

**COURTESY**  
**FORD | LINCOLN**

2022 Rees Ct - P.O. Box 160  
Greensburg Bridge, LA 70517  
(337) 332-2145 - Fax: (337) 332-5674

**SERVICE DEPARTMENT HOURS**  
7:30 a.m. to 5:30 p.m.  
Monday - Friday  
8:00 a.m. to 12:00 p.m. Saturday

R/O Open Date	6/09/16
R/O Close Date	6/17/16
Mileage In	13022
Mileage Out	13022
Service Advisor / Tag #	Paul Bergeron/3660
Vehicle Identification Number	1FM5K7D8XPG
Delivery Date	3/30/15
Color	TUXEDO BLA
License Number	3/30/15

Year	2015
Make	FORD
Model	EXPLORER
Trim	FWD 4DR XLT
Easy Care Exp	100000 or 3/30/17 Ded: 100

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<p><b>#1 - MR MBI: MOUNT AND BALANCE ONE TIRE</b> REPLACE LEFT REAR TIRE SPECIAL ORDER TIRE IN Work performed by Ja'Ceric Johnson(691) MBI</p>	Sery Contr
<p><b>#2 - MR D50: OTHER ENGINE CONCERNS</b> CUSTOMER STATES SMELLING A BURNT SMELL FROM THE EN GINE COMPARTMENT, NOT SURE WHAT IT SMELLS LIKE Corrected by 140130B: Work performed by Cody Tauzin(549) Installed BB5Z 61280B62 B (FP):GRILLE ASY - VENT A Qty: 1 Installed FB5Z 7829164 AA :MOULDING Qty: 1 Installed F5BZ7829165AA :MOULDING Qty: 1 Installed 4M8Z 54280B62 A :VALVE ASY - AUTO DRAIN Qty: 2 Installed TA 2 B :ADHESIVE Qty: 1 ROAD TESTED VEH AND VERIFEID CONCERN.CHECKED OASIS FOR TSB.FOUND TSB 14-0130. VEH HAD A EXHAUST/SULF AR ODOR COMING INSIDE THE VEH.REPROGRAMED THE HVAC MODULE AND REPLACED THE AIR EXTRACTOR AND BOTH RE AR FENDER MOLDING.SEALED THE BODY UNDERNEATH WITH SEAM SEALER AND INSTALLED LIFTGATE DRAIN VALVES.PO ST ROAD TEST WAS GOOD.</p>	Warranty Warranty Warranty Warranty Warranty
<p><b>#3 - MR D50: OTHER ENGINE CONCERNS</b> Sub Total: Labor: .00 Parts: .00 Total: .00 CUSTOMER STATES AT TIMES WHEN PUTTING VEHICLE IN D</p>	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work 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 delay 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 money herein.
DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims 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 said products. Any limitation contained herein does not apply where prohibited by law.
LABOR
PARTS
DEDUCTIBLE
SUBLET
SHOP SUPPLIES
HAZARDOUS MATERIALS
SALES TAX OR TAX I.D.
SPECIAL ORDER DEPOSIT
DISCOUNTS
TOTAL DUE

**COURTESY  
FORD | LINCOLN**

2022 Rees St - P.O. Box 180  
Breaux Bridge, LA 70517  
(337) 332-2145 - Fax (337) 332-6874

SERVICE DEPARTMENT HOURS  
7:30 a.m. to 5:30 p.m.  
Monday - Friday  
8:00 a.m. to 12:00 p.m. Saturday

R/O Open Date	
7/11/16	
R/O Close Date	
7/13/16	Pre-Invoice
Mileage In	Mileage Out
13484	13494
Service Advisor / Tag #	
Paul Bergeron/5408	
Vehicle Brand	
1FM5K7D8	
Invoice Date	In-Service Date
3/30/15	3/30/15
Color	Trimming Number
TUXEDO BLA	

BREAUX BRIDGE, [REDACTED]

Year	Make	Model	Color	Trimming Number
[REDACTED]	FORD	EXPLORER	FWD 4DR XLT	TUXEDO BLA

DESCRIPTION OF SERVICE AND PARTS

#1 - D50: OTHER ENGINE CONCERNS  
CUSTOMER STATES WHEN DRIVING ARE SITTING IDLE, SMEL  
LING A ROTTEN EGG/SULPHUR SMELL (EXHAUST) IN THE C  
ABIN OF VEHICLE  
Work performed by Cody Tauzin (549)  
Installed TA 2 B :ADHESIVE Qty: 1  
Installed 08882 :3M UNDERCOAT Qty: 1  
ROAD TESTED VEH AND VERIFIED CONCERN. FOUND THE SE  
AM SEALER WHICH WAS APPLIED ON PREVIOUS REPAIR DID  
NOT HOLD TO VEH.REAPPLIED SEAM SEALER AND SPARYED  
UNDERCOATING OVER SEALER.POST ROAD TEST WAS GOOD.

Warranty  
Warranty  
Warranty

#2 - 99P: PERFORM MULTI POINT INSPECTION  
CUSTOMER IS IN LOANER VEHICLE  
\*\*\*\*\*  
\* All Ford and Motorcraft parts installed by Courtesy Ford \*  
\* are covered for 24 months/Unlimited miles at any Ford \*  
\* service center. The best warranty in the industry. See \*  
\* your advisor for details. \*  
\*\*\*\*\*

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereafter to be done with the necessary materials 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 installation. An engine mechanic has been acknowledged on above vehicle to incur the amount of repairs stated.

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims 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 used products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.0
PARTS	.0
DEDUCTIBLE	.0
SUBLET	.0
SHOP SUPPLIES	.0
HAZARDOUS MATERIALS	.0
SALES TAX OR TAX I.D.	.0
SPECIAL ORDER DEPOSIT	.0
DISCOUNTS	.0
TOTAL DUE	.0

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS



**COURTESY  
FORD | LINCOLN**

2022 Rees St - P.O. Box 100  
Breaux Bridge, LA 70517  
(337) 832-2145 - Fax (337) 332-5674

SERVICE DEPARTMENT HOURS  
7:30 a.m. to 5:30 p.m.  
Monday - Friday  
8:00 a.m. to 12:00 p.m. Saturday

R/O Open Date	7/11/16
R/O Close Date	7/21/16
Mileage In	13484
Mileage Out	13494
Service Advisor / Tech #	Paul Bergeron/5408
Vehicle Identification Number	1FMSK7DBXFC
Delivery Date	3/30/15
Invoice / Job	3/30/15
Color	TUXEDO BIA
License Number	

Year	Make	Model	Body
2015	FORD	EXPLORER	FWD 4DR XLT

**RECOMMENDED SUPPLIES AND PARTS**

#1 - MR D50: OTHER ENGINE CONCERNS  
CUSTOMER STATES WHEN DRIVING ARE SITTING IDLE, SMEL  
LING A ROTTEN EGG/SULPHUR SMELL (EXHAUST) IN THE C  
ABIN OF VEHICLE  
Caused by  
CP: 61280B62  
Corrected by MT61280B62: (D50) ( )  
Work performed by Cody Tauzin(549)  
Installed TA 2 B :ADHRSIVE Qty: 1  
Installed 08882 :3M UNDERCOAT Qty: 1  
ROAD TESTED VEH AND VERIFIED CONCERN. FOUND THE SE  
AM SEALER WHICH WAS APPLIED ON PREVIOUS REPAIR DID  
NOT HOLD TO VEH.REAPPLIED SEAM SEALER AND SPARYED  
UNDERCOATING OVER SEALER.POST ROAD TEST WAS GOOD.

Warranty  
Warranty  
Warranty

#2 - MR 99P: PERFORM MULTI POINT INSPECTION  
CUSTOMER IS IN LOANER VEHICLE  
\*\*\*\*\*  
\* All Ford and Motorcraft parts installed by Courtesy Ford \*  
\* are covered for 24 months/Unlimited miles at any Ford \*  
\* service center. The best warranty in the industry. See \*  
\* your advisor for details. \*  
\*\*\*\*\*

LABOR	.01
PARTS	.01
DEDUCTIBLE	.01
SUBLET	.01
SHOP SUPPLIES	.01
HAZARDOUS MATERIALS	.01
SALES TAX OR TAX I.D.	.01
SPECIAL ORDER DEPOSIT	.01
DISCOUNTS	.01
TOTAL DUE	.01

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS





**COURTESY**  
**FORD | LINCOLN**

2022 Rives St - P.O. Box 190  
Breaux Bridge, LA 70517  
(337) 332-2145 - Fax: (337) 332-5874

SERVICE DEPARTMENT HOURS  
7:30 a.m. to 5:30 p.m.  
Monday - Friday  
8:00 a.m. to 12:00 p.m. Saturday

R.O. Open Date	7/18/16
R.O. Close Date	8/05/16
Mileage In	14503
Mileage Out	14503
Technician Name	Paul Bergeron/5532
Vehicle Identification Number	1FM5K7D8XE
Invoice Date	3/30/15
Invoice Month	3/30/15
Year	2015
Make	FORD
Model	EXPLORER
Body	FWD 4DR XLT
Color	TUXEDO BLA

BREAUX BRIDGE, LA

Year	Make	Model	Body	Color
2015	FORD	EXPLORER	FWD 4DR XLT	TUXEDO BLA
15T6079				

#1 - 100: DIAGNOSIS  
CUSTOMER STATES HAVING A EXHAUST SMELL IN THE CAB  
OF VEHICLE SEE FILE

Caused by  
HOTLINE THEN INSTRUCTED TO REPLACE THE MUFFLER AS  
Y WITH PART #EB5Z-S230-A. REMOVED OLD MUFFLER ASSY  
AND COMPARED THE NEW EXHAUST TIPS ARE TURNED DOWN  
TO ALLOW THE EXHAUST PRESSURE TO BLOW DOWN. INSTA  
LLED NEW MUFFLER ASSY AND ROAD TESTED SEVERAL TIME  
S WITH ANOTHER TECH INSIDE AND SERVICE MANAGER. OD  
OR WAS NOT PRESENT ON FINAL ROAD TEST.

Work performed by Cody Tauzin (549)

Installed BB5Z 61280B62 B :GRILLE ASY - VENT AIR O Qty: 2  
Installed FB5Z 7829164 AA :MOULDING Qty: 1  
Installed 4M8Z 54280B62 A :VALVE ASY - AUTO DRAIN Qty: 1  
Installed TA 2 B :ADHESIVE Qty: 1  
Installed FB5Z 7829165 AA :MOULDING Qty: 1  
Installed BB5Z 5230 A :MUFFLER ASY - CENTRE AND EB Qty: 1

ROAD TESTED VEHICLE AND VERIFIED CONCERN.ON HARD A  
CCEL COULD SMELL A EXHAUST ODOR INSIDE THE CABIN O  
N PREVIOUS REPAIR HAD PERFORMED TSB 14-0130.REPLAC  
ED THE REAR AIR EXTRACTORS AND SEAM SEALED THE UND  
ER CARRAIGE AS INSTRUCTED TO IN PHOTOS.CONTACTED F  
ORD HOTLINE TECH ASSISTANCE (ID #110540128).WAS IN  
STRUCTURED TO REMOVED THE REAR BUMPER AND TAIL LAMPS  
. TAPED UP THE AIR EXTRACTORS AND PRESSURE TEST TH  
E CABIN.INCREASED CABIN PRESSURE, APPLIED SOAPY WA

Warranty  
Warranty  
Warranty  
Warranty  
Warranty  
Warranty

TERMS - STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereon 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 warehouse. I hereby grant you or your employees permission to operate the vehicle herein described on public highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repair herein.

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims 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 said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	
PARTS	
DEDUCTIBLE	
SURLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAXLID.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

**COURTESY**  
**FORD LINCOLN**



2022 Reed St - P.O. Box 190  
Breaux Bridge, LA 70517  
(337) 332-2145 - Fax: (337) 332-5874

SERVICE DEPARTMENT HOURS  
7:30 a.m. to 6:30 p.m.  
Monday - Friday  
8:00 a.m. to 12:00 p.m. Saturday

RO Close Date	7/18/16
RO Close Month	8/05/16
Pre-Invoice	Pre-Invoice
Receipt In	Receipt Out
14503	14503
Service Advisor / Tech	
Paul Bergeron/5532	
Vehicle Identification Number	
1FMSK7D8XFG	
Delivery Date	3/30/15
Color	TUXEDO BLA
License Number	

BREAUX BRIDGE, LA

Year	Make	Model	Color	License Number
2015	FORD	EXPLORER	FWD 4DR XLT	TUXEDO BLA

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<p>TECH TO REAR OF VEHICLE AND COULD NOT FIND ANY AIR LEAKS. AFTER REMOVING THE MASKING TAPE FROM THE EXTRACTORS NOTICE THE FLAPS WERE NOT FULLY CLOSED AND HAD A LITTLE OPENING ON THEM. REPLACED BOTH REAR AIR EXTRACTORS. ALSO APPLIED SEAM SEALER TO EVERY BODY PANEL SEAM UNDER THE REAR OF THE VEHICLE. ROAD TESTED VEHICLE AND ODOR WAS STILL PRESENT. CONTACTED TECH ASST AND WAS INSTRUCTED TO TAPE UP LIFT GATE AND RETEST. DIDN'T HAVE A ODOR ON RETEST. ADJUST THE REAR STRIKER ON LIFTAGE TO TIGHTEN THE SEAL. RETESTED AND ODOR WAS PRESENT.</p>	
<p>#2 - RENTAL: CUSTOMER SUPPLIED LOANER VEHICLE (EXTENDED WARRANTY) Sub Total: .00</p> <p>***** * All Ford and Motorcraft parts installed by Courtesy Ford * * are covered for 24 months/Unlimited miles at any Ford * * service center. The best warranty in the industry. See * * your advisor for details. * *****</p>	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereafter to be done using the necessary material and agree that you are not responsible for loss of 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 repair herein.	LABOR	.00
	PARTS	.00
	REDUCTIBLE	.00
	SUBLET	.00
	SHOP SUPPLIES	.00
	HAZARDOUS MATERIALS	.00
	SALES TAX OR TAX ID.	.00
	SPECIAL ORDER DEPOSIT	.00
	DISCOUNTS	.00
	TOTAL DUE	.00

**COURTESY  
FORD | LINCOLN**

2022 Reed St - P.O. Box 190  
Breaux Bridge, LA 70517  
(337) 332-2145 - Fax: (337) 332-5874

**SERVICE DEPARTMENT HOURS**  
7:30 a.m. to 5:30 p.m.  
Monday - Friday  
8:00 a.m. to 12:00 p.m. Saturday

RO Open Date	7/18/16
RO Close Date	8/11/16
Message In	14503
Message Out	14503
Service Advisor / Tech #	Paul Bergeron/5532
Vehicle Identification Number	1FMSK7D8XF
Delivery Date	3/30/15
In-Service Date	3/30/15
Color	TUXEDO BLA
License Number	

Year	2015	Make	FORD	Model	EXPLORER	Body	FWD 4DR XLT
Work Phone	[REDACTED]						
BREAUX BRIDGE, LA	[REDACTED]						

DESCRIPTION OF SERVICE- AND PARTS	AMOUNT																				
<p>ORD HOTLINE TECH ASSISTANCE (ID #110540128). WAS INSTRUCTED TO REMOVED THE REAR BUMPER AND TAIL LAMPS . TAPED UP THE AIR EXTRACTORS AND PRESSURE TEST THE CABIN. INCREASED CABIN PRESSURE, APPLIED SOAPY WATER TO REAR OF VEHICLE AND COULD NOT FIND ANY AIR LEAKS. AFTER REMOVING THE MASKING TAPE FROM THE EXTRACTORS NOTICE THE FLAPS WERE NOT FULLY CLOSED AND HAD A LITTLE OPENING ON THEM. REPLACED BOTH REAR AIR EXTRACTORS. ALSO APPLIED SEAM SEALER TO EVERY BODY PANEL SEAM UNDER THE REAR OF THE VEHICLE. ROAD TESTED VEHICLE AND ODOR WAS STILL PRESENT. CONTACTED TECH ASST AND WAS INSTRUCTED TO TAPE UP LIFT GATE AND RETEST. DIDN'T HAVE A ODOR ON RETEST. ADJUST THE REAR STRIKER ON LIFTAGE TO TIGHTEN THE SEAL. RETESTED AND ODOR WAS PRESENT.</p>																					
<p>#2 - MR RENTAL: CUSTOMER SUPPLIED LOANER VEHICLE (EXTENDED WARRANTY)</p> <p>*****                      * All Ford and Motorcraft parts installed by Courtesy Ford *                      * are covered for 24 months/Unlimited miles at any Ford *                      * service center. The best warranty in the industry. See *                      * your advisor for details. *                      *****</p>																					
<p>TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereafter 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 employee permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of being ready for inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repair charges.</p>																					
<p>DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims 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 such products. Any limitation contained herein does not apply where prohibited by law.</p>																					
<table border="1"> <tr> <td>LABOR</td> <td>.0</td> </tr> <tr> <td>PARTS</td> <td>.0</td> </tr> <tr> <td>DEDUCTIBLE</td> <td>.0</td> </tr> <tr> <td>SUBLET</td> <td>.0</td> </tr> <tr> <td>SHOP SUPPLIES</td> <td>.0</td> </tr> <tr> <td>HAZARDOUS MATERIALS</td> <td>.0</td> </tr> <tr> <td>SALES TAX OR TAX I.D.</td> <td>.0</td> </tr> <tr> <td>SPECIAL ORDER DEPOSIT</td> <td>.0</td> </tr> <tr> <td>DISCOUNTS</td> <td>.0</td> </tr> <tr> <td>TOTAL DUE</td> <td>.0</td> </tr> </table>	LABOR	.0	PARTS	.0	DEDUCTIBLE	.0	SUBLET	.0	SHOP SUPPLIES	.0	HAZARDOUS MATERIALS	.0	SALES TAX OR TAX I.D.	.0	SPECIAL ORDER DEPOSIT	.0	DISCOUNTS	.0	TOTAL DUE	.0	
LABOR	.0																				
PARTS	.0																				
DEDUCTIBLE	.0																				
SUBLET	.0																				
SHOP SUPPLIES	.0																				
HAZARDOUS MATERIALS	.0																				
SALES TAX OR TAX I.D.	.0																				
SPECIAL ORDER DEPOSIT	.0																				
DISCOUNTS	.0																				
TOTAL DUE	.0																				

NO RETURN ON ELECTRICAL OR SAFETY ITEMS ON SPECIAL ORDERS.



**COURTESY**  
**FORD | LINCOLN**



2022 Rees St - P.O. Box 150  
Breaux Bridge, LA 70517  
(337) 332-2145 - Fax: (337) 332-5874

SERVICE DEPARTMENT HOURS  
7:30 a.m. to 5:30 p.m.  
Monday - Friday  
8:00 a.m. to 12:00 p.m. Saturday

R/O Open Date	8/17/16
R/O Close Date	9/09/16
Mileage In	13796
Mileage Out	13929
Service Advisor / Tag #	Paul Bergeron/5865
Vehicle Identification Number	1FMSK7D6XF
Delivery Date	3/30/15
Color	TUXEDO BLA
License Number	

Year	Make	Model	Body
2015	FORD	EXPLORER	FWD 4DR XLT

DESCRIPTION OF SERVICE AND PARTS  
Cell: 337-323-8145 Email: marlenecourville@aol.com

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - D50: OTHER ENGINE CONCERNS CUSTOMER CHOOSING TO LEAVE VEHICLE AT THIS TIME. CUSTOMER STATES THERE IS AN ODOR IN THE VEHICLE. CUSTOMER STATES THIS ODOR IS CAUSING HEADACHES, EYES BURNING AND NAUSEA WHILE DRIVING FOR PERIOD OF TIME Installed 5P9Z 7411B24 AA :PLUG - RUBBER Qty: 2 Warranty Installed W714996 S300 :BUMPER Qty: 2 Warranty Installed PB5Z 7829164 AA :MOULDING Qty: 1 Warranty Installed PB5Z 7829165 AA :MOULDING Qty: 1 Warranty ROAD TESTED VEHICLE WITH SERVICE MANAGER AND VERIFIED CONCERN. CONTACTED FSE FOR CONCERN AND REQUESTED HIM TO COME OUT AND HELP WITH DIAG. FSE CAME OUT AND ROAD TESTED VEHICLE WITH THE SERVICE MANAGER, CONCERN WOULD ONLY HAPPEN ON WIDE OPEN THROTTLE. INSPECTED FOR ANY BODY SEAM WHICH WOULD ALLOW THE EXHAUST TO ENTER THE INSIDE OF VEHICLE. ON INSPECTION FOUND TO RUBBER PLUGS WHICH ARE LOCATED ABOVE THE EXHAUST NEAR THE REAR BUMPER. PLUGS WERE BRITTLE AND HAD A HOLE IN THEM CAUSING EXHAUST TO ENTER INSIDE VEHICLE. REMOVED AND REPLACED THE TWO RUBBER PLUGS AND APPLIED SEAM SEALER TO HOLES WHICH THE PLUGS COVER. SERVICE MANAGER PERFORMED POST ROAD TEST AND COULD NOT DUPLICATE CONCERN. ***** * All Ford and Motorcraft parts installed by Courtesy Ford * * are covered for 24 months/Unlimited miles at any Ford *	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work performed 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 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.	LABOR
DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims 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 said products. Any limitation contained herein does not apply where prohibited by law.	PARTS
	DEDUCTIBLE
	SUBLET
	SHOP SUPPLIES
	HAZARDOUS MATERIALS
	SALES TAX OR TAX I.D.
	SPECIAL ORDER DEPOSIT
	DISCOUNTS
	TOTAL DUE

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

REPAIR ORDER - AUDIT COPY		R/O Open Date	9/13/16	Receipt No	1
[REDACTED]		R/O Close Date		Pre-Invoice	
BREAUX BRIDGE, LA		Message In	14012	Message Out	
Year	Make	Model	License Number	Service Advisor	
2015	FORD	EXPLORER	FWD 4DR XLT	Paul Bergeron	
Vehicle #/Chassis	Color	Access No.	Delivery Date	In-Service Date	
1FMSK7DBXP	TUXEDO BLA		3/30/15	3/30/15	

#1 - E41: UNUSUAL EXHAUST SYSTEM ODOR  
 CUSTOMER STATES THAT THERE IS AN EXHAUST SMELL WHILE DRIVING AND THAT THE CO DETECTOR IN THE VEHICLE GOES OFF WHILE DRIVING. CUSTOMER STATES FEELS UNSAFE

Caused by  
 CUST DROPPED VEHICLE ON 9/13 AND WAS PROVIDED ALTERNATE TRANSPORTATION BY THE DEALER. SVC MANAGER ADVISED FSE AT FORD THAT VEHICLE HAD RETURNED. FSE INSTRUCTED DEALERSHIP TO BEGIN THE DUPLICATION AND VERIFICATION PROCESS OF THE CUSTOMERS CONCERN OF THE COMPLIMENTARY CO2 DETECTOR GOING OFF WHILE DRIVING. PARTS AND SERVICE DIRECTOR BEGAN THIS PROCESS, ENTERED THE VEHICLE SAME DAY AND FOUND CO2 DETECTOR HAD BEEN MOVED FROM REAR CARGO AREA TO FRONT

Work by Tech 999/ 0.00hrs @  
 Work by Tech 999/ 0.00hrs @  
 Work by Tech 999/ 0.00hrs @

CUP HOLDER AND BATTERY HAD BEEN REMOVED. REASSEMBLED DETECTOR AND DROVE UNDER MANY VARYING CONDITIONS. DETECTOR NEVER SOUNDED AND EXHAUST ODOR NOT DETECTED DURING DURATION OF THE VIST AND ALL TEST DRIVES. CONTACTED CUSTOMER 3 TIMES TO COME AND DEMONSTRATE HOW TO DRIVE AND DUPLICATE CONCERN. CUSTOMER'S DAUGHTER IS USUALLY THE DRIVER WHEN CONDITION IS PRESENT. SPOKE TO HER AND SHE STATED THAT SHE CANNOT DUPLICATE CONDITION AT WILL. STATED WOULD NOT COME BY TO ASSIST. FSE ADVISED TO CLOSE CASE AND R

	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					

**COURTESY**  
**FORD | LINCOLN**

2022 Rees St - P.O. Box 160  
Breaux Bridge, LA 70517  
(337) 332-2145 - Fax: (337) 332-5674

SERVICE DEPARTMENT HOURS  
7:30 a.m. to 5:30 p.m.  
Monday - Friday  
8:00 a.m. to 12:00 p.m. Saturday

R/O Open Date	9/13/16
R/O Close Date	
9/22/16	Pre-Invoice
Message In	Message Out
14012	14172
Service Advisor / Tag #	
Paul Bergeron/6666	
Vehicle Identification Number	
1EM5K7D8X5	
Delivery Date	3/30/15
Color	TUXEDO BLA
License Number	

BREAUX BRIDGE, LA

Year	Make	Model	Body
2015	FORD	EXPLORER	FWD 4DR XLT

**DESCRIPTION OF REPAIR AND PARTS**

**AMOUNT**

#1 - E41: UNUSUAL EXHAUST SYSTEM ODOR  
CUSTOMER STATES THAT THERE IS AN EXHAUST SMELL WHILE DRIVING AND THAT THE CO DETECTOR IN THE VEHICLE GOES OFF WHILE DRIVING. CUSTOMER STATES FEELS UNSAFE

Caused by  
CUST DROPPED VEHICLE ON 9/13 AND WAS PROVIDED ALTERNATE TRANSPORTATION BY THE DEALER. SVC MANAGER ADVISED FSE AT FORD THAT VEHICLE HAD RETURNED. FSE INSTRUCTED DEALERSHIP TO BEGIN THE DUPLICATION AND VERIFICATION PROCESS OF THE CUSTOMERS CONCERN OF THE COMPLIMENTARY CO2 DETECTOR GOING OFF WHILE DRIVING. PARTS AND SERVICE DIRECTOR BEGAN THIS PROCESS. ENTERED THE VEHICLE SAME DAY AND FOUND CO2 DETECTOR HAD BEEN MOVED FROM REAR CARGO AREA TO FRONT

Work performed by House Tech (999)  
Work performed by House Tech (999)  
Work performed by House Tech (999)  
CUP HOLDER AND BATTERY HAD BEEN REMOVED. REASSEMBLED DETECTOR AND DROVE UNDER MANY VARYING CONDITIONS. DETECTOR NEVER SOUNDED AND EXHAUST ODOR NOT DETECTED DURING DURATION OF THE VIST AND ALL TEST DRIVES. CONTACTED CUSTOMER 3 TIMES TO COME AND DEMONSTRATE HOW TO DRIVE AND DUPLICATE CONCERN. CUSTOMER'S DAUGHTER IS USUALLY THE DRIVER WHEN CONDITION IS PRESENT. SPOKE TO HER AND SHE STATED THAT SHE CANNOT DUPLICATE CONDITION AT WILL. STATED WOULD NOT

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereunder to be done using with the necessary material and agree that you are not responsible for loss or damage to vehicles 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 getting 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 fitting and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repair charges.

DISCLAIMER OF WARRANTIES: Any warranties on the product and hereby are those made by the manufacturer. The seller hereby expressly disclaims 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 said product. Any installation contained herein does not apply where prohibited by law.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS

X  
S18/2182

**COURTESY**  
**FORD | LINCOLN**  
  
 2022 River St - P.O. Box 180  
 Gretna Bridge, LA 70617  
 (337) 332-2148 - Fax: (337) 332-5874

SERVICE DEPARTMENT HOURS  
 7:30 a.m. to 5:30 p.m.  
 Monday - Friday  
 8:00 a.m. to 12:00 p.m. Saturday

R.O. Open Date	9/27/16
R.O. Close Date	9/29/16
Message In	14265
Message Out	14334
Service Advisor - Tag #	Paul Bergeron/6847
Vehicle Identification Number	1FMSK7D8XP
Delivery Date	3/30/15
In Service Date	3/30/15
Color	TUXEDO BLA
License Number	

BREAUX BRIDGE, LA

Year	Make	Model	Body	Color	License Number
2015	FORD	EXPLORER	FWD 4DR XLT	TUXEDO BLA	

DESCRIPTION OF SERVICE AND PARTS AMOUNT

#1 - E41: UNUSUAL EXHAUST SYSTEM ODOR  
 CUSTOMER STATEA THAT THER IS A EXHAUST SMELL IN VE  
 HICLE (CARBON MONOXIDE) SEE FILE  
 Work performed by House Tech (999)  
 Caused by  
 GENERAL MANAGER TEST DROVE VEHICLE EXTENSIVLY TO D  
 UPLICATE THE CONCERN- NO ODOR WAS DETECTOR UNDER N  
 ORMAL DRIVING. THE PARTS AND SERVICE DIRECTOR TEST  
 DROVE VEHICLE TO DUPLICATE CONDITIONS TO VERIFY T  
 HE CONCERN OF AN ODOR OR CARBON MONOXIDE ENTERING  
 CABIN AREA. NO ODORS DETECTED EXCEPT NORMAL OPERATI  
 ON ODORS. USED INVENTORY MANAGER TEST DROVE TO DUP  
 LICATE CONDITIONS AND CONCERN. NO ODORS DETECTED B  
 EYOND NORMAL OPERATION ODORS.  
 Work performed by House Tech (999)  
 Work performed by House Tech (999)  
 REPORTED THESE FINDING TO FORD FSE. FSE SUGGEST TO  
 RETURN THE VEHICLE TO THE OWNER. OWNER IS INVITED  
 TO PASS BY THE DEALERSHIP AND HAVE THE SVC MGR RI  
 DE WITH THEM WHEN THE VEHICLE IS EMITTING THE ODOR  
 OR THE CO DETECTOR IS SOUNDING A CONTINUOUS ALARM  
 . WHEN THAT CONDITION IS PRESENT ANOTHER REPORT WI  
 LL BE MADE TO THE FSE.  
 Sub Total: .60

#2 \* LOANER: CUSTOMER SUPPLIED TRANSPORTATION ASSISTANCE  
 ADDED OPERATION

TERMS: STRICTLY CASH UNLESS APPROVEMENTS ARE MADE. I hereby authorize the repair work manufacturer 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 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 shown.

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims 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 these products. Any limitation contained herein does not apply where prohibited by law.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



**Deidre Stelly, MD**  
1021 Rees Street  
Breaux Bridge LA 70517-4209  
Phone: 337-332-0661  
Fax: 337-332-0651

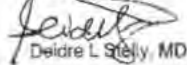
October 11, 2016

RE [REDACTED]

To Whom It may Concern:

I serve as Family Physician for M [REDACTED]. It is apparent to me that the symptoms she experiences, including headaches, burning eyes and fatigue are the result of toxic exposures when driving her vehicle. These symptoms are consistent with carbon monoxide poisoning. If you need further information please feel free to contact me directly.

Sincerely,

  
Deidre L. Stelly, MD





