

CASE TITLE	CASE NUMBER
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discussed in the "Alternative Dispute Resolution (ADR) Information Package" served with the complaint;

- h. Computation of damages, including documents, not privileged or protected from disclosure, on which such computation is based;
  - i. Whether the case is suitable for the Expedited Jury Trial procedures (see information at [www.lacourt.org](http://www.lacourt.org) under "Civil" and then under "General Information").
2. The time for a defending party to respond to a complaint or cross-complaint will be extended to \_\_\_\_\_<sup>(INSERT DATE)</sup> for the complaint, and \_\_\_\_\_<sup>(INSERT DATE)</sup> for the cross-complaint, which is comprised of the 30 days to respond under Government Code § 68516(b), and the 30 days permitted by Code of Civil Procedure section 1054(a), good cause having been found by the Civil Supervising Judge due to the case management benefits provided by this Stipulation. A copy of the General Order can be found at [www.lacourt.org](http://www.lacourt.org) under "Civil", click on "General Information", then click on "Voluntary Efficient Litigation Stipulations".
3. The parties will prepare a joint report titled "Joint Status Report Pursuant to Initial Conference and Early Organizational Meeting Stipulation, and if desired, a proposed order summarizing results of their meet and confer and advising the Court of any way it may assist the parties' efficient conduct or resolution of the case. The parties shall attach the Joint Status Report to the Case Management Conference statement, and file the documents when the CMC statement is due.
4. References to "days" mean calendar days, unless otherwise noted. If the date for performing any act pursuant to this stipulation falls on a Saturday, Sunday or Court holiday, then the time for performing that act shall be extended to the next Court day

The following parties stipulate:

Date: _____	>	_____
(TYPE OR PRINT NAME)		(ATTORNEY FOR PLAINTIFF)
Date: _____	>	_____
(TYPE OR PRINT NAME)		(ATTORNEY FOR DEFENDANT)
Date: _____	>	_____
(TYPE OR PRINT NAME)		(ATTORNEY FOR DEFENDANT)
Date: _____	>	_____
(TYPE OR PRINT NAME)		(ATTORNEY FOR DEFENDANT)
Date: _____	>	_____
(TYPE OR PRINT NAME)		(ATTORNEY FOR _____)
Date: _____	>	_____
(TYPE OR PRINT NAME)		(ATTORNEY FOR _____)
Date: _____	>	_____
(TYPE OR PRINT NAME)		(ATTORNEY FOR _____)

NAME AND ADDRESS OF ATTORNEY OR PARTY WITHOUT ATTORNEY		STATE BAR NUMBER	Reserved to CIVIL FOR FEES
TELEPHONE NO.:		FAX NO. (Optional):	
E-MAIL ADDRESS (Optional):			
ATTORNEY FOR (Name):			
<b>SUPERIOR COURT OF CALIFORNIA, COUNTY OF LOS ANGELES</b>			
COURTHOUSE ADDRESS:			
PLAINTIFF:			
DEFENDANT:			
<b>INFORMAL DISCOVERY CONFERENCE</b> (pursuant to the Discovery Resolution Stipulation of the parties)			CASE NUMBER:

1. This document relates to:
  - Request for Informal Discovery Conference
  - Answer to Request for Informal Discovery Conference
2. Deadline for Court to decide on Request: \_\_\_\_\_ (insert date 10 calendar days following filing of the Request).
3. Deadline for Court to hold Informal Discovery Conference: \_\_\_\_\_ (insert date 20 calendar days following filing of the Request).
4. For a Request for Informal Discovery Conference, briefly describe the nature of the discovery dispute, including the facts and legal arguments at issue. For an Answer to Request for Informal Discovery Conference, briefly describe why the Court should deny the requested discovery, including the facts and legal arguments at issue.

NAME AND ADDRESS OF ATTORNEY OR PARTY WITHOUT ATTORNEY		STATE AND COUNTY	Case No. Court's File No.
TELEPHONE NO.:		FAX NO. (Optional):	
E-MAIL ADDRESS (Optional):			
ATTORNEY FOR (Name):			
<b>SUPERIOR COURT OF CALIFORNIA, COUNTY OF LOS ANGELES</b>			
COURTHOUSE ADDRESS:			
PLAINTIFF:			
DEFENDANT:			
<b>STIPULATION AND ORDER – MOTIONS IN LIMINE</b>			CASE NUMBER:

This stipulation is intended to provide fast and informal resolution of evidentiary issues through diligent efforts to define and discuss such issues and limit paperwork.

**The parties agree that:**

1. At least \_\_\_ days before the final status conference, each party will provide all other parties with a list containing a one paragraph explanation of each proposed motion in limine. Each one paragraph explanation must identify the substance of a single proposed motion in limine and the grounds for the proposed motion.
2. The parties thereafter will meet and confer, either in person or via teleconference or videoconference, concerning all proposed motions in limine. In that meet and confer, the parties will determine:
  - a. Whether the parties can stipulate to any of the proposed motions. If the parties so stipulate, they may file a stipulation and proposed order with the Court.
  - b. Whether any of the proposed motions can be briefed and submitted by means of a short joint statement of issues. For each motion which can be addressed by a short joint statement of issues, a short joint statement of issues must be filed with the Court 10 days prior to the final status conference. Each side's portion of the short joint statement of issues may not exceed three pages. The parties will meet and confer to agree on a date and manner for exchanging the parties' respective portions of the short joint statement of issues and the process for filing the short joint statement of issues.
3. All proposed motions in limine that are not either the subject of a stipulation or briefed via a short joint statement of issues will be briefed and filed in accordance with the California Rules of Court and the Los Angeles Superior Court Rules.

SHORT TITLE	CASE NUMBER
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**The following parties stipulate:**

Date: _____ (TYPE OR PRINT NAME)	> _____ (ATTORNEY FOR PLAINTIFF)
Date: _____ (TYPE OR PRINT NAME)	> _____ (ATTORNEY FOR DEFENDANT)
Date: _____ (TYPE OR PRINT NAME)	> _____ (ATTORNEY FOR DEFENDANT)
Date: _____ (TYPE OR PRINT NAME)	> _____ (ATTORNEY FOR DEFENDANT)
Date: _____ (TYPE OR PRINT NAME)	> _____ (ATTORNEY FOR _____)
Date: _____ (TYPE OR PRINT NAME)	> _____ (ATTORNEY FOR _____)
Date: _____ (TYPE OR PRINT NAME)	> _____ (ATTORNEY FOR _____)

**THE COURT SO ORDERS.**

Date: _____	_____
	JUDICIAL OFFICER

Superior Court of California  
County of Los Angeles



ALTERNATIVE DISPUTE RESOLUTION (ADR)  
INFORMATION PACKET

The person who files a civil lawsuit (plaintiff) must include the ADR information Packet with the complaint when serving the defendant. Cross-complainants must serve the ADR Information Packet on any new parties named to the action together with the cross-complaint.

There are a number of ways to resolve civil disputes without having to sue someone. These alternatives to a lawsuit are known as alternative dispute resolution (ADR).

In ADR, trained, impartial persons decide disputes or help parties decide disputes themselves. These persons are called neutrals, for example, in mediations, the neutral is the mediator. Neutrals normally are chosen by the disputing parties or by the court. Neutrals can help resolve disputes without having to go to court.

#### Advantages of ADR

- Often faster than going to trial
- Often less expensive, saving the litigants court costs, attorney's fees and expert fees.
- May permit more participation, allowing parties to have more control over the outcome.
- Allows for flexibility in choice of ADR processes and resolution of the dispute.
- Fosters cooperation by allowing parties to work together with the neutral to resolve the dispute and mutually agree to remedy.
- There are fewer, if any, court appearances. Because ADR can be faster and save money, it can reduce stress.

#### Disadvantages of ADR - ADR may not be suitable for every dispute.

- If ADR is binding, the parties normally give up most court protections, including a decision by a judge or jury under formal rules of evidence and procedure, and review for legal error by an appellate court.
- ADR may not be effective if it takes place before the parties have sufficient information to resolve the dispute.
- The neutral may charge a fee for his or her services.
- If the dispute is not resolved through ADR, the parties may then have to face the usual and traditional costs of trial, such as attorney's fees and expert fees.

#### The Most Common Types of ADR

##### • Mediation

In mediation, a neutral (the mediator) assists the parties in reaching a mutually acceptable resolution of their dispute. Unlike lawsuits or some other types of ADR, the parties, rather than the mediator, decide how the dispute is to be resolved.

- Mediation is particularly effective when the parties have a continuing relationship, like neighbors or business people. Mediation is also very effective where personal feelings are getting in the way of a resolution. This is because mediation normally gives the parties a chance to express their feelings and find out how the other sees things.
- Mediation may not be effective when one party is unwilling to cooperate or compromise or when one of the parties has a significant advantage in power over the other. Therefore, it may not be a good choice if the parties have a history of abuse or victimization.

- **Arbitration**

In arbitration, a neutral person called an "arbitrator" hears arguments and evidence from each side and then decides the outcome of the dispute. Arbitration is typically less formal than a trial, and the rules of evidence may be relaxed. Arbitration may be either "binding" or "non-binding." Binding arbitration means the parties waive their right to a trial and agree to accept the arbitrator's decision as final. Non-binding arbitration means that the parties are free to request a trial if they reject the arbitrator's decision.

Arbitration is best for cases where the parties want another person to decide the outcome of their dispute for them but would like to avoid the formality, time, and expense of a trial. It may also be appropriate for complex matters where the parties want a decision-maker who has training or experience in the subject matter of the dispute.

- **Mandatory Settlement Conference (MSC)**

**Settlement Conferences are appropriate in any case where settlement is an option.** Mandatory Settlement Conferences are ordered by the Court and are often held near the date a case is set for trial. The parties and their attorneys meet with a judge who devotes his or her time exclusively to preside over the MSC. The judge does not make a decision in the case but assists the parties in evaluating the strengths and weaknesses of the case and in negotiating a settlement.

The Los Angeles Superior Court Mandatory Settlement Conference (MSC) program is free of charge and staffed by experienced sitting civil judges who devote their time exclusively to presiding over MSCs. The judges participating in the judicial MSC program and their locations are identified in the List of Settlement Officers found on the Los Angeles Superior Court website at <http://www.lacourt.org/>. This program is available in general jurisdiction cases with represented parties from independent calendar (IC) and Central Civil West (CCW) courtrooms. In addition, on an ad hoc basis, personal injury cases may be referred to the program on the eve of trial by the personal injury master calendar courts in the Stanley Mosk Courthouse or the asbestos calendar court in CCW.

In order to access the Los Angeles Superior Court MSC Program the judge in the IC courtroom, the CCW Courtroom or the personal injury master calendar courtroom must refer the parties to the program. Further, all parties must complete the information requested in the Settlement Conference Intake Form and email the completed form to [mscdept18@lacourt.org](mailto:mscdept18@lacourt.org).

#### **Additional Information**

To locate a dispute resolution program or neutral in your community:

- Contact the California Department of Consumer Affairs ([www.dca.ca.gov](http://www.dca.ca.gov)) Consumer Information Center toll free at 800-952-5210, or;
- Contact the local bar association (<http://www.lacba.org/>) or;
- Look in a telephone directory or search online for "mediators; or "arbitrators."

There may be a charge for services provided by private arbitrators and mediators.

A list of approved State Bar Approved Mandatory Fee Arbitration programs is available at <http://calbar.ca.gov/Attorneys/MemberServices/FeeArbitration/ApprovedPrograms.aspx#19>

To request information about, or assistance with, dispute resolution, call the number listed below. Or you may call a Contract Provider agency directly. A list of current Contract Provider agencies in Los Angeles County is available at the link below.

<http://ess.lacounty.gov/programs/dispute-resolution-program-drp/>

County of Los Angeles Dispute Resolution Program  
3175 West 6th Street, Room 406  
Los Angeles, CA 90020-1798  
TEL: (213) 738-2621  
FAX: (213) 385-3995

1 ROSNER, BARRY & BABBITT, LLP  
Hallen D. Rosner, SBN 109740  
2 Jeffrey L. Le Pere, SBN 201787  
Kendra J. Woods, SBN 302873  
3 10085 Carroll Canyon Road, Suite 100  
San Diego, California 92131  
4 Telephone: (858) 348-1005  
Facsimile: (858) 348-1150  
5 hal@rbblawgroup.com  
jeff@rbblawgroup.com  
6 kendra@rbblawgroup.com

7 Attorneys for Plaintiffs

8  
9 SUPERIOR COURT OF THE STATE OF CALIFORNIA  
10 COUNTY OF LOS ANGELES - STANLEY MOSK COURTHOUSE

11 [Redacted] an individual; and  
[Redacted] an individual,

12 Plaintiffs,

13 v.

14 FORD MOTOR COMPANY, a Delaware  
corporation; SOUTH BAY FORD, INC.; and  
15 DOES 1 through 75, inclusive,

16 Defendants.

Case No. [Redacted]

COMPLAINT FOR VIOLATION OF THE  
SONG-BEVERLY CONSUMER  
WARRANTY ACT

RECORDED COPY  
ORIGINAL FILED  
Superior Court of California  
County of Los Angeles

JUL 10 2017

Shawn R. Carter, Executive Officer/Clerk  
By: Annette Anélasos, Deputy



1 **SUMMARY OF ALLEGATIONS**

2 8. On or around September 28, 2016, Plaintiffs purchased a new 2017 Ford Explorer, VIN:  
3 [FM5K7D83] [REDACTED] (the Vehicle"), from South Bay Ford, Inc. The sale was accompanied by Ford's  
4 express limited warranty.

5 9. Accordingly, the sale of the Vehicle was also accompanied by implied warranties of  
6 merchantability and fitness.

7 10. The Vehicle was delivered to Plaintiffs with serious defects and nonconformities to  
8 warranty and developed other serious defects and nonconformities to warranty including, but not limited  
9 to, transmission defects and an exhaust leak inside the Vehicle's passenger cabin.

10 11. On May 11, 2017, with 7,566 miles on the odometer, Plaintiffs presented the Vehicle to  
11 South Bay Ford for repairs to the Vehicle's transmission, and for an exhaust leak in the passenger cabin.

12 12. Ford kept the Vehicle for 6 days while it attempted repairs; Plaintiffs retrieved the Vehicle  
13 on May 16, 2017. (Ex. 2.)

14 13. On May 18, 2017, Plaintiffs presented the Vehicle to Ford a second time for the exhaust  
15 leak in the passenger cabin.

16 14. Ford performed repairs to the Vehicle's catalytic converter. Ford kept the Vehicle for two  
17 days while it attempted repairs; Plaintiffs retrieved the Vehicle on May 19, 2017.

18 15. On May 25, 2017, Plaintiffs presented the Vehicle to Ford for a third repair attempt related  
19 to the exhaust leak in the cabin.

20 16. South Bay Ford suggested that Plaintiffs purchase a Carbon Monoxide detector in the cabin  
21 of the Vehicle.

22 17. These are safety related concerns.

23 18. As of the date of filing this action, Ford has failed to conform the Vehicle to its warranty,  
24 as it has not been repaired.

25 19. Plaintiffs have lost confidence in the willingness and ability of Ford to conform the Vehicle  
26 to its applicable warranties.

27 20. Prior to retaining counsel, Plaintiffs made a demand to Ford to repurchase the Vehicle.  
28 Ford wilfully denied Plaintiffs request.

1 21. Thus, Plaintiffs are entitled to claim and seek a civil penalty for up to two times actual  
2 damages.

3 **FIRST CAUSE OF ACTION**  
4 **Violation of the Song-Beverly Consumer Warranty Act**

5 22. Plaintiffs incorporate by reference each and every allegation set forth in this Complaint, as  
6 though fully set forth herein, and further allege as follow.

7 23. Pursuant to the Song-Beverly Consumer Warranty Act (hereinafter "the Act") Civil Code  
8 sections 1790 et seq., the Vehicle constitutes "consumer goods" purchased primarily for family or  
9 household purposes and Plaintiffs have used the Vehicle primarily for those purposes.

10 24. The Vehicle is a "new motor vehicle" under Civil Code section (793.22(e)(2).

11 25. Plaintiffs are each a "buyer" of consumer goods under the Act.

12 26. Ford Motor Company is a "manufacturer" and/or "distributor" under the Act.

13 27. South Bay Ford, Inc., is a "retailer" and/or "seller" and/or "retail seller" under the Act.

14 28. The Vehicle was accompanied by a 30-day express limited manufacturer warranty.  
15 Accordingly, the implied warranties of merchantability and fitness accompanied the sale of the Vehicle,  
16 by operation of law.

17 29. The Vehicle was delivered to Plaintiffs with serious defects and nonconformities to  
18 warranty, including but not limited to, a transmission defect and an exhaust leak inside the Vehicle's  
19 passenger cabin.

20 30. The forgoing defects and nonconformities to warranty manifested themselves within the  
21 applicable express warranty period, and existed during the implied warranty period.

22 31. The nonconformities substantially impair the use, value, and/or safety of the Vehicle to  
23 Plaintiffs, made the Vehicle unmerchantable, and could not be repaired by Ford within a reasonable  
24 number of attempts.

25 32. Accordingly, Ford breached the express warranty upon the Vehicle.

26 33. In order to meet the implied warranty of merchantability consumer goods must meet each  
27 of the following criteria: (1) Pass without objection in the trade under the contract description; (2) Be fit  
28 for the ordinary purposes for which such goods are used; (3) Be adequately contained, packaged and

1 labeled; and (4) Conform to the promises or affirmations of fact made on the container or label.

2 34. The Vehicle would not pass without objection in the trade and was unfit for its ordinary  
3 purpose, i.e., safe and reliable driving, because the Vehicle was sold with safety defects which manifested  
4 within the implied warranty period.

5 35. Notwithstanding Plaintiffs' entitlement, Ford has failed and refused to refund the price of  
6 the vehicle or replace the Vehicle as required by the Act.

7 36. By Ford's failure to issue a refund or replacement, Ford is in breach of its obligations under  
8 the Act.

9 37. Plaintiffs are entitled to, have, and again herein, justifiably revoke acceptance of the  
10 Vehicle.

11 38. Under the Act, Plaintiffs are entitled to a reimbursement of the purchase price paid for the  
12 Vehicle.

13 39. Plaintiffs are further entitled to other legal and equitable relief, including but not limited  
14 to, all incidental, consequential and general damages resulting from Ford's failure to comply with its  
15 obligations under the Act.

16 40. Plaintiffs are also entitled under the Act to recover as part of the judgment a sum equal to  
17 the aggregate amount of costs and expenses, including attorney's fees, reasonable incurred in connection  
18 with the commencement and prosecution of this action.

19 41. Plaintiffs are entitled, in addition to the amounts recovered, to a civil penalty of up to two  
20 times the amount of actual damages because Ford has willfully failed to comply with its responsibilities  
21 under the Act.

22 **WHEREFORE**, Plaintiffs pray for judgment as follows:

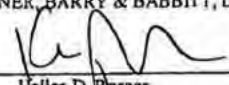
- 23 1. For damages according to proof at trial;
- 24 2. For rescission of the sale contract and restitution of all monies expended;
- 25 3. For incidental and consequential damages according to proof at trial;
- 26 4. For civil penalty in the amount of two times Plaintiffs' actual damages;
- 27 5. For prejudgement interest at the legal rate;
- 28 6. For reasonable attorneys' fees and costs of suit; and

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7. For such other and further relied as the Court deems just and proper under the circumstances.

Dated: July 16, 2017

ROSNER, BARRY & BABBITT, LLP

By:   
Hallen D. Rosner  
Jeffrey L. Le Pere  
Kendra J. Woods  
Attorneys for Plaintiffs



**From:** Feil, Denise (D.)  
**Sent:** Friday, July 07, 2017 9:11 AM  
**To:** Tansil-Marshall, Robin (R.)  
**Cc:** Warren, Tena (T.M.); Perry, Phil (P.J.)  
**Subject:** FW: My ford customer relation experience

Robin,

Please have Ms. Critikidis contacted today. Let's review consequential expenses and ensure the vehicle is repaired.

Tena, let's have this case sent through QA. I want to know why if they get disconnected and the customer called right back why we didn't answer or why we didn't call the customer back (assuming this is true). Let's review the treatment.

**From:** [REDACTED]  
**Sent:** Friday, July 07, 2017 2:45 AM  
**To:** Feil, Denise (D.)  
**Subject:** My ford customer relation experience

Hello,

First, I'd like to thank you for taking time to review this. My husband and I, both trust and love our Ford products. That is why we decided to purchase a safe family vehicle for our children. We have two little boys and a dog. So we knew right off the bat we needed an SUV. We looked no further and decided to lease a 2015 Ford Explorer. It wasn't until a few months after purchase that we started dealing with a serious issue, every time we accelerated and turned the air conditioner we got light headed and sick!

We took the car to the dealer regarding this issue several times, our nearest dealer is Galpin Ford in North Hills, CA. Every single time, service said "we serviced the vehicle and didn't smell anything!". It wasn't until a day after Memorial Day this year that I got extremely sick while driving to work. I felt light headed and even had to pull over to the side of the road. I somehow made it to the dealer and left the car for inspection. I then went to a nearby urgent care for oxygen treatment. After all was said and done, we suspected carbon monoxide poisoning. The mechanics didn't accept or deny this issue, they kept our car for about 2 weeks.

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Finally, they told me the vents and some other components were sealed. I went online and researched this ongoing issue. I am well looking aware that my year and model is affected by an exhaust leak !

I reached out to consumer affairs because after a trip to the doctor, being sick for days, missing work, and being without a vehicle for almost 2 weeks I was fed up and very concerned. I am not only concerned for my safety, but for children!

This is very alarming:

<https://www.bestattorney.com/auto-defects/ford-carbon-monoxide/>

I asked for a buy back or some sort of compensation for my troubles, whether it was credit towards my monthly payment or the option to finish our lease in another vehicle.  
The assistance I received from the customer service manager Leroy was awful.

He had 0 sympathy, he only had the company's interest, and in one occasion our phone call got disconnected. I called him right back and didn't receive a phone call until a few days later.

I work for State Farm Insurance and I am in charge of my customer service department. I know there is heavy work load, but there is no excuse for this type of lack of follow up.

I am so appalled, disappointed, and dissatisfied on how this whole incident has been handled.

I would like for someone from Ford Motor company to reach out to me in regards to this matter. Please see my contact information and give me a call at your earliest convenience.

Again, thank you for your time and we do hope Ford can rectify this situation.

[REDACTED]  
Account Holder: [REDACTED]  
Phone number on [REDACTED]

Sincerely,

[REDACTED]  
Van Nuys, CA [REDACTED]



<p>1-800-727-7000</p> <p><b>FORD CREDIT</b></p> <p>www.fordcredit.com</p>	<p>LESSEE (and Co-Lessee) Name and Address (Including County and Zip Code)</p> <p>[REDACTED]</p> <p>PHILADELPHIA PA [REDACTED]</p>	<p>LESSOR (Name and Address)</p> <p>MILHAH FORD TOYOTA SCION 3810 HECKTOWN ROAD EASTON, PA 18045</p>
---	--	--

"Finance Company" is FORD MOTOR CREDIT COMPANY. The "Holder" is CAB EAST LLC and its assigns. By signing "You" (Lessee and Co-Lessee) agree to lease this Vehicle according to the terms on the front and back of this lease and the terms of the Wear-Care Addendum, if any, attached to this lease.

If Your payment schedule is shown in Item 2(a), You entered into a "Monthly Payment Lease."  
If Your payment schedule is shown in Item 2(b), You entered into an "Advance Payment Lease."

New/Used	Mileage at Delivery	Year/Make/Model	Vehicle Identification Number	Vehicle Use
NEW	5	2016 FORD EXPLORER	1FM5K8F83GE [REDACTED]	PERSONAL

<p><b>1. Amount Due At Lease Signing or Delivery</b> (Itemized Below) *</p> <p>\$ <u>1197.69</u></p>	<p><b>2. Payments</b></p> <p><b>(a) Monthly Payments</b></p> <p>Your first monthly payment of \$ <u>654.54</u> is due on <u>11/03/2015</u>, followed by <u>35</u> payments of \$ <u>654.54</u> due on the <u>3RD</u> day of each month. The total of Your monthly payments is \$ <u>23563.49</u>.</p> <p><b>(b) Advance Payment</b></p> <p>Your Payment of \$ <u>N/A</u> is due on <u>N/A</u>. The total of Your payment is \$ <u>N/A</u>.</p>	<p><b>3. Other Charges</b> (not part of Your monthly payment)</p> <p>Disposition fee (if You do not purchase the Vehicle) \$ <u>N/A</u></p> <p><u>N/A</u> <u>N/A</u></p> <p>Total \$ <u>N/A</u></p>	<p><b>4. Total of Payments</b> (The amount You will have paid by the end of the lease)</p> <p>\$ <u>24105.59</u></p>
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\* Itemization of Amount Due at Lease Signing or Delivery

<p><b>5. Amounts Due At Lease Signing or Delivery:</b></p> <table style="width:100%;"> <tr><td>a. Capitalized cost reduction</td><td style="text-align: right;">\$ <u>250.00</u></td></tr> <tr><td>b. First monthly payment</td><td style="text-align: right;"><u>654.54</u></td></tr> <tr><td>c. Advance payment</td><td style="text-align: right;"><u>N/A</u></td></tr> <tr><td>d. Refundable security deposit</td><td style="text-align: right;"><u>N/A</u></td></tr> <tr><td>e. Title fees</td><td style="text-align: right;"><u>31.00</u></td></tr> <tr><td>f. Registration fees</td><td style="text-align: right;"><u>51.15</u></td></tr> <tr><td>g. Acquisition fee</td><td style="text-align: right;"><u>N/A</u></td></tr> <tr><td>h. <u>N/A</u></td><td style="text-align: right;"><u>N/A</u></td></tr> <tr><td>i. <u>UPFRONT TAXES</u></td><td style="text-align: right;"><u>        </u></td></tr> <tr><td>j. <u>LIEN FEE</u></td><td style="text-align: right;"><u>24.00</u></td></tr> <tr><td>k. <u>TEMP TAG</u></td><td style="text-align: right;"><u>28.00</u></td></tr> <tr><td>l. <u>DOB FEE</u></td><td style="text-align: right;"><u>134.00</u></td></tr> <tr><td>m. <u>TIRE TAX</u></td><td style="text-align: right;"><u>5.00</u></td></tr> <tr><td><b>Total</b></td><td style="text-align: right;"><b>\$ <u>1197.69</u></b></td></tr> </table>	a. Capitalized cost reduction	\$ <u>250.00</u>	b. First monthly payment	<u>654.54</u>	c. Advance payment	<u>N/A</u>	d. Refundable security deposit	<u>N/A</u>	e. Title fees	<u>31.00</u>	f. Registration fees	<u>51.15</u>	g. Acquisition fee	<u>N/A</u>	h. <u>N/A</u>	<u>N/A</u>	i. <u>UPFRONT TAXES</u>	<u>        </u>	j. <u>LIEN FEE</u>	<u>24.00</u>	k. <u>TEMP TAG</u>	<u>28.00</u>	l. <u>DOB FEE</u>	<u>134.00</u>	m. <u>TIRE TAX</u>	<u>5.00</u>	<b>Total</b>	<b>\$ <u>1197.69</u></b>	<p><b>6. How the Amount Due At Lease Signing or Delivery will be paid:</b></p> <table style="width:100%;"> <tr><td>a. Net trade-in allowance</td><td style="text-align: right;">\$ <u>N/A</u></td></tr> <tr><td>b. Rebates and noncash credits</td><td style="text-align: right;"><u>396.69</u></td></tr> <tr><td>c. Amount to be paid in cash</td><td style="text-align: right;"><u>801.00</u></td></tr> <tr><td>d. <u>N/A</u></td><td style="text-align: right;"><u>N/A</u></td></tr> <tr><td><b>Total</b></td><td style="text-align: right;"><b>\$ <u>1197.69</u></b></td></tr> </table>	a. Net trade-in allowance	\$ <u>N/A</u>	b. Rebates and noncash credits	<u>396.69</u>	c. Amount to be paid in cash	<u>801.00</u>	d. <u>N/A</u>	<u>N/A</u>	<b>Total</b>	<b>\$ <u>1197.69</u></b>
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**7. Your payment is determined as shown below:**

a. <b>Gross capitalized cost.</b> The agreed upon value of the Vehicle (\$ <u>46865.00</u> ) and any items You pay over the lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance) (Itemized below - Item 19) **	\$ <u>47910.00</u>
b. <b>Capitalized cost reduction.</b> The amount of any net trade-in allowance, rebate, noncash credit, or cash that You pay that reduces the gross capitalized cost	- <u>250.00</u>
c. <b>Adjusted capitalized cost.</b> The amount used in calculating Your base payment	= <u>47660.00</u>
d. <b>Residual value.</b> The value of the Vehicle at the end of the lease used in calculating Your base payment	- <u>26988.00</u>
e. <b>Depreciation and any amortized amounts.</b> The amounts charged for the Vehicle's decline in value through normal use and for other items paid over the lease term	= <u>20672.00</u>
f. <b>Rent charge.</b> The amount charged in addition to the depreciation and any amortized amounts	+ <u>556.48</u>
g. <b>Total of base payments.</b> The depreciation and any amortized amounts plus the rent charge	= <u>21228.48</u>
h. <b>Lease payments.</b> The number of payments in Your lease	+ <u>26</u>
i. <b>Base payment</b>	= <u>589.68</u>

h. Lease payments. The number of payments in Your lease	+	36
i. Base payment	=	589.68
j. Sales / Use tax	+	64.86
k. <u>N/A</u>	+	N/A
l. <u>N/A</u>	+	N/A
m. Total payment	\$	654.54
n. Lease term in months		36

**Early Termination. You may have to pay a substantial charge if You end this lease early. The charge may be up to several thousand dollars. The actual charge will depend on when the lease is terminated. The earlier You end the lease, the greater this charge is likely to be.**

8. **Excess Wear and Use.** You may be charged for excessive wear based on our standards for normal use. At the scheduled end of this lease, unless You purchase the Vehicle, You must pay to Lessor \$0. 0.25 per mile for each mile in excess of 45005 miles shown on the odometer. See Items 23 and 28 on back and the WearCare Addendum, if any, attached to this lease for additional excess wear and use terms.

9. **Extra Mileage Option Credit.** At the scheduled end of this lease, You will receive a credit of \$0. N/A per unused mile for the number of unused miles between N/A and N/A miles, less any amounts You owe under this lease. You will not receive any credit if the Vehicle is destroyed, if You terminate Your lease early, exercise any purchase option, are in default or the credit is less than \$1.00.

10. **Purchase Option at End of Lease Term, \$ 26988.00 plus official fees and taxes, and a reasonable documentary fee if allowed by law, is Your lease end purchase option price.** You have the option to purchase the Vehicle at the end of the lease term from a party designated by the Holder for the purchase option price if You are not in default.

11. **Other Important Terms.** See Your lease documents for additional information on early termination, purchase option and maintenance responsibilities, warranties, late and default charges, insurance, and any security interests, if applicable.

**12. WARRANTY** The Vehicle is covered by any warranty indicated below:

- Standard new vehicle warranty provided by the manufacturer or distributor of the Vehicle.
- FORD PREMIUM CARE

**15. OPTIONAL INSURANCE** These coverages are not required to enter into this lease and will not be provided unless You sign below. If insurance is to be obtained by Lessor, the coverages are shown in a notice given to You this date and are for the term of this lease.

a. **Credit Life Insurance** \$ N/A (Initial Coverage) \$ N/A (Premium) (Insured(s))  
 \_\_\_\_\_ (Insurance Company)

Lessee:  N/A Co-Lessee:  N/A

b. **Credit Disability Insurance** \$ N/A (Monthly Coverage) \$ N/A (Premium) (Insured(s))  
 \_\_\_\_\_ (Insurance Company)

Lessee:  N/A Co-Lessee:  N/A

**13. OFFICIAL FEES AND TAXES \$ 2439.71**

The estimated total amount You will pay for official and license fees, registration, title and taxes over the term of Your lease, whether included with Your monthly payments or assessed otherwise. The actual total of fees and taxes may be higher or lower depending on the tax rates in effect or the value of the leased property at the time a fee or tax is assessed.

**14. VEHICLE INSURANCE MINIMUMS** You must insure the Vehicle during this lease. This insurance must be acceptable to Finance Company and protect You and Holder with (a) comprehensive fire and theft insurance with a **maximum deductible** amount of \$1,000; and (b) collision and upset insurance with a **maximum deductible** of \$1,000; and (c) automobile liability insurance with **minimum limits** for bodily injury or death of \$ 15,000 for any one person and \$ 30,000 for any one accident, and \$ 5,000 for property damage.

You will list the Holder as additional insured and loss payee under the insurance policy unless Lessor or Finance Company specifies otherwise. You must give Finance Company evidence of this insurance. (See Item 24 on back)

**LESSOR IS NOT PROVIDING VEHICLE OR LIABILITY INSURANCE**

**16. LATE PAYMENTS** You will pay a late charge on each payment that is not received within **10 days** after it is due. The charge is **7.5%** of the full amount of the scheduled payment or **\$50.00** whichever is less.

**17. LESSOR SERVICES** N/A  
 (See Item 22 on back) N/A

**18. Returned Check Charge** You agree to pay a returned check charge of \$ N/A for each check, draft, or other order of payment that is dishonored for any reason.

**\*\*19. Itemization of Gross Capitalized Cost**

Agreed Upon Value of the Vehicle	Sales/Use Tax and Other Applicable Taxes	Title Fees	License and Registration Fees	Extended Warranty and Service Contract	Acquisition Fee	Documentation Fee
\$ <u>46865.00</u>	+\$ <u>N/A</u>	+\$ <u>N/A</u>	+\$ <u>N/A</u>	+\$ <u>400.00</u>	+\$ <u>645.00</u>	+\$ <u>N/A</u>
<u>N/A</u>	<u>N/A</u>	<u>N/A</u>	<u>N/A</u>	<u>N/A</u>	<u>N/A</u>	<b>Total Gross Capitalized Cost</b>
+\$ <u>N/A</u>	+\$ <u>N/A</u>	+\$ <u>N/A</u>	+\$ <u>N/A</u>	+\$ <u>N/A</u>	+\$ <u>N/A</u>	= \$ <u>47910.00</u>

**SIGNATURES AND IMPORTANT NOTICES**

**Important Notice:** If You do not meet Your contractual obligations, You may lose the right to lease and use the Vehicle, as well as Your security deposit.

**Modification:** This lease sets forth all of the agreements of Lessor and You for the lease of the Vehicle. There is no other agreement. Any change in this lease must be in writing and signed by You and Finance Company.

Lessee: JOSEPH BARTORILLA JR By:  \_\_\_\_\_ e: \_\_\_\_\_

**Important Notice:** If You do not meet Your contractual obligations, You may lose the right to lease and use the Vehicle, as well as Your security deposit.

**Modification:** This lease sets forth all of the agreements of Lessor and You for the lease of the Vehicle. There is no other agreement. Any change in this lease must be in writing and signed by You and Finance Company.

Lessee: \_\_\_\_\_ By: **X** \_\_\_\_\_ Title: \_\_\_\_\_

Co-Lessee: \_\_\_\_\_ Title: \_\_\_\_\_

**YOU ACKNOWLEDGE THAT YOU HAVE READ AND AGREE TO BE BOUND BY THE ARBITRATION PROVISION ON THE REVERSE SIDE OF THIS CONTRACT.**

**NOTICE:** (1) Do not sign this lease before You read it or if it has any blank space to be filled in, (2) You have the right to get a filled-in copy of this lease. You acknowledge that You received a filled-in copy of this lease at the time You signed it and notice of an assignment of this lease by the Lessor to Holder.

Lessee: \_\_\_\_\_ By: **X** \_\_\_\_\_ Title: \_\_\_\_\_

Co-Lessee: \_\_\_\_\_ By: **X** \_\_\_\_\_ Title: \_\_\_\_\_

Lessor and Lessee are hereby notified that Holder has assigned to QI Exchange, in its capacity as Holder's qualified intermediary, its rights (but not its obligations) with respect to the purchase of this Vehicle and the sale of this Vehicle at lease termination. Lessor accepts this lease and assigns it to Holder under the terms of the lease plan agreement between Lessor and Holder.

Lessor: \_\_\_\_\_ By: **X** \_\_\_\_\_ Title: \_\_\_\_\_

FC 19037-P (APR 14)  
FC 19037-APP  
Previous editions may NOT be used.

**SEE OTHER SIDE FOR ADDITIONAL AGREEMENTS**

**PLY 1 - ORIGINAL    PLY 2 - LESSEE    PLY 3 - LESSOR    PLY 4 - CO-LESSEE/GUARANTOR**

EXPIRY: OCT 31, 2017      VALID: 08/19/16

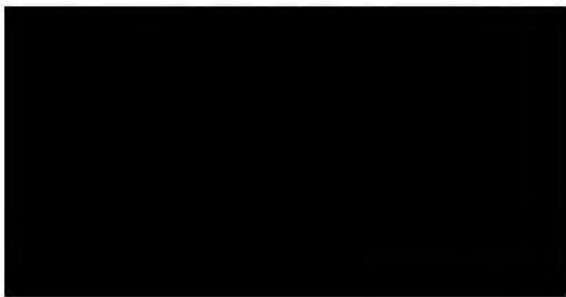
PLATE: [REDACTED]  
TITLE: [REDACTED]  
VIN: 1FMSK8F83G [REDACTED]  
YR/MAKE: 2016 FORD  
TYPE: SW  
WID: 16232 2600 060700-001

*Joseph Bartorella Jr.*  
SIGNATURE

I hereby acknowledge this day that I have received notice of the provisions of Section 3709 of the Vehicle Code.

EMISSIONS INSPECTION REQUIRED/DIESEL VEHICLES EXEMPT    COUNTY: PHILADELPHIA

[REDACTED]  
PHILADELPHIA PA [REDACTED]



CUSTOMER #: [REDACTED]



\*INVOICE\*

DUPLICATE 1  
PAGE 1

3810 Hecktown Rd, Easton, PA 18045 | 877-871-1693  
Phone: 610-253-9191 · Fax: 610-258-4444

PHILADELPHIA, PA [REDACTED]  
HOME: [REDACTED] CONT:N/A  
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 10058 WILLIAM BOULTON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHITE PLAT	16	FORD EXPLORER	1FM5K8F83G [REDACTED]		26425/26430	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03NOV15	DD05OCT15		23:00 19JUL17		0.00	CASH	19JUL17

R.O. OPENED	READY	OPTIONS:				
06:01 14JUL17	13:45 19JUL17	ENG:998 3.5L V6 IVC1 ENGINE TRN:44C 6-SPEED AUTO TRANSMISSION				
LINE OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A CUSTOMER STATES: EXHAUST SMELL IN VEHICLE AFTER RESEALING REAR OF VEHICLE

CAUSE: .  
 5230A MUFFLER - REPLACE (5230/5A289) - L  
 9098 WF (N/C)  
 1 FB5Z\*5230\*B MUFFLER ASY - CENTRE AND REAR (N/C)  
 FC: PART#: COUNT:  
 CLAIM TYPE:  
 AUTH CODE:  
 9098

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00  
 26425 replaced muffler assembly for exhaust smell

B PERFORM COURTESY MULTI-POINT INSPECTION.

CAUSE: .  
 99PV2 PERFORM COURTESY MULTI-POINT INSPECTION.  
 9098 WF (N/C)  
 FC: PART#: COUNT:  
 CLAIM TYPE:  
 AUTH CODE:  
 9098

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00  
 26425 PERFORMED MULTI-POINT INSPECTION

C\*\* UPON INSPECTION FOUND THAT RIGHT REVERSE BULB DOES NOT ILLUMINATE

CAUSE: .  
 13404AR REAR TAIL LAMP ASSEMBLY/BODY - REPLACE  
 ONE (13404/13405/13A565) - L  
 9098 WF (N/C)  
 1 3M7Z\*13466\*A BULB (N/C)  
 FC: PART#: COUNT:  
 CLAIM TYPE:  
 AUTH CODE:  
 9098

*Bryan Contracting  
Ford Engineer*

<p><b>DISCLAIMER OF WARRANTIES</b></p> <p>The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties 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.</p>	DESCRIPTION	TOTALS
	LABOR AMOUNT	
	PARTS AMOUNT	
	LESS DISCOUNT	
	SUBLET AMOUNT	
	MISC/EXT WARR	
	TOTAL CHARGES	
	LESS INSURANCE	
	SALES TAX	
	PLEASE PAY THIS AMOUNT	

X \_\_\_\_\_  
CUSTOMER SIGNATURE

CUSTOMER #:



# KOCH 33 AUTO.com



\*INVOICE\*

3810 Hecktown Rd, Easton, PA 18045 | 877-871-1693  
Phone: 610-253-9191 · Fax: 610-258-4444

DUPLICATE 1  
PAGE 2

PHILADELPHIA, PA  
HOME: CONT:N/A  
BUS: CELL:

SERVICE ADVISOR: 10058 WILLIAM BOULTON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHITE PLAT	16	FORD EXPLORER	1FM5K8F83GC		26425/26430		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03NOV15	DD05OCT15		23:00 19JUL17		0.00	CASH	19JUL17

R.O. OPENED	READY	OPTIONS:
06:01 14JUL17	13:45 19JUL17	ENG:998 3.5L V6 TIVCT ENGINE TRN:44C 6-SPEED AUTO TRANSMISSION

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL			
PARTS:				0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00
26425 replaced burnt out bulb										

\*\*\*\*\*

D\*\* THE WORKS:MOTORCRAFT OIL AND FILTER CHANGE,TIRE ROTATION AND MULTI-POINT INSPECTION

WRKS6 THE WORKS:MOTORCRAFT OIL AND FILTER CHANGE,TIRE ROTATION AND MULTI-POINT INSPECTION

10065	CF					16.70	16.70
1	FL*500*S	FILTER ASY - OIL			9.76	4.85	4.85
6	XO*5W20*QSP	MOTORCRAFT SAE 5W-20 API GF-5			5.06	5.06	30.36

WRKS6 6 QT WORKS COUPON \$45.34

	CF					-6.57	-6.57
PARTS:	35.21	LABOR:	16.70	OTHER:	-6.57	TOTAL LINE D:	45.34

\*\*\*\*\*

E\*\* REPLACE CABIN AIR FILTER

CAB REPLACE CABIN AIR FILTER

10065	CF					21.00	21.00
1	FP*68*	FILTER - ODOUR AND PARTICLES			25.65	25.65	25.65

PARTS: 25.65 LABOR: 21.00 OTHER: 0.00 TOTAL LINE E: 46.65

\*\*\*\*\*

EST: 0.00 14JUL17 06:01 SA: 10058

CUSTOMER PAY SUP.& DISP.FEES FOR REPAIR ORDER 3.56

DISCLAIMER OF WARRANTIES	DESCRIPTION	TOTALS
<p>The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties 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.</p>	LABOR AMOUNT	37.70
	PARTS AMOUNT	60.86
	LESS DISCOUNT	0.00
	SUBLET AMOUNT	0.00
	MISC/EXT WARR	3.56
	TOTAL CHARGES	102.12
	LESS INSURANCE	6.57
	SALES TAX	5.73
	PLEASE PAY THIS AMOUNT	101.28

X \_\_\_\_\_  
CUSTOMER SIGNATURE

KOCH 33 FORD TOYOTA  
3810 HECKTOWN RD  
EASTON, PA 18045  
610-253-9191

07/19/2017 13:52

**Sale**

**Trans #: 4 Batch #: 84**

VISA CHIP  
\*\*\*\*\*2008 \*\*/\*\*

**AMOUNT: \$101.28**

Resp: APPROVAL 035614  
Code: 035614  
Ref #: 720017206456

App Name: VISA DEBIT  
AID: A0000000031010  
TVR: 8080008000  
TSI: 6800

THANK YOU  
**CUSTOMER COPY**

**LEMON LAW GROUP PARTNERS PLC**

Attorneys and Counselors at Law  
 Penn Center East Monroeville  
 201 Penn Center Boulevard, Suite 400  
 Pittsburgh, PA 25235

Telephone (888) 415-0610  
 Facsimile (888) 809-7010  
 Email: [info@lemonlawgrouppartners.com](mailto:info@lemonlawgrouppartners.com)

RECEIVED

July 6, 2017

JUL 13 2017

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

Re: [REDACTED]  
 Vehicle: 2016 Ford Explorer  
 VIN: 1FM5K8F83G [REDACTED]

Dear Sir/Madam:

Please be advised that this law firm represents the legal interests of [REDACTED] relating to the purchase of the above-mentioned vehicle. Let this letter serve as notification that you immediately cease and desist all communications with our client. The only exception is the dealership may communicate with the client is reference to future repairs. Moreover, if you make any attempts to settle with our client without including all statutory relief, including all damages attorney fees and costs the consumer is entitled to, we may file suit against you. This letter hereby notifies you of our attorney's lien with respect to our client.

Please let this letter also serve as notification that our client's vehicle is defective. The vehicle has been brought in for repairs several times for numerous defects and although you have been afforded sufficient opportunities for repairs, the defects continue to exist and substantially impair the use and value and/or safety of the vehicle. If you are interested in any further repairs pursuant to the Lemon Law you must contact me immediately. Our client demands that you immediately take action as required by law.

This letter shall also serve as our client's Revocation of Acceptance pursuant to the Uniform Commercial Code § 2608 and notice of defect under the Lemon Law. Due to the serious defects with the Vehicle since its purchase, our client hereby demands a return of the full purchase price along with all interest paid on the finance note as well as attorney fees and incidental and consequential damages within 10 days of receipt of this letter to settle this matter prior to filing a lawsuit.

Please be advised that if you do not adhere to our demands within 10 days, our client has instructed me to file a lawsuit against you asserting claims that include, but in no way are limited to, breach of warranties, both express and implied, violation of the Magnuson Moss Warranty Act, violation of the Lemon Law, revocation of acceptance, and common law breach of contract. Please direct all future communication to my attention.

Respectfully submitted,

LEMON LAW GROUP PARTNERS PLC

By: s/n Rachel Cichowic

Attorney for Plaintiff

FORD MOTOR COMPANY  
 RECEIVED  
 CLAIMS UNIT

JUL 14 2017

CC: Koch 33 Ford

OFFICE OF THE  
 GENERAL COUNSEL

Lemon Law Group Partners PLC  
2775 Sunny Isles Boulevard Suite 150  
North Miami Beach FL 33160

---

USPS CERTIFIED MAIL



9314 8000 3860 0205 9542 18

---

CM-wSig  
00000001

CM-0623-9363.01



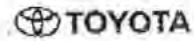
FORD MOTOR COMPANY  
PO BOX 6248  
DEARBORN MI 48121-6248



CUSTOMER #



KOCH 33 AUTO.com



COLLISION CENTER

3810 Hecktown Rd, Easton, PA 18045 | 877-871-1693  
Phone: 610-253-9191 - Fax: 610-258-4444

\*INVOICE\*

PAGE 1

PHILADELPHIA, PA

HOME: CONT:N/A  
BUS: CELL:

SERVICE ADVISOR: 9224 KEVIN ACEVEDO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE PLAT	16	FORD EXPLORER	1FM5K8F83GG		21557/21561	

DEL DATE	PRCD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
03NOV15	DD05OCT15		18:00 10APR17		0.00	CASH	11APR17

R.G. OPENED	READY	OPTIONS:
09:49 10APR17	14:35 11APR17	ENG:998 3.5L V6 TIVCT ENGINE TRN:44C 6-SPEED AUTO TRANSMISSION

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

A CUSTOMER STATES THAT WHEN YOU ARE PRESSING THE GAS PEDAL YOU CAN SMELL SULFUR KIND OF SMELL. QUICK HARD ACCELARATION. STEEP HILLS AND COMING OFF OF RAMPS

CAUSE: COULD NOT DUPLICATE CONCERN  
MA001 DIAGNOSE MISCELLANEOUS VEHICLE CONCERN  
10116 CF

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

21557 NORMAL CHARACTERISTICS FOUND GOING ON COULD NOT DUPLICATE ANY PROBLEMS

\*\*\*\*\*

B CUSTOMER STATES SHES BEEN HAVING ISSUES STARTING THE VEHICLE.

CUSTOMER STATES THE VEHICLE HAS HAD TO BE JUMPED. CHECK AND ADVISE

CAUSE: Low CCA Battery  
BL001 DIAGNOSE ELECTRICAL CONCERNS  
10116 WF

1 EXT 65-650 BATTERY

PC: PARTS COUNCIL  
CLAIM TYPE  
AUTH CODE:  
10116

SUBL 2 DAY RENTAL

WF

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

21557 Low CCA Battery  
REPLACE ENGINE OIL FILTER, REPLACE ENGINE OIL, INSTALL BG LUBRICATION TREATMENT, INSPECT ALL FLUID LEVELS AND REPLENISH, INSPECT ALL BELTS FOR WEAR AND CORRECT TENSION, INSPECT ALL HOSES AND CLAMPS, INSPECT VEHICLE FOR LEAKS, INSPECT BALL JOINTS AND DUST COVERS, INSPECT ENGINE AIR FILTER; INSPECT STEERING AND LINKAGE, BATTERY CHECK WITH PRINTOUT, RESET TIRE PRESSURES AND INSPECT TIRES FOR WEAR, ROTATE TIRES, ROAD TEST BY FACTORY TRAINED TECHNICIAN, PERFORM 31 POINT MILHAM ADVANTAGE INSPECTION. INCLUDES 1-2-3 PLUS PROTECTION  
REPLACE ENGINE OIL FILTER, REPLACE ENGINE OIL, INSTALL BG LUBRICATION TREATMENT, INSPECT

DISCLAIMER OF WARRANTIES

The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties 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.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
LESS DISCOUNT	
SUBLET AMOUNT	
MISC/EXT WARR	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

X  
CUSTOMER SIGNATURE

CUSTOMER #:



KOCH 33 AUTO.com



COLLECTION CENTER

3810 Hacktown Rd, Easton, PA 18045 | 877-871-1693  
Phone: 810-253-9191 - Fax: 610-258-4444

\*INVOICE\*

PAGE 2

PHILADELPHIA, PA

HOME: CONT:N/A  
BUS: CELL:

SERVICE ADVISOR: 9224 KEVIN ACEVEDO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
WHITE PLAT	16	FORD EXPLORER	1FM5K8F83G		21557/21561	

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
03NOV15	DD05OCT15		18:00 10APR17		0.00	CASH	11APR17

R/O OPENED	READY	OPTIONS:
09:49 10APR17	14:35 11APR17	ENG:998 3.5L V6 TIVCT ENGINE TRN:44C 6-SPEED AUTO TRANSMISSION

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

ALL FLUID LEVELS AND REPLENISH, INSPECT ALL BELTS FOR WEAR AND CORRECT TENSION, INSPECT ALL HOSES AND CLAMPS, INSPECT VEHICLE FOR LEAKS, INSPECT BALL JOINTS AND DUST COVERS, INSPECT ENGINE AIR FILTER, INSPECT STEERING AND LINKAGE, BATTERY CHECK WITH PRINTOUT, RESET TIRE PRESSURES AND INSPECT TIRES FOR WEAR, ROTATE TIRES, ROAD TEST BY FACTORY TRAINED TECHNICIAN, PERFORM 31 POINT MILHAM ADVANTAGE INSPECTION. INCLUDES 1-2-3 PLUS PROTECTION Tested the battery and it failed, DTC 04NGAHKKJO 98C ACES XC7CN  
Replaced the battery and now it starts on demand without hard crank or no start.

C PERFORM COURTESY MULTI-POINT INSPECTION.

CAUSE: 99p

99P PERFORM COURTESY MULTI-POINT INSPECTION.

PARTS:	LABOR:	OTHER:	TOTAL LINE C
21557 99p	PERFORMED MULTI-POINT INSPECTION	0.00	0.00



CARRY OVER

\*\*\*\*\*MAKE YOUR NEXT APPOINTMENT ONLINE\*\*\*\*\*  
 ++IT'S FAST+++IT'S REALLY FAST+++++++  
 \*\*IT'S EASY\*\*IT'S REALLY EASY\*\*\*\*\*  
 \*\*\*\*\*GO TO WWW.MILHAMSERVICE.COM\*\*\*\*\*

DISCLAIMER OF WARRANTIES

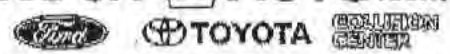
The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes 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.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
LESS DISCOUNT	0.00
SUBLET AMOUNT	0.00
MISC/EXT WARR	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

X  
CUSTOMER SIGNATURE

CUSTOMER #: [REDACTED]

**KOCH 33 AUTO.com**



3810 Hecktown Rd, Easton, PA 18045 | 877-871-1693  
Phone: 610-253-9191 • Fax: 610-258-4444

INVOICE

PAGE 2

PHILADELPHIA, PA [REDACTED]  
HOME: [REDACTED] CONT:N/A  
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 9224 KEVIN ACEVEDO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE PLAT	16	FORD EXPLORER	1FM5K8F83G [REDACTED]	[REDACTED]	21557/21563	[REDACTED]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03NOV15	DD05OCT15		18:00 13APR17		0.00	CASH	19APR17

R.O. OPENED: [REDACTED] READY: [REDACTED] OPTIONS: [REDACTED]  
 09:49 10APR17 10:58 19APR17  
 ENG:998 3.5L V6 PIVCT ENGINE  
 TRN:44C 6-SPEED AUTO TRANSMISSION

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

99P PERFORM COURTESY MULTI-POINT INSPECTION.

10116 CF 0.00 0.00 0.00 0.00 TOTAL LINE C: 0.00 0.00  
 21557 99p PERFORMED MULTI-POINT INSPECTION

D\*\* 3 DAY RENTAL  
 RENTAL 3 DAY CAR RENTAL  
 999 WF (N/C)

FC: PART#: COUNT:  
 CLAIM TYPE:  
 AUTH CODE:  
 999

SUBL 3 DAY RENTAL

WE (N/C)  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00  
 21561



\*\*\*\*\*  
 \*\*MAKE YOUR NEXT APPOINTMENT ONLINE\*\*  
 \*\*IT'S FAST\*\*++IT'S REALLY FAST+++++  
 \*\*IT'S EASY\*\*++IT'S REALLY EASY+++++  
 \*\*\*\*\*  
 \*\*\*\*\*GO TO WWW.MLMMSERVICE.COM\*\*\*\*\*  
 \*\*\*\*\*

DONE

**DISCLAIMER OF WARRANTIES**

The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties 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.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
LESS DISCOUNT	0.00
SUBLET AMOUNT	0.00
MISC/EXT WARR	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

X \_\_\_\_\_  
 CUSTOMER SIGNATURE

The dealer warrants to the original purchaser, retail, fleet, and wholesaler, that Ford parts and accessories found to be defective in factory-supplied material or workmanship will be repaired, replaced, or exchanged for:

- Parts and accessories for Ford, Mercury, and Lincoln cars, and light trucks: 12 months or 12,000 miles, whichever comes first.
- Parts and accessories for 600 and higher series trucks: 12 months / unlimited miles.

The only requirement of the purchaser is to return the defective part or accessory to the dealer's place of business during regular business hours for repair or replacement. The purchaser must have the original counter sale receipt or repair order for a dealer-installed part or accessory in order to validate the date and mileage on the vehicle at the date of sale or installation of the original part or accessory.

If the purchaser is travelling or has moved to a different locality, any authorized Ford Motor Company Dealer will fulfill this warranty.

**NOTE:** Contact your Ford Dealer to verify any exceptions to warranty coverages.

**IMPORTANT:** When a service part or accessory (either dealer-installed on a customer-pay basis or sold over-the-counter) fails and is replaced or exchanged at no charge to the purchaser, the replacement part or accessory assumes only the remaining, unexpired portion of the warranty on the original purchased part or accessory. The warranty period does not start over.

THIS WARRANTY DOES NOT COVER PARTS AND ACCESSORIES THAT FAIL DUE TO ABUSE, MISUSE, NEGLIGENCE, ALTERATION, ACCIDENT, RACING, OR THE USE OF NON-FORD PARTS, OR PARTS WHICH ARE REPLACED AS A PART OF NORMAL MAINTENANCE.

TO THE EXTENT ALLOWED BY LAW, LOSS OF TIME, INCONVENIENCE, LOSS OF USE OF THE VEHICLE, COMMERCIAL LOSS, OR CONSEQUENTIAL DAMAGES ARE NOT COVERED.

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

ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS IS LIMITED TO THE DURATION OF THIS WRITTEN WARRANTY.

SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF CONSEQUENTIAL OR INCIDENTAL DAMAGES OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS; THEREFORE, THE ABOVE LIMITATIONS AND EXCLUSIONS MAY NOT ALWAYS APPLY. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

## LIMITED WARRANTY FOR TOYOTA PARTS OR ACCESSORIES

### WHAT IS COVERED:

- TOYOTA\* warrants that it will either provide a replacement part or repair any TOYOTA part or accessory that is defective in material or workmanship. This warranty applies to new or remanufactured parts which are genuine or authorized TOYOTA parts. Except for those parts or accessories listed below, this warranty is good for 12 months, regardless of mileage from the date of purchase or installation on a vehicle, or the remainder of any applicable new vehicle warranty, whichever provides greater coverage.

### COVERAGE OTHER THAN 12 MONTHS REGARDLESS OF MILEAGE:

#### BATTERY LIMITED WARRANTY:

- TOYOTA authorized replacement batteries are warranted from the date of purchase or installation for 18 months, regardless of mileage, or the remainder of any applicable New Vehicle Warranty, whichever provides greater coverage, and on a prorated basis thereafter. The prorated amount equal to the remaining warranty months, depending on your battery, will be credited toward that of a comparable TOYOTA replacement battery, excluding taxes and installation.

#### TIRE LIMITED WARRANTY:

- Tires are warranted independently by the tire manufacturer. See manufacturer's statement for details.

### WHAT IS NOT COVERED:

- Damage to a TOYOTA part or accessory caused by a non-genuine or unauthorized TOYOTA part or component is not covered.
- Labor for removal from a vehicle and reinstallation of a part or accessory sold "over-the-counter" is not covered.
- Labor, parts and other costs (such as all lubricants) connected with recommended maintenance service are not covered. Service adjustments, such as calibration or alignments are not covered.
- Failures or damages resulting from improper installation, removal, repair, misuse, negligence, accidents, or modification of the part or the accessory are not covered.
- This Limited Warranty does not apply where the vehicle mileage cannot be determined, or has been altered, or where proof of purchase is unavailable.

- INCIDENTAL OR CONSEQUENTIAL DAMAGES (FOR OTHER THAN PERSONAL INJURY) RESULTING FROM BREACH OF THIS WRITTEN WARRANTY OR ANY IMPLIED WARRANTY (SUCH AS TELEPHONE CALLS, LOSS OF TIME, INCONVENIENCE, OR COMMERCIAL LOSS) ARE NOT COVERED.

- ANY IMPLIED WARRANTIES INCLUDING THOSE OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED TO THE APPLICABLE DURATION OF THIS WRITTEN WARRANTY.

- SOME STATES DO NOT ALLOW LIMITATION ON HOW LONG AN IMPLIED WARRANTY LASTS, OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.

- THIS IS THE ONLY EXPRESS WARRANTY AUTHORIZED BY TOYOTA. THE PERFORMANCE OF REPAIRS OR THE REPLACEMENT OF THE PART ARE THE EXCLUSIVE REMEDIES UNDER THIS WARRANTY OR ANY IMPLIED WARRANTY. TOYOTA DOES NOT AUTHORIZE ANY PERSON TO CREATE FOR IT ANY OTHER OBLIGATION OR LIABILITY IN CONNECTION WITH TOYOTA PARTS OR ACCESSORIES.

- This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

### OWNER'S RESPONSIBILITIES:

- To obtain this warranty coverage, return the part or accessory, or vehicle to which it is attached, to any authorized TOYOTA dealer.
- Because warranty coverage periods are calculated on a time or mileage basis from the date of purchase, it is recommended that you retain proof of the purchase date and vehicle mileage at the time of purchase.

### FOR MORE INFORMATION:

- For more information, please call your dealership or call TOYOTA toll free at 1-800-331-4331.
- If you would prefer to write, our address is:  
TOYOTA Customer Assistance Center  
P.O. Box 2991, Torrance, CA 90509-2991  
\*TOYOTA is Toyota Motor Sales, U.S.A., Inc. (a California corporation), for the purpose of warranty in the United States mainland.

### ARBITRATION CLAUSE PLEASE REVIEW - IMPORTANT - AFFECTS YOUR LEGAL RIGHTS

1. EITHER YOU OR WE MAY CHOOSE TO HAVE ANY DISPUTE BETWEEN US DECIDED BY ARBITRATION AND NOT IN COURT OR BY JURY TRIAL.
2. IF A DISPUTE IS ARBITRATED, YOU WILL GIVE UP YOUR RIGHT TO PARTICIPATE AS A CLASS ACTION REPRESENTATIVE OR CLASS MEMBER ON ANY CLASS CLAIM YOU MAY HAVE AGAINST US INCLUDING ANY RIGHT TO CLASS ARBITRATION OR ANY CONSOLIDATION OF INDIVIDUAL ARBITRATIONS.
3. DISCOVERY AND RIGHTS TO APPEAL IN ARBITRATION ARE GENERALLY MORE LIMITED THAN IN A LAWSUIT, AND OTHER RIGHTS THAT YOU AND WE WOULD HAVE IN COURT MAY NOT BE AVAILABLE IN ARBITRATION.

By acceptance of the products and/or services referenced either on the reverse or the attached document, you agree that any claim or dispute, whether in contract, tort, statute or otherwise (including the interpretation and scope of this clause, and the arbitrability of the claim or dispute), between you and us or our employees, agents, and our successors or assigns, which arises out of or relates to your purchase of products and/or services, shall, at your or our election, be resolved by neutral, binding arbitration and not by a court action. Any claim or dispute is to be arbitrated by a single arbitrator on an individual basis and not as a class action. You expressly waive any right you may have to arbitrate a class action. Binding arbitration shall be provided by the National Arbitration Forum ("NAF"), Box 50191, Minneapolis, MN 55405-0191 ([www.naf-forum.com](http://www.naf-forum.com)), under the OAF Code of Procedures then in effect, or any other organization that you may choose subject to our approval. You may get a copy of the rules of these organizations by contacting the arbitration organization or visiting its website. If the chosen arbitration organization's rules conflict with this agreement, then the provisions of this agreement shall control.

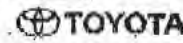
Arbitrators shall be attorneys or retired judges and shall be selected pursuant to the applicable rules. The arbitrator shall apply governing substantive law in making an award. The arbitration hearing shall be conducted in the federal district in which you reside unless the seller(s) of the products or services is a party to the claim or dispute, in which case the hearing will be held in the federal district where this contract was executed. We will advance your filing, administration, service or case management fee and your arbitrator or hearing fee all up to a maximum of \$1500, which may be reimbursed by decision of the arbitrator under applicable law. Each party shall be responsible for its own attorney, expert and other fees, unless awarded by the arbitrator under applicable law. The arbitrator's award shall be final and binding on all parties. Any court having jurisdiction may enter judgment on the arbitrator's award. If any part of this Arbitration Clause, other than waivers of class action rights, is deemed or found to be unenforceable for any reason, the remainder shall remain enforceable. Any arbitration under this Arbitration Clause shall be governed by the Federal Arbitration Act (9 U.S.C. § 1 et seq.) and not by any state law concerning arbitration.

YOU AND WE HAVE READ, UNDERSTAND AND ACKNOWLEDGE THAT, BY AGREEING TO BINDING ARBITRATION, YOU AND WE GIVE UP OUR RIGHTS TO TRIAL BEFORE A JURY.

CUSTOMER #:



KOCH 33 AUTO.com



3810 Hecktown Rd, Easton, PA 18045 | 877-871-1693  
Phone: 610-253-9191 - Fax: 610-258-4444

INVOICE

PAGE 1

PHILADELPHIA, PA

HOME:

CONT:N/A

BUS:

CELL:

SERVICE ADVISOR: 9207 JOSEPH BORAK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHITE PLAT	16	FORD EXPLORER	1FM5K8F83		21139/21142		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV
03NOV15	DD05OCT15		18:00 29MAR17		0.00	CASH	04APR17
R.O. OPENED	READY	OPTIONS:					
11:31 29MAR17	07:52 03APR17	ENG:998 3.5L V6 TIVCT ENGINE TRN:44C 6-SPEED AUTO TRANSMISSION					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							

A CUSTOMER STATES THERE IS A NAUSEATING ROTTEN EGGS SMELL PERMEATING THE VEHICLE WHEN GOING UPHILL OR UNDER HARD ACCELERATION  
EN001 DIAGNOSE ENGINE CONCERN

9323	CF					0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00

21139 BODY SHOP RE-SEALED REAR HATCH, DOOR WAS OFF AND OUT OF POSITION. ROAD TESTED VEHICLE, NO SMELL APPARENT ON ROAD TEST. IF ISSUE PERSISTS, WILL HAVE TO CONTINUE REAR INTERIOR DIAGNOSIS.

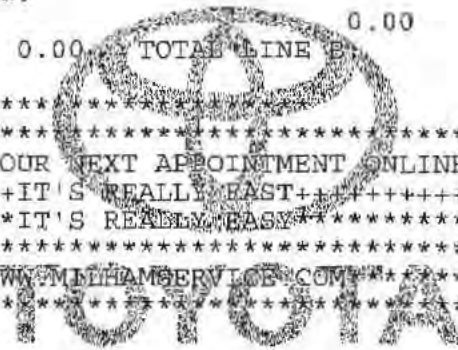
B PERFORM COURTESY MULTI-POINT INSPECTION.

99P PERFORM COURTESY MULTI-POINT INSPECTION.

9323	CF					0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

21139 PERFORMED MULTI-POINT INSPECTION

DIAGNOSIS IN PROGRESS



\*\*\*\*\*MAKE YOUR NEXT APPOINTMENT ONLINE\*\*\*\*\*  
 \*\*\*\*\*IT'S FAST+++IT'S REALLY FAST+++\*\*\*\*\*  
 \*\*\*\*\*IT'S EASY\*\*IT'S REALLY EASY\*\*\*\*\*  
 \*\*\*\*\*GO TO WWW.MILHAMSERVICE.COM\*\*\*\*\*

DISCLAIMER OF WARRANTIES

The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties 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.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
LESS DISCOUNT	0.00
SUBLET AMOUNT	0.00
MISC/EXT WARR	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

X

CUSTOMER SIGNATURE

The dealer warrants to the original purchaser, retail, fleet, and wholesaler, that Ford parts and accessories found to be defective in factory-supplied material or workmanship will be repaired, replaced, or exchanged for:

- Parts and accessories for Ford, Mercury, and Lincoln cars, and light trucks: 12 months or 12,000 miles, whichever comes first,
- Parts and accessories for 600 and higher series trucks: 12 months / unlimited miles.

The only requirement of the purchaser is to return the defective part or accessory to the dealer's place of business during regular business hours for repair or replacement. The purchaser must have the original counter sale receipt or repair order for a dealer-installed part or accessory in order to validate the date and mileage on the vehicle at the date of sale or installation of the original part or accessory.

If the purchaser is traveling or has moved to a different locality, any authorized Ford Motor Company Dealer will fulfill this warranty.

**NOTE:** Contact your Ford Dealer to verify any exceptions to warranty coverages.

**IMPORTANT:** When a service part or accessory (either dealer-installed on a customer-pay basis or sold over-the-counter) fails and is replaced or exchanged at no charge to the purchaser, the replacement part or accessory assumes only the remaining, unexpired portion of the warranty on the original purchased part or accessory. The warranty period does not start over.

THIS WARRANTY DOES NOT COVER PARTS AND ACCESSORIES THAT FAIL DUE TO ABUSE, MISUSE, NEGLIGENCE, ALTERATION, ACCIDENT, RACING, OR THE USE OF NON-FORD PARTS, OR PARTS WHICH ARE REPLACED AS A PART OF NORMAL MAINTENANCE.

TO THE EXTENT ALLOWED BY LAW, LOSS OF TIME, INCONVENIENCE, LOSS OF USE OF THE VEHICLE, COMMERCIAL LOSS, OR CONSEQUENTIAL DAMAGES ARE NOT COVERED.

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

ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS IS LIMITED TO THE DURATION OF THIS WRITTEN WARRANTY.

SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF CONSEQUENTIAL OR INCIDENTAL DAMAGES OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS; THEREFORE, THE ABOVE LIMITATIONS AND EXCLUSIONS MAY NOT ALWAYS APPLY. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

## LIMITED WARRANTY FOR TOYOTA PARTS OR ACCESSORIES

### WHAT IS COVERED:

■ TOYOTA\* warrants that it will either provide a replacement part or repair any TOYOTA part or accessory that is defective in material or workmanship. This warranty applies to new or remanufactured parts which are genuine or authorized TOYOTA parts. Except for those parts or accessories listed below, this warranty is good for 12 months, regardless of mileage from the date of purchase or installation on a vehicle, or the remainder of any applicable new vehicle warranty, whichever provides greater coverage.

### COVERAGE OTHER THAN 12 MONTHS REGARDLESS OF MILEAGE:

#### BATTERY LIMITED WARRANTY:

■ TOYOTA authorized replacement batteries are warranted from the date of purchase or installation for 18 months, regardless of mileage, or the remainder of any applicable New Vehicle Warranty, whichever provides greater coverage, and on a prorated basis thereafter. The prorated amount equal to the remaining warranty months, depending on your battery, will be credited toward that of a comparable TOYOTA replacement battery, excluding taxes and installation.

#### TIRE LIMITED WARRANTY:

■ Tires are warranted independently by the tire manufacturer. See manufacturer's statement for details.

### WHAT IS NOT COVERED:

- Damage to a TOYOTA part or accessory caused by a non-genuine or unauthorized TOYOTA part or component is not covered.
- Labor for removal from a vehicle and reinstallation of a part or accessory sold "over-the-counter" is not covered.
- Labor, parts and other coats (such as all lubricants) connected with recommended maintenance service are not covered. Service adjustments, such as calibration or alignments are not covered.
- Failures or damages resulting from improper installation, removal, repair, misuse, negligence, accidents, or modification of the part or the accessory are not covered.
- This Limited Warranty does not apply where the vehicle mileage cannot be determined, or has been altered, or where proof of purchase is unavailable.

■ INCIDENTAL OR CONSEQUENTIAL DAMAGES (FOR OTHER THAN PERSONAL INJURY) RESULTING FROM BREACH OF THIS WRITTEN WARRANTY OR ANY IMPLIED WARRANTY (SUCH AS TELEPHONE CALLS, LOSS OF TIME, INCONVENIENCE, OR COMMERCIAL LOSS) ARE NOT COVERED.

■ ANY IMPLIED WARRANTIES INCLUDING THOSE OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED TO THE APPLICABLE DURATION OF THIS WRITTEN WARRANTY.

■ SOME STATES DO NOT ALLOW LIMITATION ON HOW LONG AN IMPLIED WARRANTY LASTS, OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.

■ THIS IS THE ONLY EXPRESS WARRANTY AUTHORIZED BY TOYOTA. THE PERFORMANCE OF REPAIRS OR THE REPLACEMENT OF THE PART ARE THE EXCLUSIVE REMEDIES UNDER THIS WARRANTY OR ANY IMPLIED WARRANTY. TOYOTA DOES NOT AUTHORIZE ANY PERSON TO CREATE FOR IT ANY OTHER OBLIGATION OR LIABILITY IN CONNECTION WITH TOYOTA PARTS OR ACCESSORIES.

■ This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

### OWNER'S RESPONSIBILITIES:

- To obtain this warranty coverage, return the part or accessory, or vehicle to which it is attached, to any authorized TOYOTA dealer.
- Because warranty coverage periods are calculated on a time or mileage basis from the date of purchase, it is recommended that you retain proof of the purchase date and vehicle mileage at the time of purchase.

### FOR MORE INFORMATION:

- For more information, please call your dealership or call TOYOTA toll free at 1-800-331-4331.
- If you would prefer to write, our address is:  
TOYOTA Customer Assistance Center  
P.O. Box 2991, Torrance, CA 90509-2991  
\*TOYOTA is Toyota Motor Sales, U.S.A., Inc. (a California corporation), for the purpose of warranty in the United States mainland.

### ARBITRATION CLAUSE PLEASE REVIEW - IMPORTANT - AFFECTS YOUR LEGAL RIGHTS

1. EITHER YOU OR WE MAY CHOOSE TO HAVE ANY DISPUTE BETWEEN US DECIDED BY ARBITRATION AND NOT IN COURT OR BY JURY TRIAL.
2. IF A DISPUTE IS ARBITRATED, YOU WILL GIVE UP YOUR RIGHT TO PARTICIPATE AS A CLASS ACTION REPRESENTATIVE OR CLASS MEMBER ON ANY CLASS CLAIM YOU MAY HAVE AGAINST US INCLUDING ANY RIGHT TO CLASS ARBITRATION OR ANY CONSOLIDATION OF INDIVIDUAL ARBITRATIONS.
3. DISCOVERY AND RIGHTS TO APPEAL IN ARBITRATION ARE GENERALLY MORE LIMITED THAN IN A LAWSUIT, AND OTHER RIGHTS THAT YOU AND WE WOULD HAVE IN COURT MAY NOT BE AVAILABLE IN ARBITRATION.

By acceptance of the products and/or services referenced either on the reverse or the attached document, you agree that any claim or dispute, whether in contract, tort, statute or otherwise (including the interpretation and scope of this clause, and the arbitrability of the claim or dispute), between you and us or our employees, agents, and our successors or assigns, which arises out of or relates to your purchase of products and/or services, shall, at your or our election, be resolved by neutral, binding arbitration and not by a court action. Any claim or dispute is to be arbitrated by a single arbitrator on an individual basis and not as a class action. You expressly waive any right you may have to arbitrate a class action. Binding arbitration shall be provided by the National Arbitration Forum ("NAF"), Box 50191, Minneapolis, MN 55405-0191 ([www.naf-forum.com](http://www.naf-forum.com)), under the OAF Code of Procedures then in effect, or any other organization that you may choose subject to our approval. You may get a copy of the rules of these organizations by contacting the arbitration organization or visiting its website. If the chosen arbitration organization's rules conflict with this agreement, then the provisions of this agreement shall control.

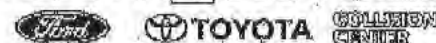
Arbitrators shall be attorneys or retired judges and shall be selected pursuant to the applicable rules. The arbitrator shall apply governing substantive law in making an award. The arbitration hearing shall be conducted in the federal district in which you reside unless the seller(s) of the products or services is a party to the claim or dispute, in which case the hearing will be held in the federal district where this contract was executed. We will advance your filing, administration, service or case management fee and your arbitrator or hearing fee all up to a maximum of \$1500, which may be reimbursed by decision of the arbitrator under applicable law. Each party shall be responsible for its own attorney, expert and other fees, unless awarded by the arbitrator under applicable law. The arbitrator's award shall be final and binding on all parties. Any court having jurisdiction may enter judgment on the arbitrator's award. If any part of this Arbitration Clause, other than waivers of class action rights, is deemed or found to be unenforceable for any reason, the remainder shall remain enforceable. Any arbitration under this Arbitration Clause shall be governed by the Federal Arbitration Act (9 U.S.C. § 1 et seq.) and not by any state law concerning arbitration.

YOU AND WE HAVE READ, UNDERSTAND AND ACKNOWLEDGE THAT, BY AGREEING TO BINDING ARBITRATION, YOU AND WE GIVE UP OUR RIGHTS TO TRIAL BEFORE A JURY.



CUSTOMER #: [REDACTED]

KOCH **33** AUTO.com



3810 Hecktown Rd, Easton, PA 18045 | 877-871-1683  
Phone: 810-253-9191 · Fax: 610-258-4444

INVOICE

PAGE 1

PHILADELPHIA, PA [REDACTED]  
HOME: CONT:N/A  
BUS: CELL:

SERVICE ADVISOR: 9607 CHRISTOPHER RADLBECK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
WHITE PLAT	16	FORD EXPLORER	1FM5K8F83G [REDACTED]		18448/18450	[REDACTED]
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
03NOV15	DD05OCT15		23:00 16JAN17		0.00	CASH
R.O. OPENED	READY	OPTIONS: [REDACTED]				
14:41 16JAN17	10:41 18JAN17	ENG:998 3.5L V6 TIVCT ENGINE TRN:44C 6-SPEED AUTO TRANSMISSION				

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

A MISC \* CUSTOMER STATES PLEASE PERFORM RECALL, \* VEHICLE MAY REQUIRE PRE-INSPECTION TO ORDER PARTS, RECALL-16B32 PARTS ARE HERE

CAUSE:

16B32C RECALL 16B32  
7371 WF (N/C)  
1 AT4Z\*9E926\*B THROTTLE BODY AND MOTOR ASY (N/C)  
1 AT4Z\*9E936\*A GASKET (N/C)

FC: PART#: COUNT:  
CLAIM TYPE: 16B32  
AUTH CODE:  
7371

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00  
18448 replaced throttle body as per recall

B PERFORM COURTESY MULTI-POINT INSPECTION.  
99P PERFORM COURTESY MULTI-POINT INSPECTION.  
7371 CF 0.00 0.00  
GBATT BATTERY TESTED OK AT THIS TIME 0.00 0.00  
7371 CF 0.00 0.00  
GBK ALL BRAKES ARE FINISHED OR NO IMMEDIATE ATTENTION OTHER THAN NORMAL PREVENTATIVE MAINTENANCE  
7371 CF 0.00 0.00  
YTIRE TIRE MEASUREMENT OF 1 OR MORE TIRES IS IN A CONDITION THAT WILL REQUIRE FUTURE ATTENTION AS SOON AS NEXT SERVICE  
7371 CF 0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00  
18448 PERFORMED MULTI-POINT INSPECTION

EST: 0.00 16JAN17 14:41 SA: 9607

DISCLAIMER OF WARRANTIES	DESCRIPTION	TOTALS
<p>The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties 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.</p>	LABOR AMOUNT	
	PARTS AMOUNT	
	LESS DISCOUNT	
	SUBLET AMOUNT	
	MISC/EXT WARR	
	TOTAL CHARGES	
	LESS INSURANCE	
	SALES TAX	
	PLEASE PAY THIS AMOUNT	
	X _____ CUSTOMER SIGNATURE	

The dealer warrants to the original purchaser, retail, fleet, and wholesaler, that Ford parts and accessories found to be defective in factory-supplied material or workmanship will be repaired, replaced, or exchanged for:

Parts and accessories for Ford, Mercury, and Lincoln cars, and light trucks: 12 months or 12,000 miles, whichever comes first.

Parts and accessories for 600 and higher series trucks: 12 months / unlimited miles.

The only requirement of the purchaser is to return the defective part or accessory to the dealer's place of business during regular business hours for repair or replacement. The purchaser must have the original counter sale receipt or repair order for a dealer-installed part or accessory in order to validate the date and mileage on the vehicle at the date of sale or installation of the original part or accessory.

If the purchaser is traveling or has moved to a different locality, any authorized Ford Motor Company Dealer will fulfill this warranty.

**NOTE:** Contact your Ford Dealer to verify any exceptions to warranty coverages.

**IMPORTANT:** When a service part or accessory (either dealer-installed on a customer-pay basis or sold over-the-counter) fails and is replaced or exchanged at no charge to the purchaser the replacement part or accessory assumes only the remaining, unexpired portion of the warranty on the original purchased part or accessory. The warranty period does not start over.

THIS WARRANTY DOES NOT COVER PARTS AND ACCESSORIES THAT FAIL DUE TO ABUSE, MISUSE, NEGLIGENCE, ALTERATION, ACCIDENT, RACING, OR THE USE OF NON-FORD PARTS, OR PARTS WHICH ARE REPLACED AS A PART OF NORMAL MAINTENANCE.

TO THE EXTENT ALLOWED BY LAW, LOSS OF TIME, INCONVENIENCE, LOSS OF USE OF THE VEHICLE, COMMERCIAL LOSS, OR CONSEQUENTIAL DAMAGES ARE NOT COVERED.

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

ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS IS LIMITED TO THE DURATION OF THIS WRITTEN WARRANTY.

SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF CONSEQUENTIAL OR INCIDENTAL DAMAGES OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS; THEREFORE, THE ABOVE LIMITATIONS AND EXCLUSIONS MAY NOT ALWAYS APPLY. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

## LIMITED WARRANTY FOR TOYOTA PARTS OR ACCESSORIES

### WHAT IS COVERED:

■ TOYOTA® warrants that it will either provide a replacement part or repair any TOYOTA part or accessory that is defective in material or workmanship. This warranty applies to new or remanufactured parts which are genuine or authorized TOYOTA parts. Except for those parts or accessories listed below, this warranty is good for 12 months, regardless of mileage from the date of purchase or installation on a vehicle, or the remainder of any applicable new vehicle warranty, whichever provides greater coverage.

### COVERAGE OTHER THAN 12 MONTHS REGARDLESS OF MILEAGE:

#### BATTERY LIMITED WARRANTY:

■ TOYOTA authorized replacement batteries are warranted from the date of purchase or installation for 18 months, regardless of mileage, or the remainder of any applicable New Vehicle Warranty, whichever provides greater coverage, and on a prorated basis thereafter. The prorated amount equal to the remaining warranty months, depending on your battery, will be credited toward that of a comparable TOYOTA replacement battery, excluding taxes and installation.

#### TIRE LIMITED WARRANTY:

■ Tires are warranted independently by the tire manufacturer. See manufacturer's statement for details.

### WHAT IS NOT COVERED:

- Damage to a TOYOTA part or accessory caused by a non-genuine or unauthorized TOYOTA part or component is not covered.
- Labor for removal from a vehicle and reinstallation of a part or accessory sold "over-the-counter" is not covered.
- Labor, parts and other costs (such as all lubricants) connected with recommended maintenance service are not covered. Service adjustments, such as calibration or alignments are not covered.
- Failures or damages resulting from improper installation, removal, repair, misuse, negligence, accidents, or modification of the part or the accessory are not covered.
- This Limited Warranty does not apply where the vehicle mileage cannot be determined, or has been altered, or where proof of purchase is unavailable.

■ INCIDENTAL OR CONSEQUENTIAL DAMAGES (FOR OTHER THAN PERSONAL INJURY) RESULTING FROM BREACH OF THIS WRITTEN WARRANTY OR ANY IMPLIED WARRANTY (SUCH AS TELEPHONE CALLS, LOSS OF TIME, INCONVENIENCE, OR COMMERCIAL LOSS) ARE NOT COVERED.

■ ANY IMPLIED WARRANTIES INCLUDING THOSE OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED TO THE APPLICABLE DURATION OF THIS WRITTEN WARRANTY.

■ SOME STATES DO NOT ALLOW LIMITATION ON HOW LONG AN IMPLIED WARRANTY LASTS, OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.

■ THIS IS THE ONLY EXPRESS WARRANTY AUTHORIZED BY TOYOTA. THE PERFORMANCE OF REPAIRS OR THE REPLACEMENT OF THE PART ARE THE EXCLUSIVE REMEDIES UNDER THIS WARRANTY OR ANY IMPLIED WARRANTY. TOYOTA DOES NOT AUTHORIZE ANY PERSON TO CREATE FOR IT ANY OTHER OBLIGATION OR LIABILITY IN CONNECTION WITH TOYOTA PARTS OR ACCESSORIES.

■ This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

### OWNER'S RESPONSIBILITIES:

- To obtain this warranty coverage, return the part or accessory, or vehicle to which it is attached, to any authorized TOYOTA dealer.
- Because warranty coverage periods are calculated on a time or mileage basis from the date of purchase, it is recommended that you retain proof of the purchase date and vehicle mileage at the time of purchase.

### FOR MORE INFORMATION:

■ For more information, please call your dealership or call TOYOTA toll free at 1-800-331-4331.

■ If you would prefer to write, our address is:  
TOYOTA Customer Assistance Center  
P.O. Box 2991, Torrance, CA 90509-2991  
\*TOYOTA is Toyota Motor Sales, U.S.A., Inc. (a California corporation), for the purpose of warranty in the United States mainland.

### ARBITRATION CLAUSE PLEASE REVIEW - IMPORTANT - AFFECTS YOUR LEGAL RIGHTS

1. EITHER YOU OR WE MAY CHOOSE TO HAVE ANY DISPUTE BETWEEN US DECIDED BY ARBITRATION AND NOT IN COURT OR BY JURY TRIAL.
2. IF A DISPUTE IS ARBITRATED, YOU WILL GIVE UP YOUR RIGHT TO PARTICIPATE AS A CLASS ACTION REPRESENTATIVE OR CLASS MEMBER ON ANY CLASS CLAIM YOU MAY HAVE AGAINST US INCLUDING ANY RIGHT TO CLASS ARBITRATION OR ANY CONSOLIDATION OF INDIVIDUAL ARBITRATIONS.
3. DISCOVERY AND RIGHTS TO APPEAL IN ARBITRATION ARE GENERALLY MORE LIMITED THAN IN A LAWSUIT, AND OTHER RIGHTS THAT YOU AND WE WOULD HAVE IN COURT MAY NOT BE AVAILABLE IN ARBITRATION.

By acceptance of the products and/or services referenced either on the reverse or the attached document, you agree that any claim or dispute, whether in contract, tort, statute or otherwise (including the interpretation and scope of this clause, and the arbitrability of the claim or dispute), between you and us or our employees, agents, and our successors or assigns, which arises out of or relates to your purchase of products and/or services, shall, at your or our election, be resolved by neutral, binding arbitration and not by a court action. Any claim or dispute is to be arbitrated by a single arbitrator on an individual basis and not as a class action. You expressly waive any right you may have to arbitrate a class action. Binding arbitration shall be provided by the National Arbitration Forum ("NAF"), Box 50191, Minneapolis, MN 55405-0191 ([www.arb-forum.com](http://www.arb-forum.com)), under the QAF Code of Procedures then in effect, or any other organization that you may choose subject to our approval. You may get a copy of the rules of these organizations by contacting the arbitration organization or visiting its website. If the chosen arbitration organization's rules conflict with this agreement, then the provisions of this agreement shall control.

Arbitrators shall be attorneys or retired judges and shall be selected pursuant to the applicable rules. The arbitrator shall apply governing substantive law in making an award. The arbitration hearing shall be conducted in the federal district in which you reside unless the seller(s) of the products or services is a party to the claim or dispute, in which case the hearing will be held in the federal district where this contract was executed. We will advance your filing, administration, service or case management fee and your arbitrator or hearing fee all up to a maximum of \$1500, which may be reimbursed by decision of the arbitrator under applicable law. Each party shall be responsible for its own attorney, expert and other fees, unless awarded by the arbitrator under applicable law. The arbitrator's award shall be final and binding on all parties. Any court having jurisdiction may enter judgment on the arbitrator's award. If any part of this Arbitration Clause, other than waiver of class action rights, is deemed or found to be unenforceable for any reason, the remainder shall remain enforceable. Any arbitration under this Arbitration Clause shall be governed by the Federal Arbitration Act (9 U.S.C. § 1 et seq.) and not by any state law concerning arbitration.

YOU AND WE HAVE READ, UNDERSTAND AND ACKNOWLEDGE THAT, BY AGREEING TO BINDING ARBITRATION, YOU AND WE GIVE UP OUR RIGHTS TO TRIAL BEFORE A JURY.

CUSTOMER



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Phone: 610-253-9191 - Fax: 610-258-4444

INVOICE

PAGE 2

PHILADELPHIA, PA

HOME: CONT:N/A  
BUS: CELL:

SERVICE ADVISOR: 9607 CHRISTOPHER RADLBECK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHITE PLAT	16	FORD EXPLORER	1FM5K8F830		18448/18450		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03NOV15	DD05OCT15		23:00 16JAN17		0.00	CASH	18JAN17
R.O. OPENED	READY	OPTIONS:					
14:41 16JAN17	10:41 18JAN17	ENG:998 3.5L V6 TIVCT ENGINE TRN:44C 6-SPEED AUTO TRANSMISSION					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
WARRANTY TO CLOSE							

\*\*\*\*\*  
 \*\*\*\*\*MAKE YOUR NEXT APPOINTMENT ONLINE\*\*\*\*\*  
 ++IT'S FAST+++IT'S REALLY FAST+++++++  
 \*\*IT'S EASY\*\*IT'S REALLY EASY\*\*\*\*\*  
 \*\*\*\*\*  
 \*\*\*\*\*GO TO WWW.MILHAMSERVICE.COM\*\*\*\*\*  
 \*\*\*\*\*



DISCLAIMER OF WARRANTIES

The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties 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.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
LESS DISCOUNT	0.00
SUBLET AMOUNT	0.00
MISC/EXT WARR	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

X \_\_\_\_\_  
CUSTOMER SIGNATURE



AZ

# LAW OFFICES OF STEVEN VEINGER

The Lemon Law Attorneys

Steven Veinger<sup>1</sup>  
Mark Romano<sup>2</sup>  
Steven Stancroff<sup>3</sup>

1 East Washington Street, Suite 500  
Phoenix, AZ 85004  
Telephone (877) 575-3666  
Facsimile (877) 575-9666  
ahandy@rslemonlaw.com

<sup>1</sup> Admitted in AZ, CA, FL, NY, NJ, and TX only

<sup>2</sup> Admitted in CA, MI, and WI only

<sup>3</sup> Admitted in MI and NC only

RECEIVED

July 11, 2017

Ford Motor Company – FCSD Consumers Affairs  
16800 Executive Plaza Drive  
Suite 3N-333  
Mail Drop 3NE-B  
Dearborn, MI 48126-4207

OGC Lit  
Consumer Claims

Re: [REDACTED]

2016 Ford Explorer [REDACTED]  
VIN 1FM5K7F8XG [REDACTED]

Dear Sir/Madam:

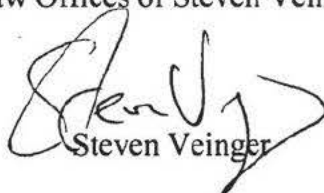
Please be advised that this office represents the above named individuals regarding claims against Ford Motor Company concerning defects with the above listed vehicle. This letter shall serve as notice of Christopher and Donna Francis's claim. At this time, we have been authorized to attempt to resolve this matter without filing a lawsuit by submitting this claim to you.

Our clients have experienced numerous problems with this vehicle. The limited written warranty provides that Ford Motor Company or its authorized dealerships will repair or replace all parts found to be defective in factory-supplied materials or workmanship. It is my clients' position that Ford Motor Company's inability to repair this vehicle is a violation of the Arizona Lemon Law and Magnuson-Moss Warranty Act. As such, our clients respectfully request that Ford Motor Company **comply with the above statutes and pay all attorney fees and costs.**

**Please be further advised that all communication regarding this matter must be directed to my office.** This offer and all of its contents are for settlement purposes only. Thank you for your time and attention. I look forward to hearing from you.

Very truly yours

Law Offices of Steven Veinger

  
Steven Veinger

#01 - Bradley Ford Lincoln

History Summary Overview  
1FM5K7F8X [REDACTED]

05/25/2017 @ 08:52

WIP	RO#	Date	Mileage	Adv/Tech	Line	Opcode	Type	Description
	[REDACTED]	05/25/2017	35,788	760				
	[REDACTED]			A69	A	TRIM	I	CUSTOMER STATES THE STEERING WHEEL TILT AND TELESC
	[REDACTED]	04/10/2017	33,385	750				
	[REDACTED]			A69	A	TRIM	W	CUSTOMER STATES THE TRIM PIECE FOR THE KEY PAD IS
	[REDACTED]			B99	B	TRIM	F	CREDIT PART BILLED ON RO#63518 AND CHARGE TO LINE
	[REDACTED]			B99	C	D7000	I	CUSTOMER STATES THE TRANSMISSION SLIPS AT TIME WHE
	[REDACTED]			B99	D	TRIM	I	CUSTOMER STATES HE STILL SMELLS THE EXHAUST ODOR. I
	[REDACTED]			A80	E	D3000	I	CUSTOMER STATES THE LEFT FRONT TIRE IS SHOWING BIG
	[REDACTED]	03/17/2017	33,965	750				
	[REDACTED]			A70	A	1LOFR	I	COMPLIMENTARY FIRST OIL CHANGE AND ROTATE
	[REDACTED]			A69	B	TRIM	I	CUSTOMER STATES PLEASE INSTALL 80P KEY PAD DIAGNOS
	[REDACTED]			A70	C	99P	I	PERFORM MULTI-POINT INSPECTION
	[REDACTED]			A88	D	TOUCHUP	I	INSIDE AND OUT TOUCHUP
	[REDACTED]	01/03/2017	30,454	750				
	[REDACTED]			A02	A	TRIM	I	CUSTOMER STATES HE SMELLS EXHAUST FUMES AND BOUGHT
	[REDACTED]			A02	B	D8000	W	CUSTOMER STATES HE HEARS AND FEELS A CLUNK WHEN TU
	[REDACTED]			A02	C	TRIM	I	CUSTOMER STATES THE REAR HATCH CLOSSES HARD AND POP
	[REDACTED]			B99	D	RENTAL	I	CUSTOMER REQUESTS RENTAL CAR WHILE HIS VEHICLE IS
	[REDACTED]			A69	E	TRIM	I	CUSTOMER STATES THE TRIM PIECE FOR THE KEY PAD IS
	[REDACTED]	10/26/2016	27,053	38				
	[REDACTED]			A69	A	TRIM	W	CUSTOMER STATES THE DRIVERS SIDE MIRROR GETS STUCK
	[REDACTED]			A68	B	MISC	I	PROVIDE 2 KEYS OWED FROM SAFETY INSPECTION
	[REDACTED]	10/29/2016	27,052	38				
	[REDACTED]			A83	A	D3000	I	customer states the veh puts left all the time ck
	[REDACTED]			A83	B	D8000	I	customer states they smell fuel all the time while
	[REDACTED]			A83	C	LOANER	I	CUSTOMER REQUEST LOANER CAR
	[REDACTED]			A55	D	TOUCHUP	I	INSIDE AND OUT TOUCHUP
	[REDACTED]	10/25/2016	27,051	469				
	[REDACTED]			A33	A	B5BDDY	W	CUSTOMER STATES REAR LIFT GATE IS OUT OF ALIGNMNET
	[REDACTED]	10/14/2016	26,442	EP				

#01 - Bradley Ford Lincoln

History Summary Overview  
1FM5K7F8XC

05/25/2017 @ 08:52

WP	RC#	Date	Mileage	Adv/Tech	Line	Opcode	Type	Description
		08/29/2016	25,441	B99 39	A	16600	I	ADDED WINDOW TINT AND DOOR EDGE GUARDS.266.00
				A83	A	BSI	I	PERFORM SERVICE SAFETY INSPECTION
				A83	B	SSMISC	I	VERIFY 2 KEYS, 2 REMOTES, FLOOR MATS, DOOR CODE, V
				A86	C	SSDETAIL	I	SERVICE & SAFETY DETAIL
				A83	D	AIRFILTE	I	REPLACE AIR FILTER
				A83	E	WPERBLA	I	REPLACE WIPER BLADES
				A83	F	1KEY	I	CUT AND PROGRAM KEY

**Repair Order Details**

LAKE HAVASU CITY, AZ

16 FORD EXPLORER L  
VIN: 1FM5K7F8XG

RO

Serv. Adv.	HOBSON, MARK	Mileage In	33,365	Invoice Date	05/11/2017	Mileage Out	33,365
RO Date	04/10/2017	G/L Group	1	Shop Charge?	Y	Warr. Type	C
Pay Method	Cash	Warr. Auth. No.		Serv. Cont. Deduct.	50.00	Warr. Deduct.	50.00
Customer Control No.	49692	Sales Tax?	Y	Charge 1?	N	Charge 2?	N
Discount Coupon Amount	50.00						

**Line A**

Op-Code: TRIM Type: Warranty Pay Rate:

Complaint: CUSTOMER STATES THE TRIM PIECE FOR THE KEY PAD IS COMING OFF. SOP here  
Cause: test key pad system found no codes in system found 12 button inop and open circuit  
Correction: r/r door panel replace key pad

TECH	NAME	BILL. HOURS	ACT. HOURS	COST	SELL PRICE
A69	VINSANT, DARRIN	1.1	0.0	\$28.05	\$103.58
				<b>Labor Total</b>	<b>\$103.58</b>

PART	DESCRIPTION	QTY	UNIT PRICE	EXT. PRICE	
DB5Z 7820555 AB	MOULDING - DOO	1	\$236.42	\$236.42	
DB5Z 7820555 AB	MOULDING - DOO	-1	\$236.42	-\$236.42	
DB5Z 7820555 AB	MOULDING - DOO	1	\$236.42	\$236.42	
				<b>Parts Total</b>	<b>\$236.42</b>
				<b>Line Total</b>	<b>\$349.00</b>

**Line B**

Op-Code: TRIM Type: Internal Pay Rate:

Complaint: CREDIT PART BILLED ON RO AND CHARGE TO LINE A

TECH	NAME	BILL. HOURS	ACT. HOURS	COST	SELL PRICE
B99	TECH, SHOP	0.0	0.0	\$0.00	\$0.00
				<b>Labor Total</b>	<b>\$0.00</b>

MISC	CHARGE	QTY	UNIT PRICE	EXT. PRICE	
HAN	WARRANTY PARTS	1.0	-\$292.33	-\$292.33	
				<b>Misc Total</b>	<b>-\$292.33</b>
				<b>Line Total</b>	<b>-\$292.33</b>

**Line C**

Op-Code: D7000 Type: Internal Pay Rate:

Complaint: CUSTOMER STATES THE TRANSMISSION SLIPS AT TIME WHEN ACCELERATING. HE FEELS IT IN TOWN AND ON HIGHWAY. FEELS IT BETWEEN 2ND AND 3RD GEAR RAB  
Cause: GE COULD NOT DUPLICATE CONCERN, TRANSMISSION TEST ARE NORMAL. PLEASE RETU  
Correction: RN IF PROBLEM REOCCURS. UPDATED TO LATEST PROGRAMMING

TECH	NAME	BILL. HOURS	ACT. HOURS	COST	SELL PRICE
B99	TECH, SHOP	0.0	0.0	\$0.00	\$0.00
				<b>Labor Total</b>	<b>\$0.00</b>
				<b>Line Total</b>	<b>\$0.00</b>

**Line D**

Op-Code: TRIM

Type: Internal

Pay Rate:

Complaint: CUSTOMER STATES HE STILL SMELLS THE EXHAUST ODOR INSIDE THE CABIN WHILE DRIVING  
 Cause: CONFIRMED CUSTOMER CONCERN  
 Correction: NO TSB'S SSM'S OR RECALL ASSOCIATED WITH CONCERN

TECH	NAME	BILL. HOURS	ACT. HOURS	COST	SELL PRICE	
B99	TECH, SHOP	0.0	0.0	\$0.00	\$0.00	
					<b>Labor Total</b>	<b>\$0.00</b>
					<b>Line Total</b>	<b>\$0.00</b>

**Line E**

Op-Code: D3000

Type: Internal

Pay Rate:

Complaint: CUSTOMER STATES THE LEFT FRONT TIRE IS SHOWING SIGNS OF WEAR.  
 Cause: CHECKED FRONT END ALIGNMENT. TOE, CASTER AND CAMBER ALL WITHIN SPECS. ROTATED TIRE TO REAR OF VEHICLE.

TECH	NAME	BILL. HOURS	ACT. HOURS	COST	SELL PRICE	
A80	WILDER, JASON	0.0	0.0	\$0.00	\$0.00	
					<b>Labor Total</b>	<b>\$0.00</b>
					<b>Line Total</b>	<b>\$0.00</b>

**Summary of Charges**

War/Int/SvCont Charges					Charges for FRANCIS;DONNA KAY				
Payable	Type	Acct No.	Cost	Amount	Payable	Acct No.	Cost	Amount	
Labor	Warranty	57200	\$28.05	\$103.58					
Parts	Warranty	54600	\$134.10	\$236.42			\$0.00	\$0.00	
Misc. Chg	Internal	54700	\$0.00	-\$292.33					
				\$162.15	\$47.67				
Receivable	Control No.	Acct No.	Amount	Receivable	Control No.	Acct No.	Amount		
Warranty	64588	11400	\$340.00						
Internal	63518	54700	-\$292.33				\$0.00		
				\$47.67					

<b>RO Labor Total</b>	<b>\$103.58</b>
<b>RO Parts Total</b>	<b>\$236.42</b>
<b>RO Sublets Total</b>	<b>\$0.00</b>
<b>RO Misc Total</b>	<b>-\$292.33</b>
<b>RO Grand Total</b>	<b>\$47.67</b>

05/25/2017 08:54 AM

**Repair Order Details**

LAKE HAVASU CITY, AZ

16 FORD EXPLORER L  
VIN: 1FM5K7F8XGC

RO

Serv. Adv.	HOBSON, MARK	Mileage In	33,365	Invoice Date	04/05/2017	Mileage Out	33,365
RO Date	03/17/2017	G/L Group	1	Shop Charge?	Y	Warr. Type	C
Pay Method	Cash	Warr. Auth. No.		Serv. Cont. Deduct.	\$0.00	Warr. Deduct.	\$0.00
Customer Control No.		Sales Tax?	Y	Charge 1?	N	Charge 2?	N
Discount Coupon Amount	\$0.00						

**Line A**

Op-Code: 1LOFR      Type: Internal      Pay Rate:

Complaint: COMPLIMENTARY FIRST OIL CHANGE AND ROTATE  
Correction: Performed LOF Rotate

TECH	NAME	BILL. HOURS	ACT. HOURS	COST	SELL PRICE
A70	MCKELLAR, VAL	0.5	0.0	\$5.50	\$18.38
				<b>Labor Total</b>	<b>\$18.38</b>

PART	DESCRIPTION	QTY	UNIT PRICE	EXT. PRICE	
FL 500 S	FILTER ASY - OIL	1	\$4.83	\$4.83	
A,5W20	MOTO	6	\$3.45	\$20.70	
				<b>Parts Total</b>	<b>\$25.53</b>
				<b>Line Total</b>	<b>\$43.91</b>

**Line B**

Op-Code: TRIM      Type: Internal      Pay Rate:

Complaint: CUSTOMER STATES PLEASE INSTALL SOP KEY PAD DIAGNOSED FROM RO TECH A69  
Cause: CUSTOMER HAS NOT RETURNED FOR REPAIRS  
Correction: CUSTOMER HAS NOT RETURNED FOR REPAIRS

TECH	NAME	BILL. HOURS	ACT. HOURS	COST	SELL PRICE
A69	VINSANT, DARRIN	0.0	0.0	\$0.00	\$0.00
				<b>Labor Total</b>	<b>\$0.00</b>

PART	DESCRIPTION	QTY	UNIT PRICE	EXT. PRICE	
DBSZ 7820555 AB	MOULDING - DOO	1	\$236.42	\$236.42	
				<b>Parts Total</b>	<b>\$236.42</b>
				<b>Line Total</b>	<b>\$236.42</b>

**Line C**

Op-Code: 99P      Type: Internal      Pay Rate:

Complaint: PERFORM MULTI-POINT INSPECTION  
Correction: Performed 99p

TECH	NAME	BILL. HOURS	ACT. HOURS	COST	SELL PRICE
A70	MCKELLAR, VAL	0.0	0.0	\$0.00	\$0.00
				<b>Labor Total</b>	<b>\$0.00</b>
				<b>Line Total</b>	<b>\$0.00</b>

**Line D**

Op-Code: TOUCHUP      Type: Internal      Pay Rate:

Complaint: INSIDE AND OUT TOUCH-UP

**Repair Order Details**

LAKE HAVASU CITY, AZ

16 FORD EXPLORER L  
VIN: 1FM5K7F8XGC

RO 60277

Serv. Adv.	HOBSON, MARK	Mileage In	30,434	Invoice Date	01/20/2017	Mileage Out	30,444
RO Date	01/03/2017	G/L Group	1	Shop Charge?	Y	Warr. Type	C
Pay Method	Cash	Warr. Auth. No.		Serv. Cost. Deduct.	\$0.00	Warr. Deduct.	\$0.00
Customer Control No.		Sales Tax?	Y	Charge 1?	N	Charge 2?	N
Discount Coupon Amount	\$0.00						

**Line A**

Op-Code: TRIM      Type: Internal      Pay Rate:

Complaint: CUSTOMER STATES HE SMELLS EXHAUST FUMES AND BOUGHT A CARBON MONOXIDE DETECTOR AND IS DETECTING FUMES IN THE CABIN. PLEASE CHECK AND ADVISE  
Correction: AC MODULE ACTUATOR UPDATE AVAILABLE IN LATE JANUARY AS PER ENGINEER

TECH	NAME	BILL. HOURS	ACT. HOURS	COST	SELL PRICE	
A02	LATTION, BUD	0.0	0.0	\$0.00	\$0.00	
					Labor Total	\$0.00
					Line Total	\$0.00

**Line B**

Op-Code: D3000      Type: Warranty      Pay Rate:

Complaint: CUSTOMER STATES HE HEARS AND FEELS A CLUNK WHEN TURNING AT SLOW SPEEDS. PLEASE CHECK AND ADVISE  
Cause: verified noise from upper strut bearing/mounts.  
Correction: perf noise diag, r&r front struts & replaced bearing/mounts..

TECH	NAME	BILL. HOURS	ACT. HOURS	COST	SELL PRICE	
A02	LATTION, BUD	2.0	0.0	\$46.00	\$188.32	
					Labor Total	\$188.32

PART	DESCRIPTION	QTY	UNIT PRICE	EXT. PRICE	
DG1Z 18183 B	BRACKET	2	\$57.51	\$115.02	
				Parts Total	\$115.02

MISC	CHARGE	QTY	UNIT PRICE	EXT. PRICE		
LOA	LOANER	3.0	\$28.00	\$84.00		
				Misc Total	\$84.00	
					Line Total	\$387.34

**Line C**

Op-Code: TRIM      Type: Internal      Pay Rate:

Complaint: CUSTOMER STATES THE REAR HATCH CLOSES HARD AND POPS OPEN LIKE ITS MISSADJUSTED. TECH A83 HAS ADJUSTED HATCH PREVIOUSLY  
Correction: ADJUSTED LATCH N/C

TECH	NAME	BILL. HOURS	ACT. HOURS	COST	SELL PRICE	
A02	LATTION, BUD	0.0	0.0	\$0.00	\$0.00	
					Labor Total	\$0.00
					Line Total	\$0.00

**Line D**

Op-Code: RENTAL      Type: Internal      Pay Rate:

Complaint: CUSTOMER REQUESTS RENTAL CAR WHILE HIS VEHICLE IS BEING REPAIRED  
 Cause: IN FOR WARRANTY REPAIRS  
 Correction: INCLUDED ON LINE BED

TECH	NAME	BILL. HOURS	ACT. HOURS	COST	SELL PRICE
B99	TECH, SHOP	0.0	0.0	\$0.00	\$0.00
				<b>Labor Total</b>	<b>\$0.00</b>
				<b>Line Total</b>	<b>\$0.00</b>

**Line E** Op-Code: TRIM Type: Internal Pay Rate:  
 Complaint: CUSTOMER STATES THE TRIM PIECE FOR THE KEY PAD IS COMING OFF. PLEASE CHECK AND ADVISE  
 Cause: PART COMING UNATTACHED  
 Correction: ORDERED PART

TECH	NAME	BILL. HOURS	ACT. HOURS	COST	SELL PRICE
A69	VINSANT, DARRIN	0.0	0.0	\$0.00	\$0.00
				<b>Labor Total</b>	<b>\$0.00</b>
				<b>Line Total</b>	<b>\$0.00</b>

Summary of Charges					Charges for FRANCIS;DONNA KAY					
War/Int/SvCont Charges										
Payable	Type	Acct No.	Cost	Amount	Payable	Acct No.	Cost	Amount		
Labor	Warranty		\$46.00	\$188.32						
Parts	Warranty		\$65.24	\$115.02			\$0.00	\$0.00		
Misc.Chg	Warranty		\$84.00	\$84.00						
			\$195.24	\$387.34						
Receivable	Control No.	Acct No.	Amount	Receivable	Control No.	Acct No.	Amount			
Warranty	60277		\$387.34						\$0.00	
			\$387.34							

<b>RO Labor Total</b>	<b>\$188.32</b>
<b>RO Parts Total</b>	<b>\$115.02</b>
<b>RO Sublets Total</b>	<b>\$0.00</b>
<b>RO Misc Total</b>	<b>\$84.00</b>
<b>RO Grand Total</b>	<b>\$387.34</b>

05/25/2017 08:54 AM

Repair Order Details

LAKE HAVASU CITY, AZ

16 FORD EXPLORER L  
VIN: 1FM5K7F8XG

RO

Serv. Adv.	LAMB, PAUL	Mileage In	27,053	Invoice Date	11/23/2016	Mileage Out	28,708
RO Date	10/26/2016	G/L Group	1	Shop Charge?	Y	Warr. Type	C
Pay Method	Cash	Warr. Auth. No.		Serv. Cont. Deduct.	50.00	Warr. Deduct.	\$0.00
Customer Control No.		Sales Tax?	Y	Charge 1?	N	Charge 2?	N
Discount Coupon Amount	50.00						

Line A

Op-Code: TRIM      Type: Warranty      Pay Rate:

Complaint: CUSTOMER STATES the drivers side mirror gets stuck opening and closing and it make a creaking noise as well ck advise

Cause: test drivers mirror found noise when folding in and out reposition mirror and retest found noise still present needs mirror found mirror binding at the same time

Correction: r/r door panel replace it outside mirror

TECH	NAME	BILL. HOURS	ACT. HOURS	COST	SELL PRICE
A69	VINSANT, DARRIN	0.6	0.0	\$15.30	\$56.50
				<b>Labor Total</b>	<b>\$56.50</b>

PART	DESCRIPTION	QTY	UNIT PRICE	EXT. PRICE	
GB5Z 17683 CBPTM	MIRROR ASY - R	1	\$485.79	\$485.79	
				<b>Parts Total</b>	<b>\$485.79</b>
				<b>Line Total</b>	<b>\$542.29</b>

Line B

Op-Code: MISC      Type: Internal      Pay Rate:

Complaint: PROVIDE 2 KEYS OWED FROM SAFETY INSPECTION

Correction: PROVIDED AT NO CHARGE

TECH	NAME	BILL. HOURS	ACT. HOURS	COST	SELL PRICE
A69	VINSANT, DARRIN	0.0	0.0	\$0.00	\$0.00
				<b>Labor Total</b>	<b>\$0.00</b>

PART	DESCRIPTION	QTY	UNIT PRICE	EXT. PRICE	
A,7994	KEY	2	\$79.70	\$159.40	
				<b>Parts Total</b>	<b>\$159.40</b>
				<b>Line Total</b>	<b>\$159.40</b>

Summary of Charges

War/Int/SvCont Charges					Charges for FRANCIS;DONNA KAY				
Payable	Type	Acct No.	Cost	Amount	Payable	Acct No.	Cost	Amount	
Labor	Warranty		\$15.30	\$56.50					
Parts	Warranty		\$346.99	\$485.79			\$0.00	\$0.00	
Parts	Internal		\$75.90	\$159.40					
			<b>\$438.19</b>	<b>\$701.69</b>					
Receivable	Control No.	Acct No.	Amount	Receivable	Control No.	Acct No.	Amount		
Warranty	57560		\$542.29						
Internal	B7626		\$159.40				\$0.00		

**Repair Order Details**

LAKE HAVASU CITY, AZ

16 FORD EXPLORER L  
VIN: 1FMSK7F8XG

RO

Serv. Adv. LAMB, PAUL  
RO Date 10/26/2016 Mileage In 27,053 Invoice Date 11/23/2016 Mileage Out 28,708  
Pay Method Cash G/L Group 1 Shop Charge? Y Warr. Type C  
Customer Control No. Warr. Auth. No. Serv. Cont. Deduct. \$0.00 Warr. Deduct. \$0.00  
Discount Coupon Amount \$0.00 Sales Tax? Y Charge 1? N Charge 2? N

**Line A**

Op-Code: TRIM Type: Warranty Pay Rate:

Complaint: CUSTOMER STATES the drivers side mirror gets stuck opening and closing and it make a creaking noise as well ck advise  
Cause: test drivers mirror found noise when folding in and out reposition mirror and retest found noise still present needs mirror found mirror binding at the same time  
Correction: r/r door panel replace it outside mirror

TECH	NAME	BILL. HOURS	ACT. HOURS	COST	SELL PRICE
A69	VINSANT, DARRIN	0.6	0.0	\$15.30	\$56.50
				<b>Labor Total</b>	<b>\$56.50</b>

PART	DESCRIPTION	QTY	UNIT PRICE	EXT. PRICE	
GB5Z 17683 CBPTM	MIRROR ASY - R	1	\$485.79	\$485.79	
				<b>Parts Total</b>	<b>\$485.79</b>
				<b>Line Total</b>	<b>\$542.29</b>

**Line B**

Op-Code: MISC Type: Internal Pay Rate:

Complaint: PROVIDE 2 KEYS OWED FROM SAFETY INSPECTION  
Correction: PROVIDED AT NO CHARGE

TECH	NAME	BILL. HOURS	ACT. HOURS	COST	SELL PRICE
A69	VINSANT, DARRIN	0.0	0.0	\$0.00	\$0.00
				<b>Labor Total</b>	<b>\$0.00</b>

PART	DESCRIPTION	QTY	UNIT PRICE	EXT. PRICE	
A7094	KEY	2	\$79.70	\$159.40	
				<b>Parts Total</b>	<b>\$159.40</b>
				<b>Line Total</b>	<b>\$159.40</b>

**Summary of Charges**

War/Int/SvCont Charges					Charges for FRANCIS;DONNA KAY				
Payable	Type	Acct No.	Cost	Amount	Payable	Acct No.	Cost	Amount	
Labor	Warranty		\$15.30	\$56.50					
Parts	Warranty		\$346.99	\$485.79			\$0.00	\$0.00	
Parts	Internal		\$75.90	\$159.40					
			<b>\$438.19</b>	<b>\$701.69</b>					
Receivable					Receivable				
		Control No.	Acct No.	Amount			Control No.	Acct No.	Amount
	Warranty	57560		\$542.29					
	Internal	87626		\$159.40					\$0.00

**Repair Order Details**

LAKE HAVASU CITY, AZ

16 FORD EXPLORER L  
VIN: 1FMSK7F8XG

RO

Serv. Adv.	LAMB, PAUL	Mileage In	27,052	Invoice Date	12/22/2016	Mileage Out	27,052
RO Date	10/25/2016	G/L Group	1	Shop Charge?	Y	Warr. Type	C
Pay Method	Cash	Warr. Auth. No.		Srv. Cont. Deduct.	\$0.00	Warr. Deduct.	\$0.00
Customer Control No.		Sales Tax?	Y	Charge 1?	N	Charge 2?	N
Discount Coupon Amount	\$0.00						

**Line A**

Op-Code: D3000 Type: Internal Pay Rate:

Complaint: customer states the veh pulls left all the time ck advise  
Correction: ROTATED TIRES, ADJUSTED TIRE PRESSURES, TEST DROVE EVERYTHING FINE

TECH	NAME	BILL. HOURS	ACT. HOURS	COST	SELL PRICE
A83	JORDAN, JAKE	0.0	0.0	\$0.00	\$0.00
					Labor Total \$0.00
					Line Total \$0.00

**Line B**

Op-Code: D6000 Type: Internal Pay Rate:

Complaint: customer states they smell fuel all the time while driving ck advise  
Correction: ADJUSTED TAILGATE, NO SMELL AT THIS TIME

TECH	NAME	BILL. HOURS	ACT. HOURS	COST	SELL PRICE
A83	JORDAN, JAKE	0.0	0.0	\$0.00	\$0.00
					Labor Total \$0.00
					Line Total \$0.00

**Line C**

Op-Code: LOANER Type: Internal Pay Rate:

Complaint: CUSTOMER REQUEST LOANER CAR

TECH	NAME	BILL. HOURS	ACT. HOURS	COST	SELL PRICE
A83	JORDAN, JAKE	0.0	0.0	\$0.00	\$0.00
					Labor Total \$0.00
					Line Total \$0.00

**Line D**

Op-Code: TOUCHUP Type: Internal Pay Rate:

Complaint: INSIDE AND OUT TOUCH-UP

TECH	NAME	BILL. HOURS	ACT. HOURS	COST	SELL PRICE
A55	BELTRAN, CARLOS	1.0	0.0	\$12.00	\$12.00
					Labor Total \$12.00
					Line Total \$12.00

**Summary of Charges**

War/Int/SvCont Charges					Charges for FRANCIS;DONNA KAY				
Payable	Type	Acct No.	Cost	Amount	Payable	Acct No.	Cost	Amount	
Labor-Other	Internal		\$12.00	\$12.00			\$0.00	\$0.00	

**Repair Order Details**

[REDACTED]  
LAKE HAVASU CITY, [REDACTED]

16 FORD EXPLORER L  
VIN: 1FM5K7F8XG [REDACTED]

RO [REDACTED]

Serv. Adv.	BATES, TIM	Mileage In 27,051	Invoice Date 10/25/2016	Mileage Out 27,051
RO Date	10/25/2016	G/L Group 1	Shop Charge? Y	Warr. Type C
Pay Method	Cash	Warr. Auth. No.	Serv. Cont. Deduct. \$0.00	Warr. Deduct. \$0.00
Customer Control No.	[REDACTED]	Sales Tax? Y	Charge 1? N	Charge 2? N
Discount Coupon Amount	\$0.00			

**Line A**

Op-Code: HSBODY Type: Warranty Pay Rate:

Complaint: CUSTOMER STATES REAR LIFT GATE IS OUT OF ALIGNMNET WITH LEFT QTR PANEL  
Cause: POOR ALIGNMNET FROM ASSEMBLY  
Correction: LOOSEN AND LOWER LT SIDE OF HEADLINER TO ACCESS LT SIDE HING ON HATCH. ALIGN HINGE, CHECK GATE OPERATION, RE ALIGN STRIKER ASSEMBLY

TECH	NAME	BILL. HOURS	ACT. HOURS	COST	SELL PRICE
A35	CHAVEZ, ERNESTO	1.2	0.0	\$22.08	\$112.99
				<b>Labor Total</b>	<b>\$112.99</b>
				<b>Line Total</b>	<b>\$112.99</b>

**Summary of Charges**

War/Int/SvCont Charges					Charges for FRANCIS;DONNA KAY				
Payable	Type	Acct No.	Cost	Amount	Payable	Acct No.	Cost	Amount	
Labor	Warranty	[REDACTED]	\$22.08	\$112.99			\$0.00	\$0.00	
			\$22.08	\$112.99					
Receivable		Control No.	Acct No.	Amount	Receivable	Control No.	Acct No.	Amount	
Warranty		57466	[REDACTED]	\$112.99				\$0.00	
				\$112.99					

RO Labor Total \$112.99  
RO Parts Total \$0.00  
RO Sublets Total \$0.00  
RO Misc Total \$0.00  
**RO Grand Total \$112.99**

05/25/2017 08:53 AM

Repair Order Details

LAKE HAVASU CITY, AZ

16 FORD EXPLORER L  
VIN: 1FMSK7F8XG

RO

Serv. Adv.	ADKISON, NICHOLAS	Mileage In	26,441	Invoice Date	10/04/2016	Mileage Out	26,441
RO Date	09/29/2016	G/L Group	1	Shop Charge?	Y	Warr. Type	C
Pay Method	Cash	Warr. Auth. No.		Serv. Cont. Deduct.	50.00	Warr. Deduct.	50.00
Customer Control No.		Sales Tax?	Y	Charge 1?	N	Charge 2?	N
Discount Coupon Amount	50.00						

Line A

Op-Code: SSI Type: Internal Pay Rate:

Complaint: PERFORM SERVICE SAFETY INSPECTION  
Cause: performed service safety inspection-rec wipers and airfilter-damage-paint scuff on rr door and paint chip lr door.  
Correction: test drive veh-ok-perform inspection ok labor-1.7hr

TECH	NAME	BILL. HOURS	ACT. HOURS	COST	SELL PRICE
A83	JORDAN, JAKE	1.7	0.0	\$34.00	\$204.00
				<b>Labor Total</b>	<b>\$204.00</b>

PART	DESCRIPTION	QTY	UNIT PRICE	EXT. PRICE	
FL 500 S	FILTER ASY - OIL	1	\$17.56	\$17.56	
A,5W20	MOTO	6	\$4.33	\$25.98	
				<b>Parts Total</b>	<b>\$43.54</b>

MISC	CHARGE	QTY	UNIT PRICE	EXT. PRICE	
SSSHO	SHOP CHARGES	1.0	\$25.00	\$25.00	
				<b>Misc Total</b>	<b>\$25.00</b>

Line Total \$272.54

Line B

Op-Code: SSMISC Type: Internal Pay Rate:

Complaint: VERIFY 2 KEYS, 2 REMOTES, FLOOR MATS, DOOR CODE, VERIFY WHEEL LOCK INVEHICLE  
Cause: getting key ordered-key code-93395 or 71173  
Correction: door code labor-0.5hr

TECH	NAME	BILL. HOURS	ACT. HOURS	COST	SELL PRICE
A83	JORDAN, JAKE	0.5	0.0	\$10.00	\$60.00
				<b>Labor Total</b>	<b>\$60.00</b>

Line Total \$60.00

Line C

Op-Code: SSDETAIL Type: Internal Pay Rate:

Complaint: SERVICE & SAFETY DETAIL

TECH	NAME	BILL. HOURS	ACT. HOURS	COST	SELL PRICE
A66	PALACIOS, MICHAL	4.5	0.0	\$45.00	\$145.00
				<b>Labor Total</b>	<b>\$145.00</b>

Line Total \$145.00

Line D

Op-Code: AIRFILTE Type: Internal Pay Rate:

Complaint: REPLACE AIR FILTER

Cause: airfilter dirty-rec replace  
 Correction: replaced airfilter and re test-veh ok labor-0.1hr

TECH	NAME	BILL. HOURS	ACT. HOURS	COST	SELL PRICE
A83	JORDAN, JAKE	0.1	0.0	\$2.00	\$12.51
				<b>Labor Total</b>	<b>\$12.51</b>

PART	DESCRIPTION	QTY	UNIT PRICE	EXT. PRICE	
FA 1884	ELEMENT ASY - AIR CLEANER	1	\$28.43	\$28.43	
				<b>Parts Total</b>	<b>\$28.43</b>
				<b>Line Total</b>	<b>\$40.94</b>

**Line E** Op-Code: WIPERBLA Type: Internal Pay Rate:  
 Complaint: REPLACE WIPER BLADES  
 Cause: rec replacing torn wipers  
 Correction: replaced wipers and re test-veh ok labor-0.1hr

TECH	NAME	BILL. HOURS	ACT. HOURS	COST	SELL PRICE
A83	JORDAN, JAKE	0.1	0.0	\$2.00	\$7.00
				<b>Labor Total</b>	<b>\$7.00</b>

PART	DESCRIPTION	QTY	UNIT PRICE	EXT. PRICE	
AU2Z 17V528 JA	BLADE ASY - WIPER	1	\$22.73	\$22.73	
AU2Z 17V528 GA	BLADE ASY - WIPER	1	\$22.73	\$22.73	
				<b>Parts Total</b>	<b>\$45.46</b>
				<b>Line Total</b>	<b>\$52.46</b>

**Line F** Op-Code: 1KEY Type: Internal Pay Rate:  
 Complaint: CUT AND PROGRAM KEY  
 Cause: dennis getting key code so we can order the key

TECH	NAME	BILL. HOURS	ACT. HOURS	COST	SELL PRICE
A83	JORDAN, JAKE	1.0	0.0	\$20.00	\$120.00
				<b>Labor Total</b>	<b>\$120.00</b>
				<b>Line Total</b>	<b>\$120.00</b>

**Summary of Charges**

War/Int/SvCont Charges					Charges for FRANCIS;DONNA KAY				
Payable	Type	Acct No.	Cost	Amount	Payable	Acct No.	Cost	Amount	
Labor	Internal	[REDACTED]	\$68.00	\$403.51					
Parts	Internal	[REDACTED]	\$49.54	\$117.43			\$0.00	\$0.00	
Labor-Other	Internal	[REDACTED]	\$45.00	\$145.00					
Misc.Chg	Internal	[REDACTED]	\$0.00	\$25.00					
			\$162.54	\$690.94					
Receivable	Control No.	Acct No.	Amount	Receivable	Control No.	Acct No.	Amount		
Internal	B7626	[REDACTED]	\$690.94				\$0.00		
			\$690.94						

RO Labor Total \$548.51  
 RO Parts Total \$117.43  
 RO Sublets Total \$0.00

# Bradley

FORD - LINCOLN



1690 Industrial Boulevard - Lake Havasu City, AZ 86403  
928-855-1191 Fax: 928-855-3212  
www.bradleyford.com



LINCOLN

[REDACTED]		VEHICLE ID	MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO
LAKE HAVASU CITY, AZ		1FM5K7F8XG [REDACTED]	5788	35788	05/25/17 08:18	05/25/17	[REDACTED]
VEHICLE DESCRIPTION						TAG NO.	STATUS
2016 FORD EXPLORER L (SILVER)						[REDACTED]	COMPLETE
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS
49692					10/18/16	26406	No Charge
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.		RO COMMENT	
[REDACTED]	[REDACTED]	[REDACTED]	B7626	MARK HOBSON (750)			

IF YOU ARE NOT COMPLETELY SATISFIED PLEASE LET US KNOW! YOUR PATRONAGE IS OUR MOST IMPORTANT ASSET! THANK YOU FROM ALL OF US!  
DENWIS SILVERS, SERVICE MANAGER

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
A *	TRIM		A69		Internal	
Concern	CUSTOMER STATES THE STEERING WHEEL TILT AND TELESCOPING DOES WORK AT TIMES. PLEASE CHECK AND ADVISE					
Cause	COULD NOT DUPLICATE CONCERN, RESET MODULE AND PERFORMED BATTERY RESET					
Correction	PLEASE RETURN IF PROBLEM REOCCURS					

Warranty Claim Type: F      Authorization Code:      Service Cont No:

### Customer Totals

Charge Description	Amount
TOTAL CUSTOMER	No Charge

### STATEMENT OF DISCLAIMER

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

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise noted. Warranty services described were performed at no charge to customer. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence, or other records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

CUSTOMER SIGNATURE

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)



CUSTOMER #



2000 Washington Street · Hanover, MA 02339  
www.Jannell.com · 781-982-4500

\*INVOICE\*

DUPLICATE 2  
PAGE 1



SERVICE ADVISOR: 6926 SHAON L SIMPSON

GRAY	15	FORD EXPLORER	1FM5K8D85G		21203/21
DEL. DATE	PROD. DATE	WARR. EXP.	PRCISED	PO	RATE
14FEB16 DD					139.00
R.O. OPENED	READY	OPTIONS:	TRN: AUTO		
17:47	12JUN17	12:40	05AUG17		05AUG17

A CUSTOMER STATES THAT AC IS BLOWING WARM, PLEASE CHECK AND ADVISE CAUSE:

- 19700A PRESSURIZE, LEAK TEST, DISCHARGE, EVACUATE AND CHARGE AIR CONDITIONING SYSTEM. - DIAGNOSIS - L (N/C)
- 819 W (N/C)
- 8170 W (N/C)
- 1 GB5Z\*19980\*L CONTROL (N/C)
- 1 FB5Z\*19703\*B COMPRESSOR ASY (N/C)
- 1 BT4Z\*19D594\*A SWITCH - AIR CONDIT.SYSTEM - V (N/C)
- 1 EB5Z\*19C836\*A ACCUMULATOR ASY - AIR CONDITIO (N/C)
- 1 DG1Z\*19849\*A VALVE ASY - EVAPORATOR EXPANSI (N/C)
- 19700A4 COMPRESSOR ASSEMBLY - REMOVE AND INSTALL OR REPLACE (19703/19V703) - L (N/C)
- 819 W (N/C)
- 19700A13P VALVE - AIR CONDITIONER EVAPORATOR EXPANSION - REPLACE (19849) - L (N/C)
- 819 W (N/C)
- 19700A16 DEHYDRATOR/RECEIVER (TANK OR CARTRIDGE TYPE) - REPLACE (19865/19959/19A566/19C836) - L (N/C)
- 819 W (N/C)
- 19700D19 CONTROL ASSEMBLY (REMOTE MOUNTED CLIMATE CONTROL) - REPLACE (19980) - L (N/C)
- 819 W (N/C)
- 19700D ELECTRONIC CLIMATE CONTROL SYSTEM - DIAGNOSIS - L (N/C)
- 819 W (N/C)
- 19700D45 AUTOMATIC TEMPERATURE CONTROL (ATC) - DIAGNOSTIC PIN POINT TEST - L (N/C)
- 819 W (N/C)
- MT19703 M TIME FOR AC COMPRESSOR (N/C)
- 819 W (N/C)

FC: C05 42	DESCRIPTION	TOTALS
<small>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 vehicle in case of fire, theft, or any other cause beyond your control or for 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 thereto.</small> <small>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 statement contained herein does not apply where prohibited by law.</small>	LABOR AMOUNT	
	PARTS AMOUNT	
	GAS, OIL, LUBE	
	SUBLET AMOUNT	
	MISC. CHARGES	
	TOTAL CHARGES	
	LESS INSURANCE	
	SALES TAX	
NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.	PLEASE PAY THIS AMOUNT	
CUSTOMER SIGNATURE X		

SR #:

# Jannell of Hanover



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\*INVOICE\*

DUPLICATE 2  
PAGE 2

SERVICE ADVISOR: 6926 SHARON L SIMPSON



GRAY	16	FORD EXPLORER	1FM5K8D85G					
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO	RATE	PAYMENT	INV. DATE	TAG
14FEB16 DD			17:00	01AUG17	139.00	CASH	05AUG17	
R.O. OPENED		READY	OPTIONS:					
17:47		12JUN17	12:40	05AUG17	TRN: AU			

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

PART#: GB5Z\*19980\*L

COUNT:

CLAIM TYPE:

AUTH CODE:

819

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

21203 road test to verify concern, found intermittently ac blows warmer than normal. check pressures, low side 55psi, high side 180psi. ecc test hvac module, u3000:49. internal processor failure. remove and replace hvac module, program, ac still blowing warm intermittently, contact hotline, instructed to disregard u3000 at this time, diagnose by symptom. check pids and verify blend door actuators operating properly. evac and recharge to check charge, good, contact field service rep. suggested to replace receiver drier. evac and replace rec. drier. recharge and test operation, ac blowing warm. Service rep also suggests replacing TXV. evac and also replace TXV. recharge and test operation on road test, AC consistently blowing cold.

\*\*\*\*\*  
 \*\*\*\* MUST BE A FORD RENTAL VEHICLE TO BE COVERED \*\*\*\*\* MUST BE A FORD RENTAL VEHICLE TO BE COVERED \*\*\*\*\* MUST BE A FORD RENTAL VEHICLE TO BE COVERED \*\*\*\*\*  
 RENTAL \*\*\*\* MUST BE A FORD RENTAL VEHICLE TO BE COVERED \*\*\*\*\* MUST BE A FORD RENTAL VEHICLE TO BE COVERED \*\*\*\*\* MUST BE A FORD RENTAL VEHICLE TO BE COVERED \*\*\*\*\*

BL RENTAL PO#11644 W (N/C)

RTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

FORD VEHICLE REPORT CARD AND MULTI-POINT INSPECTION  
 99P FORD VEHICLE REPORT CARD AND MULTI-POINT INSPECTION  
 819 IPS (N/C)

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

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 vehicle in case of fire, theft, or any other cause beyond your control or for 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 where for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto.

CLAIMER 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 makes any other person to assume for it any liability in connection with the sale of said products. Any attention contained herein does not apply where prohibited by law.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

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

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*of Hanover*  
  
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JES L TRACEY III  
 PROGRESS CT  
 BINGINGTON, MA

\*INVOICE\*  
 DUPLICATE 2  
 PAGE 3



SERVICE ADVISOR: 6926 SHAON L SIMPSON

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14FEB16	DE		17:00	01AUG17	139.00	CASH	05AUG17
R.O. OPENED		READY	OPTIONS:		TRN: AUTO		

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00

D\*\* CUST STATES THE BLUE TOOTH IS NOT WORKING WITH VOICE COMMANDS  
 34 34 ELECTRICAL SYSTEMS:  
 819 W (N/C)  
 1 EL2Z\*19A391\*AC MICROPHONE (N/C)  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00  
 21203 REPLACE MICROPHONE FOR VOICE COMMANDS INOP, REPLACE AND  
 VERIFY REPAIR.

E\*\* CUST STATES EXHAUST ODORS IN VEHICLE  
 CAUSE:  
 MT170044 MT170044 (N/C)  
 1973 W (N/C)  
 1 TA\*2\*B ADHESIVE  
 FC: E42 42  
 PART#: 61230B62  
 COUNT:  
 CLAIM TYPE:  
 AUTH CODE:  
 1973



PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00  
 21203 verified customer's concern found tsb 17-0044 that applies  
 removed rear bumper and wheel well panels and seam sealed openings and  
 made sure grommets were seated properly

F\*\* CUST STATES REAR CUPHOLDER BROKEN AT HINGE  
 CAUSE:  
 MT7813562 MT7813552  
 4822 GARDINER, MATTHEW LIC#: S80279860 (N/C)  
 W (N/C)  
 1 GB5Z\*7813562\*BA HOLDER - CUP  
 FC: T50 01  
 PART#: GB5Z\*7813562\*BA

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

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE: I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts 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.

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.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

CUSTOMER SIGNATURE X

# Jannell of Hanover

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\*INVOICE\*

DUPLICATE 2  
PAGE 4



SERVICE ADVISOR: 6926 SHAON L. SIMPSON

GRAY	16	FORD EXPLORER	VN	1FM5K8D85G	PO	21203/21203	INV	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED			RATE	PAYMENT	TAG
14FEB16 DD			17:00 01AUG17					
R.O. OPENED	READY	OPTIONS:	TRN:AUTO					
17:47 12JUN17	12:40 05AUG17							
LINE	OPCODE	TECH	TYPE	HOURS				
					LIST	NET	TOTAL	

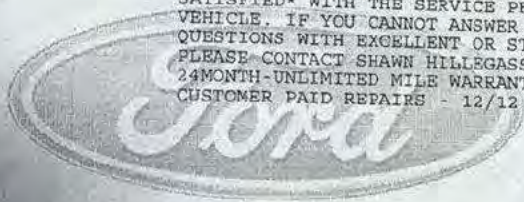
COUNT: CLAIM TYPE: AUTH CODE: 4822

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

21203 Verified customer concern, 2nd row cup holder broken. Removed trim panel on back of center console, removed cup holder assembly, installed new cup holder assembly. Reinstalled trim piece, verified repair to cup holder assembly.

RE-TEST REPAIR

WE WANT TO MAKE SURE THAT YOU ARE \*COMPLETELY SATISFIED\* WITH THE SERVICE PERFORMED ON YOUR VEHICLE. IF YOU CANNOT ANSWER ALL SURVEY QUESTIONS WITH EXCELLENT OR STRONGLY AGREE PLEASE CONTACT SHAWN HILLEGASS @ 781-982-4545 24MONTH-UNLIMITED MILE WARRANTY ON CERTAIN CUSTOMER PAID REPAIRS - 12/12 ON OTHERS



**WARRANTY:** 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 vehicle in case of fire, theft, or any other cause beyond your control or for delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby give 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 the vehicle to secure the amount of repairs thereto.

**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 agrees any other person to assume for it any liability in connection with the sale of said products. Any provision contained herein does not apply where prohibited by law.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

CUSTOMER SIGNATURE X

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

Received: 06/15/2017

Caller Name (Last First): [REDACTED] Title: TECHNICIAN  
 Email: [REDACTED] Pref. Language:  
 Caller Type: CALL BACK  
 Dealer (Geo/Mkt, Sub, P&A): USA,,09045 Jannell Motors, Inc.  
 Dealer Phone: 617-982-4545  
 FIN Code: FIN Name:  
 Address: Phone:  
 City: State:  
 Zip: P.O. Box :

OASIS Information - H6OFR014  
 OASIS WAS NOT CONTACTED IN THE LAST 5 DAYS

Vehicle Information - H6OFR014  
 VIN : 1FMSK8085G [REDACTED] Odometer : 21203 Miles  
 Vehicle : 2015 EXPRX4, XLT, 4 DOOR, MPV Build Date : 06/13/2015  
 Delivering Dealer :  
 R.O./Claim Number : [REDACTED] Claim Date : 07/20/2017  
 Wrrnty St. Date : 02/15/2016 Body Conversion :  
 Vehicle Weight : 6180 LB  
 Engine : 3.5L V6 CYCLONE TIVCT Build Date :  
 Build Shift : Plant :  
 Exchange : N Serial Number : E1600 100615L112200273RS 344  
 Calibration : GUB1V20 A Part Nbr : AA  
 Transmission : 6 SPD AUTO (6F50) Build Date : RS 344 AA  
 Build Shift : Plant :  
 Exchange : N Serial Nbr. : A4921 1106155162094587DA8P  
 Model Nbr. : GUB1V20 Part Nbr : 7000 KB 87  
 Axle : Build Date :  
 Build Shift : Plant :  
 Exchange : Serial Number :  
 Axle Id Tag : LH/RH Drive :  
 Emission :

Component	Family Code	Feature Code	Family Description	Feature Description
Tire Vendor				
Front Tire	D3H	AB	D3H-????????????????????	P245/60R18 A/S BSW
Rear Tire				
Exterior Paint	PN4	DQ	PN4-????????????????????	MAGNETIC

Concern Information - H6OFR014  
 Symptom Code: 111538-COMF/ENT CLIMAT CONTROL FUNCTION/OPER INOPERATIVE  
 Additional Symptom: POOR AC OPERATION  
 HVAC: U3000-49  
 Symptom Verified:  
 Comeback:  
 Tow In:  
 Self Test Run:  
 Causal Condition:  
 How When Code:  
 Base Timing:  
 CCC:  
 Difficulty To Diagnose:  
 # of Like Concerns: 0000  
 Responsible Activity :  
 Engineering

Intermittent :  
 MIL On :  
 Quits on Road :  
 Outside Temp. :  
 Restart :  
 Computed Timing :  
 Grid Location :  
 WCC :  
 Level of Assistance :  
 Repair Effectiveness % :  
 Customer Severity % :  
 Test Stand :

<b>Severity :</b>	<b>Repair Prior :</b>
<b>Road Test :</b>	<b>Causal Factor :</b>
<b>Repair Attempts :</b>	<b>Component Location :</b>
<b>Routing Code :</b>	<b>Quality Alert # :</b>
<b>Component :</b>	<b>BD Number :</b>
<b>Feature :</b>	
<b>SD Required :</b>	
<b>SD Closed Date :</b>	

## Concern Description - H60FR014

**CONCER 06/15/2017 08:01PM ANDREW SCHMIDT MSS - FCSD - TECH ASSIT CENTER**  
 Web Form Data (112230351) Description of Vehicle Concern: CUST STATES VEHICLES AC IS BLOWING LUKE WARM AIR AGAIN. Please list any diagnostics already performed: REPLACED HVAC MODULE DUE TO PINPOINT TEST AND CODE U3000:49, EVAC RECHARGE ADD DYE SYSTEM FULL Parts Replaced: HVAC MODULE Your Question: WE HAVE ALREADY REPLACED THIS PART ON A PREVIOUS RO ABOUT 3 WEEKS AGO, THE VEHICLE HAS CODE U3000:49 PINPOINT TEST LEADS TO REPLACE THIS PART AGAIN, WE ARE WONDERING IF THERE COULD BE AN UNDERLYING ISSUE SINCE THIS HAS BEEN AN ONGOING CONCERN.

**RECOMM 06/15/2017 08:01PM ANDREW SCHMIDT MSS - FCSD - TECH ASSIT CENTER**  
 Shawn, Thank you for the information provided. Since the HVAC module once again is setting a U3000:49 that will not clear, this could be due to poor power or ground to the HVAC module. This is because poor power or ground to a module can affect module operation, as well as cause erratic DTCs to set. Therefore, refer to Cell 55-1 of the Wiring tab of PTS and perform a loaded voltage drop test on SBP12 and GD374 using the minor filament of a 3157 bulb to load the circuits while measuring the voltage drop across the bulb with a DVOM. The voltage drop should be within 0.5 volts of battery voltage. If the drop is not within this amount, look for damage, chafing, corrosion, pinching, or poor terminal pinfit, connector corrosion, or a loose ground at G200. If any circuitry faults are located, repair or replace as necessary following Cell 5 of the Wiring tab in conjunction with GSR 0000033. Once the U3000:49 has been addressed, determine if the A/C compressor is engaging or not. If it is engaging, and simply blowing warm, refer to the Refrigerant System Tests in section 412-00.

**CONCER 06/20/2017 11:07AM JUSTIN GNIADK MSS - FCSD - TECH ASSIT CENTER**  
 Web Form Data (112246344) Description of Vehicle Concern: Customer complaining of poor AC temp intermittently, u3000:49 will not clear Please list any diagnostics already performed: evac and recharge, eec test, replaced hvac module Parts Replaced: hvac module Your Question: What can cause u3000 other than a bad module? WSM only states ADDRESS all other Diagnostic Trouble Codes (DTCs) first. CLEAR the Diagnostic Trouble Codes (DTCs). REPEAT the self-test. If DTC U3000:49 is retrieved again, INSTALL a new HVAC control module. There are no other codes and the module has been replaced twice

**RECOMM 06/20/2017 11:07AM JUSTIN GNIADK MSS - FCSD - TECH ASSIT CENTER**  
 Jason, Upon review of the Self Help Tool it appears that another tech had a concern of the U3000:49 returning after replacing the HVAC module and never correcting their concern. This contact appears to be from a few weeks ago and the tech was notified to ignore the returning U3000:49 as engineering is currently investigating the concern. At this time it is advised to concentrate on diagnostics of the concern that is present. If the AC compressor is not engaging when the concern is present, it is advised to refer to WSM 412-00, Diagnosis and Testing, Dual, and perform Pinpoint Test G: The AC is inoperative. This pinpoint test will further inspect for any inputs that may be leading to the PCM engaging the AC compressor. If the AC compressor is engaging, it is advised to inspect for any refrigerant concerns by referring to WSM 412-00, General Procedures, Refrigerant System Tests. Perform repairs based on the AC pressures you have present. If no AC pressure concerns are present, a concern is present with the temperature control side of the system and it will be necessary to further inspect for any concerns by performing Pinpoint Test I and J as seen in WSM 412-00, Diagnosis and Testing. If an circuit concerns are discovered, repair as necessary following Wiring Cell 5: Connector Repair.

**CONCER 06/22/2017 09:15AM T ECHHOT MSS - FCSD - TECH ASSIT CENTER**  
 ALL CIRCUITS CHECK OUT CORRECTLY AC BLOWING LUKE WARM, ONLY CODE THAT KEEPS RETURNING IS THE U3000:49 CUSTOMER HAS HEALTH PROBLEMS AND NEEDS AC TO WORK CORRECTLY NOT SURE IF ANY OTHER KNOWN CAUSES OF THE U3000 BESIDES HVAC MODULE

**RECOMM 06/24/2017 02:22PM PHILIP RYAN MSS - FCSD - TECH ASSIT CENTER**  
 Jason, Since you already replaced the HVAC module twice, and the A/C is still blowing warm, there could be a poor power or ground to the HVAC module. That code sets for an internal logic failure, but could be setting falsely as a result of a poor power or ground. A previous report also mentioned the same code and symptom (intermittent poor cooling)

being caused by a fault at C139, located near the driver headlamp. C139 is shown in cell 55, page 6. In that case, the HVAC module was also replaced, which also had no effect on the U3000:49 code. If any corrosion, bent pins, pushed out pins, connector hardshell damage, or water intrusion is found at that connector, repair the wiring as outlined in cell 5 of the wiring diagrams. For example, in the past report, the connector was bypassed to eliminate the concern. It is somewhat unclear how that concern caused the U3000:49 DTC as well. The code was disregarded in that case, since it was suspected to be set erroneously. If C139 looks good, then load test the HVAC module power. The HVAC module power and ground are seen in cell 55, page 1 for this vehicle. Perform a load test at pin 26 of connector C226A and a resistance check from pin 10 to ground, making sure to wiggle both circuits during the test. If excessive resistance (more than 5 ohms) is found, then repair the wiring to restore proper module operation.

**ADD-ON 06/24/2017 02:22PM PHILIP RYAN MSS - FCSD - TECH ASSIT CENTER**

Report H22ER004 | Thurmon, It would be...

**ADD-ON 06/24/2017 02:24PM PHILIP RYAN MSS - FCSD - TECH ASSIT CENTER**

ADDED ON TO FLAG FOR SAFETY.

**CONCER 07/20/2017 09:56AM T ECHHOT MSS - FCSD - TECH ASSIT CENTER**

we have replaced the compressor, low pressure cycling switch 2 hvac modules and fdm, we have load tested the circuits everything seems good and passes. the customers have been more than patient but are eager to get there vehicle back or are gonna go through lemon law can you escalate this case or assign a field service engineer, mechanically it seems like the system should work but will not only issue we can find is that u3000:49 and were being told to disregard that code we need to get this vehicle fixed ASAP please escalate or send a FSE

**RECOMM 07/20/2017 02:32PM JUSTIN GNIADK MSS - FCSD - TECH ASSIT CENTER**

Jason, It appears that since the previous contact an SSM has now been released stating that if no other DTCs are present, the U3000:49 DTC should be ignored. SSM 46621 We are also still unaware of whether or not the compressor is engaged or not, the AC pressure present, and results of previous pinpoint testing that may have been performed. At this time if the AC compressor is not engaged, it is advised to continue diagnostics referring to WSM 412-00, Diagnosis and Testing, DATC, and performing Pinpoint Test G. If the AC compressor is engaged, refer to WSM 412-00, General Procedures, Refrigerant System Tests, and perform repairs based on the refrigerant pressures that are obtained. If no concerns are present with the refrigerant pressures, refer to WSM 412-00, Diagnosis and Testing, and perform Pinpoint Test I and J to further inspect for any concerns with the temperature blend doors. Due to the extensive diagnostics performed on this vehicle and the concern still present, this contact is being escalated. Within the next 7 business days, the assistance request on this vehicle will be reviewed. To further expedite this process, please update the form with the additional information listed when selecting the [click here](#) button below (including Service Management information, best phone number, etc.). An Escalated Handling Team Member will contact the Service Manager to obtain additional information and provide recommendations to assist in resolving the customer's concern.

We are currently experiencing high Dealership contact volume, which is resulting in delayed responses. Our management team is fully aware of the issue, and would like to apologize for the current delayed response times as we investigate options to improve our service level. We are committed to restoring the service levels that you are accustomed to, but it will likely take time to implement long-term changes to our process. Dealership personnel can help us in the short-term by adhering to the following suggestions:

- Ensure that all internal published [Service Repair and Technical Assistance Process](#) steps have been followed prior to contacting the Technical Assistance Center.
- Continue to submit requests to the Technical Assistance Center for support with difficult to resolve technical vehicle issues and repairs requiring Prior Approval.
- Confirm that all diagnostics, including testing results completed on the vehicle are thoroughly documented and submitted on the request to the Technical Assistance Center.
- Follow all Technical Assistance Center recommendations during the time you may be waiting for follow up from Escalated Handling Team.

We will continue to work with you and your Dealership's Service Management Team to help get the concern resolved and the vehicle back to the customer.

**ADD-ON 07/20/2017 02:32PM JUSTIN GNIADEK MSS - FCSD - TECH ASSIT CENTER**

Article SSM 46671 2016 EXPLORER - DJAGNOSTIC TROUBLE CODE (DTC) U3000 AFTER HEATING VENTILATION AIR CONDITIONING (HVAC) CALIBRATION UPDATE AND/OR MODULE REPLACEMENT Consulted SME Sean Witkowski for escalation. Advised to escalate and agreed with providing basic diagnostics, as we still have not been provided with information regarding pinpoint test results. Note to EH: Escalating due to technical progress. Vehicle has a AC blows warm concern with U3000:49 in the HVAC module. Advised to ignore the DTC. Replaced HVAC module twice, compressor, and low side cycling switch. Gave pinpoint test for all possible concerns and loaded voltage drop tested HVAC module. Still have not been provided with information regarding if the AC compressor is engaged, AC pressures, AC system inputs, or results of pinpoint tests performed. Advising basic pinpoint testing due to lack of information.

**ADD-ON 07/20/2017 02:32PM JUSTIN GNIADEK MSS - FCSD - TECH ASSIT CENTER**

Reason For Escalation: Technical Progress

**Potential Safety/Emission:**

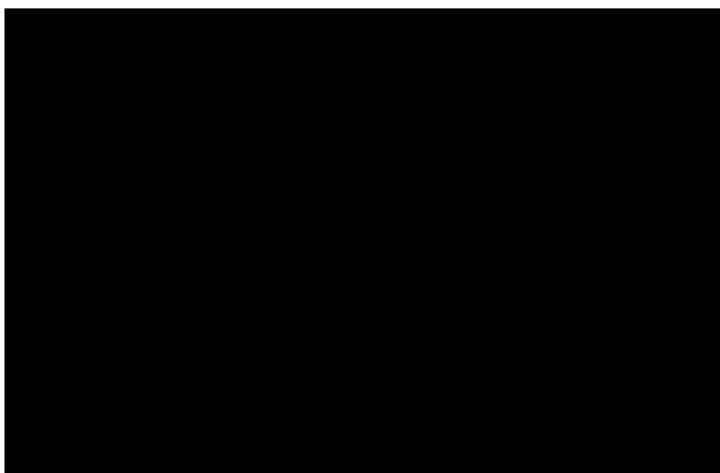
**Serviceability Concern :**

<p><b>Contact Last Name :</b></p> <p><b>Phone :</b></p> <p><b>Consultant Last Name :</b></p> <p><b>Phone :</b></p> <p><b>Customer Last Name :</b></p> <p><b>Home Phone :</b></p> <p><b>Email :</b></p> <p><b>City :</b></p> <p><b>Reason for call :</b></p>	<p><b>Contact Information -</b></p> <p><b>First Name :</b></p> <p><b>Email :</b></p> <p><b>First Name :</b></p> <p><b>Email :</b></p> <p><b>Customer Information -</b></p> <p><b>First Name :</b></p> <p><b>Work Phone :</b></p> <p><b>Country :</b></p> <p><b>State :</b></p> <p><b>Finalize Call -</b></p> <p><b>Addl. Ex</b></p>
---	---

**Requester:** TROQUEMO  
PRINT REPORT  
**Server:** FCVWS962

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

21-Jul-2017  
**Retention:** None



FL

# MORGAN & MORGAN®

Attorneys At Law

SUITE 1100  
76 SOUTH LAURA STREET  
JACKSONVILLE, FL 32202-3433  
(904) 398-2722  
FAX: (904) 366-7677  
FAX: (904) 366-7678

July 12, 2017

**SENT VIA FEDERAL EXPRESS TO:**

FORD MOTOR COMPANY  
Customer Relationship Center  
1 American Road  
Dearborn, MI 48126

RECEIVED

JUL 16 2017

Tracking No.:



OGC Lit  
Consumer Claims

**SENT VIA REGULAR MAIL TO:**

SARASOTA FORD  
707 S. Washington Blvd.  
Sarasota, FL 34236

JUL 19 2017

Customer:



Vehicle:

2016 Ford Explorer

VIN:

1FM5K8GT5C



Dealer:

Sarasota Ford

Dear Sir or Madam:

Please be advised that this office represents [REDACTED] regarding their claims against your company pursuant to the federal Magnuson-Moss Warranty Act. Mr. and Mrs. [REDACTED]'s claims stem from their purchase of a 2016 Ford Explorer warranted by your company. Please direct all future contact and correspondence regarding this matter to our office. **Having been formally notified of our representation, you are instructed not to contact our client under any circumstances.** If you fail to act in conformity with this directive, injunctive relief will be sought against you.

www.forthethepeople.com

Additionally, you are hereby notified that any settlement made with our clients must include compensation for all statutory and other relief available to a consumer, including attorneys' fees and costs. If you settle directly with our clients, and do not make arrangements for payment of fees and costs, we will file suit against you. In addition, you are hereby notified of our attorneys' fees lien in regard to this matter.

My clients have retained us with regard to numerous defects and non-conformities present in the subject vehicle, which are still present after numerous unsuccessful repair attempts. These defects and non-conformities include, but are not limited to:

1. Defective transmission;
2. Defective engine; and,
3. All additional complaints made by our clients, whether or not they are contained in your company's records or on any dealer repair orders.

Accordingly, my clients have already given you and your authorized service sales and service providers multiple opportunities to correct the issues with the subject vehicle, but it remains in a defective state.

The defects and non-conformities listed above constitute a substantial impairment of the use, value and/or safety of the subject vehicle. Your failure and/or refusal to repair said defects and non-conformities in accordance with the terms of your warranty, constitutes a breach of warranty entitling my client to recovery. *See Rastaedt v. Mercedes-Benz USA, LLC*, 63 So. 3d 41 (Fla. 4<sup>th</sup> DCA 2011); *Ocana v. Ford Motor Company*, 992 So. 2d 319 (Fla. 3d DCA 2008); *Zelyony v. Porsche Cars N. Am., Inc.*, 2008 U.S. Dist. LEXIS 31439 (S.D. Fla. 2008).

To the extent that my clients have not already placed you on notice, you are hereby notified that your failure to successfully repair the defects and non-conformities in the subject vehicle constitutes a breach of your warranty. The repair history for the subject vehicle clearly shows that you have been unable or unwilling to correct the defect and nonconformities, after being a reasonable opportunity to do so. Accordingly, your warranty has failed of its essential purpose, and my clients are entitled to seek any remedy available at law. *See Frank Griffin Volkswagen, Inc. v. Smith*, 610 So. 2d 597 (Fla. 1<sup>st</sup> DCA 1992); *Burns v. DaimlerChrysler*, 914 So.2d 451 (Fla. 4<sup>th</sup> DCA 2006).


Pursuant to Uniform Commercial Code § 2-711(3), my clients have a security interest in the vehicle for return of the amounts described herein, plus expenses in handling and inspecting

the subject vehicle. Unless you agree to repurchase my clients' vehicle, and return all payments made by my clients, my clients will hold the car and use it to the extent necessary to preserve it, to protect the security interest, and to minimize your damages. Moreover, my clients need return of the monies listed above before a substitute vehicle can be acquired. In addition, any attempt by you or your agents to repossess the subject vehicle will be wrongful and may subject you to liability for conversion and for wrongful repossession under Uniform Commercial Code §9-503 and §9-507, as well as any other applicable state and federal remedies.

It is my clients' contention that you have already been provided with sufficient opportunities to cure the breach of warranty. However, if you are interested in making an additional attempt to cure the breach of warranty, my clients have authorized me to demand that you repurchase the subject vehicle and pay \$2,000.00 for my clients' attorneys' fees and costs in order to resolve this matter. My clients will also agree to execute a mutually agreed upon release agreement as a condition of settlement.

If I do not hear from you within ten (10) days of your receipt of this correspondence, I will presume you are uninterested in making any further attempts to cure the breach of warranty and/or otherwise attempting to resolve this matter, and we will proceed with litigation. Thank you for your time and attention to this matter, and I look forward to the receipt of your prompt responses.

Sincerely,



Jeremy Kespohl, Esquire  
Morgan & Morgan

**Please Respond To:**

Karie Salvi  
Case Manager to Jeremy Kespohl  
[ksalvi@forthepeople.com](mailto:ksalvi@forthepeople.com)  
(904) 361-4436 Direct Line  
(904) 361-4321 Facsimile

Do not ship liquids, blood, or clinical specimens in this packaging.

FedEx  
TRK# 0215 8115 9536 8854

17 JUL AA  
EXPRESS SAVER

48126  
MI-US  
DTW

SH DTWA



FID 667741 12JUL17 NRBA 545C1/CAC2/BC8A

FROM:  
CARR: FEX  
TRK#: 0081595368854  
RCVD: 07/17/2017 09:06

TO: LEICH, CHERIE  
PH:  
MSC:  
PCS: 1



STE: NONE CUBE: 3S-355  
LEICH, CHERIE

1536 8854

Form ID No. 0215

4 Express Package Service \* To most locations. Packages up to 150 lbs. For packages over 150 lbs., see the FedEx Express Freight US Airtel.

Next Business Day

- FedEx First Overnight  
Earliest next business morning delivery to select locations. Friday shipments will be delivered on Monday unless Saturday Delivery is selected.
- FedEx Priority Overnight  
Next business morning. Friday shipments will be delivered on Monday unless Saturday Delivery is selected.
- FedEx Standard Overnight  
Next business afternoon. Saturday Delivery NOT available.

2 or 3 Business Days

- FedEx 3Day A.M.  
Second business morning. Saturday Delivery NOT available.
- FedEx 2Day  
Second business afternoon. Thursday shipments will be delivered on Monday unless Saturday Delivery is selected.
- FedEx Express Saver  
Third business day. Saturday Delivery NOT available.

5 Packaging \* Declared value limit \$500.

- FedEx Envelope\*  FedEx Pak\*  FedEx Box  FedEx Tube  Other

6 Special Handling and Delivery Signature Options Some may apply. See the FedEx Service Guide.

- Saturday Delivery  
NOT available for FedEx Standard Overnight, FedEx 3Day A.M., or FedEx Express Saver.
  - No Signature Required  
Package may be left without obtaining a signature for delivery.
  - Direct Signature  
Someone at recipient's address may sign for delivery.
  - Indirect Signature  
If no one is available at recipient's address, someone at a neighboring address may sign for delivery. For residential deliveries only.
- Does this shipment contain dangerous goods?  
One box must be checked:
- No  Yes As per attached Shipper's Declaration.  Yes Shipper's Declaration not required.  Dry Ice Dry Ice, I, UN 1845
- Restrictions apply for dangerous goods — see the current FedEx Service Guide.  Cargo Aircraft Only

7 Payment Bill to:

- Sender Acct. No. in Section 1 will be billed.  Recipient  Third Party  Credit Card  Cash/Check

Total Packages Total Weight Credit Card Acct.

\*Our liability is limited to US\$500 unless you declare a higher value. See the current FedEx Service Guide for details.



Company MORGAN & MORGAN

Address 76 S LAUREL ST STE 1100

City JACKSONVILLE State FL ZIP 32207-9413

2 Your Internal Billing Reference # 7549375

3 To Recipient's Name Customer Relationship Center

Company Fered Meter Company

Address 1 Angermann Rd.

City Dearborn State MI ZIP 48126

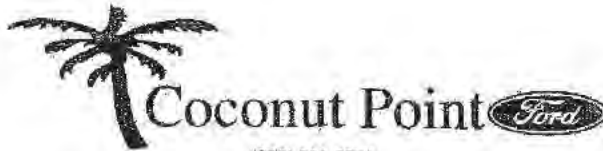
fedex.com 1.800.GoFedEx 1.800.463.3339



8115 9536 8854

Insert shipping document here.

fedex.com 1.800.GoFedEx 1.800.463.3339



(239) 390-5777  
 22400 S. TAMiami TRAIL  
 ESTERO, FL 33928  
 #MV-54118

"VISIT OUR WEBSITE @ [www.coconutpointford.com](http://www.coconutpointford.com)  
 FOR ALL YOUR VEHICLE NEEDS."

EMERGENCY TOW NUMBER  
 800-241-3673

P & A CODE	DESTREE RATLIFF 03806		INVOICE DATE	12/21/15
CUSTOMER NO	LABOR RATE	LICENSE NO	MILEAGE	1,936
FORT MYERS, F	16/FORD TRUCK/EXPLORER/		COLOR	
	1E N 5 K 8 G T 5 6 G		DELIVERY DATE	
	F.T.E. NO	PO NO	SELLING DEALER NO	PRODUCTION DATE
			R.O. DATE	12/21/15
BUSINESS PHONE	COMMENTS		R.O. NO	
			MILEAGE OUT	MO

LABOR & PARTS

# 1 12/12 DRIVABILITY TECH(S) 03913 INTERNAL  
 CUST ST: WHEN MAKING A U-TURN AND GIVING GAS VEHICLE  
 WILL NOT RESPOND LIKE ITS IN LIMP MODE RIGHT AWAY  
 RETRIEVE DTC PASS RAN OASIS PASS RETRIEVE DTC THRU PTS FOUND  
 DTC 0012/FOLLOW PPT HK1 CLEAR DTC PID DATA DTC VCT INT 1/2  
 VCT INT DIF 1/2 BOTH ARE WITH IN SPECS TEST DRIVE VEH AND  
 MNOITOR ALL 4 PID AND WORKING AS INTENDED CANT DUPLICATE  
 CONCERN

JOB # 1 TOTAL LABOR & PARTS 0.00

# 2 12/12 ELEC ACCESSORIES TECH(S) 03913 INTERNAL  
 CUSTST: LITTLE RED SQUARE INSIDE LEFT REAR BRAKE LIGHT IS  
 HALF WAY LITE UP.  
 CHECK BOTH REAR TAILLIGHTS ALL RED LIGHTS WORKING AT THIS  
 TIME.

JOB # 2 TOTAL LABOR & PARTS 0.00

# 3 24/20 99P QUALITY CARE INSP TECH(S) 03806 INTERNAL  
 COMPLETE QUALITY CARE INSPECTION

JOB # 3 TOTAL LABOR & PARTS 0.00

COMMENTS  
 ADVISOR NUMBER 03806 PER VH

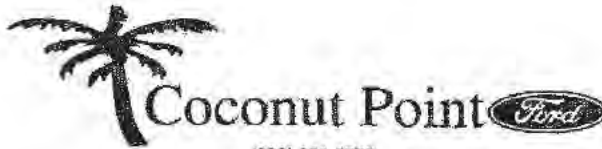
TOTALS			TOTAL LABOR	0.00
PAYMENT METHOD			TOTAL PARTS	0.00
CASH	CHECK NO.	CHARGE	TOTAL SUBLET	0.00
AM/EXPRESS	VISA/MC	DISCOVER	TOTAL G.D.G.	0.00
"ENVIROMENTAL/SHOP SUPPLIES CHARGE REPRESENTS COSTS AND PROFIT TO COCONUT POINT FORD FOR ITEMS SUCH AS MISCELL ANEDUS SHOP SUPPLIES AND/OR WASTE DISPOSAL" (SEE BACK SIDE OF INVOICE FOR ADDITIONAL INFORMATION)			TOTAL MISC CHG	0.00
			TOTAL MISC DISC	0.00
			TOTAL TAX	0.00
			<b>TOTAL INVOICE \$</b>	<b>0.00</b>



CUSTOMER SIGNATURE  
 \*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

\*U/Used R/Rebuilt RC/Reconditioned NC/No Chg/Warranty RD/Reduced

ALL PARTS NEW  
 UNLESS OTHERWISE  
 INDICATED



(239) 390-5777  
 22400 S. TAMiami TRAIL  
 ESTERO, FL 33928  
 #MV-54118

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 FOR ALL YOUR VEHICLE NEEDS."

EMERGENCY TOW NUMBER  
 800-241-3673

P & A CODE

CUSTOMER NO	DESTREE RATLIFF	03806	TAG NO	12/22/15	INVOICE DATE
LABOR RATE	LICENSE NO	1,936	MILEAGE	COLOR	STOCK NO
16/FORD TRUCK/EXPLORER/	15/5 K 8 G T 5 G 6			DELIVERY DATE	DELIVERY MILES
FTE NO	ED NO			SELLING DEALER NO	PRODUCTION DATE
				12/21/15	
PHONE	COMMENTS			MO	

LABOR & PARTS  
 OF 1 12/22/15  
 CUST ST: WHEN MAKING A TURN AND GIVING GAS TO ACCEL VEHICLE  
 WILL NOT RESPOND THERE IS A DELAY LIKE IT BOGS DOWN.  
 VERIFY CUST CONCERN RETRIEVE DTC P0012 HISTORICAL DTC /RAN  
 OASIS NO TSB OR SSM/FOLLOW PPT K1/K10 DATA LOGGER MONITOR  
 VCT INT ACT 1/2 VCT INT DIF 1/2 READ CLOSED TO 0 (.10 .20)  
 TEST DRIVE VEH FOUND LACK OF ACCELARATION DEPEND HOW CUST IS  
 DRIVING TEST DRIVE 2 VEH SAME YEAR AND ENGINE AND DRIVE TRAI  
 N SAME CONCERN TEST DRIVE NEW VEH WITH CUST FOUND NORMAL CHA  
 RACTERISTIC OF VEH

JOB # 1 TOTAL LABOR & PARTS 0.00



COMMENTS  
 FMC360 CASE OPENED 8455628...VH FOR RENTAL ASST

TOTALS

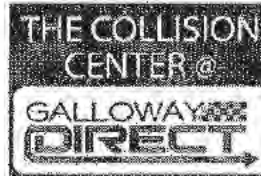
PAYMENT METHOD	TOTAL LABOR....	0.00
CASH	TOTAL PARTS....	0.00
CHECK NO. CHARGE	TOTAL SUBLET...	0.00
AM/EXPRESS	TOTAL G.O.G....	0.00
VISA/MC	TOTAL MISC CHG.	0.00
DISCOVER	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	<b>TOTAL INVOICE \$</b>	<b>0.00</b>

"ENVIRONMENTAL/SHOP SUPPLIES CHARGE REPRESENTS COSTS AND  
 PROFIT TO COCONUT POINT FORD FOR ITEMS SUCH AS MISCELL  
 ANEIOUS SHOP SUPPLIES AND/OR WASTE DISPOSAL"  
 (SEE BACK SIDE OF INVOICE FOR ADDITIONAL INFORMATION)

CUSTOMER SIGNATURE  
 \*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*



(239) 406-4000  
1888 BOY SCOUT DRIVE  
FORT MYERS, FL 33907  
RV#405066



(239) 276-2488  
15565 S. TAMMAM TRAIL  
FORT MYERS, FL 33908  
RV#11723

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EMERGENCY TOW NUMBER

CELL: [REDACTED]

P & A CODE	MICHAEL QUIJANO		5147	DOB	[REDACTED]	DATE	09/03/16
CUSTOMER NO	LABOR RATE		LICENSE NO.	MILEAGE		10,742 BLACK/	
ALVA, FL 3	16/FORD TRUCK/EXPLORER/4DR 4WD SPT		DELIVERY DATE		DELIVERY MILE		
[REDACTED]	VIN		16K8GT5G6		SELLING DEALER NO		PRODUCTION DATE
[REDACTED]	F.T.E. NO		P.O. NO.		DATE		09/03/16
[REDACTED]	COMMENTS		TAG NO		[REDACTED]		

J#	TIME	WORKS	TECH(S)	PRICE	
J# 1	1:00ETZ	098P QUALITY CARE INSP	TECH(S) 5201	0.00	
COMPLETE QUALITY CARE INSPECTION					
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-					
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00
J# 2	2:46TZ	WORKS ROT/ROTATE	TECH(S) 5201	18.95	
MOTORCRAFT FAST LUBE SERVICE & TIRE ROTATION					
CHECK TIRES FOR WEAR AND ADJUST PRESSURE AS NEEDED					
CHANGE OIL AND FILTER, LUBE CHASSIS, CHECK AIR FILTER					
CHECK PWR STEERING, TRANS, BRAKE AND WASHER FLUID,					
WORKS COMPLETE CP.7					
CAUTION: BASED ON MANUFACTURERS RECOMMENDATIONS FOR CERTAIN					
VEHICLES, WHEEL LUG NUTS SHOULD BE RE-TIGHTENED TO THE					
PROPER TORQUE AFTER 100 MILES AND/OR AT 500 MILES OF OPERATI					
FOLLOWING ANY WHEEL MOUNTING DISTURBANCE (TIRE ROTATION,					
CHANGING A FLAT, ETC). CONSULT THE OWNER MANUAL FOR YOUR					
SPECIFIC VEHICLE FOR DETAILS. FAILURE TO FOLLOW THIS					
PROCEDURE MAY RESULT IN OPERATION OF THE VEHICLE WITH					
INADEQUATELY SECURED WHEELS CAUSING DAMAGE AND/OR PERSONAL					
INJURY. SOME SPECIALTY WHEELS MAY REQUIRE OTHER PROCEDURES.					
IN WHICH CASE THE WHEEL MANUFACTURERS RECOMMENDATION SHOULD					
BE FOLLOWED.					
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-					
JOB # 2	1	AASZ-6714-B	FILTER ASY - 0	4.00	4.00
JOB # 2	6	XO-5W30 BSP	MOTORCRAFT SAE	2.80	16.80
				JOB # 2 TOTAL PARTS	20.80
				JOB # 2 TOTAL LABOR & PARTS	39.75
MISC-----CODE-----DESCRIPTION-----CONTROL NO-----					
JOB # A	SS	SHOP SUPPLIES/MATERIAL		2.27	
JOB # A	DISP	ENVIRONMENTAL DISPOSAL		0.50	
				TOTAL - MISC	2.77



COMMENTS-----  
CUSTOMER WAITING

ALL PARTS NEW  
UNLESS OTHERWISE  
INDICATED

Accounting Forms (8/06) 225-0817 11/07



(239) 939-5000  
1800 BOY SCOUT DRIVE  
FORT MYERS, FL 33907  
#MV-05868



(239) 274-2480  
15565 S. TAMiami TRAIL  
FORT MYERS, FL 33908  
#MV 11729

P & A CODE

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CELL

CUSTOMER NO	MICHAEL QUIJANO	5147	TAG	09/03/16
LABOR RATE	LICENSE NO	MILEAGE	10,742	BEACH/
16/PORD TRUCK/EXPLORER/4DR 4WD SPT	DELIVERY DATE	DELIVERY MILES		
VEHICLE VIN 5 K 8 G T 5	SELLING DEALER NO	PRODUCTION DATE		
PTE NO	PO NO	RD	09/03/16	
COMMENTS				MILEAGE CUT NO.

PAYMENT METHOD				
CASH	CHECK NO.	CHARGE	TOTAL LABOR...	18.95
AM/EXPRESS	VISA/MC	DISCOVER	TOTAL PARTS...	20.80
			TOTAL SUBLET...	0.00
			TOTAL G.O.G....	0.00
			TOTAL MISC CHG.	2.77
			TOTAL MISC DISC	0.00
			TOTAL TAX.....	2.56
			<b>TOTAL INVOICE \$</b>	<b>45.08</b>



"ENVIRONMENTAL/SHOP SUPPLIES CHARGE REPRESENTS COSTS AND PROFIT TO SAM GALLOWAY FORD FOR ITEMS SUCH AS MISCELLANEOUS SHOP SUPPLIES AND/OR WASTE DISPOSAL"  
(SEE BACK SIDE OF INVOICE FOR ADDITIONAL INFORMATION)

\*\*\*\*\*PARTS DEFINITION\*\*\*\*\*  
U=USED R=REBUILT RC=RECONDITIONED NC=NO CHARGE DR WARRANTY  
RD=REDUCED ARM=REBUILT  
\*\*\*\*\*

CUSTOMER SIGNATURE

DUPLICATE INVOICE



(239) 938-5090  
1800 BOY SCOUT DRIVE  
FORT MYERS, FL 33907  
#MV-05800



(239) 274-2380  
16505 E. TAMMAM TRAIL  
FORT MYERS, FL 33908  
#MV-11729

P & A CODE
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EMERGENCY TOW NUMBER  
(239) 938-0189

CELL: [REDACTED]

CUSTOMER NO.	ADVISOR	SALES REP.	INVOICE DATE
[REDACTED]	JEFFREY BOUTWELL 4656	[REDACTED]	09/12/16
[REDACTED]	LABOR RATE	LEASE NO.	LEASE
[REDACTED]			18,795 BLACK/
ALVA, FL	YEAR/MAKE/MODEL	VEHICLE TO NO.	DELIVERY DATE
[REDACTED]	16/FORD TRUCK/EXPLORER/4DR 4WD SPT	[REDACTED]	[REDACTED]
[REDACTED]	VEHICLE TO NO.	SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	1 F M 5 K 8 G T 5 G	[REDACTED]	[REDACTED]
[REDACTED]	FEE NO.	P.O. NO.	P.O. DATE
[REDACTED]	[REDACTED]	[REDACTED]	09/09/16
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO: [REDACTED]

LABOR & PARTS  
#1 12F0Z DRIVABILITY TECH(S) 3311 WARRANTY

CUSTOMER STATES: CUST STATES NO POWER WHEN ACCELERATING FROM A STOP  
MO: [REDACTED]  
BASE PART: 9E926; CC 42  
PERFORM A ROAD TEST TO VERIFY - CONNECT THE IDS AND PERFORM EEC QUICK TEST; CONT P2111; KOED/KOER - SYS PASS. PERFORM EEC PINPOINT DIAG TEST DV AS OUTLINED BY THE PC/ED MANUAL. PPT DV1. VERIFY DTC P2111 IS PRESENT; PPT DV5, VISUAL INSPECTION WITH NO CONCERNS PRESENT; PPT DV6, VERIFY VREF AT THE ETB AT 5.0 VDC; PPT DV7, VERIFY TP1 AND TP2 TO PCM AT .2 OHMS; PPT DV8, VERIFY TP1 AND TP2 ARE NOT SHORTED TO GROUND; PPT DV9, TP1 AND TP2 NOT SHORTED TOGETHER; PPT DV10, TP1 AND TP2 NOT SHORTED TO VOLTAGE; PPT DV11, ACCESS THE IDS PID DATA MONITOR AND VERIFY THE PID VALUES ARE NOT WITHIN LISTED SPEC; PPT DV13, WIGGLE TEST THE HARNESS WHILE MONITORING THE IDS PID DATA WITH NO CHANGE; PPT DV14, VERIFY WHILE DISCONNECTING THE ETB THE TP VALUES CHANGE - FAULTY ETB. REPLACE THE ELECTRONIC THROTTLE BODY AND GASKET. CLEAR DTCS AND PCM KAM. PERFORM A POST ROAD TEST WITH NO DRIVE SYMPTOMS NOTED. PERFORM A POST QUICK TEST: CONT/KOED/KOER - SYS PASS.



PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	AA5Z-9E926-A	THROTTLE BODY		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

#2 21E0Z-TISC TIRE TISC TECH(S) 3311 0.00

CUSTOMER STATES TIRES ARE SHREEDING  
CAUTION: BASED ON MANUFACTURERS RECOMMENDATIONS FOR CERTAIN VEHICLES, WHEEL LUG NUTS SHOULD BE RE-TIGHTENED TO THE PROPER TORQUE AFTER 100 MILES AND/OR AT 500 MILES OF OPERATI FOLLOWING ANY WHEEL MOUNTING DISTURBANCE (TIRE ROTATION, CHANGING A FLAT, ETC). CONSULT THE OWNER MANUAL FOR YOUR SPECIFIC VEHICLE FOR DETAILS. FAILURE TO FOLLOW THIS PROCEDURE MAY RESULT IN OPERATION OF THE VEHICLE WITH INADEQUATELY SECURED WHEELS CAUSING DAMAGE AND/OR PERSONAL INJURY. SOME SPECIALTY WHEELS MAY REQUIRE OTHER PROCEDURES IN WHICH CASE THE WHEEL MANUFACTURERS RECOMMENDATION SHOULD BE FOLLOWED.  
NOTED EXCESS WEAR ON A TIRE THAT WAS DRIVEN ON WHILE FLAT OR VERY LOW ON PRESSURE. ONLY RECOMMENDED ACTION IS TIRE REPLACEMENT AND A FOUR WHEEL ALIGNMENT.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

#3 00P0Z-Q99R QUALITY CARE UNSO TECH(S) 4656 0.00

ALL PARTS NEW  
UNLESS OTHERWISE  
INDICATED



(239) 939-5000  
1800 BOY SCOUT DRIVE  
FORT MYERS, FL 33907  
#MY-05608



(239) 274-2480  
15985 S. TAMiami TRAIL  
FORT MYERS, FL 33908  
#MY-11729

P & A CODE

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www.samgallowayford.com www.samgallowaylincoln.com

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	JEFFREY BOUTWELL	4656	DOB [REDACTED]	DOB 09/12/16
[REDACTED]	LABOR RATE	LICENSE NO.	MI FAGE 18,795	BACK/
ALVA, FL	16/FORD TRUCK/EXPLORER/4DR 4WD SPT			DELIVERY DATE
[REDACTED]	VEHICLE MAKE	VEHICLE MODEL	SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	IND. NO.	RO 09/09/16	RELEASED TO [REDACTED]
COMMENTS				RELEASED TO [REDACTED]

Perform a thorough inspection of your vehicle and provide a detailed Vehicle Report Card. Check Fluid Levels, Inspect Wiper Blades, Test Battery, Inspect Tires and Brake Wear. Inspect safety systems and components for leaks and damage. Perform multi-point vehicle inspection and record results on Vehicle Report Card.



PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 3 TOTAL PARTS				0.00
JOB # 3 TOTAL LABOR & PARTS				0.00

# 7-00FTZRN1	DAILY RENTAL CHARGE	TECH(S) 4656	0.00
Added Operation (JBOUTWELL @ 09/12/2016 14:00)			
DAILY RENTAL CHARGE			

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 4 TOTAL PARTS				0.00
JOB # 4 TOTAL LABOR & PARTS				0.00

MISC	CODE	DESCRIPTION	CONTROL NO	WARRANTY
JOB # 4	WRC	WARRANTY RENTAL CAR	548083	0.00
TOTAL - MISC				0.00

COMMENTS  
RENTAL REF5KV68V 9/9 RJ  
RELEASED 9/12 DP  
RENTAL RA178676 REF5KV68V 4 DAYS AT 30.00 TOTAL 120.00 9/13 RJ  
RENTAL WAS 2016 FORD EXPL 1FMSK7F81G6C25630 AND 2016 FORD EXPL  
VIN 1FMSK8F84GGD14985 - RJ  
SENT 9/13

\*U/Used R/Rebuilt RC/Reconditioned NC/No Chg/Warranty RD/Reduced

ALL PARTS NEW  
UNLESS OTHERWISE  
INDICATED

Authorized From: (801) 826-9932 1183



(239) 639-5600  
1800 BOY SCOUT DRIVE  
FORT MYERS, FL 33907  
814420088



(239) 274-2460  
15000 G. TAMPAH TRAIL  
FORT MYERS, FL 33908  
8144211720

P & A CODE

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CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	JEFFREY BOUTWELL	4656	TAG NO. [REDACTED]	INV 09/12/16	[REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	AM/FAGE 18,795	SCALE BLACK/	STOCK NO.
ALVA, FL [REDACTED]	16/FORD TRUCK/EXPLORER/4DR 4WD SPT			DELIVERY DATE	DELIVERY MILES
[REDACTED]	VIN 1F1M15K8GT5G [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	T, LE, NO.	MO, NO.	RD, NO.	09/09/16	[REDACTED]
[REDACTED]	COMMENTS				MILEAGE MO [REDACTED]

PAYMENT METHOD			TOTAL LABOR...	
CASH	CHECK NO.	CHARGE		0.00
AM/EXPRESS	VISA/MC	DISCOVER	TOTAL PARTS...	0.00
*ENVIRONMENTAL/SHOP SUPPLIES CHARGE REPRESENTS COSTS AND PROFIT TO SAM GALLOWAY FORD FOR ITEMS SUCH AS MISCELLANEOUS SHOP SUPPLIES AND/OR WASTE DISPOSAL*			TOTAL SUBLET...	0.00
(SEE BACK SIDE OF INVOICE FOR ADDITIONAL INFORMATION)			TOTAL G.O.G....	0.00
*****PARTS DEFINITION*****			TOTAL MISC CHG.	0.00
U=USED R=REBUILT RC=RECONDITIONED NC=NO CHARGE OR WARRANTY			TOTAL MISC DISC	0.00
RD=REDUCED ARM=REBUILT			TOTAL TAX.....	0.00
*****			<b>TOTAL INVOICE \$</b>	<b>0.00</b>



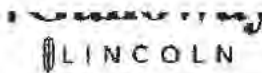
CUSTOMER SIGNATURE \_\_\_\_\_  
\*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

Advanced Plans: DD19-505-0002 1103

**ALL PARTS NEW  
UNLESS OTHERWISE  
INDICATED**



#MV-05668



#MV-11729

P & A CODE

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CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ROBERT FOX	3220	TAB N [REDACTED]	INV# 05/16/17	[REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 23,632	COLOR BLACK/	STOCK NO.
ALVA, FL	18/FORD TRUCK/EXPLORER/4DR 4WD SPT			DELIVERY DATE	DELIVERY MILES
[REDACTED]	VEHICLE IN'S K 8 G T 5 G			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.	R# 05/10/17		SOLE AGENT NO. [REDACTED]
COMMENTS					

LABOR & PARTS

**JOB # 1 12E07** DRIVABILITY TECH(S) 3220 WARRANTY

CUSTOMER STATES VEHICLE STALLS TURNING WHEN TRING ANY TYPE OF EVASIVE MANOUVER ALSO ACCELERATING ON HIGHWAY AROUND 65  
MO: 23632  
BASE PART: 9G271; CC 42  
CONNECT THE IDS AND PERFORM EEC QUICK TEST: CONT/KOED/KOER - SYS PASS. ACCESS PCM HISTORICAL DTCS AND VERIFY DTC P1450. PERFORM EVAPORATIVE EMISSION STATIC LEAK TEST WITH THE IDS AND THE SYSTEM FAILS. INSPECT THE SYSTEM FOR LOOSE COMPONENTS - CONNECT THE SMOKE MACHINE AND PERFORM EVAP SYSTEM SMOKE LEAK TEST AND VERIFY A FAILED CANISTER PURGE VALVE. THIS CONCERN CAN CAUSE A VEHICLE STALL. REPLACE THE CPV, CLEAR PCM KAM. PERFORM A POST EVAP SYSTEM LEAK TEST - PASS.



PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	FG1Z-9G271-A	HOSE - CONNECT		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

JOB # 2 0BE07

**JOB # 2 0BE07** COOLING SYSTEM TECH(S) 3220 WARRANTY

CUSTOMER STATES VEHICLE HAS OVERHEATED  
MO: 23632  
BASE PART: CIRCUIT CBK03, SPLICE 113; CC X2  
VERIFY THE CUSTOMERS CONCERN - INSPECT THE COOLING SYSTEM - CONNECT THE PRESSURE TESTER AND PERFORM COOLING SYSTEM DIAG AND PRESSURE TEST WITH NO EXTERNAL LEAKS PRESENT. VERIFY THE COOLING FAN INTERMITTENTLY DOES NOT ENGAGE. CONNECT THE IDS AND PERFORM EEC QUICK TEST: CONT/KOED/KOER - SYS PASS. PERFORM EEC PINPOINT DIAG TEST KF AS PER SYMPTOM - ACCESS FAN CONTROL RELAY 1 IN THE BJB, TEST PIN 2 AND VERIFY 3 VDC INSTEAD OF 12 VDC. RAISE THE BJB AND TRACE THE HARNESS TO LOCATE THE FAULT IN CIRCUIT CBK03 (GRAY). VERIFY THE CONCERN AS A POOR CONNECTION AT SPLICE 113. REPAIR THE SPLICE AND REASSEMBLE THE HARNESS. RUN VEHICLE AND VERIFY NORMAL OPERATION OF THE FAN, ENGINE IS OPERATING AT NORMAL TEMP.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

JOB # 3 001ZRNPLC

**JOB # 3 001ZRNPLC** DAILY RENTAL CHARGE TECH(S) 3220 WARRANTY

DAILY RENTAL CHARGE  
FORD

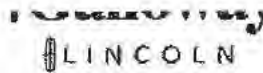
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
				JOB # 3 TOTAL PARTS	0.00
				JOB # 3 TOTAL LABOR & PARTS	0.00

Advertisement forms (auto) 05/16/17 01:24pm

ALL PARTS NEW  
UNLESS OTHERWISE  
INDICATED



#MV-06668



#MV-11729

P & A CODE

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CELL:

Customer information form including fields for CUSTOMER NO., ROBERT FOX, 3220, TAG NO., INVOICED 03/16/17, LABOR RATE, LICENSE NO., MILEAGE 23,632, DELIVERY DATE, DELIVERY MILE, ALVA, FL, TRUCK/EXPLORER/4DR 4WD SPT, SELLING DEALER NO., PRODUCTION DATE, F.T.E. NO., P.O. NO., R.O. 03/10/17, COMMENTS, MILEAGE CUT NO.

LABOR & PARTS

Added Operation (RFOX @ 03/14/2017 15:04)
C/S BATTERY NEEDS TO BE JUMPED
MD: 23632
BASE PART: 10655; CC 95
VERIFY THE CONCERN - INSPECT AND VERIFY THE POSITIVE BATTERY
CABLE END HAS HEAVY CORROSION, THE POST HAS SEPERATED FROM
THE BATTERY AND HAS HEAVY FLUID LEAK. UNABLE TO TEST THE
BATTERY DUE TO LEAK. REPLACE THE BATTERY, CLEAN THE BATTERY
TERMINAL END. APPLY PROTECTANT TO THE TERMINALS.
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
JOB # 4 I BXT-65-650 BATTERY
JOB # 4 -1 BXT-65-650 CORE RETURN
JOB # 4 TOTAL PARTS 0.00
JOB # 4 TOTAL LABOR & PARTS 0.00



COMMENTS-----
DROP
RENTAL RA182471 3/13 RJ
FOUND CONDENSER HAS IMPACT DAMAGE ADVISED CONTACT INSURANCE CO
SG EST 1671.00
3/16/17 E MAILED BOB HAS INS CD BEEN HERE? WHO IS PAYING RENTAL? SP

TOTALS table with columns for PAYMENT METHOD, CHARGE, DISCOVER, TOTAL LABOR, TOTAL PARTS, TOTAL SUBLET, TOTAL G.O.G., TOTAL MISC CHG., TOTAL MISC DISC, TOTAL TAX, and TOTAL INVOICE \$ 0.00.

PARTS DEFINITION
U=USED R=REBUILT RC=RECONDITIONED NC=NO CHARGE OR WARRANTY
RD=REDUCED ARM=REBUILT

CUSTOMER SIGNATURE

ALL PARTS NEW UNLESS OTHERWISE INDICATED



# Val Ward Cadillac

12828 Tamiami Trail South • Fort Myers, Florida 33907-3824

Telephone: (239) 939-2212

24 HOUR ROADSIDE SERVICE:

1-800-882-1112

www.valwardcadillac.com

E-Mail: autos@valward.com



**TOWING SERVICE**  
(239) 939-3039

STATE OF FLORIDA REGISTRATION: MV-95295

**TOWING SERVICE**  
(239) 939-3039

## CUSTOMER DRIVEN ... SATISFACTION GUARANTEED

CUSTOMER NO.	ADVISOR	TAX ID	INVOICE DATE
	RICH NOREN	2110	03/24/17
	LABOR RATE	LICENSE NO.	RELEASE
		100KPH	23,635
ALVA, F	YEAR/MARE /MODEL	16/FORD TRUCK/EXPLORER/4DR 4WD SPT	
	VEHICLE ID. NO.	1 F M 5 K 8 G T 5 G	
	R.F.E. NO.	P.O. NO.	R.O. DATE
			03/17/17
BUSINESS PHONE	COMMENTS		

MO: 239-939-3039

**JOB# 1 CHARGES**

LABOR  
 J# 1 71CDZ BODY DAMAGE REPAIR TECH(S) 2417 268.40  
 REPLACE A/C CONDENSER

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	PRICE
	1	DB5Z-19712	DB5Z-1971 CONDENSER	288.51	288.51
	2	12356150B	R-134 8.800	8.00	16.00
TOTAL - PARTS					304.51

MISC

CODE	DESCRIPTION	CONTROL NO	PRICE
PM	PAINT & MATERIALS		3.99
TOTAL - MISC			3.99

**JOB# 1 TOTALS**

LABOR	268.40
PARTS	304.51
MISC	3.99
<b>JOB# 1 JOURNAL PREFIX CDCB JOB# 1 TOTAL</b>	<b>576.90</b>

ESTIMATE  
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
 ORIGINAL ESTIMATE OF \$611.52 (+TAX)

COMMENTS  
 NATLIFE 3/16/17



**TOTALS**

TOTAL LABOR	268.40
TOTAL PARTS	304.51
TOTAL MISC	3.99
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	3.99
TOTAL MISC DISC	0.00
TOTAL TAX	34.62
<b>TOTAL INVOICE \$</b>	<b>611.52</b>

\*\*\*\*\*  
 \* PARTS DESIGNATED WITH AN ASTERISK (\*) INDICATES  
 \* LIFETIME SERVICE GUARANTEE APPLIES FOR RETAIL  
 \* CUSTOMER PURCHASE TO ORIGINAL BUYER.  
 \*\*\*\*\*

\* ELECTRONIC AND ADMINISTRATIVE FEE IS NECESSARY TO MAINTAIN  
 AND SECURELY STORE YOUR VEHICLE RECORDS & MEET REGULATORY  
 AND MANUFACTURER'S REQUIREMENTS

**COMPLIMENTARY**

Body Shop  
 Estimate

Visit our On-Site Collision  
 Center for a free estimate  
 on all minor and major  
 repairs.

CUSTOMER SIGNATURE \_\_\_\_\_

# Val Ward Cadillac



12626 S. Tamiami Trail, Fort Myers, FL 33907 239-939-2212

## National Lifetime Guarantee

We promise a lifetime of complete satisfaction. We honor a unique commitment to excellence – to provide our customers with the very finest chassis, body and paint repairs. We guarantee total satisfaction in our repair work from the time your vehicle leaves our shop, for as long as you own your vehicle. Our crew of expert technicians is skilled in all phases of auto repair, and the handling of the many details between our customer and the insurance company agents. We believe in our workmanship just as we believe in standing by the promises we have made to our customers since we started this business.

Respectfully,

Val Ward Collision Center

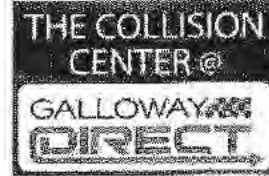
O [REDACTED]	Vehicle: <i>2016 Ford Explorer</i>
--------------	---------------------------------------

Nature of Repair: <i>Replace A/C Condenser</i>
---

Date of Repair: <i>3/23/2017</i>	Date of Loss: <i>3/9/2017</i>	[REDACTED]
-------------------------------------	----------------------------------	------------



(239) 329-5000  
1000 BOY SCOUT DRIVE  
FORT MYERS, FL 33907  
#47/05003



(239) 274-2090  
15565 S. TAMiami TRAIL  
FORT MYERS, FL 33902  
#M4 11729

PAA CODE

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CELL: [REDACTED]

CUSTOMER NO.	ROBERT FOX	3220	TAG NO.	[REDACTED]	IN-	03/28/17	
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE	23,647	COLOR	BLACK/	
ALVA, FL	16/FORD TRUCK/EXPLORER/4DR 4WD SPT				DELIVERY DATE	[REDACTED]	
[REDACTED]	VEHICLE ID	1FMSK8GT5G [REDACTED]		SELLING DEALER NO.	PRODUCTION DATE		
[REDACTED]	F.I.L. NO.	INT. NO.	R		03/24/17		
[REDACTED]	COMMENTS					APPROVED BY	MO: [REDACTED]

DRIVABILITY TECH(S) 3311 WARRANTY

CUSTOMER STATES DURING ACCELERATION AS YOU GET ON IT THERE IS A PAUSE THEN SURGE VERIFIED BY BOB M ON TEST DRIVE WITH CUSTOMER  
 MO: 23651  
 DIAG 42  
 HOTLINE CONTACT ID: 111819038  
 PERFORM ROAD TEST WITH SERVICE MANAGER WITH NO ABNORMAL CONDITIONS NOTED. CONNECT THE IDS AND PERFORM EEC QUICK TEST: CONT/KOEO/KOER - SYS PASS. CHECK OBD II MODE 6 TEST RESULT FOR CONCERNS WITH NO FAILED TESTS OR MISFIRES TAGGED. CONTACT THE FORD TECH HOTLINE WITH A DESCRIPTION OF THE CONCERN - FORD STATES NO FURTHER ACTION - NATURAL CHARACTERISTIC OF THE VEHICLE.



JOB # 1 TOTAL LABOR & PARTS 0.00

COMMENTS  
 DROP FOR BRIAN A/BOB M  
 SENT 3/27  
 CALLED 3/28/17 126PM HOTLINE CAME BACK FROM FMC NORMAL CHARACTERISTIC. LEFT VM LEFT CUSTOMER FORDS NUMBER 1-800-392-FORD BM  
 CALLED 477 1047 MR MAZZOTTA 3/28/17 409PM BM

TOTALS

PAYMENT METHOD			TOTAL LABOR....	0.00
CASH	CHECK NO.	CHARGE	TOTAL PARTS....	0.00
AM/EXPRESS	VISA/MC	DISCOVER	TOTAL SUBLET....	0.00
"ENVIRONMENTAL/SHOP SUPPLIES CHARGE REPRESENTS COSTS AND PROFIT TO SAM GALLOWAY FORD FOR ITEMS SUCH AS MISCELLANEOUS SHOP SUPPLIES AND/OR WASTE DISPOSAL" (SEE BACK SIDE OF INVOICE FOR ADDITIONAL INFORMATION)			TOTAL G.O.G....	0.00
			TOTAL MISC CHG.	0.00
			TOTAL MISC DISC	0.00
			TOTAL TAX.....	0.00
			<b>TOTAL INVOICE \$</b>	<b>0.00</b>

\*\*\*\*\*PARTS DEFINITION\*\*\*\*\*  
 U=USED R=REBUILT RC=RECONDITIONED NC=NO CHARGE OR WARRANTY  
 RD=REDUCED ARM=REBUILT  
 \*\*\*\*\*

CUSTOMER SIGNATURE

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\*U/Used R/Rebuilt RC/Reconditioned NC/No Chg/Warranty RD/Reduced

ALL PARTS NEW  
UNLESS OTHERWISE  
INDICATED



RICH NOREN 2110 9494 03/24/17 48  
 100KPH 23,635 BLACK/  
 16/FORD TRUCK/EXPLORER/4DR 4WD SPT  
 1 F M 5 K 8 G T 5 C



03/17/17  
 MO: [Redacted]

JOB# 1 CHARGES-----

LABOR-----  
 3# 1.71CDZ BODY DAMAGE REPAIR TECH(S): 2417 268.40  
 REPLACE A/C CONDENSER

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	DB5Z-19712	DB5Z-1971 CONDENSER	288.51	288.51
	2	12356150B	R-134 8.800	B.00	16.00
TOTAL - PARTS					304.51

MISC	CODE	DESCRIPTION	CONTROL NO	
	PM	PAINT & MATERIALS		3.99
TOTAL - MISC				3.99

JOB# 1 TOTALS-----  
 LABOR 268.40  
 PARTS 304.51  
 MISC 3.99

JOB# 1 JOURNAL PREFIX CDCB JOB# 1 TOTAL 576.90

ESTIMATE-----  
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
 ORIGINAL ESTIMATE OF \$611.52 (+TAX)  
 COMMENTS-----  
 MATLIFE 3/16/17

**COMPLIMENTARY**

**Body Shop Estimate**

Visit our On-Site Collision Center for a free estimate on all minor and major repairs.

TOTALS-----

TOTAL LABOR....	268.40
TOTAL PARTS....	304.51
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	3.99
TOTAL MISC DISC	0.00
TOTAL TAX.....	34.62
<b>TOTAL INVOICE \$</b>	<b>611.52</b>

\*\*\*\*\*  
 \* PARTS DESIGNATED WITH AN ASTERISK (\*) INDICATES \*  
 \* LIFETIME SERVICE GUARANTEE APPLIES FOR RETAIL \*  
 \* CUSTOMER PURCHASE TO ORIGINAL BUYER. \*  
 \*\*\*\*\*  
 \* ELECTRONIC AND ADMINISTRATIVE FEE IS NECESSARY TO MAINTAIN  
 AND SECURELY STORE YOUR VEHICLE RECORDS & MEET REGULATORY  
 AND MANUFACTURER'S REQUIRMENTS



*Paul [unclear]!*  
*3/29/17*  
*G.H.*



(239) 939-5000  
1800 BOY SCOUT DRIVE  
FORT MYERS, FL 33907  
#MY 05668



(239) 274-2480  
15565 S. TAMiami TRAIL  
FORT MYERS, FL 33908  
#MY 11729

P & A CODE

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CELL: [REDACTED] 33

CUSTOMER NO	MICHAEL CHOMBOK	5276	TAG NO	[REDACTED]	INVO DATE	07/10/17
ALVA, FL	LABOR RATE	LICENSE NO	MILEAGE	25,808	BLACK/	STOCK NO
FF	16/FORD TRUCK/EXPLORER/4DR 4WD SPT			DELIVERY DATE	DELIVERY MILES	
RES	VIN 1F1M5K8GT5G			SELLING DEALER NO	PRODUCTION DATE	
LABOR & PARTS	FTE NO	PG NO	RO	06/16/17	MILEAGE	
J# 1 12FOZ	COMMENTS			MO		

J# 1 12FOZ **DRIVABILITY** TECH(S):3311 **WARRANTY**  
 CUSTOMER STATES WHEN ACCELERATING VEHICLE BOGGS DOWN, LOSS O  
 F POWER, DOESNT HAPPEN ALL THE TIME ESPECIALLY AFTER MAKING  
 U TURN  
 N/C  
 NORMAL OPERATION.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

J# 2 15FOZ **TRIM OR RATTLE** TECH(S):3311 4621 **WARRANTY**  
 CUSTOMER STATES SMELLS EXHAUST FUMES INSIDE VEHICLE  
 BASIC 61280B62 CC 42 MO 25824  
 RESEAL THE BODY FOLLOWING THE THE TSB 17-0044 PRESSURIZE  
 CABIN SPRAY SEAMS WITH SOAPY WATER ROAD TEST

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	2	BB5Z-61280B62-B	GRILLE ASY - V		WARRANTY
JOB # 2	1	FB5Z-7829164-AA	MOULDING		WARRANTY
JOB # 2	1	FB5Z-7829165-AA	MOULDING		WARRANTY
JOB # 2	6	-W706092-S300	RIVET - BLIND		WARRANTY
JOB # 2	1	TA-2-B	ADHESIVE		WARRANTY
JOB # 2	1	FB5Z-78442K03-B	KIT - REAR SPO		WARRANTY
JOB # 2	1	4L3Z-18203A16-AA	INSULATOR - DO		WARRANTY
JOB # 2	2	4M8Z-54280B62-A	VALVE ASY - AU		WARRANTY
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

J# 3 15FOZ01 **TRIM OR RATTLE** TECH(S):3311 **WARRANTY**  
 CUSTOMER STATES SIDE VIEW MIRRORS DO NOT FOLD IN AND OUT AT  
 TIMES  
 MILES OUT: 25814  
 UNABLE TO DUPLICATE A CONCERN WITH THE POWER FOLD MIRRORS.  
 THE REPAIR PERFORMED IN JOB #4, REPROGRAM OF THE DSM, MAY  
 CORRECT ANY CONCERNS.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
				JOB # 3 TOTAL PARTS	0.00
				JOB # 3 TOTAL LABOR & PARTS	0.00

J# 4 15FTZ **TRIM OR RATTLE** TECH(S):3311 **WARRANTY**  
 CUSTOMER STATES DRIVER SEAT DOES NOT GO BACK TO PROPER POSIT  
 ION AFTER EXITING VEHICLE  
 MILES OUT: 25814  
 BASE PART: 14C708; CC 04  
 PERFORM 160090A



ALL PARTS NEW  
UNLESS OTHERWISE  
INDICATED



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1800 BOY SCOUT DRIVE  
FORT MYERS, FL 33907  
#M1165403



(239) 274-2480  
15565 S TAMiami TRAIL  
FORT MYERS, FL 33908  
#M11729

P & A CODE

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CELL: [REDACTED] 3

CUSTOMER NO	MICHAEL CHOMBOK	5276	TAG NO	[REDACTED]	INVOIC	07/10/17	[REDACTED]
LABOR RATE	LICENSE NO	MILEAGE	25,808	BLACK/	STOCK NO		
16/FORD TRUCK/EXPLORER/4DR 4WD SPT		DELIVERY DATE		DELIVERY MILES			
VEHICLE NO 5 K 8 G T 5 G		SELLING DEALER NO		PRODUCTION DATE			
FTE NO	PO NO	RO	06/16/17				
COMMENTS		MILEAGE	MO				

PER THE CUSTOMERS COMPLAINT PERFORM TSB 16-0090.  
REPROGRAM THE DRIVERS SEAT MODULE AND PERFORM RESET VIA THE IDS. UPDATE THE AS-BUILT DATA. CLEAR ALL SYSTEM DTCS. THE CUSTOMER WILL HAVE TO PROGRAM ALL MEMORY POSITIONS WITH THE SEAT SWITCH AND IA KEYS.



PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
			JOB # 4 TOTAL PARTS	0.00
			JOB # 4 TOTAL LABOR & PARTS	0.00
# 5 00FTZ-099P			QUALITY CARE INSP. COMPLETE QUALITY CARE INSPECTION	0.00
			TECH(S):3311	

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
			JOB # 5 TOTAL PARTS	0.00
			JOB # 5 TOTAL LABOR & PARTS	0.00

COMMENTS  
CALL WHEN INSP COMPLETE, 910-2926 OR 560-1533

6/15 12:26PM CUSTOMER IS AWARE THAT VEHICLE MAY NOT BE INSPECTED UNTIL 6/20 OR LATER

6/22 9:14AM SPOKE WITH FORTUNADO AND INFORMED HIM INSPECTION HAS NOT BEEN COMPLETED YET, WILL CALL TOMORROW WITH ANOTHER UPDATE

6/27 10:21AM SPOKE WITH FORTUNADO AND INFORMED HIM SEATS HAVE A TSB FOR REPROGRAM AND THAT WAS COMPLETED. EXHAUST ISSUE WE HAVE ORDERD PARTS AND MUST ALSO SEAL BUMPER. VEHICLE SHOULD BE READY 6/29. ALSO INFORMED CUST. ISSUE WITH VEHICLE BOGGING DOWN HAS NOT BEEN DUPLICATED AND VEHICLE OPERATES AS DESIGNED.

7/1 10:14AM CALLED FORTUNADO TO INFORM HIM VEHICLE IS NOT COMPLETED YET AND WILL BE READY LATER THIS WEEK.

7/5 2:26PM SPOKE WITH FORTUNADO AND INFORMED HIM VEHICLE WILL BE READY 7/7. REQUESTS MANAGER TO CALL.  
CALLED 910-2926 L/M BM  
CALLED 560 1533 MRS MAZZOTTA OK RENTAL UNTIL FINISHED BM 7/6/17  
SENT 7/7

7/10 8:05AM SPOKE WITH FORTUNADO AND INFORMED HIM VEHICLE IS READY FOR PICKUP

ALL PARTS NEW  
UNLESS OTHERWISE  
INDICATED

Authorized Form, BU, 552-532, 11EA



(239) 939-5000  
1800 BOY SCOUT DRIVE  
FORT MYERS, FL 33907  
#MVA1508



(239) 274-2480  
15565 S TAMiami TRAIL  
FORT MYERS, FL 33908  
#MV-11729

P & A CODE

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CELL [REDACTED]

CUSTOMER NO	[REDACTED]	MICHAEL CHOMBOK	5276	TAG NO	[REDACTED]	INVOICE DATE	07/10/17	[REDACTED]	
[REDACTED]	[REDACTED]	LABOR RATE	[REDACTED]	LICENSE NO	[REDACTED]	MILEAGE	25,808	BLACK/	
ALVA, FL	[REDACTED]	VEHICLE	16/FORD TRUCK/EXPLORER/4DR 4WD SPT			DELIVERY DATE	[REDACTED]	DELIVERY MILES	
[REDACTED]	[REDACTED]	VEHICLE NO	1F M 5 K 8 G T 5 G			SELLING DEALER NO	[REDACTED]	PRODUCTION DATE	
[REDACTED]	[REDACTED]	FTE NO	[REDACTED]	[REDACTED]	[REDACTED]	RO	06/16/17	[REDACTED]	
[REDACTED]	[REDACTED]	COMMENTS	[REDACTED]					MILEAGE	MO: [REDACTED]

TOTALS

PAYMENT METHOD	TOTAL LABOR....	0.00
CASH	TOTAL PARTS....	0.00
CHECK NO.	TOTAL SUBLET...	0.00
AM/EXPRESS	TOTAL G.O.G....	0.00
VISA/MC	TOTAL MISC CHG.	0.00
DISCOVER	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	<b>TOTAL INVOICE \$</b>	<b>0.00</b>



"ENVIRONMENTAL/SHOP SUPPLIES CHARGE REPRESENTS COSTS AND PROFIT TO SAM GALLOWAY FORD FOR ITEMS SUCH AS MISCELLANEOUS SHOP SUPPLIES AND/OR WASTE DISPOSAL"  
(SEE BACK SIDE OF INVOICE FOR ADDITIONAL INFORMATION)

\*\*\*\*\*PARTS DEFINITION\*\*\*\*\*  
U=USED R=REBUILT RC=RECONDITIONED NC=NO CHARGE OR WARRANTY  
RD=REDUCED ARM=REBUILT

CUSTOMER SIGNATURE \_\_\_\_\_

ALL PARTS NEW  
UNLESS OTHERWISE  
INDICATED

Advanced Forms (600) (66) (632) 115A



(239) 939-5000  
1800 BOY SCOUT DRIVE  
FORT MYERS, FL 33907  
#MIV-15688



(239) 274-2480  
15565 S TAMiami TRAIL  
FORT MYERS, FL 33908  
#MIV-11729

"VISIT OUR WEBSITES FOR ALL YOUR VEHICLE NEEDS."

www.samgallowayford.com www.samgallowaylincoln.com

CELL [REDACTED]

P & A CODE			
CUSTOMER NO	HOMER PERSON	3462	INVO 07/18/17
ALVA, FL	LABOR RATE	LICENSE NO	MILEAGE 25,824 BLACK/
	16/FORD TRUCK/EXPLORER/4DR 4WD SPT		DELIVERY DATE
	1 F M 5 K 8 G T 5 G		DELIVERY MILES
	FTE NO	PO NO	RC 07/11/17
	COMMENTS		MILEAGE

LABOR & PARTS J# 1 12FTZ DRIVABILITY TECH(S):3462 INTERNAL

CUSTOMER STATES ON HARD TO MILD TURNS (U-TURNS ) WHEN ACCELERATING VEHICLE HAS NO ACCELERATION - NOTICABLE DELAY BEFORE VEHICLE WILL GO C.S CONCERN NOW HAPPENS WHEN RE-ACCELERATING OR ACCELERATING VEHICLE FROM A STOP MILD -HARD ACCELERATION THE DELAY-NO THROTTLE IS VERY NOTICABLE CUSTOMER STATES THAT CONCERN IS INTERMITTEN BUT WILL HAPPEN ABOUT 80-90 PERCENT OF THE TIME C.S HE CAN RE-PRODUCE CONCERN OK FOR MANAGER TO TEST DRIVE VEHICLE HOME.CUSTOMER STATES WHEN CONCERN HAPPENS NO INDICATOR-OR WARNING LIGHTS COMING ON CHECK FORD OASIS FOR KNOWN CONCERNS WITH NO APPLICABLE MESSAGES. CONTACT THE FORD TECH HOTLINE AND NOTED THIS IS A NORMAL CHARACTERISTIC OF AN ELECTRONIC THROTTLE BODY VEHICLE.E



JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 00FTZ-Q99P QUALITY CARE INSP. TECH(S):3462 INTERNAL  
COMPLETE QUALITY CARE INSPECTION

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3+00FTZRNTLC DAILY RENTAL CHARGE TECH(S):3462 INTERNAL  
Added Operation (PERSONH @ 07/14/2017 16:52)  
DAILY RENTAL CHARGE

JOB # 3 TOTAL LABOR & PARTS 0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 3	IRC	INTERNAL RENTAL CAR	593832	INTERNAL
JOB # 3	IRC	INTERNAL RENTAL CAR	593832	INTERNAL
			TOTAL - MISC	0.00

COMMENTS-----  
239 910 2926 SEE CHRIS DAVIS  
RENTAL RA185105 SINCE 7/10 RJ  
LVM FOR CALL BACK @ 4:32 7/11/17 HP  
//////////////////HOMER//////////////////ADD RENTAL LINE. 7/12 RJ  
TO DEBBIE FMC/RENTAL 7/13RJ  
Started FMC case CAS-12715120-Q0Z8Q1 7/14 DRD  
RENTAL INTERNAL PER CHRIS DAVIS  
SPOKE WITH CUSTOMER INFORMED VEHICLE COMPLETION @ 2:35 7/14/17 HP  
I CANNOT ADD INTERNAL RENTAL LINED IN THE 8 SCREEN



(239) 939-5000  
1800 BOY SCOUT DRIVE  
FORT MYERS, FL 33907  
#MV-05668



(239) 274-2480  
15565 S TAMiami TRAIL  
FORT MYERS, FL 33908  
#MV-11729

"VISIT OUR WEBSITES FOR ALL YOUR VEHICLE NEEDS."  
www.samgallowayford.com www.samgallowaylincoln.com

CELL: 2

P & A CODE				INVOICE DATE	07/18/17
CUSTOMER NO	HOMER PERSON	3462	TAG NO		
	LABOR RATE	LICENSE NO	MILEAGE	25,824	BACK/
ALVA, F	16/PORD TRUCK/EXPLORER/4DR 4WD SPT			DELIVERY DATE	DELIVERY MILES
	VEHICLE NO	K 8 G T 5 C		SELLING DEALER NO	PRODUCTION DATE
	FTE NO	PO NO		R C DATE	07/11/17
	COMMENTS				MILEAGE

TOTALS			TOTAL LABOR....	0.00
PAYMENT METHOD			TOTAL PARTS....	0.00
CASH	CHECK NO.	CHARGE	TOTAL SUBLET...	0.00
AM/EXPRESS	VISA/MC	DISCOVER	TOTAL G.O.G....	0.00
"ENVIRONMENTAL/SHOP SUPPLIES CHARGE REPRESENTS COSTS AND PROFIT TO SAM GALLOWAY FORD FOR ITEMS SUCH AS MISCELLANEOUS SHOP SUPPLIES AND/OR WASTE DISPOSAL" (SEE BACK SIDE OF INVOICE FOR ADDITIONAL INFORMATION)			TOTAL MISC CHG.	0.00
			TOTAL MISC DISC	0.00
			TOTAL TAX.....	0.00
			<b>TOTAL INVOICE \$</b>	<b>0.00</b>



\*\*\*\*\*PARTS DEFINITION\*\*\*\*\*  
 U=USED R=REBUILT RC=RECONDITIONED NC=NO CHARGE OR WARRANTY  
 RD=REDUCED ARM=REBUILT  
 \*\*\*\*\*

CUSTOMER SIGNATURE \_\_\_\_\_

ALL PARTS NEW  
UNLESS OTHERWISE  
INDICATED

Advanced Forms (600) 952-2932 418A

[Redacted text block]

[Redacted text block]

[Redacted text block]



CLRA AC

OGC Lit  
Product Claims

JUL 20 2017

LAW OFFICES OF  
**DAVID J. FARRELL**  
25909 PALA, SUITE 310  
MISSION VIEJO, CALIFORNIA 92691-2778  
TELEPHONE 949-305-7766  
FACSIMILE 949-305-7775  
www.davidjfarrell.com

DAVID J. FARRELL  
djf@davidjfarrell.com

July 22, 2017

Via Certified Mail  
Return-Receipt Requested

Ford Motor Company  
World Headquarters  
1 American Road, Suite 400  
Consumer Litigation  
Dearborn, Michigan 48126

OGC Lit  
Consumer Claims

AUG - 1 2017

Re: Our Client : [REDACTED]  
Vehicle : 2016 Ford Explorer  
VIN : 1FM5K8HT5G [REDACTED]

To Whom It May Concern:

Please be advised that [REDACTED] has retained this office to represent her concerning the above-referenced vehicle. Please direct all communication concerning this matter through this office. The following is a demand that Ford Motor Company (Ford) provide Ms. [REDACTED] restitution/remedies pursuant to the Song-Beverly Consumer Warranty Act (Lemon Law) and Consumer Legal Remedies Act (CLRA).

**1. FACTS**

On, or about, February 27, 2016, Ms. [REDACTED] leased the vehicle brand new from McCoy Mills Ford in Fullerton, California. The vehicle came with an express warranty from Ford.

Within the first 18 months of taking delivery of the vehicle and within the vehicle's odometer reading 16,313 miles, the vehicle has been delivered to an authorized Ford service and

repair facility on approximately four separate occasions for warranty repairs upon the following nonconformity - exhaust fumes leak into the vehicle's cab/defective exhaust system/defective engine/exhaust, chemical smell in vehicle's cab; etc.

Ford is aware of this condition, and was aware of this condition at the time the vehicle was leased to Ms. [REDACTED]. Ford did not disclose the existence of this condition to Ms. [REDACTED] before she leased the vehicle. Ford is unable to fix this nonconformity.

This nonconformity is covered by the Ford warranty.

## **2. LIABILITY**

### **A. Express Warranty**

The **Lemon Law** requires the warrantor of new motor vehicle to provide restitution to the buyer when the warrantor is unable to conform the vehicle to the warranty after a reasonable number of repair attempts. A reasonable number of repair attempts is presumed if, within the first 18 months of taking delivery of the vehicle and within the first 18,000 miles on the vehicle's odometer, the same nonconformity is subject to four or more repair attempts.

Here, within the first 18 months of taking delivery of the vehicle and within the vehicle's odometer reading 16,313 miles, the vehicle has been delivered to an authorized Ford service and repair facility on approximately four separate occasions for warranty repairs upon the exhaust fumes leak into the vehicle's cab/defective exhaust system/defective engine/exhaust, chemical smell in vehicle's cab condition. Ford is fully aware of this nonconformity and is unable to fix it. It is presumed Ford has been unable to conform the vehicle to the warranty after a reasonable number of repair attempts.

The **Lemon Law** applies to nonconformities that substantially impair the vehicle's use, value or safety to the buyer. Here, the vehicle is not safe or reliable due to the nature of the exhaust fumes leak into the vehicle's cab/defective exhaust

system/defective engine/exhaust, chemical smell in vehicle's cab condition, Ford's knowledge of this nonconformity, Ford's inability to fix this nonconformity and the excessive number of times the vehicle has been out of service as a result of attempted warranty repairs.

Ford has breached the express warranty related to the vehicle. As such, Ms. [REDACTED] is entitled to restitution, including incidental and consequential damages, and payment of reasonable attorney's fees.

Please be advised that should Ford refuse to provide Ms. [REDACTED] restitution, Ford may be required to pay her a civil penalty not to exceed two times the amount of her actual damages for this willful refusal.

**B. Implied Warranty of Merchantability**

The **Lemon Law** provides that every new consumer good sold/leased at retail in the State of California is accompanied by an implied warranty of merchantability from the manufacturer. This implied warranty warrants that the consumer good is fit for its ordinary purpose and will pass without objection in the trade under the contract description.

Here, the vehicle was leased new to Ms. [REDACTED] at retail in the State of California. Therefore, the vehicle came with an implied warranty of merchantability from Ford.

The vehicle contains the following nonconformity - exhaust fumes leak into the vehicle's cab/defective exhaust system/defective engine/exhaust, chemical smell in vehicle's cab; etc. Ford is aware of this defect and was aware of the defect when the vehicle was leased to Ms. [REDACTED]. Any vehicle that leaks exhaust fumes into the passenger compartment is not fit for its ordinary purpose which is to provide a safe environment for travel. In addition, any vehicle that leaks exhaust fumes into the passenger compartment will not pass without objection in the trade under the contract description.

Ford has breached the implied warranty related to the vehicle. As such, pursuant to the **Lemon Law**, Ms. [REDACTED] is entitled to the price paid for the vehicle, including incidental

and consequential damages. Ms. [REDACTED] is also entitled to the payment of reasonable attorney's fees.

**C. CLRA**

It is a violation of the CLRA for any person to (1) misrepresent the source, sponsorship, approval or certification of goods or services; (2) represent that goods or services have sponsorship, approval, characteristics, ingredients, uses, benefits or quantities which they do not have; or (3) represent that goods or services are of a particular standard, quality, or grade, or that goods are of a particular style or model, if they are of another.

Here, as stated above, the vehicle has the following defect - exhaust fumes leak into the vehicle's cab/defective exhaust system/defective engine/exhaust, chemical smell in vehicle's cab; etc. Ford is aware of this defect and was aware of this defect when the vehicle was leased to Ms. [REDACTED]. Ford did not disclose this defect to Ms. [REDACTED] before she leased the vehicle.

Ford misrepresented to Ms. [REDACTED] the approval, characteristics, uses and benefits of the vehicle due to this exhaust leak issue. Further, Ford misrepresented that the vehicle was of a particular standard, quality or grade due to the exhaust fumes leak into the vehicle's cab/defective exhaust system/defective engine/exhaust, chemical smell in vehicle's cab condition.

Ford has violated the CLRA. As such, Ms. [REDACTED] demands that Ford correct, repair, replace, or rectify the goods or services due to this CLRA violation. Ms. [REDACTED] also demands that Ford pay reasonable attorney's fees pursuant to the CLRA.

Please be advised that Ms. [REDACTED] revokes acceptance of the vehicle due to the exhaust leak issue. Please be further advised that Ms. [REDACTED] rejects the vehicle due to the exhaust leak issue.

Please note that if this matter is not resolved within 30 days of this letter's date, I will recommend that Ms. [REDACTED]

Ford Motor Company  
July 22, 2017  
Page 5

file a lawsuit against Ford alleging, among other things, breach of express warranty and implied warranty of merchantability in violation of the **Lemon Law** as well as violations of the **CLRA**.

Please note that Ms. [REDACTED] may have rights and remedies against Ford and/or other entities/individuals which were not discussed above.

Enclosed herein are copies of the following documents - lease contract; repair orders/invoices; etc. I look forward to your prompt attention to this matter.

Sincerely,



David Farrell

DF/km  
Enclosures

cc: [REDACTED]



Customer [Redacted] 1



CELL: 949-910-4055 Service Advisor: 223 ROGELIO ESPINDOLA  
 30031 Santa Margarita Parkway Rancho Santa Margarita, CA 92688  
 Phone (949) 709-6028 Fax (949) 898-6733  
 www.santamargaritaford.com

EMAIL:		COLOR		YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
		WHITE	16	FORD EXPLORER	1FMSK8HT5 GG [Redacted]	[Redacted]	16313	16313	
DEL DATE		PROMISED			INV. DATE	R.O. OPENED	READY		
01JAN16		17:00 05JUL17			12JUL17	13:33 05JUL17	16:12 12JUL17		
OPTIONS: DLR-0197 ENG-3.5 Liter, GTD								LIST NET TOTAL	

Customer  
Copy

Thank You!

**A INSTALL S.O.P THAT WAS ORDERED ON RO #533994 ON 06/05/17 AT 15005 MILES. DIAGNOSE AND ADVISE CUSTOMER STATES THAT THERE IS AN EXHAUST SMELL COMING INTO CAB.**  
**CAUSE: RAC VIN 1FMSK8HT5 GG [Redacted]**  
 M1 MECHANICAL REPAIR TIME; LABOR OPERATION NOT PUBLISHED 121 PRICE, ROBERT LIC#:  
 121

W	hrs.	
1	FB5Z78442K03*B KIT - REAR SPOILER REPAIR	(N/C)
1	BB5Z61290B62*B GRILLE ASY - VENT AIR OUTE	(N/C)
1	FB5Z7829164*AA MOULDING	(N/C)
1	FB5Z7829165*AA MOULDING	(N/C)
1	4L3Z18203A18*AA INSULATOR - DOOR OUTER PANEL	(N/C)
1	TA*2*B ADHESIVE	(N/C)
2	4M8Z94200B2*A VALVE ASY - AUTO DRAIN	(N/C)
1	08882 3M UNDERCOATING	(N/C)
PC PARTS: COUNT:		
CLAIM TYPE:		
AUTH CODE:		
121		
SUBL. ENTERPRISE 8C7WLQ PO#64249		(N/C)
W		
LABOR:	0.00	PARTS: 0.00 OTHER: 0.00 TOTAL LINE A: \$ 0.00
16313 MT179044 6.5 6.50		
FLAG 121 6.5		
VERIFIED EXHAUST CONCERN, PERFORMED TSB 170044, RMEOVED REAR BUMPER, REAR INNER FENDER WELLS, REAR FENDER TRIMS, INTERIOR QUARTER TRIM PANEL, SPOILER, REAR TAIL LAMP, REAR OUTER QUARTER TRIM PANEL, SEALED ALL BODY SEAMS AND AC CASE, REPLACED SPOILER KIT AND SEALED DECKLID, UPDATED HVAC, INSTALLED DECKLID DRAIN VALVES, REPLACED DRIVERS AIR EXTRACTOR, SEALED UNDERCARRIAGE, REINSTALLED BUMPER, TAIL LAMP, REPLACED FENDER WELL MOULDINGS, PRESSURIZED VEHICLE TO VERIFY SEALED, RESTORED VEHICLE AND ROAD TESTED, SMELL GONE AT THIS TIME, W/TIME USE		

**SERVICE HOURS**  
 MONDAY - FRIDAY 7:00 AM - 6:00 PM  
 SATURDAY 7:00 AM - 4:00 PM  
 Appointments call (949) 709-7320  
 BAR# ARD 022843 - EPA# CAR 00008847

**NOTICE TO CONSUMER:**  
 ORIGINAL ESTIMATE # \_\_\_\_\_ AUTHORIZED ESTIMATE # \_\_\_\_\_  
 CUSTOMER SIGNATURE \_\_\_\_\_ ESTIMATE # \_\_\_\_\_

WARRANTY: This repair order is valid for the duration of the warranty period as stated in the vehicle's warranty booklet. This repair order is not valid if the vehicle is not properly maintained. The customer is responsible for maintaining the vehicle in accordance with the manufacturer's recommendations. The customer is responsible for providing accurate information regarding the vehicle's condition and history. The customer is responsible for providing accurate information regarding the vehicle's location and contact information. The customer is responsible for providing accurate information regarding the vehicle's title and registration status. The customer is responsible for providing accurate information regarding the vehicle's insurance status. The customer is responsible for providing accurate information regarding the vehicle's financing status. The customer is responsible for providing accurate information regarding the vehicle's ownership status. The customer is responsible for providing accurate information regarding the vehicle's title and registration status. The customer is responsible for providing accurate information regarding the vehicle's insurance status. The customer is responsible for providing accurate information regarding the vehicle's financing status. The customer is responsible for providing accurate information regarding the vehicle's ownership status.

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
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

Notice to Consumer: Please read important information on back.

Customer Copy

THANK YOU!



LADERA RANCH, CA  
 HO [REDACTED]  
 EMAIL [REDACTED]

Customer [REDACTED]



CELL: 949-910-4058

Service Advisor: 223 ROGELIO ESPINDOLA

30031 Santa Margarita Parkway  
 Rancho Santa Margarita, CA 92688  
 Phone (949) 709-6028 Fax (949) 888-6733

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
WHITE	16	FORD EXPLORER	1FMSK8HT5 G [REDACTED]	[REDACTED]	15005	15005
DEL DATE		PROMISED		INV DATE	R.O. OPENED	READY
01/JAN/16		17:00 05/JUN/17	126.00	CASH	07/JUN/17	12:21 05/JUN/17
						14:06 07/JUN/17

OFFICER: DLR-31587 (NG-LS) LWA QTR

**Thank You  
 For  
 Your  
 Business!**

**Thank You!**

	LIST	NET	TOTAL
<b>A</b>	(D50) DIAGNOSE AND ADVISE CUSTOMER STATES THAT THERE IS STILL AN EXHAUST SMELL COMING INTO CAR AFTER 10 TO 15 MINUTES OF DRIVING. SEE HISTORY GTR CUSTOMER TO RETURN 121 PRICE, ROBERT LIC#: 121		
	LABOR: 0.00 CP PARTS: 0.00 OTHER: 0.00		0.00
	VERSION 1 EMP# 223, 07/JUN/17 12:11: 15005 NIC 0.00 CUSTOMER TO RETURN WHEN PARTS AVAILABLE.		
<b>B</b>	Perform a thorough inspection of fluids, wipers, battery, tires. BOP Perform a thorough inspection of fluids. 121 PRICE, ROBERT LIC#: 121		
	LABOR: 0.00 CP PARTS: 0.00 OTHER: 0.00		0.00
			<b>TOTAL LINE A: \$ 0.00</b>
			<b>TOTAL LINE B: \$ 0.00</b>

THANK YOU FOR CHOOSING SANTA MARGARITA FORD  
 WE APPRECIATE YOUR PATRONAGE!

**SERVICE HOURS**  
 MONDAY - FRIDAY 7:00 AM - 6:00 PM  
 SATURDAY 7:00 AM - 4:00 PM  
 Appointments call (949) 709-7320

LAH# ARD 022843 - FPA# CAR 0600684

**NOTICE TO CONSUMER:**  
 I acknowledge, understand and agree to the terms of the special estimate price. I also acknowledge and agree to all terms, conditions and restrictions of this estimate. I understand that I am not to be held responsible for any damage to my vehicle or any other property while it is in the shop. I understand that I am not to be held responsible for any damage to my vehicle or any other property while it is in the shop. I understand that I am not to be held responsible for any damage to my vehicle or any other property while it is in the shop.

**DISCLAIMER:**  
 This estimate is provided for informational purposes only. It is not a contract. The actual price may vary based on the condition of the vehicle and the availability of parts. We are not responsible for any damage to your vehicle or any other property while it is in the shop. We are not responsible for any damage to your vehicle or any other property while it is in the shop. We are not responsible for any damage to your vehicle or any other property while it is in the shop.

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SURLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	<b>0.00</b>

Notice to Consumer: Please read important information on back.

**Customer Copy**

**THANK YOU!**







# BURLINGTON POLICE

**From:** DCPFORM, FMCDealer (.)  
**Sent:** Friday, July 28, 2017 1:07:47 PM (UTC-05:00) Eastern Time (US & Canada)  
**To:** Ordcalp, F (F.); Taylor, Alma (A.)  
**Cc:** mleclerc@heritagevt.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:** Heritage Ford

**Requesting Dealer Fleet:** Heritage Ford

**PA Code:** 09176

**Contact Person:** MICHAEL LECLERC

**Title:** SERVICE MANAGER

**Phone Number:** 8028658157

**Fax Number:**

**Email:** mleclerc@heritagevt.com

**Region:** A03