defects, malfunctions, misadjustments, and/or nonconformities alleged herein, the Vehicle was not merchantable because it did not have the quality that a buyer would reasonably expect, because it could not pass without objection in the trade under the contract description; because it was not fit for the ordinary purposes for which it was intended; because it was not adequately assembled; and/or because it did not or could not be conformed to the promises or affirmations of fact made to Plaintiff.

19. Upon discovery of the Vehicle's nonconformities, Plaintiff took reasonable steps to notify Defendants, and each of them, within a reasonable time that the Vehicle did not have the quality that a buyer would reasonably expect and, further, justifiably revoked acceptance of the nonconforming Vehicle.

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///

PE16-003 000138LC - SUBJECT

20. Plaintiff hereby gives written notice and justifiably revokes acceptance of the nonconforming Vehicle under the Commercial Code sections 2607 and 2608. Plaintiff further demands that the Manufacturer cancel the sale, take back the nonconforming Vehicle, refund all the money expended, pay the difference between the value of the Vehicle as accepted and the value the Vehicle would have had if it had been as warranted, and/or pay damages under the Commercial Code sections 2711, 2714, and 2715. Defendants, and each of them, have, however, refused to comply.

21. Plaintiff hereby gives written notice and makes demand upon Manufacturer for replacement or restitution, pursuant to Song-Beverly. Defendants, and each of them, knew of their obligations under Song-Beverly; however, despite Plaintiff's demand, Defendants and each of them, have intentionally failed and refused to make restitution or replacement pursuant to Song-Beverly.

22. As a result of the acts and/or omissions of the Defendants, and each of them, Plaintiff has sustained damage in the amount actually paid or payable under the contract, plus prejudgment interest thereon at the legal rate. Plaintiff will seek leave to amend this Complaint to set forth the exact amount thereof when that amount is ascertained.

23. As a further result of the actions of Defendants, and each of them, Plaintiff has sustained incidental and consequential damages in an amount yet to be determined, plus interest thereon at the legal rate. Plaintiff will seek leave to amend this Complaint to set forth the exact amount of incidental damages when that amount is ascertained.

24. As a further result of the actions of Defendants, and each of them, Plaintiff has sustained damages equal to the difference between the value of the Vehicle as accepted and the value the Vehicle would have had if it had been as warranted.

25. As a direct result of the acts and/or omissions of Defendants, and each of them, and in pursuing Plaintiff's claim, it was necessary for Plaintiff to retain legal counsel. Pursuant to Song-Beverly, Plaintiff, in addition to her other remedies, is entitled to the recovery of her attorneys' fees based upon actual time expended and reasonably incurred, in connection with the commencement and prosecution of this action.

PE16-003 000139LC - SUBJECT

SECOND CAUSE OF ACTION

Breach of Express Warranty under Song-Beverly Warranty Act

Against all Defendants

26. Plaintiff realleges each and every paragraph (1-25) and incorporates them by this reference as though fully set forth herein.

27. The Vehicle had defects, malfunctions, misadjustments, and/or nonconformities covered by the warranty that substantially impaired its value, use, or safety to Plaintiff.

28. Plaintiff delivered the Vehicle to Manufacturer or its authorized repair facilities for repair.

29. Defendants, and each of them, failed to service or repair the Vehicle to match the written warranty after a reasonable number of opportunities to do so.

30. The acts and/or omissions of Defendants, and each of them, in failing to perform the proper repairs, part replacements, and/or adjustments, to conform the Vehicle to the applicable express warranties constitute a breach of the express warranties that the Manufacturer provided to Plaintiff, thereby breaching Defendants' obligations under Song-Beverly.

31. Defendants, and each of them, failed to perform the necessary repairs and/or service in good and workmanlike manner. The actions taken by Defendants, and each of them, were insufficient to make the Subject Vehicle conform to the express warranties and/or proper operational characteristics of like Vehicles, all in violation of Defendants' obligations under Song-Beverly.

32. Plaintiff hereby gives written notice and makes demand upon Manufacturer for replacement or restitution, pursuant to Song-Beverly. Defendants and each of them, knowing their obligations under Song-Beverly, and despite Plaintiff's demand, failed and refused to make restitution or replacement according to the mandates of Song-Beverly. The failure of Defendants, and each of them, to refund the price paid and payable or to replace the Vehicle was intentional and justifies an award of a Civil Penalty in an amount not to exceed two times Plaintiff's actual damages.

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PE16-003 000140LC - SUBJECT

33. As a result of the acts and/or omissions of Defendants, and each of them, and pursuant to the provisions of the Song-Beverly, Plaintiff is entitled to replacement of the Vehicle or restitution of the amount actually paid or payable under the contract, at Plaintiff's election, plus prejudgment interest thereon at the legal rate. Plaintiff will seek leave of Court to amend this Complaint to set forth the exact amount of restitution and interest, upon election, when that amount has been ascertained.

34. Additionally, as a result of the acts and/or omissions of Defendants, and each of them, and pursuant to Song-Beverly, Plaintiff has sustained and is entitled to consequential and incidental damages in amounts yet to be determined, plus interest thereon at the legal rate. Plaintiff will seek leave of the court to amend this complaint to set forth the exact amount of consequential and/or incidental damages, when those amounts have been ascertained.

35. As a direct result of the acts and/or omissions of Defendants, and each of them, and in pursuing Plaintiff's claim, it was necessary for Plaintiff to retain legal counsel. Pursuant to Song-Beverly, Plaintiff, in addition to other remedies, is entitled to the recovery of her attorneys' fees based upon actual time expended and reasonably incurred, in connection with the commencement and prosecution of this action.

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PE16-003 000141LC - SUBJECT

PRAYER FOR RELIEF

WHEREFORE, Plaintiff prays for judgment against all Defendants, and each of them, as follows:

A. For replacement or restitution, at Plaintiff's election, according to proof;

B. For incidental damages, according to proof;

C. For consequential damages, according to proof;

D. For a civil penalty as provided in Song-Beverly, in an amount not to exceed two times the amount of Plaintiff's actual damages;

E. For actual attorney's fees, reasonably incurred;

F. For costs of suit and expenses, according to proof;

G. For the difference between the value of the Vehicle as accepted and the value the Vehicle would have had if it had been as warranted;

H. For remedies provided in Chapters 6 and 7 of Division 2 of the Commercial Code;

I. For pre-judgment interest at the legal rate;

J. Such other relief the Court deems appropriate.

Date: May 5, 2015

THE BARRY LAW FIRM

By: _____

DAVID N. BARRY, ESQ.
Attorneys for Plaintiff,
AMBER PHILLIPS

PE16-003 000142LC - SUBJECT

SUPERIOR COURT OF CALIFORNIA, COUNTY OF RIVERSIDE
4050 Main Street
Riverside, CA 92501
www.riverside.courts.ca.gov

NOTICE OF DEPARTMENT ASSIGNMENT
AND CASE MANAGEMENT CONFERENCE (CRC 3.722)

[redacted] VS FORD MOTOR COMPANY

CASE NO. [redacted]

This case is assigned to the Honorable JUDGE DANIEL A OTTOLIA in Department 04 for all purposes.

The Case Management Conference is scheduled for 11/12/15 at 8:30 in Department 04.

The plaintiff/cross-complainant shall serve a copy of this notice on all defendants/cross-defendants who are named or added to the complaint and file proof of service.

Any disqualification pursuant to CCP section 170.6 shall be filed in accordance with that section.

Requests for accommodations can be made by submitting Judicial Council form MC-410 no fewer than five court days before the hearing. See California Rules of Court, rule 1.100.

CERTIFICATE OF MAILING

I certify that I am currently employed by the Superior Court of California, County of Riverside, and that I am not a party to this action or proceeding. In my capacity, I am familiar with the practices and procedures used in connection with the mailing of correspondence. Such correspondence is deposited in the outgoing mail of the Superior Court. Outgoing mail is delivered to and mailed by the United States Postal Service, postage prepaid, the same day in the ordinary course of business. I certify that I served a copy of the foregoing NOTICE on this date, by depositing said copy as stated above.

Court Executive Officer/Clerk

Date: 05/15/15

by: Briana N

,BRIANA N ELLICO-MESTAS Deputy Clerk

CDACMC
1/28/14

RANCHO Ford

Temecula Auto Mall
26895 Ynez Rd., Temecula, CA 92591
Phone # 951-719-8220 | Fax # 951-699-0283
Hours M-F 7:00 AM to 6:00 PM | Sat 7:00 AM to 4:00 PM
BAR# ARD109476 BAR# ARD220210 EPA# CAR000005066
Online: www.ranchoford.com | Email: ranchoservice@ranchoford.com

Ford FORD SERVICE

[redacted]		A/R Number:	Invoice Number [redacted]
Riverside, CA [redacted]		Customer Number: [redacted]	Printed: 03/11/2015 7:34 AM
Phone (H): (951)	Phone (W): (951)	PO Number:	Copy # 1
Phone (C) [redacted]	Phone Oth: (951)	Auth Number:	Date Opened: 03/09/15
Year/Make/Model: 2014 Ford F150		Service Writer: 997183	Date Notified: 03/11/15
VIN: 1FTFW1ET9 EK[redacted]		Terms & Conditions:	Date Delivered:
License Number:		Type of Sale: Retail	
Stock Number:	Mileage In: 26090	***Customer Signature***	
Tag Number: 2859	Mileage Out: 26092		

Original Estimate:$ 55.00 Original Estimate:03/09/15

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

Description	Hrs or Qty	List	Ext Total	Grand Total
1. Customer Concern				
Customer States towed in -vehicle has no brakes advise if warranty covered				
1 -- Cause/Action to Take				
50-BR-FE - .				
1 -- Correction/Action Taken				
master cyinder empty. Inspect all calipers and brake lines no leaks found. Removed master cylinder determine fluid leaking out of back of master cylinder. Brake booster full of brake fluid. Replaced brake booster and master cylinder. Bleed master cylinder bleed ABS HCU externaly. Bleed ABS HCU with IDS road test verified repair. CCD8 CP 2140 — 997065				0.00
Part Number **Failed** **Description**				
EL3Z2140B CYLINDER ASY MASTER	1			
PM20 FLUID BRAKE	2			
DL3Z2005C BOOSTER ASY BRAKE	1			
Sub Total Parts				Warranty
SubTotal Job # 1				Warranty
2. Customer Concern				
TIRE INFLATION SERVICE SET TIRES TO FACTORY SPECS				
1 -- Cause/Action to Take				
00-TIS - ..				
1 -- Correction/Action Taken				
TIRE INFLATION FRONT SET TO 35 .. TIRE INFLATION REAR SET TO 35 — 997065				0.00
Sub Total Parts				Warranty
SubTotal Job # 2				Warranty

RANCHO Ford

Temecula Auto Mall
26895 Ynez Rd., Temecula, CA 92591
Phone # 951-719-8220 | Fax # 951-699-0283
Hours M-F 7:00 AM to 6:00 PM | Sat 7:00 AM to 4:00 PM
BAR# ARD109476 BAR# ARD220210 EPA# CAR000005066
Online: www.ranchoford.com | Email: ranchoservice@ranchoford.com

Ford **FORD SERVICE**

[redacted]
Riverside, CA [redacted]
Phone (H): (951) Phone (W): (951)
Phone (C): ([redacted] Phone Oth: (951)
Year/Make/Model: 2014 Ford F150
VIN: 1FTFW1ET9 EK[redacted]
License Number:
Stock Number: Mileage In: 26090
Tag Number: 2859 Mileage Out: 26092

A/R Number:
Customer Number: [redacted]
PO Number:
Auth Number:
Service Writer: 997183
Terms & Conditions:
Type of Sale: Retail
Customer Signature

Invoice Number [redacted]
Printed: 03/11/2015 7:34 AM
Copy # 1
Date Opened: 03/09/15
Date Notified: 03/11/15
Date Delivered:

Original Estimate: $ 55.00 Original Estimate: 03/09/15

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

Description	Hrs or Qty	List	Ext Total	Grand Total
SubTotal Job # 5				Warranty
6. Customer Concern				
*BATTERY G				
1 -- Cause/Action to Take				
00-GBATT - MAINTENANCE				
1 -- Correction/Action Taken				
BATTERY TEST GOOD				0.00
Sub Total Parts				Warranty
SubTotal Job # 6				Warranty
7. Customer Concern				
*TIRES Y				
1 -- Cause/Action to Take				
00-YTIRE - MAINTENANCE				
1 -- Correction/Action Taken				
4-6/32 REMAINING TIRES ARE IN THE MIDDLE OR LESS OF THEIR LIFE SPAN. KEEP ROTATED ON A REGULAR BASIS.				0.00
Sub Total Parts				Warranty
SubTotal Job # 7				Warranty
8. Customer Concern				
*BRAKES Y frt				
1 -- Cause/Action to Take				
00-YBK - MAINTENANCE				
1 -- Correction/Action Taken				
3-5MM (DISC) OR1.01 TO 2MM (DRUM) BRAKES IN THE MIDDLE OF THEIR LIFE SPAN. REGULAR BRAKE INSPECTIONS ARE CRUCIAL AT THIS POINT.				0.00

RANCHO Ford

Temecula Auto Mall
26895 Ynez Rd., Temecula, CA 92591
Phone # 951-719-8220 | Fax # 951-699-0283
Hours M-F 7:00 AM to 6:00 PM | Sat 7:00 AM to 4:00 PM
BAR# ARD109476 BAR# ARD220210 EPA# CAR000005065
Online: www.ranchoford.com | Email: ranchoservice@ranchoford.com

Ford **FORD SERVICE**

[redacted] Riverside, CA 92[redacted]	A/R Number:		Invoice Number [redacted]
	Customer Number:	118[redacted]	Printed: 03/11/2015 7:34 AM
	PO Number:		Copy # 1
Phone (H): (9[redacted] . Phone (W): (951)	Auth Number:		Date Opened: 03/09/15
Phone (C): (9[redacted] Phone Oth: (951)	Service Writer:	997183	Date Notified: 03/11/15
Year/Make/Model: 2014 Ford F150	Terms & Conditions:		Date Delivered:
VIN: 1FTFW1ET9 EK[redacted]	Type of Sale:	Retail	
License Number:	***Customer Signature***		
Stock Number: / Mileage In: 26090			
Tag Number: 2859 / Mileage Out: 26092			

Original Estimate: $ 55.00 Original Estimate: 03/09/15

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

Description	Hrs or Qty	List	Ext Total	Grand Total
Sub Total Parts				Warranty
SubTotal Job # 8				Warranty

"THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THIS ITEM/ITEMS. THE SELLER HEREBY EXPRESSLY DISCLAIM ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/ITEMS"

PLEASE READ IMPORTANT WARRANTY INFORMATION ON THE BACK.

Total Labor	0.00
Total Parts	0.00
Total Sublet	0.00
Misc. Chrgs	0.00
Car Rental	0.00
Freight	0.00
Deductible	0.00
Special Tax	0.00
Haz Mat Chrg	0.00
Sales Tax	0.00
AMOUNT DUE	**0.00**

Our charges are not based on actual technicians time. Factors which influence labor charges may include job complexity, specialized training and equipment, and length of time required for a specific job. You will be charged no more than the estimated price approved by you.

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

x after hour pick up

RANCHO Ford

Temecula Auto Mall
26895 Ynez Rd., Temecula, CA 92591
Phone # 951-719-8220 | Fax # 951-699-0283
Hours M-F 7:00 AM to 6:00 PM | Sat 7:00 AM to 4:00 PM
BAR# ARD109476 BAR# ARD220210 EPA# CAR000005066
Online: www.ranchoford.com | Email: ranchoservice@ranchoford.com

Ford FORD SERVICE

[redacted]
[redacted]
Riverside, CA [redacted]
Phone (H): (951) [redacted] Phone (W): (951)
Phone (C): ([redacted] Phone Oth: (951)

Year/Make/Model: 2014 Ford F150
VIN: 1FTFW1ET9 EK[redacted]
License Number:
Stock Number:
Tag Number: 2859
Mileage In: 26090
Mileage Out: 26092

A/R Number:
Customer Number: 1[redacted]
PO Number:
Auth Number:
Service Writer: 997183
Terms & Conditions:
Type of Sale: Retail
Customer Signature

Invoice Number [redacted]
Printed: 03/11/2015 7:34 AM
Copy # 1
Date Opened: 03/09/15
Date Notified: 03/11/15
Date Delivered:

Original Estimate: $ 55.00 Original Estimate: 03/09/15

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

Description	Hrs or Qty	List	Ext Total	Grand Total
3. Customer Concern				
COURTESY EXTERIOR CAR WASH				
1 -- Cause/Action to Take				
99-WASH - ..				
1 -- Correction/Action Taken				
..done				0.00
Sub Total Parts				Warranty
SubTotal Job # 3				Warranty
4. Customer Concern				
CUSTOMER NOTIFIED OF COMPLETION DATE//TIME//BY WHOM//WHOM NOTIFIED				
1 -- Cause/Action to Take				
99-CUSTCOMP - ..				
1 -- Correction/Action Taken				
..called lm cell ready ms phillips 3-11-15 730am				0.00
Sub Total Parts				Warranty
SubTotal Job # 4				Warranty
5. Customer Concern				
MULTI-POINT INSPECTION				
1 -- Cause/Action to Take				
00-99P - MPI				
1 -- Correction/Action Taken				
PERFORM MULTI-POINT INSPECTION SET TIRE PRESSURE TO FACTORY SPECS				0.00
Sub Total Parts				Warranty

REPAIR ORDER - AUDIT COPY

Work Phone	R/O Open Date	R/O Number
	5/05/15	[redacted]
	R/O Close Date	Receipt No
	5/14/15	Original

[redacted]
RIVERSIDE, CA [redacted]

Body	Mileage In	Mileage Out
4WD SUPERCREW	28431	28432

Year	Make	Model	License Number	Service Advisor
2014	FORD	F-150		Ernesto Delara 0530

Vehicle Identification Number	Color	Account No.	Delivery Date	In Service Date
1FTFW1ET9EK[redacted]	OXFORD WHI		3/07/14	3/07/14

4C569

Email: [redacted]

#1 - MR MARKER: MARKER ATT# [redacted]		C
#2 - QL Q99P: multi point inspection, record findings on report card Work by Tech 05Z/5578 0.00hrs @ MULTI POINT INSPECTION, RECORD FINDINGS ON REPORT		C
#3 - QL MN1P: replace oil and filter Work by Tech 05Z/5578* 0.30hrs Hazardous Materials Charge Kit: K50030: 6 QT OIL CHANGE FL500S FL 500 S : FILTER ASY - OIL XO 5W30 BSP : MOTORCRAFT SAE 5W-30 API GF- REPLACE OIL AND FILTER	11.45 2.37 26.50 Included Included	C
#4 - QL MN230P: rotate tires DRW AND OVERSIZE TIRES ARE EXTRA Work by Tech 05Z/5578* 0.50hrs ROTATE TIRES DRW AND OVERSIZE TIRES ARE EXTRA	24.23	C
#5 - MR QS: QUICK SERVICE DEPART CUSTOMER STATES THAT SYNC WONT CONNECT WITH PHONES SOMETIMES - CUSTOMER SAYS IS HARD TO CONNECT MULTI PLE PHONES CK AND ADVISE Work by Tech 416/2794 0.00hrs @ INSPECT THE SYNC SOFTWARE LEVEL FOUND UPDATE AVAILABLE FOR BUG FIXES INCLUDING PHONE PAIR CONCERNS. UPDATED THE SYNC SYSTEM AND RETEST PAIRED KNOWN GOOD IPHONE 4S PAIR PROCESS SMOOTH PAIRED FIRST TRY.. NORMAL OPERAITON AFTER SYSTEM UPDATED.		W
#6 - MR RENTAL: RENTAL PROVIDED TO CUSTOMER Work performed by ENT0001:PO#7110391:IV#D092Labor: Work performed by ENTERPRISE RENT-A-CAR:IV# Parts:	56.00	C

	INTERNAL	SERVICE COST	WARRANTY	CUSTOMER PAY	COST
LABOR					
PARTS					
DEDUCTIBLE					
SUBLET					
SHOP SUPPLIES					
HAZARDOUS MATERIALS					
SALES TAX OR TAX I.D.					
SPECIAL ORDER DEPOSIT					
DISCOUNTS					

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Rancho Ford
26895 Ynez Rd
Temecula, CA 92591
951-719-8220 Fax 951-699-0283

WORK ORDER

RO NUMBER: [redacted]
TAG: [redacted]

Page Number: 1
Franchise Code: 05432
Todays Date: MAR 9 15
Time Printed: 9 04 AM
Copy # 1

I hereby authorize the repair work to be done along with the necessary materials, and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant your employees permission to operate the vehicle herein described on streets, highways or eleswhere for the purpose of testing and/or inspections. BY LAW YOU MAY CHOOSE ANOTHER LICENSED FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY

B.A.R. REG. # ARD00109476 **B.A.R. # RC00109476**
Body Shop B.A.R. # ARD220210 **EPA # CAR000005066**

Notice To Our Customers
Our Charges are not based on actual technicians time. Factors which influence labor charges may include job complexity, specialized training and equipment, and length of time required for the specific job. You will be charged no more than the estimated price approved by you. If we discover that additional or different repairs are necessary, you will be contacted in advance for your approval.

CUSTOMER SIGNATURE X [redacted]	Time Received 9 03 AM	CUST_U = [redacted]4 Customer Number [redacted]	Selling Dealer
Estimate of Repairs $55.00	Filter Oil Brand Qts	TERMS: ☐ CASH ☐ CHECK ☐ CREDIT CARD PARTS: ☐ SAVE ☒ DISCARD	

CUSTOMER INFORMATION	VEHICLE INFORMATION	SERVICE INFORMATION
Amber Phillips 6619 Kerry Lane Riverside, CA 92509 Spouse Phone (H) (951) Phone (W) (951) Phone (C) (951) 833-2066 Phone Oth (951)	Year 2014 Make Ford Model F150 Color White VIN 1FTFW1ET9 EKD67959	License Number Stock # In Service Date Source S Engine 3.5L V6 DI T/C Ecoboost Slspsn SL Dat MAR 9 15
Comments (95[redacted]	Service Name [redacted]er	Expires: Mileage: 0 Deduct: 0.00

R.O. Number [redacted]
Service Writer Rachelle Long
Date In MAR 9 15
Completion Date
Miles In 26,090
Miles Out 92K?

Time Promised 5 00 PM

LABOR INSTRUCTIONS

1 OPERATION CODE 50-BR-FE TECH #
FAILURE CODE 99 7065
C/ Customer States towed in -vehicle has no brakes advise if warranty
CAUSE :
CORRECTION :

2 OPERATION CODE 00-TIS TECH #
FAILURE CODE
C/ TIRE INFLATION SERVICE - SET TIRES TO FACTORY SPECS 35 x 4
CAUSE :
CORRECTION :

3 OPERATION CODE 99-WASH TECH #
FAILURE CODE
C/ COURTESY EXTERIOR CAR WASH
CAUSE :
CORRECTION :

4 OPERATION CODE 99-CUSTCOMP TECH #
FAILURE CODE
C/ CUSTOMER NOTIFIED OF COMPLETION DATE//TIME//BY WHOM//WHOM NOTIFIED
CAUSE :
CORRECTION :

APPT
SURVEY
NO BRKS

REPAIR ORDER - AUDIT COPY

[redacted]

RIVERSIDE, CA [redacted]

Work Phone	R/O Open Date	R/O Number
[redacted]	5/05/15	[redacted]
	R/O Close Date	Recall No
	5/14/15	Original
Body	Mileage In	Mileage Out
4WD SUPERCREW	28431	28432

Year	Make	Model	License Number	Service Advisor
2014	FORD	F-150		Ernesto Delara 0530

Vehicle Identification Number	Color	Account No	Delivery Date	In Service Date
1FTFW1ET9EK[redacted]	OXFORD WHI		3/07/14	3/07/14

4C569

#14 *QL GBATT: battery is in good condition ADDED OPERATION		C
Resource Maint Plan Coupons	-402.19	
Line 8 5/06/15 Tech 01X Start 1:00 End 18:00 Hours		17.00

	INTERNAL	SERVICE CONT	WARRANTY	CUSTOMER PAY	COST
LABOR	14.95			276.10	
PARTS				153.44	
DEDUCTIBLE					
SUBLET				56.00	
SHOP SUPPLIES					
HAZARDOUS MATERIALS				2.37	
SALES TAX OR TAX I.D.				12.28	
SPECIAL ORDER DEPOSIT					
DISCOUNTS				-402.19	
	14.95			98.00	
Paid by multiple methods					

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Rancho Ford
26895 Ynez Rd
Temecula, CA 92591
951-719-8220 Fax 951-699-0283

WORK ORDER

RO NUMBER: [redacted]

TAG: 2859

Franchise Code: 05432
Todays Date: MAR 9 15
Time Printed: 9 04 AM
Copy # 1

I hereby authorize the repair work to be done along with the necessary materials, and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant your employees permission to operate the vehicle herein described on streets, highways or eleswhere for the purpose of testing and/or inspections. BY LAW YOU MAY CHOOSE ANOTHER LICENSED FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY

B.A.R. REG. # ARD00109476 **B.A.R. # RC00109476**
Body Shop B.A.R. # ARD220210 **EPA # CAR000005066**

Notice To Our Customers
Our Charges are not based on actual technicians time. Factors which influence labor charges may include job complexity, specialized training and equipment, and length of time required for the specific job. You will be charged no more than the estimated price approved by you. If we discover that additional or different repairs are necessary, you will be contacted in advance for your approval.

CUSTOMER SIGNATURE X	Time Received 9 03 AM	CUST_U = 1186214 VEH_U = 670551	Customer Number 1186214	Selling Dealer
Estimate of Repairs $55.00	Filter Oil Brand Qts		TERMS: ☐ CASH ☐ CHECK ☐ CREDIT CARD PARTS: ☐ SAVE ☒ DISCARD	

CUSTOMER INFORMATION	VEHICLE INFORMATION		SERVICE INFORMATION
Amber Phillips	Year 2014	License Number	**R.O. Number** [redacted]
6619 Kerry Lane	Make Ford	Stock #	Service Writer Rachelle Long
Riverside, CA 92509	Model F150	In Service Date	Date In MAR 9 15
Spouse	Color White	Source S	Completion Date
Phone (H) (951)	VIN 1FTFW1ET9 EK[redacted]	Engine 3.5L V6 DI T/C Ecoboost	
Phone (W) (951)		Slspsn	Miles In 26,090
Phone (C) (951) 833-2066		SL Dat MAR 9 15	Miles Out
Phone Oth (951)			
Comments (951)	**Service Contract Number**	**Name**	**Expires:** **Mileage:** 0 **Deduct:** 0.00

Time Promised 5 00 PM

LABOR INSTRUCTIONS

5	OPERATION CODE 00-99P	TECH #	C / MULTI-POINT INSPECTION
	FAILURE CODE		

CAUSE :

CORRECTION :

WARRANTY REPAIR ORDER

[redacted]	Work Phone	R/O Open Date	R/O Number
	[redacted]	5/05/15	[redacted]
		R/O Close Date	Cross Reference #
RIVERSIDE, CA 9[redacted]			
	Body	Mileage In	Mileage Out
	4WD SUPERCREW	28431	28432

Year	Make	Model	License Number	Service Advisor
2014	FORD	F-150		Ernesto Delara 0530

Vehicle Identification Number	Color		Delivery Date	In Service Date
1FTFW1ET9EK[redacted]	OXFORD WHI		3/07/14	3/07/14

4C569

DESCRIPTION OF SERVICE AND PARTS	COST	AMOUNT
Email: [redacted]		
#5 - QS: QUICK SERVICE DEPART CUSTOMER STATES THAT SYNC WONT CONNECT WITH PHONES SOMETIMES - CUSTOMER SAYS IS HARD TO CONNECT MULTI PLE PHONES CK AND ADVISE Tech: 416/2794 0.00hrs @ INSPECT THE SYNC SOFTWARE LEVEL FOUND UPDATE AVAILABLE FOR BUG FIXES INCLUDING PHONE PAIR CONCERNS. UPDATED THE SYNC SYSTEM AND RETEST PAIRED KNOWN GOOD IPHONE 4S PAIR PROCESS SMOOTH PAIRED FIRST TRY.. NORMAL OPERAITON AFTER SYSTEM UPDATED.		
#6 - RENTAL: RENTAL PROVIDED TO CUSTOMER		
Sublet: ENT0001:PO#7110391:IV#D092142:ENTERPRISE R	56.00	56.00
Sublet: ENT0001:IV#:ENTERPRISE RENT-A-CAR Parts:		
Sub-Total Sublet: 56.00 56.00		

ACCOUNT #	LABOR		.00
	PARTS		.00
METHOD	SUBLET	56.00	56.00
	SHOP SUPPLIES		.00
	SALES TAX OR TAX I.D.		.00
RECEIPT #	DEDUCTIBLE		.00
	TOTAL DUE	56.00	56.00

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[redacted]
RIVERSIDE, CA [redacted]

BAR#: AC-010541
EPA#: CA0000008085

Home Phone	R/O Open Date	R/O Number
[redacted]	5/05/15	[redacted]
	Time Received	Time Promised
	9:15	5/05 17:00
Key Tag #	Current Mileage	Mileage Out
2838	28431	

Year	Make	Model	Body	Engine Code	Service Advisor
2014	FORD	F-150	4WD SUPERCREW	99T	Ernesto Del
Vehicle Identification Number	**Color**	**License Number**	**Delivery Date**	**In Service Date**	
1FTFW1ET9EK[redacted]	OXFORD WHI		3/07/14	3/07/14	

4C5[redacted]

Email: [redacted]

Resource 45010 or 3/07/17 Ded 0

#1 - MARKER: MARKER C
Estimate: .00 .00

#2 - Q99P: multi point inspection, record findings on report card C C
Estimate: .00 .00

#3 - MN1P: replace oil and filter C
Estimate: .30 40.32

#4 - MN230P: rotate tires DRW AND OVERSIZE TIRES ARE EXTRA C
Estimate: .50 24.23

Done 052

#5 - QS: QUICK SERVICE DEPART C
CUSTOMER STATES THAT SYNC WONT CONNECT WITH PHONES C
SOMETIMES - CUSTOMER SAYS IS HARD TO CONNECT MULTI C
PLE PHONES CK AND ADVISE C
Estimate: 1.00 133.26

416 .5 Unapplied time Sync update

#6 - RENTAL: RENTAL PROVIDED TO CUSTOMER C
Estimate: .00 .00

#7 - MN54P: Inspect brake system and parking brake system C
CUSTOMER STATES THAT BRAKE PEDAL PULSATES WHEN APL C
YING BRAKES - TEST DRIVE VEHICLE C
Estimate: .50 46.77

Done 052

#8 BASIC CUSH
01X

NAME AND PHONE NUMBER OF ANOTHER PERSON WHO MAY AUTHORIZE REPAIR WORK:		
NAME:	PHONE:	
ORIGINAL ESTIMATE $	ADD'L REPAIRS OK'D BY	
REVISED ESTIMATE $	DATE	TIME
TOTAL $		

"I hereby authorize the repair work above to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle hereon described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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

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Customer Signature

REPAIR ORDER - AUDIT COPY

[redacted]

RIVERSIDE, CA [redacted]

Work Phone	R/O Open Date	R/O Number
[redacted]	5/05/15	[redacted]
	R/O Close Date	Receipt No
	5/14/15	Original

Body	Mileage In	Mileage Out
4WD SUPERCREW	28431	28432

Year	Make	Model	License Number	Service Advisor
2014	FORD	F-150		Ernesto Delara 0530

Vehicle Identification Number	Color	Account No	Delivery Date	In-Service Date
1FTFW1ET9EK[redacted]	OXFORD WHI		3/07/14	3/07/14

4C569

#7 - QL MN54P: Inspect brake system and parking brake system CUSTOMER STATES THAT BRAKE PEDAL PULSATES WHEN APL YING BRAKES - TEST DRIVE VEHICLE Work by Tech 05Z/5578 0.00hrs @ INSPECT BRAKE SYSTEM AND PARKING BRAKE SYSTEM				C
#8 * MR WASH1: BASIC WASH ADDED OPERATION Work by Tech 01X/3476* 0.30hrs			14.95	I
#9 * QL BKDISC: reline FRONT brakes and machine rotors/drums ADDED OPERATION Work by Tech 05Z/5578* 2.00hrs AU2Z 2V001 A : KIT - BRAKE LINING 1@55.97 RELINE FRONT BRAKES AND MACHINE ROTORS/DRUMS			110.00 55.97	C
#10 *QL BKDISCR: RELINE REAR BRAKES AND MACHINE ROTORS/DRUMS ADDED OPERATION Work by Tech 05Z/5578* 2.00hrs CL3Z 2200 C : PAD - BRAKE 1@55.97 RELINE REAR BRAKES AND MACHINE ROTORS/DRUMS			110.00 55.97	C
#11 *QL MN300P: Replace Air Filter (not diesel) ADDED OPERATION Work by Tech 05Z/5578* 0.20hrs FA 1883 : ELEMENT ASY - AIR CLEANER 1@15.00 REPLACE AIR FILTER (NOT DIESEL)			20.42 15.00	C
#12 *QL GBK: Little or no wear - have us inspect your brakes re gularly ADDED OPERATION				C
#13 *QL GTIRE: Little or no wear - have us inspect your tires reg ularly ADDED OPERATION				C

	INTERNAL	SERVICE CONT.	WARRANTY	CUSTOMER PAY	COST
LABOR					
PARTS					
DEDUCTIBLE					
SUBLET					
SHOP SUPPLIES					
HAZARDOUS MATERIALS					
SALES TAX OR TAX I.D.					
SPECIAL ORDER DEPOSIT					
DISCOUNTS					

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ARMS CITRUS MOTORS

Rental Company: ENTERPRISE RENT-A-CAR [redacted]

Invoice:
Alternate Invoice Number: 13F0VL

Bill To: C18132
CITRUS MOTORS
ATTN: ERNIE DELARA
PO BOX 4270
ONTARIO , CA 917618970

RENTER INFORMATION:
Renter: [redacted]

RENTAL INFORMATION:
Rental Branch Location:
ENTERPRISE RENT-A-CAR (32H1)
4950 VANDERBILT ST
ONTARIO, CA 917612202
(909) 605-1905

ADDITIONAL CLAIM INFORMATION:
AP# or RO#/PO# :[redacted]

Owner's Vehicle: 2014 FORD F-150
Additional Driver:

Repair Facility:
CITRUS MOTORS
ONTARIO, CA 917618970
(909) 390-0954

RENTAL DETAIL:

Rental Period: 5/5/15 to 5/6/15 (2 days)
Billed Period: 5/5/15 to 5/6/15 (2 days)

Products and Services	Rate	Amount
2 DAYS @	25.92	$51.84
1 FUEL	12.44	$12.44
Taxes and Surcharges		
1 SALES TAX%	10.75%	$4.49
	Total Charges:	$68.78
	Less Amount Received:	$12.78
	Total Amount Due:	$56.00

VEHICLES RENTED:

Effective Date and Time	Year	Make	Model	VIN	Starting Mileage	Ending Mileage	Mileage	Rate Charged
5/5/15 9:21 AM	2015	CHEV	CRUZ	1G1PE5SB4F71[redacted]	6571	6640	69	$25.92

Rental Invoice

Please Return This Portion with Remittance

Make Payment To:
ENTERPRISE RENT-A-CAR (32NN)
1930 W PARK AVE

REDLANDS, CA 92373-8042
Federal ID:95-3475810

Total Charges: $68.78
Less Amount Received: $12.78
Total Amount Due..... **$56.00**

Please include on your check:
Invoice: D092142-32H1

SERVICE CONTRACT COPY

[redacted]

RIVERSIDE, CA [redacted]

Work Phone	R/O Open Date	R/O Number
[redacted]	5/05/15	[redacted]
	R/O Close Date	Cross Reference #

Body	Mileage In	Mileage Out
4WD SUPERCREW	28431	28432

Year	Make	Model	License Number	Service Advisor
2014	FORD	F-150		Ernesto Delara 0530

Vehicle Identification Number	Color		Delivery Date	In-Service Date
1FTFW1ET9EK[redacted]	OXFORD WHI		3/07/14	3/07/14

4C569 CU57823 Resource Exp: 45010 or 3/07/17 Ded: 0 Plan: MECHANIC +

DESCRIPTION OF SERVICE AND PARTS		COST	AMOUNT
Email: [redacted]			
#3 - MN1P: replace oil and filter			
Tech: 05Z/5578	0.30hrs		11.45
Kit: K50030: 6 QT OIL CHANGE FL500S			26.50
Part: FL 500 S:FILTER ASY - OIL			Included
Part interchanges with part# AA5Z6714A			
Part: XO 5W30 BSP:MOTORCRAFT SAE 5W-30 API G			Included
REPLACE OIL AND FILTER			
Sub-Total Labor:	11.45		
Sub-Total Parts:	26.53		
Sub-Total:	37.98		
#4 - MN230P: rotate tires DRW AND OVERSIZE TIRES ARE EXTRA			
Tech: 05Z/5578	0.50hrs		24.23
ROTATE TIRES DRW AND OVERSIZE TIRES ARE EXTRA			
Sub-Total Labor:	24.23		
#7 - MN54P: Inspect brake system and parking brake system			
CUSTOMER STATES THAT BRAKE PEDAL PULSATES WHEN APL YING BRAKES - TEST DRIVE VEHICLE			
Tech: 05Z/5578	0.50hrs		46.77
INSPECT BRAKE SYSTEM AND PARKING BRAKE SYSTEM			
Sub-Total Labor:	46.77		
#8 * WASH1: BASIC WASH			
Tech: 01X/3476	0.30hrs		14.95
Sub-Total Labor:	14.95		
#9 * BKDISC: reline FRONT brakes and machine rotors/drums			
Tech: 05Z/5578	2.00hrs		110.00
Part: AU2Z 2V001 A:KIT - BRAKE LINING	1		69.09
Part interchanges with part# BR1414			
RELINE FRONT BRAKES AND MACHINE ROTORS/DRUMS			
Sub-Total Labor:	110.00		
Sub-Total Parts:	69.09		
Sub-Total:	179.09		

ACCOUNT #	LABOR		
	PARTS		
METHOD	SUBLET		
	SHOP SUPPLIES		
	SALES TAX OR TAX I.D.		
RECEIPT #	DEDUCTIBLE		
	TOTAL DUE		

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Report a Problem

OASIS
RESULT: 1FTFW1ET9EK[redacted]

USA: EN-US

05-MAY-2015 / 12:26:17 EST/ EDCAS041B
Local Time: 5-MAY-2015 / 9:26:17 AM

• VEHICLE INFORMATION

VEHICLE DESCRIPTION: **2014 F-SERIES LD**	VERSION/SERIES: **150 SERIES**	PAINT COLOR: **Oxford White Solid C/C**
BODY STYLE: **DOUBLE CAB (CREW CAB)**	DRIVE TYPE: **4 WHL L/H PART TIME DRIVE**	PAINT CODE: **YZ**
ENGINE: **3.5L V6 Gas DOHC TiVCT**	AXLE RATIO: **3.31 Ratio**	GROSS VEHICLE WEIGHT: **7200 LB. GVW**
ENGINE CALIBRATION: **EF613C0N**	AXLE CODE: **L3**	RADIO: **AM/FM CD/Clock**
TRANSMISSION: **6 Speed Automatic Trans (6R80)**	WHEEL SIZE: **18 X 7.5" Chrome Clad Wheel**	SYNC VERSION: **V4 Gen1**
FLEX FUEL: **N**	TIRE: **P275/65R18 A/T OWL**	VHR ACTIVATED: **N**

• WARNING MESSAGES

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

FMC360 Message

There has been an FMC360 case for this vehicle in the past 180 days

• ACCURATE REPAIR NOTIFICATIONS

NO ARN MESSAGES FOUND

• GENERAL WARRANTY INFORMATION

New Vehicle Base Warranty

WARRANTY START DATE: **07-MARCH-2014** BUILD DATE: **12-FEBRUARY-2014** RELEASE DATE: **12-FEBRUARY-2014**

SALE MILEAGE

OUTSTANDING FIELD SERVICE ACTIONS

NO CAMPAIGN MESSAGE(S) FOUND

• EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

• WARRANTY REPAIR HISTORY

09-MARCH-2015

DEALER: **Rancho Ford**

WARRANTY CLAIM NUMBER: **394241** ODOMETER: **026090M**

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
EL3Z 2140B	**CYLINDER ASY-BRK MST**	**001**	**2001BCT**	**D8**	**FAILED GASKET/SEAL**
PM 20		**002**	**2140A**		
DL3Z 2006C	**BOOSTER ASY-POWER BR**	**001**	**2219D11**		

master cylinder empty. Inspect all calipers and brake lines no leaks found. R emoved master cylinder determine fluid leaking out of back of master cylinde r. Brake booster full of brake fluid. Replaced brake booster and master cyli nder. Bleed master cylinder bleed ABS HCU externaly. Bleed ABS HCU with IDS road test verified repair. CCD8 CP 2140

16-DECEMBER-2014

DEALER: **Citrus Motors**

WARRANTY CLAIM NUMBER: **204983** ODOMETER: **021726M**

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
14401	**WIRE ASY MAIN LOOM**	**000**	**14066D**	**X2**	**CONNECTION POOR/NOT MADE**
		000	**14066D45**		
		000	**04536B**		

INSPECT THE AIR BAG LIGHT VERIFIED LIGHT ON IDS TEST CODE B0029 STORED IN ME MORY PINOINT TEST I1 MONITOR PID DATA DEPLOY 14 R IS THE READING BETWEEN 1.7 OHMS AND 2078 OHMS YES IS AT 2.25 OHMS ALSO

SERVICE CONTRACT COPY

Work Phone	R/O Open Date	R/O Number
[redacted]	5/05/15	[redacted]
	R/O Close Date	Cross Reference #

[redacted]
RIVERSIDE, CA 9[redacted]

Body	Mileage In	Mileage Out
4WD SUPERCREW	28431	28432

Year	Make	Model	License Number	Service Advisor
2014	FORD	F-150		Ernesto Delara 0530

Vehicle Identification Number	Color		Delivery Date	In-Service Date
1FTFW1ET9E[redacted]	OXFORD WHI		3/07/14	3/07/14

4C569 CU57823 Resource Exp: 45010 or 3/07/17 Ded: 0 Plan: MECHANIC +

DESCRIPTION OF SERVICE AND PARTS		COST	AMOUNT
#10 *BKDISCR: RELINE REAR BRAKES AND MACHINE ROTORS/DRUMS			
Tech: 05Z/5578	2.00hrs		110.00
Part: CL3Z 2200 C:PAD - BRAKE	1		69.09
Part interchanges with part# BRF1470			
RELINE REAR BRAKES AND MACHINE ROTORS/DRUMS			
Sub-Total Labor:	110.00		
Sub-Total Parts:	69.09		
Sub-Total:	179.09		
#11 *MN300P: Replace Air Filter (not diesel)			
Tech: 05Z/5578	0.20hrs		20.42
Part: FA 1883:ELEMENT ASY - AIR CLEANER	1		20.55
Part interchanges with part# 7C3Z9601A			
REPLACE AIR FILTER (NOT DIESEL)			
Sub-Total Labor:	20.42		
Sub-Total Parts:	20.55		
Sub-Total:	40.97		
Line 8 5/06/15 Tech 01X Start 1:00 End 18:00 Hours 17.00			

ACCOUNT #			
	LABOR		337.82
	PARTS		185.23
METHOD	SUBLET		.00
	SHOP SUPPLIES		.00
	SALES TAX OR TAX I.D.		14.82
RECEIPT #	DEDUCTIBLE		.00
	TOTAL DUE		537.87

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REPAIR ORDER - AUDIT COPY

[redacted]
RIVERSIDE, CA [redacted]

Work Phone	R/O Open Date	R/O Number
[redacted]	12/16/14	[redacted]
	R/O Close Date	Estimate No.
	12/23/14	Original
Body	Mileage In	Mileage Out
4WD SUPERCREW	21725	21745

Year	Make	Model	License Number	Service Advisor
2014	FORD	F-150		Joshua Fischetti 2341

Vehicle Identification Number	Color	Account No.	Delivery Date	In Service Date
1FTFW1ET9EK[redacted]	OXFORD WHI		3/07/14	3/07/14

4C569

Email: [redacted]

#1 - MR M[redacted] C
ATT# BRYAN [redacted] OR [redacted]

#2 - QL Q99P: multi point inspection, record findings on report card C
Work by Tech 416/2794 0.00hrs @
MPI COMPLETE

#3 - MR QS: QUICK SERVICE DEPART W
CUSTOMER STATES THAT AIR BAG LIGHT CAME BACK ON WH
ILE DRIVING CK AND ADVISE
Corrected by 14056D: (S39) (X2) Air Bag Restraint System
Y
Work by Tech 416/2794 0.60hrs @ 103.66 62.20
Corrected by 14056D45: AIRBAG SYSTEM PIN POINT TEST
Work by Tech 416/2794 0.30hrs @ 103.66 31.10
Corrected by 04536B: r and r console
Work by Tech 416/2794 0.70hrs @ 103.65 72.56
Caused by
_I13 MONITOR PID DATA DEPLOY_14_R IS THE READING BETWEEN 1.7 OHMS AND 2.78 OHMS YES IS AT 2.25 OHMS. ALSO ACCESS THE RCM BY REMOVING CENTER CONSOLE.. PERFROMMED WIGGLE TEST TO ALL HARNESS CONNECTED TO FAULT. READING STAYED CONSTANT AT 2.25 OHMS. I16 INSPECT ALL CONNECTORS FOR DAMAGE CHECKED PIN FIT AT RCM CONNECTOR NO PROBLEM FOUND I17 CLEARED MEMORY CODE AND RETEST.. UNABLE TO DUPLICATE CONCERN AT THIS TIME.. ROAD TEST VEHICLE INSPECT THE AIR BAG LIGHT VERIFIED LIGHT ON IDS TEST CODE B0029 STORED IN MEMORY, PIN POINT TEST I1 RUN SELFTEST IS B0029 PRESENT DURING ON DE MAND SELFTEST. NO CODE IS NOT PRESENT DURING TEST. _I13 MONITOR PID DATA DEPLOY_14_R IS THE READING BETWEEN 1.7 OHMS AND 2.78 OHMS YES IS AT 2.25 OHMS. ALSO ACCESS THE RCM BY REMOVING CENTER

	INTERNAL	SERVICE CONT	WARRANTY	CUSTOMER PAY	COST
LABOR					
PARTS					
DEDUCTIBLE					
SUBLET					
SHOP SUPPLIES					
HAZARDOUS MATERIALS					
SALES TAX OR TAX I.D.					
SPECIAL ORDER DEPOSIT					
DISCOUNTS					

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			R/O Open Date	R/O Number
[redacted]	[redacted]		5/05/15	[redacted]
RIVERSIDE, CA [redacted]			Time Received	Time Promised
		[redacted]	9:15	5/05 17:00
BAR#: AC-010541		Key Tag #	Current Mileage	Mileage Out
EPA#: CA0000003086		2838	28431	

Year	Make	Model	Body	Engine Code	Service Advisor
2014	FORD	F-150	4WD SUPERCREW	99T	Ernesto Del
Vehicle Identification Number		**Color**	**License Number**	**Delivery Date**	**In-Service Date**
1FTFW1ET9EK[redacted]		OXFORD WHI		3/07/14	3/07/14
4C569					

Original Estimate: 2.30 244.58

NAME AND PHONE NUMBER OF ANOTHER PERSON WHO MAY AUTHORIZE REPAIR WORK:		
NAME:	PHONE:	
ORIGINAL ESTIMATE $	ADD'L REPAIRS OK'D BY	
REVISED ESTIMATE $	DATE	TIME
TOTAL $		

"I hereby authorize the repair work above to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle hereon described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

244.58

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Customer Signature

WARRANTY REPAIR ORDER

[redacted]

RIVERSIDE, CA [redacted]

Work Phone	R/O Open Date	R/O Number
[redacted]	12/16/14	[redacted]
	R/O Close Date	Cross Reference #
	12/23/14	Original
Body	Mileage In	Mileage Out
4WD SUPERCREW	21725	21745

Year	Make	Model	License Number	Service Adviser
2014	FORD	F-150		Joshua Fischetti 2341
Vehicle Identification Number	**Color**		**Delivery Date**	**In-Service Date**
1FTFW1ET9EK[redacted]	OXFORD WHI		3/07/14	3/07/14

4C569

DESCRIPTION OF SERVICE AND PARTS	COST	AMOUNT

Email: A[redacted]

#3 - MR QS: QUICK SERVICE DEPART
CUSTOMER STATES THAT AIR BAG LIGHT CAME BACK ON WH
ILE DRIVING CK AND ADVISE
Op: 14056D: (S39) (X2) Air Bag Restraint System Y
Tech: 416/2794 0.60hrs @ 103.6 16.80 62.20
Op: 14056D45: AIRBAG SYSTEM PIN POINT TEST
Tech: 416/2794 0.30hrs @ 103.6 8.40 31.10
Op: 04536B: r and r console
Tech: 416/2794 0.70hrs @ 103.6 19.60 72.56
Sub-Total Labor: 44.80 165.86
Cause: _I13 MONITOR PID DATA DEPLOY_14_R IS THE READING BETWEEN 1.7 OHMS AND 2.78 OHMS YES IS AT 2.25 OHMS. ALSO ACCESS THE RCM BY REMOVING CENTER CONSOLE.. PERFROMMED WIGGLE TEST TO ALL HARNESS CONNECTED TO FAULT. READING STAYED CONSTANT AT 2.25 OHMS. I16 INSPECT ALL CONNECTORS FOR DAMAGE CHECKED PIN FIT AT RCM CONNECTOR NO PROBLEM FOUND I17 CLEARED MEMORY CODE AND RETEST.. UNABLE TO DUPLICATE CONCERN AT THIS TIME.. ROAD TEST VEHICLE
INSPECT THE AIR BAG LIGHT VERIFIED LIGHT ON IDS TEST CODE B0029 STORED IN MEMORY, PIN POINT TEST I1 RUN SELFTEST IS B0029 PRESENT DURING ON DE MAND SELFTEST. NO CODE IS NOT PRESENT DURING TEST. _I13 MONITOR PID DATA DEPLOY_14_R IS THE READING BETWEEN 1.7 OHMS AND 2.78 OHMS YES IS AT 2.25 OHMS. ALSO ACCESS THE RCM BY REMOVING CENTER CONSOLE.. PERFROMMED WIGGLE TEST TO ALL HARNESS CONNECTED TO FAULT. READING STAYED CONSTANT AT 2.25 OHMS. I16 INSPECT ALL CONNECTORS FOR DAMAGE CHECKED PIN FIT AT RCM CONNECTOR NO PROBLEM FOUND I17 CLEARED MEMORY CODE AND RETEST.. UNABLE TO DUPLICATE CONCERN AT THIS TIME.. ROAD TEST VEHICLE FOR SEVERAL MILES CONCERN STILL NOT RETURNED UNABLE TO DUPLICATE CONCERN AT THIS TIME.

#5 - MR RENTAL: RENTAL PROVIDED TO CUSTOMER

ACCOUNT #	LABOR
	PARTS
METHOD	SUBLET
	SHOP SUPPLIES
	SALES TAX OR TAX I.D.
RECEIPT #	DEDUCTIBLE
	TOTAL DUE

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Service Write Up

0-25k Write Up

NAME [redacted]		RO DATE	TIME IN
ADDRESS		ADVISOR [illegible]	TAG# [illegible]
CITY	STATE ZIP	YEAR	MODEL [illegible]
HOME PHONE ☐	BUS PHONE ☐	CELL ☐ [redacted]	LICENSE [illegible]
EMAIL	CELL CARRIER (TEXT)	MILEAGE [illegible]	COLOR [illegible]
			WAITING [illegible]

VIN [redacted] FUEL E ¼ ½ ¾ F

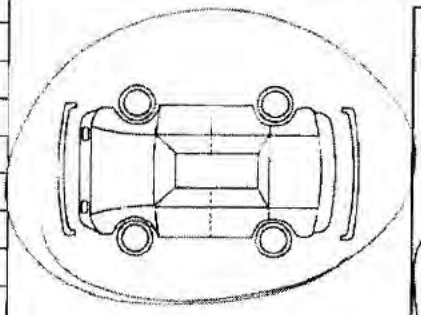
Concerns

[illegible]

Maintenance

	Gas Starting at	Diesel Starting at	Approved Declined Later Visit
Full Synthetic LOF MN1PS/MN4O6PS	$69.95	$189.95	
Regular LOF MN1P	$37.95	$119.95	
"The Works" LOF & Tire Rotation WRKSS/WRKFS/WRKD/WRKD7	$39.99	$129.99	
Tire Rotation & Balance MN230B	$49.99	$49.95	
Alignment FEALN/FEALNM	$89.95	$129.95	
Air Filter Replacement MN300P/MN403P	$39.95	$129.95	
Cabin Filter Replacement MN226P	$79.95		
Wipers MNWIPERS	$27.95	$27.95	
Basic Wash WASH1	$14.95	$14.95	
Full Service Wash WASH2	$24.95	$24.95	
Complete Detail WASH3	$199.95	$199.95	
Total Original Estimate			

	Pass/Fail
Left Front Tire (enter MM)	
Left Rear Tire (enter MM)	
Right Rear Tire (enter MM)	
Right Front Tire (enter MM)	
Wipers	
Belts & Hoses	
Coolant	
Brake Fluid	
Power Steering Fluid	



I hereby authorize the repair work and/or maintenance to be done along with the necessary materials. You and your employees may operate the vehicle for purpose of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs thereto. In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and court costs. I acknowledge this deposited property is not insured or protected to the amount of actual cash value thereof by the dealer against loss occasioned by theft, fire and vandalism while such property [illegible] have been left in the [illegible]

X [redacted] Date 7-5-15

[redacted]
RIVERSIDE, CA [redacted]

[redacted]

R/O Open Date	R/O Number
12/16/14	62[redacted]
Time Received	Time Promised
14:18	12/16 17:00
Key Tag #	Current Mileage	Mileage Out
3264	21725	

Year	Make	Model	Body	Engine Code	Service Advisor
2014	FORD	F-150	4WD SUPERCREW	99T	Ernesto Del

Vehicle Identification Number	Color	License Number	Delivery Date	In-Service Date
1FTFW1ET9EK[redacted] 4C569	OXFORD WHI		3/07/14	3/07/14

Email: [redacted]

21728.8
21745.7

Resource 45010 or 3/07/17 Ded 0
Resource 45010 or 3/07/17 Ded 0

#1 - [redacted]
ATT# BRYAN [redacted] OR [redacted] C
C
Estimate: .00 .00

#2 - Q99P: multi point inspection, record findings on report card C
C
Estimate: .00 .00

#3 - QS: QUICK SERVICE DEPART C
CUSTOMER STATES THAT AIR BAG LIGHT CAME BACK ON WH C
ILE DRIVING CK AND ADVISE 14065D .5 C
B0029 14065D46.3
46 Dona D4536B .6
Estimate: 1.00 133.26

#4 - 00FOZ*RECH: RECK. QUALIFICATION C
REFER TO INV# 6204381 DATE 12/12/14 MILES 21620 C
AIR BAG LIGHT IS ON FOUND CODE IN MEMORY I113 REMO C
VE AND CLEAN CONNECTORS AND WIGGLE TEST, INSULATE C
RIGHT SIDE CURTAIN AIRBAG CONNECTOR C
Estimate: .00 .00

#5 - RENTAL: RENTAL PROVIDED TO CUSTOMER C
Estimate: .00 .00

Original Estimate: 1.00 133.26

416
12-18-14
1613208 (633)

NAME AND PHONE NUMBER OF ANOTHER PERSON WHO MAY AUTHORIZE REPAIR WORK:	
NAME:	PHONE:
ORIGINAL ESTIMATE $	ADD'L REPAIRS OK'D BY:
REVISED ESTIMATE $	DATE / TIME
TOTAL $	

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

133.26

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

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Customer Signature

ACCESS THE ROOM BY REMOVING CEN TER CONSOLE PEROFRM WIGGLE TEST TO ALL HARNESS CONNECTED TO FAULT READING ST AYED CONSTANT AT 2.25 OHMS I16 INSPECT ALL CONNECTORS FOR DAMAGED CHECKED PI

16-DECEMBER-2014

DEALER: **Citrus Motors**

WARRANTY CLAIM NUMBER: **204983** ODOMETER: **021725M**

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
TAP1	MISC	000		82	FREIGHT/POSTAGE/MAINTENANCE

TAP RENTAL PROVIDED WHILE IN SERVICE

16-DECEMBER-2014

DEALER: **Citrus Motors**

WARRANTY CLAIM NUMBER: **204983** ODOMETER: **021725M**

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
9L3Z 1613208BA	SCUFF PLATE-DOOR	001	999A	33	LOOSE PART

INSTALLED NEW RIGHT FRONT SCUFF PLATE DUE TO CRAKED WIN REMOVED FOR AIR BAG DIAG.. INSTALLED NEW RIGHT FRONT SCUFF PLATE DUE TO CRAKED WIN REMOVED FOR A IR BAG DIAG..

12-DECEMBER-2014

DEALER: **Citrus Motors**

WARRANTY CLAIM NUMBER: **204381** ODOMETER: **021655M**

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
2862900	COVER FRT ST CUSH	000	OSL	31	SEWING FAILURE/SPLIT SEAMS

DEALERS AUTO TRIM CAME AND RE STITCHED PASSANGER S IDE FRONT SEAT DUE TO STI TCHING COMING APART. ALSO THERE WAS A SCRATCH CESAR WAS ABLE TO ADDRESS WHI LE RE STITCHING SEAT.

12-DECEMBER-2014

DEALER: **Citrus Motors**

WARRANTY CLAIM NUMBER: **204381** ODOMETER: **021655M**

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
TAP1	MISC	000		82	FREIGHT/POSTAGE/MAINTENANCE

TAP RENTAL PROVIDED WHILE IN SERVICE

24-JULY-2014

DEALER: **Citrus Motors**

WARRANTY CLAIM NUMBER: **188572** ODOMETER: **012326M**

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
CL3Z 18808E	SPEAKER ASY	001	18808AF	42	DOES NOT OPERATE PROPERLY

T127 ROAD TEST, REVIEW OASIS, NO RELATED MESSAGES. ACCESS AND REPLACE LEFT F RONT DOOR SPEAKER. REINS TALL ALL RELATED PARTS AND RETEST. NORMAL OPERATIO N FOUND AT TIME OF TESTING...

Click Here for Full Warranty History

| Report a Vehicle Concern | On-line 1878 |

END OF OASIS REPORT FOR **1FTFW1ET9EKD**[redacted]

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CITRUS MOTORS

REPEAT REPAIR ORDER WORKSHEET

RO#: [redacted]

Date: 12/16/14

Customer: [redacted]

History Attached? ☑

Original RO Copy? ☑

Verified at Write Up? ☑

Description of Previous Repair: Air Bag Light

Foreman/Lead:

Comments:

Payment Type: Warranty ☐ Customer ☐ Internal ☐

Related to Previous repair: Yes ☐ No ☐

Reason For Re-Check

Inadequate Information on Write-Up	☐	Unable to Verify Concern	☐
Poor Explanation of Work and Charges	☐	Incorrect Diagnosis	☐
Technical Resources not utilized	☐	Poor Workmanship	☐
Original Repair Quality not checked	☐	Different Failure	☐

Lead/Manager Signature: _____

REPAIR ORDER - AUDIT COPY

[redacted]
RIVERSIDE, CA [redacted]

Work Phone	R/O Open Date	R/O Number
[redacted]	12/16/14	[redacted]
	R/O Close Date	Receipt No.
	12/23/14	Original
Body	Mileage In	Mileage Out
4WD SUPERCREW	21725	21745

Year	Make	Model	License Number	Service Advisor
2014	FORD	F-150		Joshua Fischetti 2341

Vehicle Identifier	Color	Account No.	Delivery Date	In Service Date
1FTFW1ET9EK[redacted]	OXFORD WHI		3/07/14	3/07/14

4C569

CONSOLE.. PERFROMMED WIGGLE TEST TO ALL HARNESS CONNECTED TO FAULT. READING STAYED CONSTANT AT 2.25 OHMS. I16 INSPECT ALL CONNECTORS FOR DAMAGE CHECKED PIN FIT AT RCM CONNECTOR NO PROBLEM FOUND I17 CLEARED MEMORY CODE AND RETEST.. UNABLE TO DUPLICATE CONCERN AT THIS TIME.. ROAD TEST VEHICLE FOR SEVERAL MILES CONCERN STILL NOT RETURNED UNABLE TO DUPLICATE CONCERN AT THIS TIME.			
#4 - MR 00FOZ*RECH: RECK. QUALIFICATION REFER TO INV# [redacted] DATE 12/12/14 MILES 21620 AIR BAG LIGHT IS ON FOUND CODE IN MEMORY I113 REMO VE AND CLEAN CONNECTORS AND WIGGLE TEST, INSULATE RIGHT SIDE CURTAIN AIRBAG CONNECTOR		C	
#5 - MR RENTAL: RENTAL PROVIDED TO CUSTOMER Work performed by ENT0001:PO#7103019:IV#D086767 Work performed by ENTERPRISE RENT-A-CAR:IV# Parts:	168.00	W	
#6 * MR QS: QUICK SERVICE DEPART CUSTOMER STATES THAT RIGHT FRONT SCUFF PLATE CAME APRT CK AND ADVISE Corrected by 999A: 999A Work by Tech 416/2794 0.20hrs @ 103.65 Corrected by 999A: (T53) (33) 999A 9L3Z 1613208 BA (FP): PLATE - DOOR SCUFF 1@67.19 INSTALLED NEW RIGHT FRONT SCUFF PLATE DUE TO CRAKED WIN REMOVED FOR AIR BAG DIAG..	20.73 67.19	W	
#7 * QL GBATT: battery is in good condition		C	
#8 * QL GTIRE: Little or no wear - have us inspect your tires reg ularly		C	
#9 * QL GBK: Little or no wear - have us inspect your brakes re gularly		C	

	INTERNAL	SERVICE CONT.	WARRANTY	CUSTOMER PAY	COST
LABOR					
PARTS					
DEDUCTIBLE					
SUBLET					
SHOP SUPPLIES					
HAZARDOUS MATERIALS					
SALES TAX OR TAX I.D.					
SPECIAL ORDER DEPOSIT					
DISCOUNTS					

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REPAIR ORDER - AUDIT COPY

[redacted]		Work Phone		R/O Open Date	R/O Number
		[redacted]		12/12/14	[redacted]
				R/O Close Date	Receipt No.
				12/15/14	Original
RIVERSIDE, CA [redacted]		Body		Mileage In	Mileage Out
		4WD SUPERCREW		21655	21657
Year	Make	Model	License Number	Service Advisor	
2014	FORD	F-150		Joshua Fischetti	2341
Vehicle Identification Number		Color	Account No.	Delivery Date	In-Service Date
1FTFW1ET9EF[redacted]		OXFORD WHI		3/07/14	3/07/14

4C569 CU57823 Resource Exp: 45010 or 3/07/17 Ded: 0 Plan: MECHANIC +

Email: [redacted]

#1 - MR [redacted] ATTN [redacted]			C
#2 - QL Q99P: multi point inspection, record findings on report card Work by Tech 04X/0743 0.00hrs @ MULTI POINT INSPECTION, RECORD FINDINGS ON REPORT DONE			C
#3 - QL MN1P: replace oil and filter Work by Tech 04X/0743* 0.30hrs Kit: K50030: 6 QT OIL CHANGE FL500S FL 500 S : FILTER ASY - OIL XO 5W30 BSP : MOTORCRAFT SAE 5W-30 API GF- REPLACE OIL AND FILTER DONE	11.45 26.50 Included Included		S
#4 - QL MN230P: rotate tires DRW AND OVERSIZE TIRES ARE EXTRA Work by Tech 04X/0743* 0.50hrs ROTATE TIRES DRW AND OVERSIZE TIRES ARE EXTRA DONE	24.23		S
#5 - QL FEALN: PERFORM ALIGNMENT (CARS) CLIENT STATES VEHICLE PULLS TO THE RIGHT PLEASE CH ECK AND ADVISE Work by Tech 632/6308* 1.50hrs ALIGNED FRONT END TRUCK ALIGNMENT OK T632	89.95		C
#6 - MR QS: QUICK SERVICE DEPART CLIENT STATES SRS LIGHT CAME ON AND WILL NOT GO OF F PLEASE CHECK AND ADVISE T127 ROAD TEST, NO AIRBAG LIGHT "ON". REVIEW OASIS , NO RELATED MESSAGES. IDS TESTS, FOUND CODE B0029 :13-08 IN MEMORY ONLY. PINPOINT TEST I1, FOUND COD E IN MEMORY ONLY, NO. I13, ACCESS AND WIGGLE TEST RELATED CIRCUITS AND CONNECTORS. REMOVE, CLEAN AN D INSULATE RIGHT SIDE CURTAIN AIRBAG CONNECTOR. RE			W

	INTERNAL	SERVICE CONT	WARRANTY	CUSTOMER PAY	COST
LABOR					
PARTS					
DEDUCTIBLE					
SUBLET					
SHOP SUPPLIES					
HAZARDOUS MATERIALS					
SALES TAX OR TAX I.D.					
SPECIAL ORDER DEPOSIT					
DISCOUNTS					

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WARRANTY REPAIR ORDER

[redacted]
RIVERSIDE, CA [redacted]

Work Phone	P/O Open Date	R/O Number
[redacted]	12/16/14	[redacted]
	R/O Close Date	Cross reference #
	12/23/14	Original
Body	Mileage In	Mileage Out
4WD SUPERCREW	21725	21745

Year	Make	Model	License Number	Service Advisor
2014	FORD	F-150		Joshua Fischetti 2341

Vehicle Identification Number	Color	Delivery Date	In-Service Date
1FTFW1ET9EK[redacted]	OXFORD WHI	3/07/14	3/07/14

4C569

DESCRIPTION OF SERVICE AND PARTS			COST	AMOUNT
Sublet: ENT0001:PO#7103019:IV#[redacted]:ENTERPRISE R			168.00	168.00
Sublet: ENT0001:IV#:ENTERPRISE RENT-A-CAR Parts:				
Sub-Total Sublet:	168.00	168.00		
#6 * MR QS: QUICK SERVICE DEPART				
CUSTOMER STATES THAT RIGHT FRONT SCUFF PLATE CAME				
APRT CK AND ADVISE				
Op: 999A: 999A				
Tech: 416/2794	0.20hrs @ 103.6		5.60	20.73
Op: 999A: (T53) (33) 999A				
Claim Type: W				
Part: 9L3Z 1613208 BA (FP):PLATE - DOOR SCUF	1		47.99	67.19
Sub-Total Labor:	5.60	20.73		
Sub-Total Parts:	47.99	67.19		
Sub-Total:	53.59	87.92		
INSTALLED NEW RIGHT FRONT SCUFF PLATE DUE TO				
CRAKED WIN REMOVED FOR AIR BAG DIAG..				

Line	3	12/19/14	Tech 416	Start 9:23	End 13:45	Hours 4.40
Line	6	12/20/14	Tech 416	Start 10:20	End 11:00	Hours .70

ACCOUNT #			
	LABOR	50.40	186.59
	PARTS	47.99	67.19
METHOD	SUBLET	168.00	168.00
	SHOP SUPPLIES		.00
	SALES TAX OR TAX I.D.		.00
RECEIPT #	DEDUCTIBLE		.00
	TOTAL DUE	266.39	421.78

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WARRANTY REPAIR ORDER

[redacted]

RIVERSIDE, CA [redacted]

Work Phone	R/O Open Date	R/O Number
	12/12/14	[redacted]
	R/O Close Date	Cross Reference #
	12/15/14	Original
Body	Mileage In	Mileage Out
4WD SUPERCREW	21655	21657

Year	Make	Model	License Number	Service Advisor
2014	FORD	F-150		Joshua Fischetti 2341

Vehicle Identification Number	Color	Delivery Date	In Service Date
1FTFW1ET9EK[redacted]	OXFORD WHI	3/07/14	3/07/14

4C569 CU57823 Resource Exp: 45010 or 3/07/17 Ded: 0 Plan: MECHANIC +

DESCRIPTION OF SERVICE AND PARTS	COST	AMOUNT
Email: [redacted]		
#3 - QL MN1P: replace oil and filter		
Tech: 04X/0743 0.30hrs		11.45
Kit: K50030: 6 QT OIL CHANGE FL500S		26.50
Part: FL 500 S :FILTER ASY - OIL		Included
Part: XO 5W30 BSP :MOTORCRAFT SAE 5W-30 API		Included
Sub-Total Labor: 11.45		
REPLACE OIL AND FILTER DONE		
#4 - QL MN230P: rotate tires DRW AND OVERSIZE TIRES ARE EXTRA		
Tech: 04X/0743 0.50hrs		24.23
Sub-Total Labor: 24.23		
ROTATE TIRES DRW AND OVERSIZE TIRES ARE EXTRA DONE		

ACCOUNT #	LABOR	35.68
	PARTS	26.50
METHOD	SUBLET	.00
	SHOP SUPPLIES	.00
	SALES TAX OR TAX I.D.	2.12
RECEIPT #	DEDUCTIBLE	.00
	TOTAL DUE	64.30

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REPAIR ORDER - AUDIT COPY

[redacted]

RIVERSIDE, CA [redacted]

Work Phone	R/O Open Date	R/O Number
[redacted]	12/16/14	[redacted]
	R/O Close Date	Receipt No.
	12/23/14	Original
Body	Mileage In	Mileage Out
4WD SUPERCREW	21725	21745

Year	Make	Model	License Number	Service Advisor
2014	FORD	F-150		Joshua Fischetti 2341

Vehicle Identification Number	Color	Account No	Delivery Date	In-Service Date
1FTFW1ET9EKD[redacted]	OXFORD WHI		3/07/14	3/07/14

4C569

Line	3	12/19/14	Tech 416	Start	9:23	End 13:45	Hours	4.40
Line	6	12/20/14	Tech 416	Start	10:20	End 11:00	Hours	.70

	INTERNAL	SERVICE CONT	WARRANTY	CUSTOMER PAY	COST
LABOR			186.59		
PARTS			67.19		
DEDUCTIBLE					
SUBLET			168.00		
SHOP SUPPLIES					
HAZARDOUS MATERIALS					
SALES TAX OR TAX I.D.					
SPECIAL ORDER DEPOSIT					
DISCOUNTS					
			421.78		

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REPAIR ORDER - AUDIT COPY

[redacted]
RIVERSIDE, CA 9[redacted]

Work Phone	R/O Open Date	R/O Number
[redacted]	12/12/14	[redacted]
	R/O Close Date	Receipt No.
	12/15/14	Original

Body	Mileage In	Mileage Out
4WD SUPERCREW	21655	21657

Year	Make	Model	License Number	Service Advisor
2014	FORD	F-150		Joshua Fischetti 2341

Vehicle Identification Number	Color	Account No.	Delivery Date	In-Service Date
1FTFW1ET9EKD[redacted]	OXFORD WHI		3/07/14	3/07/14

4C569 CU57823 Resource Exp: 45010 or 3/07/17 Ded: 0 Plan: MECHANIC +

INSTALL ALL RELATED PARTS AND RETEST, NO CODES RET URNED. ROAD TEST, NORMAL OPERATION FOUND AT TIME O F TESTING..		
#7 - MR SUBLET: Sublet CESAR FROM DEALERS AUTO TRIM TO COME OUT AND LOOK AT PASSANGER SIDE FRONT SEAT DUE TO SEAM COMING AP ART Work by Tech 999/9999 (.00) 0.00hrs @ Work performed by 547:PO#7102722:IV#8963 Labor: Work performed by DEALERS AUTO TRIM:IV#8963 Parts: DEALERS AUTO TRIM CAME AND RE STITCHED PASSANGER S IDE FRONT SEAT DUE TO STITCHING COMING APART. ALSO THERE WAS A SCRATCH CESAR WAS ABLE TO ADDRESS WHI LE RE STITCHING SEAT.	125.00	W
#8 - MR RENTAL: RENTAL PROVIDED TO CUSTOMER Work performed by ENT0001:PO#7102650:IV#D086611 Work performed by ENTERPRISE RENT-A-CAR:IV# Parts:	84.00	W
#9 * QL GBATT: battery is in good condition		C
#10 *QL GTIRE: Little or no wear - have us inspect your tires reg ularly		C
#11 *QL GBK: Little or no wear - have us inspect your brakes re gularly		C
Line 6 12/13/14 Tech 127 Start 9:20 End 10:13 Hours		.90
Line 6 12/13/14 Tech 127 Start 11:31 End 11:32 Hours		.00

	INTERNAL	SERVICE CONT.	WARRANTY	CUSTOMER PAY	COST
LABOR		35.68		89.95	
PARTS		26.50			
DEDUCTIBLE					
SUBLET			209.00		
SHOP SUPPLIES					
HAZARDOUS MATERIALS					
SALES TAX OR TAX I.D.		2.12			
SPECIAL ORDER DEPOSIT					
DISCOUNTS					
		64.30	209.00	89.95	
Paid by VMC/DEB/AMX/DIS 05057B					

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Service Write Up

50-75k Write Up

NAME [redacted]		RO DATE	TIME IN
ADDRESS		ADVISOR Enos	TAG# 3264
CITY	STATE ZIP	YEAR	MODEL F-150
HOME PHONE [redacted]	BUS PHONE ☐	CELL PHONE ☐ [redacted]	LICENSE
EMAIL	CELL CARRIER (TEXT)	MILEAGE 21,725	COLOR Gold
			WAITING PC

VIN [redacted] FUEL E ¼ ½ ¾ (F)

Concerns

Fluid color dirty

1,204,361 12/12/14

DIC light

on while Parking

Light is off now

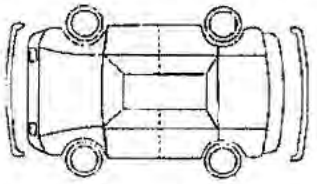
T127

710319

Maintenance

	Gas Starting at	Diesel Starting at	Approved Declined Later Visit
Full Synthetic LOF MN1PS/MN40GPS	$69.95	$179.95	
Regular LOF MN10/MN40SP	$37.95	$119.95	
Tire Rotation & Balance MN2308	$48.95	$48.45	
Alignment ECLIN/TEALN4	$89.95	$129.95	
Air Filter Replacement MN300P/MN402P	$39.95	$129.95	
Fuel Filter Replacement MN332P/MN402P	$69.95	$144.95	
Cabin Filter Replacement MN228P	$79.95		
Wipers MNWIPERS	$27.95	$27.95	
Brake Fluid Flush MNBFLUSH	$89.95	$89.95	
Power Steering Fluid Flush MNPSFLUSH	$89.95	$89.95	
Fuel Injection Service DVFUS160	$159.95	$159.95	
Transmission Service MN492P/MN490P	$189.95	$256.50	
Coolant Service MN13P/MN11PD	$149.95	$179.95	
Belt Replacement MN275P/MN275PD	$74.95	$159.99	
Total Original Estimate			

	Pass/Fail
Left Front Tire (enter MM)	6
Left Rear Tire (enter MM)	7
Right Rear Tire (enter MM)	7
Right Front Tire (enter MM)	
Wipers	
Belts & Hoses	
Coolant	
Brake Fluid	
Power Steering Fluid	



I hereby authorize the repair work and/or maintenance to be done along with the necessary materials. You and your employees may operate the vehicle for purpose of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs thereto. In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and court costs. I acknowledge this deposited property is not insured or protected to the amount of actual cash value thereof by the dealer against loss occasioned by theft, fire and vandalism while such property remains with the depository. I also acknowledge no articles of personal property have been left in the vehicle and the dealer is not responsible for the inspection thereof.

X [redacted] Date 12-16-14

✓	Quan	Upholstery To Be Done
		Seat ☐ F ☐ R
		Carpet
		Door
		Headlining
		Dash
		Windlace
		Visors
		Vinyl - Top
		Convertible Top
		Window Zipper
		Tire - Cover
		Tonneau - Covers
		Boats - Seat
		Wood Workon - Boat
		Springs & Padding
		Boats
		Motor Home Work
		Cushions
		Chair
		Carpets
		New Rubber
		Tray



DEALERS AUTO TRIM

COMPLETE AUTO UPHOLSTERY

325 W. CALIFORNIA • ONTARIO, CA 91762

(909) 984-3112 • (909) 984-4066

DATE 12-15-14

DATE PROMISED

~~TIME~~

~~TIME PROMISED~~

CUSTOMER NAME Citrus Motors

ADDRESS P.O. BOX 4220

~~HOME PHONE~~

CITY ONTARIO STATE CA ZIP 9761

WORK PHONE 208 0454

YEAR AND MAKE Ford MODEL F150 COLOR White - 4 dr.

LICENSE

~~ESTIMATE~~ ~~ADD ON ESTIMATE~~ ~~TAX~~ ~~TOTAL~~

LABOR INSTRUCTIONS	AMOUNT
Repair Passenger's	
seat Back Stitching	
coming Apart	
VIN # Line	
HAT # 4034	
R.O. # [redacted]	
P.O. # 110722 Both Dash	

Not responsible for loss or damage to cars or articles left in cars in case of fire, theft, accident or any other cause beyond our control. Authorized and conditions agreed to as stated above.

Not responsible for electrical damage when working on dash boards or broken windows when installing vinyl tops. Cars not picked up within 24 hours of completion of service subject to storage charges of $13.00 per day.

Freshly painted cars (less than 90 days) are worked on at owner risk.

Work Authorized By: [signature]

WINDSHIELD	☐ FRONT	REAR	
NICKS DOOR	☐ RIGHT	LEFT	
NICKS BODY	☐ RIGHT	LEFT	
TAIL LIGHTS	☐ RIGHT	LEFT	
ELEC. SEAT	☐		
WINDOW	☐		
RADIO	☐		
CB	☐		

For Speedier Service Please Bring In Your Estimate

☐ Cash
☐ Check

$ _____

Labor Total	
Materials Total	
Sub Total	
Tax	
Total Amount	125 00

Print Page Click Here

Report a Problem

OASIS
RESULT: 1FTFW1ET9EK[redacted] USA: EN-US

16-DECEMBER-2014 / 17:38:00 EST/ EDCAS041A
Local Time: 16-DECEMBER-2014 / 2:38:01 PM

VEHICLE INFORMATION

VEHICLE DESCRIPTION: 2014 F-SERIES LD	VERSION/SERIES: 150 SERIES	PAINT COLOR: Oxford White Solid C/C
BODY STYLE: DOUBLE CAB (CREW CAB)	DRIVE TYPE: 4 WHL L/H PART TIME DRIVE	PAINT CODE: YZ
ENGINE: 3.5L V6 Gas DOHC TIVCT	AXLE RATIO: 3.31 Ratio	GROSS VEHICLE WEIGHT: 7200 LB. GVW
ENGINE CALIBRATION: EF613C0N	AXLE CODE: L3	RADIO: AM/FM CD/Clock
TRANSMISSION: 6 Speed Automatic Trans (6R80)	WHEEL SIZE: 18 X 7.5" Chrome Clad Wheel	SYNC VERSION: V4 Gen1
FLEX FUEL: N	TIRE: P275/65R18 A/T OWL	VHR ACTIVATED: N

WARNING MESSAGES

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

ACCURATE REPAIR NOTIFICATIONS

NO ARN MESSAGES FOUND

GENERAL WARRANTY INFORMATION

New Vehicle Base Warranty

WARRANTY START DATE: 07-MARCH-2014 BUILD DATE: 12-FEBRUARY-2014 RELEASE DATE: 12-FEBRUARY-2014

SALE MILEAGE

OUTSTANDING FIELD SERVICE ACTIONS

NO CAMPAIGN MESSAGE(S) FOUND

EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

WARRANTY REPAIR HISTORY

24-JULY-2014

DEALER: Citrus Motors

WARRANTY CLAIM NUMBER: 188572 ODOMETER: 012326M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
CL3Z 18808E	SPEAKER ASY	001	18808AF	42	DOES NOT OPERATE PROPERLY

T127 ROAD TEST, REVIEW OASIS, NO RELATED MESSAGES. ACCESS AND REPLACE LEFT F RONT DOOR SPEAKER. REINS TALL ALL RELATED PARTS AND RETEST, NORMAL OPERATIO N FOUND AT TIME OF TESTING...

Click Here for Full Warranty History

| Report a Vehicle Concern | On-line 187[redacted]

END OF OASIS REPORT FOR 1FTFW1ET9EK[redacted]

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ARMS CITRUS MOTORS

Rental Company: ENTERPRISE RENT-A-CAR
Invoice: [redacted]
Alternate Invoice Number: 92RCR1

Bill To: C18132
CITRUS MOTORS
ATTN: JOSH FISCHETTI
PO BOX 4270
ONTARIO , CA 917618970

RENTER INFORMATION:
Renter: [redacted]

RENTAL INFORMATION:
Rental Branch Location:
ENTERPRISE RENT-A-CAR (32H1)
4950 VANDERBILT ST
ONTARIO, CA 917612202
(909) 605-1905

ADDITIONAL CLAIM INFORMATION:
AP# or RO#/PO# [redacted]

Owner's Vehicle: 2014 FORD F-150
Additional Driver: PHILLIPS* AMBER*

Repair Facility:
CITRUS MOTORS
ONTARIO, CA 917618970
(909) 390-0954

RENTAL DETAIL:

Rental Period: 12/12/14 to 12/15/14 (4 days)
Billed Period: 12/12/14 to 12/15/14 (3 days)

Products and Services	Rate	Amount
3 DAYS @	25.92	$77.76
Taxes and Surcharges		
1 SALES TAX	8.00%	$6.22
	Total Charges:	$84.00
	Less Amount Received:	$0.00
	Total Amount Due:	$84.00

VEHICLES RENTED:

Effective Date and Time	Year	Make	Model	VIN	Starting Mileage	Ending Mileage	Mileage	Rate Charged
12/13/14 11:05 AM	2014	DODG	GCAR	2C4RDGCG8E[redacted]	39666	39938	272	$25.92

Rental Invoice

Please Return This Portion with Remittance

Make Payment To:
ENTERPRISE RENT-A-CAR (32NN)
1930 W PARK AVE

REDLANDS, CA 92373-8042
Federal ID:95-3475810

Total Charges:	$84.00
Less Amount Received:	$0.00
Total Amount Due.....	**$84.00**

Please include on your check:
Invoice: [redacted]

PE16-003 000176LC - SUBJECT

WARRANTY REPAIR ORDER

[redacted]
RIVERSIDE, CA [redacted]

Work Phone	R/O Open Date	R/O Number
[redacted]	12/12/14	6204381/1
	R/O Close Date	Cross Reference #
	12/15/14	Original
Body	Mileage In	Mileage Out
4WD SUPERCREW	21655	21657

Year	Make	Model	License Number	Service Advisor
2014	FORD	F-150		Joshua Fischetti 2341

Vehicle Identification Number	Color		Delivery Date	In Service Date
1FTFW1ET9EK[redacted]	OXFORD WHI		3/07/14	3/07/14

4C569

DESCRIPTION	COST	AMOUNT

Email: AM[redacted]

#6 - MR QS: QUICK SERVICE DEPART
CLIENT STATES SRS LIGHT CAME ON AND WILL NOT GO OF
F PLEASE CHECK AND ADVISE
T127 ROAD TEST, NO AIRBAG LIGHT "ON". REVIEW OASIS
, NO RELATED MESSAGES. IDS TESTS, FOUND CODE B0029
:13-08 IN MEMORY ONLY. PINPOINT TEST I1, FOUND COD
E IN MEMORY ONLY, NO. I13, ACCESS AND WIGGLE TEST
RELATED CIRCUITS AND CONNECTORS. REMOVE, CLEAN AN
D INSULATE RIGHT SIDE CURTAIN AIRBAG CONNECTOR. RE
INSTALL ALL RELATED PARTS AND RETEST, NO CODES RET
URNED. ROAD TEST, NORMAL OPERATION FOUND AT TIME O
F TESTING..

#7 - MR SUBLET: Sublet
CESAR FROM DEALERS AUTO TRIM TO COME OUT AND LOOK
AT PASSANGER SIDE FRONT SEAT DUE TO SEAM COMING AP
ART
Tech: 999/9999 0.00hrs @
Sublet: 547:PO#7102722:IV#[redacted] :DEALERS Labor: 125.00 125.00
Sublet: 547:IV#8963 :DEALERS AUTO TRIM Parts:
Sub-Total Sublet: 125.00 125.00
DEALERS AUTO TRIM CAME AND RE STITCHED PASSANGER S
IDE FRONT SEAT DUE TO STITCHING COMING APART. ALSO
THERE WAS A SCRATCH CESAR WAS ABLE TO ADDRESS WHI
LE RE STITCHING SEAT.

#8 - MR RENTAL: RENTAL PROVIDED TO CUSTOMER
Sublet: ENT0001:PO#7102650:IV#D086611:ENTERPRISE R 84.00 84.00
Sublet: ENT0001:IV#:ENTERPRISE RENT-A-CAR Parts:
Sub-Total Sublet: 84.00 84.00

Line 6 12/13/14 Tech 127 Start 9:20 End 10:13 Hours .90
Line 6 12/13/14 Tech 127 Start 11:31 End 11:32 Hours .00

ACCOUNT #	LABOR		.00
	PARTS		.00
METHOD	SUBLET	209.00	209.00
	SHOP SUPPLIES		.00
	SALES TAX OR TAX I.D.		.00
RECEIPT #	DEDUCTIBLE		.00
	TOTAL DUE	209.00	209.00

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REPAIR ORDER - AUDIT COPY

[redacted]
[redacted] LEKAY LN
RIVERSIDE, CA [redacted]

Work Phone	R/O Open Date	R/O Number
[redacted]	7/24/14	[redacted]
	R/O Close Date	Receipt No.
[redacted]	7/25/14	Original
Body	Mileage In	Mileage Out
4WD SUPERCREW	12326	12327

Year	Make	Model	License Number	Service Advisor
2014	FORD	F-150		Alex Ruiz 3260

Vehicle Identification Number	Color	Account No.	Delivery Date	In-Service Date
1FTFW1ET9EK[redacted]	OXFORD WHI		3/07/14	3/07/14

4C569

Email: [redacted]

#1 - MR MARKER: MARKER ATTN [redacted]			C
#2 - QL Q99P: multi point inspection, record findings on report card Work by Tech 04B/0017 0.00hrs @ MULTI POI, DONE			C
#3 - QL MN1P: replace oil and filter Work by Tech 04B/0017* 0.30hrs Hazardous Materials Charge Kit: K5006: 6 QT OIL CHANGE FL500S FL 500 S : FILTER ASY - OIL XO 5W20 BSP : MOTORCRAFT SAE 5W-20 API GF- REPLACE OIL AND FILTER, DONE		11.45 2.37 26.50 Included Included	C
#4 - QL MN230P: rotate tires DRW AND OVERSIZE TIRES ARE EXTRA Work by Tech 04B/0017* 0.50hrs ROTATE TIRES DRW AND OVERSIZE TIRES ARE EXTRA, DON E		24.23	C
#5 * QL QS: QUICK SERVICE DEPART STATES DRIVER DOOR SPEAKER RATTLES, SOUDNS LIKE IS BLOWN..CHECK AND ADVISE Corrected by 18808AF: (A06) (42) r and r front speaker Work by Tech 127/0103 0.40hrs @ 103.65 CL3Z 18808 E (FP): SPEAKER ASY 1@12.66 T127 ROAD TEST, REVIEW OASIS, NO RELATED MESSAGES. ACCESS AND REPLACE LEFT FRONT DOOR SPEAKER. REINS TALL ALL RELATED PARTS AND RETEST, NORMAL OPERATIO N FOUND AT TIME OF TESTING...		41.46 12.66	W
#6 * QL GBATT: battery is in good condition			C
#7 * QL GBK: Little or no wear - have us inspect your brakes			C

	INTERNAL	SERVICE CONT.	WARRANTY	CUSTOMER PAY	COST
LABOR					
PARTS					
DEDUCTIBLE					
SUBLET					
SHOP SUPPLIES					
HAZARDOUS MATERIALS					
SALES TAX OR TAX I.D.					
SPECIAL ORDER DEPOSIT					
DISCOUNTS					

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[redacted]
RIVERSIDE, CA 9[redacted]

Home Phone	R/O Open Date	R/O Number
[redacted]	12/12/14	[redacted]
	Time Received	Time Promised
	15:38	12/12 17:00
	Key Tag #	Current Mileage	Mileage Out
BAR#: AC-016541 EPA#: CA0000008086	4034	21655	

Year	Make	Model	Body	Engine Code	Service Advisor
2014	FORD	F-150	4WD SUPERCREW	99T	Joshua Fisc

Vehicle Identification Number	Color	License Number	Delivery Date	In-Service Date
1FTFW1ET9EK[redacted] 4C569	OXFORD WHI		3/07/14	3/07/14

Email: [redacted]

21657

Resource 45010 or 3/07/17 Ded 0
Resource 45010 or 3/07/17 Ded 0

#1 - MARKER: MARKER C
ATTN [redacted] C
Estimate: .00 .00

#2 - Q99P: multi point inspection, record findings on report card C C
Estimate: .00 .00

04x

#3 - MN1P: replace oil and filter S

04x

#4 - MN230P: rotate tires DRW AND OVERSIZE TIRES ARE EXTRA S

04x

#5 - FEALN: PERFORM ALIGNMENT (CARS) C
CLIENT STATES VEHICLE PULLS TO THE RIGHT PLEASE CH C
ECK AND ADVISE C
Estimate: 1.00 89.95

63L

#6 - QS: QUICK SERVICE DEPART B0029:13-08 cmdte C
CLIENT STATES SRS LIGHT CAME ON AND WILL NOT GO OF C
F PLEASE CHECK AND ADVISE C
Estimate: 1.00 133.26

#7 - SUBLET: Sublet C
CESAR FROM DEALERS AUTO TRIM TO COME OUT AND LOOK C
AT PASSANGER SIDE FRONT SEAT DUE TO SEAM COMING AP C
ART C

NAME AND PHONE NUMBER OF ANOTHER PERSON WHO MAY AUTHORIZE REPAIR WORK:		
NAME:	PHONE:	
ORIGINAL ESTIMATE $	ADD'L REPAIRS OK'D BY	
REVISED ESTIMATE $	DATE	TIME
TOTAL $		

I hereby authorize the repair work above to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipment by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle hereon described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

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

© 1998 ARCONA, Inc. Dealership Application Center (800) 965-1028

Customer Signature

REPAIR ORDER - AUDIT COPY

[redacted]
RIVERSIDE, CA 9[redacted]

Work Phone	R/O Open Date	R/O Number
[redacted]	7/24/14	[redacted]
	R/O Close Date	Receipt No.
	7/25/14	Original
Body	Mileage In	Mileage Out
4WD SUPERCREW	12326	12327

Year	Make	Model	License Number	Service Advisor
2014	FORD	F-150		Alex Ruiz 3260
Vehicle Identification Number	**Color**	**Account No.**	**Delivery Date**	**In-Service Date**
1FTFW1ET9EK[redacted]	OXFORD WHI		3/07/14	3/07/14

4C569

re gularly			
#8 * QL GTIRE: Little or no wear - have us inspect your tires reg ularly		C	
Resource Maint Plan Coupons	-24.67		
Line 5 7/24/14 Tech 127 Start 10:24 End 11:16	Hours		.90

	INTERNAL	SERVICE CONT	WARRANTY	CUSTOMER PAY	COST
LABOR			41.46	35.68	
PARTS			12.66	26.50	
DEDUCTIBLE					
SUBLET					
SHOP SUPPLIES					
HAZARDOUS MATERIALS				2.37	
SALES TAX OR TAX I.D.				2.12	
SPECIAL ORDER DEPOSIT					
DISCOUNTS				-24.67	
			54.12	42.00	
OTHER 1189/6188572					

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[redacted]			Home Phone [redacted]	R/O Open Date 12/12/14	R/O Number [redacted]
RIVERSIDE, CA [redacted]				Time Received 15:38	Time Promised 12/12 17:00
		BAR#: AC-010541 EPA#: CA9000008086	Key Tag # 4034	Current Mileage 21655	Mileage Out
Year	Make	Model	Body	Engine Code	Service Advisor
2014	FORD	F-150	4WD SUPERCREW	99T	Joshua Fisc
Vehicle Identification Number		Color	License Number	Delivery Date	In Service Date
1FTFW1ET9EK[redacted]		OXFORD WHI		3/07/14	3/07/14
4C569					

Estimate:	.00	.00

#8 - RENTAL: RENTAL PROVIDED TO CUSTOMER C

Estimate:	.00	.00

Original Estimate:	2.00	223.21

NAME AND PHONE NUMBER OF ANOTHER PERSON WHO MAY AUTHORIZE REPAIR WORK:		
NAME:	PHONE:	
ORIGINAL ESTIMATE $	ADDL REPAIRS OK'D BY:	
REVISED ESTIMATE $	DATE	TIME
TOTAL $		

"I hereby authorize the repair work above to be done along with the necessary material and agree that you are not responsible for losses or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle hereon described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

223.21

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

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Customer Signature

[redacted]

RIVERSIDE, CA [redacted]

BAR#: AC-010541
EPA#: CA0000006086

Home Phone	R/O Open Date	R/O Number
[redacted]	7/24/14	[redacted]
	Time Received	Time Promised
	8:23	Waiting
Key Tag #	Current Mileage	Mileage Out
3069	12326	

Year	Make	Model	Body	Engine Code	Service Advisor
2014	FORD	F-150	4WD SUPERCREW	99T	Alex Ruiz

Vehicle Identification Number	Color	License Number	Delivery Date	In-Service Date
1FTFW1ET9EKI[redacted] 4C569	OXFORD WHI		3/07/14	3/07/14

Email: [redacted]

Resource 5012 or 3/07/17 Ded 0

#1 - MARKER: MARKER C
ATTN A[redacted] C
Estimate: .00 .00

#2 - Q99P: multi point inspection, record findings on report card C
04B Done C
Estimate: .00 .00

188BAF .4

#3 - MN1P: replace oil and filter S
04B Done

#4 - MN230P: rotate tires DRW AND OVERSIZE TIRES ARE EXTRA S
04B Done

#5 * QS: QUICK SERVICE DEPART W
STATES DRIVER DOOR SPEAKER RATTLES, SOUDNS LIKE IS W
127 BLOWN..CHECK AND ADVISE W
done

7/24/14

Original Estimate: .00

188CB
7/24/14
127
WARR 847

NAME AND PHONE NUMBER OF ANOTHER PERSON WHO MAY AUTHORIZE REPAIR WORK:		
NAME:	PHONE:	
ORIGINAL ESTIMATE $	ADD'L REPAIRS O'K'D BY	
REVISED ESTIMATE $	DATE	TIME
TOTAL $		

"I hereby authorize the repair work above to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle named described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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

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Customer Signature

Service Write Up

50-75k Write Up

NAME [redacted]		RO DATE 12/12/14	TIME IN
ADDRESS		ADVISOR JOSH	TAG# 4034
CITY Brian STATE ZIP (Amber)		YEAR	MODEL F150
HOME PHONE ☐	BUS P ☐ [redacted]	LICENSE	COLOR White
EMAIL	CELL CARRIER (TEXT)	MILEAGE 21655	WAITING DROP
VIN [redacted]		FUEL E ¼ ½ ¾ F	

Concerns

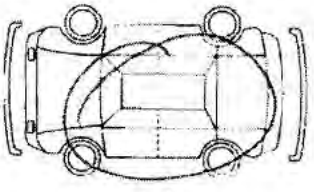
- Rental
- SRS LIGHT ON
- oil change - (resource)
- Tire rotation (resource)
- Passanger seat seam coming apart
- alignment - $89.95 (Pulling to right)

Maintenance

	Gas Starting at	Diesel Starting at	Approved Declined Later Visit
Full Synthetic LOF MN1PS/MN406PS	$69.95	$179.95	d
Regular LOF MN1P/MN406P	$37.95	$119.95	ok
Tire Rotation & Balance MN230R	$48.95	$48.45	OK
Alignment FEALN/FEALN4	$89.95	$129.95	ok
Air Filter Replacement MN300P/MN407P	$39.95	$129.95	d
Fuel Filter Replacement MN332P/MN403P	$69.95	$144.95	
Cabin Filter Replacement MN226P	$79.95		
Wipers MNWIPERS	$27.95	$27.95	
Brake Fluid Flush MNBFLUSH	$89.95	$89.95	
Power Steering Fluid Flush MNPSFLUSH	$89.95	$89.95	
Fuel Injection Service DVFUEL60	$159.95	$159.95	
Transmission Service MN492P/MN490P	$189.95	$256.50	
Coolant Service MN13P/MN11PD	$149.95	$179.95	
Belt Replacement MN275P/MN275PD	$74.95	$159.99	d

Total Original Estimate $89.95

	Pass/Fail
Left Front Tire (enter MM)	—
Left Rear Tire (enter MM)	—
Right Rear Tire (enter MM)	—
Right Front Tire (enter MM)	—
Wipers	P
Belts & Hoses	P
Coolant	P
Brake Fluid	P
Power Steering Fluid	P



OK

I hereby authorize the repair work and/or maintenance to be done along with the necessary materials. You and your employees may operate the vehicle for purpose of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs thereto. In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and court costs. I acknowledge this deposited property is not insured or protected to the amount of actual cash value thereof by the dealer against loss occasioned by theft, fire and vandalism while such property remains with the depository. I also acknowledge no articles of personal property have been left in the vehicle and the dealer is not responsible for the inspection thereof.

$ [redacted] Date_____

Service Write Up

75K and up Write Up

NAME [redacted]		RO DATE 7/24/14	TIME IN
ADDRESS		ADVISOR Ken	TAG# 1069
CITY (owed) STATE	ZIP	YEAR	MODEL 750
HOME PHONE ☐	BUS PHONE ☐	CELL PHONE [redacted]	LICENSE
EMAIL	CELL CARRIER (TEXT)	MILEAGE 12,516	COLOR Gold WAITING ✓
VIN [redacted]			FUEL E ¼ ½ ¾ F

Concerns

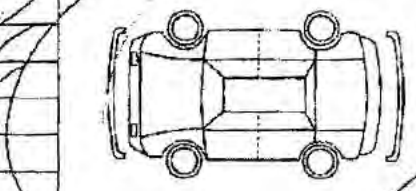
Oil change ✓

Rotation ✓

Maintenance

	Gas Starting at	Diesel Starting at	Approved Declined Later Visit
Full Synthetic LOF MN1PS/MN406PS	$69.95	$179.95	
Regular LOF MN1P/MN406P	$37.95	$119.95	
Tire Rotation & Balance MN2308	$48.95	$48.45	
Alignment SEALNTDALN4	$89.95	$129.95	
Air Filter Replacement MN300P/MN402P	$39.95	$89.95	
Fuel Filter Replacement MN137P/MN403P	$69.95	$144.95	
Cabin Filter Replacement MN226P	$79.95		
Wipers MNWIPERS	$27.95	$27.95	
Brake Fluid Flush MNBFLUSH	$89.95	$89.95	
Power Steering Fluid Flush MNPSFLUSH	$89.95	$89.95	
Fuel Injection Service DIFUEL	$159.95	$159.95	
Transmission Service MN402P/MN490P	$189.95	$256.50	
Coolant Service MN11P/MN11PD	$149.95	$179.95	
Belt Replacement MN275P/MN275PD	$74.95	$159.99	
Differential Service MN405P	$229.00	$229.00	
Total Original Estimate			

	Pass/Fail
Left Front Tire (enter MM)	✓
Left Rear Tire (enter MM)	✓
Right Rear Tire (enter MM)	✓
Right Front Tire (enter MM)	✓
Wipers	
Belts & Hoses	
Coolant	
Brake Fluid	
Power Steering Fluid	



I hereby authorize the repair work and/or maintenance to be done along with the necessary materials. You and your employees may operate the vehicle for purpose of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs thereto. In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and court costs. I acknowledge this deposited property is not insured or protected to the amount of actual cash value thereof by the dealer against loss occasioned by theft, fire and vandalism while such property remains with the depository. I also acknowledge no articles of personal property have been left in the vehicle and the dealer is not responsible for the possession thereof.

[redacted] Date_____

WARRANTY REPAIR ORDER

	Work Phone	R/O Open Date	R/O Number
[redacted]	[redacted]	7/24/14	[redacted]
		R/O Close Date	Close Reference #
RIVERSIDE, CA [redacted]	[redacted]	7/25/14	Original
	Body	Mileage In	Mileage Out
	4WD SUPERCREW	12326	12327

Year	Make	Model	License Number	Service Advisor
2014	FORD	F-150		Alex Ruiz 3260

Vehicle Identification Number	Color	Delivery Date	In-Service Date
1FTFW1ET9EK[redacted]	OXFORD WHI	3/07/14	3/07/14

4C569

DESCRIPTION OF LABOR AND PARTS	COST	AMOUNT

Email: [redacted]

#5 * QL QS: QUICK SERVICE DEPART
STATES DRIVER DOOR SPEAKER RATTLES, SOUDNS LIKE IS BLOWN..CHECK AND ADVISE
Op: 18808AF: (A06) (42) r and r front speaker
Tech: 127/0103 0.40hrs @ 103.6 12.00 41.46
Part: CL3Z 18808 E (FP):SPEAKER ASY 1 9.04 12.66

Sub-Total Labor:	12.00	41.46
Sub-Total Parts:	9.04	12.66
Sub-Total:	21.04	54.12

T127 ROAD TEST, REVIEW OASIS, NO RELATED MESSAGES.
ACCESS AND REPLACE LEFT FRONT DOOR SPEAKER. REINS TALL ALL RELATED PARTS AND RETEST, NORMAL OPERATIO N FOUND AT TIME OF TESTING...

Line 5 7/24/14 Tech 127 Start 10:24 End 11:16 Hours .90

ACCOUNT #	LABOR	12.00	41.46
	PARTS	9.04	12.66
METHOD	SUBLET		.00
	SHOP SUPPLIES		.00
	SALES TAX OR TAX I.D.		.00
RECEIPT #	DEDUCTIBLE		.00
	TOTAL DUE	21.04	54.12

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REPAIR ORDER - AUDIT COPY

[redacted]
RIVERSIDE, CA [redacted]

Work Phone	R/O Open Date	R/O Number
[redacted]	5/09/14	[redacted]
	R/O Close Date	Receipt No.
	5/10/14	Original
Body	Mileage In	Mileage Out
4WD SUPERCREW	5686	5687

Year	Make	Model	License Number	Service Advisor
2014	FORD	F-150		Malcolm Murrell 1061
Vehicle Identification Number	**Color**	**Account No.**	**Delivery Date**	**In-Service Date**
1FTFW1ET9EK[redacted]	OXFORD WHI		3/07/14	3/07/14

4C569

Email: [redacted]

#1 - MR MARKER: MARKER			C
#2 - QL Q99P: multi point inspection, record findings on report card Work by Tech 04D/6656 0.00hrs @ MULTI POINT INSPECTION, DONE			C
#3 - QL MN1P: replace oil and filter Work by Tech 04D/6656* 0.30hrs Hazardous Materials Charge Kit: K5006: 6 QT OIL CHANGE FL500S FL 500 S : FILTER ASY - OIL XO 5W20 BSP : MOTORCRAFT SAE 5W-20 API GF- REPLACE OIL AND FILTER, DONE		11.45 2.37 26.50 Included Included	C
#4 - MR WASH2: FULL SERVICE WASH Work by Tech 00V/8329* 0.50hrs		24.95	I
#5 - QL MN230P: rotate tires DRW AND OVERSIZE TIRES ARE EXTRA Work by Tech 04D/6656* 0.50hrs ROTATE TIRE, DONE		24.23	C
#6 - QL GBK: Little or no wear - have us inspect your brakes re gularly			C
#7 - QL GTIRE: Little or no wear - have us inspect your tires reg ularly			C
#8 - QL GBATT: battery is in good condition			C
Resource Maint Plan Coupons		-24.67	
Line 4 5/09/14 Tech 00V Start 16:00 End 17:00 Hours			1.00

	INTERNAL	SERVICE CONT	WARRANTY	CUSTOMER PAY	COST
LABOR	24.95			35.68	
PARTS				26.50	
DEDUCTIBLE					
SUBLET					
SHOP SUPPLIES					
HAZARDOUS MATERIALS				2.37	
SALES TAX OR TAX I.D.				2.12	
SPECIAL ORDER DEPOSIT					
DISCOUNTS				-24.67	
	24.95			42.00	
OTHER 1189/6179741					

© 1998 DMS DN Information Systems, Inc.

WARRANTY REPAIR ORDER

[redacted]

RIVERSIDE, CA 9[redacted]

				R/O Open Date	R/O Number
				5/09/14	[redacted]
				R/O Close Date	Cross Reference #
			Body	Mileage In	Mileage Out
			4WD SUPERCREW	5686	5687
Year	Make	Model	License Number	Service Advisor	
2014	FORD	F-150		Malcolm Murrell	1061
Vehicle Identification Number		Color		Delivery Date	Service Date
1FTFW1ET9EK[redacted]		OXFORD WHI		3/07/14	3/07/14

4C569 CU57823 Resource Exp: 45010 or 3/07/17 Ded: 0 Plan: MECHANIC +

DESCRIPTION		COST	AMOUNT
Email: [redacted]			
#3 - MN1P: replace oil and filter			
Tech: 04D/6656	0.30hrs		11.45
Kit: K5006: 6 QT OIL CHANGE FL500S			26.50
Part: FL 500 S:FILTER ASY - OIL			Included
Part interchanges with part# AA5Z6714A			
Part: XO 5W20 BSP:MOTORCRAFT SAE 5W-20 API G			Included
REPLACE OIL AND FILTER, DONE			
Sub-Total Labor:	11.45		
Sub-Total Parts:	26.52		
Sub-Total:	37.97		
#4 - WASH2: FULL SERVICE WASH		5760	
Tech: 00V/8329	0.50hrs		24.95
Sub-Total Labor:	24.95		
#5 - MN230P: rotate tires DRW AND OVERSIZE TIRES ARE EXTRA			
Tech: 04D/6656	0.50hrs		24.23
ROTATE TIRE, DONE			
Sub-Total Labor:	24.23		

[redacted]

ACCOUNT #	LABOR	60.63
	PARTS	26.50
METHOD	SUBLET	.00
	SHOP SUPPLIES	.00
	SALES TAX OR TAX I.D.	2.12
RECEIPT #	DEDUCTIBLE	.00
	TOTAL DUE	89.25

Resource Paid
40.-

© 1997 ENSIGN Information Systems, Inc.

[redacted]

RIVERSIDE, CA [redacted]

BAR#: AC-010541
EPA#: CA0000008086

Name Phone	R/O Open Date	R/O Number
[redacted]	5/09/14	[redacted]
	Time Received	Time Promised
	15:37	5/09 17:00
Key Tag #	Current Mileage	Mileage Out
7525	5686	

Year	Make	Model	Body	Engine Code	Service Advisor
2014	FORD	F-150	4WD SUPERCREW	99T	Malcolm Mur
Vehicle Identification		Color	Licence Number	Delivery Date	In Service Date
1FTFW1ET9EKD[redacted] 4C569		OXFORD WHI		3/07/14	3/07/14

Email: [redacted]

#1 - MARKER: MARKER C

Estimate: .00 .00

#2 - Q99P: multi point inspection, record findings on report card C C

Estimate: .00 .00

#3 - MN1P: replace oil and filter C

Done!

Estimate: .30 40.32

#4 - WASH2: FULL SERVICE WASH C

Donett 03L 046 01W 02A

Wash and vacuum

Estimate: .50 24.95

#5 - MN2[illegible]P: rotate tires DRW AND OVERSIZE TIRES ARE EXTRA C

Pat

Estimate: .50 24.23

Original Estimate: 1.30 89.50

NAME AND PHONE NUMBER OF ANOTHER PERSON WHO MAY AUTHORIZE REPAIR WORK:		
NAME:	PHONE:	
ORIGINAL ESTIMATE $	ADD'L REPAIRS OK'D BY:	
REVISED ESTIMATE $	DATE	TIME
TOTAL $		

89.50

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

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

© 1998 ARKONA, Inc. - Dealership Application Group (800) 943-1938

Customer Signature

Service Write Up

50-75k Write Up

NAME [redacted]		RO DATE 5/9/14	TIME IN
ADDRESS		ADVISOR Marcelus	TAG# 7525
CITY	STATE ZIP	YEAR	MODEL F150 4dr
HOME PHONE ☐	BUS PHONE ☐	CELL PHONE ☐	LICENSE / COLOR White
EMAIL	CELL CARRIER (TEXT)	MILEAGE 50896	WAITING

VIN [redacted] 7459 FUEL E ¼ ½ ¾ F

Concerns

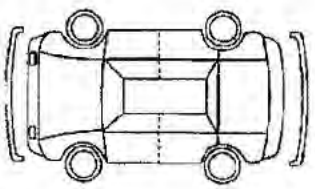
661-549-3197 C2

Insurance

Maintenance

	Gas Starting at	Diesel Starting at	Approved Declined Later Visit
Full Synthetic LOF MN1PS/MN40GPS	$69.95	$179.95	
Regular LOF MN1P/MN40GP	$37.95	$119.95	
Tire Rotation & Balance MN230B	$48.95	$48.45	
Alignment FEALN/FEALN4	$89.95	$129.95	
Air Filter Replacement MN300P/MN402P	$39.95	$129.95	
Fuel Filter Replacement MN332P/MN403P	$69.95	$144.95	
Cabin Filter Replacement MN226P	$79.95		
Wipers MNWIPERS	$27.95	$27.95	
Brake Fluid Flush MNBFLUSH	$89.95	$89.95	
Power Steering Fluid Flush MNPSFLUSH	$89.95	$89.95	
Fuel Injection Service OVFUELSO	$159.95	$159.95	
Transmission Service MN491P/MN490P	$189.95	$256.50	
Coolant Service MN13P/MN11PO	$149.95	$179.95	
Belt Replacement MN275P/MN275PO	$74.95	$159.99	
Total Original Estimate			

	Pass/Fail
Left Front Tire (enter MM)	
Left Rear Tire (enter MM)	
Right Rear Tire (enter MM)	
Right Front Tire (enter MM)	
Wipers	
Belts & Hoses	
Coolant	
Brake Fluid	
Power Steering Fluid	



I hereby authorize the repair work and/or maintenance to be done along with the necessary materials. You and your employees may operate the vehicle for purpose of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs thereto. In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and court costs. I acknowledge this deposited property is not insured or protected to the amount of actual cash value thereof by the dealer against loss occasioned by theft, fire and vandalism while such property remains with the depository. I also acknowledge no articles of personal property have been left in the vehicle and the dealer is not responsible for the inspection thereof.

X [redacted] Date 5/9/14





From: DAVIS, TERI LYNN <TDAVIS@Amica.com>
Sent: Friday, October 30, 2015 3:48 PM
To: 'Michael Ohly'
Subject: RE: Amica Claim # [redacted] Insured: [redacted]

Thank you for talking to me regarding this claim.

Our insured is willing to give you a statement on the facts of this loss.

[redacted]

Thank you,

Teri Lynn Davis, AIC | Supervising Claims Service Representative

Amica Mutual Insurance Company | Southern California Office
3200 Park Center Drive | Suite 650 | Costa Mesa, CA | 92626-7215
Mailing: PO Box 9690 | Providence, RI | 02940-9690
Voice: 877-972-6422 ext. 32300 | Fax: 866-759-3294
tdavis@amica.com | Amica.com

From: Michael Ohly [mailto:mohly@erskinelawgroup.com]
Sent: Wednesday, October 21, 2015 2:29 PM
To: DAVIS, TERI LYNN
Subject: Amica Claim # [redacted] Insured: [redacted]

Hello Teri Lynn,

Pursuant to our phone call a short while ago, the Erskine Law Group represents Ford Motor Company on the subject [redacted] subrogation claim. I have reviewed the proofs you supplied and would like to advise that Ford Motor Company had not accepted liability for this loss.

Furthermore, after reviewing the documents you provided, I am not able to recommend settlement to Ford. For additional consideration, please provide a detailed statement regarding the loss incident and vehicle history (police report, transcribed recorded statement, written statement, or other). Additionally, it may be necessary to attempt to download the vehicle's Restraint Control Module.

Please let me know if you have any questions. Thank you.

Michael Ohly

The Erskine Law Group, P.C.
Main: (248) 601-4499
Direct: (248) 841-4387
Fax: (248) 601-4497
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Ken Grody Ford

Phone: 760-438-9171
5555 Paseo del Norte
Carlsbad, CA 92008
www.kengrodyford.com

[redacted]

Phone (H): (760) [redacted] Phone (W): (760)
Phone (C): (760) [redacted] Phone Oth: (760)
Email:

Year/Make/Model: 2013 Ford F150
VIN: [redacted]G51467
License Number: 70585L1 Color:
Stock Number:
Tag Number: 5511
Mileage In: 18070
Mileage Out: 18070

A/R Number:
Customer Number: [redacted]
PO Number:
Auth Number:
Service Writer: 138
Estimate Amount: $ 1.00
Terms & Conditions:
Type of Sale: Retail
Customer Signature

Invoice Number [redacted]
Printed: MAY 6 15 11:25 AM
Copy # 1
Date Opened: 05/05/15
Date Notified: 05/06/15
Date Delivered:

Description	QtyOrd	Qty Del	Price	Ext Total	Grand Total
1. Customer statement of problem					
Customer States was driving braes quit working, towed in					
1 – Cause/Action to Take					
road test, found leak faulty brake master cylinder					
1 – Correction/Action Taken					
installed brake master cylinder, bleed air from system, test drove vehicle ok at this time					0.00
Part Number **Failed** **Description**					
DL3Z2140A CYLINDER ASY MASTER	1	1			
PM1C FLUID - BRAKE	2	2			
Sub Total Parts					Warranty
SubTotal Job # 1					Warranty
Recommendations					
157 W					
2. Customer statement of problem					
Customer States, Perform Tire Pressure check and Inflate Service					
LF RF					
35					
LR RR					
1 – Cause/Action to Take					
TIS - Check and Inflate Tire pressure per CARB's California Legislature					
1 – Correction/Action Taken					
Checked and set tire pressure as per vehicle's recommended tire presure.					0.00
Sub Total Parts					0.00
SubTotal Job # 2					0.00
3. Customer statement of problem					
FREE MULTI-POINT INSPECTION					
1 – Cause/Action to Take					
99P - 99P					
1 – Correction/Action Taken					
na					0.00

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No virus found in this message.
Checked by AVG - www.avg.com
Version: 10.0.1434 / Virus Database: 4365/10402 - Release Date: 10/28/15

CUSTOMER #: [redacted]
UNIT# 1132583

[redacted]

INVOICE

PAGE 1

YOU CAN COUNT ON US!
450 West Vista Way
Vista, CA 92083
(888) 945-9900 · Fax (760) 945-9545
www.northcountyford.com

HOME: [redacted] CONT: [redacted]
BUS: [redacted] CELL:

SERVICE ADVISOR: 3281 ALEX PEREZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
STERLING G	13	FORD F-150 P/U	[redacted]		19177/19178	T5741

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01DEC13 DD			17:00 04JUN15			EOC6	04JUN15

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted]
10:08 04JUN15	11:12 04JUN15	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER REQUESTS TO REDEEM SECOND EOIL COUPON, REPLACE ENGINE OIL WITH SEMI-SYNTHETIC MOTORCRAFT OIL, REPLACE OIL FILTER, TOP OFF FLUIDS (EXCLUDING FUEL)			
EOIL2 CUSTOMER REQUESTS TO REDEEM SECOND EOIL COUPON, REPLACE ENGINE OIL WITH SEMI-SYNTHETIC MOTORCRAFT OIL, REPLACE OIL FILTER, TOP OFF FLUIDS (EXCLUDING FUEL)			
3581CEOIL		16.95	16.95
1 AASZ*6714*A-FILTER ASY - OIL	9.76	9.76	9.76
6 XO*5W20*DSP MOTORCRAFT SAE 5W-20 API GF-5	3.75	3.75	22.50
PARTS: 32.26 LABOR: 16.95 OTHER: 0.00		TOTAL LINE A:	49.21
19178 0.30 CHANGED OIL AND OIL FILTER			
**********			
B CUSTOMER STATES BRAKES DO NOT FEEL SMOOTH WHEN SLOWING DOWN FEELS RUFF, WHEN COMING TO A STOP CHECK AND ADVISE.			
S104 BRAKES			
3581 .CF		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00		TOTAL LINE B:	0.00
19178 VERIFIED CUSTOMER CONCERN NECESSARY TO ORDER PARTS. NOISE COMING FROM BRAKE MASTER/ BOOSTER AREA. BRAKE SYSTEM OPERATING AS DESIGNED, BRAKES AT 7MM AND 8MM. VEHICLE SAFE TO DRIVE. CUSTOMER TO RETURN.			
**********			
C MULTI POINT INSPECTION INCLUDES VISUAL INSPECTION OF HOSES, BELTS, LIGHTING, BATTERY CONNECTIONS AND CONDITION, BRAKE INSPECTION, SHOCKS, EXHAUST, CV JOINTS, STEERING AND LINKAGES, INSPECT AIR FILTER(S), INSPECT TIRES AND ADJUST PRESSURES TO SPEC.			
99P MULTI POINT INSPECTION INCLUDES VISUAL INSPECTION OF HOSES, BELTS, LIGHTING, BATTERY CONNECTIONS AND CONDITION, BRAKE INSPECTION, SHOCKS, EXHAUST, CV JOINTS, STEERING AND LINKAGES, INSPECT AIR FILTER(S), INSPECT TIRES AND ADJUST PRESSURES TO SPEC.			

JUN 04 2014

UNLESS OTHERWISE NOTED, ALL PARTS ARE NEW.

We accept all major credit cards

Service and Parts Dept Hours
Monday thru Friday 7:00 am - 7:00 pm
Saturday 8:00 am - 5:00 pm

NORTH COUNTY FORD
YOU CAN COUNT ON US!

MISSION STATEMENT

"YOU CAN COUNT ON US"

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
$	$

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

X _____ CUSTOMER SIGNATURE

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
HAZ MAT/MISC. CHG.	
TOTAL CHARGES	
LESS INS./ADJ.	
SALES TAX	
PLEASE PAY THIS AMOUNT	

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK

BAR # ARD [redacted] EPA# CAL 000130555

CUSTOMER COPY

0901119c928df360

PE16-003 000194LC - SUBJECT

CUSTOMER #: [redacted]
UNIT# 1132583

CHESTER MICHAEL KOLLEY
[redacted]
HOME: [redacted] CONT: [redacted]
BUS: [redacted] CELL:

INVOICE

PAGE 1

NORTH COUNTY FORD VISTA
YOU CAN COUNT ON US!
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www.northcountyford.com

SERVICE ADVISOR: 3281 ALEX PEREZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
STERLING G	13	FORD F-150 P/U	[redacted]		19491/19491	T5265

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01DEC13 DD			17:00 12JUN15			CASH	12JUN15

R.O. OPENED	READY	OPTIONS:
10:59 12JUN15	12:54 12JUN15	SOLD-STK:1132583

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	CUSTOMER STATES BRAKES DO NOT FEEL SMOOTH WHEN SLOWING DOWN FEELS RUFF, WHEN COMING TO A STOP CHECK AND ADVISE.							
	CAUSE: 2005/42							
	2005A BRAKE BOOSTER ASSEMBLY - REPLACE (2005) - L							
	3557 COSTANZO,DAVID LIC#: 3557							
	W94							(N/C)
	1 3M5Z*2L523*AA PUSH							(N/C)
	1 DL3Z*2005*C BOOSTER ASY - BRAKE							(N/C)
PARTS:	0.00 LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:			0.00
	19491 2005/42 2005A 0.70 PINPOINTED NOISE INTERNAL TO THE BRAKE BOOSTER. REPLACED BRAKE BOOSTER TO CORRECT.							
	**********							
B	MULTI POINT INSPECTION INCLUDES VISUAL INSPECTION OF HOSES, BELTS, LIGHTING, BATTERY CONNECTIONS AND CONDITION, BRAKE INSPECTION, SHOCKS, EXHAUST, CV JOINTS, STEERING AND LINKAGES, INSPECT AIR FILTER(S), INSPECT TIRES AND ADJUST PRESSURES TO SPEC.							
	99P MULTI POINT INSPECTION INCLUDES VISUAL INSPECTION OF HOSES, BELTS, LIGHTING, BATTERY CONNECTIONS AND CONDITION, BRAKE INSPECTION, SHOCKS, EXHAUST, CV JOINTS, STEERING AND LINKAGES, INSPECT AIR FILTER(S), INSPECT TIRES AND ADJUST PRESSURES TO SPEC.							
	3557 COSTANZO,DAVID LIC#: 3557							
	CF					6.00		6.00
PARTS:	0.00 LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:			0.00
	19491 JUST DONE							
	**********							
C	**PER CALIFORNIA REGULATIONS, CHECK AND INFLATE TIRES TO RECOMMENDED TIRE PRESSURES AND RECORD FINAL READINGS**							
	TIREP **PER CALIFORNIA REGULATIONS, CHECK AND INFLATE TIRES TO RECOMMENDED TIRE PRESSURES AND RECORD FINAL READINGS**							
	3557 COSTANZO,DAVID LIC#: 3557							

JUN 11 2014

UNLESS OTHERWISE NOTED, ALL PARTS ARE NEW.

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Service and Parts Dept Hours
Monday thru Friday 7:00 am - 7:00 pm
Saturday 8:00 am - 5:00 pm

NORTH COUNTY FORD VISTA
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MISSION STATEMENT

"YOU CAN COUNT ON US"

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
$	$

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

X _____
CUSTOMER SIGNATURE

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
HAZ.MAT/MISC. CHG.	
TOTAL CHARGES	
LESS INS./ADJ.	
SALES TAX	
PLEASE PAY THIS AMOUNT	

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK

BAR # ARD [redacted] EPA# CAL 000130555

CUSTOMER COPY

0901119c928df826

PE16-003 000195LC - SUBJECT

File Number:	[redacted]
Claim Number:	1
Insured Name:	[redacted]
Policy Number:	[redacted]
Handler/Adjuster:	Davis, Teri Lynn
Date Taken:	Saturday, May 02, 2015
Inspection Location:	

Amica

Photo # 1



File Number:	[redacted]
Claim Number:	1
Insured Name:	[redacted]
Policy Number:	
Handler/Adjuster:	Davis, Teri Lynn
Date Taken:	Saturday, May 02, 2015
Inspection Location:	

Amica

Photo # 3



File Number:	[redacted]
Claim Number:	1
Insured Name:	[redacted]
Policy Number:	
Handler/Adjuster:	Davis, Teri Lynn
Date Taken:	Saturday, May 02, 2015
Inspection Location:	

Amica

Photo # 2



File Number: [redacted]
Claim Number: 1
Insured Name: [redacted]
Policy Number:
Handler/Adjuster: Davis, Teri Lynn
Date Taken: Saturday, May 02, 2015
Inspection Location:

Amica

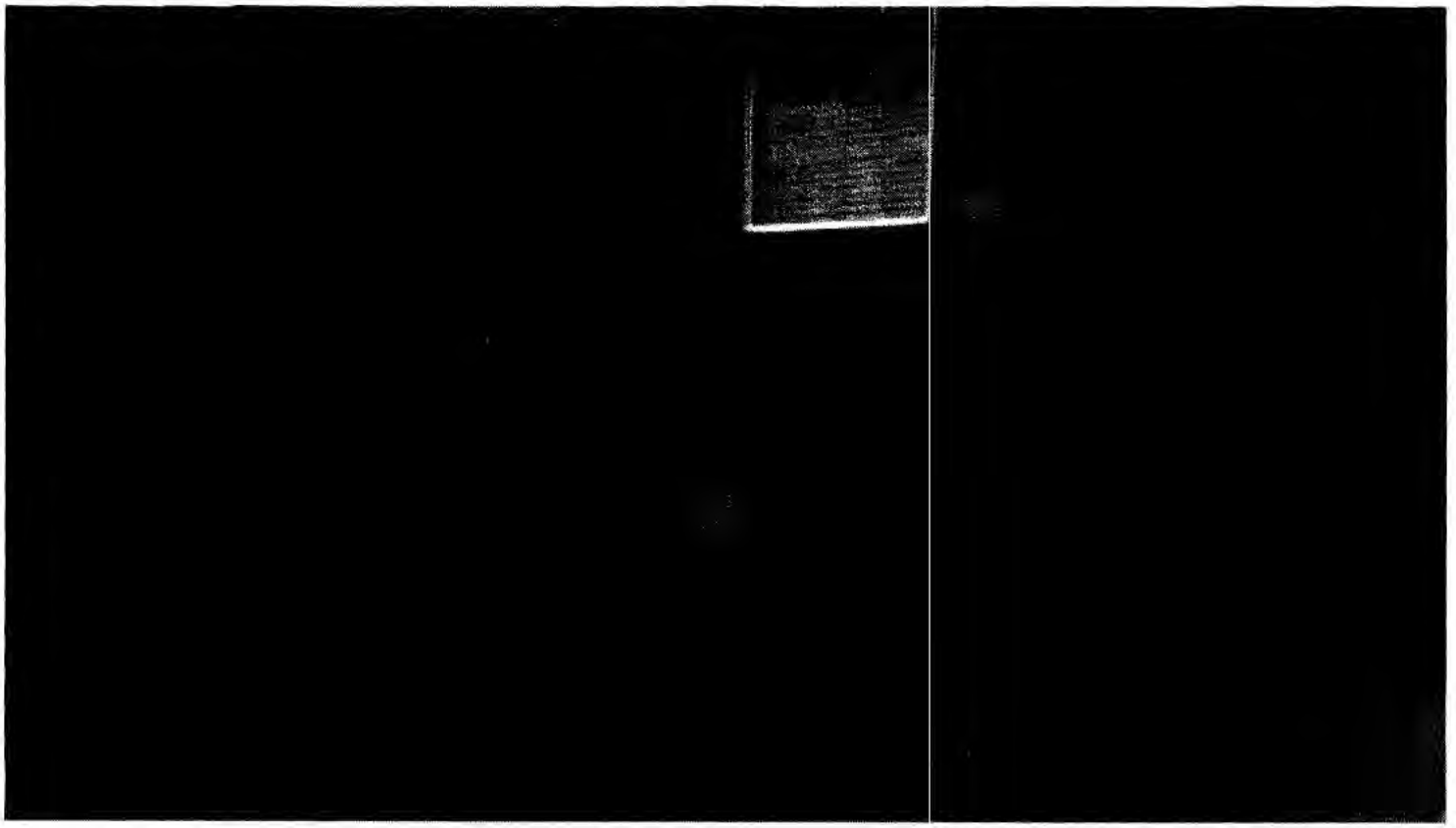
Photo # 5



File Number: [redacted]
Claim Number: 1
Insured Name: [redacted]
Policy Number:
Handler/Adjuster: Davis, Teri Lynn
Date Taken: Saturday, May 02, 2015
Inspection Location:

Amica

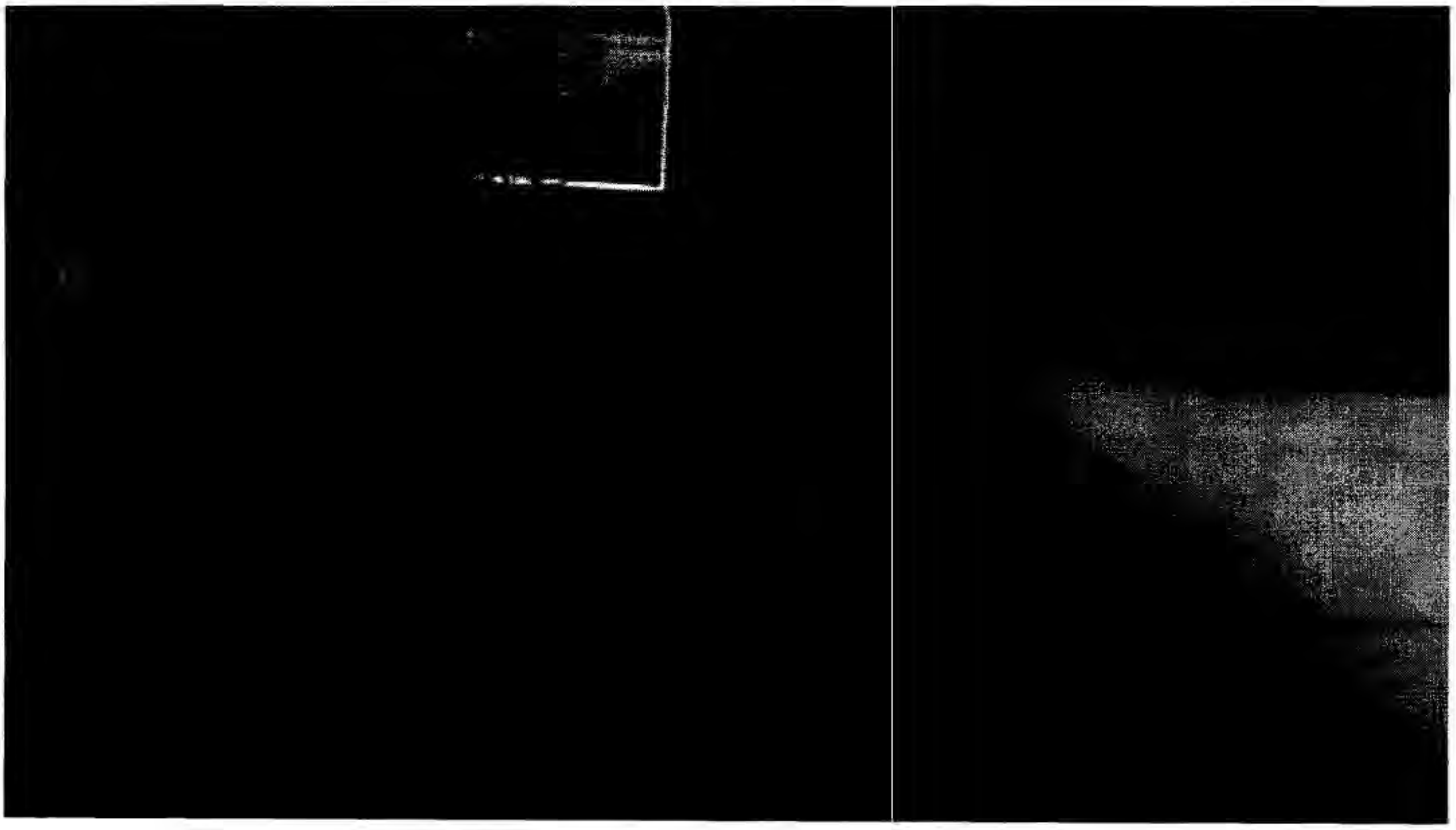
Photo # 4



File Number: [redacted]
Claim Number: 1
Insured Name: [redacted]
Policy Number:
Handler/Adjuster: Davis, Teri Lynn
Date Taken: Saturday, May 02, 2015
Inspection Location:

Amica

Photo # 7



File Number:	[redacted]
Claim Number:	1
Insured Name:	[redacted]
Policy Number:	
Handler/Adjuster:	Davis, Teri Lynn
Date Taken:	Saturday, May 02, 2015
Inspection Location:	

Amica

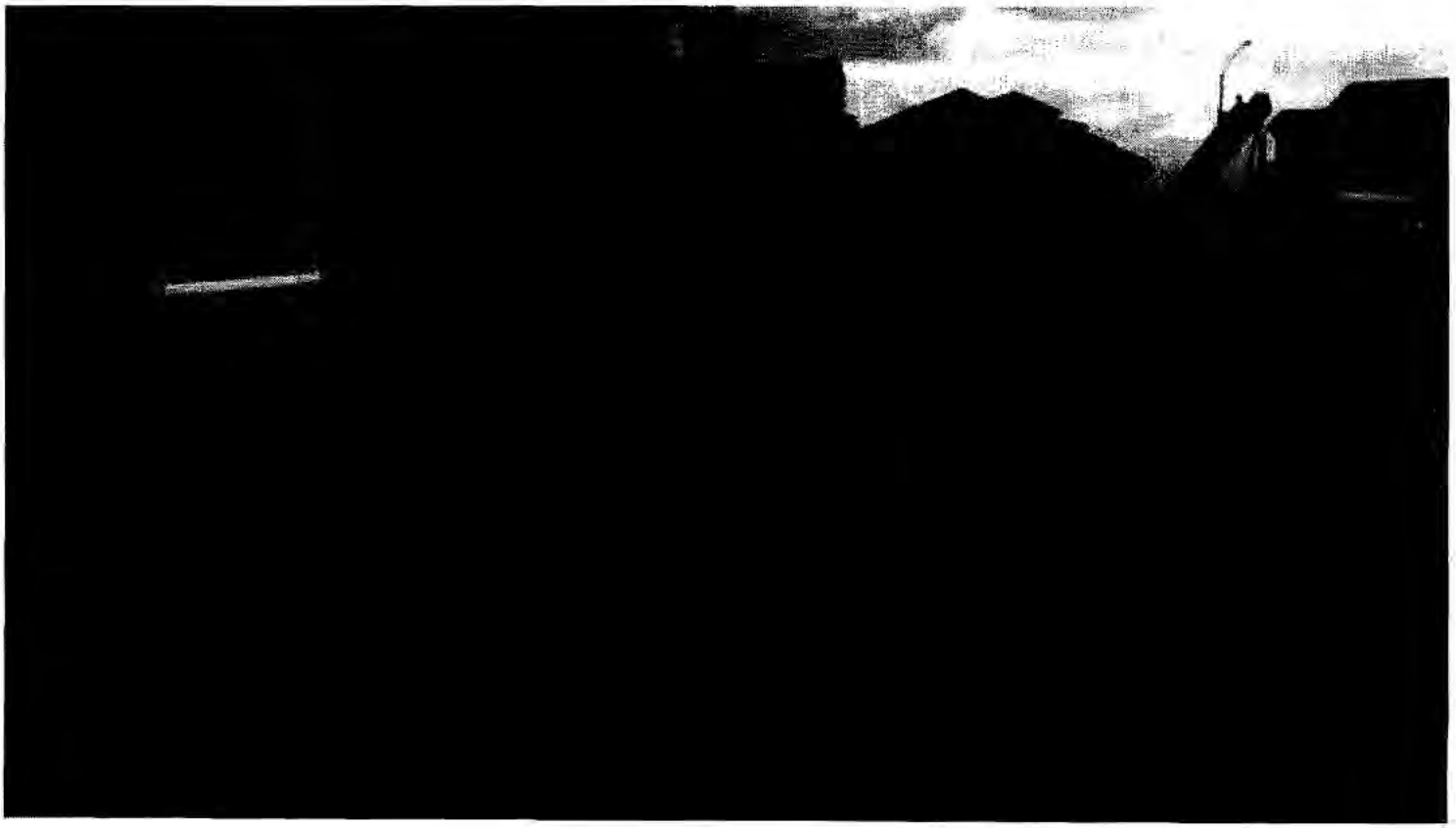
Photo # 6



File Number:	[redacted]
Claim Number:	1
Insured Name:	[redacted]
Policy Number:	
Handler/Adjuster:	Davis, Teri Lynn
Date Taken:	Saturday, May 02, 2015
Inspection Location:	

Amica

Photo # 9



File Number:	[redacted]
Claim Number:	1
Insured Name:	[redacted]
Policy Number:	
Handler/Adjuster:	Davis, Teri Lynn
Date Taken:	Saturday, May 02, 2015
Inspection Location:	

Amica

Photo # 8



File Number:	[redacted]
Claim Number:	1
Insured Name:	[redacted]
Policy Number:	
Handler/Adjuster:	Davis, Teri Lynn
Date Taken:	Saturday, May 02, 2015
Inspection Location:	

Amica

Photo # 11



File Number:	[redacted]
Claim Number:	1
Insured Name:	[redacted]
Policy Number:	
Handler/Adjuster:	Davis, Teri Lynn
Date Taken:	Saturday, May 02, 2015
Inspection Location:	

Amica

Photo # 10



Pulido Cleaning and Restoration

26063 Jefferon Avenue
Murrieta, CA 92562
951-296-9090 Fax 951-296-9093
CA License No. 710901 Fed Tax ID No. 33-0654495

Insured:	[redacted]	Home:	[redacted]
Property:	[redacted]	Cell:	
	San Marcos, CA [redacted]	Business:	
Home:	[redacted]	E-mail:	
	San Marcos, CA [redacted]		

Claim Rep.:	Davis, Teri Lynn	Business:	877-972-6422 x 32300
Business:	3200 Park Center Dr Ste 650 Costa Mesa, CA 92626	E-mail:	TDAVIS@AMICA.COM
Estimator:	Michael Jackson	Business:	951-214-0374
Company:	Pulido Cleaning & Restoration, Inc	E-mail:	mjackson@pulido.biz
Business:	26063 Jefferson St Murriieta 92562		
Contractor:		Business:	951-296-9090
Company:	Pulido Cleaning and Restoration		
Business:	26063 Jefferson Ave Murrieta, CA 92562		

Claim Number: [redacted] **Policy Number** [redacted] **Type of Loss:** Other

Price List:	CASD8X_MAY15 Restoration/Service/Remodel
Estimate:	15-0421RE

Pulido Cleaning and Restoration

26063 Jefferon Avenue
Murrieta, CA 92562
951-296-9090 Fax 951-296-9093
CA License No. 710901 Fed Tax ID No. 33-0654495

Summary for Coverage A - Dwelling

Line Item Total	2,475.66
General Contractor Overhead	247.57
General Contractor Profit	247.57
Replacement Cost Value	**$2,970.80**
Less Deductible	(1,000.00)
Net Claim	**$1,970.80**

Michael Jackson

Pulido Cleaning and Restoration

26063 Jefferon Avenue
Murrieta, CA 92562
951-296-9090 Fax 951-296-9093
CA License No. 710901 Fed Tax ID No. 33-0654495

15-0421RE

Retaining wall

DESCRIPTION	QTY	REMOVE	REPLACE	TAX	O&P	TOTAL
1. Electrician - per hour	6.00 HR	0.00	87.61	0.00	105.14	630.80
The above line item is in lieu off line items to do this part of repairs. This line item covers parts and labor. I could not find line items that actually work for the above repairs.						
2. Block wall - decorative - retaining (Bid item)	1.00 EA	0.00	6,694.00	0.00	1,338.80	8,032.80
3. Metal Structures & Components (Bid Item)	1.00 EA	0.00	1,950.00	0.00	390.00	2,340.00
4. Tree replacement - (Bid item)	1.00 EA	0.00	1,620.00	0.00	0.00	1,620.00
Totals: Retaining wall				0.00	1,833.94	12,623.60
Line Item Totals: 15-0421RE				**0.00**	**1,833.94**	**12,623.60**

Coverage	Item Total	%	ACV Total	%
Coverage A - Dwelling	2,970.80	23.53%	2,970.80	23.53%
Coverage B - Other Structures	9,652.80	76.47%	9,652.80	76.47%
Total	12,623.60	100.00%	12,623.60	100.00%

Pulido Cleaning and Restoration

26063 Jefferon Avenue
Murrieta, CA 92562
951-296-9090 Fax 951-296-9093
CA License No. 710901 Fed Tax ID No. 33-0654495

Recap of Taxes, General Contractor Overhead and Profit

	GC Overhead (10%)	GC Profit (10%)	Material Sales Tax (8%)	Storage Rental Tax (8%)
Line Items	916.97	916.97	0.00	0.00
Total	**916.97**	**916.97**	**0.00**	**0.00**

Pulido Cleaning and Restoration

26063 Jefferon Avenue
Murrieta, CA 92562
951-296-9090 Fax 951-296-9093
CA License No. 710901 Fed Tax ID No. 33-0654495

Summary for Coverage B - Other Structures

Line Item Total	8,314.00
General Contractor Overhead	669.40
General Contractor Profit	669.40
Replacement Cost Value	**$9,652.80**
Net Claim	**$9,652.80**

Michael Jackson

26063 Jefferon Avenue
Murrieta, CA 92562
951-296-9090 Fax 951-296-9093
CA License No. 710901 Fed Tax ID No. 33-0654495

Recap by Category

General Contractor O&P Items			Total	%
ELECTRICAL			**525.66**	**4.16%**
Coverage: Coverage A - Dwelling	@	100.00% =	525.66	
LANDSCAPING			**6,694.00**	**53.03%**
Coverage: Coverage B - Other Structures	@	100.00% =	6,694.00	
METAL STRUCTURES & COMPONENTS			**1,950.00**	**15.45%**
Coverage: Coverage A - Dwelling	@	100.00% =	1,950.00	
General Contractor O&P Items Subtotal			**9,169.66**	**72.64%**

Non-General Contractor O&P Items			Total	%
LANDSCAPING			**1,620.00**	**12.83%**
Coverage: Coverage B - Other Structures	@	100.00% =	1,620.00	
Non-General Contractor O&P Items Subtotal			**1,620.00**	**12.83%**
General Contractor O&P Items Subtotal			**9,169.66**	**72.64%**
General Contractor Overhead			**916.97**	**7.26%**
Coverage: Coverage A - Dwelling	@	27.00% =	247.57	
Coverage: Coverage B - Other Structures	@	73.00% =	669.40	
General Contractor Profit			**916.97**	**7.26%**
Coverage: Coverage A - Dwelling	@	27.00% =	247.57	
Coverage: Coverage B - Other Structures	@	73.00% =	669.40	
Total			**12,623.60**	**100.00%**

Pulido Cleaning and Restoration

26063 Jefferon Avenue
Murrieta, CA 92562
951-296-9090 Fax 951-296-9093
CA License No. 710901 Fed Tax ID No. 33-0654495

Recap by Room

Estimate: 15-0421RE

Retaining wall		**10,789.66**	**100.00%**
Coverage: Coverage A - Dwelling	22.94% =	2,475.66	
Coverage: Coverage B - Other Structures	77.06% =	8,314.00	
Subtotal of Areas		**10,789.66**	**100.00%**
Coverage: Coverage A - Dwelling	22.94% =	2,475.66	
Coverage: Coverage B - Other Structures	77.06% =	8,314.00	
Total		**10,789.66**	**100.00%**

Claims Processing - Amica Scan Center
PO Box 9690
Providence, RI 02940-9690

Toll Free: 1-877-97-AMICA
(1-877-972-6422)
Fax: 1-866-759-3294

August 20, 2015

Ford Motor Company
Attention Claims Department
PO Box 70
Dearborn, MI 48121

File Number: [redacted]
Date of Loss: 05/01/2015
Our Insured: [redacted]
Amount of Loss: $12,623.60

To Whom It May Concern:

Our investigation shows that you were responsible for the incident described above.

We now look to you for payment of the full amount listed above, which includes our policyholder's deductible.

This loss was due to a Ford vehicle failure with a 2013 Ford F150 pickup VIN number1FTFW1ET8DK[redacted]owned by [redacted]. His carrier has denied our claim and stated we must pursue through you as you have accepted liability for this loss. Mr. Kolley's vehicle caused damaged to our insured's front yard.

If you are not insured, please call us between 8:00 A.M. and 5:00 P.M. to make other arrangements for settlement.

Your prompt attention to this matter is appreciated.

Scan Date: 6/8/2015 12:00:48 PM

600021258 41

(2)

9800 Fredericksburg Road
San Antonio, TX 78288

USAA®

01776.1X29N.JSS1053177765.01.01.937

AMICA
PO BOX 9690
PROVIDENCE RI 02940-9690

May 21, 2015

Reference: Liability Decision

Dear Sir or Madam,

We concluded our investigation of the claim referenced below and determined our insured is not legally responsible for the following reason:

USAA denies any liability on the part of our named insured surrounding this loss. Ford Motor Corp has accepted responsibility for the mechanical failure of the 2013 Ford F150 driven by our named insured on the date of loss. USAA will be subrogating Ford for the damage to our vehicle.

Policyholder: [redacted]
Claim #:
Date of loss: May 1, 2015
Loss location: San Marcos, California

If you have other information you feel we should review, please forward it to us. However, please do not consider this offer to review additional information a reversal of the current decision to deny this claim or of our right to deny the claim later.

If you believe this claim has been wrongfully declined or rejected, in whole or in part, or that there is a dispute as to liability or damages, you have the right for the matter to be reviewed by the California Department of Insurance. Direct all correspondence to:

California Department of Insurance
Claims Services Bureau, 11th Floor
300 South Spring Street
Los Angeles, CA 90013
1-213-897-8921 or 1-800-927-4357

You may submit correspondence to:

Address: P.O. Box 33490
San Antonio, Texas 78265
Fax: 1-800-531-8669
Phone: 800-531-8722 ext. 40230

Scan Date: 6/8/2015 12:00:48 PM

Sincerely,

Brian E Ganow
USAA MOUNTAIN STATES REGIONAL OFFICE
United Services Automobile Association
Phone: 800-531-8722 ext. 40230
Fax: 1-800-531-8669

[redacted]

Taylor, Alma (A.)

REC

BY:

From: [redacted]
Sent: Sunday, February 08, 2015 2:27 PM
To: Taylor, Alma (A.)
Cc: [redacted]
Subject: 2013 Ford F150 VIN 1FTFW1CT2DK[redacted]
Attachments: 010.jpg; 002.jpg; 003.jpg; 004.jpg; 005.jpg

Ms. Alma Taylor, This is [redacted] Attached are the information you requested in writing on 1/26/2015. My Ford F150, driven by my wife, Mrs. [redacted] collided with my son-in law, Mr. Ched Graham's vehicle in his driveway on 12/29/2014. She had no brakes when backing out of his driveway. (The vehicle at been sitting in his driveway for several hours. She babysits our grandchildren. There was no warning..upon backing out she had no brakes, smashed into Ched Grahams vehicle, damaging both the F150 and Cheds vehicle. Mullinax Ford retrieved the undrivable F150. The service dept at Ford discovered a defect in the Mastercylinder seal..a truck with only 13780 miles. It was repaired under warrany by Ford...(see attached copy Mullinax Ford Invoice 142752 on 1/15/2015, Service Dept Mgr . Ms Kristy Tarver, 251-648-0966. The F 150 was then sent to Mullinax Collision for damages,(see attached copies) Mr. David Chapman, 251-414-1209, claim [redacted] 1/13/2015. My State Farm paid $6134.40 minus $1000 deductible.(see attached).

I filed a report with State Farm,handled by Ms. Jennifer Door, Claim [redacted], 770-418-3152. She notified me, due to defect in F150 mastercylinder, my Liability Insurance would not cover damages to my son-in law's vehicle. [redacted] has estimates etc, and has talked with Ms Kristy Taylor who is helping him with his claim through Ford Legal.

My Expectations due to defect in Mastercylinder:

1. Reimbursement for my $1000.00 deductible to State Farm.
2. Recuperation for the estimated value upon my F150,10% upon trade in value due to collision and damages.
3. Repair to my son-in-laws vehicle damages caused by a defective mastercylinder of F150. (You should have his repair estimates on file by now)

See all attached info requested by you. Please email...or call me for any questions [redacted] Hopefully, this can be handled in a timely manner.

[redacted]
owner of F150

MULLINAX FORD LINCOLN OF MOBILE

Workfile ID: 6b7c7315

7311 AIRPORT BLVD, MOBILE, AL 36608
Phone: (251) 414-1209
FAX: (251) 414-5903

Supplement of Record 2 with Summary

Customer: [redacted] **Job Number:**

Written By: DAVID CHAPMAN, 1/13/2015 2:43:14 PM
Adjuster: Express Team C, (855) 341-8184 Day

Insured: [redacted] Policy #: Claim #: 01-5791-49501
Type of Loss: Collision Date of Loss: 12/29/2014 4:35:00 PM Days to Repair: 9
Point of Impact:

Owner:
VIAL, DAVID
6120 TIMBERLY RD N
MOBILE, AL 36609-3536
(251) 458-3067 Day

Inspection Location:
Unknown
Other

Insurance Company:
STATE FARM INSURANCE COMPANIES

Vehicle Drop Off Date: 01/05/2015 **Promise Date:** 01/20/2015 **Repair Start Date:** 01/08/2015
Repair Completion Date: 01/12/2015

VEHICLE

Year:	2013	Body Style:	4D SHORT	VIN:	1FTFW1CT2DK[redacted]	Mileage In:	13786
Make:	FORD	Engine:	6-3.5L-T	License:	[redacted]	Mileage Out:	
Model:	F150 4X2 SUPERCREW LARIAT	Production Date:	10/2013	State:	AL	Vehicle Out:	1/20/2015
Color:	Black Int: TAN	Condition:	Excellent	Job #:			

TRANSMISSION
Automatic Transmission
Overdrive
Traction Control

SEATS
Power Driver Seat
Power Passenger Seat
Leather Seats
Heated Seats

STEERING
Power Steering
Tilt Wheel
Steering Wheel Controls

BRAKES
Power Brakes
4 Wheel Disc Brakes
Anti-Lock Brakes (4)

GLASS
Privacy Glass
Rear Defogger
Power Windows

WHEELS
Aluminum/Alloy Wheels

RADIO
AM Radio
FM Radio
Stereo
Search/Seek
CD Player

INTERIOR
Power Locks
Air Conditioning
Cruise Control
Driver Air Bag
Passenger Air Bag
Front Side Impact Air Bags
Intermittent Wipers

EXTERIOR
Power Mirrors
Dual Mirrors
Trailer Hitch
Alarm
Keyless Entry

PICKUP/VAN EQUIPMENT
Fog Lamps
Trailering Package

PAINT
Two Tone Paint
Clear Coat Paint

Supplement of Record 2 with Summary

Customer: [redacted] **Job Number:**

Vehicle: 2013 FORD F150 4X2 SUPERCREW LARIAT 4D SHORT 6-3.5L-T Black

Line		Oper	Description	Part Number	Qty	Extended Price $	Labor	Paint
1	**FRONT BUMPER**							
2			O/H bumper assy				1.9	
3		R&I	R&I bumper assy				Incl.	
4		S02 Repl	Upper filler painted, w/o XL w/wheel lip	DL3Z17D957BPTM	1	336.71	1.3	1.8
5			Add for Clear Coat					0.4
6	*	Rpr	Bumper w/fog lamps primed				1.5	2.1
7			Add for Clear Coat					0.8
8			Add for Two Tone					0.8
9		Repl	End cover w/3.5 liter	BL3Z17E811AA	1	65.12	Incl.	
10	**FRONT LAMPS**							
11		Repl	RT Headlamp assy w/bright trim	DL3Z13008A	1	270.05	Incl.	
12		R&I	RT Fog lamp				0.3	
13		R&I	LT Fog lamp				0.3	
14	**RADIATOR SUPPORT**							
15		Repl	Radiator support (MAG)	9L3Z16138B	1	372.62	2.1	
16	**HOOD & GRILLE**							
17		Repl	Hood (ALU)	9L3Z16612A	1	880.00	1.6	3.2
18			Add for Clear Coat					1.3
19			Add for Underside(Complete)					1.6
20		Repl	Grille 2 bar, chrome surround chrome, w/black insert	DL3Z8200FB	1	957.48	Incl.	
21	**FENDER**							
22		Repl	RT Fender w/wheel opng mldg	CL3Z16005B	1	354.78	2.6	2.6
23			Overlap Major Adj. Panel					-0.4
24			Add for Clear Coat					0.4
25			Add for Two Tone					0.9
26			Add for Edging					0.5
27			Add for Clear Coat					0.1
28		Repl	RT Nameplate "F-150 LARIAT"	9L3Z16720G	1	53.77	0.2	
29		Refn	RT Wheel opng mldg primed					0.8
30			Overlap Minor Panel					-0.2
31			Add for Clear Coat					0.1
32			Add for Two Tone					0.2
33		S02 Repl	RT Wheel opng mldg rivet	W7055895	8	14.56		
34	**ELECTRICAL**							
35		R&I	Antenna mast				Incl.	
36		R&I	RT Base				Incl.	
37	*	R&I	Antenna cable				0.6	
38	**FRONT DOOR**							
39		Blnd	RT Outer panel					1.3
40		R&I	RT Belt molding				0.3	
41		R&I	RT Mirror primed				0.3	

Customer: [redacted] **Job Number:**

Vehicle: 2013 FORD F150 4X2 SUPERCREW LARIAT 4D SHORT 6-3.5L-T Black

42	*		R&I	RT Nameplate "ECOBOOST" & RETAPE				0.4	
43			R&I	RT Handle, outside w/keyless entry primed				0.5	
44			R&I	RT R&I trim panel				0.5	
45	#			COVER CAR		1			0.3
46	#			FLEX ADDITIVE		1	5.00 X		
47	#	S01	Repl	EMISSION LABEL	DW7E9C485XAN	1	12.00	0.1	
48	#	S01	Repl	A\C LABEL	BL3A19A688AA	1	12.00	0.1	
49					OTHER CHARGES				
50	#				E.P.C.	1	5.00		
					SUBTOTALS		**3,339.09**	**14.6**	**18.6**

ESTIMATE TOTALS

Category	Basis		Rate	Cost $
Parts				3,329.09
Body Labor	14.6 hrs	@	$ 54.00 /hr	788.40
Paint Labor	18.6 hrs	@	$ 54.00 /hr	1,004.40
Paint	18.6 hrs	@	$ 36.00 /hr	669.60
Miscellaneous				5.00
Other Charges				5.00
Subtotal				5,801.49
Sales Tax	$ 3,329.09	@	10.0000 %	332.91
Grand Total				**6,134.40**
Deductible				1,000.00
CUSTOMER PAY				**1,000.00**
INSURANCE PAY				**5,134.40**

Register online to check the status of your claim and stay connected with State Farm®. To register, go to http://www.statefarm.com and select Check the Status of a Claim. If you are already registered, thank you! Not available in New Mexico.

CUSTOMER #: 105717

[redacted]

INVOICE

mullinax Ford
OF MOBILE LLC
7311 AIRPORT BLVD. · MOBILE, AL 36608
(251) 344-4000 · FAX (251) 344-9016
www.mullinaxford.com

[redacted]
MOBILE, AL [redacted]
HOME: [redacted] CONT: [redacted]
BUS: [redacted] CELL: [redacted]

PAGE 1

SERVICE ADVISOR: 15273 TRACEY HOWARD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
KODIAK BRC	13	FORD F150 PU	1FTFW1CT2DK[redacted]	[redacted]	13781/13787	T3053

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03FEB14 DD			17:00 02JAN15		99.95	CASH	05JAN15

R.O. OPENED	READY	OPTIONS: SOLD-STK:FG41343 ENG:3.5_Liter_GTDI TRN:6_SPD_AUTO
11:23 30DEC14	14:29 05JAN15	

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL

A CUSTOMER STATES BRAKE FLUID LEAK. VEHICLE HAS NO BRAKES!
CAUSE: .
0 0

15128 WF (N/C)
1 DL3Z*2005*C BOOSTER ASY - BRAKE (N/C)
1 DL3Z*2140*A CYLINDER ASY - MASTER (N/C)
2 PM*20* FLUID - BRAKE (N/C)
1 3M5Z*2L523*AA BUSH (N/C)
2140A MASTER CYLINDER - REMOVE AND INSTALL OR REPLACE (2140) - L
15128 WF (N/C)

FC: L63 D8
PART#: DL3Z*2140*A
COUNT:
CLAIM TYPE:
AUTH CODE:
006436

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

13787 VERIFIED CUSTOMER CONCERN BRAKE FLUID LEAK. FOUND MASTER CYLINDER LEAKING D8 FAILED GASKET CAUSE BRAKE BOOSTER TO FAIL. REPLACE MASTER CYLINDER 2140 , BOOSTER 2005 AND BUSHING PIN 2L523 ABS BLEED SYSTEM DROVE TEST

****

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

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

*SHOP SUPPLY COSTS: We have added a charge equal to 10% of the total cost of labor and parts, not to exceed $25.00, to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

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

DealerCAP © 2005 ADP 09/08I SERVICE INVOICE TYPE 2 SIZE - LIMITED WARRANTY - ALABAMA 2558121

CUSTOMER COPY

Office of the General Counsel

Ford Motor Company
Product Claims Department
P.O. Box 70
Dearborn, Michigan 48121-0070

[redacted]
Mobile, Alabama [redacted]

January 26, 2015

RE: **2013 Ford F-150**
VIN: 1FTFW1CT2DK[redacted]

Dear Mr. [redacted]

Thank you for submitting your claim related to your Ford vehicle for review. Ford values its customers and strives to provide the best vehicles and world class customer service. Our goal is to handle your claim in a timely and fair manner.

Information about the Incident

Please provide the following information that may be helpful to us in evaluating this matter:

1. What vehicle part or parts is the subject of the claim?
   SEE ATTACHED LIST Mullinax Ford Collission Center.
   a. Has that part been repaired or replaced since the time of the incident?
      (circle one) (Yes) or No
2. At the time of the incident:
   a. What was the vehicle mileage? 13,780
   b. Was the vehicle engine running? (circle one) (Yes) or No
   c. Were the keys in the ignition of the vehicle? (circle one) (Yes) or No
3. List any after-market items installed on the vehicle (for example, alarms, remote starters or lift kits):
   -NONE -
4. Where is your vehicle currently located?
   6120 Timberly Rd. N. Mobile AL. 36609.
5. What resolution are you seeking from Ford Motor Company?
   1. Reimbursement of $1,000 deductible to State Farm Ins.
   2. 10% Depreciation of F150 2nd 20 weeks damage of Vehicle
   3. Damages to Ute. Glad Graham Vehicle - Ute has sent you info.

Please provide copies of the following documents when you complete and return this form:

- The title, vehicle registration, and bill of sale;

SEE ATTACHED.

Glad Graham
251. 404. 4110

- Color photographs of the vehicle, including other property, if any, that was damaged (please include the last 6 digits of the VIN on the back of each photo);
- A police and/or fire report related to the incident; no report filled out.
- Written verification from your insurance company that it is not paying for the same loss; SEE ATTACHED
- Any repair estimate, invoice or receipts for which you are seeking reimbursement; and
- Documents indicating the vehicle service history. SEE ultimate Ford.

Providing Necessary Information

Thank you for bringing this claim to our attention. So that we can adequately review your claim, please provide the requested information within 90 days, or we will assume that you are not interested in pursuing a claim and will close our file.

Sincerely,

Alma Taylor
Legal Analyst- OGC Product Claims
Email: ataylo29@ford.com
Phone: 313 317-1862
Fax: 888 683-9898

Completed 2/8/2015 - E-mailed to above.

[redacted]

Office Hours
Mon-Fri 8:00 AM - 5:00 PM Eastern

More Information

Repair facility

MULLINAX FORD
Phone: (251) 414-1209
Fax: (251) 414-5903
(Please include your claim number in the fax)

7311 AIRPORT BLVD
MOBILE, AL 36608-4505

2/8/2015

Ford Legal,

Please contact Jeanette Dore, (State Farm) 866-527-4120 EXT 77041 83152.

Claim [redacted]

Also NOTE: Refusal to pay liability damages to Mr. [redacted] due to Master cyclinder seal defect on 2013 F150 as described by Mullinax Ford of Mobile Service Dept. See attached Copies of Mullinax Ford Service Dept Customer # [redacted]

Mr. [redacted] has given Ms. Kristy Farver, Serv. Mgr Mullinax Ford his copies of damage estimates to be submitted to you. Her Cell 251 648-0966. Kfarver@Mullinaxford.com.

[redacted]