

**Michael D. Portnoy  
Attorney at Law**

810 W. South Boundary Rd.  
Perrysburg, Ohio 43551

PH: 419-874-2775 FX: 419-874-2777

August 29, 2018

FAX: (419) 380-1092

Jeff Mathes  
Kistler Ford  
5555 West Central Ave.  
Toledo, Ohio 43615

RE: My Client: [REDACTED]  
Vehicle purchase: 2013 Ford Explorer  
Purchase Date: April 10, 2015

Dear Mr. Mathes;

I represent [REDACTED] concerning her purchase of a 2013 Ford Explorer from Kistler Ford on April 10, 2015.

At the time of the purchase, Ms. [REDACTED] was told that the Explorer was a reliable vehicle and did not have any factory problems. Based upon these representations, Ms. [REDACTED] purchased this vehicle.

As you know, Ford has issued recall notices to all consumers who purchased 2011-2015 Ford Explorers due to carbon monoxide poisoning. Ms. [REDACTED] has experienced severe medical problems directly because of the carbon monoxide poisoning from this Explorer.

As a result of Kistler's deliberate fraud that this Explorer had no problems and among other causes of action including yet not limited to breach of contract, pursuant to Ohio Revised Code Section 1302.66, Ms. [REDACTED] hereby demands the following:

1. Refund of \$32,264.00 representing the purchase price of the Explorer;
2. Attorney fees of \$500.00;
3. Three (3) times the actual purchase price of the vehicle as allowed by Ohio Revised Code Section 1345.01 et al;



You have one (1) week to respond to this demand. Otherwise a lawsuit will be filed against Kistler and Ford for all state and federal remedies.

Sincerely,



Michael D. Portnov

Attorney for [REDACTED]

cc [REDACTED]

Jeremiah Wood, Attorney for Ford Motor Company

**Michael D. Portnoy  
Attorney at Law**

810 W. South Boundary Rd.  
Perrysburg, Ohio 43551

PH: 419-874-2775 FX: 419-874-2777

August 29, 2018

Ford Motor Company  
Office of General Counsel  
P.O. Box 70  
Dearborn, MI. 48121

RE: My Client: [REDACTED]  
Vehicle purchase: 2013 Ford Explorer  
Purchase Date: April 10, 2015  
Ford dealership who sold 2013 Ford Explorer to Ms. [REDACTED]  
Kistler Ford, Toledo, Ohio

To whom it may concern:

I represent [REDACTED] concerning her purchase of a 2013 Ford Explorer from Kistler Ford on April 10, 2015.

At the time of the purchase, Ms. [REDACTED] was told that the Explorer was a reliable vehicle and did not have any factory problems. Based upon these representations, Ms. [REDACTED] purchased this vehicle.

As you know, Ford has issued recall notices to all consumers who purchased 2011-2015 Ford Explorers due to carbon monoxide poisoning. Ms. [REDACTED] has experienced severe medical problems directly because of the carbon monoxide poisoning from this Explorer.

As a result of Kistler's deliberate fraud that this Explorer had no problems and among other causes of action including yet not limited to breach of contract, pursuant to Ohio Revised Code Section 1302.66, Ms. [REDACTED] hereby demands the following:

1. Refund of \$32,264.00 representing the purchase price of the Explorer.
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3. Three (3) times the actual purchase price of the vehicle as allowed by Ohio Revised Code Section 1345.01 et al:




You have one (1) week to respond to this demand. Otherwise a lawsuit will be filed against Kistler and Ford for all state and federal remedies.

Sincerely,



Michael D. Portnoy


Attorney for 

CC: 

Jeremiah Wood, Attorney for Ford Motor Company



**Service of Process  
Transmittal**


09/28/2018  
CT Log Number 

**TO:** Chris Dzbanski  
Ford Motor Company  
1 American Rd Whq 421-E6  
Dearborn, MI 48126-2701

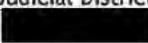
**RE:** **Process Served in Texas**


**FOR:** Ford Motor Company (Domestic State: DE)

**ENCLOSED ARE COPIES OF LEGAL PROCESS RECEIVED BY THE STATUTORY AGENT OF THE ABOVE COMPANY AS FOLLOWS:**

**TITLE OF ACTION:** , Pltf. vs. Ford Motor Company, Dft.

**DOCUMENT(S) SERVED:** Citation, Attachment(S), Original Petition

**COURT/AGENCY:** 348th Judicial District Court Tarrant County, TX  
Case # 

**NATURE OF ACTION:** Product Liability Litigation - Breach of Warranty - 2016 Ford Explorer VIN:  
1FM5K7F89GG 

**ON WHOM PROCESS WAS SERVED:** C T Corporation System, Dallas, TX

**DATE AND HOUR OF SERVICE:** By Certified Mail on 09/28/2018 postmarked on 09/26/2018

**JURISDICTION SERVED :** Texas

**APPEARANCE OR ANSWER DUE:** At or Before 10:00 a.m. on the Monday next following the expiration of 20 days  
after service

**ATTORNEY(S) / SENDER(S):** Craig M. Patrick  
Patrick Law Firm  
6244 E. Lovers Lane  
Dallas, TX 75214  
214-390-3343

**ACTION ITEMS:** CT has retained the current log, Retain Date: 09/29/2018, Expected Purge Date:  
10/04/2018  
  
Image SOP  
  
Email Notification, Chris Dzbanski cdzbansk@ford.com  
  
Email Notification, Mary Ann MacKinnon mmackin1@ford.com

**SIGNED:** C T Corporation System  
**ADDRESS:** 1999 Bryan Street  
Suite 900  
Dallas, TX 75201  
**TELEPHONE:** 214-932-3601

PATRICK LAW FIRM  
6244 E. LOVERS LN.  
DALLAS, TX 75214



Ford Motor Company  
CT Corporation System  
1999 Bryan St., Ste 900  
Dallas, TX 75201

THE STATE OF TEXAS  
DISTRICT COURT, TARRANT COUNTY

CITATION

Cause No. [REDACTED]

[REDACTED] VS.  
FORD MOTOR COMPANY

TO: FORD MOTOR COMPANY

B/S REG AGT-CT CORPORATION SYSTEM 1999 BRYAN ST STE 900 DALLAS, TX 75201-

You said DEFENDANT are hereby commanded to appear by filing a written answer to the PLAINTIFF'S ORIGINAL PETITION AND REQUEST FOR DISCLOSURE at or before 10 o'clock A.M. of the Monday next after the expiration of 20 days after the date of service hereof before the 348th District Court, 100 N CALHOUN, in and for Tarrant County, Texas, at the Courthouse in the City of Fort Worth, Tarrant County, Texas said PLAINTIFF being

[REDACTED]  
Filed in said Court on September 24th, 2018 Against  
FORD MOTOR COMPANY

For suit, said suit being numbered [REDACTED] the nature of which demand is as shown on said PLAINTIFF'S ORIGINAL PETITION AND REQUEST FOR DISCLOSURE a copy of which accompanies this citation.

CRAIG M PATRICK  
Attorney for [REDACTED] Phone No. [REDACTED]  
Address 6244 E LOVERS LN DALLAS, TX 75214

Thomas A. Wilder, Clerk of the District Court of Tarrant County, Texas. Given under my hand and the seal of said Court, at office in the City of Fort Worth, this the 25th day of September, 2018.

By *Amanda Carter*  
AMANDA CARTER



A CERTIFIED COPY  
ATTEST: 09/25/2018  
THOMAS A. WILDER  
DISTRICT CLERK  
TARRANT COUNTY, TEXAS  
BY: /s/ Amanda Carter

NOTICE: You have been sued. You may employ an attorney. If you or your attorney do not file a written answer with the clerk who issued this citation by 10:00 AM, on the Monday next following the expiration of twenty days after you were served this citation and petition, a default judgment may be taken against you.

Thomas A. Wilder, Tarrant County District Clerk, 100 N CALHOUN, FORT WORTH TX 76196-0402

OFFICER'S RETURN [REDACTED]

Received this Citation on the \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_ at \_\_\_\_\_ o'clock \_\_\_\_\_ M; and executed at \_\_\_\_\_ within the county of \_\_\_\_\_, State of \_\_\_\_\_ at \_\_\_\_\_ o'clock \_\_\_\_\_ M on the \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_ by delivering to the within named (Def.): \_\_\_\_\_ defendant(s), a true copy of this Citation together with the accompanying copy of PLAINTIFF'S ORIGINAL PETITION AND REQUEST FOR DISCLOSURE, having first endorsed on same the date of delivery.

Authorized person/Constable/Sheriff: \_\_\_\_\_  
County of \_\_\_\_\_ State of \_\_\_\_\_ By \_\_\_\_\_ Deputy

Fees \$ \_\_\_\_\_  
State of \_\_\_\_\_ County of \_\_\_\_\_ (MUST be verified if served outside the State of Texas)

Signed and sworn to by the said \_\_\_\_\_ before me this \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_ to certify which witness my hand and seal of office

(Seal)

County of \_\_\_\_\_, State of \_\_\_\_\_

*CITATION*

---

Cause No. [REDACTED]  
[REDACTED]

VS.

FORD MOTOR COMPANY

ISSUED

This 25th day of September, 2018

Thomas A. Wilder  
Tarrant County District Clerk  
100 N CALHOUN  
FORT WORTH TX 76196-0402

By AMANDA CARTER Deputy

---

CRAIG M PATRICK

Attorney for [REDACTED]

Phone No. [REDACTED]

ADDRESS [REDACTED]

DALLAS, TX [REDACTED]

*CIVIL LAW*



SERVICE FEES NOT COLLECTED  
BY TARRANT COUNTY DISTRICT CLERK  
ORIGINAL



CAUSE NUMBER: [REDACTED]

[REDACTED]  
IN THE DISTRICT COURT

V.

\_\_\_\_ JUDICIAL DISTRICT

FORD MOTOR COMPANY

TARRANT COUNTY, TEXAS

**PLAINTIFF'S ORIGINAL PETITION AND REQUEST FOR DISCLOSURE**

TO THE HONORABLE JUDGE OF SAID COURT:

[REDACTED] Plaintiff, complains of FORD MOTOR COMPANY, Defendant, and files this his Original Petition.

**DISCOVERY CONTROL PLAN**

1. Pursuant to the Texas Rules of Civil Procedure, Plaintiff gives notice that he intends to pursue a discovery control plan pursuant to Rule 190.2 (Level 1).

**AMOUNT IN CONTROVERSY**

2. Pursuant to Texas Rules of Civil Procedure 47(c), Plaintiff states that he seeks less than \$100,000, including damages of any kind, penalties, costs, expenses, pre-judgment interest, and attorney fees.

**PARTIES**

3. Plaintiff resides in Southlake, Texas.
4. Defendant FORD MOTOR COMPANY is a corporation authorized to conduct business in the State of Texas and may be served through its registered agent, C T Corporation System, at 1999 Bryan St., Suite 900, Dallas, Texas 75201.

**VENUE AND JURISDICTION**

5. Venue is proper in Tarrant County, Texas because Plaintiff resided in Tarrant County at the time the cause of action for breach of warranty accrued.

6. Jurisdiction is proper as the amount prayed for is within the jurisdictional limits of this Honorable Court.

#### STATEMENT OF FACTS

7. On January 23, 2017, Plaintiff a purchased 2016 Ford Explorer VIN: 1FM5K7F89GG [REDACTED] (the Vehicle) from Mike Brown Ford in Granbury, Texas for approximately \$41,100.

8. Plaintiff has had numerous problems with the Vehicle. Since purchase, the Vehicle has encountered an excessive number of defects, including but not limited to the exterior mirrors, control modules, seat defects, SYNC system, air bag system, CO2 leak, and the Navigation system. The Vehicle has been in the shop at least 7 times and spent approximately 40 days in the shop. The Vehicle still has problems despite numerous repair attempts.

#### CAUSES OF ACTION

##### **Texas Deceptive Trade Practices-Consumer Protection Act ("DTPA")**

9. Plaintiff is a "consumer" as defined in the DTPA.

10. Defendant violated the following provisions of the DTPA:

(1) §17.50(1): the use or employment of a false, misleading, or deceptive acts or practices as defined in §17.46(b)(5), §17.46(b)(7), §17.46(b)(12), §17.46(b)(20), and §17.46(b)(24) of the DTPA that were detrimentally relied upon by Plaintiff;

(2) §17.50(2): breach of express warranty, as defined in §2.313 of the Tex Bus and Com Code;

(3) §17.50(2): breach of the implied warranty to perform repairs in a good and workmanlike manner, as set forth in *Melody Home Mfg. Co. v. Barnes*, 741 S.W.2d 349, 354 (Tex. 1987);

(4) §17.50(2): breach of the implied warranty of merchantability as defined in §2.314 of the Texas Business and Commerce Code;

(5) §17.50(3): an unconscionable action or course of action as defined by §17.45(5).

11. The limited remedies in the manufacturer's warranties failed of its essential purpose and deprived Plaintiff of the substantial value of the bargain because Defendant did not correct the defects within a reasonable time. TEX. BUS. AND COM. CODE § 2.719. Additionally, the exclusion of consequential damages is unconscionable.

12. Plaintiff further contends that Defendant's violations of the DTPA were committed knowingly and intentionally as those terms are defined in §17.45(9) and §17.45(13) of the DTPA.

13. This conduct was a producing and/or proximate cause of actual damages to Plaintiff, as set forth below.

#### **DAMAGES**

14. As a result of Defendant's conduct, Plaintiff has suffered actual damages, including direct, consequential and incidental damages in an amount within the jurisdictional limits of this Court. Such damages include, but are not limited to:

(1) diminished value of the vehicle (the difference at the time and place of acceptance between the value of the vehicle as accepted and the value it would have had if it had been as warranted or represented);

(2) loss of use;

(3) cost of repair;

(4) out of pocket expenses.

15. Because the conduct of Defendant was done knowingly and intentionally, Plaintiff is entitled to additional damages for a knowing and/or intentional violation of the DTPA pursuant to §17.50(b)(1), in an appropriate amount to be determined by the jury.

**ATTORNEY'S FEES**

16. Plaintiff seeks all reasonable and necessary attorneys' fees in this case, which include the following:

- a. preparation and trial of this lawsuit;
- b. post-trial, pre-appeal legal services;
- c. an appeal to the Court of Appeals;
- d. making or responding to an application for writ of error to the Supreme Court of Texas;
- e. an appeal to the Supreme Court of Texas in the event application for writ of error is granted; and
- f. post-judgment discovery and collection in the event execution on the judgment is necessary.

**CONDITIONS PRECEDENT**

17. All notices and other conditions precedent to Plaintiff's right to recover herein have been performed or have occurred.

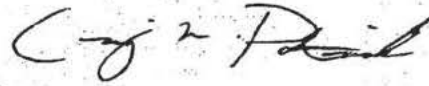
**REQUEST FOR DISCLOSURE**

18. Pursuant to Texas Rule of Civil Procedure 194, Defendant is requested to disclose the information or material described in Rule 194.2.

**WHEREFORE, PREMISES CONSIDERED**, Plaintiff respectfully prays that Defendant be cited to appear and answer herein, and that upon final trial, he recover his actual damages, additional statutory damages, exemplary damages, attorney's fees, costs of court, pre-judgment and post-judgment interest at the highest legal rates, and such other and further relief, both general and special, at law or in equity, to which he may be justly entitled.

**RESPECTFULLY SUBMITTED:**

PATRICK LAW FIRM, P.C.



By: \_\_\_\_\_

Craig M. Patrick  
State Bar No. [REDACTED]

6244 E. Lovers Lane  
Dallas, Texas 75214  
Phone: (214) 390-3343  
Fax: (469) 914-6565  
craig@patricklaw.com

**ATTORNEY FOR PLAINTIFF**  
[REDACTED]



# LAW OFFICES OF STEVEN VEINGER, P.A.

The Lemon Law Attorneys

20801 Biscayne Blvd., Suite 304  
Aventura, FL 33180  
Phone (305) 676-4050  
Fax (877) 575-9666  
adam@thelemonlawattorneys.com

October 5, 2018

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

Re: [REDACTED]  
2017 Ford Explorer  
VIN 1FM5K7B80HG [REDACTED]

Dear Sir/Madam:

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

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

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

Very truly yours

Law Offices of Steven Veinger, P.A.



Steven Veinger

**RETAIL INSTALLMENT SALES CONTRACT  
SIMPLE FINANCE CHARGE**

DEAL# 128665

Dealer Number \_\_\_\_\_ Contract Number \_\_\_\_\_

Buyer Name and Address: <b>BRILLARD</b> [REDACTED] <b>COOPER CITY FL</b>	Co-Buyer Name and Address <b>N/A</b>	Seller-Creditor (Name and Address) <b>METRO FORD</b> <b>9000 NW 7TH AVE</b> <b>MIAMI, FL</b> <span style="float:right">33150</span>
Buyer's Birth Month: <b>HAY</b>	Co-Buyer's Birth Month: <b>N/A</b>	

You, the Buyer (and Co-Buyer, if any), may buy the vehicle below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay the Seller-Creditor (sometimes "we" or "us" in this contract) the Amount Financed and Finance Charge in U.S. funds according to the payment schedule below. We will figure your finance charge on a daily basis at the Base Rate of **7.29%** per year. The Truth-In-Lending Disclosures below are part of this contract. You have thoroughly inspected, accepted, and approved the vehicle in all respects.

New/Used/Demo	Year	Make and Model	Weight (lbs.)	Vehicle Identification Number	Primary Use For Which Purchased
<b>NEW</b>	<b>2017</b>	<b>FORD EXPLORE</b>		<b>1FMSK7B80H</b> [REDACTED]	Personal, family, or household unless otherwise indicated below <input type="checkbox"/> business <input type="checkbox"/> agricultural <input type="checkbox"/> _____

You agree that we advised you whether, based on seller's knowledge, the vehicle was titled, registered, or used as a taxicab, police vehicle, short term rental or is a vehicle that is rebuilt or assembled from parts, a kit car, a replica, a flood vehicle, or a manufacturer buy back.

**FEDERAL TRUTH-IN-LENDING DISCLOSURES**

ANNUAL PERCENTAGE RATE <small>The cost of your credit as a yearly rate.</small>	FINANCE CHARGE <small>The dollar amount the credit will cost you.</small>	Amount Financed <small>The amount of credit provided to you or on your behalf.</small>	Total of Payments <small>The amount you will have paid after you have made all payments as scheduled.</small>	Total Sale Price <small>The total cost of your purchase on credit, including your down payment of</small>
<b>7.29 %</b>	<b>\$ 8385.85</b>	<b>\$ 34756.55</b>	<b>\$ 43142.40</b>	<b>\$ 4000.00</b> is <b>\$ 47142.40</b>

**Your Payment Schedule Will Be:** \_\_\_\_\_ (e) means an estimate.

Number of Payments	Amount of Payments	When Payments Are Due
<b>72</b>	<b>599.20</b>	Monthly beginning <b>12/26/17</b>
<b>N/A</b>	<b>N/A</b>	<b>N/A</b>

Or As Follows: **N/A**

**Late Charge.** If payment is not received in full within **10** days after it is due, you will pay a late charge of **5** % of each installment.  
**Prepayment.** If you pay off all your debt early, you may have to pay a penalty.  
**Security Interest.** You are giving a security interest in the vehicle being purchased.  
**Additional Information:** See this contract for more information including information about nonpayment, default, prepayment penalties, any required repayment in full before the scheduled date and security interest.

**ITEMIZATION OF AMOUNT FINANCED**

1 Cash Price (including \$ <b>1882.99</b> sales tax)	\$ <b>33266.15</b> (1)
2 Total Downpayment =	
Gross Trade-In Allowance	\$ <b>N/A</b>
Less Pay Off Made By Seller (e)	\$ <b>N/A</b>
Equals Net Trade In	\$ <b>N/A</b>
+ Cash	\$ <b>1000.00</b>
+ Other <b>REBATE(S)</b>	\$ <b>3000.00</b>
(If total downpayment is negative, enter "0" and see 4J below)	
3 Unpaid Balance of Cash Price (1 minus 2)	\$ <b>4000.00</b> (2)
4 Other Charges Including Amounts Paid to Others on Your Behalf (Seller may keep part of these amounts):	\$ <b>29266.15</b> (3)
<b>A Cost of Optional Credit Insurance Paid to Insurance</b>	
Company or Companies:	
Life	\$ <b>N/A</b>
Disability	\$ <b>N/A</b>
<b>B Vendor's Single Interest Insurance Paid to Insurance Company</b>	
	\$ <b>N/A</b>
<b>C Other Optional Insurance Paid to Insurance Company or Companies</b>	
	\$ <b>N/A</b>
<b>D Optional Gap Contract</b>	
	\$ <b>850.00</b>
<b>E Official Fees Paid to Government Agencies</b>	
	\$ <b>N/A</b>
<b>F Government Documentary Stamp Taxes</b>	
	\$ <b>121.80</b>
<b>G Government Taxes Not Included in Cash Price</b>	
	\$ <b>228.60</b>
<b>H Government License and/or Registration Fees</b>	

**Insurance.** You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit unless the box indicating Vendor's Single Interest Insurance is required is checked below. Your choice of insurance providers will not affect our decision to sell you the vehicle or extend credit to you.  
 If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

**Check the insurance you want and sign below:**

**Optional Credit Insurance**

Credit Life:  Buyer  Co-Buyer  Both  
 Term **N/A**

Credit Disability:  Buyer  Co-Buyer  Both  
 Term **N/A**

Premium:  
 Credit Life \$ **N/A**  
 Credit Disability \$ **N/A**

Insurance Company Name **N/A**  
**N/A**

Home Office Address **N/A**  
**N/A**

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not to buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. If you choose this insurance, the cost is shown in Item 4A of the Itemization of Amount Financed. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments.

If the box above is checked to indicate that you want credit life insurance, please read and sign the following acknowledgments:  
 1. You understand that you have the option of assigning any other policy or policies you own or may procure for the purpose of covering this extension of credit and that the policy need not be purchased from us in order to obtain the extension of credit.

**N/A** **N/A** Date \_\_\_\_\_  
 Buyer

**N/A** **N/A** Date \_\_\_\_\_  
 Co-Buyer

2. You understand that the credit life coverage may be deferred if, at the time of application, you are unable to engage in employment or unable to perform normal activities of a person of like age and sex. (You need not sign this acknowledgment if the proposed credit life insurance policy does not contain this restriction.)

**N/A** **N/A** Date \_\_\_\_\_  
 Buyer

**N/A** **N/A** Date \_\_\_\_\_  
 Co-Buyer

3. You understand that the benefits under the policy will terminate when you reach a certain age and affirm that your age is accurately represented on the application or policy.

**N/A** **N/A**

7.29 % \$ 8385.85 \$ 34756.55 \$ 43142.40 \$ 47142.40

Your Payment Schedule Will Be: (e) means an estimate

Number of Payments	Amount of Payments	When Payments Are Due
72	599.20	Monthly beginning 12/26/17
N/A	N/A	N/A

Or As Follows: N/A

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of each installment.

Prepayment. If you pay off all your debt early, you may have to pay a penalty.

Security Interest. You are giving a security interest in the vehicle being purchased.

Additional Information: See this contract for more information including information about nonpayment, default, prepayment penalties, any required repayment in full before the scheduled date and security interest.

Check the insurance you want and sign below:

**Optional Credit Insurance**

Credit Life:  Buyer  Co-Buyer  Both

Term: N/A

Credit Disability:  Buyer  Co-Buyer  Both

Term: N/A

Premium:

Credit Life \$: N/A

Credit Disability \$: N/A

Insurance Company Name: N/A

Home Office Address: N/A

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not to buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. If you choose this insurance, the cost is shown in Item 4A of the Itemization of Amount Financed. Credit life insurance is based on your actual payment schedule. This insurance may not pay all your obligations. Please read terms and conditions to your agreement for the number of payments.

If the box above is checked to indicate that you want credit life insurance, please read and sign the following acknowledgments:

1. You understand that you have the option of assigning any other policy or policies you own or may procure for the purpose of covering this extension of credit and that the policy need not be purchased from us in order to obtain the extension of credit.

N/A N/A Date

Buyer

N/A N/A Date

Co-Buyer

2. You understand that the credit life coverage may be deferred if, at the time of application, you are unable to engage in employment or unable to perform normal activities of a person of like age and sex. (You need not sign this acknowledgement if the proposed credit life insurance policy does not contain this restriction.)

N/A N/A Date

Buyer

N/A N/A Date

Co-Buyer

3. You understand that the benefits under the policy will terminate when you reach a certain age and affirm that your age is accurately represented on the application or policy.

N/A N/A Date

Buyer

N/A N/A Date

Co-Buyer

**Other Optional Insurance**

N/A N/A

Type of Insurance Term

Premium \$: N/A

Ins. Co. Name & Address: N/A

N/A N/A

Type of Insurance Term

Premium \$: N/A

Ins. Co. Name & Address: N/A

N/A N/A

Type of Insurance Term

Premium \$: N/A

Ins. Co. Name & Address: N/A

N/A N/A

Type of Insurance Term

2 Total Downpayment =

Gross Trade-In Allowance	\$	N/A
Less Pay Off Made By Seller (e)	\$	N/A
Equals Net Trade In	\$	N/A
+ Cash	\$	1000.00
+ Other REBATE(S)	\$	3000.00
(If total downpayment is negative, enter "0" and see 4J below)	\$	4000.00 (2)

3 Unpaid Balance of Cash Price (1 minus 2) \$ 29266.15 (3)

4 Other Charges Including Amounts Paid to Others on Your Behalf (Seller may keep part of these amounts):

A Cost of Optional Credit Insurance Paid to Insurance Company

Company or Companies:		
Life	\$	N/A
Disability	\$	N/A
B Vendor's Single Interest Insurance Paid to Insurance Company	\$	N/A
C Other Optional Insurance Paid to Insurance Company or Companies	\$	N/A
D Optional Gap Contract	\$	850.00
E Official Fees Paid to Government Agencies	\$	N/A
F Government Documentary Stamp Taxes	\$	121.80
G Government Taxes Not Included in Cash Price	\$	228.60
H Government License and/or Registration Fees	\$	480.00
I Government Certificate of Title Fees	\$	N/A

J Other Charges (Seller must identify who is paid and describe purpose)

to N/A for Prior Credit or Lease Balance (e)	\$	N/A
to FORD PROTECT for SERV CONTRACT	\$	1975.00
to FORD MAINTENANC for	\$	850.00
to for TIRE AND WHEEL GU	\$	620.00
to FORD for FTCH	\$	365.00
to N/A for N/A	\$	N/A
to N/A for N/A	\$	N/A
to N/A for N/A	\$	N/A
to N/A for N/A	\$	N/A
to N/A for N/A	\$	N/A
to N/A for N/A	\$	N/A
Total Other Charges and Amounts Paid to Others on Your Behalf	\$	5490.40 (4)

5 Loan Processing Fee Paid to Seller (Prepaid Finance Charge) \$ N/A (5)

6 Amount Financed (3 plus 4) \$ 34756.55 (6)

NOTICE:  You pay no finance charge if the Amount Financed, item 6, is paid in full on or before \_\_\_\_\_, Year \_\_\_\_\_. SELLER'S INITIALS \_\_\_\_\_

OPTIONAL GAP CONTRACT. A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in Item 4D of the Itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this contract.

OPTIONAL GAP CONTRACT. A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in Item 4D of the Itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this contract.

Term 72 Mos. SAFEGUARD Name of Gap Contract

I want to buy a gap contract  [Redacted]

Buyer Signs X [Redacted]

VENDOR'S SINGLE INTEREST INSURANCE (VSI Insurance): If the preceding box is checked, the Creditor requires VSI insurance for the initial term of the contract to protect the Creditor for loss or damage to the vehicle (collision, fire, theft). VSI insurance is for the Creditor's sole protection. This insurance does not protect your interest in the vehicle. You may choose the insurance company through which the VSI insurance is obtained. If you elect to purchase VSI insurance through the Creditor, the cost of this insurance is for \$ N/A and is also shown in Item 4B of the Itemization of Amount Financed. The coverage is for N/A.

Buyer Signs X N/A Co-Buyer Signs X N/A Date: \_\_\_\_\_

Trade-In Vehicle		Trade-In Vehicle	
Year <u>N/A</u>	Make <u>N/A</u>	Year <u>N/A</u>	Make <u>N/A</u>
Model <u>N/A</u>		Model <u>N/A</u>	
VN <u>N/A</u>		VN <u>N/A</u>	
Gross Trade-In Allowance \$ <u>N/A</u>		Gross Trade-In Allowance \$ <u>N/A</u>	(e)
Payoff Made by Seller \$ <u>N/A</u>	(e)	Payoff Made by Seller \$ <u>N/A</u>	<u>N/A</u>
Lienholder <u>N/A</u>		Lienholder <u>N/A</u>	<u>N/A</u>

You assign to Seller all of your rights, title and interest in such trade-in vehicle(s). Except as expressly stated to Seller in writing, you represent that your trade-in vehicle(s) has not been involved in an accident, has not had any major body damage or required any major engine repair, and was not previously used as a taxicab, police vehicle, short term rental or is a vehicle that is rebuilt or assembled from parts, a kit car, a replica, a flood vehicle, or a manufacturer buy back.

Buyer Initials \_\_\_\_\_ Co-Buyer Initials N/A

Trade-In Payoff Agreement: Seller relied on information from you and/or the lienholder or lessor of your trade-in vehicle to arrive at the trade-in payoff amount shown above and in Item 2 of the Itemization of Amount Financed as the Pay Off Made by Seller. You understand that the amount quoted is an estimate. Seller agrees to pay the payoff amount shown above and in Item 2 to the lienholder or lessor of the trade-in vehicle, or its designee, if the actual payoff amount is more than the amount shown above and in Item 2 you must pay the Seller the excess on demand. If the actual payoff amount is less than the amount shown above and in Item 2 Seller will refund to you any overage Seller receives from your prior lienholder or lessor. Except as stated in the "NOTICE" on the back of this contract, any assignee of this contract will not be obligated to pay the Pay Off Made by Seller shown above and in Item 2 or any refund.

Buyer Signature X \_\_\_\_\_ Co-Buyer Signature X N/A

JURY TRIAL WAIVER. By signing this contract, I agree to waive my right to trial by jury.

Buyer Signature X \_\_\_\_\_ Co-Buyer Signature X \_\_\_\_\_

**SELLER'S RIGHT TO CANCEL** - If Buyer and Co-buyer sign here, the provisions of the Seller's Right to Cancel section on the back, which gives the Seller the right to cancel if Seller is unable to assign this contract within N/A days, will apply. If you fail to return the vehicle within 48 hours after receipt of the notice of cancellation, you agree to pay Seller a charge of \$ N/A per day from the date of cancellation until the vehicle is returned or repossessed.

Buyer Signs X N/A Co-Buyer Signs X N/A

**NO COOLING OFF PERIOD**  
State law does not provide for a "cooling off" or cancellation period for this sale. After you sign this contract, you may only cancel it if the seller agrees or for legal cause. You cannot cancel this contract simply because you change your mind. This notice does not apply to home solicitation sales.

**The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.**

**HOW THIS CONTRACT CAN BE CHANGED.** This contract contains the entire agreement between you and the Seller relating to this contract. Any change to this contract must be in writing and we must sign it. No oral changes are binding. Buyer Signs X \_\_\_\_\_ Co-Buyer Signs X N/A

If any part of this contract is not valid, all other parts stay valid. We may delay or refrain from exercising any of our rights under this contract without losing them. For example, we may extend the time for making some payments without extending the time for making others. See back for other important agreements.

**NOTICE TO THE BUYER:** a) Do not sign this contract before you read it or if it contains any blank spaces. b) You are entitled to an exact copy of the contract you sign. Keep it to protect your legal rights.

You agree to the terms of this contract. You confirm that before you signed this contract, we gave it to you, and you were free to take it and review it. You confirm that you received a completely filled-in copy when you signed it.

Buyer Signs X \_\_\_\_\_ Date 11/13/17 Co-Buyer Signs X N/A Date \_\_\_\_\_

Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other owner signs here X BANK OF AMERICA Address \_\_\_\_\_  
 Seller Signs NETRO FORD Date XX By X \_\_\_\_\_ Title \_\_\_\_\_

Seller assigns its interest in this contract to \_\_\_\_\_ (Assignee) under the terms of Seller's agreement(s) with Assignee.

Assigned with recourse  Assigned without recourse  Assigned with limited recourse

Seller \_\_\_\_\_ By \_\_\_\_\_ Title \_\_\_\_\_

N/A Type of Insurance N/A Term N/A  
 Premium \$ N/A  
 Ins. Co. Name & Address N/A

N/A Type of Insurance N/A Term N/A  
 Premium \$ N/A  
 Ins. Co. Name & Address N/A

Other optional insurance is not required to obtain credit. Your credit and sign-off depend on the insurance checked above.

I want the insurance checked above:  
 X N/A Buyer Signature \_\_\_\_\_ Date N/A  
 X N/A Co-Buyer Signature \_\_\_\_\_ Date N/A

**LIABILITY INSURANCE COVERAGE FOR BODILY INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS IS NOT INCLUDED IN THIS CONTRACT.**

**Returned Payment Charge:** If any check or other payment instrument you give us is dishonored or any electronic payment you make is returned unpaid, you will pay a charge of \$25 if the payment amount is \$50 or less; \$30 if the payment amount is over \$50 but not more than \$300; \$40 if the payment amount is over \$300; or such amount as permitted by law.

Florida documentary stamp tax required by law in the amount of \$ 121.80 has been paid or will be paid directly to the Department of Revenue.

Certificate of Registration No. \_\_\_\_\_

You assign all manufacturer rebates and cash back incentives used as a downpayment on this contract to seller. You agree to complete all documents required for assignment of rebates and incentives.

CO/AGY 10 / 4

T#  
B#

# FLORIDA VEHICLE REGISTRATION

PLATE [REDACTED] DECAL 16883892 Expires **Midnight Thu 5/31/2018**

YR/MK	2017/FORD	BODY	UT	COLOR	WHI	Reg. Tax	71.10	Class Code	1
VIN	1FM5K7B80H	[REDACTED]		TITLE	[REDACTED]	Init. Reg.	225.00	Tax Months	6
Plate Type	RGS	NET WT	4340			County Fee	3.00	Back Tax Mos	
DL/FEID	[REDACTED]					Mail Fee		Credit Class	
Date Issued	12/5/2017	Plate Issued	12/5/2017			Sales Tax		Credit Months	
						Voluntary Fees			
						Grand Total	299.10		

[REDACTED]  
PLANTATION, FL [REDACTED]

### IMPORTANT INFORMATION

1. The Florida license plate must remain with the registrant upon sale of vehicle.
2. The registration must be delivered to a Tax Collector or Tag Agent for transfer to a replacement vehicle.
3. Your registration must be updated to your new address within 30 days of moving.
4. Registration renewals are the responsibility of the registrant and shall occur during the 30-day period prior to the expiration date shown on this registration. Renewal notices are provided as a courtesy and are not required for renewal purposes.
5. I understand that my driver license and registrations will be suspended immediately if the insurer denies the insurance information submitted for this registration.

RGS - SUNSHINE STATE PLATE ISSUED X

LOT LOCATION:

CUSTOMER #:



14501 West Sunrise Blvd  
Sunrise, FL 33323  
Phone: (954) 845-1043

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\*INVOICE\*

DUPLICATE 1  
PAGE 1

Repair Shop Registration Number: MV-05685

PLANTATION, FL

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 84499 JOHAN SEDANO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	17	FORD EXPLORER	1FM5K7B80HG		30842/30842		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN17 IS							
01JAN17 DE			19:00 02OCT18		0.00	CASH	02OCT18

R.O. OPENED	READY	OPTIONS:
07:52 02OCT18	14:24 02OCT18	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
A FORD QUICK LANE MULTI-POINT INSPECTION							
	Q99PV2						
		993861	CQL			0.00	0.00
	GBATT		GOOD BATTERY				
		993861	CQL			0.00	0.00
	GTIRE		GOOD TIRES				
		993861	CQL			0.00	0.00
	GBK		GOOD BRAKES				
		993861	CQL			0.00	0.00
	YBK		YBK				
		993861	CQL			0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:							0.00

30842 MULTI-POINT INSPECTION COMPLETED. ALL FLUID LEVELS SET TO SPECIFICATION. TIRE PRESSURE SET TO FACTORY PSI. GOOD BATTERY . GOOD TIRES. GOOD FRONT BRAKES, YELLOW REAR BRAKES.

B [WRKS] THE WORKS VEHICLE CHECKUP\* UP TO FIVE QUARTS OF MOTORCRAFT SYNTHETIC BLEND OIL\* MOTORCRAFT OIL FILTER\* MULTI-POINT INSPECTION\* TIRE ROTATION AND PRESSURE CHECK\* BRAKE INSPECTION\* BATTERY TEST\* FILTER CHECKTAXES, DIESEL VEHICLES AND DISPOSAL FEES EXTRA. HYBRID BATTERY TEST EXCLUDED.

CAUSE:

MBASIC BASIC MAINTENANCE SERVICE - K  
993861 WESP (N/C)

MBASIC1 ENGINE OIL AND OIL FILTER - REPLACE  
(6714/6731) - L  
993861 WESP (N/C)

1 FL\*500\*S FILTER ASY - OIL (N/C)

6 XO\*5W20\*BSP MOTORCRAFT SAE 5W-20 API GF-5 (N/C)

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

\*SHOP SUPPLY COSTS: We have added a charge equal to 12% of the total cost of labor and parts, not to exceed \$39.95, to this Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.718), and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state (s.403.7185).

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

DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE	DESCRIPTION	TOTALS
			LABOR AMOUNT	
			PARTS AMOUNT	
			GAS, OIL, LUBE	
			SUBLET AMOUNT	
			MISC. CHARGES *	
			TOTAL CHARGES	
			LESS INSURANCE	
			SALES TAX	
			PLEASE PAY THIS AMOUNT	

Section 501.98, Florida Statutes, requires that, at least 30 days before bringing any claim against a motor vehicle dealer for an unfair or deceptive trade practice, a consumer must provide the dealer with a written demand letter stating the name, address, and telephone number of the consumer; the name and address of the dealer; a description of the facts that serve as the basis for the claim; the amount of damages; and copies of any documents in the possession of the consumer which relate to the claim. Such notice must be delivered by the United States Postal Service or by a nationally recognized carrier, return receipt requested, to the address where the subject vehicle was purchased or leased or where the subject transaction occurred, or an address at which the dealer regularly conducts business.

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

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

LOT LOCATION:

CUSTOMER #:



14501 West Sunrise Blvd  
Sunrise, FL 33323  
Phone: (954) 845-1043

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\*INVOICE\*

DUPLICATE 1  
PAGE 2

Repair Shop Registration Number: MV-05685

PLANTATION, FL

HOME: CONT:

BUS: CELL:

SERVICE ADVISOR: 84499 JOHAN SEDANO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	17	FORD EXPLORER	1FM5K7B80HG		30842/30842		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN17 IS							
01JAN17 DL			19:00 02OCT18		0.00	CASH	02OCT18

R.O. OPENED	READY	OPTIONS:
07:52 02OCT18	14:24 02OCT18	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL	
	FC:	A99	82					
	PART#:	MAINT						
	COUNT:							
	CLAIM TYPE:	QCM						
	AUTH CODE:	993861						

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00  
 30842 PERFORMED OIL CHANGE AND TIRE ROTATION. SET TIRE PRESSURE TO  
 FACTORY SPECIFICATIONS AND FILLED REQUIRED FLUIDS.

\*\*\*\*\*  
 C TRIM CONCERN CUSTOMER STATES GETTING A BAD ORDER THROUGH A/C WHEN  
 GOING OVER 60 MPH PLEASE CHECK AND ADVISE  
 CND COULD NOT DUPLICATE CONCERN  
 221030 CQL 0.00 0.00 0.00 TOTAL LINE C: 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00  
 30842 AFTER PERFORMING 17N03 CARBON MONOXIDE CONCERNS ON RO #  
 128900 06/06/2018 MILEAGE 17,304 COULD NOT DUPLICATE CUSTOMER CONCERN  
 \*\*\*\*\*

EST: 0.00 02OCT18 07:52 SA: 84499

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

Section 501.98, Florida Statutes, requires that, at least 30 days before bringing any claim against a motor vehicle dealer for an unfair or deceptive trade practice, a consumer must provide the dealer with a written demand letter stating the name, address, and telephone number of the consumer; the name and address of the dealer; a description of the facts that serve as the basis for the claim; the amount of damages; and copies of any documents in the possession of the consumer which relate to the claim. Such notice must be delivered by the United States Postal Service or by a nationally recognized carrier, return receipt requested, to the address where the subject vehicle was purchased or leased or where the subject transaction occurred, or an address at which the dealer regularly conducts business.

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

# Vehicle History Report

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09/01/2018 03:52 PM

2017 FORD EXPLORER

VIN: 1FM5K7B80HC [REDACTED]

Repair Order: [REDACTED]  
Open Date: 08/15/2018  
Owner: [REDACTED]

Mileage: 26527  
Closed Date: 08/22/2018

Total: \$0.00  
Advisor: Johan Sedano

Service: GBK GOOD BRAKES

Type: CQL

Labor: \$0.00

Complaint: GOOD BRAKES

Cause:

Correction:

Technician: Frank Mancini

Parts: \$0.00

Comeback: N

Misc: \$0.00

Service: 17 TRIM CONCERN CUSTOMER STATES AFTER CARBON MONOXIDE RECALL STILL HAVING A GAS SMELL COMING IN VEHICLE PLEASE CHECK AND ADVISE

Type: CPF

Labor: \$0.00

Complaint: TRIM CONCERN CUSTOMER STATES AFTER CARBON MONOXIDE RECALL STILL HAVING A GAS SMELL COMING IN VEHICLE PLEASE CHECK AND ADVISE

Cause:

Correction: 26547 80 READJUSTED TAILGATE HINGES TO BRING TAILGATE IN TIGHTER TO BODY OF VEHICLE. TEST DROVE FOR 20 MILES AN NO EXHAUST SMELL IN CABIN AT THIS TIME. MILES OUT 26547

Technician: Aaron Budhu

Parts: \$0.00

Comeback: N

Misc: \$0.00

Service: Q99PV2 FORD QUICK LANE MULTI-POINT INSPECTION

Type: CQL

Labor: \$0.00

Complaint: FORD QUICK LANE MULTI-POINT INSPECTION

Cause:

Correction: 26527 GBK GTIRE

Service: GTIRE GOOD TIRES

Type: CQL

Labor: \$0.00

Complaint: GOOD TIRES

Cause:

Correction:

Technician: Frank Mancini

Parts: \$0.00

Comeback: N

Misc: \$0.00

Technician: Frank Mancini

Parts: \$0.00

Comeback: N

Misc: \$0.00

Repair Order: [REDACTED]  
Open Date: 07/17/2018

Mileage: 22757  
Closed Date: 07/23/2018

Total: \$0.00  
Advisor: Johan Sedano

Owner: [REDACTED]

Service: Q99PV2 FORD QUICK LANE MULTI-POINT INSPECTION

Type: CQL

Labor: \$0.00

Complaint: FORD QUICK LANE MULTI-POINT INSPECTION

Cause:

Correction: 22757 GOOD TIRES, GOOD BRAKES, GOOD BATTERY.

Service: MBASIC1 ENGINE OIL AND OIL FILTER - REPLACE (6714/6731) - L

Type: WESP

Labor: \$8.26

Complaint: ENGINE OIL AND OIL FILTER - REPLACE (6714/6731) - L

Cause:

Correction:

Service: MBASIC BASIC MAINTENANCE SERVICE - K

Type: WESP

Technician: Ricardo Constant

Parts: \$0.00

Comeback: N

Misc: \$0.00

Technician: Ricardo Constant

Parts: \$27.66

Comeback: N

Misc: \$0.00

Technician: Ricardo Constant

Comeback: N

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Labor: \$28.91

Parts: \$0.00

Misc: \$0.00

Complaint: [WRKS] THE WORKS VEHICLE CHECKUP\* UP TO FIVE QUARTS OF MOTORCRAFT SYNTHETIC BLEND OIL\* MOTORCRAFT OIL FILTER\* MULTI-POINT INSPECTION\* TIRE ROTATION AND PRESSURE CHECK\* BRAKE INSPECTION\* BATTERY TEST\* FILTER CHECKTAXES, DIESEL VEHICLES AND DISPOSAL FEES EXTRA. HYBRID BATTERY TEST EXCLUDED.

Cause: .

Correction: 22757 90 PERFORMED OIL CHANGE AND TIRE ROTATION. SET TIRE PRESSURE TO FACTORY SPECIFICATIONS AND FILLED REQUIRED FLUIDS.

Service: GTIRE GOOD TIRES

Type: CQL

Technician: Ricardo Constant

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: GOOD TIRES

Cause:

Correction:

Service: GBK GOOD BRAKES

Type: CQL

Technician: Ricardo Constant

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: GOOD BRAKES

Cause:

Correction:

Service: GBATT GOOD BATTERY

Type: CQL

Technician: Ricardo Constant

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: GOOD BATTERY

Cause:

Correction:

Repair Order: [REDACTED]

Mileage: 17304

Total: \$0.00

Open Date: 06/05/2018

Closed Date: 06/06/2018

Advisor: Johan Sedano

Owner: [REDACTED]

Service: 17N03B UNDERBODY INSPECTION & SEALING

Type: WF

Technician: Aaron Budhu

Comeback: N

Labor: \$73.02

Parts: \$0.00

Misc: \$0.00

Complaint: 17N03 CARBON MONOXIDE CONCERNS

Cause: .

Correction: 17304 17N03B, 17N03C, 17N03D, 17N03E 200 PERFORMED RECALL. INSTALLED SPOILER KIT, TAILGATE DRAINS AND 2 MASTIC PADS. REPROGRAMMED HVAC MODULE AND INSTALLED NEW WEATHERSTRIP AND INSTALLED AIR EXTRACTORS.

Service: 17N03E LIFTGATE WEATHER SEAL REPLACMENT

Type: WF

Technician: Aaron Budhu

Comeback: N

Labor: \$12.17

Parts: \$0.00

Misc: \$0.00

Complaint: LIFTGATE WEATHER SEAL REPLACMENT

Cause:

Correction:

Service: 17N03D REMOVE LIFTGATE SPOILER & REPLACE SEALS AND FASTENERS

Type: WF

Technician: Aaron Budhu

Comeback: N

Labor: \$48.68

Parts: \$0.00

Misc: \$0.00

Complaint: REMOVE LIFTGATE SPOILER & REPLACE SEALS AND FASTENERS

Cause:

Correction:

Service: Q99PV2 FORD QUICK LANE MULTI-POINT INSPECTION

Type: CQL

Technician: Aaron Budhu

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

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Complaint: FORD QUICK LANE MULTI-POINT INSPECTION

Cause:

Correction: 17304 GBK GTIRE

Service: GTIRE GOOD TIRES

Type: CQL

Technician: Aaron Budhu

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: GOOD TIRES

Cause:

Correction:

Service: 17N03C REPLACE AIR EXTRACTOR

Type: WF

Technician: Aaron Budhu

Comeback: N

Labor: \$109.53

Parts: \$270.90

Misc: \$0.00

Complaint: REPLACE AIR EXTRACTOR

Cause:

Correction:

Service: GBK GOOD BRAKES

Type: CQL

Technician: Aaron Budhu

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: GOOD BRAKES

Cause:

Correction:

Repair Order: [REDACTED]

Mileage: 16697

Total: \$0.00

Open Date: 03/05/2018

Closed Date: 03/05/2018

Advisor : Johan Sedano

Owner: [REDACTED]

Service: MBASIC1 ENGINE OIL AND OIL FILTER - REPLACE (6714/6731) - L

Type: WESP

Technician: Danny Genao

Comeback: N

Labor: \$8.26

Parts: \$0.00

Misc: \$0.00

Complaint: ENGINE OIL AND OIL FILTER - REPLACE (6714/6731) - L

Cause:

Correction:

Service: MBASIC2 ENGINE AIR FILTER - REPLACE (9601) - L

Type: WESP

Technician: Danny Genao

Comeback: N

Labor: \$23.60

Parts: \$49.61

Misc: \$0.00

Complaint: ENGINE AIR FILTER - REPLACE (9601) - L

Cause:

Correction:

Service: SLA SEE LINE ABOVE

Type: CQL

Technician: Danny Genao

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: REPLACE AIR FILTER

Cause: REPLACE AIR FILTER

Correction: 16697 10 ENGINE AIR FILTER REPLACED

Service: GTIRE GOOD TIRES

Type: CQL

Technician: Danny Genao

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: GOOD TIRES

Cause:

Correction:

Service: GBK GOOD BRAKES

Type: CQL

Technician: Danny Genao

Comeback: N



Complaint: [WRKS] THE WORKS VEHICLE CHECKUP\* UP TO FIVE QUARTS OF MOTORCRAFT SYNTHETIC BLEND OIL\* MOTORCRAFT OIL FILTER\* MULTI-POINT INSPECTION\* TIRE ROTATION AND PRESSURE CHECK\* BRAKE INSPECTION\* BATTERY TEST\* FILTER CHECKTAXES, DIESEL VEHICLES AND DISPOSAL FEES EXTRA. HYBRID BATTERY TEST EXCLUDED.

Cause: .

Correction: 7414 90 PERFORMED OIL CHANGE AND TIRE ROTATION. SET TIRE PRESSURE TO FACTORY SPECIFICATIONS AND FILLED REQUIRED FLUIDS.

Service: GTIRE GOOD TIRES

Type: CQL

Labor: \$0.00

Technician: Ricardo Constant

Parts: \$0.00

Comeback: N

Misc: \$0.00

Complaint: GOOD TIRES

Cause:

Correction:

Service: MBASIC1 ENGINE OIL AND OIL FILTER - REPLACE (6714/6731) - L

Type: WESP

Labor: \$8.26

Technician: Ricardo Constant

Parts: \$27.66

Comeback: N

Misc: \$0.00

Complaint: ENGINE OIL AND OIL FILTER - REPLACE (6714/6731) - L

Cause:

Correction:

Repair Order [REDACTED]

Mileage: 17303

Total: \$0.00

Open Date: 06/06/2018

Closed Date: 08/02/2018

Advisor: David Lee Evans

Owner: SAWGRASS FORD

Service: 50FOZ01REP

Type: I

Labor: \$0.00

Technician: Sawgrass Mics

Parts: \$0.00

Comeback: N

Misc: \$0.00

Complaint:

Cause:

Correction:

Service: 50FOZ01REP

Type: I

Labor: \$0.00

Technician: Sawgrass Mics

Parts: \$111.00

Comeback: N

Misc: \$0.00

Complaint:

Cause:

Correction:



2013 Ford Explorer Sport  
VIN:1FM5K8GT1D

Kennesaw, GA

October 5, 2018

Board of Directors  
Ford Motor Company  
P.O. Box 685  
Dearborn, MI 48126-0685

CC: William Clay Ford, Jr., Jim Hackett, Stephen G. Butler, Kimberly A. Casiano, Anthony F. Earley, Jr., Edsel B. Ford, II., William W. Helman IV, William E. Kennard, John C. Lechleiter, Ellen R. Marram, John L. Thornton, John Veihmeyer, Lynn M. Vojvodich, John S. Weinberg

Dear Board of Directors,

I would like to inform the leadership of the Ford Motor Company of a hazardous design flaw with my 2013 Ford Explorer Sport and to express my concerns about the injury and damages it may have caused me and my family. Ultimately, I must request Ford Motor Company's assistance in determining the long term risks as this design flaw may have exposed the occupants of the vehicle to exposure of hazardous fumes. Also, I would like to express my frustration with my local Ford Dealership as they had the opportunity to identify the issue sooner but failed. In this letter I will explain the issues with photos, concerns and possible damages.

I purchased my new 2013 Ford Explorer Sport on May 15<sup>th</sup>, 2013 at Jim Tidwell Ford located on 2205 Barrett Lakes Blvd. Kennesaw GA 30144. Within a few weeks I developed a rash that would not heal even with treatment. I could not have conceived that my new vehicle could have caused a skin rash or any type of health concern. After about 2 months the rash covered my whole body and I was sent to Dermatologist and had a biopsy that diagnosed the rash as eczema with psoriatic tendency. At the age of 41 I had never had eczema or psoriasis. On September 3<sup>rd</sup>, 2013, less than 4 months of ownership, I had to take the vehicle in for service due to a windshield wiper motor failure, to the service center at Jim Tidwell Ford. I also complained about an exhaust like smell from the AC vent during acceleration. I was informed that this was normal and was a product of the turbo charger getting hot and that it was not exhaust. The dealership insisted the vehicle was safe to drive. Over the next 2 years my medical condition worsened, and doctors were baffled as to the cause. The rash would come and go along with muscle and joint pain, extreme fatigue, headaches and sleep problems. In 2014, my 13-year-old son suddenly developed and had to be treated for severe migraine headaches. In August 2015, I had to quite my job due to my health. In late 2017, I was diagnosed as Immune Hypersensitive with Chronic Fatigue Syndrome and Fibromyalgia.

In December 2017, I received the 17n03 Customer Satisfaction notice to address concerns about exhaust or carbon monoxide. The notice stated that the Explorer was safe but offered owners the complimentary service to inspect the vehicle and seal any body gaps that may allow exhaust fumes into the vehicle. Due to the holiday season, lack of parts at the dealership and a back log of appointment spaces I was not able to get the vehicle into service until March 19<sup>th</sup>, 2018. Jim Tidwell Ford performed

the service. Also, on that day I asked for the service department to check what appeared to be an oil leak. A black oily-like fluid had collected on the valve cover and was dripping down the engine. I was told that the oil was from a "messy" oil change and since I had the oil changed recently this seemed like an acceptable answer. The service department cleaned the engine and I picked the vehicle up the next day. Even though the 17n03 service was performed the vehicle still exhibited the exhaust smell during heavy acceleration, but now the A/C blower would pause for a few seconds and return high speed, giving the front passengers a quick puff of an exhaust like smell. However, Ford claimed the vehicle to be safe.

Unfortunately, the "black oily-fluid", reappeared and I once again I took the vehicle to Jim Tidwell Ford for service. Since I have not had the oil changed since the March 19<sup>th</sup>, 2018 service, the oil leak could not be from a "messy" oil change. In advance of my visit to Jim Tidwell Ford, I researched the issue and I discovered that this oil residue was from some sort of carbon emissions, probably from the turbo chargers or seals. I dropped the vehicle off on September 19<sup>th</sup> 2018 and expressed my concerns, again, over the exhaust smell. The cause of the "oil" was identified as turbo charger blowby. Under stress exhaust gases, oil and coolant would be forced past the turbocharger bearings and seals into the engine air intake. The service advisor at Jim Tidwell Ford indicated this was normal and that the turbo chargers were functioning properly. Normally this mixture would reenter the engine and be burned in the combustion process. However, due to a poorly fitted rubber coupling at the throttle body housing, this mixture of toxic fumes would leak out and fill the engine compartment and find its way into cabin airbox and condensate on top of the valve cover. The coupling was tightened, the engine cleaned and the 17n03 service was redone. As a result, after 5 years, the exhaust smell is finally gone, and I cannot replicate the driving conditions that produced the smell. It seems the problem has been fixed.

Upon receiving my vehicle back from Jim Tidwell Ford, I inspected the rubber coupling and observed the hose clamp to be noticeably overtightened to the point the rubber coupling is distorted. I referred to the pictures of before the service and noticed a similar distortion. It appears that the coupling is larger in diameter than the throttle body opening, and the hose clamp is causing the coupler to bind, leaving an air gap where intake air can escape. This coupler is clearly not the correct size for the application and if it required enough force to tighten that it is distorted, then why didn't the dealership replace? Also, it appears that a stress crack is forming in the throttle body housing, presumably from over tightening. I contend that this coupler is the root cause of the exhaust smell entering the cabin and argue that it has been present since I purchased the vehicle. It is also possible that this malfunction was not an issue of previous customer complaints and may have been overlooked as a cause of noxious fumes entering the cabin for my vehicle. To my knowledge, the 17n03 service did not include inspection of the intake or throttle body. I also swabbed the interior air vents and found a black residue. Please refer to the pictures supplied. (Fig.1-7)

Considering that for an emission to have an odor, there must be a chemical component or a combination of chemicals. The turbo charger blowby as described above would contain pre-catalyst gasoline exhaust including carbon monoxide, unburned hydrocarbons, soot and the chemical residue of motor oil, ethanol and antifreeze. If this toxic cocktail of gasses was escaping the engine and entered the passenger compartment it could react to the interior fitments, plastics, carpets, vinyl and leathers and accelerate off-gassing of volatile organic compounds (VOCs). In total, the cabin air could have been extremely toxic and that carbon monoxide alone may have not been the main issue of complaint. After bringing this to the attention of my physician she concluded that constant everyday exposure even to low levels of these chemicals could induce adverse effects and that it fits with both the timing and consistency of my symptoms. She then informed me that the half life of these chemicals, including carbon monoxide, and their rapid metabolization by the body, makes testing impossible at any point and

that blood work alone would not provide consistent results and that the labs in my area did not even offer testing for VOC's and Hydrocarbon exposure. In fact, a person can have an almost fatal carbon monoxide poisoning and within 12-18 hours a blood test will be normal. My physician could not comment on the long-term effects as this is not her area of expertise although studies have shown in occupational settings that chronic exposure to these chemicals can cause adverse conditions such as neurological disorders, cardiovascular disease, autoimmune disease, kidney disease, cancers and a host of other disorders.

In conclusion and considering my desire to get both the proper medical treatment for me and my family and to estimate any long term side effects from exposure of these toxic chemicals, I hereby request that the Ford Motor Company test or retest the conditions I have outlined in this argument and prepare a detailed analysis on the dangers of the emissions, their chemical composition, reactivity with interior components and the hazards they impose on the occupants of the vehicle and present it to me without delay. Due to the seriousness of this complaint and the previous reported issues with the 5<sup>th</sup> generation Ford Explorer, I feel it is the responsibility of the board of directors to expedite my request even if leads the Ford Motor Company, its suppliers and partners liable for damages.

I expect to hear from a representative of the Ford Motor Company within the next 30 days to address this complaint.

Sincerely,

The signature and contact information are redacted with black boxes. There are three distinct redacted areas: a large rectangular box covering the name, a smaller rectangular box covering the address, and a larger rectangular box covering the phone number and email address.



Fig#1

The oily like residue would collect on the valve cover bolt directly under the throttle body. This substance would fill the bolt valley , then run down the side of the engine. This area was cleaned on March 19<sup>th</sup> 2018 . Picture Sept 19<sup>th</sup> 2018.

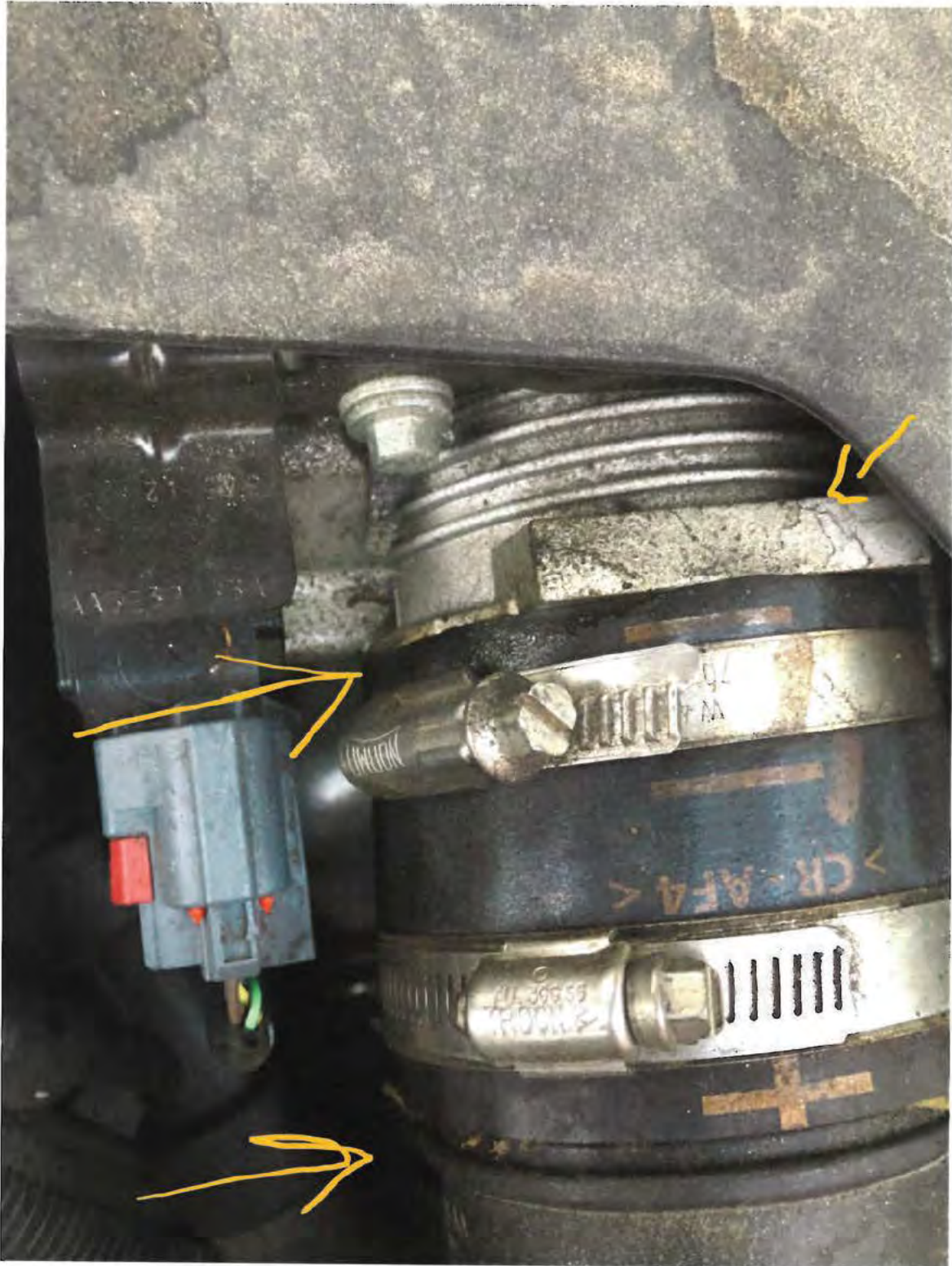


Fig.#2: This picture shows where the residue would blow out of the throttle body and a gap at the intercooler tube. This also shows only 7 months of residue as this area was cleaned on March 19<sup>th</sup> 2018.

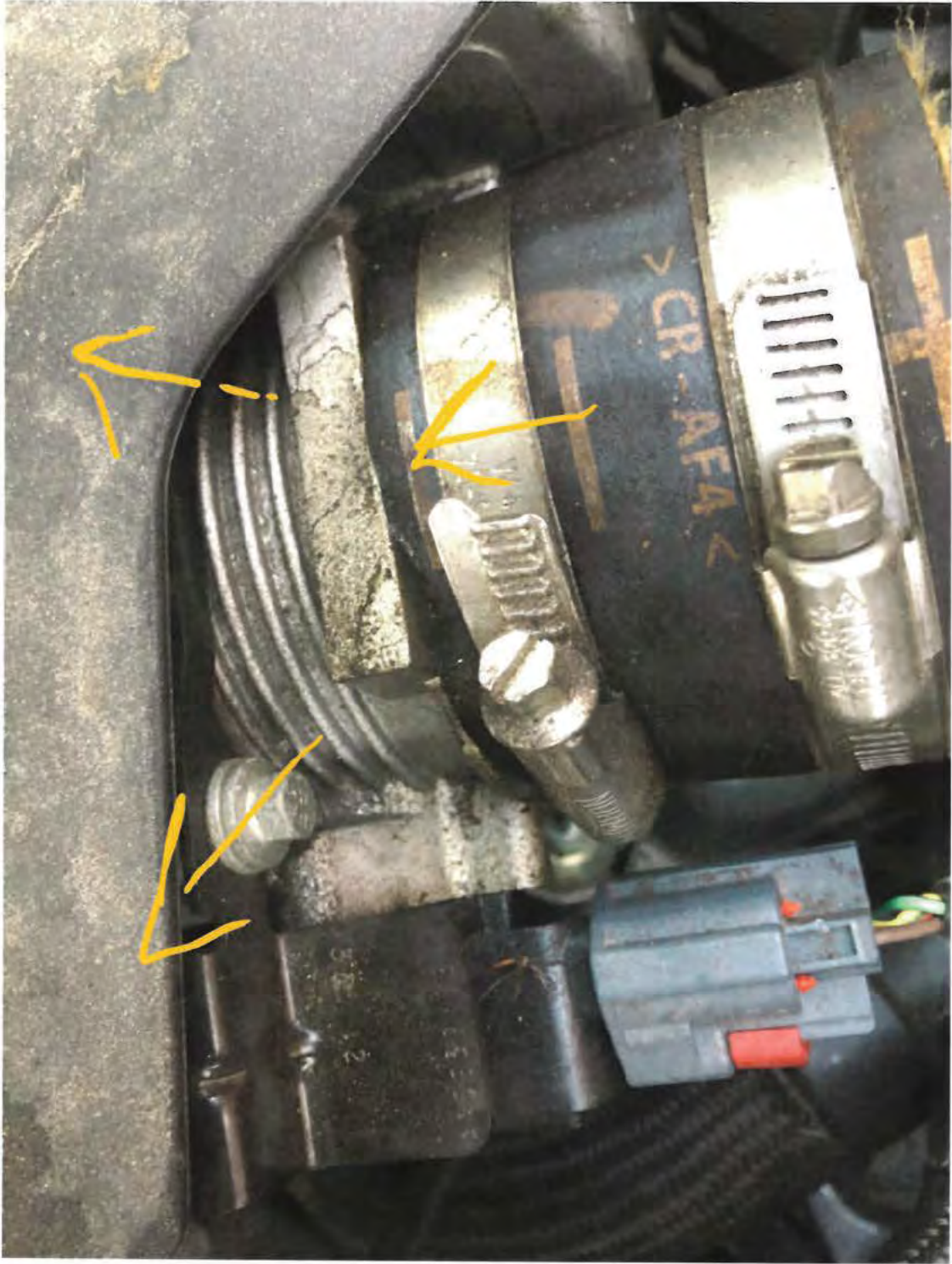


Fig.#3: Shows the direction of discharge toward the firewall.

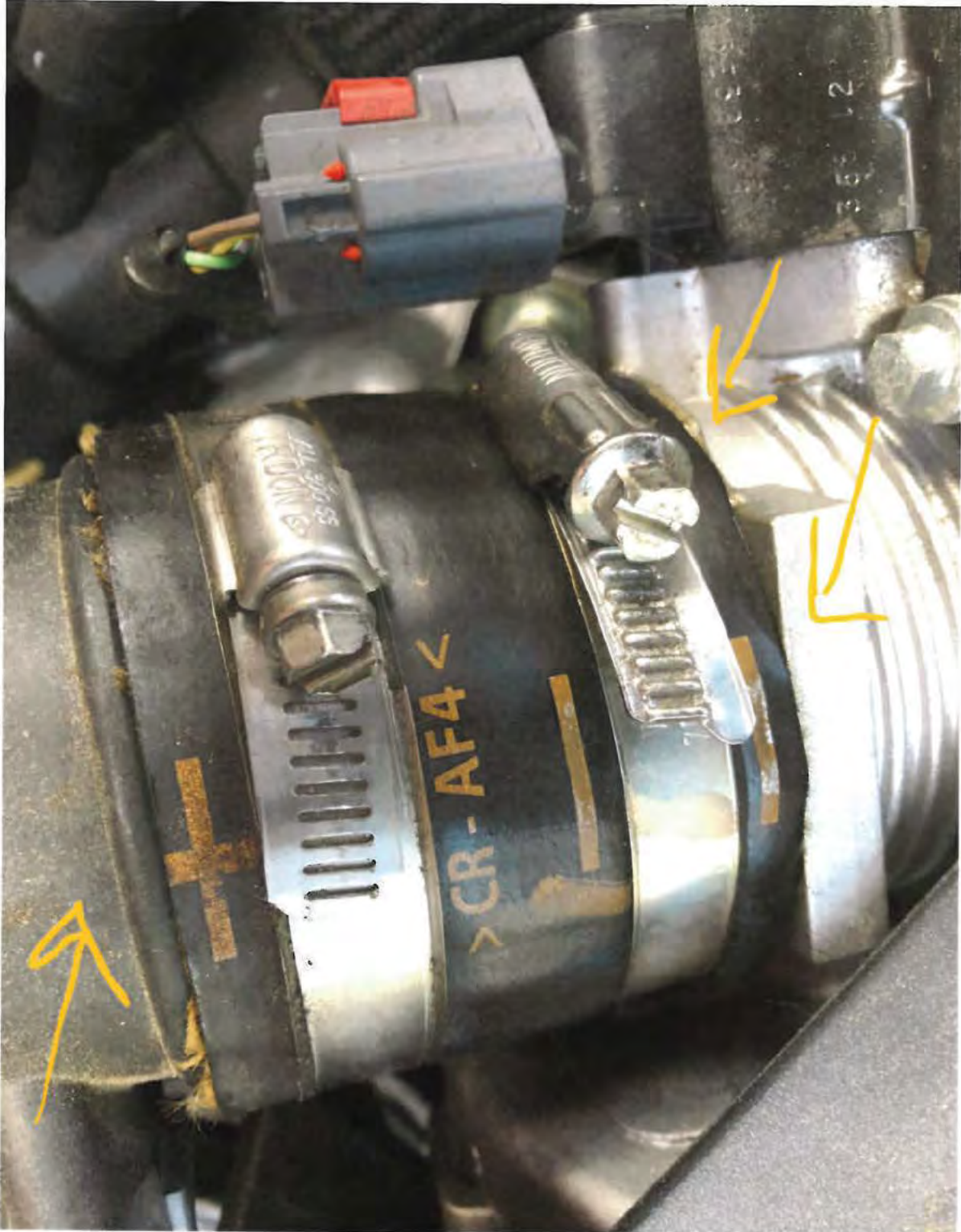


Fig.#4: The cleaned throttle body and original boot. Notice the fitment at the throttle body and the correct fitment at the intercooler tube. Also between the two hose clamps a wavy like distortion.

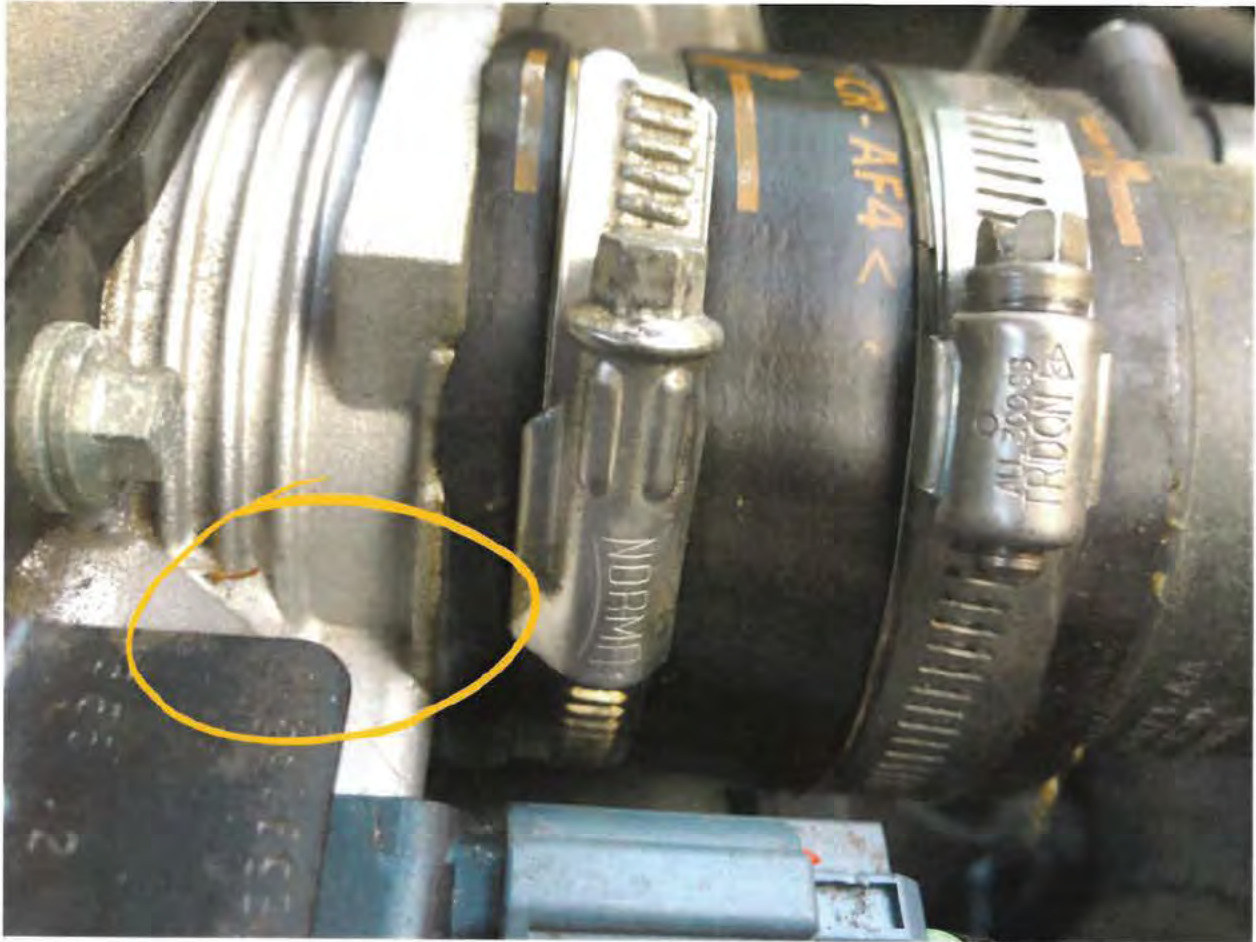


Fig.#5: This view shows the rubber boot is lifting around the edge of the throttle body as the hose clamp is noticeably tighter. In the circle is the stress crack.



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Fig#7: Black residue from the interior AC vents.



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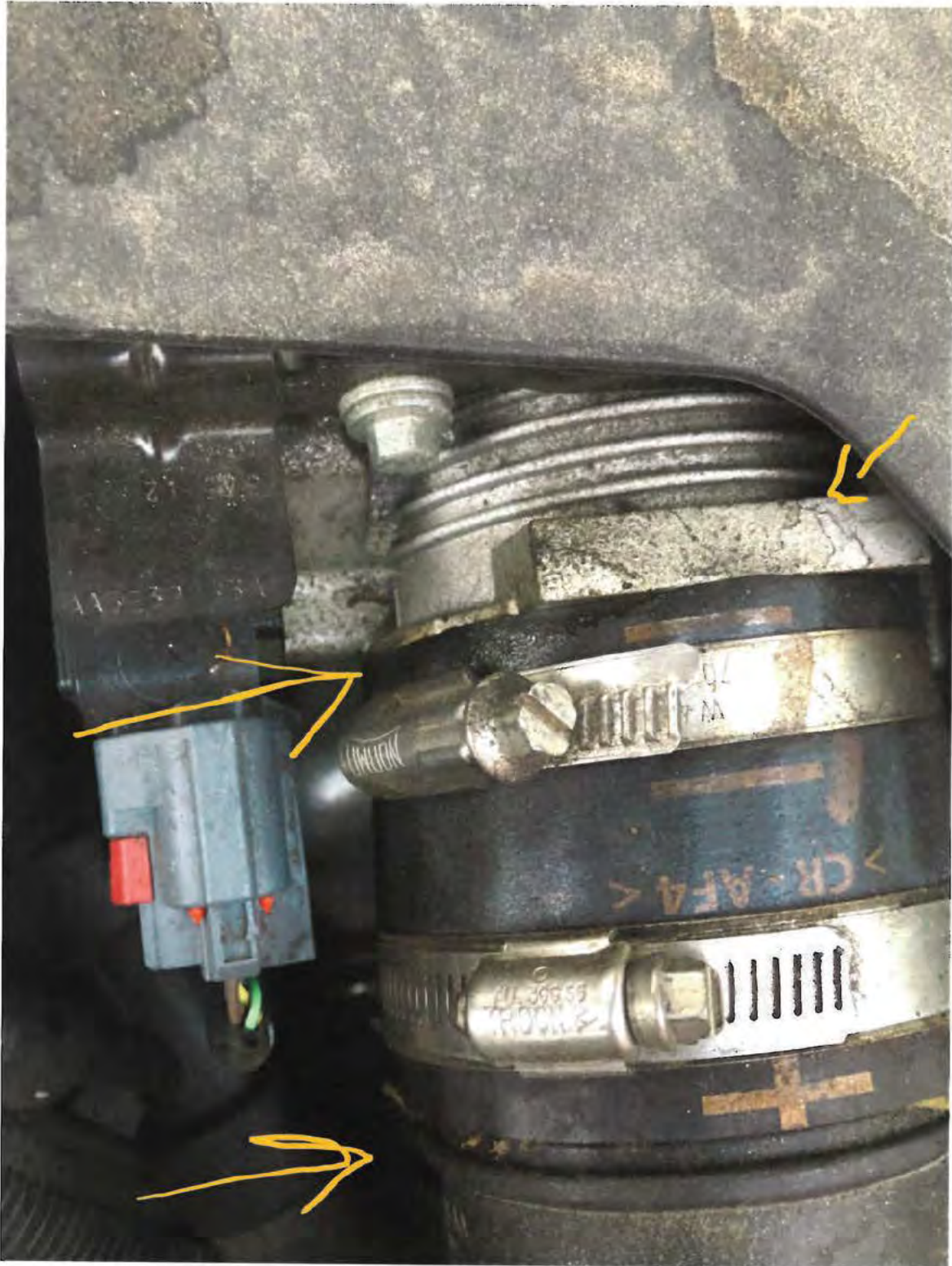


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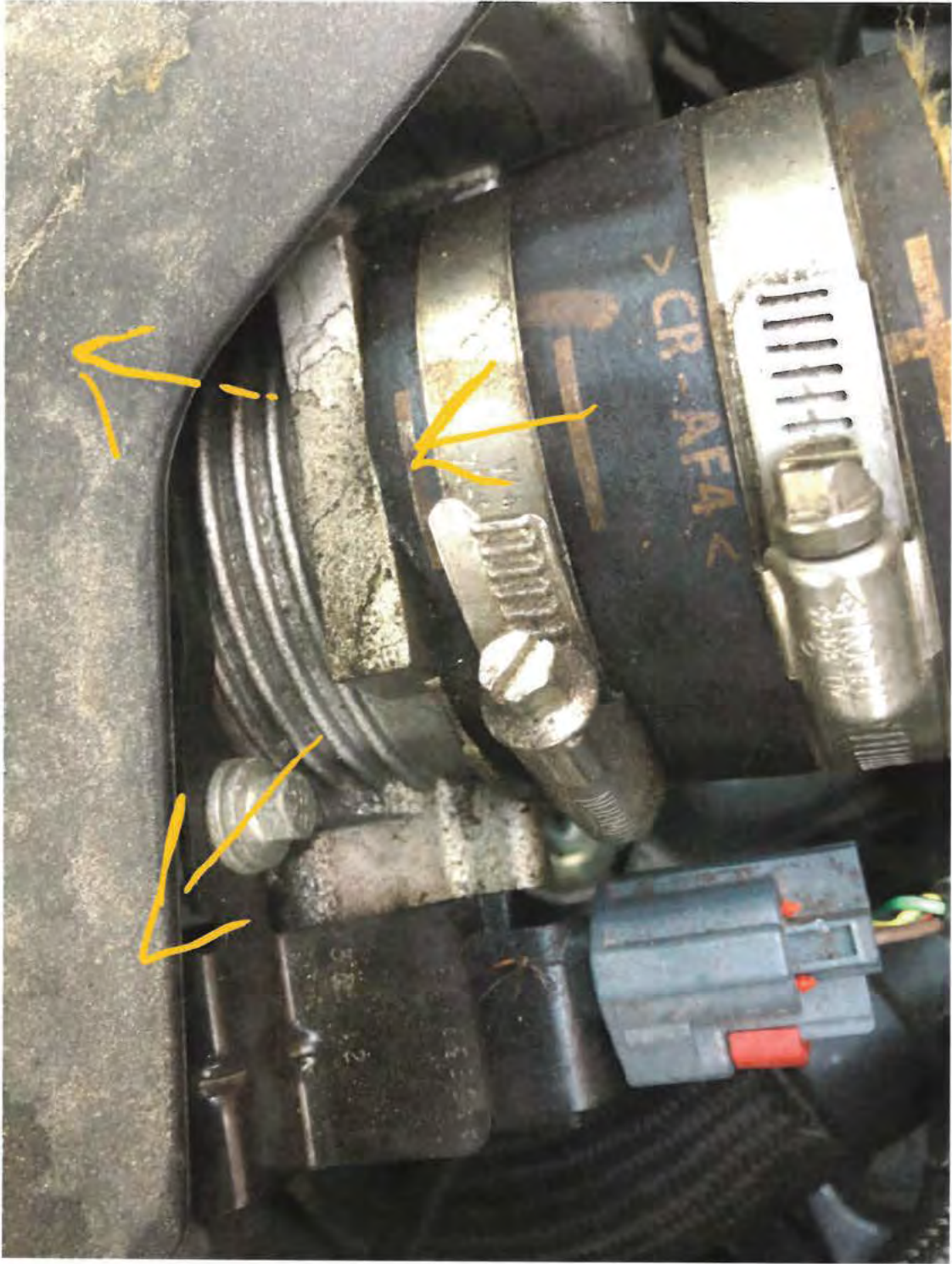


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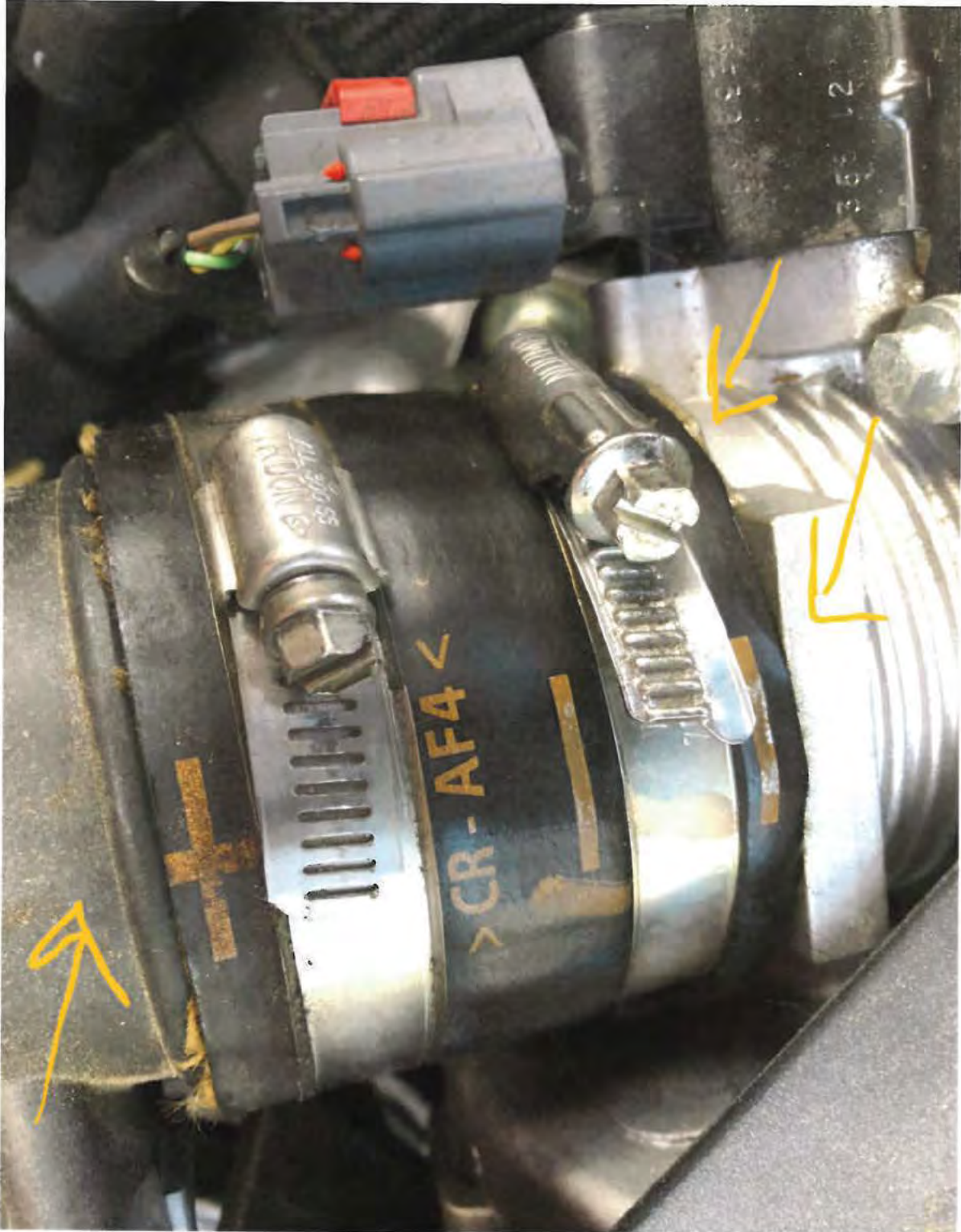


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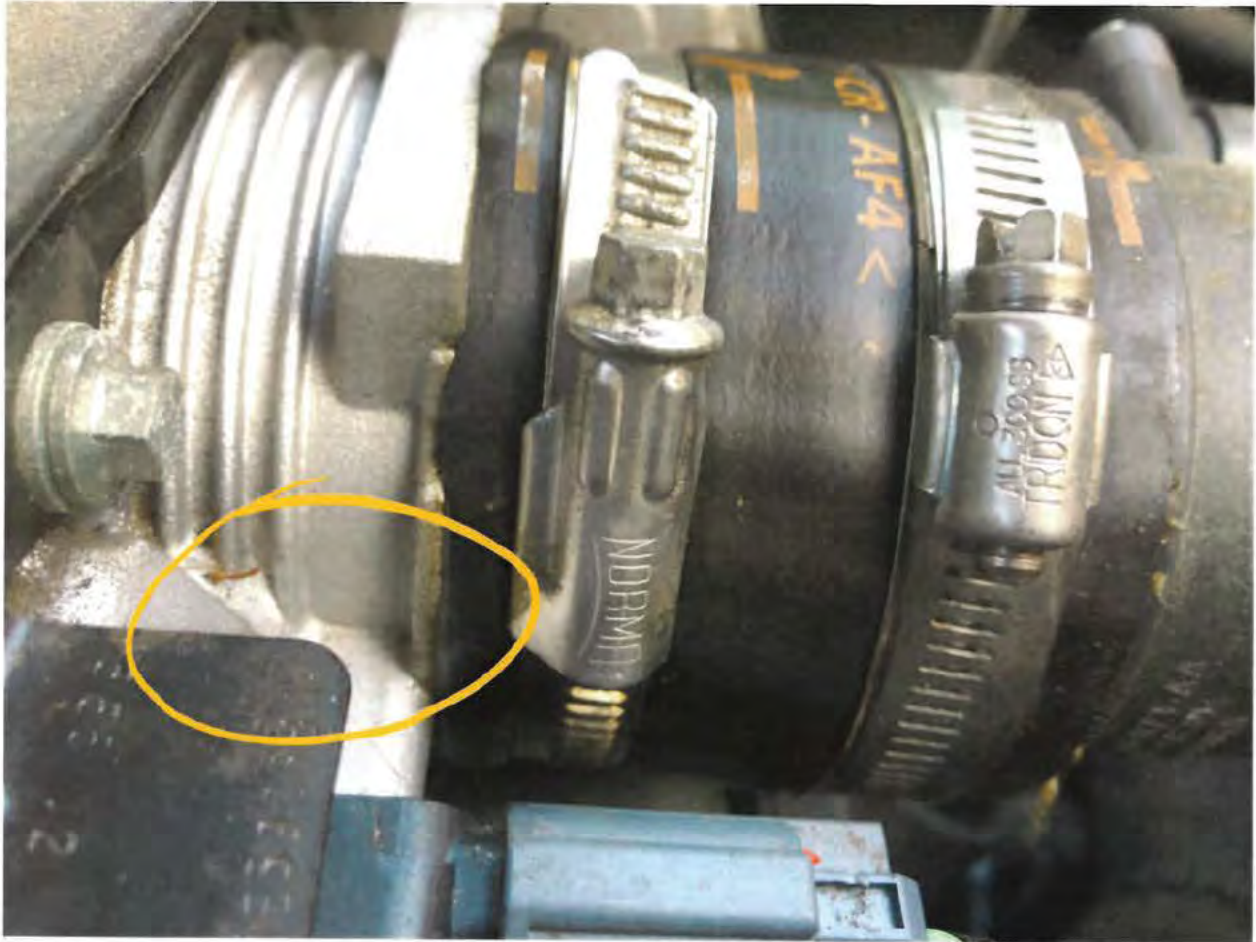


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Fig#7: Black residue from the interior AC vents.



**From:** [Ordcalp, F \(F.\)](#)  
**To:** [Clark, Jessica \(J.E.\)](#)  
**Subject:** FW: Dealer/Fleet Request for OGC Review  
**Date:** Friday, October 19, 2018 1:21:54 PM

---

**From:** DCPFORM, FMCDealer (.)  
**Sent:** Friday, October 19, 2018 1:21:53 PM (UTC-05:00) Eastern Time (US & Canada)  
**To:** Ordcalp, F (F.)  
**Cc:** al@edbuttsford.com  
**Subject:** Dealer/Fleet Request for OGC Review

## Dealer/Fleet Request for OGC Review

### DEALER INFORMATION:

**Dealership Fleet Name:** Ed Butts Ford  
**Requesting Dealer Fleet:** ED BUUTS FORD  
**PA Code:** 05546  
**Contact Person:** AL VALENZUELA  
**Title:** PARTS AND SERVICE DIRECTOR  
**Phone Number:** 626-918-3673  
**Fax Number:** 626-917-9392  
**Email:** al@edbuttsford.com  
**Region:** western  
**Address:** 1515 n hacienda blvd  
**City:** la puente  
**State:** California  
**Zip Code:** 91744

### CUSTOMER VEHICLE INFORMATION:

**Warranty Start Date:** 10/10/2015  
**Vehicle Year:** 2014  
**Vehicle Model:** explorer  
**Vehicle VIN:** 1FM5K7F89EG [REDACTED]  
**Mileage:** 23,730  
**customer Fleet Name:** [REDACTED]  
**Street Address:** [REDACTED]  
**City :** LA PUEN  
**State :** California  
**Zip Code :** [REDACTED]  
**Home Phone:** [REDACTED]  
**Work Phone:** [REDACTED]  
**Customer Region:** WESTERN

### DETAILS OF INCIDENT:

**Date of Incident:** 2018-10-17  
**County incident occurred:** N/A

Is customer alleging a component defect CAUSED the incident? YES

**Details:** CUST COMPLAINING OF DIZZINESS RECALL 17N03 WAS DONE ON 01-04-

2018

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:** 1515 N HACIENDA BLVD

**Attorney information:**

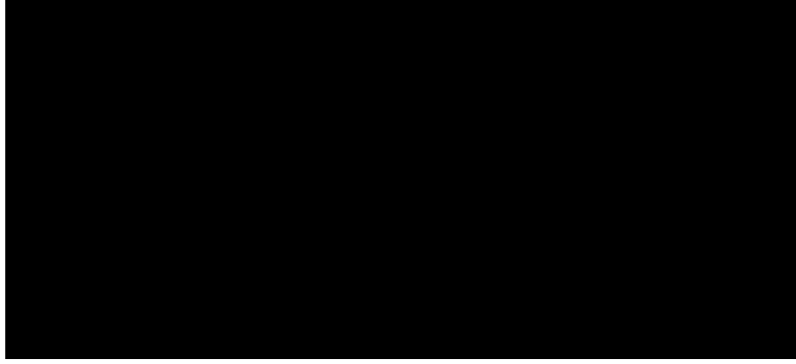
**CVO Contact:**

**Resolution Customer is seeking:** NEEDS RENTAL DOES NOT WANT VECH FEELS UNSAFE WITH FAMILY IN THE VECH

**Comments:** TECH TEST DROVE VECH COULD SMELL THE CARBON MONOXIDE USED A TESTER AND CONFIRMED THE PRESENCE OF CARBON MONOXCIDE

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0173775 FL

# BARKER LAW OFFICE, PLLC

1022 West North Blvd., Unit B  
Leesburg, Florida 34748

Phone: (877) 344-4583  
Fax: (877) 508-0421  
v.barkerlawoffice@gmail.com

October 11, 2018

OGC Lit  
Product Claims

OCT 30 2018

## BY REGISTERED MAIL

Ford Motor Company  
One American Road  
Dearborn, Michigan 48126

OGC Lit  
Consumer Claims

Prestige Ford  
17701 U.S. Highway 441  
Mount Dora, FL 32757-6743

OCT 30 2018

Re: Our Client: [REDACTED]  
2016 Ford Explorer 660; VIN: 1FM5K7D8XGC [REDACTED]  
Notification Regarding Final Opportunity to Repair

Ladies and Gentlemen:

Our law office has the pleasure of representing Mr. [REDACTED] connection with the above-referenced matter.

My client purchased the new vehicle, a 2016 Ford Explorer 660 on January 6, 2017. Please refer to Exhibit "A" enclosed herewith. Shortly after purchase of the vehicle, my client smell exhaust fumes inside the truck more so when driving on highways and when accelerating to pass. The dealership tried to repair the vehicle on the following dates: June 13, 2017; November 15, 2017; January 10, 2018; February 6, 2018; and March 26, 2018. Please see composite Exhibit "B". In addition, the subject vehicle at one time was out of service for 39 days. However, the foregoing repair attempts did not correct the exhaust problem.

Therefore, pursuant to the provisions of Chapter 681 Florida Statutes, you are hereby notified of the nonconformities that have not been corrected by Ford or its authorized service agent within a reasonable number of repair attempts. Please see Exhibit "C", Motor Vehicle Defect Notification.

The nonconformity/defect or condition of the vehicle substantially impairs the use, value or safety of the vehicle. Further, my client meets the requirements of the Lemon Law. The vehicle was sold in Florida and it was purchased for personal, family or household purposes; the vehicle was acquired from the dealership for the same purposes during my client's first 22 months of ownership; and that my client is entitled to enforce the warranty.

You are hereby notified that you have 10 days from receipt of this notification to direct my client to a reasonably accessible repair facility. After delivery of the vehicle, you have no more than 10 days to fix the nonconformity. Failure to do fix the nonconformity, the vehicle is presumed to be a lemon.

PLEASE BE GOVERNED ACCORDINGLY.


Very truly yours,

  
M. Jesusa Cruz Pantón

/scp

Encls

C:

  
Vivienne N. Barker, Esq.

**Motor Vehicle Defect Notification**

(Please print clearly in ink. If you do not wish to receive letters or other written solicitations from private attorneys, check below)

I DO NOT WISH TO RECEIVE WRITTEN SOLICITATION MATERIALS FROM AN ATTORNEY

Pursuant to the Florida Lemon Law, notice is given to the manufacturer as follows:

The vehicle has been out of service at least 15 days to repair one or more substantial defects.

3 or more repair attempts have been made to repair the same substantial defect or condition.

Description of continuing defect(s) or condition(s) Exhaust smell in vehicle cabin

(NOTE: this is not a complete list; the manufacturer should ascertain all repair information.)

I am requesting that you make a final attempt to correct the continuing substantial defect(s) or condition(s).

Vehicle Make FORD Model Explorer Year 2016

VIN 1F1M5K7D81XG6 [redacted] Date of Delivery 1/6/2017

Name and City/State of selling dealer or leasing company (if applicable) Prestige Ford Inc.  
Mt. Dora, Florida

Name and City/State of authorized service agent(s) attempting previous repairs: Prestige Ford Inc.  
Mt. Dora, Florida

Consumer [redacted]  
Address [redacted]  
Tavares, FL

Home phone( [redacted]  
Work phone ( [redacted] t 3023)  
Signature [redacted]  
Date Mailed 10/15/2018 ( )

EXHIBIT A

CUSTOMER # [REDACTED]



\*INVOICE\*

TAVARES, FL

PAGE 1

17701 U.S. Highway 441 - Mount Dora, FL 32757  
 Phone: (352) 357-5522 - Fax: (352) 357-8838  
 www.prestige-ford.com  
 Repair Shop Registration Number: MV - 10011

BUS: [REDACTED] CELL: [REDACTED] SERVICE ADVISOR: 24181 JOSEPH D VANWAES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAX	
BLUE JEANS	16	FORD EXPLORER	1FM5K7D8XG0 [REDACTED]		5583/6350		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
06JAN17 DD			19:00 06JUL17		0.00	CASH	07JUL17
R.O. OPENED	READY	OPTIONS: SOLD-STK:DT16772 ENG:3.5_Liter_Ti-VCT TRN:6SP_AUTO					
08:25 13JUN17	11:55 07JUL17						

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL  
 A CUSTOMER STATES THAT WHEN ACCELERATING ON HWY, PASSING GEAR, HAS EXHAUST FUMES IN CAB OF VEHICLE, PLEASE CHECK AND ADVISE CAUSE: EXHAUST ODOR TSB 17-0045

- CS CUSTOMER STATES:
- 24733 W (N/C)
  - 1 FB5Z\*7829164\*AA MOULDING (N/C)
  - 1 FB5Z\*7829165\*AA MOULDING (N/C)
  - 1 FB5Z\*78442K03\*B KIT - REAR SPOILER REPAIR (N/C)

FC: PART#: COUNT:  
 CLAIM TYPE:  
 AUTH CODE:  
 24733

PTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

DEFERRED CONCERN. CAN SMELL EXHAUST. LOOK FOR TSB AND SSM. FOUND TSB 17-0044 RELATED TO CONCERN. PERFORM SERVICE PROCEDURE. 1-NO. NON POLICE/AFTERMARKET UP-FITTER SERVICE PROCEDURE. 1-NO. REPROGRAM HVAC MODULE TO LATEST CALIBRATION. 2-VISUALLY INSPECT REAR LIFT GATE WEATHER STRIP. INSPECTED LIFTGATE DRAIN PLUGS INSTALL CORRECTLY. FOLLOWING WSM REMOVED REAR TAIL LAMPS. INSPECTED HORIZONTAL AND VERTICAL SURFACES FOR HOLES IN THE BODY SEALER. BODY PLUGS AND PLASTIC ANCHOR NUTS ARE PROPERLY INSTALLED. INSTALL WIRING HARNESS GROMMETS, ALL SEATING FLUSH. REMOVED RIGHT AND LEFT REAR QUARTER PANEL MOULDING AND SEALED LOWER INNER PANEL GAPS. SEALED LOWER EDGE OF THE WHEEL ARCH GAPS. SEAL UPPER EDGE WHEEL ARCH GAPS. SEAL FRONT EDGE OF THE WHEEL ARCH GAP AND BACKSIDE OF THE UPPER WHEEL ARCH HAD GAPS AND SEALED. FOLLOWING WSM REMOVED REAR BUMPER COVER. INSPECTED REAR UNDERBODY SPARE TIRE PAN PLUGS, INSTALLED CORRECTLY. INSPECTED LEFT AND RIGHT REAR RECTANGULAR UNDERBODY PLUGS. ALL INSTALL CORRECTLY. SEAL ENTIRE LENGTH OF THE SEAM THATS RUNS REARWARD OF THE BODY PLUGS. SEALED LEFT AND RIGHT SIDE BOXED

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

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

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

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

Section 501.98, Florida Statutes, requires that, at least 30 days before bringing any claim against a motor vehicle dealer for an unfair or deceptive practice, a consumer must provide the dealer with a written demand letter stating the name, address, and telephone number of the consumer; the name and address of the dealer; a description of the facts that serve as the basis for the claim; the amount of damages; and copies of any documents in the possession of the consumer which relate to the claim. Such notice must be delivered by the United States Postal Service or by a nationally recognized carrier, return receipt requested, to the address where the subject vehicle was purchased or leased or where the subject transaction occurred at which the dealer regularly conducts business.

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

CUSTOMER #:



\*INVOICE\*

TA VARES, FL

PAGE 2

17701 U.S. Highway 441 Mount Dora, FL 32757
Phone: (352) 357-5522 Fax: (352) 357-8838
www.prestige-ford.com
Repair Shop Registration Number: MV - 10011

BUS: CELL: SERVICE ADVISOR: 24181 JOSEPH D VANWAEES

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAX, DEL. DATE, PROD. DATE, WARR. EXP., PROMISED, PO. NO., RATE, PAYMENT, INV. DATE. Includes vehicle details for a Ford Explorer and repair dates.

SECTION OF THE UNDER BODY, INSPECTED SEAMS OF ALL JOINED PANELS AT REAR UNDERSIDE OF THE VEHICLE, SEALED GAPS. SEALED AREA BEHIND WHEEL ARCH. WRAP 6 INCHES OF THE WIRING HARNESS UP TO THE GROMMET WIRING HARNESS ON THE VEHICLE INTERIOR SIDE. INSPECTED REAR EVAPORATOR INLET LINE. SEAL GAPS AND INSIDE OF THE VEHICLE TOO. FOLLOWING WSM REMOVED LIFTGATE TRIM. APPLY SEALER TO REAR APPLIQUE ATTACHMENTS RIGHT SIDE, CENTER AND LEFT SIDE. SEAL REAR LICENSE PLATE ATTACHMENTS. AND SEAL FORD NAME PLATE. FOLLOWING WSM REMOVED REAR SPOILER. INSPECT FOAM TOWER SEAL AND WIRING AND WASHER LINE ARE ROUTED PROPERLY. REPLACED PLASTIC SPOILER RETENTION W-CLIPS AND FOAM WASHERS. INSPECTED LIFT GATE SHEET METAL FRO DISTORTION. NONE FOUND. ALLOWED SEALANT TO CURE. PERFORM PRESSURE TEST THE CABIN AND LOOKED FOR LEAKS. FOUND SOME LEAKS. CLEAN OFF THE AREA AND SEALED. INSPECTED LEFT AND RIGHT SIDE AIR EXTRACTORS. ALL PASS. REINSTALL REAR BUMPER COVER, QUARTER PANEL MOULDINGS, STOPLAMP ASSEMBLIES AND LIFTGATE AND LOAD SPACE TRIM PANELS. TEST DROVE, NO EXHAUST SMELL PRESENT. RETURN TO CUSTOMER.

B PERFORM MULTI POINT INSPECTION

CAUSE: MULTI POINT INSPECTION

99P PERFORM MULTI POINT INSPECTION

24733 W

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

24733

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

C\*\* COURTESY RENTAL PROVIDED TO CUSTOMER

CAUSE: RENTAL

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

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ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

Table with columns: DESCRIPTION, TOTALS. Rows include: LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, MISC. CHARGES \*, TOTAL CHARGES, LESS INSURANCE, SALES TAX, PLEASE PAY THIS AMOUNT.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

Section 501.98, Florida Statutes, requires that, at least 30 days before bringing any claim against a motor vehicle dealer for an unfair or deceptive practice, a consumer must provide the dealer with a written demand letter stating the name, address, and telephone number of the consumer; the name and address of the dealer; a description of the facts that serve as the basis for the claim; the amount of damages; and copies of any documents in possession of the consumer which relate to the claim. Such notice must be delivered by the United States Postal Service or by a nationally recognized carrier, return receipt requested, to the address where the subject vehicle was purchased or leased or where the subject transaction occurred, or address at which the dealer regularly conducts business.

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

CUSTOMER #: [REDACTED]



\*INVOICE\*

[REDACTED]  
[REDACTED]  
[REDACTED]

PAGE 3

17701 U.S. Highway 441 · Mount Dora, FL 32757  
Phone: (352) 357-5522 · Fax: (352) 357-8838  
www.prestige-ford.com  
Repair Shop Registration Number: MV - 10011

BUS: [REDACTED] CELL: [REDACTED] SERVICE ADVISOR: 24181 JOSEPH D VANWAES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TA
BLUE JEANS	16	FORD EXPLORER	1FM5K7D8XGG [REDACTED]	[REDACTED]	5583/6350	[REDACTED]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06JAN17 DD			19:00 06JUL17		0.00	CASH	07JUL17

R.O. OPENED: [REDACTED] READY: [REDACTED] OPTIONS: SOLD-STK:DT16772 ENG:3.5\_Liter\_Ti-VCT TRN:6SP\_AUTO

08:25 13JUN17 11:55 07JUL17

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
	70FTZ						(N/C)

COURTESY RENTAL PROVIDED TO CUSTOMER

24733 W

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

24733

SUBL RENTAL PO#18366

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00
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We at Prestige Ford appreciate your business and we want you to LOVE your service experience with us. If you should ever have any questions or concerns please contact me, Chuck Lilly, Parts and Service Director #352-357-5522 x-5114 or clilly@thefordpros.co

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

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ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

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

DATE CUSTOMER SIGNATURE

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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

CUSTOMER #:



\*INVOICE\*

PAGE 1

17701 U.S. Highway 441 Mount Dora, FL 32757  
Phone: (352) 357-5522 Fax: (352) 357-8838  
www.prestige-ford.com  
Repair Shop Registration Number: MV - 10011

AVARES, FL

BUS: CELL: SERVICE ADVISOR: 24181 JOSEPH D VANWAES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE:IN / OUT	T	
BLUE JEANS	16	FORD EXPLORER	1FM5K7D8XGG		11455/11460		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06JAN17 DD			19:00 28NOV17		0.00	CASH	01DEC17
R.O. OPENED	READY	OPTIONS: SOLD-STK:DT16772 ENG:3.5_Liter_Ti-VCT TRN:6SP_AUTO					
08:40 15NOV17	17:33 01DEC17						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	THE WORKS PACKAGE SYNTHETIC BLEND OIL AND FILTER CHANGE, ROTATE AND INSPECT TIRES, CHECK AIR AND CABIN AIR FILTERS, INSPECT BRAKE SYSTEM, TEST BATTERY, CHECK BELTS AND HOSES, TOP OFF WASHER FLUID, CHECK ALL FLUIDS, PERFORM MULTI-POINT WORKS THE WORKS PACKAGE SYNTHETIC BLEND OIL AND FILTER CHANGE, ROTATE AND INSPECT TIRES, CHECK AIR AND CABIN AIR FILTERS, INSPECT BRAKE SYSTEM, TEST BATTERY, CHECK BELTS AND HOSES, TOP OFF WASHER FLUID, CHECK ALL FLUIDS, PERFORM MULTI-POINT						
	331017	CQL				20.00	20.00
	6	XO-5W20-BSP 5W20 SYN OIL			2.95	2.88	17.28
	1	FL*500*SB12 AA5Z6714B FILTER ASY - OIL			9.76	4.72	4.72
PARTS: 22.00 LABOR: 20.00 OTHER: 0.00							42.00
TOTAL LINE A:							42.00

PERFORM WORKS PACKAGE SYNTHETIC BLEND OIL AND FILTER CHANGE, ROTATE AND INSPECT TIRES, CHECK AIR AND CABIN AIR FILTERS, INSPECT BRAKE SYSTEM, TEST BATTERY, CHECK BELTS AND HOSES, TOP OFF WASHER FLUID, CHECK ALL FLUIDS, PERFORM MULTI-POINT

B CUSTOMER STATES: IS SMELLING EXHAUST ODER IN TRUCK AT LOWER SPEEDS 50 MPH AND LOWER  
CAUSE: TSB 17-0044

CS CUSTOMER STATES:  
24733 W (N/C)  
1 FB52\*5230\*B MUFFLER ASY - CENTRE AND REAR (N/C)

FC: PART#: COUNT:  
CLAIM TYPE:  
AUTH CODE:  
24733

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

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

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ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

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

CUSTOMER #:



\*INVOICE\*

AVARES, FL

PAGE 2

17701 U.S. Highway 441 - Mount Dora, FL 32757  
Phone: (352) 357-5522 Fax: (352) 357-8838  
www.prestige-ford.com  
Repair Shop Registration Number: MV - 10011

BUS: CELL: SERVICE ADVISOR: 24181 JOSEPH D VANWAES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	T	
BLUE JEANS	16	FORD EXPLORER	1FM5K7D8XGG		11455/11460		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV.
06JAN17 DD			19:00 28NOV17		0.00	CASH	01DEC17
R.O. OPENED	READY	OPTIONS: SOLD-STK:DT16772 ENG:3.5_Liter_Ti-VCT					
08:40 15NOV17	17:33 01DEC17	TRN:6SP_AUTO					

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

VERIFY CONCERN. EXHAUST SMELL WHEN TEST DRIVING. FOUND TSB 17-0044 RELATED TO CONCERN AND HAS ALREADY BEEN DONE. CUSTOMER RETURNING FOR EXHAUST ORDER. PERFORM GUIDED ROUTINE. A1-YES. A2-INPUT INFO. A3-YES. A4-INPUT HISTORY. A5-YES. A6-REPLACED MUFFLER ASSEMBLY. RVC:RPVK04YGNRP6G FOLLOWING WSM, INSTALL NEW MUFFLER ASSEMBLY. TEST DROVE. CONCERN NO LONGER PRESENT.

C CUSTOMER STATES: CENTER FRONT POWER POINT INOP  
CAUSE: LOOSE POWER POINT CONNECTOR.  
CS FUSE LOCATION UNDER HOOD F60 OR F62

24733 C					0.00	0.00	
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00

VERIFY CONCERN. POWER POINT NOT WORKING. FOLLOWING WSM, REMOVED POWER POINT. FOUND CONNECTOR HANG LOOSE ON THE POWER POINT, RECONNECT POWER POINT. CONCERN NO LONGER PRESENT.

D PERFORM MULTI POINT INSPECTION  
CAUSE: MULTI POINT INSPECTION  
99P PERFORM MULTI POINT INSPECTION

331017 CQL					0.00	0.00	
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:	0.00

PERFORMED MPI.

E\*\* COURTESY RENTAL PROVIDED TO CUSTOMER  
CAUSE: RENTAL  
70FTZ COURTESY RENTAL PROVIDED TO CUSTOMER

24733 W						(N/C)
FC: PART#: COUNT:						

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

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DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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

CUSTOMER #



\*INVOICE\*

LA VARES, FL

PAGE 3

17701 U.S. Highway 441 - Mount Dora, FL 32757  
Phone: (352) 357-5522 Fax: (352) 357-8838  
www.prestige-ford.com

Repair Shop Registration Number: MV - 10011

BUS: CELL: SERVICE ADVISOR: 24181 JOSEPH D VANWAES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TA	
BLUE JEANS	16	FORD EXPLORER	1FM5K7D8XGG		11455/11460		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06JAN17 DD			19:00 28NOV17		0.00	CASH	01DEC17

R.O. OPENED READY OPTIONS: SOLD-STK:DT16772 ENG:3.5\_Liter\_Ti-VCT TRN:6SP\_AUTO

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

CLAIM TYPE:

AUTH CODE:

24733

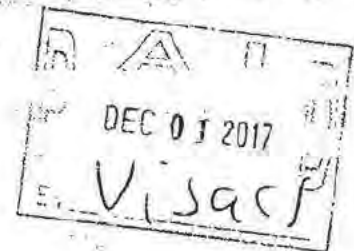
SUBL RENTAL PO#23423

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE E:	0.00
--------	------	--------	------	--------	------	---------------	------

EST: 24.72 15NOV17 08:40 SA: 24181

CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER 3.10

We at Prestige Ford appreciate your business and we want you to LOVE your service experience with us. If you should ever have any questions or concerns please contact me. Chuck Lilly Parts and Service Director #352-357-5522 x-5114 or clilly@thefordpros.co



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

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ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	20.00
PARTS AMOUNT	22.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	3.10
TOTAL CHARGES	45.10
LESS INSURANCE	0.00
SALES TAX	3.16
PLEASE PAY THIS AMOUNT	48.26

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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

CUSTOMER #:



\*INVOICE\*

TAVARES, FL

PAGE 1

17701 U.S. Highway 441 Mount Dora, FL 32757  
Phone: (352) 357-5522 Fax: (352) 357-8838  
www.prestige-ford.com  
Repair Shop Registration Number: MV - 10011

BUS:		CELL:		SERVICE ADVISOR: 24181 JOSEPH D VANWAES	
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT
BLUE JEANS	16	FORD EXPLORER	1FM5K7D8XG		13871/13871
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE
06JAN17 DD			19:00 10JAN18		0.00
R.O. OPENED	READY	OPTIONS: SOLD-STK:DT16772 ENG:3.5_Liter_Ti-VCT TRN:6SP_AUTO			
08:39 10JAN18	14:51 10JAN18				

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

A CUSTOMER STATES: AT TIMES IS STILL SMELLING EXHAUST ODER INSIDE OF THE TRUCK MORE SO WHEN DRIVING ON HWY AND ACCELERATE TO PASS THEN LETS OFF

CAUSE: PERFORM RECALL 17N03  
CS RECALL 17N03 A-99  
24733 W (N/C)  
3 4M8Z\*78280B62\*A VALVE ASY - AUTO DRAIN (N/C)  
2 CK4Z\*13014\*B INSULATOR - TUNNEL (N/C)  
FC: PART#: COUNT:  
CLAIM TYPE:  
AUTH CODE:  
24733

TS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00  
RECALL 17N03 OPEN FOR THIS CONCERN. PERFORM INSPECT AS SHOWN ON RECALL 17N03. SPOILER, WEATHER STRIP AND AIR EXTRACTORS ARE OKAY. INSTALL NEW UPDATED DRAIN VALVES. REPROGRAM HVAC MODULE AND INSTALL PATCHES TO THE UNDER BODY PLUGS

B PERFORM MULTI POINT INSPECTION  
CAUSE: MULTI POINT INSPECTION  
99P PERFORM MULTI POINT INSPECTION  
24733 W (N/C)  
FC: PART#: COUNT:  
CLAIM TYPE:  
AUTH CODE:  
24733

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

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	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.	LABOR AMOUNT	
	PARTS AMOUNT		
	GAS, OIL, LUBE		
	SUBLET AMOUNT		
	MISC. CHARGES *		
	TOTAL CHARGES		
	LESS INSURANCE		
	SALES TAX		
DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE	PLEASE PAY THIS AMOUNT

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

CUSTOMER #:



\*INVOICE\*

PAGE 2

17701 U.S. Highway 441 - Mount Dora, FL 32757  
 Phone: (352) 357-5522 - Fax: (352) 357-8838  
 www.prestige-ford.com  
 Repair Shop Registration Number: MV - 10011

AVARES, FL 3

SERVICE ADVISOR: 24181 JOSEPH D VANWAES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TA	
BLUE JEANS	16	FORD EXPLORER	1FM5K7D8XGG		13871/13871		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06JAN17 DD			19:00 10JAN18		0.00	CASH	10JAN18
R.O. OPENED	READY	OPTIONS: SOLD-STK:DT16772 ENG:3.5_Liter_Ti-VCT					
08:39 10JAN18	14:51 10JAN18	TRN:6SP_AUTO					

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

We at Prestige Ford appreciate your business and we want you to LOVE your service experience with us. If you should ever have any questions or concerns please contact me. Chuck Lilly  
 Parts and Service Director  
 #352-357-5522 x-5114 or clilly@thefordpros.co

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

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

**\*SHOP SUPPLY COSTS:** We have added a charge equal to 15.5% of the total cost of labor, not to exceed \$35.00, to the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.718), and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state (s.403.7185).

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

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

DATE \_\_\_\_\_ CUSTOMER SIGNATURE \_\_\_\_\_ AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE \_\_\_\_\_

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

CUSTOMER #:



\*INVOICE\*

VARES, FI

PAGE 1

17701 U.S. Highway 441 Mount Dora, FL 32757  
Phone: (352) 357-5522 Fax: (352) 357-8838  
www.prestige-ford.com  
Repair Shop Registration Number: MV - 10011

BUS: CELL: SERVICE ADVISOR: 24181 JOSEPH D VANWAES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TA	
BLUE JEANS	16	FORD EXPLORER	1FM5K7D8XGG		14941/14944		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
06JAN17 DD			19:00 06FEB18		0.00	CASH	09FEB18
R.O. OPENED	READY	OPTIONS:					
14:09 06FEB18	17:39 09FEB18	SOLD-STK:DT16772 ENG:3.5_Liter_Ti-VCT TRN:6SP_AUTO					

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL  
 A CUSTOMER STATES: NOW EVEN DRIVING AT SPEEDS IN TOWN CAN SMELL EXHAUST  
 COMING INSIDE OF TRUCK LIKE THE RECIRCULATE DOOR IS NOT CLOSED  
 ALL THE WAY

CAUSE: .  
 CS CUSTOMER STATES:  
 331006 W (N/C)  
 1 GB5Z\*19980\*L CCM91 CONTROL (N/C)  
 CORE CHARGE W (N/C)  
 -1 GB5Z\*19980\*L CCM91 CORE RETURN (N/C)

FC: PART#: COUNT:  
 CLAIM TYPE:  
 AUTH CODE:  
 331006

PTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00  
 VERIFIED CUSTOMER CONCERN. AT LOW SPEEDS CAN SMELL EXHAUST COMING  
 INSIDE. RETRIEVED DTCS. FOUND DTC U3000:49 RELATED TO HVAC CONCERN. NO  
 OTHER DTC TO ADDRESS. FOLLOWED DTC CHART. CLEARED DTC AND REPEATED SELF  
 TEST. DTC RETURNED. REPLACED HVAC MODULE PER DTC CHART. ROAD TESTED  
 VEHICLE CONCERN NO LONGER PRESENT.

B CUSTOMER STATES: THE REAR HATCH DOOR CHIMES NOW ONLY ONCE IS OPEN ALL  
 THE WAY AND WILL NOT CHIME BEFORE IT CLOSES LIKE IT USED TOO  
 CAUSE: .

CS CUSTOMER STATES:  
 331006 W (N/C)  
 FC: PART#: COUNT:  
 CLAIM TYPE:  
 AUTH CODE:  
 331006

<b>WARRANTY STATEMENT AND DISCLAIMER:</b> PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.  By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.	*SHOP SUPPLY COSTS: We have added a charge equal to 15.5% of the total cost of labor, not to exceed \$35.00, to the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718], and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state [s.403.7185].	DESCRIPTION	TOTALS
	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.	LABOR AMOUNT	
	PARTS AMOUNT		
	GAS, OIL, LUBE		
	SUBLET AMOUNT		
	MISC. CHARGES *		
	TOTAL CHARGES		
	LESS INSURANCE		
	SALES TAX		
DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE	PLEASE PAY THIS AMOUNT

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www.prestige-ford.com  
Repair Shop Registration Number: MV - 10011

PAGE 2

...VARES, FL

SERVICE ADVISOR: 24181 JOSEPH D VANWAES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TA	
BLUE JEANS	16	FORD EXPLORER	1FM5K7D8XGG		14941/14944		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06JAN17 DD			19:00 06FEB18		0.00	CASH	09FEB18
R.O. OPENED	READY	OPTIONS: SOLD-STK:DT16772 ENG:3.5_Liter_Ti-VCT TRN:6SP_AUTO					
14:09 06FEB18	17:39 09FEB18						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00
PERFORMED RESET AND WAS ABLE TO VERIFY CHIME IS WORKING PROPERLY NOW							

C COURTESY RENTAL PROVIDED TO CUSTOMER

CAUSE: RENTAL

70FTZ COURTESY RENTAL PROVIDED TO CUSTOMER

331006 W

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

331006

RENTAL PO#25051

W

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:

(N/C)  
0.00

D PERFORM MULTI POINT INSPECTION

CAUSE: MULTI POINT INSPECTION

99P PERFORM MULTI POINT INSPECTION

331006 W

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

331006

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D:

(N/C)  
0.00

E PERFORM FACTORY RECALL: 17S40-A99 SEAT TRACK PIVOT LINK BOLT

INSPECTION AND REPAIR

CAUSE:

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

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

DATE

CUSTOMER SIGNATURE

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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Customer X

Customer X

CUSTOMER #:



\*INVOICE\*

AVARES, FL

PAGE 3

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Phone: (352) 357-5522 Fax: (352) 357-8838  
www.prestige-ford.com  
Repair Shop Registration Number: MV - 10011

BUS: CELL: SERVICE ADVISOR: 24181 JOSEPH D VANWAES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	T	
BLUE JEANS	16	FORD EXPLORER	1FM5K7D8XGG		14941/14944		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
06JAN17 DD			19:00 06FEB18		0.00	CASH	09FEB18
R.O. OPENED	READY	OPTIONS: SOLD-STK:DT16772 ENG:3.5_Liter_Ti-VCT					
14:09 06FEB18	17:39 09FEB18	TRN:6SP_AUTO					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
RECALL PERFORM FACTORY RECALL:							
	331006		W				(N/C)
FC: PART#: COUNT:							
CLAIM TYPE:							
AUTH CODE:							
331006							

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00  
 performed inspection. seat track pivot bolt did pass. removed and added threadlocker to bolts.

\*\*\*\*\*

We at Prestige Ford appreciate your business and we want you to LOVE your service experience with us. If you should ever have any questions or concerns please contact me.  
 Chuck Lilly  
 Parts and Service Director  
 352-357-5522 x5114 or jjjerley@thefordpros.com

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	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.	LABOR AMOUNT	0.00
	PARTS AMOUNT	0.00	
	GAS, OIL, LUBE	0.00	
	SUBLET AMOUNT	0.00	
	MISC. CHARGES *	0.00	
	TOTAL CHARGES	0.00	
	LESS INSURANCE	0.00	
	SALES TAX	0.00	
DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE	PLEASE PAY THIS AMOUNT
			0.00

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

CUSTOMER #:



\*INVOICE\*



VARES, FL

PAGE 1

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Phone: (352) 357-5522 Fax: (352) 357-8838  
www.prestige-ford.com  
Repair Shop Registration Number: MV - 10011

BUS:		CELL:		SERVICE ADVISOR: 24181 JOSEPH D VANWAES			
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	T	
BLUE JEANS	16	FORD EXPLORER	1FM5K7D8XGG		16676/16726		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV.
06JAN17 DD			18:00 26MAR18		0.00	CASH	04MAY18
R.O OPENED		READY		OPTIONS: SOLD-STK:DT16772 ENG:3.5_Liter_Ti-VCT TRN:6SP_AUTO			
17:40 26MAR18		16:49 04MAY18					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUSTOMER STATES: CAN STILL SMELL EXHAUST INSIDE OF VEHICLE AFTER ACCELERATING UP TO 70 MPH LIKE GETTING ON TURN PIKE RPMs AROUND 4,000.							

CAUSE:

CS	CUSTOMER STATES:	
	331006	W (N/C)
2	AG1Z*61280B62*A GRILLE - AIR INLET	(N/C)
1	TA*2*B 768363 ADHESIVE	(N/C)
1	BB5Z*78404A06*C WEATHERSTRIP	(N/C)
1	FB5Z*78442K03*B KIT - REAR SPOILER REPAIR	(N/C)
1	PRICEDIFF PRICE DIFF	(N/C)
1	FB5Z*7829164*AA MOULDING	(N/C)
1	FB5Z*7829165*AA MOULDING	(N/C)

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

331006

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

ROAD TESTED VEHICLE. VERIFIED CUSTOMER CONCERN. EXHAUST SMELL INSIDE VEHICLE. RETRIEVED DTCs. NO DTCs FOUND. DURING INSPECTION FOUND BOTH AIR EXTRACTORS LOOSE. FOLLOWING WSM REMOVED REAR BUMPER. REMOVED AND REPLACED AIR EXTRACTORS. ROAD TESTED VEHICLE. CONCERN STILL PRESENT. FOLLOWING WSM PERFORMED LEAK TEST. FOUND BODY SEAMS NOT PROPERLY SEALED. RESEALED BODY. ROAD TESTED VEHICLE. CONCERN STILL PRESENT. PERFORMED SMOKE TEST DIRECTED BY FSE. FOUND LIFTGATE WEATHER SEAL LEAKING. REMOVED AND REPLACED LIFTGATE WEATHER SEAL. ROAD TESTED VEHICLE. CONCERN NO LONGER PRESENT.

\*\*\*\*\*

B COURTESY RENTAL PROVIDED TO CUSTOMER

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

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

DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE
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\*INVOICE\*

VARES, FL

PAGE 2

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Phone: (352) 357-5522 · Fax: (352) 357-8838  
www.prestige-ford.com  
Repair Shop Registration Number: MV - 10011

BUS: CELL: SERVICE ADVISOR: 24181 JOSEPH D VANWAES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TA	
BLUE JEANS	16	FORD EXPLORER	1FM5K7D8XGG		16676/16726		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV.
06JAN17 DD			18:00 26MAR18		0.00	CASH	04MAY18
R.O. OPENED	READY	OPTIONS: SOLD-STK:DT16772 ENG:3.5_Liter_Ti-VCT					
17:40 26MAR18	16:49 04MAY18	TRN:6SP_AUTO					

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

CAUSE: RENTAL

70FTZ COURTESY RENTAL PROVIDED TO CUSTOMER

331006

W

(N/C)

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

331006

SUBL RENTAL PO#26328

W

(N/C)

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

C CHECK AC CABIN AIR FILTER

00 DID NOT REPLACE WSA CLEAN

331006

C

0.00

0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

D PERFORM MULTI POINT INSPECTION

CAUSE: MULTI POINT INSPECTION

99P PERFORM MULTI POINT INSPECTION

331006

W

(N/C)

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

331006

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

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PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES *	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
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DATE CUSTOMER SIGNATURE

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Customer X

Customer X

CUSTOMER #: [REDACTED]



\*INVOICE\*

PAGE 3

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...VARES, FL

SERVICE ADVISOR: 24181 JOSEPH D VANWAES

BUS:		CELL:		VIN:		LICENSE:		MILEAGE IN / OUT:		TA	
COLOR	YEAR	MAKE/MODEL		VIN		LICENSE		MILEAGE IN / OUT		TA	
BLUE JEANS	16	FORD EXPLORER		1FM5K7D8XGGC				16676/16726			
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT		INV.			
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R.O. OPENED		READY		OPTIONS: SOLD-STK:DT16772 ENG:3.5_Liter_Ti-VCT TRN:6SP_AUTO							
17:40 26MAR18		16:49 04MAY18									

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

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 Chuck Lilly  
 Parts and Service Director  
 352-357-5522 x5114 or jjerley@thefordpros.com

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

DATE \_\_\_\_\_ CUSTOMER SIGNATURE \_\_\_\_\_ AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE \_\_\_\_\_

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



37188.72

deja sin efecto toda disposición en contrario contenida en el contrato de venta.

You have thoroughly inspected, accepted, and approved the vehicle described above in all respects. You may obtain an independent third party inspection of the vehicle on your own.

Buyer's Initials [redacted] Co-Buyer's Initials N/A

We acknowledge that as a condition of sale of the Vehicle, we will perform the following services within \_\_\_\_\_ days of the date of purchase. Call \_\_\_\_\_ to schedule service.

Service Contract	N/A
Maintenance Agreement	N/A
Sales Tax on Ancillary Products	N/A
<b>Total Sale Price</b>	37188.72
Rebate	6000.00
Cash Down	N/A
Other Downpayment (Describe)	N/A
<b>Total Downpayment</b>	6000.00
<b>Balance Due on Delivery</b>	31188.72

**Trade-in Vehicle**

Year 2004 Make FORD Model EXPLORER S  
 VIN 1FMZU67K34L [redacted] Mileage 100857  
 Lienholder \_\_\_\_\_  
 Payoff Amount \_\_\_\_\_ N/A Good Thru: \_\_\_\_\_  
 Lienholder \_\_\_\_\_  
 Payoff Amount \_\_\_\_\_ N/A Good Thru: \_\_\_\_\_

**Trade-in Vehicle**

Year N/A Make \_\_\_\_\_ Model \_\_\_\_\_  
 VIN \_\_\_\_\_ Mileage \_\_\_\_\_  
 Lienholder \_\_\_\_\_  
 Payoff Amount \_\_\_\_\_ N/A Good Thru: \_\_\_\_\_  
 Lienholder \_\_\_\_\_  
 Payoff Amount \_\_\_\_\_ N/A Good Thru: N/A

You assign to us all of your rights, title and interest in such Trade-in vehicle(s). You represent that your Trade-in vehicle(s) was not previously used as a police vehicle, taxicab, or under a short-term lease. To the best of your knowledge, the vehicle(s) you are trading in  have  have not been in any accident with damages exceeding \$500.

Buyer Initials [redacted] Co-Buyer Initials N/A

**SELLER'S RIGHT TO CANCEL** - If Buyer and Co-buyer sign here, the provisions of the Seller's Right to Cancel section on the back, which gives the Seller the right to cancel if Seller is unable to assign a Retail Installment Sale Contract signed with this Order and Agreement within 30 days, will apply. If you fail to return the vehicle within 48 hours after receipt of the notice of cancellation, you agree to pay Seller a charge of \$ 50.00 per day from the date of cancellation until the vehicle is returned or repossessed.

X [redacted] Buyer Signs

X N/A Co-Buyer Signs

**Payoff Agreement** - We relied on information from you and/or the lienholder(s) or lessor(s) of your Trade-in vehicle(s) to arrive at the payoff amount(s) shown above. You understand that the amount(s) quoted is/are an estimate. We agree to pay the payoff amount(s) shown above to the identified lienholder(s) or lessor(s) of the Trade-in vehicle(s), or a designee. If the actual payoff amount(s) is/are more than the amount(s) shown above, you must pay us the excess on demand. If the actual payoff amount is less than the amount(s) shown above, we will refund to you any overage we receive from your prior lienholder(s) or lessor(s).

You may secure financing through us or through any financing entity you choose. The financing terms you get could be more favorable than the terms we give you. If we sell you any ancillary product, such as credit insurance or GAP, we may receive part of the cost of the product and/or other compensation from the provider of the product.

**The Annual Percentage Rate in a Retail Installment Sale Contract may be negotiable with the Seller. The Seller may assign any Retail Installment Sale Contract to a finance source and retain its right to receive a part of the finance charge imposed on that contract.**

Section 501.98, Florida Statutes, requires that, at least 30 days before bringing any claim against a motor vehicle dealer for an unfair or deceptive trade practice, a consumer must provide the dealer with a written demand letter stating the name, address, and telephone number of the consumer; the name and address of the dealer; a description of the facts that serve as the basis for the claim; the amount of damages; and copies of any documents in the possession of the consumer which relate to the claim. Such notice must be delivered to the United States Postal Service or by a nationally recognized carrier, return receipt requested, to the address where the subject vehicle was purchased or leased or where the subject transaction occurred, or an address at which the dealer regularly conducts business.

X [redacted] Buyer's Signature

X N/A Co-Buyer's Signature

This Order and Agreement represents the final agreement between the parties related to the sale of the vehicle and may not be contradicted by evidence of prior, contemporaneous, or subsequent oral agreements of the parties.

Buyer Signs: X [redacted] Co-Buyer Signs: X N/A

You have read each page of this Order and Agreement, including the arbitration provision on the reverse side, and agree to its terms. You have received a completely filled in copy of this Order and Agreement.

Buyer Signs: X [redacted] Co-Buyer Signs: X N/A

Accepted by Seller: X [redacted] By: \_\_\_\_\_

From: Davker Law Office, PLLC  
1022 W. North Blvd.  
Leesburg, FL 34748

U.S. POSTAGE PAID  
FCM LG ENV  
LEESBURG, FL  
34748  
OCT 7, '16  
AMOUNT  
**\$15.03**  
R2303S100818-10



48126



1023



RE 154 757 017 US

*Red*  
*10/24*

FORD MOTOR COMPANY  
ONE AMERICAN ROAD  
DEARBORN, MICHIGAN 48126

CUSTOMER # [REDACTED]



\*INVOICE\*

PAGE 1

17701 U.S. Highway 441 - Mount Dora, FL 32757  
 Phone: (352) 357-5522 - Fax: (352) 357-8838  
 www.prestige-ford.com  
 Repair Shop Registration Number: MV-10011

FAVARES, FI [REDACTED]

SERVICE ADVISOR: 24181 JOSEPH D VANWAES

BUS:		CELL:		VIN		LICENSE		MILEAGE IN / OUT		TAX
COLOR	YEAR	MAKE/MODEL		VIN		LICENSE		MILEAGE IN / OUT		TAX
BLUE JEANS	16	FORD EXPLORER		1FMSK7D8XG6 [REDACTED]				5583 / 6350		[REDACTED]
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT		INV. DATE		
06JAN17 DD			19:00 06JUL17		0.00	CASH		07JUL17		
R.O. OPENED		READY		OPTIONS:		SOLD-STK: DT16772		ENG: 3.5 Liter T1-VCP		
08:25 13JUN17		11:55 07JUL17		TRN: 6SP_AUTO						

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

A CUSTOMER STATES THAT WHEN ACCELERATING ON HWY, PASSING GEAR, HAS EXHAUST FUMES IN CAB OF VEHICLE, PLEASE CHECK AND ADVISE CAUSE: EXHAUST ODOR TSB 17-0045

CS CUSTOMER STATES:

24733 W

- 1 FB5Z\*7829164\*AA MOULDING
- 1 FB5Z\*7829165\*AA MOULDING
- 1 FB5Z\*78442K03\*B KIT - REAR SPOILER REPAIR

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

24733

RTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 7.00

VERIFY CONCERN. CAN SMELL EXHAUST. LOOK FOR TSB AND SSM. FOUND TSB 17-0044 RELATED TO CONCERN. PERFORM SERVICE PROCEDURE. 1-NO. NON POLICE/AFTERMARKET UP-FITTER SERVICE PROCEDURE. 1-NO. REPROGRAM HVAC MODULE TO LATEST CALIBRATION. 2-VISUALLY INSPECT REAR LIFT GATE WEATHER STRIP. INSPECTED LIFTGATE DRAIN PLUGS INSTALL CORRECTLY. FOLLOWING WSM REMOVED REAR TAIL LAMPS. INSPECTED HORIZONTAL AND VERTICAL SURFACES FOR HOLES IN THE BODY SEALER. BODY PLUGS AND PLASTIC ANCHOR NUTS ARE PROPERLY INSTALLED. INSTALL WIRING HARNESS GROMMETS, ALL SEATING FLUSH. REMOVED RIGHT AND LEFT REAR QUARTER PANEL MOULDING AND SEALED LOWER INNER PANEL GAPS. SEALED LOWER EDGE OF THE WHEEL ARCH GAPS. SEAL UPPER EDGE WHEEL ARCH GAPS. SEAL FRONT EDGE OF THE WHEEL ARCH GAP AND BACKSIDE OF THE UPPER WHEEL ARCH HAD GAPS AND SEALED. FOLLOWING WSM REMOVED REAR BUMPER COVER. INSPECTED REAR UNDERBODY SPARE TIRE PAN PLUGS, INSTALLED CORRECTLY. INSPECTED LEFT AND RIGHT REAR RECTANGULAR UNDERBODY PLUGS. ALL INSTALL CORRECTLY. SEAL ENTIRE LENGTH OF THE SEAM THATS RUNS REARWARD OF THE BODY PLUGS. SEALED LEFT AND RIGHT SIDE BOXED

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

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

DESCRIPTION	TOTALS
*SHOP SUPPLY COSTS: We have added a charge equal to 15.5% of the total cost of labor, not to exceed \$35.00, to the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new car sold in the state (s 403.716), and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state (s 403.7185).	
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

Section 501.98, Florida Statutes, requires that, at least 30 days before bringing any claim against a motor vehicle dealer for an unfair or deceptive practice, a consumer must provide the dealer with a written demand letter stating the name, address, and telephone number of the consumer; the name and address of the dealer; a description of the facts that serve as the basis for the claim; the amount of damages; and copies of any documents in possession of the consumer which relate to the claim. Such notice must be delivered by the United States Postal Service or by a nationally recognized carrier, return receipt requested, to the address where the subject vehicle was purchased or leased or where the subject transaction occurred, address at which the dealer regularly conducts business.

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

CUSTOMER #:



\*INVOICE\*

PAGE 2

17701 U.S. Highway 441-Mount Dora, FL 32757  
Phone: (352) 357-5522 Fax: (352) 357-8838  
www.prestige-ford.com  
Repair Shop Registration Number: MV - 10011

AVARES,

SERVICE ADVISOR: 24181 JOSEPH D VANWAES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TA	
BLUE JEANS	16	FORD EXPLORER	1FM5K7D8XG		5583/6350		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06JAN17 DD			19:00 06JUL17		0.00	CASH	07JUL17
R.O. OPENED	READY	OPTIONS:					
08:25 13JUN17	11:55 07JUL17	SOLD-STK:DT16772 ENG:3.5 Liter Ti-VCT TRN:6SP_AUTO					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
SECTION OF THE UNDER BODY. INSPECTED SEAMS OF ALL JOINED PANELS AT REAR UNDERSIDE OF THE VEHICLE, SEALED GAPS. SEALED AREA BEHIND WHEEL ARCH WRAP 6 INCHES OF THE WIRING HARNESS UP TO THE GROMMET WIRING HARNESS ON THE VEHICLE INTERIOR SIDE. INSPECTED REAR EVAPORATOR INLET LINE. SEAL GAPS AND INSIDE OF THE VEHICLE TOO. FOLLOWING WSM REMOVED LIFTGATE TRIM. APPLY SEALER TO REAR APPLIQUE ATTACHMENTS RIGHT SIDE, CENTER AND LEFT SIDE. SEAL REAR LICENSE PLATE ATTACHMENTS. AND SEAL FORD NAME PLATE. FOLLOWING WSM REMOVED REAR SPOILER, INSPECT FOAM TOWER SEAL AND WIRING AND WASHER LINE ARE ROUTED PROPERLY. REPLACED PLASTIC SPOILER RETENTION W-CLIPS AND FOAM WASHERS. INSPECTED LIFT GATE SHEET METAL FOR DISTORTION. NONE FOUND. ALLOWED SEALANT TO CURE. PERFORM PRESSURE TEST THE CABIN AND LOOKED FOR LEAKS. FOUND SOME LEAKS. CLEAN OFF THE AREA AND SEALED. INSPECTED LEFT AND RIGHT SIDE AIR EXTRACTORS. ALL PASS. INSTALL REAR BUMPER COVER, QUARTER PANEL MOULDINGS, STOPLAMP ASSEMBLIES AND LIFTGATE AND LOAD SPACE TRIM PANELS. TEST DROVE, NO EXHAUST SMELL PRESENT. RETURN TO CUSTOMER.							

\*\*\*\*\*

B PERFORM MULTI POINT INSPECTION  
 CAUSE: MULTI POINT INSPECTION  
 99P PERFORM MULTI POINT INSPECTION  
 24733 W  
 FC: PART#: COUNT:  
 CLAIM TYPE:  
 AUTH CODE:  
 24733

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

C\*\* COURTESY RENTAL PROVIDED TO CUSTOMER  
 CAUSE: RENTAL

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

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

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

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

Section 501.98, Florida Statutes, requires that, at least 30 days before bringing any claim against a motor vehicle dealer for an unfair or deceptive practice, a consumer must provide the dealer with a written demand letter stating the name, address, and telephone number of the consumer; the name and address of the dealer; a description of the facts that serve as the basis for the claim; the amount of damages; and copies of any documents in possession of the consumer which relate to the claim. Such notice must be delivered by the United States Postal Service or by a nationally recognized carrier, return receipt requested, to the address where the subject vehicle was purchased or leased or where the subject transaction occurred, or address at which the dealer regularly conducts business.

Customer X \_\_\_\_\_ Customer x \_\_\_\_\_

CUSTOMER #



\*INVOICE\*

PAGE 3

17701 U.S. Highway 441 Mount Dora, FL 32757  
Phone: (352) 357-5522 Fax: (352) 357-8838  
www.prestige-ford.com  
Repair Shop Registration Number: MV - 10011

VARES, F

SERVICE ADVISOR: 24181 JOSEPH D VANWAES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TA
BLUE JEANS	16	FORD EXPLORER	1FM5K7D8XGG		5583/6350	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
06JAN17 DD			19:00 06JUL17		0.00	CASH
R.O. OPENED	READY	OPTIONS: SOLD-STX:DT16772		ENG:3.5_Liter_Ti-VCT		
08:25 13JUN17	11:55 07JUL17	TRN:6SP_AVIC				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
70	FTZ	COURTESY	RENTAL	PROVIDED TO CUSTOMER			(N/C)
			24733	W			
		FC:	PART#:	COUNT:			
		CLAIM TYPE:					
		AUTH CODE:					
		24733					
		SUBL RENTAL	PO#18366				
			W				
		PARTS:	0.00	LABOR:	0.00	OTHER:	0.00
		*****				TOTAL LINE C:	0.00

We at Prestige Ford appreciate your business and we want you to LOVE your service experience with us. If you should ever have any questions or concerns please contact me. Chuck Lilly  
Parts and Service Director  
#352-357-5522 x-5114 or clilly@thefordpros.com

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

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

\*SHOP SUPPLY COSTS: We have added a charge equal to 15.5% of the total cost of labor, not to exceed \$35.00 to the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718], and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state [s.403.718].

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

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

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

Section 501.98, Florida Statutes, requires that, at least 30 days before bringing any claim against a motor vehicle dealer for an unfair or deceptive practice, a consumer must provide the dealer with a written demand letter stating the name, address, and telephone number of the consumer, the name and address of the dealer; a description of the facts that serve as the basis for the claim, the amount of damages; and copies of any documents in the possession of the consumer which relate to the claim. Such notice must be delivered by the United States Postal Service or by a nationally recognized carrier, return receipt requested, to the address where the subject vehicle was purchased or leased or where the subject transaction occurred, or the address at which the dealer regularly conducts business.

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

CUSTOMER #:



\*INVOICE\*

PAGE 1

17701 U.S. Highway 441 Mount Dora, FL 32757  
Phone: (352) 357-5522 Fax: (352) 357-8838  
www.prestige-ford.com  
Repair Shop Registration Number: MV-10011

AVARES, FL

SERVICE ADVISOR: 24181 JOSEPH D VANWAES

COLOR	YEAR	CELL:	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT
BLUE JEANS	16		FORD EXPLORER	1FM5K7D8XGC		11455/11460
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
06JAN17 DD			19:00 28NOV17		D.00	CASH
R.O. OPENED	READY	OPTIONS:		SOLD-STK:DT16772 ENG:3.3_Later_TI-VCT		
08:40 15NOV17	17:33 01DEC17	TRN:6SP_AUTO				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
THE WORKS PACKAGE SYNTHETIC BLEND OIL AND FILTER CHANGE, ROTATE AND INSPECT TIRES, CHECK AIR AND CABIN AIR FILTERS, INSPECT BRAKE SYSTEM, TEST BATTERY, CHECK BELTS AND HOSES, TOP OFF WASHER FLUID, CHECK ALL FLUIDS, PERFORM MULTI-POINT WORKS THE WORKS PACKAGE SYNTHETIC BLEND OIL AND FILTER CHANGE, ROTATE AND INSPECT TIRES, CHECK AIR AND CABIN AIR FILTERS, INSPECT BRAKE SYSTEM, TEST BATTERY, CHECK BELTS AND HOSES, TOP OFF WASHER FLUID, CHECK ALL FLUIDS, PERFORM MULTI-POINT							
				331017			
				6 XO-5W20-BSP 5W20 SYN OIL	2.95	2.88	20.00
				1 PL*500*SB12 AA5Z6714B FILTER ASY - OIL	9.76	4.72	17.28
				LABOR: 22.00			4.72
				OTHER: 0.00			44.00
TOTAL LINE A:							
PERFORM WORKS PACKAGE SYNTHETIC BLEND OIL AND FILTER CHANGE, ROTATE AND INSPECT TIRES, CHECK AIR AND CABIN AIR FILTERS, INSPECT BRAKE SYSTEM, TEST BATTERY, CHECK BELTS AND HOSES, TOP OFF WASHER FLUID, CHECK ALL FLUIDS, PERFORM MULTI-POINT							

B CUSTOMER STATES: IS SMELLING EXHAUST ODER IN TRUCK AT LOWER SPEEDS 50 MPH AND LOWER  
 CAUSE: TSB 17-0044  
 CS CUSTOMER STATES:  
 24733 W  
 1 FB5Z\*5230\*B MUFFLER ASY - CENTRE AND REAR (N/C)  
 FC: PART#: COUNT: (N/C)  
 CLAIM TYPE:  
 AUTH CODE:  
 24733

<b>WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON-THE REVERSE SIDE OF THIS REPAIR INVOICE.</b>  By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.	*SHOP SUPPLY COSTS: We have added a charge equal to 15.5% of the total cost of labor, not to exceed \$35.00, to the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (\$403.719), and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state (\$403.7185).	DESCRIPTION	TOTALS
		LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES *	
		TOTAL CHARGES	
	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED	LESS INSURANCE	
		SALES TAX	

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE PLEASE PAY THIS AMOUNT

ion 501.98, Florida Statutes, requires that, at least 30 days before bringing any claim against a motor vehicle dealer for an unfair or deceptive practice, a consumer must provide the dealer with a written demand letter stating the name, address, and telephone number of the consumer; the name and address of the dealer; a description of the facts that serve as the basis for the claim; the amount of damages; and copies of any documents in the possession of the consumer which relate to the claim. Such notice must be delivered by the United States Postal Service or by a national, registered carrier, return receipt requested, to the address where the subject vehicle was purchased or leased or where the subject transaction occurred, or the address at which the dealer regularly conducts business.

Customer X Customer X

CUSTOMER #: [REDACTED]



\*INVOICE\*

PAGE 2

17701 U.S. Highway 441 Mount Dora, FL 32757  
Phone: (352) 357-5522 Fax: (352) 357-8838  
www.prestige-ford.com  
Repair Shop Registration Number: MV-10011

HOME  
BUS:

SERVICE ADVISOR: 24181 JOSEPH D VANWAES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	T
BLUE JEANS	16	FORD EXPLORER	1FM5K7D8XGC [REDACTED]		11455/11460	[REDACTED]
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT
06JAN17 DD			19:00 28NOV17		0.00	CASH
R.O. OPENED	READY	OPTIONS:	SOLD-STK:DT16772 ENG:3.5 Liter Ti-VCT TRN:6SP_AUTO			
08:40	15NOV17	17:33	01DEC17			01DEC17

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

VERIFY CONCERN. EXHAUST SMELL WHEN TEST DRIVING. FOUND TSB 17-0044 RELATED TO CONCERN AND HAS ALREADY BEEN DONE. CUSTOMER RETURNING FOR EXHAUST ORDER. PERFORM GUIDED ROUTINE. A1-YES. A2-INPUT INFO. A3-YES. A4-INPUT HISTORY. A5-YES. A6-REPLACED MUFFLER ASSEMBLY. RVC:RPVK04YGNRP6G FOLLOWING WSM, INSTALL NEW MUFFLER ASSEMBLY. TEST DROVE. CONCERN NO LONGER PRESENT.

C CUSTOMER STATES: CENTER FRONT POWER POINT INOP  
CAUSE: LOOSE POWER POINT CONNECTOR.  
CS FUSE LOCATION UNDER HOOD F60 OR F62  
24733 C

ARTS:	LABOR:	OTHER:	TOTAL LINE C:
0.00	0.00	0.00	0.00

VERIFY CONCERN. POWER POINT NOT WORKING. FOLLOWING WSM, REMOVED POWER POINT. FOUND CONNECTOR HANG LOOSE ON THE POWER POINT, RECONNECT POWER POINT. CONCERN NO LONGER PRESENT.

D PERFORM MULTI POINT INSPECTION  
CAUSE: MULTI POINT INSPECTION  
99P PERFORM MULTI POINT INSPECTION  
331017 CQL

PARTS:	LABOR:	OTHER:	TOTAL LINE D:
0.00	0.00	0.00	0.00

PERFORMED MPI.

E\*\* COURTESY RENTAL PROVIDED TO CUSTOMER  
CAUSE: RENTAL  
70FTZ COURTESY RENTAL PROVIDED TO CUSTOMER  
24733 W

FC: PART#: COUNT:

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

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

DESCRIPTION	TOTALS
*SHOP SUPPLY COSTS: We have added a charge equal to 15.5% of the total cost of labor, not to exceed \$35.00, to the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (\$403.718) and a \$5.90 fee to be collected for each new or remanufactured lead-acid battery sold in the state (\$403.718).	
LABOR AMOUNT	
PARTS AMOUNT	
GAS OIL LUBE	
SUBLET AMOUNT	
MISC CHARGES *	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE
------	--------------------	--

Section 501.98, Florida Statutes, requires that, at least 30 days before bringing any claim against a motor vehicle dealer for an unfair or deceptive practice, a consumer must provide the dealer with a written demand letter stating the name, address, and telephone number of the consumer, the name and address of the dealer; a description of the facts that serve as the basis for the claim; the amount of damages; and copies of any documents in the possession of the consumer which relate to the claim. Such notice must be delivered by the United States Postal Service or by a nationally recognized carrier, return receipt requested, to the address where the subject vehicle was purchased or leased or where the subject transaction occurred, or the address at which the dealer regularly conducts business.

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

CUSTOMER #:



NAME:



\*INVOICE\*

ADDRESS:



PAGE 3

17701 U.S. Highway 441 - Mount Dora, FL 32757  
Phone: (352) 357-5522 - Fax: (352) 357-8838  
www.prestige-ford.com  
Repair Shop Registration Number: MV-1001

SERVICE ADVISOR: 24181 JOSEPH D VANWAES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TA
BLUE JEANS	16	FORD EXPLORER	1FM5K7D8XGC		11455/11460	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO	DATE	PAYMENT
06JAN17 DD			19:00 28NOV17			0.00 CASH
R.O. OPENED	READY	OPTIONS:		SOLD-STK:DT16772	ENG:3.5_Liter_Ti-VCT	01DEC17
08:40	15NOV17	17:33	01DEC17	TRN:6SP_AUTO		

LINE	OPCODE	TECH	TYPE	HOURS	CLAIM TYPE:	AUTH CODE:	LIST	NET	TOTAL			
					24733							
					SUBL RENTAL PO#23423							
					W							
					PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE E:	0.00

EST: 24.72 15NOV17 08:40 SA: 24181

CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER

3.10

We at Prestige Ford appreciate your business and we want you to LOVE your service experience with us. If you should ever have any questions or concerns please contact me, Chuck Lilly  
Parts and Service Director  
#352-357-5522 x-5114 or clilly@thefordpros.co

DEC 01 2017  
V. JACF

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

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

\*SHOP SUPPLY COSTS: We have added a charge equal to 15.5% of the total cost of labor, not to exceed \$25.00, to the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (S.403.718), and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state (S.403.718E).

DESCRIPTION	TOTALS
LABOR AMOUNT	20.00
PARTS AMOUNT	22.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC CHARGES *	3.10
TOTAL CHARGES	45.10
LESS INSURANCE	0.00
SALES TAX	3.16
PLEASE PAY THIS AMOUNT	48.26

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

Section 501.98, Florida Statutes, requires that, at least 30 days before bringing any claim against a motor vehicle dealer for an unfair or deceptive practice, a consumer must provide the dealer with a written demand letter stating the name, address, and telephone number of the consumer; the name and address of the dealer; a description of the facts that serve as the basis for the claim; the amount of damages; and copies of any documents in the possession of the consumer which relate to the claim. Such notice must be delivered by the United States Postal Service or by a nationally recognized carrier, return receipt requested, to the address where the subject vehicle was purchased or leased or where the subject transaction occurred, or the address at which the dealer regularly conducts business.

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

CUSTOMER #:



\*INVOICE\*

PAGE 1

17701 U.S. Highway 441 Mount Dora, FL 32757  
Phone: (352) 357-5522 Fax: (352) 357-8938  
www.prestige-ford.com  
Repair Shop Registration Number: MV - 10011

TAVARES, FI

SERVICE ADVISOR: 24181 JOSEPH D VANWAES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TA
BLUE JEANS	16	FORD EXPLORER	1FM5K7D8XGC		13871 / 13871	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
06JAN17 DD			19:00 10JAN18			0.00 CASH
F.O. OPENED	READY	OPTIONS:		SOLD-STK:DT16772 ENG:3.5_Liter_Ti-VCT		
08:39 10JAN18	14:51 10JAN18	TRN:6SP_AUTO				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CUSTOMER STATES: AT TIMES IS STILL SMELLING EXHAUST ODER INSIDE OF THE TRUCK MORE SO WHEN DRIVING ON HWY AND ACCELERATE TO PASS THEN LETS OFF						

CAUSE: PERFORM RECALL 17N03  
 CS: RECALL 17N03 A-99  
 24733 W  
 3 4M8Z\*78280B62\*A VALVE ASY - AUTO DRAIN  
 2 CK4Z\*13014\*B INSULATOR - TUNNEL  
 FC: PART#: COUNT:  
 CLAIM TYPE:  
 AUTH CODE:  
 24733

(N/C)  
(N/C)  
(N/C)

TS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00  
 RECALL 17N03 OPEN FOR THIS CONCERN. PERFORM INSPECT AS SHOWN ON  
 RECALL 17N03. SPOILER, WEATHER STRIP AND AIR EXTRACTORS ARE OKAY.  
 INSTALL NEW UPDATED DRAIN VALVES. REPROGRAM HVAC MODULE AND INSTALL  
 PATCHES TO THE UNDER BODY PLUGS.

B PERFORM MULTI POINT INSPECTION  
 CAUSE: MULTI POINT INSPECTION  
 99P PERFORM MULTI POINT INSPECTION  
 24733 W  
 FC: PART#: COUNT:  
 CLAIM TYPE:  
 AUTH CODE:  
 24733

(N/C)

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

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

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

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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

CUSTOMER #:



\*INVOICE\*

LAVARES, FL

PAGE 2

17701 U.S. Highway 441 • Mount Dora, FL 32757  
Phone: (352) 357-5522 • Fax: (352) 357-8838  
www.prestige-ford.com  
Repair Shop Registration Number: MV - 10011

SERVICE ADVISOR: 24181 JOSEPH D VANWAES

COLOR	YEAR	MAKE/MODEL	VIN		LICENSE	MILEAGE IN / OUT	TA
BLUE JEANS	16	FORD EXPLORER	1FM5K7D8XGG			13871 / 13871	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06JAN17 DD			19:00 10JAN18		0.00	CASH	10JAN18
R.O. OPENED	READY		OPTIONS: SOLD-STK:DT16772 ENG:3.5_Liter_Ti-VCT				
08:39 10JAN18	14:51 10JAN18	TRN:6SP_AUTO					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

We at Prestige Ford appreciate your business and we want you to LOVE your service experience with us. If you should ever have any questions or concerns please contact me. Chuck Lilly  
Parts and Service Director  
#352-357-5522 x-5114 or clilly@thefordpros.co

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

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ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

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

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

on 501.98, Florida Statutes, requires that, at least 30 days before bringing any claim against a motor vehicle dealer for an unfair or deceptive practice, a consumer must provide the dealer with a written demand letter stating the name, address, and telephone number of the consumer; the name and address of the dealer; a description of the facts that serve as the basis for the claim; the amount of damages; and copies of any documents in possession of the consumer which relate to the claim. Such notice must be delivered by the United States Postal Service or by a nationally recog carrier, return receipt requested, to the address where the subject vehicle was purchased or leased or where the subject transaction occurred. address at which the dealer regularly conducts business.

Customer X

Customer X

CUSTOMER #:



\*INVOICE\*

PAGE 1

17701 U.S. Highway 441 - Mount Dora, FL 32757  
Phone: (352) 367-5822 - Fax: (352) 367-6836  
www.prestige-ford.com  
Repair Shop Registration Number: MV - 10011

VARES, FI

SERVICE ADVISOR: 24181 JOSEPH D VANWAES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TA
BLUE JEANS	16	FORD EXPLORER	1FM5K7D8XG6		14941/14944	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
06JAN17 DD			19:00 06FEB18		0.00	CASH
R.O. OPENED	READY	OPTIONS:	SOLD-STK:DT16772 ENG:3.5_Liter_Ti-VCT			
14:09 06FEB18	17:39 09FEB18	TRN:6SP_AUTO				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUSTOMER STATES: NOW EVEN DRIVING AT SPEEDS IN TOWN CAN SMELL EXHAUST COMING INSIDE OF TRUCK LIKE THE RECIRCULATE DOOR IS NOT CLOSED ALL THE WAY							

CAUSE:

CS CUSTOMER STATES:  
331006 W  
1 GB5Z\*19980\*L CCM91 CONTROL CORE CHARGE W  
-1 GB5Z\*19980\*L CCM91 CORE RETURN

(N/C)  
(N/C)  
(N/C)  
(N/C)

FC: PART#: COUNT:  
CLAIM TYPE:  
AUTH CODE:  
331006

PTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

VERIFIED CUSTOMER CONCERN. AT LOW SPEEDS CAN SMELL EXHAUST COMING INSIDE. RETRIEVED DTCS. FOUND DTC U3000:49 RELATED TO HVAC CONCERN. NO OTHER DTC TO ADDRESS. FOLLOWED DTC CHART. CLEARED DTC AND REPEATED SELF TEST. DTC RETURNED. REPLACED HVAC MODULE PER DTC CHART. ROAD TESTED VEHICLE. CONCERN NO LONGER PRESENT.

B CUSTOMER STATES: THE REAR HATCH DOOR CHIMES NOW ONLY ONCE IS OPEN ALL THE WAY AND WILL NOT CHIME BEFORE IT CLOSSES LIKE IT USED TO

CAUSE:

CS CUSTOMER STATES:  
331006 W  
FC: PART#: COUNT:  
CLAIM TYPE:  
AUTH CODE:  
331006

(N/C)

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

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DESCRIPTION	TOTALS
*SHOP SUPPLY COSTS: We have added a charge equal to 15.5% of the total cost of labor, not to exceed \$35.00, to the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (\$1.403,7198) and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state (\$1.403,7198)	
LABOR AMOUNT	
PARTS AMOUNT	
GAS OIL LUBE	
SUBLET AMOUNT	
MISC CHARGES *	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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

CUSTOMER #:



PAGE 2

17701 U.S. Highway 441 Mount Dora, FL 32757  
Phone: (352) 357-5522 Fax: (352) 357-8838  
www.prestige-ford.com  
Repair Shop Registration Number: MV - 10011

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT
BLUE JEANS	16	FORD EXPLORER	1FM5K7D8XGG		14941/14944
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE
06JAN17 DD			19:00	06FEB18	0.00
R.O. OPENED	READY	OPTIONS:	SOLD-STK:DT16772 ENG:3.5 Liter Ti-VCT		
14:09	06FEB18	17:39	09FEB18	TRN:6SP_AUTO	

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00
PERFORMED RESET AND WAS ABLE TO VERIFY CHIME IS WORKING PROPERLY NOW							

\*\*\*\*\*  
 C COURTESY RENTAL PROVIDED TO CUSTOMER  
 CAUSE: RENTAL  
 70FTZ COURTESY RENTAL PROVIDED TO CUSTOMER  
 331006 W

FC: PART#: COUNT:  
 CLAIM TYPE:  
 AUTH CODE:  
 331006  
 RENTAL PO#25051  
 W

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00
--------	------	--------	------	--------	------	---------------	------

\*\*\*\*\*  
 D PERFORM MULTI POINT INSPECTION  
 CAUSE: MULTI POINT INSPECTION  
 99P PERFORM MULTI POINT INSPECTION  
 331006 W

FC: PART#: COUNT:  
 CLAIM TYPE:  
 AUTH CODE:  
 331006

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:	0.00
--------	------	--------	------	--------	------	---------------	------

\*\*\*\*\*  
 E PERFORM FACTORY RECALL: 17S40-A99 SEAT TRACK PIVOT LINK BOLT  
 INSPECTION AND REPAIR

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

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ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.	LABOR AMOUNT	
	PARTS AMOUNT	
	GAS OIL LUBE	
	SUBLET AMOUNT	
	MISC CHARGES	
	TOTAL CHARGES	
	LESS INSURANCE	
	SALES TAX	
	PLEASE PAY THIS AMOUNT	

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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

CUSTOMER #:



\*INVOICE\*

PAGE 3

17701 U.S. Highway 441 - Mount Dora, FL 32757  
Phone: (352) 357-5522 - Fax: (352) 357-8838  
www.prestige-ford.com  
Repair Shop Registration Number: MV-1001

AVARES, RT.

SERVICE ADVISOR: 24181 JOSEPH D VANWAES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TR
BLUE JEANS	16	FORD EXPLORER	1FM5K7D8XG		14941/14944	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
06JAN17 DD			19:00 06FEB18		0.00	CASH
R.O. OPENED	READY	OPTIONS	SOLD-STK:DT16772 ENG:3.5_Liter_Ti-VCT			
14:09 06FEB18	17:39 09FEB18	TRN:6SP_AUTO				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
	RECALL	PERFORM	FACTORY	RECALL:			(N/C)
		331006		W			

FC: PART#: COUNT:  
CLAIM TYPE:  
AUTH CODE:  
331006

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00  
performed inspection, seat track pivot bolt did pass, removed and  
added threadlocker to bolts.

\*\*\*\*\*  
We at Prestige Ford appreciate your business and we want you to LOVE your service experience with us. If you should ever have any questions or concerns please contact me. Chuck Lilly  
Parts and Service Director  
352-357-5522 x5114 or jjerley@thefordpros.com

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

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ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.	LABOR AMOUNT	0.00
	PARTS AMOUNT	0.00
	GAS DIE LUBE	0.00
	SUBLET AMOUNT	0.00
	MISC CHARGES *	0.00
	TOTAL CHARGES	0.00
	LESS INSURANCE	0.00
	SALES TAX	0.00
	PLEASE PAY THIS AMOUNT	0.00

DATE \_\_\_\_\_ CUSTOMER SIGNATURE \_\_\_\_\_ AUTHORIZED/DEALERSHIP REPRESENTATIVE SIGNATURE \_\_\_\_\_

on 501.98, Florida Statutes, requires that, at least 30 days before bringing any claim against a motor vehicle dealer for an unfair or deceptive practice, a consumer must provide the dealer with a written demand letter stating the name, address and telephone number of the consumer, the name and address of the dealer; a description of the facts that serve as the basis for the claim; the amount of damages; and copies of any documents in possession of the consumer which relate to the claim. Such notice must be delivered by the United States Postal Service or by a nationally recognized carrier, return receipt requested, to the address where the subject vehicle was purchased or leased or where the subject transaction occurred, or the address at which the dealer regularly conducts business.

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

CUSTOMER #:



\*INVOICE\*

PAGE 1

17701 U.S. Highway 441 Mount Dora, FL 32757  
Phone: (352) 357-5522 Fax: (352) 357-9838  
www.prestige-ford.com  
Repair Shop Registration Number: MV - 10011

VARES, FL

SERVICE ADVISOR: 24181 JOSEPH D VANWAES

COLOR	YEAR	CELL:	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TR
BLUE JEANS	16		FORD EXPLORER	1FM5K7DBXGG		16676/16726	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PD NO.	RATE	PAYMENT	INV. DATE
06JAN17 DD			18:00 26MAR18		0.00	CASH	04MAY18
R.O. OPENED	READY	OPTIONS:		SOLD-STK:DT16772 ENG:3.5_Liter_Ti-VCT			
17:40 26MAR18	16:49 04MAY18	TRN:6SP_AUTO					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUSTOMER STATES: CAN STILL SMELL EXHAUST INSIDE OF VEHICLE AFTER ACCELERATING UP TO 70 MPH LIKE GETTING ON TURN PIKE RPMs AROUND 4,000.							

CAUSE:

CS CUSTOMER STATES:

- 331006 W
- 2 AG1Z\*61280B62\*A GRILLE - AIR INLET (N/C)
- 1 TA\*2\*B 768363 ADHESIVE (N/C)
- 1 BB5Z\*78404A06\*C WEATHERSTRIP (N/C)
- 1 FB5Z\*78442K03\*B KIT - REAR SPOILER REPAIR (N/C)
- 1 PRICEDIFF PRICE DIFF (N/C)
- 1 FB5Z\*7829164\*AA MOULDING (N/C)
- 1 FB5Z\*7829165\*AA MOULDING (N/C)

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

331006

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

ROAD TESTED VEHICLE. VERIFIED CUSTOMER CONCERN. EXHAUST SMELL INSIDE VEHICLE. RETRIEVED DTCS. NO DTCS FOUND. DURING INSPECTION FOUND BOTH AIR EXTRACTORS LOOSE. FOLLOWING WSM REMOVED REAR BUMPER. REMOVED AND REPLACED AIR EXTRACTORS. ROAD TESTED VEHICLE. CONCERN STILL PRESENT. FOLLOWING WSM PERFORMED LEAK TEST. FOUND BODY SEAMS NOT PROPERLY SEALED. RESEALED BODY. ROAD TESTED VEHICLE. CONCERN STILL PRESENT. PERFORMED SMOKE TEST DIRECTED BY FSE. FOUND LIFTGATE WEATHER SEAL LEAKING. REMOVED AND REPLACED LIFTGATE WEATHER SEAL. ROAD TESTED VEHICLE. CONCERN NO LONGER PRESENT.

\*\*\*\*\*

B. COURTESY RENTAL PROVIDED TO CUSTOMER

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

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

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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Customer X

Customer X

CUSTOMER #:



\*INVOICE\*

PAGE 2

17701 U.S. Highway 441 Mount Dora, FL 32757  
Phone: (352) 357-5522 - Fax: (352) 357-8838  
www.prestige-ford.com  
Repair Shop Registration Number: MV - 10011

...VARES, F

SERVICE ADVISOR: 24181 JOSEPH D VANWAES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TA
BLUE JEANS	16	FORD EXPLORER	1FM5K7D8XGG		16675/16726	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
06JAN17 DE			18:00 26MAR18		0.00	CASH
R.O. OPENED	READY	OPTIONS:		SOLD-STK:DI16772	ENG:3.5_Liter_Ti-VCT	INV.
		TRN:6SP_AUTO				04MAY18

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

CAUSE: RENTAL  
 70FTZ COURTESY RENTAL PROVIDED TO CUSTOMER  
 331006 W  
 FC: PART#: COUNT:  
 CLAIM TYPE:  
 AUTH CODE:  
 331006

SUBL RENTAL PO#26328  
 W  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00  
 \*\*\*\*\*

C CHECK AC CABIN AIR FILTER  
 00 DID NOT REPLACE WSA CLEAN  
 331006 C  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00  
 \*\*\*\*\*

D PERFORM MULTI POINT INSPECTION  
 CAUSE: MULTI POINT INSPECTION  
 99P PERFORM MULTI POINT INSPECTION  
 331006 W  
 FC: PART#: COUNT:  
 CLAIM TYPE:  
 AUTH CODE:  
 331006

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00  
 \*\*\*\*\*

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

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

*SHOP SUPPLY COSTS: We have added a charge equal to 15.5% of the total cost of labor, not to exceed \$35.00, to the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.718) and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state (s.403.7185).	DESCRIPTION	TOTAL
ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.	LABOR AMOUNT	
	PARTS AMOUNT	
	GAS OIL LUBE	
	SUBLET AMOUNT	
	MISC CHARGES *	
	TOTAL CHARGES	
	LESS INSURANCE	
DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE
		PLEASE PAY THIS AMOUNT

Section 501.98, Florida Statutes, requires that, at least 30 days before bringing any claim against a motor vehicle dealer for an unfair or deceptive practice, a consumer must provide the dealer with a written demand letter stating the name, address, and telephone number of the consumer; the name and address of the dealer; a description of the facts that serve as the basis for the claim; the amount of damages; and copies of any documents in the possession of the consumer which relate to the claim. Such notice must be delivered by the United States Postal Service or by a nationally recognized carrier, return receipt requested, to the address where the subject vehicle was purchased or leased or where the subject transaction occurred, at the address at which the dealer regularly conducts business.

Customer X \_\_\_\_\_ Customer Z \_\_\_\_\_

CUSTOMER #



\*INVOICE\*

PAGE 3

17701 U.S. Highway 441 - Mount Dora, FL 32757  
Phone: (352) 357-5522 - Fax: (352) 357-8838  
www.prestige-ford.com  
Repair Shop Registration Number: MV - 10011

AVARES, FL

SERVICE ADVISOR: 24181 JOSEPH D VANWAES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT		
BLUE JEANS	16	FORD EXPLORER	1FM5K7D8XGC		16676/16726		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV
06JAN17 DD			18:00 26MAR18		0.00	CASH	04MAY18
R.O. OPENED	READY	OPTIONS:					
17:40 26MAR18	16:49 04MAY18	TRN:6SP_AUTO		SOLD-STK:DT16772 ENG:3.5_Liter_Ti-VCT			
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

We at Prestige Ford appreciate your business and we want you to LOVE your service experience with us. If you should ever have any questions or concerns please contact me. Chuck Lilly  
Parts and Service Director  
352-357-5522 x5114 or jjerley@thefordpros.com

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ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

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

DATE \_\_\_\_\_ CUSTOMER SIGNATURE \_\_\_\_\_ AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE \_\_\_\_\_

Section 501.98, Florida Statutes, requires that, at least 30 days before bringing any claim against a motor vehicle dealer for an unfair or deceptive practice, a consumer must provide the dealer with a written demand letter stating the name, address, and telephone number of the consumer; the name and address of the dealer; a description of the facts that serve as the basis for the claim; the amount of damages; and copies of any documents in the possession of the consumer which relate to the claim. Such notice must be delivered by the United States Postal Service or by a nationally recognized carrier, return receipt requested, to the address where the subject vehicle was purchased or leased or where the subject transaction occurred, or the address at which the dealer regularly conducts business.

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

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

CUSTOMER #: [REDACTED]



\*INVOICE\*

TAVARES, FL

PAGE 1

17701 U.S. Highway 441 Mount Dora, FL 32757  
Phone: (352) 357-5522 - Fax: (352) 357-8838  
www.prestige-ford.com  
Repair Shop Registration Number: MV - 10011

SERVICE ADVISOR: 24181 JOSEPH D VANWAEES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLUE JEANS	16	FORD EXPLORER	1FM5K7D8XG0 [REDACTED]	[REDACTED]	24659/24659	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06JAN17 DD			19:00 05NOV18		123.00	CASH	05NOV18
R.O. OPENED	READY	OPTIONS: SOLD-STK:DT16772 ENG:3.5 Liter Ti-VCT TRN:6SP_AUTO					
09:15 05NOV18	10:26 05NOV18						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	REQUEST ENGINE OIL AND FILTER CHANGE ONLY-HAS COUPON ON PHONE					\$34.00	
	PLUS TAX AND DISPOSAL						
	00 QUICK SERVICE						
	331014 CQL					2.89	2.89
	1 FL*500*SB12 AA5Z6714B FILTER ASY - OIL				7.11	7.11	7.11
	6 XO*5W20*BSP MOTORCRAFT SAE 5W-20 API GF-5				4.00	4.00	24.00
PARTS:	31.11 LABOR:	2.89	OTHER:	0.00	TOTAL LINE A:		34.00

PERFORMED ENGINE OIL AND FILTER CHANGE TOP OFF WASHER FLUID CHECK ALL OTHER UNDER HOOD FLUIDS ADJUST TIRE PRESSURES TO SPECS PERFORM MULTI-POINT INSPECTION

\*\*\*\*\*

B	PERFORM MULTI POINT INSPECTION						
	CAUSE: MULTI POINT INSPECTION						
	99P PERFORM MULTI POINT INSPECTION						
	331014 CQL					0.00	0.00
PARTS:	0.00 LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:		0.00

CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER 3.00

We at Prestige Ford appreciate your business and we want you to LOVE your service experience with us. If you should ever have any questions or concerns please contact me. Jason Perillo Parts and Service Director 352-729-3617 jperillo@thefordpros.com

<b>WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.</b>  By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.	*SHOP SUPPLY COSTS: We have added a charge equal to 15.5% of the total cost of labor, not to exceed \$35.00, to the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.718), and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state (s.403.7185).	DESCRIPTION	TOTALS
	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.	LABOR AMOUNT	2.89
	PARTS AMOUNT	31.11	
	GAS, OIL, LUBE	0.00	
	SUBLET AMOUNT	0.00	
	MISC. CHARGES *	3.00	
	TOTAL CHARGES	37.00	
	LESS INSURANCE	0.00	
	SALES TAX	2.59	
DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE	PLEASE PAY THIS AMOUNT
			39.59

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

CUSTOMER #:



\*INVOICE\*

TAVARES,

PAGE 1

17701 U.S. Highway 441 • Mount Dora, FL 32757  
Phone: (352) 357-5522 • Fax: (352) 357-8838  
www.prestige-ford.com  
Repair Shop Registration Number: MV - 10011

SERVICE ADVISOR: 24181 JOSEPH D VANWAES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLUE JEANS	16	FORD EXPLORER	1FM5K7D8XG		24659/24659	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
06JAN17 DD			19:00 05NOV18		123.00	CASH
R.O. OPENED	READY	OPTIONS:	SOLD-STK:DT16772 ENG:3.5_Liter_Ti-VCT TRN:6SP_AUTO			
09:15 05NOV18	10:26 05NOV18					05NOV18

LINE OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	REQUEST ENGINE OIL AND FILTER CHANGE ONLY-HAS COUPON ON PHONE				\$34.00	
	PLUS TAX AND DISPOSAL					
	00 QUICK SERVICE					
	331014 CQL					
	1 FL*500*SB12 AA5Z6714B FILTER ASY - OIL			7.11	7.11	7.11
	6 XO*5W20*BSP MOTORCRAFT SAE 5W-20 API GF-5			4.00	4.00	24.00
PARTS:	31.11 LABOR:	2.89 OTHER:	0.00			TOTAL LINE A: 34.00
PERFORMED ENGINE OIL AND FILTER CHANGE TOP OFF WASHER FLUID CHECK ALL OTHER UNDER HOOD FLUIDS ADJUST TIRE PRESSURES TO SPECS PERFORM MULTI-POINT INSPECTION						

B PERFORM MULTI POINT INSPECTION  
CAUSE: MULTI POINT INSPECTION  
99P PERFORM MULTI POINT INSPECTION

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00
CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER							3.00

We at Prestige Ford appreciate your business and we want you to LOVE your service experience with us. If you should ever have any questions or concerns please contact me. Jason Perillo  
Parts and Service Director  
352-729-3617 jperillo@thefordpros.com

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SUBLET AMOUNT	0.00
MISC. CHARGES *	3.00
TOTAL CHARGES	37.00
LESS INSURANCE	0.00
SALES TAX	2.59
PLEASE PAY THIS AMOUNT	39.59

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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



3606 South Sprague Avenue / P.O. Box 11187  
 Tacoma, WA 98411-0187  
 PHONE  
 (253) 475-4162 • (800) 637-8876  
 fordservice@tituswill.com  
 www.tituswillford.com



CUSTOMER NUMBER	DEANNE STINSON	1924	10/04/18
INSTITUTE INC	LABOR RATE	16,781	COLOR
FEDERAL WAY, WA	18/FORD TRUCK/EXPEDITION EL/4DR 4WD	01/07/18	F80282
	1 F M J K 2 A T 7 J E	10/01/18	96

MO: [REDACTED]

**LABOR & PARTS**  
 # 1 21P0Z BACKSEAT TECH(S): 138 WARRANTY  
 C/S SCREEN WILL GO BLANK WHEN DRIVING. BUT CAMERA WILL STILL APPEAR WHEN PUTTING IN REVERSE, PLEASE CHECK AND ADVISE RAN OASIS AND FOUND SSM 47444 TO APLY. AS PER SSM, REPROGRAMMED APIM WITH FDRS TO LATEST CALIBRATION. CASUAL PART 14G371, CC04, MO 16781

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

# 2 21P0Z MISC1 DIAGNOSE TECH(S): 138 WARRANTY  
 C/S THERE IS A CLUNK NOISE WHEN TAKING FOOT OFF OF ACCEL AND TAPPING BRAKE, CUSTOMER STATES THIS IS AN INTERMITTANT ISSUE CUSTOMER STATES THIS OCCURS AROUND 20-25MPH PLEASE CHECK AND ADVISE TEST DROVE AND CANT VERIFY CONCERN. RAN OASIS AND FOUND NO ARTICLES TO APPLY. UNABLE TO VERIFY CONCERN AT THIS TIME. POSSIBLE CUSTOMER IS JUST FEELING NORMAL TRANSMISSION OPERATION. IF CONCERN IS ACTING UP AND CUSTOMER IS IN THE AREA RECOMMEND CUSTOMER TAKING TECHNICIAN FOR A ROAD TEST TO HELP DUPLICATE THE CONCERN.

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

# 3 21P0Z R9P QC INSPECTION TECH(S): 138 WARRANTY  
 PERFORM QC INSPECTION completed

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

# 4 41P0Z QWORKS THE WORKS PACKAGE TECH(S): 138 WARRANTY  
 THE "WORKS" PACKAGE PERFORM PREMIUM MOTORCRAFT OIL CHANGE, INSPECT BRAKES & ROTATE TIRES, TEST BATTER, CHECK AIR & CABIN FILTERS, BELTS & HOSES, TOP OFF FLUIDS AND REPORT CONDITION. COMPLETED

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-  
 JOB # 4 1 FL-500-S FILTER ASY - 0 WARRANTY  
 JOB # 4 6 XO-5H20-QSP MOTORCRAFT SAE WARRANTY  
 JOB # 4 TOTAL PARTS 0.00

**Thank you for visiting us.**  
 We strive to provide the best level of service possible.  
 If your experience with us was excellent tell your friends, if not tell "us".  
 Our Goal is that you will "Always" recommend Titus-Will.

**DISCLAIMER OF WARRANTIES**  
 AS IS THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE.  
 Not Responsible for Loss or Damage to Car or Articles left in cars in case of fire, theft or any other cause beyond our control.  
 THE INFORMATION CONTAINED ON THE ESTIMATE, WORKSHEET, AND / OR REPAIR ORDER IS INCORPORATED HEREIN BY REFERENCE.

**SERVICE DEPT. HOURS**  
 MONDAY - FRIDAY  
 7:00 AM - 7:00 PM  
 SATURDAY  
 7:00 AM - 5:00 PM

*Thank You for choosing Titus-Will Ford*

I.L.A. II Association - Publications (303) 988-1020 • (813) 770-1121 (15)



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 fordservice@tituswill.com  
 www.tituswillford.com



CUSTOMER NUMBER [REDACTED]	ADVISOR <b>DEANNE STINSON</b>	TAG NUMBER 1924	INVOICE DATE 10/04/18	INVOICE NUMBER [REDACTED]
[REDACTED]	LANDR DATE	LICENSE NUMBER	MILEAGE 16,781	COLOR INGOT SILV
FEDERAL WAY, WA [REDACTED]	YEAR / MAKE / MODEL 18/FORD TRUCK/EXPEDITION EL/4DR 4WD	VEHICLE ID NUMBER 1 F M J K 2 A T 7 J E [REDACTED]	DELIVERY DATE 01/07/18	STOCK NUMBER F80282
HOME PHONE	WORK PHONE	COMMENTS	SELLING DEALER NUMBER	DELIVERY MILES 96
			REPAIR ORDER DATE 10/01/18	PRODUCTION DATE

JOB # 4 TOTAL LABOR & PARTS 0.00

ESTIMATE-----  
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
 ORIGINAL ESTIMATE OF \$0.00 (+TAX)  
 COMMENTS-----  
 253-906-4755  
 4 - M&W

TOTALS-----

AFTER YOUR VISIT WITH US TODAY, YOU MAY RECEIVE A SURVEY FROM FORD MOTOR COMPANY. YOUR ANSWERS AND THE RETURN OF THIS SURVEY IS EXTREMELY IMPORTANT TO US. WE STRIVE TO PROVIDE THE BEST SERVICE POSSIBLE TO OUR CUSTOMERS AND WE INTERPRET ANY RESPONSE OTHER THAN "COMPLETELY SATISFIED" TO BE A FAILING GRADE. IF YOU ARE UNABLE TO MARK THAT AREA PLEASE ALLOW US THE OPPORTUNITY TO ADDRESS YOUR CONCERNS.	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
THANK YOU FOR CHOOSING TITUS-WILL AS YOUR SERVICING DEALER!	<b>TOTAL INVOICE \$</b>	<b>0.00</b>

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

**Thank you for visiting us.**  
 We strive to provide the best level of service possible.  
 If your experience with us was excellent tell your friends, if not tell "us".  
 Our Goal is that you will "Always" recommend Titus-Will.

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**Not Responsible for Loss or Damage to Car or Articles left in cars in case of fire, theft or any other cause beyond our control.**

THE INFORMATION CONTAINED ON THE ESTIMATE, WORKSHEET, AND / OR REPAIR ORDER IS INCORPORATED HEREIN BY REFERENCE.

**SERVICE DEPT. HOURS**

MONDAY - FRIDAY  
 7:00 AM - 7:00 PM  
 SATURDAY  
 7:00 AM - 5:00 PM

*Thank You  
 for choosing  
 Titus-Will Ford*

14 & 11 Associates - Recordtek (503) 928-1070 • 81184770 (12/15)

# Quality Vehicle Inspection

Customer Name: WASHINGTON LASER INSTITL Vehicle Year/Model: 18 FORD TRUCK EXPEDITI Date/Time: 10/04/2018 14:41:54  
 Phone: VIN: 1FMJK2AT7JE Odometer: 16781  
 Service Advisor: DEANNE D. STINSON Technician: JOSH RO: Tag: 9378

**INSPECTION RESULT - OK** **WILL REQUIRE FURTHER ATTENTION** **REQUIRES IMMEDIATE ATTENTION**

Green Yellow Red

Serviced

<input checked="" type="checkbox"/>	<input type="checkbox"/>	Washer fluid
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Transmission fluid
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Brake fluid
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Power steering fluid
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Coolant
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Engine oil
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Operation of horn,interior lights, exterior lights(turn,hazard,brake)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Windshield washer spray, wiper operation, and wiper blades
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Windshield for cracks, chips and pitting
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Engine air cleaner
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Oil and/or fluid leaks
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Constant velocity (CV) drive boots (if equipped)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Exhaust system (leaks, damage, loose parts)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Steering and steering linkage
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Shocks/struts and other suspension components for leaks and/or damage
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Accessory drive belt(s)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Brake system (lines, hoses and parking)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Engine cooling system, hoses and clamps
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Check oil life monitor(if equipped - reset if oil and filter changed)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	BATTERY TERMINAL CONDITION

### Front / Rear Brake Linings

LF	<input checked="" type="checkbox"/> Green	<input type="checkbox"/> Yellow	<input type="checkbox"/> Red	RF	<input checked="" type="checkbox"/> Green	<input type="checkbox"/> Yellow	<input type="checkbox"/> Red
LR	<input checked="" type="checkbox"/> Green	<input type="checkbox"/> Yellow	<input type="checkbox"/> Red	RR	<input checked="" type="checkbox"/> Green	<input type="checkbox"/> Yellow	<input type="checkbox"/> Red

Inspection Not Taken

**More than 50% remaining**

**20% to 50% remaining**

**Less than 20% remaining**

### Check Tires / Tread Depth

LF	<input checked="" type="checkbox"/> Green	<input type="checkbox"/> Yellow	<input type="checkbox"/> Red	RF	<input checked="" type="checkbox"/> Green	<input type="checkbox"/> Yellow	<input type="checkbox"/> Red
LR	<input checked="" type="checkbox"/> Green	<input type="checkbox"/> Yellow	<input type="checkbox"/> Red	RR	<input checked="" type="checkbox"/> Green	<input type="checkbox"/> Yellow	<input type="checkbox"/> Red

**7/32" or Greater**

**4/32" to 6/32"**

**3/32" or Less**

### Check Battery Performance

Good  
 Fair  
 Bad

Actual Cold Cranking Amps

Factory Cold Cranking Amps



**LEMON LAW GROUP PARTNERS PLC**

Attorneys and Counselors at Law  
3323 NE 163rd Street, Suite 504  
North Miami Beach, Florida 33160

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

000 Lit  
Consumer Claims

NOV - 5 2018

Counsel

**RECEIVED**

October 26, 2018

NOV 02 2018

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

Re: [REDACTED]

Vehicle: 2017 Ford Explorer  
VIN: 1FM5K7D80H [REDACTED]

Dear Sir/Madam:

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

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

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

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

Respectfully submitted,

LEMON LAW GROUP PARTNERS PLC

By: s/n Rachel Cichowic  
Rachel Cichowic (0092307)  
Attorney for Plaintiff

CC: AutoNation Ford Miami, 16800 NW 57th Ave, Hialeah, FL 33015



RETURN RECEIPT REQUESTED ELECTRONICALLY

Lemon Law Group Partners PLC  
3353 163rd St Suite 504  
North Miami Beach FL 33160

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**USPS CERTIFIED MAIL**



9314 8000 3860 0212 6939 26

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PRESORTED  
FIRST CLASS MAIL  
U.S. POSTAGE & FEES  
PAID  
CMSI

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00000417 1oz. FP 0.458

CM-wSig  
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CM-0623-18274.01



FORD MOTOR COMPANY  
PO BOX 6248  
DEARBORN MI 48121-6248



WTH: Ada Brown

LEASE ORDER

Attention Ada Brown

FORM# 5013 DEAL# 259019 STORE# 135 STK# HGB37897 CUST# [REDACTED]

Fax: 1(888) 809 7010

HEREINAFTER REFERRED TO AS "DEALER" LEASE ORDER FOR A MOTOR VEHICLE.  
PLEASE ENTER MY ORDER FOR THE FOLLOWING:  NEW  USED  DEMO  PREVIOUS SHORT TERM LEASE  EXECUTIVE VEHICLE  OTHER  ENTER DESC

DATE 11/27/2016 DEAL # 259019 SALES #1 [REDACTED] L BUS. MGR.  
STOCK # HGB37897 CUSTOMER # [REDACTED] SALES #2 SALES MGR. ALVAREZ, RENEYEL

Lessee [REDACTED] DL# [REDACTED]  
Co-Lessee [REDACTED] DL# [REDACTED]  
Street Address [REDACTED] City HIALEAH County MIAMI-DADE State FL  
Home Phone [REDACTED] Bus. Phone [REDACTED] Cell Phone [REDACTED]  
E-Mail Address [REDACTED] TPP Number [REDACTED]

Year 2017 Make/Model FORD EXPLORER Body Type UP Vehicle Identification Number 1F15K7D80H [REDACTED]  
No. Cyl 6 Engine Size 3.5L V6 CYL Transmission A Color MAGNETIC M Mileage 7

• THIS IS A LEASE ORDER.  
• THIS IS NOT A PURCHASE AGREEMENT.  
• YOU WILL BE REQUIRED TO ENTER INTO A BINDING LEASE CONTRACT WITH A THIRD PARTY FINANCIAL INSTITUTION OR LEASING COMPANY IN ORDER TO FINALIZE THIS TRANSACTION.  
• PLEASE REVIEW ALL TERMS OF THIS AGREEMENT CAREFULLY AND SEEK INDEPENDENT PROFESSIONAL ADVICE IF YOU HAVE ANY QUESTIONS CONCERNING THIS TRANSACTION. YOU ARE ENTITLED TO AN EXACT COPY OF THE AGREEMENT YOU SIGN.  
GROSS CAPITALIZED COST (YOUR TOTAL COST OF GOODS, SERVICES, & FEES) \$ 45614.33  
CAPITALIZED COST-REDUCTION (YOUR TOTAL CREDITS) \$ 4812.32  
ADJUSTED OR NET CAPITALIZED COST (YOUR NET COST OF GOODS, SERVICES, & FEES) \$ 40802.00

TRADE-IN VEHICLE #1  
YEAR 2015 MAKE NISSAN MODEL PATHFINDER BODY TYPE SUV  
STOCK# FC615939 MILEAGE 6179  ACTUAL  INACCURATE  
COLOR/TRIM N.A. PLATE# [REDACTED] DECAL# DECAL TRADE  
VIN# 5N1AR2MN4F0 [REDACTED]

DEALER INSTALLED EQUIPMENT: The following options which have been provided through your dealer, are not products of the manufacturer. Please note that any warranty on these items is not through the manufacturer and should the need arise, you should contact your dealer or the vendor that provided the option.

CAPITALIZED COST	\$
1. Agreed upon Value of Vehicle (including accessories*)	37977.33
2. Acquisition Fee	+ 645.00
3. Optional: SERVICE CONTRACT	+ 350.00
4. Optional: MAINTENANCE	+ 310.00
5. Optional:	+ N.A.
6. Optional:	+ N.A.
7. Optional:	+ N.A.
8. Optional:	+ N.A.
9. Optional:	+ N.A.
10. Optional:	+ N.A.
11. Optional:	+ N.A.
12. Optional:	+ N.A.
13. Optional:	+ N.A.
14. Other:	+ N.A.
15. Negative Trade Equity (insert as a positive number)	+ 6332.00
16. GROSS CAPITALIZED COST	= 45614.33

TRADE-IN VEHICLE #2  
YEAR N.A. MAKE N.A. MODEL N.A. BODY TYPE N.A.  
STOCK# N.A. MILEAGE N.A.  ACTUAL  INACCURATE  
COLOR/TRIM N.A. PLATE# [REDACTED] DECAL# DECAL TRADE  
VIN# N.A.

LIENHOLDER / PAYOFF INFORMATION

LIENHOLDER	ACCOUNT#	ESTIMATE
GM FINANCIAL	[REDACTED]	28682.00
ADDRESS		
PHONE		
PAYOFF		
GOOD TILL		

NET TRADE IN VALUE	
17. Gross Trade-In Value	22350.00
A. Less Payoff	- 28682.00
B. Net Trade-In Value (enter "0" if negative) (Enter negative equity as a positive number in line 15 above)	= -0-

The balance owed on Your Trade-In Vehicle as disclosed above is based on the information you have provided to Us. This payoff amount is only an estimate. We have not been able to confirm the exact balance owed as of the date of this Agreement. If we tender payment to payoff the remaining balance(s) owed, you authorize the lienholder(s) to release the title(s) to the trade-in(s) to Us. If the actual amount of the balance owed on the Trade-In Vehicle is greater than the amount of the balance owed as listed in this Agreement, you agree to pay the difference to Us within 48 hours of Our demand. If you fail to do so, We may commence collection proceedings against You. If the actual amount of the balance owed is less than the amount listed, We will pay the difference to You.

AMOUNT DUE AT LEASE SIGNING OR DELIVERY

18. A. Title Fees	+ N.A.
B. License Fees	+ N.A.
C. Registration Fees	+ 150.00
D. Sales/Use Tax	+ 300.31
E. Other Tax (Describe):	+ N.A.
F. Tag Agency/Electronic Filing Fee**	+ 98.75
G. First Monthly Payment	+ 523.99
H. Refundable Security Deposit	+ N.A.

Purchaser guarantees that the Trade-In Vehicle(s) HAS HAS NOT (i) been in an accident requiring repairs in excess of \$2,000 (ii) a welded or bent frame (iii) suffered damage (iv) been designated as a "salvage vehicle" or "restored salvage" by any agency (v) has no liens or encumbrances other than as represented (vi) sustained substantial physical damage (vii) latent mechanical defects. Purchaser agrees to be liable for any damages Seller may incur if any of the above statements are untrue including attorney's fees and costs.

Atencion Ada Brown

3

**From:** DoNotReply@Enterprise.com  
**Sent:** Thursday, September 13, 2018 6:16 PM  
**To:** manuelyanes@att.net  
**Subject:** Enterprise Rental Agreement 3H7RTJ



**Hi, MANUEL YANES - Thanks for choosing Enterprise!**

This email is not your Rental Agreement. Attached is your full Rental Agreement and Terms and Conditions for RA # [REDACTED] from AUTONATION FORD ML.

**Rental Agreement Summary**

RA#: [REDACTED]

Renter: [REDACTED]

**Additional Drivers**

No Additional Drivers are authorized to drive the vehicle with the exception of the drivers listed below.  
(Additional driver names listed here if applicable)

**Dates & Times**

**Location**

Thursday, September 13, 2018 6:13 PM

AUTONATION FORD ML  
16800 NW 57TH AVE

MIAMI, FL 33015-4328  
(305) 558-3982

Friday, September 14, 2018 12:00 PM

AUTONATION FORD ML  
16800 NW 57TH AVE

MIAMI, FL 33015-4328  
(305) 558-3982

**Vehicle**

Make / Model: FORD / F15C

Color: SILVER

Mileage: 17974



Rental Agreement Summary

RA#: [REDACTED]  
Renter: [REDACTED]

Dates & Times  Location

Pick up

Thursday, September 13, 2018 6:13 PM 16800 NW 57TH AVE  
Start Charges: MIAMI, FL 33015-4328  
Thursday, September 13, 2018 6:13 PM (305) 558-3982

Anticipated Return

Friday, September 14, 2018 12:00 PM 16800 NW 57TH AVE  
MIAMI, FL 33015-4328  
(305) 558-3982

Vehicle

2018 FORD F15C 6LT2 SILVER License: [REDACTED]  
VIN: 1FTEW1CB [REDACTED] Vehicle: [REDACTED]  
Pickup: 09/13/2018 @ 6:13 PM ODO:17974 Fuel:EMPTY

Vehicle Condition:

NO DAMAGE DOCUMENTED

Summary of Charges

Estimated Bill-To

AUTONATION FORD MIAMI-SRV 57TH  
Reference: 936495  
Pay:100.0%

Charges	Price/Unit	Total
TIME & DISTANCE 9/13/18-9/14/18	\$29.25 / Day	\$29.25
VEHICLE LICENSE FEE RECOVERY	\$0.75 / Day	\$0.75
SALES TAX (7%)	7%	\$0.00
<b>Subtotal</b>		<b>(\$30.00)</b>

Estimated Renter Charges

Charges	Price/Unit	Total
NO CHARGE DISTANCE 9/13/18-9/14/18	\$0.00 / Mile	\$0.00
REFUELING CHARGE	\$4.46 / Gallons	\$0.00
<b>Optional Protections Accepted</b>		
DW	\$21.99 / Day	\$21.99
<b>Optional Protections Declined</b>		
PERSONAL ACCIDENT INS/EFFECTS CVG	1 @ \$6.30 / Day	\$0.00

SUPPLEMENTAL LIABILITY PROTECTION	1 @ \$17.95 / Day	\$0.00
ROADSIDE ASSISTANCE PROTECTION	1 @ \$5.99 / Day	\$0.00

Renter Acknowledgment of Accepted and Declined Protections

I acknowledge that I have accepted or declined protections as indicated above.

INDEX

Total Estimated Charge: \$21.99

Payments:

VISA [REDACTED] Auth (\$75.00)

Renter Acknowledgment of Charges

I acknowledge that I have reviewed and agree to all Estimated Renter Charges and fees listed on Summary of Charges and further agree to pay the final charges in accordance with the Terms and Conditions of this Rental Agreement.

MEY

PERMISSION GRANTED TO OPERATE VEHICLE ONLY IN THE STATE OF RENTAL AND THE FOLLOWING STATE(S):

FL ONLY NO PETS/SMOKING

OPERATION IN ANY OTHER STATE OR COUNTRY WILL AFFECT YOUR LIABILITY AND RIGHTS UNDER THIS AGREEMENT.

Owner: ENTERPRISE LEASING COMPANY OF FLORIDA, LLC

Additional Drivers

No Additional Drivers are authorized to drive the vehicle with the exception of the drivers listed below. (Additional driver names listed here if applicable)

Please keep this Rental Agreement Summary with you in the vehicle during the rental.

Local Addenda

Failure to return rental property or equipment upon expiration of the rental period and failure to pay all amounts due (including costs for damage to the property or equipment) are evidence of abandonment or refusal to redeliver the property, punishable in accordance with section 812.155 and/or section 817.52 of the Florida Statutes.

SC REC IS THE FLORIDA STATE RENTAL CAR SURCHARGE. SEE RENTAL AGREEMENT JACKET PARAGRAPH 3.B.8.

VLF REC IS THE VEHICLE LICENSE FEE RECOVERY. SEE RENTAL AGREEMENT JACKET PARAGRAPH 3.B.8.

Atencio  
Ada Brown

(3)

Atencion  
Ada Brown

(4)

**From:** DoNotReply@Enterprise.com  
**Sent:** Wednesday, September 12, 2018 6:21 PM  
**To:** manuelyanes@att.net  
**Subject:** Enterprise Rental Agreement 3GXSXR



Hi, [REDACTED] Thanks for choosing Enterprise!

This email is not your Rental Agreement. Attached is your full Rental Agreement and Terms and Conditions for Rental from AUTONATION FORD ML.

**Rental Agreement**

RA#: [REDACTED]  
Renter: [REDACTED]



**Additional Drivers**

No Additional Drivers are authorized to drive the vehicle with the exception of the drivers listed below.

(Additional driver names listed here if applicable)

**Dates & Times**

**Location**

Wednesday, September 12, 2018 6:18 PM

AUTONATION FORD ML  
16800 NW 57TH AVE

MIAMI, FL 33015-4328  
(305) 558-3982

Thursday, September 13, 2018 5:00 PM

AUTONATION FORD ML  
16800 NW 57TH AVE


MIAMI, FL 33015-4328  
(305) 558-3982

**Vehicle**

Make / Model: FORD / EXEL  
Color: BLACK  
Mileage: 46645

Atencion  
Ada Brown

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 **Dates & Times**


Fuel: 7/8

License #: [REDACTED]

Vehicle #: [REDACTED]

 **Location**

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 **Terms and Conditions**

[Click to view Terms and Conditions](#)

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For questions or concerns regarding your rental please contact us at [\(305\) 558-3982](tel:3055583982)

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