





General Info

Overview

Case Number		Status	Resolved
Priority		Owner	Tier 1 Inbound NA CRC
Input Channel	Phone	Status Reason	Resolved
Originating Team	Tier 1 Inbound NA CRC		

Case Closure Details

Resolution Type	Resolved / Problem Solved	Case Disposition Team	Tier 1 Inbound NA CRC
Cancellation Type		Case Disposition Type	Close Issue
Closed By	Jonathan Caba	Closed Date	1/9/2020 12:32 PM
Closure Comments			

Case Reopen Details

Reopened By		Reopened On	
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Customer Info

Customer Info

Customer Name		Best Contact Method	Phone
Best Daytime Phone	Home Phone	Home Phone	

**Business
Phone**
Email



Mobile Phone



Delegate Info

**Customer
Delegate**

**Customer
Delegate
Relationship**

**Customer
Delegate
Phone**

Customer Scores

LTV Score

**All Marketing
Scores**

Loyalty Score

ESP Score

**Defector
Score**

Dissat Score

**Likelihood To
Service** Yes
In-Market

Service Segments

Dealer Info

Dealer Info

Dealer Name

P&A Code

**Dealer Service
Manager** CRYSTAL KELLEY

**Dealer Phone
Number**

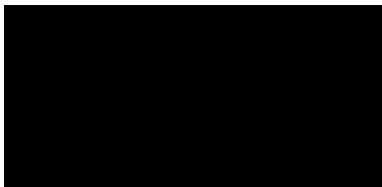
**More Than
One Service
Manager** No

Dealer Contact CRYSTAL KELLEY

Vehicle Info

Vehicle Info

VIN



Mileage

140,000

Warranty Start Date 9/28/2009

Mileage Units Miles

Hours In Service

Converted Mileage

Vehicle Classification

Vehicle Classification Full Path 2010 > FORD > FUSION > POJ - FUSION SEL FWD 4-DR SEDAN

Model Year 2010

Engine Specification 2.5L DOHC PFI 170HP DURATEC HE

Make FORD

Transmission Specification 6 SPD AUTO TRANS 6F MID-RANGE

Model/Vehicle Line FUSION

Body Style POJ - FUSION SEL FWD 4-DR SEDAN

Equipment & Software

SYNC Version

Modem/TCU? No

Installed SYNC Version

Installed Date

WIFI Capable No

WIFI Enabled No

Data Usage

Date Retrieved

Case Classification

Case Classification

Case Classification Team Tier 1 Inbound NA CRC

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

- Level 1** Legal

- Level 2** Alleged Accident/Property
Damage or Fire (Visible flames)
due to Product Defect

- Level 3** Customer does not have
insurance

- Level 4**

Symptom Code

Symptom Classification

Symptom Classification Full Path Stop/Steer/Ride > Steering / Steering Wheel > Performance > UNKNOWN

- Level 1** Stop/Steer/Ride

- Level 2** Steering / Steering Wheel

- Level 3** Performance

- Level 4** UNKNOWN

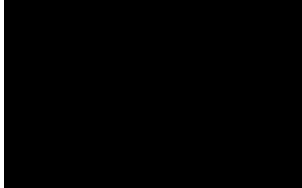
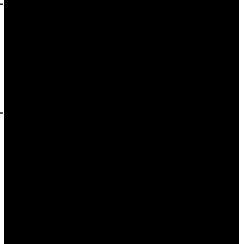
More Than One Symptom Codes? No

Additional Symptom Codes

Level 1	Level 2	Level 3	Level 4

Activities

Activities

Subject	Activity Type	Status	Created On	Created By
Case Assignment - 	Case Assignment	Completed	1/9/2020 12:25 PM	

Resolution for Case: [REDACTED]	Case Resolution	Completed	1/9/2020 12:32 PM	Jonathan Caba
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Notes & Attachments

Title	Note	File Name
<p>Created On 01/09/2020 12:31:20 By: Jonathan Caba Primary Team:Tier 1 Inbound NA CRC</p>	<p>[REDACTED]</p> <p>CUST SAYS: 2010 Fusion, cust stated that her veh got into accident last 2 months ago related to power steering fault and seeking reimbursement as possible due to repair. Veh is no longer covered by insurance.</p> <p>PER CUST DLR SAYS: na</p> <p>AGENT ADVISED:</p> <ol style="list-style-type: none"> 1. Has the customer filed a claim with their insurance company (Yes or No)? No, veh does not have insurance. 2. If a claim has been filed with their insurance company, what is the status of the claim? NA 3. When did the vehicle catch fire? no 4. Where did the fire originate in the vehicle? NA 5. Where is the vehicle currently located? Transmission shop 6. Was a fire report filed with the fire department (Yes or No)? YES 7. If a fire report was filed, what were the findings? Cust is not sure about the findings 8. What is the fire report number and in what city and county was the report filed? Tuscola County 9. What was the city and state where the fire occurred? Michigan 10. Were any injuries sustained? If yes, provide the first and last name of all injured parties. None 11. Is the vehicle repairable? Yes 12. What are you seeking from Ford Motor Company? Financial assistance related to repair 13. What mailing address would you like our Office of General Council to send your written response to [REDACTED] 14. Other than the vehicle, were there any other damages? No 15. What is the name and address of the customer's attorney (ask this question only if the customer mentions they have sought/retained an attorney)? 	

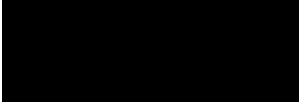
	NA 16. Was the vehicle running when the fire started? Yes I will forward your information to Ford's Office of the General Counsel. You should receive a written response within 15 Days business days to your concern.	
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Email

Direction	Date	From	To	Subject	Body
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Additional Info

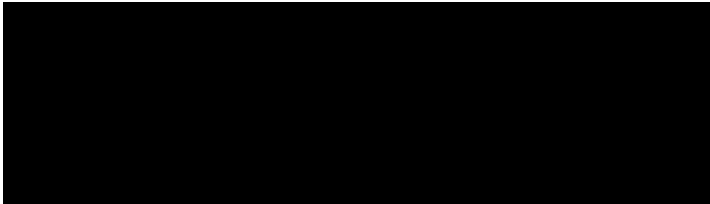
Admin Info

Archived Case?	No	Caller Authorization Code	
Source System ID		Source System Name	
Created On	1/9/2020 12:25 PM	Created By	Jonathan Caba
Modified On	Jonathan Caba	Modified By	Jonathan Caba
Financial Assistance Provided?	N/A	Case Age (Hours)	24.40



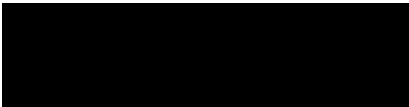
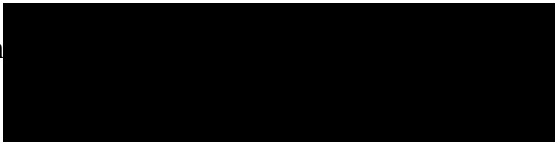
Office of the General Counsel

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



January 10, 2020

RE: 2010 Fusion
Incident date: unknown



Thank you for submitting your claim for review. Ford Motor Company values its customers and strives to provide the best vehicles and world class customer service. Our goal is to handle your claim in a timely and fair manner. In order to meet this goal, we will need some additional information from you. The purpose of this letter is to get some more detailed information regarding your incident and the vehicle involved.

Please provide the following information:

1. What specific vehicle part(s) is the subject of your claim (alleged defective parts)?

2. Is the alleged defective part *original* equipment or a *replacement* part? (circle one)
3. Has that part been repaired or replaced since the incident? (circle one) Yes or No
4. List of items installed on the vehicle after purchase (i.e., alarm, remote starter, lift kit):

5. Please provide the vehicle's collision history:

Please also provide:

- Copy of the vehicle title, registration, and used vehicle bill of sale
- Your expert report or mechanical diagnosis supporting your manufacturer's defect allegation as the cause of your incident
- Color photos of the incident scene, vehicle exterior/interior, damaged area, and alleged defective parts from multiple angles
- The police/accident report related to the incident

- Written verification from your auto insurance company that it is not paying a claim for the same loss
- Any estimate, invoice, or receipt for which you are seeking consideration
- Vehicle repair/service records

Thank you for bringing this claim to our attention. We look forward to hearing from you with the requested information.

Sincerely,

/s/ Steve Bardell

Steve Bardell

Legal Analyst - OGC Product Claims

313-845-5627 *fax* 866-782-3280

sbardell@ford.com



Case Print Report

Case Opened Date 4/11/2018 2:48 PM

Case Closed Date 4/11/2018 3:16 PM

Case Status Resolved

Case Last Modified 4/11/2018 3:16 PM

Responsible Team Tier 1 Inbound

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

Customer Name [REDACTED]

Year 2010

Make FORD

Model FUSION

Body Style P0H - FUSION SE 4-DR SEDAN

Symptom

Level 1 Stop/Steer/Ride

Level 2 Steering / Steering Wheel

Level 3 Performance

Level 4 Inoperative

Case Print Report

Case Number [REDACTED]

Agent Name	Note Created On
Lermic Reynancia	4/11/2018 3:01 PM

CUST SAYS:

cust called in asking if there is an available recall with the veh regarding steering wheel locking up. she said that her son ahs been to an accident due to the steering wheel that locked up. her son was not hurt but he was shocked with the accident.she said she was advised and seen a lot on the internet regarding the recall.
cust said that the veh is not drivable.

--

1. Has the customer filed a claim with their insurance company? No
2. If a claim has been filed with their insurance company, what is the status of the claim? n/a
3. Is the vehicle repairable? yes
4. Were any injuries sustained? No
5. What are you seeking from Ford Motor Company? to fix he car and repair the damages.
6. What was the date of the accident? April 3,2018
7. What product defect is alleged to have caused the accident? Steering wheel locked up when he is coming off to a hi- way and go to another the car went straight and went off the curve and blew the tire.
8. What is the city and state where the accident occurred? Garfield, New Jersey
9. Was a police report filed? no
10. If a police report was filed, what were the findings? n/a
11. What is the police report number and in what city and county was the report filed? n/a
12. What is the name and address of the customer's attorney (Ask this question only if the customer mentions they have sought/retained an attorney)?n/a
13. What mailing address would you like our Office of General Council to send your written response to (Document the full address)? 67 MAIN AVE WALLINGTON, NJ 07057

PER CUST, DLR SAYS:

n/a

CRC ADVISED:

advised cust that recalls are VIN specific and at the moment we don't have a recall for the veh that is related to the steering wheel. what we have for the veh is 18S01 PASSENGER AIRBAG INFLATOR REPLACEMENT. advised the cust to go to the dlr for the repair.

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

Case Print Report

[REDACTED] 4/16/2018 9:16 AM

CUST SAYS:

I was calling for an update.

AS PER CUST DLR SAYS:

NA

CRC ADVISED:

Advised it will take 15 business days for OGC to get back to her.

Kevin Eby

4/23/2018 8:49 AM

CUST SAYS:

CAS-14566322. Seeking update on case.

PER CUST DLR SAYS:

CRC ADVISED:

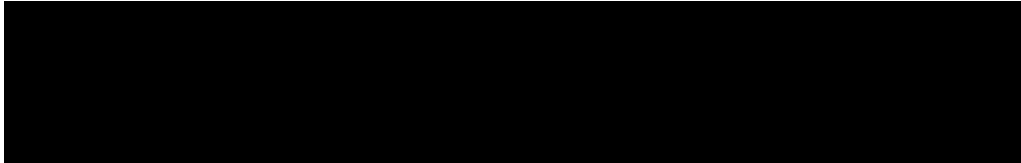
OGC will write back by eob 5/2. It's OGCs case on what happens and to respond back to you.

Case Print Report

Case Number [REDACTED]

Activity Modified By	Activity Last Modified	Activity Type	Activity Subject
Lermic Reynancia	4/11/2018 2:49 PM	phonecall	CALL From - 2019825996
Lermic Reynancia	4/11/2018 3:16 PM	fmc_closecase	Close Case
Lermic Reynancia	4/11/2018 3:16 PM	incidentresolution	Case Resolution
Kevin Eby	4/23/2018 8:45 AM	phonecall	CALL From - T842#1

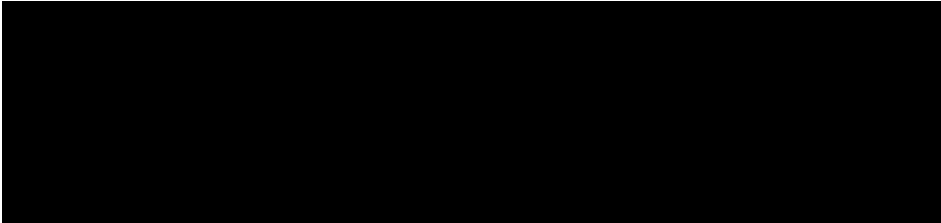
From:
Sent:
To:
Subject:
Attachments:



10 registration.pdf; car quote form Ford.pdf; Bill of Sale.pdf; CarTitle.pdf; summary history and service.pdf; Trans receipt.pdf; service history.pdf; Contract p1.pdf; Contract p2.pdf; Geico Claim letter.pdf

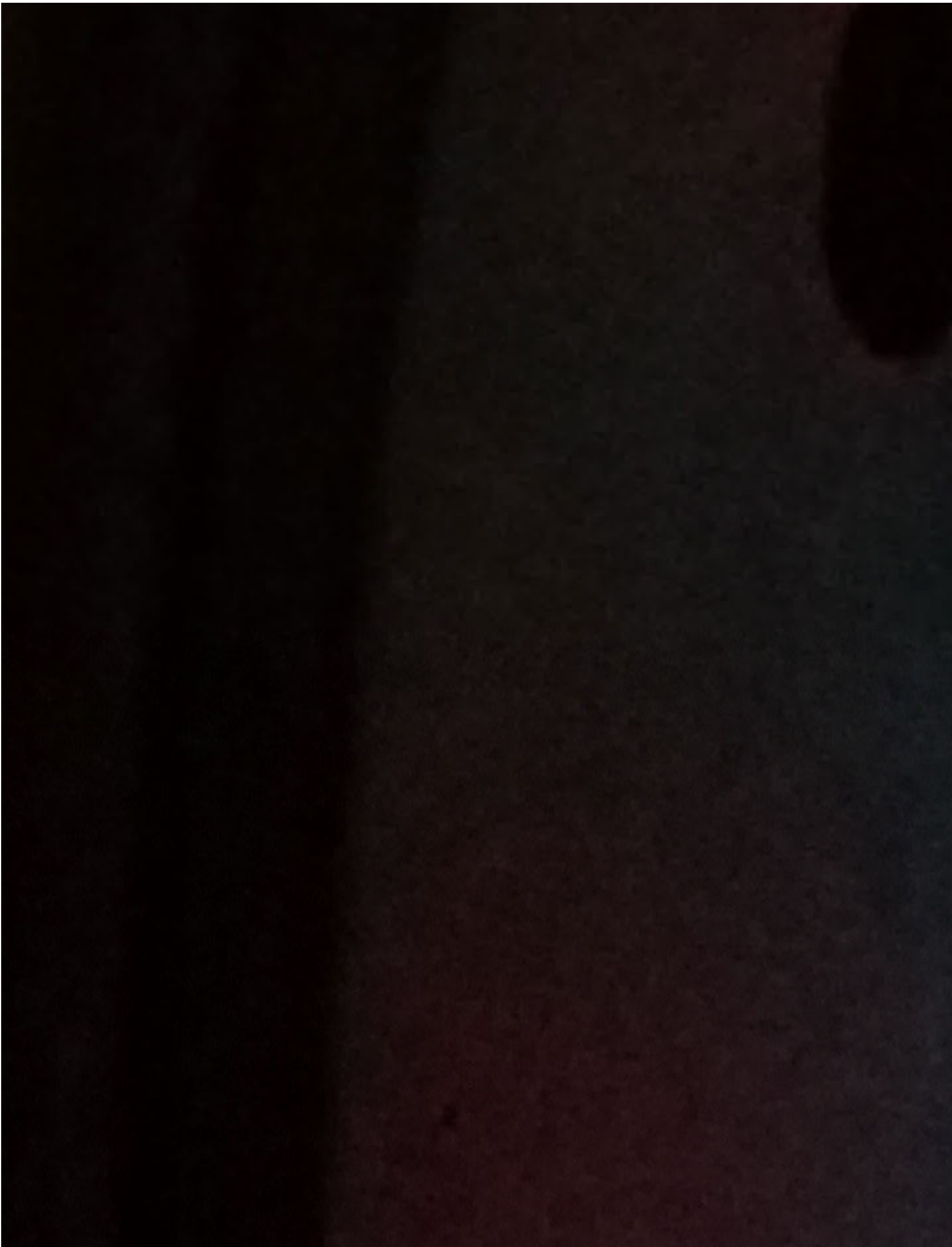
I forgot to add the Geico Insurance claim letter in the previous email. It is now attached.

Thank you,



Good morning,

Attached are all the documents that are asked for. Please disregard the previous email i sent with 1 attachment as I hit the send button instead of the attachment button. Please acknowledge that you did receive this email and all the








attachments.

On Thursday, April 26, 2018, 11:00:06 AM EDT, Morris, Marquis (M.) <mmorri20@ford.com> wrote:

You will have to arrange a dealer inspection with the dealer. This office can't send someone to your home.



Thank you for the quick response. How would I get the car inspected if it is not driveable? Is there someone from Ford that can come to inspect it?

Thanks

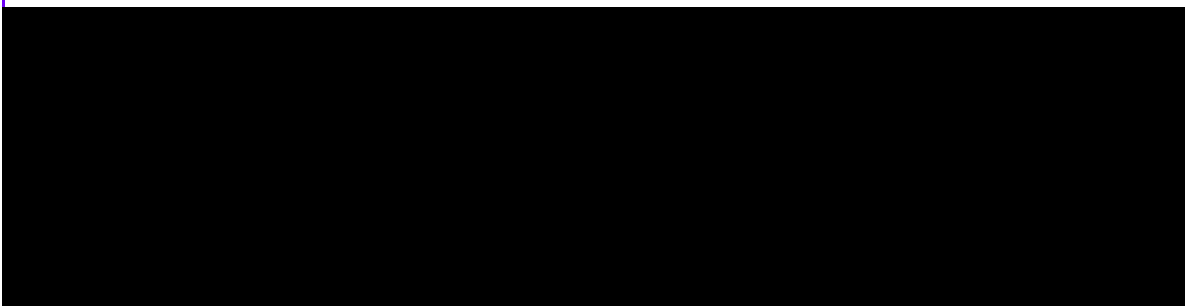
[Sent from Yahoo Mail on Android](#)

On Thu, Apr 26, 2018 at 10:16 AM, Morris, Marquis (M.)

<mmorri20@ford.com> wrote:

The title will work for the bill of sale if it has the price you paid for the vehicle.

We need the service record of your vehicle. However you need to get those documents is up to you. You may take pictures of the title as long as they are clear pictures that include the entire document. Also, to verify a problem with your vehicle if has to be inspected. You are responsible for this. If you are emailing the documents and pics, you don't have to include the VIN on each pic.



Good morning,

I have a few questions / statements regarding the information that is needed.

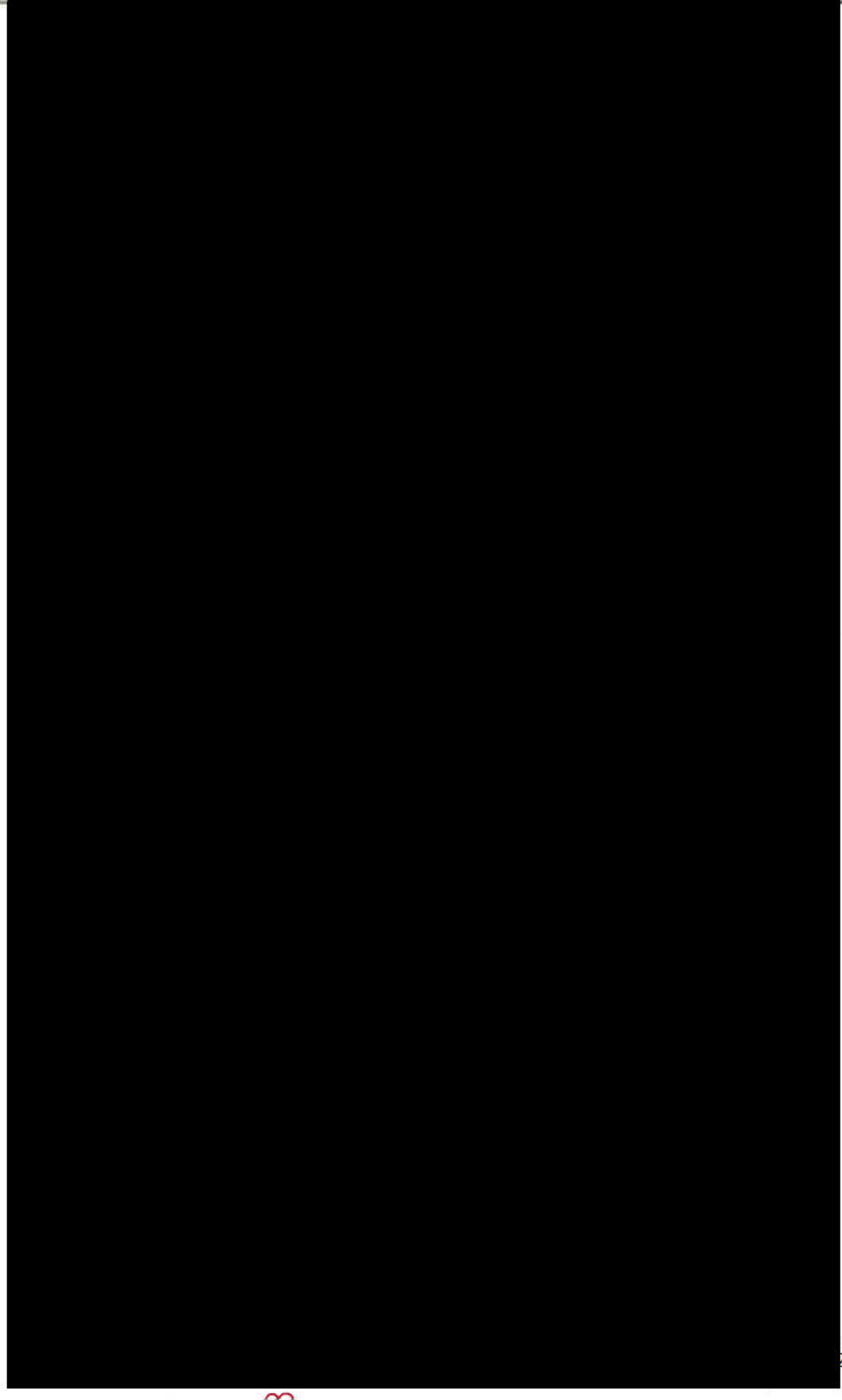
1. The title and bill of sale are the same thing correct?
2. There was no fire / police report as it was only my car that was damaged and in the accident.
3. I cannot get under the car to report any damage after the steering column locked up. I am not sure how you would like me to proceed with that. There is however, damage on the outside of the vehicle as it went up on a curb.
4. As for the documents on the vehicle for service history: meaning from day 1 when I bought the vehicle as it had many problems that are in Fords system? The oil changes, which were all done through Ford? Should I call Quality Auto mall in East Rutherford and ask for a print out of service that they have done to my car? Also, the transmission was replaced 2 years ago, do you need that documentation also?
5. I did not get any repair estimates or invoices as the car is not drive-able and my friend is the one who told me there is an open recall with Ford the steering column locking up when driving.
6. I would like to email all the documents and pictures back as they are on my phone. How do I put the VIN on them?
7. I have the tile of the vehicle, I do not have access to a scanner. Can I take a picture of the front and back and send it in the email?

I would like to get the information to you as soon as possible.

Thank you,

Kim

On Wednesday, April 25, 2018, 4:31:35 PM EDT, Morris, Marquis (M.) <mmorri20@ford.com> wrote:



TELEPHONE
(201) 935-2400

QUALITY

AUTOMALL



& **PRE-OWNED**
- CENTER -

55 ROUTE 17 NO.
RUTHERFORD, NJ 07070

www.qualityautomall.com

INVOICE **4232**

DATE 06/28/2010

				ETCH		189.93	-
				ROAD & KEY		200.00	-
				REMOTE START		450.00	-
							-
							-
							-
							-
				DOCUMENT FEE		75.00	-
				TIRE FEE		7.50	-
				LICENSE FEES	9301	299.00	-
				SALES TAX	2150	1645.72	-
				OOS	2153		-
				TOTAL CASH PRICE			
				FINANCING			
				INSURANCE			
				TOTAL TIME PRICE			
				DEPOSIT	2300	N/A	+
				CASH ON DELIVERY	1110	N/A	+
				REBATE		1500.00	+
				TRADE-IN ALLOWANCE		N/A	
				PAYMENTS			
				MONTHS @			
				DOLLARS PER MONTH			
				TOTAL			
				LIEN PAY-OFF	2310	N/A	-
				CONTRACTS IN TRANSIT	1020	24037.56	+
				FORD MOTOR CREDIT			+
							+
							+
							+
							+
							+
							-
							-
				VALUE OF TRADE-IN(S)	:	N/A	+
					:		+

DESCRIPTION OF TRADE-IN			
YEAR	MAKE	BODY COLOR	MODEL
VIN			



Quote

QUALITY AUTOMALL

Date:

Description	Labor	PARTS	Line Total
1 Roll.	50-	165	50-
1 TIRE	50-	125	290
1 Rack & Pinion & Lower Tie Rods	528-	1086	1614-
Alignment -	132		132-
Shock Spring Damage -	198-	111.78	309.78
			2395.78
			TAX

Quotation prepared by: _____

This is a quotation on the goods named, subject to the conditions noted below:
(Describe any conditions pertaining to these prices and any additional terms of the agreement.
You may want to include contingencies that will affect the quotation.)

To accept this quotation, sign here and return: _____

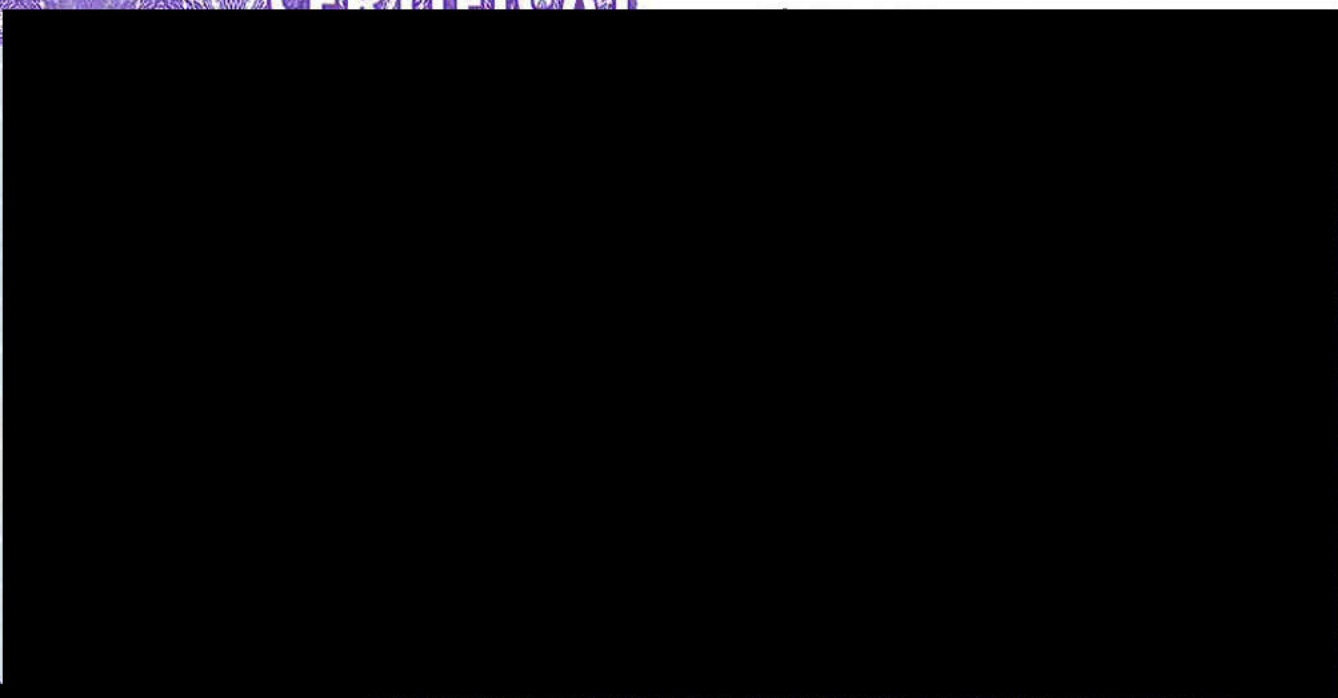
Subtotal	
Sales Tax	
Total	

Thank you for your business!

55 ROUTE 17 NORTH, RUTHERFORD, NEW JERSEY 07070

HOLD TO LIGHT TO VIEW NEW JERSEY WATERMARK

HOLD TO LIGHT TO VIEW NEW JERSEY WATERMARK



...ARTICLE, HAS BEEN RECORDED AND FILED WITH ME, AND I DO HEREBY ISSUE THIS CERTIFICATE OF OWNERSHIP SUBJECT TO

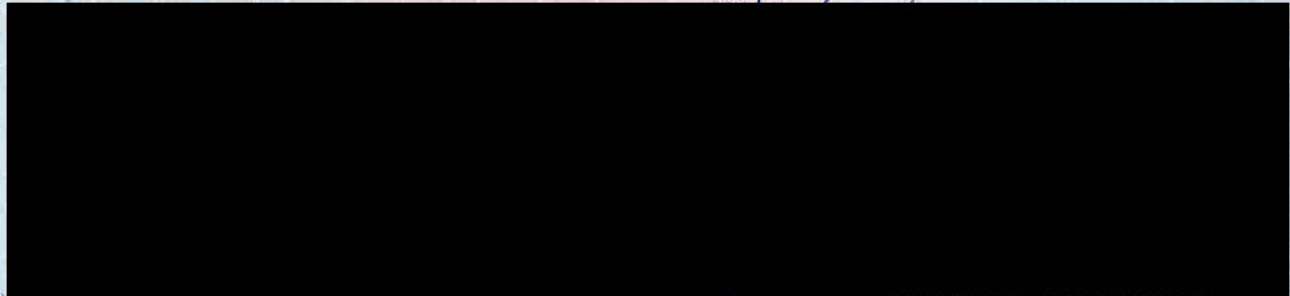


State of New Jersey
MOTOR VEHICLE COMMISSION



DATE

LIEN RELEASED BY:



ISMSS-1 (R11/07)

00201012700000540

ALTERATION OR ERASURE VOIDS THIS TITLE

KEEP IN SAFE PLACE

VOID IF ALTERED

THIS IS A RECEIPT DOCUMENT ONLY

FOLD AND TEAR AT PERFORATION ↑

STATE OF NEW JERSEY

CUSTOMER COPY



You, the Buyer (and Co-Buyer, if any), may buy the vehicle described below for cash or on credit. The cash price is shown below as "Cash Price." The credit price is shown below as "Total Sale Price." By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this

Use For Which Purchased

- Personal Agricultural
 Commercial

Trade-in _____ \$ N/A Year and Make _____
 Gross Allowance _____ Amount Owning _____ \$ N/A

ITEMIZATION OF AMOUNT FINANCED

1. Cash Price (including \$ <u>1645.72</u> sales tax).....	\$ <u>25156.06</u>	(1)
2. Down Payment		
Third Party Rebate Assigned to Creditor	\$ <u>1500.00</u>	
Cash Down Payment	\$ <u>N/A</u>	
Trade-in (description above)	\$ _____	
Total Down Payment	\$ <u>1500.00</u>	(2)
3. Unpaid Balance of Cash Price (1 minus 2)	\$ <u>23656.06</u>	(3)
4. Amounts paid on your behalf (Seller may be retaining a portion of these amounts)		
To Public Officials		
(i) for official fees (license, title & registration fees \$ <u>299.00</u> and for filing fees \$ <u>N/A</u>);		
(ii) for taxes (not in Cash Price) \$ <u>N/A</u>	\$ <u>299.00</u>	
To Insurance Companies for:		
Credit Life Insurance	\$ <u>N/A</u>	
Credit Disability Insurance	\$ <u>N/A</u>	
N/A	\$ <u>N/A</u>	
N/A	\$ <u>N/A</u>	
To <u>QUALITY AUTO MALL</u> for <u>DOCUMENT FEE</u>	\$ <u>75.00</u>	
To _____ for <u>N/A</u>	\$ <u>N/A</u>	
To <u>STATE OF NEW JERSEY</u> for <u>NEW JERSEY TIRE FEE</u>	\$ <u>7.50</u>	
To <u>N/A</u> for <u>N/A</u>	\$ <u>N/A</u>	
To <u>N/A</u> for <u>N/A</u>	\$ <u>N/A</u>	
To <u>N/A</u> for <u>N/A</u>	\$ <u>N/A</u>	
To <u>N/A</u> for <u>N/A</u>	\$ <u>N/A</u>	
To <u>N/A</u> for <u>N/A</u>	\$ <u>N/A</u>	
To <u>N/A</u> for <u>N/A</u>	\$ <u>N/A</u>	
To <u>N/A</u> for <u>N/A</u>	\$ <u>N/A</u>	
Total	\$ <u>381.50</u>	(4)
5. Amount Financed (3 plus 4)	\$ <u>24037.56</u>	(5)

INSURANCE

YOU ARE REQUIRED TO INSURE THE VEHICLE. YOU MAY OBTAIN VEHICLE INSURANCE FROM A PERSON OF YOUR CHOICE.

THIS DOES NOT INCLUDE INSURANCE ON YOUR LIABILITY FOR BODILY INJURY OR PROPERTY DAMAGE. WITHOUT SUCH INSURANCE, YOU MAY NOT OPERATE THIS VEHICLE ON PUBLIC HIGHWAYS.

CREDIT LIFE, CREDIT DISABILITY AND OTHER OPTIONAL INSURANCE ARE NOT REQUIRED TO OBTAIN CREDIT AND WILL NOT BE PROVIDED UNLESS YOU SIGN AND AGREE TO PAY THE PREMIUM.

Credit
 Life N/A
 Insurance Company _____
 \$ _____
 Premium _____ Insured(s) _____
 You/We want Credit Life Insurance _____
 Buyer Signs _____
 Co-Buyer Signs _____

Credit
 Disability N/A
 Insurance Company _____
 \$ N/A N/A
 Premium _____ Insured(s) _____
 You/We want Credit Disability Insurance _____
 Buyer Signs _____
 Co-Buyer Signs _____

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate	The dollar amount the credit will cost you	The amount of credit provided to you or on your behalf	The amount you will have paid when you have made all scheduled payments	The total cost of your purchase on credit, including your downpayment

Prepayment: If you pay off your debt early, you will not have to pay a penalty.

Late Payment: You must pay a late charge on the portion of each payment received more than 10 days late. The charge is 5 percent of the late amount. If the vehicle is primarily for personal, family, or household use and the cash price is \$10,000 or less, the maximum charge for each late payment is \$10.00.

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

Contract: Please see this contract for additional information on security interest, nonpayment, default, the right to require repayment of your debt in full before the scheduled date, and prepayment penalty.

COMMERCIAL USE CONTRACT LATE PAYMENT: If you purchased the vehicle for commercial use, you must pay a late charge on the portion of each payment received more than 10 days late of 7.5% or \$50.00, whichever is less.

BALLOON CONTRACT PROVISIONS

Your last installment payment under this contract is a balloon payment.

EXCESS WEAR, USE AND MILEAGE CHARGES

If the box directly above is checked, this section, Paragraph B, and Paragraph C of this contract apply. You may be charged for excessive wear based upon our standards for normal use. If you exercise the option to sell the vehicle back to Creditor under Paragraph B, you must pay the Creditor \$0. N/A per mile for each mile in excess of N/A miles shown on the odometer.

EXTRA MILEAGE OPTION CREDIT

If this contract contains a balloon payment (as indicated above), and you have exercised your Option to sell the vehicle to the Creditor under Paragraph B, this paragraph applies to your contract. At the scheduled end of this contract, You will receive a credit of \$0. N/A per unused mile for the number of unused miles between N/A and N/A miles, less any amounts You owe under this contract. You will not receive any credit if the vehicle is destroyed, this contract ends early, or you are in default. You will not receive any credit if the credit is less than \$1.00.

By N/A N/A

You/We want the optional insurance for which premiums are included above.

Buyer Signs

Co-Buyer Signs

Credit Life and Credit Disability insurance are for the term of the contract. The amount and coverages are shown in a notice or agreement given to you today.

Debt Cancellation Waiver Addendum (Optional)

If this box is checked you have purchased a debt cancellation waiver. Purchase of this coverage is optional and is not required to obtain credit. The terms and conditions of the debt cancellation waiver are set forth in the attached Addendum which is incorporated into this contract. The price for the debt cancellation waiver is set forth on this contract in the Itemization of Amount Financed under section 4.

Buyer Signs

Anti-Theft Product (Optional)

If this box is checked you purchased the anti-theft product(s) listed below. The purchase of anti-theft product(s) is optional and not required to obtain credit, even if the product(s) is already installed on the vehicle you selected. You may purchase anti-theft product(s) from the person of your choice. By signing below, you agree to purchase the anti-theft product(s) at the price disclosed.

<u>N/A</u>	\$ <u>N/A</u>	Term <u>N/A</u>
<u>N/A</u>	\$ <u>N/A</u>	Term <u>N/A</u>
<u>N/A</u>	\$ <u>N/A</u>	Term <u>N/A</u>

its right to receive a portion of the Finance Charge.

NOTICE TO RETAIL BUYER

Do not sign this contract in blank. You are entitled to a copy of the contract at the time you sign. Keep it to protect

THIS CONTRACT IS NOT VALID UNTIL YOU AND SELLER SIGN IT.

ASSIGNMENT

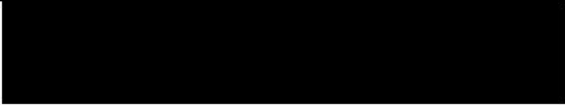
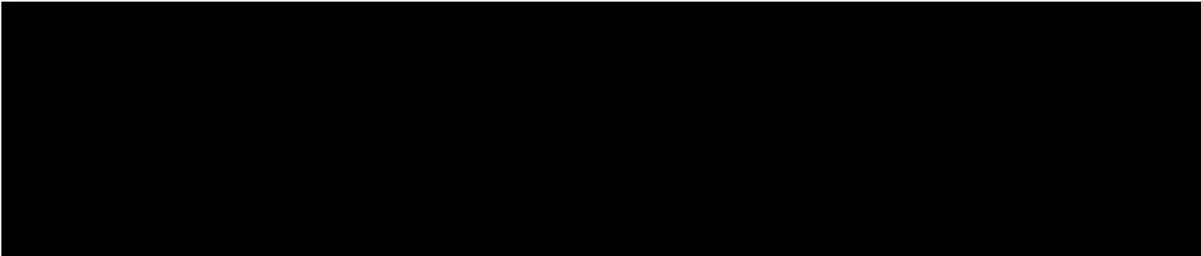
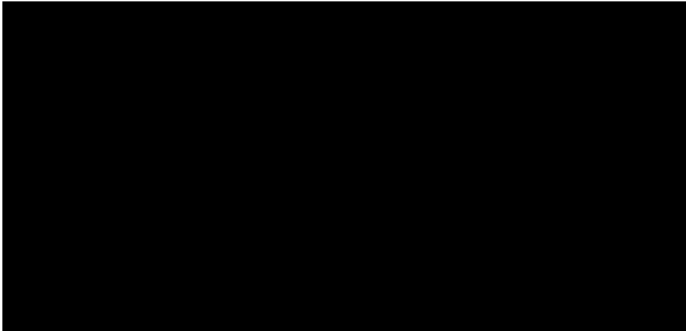


Government Employees Insurance Company

PO BOX 9510
Fredericksburg, VA 22403-9528

4/26/2018

Date Loss Reported to GEICO: 4/16/2018



We hope this satisfies your inquiry. If there are any additional questions please contact me at 800-841-2920.

Sincerely,

Tiffany Conners
1-800-841-2920
Claims Department



55 Route 17 North Rutherford New Jersey 07070

LABOR & PARTS
J# 1 60FOZ INTERIOR MENU TECH(S):7555 WARRANTY
 CUSTOMER STATES REAR LOWER SEAT COVER SEAM IS SEPERATED ABOUT 4 INCHES
 CUSTOMER STATES DRIVER SIDE FRONT SEAT LOWER COVER IS DEFECTIVE
 VERIFY CONCERN, SEEM COMING APART
 REPL REAR SEAT COVER MATERIAL AND L/FRT LOWER SEAT COVER

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	AE5Z-5462901-CC	COVER A		WARRANTY
JOB # 1	1	AE5Z-5463804-FC	COVER A		WARRANTY
JOB # 1 TOTAL PARTS					0.00
JOB # 1 TOTAL LABOR & PARTS					0.00

J# 2 60FOZ01 INT TRIM CONCERN TECH(S):7555 WARRANTY
 CUSTOMER STATES PASS FORNT DOOR BEZEL ON DOOR TRIM PANEL IS DISTORTED
 REPL BEZEL

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2	1	AE5Z-5422634-CC	CUP - H		WARRANTY
JOB # 2	20	OSP/HOG-RINGS	HOG RIN		WARRANTY
JOB # 2 TOTAL PARTS					0.00
JOB # 2 TOTAL LABOR & PARTS					0.00

J# 3+30FOZ01 AUTO TRANS CONCERN TECH(S):7850 WARRANTY
 CHECK TRANS OPERATION HARSH 2/3 SHIFT
 ROAD TEST VEHICLE WITH SERVICE MANAGER, NO PROBLEM FOUND AT THIS TIME

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

J# 4+51FOZ ELECTRICAL SYS MENU TECH(S):7555 WARRANTY
 CHECK WIRE HANGING FROM REAR @ R/FRT SEAT
 RESECURE WIRE

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

J# 5+19FOZGBATT BATTERY CHECK TECH(S):7555 INTERNAL
 BATTERY INSPECTION
 INSPECT BATTERY TERMINALS
 INSPECT BATTERY CONDITION AND COLD CRANKING AMPS
 INSPECT BATTERY TERMINALS
 BATTERY CONDITION GOOD



55 Route 17 North, Rutherford, New Jersey 07070
 TEL (201) 935-2400 • FAX (201) 460-2353



				JOB # 5 TOTAL PARTS	0.00
				JOB # 5 TOTAL LABOR & PARTS	0.00

J# 6+19FOZGBK	BRAKE INSPECTION		TECH(S):7555		INTERNAL
	VISUAL INSPECTION OF BRAKES				
	VISUAL INSPECTION OF BRAKE LINING				
	BRAKES VISUALLY CHECK O.K. ABOVE 6MM DISC ABOVE 3MM DRUM				
	BRAKES				
PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-	
				JOB # 6 TOTAL PARTS	0.00
				JOB # 6 TOTAL LABOR & PARTS	0.00

J# 7+19FOZGTIRE	TIRE INSPECTION		TECH(S):7555		INTERNAL
	TIRES VISUALLY INSPECTED AND O.K.				
	INSPECT TIRES FOR WEAR				
	TIRES CHECKED AND 7/32 OR HIGHER				
PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-	
				JOB # 7 TOTAL PARTS	0.00
				JOB # 7 TOTAL LABOR & PARTS	0.00

TOTALS-----					
*****				TOTAL LABOR....	0.00
* [] CASH [] CHECK CK NO. []				TOTAL PARTS....	0.00
* [] VISA [] MASTERCARD [] DISCOVER				TOTAL SUBLET...	0.00
* [] AMER XPRESS [] OTHER [] CHARGE				TOTAL G.O.G....	0.00
*****				TOTAL MISC CHG.	0.00
				TOTAL MISC DISC	0.00
				TOTAL TAX.....	0.00
				TOTAL INVOICE \$	0.00

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE _____

Records From: nj car Services, Inc. (609) 883-5056 #70165 (8/09)



Visit our BODY SHOP for a
FREE ESTIMATE. We work
on all makes and models.

55 Route 17 North, Rutherford, New Jersey 07070

INSPECT BATTERY CONDITION AND COLD CRANKING AMPS
INSPECT BATTERY TERMINALS
BATTERY CONDITION GOOD

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----	UNIT PRICE-	
	JOB # 6 TOTAL PARTS	0.00
	JOB # 6 TOTAL LABOR & PARTS	0.00

J# 7+19FOZGTIRE TIRE INSPECTION TECH(S):8300 INTERNAL
TIRES VISUALLY INSPECTED AND O.K.
INSPECT TIRES FOR WEAR
TIRES CHECKED AND 7/32 OR HIGHER

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----	UNIT PRICE-	
	JOB # 7 TOTAL PARTS	0.00
	JOB # 7 TOTAL LABOR & PARTS	0.00

G.O.G. & SUPPLIES-----
JOB # 1 5.0 INTERNAL OIL @ /UNIT INTERNAL
TOTAL - GOG 0.00

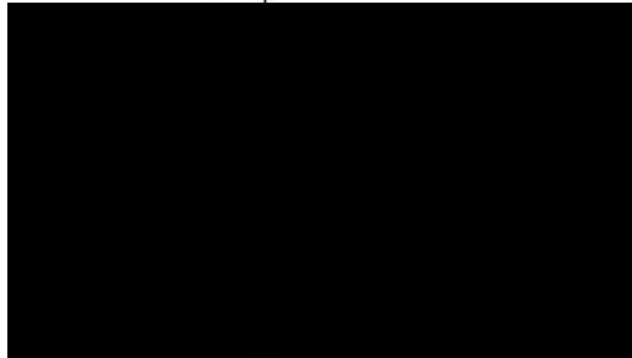
MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
JOB # 2 OA OWNER ADVANTAGE
TOTAL - MISC -10.00

TOTALS-----

*****	TOTAL LABOR....	24.95
*	TOTAL PARTS....	0.00
* [] CASH [] CHECK CK NO. []	TOTAL SUBLET...	0.00
* [] VISA [] MASTERCARD [] DISCOVER	TOTAL G.O.G....	0.00
* [] AMER XPRESS [] OTHER [] CHARGE	TOTAL MISC CHG.	0.00
*****	TOTAL MISC DISC	-10.00
	TOTAL TAX.....	1.05
	TOTAL INVOICE \$	16.00

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE



Recorder From: nj car Services, Inc. (609) 883-5056 #70165 (R/03)



Visit our BODY SHOP for a
FREE ESTIMATE. We work
on all makes and models.

55 Route 17 North, Rutherford, New Jersey 07070

TEL (201) 925-2400 • FAX (201) 460-2252

LABOR & PARTS					
J# 1	00FOZ00	FREE OIL CHANGE	TECH(S):8300	INTERNAL	
CUSTOMER REQUESTS COMPLIMENTARY OIL & FILTER CHANGE					
PERFORMED COMPLIMENTARY OIL AND FILTER CHANGE					
PARTS	-----QTY-----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-	
JOB # 1	1	FL-910S	FILTER		INTERNAL
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00
J# 2	46FOZ04	ROTATE TIRES	TECH(S):8300	24.95	
CUSTOMER REQUESTS TIRE ROTATION					
PERFORMED TIRE ROTATION.					
PARTS	-----QTY-----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-	
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	24.95
J# 3	30FOZ01	AUTO TRANS CONCERN	TECH(S):8300	WARRANTY	
CUST STS NOT SHIFTING PROPERLY					
REPROGRAM PCM					
PARTS	-----QTY-----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-	
				JOB # 3 TOTAL PARTS	0.00
				JOB # 3 TOTAL LABOR & PARTS	0.00
J# 4	4+60FOZ01	INT TRIM CONCERN	TECH(S):8300	INTERNAL	
CUST STS BPILAR TRIM SCRATCHED					
REPLACE TRIM					
PARTS	-----QTY-----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-	
JOB # 4	1	6E5Z-5424347-BD	PANEL -		INTERNAL
				JOB # 4 TOTAL PARTS	0.00
				JOB # 4 TOTAL LABOR & PARTS	0.00
J# 5	19FOZREPCARD	REPORT CARD INSP.	TECH(S):8300	INTERNAL	
PERFORM MULTI-POINT INSPECTION REPORT CARD					
PERFORM ADVISOR WALK AROUND INSPECTION					
COURTESY INSPECTION OF VEHICLE					
SEE ADVISOR FOR REPORT CARD RESULTS					
ADVISOR PERFORMED WALKAROUND INSPECTION					
PARTS	-----QTY-----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-	
				JOB # 5 TOTAL PARTS	0.00
				JOB # 5 TOTAL LABOR & PARTS	0.00
J# 6	19FOZGBATT	BATTERY CHECK	TECH(S):8300	INTERNAL	
BATTERY INSPECTION					
INSPECT BATTERY TERMINALS					

Multi-Point Inspection Report Card as Recommended by Ford Motor Company

Name: _____

E-Mail Address: _____

Today's Date: _____ RO/Tag: _____ State Inspec. Month: _____

Make/Model/Year: _____ Mileage: _____

VIN #: _____ Plate #: _____

SCHEDULED MAINTENANCE ITEMS DUE FOR SERVICING ON THIS VISIT*			
DUE	SERVICED	DUE	SERVICED
<input type="checkbox"/> Cabin Air Filter	<input checked="" type="checkbox"/>	<input type="checkbox"/> Oil Filter	<input checked="" type="checkbox"/>
<input type="checkbox"/> Engine Air Filter	<input checked="" type="checkbox"/>	<input type="checkbox"/> Spark Plugs	<input checked="" type="checkbox"/>
<input type="checkbox"/> Engine Coolant	<input type="checkbox"/>	<input type="checkbox"/> Tire Rotation	<input checked="" type="checkbox"/>
<input type="checkbox"/> Fuel Filter	<input type="checkbox"/>	<input type="checkbox"/> Transmission Filter	<input type="checkbox"/>
<input type="checkbox"/> Oil Change	<input checked="" type="checkbox"/>	<input type="checkbox"/> Transmission Fluid	<input checked="" type="checkbox"/>

*This is only a partial list of vehicle maintenance items and is NOT all-inclusive. Please consult your Owners Manual or visit www.genuineservice.com for vehicle specific maintenance requirements.

CHECK FLUID LEVELS AND FILL			SERVICED
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Oil and/or fluid leaks	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Engine Oil	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Power Steering	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Transmission (if equipped with dipstick)	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Brake Reservoir	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Window Washer	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Coolant Recovery Reservoir	<input checked="" type="checkbox"/>

BATTERY		SERVICED	
<p>State of Health</p> <p>Battery Condition</p>		<input checked="" type="checkbox"/>	
Factory spec cold cranking amps	<input type="checkbox"/>	Actual cold cranking amps	<input type="checkbox"/>

EXTERIOR BODY

Note any existing exterior body damage or defects on diagram

SYNC VEHICLE HEALTH REPORT (VHR)			ACTIVATED
VHR Activation	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A		<input type="checkbox"/>

LEGEND

May contribute to vehicle efficiency and promote a greener environment

Checked and OK at this time May require future attention Requires immediate attention

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

TIRE/BRAKE WEAR			
TIRE TREAD	7/32" and greater	4/32" to 8/32"	3/32" and less
BRAKE LINING	Over 5mm or 7/32" (Disc) or Over 2mm or 3/32" (Drum)	3 to 5mm or 4/32" to 7/32" (Disc) or 1.01 to 2mm (Drum) or 2/32" to 3/32"	Less than 3mm or 4/32" (Disc) or 1mm or 2/32" or less (Drum)



LEFT FRONT		SERVICED	RIGHT FRONT		SERVICED
<input checked="" type="checkbox"/>	Tire Tread Depth ____/32"	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Tire Tread Depth ____/32"	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Tire Age ____	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Tire Age ____	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Tire Wear Pattern/Damage	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Tire Wear Pattern/Damage	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Tire Pressure - set to factory recommended PSI	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Tire Pressure - set to factory recommended PSI	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Brake Lining ____ mm ____/32"	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Brake Lining ____ mm ____/32"	<input type="checkbox"/>
LEFT REAR		SERVICED	RIGHT REAR		SERVICED
<input checked="" type="checkbox"/>	Tire Tread Depth ____/32"	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Tire Tread Depth ____/32"	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Tire Age ____	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Tire Age ____	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Tire Wear Pattern/Damage	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Tire Wear Pattern/Damage	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Tire Pressure - set to factory recommended PSI	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Tire Pressure - set to factory recommended PSI	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Brake Lining ____ mm ____/32"	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Brake Lining ____ mm ____/32"	<input type="checkbox"/>
SPARE TIRE		SERVICED			
<input checked="" type="checkbox"/>	Tire Pressure - set to factory recommended PSI	<input type="checkbox"/>			

TIRE WEAR INDICATES:		SERVICED
<input type="checkbox"/>	Alignment check needed	<input type="checkbox"/>
<input type="checkbox"/>	Wheel balance needed	<input type="checkbox"/>
<input type="checkbox"/>	Tire repair needed	<input type="checkbox"/>
<input type="checkbox"/>	Brake measurements not taken this service visit	<input type="checkbox"/>
TIRE RECALLS		
<input type="checkbox"/>	Check for open tire recalls	<input type="checkbox"/>

Comments: _____

Advisor: _____ Tech: _____

Customer Signature: _____

Customer Copy

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

*This is only a partial list of vehicle maintenance items and is NOT all-inclusive. Please consult your Owners Manual or visit www.genuineservice.com for vehicle specific maintenance requirements.

CHECK FLUID LEVELS AND FILL			SERVICED
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Oil and/or fluid leaks	<input type="checkbox"/>
OK	FILL	Engine Oil	<input type="checkbox"/>
OK	FILL	Power Steering	<input type="checkbox"/>
OK	FILL	Transmission (if equipped with dipstick)	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	Brake Reservoir	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	Window Washer	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	Coolant Recovery Reservoir	<input type="checkbox"/>

BATTERY		SERVICED	
<p>State of Health</p>		<input type="checkbox"/>	
<p>Battery Condition</p>		<input type="checkbox"/>	
Factory spec cold cranking amps	<input type="checkbox"/>	Actual cold cranking amps	<input type="checkbox"/>

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

TIRE/BRAKE WEAR			
TIRE TREAD	7/32" and greater	4/32" to 6/32"	3/32" and less
BRAKE LINING	Over 5mm or 7/32" (Disc) or Over 2mm or 3/32" (Drum)	3 to 5mm or 4/32" to 7/32" (Disc) or 1.01 to 2mm (Drum) or 2/32" to 3/32"	Less than 3mm or 4/32" (Disc) or 1mm or 2/32" or less (Drum)

	LEFT FRONT <input checked="" type="checkbox"/>	SERVICED	RIGHT FRONT <input checked="" type="checkbox"/>	SERVICED
	<input checked="" type="checkbox"/>	Tire Tread Depth ____/32" Tire Age ____	<input checked="" type="checkbox"/>	Tire Tread Depth ____/32" Tire Age ____
	<input checked="" type="checkbox"/>	Tire Wear Pattern/Damage	<input checked="" type="checkbox"/>	Tire Wear Pattern/Damage
	<input checked="" type="checkbox"/>	Tire Pressure - set to factory recommended PSI	<input checked="" type="checkbox"/>	Tire Pressure - set to factory recommended PSI
	<input checked="" type="checkbox"/>	Brake Lining ____ mm ____/32"	<input checked="" type="checkbox"/>	Brake Lining ____ mm ____/32"
TIRE WEAR INDICATES:		SERVICED		
<input type="checkbox"/>	Alignment check needed	<input type="checkbox"/>		
<input type="checkbox"/>	Wheel balance needed	<input type="checkbox"/>		
<input type="checkbox"/>	Tire repair needed	<input type="checkbox"/>		
<input type="checkbox"/>	Brake measurements not taken this service visit	<input type="checkbox"/>		
TIRE RECALLS		SERVICED		
<input type="checkbox"/>	Check for open tire recalls	<input type="checkbox"/>		
LEFT REAR <input checked="" type="checkbox"/>		SERVICED	RIGHT REAR <input checked="" type="checkbox"/>	
<input checked="" type="checkbox"/>	Tire Tread Depth ____/32" Tire Age ____	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Tire Tread Depth ____/32" Tire Age ____
<input checked="" type="checkbox"/>	Tire Wear Pattern/Damage	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Tire Wear Pattern/Damage
<input checked="" type="checkbox"/>	Tire Pressure - set to factory recommended PSI	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Tire Pressure - set to factory recommended PSI
<input checked="" type="checkbox"/>	Brake Lining ____ mm ____/32"	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Brake Lining ____ mm ____/32"
SPARE TIRE <input checked="" type="checkbox"/>		SERVICED		
<input checked="" type="checkbox"/>	Tire Pressure - set to factory recommended PSI	<input type="checkbox"/>		

SYNC VEHICLE HEALTH REPORT (VHR)			ACTIVATED
VHR Activation	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A		<input type="checkbox"/>

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

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

Service Advisor: VACCARO, JEANETTE

Technician: ONOFREY, JOHN S

Customer Signature: _____ EA17-004 000033-LC 5/21

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN12 DD			19:00 19MAY12		115.00	CASH	19MAY12
R.O. OPENED		READY	OPTIONS: DLR:02724 ENG:2.5_Liter				
07:56 19MAY12	15:37 19MAY12						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
EST:	0.00		19MAY12	07:56	SA: 241		

***** THANK YOU FOR SERVICING *****
 ***** YOUR VEHICLE AT PARAMUS FORD *****
 PLEASE RETAIN THIS INVOICE FOR YOUR RECORDS
 ALL FORD PARTS ARE COVERED BY A LIMITED
 WARRANTY OF 12 MONTHS OR 12,000 MILES WHICH
 EVER OCCURS FIRST ***** SERVICE HOURS
 SATURDAY HOURS ARE 8:00 TILL 4:00



ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
	The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	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
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	LESS INSURANCE	0.00
		SALES TAX	0.00
		PLEASE PAY THIS AMOUNT	0.00

EA17-004 000034 LC 5/21

CUSTOMER COPY

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN12 DD			19:00 19MAY12		115.00	CASH	19MAY12
R.O. OPENED		READY		OPTIONS: DLR:02724 ENG:2.5_Liter			
07:56 19MAY12		15:37 19MAY12					

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

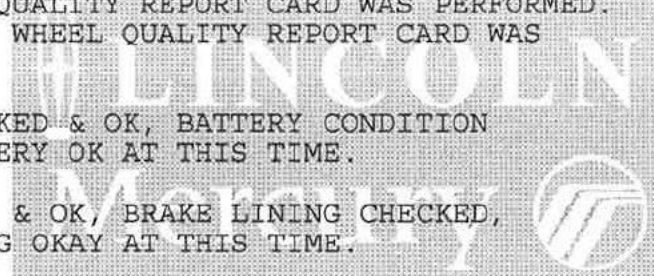
A CUST STATES NOISE WHN BRAKING, REVERSE SPORADIC
 CAUSE: ROAD TEST COULD NOT VERIFY CONCERN INSPECT BRAKES FOUND NEW
 BRAKE PADS IN FRONT . CHECKED CALIPER MOUNTING ALL TIGHT AT
 THIS TIME. CHECKE
 D INFO

356 W (N/C)
 FC: PART#: COUNT:
 CLAIM TYPE:
 AUTH CODE:
 1356
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00



30495 ROAD TEST COULD NOT VERIFY CONCERN INSPECT BRAKES FOUND NEW
 BRAKE PADS IN FRONT . CHECKED CALIPER MOUNTING ALL TIGHT AT THIS TIME.
 CHECKED FRONT END INPECTED REAR BRAKE THEY ARE AT 4MM COULD NOT VERIFY
 ANY CONCERNS AT THIS TIME

 B THE AROUND THE WHEEL QUALITY REPORT CARD WAS PERFORMED.
 99P THE AROUND THE WHEEL QUALITY REPORT CARD WAS
 PERFORMED.
 356 CPL 0.00 0.00
 GBATT BATTERY CHECKED & OK, BATTERY CONDITION
 CHECKED. BATTERY OK AT THIS TIME.
 356 CPL 0.00 0.00
 GBK BRAKES CHECKED & OK, BRAKE LINING CHECKED,
 BRAKES WEARING OKAY AT THIS TIME.
 356 CPL 0.00 0.00
 GTIRE TIRES CHECKED & OK. TIRE TREAD WEAR
 CHECKED. TIRES WEARING OK AT THIS TIME.
 356 CPL 0.00 0.00
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00



30495 PERFORM ATW.

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	DESCRIPTION	TOTALS
		LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	



SERVICE

EXTENDED SERVICE PLAN
 Yes No
 Genuine Ford ESP

Owner Member #: _____
 Service Balance: _____
 Rewards

Multi-Point Inspection Report Card, as Recommended by Ford Motor Company

ALL AMERICAN FORD LINCOLN
375 HIGHWAY 17

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

*This is only a partial list of vehicle maintenance items and is NOT all-inclusive. Please consult your Owners Manual or visit www.genuineservice.com for vehicle specific maintenance requirements.

CHECK FLUID LEVELS AND FILL				SERVICED
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Oil and/or fluid leaks		<input type="checkbox"/>
OK	FILL	OK	FILL	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Engine Oil
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Power Steering
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Transmission (if equipped with dipstick)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Brake Reservoir
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Window Washer
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Coolant Recovery Reservoir

BATTERY		SERVICED
<p>State of Health</p>		<input type="checkbox"/>
<p>Battery Condition</p>		<input type="checkbox"/>
Factory spec cold cranking amps	<input type="checkbox"/>	Actual cold cranking amps

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

TIRE/BRAKE WEAR			
TIRE TREAD	7/32" and greater	4/32" to 6/32"	3/32" and less
BRAKE LINING	Over 5mm or 7/32" (Disc) or Over 2mm or 3/32" (Drum)	3 to 5mm or 4/32" to 7/32" (Disc) or 1.01 to 2mm (Drum) or 2/32" to 3/32"	Less than 3mm or 4/32" (Disc) or 1mm or 2/32" or less (Drum)

TIRE WEAR INDICATES:	SERVICED	LEFT FRONT		RIGHT FRONT	
		SERVICED	SERVICED	SERVICED	SERVICED
<input type="checkbox"/> Alignment check needed	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/> Wheel balance needed	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/> Tire repair needed	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/> Brake measurements not taken this service visit	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
TIRE RECALLS		LEFT REAR		RIGHT REAR	
<input type="checkbox"/> Check for open tire recalls	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		SPARE TIRE			
		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

SYNC VEHICLE HEALTH REPORT (VHR)				ACTIVATED
VHR Activation	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	<input type="checkbox"/>

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

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

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN12 DD			19:00 11JUN12		115.00	CASH	11JUN12
R.O. OPENED		READY	OPTIONS: DLR:02724 ENG:2.5_Liter				
10:39 07JUN12	16:43 11JUN12						

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

A THE AROUND THE WHEEL QUALITY REPORT CARD WAS PERFORMED.

99P THE AROUND THE WHEEL QUALITY REPORT CARD WAS PERFORMED.

194 ISP

(N/C)

192 ISP

(N/C)

GBATT BATTERY CHECKED & OK, BATTERY CONDITION CHECKED. BATTERY OK AT THIS TIME.

194 ISP

(N/C)

YBK BRAKES CHECKED & OK, BRAKE LINING CHECKED, BRAKES WEARING OKAY AT THIS TIME.

194 ISP

(N/C)

YTIRE TIRES CHECKED & OK. TIRE TREAD WEAR CHECKED. TIRES WEARING OK AT THIS TIME.

194 ISP

(N/C)

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

B** CUSTOMER REQUEST ENGINE OIL AND FILTER CHANGE, LUBRICATION, CHECK FLUIDS, TIRE PRESSURE

CLOF CUSTOMER REQUEST ENGINE OIL AND FILTER CHANGE, LUBRICATION, CHECK FLUIDS, TIRE PRESSURE.

194 CPL

12.29 12.29

1 FL*910*S FILTER ASY - OIL

8.33

5.55

5.55

5 XO*5W20*DSP OIL - ENGINE

4.43

4.43

22.15

PARTS: 27.70 LABOR: 12.29 OTHER: 0.00 TOTAL LINE B: 39.99

31157 PERFORMED LOF TOPPED OFF FLUIDS

EST: 0.00 11JUN12 16:42 SA: 260
 LINES MOVED FROM RO95882

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER

1.00

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

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER
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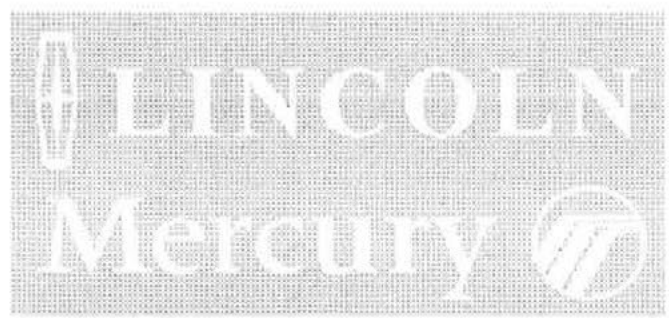
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

01JAN12 DD			19:00 11JUN12		115.00	CASH	11JUN12
R.O. OPENED		READY	OPTIONS: DLR:02724 ENG:2.5_Liter				
10:39 07JUN12		16:43 11JUN12					

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

***** THANK YOU FOR SERVICING *****
 ***** YOUR VEHICLE AT PARAMUS FORD *****
 PLEASE RETAIN THIS INVOICE FOR YOUR RECORDS
 ALL FORD PARTS ARE COVERED BY A LIMITED
 WARRANTY OF 12 MONTHS OR 12,000 MILES WHICH
 EVER OCCURS FIRST ***** SERVICE HOURS
 SATURDAY HOURS ARE 8:00 TILL 4:00



ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	DESCRIPTION	TOTALS
		LABOR AMOUNT	12.29
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PARTS AMOUNT	27.70
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	1.00
		TOTAL CHARGES	40.99
		LESS INSURANCE	0.00
		SALES TAX	2.87
		PLEASE PAY THIS AMOUNT	43.86

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN12 DD			19:00 11JUN12		115.00	CASH	11JUN12

R.O. OPENED READY OPTIONS: DLR:02724 ENG:2.5_Liter

10:39 07JUN12 16:43 11JUN12

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

A CUST STATES THE WRENCH LITE IS ON CAUSE: .

D WRENCH LITE

194 W
192 W

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

1 DS7Z*9E926*A THROTTLE BODY AND MOTOR ASY

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

6659



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

31132 VERIFIED CHECK ENG. LITE ON RETREIVED DTC P2111 VISUAL INSPECTION OF THROTTLE BODY FOUND THROTTLE PLTE STICKING CHATTERING DURING OPERATION REPLACED THROTTLE BODY TESTED GOOD

B CUST STATES THE CAR STARTING TO JERK WHEN THE WRENCH LITE CAME ON CAUSE: .

D SEE LINE A

194 W
192 W

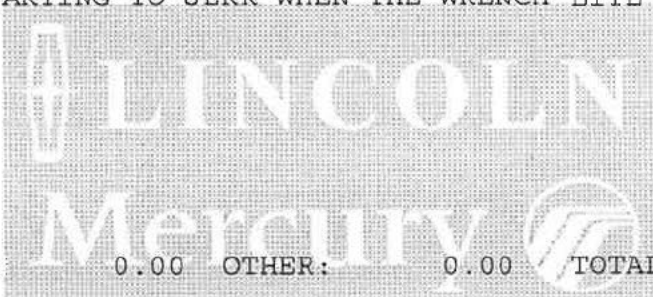
(N/C)
(N/C)

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

6659



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

C Moved to: 95882A Line: A

SPLT Moved to: 95882A Line: A

999ISPLT

(N/C)

SPLT Moved to: 95882A Line: A

999ISPLT

(N/C)

SPLT Moved to: 95882A Line: A

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		LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	

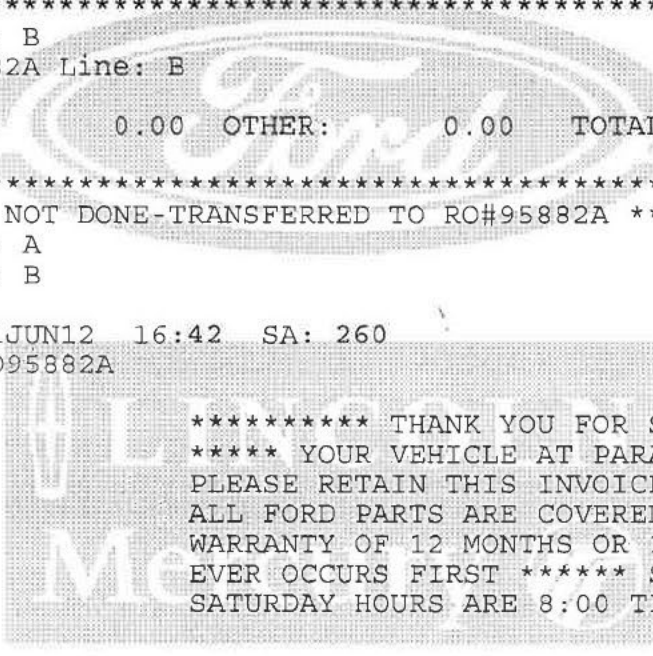
01JAN12 DD 19:00 11JUN12 115.00 CASH 11JUN12
 R.O. OPENED READY OPTIONS: DLR:02724 ENG:2.5_Liter

10:39 07JUN12 16:43 11JUN12
 LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
 999ISPLT (N/C)
 SPLT Moved to: 95882A Line: A
 999ISPLT (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

 D Moved to: 95882A Line: B
 SPLT Moved to: 95882A Line: B
 999ISPLT (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

*** THE FOLLOWING WORK NOT DONE-TRANSFERRED TO RO#95882A ***
 C Moved to: 95882A Line: A
 D Moved to: 95882A Line: B

EST: 0.00 11JUN12 16:42 SA: 260
 LINES MOVED TO NEW RO95882A



***** THANK YOU FOR SERVICING *****
 ***** YOUR VEHICLE AT PARAMUS FORD *****
 PLEASE RETAIN THIS INVOICE FOR YOUR RECORDS
 ALL FORD PARTS ARE COVERED BY A LIMITED
 WARRANTY OF 12 MONTHS OR 12,000 MILES WHICH
 EVER OCCURS FIRST ***** SERVICE HOURS
 SATURDAY HOURS ARE 8:00 TILL 4:00

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		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
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	0.00



Motorcraft 
QUALITY PARTS
 Visit our **BODY SHOP** for a
FREE ESTIMATE. We work
 on all makes and models.

55 Route 17 North, Rutherford, New Jersey 07070
 TEL (201) 935-2400 • FAX (201) 460-2353

		JOB # 5 TOTAL LABOR & PARTS	0.00

G.O.G. & SUPPLIES-----			
JOB # 1	5.0	ENGINE OIL 5W20 QUICK LAN @	4.950 /UNIT
			TOTAL - GOG
			24.75

MISC-----	CODE-----	DESCRIPTION-----	CONTROL NO-----
JOB # A	SS	EPA COMPLIANCE CHARGE	0.32
JOB # 1	OA	OWNER ADVANTAGE	-6.93
			TOTAL - MISC
			-6.61

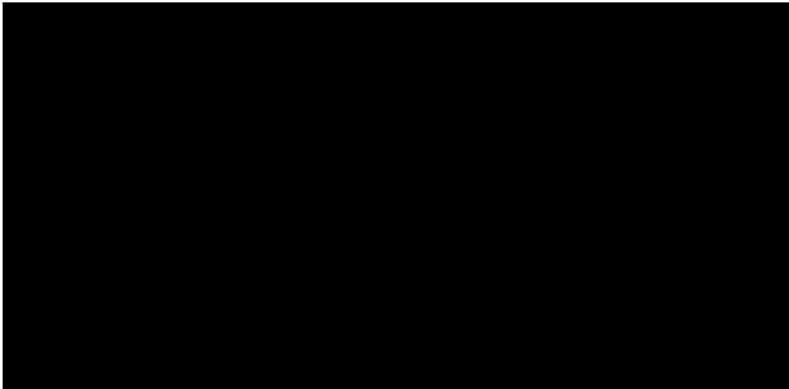
ESTIMATE-----			
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING			
ORIGINAL ESTIMATE OF \$55.94 (+TAX)			

TOTALS-----			

		TOTAL LABOR....	10.00
		TOTAL PARTS....	5.25
		TOTAL SUBLET...	0.00
		TOTAL G.O.G....	24.75
		TOTAL MISC CHG.	0.32
		TOTAL MISC DISC	-6.93
		TOTAL TAX.....	2.34
		TOTAL INVOICE \$	35.73

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE





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 on all makes and models.

55 Route 17 North, Rutherford, New Jersey 07070
 TEL (201) 935-2400 • FAX (201) 460-2353

LABOR & PARTS	DESCRIPTION	HOURS	TECH(S)	PRICE
J# 1 23FOZZQ7025	*THE WORKS GAS ENGIN	0.50	8021	10.00
99P	Perform Multi-Point Inspection All			
MRM104	Rotate Tires 10/11			
QUICKLUBE	Quick Lube Oil & Filter Special 2.5L 2010			
	PERFORM THE WORKS FUEL SAVER PACKAGE OIL CHANGE AND TIRE ROTATION SCHEDULED MAINTENANCE PERFORM THE WORKS			
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-				
JOB # 1	1 FL-910S-B12 KIT - E			5.25
			JOB # 1 TOTAL PARTS	5.25
			JOB # 1 TOTAL LABOR & PARTS	15.25
J# 2 23FOZZQ99P	QUICKLANE INSPECTION	0.00	8021	0.00
	PERFORM QUICK LANE INSPECTION SCHEDULED MAINTENANCE PERFORM INSPECTION			
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-				
			JOB # 2 TOTAL PARTS	0.00
			JOB # 2 TOTAL LABOR & PARTS	0.00
J# 3+23FOZZG6BATT	BATTERY OK		8021	INTERNAL
	CHECK BATTERY GOOD BATTERY INSPECTION GOOD CHECK BATTERY GOOD			
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-				
			JOB # 3 TOTAL PARTS	0.00
			JOB # 3 TOTAL LABOR & PARTS	0.00
J# 4+23FOZZGTIRE	TIRES OK		8021	INTERNAL
	TIRES OK TREADWEAR OK INSPECT TIRES OK			
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-				
			JOB # 4 TOTAL PARTS	0.00
			JOB # 4 TOTAL LABOR & PARTS	0.00
J# 5+23FOZZYBKSYS	BRAKES MARGINAL		8021	INTERNAL
	PERFORM BRAKE INSPECTION WILL NEED BRAKES IN THE NEAR FUTURE BRAKE INSPECTION BRAKE SYSTEM REQUIRES SERVICE SOON			
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-				
			JOB # 5 TOTAL PARTS	0.00

VEHICLE REPORT CARD



FORD SERVICE

MULTI-POINT INSPECTION AS RECOMMENDED BY FORD MOTOR COMPANY

Date: Final RO/Tag #: _____
 Name: _____
 Email: _____
 Year/Make/Model: _____
 VIN #: Grey Fusion Plate #: _____
 Odometer: _____ Inspect. Month: _____
 Owner Advantage Rewards® #: _____ Service Balance: _____
 Ford Extended Service Plan: YES NO
 SYNC® MyFord Touch version current: YES NO N/A

LEGEND May contribute to vehicle efficiency and promote a greener environment
 May require future attention Requires immediate attention

EXTERIOR BODY

Note any existing exterior body damage or defects on diagram

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

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

FLUID LEVELS SERVICED

Oil and/or fluid leaks

OK <input checked="" type="checkbox"/> FILL <input type="checkbox"/>	OK <input type="checkbox"/> FILL <input checked="" type="checkbox"/>	OK <input checked="" type="checkbox"/> FILL <input type="checkbox"/>
Engine Oil	Power Steering	Transmission (if equipped with dipstick)
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Brake Reservoir	Window Washer	Coolant Recovery Reservoir
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

WIPER BLADES SERVICED

Test Performed Front Rear

BATTERY SERVICED

State of Health Battery Condition

Factory spec cold cranking amps _____ Actual cold cranking amps _____

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

TIRE / BRAKE WEAR			
TIRE TREAD	7/32" and greater	4/32" to 6/32"	3/32" and less
BRAKE LINING	Over 5mm or 7/32" (Disc) or Over 2mm or 3/32" (Drum)	3 to 5mm or 4/32" to 7/32" (Disc) or 1.01 to 2mm (Drum) or 2/32" to 3/32"	Less than 3mm or 4/32" (Disc) or 1mm or 2/32" or less (Drum)

TIRE WEAR INDICATES	SERVICED	LEFT FRONT	RIGHT FRONT
<input type="checkbox"/> Alignment check needed	<input type="checkbox"/>	<input checked="" type="checkbox"/> Tire Tread Depth _____/32" Tire Age _____	<input checked="" type="checkbox"/> Tire Tread Depth _____/32" Tire Age _____
<input type="checkbox"/> Wheel balance needed	<input type="checkbox"/>	<input checked="" type="checkbox"/> Tire Wear Pattern / Damage	<input checked="" type="checkbox"/> Tire Wear Pattern / Damage
<input type="checkbox"/> Brake measurements not taken this service visit	<input type="checkbox"/>	<input checked="" type="checkbox"/> Tire Pressure set to factory-recommended PSI	<input checked="" type="checkbox"/> Tire Pressure set to factory-recommended PSI
		<input checked="" type="checkbox"/> Brake Lining <u>3</u> mm _____/32"	<input checked="" type="checkbox"/> Brake Lining <u>3</u> mm _____/32"
		LEFT REAR	RIGHT REAR
		<input checked="" type="checkbox"/> Tire Tread Depth _____/32" Tire Age _____	<input checked="" type="checkbox"/> Tire Tread Depth _____/32" Tire Age _____
		<input checked="" type="checkbox"/> Tire Wear Pattern / Damage	<input checked="" type="checkbox"/> Tire Wear Pattern / Damage
		<input checked="" type="checkbox"/> Tire Pressure set to factory-recommended PSI	<input checked="" type="checkbox"/> Tire Pressure set to factory-recommended PSI
		<input checked="" type="checkbox"/> Brake Lining _____ mm _____/32"	<input checked="" type="checkbox"/> Brake Lining _____ mm _____/32"
		SPARE TIRE	SERVICED
		<input checked="" type="checkbox"/> Tire Pressure set	Tire Age _____

Comments: WORKS

FordOwner.com
One site for all your vehicle needs

Advisor: _____ Technician: _____
 Customer Signature: _____

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Q.O.G. & SUPPLIES
JOB # 1 5.0 Q/LANE INTERNAL 5W20 @ /UNIT INTERNAL
TOTAL - GOG 0.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
JOB # 1 OCT OIL CHANGE TAX INTERNAL
JOB # 1 OA OWNER ADVANTAGE -8.85
TOTAL - MISC -8.85

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$39.95 (+TAX)

TOTALS-----

*****	TOTAL LABOR....	0.00
*	TOTAL PARTS....	8.85
* [] CASH [] CHECK CK NO. [] *	TOTAL SUBLET...	0.00
*	TOTAL G.O.G....	0.00
* [] VISA [] MASTERCARD [] DISCOVER *	TOTAL MISC CHG.	0.00
*	TOTAL MISC DISC	-8.85
* [] AMER XPRESS [] OTHER [] CHARGE *	TOTAL TAX.....	0.00
*		
*****	TOTAL INVOICE \$	0.00

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

Render From: nj car Services, Inc. (609) 883-5056 #08553 (3/19)

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TEL (201) 964-7202 & (201) 964-7204

J# 1	23F0ZWRKS	WORKS GAS ENGINE	HOURS:	TECH(S):8219	INTERNAL	
PERFORM THE WORKS GAS ENGINE AS PER SCHEDULED MAINTENANCE PERFORM THE WORKS OIL AND FILTER CHANGE TIRE ROTATION AND VEHICLE INSPECTION REPORT						
PARTS-----	QTY---	FP-NUMBER-----	DESCRIPTION-----		UNIT PRICE-	
JOB # 1	1	FL-910S-B12	KIT - E		INTERNAL	
					JOB # 1 TOTAL PARTS	0.00
					JOB # 1 TOTAL LABOR & PARTS	0.00
J# 2	23F0ZZQ99P	QUICKLANE INSPECTION	HOURS: 0.00	TECH(S):8219	0.00	
PERFORM QUICK LANE INSPECTION SCHEDULED MAINTENANCE PERFORM INSPECTION						
PARTS-----	QTY---	FP-NUMBER-----	DESCRIPTION-----		UNIT PRICE-	
JOB # 2	1	BE5Z-1012-A	NUT - W		8.85	
					JOB # 2 TOTAL PARTS	8.85
					JOB # 2 TOTAL LABOR & PARTS	8.85
J# 3	23F0ZZRBKSYS	IMMEDIATE REPLACE	HOURS:	TECH(S):8219	INTERNAL	
BRAKES REQUIRE IMMEDIATE REPLACEMENT IMMEDIATE BRAKE ATTENTION BRAKES REQUIRED IMMEDIATELY REAR PADS LOW 2mm						
PARTS-----	QTY---	FP-NUMBER-----	DESCRIPTION-----		UNIT PRICE-	
					JOB # 3 TOTAL PARTS	0.00
					JOB # 3 TOTAL LABOR & PARTS	0.00
J# 4	23F0ZZGBATT	BATTERY OK	HOURS:	TECH(S):8219	INTERNAL	
CHECK BATTERY GOOD BATTERY INSPECTION GOOD CHECK BATTERY GOOD						
PARTS-----	QTY---	FP-NUMBER-----	DESCRIPTION-----		UNIT PRICE-	
					JOB # 4 TOTAL PARTS	0.00
					JOB # 4 TOTAL LABOR & PARTS	0.00
J# 5	23F0ZZGTIRE	TIRES OK	HOURS:	TECH(S):8219	INTERNAL	
TIRES OK TREADWEAR OK INSPECT TIRES OK						
PARTS-----	QTY---	FP-NUMBER-----	DESCRIPTION-----		UNIT PRICE-	
					JOB # 5 TOTAL PARTS	0.00
					JOB # 5 TOTAL LABOR & PARTS	0.00



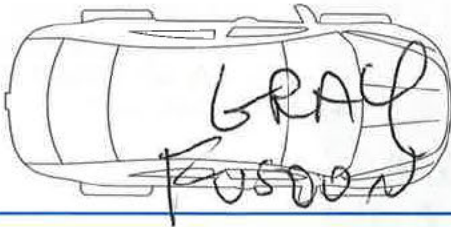
Vehicle Check-Up

Make/Model/Year: _____ VIN: _____
 Recommended Maintenance Interval: _____
 License Plate No.: _____ Mileage: _____

EXTERIOR BODY

State Insp. Month _____
 Repair Order No. _____
 Tag No. _____

Note any existing exterior body damage or defects on diagram



Name: _____
 Address: _____
 City: KEMBORLY State: _____ ZIP: _____
 Contact Phone: _____ Home Phone: _____
 E-Mail Address: _____ Date: _____

CHECK FOLLOWING SYSTEMS/COMPONENTS

LIGHTS/BLADES

SERVICED

- Operation of Horn, Interior Lights, Exterior Lamps, Turn Signals, Hazard and Brake Lamps
- Windshield Washer Spray/Wiper Operation and Wiper Blades (Front and Rear)

SCHEDULED MAINTENANCE ITEMS DUE*

DUE	SERVICED	DUE	SERVICED
<input checked="" type="checkbox"/> THE WORKS FUEL SAVER PACKAGE	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Engine Air Filter	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Oil Change & Filter	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Engine Coolant	<input type="checkbox"/>
<input checked="" type="checkbox"/> Tire Rotation	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Transmission Fluid &/or Filter	<input type="checkbox"/>
<input checked="" type="checkbox"/> Vehicle Check-Up	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Cabin Air Filter	<input checked="" type="checkbox"/>
<input type="checkbox"/> Fuel Filter	<input type="checkbox"/>	<input checked="" type="checkbox"/> Spark Plugs	<input checked="" type="checkbox"/>

*This is only a partial list of vehicle maintenance items and is NOT all-inclusive. Please consult your Owners Manual or visit www.genuine-service.com for vehicle specific maintenance requirements.

FLUIDS

OK	FILL	TYPE	SERVICED
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Brake Reservoir	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Differential/Transfer Case	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Window Washer Fluid	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Coolant Protection	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Coolant Recovery Reservoir	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Transmission Fluid	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Power Steering Fluid	<input type="checkbox"/>

LEGEND

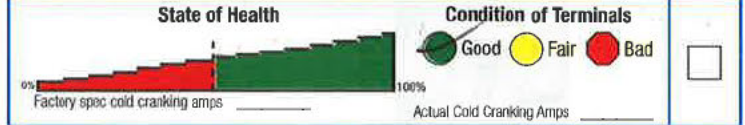
- Checked and OK at This Time
- May Require Future Attention
- Requires Immediate Attention

Contributes to Vehicle Efficiency and a Green Environment

CHECK FOLLOWING SYSTEMS/COMPONENTS

BATTERY

SERVICED



BRAKE SYSTEM

SERVICED

- Brake System (including lines, hoses and parking brake)

STEERING AND SUSPENSION

SERVICED

- Ball Joint (Visual Inspection)
- Constant Velocity (CV) Drive Axle Boots (if equipped)
- Drive Shaft U-Joints, Constant Velocity and Transmission Linkage (if equipped) and Lubricate (as needed)
- Shocks/Struts and Other Suspension Components for Leaks, Damage and Performance
- Steering Gear/Rack and Pinion/Linkage and Boots/Dust Covers
- Tie Rods (Visual Inspection)
- Wheel Bearings (front/rear)

EXHAUST SYSTEM

SERVICED

- Exhaust Clamps, Hangers, Mountings
- Muffler, Pipes, Heat Shields, Catalytic Converter

BELTS/HOSES/MOUNTS

SERVICED

- Accessory Drive Belt(s)/Serpentine Belt/Idler(s)/Tensioner(s)
- Engine Mounts (RF, LF, torque strut)/Transmission Mount(s)
- Radiator, Heater and Air-Conditioning Hoses for Leaks and Damage

TIRE TREAD

BRAKE LINING

TIRE/BRAKE WEAR

7/32" or more	Over 5mm or 7/32" (Disc) or Over 2mm or 3/32" (Drum)
4/32" to 6/32"	3 to 5mm or 4/32" to 7/32" (Disc) or 1.01 to 2mm (Drum) or 2/32" to 3/32"
3/32" or less	Less than 3mm or 4/32" (Disc) or 1mm or 2/32" or Less (Drum)

TIRE WEAR INFORMATION

- Tire Size _____
- Alignment Check
 - Tire Rotation Needed
 - Tire Repair

SPARE TIRE	Tire Age	Tire Pressure Set	SERVICED
<input checked="" type="checkbox"/>	_____	<input checked="" type="checkbox"/>	<input type="checkbox"/>
LEFT FRONT	Tire Age _____	RIGHT FRONT	Tire Age _____
<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> Tire Tread Depth _____ /32's	<input type="checkbox"/>	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> Tire Tread Depth _____ /32's	<input type="checkbox"/>
<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> Wear Pattern/Damage	<input type="checkbox"/>	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> Wear Pattern/Damage	<input type="checkbox"/>
<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> Tire Pressure _____ psi	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> Tire Pressure _____ psi	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> Front Brake Lining _____ mm	<input type="checkbox"/>	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> Front Brake Lining _____ mm	<input type="checkbox"/>
Brake Rotor Wear Actual _____ mm		Brake Rotor Wear Actual _____ mm	
Brake Rotor Wear Min Spec. _____ mm		Brake Rotor Wear Min Spec. _____ mm	
LEFT REAR	Tire Age _____	RIGHT REAR	Tire Age _____
<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> Tire Tread Depth _____ /32's	<input type="checkbox"/>	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> Tire Tread Depth _____ /32's	<input type="checkbox"/>
<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> Wear Pattern/Damage	<input type="checkbox"/>	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> Wear Pattern/Damage	<input type="checkbox"/>
<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> Tire Pressure _____ psi	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> Tire Pressure _____ psi	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> Rear Brake Lining _____ mm	<input type="checkbox"/>	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> Rear Brake Lining _____ mm	<input type="checkbox"/>

Needs Related to Original Concern	Total
_____	_____

6/12/15 9:28 AM
Ford 2010-12 Fusion 4X2



3FAHP0HA5AR353918

Odometer
74054



Four Wheel Alignment

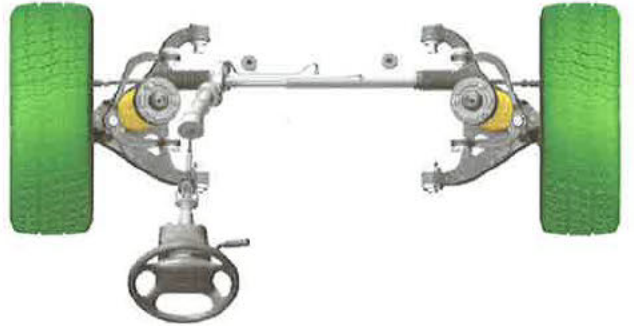
PASSED

Front Total Toe

Rear Total Toe

Front Camber

Rear Camber



No additional service needed.



Valvoline
Instant Oil Change



4.6 CUSTOMER SATISFACTION SCORE*
*Survey of 250,000 customers

MAINTENANCE CHECKS		SERVICES PERFORMED			
		ITEM DESCRIPTION	QTY	UNIT	AMOUNT(\$)
Lubrication Points	Sealed	MaxLife Oil Change			56.99
Oil Service Indicator Light	Reset	Valvoline Oil Filter VO25	1.00	EA	
Oil Drain Plug & Gasket	Checked-OK	Valvoline 5W20 MaxLife Oil API SN	5.30	QT	
Brake Fluid Level	Not Checked	Discount (ANAQX15)			-15.00
Power Steering Fluid Level	Checked-OK	Extra Oil Charge			1.80
Battery	Checked-OK	Engine Flush			69.99
Windshield Wash Fluid Level	Added	Ultimate Engine Cleaning Detergent	1.00	EA	
Coolant Reservoir Level	Checked-OK	Discount (ANBOGO)			-35.00
Tire Pressure	Checked-OK	Vehicle Light Replacement			7.99
	Front 35	11005 MINIATURE LAMP	1.00	EA	
	Rear 35	Automatic Trans Fluid Replace			149.99
Transmission Fluid Level	Checked-OK	Valvoline MaxLife Automatic Transmission Fluid	15.00	PT	
A/C Refrigerant	Not Checked				
Dipstick Review	Level Verified				

YOUR SERVICE TEAM: CS Felipe TOPSIDE: Thomas BOTTOMSIDE: Pavlin

Subtotal 236.76
Parts Subtotal 236.76
Labor Subtotal 0.00
Tax 16.57
Total 253.33
Visa 253.33
 (*****3242)
Change Due 0.00

COMMENTS

Sign(x)
 (*****3242)
 Cardholder agrees to pay to issuer total charges per the agreement between the cardholder and issuer.

Dipstick(s) level shown full

Save up to \$7 on your next oil change

Go to www.tellvalvoline.com and tell us about your visit

Entry Code:3035 1011 431 685 5

Thank you for your business,
www.vioe.com



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LABOR & PARTS			
J# 1 00F0Z05	MULTI POINT INSP	HOURS: 0.00	TECH(S):7555 INTERNAL
PERFORM VISUAL INSPECTION OF VEHICLE CHECK ALL FLUID LEVELS VISUAL INSPECTION OF BRAKES AND TIRES AND ALL LIGHTS			
JOB # 1 TOTAL LABOR & PARTS			0.00
J# 2 99F0Z	RECALL	HOURS:	TECH(S):7555 WARRANTY
RECALL FUEL TANK PURGE VALVE INSPECTION INSPECT FUEL TANK, PURGE VALVE PASS O.K. RECALL COMPLETED			
JOB # 2 TOTAL LABOR & PARTS			0.00
J# 3+19F0ZGBATT	BATTERY CHECK	HOURS:	TECH(S):7555 INTERNAL
BATTERY INSPECTION INSPECT BATTERY TERMINALS INSPECT BATTERY CONDITION AND COLD CRANKING AMPS INSPECT BATTERY TERMINALS BATTERY CONDITION GOOD			
JOB # 3 TOTAL LABOR & PARTS			0.00
TOTALS			

* [] CASH [] CHECK CK NO. []		TOTAL LABOR....	0.00
* [] VISA [] MASTERCARD [] DISCOVER		TOTAL PARTS....	0.00
* [] AMER XPRESS [] OTHER [] CHARGE		TOTAL SUBLET...	0.00
*****		TOTAL G.O.G....	0.00
		TOTAL MISC CHG.	0.00
		TOTAL MISC DISC	0.00
		TOTAL TAX.....	0.00
		TOTAL INVOICE \$	0.00

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE _____

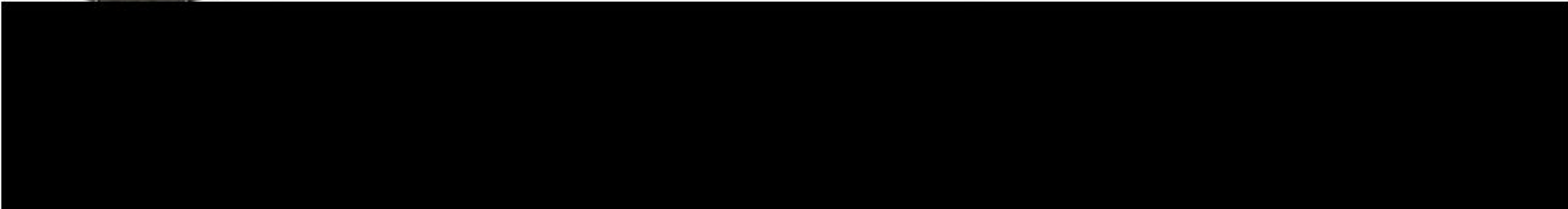
Reorder From: nj car Services, Inc. (609) 883-5056 #98554 (3/15)



STS TIRE & AUTO CENTERS

If you are not 100% satisfied with the service you have received, please call 1-800-757-4291

East Rutherford STS
 540 Paterson Ave
 East Rutherford, NJ 0707, NJ 07073
 Phone: (201) 933-2365



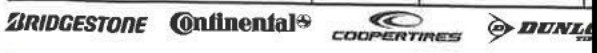
10 FUSION		ZUS12U /NJ	In: 84460 Out: 84460	TELEPHONE (201)982-5996	RTE. 0	SLM 00	SHIP VIA	ORDER # 003408	PG. 1	REMARKS
INVOICE DATE 02/10/2016	INVOICE NUMBER 001854	PREVIOUS SHIPPED INVOICE NUMBER	TERMS CASH SALE			Opened by Operator # 5351 02/10/16 10:17:57 5351				
STOCK NUMBER	SIZE APPR 84K MILES	DESCRIPTION	ORDERED	QUANTITY SHIPPED	PREV. SHIP	UNIT PRICE	T	F.E.T.	EXTENSION	
CKB	CUSTOMER STATES	CHECK BRAKES		1		.00	65	.00	.00	
CKS	CUSTOMER STATES	CHECK SHOCKS		1		.00	65	.00	.00	
U17	17 INCH TIRE	MOUNT BALANCE ON USED WHEEL		4		24.99	65	.00	99.96	
650TP	VALVE	PACK WITH LABOR		4		6.99	65	.00	27.96	
A0	CUSTOMER	DECLINED ALIGNMENT		1		.00	65	.00	.00	
METHOD OF PAYMENT: Discover Credit Card						136.88				
CHANGE:						.00				

NJS Waste Tire Fee \$1.50 per Tire

WARNING: Lug nuts/bolts must be checked and retorqued immediately after the first 25 miles of use. Please return to STS immediately after 25 miles of your service so that we can check and retorque your lug nuts/bolts.

I hereby authorize the repair work set forth to be done along with the necessary material & agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delay caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you & your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection at my risk. An ex-press Mechanics Lien is hereby acknowledged on said vehicle to secure the amount of repairs thereto. I hereby waive my rights to a written estimate of the extent, nature & cost of the service to be provided. Liability will not hold you responsible for fees on rental cars. Any warranties on the products used in the repair work are those of the manufacturer. This agreement is void if the vehicle is not driven over comes first by the dealer-parts, 90 days or 4,000 miles, whichever comes first by the

PARTS 27.96	LABOR 99.96	TAX% 7.000%	TAXABLE AMOUNT 127.92
----------------	----------------	----------------	--------------------------

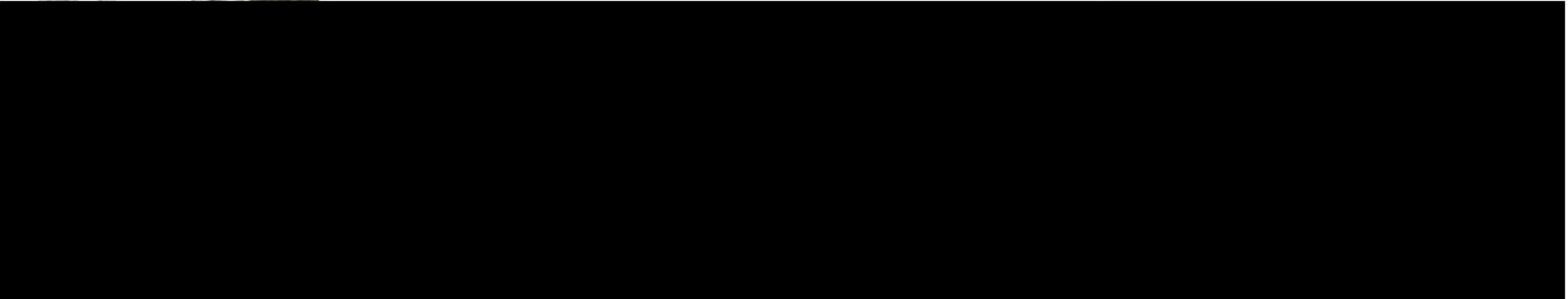




STS TIRE & AUTO CENTERS

If you are not 100% satisfied with the service you have received, please call 1-800-757-4291

East Rutherford STS
 540 Paterson Ave
 East Rutherford, NJ 0707, NJ 07073
 Phone: (201) 933-2365



10 FUSION	ZUS12U /NJ	TELEPHONE 908-599-5676	SHIP VIA	ORDER #13	PG.1	REMARKS			
INVOICE DATE 03/09/2016	INVOICE NUMBER 002356	PREVIOUS SHIPPED INVOICE NUMBER	TERMS CASH SALE	Opened by Operator # 5351 03/09/16 12:32:07 5352					
STOCK NUMBER	APPLY 85K MILES SIZE	DESCRIPTION	ORDERED	QUANTITY SHIPPED	PREV. SHIP	UNIT PRICE	T	F.E.T.	EXTENSION
CKB	CUSTOMER STATES	CHECK BRAKES	1	1		.00	85	.00	.00
CKS	CUSTOMER STATES	CHECK SHOCKS	1	1		.00	85	.00	.00
CKBAT	CUSTOMER STATES	CHECK BATTERY	1	1		.00	85	.00	.00
203	COMPUTERIZED	WHEEL ALIGNMENT	1	1		79.99	85	.00	79.99
METHOD OF PAYMENT: Discover Credit Card		85.59							
CHANGE:		.00							
NJS Waste Tire Fee \$1.50 per Tire									

WARNING: Lug nuts/bolts must be checked and retorqued immediately after the first 25 miles of use. Please return to STS immediately after 25 miles of your service so that we can check and retorque your lug nuts/bolts.

I hereby authorize the repair work set forth to be done along with this invoice for any delay caused by unavailability of parts or delays in the purpose of testing and/or inspection at my risk. An express warranty to be provided. Liability will not hold you responsible for or implied warranty of fitness for a particular purpose & neither ever comes first by the dealer-parts, 90 days or 4,000 miles, whichever comes first.

7.000		
PARTS	LABOR 9.99	TAX%

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on all makes and models.

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TEL (201) 964-7202 & (201) 964-7204

MISC-----CODE-----	DESCRIPTION-----	CONTROL NO-----	
JOB # A	SS EPA COMPLIANCE CHARGE		1.49
JOB # 1	OA OWNER ADVANTAGE		-2.45
TOTAL - MISC			-0.96

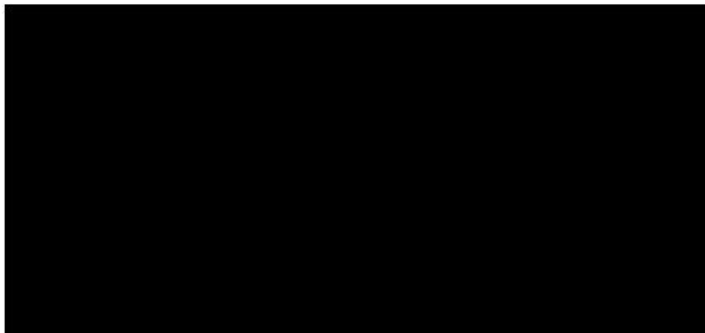
ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$39.95 (+TAX)

TOTALS-----		

* [] CASH [] CHECK CK NO. []	TOTAL LABOR....	10.00
* [] VISA [] MASTERCARD [] DISCOVER	TOTAL PARTS....	5.25
* [] AMER XPRESS [] OTHER [] CHARGE	TOTAL SUBLET...	0.00
	TOTAL G.O.G....	24.75
	TOTAL MISC CHG.	1.49
	TOTAL MISC DISC	-2.45
	TOTAL TAX.....	2.73
	TOTAL INVOICE \$	41.77

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE



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 TEL (201) 964-7202 & (201) 964-7204
 FAX (201) 964-7206

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
J# 1 23F0ZLNK WORKS GAS ENGINE HOURS: TECH(S):8219 10.00 PERFORM THE WORKS GAS ENGINE AS PER SCHEDULED MAINTENANCE PERFORM THE WORKS OIL AND FILTER CHANGE TIRE ROTATION AND VEHICLE INSPECTION REPORT					
JOB # 1	1	FL-910S-B12	KIT - E	5.25	
				JOB # 1 TOTAL PARTS	5.25
				JOB # 1 TOTAL LABOR & PARTS	15.25

J# 2	23F0ZZQ99P		QUICKLANE INSPECTION HOURS: 0.00 TECH(S):8219		0.00
PERFORM QUICK LANE INSPECTION SCHEDULED MAINTENANCE PERFORM INSPECTION					
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-					
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

J# 3	23F0ZZGBATT		BATTERY OK HOURS: TECH(S):8219		INTERNAL
CHECK BATTERY GOOD BATTERY INSPECTION GOOD CHECK BATTERY GOOD					
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-					
				JOB # 3 TOTAL PARTS	0.00
				JOB # 3 TOTAL LABOR & PARTS	0.00

J# 4	23F0ZZGBK		BRAKE INSPECTION HOURS: TECH(S):8219		INTERNAL
PERFORMED BRAKE INSPECTION BRAKES OK PERFORMED BRAKE INSPECTION BRAKES OK					
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-					
				JOB # 4 TOTAL PARTS	0.00
				JOB # 4 TOTAL LABOR & PARTS	0.00

J# 5	23F0ZZGTIRE		TIRES OK HOURS: TECH(S):8219		INTERNAL
TIRES OK TREADWEAR OK INSPECT TIRES OK					
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-					
				JOB # 5 TOTAL PARTS	0.00
				JOB # 5 TOTAL LABOR & PARTS	0.00

G.O.G. & SUPPLIES-----					
JOB # 1	5.0	QL M/CRAFT 5W20 API SN	@ 4.950 /UNIT		24.75

Reorder From: **uj car** Services, Inc. (609) 885-5056 #98553 (3/19)

VEHICLE REPORT CARD



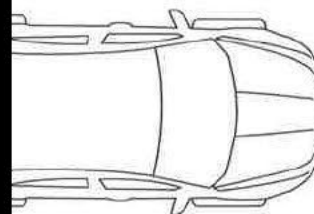
FORD SERVICE

MULTI-POINT INSPECTION AS RECOMMENDED BY FORD MOTOR COMPANY

contribute to vehicle efficiency and promote a greener environment

 May require future attention Requires immediate attention

EXTERIOR BODY



Note any existing exterior body damage or defects on diagram

SYSTEMS / COMPONENTS

LIGHTS / WINDSHIELD

SERVICED

Operation of horn, interior lights, exterior lamps, turn signals, hazard and brake lamps

Windshield for cracks, chips and pitting

BELTS / HOSES / MOUNTS

SERVICED

HVAC system and hoses / lines for leaks and/or damage

Engine Cooling System, radiator, hoses and clamps

Accessory drive belt(s)

BRAKE SYSTEM

SERVICED

Brake system (including lines, hoses, and parking brake)

STEERING / SUSPENSION

SERVICED

Shocks / struts and other suspension components for leaks and/or damage

Steering, steering linkages and ball joints (visual)

EXHAUST SYSTEM

SERVICED

Exhaust system and heat shield (leaks, damage, loose parts)

TRANSMISSION / DRIVE AXLE

SERVICED

Clutch operation (if equipped)

Constant velocity (CV) drive axle boots (if equipped)

Drive shaft, transmission, u-joint and shift linkage (if equipped) and lubricate (as needed)

SCHEDULED MAINTENANCE ITEMS*

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

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

FLUID LEVELS

SERVICED

OK	FILL	OK	FILL	OK	FILL
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Engine Oil	Power Steering	Transmission (if equipped with dipstick)	Window Washer	Coolant Recovery Reservoir	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Brake Reservoir					

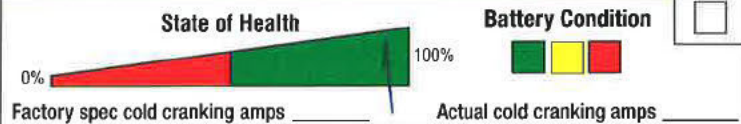
WIPER BLADES

SERVICED

Test Performed Front Rear

BATTERY

SERVICED



TIRE / BRAKE WEAR

TIRE TREAD	7/32" and greater	4/32" to 6/32"	3/32" and less
BRAKE LINING	Over 5mm or 7/32" (Disc) or Over 2mm or 3/32" (Drum)	3 to 5mm or 4/32" to 7/32" (Disc) or 1.01 to 2mm or 2/32" to 3/32" (Drum)	Less than 3mm or 4/32" (Disc) or 1mm or 2/32" or less (Drum)

TIRE WEAR INDICATES	SERVICED	LEFT FRONT	SERVICED	RIGHT FRONT	SERVICED
<input type="checkbox"/> Alignment check needed	<input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Tire Tread Depth _____/32" Tire Age _____	<input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Tire Tread Depth _____/32" Tire Age _____	<input type="checkbox"/>
<input type="checkbox"/> Wheel balance needed	<input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Tire Wear Pattern / Damage	<input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Tire Wear Pattern / Damage	<input type="checkbox"/>
<input type="checkbox"/> Brake measurements not taken this service visit	<input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Tire Pressure set to factory-recommended PSI	<input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Tire Pressure set to factory-recommended PSI	<input type="checkbox"/>
		<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Brake Lining _____ mm _____/32"	<input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Brake Lining _____ mm _____/32"	<input type="checkbox"/>
		LEFT REAR <input checked="" type="checkbox"/>	SERVICED	RIGHT REAR <input checked="" type="checkbox"/>	SERVICED
		<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Tire Tread Depth _____/32" Tire Age _____	<input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Tire Tread Depth _____/32" Tire Age _____	<input type="checkbox"/>
		<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Tire Wear Pattern / Damage	<input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Tire Wear Pattern / Damage	<input type="checkbox"/>
		<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Tire Pressure set to factory-recommended PSI	<input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Tire Pressure set to factory-recommended PSI	<input type="checkbox"/>
		<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Brake Lining _____ mm _____/32"	<input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Brake Lining _____ mm _____/32"	<input type="checkbox"/>
		SPARE TIRE <input checked="" type="checkbox"/>	SERVICED		
		<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Tire Pressure set _____ Tire Age _____	<input type="checkbox"/>		

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

One site for all your vehicle needs

Advisor: _____

Technician: _____

Customer Signature: _____

Customer Copy

Go to fordowner.com
Click Service and Maintenance
Click Redeem a rebate

OR:

THE WORKS™
VEHICLE CHECKUP

\$10 REBATE BY MAIL*



Go Further

*Retail purchases only. Up to five quarts of Motorcraft® oil and oil filter. Taxes, diesel vehicles and disposal fees extra. Hybrid battery test excluded. Rebate by prepaid debit card or apply to an active Owner Advantage Rewards® account. Offer valid between 4/1/16 and 6/30/16. Submit rebate by 7/31/16 by mail-in rebate form or online. See participating dealership or Quick Lane for vehicle exclusions, rebate and account details.

TO RECEIVE YOUR REBATE(S):

1. Complete this form. If you have additional service rebates, please indicate below. You may submit them together and complete the information below only once.
2. Make a copy for your records and attach your original sales receipts (repair orders).
3. Mail to:
Redemption Headquarters
P.O. Box 40990
Redford, MI 48240

For more information, email fordrebate@automed5.com or call 1-877-310-3674.

Please select your rebate payment type below; either rebate payment by prepaid debit card or apply rebate payment as credit to an active Owner Advantage Rewards account. Contact information is required regardless of the rebate payment option selected. Original receipt must be submitted with completed redemption form and must be postmarked by 7/31/16. Please allow 6-8 weeks for rebate processing.

Please choose how you wish to receive this rebate (check one box only):

- \$10 Works rebate by prepaid debit card OR Apply to Owner Advantage Rewards account
Rebate deposited to an active Owner Advantage Rewards account

Address: _____

City: _____ State: _____ ZIP: _____

Phone number: _____

Vehicle Identification Number: _____

Email address (optional):** _____

**By providing your email address, you agree to receive email communications, including product and service information and special offers, from Quick Lane, Ford Motor Company and its dealers.

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J# 1 23F0ZZRTRANS TRANS SERVICE NEEDED HOURS: TECH(S):2481 179.95
CUST STS TRANS BUCKS/SHAKES/VIBRATES
TRANSMISSION NEEDS REPLACEMENT, ALSO UPPER TRANS MOUNT NEEDS
REPLACEMENT TRANS MOUNT IS THE SOURCE OF VIBRATION
TRANS REQUIRES IMMEDIATE SERVICE

JOB # 1 TOTAL LABOR & PARTS 179.95

J# 2 23F0ZZQ99P QUICKLANE INSPECTION HOURS: 0.00 TECH(S):2481 0.00
PERFORM QUICK LANE INSPECTION
SCHEDULED MAINTENANCE
PERFORM INSPECTION

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3+99F0Z RECALL HOURS: TECH(S):2481 WARRANTY
PERFORM RECALL 15S34

JOB # 3 TOTAL LABOR & PARTS 0.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
JOB # 1 OA OWNER ADVANTAGE -2.45
TOTAL - MISC -2.45

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

RECOMMENDATIONS-----
NEEDS A NEW TRANSMISSION \$3118.08 PART 8.6 HOURS TO REPLACE
NEEDS A TRANS MOUNT \$111.00 PART ONCE TRANS IS OUT NO LABOR

TOTALS-----

*****	TOTAL LABOR....	179.95
*	TOTAL PARTS....	0.00
* [] CASH [] CHECK CK NO. [] *	TOTAL SUBLET...	0.00
*	TOTAL G.O.G....	0.00
* [] VISA [] MASTERCARD [] DISCOVER *	TOTAL MISC CHG.	0.00
*	TOTAL MISC DISC	-2.45
* [] AMER XPRESS [] OTHER [] CHARGE *	TOTAL TAX.....	12.43
*		

TOTAL INVOICE \$ 189.93

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

Reorder From: nj car Services, Inc. (609) 983-5056 #98553 (2/19)



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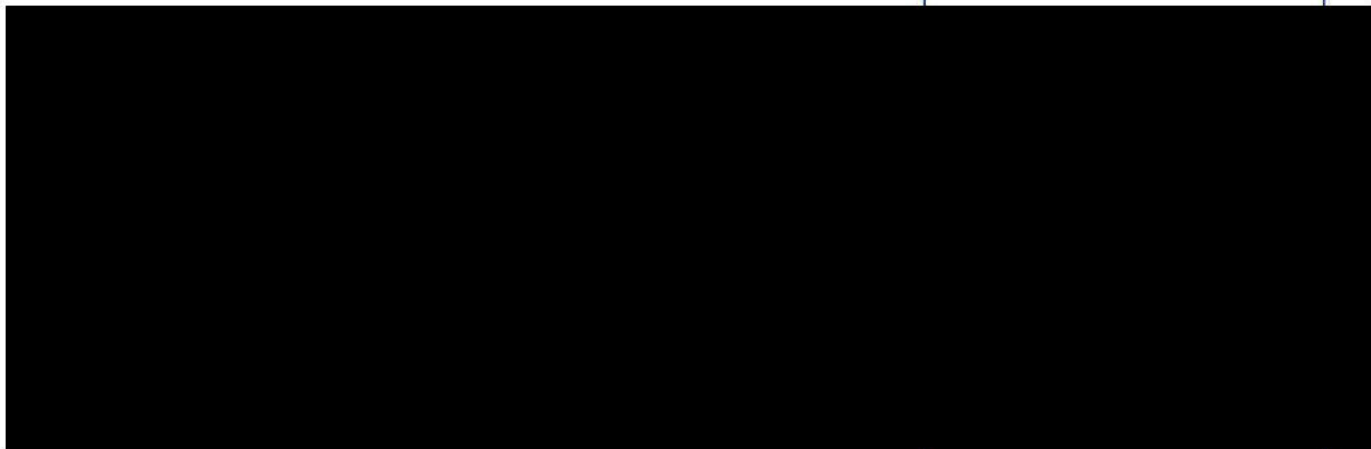
55 Route 17 North, Rutherford, New Jersey 07070
 TEL (201) 935-2400 • FAX (201) 460-2353

	JOB # 5 TOTAL PARTS	0.00
	JOB # 5 TOTAL LABOR & PARTS	0.00
MISC-----CODE-----DESCRIPTION-----CONTROL NO-----		
JOB # A	SS EPA COMPLIANCE CHARGE	3.93
	TOTAL - MISC	3.93
TOTALS-----		

* [] CASH [] CHECK CK NO. []	TOTAL LABOR....	200.00
* [] VISA [] MASTERCARD [] DISCOVER	TOTAL PARTS....	65.47
* [] AMER XPRESS [] OTHER [] CHARGE	TOTAL SUBLET...	0.00
	TOTAL G.O.G....	0.00
	TOTAL MISC CHG.	3.93
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	18.86
	TOTAL INVOICE \$	288.26

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE



Order From: Services, Inc. (609) 883-6056 #08554 (01/15)



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LABOR & PARTS	DESCRIPTION	HOURS	TECH(S)	INTERNAL
J# 1 19FOZREPCARD	REPORT CARD INSP. PERFORM MULTI-POINT INSPECTION REPORT CARD PERFORM ADVISOR WALK AROUND INSPECTION COURTESY INSPECTION OF VEHICLE SEE ADVISOR FOR REPORT CARD RESULTS ADVISOR PERFORMED WALKAROUND INSPECTION	0.00	3481	INTERNAL
PARTS				
			JOB # 1 TOTAL PARTS	0.00
			JOB # 1 TOTAL LABOR & PARTS	0.00
J# 2 10FOZ	DRIVEABILITY MENU CHECK FUEL INLET MESSAGE VERIFIED CONCERN PERFORMED IDS CHECK FOUND CODE P0457 PERFORMED SMOKE TEST FOUND PURGE VALVE VENTING REPLACED PURGE VALVE CLEAR CODES AND ROAD TEST		3481	200.00
PARTS				
JOB # 2	1 9U5Z-9C915-H VALVE A			65.47
			JOB # 2 TOTAL PARTS	65.47
			JOB # 2 TOTAL LABOR & PARTS	265.47
J# 3+19FOZGBATT	BATTERY CHECK BATTERY INSPECTION INSPECT BATTERY TERMINALS INSPECT BATTERY CONDITION AND COLD CRANKING AMPS INSPECT BATTERY TERMINALS BATTERY CONDITION GOOD		3481	INTERNAL
PARTS				
			JOB # 3 TOTAL PARTS	0.00
			JOB # 3 TOTAL LABOR & PARTS	0.00
J# 4+19FOZGBK	BRAKE INSPECTION VISUAL INSPECTION OF BRAKES VISUAL INSPECTION OF BRAKE LINING BRAKES VISUALLY CHECK O.K. ABOVE 6MM DISC ABOVE 3MM DRUM BRAKES		3481	INTERNAL
PARTS				
			JOB # 4 TOTAL PARTS	0.00
			JOB # 4 TOTAL LABOR & PARTS	0.00
J# 5+19FOZGTIRE	TIRE INSPECTION TIRES VISUALLY INSPECTED AND O.K. INSPECT TIRES FOR WEAR TIRES CHECKED AND 7/32 OR HIGHER		3481	INTERNAL
PARTS				

Reorder From: NJ CAR Services, Inc. (609) 883-8956 #98544 (3/15)

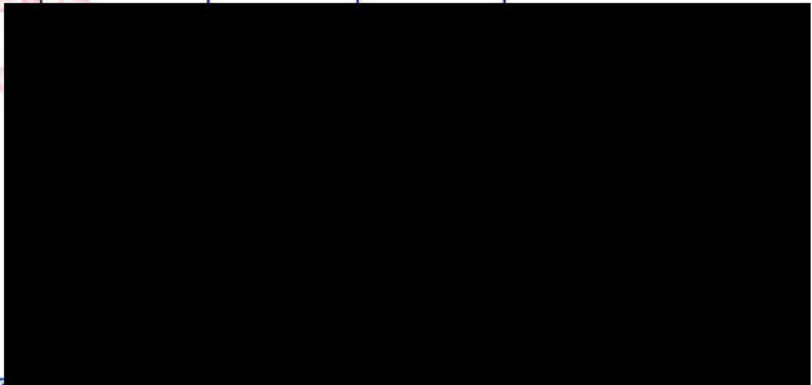


55 Route 17 North, Rutherford, New Jersey 07070
 DIRECT PARTS LINE (201) 460-2346 • FAX (201) 935-7026

www.qualityautomall.com

PART WARRANTY UPDATE!--PART WARRANTY UPDATE!
 EFFECTIVE WITH PART PURCHASES ON 10/01/2013
 FORD HAS EXTENDED PART WARRANTY ONE YEAR BY
 NOW OFFERING 2 YEARS AND UNLIMITED MILEAGE!

QUANTITY		PART NUMBER / DESCRIPTION	BIN	LIST	NET	AMOUNT
SHIP	B. O.					
1	0	DS7Z-15K601-F REMOTE	SPORD	41.43	41.02	41.02
USE CAUTION IN OPENING. IF CONTAINER IS DAMAGED, TORN OR OTHERWISE DEFACED PART NOT ELIGIBLE FOR RETURN.						
QUALIFIED PARTS ARE RETURNABLE FOR CREDIT WITHIN 3 DAYS NO RETURNS AFTER 3 DAYS 25% HANDLING CHARGE ON RETURNABLE ITEMS NO REFUNDS WITHOUT THIS INVOICE NO RETURNS ON ELECTRICAL ITEMS, SPECIAL ORDERS, OR OPENED AND/OR DEFACED PACKAGES RECEIVED BY					SUBTOTAL TAX FREIGHT PAY THIS AMOUNT	41.02 2.87 0.00 43.89



The Reynolds and Reynolds Company EPAINTPTCE CC688504 Q (02/12)



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PERFORM VISUAL INSPECTION OF VEHICLE CHECK ALL FLUID LEVELS
 VISUAL INSPECTION OF BRAKES AND TIRES AND ALL LIGHTS

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

# 2	51FOZ000	PROGRAM 1 KEY	HOURS: 1.00 TECH(S):106	128.00
CUSTOMER REQUESTS PROGRAM ONE KEY PROGRAMMED ONE KEY				

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2	1	164-R8073	IKT 4 B	129.95
				JOB # 2 TOTAL PARTS 129.95
				JOB # 2 TOTAL LABOR & PARTS 257.95

# 3	19FOZGBATT	BATTERY CHECK	HOURS: TECH(S):106	INTERNAL
BATTERY INSPECTION INSPECT BATTERY TERMINALS INSPECT BATTERY CONDITION AND COLD CRANKING AMPS INSPECT BATTERY TERMINALS BATTERY CONDITION GOOD				

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

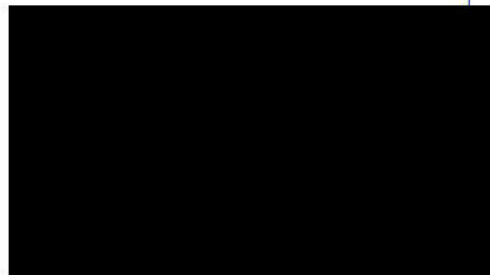
MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A	SS	EPA COMPLIANCE CHARGE	7.80
JOB # 2	OA	OWNER ADVANTAGE	-8.10
TOTAL - MISC			-0.30

TOTALS

*****			TOTAL LABOR...	128.00
*****			TOTAL PARTS...	129.95
* [] CASH	[] CHECK	CK NO. []	TOTAL SUBLET...	0.00
* [] VISA	[] MASTERCARD	[] DISCOVER	TOTAL G.O.G....	0.00
* [] AMER XPRESS	[] OTHER	[] CHARGE	TOTAL MISC CHG.	7.80
*****			TOTAL MISC DISC	-8.10
*****			TOTAL TAX.....	18.04
*****			TOTAL INVOICE \$	275.69

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE



Records From: NJ CAR Services, Inc. (609) 883-5056 #90584 (2/15)

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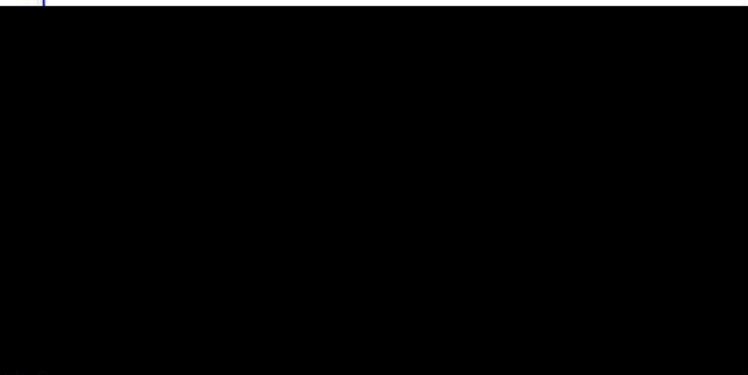


		TOTAL - GOG	24.75
MISC-----CODE-----	DESCRIPTION-----	CONTROL NO-----	
JOB # A	SS EPA COMPLIANCE CHARGE		2.49
JOB # 1	OA OWNER ADVANTAGE		-13.28
		TOTAL - MISC	-10.79
ESTIMATE-----			
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING			
ORIGINAL ESTIMATE OF		\$58.07 (+TAX)	
TOTALS-----			

* [] CASH [] CHECK CK NO. []		TOTAL LABOR....	10.00
* [] VISA [] MASTERCARD [] DISCOVER		TOTAL PARTS....	5.25
* [] AMER XPRESS [] OTHER [] CHARGE		TOTAL SUBLET...	0.00
*****		TOTAL G.O.G....	24.75
		TOTAL MISC CHG.	2.49
		TOTAL MISC DISC	-13.28
		TOTAL TAX.....	2.04
		TOTAL INVOICE \$	31.25

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE



Order From: **nj car** Services, Inc. (609)

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on all makes and models.

55 Route 17 North, Rutherford, New Jersey 07070

TEL: (908) 964-7200 & (908) 964-7204

LABOR & PARTS		TECH(S):	HOURS:	PRICE:
J# 1	23FOZZQ1000	8219		10.00
*OIL AND FILTER PERFORM OIL AND FILTER CHANGE GAS ENGINE INCLUDES UP TO 5 QUARTS MOTORCRAFT OIL AND FILTER SCHEDULED MAINTENANCE PERFORM SERVICE				
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	FL-910S-B12	KIT - E	5.25
				JOB # 1 TOTAL PARTS 5.25
				JOB # 1 TOTAL LABOR & PARTS 15.25
J# 2	23FOZZQ99P	8219	0.00	0.00
QUICKLANE INSPECTION HOURS: PERFORM QUICK LANE INSPECTION SCHEDULED MAINTENANCE PERFORM INSPECTION				
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
				JOB # 2 TOTAL PARTS 0.00
				JOB # 2 TOTAL LABOR & PARTS 0.00
J# 3	23FOZZGBATT	8219		INTERNAL
BATTERY OK CHECK BATTERY GOOD BATTERY INSPECTION GOOD CHECK BATTERY GOOD				
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
				JOB # 3 TOTAL PARTS 0.00
				JOB # 3 TOTAL LABOR & PARTS 0.00
J# 4	23FOZZGBK	8219		INTERNAL
BRAKE INSPECTION HOURS: PERFORMED BRAKE INSPECTION BRAKES OK PERFORMED BRAKE INSPECTION BRAKES OK				
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
				JOB # 4 TOTAL PARTS 0.00
				JOB # 4 TOTAL LABOR & PARTS 0.00
J# 5	23FOZZGTIRE	8219		INTERNAL
TIRES OK TIRES OK TREADWEAR OK INSPECT TIRES OK				
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
				JOB # 5 TOTAL PARTS 0.00
				JOB # 5 TOTAL LABOR & PARTS 0.00
G.O.G. & SUPPLIES				
JOB # 1	5.0	QL M/CRAFT 5W20 API SN	@ 4.950 /UNIT	24.75

Reader From: nj car Services, Inc. (609) 883-5056 #98553 (2/19)

VEHICLE REPORT CARD



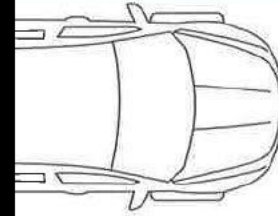
FORD SERVICE

MULTI-POINT INSPECTION AS RECOMMENDED BY FORD MOTOR COMPANY

Contribute to vehicle efficiency and promote a greener environment

 May require future attention Requires immediate attention

EXTERIOR BODY



Note any existing exterior body damage or defects on diagram

FordPass Member? YES NO If no, download at the App Store® or Google Play™

SCHEDULED MAINTENANCE ITEMS*

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

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

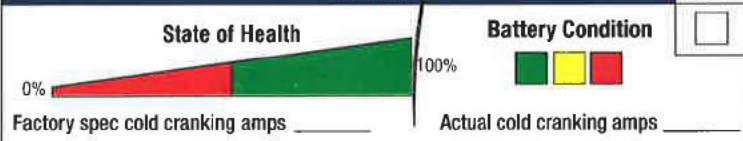
FLUID LEVELS

OK	FILL	OK	FILL	OK	FILL
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Engine Oil		Power Steering		Transmission (if equipped with dipstick)	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Brake Reservoir		Window Washer		Coolant Recovery Reservoir	

WIPER BLADES

<input type="checkbox"/> Test Performed	<input checked="" type="checkbox"/> Front	<input checked="" type="checkbox"/> Rear
---	---	--

BATTERY



SYSTEMS / COMPONENTS

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

TIRE / BRAKE WEAR

TIRE TREAD	7/32" and greater	4/32" to 6/32"	3/32" and less
BRAKE LINING	Over 5mm or 7/32" (Disc) or Over 2mm or 3/32" (Drum)	3 to 5mm or 4/32" to 7/32" (Disc) or 1.01 to 2mm or 2/32" to 3/32" (Drum)	Less than 3mm or 4/32" (Disc) or 1mm or 2/32" or less (Drum)

TIRE WEAR INDICATES	SERVICED	LEFT FRONT	RIGHT FRONT
<input checked="" type="checkbox"/> Alignment check needed	<input type="checkbox"/>	<input checked="" type="checkbox"/> Tire Tread Depth _____/32" Tire Age _____	<input checked="" type="checkbox"/> Tire Tread Depth _____/32" Tire Age _____
<input type="checkbox"/> Wheel balance needed	<input type="checkbox"/>	<input checked="" type="checkbox"/> Tire Wear Pattern / Damage	<input checked="" type="checkbox"/> Tire Wear Pattern / Damage
<input type="checkbox"/> Brake measurements not taken this service visit		<input checked="" type="checkbox"/> Tire Pressure set to factory-recommended PSI	<input checked="" type="checkbox"/> Tire Pressure set to factory-recommended PSI
		<input checked="" type="checkbox"/> Brake Lining _____ mm _____/32"	<input checked="" type="checkbox"/> Brake Lining _____ mm _____/32"
		LEFT REAR	RIGHT REAR
		<input checked="" type="checkbox"/> Tire Tread Depth _____/32" Tire Age _____	<input checked="" type="checkbox"/> Tire Tread Depth _____/32" Tire Age _____
		<input checked="" type="checkbox"/> Tire Wear Pattern / Damage	<input checked="" type="checkbox"/> Tire Wear Pattern / Damage
		<input checked="" type="checkbox"/> Tire Pressure set to factory-recommended PSI	<input checked="" type="checkbox"/> Tire Pressure set to factory-recommended PSI
		<input checked="" type="checkbox"/> Brake Lining _____ mm _____/32"	<input checked="" type="checkbox"/> Brake Lining _____ mm _____/32"
		SPARE TIRE	SERVICED
		<input checked="" type="checkbox"/> Tire Pressure set	<input type="checkbox"/> Tire Age _____

Comments:
filler neck

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

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Advisor: _____

Technician: _____

Customer Signature: _____

Customer Copy



3FAHP0HA5AR353918

Odometer
94635



Four Wheel Alignment

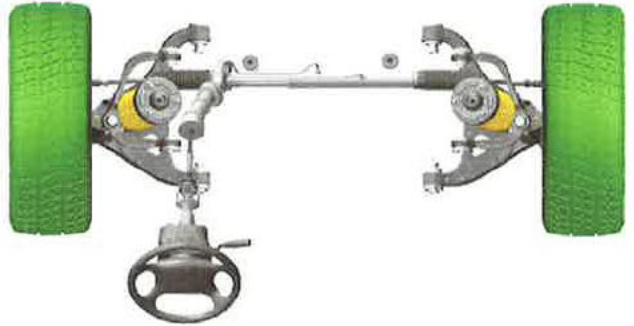
PASSED

Front Total Toe

Rear Total Toe

Front Camber

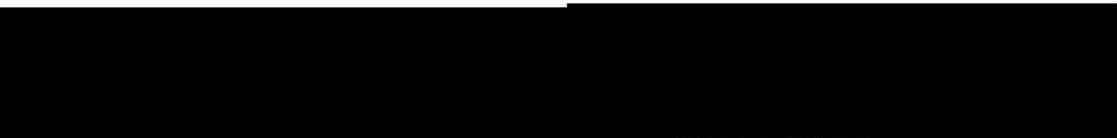
Rear Camber



No additional service needed.

LN#	RO.NO.	RO. DATE..	MILES.	ADV/TECH	J#	T	OPERATION CODE.	DESCRIPTION.....
1	195612	03/17/2018	108363	A	6281			
				T	1369	1	C 23FOZZQ99P	QUICKLANE INSPEC
				T	1369	2	I 23FOZZQ1000	*OIL AND FILTER
				T	1369	3	I 23FOZZGBATT	BATTERY OK
				T	1369	4	I 23FOZZGTIRE	TIRES OK
				T	1369	5	I 23FOZZGBK	BRAKE INSPECTION
2	180422	05/13/2017	100854	A	6281			
				T	8021	1	C 23FOZZQ1000	*OIL AND FILTER
				T	8021	2	C 23FOZZQ99P	QUICKLANE INSPEC
				T	8021	3	C 23FOZZQ7060	ELECTRICAL REPAI
				T	8021	4	I 23FOZZGBATT	BATTERY OK
				T	8021	5	I 23FOZZGBK	BRAKE INSPECTION
				T	8021	6	I 23FOZZGTIRE	TIRES OK
				T	8021	7	C 23FOZZSUSPREP	SUSP REPAIR
3	177551	03/17/2017	98509	A	1884			
				T	8021	1	C 23FOZZQ2070	TIRE REPAIR
				T	8021	2	C 23FOZZQ99P	QUICKLANE INSPEC
				T	8021	3	I 23FOZZGBATT	BATTERY OK
				T	8021	4	I 23FOZZGBK	BRAKE INSPECTION
				T	8021	5	I 23FOZZGTIRE	TIRES OK
4	172384	11/25/2016	94635	A	6281			
				T	8219	1	C 23FOZZQ1000	*OIL AND FILTER
				T	8219	2	C 23FOZZQ99P	QUICKLANE INSPEC
				T	8219	3	I 23FOZZGBATT	BATTERY OK
				T	8219	4	I 23FOZZGBK	BRAKE INSPECTION
				T	8219	5	I 23FOZZGTIRE	TIRES OK
5	170173	10/12/2016	92796	A	5474			
				T	106	1	I 00FOZ05	MULTI POINT INSP
				T	106	2	C 51FOZ000	PROGRAM 1 KEY
				T	106	3	I 19FOZGBATT	BATTERY CHECK
6	167248	08/17/2016	92152	A	5920			
				T	3481	1	I 19FOZREPCARD	REPORT CARD INSP
				T	3481	2	C 10FOZ	DRIVEABILITY MEN
				T	3481	3	I 19FOZGBATT	BATTERY CHECK
				T	3481	4	I 19FOZGBK	BRAKE INSPECTION
				T	3481	5	I 19FOZGTIRE	TIRE INSPECTION
7	161313	04/25/2016	87553	A	6281			
				T	2481	1	C 23FOZZRTRANS	TRANS SERVICE NE
				T	2481	2	C 23FOZZQ99P	QUICKLANE INSPEC
				T	2481	3	W 99FOZ	RECALL
				T	2481	4	I 23FOZZGBATT	BATTERY OK
				T	2481	5	I 23FOZZGBKSYS	BRAKES OK
				T	2481	6	I 23FOZZGTIRE	TIRES OK
8	161267	04/23/2016	87513	A	6281			
				T	8219	1	C 23FOZWRKS	WORKS GAS ENGINE
				T	8219	2	C 23FOZZQ99P	QUICKLANE INSPEC
				T	8219	3	I 23FOZZGBATT	BATTERY OK
				T	8219	4	I 23FOZZGBK	BRAKE INSPECTION
				T	8219	5	I 23FOZZGTIRE	TIRES OK
9	157047	01/27/2016	83944	A	5474			

LN#	RO.NO.	RO. DATE..	MILES.	ADV/TECH	J#	T	OPERATION CODE.	DESCRIPTION.....
				T	7555	1	I 00FOZ05	MULTI POINT INSP
				T	7555	2	W 99FOZ	RECALL
				T	7555	3	I 19FOZGBATT	BATTERY CHECK
10	145047	06/12/2015	74054	A	6281			
				T	8219	1	I 23FOZWRKS	WORKS GAS ENGINE
				T	8219	2	C 23FOZZQ99P	QUICKLANE INSPEC
				T	8219	3	I 23FOZZRBKSYS	IMMEDIATE REPLAC
				T	8219	4	I 23FOZZGBATT	BATTERY OK
				T	8219	5	I 23FOZZGTIRE	TIRES OK
11	142340	04/20/2015	71655	A	6281			
				T	7205	1	C 23FOZZQ5000	WHEEL ALIGNMENT
				T	7205	2	C 23FOZZQ99P	QUICKLANE INSPEC
				T	7205	3	I 23FOZZGBATT	BATTERY OK
				T	7205	4	I 23FOZZGBK	BRAKE INSPECTION
				T	7205	5	I 23FOZZGTIRE	TIRES OK
12	136032	12/03/2014	66803	A	6281			
				T	0769	1	I 23FOZZQ7025	*THE WORKS GAS E
				T	0769	2	C 23FOZZQ99P	QUICKLANE INSPEC
				T	0769	3	C 23FOZZQ4000	*REPLACE AIR FIL
				T	0769	4	C 23FOZZQ4020	REPLACE CABIN FI
				T	0769	5	I 23FOZZRSTEER	STEERING REQUIRE
				T	0769	6	I 23FOZZGBATT	BATTERY OK
				T	0769	7	I 23FOZZGBK	BRAKE INSPECTION
				T	0769	8	I 23FOZZGTIRE	TIRES OK
13	126278	06/06/2014	59850	A	6281			
				T	8021	1	C 23FOZZQ7025	*THE WORKS GAS E
				T	8021	2	C 23FOZZQ99P	QUICKLANE INSPEC
				T	8021	3	I 23FOZZGBATT	BATTERY OK
				T	8021	4	I 23FOZZGTIRE	TIRES OK
				T	8021	5	I 23FOZZYBKSYS	BRAKES MARGINAL
14	117238	11/27/2013	52625	A	6281			
				T	8410	1	C 23FOZZQ7025	*THE WORKS GAS E
				T	8410	2	C 23FOZZQ99P	QUICKLANE INSPEC
				T	8021	3	C 23FOZZQ5000	WHEEL ALIGNMENT
				T	8410	4	I 23FOZZGBATT	BATTERY OK
				T	8410	5	I 23FOZZGBK	BRAKE INSPECTION
				T	8410	6	I 23FOZZGTIRE	TIRES OK
15	109638	06/24/2013	45443	A	6281			
				T	7942	1	C 23FOZZQ1000	*OIL AND FILTER
				T	7942	2	C 23FOZZQ99P	QUICKLANE INSPEC
				T	7942	3	I 23FOZZGBATT	BATTERY OK
				T	7942	4	I 23FOZZGBK	BRAKE INSPECTION
				T	7942	5	I 23FOZZRTIRE	IMMEDIATE REPLAC
16	100227	11/23/2012	38269	A	6281			
				T	7942	1	I 23FOZZQ1000	*OIL AND FILTER
				T	7942	2	I 23FOZZQ99P	QUICKLANE INSPEC
				T	7942	3	C 23FOZZQ4020	REPLACE CABIN FI
				T	7942	4	I 23FOZZGBATT	BATTERY OK
				T	7942	5	I 23FOZZGBKSYS	BRAKES OK
				T	7942	6	I 23FOZZGTIRE	TIRES OK



LN#	RO NO.	RO DATE	MILES	ADV/TECH	U#	T	OPERATION	CODE	DESCRIPTION
17	89330	02/18/2012	26967	****			REPAIR ORDER PURGED FROM SYSTEM	****	
18	88350	01/25/2012	26091	****			REPAIR ORDER PURGED FROM SYSTEM	****	
19	86636	12/14/2011	24533	****			REPAIR ORDER PURGED FROM SYSTEM	****	
20	79995	07/01/2011	17657	****			REPAIR ORDER PURGED FROM SYSTEM	****	
21	74460	02/21/2011	11933	****			REPAIR ORDER PURGED FROM SYSTEM	****	
22	73671	02/02/2011	11389	****			REPAIR ORDER PURGED FROM SYSTEM	****	
23	70181	11/06/2010	7200	****			REPAIR ORDER PURGED FROM SYSTEM	****	
24	67385	09/03/2010	4699	****			REPAIR ORDER PURGED FROM SYSTEM	****	
25	66430	08/10/2010	4078	****			REPAIR ORDER PURGED FROM SYSTEM	****	
26	65769	07/24/2010	3102	****			REPAIR ORDER PURGED FROM SYSTEM	****	
27	63898	06/12/2010	1927	****			REPAIR ORDER PURGED FROM SYSTEM	****	
28	61834	04/24/2010	7	****			REPAIR ORDER PURGED FROM SYSTEM	****	



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CUST STS TRANS BUCKS/SHAKES/VIBRATES
TRANSMISSION NEEDS REPLACEMENT, ALSO UPPER TRANS MOUNT NEEDS
REPLACEMENT TRANS MOUNT IS THE SOURCE OF VIBRATION
TRANS REQUIRES IMMEDIATE SERVICE

JOB # 1 TOTAL LABOR & PARTS 179.95

J# 2 23FOZZQ99P QUICKLANE INSPECTION HOURS: 0.00 TECH(\$):2481 0.00
PERFORM QUICK LANE INSPECTION
SCHEDULED MAINTENANCE
PERFORM INSPECTION

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3+99FOZ RECALL HOURS: 1.00 TECH(\$):2481 WARRANTY
PERFORM RECALL 15S34

JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4+23FOZZGBATT BATTERY OK HOURS: TECH(\$):2481 INTERNAL
CHECK BATTERY GOOD
BATTERY INSPECTION GOOD
CHECK BATTERY GOOD

JOB # 4 TOTAL LABOR & PARTS 0.00

J# 5+23FOZZGBKSYS BRAKES OK HOURS: TECH(\$):2481 INTERNAL
PERFORMED BRAKE INSPECTION
BRAKES OK
PERFORM BRAKE INSPECTION BRAKES GOOD

JOB # 5 TOTAL LABOR & PARTS 0.00

J# 6+23FOZZGTIRE TIRES OK HOURS: TECH(\$):2481 INTERNAL
TIRES OK
TREADWEAR OK
INSPECT TIRES OK

JOB # 6 TOTAL LABOR & PARTS 0.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
JOB # 1 OA OWNER ADVANTAGE -2.45
TOTAL - MISC -2.45

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

RECOMMENDATIONS-----
NEEDS A NEW TRANSMISSION \$3118.08 PART 8.6 HOURS TO REPLACE
NEEDS A TRANS MOUNT \$111.00 PART ONCE TRANS IS OUT NO LABOR



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

TOTAL LABOR.... 179.93
TOTAL PARTS.... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC -2.45
TOTAL TAX..... 12.43

TOTAL INVOICE \$ 189.93

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

DUPLICATE INVOICE

Record From: NJ Car Services, Inc. (609) 883-5055 #68554 (2/15)



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TEL: (908) 995-2122 FAX: (908) 488-2252

J# 1 19FOZREFCARD REPORT CARD INSPE... HOURS: 0.00 TECH(S):3481 INTERNAL
PERFORM MULTI-POINT INSPECTION REPORT CARD
PERFORM ADVISOR WALK AROUND INSPECTION
COURTESY INSPECTION OF VEHICLE
SEE ADVISOR FOR REPORT CARD RESULTS
ADVISOR PERFORMED WALKAROUND INSPECTION

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

J# 2 10FOZ DRIVEABILITY MENU HOURS: TECH(S):3481 200.00
CHECK FUEL INLET MESSAGE
VERIFIED CONCERN PERFORMED IDS CHECK FOUND CODE P0457
PERFORMED SMOKE TEST FOUND PURGE VALVE VENTING
REPLACED PURGE VALVE CLEAR CODES AND ROAD TEST

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 2 1 9U5Z-9C915-H VALVE A 65.47 65.47
JOB # 2 TOTAL PARTS 65.47
JOB # 2 TOTAL LABOR & PARTS 265.47

J# 3+19FOZGBATT BATTERY CHECK HOURS: TECH(S):3481 INTERNAL
BATTERY INSPECTION
INSPECT BATTERY TERMINALS
INSPECT BATTERY CONDITION AND COLD CRANKING AMPS
INSPECT BATTERY TERMINALS
BATTERY CONDITION GOOD

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

J# 4+19FOZGBK BRAKE INSPECTION HOURS: TECH(S):3481 INTERNAL
VISUAL INSPECTION OF BRAKES
VISUAL INSPECTION OF BRAKE LINING
BRAKES VISUALLY CHECK O.K. ABOVE 6MM DISC ABOVE 3MM DRUM
BRAKES

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

J# 5+19FOZGTIRE TIRE INSPECTION HOURS: TECH(S):3481 INTERNAL
TIRES VISUALLY INSPECTED AND O.K.
INSPECT TIRES FOR WEAR
TIRES CHECKED AND 7/32 OR HIGHER

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-



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JOB # 5 TOTAL LABOR & PARTS 0.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
JOB # A SS EPA COMPLIANCE CHARGE 3.93
TOTAL - MISC 3.93

TOTALS-----

* TOTAL LABOR.... 200.00
* [] CASH [] CHECK CK NO. [] * TOTAL PARTS.... 65.47
* [] VISA [] MASTERCARD [] DISCOVER * TOTAL SUBLET... 0.00
* [] AMER XPRESS [] OTHER [] CHARGE * TOTAL G.O.G.... 0.00
* * TOTAL MISC CHG. 3.93
* * TOTAL MISC DISC 0.00
* * TOTAL TAX..... 18.86
***** TOTAL INVOICE \$ 288.26

THANK YOU FOR YOUR BUSINESS!!

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

Reorder From: nj car Services, Inc. (609) 883-5056 #98554 (2/15)



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J# 1 00FOZ05	MULTI POINT INSP	HOURS: 0.00	TECH(S):106	INTERNAL	
PERFORM VISUAL INSPECTION OF VEHICLE CHECK ALL FLUID LEVELS VISUAL INSPECTION OF BRAKES AND TIRES AND ALL LIGHTS					
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-					
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00
J# 2 51FOZ000	PROGRAM 1 KEY	HOURS: 1.00	TECH(S):106	128.00	
CUSTOMER REQUESTS PROGRAM ONE KEY PROGRAMMED ONE KEY					
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-					
JOB # 2	1	164-R8073	IKT 4 B	129.95	129.95
				JOB # 2 TOTAL PARTS	129.95
				JOB # 2 TOTAL LABOR & PARTS	257.95
J# 3+19FOZGBATT	BATTERY CHECK	HOURS:	TECH(S):106	INTERNAL	
BATTERY INSPECTION INSPECT BATTERY TERMINALS INSPECT BATTERY CONDITION AND COLD CRANKING AMPS INSPECT BATTERY TERMINALS BATTERY CONDITION GOOD					
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-					
				JOB # 3 TOTAL PARTS	0.00
				JOB # 3 TOTAL LABOR & PARTS	0.00
MISC-----CODE-----DESCRIPTION-----CONTROL NO-----					
JOB # A	SS	EPA COMPLIANCE CHARGE			7.80
JOB # 2	OA	OWNER ADVANTAGE			-8.10
				TOTAL - MISC	-0.30

Reorder From: NJ CUI Services, Inc. (609) 853-5055 #98554 (3/15)



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

TOTAL LABOR.... 128.00
TOTAL PARTS.... 129.95
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 7.80
TOTAL MISC DISC -8.10
TOTAL TAX..... 18.04
TOTAL INVOICE \$ 275.69

THANK YOU FOR YOUR BUSINESS!!

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



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J# 1 23FOZZQ1000	OIL AND FILTER	HOURS:	TECH(S):8219	10.00
PERFORM OIL AND FILTER CHANGE GAS ENGINE INCLUDES UP TO 5 QUARTS MOTORCRAFT OIL AND FILTER SCHEDULED MAINTENANCE PERFORM SERVICE				
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-				
JOB # 1	1	FL-910S-B12	KIT - E	5.25
				JOB # 1 TOTAL PARTS 5.25
				JOB # 1 TOTAL LABOR & PARTS 15.25
J# 2 23FOZZQ99P	QUICKLANE INSPECTION	HOURS: 0.00	TECH(S):8219	0.00
PERFORM QUICK LANE INSPECTION SCHEDULED MAINTENANCE PERFORM INSPECTION				
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-				
				JOB # 2 TOTAL PARTS 0.00
				JOB # 2 TOTAL LABOR & PARTS 0.00
J# 3+23FOZZQBATT	BATTERY OK	HOURS:	TECH(S):8219	INTERNAL
CHECK BATTERY GOOD BATTERY INSPECTION GOOD CHECK BATTERY GOOD				
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-				
				JOB # 3 TOTAL PARTS 0.00
				JOB # 3 TOTAL LABOR & PARTS 0.00
J# 4+23FOZZCBK	BRAKE INSPECTION	HOURS:	TECH(S):8219	INTERNAL
PERFORMED BRAKE INSPECTION BRAKES OK PERFORMED BRAKE INSPECTION BRAKES OK				
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-				
				JOB # 4 TOTAL PARTS 0.00
				JOB # 4 TOTAL LABOR & PARTS 0.00
J# 5+23FOZZCTIRE	TIRES OK	HOURS:	TECH(S):8219	INTERNAL
TIRES OK TREADWEAR OK INSPECT TIRES OK				
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-				
				JOB # 5 TOTAL PARTS 0.00
				JOB # 5 TOTAL LABOR & PARTS 0.00
G.O.G. & SUPPLIES-----				
JOB # 1	5.0	QL M/CRAFT 5W20 API SN	@ 4.950 /UNIT	24.75

Reorder From: nj car Services, Inc. (609) 883-5088 #98554 (3/15)



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MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
JOB # A SS EPA COMPLIANCE CHARGE 2.49
JOB # 1 OA OWNER ADVANTAGE -13.28
TOTAL - MISC -10.79

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$58.07 (+TAX)

TOTALS-----

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

TOTAL LABOR.... 10.00
TOTAL PARTS.... 5.25
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 24.75
TOTAL MISC CHG. 2.49
TOTAL MISC DISC -13.28
TOTAL TAX..... 2.04
TOTAL INVOICE \$ 31.25

THANK YOU FOR YOUR BUSINESS!!

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



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J# 1 23FOZZQ2070	TIRE REPAIR	HOURS:	TECH(S):8021	25.00
	CUST STS L/F RIM BENT POTHOLE REPAIRED RIM.			
JOB # 1 TOTAL LABOR & PARTS				25.00
J# 2 23FOZZQ99P	QUICKLANE INSPECTION	HOURS: 0.00	TECH(S):8021	0.00
	PERFORM QUICK LANE INSPECTION SCHEDULED MAINTENANCE PERFORM INSPECTION			
JOB # 2 TOTAL LABOR & PARTS				0.00
J# 3+23FOZZGBATT	BATTERY OK	HOURS:	TECH(S):8021	INTERNAL
	CHECK BATTERY GOOD BATTERY INSPECTION GOOD CHECK BATTERY GOOD			
JOB # 3 TOTAL LABOR & PARTS				0.00
J# 4+23FOZZGBK	BRAKE INSPECTION	HOURS:	TECH(S):8021	INTERNAL
	PERFORMED BRAKE INSPECTION BRAKES OK PERFORMED BRAKE INSPECTION BRAKES OK			
JOB # 4 TOTAL LABOR & PARTS				0.00
J# 5+23FOZZGTIRE	TIRES OK	HOURS:	TECH(S):8021	INTERNAL
	TIRES OK TREADWEAR OK INSPECT TIRES OK			
JOB # 5 TOTAL LABOR & PARTS				0.00
MISC-----CODE-----	DESCRIPTION-----			CONTROL NO-----
JOB # 1	OA OWNER ADVANTAGE			
				-1.46
TOTAL - MISC				-1.46

ESTIMATE-----
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$19.95 (+TAX)

Reorder From: nj car Services, Inc. (609) 883-5056 #98554 (3/15)



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

TOTAL LABOR... 25.00
TOTAL PARTS... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC -1.46
TOTAL TAX..... 1.62

TOTAL INVOICE \$ 25.16

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CUSTOMER SIGNATURE

DUPLICATE INVOICE

Reorder From: nj car Services, Inc. (609) 883-5056 #98854 (3/15)



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J# 1	23FOZZQ1000	*OIL AND FILTER	HOURS:	TECH(S):8021	10.00
PERFORM OIL AND FILTER CHANGE GAS ENGINE INCLUDES UP TO 5 QUARTS MOTORCRAFT OIL AND FILTER SCHEDULED MAINTENANCE PERFORM SERVICE					
PARTS-----	QTY---	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-	
JOB # 1	1	FL-910S-B12	KIT - E	5.25	
				JOB # 1 TOTAL PARTS	5.25
				JOB # 1 TOTAL LABOR & PARTS	15.25
J# 2	23FOZZQ99P	QUICKLANE INSPECTION	HOURS:	0.00 TECH(S):8021	0.00
PERFORM QUICK LANE INSPECTION SCHEDULED MAINTENANCE PERFORM INSPECTION					
PARTS-----	QTY---	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-	
JOB # 2	2	BESZ-1012-A	NUT - W	8.85	17.70
				JOB # 2 TOTAL PARTS	17.70
				JOB # 2 TOTAL LABOR & PARTS	17.70
J# 3	23FOZZQ7060	ELECTRICAL REPAIR	HOURS:	TECH(S):8021	36.00
INSTALL CUST SUPPLIED FOGLIGHT BULBS BULBS BURNT REPL BULBS					
PARTS-----	QTY---	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-	
				JOB # 3 TOTAL PARTS	0.00
				JOB # 3 TOTAL LABOR & PARTS	36.00
J# 4	+23FOZZGBATT	BATTERY OK	HOURS:	TECH(S):8021	INTERNAL
CHECK BATTERY GOOD BATTERY INSPECTION GOOD CHECK BATTERY GOOD					
PARTS-----	QTY---	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-	
				JOB # 4 TOTAL PARTS	0.00
				JOB # 4 TOTAL LABOR & PARTS	0.00
J# 5	+23FOZZGBK	BRAKE INSPECTION	HOURS:	TECH(S):8021	INTERNAL
PERFORMED BRAKE INSPECTION BRAKES OK PERFORMED BRAKE INSPECTION BRAKES OK					
PARTS-----	QTY---	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-	
				JOB # 5 TOTAL PARTS	0.00
				JOB # 5 TOTAL LABOR & PARTS	0.00



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J# 6+23FOZZGTIRE TIRES OK HOURS: TECH(S):8021 INTERNAL

TIRES OK
TREADWEAR OK
INSPECT TIRES OK

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 6 TOTAL PARTS 0.00
JOB # 6 TOTAL LABOR & PARTS 0.00

J# 7+23FOZZSUSPREP SUSP REPAIR HOURS: 1.00 TECH(S):8021 130.00

CUST STS NOISE ON TURNS
VERIFY CONCERN, PERFORM CHASSIS NOISE TESTING, DISCOVERED
TORSION BOLTS REQUIRED RE-TORQUE, R/F BRAKE CALIPER
RE-TORQUE. TEST DRIVE VERIFY REPAIRS

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 7 TOTAL PARTS 0.00
JOB # 7 TOTAL LABOR & PARTS 130.00

G.O.G. & SUPPLIES-----
JOB # 1 5.0 QL M/CRAFT SW20 API SN @ 4.950 /UNIT 24.75
TOTAL - GOG 24.75

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
JOB # A SS EPA COMPLIANCE CHARGE 3.29
JOB # 1 LOF OIL AND FILTER DISCOUNT -6.00
JOB # 7 OA OWNER ADVANTAGE -13.00
TOTAL - MISC -15.71

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$114.86 (+TAX)

TOTALS-----

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

TOTAL LABOR.... 176.00
TOTAL PARTS.... 22.95
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 24.75
TOTAL MISC CHG. 3.29
TOTAL MISC DISC -19.00
TOTAL TAX..... 14.71
TOTAL INVOICE \$ 222.70

THANK YOU FOR YOUR BUSINESS!!

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Table with columns: J#, Description, Hours, Tech(S), Unit Price, Internal. Rows include: 1. QUICKLANE INSPECTION (0.00 hours), 2. OIL AND FILTER CHANGE (INTERNAL), 3. BATTERY OK (INTERNAL), 4. TIRES OK (INTERNAL), 5. BRAKE INSPECTION (INTERNAL), and G.O.G. & SUPPLIES (INTERNAL).

Record From: nj car Services, Inc. (800) 885-5055 #98554 (3/15)



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MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
JOB # A EPAI ENVIROMENTAL CHARGE INTERNAL
JOB # 2 OCT OIL CHANGE TAX INTERNAL
TOTAL - MISC 0.00

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$39.95 (+TAX)

COMMENTS-----
0A OIL, STUDS/LUG NUTS ROTTED
DELETED OPERATION(S)-----
23FOZWRKS WORKS GAS ENGINE

TOTALS-----

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

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Reorder From: nj car Services, Inc. (609) 983-5654 #09554 (3/16)



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J#	DESCRIPTION	HOURS	TECH(S)	INTERNAL
J# 1	23FOZWWRKS WORKS GAS ENGINE PERFORM THE WORKS GAS ENGINE AS PER SCHEDULED MAINTENANCE PERFORM THE WORKS OIL AND FILTER CHANGE TIRE ROTATION AND VEHICLE INSPECTION REPORT		8219	INTERNAL
PARTS	-----QTY-----FP-NUMBER-----DESCRIPTION-----			
JOB # 1	1 FL-910S-B12 KIT - E			INTERNAL
			JOB # 1 TOTAL PARTS	0.00
			JOB # 1 TOTAL LABOR & PARTS	0.00
J# 2	23FOZZQ99P QUICKLANE INSPECTION PERFORM QUICK LANE INSPECTION SCHEDULED MAINTENANCE PERFORM INSPECTION	0.00	8219	INTERNAL
PARTS	-----QTY-----FP-NUMBER-----DESCRIPTION-----			
JOB # 2	1 BESZ-1012-A NUT - W			8.85
			JOB # 2 TOTAL PARTS	8.85
			JOB # 2 TOTAL LABOR & PARTS	8.85
J# 3	23FOZZRBKSYS IMMEDIATE REPLACE BRAKES REQUIRE IMMEDIATE REPLACEMENT IMMEDIATE BRAKE ATTENTION BRAKES REQUIRED IMMEDIATELY REAR PADS LOW 2mm		8219	INTERNAL
PARTS	-----QTY-----FP-NUMBER-----DESCRIPTION-----			
			JOB # 3 TOTAL PARTS	0.00
			JOB # 3 TOTAL LABOR & PARTS	0.00
J# 4	23FOZZGBATT BATTERY OK CHECK BATTERY GOOD BATTERY INSPECTION GOOD CHECK BATTERY GOOD		8219	INTERNAL
PARTS	-----QTY-----FP-NUMBER-----DESCRIPTION-----			
			JOB # 4 TOTAL PARTS	0.00
			JOB # 4 TOTAL LABOR & PARTS	0.00
J# 5	23FOZZGTIRE TIRES OK TIRES OK TREADWEAR OK INSPECT TIRES OK		8219	INTERNAL
PARTS	-----QTY-----FP-NUMBER-----DESCRIPTION-----			
			JOB # 5 TOTAL PARTS	0.00
			JOB # 5 TOTAL LABOR & PARTS	0.00

Reorder From: nj car Services, Inc. (609) 860-5056 #48554 (3/15)



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JOB # 1 5.0 Q/LANE INTERNAL 5W20 @ /UNIT INTERNAL
TOTAL - GOG 0.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
JOB # 1 OCT OIL CHANGE TAX INTERNAL
JOB # 1 OA OWNER ADVANTAGE -8.85
TOTAL - MISC -8.85

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$39.95 (+TAX)

TOTALS-----

TOTAL LABOR... 0.00
TOTAL PARTS... 8.85
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC -8.85
TOTAL TAX..... 0.00
TOTAL INVOICE \$ 0.00

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE
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J# 1 00FOZ05 MULTI POINT INSP HOURS: 0.00 TECH(S):7555 INTERNAL
PERFORM VISUAL INSPECTION OF VEHICLE CHECK ALL FLUID LEVELS
VISUAL INSPECTION OF BRAKES AND TIRES AND ALL LIGHTS

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 99FOZ RECALL HOURS: 0.30 TECH(S):7555 WARRANTY
RECALL FUEL TANK PURGE VALVE INSPECTION
INSPECT FUEL TANK, PURGE VALVE PASS O.K.
RECALL COMPLETED

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3+19FOZGBATT BATTERY CHECK HOURS: TECH(S):7555 INTERNAL
BATTERY INSPECTION
INSPECT BATTERY TERMINALS
INSPECT BATTERY CONDITION AND COLD CRANKING AMPS
INSPECT BATTERY TERMINALS
BATTERY CONDITION GOOD

JOB # 3 TOTAL LABOR & PARTS 0.00

TOTALS

***** TOTAL LABOR... 0.00
* TOTAL PARTS... 0.00
* [] CASH [] CHECK CK NO. [] * TOTAL SUBLET... 0.00
* [] VISA [] MASTERCARD [] DISCOVER * TOTAL G.O.G... 0.00
* TOTAL MISC CHG. 0.00
* [] AMER XPRESS [] OTHER [] CHARGE * TOTAL MISC DISC 0.00
* TOTAL TAX..... 0.00
***** TOTAL INVOICE \$ 0.00

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

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PERFORM THE WORKS GAS ENGINE
AS PER SCHEDULED MAINTENANCE
PERFORM THE WORKS OIL AND FILTER CHANGE TIRE ROTATION AND
VEHICLE INSPECTION REPORT

Table with 5 columns: PARTS, QTY, FP-NUMBER, DESCRIPTION, UNIT PRICE. Row 1: JOB # 1, 1, FL-910S-B12, KIT - E, 5.25. Summary rows for JOB # 1 TOTAL PARTS (5.25) and JOB # 1 TOTAL LABOR & PARTS (15.25).

J# 2 23FOZZQ99P QUICKLANE INSPECTION HOURS: 0.00 TECH(\$):8219 0.00
PERFORM QUICK LANE INSPECTION
SCHEDULED MAINTENANCE
PERFORM INSPECTION

Table with 5 columns: PARTS, QTY, FP-NUMBER, DESCRIPTION, UNIT PRICE. Summary rows for JOB # 2 TOTAL PARTS (0.00) and JOB # 2 TOTAL LABOR & PARTS (0.00).

J# 3+23FOZZGBATT BATTERY OK HOURS: TECH(\$):8219 INTERNAL
CHECK BATTERY GOOD
BATTERY INSPECTION GOOD
CHECK BATTERY GOOD

Table with 5 columns: PARTS, QTY, FP-NUMBER, DESCRIPTION, UNIT PRICE. Summary rows for JOB # 3 TOTAL PARTS (0.00) and JOB # 3 TOTAL LABOR & PARTS (0.00).

J# 4+23FOZZGBK BRAKE INSPECTION HOURS: TECH(\$):8219 INTERNAL
PERFORMED BRAKE INSPECTION
BRAKES OK
PERFORMED BRAKE INSPECTION BRAKES OK

Table with 5 columns: PARTS, QTY, FP-NUMBER, DESCRIPTION, UNIT PRICE. Summary rows for JOB # 4 TOTAL PARTS (0.00) and JOB # 4 TOTAL LABOR & PARTS (0.00).

J# 5+23FOZZGTIRE TIRES OK HOURS: TECH(\$):8219 INTERNAL
TIRES OK
TREADWEAR OK
INSPECT TIRES OK

Table with 5 columns: PARTS, QTY, FP-NUMBER, DESCRIPTION, UNIT PRICE. Summary rows for JOB # 5 TOTAL PARTS (0.00) and JOB # 5 TOTAL LABOR & PARTS (0.00).

G.O.G. & SUPPLIES
JOB # 1 5.0 QL M/CRAFT SW20 API SN @ 4.950 /UNIT 24.75



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Table with 4 columns: MISC-CODE, DESCRIPTION, CONTROL NO, and amount. Rows include EPA COMPLIANCE CHARGE (1.49), OWNER ADVANTAGE (-2.45), and TOTAL - MISC (-0.96).

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$39.95 (+TAX)

TOTALS section with payment options (CASH, CHECK, VISA, etc.) and a summary table of charges: TOTAL LABOR (10.00), TOTAL PARTS (5.25), TOTAL SUBLET (0.00), TOTAL G.O.G. (24.75), TOTAL MISC CHG. (1.49), TOTAL MISC DISC (-2.45), TOTAL TAX (2.73), and TOTAL INVOICE \$ (41.77).

THANK YOU FOR YOUR BUSINESS!!

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

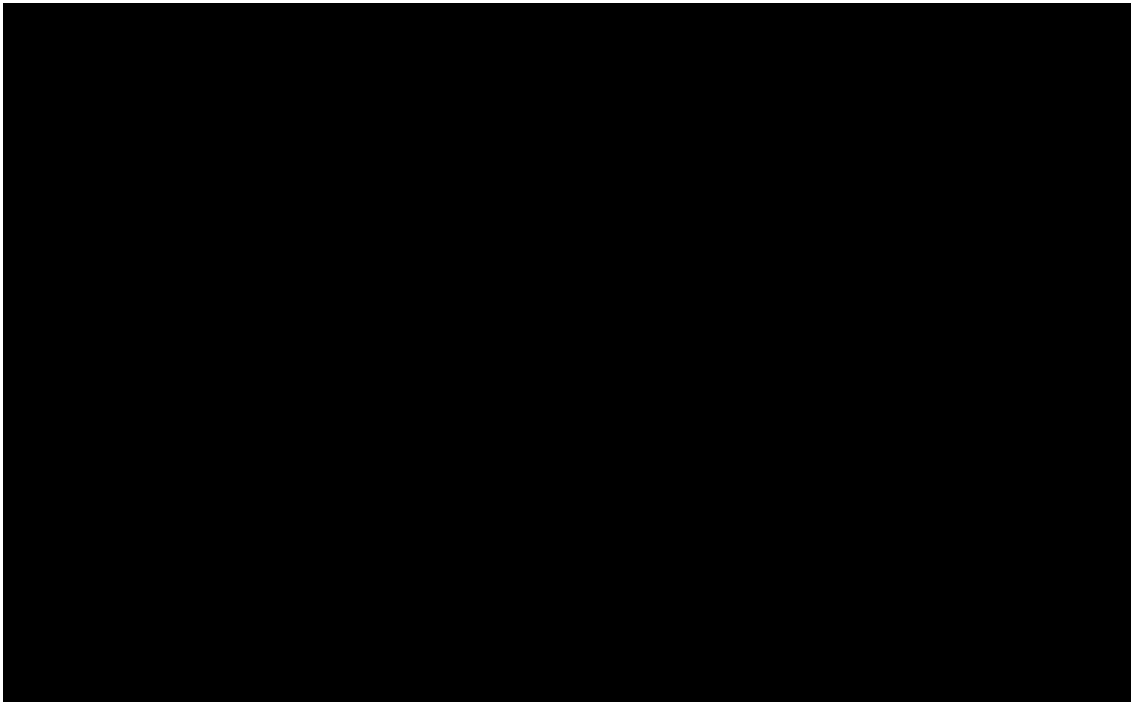
Recorder From: nj car Services, Inc. (609) 883-5055 #96554 (3/15)

<u>LABOR</u>			
TRANS	1.00	REMOVE AND OVERHAUL FORD 6F35 TRANSAXLE ASSEMBLY. COMPLETE OVERHAUL, REMAN TORQUE CONVERTOR, ALL NEW CLUTCHES , STEELS, O-RINGS, SEALS, AND GASKETS. FLUSH AND REFILL WITH MOTORCRAFT TRANS FLUID	2325.00 2325.00
			LABOR 2325.00
<u>SUPPLIES</u>			
ShopSupplies	1.00	Charge for handling waste	15.00 15.00
			SUPPLIES 15.00

Pay Method = VISA 2502.75	<u>Sub Total</u>	2,340.00
	<u>Sales Tax</u>	162.75
	<u>Total</u>	2,502.75

YOUR DEALER WARRANTY WILL NOT BE VOID! Federal law prohibits new car dealers from implying or denying warranty service because routine scheduled maintenance was performed at your independent repair shop. **90 Day warranty on labor (*unless otherwise stated on receipt)**
 Estimate good for 30 days. Not responsible for damage caused by theft, fire or acts of nature. I hereby authorize the above repairs, including sublet work, along with the necessary materials. You and your employees may operate my vehicle for the purpose of testing, inspection and delivery at my risk. If I cancel repairs prior to their completion for any reason, a teardown and reassemble fee of \$65- will be applied.

x _____ Date _____



**Service of Process
Transmittal**

03/06/2019

CT Log Number 535048525

TO: Chris Dzbanski
FORD MOTOR COMPANY
1 American Rd Whq 421-E6
Dearborn, MI 48126-2701

RE: Process Served in Alabama

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:

DOCUMENT(S) SERVED:

COURT/AGENCY:

NATURE OF ACTION:

ON WHOM PROCESS WAS SERVED:

DATE AND HOUR OF SERVICE:

JURISDICTION SERVED :

APPEARANCE OR ANSWER DUE:

ATTORNEY(S) / SENDER(S):

ACTION ITEMS:

SIGNED:

ADDRESS:

TELEPHONE:





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& HELLUMS, P.C.
ATTORNEYS AT LAW
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0625-191328701



Ford Motor Co.
C/O CT Corporation System
2 North Jackson Street, Suite 605
Montgomery AL 36104-3821



W. Lee Pittman
Tom Dutton¹
Chris T. Hellums²
Michael C. Bradley
Jonathan S. Mann
Austin B. Whitten
Emily Irvin

OF COUNSEL
James H. Davis³

¹ Also member of MS Bar
² Also member of CO Bar
³ Member of FL Bar only

February 28, 2019

Ford Motor Co.
c/o CT Corporation System
2 North Jackson St.
Suite 605
Montgomery, AL 36104

RE: Notice of Dispute Pursuant to

Our firm has been retained by Laura L. [REDACTED] pursuant to the requirements in Ala. Code § 8-19-10(e), for claims under the Alabama Deceptive Trade Practices Act, Ala. Code § 8-19-1, et al. Please direct any communications about this matter to Pittman, Dutton, and Hellums, PC.

[REDACTED] is the owner of a 2010 Ford Fusion SEL [VIN# [REDACTED]] that was manufactured by Ford Motor Company ("Ford"). In 2018, the Electronic Power Assisted Steering ("EPAS") system abruptly failed while the vehicle was being driven. It was extremely fortunate that this did not cause a crash. The vehicle was practically inoperable without the EPAS system and was taken to Adamson Ford, LLC in Birmingham, Alabama for repair. Mrs. Whitten paid a total sum of \$2,066.67 to Adamson Ford for the parts and labor to have the repairs completed (invoice and receipt attached).

[REDACTED] believes that Ford has known since at least 2011 that the EPAS systems installed in the 2010 Ford Fusions—such as the one she was forced to pay to have replaced—were defective and that a recall should have been initiated to avoid this dangerous and costly situation. [REDACTED] believes that Ford intentionally concealed information and continues to avoid rectifying the defect in order to avoid paying for the costly repairs to its vehicles, which in turn puts the safety of the occupants of these vehicles at great risk. Further, Ford continues to force consumers like [REDACTED] to pay to replace the defective parts out of pocket. There are more than a thousand similar complaints filed with the NHTSA. As Ford is aware, the NHTSA is currently conducting an investigation into these complaints. There is no question that Ford should have initiated a product recall years ago to address this situation, as it did with the later model Fusions that were equipped with the same EPAS system.

[REDACTED] now demands that Ford Motor Company, as the manufacturer of her Ford Fusion with the defective EPAS system that failed prematurely, reimburse her the \$2,066.67 she paid to Adamson Ford to replace the defective parts that should have been replaced under a recall by Ford, as well as pay her attorney's fees in the amount of \$1,500 pursuant to the ADTPA.

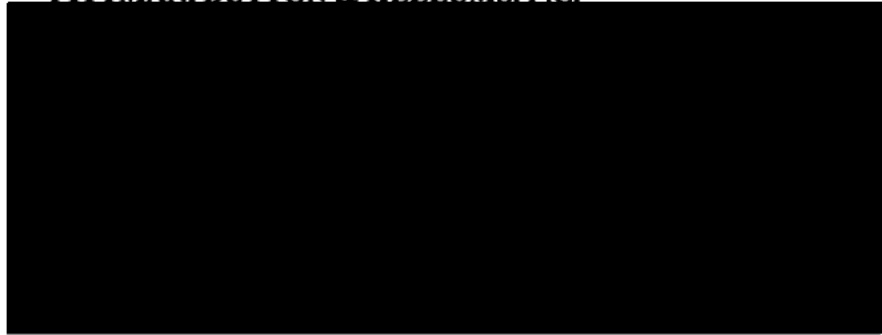
2001 Park Place North
Suite 1100
Birmingham, AL 35203
205-322-8880
866-515-8880
205-328-2711 (fax)

Page 2

Should Ford refuse this extremely reasonable offer of settlement, [REDACTED] will promptly file a lawsuit in Alabama circuit court against Ford Motor Co. alleging unconscionable, false, misleading, and deceptive acts and practices in the conduct of trade and commerce under the ADTPA to recover treble damages, punitives, and attorney's fees. The factual allegations will model those alleged in Philips, et al. v. Ford Motor Co. (N.D.Cal., 14-cv-02989), as will the discovery requests. We look forward to your response.

Yours truly,

PITTMAN, DUTTON & HELLUMS, P.C.



/jm
Enclosures



Adamson Ford, LLC
 1922 Second Avenue, South
 Birmingham, AL 35233
 Phone: (205) 271-4700

31400

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount																									
A			A76		Customer	\$540.00																									
Concern	Customer states power steering went out this morning, advise																														
Cause	P07AE;09 FRICTION CLUTCH G FAILURE IN PSCM. INTERNAL IN POWER STEERING RACK/MOTOR ASSEMBLY.																														
<table border="1"> <thead> <tr> <th>Part Number</th> <th>Description</th> <th>Qty</th> <th>Unit Price</th> <th>Ext. Price</th> </tr> </thead> <tbody> <tr> <td>STE 267 RM</td> <td>GEAR ASY - ST</td> <td>1</td> <td>\$1,337.16</td> <td>\$1,337.16</td> </tr> <tr> <td colspan="4">Parts Total...</td> <td>\$1,337.16</td> </tr> <tr> <td colspan="4">Line Total...</td> <td>\$1,877.16</td> </tr> </tbody> </table>							Part Number	Description	Qty	Unit Price	Ext. Price	STE 267 RM	GEAR ASY - ST	1	\$1,337.16	\$1,337.16	Parts Total...				\$1,337.16	Line Total...				\$1,877.16					
Part Number	Description	Qty	Unit Price	Ext. Price																											
STE 267 RM	GEAR ASY - ST	1	\$1,337.16	\$1,337.16																											
Parts Total...				\$1,337.16																											
Line Total...				\$1,877.16																											
B			A88		Customer	\$0.00																									
Concern	Customer states AC fan has been going on and off innermittenly, advise																														
Correction	could not replicate issue																														
Line Total...						\$0.00																									
C	WRKS		A91		Customer	\$13.00																									
Concern	THE WORKS-OIL CHANGE, TIRE ROTATION AND MULTIPOINT INSPECTION																														
Cause	routine service																														
Correction	oil change and tire rotation																														
<table border="1"> <thead> <tr> <th>Part Number</th> <th>Description</th> <th>Qty</th> <th>Unit Price</th> <th>Ext. Price</th> </tr> </thead> <tbody> <tr> <td>A,5W20</td> <td>5W20 M/C OIL</td> <td>6</td> <td>\$3.40</td> <td>\$20.40</td> </tr> <tr> <td>FL 500 S</td> <td>FILTER ASY - OIL</td> <td>1</td> <td>\$7.98</td> <td>\$7.98</td> </tr> <tr> <td colspan="4">Parts Total...</td> <td>\$28.38</td> </tr> <tr> <td colspan="4">Line Total...</td> <td>\$41.38</td> </tr> </tbody> </table>							Part Number	Description	Qty	Unit Price	Ext. Price	A,5W20	5W20 M/C OIL	6	\$3.40	\$20.40	FL 500 S	FILTER ASY - OIL	1	\$7.98	\$7.98	Parts Total...				\$28.38	Line Total...				\$41.38
Part Number	Description	Qty	Unit Price	Ext. Price																											
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Parts Total...				\$28.38																											
Line Total...				\$41.38																											

D	99P	A76	Customer	\$0.00
Concern PERFORM MULTI-POINT INSPECTION				
Correction completed mpi				
Line Total...				\$0.00
E +		A76	Warranty	
Concern Customer states AIRBAG RECALL CAMPAIGN 16S26				
Cause 16S26H-2.8HRS				
Correction RECALL 16S26-REPLACED PASSENGER AIRBAG INFLATOR				
S#-NPA1810245804				
Part Number Description Qty				
AE5Z 54044A74 D MODULE - AIR B 1				
W711044 S403 CLIP 2				
W712961 S439 BOLT 1				
F +	RENTAL	A57	Warranty	
Concern RENTAL CHARGES				
Sublet Code Vendor Name PO# / Description				
REN				
REN				
REN				
Authorized Estimates				
Date/Time	Amount	Authorized By	Authorization Method	Phone/Email
06/18/2018 09:24	\$22.78		Initial Estimate	
Warranty Claim Type: F		Authorization Code:	Service Cont No:	

	Amount
Parts	\$1,365.54
Shop Supplies	\$50.00
Sales Tax	\$138.51
Labor	\$553.00
Total Amount Due	\$2,108.05
<hr/>	
TOTAL CASH	\$2,108.05

DISPUTE RESOLUTION AGREEMENT:

The Dealer and Customer(s) agree, in connection with the resolution of any dispute arising out of any inspections, diagnosis, repair made and parts supplied to or for the vehicle described on this or any other repair order, (including but not limited to, the terms, conditions, construction and enforceability of this arbitration agreement, the condition of the vehicle, the inspection, diagnosis, repairs made or parts supplied to or for the vehicle or the customer, the representations, promises, warranties, undertakings or covenants made by the Dealer in connection therewith), that Dealer and Customer(s) will submit such dispute(s) to binding arbitration, pursuant to the provisions of 9 U.S.C. Section 1, et seq. and according to the consumer or Commercial Rules of the American Arbitration Association depending on the amount in controversy then existing in the County where the dealership is located. THIS ARBITRATION SHALL BE IN LIEU OF ANY CIVIL LITIGATION IN ANY COURT, AND IN LIEU OF ANY TRIAL BY JURY.

X

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

(Signed) Dealer, General Manager, Or Authorized Person (Date)

"SHOP SUPPLIES" Shop supplies are used in most, if not all, maintenance and repair operations. It has been the experience of the dealership that the more work performed, as shown by the costs on a repair order, the more shop supplies are used. The fees charged are based on good faith estimates of average costs for such supplies. Since the charges are an average, this fee does not necessarily reflect the actual costs to the dealer for shop supplies for the repair operations described herein, which may be more or less than charged in this transaction. If the actual costs are more than charged, these additional costs reduce the Dealer's profits. If the actual costs are less than charged then such additional charge constitutes additional profit for the Dealer. If you have any questions about what is included in "shop supplies" the service manager will provide you with a written description of the types of items included in this charge.

STATEMENT OF DISCLAIMER

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

ADAMSON FORD SERVICE
1922 2ND AVENUE S
BIRMINGHAM, AL 35233

12/10/2018

15:09:07

CREDIT CARD

ADAMSON FORD SERVICE
1922 2ND AVENUE S
BIRMINGHAM, AL 35233

12/10/2018

15:06:30

CREDIT CARD



Batch #: 945
INVOICE 6
Approval Code:
Entry Method: Manual
Mode: Offline

REFUND AMOUNT \$41.38

Batch #: 945
INVOICE 5
Approval Code: 127977
Entry Method: Manual
Mode: Online

SALE AMOUNT \$2108.05

CUSTOMER COPY

CUSTOMER COPY

The requested documents are attached.

The vehicle is currently located in Birmingham, Alabama. It is operable and there are no current mechanical concerns (aside from the fact that it is now equipped with a repaired version of the same, defective EPAS system that previously failed). The mileage on the vehicle is 104,500.

Please let me know if there's anything else you need to evaluate this claim.

Thanks,

Austin Whitten | Attorney



AustinW@PittmanDutton.com

Toll-free: [\(866\) 515-8880](tel:(866)515-8880)

Office: [\(205\) 322-8880](tel:(205)322-8880) | **Fax:** [\(205\) 328-2711](tel:(205)328-2711)

Pittman, Dutton & Hellums, P.C.

2001 Park Place North, Suite 1100

Birmingham, AL 35203

[Map & Directions](#)



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From: Austin Whitten

Sent: Tuesday, April 02, 2019 9:29 AM

To: 'cmiller@erskinelaw.com' <cmiller@erskinelaw.com>

Subject: RE: Claimant Whitten, Laura - 2010 Ford Fusion

I'm working with Jon Mann in our office on this claim. I have forwarded your request for information to the client and will get that back to you as soon as possible.

Regarding Ford's request to cure the power steering system defect, our client has no objection. However, as her original letter stated, the issue is that the client has already paid the ~\$2,100 herself to have the defect cured since the vehicle was inoperable without any power steering. There are no other outstanding defects. The client is demanding reimbursement for having to cure the power steering defect herself.

Again, I'll get the documentation you requested to you shortly. We look forward to working with you on this.

Thanks,

Austin Whitten | Attorney



AustinW@PittmanDutton.com

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Begin forwarded message:

Dear Counsel:

Please be advised that Ford Motor Company has retained our office to handle the claim regarding Laura Whitten. Catherine Miller of our office has been assigned to review the claim. In order to process the claim, please forward the following information to claims@erskinelaw.com:

- Current vehicle registration
- Current drivers license
- Sale or lease agreement
- All repair orders
- Current vehicle location, concerns and mileage

Your state lemon law provides Ford the right to notice and a reasonable opportunity to cure any outstanding vehicle problems. Ford is requesting a final repair attempt on this vehicle. Please email the Case Handler listed below within the next three business days advising if you will agree to allow Ford its opportunity to cure. Please also include the current mileage and specify any existing vehicle concerns. Please note, alternative transportation will not be provided during the final repair attempt. If we do not hear from you, we will presume that you are refusing to provide Ford its opportunity to cure any outstanding vehicle problems. If you prefer to try and resolve the claim prior to the final repair attempt, Ford hereby reserves its right to the final repair attempt and by proceeding with this settlement negotiations, you agree to allow Ford the final repair attempt, prior to filing suit, if a settlement of this claim cannot be reached.

A review of the claim will begin once we have received the documents and we will update you with the



Thank You.

The Claims Team
248.601.4499
claims@erskinelaw.com



Adamson Ford, LLC
1922 Second Avenue, South
Birmingham, AL 35233
Phone: (205) 271-4700
Fax: (205) 271-4786

31400 W

A	A76	Customer		\$540.00
Concern	Customer states power steering went out this morning, advise			
Cause	P07AE;09 FRICTION CLUTCH G FAILURE IN PSCM. INTERNAL IN POWER STEERING RACK/MOTOR ASSEMBLY.			
Part Number	Description	Qty.	Unit Price	Ext. Price
STE 267 RM	GEAR ASY - ST	1	\$1,337.16	\$1,337.16
			Parts Total...	\$1,337.16
			Line Total...	\$1,877.16
B	A88	Customer		\$0.00
Concern	Customer states AC fan has been going on and off innermittenly, advise			
Correction	could not replicate issue			
			Line Total...	\$0.00
C	WRKS	A91	Customer	\$13.00
Concern	THE WORKS-OIL CHANGE, TIRE ROTATION AND MULTIPOINT INSPECTION			
Cause	routine service			
Correction	oil change and tire rotation			
Part Number	Description	Qty.	Unit Price	Ext. Price
A,5W20	5W20 M/C OIL	6	\$3.40	\$20.40
FL 500 S	FILTER ASY - OIL	1	\$7.98	\$7.98
			Parts Total...	\$28.38
			Line Total...	\$41.38

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount												
D	99P		A76		Customer	\$0.00												
Concern PERFORM MULTI-POINT INSPECTION																		
Correction completed mpi																		
Line Total...						\$0.00												
E +			A76		Warranty													
Concern Customer states AIRBAG RECALL CAMPAIGN 16S26																		
Cause 16S26H-2.8HRS																		
Correction RECALL 16S26-REPLACED PASSENGER AIRBAG INFLATOR																		
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Concern RENTAL CHARGES																		
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Sublet Code	Vendor Name	PO# / Description																
REN																		
REN																		
REN																		
Authorized Estimates																		
Date/Time	Amount	Authorized By	Authorization Method	Phone/Email														
06/18/2018 09:24	\$22.79		Initial Estimate															
Warranty Claim Type: F		Authorization Code:		Service Cont No:														

Totals

	Amount
Parts	\$1,365.54
Shop Supplies	\$50.00
Sales Tax	\$139.51
Labor	\$553.00
Total Amount Due	\$2,108.05
<hr/>	
TOTAL CASH	\$2,108.05

DISPUTE RESOLUTION AGREEMENT:

The Dealer and Customer(s) agree, in connection with the resolution of any dispute arising out of any inspections, diagnosis, repair made and parts supplied to or for the vehicle described on this or any other repair order, (including, but not limited to, the terms, conditions, construction and enforceability of this arbitration agreement, the condition of the vehicle, the inspection, diagnosis, repairs made or parts supplied to or for the vehicle or the customer, the representations, promises, warranties, undertakings or covenants made by the Dealer in connection therewith), that Dealer and Customer(s) will submit such dispute(s) to binding arbitration, pursuant to the provisions of 9 U.S.C. Section 1, et. seq. and according to the consumer or Commercial Rules of the American Arbitration Association depending on the amount in controversy then existing in the County where the dealership is located. **THIS ARBITRATION SHALL BE IN LIEU OF ANY CIVIL LITIGATION IN ANY COURT, AND IN LIEU OF ANY TRIAL BY JURY.**

X

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

(Signed) Dealer, General Manager, Or Authorized Person (Date)

STATEMENT OF DISCLAIMER

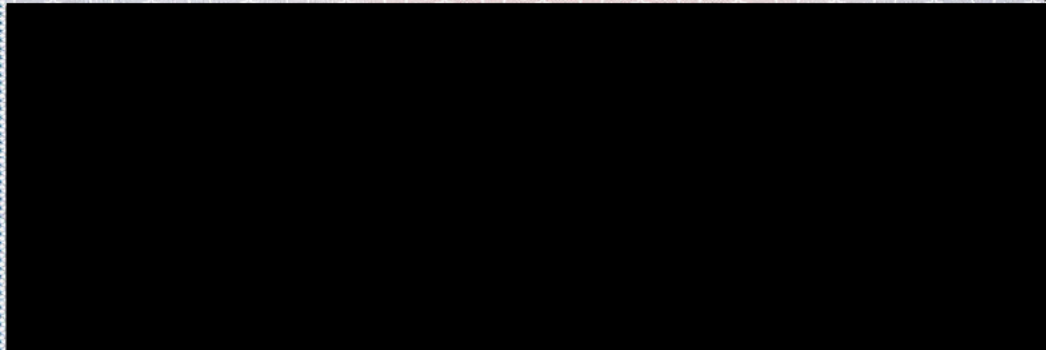
The factory warranty constitutes all of the warranties with respect to the sale of these item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes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



STATE OF ALABAMA DEPARTMENT OF REVENUE

CERTIFICATE OF TITLE FOR A VEHICLE

TITLE NO. VEHICLE IDENTIFICATION NUMBER TRANS. CODE DATE ISSUED



HOLD TO LIGHT TO VIEW WATERMARK

HOLD TO LIGHT TO VIEW WATERMARK

LEGEND(S) ODOMETER READING IS THE ACTUAL MILEAGE

RELEASE OF LIEN The holder of Lien on the vehicle described in this Certificate does hereby state that the lien described in said Certificate of Title is released and discharged.

1ST LIENHOLDER'S NAME, ADDRESS AND LIEN DATE

First Lienholder

By Signature of Authorized Agent

2ND LIENHOLDER'S NAME, ADDRESS AND LIEN DATE

Date

Second Lienholder

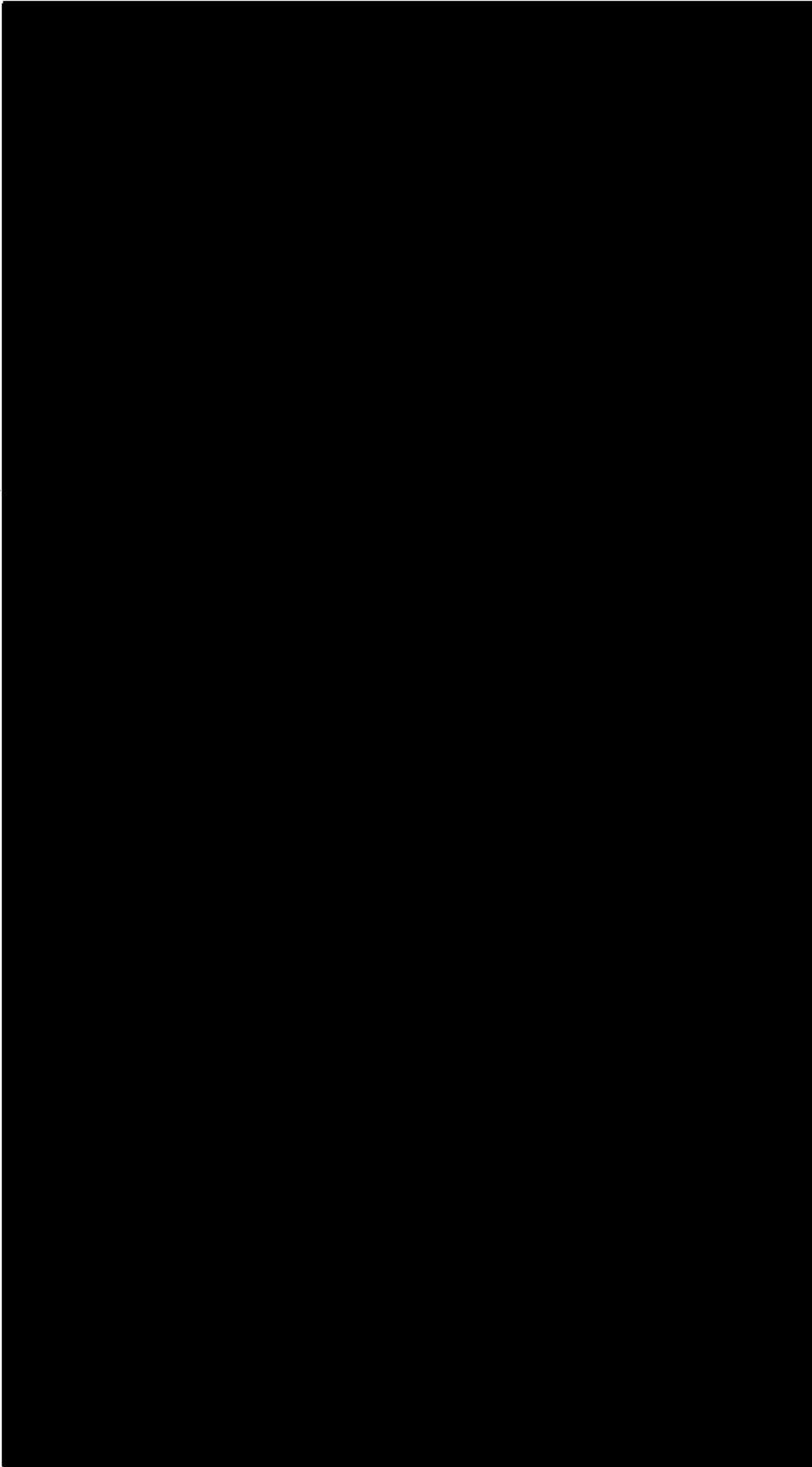
By Signature of Authorized Agent

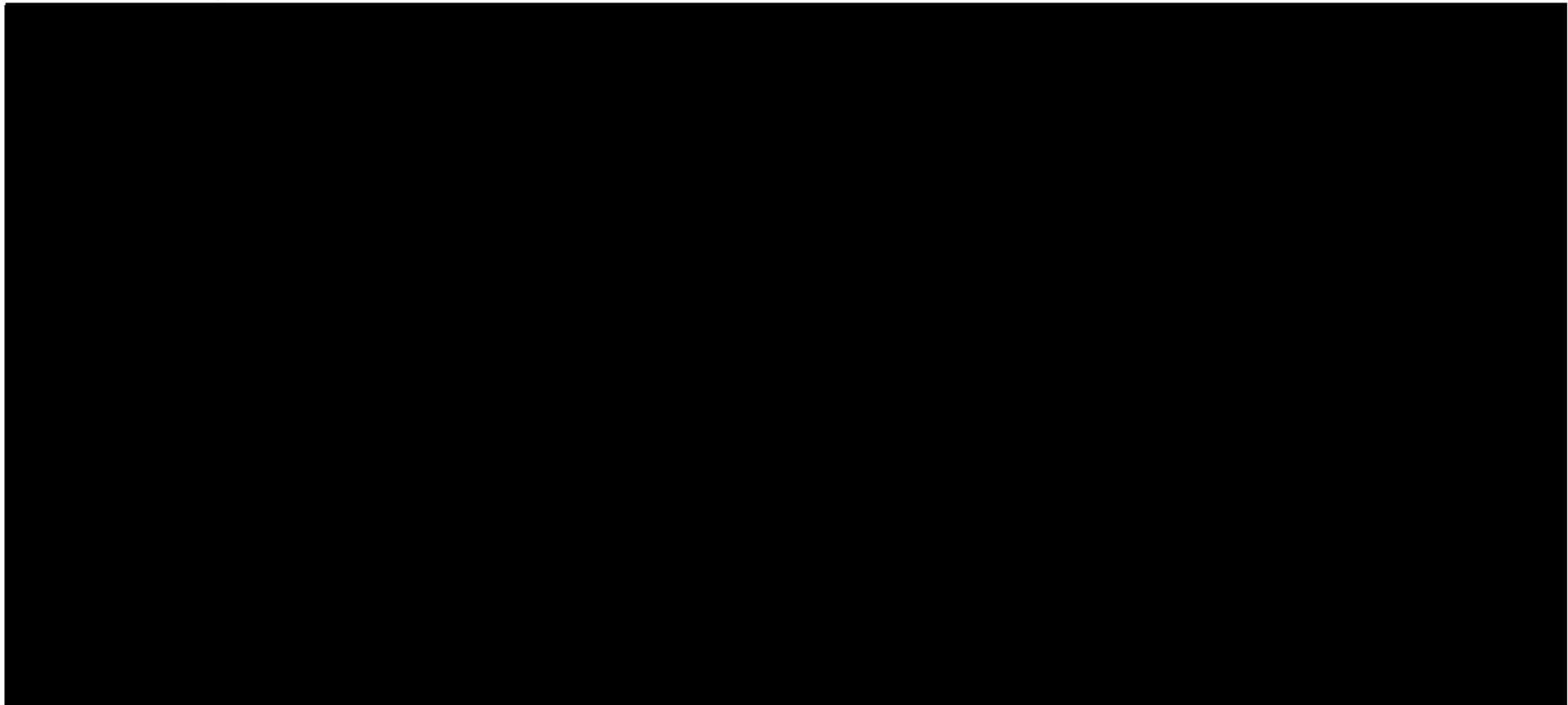


This certificate serves as an official document of the Department of Revenue and prima facie evidence that an application for certificate of title has been made for the vehicle described herein, pursuant to the provisions of the Motor Vehicle laws of this state, and the applicant named on the face hereof has been duly recorded as the lawful owner of the vehicle so described. Further, the said vehicle is subject to the security interest by lien(s) show hereon, if any. But, said described vehicle may be subject to a mechanic's lien or a lien given by statute to the United States, this State or any political subdivision of this State or other encumbrances not required to be filed with this Department.

KEEP IN A SAFE PLACE - ANY ALTERATION OR ERASURE VOIDS THIS TITLE

FORM RCV-T 6-1 (9-2007)





The vehicle was purchased from Malcolm Cunningham Ford Dealership in Atlanta, GA in April of 2011. The client no longer has record of the Purchase Agreement, but the Certificate of Title previously sent confirms ownership. The vehicle was still under the manufacturer's original warranty at the time of purchase (see attachment). The client no longer has the additional warranty documentation.

Thanks,

Austin Whitten | Attorney



AustinW@PittmanDutton.com

Toll-free: [\(866\) 515-8880](tel:(866)515-8880)

Office: [\(205\) 322-8880](tel:(205)322-8880) | **Fax:** [\(205\) 328-2711](tel:(205)328-2711)

Pittman, Dutton & Hellums, P.C.

2001 Park Place North, Suite 1100

Birmingham, AL 35203

[Map & Directions](#)



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From: Claims <claims@erskinelaw.com>
Sent: Wednesday, April 03, 2019 1:59 PM
To: Austin Whitten <austinw@pittmandutton.com>
Cc: Catherine Miller <cmiller@erskinelaw.com>
Subject: RE: Claimant Whitten, Laura - 2010 Ford Fusion

Thank you
Please send in the purchase agreement.

Sincerely,

Cindi



342 South Main Street
Rochester | Michigan | 48307
P: (248) 601.4499
F: (248) 601.4497
claims@erskinelaw.com

The information transmitted is intended only for the person or entity to which it is addressed and may contain confidential and/or privileged material. Any review, retransmission, dissemination, or other use of, or taking of any action in reliance upon, this information by persons or entities other than the intended recipient is prohibited. If you received this transmission in error, please contact the sender and delete the material from any computer.

From: Austin Whitten <austinw@pittmandutton.com>
Sent: Wednesday, April 3, 2019 2:44 PM
To: Claims <claims@erskinelaw.com>
Cc: Catherine Miller <cmiller@erskinelaw.com>
Subject: RE: Claimant Whitten, Laura - 2010 Ford Fusion

The requested documents are attached.

The vehicle is currently located in Birmingham, Alabama. It is operable and there are no current mechanical concerns (aside from the fact that it is now equipped with a repaired version of the same, defective EPAS system that previously failed). The mileage on the vehicle is 104,500.

Please let me know if there's anything else you need to evaluate this claim.

Thanks,

Austin Whitten | Attorney



AustinW@PittmanDutton.com

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Office: [\(205\) 322-8880](tel:(205)322-8880) | **Fax:** [\(205\) 328-2711](tel:(205)328-2711)

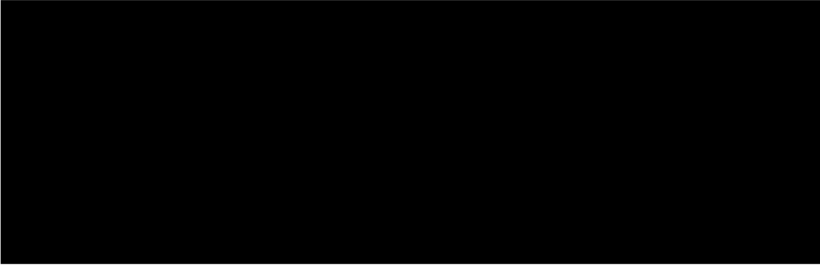
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I'm working with Jon Mann in our office on this claim. I have forwarded your request for information to the client and will get that back to you as soon as possible.

Regarding Ford's request to cure the power steering system defect, our client has no objection. However, as her original letter stated, the issue is that the client has already paid the ~\$2,100 herself to have the defect cured since the vehicle was inoperable without any power steering. There are no other outstanding defects. The client is demanding reimbursement for having to cure the power steering defect herself.

Again, I'll get the documentation you requested to you shortly. We look forward to working with you on this.

Thanks,

Austin Whitten | Attorney



AustinW@PittmanDutton.com

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Begin forwarded message:

[REDACTED]

Dear Counsel:

[REDACTED]

Please be advised that Ford Motor Company has retained our office to handle the claim regarding [REDACTED]. [REDACTED] of our office has been assigned to review the claim. In order to process the following information to claims@erskinelaw.com:

- Current vehicle registration
- Current drivers license
- Sale or lease agreement
- All repair orders
- Current vehicle location, concerns and mileage

Your state lemon law provides Ford the right to notice and a reasonable opportunity to cure any outstanding vehicle problems. Ford is requesting a final repair attempt on this vehicle. Please email the Case Handler listed below within the next three business days advising if you will agree to allow Ford its opportunity to cure. Please also include the current mileage and specify any existing vehicle concerns. Please note, alternative transportation will not be provided during the final repair attempt. If we do not hear from you, we will presume that you are refusing to provide Ford its opportunity to cure any outstanding vehicle problems. If you prefer to try and resolve the claim prior to the final repair attempt, Ford hereby reserves its right to the final repair attempt and by proceeding with this settlement negotiations, you agree to allow Ford the final repair attempt, prior to filing suit, if a settlement of this claim cannot be reached.

[REDACTED]

Thank You.

The Claims Team
248.601.4499
claims@erskinelaw.com

BUYERS GUIDE

AS IS - NO WARRANTY

YOU WILL PAY ALL COSTS FOR ANY REPAIRS. The dealer assumes no responsibility for any repairs regardless of any oral statements about the vehicle.

WARRANTY

FULL

LIMITED WARRANTY. The dealer will pay 0% of the labor and 0% of the parts for the covered systems that fail during the warranty period. Ask the dealer for a copy of the warranty document for a full explanation of warranty coverage, exclusions, and the dealer's repair obligations. Under state law, "implied warranties" may give you even more rights.

SYSTEMS COVERED:

The manufacturer's original warranty may not have expired on this vehicle. Consult the dealership to verify the exact "In service date" as well as the manufacturer's warranty booklet for details as to warranty coverage, service locations, etc.

DURATION:

The dealership itself assumes no responsibility for any repairs regardless of oral statement about the vehicle. All warranty coverage comes from unexpired manufacturer's warranty.

SERVICE CONTRACT. A service contract is available at an extra charge on this vehicle. Ask for details as to coverage, deductible, price, and exclusions. If you buy a service contract within 90 days of the time of sale, state law "implied warranties" may give you additional rights.

PRE PURCHASE INSPECTION: ASK THE DEALER IF YOU MAY HAVE THIS VEHICLE INSPECTED BY YOUR MECHANIC EITHER ON OR OFF THE LOT.

SEE THE BACK OF THIS FORM for important additional information, including a list of some major defects that may occur in used motor vehicles.

I'm following up on this claim to see if there are any updates. Feel free to give me a call to discuss.

Austin Whitten | Attorney



AustinW@PittmanDutton.com

Toll-free: [\(866\) 515-8880](tel:(866)515-8880)

Office: [\(205\) 322-8880](tel:(205)322-8880) | Fax: [\(205\) 328-2711](tel:(205)328-2711)

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I want to let you know that our firm is treating the statute of limitations for the client's Ala. Deceptive Trade Practice Act claims as **June 18, 2019**, so we'll need a response relatively soon in order to avoid filing suit.

Regards,

Austin Whitten | Attorney



PITTMAN
DUTTON
& HELLUMS
ATTORNEYS AT LAW

AustinW@PittmanDutton.com

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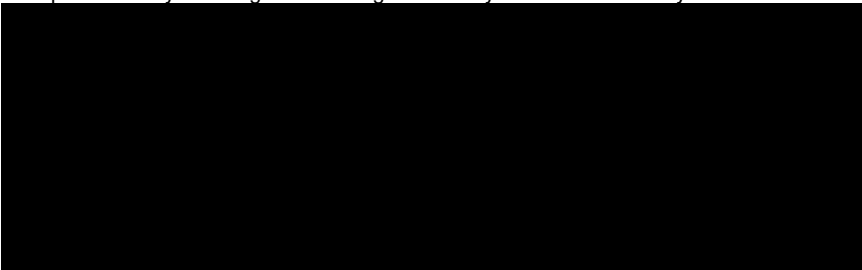
2001 Park Place North, Suite 1100

Birmingham, AL 35203

[Map & Directions](#)



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The vehicle was purchased from Malcolm Cunningham Ford Dealership in Atlanta, GA in April of 2011. The client no longer has record of the Purchase Agreement, but the Certificate of Title previously sent confirms ownership. The vehicle was still under the manufacturer's original warranty at the time of purchase (see attachment). The client no longer has the additional warranty documentation.

Thanks,

Austin Whitten | Attorney



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DUTTON
& HELLUMS
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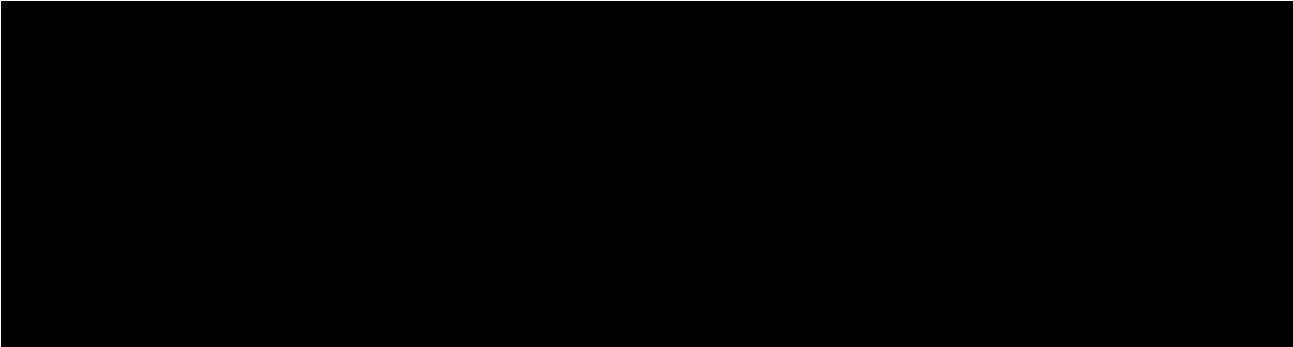
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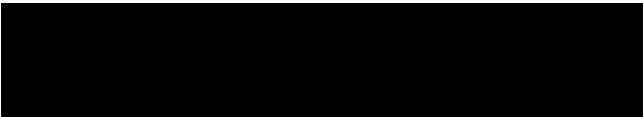
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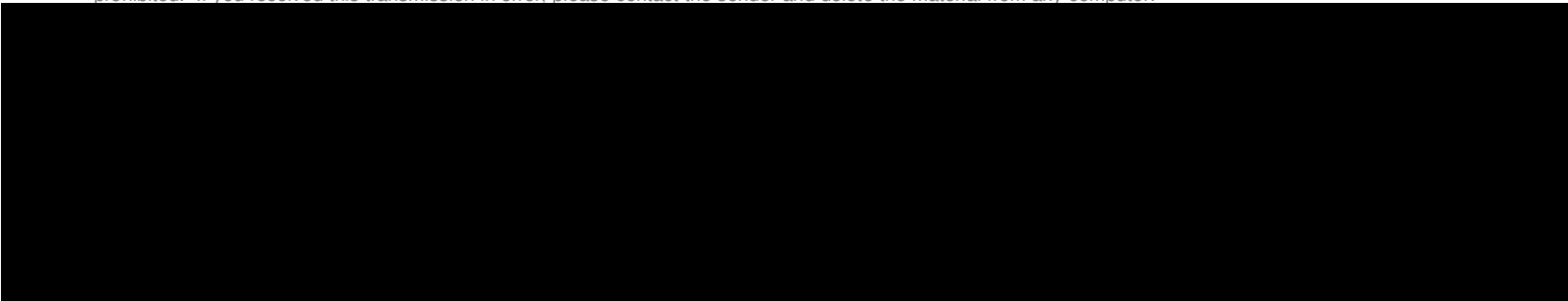


Please send in the purchase agreement.



342 South Main Street
Rochester | Michigan | 48307
P: (248) 601.4499
F: (248) 601.4497
claims@erskinelaw.com

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The vehicle is currently located in Birmingham, Alabama. It is operable and there are no current mechanical concerns (aside from the fact that it is now equipped with a repaired version of the same, defective EPAS system that previously failed). The mileage on the vehicle is 104,500.

Please let me know if there's anything else you need to evaluate this claim.

Thanks,

Austin Whitten | Attorney



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From: Austin Whitten

Sent: Tuesday, April 02, 2019 9:29 AM

To: 'cmiller@erskinelaw.com' <cmiller@erskinelaw.com>

Subject: RE: Claimant Whitten, Laura - 2010 Ford Fusion

██████████

I'm working with Jon Mann in our office on this claim. I have forwarded your request for information to the client and will get that back to you as soon as possible.

Regarding Ford's request to cure the power steering system defect, our client has no objection. However, as her original letter stated, the issue is that the client has already paid the ~\$2,100 herself to have the defect cured since the vehicle was inoperable without any power steering. There are no other outstanding defects. The client is demanding reimbursement for having to cure the power steering defect herself.

Again, I'll get the documentation you requested to you shortly. We look forward to working with you on this.

Thanks,

Austin Whitten | Attorney



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Begin forwarded message:

Dear Counsel:

Please be advised that Ford Motor Company has retained our office to handle the claim regarding Laura Whitten. Catherine Miller of our office has been assigned to review the claim. In order to process the claim, please forward the following information to claims@erskinelaw.com:

- Current vehicle registration
- Current drivers license
- Sale or lease agreement
- All repair orders
- Current vehicle location, concerns and mileage

Your state lemon law provides Ford the right to notice and a reasonable opportunity to cure any outstanding vehicle problems. Ford is requesting a final repair attempt on this vehicle. Please email the Case Handler listed below within the next three business days advising if you will agree to allow Ford its opportunity to cure. Please also include the current mileage and specify any existing vehicle concerns. Please note, alternative transportation will not be provided during the final repair attempt. If we do not hear from you, we will presume that you are refusing to provide Ford its opportunity to cure any outstanding vehicle problems. If you prefer to try and resolve the claim prior to the final repair attempt, Ford hereby reserves its right to the final repair attempt and by proceeding with this settlement

negotiations, you agree to allow Ford the final repair attempt, prior to filing suit, if a settlement of this claim cannot be reached.

A review of the claim will begin once we have received the documents and we will update you with the

