



**PAINT PROTECTION & INTERIOR CARPET/FABRIC/VINYL/LEATHER LIMITED WARRANTY**

**ELIGIBILITY:** The *Super Polysteel*® EXTERIOR PAINT PROTECTION AND CARPET/FABRIC/VINYL/LEATHER LIMITED WARRANTY applies only to New Authorized Dealer vehicles using the *Super Polysteel* System Treatment. New means a non-commercial vehicle with less than 18,000 miles at the time of initial application of the *Super Polysteel* System Treatment package. All other new vehicles will not be eligible for this Limited Warranty program. PRE-OWNED means a non-commercial vehicle with less than 70,000 miles or less than 5 years old at the time of initial application or the *Super Polysteel* System Treatment. All other pre-owned vehicles will not be eligible for this Limited Warranty Program.

**NEW OR PRE-OWNED CERTIFIED VEHICLE PAINT PROTECTION LIMITED WARRANTY:** Hereby warrants that should the gloss of the specified exterior painted surfaces fade as a result of loss of gloss within 5 years for a new vehicle & 3 years for a used/pre-owned vehicle of the original application date, the damaged area(s) will be cleaned, repaired or repainted, at our option, and the *Super Polysteel* Treatment reapplied to restore the original gloss. The limit of liability to this Limited Warranty shall be equivalent to the suggested retail gloss treatment application, re-polish treatment or repair estimate. NOTE: If repair or replacement is required, We will attempt to match the color with the adjoining areas; however, we assume no responsibility for matching or repairing undamaged surfaces.

**INTERIOR CARPET/FABRIC/VINYL/LEATHER LIMITED WARRANTY NEW OR PRE-OWNED CERTIFIED VEHICLE LIMITED WARRANTIES:** Hereby warrants to the original Owner of a new vehicle to which the SUPER POLYSTEEL SYSTEM TREATMENT has been applied by an authorized dealer as defined above, that should any interior carpet/fabric/vinyl/leather surface treated with the SUPER POLYSTEEL SYSTEM TREATMENT become permanently stained as a result of accidental spills and you clean the area in question and cannot get the area clean, the damaged area(s) will be cleaned or repaired, at our option, and the *Super Polysteel* Treatment reapplied to restore the appearance of the interior.

**THESE LIMITED WARRANTIES IDENTIFIED HEREIN DO NOT APPLY TO:**

1. Surface rust or other damage (including nicks, dings & scratches) which result in breakage of the painted surface.
2. Any vehicle which is repainted after application of SUPER POLYSTEEL SYSTEM TREATMENT.
3. Any damage due to a material defect in the vehicle paint, or any interior carpet/fabric/vinyl/leather surface.
4. Floor mats or any pre-existing conditions or damage intentionally inflicted on the paint surfaces or interior surfaces.
5. Interior damage caused by tears, acid, dyes (including beverages which contain red dyes), inks, bleaches, paint, caustic or corrosive materials.
6. Failure to report any claim within 60 days of occurrence.

THIS LIMITED WARRANTY IS THE ONLY WARRANTY EITHER EXPRESSED OR IMPLIED APPLICABLE TO ENVIRONMENTAL PAINT OR INTERIOR PROTECTION. ALL OTHER WARRANTIES WHETHER EXPRESSED OR IMPLIED, INCLUDING WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR OTHERWISE WHICH EXTENDS BEYOND THIS LIMITED WARRANTY ARE HEREBY SPECIFICALLY DISCLAIMED. WE SHALL NOT BE RESPONSIBLE FOR ANY INCIDENTAL, CONTINGENT, OR CONSEQUENTIAL DAMAGES AND WE DO NOT ASSUME NOR AUTHORIZE ANY OTHER PERSON TO ASSUME FOR IT ANY OTHER LIABILITY IN CONNECTION WITH THE APPLICATION OF THE PRODUCT TO YOUR VEHICLE. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THIS LIMITATION MAY NOT APPLY TO YOU. THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND SO MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

**MAINTENANCE REQUIREMENTS FOR NEW OR PRE-OWNED CERTIFIED VEHICLE PROTECTION LIMITED WARRANTY:** It is important to wash your vehicle on a regular basis, (2 times per month), to maintain overall appearance and to maximize the protective capabilities of your SUPER POLYSTEEL PAINT PROTECTION. Avoid use of harsh detergents such as powdered detergent, dishwasher detergent or laundry soap to clean the exterior of your vehicle. These harsh products can strip the paint surface of the protective gloss treatment, leaving it dull and unprotected and use of such products will void this Limited Warranty. SUPER POLYSTEEL recommends use of a specialty car wash product or professional soft cloth car wash center.

**RECOMMENDED MAINTENANCE FOR INTERIOR SURFACES:** To help maintain the interior treated surfaces, you must immediately clean or blot up spills on carpet, fabric, vinyl and leather surfaces to prevent permanent stain damage. Failure to maintain these interior surfaces in accordance with these requirements will void the Limited Warranty.

**CLAIMS PROCEDURE:** To make a claim for exterior painted surface damage or interior surface stains, which are the only areas covered under this Limited Warranty, return your vehicle to the dealership that originally applied your *Super Polysteel* Protection Package. Our dealer will inspect the vehicle and determine whether any damage to exterior painted surfaces or interior stains is covered by the Limited Warranty, and provide appropriate services as described herein. If you are unable to return to your dealership, call (800) 346-6469 or write to *Super Polysteel* Warranty Claims Center, address below, within 60 days of the appearance of any damage. To recover under this warranty, the vehicle Owner must provide to the Administrator at the address listed below; 1. A copy of this warranty (all pages) that you received from the dealership that applied your original *Super Polysteel* Protection Package; 2. Your current address and telephone number; 3. The authorization number; 4. Picture(s) of damaged area(s). Do not proceed with any repairs yourself without written approval from the Administrator at the address below. Any person who knowingly and with intent to defraud company or other person files an application or statement of claim containing any materially false information may be subject to prosecution for fraud. Any person who knowingly conceals for the purpose to mislead, or omits information concerning any fact material to an application or statement of claim, may be subject to prosecution for fraud.

**TRANSFER OPTION:** This Limited Warranty can be transferred to a new Owner within 30 days from the date of sale, for a \$50 transfer fee by calling Administrator below for details.



**YOU MUST RECEIVE PRIOR AUTHORIZATION FROM THE CLAIMS CENTER  
BEFORE ANY REPAIRS OR REPLACEMENTS HAVE BEGUN: 1-800-346-6469**



**CANCELLATION OF CONTRACT:** The *Super Polysteel* System Treatment has been applied to the described vehicle and the Limited Warranty is **NON-CANCELABLE AND NON-REFUNDABLE**. The Warrantor may cancel this Limited Warranty in the event of a fraudulent act, illegal act, or material misrepresentation of the Owner, whether acting alone or in collusion with others.

**PRODUCT WARRANTY:** Obligations of the Warrantor's product warranty are insured under a policy issued by American Bankers Insurance Company of Florida; 11222 Quail Roost Drive, Miami, FL 33157-6596; (866) 306-6694. This product warranty is provided to you by IAS Warranty, Inc. (Warrantor); 10800 Pecan Park Blvd., Suite 410, Austin, TX 78750; Phone: (800) 346-6469; which will be primarily liable to you for the payment of valid claims.

**TEXAS RESIDENTS:** You may apply for reimbursement directly with the insurer if a claim is not paid before the 61st day after you have provided the Warrantor with valid proof of loss. You may refer unresolved complaints or questions regarding the regulation of this warranty to: Texas Department of Licensing and Regulation, 920 Colorado, P.O. Box 12157, Austin, Texas 78711; Phone: (800) 803-9202, (512) 463-6599.

Privacy Notice: We may collect nonpublic personal information we receive from you on our forms and other documents, such as name, address, lender, contract coverage, pricing, terms, vehicle information and vehicle identification number. We may disclose some or all of the information that we collect as described above to non-affiliated third parties in connection with the administration, processing, servicing or payment of your contract. We do not disclose any nonpublic personal information to anyone else, except as permitted by law.

Administrator: Innovative Aftermarket Systems L.P. / 10800 Pecan Park Blvd., Suite 410, Austin, TX 78750  
[www.fasterclaims.com](http://www.fasterclaims.com) / Call 1-800-346-6469 for claim authorization.

# MASTERTECH

*Theft Protection Program*  
**Registration**

Permanent number on vehicle [REDACTED]
Dealer Code 023068D

Contract # [REDACTED]
Date 11/3/2015

Registered Owner [REDACTED]		Address [REDACTED]		City SAN ANTONIO	State TX	Zip [REDACTED]	Phone [REDACTED]
Issuing Dealer NORTHSIDE FORD		Address 12300 SAN PEDRO		City SAN ANTONIO	State TX	Zip 78216	Phone 2105259800
Price \$37,632.00	Vehicle ID No. (17 Digits) 1FM5K7D80GG [REDACTED]	Year 2016	Make FORD	Exact Model EXPLORER	Odometer Mileage 65	Class	Cylinders

Purchase Price \$399.00
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Check the appropriate box for the Program which applies:

New Vehicle

Used Vehicle

## 5-Year Vehicle Security Anti-Theft \$2,500 & \$500 Recovery Guarantee

The Vehicle Security Anti-Theft System installed on the vehicle guarantees to the Registered Owner/Lessee of the described vehicle that the System installed will be an effective deterrent against vehicle theft. In the event the System fails and the described vehicle is stolen and not recovered within thirty (30) days or is RECOVERED within thirty (30) days and declared a Total Loss as a result of damage from the theft, a **\$2,500 Benefit** will be paid directly to the Registered Owner/Lessee.

**Primary Deductible Reimbursement:** Alternatively, if the vehicle is stolen and RECOVERED within thirty (30) days Registered Owner/Lessee will be reimbursed the comprehensive amount deducted by the Insurance Company in their settlement with respect to the deductible up to \$500.

**EXCEPTIONS AND EXCLUSIONS:** No coverage is provided for losses resulting from fraudulent acts or material misrepresentation of the Registered Owner/Lessee, whether acting alone or in collusion with others. The Warrantor may cancel this warranty in the event of any of these acts. Claims must be filed within 45 days of the final primary insurance settlement date or the claim will be void. The Vehicle Security Anti-Theft System is permanently installed on the Covered Vehicle, therefore this warranty is **NON-CANCELABLE AND NON-REFUNDABLE** except as provided above. This warranty does not apply to loss in any country other than the United States of America. Note: Only the actual cash value is paid if the settlement is less than the previously stated benefits.\*

**\* SEE REVERSE FOR ADDITIONAL WARRANTY INFORMATION, LIMITATIONS AND EXCLUSIONS.**

I understand that the purchase of the Vehicle Security Anti-Theft System is voluntary and is not required in order to obtain financing, or to obtain more favorable credit terms for the above described vehicle. The system may be obtained through another party at my option. This guarantee was provided to me prior to, or at the time of, my signing the vehicle retail installment contract. I have read the terms and conditions on both sides of the guarantee and agree to all conditions. I understand that I must file a claim with Administrator within 45 days of the final primary insurance settlement date. I acknowledge receipt for purchase and installation of the Vehicle Security System.

**ACCEPTANCE:**

I accept the Program benefit(s) checked above

[REDACTED]

Owner Signature

**DECLINE:**

I decline and waive the Program Benefit(s) listed above

Owner Signature

Administrator: Innovative Aftermarket Systems L.P. / 10900 Pecan Park Blvd., Suite 410 / Austin, TX 78750

www.fasterclaims.com / Call 1-800-346-6469 for claim authorization

White - Administrator • Canary - Dealer • Pink - Customer • Goldenrod - Lender/Lessor

## BUYER'S TAG RECEIPT - BUYER'S COPY

THIS IS THE BUYER'S TAG NUMBER: [REDACTED]

DATE OF SALE: 11-03-2015

THIS IS THE EXPIRATION DATE: 01-02-2016

Issue Date	VIN	Year	Make	Model	Body Style
11-03-2015	1FM5K7D80GC [REDACTED]	2016	FORD	EPR	UTILITY TL
		Major Color		Minor Color	
		WHITE			

Remarks No Remarks found for vehicle.

Issuing Dealer  
NORTHSIDE FORD

Dealer Number  
P30589

Owner #1 Name

Owner #1 Street Address

[REDACTED]

[REDACTED] SAN ANTONIO, [REDACTED]

Owner #2 Name

Owner #2 Street Address

**BUYER is required to keep this receipt in the vehicle until vehicle is registered and metal plates are placed on the vehicle.**

**Complaints should be directed to the Texas Department of Motor Vehicles, Enforcement Division,  
4000 Jackson Avenue, Bldg 1, Austin, Texas, 78731 or file a complaint at  
<http://www.txdmv.gov/dealers/complaints.htm>**

**BUYER'S COPY**



12300 SAN PEDRO • SAN ANTONIO, TEXAS 78216-4495  
 SERVICE (210) 525-1125 • QUICK LANE (210) 477-3444 • SALES (210) 525-9800  
 www.nsford.com

SERVICE DEPT. HOURS: MONDAY - FRIDAY 7:00 A.M. TO 9:00 P.M. • SATURDAY 7:00 A.M. TO 5:00 P.M.

CUSTOMER NO.	SERVICE CONSULTANT GARY CONN	TAG NO. 357269	INVOICE DATE 06/26/17
	LABOR RATE	LICENSE NO.	MILEAGE 24,407
	YEAR / MAKE / MODEL 16/FORD TRUCK/EXPLORER/4DR XLT FWD	COLOR WHITE PLATI	STOCK NO. A95357
SAN ANTONIO, TX	VEHICLE ID. NO. 1 F M 5 K 7 D 8 0 G G	DELIVERY DATE	DELIVERY MILES
	P.O. NO.	SELLING DEALER NO.	PRODUCTION DATE
		R.O. DATE 06/15/17	
	COMMENTS		MO:

JOB# 1 CHARGES  
 LABOR J# 1 12F0Z TRIM TECH(S): 365250 WARRANTY  
 E68 - CST STATES THEY ARE SMELL EXCESSIVE EXHAUST FUMES ON HEAVY ACCELERATION IN THE VEHICLE WITH AC ON - CK AND ADVISE  
 PERFORMED RECALL 17-0044 INSTALLED 3 LIFTGATE DRAIN PLUGS  
 REMOVED REAR BUMPER TOM ACCESS AND SEAL BODY SEAMS  
 REPLACED AIR VENTS  
 REMOVED REAR SPOILER AND REPOSITIONED LINES  
 REPLACED EXHAUST  
 REPROGRAMMED HVAC

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
	2	BB5Z-61280B62-B	GRILLE		
	1	FB5Z-7829164-AA	MOULDIN		
	1	FB5Z-7829165-AA	MOULDIN		
	1	TA-2-B	ADHESIV		
	6	-W706092-S300	RIVET		
	2	4M8Z-54280B62-A	VALVE A		
	1	4L3Z-18203A16-AA	INSULAT		
	1	FB5Z-5230-B	MUFFLER		
	1	FB5Z-78442K03-B	KIT - R		
TOTAL - PARTS					0.00

Any warranties on the products sold hereby are from the manufacturer. The seller, NORTHSIDE Ford, expressly disclaims any warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

I hereby authorize the repair work hereinafter set forth 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 shipments by the supplier or transporter. I hereby grant you and/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.

As security for the payment of charges for work on Customers vehicle, CUSTOMER, whose signature appears hereon, either as Owner or Agent of Owner, hereby grants to DEALER a security interest in said vehicle (hereinafter called COLLATERAL). CUSTOMER agrees that DEALER'S acceptance of partial or delinquent payments or failure of DEALER to exercise any right or remedy shall not be a waiver of any obligation of CUSTOMER or rights of DEALER or constitute a waiver of any other similar default subsequently occurring. CUSTOMER shall be in default under this combined Security Agreement upon the happening of any of the following events or conditions:

1. Failure of CUSTOMER to pay DEALER'S charges in full at the time possession of COLLATERAL is returned to CUSTOMER, or in the event CUSTOMER is approved for credit by DEALER, failure to pay DEALER'S charges in full within thirty (30) days from date of DEALER'S INVOICE.

2. Any time DEALER believes that the prospect for payment of the obligation secured hereby is impaired.

In the event of default, DEALER shall have the right at DEALER'S option to repossess and sell, without Court order, COLLATERAL at public or private sale, and DEALER may be the Purchaser at such sale for reasonable value, and CUSTOMER SHALL pay all reasonable attorney's fees and costs of repossession, storage and sale of collateral, in event repossession occurs, CUSTOMER agrees to surrender Title Certificate to COLLATERAL and assign same to DEALER. CUSTOMER authorizes DEALER, in the event of default, to repossess COLLATERAL without demand and for this purpose to enter upon any premises where the COLLATERAL is located. DEALER shall, in addition, have all rights and remedies provided by the Uniform Commercial Code.

CUSTOMER hereby acknowledges that this combined Security Agreement was completed before signature by CUSTOMER, copy hereof was delivered to CUSTOMER at time of signing.

JOB# 1 TOTALS  
 JOB# 1 JOURNAL PREFIX FOCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR J# 2 13F0Z SUBLET TECH(S): 999 WARRANTY  
 A99 - CST REQUESTS RENTAL ASSIST 23.99+TAX

SUBLET	PC#	VEND INV#	INV. DATE	DESCRIPTION	LIST PRICE	UNIT PRICE
	104244	90067	06/26/17	P99		
TOTAL - SUBLET					0.00	

JOB# 2 TOTALS  
 JOB# 2 JOURNAL PREFIX FOCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR J# 3 00FOZZ99P MULTI-POINT INSPECT TECH(S): 365250 WARRANTY  
 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.

**NOTICE PURSUANT TO §70.001, Texas Property Code**

I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH BUSINESS & COMMERCE CODE §9.609, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

X

SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE FOR PAYMENT



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CUSTOMER NO:	SERVICE CONSULTANT GARY CONN	TAG NO. 357269	INVOICE DATE 06/26/17	INVOICE NO.
	LABOR RATE	LICENSE NO.	MILEAGE 24,407	COLOR WHITE PLATI
	YEAR / MAKE / MODEL 16/FORD TRUCK/EXPLORER/4DR XLT FWD		DELIVERY DATE	STOCK NO. A95357
SAN ANTONIO, TX	VEHICLE ID. NO. 1FM5K7D80GG		SELLING DEALER NO.	DELIVERY MILES
	T.E. NO.	P.O. NO.	R.O. DATE 06/15/17	PRODUCTION DATE
	COMMENTS			MO:

JOB# 3 TOTALS	JOB# 3 JOURNAL PREFIX FOCs	JOB# 3 TOTAL	0.00
JOB# 4 CHARGES			
LABOR	TECH(S):999		0.00
J# 4+13FOZRENTAL2 RENTAL RENTAL P99			
JOB# 4 TOTALS	JOB# 4 JOURNAL PREFIX FOCs	JOB# 4 TOTAL	0.00
JOB# 5 CHARGES			
LABOR	TECH(S):365250	WARRANTY	
J# 5+12FOZ03101 TRIM E68 - CST STATES THEY ARE STILL SMELLING EXHAUST ON ACCELERATION SEE JOB 1			
JOB# 5 TOTALS	JOB# 5 JOURNAL PREFIX FOCs	JOB# 5 TOTAL	0.00
JOB# 6 CHARGES			
LABOR	TECH(S):999		0.00
J# 6+00FOZ? DO NOT REPAIR CUSTOMER DECLINED REPAIR AT THIS TIME AC EVAP SERVICE, THROTTLE BODY SERVICE			
JOB# 6 TOTALS	JOB# 6 JOURNAL PREFIX FOCs	JOB# 6 TOTAL	0.00

Any warranties on the products sold hereby are from the manufacturer. The seller, NORTHSIDE FORD, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

I hereby authorize the repair work hereinafter set forth 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 shipments by the supplier or transporter. I hereby grant you and/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.

As security for the payment of charges for work on Customer's vehicle, CUSTOMER, whose signature appears hereon, either as Owner or Agent of Owner, hereby grants to DEALER a security interest in said vehicle (hereinafter called COLLATERAL). CUSTOMER agrees that DEALER'S acceptance of partial or delinquent payments or failure of DEALER to exercise any right or remedy shall not be a waiver of any obligation of CUSTOMER or rights of DEALER or constitute a waiver of any other similar default subsequently occurring. CUSTOMER shall be in default under this combined Security Agreement upon the happening of any of the following events or conditions:

1. Failure of CUSTOMER to pay DEALER'S charges in full at the time possession of COLLATERAL is returned to CUSTOMER, or in the event CUSTOMER is approved for credit by DEALER, failure to pay DEALER'S charges in full within thirty (30) days from date of DEALER'S INVOICE.
2. Any time DEALER believes that the prospect for payment of the obligation secured hereby is impaired.

In the event of default, DEALER shall have the right at DEALER'S option to repossess and sell, without Court order, COLLATERAL at public or private sale, and DEALER may be the Purchaser at such sale for reasonable value, and CUSTOMER SHALL pay all reasonable attorney's fees and costs of repossession, storage and sale of collateral. In event repossession occurs, CUSTOMER agrees to surrender Title Certificate to COLLATERAL and assign same to DEALER, CUSTOMER authorizes DEALER, in the event of default, to repossess COLLATERAL without demand and for this purpose to enter upon any premises where the COLLATERAL is located. DEALER shall, in addition, have all rights and remedies provided by the Uniform Commercial Code.

CUSTOMER hereby acknowledges that this combined Security Agreement was completed before signature by CUSTOMER, copy hereof was delivered to CUSTOMER at time of signing.

ESTIMATE  
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)  
 COMMENTS  
 P99 RENTAL FOR 10 DAYS...LINE 01...MSPA593993...SEE ME NIKE BERG!!!

X

**NOTICE PURSUANT TO §70.001, Texas Property Code.**

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CUSTOMER NO. [REDACTED]	SERVICE CONSULTANT GARY CONN	TAG NO. [REDACTED]	INVOICE DATE 06/26/17	INVOICE NO. [REDACTED]
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[REDACTED]	YEAR / MAKE / MODEL 16/FORD TRUCK/EXPLORER/4DR XLT FWD	DELIVERY DATE	STOCK NO. A95357	DELIVERY MILES
SAN ANTONIO, TX	VEHICLE I.D. NO. 1 F M 5 K 7 D 8 0 G G	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 06/15/17	
[REDACTED]	COMMENTS			

MO: [REDACTED]

TOTALS

\*\*\*\*\*  
 \* [ ] CASH [ ] CHECK CK NO. [ ] \*  
 \* [ ] VISA [ ] MASTERCARD [ ] DISCOVER \*  
 \* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE \*  
 \*\*\*\*\*

TOTAL LABOR.... 0.00  
 TOTAL PARTS.... 0.00  
 TOTAL SUBLET... 0.00  
 TOTAL G.O.G.... 0.00  
 TOTAL MISC CHG. 0.00  
 TOTAL MISC DISC 0.00  
 TOTAL TAX..... 0.00  
**TOTAL INVOICE \$ 0.00**

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

DUPLICATE INVOICE

Any warranties on the products sold hereby are those made by the manufacturer. The seller, NORTHSIDE FORD, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

I hereby authorize the repair work hereinafter set forth 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 shipments by the supplier or transporter. I hereby grant you and/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.

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 Texas Property Code

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SIGNATURE OF PERSON RESPONSIBLE  
 OR AGENT FOR PERSON RESPONSIBLE FOR PAYMENT



**Report# :** [REDACTED] **Received:** 07/31/2017  
**CCRG/EPRC:** [REDACTED] **Reviewed Status:** [REDACTED] **Date:**  
**Vehicle:** 2015,EXPLORER 4X4 (USEN) [REDACTED] 4 DOOR ,MPV ,1FM5K8GT) [REDACTED] **Build Date:** 12/22/2014  
**Odometer :** 60,000 M **Engine:** 3.5L-GTDI **Calibration:** EUB1GT0A  
**Transmission:** 6F55 **Axle:** [REDACTED] **A/C:** YES  
**Dealer:** USA 20251 DeLong Ford, Inc. **Phone#:** 815-584-3016  
**City:** Dwight **State:** Illinois **Country :** USA  
**Originator:**  
**Symptom:** 1 14 2 00 COMF/ENT,INTERIOR ODOR ,CHEMICAL,UNKNOWN  
**Status:**  
**VFG:** V74 HARD TRIM/SOFT TRIM/OVERHEAD S  
**Additional Symptom:**  
**Fix:** **Causal Component :**  
**Condition Code:**  
**Cust:** [REDACTED] **Home Phone:** ( )  
**Work Phone:** ( ) **Region:** G1 Chicago  
**Case Status:** **Date:** 00 / 00 / 0000 **Vehicle Paint:** TUXEDO BLACK METALLI

**OWNREL 07/28/2017 03:41PM**  
 CONTACT CUST BY TEXT (Verizon) [REDACTED]  
 SAYS I am calling about the carbon monoxide issue on my vehicle has been happening to my veh since Feb 2015 and have multiple family members with health issues that are related to this issue including myself. Happens when I run the A/C during the summer, took into the dlr for this. Dlr has replaced the seal on the back hatch. Veh is currently with me. Last trip for this concern was a couple of weeks ago. Working with a new S/M on this. I do not want to drive the veh any further. I called the dlr about 3 days ago. PER CUST DLR SAY NAADVISED CUSTCAS-12811189-L6J2S7I will escalate your case/request to our Ford Regional Customer Service Manager who works daily with your dealerships management team. The Ford Regional Customer Service Manager has access to all Ford resources and will use these resources to assist you and your dealership regarding your situation. The Ford Regional Customer Service Manager will receive the information you have just provided me and will do a thorough review on your behalf. You can expect a phone call from your Customer Service Manager within 1 business day.

**OWNREL 07/29/2017 11:58AM**  
 Email Created On: 7/29/2017 11:58:33 AM From: FMC360 Email SubscriptionTo: [REDACTED]  
 Subject: Contact to Ford Motor Company RE: 1FM5K8GT1 [REDACTED]  
 This email is to confirm your recent contact to Ford Motor Company regarding your 2015EXPLORER. You will receive contact from our regional Customer Service Manager (CSM) within 1 business day to introduce themselves and develop an action plan to address your concern. Your case number, along with the contact information for the regional Customer Service Manager is listed below. Case Number: [REDACTED] CSM Name: [REDACTED]

Katherine Stansberry CSM Phone: 866-631-3788 x77706 CSM Email: kstansb1@ford.com Sincerely, Ford Motor Company Customer Care Team

**OWNREL 07/31/2017 01:24PM**

CSM Kat ext. 77706OBC to Dealer @ (815) 584-3016 spoke with Josh will open a hotline case for the customer. Adv will have customer call him directly.

**OWNREL 07/31/2017 01:28PM**

CSM Kat ext. 77706OBC customer @ 8155303738 customer indisposed will call back in 10 min

**OWNREL 07/31/2017 01:33PM**

closing duplicate case

**Requester:** ATAYLO29

Report Summary

**Server:** FCVWS962

**Ford Proprietary, Private**

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9-Aug-2017

**Retention:** None

**Report# :** [REDACTED] **Received:** 07/25/2017  
**CCRG/EPRC:** [REDACTED] **Reviewed Status:** [REDACTED] **Date:**  
**Vehicle:** 2015,EXPLORER 4X4 (U502) ,SPORT ,4 DOOR ,MPV ,1FM5K8GT [REDACTED] **Build Date:** 12/22/2014  
**Odometer :** 66,522 M **Engine:** 3.5L-GTDI **Calibration:** EUB1GT0A  
**Transmission:** 6F55 **Axle:** [REDACTED] **A/C:** YES  
**Dealer:** USA 20251 DeLong Ford, Inc. **Phone#:** 815-584-3016  
**City:** Dwight **State:** Illinois **Country :** USA  
**Originator:**  
**Symptom:** 4 47 2 02 ST/RN/MV,ODOR,FUEL,ALWAYS  
**Status:**  
**VFG:** V25 FUEL FILLING & DELIVERY  
**Additional Symptom:**  
**Fix:** **Causal Component :**  
**Condition Code:**  
**Cust:** [REDACTED] **Home Phone: ( )**  
**Work Phone: ( )** **Region:** G1 Chicago  
**Case Status:** **Date:** 00 / 00 / 0000 **Vehicle Paint:** TUXEDO BLACK METALLI

**OWNREL 07/24/2017 02:54PM**

"By Josh Masching" - Customer is complaining about exhaust smell in cab still, we have attempted to fix this issue 2 times, with no luck in fixing this issue, and the last attempt we didnt get paid for from ford. Customer is getting headaches, with nausea more often now. what am I to do to get this issue resolved to make the customer happy

**OWNREL 07/24/2017 04:48PM**

Ticket Number [REDACTED] Customer [REDACTED] Business phone: N/A Home phone: [REDACTED]  
 Score: 77 Vehicle Purchase Status: Original Owner Dealer name: DeLong Ford, Inc. Dealer P&A: 20251 Dealer phone: (815) 584-3016 VIN: 1FM5K8GT1 [REDACTED] Year: 2015 Make: FORD Model: EXPLORER Mileage: 66522 Warranty Start Date: 2/12/2015 Engines Specification: 3.5L-4V DOHC T/C V6 GAS 350HP Open Recall/FSA: No ESP: No Hotline Contact: No Warranty History: No

**OWNREL 07/24/2017 04:50PM**

Email Created On: 7/24/2017 4:50:04 PM From: To: Jason Clark Subject: FSE Technical Assistance Request Assignment for Case - [REDACTED] Please refer to the above regarding case for details about this FSE Technical Assistance Request

**OWNREL 07/24/2017 04:52PM**

CSM Kat ext. 77706 OBC to Dealer @ (815) 584-3016 spoke with Josh states has open RO not sure how to fix veh concern. Adv escalated concern.

**OWNREL 07/26/2017 01:24PM**

CSM Kat ext. 77706 Received IBC from Josh stated he rcvd a call from Jason and

he was wondering if Jason could call him back, Adv will convey the message. Adv need to open hotline case. Per Josh has not opened hotline case but will open one.

**OWNREL 07/31/2017 01:32PM**  
CSM Kat ext. 77706OBC to Dealer @ (815) 584-3016 spoke with Josh will open a hotline case for the customer. Adv will have customer call him directly

**OWNREL 07/31/2017 01:36PM**  
CSM Kat ext. 77706OBC customer @ [REDACTED] customer indisposed will call back in 10 min

**OWNREL 07/31/2017 01:36PM**  
Closed duplicate case [REDACTED]

**OWNREL 07/31/2017 01:58PM**  
CSM Kat ext. 77706OBC customer @ [REDACTED] spoke with customer who states has respiratory issues due to the exhaust smell and a fever. And has a daughter with epilepsy that cannot drive in the veh with the customer. Customer will call Josh at the dealership and make appointment to bring in veh. Adv customer that Josh will open a case with our tech team to get veh repaired and back to her. Adv customer BB denied. NEXT STEPS:F/U with customer 8/7/2017 veh diag

**OWNREL 07/31/2017 01:58PM**  
Veh outside of presumption

**OWNREL 08/03/2017 02:49PM**  
CSM Kat ext. 77706OBC customer @ [REDACTED] spoke with SM Josh stated per hotline no repairs should be performed. Adv should complete a Dealer/Fleet Request for OGC Review found on FMCDDealer.com - Parts & Service Tab - Customer Satisfaction link and wait for OGC response.

**OWNREL 08/07/2017 08:26PM**  
OBC to customer 815-530-3738 per customer she is experiencing headaches and he daughter is getting headaches too. per customer the smell is not always there only when she accelerates and has the windows open. NEXT STEPS:F/U with customer 8/16/2017 response from OGC

**Requester:** ATAYLO29  
Report Summary  
**Server:** FCVWS962

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9-Aug-2017  
**Retention:** None

**Report# :** [REDACTED] **Received:** 07/31/2017  
**CCRG/EPRC:S** [REDACTED] **Reviewed Status:** **Date:**  
**Vehicle:** 2015,EXPLORER 4X4 (US02) SPORT 4 DOOR ,MPV ,1FM5K8GT1F [REDACTED] **Build Date:** 12/22/2014  
**Odometer :** 66,522 M **Engine:** 3.5L-GTDI **Calibration:** EUB1GT0A  
**Transmission:** 6F55 **Axle:** **A/C:** YES  
**Dealer:** USA 20251 DeLong Ford, Inc. **Phone#:** 815-584-3016  
**City:** Dwight **State:** Illinois **Country :** USA  
**Originator:** Jeff Boudreau  
**Symptom:** 4 47 Z 00 ST/RN/MV,ODOR,NOT LISTED,UNKNOWN  
**Status:**  
**VFG:** V25 FUEL FILLING & DELIVERY  
**Additional Symptom:** EXHUAUST ODOR  
**Fix:** **Causal Component :**  
**Condition Code:**

**Hotliner:** WFLICKEM **Phone:** **Regn Cd:** G1 Chicago  
**Engineering:** **Phone:** **TAR:**  
**Dir Contact:** Jeff Boudreau **Phone:** **Title Cde:** SF

**CONCER 07/31/2017 12:03PM WILLIAM FLICKEMA MSS - FCSD - TECH ASSIT CENTER**  
 Web Form Data (112465183) Description of Vehicle Concern: customer states exhaust smell still present in vehicle Please list any diagnostics already performed: performed tsb 16-0166. Replaced both air extractors and resealed all body seams. Pressure tested the vehicle and no leaks could be found, adjusted the rear lift gate striker and replaced the weather strip for lift gate. installed drain valves. Sealed the spoiler and the customer states the odor is still present and is experiencing headaches. Parts Replaced: air extractors and liftgate weather strip Your Question: vehicle does not fit the criteria for exhaust replacement. any other known problem areas for this concern?

**RECOMM 07/31/2017 12:03PM WILLIAM FLICKEMA MSS - FCSD - TECH ASSIT CENTER**  
 Hello Jeff, When you have a concern alleging a fire, accident, injury, property damage and/or burn has occurred due to an alleged product defect, pursuant to the Warranty and Policy Manual, no repairs should be performed. See below:  
**-U.S. Dealerships** should complete a **Dealer/Fleet Request for OGC Review** found on FMCDdealer.com - Parts & Service Tab - Customer Satisfaction link.  
**NOTE:** The Technical Assistance Center will not be able to provide further assistance with this issue until after the OGC review.

Report Summary

Page 2 of 2

**Requester:** ATAYLO29  
Report Summary  
**Server:** FCVWS962

**Ford Proprietary, Private**

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9-Aug-2017  
**Retention:** None

# DeLong Ford Inc.

212 E Delaware St  
 Dwight, IL 60420-1444  
 (815) 584-3016

1 F M 5 K 8 G T 1 F G				DATE IN	09/06/16
YEAR	MAKE	MODEL	TRIM	TIME IN	:
2015	FORD	EXPLORER	TUXEDO BLA	LOGGED	09/16/16 :
INVOICE #	SALES PRT	ENTRY DATE	LT	SOURCE	
46435		02/10/15		SRC:DataPul	
BT					

(Tech:25) Total Labor ..... 442.20  
 Total Parts ..... 558.45  
 Total Repair (Warranty) ..... 1000.65

	--C/P--	--W/C--	--INT--	-Total-	
Labor Time	1	6	0	6	
Total Labor	8.70	442.20	.00	450.90	
Total Parts	36.10	558.45	.00	594.55	(N/A)
Total G/O/G	.00	.00	.00	.00	
Total Sublet	.00	.00	.00	.00	
Total R/O	44.80	1000.65	.00	1045.45	(N/A)

R/O STATUS: ReClose  
 TIME PRINTED: 8/9/2017 9:36:26 AM

Job

VIEW R/O

VC	INT	CUSTOMER
.00	.00	Labor
.00	.00	Parts
.00	.00	Sublet
.00	.00	Warr Deduct
.00	.00	Shop Supplies
.00	.00	Oil/Grease
.00	.00	Less Disc.
.00	.00	Total
.00	.00	Tax
.00	.00	Tax2
.00	.00	Tire Tax
.00	.00	TOTAL (CHRG)



# DeLong Ford Inc.

212 E Delaware St  
Dwight, IL 60420-1444  
(815) 584-3016

NO	15768	VIN	1FM5K8GT1	DATE IN	09/06/16
YEAR	2015	MAKE	FORD	MODEL	EXPLORER
PLANT		TRIM	TUXEDOBLA	DATE OUT	
RELEASE	46435	WARRANTY	02/10/15	DATE IN	09/16/16
DATE		TIME		DATE OUT	

SRC:DataPull

(1) CUSTOMER IS GETTING EXHAUST SMELL INSIDE CUSTOMER IS GETTING EXHAUST SMELL INSIDE OF CAB...CUSTOMER HAS AIR BAG LIGHT ON...REAR HATCH SLOW TO OPEN AUTH NUMBER IS M05C2 VERIFIED THE CUSTOMER CONCERN OF EXHAUST SMELL IN VEHICLE. TSB 14-0130 APPLIES TO THIS CONCERN. REMOVED REAR BUMPER COVER AND INSTALL	CHK	[25] 0	.00
		Total Repair (Customer)	.00
(2) CUSTOMER BRAKE ARE MAKING NOISE WHEN COMING TO A STOP. TECH WILL NEED TO RIDE WITH CUSTOMER TO HEAR NOISE	CHK	[25] 0	.00
		Total Repair (Customer)	.00
(3) CHK READ SYSTEM DTC'S AND FOUND B141B AND B141C	CHK	[25] 0	.00
		Total Repair (Customer)	.00
(4) CHK	CHK	[25] 0	.00
		Total Repair (Customer)	.00
(5) THE WORKS SERVICED VEHICLE, CHECKED FLUIDS AND TIRE PRESSURE. ROTATED TIRES. PERFORMED MULTI-POINT INSPECTION	WORKS	[25] 0.6	8.70
	FL 500 S (FILTER ASY - )	1	7.00
	KO SW30 5QSP (MOTORCRAFT SA)	1	24.25
	KO SW30 QSP (MOTORCRAFT SA)	1	4.85
	Total Labor		8.70
	Total Parts		36.10
	Total Repair (Customer)		44.80
(6) CUSTOMER IS GETTING EXHAUST SMELL IN CAR CUSTOMER IS GETTING EXHAUST SMELL IN CAR, CUSTOMER HAS AIR BAG LIGHT ON, REAR HATCH SLOW TO OPEN AUTH NUMBER IS MSPA169436 VERIFIED THE CUSTOMER CONCERN OF EXHAUST SMELL IN VEHICLE. TSB 14-0130 APPLIES TO THIS CONCERN. REMOVED REAR BUMPER COVER AND INSTALL	CHK	[25] 5.5	442.20
	D8862 (3-M RUBBERIZE)	1	7.29
	4M82 54290B52 A (VALVE ASY - )	2	6.72
	BB52 61280B62 B (GRILLE ASY - )	1	14.78
	BB52 79404A06 B (WEATHERSTRIP)	1	166.21
	FB52 148351 A (DRIVE MOTOR)	1	93.32
	FB52 7829164 AA (MOULDING)	1	75.80
	FB52 7829165 AA (MOULDING)	1	72.65
	FU22 145411 RA (WIRE ASY)	2	86.14
	TA 2 B (ADHESIVE)	1	35.54

R/O STATUS: ReClose  
TIME PRINTED: 8/9/2017 9:36:26 AM

**\*\*\*Note to Dealer\*\*\***

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

**\*\*\*NOTE: SEND AUTHORIZATION REQUEST TO [FORDCALP@FORD.COM](mailto:FORDCALP@FORD.COM)\*\*\***

**\*\*\*ONCE WE ARE IN RECEIPT OF ALL THE REQUESTED INFORMATION, IT WILL BE THOROUGHLY REVIEWED AND THE CUSTOMER WILL BE NOTIFIED OF OUR DECISION\*\*\***

**\*\*\*EVALUATIONS MAY TAKE UP TO 90 DAYS \*\*\***

---

**From:** DCPFORM, FMCDealer (.)  
**Sent:** Thursday, August 3, 2017 10:56:03 AM (UTC-05:00) Eastern Time (US & Canada)  
**To:** Ordcalp, F (F.); Taylor, Alma (A.)  
**Cc:** [josh@delongford.net](mailto:josh@delongford.net)  
**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:** DeLong Ford, Inc.

**Requesting Dealer Fleet:** DeLong Ford

**PA Code:** 20251

**Contact Person:** Josh Masching

**Title:** fixed ops director

**Phone Number:** 815-854-4120

**Fax Number:**

**Email:** [josh@delongford.net](mailto:josh@delongford.net)

**Location:** Chicago

**Address:** 212 e delaware st

**City:** Dwight

**State:** Illinois

**Zip Code:** 60420

**CUSTOMER VEHICLE INFORMATION:**

**Warranty Start Date:** 2-12-2015

**Vehicle Year:** 2015

**Vehicle Model:** Explorer

**Vehicle VIN:** 1fm5k8gt1f

**Mileage:** 66522

**customer Fleet Number:**

**Street Address:**

**City :** verona

**State :** Illinois

**Zip Code :**

**Home Phone:**

**Work Phone:**

**Customer Region:** chicago

**DETAILS OF INCIDENT:**

**Medical Attention Sought**

**Date of Incident:** 2017-07-20

**County incident occurred:** illinois

**Is customer alleging a component defect CAUSED the incident?** YES

**Details:** customer has been complaining about exhaust smell while driving the vehicle since 30,000 miles. now she has escalated the issue saying it is causing severe headaches, breathing issues.

**Was a police report filed?** NO

**Details :**

**Has the insurance company been contacted?** NO

**Insurance company advised:**

**Insurance company contact information:**

**Coach builder:**

**City :**

**State :**

**Zip Code :**

**Vehicle Location:** owner has the vehicle in Verona Illinois

**Attorney information:**

**CVO Contact:**

**Resolution Customer is seeking:** find a solution to the exhaust smell, or for ford to buy the vehicle back.

**Comments:** she is stating that she is having problems breathing now and going to the doctor for them, also she is getting severe headaches from the odor of the vehicle also.





It is definitely not fixed!  
The longer you drive it,  
the higher it goes! This  
is the same reading as  
when we brought it  
down. It's not the same  
picture either, the head  
rest was up in today's  
picture and it was down  
in the other picture. I am  
done with trying to fix it.  
Ford needs to do the  
right thing here and give  
me a new car. I  
absolutely cannot keep  
doing this to my family  
or myself. I need to

Fwd:



It is definitely not fixed!  
The longer you drive it,  
the higher it goes! This  
is the same reading as  
when we brought it  
down. It's not the same  
picture either the head



---

**From:** DCPFORM, FMCDDealer (.)  
**Sent:** Wednesday, August 9, 2017 7:35:51 AM (UTC-05:00) Eastern Time (US & Canada)  
**To:** Ordcalp, F (F.); Taylor, Alma (A.)  
**Cc:** bwl1959@earthlink.net  
**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:** Crossroads Ford of Wake Forest  
**Requesting Dealer Fleet:** Crossroads Ford of Wake Forest  
**PA Code:** 04245  
**Contact Person:** BOBBY LEONARD  
**Title:** SERVICE MANAGER  
**Phone Number:** 919-435-5134  
**Fax Number:** 9194355160  
**Email:** [bwl1959@earthlink.net](mailto:bwl1959@earthlink.net)  
**Region:** CHARLOTTE  
**Address:** 10101 CAPITAL BLVD  
**City:** WAKE FOREST  
**State:** North Carolina  
**Zip Code:** 27587

**CUSTOMER VEHICLE INFORMATION:**

**Warranty Start Date:** 02/21/2015  
**Vehicle Year:** 2015  
**Vehicle Model:** EXPLORER  
**Vehicle VIN:** 1FM5K8D85 [REDACTED]  
**Mileage:** 19011  
**customer Fleet Name:** [REDACTED]  
**Street Address:** [REDACTED]  
**City :** RALEIGH  
**State :** North Carolina  
**Zip Code :** [REDACTED]  
**Home Phone:** [REDACTED]  
**Work Phone:** [REDACTED]  
**Customer Region:** CHARLOTTE

**DETAILS OF INCIDENT:**

Medical Attention Sought  
**Date of Incident:** 2017-08-08  
**County incident occurred:** WAKE  
Is customer alleging a component defect CAUSED the incident? YES  
**Details:** Customer is claiming Carbon Monoxide poisoning  
Was a police report filed? NO

**Details :**

Has the insurance company been contacted? NO

**Insurance company advised:**

**Insurance company contact information:**

**Coach builder:**

**City :**

**State :**

**Zip Code :**

**Vehicle Location:** At our Dealership

**Attorney information:**

**CVO Contact:**

**Resolution Customer is seeking:** The customer did not ask for any solution , I just pointed out that we coordinate with Ford

**Comments:** The customer went on about how he had come from the emergency room where they had declared he had carbon monoxide poisoning

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MA  
CA

## THE NITA LEMON LAW FIRM

3055 Wilshire Boulevard, Suite 1200 | Los Angeles, CA 90010 | Tel. 213.232.5055 | Fax 213.402.8444

Email: [Nick@NitaLemonLaw.com](mailto:Nick@NitaLemonLaw.com)  
[www.NitaLemonLaw.com](http://www.NitaLemonLaw.com)

Consumer Affairs

August 7, 2017

AUG 14 2017

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

RECEIVED

Re: [REDACTED] V. FORD MOTOR COMPANY  
2015 Ford Explorer--VIN: 1FM5K8GT4FG [REDACTED]  
Notification pursuant to the Song-Beverly warranty Act

Dear Sir / Madam:

Please be advised that this law office represents Mr. [REDACTED] regarding the lease of a 2015 Ford Explorer, vehicle identification number VIN: 1FM5K8GT4FG [REDACTED]. Please direct any and all future correspondence directly to my office.

This letter shall constitute formal notice to Ford Motor Company pursuant to the Song-Beverly Warranty Act, the Magnuson-Moss Warranty Act, and all other applicable consumer goods and warranty laws that the subject vehicle has had defects that have substantially impaired the use, value or safety to my client and further that the subject vehicle did not have the quality that a buyer would reasonably expect.

This letter shall also constitute a formal demand that Ford Motor Company comply with their statutory obligations under the Song-Beverly Warranty Act and repurchase the subject vehicle pursuant to the applicable California lemon laws. Specifically, my client is requesting that you comply with paragraph (2) of subdivision (d) of Section 1793.2 and Section 1794 of the California Civil Code by promptly making restitution to him in accordance with the California lemon laws.

In order to assist you to promptly evaluate my client's lemon law claim, I have enclosed the following documents:

- Repair history on the subject vehicle;
- Lease Agreement.

A full and complete repair history on the subject vehicle, including all repair orders and invoices under the factory warranty, are in the possession of Ford Motor Company and their authorized repairing dealer.

██████████. Ford Motor Company

August 7, 2017

Page 2 of 2

A quick review of the repair history shows that within the first year since delivery, the subject vehicle has been out of service for an excessive, unreasonable number of days for several non-conformities including inoperative side vent, smell of exhaust fumes in the vehicle, and a broken hanger hook.

The nonconformities continue to exist and to substantially impair the value, use and safety to my client, as further evidenced by the failed ongoing repair attempts.

The limited written warranty that accompanied the lease of the subject vehicle provides in part that Ford Motor Company or their authorized dealerships, will repair or replace all parts found to be defective in factory-supplied materials or workmanship. It is my client's position that Ford Motor Company have been unable to service or repair the subject vehicle to conform to the applicable express warranties after a reasonable number of attempts, as evidenced among other things by the repair history on the subject vehicle.

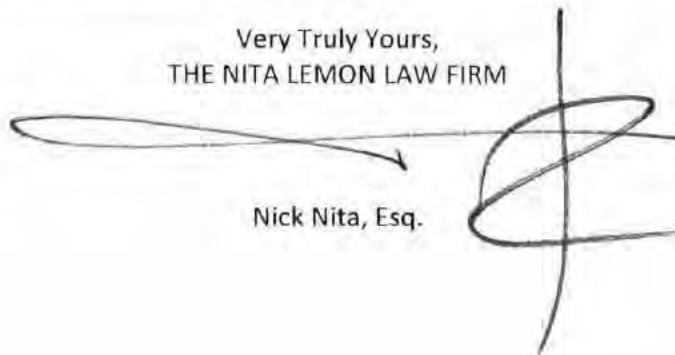
Further, the subject vehicle did not have the quality that a buyer in my client's situation would reasonably expect because the subject vehicle did not perform as promised, did not and could not pass without objection in the trade under the warranty description, did not match the quality of the similar goods, and/or otherwise was not fit for the ordinary purposes for which it was intended. By way of example, and not by way of limitation, the defects, malfunctions, mis-adjustments, and/or non-conformities with my client's vehicle include: inoperative side vent, smell of exhaust fumes in the vehicle, and a broken hanger hook.

Based on the above, my client requests that Ford Motor Company promptly repurchase his vehicle, refund all his money and pay statutory damages, including incidentals and attorney fees, pursuant to the Song-Beverly Warranty Act.

Thank you for your prompt attention to this matter. I look forward to hearing from you within 30 days of this notification.

Very Truly Yours,  
THE NITA LEMON LAW FIRM

Nick Nita, Esq.

A handwritten signature in black ink, consisting of a large, stylized 'N' followed by a vertical line and a horizontal stroke at the bottom.

5100 W. Rosecrans Avenue  
Hawthorne, CA 90250  
**(310) 706-6100**  
www.southbayford.com



NO VEHICLES RELEASED AFTER 6:00 P.M. WEEKDAYS  
BAR # ARD 225696 • EPA # CAR 000141218

WE ACCEPT:  
VISA  
MASTERCARD  
AMERICAN EXPRESS  
&  
DISCOVER

CUSTOMER NO. [REDACTED]	ADVISOR EDUARDO MILLAN	867	TAG NO. [REDACTED]	INVOICE DATE 02/20/17	CELL [REDACTED]
[REDACTED]	LICENSE NO.	22,537	SALEAGE	COLOR TUXEDO BLK	STOCK NO. S61539
WESTCHESTER, CA [REDACTED]	YEAR / MAKE / MODEL 15/FORD TRUCK/EXPLORER/UT 4DR 4WD SP			DELIVERY DATE	DELIVERY MILES 20
[REDACTED]	VEHICLE ID NO. 1FM5K8GT4F [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.			R.O. DATE 02/14/17	
COMMENTS					

[OWNER ADVANTAGE] 280 521 496					
JOB# 1 CHARGES					
LABOR					
J# 1	10FOZ00M	QCM SERVICES	TECH(S):692	WARRANTY	
QCM SERVICE SCHEDULED 22.5K SERVICE. PERFORMED SCHEDULE MAINT AND MULTI POINT INSPECTION PERFORM 22500K MILE SERVICE.					
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	6	XO-5W30-QSP	MOTOR OIL XO-5W30		WARRANTY
	1	FL-500-S	FILTER AS AA57-67		WARRANTY
				TOTAL - PARTS	0.00
JOB# 1 TOTALS					
				JOB# 1 JOURNAL PREFIX FOCB	JOB# 1 TOTAL 0.00
JOB# 2 CHARGES					
LABOR					
J# 2	02FOZ	QUICK SERVICE	TECH(S):238	WARRANTY	
CUSTOMER STATES THERE IS A SULFUR SMELL INSIDE VEHICLE AND PASSENGERS GET LIGHT HEADED AFTER RIDING IN VEHICLE. PLEASE CHECK AND ADVISE. VERIFIED CUST CONCERN. FOUND TSB 16-0166 ✓ PERFORMED FIXED CUST CONCERN					
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	2	BB5Z-61280B62-B	GRILLE AS		WARRANTY
	1	FB5Z-7829164-AA	MOULDING		WARRANTY
	1	FB5Z-7829165-AA	MOULDING		WARRANTY
	2	4M8Z-54280B62-A	VALVE ASY		WARRANTY
	1	TA-2-B	ADHESIVE		WARRANTY
	1	08882	UNDERCOAT		WARRANTY
				TOTAL - PARTS	0.00
JOB# 2 TOTALS					
				JOB# 2 JOURNAL PREFIX FOCB	JOB# 2 TOTAL 0.00
JOB# 3 CHARGES					
LABOR					
J# 3	15FOZ099P	QC INSPECTION	TECH(S):692	INTERNAL	
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 "QUALITY CARE INSPECTION" Perform multi-point vehicle inspection and record results on Vehicle Report Card.					
JOB# 3 TOTALS					
				JOB# 3 JOURNAL PREFIX FOCB	JOB# 3 TOTAL 0.00

SERVICE DEPARTMENT HOURS:  
7:00 AM - 6:00 PM MON - FRI  
7:00 AM - 4:00 PM SATURDAY

PARTS DEPARTMENT HOURS:  
7:30 AM - 6:00 PM MON - FRI  
7:00 AM - 4:00 PM SATURDAY

"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 And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Items."

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED RM = REBUILT PARTS. SEE LAST DIGIT OF PART NUMBER FOR RM

FORM 881 (REV. 05-10) ©2010 Ford Motor Company

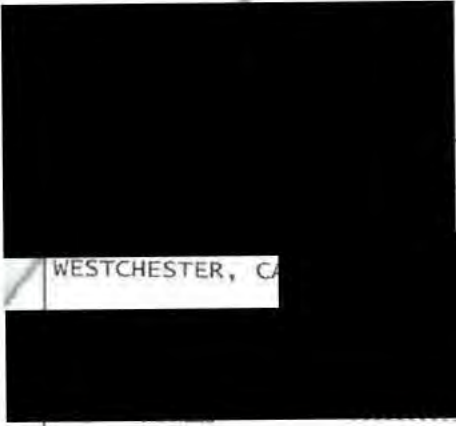
**NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK**

entire  
0250  
8100  
ford.com



NO VEHICLES RELEASED AFTER 6:00 P.M. WEEKDAYS  
BAR # ARD 225696 • EPA # CAR 000141218

WE ACCEPT:  
VISA  
MASTERCARD  
AMERICAN EXPRESS  
&  
DISCOVER



APV/SOP EDUARDO MILLAN	TAG NO 867	INVOICE DATE 02/20/17
LICENSE NO	MILEAGE 22,537	COLOR TUXEDO BLK
YEAR / MAKE / MODEL 15/FORD TRUCK/EXPLORER/UT 4DR 4WD SP	DELIVERY DATE	DELIVERY MILE 20
VEHICLE I.D. NO. 1 F M 5 K 8 G T 4 F	SELLING DEALER NO.	PRODUCTION DATE
P.T.E. NO.	R.O. DATE 02/14/17	
COMMENTS		

LABOR-----

J# 4 06FOZ-TAP TRANSPORTATION ASST. TECH(S):601 WARRANTY  
TRANSPORTATION ASSISTANCE PROGRAM - COLLECT RENTAL INVOICE  
FROM CUSTOMER.

SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----  
350185 325YD3448 02/20/17 RENTAL CAR WARRANTY  
TOTAL - SUBLET 0.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----  
TAP ROS TAP WARRANTY  
TOTAL - MISC 0.00

JOB# 4 TOTALS-----

JOB# 5 CHARGES----- JOB# 4 JOURNAL PREFIX FOCB JOB# 4 TOTAL 0.00

LABOR-----

J# 5 15FOZPS1 CHECK TIRE PRESSURE TECH(S):692 INTERNAL  
CHECK TIRE PRESSURE.  
SET AT 35PSI

JOB# 5 TOTALS-----

JOB# 6 CHARGES----- JOB# 5 JOURNAL PREFIX FOCB JOB# 5 TOTAL 0.00

LABOR-----

J# 6+02FOZ-MISC.1 MISC. TECH(S):238 INTERNAL  
CUSTOMER STATES 2ND ROW DRIVERS SIDE HANGER HOOK  
FELL DOWN.CK AND ADVISE. ✓  
SOP PART

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----  
1 DB5Z-13733-AB BEZEL 87.65  
TOTAL - PARTS 87.65

JOB# 6 TOTALS-----

JOB# 6 JOURNAL PREFIX FOCB JOB# 6 TOTAL 87.65

ESTIMATE-----  
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
ORIGINAL ESTIMATE OF \$96.00 (+TAX)

COMMENTS-----  
VEHICLE DONE 2/18/17

TECHNICIAN CERTIFICATION-----  
601 DINO 1879

SERVICE DEPARTMENT HOURS:  
7:00 AM - 6:00 PM MON - FRI  
7:00 AM - 4:00 PM SATURDAY

PARTS DEPARTMENT HOURS:  
7:30 AM - 6:00 PM MON - FRI  
7:00 AM - 4:00 PM SATURDAY

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NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK

venue  
0250  
6100  
yford.com



NO VEHICLES RELEASED AFTER 6:00 P.M. WEEKDAYS  
BAR # ARD 225696 • EPA # CAR 000141218

WE ACCEPT:  
VISA  
MASTERCARD  
AMERICAN EXPRESS  
&  
DISCOVER

ADVISOR EDUARDO MILLAN	TAG NO. 867	INVOICE DATE 02/20/17	CEL
LICENSE NO.	MILEAGE 22,537	COLOR TUXEDO BLK	STOCK NO. S61539
YEAR / MAKE / MODEL 15/FORD TRUCK/EXPLORER/UT 4DR 4WD SP	DELIVERY DATE	DELIVERY MILES 20	
VEHICLE ID. NO. 1 F M 5 K 8 G T 4 F G	SELLING DEALER NO.	PRODUCTION DATE	
F.T.E. NO.	P.O. NO.	R.O. DATE 02/14/17	
COMMENTS			MO:

\*\*\*\*\*  
\* [ ] CASH [ ] CHECK CK NO. [ ] \*  
\* [ ] VISA [ ] MASTERCARD [ ] DISCOVER \*  
\* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE \*  
\*\*\*\*\*

TOTAL LABOR.... 0.00  
TOTAL PARTS.... 87.65  
TOTAL SUBLET.... 0.00  
TOTAL G.O.G.... 0.00  
TOTAL MISC CHG. 0.00  
TOTAL MISC DISC 0.00  
TOTAL TAX..... 7.67  
**TOTAL INVOICE \$ 95.32**

SERVICE DEPARTMENT HOURS:  
7:00 AM - 6:00 PM MON - FRI  
7:00 AM - 4:00 PM SATURDAY  
  
PARTS DEPARTMENT HOURS:  
7:30 AM - 6:00 PM MON - FRI  
7:00 AM - 4:00 PM SATURDAY

THANK YOU FOR YOUR BUSINESS!!

DATE

CUSTOMER SIGNATURE

DUPLICATE INVOICE

"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 And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Items."

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ALL PARTS ARE NEW  
UNLESS OTHERWISE  
SPECIFIED RM =  
REBUILT PARTS. SEE  
LAST DIGIT OF  
PART NUMBER FOR RM

To: R... 02/20/17 02:22 PM





WF CA

## THE NITA LEMON LAW FIRM

3055 Wilshire Boulevard, Suite 1200 | Los Angeles, CA 90010 | Tel. 213.232.5055 | Fax 213.402.8444

Email: [Nick@NitaLemonLaw.com](mailto:Nick@NitaLemonLaw.com)  
[www.NitaLemonLaw.com](http://www.NitaLemonLaw.com)

RECEIVED

August 10, 2017

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

Re: [REDACTED] V. FORD MOTOR COMPANY [REDACTED]  
2016 Ford Explorer-VIN: 1FM5K8GT1GC [REDACTED]  
Notification pursuant to the Song-Beverly Warranty Act

Dear Sir / Madam:

Please be advised that this law office represents Ms. [REDACTED] Borbe regarding the lease of a 2016 Ford Explorer, vehicle identification number VIN: 1FM5K8GT1GC [REDACTED]. Please direct any and all future correspondence directly to my office.

This letter shall constitute formal notice to Ford Motor Company pursuant to the Song-Beverly Warranty Act, the Magnuson-Moss Warranty Act, and all other applicable consumer goods and warranty laws that the subject vehicle has had defects that have substantially impaired the use, value or safety to my client and further that the subject vehicle did not have the quality that a buyer would reasonably expect.

This letter shall also constitute a formal demand that Ford Motor Company comply with their statutory obligations under the Song-Beverly Warranty Act and repurchase the subject vehicle pursuant to the applicable California lemon laws. Specifically, my client is requesting that you comply with paragraph (2) of subdivision (d) of Section 1793.2 and Section 1794 of the California Civil Code by promptly making restitution to her in accordance with the California lemon laws.

In order to assist you to promptly evaluate my client's lemon law claim, I have enclosed the following documents:

- Repair history on the subject vehicle;
- Lease Agreement

A full and complete repair history on the subject vehicle, including all repair orders and invoices under the factory warranty, are in the possession of Ford Motor Company and their authorized repairing dealer.

██████████ v. Ford Motor Company  
August 10, 2017  
Page 2 of 2

A quick review of the repair history shows that within the first year of its delivery to my client the subject vehicle has been out of service for an excessive, unreasonable number of days for several non-conformities including repeated activation of airbag light, smoke emanating from beneath hood, strong fuel odors from vehicle rear, exhaust smells inside cabin, faulty battery, blue smoke from exhaust and misaligned trunk and passenger door.

The nonconformities continue to exist and to substantially impair the value, use and safety to my client, as further evidenced by the failed ongoing repair attempts.

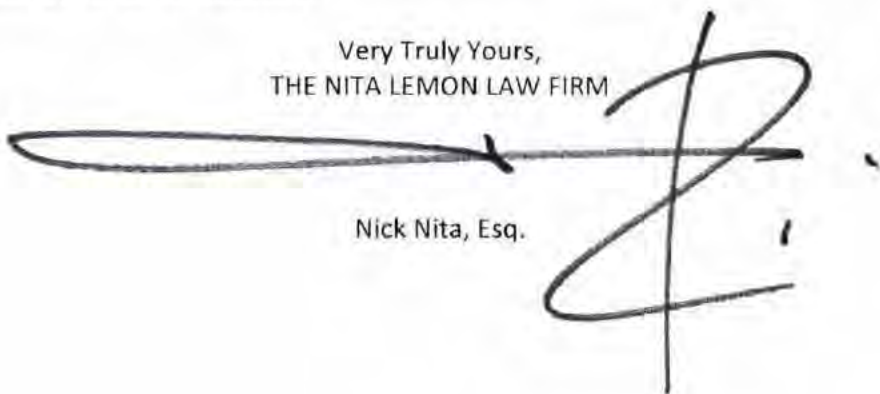
The limited written warranty that accompanied the lease of the subject vehicle provides in part that Ford Motor Company or their authorized dealerships, will repair or replace all parts found to be defective in factory-supplied materials or workmanship. It is my client's position that Ford Motor Company have been unable to service or repair the subject vehicle to conform to the applicable express warranties after a reasonable number of attempts, as evidenced among other things by the repair history on the subject vehicle.

Further, the subject vehicle did not have the quality that a buyer in my client's situation would reasonably expect because the subject vehicle did not perform as promised, did not and could not pass without objection in the trade under the warranty description, did not match the quality of the similar goods, and/or otherwise was not fit for the ordinary purposes for which it was intended. By way of example, and not by way of limitation, the defects, malfunctions, mis-adjustments, and/or non-conformities with my client's vehicle include: repeated activation of airbag light, smoke emanating from beneath hood, strong fuel odors from vehicle rear, exhaust smells inside cabin, faulty battery, blue smoke from exhaust and misaligned trunk and passenger door.

Based on the above, my client requests that Ford Motor Company promptly repurchase her vehicle, refund all her money and pay statutory damages, including incidentals and attorney fees, pursuant to the Song-Beverly Warranty Act.

Thank you for your prompt attention to this matter. I look forward to hearing from you within 30 days of this notification.


Very Truly Yours,  
THE NITA LEMON LAW FIRM

A handwritten signature in black ink, appearing to read 'Nick Nita', is written over a horizontal line. The signature is stylized and includes a large loop at the end.

Nick Nita, Esq.

**California Motor Vehicle Lease Agreement**

Lease Date: 10/27/2015

1-800-727-7000  <b>FORD CREDIT</b> www.fordcredit.com	Lessee (and Co-Lessee) - Name and Address (including County): [REDACTED] ANAHEIM CA ORANGE	Lessor - Name and Address: DAVID WILSON'S VILLA FOR 2580 W TUSTIN AVE ORANGE CA 92865-3003
---------------------------------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------

"Finance Company" is FORD MOTOR CREDIT COMPANY. The "Holder" is CRB WEST 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 WearCare Addendum if it is attached to this lease.

New/Used/Demo	Mileage at Delivery	Year/Make/Model	Vehicle ID #	Vehicle Use
NEW	0 Miles	2016 FORD EXPLORER	[REDACTED]	PERSONAL

<b>1. Amount Due At Lease Signing or Delivery</b> (Itemized Below) * \$ <u>4,372.00</u>	<b>2. Monthly Payments</b> Your first monthly payment of \$ <u>677.55</u> is due on <u>10/27/2015</u> , followed by <u>35</u> payments of \$ <u>677.55</u> due on the day of each month. The total of Your monthly payments is \$ <u>26,424.45</u>	<b>3. Other Charges</b> (not part of Your monthly payment) Disposition Fee (if You do not purchase the Vehicle) <u>N/A</u> Total \$ <u>N/A</u>	<b>4. Total of Payments</b> (The amount You will have paid by the end of the lease) \$ <u>30,796.85</u>
-----------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------

\* Itemization of Amount Due at Lease Signing or Delivery

<b>5. Amounts Due At Lease Signing or Delivery:</b> a. Capitalized cost reduction \$ <u>2,000.00</u> b. First monthly payment <u>677.55</u> c. Refundable security deposit <u>N/A</u> d. Title fees <u>N/A</u> e. Registration fees <u>455.00</u> f. California tire fee <u>8.75</u> g. Acquisition Fee <u>N/A</u> h. Upfront taxes <u>737.15</u> i. Electronic Vehicle Registration or Transfer Charge (not a governmental fee) <u>29.00</u> j. Document Processing Charge (not a governmental fee) <u>0.00</u> k. <u>N/A</u> l. <u>N/A</u> m. <u>N/A</u> Total \$ <u>4,372.00</u>	<b>6. How the Amount Due At Lease Signing or Delivery will be paid:</b> a. Net trade-in allowance \$ <u>1,107.00</u> b. Rebates and noncash credits <u>675.00</u> c. Amount to be paid in cash <u>2,990.00</u> d. <u>N/A</u> Total \$ <u>4,372.00</u>
-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

7. Your monthly payment is determined as shown below:

a. Gross capitalized cost. The agreed upon value of the Vehicle (\$ <u>52,515.00</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)**	\$ <u>52,515.00</u>
b. Capitalized cost reduction. The amount of any net trade-in allowance, rebate, noncash credit, or cash that You pay that reduces the gross capitalized cost	- <u>2,000.00</u>
c. Adjusted capitalized cost. The amount used in calculating Your base monthly payment	= <u>50,515.00</u>
d. Residual value. The value of the Vehicle at the end of the lease used in calculating Your base monthly payment	- <u>20,071.25</u>
e. Depreciation and any amortized amounts. The amount charged for the Vehicle's decline in value through normal use and for other items paid over the lease term	= <u>30,443.75</u>
f. Rent charge. The amount charged in addition to the depreciation and any amortized amounts	+ <u>1,675.00</u>
g. Total of base monthly payments. The depreciation and any amortized amounts plus the rent charge	= <u>32,118.75</u>
h. Lease payments. The number of payments in Your lease	÷ <u>30</u>
i. Base monthly payment	= <u>1,070.63</u>
j. Monthly sales / use tax	+ <u>46.87</u>
k. Total monthly payment	\$ <u>1,117.50</u>
l. Lease term in months.	<u>30</u>

**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 \$0.25 per mile for each mile in excess of 39015 miles shown on the odometer. See Items 22 and 26 on back and the WearCare Addendum if it is 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** \$ 30,071.25 plus official fees and taxes is Your lease end purchase option price. You have the option to purchase the Vehicle from a party designated by Holder for the purchase option price plus a purchase option fee of \$ 0.00 at the end of this lease term if You are not in default.

**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.

4. Your monthly payment \$ 677.42  
 I. 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 \$0.25 per mile for each mile in excess of 49,015 miles shown on the odometer. See Items 22 and 26 on back and the WearCare Addendum if it is 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 \$0.10 per unused mile for the number of unused miles between 0 and 49,015 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** \$ 30,000 plus official fees and taxes is Your lease end purchase option price. You have the option to purchase the Vehicle from a party designated by Holder for the purchase option price plus a purchase option fee of \$500 at the end of this lease term if You are not in default.

**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.

**\*\*11. Itemization of Gross Capitalized Cost**

Agreed Upon Value of the Vehicle As Equipped at the Time of Signing the Lease \$ <u>45,000.00</u>	Agreed Upon Value of <u>100.00</u> Lessor Agrees to Add to the Vehicle After Signing the Lease + \$ <u>100.00</u>	Agreed Upon Value of <u>0.00</u> Lessor Agrees to Add to the Vehicle After Signing the Lease + \$ <u>0.00</u>	Agreed Upon Value of <u>0.00</u> Lessor Agrees to Add to the Vehicle After Signing the Lease + \$ <u>0.00</u>	
Agreed Upon Value of <u>0.00</u> Lessor Agrees to Add to the Vehicle After Signing the Lease + \$ <u>0.00</u>	Agreed Upon Value of <u>0.00</u> Lessor Agrees to Add to the Vehicle After Signing the Lease + \$ <u>0.00</u>	Agreed Upon Value of <u>0.00</u> Lessor Agrees to Add to the Vehicle After Signing the Lease + \$ <u>0.00</u>	Agreed Upon Value of <u>0.00</u> Lessor Agrees to Add to the Vehicle After Signing the Lease + \$ <u>0.00</u>	
Sales/Use Tax & Other Applicable Taxes + \$ <u>0.00</u>	Title Fees + \$ <u>0.00</u>	License & Registration Fees + \$ <u>0.00</u>	Lessor Services + \$ <u>0.00</u>	Acquisition Fee + \$ <u>665.00</u>
Document Processing Charge (not a governmental fee) + \$ <u>0.00</u>	Outstanding Prior Credit or Lease Balance + \$ <u>0.00</u>	WearCare + \$ <u>0.00</u>	Agreed Upon Value of <u>0.00</u> + \$ <u>0.00</u>	Agreed Upon Value of <u>0.00</u> + \$ <u>0.00</u>
Electronic Vehicle Registration or Transfer Charge (not governmental fee) + \$ <u>0.00</u>	<u>SRV CONT</u> + \$ <u>500.00</u>	<u>0.00</u> + \$ <u>0.00</u>	<u>0.00</u> + \$ <u>0.00</u>	<b>Total Gross Capitalized Cost</b> = \$ <u>45,000.00</u>

**12. WARRANTY** The Vehicle is covered by any warranty indicated below:  
 Standard new vehicle warranty provided by the manufacturer or distributor of [REDACTED]  
 [REDACTED]

If the Vehicle is of a type normally used for personal use and the Lessor, or the Vehicle's manufacturer, extends a written warranty or service contract covering the Vehicle within 90 days from the date of this lease, You get implied warranties of merchantability and fitness for a particular purpose covering the Vehicle. Otherwise, You understand and agree that there are no such implied warranties, except as otherwise required by state law.

**13. OFFICIAL FEES AND TAXES** \$ 2,734.85  
 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 payment 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. This lease contract was negotiated primarily in the language initiated by the Lessee:** English  
 Spanish Chinese Tagalog  
 Korean Vietnamese Other

**15. Agreement to Arbitrate:** By signing below You agree that, pursuant to the Arbitration provision on the reverse side of this lease, You or we may resolve any dispute by neutral, binding arbitration and not by a court action. See the Arbitration provision on the reverse side of this lease for the agreement to arbitrate.  
 Buyer Signs X [REDACTED]  
 Co-Buyer Signs X [REDACTED]

**16. LESSOR SERVICES** 0.00  
 (See Item 21 on back) 0.00

**17. 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.

**18. 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.

**19. Description of Vehicle** N/A Agreed Upon Gross Value: 45,000.00  
 or Other Property Trade-In: Year/Make/Model or Other Property Description See Item 6, above, for net trade-in allowance

By [REDACTED] Lessee By: X Co-Lessee

<p>Contract covering the vehicle within 90 days from the date of this lease, You get implied warranties of merchantability and fitness for a particular purpose covering the Vehicle. Otherwise, You understand and agree that there are no such implied warranties, except as otherwise required by state law.</p>		<p>16. LESSOR SERVICES <u>N/A</u> (See Item 21 on back) <u>N/A</u></p>
<p>13. OFFICIAL FEES AND TAXES \$ <u>3,724.86</u> 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 payment 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.</p>	<p>17. 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.</p>	
<p>14. This lease contract was negotiated primarily in the language initiated by the Lessee: <u>English</u>  <u>Spanish</u> Chinese Tagalog  <u>Korean</u> Vietnamese Other</p>	<p>18. 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 \$ <u>15,000</u> for any one person and \$ <u>30,000</u> for any one accident, and \$ <u>5,000</u> for property damage.</p>	
<p>19. Description of Vehicle <u>N/A</u> or Other Property Trade-in: Year/Make/Model or Other Property Description</p>		<p>Agreed Upon Gross Value: <u>12,000.00</u> See Item 6, above, for net trade-in allowance</p>
<p>Trade-In By: <u>X</u> <u>[Redacted]</u> Lessee By: <u>X</u> <u>[Redacted]</u> Co-Lessee</p>		
<p><b>SIGNATURES AND IMPORTANT NOTICES</b></p>		
<p>You specifically waive the right to keep any residence address confidential as granted by Section 1808.21 of the California Vehicle Code.</p>		
<p><b>THERE IS NO COOLING OFF PERIOD</b></p>		
<p>California law does not provide for a "cooling off" or other cancellation period for Vehicle leases. Therefore, You cannot later cancel this lease simply because You change Your mind, decided the Vehicle costs too much, or wish You had acquired a different Vehicle. You may cancel this lease only with the agreement of the Lessor or for legal cause, such as fraud.</p>		
<p>You have the right to return the Vehicle, and receive a refund of any payments made if the credit application is not approved, unless nonapproval results from an incomplete application or from incorrect information provided by You.</p>		
<p>Modification: This lease sets forth all the terms of the lease, and no other agreement. Any change in this lease</p>		
<p><u>[Redacted]</u> Title: _____  <u>[Redacted]</u> Title: _____</p>		
<p><b>YOU AND YOUR CO-LESSEE ARE TO BE BOUND BY THE ARBITRATION PROVISION ON THE REVERSE SIDE OF THIS CONTRACT.</b></p>		
<p>(1) Do not sign this lease before You read it or if it contains any blank spaces to be filled in; (2) You are entitled to a completely filled in copy of this lease; (3) Warning - Unless a charge is included in this lease for public liability or property damage insurance, payment for that coverage is not provided by this lease.</p>		
<p>NOTICE: You state that You have been given notice of an assignment of this lease by the Lessor to Holder and a filled-in</p>		
<p><u>[Redacted]</u></p>		
<p>Lessor and Lessee are hereby notified that Holder has assigned to OI 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 finance or lease plan agreement between Lessor and Finance Company unless otherwise indicated here:</p>		
<p>Lessor: <u>[Redacted]</u> By: <u>X</u> <u>[Redacted]</u> Title: <u>[Redacted]</u></p>		



**FOR YOUR CONVENIENCE**  
 Service Hours  
 Monday - Friday 7:00 am - 6:00 pm  
 Saturday 8:00 am - 4:00 pm  
 Courtesy Bus 8:15 am - 10:15 am - 3:30 pm

714-637-8222 • Service Fax 714-921-9631  
 2550 N. TUSTIN AVE.  
 ORANGE, CA 92663-5666  
 www.villaford.com  
 71D053 P & A CODE 05559-1  
 LOSA 71  
 ENVIRONMENTAL PROTECTION AGENCY 40.  
 EPA CAL 000396334  
 B.A.R. REGISTRATION NO. ARD 278620

DATE	TIME	PERSON CONTACTED	PHONE?	ADV. #	REVISION
IMPORTANT: REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE.			Labor charges are based on predetermined flat rate amounts. They are not necessarily indicative of the actual time spent by the technician(s) to perform a particular repair or service.		

RO	Tag	Advisor	Added	License	IN
	0185	297 ANGELICA AGREDANO	11/10/15 11:32	1EM5K8GT1	

Customer Information

ANAHEIM, CA

Vehicle Information

16 FORD EXPLORER 4DR SUV SPORT 4WD BLACK Model#: R8G Odometer: 621  
 ENG: 6.7L PWR STROKE V8 TURBO Stock No: 005V0011 Inv Acc: 2314  
 Dates: Production: 07/28/15 Inservice: 10/27/15 Sold: 10/27/15 BLS: 039  
 Last Svc: Client: [REDACTED] Date: 08/26/15 Adv: 076 Odom: 6 Daily Avg: 32 Month Avg: 960

Ln	Type	Operation	Customer Concern	Hr./Qty
34*	I		CUSTOMER STATES ALARM SK 13	
35	I		CUSTOMER STATES DUAL HEADREST DVD SYSTEM SK 13	
36	I		CUSTOMER STATES ONE DAY RENTAL SK 15	
		Sk/Hr/Tech:	13-3.8 15-0.7	

Additional Information

MFG: 05559 Dist: FMC Fuel: GAS Estimated Completion: 11/10/15 10:00  
 Name Verify: Color Code: G1

Comment

Possible rcheck. Last Serviced 08/26/15 Preferred Customer

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

"By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary."

ESTIMATES	
HAZARDOUS WASTES	
ORIGINAL EST	
TOTAL	

TERMS CASH UNLESS ARRANGEMENTS MADE  
 I hereby authorize the following repair work to be done along with the removal of any material, and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express or implied warranty is hereby acknowledged on above use or back to secure the same list of repairs thereto. Please read warranty information. A conditions on rear side of this contract.  
 CUSTOMER ACKNOWLEDGES RECEIPT OF COPY HEREOF.

Cost Sign X



**FOR YOUR CONVENIENCE**  
**Service Hours**  
 Monday - Friday 7:00 am - 6:00 pm  
 Saturday 8:00 am - 4:00 pm  
 Courtesy Bus 8:15 am - 10:15 am - 3:30 pm

714-637-8222 • Service Fax 714-921-9631  
 2550 N. TUSTIN AVE.  
 ORANGE, CA 92663-5666  
 www.villaford.com  
 71D053 P & A CODE 05559-1  
 LOSA 71  
 ENVIRONMENTAL PROTECTION AGENCY NO.  
 EPA CAL 000396334  
 B.A.R. REGISTRATION NO. ARD 276620

DATE	TIME	PERSON CONTACTED	PHONE?	ADV. #	REVISION
IMPORTANT: REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE.			Labor charges are based on predetermined flat rate amounts. They are not necessarily indicative of the actual time spent by the technician(s) to perform a particular repair or service.		

RO	Tag	Advisor	Customer	VIN	Page
	195	297 ANGELICA AGREDAN		1FMR8GT1GC	2

Vehicle: 16 FORD EXPLORER 4DR SUV BLACK

RO Information

SVC Note: PREFERRED TREATMENT

Method of Payment

INT INTERNAL IN - INTERNAL

Estimate Information

	Estimate
INT INTERNAL	0.00

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

"By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary"

ESTIMATES	
HAZARDOUS WASTES	_____
ORIGINAL EST	_____
TOTAL	_____

TERMS CASH UNLESS ARRANGEMENTS MADE  
 I hereby authorize the following repair work to be done and with the necessary material, and hereby grant you and/or your agent, agent permission to operate the car or truck 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 car or truck to secure the amount of repairs thereto. Please read warranty information & conditions on reverse side of this contract.

CUSTOMER ACKNOWLEDGES RECEIPT OF COPY HEREOF

Cost Sign X \_\_\_\_\_



2550 N. TUSTIN AVENUE  
ORANGE, CALIFORNIA 92865  
PHONE (714) 637-8222  
SERVICE FAX (714) 921-9632  
www.villaford.com

**FOR YOUR CONVENIENCE**  
**Service Hours**  
Monday - Friday 7:00 am - 6:00 pm  
Saturday 8:00 am - 4:00 pm

PROGRAM CODES	
REPAIR 1	MICRO REFERENCE NUMBER
REPAIR 2	
REPAIR 3	Authorized Signature And Date
	APPROVAL CODE OR NO. COMMITMENT CODE

P & A CODE 05559-1  
71D053  
LOSA 71

B.A.R. REGISTRATION NO. ARD 276620  
ENVIRONMENTAL PROTECTION AGENCY NO.  
EPA CAL 000396334

**TO ALL OUR SERVICE DEPARTMENT CUSTOMERS:**

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

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

Adv: 297 ANGELICA AGREDANO	License	1FMSK8GT1G	Page 1 (Last)	Invoice
Invoice to		Driver/Owner Information		
For Office Use		Vehicle Information		
OdomeTec In: 621	Out:	Dist: FMC INT 1	Prelim	16 FORD EXPLORER SPORT 4WD 4DR SUV
		Stock#: 00SV0011	Inv Acct: 2314	
Begin: 11/10/15	Done: 11/10/15	Invoiced: 11/10/15 16:35 AA	Inservice: 10/27/15	Production: 07/28/15
Sold: 10/27/15				
Customer Concern				
Concern 34	CUSTOMER STATES ALARM	Operation	Tech	Amount
Correction	INSTALL ALARM FOR DUE BILL SERVICES	ALARM	903	
Concern 35	CUSTOMER STATES DUAL HEADREST DVD SYSTEM	Operation	Tech	Amount
Correction	INSTALL HEADREST INSTALLED HEADREST PLEASE REFER TO STATION 89.7 TO HEAR THRU OUT VEHICLE	HEADREST	903	
Type: I	Line Flags: W03			
Concern 36	CUSTOMER STATES ONE DAY RENTAL	Operation	Tech	Amount
Correction	PROVIDED CUSTOMER WITH RENTAL CAR DAVID JOHNSON AGREED TO PAY 60/A DAY	RENTAL	995	
Type: I	Line Flags: W04			
Summary of Charges for Invoice I		Payment Distribution for Invoice		
PREFERRED TREATMENT				
Estimate 0.00				
If you have any questions - please see ANGELICA AGREDANO				

**THANK YOU FOR YOUR PATRONAGE!**

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

DATE	TIME	PERSON CONTACTED	PHONE#	ADV.#	REVISION

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



2550 N. TUSTIN AVENUE  
ORANGE, CALIFORNIA 92665  
PHONE (714) 637-8222  
SERVICE FAX (714) 921-9632  
www.villaford.com

**FOR YOUR CONVENIENCE**  
Service Hours  
Monday - Friday 7:00 am - 6:00 pm  
Saturday 8:00 am - 4:00 pm

PROGRAM CODE(S)	
REPAIR 1	MICRO REFERENCE NUMBER
REPAIR 2	
REPAIR 3	Approval Signature And Date
	APPROVAL CODE OR NO. GOVERNMENT CODE

P & A CODE 05559-1  
71D053  
LOSA 71

B.A.R. REGISTRATION NO. ARD 276620  
ENVIRONMENTAL PROTECTION AGENCY NO.  
EPA CAL 000396334

**TO ALL OUR SERVICE DEPARTMENT CUSTOMERS:**

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

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

Adv: 297 ANGELICA AGREVANO				15MSKSGT1 GG	Page 1 (Last)	From
Invoice to		Driver/Owner Info				
[REDACTED]						
ANAHIM, CA 92703						
Work Order						
For Service Use						
Vehicle Information						
Customer In: 621	Out:	Dist: PNC INT T	PreLim	IS (ORD) EXPLORER SPORT (WD (DR SUV		
Stock#: 003V0011		Inv Acct: 9318				
Begin: 11/10/15	Done: 11/10/15	Invoice: 11/10/15 16135 AA	Trans: 10/27/15	Production: 01/28/15	By: 10/27/15	
Customer Concern						
Concern 34	CUSTOMER STATES ALARM	Operation Tech		Amount		
Correction:	INSTALL ALARM FOR DHE BILL SERVICES	ALARM		983		
Concern 35	CUSTOMER STATES DUAL HEADREST DVD SYSTEM	Operation Tech		Amount		
Correction:	INSTALL HEADREST INSTALLED HEADREST PLEASE REFER TO STATION 89.7 TO HEAR THRU OUT VEHICLE.	HEADREST		903		
Type: I	Line Flag: W03					
Concern 36	CUSTOMER STATES ONE DAY RENTAL	Operation Tech		Amount		
Correction:	PROVIDED CUSTOMER WITH RENTAL CAR DAVID JOHNSON AGREED TO	RENTAL		995		
Type: I	Line Flag: W04					
Summary of Charges for Invoice			Payment Distribution for Invoice			
PREFERRED TREATMENT:						
Estimate		0.00				
If you have any questions - please call						

**THANK YOU FOR YOUR PATRONAGE!**

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

DATE	TIME	PERSON CONTACTED	PHONE#	ADV #	REVISION

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



2550 N. TUSTIN AVENUE  
ORANGE, CALIFORNIA 92865  
PHONE (714) 637-8222  
SERVICE FAX (714) 921-9632  
www.villaford.com

**FOR YOUR CONVENIENCE**  
Service Hours  
Monday - Friday 7:00 am - 6:00 pm  
Saturday 8:00 am - 4:00 pm

PROGRAM CODE(S)		
REPAIR 1	MICRO REFERENCE NUMBER	
REPAIR 2	Authorized Signature And Date	
REPAIR 3	APPROVAL CODE OR NO.	COMMITMENT CODE

P & A CODE 05559-1  
71D053  
LOSA 71

B.A.R. REGISTRATION NO. ARD 276620  
ENVIRONMENTAL PROTECTION AGENCY NO.  
EPA CAL 000396334

**TO ALL OUR SERVICE DEPARTMENT CUSTOMERS:**

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Adv: 016 RANDY BRADLEY	Tag [REDACTED]	License [REDACTED]	1FM5K8GT1 [REDACTED]	Page 1	Invoice [REDACTED]	
Invoice to [REDACTED]						
[REDACTED]						
Odometer In: 6994 Out:			WAR S W Prelim	Vehicle Information		
				16 FORD EXPLORER SPORT 4WD 4DR SUV BLACK		
				Stock#: 008V0011		
Begin: 04/07/16	Done: 04/07/16	Invoiced: 04/07/16 13:44 RB	Inservice: 10/27/15	Production: 07/28/15	Sold: 10/27/15	
<b>Customer Concern</b>						
Concern 25	CUSTOMER STATES LOANER FOR CUSTOMER SERVICE--- 1ST DAY OPTION			Operation	Tech	Amount
Cause	ESP			LOANER	595	
Correction	LOANER FOR CUSTOMER SERVICE Repair Type 11 Visit 1					
Concern 51	CUSTOMER STATES AIR BAG LIGHT IS ON			Operation	Tech Units	Amount
Cause	FAULTY CONNECTION UNDER DR SEAT			14056D	142 0.5	
Collection	AIR BAG RESTRAINT SYSTEM - DIAGNOSIS					
	51-1 AIR BAG RESTRAINT SYSTEM - DIAGNOSTIC PIN POINT TEST			14056D45	142 0.3	
	51-2 RESECURED C311			14056D45WR	142 0.3	
Tech Notes	VERIFIED THE CONCERN HOOKED UP IDS PULLED CODES TO FIND B0050, B00B5 AND B1404 ALL PPT LEAD TO DR SEAT INSP UNDER SEAT TO FIND THE DR SEAT C311ON HARNESS 140231 HAS BECOME DISCONNECTED RESECURED THEN RETEST TO FIND ALL CODES CLEARED NOW AETER THE REPAIR AT THIS TIME. PPT A1 YES, A2 NO, A3 WHILE TESTING FOR RESISTANCE FOUND CONNECTION ISSUE AT C311 C6					
Comment	Repair Type 11 Visit 1					
Summary of Charges for Invoice [REDACTED]			Payment Distribution for Invoice [REDACTED]			
PREFERRED TREATMENT						

**THANK YOU FOR YOUR PATRONAGE!**

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DATE	TIME	PERSON CONTACTED	PHONE#	ADV. #	REVISION

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



2550 N. TUSTIN AVENUE  
 ORANGE, CALIFORNIA 92865  
 PHONE (714) 637-8222  
 SERVICE FAX (714) 921-9632  
 www.villaford.com

**FOR YOUR CONVENIENCE**  
**Service Hours**  
 Monday - Friday 7:00 am - 6:00 pm  
 Saturday 8:00 am - 4:00 pm

PROGRAM CODE(S)		
REPAIR 1	MICRO REFERENCE NUMBER	
REPAIR 2		
REPAIR 3	AUTHORIZED SIGNATURE AND DATE	
	APPROVAL CODE OR NO.	COMMITMENT CODE

P & A CODE 05559-1  
 71D053  
 LOSA 71

B.A.R. REGISTRATION NO. ARD 276620  
 ENVIRONMENTAL PROTECTION AGENCY NO.  
 EPA CAL 000396334

**TO ALL OUR SERVICE DEPARTMENT CUSTOMERS:**

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Adv: 016 RANDY BRADLEY

Page 2 (Last) In 70

Attention: The following invoices also exist  
 8 - SERVICE W/O  
 Estimate 0.00

If you have any questions - please see RANDY BRADLEY

16 FORD EXPLORER SPORT 4WD 4DR SUV BLACK

**THANK YOU FOR YOUR PATRONAGE!**

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DATE	TIME	PERSON CONTACTED	PHONE?	ADV. #	REVISION

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 ORANGE, CALIFORNIA 92865  
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 SERVICE FAX (714) 921-9632  
 www.villaford.com

**FOR YOUR CONVENIENCE**  
**Service Hours**  
 Monday - Friday 7:00 am - 6:00 pm  
 Saturday 8:00 am - 4:00 pm

PROGRAM CODE(S)	MICRO REFERENCE NUMBER	
REPAIR 1		
REPAIR 2		
Authorized Signature And Date		
REPAIR 3	APPROVAL CODE OR NO.	COMMITMENT CODE

**P & A CODE 05559-1**  
**71D053**  
**LOSA 71**

**B.A.R. REGISTRATION NO. ARD 276620**  
**ENVIRONMENTAL PROTECTION AGENCY NO.**  
**EPA CAL 000396334**

**TO ALL OUR SERVICE DEPARTMENT CUSTOMERS:**

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

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Adv: 016 RANEY BRADLEY	Tag: [REDACTED]	1EM5K3GT1G [REDACTED]	Page 1	Inv: [REDACTED]
Invoice to		Driver/Owner Information		
[REDACTED]		[REDACTED]		
ANAHEIM, CA		ANAHEIM, CA		
<b>For Office Use</b>		<b>Vehicle Information</b>		
Odometer In: 6994	Out: 6994	Dist: FMC S S W Prelim	16 FORD EXPLORER SPORT 4WD 4DR SUV	
		Stock#:	00SV0011	
Begin: 04/07/16	Done: 04/07/16	Invoiced: 04/07/16 13:44 RB	Inservice: 10/27/15	Production: 07/28/15
Sold: 10/27/15				
<b>Customer Concern</b>				
Concern 24	REPLACE ENGINE OIL AND FILTER, ROTATE TIRES	Operation	Tech	Amount
Correction	REPLACE ENGINE OIL AND FILTER AND ROTATE TIRES	140	145	
	REPLACE ENGINE FILTER AND OIL UP TO 5 QUARTS			
	INSPECT AIR FILTER, CHECK FLUID LEVELS AND AIR PRESSURE			
Comment	FIRST FREE SERVICE			
Parts	Part Number	PO#	Note	Description
	FMC AA5Z 6714 B			FILTER ASY - OIL
	FMC XO 5W30 QSP			MOTORCRAFT SAE 5W-30
Type: SWO	Line Flags: HAZ	Qty	Seil	
		1		
		6		
Concern 25	PERFORM MULTI-POINT INSPECTION	Operation	Tech	Amount
Correction	PERFORM MULTI-POINT INSPECTION	99P	145	
	SET TIRE PRESSURE TO FACTORY SPECIFICATIONS			
26-1	FRONT BRAKES CHECKED AND OK	GBK	145	
26-2	BATTERY GOOD	GBATT	145	
26-3	TIRES CHECKED AND OK	GTIRE	145	
Comment	SET TIRE PRESSURE TO FACTORY SPECIFICATIONS			
Concern 39	TIRE PRESSURE READINGS	Operation	Tech	Amount
Cause	35 PSI ALL TIRES	TPNOTE	145	
Correction	TIRE PRESSURE READINGS			
Comment	RECORD ALL PRESSURE READINGS IN STORY			

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DATE	TIME	PERSON CONTACTED	PHONE#	ADV.#	REVISION

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



2550 N. TUSTIN AVENUE  
 ORANGE, CALIFORNIA 92665  
 PHONE (714) 637-8222  
 SERVICE FAX (714) 921-9632  
 www.villaford.com

**FOR YOUR CONVENIENCE**  
**Service Hours**  
 Monday - Friday 7:00 am - 6:00 pm  
 Saturday 8:00 am - 4:00 pm

PROGRAM CODE(S)	MICRO REFERENCE NUMBER	
REPAIR 1		
REPAIR 2		
REPAIR 3	Authorized Signature And Date	
	APPROVAL CODE OR NO.	COMMITMENT CODE

P & A CODE 05559-1  
 71D053  
 LOSA 71

B.A.R. REGISTRATION NO. ARD 276620  
 ENVIRONMENTAL PROTECTION AGENCY NO.  
 EPA CAL 000396334

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

Adv: 016 RANDY BRADLEY	Tax: [REDACTED]	License: [REDACTED]	1FM5K8GT1 GC [REDACTED]	Page 2 (Last) Inv. [REDACTED]
Invoice to: [REDACTED]				
Involved: 04 [REDACTED]	TO FORD EXPLORER SPORT 4WD 4DR SUV			
Summary of Charges for Invoice [REDACTED]		Payment Distribution for Invoice [REDACTED]		
<p>PREFERRED TREATMENT          Attention: The following invoices also exist          WAK - WARRANTY          Estimate 0.00          If you have any questions - please see RANDY BRADLEY</p>				

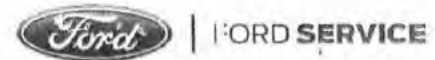
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DATE	TIME	PERSON CONTACTED	PHONE?	ADV. #	REVISION

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

# VEHICLE REPORT CARD



MULTI-POINT INSPECTION AS RECOMMENDED BY FORD MOTOR COMPANY

Date: \_\_\_\_\_ RO/Tag #: \_\_\_\_\_  
 Name: \_\_\_\_\_  
 Email: \_\_\_\_\_  
 Year/Make/Model: G6A 5680Z  
 VIN #: \_\_\_\_\_ Plate #: \_\_\_\_\_  
 Odometer: 6994 Inspect. Month: June  
 Owner Advantage Rewards\* #: \_\_\_\_\_ Service Balance: \_\_\_\_\_  
 Ford Extended Service Plan:  YES  NO  
 SYNC\* MyFord Touch version current:  YES  NO  N/A

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

SCHEDULED MAINTENANCE ITEMS*			
DUE	SERVICED	DUE	SERVICED
<input type="checkbox"/> THE WORKS	<input checked="" type="checkbox"/>	<input type="checkbox"/> Engine Air Filter	<input checked="" type="checkbox"/>
<input type="checkbox"/> Oil Change & Filter	<input checked="" type="checkbox"/>	<input type="checkbox"/> Engine Coolant	<input type="checkbox"/>
<input type="checkbox"/> Tire Rotation	<input checked="" type="checkbox"/>	<input type="checkbox"/> Transmission Fluid &/or Filter	<input type="checkbox"/>
<input type="checkbox"/> Multi-Point Inspection	<input checked="" type="checkbox"/>	<input type="checkbox"/> Cabin Air Filter	<input checked="" type="checkbox"/>
<input type="checkbox"/> Fuel Filter	<input type="checkbox"/>	<input type="checkbox"/> Spark Plugs	<input checked="" type="checkbox"/>
K Scheduled Maintenance <input type="checkbox"/>			

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

FLUID LEVELS			
OK	FILL	OK	FILL
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

WIPER BLADES			
Test Performed	Front	Rear	SERVICED
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

BATTERY	
State of Health	Battery Condition
0%  100%	<input checked="" type="checkbox"/>
Factory spec cold cranking amps <u>600</u>	Actual cold cranking amps <u>450</u>

EXTERIOR BODY	
	Note any existing exterior body damage or defects on diagram

SYSTEMS / COMPONENTS		SERVICED
LIGHTS / WINDSHIELD		
<input checked="" type="checkbox"/>	Operation of horn, interior lights, exterior lamps, turn signals, hazard and brake lamps	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Windshield for cracks, chips and pitting	<input type="checkbox"/>
BELTS / HOSES / MOUNTS		
<input checked="" type="checkbox"/>	HVAC system and hoses / lines for leaks and/or damage	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Engine Cooling System, radiator, hoses and clamps	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Accessory drive belt(s)	<input type="checkbox"/>
BRAKE SYSTEM		
<input checked="" type="checkbox"/>	Brake system (including lines, hoses, and parking brake)	<input type="checkbox"/>
STEERING / SUSPENSION		
<input checked="" type="checkbox"/>	Shocks / struts and other suspension components or leaks and/or damage	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Steering, steering linkages and ball joints (visual)	<input type="checkbox"/>
EXHAUST SYSTEM		
<input checked="" type="checkbox"/>	Exhaust system and heat shield (leaks, damage, loose parts)	<input type="checkbox"/>
TRANSMISSION / DRIVE AXLE		
<input checked="" type="checkbox"/>	Clutch operation (if equipped)	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Constant velocity (CV) drive axle boots (if equipped)	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Drive shaft, transmission, u-joint and shift linkage (if equipped) and lubricate (as needed)	<input type="checkbox"/>

TIRE / BRAKE WEAR							
TIRE TREAD		7/32" and greater		4/32" to 6/32"		3/32" and less	
BRAKE LINING		Over 5mm or 7/32" (Disc) or Over 2mm or 3/32" (Drum)		3 to 5mm or 4/32" to 7/32" (Disc) or 1.01 to 2mm or 2/32" to 3/32" (Drum)		Less than 3mm or 4/32" (Disc) or 1mm or 2/32" or less (Drum)	
<input type="checkbox"/>	Alignment check needed	<input checked="" type="checkbox"/>	LEFT FRONT	<input checked="" type="checkbox"/>	RIGHT FRONT	<input checked="" type="checkbox"/>	RIGHT REAR
<input type="checkbox"/>	Wheel balance needed	<input checked="" type="checkbox"/>	Tire Tread Depth <u>9</u> /32"	Tire Age _____	<input checked="" type="checkbox"/>	Tire Tread Depth <u>9</u> /32"	Tire Age _____
<input type="checkbox"/>	Brake measurements not taken this service visit	<input checked="" type="checkbox"/>	Tire Wear Pattern / Damage	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Tire Wear Pattern / Damage	<input type="checkbox"/>
		<input checked="" type="checkbox"/>	Tire Pressure set to factory-recommended PSI	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Tire Pressure set to factory-recommended PSI	<input checked="" type="checkbox"/>
		<input checked="" type="checkbox"/>	Brake Lining <u>10</u> mm /32"	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Brake Lining <u>10</u> mm /32"	<input type="checkbox"/>
		<input checked="" type="checkbox"/>	LEFT REAR	<input checked="" type="checkbox"/>	RIGHT REAR	<input checked="" type="checkbox"/>	RIGHT REAR
		<input checked="" type="checkbox"/>	Tire Tread Depth <u>9</u> /32"	Tire Age _____	<input checked="" type="checkbox"/>	Tire Tread Depth <u>9</u> /32"	Tire Age _____
		<input checked="" type="checkbox"/>	Tire Wear Pattern / Damage	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Tire Wear Pattern / Damage	<input type="checkbox"/>
		<input checked="" type="checkbox"/>	Tire Pressure set to factory-recommended PSI	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Tire Pressure set to factory-recommended PSI	<input checked="" type="checkbox"/>
		<input checked="" type="checkbox"/>	Brake Lining <u>10</u> mm /32"	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Brake Lining <u>10</u> mm /32"	<input type="checkbox"/>
		<input checked="" type="checkbox"/>	SPARE TIRE	<input checked="" type="checkbox"/>	SPARE TIRE	<input checked="" type="checkbox"/>	SPARE TIRE
		<input checked="" type="checkbox"/>	Tire Pressure set	Tire Age _____	<input checked="" type="checkbox"/>	Tire Pressure set	Tire Age _____

NOTE: Tires should be replaced after 6 years regardless of tread wear, including the spare, even if it has not been used.

Comments:  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Advisor: \_\_\_\_\_  
 Technician: JULIO  
 Customer Signature: \_\_\_\_\_

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**FOR YOUR CONVENIENCE**  
Service Hours  
Monday - Friday 7:00 am - 6:00 pm  
Saturday 8:00 am - 4:00 pm

PROGRAM CODE	
REPAIR 1	MICRO REFERENCE NUMBER
REPAIR 2	
REPAIR 3	Authorized Signature and Date
	APPROVAL CODE OR NO. COMMENT CODE

P & A CODE 05559-1  
71D053  
LOSA 71

B.A.R. REGISTRATION NO. ARD 276520  
ENVIRONMENTAL PROTECTION AGENCY NO.  
EPA CAL 000396334

**TO ALL OUR SERVICE DEPARTMENT CUSTOMERS:**

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

Atty: 016 FANDY REARLEY	Trg: [REDACTED]	License: [REDACTED]	ENDORSEMENT: [REDACTED]	Rate: [REDACTED]	INVOICE: [REDACTED]
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Created In: 0984 Only	MR 8 W Prelim	IC FORD EXPLORER SPORT 4WD 4DR SUV BLACK
		Stock#: 8092011
Begin: 04/07/10	Done: 04/07/10	Invoiced: 03/07/10 1344 RB
		Interim: 10/27/10
		Production: 07/28/10
		Sell: 10/27/10

Opener	Description	Operation	Technician	Amount
05	CUSTOMER STATES LOANER FOR CUSTOMER SERVICE - 1 DAY OPTION EOP LOANER FOR CUSTOMER SERVICE Repair Type II Visit 1	LOANER	585	
41	CUSTOMER STATES AIR BAG LIGHT IS ON FAULTY CONNECTION ON DR SEAT AIR BAG RESTRAINT SYSTEM - DIAGNOSIS AIR BAG RESTRAINT SYSTEM - DIAGNOSTIC ECU POINT TEST RESECURED CS11	14056D 14056D46 14056D45NB	142 142 142	0.0 0.0 0.0
<b>Tech Notes:</b> VERIFIED THE OWNER HOOKED UP HIS PULLER HOLES TO FIND BONES, BONES AND B104 ALL WPT LEAD TO DR SEAT THIS UNDER SEAT TO FIND THE DR SEAT COLLOR HARNESS (A020) HAS BECOME DISCONNECTED RESECURED THEN RETEST TO FIND ALL CORSE CLEANED NOW AFTER THE REPAIR AT THIS TIME. WPT A1 562, A2 NO, A3 WHILE TESTING FOR RESISTANCE FOUND CONNECTION ISSUE AT CS11 05. <b>Comment:</b> Repair Type II Visit 1				

<b>Summary of Charges for Invoice</b> [REDACTED]	<b>Payment Distribution for Invoice</b> [REDACTED]
PREFERRED TREATMENT	

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DATE	TIME	PERSON CONTACTED	PHONE?	ADV #	REVISION

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

David Wilsons  
**VillaFord**

2550 N. TUSTIN AVENUE  
 ORANGE, CALIFORNIA 92665  
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 www.villaford.com

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 Saturday 8:00 am - 4:00 pm

PROGRAM CODE	
REPAIR 1	MICRO REFERENCE NUMBER
REPAIR 2	
REPAIR 3	Authorized Signature And Date
	OFFICIAL CODE GROUP
	COMMITMENT CODE

P & A CODE 05559-1  
 71D053  
 LOSA 71

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 EPA CAL 000396334

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**WARRANTY INFORMATION:** FOR COMPLETE DETAILS PLEASE REFER TO THE BACK SIDE OF YOUR REPAIR ORDER. ALL PARTS LISTED ARE NEW UNLESS OTHERWISE INDICATED. "RM" DENOTES REMANUFACTURED PART.

NAME OF PARTS DEPARTMENT	DATE	TIME	PERSON CONTACTED	PHONE #	ADV #	REVISION

Attention: The following services are included:  
 S - SERVICE W/D  
 Estimate = 0.00  
 If you have any questions - please ask RANDY BRADLEY

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DATE	TIME	PERSON CONTACTED	PHONE #	ADV #	REVISION

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Service Hours  
Monday - Friday 7:00 am - 6:00 pm  
Saturday 8:00 am - 4:00 pm

PROGRAM CODES	MICRO REFERENCE NUMBER	
REPAIR 1		
REPAIR 2		
REPAIR 3		
Authorized Signature And Date		
APPROVAL CODE OR NO.	COMMITMENT CODE	

P & A CODE 05559-1  
71D053  
LOSA 71

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MUST BE ACCOMPANIED BY THIS INVOICE INFORMATION - FOR COMPLETE DETAILS REFER TO THE BACK SIDE OF YOUR REPAIR PARTS LISTED ARE NEW UNLESS INDICATED "RM" DENOTES REBUILT PART.

REV: 016 JAMES BRADLEY	TAX: [REDACTED]	CUSTOMER: [REDACTED]	DEMS/007	Page 1	Invoice [REDACTED]
Invoice to			Driver/Owner Information		
[REDACTED]			[REDACTED]		
ANAHIM, CA			ANAHIM, CA		
[REDACTED]			[REDACTED]		
For Office Use			Vehicle Information		
odometer In: 6394	odometer: 6394	EXPLORER S	S M	Prelim	26 FORD EXPLORER SPORT 4WD 4DR SUV
			Stock#:	DIS00011	
Reg'd: 04/07/16	Form: 01/07/16	Invoice#: 01/07/16 11144 BR	Inspection: 10/27/15	Production: 07/28/15	Model: 10/2015
Customer Concern					
Concern 24	REPLACE ENGINE OIL AND FILTER, ROTATE TIRES	Operation	Tech	Amount	
Correction	REPLACE ENGINE OIL AND FILTER AND ROTATE TIRES	140	145		
	REPLACE ENGINE FILTER AND/OIL UP TO 5 QUARTS				
	INSPECT AIR FILTER, CHECK FLUID LEVELS AND AIR PRESSURE				
Comment	FIRST FREE SERVICE				
Parts	Part Number	QTY	Rate	Description	DELT
	PK AAS2 6714 B	1		FILTER ASY - OIL	
	PK XO 5K10 QSP	6		MOTORCRAFT SAE 5W-30	
Types: 590	Line: 11921 000				
Concern 25	PERFORM MULTI-POINT INSPECTION	Operation	Tech	Amount	
Correction	PERFORM MULTI-POINT INSPECTION	98P	145		
	SET TIRE PRESSURE TO FACTORY SPECIFICATIONS				
	FRONT BRAKES CHECKED AND OK	GBK	145		
	BATTERY GOOD	GBATT	145		
	TIRES CHECKED AND OK	GLIRE	145		
Comment	SET TIRE PRESSURE TO FACTORY SPECIFICATIONS				
Concern 30	TIRE PRESSURE READINGS	Operation	Tech	Amount	
Issue	35 PSI ALL TIRES	TINOTS	145		
Correction	TIRE PRESSURE READINGS				
Comment	RECORD ALL PRESSURE READINGS IN STORY				

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DATE	TIME	PERSON CONTACTED	PHONE#	ADV #	REVISION

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 Service Hours  
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 Saturday 8:00 am - 4:00 pm

PROGRAM CODE(S)	
REPAIR 1	MICRO REFERENCE NUMBER
REPAIR 2	
REPAIR 3	Authorized Signature And Date
	ADDITIONAL CODE OR NO. COMMENT CODE

P & A CODE 05559-1  
 71D053  
 LOSA 71

B.A.R. REGISTRATION NO. ARD 276620  
 ENVIRONMENTAL PROTECTION AGENCY NO  
 EPA CAL 000396334

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NAME - GUY BRADLEY	Car	License	EMERGENCY	Page 2 of 2	Invoice
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INVOICE NUMBER 853918	LEASE DEVELOPER SPORT AND 4DR SUV
-----------------------	-----------------------------------

<b>Summary of Charges for Invoice 853918</b>	<b>Payment Distribution for Invoice 853918</b>
----------------------------------------------	------------------------------------------------

PREFERRED TREATMENT  
 Attention: THE FOLLOWING INVOICES ALSO EXIST  
 WAR - WARRANTY  
 Estimate 0.00  
 If you have any questions - please see RANDY BRADLEY

**THANK YOU FOR YOUR PATRONAGE!**

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DATE	TIME	PERSON CONTACTED	PHONE#	ADV #	REVISION

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

Adv: 024 ALEXANDER CLARKE	license	1FMSK8GT1G	Page 1	Invoice
Invoice to		Driver/Owner Information		
ANAHEIM, CA 92802		ANAHEIM, CA		
<b>For Office Use</b>		<b>Vehicle Information</b>		
Odometer in: 1337	Out: 1337	Dist: FMC S S	Final	16 FORD EXPLORER SPORT 4WD 4DR SUV
		Stock#:	00SV0011	
Begin: 12/01/15	Done: 12/01/15	Invoiced: 12/01/15 12:29 CA	Inservice: 10/27/15	Production: 07/28/15
<b>Customer Concern</b>				
Concern 25	PERFORM MULTI-POINT INSPECTION	Operation	Tech	Amount
Correction	PERFORM MULTI-POINT INSPECTION	99D	995	0.00
Comment	SET TIRE PRESSURE TO FACTORY SPECIFICATIONS			
Type: SWO	SET TIRE PRESSURE TO FACTORY SPECIFICATIONS	Subtotal		
TOTAL CHARGE FOR CONCERN				0.00
Concern 39	TIRE PRESSURE READINGS	Operation	Tech	Amount
Correction	TIRE PRESSURE READINGS	TENOTE	995	0.00
Comment	RECORD ALL PRESSURE READINGS IN STORY			
Type: SWO		Subtotal		
TOTAL CHARGE FOR CONCERN				0.00
Concern 51	CUSTOMER STATES SMOKE COMING FROM UNDER THE HOOD NOTICED BURNING SMELL. CHECK AND ADVISE.... INSPECTED CHECK UNDER ENGINE COMPARTMENT CLEANED OFF ANIMAL STUFFING EVERYTHING CHECKED OUT. NO CONCERN AT THIS TIME	Operation	Tech	Amount
Correction	CHECKED INSPECTED CLEANED OFF ENGINE COMPARTMENT FOUND ANIMAL STUFFING ON BATTERY REMOVED AND CLEANED NO FURTHER CONCERN AT THIS TIME.	HE	995	0.00
Type: SWO		Subtotal		
TOTAL CHARGE FOR CONCERN				0.00
<b>Summary of Charges for Invoice</b>		<b>Payment Distribution for Invoice</b>		
TOTAL CHARGE 0.00		SERVICE W/O 0.00		
		TOTAL CHARGE 0.00		

Adv: 024 ALEXANDER CLARKE	Tax	Licens	1FMSK9GT1 GG	Page 3 (Last)	Invoice
Invoiced: 12/01/15 12:29:31 CA			16 FORD EXPLORER SPORT 4WD 4DR SUV		
PREFERRED TREATMENT If you have any questions - please see ALEXANDER CLARKE					

Adv: 016 RANDY BRADLEY	[REDACTED]	[REDACTED]	[REDACTED]	1FM5K8GT1 G	2	Page 4 (Last)	Invoiced	
Invoiced: 04/11/16 11:20:18 TF				16 FORD EXPLORER SPORT 4WD 4DR SUV BLACK				
Skill	01	Tech#	145	Start Time:	04/07/16 09:56	Stop Time:	04/07/16 10:26	
Skill	07	Tech#	145	Start Time:	04/07/16 10:26	Stop Time:	04/07/16 10:27	
Skill	15	Tech#	995	Start Time:	04/07/16 13:19	Stop Time:	04/07/16 13:19	
Skill	06	Tech#	142	Start Time:	04/07/16 10:35	Stop Time:	04/07/16 11:42	
Line	Tech	Action	Date/Time	Action	Date/Time	Elapsed	Units	Type
25	995	Begin	04/07/16 13:19	End	04/07/16 13:19	:05	.0	
51	142	Begin	04/07/16 10:35	End	04/07/16 11:06	:31	.5	
		Begin	04/07/16 11:06	End	04/07/16 11:42	:36	.6	
				Total		1:07	1.1	

14 Days

Adv: 282 MATT JUKAM	Tag	License	1FMSK8GT1	Plate	Invoice	
Invoice to			Driver/Owner Information			
ANAHEIM, CA			ANAHEIM, CA			
For Office Use			Vehicle Information			
Odometer in: 24907	Out: 24908	WAR W	Final	16 FORD EXPLORER SPORT 4WD 4DR SUV BLACK		
			Stock#:	00SV0011		
Regin: 03/27/17	Done: 04/11/17	Invoiced: 04/28/17 13:06 TP	Inservice: 10/27/15	Production: 07/28/15	Sale: 10/27/15	
Customer Concern						
Concern 01	CUSTOMER STATES TRANSPORTATION ASSISTANCE			Operation	Tech Units	Amount
Cause	RENTAL			RENTS	995	0.0
Correction	DAYS RENTAL PROVIDED, REFERENCE RO					
Comment	2017 FORD CMAX 1FADP5AU					
	Repair Type 11 Visit 1					
Type: W				Subtotal		
				TOTAL CHARGE FOR CONCERN		9.90
Concern 51	CUSTOMER STATES BATTERY HAD TO BE JUMP STARTED.			Operation	Tech Units	Amount
Cause	FAULTY BATTERY			10654C	149	0.2
Correction	WILL REPLACE BATTERY WHEN CABLES ARRIVE.					
51-1	BATTERY - REPLACE			10654C1	189	0.3
Tech Notes	TEST CHARGE AND RETEST BATTERY, INSTRUCTED TO REPLACE BATTERY FAILED. 12.74V 518CCA					
Comment	FCAOM					
Parts	Part Number	PO#	Note	Description	Qty	Rate
	FMC BXT	65 650		BATTERY	1	103.96
	Parts: Count	1.00	Allowance:	41.58		
	FP- BXT65650					
	Repair Type 11 Visit 1					
Type: W				Subtotal		
				PARTS		145.54
				LABOR MECHANICAL		57.00
				TOTAL CHARGE FOR CONCERN		202.54

Adv: 282 MATT JUKAM	PM5K8GT1 GC	Page 2	Inv 1
Invoiced: 04/28/17 13:06:08 TP		16 FORD EXPLORER SPORT 4WD 4DR SUV BLACK	
Concern 52	CUSTOMER STATES POSITIVE TERMINAL FOR THE BATTERY IS CORRODED	Operation	Tech Units Amount
Cause	CORRODED BATTERY CABLES	MT14300	1.49 1.9 216.50
Correction	REPLACED BATTERY CABLE ASSEMBLY INCLUDING ATTACHED ENGINE WIRING HARNESS.	9600A	1.49 0.3 34.20
52-1	DELETE OPCODE OVERLAPS WITH 8260AUP		1.49 -0.3 34.20
52-2	HOSE-RADIATOR - REMOVE AND INSTALL OR REPLACE	8260AUP	1.49 1.1 125.39
52-3	FOUND BATTERY CABLES CORRODED AT BATTERY. REMOVED AIR CLEANER AND UPPER RADIATOR HOSE FOR ACCESS, M-TIME USED TO REPLACE DUAL BATTERY CABLE ASSEMBLY WHICH INCLUDED ATTACHED ENGINE HARNESS. CLEARED CMDTCS FROM ALL MODULE MEMORY RETEST, SYSTEM PASS. M-TIME USED, NO LABOR OP FOR BATTERY CABLES.	NONE	1.49 0.0 0.00
Tech Notes	FOUND BATTERY CABLES CORRODED AT BATTERY. REMOVED AIR CLEANER AND UPPER RADIATOR HOSE FOR ACCESS, M-TIME USED TO REPLACE DUAL BATTERY CABLE ASSEMBLY WHICH INCLUDED ATTACHED ENGINE HARNESS. CLEARED CMDTCS FROM ALL MODULE MEMORY RETEST, SYSTEM PASS. M-TIME USED, NO LABOR OP FOR BATTERY CABLES.		
Comment	14300 CCB5		
Parts	Part Number PO# Note Description Qty		9-11
		RENTAL INV. 00387	5
		RENTAL INV. 00392	3
	SPO 6852 14300 D	*CABLE ASY - BATTERY	1
	Parts: Count 1.00 Allowance: 341.90		118.74 179.74
		COND CODE : 85	
	FP- BXT65650		
	Repair Type II Visit I	Approval: 1- ESPA118	
		Days: 9 Amount: 270.00	
	Inv# 387		
Type: W			
		SUBTOTAL	
		PARTS	251.04
		SUBLET REPAIRS	270.00
		LABOR MECHANICAL	341.90
		TOTAL CHARGE FOR CONCERN	863.01

Invoiced: 04/28/17 13:05:08 TE		15 FORD EXPLORER SPORT 4WD 4DR SUV BLACK	
<b>Summary of Charges for Invoice W [REDACTED]</b>		<b>Payment Distribution for Invoice [REDACTED]</b>	
PARTS	397.18	TOTAL CHARGE	1066.15
SUBLET REPAIRS	270.00	WARRANTY	1066.15
LABOR MECHANICAL	398.97		
TOTAL CHARGE	1066.15		
Estimate	0.00		
If you have any questions - please see MATT JUKAM			

Adv: 282 MATT JUKAM

1FMSK8GT1 G

Page 4 (Last) Invo 1

Invoiced: 04/29/17 13:06:08 TF

16 FORD EXPLORER SPORT 4WD 1DR SUV BLACK

Skill 06 Tech# 149 Start Time: 04/11/17 08:13 Stop Time: 04/11/17 12:13

Skill 15 Tech# 995 Start Time: 04/11/17 12:06 Stop Time: 04/11/17 12:06

Line	Tech	Action	Date/Time	Action	Date/Time	Elapsed	Units	Type
01	995	Begin	04/11/17 12:06	End	04/11/17 12:06	:00	.0	
51	149	Begin	03/27/17 16:12	GH	03/27/17 16:28	:16	.3	
		AW	03/28/17 07:52	Hold	03/28/17 08:13	:21	.4	
		Begin	03/28/17 08:13	H1	03/28/17 08:28	:15	.3	
		RW	03/28/17 09:06	End	03/28/17 09:07	:01	.0	
		Begin	04/11/17 12:10	End	04/11/17 12:12	:02	.0	
				Total		:55	1.0	
52	149	Begin	03/28/17 08:13	End	03/28/17 08:13	:00	.0	
		Begin	04/11/17 08:13	End	04/11/17 11:37	3:24	3.4	
				Total		3:24	3.4	



2550 N. TUSTIN AVENUE  
 ORANGE, CALIFORNIA 92865  
 PHONE (714) 637-8222  
 SERVICE FAX (714) 921-9632  
 www.villaford.com

**FOR YOUR CONVENIENCE**  
**Service Hours**  
 Monday - Friday 7:00 am - 6:00 pm  
 Saturday 7:00 am - 4:00 pm

**P & A CODE 09881**  
**71D053**  
**LOSA 71**

**B.A.R. REGISTRATION NO. ABD 276620**  
 ENVIRONMENTAL PROTECTION AGENCY NO.  
 EPA CAL 000396334

**TO ALL OUR SERVICE DEPARTMENT CUSTOMERS:**

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

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

Adv: 282 HATT JUEAR	Tag: [REDACTED]	SKBGT	Page 1	Invoice [REDACTED]
---------------------	-----------------	-------	--------	--------------------

Invoice to [REDACTED]	Driver/Owner Information [REDACTED]
-----------------------	-------------------------------------

<b>For Office Use</b>		<b>Vehicle Information</b>	
Odometer in: 26697	Out: 26698	WAR C W	Prinlin
		16 FORD EXPLORER SPORT 4WD 4DR SUV BLACK	
		Stock#:	005V0011
Regin: 05/22/17	Date: 05/25/17	Invoiced: 05/25/17 10:38 AM	Intervicet: 10/27/15
		Production:	07/29/15
		Model:	16C3011

Customer Concern				Operation	Tech Units	Amount
Concern 01	CUSTOMER STATES TRANSPORTATION ASSISTANCE PROVIDED BY ENTERPRISE LOANER	CAUSE	LOANER	RENTAL	095	0.0
Correction	DAYS RENTAL PROVIDED, REFERENCE TO PP- 1					
	Repair Type II Visit 1					
Concern 51	CUSTOMER STATES AIR BAG LIGHT COMES ON AND OFF, CURRENTLY OFF	CAUSE	OPEN CIRCUIT	160001A	142	0.0
Correction	REPLACED 2ND ROW HARNESS					
Tech Notes	VERIFIED THE CONCERN HOOKE DUP IDS TO FIND B141C REPLACED BOTH 2ND ROW SEAT HARNESS AS PER TSB RETEST FOR OK NOW					
Parts	Part Number Qty Note Description					
	RM F02Z 148411 RA 1 USE WIRE ASSY					
	PP- 1					
	Repair Type II Visit 1					
Concern 52	CUSTOMER STATES HAD BLUEISH SMOKE COMING FROM EXHAUST. CUSTOMER STATES HAPPENED LAST WEEK, IT WAS A LOT OF SMOKE TO THE POINT SHE COULD NOT SEE THE VEHICLE BEHIND HER. OVER THE WEEKEND DID NOT NOTICE IT ANY FURTHER	CAUSE	NC	HC	130	0.0
Correction	NO CHARGE. NO PROBLEM FOUND.					

**THANK YOU FOR YOUR PATRONAGE!**

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

DATE	TIME	PERSON CONTACTED	PHONE#	ADV #	REVISION

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



2550 N. TUSTIN AVENUE  
ORANGE, CALIFORNIA 92865  
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**FOR YOUR CONVENIENCE**  
Service Hours  
Monday - Friday 7:00 am - 6:00 pm  
Saturday 7:00 am - 4:00 pm

P & A CODE 09681  
71D053  
LOSA 71

B.A.R. REGISTRATION NO. ARD 276620  
ENVIRONMENTAL PROTECTION AGENCY NO.  
EPA CAL 000396334

**TO ALL OUR SERVICE DEPARTMENT CUSTOMERS:**

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Adv: 282 MATT JUKAH	Tax: [REDACTED]	License: [REDACTED]	1FMSK8GT1GC [REDACTED]	Page 2 (Last)	Invoice: [REDACTED]
---------------------	-----------------	---------------------	------------------------	---------------	---------------------

Invoiced: 05/25/17 10:30:27 AM		16 FORD EXPLORER SPORT 4WD 4DR SUV BLAC	
Tech Notes	COLD START NOT ABLE TO VERIFY CONCERN, HOT SOAK NOT ABLE TO VERIFY CONCERN, CHECK OASIS NO RELATED CONCERNS FOUND AT THIS TIME DONE FP- 1 Repair Type 11 - Visit 1		
Summary of Charges for Invoice [REDACTED]		Payment Distribution for Invoice [REDACTED]	
Attention: The following invoices also exist CUS - CUSTOMERPAY Estimate 0.00 If you have any questions - please see MATT JUKAH			

**THANK YOU FOR YOUR PATRONAGE!**

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DATE	TIME	PERSON CONTACTED	PHONE#	ADV.#	REVISION

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 ORANGE, CALIFORNIA 92865  
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 Saturday 7:00 am - 4:00 pm

**P & A CODE 09681**  
**71D053**  
**LOSA 71**

**B.A.R. REGISTRATION NO. ARD 276620**  
**ENVIRONMENTAL PROTECTION AGENCY NO.**  
**EPA CAL 000396334**

**TO ALL OUR SERVICE DEPARTMENT CUSTOMERS:**

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

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

Adv: 282 MATT JUKAM	Tag: [REDACTED]	License: [REDACTED]	1EM5K8GT1 GC [REDACTED]	Page 1 (Last)	16/06/17
Invoice to: [REDACTED]		Driver/Owner: [REDACTED]			
<b>For Office Use</b>			<b>Vehicle Information</b>		
Odometer in: 26697 (MI: 26698)	Dist: EMC CUS C W	Prelim	16 FORD EXPLORER SPORT 4WD 4DR SUV		
			Stock#: 60SV0011		
Begin: 05/22/17	Done: 05/23/17	Invoiced: 05/25/17 10:38 MT	Inservice: 10/27/15	Production: 07/28/15	Sold: 10/27/15
<b>Customer Concern</b>					
Concern 39	TIRE PRESSURE READINGS		Operation	Tech	Amount
Cause	35 PSI		TENURE	142	0.00
Correction	TIRE PRESSURE READINGS				
Comment	RECORD ALL PRESSURE READINGS IN STORY				
Type: CWO			TOTAL CHARGE FOR CONCERN 0.00		
<b>Summary of Charges for Invoice [REDACTED]</b>			<b>Payment Distribution for Invoice [REDACTED]</b>		
TOTAL CHARGE 0.00			CASH DUE 0.00		
			TOTAL CHARGE 0.00		
Attention: The following invoices also exist WAR - WARRANTY Estimate 0.00 If you have any questions - please see MATT JUKAM					

**THANK YOU FOR YOUR PATRONAGE!**

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

DATE	TIME	PERSON CONTACTED	PHONE#	ADV #	REVISION

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

Adv: 282 MATT JUKAM		1FM5K8CT1G		Page 1	Tow: 10		
Invoice to			Driver/Owner Information				
ANAHEIM, CA			ANAHEIM, CA				
For Office Use			Vehicle Information				
Odometer In: 26697		Out: 26698		WAR C W Final			
			16 FORD EXPLORER SPORT 4WD 4DR SUV BLACK				
			Stock#: 00SV0011				
Begin: 05/22/17		Done: 05/25/17		Invoiced: 06/09/17 13:57 TP			
				Inservice: 10/27/15			
				Production: 07/20/15			
				Sol D: 10/27/15			
Customer Concern							
Concern	01	CUSTOMER STATES TRANSPORTATION ASSISTANCE PROVIDED BY ENTERPRISE LOANER			Operation	Tech Units	Amount
Cause		DAYS RENTAL PROVIDED, REFERENCE RO			RENTAL	995 0.0	0.00
Correction		FP- 1					
Type: W		Repair Type II Visit 1					
					Subtotal		
					TOTAL CHARGE FOR CONCERN		0.00
Concern	51	CUSTOMER STATES AIR BAG LIGHT COMES ON AND OFF, CURRENTLY OFF			Operation	Tech Units	Amount
Cause		OPEN CIRCUIT			160001A	142 2.8	119.17
Correction		REPLACED 2ND ROW HARNESS					
Tech Notes		VERIFIED THE CONCERN HOOKED UP IDS TO FIND B141C REPLACED BOTH 2ND ROW SEAT HARNESS AS PER TSB RETEST FOR OK NOW					
Parts		Part Number PO# Note Description			QTY		Bill
		FMC FU22 14S411 RA RENTAL INV. 98263			2		
		Parts: Count 2.00 Allowance: 22.95			?	20.71	57.43
		CONCERN CD : S29 COND CODE : 30					
		FP- 14A005					
		Repair Type II Visit 1					
		Days: 2 Amount: 60.00					
		Inv#					
		Misc Diagnostic Codes: BODY - B141C					
					Subtotal		



**FOR YOUR CONVENIENCE**  
**Service Hours**  
 Monday - Friday 7:00 am - 6:00 pm  
 Saturday 7:00 am - 4:00 pm  
 Courtesy Shuttle 7:30 am 8:30 am 9:40 am

714-637-8222 • Service Fax 714-921-9632  
 2550 N. TUSTIN AVE.  
 ORANGE, CA 92863-5666

www.villaford.com

71D053 P & A CODE 09681  
 LOSA 71

ENVIRONMENTAL PROTECTION AGENCY NO.  
 EPA CAL 000396334  
 B.A.R. REGISTRATION NO. ARD 278620

*Maint*

DATE	TIME	PERSON CONTACTED	PHONE?	ADV. #	REVISION

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

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

RO	Tag	Advisor	Added	License	VIN
	1234	282 MATT JUKAM	07/20/17 15:35		1FM5K8GT1 GG

Customer Information

ANAHEIM, CA

Vehicle Information

16 FORD EXPLORER 4DR SUV SPORT 4WD BLACK Model#: KBG Odometer: 29273  
 3.5L DOHC T/C V6 Gas Stock No: 00SV0011  
 Dates: Production: 07/28/15 Inservice: 10/27/15 Sold: 10/27/15 SLSP: 039  
 Last Svc: Client: 805559 Date: 06/09/17 Adv: 282 Odom: 26698 Daily Avg: 45 Month Avg: 1350

Ln	Type	Operation	Customer Concern	Hr./Qty
01	W	RENTAL	CUSTOMER STATES TRANSPORTATION ASSISTANCE PROVIDED BY ENTERPRISE SK 15	
24	C	3995C	CUSTOMER STATES PERFORM BASIC MAINTENANCE, CHANGE OIL & FILTER, ROTATE TIRES \$39.95 SK 01	
25	C	EXTRA1	CUSTOMER STATES EXTRA OIL ABOVE 5 QUARTS SK 01	
26	SWO	99P	PERFORM MULTI-POINT INSPECTION SK 01 SET TIRE PRESSURE TO FACTORY SPECIFICATIONS	
39	SWO	TPNOTE	TIRE PRESSURE READINGS SK 01	

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

TERMS CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the following repair work to be performed on my vehicle, and hereby grant you and/or your employees permission to use my vehicle for the purpose of testing and/or inspection. An employee's use is hereby acknowledged on above car or truck to secure the vehicle and to perform repairs thereto. Please read warranty information & conditions on the back of this contract.

CUSTOMER ACKNOWLEDGES RECEIPT OF THIS CONTRACT BY HEREOF

Customer Sign X \_\_\_\_\_

ESTIMATES	
HAZARDOUS WASTES	_____
ORIGINAL EST	_____
TOTAL	_____



FOR YOUR CONVENIENCE  
Service Hours

Monday - Friday 7:00 am - 6:00 pm  
Saturday 7:00 am - 4:00 pm  
Courtesy Shuttle 7:30 am 8:30 am 9:40 am

714-837-8222 • Service Fax 714-921-9632  
2550 N. TUSTIN AVE.  
ORANGE, CA 92863-5666  
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71D053 P & A CODE 09681  
LOSA 71  
ENVIRONMENTAL PROTECTION AGENCY NO.  
EPA CAL 000396334  
B.A.R. REGISTRATION NO. ARD 276620

DATE	TIME	PERSON CONTACTED	PHONE?	ADV. #	REVISION
IMPORTANT: REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE.		Labor charges are based on predetermined flat rate amounts. They are not necessarily indicative of the actual time spent by the technician(s) to perform a particular repair or service.			

RO	Tag	Advisor	Customer	VIN	Page
	1234	282 MATT JUKAM		1FMSK8GT1	2

Vehicle: 16 FORD EXPLORER 4DR SUV BLACK License: CA 79FB863

RO	Tag	Advisor	Customer	VIN	Page
51+	W				
52	W				
53	W				
54	W				
55	W				
Sk/Hr/Tech:		06-4.2	15-1.5	01-3.6	

Additional Information	
MFG: 05559	Dist: FMC
Name Verify:	Color Code: G1
Comment	
Possible recheck. Last Serviced 06/09/17	

HAZARDOUS WASTE FEE: REMOVAL CHARGE FOR ALL HAZARDOUS MATERIALS REMOVED FROM YOUR AUTOMOBILE, THAT MUST BE DISPOSED OF AS A HAZARDOUS WASTE.	TERMS CASH UNLESS ARRANGEMENTS MADE I hereby authorize the following repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck 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 car or truck to secure the amount of repairs thereon. Please read warranty information & conditions on reverse side of this contract.
"By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary."	CUSTOMER ACKNOWLEDGES RECEIPT OF COPY HEREOF
ESTIMATES HAZARDOUS WASTES _____ ORIGINAL EST _____ TOTAL _____	Cust Sign X _____



**FOR YOUR CONVENIENCE**  
Service Hours

Monday - Friday 7:00 am - 6:00 pm  
Saturday 7:00 am - 4:00 pm  
Courtesy Shuttle 7:30 am - 8:30 am 9:40 am

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2550 N. TUSTIN AVE.  
ORANGE, CA 92863-5666

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LOSA 71  
ENVIRONMENTAL PROTECTION AGENCY NO.  
EPA CAL 000396334  
B.A.R. REGISTRATION NO. ARD 276620

DATE	TIME	PERSON CONTACTED	PHONE?	ADV. #	REVISION
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RO	Tag	Advisor	Customer	VIN	Page
	234	282 MATT JUKAM		1FMSK8GT1G	3

Vehicle: 16 FORD EXPLORER 4DR SUV BLACK

License: 

RO Information

Method of Payment

WAR WARRANTY WA - WARRANTY  
CUS CUSTOMERPAY CA - CASH DUE  
S SERVICE W/O IS - SERVICE W/O

Estimate Information

		Estimate
WAR	WARRANTY	0.00
CUS	CUSTOMERPAY	48.00
S	SERVICE W/O	0.00

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

"By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary."

ESTIMATES

HAZARDOUS WASTES \_\_\_\_\_  
ORIGINAL EST \_\_\_\_\_  
TOTAL \_\_\_\_\_

TERMS CASH UNLESS ARRANGEMENTS MADE  
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CUSTOMER ACKNOWLEDGES RECEIPT OF COPY HEREOF:

Cont. Sign X \_\_\_\_\_



2550 N. TUSTIN AVENUE  
ORANGE, CALIFORNIA 92865  
PHONE (714) 637-8222  
SERVICE FAX (714) 921-9632  
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Saturday 7:00 am - 4:00 pm

**P & A CODE 09681**  
**71D053**  
**LOSA 71**

**B.A.R. REGISTRATION NO. ARD 276620**  
**ENVIRONMENTAL PROTECTION AGENCY NO.**  
**EPA CAL 000396334**

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Adv: 287 MATT JORGAN



Invoiced: 07/26/17 11:42:47 MT		15 FORD EXPLORER SPORT 4WD 4DR SUV	
<b>Summary of Charges for Invoice C [REDACTED]</b>		<b>Payment Distribution for Invoice [REDACTED]</b>	
PARTS	9.38	TOTAL CHARGE	48.54
GAS-OIL-GREASE	49.60	CASH DUE	48.54
DISPOSAL FEES	2.00		
LABOR MECHANICAL	10.50		
SERVICE SPECIAL ADJUSTMENT	25.53		
SUB-TOTAL	45.95		
TAX	2.59		
<b>TOTAL CHARGE</b>	<b>48.54</b>		

Attention: The following Invoices also exist  
S - SERVICE W/O WAR - WARRANTY

"I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE."

(CUST SIGNATURE)

Estimate 48.00

If you have any questions - please see MATT JORGAN

**PAID**  
PAID JUL 28 2017  
BY: VISA AC

**THANK YOU FOR YOUR PATRONAGE!**

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DATE	TIME	PERSON CONTACTED	PHONE?	ADV #	REVISION

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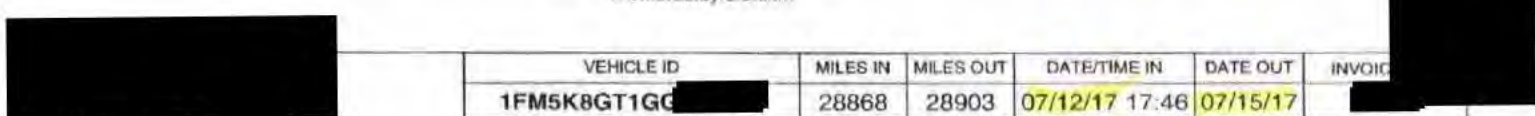


**Bradley**  
FORD - LINCOLN

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

LINCOLN

*4 Days*



ANAHEIM, CA		VEHICLE ID	MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE
		1FM5K8GT1G	28868	28903	07/12/17 17:46	07/15/17	
VEHICLE DESCRIPTION					TAG NO.	STATUS	
2016 FORD EXPLORER S (BLACK)					02124	PARTIAL-COMPLETE-P	
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS
							No Charge
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.		RO COMMENT	
				TRENTON HANKINS (269)			

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

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
<b>A</b>	D6000		A54		Warranty	
Concern	ENGINE - customer states after hot idle there is a lot of steam/smoke coming from back end of vehicle out of exhaust. check/advise.					
Cause	INSPECTED VEHICLE FOR CUST CONCERN COULD NOT DUPLICATE AT ANY TIME AND ABNORMAL SMOKE PRESENT FROM TAIL PIPE AREA NO COOLANT LOSS FOUND AND NO DTCS PRESENT ALL VEHICLE SYSTEMS APPEAR NORMAL AT THIS TIME TEST DROVE VEHICLE TO VERIFY ALL VEHICLE CONTROL SYSTEMS WORKING AS DESIGNED NO REPAIRS RECOMMENDED OR ATTEMPTED CUST ADVISED AND VEHICLE WAS RETURNED TO CUSTOMER COMPLETE					
Correction	COULD NOT DUPLICATE CUSTOMER'S CONCERN AT THIS TIME. NO STEAM OR SMOKE DETECTED FROM EXHAUST, MILEAGE OUT 28,903					
Part Number		Description		Qty.		
TA 2 B		ADHESIVE		1		
4L3Z 18203A16 AA		INSULATOR - DO		1		
<b>B</b>	D9000		A54		Warranty	
Concern	FUEL SYSTEM AND MANIFOLDS - CUSTOMER STATES THERE IS A STRONG ODOR OF FUEL FROM REAR OF VEHICLE AND ALSO INSIDE THE CAR. CHECK/ADVISE.					
Cause	INSPECTED FOR CUST CONCERN AND PER OASIS FOUND TSB#17-0044 ✓ PERFORMED ALL STEPS WITHIN TSB AND PRESSURE TESTED VEHICLE WITH SOAP AND WATER SOLUTION TO CHECK FOR POSSIBLE LEAK POINT ALLOWING ENGINE EXHAUST FUME TO ENTER PASS COMPARTMENT LOCATED SEVERAL SPOTS THAT WERE QUESTIONABLE, RESEALED ALL LEAK POINTS WITH SEAM SEALER AND RUBBERIZED UNDERCOATING APPLIED, ALSO REPROGRAMMED HVAC MODULE TO LATEST CALIBRATION PER TSB, TEST DROVE VEHICLE POST REPAIR WAS UNABLE TO DETECT ANY PRESENCE OF FUEL SMELL OR EXHAUST ODOR IN PASSENGER COMPARTMENT VEHICLE WAS RELEASED BACK TO CUSTOMER COMPLETE					
Correction	DIAG, TSB 17-0044 PERFORMED EXHAUST ODOR IN VEHICLE					

ANAHEIM, CA

VEHICLE ID	MILES IN	AS OUT	DATE/TIME IN	DATE OUT	INVOICE NO		
1FM5K8GT1G	28868	28903	07/12/17 17:46	07/15/17			
VEHICLE DESCRIPTION			TAG NO.	STATUS			
2016 FORD EXPLORER S (BLACK)			02124	PARTIAL-COMPLETE-P			
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS
							No Charge
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.		RO COMMENT	
				TRENTON HANKINS (269)			

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
B	Continued					
	Correction	COND CODE 42				
		MILAGEOUT 28,903 TEST DRIVEN A TOTAL OF 35 MILES BY THE TECH AND A MANAGER.NO UNUSUAL ODOR DETECTED. DID NOTE THAT DTE WAS INDICATING 69 MILE WITH 1/2 A TANK OF FUEL. RECOMMEND TO HAVE DEALER CK FOR ACCURACY WHENBACK HOME IN CALIFORNIA.				
	Part Number	Description	Qty.			
	7T4Z 9450 AA	GASKET	1			

C + TOUCHUP A66 Internal  
 Concern INSIDE AND OUT TOUCH-UP  
 Correction COMPLETED

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

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

On behalf of servicing dealer, I hereby certify that the information contained herein is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. 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 misuse. 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.

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



**FOR YOUR CONVENIENCE**  
**Service Hours**  
 Monday - Friday 7:00 am - 6:00 pm  
 Saturday 7:00 am - 4:00 pm  
 Courtesy Shuttle 7:30 am 8:30 am 9:40 am

714-637-8222 • Service Fax 714-921-9632  
 2550 N. TUSTIN AVE.  
 ORANGE, CA 92863-5666

www.villaford.com

71D053 P & A CODE 09681  
 LOSA 71  
 ENVIRONMENTAL PROTECTION AGENCY # O.  
 EPA CAL 000396334  
 B.A.R. REGISTRATION NO. ARD 276620

DATE	TIME	PERSON CONTACTED	PHONE?	ADV. #	REVISION
IMPORTANT: REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE.			Labor charges are based on predetermined flat rate amounts. They are not necessarily indicative of the actual time spent by the technician(s) to perform a particular repair or service.		

RO	Tag	Advisor	Added	License	VIN
		282 MATT JUKAM	08/09/17 13:59		1FM5K8GT1G

Customer Information

ANAHEIM, CA  
 ORANGE

Previous RO:  

16 FORD EXPLORER 4DR SUV SPORT 4WD BLACK Model#: K8G Odometer: 29719  
 3.5L DOHC T/C V6 Gas Stock No: 005V0011  
 Dates: Production: 07/28/15 Inservice: 10/27/15 Sold: 10/27/15 SLSP: 039  
 Last Svc: Client:   Date: 07/28/17 Adv: 282 Odom: 29273 Daily Avg: 46 Month Avg: 1380

Ln	Type	Operation	Customer Concern	Hr./Qty
01	W	RENTAL	CUSTOMER STATES TRANSPORTATION ASSISTANCE PROVIDED BY ENTERPRISE	
51*	W		CUSTOMER STATES SMELLS EXHAUST SMELL INSIDE VEHICLE	
		Sk/Hr/Tech:	06-1.1 15-1.6 01-3.6 111	

Additional Information

MFG: 05559 Dist: FMC Fuel: GAS Estimated Completion: 08/01/17 18:00  
 Name Verify: Color Code: G1

RO Information

Method of Payment

WAR WARRANTY WA - WARRANTY

Estimate Information

Estimate  
 WAR WARRANTY 0.00

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

"By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary."

ESTIMATES	
HAZARDOUS WASTES	
ORIGINAL EST.	
TOTAL	

TERMS CASH UNLESS ARRANGEMENTS MADE  
 I hereby authorize the following repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck 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 car or truck to secure the amount of repairs thereto. Please read warranty information & conditions on reverse side of this contract.

CUSTOMER ACKNOWLEDGES RECEIPT OF COPY HEREOF

Cust Sign X

Adv: 282 MATT JUKAM Tag [REDACTED] 1FMSK8DT1G [REDACTED] Page 2 [REDACTED]

Invoiced: 06/09/17 13:57:33 TX 16 FORD EXPLORER SPORT 4WD 4DR SUV BLACK

Type: W		PARTS	80.38
		LABOR MECHANICAL	319.17
		TOTAL CHARGE FOR CONCERN	399.55
Concern 52	CUSTOMER STATES HAD BLUEISH SMOKING COMING FROM EXHAUST. CUSTOMER STATES HAPPENED LAST WEEK, IT WAS A LOT OF SMOKE TO THE POINT SHE COULD NOT SEE THE VEHICLE BEHIND HER. OVER THE WEEKEND DID NOT NOTICE IT ANY FURTHER	Operation Tech Units	Amount
Cause	NC	NC	100 0.0 3.00
Correction	NO CHARGE. NO PROBLEM FOUND.		
Tech Notes	COLD START NOT ABLE TO VERIFY CONCERN, HOT SOAK NOT ABLE TO VERIFY CONCERN, CHECK OASIS NO RELATED CONCERNS FOUND AT THIS TIME DONE FP- 1 Repair Type 11 Visit 1		
Type: W		Subtotal	
		TOTAL CHARGE FOR CONCERN	0.00

Summary of Charges for Invoice [REDACTED]		Payment Distribution for Invoice [REDACTED]	
PARTS	80.38	TOTAL CHARGE	399.55
LABOR MECHANICAL	319.17	WARRANTY	399.55
TOTAL CHARGE	399.55		
Estimate	0.00		

If you have any questions - please see MATT JUKAM

Adv: 292 MATT JUKAM		1EM5KSGT1 G		Page 7 (last)	Invoice			
Invoice			Driver/Ov					
Invoiced: 06/09/17 13:57:33 TP			16 FORD EXPLORER SPORT 4WD 4DR SUV BLA/C					
Skill	Tech#	Start Time:	05/23/17 10:17	Stop Time:	05/23/17 13:27			
Skill	04	Tech#	190	Start Time:	05/24/17 16:39			
		Stop Time:	05/25/17 10:29					
Skill	15	Tech#	995	Start Time:	05/25/17 09:00			
		Stop Time:	05/25/17 09:00					
Line	Tech	Action	Date/Time	Action	Date/Time	Elapsed	Units	Type
01	995	Begin	05/25/17 09:00	End	05/25/17 09:00	:00	.0	
51	142	Begin	05/22/17 15:18	GH	05/22/17 17:00	1:42	1.7	
		AW	05/23/17 08:00	H3	05/23/17 08:13	:13	.2	
		Begin	05/23/17 10:17	End	05/23/17 13:27	3:10	3.2	
				Total		5:05	5.1	
52	190	Begin	05/24/17 16:39	GH	05/24/17 16:58	:19	.3	
		AW	05/25/17 07:55	End	05/25/17 10:29	2:34	2.6	
				Total		2:53	2.9	



2550 N. TUSTIN AVENUE  
ORANGE, CALIFORNIA 92865  
PHONE (714) 637-8222  
SERVICE FAX (714) 921-9632  
www.villaford.com

**FOR YOUR CONVENIENCE**  
Service Hours  
Monday - Friday 7:00 am - 6:00 pm  
Saturday 7:00 am - 4:00 pm

P & A CODE 09681  
71D053  
LOSA 71

**B.A.B. REGISTRATION NO. ARD 276620**  
ENVIRONMENTAL PROTECTION AGENCY NO.  
EPA CAL 000396334

**TO ALL OUR SERVICE DEPARTMENT CUSTOMERS:**

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

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

Adv: 262 HATT JUKAH	Tax: [REDACTED]	Invoice: [REDACTED]
---------------------	-----------------	---------------------

Address: [REDACTED] ARABIA, CA

Computer ID: 25273	Out: [REDACTED]	WAR C S M Prelim: [REDACTED]	16 FORD EXPLORER SPORT TRD 4DR SUV BLAZE
Begin: 07/20/17	Done: 07/26/17	Invoiced: 07/26/17 11:42 AM	Inservice: 10/27/15
Production: 07/28/15	Unit: 10/27/15	Stock#: 90570011	

Concern	01	CUSTOMER STATES TRANSPORTATION ASSISTANCE PROVIDED BY ENTERPRISE LOANER	Operation	Tech Units	Amount
Correction		DAYS RENTAL PROVIDED, REFERENCE RO	RENTAL	295	0.00
Tech Notes		Repair Type 11 Visit 1			
Concern	51	CUSTOMER STATES WHILE ACCELERATING OR HAVING A/C RUNNING SMELLS EXHAUST FUMES IN VEHICLE.	Operation	Tech Units	Amount
Correction		REAR TAILGATE NOT ALIGNED PROPERLY	NO	0.0	0.0
Tech Notes		NO CHARGE DID NOT VERIFY THIS ODOR AFTER TAILGATE WAS REPAIRED, IF THE CONCERN PERSIST THEN THE CUSTOMER WILL NEED TO RETURN. Repair Type 11 Visit 1			
Concern	52	CUSTOMER STATES PASSENGER REAR DOOR ALIGNMENT SEEMS OFF, LOOKS LIKE THE CORNER OF THE DOOR MIGHT BE RUBBING	Operation	Tech Units	Amount
Correction		UTV	NO	0.0	0.0
Tech Notes		NO TSG OR SSM FOUND DID VERIFY DOOR WETHER STRIPS RUBS ON BODY AS DESIGNED, Repair Type 11 Visit 1			
Concern	53	CUSTOMER STATES TRUNK ALIGNMENT IS OFF	Operation	Tech Units	Amount
Correction		TAILGATE OUT OF ALIGNMENT AND SHOVED OVER TO THE RIGHT FAR ENOUGH TO WERE THE DOOR RUBS THE BODY	40000A	0.0	0.0

**THANK YOU FOR YOUR PATRONAGE!**

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

DATE	TIME	PERSON CONTACTED	PHONE?	ADV #	REVISION

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



2550 N. TUSTIN AVENUE  
ORANGE, CALIFORNIA 92865  
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Monday - Friday 7:00 am - 6:00 pm  
Saturday 7:00 am - 4:00 pm

P & A CODE 09681  
71D053  
LOSA 71

B.A.R. REGISTRATION NO. ARD 276620  
ENVIRONMENTAL PROTECTION AGENCY NO.  
EPA CAL 000396334

**TO ALL OUR SERVICE DEPARTMENT CUSTOMERS:**

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

Adv: 202 MATT JUKAM	Tag	License	INSURANCE	Page 2 of 2
Invoiced: 07/26/17 11:42:47 AM		16 EURO EXPLORER SPORT 4WD 4DR SUV BLK		
Correction	53-1 DECK LID-LIFTGATE OR TAILGATE - ALIGN	40110A7Y	147	0.1
	53-2 ALIGNED REAR TAILGATE	40110A1	147	0.0
Tech Notes	LIFTGATE IN/OUT - ALIGN THSP TO FIND TAILGATE SHOWN TO FAR OVER TO THE PASS SIDE, DUE TO OTHER COMPLAINTS BEFORE ADJUSTMENTS PERFORMED A SOAP BUBBLE TEST TO FIND THE TAILGATE LEAKS AIR AROUND THE DR SIDE SEAL, REMOVED SHOCKS TO ACCESS AND AFTER MULTIPLE ATTEMPTS TO ALIGN FOUND WAS ABLE TO ALIGN TO THE BODY MUCH BETTER, ONCE ALIGNED SOAP TEST NOW PASSED AND WILL LIKELY BE RELATED TO LINE 51 AFTER ALIGNMENT ALIGNED STRICKER TO DOOR FOR DOOR OPEN/CLOSE PROPERLY NOW AND NO LONGER LEAKS.			
Comment	07 Repair Type 11 Visit 1			
Concern	54 CUSTOMER STATES DRIVER FRONT DOOR WHEN OPENING, IT SHAKES AS IF IT IS OFF ALIGNMENT	Operation	Tech Units	Amount
Cause	STRICKER ALIGNMENT	20110A7Y	147	0.1
Correction	DOOR-FRONT - ALIGN - ONE			
Tech Notes	ALIGNED STRICKER TO DOOR TO FIND NO LONGER SHAKES WHEN OPEN Repair Type 11 Visit 1			
Concern	55 CUSTOMER STATES DRIVER REAR DOOR IS RUBBING ON THE INSIDE WHEN OPENING/CLOSING	Operation	Tech Units	Amount
Cause	NPF	00	147	0.0
Correction	No Charge			
	Repair Type 11 Visit 1			
<b>Summary of Charges for Invoice</b>		<b>Payment Distribution for Invoice</b>		
Attention: The following invoices also exist CUS - CUSTOMERPAY \$ - SERVICE W/O Estimate 0.00 If you have any questions - please see MATT JUKAM				

**THANK YOU FOR YOUR PATRONAGE!**

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

DATE	TIME	PERSON CONTACTED	PHONE?	ADV #	REVISION

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



Prod  
Liab?

OGC Lit  
Product Claims

AUG 15 2017

Marquis

[REDACTED]  
Laveen, [REDACTED]

Cell and message phone [REDACTED]

Date: 29 July 2017

To whom it may concern;

I am the owner of a 2016 Ford Explorer (base model).

I live in the Phoenix AZ area, and I work full time. My 2016 Ford explorer is my only mode of transportation to and from my place of employment. I drive on the freeway to my place of employment, and leave my home around 06:45 pm, in my 2016 Ford Explorer. I arrive to work about 35 minutes later after driving to my jobsite.

As you may know, the weather in Phoenix Arizona is very warm. Temperatures reach up to 122 degrees Fahrenheit in spring and summer months.

So of course when driving, I have my 2016 Ford Explorer air conditioner fan unit on "high" setting with the fresh air setting switched "off" to incoming fresh air (to keep the cabin as cool as possible). The ambient temperature outside of the vehicle is about 110 degrees Fahrenheit to 120 degrees Fahrenheit at the time(s) that I am driving to my work place. The sun is still beating down on me at that time because the days are longer in the summer.

I have been experiencing severe nausea symptoms after driving (approximately over the past year). The severe nausea symptoms are so strong and so frequent; that I had thought something at my job site was making me ill.

After driving to work, I would become ill. I had to leave my work early in the past due to severe nausea and dry heave symptoms I was experiencing.

I have been taking over the counter nausea medication for over a year to help relive my severe nausea symptoms.

---

I also complained to my personal physician(s) of my severe nausea, and one doctor sent me for a gastro-intestinal study, which is a study of my stomach and intestinal tract to determine the cause of my nausea (the GI study was very costly for me). I do have my medical bills and records to prove this testing was performed.

My symptoms of severe nausea only happen to me after I drive my vehicle. I drive this vehicle on the freeway with my air conditioning unit on "high" with air circulation "off" (this 2016 Ford Explorer is my only vehicle).

I finally came to realize that after driving the vehicle, it is the 2016 Ford Explorer that is making me nauseas and sick; the symptoms of carbon monoxide poisoning.

After driving home from my work I usually go straight to bed, and I am thankful that I have been waking up alive. Carbon monoxide poisoning can be deadly.


This problem is very concerning to me with regards to **my health** and **life**, as I do not trust this vehicle.

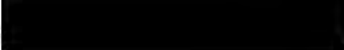
I am writing you as a plea for help with my defective 2016 Ford Explorer.

I do need a vehicle, and also need air conditioning as I commute to work and live in sunny Phoenix AZ.

Please contact me with your solution to this important matter.

Sincerely,

A large black rectangular redaction box covering the signature area.

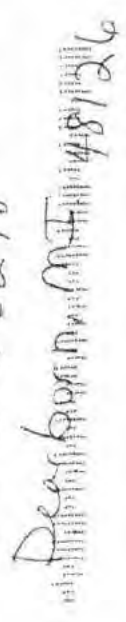
Cell phone 

[Redacted]  
Laveen, AZ



PHOENIX, AZ 852  
01 AUG 2017 PM 10 L

Ford Motor Company  
Customer Relationship Center  
P.O. Box 6248



48121-22888



**\*\*\*Note to Dealer\*\*\***

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

**\*\*\*NOTE: SEND AUTHORIZATION REQUEST TO [FORDCALP@FORD.COM](mailto:FORDCALP@FORD.COM)\*\*\***

**\*\*\*ONCE WE ARE IN RECEIPT OF ALL THE REQUESTED INFORMATION, IT WILL BE THOROUGHLY REVIEWED AND THE CUSTOMER WILL BE NOTIFIED OF OUR DECISION\*\*\***

**\*\*\*EVALUATIONS MAY TAKE UP TO 90 DAYS \*\*\***

---

**From:** DCPFORM, FMCDDealer (.)  
**Sent:** Thursday, August 10, 2017 11:22:27 AM (UTC-05:00) Eastern Time (US & Canada)  
**To:** Ordcalp, F (F.); Taylor, Alma (A.)  
**Cc:** [gvalentin@mossy.com](mailto:gvalentin@mossy.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:** Mossy Ford  
**Requesting Dealer Fleet:** Mossy Ford  
**P.A Code:** 05428  
**Contact Person:** Germane Valentin  
**Title:** Fixed Operations Director  
**Phone Number:** 8584371631  
**Fax Number:** 8582740271  
**Email:** [gvalentin@mossy.com](mailto:gvalentin@mossy.com)  
**Region:** LA

**Address:** 4570 Mission bay Drive  
**City:** San Diego  
**State:** California  
**Zip Code:** 92109

**CUSTOMER VEHICLE INFORMATION:**

**Warranty Start Date:** 10/26/2015  
**Vehicle Year:** 2016  
**Vehicle Model:** Explorer  
**Vehicle VIN:** 1FM5K8HT9GGA76312  
**Mileage:** 36684  
**customer Fleet No:** [REDACTED]  
**Street Address:** [REDACTED]  
**City :** San Diego  
**State :** California  
**Zip Code :** [REDACTED]  
**Home Phone:** [REDACTED]  
**Work Phone:** [REDACTED]  
**Customer Region:** [REDACTED]

**DETAILS OF INCIDENT:**

Medical Attention Sought

**Date of Incident:** 2017-08-06

**County incident occurred:** SAN DIEGO

Is customer alleging a component defect CAUSED the incident? YES

**Details:** CUSTOMER STATES WIFE WAS SICK AFTER DRIVING VEHICLE. CUSTOMER HAS OWNED THE VEHICLE FOR ABOUT 30 DAYS. CUSTOMER STATES METALLIC SMELL NOTED WHEN THE A/C IS ON FULL AND RECIRCULATE, AND VEHICLE WAS DRIVING UPHILL UNDER A LOAD. WIFE WENT TO THE UCSD, LA JOLLA EMERGENCY FOR SEVERE MIGRAINES SUNDAY AUGUST 6TH, BACK AGAIN ON TUESDAY AUGUST 7TH CUSTOMER SUSPECTS CARBON MONOXIDE POISONING.

Was a police report filed? NO

**Details :**

Has the insurance company been contacted? NO

**Insurance company advised:**

**Insurance company contact information:**

**Coach builder:**

**City :**

**State :**

**Zip Code :**

**Vehicle Location:** 4570 MISSION BAY DRIVE SAN DIEGO CA 92109

**Attorney information:**

**CVO Contact:**

**Resolution Customer is seeking:** VEHICLE REPAIRS TO MITIGATE THE CONCERN.

**Comments:**

<b>Report# :</b>	[REDACTED]	<b>Received:</b>	08/09/2017
<b>CCRG/EPRC:</b>	[REDACTED]	<b>Date:</b>	
<b>Reviewed Status:</b>	[REDACTED]	<b>Build Date:</b>	10/08/2015
<b>Vehicle:</b>	2016,EXPLORER 4X4 (U507) [REDACTED] DOOR ,MPV ,1FM5K8HT9G [REDACTED]	<b>Calibration:</b>	GUB1G20A
<b>Odometer :</b>	36,684 M	<b>Engine:</b>	3.5L- GTDI
<b>Transmission:</b>	6F55	<b>Axle:</b>	
<b>Dealer:</b>	USA 05428 Mossy Ford	<b>A/C:</b>	YES
<b>City:</b>	San Diego	<b>Phone#:</b>	858-273- 7500
<b>State:</b>	California	<b>Country :</b>	USA
<b>Originator:</b>	Joshua Machado		
<b>Symptom:</b>	4 47 1 39 ST/RN/MV,ODOR,CHEMICAL,INTERMITTENT		
<b>Status:</b>			
<b>VFG:</b>	V53 EXHAUST SYSTEM FUNCTION		
<b>Additional Symptom:</b>	CHEMICAL ODOR		
<b>Fix:</b>	<b>Causal Component :</b>		
<b>Condition Code:</b>			
<b>Hotliner:</b>	RMARCHES	<b>Phone:</b>	<b>Regn Cd:</b> W1 Los Angeles
<b>Engineering:</b>		<b>Phone:</b>	<b>TAR:</b>
<b>Dir Contact:</b>	Joshua Machado	<b>Phone:</b>	<b>Title Cde:</b> T

**CONCER 08/09/2017 12:44PM ROBERT MARCHESE MSS - FCSD - TECH ASSIT CENTER**

Web Form Data (112516418) Description of Vehicle Concern: CUSTOMER STATES WIFE WAS SICK AFTER DRIVING VEHICLE, CUSTOMER HAS OWNED THE VEHICLE FOR ABOUT 30 DAYS. CUSTOMER STATES METALLIC SMELL NOTED WHEN THE A/C IS ON FULL AND RECIRCULATE, AND VEHICLE WAS DRIVING UPHILL UNDER A LOAD. WIFE WENT TO THE UCSD LA JOLLA EMERGENCY FOR SEVERE MIGRAINES SUNDAY AUGUST 6TH, BACK AGAIN ON TUESDAY AUGUST 7TH CUSTOMER SUSPECTS CARBON MONOXIDE POISONING. Please list any diagnostics already performed: Have not verified the concern, I did see TSB 17-0044 , I am going to order parts for concern and perform TSB as soon as parts arrive. Parts Replaced: None Your Question: Per management was told to open a hotline contact. Thank you

**RECOMM 08/09/2017 12:44PM ROBERT MARCHESE MSS - FCSD - TECH ASSIT CENTER**

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

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

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

**ADD-ON 08/09/2017 12:44PM ROBERT MARCHESE MSS - FCSD - TECH ASSIT**

**CENTER**

Article ISM 1207003 REPORTED FIRE, ACCIDENT, INJURY, PROPERTY DAMAGE  
&/OR BURN HAS OCCURRED DUE TO AN ALLEGED PRODUCT DEFECT

**Requester:** SBARDELL

Report Summary

**Server:** FCVWS962

**Ford Proprietary, Private**

Copyright © 2013 Ford Motor Company | All rights reserved.

14-Aug-2017

**Retention:** None



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**From:** [REDACTED]  
**Sent:** Friday, September 15, 2017 2:44 PM  
**To:** Michael Boorman  
**Subject:** [REDACTED] Ford Explorer Inspection

Good afternoon Mr. Boorman.

After seeking industry professional advice related to the inspection of our vehicle by Ford Motor Company (hereafter referred to as "Ford") engineers, we are standing by our requirements as previously stated. We will need to record the inspection in its entirety with video as well as sound. This is industry standard. We also require a copy of any and all written, electronic or recorded by any other means, communications and or evidence related to this inspection and its results. We require we receive this evidence within 5 business days of the inspection. We will agree to the terms of only using two cameras as well as limited confidentiality. We will agree to confidentiality contingent upon timely and satisfactory settlement of our vehicle buy back and injury claims. We are also open to discussing the definition of "timely" and "satisfactory" as defined in the confidentiality agreement. If Ford agrees to these terms, we require this inspection to be scheduled for the next available date (within 7 business days). If Ford cannot allow us industry standard access, recording and confidentiality of the inspection then we will assume Ford is proceeding with our case, foregoing inspection and would like to remind Ford that we have proven injury as well as liability prior to the inspection as previously communicated and supported by evidence provided. We would expect an immediate response in the form of settlement offer or intent to litigate at that time.

As always, thank you for your attention to our case. We look forward to working with you to resolve this matter as quickly and amicably as possible. Have a great weekend.

[REDACTED]



Office of the General Counsel MR. JOSEPH

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



August 18, 2017

RE: 2012 Explorer

Dear Mr. [Redacted]

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

Information About the Incident

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

- What vehicle part or parts is the subject of the claim?  
vehicle cabin, air conditioning/ventilation system, exhaust system
- Has that part been repaired or replaced since the time of the incident?  
(circle one) Yes or No repair was attempted at Atkins Ford in June 2017
- At the time of the incident:  
• What was the vehicle mileage? 65,345
- Was the vehicle engine running? (circle one) Yes or No
- Were the keys in the ignition of the vehicle? (circle one) Yes or No
- List any after-market items installed on the vehicle (for example, alarms, remote starters or lift kits):  
none
- Where is your vehicle currently located?  
Atkins Ford Winder GA

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

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

**Physical Injury Medical Information:**

Because you have alleged an injury related to this incident, Ford is required to provide the information requested below to Medicare:

- a. Full Legal Name: [REDACTED]
  - b. Gender: [REDACTED]
  - c. DOB: [REDACTED]
  - d. Social Security# or Medicare HIC: [REDACTED]
- please see below*

Please also provide:

- Medical records and bills related to treatment for medical injuries caused by the incident.

**Providing Necessary Information**

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

Sincerely,

Marquis Morris  
Legal Analyst-OGC Product Claims  
Email: mmorris20@ford.com  
Fax: [REDACTED]

[REDACTED]

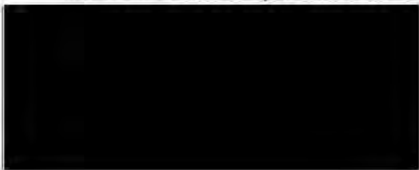
**Morris, Marquis (M.)**

---

**From:** [REDACTED]  
**Sent:** Wednesday, August 23, 2017 5:33 PM  
**To:** Morris, Marquis (M.)  
**Subject:** [REDACTED] Ford Explorer Claim  
**Attachments:** CHASE - DOCS.pdf; CARTER - DOCS.pdf

Mr. Morris,

Here are the medical records that you requested associated with our claim. We will have school and work records to you by Friday. Please confirm that you have received this email and medical records for our two sons. My wife has been a trooper through all of this. With all of her headaches and nausea, tingling and dizziness, she has toughed it out, putting our children before her own health concerns and foregoing costly trips to the doctor. However, we do have work records for her confirming the symptoms we have described. Her gynecologist should also have record of her complaints about headaches etc as she saw them during this time and we can provide those if needed. As previously stated, we will have school and work records to you by the end of the week. Please do not hesitate to let us know if you need anything else. We thank you again for your attention to this matter. We look forward to continuing to work with you to resolve this claim. I understand that you must usually deal with other legal professionals in your position. But I would like to remind you that we are not legal professionals and we would appreciate being kept in the loop about proceedings, timelines, expectations, etc that we may not know because of our positions as consumers. We have come to Ford directly, in good faith, to resolve this matter without involving expensive attorneys, costly court battles, media attention and to minimize the impact to both our family and Ford. Thank you again for your responsiveness.



## Retail Installment Contract and Security Agreement

Seller Name and Address	Buyer(s) Name(s) and Address(es)	Summary No. _____ Date _____
-------------------------	----------------------------------	------------------------------------

Business, commercial or agricultural purpose Contract.

Truth-in-Lending Disclosure				
<b>Annual Percentage Rate</b> The cost of your credit as a yearly rate.	<b>Finance Charge</b> The dollar amount the credit will cost you.	<b>Amount Financed</b> The amount of credit provided to you or on your behalf.	<b>Total of Payments</b> The amount you will have paid when you have made all scheduled payments.	<b>Total Sale Price</b> The total cost of your purchase on credit, including your down payment of
%	\$	\$	\$	\$

**Payment Schedule.** Your payment schedule is:

No. of Payments	Amount of Payments	When Payments are Due
_____	\$ _____	_____
_____	\$ _____	_____
_____	\$ _____	_____

**Security.** You are giving us a security interest in the Property purchased.

**Late Charge.** If all or any portion of a payment is not paid within 10 days of its due date, you will be charged a late charge of the lesser of 5% of the unpaid amount of the payment due or \$50.00.

**Prepayment.** If you pay off this Contract early, you  may  will not have to pay a Minimum Finance Charge.

**Contract Provisions.** You can see the terms of this Contract for any additional information about nonpayment, default, any required repayment before the scheduled date, and prepayment refunds and penalties.

Description of Property					
Year	Make	Model	Style	Vehicle Identification Number	Odometer Mileage
				Other: _____	
<input type="checkbox"/> New <input type="checkbox"/> Used <input type="checkbox"/> Demo					

### Description of Trade-In

### Sales Agreement

### Conditional Delivery

**Conditional Delivery.** If checked, you agree that the following agreement regarding securing financing ("Agreement") applies:

\_\_\_\_\_. The Agreement is part of this Contract. The Agreement will no longer control after the assignment is accepted. If there are any conflicts between the terms of the Agreement and the Contract, the terms of this Contract will apply.

### Itemization of Amount Financed

- a. Cash Price of Vehicle, etc. (incl. tax of \$ \_\_\_\_\_) \$ \_\_\_\_\_
- b. Trade-in allowance \$ \_\_\_\_\_
- c. Less: Amount owing, paid to (includes k) \$ \_\_\_\_\_
- d. Net trade-in (b-c; if negative, enter \$0 here and enter the amount on line k) \$ \_\_\_\_\_
- e. Cash payment \$ \_\_\_\_\_

**Payment.** You promise to pay us the principal amount of \$ \_\_\_\_\_ plus finance charges accruing on the unpaid balance at the rate of \_\_\_\_\_ % per year from the date of this Contract until maturity. Finance charges accrue on a \_\_\_\_\_ day basis. After maturity, or after you default and we demand payment, we will charge finance charges on the unpaid balance at \_\_\_\_\_ % per year. You agree to pay this Contract according to the payment schedule and late charge provisions shown in the Truth-in-Lending Disclosure. You also agree to pay any additional amounts according to the terms and conditions of this Contract.

**Down Payment.** You also agree to pay or apply to the Cash Price, on or before the date of this Contract, any cash, rebate and net trade-in value described in the Itemization of Amount Financed.

You agree to make deferred down payments as set forth in your Payment Schedule.

**Additional Charge.** You agree to pay an additional charge of \$ \_\_\_\_\_ that will be  paid in cash,  financed over the term of the Contract.

**Minimum Finance Charge.** You agree to pay a minimum finance charge of \$ \_\_\_\_\_ if you pay this Contract in full before we have earned that much in finance charges.

GEORGIA MVD - RECEIPT (COPY)

STATE OF GEORGIA  
MOTOR VEHICLE RECEIPT

STANDARD TAG FEE 20.00  
TOTAL TAGS DUE 20.00

RECEIVED BY  
REG DIV 04082007

DUPLICATE RECEIPT  
DUPLICATE RECEIPT  
DUPLICATE RECEIPT

CANHALE L. TAYLOR  
JEFFERSON COUNTY TAX COMMISSIONER  
P.O. BOX 247  
JEFFERSON GA 30649-0247  
(706) 367-6320

STANDARD TAG FEE 20.00  
TOTAL TAGS DUE 20.00

RECEIVED BY

DUPLICATE RECEIPT  
DUPLICATE RECEIPT  
DUPLICATE RECEIPT

THIS IS NOT A BILL  
THIS IS YOUR RECEIPT  
\*\*\* RETAIN FOR TAX PURPOSES \*\*\*

12MJK188CGA98199-2012 FORD EXPLORER MP

Tag Number: [REDACTED] Expires: 04/27/2015  
Valuation: 152380 \$600 Tag Fee: 20.00  
Title Number: [REDACTED] Equip. No.  
County: [REDACTED] Sales Tax: [REDACTED] Fuel: G  
Farm Vehicle? [REDACTED] Other: [REDACTED] Other: 06J5W00  
Classification: PASSENGER CAR/LIGHT TRUCKS  
Insurance Status: VALID INSURANCE COVERAGE  
Customer 1 No: [REDACTED] Customer 2 No:

[REDACTED]

Signature: \_\_\_\_\_

STATE OF GEORGIA  
MOTOR VEHICLE RECEIPT

12MJK188CGA98199-2012 FORD EXPLORER MP  
Tag Number: [REDACTED] Expires: 04/27/2015  
Valuation: 152380 \$600 Tag Fee: 20.00  
Title Number: [REDACTED] Equip. No.  
County: [REDACTED] Sales Tax: [REDACTED] Fuel: G  
Farm Vehicle? [REDACTED] Other: [REDACTED] Other: 06J5W00  
Classification: PASSENGER CAR/LIGHT TRUCKS  
Insurance Status: VALID INSURANCE COVERAGE  
Customer 1 No: [REDACTED] Customer 2 No:

[REDACTED]

Signature: \_\_\_\_\_

# Incident/Accident Report

[REDACTED]

[REDACTED]



DESCRIPTION OF INCIDENT:

Chase was playing a role in a skit for the large group lesson, and he collapsed on stage. He was unresponsive for 10-15 seconds. We gave him some juice + crackers and immediately contacted his parents.

IF THERE WERE ANY WITNESSES, PLEASE LIST THEIR NAMES & PHONE NUMBERS BELOW:

[REDACTED]

YOUR PRINTED NAME:

[REDACTED]

YOUR SIGNATURE:

[REDACTED]

DATE: 3/4/16 TIME: 11:57 AM/PM

To protect the privacy of individuals, NHTSA does not make medical records available to the public without authorization. For this reason, documents falling into this category have not been included in this complaint record.