

Claim



12/22/17

PH # [REDACTED]

St. Petersburg, FL [REDACTED]

Attn. Bradley Gayton, GC
Ford Motor Company Products
Claims Dept.
Office of General Counsel
P.O. Box 70
Dearborn MI, 48211-0070

OGCLit
Product Claims

JAN - 4 2018

Ford:

Please see the accompanying certified letter dated 11/6/2017. There is additional documentation - Invoice/Bill - herewith; there is no cost or bill yet for installing the part purchased from Ford; that may be ~~forthgo~~ coming at a later date. Also, I seek reimbursement for letter certification/postage.

I pray that you do the ethical thing in this matter.

If you do not respond within 10 days from the above cited date of 12/22/2017 I will seek legal representation.

Sincerely,

[REDACTED]

11 pages enclosed/submitted.

[REDACTED]

[REDACTED]

11/6/2017

[REDACTED]

St. Petersburg, FL [REDACTED]

Ph. [REDACTED]

Attn: Alan Mulally
Ford Motor Company
1 American Rd.
Dearborn, MI 48126

Attn: Alan ~~Mulally~~ Mulally,
President CEO and Director
Ph. (313) 322-3000
Fax (800) 392-3673

(I am presently pro se)

Mr. ~~Mulally~~ Mulally:

I am the owner of a 2011 Ford Explorer Limited purchased in May 2017 with 80,000 miles on it — VIN: 1FMYK8F89BGA [REDACTED] — purchased from Dimmitt Chevrolet of Clearwater Florida.

On ~~the~~ Nov. 3, 2017 Dimmitt replaced a part that I ordered online as it was determined that they were not responsible for it flying off and hitting another car in highway traffic at a speed that was around 55 miles per hour — or at any speed.

It seems that certain Ford Explorers including this one has a flaw that should be cause for recall.

In fact, this is not the first time that this particular vehicle has "lost" the passenger side windshield moulding; the one that flew off hitting another vehicle in traffic has a sticker dated 3/30/17 and thus the moulding that flew off the vehicle replaced a previous moulding and the moulding I had installed shows there were at least ~~two~~ ~~that~~ 2 times this year that it had to be replaced. The part cost \$140.00 online and \$13.50 Labor. Luckily when it flew off with me in traffic it did not cause the ^{other} driver, whose windshield it hit, to wreck and maybe cause numerous wrecks.

However, even though I was not physically injured nor was anyone else, it was quite an upsetting experience causing and or contributing to mental and emotional stress/pain.

Please find attached hereto the invoice of Nov. 3, 2017 furnished by Dimmitt Chevrolet with address and phone number. Awaiting your response.

Sincerely,

[REDACTED]

11/6/2017

P.S. This issue is ripe for legal action.

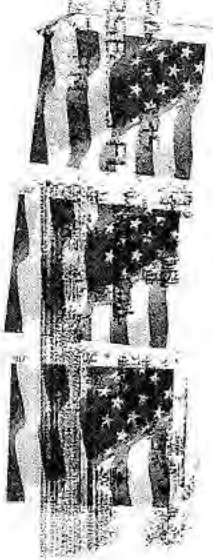
[REDACTED]

St. Petersburg, FL



N.

TAMPA
SMONT PETERSE
321 DEC 2004



ATTN, Bradley Gayton, GC

Ford Motor Company Products

Claims Dept.

Office of General Counsel

P.O. Box 70

Dearborn, MI

48121-0070

48121-007070



pppppp

DIMMITT



MV-01938

INVOICE

"Serving Tampa Bay Since 1924"
 25485 U.S. HIGHWAY 19 NORTH
 CLEARWATER, FLORIDA 33763
 (727) 791-1818
 (866) 457-8854
 www.dimmittchevrolet.com

ST PETERSBURG, FL

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 355 NEAL THOMPSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
KONA BLUE	11	FORD EXPLORER	1FMHK8F89BGA [REDACTED]		87819/87820	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
23MAY17 DD			17:00 25OCT17			CASH	03NOV17
R.O. OPENED	READY	OPTIONS: SOLD-STK:17040420 DLR: [REDACTED]					
10:40 25OCT17	11:41 03NOV17						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	INSTALL	RIGHT FRONT A-PILLER TRIM	CUSTOMER HAS OWN PART				
		99	11/03/2017.				
			116 CB45			13.50	13.50
			1 BB5Z-78519R44-A CLIP KIT		16.64	16.64	16.64
PARTS:		16.64	LABOR:	13.50	OTHER:	0.00	TOTAL LINE A: 30.14

B	C/S	HE HAS DING IN LEFT REAR HAS SAFE GUARD PROTECTION					
		99	COMPLETE				
			723 CS			0.00	0.00
			SUBL REPAIR CHIP INV #4963 PO#80718				
			CS			45.00	45.00
PARTS:		0.00	LABOR:	0.00	OTHER:	45.00	TOTAL LINE B: 45.00

C	SEND TO FORD FOR OPEN RECALLS						
		99	COMPLETE				
			723 IS				(N/C)
PARTS:		0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C: 0.00

			CUSTOMER PAY HAZ WST/SUPPLIES FOR REPAIR ORDER				2.03

Our dedication to provide world class service gives you a service experience like you have never had. If we did not exceed your service expectations today, please let us know. Thank you for your trust and loyalty.

The Dimmitt Chevrolet Service Staff

DISCLAIMER OF WARRANTIES

THE SELLER, DIMMITT CHEVROLET, HEREBY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS. GENERAL MOTORS WARRANTS PARTS AND LABOR FOR A PERIOD OF 12 MONTHS OR 12,000 MILES, ANY AFTER MARKET OR USED PARTS (SALVAGE YARD) CARRIES 90 DAYS PARTS AND NO LABOR WARRANTY. ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE

"I hereby authorize the repair work hereinafter set forth to be done along with the necessary materials and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on below vehicle to secure the amount of repairs thereto."

Our repair facility charges a percentage of the labor charge for miscellaneous shop supplies. This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal [S.559.904 (4)]

The state of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [S.403.718], and a \$1.50 fee to be collected for each new manufactured battery sold in the state [S.403.718].

DESCRIPTION	TOTALS
LABOR AMOUNT	13.50
PARTS AMOUNT	16.64
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	45.00
HAZ.DISP/DEDUCT.	2.03
TOTAL CHARGES	77.17
EXT.WARR/BUS/DISC/INS	45.00
SALES TAX	2.26
PLEASE PAY THIS AMOUNT	34.43

X _____
 CUSTOMER SIGNATURE

CUSTOMER COPY

PE23-001 000006 CLAIMS

Unimark Chevrolet

25485 US Highway 19 N

Clearwater Florida 33763

7277911818

Customer information

Street:

Zip code:

Cardholder Signature



Transaction information

Sale

Date: 11/03/2017 11:48 AM
Merchant ID: [REDACTED]
Terminal ID: [REDACTED]
Invoice No.: [REDACTED]
Amount: \$34.43
Card Number: ***** [REDACTED]
Response Msg: Approved
Auth Code: [REDACTED]
Auth Mode: Issuer
Application Name: Debit MasterCard
Processed as: MASTERCARD
Entry Method: Chip Read
Trace No.: [REDACTED]
Reference No.: [REDACTED]
Match AVS: Not Present
Match ZIP: Not Present
Match CVV: Not Present
Chip Card AID: [REDACTED]
TVR: [REDACTED]
IAD: [REDACTED]
TSI: [REDACTED]
ARC: [REDACTED]
User ID: t davis

I Agree to Pay Above Total Amount According to Card Issuer Agreement (Merchant Agreement if Credit Voucher).

Merchant / Customer Copy

DIMMITT



"Serving Tampa Bay Since 1924"

25485 U.S. HIGHWAY 19 NORTH
CLEARWATER, FLORIDA 33763
(727) 791-1818

MV-01938

Dear [REDACTED]

Thank you for giving **Dimmitt Chevrolet** the opportunity to service your vehicle. In the future, you may receive a Service Survey regarding the work performed on your vehicle. Check your email for the survey, answer the questions and send back to General Motors. This is our dealership's report card and your opinions are extremely important to us.

Based on this service visit, if you are not able to answer "**Completely Satisfied**", then we have fallen short of our commitment to quality service. Please allow us to correct this matter by contacting the dealership.

Sincerely,

Dimmitt Chevrolet Service Team
(727) 791-9498
sheilabrock@dimmittchev.com



*Everyone at **Dimmitt Chevrolet** values your business and we appreciate the confidence you show by allowing us to maintain your vehicle. As a way of saying "Thank You", please use the coupons below to make your service experience even better.*



SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

Attn: Alan Mulally
 President CEO and Director
 Ford Motor Company
 1 American Road
 Dearborn, MI 48126



2. Article Number (transfer from service label)

[Redacted]

COMPLETE THIS SECTION ON DELIVERY

A. Signature

X

[Redacted Signature]

- Agent
- Addressee

B. Received by (Printed Name)

[Redacted Name]

C. Date of Delivery

- D. Is delivery address different from item #1?** Yes
- If YES, enter delivery address below: No

NOV 13 2017

3. Service Type

- Adult Signature
- Adult Signature Restricted Delivery Priority Mail Express®
- Certified Mail®
- Certified Mail Restricted Delivery Registered Mail™
- Collect on Delivery Registered Mail Restricted Delivery
- Collect on Delivery Restricted Delivery Return Receipt for Merchandise
- Signature Confirmation™
- Signature Confirmation Restricted Delivery

PS Form 3811, July 2015

Domestic Return Receipt

**U.S. Postal Service™
 CERTIFIED MAIL® RECEIPT**

Domestic Mail Only

For delivery information, visit our website at www.usps.com®

DEARBORN, MI [Redacted]

CERTIFIED MAIL Fee \$3.35

Postage \$0.49

Total Postage and Fees \$3.84

Extra Services & Fees (check box, add fee as appropriate)

<input type="checkbox"/> Return Receipt (hardcopy)	\$0.00
<input type="checkbox"/> Return Receipt (electronic)	\$0.00
<input type="checkbox"/> Certified Mail Restricted Delivery	\$0.00
<input type="checkbox"/> Adult Signature Required	\$0.00
<input type="checkbox"/> Adult Signature Restricted Delivery	\$0.00

Postmark Here

NOV 8 2017

FC 48126

Sent To Alan Mulally, Ford Motor Company

AutoNation

AutoNation Ford St. Petersburg

2525 34th Street North
St. Petersburg, Florida 33713
(727) 456-3715



RETURN/REFUND POLICY: ALL RETURNED ITEMS MUST BE IN THE ORIGINAL UNOPENED BOX OR CONTAINER, MUST BE ACCOMPANIED BY THIS INVOICE AND ARE SUBJECT TO A 15% RESTOCKING CHARGE. PLEASE NOTE THAT THE DEALERSHIP WILL NOT ACCEPT RETURNS OR MAKE REFUNDS AFTER 30 DAYS. NO REFUNDS OR RETURNS ON SPECIAL ORDER PARTS OR ELECTRICAL PARTS.

DATE ENTERED 22 NOV 17	YOUR ORDER NO.	DATE SHIPPED 22 NOV 17	INVOICE DATE	INVOICE NUMBER [REDACTED] 13:35
---------------------------	----------------	---------------------------	--------------	------------------------------------

S
O
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ACCOUNT NO. [REDACTED]
CASH RETAIL COUNTER
**DO NOT CHANGE INFORMATION ON
2011 EXPLORER
[REDACTED]

S
H
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P
T
O

PAGE 1 OF 1

SHIP VIA	SLSM. 13359	B/L NO.	TERMS CASH	F.O.B. ST PETERSBURG FL
----------	----------------	---------	---------------	----------------------------

ORD	SHIP	B.O.	PART NUMBER	DESCRIPTION	LIST	NET	AMOUNT
1	1	0	BB5Z*7803136*BA	MOULDING - 402	150.70	125.17	125.17
AutoNation							

If Payment Is Made By Check When you provide a check as payment, you authorize us to either use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. If processed as an EFT, funds may be withdrawn from your account as soon as today. You agree that you will no dispute us electronically debiting your account, so long as the amount corresponds to the amount on this invoice. In the event your check or EFT is returned unpaid for any reason, you authorize us or our agent to charge a service fee up to the maximum amount permitted by law.

DISCLAIMER OF WARRANTY: ANY WARRANTIES ON THE PARTS OR PRODUCTS DESCRIBED ABOVE ARE THOSE OF THE MANUFACTURER OR SUPPLIER OF THE PARTS OR PRODUCTS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, WITH RESPECT TO THE SAME. THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS INVOICE APPLIES ONLY TO PARTS INSTALLED AND/OR REPAIRS PERFORMED BY OUR DEALERSHIP. THE DEALERSHIP NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PARTS OR PRODUCTS. THIS DISCLAIMER IN NO WAY AFFECTS THE PROVISIONS OF ANY MANUFACTURER WARRANTIES.

PARTS	125.17
SUBLET	
FREIGHT	0.00
SALES TAX	8.76
TOTAL	\$133.93

PF23-001 000010 CLAIMS

CUSTOMER COPY

2525 34th Street North

St. Petersburg Florida
33713

(727) 323-3400

Customer information

Street:

Zip code:

Verified by PIN

Transaction information

Sale

Date: 11/22/2017 1:37 PM

Merchant ID: [REDACTED]

Terminal ID: [REDACTED]

Invoice No.: [REDACTED]

Amount: \$133.93

Card Number: ***** [REDACTED]

Response Msg: Approved

Auth Code: [REDACTED]

Auth Mode: Issuer

Application Name: Debit

Processed as: Debit

Entry Method: Chip Read

Trace No.: [REDACTED]

Reference No.: [REDACTED]

Match AVS: Not Provided

Match ZIP: Not Present

Match CVV: Not Present

Chip Card AID: [REDACTED]

TVR: [REDACTED]

IAD: [REDACTED]

TSI: [REDACTED]

ARC: [REDACTED]

User ID: montgomeryd3

I Agree to Pay Above Total Amount According to Card Issuer Agreement (Merchant Agreement if Credit Voucher).
Merchant / Customer Copy



From: [Redacted]
Sent: Thu, 21 Dec 2017 07:06:21 -0800
To: ricoh502700@printspots.com
Subject: Fwd: Invoice

Print

Forwarded message

From: "1A Auto Service Andra M." <andram@1aauto.com>
Date: Dec 13, 2017 3:49 PM
Subject: Invoice
To: [Redacted] <[Redacted]>
Cc:

Hello [Redacted]

Attached is a copy of the Invoice. Please let me know if you have any other questions.

Your Reference ID #: [Redacted]

Thank you,
Andra
1A Auto
Customer Service
Visit us at: www.1aauto.com
Order Line: [1-888-844-3393](tel:1-888-844-3393)

CONFIDENTIALITY NOTICE: This communication, including attachments, is for the exclusive use of intended recipient and may contain proprietary, confidential or privileged information. If you are not the intended recipient, any use, copying, disclosure, dissemination or distribution is strictly prohibited. If you are not the intended recipient, please notify the sender immediately by email and delete this communication and destroy all copies.

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HISTORICAL

Order	[REDACTED]
Date	10/16/2017
Page	1

1A Auto
10 Technology Park Drive
Suite 101
Westford MA 01886

Bill To:

[REDACTED] SAINT PETERSBURG FL [REDACTED]
--

Ship To:

[REDACTED] SAINT PETERSBURG FL [REDACTED]
--

Purchase Order No.		Customer ID		Salesperson ID	Shipping Method	Payment Terms	Req Ship Date	Master No.
[REDACTED]		[REDACTED]		AMALERBI	REGULAR	Paypal	10/17/2017	11,079,870
Ordered	Shipped	B/O	Item Number	Description		Discount	Unit Price	Ext. Price
1	1	0	FDBWS00002	2011 Ford Explorer Front Outer Gloss B		\$0.00	\$140.95	\$140.95

Subtotal	\$140.95
Misc	\$0.00
Tax	\$0.00
Freight	\$0.00
Trade Discount	\$0.00
Total	\$140.95

1/2/2018

[REDACTED]
St. Petersburg, FL [REDACTED]

Ford Motor Company
Customer Relationship Center
P.O. Box 6248
Dearborn, MI 48121

OGC Lit
Product Claims

JAN - 8 - 2018

Ph.# [REDACTED]
[REDACTED]

In Re 2011 Ford
Explorer Limited
VIN: 1FMHK8F8
9BGA [REDACTED]

I.

FMC:

On Sept. 7, 2017, my Explorer was serviced, timely at Dimmitt Chevrolet and inspected. See Exh. I, 2 pgs. The vehicle was purchased from Dimmitt on May 23, 2017. This inspection included catalytic converter. So the engine problems fried the converter.

A

[Signature]

on or about DEC. 4, 2017 the vehicle's engine started making a loud rapping noise. I had it towed to Automation Ford at 2525 34th St. N., St. Petersburg, FL 33713. I was unable to get a loaner car nor did I have rental money.

In need of transportation, I raised money to get a rental at Enterprise Rent-A-Car at 3400 5th Ave. S., St. Petersburg, FL 33711. I needed and kept the rental for three weeks at a cost of \$519.59. See Exh. II, 1 pg.

The engine^{problem/} failure which had to have existed, without^{earlier} noticeable warning, caused the catalytic converter to go bad, at a cost to me of \$645.43. See Exh. III, 5 pgs.

Ford accepted responsibility for the faulty engine and thus should accept responsibility for faulty engine's burn-out of the catalytic converter. And should reimburse me \$645.43 for the Catalytic Converter.

And Ford should should reimburse me \$519.59 for my having to get a rental instead of a loaner car, And or for the 'inordinate amount of time' it took to get parts and fix the vehicle. 3 weeks. It should have taken but 3-4 days.

Rental costs \$519.59

Catalytic Converter \$645.43

Sub Total \$1,165.02

II.

It seems 2011 and up Ford Explorers have a problem/^{flaw} where windshield moulding flies off while driving - I was driving around 50 miles an hour, well within speed limit, when right side windshield moulding flew off. This was at least the second time in 2017, it happened to the previous owner as I went back for the fallen broken piece and observed that it had a 2017 date sticker on its under-side. I purchased replacement parts.

see Exhs. ^{2 pgs.} IV¹ and V² 2 pgs,

IV Invoice from 1 A Auto \$140.95

V Invoice from AutoNation \$133.93

Sub Total \$274.88

C



Sub Total from item I

above

\$1,165.43

Sub Total from item II

above

\$ 274.88

Total

\$ 1,440.31

I pray that FMC will reimburse me the \$1,440.31 as I am 73 years old, a military veteran on a fixed income; a long time owner of Ford vehicles; moreover, it seems the right thing to do.

Sincerely,
and Thank you
and please,



Copy To: Bradley Gayton, GC
Claims Dept.

Ofc. of General Counsel

P.O. Box 20
Dearborn, MI 48211-0020

D

DIMMITT



"Serving Tampa Bay Since 1924"
 25485 U.S. HIGHWAY 19 NORTH
 CLEARWATER, FLORIDA 33763
 (727) 791-1818
 (866) 457-8854
 www.dimmittchevrolet.com

INVOICE

PAGE 1

ST PETERSBURG, FL
 HOME: [REDACTED] CONT: [REDACTED]
 BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 355 NEAL THOMPSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
KONA BLUE	11	FORD EXPLORER	1FMHK8F89BGA [REDACTED]		85599/85600	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
23MAY17 DD			WAIT 07SEP17			FC	07SEP17

R.O. OPENED: [REDACTED] READY: [REDACTED] OPTIONS: SOLD-STK:17040420 DLR:26144

14:02 07SEP17 15:08 07SEP17

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

A PERFORM 5,000 MILE INTERVAL SERVICE INCLUDING PERFORM COMPLETE LUBE, OIL, AND FILTER CHANGE USING DEXOS FULL SYNTHETIC OIL WITH UP TO 5 QUARTS IN THIS SPECIAL AND COMPLIMENTARY TIRE ROTATION
 5KQ PERFORM 5,000 MILE INTERVAL SERVICE INCLUDING PERFORM COMPLETE LUBE, OIL, AND FILTER CHANGE USING DEXOS SYNTHETIC BLEND OIL WITH UP TO 5 QUARTS IN THIS SPECIAL AND COMPLIMENTARY TIRE ROTATION
 510 CSQL
 1 19330001 (S) FILTER
 LUBE 88865635 6QTS
 PARTS: 6.50 LABOR: 32.45 OTHER: 19.20 TOTAL LINE A: 58.15

B 27 POINT INSPECTION
 112 27 POINT INSPECTION
 510 CS
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
 PERFORM COMPLETE 27 POINT INSPECTION SEE ATTACHED SHEET FOR INFORMATION PERTAINING TO YOUR VEHICLE

C C/S CUSTOMER HAS DIMMITT ADVANTAGE
 99 NOTED
 510 CS
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

D CUSTOMER NEEDS A RIDE TO AND FROM DOCTORS OFFICE WHILE VEHICLE IS GETTING SERVICED
 C-VAN COURTESY TRANS-SUBMIT FOR WARR REIMB FOR VAN RIDE
 510 CS
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

-8529

DISCLAIMER OF WARRANTIES
 THE SELLER, DIMMITT CHEVROLET, HEREBY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS. GENERAL MOTORS WARRANTIES PARTS AND LABOR FOR A PERIOD OF 12 MONTHS OR 12,000 MILES. ANY AFTER MARKET OR USED PARTS (SALVAGE YARD) CARRIES 90 DAYS PARTS AND NO LABOR WARRANTY. ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE
 "I hereby authorize the repair work hereinafter set forth to be done along with the necessary materials and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on below vehicle to secure the amount of repairs thereto."
 Our repair facility charges a percentage of the labor charge for miscellaneous shop supplies. This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal [S.559.904 (4)]
 The state of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [S.403.718], and a \$1.50 fee to be collected for each new manufactured battery sold in the state [S.403.7185].

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
HAZ.DISP/DEDUCT.	(a) [Handwritten]
TOTAL CHARGES	[Handwritten]
EXT.WARR/BUS/DISC/INS	
SALES TAX	
PLEASE PAY THIS AMOUNT	[Handwritten]

X _____
 CUSTOMER SIGNATURE

CUSTOMER COPY

(a)-(b)

DIMMITT



"Serving Tampa Bay Since 1924"
 25485 U.S. HIGHWAY 19 NORTH
 CLEARWATER, FLORIDA 33763
 (727) 791-1818
 (866) 457-8854
 www.dimmittchevrolet.com

INVOICE

PAGE 2

ST PETERSBURG, FL

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 355 NEAL THOMPSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
KONA BLUE	11	FORD EXPLORER	1FMHK8F89BGA [REDACTED]		85599/85600	T608	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
23MAY17 DD			WAIT 07SEP17			FC	07SEP17
R.O. OPENED		READY		OPTIONS: SOLD-STK:17040420 DLR:26144			
14:02 07SEP17		15:08 07SEP17					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

Our dedication to provide world class service gives you a service experience like you have never had. If we did not exceed your service expectations today, please let us know. Thank you for your trust and loyalty.

The Dimmitt Chevrolet Service Staff

DISCLAIMER OF WARRANTIES

THE SELLER, DIMMITT CHEVROLET, HEREBY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS. GENERAL MOTORS WARRANTS PARTS AND LABOR FOR A PERIOD OF 12 MONTHS OR 12,000 MILES. ANY AFTER MARKET OR USED PARTS (SALVAGE YARD) CARRIES 90 DAYS PARTS AND NO LABOR WARRANTY. ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE

"I hereby authorize the repair work hereinafter set forth to be done along with the necessary materials and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on below vehicle to secure the amount of repairs thereto."

Our repair facility charges a percentage of the labor charge for miscellaneous shop supplies. This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal [S.559.904 (4)]
 The state of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [S.403.718], and a \$1.50 fee to be collected for each new manufactured battery sold in the state [S.403.7185].

DESCRIPTION	TOTALS
LABOR AMOUNT	32.45
PARTS AMOUNT	6.50
GAS, OIL, LUBE	19.20
SUBLET AMOUNT	0.00
HAZ.DISP/DEDUCT.	0.00
TOTAL CHARGES	58.15
EXT.WARR/BUS/DISC/INS	58.15
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

X _____
CUSTOMER SIGNATURE

CUSTOMER COPY

(b)

ENTERPRISE LEASING COMPANY, 3400 5TH AVE S, SAINT PETERSBURG, FL 337111708 (727) 323-2144

RENTAL AGREEMENT REF# SUMMARY OF CHARGES

RENTER	Charge Description	Date	Quantity	Per	Rate	Total
	TIME & DISTANCE	12/07 - 12/27	3	WEEK	\$144.00	\$432.00
	REFUELING CHARGE	12/07 - 12/27				\$0.00
Subtotal:						\$432.00
Taxes & Surcharges						
	GOVT SURCHARGE	12/07 - 12/27	20	DAY	\$2.00	\$40.00
	SALES TAX	12/07 - 12/27			7%	\$33.99
	TIRE AND BATTERY FEE	12/07 - 12/27	20	DAY	\$0.02	\$0.40
	VEHICLE LICENSE FEE	12/07 - 12/27	20	DAY	\$0.66	\$13.20
Total Charges:						\$519.59
Bill-To / Deposits						
	DEPOSITS					(\$519.59)
Total Estimated Amount Due						\$0.00

DATE & TIME OUT
12/07/2017 10:59 AM
DATE & TIME IN
12/27/2017 09:02 AM
BILLING CYCLE
24-HOUR
CAR CLASS CHARGED
CCAR
VEH #1 2017 NISN VERS 4DSV
VIN# 3N1CN7AP9HK
LIC#
MILES DRIVEN 315
CAR CLASS: CCAR

PAYMENT INFORMATION

AMOUNT PAID TYPE
\$10.59 Visa
\$509.00 Visa

CREDIT CARD NUMBER

XXXXXXXXXX
XXXXXXXXXX

Exh II

AN Ford St. Petersburg-2150

2525 34th Street North

St. Petersburg Florida 33713

(727) 323-3400

Customer information

Street: [REDACTED]

Zip code: [REDACTED]

Cardholder Signature

[REDACTED SIGNATURE]

[REDACTED]

Transaction information

MOTO

Date: 12/29/2017 5:46 PM

Merchant ID: [REDACTED]

Terminal ID: [REDACTED]

Invoice No.: [REDACTED]

Amount: \$645.43

Card Number: ***** [REDACTED]

Response Msg: Approved

Auth Code: [REDACTED]

Processed as: MasterCard

Entry Method: Manual

Trace No.:

Reference No.: [REDACTED]

Match AVS: Match (N)

Match ZIP: Match (N)

Match CVV: Not Present

User ID: rochej

I Agree to Pay Above Total Amount According to Card Issuer Agreement (Merchant Agreement if Credit Voucher).

Merchant / Customer Copy

Exh. III

CUSTOMER #: [REDACTED]

AutoNation

AutoNation Ford St. Petersburg

Your

Quick Lane Dealer



2525 34th Street N.
St. Petersburg, Florida 33713
727 321-7735
727-456-3882 Service Direct
MVRSR MV# - 40499

INVOICE

PAGE 4

SERVICE ADVISOR: 4245 RICKY HOLLAWAY

317 PETERSBURG, FL [REDACTED]

HOME: [REDACTED] CONT: [REDACTED]

Shop Registration Number: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	11	FORD EXPLORER	1FMHK8F89BGA [REDACTED]		89049/89052	[REDACTED]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
11JAN11 DL			07:00 04DEC17		0.00	CASH	29DEC17

R.O. OPENED: [REDACTED] READY: [REDACTED] OPTIONS: DLR:04860 ENG:3.5_Ti-VCT

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
14:02	04DEC17	17:40	29DEC17				

CLAIM TYPE:
AUTH CODE:
7973

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE I: 0.00
88000 recall 17n01 recall 17n01 per recall 17n01B, performed inspection and passed. reprogrammed hvac and performed repairs.

J** R & I CATALYTIC CONVERTER
11 LIGHT GEN LINE
7973 CF 0.00 0.00
1 BT4Z*5E212*C CONVERTER ASY 547.14 547.14 547.14

PARTS: 547.14 LABOR: 0.00 OTHER: 0.00 TOTAL LINE J: 547.14
88000 replaced bank one cat converter

CUSTOMER PAY SHOP SUPPLIES/DISPOSAL FEES FOR REPAIR ORDER 59.99



Dealer is not authorized to perform recall repairs for non-Dealer brand vehicles and Dealer's Vehicle Safety and Condition Inspection and/or service does not include a review of possible pending recalls or service campaigns issued by manufacturers of other makes and models.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.
If Payment is Made By Check When you provide a check as payment, you authorize us to either use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. If processed as an EFT, funds may be withdrawn from your account as soon as today. You agree that you will not dispute us electronically debiting your account, so long as the amount corresponds to the amount on this invoice. In the event your check or EFT is returned unpaid for any reason, you authorize us or our agent to charge a service fee up to the maximum amount permitted by law.

*SHOP SUPPLY COSTS: We have added a charge equal to \$3.00 or 12% of the total cost of labor and parts, whichever is greater, to the Repair Order. This charge will not exceed \$59.95. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718], and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state [s.403.7185].
ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	547.14
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	59.99
TOTAL CHARGES	607.13
LESS INSURANCE	0.00
SALES TAX	38.30
PLEASE PAY THIS AMOUNT	645.43

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

AutoNation

AutoNation Ford St. Petersburg

Your

Quick Lane Dealer



2525 34th Street N.
St. Petersburg, Florida 33713
727 321-7735
727-456-3882 Service Direct
MVRSA MV# - 40499

CUSTOMER #: [REDACTED]

INVOICE

PAGE 1

SERVICE ADVISOR: 4245 RICKY HOLLAWAY

ST PETERSBURG, FL

HOME: [REDACTED] CONT: [REDACTED]

Repair Shop Registration Number: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	11	FORD EXPLORER	1FMHK8F89BGA [REDACTED]		89049/89052	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN11 DD			07:00 04DEC17		0.00	CASH	29DEC17

R.O. OPENED	READY	OPTIONS:
14:02 04DEC17	17:40 29DEC17	DLR:04860 ENG:3.5_Ti-VCT

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

A Customer requested to have Multi Point Inspection performed this visit
 CAUSE: PERFORMED MULTI POINT INSPECTION
 MULTI-A Customer requested to have Multi Point Inspection performed this visit
 7973IFEPS (N/C)
 GTIRE INDICATES TIRES ARE IN GOOD CONDITION
 7973IFEPS (N/C)
 YBK 6~
 7973IFEPS (N/C)
 GBATT BATTERY TESTED GOOD
 7973IFEPS (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B (N12) (N29) CUST STATES: ENGINE LIGHT ON, ENGINE KNOCKS. WAS RECENTLY SERVICED.
 CAUSE: DIAG General diagnostic for customer concern
 7973 WFXM (N/C)
 FC: PART#: COUNT:
 CLAIM TYPE:
 AUTH CODE:
 7973

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
 , , , , 88000 6006 30 c/s engine light is on and engine is knocking. found
 , , , , code p0303. heard knocking from engine. performed chassis ear and
 , , , , stethoscope diagnosis. heard knocking form oil pan the loudest.
 , , , , contacted hotline and was told to R&I oil pan. R&I oil pan and found #2
 , , , , rod bearing damaged. per hotline R&I both valve covers and inspected
 , , , , cam journals and found them scored. per hot line replaced long block.
 , , , , performed camber, caster and toe set. Evac and charged a/c. test drove
 , , , , as designed.

***Thank you for joining us in the fight against cancer. We've

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.
 If Payment is Made By Check When you provide a check as payment, you authorize us to either use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. If processed as an EFT, funds may be withdrawn from your account as soon as today. You agree that you will not dispute us electronically debiting your account, so long as the amount corresponds to the amount on this invoice. In the event your check or EFT is returned unpaid for any reason, you authorize us or our agent to charge a service fee up to the maximum amount permitted by law.

*SHOP SUPPLY COSTS: We have added a charge equal to 13.00 or 12% of the total cost of labor and parts, whichever is greater, to the Repair Order. This charge will not exceed \$59.95. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.718), and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state (s.403.7185).
 ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

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

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

CUSTOMER #: [REDACTED]

AutoNation

AutoNation Ford St. Petersburg

Your

Quick Lane Dealer



2525 34th Street N.
St. Petersburg, Florida 33713
727 321-7735
727-456-3882 Service Direct
MVRSR MV# - 40499

INVOICE

PAGE 2

SERVICE ADVISOR: 4245 RICKY HOLLAWAY

ST PETERSBURG, FL

HOME: [REDACTED] CONT: [REDACTED]

Repair Shop Registration Number: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	11	FORD EXPLORER	1FMHK8F89BGA [REDACTED]		89049/89052	T6231A	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN11 DD			07:00 04DEC17		0.00	CASH	29DEC17

R.O. OPENED	READY	OPTIONS:	DLR:04860	ENG:3.5_Ti-VCT			
14:02 04DEC17	17:40 29DEC17						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

partnered with the BCRF to raise funds for the world's most promising research to eradicate breast cancer. 100% of your donation goes to BCRF. Please visit DrivePink.com for more info.**

DDR AutoNation Supports BCRF... If you decide to donate at later time please visit www.drivepink.com. Thank you for your support!

999 CF 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

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

AP*-Indicates you chose to use aftermarket parts (AP) for this job. AP Parts are quality parts suitable for your vehicle, but are not sourced from the vehicle manufacturer. All AP parts come with a warranty backed by AutoNation at any of our stores.

11 LIGHT GEN LINE 999 CF 0.00

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

E** INSTALL WINDSHIELD TRIM - PART IN BOX, REAR OF VEH

11 LIGHT GEN LINE 7973 CF 0.00

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

88000 could not install part. need panel that goes on top of part also

G** ENGINE ASSEMBLY - REMOVE AND INSTALL (LABOR ONLY)

CAUSE: EN81 Engine Assembly - Remove and Install (Labor Only)

7973 WFXM (N/C)

2 DG1Z*9448*A GASKET (N/C)

12 *W712244*S300 STUD (N/C)

1 DL2Z*6006*D SERVICE ENGINE ASY (N/C)

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

If Payment Is Made By Check When you provide a check as payment, you authorize us to either use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. If processed as an EFT, funds may be withdrawn from your account as soon as today. You agree that you will not dispute us electronically debiting your account, so long as the amount corresponds to the amount on this invoice. In the event your check or EFT is returned unpaid for any reason, you authorize us or our agent to charge a service fee up to the maximum amount permitted by law.

*SHOP SUPPLY COSTS: We have added a charge equal to \$3.00 or 12% of the total cost of labor and parts, whichever is greater, to the Repair Order. This charge will not exceed \$59.95. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.718), and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state (s.403.7185).

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

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

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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

CUSTOMER #: [REDACTED]

AutoNation

AutoNation Ford St. Petersburg

Your

Quick Lane Dealer



2525 34th Street N.
St. Petersburg, Florida 33713
727 321-7735
727-456-3882 Service Direct
MVRSR MV# - 40499

INVOICE

PAGE 3

SERVICE ADVISOR: 4245 RICKY HOLLAWAY

ST PETERSBURG, FL

HOME: [REDACTED] CONT: [REDACTED]

Basic Shop Registration Number: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	11	FORD EXPLORER	1FMHK8F89BGA [REDACTED]		89049/89052	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN11 DD			07:00 04DEC17		0.00	CASH	29DEC17

R.O. OPENED	READY	OPTIONS:
14:02 04DEC17	17:40 29DEC17	DLR:04860 ENG:3.5_Ti-VCT

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

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

7973

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G: 0.00

** RECALL #15N01-EPAS STEERING EFFORTS

CAUSE: .
11 LIGHT GEN LINE
7973WFTRC

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

7973

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE H: 0.00

88000 recall 15n01 recall 15n01 per recall 15n01, no codes,
reprogrammed PSCM.

** RECALL#17N03-CARBON MONOXIDE CONCERNS

CAUSE: .
11 LIGHT GEN LINE
7973WFTRC

1 CK4Z*13014*B INSULATOR - TUNNEL

2 4M8Z*78280B62*A VALVE ASY - AUTO DRAIN

FC: PART#: COUNT:

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

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



From: [Redacted]
Sent: Thu, 21 Dec 2017 07:06:21 -0800
To: ricoh502700@printspots.com
Subject: Fwd: Invoice

Print

Forwarded message

From: "IA Auto Service Andra M." <andram@laauto.com>
Date: Dec 13, 2017 3:49 PM
Subject: Invoice
To: [Redacted] <[Redacted]>
Cc: [Redacted]

Hello [Redacted]

Attached is a copy of the Invoice. Please let me know if you have any other questions.

Your Reference ID #: [Redacted]

Thank you,

Andra

IA Auto

Customer Service

Visit us at: www.laauto.com

Order Line: [1-888-844-3393](tel:1-888-844-3393)

CONFIDENTIALITY NOTICE: This communication, including attachments, is for the exclusive use of intended recipient and may contain proprietary, confidential or privileged information. If you are not the intended recipient, any use, copying, disclosure, dissemination or distribution is strictly prohibited. If you are not the intended recipient, please notify the sender immediately by email and delete this communication and destroy all copies.

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(a)

Exh. IV

(a)(b)

HISTORICAL

1A Auto
10 Technology Park Drive
Suite 101
Westford MA 01886

Order	[REDACTED]
Date	10/16/2017
Page	1

Bill To:

[REDACTED] SAINT PETERSBURG FL [REDACTED]
--

Ship To:

[REDACTED] SAINT PETERSBURG FL [REDACTED]
--

Purchase Order No.	Customer ID	Salesperson ID	Shipping Method	Payment Terms	Req Ship Date	Master No.	
TRSF 2DQJ16SKKAP	16478791	AMALERBI	REGULAR	Paypal	10/17/2017	11,079,870	
Ordered	Shipped	B/O	Item Number	Description	Discount	Unit Price	Ext. Price
1	1	0	FDBWS00002	2011 Ford Explorer Front Outer Gloss B	\$0.00	\$140.95	\$140.95

Subtotal	\$140.95
Misc	\$0.00
Tax	\$0.00
Freight	\$0.00
Trade Discount	\$0.00
Total	\$140.95

(b)

AutoNation

AN Ford St. Petersburg-2150

2525 34th Street North

St. Petersburg Florida
33713

(727) 323-3400

Customer information

Transaction information

Street:

Zip code:

Verified by PIN



Sale

Date: 11/22/2017 1:37 PM

Merchant ID: [Redacted]
Terminal ID: [Redacted]

Invoice No.: 158795

Amount: \$133.93

Card Number: ***** [Redacted]

Response Msg: Approved

Auth Code: [Redacted]

Auth Mode: Issuer

Application Name: Debit

Processed as: Debit

Entry Method: Chip Read

Trace No.: [Redacted]

Reference No.: [Redacted]
Match AVS: Not Provided

Match ZIP: Not Present

Match CVV: Not Present

Chip Card AID: [Redacted]
TVR: [Redacted]

IAD: [Redacted]

TSI: [Redacted]

ARC: 00

User ID: montgomeryd3

I Agree to Pay Above Total Amount According to Card Issuer Agreement (Merchant Agreement if Credit Voucher).
Merchant / Customer Copy

(a) ~~EXH.~~ IV
(a)-(b)

AutoNation

AutoNation Ford St. Petersburg

2525 34th Street North
St. Petersburg, Florida 33713
(727) 456-3715



RETURN/REFUND POLICY: ALL RETURNED ITEMS MUST BE IN THE ORIGINAL UNOPENED BOX OR CONTAINER, MUST BE ACCOMPANIED BY THIS INVOICE AND ARE SUBJECT TO A 15% RESTOCKING CHARGE. PLEASE NOTE THAT THE DEALERSHIP WILL NOT ACCEPT RETURNS OR MAKE REFUNDS AFTER 30 DAYS. NO REFUNDS OR RETURNS ON SPECIAL ORDER PARTS OR ELECTRICAL PARTS.

DATE ENTERED 22 NOV 17	YOUR ORDER NO.	DATE SHIPPED 22 NOV 17	INVOICE DATE	INVOICE NUMBER [REDACTED] 13:35
---------------------------	----------------	---------------------------	--------------	------------------------------------

S
O
L
D
T
O

ACCOUNT NO. P103
CASH RETAIL COUNTER
**DO NOT CHANGE INFORMATION ON
2011 EXPLORER
[REDACTED]

S
H
I
P
T
O

PAGE 1 OF 1

ORD	SHIP	B.O.	PART NUMBER	DESCRIPTION	LIST	NET	AMOUNT
1	1	0	BB5Z*7803136*BA	MOULDING - 402	150.70	125.17	125.17
<p>DISCLAIMER OF WARRANTY: ANY WARRANTIES ON THE PARTS OR PRODUCTS DESCRIBED ABOVE ARE THOSE OF THE MANUFACTURER OR SUPPLIER OF THE PARTS OR PRODUCTS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, WITH RESPECT TO THE SAME. THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS INVOICE APPLIES ONLY TO PARTS INSTALLED AND/OR REPAIRS PERFORMED BY OUR DEALERSHIP. THE DEALERSHIP NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PARTS OR PRODUCTS. THIS DISCLAIMER IN NO WAY AFFECTS THE PROVISIONS OF ANY MANUFACTURER WARRANTIES.</p>							
<p>IF Payment Is Made By Check When you provide a check as payment, you authorize us to either use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. If processed as an EFT, funds may be withdrawn from your account as soon as today. You agree that you will no dispute us electronically debiting your account, so long as the amount corresponds to the amount on this invoice. In the event your check or EFT is returned unpaid for any reason, you authorize us or our agent to charge a service fee up to the maximum amount permitted by law.</p>							
PARTS							125.17
SUBLET							
FREIGHT							0.00
SALES TAX							8.76
TOTAL							\$133.93

CUSTOMER COPY

(6)

[Redacted]
St. Petersburg, FL [Redacted]

CERTIFIED MAIL

[Redacted]



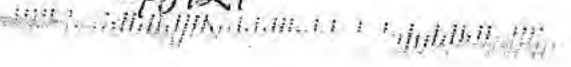
1000

[Redacted]

U.S. POSTAGE
PAID
SAINT PETERSBUR
33701
JAN 02 18
AMOUNT
\$7.01
R2304P118904-04

Bradley Gayton, GC
Claims Dept. (Ford ML)
O-FC. of General Counsel
P.O. Box 70
Dearborn, MI ~~48211~~-0070
48121

certify



JAN - 4 2018

FAX → 313-390-3366
FAX

1/3/18

Ford Customer and G. C. B. Clayton
Relationship Center + Claims Dept.
Dearborn, MI 48211

In Re Windshield Molding
Second Replacement.

2011 Ford Explorer

VIN 1FM4K8F89BCA [REDACTED]

Please adden this to my 1/2/2018
claim mailed to you by U.S. Certified mail.
3 pg. Attached Automation Invoice: \$267.25

[REDACTED]
St. Petersburg, FL

Ph [REDACTED]
[REDACTED]

CUSTOMER #: [REDACTED]

AutoNation

AutoNation Ford St. Petersburg

Your

Quick Lane Dealer



2525 34th Street N.
St. Petersburg, Florida 33713
727 321-7735
727-456-3882 Service Direct
MVRSR MV# - 40499

INVOICE

PAGE 2

SERVICE ADVISOR: 4245 RICKY HOLLOWAY

ST PETERSBURG, FL

HOME [REDACTED] CONT: [REDACTED]

Shop Registration Number [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	OUT	TAG
	11	FORD EXPLORER	1FMHK8F89BGA [REDACTED]		89052	89052	[REDACTED]
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN18	DD		07:00	02JAN18	0.00	CASH	03JAN18
R.O. OPENED	READY	OPTIONS: DLR:04860 ENG:3.5_Ti-VCT					
08:11	02JAN18	11:09	03JAN18				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
11	LIGHT	GEN	LINE				
		999	CF			0.00	0.00
PARTS:		0.00	LABOR	0.00	OTHER	0.00	TOTAL LINE E-
							0.00

CUSTOMER PAY SHOP SUPPLIES/DISPOSAL FEES FOR REPAIR ORDER: 26.76

Dealer is not authorized to perform recall repairs for non-Dealer brand vehicles and Dealer's Vehicle Safety and Condition Inspection and/or service does not include a review of possible pending recalls or service campaigns issued by manufacturers of other makes and models.



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

If Payment is Made By Check When you provide a check as payment, you authorize us to either use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. If processed as an EFT, funds may be withdrawn from your account as soon as today. You agree that you will not dispute us electronically debiting your account, so long as the amount corresponds to the amount on this invoice. In the event your check or EFT is returned unpaid for any reason, you authorize us or our agent to charge a service fee up to the maximum amount permitted by law.

*SHOP SUPPLY COSTS: We have added a charge equal to 13.00% or 12% of the total cost of labor and parts, whichever is greater, to the Repair Order. This charge will not exceed \$59.95. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.718), and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state (s.403.7185).

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	69.95
PARTS AMOUNT	153.05
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	26.76
TOTAL CHARGES	249.76
LESS INSURANCE	0.00
SALES TAX	17.49
PLEASE PAY THIS AMOUNT	267.25

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

AutoNation

AutoNation Ford St. Petersburg

Your

Quick Lane Dealer



2525 34th Street N.
St. Petersburg, Florida 33713
727-321-7735
727-466-3882 Service Direct
MVRSR MV# - 40499

CUSTOMER #: [REDACTED]

INVOICE

PAGE 1

ST PETERSBURG, FL

HOME: [REDACTED] CONT: [REDACTED]

Shop Registration Num [REDACTED] OBL:

SERVICE ADVISOR: 4245 RICKY HOLLAWAY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	11	FORD EXPLORER	1FMHK8F89BGA [REDACTED]		89052/89052	[REDACTED]

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JAN11 DD			07:00 02JAN18		0.00	CASH	03JAN18

R/O OPENED	READY	OPTIONS
08:11 02JAN18	11:09 03JAN18	DLR:04860 ENG:3.5 Ti-VCT

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A MULTI-POINT INSPECTION DECLINED
MULTI-D MULTI-POINT INSPECTION DECLINED

7973	IFEPS						(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00

B INSTALL WINDSHIELD TRIM (IN VEH). TOP IF NECESSARY.

11	LIGHT GEN LINE						
7973	CF				69.95	69.95	
1	BB5Z*7803144*AA	MOULDING - WINDSHIELD			153.05	153.05	153.05
PARTS:	153.05	LABOR:	69.95	OTHER:	0.00	TOTAL LINE B:	223.00

C COMP. WASH & VACUUM

11	LIGHT GEN LINE						
999	IFEPS						(N/C)

SUBL WASH & VAC SPORTY GEEZ 20665

IFEPS							(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00

Thank you for joining us in the fight against cancer. We've partnered with the BCRF to raise funds for the world's most promising research to eradicate breast cancer. 100% of your donation goes to BCRF. Please visit DrivePink.com for more info.

DDRV AutoNation Supports BCRF... If you decide to donate at later time please visit www.drivepink.com. Thank you for your support.

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

E AP*-Indicates you chose to use aftermarket parts (AP) for this job. AP Parts are quality parts suitable for your vehicle, but are not sourced from the vehicle manufacturer. All AP parts come with a warranty backed by AutoNation at any of our stores.

<p>By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received for had the opportunity to inspect any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.</p> <p>If Payment is Made By Check When you provide a check as payment, you authorize us to either use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. If processed as an EFT, funds may be withdrawn from your account as soon as today. You agree that you will not dispute us electronically debiting your account, so long as the amount corresponds to the amount on this invoice. In the event your check or EFT is returned unpaid for any reason, you authorize us or our agent to charge a service fee up to the maximum amount permitted by law.</p>	DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE	<p>*SHOP SUPPLY COSTS: We have added a charge equal to 18.00% of 12% of the total cost of labor and parts, whichever is greater, to the Repair Order. This charge will not exceed \$58.95. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (1.403.718), and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state (1.403.7186).</p>
				DESCRIPTION
				TOTALS
				LABOR AMOUNT
				PARTS AMOUNT
				GAS, OIL, LUBE
				SUBLET AMOUNT
				MISC. CHARGES
				TOTAL CHARGES
				LESS INSURANCE
			SALES TAX	
			PLEASE PAY THIS AMOUNT	

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

AutoNation

AN Ford St. Petersburg-2150

2525 34th Street North

St. Petersburg Florida
33713

(727) 323-3400

Customer information

Street:
Zip code:

Verified by PIN

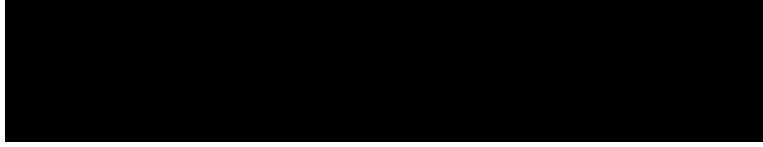


Transaction information

	Sale
Date:	01/03/2018 1:03 PM
Merchant ID:	[REDACTED]
Terminal ID:	[REDACTED]
Invoice No.:	[REDACTED]
Amount:	\$267.25
Card Number:	***** [REDACTED]
Response Msg:	Approved
Auth Code:	[REDACTED]
Auth Mode:	Issuer
Application Name:	US DEB...
Processed as:	Debit
Entry Method:	Chip Read
Trace No.:	[REDACTED]
Reference No.:	[REDACTED]
Match AVS:	Not Provided
Match ZIP:	Not Present
Match CVV:	Not Present
Chip Card AID:	[REDACTED]
TVR:	[REDACTED]
IAD:	[REDACTED]
TSI:	[REDACTED]
ARC:	[REDACTED]
User ID:	burrowsj1

I Agree to Pay Above Total Amount According to Card Issuer Agreement (Merchant Agreement if Credit Voucher).
Merchant / Customer Copy

Claim



LR CF



12304 Santa Monica Blvd.
Suite 100
Los Angeles, California 90025
Tel: (310) 442-1410
Fax: (877) 566-8828

brett@shainfeld-anvar.com
www.shainfeld-anvar.com

September 20, 2016

SENT VIA U.S. MAIL ONLY

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

OGCLit
Consumer Claims

RECEIVED

SEP 20 2016

Re: [REDACTED] **v. Ford Motor Company**
Vehicle: 2016 Ford Explorer
VIN No.: 1FM5K8B81GGA [REDACTED]

Notice of Representation by Counsel

Dear Sir or Madam:

Please be advised that in accordance with California *Civil Code* § 1793.22(b)(3), our office has been retained to represent [REDACTED] with regard to claims against Ford Motor Company pursuant to the Song-Beverly Consumer Warranty Act ("California Lemon Law") and/or the Federal Magnuson-Moss Warranty Act with regard to the above-referenced vehicle.

Having now been advised as to our representation, **KINDLY CEASE AND DESIST FROM ANY FURTHER CONTACT OR COMMUNICATIONS, WRITTEN, VERBAL, OR OTHERWISE WITH OUR CLIENT**, thereby directing all future correspondence and communications regarding this matter to our office, exclusively. If you fail to act in conformity with this directive, injunctive relief will be sought against you.

You are hereby notified that pursuant to California *Civil Code* § 1794(d) and/or 15 U.S.C. 2310(d), that any settlement made with our client requires the payment of our attorneys' fees and costs. If a settlement is reached between you and our client that does not make arrangements for the payment of our attorneys' fees and costs, we will be forced to file suit against you. In addition, through this correspondence, you are hereby notified of our attorneys' lien.

Our client is seeking relief for numerous defects and non-conformities present in her vehicle in addition to numerous unsuccessful repair attempts made to this vehicle. These defects and non-conformities include, but are not limited to the following:

SHAINFELD & ANVAR

A PROFESSIONAL CORPORATION

Ford Motor Company

Re [REDACTED] v. Ford Motor Company

September 20, 2016

Page 2

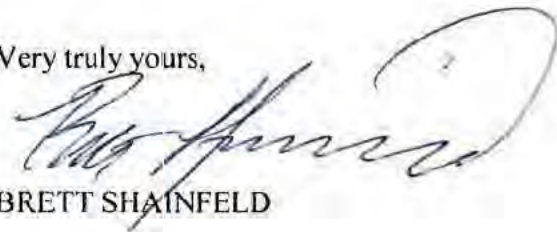
1. Defective body/trim as evidenced by molding coming loose;
2. Defective body/trim as evidenced by hood coming loose while driving;
3. Defective transmission system as evidenced by transmission slipping;
4. Defective transmission system as evidenced by transmission knocking; and
5. Any additional complaints made by our client, whether or not they are contained in your company's records or on any repair orders.

The defects and non-conformities listed hereinabove constitute a substantial impairment of the use, value and/or safety of the vehicle. **Additionally, this vehicle has been out of service for more than 100 days.** As a result of these defects and non-conformities, my client has justifiably lost confidence in the vehicle. Accordingly, you are hereby notified that my client is revoking acceptance of this vehicle and my client has directed me to demand the cancellation of the contracts and the return of all funds paid towards this vehicle, including all finance charges, all collateral charges, any trade-in value given, and incidental and consequential damages.

To avoid the unnecessary time and expense of litigation, my client merely requests a refund for the defective vehicle, plus payment of our attorneys' fees and costs. Please keep in mind that at this stage, our attorneys' fees and costs are minimal. It is our desire to resolve this matter as amicably and expeditiously as possible without the need for causing either party to incur any unnecessary expenses.

Accordingly, if you wish to proceed with a quick resolution of this matter, please feel free to contact my office. Please be advised that if the matter has not been resolved within fourteen (14) days from the date of this correspondence, we will have no choice but to file suit. To streamline the process, you may contact me via email at brett@shainfeld-anvar.com.

Very truly yours,



BRETT SHAINFELD

SHAINFELD & ANVAR

A PROFESSIONAL CORPORATION

Ford Motor Company

Re: [REDACTED] v. Ford Motor Company

September 20, 2016

Page 3

NOTICE OF LIEN

Re: [REDACTED] v. Ford Motor Company

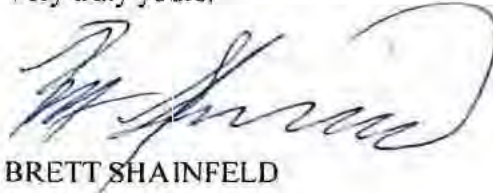
TO ALL PARTIES AND THEIR ATTORNEYS OF RECORD:

PLEASE TAKE NOTICE that Shainfeld & Anvar, PC gives notice of a contractual lien for attorneys fees against ANY recovery in the above-referenced matter by Plaintiff, [REDACTED]. Pursuant to California law, this lien is a priority lien.

This Notice of Lien is filed pursuant to *Hansen v. Jacobsen* (1986) 186 Cal. App. Ed. 350, 356-357, which provides that filing a Notice of Lien in a pending action is a proper method to give notice of the lien to all parties and their attorneys.

Any party or attorney for that party who, without knowledge of the lien, whether filed or not, distributes any funds to Plaintiff without first satisfying this lien may be held personally liable under theories including common counts, conversion, breach of fiduciary duty, etc. for the amount due under the lien pursuant to *Siciliano v. Fireman's Fund Insurance Co.* (1976) 62 Cal. App. 3d 745, 750-751, *Kaiser Foundation Health Plan, Inc. V. Aguiluz* (1996) 47 Cal. App. 4th 302; and *Miller v. Rau* (1963) 216 Cal. App. 2d 68.

Very truly yours,



BRETT SHAINFELD

BS

Belfert_NTSL_9.20.16.wpd

Claim



0167550

011

LAURSEN & LUCAS | ATTORNEYS AT LAW

RECEIVED

SEP 11 2018

September 4, 2018

FORD MOTOR COMPANY
Customer Relationship Center
P.O. Box 6248
Dearborn, MI 48126

OGC Lit
Consumer Claims

SEP 11 2018

RE: NOTICE PURSUANT TO CONSUMER PROTECTION STATUTES

Our client: [REDACTED]

Vehicle: 2017 Ford Explorer
VIN# 1FM5K7D84HGD [REDACTED]

Dear Sir or Madam:

Please be advised that this office has been asked to represent the interest of Mr. [REDACTED] and Mrs. [REDACTED] regarding their potential legal claims surrounding the purchase and/or repair attempts for the aforementioned vehicle. Upon review of the repair history surrounding this vehicle, it appears that Mr. [REDACTED] and Mrs. [REDACTED] have a valid claim against your company for violation of Ohio's Lemon Law, violation of the Magnuson Moss Warranty Act for breach of implied warranty and/or for violation of the Ohio Consumer Sales Practices Act.

HAVING BEEN FORMALLY NOTIFIED OF OUR REPRESENTATION, YOU ARE INSTRUCTED TO REFRAIN FROM DISCUSSING ANY LEGAL MATTERS WITH MY CLIENTS.

IN ADDITION, YOU ARE HEREBY NOTIFIED OF MY ATTORNEY'S LIEN.

My clients hereby notify you that they believe that you have committed numerous violations in connection with failure to repair and/or to provide a conforming, merchantable vehicle. These violations include violations of the Ohio's Lemon Law at O.R.C. 1345.71 et. seq, Ohio's Consumer Sales Practices Act along with violations of the Magnuson Moss Warranty Act 15 U.S.C. 2301 et seq.

OTRLawyers.com
1418 Walnut Street, Cincinnati, Ohio 45202
(513) 457-5545 phone | (513) 457-5544 fax
Suburban meeting space available

Mr. [REDACTED] and Mrs. [REDACTED] had purchased a vehicle that experienced problems with the vehicle's electrical system that causes the control screen which operates items such as the radio, heater, climate control and backup camera, to be non-functional. They have also had issues with the driver's seat moving while driving and a rattle in the pillar. To date, the vehicle has been out-of-service by way of warranty repairs over thirty days in the first year of their ownership and prior to eighteen thousand miles of use. Furthermore, the vehicle has been subject to repairs for the same non-conformities on three or more occasions. The warranty defects have substantially impaired their use, safety or value. Since the vehicle as a whole is defective, my clients are seeking a repurchase of their vehicle, a refund of all out-of-pocket expenses, and payment of attorney's fees in full.

Thus, if you wish to resolve this matter amicably, please contact my office within the next fifteen (15) business days. Naturally, a great deal of time, money and effort could be saved with a quick resolution to this situation. If this matter is not resolved by the aforementioned time, I have been authorized to proceed forward by filing a legal claim against you and seeking all remedies available by law.

Sincerely,



Ronna S. Lucas
Attorney at Law

c.c. Mr. [REDACTED] and Mrs. [REDACTED]

PURCHASER [REDACTED] SALESPERSON **DAVID MEADOR**
ADDRESS [REDACTED] DATE **06/25/2017**
CITY **LOVELAND OH** STATE [REDACTED] ZIP [REDACTED] COUNTY **CLERMONT**
I HEREBY AGREE TO PURCHASE FROM [REDACTED] UNDER THE TERMS AND CONDITIONS SPECIFIED ON THE FRONT AND BACK OF THIS ORDER ONE MOTOR VEHICLE AS HEREIN DESCRIBED.
YEAR **2017** MAKE **FORD** MODEL **EXPLORER** STOCK# [REDACTED]
SERIAL# **1FM5K7D84HGD** MILEAGE **200** Miles EMAIL [REDACTED]

EXTRA EQUIPMENT **ODOMETER REPRESENTATION**

[REDACTED] represents. To "the best of our knowledge" [REDACTED] correct except as may be otherwise noted on the separately provided "odometer statement" and the company has no knowledge of any acts by previous owners to the contrary.

SELLING PRICE	\$	50845.00
CLASSIC TRAK	\$	199.00
	\$	N/A
	\$	N/A
	\$	N/A
PREMIER	\$	1300.00
	\$	N/A
PREMIER GAP	\$	900.00

THE PAYOFF AMOUNT INDICATED IS AN ESTIMATION ONLY! ANY PAYOFF AMOUNT HIGHER THAN THE ESTIMATED AMOUNT IS MY OBLIGATION TO PAY TO MIKE CASTRUCCI FORD.

CERT OF TITLE	MEMO TITLE	FILE LIEN	OUT-OF-STATE TRADE IN
\$ 15.00 <input checked="" type="checkbox"/>	\$ [REDACTED] <input type="checkbox"/>	N/A <input type="checkbox"/>	\$ [REDACTED] <input type="checkbox"/>
LICENSE TRANSFER	NEW LIC PLATE	30 DAY LIC PLATE	NOTARY FEE
\$ N/A <input type="checkbox"/>	\$ 18.50 <input type="checkbox"/>	\$ N/A <input type="checkbox"/>	\$ [REDACTED] <input type="checkbox"/>
			DOCUMENTARY FEE
			\$ 250.00 <input type="checkbox"/>

TRADE-IN INFORMATION

MAKE	MODEL
LINCOLN	NAVIGATOR
YEAR	MILEAGE
2012	39820 MILES
SERIAL #	USED CAR ALLOWANCE
6LMJJ2J6XCE	\$ 39000.00
	BALANCE OWED
	\$ 39000.00

DEPOSIT NO.	\$	N/A
Credit Life Insurance	\$	N/A
Accidental & Health Insurance	\$	N/A
TRADE-IN EQUITY	\$	N/A
Incentives/Rebates	\$	3500.00
C.O.D. No.	\$	N/A
TOTAL DOWN PAYMENT	\$	3500.00
BALANCE FINANCE	\$	61005.85

	CONTROL	ACCOUNT	AMOUNT
SALE	STOCK#	3	-
COS	STOCK#		#
RECOND CST		1365	-
OVRL ALLOW		4	+
TRADE-IN	STOCK#	1350	+
E.S.P. ACC.		2315	-
ACCT. REC.	CUST.#	1110	+
TAX	CUST.#	2151	-
DOC FEES		9301	-
PAY OFF	CUST #	2310	-
FIN. RES. CR.		5 00	-
	CUST.#	1260	+
L.A.H. ACC.	700	2100	-
E.S.P.		5 40	-
INS. INC.		5 20	-

WARRANTY DISCLAIMER

DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES OF ANY KIND OR CHARACTER, EITHER EXPRESSED OR IMPLIED (INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE) concerning the motor vehicle to be delivered to buyer and buyer acknowledges and accepts such disclaimer. It is further agreed, however, that neither the dealer nor the manufacturer will be liable for failure to effect delivery.

JURY WAIVER: THE UNDERSIGNED BUYER DOES WAIVE THE RIGHT TO A TRIAL BY JURY CONCERNING ANY AND ALL MATTERS ARISING OUT OF OR IN ANY WAY ASSOCIATED WITH THE PURCHASE OR FINANCE OF THE MOTOR VEHICLE DESCRIBED ABOVE.

In case the motor vehicle covered by this Order is a used motor vehicle, no warranty or representation is made by the Dealer as to extent such motor vehicle has been used, regardless of the mileage shown on the speedometer or odometer of said used motor vehicle.

THE FRONT AND THE BACK OF THIS ORDER COMPRISE THE ENTIRE AGREEMENT PERTAINING TO THIS PURCHASE AND NO OTHER AGREEMENT OF ANY KIND, VERBAL UNDERSTANDING OR PROMISE WHATSOEVER WILL BE RECOGNIZED.

This Order is not valid unless accepted in writing by an Officer of the Dealer and approved by a responsible finance company as to any balance to be financed.

I HAVE READ THE PRINTED MATTER ON THE FRONT AND THE BACK OF THIS ORDER AND AGREE TO IT AS PART OF THIS ORDER, THE SAME AS IF IT WERE PRINTED ABOVE MY SIGNATURE. I represent that I am at least 18 years of age. I hereby acknowledge receipt of a copy of this Order and authorize [REDACTED] to initiate a credit check through the Credit Bureau.

OPTIONAL EXTENDED WARRANTY WAS FULL EXPLAINED AND

ACCEPTED (Initial) [REDACTED] REJECTED (Initial) [REDACTED]

Without Initial or Related Charge Automatically Constitutes Rejection

I HAVE RECEIVED A COPY OF ALL DOCUMENTS I HAVE SIGNED AT THE TIME OF SIGNING, READ, UNDERSTOOD AND AGREED: [REDACTED]

Buyer's Sign: [REDACTED] Date: **06/25/2017**

Accepted [REDACTED] by [REDACTED]
Must be accepted by an Officer of the Company

Customer Number [REDACTED]

Invoice No: [REDACTED]

MIKE CASTRUCCI FORD SALES

1020 STATE ROUTE 28
MILFORD, OHIO 45150
Ph (513) 831-7010
Fax (513) 985-2194

WWW.MIKECASTRUCCI.COM

INVOICE

Page 1 of 2

LOVELAND, OH

Home: [REDACTED] Bus: [REDACTED]
Email: [REDACTED]@home

Call:

SERVICE ADVISOR: 90072 BENJAMIN CASTRUC

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
INGOT SILV	17	FORD EXPLORER	1FM5K7D84HGD [REDACTED]		6315 / 6315	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
25JUN17			17:00 17APR18		110.00	CASH	26APR18
R.O. OPENED	READY	OPTIONS: SOLD-STK:HGD11183 ENG:3.5_Liter_TI-VCT					
09:02 17APR18	08:58 26APR18						

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

A RENTAL CAR

CAUSE:

40 RENTAL CAR

200156 Prater, Gregory LIC#: 1552

WPF

(N/C)

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

200156

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

B C/S THE RADIO SCREEN GOES BLANK

21 ELECT. ACCESSORIES

200156 Prater, Gregory LIC#: 1552

WPF

(N/C)

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

6315 inspect and verified concern, ran oasis, perform bce test, pass codes, perform pinpoint test 415-00c, perform guided diag, perform master reset, problem still exists, a1-yes, a3-yes, a4-yes, a5-yes, a6-yes, a8-yes, a9-yes, a10-yes, a11-yes, a12-yes, a17-yes, rvc # rppnp2kbbk4f57, remove and replaced apim, perform module replacement software update, clear codes, retest, road tested by joe spaw, ok

C C/S THE DRIVERS SEAT MOVES SIDeways WHILE DRIVING

01 MAINTENANCE

200156 Prater, Gregory LIC#: 1552

WPF

(N/C)

1 FB5Z*9661711*C TRACK ASY - SEAT

(N/C)

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

6315 inspect and verified concern, road tested vehicle, verified seat would move while making a turn while driving, removed drivers seat assembly, removed side trim panels, separate upper seat back from lower, remove lower seat cover and replaced lower seat track and

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

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

*SHOP SUPPLY COSTS:
We have added a charge equal to 15% of the total labor cost, not to exceed \$36.00 to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

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

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

Customer Copy

Customer Number

Invoice No:

MIKE CASTRUCCI FORD SALES

INVOICE

1020 STATE ROUTE 28
MILFORD, OHIO 45150
Ph (513) 831-7010
Fax (513) 985-2194

WWW.MIKECASTRUCCI.COM

Page 1 of 1

LOVELAND, OH

Home: Bus: Cell:
Email: home

SERVICE ADVISOR: 90072 BENJAMIN CASTRUC

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
INGOT SILV	17	FORD EXPLORER	1FM5K7D84HGD		5443 / 5443		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
25JUN17			17:00 12MAR18		110.00	CASH	20MAR18
R.O. OPENED	READY	OPTIONS: SOLD-STK:HGD11183 ENG:3.5_Liter_TI-VCT					
09:43 12MAR18	14:23 20MAR18						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A OIL AND FILTER CHANGE
 OC OIL AND FILTER CHANGE
 90064 CPC 8.00 8.00
 1 FL*500*S FILTER ASY - OIL 7.98 6.00 6.00
 6 XO*5W20*BSP BULK OIL 2.75 2.75 16.50
 PARTS: 22.50 LABOR: 8.00 OTHER: 0.00 TOTAL LINE A: 30.50
 5443 COMPLETED FULL SERVICE OIL CHANGE AND FILTER REPLACEMENT.
 CHECKED FLUID LEVELS AND TIRE PRESSURES. COMPLETED INSPECTION PER FORD SPECIFICATIONS.

B THE PASSENGER SIDE WINDSHIELD MAKES A NOISE LIKE ITS CRACKING
 18 DRIVEABILITY
 90064 WFP (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
 5443 could not duplicate

C C/S THE RADIO CUTS OUT FOR A FEW SECONDS, SHUTS OFF
 21 ELECT. ACCESSORIES
 90064 WFP (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00
 5443 could not duplicate

D BACK PANEL DRIVERS SIDE HAS SCRATCHES WHEN THEY PICKED IT UP FROM
 LAST VISIT, OUTSIDE OF VEHICLE, REAR BUMPER
 01 MAINTENANCE (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

CUSTOMER BAY SHOP CHARGE FOR REPAIR ORDER 1.26

 ***** Thank you for your business at *****
 **** Mike Castrucci Ford in Milford *****

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*SHOP SUPPLY COSTS:
 We have added a charge equal to 15% of the total labor cost, not to exceed \$25.00 to this Repair Order for shop supplies used in connection with this repair.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	\$ 8.00
PARTS AMOUNT	\$ 22.50
GAS, OIL, LUBE	\$ 0.00
SUBLET AMOUNT	\$ 0.00
MISC. CHARGES *	\$ 1.26
TOTAL CHARGES	\$ 31.76
LESS INSURANCE	\$ 0.00
SALES TAX	\$ 2.15
PLEASE PAY THIS AMOUNT	\$ 33.91

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

Customer Copy

Customer Number

Invoice No:

MIKE CASTRUCCI FORD SALES

INVOICE

1020 STATE ROUTE 28
MILFORD, OHIO 45150
Ph (513) 831-7010
Fax (513) 985-2194

WWW.MIKECASTRUCCI.COM

Page 2 of 2

LOVELAND, OH

Home:

Bus:

Cell:

Email: email

home

SERVICE ADVISOR: 90072 BENJAMIN CASTRUC

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
INGOT SILV	17	FORD EXPLORER	1FM5K7D84HGD		8315 / 6315		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
25JUN17			17:00 17APR18		110.00	CASH	26APR18
R.O. OPENED	READY	OPTIONS: SOLD-STK:HGD11163 ENG:3.5_Liter_TI-VCT					
09:02 17APR18	08:58 26APR18						

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

frame assembly , retest , ok

D C/S THERE IS A RATTLE IN THE A PILLAR ON THE PASSENGER SIDE
18 DRIVEABILITY

200156 Prater, Gregory LIC#: 1552
WPF

- 1 BB5Z*7803144*AA MOULDING - WINDSHIELD
- 1 BB5Z*7803144*BA MOULDING - WINDSHIELD

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

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

6315 inspect and verified concern , ran oasis , road test vehicle ,
applied tape to windshield and passenger front door , found right front
exterior molding at windshield and a-pillar making noise , remove and
replaced exterior moldings , road test vehicle , noise gone

***** Thank you for your business at *****
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ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

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

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

Customer Number [REDACTED]

Invoice No: [REDACTED]

MIKE CASTRUCCI FORD SALES

1020 STATE ROUTE 28
MILFORD, OHIO 45150
Ph (513) 831-7010
Fax (513) 965-2194

WWW.MIKECASTRUCCI.COM

INVOICE

Page 1 of 1

LOVELAND, OH

Home: [REDACTED] Bus: [REDACTED]

Cell:

Email: email [REDACTED] home

SERVICE ADVISOR: 90072 BENJAMIN CASTRUC

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
INGOT SILV	17	FORD EXPLORER	1FM5K7D84HGD [REDACTED]		4659 / 4659	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PQ NO.	RATE	PAYMENT	INV. DATE
25JUN17			17:00 09FEB18		110.00	CASH	15FEB18
R.O. OPENED		READY		OPTIONS: SOLD-STK:HGD11163 ENG:3.5_Liter_T1-VCT			
09:47 09FEB18		16:42 15FEB18					

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

A C/S RADIO SCREEN INOP. SOMETIMES IT COMES ON SOMETIMES IT DOESNT
21 ELECT. ACCESSORIES

90064 WPF
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: (N/C) 0.00

4659 verified concern one time out of about 30. no tsbs or ssms. no codes. ran self test on fcim and passed. ran through pinpoint test AB. could not get concern no duplicate again. ran through pinpoint test Z. requesting M time for diag and duplication attempts, finally got to act up and found the fcim was internally faulting. replaced fcim/touchscreen. concern no longer present.

B** RENTAL CAR

40 RENTAL CAR

90064 WPF
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: (N/C) 0.00

***** Thank you for your business at *****
**** Mike Castrucci Ford in Milford *****

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We have added a charge equal to 16% of the total labor cost, not to exceed \$35.00 to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

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

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

Customer Copy



**STATE OF OHIO - BUREAU OF MOTOR VEHICLES
CERTIFICATE OF REGISTRATION**

PLATE NO.: [REDACTED] REG. DATE: 07/28/2017 EXP. DATE: 07/28/2018 ISSUE DATE: 07/29/2017 APP NO.: [REDACTED]
 VALIDATION NO.: [REDACTED] AGENCY: [REDACTED]
 OWNER NAME: [REDACTED] VEHICLE OWNERSHIP: JOINT USER ID: ID
 ADD OWNER: [REDACTED] OLD APP NO.: [REDACTED]
 OLD PLATE: [REDACTED]

VEHICLE CLASS: PASSENGER
 VEHICLE YEAR: 2017 ODOMETER READING: 200
 BODY TYPE: SW MAKE: FORD STATE FEES: \$31.00
 CERTIFICATE TITLE NO.: [REDACTED] PLATE TYPE: OHIO PRIDE PERSONALIZED \$50.00
 VEH. SERIAL NO.: 1FM5K7D84HGD [REDACTED] REG TYPE: RENEWAL LOCAL TAX: \$20.00
 PURCHASE DATE: 06/25/2017 SUSPENSION/REVOCAION: NO REFL./CO. FEE: \$0.00
 DEPUTY FEE: \$3.50
 PRIOR OPERATION: YES
 FEES PAID: YES TOTAL FEES: \$104.50

- In Ohio, it is illegal to drive any motor vehicle without insurance or other financial responsibility (FR) coverage.
- It is also illegal for any motor vehicle owner to allow anyone else to drive the owner's vehicle without insurance or FR coverage.
- PROOF OF INSURANCE OR FR COVERAGE IS REQUIRED: Whenever a police officer issues a traffic ticket*At all vehicle inspection stops*Upon traffic court appearances*Upon random checks by the Registrar of Motor Vehicles.
- ANY DRIVER OR OWNER WHO FAILS TO SHOW PROOF OF INSURANCE OR OTHER COVERAGE WILL: Lose his or her driver license until requirements are met on first offense, one year on second offense, and two years on third and subsequent offenses* Lose his or her license plates and vehicle registration*Pay reinstatement fees of \$100.00 on first offense, \$300.00 for second offense, and \$600.00 for third and subsequent offenses*Pay a \$50.00 penalty for any failure to surrender his or her driver license, license plates or registration AND*Be required to maintain special FR coverage ("High-risk" insurance or equivalent) on file with the Bureau of Motor Vehicles for THREE or FIVE YEARS.
- ONCE THIS SUSPENSION IS IN EFFECT: Any driver or owner who violates the suspension will have his or her vehicle immobilized and his or her license plates confiscated for at least 30 DAYS first offense and 60 DAYS second offense. For third or subsequent offenses, the vehicle will be forfeited and sold and the person will not be permitted to register any motor vehicle in Ohio for FIVE YEARS.
- IF YOU ARE INVOLVED IN AN ACCIDENT WITHOUT INSURANCE OR OTHER FR COVERAGE: In addition to all the penalties listed above, you may have*A SECURITY SUSPENSION for TWO YEARS or more and*A JUDGEMENT SUSPENSION INDEFINITELY (until all damages have been satisfied).
- THESE PENALTIES ARE IN ADDITION TO ANY FINES OR PENALTIES IMPOSED BY A COURT OF LAW. WARNING: THESE LAWS DO NOT PREVENT THE POSSIBILITY THAT YOU MAY BE INVOLVED IN AN ACCIDENT WITH A PERSON WHO HAS NO INSURANCE OR OTHER FR COVERAGE.
- WHEN REQUIRED, PROOF OF COVERAGE MAY BE SHOWN BY ANY OF THE FOLLOWING:*AN INSURANCE POLICY showing automobile liability insurance of at least \$25,000 bodily injury per person, \$50,000 injury two or more persons, and \$25,000 property damage*AN INSURANCE IDENTIFICATION CARD (same coverage)*A SURETY BOND OF \$30,000 issued by any authorized surety company or insurance company*A BMV BOND SECURED BY REAL ESTATE having equity of at least \$60,000*A BMV CERTIFICATE FOR MONEY OR GOVERNMENT BONDS in the amount of \$30,000 on deposit with the Ohio Treasurer of State*A BMV CERTIFICATE OF SELF-INSURANCE, available only to companies or persons who own at least twenty-six motor vehicles.

PROOF OF FINANCIAL RESPONSIBILITY

I affirm that all owners (or lessees of leased vehicle) now have insurance or other FR coverage and will not operate or permit the operation of this motor vehicle without FR coverage; all previous registration fees due have been paid; this plate category is correct; and this vehicle will not be used as a commercial or farm vehicle unless so registered.

By signing below I agree to and attest that all the above is true and accurate,

X SIGNATURE ON FILE

SIGNATURE OF OWNER(S) _____ DATE _____
 WARNING: APPLICANT GIVING FALSE INFORMATION IS SUBJECT TO PROSECUTION-O.R.C. SEC. 2921.13.
 APPLICATION MUST BE SIGNED BY THE OWNER(S) AS NAMED ON CERTIFICATE OF TITLE.

**DO NOT DISCARD.
THIS IS YOUR VEHICLE REGISTRATION CERTIFICATE.**

RESTRICTED

CUSTOMER COPY WITHOUT ADDRESS

PERFORMED RECALL, INSPECTED UNDERBODY AND ADDED FOIL PATCHES.
 REPLACED LIFTGATE DARINS. INSPECTED AND REPLACED ONE AIR EXTRACTOR.
 REMOVED AND RESEALED LIFTGATE SPOILER. REPROGRAMMED HVAC MODULE

D** PERFORM MULTI POINT INSPECTION
 99P PERFORM MULTI POINT INSPECTION

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

Customer Copy

Customer Number [REDACTED]

Invoice No [REDACTED]

MIKE CASTRUCCI FORD SALES

INVOICE

1020 STATE ROUTE 28
MILFORD, OHIO 45150
Ph (513) 831-7010
Fax (513) 965-2194

WWW.MIKECASTRUCCI.COM

LOVELAND, OH

Home: [REDACTED] Bus: [REDACTED] Cell: [REDACTED]

Email: email [REDACTED] home [REDACTED]

SERVICE ADVISOR: 90072 BENJAMIN CASTRUC

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
INGOT SILV	17	FORD EXPLORER	1FM5K7D84HGD [REDACTED]		4177 / 4177	[REDACTED]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
25JUN17			17:00 17JAN18		110.00	CASH	19JAN18

R.O. OPENED	READY	OPTIONS: SOLD-STK:HGD11163 ENG:3.5_Liter_TI-VCT
07:54 12JAN18	14:45 19JAN18	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
PARTS:	90064	ISP					(N/C)
	0.00	LABOR:		0.00	OTHER:	0.00	TOTAL LINE D: 0.00

E** PERFORM MULTI POINT INSPECTION EXPRESS SERVICE
99PX PERFORM MULTI POINT INSPECTION EXPRESS SERVICE

PARTS:	90064	ISP					(N/C)
	0.00	LABOR:		0.00	OTHER:	0.00	TOTAL LINE E: 0.00

***** Thank you for your business at *****
***** Mike Castrucci Ford in Milford *****

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

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

PLEASE PAY THIS AMOUNT \$ 0.00

Customer Copy

Customer Number [REDACTED]

Invoice No: [REDACTED]

MIKE CASTRUCCI FORD SALES

1020 STATE ROUTE 28
MILFORD, OHIO 45150
Ph (513) 831-7010
Fax (513) 965-2194

WWW.MIKECASTRUCCI.COM

INVOICE

DUPLICATE 1

Page 1 of 2

LOVELAND, OH

Home: [REDACTED] Bus: [REDACTED]

Cell: [REDACTED]

Email: email [REDACTED] home [REDACTED]

SERVICE ADVISOR: 90072 BENJAMIN CASTRUC

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
INGOT SILV	17	FORD EXPLORER	1FM5K7D84HGD [REDACTED]		4177 / 4177	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
25JUN17			17:00 17JAN18		110.00	CASH	18JAN18
R.O. OPENED	READY	OPTIONS: SOLD-STK:HGD11163 ENG:3.5_Liter_TI-VCT					
07:54 12JAN18	16:09 18JAN18						

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

A C/S THE RADIO SCREEN IS BLANK

21 ELECT. ACCESSORIES

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	(N/C) 0.00
4177 NO CONCERN PRESENT							

B RENTAL CAR

40 RENTAL CAR

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	(N/C) 0.00
--------	------	--------	------	--------	------	---------------	------------

C 17N03

10 RECALLS

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	(N/C) 0.00
4177 PERFORMED RECALL. INSPECTED UNDERBODY AND ADDED FOIL PATCHES. REPLACED LIFTGATE DARINS. INSPECTED AND REPLACED ONE AIR EXTRACTOR. REMOVED AND RESEALED LIFTGATE SPOILER. REPROGRAMMED HVAC MODULE							

D** PERFORM MULTI POINT INSPECTION

99P PERFORM MULTI POINT INSPECTION

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

E** PERFORM MULTI POINT INSPECTION EXPRESS SERVICE

99PX PERFORM MULTI POINT INSPECTION EXPRESS SERVICE

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE E:	(N/C) 0.00
--------	------	--------	------	--------	------	---------------	------------

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

DATE: _____ CUSTOMER SIGNATURE: _____ AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE: _____

Customer Number [REDACTED]

Invoice No: [REDACTED]

MIKE CASTRUCCI FORD SALES

INVOICE

1020 STATE ROUTE 28
MILFORD, OHIO 45150
Ph (513) 831-7010
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WWW.MIKECASTRUCCI.COM

LOVELAND, OH

Home: [REDACTED] Bus: [REDACTED]
Email: email [REDACTED] home

Cell: [REDACTED]

SERVICE ADVISOR: 90072 BENJAMIN CASTRUC

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
INGOT SILV	17	FORD EXPLORER	1FM5K7D84HGD [REDACTED]		4177 / 4177	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
25JUN17			17:00 17JAN18		110.00	CASH	19JAN18

R.O. OPENED	READY	OPTIONS: SOLD-STK:HGD11163 ENG:3.5_Liter_Ti-VCT
07:54 12JAN18	14:45 19JAN18	

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

A C/S THE RADIO SCREEN IS BLANK
 21 ELECT. ACCESSORIES
 90064 ISP (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
 4177 NO CONCERN PRESENT

B RENTAL CAR
 40 RENTAL CAR
 90064 ISP (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C 17N03
 CAUSE:
 17N03B RECALL 17N03
 90064 WPF (N/C)
 2 CK4Z*13014*B INSULATOR - TUNNEL (N/C)
 3 4M8Z*78280B62*A VALVE ASY - AUTO DRAIN (N/C)
 1 HBSZ*78442K03*A KIT - REAR SPOILER REPAIR (N/C)
 1 BB5Z*61280B62*B GRILLE ASY - VENT AIR OUTER (N/C)
 17N03C RECALL 17N03
 90064 WPF (N/C)
 17N03D RECALL 17N03
 90064 WPF (N/C)
 FC: PART#: COUNT:
 CLAIM TYPE: 17N03
 AUTH CODE:
 90064
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00
 4177 PERFORMED RECALL. INSPECTED UNDERBODY AND ADDED FOIL PATCHES.
 REPLACED LIFTGATE DARINS. INSPECTED AND REPLACED ONE AIR EXTRACTOR.
 REMOVED AND RESEALED LIFTGATE SPOILER. REPROGRAMMED HVAC MODULE

D** PERFORM MULTI POINT INSPECTION
 99P PERFORM MULTI POINT INSPECTION

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.	* SHOP SUPPLY COSTS: We have added a charge equal to 15% of the total labor cost, not to exceed \$35.00 to the Repair Order for shop supplies used in connection with this repair.	DESCRIPTION	TOTALS
		LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES *	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

Customer Copy

Customer Number [REDACTED]

Invoice No: [REDACTED]

MIKE CASTRUCCI FORD SALES

1020 STATE ROUTE 28
MILFORD, OHIO 45150
Ph (513) 831-7010
Fax (513) 986-2194

INVOICE
DUPLICATE 1
Page 2 of 2

WWW.MIKECASTRUCCI.COM

LOVELAND, OH

Home: [REDACTED] Bus: [REDACTED]
Email: email [REDACTED] home [REDACTED]

Cell: [REDACTED]

SERVICE ADVISOR: 90072 BENJAMIN CASTRUC

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
INGOT SILV	17	FORD EXPLORER	1FM5K7D84HGD [REDACTED]		4177 / 4177	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
25JUN17			17:00 17JAN18		110.00	CASH	18JAN18
R.O. OPENED		READY	OPTIONS: SOLD-STK:HGD11183 ENG:3.5_Liter_TI-VCT				
07:54 12JAN18		16:09 18JAN18					

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

 ***** Thank you for your business at *****
 ***** Mike Castrucci Ford in Milford *****

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	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.	DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE	\$ 0.00

Customer Copy

Customer Number [REDACTED]

Invoice No: [REDACTED]

MIKE CASTRUCCI FORD SALES

INVOICE

1020 STATE ROUTE 28

MILFORD, OHIO 45150

Ph (513) 831-7010

Fax (513) 965-2194

WWW.MIKECASTRUCCI.COM

Page 1 of 1

LOVELAND, OH

Home: [REDACTED] Bus: [REDACTED]

Cell: [REDACTED]

Email: email [REDACTED] home [REDACTED]

SERVICE ADVISOR: 90072 BENJAMIN CASTRUC

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
INGOT SILV	17	FORD EXPLORER	1FM5K7D84HGD [REDACTED]		3325 / 3325	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
25JUN17			17:00 06DEC17		110.00	CASH	08DEC17
R.O. OPENED	READY	OPTIONS: SOLD-STK:HGD11163 ENG:3.5_Liter_Ti-VCT					
11:02 06DEC17	16:35 08DEC17						

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

A C/S THE SCREEN IS BLANK, NO RADIO

21 ELECT. ACCESSORIES

90064 ISP

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: (N/C) 0.00

B RENTAL CAR

40 RENTAL CAR

90064 ISP

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: (N/C) 0.00

 ***** Thank you for your business at *****
 ***** Mike Castrucci Ford in Milford *****

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***SHOP SUPPLY COSTS:**

We have added a charge equal to 15% of the total labor cost, not to exceed \$35.00 to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

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

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

Customer Copy

Customer Number [REDACTED]

Invoice No [REDACTED]

MIKE CASTRUCCI FORD SALES

1020 STATE ROUTE 28
MILFORD, OHIO 45150
Ph (513) 831-7010
Fax (513) 965-2194

INVOICE

Page 1 of 1

WWW.MIKECASTRUCCI.COM

LOVELAND, OH [REDACTED]

Home: [REDACTED] Bus: [REDACTED]
Email: email [REDACTED] home [REDACTED]

Call: [REDACTED]

SERVICE ADVISOR: 90072 BENJAMIN CASTRUC

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
INGOT SILV	17	FORD EXPLORER	1FM5K7D84HGD [REDACTED]		1524 / 1524	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
25JUN17			17:00 13SEP17			CASH	13SEP17
R.O. OPENED	READY	OPTIONS: SOLD-STK:HGD11163 ENG:3.5_Liter_Ti-VCT					
09:48 13SEP17	17:27 13SEP17						

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

A C/S THE RADIO DISPLAY SCREEN WAS BLANK
21 ELECT. ACCESSORIES (N/C)

70005 WPF (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
1524 check radio op check ssm & tsb no later updates available

B C/S SOMETIMES THE VEHICLE WILL NOT COME OUT OF PARK
21 ELECT. ACCESSORIES (N/C)

70005 WPF (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
1524 check ssm & tsb no info found npf at this time

C RENTAL CAR
40 RENTAL CAR (N/C)

70005 WPF (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

***** Thank you for your business at *****
***** Mike Castrucci Ford in Milford *****

DESCRIPTION	TOTALS
*SHOP SUPPLY COSTS: We have added a charge equal to 15% of the total labor cost, not to exceed \$35.00 to the Repair Order for shop supplies used in connection with this repair.	
LABOR AMOUNT	\$ 0.00
PARTS AMOUNT	\$ 0.00
GAS, OIL, LUBE	\$ 0.00
SUBLET AMOUNT	\$ 0.00
MISC. CHARGES *	\$ 0.00
TOTAL CHARGES	\$ 0.00
LESS INSURANCE	\$ 0.00
SALES TAX	\$ 0.00
PLEASE PAY THIS AMOUNT	\$ 0.00

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ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.
AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

Service File Copy

Claim



WA
D176958



Robert Katz, Esq. 701 Fifth Avenue, Suite 4200 Seattle, WA 98104
(866) 904-2627 (phone) (866) 226-1333 (fax) docs@amarlawgrp.com

January 19, 2019

Sent Via US Mail to:

Ford Motor Company
Customer Assistance Center
16800 Executive Plaza Drive
Dearborn, MI 48121

RECEIVED
JAN 29 2019

RE: [REDACTED] v. Ford Motor Company
Vehicle: 2016 Ford Explorer VIN#: 1FM5K8GT7GGC [REDACTED]
Our File Number: [REDACTED]

Dear Sir/Madam:

Please be advised that Amar Law Group, PLLC represents [REDACTED] in their claims against Ford Motor Company ("Ford") pursuant to the Washington Lemon Law, Chapter 19.118 RCW *et seq.* and the federal Magnuson-Moss Warranty Act ("MMWA"), 15 U.S.C. § 2301 *et seq.* Our client's claims pertain to their 2016 Ford Explorer VIN#: 1FM5K8GT7GGC [REDACTED] ("Explorer"). Please direct all future contacts and correspondence to Amar Law Group, PLLC.

The Explorer has been consistently defective. A review of the warranty repair records that Ford has at its disposal via its authorized warranty repair agents and internal warranty history indicates the vehicle has suffered from the following defects and conditions: carbon monoxide fumes (2 repair attempts), camera, windshield, brakes, and leaks. The vehicle remains defective and nonconforming. This repair history is presumed unreasonable under the Washington Lemon Law as there have been two repair attempts for a serious safety defect that continues to exist. *See* RCW 19.118.041(2)(a).

The Explorer's defects and repair history have caused substantial impairment in the use and value of the subject vehicle to our clients. Further, the repeated defects and ineffective repairs are not consistent with the Ford name and expectation of quality. As such, after giving your authorized dealership repair agents more than a reasonable

opportunity to resolve these issues our client has no choice but to pursue legal action. This letter constitutes additional direct written notification of the defects within Mr. and Mrs. [REDACTED] Explorer and of our client's intent to pursue claims pursuant to RCW 19.118 *et seq.* and 15 U.S.C. § 2301 *et seq.*

To avoid litigation, our clients request a repurchase of the Explorer plus payment of their attorneys' fees pursuant to the fee-shifting provisions of the law. Our clients would prefer to resolve the claims at this early stage and save the parties the burden and expense of litigation.

Accordingly, please contact our office within fourteen (14) days if you wish to resolve the matter. If we are not contacted within that time, we will be forced to file a formal claim. It is our desire, however, to work out these issues with Ford efficiently and in a manner that is best for all parties involved. Thank you for your attention to this matter.

Sincerely,

A handwritten signature in black ink, appearing to read "Robert Katz", with a long horizontal flourish extending to the right.

Robert Katz, Esq.

Cc: [REDACTED]

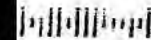
Robert B. Katz
2300 W. Sahara Ave., Ste. 800
Las Vegas, NV 89102

LAS VEGAS NV 890

19 JAN 2019 PM 4 L



1. [REDACTED]
Ford Motor Company
Customer Assistance Center
16800 Executive Plaza Drive
Dearborn, MI 48121



From: Emily Bingham <ebingham@amarlawgrp.com>
Sent: Thursday, February 28, 2019 7:01 PM
To: Beth Muma
Cc: Shalev Amar; 'Robert Katz (rob@robkatzlaw.com)'
Subject: ██████████ - 2016 Ford Explorer - RO
Attachments: 2-28-19 RO.pdf

Hello,

Please see attached:

➤ Repair Records

If there is anything further needed, please let me know.

Warmest regards,

Emily Bingham

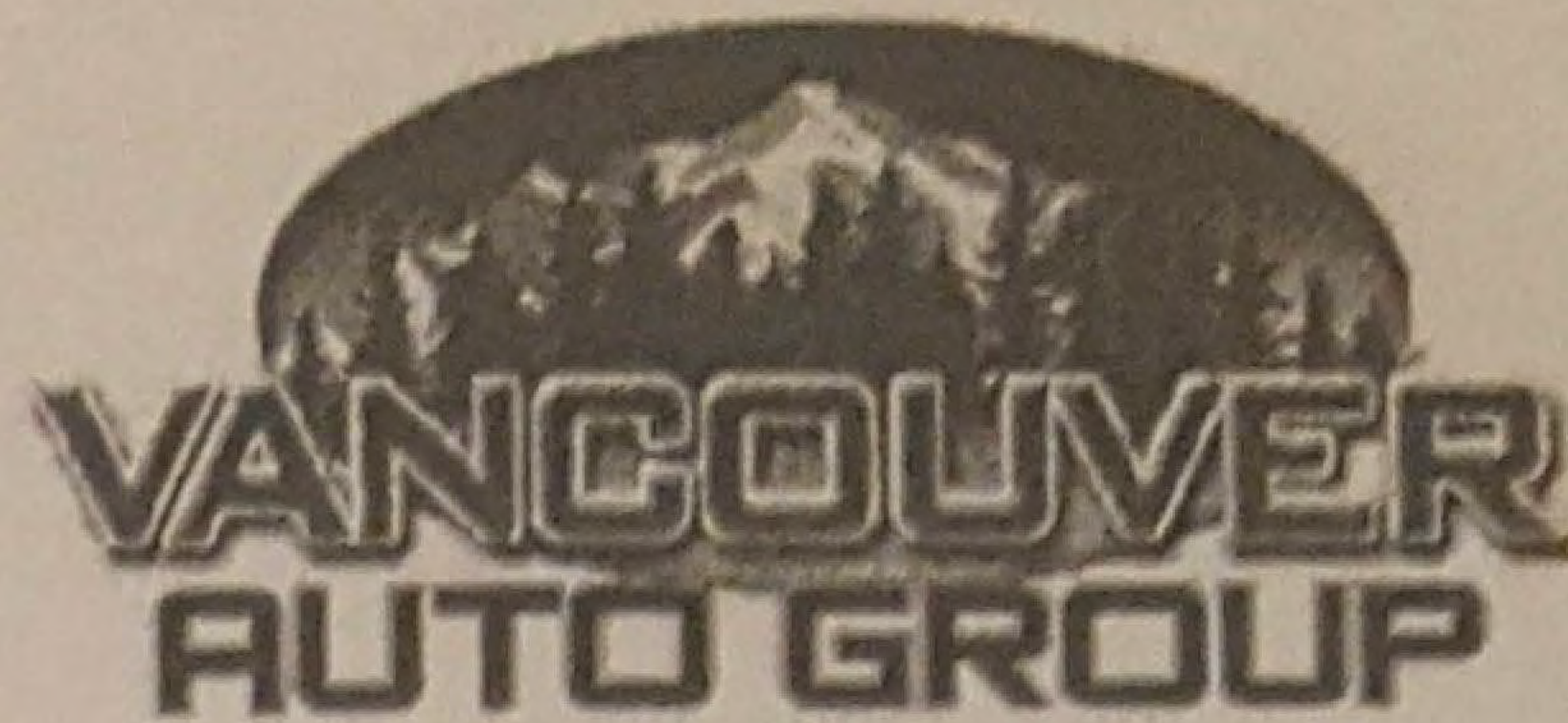


ebingham@amarlawgrp.com
Office: 866-904-AMAR(2627)
Fax: 866-226-1333

Customer Number [REDACTED]

Invoice No: [REDACTED]

INVOICE



6801 N.E. 40th Street
Vancouver, Washington 98661
360/992-7373 503/230-1440
www.vancouverautogroup.com

Page 1 of 1

VANCOUVER, WA

Home: [REDACTED]

Bus: [REDACTED]

Cell: [REDACTED]

Email: email [REDACTED]

home [REDACTED]

SERVICE ADVISOR: 419 DEVIN J BERGIN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK	16	FORD EXPLORER	1FM5K8GT7GGC [REDACTED]		35995 / 35995	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17SEP18			18:00 14FEB19		0.00	CASH	22FEB19
R.O. OPENED	READY	OPTIONS: SOLD-STK:18K039A DLR:74C480 ENG:3.5_Liter_GTDI					
11:42 14FEB19	16:56 22FEB19						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	FUEL CHARGE						
	MEMO MEMO INFORMATION ONLY						
				9999 CDEF		0.00	0.00
	SUBL CHAMPION						
				CDEF		24.00	24.00
PARTS:	0.00	LABOR:	0.00	OTHER:	24.00	TOTAL LINE A:	24.00

B	REPAIR ORDER 2 OF 2						
	R02 REPAIR ORDER 2 OF 2						
				9999 CDEF		0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

PAID

CASH CARD CHECK #

FEB 26 2019

VANCOUVER FORD, INC.

VANCOUVER AUTO GROUP
6801 NE 40TH ST.
VANCOUVER, WA 986613063

02/26/2019 16:49:14

DEBIT CARD
DEBIT SALE

Card # XXXXXXXXXXXX [REDACTED]
Network: PAVD
Chip Card: US DEBIT

AID: [REDACTED]
ATC: [REDACTED]
TC: [REDACTED]
SEQ #: [REDACTED]
Batch #: [REDACTED]
INVOICE
CLERK
Approval Code:
Entry Method: Chip Read
Mode: Issuer - PIN Verified

SALE AMOUNT \$26.02

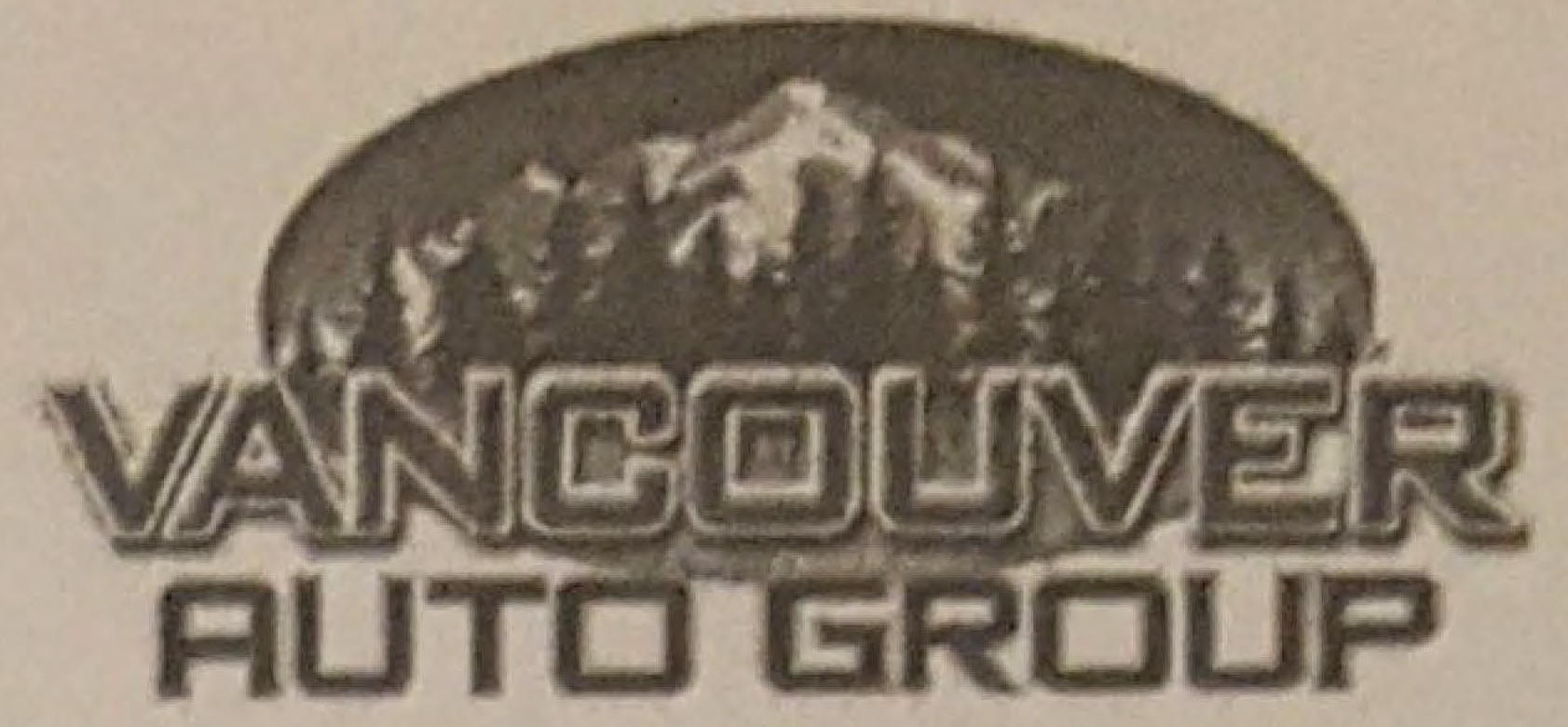
CUSTOMER COPY

DESCRIPTION	TOTALS
LABOR AMOUNT	\$ 0.00
PARTS AMOUNT	\$ 0.00
GAS, OIL, LUBE	\$ 0.00
SUBLET AMOUNT	\$ 24.00
MISC. CHARGES	\$ 0.00
TOTAL CHARGES	\$ 24.00
LESS INSURANCE	\$ 0.00
SALES TAX	\$ 2.02
PLEASE PAY THIS AMOUNT	\$ 26.02

Customer Copy

PROMISED TIME	ETC	RT

CUSTOMER #:



P.O. Box 6069, 6801 N.E. 40th Street
 Vancouver, Washington 98668
 360/992-7373 503/230-1440
 www.vancouverautogroup.com

WORKORDER

PAGE 1

SERVICE ADVISOR: 419 BERGIN, DEVIN J

VANCOUVER, WA

HOME: [REDACTED] CONT: [REDACTED]
 BUS: [REDACTED] CELL: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG			
BLACK	16	FORD EXPLORER	1FM5K8GT7GGC [REDACTED]		35995/	[REDACTED]			
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	CODE	AUTI	
17SEP18 DD			18:00 14FEB19		0.00	CASH			
R.O. OPENED	READY	OPTIONS: SOLD-STK:18K039A DLR:74C480 ENG:3.5_Liter_GTDI							
14FEB2019 07:07									

LINE	OP	CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS	TECH	HRS	SALE
# A	RC			CDEF	RECHECK, MANAGER MUST BE INVOLVED			
# B				WF4	C/S A HARSH EXHAUST SMELL INSIDE THE CAB,NOTICES MORE WHEN COLD AND AIR IS TURN ON DEFROST,C/S BECOMES VERY NAUSEATING AND NOTICES ON HEAVY ACCERATION			

*leave this Ro open for
 x2 weeks
 per Dave V.*

2-14 9:39am called

YOU ARE ENTITLED TO A WRITTEN PRICE FOR THE REPAIRS YOU HAVE AUTHORIZED. YOU ARE ALSO ENTITLED TO REQUIRE THE REPAIR FACILITY TO OBTAIN YOUR ORAL OR WRITTEN AUTHORIZATION TO EXCEED THE WRITTEN PRICE ESTIMATE. YOUR SIGNATURE OR INITIALS WILL INDICATE YOUR SELECTION.

- 1. I request an estimate in writing before you begin repairs. Contact me if the price will exceed the estimate by more than ten percent.
- 2. Proceed with repairs but contact me if the price will exceed \$ _____
- 3. I do not want a written estimate.

Initial or Signature **X** _____ Date: _____ Time: _____

REVISED ESTIMATE	DATE	TIME	EMP.	OK'D BY
(1)				
(2)				
(3)				

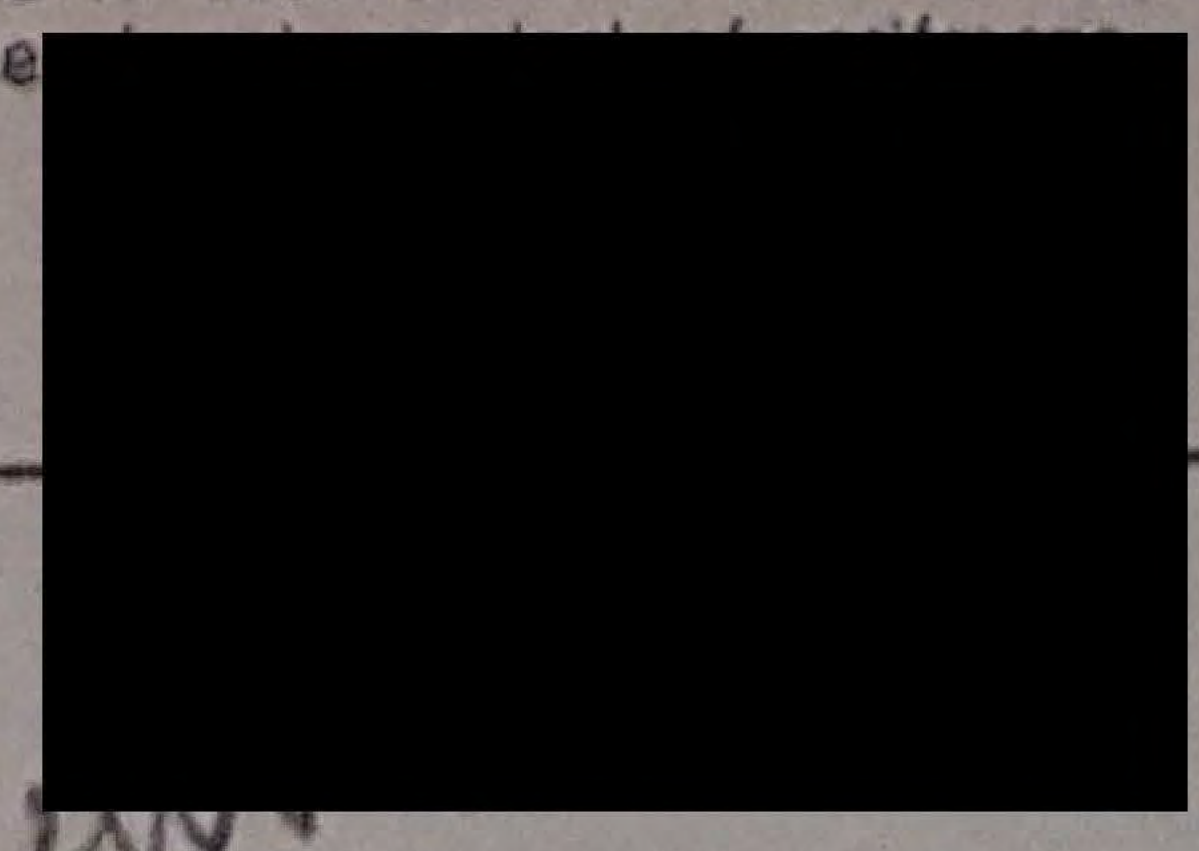
PRELIMINARY ESTIMATE

PARTS AND LABOR \$ _____

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, vandalism or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highway or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs hereto. The dealership is not responsible for damages from fire.

SIGNATURE **X** _____

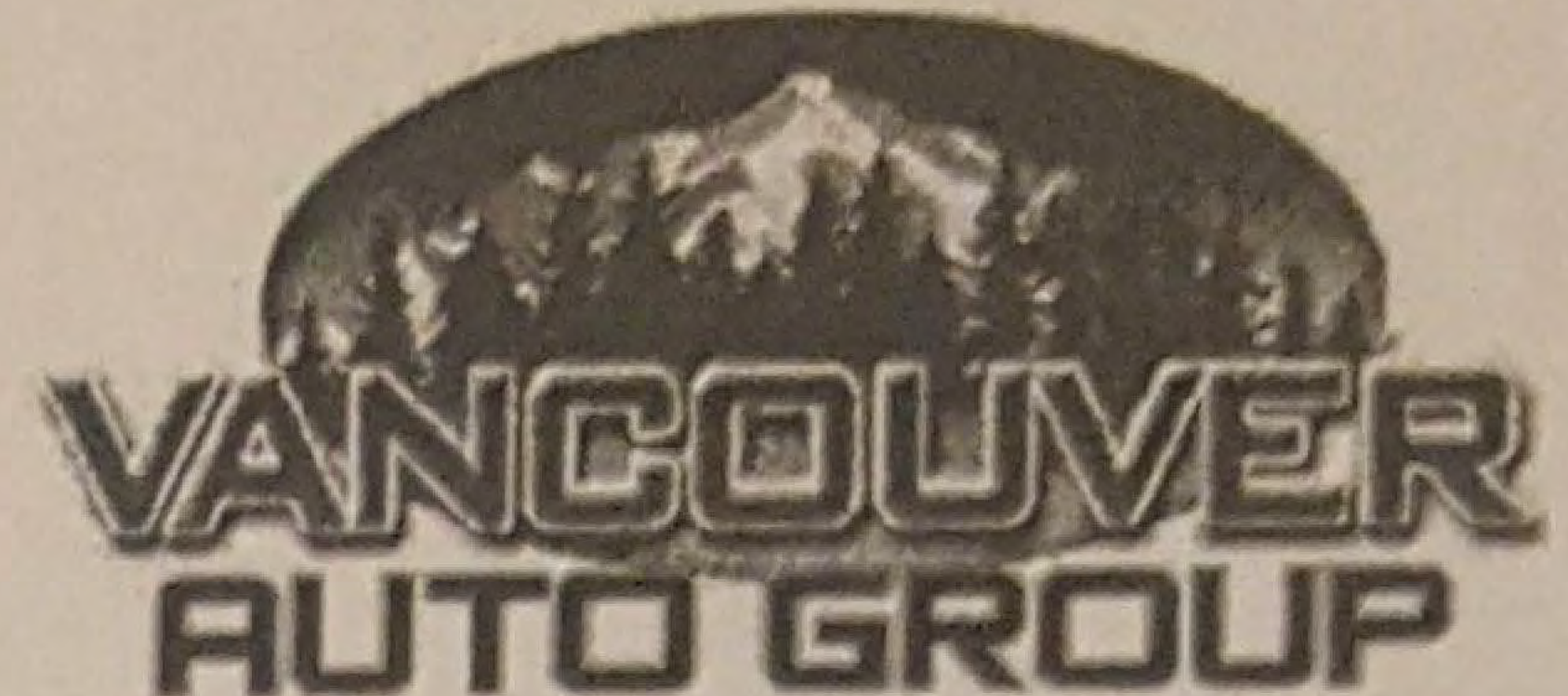


FILE COPY

Customer Number [REDACTED]

Invoice No: [REDACTED]

INVOICE



6801 N.E. 40th Street
Vancouver, Washington 98661
360/992-7373 503/230-1440
www.vancouverautogroup.com

Page 1 of 1

VANCOUVER, WA

Home: [REDACTED] Bus: [REDACTED]

Cell: [REDACTED]

Email: email [REDACTED] home [REDACTED]

SERVICE ADVISOR: 419 DEVIN J BERGIN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK	16	FORD EXPLORER	1FM5K8GT7GGC [REDACTED]		35794 / 35794	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17SEP18			18:00 01FEB19		0.00	CASH	02FEB19
R.O. OPENED	READY	OPTIONS: SOLD-STK:18K039A DLR:74C480 ENG:3.5_Liter_GTDI					
16:18 30JAN19	09:27 02FEB19						

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

A C/S EXHAUST ODOR SMELL AT TIMES INSIDE THE CAB
CAUSE: E

39 TRANSFER TO WARRANTY

397 UPHOFF, JOSEPH W LIC#: 6797

WF4

(N/C)

2 7T4Z*9450*AA GASKET

(N/C)

4 *W714265*S441 NUT

(N/C)

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

397

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

35794 RECHECKED STEPS PERFORMED FOR TSB DONE PRIOR, ALL STEPS AND PROCEDURES COMPLETED. NO FURTHER MESSAGES OR TSB APPLY TO THE CONDITION FOR THIS VEHICLE. INSPECTED EXHAUST COMPONENTS AND FOUND TRACES OF SOOT AT THE PRE CAT EXHAUST FLANGES. SMOKE TESTED AND VERIFIED THAT THERE IS A LEAK AT THOSE GASKETS. REPLACED GASKETS, NUTS AND RETESTED. SMOKE TEST SHOWS NO MORE LEAK AT THE FLANGES. VEHICLE TESTED OK AT THIS TIME.

B RECHECK, MANAGER MUST BE INVOLVED

RC RECHECK, MANAGER MUST BE INVOLVED

9999 CDEF

0.00

0.00

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

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.

Mandatory Arbitration. Pursuant to Section 2 of the Federal Arbitration Act, 9 U.S.C. § 2, the parties agree that any claim, dispute, or controversy of whatever nature arising out of this transaction, specifically including disagreements as to the quality of the goods sold and including, but not limited to, tort and contract claims, claims based upon any federal, state or local statute, law, order, ordinance, or regulations, and claims arising out of any relationship before, at the time of entering, during the term of, or upon or after the expiration or termination of this agreement, and the issue of arbitrability, arising out of or relating to this contract, or the breach thereof, shall be resolved by final and binding arbitration by one arbitrator selected by the American Arbitration Association and the proceedings conducted pursuant to its Commercial Arbitration Rules. The parties agree to be fully bound by the arbitration decision. Any judgment upon the award rendered pursuant to such arbitration may be entered in any court having jurisdiction thereof. THE PARTIES VOLUNTARILY AND KNOWINGLY WAIVE ANY RIGHT THEY HAVE TO A JURY TRIAL PURSUANT TO ARBITRATION UNDER THIS CLAUSE. This agreement shall be construed, and the legal relations of the parties shall be determined, in accordance with the substantive law of the state of Washington, except that the Federal Arbitration Act shall apply to all matters that arise out of arbitration pursuant to the resolution of disputes.

CUSTOMER SIGNATURE

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.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(DATE)

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

From: Emily Bingham <ebingham@amarlawgrp.com>
Sent: Wednesday, March 27, 2019 2:43 PM
To: Beth Muma
Cc: Shalev Amar; 'Robert Katz (rob@robkatzlaw.com)'
Subject: [REDACTED] - 2016 Ford Explorer - New RO
Attachments: 3-13-19 RO.pdf

Hello,

Please see attached:

- New Repair Record

If there is anything further needed, please let me know.

Warmest regards,

Emily Bingham



ebingham@amarlawgrp.com

Office: 866-904-AMAR(2627)

Fax: 866-226-1333

Customer Number: [REDACTED]

Invoice No: [REDACTED]

INVOICE



6801 N.E. 40th Street
Vancouver, Washington 98661
360/992-7373 503/230-1440
www.vancouverautogroup.com

Page 1 of 2

VANCOUVER, WA [REDACTED]

Home: [REDACTED] Bus: [REDACTED]

Cell: [REDACTED]

Email: email [REDACTED]@home

SERVICE ADVISOR: 419 DEVIN J BERGIN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK	16	FORD EXPLORER	1FM5K8GT7GGC [REDACTED]		36268 / 36268	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17SEP18			12:00 13MAR19		0.00	CASH	27MAR19
R.O. OPENED	READY	OPTIONS: SOLD-STK:18K039A DLR:74C480 ENG:3.5_Liter_GTDI					
08:04 13MAR19	10:23 27MAR19						

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

A C/S BURNING SMELL AROUND THE VEHICLE / /							
39 TRANSFER TO WARRANTY							
397 UPHOFF, JOSEPH W LIC#: 6797							
WF4 (N/C)							
1	DG1Z*7251*	F	POWER TAKE OFF ASY				(N/C)
	CORE CHARGE W						(N/C)
4	*W711918*	S439	BOLT				(N/C)
2	*W717867*	S900	BOLT				(N/C)
4	*W710999*	S439	SCREW AND WASHER ASY				(N/C)
2	*W717859*	S439	BOLT				(N/C)
1	7T4Z*7086*	A	GASKET				(N/C)
1	*W712435*	S439	NUT				(N/C)
1	*W520215*	S440	NUT - HEX.				(N/C)
1	*W714890*	S440	NUT AND WASHER ASY - HEX.				(N/C)
2	*W701731*	S439	NUT AND WASHER ASY - HEX.				(N/C)
3	*W714265*	S441	NUT				(N/C)
1	AA5Z*6L612*	A	GASKET				(N/C)
3	7T4Z*9450*	AA	GASKET				(N/C)
8	*W714265*	S441	NUT				(N/C)
1	XY*75W140*	QL	OIL - REAR AXLE				(N/C)

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

36268 PTU

LABOR OPS 7003B 7003BPC

3.5 GDTI WITH PTU COOLING

VERIFIED CUSTOMER CONCERN THERE IS A BURNING SMELL COMING FROM THE VEHICLE. CHECKED OASIS AND FOUND NO MESSAGES PERTAINING TO THE CONDITION. PINPOINTED THE SMELL TO BE ORIGINATING FROM THE PTU. CHECKED THE FLUID IN THE PTU AND FOUND SIGNIFICANT METAL CONTENT IN THE FLUID. CHECKED THE HOTLINE SELF HELP TOOL AND FOUND THAT IF THERE IS A SMELL FROM THE PTU AND THERE IS METAL PRESENT THE THE PTU MUST BE REPLACED. REMOVED AND REPLACED THE PTU ALONG WITH REQUIRED HARDWARE AND GASKETS. ROAD TESTED VEHICLE AND FOUND THE BURNING SMELL IS NO LONGER PRESENT. ALL IS OK AT THIS TIME.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item. 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/terms.

Mandatory Arbitration. Pursuant to Section 2 of the Federal Arbitration Act, 9 U.S.C. § 2, the parties agree that any claim, dispute, or controversy of whatever nature arising out of this transaction, specifically including disagreements as to the quality of the goods sold and including, but not limited to, tort and contract claims, claims based upon any federal, state or local statute, law, order, ordinance, or regulations, and claims arising out of any relationship before, at the time of entering, during the term of, or upon or after the expiration or termination of this agreement, and the issue of arbitrability, arising out of or relating to this contract, or the breach thereof, shall be resolved by final and binding arbitration by one arbitrator selected by the American Arbitration Association and the proceedings conducted pursuant to its Commercial Arbitration Rules. The parties agree to be fully bound by the arbitration decision. Any judgment upon the award rendered pursuant to such arbitration may be entered in any court having jurisdiction thereof. THE PARTIES VOLUNTARILY AND KNOWINGLY WAIVE ANY RIGHT THEY HAVE TO A JURY TRIAL PURSUANT TO ARBITRATION UNDER THIS CLAUSE. This agreement shall be construed, and the legal relations of the parties shall be determined, in accordance with the substantive law of the state of Washington, except that the Federal Arbitration Act shall apply to all matters that arise out of arbitration pursuant to the resolution of disputes.

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.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(DATE)

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

Customer Number: [REDACTED]

Invoice No: [REDACTED]

INVOICE



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Vancouver, Washington 98661
360/992-7373 503/230-1440
www.vancouverautogroup.com

Page 2 of 2

VANCOUVER, WA [REDACTED]

Home: [REDACTED] Bus: [REDACTED]

Cell: [REDACTED]

Email: email [REDACTED] | home [REDACTED]

SERVICE ADVISOR: 419 DEVIN J BERGIN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	16	FORD EXPLORER	1FM5K8GT7GGC [REDACTED]		36268 / 36268	[REDACTED]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17SEP18			12:00 13MAR19		0.00	CASH	27MAR19

R.O. OPENED	READY	OPTIONS: SOLD-STK:18K039A DLR:74C480 ENG:3.5_Liter_GTDI
08:04 13MAR19	10:23 27MAR19	

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

B Please watch for the Ford Corporate Email Survey. Just like you Love your Ford our team strives to make sure your Service Experience was Excellent! any questions, concerns please call Dale Vandenberg 360 992 7378 dvandenberg@vancouverautogroup.com

MEMO MEMO INFORMATION ONLY

9999 CDEF						0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

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.

Mandatory Arbitration. Pursuant to Section 2 of the Federal Arbitration Act, 9 U.S.C. § 2, the parties agree that any claim, dispute, or controversy of whatever nature arising out of this transaction, specifically including disagreements as to the quality of the goods sold and including, but not limited to, tort and contract claims, claims based upon any federal, state or local statute, law, order, ordinance, or regulations, and claims arising out of any relationship before, at the time of entering, during the term of, or upon or after the expiration or termination of this agreement, and the issue of arbitrability, arising out of or relating to this contract, or the breach thereof, shall be resolved by final and binding arbitration by one arbitrator selected by the American Arbitration Association and the proceedings conducted pursuant to its Commercial Arbitration Rules. The parties agree to be fully bound by the arbitration decision. Any judgment upon the award rendered pursuant to such arbitration may be entered in any court having jurisdiction thereof. THE PARTIES VOLUNTARILY AND KNOWINGLY WAIVE ANY RIGHT THEY HAVE TO A JURY TRIAL PURSUANT TO ARBITRATION UNDER THIS CLAUSE. This agreement shall be construed, and the legal relations of the parties shall be determined, in accordance with the substantive law of the state of Washington, except that the Federal Arbitration Act shall apply to all matters that arise out of arbitration pursuant to the resolution of disputes.

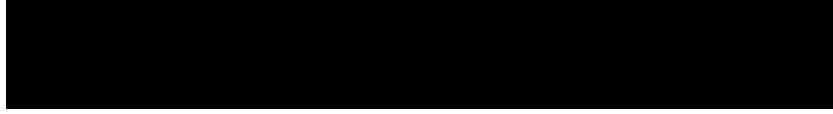
ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM 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.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(DATE)

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

Claim



CERTIFIED MAIL

\$5.75 0
US POSTAGE
FIRST-CLASS
062S0011128866
FROM 33201



365406-30-9-PR1
Lemon Law Group Partners PLC
3323 163rd St, Suite 504
North Miami Beach, FL 33160

PRESORTED
FIRST-CLASS MAIL
POSTAGE AND FEES PAID
C2M LLC
22202

USPS CERTIFIED MAIL™



FORD MOTOR COMPANY
RECEIVED
CLAIMS UNIT

JUL 20 2020

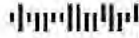
OFFICE OF THE
GENERAL COUNSEL

.....



SIGNATURE REQUIRED PER DMM 3.1.1

Ford Motor Company
PO Box 6248
Dearborn, MI 48121-6248



LEMON LAW GROUP PARTNERS PLC

Attorneys and Counselors at Law
26777 Central Park Blvd
Ste 300
Southfield, MI 48076

Telephone (888) 415-0610

Facsimile (888) 809-7010

Email: info@lemonlawgrouppartners.com

July 6, 2020

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

Re: [REDACTED]
Vehicle: 2019 Ford Explorer
VIN: 1FM5K8D88KGA [REDACTED]

Dear Sir/Madam:

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

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

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

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

Respectfully submitted,

LEMON LAW GROUP PARTNERS PLC

By: s/n Edward L. Ewald Jr.

Attorney for Plaintiff

CC: Fox Ford of Cadillac, 1450 N Mitchell St, Cadillac, MI 49601

FOX FORD of CADILLAC

1450 N. Mitchell St. - Cadillac, MI 49601
(231) 775-3448 | foxfordofcadillac.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
9:00 a.m. to 1:00 p.m. Saturday

R/O Open Date	6/03/20
R/O Close Date	6/19/20
Message In	27331
Message Out	27332
Service Advisor / Tag #	MATTHEW HAJDU/123

Work Phone		Vehicle Identification Number	1FM5K8D88KGA
Home Phone		Delivery Date	1/24/19
		In-Service Date	1/24/19
		Color	INGOT SILV
		License Number	

Year	Make	Model	Body
2019	FORD	EXPLORER	SW
F4499			

DESCRIPTION OF SERVICE AND PARTS **AMOUNT**

Cell: [REDACTED] Email: [REDACTED]

#2 - MR 44FOWHEEL: Wheel Concern
 Sub Total: Labor: .00 Parts: .00 Total: .00
 C/S. CHECK VIBRATION - ADAM DRIVE - SEE HISTORY
 TEST DROVE VEHICLE 5 MILBS AT VARYING SPEEDS UP TO 75MPH AND LET SIT AT IDLE AS PER LAST RO. NO VIBRATIONS FELT AT THIS TIME. COMPARE TO SIMILAR VEHICLE ALL OK. HOISTED VEHICLE AND PERFORMED INSPECTION, NO LOOSE COMPONENTS OR ITEMS THAT MAY CAUSE VIBRATION TO BE SEEN.

#3 - MR Customer Reports: OTHER: TSB 20-2154 FOR ROOF RACK RAIL SECURING
 Caused by CP:78551A46
 Corrected by 202154A:
 Tech: MITCHELL C. (369) M277013
 Installed PB5Z 7851050 A :RETAINER ASY - ROOF RACK Qty: 14
 PERFORMED TSB 20-2154. LABOR OP 202154A-.6 HOURS.
 CAUSAL 78551A46 CC33 Warranty Warranty

Torres Stear

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work herein to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delay in parts shipment by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repair herein.

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

ALL PARTS ARE NEW UNLESS OTHERWISE STATED

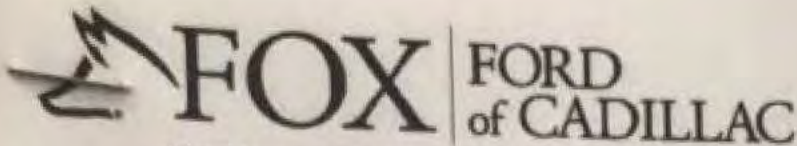
You are entitled by law to the return of all parts replaced except those which are too heavy or large, and those required to be sent back to the manufacturer or distributor because of warranty work or an exchange agreement. You are obliged to inspect the parts which cannot be returned to you.

CERTIFICATION: It reports and parts listed were furnished in compliance with Michigan Auto Repair Act (P.A. 300) (MCL 207.1101-207.1104)

Michigan Repair Facility Registration Number
F162775

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.



1450 N. Mitchell St. - Cadillac, MI 49601
(231) 775-3448 | foxfordofcadillac.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
9:00 a.m. to 1:00 p.m. Saturday

R/O Open Date	R/O Mileage
7/22/20	[REDACTED]
R/O Close Date	Status
7/22/20	Pre-Invoice
Mileage In	Mileage Out
27684	27685
Service Advisor / Tag #	
MATTHEW HAJDU	
Vehicle Identification Number	
1FM5K8D88KGA [REDACTED]	
Delivery Date	In-Service Date
1/24/19	1/24/19
Color	License Number
INGOT SILV	

[REDACTED]		Work Phone	[REDACTED]	
BUCKLEY, MI		Home Phone	[REDACTED]	
Year	Make	Model	Body	
2019	FORD	EXPLORER	SW	
F4499				

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [REDACTED] Email: [REDACTED]	
<p>#1 - 42FOSTRD: Steering System Diagnosis C/S: CHECK ON VIBRATION DURING ACCELL Caused by CUSTOMER HAS DRIVEN WITH SERVICE MANAGER FOR CONCERN ON TWO OCCASIONS - WILL NEED TO SETUP FOR A STEERING ANALYZE WITH ELECTRONICS SCOPE- WE HAVE CHANGED THE CV SHAFT AND DID NOT CORRECT CONCERN- WILL NEED TO HOOK VEHICLE UP TO THE CHASSIS EARS - STORY WAS NOT UPDATED FOR REPAIRS DONE ON 06/03/20 REF RO 176021763 ALSO HAVE UPDATED TCM AND DID NOT CORRECT CONCERN ON SAME DATE TRANS DOES SLIP 1ST TO 2ND , WILL NEED TO</p> <p>Tech: DAVE S. (135) MI55532</p>	Warranty
<p>#2 - 82FOAPPERD: Appearance (Interior / Exterior) Diagnosis C/S: CHECK ON WINDSHIELD MOLDING IS MISSING Caused by INSPECTED AND FOUND PASSENGER WINDSHIELD MOLDING LOOSE.</p> <p>Installed BB5Z 7803144 AA :MOULDING - WINDSHIELD Qty: 1 Installed BB5Z 7803144 BA :MOULDING - WINDSHIELD Qty: 1 INSTALLED NEW TRIM MOUNT AND TRIM PANEL ON PASSENGER SIDE ON WINDSHIELD. FAILED PART: 7803144. CONDITION CODE: 33</p>	Warranty Warranty

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

ALL PARTS ARE NEW UNLESS OTHERWISE STATED

You are entitled by law to the return of all parts replaced except those which are too heavy or large, and those required to be sent back to the manufacturer or distributor because of warranty work of an exchange agreement. You are entitled to inspect the parts which cannot be returned to you.

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

CERTIFICATION
All repairs and parts listed were furnished in compliance with Michigan Auto Repair Act (P.A. 300)

Company Authorized Representative (Full Signature Required)

Michigan Repair Facility Registration Number
F162775

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

FOX FORD of CADILLAC

1450 N. Mitchell St. - Cadillac, MI 49601
(231) 775-3448 | foxfordofcadillac.com

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7:30 a.m. to 6:00 p.m.
Monday - Friday
9:00 a.m. to 1:00 p.m. Saturday

R/O Open Date	R/O Number
7/22/20	
R/O Close Date	Status
7/22/20	Pre-Invoice
Mileage In	Mileage Out
27684	27685
Service Advisor / Tag #	
MATTHEW HAJDU	
Vehicle Identification Number	
1FM5K8D88KGA	
Delivery Date	In-Service Date
1/24/19	1/24/19
Color	License Number
INGOT SILV	

[Redacted]
BUCKLEY, MI [Redacted]

Work Phone
Home Phone

Year	Make	Model	Body
2019	FORD	EXPLORER	SW

Color	License Number
INGOT SILV	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<p>#3 - 42FOSUSD: Suspension System Diagnosis C/S: CHECK ON THUMPING NOISE IN REAR WHEN BRAKING Caused by ROAD TESTED TO VERIFY BRAKING CONCERN, INSPECTED AND FOUND LEFT REAR CALIPER SEIZED.</p>	
<p>#4 - 31FOEED: Engine Electrical Diagnosis C/S: CHECK ON REAR HATCH SHOCK IS WEAK NOISY Caused by CHECKED REAR HATCH SHOCKS, FOUND RIGHT HAND SHOCK BAD. Installed GB5Z 78406A10 A :LIFT ASY - GAS Qty: 1 INSTALLED NEW LIFT SHOCK ON PASSENGER SIDE OF HATCH. Warranty FAILED PART: 78406A10, CONDITION CODE: 63. 1FM5K8D88KGA87666 MATT AND ???</p>	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

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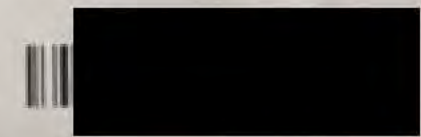
-CERTIFICATION-
All repairs and parts listed were furnished in compliance with Michigan Auto Repair Act (P.A. 302)
Company
Authorized Representative
(Full Signature Required)

Michigan Repair Facility
Registration Number
F162775

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X





foxmotors.com

MICHIGAN REGISTRATION RECREATION PASSPORT

[Redacted] Secretary of State

Plate: [Redacted] Expires: 08/18/2020

RENEWAL OF 2019 FORD

Vehicle No.: 1FM5K8D88KGA [Redacted] STATION WAGON Fee Cat. or Wt.: 36001 County: WEXFORD

BUCKLEY MI

11.00 REC PASS FEE

License Fee: 239.00

MICHIGAN REGISTRATION RECREATION PASSPORT

[Redacted] Secretary of State

Plate: [Redacted] Expires: 08/18/2020

RENEWAL OF 2019 FORD

Vehicle No.: 1FM5K8D88KGA [Redacted] STATION WAGON Fee Cat. or Wt.: 36001 County: WEXFORD

BUCKLEY MI

11.00 REC PASS FEE

License Fee: 239.00

FOX MOTORS Only the Best.

Michigan Department of State Application for Title and Registration
Statement of Vehicle Sale

For Department Use Only

Purchase Date 01/24/19 Stock Number F4499
Delivery Date 01/24/19 Base MSRP [REDACTED]

Dealer: **FOX FORD OF CADILLAC, LLC**
Street Address: **1450 N MITCHELL ST**
City: **CADILLAC**
County: **WEXFORD** State: **MI** ZIP Code: **49601**

Plate Number [REDACTED] Plate Expiration Date: Month 06 Day 18 Year 2019 Months 06
Year 2019 Make FORD Body Style SW Plate Code 01 County Code 83
Vehicle Identification Number (VIN) 1FM5K8D88KGA [REDACTED] Fee Category or Weight 36.00 License Plate Fee N/A

Dealer License Number [REDACTED] Sales Tax License Number [REDACTED] Phone Number [REDACTED]
Vehicle Sold: New Used Demo Trade-In Yes No

Driver's License or PID Number of All Owners or Lessees
1) [REDACTED] Title Fee 15.00
2) [REDACTED] Title Late Fee N/A

Trade-In Year 2004 Trade-In Make FORD Vehicle Identification Number (VIN) 1FMZU73K84ZB [REDACTED]

Vehicle Registration to Transfer Plate
Expires 15 Days After Delivery Date

Complete Names and Address of All Owners or Lessor
[REDACTED] Sales Tax 2,462.56
[REDACTED] Plate Transfer Fee 8.00

Plate Transferred From: Year 2004 Make FORD

Vehicle Identification Number 1FMZU73K84ZB [REDACTED] Plate Number [REDACTED] Temp. Expiration Date: 02/22/19

Complete Names and Address of All Lessees
[REDACTED] Total - Transfer to Line 5 2,490.56
Full Rights to Survivor Yes No

Vehicle History and Title Brand Disclosure

Police Vehicle Vehicle Has Been Flood Damaged
 Municipal Vehicle Salvage Title Was Previously Issued
 Taxi

Michigan No-Fault Insurance Company: Home Owners Policy or Binder Number: Binder

Odometer Mileage Disclosure

The odometer mileage reading must match the mileage reading disclosed to the purchaser on the title or mileage statement.
[REDACTED] No Tenths Actual Mileage Exempt
 Not Actual Mileage

Secured Interest: HUNTINGTON NATIONAL BANK Lien Filing Date: 01/24/19
Street Address: 5555 CLEVELAND AVENUE - EAST COT
City, State, ZIP: COLUMBUS, OH 43231 Mail Title Upon Lien Release

Dealer Installed Accessories When Optional to Purchaser: [REDACTED]
I have selected and agree to pay the OPTIONAL \$24 CVR electronic filing fee. Customer initials: [REDACTED]

1. Purchase Price of Vehicle (Including Freight & Accessories)	43,082.00
2. Other Taxable Charges (Documentary, Service, Temp. Reg. Fees, etc.)	220.00
2a. Optional Electronic \$24 Filing Fee	24.00
3. Trade-in Sales Tax Credit	2,200.00
4. Total Taxable Price (Line 1 + Line 2 + Line 2a - Line 3)	41,126.00
5. Sales Tax + Plate Fee + Title Fee (From Total Above)	2,490.56
6. Non-Taxable Charges (Labor, Service Contract, etc.)	N/A
7. Total Delivered Price (Line 4 + Line 5 + Line 6)	45,816.56
8. Cash on Deposit	N/A
9. Cash Due on Delivery INCLUDE REGATES	5,000.00
10. Trade-In	\$ 2,200.00
11. Minus Lien	\$ N/A
12. Total Down Payment	2,200.00
13. Unpaid Balance To Be Financed	38,616.56
14. Insurance Premium Charge*	N/A
15. Total Amount Of Finance Contract	38,616.56

Remarks:

Recreation Passport? Yes No Purchaser or Lessee's Initials: _____

I certify this vehicle was delivered to the named purchaser or lessee on the delivery date indicated above, all information on this form is accurate and the vehicle is subject only to the secured interest listed on this form. I certify the dealership will apply for title and registration in the purchaser's name within 15 days of the delivery date.

*Warning: This insurance is not PL/PD No-Fault Insurance required by Michigan law.
 Credit Life Insurance Health & Accident Insurance
 Gap or Waiver

Signature of Dealer's Agent: [REDACTED] Title: FINANCE MANAGER
Printed Name of Dealer's Agent: DAVID DOZIER

15-Day Temporary Registration Number: _____ Temporary Fee Charged: Yes No
Printed Name of Person Issuing Temporary Registration: DAVID DOZIER

Purchaser Warning: Do Not Sign a Blank Form

and am applying for a Michigan certificate of title and registration or, if the lessee, applying for a registration. I certify that my driver's license is not a repeat offender and I am eligible to purchase or register this vehicle. I further certify that if a tax exemption is shown above it is valid.

[REDACTED] Date 01/24/19 X Co-Purchaser's Signature _____ Date _____ X
X Lessee's Signature _____ Date _____ X Co-Lessee's Signature _____ Date _____ X

Purchasers Note: If vehicle title is not received within 30 days, contact the Department of State Information Center at 888-767-6424.

Vehicle 2019 FORD EXPLORER VIN 1FM5K8D88KGA

CO#	RO#	Date	Customer	SWR	Odometer	
F17		2/14/20		997	22685	
	(1)	Auto Transmission Diag				
	(2)	369:Engine Diagnosis - Gas				
	(3)	Electrical - Interior				
	(4)	140:Factory Recall 1				
	(5)	140:Factory Recall 2				
	(6)	369:Oil Change				
F17		8/30/19		997	12227	
	(1)	369:Steering System Diagnosis				
	(2)	Electrical - Body				
	(3)	369:QL - 1ST FREE OIL CHANGE				
F17		7/26/19		997	10093	
	(1)	369:Squeek / Rattle Diagnosis				
	(2)	369:Appearance (Interior / Exterior) Diagnosis				
F17		6/14/19		997	7517	
	(1)	Suspension System Diagnosis				
	(2)	130:Body Electrical Diagnosis				
F17		1/18/19	INVENTORY: F4499	184	10	
	(1)	987:Pre-Delivery Inspection				

#4

#5

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FOX FORD of CADILLAC

1450 N. Mitchell St. - Cadillac, MI 49601
(231) 775-3448 | foxfordofcadillac.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
9:00 a.m. to 1:00 p.m. Saturday

R/O Open Date	R/O Number
2/11/20	
R/O Close Date	Status
2/14/20	Reprint
Mileage In	Mileage Out
22685	22686
Service Advisor / Tag #	
MATTHEW HAJDU	
Vehicle Identification Number	
1FM5K8D88KGA	
Delivery Date	In-Service Date
1/24/19	1/24/19
Color	License Number
INGOT SILV	

[Redacted]
BUCKLEY, MI [Redacted]

Work Phone
Home Phone

Year	Make	Model	Body
2019	FORD	EXPLORER	SW
F4499			

Year	Make	Model	Body
2019	FORD	EXPLORER	SW
F4499			

DESCRIPTION OF SERVICE AND PARTS

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [Redacted] Email: [Redacted]	
#1 - MR 60FOATRD: Auto Transmission Diag C/S: CHECK ON TRANS SEEMS TO LAG WHEN SHIFTING	
#2 - MR 52FOGED: Engine Diagnosis - Gas C/S: CHECK ON VIBRATION IN VEHICLE EVEN AT IDLE, MORE FELT IN REAR ESEAT Caused by . CHECK VEHICLE COLD IDLE, COLD DRIVE, WARM IDLE, WARM DRIVE. SAT IN BACK SEAT AT IDLE BOTH COLD AND WARM. HAD ANOTHER TECH IN VEHICLE VIBRATION. Tech: MITCHELL C. (369) M277013	Internal
#3 - MR 32FO: Electrical - Interior CHECK ON REAR HATCH CLICK AT THE TOP- FALLS DOWN VERIFIED CONCERN. FOUND NOISE TO BE COMING FROM LIFTGATE HINGES. RECOMMEND BODY SHOP TO REPAIR.	
#4 * MR 10FORECAL1: Factory Recall 1 RECALL 19C07 Corrected by 19C07A: Tech: BENJAMIN N. (140) PERFORMED FSA 19C07 PER OASIS. LABOR OP 19C07A-.3 HOURS.	Warranty
* MR 10FORECAL2: Factory Recall 2 RECALL 19B12 Corrected by 19B12B:	

STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereafter done along with the necessary material and agree that you are not responsible for damage to vehicle or articles left in the vehicle in case of fire, theft, or any other damage beyond your control or for any delays caused by unavailability of parts or delays in shipments by the supplier or transporter. I hereby grant you or your employees permission to use the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and repair. An express mechanic's lien is hereby acknowledged on above vehicle to secure payment for repairs thereto.

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller does not authorize any other person to assume for it any liability in connection with the sale of these products. Any limitation contained herein does not apply where prohibited by law.

ALL PARTS ARE NEW UNLESS OTHERWISE STATED

By law to the return of all parts replaced except those which are too heavy or large, and to be sent back to the manufacturer or distributor because of warranty work of an item. You are entitled to inspect the parts which cannot be returned to you.

CERTIFICATION: [Redacted]
listed were furnished in compliance with Michigan Repair Facility Act (P.A. 300)

Michigan Repair Facility Registration Number
[Redacted]

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

Signature Required

ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

FOX FORD of CADILLAC

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(231) 775-3448 | foxfordofcadillac.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
9:00 a.m. to 1:00 p.m. Saturday

R/O Open Date	R/O Number
2/11/20	
R/O Close Date	Status
2/14/20	Reprint
Mileage In	Mileage Out
22685	22686
Service Advisor / Tag #	
MATTHEW HAJDU	
Vehicle Identification Number	
1FM5K8D88KGA	
Delivery Date	In-Service Date
1/24/19	1/24/19
Color	License Number
INGOT SILV	

BUCKLEY, MI

Work Phone
Home Phone

Year	Make	Model	Body
2019	FORD	EXPLORER	SW
F4499			

Delivery Date
Color

In-Service Date
License Number

DESCRIPTION OF SERVICE AND PARTS

Tech: BENJAMIN N. (140)
PERFORMED FSA 19B12 PER OASIS. LABOR OP 19B12B-.3 HOURS.

AMOUNT
Warranty

#6 * MR 00FOLOF-C: Oil Change
OIL CHANGE: 2300 MILES OVERDUE BY STICKER
Tech: BENJAMIN N. (140)
Installed FL 500 S :FILTER ASY - OIL
Installed XO 5W30 BSP :MOTORCRAFT SAE 5W-30 API GF
Sub Total: Labor: 15.00 Parts: 26.80 Total: 41.80

15.00
5.50
21.30

WARRANTY: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereafter to be done along with the necessary material and agree that you are not responsible for any loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure amount of repairs thereto.

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

ALL PARTS ARE NEW UNLESS OTHERWISE STATED

Customer is entitled by law to the return of all parts replaced except those which are too heavy or large, and are required to be sent back to the manufacturer or distributor because of warranty work of an original equipment manufacturer. You are entitled to inspect the parts which cannot be returned to you.

CERTIFICATION: All parts listed were furnished in compliance with Michigan Repair Act (P.A. 300)

Michigan Repair Facility
Registration Number

(Full Signature Required)

RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

LABOR	15.00
PARTS	26.80
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	1.50
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	1.70
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	45.00
CREDIT CARD	45.00

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FOX FORD of CADILLAC
 1450 N. Mitchell St. - Cadillac, MI 49601
 (231) 775-3448 | foxfordofcadillac.com

SERVICE DEPARTMENT HOURS
 7:30 a.m. to 6:00 p.m.
 Monday - Friday
 9:00 a.m. to 1:00 p.m. Saturday

8/30/19	Status
R/O Close Date	Reprint
8/30/19	Mileage Out
Mileage In	12228
12227	
Service Advisor / Tag #	
MATTHEW HAJDU/582	
Vehicle Identification Number	
1FM5K8D88KGA	
Delivery Date	In-Service Date
1/24/19	1/24/19
Color	License Number
INGOT SILV	

BUCKLEY, [REDACTED]
 [REDACTED]
 [REDACTED]

Year	Make	Model	Body	Color	License Number
019	FORD	EXPLORER	SW	INGOT SILV	
4499					

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
MR 42FOSTRD: Steering System Diagnosis C/S: CHECK ON VIBRATION IN VEHICLE - FEELS LIKE BRAKE HANGING Tech: MITCHELL C. (369) M277013 Sub Total: Labor: .00 Parts: .00 Total: .00	
MR 30FO: Electrical - Body Sub Total: Labor: .00 Parts: .00 Total: .00 CHECK ON REAR HATCH WHEN OPENING MAKES A CLICKING NOISE VERIFIED CONCERN, FOUND THAT AT TOP OF TRAVEL RIGHT SIDE LIFTGATE STRUT IS CLICKING	
MR 06FOFIRST: QL - 1ST FREE OIL CHANGE Tech: MITCHELL C. (369) M277013 Installed FL 500 S :FILTER ASY - OIL Installed XO5W20BSP :BULK OIL PERFORMED OIL AND FILTER CHANGE	15.00 5.50 21.30

STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereafter to be done along with the necessary material and agree that you are not responsible for any damage to vehicle or articles left in the vehicle in case of fire, theft, or any cause beyond your control or for any delays caused by unavailability of parts or delays in shipments by the supplier or transporter. I hereby grant you or your employees permission to use the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure payment of repairs thereto.

LIMIT OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller assumes no liability for any other person to assume for it any liability in connection with the sale of products. Any limitation contained herein does not apply where prohibited by law.

ALL PARTS ARE NEW UNLESS OTHERWISE STATED

entitled by law to the return of all parts replaced except those which are too heavy or large, and required to be sent back to the manufacturer or distributor because of warranty work of an agreement. You are entitled to inspect the parts which cannot be returned to you.

-CERTIFICATION-
 and parts listed were furnished in compliance with the Michigan Repair Act (P.A. 300)

Michigan Repair Facility
 Registration Number
 [REDACTED]

(Full Signature Required)

LABOR	15.00
PARTS	26.80
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	1.50
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	1.70
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	45.00
FIRST FREE OIL *8220/176016025	45.00

RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

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SERVICE DEPARTMENT HOURS
 7:30 a.m. to 6:00 p.m.
 Monday - Friday
 9:00 a.m. to 1:00 p.m. Saturday

R/O Open Date	R/O Number
7/18/19	
R/O Close Date	Status
7/26/19	Reprint
Mileage In	Mileage Out
10093	10094
Service Advisor / Tag #	
MATTHEW HAJDU	
Vehicle Identification Number	
1FM5K8D88KGA	
Delivery Date	In-Service Date
1/24/19	1/24/19
Color	License Number
INGOT SILV	

Year	Make	Model	Body
2019	FORD	EXPLORER	SW
F4499			

Work Phone	
Home Phone	

DESCRIPTION OF SERVICE AND PARTS

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [REDACTED] Email: [REDACTED] #1 - MR 82FOSQKGD: Squeek / Rattle Diagnosis C/S CHECK ON VIBRATION ON TAKE OFF CCC TB0 Caused by CP:TIRE Corrected by 1007AA: Tire(s), Wheel(s), and/or Valve Stem(s) Remove and Tech: MITCHELL C. (369) M277013 Installed 9007 1017315 :255/50R20 VERIFIED CONCERN WITH TEST DRIVE. FOUND SLIGHT VIBRATION ON TAKE OFF BUT MORE NOTICEABLE VIBRATION AT 60MPH. WAS ABLE TO PUT VEHICLE IN NEUTRAL WITH NO CHANGE TO VIBRATION. DRIVE VEHICLE ON HOIST AND FOUND TIRES TO BE FLAT SPOTTED Qty: 4 Warranty Warranty	
#2 - MR 82FOAPPERD: Appearance (Interior / Exterior) Diagnosis C/S LUGGAGE RACK IS LOOSE CCC B64 Corrected by MT7855114: Tech: MITCHELL C. (369) M277013 Installed FB5Z 7855114 AD (FP):RAIL - ROOF RACK SI Qty: 1 Installed FB5Z 7855115 AD :RAIL - ROOF RACK SIDE Qty: 1 Installed FB5Z 78551A46 BA :CAP Qty: 1 Installed FB5Z 78551A47 BA :CAP Qty: 1 VERIFIED CONCERN. BOTH ROOF RAIL CAPS LOOSE. CC 24 . REPLACED RAIL BASE, PER FORD REP (HERE CURRENTLY) APPLIED WINDOW URETHANE TO CAP CLIPS. INSTALLED NEW ROOF RAIL CAPS. LET SIT TO ALLOW URETHANE TO C	Warranty Warranty Warranty Warranty

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

ALL PARTS ARE NEW UNLESS OTHERWISE STATED

You are entitled by law to the return of all parts replaced except those which are too heavy or large, and those required to be sent back to the manufacturer or distributor because of warranty work of an exchange agreement. You are entitled to inspect the parts which cannot be returned to you.

-CERTIFICATION- repairs and parts listed were furnished in compliance with Michigan Auto Repair Act (P.A. 300)

Michigan Repair Facility Registration Number [REDACTED]

(Full Signature Required)

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

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FOX FORD of CADILLAC
 1450 N. Mitchell St. - Cadillac, MI 49601
 (231) 775-3448 | foxfordofcadillac.com

SERVICE DEPARTMENT HOURS
 7:30 a.m. to 6:00 p.m.
 Monday - Friday
 9:00 a.m. to 1:00 p.m. Saturday

R/O Open Date	7/18/19	Status	
R/O Close Date	7/26/19	Reprint	
Mileage In	10093	Mileage Out	10094
Service Advisor / Tag #			
MATTHEW HAJDU			
Vehicle Identification Number			
1FM5K8D88KGA			
Delivery Date	1/24/19	In-Service Date	1/24/19
Color	INGOT SILV	License Number	

BUCKLEY, MI

Year	Make	Model	Body
2019	FORD	EXPLORER	SW
F4499			

**DESCRIPTION OF SERVICE AND PARTS
 RE BEFORE RELEASING TO CUSTOMER**

AMOUNT

IS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereafter to be done along with the necessary material and agree that you are not responsible for any loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any cause beyond your control or for any delays caused by unavailability of parts or delays in shipments by the supplier or transporter. I hereby grant you or your employees permission to use the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure payment of repairs thereto.

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller assumes nor authorizes any other person to assume for it any liability in connection with the sale of products. Any limitation contained herein does not apply where prohibited by law.

ALL PARTS ARE NEW UNLESS OTHERWISE STATED

As required by law to the return of all parts replaced except those which are too heavy or large, and parts are to be sent back to the manufacturer or distributor because of warranty work of an agreement. You are entitled to inspect the parts which cannot be returned to you.

-CERTIFICATION-
 parts listed were furnished in compliance with the Michigan Repair Act (P.A. 300)

Michigan Repair Facility
 Registration Number

(Full Signature Required)

TURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

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

FOX FORD of CADILLAC
 1775-3448 | foxfordofcadillac.com
 1775-3448 | foxfordofcadillac.com

SERVICE DEPARTMENT HOURS
 7:30 a.m. to 6:00 p.m.
 Monday - Friday
 9:00 a.m. to 1:00 p.m. Saturday

R/O Open Date	6/12/19
R/O Close Date	6/14/19
Mileage In	7517
Mileage Out	7518
Service Advisor / Tag #	MATTHEW HAJDU/83
Vehicle Identification Number	1FM5K8D88KGA
Delivery Date	1/24/19
In-service Date	1/24/19
Color	INGOT SILV
License Number	

Year	Make	Model	Body
2019	FORD	EXPLORER	SW

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
Cell:	Email:	
#1 -	MR 42FOSUSD: Suspension System Diagnosis C/S: CHECK NOISE IN SUSPENSION CNV NPF MP 130	
#2 -	MR 30FOBED: Body Electrical Diagnosis CHECK ON LEFT SIDE WINDSHIELD MOLDING FELL OFF CCC B02 Corrected by MT7803145: Tech: MATTHEW P. (130) M242951 Installed BB5Z 7803145 AA (FP):MOULDING - WINDSHIE Qty: 1 Installed BB5Z 7803145 BA :MOULDING - WINDSHIELD Qty: 1 R&R LH PILLAR PIECES NEXT TO WINDSHIELD EXTERIOR M P 130 CC 01	Warranty Warranty Warranty

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

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LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

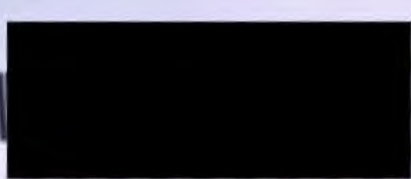
ALL PARTS ARE NEW UNLESS OTHERWISE STATED

You are entitled by law to the return of all parts replaced except those which are too heavy or large, and those required to be sent back to the manufacturer or distributor because of warranty work of an exchange agreement. You are entitled to inspect the parts which cannot be returned to you.

CERTIFICATION:
 All repairs and parts listed were furnished in compliance with Michigan Auto Repair Act (P.A. 300)
 Company _____
 Authorized _____
 Representative _____
 (Full Signature Required)

Michigan Repair Facility
 Registration Number _____

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

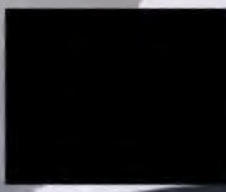


OM-103-N
 Michigan
 License Transfer
 Signature
 Name
 Address (Street)
 MI 496

CADILLAC
 Cadillac, MI 49601
 mxfordofcadillac.com

SERVICE DEPARTMENT HOURS
 7:30 a.m. to 6:00 p.m.
 Monday - Friday
 9:00 a.m. to 1:00 p.m. Saturday

Open Date	1/17/19
R/O Close Date	1/18/19
Mileage In	10
Mileage Out	10
Service Advisor / Tag #	DEBRA SOLES
Vehicle Identification Number	1FM5K8D88KGA
Delivery Date	1/24/19
Color	INGOT SILV
License Number	



Work Phone	
Home Phone	
Model	EXPLORER
Body	SW

Make
 Model
 Year: F4499

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
Tech: DANIEL M(987) MR 90FO: Pre-Delivery Inspection		Internal
Sub Total:	Labor: .00 Parts: .00 Total: .00	

STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereafter done along with the necessary material and agree that you are not responsible for damage to vehicle or articles left in the vehicle in case of fire, theft, or any accidents beyond your control or for any delays caused by unavailability of parts or delays in shipments by the supplier or transporter. I hereby grant you or your employees permission to use the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure payment of repairs thereto.

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As required by law to the return of all parts replaced except those which are too heavy or large, and which are required to be sent back to the manufacturer or distributor because of warranty work of an agreement. You are entitled to inspect the parts which cannot be returned to you.

CERTIFICATION
 and parts listed were furnished in compliance with
 Motor Vehicle Repair Act (P.A. 300)

Michigan Repair Facility
 Repair Order Number

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.



**MICHIGAN REGISTRATION
RECREATION PASSPORT**

JOCELYN BENSON
Secretary of State

Plate: [REDACTED] Expires: 08/18/2021

RENEWAL OF [REDACTED]
2019 FORD

STATION WAGON

Vehicle No.: 1FM5K8D88KGA [REDACTED] Fee Cat. or Wt.: 36001

County: WEXFORD

BUCKLEY MI [REDACTED]
12.00 REC PASS FEE

License Fee: 218.00

**MICHIGAN REGISTRATION
RECREATION PASSPORT**

JOCELYN BENSON
Secretary of State

Plate: [REDACTED] Expires: 08/18/2021

RENEWAL OF [REDACTED]
2019 FORD

STATION WAGON

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County: WEXFORD

BUCKLEY MI [REDACTED]
12.00 REC PASS FEE

License Fee: 218.00

07022020 [REDACTED]

Claim



TX
D177874

LAW OFFICES OF JASON S HEGEDUS PLLC

Attorneys and Counselors at Law
P.O. Box 27398
Houston, TX 77027

Telephone (281) 742-9501
Facsimile (888) 809-7010
Email: info@hegalaw.com

RECEIVED

February 20, 2019

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

Re: [REDACTED]
Vehicle: 2016 Ford Explorer
VIN: 1FM5K7DH8GGC [REDACTED]

Dear Sir/Madam:

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

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

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

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

Respectfully submitted,

LAW OFFICES OF JASON S HEGEDUS PLLC

By: s/n Adam Mott

Attorney for Plaintiff

CC: Mac Haik Ford Lincoln, 7201 N Interstate Hwy 35, Georgetown, TX 78626

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

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FORD MOTOR COMPANY
PO BOX 6248
DEARBORN MI 48121-6248



From: Maritza Izquierdo <maritza@hegalaw.com>
Sent: Thursday, March 7, 2019 2:58 PM
To: Claims
Cc: Peggy Bowers; Adam Mott
Subject: Re: [REDACTED] v. Ford
Attachments: Ford docs (1).pdf

See attached.

On Wed, Mar 6, 2019 at 12:07 PM Claims <claims@erskinelaw.com> wrote:

Thank you

Sincerely,

Cindi



342 South Main Street

Rochester | Michigan | 48307

P: (248) 601.4499

F: (248) 601.4497

claims@erskinelaw.com

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From: Maritza Izquierdo <maritza@hegalaw.com>
Sent: Wednesday, March 6, 2019 11:41 AM
To: Peggy Bowers <pbowers@erskinelaw.com>
Cc: Adam Mott <amott@hegalaw.com>; Claims <claims@erskinelaw.com>
Subject: [REDACTED] v. Ford

CONFIDENTIAL INADMISSIBLE AND FOR SETTLEMENT PURPOSES ONLY PURSUANT TO
RULES OF EVIDENCE

Re: [REDACTED] v. Ford

Vehicle: 2016 Ford Explorer

VIN: 1FM5K7DH8GGC [REDACTED]

Dear M [REDACTED]

Attached please find a copy of our client's repair orders, car registration and purchase agreement.

Please be advised that before we file a lawsuit and the parties start to incur significant costs and fees in this case, we would like to discuss possible settlement. At this point, our client is willing to settle this matter for a repurchase of the vehicle plus attorney fees and costs. This offer to compromise will remain valid for 7 days. Please contact me to discuss after you have had an opportunity to review.

--

Best regards,

Maritza Izquierdo
Law Offices of Jason S Hegedus PLLC
Case Manager
Phone: (281) 742-9501 Ext. 110
Fax: (888) 809-7010
maritza@hegalaw.com



--

Best regards,

Maritza Izquierdo
Law Offices of Jason S Hegedus PLLC
Case Manager

Phone: (281) 742-9501 Ext. 110

Fax: (888) 809-7010

maritza@hegalaw.com



--

Best regards,

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maritza@hegalaw.com



INTERNET REGISTRATION RENEWAL

COUNTY: WILLIAMSON TAC NAME: [REDACTED]
 DATE: 04/10/2018 EFFECTIVE DATE: 05/01/2018
 PLATE NO: [REDACTED] TIME: 08:33PM EXPIRATION DATE: 4/2019
 DOCUMENT NO: [REDACTED] EMPLOYEE ID: [REDACTED] TRANSACTION ID: [REDACTED]

OWNER NAME AND ADDRESS

ATLANTA, GA [REDACTED]

[REDACTED]
 AUSTIN, TX [REDACTED]

REGISTRATION CLASS: PASSENGER-LESS/EQL 6000
 PLATE TYPE: PASSENGER-TRUCK PLT
 ORGANIZATION:
 STICKER TYPE: WS

PREVIOUS PLATE NO: [REDACTED] VEHICLE CLASSIFICATION: PASS-TRK
 VEHICLE IDENTIFICATION NO: 1FM5K7DH8GGC [REDACTED]
 YR/MAKE: 2016/FORD MODEL: EXP BODY STYLE: LL UNIT NO:
 EMPTY WT: 4400 CARRYING CAPACITY: 0 GROSS WT: 4400
 BODY VEHICLE IDENTIFICATION NO: TRAVEL TRLR LENGTH: 0

INVENTORY ITEM(S)	YR	FEES ASSESSED		
WINDSHIELD STICKER	2019	WINDSHIELD STICKER	\$	50.75
		REG FEE-DPS	\$	1.00
		CNTY ROAD BRIDGE ADD-ON FEE	\$	10.00
		CHILD SAFETY FUND	\$	1.50
		INSPECTION FEE-NLTSI	\$	8.25
		PROCESSING AND HANDLING FEE	\$	4.75
		ONLINE DISCOUNT	\$	-1.00
		TOTAL	\$	75.25

VEHICLE RECORD NOTATIONS
 ACTUAL MILEAGE
 PAPER TITLE
 MAJOR COLOR: TAN

IMPORTANT DOCUMENT: Please retain for your records.
 THIS RECEIPT TO BE CARRIED IN ALL COMMERCIAL VEHICLES.
 Purchased registration remains with this vehicle and
 will not be refunded if the vehicle is sold.

PEEL FROM BACK ONLY / DESPEGUE POR DETRÁS

Peel sticker from any corner.
 Despegue la calcomanía de cualquier esquina.



WINDSHIELD STICKER /
 CALCOMANÍA DE PARABRISAS

OR

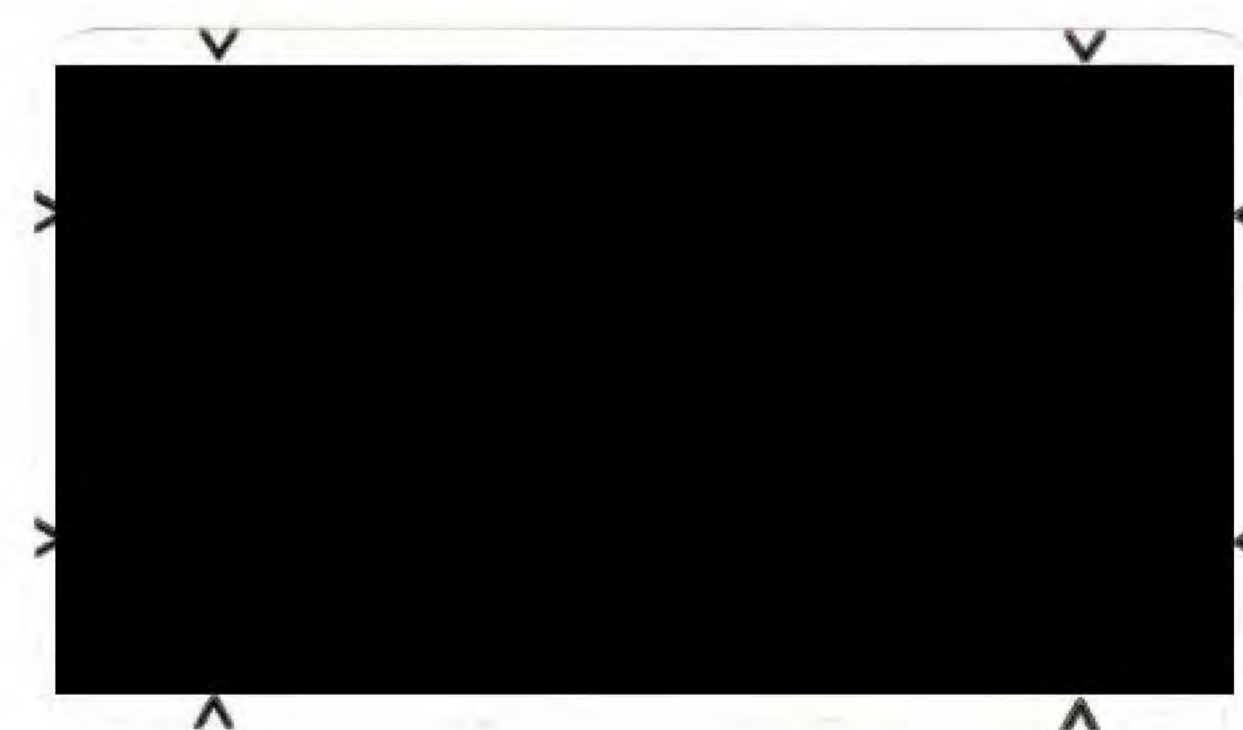


PLATE STICKER /
 CALCOMANÍA DE PLACA

21106

2

1-800-727-7000 LESSEE (and Co-Lessee) Name and Address (including County and Zip Code) LESSOR (Name and Address)

Ford **FORD CREDIT** **www.fordcredit.com** AUSTIN TX [REDACTED] GEORGETOWN, TX [REDACTED]

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

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

New/Used	Mileage at Delivery	Year/Make/Model	Vehicle Identification Number	Vehicle Use
NEW	141	2016 FORD EXPLORER	1FMSK7DH8GGG [REDACTED]	PERSONAL

1. Amount Due At Lease Signing or Delivery (Itemized Below) * \$ **6845.27**

2. Payments
(a) Monthly Payments
Your first monthly payment of \$ **495.27** is due on **04/16/2016**, followed by payments of \$ **495.27** due on the **16th** day of each month. The total of Your monthly payments is \$ **19315.53**.
(b) Advance Payment
Your Payment of \$ **N/A** is due on **N/A**. The total of Your payment is \$ **N/A**.

3. Other Charges (not part of Your monthly payment)
Disposition fee (if You do not purchase the Vehicle) \$ **N/A**
N/A
N/A
Total \$ **N/A**

4. Total of Payments (The amount You will have paid by the end of the lease) \$ **25665.53**

5. Amounts Due At Lease Signing or Delivery:
a. Capitalized cost reduction \$ **6350.00**
b. First monthly payment **495.27**
c. Advance payment **N/A**
d. Refundable security deposit **N/A**
e. Title fees **N/A**
f. Registration fees **N/A**
g. Acquisition fee **N/A**
h. N/A **N/A**
i. UPFRONT TAXES **N/A**
j. N/A **N/A**
k. N/A **N/A**
l. N/A **N/A**
m. N/A **N/A**
n. **N/A** **N/A**
o. **N/A** **N/A**
p. **N/A** **N/A**
q. **N/A** **N/A**
r. **N/A** **N/A**
s. **N/A** **N/A**
Total \$ **6845.27**

6. How the Amount Due At Lease Signing or Delivery will be paid:
a. Net trade-in allowance \$ **N/A**
b. Rebates and noncash credits \$ **750.00**
c. Amount to be paid in cash **6095.27**
d. N/A **N/A**

7. Your payment is determined as shown below:
a. Gross capitalized cost. The agreed upon value of the Vehicle (\$ **40160.00**) and any items You pay over the lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance) (Itemized below - Item 19) ** \$ **44339.88**
b. Capitalized cost reduction. The amount of any net trade-in allowance, rebate, noncash credit, or cash that You pay that reduces the gross capitalized cost **6350.00**
c. Adjusted capitalized cost. The amount used in calculating Your base payment **37989.88**
d. Residual value. The value of the Vehicle at the end of the lease used in calculating Your base payment **20080.00**
e. Depreciation and any amortized amounts. The amounts charged for the Vehicle's decline in value through normal use and for other items paid over the lease term **17909.88**
f. Rent charge. The amount charged in addition to the depreciation and any amortized amounts **1405.65**
g. Total of base payments. The depreciation and any amortized amounts plus the rent charge **19315.53**
h. Lease payments. The number of payments in Your lease **39**
i. Base payment **495.27**
j. Sales / Use tax **N/A**
k. N/A **N/A**
l. N/A **N/A**
m. Total payment **495.27**
n. Lease term in months **39**

8. Excess Wear and Use. You may be charged **20** wear based on our standards for normal use. At the scheduled end of this lease, unless You purchase the Vehicle, You must pay to Lessor \$ **20** for each mile in excess of **50641** miles shown on the odometer. See Items 23 and 26 on back and the Wear-Care Addendum, if any, attached to this lease for additional excess wear and use terms.

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

10. Purchase Option at End of Lease Term. \$ **20000.00** plus official fees and taxes, and a reasonable documentary fee if allowed by law, is Your lease end purchase option price. You have the option to purchase the Vehicle at the end of the lease term from a party designated by the Holder for the purchase option price if You are not in default.

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

12. WARRANTY The Vehicle is covered by any warranty indicated below:
 Standard new vehicle warranty provided by the manufacturer or distributor of the Vehicle.
 N/A

13. OFFICIAL FEES AND TAXES \$ **270.00**
The estimated total amount You will pay for **270.00** fees, registration, title and taxes over the term of Your lease, in addition to Your monthly payments or assessed otherwise. The actual total of fees and taxes may be higher or lower depending on the tax rates in effect or the value of the leased property at the time a fee or tax is assessed.

14. VEHICLE INSURANCE MINIMUMS You must insure the Vehicle during this lease. This insurance must be acceptable to Finance Company and protect You and Holder with (a) comprehensive fire and theft insurance with a maximum deductible amount of \$1,000; and (b) collision and upset insurance with a maximum deductible of \$1,000; and (c) automobile liability insurance with minimum limits for bodily injury or death of \$ **30,000** for any one person and \$ **60,000** for any one accident, and \$ **25,000** for property damage. You will list the Holder as additional insured and loss payee under the insurance policy unless Lessor or Finance Company specifies otherwise. You must give Finance Company evidence of this insurance. (See Item 24 on back)
LESSOR IS NOT PROVIDING VEHICLE OR LIABILITY INSURANCE

15. OPTIONAL INSURANCE These coverages are not required to enter into this lease and will not be provided unless You sign below. If insurance is to be obtained by Lessor, the coverages are shown in a notice given to You this date and are for the term of this lease.
a. Credit Life Insurance \$ **N/A** (Initial Coverage) \$ **N/A** (Premium) (insured(s)) **N/A** (Insurance Company)
Lessee: **X** **N/A** Co-Lessee: **N/A**
b. Credit Disability Insurance \$ **N/A** (Monthly Coverage) \$ **N/A** (Premium) (insured(s)) **N/A** (Insurance Company)
Lessee: **X** **N/A** Co-Lessee: **N/A**

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

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

18. Returned Check Charge You agree to pay a returned check charge of \$ **30.00** for each check, draft, or other order of payment that is dishonored for any reason.

**19. Itemization of Gross Capitalized Cost

Agreed Upon Value of the Vehicle	Sales/Use Tax and Other Applicable Taxes	Title Fees	License and Registration Fees	Extended Warranty and Service Contract	Acquisition Fee	Documentation Fee
\$ 40160.00	+ \$ 2463.13	+ \$ 33.00	+ \$ 163.75	+ \$ N/A	+ \$ 645.00	+ \$ 125.00
N/A	N/A	N/A	N/A	N/A	WEAR CARE	N/A
+ \$ N/A	+ \$ N/A	+ \$ N/A	+ \$ N/A	+ \$ N/A	+ \$ 750.00	+ \$ N/A
N/A	N/A	N/A	N/A	N/A	N/A	Total Gross Capitalized Cost
+ \$ N/A	+ \$ N/A	+ \$ N/A	+ \$ N/A	+ \$ N/A	+ \$ N/A	= \$ 44339.88

SIGNATURES AND IMPORTANT NOTICES
Modification: This lease sets forth all of the agreements of Lessor and You for the lease of the Vehicle. There is no other agreement. Any change in this lease must be in writing and signed by You and Finance Company.
Lessee: [REDACTED] By: **X** [REDACTED] Title: _____
Co-Lessee: [REDACTED] By: **X** [REDACTED] Title: _____

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

NOTICE: (1) Do not sign this lease before You read it or if it has any blank space to be filled in, (2) You have the right to get a filled-in copy of this lease. You acknowledge that You received a filled-in copy of this lease at the time You signed it and notice of an assignment of this lease by the Lessor to Holder.
Lessee: [REDACTED] By: **X** [REDACTED] Title: _____
Co-Lessee: [REDACTED] By: **X** [REDACTED] Title: _____
Lessor and Finance Company has assigned to QI Exchange, in its capacity as Holder's qualified intermediary, its rights (but not its obligations) with respect to the purchase of this Vehicle and the sale of this Vehicle at lease termination.
Lessor accepts this lease and assigns it to Holder under the terms of the lease plan agreement between Lessor and Holder.
Lessor: [REDACTED] By: **X** [REDACTED] Title: _____

FC 19042-P (DEC 15)
FC 19042-APP

SEE OTHER SIDE FOR ADDITIONAL AGREEMENTS

20. VEHICLE USE AND SUBLEASING You will not use, or permit others to use the Vehicle (a) in violation of any law, (b) contrary to the provisions of any insurance policy covering the Vehicle, (c) outside the state where first titled or registered for more than 30 days, (d) outside the United States, except for less than 30 days in Canada or Mexico or (e) as a private or public carrier. You will keep the lease and Vehicle free of all liens and encumbrances. You will not assign or sublease any interest in the Vehicle or lease without Finance Company's written consent.

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

22. VEHICLE MAINTENANCE AND OPERATING COSTS Proper Vehicle maintenance is your responsibility. You must maintain and service the Vehicle at Your own expense, using materials that meet the manufacturer's specifications. This includes following the owner's manual and maintenance schedule, documenting maintenance performed, and making all needed repairs. You are also responsible for all operating costs such as gas and tolls. You get implied warranties of merchantability and fitness for a particular purpose covering the Vehicle. Otherwise, you understand and agree that there are no such implied warranties, except as otherwise required by law.

23. COLLISION REPAIR You are responsible for repairs of All Damage that is not a result of normal wear and use. These repairs include, but are not limited to, those necessary to return the Vehicle to its pre-accident condition, including repairs to Exterior Sheet Metal and Plastic Components, and to Vehicle Safety Systems, including air bag, seat belt and bumper system components. Replacement of Sheet Metal and all other repairs must be made with Original Equipment Manufacturer parts. Discuss this requirement with Your insurance company prior to authorizing any collision repair work.

24. VEHICLE INSURANCE You agree to maintain the Vehicle and Holder as set forth on the front of this lease under Item 14, "Vehicle Insurance Minimums." If the state where You first register the Vehicle establishes higher Vehicle Insurance Minimums than those listed on the front of this lease, You must insure the Vehicle and Holder at the amounts required by that state. If You move to a state where Finance Company has established higher Vehicle Insurance Minimums than those listed on the front of this lease, You must insure the Vehicle and Holder for these higher amounts. These amounts are minimum requirements and may not be sufficient to protect Your assets. You should consult Your insurance advisor to determine if additional insurance coverage is right for You.

You agree that Finance Company can file a claim under the insurance policy. You authorize the insurance company to provide Finance Company any information Finance Company believes necessary to make a claim. You agree that Finance Company may receive and sign Your name on any checks or drafts received by Finance Company from Your insurance provider. In addition, You authorize Finance Company to settle or release any claim under the insurance related to Holder's ownership of the Vehicle. You also assign to Holder any other insurance proceeds related to this lease or Holder's interest in the Vehicle.

25. RETURNED INSURANCE/PREMIUMS AND SERVICE CONTRACT CHARGES This lease may contain charges for insurance, service contracts, or other contracts. You agree that Finance Company can claim benefits under these contracts. Unless prohibited by law, Finance Company may upon default or termination cancel these contracts to obtain refunds of unearned charges. You authorize Finance Company to subtract any refund from the amount You owe under this lease. If You receive a refund, You must pay the entire amount of the refund to Finance Company.

2

ENDING YOUR LEASE

26. TERMINATION This lease will terminate (end) upon (a) the end of the term of this lease, (b) the return of the Vehicle to Lessor, or another place designated by Finance Company, and (c) the payment by You of all amounts owed under this lease. Finance Company may cancel this lease if You default.

27. RETURN OF VEHICLE If You do not buy the Vehicle at lease end, You must return it to Lessor unless Finance Company specifies another place. Prior to the scheduled return of the Vehicle, You may be requested to present the vehicle for inspection at a reasonable time and location. Upon return of the Vehicle, You must pay the disposition fee, if any is shown on the front of the lease under Item 3 "Other Charges." If You fail to return the Vehicle within 10 days after Your scheduled termination date, You will be charged one Monthly Payment and Your term will be extended one month. If You continue to fail to return the Vehicle You must pay damages to Finance Company, including amounts payable under default. Payment of those amounts will not allow You to keep the Vehicle.

28. STANDARDS FOR EXCESS WEAR AND USE You are responsible for all repairs to the Vehicle that are not the result of normal wear and use. These repairs include, but are not limited to those necessary to repair or replace: (a) Tires that have sidewall damage/pugs, exposed cord/belt, or are unattached for Vehicle or unsafe; (b) Electrical or Mechanical defects or malfunctions; (c) Glass, Paint, Body Panels, Trim and Grill Work that are broken, mismatched, chipped, scratched, pilled, cracked, or if applicable, dented; (d) Interior rips, stains, burns or damaged areas; (e) Replacement of any missing equipment or parts that were in or on the vehicle when delivered; and (f) All Damage which would be covered by collision or comprehensive insurance whether or not such insurance is actually in force. Replacement of Sheet Metal and all other repairs must be made with Original Equipment Manufacturer parts. Your use or repair of the Vehicle must not invalidate any warranty. If You have not had the repairs made before the Vehicle is returned at the scheduled end of this lease, You will pay the estimated costs of such repairs, even if the repairs are not made prior to Holder's sale of the Vehicle. You will maintain the Odometer of the Vehicle to that it always reflects the Vehicle's actual mileage. If the odometer is at any time inoperative, You will provide us with reasonable evidence of the Vehicle's actual mileage at vehicle return. If You are unable to do so, You will pay us our estimate of any reduction of the Vehicle's wholesale value caused by the inability to determine the Vehicle's actual mileage.

29. VOLUNTARY EARLY TERMINATION AND RETURN THE VEHICLE You may terminate this lease early. If You are not in default, by returning the Vehicle to Lessor unless Finance Company designates another place, You must pay the following: (a) the amount by which the Unpaid Adjusted Capitalized Cost exceeds the Vehicle's Fair Market Wholesale Value, plus (b) all other amounts then due under the lease (except for excess wear and use and mileage). If You entered an Advance Payment Lease and the Vehicle's Fair Market Wholesale Value exceeds the Unpaid Adjusted Capitalized Cost, You will receive a credit for the difference.

Alternatively, You may choose to satisfy Your financial obligation under this portion upon Vehicle return if You pay the following: (a) the unpaid remaining Monthly Payments, plus (b) any charges for excess wear and use and mileage, plus (c) all other amounts then due under the lease.

30. VOLUNTARY EARLY TERMINATION AND PURCHASE THE VEHICLE You may purchase the Vehicle from the Lessor or a party

designated by Finance Company at any time if You are not in default. If You have a *Monthly Payment Lease*, you must pay the following: (a) the Unpaid Adjusted Capitalized Cost, plus (b) the amount by which the Unpaid Adjusted Capitalized Cost exceeds the Fair Market Wholesale Value (Item 7), plus (c) official fees and taxes, plus (d) all other amounts then due under this lease (except charges for excess wear and use and mileage). You may also be charged a reasonable documentary fee if allowed by law. If You have an *Advance Payment Lease*, you must pay the following: (a) the lease and purchase option price (Item 10) less (b) any unearned Rent Charges, plus (c) official fees and taxes, plus (d) all other amounts then due under this lease (except charges for excess wear and use and mileage). You may also be charged a reasonable documentary fee if allowed by law.

31. DEFINITION OF TERMS
Unpaid Adjusted Capitalized Cost If You have a *Monthly Payment Lease*, the Unpaid Adjusted Capitalized Cost is an amount that starts with the Adjusted Capitalized Cost and is reduced each month on the due date by the difference between the Base Monthly Payment and the Rent Charge earned in that month on an actuarial basis.
If You have an *Advance Payment Lease*, the Unpaid Adjusted Capitalized Cost is an amount that starts with the Adjusted Capitalized Cost less the Base Payment. This amount is increased each month on the due date by the Rent Charge earned in that month on an actuarial basis.

In both cases, rent charges are earned when due. Lessor or Finance Company will provide You with an explanation of the actuarial method upon request.

Fair Market Wholesale Value will be: (a) an amount agreed to by You and Lessor or Finance Company, or (b) the value which could be realized at the wholesale sale of the Vehicle, as determined by a professional appraisal obtained by You at Your expense within 10 days from termination from an independent third party agreeable to Finance Company, or (c) if not established by agreement or appraisal, the net amount received by Finance Company, Holder or its designated intermediary upon the sale of the Vehicle at wholesale or other commercially reasonable manner.

Monthly Payment If You have a *Monthly Payment Lease*, Monthly Payment is the Total Payment (Item 7m). If You have an *Advance Payment Lease*, Monthly Payment is the Total Payment (Item 7m) divided by the Lease Term in Months (Item 7n).

Base Monthly Payment If You have a *Monthly Payment Lease*, Base Monthly Payment is the Base Payment (Item 7). If You have an *Advance Payment Lease*, Base Monthly Payment is the Base Payment (Item 7) divided by the Lease Term in Months (Item 7n).

32. CONTACT NUMBER FOR FINANCE COMPANY Please contact Finance Company at the telephone number or website listed on the front of this lease if You have any questions regarding terminating Your lease or purchasing the Vehicle.

33. YOUR ODOMETER OBLIGATIONS Federal law requires You to complete a statement of the Vehicle's mileage at the end of this lease. You may be fined and/or imprisoned if you do not complete the disclosure or if you make a false statement.

DEFAULT AND LOSS OF VEHICLE

34. DEFAULT You will be in default if: (a) You fail to make any payment when due, or (b) a bankruptcy petition is filed by or against You, or (c) any governmental authority seizes the Vehicle and does not promptly and unconditionally release the Vehicle to You, or (d) You have provided false or misleading material information when applying for this lease, or (e) You fail to keep any other agreement in this lease.

If You are in default, Finance Company may cancel this lease, take back the Vehicle and sell it at a public or private sale. You also give Finance Company the right to go on Your property to peacefully retake the Vehicle.

If Finance Company retakes the Vehicle, You must pay at once: (a) the difference, if any, between the Unpaid Adjusted Capitalized Cost and the value which could be realized at the wholesale sale of the Vehicle, plus (b) any other amounts then due under the lease (except charges for excess wear and use and mileage). If You entered into an Advance Payment Lease, and the value which could be realized at the wholesale sale of the Vehicle exceeds the Unpaid Adjusted Capitalized Cost, You will receive a credit for the difference.

The value which could be realized at the wholesale sale of the Vehicle will be: (a) the net amount received by Finance Company, Holder or its designated intermediary upon the sale of the vehicle at wholesale or other commercially reasonable manner, or (b) as determined by a professional appraisal obtained by You at Your expense within 10 days from default, from an independent third party agreeable to Finance Company. You must also pay all expenses, including reasonable attorney's fees, payable by Finance Company to obtain, hold and sell the Vehicle, collect amounts due and enforce Holder's rights under this lease.

35. THEFT OR DESTRUCTION OF VEHICLE If the Vehicle is stolen or destroyed, the amount You owe will depend upon whether You had the required insurance in effect and the claim for the Vehicle is fully honored. If Finance Company does not receive the full insurance proceeds, You will pay to Finance Company the following: (a) the Unpaid Adjusted Capitalized Cost, plus (b) all other amounts then due under the lease (except charges for excess wear and use and mileage), less (c) any insurance proceeds received by Finance Company.

GAP Waiver If You had in effect the insurance required under this lease and Finance Company receives the full insurance proceeds, You will not be required to pay the difference (GAP) between the Unpaid Adjusted Capitalized Cost and the insurance proceeds. You will only be required to pay: (a) any past due Monthly Payments, plus (b) the amount of the unpaid insurance deductible, plus (c) all other amounts then due under this lease (except charges for excess wear and use and mileage).

Even if the Vehicle is insured, if You have a *Monthly Payment Lease* until Finance Company receives payment of the insurance proceeds, You agree to continue to make Your Monthly Payments. If You have an *Advance Payment Lease*, after any insurance proceeds are paid, You will receive a credit equal to the Base Monthly Payment multiplied by the number of remaining months in the Lease Term in Months, beginning with the month immediately following the date of theft or destruction.

ADDITIONAL INFORMATION

36. ASSIGNMENT AND ADMINISTRATION When You and Lessor sign this lease, Lessor will assign it to Holder. Finance Company or a substitute will administer this lease. You must then pay, in U.S. funds, all amounts due under this lease to Finance Company. If Finance Company is not the holder of this lease, Holder has assigned Finance Company as its agent. As agent for Holder, Finance Company has the power to act on Holder's behalf to administer, enforce, and defend this lease. If Lessor has agreed to repair or maintain the Vehicle, obtain any insurance or perform any other service, You will look only to the Lessor for those services.

37. TAXES You will promptly pay all fees, charges, and taxes relating to the lease or Vehicle (except for Lessor's or Holder's income taxes). You will pay these amounts even if they are assessed after lease end.

38. TITLING The Vehicle will be titled in the name of Holder. There may be a lienholder listed as well. You will register the Vehicle as directed by Finance Company. You will pay all license, title and registration costs.

39. INDEMNITY You will indemnify and hold harmless Lessor, Finance Company and Holder and their assigns from any loss or damage to the Vehicle and its contents and from all claims, losses, injuries, expenses and costs related to the use, maintenance, or condition of the Vehicle. You are responsible for promptly paying all fines and tickets, including parking tickets, imposed on the Vehicle or its driver, if both a Lessee (and Cop-ees signed this lease, each party is jointly and severally liable for the payment of these fines and tickets. If You do not pay, You will reimburse Finance Company and pay a \$20 administration fee, unless prohibited by law, for every such fine, ticket, or penalty that must be paid on Your behalf.

40. SECURITY DEPOSIT Your security deposit may be used by Finance Company to pay all amounts that You fail to pay under this Lease. You will not receive any interest, profits or other earnings on Your security deposit(s).

41. CONSUMER REPORTS You authorize Finance Company and Holder to obtain consumer credit reports from consumer reporting agencies (credit bureaus) for any reason and at any time in connection with this lease.

42. SERVICING AND COLLECTION You agree that Lessor, Finance Company, Holder and their affiliates, agents and service providers may monitor and record telephone calls regarding your account to assure the quality of our service or for other reasons. You also expressly consent and agree that Lessor, Finance Company, Holder and their affiliates, agents and service providers may use written, electronic or verbal means to contact you. This consent includes, but is not limited to, contact by manual calling methods, prerecorded or artificial voice messages, text messages, emails and/or automatic telephone dialing systems. You agree that Lessor, Finance Company, Holder and their affiliates, agents and service providers may use any email address or any telephone number you provide, now or in the future, including a number for a cellular phone or other wireless device, regardless of whether you incur charges as a result.

43. GENERAL Except as otherwise provided by the law of the state where You reside, the law that will apply to this lease is the law of the state where the Lessor's place of business is, as set forth on the front of the lease. If that law does not allow any of the agreements in this lease, the ones that are not allowed will be void. The rest of this lease will still be valid.

READ THIS ARBITRATION PROVISION CAREFULLY AND IN ITS ENTIRETY

ARBITRATION

Arbitration is a method of resolving any claim, dispute, or controversy (collectively, a "Claim") without filing a lawsuit in court. Either you or Lessor/Finance Company/Holder ("us" or "we") (each, a "Party") may choose at any time, including after a claim is filed, to have any claim related to this contract decided by arbitration. Neither party waives the right to arbitrate by first filing suit in a court of law. Claims include but are not limited to the following: 1) Claims in contract, tort, regulatory or otherwise; 2) Claims regarding the interpretation, scope, or validity of this provision, or arbitrability of any issue except for class certification; 3) Claims between you and us, our employees, agents, successors, assigns, subsidiaries, or affiliates; 4) Claims arising out of or relating to your application for credit, this contract, or any resulting transaction or relationship, including that with the dealer, or any such relationship with third parties who do not sign this contract.

RIGHTS YOU AND WE AGREE TO GIVE UP
If either you or we choose to arbitrate a Claim, then you and we agree to waive the following rights:

- RIGHT TO A TRIAL, WHETHER BY A JUDGE OR JURY
- RIGHT TO PARTICIPATE AS A CLASS REPRESENTATIVE OR A CLASS MEMBER IN ANY CLASS CLAIM YOU MAY HAVE AGAINST US
- WHETHER IN COURT OR IN ARBITRATION
- BROAD RIGHTS TO DISCOVERY AS ARE AVAILABLE IN A LAWSUIT
- RIGHT TO APPEAL THE DECISION OF AN ARBITRATOR
- OTHER RIGHTS THAT ARE AVAILABLE IN A LAWSUIT

RIGHTS YOU AND WE DO NOT GIVE UP: If a Claim is arbitrated, you and we will continue to have the following rights, without waiving this arbitration provision as to any Claim: 1) Right to file a lawsuit in court; 2) Right to enforce the ownership interest in the vehicle, whether by repossession or through a court of law; 3) Right to take legal action to enforce the arbitrator's decision; 4) Right to request that a court of law review whether the arbitrator exceeded its authority; and 5) Right to seek remedies in small claims court for disputes or claims within that court's jurisdiction.

You or we may choose the American Arbitration Association, 1-800-775-7679 (www.aar.org), or any other organization subject to our approval, to conduct the arbitration. The applicable rules (the "Rules") may be obtained from the selected organization. If there is a conflict between the Rules and this contract, the contract shall govern. This contract is subject to the Federal Arbitration Act (9 U.S.C. § 1 et seq.). The arbitration decision shall be in writing with a supporting opinion. Judgment upon the award rendered by the arbitrator may be entered in any court having jurisdiction to the extent the total of your filing, administration, service or case management fee and your arbitrator or hearing fee exceeds \$200, we will pay the amount in excess of \$200, unless you choose to pay one-half of the total or unless the fees are reallocated in the award under applicable law or the organization's rules.

Each party shall be responsible for its own attorney, expert and other fees, unless awarded by the arbitrator under applicable law. Any portion of this arbitration provision that is unenforceable shall be severed, and the remaining provisions shall be enforced. If a waiver of class action rights is deemed or found to be unenforceable for any reason in a case in which class action allegations have been made, the remainder of this arbitration provision shall be unenforceable. The validity and scope of the waiver of class action rights shall be decided by the court and not by the arbitrator.

CUSTOMER #:



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AUSTIN, TX
HOME:
BUS:

CONT:
CELL:

PAGE 1

SERVICE ADVISOR: 686 JAMES DAVILA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
TAN	16	FORD EXPLORER	1FM5K7DH8GGC		26986/26988		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16APR16 DD			17:00 04JUN18		130.00	CASH	09JUN18

R.O. OPENED	READY	OPTIONS:	SOLD-STK:162391 DLR:07670				
07:22 04JUN18	14:48 08JUN18	ENG:2.3_Liter_TIVCT	TRN:446_6_SPD_AUTO				
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A C/S WHILE DRIVING VEHICLE OVERTEMP WARNING CAME ON AS WELL AS WRENCH LIGHT NO COOLANT LEAKS ARE VISABLE CK AND ADVISE

CAUSE:

- 12650D EEC SYSTEM DIAGNOSIS - (QUICK TEST) - L
901 WF97 0.20 (N/C)
- 1 JB5Z*8475*A SHUTTER ASY - RADIATOR CONTROL (N/C)
- 12650D45 ENGINE MODULE - DIAGNOSTIC PIN POINT TEST - L
901 WF97 0.30 (N/C)
- 12650D76 GRILLE SHUTTER ASSEMBLY - REPLACE (8475) - L
901 WF97 1.20 (N/C)
- 12650DX1 EEC SYSTEM DIAGNOSIS - (QUICK TEST) - L
EXTRA TIME TO REPEAT FINAL QUICK TEST
901 WF97 0.10 (N/C)

FC: D50 42
PART#: JB5Z*8475*A
COUNT:
CLAIM TYPE:
AUTH CODE:
901

26988 8475 INSPECTED COOLING SYSTEM, FULL OF COOLANT, COOLING FAN OPERATES. EEC TEST, P05A1 PRESENT. PERFORMED PINPOINT TEST A FOR ACTIVE GRILL SHUDDER AND WHEN REMOVED ACTUATOR PER PINPONT STEP A8 KNOB NIPPLE WAS BROKEN OFF SHUDDER. REPLACED GRILL SHUDDER. RETEST OK.

B FRONT WASHER INOP CK AND ADVISE

CAUSE: C

- 17603A JET AND BRACKET - WINDSHIELD WASHER - REPLACE (17603) - L
10017 WF97 0.30 (N/C)

FC: W03 42
PART#: 17603
COUNT:

<p>Notice Pursuant to §70.001 Texas Property Code</p> <p>I am the person or agent acting on behalf of the person, who is obligated to pay for the repair of the motor vehicle subject to the repair contract. I understand that this vehicle is subject to repossession in accordance with §9.609, Texas Business and Commerce Code, if a written order for payment for repair on the vehicle is stopped, dishonored because of insufficient funds, no funds, or because the drawer or maker of the order has no account or the account on which it is drawn has been closed.</p> <p>Signature of Person Responsible or Agent for Person Responsible</p>	<p>EXCLUSION OF WARRANTIES</p> <p>Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.</p>	<p>DESCRIPTION</p> <p>LABOR AMOUNT</p> <p>PARTS AMOUNT</p> <p>GAS, OIL, LUBE</p> <p>SUBLET AMOUNT</p> <p>MISC. CHARGES</p> <p>TOTAL CHARGES</p> <p>LESS INSURANCE</p> <p>SALES TAX</p>	<p>TOTALS</p>
	<p>CUSTOMER SIGNATURE</p>	<p>PLEASE PAY THIS AMOUNT</p>	

CUSTOMER #: [REDACTED]

[REDACTED]



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AUSTIN, TX [REDACTED]

PAGE 2

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 686 JAMES DAVILA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
TAN	16	FORD EXPLORER	1FM5K7DH8GGC [REDACTED]	[REDACTED]	26986/26988	[REDACTED]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16APR16 DD			17:00 04JUN18		130.00	CASH	09JUN18

R.O. OPENED: 07:22 04JUN18 READY: 14:48 08JUN18
 OPTIONS: SOLD-STK:162391 DLR:07670
 ENG:2.3_Liter_TIVCT TRN:446_6_SPD_AUTO

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

CLAIM TYPE:

AUTH CODE:

10017

26986 17603 REMOVE HOOD UNDER SHIELD THE DRIVER SIDE WASHER NOZZLE IS NOT CONNECTED AT ALL AND MISSING O RING- INSTALL NEW O RING FOR WASHER NOZZLE AND RE CONNECT WASHER LINE TO NOZZLE

C PERFORM RECALL# 17N03 CARBON MONOXIDE CONCERNS

CAUSE: C

17N03B 17N03

10017 WF97 0.60

2 CK4Z*13014*B INSULATOR - TUNNEL

3 4M8Z*78280B62*A VALVE ASY - AUTO DRAIN

(N/C)

(N/C)

(N/C)

FC: PART#: COUNT:

CLAIM TYPE: 17N03

AUTH CODE:

10017

MISC OTHER

WF97

(N/C)

26986 17N03B 0.60 PERFORM UNDERBODY INSPECTION AND SEALING, INSPECT AIR EXTRACTORS, REPLACE LIFTGATE DRAIN VAVLES, INSPECT LIFTGATE WEATHERSEAL, INPECT SPOILER, REPROGRAM THE HVAC MODULE

D PERFORM RECALL# 17S40 SEAT TRACK PIVOT LINK BOLT INSPECTION AND REPAIR

CAUSE: C

17S40F REPLACE DRIVER SEAT BACK PIVOT LINK

10017 WF97 0.40

1 FL3Z*1560001*A KIT - FRONT SEAT CUSHION

(N/C)

REPAI

(N/C)

FC: PART#: COUNT:

CLAIM TYPE: 17S40

AUTH CODE:

10017

Notice Pursuant to §70.001 Texas Property Code I am the person or agent acting on behalf of the person, who is obligated to pay for the repair of the motor vehicle subject to the repair contract. I understand that this vehicle is subject to repossession in accordance with §9.609, Texas Business and Commerce Code, if a written order for payment for repair on the vehicle is stopped, dishonored because of insufficient funds, no funds, or because the drawer or maker of the order has no account or the account on which it is drawn has been closed.	EXCLUSION OF WARRANTIES <small>Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.</small>	DESCRIPTION LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT MISC. CHARGES TOTAL CHARGES LESS INSURANCE SALES TAX	TOTALS
	Signature of Person Responsible or Agent for Person Responsible	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT

CUSTOMER #:



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AUSTIN, TX

HOME:

CONT:

BUS:

CELL:

PAGE 3

SERVICE ADVISOR: 686 JAMES DAVILA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
TAN	16	FORD EXPLORER	1FM5K7DH8GGC		26986/26988		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16APR16 DD			17:00 04JUN18		130.00	CASH	09JUN18
R.O. OPENED	READY	OPTIONS: SOLD-STK:162391 DLR:07670 ENG:2.3_Liter_TIVCT TRN:446_6_SPD_AUTO					
07:22 04JUN18	14:48 08JUN18						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
26986	17S40F	0.40	REPLACE DRIVERS SEAT PIVOT LINK KIT PASSENGER				
PASSES APPLY THREAD LOCKER TO PASSENGER SEAT PIVOT LINK BOLT							

Hi, my name is Edwin Holmstrom, Service Manager at Mac Haik Ford Lincoln Mercury. I would like to thank you for servicing your vehicle with us today. Should you have any comments or concerns, please feel free to call me on my direct line at 512-930-6255. I look forward to speaking with you. Have a great day!

<p>Notice Pursuant to §70.001 Texas Property Code</p> <p>I am the person or agent acting on behalf of the person, who is obligated to pay for the repair of the motor vehicle subject to the repair contract. I understand that this vehicle is subject to repossession in accordance with §9.609, Texas Business and Commerce Code, if a written order for payment for repair on the vehicle is stopped, dishonored because of insufficient funds, no funds, or because the drawer or maker of the order has no account or the account on which it is drawn has been closed.</p> <p>Signature of Person Responsible or Agent for Person Responsible</p>	<p>EXCLUSION OF WARRANTIES</p> <p>Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.</p>	<p>DESCRIPTION</p> <p>LABOR AMOUNT</p> <p>PARTS AMOUNT</p> <p>GAS, OIL, LUBE</p> <p>SUBLET AMOUNT</p> <p>MISC. CHARGES</p> <p>TOTAL CHARGES</p> <p>LESS INSURANCE</p> <p>SALES TAX</p> <p>PLEASE PAY THIS AMOUNT</p>	<p>TOTALS</p> <p>0.00</p> <p>0.00</p> <p>0.00</p> <p>0.00</p> <p>0.00</p> <p>0.00</p> <p>0.00</p> <p>0.00</p> <p>0.00</p>
	CUSTOMER SIGNATURE		0.00

CUSTOMER #: [REDACTED]

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AUSTIN, TX [REDACTED]
HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

PAGE 1

SERVICE ADVISOR: 2140 TREVOR LINDELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
TAN	16	FORD EXPLORER	1FM5K7DH8GGC [REDACTED]	[REDACTED]	27575/27575	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16APR16 DD			17:00 07JUL18		130.00	CASH	07JUL18
R.O. OPENED	READY	OPTIONS: SOLD-STK:162391 DLR:07670					
09:57 07JUL18	11:30 07JUL18	ENG:2.3_Liter_TIVCT TRN:446_6_SPD_AUTO					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A C/S HAS TO JUMP START BATTERY. INSPECT AND ADIVSE
CAUSE: .

10654C BATTERY - TEST, CHARGE, AND RE-TEST (10653/10654/10655) - L 2094 WFQL 0.20	(N/C)
10654C1 BATTERY - REPLACE (10653/10654/10655) - L 2094 WFQL 0.30	(N/C)
1 BXT*65*650 BATTERY	(N/C)

FC: C31 42
PART#: BXT*65*650
COUNT:
CLAIM TYPE:
AUTH CODE: FC2FL
2094

27575 0.50 THE VEHICLE ALMOST DID NOT START UPON ARRIVAL. PERFORMED BATTERY/CHARGING/STARTING TEST AND IT FAILED DUE TO A BAD CELL. BATTERY WAS REPLACED UNDER WARRANTY.

Hi, my name is Edwin Holmstrom, Service Manager at Mac Haik Ford Lincoln Mercury. I would like to thank you for servicing your vehicle with us today. Should you have any comments or concerns, please feel free to call me on my direct line at 512-930-6255. I look foward to speaking with you. Have a great day!

<p>Notice Pursuant to §70.001 Texas Property Code</p> <p>I am the person or agent acting on behalf of the person, who is obligated to pay for the repair of the motor vehicle subject to the repair contract. I understand that this vehicle is subject to repossession in accordance with §9.609, Texas Business and Commerce Code, if a written order for payment for repair on the vehicle is stopped, dishonored because of insufficient funds, no funds, or because the drawer or maker of the order has no account or the account on which it is drawn has been closed.</p> <p>Signature of Person Responsible or Agent for Person Responsible</p>	<p>EXCLUSION OF WARRANTIES</p> <p>Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased, and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.</p>	<p>DESCRIPTION</p> <p>LABOR AMOUNT</p> <p>PARTS AMOUNT</p> <p>GAS, OIL, LUBE</p> <p>SUBLET AMOUNT</p> <p>MISC. CHARGES</p> <p>TOTAL CHARGES</p> <p>LESS INSURANCE</p> <p>SALES TAX</p>	<p>TOTALS</p> <p>0.00</p> <p>0.00</p> <p>0.00</p> <p>0.00</p> <p>0.00</p> <p>0.00</p> <p>0.00</p> <p>0.00</p>
	<p>CUSTOMER SIGNATURE</p>	<p>PLEASE PAY THIS AMOUNT</p>	<p>0.00</p>

CUSTOMER #: [REDACTED]

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PAGE 1

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 2140 TREVOR LINDELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	16	FORD EXPLORER	1FM5K7DH8GGC [REDACTED]		27575/27575	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16APR16 DD			17:00 07JUL18		130.00	CASH	07JUL18
R.O. OPENED	READY	OPTIONS: SOLD-STK:162391 DLR:07670 ENG:2.3_Liter_TIVCT TRN:446_6_SPD_AUTO					
09:57 07JUL18	11:30 07JUL18						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A C/S HAS TO JUMP START BATTERY. INSPECT AND ADIVSE
CAUSE: .

- 10654C BATTERY - TEST, CHARGE, AND RE-TEST
(10653/10654/10655) - L 2094 WFQL 0.20 (N/C)
- 10654C1 BATTERY - REPLACE (10653/10654/10655) - L
2094 WFQL 0.30 (N/C)
- 1 BXT*65*650 BATTERY (N/C)
- FC: C31 42
- PART#: BXT*65*650
- COUNT:
- CLAIM TYPE:
- AUTH CODE: FC2FL
- 2094

27575 0.50 THE VEHICLE ALMOST DID NOT START UPON ARRIVAL. PERFORMED BATTERY/CHARGING/STARTING TEST AND IT FAILED DUE TO A BAD CELL. BATTERY WAS REPLACED UNDER WARRANTY.

Hi, my name is Edwin Holmstrom, Service Manager at Mac Haik Ford Lincoln Mercury. I would like to thank you for servicing your vehicle with us today. Should you have any comments or concerns, please feel free to call me on my direct line at 512-930-6255. I look forward to speaking with you. Have a great day!

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	<p>CUSTOMER SIGNATURE</p>	<p>PLEASE PAY THIS AMOUNT</p>	<p>0.00</p>

4

CUSTOMER #: [REDACTED]

INVOICE



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www.machaikflm.com

AUSTIN, TX

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 686 JAMES DAVILA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
TAN	16	FORD EXPLORER	1FM5K7DH8GGC [REDACTED]	[REDACTED]	33526/33545	[REDACTED]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16APR16 DD			17:00 09JAN19		130.00	CASH	31JAN19

R.O. OPENED	READY	OPTIONS:
07:40 07JAN19	11:10 31JAN19	SOLD-STK:162391 DLR:07670 ENG:2.3_Liter_TIVCT TRN:446_6_SPD_AUTO

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	C/S	VEHICLE RUNS ROUGH SPUTTERS AND STALLS WHILE DRIVING WRENCH LIGHT COMES ON SOLID CK AND ADVISE					

- CAUSE: .
- 7001D AUTOMATIC TRANSMISSION - DIAGNOSIS (7000) - L
454 WFTS 0.50 (N/C)
 - 7001D45 AUTOMATIC TRANSMISSION - DIAGNOSTIC PIN POINT TEST - L
454 WFTS 0.30 (N/C)
 - 7000A AUTOMATIC TRANSMISSION ASSEMBLY - REMOVE AND INSTALL OR REPLACE (7000) - L
454 WFTS 6.60 (N/C)
 - 7000AXQ AUTOMATIC TRANSMISSION ASSEMBLY - REMOVE AND INSTALL OR REPLACE (7000) - L EXTRA TIME FOR A POST-REPAIR ROAD TEST.
454 WFTS 0.20 (N/C)
 - 7000AZJ AUTOMATIC TRANSMISSION ASSEMBLY - REMOVE AND INSTALL OR REPLACE (7000) - L EXTRA TIME TO MOUNT TRANSMISSION ON A
454 WFTS 0.30 (N/C)
 - 7000A2 AUTOMATIC TRANSMISSION ASSEMBLY - OVERHAUL (7000/7C391) - L
454 WFTS 5.50 (N/C)
 - 7000A11 AUTOMATIC TRANSMISSION OIL COOLER AND/OR COOLER LINES - FLUSH (7A030/7A031) - L
454 WFTS 0.60 (N/C)
 - 7001D1 PID RECORDER/MONITOR TEST WITH ROAD TEST - L
454 WFTS 0.50 (N/C)
 - 1 *W712961*S439 BOLT (N/C)
 - 2 *W714470*S439 BOLT (N/C)
 - 2 *W717859*S439 BOLT (N/C)
 - 4 *W710999*S439 SCREW AND WASHER ASY (N/C)
 - 4 *W715618*S437 NUT (N/C)

<p>Notice Pursuant to §70.001 Texas Property Code</p> <p>I am the person or agent acting on behalf of the person, who is obligated to pay for the repair of the motor vehicle subject to the repair contract. I understand that this vehicle is subject to repossession in accordance with §9.609, Texas Business and Commerce Code, if a written order for payment for repair on the vehicle is stopped, dishonored because of insufficient funds, no funds, or because the drawer or maker of the order has no account or the account on which it is drawn has been closed.</p> <p>Signature of Person Responsible or Agent for Person Responsible</p>	EXCLUSION OF WARRANTIES	DESCRIPTION	TOTALS
	<p>Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.</p> <p>CUSTOMER SIGNATURE</p>	LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
			PLEASE PAY THIS AMOUNT

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CUSTOMER #: [REDACTED]

[REDACTED]



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AUSTIN, TX

PAGE 2

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 686 JAMES DAVILA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
TAN	16	FORD EXPLORER	1FM5K7DH8GGC [REDACTED]		33526/33545	[REDACTED]	
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R.O. OPENED	READY	OPTIONS:
07:40 07JAN19	11:10 31JAN19	SOLD-STK:162391 DLR:07670 ENG:2.3_Liter_TIVCT TRN:446_6_SPD_AUTO

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
2	*W712435	S439	NUT				(N/C)
2	*W701731	S439	NUT AND WASHER ASY - HEX.				(N/C)
1	BB5Z*4B422	C	CIRCLIP - INNER				(N/C)
2	*W712146	S437	BOLT				(N/C)
4	*W714265	S441	NUT				(N/C)
4	*W505277	S439	SCREW				(N/C)
1	BE8Z*6731	AC	KIT - ELEMENT & GASKET - OIL F				(N/C)
1	FB5Z*6840	A	GASKET				(N/C)
1	CV6Z*7G391	A	SOLENOID ASY				(N/C)
1	8U2Z*14S411	ZB	WIRE ASY				(N/C)
8	XT*10	BLV	OIL - AUTOMATIC TRANSMISSION				(N/C)
1	XT*10	BLV	OIL - AUTOMATIC TRANSMISSION				(N/C)
1	EJ7Z*7902	J	CONVERTER ASY				(N/C)
1	BB5Z*7153	H	KIT - GASKET				(N/C)
1	9L8Z*7A103	J	PUMP ASY - OIL				(N/C)
1	CV6Z*7A100	B	CONTROL ASY - TRANSMISSION				(N/C)
1	BL8Z*7L328	C	SUPPORT - TRANSMISSION CENTER				(N/C)
1	CL8Z*7H351	A	HUB ASY				(N/C)
1	9L8Z*7G384	A	CYLINDER				(N/C)
1	CV6Z*7A130	B	SUPPORT				(N/C)
1	9L8Z*7F213	A	SHAFT				(N/C)
2	*W520215	S440	NUT - HEX.				(N/C)
2	*W714890	S440	NUT AND WASHER ASY - HEX.				(N/C)

FC: E29 42
PART#: EJ7Z*7902*J
COUNT:
CLAIM TYPE:
AUTH CODE:
454

33545 7902 TORQUE CONVERTER NOT OPERATING PROPERLY 42 ROAD TEST TO VERIFY, PERFORM TRANS DIAG FOUND CODE P0731, CLEAR DTC-ROAD TEST MONITOR PIDS- CODE RETURNED, PERFORM PPT- FORWARD DELAYED/SLIPPING, REMOVE SIDE PAN TO ACCESS SSA- FOUND GREY SLUDGE IN BOTTOM, R&I TRANS, MOUNT ON BENCH FIXTURE, TEARDOWN AND INSPECT-FOUND GREY SLUDGE COMING

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	<p>CUSTOMER SIGNATURE</p>	<p>PLEASE PAY THIS AMOUNT</p>	

CUSTOMER #: [REDACTED]

INVOICE



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PAGE 3

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 686 JAMES DAVILA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
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07:40 07JAN19	11:10 31JAN19						

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

FROM CONVERTER, FOUND TCC VALVE IN PUMP SCORED, FOUND IN VALVE BODY FORWARD CLUTCH REGULATOR VALVE SCORED, FOUND ALL SOLENOIDS CONTAMINATED WITH GREY SLUDGE- NECESSARY TO REPLACE SOLENOID BODY DUE TO PARTS EXCESSIVE DELAY, INPUT SHAFT WORN, DIRECT HUB WORN, DIRECT CYLINDER WORN, CLUTCH TOWER WORN, FOUND LEAK AT CENTER SUPPORT FORWARD, PERFORM COST CAP-REPAIR, OVERHAUL TRANS, FLUSH COOLER LINES, INSTALL NEW SOLENOID ID AND STRATEGY, POST ROAD TEST ADAPTIVE LEARN, OK AT THIS TIME

B FREE MULTI-POINT INSPECTION
99P FREE MULTI-POINT INSPECTION
454INTSV 0.00

(N/C)

Hi, my name is Edwin Holmstrom, Service Manager at Mac Haik Ford Lincoln Mercury. I would like to thank you for servicing your vehicle with us today. Should you have any comments or concerns, please feel free to call me on my direct line at 512-930-6255. I look forward to speaking with you. Have a great day!

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	<p>CUSTOMER SIGNATURE</p>	<p>PLEASE PAY THIS AMOUNT</p>	<p>0.00</p>

Claim

[REDACTED]

[REDACTED]

LAW OFFICE OF ILONA GORIN

The Lemon Law Attorneys

2300 West Sahara Ave., Suite 800
Las Vegas, NV 89102
Phone (702) 660-0999
Fax (877) 575-9666
adam@thclemonlawattorneys.com

June 20, 2018

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

Re:

[REDACTED]
2016 Ford Explorer
VIN 1FM5K7BH3GGB [REDACTED]

Dear Sir/Madam:

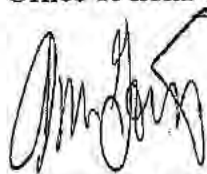
Please be advised that this office represents the above named individuals regarding claims against Ford Motor Company concerning defects with the above listed vehicle. This letter shall serve as notice of [REDACTED] claim. At this time, we have been authorized to attempt to resolve this matter without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

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

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

Very truly yours

Law Office of Ilona Gorin



Ilona Gorin

From: Teri Bollerud <teri@thelemonlawattorneys.com>
Sent: Tuesday, June 26, 2018 8:54 AM
To: Claims
Subject: RE: Claimant [REDACTED] - 2016 Ford Explorer
Attachments: [REDACTED]-NV-initial docs.pdf; REG (Exp 2-18-19).pdf

Hello:

Please see attached.

From: Claims [mailto:claims@erskinelaw.com]
Sent: Tuesday, June 26, 2018 8:46 AM
To: Teri Bollerud <teri@thelemonlawattorneys.com>
Subject: Claimant [REDACTED] - 2016 Ford Explorer

Dear Counsel:

Please be advised that Ford Motor Company has retained our office to handle the claim regarding [REDACTED]. Robin Kalinowski 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

A review of the claim will begin once we have received the documents and we will update you with the findings from our investigation as soon as possible. You may reach out to Robin Kalinowski at 248.601.4499 or via facsimile at 248.601.4497 or at the email at rkalinowski@erskinelaw.com.

Thank You.

The Claims Team
248.601.4499
claims@erskinelaw.com



Department of Motor Vehicles
 555 Wright Way
 Carson City, NV 89711-0625
 (775) 684-4368

2019 EXPIRES
 2/18/2019

LICENSE NUMBER	YEAR	MAKE	TYPE	CYL	MSRP	FUEL	AXLE	DECLARED WEIGHT	UNLOADED WEIGHT
[REDACTED]	2016	FORD	T4W	04	30700.00	G	2	0	4443
VEHICLE IDENTIFICATION NUMBER			MODEL NAME			COUNTY BASED			
1FM5K7BH3GGE [REDACTED]			EXPLORER			CLARK			
ISSUE DATE	FLEET NUMBER	UNIT NUMBER	FARM/RANCH VEHICLE	DECAL NUMBER	PLATE BACKGROUND				
2/17/2018	[REDACTED]	[REDACTED]	N	[REDACTED]	LAS VEGAS COMMEMORATIVE				



Instructions for applying the decal to the rear license plate are on the reverse of this form.

[REDACTED]

[REDACTED]
 HENDERSON NV [REDACTED]



PLATES AND REGISTRATION MUST BE RETURNED WHEN NOT OPERATING THE VEHICLE
 Form NVREG04 118109081 - 3040 - 8479

SIMPLE INTEREST VEHICLE CONTRACT FOR SALE AND SECURITY AGREEMENT

SECTION A:
 Buyer's Name(s): [Redacted]
 Name: [Redacted]
 Address: LAS VEGAS
 City: NV County: CLARK
 State: NV Zip: [Redacted]
 Bus. Phone: (N/A) Res. Phone: [Redacted]
 Stock No.: [Redacted] Salesman: **DLESTRA, A.**

CREDITOR: FORD COUNTRY
 Address: 280 N GIBSON RD
 City: HENDERSON County: CLARK
 State: NV Zip: 89014
 Phone: (702) 566-3673
 DEAL #50306
 Date: 01/26/16

SECTION B: DISCLOSURE MADE IN COMPLIANCE WITH FEDERAL TRUTH IN LENDING ACT.

Your Payment Schedule will be: (e) means an estimate

Number of payments:	Amount of payments:	When payments are due:
72	593.02	Monthly beginning 03/11/2016
N/A	N/A	N/A
N/A	N/A	N/A

INSURANCE AND DEBT CANCELLATION: Credit life insurance, credit disability insurance and debt cancellation coverage, which is also known as GAP coverage, are not required to obtain credit, and will not be provided unless you sign and agree to pay the additional cost.

	Premium:	Term:	Signature(s):
Credit life:	\$ N/A	N/A	I want credit life insurance: <input checked="" type="checkbox"/> Signature(s)
Joint credit life:	\$ N/A	N/A	We want joint credit life insurance: <input checked="" type="checkbox"/> Signature(s)
Credit disability:	\$ N/A	N/A	I want credit disability insurance: <input checked="" type="checkbox"/> Signature(s)
Credit life and disability:	\$ N/A	N/A	I want credit life and disability insurance: <input checked="" type="checkbox"/> Signature(s)
Joint credit life and disability:	\$ N/A	N/A	We want joint credit life and single disability insurance: <input checked="" type="checkbox"/> Signature(s)
Debt cancellation coverage (GAP coverage)	\$ 795.00	72	I want debt cancellation coverage (GAP coverage): <input checked="" type="checkbox"/> Signature(s)

You may obtain property insurance from anyone you want that is acceptable to the Creditor on page 1 of 2. If you get the insurance from the Creditor, you will pay \$ N/A and the term of the insurance will be N/A.

SECURITY: You are giving a security interest in the goods or property being purchased.
 If checked, you are giving a security interest in N/A.

LATE CHARGE: If a payment is more than 10 days late, you will be charged \$15 or 8 percent of the payment, whichever is less.
PREPAYMENT: If you pay off early, you will not have to pay a penalty.

See your contract documents for any additional information about nonpayment, default, any required repayment in full before the scheduled date, and penalties.

ANNUAL PERCENTAGE RATE	The cost of your credit as a yearly rate. 3.90 %
FINANCE CHARGE	The dollar amount the credit will cost you. \$ 4742.02
Amount Financed	The amount of credit provided to you or on your behalf. \$ 37955.42
Total of Payments	The amount you will have paid after you have made all payments as scheduled. \$ 42697.44
Total Sales Price	The total cost of your purchase on credit, including your down payment of \$ 1500.00. \$ 44197.44

SECTION C: ITEMIZATION OF AMOUNT FINANCED. SECTION D: VEHICLE RETAIL INSTALLMENT CONTRACT AND SECURITY AGREEMENT.

1. Vehicle Selling Price	\$ 29997.69
Plus: Documentary Fee	\$ 499.00
(This charge represents costs and profit to the dealer for items such as inspecting, cleaning, adjusting vehicles, and preparing documents related to the sale.)	
Plus: Emissions Inspection Fee	\$ N/A
Plus: Other	\$ N/A
Plus: Other	\$ N/A
Plus: Other	\$ N/A
Total Taxable Selling Price	\$ 30496.69
2. Total Sales Tax	\$ 2485.48
3. Amounts Paid to Public Officials	
a. Tiling Fee	\$ N/A
b. Registration Fee	\$ N/A
c. Other	\$ N/A
Total Official Fees (Add 3a through 3c)	\$ 25.25
4. Optional, nontaxable, fees or charges	
FORD EXT. SERVICE CONTRACT	\$ 4950.00
FORD MAINTENANCE	\$ 799.00
N/A	\$ N/A
N/A	\$ N/A
N/A	\$ N/A
N/A	\$ N/A
Total Optional, nontaxable, fees or charges (Add 4a through 4f)	\$ 5649.00
5. TOTAL CASH SALES PRICE	\$ 38669.42
6. Gross Trade in Allowance	\$ N/A
Year: N/A Make: N/A Model: N/A VIN: N/A	
Less: Prior Credit or Lease Balance	\$ N/A
Net Trade-In Allowance	\$ 0.00
(If negative, enter minus sign in the box)	
7. Down Payment (Other Than Net Trade-In Allowance):	
a. Trade-In, Sales Tax Credit	\$ N/A
b. Cash	\$ 1500.00
c. Manufacturer's Rebate	\$ N/A
d. Deferred Down Payment	\$ N/A
e. Other (N/A)	\$ N/A
Down Payment (Add 7a through 7e)	\$ 1500.00
8. TOTAL DOWN PAYMENT AND NET TRADE-IN ALLOWANCE (Add 6 and 7)	\$ 1500.00
GRAND TOTAL OF CASH SALES PRICE	\$ 38669.42

This contract is made the 26th (day) of January (month) of 2016 (year), between you, the Buyer(s) shown on page 1 of 2, and us, the Seller shown as Creditor on page 1 of 2. Having been quoted a cash price and a credit price and having chosen to pay the credit price (shown as the Total Sales Price in Section B on page 1 of 2), you agree to buy and we agree to sell, subject to all the terms of this contract, the following described vehicle, accessories and equipment (all of which are referred to in this contract as "Collateral"):

New or Used: NEW Year and Make: 2016 FORD
 Series: EXPLORER Body Style: 4T No. Cyl.: 6
 In stock, ton capacity: N/A

Manufacturer's Serial Number: 1FM5K7EP33E [Redacted]
 Use for which purchased: Personal Business Agriculture
INCLUDING:
 Sun/Moon Roof Air-Conditioning Automatic Transmission
 Power Steering Power Door Locks Power Seats
 Power Windows Tilt Wheel Vinyl Top
 Cassette Cruise Control AM/FM Stereo
 Compact Disc Player

RUBY RED Color N/A Tires N/A Lic. No. N/A

You, severally and jointly, promise to pay us the Total of Payments (shown in Section B) according to the Payment Schedule (also shown in Section B) until paid in full, together with interest after maturity at the Annual Percentage Rate disclosed on page 1 of 2. If you fail to make any payment or payments of principal and interest on time, you grant to us a purchase money security interest under the Uniform Commercial Code in the Collateral and all accessions to and proceeds of the Collateral. Insurance in which we or our assignee are named as beneficiary or loss payee, including any proceeds of such insurance or refunds of unearned premiums, or both, are assigned as additional security for this obligation and any other obligations related in connection with this sale. We, our successors and assigns, hereby waive any other present, future, or contingent interest or mortgage, which would otherwise secure your obligations under this contract except for the security interest and assignments created by you in this contract.

County: CLARK State: NV
 Your address after receipt of possession of Collateral: [Redacted]
 City: LAS VEGAS

d. Deferred Down Payment \$ N/A
 e. Other (N/A) \$ N/A
 Down Payment (Add 7a through 7e) \$ 1500.00
 8. TOTAL DOWN PAYMENT AND NET TRADE-IN ALLOWANCE (Add 6 and 7) \$ 1500.00
 9. UNPAID BALANCE OF CASH SALES PRICE (Subtract 8 from 5) \$ 37160.42
 10. Plus Optional Insurance and Debt Cancellation Charges*
 a. Credit Life Insurance Premium
 Paid to (A) Term (N/A) \$ N/A
 b. Credit Disability Insurance Premium
 Paid to (A) Term (N/A) \$ N/A
 c. Debt Cancellation Coverage (GAP Coverage)
 Paid to (D REEPL) Term (72) \$ 795.00
 d. Other Insurance
 Paid to (A) Term (N/A) \$ N/A
 Total Optional Insurance and Debt Cancellation Charges (Add 10a through 10d) \$ 795.00
 11. Other Amounts Financed*
 a. Prior Credit or Lease Balance
 Paid to (N/A) \$ N/A
 Paid to (N/A) \$ N/A
 Paid to (N/A) \$ N/A
 Total Other Amounts Financed (Add 11a through 11c) \$ N/A
 12. TOTAL AMOUNT FINANCED (Add 9, 10 and 11) \$ 37955.42
 *Seller may retain or receive a portion of this amount.

Street [REDACTED] City CLARK
 County CLARK State NV
 Your address after receipt of possession of Collateral:
 Street [REDACTED] City LAS VEGAS
 County CLARK State NV

Notice of Rescission Rights (Option to Cancel)

If the Buyer signs here, the notice of rescission rights on page 2 of 2 is applicable to this contract.

Buyer's signature X [REDACTED]
 Co-Buyer's signature X [REDACTED]

STATE DISCLOSURE REQUIREMENTS: The provisions of Section B and Section C are incorporated into this agreement for purposes of state disclosure requirements.

Additional Terms and Conditions: The additional terms and conditions set forth in this contract are a part of this contract and are incorporated herein by reference.

OPTION N/A You pay no Finance Charge if the Total Amount Financed, Item No. 12, Section C, is paid in full on or before the N/A (day) of N/A (month) of N/A (year).

SELLER'S INITIAL [REDACTED]
 SECTION E:

If checked, you agree to use electronic records and electronic signatures to document this contract. Your electronic signatures on electronic records will have the same effect as signatures on paper documents. We may designate one authoritative copy of this contract. If we do, the authoritative copy will be the electronic copy in a document management system we designate for storing authoritative copies. We may convert the authoritative copy to a paper original. We will do so by printing one paper copy marked "Original." This paper original will have your electronic signature on it. It will have the same effect as if you had signed it originally on paper.

If you agree to use electronic records and electronic signatures, we will comply with all applicable federal, state and local law and regulations.

UPON ENTERING INTO THIS CONTRACT, YOU WILL RECEIVE A PAPER COPY OF THE ORIGINAL CONTRACT ELECTRONICALLY SIGNED AND COMPLETE WITH ALL TERMS, CONDITIONS AND DISCLOSURES TO TAKE WITH YOU.

NOTICE TO BUYER

Do not sign this agreement before you read it or if it contains any blank spaces. You are entitled to a completed copy of this agreement. If you pay the amount due before the scheduled date of maturity of the indebtedness and you are not in default in the terms of the contract for more than 2 months, you are entitled to a refund of the unearned portion of the finance charge. If you fail to perform your obligations under this agreement, the vehicle may be repossessed and you may be liable for the unpaid indebtedness evidenced by this agreement.

If you are buying a used vehicle with this contract, as indicated in the description of the vehicle on page 1 of 2, federal regulation may require a special buyer's guide to be displayed on the window.

THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THIS CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.

The text of the preceding two paragraphs is set forth below in Spanish:
 Si usted está comprando un vehículo usado mediante este contrato según la descripción del vehículo en la página 1 de 2, la ley federal podrá exigir que la ventanilla demuestre una guía especial para el comprador.

LA INFORMACIÓN QUE USTED VE EN LA FORMA DE VENTANILLA PARA ESTE VEHÍCULO ES PARTE DE ESTE CONTRATO. LA INFORMACIÓN EN LA FORMA DE VENTANILLA DOMINA CUALESQUIER ESTIPULACIÓN CONTARIA EN EL CONTRATO DE VENTA.

BUYER AND CO-BUYER ACKNOWLEDGE RECEIPT OF A TRUE AND COMPLETELY FILLED-IN PAPER COPY OF THIS CONTRACT AND THE DISCLOSURE ON PAGE 1 OF 2 AT THE TIME OF SIGNING.

LIABILITY INSURANCE COVERAGE FOR BODILY INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS IS NOT INCLUDED UNLESS OTHERWISE INDICATED IN SECTION C.

Buyer: X [REDACTED] Date: 01/26/15 Co-Buyer: [REDACTED] Date: 01/26/15
 Creditor: [REDACTED] Date: 01/26/15
 PE 001-000106 CLAIMS 01/26/15

CUSTOMER #: [REDACTED]
 UNIT# [REDACTED]
 HENDERSON, NV

INVOICE



Valley Auto Mall
 280 N. Gibson Rd.
 Henderson, NV 89014

PAGE 1

Service
 (702) 668-8080
 Sales & Leasing
 (702) 668-FORD

Parts
 (702) 658-8100
 Fax
 (702) 658-8030

www.fordcountrylv.com

HOME: [REDACTED] CONT: [REDACTED]
 BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 997192 THOMAS J MURPHY II

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MI/AGE IN / OUT	TAG	
RUBY RED	16	FORD EXPLORER	1FM5K7BH3GGB [REDACTED]	[REDACTED]	33686/33686	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
26JAN16 IS							
26JAN16 DD	14DEC15	26JAN2022	17:00	02MAY18	0.00	CASH	03MAY18

R.O. OPENED: 11:03 02MAY18
 READY: 08:32 03MAY18
 OPTIONS: SOLD-STK:52660
 ENG:2.3L I4 ECOBOOST ENGINE
 TRN:6-SPEED AUTO TRANSMISSION

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A MULTI POINT INSPECTION - NO PARTS ON THIS LINE							
99P MULTI POINT INSPECTION - NO PARTS ON THIS LINE							
997343		C				0.00	0.00
GBATT BATTERY CONDITION IS GOOD							
997343		C				0.00	0.00
GBK BRAKE LININGS ARE OK AT THIS TIME							
997343		C				0.00	0.00
GTIRE TIRE TREAD AND WEAR IS OK AT THIS TIME.							
997343		C				0.00	0.00
33686		gbk	gbatt	gtire			

B CUSTOMER STATES- CENTER CONSOLE ARM REST COVER IS CRACKING. PLEASE CHECK AND ADVISE
 SOP SPECIAL ORDER PART
 997343 C 0.00 0.00
 33686 sop parts, client to return

C - USA 2016 NEW 72/75,000 PREMIUMCARE W/ROADSIDE STANDARD DEDUCTIBLE:
 100 USD OWNER NAME: [REDACTED] OPTIONS:
 LIGHTING, 1ST, DY, RNT EXPIRATION DATE: 26-JANUARY-2022 DISTANCE:
 75000 RENTAL: 30 UP TO 10 DAYS TOWING: 0 USD CONTRACT SOLD BY:
 USA 01440 ESP CONTRACT START DATE: 26-JANUARY-2016
 INFO - USA 2016 NEW 72/75,000 PREMIUMCARE
 W/ROADSIDE STANDARD DEDUCTIBLE: 100 USD
 OWNER NAME: [REDACTED] OPTIONS:
 LIGHTING, 1ST, DY, RNT EXPIRATION DATE:
 26-JANUARY-2022 DISTANCE: 75000 RENTAL: 30
 UP TO 10 DAYS TOWING: 0 USD CONTRACT SOLD
 BY: USA 01440 ESP CONTRACT START DATE:
 26-JANUARY-2016
 997343 C 0.00 0.00

D CUSTOMER STATES - ROOF RAILS ARE COMING LOOSE AT THE REAR OF THE

CUSTOMER ACKNOWLEDGES A RECEIPT OF A COPY HEREOF

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

CUSTOMER SIGNATURE X

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. 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 OF FORD.

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

CUSTOMER #: [REDACTED]
 UNIT# [REDACTED]

[REDACTED]



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 280 N. Gibson Rd.
 Henderson, NV 89014

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PAGE 2

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 (702) 558-8030

HOME [REDACTED] CONT: [REDACTED]
 BUS: [REDACTED] CELL: [REDACTED]

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SERVICE ADVISOR: 997192 THOMAS J MURPHY II

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
RUBY RED	16	FORD EXPLORER	1FM5K7BH3GGB [REDACTED]	[REDACTED]	33686/33686	[REDACTED]
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	PAYMENT	INV DATE
26JAN16 IS						
26JAN16 DT	14DEC15	26JAN2022	17:00 02MAY18		0.00 CASH	03MAY18

R.O. OPENED: [REDACTED] READY: [REDACTED] OPTIONS: SOLD-STK:52660
 11:03 02MAY18 08:32 03MAY18 ENG:2.3L I4 ECOBOOST ENGINE
 TRN:6-SPEED AUTO TRANSMISSION

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
VEHICLE - PLEASE CHECK AND ADVISE							
SOP SPECIAL ORDER PART							
				997543		0.00	0.00
33686 sop parts client to return,							

EST: 114.94 02MAY18 11:03 SA: 997192

CUSTOMER ACKNOWLEDGES A RECEIPT OF A COPY HEREOF

CUSTOMER SIGNATURE X

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. 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 OF FORD.

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

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

UNIT# [REDACTED]
CUSTOMER #: [REDACTED]



WORKORDER

PAGE 1

THOMAS MURPHY
SERVICE ADVISOR

702-558-8087 • Cell (702) 343-4840 • Fax (702) 558-8030
280 N. Gibson Rd. • Henderson, NV 89014 • Valley Auto Mall
tmurphy@fordcountrylv.com • www.fordcountrylv.com

HENDERSON, NV

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR

COLOR	YEAR	MAKE/MODEL	VIN	PG NO.	RATE	PAYMENT	INV. DATE
RUBY RED	16	FORD EXPLORER	1FM5K7BH3GGE [REDACTED]	[REDACTED]	0.00	CASH	[REDACTED]
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED				
26JAN16 IS							
26JAN16 DD	14DEC15	26JAN2022	17:00 02MAY18				

R.O. OPENED: 02MAY2018 11:03
READY: [REDACTED]
OPTIONS: SOLD-STK:52660
ENG:2.3L I4 ECOBOOST ENGINE
TRN:6-SPEED AUTO TRANSMISSION

LINE OP CODE TECH... TYPE DESCRIPTIONS/INSTRUCTIONS
A 99P C MULTI POINT INSPECTION - NO PARTS ON THIS LINE

B DIAG C CUSTOMER STATES - CENTER CONSOLE ARM REST COVER IS CRACKING. PLEASE CHECK AND ADVISE

C INFO C - USA 2016 NEW 72/75,000 PREMIUMCARE W/ROADSIDE STANDARD DEDUCTIBLE: 100 USD OWNER NAME: [REDACTED]
OPTIONS: LIGHTING, 1ST, DY, RNT
EXPIRATION DATE: 26-JANUARY-2022 DISTANCE: 75000
RENTAL: 30 UP TO 10 DAYS TOWING: 0 USD CONTRACT SOLD BY: USA 01440 ESP CONTRACT START DATE: 26-JANUARY-2016

D DIAG W CUSTOMER STATES - ROOF RAILS ARE COMING LOOSE AT THE REAR OF THE VEHICLE -PLEASE CHECK AND ADVISE |CC:

Preliminary Estimate : \$114.94

I hereby authorize the repair work to be done along with the necessary materials. You and your employees may operate vehicle for purpose of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs hereto. In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and court costs. I acknowledge this deposited property is not insured or protected to the amount of actual cash value thereof by the dealer against loss occasioned by theft, fire, acts of GOD and vandalism while such property remains with the depository. I also acknowledge no articles of personal property have been left in the vehicle and the dealer is not responsible for the inspection thereof.

PRELIMINARY ESTIMATE

AUTHORIZED BY X [REDACTED]	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X
CUSTOMER SIGNATURE

CUSTOMER #: [REDACTED]
UNIT# [REDACTED]

INVOICE



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DUPLICATE 2
PAGE 1

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HENDERSON, NV

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HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 997192 THOMAS J MURPHY II

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
RUBY RED	16	FORD EXPLORER	1FM5K7BH3GGE [REDACTED]	[REDACTED]	33686/33686	[REDACTED]

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
26JAN16 IS							
26JAN16 DD14DEC15	26JAN2022	17:00	09MAY18		0.00	CASH	09MAY18

R.O. OPENED: [REDACTED] READY: [REDACTED] OPTIONS: SOLD-STK:52660
 11:03 02MAY18 16:46 09MAY18 TRN:6-SPEED_AUTO_TRANSMISSION
 ENG:2.3L I4 ECOBOOST ENGINE

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A MULTI POINT INSPECTION - NO PARTS ON THIS LINE							
99P MULTI POINT INSPECTION - NO PARTS ON THIS LINE							
997343			C			0.00	0.00
GBATT BATTERY CONDITION IS GOOD							
997343			C			0.00	0.00
GBK BRAKE LININGS ARE OK AT THIS TIME							
997343			C			0.00	0.00
GTIRE TIRE TREAD AND WEAR IS OK AT THIS TIME.							
997343			C			0.00	0.00
33686			gbk	gbatt			

 B CUSTOMER STATES- CENTER CONSOLE ARM REST COVER IS CRACKING. PLEASE CHECK AND ADVISE

CAUSE:
 06024A GLOVE BOX - REPLACE
 (6010/6024/60T10/13594) - L
 997343 W (N/C)
 1 GB5Z*7806024*AA ARMREST ASY - CONSOLE (N/C)
 FC: B91 01
 PART#: GB5Z*7806024*AA
 COUNT:
 CLAIM TYPE:
 AUTH CODE: THIE415325
 997343

33686 inspected found fabric on center console arm rest coming apart. replaced center console lid & tested all ok

 C - USA 2016 NEW 72/75,000 PREMIUMCARE W/ROADSIDE STANDARD DEDUCTIBLE:
 100 USD OWNER NAME [REDACTED] OPTIONS:
 LIGHTING, 1ST, DY, RNT EXPIRATION DATE: 26 JANUARY 2022 DISTANCE:
 75000 RENTAL: 30 UP TO 10 DAYS TOWING: 0 USD CONTRACT SOLD BY:
 USA 01440 ESP CONTRACT START DATE: 26 JANUARY 2016

INFO - USA 2016 NEW 72/75,000 PREMIUMCARE

CUSTOMER ACKNOWLEDGES A RECEIPT OF A COPY HEREOF	DESCRIPTION	TOTALS
CUSTOMER SIGNATURE X ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. 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 OF FORD.	LABOR AMOUNT	
	PARTS AMOUNT	
	GAS, OIL, LUBE	
	SUBLET AMOUNT	
	MISC. CHARGES	
	TOTAL CHARGES	
	LESS INSURANCE	
	SALES TAX	
	PLEASE PAY THIS AMOUNT	

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

CUSTOMER #: [REDACTED]
 UNIT#: [REDACTED]
 HENDERSON, NV

363449



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 (702) 558-8030

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HOME: [REDACTED] CONT: [REDACTED]
 BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 997192 THOMAS J MURPHY II

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
RUBY RED	16	FORD EXPLORER	1FM5K7BH3GGB [REDACTED]	[REDACTED]	33686/33686	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26JAN16 IS							
26JAN16 DD	14DEC15	26JAN2022	17:00	09MAY18	0.00	CASH	09MAY18

R.O. OPENED: 11:03 02MAY18
 READY: 16:46 09MAY18
 OPTIONS: SOLD-STK:52660
 ENG:2.3L I4 ECOBOOST ENGINE
 TRN:6-SPEED AUTO TRANSMISSION

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
						0.00	0.00

W/ROADSIDE STANDARD DEDUCTIBLE: 100 USD
 OWNER NAME: [REDACTED] OPTIONS:
 LIGHTING, 1ST, DY, RNT EXPIRATION DATE:
 26-JANUARY-2022 DISTANCE: 75000 RENTAL: 30
 UP TO 10 DAYS TOWING: 0 USD CONTRACT SOLD
 BY: USA 01440 ESP CONTRACT START DATE:
 26-JANUARY-2016

 D CUSTOMER STATES - ROOF RAILS ARE COMING LOOSE AT THE REAR OF THE
 VEHICLE - PLEASE CHECK AND ADVISE
 CAUSE: 3/36
 MT51050 RETAINER
 997343 W (N/C)
 1 FB5Z*78551A46*AA CAP (N/C)
 1 FB5Z*78551A47*AA CAP (N/C)
 14 FB5Z*7851050*A RETAINER ASY - ROOF RACK
 RAIL (N/C)

FC: 264 34
 PART#: FB5Z*7851050*A
 COUNT:
 CLAIM TYPE:
 AUTH CODE:
 997343
 33686 h343 inspected clients concern, installed roof rails found
 rails warped and unable to maintain position, replaced roof caps, qc
 tested all now working as designed.

 E** RENTAL
 CAUSE:

RENTAL RENTAL
 997343 W (N/C)
 FC: PART#: COUNT:
 CLAIM TYPE:

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

CUSTOMER ACKNOWLEDGES A RECEIPT OF A COPY HEREOF

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. 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 OF FORD.

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

CUSTOMER #: [REDACTED]
 UNIT# [REDACTED]

[REDACTED]



Valley Auto Mall
 280 N. Gibson Rd.
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DUPLICATE 2
 PAGE 3

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HENDERSON, NV

HOME [REDACTED] CONT: [REDACTED]
 BUS: [REDACTED] CELL: [REDACTED]

www.fordcountrylv.com

SERVICE ADVISOR: 997192 THOMAS J MURPHY II

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
RUBY RED	16	FORD EXPLORER	1FM5K7BH3GGB [REDACTED]	[REDACTED]	33686/33686	[REDACTED]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PC. NO.	RATE	PAYMENT	INV. DATE
26JAN16 IS							
26JAN16 DD	14DEC15	26JAN2023	17:00	09MAY18	0.00	CASH	09MAY18

R.O. OPENED	READY	OPTIONS:
11:03	02MAY18	SOLD-STK:52660
16:46	09MAY18	ENG:2.3L I4 ECOBOOST ENGINE
		TRN:6-SPEED AUTO TRANSMISSION

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

AUTH CODE:
 997343

EST: 114.94 02MAY18 11:03 SA: 997192

CUSTOMER ACKNOWLEDGES A RECEIPT OF A COPY HEREOF

CUSTOMER SIGNATURE X

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. 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 OF FORD.

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

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

CUSTOMER.#: [REDACTED]
 UNIT# [REDACTED]



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LAS VEGAS, NV

HOME: [REDACTED] CONT: [REDACTED]
 BUS: [REDACTED] CELL: [REDACTED]

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SERVICE ADVISOR: 997189 JESUS A ORTA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
RUBY RED	16	FORD EXPLORER	1FM5K7BH3GGE [REDACTED]	[REDACTED]	24064/24064	[REDACTED]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26JAN16 IS							
26JAN16	DD14DEC15	26JAN2022	17:00 30OCT17		0.00	CASH	07NOV17

R.O. OPENED: [REDACTED] READY: [REDACTED] OPTIONS: SOLD-STK:52660
 ENG:2.3L I4 ECOBOOST ENGINE
 TRN:6-SPEED AUTO TRANSMISSION
 08:38 30OCT17 09:31 07NOV17

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A			CUSTOMER STATES PASSENGER EXTERIOR A PILLAR TRIM FLEW OFF WHILE ON THE FREEWAY				

CAUSE: WARRANTY PER DP
 MT03144 TRIM MLDG

997300	W						(N/C)
1	BB5Z*7803144*AA	MOULDING - WINDSHIELD					(N/C)
1	BEEZ*7803144*BA	MOULDING - WINDSHIELD					(N/C)

FC: B63 33
 PART#: BB5Z*7803144*AA
 COUNT:
 CLAIM TYPE:
 AUTH CODE:
 997300

24064 FAILED LEFT A PILLAR RETAINER CLIPS INSPECT AND VERIFIED RIGHT SIDE A PILLAR TRIM MISSING - CUSTOMER STATES BLEW OFF ON FREEWAY - NOT AVAILABLE FOR WARRANTY RETURN - FURTHER INSPECTION SHOWED FAILED BASE RETAINING CLIPS - REPLACED BOTH THE BASE AND THE OUTER TRIM PIECE TO REPAIR

B	Multi Point Vehicle Inspection			
99PV2	Multi Point Vehicle Inspection			
997300	C		0.00	0.00
GBATT	BATTERY CONDITION IS GOOD			
997300	C		0.00	0.00
GTIRE	TIRE TREAD AND WEAR IS OK AT THIS TIME.			
997300	C		0.00	0.00
GBK	BRAKE LININGS ARE OK AT THIS TIME			
997300	C		0.00	0.00
24064	mpl gbatt gtire gbk			

C** RENTAL
 CAUSE: .
 RENTAL RENTAL

997300	W			(N/C)
--------	---	--	--	-------

CUSTOMER SIGNATURE X	DESCRIPTION	TOTALS
	CUSTOMER ACKNOWLEDGES A RECEIPT OF A COPY HEREOF	LABOR AMOUNT
	PARTS AMOUNT	
	GAS, OIL, LUBE	
	SUBLET AMOUNT	
	MISC. CHARGES	
	TOTAL CHARGES	
	LESS INSURANCE	
	SALES TAX	
	PLEASE PAY THIS AMOUNT	

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

CUSTOMER #: [REDACTED]
 UNIT# [REDACTED]

INVOICE



Valley Auto Mall
 280 N. Gibson Rd.
 Henderson, NV 89014

DUPLICATE 2
 PAGE 2

Service
 (702) 558-8080
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 (702) 666-FORD

Parts
 (702) 558-8100
 Fax
 (702) 558-8030

LAS VEGAS, NV

HOME: [REDACTED] CONT: [REDACTED]
 BUS: [REDACTED] CELL: [REDACTED]

www.fordcountrytv.com

SERVICE ADVISOR: 997189 JESUS A ORTA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MPLEAGE IN / OUT	TAG
RUBY RED	16	FORD EXPLORER	1FM5K7BH3GGE [REDACTED]	[REDACTED]	24064/24064	[REDACTED]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26JAN16 IS							
26JAN16 DU14DEC15	26JAN2022	17:00	30OCT17		0.00	CASH	07NOV17

R.O. OPENED	READY	OPTIONS:
08:38 30OCT17	09:31 07NOV17	SOLD-STK:52660 ENG:2.3L I4 ECOBOOST ENGINE TRN:6-SPEED AUTO TRANSMISSION

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
FC. PART#: COUNT:							
CLAIM TYPE:							
AUTH CODE:							
997300							
24064 info							

EST: 0.00 30OCT17 08:38 SA: 997189

CUSTOMER ACKNOWLEDGES A RECEIPT OF A COPY HEREOF

CUSTOMER SIGNATURE X

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. 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 OF FORD.

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

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

CUSTOMER #: [REDACTED]
 UNIT#: [REDACTED]



Valley Auto Mall
 280 N. Gibson Rd.
 Henderson, NV 89014

INVOICE

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LAS VEGAS, NV

HOME: [REDACTED] CONT: [REDACTED]
 BUS: [REDACTED] CELL: [REDACTED]

www.fordcountrytv.com

SERVICE ADVISOR: 997272 MICHAEL A ROBINSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
RUBY RED	16	FORD EXPLORER	1FM5K7BH3GGB	[REDACTED]	21597/21602	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26JAN16 IS							
26JAN16 DD	14DEC15	26JAN2022	17:00	22SEP17	0.00	CASH	21SEP17

R.O. OPENED	READY	OPTIONS:
09:56 14SEP17	15:32 21SEP17	SOLD-STK:52660 ENG:2.3L I4 ECOBOOST ENGINE TRN:6-SPEED AUTO TRANSMISSION

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
 A CUSTOMER STATES POSSIBLE OIL LEAK THAT WAS NOTED AT LAST SERVICE -
 CHECK AND ADVISE

CAUSE: 3/36

6007D ENGINE OIL LEAKS - DIAGNOSIS - L						
997369	W					(N/C)
6 XO*5W30*QSP MOTORCRAFT SAE 5W-30 API GF-5						(N/C)
1 TA*30* SEALANT - SILICONE						(N/C)
1 TA*16* ADHESIVE						(N/C)
1 ZC*31*B CLEANER - METAL SURFACE						(N/C)
1 BB5Z*6584*A GASKET						(N/C)
1 BB5Z*2A572*B GASKET - VACUUM PUMP						(N/C)
1 1S7Z*6A340*AA BOLT						(N/C)
1 1S7Z*6378*AA WASHER						(N/C)
1 CM5Z*6700*C SEAL ASY - CRANKSHAFT OIL - FR						(N/C)
MT6020A FRT COVER RESEAL - TIME BASED ON 2.3L						
MUSTANG						
997369	W					(N/C)
6020AXQ GASKET OR CYLINDER FRONT COVER - REMOVE						
AND INSTALL OR REPLACE (6019/6020/6608) - L						
EXTRA TIME FOR A POST-REPAIR						
997369	W					(N/C)

FC: L650D8
 PART#: 6020

COUNT:
 CLAIM TYPE:

AUTH CODE:
 997369

21602 tech 369. found oil leaking from front cover. resealed front cover. rd test 5 mi. no further oil leaks at this time

B CUSTOMER STATES BOTH ROOF RAIL CAPS COMING LOOSE - ADVISE

CAUSE: 3/36

MTS51A26 CLIP						
997300	W					(N/C)

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

CUSTOMER SIGNATURE X
 ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. 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 OF FORD.

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

CUSTOMER #: [REDACTED]
UNIT#: [REDACTED]

INVOICE



Valley Auto Mall
280 N. Gibson Rd.
Henderson, NV 89014

LAS VEGAS, NV

PAGE 2

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HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 997272 MICHAEL A ROBINSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
RUBY RED	16	FORD EXPLORER	1FM5K7BH3GGB [REDACTED]	[REDACTED]	21597/21602	[REDACTED]	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
26JAN16 IS							
26JAN16	DE14DEC15	26JAN2022	17:00	22SEP17	0.00	CASH	21SEP17

R.O OPENED	READY	OPTIONS:
09:56 14SEP17	15:32 21SEP17	SOLD-STK:52660 ENG:2.3L I4 ECOBOOST ENGINE TRN:6-SPEED AUTO TRANSMISSION

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
14	FB5Z*7851050*A	RETAINER	ASY - ROOF RACK RAIL				(N/C)
1	FB5Z*78551A46*AA	CAP					(N/C)
1	FB5Z*78551A47*AA	CAP					(N/C)
	MT551A47	CAP					(N/C)
	997300	W					(N/C)
	MT51050	RETAINER					(N/C)
	997300	W					(N/C)

PC: B64 34
PART#: FB5Z*78551A46*AA
COUNT:
CLAIM TYPE:
AUTH CODE:
997300-

21602 1300 found roof rails to be warped causing clips to break. replaced clips and both roof rail caps

C CUSTOMER STATES LEFT SIDE WINDSHIELD APLIQUE IS COMING LOOSE AT TOP OF WINDSHIELD - ADVISE

CAUSE: 3/36 PARTS ONLY

1	BB5Z*7803145*AA	MOULDING - WINDSHIELD					(N/C)
1	BB5Z*7803145*BA	MOULDING - WINDSHIELD					(N/C)

PC: B64 34
PART#: BB5Z*7803145*AA
COUNT:
CLAIM TYPE:
AUTH CODE:
997300

21602 OSL TO REPLACE LEFT W/SHIELD PILLAR MLDGS INNER AND OUTER--N/C

D CUSTOMER STATES THAT DRIVER SEAT BOTTOM CUSHION CLIPS COMING LOOSE ON

CUSTOMER ACKNOWLEDGES A RECEIPT OF A COPY HEREOF	DESCRIPTION	TOTALS
CUSTOMER SIGNATURE X	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. 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 OF FORD.

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

CUSTOMER # [REDACTED]
UNIT# [REDACTED]

INVOICE



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HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 997272 MICHAEL A ROBINSON

www.fordcountrylv.com

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
RUBY RED	16	FORD EXPLORER	1FM5K7BH3GGE [REDACTED]	[REDACTED]	21597/21602	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PD. NO.	RATE	PAYMENT	INV. DATE
26JAN16 IS							
26JAN16 DE	14DEC15	26JAN2022	17:00	22SEP17	0.00	CASH	21SEP17

R.O. OPENED: [REDACTED] READY: [REDACTED] OPTIONS: SOLD-STK:52660
 ENG:2.3L I4 ECOBOOST ENGINE
 TRN:6-SPEED AUTO TRANSMISSION

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

CAUSE: 3/36
 160097A INSTALL RETENTION CLIPS ONE OR BOTH FRT SEATS FP-7862900 CC-33
 997300 W (N/C)
 2 *W715386*S424 CLIP - TRIM (N/C)
 PC: \$50.33
 PART#: 7862900
 COUNT:
 CLAIM TYPE:
 AUTH CODE:
 997300
 21602 1300 driver seat cushion cover is loose. per tsb 16-0097 installed retention clips

E Multi Point Vehicle Inspection
 99PV2 Multi Point Vehicle Inspection
 997300 C 0.00 0.00
 GBATT BATTERY CONDITION IS GOOD
 997300 C 0.00 0.00
 GTIRE TIRE TREAD AND WEAR IS OK AT THIS TIME
 997300 C 0.00 0.00
 GBK BRAKE LININGS ARE OK AT THIS TIME
 997300 C 0.00 0.00
 21602 mpi gbatt gtire gbk

F RENTAL ENTERPRISE
 CAUSE:
 RENTAL RENTAL - ENTERPRISE
 997369 WESP (N/C)
 PC: PART#: COUNT:
 CLAIM TYPE:
 AUTH CODE:
 997369

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

CUSTOMER ACKNOWLEDGES A RECEIPT OF A COPY HEREOF

CUSTOMER SIGNATURE X

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. 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 OF FORD.

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CUSTOMER # [REDACTED]
 UNIT# [REDACTED]



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HOME: [REDACTED] CONT: [REDACTED]
 BUS: [REDACTED] CELL: [REDACTED]

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SERVICE ADVISOR: 997272 MICHAEL A ROBINSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
RUBY RED	16	FORD EXPLORER	1FM5K7BH3GGE [REDACTED]	[REDACTED]	21597/21602	[REDACTED]

DEL. DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26JAN16 IS							
26JAN16 DD	14DEC15	26JAN2022	17:00 22SEP17		0.00	CASH	21SEP17

H.O. OPENED	READY	OPTIONS:
09:56 14SEP17	15:32 21SEP17	SOLD-STK:52660 ENG:2.3L I4 ECOBOOST ENGINE TRN:6-SPEED AUTO TRANSMISSION

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
EST:	99.95			14SEP17 09:56	SA: 997213		

104 110

CUSTOMER ACKNOWLEDGES A RECEIPT OF A COPY HEREOF

CUSTOMER SIGNATURE X

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

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

CUSTOMER #: [REDACTED]

UNIT# [REDACTED]

LAS VEGAS, NV

HOME [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

INVOICE

DUPLICATE 1
PAGE 1



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SERVICE ADVISOR: 997183 STEPHEN F MASTERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
RUBY RED	16	FORD EXPLORER	1FM5K7BH3GGB [REDACTED]	[REDACTED]	21193/21193	[REDACTED]	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
26JAN16 IS							
26JAN16 DD	14DEC15	26JAN2022	WAIT 31AUG17		0.00	CASH	31AUG17

R.O. OPENED	READY	OPTIONS:
15:08 31AUG17	16:53 31AUG17	SOLD-STK:52660 ENG:2.3L I4 ECOBOOST ENGINE TRN:6-SPEED AUTO TRANSMISSION

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	QUICKLANE	Multi Point Inspection					
	Q99PV2	QUICKLANE Multi Point Inspection					
	997389	CQ				0.00	0.00
	GBATT	BATTERY CONDITION IS GOOD					
	997389	CQ				0.00	0.00
	GBK	BRAKE LININGS ARE OK AT THIS TIME					
	997389	CQ				0.00	0.00
	GTIRE	TIRE TREAD AND WEAR IS OK AT THIS TIME.					
	997389	CQ				0.00	0.00
	21193	MPI, GBAT, GTIRES, GBK.					

B	ESP	20K PREM MAINT 5K INTERVAL					
	ESP	ESP 20K PREM MAINT 5K INTERVAL					
	997389	WEQ3					(N/C)
	1	FL*910S* KIT - ELEMENT & GASKET - OIL F					(N/C)
	6	XO*5W30*DSP MOTORCRAFT SAE 5W-30 API GF-5					(N/C)
	1	AE9Z*19N619*A FILTER - ODOUR AND PARTICLES					(N/C)
	21193	CHANGED OIL AN FILTER, ROTATED TIRES AND REPLACED POLLEN FILTER.					

C	RINSE	RINSE AND DRY VEHICLE					
	RINSE	RINSE AND DRY VEHICLE					
	997389	C				0.00	0.00

D** CUSTOMER PURCHASED BATTERY AT WALWART ON SUNDAY AS DEALERSHIP WAS CLOSED. REIMBURSED CAUSE:

ADD ADD ON LINE
996 W

REFUND REFUND
996 WREF

PC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:

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

CUSTOMER SIGNATURE X

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

CUSTOMER #: [REDACTED]
 UNIT# [REDACTED]



Valley Auto Mall
 280 N. Gibson Rd.
 Henderson, NV 89014

INVOICE
 DUPLICATE 1
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LAS VEGAS, NV

HOME: [REDACTED] CONT: [REDACTED]
 BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 997183 STEPHEN F MASTERS

www.fordcountrylv.com

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
RUBY RED	16	FORD EXPLORER	1FM5K7BH3GGE [REDACTED]		21193/21193	[REDACTED]

DEL DATE	PROD DATE	WARR EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
26JAN16 IS							
26JAN16 DD	14DEC15	26JAN2022	WAIT 31AUG17		0.00	CASH	31AUG17

R.O. OPENED	READY	OPTIONS:
15:08 31AUG17	16:53 31AUG17	SOLD-STK: 52660 ENG: 2.3L I4 ECOBOOST ENGINE TRN: 6-SPEED AUTO TRANSMISSION

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
996							

21193 CUSTOMER HAD A BATTERY REPLACED ON 06.25.17 (SUNDAY) 19265
 MILES DUE TO FAILURE. EMERGENCY REPAIR

EST: 0.00 31AUG17 15:08 SA: 997183

CUSTOMER ACKNOWLEDGES A RECEIPT OF A COPY HEREOF

CUSTOMER SIGNATURE X

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

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

ENTERPRISE LEASING COMPANY - WEST, 1050 W WARM SPRINGS RD, HENDERSON, NV 890147839 (702) 558-4160

RENTAL AGREEMENT REF#

RENTER

SUMMARY OF CHARGES

DATE & TIME OUT
10/30/2017 09:26 AM
DATE & TIME IN
11/07/2017 09:23 AM

BILLING CYCLE
24-HOUR

CAR CLASS CHARGED
SCAR

VEH #1 2017 NISN ROGU SV2W
VIN# KNMAT2MT4HP
LIC#
MILES DRIVEN 546
CAR CLASS: IRAR

BILL TO ACCOUNT
FORD COUNTRY - 542M**
ATTN: ORTA, JESUS
280 N GIBSON RD
HENDERSON, NV 89014

CLAIM INFO

SHOP: FORD COUNTRY - 542M
PHONE: (702) 558-8000
ATTN: JEUSUS

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	10/30 - 11/07	8	DAY	\$30.00	\$240.00
REFUELING CHARGE	10/30 - 11/07				\$0.00
Subtotal:					\$240.00

Taxes & Surcharges					
GOVERNMENT SERVICES FEE	10/30 - 11/07			10%	\$24.00
VEHICLE LICENSE COST	10/30 - 11/07	8	DAY	\$2.00	\$16.00
Total Charges:					\$280.00

Bill-To / Deposits

FORD COUNTRY - 542M**					
TIME & DISTANCE	10/30 - 11/07	8	DAY		
REFUELING CHARGE	10/30 - 11/07				
GOVERNMENT SERVICES FEE	10/30 - 11/07	1	PERCENT	10%	
VEHICLE LICENSE COST	10/30 - 11/07	8	DAY		
Subtotal:					(\$280.00)

DEPOSITS (\$50.00)

Total Estimated Amount Due (\$50.00)

PAYMENT INFORMATION

AMOUNT PAID TYPE
(\$50.00) Visa
\$50.00 Visa

CREDIT CARD NUMBER
XXXXXXXXXX PENDING
XXXXXXXXXX

ENTERPRISE LEASING COMPANY - WEST, 1050 W WARM SPRINGS RD, HENDERSON, NV 890147839 (702) 558-4160

RENTAL AGREEMENT REF# [REDACTED]

RENTER [REDACTED]

DATE & TIME OUT
10/30/2017 09:26 AM
DATE & TIME IN
11/07/2017 09:23 AM

BILLING CYCLE
24-HOUR

CAR CLASS CHARGED
SCAR

VEH #1 2017 NISN ROGU SV2W
VIN# KNMAT2MT4HP [REDACTED]
LIC# [REDACTED]
MILES DRIVEN 546
CAR CLASS: IRAR

BILL TO ACCOUNT
FORD COUNTRY - 542M**
ATTN: ORTA, JESUS
280 N GIBSON RD
HENDERSON, NV 89014

CLAIM INFO
345360
SHOP: FORD COUNTRY - 542M
PHONE: (702) 558-8000
ATTN: JEUSUS

SUMMARY OF CHARGES

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	10/30 - 11/07	8	DAY	\$30.00	\$240.00
REFUELING CHARGE	10/30 - 11/07				\$0.00
Subtotal:					\$240.00

Taxes & Surcharges					
GOVERNMENT SERVICES FEE	10/30 - 11/07			10%	\$24.00
VEHICLE LICENSE COST	10/30 - 11/07	8	DAY	\$2.00	\$16.00
Total Charges:					\$280.00

Bill-To / Deposits					
FORD COUNTRY - 542M**					
TIME & DISTANCE	10/30 - 11/07	8	DAY		
REFUELING CHARGE	10/30 - 11/07				
GOVERNMENT SERVICES FEE	10/30 - 11/07	1	PERCENT	10%	
VEHICLE LICENSE COST	10/30 - 11/07	8	DAY		
Subtotal:					(\$280.00)
DEPOSITS					(\$50.00)

Total Estimated Amount Due (\$50.00)

PAYMENT INFORMATION	
AMOUNT PAID	TYPE
(\$50.00)	Visa
\$50.00	Visa

CREDIT CARD NUMBER
XXXXXXXXXX [REDACTED] PENDING
XXXXXXXXXX [REDACTED]

MO 7:00 AM - 8:00 PM TU 7:00 AM - 6:00 PM WE 7:00 AM - 6:00 PM
 TH 7:00 AM - 6:00 PM FR 7:00 AM - 6:00 PM SA 7:00 AM - 4:00 PM
 SU 7:00 AM - 4:00 PM

OWNER OF VEHICLE: ENTERPRISE LEASING COMPANY - WEST, LLC
 BRANCH ADDRESS: 1050 W WARM SPRINGS RD, HENDERSON, NV, 8901478 (702) 558-4160

RENTAL TYPE		DEalersHIP	BRANCH #	FORD COUNT	NO.	2999	RENTAL AGREEMENT NO.	[REDACTED]	
DATE		0/30/2017		TIME		9:26 AM		DAY = 24 HOUR PERIOD	
ORIGINAL VEHICLE		[REDACTED]						VEHICLE \$30.00/HOUR	\$30.00/DAY
APPLICATOR		Goey		MODEL		Rogue		NO CHARGE MILEAGE	
MILEAGE		IN		OUT		28513			
DRIVEN		YES		MILEAGE		\$30.00			
ADDITIONAL AUTHORIZED DRIVERS		NO OTHER DRIVERS PERMITTED							
MILEAGE		NO DAMAGE		NO DAMAGE					
NO GASOLINE REFUNDS		ACKNOWLEDGMENT OF THE ENTIRE AGREEMENT, WHICH CONSISTS OF PAGES 1 THROUGH 4.							
OPTIONAL PRODUCTS NOTICE		RENTER DECLINES OPTIONAL DAMAGE WAIVER		RENTER ACCEPTS OPTIONAL DAMAGE WAIVER		DAILY FEE \$14.99/DAY			
PERSONAL ACCIDENT INSURANCE		RENTER DECLINES PERSONAL ACCIDENT INSURANCE		RENTER ACCEPTS PERSONAL ACCIDENT INSURANCE		DAILY FEE \$3.00/DAY			
ROADSIDE ASSISTANCE PROTECTION		RENTER DECLINES ROADSIDE ASSISTANCE PROTECTION		RENTER ACCEPTS OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION		DAILY FEE \$14.99/DAY			
CREDIT CARD FOR OTHER COVERAGE		RENTER DECLINES CREDIT CARD FOR OTHER COVERAGE		RENTER ACCEPTS OPTIONAL ROADSIDE ASSISTANCE PROTECTION		DAILY FEE \$5.99/DAY			
REPLACEMENT VEHICLE		RENTER		DATE		10/30/2017		GOV FEE 10.00%/RENTAL	
COLOR		LICENSE NO.		DATE		10/30/2017		VLF \$2.00/DAY	
MODEL		YEAR		DATE		10/30/2017			
MILEAGE		IN		OUT					
NO GASOLINE REFUNDS		NEVADA DEPARTMENT OF TAXATION STATEMENT OF LESSEE OF A SHORT TERM LEASE OF A REPLACEMENT VEHICLE						TOTAL CHARGES	
NO DAMAGE		SWORN AND AFFIRMANCE PENALTY OF PERJURY THAT THE FOLLOWING IS TRUE AND CORRECT.						DEPOSITS	
NO DAMAGE		I, THE RENTER, SIGNING BELOW, HAVE READ AND UNDERSTOOD THE TERMS AND CONDITIONS ON PAGES 1 THROUGH 4 OF THIS AGREEMENT BY JOINING MYSELF TO THE AUTHORIZED DRIVER TO DRIVE TO THE CREDIT CARD(S) AND DEBIT CARD(S) THAT I HAVE PROVIDED TO OPERATE ANY VEHICLE OWNED BY ENTERPRISE LEASING COMPANY FOR THE PURPOSE OF AVOIDING A COUNTY FEE IMPOSED PURSUANT TO CHAPTER 246A OF THE NRS UPON THE SHORT TERM LEASE.						REFUNDS	
NO DAMAGE		I AM LEASING THE PASSENGER VEHICLE FOR THE PURPOSE OF USING IT IN PLACE OF A MOTOR VEHICLE OWNED BY ME THAT IS UNAVAILABLE FOR USE BECAUSE OF MECHANICAL BREAKDOWN, REPAIR, SERVICE, DAMAGE OR LOSS AS DEFINED IN MY POLICY OF LIABILITY INSURANCE FOR SAID UNAVAILABLE MOTOR VEHICLE.						AMOUNT DUE	
NO DAMAGE		I UNDERSTAND AND ACKNOWLEDGE THAT IF I USE THE PASSENGER VEHICLE FOR A PURPOSE OTHER THAN AS DESCRIBED IN THIS SWORN STATEMENT, I MAY BE HELD RESPONSIBLE FOR ANY FEES THAT WERE NOT COLLECTED BY VIRTUE OF MY HAVING MADE THIS SWORN STATEMENT.						CLOSED BY	
NO DAMAGE		PAID BY		CASH		CHECK		CHARGE	
NO DAMAGE		RECEIPT OF CASH REFUND		DATE		AMOUNT		RECEIVED BY	
NO DAMAGE		OWNER IS AN AFFILIATE OF ENTERPRISE HOLDINGS, INC., WHICH OWNS ALL RIGHTS TO ENTERPRISE NAMES AND MARKS						152.14	
NO DAMAGE		ENTERPRISE LEASING COMPANY - WEST, LLC, 2						70.00	
NO DAMAGE		STANDARD						8523-001 000123 CLAIMS	



Rental Agreement Summary
 RA# [REDACTED]
 Rent [REDACTED]

Dates & Times **Location**

Pick up
 Wednesday, May 9, 2018 10:42 AM
 Start Charges:
 Wednesday, May 9, 2018 10:42 AM
 1050 W WARM SPRINGS RD
 HENDERSON, NV 89014-7839
 (702) 558-4160

Anticipated Return

Thursday, May 10, 2018 10:00 AM
 1050 W WARM SPRINGS RD
 HENDERSON, NV 89014-7839
 (702) 558-4160

Vehicle

0 FORD FOCUS WHITE License: [REDACTED]
 VIN: 1FADP3F23JL [REDACTED] Vehicle: [REDACTED]
 Pickup: 05/09/2018 @ 10:42 AM ODO:7646 Fuel:FULL

Vehicle Condition:

NO DAMAGE DOCUMENTED

Summary of Charges

Estimated Bill-To

FORD COUNTRY - 542M
 Reference [REDACTED]
 Pays:100.0% \$35.00 / Day

Charges	Price/Unit	Total
TIME & DISTANCE 5/9/18-5/10/18	\$30.00 / Day	\$30.00
NO CHARGE DISTANCE 5/9/18-5/10/18	\$0.00 / Mile	\$0.00
REFUELING CHARGE	\$3.25 / Gallons	\$0.00
VEHICLE LICENSE COST	\$2.00 / Day	\$2.00
GOVERNMENT SERVICES FEE (10%)	10%	\$3.00
SALES TAX (8.25%)	8.25%	\$0.00
Subtotal		(\$35.00)

Estimated Renter Charges

Charges	Price/Unit	Total
---------	------------	-------

Optional Protections Accepted

No optional protections accepted.

Optional Protections Declined

PERSONAL ACCIDENT INS/EFFECTS CVG	1 @ \$6.00 / Day	\$0.00
ROADSIDE ASSISTANCE PROTECTION	1 @ \$5.99 / Day	\$0.00
SUPPLEMENTAL LIABILITY PROTECTION	1 @ \$14.99 / Day	\$0.00
DAMAGE WAIVER	1 @ \$14.99 / Day	\$0.00

Renter Acknowledgement of Accepted and Declined Protections

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

Total Estimated Charge: \$0.00

Payments:

VISA **** [REDACTED]	Sale	(\$50.00)
VISA **** [REDACTED]	Auth	(\$50.00)

Renter Acknowledgement of Charges

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

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

NO SMOKING \$100 FEE CHARGED

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

Owner: ENTERPRISE LEASING COMPANY - WEST, LLC

Additional Drivers

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

(Additional driver names listed here if applicable)

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

Local Addenda

I CERTIFY THIS MOTOR VEHICLE IS BEING RENTED TEMPORARILY AND IS USED IN PLACE OF A MOTOR VEHICLE THAT IS UNAVAILABLE FOR USE BECAUSE OF MECHANICAL BREAKDOWN, REPAIR, SERVICE, DAMAGE, OR LOSS AS DEFINED IN THE OWNER'S POLICY OR LIABILITY INSURANCE FOR THE MOTOR VEHICLE.

OPTIONAL PRODUCTS NOTICE: WE OFFER FOR AN ADDITIONAL CHARGE THE FOLLOWING OPTIONAL PRODUCTS: DAMAGE WAIVER; PERSONAL ACCIDENT INSURANCE; SUPPLEMENTAL LIABILITY PROTECTION AND ROADSIDE ASSISTANCE PROTECTION. BEFORE DECIDING TO PURCHASE ANY OF THESE PRODUCTS, YOU MAY WISH TO DETERMINE WHETHER YOUR PERSONAL INSURANCE, CREDIT CARD OR OTHER COVERAGE PROVIDES YOU PROTECTION DURING THE RENTAL PERIOD. THE PURCHASE OF ANY OF THESE PRODUCTS IS NOT REQUIRED TO RENT A CAR.

I SWEAR AND AFFIRM UNDER PENALTY OF PERJURY THAT THE FOLLOWING IS TRUE AND CORRECT: 1. I MAKE THIS STATEMENT FOR THE PURPOSE OF AVOIDING A COUNTY FEE IMPOSED PURSUANT TO CHAPTER 2445A OF THE NRS UPON THE SHORT-TERM LEASE. 2. I AM LEASING THE PASSENGER VEHICLE FOR THE PURPOSE OF USING IT IN PLACE OF A MOTOR VEHICLE OWNED BY ME THAT IS UNAVAILABLE FOR USE BECAUSE OF THE MECHANICAL BREAKDOWN, REPAIR, SERVICE, DAMAGE OR LOSS AS DEFINED IN MY POLICY OF LIABILITY INSURANCE FOR SAID UNAVAILABLE MOTOR VEHICLE. 3. I UNDERSTAND AND ACKNOWLEDGE THAT IF I USE THE PASSENGER VEHICLE FOR A PURPOSE OTHER THAN AS DESCRIBED IN THIS SWORN STATEMENT, I MAY BE HELD RESPONSIBLE FOR ANY FEES THAT WERE NOT COLLECTED BY VIRTUE OF HAVING MADE THIS SWORN STATEMENT.

RENTER ACKNOWLEDGEMENT OF LOCAL ADDENDUM

 **TERMS AND CONDITIONS**

[Click to view Terms and Conditions](#)

FORM# 

RENTER ACKNOWLEDGEMENT OF THE ENTIRE AGREEMENT

I, THE "RENTER" SIGNING BELOW, HAVE READ AND AGREE TO THE TERMS AND CONDITIONS IN THE RENTAL AGREEMENT JACKET. BY SIGNING BELOW, I AM AUTHORIZING OWNER TO CHARGE TO THE CREDIT CARD(S) AND/OR DEBIT CARD(S) THAT I HAVE PROVIDED TO OWNER ALL AMOUNTS OWED BY ME UNDER THIS AGREEMENT FOR ADVANCE DEPOSITS, INCREMENTAL AUTHORIZATIONS/DEPOSITS, AND ANY OTHER AMOUNTS OWED BY ME, AS WELL AS PAYMENTS REFUSED BY A THIRD PARTY TO WHOM BILLING WAS DIRECTED. I ALSO AUTHORIZE OWNER TO RE-INITIATE ANY CHARGE TO MY CARD(S) THAT IS DISHONORED FOR ANY REASON. I CERTIFY THAT THE DRIVERS LICENSE(S) PRESENTED IS CURRENTLY VALID AND IS NOT SUSPENDED, EXPIRED, REVOKED, CANCELLED OR SURRENDERED. I FURTHER ACKNOWLEDGE AND CONSENT TO THE DISPUTE RESOLUTION PROVISIONS CONTAINED IN THIS AGREEMENT.



Duplicate

ENTERPRISE LEASING COMPANY - WEST, 1050 W WARM SPRINGS RD, HENDERSON, NV 890147839 (702) 558-4160

RENTAL AGREEMENT REF# [REDACTED]

RENTER [REDACTED]

DATE & TIME OUT

05/09/2018 10:42 AM

DATE & TIME IN

05/09/2018 05:41 PM

BILLING CYCLE

24-HOUR

CAR CLASS CHARGED

ICAR

VEH #1 2018 FORD FOCU 4SE

VIN# 1FADP3E23JL [REDACTED]

LIC# [REDACTED]

MILES DRIVEN 27

CAR CLASS: ICAR

BILL TO ACCOUNT

FORD COUNTRY - 542M**

ATTN: MURPHY, TOM

280 N GIBSON RD

HENDERSON, NV 89014

CLAIM INFO

RC [REDACTED]

SHOP: FORD COUNTRY - 542M

PHONE: (702) 558-8000

ATTN: ..TOM

SUMMARY OF CHARGES

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	05/09 - 05/09	1	DAY	\$30.00	\$30.00
REFUELING CHARGE	05/09 - 05/09				\$0.00
Subtotal:					\$30.00

Taxes & Surcharges

GOVERNMENT SERVICES FEE	05/09 - 05/09			10%	\$3.00
VEHICLE LICENSE COST	05/09 - 05/09	1	DAY	\$2.00	\$2.00
Total Charges:					\$35.00

Bill-To / Deposits

FORD COUNTRY - 542M**

TIME & DISTANCE	05/09 - 05/09	1	DAY		
REFUELING CHARGE	05/09 - 05/09				
GOVERNMENT SERVICES FEE	05/09 - 05/09	1	PERCENT	10%	
VEHICLE LICENSE COST	05/09 - 05/09	1	DAY		
Subtotal:					(\$35.00)

Total Estimated Amount Due

\$0.00

PAYMENT INFORMATION

AMOUNT PAID TYPE

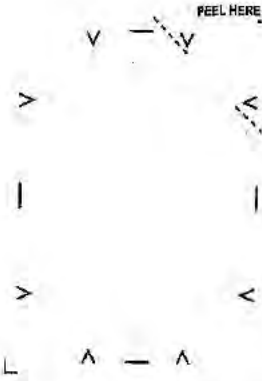
CREDIT CARD NUMBER



Department of Motor Vehicles
 555 Wright Way
 Carson City, NV 89711-0625
 (775) 684-4368

2019 EXPIRES
 2/18/2019

LICENSE NUMBER	YEAR 2016	MAKE FORD	TYPE T4W	CYL 04	MSRP 30700.00	FUEL G	AXLE 2	DECLARED WEIGHT 0	UNLOADED WEIGHT 4443
VEHICLE IDENTIFICATION NUMBER 1FM5K7BH3GGB			MODEL NAME EXPLORER			COUNTY BASED CLARK			
ISSUE DATE 2/17/2018	FLEET NUMBER	UNIT NUMBER	FARM/RANCH VEHICLE N	DECAL NUMBER	PLATE BACKGROUND LAS VEGAS COMMEMORATIVE				



Instructions for applying the decal to the rear license plate are on the reverse of this form.

[REDACTED]

HENDERSON NV [REDACTED]



PLATES AND REGISTRATION MUST BE RETURNED WHEN NOT OPERATING THE VEHICLE
 Form NVREG04 118109081 - 3040 - 8479

Claim



RONALD J. BOLZ
CHRISTOPHER M. LOVASZ
STEVEN S. TOTH
CHRISTOPHER A. WINKLER
TRAVIS L. SHACKELFORD

CONSUMER
Legal
Services, P.C.
ATTORNEYS AND COUNSELORS

30928 FORD ROAD
GARDEN CITY, MI 48135
(734) 261-4700
FAX (734) 261-4737

www.LemonAuto.com

January 17, 2019

FMC Consumer Claims
Ford Motor Company
One American Road
Suite 400
Dearborn, MI 48126

RE: [REDACTED]
2012 Ford Explorer
VIN: 1FMHK7B89CGA [REDACTED]

Dear Sir/Madam:

Please be advised that I represent [REDACTED] regarding the above referenced matter. I will refrain from filing suit in an effort to resolve this matter prior to litigation. In order for you to evaluate this matter, the following is a detailed repair summary relative to [REDACTED] 2012 Ford Explorer (see enclosed copies of repair orders):

<u>Date</u>	<u>Mileage</u>	<u>Invoice #</u>	<u>Complaint</u>
04/13/12	9,566	24503	<u>EXHAUST DEFECT:</u> Exhaust system diagnosis.
11/12/12	24,378	46277	<u>ENGINE DEFECT:</u> Drivability concerns checked.
08/07/13	35,281	73994	<u>ENGINE DEFECT:</u> Drivability diagnosis. <u>DASH DEFECT:</u> Instrument cluster concerns checked.
08/20/14	47,039	115977	<u>STEERING DEFECT:</u> Reprogrammed the power steering control module. <u>DASH DEFECT:</u> When exiting the vehicle the center of the dash area stays illuminated.
03/26/15	51,500	159252	<u>DASH DEFECT:</u> The instrument cluster stays illuminated when exiting the vehicle.

<u>Date</u>	<u>Mileage</u>	<u>Invoice #</u>	<u>Complaint</u>
09/01/15	55,794	159252	<u>DOOR DEFECT:</u> Inspected all door handles. INSTALLED CLIPS. <u>BRAKE DEFECT:</u> At slower speeds, a tiny metal rattle type noise is heard.
09/07/17	71,144	244002	<u>TIRE DEFECT:</u> The passenger front tire was low. INSTALLED NEW VALVE STEM.


██████████ has submitted the 2012 Ford Explorer for repair on at least seven (7) different occasions. The limited written warranty provides that Ford Motor Company, or its authorized dealerships, will repair or replace all parts found to be defective in factory-supplied materials or workmanship. It is my client's position that Fords' inability to repair this vehicle after seven (7) attempts is a breach of its warranty and violation of the Michigan Lemon Law. As such, ██████████ respectfully requests that Ford Motor Company repurchase the 2012 Ford Explorer and pay his attorney fees and costs.

This offer and all of its contents are for settlement purposes only.

Thank you for your time and attention. I look forward to hearing from you.

Very Truly Yours,

CONSUMER LEGAL SERVICES, P.C.



Steven S. Toth, Esq.

SST/snm
Encl.

MICHIGAN REGISTRATION

Ruth Johnson
Secretary of State

Plate: [REDACTED] Expires: 03/03/2019

2012 FORD STA WGN

Vehicle No.: 1FMHK7B89CGA [REDACTED] Fee Cat. or Wt.: 28
[REDACTED] County: KENT

[REDACTED]
KENTWOOD MI [REDACTED]

License Fee: 133.00

01272018 [REDACTED]



3560 28th St. SE - Grand Rapids, MI 49512
 (616) 956-5511 | www.foxmotors.com
 Repair Facility # F151195

SERVICE DEPARTMENT HOURS
 7:30 a.m. to 7:00 p.m. Mon - Thurs
 7:30 a.m. to 6:00 p.m. Fri
 8:00 a.m. to 4:00 p.m. Sat

R/O Open Date	R/O Number
4/13/12	[REDACTED]
R/O Close Date	Status
4/13/12	Reprint
Mileage In	Mileage Out
9566	9566
Service Advisor / Tag #	

[REDACTED] KENTWOOD, MI [REDACTED]			Work Phone	Vehicle Identification Number	
[REDACTED]			Home Phone	1FMHK7B89CGA [REDACTED]	
[REDACTED]			Body	Delivery Date	In-Service Date
[REDACTED]			Color	11/14/11	[REDACTED]
Year	Make	Model	License Number	[REDACTED]	
2012	FORD TRUCK	EXPLORER	DK PRL BLU	[REDACTED]	
125312					

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [REDACTED] Email: [REDACTED]	
#1 - MR 22FOZ01: * EXHAUST SYS DIAG Tech: (28)	Warranty
#2 - MR 00FOZWRKS: WORKS PACKAGE OIL Tech: (28) Sub Total: Labor: .00 Parts: .00 Total: .00	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



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Repair Facility # F151195

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7:30 a.m. to 6:00 p.m. Fri
8:00 a.m. to 4:00 p.m. Sat

R/O Open Date	11/12/12	R/O Number	
R/O Close Date	11/12/12	Status	Reprint
Mileage In	24378	Mileage Out	24378
Service Advisor / Tag #			
JOHN WHEELER			
Work Phone		Vehicle Identification Number	
		1FMHK7B89CGA	
Home Phone		Delivery Date	In-Service Date
		11/14/11	
Year	Make	Model	Body
2012	FORD TRUCK	EXPLORER	DK PRL BLU
125312		License Number	

KENTWOOD, MI		
Year	Make	Model
2012	FORD TRUCK	EXPLORER
125312		

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [REDACTED] Email: [REDACTED]	
#1 - MR 11FOZ: * DRIVEABILITY Tech: MARK B. (5) M158628	Warranty
#2 - MR 31FOZ04: LOANER Tech: MARK B. (5) M158628 Sub Total: Labor: .00 Parts: .00 Total: .00	
#3 - MR 11FOZ00: DRIVEABILITY DIAG Tech: MARK B. (5) M158628 Sub Total: Labor: .00 Parts: .00 Total: .00	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS

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 7:30 a.m. to 6:00 p.m. Fri
 8:00 a.m. to 4:00 p.m. Sat

R/O Open Date	R/O Number
8/07/13	
R/O Close Date	Status
8/07/13	Reprint
Mileage In	Mileage Out
35281	35281
Service Advisor / Tag #	

KENTWOOD, MI			Work Phone	Vehicle Identification Number	
				1FMHK7B89CGA	
			Home Phone	Delivery Date	In-Service Date
				11/14/11	
Year	Make	Model	Body	Color	License Number
2012	FORD TRUCK	EXPLORER		DK PRL BLU	
125312					

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
Cell:	Email:	
#1 - MR 11FOZ00: DRIVEABILITY DIAG Tech: JAMES D. (20) M124082		Internal
#2 - MR 07FOZ: ELECTRICAL Tech: JAMES D. (20) M124082		Warranty
#3 - MR 93FOZ99P: MULTI-POINT INSPECT Tech: JAMES D. (20) M124082 Sub Total: Labor: .00 Parts: .00 Total: .00		
#4 - MR 93FOZGTIRE: GREEN TIRES Tech: JAMES D. (20) M124082 Sub Total: Labor: .00 Parts: .00 Total: .00		
#5 - MR 93FOZGBATT: GREEN BATTERY Tech: JAMES D. (20) M124082 Sub Total: Labor: .00 Parts: .00 Total: .00		

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. *I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.*

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



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 Repair Facility # F151195

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 7:30 a.m. to 7:00 p.m. Mon - Thurs
 7:30 a.m. to 6:00 p.m. Fri
 8:00 a.m. to 4:00 p.m. Sat

R/O Open Date	R/O Number
8/20/14	
R/O Close Date	Status
8/21/14	Reprint
Mileage In	Mileage Out
47039	47040
Service Advisor / Tag #	
/433W	
Vehicle Identification Number	
1FMHK7B89CGA	
Delivery Date	In-Service Date
11/14/11	
Color	License Number
DK PRL BLU	

KENTWOOD, MI			Work Phone	Vehicle Identification Number	
			Home Phone	1FMHK7B89CGA	
Year	Make	Model	Body	Delivery Date	In-Service Date
2012	FORD TRUCK	EXPLORER		11/14/11	
125312				Color	License Number
				DK PRL BLU	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [REDACTED] Email: [REDACTED]	
#1 - MR 31FOZ20: APT CNTR APT CNTR Tech: PHIL V.(2) M175150 Sub Total: Labor: .00 Parts: .00 Total: .00	
#2 - MR 04FOZ5514S: 14S06 CAMPAIGN PERFORM CAMPIAGN 14S06 ELECTRIC POWER STEERING Tech: AARON J.(29) M231452 REPROGRAMMED THE POWER STEERING CONTROL MODULE PER RECALL 14S06. VERIFIED REPAIR.	Warranty
#3 - MR 07FOZ01: * ELECTRICAL DIAG 1 G32 CUSTOMER STATES WHEN EXITING THE VEHICLE THE C ENTER OF OF THE DASH (SPEEDOMETER) AREA STAYS INLL UMINATED Tech: AARON J.(29) M231452 INSPECTED VEHICLE. UNABLE TO DUPLICATE CONCERN AT THIS TIME. PERFORMED IDS DIAGNOSES. FOUND NO CODES STORED IN INSTRUMENT CLUSTER MODULE. CHECKED FOR UPDATES. FOUND PCM HAS UPDATES. . UPDATED PCM WITH LATEST SOFTWARE. VERIFIED REPAIR. CC04	Internal
#4 - MR 93FOZ99P: MULTI-POINT INSPECT PERFORM MULTI-POINT INSPECTION Tech: AARON J.(29) M231452 Sub Total: Labor: .00 Parts: .00 Total: .00 MULTI-POINT INSPECTION COMPLETED. PLEASE SEE ATTAC	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

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NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

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



3560 28th St. SE - Grand Rapids, MI 49512
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 Repair Facility # F151195

SERVICE DEPARTMENT HOURS
 7:30 a.m. to 7:00 p.m. Mon - Thurs
 7:30 a.m. to 6:00 p.m. Fri
 8:00 a.m. to 4:00 p.m. Sat

R/O Open Date	R/O Number
8/20/14	
R/O Close Date	Status
8/21/14	Reprint
Mileage In	Mileage Out
47039	47040
Service Advisor / Tag #	
/433W	
Vehicle Identification Number	
1FMHK7B89CGA	
Home Phone	In-Service Date
	11/14/11
Body	Color
	DK PRL BLU
License Number	

KENTWOOD, MI		
Year	Make	Model
2012	FORD TRUCK	EXPLORER
125312		

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
HED DOCUMENT FOR RESULTS	
#5 - MR 93FOZGTIRE: GREEN TIRES TIRE TREAD DEPTH CHECKED AS PART OF MULTI-POINT IN SPECTION. Tech: AARON J. (29) M231452 Sub Total: Labor: .00 Parts: .00 Total: .00 YOUR TIRES/TREAD DEPTHS ARE ABOVE 7/32". THEY MEET MANUFACTURER SPECIFICATIONS. NO ADDITIONAL REPAIRS ARE REQUIRED AT THIS TIME.	
#6 - MR 93FOZGBATT: GREEN BATTERY BATTERY WAS TESTED AS PART OF MULTI-POINT INSPECTI ON. Tech: AARON J. (29) M231452 YOUR BATTERY IS IN GOOD CONDITION AND WORKING PROP ERLY.	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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LABOR	36.74
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	36.74

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

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 7:30 a.m. to 6:00 p.m. Fri
 8:00 a.m. to 4:00 p.m. Sat

R/O Open Date	R/O Number
3/26/15	
R/O Close Date	Status
4/20/15	Reprint
Mileage In	Mileage Out
51500	51500
Service Advisor / Tag #	
/645A	
Vehicle Identification Number	
1FMHK7B89CGA	
Delivery Date	In-Service Date
11/14/11	
Color	License Number
DK PRL BLU	

KENTWOOD, MI			Work Phone	Vehicle Identification Number	
			Home Phone	1FMHK7B89CGA	
Year	Make	Model	Body	Color	License Number
2012	FORD TRUCK	EXPLORER		DK PRL BLU	
125312					

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [REDACTED] Email: [REDACTED]	
#1 - MR 08FOZ: ELECTRONICS G32 CUSTOMER STATES AT TIMES THE INSTRUMENT CLUSTER STAYS ILLUMINATED WHEN EXITING THE VEHICLE - CUSTOMER STATES IF YOU OPEN AND CLOSE THE DRIVERS SIDE DOOR MULTIPLE TIMES THE CLUSTER WILL EVENTUALLY GO OFF - CUSTOMER IS SEEKING ASSISTANCE FROM MOTOR CO ADVISE ON NEEDED REPAIRS Tech: AARON J.(29) M231452 Sub Total: Labor: .00 Parts: .00 Total: .00 CNV	
#2 - MR 00FOZ: QUICK LUBE INSTALL S.O.P. COIN TRAY FOR THE CENTER CONSOLE Tech: AARON J.(29) M231452 Sub Total: Labor: .00 Parts: .00 Total: .00 SA# 52 INSTALL COIN HOLDER N/C LABOR	
#3 - MR 00FOZ50: CAR WASH COMPLEMENTARY EXTERIOR CAR WASH Tech: AARON J.(29) M231452 WASHED CAR	
Please Note: ++WAITER++	

<small>TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.</small> <small>DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.</small>	LABOR	.00
	PARTS	.00
	DEDUCTIBLE	.00
	SUBLET	.00
	SHOP SUPPLIES	.00
	HAZARDOUS MATERIALS	.00
	SALES TAX OR TAX I.D.	.00
	SPECIAL ORDER DEPOSIT	.00
	DISCOUNTS	.00
	TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



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 Repair Facility # F151195

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 7:30 a.m. to 7:00 p.m. Mon - Thurs
 7:30 a.m. to 6:00 p.m. Fri
 8:00 a.m. to 4:00 p.m. Sat

R/O Open Date	R/O Number
9/01/15	
R/O Close Date	Status
9/01/15	Reprint
Mileage In	Mileage Out
55794	55798
Service Advisor / Tag #	
/684A	
Vehicle Identification Number	
1FMHK7B89CGA	
Delivery Date	In-Service Date
11/14/11	
Color	License Number
DK PRL BLU	

KENTWOOD, MI		
Year	Make	Model
2012	FORD TRUCK	EXPLORER
125312		

Work Phone	Vehicle Identification Number
Home Phone	Delivery Date
Body	In-Service Date
	Color
	License Number

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [REDACTED] Email: [REDACTED]	
#1 - MR 22FOZ50: CAMPAIGN 15S11 INTERIOR DOOR HANDLE INSPECTION AND REPAIR Tech: BRYAN B.(36) M187731 Installed DG1Z 9922666 AA :KIT - HANDLE Qty: 1 INSPECTED DOOR HANDLES. OK. INSTALLED CLIPS PER RECALL.	Warranty Warranty
#2 - MR 05FOZ00: BRAKE INSPECT 4 WHEEL BRAKE INSPECTION \$18.95 Tech: BRYAN B.(36) M187731 Installed BR 1377 B :KIT - BRAKE LINING 1@55.80 Sub Total: Labor: 124.15 Parts: 55.80 Total: 179.95 INSPECTED BRAKES. FRONTS WEARING TO 7MM REARS 2MM , PADS SEIZED IN SADDLES CAUSING BRAKES TO DRAG. M ACHINED REAR ROTORS. REPLACED PADS. CLEANED AND LU BED SLIDES AND SADDLES.	124.15 55.80
#3 - MR 05FOZ22: OTHER MECHANICAL AT SLOWER SPEEDS 5/25 MPH A TINNY METAL RATTLE TYP E NOISE IS HEARD \$50.00 MAY TAKE 2-3 MINUTES OF DR IVING AND GOES AWAY WHEN THE BRAKES ARE APPLIED Tech: BRYAN B.(36) M187731 Sub Total: Labor: .00 Parts: .00 Total: .00 BRAKE SQUEEK HEARD. RELATED TO BRAKE CONCERN N/C	
#4 - MR 00FOZ50: CAR WASH	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

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



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 7:30 a.m. to 6:00 p.m. Fri
 8:00 a.m. to 4:00 p.m. Sat

R/O Open Date	R/O Number
9/01/15	
R/O Close Date	Status
9/01/15	Reprint
Mileage In	Mileage Out
55794	55798
Service Advisor / Tag #	
/684A	
Vehicle Identification Number	
1FMHK7B89CGA	
Delivery Date	In-Service Date
11/14/11	
Color	License Number
DK PRL BLU	

KENTWOOD, MI			Work Phone	Vehicle Identification Number	
			Home Phone	1FMHK7B89CGA	
Year	Make	Model	Body	Color	License Number
2012	FORD TRUCK	EXPLORER		DK PRL BLU	
125312					

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
COMPLEMENTARY EXTERIOR CAR WASH Tech: BRYAN B. (36) M187731 Sub Total: Labor: .00 Parts: .00 Total: .00 WASHED VEHICLE	
#5 - MR 93FOZ99P: MULTI-POINT INSPECT PERFORM MULTI-POINT INSPECTION Tech: BRYAN B. (36) M187731 Sub Total: Labor: .00 Parts: .00 Total: .00 MULTI-POINT INSPECTION COMPLETED. PLEASE SEE ATTACHED DOCUMENT FOR RESULTS	
#6 - MR 31FOZ21: REVIEWED APPT APPOINTMENT REVIEWED BY SCHEDULING CENTER Tech: PHIL V. (2) M175150 Sub Total: Labor: .00 Parts: .00 Total: .00	
#7 - MR 93FOZGBK: GREEN BRAKES BRAKES WERE TESTED AS PART OF MULTI-POINT INSPECTION Tech: BRYAN B. (36) M187731 Sub Total: Labor: .00 Parts: .00 Total: .00 YOUR BRAKE PADS AND/OR SHOES ARE VISUALLY IN GOOD CONDITION.	
#8 - MR 93FOZGTIRE: GREEN TIRES TIRE TREAD DEPTH CHECKED AS PART OF MULTI-POINT INSPECTION. Tech: BRYAN B. (36) M187731	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



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 7:30 a.m. to 6:00 p.m. Fri
 8:00 a.m. to 4:00 p.m. Sat

R/O Open Date	R/O Number
9/01/15	
R/O Close Date	Status
9/01/15	Reprint
Mileage In	Mileage Out
55794	55798
Service Advisor / Tag #	
/684A	

KENTWOOD, MI			Work Phone	Vehicle Identification Number	
				1FMHK7B89CGA	
			Home Phone	Delivery Date	In-Service Date
				11/14/11	
Year	Make	Model	Body	Color	License Number
2012	FORD TRUCK	EXPLORER		DK PRL BLU	
125312					

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Sub Total: Labor: .00 Parts: .00 Total: .00 YOUR TIRES/TREAD DEPTHS ARE ABOVE 7/32". THEY MEET MANUFACTURER SPECIFICATIONS. NO ADDITIONAL REPAIR S ARE REQUIRED AT THIS TIME.	
#9 - MR 93FOZGBATT: GREEN BATTERY BATTERY WAS TESTED AS PART OF MULTI-POINT INSPECTI ON. Tech: BRYAN B.(36) M187731 YOUR BATTERY IS IN GOOD CONDITION AND WORKING PROP ERLY.	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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LABOR	150.90
PARTS	9.76
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	160.66

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



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 Repair Facility # F151195

SERVICE DEPARTMENT HOURS
 7:30 a.m. to 7:00 p.m. Mon - Thurs
 7:30 a.m. to 6:00 p.m. Fri
 8:00 a.m. to 4:00 p.m. Sat

R/O Open Date	R/O Number
9/07/17	
R/O Close Date	Status
9/07/17	Reprint
Mileage In	Mileage Out
71144	71144
Service Advisor / Tag #	
/656Q	
Vehicle Identification Number	
1FMHK7B89CGA	
Delivery Date	In-Service Date
11/14/11	
Color	License Number
DK PRL BLU	

KENTWOOD, MI		
Year	Make	Model
2012	FORD TRUCK	EXPLORER
125312		

Work Phone	Home Phone
Body	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [REDACTED] Email: [REDACTED]	
#1 - MR 00FOZ50: CAR WASH CAR WASH SERVICE Tech: ORLANDO O. (283) M275645 Sub Total: Labor: .00 Parts: .00 Total: .00 WASHED VEHICLE. REPAIR VERIFIED.	
#2 - MR 02FOZ08: TIRE REPAIR/TPMS CUSTOMER STATES PASSENGER FRONT TIRE WAS LOW. CHEC K AND ADVI SE Tech: ORLANDO O. (283) M275645 FOUND NAIL IN PASSENGER FRONT TIRE. PATCHED TIRE. INSTALLED NEW VALVE STEM. RESET TIRE PRESSURE. BAL ANCED WHEEL. TORQUED WHEEL. REPAIR VERIFIED.	Internal
#3 - MR 93FOZ99P: MULTI-POINT INSPECT MULTI-POINT VEHICLE INSPECTION Tech: ORLANDO O. (283) M275645 Sub Total: Labor: .00 Parts: .00 Total: .00 SEE MULTI-POINT INSPECTION SHEET FOR DETAILS. NOT ALL REPAIRS QUALIFY FOR INSPECTION.	
#4 - MR 02FOZ20: DISP OP LOF Tech: ORLANDO O. (283) M275645	
Please Note: N/C OUR TIRE SALE; ;++WAITER++X03V308513:#656Q CREA	

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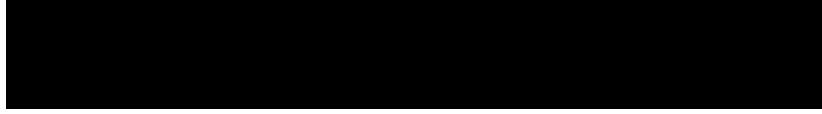
NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

LABOR	12.10
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	12.10



Claim





LEMON LAW EXPERTS

August 29, 2019

**** PLEASE RESPOND VIA EMAIL TO CONTACT@NOLEMON.COM ****

SENT VIA U.S. MAIL ONLY

**FMC Consumer Claims
Ford Motor Company**
One American Road, Suite 400
Dearborn, MI 48126

Re: **██████████ v. Ford Motor Company**

Vehicle: 2017 Ford Explorer

VIN No.: 1FM5K7D88HGA ██████████

Notice of Representation by Counsel

Dear Sir or Madam:

Please be advised that our office has been retained to represent ██████████ with regard to claims against Ford Motor Company pursuant to the Song-Beverly Consumer Warranty Act, California *Civil Code* § 1790, *et. seq.*, (“California Lemon Law”) and/or the Federal Magnuson-Moss Warranty Act, 15 U.S.C. 2310, with regard to the above-referenced vehicle.

Having now been advised as to our representation, **KINDLY CEASE AND DESIST FROM ANY FURTHER CONTACT OR COMMUNICATIONS, WRITTEN, VERBAL, OR OTHERWISE WITH OUR CLIENT**, thereby directing all future correspondence and communications regarding this matter to our office, exclusively. If you fail to act in conformity with this directive, injunctive relief will be sought against you.

You are hereby notified that pursuant to California *Civil Code* § 1794(d) and/or 15 U.S.C. 2310(d), that any settlement made with our client requires the payment of our attorney’s fees and costs. If a settlement is reached between you and our client that does not make arrangements for the payment of our attorney’s fees and costs, we will be forced to file suit against you. In addition, through this correspondence, you are hereby notified of our attorney’s lien.

Our client hereby requests that you comply with California *Civil Code* § 1793.2(d)(2) and seeks relief for numerous defects, non-conformities, and unsuccessful repair attempts with regard to the subject vehicle. These defects and non-conformities include, but are not limited to the following:

1. Defective ignition system;
2. Defective body system;
3. Defective seating system;

5757 WEST CENTURY BOULEVARD, SUITE 500, LOS ANGELES, CALIFORNIA 90045
TELEPHONE (310) 442-1410 • FACSIMILE (877) 566-8828
EMAIL: CONTACT@NOLEMON.COM • WWW.CONSUMERLAWEXPERTS.COM

CONSUMER LAW EXPERTS, PC

Ford Motor Company

Re: [REDACTED] v. Ford Motor Company

August 29, 2019

Page 2

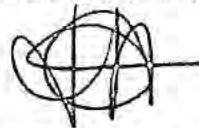
4. Defective steering system;
5. Defective transmission system; and
6. Any additional complaints made by our client, whether or not they are contained in your company's records or on any repair orders.

The defects and non-conformities listed hereinabove constitute a substantial impairment of the use, value and/or safety of the vehicle. As a result of these defects and non-conformities, my client has justifiably lost confidence in the vehicle. Accordingly, you are hereby notified that my client is revoking acceptance of this vehicle and my client has directed me to demand the cancellation of the contracts and the return of all funds paid towards this vehicle, including all finance charges, all collateral charges, any trade-in value given, and incidental and consequential damages.

To avoid the unnecessary time and expense of litigation, my client merely requests a refund for the defective vehicle, plus payment of our attorneys' fees and costs. Please keep in mind that at this stage, our attorneys' fees and costs are minimal. It is our desire to resolve this matter as amicably and expeditiously as possible without the need for causing either party to incur any unnecessary expenses.

Accordingly, if you wish to proceed with a quick resolution of this matter, please feel free to contact my office. Please be advised that if the matter has not been resolved within fourteen (14) days from the date of this correspondence, we will have no choice but to file suit. To streamline the process, you may contact me via email at contact@nolemon.com.

Very truly yours,



JESSICA ANVAR

**** PLEASE RESPOND VIA EMAIL TO CONTACT@NOLEMON.COM ****

CONSUMER LAW EXPERTS, PC

Ford Motor Company

Re: [REDACTED] v. Ford Motor Company

August 29, 2019

Page 3

NOTICE OF LIEN

Re [REDACTED] v. Ford Motor Company

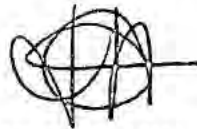
TO ALL PARTIES AND THEIR ATTORNEYS OF RECORD:

PLEASE TAKE NOTICE that Consumer Law Experts, PC gives notice of a contractual lien for attorney's fees against ANY recovery in the above-referenced matter by Plaintiff [REDACTED]. Pursuant to California law, this lien is a priority lien.

This Notice of Lien is filed pursuant to *Hansen v. Jacobsen* (1986) 186 Cal. App. Ed. 350, 356-357, which provides that filing a Notice of Lien in a pending action is a proper method to give notice of the lien to all parties and their attorneys.

Any party or attorney for that party who, without knowledge of the lien, whether filed or not, distributes any funds to Plaintiff without first satisfying this lien may be held personally liable under theories including common counts, conversion, breach of fiduciary duty, etc. for the amount due under the lien pursuant to *Siciliano v. Fireman's Fund Insurance Co.* (1976) 62 Cal. App. 3d 745, 750-751, *Kaiser Foundation Health Plan, Inc. V. Aguiluz* (1996) 47 Cal. App. 4th 302; and *Miller v. Rau* (1963) 216 Cal. App. 2d 68.

Very truly yours,



JESSICA ANVAR



LEMON LAW EXPERTS

5757 West Century Blvd., Suite 500
Los Angeles, CA 90045
www.nolemon.com

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CA 900
30 AUG 19
PM 91

FIRST-CLASS

PITNEY BOWES

US POSTAGE
\$ 000.50⁰
02 7H
0001239595 AUG 29 2019
MAILED FROM ZIP CODE 90045

FMC Consumer Claims
Ford Motor Company
One American Road, Suite 400
Dearborn, MI 48126



0001239595

From: Adrian Pintor <adrian@nolemon.com>
Sent: Monday, October 14, 2019 6:26 PM
To: Claims
Cc: Anna Yadegari, Esq.
Subject: RE: Claimant [REDACTED] 1st Request
Attachments: [REDACTED]_RO1_10.14.19_Resized.pdf; [REDACTED]_RO2_10.14.19_.pdf;
[REDACTED]_REG_Resized.pdf

[EXTERNAL]

PRIVILEGED AND CONFIDENTIAL COMMUNICATION

Evidence Code Section 1152, et. seq.

Dear The Claims Team,

This confirms receipt of your correspondence. Per your request, attached please find the repair orders regarding the above referenced case. Please note, the documents produced are not a complete set of the documents relevant to this matter. My client's working on getting the sales contract, I will send it as soon as time permits. Please advise on Ford's position based on the repair orders.

I am the case manager assigned to this matter. As such, please confirm receipt of my email and direct all future correspondence pertaining to this matter to me.

Thank you.

Best,



Adrian Pintor

Pre-Litigation Case Manager | Consumer Law Experts, PC.

D: 310-442-1410 Ext. 127

F: 877-566-8828

A: 5757 W Century Blvd., Suite 500
Los Angeles, CA 90045

adrian@nolemon.com
nolemon.com

IMPORTANT NOTICE: This email is the sole property of Consumer Law Experts, PC. It is intended for the identified and named recipient(s) only. If you are not the intended recipient of this email, or the employee of or agent responsible for delivery to the intended recipient, you should delete this e-mail and destroy any printouts or copies. Any review or use of this communication by anyone other than its identified and named recipient(s) is unauthorized; is a breach of the privacy rights of the sender and of the recipient(s); and will subject the unauthorized reader or user to liability. This communication contains confidential information that may be protected by the attorney work product doctrine and/or the attorney-client privilege. Circular 230 Disclosure: Pursuant to recently-enacted U.S. Treasury Department Regulations, we are now required to advise you that, unless otherwise expressly indicated, any federal tax advice contained in this communication, including attachments and enclosures, is not intended or written to be used, and may not be used, for the purpose of (i) avoiding tax-related penalties under the Internal Revenue Code or (ii) promoting, marketing or recommending to another party any tax-related matters.

From: Claims <claims@erskinelaw.com>
Sent: Monday, October 14, 2019 6:07 AM
To: Yesenia Andrade <yesenia@nolemon.com>
Subject: Claimant [REDACTED] 1st Request

Dear Counsel:

I am sending you this email to inform you that we still need the documents listed below to analyze this claim for your client. Please send these documents at your earliest convenience so we may review the claim.

Registration
Repair Orders
Sales Documents

Please send the documents to claims@erskinelaw.com.

Thank You.

The Claims Team
(248) 601.4499

CUSTOMER PAY

WARRANTY

INTERNAL

CENTRAL



EXPERIENCE THE DIFFERENCE

5645 Firestone Blvd - South Gate, CA 90280-3701

(562) 927-7888

FOR YOUR CONVENIENCE
SERVICE AND PARTS DEPT. HOURS:
MON.-FRI. 7:00 A.M. to 6:00 P.M.
SAT. 8:00 A.M. to 5:00 P.M.
CLOSED SUNDAY

TERMS: CASH. WE DO ACCEPT THE FOLLOWING:
VISA • MASTERCARD • AMERICAN EXPRESS • DISCOVER
WE RESERVE THE RIGHT TO REFUSE ANY PERSONAL CHECK

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the services recommended.

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY

HAZARDOUS WASTE DISPOSAL AS A RESULT OF FEDERAL AND STATE MANDATED MANAGEMENT REGULATIONS, A SMALL AMOUNT WILL BE CHARGED FOR THE DISPOSAL OF HAZARDOUS WASTE GENERATED BY THE REPAIRS OF YOUR VEHICLE. HAZARDOUS WASTE ITEMS ARE OIL, OIL FILTERS, SOLVENTS, TIRES, BATTERIES, ASBESTOS, AND OTHERS. THIS AMOUNT HAS BEEN INCLUDED IN YOUR ORIGINAL ESTIMATE.

ORIGINAL ESTIMATED PRICE

ORIGINAL ESTIMATE HAZARDOUS WASTE

This estimate is based on our inspection and does not cover any additional parts and labor which may be required after the work has been opened up. ESTIMATES DO NOT INCLUDE SALES TAX.

REVISED ESTIMATE (1) PERSON CONTACTED

DATE TIME VIA CONTACTED BY
 PHONE
 IN PERSON

2ND REVISED ESTIMATE (2) PERSON CONTACTED

DATE TIME VIA CONTACTED BY
 PHONE
 IN PERSON

ALL PARTS INSTALLED ARE EITHER NEW OR FORD QUALITY REMANUFACTURED UNLESS SPECIFIED OTHERWISE

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. In the event legal action is necessary to enforce the contract, I will pay reasonable attorney's fees and court costs. Said customer is hereby notified that the said property is not insured or protected to the amount with the dealer. Customer states no articles of personal property have been left in the vehicle, and the dealer is not responsible for inspection therefor. Customer will be responsible for payment of reasonable attorney's fee and costs in the event suit is brought for collection.

ALL PARTS WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE.

SAVE PARTS

CUST. SIB.

TIME CALLED

SERVICE ADVISORS INTS.

RECOMMENDED REPAIRS:

This is to certify that the information on this claim is accurate and, unless shown, the services were performed at no charge to the owner. To my knowledge, this repair contains no parts repaired or replaced that are connected in any way with any accident, negligence or abuse and is compliant with Ford Warranty & Policy.

INSTRUCTIONS ON WORK TO BE DONE

51* PAY TYPE: W CC: A99
CUSTOMER STATES A FILLAR TRIM PANEL ON PASSENGER SIDE IS FALLING OFF. CHECK AND ADVISE

52 PAY TYPE: W CC: A99
CUSTOMER STATES REAR SEATS FOLDING STRAPS DO NOT FOLD SEATS AND MUST USE LEVER TO FOLD. CHECK AND ADVISE

53 PAY TYPE: W CC: A99
CUSTOMER STATES WHEN DRIVING MAINLY AT RESIDENTIAL SPEEDS AND COMING TO STOPS THE STEERING WHEEL WILL BEGIN TO SHAKE. CHECK AND ADVISE

54 PAY TYPE: W CC: A99
CUSTOMER STATES THE VEHICLE JERKS WHILE DRIVING, MAINLY AT RESIDENTIAL SPEEDS. CHECK AND ADVISE

Labor Operation No.	Sched. Time	FAILED PARTS	1	2	3	4	5
		CND					
		FAILED PART					
		CND					
		FAILED PART					
		CND					
		FAILED PART					
		CND					

BAR # ARD 00261766 • EPA # CL 000352439

**501 [REDACTED] *TAG [REDACTED] LIC: CA [REDACTED] SVC ADV: 057 MIKE CARDONA
RR 17 **VIN: 1FM5K7D88 HGA [REDACTED]
FORD EXPLORER COL CD: UG
XLT FWD 4DR SUV TRIM: XLT F
LYWOOD WHITE TRUCK
CA [REDACTED] MFG CODE: [REDACTED] SVC DLR: [REDACTED] SL7: 000
LOS ANGELES STOCK NUMBER: 00000001 INV ACCT: 7750
ATTN LUIS MORALES [REDACTED] IN-SVC: 112516 SOLD: 112516 PROD: 081216
ODOMETER: LAST: [REDACTED] 24882 CURRENT: 2551
AUG PER DAY: 27 PER MONTH: 810

CELL: [REDACTED]
WORK: [REDACTED]
MAIL ADDRESS [REDACTED]

DIST CODE: DEF

WARNING: POSSIBLE RECHECK 05/28/19

MODEL: K7D

06/05/19 08:30:21

CENTRAL

EXPERIENCE THE DIFFERENCE

5645 Firestone Blvd - South Gate, CA 90280-3701

(562) 927-7888

BAR # ARD 00261766 • EPA # CL 000352439

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

HAZARDOUS WASTE CHARGE:
An amount will be charged on any repairs requiring fluid changes in order to assist us in complying with U.S. EPA regulations involving removal, containment and disposal of hazardous waste materials. This amount is based upon actual cost of removal based upon previous year's expense.

All labor charges are fixed prices and bear no relationship to actual hours of labor performed. All references herein or otherwise, including any posting of labor rates or flat rate hours are for information only to indicate to the customer the basis upon which the fixed prices were established, but neither such references or posting nor the actual hours of labor performed which may be more or less than the indicated flat rate hours shall have any effect whatsoever on the fixed prices so charged.

I HEREBY ACKNOWLEDGE RECEIPT OF INVOICE AND SUBJECT VEHICLE.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN ORIGINAL ESTIMATED PRICE X

ORIGINAL ESTIMATE

INVOICE TO		DRIVER/OWNER INFORMATION	
ATTENTION: [REDACTED]		ATTENTION: [REDACTED]	
LYNWOOD CA [REDACTED]		LYNWOOD CA [REDACTED]	
CELL: [REDACTED]	WORK: [REDACTED]	CELL: [REDACTED]	WORK: [REDACTED]
FOR OFFICE USE		VEHICLE INFORMATION	
TAG: [REDACTED]	ADV: 057 CARDONA, INVOICE: PRELIM WAR W I PT	VIN 1FMSK7D88HGA [REDACTED]	LICENSE NUMBER: [REDACTED]
MFG: [REDACTED]	TAX RULES: YY2RN INVOICED: 06/13/2019 17:03:30	17 FORD EXPLORER XLT FWD 4DR SUV WHITE	STOCK# 00000001 INV ACCT 7750
DIOMETER IN:25744 OUT:25745	DIST: DEF	DATES IN SERVICE: 112516 PRODUCTION: 081216 SOLD: 112516	
DATES BEGIN: 06/12/19 DONE: 06/13/19			

CONCERN 51 USE SPD 19156011 // CUSTOMER STATES REAR SEATS FOLDING STRAPS DO NOT FOLD SEATS AND MUST USE LEVER TO FOLD. CHECK AND ADVISE

CAUSE SEE TECH STORY
CORRECTION INSPECT & VERIFIED FOUND 2ND ROW SEAT FRAMES GETTING STUCK NOT RELEASING FROM STRAP. REMOVED BOTH SEATS REMOVE CUSHING, WIRING AND CABLES. REMOVED SEAT TRACKS & REPLACE. TEST AFTER, CONCERN HAS BEEN CORRECTED. NOTE: THE STRAP IS DESIGNED FOR PEOPLE SITTING ON 3RD ROW.

OPERATION	TECH	HOURS	AMOUNT
NTIME	042	4.0	

PART NUMBER	PO#	NOTE	DESCRIPTION	QTY	SELL
SPD DB5Z 78606A50 C			SUPPORT - REAR SEAT	1	
SPD EB5Z 78606A50 E			SUPPORT - REAR SEAT	1	

FACTORY TECH: 042 -
CONC CODE : A99
[REDACTED]

CONCERN 52 CUSTOMER STATES A PILLAR TRIM PANEL ON PASSENGER SIDE IS FALLING OFF (OUTSIDE). CHECK AND ADVISE

CAUSE SEE STORY
CORRECTION REPLACE INNER & OUTER A PILLAR MOLDING *

OPERATION	TECH	HOURS	AMOUNT
52	042	.3	

PART NUMBER	PO#	NOTE	DESCRIPTION	QTY	SELL
FMC BB5Z 7803144 AA			MOLDING - WINDSHIEL	1	
FMC BB5Z 7803144 BA			MOLDING - WINDSHIEL	1	

FACTORY TECH: 042 -
CONC CODE : A99
[REDACTED]

CENTRAL

EXPERIENCE THE DIFFERENCE

5645 Firestone Blvd - South Gate, CA 90280-3701

(562) 927-7888

BAR # ARD 00261766 • EPA # CL 000352439

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

HAZARDOUS WASTE CHARGE:
An amount will be charged on any repairs requiring fluid changes in order to assist us in complying with U.S. EPA regulations involving removal, containment and disposal of hazardous waste materials. This amount is based upon actual cost of removal based upon previous year's expense.

All labor charges are fixed prices and bear no relationship to actual hours of labor performed. All references herein or otherwise, including any posting of labor rates or flat rate hours are for information only to indicate to the customer the basis upon which the fixed prices were established, but neither such references or posting nor the actual hours of labor performed which may be more or less than the indicated flat rate hours shall have any effect whatsoever.

I HEREBY ACKNOWLEDGE RECEIPT OF INVOICE AND SUBJECT VEHICLE.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN ORIGINAL ESTIMATED PRICE X

ORIGINAL ESTIMATE

INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE:

ATTENTION:

ATTENTION:

LYNWOOD

LYNWOOD

CELL:

CELL:

WORK:

WORK:

CA

CA

FOR OFFICE USE

TAG: ADV: 155 BOONE, BR INVOICE: PRELIM MAR 1 W PT
MFG: TAX RULES: YY2RN INVOICED: 05/23/2019 13:45:51
ODOMETER IN: 24880 OUT: 24882 DIST: DEF
DATES BEGIN: 05/18/19 DONE: 05/20/19

VIN 1FM5K7D88HGA
17 FORD EXPLORER XLT FWD 4DR SUV WHITE
LICENSE NUMBER:
STOCK# 00000001 INV ACCT 7750
DATES INSERVICE: 112516 PRODUCTION: 081216 SOLD: 112516

CONCERN 51 CUSTOMER STATE THAT VEHICLE DOORS DO NOT LOCK WHEN USING KEY FOB
CAUSE VERIFY CONCERN
CORRECTION

OPERATION	TECH	HOURS	AMOUNT
23943A	042	.3	
23943A	042	.3	
23943A6R	042	.4	

51-1 TRIM PANEL - FRONT DOOR - REMOVE AND INSTALL
51-2 LATCH ASSEMBLY - FRONT DOOR - REPLACE
REPLACE PASSENGER FRONT DOOR LATCH DUE TO MECHANICAL FAILURE

PART NUMBER	PO#	NOTE	DESCRIPTION	QTY	SELL
SPD DG1Z 5421812 B			LATCH	1	

FACTORY

TECH: 042 -

SS#: 4945

CONC CODE : A99

PAYMENT DISTRIBUTION FOR INVOICE

ATTENTION: THE FOLLOWING INVOICES ALSO EXIST
INT - INTERNAL

IF YOU HAVE ANY QUESTIONS - PLEASE SEE BRIAN BOONE

CENTRAL



EXPERIENCE THE DIFFERENCE

5645 Firestone Blvd - South Gate, CA 90280-3701

(562) 927-7888

FOR YOUR CONVENIENCE
SERVICE AND PARTS DEPT. HOURS:
MON.-FRI. 7:00 A.M. to 6:00 P.M.
SAT. 8:00 A.M. to 5:00 P.M.
CLOSED SUNDAY

TERMS: CASH. WE DO ACCEPT THE FOLLOWING:
VISA • MASTERCARD • AMERICAN EXPRESS • DISCOVER
WE RESERVE THE RIGHT TO REFUSE ANY PERSONAL CHECK

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the services recommended.

BY LAW, YOU MAY DISPUTE ANY OTHER LICENSED SHOP FACILITY TO PERFORM ANY REPAIRED REPAIRS OR ADJUSTMENTS WHICH THE SHOP CHECK TEST INDICATES ARE NECESSARY.

HAZARDOUS WASTE DISPOSAL: AS A RESULT OF FEDERAL AND STATE MANDATED MANAGEMENT REGULATIONS, A SMALL AMOUNT WILL BE CHARGED FOR THE DISPOSAL OF HAZARDOUS WASTE GENERATED BY THE REPAIRS OF YOUR VEHICLE. HAZARDOUS WASTE ITEMS ARE OIL, OIL FILTERS, SOLVENTS, TIRES, BATTERIES, AC/REFRIG, GASOLINE, ANTIFREEZE, ETC. THIS AMOUNT HAS BEEN INCLUDED IN YOUR ORIGINAL ESTIMATE.

ORIGINAL ESTIMATED PRICE \$ 790.00

ORIGINAL ESTIMATE PRICE INCLUDES
HAZARDOUS WASTE CHARGE.

This estimate is based on our inspection and does not cover any additional parts and labor which may be required after the work has been opened up. ESTIMATES DO NOT INCLUDE SALES TAX.

REVISION ESTIMATE (1) PERSON CONTACTED
DATE TIME VIA (PHONE OR PERSON) CONTACTED BY

REVISION ESTIMATE (2) PERSON CONTACTED
DATE TIME VIA (PHONE OR PERSON) CONTACTED BY

REVISION ESTIMATE (3) PERSON CONTACTED
DATE TIME VIA (PHONE OR PERSON) CONTACTED BY

ALL PARTS INSTALLED ARE EITHER NEW OR FORD QUALITY REMANUFACTURED UNLESS SPECIFIED OTHERWISE

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereon. In the event legal action is necessary to enforce the contract, I will pay reasonable attorney's fees and court costs. Hold customer is hereby notified that the said property is not insured or protected to the amount of actual cash value thereof, or otherwise, by the dealer against loss occasioned by theft, fire, or vandalism while the property remains with the dealer. Customer states no articles of personal property have been left in the vehicle, and the dealer is not responsible for inspection thereof. Customer will be responsible for payment of reasonable attorney fees and costs in the event suit is brought for collection.

I UNDERSTAND AND ACCEPT ALL PROVISIONS OF THE WARRANTY STATEMENT ON REVERSE SIDE COVERING GENUINE FORD SERVICE PARTS. PLEASE READ REVERSE SIDE. CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF.

ALL PARTS WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE

SERVICE ADVISORS INITIALS: _____
RECOMMENDED REPAIRS:

"This is to certify that the information on this claim is accurate and, unless shown, the services were performed at no charge to the owner. To my knowledge, this repair contains no parts repaired or replaced that are connected in any way with any accident, negligence or abuse and is compliant with Ford Warranty & Policy.

INSTRUCTIONS ON WORK TO BE DONE

- 24 PAY TYPE: I
SET TIRE PRESSURE
OF CURB TP
- 25 PAY TYPE: I
PERFORM MULTI POINT INSPECTION
OF CURB 99P
- 26 PAY TYPE: C
CUSTOMER STATE THAT VEHICLE WORKS NO NOY
LOCK WHEN USING KEY FOB
- 27 PAY TYPE: C
CUSTOMER STATES THAT VEHICLE AC IS
MAKING NOISE IN REAR ADVISE

Labor Operation No.	Sched. Time	FAILED PART	P	F	S	D
		CND				
		FAILED PART				
		CND				
		FAILED PART				
		CND				
		FAILED PART				
		CND				

BAR # APD 00261766 • EPA # CL 000582439

*XRD *X *TAG *LIC *SVC ADV# 155 BRIAN BOONE
 MR 17 *XVIN# 1FMSK7D88 HGA
 FORD EXPLORER COL CD# US
 XLT FWD 4DR SUV TRIM# XLT F
 LICENSE# _____ WHITE TRUC
 REG CODE# _____ SVC BLR# _____ BLM# 00
 STOCK NUMBER# 00000001 INV ACCT# 7750
 IN-SVC# 112516 SOLD# 112516 PRD# 08121
 ODOMETER# LAST# 24831 CURRENT# 248
 AVG PER DAY# 27 PER MONTH# 810

LYNWOOD
 CA
 LOS ANGELES
 TTN LUIS MORALES
 ALL#
 RK#
 MAIL ADDRESS
 POSSIBLE RECHECK 05/17/19
 MODEL# K7D
 DIST CODE#

CENTRAL



EXPERIENCE THE DIFFERENCE

5645 Firestone Blvd - South Gate, CA 90280-3701

(562) 927-7888

FOR YOUR CONVENIENCE
SERVICE AND PARTS DEPT. HOURS:
MON.-FRI. 7:00 A.M. to 6:00 P.M.
SAT. 8:00 A.M. to 5:00 P.M.
CLOSED SUNDAY

TERMS: CASH WE DO ACCEPT THE FOLLOWING
VISA - MASTERCARD - AMERICAN EXPRESS - DISCOVER
WE RESERVE THE RIGHT TO REFUSE ANY PERSONAL CHECK

WARRANTY ESTIMATE: I understand that the vehicle will be reassembled with original parts of the same make and model as I checked and to authorize the service recommended.

BY SIGNING THIS ORDER AND/OR RECEIVING SERVICE UNDER THIS ORDER, I AGREE TO ACCEPT THE TERMS AND CONDITIONS WHICH THE CHECKS CHECK THEY INDICATE AND TO AUTHORIZE THE SERVICE RECOMMENDED.

WARRANTY PARTS SUPPLY: A portion of original and cost protected equipment and accessories, if any, which will be furnished for the purpose of accurate parts estimates by the repair of your vehicle. Accurate parts prices are, of course, subject to the fluctuating market conditions. Prices are subject to change without notice in your original estimate.

ORIGINAL ESTIMATE PRICE: \$ [Signature]

ORIGINAL ESTIMATE PRICE INCLUDES: HAZARDOUS WASTE CHARGE

This estimate is based on old equipment and does not cover any additional parts and labor which may be required after the work has been started. All estimates do not include sales tax.

REPAIR CONTRACT # [] PERSON CONTACTED []

DATE [] TIME [] ON [] PHONE []

PHONE # [] REASON []

REPAIR CONTRACT # [] PERSON CONTACTED []

DATE [] TIME [] ON [] PHONE []

PHONE # [] REASON []

ALL PARTS INSTALLED ARE EITHER NEW OR FORD QUALITY REMANUFACTURED UNLESS SPECIFIED OTHERWISE

WARRANTY ESTIMATE: I understand that the vehicle will be reassembled with original parts of the same make and model as I checked and to authorize the service recommended. BY SIGNING THIS ORDER AND/OR RECEIVING SERVICE UNDER THIS ORDER, I AGREE TO ACCEPT THE TERMS AND CONDITIONS WHICH THE CHECKS CHECK THEY INDICATE AND TO AUTHORIZE THE SERVICE RECOMMENDED. WARRANTY PARTS SUPPLY: A portion of original and cost protected equipment and accessories, if any, which will be furnished for the purpose of accurate parts estimates by the repair of your vehicle. Accurate parts prices are, of course, subject to the fluctuating market conditions. Prices are subject to change without notice in your original estimate. ORIGINAL ESTIMATE PRICE: \$ [Signature] ORIGINAL ESTIMATE PRICE INCLUDES: HAZARDOUS WASTE CHARGE This estimate is based on old equipment and does not cover any additional parts and labor which may be required after the work has been started. All estimates do not include sales tax. REPAIR CONTRACT # [] PERSON CONTACTED [] DATE [] TIME [] ON [] PHONE [] PHONE # [] REASON [] REPAIR CONTRACT # [] PERSON CONTACTED [] DATE [] TIME [] ON [] PHONE [] PHONE # [] REASON [] ALL PARTS INSTALLED ARE EITHER NEW OR FORD QUALITY REMANUFACTURED UNLESS SPECIFIED OTHERWISE

UNDERSTAND AND ACCEPT ALL PROVISIONS OF THE WARRANTY STATEMENT ON REVERSE SIDE COVERING DRIVING AND MAINTENANCE. SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. PLEASE READ REVERSE SIDE.

ALL PARTS WILL BE END-CAPPED UNLESS INSTRUCTED OTHERWISE

DATE PARTS [] SERVICE ADVISORS INTS. [] TIME CALLED []

RECOMMENDED REPAIRS: []

"This is to certify that the information on this claim is accurate and, unless shown, the services were performed at no charge to the owner. To my knowledge, this repair contains no parts repaired or replaced that are connected in any way with any accident, negligence or abuse and is compliant with Ford Warranty & Policy."

INSTRUCTIONS ON WORK TO BE DONE

INSTRUCTIONS	Labor Operation No.	Sched. Time	FAILED PART
1. OIL CHANGE			CND
2. CHECK AND SET TIRE PRESSURE			FAILED PART
3. PERFORM FRONT END INSPECTION			CND
4. PERFORM REAR END INSPECTION			FAILED PART
5. WASH AND WAX EXTERIOR			CND

Labor Operation No.	Sched. Time	FAILED PART
		CND
		FAILED PART
		CND
		FAILED PART
		CND
		FAILED PART
		CND

BAR # ARD 00261766 • EPA # CL 000352439

[Redacted] 17746 [Redacted] LTD [Redacted] 50C ADV 016 ADRIAN [Redacted]
 [Redacted] BK 17 XAVINE [Redacted] HON
 FORD EXPLORER COL CD: 1G
 XLT FWD 4DR SUV TRIM: XLT F
 LICENSE [Redacted] WHITE TRUC
 REG CODE [Redacted] 805449 SLR: 00
 STOCK NUMBER [Redacted] INV ACCT: 7750
 IN [Redacted] 081216
 [Redacted] 2967
 [Redacted] 970



CENTRAL FORD
5645 FIRESTONE BLVD
South Gate CA 90280
09/20/2019



EXPERIENCE THE DIFFERENCE
Firestone Blvd - South Gate, CA 90280-3701
(562) 927-7888
BAR # ARD 00261766 • EPA # CL 000352439

DEBIT CARD 16:19
DEBIT SALE

Card # [REDACTED]
Network: [REDACTED]
Chip Card: [REDACTED]
AID: [REDACTED]
ATC: [REDACTED]
ARQC: [REDACTED]
SEQ #: [REDACTED]
Batch #: [REDACTED]
INVOICE # [REDACTED]
Trans #: [REDACTED]
Approval Code: [REDACTED]
Entry Method: [REDACTED]
Mode: [REDACTED]

MAESTRO
US DEBIT

HAZARDOUS WASTE CHARGE:
Amount will be charged on any
requiring fluid changes in
to assist us in complying with
S. EPA regulations involving re-
oval, containment and disposal of
azardous waste materials. This
mount is based upon actual cost of
removal based upon previous year's
xpense.

All labor charges are fixed prices and bear no relationship to actual hours of labor performed. All references herein or otherwise, including any posting of labor rates or flat rate hours are for information only to indicate to the customer the basis upon which the fixed prices were established, but neither such references or posting nor the actual hours of labor performed which may be more or less than the indicated flat rate hours shall have any effect whatsoever on the fixed prices so charged.

ORIGINAL ESTIMATE
\$296.96

NOTICE AND ORAL
INCREASE IN
ATED PRICE X

Product	Qty	Price	Amount
Gen Merchandise			\$296.96
SALE AMOUNT			\$296.96

DRIVER/OWNER INFORMATION -- INVOICE: [REDACTED]
 VEHICLE INFORMATION --
 MOICED: 09/20/2019 17:20:31 PT 17 EXPLORER WHITE LICENSE NUMBER: [REDACTED]

LAB-MECHANICAL 123.70
 TOTAL CHARGE FOR CONCERN 215.00

GRAND TOTALS	
C50556	96.78
	20.10
	3.36
LAB-MECHANICAL	164.74
SUB-TOTAL	284.98
SALES TAX	11.98
TOTAL CHARGE	296.96

PAYMENT DISTRIBUTION FOR INVOICE [REDACTED]
 TOTAL CHARGE 296.96
 VISA 296.96

268 9/20
 ATTENTION: THE FOLLOWING INVOICES ALSO EXIST
 WAR - WARRANTY INT - INTERNAL

ESTIMATE-----
 I HEREBY ACKNOWLEDGE THAT THE ESTIMATE STATED ON THIS REPAIR ORDER WAS APPROVED PRIOR TO THE WORK BEING DONE. I ALSO ACKNOWLEDGE THAT I WAS CONTACTED AND APPROVED ANY REVISED ESTIMATE SHOWN ON THIS INVOICE.
 ESTIMATE \$145.00
 IF YOU HAVE ANY QUESTIONS - PLEASE SEE MIKE CARDONA

PAID
PAID
 SEP 20 2019

CENTRAL FORD
5645 FIRESTONE BLVD
South Gate CA 90280
09/20/2019



EXPERIENCE THE DIFFERENCE
Firestone Blvd - South Gate, CA 90280-3701
(562) 927-7888
BAR # ARD 00261766 • EPA # CL 000352439

DEBIT CARD 16:19
DEBIT SALE
Card # [REDACTED]
Network: [REDACTED]
Chip Card: [REDACTED]
AID: [REDACTED]
ATC: [REDACTED]
ARQC: [REDACTED]
SEQ #: [REDACTED]
Batch #: [REDACTED]
INVOICE # [REDACTED]
Trans #: [REDACTED]
Approval Code: [REDACTED]
Entry Method: [REDACTED]
Mode: [REDACTED]

HAZARDOUS WASTE CHARGE:
Amount will be charged on any
requiring fluid changes in
to assist us in complying with
S. EPA regulations involving re-
oval, containment and disposal of
azardous waste materials. This
mount is based upon actual cost of
removal based upon previous year's
xpense.

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ORIGINAL ESTIMATE
\$296.96

Chip Read
Issuer - PIN Verified

NOTICE AND ORAL
INCREASE IN
ESTIMATED PRICE X

Product	Qty	Price	Amount
Gen Merchandise			\$296.96
SALE AMOUNT			\$296.96

----- DRIVER/OWNER INFORMATION -- INVOICE: [REDACTED]
 ----- VEHICLE INFORMATION -----
 VOICED: 09/20/2019 17:20:31 PT 17 EXPLORER WHITE LICENSE NUMBER: [REDACTED]

LAB-MECHANICAL 123.70
 TOTAL CHARGE FOR CONCERN 215.00

----- GRAND TOTALS -----

C50556	96.78	PAYMENT DISTRIBUTION FOR INVOICE [REDACTED]
	20.10	TOTAL CHARGE 296.96
	3.36	VISA 296.96
LAB-MECHANICAL	164.74	
SUB-TOTAL	284.98	
SALES TAX	11.98	
TOTAL CHARGE	296.96	

THANK YOU
CUSTOMER COPY

268 9/20
ATTENTION: THE FOLLOWING INVOICES ALSO EXIST
WAR - WARRANTY INT - INTERNAL

ESTIMATE-----
I HEREBY ACKNOWLEDGE THAT THE ESTIMATE STATED ON THIS REPAIR ORDER WAS APPROVED PRIOR TO THE WORK BEING DONE. I ALSO ACKNOWLEDGE THAT I WAS CONTACTED AND APPROVED ANY REVISED ESTIMATE SHOWN ON THIS INVOICE.
ESTIMATE \$145.00
IF YOU HAVE ANY QUESTIONS - PLEASE SEE MIKE CARDONA

PAID PAID
PAID PAID
SEP 20 2019

CENTRAL

EXPERIENCE THE DIFFERENCE

5645 Firestone Blvd - South Gate, CA 90280-3701

(562) 927-7888

BAR # ARD 00261766 • EPA # CL 000352439

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

HAZARDOUS WASTE CHARGE:
 An amount will be charged on any repairs requiring fluid changes in order to assist us in complying with U.S. EPA regulations involving removal, containment and disposal of hazardous waste materials. This amount is based upon actual cost of removal based upon previous year's expense.

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I HEREBY ACKNOWLEDGE RECEIPT OF INVOICE AND SUBJECT VEHICLE.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN ORIGINAL ESTIMATED PRICE X

ORIGINAL ESTIMATE
 (\$ WARR)

----- INVOICE TO ----- DRIVER/OWNER INFORMATION -- INVOICE: -----

ATTENTION: [REDACTED] ATTENTION: [REDACTED]

LYNWOOD CA LYNWOOD CA

CELL: [REDACTED] WORK: [REDACTED] CELL: [REDACTED] WORK: [REDACTED]

----- FOR OFFICE USE ----- VEHICLE INFORMATION -----

TAG: [REDACTED] ADV: 057 CARDONA, INVOICE: PRELIM WAR C W I PT VIN 1FM5K7D88HGA [REDACTED] LICENSE NUMBER: [REDACTED]

MFG: 805449 TAX RULES: YY2RN INVOICED: 09/20/2019 17:20:31 17 FORD EXPLORER XLT FWD 4DR SUV WHITE

ODOMETER IN:29522 OUT:29523 DIST: DEF STOCK# 00000001 INV ADCT [REDACTED]

DATES BEGIN: 09/19/19 DONE: 09/20/19 DATES INSERVICE: 112516 PRODUCTION: 081216 SOLD: [REDACTED]

CONCERN	CAUSE	CORRECTION	OPERATION	TECH	HOURS	AMOUNT
40	19S17 REAR SUSPENSION TOE LINK REPLACEMENT	INSTALL BOTH REAR TOE LINKS *	19S17B	268	.6	75.79
40-1	CHECK ALIGNMENT AND SET TOE PER RECALL *		19S17C	268	.6	75.79
	PART NUMBER	PO# NOTE	DESCRIPTION	QTY	SELL	
	FMC DB5Z 5A972 K		LINK	1	66.68	66.68
	PARTS: COUNT		ALLOWANCE:			26.67
	FACTORY TECH: 268 -	SS#: 7760				
	CONC CODE : A99					
	FP-DB5Z5A972K					

----- SUBTOTAL -----

25	93.35
LAB-MECHANICAL	151.58
TOTAL CHARGE FOR CONCERN	244.93

----- GRAND TOTALS -----

SUMMARY OF CHARGES FOR INVOICE		PAYMENT DISTRIBUTION FOR INVOICE	
25	93.35	TOTAL CHARGE	244.93
LAB-MECHANICAL	151.58	FAC WARRANTY	244.93
TOTAL CHARGE	244.93		

268 9/20
 ATTENTION: THE FOLLOWING INVOICES ALSO EXIST
 CUS - CUSTOMERPAY INT - INTERNAL
 IF YOU HAVE ANY QUESTIONS - PLEASE SEE MIKE CARDONA

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE
 NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK

The Reynolds and Reynolds Company DK604468 Q (01/19)

CENTRAL

EXPERIENCE THE DIFFERENCE

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(562) 927-7888

BAR # ARD 00261766 • EPA # CL 000352439

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I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN ORIGINAL ESTIMATED PRICE X _____

ORIGINAL ESTIMATE

\$ _____

INVOICE TO

ATTENTION: [REDACTED]
 LYNWOOD CA 90262
 CELL: [REDACTED] WORK: [REDACTED]

DRIVER/OWNER INFORMATION -- INVOICE:

ATTENTION: [REDACTED]
 LYNWOOD CA [REDACTED]
 CELL: [REDACTED] WORK: [REDACTED]

FOR OFFICE USE

TAG: [REDACTED] ADV: 057 CARDONA, INVOICE: PRELIM INT C W I PT
 MFG: [REDACTED] TAX RULES: YNNM INVOICED: 09/20/2019 17:20:31
 ODOMETER IN:29522 OUT:29523 DIST: DEF
 DATES BEGIN: 09/19/19 DONE: 09/20/19

VEHICLE INFORMATION

VIN 1FM5K7D88HGA [REDACTED] LICENSE NUMBER: [REDACTED]
 17 FORD EXPLORER XLT FWD 4DR SUV WHITE
 STOCK# 00000001 INV ACCT 7750
 DATES INSERVICE: 112516 PRODUCTION: 081216 SOLD: 112516

CONCERN 25 SET TIRE PRESSURE.
 CORRECTION SET TIRE PRESSURE TO SPECS.
 FACTORY TECH: 163 -

OPERATION	TECH	HOURS	AMOUNT
TP	163	.0	

CONCERN 26 PERFORM MULTI POINT INSPECTION
 CORRECTION PERFORMED MULTI POINT INSPECTION (99P)

OPERATION	TECH	HOURS	AMOUNT
99P	163		
GBATT	163		
YTIRE	163		

26-1 "BATTERY CHECKED AND OK AT THIS TIME"

26-2 "TIRES MAY REQUIRE FUTURE ATTENTION. CUSTOMER HAS BEEN ADVISED"

*****4/32" TO 6/32" TIRE TREAD REMAINING*****
 PLEASE ASK YOUR SERVICE ADVISOR ABOUT OUR "MEET OR BEAT" TIRE SPECIALS
 WE OFFER MAJOR BRAND ORIGINAL EQUIPMENT TIRES AT "MEET OR BEAT" PRICES
 WE WILL "MEET OR BEAT" ANY MAJOR BRAND TIRE ADVERTISED SPECIAL. JUST BRING
 IN A COPY OF ANY MAJOR BRAND TIRE ADVERTISED SPECIAL & CENTRAL FORD WILL
 MEET THAT PRICE OR BEAT IT. WE WILL ALSO MATCH ALL MOUNTING & BALANCING
 PRICES.

26-3 "BRAKES MAY REQUIRE FUTURE ATTENTION !!!"

YBK	163		
-----	-----	--	--

*****DISC: 3MM - 5MM*****

*****DRUM: 1.01MM - 2MM*****

*****PLEASE ASK YOUR SERVICE ADVISORS ABOUT OUR BRAKE SPECIALS*****

FACTORY TECH: 163 -

CONCERN 41 19529 SEAT FRAME BURRED EDGE
 CORRECTION CUSTOMER TO RETURN TO COMPLETE RECALL *

OPERATION	TECH	HOURS	AMOUNT
41	199	.0	

FACTORY TECH: 199 -

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE
 NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK

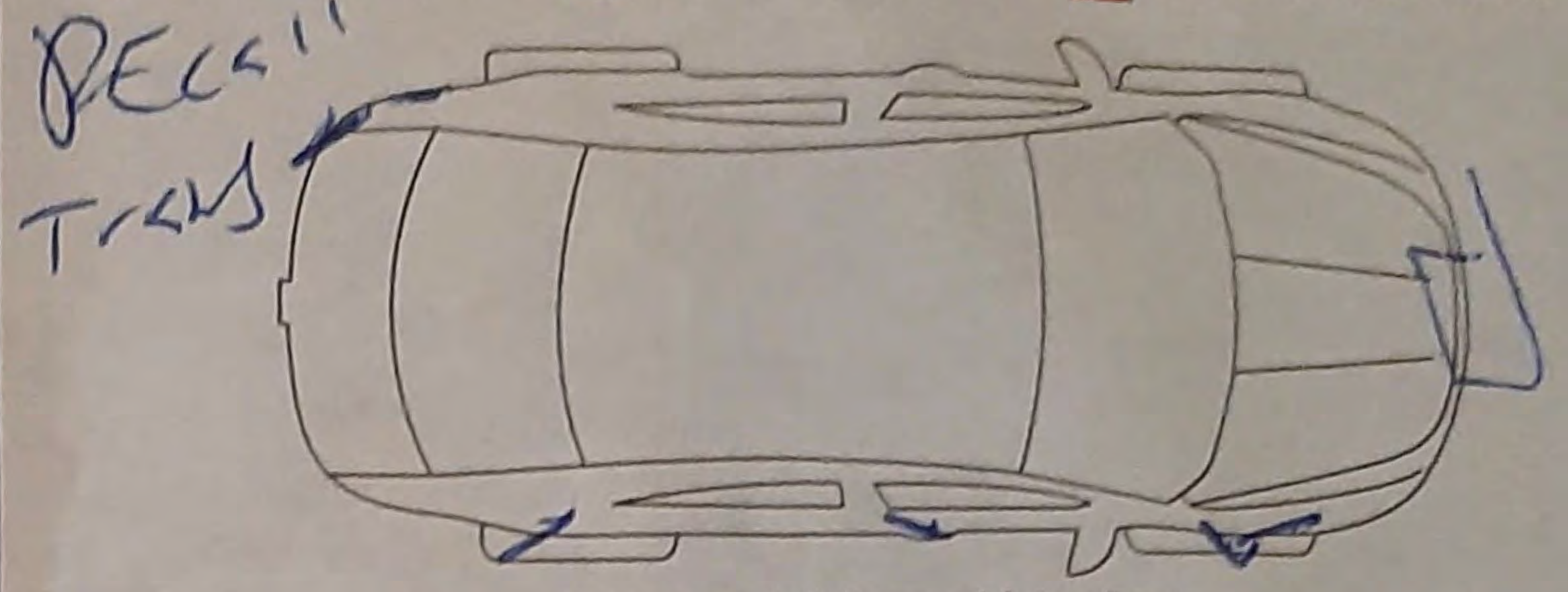
er to Bumper, Syn...
PowerStroke Diesel...
ation by fleet or installer.
ity & Policy Manual.
nile warranty as applicable
AGES, PLEASE SEE SERVICE OR PARTS MA...
UR VEHICLE OR PARTS, WHICH MAY BE DIFFE...
THEIR'S, NOT DEALER'S...
ASSUMES NOR...
MAKES...

WAX-UP

MULTI-POINT INSPECTION AS RECOMMENDED BY FORD MOTOR COMPANY

RO/Tag#: [REDACTED]
Phone#: [REDACTED]
Plate#: [REDACTED]
Inspect. Month: [REDACTED]
Service Balance: [REDACTED]
Extended Service Plan: YES NO
FordPass Member? YES NO

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



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

This is only a partial list maintenance items and is NOT all-inclusive. Please consult your Owner's Manual or visit FordOwner.com for vehicle specific maintenance requirements. N/A is circled if certain part is not applicable.

Serviced	Serviced	Serviced
<input checked="" type="checkbox"/> Horn	<input checked="" type="checkbox"/> Front Wipers	<input checked="" type="checkbox"/> Rear Wipers (if equipped)
<input checked="" type="checkbox"/> Windshield	<input checked="" type="checkbox"/> Front Lighting	Headlights, Parking Lights, Turn Signals, Fog Lights, 4-Way Flasher
<input checked="" type="checkbox"/> Rear Lighting - 4-Way Flasher, Taillights, Stop Lights, Plate Lights		

EXTERIOR BODY
FLUIDS
UNDER HOOD

OK	FILL	OK	FILL	OK	FILL
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input 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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Brake Reservoir	Window Washer				

Battery State of Health

Factory spec cold cranking amps: 650
Actual cold cranking amps: 650

Battery Condition

0% (Green) 25% (Yellow) 50% (Red) 75% (Dark Red) 100% (Black)

Serviced

Cooling System - Hoses and Piping

Engine Air Filter

Engine Drive Belt(s)

Cabin Air Filter

Serviced	Tire Tread Depth	7/32" or Greater / Over 5mm	6/32" to 4/32" / 5mm to 3mm	3/32" or Less / Less than 3mm
<input checked="" type="checkbox"/>	Left Front Tire Condition:	Size:	Tread Depth: 6	Tire PSI: 30 Age: *
<input type="checkbox"/>	Right Front Tire Condition:	Size:	Tread Depth: 6	Tire PSI: 30 Age: *
<input checked="" type="checkbox"/>	Left Rear Tire Condition:	Size:	Tread Depth: 7	Tire PSI: 30 Age: *
<input type="checkbox"/>	Right Rear Tire Condition:	Size:	Tread Depth: 7	Tire PSI: 30 Age: *
<input type="checkbox"/>	Full Size/Temp Spare Tire Condition:	Size:	Tread Depth:	Tire PSI: Age: *

Spare Not Inspected: No Spare Tire Other/Comments:

*Tires should be replaced after 6 years.

Serviced	Brake Lining	Over 5mm or 7/32" (Disc) or Over 2mm or 3/32" (Drum)	4mm to 5mm or 4/32" to 7/32" (Disc) or 1.01 to 2mm or 2/32" to 3/32" (Drum)	3mm or Less or 4/32" (Disc) or 1mm or 2/32" or Less (Drum)	NOT INSPECTED
<input checked="" type="checkbox"/>	Left Front Brake	Pad Thickness: 7	Rotor Actual:	Rotor Minimum Spec:	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Right Front Brake	Pad Thickness: 6	Rotor Actual:	Rotor Minimum Spec:	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Left Rear Brake	Pad/Shoe Thickness: 7	Rotor/Drum Actual:	Rotor/Drum Minimum Spec:	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Right Rear Brake	Pad/Shoe Thickness: 7	Rotor/Drum Actual:	Rotor/Drum Minimum Spec:	<input type="checkbox"/>

UNDERCARRIAGE	Notes:
<input checked="" type="checkbox"/> Left Front suspension, struts, steering linkage, brake lines/hoses	Notes:
<input checked="" type="checkbox"/> Right Front suspension, struts, steering linkage, brake lines/hoses	Notes:
<input checked="" type="checkbox"/> Left Rear suspension, shocks/struts, linkage, brake lines/hoses	Notes:
<input checked="" type="checkbox"/> Right Rear suspension, shocks/struts, linkage, brake lines/hoses	Notes:
<input checked="" type="checkbox"/> Exhaust System	Notes:
<input checked="" type="checkbox"/> Drivetrain	Notes:

RELATED	DESCRIPTION	PARTS	LABOR	TOTAL ESTIMATE
	WORKS / Brakes / Recall / trans / PS			
IMMEDIATE	upper motor mount is leaking rear brakes soon			
MAINTENANCE	air filter cabin filter trans flush fuel sys service			
	TOTAL			

Advisor: _____ Customer Signature: _____

Be sure to visit FordOwner.com

CENTRAL



EXPERIENCE THE DIFFERENCE

5645 Firestone Blvd - South Gate, CA 90280-3701

(562) 927-7888

BAR # ARD 00261766 • EPA # CL 000352439

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I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN ORIGINAL ESTIMATED PRICE X _____

ORIGINAL ESTIMATE
\$ _____

----- INVOICE TO -----		----- DRIVER/OWNER INFORMATION -- INVOICE: -----	
ATTENTION _____		ATTENTION _____	
LYNWOOD _____ CA _____		LYNWOOD _____ CA _____	
CELL: _____ WORK: _____		CELL: _____ WORK: _____	
----- FOR OFFICE USE -----		----- VEHICLE INFORMATION -----	
TAG: _____ ADV: 057 CARDONA, INVOICE: PRELIM INT I BV	VIN 1FM5K7D88HGA _____	LICENSE NUMBER: _____	
MFG: _____ TAX RULES: YNNN INVOICED: 09/23/2019 13:20:53	17 FORD EXPLORER XLT FWD 4DR SUV WHITE	STOCK# 00000001 INV ACCT _____	
ODOMETER IN:29674 OUT:29674 DIST: DEF	DATES INSERVICE: 112516 PRODUCTION: 081216 SOLD: 112516		
DATES BEGIN: 09/23/19 DONE: 09/23/19			

CONCERN 24 PER PREVIOUS VISIT, RESURFACE FRONT ROTORS AND RETEST.	OPERATION	TECH	HOURS	AMOUNT
CORRECTION RESURFACE FRONT ROTORS. TEST DRIVE. OKAY AT THIS TIME.	24	268	.0	
FACTORY TECH: 268 -				

CONCERN 25 CHECK AND SET TIRE PRESSURE.	OPERATION	TECH	HOURS	AMOUNT
CORRECTION TIRES SET TO SPECS.	TP	268	.0 *	
FACTORY TECH: 268 -				

CONCERN 26 PERFORM MULTI POINT INSPECTION	OPERATION	TECH	AMOUNT
CORRECTION PERFORMED MULTI POINT INSPECTION (99P)	99P	268	
FACTORY TECH: 268 -			

PAYMENT DISTRIBUTION FOR INVOICE

ATTENTION: OTHER REPAIR ORDERS ON THIS VEHICLE:

DATE OPENED	RO#	DATES INVOICED
09/19/19	50556	CUS - 09/20/19 (*) WAR - 09/20/19 (P) INT - 09/20/19 (*)

IF YOU HAVE ANY QUESTIONS - PLEASE SEE MIKE CARDONA

CENTRAL

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I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN ORIGINAL ESTIMATED PRICE X

ORIGINAL ESTIMATE \$ 1100

INVOICE TO: [REDACTED] DRIVER/OWNER INFORMATION -- INVOICE: [REDACTED]

ATTENTION: [REDACTED]

LYNWOOD CA LYNWOOD CA

CELL: [REDACTED] WORK: [REDACTED] CELL: [REDACTED] WORK: [REDACTED]

FOR OFFICE USE

TAG: [REDACTED] ADV: 057 CARDONA, INVOICE: PRELIM WAR I W BV VIN 1FMSK7D88HGA60986 LICENSE NUMBER: CA [REDACTED]

MFG: [REDACTED] TAX RULES: YY2RN INVOICED: 09/25/2019 17:01:09 17 FORD EXPLORER XLT FWD 4DR SUV WHITE

ODOMETER IN: 29732 OUT: 29732 DIST: DEF STOCK# 00000001 INV ACCT 7750

DATES BEGIN: 09/25/19 DONE: 09/25/19 DATES INSERVICE: 112516 PRODUCTION: 081216 SOLD: 112516

CONCERN	CAUSE	CORRECTION	OPERATION	TECH	HOURS	AMOUNT
51	CUSTOMER STATES THE FRONT BRAKES ARE MAKING A GRINDING NOISE * CHECK AND ADVISE	ROAD TEST FOR CUSTOMER CONCERN	2001BCT	268	1.0	
51-1	FOUND FRONT BRAKES MAKING NOISE DUE TO OUT OF ROUND ROTORS AND GLAZE BRAKE PADS	INSPECT FRONT AND REAR BRAKES	2001BXD	268	.2	
51-2	BRAKE SHOES / PAD ASSEMBLIES - HYDRAULIC - REPLACE		2001B1FA	268	.1	
51-3	DISC BRAKE ROTOR FRONT MACHINE ON VEHICLE - MACHINE		2001B2T	268	.6	
51-4	AS PER DEALER GOODWILL OFFER TO CUSTOMER TO COVER REPAIRS P18		MT	268		
	PART NUMBER	PO#	NOTE	DESCRIPTION	QTY	SELL
	FMC GB5Z 2001 A			KIT - BRAKE LINING	1	

FACTORY TECH: 268 - SS#: 7760
 FP-GB5Z2001A

PAYMENT DISTRIBUTION FOR INVOICE [REDACTED]

ATTENTION: THE FOLLOWING INVOICES ALSO EXIST
 INT - INTERNAL
 IF YOU HAVE ANY QUESTIONS - PLEASE SEE MIKE CARDONA

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE
 NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK

CENTRAL



EXPERIENCE THE DIFFERENCE

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I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN ORIGINAL ESTIMATED PRICE X

ORIGINAL ESTIMATE

\$

----- INVOICE TO -----

ATTENTION: [REDACTED]

LYNWOOD

CA

CELL: [REDACTED]

WORK: [REDACTED]

----- DRIVER/OWNER INFORMATION -- INVOICE: -----

ATTENTION: [REDACTED]

LYNWOOD

CA

CELL: [REDACTED]

WORK: [REDACTED]

----- FOR OFFICE USE -----

TAG: [REDACTED] ADV: 057 CARDONA, INVOICE: PRELIM INT I W BV
MFG: [REDACTED] TAX RULES: YNNN INVOICED: 09/25/2019 17:01:09
ODOMETER IN:29732 OUT:29732 DIST: DEF
DATES BEGIN: 09/25/19 DONE: 09/25/19

----- VEHICLE INFORMATION -----

VIN 1FMSK7D88HGA60986 LICENSE NUMBER: CA [REDACTED]
17 FORD EXPLORER XLT FWD 4DR SUV WHITE
STOCK# 00000001 INV ACCT 7750
DATES INSERVICE: 112516 PRODUCTION: 081216 SOLD: 112516

CONCERN 24 SET TIRE PRESSURE.
CAUSE 35 PSI
CORRECTION SET TIRE PRESSURE TO SPECS.
FACTORY TECH: 268 -

OPERATION	TECH	HOURS	AMOUNT
TP	268	.0	

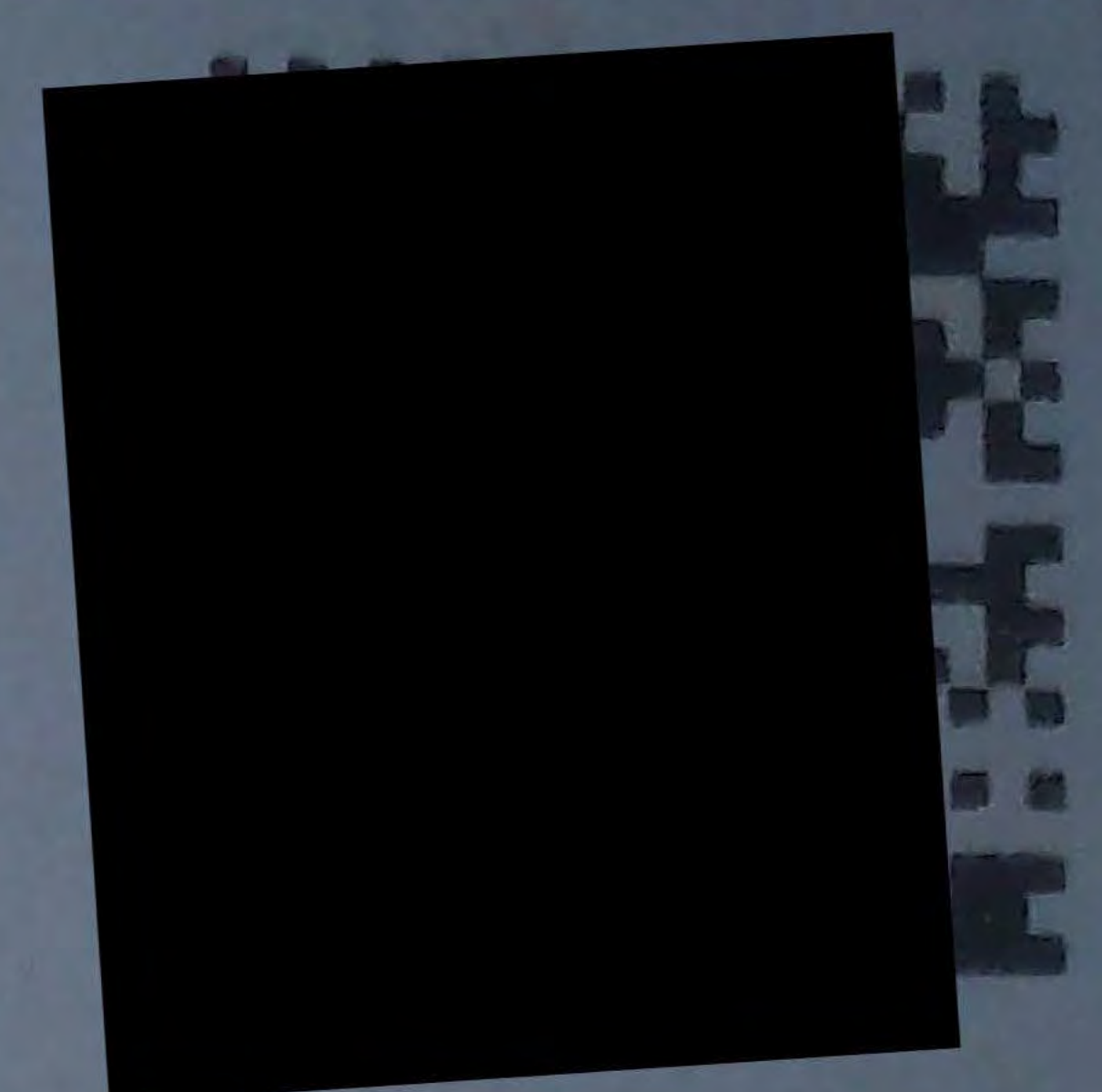
PAYMENT DISTRIBUTION FOR INVOICE I50833

ATTENTION: THE FOLLOWING INVOICES ALSO EXIST
WAR - WARRANTY
IF YOU HAVE ANY QUESTIONS - PLEASE SEE MIKE CARDONA

STATE OF CALIFORNIA - DEPARTMENT OF MOTOR VEHICLES

VALIDATED REGISTRATION

TYPE VEHICLE USE AUTO	REGISTRATION VALID FROM 11/26/2018 TO 11/26/2019	TYPE 11	LICENSE NUMBER [REDACTED]	ENGINE NUMBER	MISC KI2 40		
VEHICLE IDENTIFICATION NUMBER 1FM5K7D88HGA [REDACTED]	MAKE FORD	VLF CLASS KX	*YR 0000	YR MODEL 2017	TYPE VEH 12	DATE ISSUED 11/26/2018	
BODY TYPE MODEL UT	DATE FIRST SOLD 2016	MP G	AX	WC	UNLADEN / G / CGW	TOTAL FEES PAID \$416	CC/ALCO 19/00



STICKER INSTRUCTIONS

- 1) CLEAN SURFACE - SCRAPE OFF ACCUMULATED STICKER RESIDUE (WILL NOT STICK IF WET OR OILY)
- 2) REMOVE DECAL BY BENDING PAPER ALONG DOTTED LINE.
- 3) LIFT EDGE OF DECAL AND SLOWLY PEEL
- 4) PLACE STICKER ON REAR PLATE AS SHOWN BELOW:

REGISTERED OWNER

[REDACTED]

LYNWOOD CA
LIENHOLDER

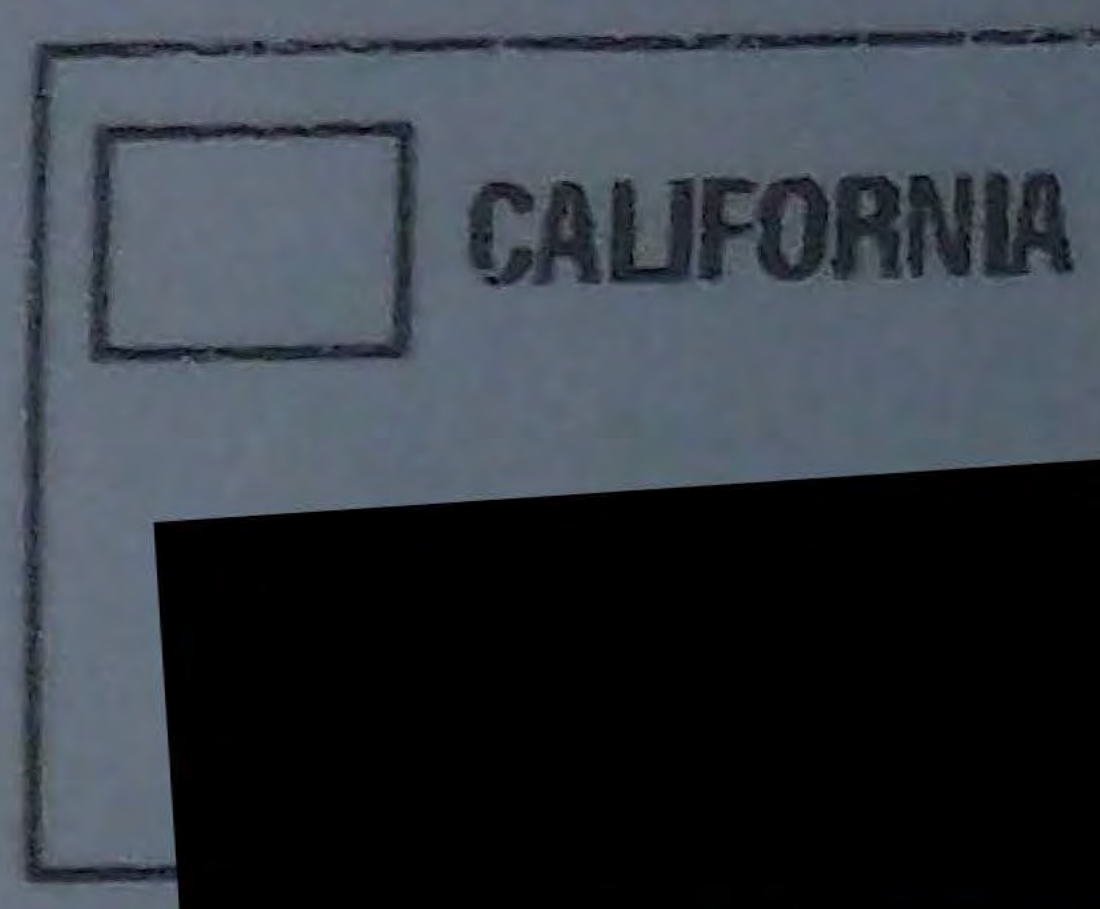
[REDACTED]

[REDACTED]

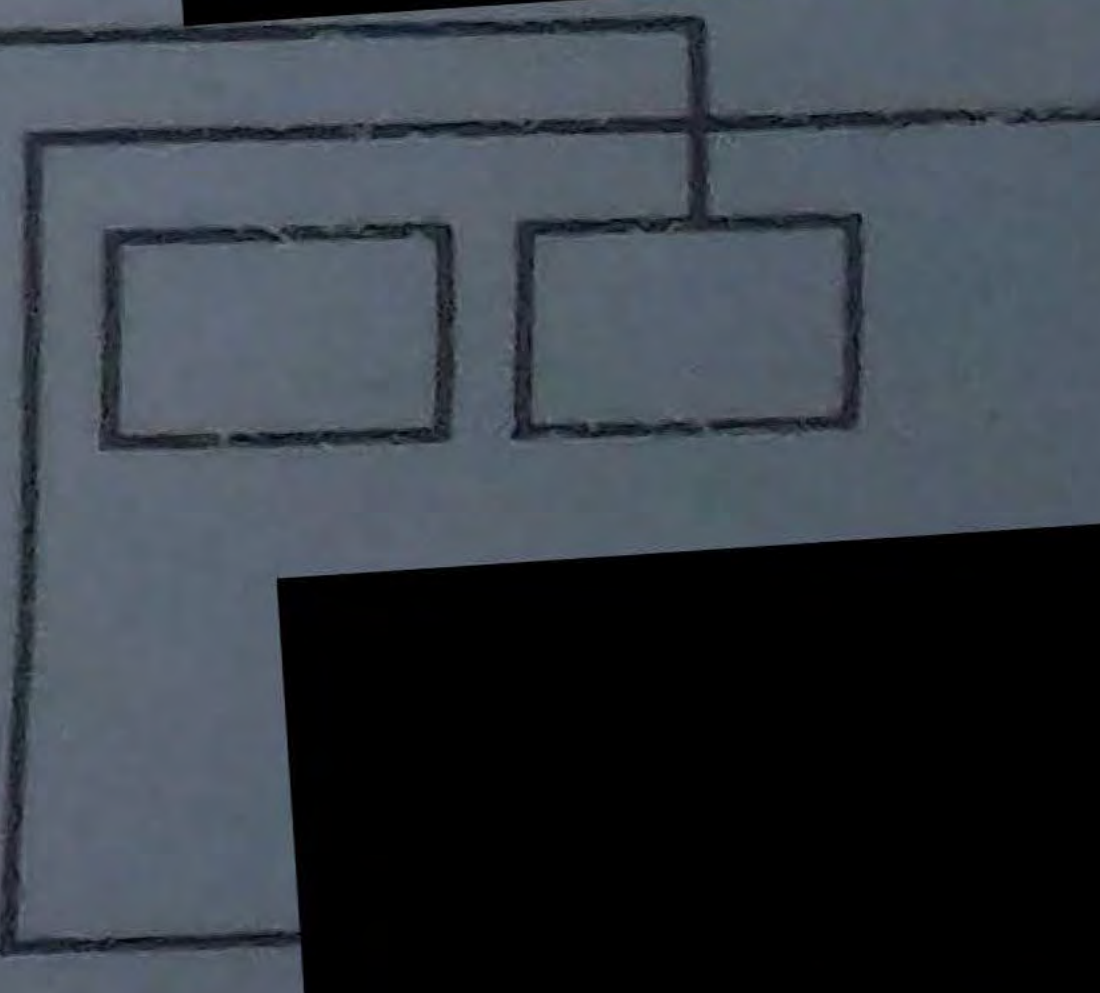


[REDACTED]

VEHICLES:
In Top Right Corner



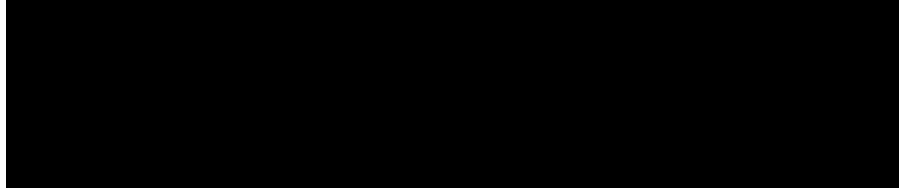
MOTORCYCLES ONLY:
Right Half of This Well



(Address On File With DMV)

IMPORTANT INSTRUCTIONS ON REVERSE

Claim





LEMON LAW EXPERTS

5757 West Century Blvd., Suite 500
Los Angeles, CA 90045
www.nolemon.com

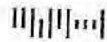
LOS ANGELES CA 90045
24 FEB 2021 PM 6 L



\$0.510
US POSTAGE
FIRST-CLASS
FROM 90045
02/24/2021
stamps
endicia



0625001336676



FMC CONSUMER CLAIMS
ATTN: LEGAL DEPARTMENT
FORD MOTOR COMPANY
1 American Road, Suite 400
Dearborn MI 48126-2701

FORD MOTOR COMPANY
MAR 2 2021
OFFICE COUNSEL



LEMON LAW EXPERTS

February 23, 2021

**** PLEASE RESPOND VIA EMAIL TO CONTACT@NOLEMON.COM ****

SENT VIA U.S. MAIL ONLY

FMC Consumer Claims
Ford Motor Company
One American Road, Suite 400
Dearborn, MI 48126

Re: [REDACTED] **v. Ford Motor Company**

Vehicle: 2019 Ford Explorer

VIN No.: 1FM5K7D82KGE [REDACTED]

Notice of Representation by Counsel

Dear Sir or Madam:

Please be advised that our office has been retained to represent [REDACTED] with regard to claims against Ford Motor Company pursuant to the Song-Beverly Consumer Warranty Act, California *Civil Code* § 1790, *et. seq.*, (“California Lemon Law”) and/or the Federal Magnuson-Moss Warranty Act, 15 U.S.C. 2310, with regard to the above-referenced vehicle.

Having now been advised as to our representation, **KINDLY CEASE AND DESIST FROM ANY FURTHER CONTACT OR COMMUNICATIONS, WRITTEN, VERBAL, OR OTHERWISE WITH OUR CLIENT**, thereby directing all future correspondence and communications regarding this matter to our office, exclusively. If you fail to act in conformity with this directive, injunctive relief will be sought against you.

You are hereby notified that pursuant to California *Civil Code* § 1794(d) and/or 15 U.S.C. 2310(d), that any settlement made with our client requires the payment of our attorney’s fees and costs. If a settlement is reached between you and our client that does not make arrangements for the payment of our attorney’s fees and costs, we will be forced to file suit against you. In addition, through this correspondence, you are hereby notified of our attorney’s lien.

Our client hereby requests that you comply with California *Civil Code* § 1793.2(d)(2) and seeks relief for numerous defects, non-conformities, and unsuccessful repair attempts with regard to the subject vehicle. These defects and non-conformities include, but are not limited to the following:

1. Defective body system;
2. Defective ignition system; and

5757 WEST CENTURY BOULEVARD, SUITE 500, LOS ANGELES, CALIFORNIA 90045
TELEPHONE (310) 442-1410 • FACSIMILE (877) 566-8828
EMAIL: CONTACT@NOLEMON.COM • WWW.NOLEMON.COM

CONSUMER LAW EXPERTS, PC

Ford Motor Company

Re: [REDACTED] v. Ford Motor Company

February 23, 2021

Page 2

3. Any additional complaints made by our client, whether or not they are contained in your company's records or on any repair orders.

The defects and non-conformities listed hereinabove constitute a substantial impairment of the use, value and/or safety of the vehicle. As a result of these defects and non-conformities, my client has justifiably lost confidence in the vehicle. Accordingly, you are hereby notified that my client is revoking acceptance of this vehicle and my client has directed me to demand the cancellation of the contracts and the return of all funds paid towards this vehicle, including all finance charges, all collateral charges, any trade-in value given, and incidental and consequential damages.

To avoid the unnecessary time and expense of litigation, my client merely requests a refund for the defective vehicle, plus payment of our attorneys' fees and costs. Please keep in mind that at this stage, our attorneys' fees and costs are minimal. It is our desire to resolve this matter as amicably and expeditiously as possible without the need for causing either party to incur any unnecessary expenses.

Accordingly, if you wish to proceed with a quick resolution of this matter, please feel free to contact my office. Please be advised that if the matter has not been resolved within fourteen (14) days from the date of this correspondence, we will have no choice but to file suit. To streamline the process, you may contact me via email at contact@nolemon.com.

Very truly yours,



JESSICA ANVAR

**** PLEASE RESPOND VIA EMAIL TO CONTACT@NOLEMON.COM ****

CONSUMER LAW EXPERTS, PC

Ford Motor Company
Re [REDACTED] v. Ford Motor Company
February 23, 2021

Page 3

NOTICE OF LIEN

Re: [REDACTED] v. Ford Motor Company

TO ALL PARTIES AND THEIR ATTORNEYS OF RECORD:

PLEASE TAKE NOTICE that Consumer Law Experts, PC gives notice of a contractual lien for attorney's fees against ANY recovery in the above-referenced matter by Plaintiff [REDACTED] Pursuant to California law, this lien is a priority lien.

This Notice of Lien is filed pursuant to *Hansen v. Jacobsen* (1986) 186 Cal. App. Ed. 350, 356-357, which provides that filing a Notice of Lien in a pending action is a proper method to give notice of the lien to all parties and their attorneys.

Any party or attorney for that party who, without knowledge of the lien, whether filed or not, distributes any funds to Plaintiff without first satisfying this lien may be held personally liable under theories including common counts, conversion, breach of fiduciary duty, etc. for the amount due under the lien pursuant to *Siciliano v. Fireman's Fund Insurance Co.* (1976) 62 Cal. App. 3d 745, 750-751, *Kaiser Foundation Health Plan, Inc. V. Aguiluz* (1996) 47 Cal. App. 4th 302; and *Miller v. Rau* (1963) 216 Cal. App. 2d 68.

Very truly yours,



JESSICA ANVAR

DEALER [REDACTED] CONTRACT - SIMPLE FINANCE CHARGE (WITH ARBITRATION PROVISION)

Dealer Number 80760 Contract Number 80760 R.O.S. Number XXX Salesperson Ismael Gonzalez Block Number 19X79J

Buyer Name and Address (Including County and Zip Code) [REDACTED] Perris, CA [REDACTED] County Riverside	Co-Buyer Name and Address (Including County and Zip Code) [REDACTED] Perris, CA [REDACTED] County Riverside	Seller-Creditor (Name and Address) Raceway Ford 5900 Sycamore Canyon Blvd Riverside, CA 92507
--	---	--

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

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
New	2019	Ford EXPLORER	57	1FNSK7DB2K [REDACTED]	<input type="checkbox"/> Personal, family or household unless otherwise indicated below. <input type="checkbox"/> business or commercial

ANNUAL PERCENTAGE RATE <i>The cost of your credit as a yearly rate.</i>	FINANCE CHARGE <i>The dollar amount the credit will cost you.</i>	Amount Financed <i>The amount of credit provided to you or on your behalf.</i>	Total of Payments <i>The amount you will have paid after you have made all payments as scheduled.</i>	Total Sale Price <i>The total cost of your purchase on credit, including your down payment of</i>
1.90 %	\$ 2,750.35 (e)	\$ 46,237.09 (e)	\$ 50,297.44 (e)	\$ 0.00 is \$ 48,587.44 (e)

(e) means an estimate

Number of Payments:	Amount of Payments:	When Payments Are Due
One Payment of	N/A	N/A
One Payment of	1300.00	08/10/2019
One Payment of	N/A	N/A
71	680.52	Monthly beginning 07/17/2019
N/A	N/A	N/A
One final payment	680.52	08/17/2025

Late Charge: If payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.
 Prepayment: If you pay early, you may be charged a minimum finance charge.
 Security Interest: You are giving a security interest in the vehicle being purchased.
 Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, minimum finance charges, and security interest.

1. Total Cash Price		
A. Cash Price of Motor Vehicle and Accessories	\$ 33,052.83 (A)	
1. Cash Price Vehicle	\$ 33,052.83	
2. Cash Price Accessories	\$ N/A	
3. Other (Nontaxable)	\$ N/A	
Describe N/A	\$ N/A	
Describe N/A	\$ N/A	
B. Document Processing Charge (not a governmental fee)	\$ 85.00 (B)	
C. Emissions Testing Charge (not a governmental fee)	\$ N/A (C)	
D. (Optional) Theft Deterrent Device(s)		
1. (paid to) SWDS Security	\$ 1285.00 (D1)	
2. (paid to) N/A	\$ N/A (D2)	
3. (paid to) N/A	\$ N/A (D3)	
E. (Optional) Surface Protection Product(s)		
1. (paid to) N/A	\$ N/A (E1)	
2. (paid to) N/A	\$ N/A (E2)	
F. EV Charging Station (paid to)	\$ N/A (F)	
G. Sales Tax (on taxable items in A through F)	\$ 2,009.54 (G)	
H. Foreign Vehicle Registration or Transfer Charge (not a governmental fee) (paid to)	\$ 20.00 (H)	

Vehicle Insurance	Term	Premium
\$ N/A Ded. Comp. Fire & Theft	N/A Mos	\$ N/A
\$ N/A Ded. Collision	N/A Mos	\$ N/A
Bodily Injury \$ N/A Limits	N/A Mos	\$ N/A
Property Damage \$ N/A Limits	N/A Mos	\$ N/A
Medical N/A	N/A Mos	\$ N/A
N/A	N/A Mos	\$ N/A
Total Vehicle Insurance Premiums		\$ N/A

UNLESS A CHARGE IS INCLUDED IN THIS AGREEMENT FOR PUBLIC LIABILITY OR PROPERTY DAMAGE INSURANCE, PAYMENT FOR SUCH COVERAGE IS NOT PROVIDED BY THIS AGREEMENT.

You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit.

Buyer X [REDACTED]
 Co-Buyer [REDACTED]
 Seller X [REDACTED]

Term	72 Mos	MILLENNIUM GAP
		Debt Cancellation Agreement
I want to buy a debt cancellation agreement.		
Buyer Signs X	[REDACTED]	

11 Company	MILLENNIUM	
Term	72 Mos or 75000 Miles	
12 Company	AUTO PERFECT	
Term	80 Mos or 0 Miles	
13 Company	N/A	
Term	N/A Mos or N/A Miles	
14 Company	N/A	
Term	N/A Mos or N/A Miles	
15 Company	N/A	
Term	N/A Mos or N/A Miles	
Buyer X	[REDACTED]	(S)

I want to buy a debt cancellation agreement.

Buyer Signs X [Redacted]

OPTIONAL SERVICE CONTRACT(S) You want to purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in item 11.

I1 Company MILLENNIUM
Term 72 Mos. or 75000 Miles

I2 Company AUTO PERFECT
Term 60 Mos. or 0 Miles

I3 Company N/A
Term N/A Mos. or N/A Miles

I4 Company N/A
Term N/A Mos. or N/A Miles

I5 Company N/A
Term N/A Mos. or N/A Miles

Buyer X [Redacted]

Trade-In Vehicle(s)

1. Vehicle 1
Year 2017 Make Ford
Model Fusion Odometer 28481
VIN 3FA8P0HD4HR [Redacted]
a. Agreed Value of Property \$ 14,000.00
b. Buyer/Co-Buyer Retained Trade Equity \$ N/A
c. Agreed Value of Property Being Traded-In (a-b) \$ 14,000.00
d. Prior Credit or Lease Balance \$ 24,725.97
e. Net Trade-In (c-d) (must be ≥ 0 for buyer/co-buyer to retain equity) \$ 10,725.97

2. Vehicle 2
Year N/A Make N/A
Model N/A Odometer N/A
VIN N/A
a. Agreed Value of Property \$ N/A
b. Buyer/Co-Buyer Retained Trade Equity \$ N/A
c. Agreed Value of Property Being Traded-In (a-b) \$ N/A
d. Prior Credit or Lease Balance \$ N/A
e. Net Trade-In (c-d) (must be ≥ 0 for buyer/co-buyer to retain equity) \$ N/A

Total Agreed Value of Property Being Traded-In (1c+2c) \$ 14,000.00*

Total Prior Credit or Lease Balance (1d+2d) \$ 24,725.97*

Total Net Trade-In (1e+2e) \$ 10,725.97*

(*See item 6A-6C in the Itemization of Amount Financed)

OPTION: You pay no finance charge if the Amount Financed, item 7, is paid in full on or before N/A Year N/A

SELLER'S INITIALS N/A

Agreement to Arbitrate: By signing below, you agree that you and the Arbitrator Provision on the reverse side of this contract or we may elect to resolve any dispute by neutral, binding arbitration and not by a court action. See the Arbitration Provision for information concerning arbitration.

Co-Buyer Signs [Redacted]

1. Cash Price of Motor Vehicle and Accessories

1. Cash Price Vehicle \$ 33,052.83 (A)

2. Cash Price Accessories \$ N/A

3. Other (Nontaxable) Describe N/A \$ N/A

Describe N/A \$ N/A

B. Document Processing Charge (not a governmental fee) \$ 85.00 (B)

C. Emissions Testing Charge (not a governmental fee) \$ N/A (C)

D. (Optional) Theft Deterrent Device(s)

1. (paid to) SWDS Security \$ 1,285.00 (D1)

2. (paid to) N/A \$ N/A (D2)

3. (paid to) N/A \$ N/A (D3)

E. (Optional) Surface Protection Product(s)

1. (paid to) N/A \$ N/A (E1)

2. (paid to) N/A \$ N/A (E2)

F. EV Charging Station (paid to) N/A \$ N/A (F)

G. Sales Tax (on taxable items in A through F) \$ 2,868.54 (G)

H. Electronic Vehicle Registration or Transfer Charge (not a governmental fee) (paid to) THVIN \$ 29.00 (H)

I. (Optional) Service Contract(s)

1. (paid to) MILLENNIUM \$ 1,185.00 (I1)

2. (paid to) AUTO PERFECT \$ 595.00 (I2)

3. (paid to) N/A \$ N/A (I3)

4. (paid to) N/A \$ N/A (I4)

5. (paid to) N/A \$ N/A (I5)

J. Prior Credit or Lease Balance (e) paid by Seller to Vehicle 1 FMCC Vehicle 2 N/A \$ 5975.97 (J)

(see downpayment and trade-in calculation)

K. (Optional) Debt Cancellation Agreement \$ 895.00 (K)

L. (Optional) Used Vehicle Contract Cancellation Option Agreement \$ N/A (L)

M. Other (paid to) N/A \$ N/A (M)

For N/A

N. Other (paid to) N/A \$ N/A (N)

For N/A

Total Cash Price (A through N) \$ 45,791.34 (1)

2. Amounts Paid to Public Officials

A. Vehicle License Fees \$ 223.00 (A)

B. Registration/Transfer/Titling Fees \$ 214.00 (B)

C. California Tire Fees \$ 0.75 (C)

D. Other N/A \$ 0.00 (D)

Total Official Fees (A through D) \$ 448.75 (2)

3. Amount Paid to Insurance Companies (Total premiums from Statement of Insurance) \$ N/A (3)

4. State Emissions Certification Fee or State Emissions Exemption Fee \$ N/A (4)

5. Subtotal (1 through 4) \$ 46,237.09 (5)

6. Total Downpayment

A. Total Agreed Value of Property Being Traded-In (see Trade-In Vehicle(s)) \$ 14,000.00 (A)

Vehicle 1 \$ 14,000.00 Vehicle 2 \$ N/A

B. Total Loss Prior Credit or Lease Balance (e) \$ 24,725.97 (B)

Vehicle 1 \$ 24,725.97 Vehicle 2 \$ N/A

C. Total Net Trade-In (A-B) (indicate if negative number) \$ -10,725.97 (C)

Vehicle 1 \$ -10,725.97 Vehicle 2 \$ N/A

D. Deferred Downpayment Payable to Seller \$ 1,300.00 (D)

E. Manufacturer's Rebate \$ 2,750.00 (E)

F. Other N/A \$ N/A (F)

G. Cash, Cash Equivalent, Check, Credit Card, or Debit Card \$ 700.00 (G)

Total Downpayment (C through G) \$ 46,237.09 (7)

Amount Financed (5 into 6)

Trade-In Payoff Agreement: Seller relied on information from you and/or the lienholder or lessor of your trade-in vehicle(s) to arrive at the payoff amount shown as the Prior Credit or Lease Balance in Trade-In Vehicle(s). You understand that the amount quoted is an estimate.

If the actual payoff amount is more than the amount shown as the Prior Credit or Lease Balance in Trade-In Vehicle(s), you must pay the Seller the excess on demand. If the actual payoff amount is less than the amount shown as the Prior Credit or Lease Balance in Trade-In Vehicle(s), Seller will refund to you any overage Seller receives from your prior lienholder or lessor.

Buyer Signature X [Redacted]

Co-Buyer Signature X [Redacted]

AUTO BROKER FEE DISCLOSURE

If this contract reflects the retail sale of a new motor vehicle, the sale is not subject to a fee received by an autobroker from us unless the following box is checked.

Name of autobroker receiving fee, if applicable: N/A

PE23.001.0001/1 CLAIMS



800-735-9573

Raceway Ford
Raceway Quick Lane
5900 Sycamore Canyon Blvd. Riverside, Ca 92507
Service Department Hours:
Monday-Friday 7:00am to 7:00pm
Saturday: 7:00am to 6:00pm
www.Racewayford.com



800-810-1821 Page 1

Perms, CA
Phone (H)
Phone (C)
Year/Make/Model: 2019 Ford EXPLORER
VIN: 1FM5K7D82 KGE
License Number:
Stock Number: 19X790
Tag Number:

A/R Number:
Customer Number:
PO Number:
Auth Number:
Service Writer: Thomas Fraser
Terms & Conditions:
Type of Sale: Retail
EPA:
BAR:

Invoice Number:
Printed: FEB 19 21 9:29 AM
Copy # 4
Date Opened DEC 3 20
Date Notified DEC 3 20
Date Delivered

Table with columns: Incr. Amt, New Amt, Date, Time, Person Cont., How Cont., Phone, Cont. By, Reason/Description. Includes sub-totals for parts and warranty.

1. Customer statement of problem

Customer States VEHICLE NEEDED JUMP START
1 - Cause/Action to Take
VERIFIED CUSTOMER CONCERN, JUMP START ON BATTERY, TESTED AND FAILED TEST
1 - Correction/Action Taken
REPLACED BATTERY
DTC CODE - 84C 14R0
ACES CODE - FC9CS

Table with columns: Part Number, Failed, Description. Row: BXT65650, BATTERY

Sub Total Parts
SubTotal Job # 1
Warranty
Warranty

2. Customer statement of problem

Quick Lane Speed Bay Vehicle Check Up
Q99PX -
1 - Correction/Action Taken
MPI COMPLETED

Sub Total Parts
SubTotal Job # 2
Warranty
Warranty

3. Customer statement of problem

"I consent to being contacted concerning this request for service at any cellular or mobile telephone number, e-mail address or other telephone number I have provided or was provided on my behalf, including telephone calls, text messages and e-mails to my cellular or mobile telephone and / or device."

1 - Cause/Action to Take
TCPA - By providing my communication information, including but not limited to e-mail addresses, cellular phone numbers, or other phone numbers, I am giving consent to be contacted and communicated with (including automated telephone dialing systems) via any of these means, by you, any related insurance company and your service providers, as it relates to the services being provided. Providing cellular or mobile telephone number, e-mail address or other telephone number is not a required condition of the above service.



800-735-9573

Raceway Ford
Raceway Quick Lane
5900 Sycamore Canyon Blvd. Riverside, Ca 92507
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Monday-Friday: 7:00am to 7:00pm
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www.Racewayford.com



800-810-1821 Page 2

Vehicle information form including fields for A/R Number, Customer Number, PO Number, Auth Number, Service Writer (Thomas Fraser), Terms & Conditions, Type of Sale (Retail), EPA, BAR, Invoice Number, Printed date (FEB 19 21 9:29 AM), Copy # (4), Date Opened (DEC 3 20), Date Notified (DEC 3 20), Date Delivered.

Table with columns: Incr. Amt, New Amt, Date, Time, Person Cont., How Cont., Phone, Cont. By, Reason/Description. Includes Original Estimate \$ 1.00 and DEC 3 20.

Table with columns: Description, QtyOrd, Qty Del, Price, Ext Total, Grand Total. Includes entry '1 -- Correction/Action Taken A' with a subtotal of 8744 and 0.00.

4. Customer statement of problem

TIRE PRESSURE INSPECTION.

Tires Inflated to: (PSI)

LF RF
LR RR
SPARE

TPI -
1 - Correction/Action Taken

Table with columns: Description, QtyOrd, Qty Del, Price, Ext Total, Grand Total. Includes entries '35 35', '35 35', 'PSI SET' with a subtotal of 8744 and 0.00.

Payment is due at time of vehicle pick up. I hereby state that I have authorized the repair work to be done along with the necessary labor, parts and materials for the total revised estimate shown above.

Summary table with columns: Description, Amount. Includes Total Labor (0.00), Total Parts (0.00), Total Sublet (0.00), Misc. Chrgs (0.00), Car Rental (0.00), Freight (0.00), Deductible (0.00), Special Tax (0.00), Haz Mat Chrg (0.00), Sales Tax (0.00), AMOUNT DUE (0.00).

I acknowledge receipt of the above listed Vehicle:
Customer Signature Date

I acknowledge notice and oral approval of an increase in the original estimated price.
Customer Signature or Initials



800-735-9573

Raceway Ford
Raceway Quick Lane
5900 Sycamore Canyon Blvd. Riverside, Ca 92507
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Monday-Friday: 7:00am to 7:00pm
Saturday: 7:00am to 6:00pm
www.Racewayford.com



800-810-1821 Page 1

Customer information form including fields for Name, Address, Phone, VIN, License, Mileage, and Service Writer (JESSICA GEORGE).

Table with columns: Incr. Amt, New Amt, Date, Time, Person Cont., How Cont., Phone, Cont. By, Reason/Description. Includes original estimates of \$69.90 and MAR 27 20.

Table with columns: Description, QtyOrd, Qty Del, Price, Ext Total, Grand Total.

1. Customer statement of problem
CUSTOMER STATES WINDSHIELD TRIM IS COMING OFF, CHECK AND ADVISE
1 - Cause/Action to Take
S200 - VERIFIED CUSTOMER CONCERN. PASSENGER SIDE A PILLAR TRIM IS LOOSE.
1 - Correction/Action Taken
CONFIRMED THAT THE PASSENGER SIDE A PILLAR TRIM WAS LOOSE ON TOP. PER WORKSHOP MANUAL, REMOVED THE TOP TRIM AND PANEL UNDERNEATH BY LOOSENING THE BOLTS AND TAKING OFF THE PANEL. REPLACED THE PANEL BY REATTACHING THE BOLTS. SNAPPED THE OUTER TRIM ONTO THE PANEL.
Part Number Failed Description
BB5Z7803144AA MOULDING WINDSHIELD
BB5Z7803144BA MOULDING WINDSHIELD
Sub Total Parts
SubTotal Job # 1

2. Customer statement of problem
Quick Lane Speed Bay Vehicle Check Up
1 - Cause/Action to Take
Q99PX - MPI
1 - Correction/Action Taken
MPI COMPLETE
Sub Total Parts
SubTotal Job # 2

Recommendations
NOTE: WINDSHIELD HAS ROCK CHIPS PRIOR TO SERVICE



800-735-9573

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Saturday: 7:00am to 6:00pm
www.Racewayford.com



800-810-1821 Page 2

Customer information form including fields for Name, Address, Phone, VIN (1FM5K7D82 KGB), License Number, Mileage In/Out, and Service Writer (JESSICA GEORGE).

Table with columns: Description, QtyOrd, Qty Del, Price, Ext Total, Grand Total. Includes a section for '3. Customer statement of problem'.

3. Customer statement of problem

"I consent to being contacted concerning this request for service at any cellular or mobile telephone number, e-mail address or other telephone number I have provided or was provided on my behalf, including telephone calls, text messages and e-mails to my cellular or mobile telephone and / or device."

1 - Cause/Action to Take

TCPA - By providing my communication information, including but not limited to e-mail addresses, cellular phone numbers, or other phone numbers, I am giving consent to be contacted and communicated with (including automated telephone dialing systems) via any of these means, by you, any related insurance company and your service providers, as it relates to the services being provided. Providing cellular or mobile telephone number, e-mail address or other telephone number is not a required condition of the above service.

1 - Correction/Action Taken

Summary table for item 3: Sub Total Parts (0.00), SubTotal Job # 3 (0.00).

4. Customer statement of problem

TIRE PRESSURE INSPECTION.

Tires Inflated to: (PSI)
LF 35 RF 35
LR 35 RR 35
SPARE

1 - Cause/Action to Take

TPI -

1 - Correction/Action Taken

SET TIRES TO 35 PSI.

Summary table for item 4: SET TIRES TO 35 PSI (0.00).



800-735-9573

Raceway Ford
Raceway Quick Lane
 5900 Sycamore Canyon Blvd. Riverside, Ca 92507
 Service Department Hours:
 Monday-Friday: 7:00am to 7:00pm
 Saturday: 7:00am to 6:00pm
 www.Racewayford.com



800-810-1821 Page 3

Perris, CA		A/R Number:		Invoice Number:	
Phone (H):		Customer Number:		Printed: FEB 19 21 9 31 AM	
Phone (C):		PO Number:		Copy # 5	
Phone (W):		Auth Number:		Date Opened: MAR 27 20	
Phone Oth:		Service Writer: JESSICA GEORGE		Date Notified: MAR 27 20	
Year/Make/Model: 2019 Ford EXPLORER		Terms & Conditions:		Date Delivered:	
VIN: 1FM5K7D82 KGE		Type of Sale: Retail			
License Number:		EPA:			
Color: Ingot Silver Metallic		BAR:			
Stock Number: 19X790		Mileage In: 15891			
Tag Number:		Mileage Out: 15891			

Incr. Amt	New Amt	Date	Time	Person Cont.	How Cont.	Phone	Cont. By	Reason/Description
								Original Estimate: \$69.90
								Original Estimate: MAR 27 20

Description	QtyOrd	Qty Del	Price	Ext Total	Grand Total
					0.00
					0.00
					0.00

5. Customer statement of problem

SPW
 Trim panel moulding -defective. After installing trim, the top section would not stay clipped into A pillar. removed and replaced with another new part. No further concern.

1 - Cause/Action to Take

S200 - replaced trim moulding

1 - Correction/Action Taken

Part Number	Failed	Description	09026	0.00
BB5Z7803144AA		MOULDING WINDSHIELD	1 1	
				Warranty
				Warranty

Payment is due at time of vehicle pick up. I hereby state that I have authorized the repair work to be done along with the necessary labor, parts and materials for the total revised estimate shown above. Please see reverse side for additional customer warranty information contained in the Parts and Warranty Coverage Statement.

I acknowledge receipt of the above listed Vehicle:

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

Customer Signature

Date

Customer Signature or Initials

Total Labor	0.00
Total Parts	0.00
Total Sublet	0.00
Misc. Chrgs	0.00
Car Rental	0.00
Freight	0.00
Deductible	0.00
Special Tax	0.00
Haz Mat Chrg	0.00
Sales Tax	0.00
AMOUNT DUE	0.00



800-735-9573

Raceway Ford
Raceway Quick Lane
 5900 Sycamore Canyon Blvd, Riverside, Ca 92507
 Service Department Hours:
 Monday-Friday 7:00am to 7:00pm
 Saturday: 7:00am to 6:00pm
 www.Racewayford.com



800-810-1821 Page 1

Perris, CA		A/R Number:		Invoice Number:	
Phone (H) [REDACTED]		Customer Number: [REDACTED]		Printed: FEB 19 21 9:31 AM	
Phone (C) [REDACTED]		PO Number:		Copy # 2	
Phone (W) [REDACTED]		Auth Number:		Date Opened FEB 17 21	
Phone Oth [REDACTED]		Service Writer: Thomas Fraser		Date Notified: FEB 18 21	
Year/Make/Model: 2019 Ford EXPLORER		Terms & Conditions:		Date Delivered:	
VIN: 1FM5K7D82 KGB [REDACTED]		Type of Sale: Retail			
License Number:		Color: Ingot Silver Metallic		EPA: [REDACTED]	
Stock Number: 19X790		Mileage In: 28739		BAR: [REDACTED]	
Tag Number: [REDACTED]		Mileage Out: 28743			

Original Estimate: \$ 165.00 Original Estimate: FEB 17 21

Incr. Amt	New Amt	Date	Time	Person Cont.	How Cont.	Phone	Cont. By	Reason/Description
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Description	Qty	Ord	Qty Del	Price	Ext Total	Grand Total
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1. Customer statement of problem

Customer states battery malfunction light is on after 1 min of driving

1 -- Cause/Action to Take

VERIFIED CUSTOMER CONCERN. CHECK CHARGING SYSGTEM WARNING CAME ON WHILE DRING VEHICLE IN. CHECKED FOR CODES FOUND P0620 AND P065B. GENERATOR CIRCUIT FAULT CODES. CHECKED FOR TSBS OR SSMS NONE FOUND. TESTED BATTERY, CHARGED BATTERY AND RETESTED. BATTERY PASSED AT THIS TIME. FOLLOWED PINPOINT TEST F. F1.NO F2. YES 13V F3.YES 14.5V F4.YES 13V F5.NO F6.YES F7 YES F8.YES INSTALL NEW GENERATOR. UPON REMOVAL OF GENERATOR FOUND THAT THE FRONT COVER IS LEAKING AND OIL GOT ONTO GENERATOR DAMGING IT. REPLACED ALTERNATOR AND WILL TELL CUSTOMER TO SCHEDULE SERVICE FOR OIL LEAK CUSTOMER NEEDS VEHICLE BACK. REPLACED GENERATOR AND CLEARED CODES AND RETESTED. CODES DID NOT RETURN. BATTERY VOLATAGE WITH ENGINE RUNNING IS 14.5V. GENERATOR WORKING PROPERLY AT THIS TIME. MI OUT 28,743

1 -- Correction/Action Taken

LABOR OP:10346A 1.2 HRS 6870
 LABOR OP:10654C 0.2 HRS
 LABOR OP: 12650D45 0.3 HRS
 LABOR OP :12650D80 0.1 HRS
 LABOR OP: 12651D 0.2 HRS
 TOTAL: 2.0 HRS

0.00

Part Number	Failed	Description	Qty
GB5Z10346A		ALTERNATOR ASY	1



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800-810-1821 Page 2

Perris, CA Phone (H) [Redacted] Phone (W) [Redacted] Phone (C) [Redacted] Phone Oth. [Redacted]		A/R Number: Customer Number: [Redacted] PO Number: Auth Number:	Invoice Number: [Redacted] Printed: FEB 19 21 9 31 AM Copy # 2 Date Opened: FEB 17 21 Date Notified: FEB 18 21 Date Delivered:
Year/Make/Model: 2019 Ford EXPLORER VIN: 1FM5K7D82 KGE [Redacted]		Service Writer: Thomas Fraser Terms & Conditions: Type of Sale: Retail	
License Number: Color: Ingot Silver Metallic Stock Number: 19X790 Mileage In: 28739 Tag Number: [Redacted] Mileage Out: 28743		EPA: [Redacted] BAR: [Redacted]	

Incr. Amt	New Amt	Date	Time	Person Cont.	How Cont.	Phone	Cont. By	Reason/Description
								Original Estimate: \$ 165.00
								Original Estimate: FEB 17 21

Description	Qty	Ord	Qty Del	Price	Ext Total	Grand Total
TP3320 ENGINE OIL DYE	1		1			
						Sub Total Parts
						SubTotal Job # 1
						Warranty

2. Customer statement of problem

PROVIDE A TWO WAY LYFT RIDE
 LYFT2 -
 1 -- Correction/Action Taken

	999			0.00
				Warranty
				Warranty

3. Customer statement of problem

Quick Lane Speed Bay Vehicle Check Up
 Q99PX -
 1 -- Correction/Action Taken

ENGINE OIL LEAK FROM FRONT COVER. ADDED ENGINE OIL DYE	6870			0.00
				0.00
				0.00

Recommendations
 OIL LEAK DIAG - FRONT COVER LEAKING

4. Customer statement of problem

"I consent to being contacted concerning this request for service at any cellular or mobile telephone number, e-mail address or other telephone number I have provided or was provided on my behalf, including telephone calls, text messages and e-mails to my cellular or mobile telephone and / or device."



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800-810-1821 Page 3

Perris, CA		A/R Number:	Invoice Number:
Phone (H)	Phone (W)	Customer Number:	Printed: FEB 19 21 9:31 AM
Phone (C)	Phone Oth.	PO Number:	Copy # 2
Year/Make/Model: 2019 Ford EXPLORER		Auth Number:	Date Opened: FEB 17 21
VIN: 1FM5K7D82 KGB		Service Writer: Thomas Fraser	Date Notified: FEB 18 21
License Number:		Terms & Conditions:	Date Delivered:
Color: Ingot Silver Metallic		Type of Sale: Retail	
Stock Number: 19X790	Mileage In: 28739	EPA:	
Tag Number:	Mileage Out: 28743	BAR:	

Incr. Amt	New Amt	Date	Time	Person Cont.	How Cont.	Phone	Cont. By	Reason/Description
								Original Estimate: \$ 165.00
								Original Estimate: FEB 17 21

Description	QtyOrd	Qty Del	Price	Ext Total	Grand Total
<p>1 -- Cause/Action to Take</p> <p>TCPA - By providing my communication information, including but not limited to e-mail addresses, cellular phone numbers, or other phone numbers, I am giving consent to be contacted and communicated with (including automated telephone dialing systems) via any of these means, by you, any related insurance company and your service providers, as it relates to the services being provided. Providing cellular or mobile telephone number, e-mail address or other telephone number is not a required condition of the above service.</p> <p>1 - Correction/Action Taken</p>					
				999	0.00
					Internal Work
					Sub Total Parts

5. Customer statement of problem

TIRE PRESSURE INSPECTION
 Tires Inflated to: (PSI)
 LF 35 RF 35
 LR 35 RR 35
 SPARE 60
 TPI -
 1 - Correction/Action Taken
 PSI SET

	6870	0.00
		0.00
		0.00



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800-810-1821 Page 4

800-735-9573

[Redacted] Perris, CA Phone (H) [Redacted] Phone (W) [Redacted] Phone (C) [Redacted] Phone Oth. [Redacted]		A/R Number: Customer Number: [Redacted] PO Number: Auth Number: Service Writer: Thomas Fraser Terms & Conditions: Type of Sale: Retail EPA: [Redacted] BAR: [Redacted]	Invoice Number: [Redacted] Printed: FEB 19 21 9:31 AM Copy # 2 Date Opened: FEB 17 21 Date Notified: FEB 18 21 Date Delivered:
Year/Make/Model: 2019 Ford EXPLORER VIN: 1FM5K7D82 KGB [Redacted] License Number: Color: Ingot Silver Metallic Stock Number: 19X790 Mileage In: 28739 Tag Number: [Redacted] Mileage Out: 28743		Original Estimate: \$165.00 Original Estimate: FEB 17 21	

Incr. Amt	New Amt	Date	Time	Person Cont.	How Cont.	Phone	Cont. By	Reason/Description

Description	QtyOrd	Qty Del	Price	Ext Total	Grand Total

Payment is due at time of vehicle pick up. I hereby state that I have authorized the repair work to be done along with the necessary labor, parts and materials for the total revised estimate shown above. Please see reverse side for additional customer warranty information contained in the Parts and Warranty Coverage Statement.

Total Labor	0.00
Total Parts	0.00
Total Sublet	0.00
Misc. Chrgs	0.00
Car Rental	0.00
Freight	0.00
Deductible	0.00
Special Tax	0.00
Haz Mat Chrg	0.00
Sales Tax	0.00
AMOUNT DUE	0.00

I acknowledge receipt of the above listed Vehicle:

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

Customer Signature _____ Date _____

Customer Signature or Initials _____



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800-810-1821 Page 1

Perris, CA
Phone (H)
Phone (C)
Year/Make/Model: 2019 Ford EXPLORER
VIN: 1FM5K7D82 KGE
License Number:
Stock Number: 19X790
Tag Number:

A/R Number:
Customer Number:
PO Number:
Auth Number:
Service Writer: Thomas Fraser
Terms & Conditions:
Type of Sale: Retail
EPA:
BAR:

Invoice Number:
Printed: FEB 19 21 9:29 AM
Copy # 4
Date Opened DEC 3 20
Date Notified DEC 3 20
Date Delivered

Table with columns: Incr. Amt, New Amt, Date, Time, Person Cont., How Cont., Phone, Cont. By, Reason/Description, Description, QtyOrd, Qty Del, Price, Ext Total, Grand Total

1. Customer statement of problem

Customer States VEHICLE NEEDED JUMP START
1 - Cause/Action to Take
VERIFIED CUSTOMER CONCERN, JUMP START ON BATTERY, TESTED AND FAILED TEST
1 - Correction/Action Taken
REPLACED BATTERY
DTC CODE - 84C 14R0
ACES CODE - FC9CS

Summary table for item 1: Sub Total Parts 8744, SubTotal Job # 1, Warranty

2. Customer statement of problem

Quick Lane Speed Bay Vehicle Check Up
Q99PX -
1 - Correction/Action Taken
MPI COMPLETED

Summary table for item 2: Sub Total Parts 8744, SubTotal Job # 2, Warranty

3. Customer statement of problem

"I consent to being contacted concerning this request for service at any cellular or mobile telephone number, e-mail address or other telephone number I have provided or was provided on my behalf, including telephone calls, text messages and e-mails to my cellular or mobile telephone and / or device."

1 - Cause/Action to Take
TCPA - By providing my communication information, including but not limited to e-mail addresses, cellular phone numbers, or other phone numbers, I am giving consent to be contacted and communicated with (including automated telephone dialing systems) via any of these means, by you, any related insurance company and your service providers, as it relates to the services being provided. Providing cellular or mobile telephone number, e-mail address or other telephone number is not a required condition of the above service.



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800-810-1821 Page 2

Perris, CA Phone (H) [Redacted] Phone (W) [Redacted] Phone (C) [Redacted] Phone Oth: [Redacted]		A/R Number: Customer Number: [Redacted] PO Number: Auth Number: Service Writer: Thomas Fraser Terms & Conditions: Type of Sale: Retail EPA: [Redacted] BAR: [Redacted]	Invoice Number: [Redacted] Printed: FEB 19 21 9:29 AM Copy # 4 Date Opened: DEC 3 20 Date Notified: DEC 3 20 Date Delivered:
Year/Make/Model: 2019 Ford EXPLORER VIN: 1FM5K7D82 KGB [Redacted] License Number: Color: Ingot Silver Metallic Stock Number: 19X790 Mileage In: 25360 Tag Number: [Redacted] Mileage Out: 25360			

Incr. Amt	New Amt	Date	Time	Person Cont.	How Cont.	Phone	Cont. By	Reason/Description
								Original Estimate: \$ 1.00
								Original Estimate: DEC 3 20

Description	QtyOrd	Qty Del	Price	Ext Total	Grand Total
1 -- Correction/Action Taken A				8744	0.00
					0.00
					0.00

4. Customer statement of problem

TIRE PRESSURE INSPECTION.

Tires Inflated to: (PSI)
 LF _____ RF _____
 LR _____ RR _____
 SPARE _____
 TPI -
 1 - Correction/Action Taken
 35 35
 35 35
 PSI SET

				8744	0.00
					0.00
					0.00

Payment is due at time of vehicle pick up. I hereby state that I have authorized the repair work to be done along with the necessary labor, parts and materials for the total revised estimate shown above. Please see reverse side for additional customer warranty information contained in the Parts and Warranty Coverage Statement.

I acknowledge receipt of the above listed Vehicle:
 Customer Signature _____ Date _____

I acknowledge notice and oral approval of an increase in the original estimated price.
 Customer Signature or Initials _____

Total Labor	0.00
Total Parts	0.00
Total Sublet	0.00
Misc. Chrgs	0.00
Car Rental	0.00
Freight	0.00
Deductible	0.00
Special Tax	0.00
Haz Mat Chrg	0.00
Sales Tax	0.00
AMOUNT DUE	0.00



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800-810-1821 Page 1

Customer information form including fields for A/R Number, Customer Number, PO Number, Auth Number, Service Writer (JESSICA GEORGE), Terms & Conditions, Type of Sale (Retail), EPA, BAR, Invoice Number, Printed date (FEB 19 21 9:31 AM), Copy # (5), Date Opened (MAR 27 20), Date Notified (MAR 27 20), Date Delivered.

Table with columns: Incr. Amt, New Amt, Date, Time, Person Cont., How Cont, Phone, Cont. By, Reason/Description. Includes original estimates for \$69.90 and MAR 27 20.

Table with columns: Description, QtyOrd, Qty Del, Price, Ext Total, Grand Total.

1. Customer statement of problem

CUSTOMER STATES WINDSHIELD TRIM IS COMING OFF, CHECK AND ADVISE

1 -- Cause/Action to Take

S200 - VERIFIED CUSTOMER CONCERN. PASSENGER SIDE A PILLAR TRIM IS LOOSE.

1 -- Correction/Action Taken

CONFIRMED THAT THE PASSENGER SIDE A PILLAR TRIM WAS LOOSE ON TOP. PER WORKSHOP MANUAL, REMOVED THE TOP TRIM AND PANEL UNDERNEATH BY LOOSENING THE BOLTS AND TAKING OFF THE PANEL. REPLACED THE PANEL BY REATTACHING THE BOLTS. SNAPPED THE OUTER TRIM ONTO THE PANEL.

09026

0.00

Table with columns: Part Number, Failed, Description, Qty. Rows for BB5Z7803144AA (MOULDING WINDSHIELD) and BB5Z7803144BA (MOULDING WINDSHIELD).

Sub Total Parts
SubTotal Job # 1

Warranty
Warranty

2. Customer statement of problem

Quick Lane Speed Bay Vehicle Check Up

1 -- Cause/Action to Take

Q99PX - MPI

1 -- Correction/Action Taken

MPI COMPLETE

09026

0.00

Sub Total Parts
SubTotal Job # 2

0.00
0.00

Recommendations

NOTE: WINDSHIELD HAS ROCK CHIPS PRIOR TO SERVICE



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800-810-1821 Page 2

Perris, CA		A/R Number:		Invoice Number:	
Phone (H) [REDACTED]		Customer Number: [REDACTED]		[REDACTED]	
Phone (C) [REDACTED]		PO Number:		Printed: FEB 19 21 9:31 AM	
Phone (W) [REDACTED]		Auth Number:		Copy # 5	
Phone Oth [REDACTED]		Service Writer: JESSICA GEORGE		Date Opened: MAR 27 20	
Year/Make/Model: 2019 Ford EXPLORER		Terms & Conditions:		Date Notified: MAR 27 20	
VIN: 1FM5K7D82 KGB [REDACTED]		Type of Sale: Retail		Date Delivered:	
License Number: [REDACTED]		EPA: [REDACTED]			
Color: Ingot Silver Metallic		BAR: [REDACTED]			
Stock Number: 19X790		Mileage In: 15891			
Tag Number: [REDACTED]		Mileage Out: 15891			

Incr. Amt	New Amt	Date	Time	Person Cont.	How Cont.	Phone	Cont. By	Reason/Description
								Original Estimate: \$ 69.90
								Original Estimate: MAR 27 20

Description	QtyOrd	Qty Del	Price	Ext Total	Grand Total

3. Customer statement of problem

"I consent to being contacted concerning this request for service at any cellular or mobile telephone number, e-mail address or other telephone number I have provided or was provided on my behalf, including telephone calls, text messages and e-mails to my cellular or mobile telephone and / or device."

1 - Cause/Action to Take

TCPA - By providing my communication information, including but not limited to e-mail addresses, cellular phone numbers, or other phone numbers, I am giving consent to be contacted and communicated with (including automated telephone dialing systems) via any of these means, by you, any related insurance company and your service providers, as it relates to the services being provided. Providing cellular or mobile telephone number, e-mail address or other telephone number is not a required condition of the above service.

1 - Correction/Action Taken

	999	0.00
Sub Total Parts		0.00
SubTotal Job # 3		0.00

4. Customer statement of problem

TIRE PRESSURE INSPECTION.

Tires Inflated to: (PSI)

LF 35 RF 35
 LR 35 RR 35
 SPARE _____

1 - Cause/Action to Take

TPI -

1 - Correction/Action Taken

SET TIRES TO 35 PSI.

	09026	0.00
--	-------	------



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800-810-1821 Page 3

Perris, CA		A/R Number:	Invoice Number:
Phone (H):	Phone (W):	Customer Number:	Printed: FEB 19 21 9:31 AM
Phone (C):	Phone Oth:	PO Number:	Copy # 5
Year/Make/Model: 2019 Ford EXPLORER		Auth Number:	Date Opened: MAR 27 20
VIN: 1FM5K7D82 KGE		Service Writer: JESSICA GEORGE	Date Notified: MAR 27 20
License Number:	Color: Ingot Silver Metallic	Terms & Conditions:	Date Delivered:
Stock Number: 19X790	Mileage In: 15891	Type of Sale: Retail	
Tag Number:	Mileage Out: 15891	EPA:	
		BAR:	

Incr. Amt	New Amt	Date	Time	Person Cont.	How Cont.	Phone	Cont. By	Reason/Description
								Original Estimate: \$69.90
								Original Estimate: MAR 27 20

Description	QtyOrd	Qty Del	Price	Ext Total	Grand Total
					0.00
					0.00
					0.00

5. Customer statement of problem

SPW
 Trim panel moulding -defective. After installing trim, the top section would not stay clipped into A pillar. removed and replaced with another new part. No further concern.

1 - Cause/Action to Take

S200 - replaced trim moulding

1 - Correction/Action Taken

Part Number	Failed	Description	09026	0.00
BB5Z7803144AA		MOULDING WINDSHIELD	1 1	
				0.00
				0.00

Payment is due at time of vehicle pick up. I hereby state that I have authorized the repair work to be done along with the necessary labor, parts and materials for the total revised estimate shown above. Please see reverse side for additional customer warranty information contained in the Parts and Warranty Coverage Statement.

I acknowledge receipt of the above listed Vehicle:

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

Customer Signature _____ Date _____

Customer Signature or Initials _____

Total Labor	0.00
Total Parts	0.00
Total Sublet	0.00
Misc. Chrgs	0.00
Car Rental	0.00
Freight	0.00
Deductible	0.00
Special Tax	0.00
Haz Mat Chrg	0.00
Sales Tax	0.00
AMOUNT DUE	0.00



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800-810-1821 Page 1

Customer information form including fields for Name, Address, Phone, VIN (1FM5K7D82 KGB), License Number, Stock Number, Tag Number, A/R Number, Customer Number, PO Number, Auth Number, Service Writer (Thomas Fraser), Terms & Conditions, Type of Sale (Retail), EPA, and BAR.

Table with columns: Incr. Amt, New Amt, Date, Time, Person Cont., How Cont., Phone, Cont. By, Reason/Description. Includes original estimate of \$165.00 and date FEB 17 21.

Table with columns: Description, QtyOrd, Qty Del, Price, Ext Total, Grand Total.

1. Customer statement of problem

Customer states battery malfunction light is on after 1 min of driving

1 -- Cause/Action to Take

VERIFIED CUSTOMER CONCERN. CHECK CHARGING SYSGTEM WARNING CAME ON WHILE DRING VEHICLE IN. CHECKED FOR CODES FOUND P0620 AND P065B. GENERATOR CIRCUIT FAULT CODES. CHECKED FOR TSBS OR SSMS NONE FOUND. TESTED BATTERY, CHARGED BATTERY AND RETESTED. BATTERY PASSED AT THIS TIME. FOLLOWED PINPOINT TEST F. F1.NO F2. YES 13V F3.YES 14.5V F4.YES 13V F5.NO F6.YES F7 YES F8.YES INSTALL NEW GENERATOR. UPON REMOVAL OF GENERATOR FOUND THAT THE FRONT COVER IS LEAKING AND OIL GOT ONTO GENERATOR DAMGING IT. REPLACED ALTERNATOR AND WILL TELL CUSTOMER TO SCHEDULE SERVICE FOR OIL LEAK CUSTOMER NEEDS VEHICLE BACK. REPLACED GENERATOR AND CLEARED CODES AND RETESTED. CODES DID NOT RETURN. BATTERY VOLATAGE WITH ENGINE RUNNING IS 14.5V. GENERATOR WORKING PROPERLY AT THIS TIME. MI OUT 28,743

1 -- Correction/Action Taken

LABOR OP:10346A 1.2 HRS 6870
LABOR OP:10654C 0.2 HRS
LABOR OP: 12650D45 0.3 HRS
LABOR OP :12650D80 0.1 HRS
LABOR OP: 12651D 0.2 HRS
TOTAL: 2.0 HRS

Table with columns: Part Number, Failed, Description, Qty. Row: GB5Z10346A, ALTERNATOR ASY, 1 1



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800-810-1821 Page 2

Perris, CA Phone (H) [REDACTED] Phone (W) [REDACTED] Phone (C) [REDACTED] Phone Oth [REDACTED]		A/R Number: Customer Number: [REDACTED] PO Number: Auth Number:	Invoice Number: [REDACTED] Printed: FEB 19 21 9 31 AM Copy # 2 Date Opened: FEB 17 21 Date Notified: FEB 18 21 Date Delivered:
Year/Make/Model: 2019 Ford EXPLORER VIN: 1FM5K7D82 KGE [REDACTED] License Number: Color: Ingot Silver Metallic Stock Number: 19X790 Mileage In: 28739 Tag Number: [REDACTED] Mileage Out: 28743		Service Writer: Thomas Fraser Terms & Conditions: Type of Sale: Retail EPA: [REDACTED] BAR: [REDACTED]	

Original Estimate: \$165.00 Original Estimate: FEB 17 21

Incr. Amt	New Amt	Date	Time	Person Cont.	How Cont.	Phone	Cont. By	Reason/Description
-----------	---------	------	------	--------------	-----------	-------	----------	--------------------

Description	QtyOrd	Qty Del	Price	Ext Total	Grand Total
TP3320 ENGINE OIL DYE	1	1			
					Sub Total Parts
					SubTotal Job # 1
					Warranty

2. Customer statement of problem

PROVIDE A TWO WAY LYFT RIDE
 LYFT2 -
 1 -- Correction/Action Taken

999	0.00
Sub Total Parts	Warranty
SubTotal Job # 2	Warranty

3. Customer statement of problem

Quick Lane Speed Bay Vehicle Check Up
 Q99PX -
 1 -- Correction/Action Taken

ENGINE OIL LEAK FROM FRONT COVER. ADDED ENGINE OIL DYE	6870	0.00
Sub Total Parts		0.00
SubTotal Job # 3		0.00

Recommendations
 OIL LEAK DIAG - FRONT COVER LEAKING

4. Customer statement of problem

"I consent to being contacted concerning this request for service at any cellular or mobile telephone number, e-mail address or other telephone number I have provided or was provided on my behalf, including telephone calls, text messages and e-mails to my cellular or mobile telephone and / or device."



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800-810-1821 Page 3

Perris, CA Phone (H) [Redacted] Phone (W) [Redacted] Phone (C) [Redacted] Phone Oth. [Redacted]		A/R Number: Customer Number: [Redacted] PO Number: Auth Number:	Invoice Number: Printed: FEB 19 21 9:31 AM Copy # 2 Date Opened: FEB 17 21 Date Notified: FEB 18 21 Date Delivered:
Year/Make/Model: 2019 Ford EXPLORER VIN: 1FM5K7D82 KGB [Redacted] License Number: Color: Ingot Silver Metallic		Service Writer: Thomas Fraser Terms & Conditions: Type of Sale: Retail EPA: [Redacted] BAR: [Redacted]	
Stock Number: 19X790 Mileage In: 28739 Tag Number: [Redacted] Mileage Out: 28743			

Incr. Amt	New Amt	Date	Time	Person Cont.	How Cont.	Phone	Cont. By	Reason/Description
								Original Estimate: \$ 165.00
								Original Estimate: FEB 17 21

Description	QtyOrd	Qty Del	Price	Ext Total	Grand Total
<p>1 -- Cause/Action to Take</p> <p>TCPA - By providing my communication information, including but not limited to e-mail addresses, cellular phone numbers, or other phone numbers, I am giving consent to be contacted and communicated with (including automated telephone dialing systems) via any of these means, by you, any related insurance company and your service providers, as it relates to the services being provided. Providing cellular or mobile telephone number, e-mail address or other telephone number is not a required condition of the above service.</p> <p>1 - Correction/Action Taken</p>					
				999	0.00
					Internal Work
					<u>Sub Total Parts</u>

5. Customer statement of problem

TIRE PRESSURE INSPECTION
 Tires Inflated to: (PSI)
 LF 35 RF 35
 LR 35 RR 35
 SPARE 60
 TPI -
 1 - Correction/Action Taken
 PSI SET

				6870	0.00
					<u>Sub Total Parts</u>
					<u>SubTotal Job # 5</u>
					0.00
					0.00



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800-735-9573

800-810-1821 Page 4

[Redacted] Perris, CA [Redacted]		A/R Number: [Redacted]		Invoice Number: [Redacted]	
Phone (H) [Redacted] Phone (W) [Redacted] Phone (C) [Redacted] Phone Oth. [Redacted]		Customer Number: [Redacted]		Printed: FEB 19 21 9:31 AM	
Year/Make/Model: 2019 Ford EXPLORER		PO Number: [Redacted]		Copy # 2	
VIN: 1FM5K7D82 KGB [Redacted]		Auth Number: [Redacted]		Date Opened: FEB 17 21	
License Number: [Redacted] Color: Ingot Silver Metallic		Service Writer: Thomas Fraser		Date Notified: FEB 18 21	
Stock Number: 19X790 Mileage In: 28739		Terms & Conditions: [Redacted]		Date Delivered: [Redacted]	
Tag Number: [Redacted] Mileage Out: 28743		Type of Sale: Retail			
		EPA: [Redacted]			
		BAR: [Redacted]			

Incr. Amt	New Amt	Date	Time	Person Cont.	How Cont.	Phone	Cont. By	Reason/Description

Description	QtyOrd	Qty Del	Price	Ext Total	Grand Total

Payment is due at time of vehicle pick up. I hereby state that I have authorized the repair work to be done along with the necessary labor, parts and materials for the total revised estimate shown above. Please see reverse side for additional customer warranty information contained in the Parts and Warranty Coverage Statement.

Total Labor	0.00
Total Parts	0.00
Total Sublet	0.00
Misc. Chrgs	0.00
Car Rental	0.00
Freight	0.00
Deductible	0.00
Special Tax	0.00
Haz Mat Chrg	0.00
Sales Tax	0.00
AMOUNT DUE	0.00

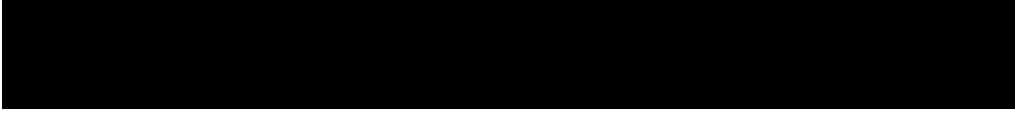
I acknowledge receipt of the above listed Vehicle:

 Customer Signature Date

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

 Customer Signature or Initials

Claim





D184008
DRP111300

Timothy J. Abeel, Jr.

25 Regency Plaza
Glen Mills, PA 19342

tel: 888.830.1474
tim@timothyabeel.com

www.timothyabeel.com

OGC Lit
Product Claims

August 23, 2019

SEP - 4 2019

Ms. Cherie Leich
Ford Consumer Affairs
P.O. Box 70
Dear Born, MI 48121

Malouf Ford-Lincoln, Inc.
U.S. Highway 1 and Commerce Bld.
North Brunswick, NJ. 08902

Re: [REDACTED] v. Ford Motor Company v. Malouf Ford-Lincoln, Inc.
RE: 2016 Ford Explorer
VIN: 1FM5K8DH5GGD [REDACTED]

To Whom It May Concern:

This is notification that Timothy Abeel & Associates, P.C. represents the above individual against Ford Motor Company and Malouf Ford-Lincoln, Inc. for claims pursuant to New Jersey Lemon Law, Magnuson Moss Warranty Act and the New Jersey Consumer Fraud Act. Kindly acknowledge our firm's representation and direct any and all correspondence to this office.

Please do not have any further contact with our client, [REDACTED] only with the exception to expedite necessary warranty repairs.

Thank you for your attention to this matter. If you have any questions, please contact me at your earliest convenience.

Sincerely,

Timothy J. Abeel, Jr.

Timothy J. Abeel, Jr., Esq.

TJA/slm
Enclosures

Motor Vehicle

Retail Order

New Used
 Demo



MALOUF FORD-LINCOLN, INC.

U.S. HIGHWAY 1 & COMMERCE BLD.
NORTH BRUNSWICK, NJ 08902
TELEPHONE (732) 951-0300
WWW.MALOUF.COM



CUSTOMER _____ DATE **05/20/2016** STOCK NO. _____
 ADDRESS _____ **PISCATAWAY** **NJ** _____
 HOME PHONE _____ WORK PHONE _____ SALESPERSON **LUIGI C GIACALONE**
 D.L. # _____ SOC. SEC. # _____ D.O.B. **07/30/1980**
 PLEASE ENTER MY ORDER FOR ONE **2016** **FORD** MODEL **EXPLORER**
 BODY TYPE **4 DR** **GRAY** **10** (YEAR AND MAKE) SERIAL NO. **1 F M 5 K 8 D H 5 G G D**
 E-MAIL _____ CELL PHONE _____

Prior to delivery of the vehicle listed above, customer shall elect one of the following and so advise dealership:
 Cash Purchase Finance Purchase Lease
 IF A CREDIT SALE, REQUIRED INFORMATION CONTAINED ON A SEPARATE DISCLOSURE STATEMENT IS MADE A PART OF THIS ORDER.
 IF A LEASE COMPLETE DISCLOSURE OF ALL LEASE TERMS AND CONDITIONS IS CONTAINED ON A SEPARATE LEASE CONTRACT.

TO BE DELIVERED ON OR ABOUT		05/20/2016
Price of Unit		41395.00
Additional Equipment (options)		
PREMIUM		3315.00

IF A LEASE, THE FOLLOWING APPLY:
 MONTHLY PAYMENT AMOUNT \$ _____
 TERM: _____ MONTHS
 MILEAGE PER YEAR _____
 CASH DUE AT DELIVERY \$ _____

IF A PURCHASE, THE FOLLOWING APPLY:	
TOTAL PRICE OF VEHICLE	44710.00
Less Trade-in	5500.00
Responsive Etch System (Optional)	149.00
TOTAL TAXABLE AMOUNT	39359.00
State Sales Tax	2755.13
Motor Vehicle Tire Fee	7.50
Online Processing Fee (if applicable)	8.95
Registration/Title Fee (Estimated)	190.00
Documentation Fee CLERICAL EXPENSE DOCUMENT DELIVERY SERVICES	295.00
NET PAY OFF ON TRADE-IN	21083.03
TOTAL	63698.61
Deposit	1000.00
REBATE	1450.00
BALANCE IN CASH, CERTIFIED CHECK OR OTHER ACCEPTABLE FORM OF PAYMENT TO BE PAID TO DEALER ON DELIVERY	
BALANCE DUE ON DELIVERY	61248.61

IF A NEW VEHICLE SALE...
 The only warranties applying to this vehicle are those offered by the manufacturer. The selling dealer sells this vehicle "as is" and hereby disclaims all warranties, either express or implied, including any implied warranties of merchantability and fitness for a particular purpose. Any liability of the selling dealer with respect to defects or malfunctions of this vehicle including, without limitation, those which pertain to performance or safety, (whether by way of "strict liability," based upon the selling dealer's negligence, or otherwise), is expressly excluded and customer hereby assumes any such risks. The manufacturer's warranty is not affected by this disclaimer of warranties by the selling dealer.

IF USED VEHICLE SALE-CHECK APPROPRIATE BOX
 This vehicle is sold "as is" and the selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability and fitness for a particular purpose. Any liability of the selling dealer with respect to defects or malfunctions of this vehicle including, without limitation, those which pertain to performance or safety, (whether by way of "strict liability," based upon the selling dealer's negligence, or otherwise), is expressly excluded and customer hereby assumes any such risks.
OR
 The only dealer warranty on this vehicle is the limited warranty which is issued with and made a part of this order form.

ALL USED VEHICLE SALES DEALER'S OBLIGATION
 The laws of New Jersey require Motor Vehicle Dealers to make all necessary repairs, without charge, or return the full purchase price to the customer in the event a used vehicle sold and intended to be registered in this State fails to meet State Inspection Standards for the issuance of a certificate of approval due to a defect that is not the result of the customer's own act. The undersigned, before entering into this contract, has been informed of dealer's obligation above and agrees to have the used vehicle inspected within 7 days from the date of delivery of such vehicle.
 Date X Customer's Signature _____

WAIVER OF DEALER'S OBLIGATION (USED VEHICLE SALE)
 The undersigned, has read and understood the above Dealer's Obligation, and does hereby WAIVE AND RELEASE the DEALER'S OBLIGATION to make repairs without charge or return the full purchase price if the vehicle fails to meet State Inspection Standards for the issuance of a certificate of approval, unless the cause for the vehicle's rejection is an item which is "covered" by New Jersey's Used Car Lemon/Warranty Law (P.L. 1995, Chpt. 373).
 Date X Customer's Signature _____

TRADE-IN DESCRIPTION AND ALLOWANCE
 Year 2010 Make NISSAN Model ROGUE
 Serial No. _____ Mileage 83336
 Trade-In Value 5500.00 Date of 06/20/2016
 Less Balance Owed 21083.03
 Net Trade-in Allowance -15583.03
 Balance Owed to: _____
 Address: _____
 Account No.: _____
 Info. From _____ Good Thru _____
 Customer certifies that the frame on the trade-in vehicle has never sustained any damage or been repaired. All airbags are of original equipment and have never been deployed. Also, that the vehicle has never been in a flood or had the emission control system tampered with or altered. Customer certifies the above mileage is accurate.
 Date 05/20/2016 _____

Vehicle History Report

08/09/2019 06:59 PM

VIN: 1FM5K8DH5GGD [REDACTED]

2016 FORD EXPLORER

Repair Order: [REDACTED] Mileage: 52997 Total: \$0.00
Open Date: 07/15/2019 Closed Date: 07/23/2019 Advisor: Alyssa Ferrono
Owner: [REDACTED]

Service: 10654C BATTERY - TEST, CHARGE, AND RE-TEST (10653/10654/10655) - L

Type: WP94 Technician: Chris Korecky Comeback: N
Labor: \$25.50 Parts: \$133.27 Misc: \$0.00

Complaint: BATTERY DEAD- CHECK & REPLACE

Cause: X

Correction: 52997 P18 - Case 'CAS-22224965-N1R8R3'

Service: Q99PX QUICKLANE EXPRESS MULTI-POINT INSPECTION

Type: CQL Technician: Chris Korecky Comeback: N
Labor: \$0.00 Parts: \$0.00 Misc: \$0.00

Complaint: QUICKLANE EXPRESS MULTI-POINT INSPECTION

Cause:

Correction:

Service: LOANER RENTAL VEHICLE USED BY CUSTOMER WHILE REPAIRS ARE BEING MADE

Type: CPF Technician: Chris Korecky Comeback: N
Labor: \$0.00 Parts: \$0.00 Misc: \$0.00

Complaint: RENTAL VEHICLE USED BY CUSTOMER WHILE REPAIRS ARE BEING MADE

Cause:

Correction:

Service: 1 C/S TRANSMISSION REPAIRED ON 6/28/19, CUSTOMER PICKED UP VEHICLE ON FRIDAY, VEHICLE IS NOW GRINDING AT LOWER SPEEDS BETWEEN 0-60 MPH & WHILE UPSHIFTING - CHECK & ADVISE

Type: CPF Technician: Chris Korecky Comeback: N
Labor: \$0.00 Parts: \$0.00 Misc: \$0.00

Complaint: C/S TRANSMISSION REPAIRED ON 6/28/19, CUSTOMER PICKED UP VEHICLE ON FRIDAY, VEHICLE IS NOW GRINDING AT LOWER SPEEDS BETWEEN 0-60 MPH & WHILE UPSHIFTING - CHECK & ADVISE

Cause:

Correction: 52997 UNABLE TO VERIFY CONCERN. VEHICLE DRIVEN FOR 92 MILES, COULD NOT DUPLICATE CONCERN. CUSTOMER INFORMED TO CONTACT DEALERSHIP IF PROBLEM BECOMES MORE PRONOUNCED.

Service: 10654C1 BATTERY - REPLACE (10653/10654/10655) - L

Type: WP94 Technician: Chris Korecky Comeback: N
Labor: \$38.25 Parts: \$0.00 Misc: \$0.00

Complaint: BATTERY - REPLACE (10653/10654/10655) - L

Cause:

Correction:

Service: 1 THE C/S AFTER VEHICLE IS COLD SOAK, VEHICLE HARSH FROM PARK TO REVERSE - CHECK & ADVISE

Type: CPF Technician: Chris Korecky Comeback: N
Labor: \$0.00 Parts: \$0.00 Misc: \$0.00

Complaint: THE C/S AFTER VEHICLE IS COLD SOAK, VEHICLE HARSH FROM PARK TO REVERSE - CHECK & ADVISE

Cause:

Correction: 52997 UNABLE TO VERIFY CONCERN. VEHICLE DRIVEN FOR 92 MILES, COULD NOT DUPLICATE CONCERN. CUSTOMER INFORMED TO CONTACT DEALERSHIP IF PROBLEM BECOMES MORE PRONOUNCED.

Repair Order: [REDACTED] Mileage: 52739 Total: \$0.00
Open Date: 06/28/2019 Closed Date: 07/22/2019 Advisor: Ryan Bender
Owner: [REDACTED]

Service: LOANER RENTAL VEHICLE USED BY CUSTOMER WHILE REPAIRS ARE BEING MADE

Type: CPF Technician: Chris Korecky Comeback: N
Labor: \$0.00 Parts: \$0.00 Misc: \$0.00

Complaint: RENTAL VEHICLE USED BY CUSTOMER WHILE REPAIRS ARE BEING MADE

Cause:

Correction: 52739 4S4BSAHC4K3244786

Service: Q99PX QUICKLANE EXPRESS MULTI-POINT INSPECTION

Type: CPF Technician: Chris Korecky Comeback: N
Labor: \$0.00 Parts: \$0.00 Misc: \$0.00

Complaint: QUICKLANE EXPRESS MULTI-POINT INSPECTION

Cause: PERFORM MULTI POINT INSPECTION

Correction:

Service: S10 ABLE FORD DBA ALL AMERICAN

Type: ISP Technician: Chris Korecky Comeback: N
Labor: \$65.00 Parts: \$0.00 Misc: \$0.00

Complaint: RESURFACE FRONT ROTORS AS RECOMMENDED

Cause:

Correction: 52739 REMOVED AND RE SURFACED THE FRONT ROTORS

Repair Order: [REDACTED] Mileage: 52739 Total: \$0.00
Open Date: 06/28/2019 Closed Date: 07/15/2019 Advisor: Ryan Bender

Owner: [REDACTED]

Service: 7001B PID RECORDER/MONITOR TEST WITH ROAD TEST - L

Type: WP94 Technician: Chris Korecky Comeback: N
Labor: \$63.76 Parts: \$0.00 Misc: \$0.00

Complaint: PID RECORDER/MONITOR TEST WITH ROAD TEST - L

Cause:

Correction:

Service: SPLIT Moved to: 566542C Line: C

Type: CSP Technician: Sublet Comeback: N
Labor: \$0.00 Parts: \$0.00 Misc: \$0.00

Complaint: Moved to: 566542C Line: C

Cause:

Correction:

Service: 7000A2 AUTOMATIC TRANSMISSION ASSEMBLY - OVERHAUL (7000/7C391) - L

Type: WP94 Technician: Chris Korecky Comeback: N
Labor: \$701.31 Parts: \$0.00 Misc: \$0.00

Complaint: AUTOMATIC TRANSMISSION ASSEMBLY - OVERHAUL (7000/7C391) - L

Cause:

Correction:

Service: SPLIT Moved to: 566542C Line: B

Type: CSP Technician: Sublet Comeback: N
Labor: \$0.00 Parts: \$0.00 Misc: \$0.00

Complaint: Moved to: 566542C Line: B

Cause:

Correction:

Service: 7000AXQ AUTOMATIC TRANSMISSION ASSEMBLY - REMOVE AND INSTALL OR REPLACE (7000) - L EXTRA TIME FOR A POST-REPAIR ROAD TEST.

Type: WP94 Technician: Chris Korecky Comeback: N
Labor: \$25.50 Parts: \$0.00 Misc: \$0.00

Complaint: AUTOMATIC TRANSMISSION ASSEMBLY - REMOVE AND INSTALL OR REPLACE (7000) - L EXTRA TIME FOR A POST-REPAIR ROAD TEST.

Cause:

Correction:

Service: 7000A AUTOMATIC TRANSMISSION ASSEMBLY - REMOVE AND INSTALL OR REPLACE (7000) - L

Type: WP94

Technician: Chris Korecky

Comeback: N

Labor: \$1,096.59

Parts: \$0.00

Misc: \$0.00

Complaint: AUTOMATIC TRANSMISSION ASSEMBLY - REMOVE AND INSTALL OR REPLACE (7000) - L

Cause:

Correction:

Service: 7001D AUTOMATIC TRANSMISSION - DIAGNOSIS (7000) - L

Type: WP94

Technician: Chris Korecky

Comeback: N

Labor: \$63.76

Parts: \$1,561.95

Misc: \$0.00

Complaint: CUSTOMER STATES THAT THERE IS A VIBRATION FELT FROM THE TRANSMISSION WHEN DOWNSHIFTING FROM HIGHWAY SPEEDS MOSTLY DOES NOT HAPPEN BELOW 25 MPH

Cause: .

Correction: 52760 VERIFIED THE CUSTOMERS CONCERN. SCANNED FOR CODES USING IDS. FOUND P0741, P0867, P1783. CHECKED THE FLUID LEVEL AND CONDITION. FLUID WAS FULL, SEEMED A BIT DARK. DID NOT SMELL BURNT. CHECKED FOR LEAKS NONE FOUND. CHECKED FOR OBVIOUS SIGNS OF PHYSICAL DAMAGE. NONE FOUND. TEST DROVE USING DATA LOGGER. FOUND THAT TCC SLIP ACTUAL AND DESIRED WERE OFF SIGNIFICANTLY. ALSO FOUND LINE PRESSURES TO BE LOW. REFERRED TO 307-01A IN THE WORKSHOP MANUAL. DRAINED TRANSMISSION FLUID. REMOVED TRANSMISSION, MOUNTED TO BENCH FIXTURE. REMOVED TORQUE CONVERTER, FOUND EXCESSIVE WEAR AROUND THE CONVERTER HUB. ALSO FOUND EXCESSIVE WEAR TO FLUID PUMP AND BUSHING. DETERMINED PRESSURE TO BE BLEEDING DOWN FROM THIS AREA. REMOVED THE FILTER AND CHECKED FOR OBSTRUCTIONS. NON FOUND. CLEANED MAGNETS. REMOVED SIDE COVER. REMOVED MAIN CONTROL VALVE BODY. SEPARATED THE MAIN CONTROL FROM THE SOLENOID BODY. DISASSEMBLED THE MAIN CONTROL AND SOL BODY. CLEANED AND INSPECTED. FOUND EXCESSIVE WEAR AND CONTAMINATION TO THE SOLENOID BODY. FOUND THE MAIN CONTROL VALVE BODY TO BE OK. CLEANED AND INSPECTED ALL SPOOL VALVES IN MAIN CONTROL. CLEANED AND INSPECTED ALL THREE CHECK VALVES. NO DAMAGE FOUND. RE ASSEMBLED THE MAIN CONTROL VALVE BODY. INSTALLED A NEW SOLENOID BODY AND SEPARATER PLATE. CLEANED OUT ALL OLD FLUID. RE INSTALLED MAIN CONTROL AND SOLENOID BODY. CLEANED OFF ALL OLD SILICONE. INSTALLED FRESH TA29, RE INSTALLED SIDE COVER. INSTALLED NEW FLUID PUMP AND GASKET. INSTALLED FILTER TO NEW PUMP. CLEANED ALL OLD SILICON. INSTALLED FRESH TA29, RE INSTALLED THE CASE HALF. INSTALLED NEW TORQUE CONVERTER. RE INSTALLED TRANSMISSION WITH NEW TORQUE CONVERTER BOLTS. RE INSTALLED SUB FRAME WITH NEW BOLTS AND NEW STEERING SHAFT BOLT. RE INSTALLED BATTERY AND AIR BOX. FILLED TRANSMISSION WITH 8 QUARTS FRESH LV FLUID. USING IDS UPDATED SOLENOID ID AND STRATEGY. CLEARED ADAPTIVE TABLES. STARTED AND LET WARM UP. CHECKED THE FLUID LEVEL. TEST DROVE THE VEHICLE, 20 MILES. ALL TRANSMISSION CONCERNS ARE NOW GONE. NO CODES HAVE RETURNED. CHECK THE FRONT END ALIGNMENT AND SET THE TOE

Service: S10 ABLE FORD DBA ALL AMERICAN

Type: CPF

Technician: Chris Korecky

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: CUST STATES THAT THERE IS A DELAY WHEN SHIFTING AND THE CAR BANGS INTO GEAR. PLS CK AND ADVISE FOR PAOWERTRAIN/ESP COVERAGE

Cause: .

Correction: 52739 SEE LINE A

Service: SPLIT Moved to: 566542C Line: A

Type: CSP

Technician: Sublet

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: Moved to: 566542C Line: A

Cause:

Correction:

Service: 7000AZJ AUTOMATIC TRANSMISSION ASSEMBLY - REMOVE AND INSTALL OR REPLACE (7000) - L EXTRA TIME TO MOUNT TRANSMISSION ON A

Type: WP94

Technician: Chris Korecky

Comeback: N

Labor: \$38.25

Parts: \$0.00

Misc: \$0.00

Complaint: AUTOMATIC TRANSMISSION ASSEMBLY - REMOVE AND INSTALL OR REPLACE (7000) - L EXTRA TIME TO MOUNT TRANSMISSION ON A

Cause:

Correction:

Service: 7001D45 AUTOMATIC TRANSMISSION - DIAGNOSTIC PIN POINT TEST - L

Type: WP94 Technician: Chris Korecky Comeback: N
Labor: \$38.25 Parts: \$0.00 Misc: \$0.00

Complaint: AUTOMATIC TRANSMISSION - DIAGNOSTIC PIN POINT TEST - L

Cause:

Correction:

Service: 1006D NON ROTATIONAL NOISE - WIRELESS ELECTRONIC CHASSIS EARS - DIAGNOSE - L

Type: WE94 Technician: Chris Korecky Comeback: N
Labor: \$89.26 Parts: \$83.47 Misc: \$0.00

Complaint: CUSOTMER STATES THAT THERE IS A NOISE FROM THE FRONT OF THE CAR WHEN GOING OVER BUMP, SOUNDS LIKE SOMETHING IS LOOSE PLE CK AND ADVISE FOR ESP

Cause: .

Correction: 52739 VERIFIED THE CUSTOMERS CONCERN. TEST DROVE THE VEHICLE USING CHASSIS EARS IN ORDER TO PIN POINT THE NOISE LOCATION. FOUND THE NOISE TO BE LOUDEST AT BOTH LOWER JOINTS ON THE FRONT SWAY BAR LINKS. REMOVED THE LINKS AND INSPECTED. FOUND BOTH LOWER JOINTS TO HAVE EXCESSIVE PLAY. REPLACED BOTH FRONT SWAY BAR LINKS.

Service: 19S17B REPLACE BOTH REAR SUSPENSION TOE LINKS

Type: WP94 Technician: Chris Korecky Comeback: N
Labor: \$76.51 Parts: \$120.76 Misc: \$0.00

Complaint: PERFORM OPEN FSA 19S17

Cause: .

Correction: 52739 REPLACED THE REAR TOE LINKS. PERFORMED A FOUR WHEEL ALIGNMENT. ADJUSTED REAR TOE.

Service: 7000A11 AUTOMATIC TRANSMISSION OIL COOLER AND/OR COOLER LINES - FLUSH (7A030/7A031) - L

Type: WP94 Technician: Chris Korecky Comeback: N
Labor: \$76.51 Parts: \$0.00 Misc: \$0.00

Complaint: AUTOMATIC TRANSMISSION OIL COOLER AND/OR COOLER LINES - FLUSH (7A030/7A031) - L

Cause:

Correction:

Service: 7000A13C CONTROL VALVE BODY ASSEMBLY - MAIN - OVERHAUL (7A100/7G391/7Z369) - L

Type: WP94 Technician: Chris Korecky Comeback: N
Labor: \$76.51 Parts: \$0.00 Misc: \$0.00

Complaint: CONTROL VALVE BODY ASSEMBLY - MAIN - OVERHAUL (7A100/7G391/7Z369) - L

Cause:

Correction:

Service: 19S17C CHECK ALIGNMENT AND ADJUST REAR TOE IF NECESSARY

Type: WP94 Technician: Chris Korecky Comeback: N
Labor: \$76.51 Parts: \$0.00 Misc: \$0.00

Complaint: CHECK ALIGNMENT AND ADJUST REAR TOE IF NECESSARY

Cause:

Correction:

Service: 5486AT KIT - STABILIZER BAR LINK - FRONT - REPLACE (5K484/5A486/5K483) - L

Type: WE94 Technician: Chris Korecky Comeback: N
Labor: \$63.76 Parts: \$0.00 Misc: \$0.00

Complaint: KIT - STABILIZER BAR LINK - FRONT - REPLACE (5K484/5A486/5K483) - L

Cause:

Correction:

Repair Order: [REDACTED]

Mileage: 40349

Total: \$0.00

Open Date: 12/19/2018

Closed Date: 12/26/2018

Advisor : Ryan Bender

Owner: [REDACTED]

Service: 99P PERFORM VEHICLE CHECK-UP. INCLUDING BRAKES, TIRES, BATTERY, ALL FLUIDS AND ALL MOVING BODY PARTS. VALUED AT \$19.95, NO CHARGE TO OUR CUSTOMERS.

Type: INF Technician: Michael Vanhouten Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: PERFORM VEHICLE CHECK-UP. INCLUDING BRAKES, TIRES, BATTERY, ALL FLUIDS AND ALL MOVING BODY PARTS. VALUED AT \$19.95, NO CHARGE TO OUR CUSTOMERS.

Cause:

Correction: 40349 PERFORMED MULTI POINT INSPECTION. PASSED ALL SYSTEM CHECKS. TIRES ARE GREEN AND OVER 7/32". BRAKES ARE GREEN OVER 5MM. BATTERY IS GREEN AND HAS PROPER STATE OF HEALTH.

Service: WRKS THE WORKS - OIL CHANGE, TIRE ROTATION AND MULTI-POINT INSPECTION

Type: INF

Technician: Michael Vanhouten

Comeback: N

Labor: \$19.95

Parts: \$22.48

Misc: \$0.00

Complaint: OIL CHANGE COMPLIMENTRY AS PER MEL DUE TO LAST VISIT

Cause:

Correction: 40349 PERFORM THE WORKS COUPON SPECIAL. DRAIN THE ENGINE OIL, REPLACE THE OIL FILTER AND FILL WITH NEW OIL. ROTATE THE TIRES. INSPECT THE BRAKE SYSTEM, VISUALLY INSPECT FOR LEAKS, TOP OFF ALL FLUIDS, VISUALLY INSPECT THE SUSPENSION SYSTEM, VISUALLY INSPECT THE EXTERIOR LIGHTS. FILLED OUT THE MULTI POINT INSPECTION FORM.. AS PER MELISSA N/C FOR CUSTOMER SATISFACTION DUE TO ISSUE FROM LAST VISIT

Repair Order

Mileage: 35567

Total: \$0.00

Open Date: 08/29/2018

Closed Date: 11/16/2018

Advisor : Melissa Cottrell

Owner

Service: 99P PERFORM VEHICLE CHECK-UP. INCLUDING BRAKES, TIRES, BATTERY, ALL FLUIDS AND ALL MOVING BODY PARTS. VALUED AT \$19.95, NO CHARGE TO OUR CUSTOMERS.

Type: ISP

Technician: James Olsson

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: PERFORM VEHICLE CHECK-UP. INCLUDING BRAKES, TIRES, BATTERY, ALL FLUIDS AND ALL MOVING BODY PARTS. VALUED AT \$19.95, NO CHARGE TO OUR CUSTOMERS.

Cause:

Correction: 35567 All tires are in yellow at 4/32nds. Tech recommended new tires and an alignment.

Service: X SHOPE FOREMAN ROADTEST. COULD NOT VERIFY CONCERN

Type: ISP

Technician: Al Wargo

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: STEERING WHEEL DOES NOT RETURN AFTER TURNING VEHICLE.

Cause:

Correction:

Service: 1 The Customer states windshield molding is popping off due to the incorrect washers and too much glue on the driverside on the windshield.

Type: ISP

Technician: James Olsson

Comeback: N

Labor: \$350.00

Parts: \$577.14

Misc: \$0.00

Complaint: The Customer states windshield molding is popping off due to the incorrect washers and too much glue on the driverside on the windshield.

Cause:

Correction: 35567 Body shop

Service: DETAIL COMPLETE DETAIL OF VEHICLE, INTERIOR, EXTERIOR, WHEELS, ETC.

Type: ISP

Technician: Sublet

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: FULL DETAIL

Cause:

Correction:

Service: 1 The Customer states the front hood was recently painted, now there is black spots.

Type: ISP

Technician: James Olsson

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: The Customer states the front hood was recently painted, now there is black spots.

Cause:

Correction: 35567 Body shop

Service: BR15 REMOVE AND REPLACE REAR BRAKE PADS/SHOES *LIFE TIME BRAKE PAD GUARANTEE*

Type: ISP Technician: James Olsson Comeback: N
Labor: \$0.00 Parts: \$0.00 Misc: \$0.00

Complaint: FREE BRAKE CHECK

Cause:

Correction: 35597 Tech performed brake inspection and found the rear pads were at 2 mm and the rotors were in poor condition. Tech removed and replaced the rear pads and rotors. Concern corrected.

Service: X REPLACED WINDSHIELD

Type: ISP Technician: James Olsson Comeback: N
Labor: \$0.00 Parts: \$0.00 Misc: \$0.00

Complaint: the windshield molding is popping off. needs to be replaced.

Cause:

Correction:

Service: 1995 SPECIAL RENTAL VEHICLE NO CHARGE TO CUSTOMER \$28 PER DAY TO FMC WHERE APPLICABLE

Type: ISP Technician: James Olsson Comeback: N
Labor: \$0.00 Parts: \$0.00 Misc: \$0.00

Complaint: SPECIAL RENTAL VEHICLE NO CHARGE TO CUSTOMER \$28 PER DAY TO FMC WHERE APPLICABLE

Cause:

Correction:

Service: CNV PERFORM NECESSARY SYSTEM CHECKS AND COULD NOT VERIFY CUSTOMERS CONCERN

Type: ISP Technician: James Olsson Comeback: N
Labor: \$0.00 Parts: \$0.00 Misc: \$0.00

Complaint: The Customer states the steering wheel is tight/stiff. very difficult to turn. when on a straight road the vehicle steers to the right.

Cause:

Correction: 35567 Could not verify concern. Tech checked for codes but found no codes present and tech visually inspected the steering system underneath vehicle but found no visible concerns. No tsbs, ssms, or gsbs related to the concern.

Repair Order: [REDACTED] Mileage: 36114 Total: \$0.00
Open Date: 10/12/2018 Closed Date: 10/31/2018 Advisor: Melissa Cottrell
Owner: [REDACTED]

Service: BR10 REMOVE AND REPLACE FRONT BRAKE PADS *LIFE TIME BRAKE PAD GUARANTEE*

Type: INF Technician: Yasher Aqeel Comeback: N
Labor: \$45.00 Parts: \$0.00 Misc: \$0.00

Complaint: brake pulsation

Cause:

Correction: 36114 VERIFIED CONCERN. FRONT BRAKE ROTORS ARE WARPED. R&R FRONT BRAKE PADS AND ROTORS.

Repair Order: [REDACTED] Mileage: 36114 Total: \$0.00
Open Date: 10/12/2018 Closed Date: 10/22/2018 Advisor: Melissa Cottrell
Owner: [REDACTED]

Service: 99P PERFORM VEHICLE CHECK-UP. INCLUDING BRAKES, TIRES, BATTERY, ALL FLUIDS AND ALL MOVING BODY PARTS. VALUED AT \$19.95, NO CHARGE TO OUR CUSTOMERS.

Type: CPF Technician: Yasher Aqeel Comeback: N
Labor: \$0.00 Parts: \$0.00 Misc: \$0.00

Complaint: PERFORM VEHICLE CHECK-UP. INCLUDING BRAKES, TIRES, BATTERY, ALL FLUIDS AND ALL MOVING BODY PARTS. VALUED AT \$19.95, NO CHARGE TO OUR CUSTOMERS.

Cause:

Correction: 36114 PERFORMED VCU. BATTERY, BRAKES, TIRES, AND FLUIDS ARE GREEN.

Service: SPLIT Moved to: 544650C Line: A

Type: CSP Technician: Sublet Comeback: N
Labor: \$0.00 Parts: \$0.00 Misc: \$0.00

Complaint: Moved to: 544650C Line: A

Cause:

Correction:

Service: REFUND REFUND REQUEST

Type: WP94

Technician: Yasher Aqeel

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: MONTHLY PAYMENT REFUND

Cause: .

Correction: 36114 MONTHLY PAYMENT \$500. CAS [REDACTED]

Repair Order: [REDACTED]

Mileage: 35567

Total: \$0.00

Open Date: 08/29/2018

Closed Date: 10/18/2018

Advisor : Melissa Cottrell

Owner: [REDACTED]

Service: SPLIT Moved to: 540587C Line: D

Type: CSP

Technician: Sublet

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: Moved to: 540587C Line: D

Cause:

Correction:

Service: SPLIT Moved to: 540587C Line: C

Type: CSP

Technician: Sublet

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: Moved to: 540587C Line: C

Cause:

Correction:

Service: SPLIT Moved to: 540587C Line: H

Type: CSP

Technician: Sublet

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: Moved to: 540587C Line: H

Cause:

Correction:

Service: SPLIT Moved to: 540587C Line: G

Type: CSP

Technician: Sublet

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: Moved to: 540587C Line: G

Cause:

Correction:

Service: VEHPAY VEHPAY

Type: WP94

Technician: James Olsson

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: MONTHLY PAYMENT -- [REDACTED]

Cause: .

Correction: 35618 P18 MONTHLY PAYMENT \$500.00 [REDACTED]

Service: SPLIT Moved to: 540587C Line: B

Type: CSP

Technician: Sublet

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: Moved to: 540587C Line: B

Cause:

Correction:

Service: SPLIT Moved to: 540587C Line: E

Type: CSP

Technician: Sublet

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: Moved to: 540587C Line: E

Cause:

Correction:

Service: SPLIT Moved to: 540587C Line: A

Type: CSP

Technician: Sublet

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: Moved to: 540587C Line: A

Cause:

Correction:

Service: SPLIT Moved to: 540587C Line: F

Type: CSP

Technician: Sublet

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: Moved to: 540587C Line: F

Cause:

Correction:

Service: SPLIT Moved to: 540587C Line: I

Type: CSP

Technician: Sublet

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: Moved to: 540587C Line: I

Cause:

Correction:

Repair Order: [REDACTED]

Mileage: 35228

Total: \$0.00

Open Date: 08/15/2018

Closed Date: 08/31/2018

Advisor : Renee A Senape

Owner: [REDACTED]

Service: 99P PERFORM VEHICLE CHECK-UP. INCLUDING BRAKES, TIRES, BATTERY, ALL FLUIDS AND ALL MOVING BODY PARTS. VALUED AT \$19.95, NO CHARGE TO OUR CUSTOMERS.

Type: ISP

Technician: Eduard Supler

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: PERFORM VEHICLE CHECK-UP. INCLUDING BRAKES, TIRES, BATTERY, ALL FLUIDS AND ALL MOVING BODY PARTS. VALUED AT \$19.95, NO CHARGE TO OUR CUSTOMERS.

Cause:

Correction:

Service: MT7803145 MT7803145

Type: WP94

Technician: Eduard Supler

Comeback: N

Labor: \$62.26

Parts: \$213.29

Misc: \$0.00

Complaint: THE CUSTOMER STATES DRIVER SIDE EXTERIOR MOLDING ALONG WINDSHIELD POPPING UP AGAIN. CHECK AND ADVISE

Cause: .

Correction: 35228 VERIFIED CUSTOMER CONCERN FOUND BOTH DRIVER AND PASSENGER SIDE EXTERIOR A-PILLER MOLDINGS POPPING OFF. REPLACED BOTH MOLDING. RECHECK OKAY

Repair Order: [REDACTED]

Mileage: 34792

Total: \$0.00

Open Date: 07/13/2018

Closed Date: 08/06/2018

Advisor : Renee A Senape

Owner: [REDACTED]

Service: OSL OUTSIDE LABOR

Type: WP94

Technician: Curtis Bivins III

Comeback: N

Labor: \$0.00

Parts: \$615.75

Misc: \$0.00

Complaint: PAINT ON FRONT HOOD IS PEELING. CHECK AND ADVISE

Cause: .

Correction: 34792 SUBMITTED DIGITAL IMAGE. APPROVAL CODE THIE609300

Service: ADD ADD ON REPAIR

Type: CPF

Technician: Eduard Supler

Comeback: N

Vehicle History Report

08/09/2019 06:59 PM

VIN: 1FM5K8DH5GGD [REDACTED]

2016 FORD EXPLORER

Repair Order: [REDACTED] Mileage: 52997 Total: \$0.00
Open Date: 07/15/2019 Closed Date: 07/23/2019 Advisor : Alyssa Ferrono
Owner: [REDACTED]

Service: 10654C BATTERY - TEST, CHARGE, AND RE-TEST (10653/10654/10655) - L

Type: WP94 Technician: Chris Korecky Comeback: N
Labor: \$25.50 Parts: \$133.27 Misc: \$0.00

Complaint: BATTERY DEAD- CHECK & REPLACE

Cause: X

Correction: 52997 P18 - Case [REDACTED]

Service: Q99PX QUICKLANE EXPRESS MULTI-POINT INSPECTION

Type: CQL Technician: Chris Korecky Comeback: N
Labor: \$0.00 Parts: \$0.00 Misc: \$0.00

Complaint: QUICKLANE EXPRESS MULTI-POINT INSPECTION

Cause:

Correction:

Service: LOANER RENTAL VEHICLE USED BY CUSTOMER WHILE REPAIRS ARE BEING MADE

Type: CPF Technician: Chris Korecky Comeback: N
Labor: \$0.00 Parts: \$0.00 Misc: \$0.00

Complaint: RENTAL VEHICLE USED BY CUSTOMER WHILE REPAIRS ARE BEING MADE

Cause:

Correction:

Service: 1 C/S TRANSMISSION REPAIRED ON 6/28/19, CUSTOMER PICKED UP VEHICLE ON FRIDAY, VEHICLE IS NOW GRINDING AT LOWER SPEEDS BETWEEN 0-60 MPH & WHILE UPSHIFTING - CHECK & ADVISE

Type: CPF Technician: Chris Korecky Comeback: N
Labor: \$0.00 Parts: \$0.00 Misc: \$0.00

Complaint: C/S TRANSMISSION REPAIRED ON 6/28/19, CUSTOMER PICKED UP VEHICLE ON FRIDAY, VEHICLE IS NOW GRINDING AT LOWER SPEEDS BETWEEN 0-60 MPH & WHILE UPSHIFTING - CHECK & ADVISE

Cause:

Correction: 52997 UNABLE TO VERIFY CONCERN. VEHICLE DRIVEN FOR 92 MILES, COULD NOT DUPLICATE CONCERN. CUSTOMER INFORMED TO CONTACT DEALERSHIP IF PROBLEM BECOMES MORE PRONOUNCED.

Service: 10654C1 BATTERY - REPLACE (10653/10654/10655) - L

Type: WP94 Technician: Chris Korecky Comeback: N
Labor: \$38.25 Parts: \$0.00 Misc: \$0.00

Complaint: BATTERY - REPLACE (10653/10654/10655) - L

Cause:

Correction:

Service: 1 THE C/S AFTER VEHICLE IS COLD SOAK, VEHICLE HARSH FROM PARK TO REVERSE - CHECK & ADVISE

Type: CPF Technician: Chris Korecky Comeback: N
Labor: \$0.00 Parts: \$0.00 Misc: \$0.00

Complaint: THE C/S AFTER VEHICLE IS COLD SOAK, VEHICLE HARSH FROM PARK TO REVERSE - CHECK & ADVISE

Cause:

Correction: 52997 UNABLE TO VERIFY CONCERN. VEHICLE DRIVEN FOR 92 MILES, COULD NOT DUPLICATE CONCERN. CUSTOMER INFORMED TO CONTACT DEALERSHIP IF PROBLEM BECOMES MORE PRONOUNCED.

Repair Order: [REDACTED] Mileage: 52739 Total: \$0.00
Open Date: 06/28/2019 Closed Date: 07/22/2019 Advisor : Ryan Bender
Owner: [REDACTED]

Service: LOANER RENTAL VEHICLE USED BY CUSTOMER WHILE REPAIRS ARE BEING MADE

Type: CPF Technician: Chris Korecky Comeback: N
Labor: \$0.00 Parts: \$0.00 Misc: \$0.00

Complaint: RENTAL VEHICLE USED BY CUSTOMER WHILE REPAIRS ARE BEING MADE

Cause:

Correction: 52739

Service: Q99PX QUICKLANE EXPRESS MULTI-POINT INSPECTION

Type: CPF Technician: Chris Korecky Comeback: N
Labor: \$0.00 Parts: \$0.00 Misc: \$0.00

Complaint: QUICKLANE EXPRESS MULTI-POINT INSPECTION

Cause: PERFORM MULTI POINT INSPECTION

Correction:

Service: S10 ABLE FORD DBA ALL AMERICAN

Type: ISP Technician: Chris Korecky Comeback: N
Labor: \$65.00 Parts: \$0.00 Misc: \$0.00

Complaint: RESURFACE FRONT ROTORS AS RECOMMENDED

Cause:

Correction: 52739 REMOVED AND RE SURFACED THE FRONT ROTORS

Repair Order: [REDACTED]

Mileage: 52739

Total: \$0.00

Open Date: 06/28/2019

Closed Date: 07/15/2019

Advisor: Ryan Bender

Owner: [REDACTED]

Service: 7001D1 PID RECORDER/MONITOR TEST WITH ROAD TEST - L

Type: WP94 Technician: Chris Korecky Comeback: N
Labor: \$63.76 Parts: \$0.00 Misc: \$0.00

Complaint: PID RECORDER/MONITOR TEST WITH ROAD TEST - L

Cause:

Correction:

Service: SPLIT Moved to: 566542C Line: C

Type: CSP Technician: Sublet Comeback: N
Labor: \$0.00 Parts: \$0.00 Misc: \$0.00

Complaint: Moved to: 566542C Line: C

Cause:

Correction:

Service: 7000A2 AUTOMATIC TRANSMISSION ASSEMBLY - OVERHAUL (7000/7C391) - L

Type: WP94 Technician: Chris Korecky Comeback: N
Labor: \$701.31 Parts: \$0.00 Misc: \$0.00

Complaint: AUTOMATIC TRANSMISSION ASSEMBLY - OVERHAUL (7000/7C391) - L

Cause:

Correction:

Service: SPLIT Moved to: 566542C Line: B

Type: CSP Technician: Sublet Comeback: N
Labor: \$0.00 Parts: \$0.00 Misc: \$0.00

Complaint: Moved to: 566542C Line: B

Cause:

Correction:

Service: 7000AXQ AUTOMATIC TRANSMISSION ASSEMBLY - REMOVE AND INSTALL OR REPLACE (7000) - L EXTRA TIME FOR A POST-REPAIR ROAD TEST.

Type: WP94 Technician: Chris Korecky Comeback: N
Labor: \$25.50 Parts: \$0.00 Misc: \$0.00

Complaint: AUTOMATIC TRANSMISSION ASSEMBLY - REMOVE AND INSTALL OR REPLACE (7000) - L EXTRA TIME FOR A POST-REPAIR ROAD TEST.

Cause:

Correction:

Service: 7000A AUTOMATIC TRANSMISSION ASSEMBLY - REMOVE AND INSTALL OR REPLACE (7000) - L

Type: WP94

Technician: Chris Korecky

Comeback: N

Labor: \$1,096.59

Parts: \$0.00

Misc: \$0.00

Complaint: AUTOMATIC TRANSMISSION ASSEMBLY - REMOVE AND INSTALL OR REPLACE (7000) - L

Cause:

Correction:

Service: 7001D AUTOMATIC TRANSMISSION - DIAGNOSIS (7000) - L

Type: WP94

Technician: Chris Korecky

Comeback: N

Labor: \$63.76

Parts: \$1,561.95

Misc: \$0.00

Complaint: CUSTOMER STATES THAT THERE IS A VIBRATION FELT FROM THE TRANSMISSION WHEN DOWNSHIFTING FROM HIGHWAY SPEEDS MOSTLY DOES NOT HAPPEN BELOW 25 MPH

Cause:

Correction: 52760 VERIFIED THE CUSTOMERS CONCERN. SCANNED FOR CODES USING IDS. FOUND P0741, P0867, P1783. CHECKED THE FLUID LEVEL AND CONDITION. FLUID WAS FULL, SEEMED A BIT DARK. DID NOT SMELL BURNT. CHECKED FOR LEAKS NONE FOUND. CHECKED FOR OBVIOUS SIGNS OF PHYSICAL DAMAGE. NONE FOUND. TEST DROVE USING DATA LOGGER. FOUND THAT TCC SLIP ACTUAL AND DESIRED WERE OFF SIGNIFICANTLY. ALSO FOUND LINE PRESSURES TO BE LOW. REFERRED TO 307-01A IN THE WORKSHOP MANUAL. DRAINED TRANSMISSION FLUID. REMOVED TRANSMISSION, MOUNTED TO BENCH FIXTURE. REMOVED TORQUE CONVERTER, FOUND EXCESSIVE WEAR AROUND THE CONVERTER HUB. ALSO FOUND EXCESSIVE WEAR TO FLUID PUMP AND BUSHING. DETERMINED PRESSURE TO BE BLEEDING DOWN FROM THIS AREA. REMOVED THE FILTER AND CHECKED FOR OBSTRUCTIONS. NON FOUND. CLEANED MAGNETS. REMOVED SIDE COVER. REMOVED MAIN CONTROL VALVE BODY. SEPARATED THE MAIN CONTROL FROM THE SOLENOID BODY. DISASSEMBLED THE MAIN CONTROL AND SOL BODY. CLEANED AND INSPECTED. FOUND EXCESSIVE WEAR AND CONTAMINATION TO THE SOLENOID BODY. FOUND THE MAIN CONTROL VALVE BODY TO BE OK. CLEANED AND INSPECTED ALL SPOOL VALVES IN MAIN CONTROL. CLEANED AND INSPECTED ALL THREE CHECK VALVES. NO DAMAGE FOUND. RE ASSEMBLED THE MAIN CONTROL VALVE BODY. INSTALLED A NEW SOLENOID BODY AND SEPARATER PLATE. CLEANED OUT ALL OLD FLUID. RE INSTALLED MAIN CONTROL AND SOLENOID BODY. CLEANED OFF ALL OLD SILICONE. INSTALLED FRESH TA29, RE INSTALLED SIDE COVER. INSTALLED NEW FLUID PUMP AND GASKET. INSTALLED FILTER TO NEW PUMP. CLEANED ALL OLD SILICON. INSTALLED FRESH TA29, RE INSTALLED THE CASE HALF. INSTALLED NEW TORQUE CONVERTER. RE INSTALLED TRANSMISSION WITH NEW TORQUE CONVERTER BOLTS. RE INSTALLED SUB FRAME WITH NEW BOLTS AND NEW STEERING SHAFT BOLT. RE INSTALLED BATTERY AND AIR BOX. FILLED TRANSMISSION WITH 8 QUARTS FRESH LV FLUID. USING IDS UPDATED SOLENOID ID AND STRATEGY. CLEARED ADAPTIVE TABLES. STARTED AND LET WARM UP. CHECKED THE FLUID LEVEL. TEST DROVE THE VEHICLE, 20 MILES. ALL TRANSMISSION CONCERNS ARE NOW GONE. NO CODES HAVE RETURNED. CHECK THE FRONT END ALIGNMENT AND SET THE TOE

Service: S10 ABL FORD DBA ALL AMERICAN

Type: CPF

Technician: Chris Korecky

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: CUST STATES THAT THERE IS A DELAY WHEN SHIFTING AND THE CAR BANGS INTO GEAR. PLS CK AND ADVISE FOR PAOWERTRAIN/ESP COVERAGE

Cause:

Correction: 52739 SEE LINE A

Service: SPLIT Moved to: 566542C Line: A

Type: CSP

Technician: Sublet

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: Moved to: 566542C Line: A

Cause:

Correction:

Service: 7000AZJ AUTOMATIC TRANSMISSION ASSEMBLY - REMOVE AND INSTALL OR REPLACE (7000) - L EXTRA TIME TO MOUNT TRANSMISSION ON A

Type: WP94

Technician: Chris Korecky

Comeback: N

Labor: \$38.25

Parts: \$0.00

Misc: \$0.00

Complaint: AUTOMATIC TRANSMISSION ASSEMBLY - REMOVE AND INSTALL OR REPLACE (7000) - L EXTRA TIME TO MOUNT TRANSMISSION ON A

Cause:

Correction:

Service: 7001D45 AUTOMATIC TRANSMISSION - DIAGNOSTIC PIN POINT TEST - L

Type: WP94 Technician: Chris Korecky Comeback: N
Labor: \$38.25 Parts: \$0.00 Misc: \$0.00

Complaint: AUTOMATIC TRANSMISSION - DIAGNOSTIC PIN POINT TEST - L

Cause:

Correction:

Service: 1006D NON ROTATIONAL NOISE - WIRELESS ELECTRONIC CHASSIS EARS - DIAGNOSE - L

Type: WE94 Technician: Chris Korecky Comeback: N
Labor: \$89.26 Parts: \$83.47 Misc: \$0.00

Complaint: CUSOTMER STATES THAT THERE IS A NOISE FROM THE FRONT OF THE CAR WHEN GOING OVER BUMP, SOUNDS LIKE SOMETHING IS LOOSE PLE CK AND ADVISE FOR ESP

Cause: .

Correction: 52739 VERIFIED THE CUSTOMERS CONCERN. TEST DROVE THE VEHICLE USING CHASSIS EARS IN ORDER TO PIN POINT THE NOISE LOCATION. FOUND THE NOISE TO BE LOUDEST AT BOTH LOWER JOINTS ON THE FRONT SWAY BAR LINKS. REMOVED THE LINKS AND INSPECTED. FOUND BOTH LOWER JOINTS TO HAVE EXCESSIVE PLAY. REPLACED BOTH FRONT SWAY BAR LINKS.

Service: 19S17B REPLACE BOTH REAR SUSPENSION TOE LINKS

Type: WP94 Technician: Chris Korecky Comeback: N
Labor: \$76.51 Parts: \$120.76 Misc: \$0.00

Complaint: PERFORM OPEN FSA 19S17

Cause: .

Correction: 52739 REPLACED THE REAR TOE LINKS. PERFORMED A FOUR WHEEL ALIGNMENT. ADJUSTED REAR TOE.

Service: 7000A11 AUTOMATIC TRANSMISSION OIL COOLER AND/OR COOLER LINES - FLUSH (7A030/7A031) - L

Type: WP94 Technician: Chris Korecky Comeback: N
Labor: \$76.51 Parts: \$0.00 Misc: \$0.00

Complaint: AUTOMATIC TRANSMISSION OIL COOLER AND/OR COOLER LINES - FLUSH (7A030/7A031) - L

Cause:

Correction:

Service: 7000A13C CONTROL VALVE BODY ASSEMBLY - MAIN - OVERHAUL (7A100/7G391/7Z369) - L

Type: WP94 Technician: Chris Korecky Comeback: N
Labor: \$76.51 Parts: \$0.00 Misc: \$0.00

Complaint: CONTROL VALVE BODY ASSEMBLY - MAIN - OVERHAUL (7A100/7G391/7Z369) - L

Cause:

Correction:

Service: 19S17C CHECK ALIGNMENT AND ADJUST REAR TOE IF NECESSARY

Type: WP94 Technician: Chris Korecky Comeback: N
Labor: \$76.51 Parts: \$0.00 Misc: \$0.00

Complaint: CHECK ALIGNMENT AND ADJUST REAR TOE IF NECESSARY

Cause:

Correction:

Service: 5486AT KIT - STABILIZER BAR LINK - FRONT - REPLACE (5K484/5A486/5K483) - L

Type: WE94 Technician: Chris Korecky Comeback: N
Labor: \$63.76 Parts: \$0.00 Misc: \$0.00

Complaint: KIT - STABILIZER BAR LINK - FRONT - REPLACE (5K484/5A486/5K483) - L

Cause:

Correction:

Repair Order: [REDACTED] Mileage: 40349 Total: \$0.00
Open Date: 12/19/2018 Closed Date: 12/26/2018 Advisor: Ryan Bender
Owner: [REDACTED]

Service: 99P PERFORM VEHICLE CHECK-UP. INCLUDING BRAKES, TIRES, BATTERY, ALL FLUIDS AND ALL MOVING BODY PARTS. VALUED AT \$19.95, NO CHARGE TO OUR CUSTOMERS.

Type: INF Technician: Michael Vanhouten Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: PERFORM VEHICLE CHECK-UP. INCLUDING BRAKES, TIRES, BATTERY, ALL FLUIDS AND ALL MOVING BODY PARTS. VALUED AT \$19.95, NO CHARGE TO OUR CUSTOMERS.

Cause:

Correction: 40349 PERFORMED MULTI POINT INSPECTION. PASSED ALL SYSTEM CHECKS. TIRES ARE GREEN AND OVER 7/32". BRAKES ARE GREEN OVER 5MM. BATTERY IS GREEN AND HAS PROPER STATE OF HEALTH.

Service: WRKS THE WORKS - OIL CHANGE, TIRE ROTATION AND MULTI-POINT INSPECTION

Type: INF

Technician: Michael Vanhouten

Comeback: N

Labor: \$19.95

Parts: \$22.48

Misc: \$0.00

Complaint: OIL CHANGE COMPLIMENTRY AS PER MEL DUE TO LAST VISIT

Cause:

Correction: 40349 PERFORM THE WORKS COUPON SPECIAL. DRAIN THE ENGINE OIL, REPLACE THE OIL FILTER AND FILL WITH NEW OIL, ROTATE THE TIRES. INSPECT THE BRAKE SYSTEM, VISUALLY INSPECT FOR LEAKS, TOP OFF ALL FLUIDS, VISUALLY INSPECT THE SUSPENSION SYSTEM, VISUALLY INSPECT THE EXTERIOR LIGHTS. FILLED OUT THE MULTI POINT INSPECTION FORM.. AS PER MELISSA N/C FOR CUSTOMER SATISFACTION DUE TO ISSUE FROM LAST VISIT

Repair Order: [REDACTED]

Mileage: 35567

Total: \$0.00

Open Date: 08/29/2018

Closed Date: 11/16/2018

Advisor : Melissa Cottrell

Owner: [REDACTED]

Service: 99P PERFORM VEHICLE CHECK-UP. INCLUDING BRAKES, TIRES, BATTERY, ALL FLUIDS AND ALL MOVING BODY PARTS. VALUED AT \$19.95, NO CHARGE TO OUR CUSTOMERS.

Type: ISP

Technician: James Olsson

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: PERFORM VEHICLE CHECK-UP. INCLUDING BRAKES, TIRES, BATTERY, ALL FLUIDS AND ALL MOVING BODY PARTS. VALUED AT \$19.95, NO CHARGE TO OUR CUSTOMERS.

Cause:

Correction: 35567 All tires are in yellow at 4/32nds. Tech recommended new tires and an alignment.

Service: X SHOPE FOREMAN ROADTEST. COULD NOT VERIFY CONCERN

Type: ISP

Technician: Al Wargo

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: STEERING WHEEL DOES NOT RETURN AFTER TURNING VEHICLE.

Cause:

Correction:

Service: 1 The Customer states windshield molding is popping off due to the incorrect washers and too much glue on the driverside on the windshield.

Type: ISP

Technician: James Olsson

Comeback: N

Labor: \$350.00

Parts: \$577.14

Misc: \$0.00

Complaint: The Customer states windshield molding is popping off due to the incorrect washers and too much glue on the driverside on the windshield.

Cause:

Correction: 35567 Body shop

Service: DETAIL COMPLETE DETAIL OF VEHICLE, INTERIOR, EXTERIOR, WHEELS, ETC.

Type: ISP

Technician: Sublet

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: FULL DETAIL

Cause:

Correction:

Service: 1 The Customer states the front hood was recently painted, now there is black spots.

Type: ISP

Technician: James Olsson

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: The Customer states the front hood was recently painted, now there is black spots.

Cause:

Correction: 35567 Body shop

Service: BR15 REMOVE AND REPLACE REAR BRAKE PADS/SHOES *LIFE TIME BRAKE PAD GUARANTEE*

Type: ISP Technician: James Olsson Comeback: N
Labor: \$0.00 Parts: \$0.00 Misc: \$0.00

Complaint: FREE BRAKE CHECK

Cause:

Correction: 35597 Tech performed brake inspection and found the rear pads were at 2 mm and the rotors were ins poor condition. Tech removed and replaced the rear pads and rotors. Concern corrected.

Service: X REPLACED WINDSHIELD

Type: ISP Technician: James Olsson Comeback: N
Labor: \$0.00 Parts: \$0.00 Misc: \$0.00

Complaint: the windshield molding is popping off. needs to be replaced.

Cause:

Correction:

Service: 1995 SPECIAL RENTAL VEHICLE NO CHARGE TO CUSTOMER \$28 PER DAY TO FMC WHERE APPLICABLE

Type: ISP Technician: James Olsson Comeback: N
Labor: \$0.00 Parts: \$0.00 Misc: \$0.00

Complaint: SPECIAL RENTAL VEHICLE NO CHARGE TO CUSTOMER \$28 PER DAY TO FMC WHERE APPLICABLE

Cause:

Correction:

Service: CNV PERFORM NECESSARY SYSTEM CHECKS AND COULD NOT VERIFY CUSTOMERS CONCERN

Type: ISP Technician: James Olsson Comeback: N
Labor: \$0.00 Parts: \$0.00 Misc: \$0.00

Complaint: The Customer states the steering wheel is tight/stiff. very difficult to turn. when on a straight road the vehicle steers to the right.

Cause:

Correction: 35567 Could not verify concern. Tech checked for codes but found no codes present and tech visually inspected the steering system underneath vehicle but found no visible concerns. No tsbs, ssms, or gsbs related to the cocncern.

Repair Order: [REDACTED] Mileage: 36114 Total: \$0.00
Open Date: 10/12/2018 Closed Date: 10/31/2018 Advisor : Melissa Cottrell
Owner: [REDACTED]

Service: BR10 REMOVE AND REPLACE FRONT BRAKE PADS *LIFE TIME BRAKE PAD GUARANTEE*

Type: INF Technician: Yasher Aqeel Comeback: N
Labor: \$45.00 Parts: \$0.00 Misc: \$0.00

Complaint: brake pulsation

Cause:

Correction: 36114 VERIFIED CONCERN. FRONT BRAKE ROTORS ARE WARPED. R&R FRONT BRAKE PADS AND ROTORS.

Repair Order: [REDACTED] Mileage: 36114 Total: \$0.00
Open Date: 10/12/2018 Closed Date: 10/22/2018 Advisor : Melissa Cottrell
Owner: [REDACTED]

Service: 99P PERFORM VEHICLE CHECK-UP. INCLUDING BRAKES, TIRES, BATTERY, ALL FLUIDS AND ALL MOVING BODY PARTS. VALUED AT \$19.95, NO CHARGE TO OUR CUSTOMERS.

Type: CPF Technician: Yasher Aqeel Comeback: N
Labor: \$0.00 Parts: \$0.00 Misc: \$0.00

Complaint: PERFORM VEHICLE CHECK-UP. INCLUDING BRAKES, TIRES, BATTERY, ALL FLUIDS AND ALL MOVING BODY PARTS. VALUED AT \$19.95, NO CHARGE TO OUR CUSTOMERS.

Cause:

Correction: 36114 PERFORMED VCU. BATTERY, BRAKES, TIRES, AND FLUIDS ARE GREEN.

Service: SPLIT Moved to: 544650C Line: A

Type: CSP Technician: Sublet Comeback: N
Labor: \$0.00 Parts: \$0.00 Misc: \$0.00

Complaint: Moved to: 544650C Line: A

Cause:

Correction:

Service: REFUND REFUND REQUEST

Type: WP94

Technician: Yasher Aqeel

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: MONTHLY PAYMENT REFUND

Cause: .

Correction: 36114 MONTHLY PAYMENT \$500. [REDACTED]

Repair Order: [REDACTED]

Mileage: 35567

Total: \$0.00

Open Date: 08/29/2018

Closed Date: 10/18/2018

Advisor : Melissa Cottrell

Owner: [REDACTED]

Service: SPLIT Moved to: 540587C Line: D

Type: CSP

Technician: Sublet

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: Moved to: 540587C Line: D

Cause:

Correction:

Service: SPLIT Moved to: 540587C Line: C

Type: CSP

Technician: Sublet

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: Moved to: 540587C Line: C

Cause:

Correction:

Service: SPLIT Moved to: 540587C Line: H

Type: CSP

Technician: Sublet

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: Moved to: 540587C Line: H

Cause:

Correction:

Service: SPLIT Moved to: 540587C Line: G

Type: CSP

Technician: Sublet

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: Moved to: 540587C Line: G

Cause:

Correction:

Service: VEHPAY VEHPAY

Type: WP94

Technician: James Olsson

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: MONTHLY PAYMENT - CLP [REDACTED]

Cause: .

Correction: 35618 P18 MONTHLY PAYMENT \$500.00 [REDACTED]

Service: SPLIT Moved to: 540587C Line: B

Type: CSP

Technician: Sublet

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: Moved to: 540587C Line: B

Cause:

Correction:

Service: SPLIT Moved to: 540587C Line: E

Type: CSP

Technician: Sublet

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: Moved to: 540587C Line: E

Cause:

Correction:

Service: SPLIT Moved to: 540587C Line: A

Type: CSP

Technician: Sublet

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: Moved to: 540587C Line: A

Cause:

Correction:

Service: SPLIT Moved to: 540587C Line: F

Type: CSP

Technician: Sublet

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: Moved to: 540587C Line: F

Cause:

Correction:

Service: SPLIT Moved to: 540587C Line: I

Type: CSP

Technician: Sublet

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: Moved to: 540587C Line: I

Cause:

Correction:

Repair Order: [REDACTED]

Mileage: 35228

Total: \$0.00

Open Date: 08/15/2018

Closed Date: 08/31/2018

Advisor : Renee A Senape

Owner: [REDACTED]

Service: 99P PERFORM VEHICLE CHECK-UP. INCLUDING BRAKES, TIRES, BATTERY, ALL FLUIDS AND ALL MOVING BODY PARTS. VALUED AT \$19.95, NO CHARGE TO OUR CUSTOMERS.

Type: ISP

Technician: Eduard Supler

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: PERFORM VEHICLE CHECK-UP. INCLUDING BRAKES, TIRES, BATTERY, ALL FLUIDS AND ALL MOVING BODY PARTS. VALUED AT \$19.95, NO CHARGE TO OUR CUSTOMERS.

Cause:

Correction:

Service: MT7803145 MT7803145

Type: WP94

Technician: Eduard Supler

Comeback: N

Labor: \$62.26

Parts: \$213.29

Misc: \$0.00

Complaint: THE CUSTOMER STATES DRIVER SIDE EXTERIOR MOLDING ALONG WINDSHIELD POPPING UP AGAIN. CHECK AND ADVISE

Cause: .

Correction: 35228 VERIFIED CUSTOMER CONCERN FOUND BOTH DRIVER AND PASSENGER SIDE EXTERIOR A-PILLER MOLDINGS POPPING OFF. REPLACED BOTH MOLDING. RECHECK OKAY

Repair Order: [REDACTED]

Mileage: 34792

Total: \$0.00

Open Date: 07/13/2018

Closed Date: 08/06/2018

Advisor : Renee A Senape

Owner: [REDACTED]

Service: OSL OUTSIDE LABOR

Type: WP94

Technician: Curtis Bivins III

Comeback: N

Labor: \$0.00

Parts: \$615.75

Misc: \$0.00

Complaint: PAINT ON FRONT HOOD IS PEELING. CHECK AND ADVISE

Cause: .

Correction: 34792 SUBMITTED DIGITAL IMAGE. APPROVAL CODE THIE609300

Service: ADD ADD ON REPAIR

Type: CPF

Technician: Eduard Supler

Comeback: N

Correction:

Service: 1 The Customer states

Type: ISP

Labor: \$0.00

Complaint: The Customer states

Cause:

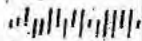
Correction:

Technician: Sublet

Parts: \$0.00

Comeback: N

Misc: \$0.00



Timothy Abeel and Associates
 25 Regency Plaza
 Glen Mills, PA. 19342



1000



U.S. POSTAGE PAID
 FCM LG ENV
 CHADDS FORD, PA
 19317
 AUG 26, 19
 AMOUNT

\$1.60

R2305M143395-10

Ms. Cherie Leich
 Ford Consumer Affairs
 P.O. Box 70
 Dearborn, MI. 48121

From: Sally <sally@timothyabeel.com>
Sent: Wednesday, September 25, 2019 11:59 AM
To: Claims
Subject: Re: Claimant [REDACTED] - 2016 Ford Explorer
Attachments: Ford Contract.pdf; 190824081423_0001.pdf; 190905145022_0001.pdf; 190905145057_0001.pdf; History 1 & 2 .pdf; History 3 & 4 .pdf; History 5 & 6 .pdf; History 7-11 .pdf

[EXTERNAL]

Good Morning,

Please see attached, I will send additional information once received.

Thank you
Sally

Sally McKelvey, Paralegal

Timothy Abeel & Associates, P.C.
25 Regency Plaza
Glen Mills PA 19342
www.timothyabeel.com

484-800-8431 (Direct Line)
484-840-8896 (Fax)
888-830-1474
sally@timothyabeel.com

From: Timothy Abeel <tim@timothyabeel.com>
Date: Tuesday, September 24, 2019 at 9:04 AM
To: Claims <claims@erskinelaw.com>
Cc: Sally <sally@timothyabeel.com>
Subject: Re: Claimant [REDACTED] - 2016 Ford Explorer

Sally will send. Thx

Timothy J. Abeel, Jr., Esq.
Timothy Abeel & Associates, P.C.
25 Regency Plaza
Glen Mills, PA 19342
www.timothyabeel.com
888-830-1474
484-800-8432 (direct line)
484-840-8896 (Fax)

On Sep 24, 2019, at 8:10 AM, Claims <claims@erskinelaw.com> wrote:

Dear Counsel:

Please be advised that Ford Motor Company has retained our office to handle the claim regarding [REDACTED]. Peggy Bowers 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
- 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 findings from our investigation as soon as possible. You may reach out to Peggy Bowers at 248.601.4499 or via facsimile at 248.601.4497 or at the email at pbowers@erskinelawgroup.com.

Thank You.

The Claims Team
248.601.4499
claims@erskinelaw.com

Motor Vehicle

Retail Order

New Used
 Demo



MALOUF FORD-LINCOLN, INC.

U.S. HIGHWAY 1 & COMMERCE BLD.
NORTH BRUNSWICK, NJ 08902
TELEPHONE (732) 951-0300
WWW.MALOUF.COM



CUSTOMER [REDACTED] DATE **05/20/2016** STOCK NO. [REDACTED]
 ADDRESS [REDACTED] **PISCATAWAY NJ** [REDACTED]
 HOME PHONE [REDACTED] WORK PHONE [REDACTED] SALES PERSON **LUIGI C GIACALONE**
 D.L. # [REDACTED] SOC. SEC. # [REDACTED] D.O.B. [REDACTED]
 PLEASE ENTER MY ORDER FOR ONE **2016 FORD** MODEL **EXPLORER**
 BODY TYPE **4 DR** COLOR **GRAY** MILES **10** SERIAL NO. **1 F M 5 K 8 D H 5 G G D**
 E-MAIL [REDACTED] CELL PHONE [REDACTED]

Prior to Delivery of the vehicle listed above, customer shall elect one of the following and so advise dealership:
 Cash Purchase Finance Purchase Lease
 IF A CREDIT SALE, REQUIRED INFORMATION CONTAINED ON A SEPARATE DISCLOSURE STATEMENT IS MADE A PART OF THIS ORDER.
 IF A LEASE COMPLETE DISCLOSURE OF ALL LEASE TERMS AND CONDITIONS IS CONTAINED ON A SEPARATE LEASE CONTRACT.

TO BE DELIVERED ON OR ABOUT 05/20/2016	
Price of Unit	41395.00
Additional Equipment (options)	
PREMIUM	3315.00

IF A LEASE, THE FOLLOWING APPLY:
 MONTHLY PAYMENT AMOUNT \$ _____
 TERM: _____ MONTHS
 MILEAGE PER YEAR _____
 CASH DUE AT DELIVERY \$ _____

IF A PURCHASE, THE FOLLOWING APPLY:

TOTAL PRICE OF VEHICLE	44710.00
Less Trade-in	5500.00
Responsive Etch System (Optional)	149.00
TOTAL TAXABLE AMOUNT	39359.00
State Sales Tax	2755.13
Motor Vehicle Tire Fee	7.50
Online Processing Fee (if applicable)	8.95
Registration/Title Fee (Estimated)	190.00
Documentation Fee CLERICAL EXPENSE DOCUMENT DELIVERY SERVICES	295.00
NET PAY-OFF ON TRADE-IN	21083.03
TOTAL	63698.61
Deposit	1000.00
REBATE	1450.00
BALANCE IN CASH, CERTIFIED CHECK OR OTHER ACCEPTABLE FORM OF PAYMENT TO BE PAID TO DEALER ON DELIVERY	
BALANCE DUE ON DELIVERY	61248.61

IF A NEW VEHICLE SALE...
 The only warranties applying to this vehicle are those offered by the manufacturer. The selling dealer sells this vehicle "as is" and hereby disclaims all warranties, either express or implied, including any implied warranties of merchantability and fitness for a particular purpose. Any liability of the selling dealer with respect to defects or malfunctions of this vehicle including, without limitation, those which pertain to performance or safety, (whether by way of "strict liability," based upon the selling dealer's negligence, or otherwise), is expressly excluded and customer hereby assumes any such risks. The manufacturer's warranty is not affected by this disclaimer of warranties by the selling dealer.

IF USED VEHICLE SALE-CHECK APPROPRIATE BOX
 This vehicle is sold "as is" and the selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability and fitness for a particular purpose. Any liability of the selling dealer with respect to defects or malfunctions of this vehicle including, without limitation, those which pertain to performance or safety, (whether by way of "strict liability," based upon the selling dealer's negligence, or otherwise), is expressly excluded and customer hereby assumes any such risks.
 OR
 The only dealer warranty on this vehicle is the limited warranty which is issued with and made a part of this order form.

ALL USED VEHICLE SALES DEALER'S OBLIGATION
 The laws of New Jersey require Motor Vehicle Dealers to make all necessary repairs, without charge, or return the full purchase price to the customer in the event a used vehicle sold and intended to be registered in this State fails to meet State Inspection Standards for the issuance of a certificate of approval due to a defect that is not the result of the customer's own act. The undersigned, before entering into this contract, has been informed of dealer's obligation above and agrees to have the used vehicle inspected within 7 days from the date of delivery of such vehicle.
 Date _____ X _____ Customer's Signature

WAIVER OF DEALER'S OBLIGATION (USED VEHICLE SALE)
 The undersigned, has read and understood the above Dealer's Obligation, and does hereby WAIVE AND RELEASE the DEALER'S OBLIGATION to make repairs without charge or return the full purchase price if the vehicle fails to meet State Inspection Standards for the issuance of a certificate of approval, unless the cause for the vehicle's rejection is an item which is "covered" by New Jersey's Used Car Lemon/Warranty Law (P.L. 1995, Chpt. 373).
 Date _____ X _____ Customer's Signature

TRADE-IN DESCRIPTION AND ALLOWANCE
 Year **2010** Make **NISSAN** Model **ROGUE**
 Serial No. **JN8AS5MV2AW [REDACTED]** Mileage **83336**
 Trade-in Value **5500.00** Date of **05/20/2016**
 Less Balance Owed **21083.03**
 Net Trade-in Allowance **-15583.03**
 Balance Owed to: **SANTANDER**
 Address: _____
 Account No.: _____
 Info. From _____ Good Thru _____
 Customer certifies that the frame on the trade-in vehicle has never sustained any damage or been repaired. All airbags are of original equipment and have never been deployed. Also, that the vehicle has never been in a flood or had the emission control system tampered with or altered. Customer certifies the above mileage of trade-in vehicle is accurate.
 Date **05/20/2016**

ADDITIONAL TERMS AND CONDITIONS

1. **DEFINITIONS.** "Selling Dealer" and "Dealer" mean the authorized Dealer to whom this Order is addressed, and who shall become a party on its acceptance. "Customer" means the party executing this Order as such on the face hereof. "Manufacturer" means the Division or Corporation that manufactured the vehicle or chassis, it being understood by Customer that Dealer is in no respect the agent of Manufacturer.
2. **RELATIONSHIP OF PARTIES TO AGREEMENT.** Dealer and Customer are the sole parties to this order. Any reference to manufacturer is for the purpose of generally explaining certain contractual relationships existing between the Dealer and manufacturer with respect to the new motor vehicles.
3. **MANUFACTURER'S PRICE INCREASES.** The Manufacturer has reserved the right to change the price to Dealer of new motor vehicles without notice. In the event the price to Dealer of the new motor vehicle ordered by Customer is changed by Manufacturer prior to delivery to Customer, Dealer reserves the right to change the cash delivery price to Customer. If the cash delivery price, or monthly lease payment, in the event Customer has advised Dealer of his election to lease, is increased by Dealer, Customer may, if dissatisfied with the higher figure, cancel this Order. In the event a used motor vehicle ("trade-in") has been traded as part of the consideration for the new motor vehicle, the trade-in shall be returned to Customer upon payment of a reasonable charge for storage and repairs (if any). If the trade-in has been previously sold by Dealer, the amount received for it shall be returned to Customer less a selling commission of 15% and any expense incurred in storing, insuring, conditioning or advertising said trade-in for sale.
4. **TRADE-IN AND APPRAISAL.** Where Customer wishes to trade in a used motor vehicle ("trade-in") as part of the consideration for the motor vehicle ordered, Dealer may appraise the trade-in at the time of the execution of this Order by Customer. Dealer also reserves the right to reappraise the trade-in at the time of delivery. The Dealer shall not alter a trade-in appraisal from the time of the initial appraisal until the time of delivery unless:
 - (1) intervening factors indicate an apparent decrease in the value of the trade-in over and above ordinary wear and tear; and/or
 - (2) a change occurs in the mechanical performance of the vehicle.

If such reappraised value is lower than the original allowance as shown on the front of this Order, Customer may, if dissatisfied, cancel this Order. Such right of cancellation must be exercised prior to actual delivery to the Customer of the motor vehicle ordered and the surrender of the used motor vehicle to Dealer. Customer certifies that the engine block is not cracked, the vehicle has not been flooded, there is no significant vehicle defect or damage, the vehicle has not been involved in any accident, and the emission control equipment, including catalytic converter has never been altered or removed.

5. **DELIVERY OF TITLE TO DEALER.** Customer agrees to deliver to Dealer satisfactory evidence of title to any trade-in vehicle used as part of this consideration for the motor vehicle ordered at the time of delivery of such used motor vehicle to Dealer. Customer warrants any trade-in vehicle to be his property free and clear of all liens and encumbrances except as otherwise noted on this Order.
6. **NON-REFUNDABLE DEPOSIT.** Unless this Order is cancelled by Customer in accordance with Paragraphs 3 and 4 above, Dealer shall have the right upon failure or refusal of Customer to accept delivery of the ordered vehicle or to comply with the terms of this order, to retain as liquidated damages any cash deposit. In addition, where Customer has traded a used motor vehicle as part of the consideration for the vehicle ordered, Dealer shall have the right to sell such trade-in and reimburse himself out of the proceeds of such sale for the expenses specified in Paragraphs 3 and 4 above and for such other expenses and losses as Dealer may incur or suffer as a result of the Customer's failure or refusal to comply with the provisions of this Order.
7. **DESIGN CHANGES BY THE MANUFACTURER.** The Manufacturer has reserved the right to change the design of any new motor vehicle, chassis, accessories or parts of new vehicles at any time without notice and without obligation to make the same or any similar change upon any motor vehicle, chassis, accessories or parts of vehicles previously purchased by or shipped to Dealer or being manufactured or sold in accordance with the Dealer's orders. In the event of any such change by the Manufacturer, Dealer shall have no obligation to Customer to make this same or any similar change in any motor vehicle, chassis, accessories or parts of the vehicle covered by this Order either before or after delivery to Customer.
8. **DELAYS IN DELIVERY.** Dealer shall not be liable for failure to deliver or for any delay in delivering the motor vehicle covered by this Order where such failure or delay is due, in whole or in part, to any cause beyond the control or without the fault or negligence of Dealer.
9. **PAYMENT OF SALES AND USE TAXES.** The price for the motor vehicle specified on the face of this Order includes reimbursement for certain Federal Excise taxes but does not include sales taxes and use taxes (Federal, State or Local) or other taxes, unless expressly stated. Customer agrees to pay all applicable sales, use, or occupational taxes. In the event Dealer fails to collect or miscalculates an applicable tax, Customer agrees to pay any additional amount due upon notification by Dealer.
10. **EXECUTION OF OTHER DOCUMENTS.** The Customer, before or at the time of delivery of the motor vehicle covered by this Order will execute such other forms of agreement or documents as may be required by the terms and conditions of payment in accordance with Customer's election to purchase for cash, purchase and finance or to lease the vehicle covered by this order.

ODOMETER DISCLOSURE STATEMENT

Federal law (and State law, if applicable) requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or Imprisonment

I, [REDACTED] state that the odometer now
(TRANSFEROR'S NAME - PRINT)

reads 83336 (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked.

- (1) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.
- (2) I hereby certify that the odometer reading is **NOT** the actual mileage.
WARNING - ODOMETER DISCREPANCY.

MAKE NISSAN

MODEL ROGUE BODY TYPE WG

VEHICLE IDENTIFICATION NUMBER JN8AS5MV2AW [REDACTED]

YEAR 2010

TRANSFEROR'S NAME [REDACTED]
(PRINTED NAME)

TRANSFEROR'S ADDRESS [REDACTED]
(STREET)

PISCATAWAY NJ [REDACTED]
(STATE) (ZIP CODE)

TRANSFEROR'S NAME [REDACTED]
(SIGNATURE)

DATE OF STATEMENT 05/20/2016

TRANSFeree'S NAME MALOUF FORD-LINCOLN, INC

2210 US HIGHWAY 1
(STREET)

TRANSFeree'S ADDRESS NORTH BRUNSWICK NJ 08902
(STATE) (ZIP CODE)

TRANSFeree'S NAME [REDACTED] MALOUF FORD-LINCOLN, INC
(SIGNATURE)

MALOUF FORD-LINCOLN, INC
(PRINTED NAME)

ORIGINAL - DMV
SECOND COPY - Transferee (Buyer)
THIRD COPY - Transferor (Seller)

Vehicle History Report

08/09/2019 06:59 PM

VIN: 1FM5K8DH5GGD [REDACTED]

2016 FORD EXPLORER

Repair Order: [REDACTED]

Mileage: 52997

Total: \$0.00

Open Date: 07/15/2019

Closed Date: 07/23/2019

Advisor : Alyssa Ferrono

Owner: [REDACTED]

Service: 10654C BATTERY - TEST, CHARGE, AND RE-TEST (10653/10654/10655) - L

Type: WP94

Technician: Chris Korecky

Comeback: N

Labor: \$25.50

Parts: \$133.27

Misc: \$0.00

Complaint: BATTERY DEAD- CHECK & REPLACE

Cause: X

Correction: 52997 P18 -- Case [REDACTED]

Service: Q99PX QUICKLANE EXPRESS MULTI-POINT INSPECTION

Type: CQL

Technician: Chris Korecky

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: QUICKLANE EXPRESS MULTI-POINT INSPECTION

Cause:

Correction:

Service: LOANER RENTAL VEHICLE USED BY CUSTOMER WHILE REPAIRS ARE BEING MADE

Type: CPF

Technician: Chris Korecky

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: RENTAL VEHICLE USED BY CUSTOMER WHILE REPAIRS ARE BEING MADE

Cause:

Correction:

Service: 1 C/S TRANSMISSION REPAIRED ON 6/28/19, CUSTOMER PICKED UP VEHICLE ON FRIDAY, VEHICLE IS NOW GRINDING AT LOWER SPEEDS BETWEEN 0-60 MPH & WHILE UPSHIFTING - CHECK & ADVISE

Type: CPF

Technician: Chris Korecky

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: C/S TRANSMISSION REPAIRED ON 6/28/19, CUSTOMER PICKED UP VEHICLE ON FRIDAY, VEHICLE IS NOW GRINDING AT LOWER SPEEDS BETWEEN 0-60 MPH & WHILE UPSHIFTING - CHECK & ADVISE

Cause:

Correction: 52997 UNABLE TO VERIFY CONCERN, VEHICLE DRIVEN FOR 92 MILES, COULD NOT DUPLICATE CONCERN. CUSTOMER INFORMED TO CONTACT DEALERSHIP IF PROBLEM BECOMES MORE PRONOUNCED.

Service: 10654C1 BATTERY - REPLACE (10653/10654/10655) - L

Type: WP94

Technician: Chris Korecky

Comeback: N

Labor: \$38.25

Parts: \$0.00

Misc: \$0.00

Complaint: BATTERY - REPLACE (10653/10654/10655) - L

Cause:

Correction:

Service: 1 THE C/S AFTER VEHICLE IS COLD SOAK, VEHICLE HARSH FROM PARK TO REVERSE - CHECK & ADVISE

Type: CPF

Technician: Chris Korecky

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: THE C/S AFTER VEHICLE IS COLD SOAK, VEHICLE HARSH FROM PARK TO REVERSE - CHECK & ADVISE

Cause:

Correction: 52997 UNABLE TO VERIFY CONCERN, VEHICLE DRIVEN FOR 92 MILES, COULD NOT DUPLICATE CONCERN. CUSTOMER INFORMED TO CONTACT DEALERSHIP IF PROBLEM BECOMES MORE PRONOUNCED.

Repair Order: [REDACTED]

Mileage: 52739

Total: \$0.00

Open Date: 06/28/2019

Closed Date: 07/22/2019

Advisor : Ryan Bender

Owner: [REDACTED]

Service: LOANER RENTAL VEHICLE USED BY CUSTOMER WHILE REPAIRS ARE BEING MADE

Type: CPF Technician: Chris Korecky Comeback: N
Labor: \$0.00 Parts: \$0.00 Misc: \$0.00

Complaint: RENTAL VEHICLE USED BY CUSTOMER WHILE REPAIRS ARE BEING MADE

Cause:

Correction: 52739 4S4BSAHC4K [REDACTED]

Service: Q99PX QUICKLANE EXPRESS MULTI-POINT INSPECTION

Type: CPF Technician: Chris Korecky Comeback: N
Labor: \$0.00 Parts: \$0.00 Misc: \$0.00

Complaint: QUICKLANE EXPRESS MULTI-POINT INSPECTION

Cause: PERFORM MULTI POINT INSPECTION

Correction:

Service: S10 ABLE FORD DBA ALL AMERICAN

Type: ISP Technician: Chris Korecky Comeback: N
Labor: \$65.00 Parts: \$0.00 Misc: \$0.00

Complaint: RESURFACE FRONT ROTORS AS RECOMMENDED

Cause:

Correction: 52739 REMOVED AND RE SURFACED THE FRONT ROTORS

Repair Order: [REDACTED]

Mileage: 52739

Total: \$0.00

Open Date: 06/28/2019

Closed Date: 07/15/2019

Advisor : Ryan Bender

Owner: [REDACTED]

Service: 7001D1 PID RECORDER/MONITOR TEST WITH ROAD TEST - L

Type: WP94 Technician: Chris Korecky Comeback: N
Labor: \$63.76 Parts: \$0.00 Misc: \$0.00

Complaint: PID RECORDER/MONITOR TEST WITH ROAD TEST - L

Cause:

Correction:

Service: SPLIT Moved to: 566542C Line: C

Type: CSP Technician: Sublet Comeback: N
Labor: \$0.00 Parts: \$0.00 Misc: \$0.00

Complaint: Moved to: 566542C Line: C

Cause:

Correction:

Service: 7000A2 AUTOMATIC TRANSMISSION ASSEMBLY - OVERHAUL (7000/7C391) - L

Type: WP94 Technician: Chris Korecky Comeback: N
Labor: \$701.31 Parts: \$0.00 Misc: \$0.00

Complaint: AUTOMATIC TRANSMISSION ASSEMBLY - OVERHAUL (7000/7C391) - L

Cause:

Correction:

Service: SPLIT Moved to: 566542C Line: B

Type: CSP Technician: Sublet Comeback: N
Labor: \$0.00 Parts: \$0.00 Misc: \$0.00

Complaint: Moved to: 566542C Line: B

Cause:

Correction:

Service: 7000AXQ AUTOMATIC TRANSMISSION ASSEMBLY - REMOVE AND INSTALL OR REPLACE (7000) - L EXTRA TIME FOR A POST-REPAIR ROAD TEST.

Type: WP94 Technician: Chris Korecky Comeback: N
Labor: \$25.50 Parts: \$0.00 Misc: \$0.00

Complaint: AUTOMATIC TRANSMISSION ASSEMBLY - REMOVE AND INSTALL OR REPLACE (7000) - L EXTRA TIME FOR A POST-REPAIR ROAD TEST.

Cause:

Correction:

Service: 7000A AUTOMATIC TRANSMISSION ASSEMBLY - REMOVE AND INSTALL OR REPLACE (7000) - L

Type: WP94 Technician: Chris Korecky Comeback: N
Labor: \$1,096.59 Parts: \$0.00 Misc: \$0.00

Complaint: AUTOMATIC TRANSMISSION ASSEMBLY - REMOVE AND INSTALL OR REPLACE (7000) - L

Cause:

Correction:

Service: 7001D AUTOMATIC TRANSMISSION - DIAGNOSIS (7000) - L

Type: WP94 Technician: Chris Korecky Comeback: N
Labor: \$63.76 Parts: \$1,561.95 Misc: \$0.00

Complaint: CUSTOMER STATES THAT THERE IS A VIBRATION FELT FROM THE TRANSMISSION WHEN DOWNSHIFTING FROM HIGHWAY SPEEDS MOSTLY DOES NOT HAPPEN BELOW 25 MPH

Cause: .

Correction: 52760 VERIFIED THE CUSTOMERS CONCERN. SCANNED FOR CODES USING IDS. FOUND P0741, P0867, P1783. CHECKED THE FLUID LEVEL AND CONDITION. FLUID WAS FULL, SEEMED A BIT DARK. DID NOT SMELL BURNT. CHECKED FOR LEAKS NONE FOUND. CHECKED FOR OBVIOUS SIGNS OF PHYSICAL DAMAGE. NONE FOUND. TEST DROVE USING DATA LOGGER. FOUND THAT TCC SLIP ACTUAL AND DESIRED WERE OFF SIGNIFICANTLY. ALSO FOUND LINE PRESSURES TO BE LOW. REFERRED TO 307-01A IN THE WORKSHOP MANUAL. DRAINED TRANSMISSION FLUID. REMOVED TRANSMISSION, MOUNTED TO BENCH FIXTURE. REMOVED TORQUE CONVERTER, FOUND EXCESSIVE WEAR AROUND THE CONVERTER HUB. ALSO FOUND EXCESSIVE WEAR TO FLUID PUMP AND BUSHING. DETERMINED PRESSURE TO BE BLEEDING DOWN FROM THIS AREA. REMOVED THE FILTER AND CHECKED FOR OBSTRUCTIONS. NON FOUND. CLEANED MAGNETS. REMOVED SIDE COVER. REMOVED MAIN CONTROL VALVE BODY. SEPARATED THE MAIN CONTROL FROM THE SOLENOID BODY. DISASSEMBLED THE MAIN CONTROL AND SOL BODY. CLEANED AND INSPECTED. FOUND EXCESSIVE WEAR AND CONTAMINATION TO THE SOLENOID BODY. FOUND THE MAIN CONTROL VALVE BODY TO BE OK. CLEANED AND INSPECTED ALL SPOOL VALVES IN MAIN CONTROL. CLEANED AND INSPECTED ALL THREE CHECK VALVES. NO DAMAGE FOUND. RE ASSEMBLED THE MAIN CONTROL VALVE BODY. INSTALLED A NEW SOLENOID BODY AND SEPARATER PLATE. CLEANED OUT ALL OLD FLUID. RE INSTALLED MAIN CONTROL AND SOLENOID BODY. CLEANED OFF ALL OLD SILICONE. INSTALLED FRESH TA29, RE INSTALLED SIDE COVER. INSTALLED NEW FLUID PUMP AND GASKET. INSTALLED FILTER TO NEW PUMP. CLEANED ALL OLD SILICON. INSTALLED FRESH TA29, RE INSTALLED THE CASE HALF. INSTALLED NEW TORQUE CONVERTER. RE INSTALLED TRANSMISSION WITH NEW TORQUE CONVERTER BOLTS. RE INSTALLED SUB FRAME WITH NEW BOLTS AND NEW STEERING SHAFT BOLT. RE INSTALLED BATTERY AND AIR BOX. FILLED TRANSMISSION WITH 8 QUARTS FRESH LV FLUID. USING IDS UPDATED SOLENOID ID AND STRATEGY. CLEARED ADAPTIVE TABLES. STARTED AND LET WARM UP. CHECKED THE FLUID LEVEL. TEST DROVE THE VEHICLE, 20 MILES. ALL TRANSMISSION CONCERNS ARE NOW GONE. NO CODES HAVE RETURNED. CHECK THE FRONT END ALIGNMENT AND SET THE TOE

Service: S10 ABLE FORD DBA ALL AMERICAN

Type: CPF Technician: Chris Korecky Comeback: N
Labor: \$0.00 Parts: \$0.00 Misc: \$0.00

Complaint: CUST STATES THAT THERE IS A DELAY WHEN SHIFTING AND THE CAR BANGS INTO GEAR. PLS CK AND ADVISE FOR PAOWERTRAIN/ESP COVERAGE

Cause: .

Correction: 52739 SEE LINE A

Service: SPLIT Moved to: 566542C Line: A

Type: CSP Technician: Sublet Comeback: N
Labor: \$0.00 Parts: \$0.00 Misc: \$0.00

Complaint: Moved to: 566542C Line: A

Cause:

Correction:

Service: 7000AZJ AUTOMATIC TRANSMISSION ASSEMBLY - REMOVE AND INSTALL OR REPLACE (7000) - L EXTRA TIME TO MOUNT TRANSMISSION ON A

Type: WP94 Technician: Chris Korecky Comeback: N
Labor: \$38.25 Parts: \$0.00 Misc: \$0.00

Complaint: AUTOMATIC TRANSMISSION ASSEMBLY - REMOVE AND INSTALL OR REPLACE (7000) - L EXTRA TIME TO MOUNT TRANSMISSION ON A

Cause:

Correction:

Service: 7001D45 AUTOMATIC TRANSMISSION - DIAGNOSTIC PIN POINT TEST - L

Type: WP94 Technician: Chris Korecky Comeback: N
Labor: \$38.25 Parts: \$0.00 Misc: \$0.00

Complaint: AUTOMATIC TRANSMISSION - DIAGNOSTIC PIN POINT TEST - L

Cause:

Correction:

Service: 1006D NON ROTATIONAL NOISE - WIRELESS ELECTRONIC CHASSIS EARS - DIAGNOSE - L

Type: WE94 Technician: Chris Korecky Comeback: N
Labor: \$89.26 Parts: \$83.47 Misc: \$0.00

Complaint: CUSOTMER STATES THAT THERE IS A NOISE FROM THE FRONT OF THE CAR WHEN GOING OVER BUMP, SOUNDS LIKE SOMETHING IS LOOSE PLE CK AND ADVISE FOR ESP

Cause: .

Correction: 52739 VERIFIED THE CUSTOMERS CONCERN. TEST DROVE THE VEHICLE USING CHASSIS EARS IN ORDER TO PIN POINT THE NOISE LOCATION. FOUND THE NOISE TO BE LOUDEST AT BOTH LOWER JOINTS ON THE FRONT SWAY BAR LINKS. REMOVED THE LINKS AND INSPECTED. FOUND BOTH LOWER JOINTS TO HAVE EXCESSIVE PLAY. REPLACED BOTH FRONT SWAY BAR LINKS.

Service: 19S17B REPLACE BOTH REAR SUSPENSION TOE LINKS

Type: WP94 Technician: Chris Korecky Comeback: N
Labor: \$76.51 Parts: \$120.76 Misc: \$0.00

Complaint: PERFORM OPEN FSA 19S17

Cause: .

Correction: 52739 REPLACED THE REAR TOE LINKS. PERFORMED A FOUR WHEEL ALIGNMENT. ADJUSTED REAR TOE.

Service: 7000A11 AUTOMATIC TRANSMISSION OIL COOLER AND/OR COOLER LINES - FLUSH (7A030/7A031) - L

Type: WP94 Technician: Chris Korecky Comeback: N
Labor: \$76.51 Parts: \$0.00 Misc: \$0.00

Complaint: AUTOMATIC TRANSMISSION OIL COOLER AND/OR COOLER LINES - FLUSH (7A030/7A031) - L

Cause:

Correction:

Service: 7000A13C CONTROL VALVE BODY ASSEMBLY - MAIN - OVERHAUL (7A100/7G391/7Z369) - L

Type: WP94 Technician: Chris Korecky Comeback: N
Labor: \$76.51 Parts: \$0.00 Misc: \$0.00

Complaint: CONTROL VALVE BODY ASSEMBLY - MAIN - OVERHAUL (7A100/7G391/7Z369) - L

Cause:

Correction:

Service: 19S17C CHECK ALIGNMENT AND ADJUST REAR TOE IF NECESSARY

Type: WP94 Technician: Chris Korecky Comeback: N
Labor: \$76.51 Parts: \$0.00 Misc: \$0.00

Complaint: CHECK ALIGNMENT AND ADJUST REAR TOE IF NECESSARY

Cause:

Correction:

Service: 5486AT KIT - STABILIZER BAR LINK - FRONT - REPLACE (5K484/5A486/5K483) - L

Type: WE94 Technician: Chris Korecky Comeback: N
Labor: \$63.76 Parts: \$0.00 Misc: \$0.00

Complaint: KIT - STABILIZER BAR LINK - FRONT - REPLACE (5K484/5A486/5K483) - L

Cause:

Correction:

Repair Order: [REDACTED]

Mileage: 40349

Total: \$0.00

Open Date: 12/19/2018

Closed Date: 12/26/2018

Advisor : Ryan Bender

Owner: [REDACTED]

Service: 99P PERFORM VEHICLE CHECK-UP. INCLUDING BRAKES, TIRES, BATTERY, ALL FLUIDS AND ALL MOVING BODY PARTS. VALUED AT \$19.95, NO CHARGE TO OUR CUSTOMERS.

Type: INF

Technician: Michael Vanhouten

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: PERFORM VEHICLE CHECK-UP. INCLUDING BRAKES, TIRES, BATTERY, ALL FLUIDS AND ALL MOVING BODY PARTS. VALUED AT \$19.95, NO CHARGE TO OUR CUSTOMERS.

Cause:

Correction: 40349 PERFORMED MULTI POINT INSPECTION. PASSED ALL SYSTEM CHECKS. TIRES ARE GREEN AND OVER 7/32". BRAKES ARE GREEN OVER 5MM. BATTERY IS GREEN AND HAS PROPER STATE OF HEALTH.

Service: WRKS THE WORKS - OIL CHANGE, TIRE ROTATION AND MULTI-POINT INSPECTION

Type: INF

Technician: Michael Vanhouten

Comeback: N

Labor: \$19.95

Parts: \$22.48

Misc: \$0.00

Complaint: OIL CHANGE COMPLIMENTRY AS PER MEL DUE TO LAST VISIT

Cause:

Correction: 40349 PERFORM THE WORKS COUPON SPECIAL. DRAIN THE ENGINE OIL, REPLACE THE OIL FILTER AND FILL WITH NEW OIL. ROTATE THE TIRES. INSPECT THE BRAKE SYSTEM, VISUALLY INSPECT FOR LEAKS, TOP OFF ALL FLUIDS, VISUALLY INSPECT THE SUSPENSION SYSTEM, VISUALLY INSPECT THE EXTERIOR LIGHTS. FILLED OUT THE MULTI POINT INSPECTION FORM.. AS PER MELISSA N/C FOR CUSTOMER SATISFACTION DUE TO ISSUE FROM LAST VISIT

Repair Order: [REDACTED]

Mileage: 35567

Total: \$0.00

Open Date: 08/29/2018

Closed Date: 11/16/2018

Advisor : Melissa Cottrell

Owner: [REDACTED]

Service: 99P PERFORM VEHICLE CHECK-UP. INCLUDING BRAKES, TIRES, BATTERY, ALL FLUIDS AND ALL MOVING BODY PARTS. VALUED AT \$19.95, NO CHARGE TO OUR CUSTOMERS.

Type: ISP

Technician: James Olsson

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: PERFORM VEHICLE CHECK-UP. INCLUDING BRAKES, TIRES, BATTERY, ALL FLUIDS AND ALL MOVING BODY PARTS. VALUED AT \$19.95, NO CHARGE TO OUR CUSTOMERS.

Cause:

Correction: 35567 All tires are in yellow at 4/32nds. Tech recommended new tires and an alignment.

Service: X SHOPE FOREMAN ROADTEST, COULD NOT VERIFY CONCERN

Type: ISP

Technician: Al Wargo

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: STEERING WHEEL DOES NOT RETURN AFTER TURNING VEHICLE.

Cause:

Correction:

Service: 1 The Customer states windshield molding is popping off due to the incorrect washers and too much glue on the driverside on the windshield.

Type: ISP

Technician: James Olsson

Comeback: N

Labor: \$350.00

Parts: \$577.14

Misc: \$0.00

Complaint: The Customer states windshield molding is popping off due to the incorrect washers and too much glue on the driverside on the windshield.

Cause:

Correction: 35567 Body shop

Service: DETAIL COMPLETE DETAIL OF VEHICLE, INTERIOR, EXTERIOR, WHEELS, ETC.

Type: ISP

Technician: Sublet

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: FULL DETAIL

Cause:

Correction:

Service: 1 The Customer states the front hood was recently painted, now there is black spots.

Type: ISP

Technician: James Olsson

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: The Customer states the front hood was recently painted, now there is black spots.

Cause:

Correction: 35567 Body shop

Service: BR15 REMOVE AND REPLACE REAR BRAKE PADS/SHOES *LIFE TIME BRAKE PAD GUARANTEE*

Type: ISP Technician: James Olsson Comeback: N
Labor: \$0.00 Parts: \$0.00 Misc: \$0.00

Complaint: FREE BRAKE CHECK

Cause:

Correction: 35597 Tech performed brake inspection and found the rear pads were at 2 mm and the rotors were ins poor condition. Tech removed and replaced the rear pads and rotors. Concern corrected.

Service: X REPLACED WINDSHIELD

Type: ISP Technician: James Olsson Comeback: N
Labor: \$0.00 Parts: \$0.00 Misc: \$0.00

Complaint: the windshield molding is popping off. needs to be replaced.

Cause:

Correction:

Service: 1995 SPECIAL RENTAL VEHICLE NO CHARGE TO CUSTOMER \$28 PER DAY TO FMC WHERE APPLICABLE

Type: ISP Technician: James Olsson Comeback: N
Labor: \$0.00 Parts: \$0.00 Misc: \$0.00

Complaint: SPECIAL RENTAL VEHICLE NO CHARGE TO CUSTOMER \$28 PER DAY TO FMC WHERE APPLICABLE

Cause:

Correction:

Service: CNV PERFORM NECESSARY SYSTEM CHECKS AND COULD NOT VERIFY CUSTOMERS CONCERN

Type: ISP Technician: James Olsson Comeback: N
Labor: \$0.00 Parts: \$0.00 Misc: \$0.00

Complaint: The Customer states the steering wheel is tight/stiff. very difficult to turn. when on a straight road the vehicle steers to the right.

Cause:

Correction: 35567 Could not verify concern. Tech checked for codes but found no codes present and tech visually inspected the steering system underneath vehicle but found no visible concerns. No tsbs, ssms, or gsbs related to the cocncern.

Repair Order: [REDACTED] Mileage: 36114 Total: \$0.00
Open Date: 10/12/2018 Closed Date: 10/31/2018 Advisor: Melissa Cottrell
Owner: [REDACTED]

Service: BR10 REMOVE AND REPLACE FRONT BRAKE PADS *LIFE TIME BRAKE PAD GUARANTEE*

Type: INF Technician: Yasher Aqeel Comeback: N
Labor: \$45.00 Parts: \$0.00 Misc: \$0.00

Complaint: brake pulsation

Cause:

Correction: 36114 VERIFIED CONCERN. FRONT BRAKE ROTORS ARE WARPED. R&R FRONT BRAKE PADS AND ROTORS.

Repair Order: [REDACTED] Mileage: 36114 Total: \$0.00
Open Date: 10/12/2018 Closed Date: 10/22/2018 Advisor: Melissa Cottrell
Owner: [REDACTED]

Service: 99P PERFORM VEHICLE CHECK-UP. INCLUDING BRAKES, TIRES, BATTERY, ALL FLUIDS AND ALL MOVING BODY PARTS. VALUED AT \$19.95, NO CHARGE TO OUR CUSTOMERS.

Type: CPF Technician: Yasher Aqeel Comeback: N
Labor: \$0.00 Parts: \$0.00 Misc: \$0.00

Complaint: PERFORM VEHICLE CHECK-UP. INCLUDING BRAKES, TIRES, BATTERY, ALL FLUIDS AND ALL MOVING BODY PARTS. VALUED AT \$19.95, NO CHARGE TO OUR CUSTOMERS.

Cause:

Correction: 36114 PERFORMED VCU. BATTERY, BRAKES, TIRES, AND FLUIDS ARE GREEN.

Service: SPLIT Moved to: 544650C Line: A

Type: CSP Technician: Sublet Comeback: N
Labor: \$0.00 Parts: \$0.00 Misc: \$0.00

Complaint: Moved to: 544650C Line: A

Cause:

Correction:

Service: REFUND REFUND REQUEST

Type: WP94

Technician: Yasher Aqeel

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: MONTHLY PAYMENT REFUND

Cause: .

Correction: 36114 MONTHLY PAYMENT \$500 [REDACTED]

Repair Order: [REDACTED]

Mileage: 35567

Total: \$0.00

Open Date: 08/29/2018

Closed Date: 10/18/2018

Advisor : Melissa Cottrell

Owner: [REDACTED]

Service: SPLIT Moved to: 540587C Line: D

Type: CSP

Technician: Sublet

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: Moved to: 540587C Line: D

Cause:

Correction:

Service: SPLIT Moved to: 540587C Line: C

Type: CSP

Technician: Sublet

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: Moved to: 540587C Line: C

Cause:

Correction:

Service: SPLIT Moved to: 540587C Line: H

Type: CSP

Technician: Sublet

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: Moved to: 540587C Line: H

Cause:

Correction:

Service: SPLIT Moved to: 540587C Line: G

Type: CSP

Technician: Sublet

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: Moved to: 540587C Line: G

Cause:

Correction:

Service: VEHPAY VEHPAY

Type: WP94

Technician: James Olsson

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: MONTHLY PAYMENT -- [REDACTED]

Cause: .

Correction: 35618 P18 MONTHLY PAYMENT \$500.00 [REDACTED]

Service: SPLIT Moved to: 540587C Line: B

Type: CSP

Technician: Sublet

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: Moved to: 540587C Line: B

Cause:

Correction:

Service: SPLIT Moved to: 540587C Line: E

Type: CSP

Technician: Sublet

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: Moved to: 540587C Line: E

Cause:

Correction:

Service: SPLIT Moved to: 540587C Line: A

Type: CSP

Technician: Sublet

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: Moved to: 540587C Line: A

Cause:

Correction:

Service: SPLIT Moved to: 540587C Line: F

Type: CSP

Technician: Sublet

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: Moved to: 540587C Line: F

Cause:

Correction:

Service: SPLIT Moved to: 540587C Line: I

Type: CSP

Technician: Sublet

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: Moved to: 540587C Line: I

Cause:

Correction:

Repair Order: [REDACTED]

Mileage: 35228

Total: \$0.00

Open Date: 08/15/2018

Closed Date: 08/31/2018

Advisor : Renee A Senape

Owner: [REDACTED]

Service: 99P PERFORM VEHICLE CHECK-UP. INCLUDING BRAKES, TIRES, BATTERY, ALL FLUIDS AND ALL MOVING BODY PARTS. VALUED AT \$19.95, NO CHARGE TO OUR CUSTOMERS.

Type: ISP

Technician: Eduard Supler

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: PERFORM VEHICLE CHECK-UP. INCLUDING BRAKES, TIRES, BATTERY, ALL FLUIDS AND ALL MOVING BODY PARTS. VALUED AT \$19.95, NO CHARGE TO OUR CUSTOMERS.

Cause:

Correction:

Service: MT7803145 MT7803145

Type: WP94

Technician: Eduard Supler

Comeback: N

Labor: \$62.26

Parts: \$213.29

Misc: \$0.00

Complaint: THE CUSTOMER STATES DRIVER SIDE EXTERIOR MOLDING ALONG WINDSHIELD POPPING UP AGAIN. CHECK AND ADVISE

Cause: .

Correction: 35228 VERIFIED CUSTOMER CONCERN FOUND BOTH DRIVER AND PASSENGER SIDE EXTERIOR A-PILLER MOLDINGS POPPING OFF. REPLACED BOTH MOLDING. RECHECK OKAY

Repair Order: [REDACTED]

Mileage: 34792

Total: \$0.00

Open Date: 07/13/2018

Closed Date: 08/06/2018

Advisor : Renee A Senape

Owner: [REDACTED]

Service: OSL OUTSIDE LABOR

Type: WP94

Technician: Curtis Bivins III

Comeback: N

Labor: \$0.00

Parts: \$615.75

Misc: \$0.00

Complaint: PAINT ON FRONT HOOD IS PEELING. CHECK AND ADVISE

Cause: .

Correction: 34792 SUBMITTED DIGITAL IMAGE. APPROVAL CODE THIE609300

Service: ADD ADD ON REPAIR

Type: CPF

Technician: Eduard Supler

Comeback: N

CUSTOMER #: [REDACTED]

INVOICE



ALL AMERICAN FORD OF OLD BRIDGE
3698 Route 9 South · Old Bridge, NJ. 08857
PH: (732) 242-0404
www.allamericanfordinoldbridge.com

PISCATAWAY, NJ

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 9505 ALYSSA FERRONO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	16	FORD EXPLORER	1FM5K8DH5GGD [REDACTED]		54255/54279	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN16 DD			17:00 09SEP19			CASH	22AUG19

R.O. OPENED: [REDACTED] READY: [REDACTED] OPTIONS: DLR:NONE

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

A C/S BETWEEN 40-60 MPH & ALSO WHILE IN SPORT MODE- TRANSMISSION WILL HESITATE WHILE ACCELERATING & THERE IS ALSO A WHINING NOISE- VERIFIED BY AL, RATTLING BETWEEN 25-35 MPH

CAUSE: X PLEASE READ THE TECHNICIAN COMMENTS FOR FURTHER DETAILS

- 5330 WP94 (N/C)
- 1 FB5Z*7000*D AUTOMATIC TRANSMISSION ASY (N/C)
- 1 ALLOWANCE (N/C)
- 2 *W714470*S439 BOLT (N/C)
- 2 *W717859*S439 BOLT (N/C)
- 10 XT*10*BLV OIL - AUTOMATIC TRANSMISSION (N/C)

FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:
5330

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

54279 VERIFIED THE CUSTOMERS CONCERN: SCANNED FOR CODES USING IDS. FOUND SEVERAL CODES INCLUDING P1783, P0741, AND P0732. CHECKED FLUID LEVEL AND CONDITION, FOUND THAT THE FLUID WAS SEVERELY BURNT. DRAINED THE FLUID, FOND METAL IN THE FLUID. REMOVED TRANSMISSION, MOUNTED TO A BENCH. FOUND THE TORQUE CONVERTER TO BE DISCOLORED. FOUND THAT THE PUMP GEARS WERE SCORED. FOUND DAMAGE TO THE VALVE BODY, AND CONTAMINATION OF THE SOL BODY. FOUND DAMAGE TO THE CENTER SUPPORT, FOUND DAMAGE TO THE CASE. FOUND THE FORWARD CLUTCH SNAP RING TO BE DAMAGED, AND THE CLUTCHES TO BE BURNT. FOUND DAMAGE TO THE FRONT PLANETARY CARRIER. FOUND THE DIRECT CLUTCHES TO BE BURNT AND SEIZED. COST CAP DETERMINED TRANSMISSION TO BE REPLACED. INSTALLED A RE MANUFACTURED TRANSMISSION. USING THE ROTUNDA FLUSH MACHINE, FLUSHED THE TRANSMISSION COOLER AND LINES. FILLED WITH FRESH FLUID. INSTALLED SUB FRAME USING NEW BOLTS. INSTALLED STEERING SHAFT AND SWAY BAR LINKS USING NEW BOLTS/ NUTS. PROGRAMMED WITH THE NEW SHIFT STRATEGY AND SOL IDENTIFICATION. CLEARED THE TRANSMISSION ADAPTIVE TABLES. PERFORMED AN ALIGNMENT TO CHECK TOE. ADJUSTED FRONT TOE. PERFORMED A DRIVE CYCLE. TEST DROVE THE VEHICLE FOR

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	
	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

CUSTOMER #: [REDACTED]

INVOICE



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PISCATAWAY, NJ
HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

PAGE 2

SERVICE ADVISOR: 9505 ALYSSA FERRONO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	16	FORD EXPLORER	1FM5K8DH5GGD [REDACTED]		54255/54279	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN16 DD			17:00 09SEP19			CASH	22AUG19

R.O. OPENED: 11:12 12AUG19
 READY: 15:24 22AUG19
 OPTIONS: DLR: NONE

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

20 MILES TO VERIFY THE REPAIR. NO CODES OR CONCERNS HAVE RETURNED.

B QUICKLANE EXPRESS MULTI-POINT INSPECTION
 CAUSE: PERFORM MULTI POINT INSPECTION
 Q99PX QUICKLANE EXPRESS MULTI-POINT INSPECTION

5330 CQL					0.00	0.00	
GBATT THE BATTERY WAS TESTED AND IS FULLY OPERATIONAL AT THIS TIME					0.00	0.00	
5330 CQL					0.00	0.00	
GBK THE BRAKES WERE CHECK AND ARE FULLY OPERATIONAL AT THIS TIME					0.00	0.00	
5330 CQL					0.00	0.00	
GTIRE THE TIRES WERE CHECK AND ARE FULLY OPERATIONAL AT THIS TIME					0.00	0.00	
5330 CQL					0.00	0.00	
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00							TOTAL LINE B: 0.00

C** THE WORKS - OIL CHANGE, TIRE ROTATION AND MULTI-POINT INSPECTION
 WRKS THE WORKS - OIL CHANGE, TIRE ROTATION AND MULTI-POINT INSPECTION

5330 CPF					25.81	25.81	
1 FL*910S*B12 KIT - ELEMENT & GASKET - OIL F					5.95	5.95	5.95
6 XO*5W20*BSP MOTORCRAFT SAE 5W-20 API GF-5					3.10	3.10	18.60
1 ZC*32*B2 SOLUTION-WINDSHIELD WASHER					0.20	0.20	0.20
PARTS: 24.75 LABOR: 25.81 OTHER: 0.00							TOTAL LINE C: 50.56

54279 REPLACED OIL AND FILTER

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER 1.02

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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		25.81
		PARTS AMOUNT		24.75
		GAS, OIL, LUBE		0.00
		SUBLET AMOUNT		0.00
		MISC. CHARGES		1.02
		TOTAL CHARGES		51.58
		LESS INSURANCE		0.00
		SALES TAX		3.42
		(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT

CUSTOMER #: [REDACTED]

INVOICE



ALL AMERICAN FORD OF OLD BRIDGE
3698 Route 9 South - Old Bridge, NJ 08857
PH: (732) 242-0404
www.allamericanfordinoldbridge.com

PISCATAWAY, NJ

PAGE 1

HOME [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 9505 ALYSSA FERRONO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	16	FORD EXPLORER	1FM5K8DH5GGD [REDACTED]		54254 / 54254	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN16 DD			18:00 05AUG19			CASH	12AUG19

R.O. OPENED	READY	OPTIONS:	DLR: NONE
09:31 05AUG19	10:36 12AUG19		

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

A C/S INTERMEDIATE ROUGH SHIFT FROM PARK TO REVERSE- AL UNABLE TO VERIFY- VEHICLE WILL BE DRIVEN BY VALETS & AL TO ATTEMPT TO VERIFY CONCERNS

1 C/S INTERMEDIATE ROUGH SHIFT FROM PARK TO REVERSE- AL UNABLE TO VERIFY- VEHICLE WILL BE DRIVEN BY VALETS & AL TO ATTEMPT TO VERIFY CONCERNS

5330 CPF 0.00 0.00

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

B C/S BETWEEN 40-60 MPH & ALSO WHILE IN SPORT MODE, TRANSMISSION WILL HESITATE WHILE ACCELERATING & THERE IS ALSO A WHINING NOISE - AL UNABLE TO VERIFY- AL & VALETS TO DRIVE VEHICLE TO ATTEMPT TO VERIFY CONCERN

1 C/S BETWEEN 40-60 MPH & ALSO WHILE IN SPORT MODE, TRANSMISSION WILL HESITATE WHILE ACCELERATING & THERE IS ALSO A WHINING NOISE - AL UNABLE TO VERIFY- AL & VALETS TO DRIVE VEHICLE TO ATTEMPT TO VERIFY CONCERN

5330 CPF 0.00 0.00

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

C C/S INSIDE REAR PASSENGER & DRIVER DOORS BEGINNING TO RUST & BUBBLE- WILL SUBMIT TO FORD FOR DI APPROVAL

1 C/S INSIDE REAR PASSENGER & DRIVER DOORS BEGINNING TO RUST & BUBBLE- WILL SUBMIT TO FORD FOR DI APPROVAL

5330 CPF 0.00 0.00

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

D QUICKLANE EXPRESS MULTI-POINT INSPECTION

Q99PX QUICKLANE EXPRESS MULTI-POINT INSPECTION

5330 CPF 0.00 0.00

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

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

CUSTOMER #: [REDACTED]

[REDACTED]



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PISCATAWAY, NJ

PAGE 2

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	16	FORD EXPLORER	1FM5K8DH5GGD [REDACTED]		54254 / 54254	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN16 DD			18:00 05AUG19			CASH	12AUG19
R.O. OPENED		READY	OPTIONS: DLR:NONE				
09:31 05AUG19	10:36 12AUG19						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
E							
RENTAL VEHICLE USED BY CUSTOMER WHILE REPAIRS ARE BEING MADE							
LOANER RENTAL VEHICLE USED BY CUSTOMER WHILE REPAIRS ARE BEING MADE							
				5330	CPF	0.00	0.00
PARTS:				0.00	LABOR:	0.00	0.00
54254							
						TOTAL LINE E:	0.00

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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



VEHICLE CHECK-UP

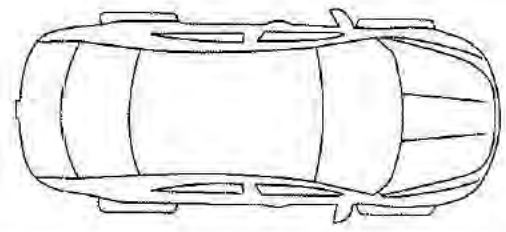
CUSTOMER INFORMATION

Date: 08/12/2019 RO/Tag#: [REDACTED]
 Name: [REDACTED] Phone#: [REDACTED]
 Email: [REDACTED]
 VIN: 1FM5K8DH5GGD [REDACTED]
 Year/Make/Model: 2016 Ford EXPLORER Plate#: [REDACTED]
 Odometer: 54255 Inspect. Month: [REDACTED]
 Owner Advantage Rewards*#: [REDACTED] Service Balance: [REDACTED]
 Extended Service Plan: YES NO Ford Pass Member? YES NO

EXTERIOR BODY

May contribute to vehicle efficiency and promote a greener environment

- Check and OK at this time May require future attention Requires immediate attention



Note any exterior body damage or defects on diagram

SCHEDULED MAINTENANCE

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

This is only a partial list maintenance items and is NOT all-inclusive. Please consult your Owner's Manual or visit FordOwner.com for vehicle specific maintenance requirements. N/A is circled if certain part is not applicable.

FLUIDS

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

LIGHTS/HORN/WIPERS

Serviced	Serviced	Serviced
<input type="checkbox"/>	<input checked="" type="checkbox"/> Horn	<input type="checkbox"/>
<input type="checkbox"/>	<input checked="" type="checkbox"/> Front Wipers	<input type="checkbox"/>
<input type="checkbox"/>	<input checked="" type="checkbox"/> Rear Wipers (if equipped)	
<input type="checkbox"/>	<input checked="" type="checkbox"/> Windshield	<input type="checkbox"/>
<input type="checkbox"/>	<input checked="" type="checkbox"/> Front Lighting	<input type="checkbox"/>
<input type="checkbox"/>	<input checked="" type="checkbox"/> Rear Lighting - 4-Way Flasher, Tailights, Stop Lights, Plate Lights	<input type="checkbox"/>

UNDER HOOD

Serviced

Battery State of Health

Factory spec cold cranking amps _____ Actual cold cranking amps _____

Battery Condition

Cooling System - Hoses and Piping

Engine Air Filter

Engine Drive Belt(s)

Cabin Air Filter N/A

TIRES

Serviced	Tire Tread Depth	6/32" to 4/32" / 5mm to 3mm	4/32" or less / less than 3mm
<input type="checkbox"/>	<input checked="" type="checkbox"/> Left Front Tire Condition	Size: _____ Tread Depth: 5	Tire PSI: _____ Age: *
<input type="checkbox"/>	<input checked="" type="checkbox"/> Right Front Tire Condition	Size: _____ Tread Depth: 5	Tire PSI: _____ Age: *
<input type="checkbox"/>	<input checked="" type="checkbox"/> Left Rear Tire Condition	Size: _____ Tread Depth: 5	Tire PSI: _____ Age: *
<input type="checkbox"/>	<input checked="" type="checkbox"/> Right Rear Tire Condition	Size: _____ Tread Depth: 5	Tire PSI: _____ Age: *
<input type="checkbox"/>	<input checked="" type="checkbox"/> Full Size/Temp Spare Tire Condition	Size: _____ Tread Depth: _____	Tire PSI: _____ Age: *

Spare Not Inspected No Spare Tire *Tires should be replaced after 6 years regardless of tread wear.

BRAKES

Serviced	Brake Lining	Over 5 mm or 7/32" (Disc) or Over 2mm or 3/32" (Drum)	4 mm to 5mm or 4/32" to 7/32" (Disc) or 1.01 to 2mm or 2/32" to 3/32" (Drum)	3mm or less or 4/32" (Disc) or 1mm or 2/32" or less (Drum)	NOT INSPECTED
<input type="checkbox"/>	<input checked="" type="checkbox"/> Left Front Brake	Pad Thickness: 5	Rotor Actual: _____	Rotor Minimum Spec: _____	<input type="checkbox"/>
<input type="checkbox"/>	<input checked="" type="checkbox"/> Right Front Brake	Pad Thickness: 5	Rotor Actual: _____	Rotor Minimum Spec: _____	<input type="checkbox"/>
<input type="checkbox"/>	<input checked="" type="checkbox"/> Left Rear Brake	Pad/Shoe Thickness: 4	Rotor/Drum Actual: _____	Rotor/Drum Minimum Spec: _____	<input type="checkbox"/>
<input type="checkbox"/>	<input checked="" type="checkbox"/> Right Rear Brake	Pad/Shoe Thickness: 4	Rotor/Drum Actual: _____	Rotor/Drum Minimum Spec: _____	<input type="checkbox"/>

UNDERCARRIAGE

<input type="checkbox"/>	<input checked="" type="checkbox"/> Left Front suspension, struts, steering linkage, brake lines/hoses	Notes: _____
<input type="checkbox"/>	<input checked="" type="checkbox"/> Right Front suspension, struts, steering linkage, brake lines/hoses	Notes: _____
<input type="checkbox"/>	<input checked="" type="checkbox"/> Left Rear suspension, shocks/struts, linkage, brake lines/hoses	Notes: _____
<input type="checkbox"/>	<input checked="" type="checkbox"/> Right Rear suspension, shocks/struts, linkage, brake lines/hoses	Notes: _____
<input type="checkbox"/>	<input checked="" type="checkbox"/> Exhaust System	Notes: _____
<input type="checkbox"/>	<input checked="" type="checkbox"/> Drivetrain	Notes: _____

Additional Technician Comments:

Advisor: Alyssa Ferrono Customer Signature: _____
 Technician: Chris Korecky, ... Technician: _____

CUSTOMER #: [REDACTED]

INVOICE



DUPLICATE 1
PAGE 1

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PISCATAWAY, NJ

HOME [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 9505 ALYSSA FERRONO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	16	FORD EXPLORER	1FM5K8DH5GGD [REDACTED]		54255/54279	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN16 DD			17:00 09SEP19			CASH	23AUG19
R.O. OPENED	READY	OPTIONS: DLR:NONE					
11:12 12AUG19	11:20 23AUG19						

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
 A C/S BETWEEN 40-60 MPH & ALSO WHILE IN SPORT MODE- TRANSMISSION WILL
 HESITATE WHILE ACCELERATING & THERE IS ALSO A WHINING NOISE-
 VERIFIED BY AL, RATTLING BETWEEN 25-35 MPH

CAUSE:
 X PLEASE READ THE TECHNICIAN COMMENTS FOR FURTHER
 DETAILS

- 5330 WP94 (N/C)
- 1 FB5Z*7000*D AUTOMATIC TRANSMISSION ASY (N/C)
- 1 ALLOWANCE (N/C)
- 2 *W714470*S439 BOLT (N/C)
- 2 *W717859*S439 BOLT (N/C)
- 10 XT*10*BLV OIL - AUTOMATIC TRANSMISSION (N/C)

FC: PART#: COUNT:
 CLAIM TYPE:
 AUTH CODE:
 5330

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

54279 VERIFIED THE CUSTOMERS CONCERN. SCANNED FOR CODES USING IDS.
 FOUND SEVERAL CODES INCLUDING P1783, P0741, AND P0732. CHECKED FLUID
 LEVEL AND CONDITION, FOUND THAT THE FLUID WAS SEVERELY BURNT. DRAINED
 THE FLUID, FOND METAL IN THE FLUID. REMOVED TRANSMISSION, MOUNTED TO A
 BENCH. FOUND THE TORQUE CONVERTER TO BE DISCOLORED. FOUND THAT THE PUMP
 GEARS WERE SCORED. FOUND DAMAGE TO THE VALVE BODY, AND CONTAMINATION OF
 THE SOL BODY. FOUND DAMAGE TO THE CENTER SUPPORT, FOUND DAMAGE TO THE
 CASE. FOUND THE FORWARD CLUTCH SNAP RING TO BE DAMAGED, AND THE
 CLUTCHES TO BE BURNT. FOUND DAMAGE TO THE FRONT PLANETARY CARRIER.
 FOUND THE DIRECT CLUTCHES TO BE BURNT AND SEIZED. COST CAP DETERMINED
 TRANSMISSION TO BE REPLACED. INSTALLED A NEW FACTORY TRANSMISSION.
 USING THE ROTUNDA FLUSH MACHINE, FLUSHED THE TRANSMISSION COOLER AND
 LINES. FILLED WITH FRESH FLUID. INSTALLED SUB FRAME USING NEW BOLTS.
 INSTALLED STEERING SHAFT AND SWAY B AR LINKS USING NEW BOLTS/ NUTS.
 PROGRAMMED WITH THE NEW SHIFT STRATEGY AND SOL IDENTIFICATION. CLEARED
 THE TRANSMISSION ADAPTIVE TABLES. PERFORMED AN ALIGNMENT TO CHECK TOE.
 ADJUSTED FRONT TOE. PERFORMED A DRIVE CYCLE. TEST DROVE THE VEHICLE FOR

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE
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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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

CUSTOMER SIGNATURE



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CUSTOMER #: [REDACTED]

INVOICE

DUPLICATE 1
 PAGE 2

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PISCATAWAY, NJ

HOME: [REDACTED] CONT: [REDACTED]
 BUS: [REDACTED] CELL: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
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01JAN16 DD			17:00 09SEP19			CASH	23AUG19
R.O. OPENED	READY	OPTIONS: DLR:NONE					
11:12 12AUG19	11:20 23AUG19						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
20	MILES TO VERIFY THE REPAIR. NO CODES OR CONCERNS HAVE RETURNED.						

B QUICKLANE EXPRESS MULTI-POINT INSPECTION

CAUSE: PERFORM MULTI POINT INSPECTION

Q99PX QUICKLANE EXPRESS MULTI-POINT INSPECTION

5330 CQL

0.00 0.00

GBATT THE BATTERY WAS TESTED AND IS FULLY OPERATIONAL AT THIS TIME

5330 CQL

0.00 0.00

GBK THE BRAKES WERE CHECK AND ARE FULLY OPERATIONAL AT THIS TIME

5330 CQL

0.00 0.00

GTIRE THE TIRES WERE CHECK AND ARE FULLY OPERATIONAL AT THIS TIME

5330 CQL

0.00 0.00

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

C Moved to: 570214C Line: A

SPLIT Moved to: 570214C Line: A

9999 CSP

0.00 0.00

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

*** THE FOLLOWING WORK NOT DONE-TRANSFERRED TO RO#570214C ***

C Moved to: 570214C Line: A

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

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(DATE)

CUSTOMER SIGNATURE

VIN: 1FM5K8DH5GGD08499

Ford > LIGHT TRUCK (L) >2016 >Explorer (UB) >3 - Powertrain >T6FMID - 6F 6 Speed Mid Range Auto >0701 - Automatic Transmission >05E - Auto Trans Assy & Speedometer Drive, 6 Speed Auto Trans 6F Mid-Range;

Call/Base	Part Description	Part Number	Application	Restrictions/Remarks	From	To	Qty
7000	Transmission Assy	FB5Z-7000-D	LHD 4WD (FTD)	Note: For Warranty Repairs - Technical Service Hotline Prior Approval May Be Required For This Part. Original Equipment Manufacturer	2015-05-04	2019-03-03	1
7000	Transmission Assy	GB5Z-7000-BRM	LHD 4WD (FTD)	Remanufactured	2015-05-04	2016-06-06	1

PE23-001-00232 CLAIMS

CUSTOMER #: [REDACTED]

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SERVICE ADVISOR: 9505 ALYSSA FERRONO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	16	FORD EXPLORER	1FM5K8DH5GGD [REDACTED]		55130/55130	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN16 DD			WAIT 05SEP19			CASH	05SEP19

R.O. OPENED: [REDACTED] READY: [REDACTED] OPTIONS: DLR:NONE

08:53 05SEP19 13:45 05SEP19

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
55130							
Battery Checked out to have proper cold cranking amps. Brakes in front and rear are over 5mm thick. Tires will require future attention.							

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER 12.00

*** You are important to us. Our company mission statement is "WE STRIVE FOR 5". That is a score of 5 on Ford Motor Company's email survey you may receive as well as most social media sites. contact our Management Team if there is any reason you can't score us a 5***



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	472.50
PARTS AMOUNT	425.13
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	12.00
TOTAL CHARGES	909.63
LESS INSURANCE	0.00
SALES TAX	60.26
PLEASE PAY THIS AMOUNT	969.89

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

CUSTOMER SIGNATURE



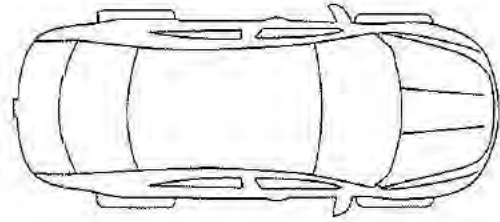
VEHICLE CHECK-UP

CUSTOMER INFORMATION
 Date: 09/05/2019 RO/Tag#: [REDACTED]
 Name: [REDACTED] Phone: [REDACTED]
 Email: [REDACTED]
 VIN#: 1FM5K8DH5GGD [REDACTED]
 Year/Make/Model: 2016 Ford EXPLORER Plate#: [REDACTED]
 Odometer: 55130 Inspect. Month: [REDACTED]
 Owner Advantage Rewards*#: [REDACTED] Service Balance: [REDACTED]
 Extended Service Plan: YES NO FordPass Member? YES NO

May contribute to vehicle efficiency and promote a greener environment.

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

EXTERIOR BODY



Note any exterior body damage or defects on diagram.

FLUIDS

OK FILL
 Engine Oil Power Steering Transmission (if equipped with dipstick)
 Brake Reservoir Window Washer Coolant Recovery Reservoir

SCHEDULED MAINTENANCE

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

This is only a partial list maintenance items and is NOT all-inclusive. Please consult your Owner's Manual or visit FordOwner.com for vehicle specific maintenance requirements. N/A is circled if certain part is not applicable.

LIGHTS/HORN/WIPERS

Serviced		Serviced		Serviced	
<input type="checkbox"/>	<input checked="" type="checkbox"/> Horn	<input type="checkbox"/>	<input checked="" type="checkbox"/> Front Wipers	<input type="checkbox"/>	<input checked="" type="checkbox"/> Rear Wipers (if equipped)
<input type="checkbox"/>	<input checked="" type="checkbox"/> Windshield	<input type="checkbox"/>	<input checked="" type="checkbox"/> Front Lighting	Headlights, Parking Lights, Turn Signals, Fog Lights, 4-Way Flasher	
<input type="checkbox"/>	<input checked="" type="checkbox"/> Rear Lighting	4-Way Flasher, Tailights, Stop Lights, Plate Lights			

UNDER HOOD

Battery State of Health
 Serviced Battery Condition
 0% 100%
 Factory spec cold cranking amps: _____ Actual cold cranking amps: _____
 Cooling System - Hoses and Piping
 Engine Air Filter
 Engine Drive Belts(s)
 Cabin Air Filter N/A

TIRES

Serviced	Tire Tread Depth	6/32" to 4/32" / 5mm to 3mm	3/32" or Less / Less than 3mm
<input type="checkbox"/>	<input checked="" type="checkbox"/> Left Front Tire Condition	Size: _____ Tread Depth: 5 Tire PSI: 36 Age: *	
<input type="checkbox"/>	<input checked="" type="checkbox"/> Right Front Tire Condition	Size: _____ Tread Depth: 5 Tire PSI: 36 Age: *	
<input type="checkbox"/>	<input checked="" type="checkbox"/> Left Rear Tire Condition	Size: _____ Tread Depth: 5 Tire PSI: 36 Age: *	
<input type="checkbox"/>	<input checked="" type="checkbox"/> Right Rear Tire Condition	Size: _____ Tread Depth: 5 Tire PSI: 36 Age: *	
<input type="checkbox"/>	<input type="checkbox"/> Full Size/Temp Spare Tire Condition	Size: _____ Tread Depth: _____ Tire PSI: _____ Age: *	
Spare Not Inspected <input type="checkbox"/> No Spare Tire <input type="checkbox"/> *Tires should be replaced after 6 years regardless of tread wear.			

BRAKES

Serviced	Brake Lining	4 mm to 5mm or 4/32" to 7/32" (Disc) or 1.01 to 2mm or 2/32" to 3/32" (Drum)	3mm or less or 4/32" (Disc) or 1mm or 2/32" or less (Drum)	NOT INSPECTED
<input type="checkbox"/>	<input checked="" type="checkbox"/> Left Front Brake	Pad Thickness: >5 Rotor Actual: _____ Rotor Minimum Spec: _____	<input type="checkbox"/>	
<input type="checkbox"/>	<input checked="" type="checkbox"/> Right Front Brake	Pad Thickness: >5 Rotor Actual: _____ Rotor Minimum Spec: _____	<input type="checkbox"/>	
<input type="checkbox"/>	<input checked="" type="checkbox"/> Left Rear Brake	Pad/Shoe Thickness: >5 Rotor/Drum Actual: _____ Rotor/Drum Minimum Spec: _____	<input type="checkbox"/>	
<input type="checkbox"/>	<input checked="" type="checkbox"/> Right Rear Brake	Pad/Shoe Thickness: >5 Rotor/Drum Actual: _____ Rotor/Drum Minimum Spec: _____	<input type="checkbox"/>	

UNDERCARRIAGE

<input type="checkbox"/>	<input checked="" type="checkbox"/> Left Front suspension, struts, steering linkage, brake lines/hoses	Notes: _____
<input type="checkbox"/>	<input checked="" type="checkbox"/> Right Front suspension, struts, steering linkage, brake lines/hoses	Notes: _____
<input type="checkbox"/>	<input checked="" type="checkbox"/> Left Rear suspension, shocks/struts, linkage, brake lines/hoses	Notes: _____
<input type="checkbox"/>	<input checked="" type="checkbox"/> Right Rear suspension, shocks/struts, linkage, brake lines/hoses	Notes: _____
<input type="checkbox"/>	<input checked="" type="checkbox"/> Exhaust System	Notes: _____
<input type="checkbox"/>	<input checked="" type="checkbox"/> Drivetrain	Notes: _____

Additional Technician Comments:

Advisor: Alyssa Ferrono
 Technician: Eriberto Madri...

Customer Signature: _____
 Technician: _____

Be sure to visit FordOwner.com
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 *Model 1-8

Vehicle History Report

08/09/2019 06:59 PM

VIN: 1FM5K8DH5GGD [REDACTED]

2016 FORD EXPLORER

Repair Order: [REDACTED]
Open Date: 07/15/2019
Owner: [REDACTED]

Mileage: 52997
Closed Date: 07/23/2019

Total: \$0.00
Advisor: Alyssa Ferrono

Service: 10654C BATTERY - TEST, CHARGE, AND RE-TEST (10653/10654/10655) - L

Type: WP94 Technician: Chris Korecky Comeback: N
Labor: \$25.50 Parts: \$133.27 Misc: \$0.00
Complaint: BATTERY DEAD- CHECK & REPLACE
Cause: X
Correction: 52997 P18 -- Case [REDACTED]

Service: Q99PX QUICKLANE EXPRESS MULTI-POINT INSPECTION

Type: CQL Technician: Chris Korecky Comeback: N
Labor: \$0.00 Parts: \$0.00 Misc: \$0.00
Complaint: QUICKLANE EXPRESS MULTI-POINT INSPECTION
Cause:
Correction:

Service: LOANER RENTAL VEHICLE USED BY CUSTOMER WHILE REPAIRS ARE BEING MADE

Type: CPF Technician: Chris Korecky Comeback: N
Labor: \$0.00 Parts: \$0.00 Misc: \$0.00
Complaint: RENTAL VEHICLE USED BY CUSTOMER WHILE REPAIRS ARE BEING MADE
Cause:
Correction:

Service: 1 C/S TRANSMISSION REPAIRED ON 6/28/19, CUSTOMER PICKED UP VEHICLE ON FRIDAY, VEHICLE IS NOW GRINDING AT LOWER SPEEDS BETWEEN 0-60 MPH & WHILE UPSHIFTING - CHECK & ADVISE

Type: CPF Technician: Chris Korecky Comeback: N
Labor: \$0.00 Parts: \$0.00 Misc: \$0.00

Complaint: C/S TRANSMISSION REPAIRED ON 6/28/19, CUSTOMER PICKED UP VEHICLE ON FRIDAY, VEHICLE IS NOW GRINDING AT LOWER SPEEDS BETWEEN 0-60 MPH & WHILE UPSHIFTING - CHECK & ADVISE

Cause:
Correction: 52997 UNABLE TO VERIFY CONCERN. VEHICLE DRIVEN FOR 92 MILES, COULD NOT DUPLICATE CONCERN. CUSTOMER INFORMED TO CONTACT DEALERSHIP IF PROBLEM BECOMES MORE PRONOUNCED.

Service: 10654C1 BATTERY - REPLACE (10653/10654/10655) - L

Type: WP94 Technician: Chris Korecky Comeback: N
Labor: \$38.25 Parts: \$0.00 Misc: \$0.00

Complaint: BATTERY - REPLACE (10653/10654/10655) - L

Cause:
Correction:

Service: 1 THE C/S AFTER VEHICLE IS COLD SOAK, VEHICLE HARSH FROM PARK TO REVERSE - CHECK & ADVISE

Type: CPF Technician: Chris Korecky Comeback: N
Labor: \$0.00 Parts: \$0.00 Misc: \$0.00

Complaint: THE C/S AFTER VEHICLE IS COLD SOAK, VEHICLE HARSH FROM PARK TO REVERSE - CHECK & ADVISE

Cause:
Correction: 52997 UNABLE TO VERIFY CONCERN. VEHICLE DRIVEN FOR 92 MILES, COULD NOT DUPLICATE CONCERN. CUSTOMER INFORMED TO CONTACT DEALERSHIP IF PROBLEM BECOMES MORE PRONOUNCED.

Repair Order: [REDACTED]
Open Date: 06/28/2019
Owner: [REDACTED]

Mileage: 52739
Closed Date: 07/22/2019

Total: \$0.00
Advisor: Ryan Bender

Service: LOANER RENTAL VEHICLE USED BY CUSTOMER WHILE REPAIRS ARE BEING MADE

Type: CPF Technician: Chris Korecky Comeback: N
Labor: \$0.00 Parts: \$0.00 Misc: \$0.00

Complaint: RENTAL VEHICLE USED BY CUSTOMER WHILE REPAIRS ARE BEING MADE

Cause:

Correction: 52739

Service: Q99PX QUICKLANE EXPRESS MULTI-POINT INSPECTION

Type: CPF Technician: Chris Korecky Comeback: N
Labor: \$0.00 Parts: \$0.00 Misc: \$0.00

Complaint: QUICKLANE EXPRESS MULTI-POINT INSPECTION

Cause: PERFORM MULTI POINT INSPECTION

Correction:

Service: S10 ABLE FORD DBA ALL AMERICAN

Type: ISP Technician: Chris Korecky Comeback: N
Labor: \$65.00 Parts: \$0.00 Misc: \$0.00

Complaint: RESURFACE FRONT ROTORS AS RECOMMENDED

Cause:

Correction: 52739 REMOVED AND RE SURFACED THE FRONT ROTORS

Repair Order:

Mileage: 52739

Total: \$0.00

Open Date: 06/28/2019

Closed Date: 07/15/2019

Advisor : Ryan Bender

Owner:

Service: 7001D1 PID RECORDER/MONITOR TEST WITH ROAD TEST - L

Type: WP94 Technician: Chris Korecky Comeback: N
Labor: \$63.76 Parts: \$0.00 Misc: \$0.00

Complaint: PID RECORDER/MONITOR TEST WITH ROAD TEST - L

Cause:

Correction:

Service: SPLIT Moved to: 566542C Line: C

Type: CSP Technician: Sublet Comeback: N
Labor: \$0.00 Parts: \$0.00 Misc: \$0.00

Complaint: Moved to: 566542C Line: C

Cause:

Correction:

Service: 7000A2 AUTOMATIC TRANSMISSION ASSEMBLY - OVERHAUL (7000/7C391) - L

Type: WP94 Technician: Chris Korecky Comeback: N
Labor: \$701.31 Parts: \$0.00 Misc: \$0.00

Complaint: AUTOMATIC TRANSMISSION ASSEMBLY - OVERHAUL (7000/7C391) - L

Cause:

Correction:

Service: SPLIT Moved to: 566542C Line: B

Type: CSP Technician: Sublet Comeback: N
Labor: \$0.00 Parts: \$0.00 Misc: \$0.00

Complaint: Moved to: 566542C Line: B

Cause:

Correction:

Service: 7000AXQ AUTOMATIC TRANSMISSION ASSEMBLY - REMOVE AND INSTALL OR REPLACE (7000) - L EXTRA TIME FOR A POST-REPAIR ROAD TEST,

Type: WP94 Technician: Chris Korecky Comeback: N
Labor: \$25.50 Parts: \$0.00 Misc: \$0.00

Complaint: AUTOMATIC TRANSMISSION ASSEMBLY - REMOVE AND INSTALL OR REPLACE (7000) - L EXTRA TIME FOR A POST-REPAIR ROAD TEST.

Cause:

Correction:

Service: 7000A AUTOMATIC TRANSMISSION ASSEMBLY - REMOVE AND INSTALL OR REPLACE (7000) - L

Type: WP94 Technician: Chris Korecky Comeback: N
Labor: \$1,096.59 Parts: \$0.00 Misc: \$0.00

Complaint: AUTOMATIC TRANSMISSION ASSEMBLY - REMOVE AND INSTALL OR REPLACE (7000) - L

Cause:

Correction:

Service: 7001D AUTOMATIC TRANSMISSION - DIAGNOSIS (7000) - L

Type: WP94 Technician: Chris Korecky Comeback: N
Labor: \$63.76 Parts: \$1,561.95 Misc: \$0.00

Complaint: CUSTOMER STATES THAT THERE IS A VIBRATION FELT FROM THE TRANSMISSION WHEN DOWNSHIFTING FROM HIGHWAY SPEEDS MOSTLY DOES NOT HAPPEN BELOW 25 MPH

Cause: .

Correction: 52760 VERIFIED THE CUSTOMERS CONCERN. SCANNED FOR CODES USING IDS. FOUND P0741, P0867, P1783. CHECKED THE FLUID LEVEL AND CONDITION. FLUID WAS FULL, SEEMED A BIT DARK. DID NOT SMELL BURNT. CHECKED FOR LEAKS NONE FOUND. CHECKED FOR OBVIOUS SIGNS OF PHYSICAL DAMAGE. NONE FOUND. TEST DROVE USING DATA LOGGER. FOUND THAT TCC SLIP ACTUAL AND DESIRED WERE OFF SIGNIFICANTLY. ALSO FOUND LINE PRESSURES TO BE LOW. REFERRED TO 307-01A IN THE WORKSHOP MANUAL. DRAINED TRANSMISSION FLUID. REMOVED TRANSMISSION, MOUNTED TO BENCH FIXTURE. REMOVED TORQUE CONVERTER, FOUND EXCESSIVE WEAR AROUND THE CONVERTER HUB. ALSO FOUND EXCESSIVE WEAR TO FLUID PUMP AND BUSHING. DETERMINED PRESSURE TO BE BLEEDING DOWN FROM THIS AREA. REMOVED THE FILTER AND CHECKED FOR OBSTRUCTIONS. NON FOUND. CLEANED MAGNETS. REMOVED SIDE COVER. REMOVED MAIN CONTROL VALVE BODY. SEPARATED THE MAIN CONTROL FROM THE SOLENOID BODY. DISASSEMBLED THE MAIN CONTROL AND SOL BODY. CLEANED AND INSPECTED. FOUND EXCESSIVE WEAR AND CONTAMINATION TO THE SOLENOID BODY. FOUND THE MAIN CONTROL VALVE BODY TO BE OK. CLEANED AND INSPECTED ALL SPOOL VALVES IN MAIN CONTROL. CLEANED AND INSPECTED ALL THREE CHECK VALVES. NO DAMAGE FOUND. RE ASSEMBLED THE MAIN CONTROL VALVE BODY. INSTALLED A NEW SOLENOID BODY AND SEPARATER PLATE. CLEANED OUT ALL OLD FLUID. RE INSTALLED MAIN CONTROL AND SOLENOID BODY. CLEANED OFF ALL OLD SILICONE. INSTALLED FRESH TA29, RE INSTALLED SIDE COVER. INSTALLED NEW FLUID PUMP AND GASKET. INSTALLED FILTER TO NEW PUMP. CLEANED ALL OLD SILICON. INSTALLED FRESH TA29, RE INSTALLED THE CASE HALF. INSTALLED NEW TORQUE CONVERTER. RE INSTALLED TRANSMISSION WITH NEW TORQUE CONVERTER BOLTS. RE INSTALLED SUB FRAME WITH NEW BOLTS AND NEW STEERING SHAFT BOLT. RE INSTALLED BATTERY AND AIR BOX. FILLED TRANSMISSION WITH 8 QUARTS FRESH LV FLUID. USING IDS UPDATED SOLENOID ID AND STRATEGY. CLEARED ADAPTIVE TABLES. STARTED AND LET WARM UP. CHECKED THE FLUID LEVEL. TEST DROVE THE VEHICLE, 20 MILES. ALL TRANSMISSION CONCERNS ARE NOW GONE. NO CODES HAVE RETURNED. CHECK THE FRONT END ALIGNMENT AND SET THE TOE

Service: S10 ABLE FORD DBA ALL AMERICAN

Type: CPF Technician: Chris Korecky Comeback: N
Labor: \$0.00 Parts: \$0.00 Misc: \$0.00

Complaint: CUST STATES THAT THERE IS A DELAY WHEN SHIFTING AND THE CAR BANGS INTO GEAR. PLS CK AND ADVISE FOR PAOWERTRAIN/ESP COVERAGE

Cause: .

Correction: 52739 SEE LINE A

Service: SPLIT Moved to: 566542C Line: A

Type: CSP Technician: Sublet Comeback: N
Labor: \$0.00 Parts: \$0.00 Misc: \$0.00

Complaint: Moved to: 566542C Line: A

Cause:

Correction:

Service: 7000AZJ AUTOMATIC TRANSMISSION ASSEMBLY - REMOVE AND INSTALL OR REPLACE (7000) - L EXTRA TIME TO MOUNT TRANSMISSION ON A

Type: WP94 Technician: Chris Korecky Comeback: N
Labor: \$38.25 Parts: \$0.00 Misc: \$0.00

Complaint: AUTOMATIC TRANSMISSION ASSEMBLY - REMOVE AND INSTALL OR REPLACE (7000) - L EXTRA TIME TO MOUNT TRANSMISSION ON A

Cause:

Correction:

Service: 7001D45 AUTOMATIC TRANSMISSION - DIAGNOSTIC PIN POINT TEST - L

Type: WP94 Technician: Chris Korecky Comeback: N
Labor: \$38.25 Parts: \$0.00 Misc: \$0.00

Complaint: AUTOMATIC TRANSMISSION - DIAGNOSTIC PIN POINT TEST - L

Cause:

Correction:

Service: 1006D NON ROTATIONAL NOISE - WIRELESS ELECTRONIC CHASSIS EARS - DIAGNOSE - L

Type: WE94 Technician: Chris Korecky Comeback: N
Labor: \$89.26 Parts: \$83.47 Misc: \$0.00

Complaint: CUSOTMER STATES THAT THERE IS A NOISE FROM THE FRONT OF THE CAR WHEN GOING OVER BUMP, SOUNDS LIKE SOMETHING IS LOOSE PLE CK AND ADVISE FOR ESP

Cause: .

Correction: 52739 VERIFIED THE CUSTOMERS CONCERN. TEST DROVE THE VEHICLE USING CHASSIS EARS IN ORDER TO PIN POINT THE NOISE LOCATION. FOUND THE NOISE TO BE LOUDEST AT BOTH LOWER JOINTS ON THE FRONT SWAY BAR LINKS. REMOVED THE LINKS AND INSPECTED. FOUND BOTH LOWER JOINTS TO HAVE EXCESSIVE PLAY. REPLACED BOTH FRONT SWAY BAR LINKS.

Service: 19S17B REPLACE BOTH REAR SUSPENSION TOE LINKS

Type: WP94 Technician: Chris Korecky Comeback: N
Labor: \$76.51 Parts: \$120.76 Misc: \$0.00

Complaint: PERFORM OPEN FSA 19S17

Cause: .

Correction: 52739 REPLACED THE REAR TOE LINKS. PERFORMED A FOUR WHEEL ALIGNMENT. ADJUSTED REAR TOE.

Service: 7000A11 AUTOMATIC TRANSMISSION OIL COOLER AND/OR COOLER LINES - FLUSH (7A030/7A031) - L

Type: WP94 Technician: Chris Korecky Comeback: N
Labor: \$76.51 Parts: \$0.00 Misc: \$0.00

Complaint: AUTOMATIC TRANSMISSION OIL COOLER AND/OR COOLER LINES - FLUSH (7A030/7A031) - L

Cause:

Correction:

Service: 7000A13C CONTROL VALVE BODY ASSEMBLY - MAIN - OVERHAUL (7A100/7G391/7Z369) - L

Type: WP94 Technician: Chris Korecky Comeback: N
Labor: \$76.51 Parts: \$0.00 Misc: \$0.00

Complaint: CONTROL VALVE BODY ASSEMBLY - MAIN - OVERHAUL (7A100/7G391/7Z369) - L

Cause:

Correction:

Service: 19S17C CHECK ALIGNMENT AND ADJUST REAR TOE IF NECESSARY

Type: WP94 Technician: Chris Korecky Comeback: N
Labor: \$76.51 Parts: \$0.00 Misc: \$0.00

Complaint: CHECK ALIGNMENT AND ADJUST REAR TOE IF NECESSARY

Cause:

Correction:

Service: 5486AT KIT - STABILIZER BAR LINK - FRONT - REPLACE (5K484/5A486/5K483) - L

Type: WE94 Technician: Chris Korecky Comeback: N
Labor: \$63.76 Parts: \$0.00 Misc: \$0.00

Complaint: KIT - STABILIZER BAR LINK - FRONT - REPLACE (5K484/5A486/5K483) - L

Cause:

Correction:

Repair Order [REDACTED]

Mileage: 40349

Total: \$0.00

Open Date: 12/19/2018

Closed Date: 12/26/2018

Advisor : Ryan Bender

Owner [REDACTED]

Service: 99P PERFORM VEHICLE CHECK-UP. INCLUDING BRAKES, TIRES, BATTERY, ALL FLUIDS AND ALL MOVING BODY PARTS. VALUED AT \$19.95, NO CHARGE TO OUR CUSTOMERS.

Type: INF Technician: Michael Vanhouten Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: PERFORM VEHICLE CHECK-UP. INCLUDING BRAKES, TIRES, BATTERY, ALL FLUIDS AND ALL MOVING BODY PARTS. VALUED AT \$19.95, NO CHARGE TO OUR CUSTOMERS.

Cause:

Correction: 40349 PERFORMED MULTI POINT INSPECTION. PASSED ALL SYSTEM CHECKS. TIRES ARE GREEN AND OVER 7/32". BRAKES ARE GREEN OVER 5MM. BATTERY IS GREEN AND HAS PROPER STATE OF HEALTH.

Service: WRKS THE WORKS - OIL CHANGE, TIRE ROTATION AND MULTI-POINT INSPECTION

Type: INF

Technician: Michael Vanhouten

Comeback: N

Labor: \$19.95

Parts: \$22.48

Misc: \$0.00

Complaint: OIL CHANGE COMPLIMENTRY AS PER MEL DUE TO LAST VISIT

Cause:

Correction: 40349 PERFORM THE WORKS COUPON SPECIAL. DRAIN THE ENGINE OIL, REPLACE THE OIL FILTER AND FILL WITH NEW OIL. ROTATE THE TIRES. INSPECT THE BRAKE SYSTEM, VISUALLY INSPECT FOR LEAKS, TOP OFF ALL FLUIDS. VISUALLY INSPECT THE SUSPENSION SYSTEM, VISUALLY INSPECT THE EXTERIOR LIGHTS. FILLED OUT THE MULTI POINT INSPECTION FORM.. AS PER MELISSA N/C FOR CUSTOMER SATISFACTION DUE TO ISSUE FROM LAST VISIT

Repair Order: [REDACTED]

Mileage: 35567

Total: \$0.00

Open Date: 08/29/2018

Closed Date: 11/16/2018

Advisor : Melissa Cottrell

Owner: [REDACTED]

Service: 99P PERFORM VEHICLE CHECK-UP. INCLUDING BRAKES, TIRES, BATTERY, ALL FLUIDS AND ALL MOVING BODY PARTS. VALUED AT \$19.95, NO CHARGE TO OUR CUSTOMERS.

Type: ISP

Technician: James Olsson

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: PERFORM VEHICLE CHECK-UP. INCLUDING BRAKES, TIRES, BATTERY, ALL FLUIDS AND ALL MOVING BODY PARTS. VALUED AT \$19.95, NO CHARGE TO OUR CUSTOMERS.

Cause:

Correction: 35567 All tires are in yellow at 4/32nds. Tech recommended new tires and an alignment.

Service: X SHOPE FOREMAN ROADTEST. COULD NOT VERIFY CONCERN

Type: ISP

Technician: Al Wargo

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: STEERING WHEEL DOES NOT RETURN AFTER TURNING VEHICLE.

Cause:

Correction:

Service: 1 The Customer states windshield molding is popping off due to the incorrect washers and too much glue on the driverside on the windshield.

Type: ISP

Technician: James Olsson

Comeback: N

Labor: \$350.00

Parts: \$577.14

Misc: \$0.00

Complaint: The Customer states windshield molding is popping off due to the incorrect washers and too much glue on the driverside on the windshield.

Cause:

Correction: 35567 Body shop

Service: DETAIL COMPLETE DETAIL OF VEHICLE, INTERIOR, EXTERIOR, WHEELS, ETC.

Type: ISP

Technician: Sublet

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: FULL DETAIL

Cause:

Correction:

Service: 1 The Customer states the front hood was recently painted, now there is black spots.

Type: ISP

Technician: James Olsson

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: The Customer states the front hood was recently painted, now there is black spots.

Cause:

Correction: 35567 Body shop

Service: BR15 REMOVE AND REPLACE REAR BRAKE PADS/SHOES *LIFE TIME BRAKE PAD GUARANTEE*

Type: ISP Technician: James Olsson Comeback: N
Labor: \$0.00 Parts: \$0.00 Misc: \$0.00

Complaint: FREE BRAKE CHECK

Cause:

Correction: 35597 Tech performed brake inspection and found the rear pads were at 2 mm and the rotors were in poor condition. Tech removed and replaced the rear pads and rotors. Concern corrected.

Service: X REPLACED WINDSHIELD

Type: ISP Technician: James Olsson Comeback: N
Labor: \$0.00 Parts: \$0.00 Misc: \$0.00

Complaint: the windshield molding is popping off. needs to be replaced.

Cause:

Correction:

Service: 1995 SPECIAL RENTAL VEHICLE NO CHARGE TO CUSTOMER \$28 PER DAY TO FMC WHERE APPLICABLE

Type: ISP Technician: James Olsson Comeback: N
Labor: \$0.00 Parts: \$0.00 Misc: \$0.00

Complaint: SPECIAL RENTAL VEHICLE NO CHARGE TO CUSTOMER \$28 PER DAY TO FMC WHERE APPLICABLE

Cause:

Correction:

Service: CNV PERFORM NECESSARY SYSTEM CHECKS AND COULD NOT VERIFY CUSTOMERS CONCERN

Type: ISP Technician: James Olsson Comeback: N
Labor: \$0.00 Parts: \$0.00 Misc: \$0.00

Complaint: The Customer states the steering wheel is tight/stiff, very difficult to turn. when on a straight road the vehicle steers to the right.

Cause:

Correction: 35567 Could not verify concern. Tech checked for codes but found no codes present and tech visually inspected the steering system underneath vehicle but found no visible concerns. No tsbs, ssms, or gsbs related to the concern.

Repair Order: [REDACTED] Mileage: 36114 Total: \$0.00
Open Date: 10/12/2018 Closed Date: 10/31/2018 Advisor : Melissa Cottrell

Owner: [REDACTED]

Service: BR10 REMOVE AND REPLACE FRONT BRAKE PADS *LIFE TIME BRAKE PAD GUARANTEE*

Type: INF Technician: Yasher Aqeel Comeback: N
Labor: \$45.00 Parts: \$0.00 Misc: \$0.00

Complaint: brake pulsation

Cause:

Correction: 36114 VERIFIED CONCERN. FRONT BRAKE ROTORS ARE WARPED. R&R FRONT BRAKE PADS AND ROTORS.

Repair Order: [REDACTED] Mileage: 36114 Total: \$0.00
Open Date: 10/12/2018 Closed Date: 10/22/2018 Advisor : Melissa Cottrell

Owner: [REDACTED]

Service: 99P PERFORM VEHICLE CHECK-UP, INCLUDING BRAKES, TIRES, BATTERY, ALL FLUIDS AND ALL MOVING BODY PARTS. VALUED AT \$19.95, NO CHARGE TO OUR CUSTOMERS.

Type: CPF Technician: Yasher Aqeel Comeback: N
Labor: \$0.00 Parts: \$0.00 Misc: \$0.00

Complaint: PERFORM VEHICLE CHECK-UP. INCLUDING BRAKES, TIRES, BATTERY, ALL FLUIDS AND ALL MOVING BODY PARTS. VALUED AT \$19.95, NO CHARGE TO OUR CUSTOMERS.

Cause:

Correction: 36114 PERFORMED VCU. BATTERY, BRAKES, TIRES, AND FLUIDS ARE GREEN.

Service: SPLIT Moved to: 544650C Line: A

Type: CSP Technician: Sublet Comeback: N
Labor: \$0.00 Parts: \$0.00 Misc: \$0.00

Complaint: Moved to: 544650C Line: A

Cause:

Correction:

Service: REFUND REFUND REQUEST

Type: WP94

Technician: Yasher Aqeel

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: MONTHLY PAYMENT REFUND

Cause: .

Correction: 36114 MONTHLY PAYMENT \$500. [REDACTED]

Repair Order [REDACTED]

Mileage: 35567

Total: \$0.00

Open Date: 08/29/2018

Closed Date: 10/18/2018

Advisor : Melissa Cottrell

Owner: [REDACTED]

Service: SPLIT Moved to: 540587C Line: D

Type: CSP

Technician: Sublet

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: Moved to: 540587C Line: D

Cause:

Correction:

Service: SPLIT Moved to: 540587C Line: C

Type: CSP

Technician: Sublet

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: Moved to: 540587C Line: C

Cause:

Correction:

Service: SPLIT Moved to: 540587C Line: H

Type: CSP

Technician: Sublet

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: Moved to: 540587C Line: H

Cause:

Correction:

Service: SPLIT Moved to: 540587C Line: G

Type: CSP

Technician: Sublet

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: Moved to: 540587C Line: G

Cause:

Correction:

Service: VEHPAY VEHPAY

Type: WP94

Technician: James Olsson

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: MONTHLY PAYMENT - [REDACTED]

Cause: .

Correction: 35618 P18 MONTHLY PAYMENT \$500.00 [REDACTED]

Service: SPLIT Moved to: 540587C Line: B

Type: CSP

Technician: Sublet

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: Moved to: 540587C Line: B

Cause:

Correction:

Service: SPLIT Moved to: 540587C Line: E

Type: CSP

Technician: Sublet

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: Moved to: 540587C Line: E

Cause:

Correction:

Service: SPLIT Moved to: 540587C Line: A

Type: CSP

Technician: Sublet

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: Moved to: 540587C Line: A

Cause:

Correction:

Service: SPLIT Moved to: 540587C Line: F

Type: CSP

Technician: Sublet

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: Moved to: 540587C Line: F

Cause:

Correction:

Service: SPLIT Moved to: 540587C Line: I

Type: CSP

Technician: Sublet

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: Moved to: 540587C Line: I

Cause:

Correction:

Repair Order: [REDACTED]

Mileage: 35228

Total: \$0.00

Open Date: 08/15/2018

Closed Date: 08/31/2018

Advisor : Renee A Senape

Owner: [REDACTED]

Service: 99P PERFORM VEHICLE CHECK-UP. INCLUDING BRAKES, TIRES, BATTERY, ALL FLUIDS AND ALL MOVING BODY PARTS. VALUED AT \$19.95, NO CHARGE TO OUR CUSTOMERS.

Type: ISP

Technician: Eduard Supler

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: PERFORM VEHICLE CHECK-UP. INCLUDING BRAKES, TIRES, BATTERY, ALL FLUIDS AND ALL MOVING BODY PARTS. VALUED AT \$19.95, NO CHARGE TO OUR CUSTOMERS.

Cause:

Correction:

Service: MT7803145 MT7803145

Type: WP94

Technician: Eduard Supler

Comeback: N

Labor: \$62.26

Parts: \$213.29

Misc: \$0.00

Complaint: THE CUSTOMER STATES DRIVER SIDE EXTERIOR MOLDING ALONG WINDSHIELD POPPING UP AGAIN. CHECK AND ADVISE

Cause: .

Correction: 35228 VERIFIED CUSTOMER CONCERN FOUND BOTH DRIVER AND PASSENGER SIDE EXTERIOR A-PILLER MOLDINGS POPPING OFF. REPLACED BOTH MOLDING. RECHECK OKAY

Repair Order: [REDACTED]

Mileage: 34792

Total: \$0.00

Open Date: 07/13/2018

Closed Date: 08/06/2018

Advisor : Renee A Senape

Owner: [REDACTED]

Service: OSL OUTSIDE LABOR

Type: WP94

Technician: Curtis Bivins III

Comeback: N

Labor: \$0.00

Parts: \$615.75

Misc: \$0.00

Complaint: PAINT ON FRONT HOOD IS PEELING. CHECK AND ADVISE

Cause: .

Correction: 34792 SUBMITTED DIGITAL IMAGE. APPROVAL CODE THIE609300

Service: ADD ADD ON REPAIR

Type: CPF

Technician: Eduard Supler

Comeback: N

Correction:

Service: 1 The Customer states

Type: ISP

Labor: \$0.00

Complaint: The Customer states

Cause:

Correction:

Technician: Sublet

Parts: \$0.00

Comeback: N

Misc: \$0.00

Claim





KIMMEL & SILVERMAN
P.C.

1-800-LEMON LAW
www.lemonlaw.com

CORPORATE HEADQUARTERS
30 E. Butler Pike
Ambler, PA 19002
P (215) 540-8888
F (215) 540-8817

WESTERN PA OFFICE, 100 Ross Street, Suite 330, Pittsburgh, PA 15219, P (412) 566-1001, F (412) 566-1005
NEW JERSEY OFFICE, Executive Quarters, 1930 E. Marlton Pike, Suite Q29, Cherry Hill, NJ 08003, P (856) 751-4152, F (856) 216-7344
DELAWARE OFFICE, 501 Silverside Road, Suite 118, Wilmington, DE 19809, P (302) 791-9373, F (302) 791-9476
NEW YORK OFFICE, 1001 Avenue of the Americas, 12th Floor, New York, NY 10018, P (212) 719-7543, F (877) 617-2515
BUFFALO, NY OFFICE, 1207 Delaware Avenue, Suite 440, Buffalo, NY 14209, P (716) 332-6112, F (800) 863-1689
CALIFORNIA OFFICE, 388 Market Street, Suite 1300, San Francisco, CA 94111, P (415) 947-7827, F (215) 540-8817
OHIO OFFICE, 4031 Colonel Glenn Highway, Beavercreek, OH 45431, P (937) 306-7220, F (215) 540-8817
BUCKS COUNTY OFFICE, Box 400, 400 South Main Street, 1st Floor, New Hope, PA 18938, P (267) 468-7669, F (215) 540-8817
PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

September 11, 2019

VIA EMAIL ONLY
ogcclaim@ford.com

Ford Consumer Affairs
16800 Executive Plaza Drive 3NE-301
Dearborn, MI 48126

Re: [REDACTED] **v. Ford Motor Company**
Vehicle: 2019 Ford Explorer
Date of Purchase: 03/17/2019
Place of Purchase: Straub Ford, Inc.
VIN: 1FM5K8D8XKGB [REDACTED]

Dear Sir/Madam:

Please be advised that this office represents the above individual against Ford Motor Company pursuant to the OH Lemon Law, Uniform Commercial Code, Unfair Trade Practices Act, and Magnuson-Moss Warranty Claim. Kindly acknowledge our firm's representation and direct any and all correspondence to this office.

DO NOT HAVE ANY FURTHER CONTACT WITH OUR CLIENT WITH THE EXCEPTION OF COMMUNICATION NECESSARY TO EFFECTUATE CURRENT REPAIRS.

Thank you for your attention to this matter. If you have any questions, please do not hesitate to contact the undersigned.

Very truly yours,

Jacqueline C. Herritt
KIMMEL & SILVERMAN, PC

JCH\wcc
cc: [REDACTED]

JACQUELINE C. HERRITT^{1,2,3,4,5,6,7,8,9,10,11,12,13,14,15,16,17,18,19,20,21,22,23,24,25,26,27,28,29,30,31,32,33,34,35,36,37,38,39,40,41,42,43,44,45,46,47,48,49,50,51,52,53,54,55,56,57,58,59,60,61,62,63,64,65,66,67,68,69,70,71,72,73,74,75,76,77,78,79,80,81,82,83,84,85,86,87,88,89,90,91,92,93,94,95,96,97,98,99,100}
ROBERT A. RAPKIN¹
ANGELA K. TROCCELLI^{1,2,3,4,5,6,7,8,9,10,11,12,13,14,15,16,17,18,19,20,21,22,23,24,25,26,27,28,29,30,31,32,33,34,35,36,37,38,39,40,41,42,43,44,45,46,47,48,49,50,51,52,53,54,55,56,57,58,59,60,61,62,63,64,65,66,67,68,69,70,71,72,73,74,75,76,77,78,79,80,81,82,83,84,85,86,87,88,89,90,91,92,93,94,95,96,97,98,99,100}
AMY L. BENNECOFF GINSBURG^{1,2,3,4,5,6,7,8,9,10,11,12,13,14,15,16,17,18,19,20,21,22,23,24,25,26,27,28,29,30,31,32,33,34,35,36,37,38,39,40,41,42,43,44,45,46,47,48,49,50,51,52,53,54,55,56,57,58,59,60,61,62,63,64,65,66,67,68,69,70,71,72,73,74,75,76,77,78,79,80,81,82,83,84,85,86,87,88,89,90,91,92,93,94,95,96,97,98,99,100}
W. CHRISTOPHER COMPONOVO^{1,2,3,4,5,6,7,8,9,10,11,12,13,14,15,16,17,18,19,20,21,22,23,24,25,26,27,28,29,30,31,32,33,34,35,36,37,38,39,40,41,42,43,44,45,46,47,48,49,50,51,52,53,54,55,56,57,58,59,60,61,62,63,64,65,66,67,68,69,70,71,72,73,74,75,76,77,78,79,80,81,82,83,84,85,86,87,88,89,90,91,92,93,94,95,96,97,98,99,100}
JASON L. GRESHES^{1,2,3,4,5,6,7,8,9,10,11,12,13,14,15,16,17,18,19,20,21,22,23,24,25,26,27,28,29,30,31,32,33,34,35,36,37,38,39,40,41,42,43,44,45,46,47,48,49,50,51,52,53,54,55,56,57,58,59,60,61,62,63,64,65,66,67,68,69,70,71,72,73,74,75,76,77,78,79,80,81,82,83,84,85,86,87,88,89,90,91,92,93,94,95,96,97,98,99,100}
CHAD P. DOMAN^{1,2,3,4,5,6,7,8,9,10,11,12,13,14,15,16,17,18,19,20,21,22,23,24,25,26,27,28,29,30,31,32,33,34,35,36,37,38,39,40,41,42,43,44,45,46,47,48,49,50,51,52,53,54,55,56,57,58,59,60,61,62,63,64,65,66,67,68,69,70,71,72,73,74,75,76,77,78,79,80,81,82,83,84,85,86,87,88,89,90,91,92,93,94,95,96,97,98,99,100}
JOSEPH C. HOEFFEL^{1,2,3,4,5,6,7,8,9,10,11,12,13,14,15,16,17,18,19,20,21,22,23,24,25,26,27,28,29,30,31,32,33,34,35,36,37,38,39,40,41,42,43,44,45,46,47,48,49,50,51,52,53,54,55,56,57,58,59,60,61,62,63,64,65,66,67,68,69,70,71,72,73,74,75,76,77,78,79,80,81,82,83,84,85,86,87,88,89,90,91,92,93,94,95,96,97,98,99,100}
ZACHARY A. ZAWROTNY^{1,2,3,4,5,6,7,8,9,10,11,12,13,14,15,16,17,18,19,20,21,22,23,24,25,26,27,28,29,30,31,32,33,34,35,36,37,38,39,40,41,42,43,44,45,46,47,48,49,50,51,52,53,54,55,56,57,58,59,60,61,62,63,64,65,66,67,68,69,70,71,72,73,74,75,76,77,78,79,80,81,82,83,84,85,86,87,88,89,90,91,92,93,94,95,96,97,98,99,100}
STEPHEN D. SILVERMAN^{1,2,3,4,5,6,7,8,9,10,11,12,13,14,15,16,17,18,19,20,21,22,23,24,25,26,27,28,29,30,31,32,33,34,35,36,37,38,39,40,41,42,43,44,45,46,47,48,49,50,51,52,53,54,55,56,57,58,59,60,61,62,63,64,65,66,67,68,69,70,71,72,73,74,75,76,77,78,79,80,81,82,83,84,85,86,87,88,89,90,91,92,93,94,95,96,97,98,99,100}
JACOB U. GINSBURG^{1,2,3,4,5,6,7,8,9,10,11,12,13,14,15,16,17,18,19,20,21,22,23,24,25,26,27,28,29,30,31,32,33,34,35,36,37,38,39,40,41,42,43,44,45,46,47,48,49,50,51,52,53,54,55,56,57,58,59,60,61,62,63,64,65,66,67,68,69,70,71,72,73,74,75,76,77,78,79,80,81,82,83,84,85,86,87,88,89,90,91,92,93,94,95,96,97,98,99,100}

From: W. Christopher Componovo <wcomponovo@lemonlaw.com>
Sent: Wednesday, December 4, 2019 11:48 AM
To: Catherine Miller
Subject: [REDACTED] v Ford
Attachments: 2019_12_04_11_20_12.pdf

[EXTERNAL]

Catherine:

Attached is the 12/3/19 invoice for the above, thank you.

Chris



Straub Ford

STRAUB FORD
 20 Jefferson Ave Ext
 Moundsville, WV 26041
 Phone: (304) 845-4244
 www.straubford.com

SERVICE DEPARTMENT HOURS
 7:30 a.m. to 6:00 p.m.
 Monday - Friday
 8:00 a.m. to 3:00 p.m. Saturday

R/O Open Date	R/O Number
11/12/19	
R/O Close Date	Status
12/03/19	Pre-Invoice
Mileage In	Mileage Out
17034	17039
Service Advisor / Tag #	
BRYAN CROOK	
Vehicle Identification Number	
1FMSK8D8XKGE	
Delivery Date	In-Service Date
3/18/19	3/18/19
Color	License Number
AGATE BLAC	

[Redacted]			
FLUSHING, OH			
Year	Make	Model	Body
2019	FORD	EXPLORER	XLT 4WD
FB36642			

Work Phone	
Home Phone	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
----------------------------------	--------

Cell: [Redacted]

#1 - DIAG: DIAG
 C/S THE NAVIGATION IS FREEZING LOCATION AND WILL NOT SHOW DIRECTIONS OR CORRECT LOCATION PLEASE CHECK AND ADVISE
 Caused by
 CONFIRMED CUSTOMER CONCERN FOUND NAVIGATION ANTENNA INTERNALLY FAILED AND WILL NOT PICK SIGNAL UP FROM ANY SATELLITES
 Tech: MARK LAWSON (ML) 002265147
 Installed GB5Z 10E928 A :SPLITTER - NAVIGATION FM Qty: 1 Warranty
 Installed JB5Z 18936 AS :STANCHION - RADIO ANTENNA Qty: 1 Warranty
 Installed FL3Z 6B018 J :WIRE ASY Qty: 1 Warranty
 REPLACED NAVIGATION ANTENNA, TRIM, AND COAX CABLE DUE TO COAX BEING PINCHED CAUSING DISRUPTION IN SIGNAL RESET NAVIGATION TEST DROVE CONFIRMED
 REPAIRS

- CUST: CUSTOMER STATES
 C/S THE DRIVER REAR DOOR WINDOW MOLDING IS WARPED AND COMING AWAY FROM BODY PLEASE CHECK AND ADVISE
 Caused by
 CONFIRMED CUSTOMER CONCERN FOUND TRIM IS PULLING AWAY FROM BODY ON LEFT REAR DOOR
 Tech: MARK LAWSON (ML) 002265147
 Installed BB5Z 7825767 A :RUN ASY - GLASS Qty: 1 Warr

WARRANTY: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. *I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure amount of repairs thereto.*

CLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller does not assume nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

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

DO NOT RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.



Straub Ford

STRAUB FORD
 20 Jefferson Ave Ext
 Moundsville, WV 26041
 Phone: (304) 845-4244
 www.straubford.com

SERVICE DEPARTMENT HOURS
 7:30 a.m. to 6:00 p.m.
 Monday - Friday
 8:00 a.m. to 3:00 p.m. Saturday

R/O Open Date	R/O N
11/12/19	
R/O Close Date	Statu
12/03/19	Pre-Inv
Mileage In	Mileage O
17034	17039
Service Advisor / Tag #	
BRYAN CROOK	
Vehicle Identification Number	
1FM5K8D8XKGE	
Delivery Date	In-Service Date
3/18/19	3/18/19
Color	License Number
AGATE BLAC	

[Redacted]
 [Redacted]
 FLUSHING, OH [Redacted]

Work Phone	
Home Phone	
Body	XLT 4WD

Year	Make	Model
2019	FORD	EXPLORER
FB36642		

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
REMOVED OLD TRIM REPLACED WITH NEW NOW HOLDING TIGHT TO DOOR AS DESIGNED	

#3 - CUST: CUSTOMER STATES
 C/S WHEN TURNING THE WHEEL ESPECIALLY TO THE RIGHT THERE IS A RATTLE TYPE NOISE COMING FROM THE DASH AREA WILL NOT HAPPEN EVERY TIME PLEASE CHECK AND ADVISE
 Caused by
 CONFIRMED CUSTOMER CONCERN FOUND DASH NOISE AND NOISE IN HEADLINER
 Tech: MARK LAWSON (ML) 002265147
 REMOVED AND REPLACED LOWER DASH PANELS WITH NEW CLIPS AND WHEN ANTENNA WAS BEING REPLACED ADDRESSED SEVERAL FAILED CLIPS IN HEADLINER AREA REASSEMBLED AL PARTS TEST DROVE CONFIRMED NOISES THAT WERE PRESENT ARE NOW RESOLVED

Warran

STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair hereinafter to be done along with the necessary material and agree that you are not liable for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any use beyond your control or for any delays caused by unavailability of parts or delays in shipments by the supplier or transporter. I hereby grant you or your employees permission to use the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure payment of repairs thereto."

WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller assumes nor authorizes any other person to assume for it any liability in connection with the sale of products. Any limitation contained herein does not apply where prohibited by law.

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

From: W. Christopher Componovo <wcomponovo@lemonlaw.com>
Sent: Wednesday, October 9, 2019 3:21 PM
To: Claims
Subject: [REDACTED] v Ford
Attachments: 2019_10_09_15_11_31.pdf

[EXTERNAL]

[Attached are the relevant documents for the above case, thanks.](#)

--
Chris



**STATE OF OHIO - BUREAU OF MOTOR VEHICLES
CERTIFICATE OF REGISTRATION**

PLATE NO.: [REDACTED] REG. DATE: 09/21/2019 EXP. DATE: 02/21/2020 ISSUE DATE: 09/21/2019 APP NO.: [REDACTED]
 VALIDATION NO.: [REDACTED] AGENCY: [REDACTED]
 OWNER NAME: [REDACTED] VEHICLE OWNERSHIP: JOINT USER ID: SC
 ADD OWNER: [REDACTED] OLD APP NO.: [REDACTED]
 OLD PLATE: [REDACTED]

VEHICLE YEAR: 2019 VEHICLE CLASS: PASSENGER
 BODY TYPE: SW ODOMETER READING: 03
 MAKE: FORD STATE FEES: \$1.00
 CERTIFICATE TITLE NO.: [REDACTED] PLATE TYPE: OHIO PRIDE
 VEH. SERIAL NO.: 1FM5K8D8XKGB REG TYPE: DUPLICATE LOCAL TAX: \$0.00
 PURCHASE DATE: 03/18/2019 SUSPENSION/REVOCAION: NO DEPUTY FEE: \$3.50
 PRIOR OPERATION: NO TOTAL FEES: \$4.50
 FEES PAID: NO

- In Ohio, it is illegal to drive any motor vehicle without insurance or other financial responsibility (FR) coverage.
- It is also illegal for any motor vehicle owner to allow anyone else to drive the owner's vehicle without insurance or FR coverage.
- **PROOF OF INSURANCE OR FR COVERAGE IS REQUIRED:** Whenever a police officer issues a traffic ticket*At all vehicle inspection stops*Upon traffic court appearances.
- **ANY DRIVER OR OWNER WHO FAILS TO SHOW PROOF OF INSURANCE OR OTHER COVERAGE WILL:** Lose his or her driver license until requirements are met on first offense, one year on second offense, and two years on third and subsequent offenses* Lose his or her license plates and vehicle registration*Pay reinstatement fees of \$100.00 on first offense, \$300.00 for second offense, and \$600.00 for third and subsequent offenses*Pay a \$50.00 penalty for any failure to surrender his or her driver license, license plates or registration AND*Be required to maintain special FR coverage ("High-risk" insurance or equivalent) on file with the Bureau of Motor Vehicles for THREE or FIVE YEARS.
- **ONCE THIS SUSPENSION IS IN EFFECT:** Any driver or owner who violates the suspension will have his or her vehicle immobilized and his or her license plates confiscated for at least 30 DAYS first offense and 60 DAYS second offense. For third or subsequent offenses, the vehicle will be forfeited and sold and the person will not be permitted to register any motor vehicle in Ohio for FIVE YEARS.
- **IF YOU ARE INVOLVED IN AN ACCIDENT WITHOUT INSURANCE OR OTHER FR COVERAGE:** In addition to all the penalties listed above, you may have*A SECURITY SUSPENSION for TWO YEARS or more and*A JUDGEMENT SUSPENSION INDEFINITELY (until all damages have been satisfied).
- **THESE PENALTIES ARE IN ADDITION TO ANY FINES OR PENALTIES IMPOSED BY A COURT OF LAW. WARNING: THESE LAWS DO NOT PREVENT THE POSSIBILITY THAT YOU MAY BE INVOLVED IN AN ACCIDENT WITH A PERSON WHO HAS NO INSURANCE OR OTHER FR COVERAGE.**
- **WHEN REQUIRED, PROOF OF COVERAGE MAY BE SHOWN BY ANY OF THE FOLLOWING:***AN INSURANCE POLICY showing automobile liability insurance of at least \$25,000 bodily injury per person, \$50,000 injury two or more persons, and \$25,000 property damage*AN INSURANCE IDENTIFICATION CARD (same coverage)*A SURETY BOND OF \$30,000 issued by any authorized surety company or insurance company*A BMV BOND SECURED BY REAL ESTATE having equity of at least \$60,000*A BMV CERTIFICATE FOR MONEY OR GOVERNMENT BONDS in the amount of \$30,000 on deposit with the Ohio Treasurer of State*A BMV CERTIFICATE OF SELF-INSURANCE, available only to companies or persons who own at least twenty-six motor vehicles.

PROOF OF FINANCIAL RESPONSIBILITY

I affirm that all owners (or lessees of leased vehicle) now have insurance or other FR coverage and will not operate or permit the operation of this motor vehicle without FR coverage; all previous registration fees due have been paid; this plate category is correct; and this vehicle will not be used as a commercial or farm vehicle unless so registered.

By signing below I agree to and attest that all the above is true and accurate,
 X SIGNATURE ON FILE
 SIGNATURE OF OWNER(S) DATE

WARNING: APPLICANT GIVING FALSE INFORMATION IS SUBJECT TO PROSECUTION-O.R.C. SEC. 2921.13.
 APPLICATION MUST BE SIGNED BY THE OWNER(S) AS NAMED ON CERTIFICATE OF TITLE.

**DO NOT DISCARD.
THIS IS YOUR VEHICLE REGISTRATION CERTIFICATE.**

Straub Ford

20 Jefferson Ave. Ext, Moundsville, WV 26041 - Sales & Service: 304.845.4244
www.DriveStraub.com

MOTOR VEHICLE PURCHASE AGREEMENT

PURCHASER'S NAME [REDACTED]		DATE Mar / 18 / 19	
ADDRESS [REDACTED]		CITY FLUSHING	ZIP CODE [REDACTED]
RESIDENCE PHONE [REDACTED]		BUSINESS PHONE [REDACTED] N//SALES REPRESENTATIVE MIKE WEEKLE	
Please enter my order for one		NEW XX USED	YEAR 2019 MAKE FORD MODEL EXPLORER
COLOR AGATE BLACK METALLIC		TOP	TRIM
VIN 1FM5K8D8XKGE [REDACTED]		MILEAGE 3	STOCK NO. [REDACTED]
		TO BE DELIVERED ON OR ABOUT 03/18/2019	
Base price of vehicle		\$ 47,400.00	1
Additional equipment (options):		N/A	2
		N/A	3
		N/A	4
		N/A	5
		N/A	6
		N/A	7
		N/A	8
Dealer installed options:		0.00	9
		0.00	10
GAP		440.00	11
			12
Description of trade-in: Year N/A Make N/A		Documentary Fee	175.00 13
Model N/A VIN N/A			14
Title No. Mileage N/A		Total cash price (1 thru 14)	48,015.00 15
Balance owed to: N/A		Less trade-in \$ N/A	16
Address N/A		Difference (15 minus 16)	48,015.00 17
Account No. Good till / /		Title service charge	N/A 18
If the Purchaser owes any balance on the trade-in, the Purchaser agrees that the Purchaser is solely responsible for paying off that balance.		Total taxable amount (17 plus 18)	48,015.00 19
Purchaser verifies that the official odometer mileage statement has been completed on trade-in.		Plus balance owed \$ N/A	20
			21
Purchasers signature		Sales tax \$ 3,436.50	22
Purchaser agrees that this Order on the face and reverse side hereof and any separate disclosure shall include all of the terms and conditions, that this Order cancels and supersedes any prior agreement and as of this date hereof comprises the complete and exclusive statement of the terms of the agreement relating to the subject matters covered hereby. IF THIS ORDER IS FOR A USED VEHICLE, THE INFORMATION YOU SEE ON THE (FEDERAL TRADE COMMISSION) WINDOW FORM IS PART OF THIS AGREEMENT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE. THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE. Purchaser by his execution of this Order acknowledges that he has read its terms and conditions and has received a true copy of this Order.		Title fee 15.00	23
		Lien fee 10.00	24
		Transfer fee	N/A 25
		Additional weight fee	N/A 26
		License fee	N/A 27
		Inspection fee	N/A 28
		Temporary plate fee	N/A 29
		Other 158.13	30
Accepted by:		Total taxes & fees (22 thru 30)	3,619.63 31
[REDACTED]			32
[REDACTED] / 3 18 / 2019		Mechanical service contract Western Gen 1,644.00	33
[REDACTED]		Other REBATE 2,500.00	34
[REDACTED]		Total (20 plus 31 thru 34)	50,778.63 35
[REDACTED]		Deposit (cash down payment)	10,000.00 36
[REDACTED]		Balance due on delivery (35 minus 36)	\$ 40,778.63 37

FORM WWT-CUST. R0622581 Q (7/18)
THE PRINTER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

The Reynolds and Reynolds Company

PE23-001 000254 CLAIMS

2100 Form

2021 Standard Form 2100 (Rev. 12/2020) Use for orders placed on or after 1/1/21

MOTOR VEHICLE
PURCHASE AGREEMENT

PURCHASER'S NAME: _____ ADDRESS: _____ CITY: _____ STATE: _____ ZIP CODE: _____

SALES REPRESENTATIVE: _____ BUSINESS PHONE: _____

Please enter my order for one _____

Year	Make	Model	Year	Color	Options
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					

Item	Description	Amount	Balance
13	Balance due on delivery (20 minus 2)		2
14	Trade-in cash over payment		
15	Trade-in plus (10 minus 2)		
16	Other		
17	Motor vehicle contract		
18	Accessories		
19	Total price & fees (22 plus 30)		
20	Other		
21	Delivery fee		
22	Inspection fee		
23	Licensing		
24	Additional weight fee		
25	Transfer fee		
26	License fee		
27	Title fee		
28	Sales tax	3	
29	Final balance due		
30	Final trade-in amount (17 plus 18)		
31	Final balance owed	2	
32	Account for		
33	Address		
34	Balance owed for		
35	Title fee		
36	Model		
37	Year		
38	Make		
39	Year		
40	Color		
41	Options		

Vehicle 2019 FORD EXPLORER VIN 1FMSK8D8XKGB[REDACTED]

CO#	RO#	Date	Customer	SWR	Odometer
EC7	6006936	8/06/19	[REDACTED]	BC	11436
	(1) ML	:CUSTOMER STATES	<i>Mud Guards</i>		
EC7	6006809	7/31/19	[REDACTED]	BC	10903
	(1) AW	:LUBE OIL FILTER CHANGE CAR			
	(2) AW	:ROTATE TIRES			
	(3) DY	:BODY	<i>Door window moulding</i>		
EC7	6004498	3/20/19	[REDACTED]	CM	8
	(1) DY	:INSTALL	<i>Running Boards</i>		
EC7	6004366	3/13/19	INVENTORY: FB36642	CM	3
	(1) PB	:NEW TRUCK PREP			
	(2) PB	:STATE INSPECTION			
	(3) TH	:PLEASE COMPLETE NEW CAR DETAIL			



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SERVICE DEPARTMENT HOURS
 7:30 a.m. to 6:00 p.m.
 Monday - Friday
 8:00 a.m. to 3:00 p.m. Saturday

R/O Open Date	R/O Number
7/30/19	
R/O Close Date	Status
7/30/19	Pre-Invoice
Mileage In	Mileage Out
10903	10903
Service Advisor / Tag #	
BRYAN CROOK	
Vehicle Identification Number	
1FM5K8D8XKGE	
Delivery Date	In-Service Date
3/18/19	3/18/19
Color	License Number
AGATE BLAC	

FLUSHING, OH		Work Phone	Vehicle Identification Number	
		Home Phone	1FM5K8D8XKGE	
Year	Make	Model	Body	Color
2019	FORD	EXPLORER	XLT 4WD	AGATE BLAC
FB36642				

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [REDACTED]	
#1 - LOF: LUBE OIL FILTER CHANGE CAR Caused by MAINTENANCE Tech: ALTON WHIPKEY (AW) Installed AA5Z 6714 B :FILTER ASY - OIL Installed 5W20B :OIL OIL AND FILTER CHANGE MULTI-POINT INSPECTION	NCFREELOF NCFREELOF NCFREELOF
#2 - RT: ROTATE TIRES Caused by MAINTENANCE Tech: ALTON WHIPKEY (AW) ROTATED TIRES CHECKED ALL PRESSURES	NEW POLICY
#3 - BODY: BODY C/S THE RIGHT FRONT DOOR MOLDING BY THE WINDOW IS DEFORMED PLEASE CHECK AND ADVISE Caused by WINDSHIELD MOLDING BROKEN AT CLIPS Tech: DAVID YOHO JR (DY) Installed BB5Z 7803144 AA :MOULDING - WINDSHIELD Qty: 1 Installed BB5Z 7803144 BA :MOULDING - WINDSHIELD Qty: 1 REPLACED BOTH SIDE WINDSHIELD MOLDINGS	Warranty Warranty Warranty

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of sold products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.



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 8:00 a.m. to 3:00 p.m. Saturday

R/O Open Date	R/O Number
8/06/19	
R/O Close Date	Status
8/06/19	Final
Mileage In	Mileage Out
11436	11436
Service Advisor / Tag #	
BRYAN CROOK/*W*	

[REDACTED]			Work Phone	Vehicle Identification Number	
FLUSHING, OH [REDACTED]			Home Phone	1FM5K8D8XKGB [REDACTED]	
Year	Make	Model	Body	Delivery Date	In-Service Da
2019	FORD	EXPLORER	XLT 4WD	3/18/19	3/18/19
FB36642			Color	License Numt	
			AGATE BLAC		

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [REDACTED]	
#1 - CUST: CUSTOMER STATES	
CUSTOMER REQUESTS INSTALL MUDGUARDS PARTS ARE IN	
Tech: MARK LAWSON (ML) 002265147	
Installed BB5Z 16A550 AA :KIT - MUDFLAP	1@49.99
Installed JB5Z 16A550 BA :KIT - MUDFLAP	1@49.99
Sub Total: 157.48	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

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



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STANDARD FORD



LUSHING, OH

8/13/19

Work Phone

Time Received

Time Promised

10:13

8/13 17:00

Key Tag #

Current Mileage

Mileage Out

11758

Year

Make

Model

Body

Engine Code

Service Advisor

2019

FORD

EXPLORER

XLT 4WD

998

BRYAN CROOK

Vehicle Identification Number

Color

License Number

Delivery Date

In-Service Date

1FM5K8DBXKGB

AGATE BLAC

3/18/19

3/18/19

PB36642

Cell:

#1 - CUST: CUSTOMER STATES NAV SCREEN IS FROZEN CHECK AND ADVISE *No parts*

#2 - CUST: CUSTOMER STATES CHECK TRIM ON OUTSIDE DRIVERS REAR DOOR *Damaged part*

#3 * DIAG: DIAG C/S THE STEERING WHEEL HAS A ZIPPER TYPE NOISE AT SEVERAL POINTS THRU THE STEERING CYCLE NOISE SOUNDS LIKE IT IS IN OR NEAR THE WHEEL ITSELF PLEASE CHECK AND ADVISE *Check steering wheel*

#4 * CUST: CUSTOMER STATES C/S THE PASSENGER SIDE DOOR SILL TRIM KEEPS COMING UP AND WILL NOT LOCK INTO POSITION PLEASE CHECK AND ADVISE *Trim*

#5 * RECALL: RECALL RECALL 19C07 MECHANICAL SEAT RECLINER *Done*

CON-----RON-----Date-----Miles-----Service Writer-----Tech-----Time
EC7 6006936 8/06/19 11436 BRYAN CROOK ML .50
C CUST: CUSTOMER STATES
*** MORE HISTORY AVAILABLE ***

Attn: Christopher
Componovo, Esq.



Straub Ford

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SERVICE DEPARTMENT HOURS
 7:30 a.m. to 6:00 p.m.
 Monday - Friday
 8:00 a.m. to 3:00 p.m. Saturday

R/O Open Date	R/O Number
11/12/19	
R/O Close Date	Status
12/03/19	Pre-Invoice
Mileage In	Mileage Out
17034	17039
Service Advisor / Tag #	
BRYAN CROOK	
Vehicle Identification Number	
1FMSK8D8XKGE	
Delivery Date	In-Service Date
3/18/19	3/18/19
Color	License Number
AGATE BLAC	

[Redacted]				Work Phone	
FLUSHING, OH				Home Phone	
Year	Make	Model	Body		
2019	FORD	EXPLORER	XLT 4WD		
FB36642					

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<p>Cell: [Redacted]</p> <p>#1 - DIAG: DIAG C/S THE NAVIGATION IS FREEZING LOCATION AND WILL NOT SHOW DIRECTIONS OR CORRECT LOCATION PLEASE CHECK AND ADVISE Caused by CONFIRMED CUSTOMER CONCERN FOUND NAVIGATION ANTENNA INTERNALLY FAILED AND WILL NOT PICK SIGNAL UP FROM ANY SATELLITES Tech: MARK LAWSON (ML) 002265147 Installed GB5Z 10E928 A :SPLITTER - NAVIGATION FM Qty: 1 Warranty Installed JB5Z 18936 AS :STANCHION - RADIO ANTENNA Qty: 1 Warranty Installed FL3Z 6B018 J :WIRE ASY Qty: 1 Warranty REPLACED NAVIGATION ANTENNA, TRIM, AND COAX CABLE DUE TO COAX BEING PINCHED CAUSING DISRUPTION IN SIGNAL RESET NAVIGATION TEST DROVE CONFIRMED REPAIRS</p> <hr/> <p>- CUST: CUSTOMER STATES C/S THE DRIVER REAR DOOR WINDOW MOLDING IS WARPED AND COMING AWAY FROM BODY PLEASE CHECK AND ADVISE Caused by CONFIRMED CUSTOMER CONCERN FOUND TRIM IS PULLING AWAY FROM BODY ON LEFT REAR DOOR Tech: MARK LAWSON (ML) 002265147 Installed BB5Z 7825767 A :RUN ASY - GLASS Qty: 1 Warr</p>	

WARRANTY: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. *I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure amount of repairs thereto.*

CLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller does not assume nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

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

DO NOT RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.



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R/O Open Date	R/O N
11/12/19	
R/O Close Date	Statu
12/03/19	Pre-Inv
Mileage In	Mileage O
17034	17039
Service Advisor / Tag #	
BRYAN CROOK	

[Redacted]				Work Phone	Vehicle Identification Number	
FLUSHING, OH [Redacted]				Home Phone	1FM5K8D8XKGE	
Year	Make	Model	Body	Delivery Date	In-Service Date	
2019	FORD	EXPLORER	XLT 4WD	3/18/19	3/18/19	
FB36642				Color	License Number	
				AGATE BLAC		

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
REMOVED OLD TRIM REPLACED WITH NEW NOW HOLDING TIGHT TO DOOR AS DESIGNED	

#3 - CUST: CUSTOMER STATES
 C/S WHEN TURNING THE WHEEL ESPECIALLY TO THE RIGHT THERE IS A RATTLE TYPE NOISE COMING FROM THE DASH AREA WILL NOT HAPPEN EVERY TIME PLEASE CHECK AND ADVISE
 Caused by
 CONFIRMED CUSTOMER CONCERN FOUND DASH NOISE AND NOISE IN HEADLINER
 Tech: MARK LAWSON (ML) 002265147
 REMOVED AND REPLACED LOWER DASH PANELS WITH NEW CLIPS AND WHEN ANTENNA WAS BEING REPLACED ADDRESSED SEVERAL FAILED CLIPS IN HEADLINER AREA REASSEMBLED AL PARTS TEST DROVE CONFIRMED NOISES THAT WERE PRESENT ARE NOW RESOLVED

Warran

STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair hereinafter to be done along with the necessary material and agree that you are not liable for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any use beyond your control or for any delays caused by unavailability of parts or delays in shipments by the supplier or transporter. I hereby grant you or your employees permission to use the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure payment of repairs thereto."

WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller assumes nor authorizes any other person to assume for it any liability in connection with the sale of products. Any limitation contained herein does not apply where prohibited by law.

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



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 Monday - Friday
 8:00 a.m. to 3:00 p.m. Saturday

R/O Open Date	R/O Number
8/13/19	
R/O Close Date	Status
11/12/19	Pre-Invoice
Mileage In	Mileage Out
11758	17033
Service Advisor / Tag #	
BRYAN CROOK	
Vehicle Identification Number	
1FM5K8D8XKGE	
Delivery Date	In-Service Date
3/18/19	3/18/19
Color	License Number
AGATE BLAC	

FLUSHING, OH			Work Phone	Vehicle Identification Number	
			Home Phone	1FM5K8D8XKGE	
Year	Make	Model	Body	Color	License Number
2019	FORD	EXPLORER	XLT 4WD	AGATE BLAC	
FB36642					

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [REDACTED]	
<p>#3 * DIAG: DIAG C/S THE STEERING WHEEL HAS A ZIPPER TYPE NOISE AT SEVERAL POINTS THRU THE STEERING CYCLE NOISE SOUNDS LIKE IT IS IN OR NEAR THE WHEEL ITSELF PLEASE CHECK AND ADVISE Caused by CONFIRMED CUSTOMER CONCERN FOUND THE CLOCK SPRING COIL IS MAKING NOISE UNDER STEERING WHEEL Tech: MARK LAWSON (ML) 002265147 Installed GB5Z 14A664 F :COVER AND CONTACT PLATE A Qty: 1 REPLACED CLOCK SPRING COIL RETEST PASSED</p> <p><i>Clock spring for steering Actually fixed on Sept 30th</i></p>	Warranty Warranty
<p>#4 * CUST: CUSTOMER STATES C/S THE PASSENGER SIDE DOOR SILL TRIM KEEPS COMING UP AND WILL NOT LOCK INTO POSITION PLEASE CHECK AND ADVISE Caused by CONFIRMED CUSTOMER CONCERN FOUND B-PILLAR TRIM PANEL IS DEFORMED AND NEEDS REPLACED Tech: MARK LAWSON (ML) 002265147 Installed FB5Z 7824356 AC :PANEL - TRIM Qty: 1 REPLACED B-PILLAR TRIM PANEL NOW ALL PIECES LOCK INTO PLACE</p>	Warranty Warranty

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



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 Monday - Friday
 8:00 a.m. to 3:00 p.m. Saturday

R/O Open Date	R/O Number
8/13/19	
R/O Close Date	Status
11/12/19	Pre-Invoice
Mileage In	Mileage Out
11758	17033
Service Advisor / Tag #	
BRYAN CROOK	
Vehicle Identification Number	
1FM5K8D8XKGI	
Delivery Date	In-Service Date
3/18/19	3/18/19
Color	License Number
AGATE BLAC	

[REDACTED]				Work Phone	[REDACTED]	
FLUSHING, OH				Home Phone	[REDACTED]	
Year	Make	Model	Body	Color	License Number	
2019	FORD	EXPLORER	XLT 4WD	AGATE BLAC		
FB36642						

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#5 * RECALL: RECALL RECALL 19C07 MECHANICAL SEAT RECLINER Caused by MECHANICAL SEAT RECLINER Tech: MARK LAWSON (ML) 002265147 TESTED TORQUE ON BACK OF SEATS ALL PASS NO FURTHER ACTION REQUIRED	Warranty
#6 * CUST: CUSTOMER STATES C/S THE DRIVER SIDE ROOF RAIL CAP KEEPS COMING UP PLEASE CHECK AND ADVISE Caused by CONFIRMED CUSTOMER CONCERN FOUND ROOF RAIL CLIPS NEED REPLACED AS PER BULLETIN Tech: MARK LAWSON (ML) 002265147 Installed FB5Z 7851050 A :RETAINER ASY - ROOF RACK Qty: 3 REPLACED ROOF RAIL CLIPS WITH NEW DESIGN REATTACHED RAIL CAP NOW SEEMS TO BE HELD IN POSITION	Warranty Warranty
#7 * CUST: CUSTOMER STATES C/S THE CARPET NEAR SECOND ROW SEATING SEEMS LIKE IT IS COMING APART NEAR ENDS PLEASE CHECK AND ADVISE Caused by CONFIRMED CUSTOMER CONCERN NO ACTION TAKE AT THIS TIME	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereat."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



Straub Ford

STRAUB FORD
 20 Jefferson Ave Ext
 Moundsville, WV 26041
 Phone: (304) 845-4244
 www.straubford.com

SERVICE DEPARTMENT HOURS
 7:30 a.m. to 6:00 p.m.
 Monday - Friday
 8:00 a.m. to 3:00 p.m. Saturday

R/O Open Date	R/O Number
8/13/19	
R/O Close Date	Status
11/12/19	Pre-Invoice
Mileage In	Mileage Out
11758	17033
Service Advisor / Tag #	
BRYAN CROOK	
Vehicle Identification Number	
1FM5K8D8XKGE	
Delivery Date	In-Service Date
3/18/19	3/18/19
Color	License Number
AGATE BLAC	

FLUSHING, OH

Year	Make	Model	Body	Color	License Number
2019	FORD	EXPLORER	XLT 4WD	AGATE BLAC	
FB36642					

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Tech: MARK LAWSON (ML) 002265147 CONFIRMED CARPET IS MADE CORRECTLY TOOK SEVERAL PICTURES FOR SUBMISSION CARPET IS MADE AROUND BRACKETS FOR SEATS	Warranty

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.*

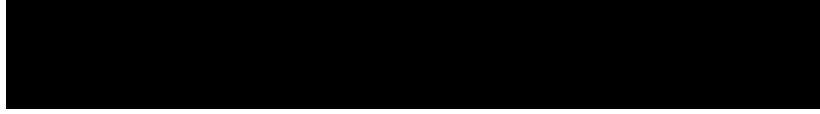
DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

Claim



36840753-30-PR1
Lemon Law Group Partners PLC
3323 163rd St, Suite 504
North Miami Beach, FL 33160

PRESORTED
FIRST-CLASS MAIL
POSTAGE AND FEES PAID
C2M LLC
22202

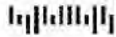
USPS CERTIFIED MAIL™



1*****SNGLP 480

SIGNATURE REQUIRED PER DMM 3.1.1

Ford Motor Company
PO Box 6248
Dearborn, MI 48121-6248



FORD MOTOR COMPANY
RECEIVED
CLAIMS UNIT

AUG 11 2020

OFFICE OF THE,
GENERAL COUNSEL

LAW OFFICES OF JASON S HEGEDUS PLLC

Attorneys and Counselors at Law
2929 Allen Pkwy
Suite 200
Houston, TX 77019

Telephone (281) 742-9501
Facsimile (888) 809-7010
Email: info@hegalaw.com

July 15, 2020

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

Re: [REDACTED]
Vehicle: 2019 Ford Explorer Sport
VIN: 1FM5K8GT4KGE [REDACTED]

Dear Sir/Madam:

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

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

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

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

Respectfully submitted,

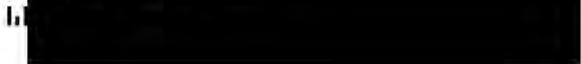
LAW OFFICES OF JASON S HEGEDUS PLLC
By: s/n Adam Mott
Attorney for Plaintiff

CC: Westway Ford, 801 Airport Fwy, Irving, TX 75062

375370-784-334-PR1
Lemon Law Group Partners PLC
3323 163rd St, Suite 504
North Miami Beach, FL 33160

2*****AUTO**MIXED AADC 480

Ford Motor Company
PO Box 6248
Dearborn, MI 48121-6248



FORD MOTOR COMPANY
RECEIVED
CLAIMS UNIT

AUG 19 2020

OFFICE OF THE
GENERAL COUNSEL

LAW OFFICES OF JASON S HEGEDUS PLLC

Attorneys and Counselors at Law
2929 Allen Pkwy
Suite 200
Houston, TX 77019

Telephone (281) 742-9501
Facsimile (888) 809-7010
Email: info@hegalaw.com

August 5, 2020

VIA US MAIL

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

Re: [REDACTED]
Vehicle: 2019 Ford Explorer Sport VIN: 1FM5K8GT4KGB [REDACTED]
Dear Sir/Madam:

As you know this law firm represents the legal interests of [REDACTED] relating to the purchase of a 2019 Ford Explorer Sport VIN: 1FM5K8GT4KGB [REDACTED] (the "Vehicle"). On 8/3/2020 your office received our letter dated 7/15/2020 and failed to respond.

Please let this letter serve as our final attempt to settle this matter prior to filing a lawsuit and incurring unnecessary attorney fees and costs. As stated previously, the defects with the vehicle continue to exist. Due to the serious defects with the Vehicle since its purchase [REDACTED] hereby demands a return of the full purchase price along with all interest paid on the finance note as well as attorney fees and incidental and consequential damages within 10 days of receipt of this letter to settle this matter prior to filing a lawsuit.

Please be advised that if you do not adhere to our demands within 7 days, [REDACTED] has instructed me to file a lawsuit against you.

Respectfully submitted,

LAW OFFICES OF JASON S HEGEDUS PLLC
By: s/n Adam Mott _____
Attorney for Plaintiff

CUST #: [REDACTED]

PURCHASE AGREEMENT

DEAL #: [REDACTED]

DEALERSHIP: WESTWAY FORD

ADDRESS: 801 W AIRPORT FREEWAY

CITY, STATE: IRVING, TX 75062

PHONE: 9726590333

Salesperson 1 BROWN, CHRISTOPHER	Salesperson 2	Date Sold 05/27/2019	Date Delivered 05/27/2019
Purchaser's Name [REDACTED]	Co-Buyer's Name	Cash Price of Vehicle	49335.00
Street Address [REDACTED]		Dealer Discount	-2785.00
City, State, Zip Code BURLESON TX [REDACTED]		Selling Price of Vehicle	46550.00
Residence Phone [REDACTED]	Business Phone [REDACTED]	Less Rebate (s)	3750.00
Email Address Residence [REDACTED]			N/A
Email Address Business [REDACTED]			N/A

*** NOTICE TO BUYER**
Optional Equipment or Accessories installed on this Vehicle, itemized to the right, have not been manufactured by or for the Vehicle manufacturer, and these items are not included in warranties furnished by the Vehicle manufacturer.
ALL VEHICLES SOLD AS EQUIPPED UNLESS OTHERWISE STATED HEREIN.

<input checked="" type="checkbox"/> New <input type="checkbox"/> Demo <input type="checkbox"/> Used <input type="checkbox"/> Car <input checked="" type="checkbox"/> Truck Year: 2019 Make: FORD Model: EXPLORER VIN: 1FM5K8GT4KG [REDACTED] Color: WHITE PLATINUM Mileage: 378 License: [REDACTED] Validation: [REDACTED]	* Dealer Added Accessories ZAKTEK ULTIMATE	165.00
--	--	--------

LIEN # [REDACTED]	Trade(s) Allowance	15400.00
Address [REDACTED]	Difference	27565.00

City, State, Zip Code ST LOUIS MO [REDACTED]	Sales Tax	1722.81
Lien Date 05/27/2019	Amount	48405.60
TRADE 1	Allowance (Trade 1)	15400.00

Year: 2017 Make: MAZDA Model: CX-3	Color: GRAY	
VIN: JM1DKDC72H [REDACTED]	Validation: [REDACTED]	
Mileage: 05/28/19 License: [REDACTED]	Payoff Amount	20384.34
Payoff to CHASE AUTO FINANCE	Good Until / Contact	

Address [REDACTED]	Phone	Registration Fee Proof of insurance required to register and transfer title.	117.00
--------------------	-------	---	--------

TRADE 2	Allowance (Trade 2)	Title Fee	33.00
Year: [REDACTED] Make: [REDACTED] Model: [REDACTED]	Color: [REDACTED]	County Road & Bridge Fee	20.00
VIN: [REDACTED]	Validation: [REDACTED]	Inspection Fee	23.75

Mileage: [REDACTED] License: [REDACTED]	Payoff to (Trade 1)	Payoff Amount	20384.34
Address [REDACTED]	Good Until / Contact		
City, State, Zip [REDACTED]	Phone		

PAYOFF INFORMATION SHOWN ABOVE IS PROVIDED BY THE BUYER(S) AND/OR THE BUYER(S) LIENHOLDER. SHOULD THE ACTUAL PAYOFF(S) BE LESS, THEN THE SELLER WILL REFUND THE DIFFERENCE TO THE BUYER(S). IF THE PAYOFF(S) IS MORE, THE BUYER(S) AGREES TO REMIT THE DIFFERENCE TO THE SELLER WITHIN THREE BUSINESS DAYS OF NOTIFICATION OF THE DIFFERENCE. BUYER REPRESENTS AND CERTIFIES THAT ANY TRADE-IN VEHICLE DOES NOT HAVE AND HAS NEVER HAD A SALVAGE, FLOOD DAMAGED OR RECONDITIONED TITLE. IF BUYER PROVIDES FALSE INFORMATION, BUYER WILL REPURCHASE THE RELATED TRADE-IN FROM SELLER FOR THE FULL PRICE ALLOWED TO BUYER PLUS ALL COSTS SELLER INCURS IN RESOLVING THIS MATTER INCLUDING BUT NOT LIMITED TO RECONDITIONING COSTS, LEGAL FEES, COURT AND COLLECTION COSTS.

BUYER _____ CO-BUYER _____

ALL WARRANTIES, IF ANY, BY A MANUFACTURER OR SUPPLIER OTHER THAN DEALER ARE THEIRS. NOT DEALER'S. ONLY SUCH MANUFACTURER OR OTHER SUPPLIER SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES, UNLESS DEALER FURNISHES BUYER WITH A SEPARATE WRITTEN WARRANTY OR SERVICE CONTRACT MADE BY DEALER ON ITS OWN BEHALF. DEALER NEITHER ASSUMES NOR AUTHORIZES ANY PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF ANY PRODUCTS.
UNLESS THE DEALER MAKES A WRITTEN WARRANTY ON ITS OWN BEHALF, OR ENTERS INTO A SERVICE CONTRACT WITHIN 90 DAYS FROM THE DATE OF THIS ORDER, THE DEALER MAKES NO WARRANTIES ON ITS OWN BEHALF, EXPRESS OR IMPLIED, ON THE VEHICLE, AND THERE WILL BE NO IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THIS PROVISION DOES NOT AFFECT ANY WARRANTIES COVERING THE VEHICLE THAT THE MANUFACTURER OR SUPPLIER MAY PROVIDE.

Processing & Handling	4.75
Total Charges	50115.60
Deposit	N/A
Cash on Delivery	1710.00
Unpaid Balance	48405.60

Buyer agrees that this Agreement includes all of the terms and conditions on all pages of this Agreement. Buyer agrees that this Agreement cancels and suspends any prior agreement and as of the date below comprises with any retail installment sales agreement or lease, and the Conditional Delivery Agreement, the complete and exclusive statement of the terms of the agreement relating to the subject matters covered by this Agreement. Buyer by signing this Agreement certifies that he/she is of legal age or older and acknowledges that he/she has read its terms and has received a true copy of this Agreement. If Buyer is buying the Vehicle for cash (this includes a Buyer arranging Buyer's own financing from a party other than dealer), this Agreement shall become final and binding when it is signed by Dealer's authorized representative.
If Buyer is buying the Vehicle in a credit sale transaction with Dealer evidenced by a signed retail installment sales agreement, this Agreement only becomes binding when a retail installment sales agreement has been fully executed by both Buyer and Seller.

BUYER HAS READ THE OTHER SIDE OF THIS AGREEMENT, INCLUDING THE ARBITRATION CLAUSE, AND AGREES TO ALL TERMS AND CONDITIONS IN THIS AGREEMENT.
BUYER SIGNS X _____ DATE 05/27/2019
CO-BUYER SIGNS X _____ DATE 05/27/2019
MANAGER'S APPROVAL _____ DATE 05/27/2019
(Must be Accepted By An Authorized Representative of the Dealer)

INVOICE

Invoice #: [REDACTED]

Tag #: [REDACTED]

AutoNation

AutoNation Ford Burleson

850 North Burleson Blvd.
Burleson, TX 76028
Phone 817-285-8121 • Metro 817-477-2601
Fax 817-295-8120

www.autonation.com

BURLESON, TX

Home: [REDACTED]

Bus: [REDACTED]

Customer #: [REDACTED]

Cell: [REDACTED]

Email: [REDACTED]

Service Advisor: **3940 MATTHEW MASTERS**

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
WHITE	19	FORD EXPLORER	1FM5K8GT4KGB		10189	10189
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
27MAY19 D		19:00	18JUN20		0.00	CASH
						INV. DATE
						30JUN20
						R.O. OPENED
						11:25 27JAN20
						READY
						17:05 30JUN20

OPTIONS: ENG:3.5_Liter_GTDI

We are a proud retailer of Original Equipment (OE) parts, sourced from the vehicle manufacturer and backed by its limited warranty.

We also offer high quality non-OE parts that are suitable for your vehicle and fit all budgets and needs. If you have chosen a non-OE part, it will be identified on your invoice as "AP*." These non-OE (AP*) parts are not sourced from the vehicle's manufacturer or covered by its warranty. Non-OE parts come with a limited warranty backed by AutoNation and/or the parts manufacturer.

Dealer is not authorized to perform recall repairs for non-Dealer brand vehicles and Dealer's Vehicles Safety and Condition Inspection and/or service does not include a review of possible pending recalls or service campaigns issued by manufacturers of other makes and models.

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
A CUSTOMER STATES RIGHT ROOF RAIL IS LOOSE							
NC NO CHARGE							
PARTS:	4510	CF				0.00	0.00
	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00
10189 AO SEE LINE B FOR REPAIR							

B							
B CUSTOMER STATES LEFT ROOF RAIL IS LOOSE							
NC TSB NOT FOLLOWED							
4510IFEPS							
	1	FB5Z*78551A47*EA	CAP				(N/C)
	1	FB5Z*78551A46*EA	CAP				(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00
10189 BOTH ROOF RACK CAPS WARPED AND NOT STAYING ATTACHED. 551A47							
MT551A47 0.4 0.40 VERIFIED THE ROOF RACK CAPS LOOSE. FOUND BOTH CAPS							
WARPED AND NOT FITTING CORRECTLY. REPLACED BOTH ROOF CAPS AND TESTED.							
NO LABOR OP AVAILABLE							

C							
C Multi-Point Inspection Not Required at This Time							
MULTI-N Multi-Point Inspection Not Required at This Time							
	9999	CFMPI				0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00

D							
D CUSTOMER STATES A RATTLE ON LEFT FRONT HEADLINER WHEN HE PUTS HIS							
HAND THERE IT STOPS							
CAUSE:							
OSL OUTSIDE LABOR							
	9999	WF					(N/C)
FC: PART#: COUNT:							
CLAIM TYPE:							
AUTH CODE:							
9999							
SUBL AUTONATION COLLISION CENTER INV#67903							
WF							
(N/C)							



<p>NOTICE OF WORKER'S LIEN PURSUANT TO TEXAS PROPERTY CODE s. 70.001</p> <p>The undersigned, being the person who has paid for repairs to the vehicle described in this Repair Invoice, understands that if the Dealership relinquishes possession of the vehicle in return for payment via a check, money order or credit card transaction that is stopped or dishonored due to insufficient funds, no funds, or because the account does not exist or has been closed, the worker's lien continues to exist and the Dealership is entitled to possession of the vehicle in accordance with S. 5.609 of the Texas Business & Commerce Code until the amount due is paid.</p> <p>Customer X _____ Date _____</p>		<p>SHOP SUPPLY COSTS: We have added a charge equal to 14.99% of the total cost of labor and parts, not to exceed \$59.99 to the Repair Order for shop supplies used in connection with this repair.</p>		<p>LABOR AMOUNT</p> <p>PARTS AMOUNT</p> <p>GAS, OIL, LUBE</p> <p>SUBLET AMOUNT</p> <p>MISC. CHARGES</p> <p>TOTAL CHARGES</p> <p>LESS INSURANCE</p> <p>SALES TAX</p> <p>PLEASE PAY THIS AMOUNT</p>		<p>TOTALS</p>
<p>WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE REVERSE SIDE OF THIS REPAIR INVOICE FOR THE DEALERSHIP'S LIMITED WARRANTY.</p> <p>By signing below, you acknowledge that you were notified of and authorized the Dealership to perform services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.</p> <p>DATE _____ CUSTOMER SIGNATURE _____ AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE _____</p>		<p>ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.</p>				

INVOICE

Invoice #: [REDACTED]

Tag #: [REDACTED]

AutoNation

AutoNation Ford Burleson

850 North Burleson Blvd.
Burleson, TX 76028
Phone 817-295-8121 - Metro 817-477-2601
Fax 817-295-8120

www.autonation.com

BURLESON TX

Home: [REDACTED]

Bus: [REDACTED]

Customer #: [REDACTED]

Service Advisor: **3940 MATTHEW MASTERS**

Cell: [REDACTED]

Email: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
WHITE	19	FORD EXPLORER	1FM5K8GT4KGB		10189	10189			
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
27MAY19 D			19:00 18JUN20		0.00	CASH	30JUN20	11:25 27JAN20	17:05 30JUN20

OPTIONS: ENG:3.5_Liter_GTDI

We are a proud retailer of Original Equipment (OE) parts, sourced from the vehicle manufacturer and backed by its limited warranty.

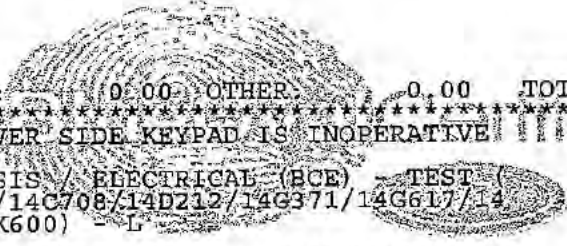
We also offer high quality non-OE parts that are suitable for your vehicle and fit all budgets and needs. If you have chosen a non-OE part, it will be identified on your invoice as "AP*." These non-OE (AP*) parts are not sourced from the vehicle's manufacturer or covered by its warranty. Non-OE parts come with a limited warranty backed by AutoNation and/or the parts manufacturer.

Dealer is not authorized to perform recall repairs for non-Dealer brand vehicles and Dealer's Vehicles Safety and Condition Inspection and/or service does not include a review of possible pending recalls or service campaigns issued by manufacturers of other makes and models.

LINE OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL	
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:	0.00
10189 SUBLET TO BODY SHOP TO TACK WELD PANELS THAT WERE MAKING NOISE							

E CUSTOMER REQUEST LOANER WHILE IN FOR REPAIRS 3 DAYS FORD EXPLORER							
CAUSE: [REDACTED]							
S199	SUBLET					(N/C)	
	9999WFLSL						
FC:	PART#: COUNT:						
CLAIM TYPE:							
AUTH CODE:	9999						
MISC AUTONAITON LOANER							
	WFLSL					(N/C)	
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE E:	0.00

F** CUSTOMER STATES DRIVER SIDE KEYPAD IS INOPERATIVE							
CAUSE:							
12651D	BODY / CHASSIS / ELECTRICAL - (BCE) - TEST					(N/C)	
	(14A068/14B205/14C708/14D212/14G371/14G617/14G618/15604/15K600) - L						
	4510 WF						
12651D45	BODY/CHASSIS/ELECTRICAL - DIAGNOSTIC PIN POINT TEST - L					(N/C)	
	4510 WF						
12651D14	KEYBOARD ACTUATOR - REPLACE (14A626/20555) - L					(N/C)	
	4510 WF						
	1 DB5Z*7820555*AC MOULDING - DOOR OUTSIDE					(N/C)	
FC:	PART#: COUNT:						
CLAIM TYPE:							
AUTH CODE:	4510						



NOTICE OF WORKER'S LIEN PURSUANT TO TEXAS PROPERTY CODE s. 70.001
The undersigned, being the person who has paid for repairs to the vehicle described in this Repair Invoice, understands that if the Dealership pre-emptively takes possession of the vehicle in return for payment via a check, money order or credit card transaction that is stopped or dishonored due to insufficient funds, no funds, or because the account does not exist or has been closed, the worker's lien continues to exist and the Dealership is entitled to possession of the vehicle in accordance with S. 9.609 of the Texas Business & Commerce Code until the amount due is paid.

Customer X _____ Date _____

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

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

DATE _____ CUSTOMER SIGNATURE _____ AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE _____

*** SHOP SUPPLY COSTS:**
We have added a charge equal to 14.99% of the total cost of labor and parts, not to exceed \$59.99 to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

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

INVOICE

Invoice #: [REDACTED]

Tag #: [REDACTED]

AutoNation

AutoNation Ford Burleson

850 North Burleson Blvd,
Burleson, TX 76028
Phone 817-295-8121 · Metro 817-477-2601
Fax 817-295-8120

www.autonation.com

BURLESON, TX

Home: [REDACTED]

Bus: [REDACTED]

Customer # [REDACTED]

Cell: [REDACTED]

Email: [REDACTED]

Other: [REDACTED]

Service Advisor: **3940 MATTHEW MASTERS**

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
WHITE	19	FORD EXPLORER	1FM5K8GT4KGB		10189	10189			
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
27MAY19 D			19:00 18JUN20		0.00	CASH	30JUN20	11:25 27JAN20	17:05 30JUN20

OPTIONS: ENG:3.5_Liter_GTDI

We are a proud retailer of Original Equipment (OE) parts, sourced from the vehicle manufacturer and backed by its limited warranty.

We also offer high quality non-OE parts that are suitable for your vehicle and fit all budgets and needs. If you have chosen a non-OE part, it will be identified on your invoice as "AP". These non-OE (AP) parts are not sourced from the vehicle's manufacturer or covered by its warranty. Non-OE parts come with a limited warranty backed by AutoNation and/or the parts manufacturer.

Dealer is not authorized to perform recall repairs for non-Dealer brand vehicles and Dealer's Vehicles Safety and Condition Inspection and/or service does not include a review of possible pending recalls or service campaigns issued by manufacturers of other makes and models.

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

10189 INTERNAL FAILURE IN THE KEYLESS KEYPAD. 20555 12651D14 0.5,
12651D 0.2, 12651D45 0.3 1.00 VERIFIED THE KEY PAD INOP. PERFORMED BCE
TEST. NO CODES FOUND. PERFORMED PPT D. FOUND INTERNAL FAILURE IN THE
KEY PAD ASSY. REPLACED THE KEYPAD ASSY AND TESTED.



NOTICE OF WORKER'S LIEN PURSUANT TO TEXAS PROPERTY CODE S. 70.001

The undersigned, being the person who has paid for repairs to the vehicle described in this Repair Invoice, understands that if the Dealership pre-terminates possession of the vehicle in return for payment via a check, money order or credit card transaction that is stopped or dishonored due to insufficient funds, no funds, or because the account does not exist or has been closed, the worker's lien continues to exist and the Dealership is entitled to possession of the vehicle in accordance with S. 9.609 of the Texas Business & Commerce Code until the amount due is paid.

Customer X _____ Date _____

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

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

DATE _____ CUSTOMER SIGNATURE _____ AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE _____

* SHOP SUPPLY COSTS:

We have added a charge equal to 14.99% of the total cost of labor and parts, not to exceed \$59.99 to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

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

Customer Copy

INVOICE

Invoice #: [REDACTED]

Tag #: [REDACTED]

AutoNation

AutoNation Ford Burleson

850 North Burleson Blvd.
Burleson, TX 76028
Phone 817-295-8121 · Metro 817-477-2601
Fax 817-295-8120

Home: [REDACTED] Cell: [REDACTED] Bus: [REDACTED] Email: [REDACTED] Customer # [REDACTED] home Service Advisor: **1340 ANN MISER**

www.aunation.com

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
WHITE	19	FORD EXPLORER	1FM5K8GT4KGE		7012	7012
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
27MAY19 D			14:30 18DEC19		0.00	OOEM
					INV DATE	R.O. OPENED
					18DEC19	12:45 18DEC19
						READY
						18:06 18DEC19

OPTIONS: ENG:3.5_Liter_GTDI

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Dealer is not authorized to perform recall repairs for non-Dealer brand vehicles and Dealer's Vehicles Safety and Condition Inspection and/or service does not include a review of possible pending recalls or service campaigns issued by manufacturers of other makes and models.

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A			Tires - Rotate				
			MA40 Tires - Rotate				
			7032 ADCOCK, PHILIP LIC#: 7032				
			CFZM				
PARTS:			0.00	LABOR:	24.99	OTHER:	0.00
	7012	A4	0.40	ROTATED ALL TIRES		TOTAL LINE A:	24.99

B			CUSTOMER STATES LEFT ROOF RAIL IS LOOSE				
			CAUSE:				
			A0 SOP				
			4510 CF				
PARTS:			0.00	LABOR:	0.00	OTHER:	0.00
	7012	A0	SOP	ROOF RAIL CAP.		TOTAL LINE B:	0.00



NOTICE OF WORKER'S LIEN PURSUANT TO TEXAS PROPERTY CODE s. 70.001

The undersigned, being the person who has paid for repairs to the vehicle described in this Repair Invoice, understands that if the Dealership pre-liquidates possession of the vehicle in return for payment via a check, money order or credit card transaction that is stopped or dishonored due to insufficient funds, no funds, or because the account does not exist or has been closed, the worker's lien continues to exist and the Dealership is entitled to possession of the vehicle in accordance with S. 9.609 of the Texas Business & Commerce Code until the amount due is paid.

Customer X _____ Date _____

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

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

DATE _____ CUSTOMER SIGNATURE _____ AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE _____

*** SHOP SUPPLY COSTS:**

We have added a charge equal to 14.99% of the total cost of labor and parts, not to exceed \$59.99 to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

LABOR AMOUNT	24.99
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	24.99
LESS INSURANCE	24.99
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

AutoNation

AutoNation Ford Burleson

850 North Burleson Blvd.
Burleson, TX 76028
Phone 817-295-8121 • Metro 817-477-2601
Fax 817-295-8120

INVOICE

Invoice #: [REDACTED]

Tag #: [REDACTED]

Home: [REDACTED] Bus: [REDACTED] Customer #: [REDACTED] Service Advisor: 9959 MIKE WOOD

www.autonation.com

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
WHITE	19	FORD EXPLORER	1FM5K8GT4KGE		5149	5149			
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
27MAY19 D			WAIT 03OCT19		0.00	CASH	03OCT19	13:46 03OCT19	14:16 03OCT19

OPTIONS: ENG:3.5_Liter_GTDI

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LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
A AUTONATION PRECISION OIL CHANGE							
PPOIL AUTONATION PRECISION OIL CHANGE							
7032 ADCOCK, PHILIP LIC#: 7032							
CFZM							
	1	PPG2500 AP*	PP OIL FILTER		4.80	4.80	4.80
	6	P5W30BLB AP*	PZLGLD5W30 SBMO DEX1		5.03	5.03	30.18
PARTS:	34.98	LABOR:	20.00	OTHER:	0.00	TOTAL LINE A:	54.98
5149 A3 0.30 PERFORMED OIL/ FILTER CHANGE							

B							
B VEHICLE SAFETY CONDITION INSPECTION INCLUDED							
MULTI-I VEHICLE SAFETY CONDITION INSPECTION							
INCLUDED							
7032 ADCOCK, PHILIP LIC#: 7032							
CFMPI							
GBATT	GOOD	BATTERY				0.00	0.00
7032 ADCOCK, PHILIP LIC#: 7032							
CFMPI							
GTIRE	TIRES	ARE GOOD				0.00	0.00
7032 ADCOCK, PHILIP LIC#: 7032							
CFMPI							
GBK	BRAKE	PADS MEET FACTORY-MIN- SPEC				0.00	0.00
7032 ADCOCK, PHILIP LIC#: 7032							
CFMPI							
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00
5149 GBATT GTIRE GBK							
ALL BRAKES AT 11MM							
FRONT TIRES AT 8/32							
REAR TIRES AT 9/32							
DOT 4618							

C							
C TIRES ARE GOOD							
GTIRE TIRES ARE GOOD							
	9999	CF				0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00



NOTICE OF WORKER'S LIEN PURSUANT TO TEXAS PROPERTY CODE S. 70.001

The undersigned, being the person who has paid for repairs to the vehicle described in this Repair Invoice, understands that if the Dealership relinquishes possession of the vehicle in return for payment via a check, money order or credit card transaction that is stopped or dishonored due to insufficient funds, no funds, or because the account does not exist or has been closed, the worker's lien continues to exist and the Dealership is entitled to possession of the vehicle in accordance with S. 9.609 of the Texas Business & Commerce Code until the amount due is paid.

Customer X _____ Date _____

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DATE _____ CUSTOMER SIGNATURE _____ AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE _____

DESCRIPTION	*SHOP SUPPLY COSTS:	LABOR AMOUNT	TOTALS
	We have added a charge equal to 14.99% of the total cost of labor and parts, not to exceed \$59.99 to the Repair Order for shop supplies used in connection with this repair.	PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

Customer Copy

INVOICE

Invoice #:

Tag #:

AutoNation

AutoNation Ford Burleson

850 North Burleson Blvd.
Burleson, TX 76028
Phone 817-295-8121 • Metro 817-477-2601
Fax 817-295-8120

Home:

Bus:

Customer #:

Cell:

Email:

Service Advisor: **9959 MIKE WOOD**

www.autonation.com

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
WHITE	19	FORD EXPLORER	1FM5K8GT4KGB		5149	5149			
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
27MAY19 D			WAIT 03OCT19		0.00	CASH	03OCT19	13:46 03OCT19	14:16 03OCT19

OPTIONS: ENG:3.5_Liter_GTD

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LINE OPCODE TECH TYPE HOURS
ENVIRONMENTAL FEE

LIST	NET	TOTAL
		3.00



NOTICE OF WORKER'S LIEN PURSUANT TO TEXAS PROPERTY CODE §. 70.001

The undersigned, being the person who has paid for repairs to the vehicle described in this Repair Invoice, understands that if the Dealership pre-emptively seizes possession of the vehicle in return for payment via a check, money order or credit card transaction that is stopped or dishonored due to insufficient funds, no funds, or because the account does not exist or has been closed, the worker's lien continues to exist and the Dealership is entitled to possession of the vehicle in accordance with §. 9.609 of the Texas Business & Commerce Code until the amount due is paid.

Customer X _____ Date _____

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

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DATE _____ CUSTOMER SIGNATURE _____ AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE _____

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LABOR AMOUNT	20.00
PARTS AMOUNT	34.98
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	3.00
TOTAL CHARGES	57.98
LESS INSURANCE	0.00
SALES TAX	3.14
PLEASE PAY THIS AMOUNT	61.12

Customer Copy

Claim





LEMON LAW EXPERTS

May 20, 2021

**** PLEASE RESPOND VIA EMAIL TO CONTACT@NOLEMON.COM ****

SENT VIA U.S. MAIL ONLY

**FMC Consumer Claims
Ford Motor Company
One American Road, Suite 400
Dearborn, MI 48126**

FORD MOTOR COMPANY

MAY 27 2021

OFFICE OF THE GENERAL
COUNSEL

Re: [REDACTED] and [REDACTED] v. **Ford Motor Company**

Vehicle: 2019 Ford Explorer

VIN No.: 1FM5K8GT6KGE [REDACTED]

Notice of Representation by Counsel

Dear Sir or Madam:

Please be advised that our office has been retained to represent [REDACTED] and [REDACTED] with regard to claims against Ford Motor Company pursuant to the Song-Beverly Consumer Warranty Act, California *Civil Code* § 1790, *et. seq.*, (“California Lemon Law”) and/or the Federal Magnuson-Moss Warranty Act, 15 U.S.C. 2310, with regard to the above-referenced vehicle.

Having now been advised as to our representation, KINDLY CEASE AND DESIST FROM ANY FURTHER CONTACT OR COMMUNICATIONS, WRITTEN, VERBAL, OR OTHERWISE WITH OUR CLIENT, thereby directing all future correspondence and communications regarding this matter to our office, exclusively. If you fail to act in conformity with this directive, injunctive relief will be sought against you.

You are hereby notified that pursuant to California *Civil Code* § 1794(d) and/or 15 U.S.C. 2310(d), that any settlement made with our client requires the payment of our attorney’s fees and costs. If a settlement is reached between you and our client that does not make arrangements for the payment of our attorney’s fees and costs, we will be forced to file suit against you. In addition, through this correspondence, you are hereby notified of our attorney’s lien.

Our client hereby requests that you comply with California *Civil Code* § 1793.2(d)(2) and seeks relief for numerous defects, non-conformities, and unsuccessful repair attempts with regard to the subject vehicle. These defects and non-conformities include, but are not limited to the following:

1. Defective braking system;
2. Defective body system;
3. Defective suspension system;

5757 WEST CENTURY BOULEVARD, SUITE 500, LOS ANGELES, CALIFORNIA 90045

TELEPHONE (310) 442-1410 • FACSIMILE (877) 566-8828

EMAIL: CONTACT@NOLEMON.COM • WWW.NOLEMON.COM

CONSUMER LAW EXPERTS, PC

Ford Motor Company

Re [REDACTED] v. Ford Motor Company

May 20, 2021

Page 2

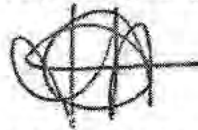
4. Defective transmission system; and
5. Any additional complaints made by our client, whether or not they are contained in your company's records or on any repair orders.

The defects and non-conformities listed hereinabove constitute a substantial impairment of the use, value and/or safety of the vehicle. As a result of these defects and non-conformities, my client has justifiably lost confidence in the vehicle. Accordingly, you are hereby notified that my client is revoking acceptance of this vehicle and my client has directed me to demand the cancellation of the contracts and the return of all funds paid towards this vehicle, including all finance charges, all collateral charges, any trade-in value given, and incidental and consequential damages.

To avoid the unnecessary time and expense of litigation, my client merely requests a refund for the defective vehicle, plus payment of our attorneys' fees and costs. Please keep in mind that at this stage, our attorneys' fees and costs are minimal. It is our desire to resolve this matter as amicably and expeditiously as possible without the need for causing either party to incur any unnecessary expenses.

Accordingly, if you wish to proceed with a quick resolution of this matter, please feel free to contact my office. Please be advised that if the matter has not been resolved within fourteen (14) days from the date of this correspondence, we will have no choice but to file suit. To streamline the process, you may contact me via email at contact@nolemon.com.

Very truly yours,



JESSICA ANVAR

**** PLEASE RESPOND VIA EMAIL TO CONTACT@NOLEMON.COM ****

CONSUMER LAW EXPERTS, PC

Ford Motor Company

Re: [REDACTED] v. Ford Motor Company

May 20, 2021

Page 3

NOTICE OF LIEN

Re: [REDACTED] v. Ford Motor Company

TO ALL PARTIES AND THEIR ATTORNEYS OF RECORD:

PLEASE TAKE NOTICE that Consumer Law Experts, PC gives notice of a contractual lien for attorney's fees against ANY recovery in the above-referenced matter by Plaintiff, [REDACTED]. Pursuant to California law, this lien is a priority lien.

This Notice of Lien is filed pursuant to *Hansen v. Jacobsen* (1986) 186 Cal. App. Ed. 350, 356-357, which provides that filing a Notice of Lien in a pending action is a proper method to give notice of the lien to all parties and their attorneys.

Any party or attorney for that party who, without knowledge of the lien, whether filed or not, distributes any funds to Plaintiff without first satisfying this lien may be held personally liable under theories including common counts, conversion, breach of fiduciary duty, etc. for the amount due under the lien pursuant to *Siciliano v. Fireman's Fund Insurance Co.* (1976) 62 Cal. App. 3d 745, 750-751, *Kaiser Foundation Health Plan, Inc. V. Aguiluz* (1996) 47 Cal. App. 4th 302; and *Miller v. Rau* (1963) 216 Cal. App. 2d 68.

Very truly yours,



JESSICA ANVAR

RETAIL INSTALLMENT SALE CONTRACT - SIMPLE FINANCE CHARGE (WITH ARBITRATION PROVISION)

Dealer Number _____ Contract Number _____ R.O.S. Number _____ Stock Number _____

Buyer Name and Address (Including County and Zip Code) [REDACTED] LOS ANGELES CA LOS ANGELES	Co-Buyer Name and Address (Including County and Zip Code) [REDACTED] LOS ANGELES CA LOS ANGELES	Seller-Creditor (Name and Address) STAR FORD LINCOLN 1101 S BRAND BLVD GLENDALE CA 91204 LOS ANGELES
--	---	--

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

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2019	FORD TRUCK EXPLORER	21	1FM5K8GT6KGB [REDACTED]	Personal, family or household unless otherwise indicated below. <input type="checkbox"/> business or commercial

ANNUAL PERCENTAGE RATE <small>The cost of your credit as a yearly rate.</small>	FINANCE CHARGE <small>The dollar amount the credit will cost you.</small>	Amount Financed <small>The amount of credit provided to you or on your behalf.</small>	Total of Payments <small>The amount you will have paid after you have made all payments as scheduled.</small>	Total Sale Price <small>The total cost of your purchase on credit, including your down payment of</small>
5.99 %	\$ 12799.33(e)	\$ 55703.51(e)	\$ 68502.81(e)	\$ 4000.00 is \$ 72502.84(e)

(e) means an estimate

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of N/A	N/A	N/A
One Payment of N/A	N/A	N/A
One Payment of N/A	N/A	N/A
83	815.51	Monthly beginning 05/19/2019
One final payment	815.51	DUE ON 04/19/2026

STATEMENT OF INSURANCE
 NOTICE: No person is required as a condition of financing the purchase of a motor vehicle to purchase or negotiate any insurance through a particular insurance company, agent or broker. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.

	Term	Premium
\$ N/A Ded. Comp., Fire & Theft	N/A Mos.	\$ N/A
\$ N/A Ded. Collision	N/A Mos.	\$ N/A
Bodily Injury \$ N/A Limits	N/A Mos.	\$ N/A
Property Damage \$ N/A Limits	N/A Mos.	\$ N/A
Medical N/A	N/A Mos.	\$ N/A
N/A	N/A Mos.	\$ N/A
Total Vehicle Insurance Premiums		\$ N/A

UNLESS A CHARGE IS INCLUDED IN THIS AGREEMENT FOR PUBLIC LIABILITY OR PROPERTY DAMAGE INSURANCE, PAYMENT FOR SUCH COVERAGE IS NOT PROVIDED BY THIS AGREEMENT.

You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit.

Buyer X _____
 Co-Buyer X _____
 Seller X _____

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.
Prepayment. If you pay early, you may be charged a minimum finance charge.
Security Interest. You are giving a security interest in the vehicle being purchased.
Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, minimum finance charges, and security interest.

ITEMIZATION OF THE AMOUNT FINANCED (Seller may keep part of the amounts paid to others.)

- 1. Total Cash Price**
 - A. Cash Price of Motor Vehicle and Accessories \$ 46700.00(A)
 - 1. Cash Price Vehicle \$ 46700.00
 - 2. Cash Price Accessories \$ N/A
 - 3. Other (Nontaxable) \$ N/A
Describe N/A
 - B. Document Processing Charge (not a governmental fee) \$ 85.00(B)
 - C. Emissions Testing Charge (not a governmental fee) \$ N/A(C)
 - D. (Optional) Theft Deterrent Device(s)
 - 1. (paid to) STAR FORD LINCOLN \$ 299.00(D1)
 - 2. (paid to) STAR FORD LINCOLN \$ 299.00(D2)
 - 3. (paid to) N/A \$ N/A(D3)
 - E. (Optional) Surface Protection Product(s)
 - 1. (paid to) N/A \$ N/A(E1)
 - 2. (paid to) N/A \$ N/A(E2)
 - F. EV Charging Station (paid to) N/A \$ N/A(F)
 - G. Sales Tax (on taxable items in A through F) \$ 4856.76(G)
 - H. Electronic Vehicle Registration or Transfer Charge (not a governmental fee) (paid to) AVRS \$ 30.00(H)
 - I. (Optional) Service Contract(s)
 - 1. (paid to) PORTFOLIO / FORD ESP \$ 3450.00(I1)
 - 2. (paid to) PORTFOLIO / FORD ESP \$ 2950.00(I2)
 - 3. (paid to) _____ \$ 450.00(I3)
 - 4. (paid to) N/A \$ N/A(I4)
 - 5. (paid to) N/A \$ N/A(I5)
 - J. Prior Credit or Lease Balance (e) paid by Seller to Vehicle 1 N/A Vehicle 2 N/A \$ N/A(J)
(see downpayment and trade-in calculation)
 - K. (Optional) Debt Cancellation Agreement \$ N/A(K)
 - L. (Optional) Used Vehicle Contract Cancellation Option Agreement \$ N/A(L)
 - M. Other (paid to) N/A \$ N/A(M)
 - N. Other (paid to) N/A \$ N/A(N)

Total Cash Price (A through N) \$ 59119.76 (1)

- Amounts Paid to Public Officials**
- A. Vehicle License Fees ESTIMATED \$ 307.00(A)
 - B. Registration/Transfer/Titling Fees ESTIMATED \$ 268.00(B)
 - C. California Tire Fees \$ 8.75(C)
 - D. Other N/A \$ N/A(D)
- Total Official Fees (A through D)** \$ 583.75 (2)

- Amount Paid to Insurance Companies**
 (Total premiums from Statement of Insurance)
- \$ N/A (3)
 - \$ N/A (4)
 - \$ 59703.51 (5)

- Subtotal (1 through 4)** \$ N/A (A)
- Total Downpayment** \$ N/A (B)
- A. Total Agreed Value of Property Being Traded-In (see Trade-In Vehicle(s))
 Vehicle 1 \$ N/A Vehicle 2 \$ N/A

OPTIONAL DEBT CANCELLATION AGREEMENT. A debt cancellation agreement is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy debt cancellation, the charge is shown in item 1K of the Itemization of Amount Financed. See your debt cancellation agreement for details on the terms and conditions it provides. It is a part of this contract.

Term N/A Mos. N/A
 Debt Cancellation Agreement

I want to buy a debt cancellation agreement.

Buyer Signs X _____

OPTIONAL SERVICE CONTRACT(S) You want to purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in item 1I.

- I1 Company PORTFOLIO / FORD ESP
Term 72 Mos. or 10000 Miles
 - I2 Company PORTFOLIO / FORD ESP
Term 72 Mos. or 10000 Miles
 - I3 Company _____
Term N/A Mos. or N/A Miles
 - I4 Company N/A
Term N/A Mos. or N/A Miles
 - I5 Company N/A
Term N/A Mos. or N/A Miles
- Buyer X _____

Trade-In Vehicle(s)

- 1. Vehicle 1**
 Year N/A Make N/A
 Model N/A Odometer N/A
 VIN N/A
 - a. Agreed Value of Property \$ N/A
 - b. Buyer/Co-Buyer Retained Trade Equity Being Traded-In (a-b) \$ N/A
 - d. Prior Credit or Lease Balance \$ N/A
 - e. Net Trade-In (c-d) (must be ≥ 0 for buyer/co-buyer to retain equity) \$ N/A
 - 2. Vehicle 2**
 Year N/A Make N/A
 Model N/A Odometer N/A
 VIN N/A
 - a. Agreed Value of Property \$ N/A
 - b. Buyer/Co-Buyer Retained Trade Equity Being Traded-In (a-b) \$ N/A
 - c. Agreed Value of Property \$ N/A
 - d. Prior Credit or Lease Balance Being Traded-In (a-b) \$ N/A
 - e. Net Trade-In (c-d) (must be ≥ 0 for buyer/co-buyer to retain equity) \$ N/A
- Total Agreed Value of Property Being Traded-In (1c+2c)** \$ N/A
- Total Prior Credit or Lease Balance (1d+2d)** \$ N/A
- Total Net Trade-In (1e+2e)** \$ N/A
 (*See item 6A-6C in the Itemization of Amount Financed)

B. Registration Fees for Public Ownership \$ 2137.00 (1)
 C. California Title Fees \$ 248.00 (2)
 D. Other N/A \$ N/A (D)
Total Official Fees (A through D) \$ 583.75 (2)

3. Amount Paid to Insurance Companies (Total premiums from Statement of Insurance) \$ N/A (3)
 4. State Emissions Certification Fee or State Emissions Exemption Fee \$ N/A (4)
 5. Subtotal (1 through 4) \$ 59703.51 (5)
 6. Total Downpayment

A. Total Agreed Value of Property Being Traded-In (see Trade-In Vehicle(s)) \$ N/A (A)
 Vehicle 1 \$ N/A Vehicle 2 \$ N/A
 B. Total Less Prior Credit or Lease Balance (e) \$ N/A (B)
 Vehicle 1 \$ N/A Vehicle 2 \$ N/A
 C. Total Net Trade-In (A-B) (Indicate if negative number) \$ N/A (C)
 Vehicle 1 \$ N/A Vehicle 2 \$ N/A
 D. Deferred Downpayment Payable to Seller \$ N/A (D)
 E. Manufacturer's Rebate \$ 2000.00 (E)
 F. Other N/A \$ N/A (F)
 G. Cash, Cash Equivalent, Check, Credit Card, or Debit Card \$ 2000.00 (G)
Total Downpayment (C through G) \$ 4000.00 (6)
 (If negative, enter zero on line 6 and enter the amount less than zero as a positive number on (line 4) above)

7. Amount Financed (5 less 6) \$ 55703.51 (7)

c. Agreed Value of Property Being Traded-In (A-B) \$ N/A
 d. Prior Credit or Lease Balance \$ N/A
 e. Net Trade-In (C-D) (must be ≥ 0 for buyer-to-buyer to retain equity) \$ N/A
Total Agreed Value of Property Being Traded-In (1c+2c) \$ N/A
Total Prior Credit or Lease Balance (1d+2d) \$ N/A
Total Net Trade-In (1e+2e) \$ N/A
 (*See item 6A-6C in the Itemization of Amount Financed)

OPTION: You pay no finance charge if the Amount Financed, item 7, is paid in full on or before N/A Year N/A
 SELLER'S INITIALS N/A

Agreement to Arbitrate: By signing below, you agree that, pursuant to the Arbitration Provision on the reverse side of this contract, you or we may elect to resolve any dispute by neutral, binding arbitration and not by a court action. See the Arbitration Provision for additional information concerning the agreement to arbitrate.

Buyer Signs X [Signature]
 Co-Buyer Signs X [Signature]

Trade-In Payoff Agreement: Seller relied on information from you and/or the lienholder or lessor of your trade-in vehicle(s) to arrive at the payoff amount shown as the Prior Credit or Lease Balance in Trade-In Vehicle(s). You understand that the amount quoted is an estimate.

Seller agrees to pay the payoff amount shown as the Prior Credit or Lease Balance in Trade-In Vehicle(s) to the lienholder or lessor of the trade-in vehicle(s), or its designee. If the actual payoff amount is more than the amount shown as the Prior Credit or Lease Balance in Trade-In Vehicle(s), you must pay the Seller the excess on demand. If the actual payoff amount is less than the amount shown as the Prior Credit or Lease Balance in Trade-In Vehicle(s), Seller will refund to you any overage Seller receives from your prior lienholder or lessor. Except as stated in the "NOTICE" on the back of this contract, any assignee of this contract will not be obligated to pay the Prior Credit or Lease Balance shown in Trade-In Vehicle(s) or any refund.

Buyer Signature X [Signature] Co-Buyer Signature X [Signature]

AUTO BROKER FEE DISCLOSURE

If this contract reflects the retail sale of a new motor vehicle, the sale is not subject to a fee received by an autobroker from us unless the following box is checked:

Name of autobroker receiving fee, if applicable: N/A

HOW THIS CONTRACT CAN BE CHANGED: This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and both you and we must sign it. No oral changes are binding.

Buyer Signs X [Signature] Co-Buyer Signs X [Signature]

SELLER'S RIGHT TO CANCEL: If Buyer and Co-Buyer sign here, the provisions of the Seller's Right to Cancel section on the back of this contract shall apply. Seller is unable to assign this contract to a financial institution will apply.

Buyer X [Signature] Co-Buyer X [Signature]

THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS PROVIDED IN LAW MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.

FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, CONTACT YOUR INSURANCE AGENT. THE BUYER UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND

S/S X [Signature] X [Signature]

Notice to buyer: (1) Do not sign this agreement before you read it or if it contains any blank spaces to be filled in. (2) You are entitled to a completely filled in copy of this agreement. (3) You can prepay the full amount due under this agreement at any time. (4) If you default in the performance of your obligations under this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement.

If you have a complaint concerning this sale, you should try to resolve it with the seller. Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof. After this contract is signed, the seller may not change the financing or payment terms unless you agree in writing to the change. You do not have to agree to the change, and it is an unfair, deceptive practice for the seller to make a unilateral change.

Buyer Signature X [Signature] Co-Buyer Signature X [Signature]

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

THERE IS NO COOLING-OFF PERIOD UNLESS YOU OBTAIN A CONTRACT CANCELLATION OPTION

California law does not provide for a "cooling-off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel this contract with the agreement of the seller or for legal cause, such as fraud. However, California law does require a seller to offer a two-day contract cancellation option on used vehicles with a purchase price of less than forty thousand dollars (\$40,000), subject to certain statutory conditions. This contract cancellation option requirement does not apply to the sale of a recreational vehicle, a motorcycle, or an off-highway motor vehicle subject to identification under California law. See the vehicle contract cancellation option agreement for details.

YOU AGREE TO THE TERMS OF THIS CONTRACT. YOU CONFIRM THAT BEFORE YOU SIGNED THIS CONTRACT, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT. YOU ACKNOWLEDGE THAT YOU HAVE READ BOTH SIDES OF THIS CONTRACT, INCLUDING THE ARBITRATION PROVISION ON THE REVERSE SIDE, BEFORE SIGNING BELOW. YOU CONFIRM THAT YOU RECEIVED A COPY OF THIS CONTRACT WHEN YOU SIGNED IT.

Buyer Signature X [Signature] Date 04/04/19 Co-Buyer Signature X [Signature]

Co-Buyers and Other Owners: The person who is responsible for paying the entire debt. An other owner is a person who has to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other Owner Signature X _____ Address _____

GUARANTY: To induce us to sell the vehicle to Buyer, each person who signs as a Guarantor individually guarantees the payment of this contract. If Buyer fails to pay any money owing on this contract, each Guarantor must pay it when asked. Each Guarantor will be liable for the total amount owing even if other persons also sign as Guarantor, and even if Buyer has a complete defense to Guarantor's demand for reimbursement. Each Guarantor agrees to be liable even if we do one or more of the following: (1) give the Buyer more time to pay one or more payments; (2) give a full or partial release to any other Guarantor; (3) release any security; (4) accept less than the Buyer than the total amount owing; or (5) otherwise reach a settlement relating to this contract or extend the contract. Each Guarantor acknowledges receipt of a completed copy of this contract and guaranty at the time of signing.

Guarantor waives notice of acceptance of this Guaranty, notice of the Buyer's non-payment, non-performance, and default, and notices of the amount owing at any time, and of any demands upon the Buyer.

Guarantor X _____ Date _____ Guarantor X _____
 Address _____ Address _____

Seller Signs STAR FORD LINCOLN Date 04/04/19 By X [Signature]

LAW FORM NO. 553-CA-ARB (REV. 11/10) N
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 THE PRINTER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR PURPOSE OF THIS FORM.

STATE OF CALIFORNIA - DEPARTMENT OF MOTOR VEHICLES

VALIDATED REGISTRATION CARD

LICENSE NUMBER [REDACTED]	REGISTRATION VALID FROM 04/08/2021 TO 04/08/2022	TYPE 11	TYPE VEHICLE USE AUTO	ENGINE NUMBER	MISC KB2 40
VEHICLE IDENTIFICATION NUMBER 1FMSK0GT6K6[REDACTED]	MAKE FORD	VLF CLASS MS	*YR 0000	YR MODEL 2019	TYPE VEH 12
DATE FIRST SOLD 04/14/2021	MP G	AX	WC	UNLADEN / G / CBW	TOTAL FEES PAID \$575
BUD / TYPE MODEL UT	CC/ALCO 19/00				

LIENHOLDER
US BK NA

REGISTERED OWNER

LOS ANGELES CA



Registration Fee:
Credit Card Service Fee:
Sales Tax:
Pollution Tax:
Accession Number:
Transaction Number:
DMV Identification Number:
(Not for Administrative Number)

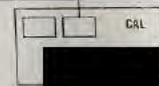
STICKER INSTRUCTIONS

1. CLEAN SURFACE. SCRAPE OFF ACCUMULATED STICKERS (WILL NOT STICK IF WET OR DIRTY).
2. REMOVE DECAL BY BENDING PAPER ALONG DOTTED LINE.
3. LIFT EDGE OF DECAL AND SLOWLY PEEEL.
4. PLACE STICKER ON REAR PLATE AS SHOWN BELOW.

VEHICLES:
Top Right Corner



MOTORCYCLES ONLY:
Right Half of This Wall



IMPORTANT INSTRUCTIONS ON REVERSE SIDE

STAR FORD LINCOLN GLENDALE

1101 S Brand Blvd Glendale, CA 91204
 Phone: (818) 956-0977
 Service: (818) 502-1901 • Fax: (818) 243-0578
 www.starautogroup.com
 B.A.R. # REG ARD011052
 P.A. CODE 05537
 E.P.A # CAL 000381212

SERVICE DEPARTMENT HOURS
 7:30 a.m. to 6:30 p.m.
 Monday - Friday
 8:00 a.m. to 5:00 p.m. Saturday

R/O Open Date	R/O Number
2/16/21	
Time Received	Time Promised
9:12	2/16 19:00
Current Mileage	Mileage Out
26540	
Estimate of Repairs	Service Advisor / Key Tag #
	EDDIE GONZALEZ/6017

LOS ANGELES, CA		Work Phone	Vehicle Identification Number	
Year	Make	Home Phone	Delivery Date	In-Service Date
2019	FORD TRUCK		4/04/19	
95463		Body	Color	License Number
	EXPLORER		AGATE BLK	

Job Number	Description of Work	Code
1.	QUICK SERVICE 3 C/S: DRIVER SIDE ROOF RAIL IS LOOSE.	06FOZ02 Customer Pay Customer Pay

Job Number	Description of Work	Code
2.	STEERING & BRAKES 1 customer states there a clicking sound from front suspension. please check and advise.	03FOZ01 WARR-FORD

Job Number	Description of Work	Code
3.	CHECK TIRE PRESSURE CHECK TIRE AIR PRESSURE	01FOAIRPRE Customer Pay Customer Pay

Job Number	Description of Work	Code
4.		

Job Number	Description of Work	Code
5.		

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

"I hereby authorize the repair work above to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES.

Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

X

STAR FORD LINCOLN GLENDALE

1101 S Brand Blvd Glendale, CA 91204
Phone: (818) 956-0977
Service: (818) 502-1901 • Fax: (818) 243-0578
www.starauto.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:30 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday

B.A.R. # REG ARD011052
P.A. CODE 05537
E.P.A # CAL 000381212
CAL 000378943

R/O Open Date	R/O Number
2/01/21	
R/O Close Date	Status
2/03/21	Pre-Invoice
Mileage In	Mileage Out
26063	26064
Service Advisor / Tag #	
EDDIE GONZALEZ/6881	
Vehicle Identification Number	
1FM5K8GT6KGB	
Delivery Date	In-Service Date
4/04/19	
Color	License Number
AGATE BLK	

[Redacted]
LOS ANGELES, CA

Year	Make	Model	Body
2019	FORD TRUCK	EXPLORER	
95463			

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [Redacted] Email: [Redacted]	
#1 - 03FOZ: * BRAKE DIAG CUSTOMER REQUEST BRAKE SYSTEM DIAGNOSIS / INSPECTI ON customer states brakes are making a grinding sound. please check and advise. Caused by VERIFIED CUSTOMER CONCERN. CHECKED THE OASIS REPORT FOR TSB(S)/SSM(S)/SERVICE HISTORY. ROAD TESTED 1 MILES. PERFORMED A COMPLETE FOUR WHEEL BRAKE INSPECTION TO FIND THE LEFT FRONT BRAKES ARE AT 9MM AND THE RIGHT FRONT BRAKES ARE AT 9MM MM THE LEFT REAR BRAKES ARE AT 0MM MM AND THE RIGHT REAR BRAKES ARE AT 1MM MM. FOUND THE REAR BRAKE PADS ARE WORN BELOW MINIMUM SPECS AT 0MM Tech: CONRAD PACAS (579) Caused by LIFTER BLEED DOWN Tech: CONRAD PACAS (579) Installed EU2Z 2V200 D :PAD - BRAKE ACCESSED/REMOVED/REPLACED THE REAR BRAKE PADS. RESURFACED THE REAR ROTORS USING THE ON CAR BRAKE LATHE WITH A LEFT INITIAL THICKNESS OF 18.60 MM AND A RIGHT INITIAL THICKNESS OF 18.77 MM AND A LEFT FINAL THICKNESS OF 18.30 MM AND A RIGHT	Warranty Warranty Warranty Qty: 1

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

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B.A.R. # REG ARD011052
P.A. CODE 05537
E.P.A # CAL 000381212
CAL 000378943

R/O Open Date	R/O Number
3/30/21	
R/O Close Date	Status
3/30/21	Pre-Invoice
Mileage In	Mileage Out
28252	28252
Service Advisor / Tag #	
JORGE TORRES/7212	
Vehicle Identification Number	
1FM5K8GT6KGB	
Delivery Date	In-service Date
4/04/19	
Color	License Number
AGATE BLK	

[Redacted]		
LOS ANGELES, CA		
Year	Make	Model
2019	FORD TRUCK	EXPLORER
95463		

Work Phone	
Home Phone	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [Redacted] Email: [Redacted]	
#1 - 66FOZ: FORD WARR MAINT SVC 0968 - USA 2019 NEW 72/100K PREM MAINT(M&W) 7.5K INTERVAL Caused by OIL AND FILTERS DIRTY Tech: MANUEL MORALES (490) Installed AA5Z 6714 A :FILTER ASY - OIL Qty: 1 Installed XO 5W30 Q1SP :MOTORCRAFT SAE 10W-30 API Qty: 6 Installed FA 1884 :ELEMENT ASY - AIR CLEANER Qty: 1 Installed FP 68 :FILTER - ODOUR AND PARTICLES Qty: 1 CHANGED ENGINE OIL AND OIL FILTER USING 6 QUARTS OF 5W30. PERFORMED A TIRE ROTATION AND INSPECTION. TIRE INSPECTION FOUND THE LF TIRE TREAD AT 6 /32NDS AND THE RF TIRE TREAD AT 6 /32NDS THE LR TIRE TREAD AT 5 /32NDS AND THE RR TIRE TREAD AT 5 /32NDS. FOUR WHEEL BRAKE INSPECTION FOUND THE LF BRAKES ARE 8 MM AND THE RF BRAKES ARE 8 MM THE LR BRAKES ARE 10 MM AND THE RR BRAKES ARE 10 MM. PERFORMED A BATTERY TEST. PERFORMED A FILTER CHECK. CHECKED ALL THE BELTS AND HOSES. PERFORMED A MULTI POINT INSPECTION. REPLACE AIR FILTER REPLACE CABIN FILTER. RESET TIRE PRESSURES THE FRONT TO 35 PSI AND THE REAR TIRES TO 35 PSI. TOPPED OFF FLUID LEVELS. RESET THE MAINTENANCE REMINDER LIGHT.	Warranty Warranty Warranty Warranty
4 Wheel Parts	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

STAR FORD LINCOLN GLENDALE

1101 S Brand Blvd Glendale, CA 91204
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SERVICE DEPARTMENT
7:30 a.m. to 5:00 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday
B.A.R. # REG ARD011052
P.A. CODE 05537
E.P.A # CAL 000381212
CAL 000378943

R/O Open Date	R/O Number
4/20/21	
R/O Close Date	Status
4/29/21	Pre-Invoice
Mileage In	Mileage Out
29148	29148
Service Advisor / Tag #	
EDDIE GONZALEZ/6476	
Vehicle Identification Number	
1FM5K8GT6KGB	
Delivery Date	In-Service Date
4/04/19	
Color	License Number
AGATE BLK	

Work Phone
Home Phone
Body

Year	Make	Model
2019	FORD TRUCK	EXPLORER
95463		

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
----------------------------------	--------

Cell: [REDACTED] Email: [REDACTED]

#1 - 05FOZ: * DIAG AUTO TRANS
customer states transmission is having delay shifting and harsh engagement switching gears. please check and advise.
Caused by
THROTTLE BODY INLET PIPE DISCONNECTED FROM THROTTLE BODY
Tech: JOHN COLLINS (159)
Work performed by 1510 : 393170
VERIFIED CUSTOMER CONCERN. PERFORMED EEC TEST FOUND DTC P0299, PERFORMED ROAD TEST WITH PID MONITORS FOUND ENGINE HAS LOSS OF POWER, PERFORMED PINPOINT TEST HN: HN1 P0299 PRESENT, HN2 VISUAL INSPECTION OF TURBOCHARGER SYSTEM FOUND THROTTLE BODY INLET HOSE DISCONNECTED. RECONNECTED THROTTLE BODY AIR INLET HOSE, CLEARED SET DTCS, PERFORMED POST REPAIR ROAD TEST, VEHICLE OK AT THIS TIME. 1.0HRS

#3 - 06FOZ0: QUICK SERVICE 1
customer states roof rail are lifting up after perform recall... please check and advise.
Caused by
VERIFIED CUSTOMER CONCERN. CHECKED THE OASIS REPORT FOR TSB(S)/SSM(S)/SERVICE HISTORY.

Warranty
Warranty

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. *I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.*

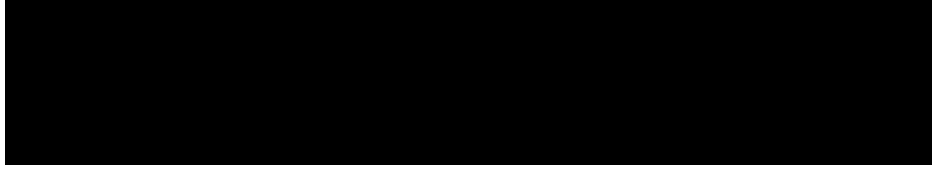
DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

Claim



CERTIFIED MAIL



R55202 22
[REDACTED]
\$5.75 0
US POSTAGE
FIRST CLASS
0E2S0011128986
0E2S0011122201

SEP 08 2020

382019-247-PR1
Lemon Law Group Partners PLC
3323 163rd St, Suite 504
North Miami Beach, FL 33160

PRESORTED
FIRST-CLASS MAIL
POSTAGE AND FEES PAID
C2M LLC
22202

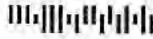
USPS CERTIFIED MAIL™



1*****SINGLP 480

SIGNATURE REQUIRED PER DMM 3.1.1

Ford Motor Company
PO Box 6248
Dearborn, MI 48121-6248



FORD MOTOR COMPANY
RECEIVED
CLAIMS UNIT

SEP 09 2020

OFFICE OF THE,
GENERAL COUNSEL

LAW OFFICES OF JASON S HEGEDUS PLLC

Attorneys and Counselors at Law
2929 Allen Pkwy
Suite 200
Houston, TX 77019

Telephone (281) 742-9501
Facsimile (888) 809-7010
Email: info@hegalaw.com

August 26, 2020

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

Re [REDACTED]
Vehicle: 2017 Ford Explorer
VIN: 1FM5K7D88HGC [REDACTED]

Dear Sir/Madam:

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

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

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

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

Respectfully submitted,

LAW OFFICES OF JASON S HEGEDUS PLLC
By: s/n Adam Mott
Attorney for Plaintiff

CC: David McDavid Ford Fort Worth, 300 W Loop 820 S, Fort Worth, TX 76108

INTERNET REGISTRATION RENEWAL

COUNTY: WISE TAC NAME: [REDACTED] EFFECTIVE DATE: 10/25/2019
 PLATE NO: [REDACTED] DATE: 10/29/2019 EXPIRATION DATE: 6/2020
 DOCUMENT NO: [REDACTED] TIME: 08:35PM EMPLOYEE ID: IUSER TRANSACTION ID: [REDACTED]

OWNER NAME AND ADDRESS

[REDACTED]
 SPRINGTOWN, TX [REDACTED]

[REDACTED]
 PARADISE, TX [REDACTED]

REGISTRATION CLASS: PASSENGER-LESS/EQL 6000
 PLATE TYPE: PASSENGER-TRUCK PLT
 ORGANIZATION:
 STICKER TYPE: WS

PREVIOUS PLATE NO: [REDACTED] VEHICLE CLASSIFICATION: PASS
 VEHICLE IDENTIFICATION NO: 1FMSK7D88HGM [REDACTED] UNIT NO:
 YR/MAKE: 2017/FORD MODEL: EXP BODY STYLE: LL GROSS WT: 4500
 EMPTY WT: 4500 CARRYING CAPACITY: 0 TRAVEL TRLR LENGTH: 0
 BODY VEHICLE IDENTIFICATION NO:

INVENTORY ITEM(S)	YR	FEES ASSESSED		
WINDSHIELD STICKER	2020	WINDSHIELD STICKER		50.75
		REG FEE-DPS		1.00
		CNTY ROAD BRIDGE ADD-ON FEE		10.00
		INSPECTION FEE-OBNDL		8.25
		PROCESSING AND HANDLING FEE		4.75
		ONLINE DISCOUNT		-1.00
		TOTAL	\$	73.75

VEHICLE RECORD NOTATIONS
 ACTUAL MILEAGE
 E-TITLE
 MAJOR COLOR: WHITE

IMPORTANT DOCUMENT: Please retain for your records.
 THIS RECEIPT TO BE CARRIED IN ALL COMMERCIAL VEHICLES.
 Purchased registration remains with this vehicle and
 will not be refunded if the vehicle is sold.

PEEL FROM BACK ONLY / DESPEGUE POR DETRÁS



WINDSHIELD STICKER /
 CALCOMANÍA DE PARABRISAS

OR

Peel sticker from any corner.
 Despegue la calcomanía de cualquier esquina.



PLATE STICKER 23.001 000295 CLAIMS
 CALCOMANÍA DE PLACA



DAVID MCDAVID FORD FT. WORTH
500 WEST LOOP 320 SOUTH
FORT WORTH, TX 76102 817-335-7008

THIS VEHICLE ORDER FORM IS FOR THE FOLLOWING
 NEW USED

VEHICLE MAKE: FORD MODEL: F150 SERIES: EXPLORER
YEAR: 2017 COLOR: LG/WHTLG TRIM: [REDACTED]
VIN: 1FMSK7G88H9 [REDACTED]

DATE: 09/03/17 SALES PERSON 1: SHABANI, SHKUNBI SALES PERSON 2: [REDACTED]
BUYER: [REDACTED]
CITY: SPRINGTOWN COUNTY: [REDACTED] STATE: TX
RESIDENCE PHONE: [REDACTED] BUSINESS PHONE: [REDACTED]
E-MAIL ADDRESS: [REDACTED] MOBILE PHONE: [REDACTED]

PRICE OF VEHICLE	\$ 40234.00
ADDENDUM ITEMS	
RESIDUAL	889.00
	N/A
	N/A
FWD SMC	2873.00
FWD RENT	1224.00
FWD GAP	800.00
ROAD HAZARD	823.00
DEPT REPAIR	377.00
KEY REPLACEMENT	55.00
	N/A
TOTAL SELLING PRICE	48274.00
LESS TRADE-IN ALLOWANCE	N/A
LESS REBATE/FACTORY INCENTIVE	3500.00
SUB TOTAL	\$ 44774.00
	N/A
SALES TAX	2351.44
DEALER'S INVENTORY TAX *	94.73
DOCUMENTARY FEE**	180.00
STATE INSPECTION FEE	23.75
DEPUTY SERVICE FEE	N/A
LICENSE FEE	132.50
TITLE FEE	55.00
TOTAL DELIVERED PRICE	47589.42
TRADE-IN AMOUNT DUE	N/A
	N/A
	N/A
TOTAL AMOUNT DUE	\$ 47589.42
	N/A
	N/A
TOTAL BALANCE	\$ 47589.42
LESS INITIAL PAYMENT/CASH DOWN	3000.00
	N/A
BALANCE DUE	\$ 44589.42

TRADE-IN RECORD
TRADE 1: YEAR: [REDACTED] MAKE: [REDACTED] MODEL: [REDACTED] TYPE: [REDACTED] COLOR: [REDACTED]
TRADE 2: YEAR: [REDACTED] MAKE: [REDACTED] MODEL: [REDACTED]
ALLOWANCE \$: [REDACTED] ESTIMATED PAYOFF \$: [REDACTED]
ALLOWANCE \$: [REDACTED] ESTIMATED PAYOFF \$: [REDACTED]
Equity Amount \$: [REDACTED] Positive Negative Please see Texas Disclosure of Equity in Trade-In Motor Vehicle

TRADE-IN DISCLOSURE
You assign us all of your rights, title and interest in such Trade-In vehicle(s). You represent that you are the sole owner of the vehicle and have the right to sell or otherwise transfer ownership of the Vehicle. Except as disclosed in writing to us, you further acknowledge the representations and responsibilities on the back of this Order relating to Trade-In Vehicles, and on the Authorization to Release Payoff Information executed with this Order, if any.
Negative Equity: If the pay-off for your Trade-In(s) exceeds the Trade-In Allowance, the difference will be added to balance due.
Customer Signature: [REDACTED]
Co-Customer Signature: [REDACTED]

Our Appraisal of Your Trade-In Vehicle: If you are delivering a Trade-in Vehicle to us in connection with this transaction and the delivery will not be made until delivery of the Vehicle being leased from us, we shall have the right to reappraise your Trade-In Vehicle at the time of delivery. The reappraised amount shall be the amount allowed for the Trade-In Vehicle in this transaction. If you are dissatisfied with the reappraisal, you may cancel this Agreement with full refund of any down payment provided that the cancellation occurs prior to you taking delivery of the leased Vehicle.

****Documentary Fee:** A documentary fee is not an official fee. A documentary fee is not required by law, but may be charged to the buyers for handling documents relating to the sale. A documentary fee may not exceed a reasonable amount agreed to by the parties. This notice is required by law. Traducción española: Vea el dorso.

Unless the Seller makes a written warranty, or enters into a service contract within 90 days from the date of this contract, this vehicle is sold "AS IS" and "WITH ALL FAULTS." The Seller makes no warranties, express or implied, on the vehicle, and there will be no implied warranties of merchantability or of fitness for a particular purpose. Oral statements should not be construed as a warranty or promise of any kind. This provision does not affect any warranties covering the vehicle that the vehicle manufacturer may provide. Buyer acknowledges receipt of any warranty information prior to the sale of the vehicle.

*Dealer's Inventory Tax: The Dealer's Inventory Tax charge is intended to reimburse the Dealer for ad valorem taxes on its motor vehicle inventory. The charge, which is paid by the Dealer to the county tax assessor-collector, is not a tax imposed on a consumer by the government, and is not required to be charged by the Dealer to the consumer.

For your protection, request a receipt for all payments you make.

This Order and Agreement and any documents which are part of this transaction, including but not limited to the Conditional Delivery Agreement, if any, represents the final agreement between the parties related to the sale of the vehicle and may not be subject to any other, contemporaneous, or subsequent oral agreements of the parties.

Buyer Signs: X [REDACTED] Co-Buyer Signs: X [REDACTED]

You have read each page of this Order and Agreement, including the arbitration provision on the reverse side, and agree to its terms. You have received a completely filled-in copy of this Order and Agreement. You acknowledge that you are 18 years or older.

Buyer Signs: X [REDACTED] Co-Buyer Signs: X [REDACTED]

Accepted by Seller: X DAVID MCDAVID FORD FT. WORTH By [REDACTED]

FORM NO. ASB-80-TX (REV. 1/13)
© 2013 The Reynolds and Reynolds Company. 10 00023 www.reynolds.com * 800-341-0396 1-817-335-7008

THE FRONTIER FINANCE CO. CONTRACT, CREDIT OR APPLIC. AS TO CONTENT OR FINES FOR PURPOSE OF THIS FORM. CONTACT YOUR BANK LEGAL COUNSEL.

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

to State	for Plate Transfer Fee	\$	119.00
to [REDACTED]	for [REDACTED]	\$	119.00
to [REDACTED]	for [REDACTED]	\$	200.00
to [REDACTED]	for [REDACTED]	\$	200.00
to [REDACTED]	for [REDACTED]	\$	2573.00
to [REDACTED]	for [REDACTED]	\$	119.00
to [REDACTED]	for [REDACTED]	\$	119.00
to [REDACTED]	for [REDACTED]	\$	119.00
to [REDACTED]	for [REDACTED]	\$	119.00
to [REDACTED]	for [REDACTED]	\$	119.00
to [REDACTED]	for [REDACTED]	\$	119.00
Total Other Charges and Amounts Paid to Others on Your Behalf		\$	3200.00 (4)
5 Amount Financed (3 + 4)		\$	41389.42 (5)

LIABILITY INSURANCE: THIS CONTRACT DOES NOT INCLUDE INSURANCE COVERAGE FOR PERSONAL LIABILITY AND PROPERTY DAMAGE CAUSED TO OTHERS.
Returned Check Charge: You agree to pay a charge of \$ 30 if any check you give us is dishonored or any electronic payment is returned unpaid.

Agreement to Arbitrate: By signing below, you agree that, pursuant to the Arbitration Provision on the reverse side of this contract, you or we may elect to resolve any dispute by neutral, binding arbitration, and not by a court action. See the Arbitration Provision for additional information concerning the agreement to arbitrate.
Buyer Signs X [REDACTED] Co-Buyer Signs X [REDACTED] 000296 CLAIMS

OCCE NOTICE: For questions or complaints about this contract, contact [REDACTED]

INVOICE



McDavid

FORD FORT WORTH

300 West Loop 820 South
Fort Worth, TX 76108
(855) 975-8780

PAGE 2

PARADISE, TX

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED] SERVICE ADVISOR: 750348 Amren Mabsey

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
UG/white	17	FORD EXPLORER	1FM5K7D88HGC [REDACTED]		35680/35680	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05SEP17 DD			WAIT 25JUN19			CASH	26JUN19

R.O. OPENED	READY	OPTIONS:	SOLD-STK:HGC20199 DLR:P127452
17:58 24JUN19	08:22 26JUN19	ENG:3.5_Liter_Ti-VCT	TRN:AUTOMATIC
LINE OPCODE	TECH TYPE	HOURS	LIST NET TOTAL
EST: 50.98	24JUN19	17:58	SA: 750348

MISCELLANEOUS CHARGES 2.95

*still had smell when we
Picked up - took car back
after test driving.*

STATE	NOTICE OF WORKER'S LIEN PURSUANT TO TEXAS PROPERTY CODE s. 70.001	SHOP SUPPLY COSTS	DESCRIPTION	TOTALS
	The undersigned, being the person who has paid for repairs to the vehicle described in this Repair Invoice, understands that if the Dealership relinquishes possession of the vehicle in return for payment via a check, money order or credit card transaction that is stopped or dishonored due to insufficient funds, no funds, or because the account does not exist or has been closed, the worker's lien continues to exist and the Dealership is entitled to possession of the vehicle in accordance with S. 9.609 of the Texas Business & Commerce Code until the amount due is paid.	This is a list of some shop supply items used in our shop labor production: HAZARDOUS WASTE REMOVAL, BENCH LUBRICANTS SPECIAL ADHESIVE COMPOUND, ABRASIVE STONES, LUBRICANT PASTE, BEARING GREASE, PENETRATING SOLVENTS, MINOR HARDWARE, CHASSIS GREASE, SEALER COMPOUNDS, SANDPAPER, CAULKING, RAGS, PROTECTIVE MATERIALS, CLEANING SOLVENT ETC.	LABOR AMOUNT	19.64
	Customer X _____ Date _____		PARTS AMOUNT	26.00
	WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE REVERSE SIDE OF THIS REPAIR INVOICE FOR THE DEALERSHIP'S LIMITED WARRANTY.		ADJUSTMENT	0.00
	By signing below, you acknowledge that you were notified of and authorized the Dealership to perform services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.		SUBLET AMOUNT	0.00
	DATE _____ CUSTOMER SIGNATURE _____ AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE _____		MISC. CHARGES *	2.95
			TOTAL CHARGES	48.59
			LESS INSURANCE	0.00
			SALES TAX	2.39
			PLEASE PAY THIS AMOUNT	50.98

REMIT TO: 445 Atlanta South Pkwy, Suite 135
College Station, TX 77840
PE28001000299 CLAIMS



Karl Klement Ford

Highway 81 & 287 Bypass
 PO Box 505
 Decatur, TX 76234
 (940) 627-1101
 (817) 430-8610



CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	DEAN [REDACTED]	NO. [REDACTED]	INVOICE NO. 08/27/19	INDEX [REDACTED]
[REDACTED]	LABOR RATE [REDACTED]	LICENSE NO. [REDACTED]	MILEAGE 37,607	COLOR [REDACTED]
PARADISE, TX [REDACTED]	17/FORD TRUCK/EXPLORER/4DR FWD XLT		DELIVERY DATE [REDACTED]	DELIVERY MILES [REDACTED]
[REDACTED]	VEHICLE NO. J E N S K 7 D 8 8 H G C [REDACTED]		SELLING DEALER NO. [REDACTED]	PRODUCTION DATE [REDACTED]
[REDACTED]	P.T.E. NO. [REDACTED]	P.O. NO. [REDACTED]	R.O. 08/26/19	
[REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS [REDACTED]		MO: [REDACTED]

JOB# 1 CHARGES

LABOR-----
 1# 1 12F0ZEXH EXHAUST DIAG TECH(S):4561 WARRANTY
 C/S VEH HAS EXHAUST SMELL WHILE DRIVING, CK AND ADVISE
 19N05
 PERFORMED PROCEDURE IN RECALL.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-
 3 4MBZ-78200B6Z-A VALVE ASY - AU WARRANTY
 1 TA-19-C ADHESIVE WAPRNTY
 TOTAL - PARTS 0.00

JOB# 1 TOTALS-----
 JOB# 1 JOURNAL PREFIX FOC5 JOB# 1 TOTAL 0.00
 JOB# 2 CHARGES-----

LABOR-----
 1# 2 02F0Z99P 27 POINT INSPECTION TECH(S):4561 0.00
 MULTIPPOINT INSPECTION
 COMPLETED MULTIPPOINT INSPECTION

JOB# 2 TOTALS-----
 JOB# 2 JOURNAL PREFIX FOC5 JOB# 2 TOTAL 0.00
 JOB# 3 CHARGES-----

LABOR-----
 1# 3 02F0ZGTIRE GREEN TIRES TECH(S):5 0.00
 TIRES IN THE GREEN AT THIS TIME
 ALL TIRES AT 6/32 AND OR ABOVE AT THIS TIME

JOB# 3 TOTALS-----
 JOB# 3 JOURNAL PREFIX FOC5 JOB# 3 TOTAL 0.00
 JOB# 4 CHARGES-----

LABOR-----
 1# 4 02F0ZGBK GREEN BRAKE TECH(S):5 0.00
 BRAKES IN THE GREEN AT THIS TIME
 BRAKES OVER 5MM (DISC) OR OVR 2MM (DRUM)

JOB# 4 TOTALS-----
 JOB# 4 JOURNAL PREFIX FOC5 JOB# 4 TOTAL 0.00
 JOB# 5 CHARGES-----

LABOR-----
 1# 5 02F0ZGRAT GREEN BATTERY TECH(S):5 0.00
 BATTERY TEST GOOD AT THIS TIME
 BATTERY TEST GOOD AT THIS TIME

TERMS STRICTLY CASH:
 UNLESS PRIOR ARRANGEMENTS MADE,
 I hereby authorize the repair work above to be done along with this necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs hereto. Any warranties on products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose and the seller neither assumes nor authorizes any other person to assume for it liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

DISCLAIMER OF WARRANTIES
 ANY WARRANTY ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

NOTICE PURSUANT TO PROPERTY CODE §70.001
 I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH BUSINESS & COMMERCE CODE, §9.609, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

The Reynolds and Reynolds Company, ENHANCED (08/07/18) IC686959 (9 (03/17))

Thank You!
 PE23-001 000300 CLAIMS



Karl Klement Ford

Highway 81 & 287 Bypass
 PO Box 505
 Decatur, TX 76234
 (940) 627-1101
 (817) 430-8610



CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	NAME: DEAN	DOB: 8088	TAX ID: [REDACTED]	INVOICE NO: 627730	[REDACTED]
LABOR RATE: [REDACTED]	LICENSE NO.:	MILEAGE: 37,007	COLOR:	STOCK NO.:	
PARADISE, TX	17/FORD TRUCK/EXPLORER/4DR FWD XLT	DELIVERY DATE:	DELIVERY MILES:		
	1 F M 5 K 7 D 8 8 H G C	SELLING DEALER NO.:	PRODUCTION DATE:		
	F.T.E. NO.:	P.O. NO.:	R.O. DATE: 08/26/10		
JOB# 5 TOTALS	BUSINESS PHONE:	COMMENTS:			NO: [REDACTED]

JOB# 5 JOURNAL PREFIX FOC5 JOB# 5 TOTAL 0.00

TECHNICIAN CERTIFICATION
 4561
 S

18081
 1FCU

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

TERMS STRICTLY CASH:
 UNLESS PRIOR ARRANGEMENTS MADE
 I hereby authorize the repair work above to be done along with the necessary material and parts that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged in above vehicle to secure the amount of repair costs. Any warranties on products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose and the seller neither assumes nor authorizes any other person to assume for liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

DISCLAIMER OF WARRANTIES
 ANY WARRANTY ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

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

At Karl Klement Ford our goal is your Complete Satisfaction. If you did not receive world class service, I would appreciate your comments in order to improve our processes for all Karl Klement Ford customers. Please contact Scott McCoy @ (940) 393-8095.
 ***** Thank you for your business *****

CUSTOMER SIGNATURE

DUPLICATE INVOICE

Thank You!

Repair Order Detail - Internal Copy

RO Number [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]

[Click to View Cust Copy](#)

Phone(s): Contact: [REDACTED]

Main [REDACTED]

Cell [REDACTED]

Vehicle: 1FM5K7D88HGC [REDACTED]

2017 EXPL

UG/White

Mileage: 35,788

Payment type: CASH

Waiter: No

Service advisor: 751099

Promised time: 05:00 PM

Estimate: 0.00

Tag number: T4424

Promised date: 07/07/2019

Customer Comments: No

A CUSTOMER STATES HE CAN SMELL EXHAUST FUMES COMING THRU VENTS WHILE DRIVING. RECIRCULATE BUTTON MAKES IT GO AWAY A LITTLE BIT, BUT NOT 100%. PLEASE CHECK AND ADVISE.

BY001	ISP	CUSTOMER STATES HE CAN SMELL EXHAUST FUMES COMING THRU VENTS WHILE DRIVING. RECIRCULATE BUTTON MAKES IT GO AWAY A LITTLE BIT, BUT NOT 100%. PLEASE CHECK AND ADVISE.	0.00	0.00
-------	-----	--	------	------

Tech(s): 752349

Pts:	0.00	Lbr:	0.00	Other:	0.00	Total Line A:	0.00
------	------	------	------	--------	------	---------------	------

Story: 35788 TEST DROVE, COULD DUPLICATE A SMELL, BUT WE THINK ITS POSSIBLY FROM OUTSIDE CHEMICALS? MAYBE FROM RECENT DETAIL ??

B MULTI POINT INSPECTION

99P	ISP	MULTI POINT INSPECTION	0.00	0.00
-----	-----	------------------------	------	------

Tech(s): 752349

Pts:	0.00	Lbr:	0.00	Other:	0.00	Total Line B:	0.00
------	------	------	------	--------	------	---------------	------

C** Pollen Filter - Replace

AG36	ISP	Pollen Filter - Replace	0.30	5.70
------	-----	-------------------------	------	------

Tech(s): 729988

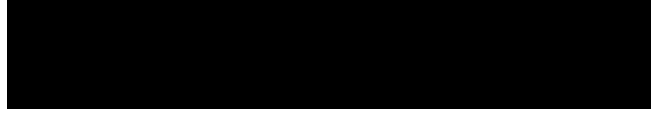
AE9Z*19N619*A	1 FILTER - ODOUR AND PARTICLES	16.47
---------------	--------------------------------	-------

Pts:	16.47	Lbr:	5.70	Other:	0.00	Total Line C:	22.17
------	-------	------	------	--------	------	---------------	-------

Story: 35788 30 pollen filter replaced

Customer Pay	0.00
Labor	0.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	0.00
Less Insurance/Adjustment	0.00
Sales Tax	0.00
Total	0.00

Claim



DM15382 TX

LAW OFFICES OF JASON S HEGEDUS PLLC

Attorneys and Counselors at Law
P.O. Box 27398
Houston, TX 77027

Telephone (281) 742-9501
Facsimile (888) 809-7010
Email: info@hegalaw.com

RECEIVED

DEC 17 2018

December 11, 2018

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

Re [REDACTED]
Vehicle: 2017 Ford Explorer
VIN: 1FM5K7F88HGB [REDACTED]

Dear Sir/Madam:

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

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

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

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

Respectfully submitted,

LAW OFFICES OF JASON S HEGEDUS PLLC
By: s/n Adam Mott
Attorney for Plaintiff

CC: Payne Weslaco Ford, 2401 E Expressway 83, Weslaco, TX 78599



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

USPS CERTIFIED MAIL

PRESORTED
FIRST CLASS MAIL
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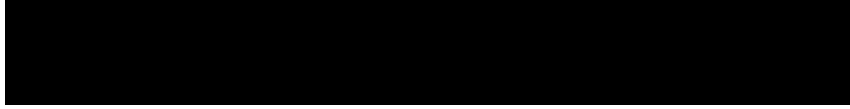
00000521 1oz. FP 0.458

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FORD MOTOR COMPANY
PO BOX 6248
DEARBORN MI 48121-6248

Claim



La Shawn

UP TX
Ⓢ

WEISBERG & MEYERS, LLC

ATTORNEYS FOR CONSUMERS
5025 NORTH CENTRAL AVE, #602
PHOENIX, ARIZONA 85012
602-445-9819
888-595-9111 (TOLL FREE)
866-565-1327 FACSIMILE
WWW.ATTORNEYSFORCONSUMERS.COM

EXTENSION: 111
E-MAIL: MMEYERS@ATTORNEYSFORCONSUMERS.COM

WRITER LICENSED IN:
ARIZONA AND THE UNITED STATES
DISTRICT COURTS FOR THE DISTRICT OF
ARIZONA, THE NORTHERN DISTRICT OF
FLORIDA, THE NORTHERN AND
SOUTHERN DISTRICTS OF ILLINOIS, THE
NORTHERN DISTRICT OF INDIANA AND
THE EASTERN DISTRICT OF WISCONSIN.

June 29, 2012

Ms. Cherie Leich
Customer Relationship Center
P.O. Box 6248
Dearborn, MI 48126

12 III -3 411 11

Re: [REDACTED] v. Ford Motor Company
Our Client: [REDACTED]
Your Client: Ford Motor Company
Vehicle: 2012 Ford Explorer
VIN: 1FMHK7F89CGA [REDACTED]
Our File Number: [REDACTED]



Dear Sir/Madam:

Please be advised that this office represents the above-named individual regarding claims against your company pursuant to the Federal Magnuson-Moss Warranty Act, the State Lemon Law and/or the Uniform Commercial Code with regard to the above-listed vehicle.

Having been formally notified of our representation, we respectfully demand you not contact our client for any reason. Instead, please direct all future contact and correspondence to this office, and further, please consider this letter express and unequivocal revocation of any permission our client may have provided you to call them. We reserve the right to seek injunctive relief against you should you fail to honor these directives.

Enclosed please find the sales and repair records in our client's possession. As these records show, our client paid an extraordinary sum of money for a vehicle riddled with numerous non-conformities that cause a substantial impairment of the use, value and/or safety of the vehicle. The primary non-conformities include but are not limited to:

1. Defective Body Seam, and,
2. Any additional complaints actually made, whether contained on your company's invoices or otherwise.

FORD MOTOR COMPANY
RECEIVED
CLAIMS UNIT

JUL 09 2012

OFFICE OF THE
GENERAL COUNSEL

These non-conformities constitute violations of both Federal and State law, as do the inordinate amount of unsuccessful repair attempts to cure the same. Specifically, when you chose to bind our client to a written warranty limiting all remedies to repair or replacement of defective parts, you undertook the legal obligation to perform effective repairs within a reasonable opportunity. The inordinate amount of incompetent repairs within the applicable warranty period shows you failed to satisfy this obligation. Under basic principles of good faith, this means your limited remedy failed of its essential purpose. This failure caused harm for which our client intends to seek redress.

To avoid the need for litigation, we respectfully demand you take this vehicle back, return all funds paid towards the vehicle, cancel all applicable contracts, and provide compensation for the damages sustained to date, including our client's attorneys' fees pursuant to the fee-shifting provisions of the Magnuson-Moss Warranty Act and/or Lemon Law. In exchange for meeting this demand, our client will waive all loss of use and aggravation and inconvenience damages sustained to date.

This letter also constitutes notice under U.C.C. § 2-711(3) of our client's security interest in the vehicle for return of the total amount above, plus expenses in handling and inspecting the vehicle. Until you pay this amount, our client has the right to hold the vehicle and use it to the extent necessary to preserve it, to protect its security interest, and to minimize your damages. In addition, although our client requires return of the monies identified above before substitute goods can be acquired, our client reserves the right to mitigate all parties' damages by cover and reserves the right to claim such damages here. In addition, any attempt by you or your agents to repossess the car will be wrongful and will subject you to liability for conversion and for wrongful repossession under U.C.C. §§ 9-503 and 9-507 as well as other applicable Consumer Fraud remedies. If the seller (or, if applicable the assignee, or any creditor subject to the FTC Holder Rule) has filed a financing statement covering the goods, I demand, pursuant to U.C.C. § 9-404, that you file a termination statement within ten days to terminate your security interest and forward a copy to this office. Since our client has revoked acceptance, there is no outstanding secured obligation. If you do not file a termination statement within ten days and cooperate in removing the lien, you will be liable under U.C.C. § 9-404(1) for any loss caused our client by your failure. Please also consider this letter prior direct written notification of the defects within our client's vehicle and of our client's intent to pursue a claim pursuant to the State Lemon Law. If and only if you have "final opportunity rights" under said statute, and wish to exercise said rights, you are hereby directed to contact this office within fourteen (14) days.

In conclusion, we urge you to realize a quick resolution of this matter will save all parties a great deal of time, money and effort. To this end, although we believe the above demands are reasonable, our client remains open-minded to a diminution in value settlement, or any other suggestions for an equitable resolution you may have. I thus encourage you to contact this office at your earliest convenience with an offer for resolution. Should you fail to do so in a timely manner, we will assume you do not seek amicable resolution and will file a claim in a court of law seeking all actual and exemplary damages available.

Best regards,

Marshall Meyers
Attorney at Law

MSM/tsa

cc: [REDACTED]

COOK FORD

CUSTOMER #: [REDACTED]

INVOICE

2600 PALMER HWY.
TEXAS CITY, TEXAS 77590
TEXAS CITY PHONE (409) 948-2541
HOUSTON PHONE (281) 468-4336
www.cookfordtexas.com

JV INDUSTRIAL

PAGE 1

DAYTOWN, TX

HOME: [REDACTED] CONT:N/A
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 184 DAVID DELISIO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	12	FORD EXP	1FMHK7F89CG		1212/1212		
DEL. DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
10OCT10 DD			18:00 11JAN12			CASH	11JAN12
R.O. OPENED		READY	OPTIONS: DLR:52244				
10:14 11JAN12		14:25 11JAN12					

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

A WISTLING NOISE FROM WINDSHEILD WHILE DRIVING 50+
 CAUSE: RESEALED WINDSHIELD DUE TO WIND NOISE AT 50+
 OSL OUTSIDE LABOR AND SUBLETS
 99 HOUSE TECH LIC#: 9999
 WF94

(N/C)

FC: R21 42
 PART#: 03100
 COUNT:
 CLAIM TYPE:
 AUTH CODE:

SUBL RESEAL W/S
 PO#28981

WF94

(N/C)

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

B REMOVE PLATE OFF FRONT OF CAR
 114 MISC MAINTANCE
 99 HOUSE TECH LIC#: 9999
 CPF

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

C PERFORM MULTIPOINT INSPECTION AND ADVISE
 99P PERFORM MULTIPOINT INSPECTION AND ADVISE
 999 HOUSE TECH LIC#: 111223333
 CPF

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

THANK YOU!

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. The Seller hereby expressly disclaims all warranties, other 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.	LABOR AMOUNT	0.00
		PARTS AMOUNT	0.00
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGES	0.00
		LESS INSURANCE	0.00
		SALES TAX	0.00
		PLEASE PAY THIS AMOUNT	0.00

SERVICE CUSTOMER COPY

COOK FORD

2600 PALMER HWY.
TEXAS CITY, TEXAS 77590
TEXAS CITY PHONE (409) 948-2541
HOUSTON PHONE (281) 488-4336
www.cookfordtexas.com

CUSTOMER #: [REDACTED]

INVOICE

JV INDUSTRIAL

BAYTOWN, TX

HOME [REDACTED]

BUS: [REDACTED]

CONT:N/A

CELL: [REDACTED]

PAGE 1

SERVICE ADVISOR: 184 DAVID DELISIO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	12	FORD EXP	1FMHK7F89CG		2087/2087		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
10OCT10 DL			18:00 20JAN12			CASH	25JAN12
R.O. OPENED		READY	OPTIONS: DLR:52244				
10:12 20JAN12	14:40 25JAN12						

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

A CHECK WHISTLE NOISE AT 50 PLUS-ADVISE AREA
CAUSE: VERIFY CONCERN. NOISE AROUND A PILLARS REPLACED A PILLAR
MOULDING PER TSB 12-1-11

120111A 2011-2012 Explorer: Replace Both (2)

Windshield Appliques

601 COFFMAN, DONALD JAMES JR. LIC#: 8044
WF94

1 BB5Z*7803137*AB MOULDING

1 BB5Z*7803136*AB MOULDING

FC: R22 42

PART#: BE5Z*7803137*AB

COUNT:

CLAIM TYPE:

AUTH CODE:

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

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

B NAV SYSTEM BLANK SCREEN AND FREEZE UP-ADVISE
CAUSE: VERIFY CONCERN, LOOSE CONNECTION. CHK DTC NO DTC R UN PINPOINT
TEST J1 J3 J4 AND J5. REPLACED GPS MOD ULE AND RETEST. WORKING-
TO FACTORY SPE

12651D BODY / CHASSIS / ELECTRICAL (BCE) - TEST -
L

601 COFFMAN, DONALD JAMES JR. LIC#: 8044
WF94

12651D45 BODY/CHASSIS/ELECTRICAL - DIAGNOSTIC PIN
POINT TEST - L

601 COFFMAN, DONALD JAMES JR. LIC#: 8044
WF94

18936A ANTENNA - SATELLITE RADIO - REPLACE
(10E893/18936) - L

601 COFFMAN, DONALD JAMES JR. LIC#: 8044
WF94

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

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/line. 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/line.

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

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

CUSTOMER SIGNATURE

SERVICE CUSTOMER COPY

COOK FORD

2600 PALMER HWY.
TEXAS CITY, TEXAS 77590
TEXAS CITY PHONE (409) 948-2541
HOUSTON PHONE (281) 488-4336
www.cookfordtexas.com

CUSTOMER #: [REDACTED]

INVOICE

JV INDUSTRIAL

PAGE 2

BAYTOWN, TX

HOME: [REDACTED]
BUS: [REDACTED]

CONT:N/A
CELL:

SERVICE ADVISOR: 184 DAVID DELISIO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	12	FORD EXP	1FMHK7F89CG		2087/2087		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
10OCT10 DE			18:00 20JAN12			CASH	25JAN12
R.O. OPENED	READY	OPTIONS: DLR:52244					
10:12 20JAN12	14:40 25JAN12						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
12651DX1	BODY / CHASSIS / ELECTRICAL (BCE) - TEST						
	- L EXTRA TIME TO REPEAT FINAL QUICK TEST						
	601 COFFMAN, DONALD JAMES JR. LIC#: 8044						
	WF94						(N/C)

FC: A07 42
PART#: 10E893
COUNT:
CLAIM TYPE:
AUTH CODE:

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

C DOOR DING-EST

114 SUBLET TO THE BODY SHOP
999 HOUSE TECH LIC#: 111223333
INT

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

D PERFORM MULTIPOINT INSPECTION AND ADVISE

99P MULTI POINT INSPECTION
999 HOUSE TECH LIC#: 111223333
CPF

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

THANK YOU!

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

SERVICE CUSTOMER COPY

COOK FORD

2600 PALMER HWY.
TEXAS CITY, TEXAS 77590
TEXAS CITY PHONE (409) 948-2541
HOUSTON PHONE (281) 488-4336
www.cookfordtexas.com

CUSTOMER #: [REDACTED]

INVOICE

PAGE 1

TV INDUSTRIAL

BAYTOWN, TX

HOME:

BUS:

CONT:N/A

CELL:

SERVICE ADVISOR: 184 DAVID DELISIO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	12	FORD EXP	1FMHK7F89CG		2101/2101	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
10OCT10 DD			1B:00 27JAN12			CASH
R.O. OPENED	READY	OPTIONS:	DLR:52244			

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

A PART LEFT OFF OF ORIGINAL RO
CAUSE: E

114 MISC MAINTANCE

999 HOUSE TECH LIC#: 111223333

WF94

1 CB5Z*10E893*A AERIAL ASY - GPS

FC: D50 42

PART#: CB5Z*10E893*A

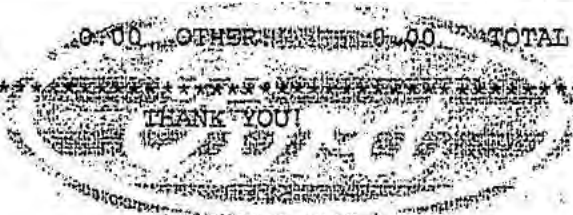
COUNT:

CLAIM TYPE:

AUTH CODE:

(N/C)
(N/C)

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



<p>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.</p>	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
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		PARTS AMOUNT	0.00
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGES	0.00
		LESS INSURANCE	0.00
		SALES TAX	0.00
	(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT

SERVICE CUSTOMER COPY

COOK FORD

CUSTOMER #: [REDACTED]

INVOICE

2500 PALMER HWY.
TEXAS CITY, TEXAS 77590
TEXAS CITY PHONE (409) 948-2541
HOUSTON PHONE (281) 488-4336
www.cookfordtexas.com

JV INDUSTRIAL

PAGE 1

BAYTOWN, TX

HOME: [REDACTED] CONT: N/A
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 184 DAVE DELISIO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	12	FORD EXP	1FMHK7F89CG		3000/3000		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
10OCT10 DD			18:00 13FEB12			CASH	22FEB12
R.O. OPENED		READY	OPTIONS: DLR:52244				
08:30 13FEB12		15:13 22FEB12					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A PASS SIDE A-PILLAR MOLDING COME OFF WHILE DRIVING -ADVISE
CAUSE: E

MT M TIME

623 REDING, WILLIAM LIC#: 8156
WF94

1 BB5Z*7803136*AB MOULDING - WINDSHIELD

FC: T53 42

PART#: BB5Z*7803136*AB

COUNT:

CLAIM TYPE:

AUTH CODE:

(N/C)
(N/C)

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

B PERFORM MULTIPOINT INSPECTION AND ADVISE

99P PERFORM MULTIPOINT INSPECTION AND ADVISE

623 REDING, WILLIAM LIC#: 8156

CPE

0.00 0.00

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

SUBL WARRANTY

WF94

FC: 1

(N/C)

THANK YOU!

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. 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/ing.	LABOR AMOUNT	0.00
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PARTS AMOUNT	0.00
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGES	0.00
		LESS INSURANCE	0.00
		SALES TAX	0.00
		PLEASE PAY THIS AMOUNT	0.00

SERVICE CUSTOMER COPY

CUSTOMER #: [REDACTED]

Power Ford North Scottsdale

8555 FRANK LLOYD WRIGHT BLVD.
SCOTTSDALE, ARIZONA 85260
(480) 991-3333
SERVICE DIRECT: (480) 596-2525

INVOICE

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 6785 RAY BLAIR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	12	FORD EXPLORER	1FMHK7F89CG		9812/7150		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN12	DD		17:00 30MAY12			CASH	01JUN12
R.O. OPENED	READY	OPTIONS: ENG:3.5_Liter_Ti-VCT					
08:51 30MAY12	15:45 01JUN12						

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

A C/S THE IN-SYNC SCREEN IS STUCK ON REAR VIEW CAMERA MODE-ADVISE
BY001 RELATED TO LINE K

2589 RUBLE, DANIEL LIC#: 2682

IFEPS

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00 (N/C)
7150 SEE LINE K

B C/S THE PASS-SIDE A PILLAR MOULDING IS CRACKED-ADVISE
CAUSE:

BY001 ORDER PARTS, WILL CALL CUSTOMER WHEN PARTS
ARRIVE

2589 RUBLE, DANIEL LIC#: 2682

WF

1 BBSZ*7803137*AB MOULDING - WINDSHIELD

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

00268

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
7150 HAD TO SOP MOLDING NO ETA YET AS OF 5-30-12

***** PAID *****

D C/S GLUE WAS LEFT IN VEHILCE FROM LAST VISIT-ADVISE
A99 SUBLET TO DR VINYL TO REPAIR SCRATCH ON THE

ROOF RAIL INVOICE#550515

2589 RUBLE, DANIEL LIC#: 2682

IFEAS

SUBL FIX SCRATCH ROOF RAIL AREA PO#1318049

IFEAS

FC: RRI

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

E RENTAL

CAUSE:

RENTAL 3 DAY TAP RENTAL

PRO RATA %	TOTAL PARTS	PRO RATA %	TOTAL LABOR	TOTAL CLAIM	ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW:	DESCRIPTION	TOTALS
SUB TOTAL	ALLOWANCE	PLUS PRICE DIFF.	LESS REC.			X THIS COPY MUST BE RETURNED FOR ADJUSTMENT ON BEHALF OF SERVICE DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREIN 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 111 YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	LABOR AMOUNT
					PARTS AMOUNT		
(CHECK [] APPROPRIATE BOX)						GAS, OIL, LUBE	
CLAIMS REVIEW	AUTHORIZATION TO SUBMIT CLAIMS	PARTS SCRAP OUT				SUBLET AMOUNT	
1 PARTS 2 LABOR 3 TOTAL Signature and Date						MISC. CHARGES	
					SIGNED: DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE	TOTAL CHARGES	
					SERVICE HOURS: MON - FRI, 7:00 AM - 5:00 PM SAT, 8:00 AM - 5:00 PM	LESS INSURANCE	
						SALES TAX	
						PLEASE PAY THIS AMOUNT	

DEALER CODE 71J178 P & A CODE 20323

CUSTOMER #: [REDACTED]

Power Ford North Scottsdale

B555 FRANK LLOYD WRIGHT BLVD.
SCOTTSDALE, ARIZONA 85260
(480) 991-3333
SERVICE DIRECT: (480) 596-2525

INVOICE

PAGE 2

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 6785 RAY BLAIR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	12	FORD EXPLORER	1FMHK7P89CG [REDACTED]		9812/7150	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN12 DL			17:00 30MAY12			CASH	01JUN12
R.O. OPENED	READY	OPTIONS: ENG:3.5_Liter_Ti-VCT					
08:51 30MAY12	15:45 01JUN12						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
					2589 RUBLE, DANIEL LIC#: 2682		(N/C)

WF
FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:
D0268

SUBL 1 DAY TAP
PO#175206

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

F RECALL
CAUSE:

RECALL PERFORM RECALL/12B36
2589 RUBLE, DANIEL LIC#: 2682
WF

FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:
00268

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00
7150 COOLING FANS PASS TEST REPROGRAM PCM AS PER 12B36 RECALL

G Customer Authorized a Multi-Point Inspection
MULTI-A Customer Authorized a Multi-Point Inspection

2589 RUBLE, DANIEL LIC#: 2682
CF

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G: 0.00
7150 PERFORM MPI

H The Works Service Pkg Regular Oil 6 qts
WORKS6 The Works Service Pkg Regular Oil 6 qts

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

ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW:

THIS COPY MUST BE RETURNED FOR ADJUSTMENT

ON BEHALF OF FORD/CHRYSLER DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO CUSTOMER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PARTS REMAINED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR ABUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR 10 YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE FORD/CHRYSLER DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON: _____ DATE: _____

SERVICE HOURS:
MON - FRI, 7:00 AM - 6:00 PM
SAT, 8:00 AM - 5:00 PM

1. PARTS 2. LABOR 3. TOTAL

Address Signature and Date

DEALER CODE 71J175 P & A CODE 2032

CUSTOMER COPY

CUSTOMER #: [REDACTED]

[REDACTED]

Power of Ford North Scottsdale

8555 FRANK LLOYD WRIGHT BLVD.
SCOTTSDALE, ARIZONA 85260
(480) 991-3333
SERVICE DIRECT: (480) 596-2525

INVOICE

PAGE 5

HOME [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 6785 RAY BLAIR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	12	FORD EXPLORER	1FMHK7F89CG [REDACTED]		9812/7150	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN12 DE			17:00 30MAY12			CASH	01JUN12
R.O. OPENED		READY		OPTIONS: ENG:3.5_Liter_Ti-VCT			
08:51 30MAY12		15:45 01JUN12					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

We want to make sure you are
COMPLETELY SATISFIED
and that you would
DEFINITELY RECOMMEND us.

Please contact a Manager if you are not
COMPLETELY SATISFIED.

PRO RATA %	TOTAL PARTS	PRO RATA %	TOTAL LABOR	TOTAL CLAIMS	DESCRIPTION	TOTALS
					LABOR AMOUNT	17.00
					PARTS AMOUNT	22.95
					GAS, OIL, LUBE	0.00
					SUBLET AMOUNT	0.00
					MISC. CHARGES	2.55
					TOTAL CHARGES	42.50
					LESS INSURANCE	0.00
					SALES TAX	2.28
					PLEASE PAY THIS AMOUNT	44.78

2.28

ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW:

THIS COPV MUST BE RETURNED FOR ADJUSTMENT

BY SIGNING THIS SERVICE ORDER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED BY NO CHANGE 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 ABUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR 10 YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICE CENTER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

ISSUED: _____ DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE _____

SERVICE HOURS: MON - FRI. 7:00 AM - 6:00 PM SAT. 8:00 AM - 5:00 PM

(CHECK [] APPROPRIATE BOX)

CLAIMS REVIEW AUTHORIZATION TO SUBMIT CLAIMS PARTS SHIP OUT

PARTS \$ _____ LABOR \$ _____ TOTAL \$ _____

Authorized Signature and Date

DEALER CODE 71J178 P & A CODE 20323

CUSTOMER #: [REDACTED]

Power Ford North Scottsdale

8555 FRANK LLOYD WRIGHT BLVD.
SCOTTSDALE, ARIZONA 85260
(480) 991-3333
SERVICE DIRECT: (480) 596-2525

INVOICE

DUPLICATE 1
PAGE 1

HOME [REDACTED] CONT:N/A
BUS: [REDACTED] CELL:

SERVICE ADVISOR: 6467 STEVEN PESNELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	12	FORD EXPLORER	1FMHK7F89CG [REDACTED]		6994 / 6994	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN12 DD			17:00 10APR12			CASH	12APR12
R.O. OPENED		READY	OPTIONS: ENG:3.5_Liter_Ti-VCT				

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

A Cusotmer Has Requested A Multi-Point Inspection At This Time
MULT-A Cusotmer Has Requested A Multi-Point
Inspection At This Time

2589 RUBLE, DANIEL LIC#: 2682	CF					0.00	0.00
GBK BRAKES CHECK OK							
2589 RUBLE, DANIEL LIC#: 2682	CF					0.00	0.00
GBATT BATTERY CHECK OK							
2589 RUELE, DANIEL LIC#: 2682	CF					0.00	0.00
GTIRE TIRES CHECK OK							
2589 RUBLE, DANIEL LIC#: 2682	CF					0.00	0.00
PARTS: 0.00	LABOR: 0.00	OTHER: 0.00	TOTAL LINE A:			0.00	0.00

6994 PERFORM MPI

B C/S A PILLAR MOULDING LH FELL OFF WHILE DRIVING
CAUSE: 07

MT03136 MT TO REPL MOLDINGS
2589 RUBLE, DANIEL LIC#: 2682
WF

1 BB5Z*7803137*BA MOULDING - WINDSHIELD	(N/C)
1 BB5Z*7803136*BA MOULDING - WINDSHIELD	(N/C)
1 BB5Z*7803136*AB MOULDING - WINDSHIELD	(N/C)
1 BB5Z*7803137*AB MOULDING - WINDSHIELD	(N/C)

FC: B63 33
PART#: BB5Z*7803137*BA
COUNT:
CLAIM TYPE:
AUTH CODE:
00268

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

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

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW:

X: THE COPY NUMBER REQUIRED FOR ADJUSTMENT ON BEHALF OF SERVING 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 DEDUCTION FROM THE PERFORMANCE OF THIS WORK OR OTHERWISE. THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR SERVICE RECORDS REPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED) DEALER GENERAL MANAGER OR AUTHORIZED PERSON DATE

SERVICE HOURS:
MON - FRI. 7:00 AM - 6:00 PM
SAT. 8:00 AM - 5:00 PM

DEALER CODE 71J175 P & A CODE 20325

CUSTOMER #: [REDACTED]

Power Ford

North Scottsdale

8555 FRANK LLOYD WRIGHT BLVD.
SCOTTSDALE, ARIZONA 85260
(480) 991-3333
SERVICE DIRECT: (480) 596-2525

INVOICE
DUPLICATE 1
PAGE 2

HOME [REDACTED] CONT:N/A
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 6467 STEVEN PESNELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	12	FORD EXPLORER	1FMHK7F89CG[REDACTED]		6994/6994	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN12 DD			17:00 10APR12			CASH	12APR12
R.O. OPENED	READY	OPTIONS: ENG:3.5 Liter Ti-VCT					
10:13 10APR12	10:14 12APR12						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
6994							

6994 VERIFY CONCERN BOTH APILLAR TRIMS POOR FIT NEC. MT REMOVE BOTH FRONT APILLAR COVERS AND BRACKETS FROM GLASS CLEAN SURFACES REINSTALL NEW BRACKETS AND COVERS TEST CK PASS

C C/S HAS WINDNOISE/WHISTLE RH AND LH TOP OF WINDSHIELD
CAUSE: 0

BY001 Miscellaneous Body - Repair
2589 RUBLE, DANIEL LIC#: 2682
WFG

(N/C)

FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:
00268

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

6994 SEE LINE B NOT A CLAIM

EST: 40.69 10APR12 10:13 SA: 6467

We want to make sure you are COMPLETELY SATISFIED and that you would DEFINITELY RECOMMEND us.

Please contact a Manager if you are not COMPLETELY SATISFIED.

PRO RATA %	TOTAL PARTS	PRO RATA %	TOTAL LABOR	TOTAL CLAIM	I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X 1-3:00PM MUST BE RETURNED FOR ADJUSTMENT ON BEHALF OF SEARAD'S DEALER I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREIN IS ACCURATE UNLESS OTHERWISE INDICATED. REPAIRS DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER THERE WAS NO RECOVERY FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRS WERE REPLACED UNLESS THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR ISSUE REGARDING SUPPORT AND THIS CLAIM ARE AVAILABLE FOR 3 YEAR FROM THE DATE OF MANUFACTURER'S REPRESENTATION AT THE SERVING DEALER FOR PROTECTION BY MANUFACTURERS REPRESENTATIVE	DESCRIPTION	TOTALS
SUB TOTAL	ALLOWANCE	PLUS PRICE DIFF	LESS REC	LABOR AMOUNT		0.00	
(CHECK (✓) APPROPRIATE BOX)						PARTS AMOUNT	0.00
CLAIMS REVIEW	AUTHORIZATION TO SUBMIT CLAIMS	PARTS SCRAP OUT				GAS, OIL, LUBE	0.00
\$ PARTS	\$ LABOR	\$ TOTAL				SUBLET AMOUNT	0.00
AUTHORIZED SIGNATURE AND DATE						MISC. CHARGES	0.00
OWNER/ DEALER/ GENERAL MANAGER OR AUTHORIZED PERSON DATE						TOTAL CHARGES	0.00
SERVICE HOURS: NON-FRI 7:00 AM - 8:00 PM SAT. 8:00 AM - 5:00 PM						LESS INSURANCE	0.00
						SALES TAX	0.00
						PLEASE PAY THIS AMOUNT	0.00

DEALER CODE 71J178 P 8 A CODE 20323

SIMPLE FINANCE CHARGE

Dealer Number _____ Contract Number _____

BUYER _____	SELLER/CREDITOR _____
ADDRESS _____	ADDRESS _____
CITY _____ STATE _____ ZIP _____	CITY _____ STATE _____ ZIP _____
PHONE _____	PHONE _____

CO-BUYER _____
ADDRESS _____
CITY _____ STATE _____ ZIP _____
PHONE _____

The Buyer is referred to as "you" or "your." The Seller is referred to as "we" or "us." This contract may be transferred by the Seller.
PROMISE TO PAY: The credit price is shown below as the "Total Sales Price." The "Cash Price" is also shown below. By signing this contract, you choose to purchase the vehicle on credit according to the terms of this contract. You agree to pay us the Amount Financed, Finance Charge, and any other charges in this contract. You agree to make payments in U.S. funds according to the Payment Schedule in this contract. If more than one person signs as a buyer, you agree to keep all the promises in this agreement even if the others do not.

You have thoroughly inspected, accepted, and approved the vehicle in all respects.

VEHICLE IDENTIFICATION

YEAR	MAKE	MODEL	VEHICLE IDENTIFICATION NUMBER	<input type="checkbox"/> NEW <input type="checkbox"/> DEMONSTRATOR <input type="checkbox"/> FACTORY OFFICIAL/EXECUTIVE <input type="checkbox"/> USED	USE FOR WHICH PURCHASED
					PERSONAL, FAMILY, OR HOUSEHOLD, UNLESS OTHERWISE INDICATED BELOW <input type="checkbox"/> BUSINESS OR COMMERCIAL <input type="checkbox"/> AGRICULTURAL

Trade-in: Make _____ Model _____
 Year _____ VIN _____ License No. _____

FEDERAL TRUTH-IN-LENDING DISCLOSURES				
ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of
%	\$	\$	\$	\$

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due
	\$	Monthly beginning
		Or as follows

Late Charge: If we do not receive your entire payment within 15 days after it is due (10 days if you are buying a heavy commercial vehicle), you will pay a late charge of 5% of the scheduled payment.
Prepayment: If you pay all that you owe early, you will not have to pay a penalty.
Security Interest: We will have a security interest in the vehicle being purchased.
Additional Information: See this document for more information about nonpayment, default, security interests, and any required repayment in full before the scheduled date.

ITEMIZATION OF AMOUNT FINANCED	
1 Cash Price (including any accessories, services, taxes, _____)	\$ _____
_____ \$ _____, and _____ \$ _____)	\$ _____ (1)
2 Total Downpayment = (if negative, enter "0" and see Line 4A below)	
Gross Trade-In	\$ _____
- Pay Off Made By Seller	\$ _____
= Net Trade In	\$ _____
+ Cash	\$ _____
+ Mfrs. Rebate	\$ _____
+ Other (describe) _____	\$ _____
Total Downpayment	\$ _____ (2)
3 Unpaid Balance of Cash Price (1 minus 2)	\$ _____ (3)
4 Other Charges Including Amounts Paid to Others on Your Behalf (Seller may keep part of these amounts.):	\$ _____

PROPERTY INSURANCE. You must keep the collateral insured against damage or loss in the amount you owe. You must keep this insurance until you have paid all that you owe under this contract. You may obtain property insurance from anyone you want or provide proof of insurance you already have. The insurer must be authorized to do business in Texas. You agree to give us proof of property insurance. You must name us as the person to be paid under the policy in the event of damage or loss.

If any insurance is checked below, policies or certificates from the insurance companies will describe the terms, conditions, and deductibles.

Optional Credit Life and Credit Disability Insurance

Credit life insurance and credit disability insurance are not required to obtain credit. They will not be provided unless you sign and agree to pay the extra cost. Your decision to buy or not buy these insurance coverages will not be a factor in the credit approval process.

- Credit Life, one buyer \$ _____ Term _____
- Credit Life, both buyers \$ _____ Term _____
- Credit Disability, one buyer \$ _____ Term _____
- Credit Disability, both buyers \$ _____ Term _____

(Insurance Company)

(Home Office Address)

Credit life insurance pays only the amount you would owe if you paid all your payments on time. Credit disability insurance does not cover any increase in your payment or in the number of payments.

If the term of the insurance is 121 months or longer, the premium is not fixed or approved by the Texas Insurance Commissioner.

You want the insurance indicated above.

X

(Seller may keep part of these amounts.):

- A Not trade-in payoff to _____ \$ _____
- B Cost of Optional Credit Insurance Paid to Insurance Company or Companies.
 - Life _____ \$ _____
 - Disability _____ \$ _____
- C Other Optional Insurance Paid to Insurance Company or Companies _____ \$ _____
- D Official Fees Paid to Government Agencies
 - 1) to _____ for _____ \$ _____
 - 2) to _____ for _____ \$ _____
 - 3) to _____ for _____ \$ _____
- E Debt Cancellation Agreement Fee Paid to the Seller _____ \$ _____
- F Dealer's Inventory Tax (if Not Included in Cash Price) _____ \$ _____
- G Sales Tax (if Not Included in Cash Price) _____ \$ _____
- H Other Taxes (if Not Included in Cash Price) _____ \$ _____
- I Government License and/or Registration Fees _____ \$ _____
- J Government Certificate of Title Fees _____ \$ _____
- K Government Vehicle Inspection Fees _____ \$ _____
- L Deputy Service Fees Paid to Dealer _____ \$ _____
- M Documentary Fee (Cargo Documental) _____ \$ _____

A DOCUMENTARY FEE IS NOT AN OFFICIAL FEE. A DOCUMENTARY FEE IS NOT REQUIRED BY LAW, BUT MAY BE CHARGED TO BUYERS FOR HANDLING DOCUMENTS RELATING TO THE SALE. A DOCUMENTARY FEE MAY NOT EXCEED A REASONABLE AMOUNT AGREED TO BY THE PARTIES. THIS NOTICE IS REQUIRED BY LAW.

UN CARGO DOCUMENTAL NO ES UN CARGO OFICIAL. LA LEY NO EXIGE QUE SE IMPONGA UN CARGO DOCUMENTAL. PERO ÉSTE PODRÍA COBRARSE A LOS COMPRADORES POR EL MANEJO DE LA DOCUMENTACIÓN EN RELACIÓN CON LA VENTA. UN CARGO DOCUMENTAL NO PUEDE EXCEDER UNA CANTIDAD RAZONABLE ACORDADA POR LAS PARTES. ESTA NOTIFICACIÓN SE EXIGE POR LEY.

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

- to State _____ for Plate Transfer Fee _____ \$ _____
- to _____ for _____ \$ _____
- to _____ for _____ \$ _____
- to _____ for _____ \$ _____
- to _____ for _____ \$ _____
- to _____ for _____ \$ _____
- to _____ for _____ \$ _____
- to _____ for _____ \$ _____
- to _____ for _____ \$ _____
- to _____ for _____ \$ _____

Total Other Charges and Amounts Paid to Others on Your Behalf _____ \$ _____ (4)

5 Amount Financed (3 + 4) _____ \$ _____ (5)

You want the insurance indicated above.

Buyer's signature _____ Date _____

Co-Buyer's signature _____ Date _____

Optional Insurance Coverages and Debt Cancellation Agreement

The granting of credit will not be dependent on the purchase of either the insurance coverages or the debt cancellation agreement described below. It will not be provided unless you sign and agree to pay the extra cost. The credit approval process will not be affected by whether or not you buy these insurance coverages or the debt cancellation agreement.

Coverage	Term in Months	Premium or Fee
GAP*		<input type="checkbox"/> \$ _____
		<input type="checkbox"/> \$ _____
		<input type="checkbox"/> \$ _____
Debt Cancellation Agreement**		<input type="checkbox"/> \$ _____

(Insurance Company)

(Home Office Address)

*If the vehicle is determined to be a total loss, GAP insurance will pay us the difference between the proceeds of your basic collision policy and the amount you owe on the vehicle, minus your deductible. You can cancel that insurance without charge for 10 days from the date of this contract.

**WE WILL CANCEL CERTAIN AMOUNTS YOU OWE UNDER THIS CONTRACT IN THE CASE OF A TOTAL LOSS OR THEFT OF THE VEHICLE AS STATED IN THE DEBT CANCELLATION AGREEMENT. You can cancel the debt cancellation agreement without charge for a period of 30 days from the date of this contract, or for the period stated in the debt cancellation agreement, whichever period ends later.

If the box next to a premium for an insurance coverage included above is marked, that premium is not fixed or approved by the Texas Insurance Commissioner. A debt cancellation agreement is not insurance and is regulated by the Office of the Consumer Credit Commissioner.

For the premiums or fees included above, you want the related optional coverages and debt cancellation agreement.

Buyer's signature _____ Date _____

Co-Buyer's signature _____ Date _____

LIABILITY INSURANCE: THIS CONTRACT DOES NOT INCLUDE INSURANCE COVERAGE FOR PERSONAL LIABILITY AND PROPERTY DAMAGE CAUSED TO OTHERS.

CONSUMER CREDIT COMMISSIONER NOTICE

To contact _____ about this account, call _____. This contract is subject in whole or in part to Texas law which is enforced by the Consumer Credit Commissioner, 2601 N. Lamar Blvd., Austin, Texas 78705-4207; (800) 538-1579; www.occ.state.tx.us, and can be contacted relative to any inquiries or complaints.

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

Any change to this contract must be in writing. Both you and we must sign it. No oral changes to this contract are enforceable.

Buyer _____ Co-Buyer _____

See back for other important agreements.

CONSUMER WARNING: Notice to the buyer--Do not sign this contract before you read it or if it contains any blank spaces. You are entitled to a copy of the contract you sign. Under the law, you have the right to pay off in advance all that you owe and under certain conditions may save a portion of the finance charge. You will keep this contract to protect your legal rights.

ARBITRATION AGREEMENT
(All States Except CA and MI)

DATE: _____ VIN: _____

In this Arbitration Agreement ("Agreement"), "you" and "your" refers to the customer(s) who sign(s) below. "We", "us", and Dealer refer to the Dealer signing below, and includes the Dealer's employees, agents, and parent and affiliated companies (including, but not limited to, Cornerstone Acceptance Corporation) and their employees and agents. "Parties" refers to you and us. "Vehicle" refers to the automobile identified by the VIN set forth above. "Claim(s)" includes any and all disputes, claims or controversies between the Parties relating to the Vehicle or arising out of or relating to: (a) the application for and the terms of and enforceability of the sale, lease, or financing of the Vehicle, (b) the purchase or terms of any warranty, service agreement, maintenance plan, paint/undercarriage/interior protection product, anti-theft etching product and warranty, GAP protection, deficiency waiver addendum, or any or other product or insurance, (c) any claims of breach of contract, negligence, misrepresentation, conversion, fraud, or unfair and deceptive trade practices (d) any claim of a violation of any state or federal statute or regulation, or (e) the Vehicle's condition, warranty, workmanship, servicing maintenance or repair. All Claims must be brought within the time allowed by the applicable statute(s) of limitation. "Contract(s)" refer to any agreement(s) between you and us regarding the sale, lease, financing, service or maintenance of the Vehicle.

Upon the request of a Party, any and all Claim(s) shall be decided in binding arbitration before one of the following (the "Arbitration Forum"): (1) American Arbitration Association (1-800-778-7879); or (2) National Arbitration Forum (1-800-474-2371). The Parties mutually agree to use another arbitration forum and/or qualified arbitrator. Unless mutually agreed otherwise between the Parties, an arbitration under this Addendum shall be conducted under the commercial arbitration rules of the Arbitration Forum. To the extent the any Claim is deemed a "consumer dispute", the Parties agree that the fee schedule provided in the rules for consumer disputes of the Arbitration Forum, if any, will apply. You can get a copy of the rules from the Arbitration Forum. The arbitration hearing shall be conducted at your option, in the federal district in which you reside or in which the Vehicle was purchased or leased.

The Parties waive the right to request arbitration for a Claim filed and maintained individually (as opposed to a class action) in your state's small claims court, if any. However, if such a Claim originally brought in small claims court is transferred or removed to a higher state or federal trial court, the Parties reserve their right to request arbitration under this Agreement.

The Parties agree that once one of the Parties has elected to arbitrate, binding arbitration is the exclusive method for resolving any and all Claims. By entering into this Agreement the Parties are waiving their right to a jury trial and their right to bring or participate in an class action or multi-plaintiff or claimant action in court or through arbitration. Until a Party entitled to do so requests arbitration under this Agreement, any party to this Agreement may proceed with all other rights and remedies they may have. Neither you nor we waive our right to request arbitration under this Agreement, even after all Parties have elected to litigate a Claim in court, in the event new Claim are asserted after the initial filing of such litigation in court.

The arbitrator shall be an attorney or retired judge. The arbitrator shall apply and be bound by governing local, state or federal law when making an award, and shall award only those damages or other relief allowed by such governing law. Issues regarding whether a matter is arbitrable shall be made by the arbitrator. The arbitrator shall prepare a written decision stating reasoned findings of fact and conclusions of law. A party may seek entry of a judgment on the award in any court of competent jurisdiction.

If you initiate a Claim for Arbitration under this Agreement, we agree to pay that portion of the Arbitration Forum's initial filing fee which exceeds the lesser of the court filing fee for the state or federal court located in the jurisdiction in which you reside. If we initiate a Claim for arbitration we will pay the entire initial filing fee. We also agree to pay up to \$1500 of the arbitrator's fees, unless applicable law or the rules of the Arbitration Forum require otherwise. Unless applicable law or the rules of the Arbitration Forum require otherwise, the Parties agree to share equally all other costs and fees, including the arbitrator's fees in excess of \$1500. Notwithstanding any other provision in this Agreement, we will also pay any amount of fees or costs that a court or the arbitrator decides we must pay in accordance with applicable law for this Agreement to be enforceable. The arbitrator deciding the Claim(s) shall have the authority to award fees, cost injunctive or equitable relief in accordance with this Agreement and applicable law. Unless otherwise ordered by the arbitrator in accordance with applicable law or provided otherwise by applicable law, the Parties shall be responsible for the payment of their own attorney's(') fees.

This Agreement evidences a transaction involving Interstate commerce. The Parties acknowledge and agree that the Federal Arbitration Act (9 U.S.C. § 1 *et seq.*) ("FAA") shall govern any arbitration under this Agreement. The arbitrator's decision shall be final and binding except for any right of appeal provided by the FAA or the rules of the Arbitration Forum.

If any part of this Agreement shall be deemed or found unenforceable for any reason, the remainder of the Agreement shall remain enforceable. In the event this Agreement is found void you and we waive our respective rights to a trial by jury, if such waiver is permitted by applicable law.

This Agreement shall survive the repayment of all amounts owed by you with respect to the Vehicle. This Agreement is incorporated in and made a part of all Contract(s) as defined in this Agreement. If there is a separate arbitration agreement in any other Contract, to the extent this Agreement is more favorable to you this Agreement shall supersede such other arbitration agreement with respect to Claims between you and us; otherwise this Arbitration Agreement shall supplement such other arbitration agreement.

- EITHER YOU OR WE MAY CHOOSE TO HAVE ANY DISPUTE BETWEEN US DECIDED BY ARBITRATION AND NOT IN COURT.
- IF A DISPUTE IS ARBITRATED, YOU AND WE WILL EACH GIVE UP OUR RIGHT TO A TRIAL BY THE COURT OR BY A JURY.

This Agreement evidences a transaction involving interstate commerce. The Parties acknowledge and agree that the Federal Arbitration Act (9 U.S.C. § 1 et seq.) ("FAA") shall govern any arbitration under this Agreement. The arbitrator's decision shall be final and binding, except for any right of appeal provided by the FAA or the rules of the Arbitration Forum.

If any part of this Agreement shall be deemed or found unenforceable for any reason, the remainder of the Agreement shall remain enforceable. In the event this Agreement is found void you and we waive our respective rights to a trial by jury, if such waiver is permitted by applicable law.

This Agreement shall survive the repayment of all amounts owed by you with respect to the Vehicle. This Agreement is incorporated into and made a part of all Contract(s) as defined in this Agreement. If there is a separate arbitration agreement in any other Contract, to the extent this Agreement is more favorable to you this Agreement shall supersede such other arbitration agreement with respect to Claims between you and us; otherwise this Arbitration Agreement shall supplement such other arbitration agreement.

- EITHER YOU OR WE MAY CHOOSE TO HAVE ANY DISPUTE BETWEEN US DECIDED BY ARBITRATION AND NOT IN COURT.
- IF A DISPUTE IS ARBITRATED, YOU AND WE WILL EACH GIVE UP OUR RIGHT TO A TRIAL BY THE COURT OR BY A JURY.
- IF A DISPUTE IS ARBITRATED, YOU WILL GIVE UP YOUR RIGHT TO PARTICIPATE AS A CLASS REPRESENTATIVE OR A CLASS MEMBER ON ANY CLASS CLAIM YOU MAY HAVE AGAINST US, INCLUDING ANY RIGHT TO CLASS ARBITRATION OR AN CONSOLIDATION OF INDIVIDUAL ARBITRATIONS.
- THE INFORMATION YOU AND WE MAY OBTAIN IN DISCOVERY FROM EACH OTHER IN ARBITRATION IS GENERALLY MORE LIMITED THAN IN A LAWSUIT. OTHER RIGHTS THAT YOU AND WE WOULD HAVE IN COURT MAY NOT BE AVAILABLE IN ARBITRATION.
- YOUR AND OUR RIGHTS TO APPEAL OR CHANGE AN ARBITRATION AWARD IN COURT ARE VERY LIMITED.

BY SIGNING BELOW, THE PARTIES ACKNOWLEDGE THAT THEY HAVE READ AND AGREE TO THE TERMS OF THIS ARBITRATION AGREEMENT

Customer: _____ Dealer: _____

Customer: _____ Its: _____

ADDENDUM TO RETAIL INSTALLMENT SALES CONTRACT

Copyright © 2007, ADR Inc. All rights reserved. (02/07)

30078-79305
 BAYTOWN FORD
 11.0110 EAST
 BAYTOWN, TX 77621
 281-839-3300

- SALES
- LEASING
- USED CARS

SEASON
 BUYER
 CITY/TOWN STATE
 PHONE HO

DATE: 21 DEC 2011 SALESMAN: BARNETT, JOSEPH 12 YEAR: 2011 MAKE: FORD MODEL: EXPLORER
 NEW USED DEMO MILEAGE: CYLINDERS: 4 STOCK NO.:
 DUKED BLACK

VIN NO: 1FMHK7F8... LIC. DELIVERY DATE: 12/31/2011

A DOCUMENTARY FEE IS NOT AN OFFICIAL FEE. A DOCUMENTARY FEE IS NOT REQUIRED BY LAW, BUT MAY BE CHARGED TO BUYERS FOR HANDLING DOCUMENTS RELATING TO THE SALE. A DOCUMENTARY FEE MAY NOT EXCEED A REASONABLE AMOUNT AGREED TO BY THE PARTIES. THIS NOTICE IS REQUIRED BY LAW.

UN HONORARIO DE DOCUMENTACION NO ES UN HONORARIO OFICIAL. UN HONORARIO DE DOCUMENTACION NO ES REQUERIDO POR LA LEY, PERO PUEDE SER GARGADA AL COMPRADOR COMO GASTOS DE MANEJO DE DOCUMENTOS RELACIONADOS CON UNA VENTA. UN HONORARIO DE DOCUMENTACION NO PUEDE EXCEDER UNA CANTIDAD RAZONABLE ACORDADA POR LAS PARTES. ESTA NOTIFICACION ES REQUERIDA POR LA LEY.

BASE PRICE	35762.00
FREIGHT	
DEALER HANDLING	
EQUIPMENT:	
FACTORY WARRANTY BEGINS	
FACTOR WARRANTY ENDS	
TOTAL SALE PRICE	38862.00

SALE PRICE OF VEHICLE AS DESCRIBED	35902.00
REBATE AMOUNT	1000.00
ALLOWANCE	30000.00
TRADE DIFFERENCE OR SALE PRICE	
STATE SALES TAX	491.50
DOCUMENTARY FEE	179.00
LICENSE FEE	65.50
TITLE FEE	
STATE INSPECTION FEE	22.75
Inventory Tax	93.54
SUB TOTAL	8765.37
TRADE-IN PAYOFF (IF ANY)	
EXTENDED SERVICES CONTRACT	2544.00
TOTAL CASH PRICE	54924.37
CASH DEPOSIT	
CASH DOWN PAYMENT	
UNPAID BALANCE DUE AT DELIVERY	54924.37

NOTICE TO CREDIT BUYER
 If this order involves credit, this form shall be deemed an offer by the purchaser to the seller to purchase the above described vehicle on credit, on terms described above, and an authorization for the seller to secure any and all information from any source to determine the credit worthiness of the purchaser. No contractual relationship is created hereby. Full disclosure required by the Federal Consumer Protection Act will be made prior to consummation of a credit transaction by purchaser's signature to an Installment Sale Contract.

The Dealer's Inventory Tax charge is intended to reimburse the dealer for ad valorem taxes on its motor vehicle inventory. The charge, which is paid by the dealer to the county tax assessor-collector, is not a tax imposed on the consumer by the government, and is not required to be charged by the dealer to the consumer.

Purchaser by his execution of this Order acknowledges that he has read its terms and conditions and has received a true copy of this order.

OUTSIDE FINANCING
 Bank, Fin. Co., Credit Union
 Bank, to Draft Thru:
 Address:
 ATTN.:

PURCHASER'S SIGNATURE: DATE: 12/31/2011
 ACCEPTED BY: DEALER OR HIS AUTHORIZED REPRESENTATIVE

WARRANTY DISCLAIMER: ANY WARRANTIES ON THE PRODUCT SOLD HEREBY ARE THOSE OF THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS. PURCHASER AGREES THAT THIS ORDER INCLUDES ALL OF THE TERMS AND CONDITIONS ON BOTH THE FACE AND REVERSE SIDE HEREOF. THAT THIS ORDER CANCELS AND SUPERSEDES ANY PRIOR AGREEMENT AND AS OF THE DATE HEREOF COMPREHENSIVE AND EXCLUSIVE STATEMENT OF THE TERMS OF THE AGREEMENT RELATING TO THE SUBJECT MATTERS COVERED HEREBY, AND THAT THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE AND IN THE EVENT OF A TIME SALE, DEALER SHALL NOT BE OBLIGATED TO SELL UNTIL APPROVAL OF THE TERMS HEREOF IS GIVEN BY A BANK OR FINANCE COMPANY WILLING TO PURCHASE A RETAIL INSTALLMENT CONTRACT BETWEEN THE PARTIES HERETO BASED ON SUCH TERMS.

Lien holder Information Request Form

Customer Name: [REDACTED]

Social Security No: [REDACTED]

VIN: 1FmHK7F89CGA [REDACTED] YR/MAKE 12/Ford

Lending Institution Information:
 Account #: [REDACTED]
 Institution Name: Sun Trust Bank
 Institution Address: P.O. Box 79114
 City: Baltimore State MD Zip Code: 21279
 Contact Person: _____
 Telephone #: 800-786-8787

Payoff: \$ 51,312.33
 Good Until: 7-25-12 NEXT DATE DUE 8-9-12
 Per Diem: \$ _____ (OR) % _____

LATE CHARGES PAID: \$ LATE CHARGES DUE: \$

Down payment:

No. Payments Made: 6 at \$ 8166.13 /month
 Total payments made: \$ 5,196.18
 Total Interest Paid to Date: \$ _____ as of _____
 200 \$ _____ 200 \$ _____ 200 \$ _____ 200 \$ _____

CURRENT MILEAGE OF VEHICLE: 13,423
 DATE MILEAGE READ: 7.20.12

[REDACTED], hereby authorize
Sun Trust Bank to release any and all information regarding the
 above referenced account to [REDACTED] including but not limited to a
 complete payment history of [REDACTED] 20 day of July
2012.

SIGNATURE _____ SIGNATURE _____

REV March 18, 2003



RELEASE OF LIEN INFORMATION

I [Redacted] [Redacted]
(Client's Name) (Client's Social Security Number)

hereby authorize Sun Trust Bank
(Lien holder Name)

P.O. Box 79114 Baltimore, MD 21279
(Lien holder Address) (Lien holder Phone Number)

to release any and all information regarding my loan account # [Redacted]
(Account Number)

with Sun Trust Bank
(Lien holder Name)

to the manufacturer of my vehicle as identified on my loan through your company, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.

Date 7.20.12

VEHICLE INFORMATION

The current vehicle mileage is 15,423 Date mileage read: 7.20.12

[Redacted]
Signature

[Redacted]
Signature

1.G0006-T
Rev 10/27/2004



Motor Vehicle Division
www.azdot.gov

PHOENIX AZ



ARIZONA VEHICLE REGISTRATION

Print Date/Time
07/10/2012 11:24

Carry in Vehicle At All Times

Expiration Date
07/15/2013

Vehicle Identification Number
1FMHK7P89CGA [REDACTED]
Record Number [REDACTED]
Plate Number [REDACTED]

Veh Lic Tax \$634.03
Registration \$8.25
Air Quality \$1.50
Title \$4.00

Unit Number
Year / Make 2012 FORD
Body Style 4DSW
First Registered 08/2012
List Price 037740
Fuel Type G
Category A
Weight (GVW)
County MARICOPA
Registration Type ARO

TOTAL \$647.78

CUSTOMER #:

COOK FORD

2800 PALMER HWY.
TEXAS CITY, TEXAS 77590
TEXAS CITY PHONE (409) 948-2541
HOUSTON PHONE (281) 488-4338
www.cookfordtexas.com

INVOICE

PAGE 1

BAYTOWN, TX

HOME:

CONT:N/A

BUS:

CELL:

SERVICE ADVISOR: 184 DAVID DELISIO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	12	FORD EXP	1FMHK7F89CG		1212/1212		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
10OCT10 DD			18:00 11JAN12			CASH	11JAN12
R.O. OPENED		READY	OPTIONS: DLR:52244				
10:14 11JAN12		14:25 11JAN12					

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

A WISTLING NOISE FROM WINDSHIELD WHILE DRIVING 50+
 CAUSE: RESEALED WINDSHIELD DUE TO WIND NOISE AT 50+
 OSL OUTSIDE LABOR AND SUBLETS
 99 HOUSE TECH LIC#: 9999
 WF94

(N/C)

FC: R21 42
 PART#: 03100
 COUNT:
 CLAIM TYPE:
 AUTH CODE:

SUBL RESEAL W/S
 PO#28981

WF94

(N/C)

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

B REMOVE PLATE OFF FRONT OF CAR
 114 MISC MAINTANCE
 99 HOUSE TECH LIC#: 9999

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

C PERFORM MULTIPOINT INSPECTION AND ADVISE
 99P PERFORM MULTIPOINT INSPECTION AND ADVISE
 999 HOUSE TECH LIC#: 111223333

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

THANK YOU!

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 warranty with respect to the sale of this item. 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 subsidizes any other person to assume for any liability in connection with the sale of this item.

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

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

CUSTOMER SIGNATURE

SERVICE CUSTOMER COPY

COOK FORD

2000 PALMER HWY,
TEXAS CITY, TEXAS 77590
TEXAS CITY PHONE (409) 848-2541
HOUSTON PHONE (281) 488-4336
www.cookfordtexas.com

CUSTOMER #: [REDACTED]

INVOICE

JV INDUSTRIAL

BAYTOWN, TX

HOME: [REDACTED]

BUS: [REDACTED]

CONT:N/A

CELL: [REDACTED]

PAGE 1

SERVICE ADVISOR: 184 DAVID DELISIO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	12	FORD EXP	1FMHK7F89CG		2087/2087		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PONO.	RATE	PAYMENT	INV. DATE
10OCT10 DD			18:00 20JAN12			CASH	25JAN12
R.O. OPENED	READY	OPTIONS: DLR:52244					

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

A CHECK WHISTLE NOISE AT 50 PLUS-ADVISE AREA
CAUSE: VERIFY CONCERN. NOISE AROUND A PILLARS REPLACED A PILLAR
MOULDING PER TSB 12-1-11

120111A 2011-2012 Explorer: Replace Both (2)
Windshield Appliques

601 COFFMAN, DONALD JAMES JR. LIC#: 8044
WF94

- 1 BB5Z*7803137*AB MOULDING
- 1 BB5Z*7803136*AB MOULDING

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

FC: R22 42
PART#: BB5Z*7803137*AB

COUNT:
CLAIM TYPE:
AUTH CODE:

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

B NAV SYSTEM BLANK SCREEN AND FREEZE UP-ADVISE
CAUSE: VERIFY CONCERN, LOOSE CONNECTION. CHK DTC NO DTC R UN PINPOINT
TEST J1 J3 J4 AND J5. REPLACED GPS MOD ULE AND RETEST. WORKING
TO FACTORY SPE

12651D BODY / CHASSIS / ELECTRICAL (BCE) - TEST -
L

601 COFFMAN, DONALD JAMES JR. LIC#: 8044
WF94

(N/C)

12651D45 BODY/CHASSIS/ELECTRICAL - DIAGNOSTIC PIN
POINT TEST - L

601 COFFMAN, DONALD JAMES JR. LIC#: 8044
WF94

(N/C)

18936A ANTENNA - SATELLITE RADIO - REPLACE
(10E893/18936) - L

601 COFFMAN, DONALD JAMES JR. LIC#: 8044
WF94

(N/C)

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/terms. 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/terms.	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 CUSTOMER COPY

COOK FORD

2600 PALMER HWY.
TEXAS CITY, TEXAS 77590
TEXAS CITY PHONE (409) 948-2541
HOUSTON PHONE (281) 488-4336
www.cookfordtexas.com

CUSTOMER #: [REDACTED]

INVOICE

PAGE 2

JV INDUSTRIAL

BAYTOWN, TX

HOME: [REDACTED] CONT:N/A
BUS: [REDACTED] CELL:

SERVICE ADVISOR: 184 DAVID DELISIO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	12	FORD EXP	1FMHK7F89CG		2087/2087		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
10OCT10 DD			18:00 20JAN12			CASH	25JAN12
R.O. OPENED		READY	OPTIONS: DLR:52244				
10:12 20JAN12		14:40 25JAN12					

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

12651DX1 BODY / CHASSIS / ELECTRICAL (BCE) - TEST
 - L EXTRA TIME TO REPEAT FINAL QUICK TEST
 601 COFFMAN, DONALD JAMES JR. LIC#: 8044
 WF94

(N/C)

FC: A07 42
 PART#: 10E893
 COUNT:
 CLAIM TYPE:
 AUTH CODE:

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

C DOOR DING-EST

114 SUBLET TO THE BODY SHOP
 999 HOUSE TECH LIC#: 111223333
 INT

(N/C)

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

D PERFORM MULTIPOINT INSPECTION AND ADVISE

99P MULTI POINT INSPECTION
 999 HOUSE TECH LIC#: 111223333
 CPF

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

THANK YOU!

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

SERVICE CUSTOMER COPY

COOK FORD

2600 PALMER HWY.
TEXAS CITY, TEXAS 77590
TEXAS CITY PHONE (409) 948-2541
HOUSTON PHONE (281) 488-4336
www.cookfordtexas.com

CUSTOMER #: [REDACTED]

INVOICE

JV INDUSTRIAL

PAGE 1

BAYTOWN, TX

HOME: [REDACTED]

BUS: [REDACTED]

CONT:N/A

CELL: [REDACTED]

SERVICE ADVISOR: 184 DAVID DELISIO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	12	FORD EXP	1FMHK7F89CG		2101/2101		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
10OCT10 DD			18:00 27JAN12			CASH	27JAN12
R.O OPENED		READY	OPTIONS: DLR:52244				
10:35 27JAN12	11:07 27JAN12						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							

A PART LEFT OFF OF ORIGINAL RO

CAUSE: E

114 MISC MAINTANCE

999 HOUSE TECH LIC#: 111223333

WP94

1 CBS2*10E893*A AERIAL ASY - GPS

FC: D50 42

PART#: CBS2*10E893*A

COUNT:

CLAIM TYPE:

AUTH CODE:

(N/C)

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHERS: 0.00 TOTAL LINE A: 0.00

THANK YOU!

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/vehicle. 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/vehicle.	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

SERVICE CUSTOMER COPY

COOK FORD

2600 PALMER HWY.
TEXAS CITY, TEXAS 77590
TEXAS CITY PHONE (409) 948-2541
HOUSTON PHONE (281) 488-4336
www.cookfordtexas.com

CUSTOMER #: [REDACTED]

INVOICE

JV INDUSTRIAL

PAGE 1

BAYTOWN, TX

HOME: [REDACTED]

CONT:N/A

BUS: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 184 DAVE DELISIO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	12	FORD EXP	1FMHK7F89CG		3000/3000		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
10OCT10 DD			18:00 13FEB12			CASH	22FEB12
R.O. OPENED	READY	OPTIONS: DLR:52244					
08:30 13FEB12	15:13 22FEB12						

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

A PASS SIDE A-PILLAR MOLDING COME OFF WHILE DRIVING -ADVISE

CAUSE: E

MT M TIME

623 REDING, WILLIAM LIC#: 8156

WF94

(N/C)

1 BB5Z*7803136*AB MOULDING - WINDSHIELD

(N/C)

FC: T53 42

PART#: BB5Z*7803136*AB

COUNT:

CLAIM TYPE:

AUTH CODE:

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

B PERFORM MULTIPOINT INSPECTION AND ADVISE

99P PERFORM MULTIPOINT INSPECTION AND ADVISE

623 REDING, WILLIAM LIC#: 8156

CPF

0.00

0.00

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

SUBL WARRANTY

WF94

(N/C)

FC: 1

THANK YOU!

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

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 Remington. 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 Remington.

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

CUSTOMER SIGNATURE

SERVICE CUSTOMER COPY

CUSTOMER #: [REDACTED]

INVOICE

Power Ford

North Scottsdale

8555 FRANK LLOYD WRIGHT BLVD.
SCOTTSDALE ARIZONA 85260
(480) 991-3333
SERVICE DIRECT (480) 596-2525

DUPLICATE 1
PAGE 1

HOME: [REDACTED] CONT:N/A
BUS: [REDACTED] CELL:

SERVICE ADVISOR: 6467 STEVEN PESNELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	12	FORD EXPLORER	1FMHK7F89CG [REDACTED]		6994/6994	[REDACTED]	
DEL DATE	PROD DATE	WARR EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
01JAN12 DD			17:00 10APR12			CASH	12APR12
R.O OPENED	READY	OPTIONS	ENG:3.5_Liter_Ti-VCT				
10:13 10APR12	10:14 12APR12						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A Cusotmer Has Requested A Multi-Point Inspection At This Time							
MULT-A Cusotmer Has Requested A Multi-Point Inspection At This Time							
2589 RUBLE, DANIEL LIC#: 2682							
						0.00	0.00
CF							
GBK BRAKES CHECK OK							
						0.00	0.00
2589 RUBLE, DANIEL LIC#: 2682							
CF							
GBATT BATTERY CHECK OK							
						0.00	0.00
2589 RUBLE, DANIEL LIC#: 2682							
CF							
GTIRE TIRES CHECK OK							
						0.00	0.00
2589 RUBLE, DANIEL LIC#: 2682							
CF							
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00

6994 PERFORM MPI

B C/S A PILLAR MOULDING LH FELL OFF WHILE DRIVING
CAUSE: G7

MT03136 MT TO REPL MOLDINGS
2589 RUBLE, DANIEL LIC#: 2682

1	BB5Z*7803137*BA	MOULDING - WINDSHIELD	(N/C)
1	BB5Z*7803136*BA	MOULDING - WINDSHIELD	(N/C)
1	BB5Z*7803136*AB	MOULDING - WINDSHIELD	(N/C)
1	BB5Z*7803137*AB	MOULDING - WINDSHIELD	(N/C)

FC: B63 33
PART#: BB5Z*7803137*BA
COUNT:
CLAIM TYPE:
AUTH CODE:
00268

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

ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW

X THIS CLAIM MUST BE RETURNED FOR ADJUSTMENT

ON BEHALF OF SERVING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREIN IS ACCURATE UNLESS OTHERWISE SPECIALLY NOTED. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION NEAR THE APPEARANCE OF THE TIRE(S) OR DISHER(S) THAT MAY HAVE CAUSED OR CONTRIBUTED TO THIS CLAIM AND BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR 75 YEARS FROM THE DATE OF SERVICE NOTIFICATION AT THE SERVICE CENTER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

SIGNED: _____ DEALER GENERAL MANAGER OR AUTHORIZED PERSONNEL DATE: _____

SERVICE HOURS: MON - FRI 7:00 AM - 6:00 PM SAT 8:00 AM - 5:00 PM

DEALER CODE 71J178 P & A CODE 20523

CUSTOMER COPY

CUSTOMER #: [REDACTED]

Power Ford North Scottsdale

8555 FRANK LLOYD WRIGHT BLVD.
SCOTTSDALE, ARIZONA 85260
(480) 991-3333
SERVICE DIRECT: (480) 596-2525

INVOICE

DUPLICATE 1
PAGE 2

HOME: [REDACTED] CONT:N/A
BUS: [REDACTED] CELL:

SERVICE ADVISOR: 6467 STEVEN PESNELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	12	FORD EXPLORER	1FMHK7F89CG [REDACTED]		6994 / 6994	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN12 DD			17:00 10APR12			CASH	12APR12
R.O. OPENED		READY		OPTIONS: ENG:3.5_Liter_Ti-VCT			
10:13 10APR12		10:14 12APR12					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
6994							

6994 VERIFY CONCERN BOTH APILLAR TRIMS POOR FIT NEC. MT REMOVE BOTH FRONT APILLAR COVERS AND BRACKETS FROM GLASS CLEAN SURFACES REINSTALL NEW BRACKETS AND COVERS TEST CK PASS

C C/S HAS WINDNOISE/WHISTLE RH AND LH TOP OF WINDSHIELD
CAUSE: 0

BY001 Miscellaneous Body - Repair
2589 RUBLE, DANIEL LIC#: 2682
WFG

(N/C)

FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:
00268

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

6994 SEE LINE B NOT A CLAIM

EST: 40.69 10APR12 10:13 SA: 6467

We want to make sure you are COMPLETELY SATISFIED and that you would DEFINITELY RECOMMEND us.

Please contact a Manager if you are not COMPLETELY SATISFIED.

PRO RATA %	TOTAL PARTS	PRO RATA %	TOTAL LABOR	TOTAL CLAIM	I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X THIS COPY MUST BE RETAINED FOR ADJUSTMENT BY REPUBLIC OF SERVING DEALER I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO DRIVER 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, COLLISION OR IMPULSE RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY MANUFACTURERS REPRESENTATIVE	DESCRIPTION	TOTALS
SUB TOTAL	ALLOWANCE	PLUS PRICE DIFF	LESS REC			LABOR AMOUNT	0.00
(CHECK (✓) APPROPRIATE BOX)						PARTS AMOUNT	0.00
<input type="checkbox"/> CLAIMS REVIEW	<input type="checkbox"/> AUTHORIZATION TO SUBMIT CLAIMS	<input type="checkbox"/> PARTS SCRIP OUT			GAS, OIL, LUBE	0.00	
\$ PARTS	\$ LABOR	\$ TOTAL			SUBLET AMOUNT	0.00	
Technician Signature and Date					OWNER/ DEALER GENERAL MANAGER OR AUTHORIZED PERSON DATE	MISC. CHARGES	0.00
					SERVICE HOURS: MON - FRI, 7:00 AM - 6:00 PM SAT, 8:00 AM - 5:00 PM	TOTAL CHARGES	0.00
						LESS INSURANCE	0.00
						SALES TAX	0.00
						PLEASE PAY THIS AMOUNT	0.00

DEALER CODE 71J178 P & A CODE 20323

CUSTOMER #: [REDACTED]

[REDACTED]

Power Ford North Scottsdale

8555 FRANK LLOYD WRIGHT BLVD.
SCOTTSDALE, ARIZONA 85260
(480) 991-3333
SERVICE DIRECT: (480) 596-2525

INVOICE

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 6785 RAY BLAIR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	12	FORD EXPLORER	1FMHK7F89CG[REDACTED]		9812/7150	[REDACTED]
DEL. DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT
01JAN12 DD			17:00 30MAY12			CASH
R.O. OPENED	READY	OPTIONS: ENG:3.5_Liter_Ti-VCT				
08:51 30MAY12	15:45 01JUN12					

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

A C/S THE IN-SYNC SCREEN IS STUCK ON REAR VIEW CAMERA MODE-ADVISE

BY001 RELATED TO LINE K
2589 RUBLE, DANIEL LIC#: 2682
IFEPS

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00 (N/C)
7150 SEE LINE K

B C/S THE PASS-SIDE A PILLAR MOULDING IS CRACKED-ADVISE

CAUSE: .
BY001 ORDER PARTS, WILL CALL CUSTOMER WHEN PARTS
ARRIVE

2589 RUBLE, DANIEL LIC#: 2682
WF

1 BBSZ*7803137*AB MOULDING - WINDSHIELD

FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:
00268

(N/C)
(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
7150 HAD TO SOP MOLDING NO ETA YET AS OF 5-30-12

***** PAID *****

D C/S GLUE WAS LEFT IN VEHICLCE FROM LAST VISIT-ADVISE

A99 SUBLT TO DR VINYL TO REPAIR SCRATCH ON THE
ROOF RAIL INVOICE [REDACTED]

2589 RUBLE, DANIEL LIC#: 2682
IFEAS

SUBL FIX SCRATCH ROOF RAIL AREA PO#1318049
IFEAS

FC: RR1

(N/C)
(N/C)

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

E RENTAL

CAUSE: .

RENTAL 3 DAY TAP RENTAL

PRE. RATE %	TOTAL PARTS	PRE. RATE %	TOTAL LABOR	TOTAL CLAIM	I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW: X THIS COPY MUST BE RETURNED FOR ADJUSTMENT ON BEHALF OF SERVING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO CUSTOMER. THERE WAS NO MISFEASANCE FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY MANNER WITH ANY PREVIOUS WORK OR SERVICE RECORDS SUPPORTING THIS CLAIM AND AVAILABLE FOR 11 YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	DESCRIPTION	TOTALS
							LABOR AMOUNT
						PARTS AMOUNT	
						GAS, OIL, LUBE	
						SUBLT AMOUNT	
						MISC. CHARGES	
						TOTAL CHARGES	
						LESS INSURANCE	
						SALES TAX	
						PLEASE PAY THIS AMOUNT	

DEALER CODE 713179 P & A CODE 20323

CUSTOMER COPY

PE23-001 000335 CLAIMS

CUSTOMER #: [REDACTED]

Power Ford North Scottsdale

8555 FRANK LLOYD WRIGHT BLVD.
SCOTTSDALE, ARIZONA 85260
(480) 991-3333
SERVICE DIRECT: (480) 596-2525

INVOICE

PAGE 2

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED] SERVICE ADVISOR: 6785 RAY BLAIR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	12	FORD EXPLORER	1FMHK7F89CG[REDACTED]		9812/7150	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PQ NO.	RATE	PAYMENT	INV. DATE
01JAN12 DL			17:00 30MAY12			CASH	01JUN12
R.O. OPENED	READY	OPTIONS: ENG:3.5_Liter_Ti-VCT					
08:51 30MAY12	15:45 01JUN12						

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

2589 RUBLE, DANIEL LIC#: 2682
WF

FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:
00268

SUBL 1 DAY TAP
PO#175206

WF (N/C)

PARTS: FC: RRI 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

F RECALL
CAUSE:

RECALL PERFORM RECALL/12B36
2589 RUBLE, DANIEL LIC#: 2682
WF

FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:
00268

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00
7150 COOLING FANS PASS TEST REPORGRAM PCM AS PER 12B36 RECALL

G Customer Authorized a Multi-Point Inspection
MULTI-A Customer Authorized a Multi-Point
Inspection

2589 RUBLE, DANIEL LIC#: 2682
CF

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G: 0.00
7150 PERFORM MPI

H The Works Service Pkg Regular Oil 6 qts
WORKS6 The Works Service Pkg Regular Oil 6 qts

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

DEALER CODE 71J178 P & A CODE 2032:

CUSTOMER #: [REDACTED]

INVOICE

Power Ford North Scottsdale

8555 FRANK LLOYD WRIGHT BLVD.
SCOTTSDALE, ARIZONA 85260
(480) 991-3333
SERVICE DIRECT: (480) 596-2525

PAGE 5

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 6785 RAY BLAIR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	12	FORD EXPLORER	1FMHK7F89CG [REDACTED]		9812/7150	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN12 DE			17:00 30MAY12			CASH	01JUN12
R.O. OPENED		READY	OPTIONS: ENG:3.5_Liter_Ti-VCT				
08:51 30MAY12		15:45 01JUN12					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

We want to make sure you are
COMPLETELY SATISFIED
and that you would
DEFINITELY RECOMMEND us.

Please contact a Manager if you are not
COMPLETELY SATISFIED.

PRO RATA %	TOTAL PARTS	PRO RATA %	TOTAL LABOR	TOTAL CLAIM	I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW: X <small>THE COPY MUST BE RETURNED FOR ADJUSTMENT ON BEHALF OF SERVICING DEALER. I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREIN 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 ABUSIVE RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR 111 YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.</small>	DESCRIPTION	TOTALS
GUB TOTAL	ALLOWANCE	PLUS PRICE DIFF.	LESS REC.			LABOR AMOUNT	2.28
(CHECK (✓) APPROPRIATE BOX)						PARTS AMOUNT	17.00
CLAIMS REVIEW	AUTHORIZATION TO SUBMIT CLAIMS	PARTS SCRAP OUT			GAS, OIL, LUBE	22.95	
\$ PARTS	\$ LABOR	\$ TOTAL			SUBLET AMOUNT	0.00	
Authorized Signature And Date					(SIGNED) DEALER GENERAL MANAGER OR AUTHORIZED PERSON	MISC. CHARGES	0.00
					SERVICE HOURS: MON - FRI. 7:00 AM - 6:00 PM	TOTAL CHARGES	2.55
					SAT. 8:00 AM - 5:00 PM	LESS INSURANCE	42.50
						SALES TAX	0.00
						PLEASE PAY THIS AMOUNT	2.28
							44.78

DEALER CODE 71J178 P & A CODE 20323

Power Ford

North Scottsdale

8555 FRANK LLOYD WRIGHT BLVD.
SCOTTSDALE, ARIZONA 85260
(480) 991-3333
SERVICE DIRECT: (480) 596-2525

CUSTOMER #: [REDACTED]

* INVOICE *

DUPLICATE 1
PAGE 1

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 6785 RAY BLAIR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	12	FORD EXPLORER	1FMHK7F89CGA [REDACTED]		10407/10407	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PONO	RATE	PAYMENT	INV. DATE
01JAN12 DD			15:00 13JUN12			CASH	18JUN12
R.O. OPENED		READY	OPTIONS: ENG:3.5_Liter_Ti-VCT				
10:06	13JUN12	13:53 18JUN12					

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

A C/S THE PASS-SIDE TRIM PIECE BY MIRROR IS CRACKES ADVISE-SOP HERE
CAUSE: .

A99 REPLACE RH TRIM MOULDING A-PILLAR OUTSIDE
2589 RUBLE, DANIEL LIC#: 2682

WF (N/C)
1 BB5Z*7803136*AB MOULDING - WINDSHIELD (N/C)
FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:
00268

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
10407 REPLACE RH TRIM MOULDING APILLAR OUTSIDE

B CUSTOMER SATISFACTION REPLACE SAME TRIM PIECE ON DRIVER'S SIDE PER
FORD REP BART

CAUSE: BART FROM FORD APROVED LINE B. CUSTOMER SATISFACTION \$262.00
DOLLAR AMOUNT FORD CODE#F11-M03E5
REPAIR MT03137 TO REPLACE THE LOWER MOULDING
3292 WF (N/C)

1 BB5Z*7803137*AB MOULDING - WINDSHIELD (N/C)
1 BB5Z*7803137*BA MOULDING - WINDSHIELD (N/C)
FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:
00106

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
10407 7803137 33 VERIFIED RNR L/R OUTSIDE A PILLAR UPON REPAIR
NOTICE CLIPS MISSING NECC. TO REPLACED LOWER MOULDING RNR LCWE RMOLDING
RETEST OK

C C/S THE INFO SCREEN IS LOCKING UP & KEEPS DEFAULTING TO HER IPOD
TOUCH-ADVISE

CAUSE: .
A99 REPALCE APIM

PRO DATA %	TOTAL PARTS	PRO DATA %	TOTAL LABOR	TOTAL CLAIM	ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW	DESCRIPTION	TOTALS
SUB TOTAL	ALLOWANCE	PLUS PREC. DIFF.	LESS REC.		X THIS COPY MUST BE RETURNED FOR ADJUSTMENT ON BEHALF OF SERVING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT MY CHARGE TO SWISS. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REMOVED OR REPLACED UNDER THIS CLAIM HAD BEEN CORRECTED IN ANY WAY WITH ANY ACCIDENT NOTIFICATION OR REPAIR RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR 15 YEAR FROM THE DATE OF PARTMENT NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE. (SIGNED) DEALER GENERAL MANAGER OR AUTHORIZED PERSON DATE SERVICE HOURS: MON - FRI. 7:00 AM - 6:00 PM SAT. 8:00 AM - 5:00 PM	LABOR AMOUNT	
						PARTS AMOUNT	
						GAS, OIL, LUBE	
						SUBLET AMOUNT	
						MISC. CHARGES	
						TOTAL CHARGES	
						LESS INSURANCE	
						SALES TAX	
						PLEASE PAY THIS AMOUNT	

DEALER CODE 71J178 P & A CODE 20323

Power Ford North Scottsdale

8555 FRANK LLOYD WRIGHT BLVD.
SCOTTSDALE, ARIZONA 85260
(480) 991-3333
SERVICE DIRECT: (480) 596-2525

CUSTOMER #: [REDACTED]

* INVOICE *

DUPLICATE 1
PAGE 2

HOME: [REDACTED]
BUS: [REDACTED]

CONT: [REDACTED]
CELL: [REDACTED]

SERVICE ADVISOR: 6785 RAY BLAIR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	12	FORD EXPLORER	1FMHK7F89CGA [REDACTED]		10407/10407	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN12 DE			15:00	13JUN12		CASH	18JUN12
R.O. OPENED		READY	OPTIONS: ENG:3.5 Liter Ti-VCT				
10:06	13JUN12	13:53	18JUN12				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
	6467	WF					(N/C)

FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:
00268

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00
10407 DIAG CONCERN NECC TO REPLACE AND REPROGRAM APIM CUST ALSO
NEED TO UPDATE IPOD INFO CHECK AFTER REPAIR OK

D C/S NEEDS PRICE FOR ANTENNA -MISSING?
A99 REPAIR CUSTOMER ANTENNA/CUSTOMER
SATISFACTION
2589 RUBLE, DANIEL LIC#: 2682

1 BA8Z*18813*A 20121023 AERIAL WITHOUT CABLE (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00
10407 INSTALL MAST NO CHARGE (N/C)

We want to make sure you are
COMPLETELY SATISFIED
and that you would
DEFINITELY RECOMMEND us.
Please contact a Manager if you are not
COMPLETELY SATISFIED.

PRO RATA %	TOTAL PARTS	PRO RATA %	TOTAL LABOR	TOTAL CLAIM	ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW	DESCRIPTION	TOTALS
					X THIS COPY MUST BE RETURNED FOR ADJUSTMENT IN REPLY TO DOWNGRADE 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 DEDUCTION FROM THE APPROVAL OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRS OR REPLACEMENTS TO THIS CLAIM HAD BEEN LOGGED IN ANY WAY WITH ANY ACCIDENT, INSURANCE OR SERVICE RECORDS SUPPORTING THIS CLAIM AND CLAIMS FOR 12 MONTHS FROM THE DATE OF FINALITY DETERMINED AT THE SERVICE DEALER FOR PROTECTION BY MANUFACTURER'S REPRESENTATIVE.	LABOR AMOUNT	0.00
SUB TOTAL	ALLOWANCE	PLUS PRICE DIFF.	LESS REG.			PARTS AMOUNT	0.00
						GAS, OIL, LUBE	0.00
						SUBLET AMOUNT	0.00
						MISC. CHARGES	0.00
						TOTAL CHARGES	0.00
						LESS INSURANCE	0.00
						SALES TAX	0.00
						PLEASE PAY THIS AMOUNT	0.00
							0.00

DEALER CODE 71J178 P & A CODE 20323

Power Ford North Scottsdale

8555 FRANK LLOYD WRIGHT BLVD.
SCOTTSDALE, ARIZONA 85260
(480) 991-3333
SERVICE DIRECT: (480) 596-2525

CUSTOMER #: [REDACTED]

INVOICE

PAGE 1

PHX AZ [REDACTED]

HOME: [REDACTED]

BUS: [REDACTED]

CONT: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 6785 RAY BLAIR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	12	FORD EXPLORER	1FMHK7F89CC [REDACTED]		13131/13141	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN12 DD			17:00 13JUL12			CASH	13JUL12

R.O. OPENED READY OPTIONS: ENG:3.5_Liter_T1-VCT

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

A Perform Lube, Oil and Filter Service							
LOF Perform Lube, Oil and Filter Service							
3315 CFZM							
1	AA5Z*6714*A	20130428	FILTER ASY - OIL		9.76	4.95	4.95
6	5W20	5W20	ENGINE OIL		4.20	3.00	18.00
PART COUPON							
3315CFZDP							
LABOR DISCOUNT APPLIED							
3315 CFZM							
					-10.50	-10.50	
PARTS: 22.95					LABOR: -8.00	OTHER: 0.00	TOTAL LINE A: 14.95
13131 CHANGE OIL AND FILTER							

B C/S THE VEHILCE MAKES A WHISTLING NOISE FROM THE WINDSHIELD-ADVISE CAUSE:

BY001 CUSTOMER WILL COMEBACK & TEST DRIVE WITH TECH IF THE NOISE RETURNS
3680 SASSO, CHRISTOPHER LIC#: 4709

PAID

JUL 3 2012

(N/C)

FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:
00470

CHECK # _____ CASH _____

PARTS: 0.00							
LABOR: 0.00							
OTHER: 0.00							
13141 ROAD TESTED, NPF ROAD TESTED AND ONLY HEARD NORMALE							
TURBILANCE NOISE COMEING FROM TRUCK, NO OTHER NOISES HEARD AT THIS							
TIME, WENT UP TO 70 MPH							

C PERFORM MULTIPOINT INSPECTION PER QCM
MULTI PERFORM MULTIPOINT INSPECTION PER QCM

3315 CF							
99P FORD MPI					0.00	0.00	
3315 CF							
GTIRE TIRES CHECK OK					0.00	0.00	
3315 CF							
					0.00	0.00	

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

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW:			
X THIS COPY MUST BE RETURNED FOR ADJUSTMENT			
ON BEHALF OF SERVING 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 ABUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR 11 YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.			
SIGNED: DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE			
SERVICE HOURS: MON - FRI. 7:00 AM - 6:00 PM		SAT. 8:00 AM - 5:00 PM	
Authorized Signature and Date			

DEALER CODE 71J178 P & A CODE 20323

CUSTOMER COPY

Power Ford North Scottsdale

8555 FRANK LLOYD WRIGHT BLVD.
SCOTTSDALE, ARIZONA 85260
(480) 991-3333
SERVICE DIRECT: (480) 596-2525

CUSTOMER #: [REDACTED]

INVOICE

PAGE 2

SERVICE ADVISOR: 6785 RAY BLAIR

PHX AZ [REDACTED]
HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	12	FORD EXPLORER	1FMHK7F89CGA [REDACTED]		13131/13141	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PQ NO.	RATE	PAYMENT	INV. DATE
01JAN12 DD			17:00 13JUL12			CASH	13JUL12
R.O. OPENED	READY	OPTIONS: ENG:3.5_Liter_Ti-VCT					
09:21 13JUL12	16:54 13JUL12						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
	GBATT		BATTERY CHECK OK			0.00	0.00
		3315	CF				
	GBK		BRAKES CHECK OK			0.00	0.00
		3315	CF				
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:						0.00	0.00

13131 PERFORM MULTIPOINT OK AT THIS TIME CHECK ALL BRAKES 10 MM LEFT ON FRONT LININGS 9 MM LEFT ON REARS DID NOT NOTICE ANY BRAKE SQUEAK AT THIS TIME SEE 3315

D C/S THE VEHILCE LOCKS ITSELF W/KEY FOB INSIDE THE VEHILCE-ADVISE CAUSE:

BY001 WAITING FOR FORD RESPONSE. WILL NOTIFY CUSTOMER
3680 SASSO, CHRISTOPHER LIC#: 4709
WF

(N/C)

FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:
00470

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D:						0.00	0.00
13141 IN CONTECT WITH FORD ON PROBLEM IN CONTECT WITH FORD ON THIS PROBLEM							

F C/S THE FACTORY AUTO-START DOES NOT WORK ALL THE TIME-ADVISE CAUSE:

BY001 BOTH REMOTES CK OUT OK @ THIS TIME AND THE AUTO START IS OK AS WELL
3680 SASSO, CHRISTOPHER LIC#: 4709
WF

(N/C)

FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:
00470

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

PRO RATA %	TOTAL PARTS	PRO RATA %	TOTAL LABOR	TOTAL CLAIM	ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW: <input checked="" type="checkbox"/> THIS COPY MUST BE RETURNED FOR ADJUSTMENT ON BEHALF OF SERVICE DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO CUSTOMER UNLESS INDICATED BY AN INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAS BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR ABUSE RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICE DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	DESCRIPTION	TOTALS
SUB TOTAL	ALLOWANCE	PLUS PRICE DIFF.	LESS REC.			LABOR AMOUNT	
(CHECK (✓) APPROPRIATE BOX)						PARTS AMOUNT	
<input type="checkbox"/> CLAIMS REVIEW	<input type="checkbox"/> AUTHORIZATION TO SUBMIT CLAIMS	<input type="checkbox"/> PARTS SCRAP OUT				GAS, OIL, LUBE	
PARTS: _____ LABOR: _____ TOTAL: _____						SUBLET AMOUNT	
Signature: _____						MISC. CHARGES	
DEALER: _____ DATE: _____						TOTAL CHARGES	
SERVICE HOURS: MON-FRI 7:00 AM - 6:00 PM SAT 8:00 AM - 5:00 PM						LESS INSURANCE	
						SALES TAX	
						PLEASE PAY THIS AMOUNT	

DEALER CODE 71J176 P & A CODE 20323

Power Ford

North Scottsdale

8655 FRANK LLOYD WRIGHT BLVD.
SCOTTSDALE, ARIZONA 85260.
(480) 991-3333
SERVICE DIRECT: (480) 596-2525

CUSTOMER #: [REDACTED]

INVOICE

PAGE 3

SERVICE ADVISOR: 6785 RAY BLAIR

PHX AZ: [REDACTED]
HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	12	FORD EXPLORER	1FMHK7F89CG		13131/13141		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PG. NO.	RATE	PAYMENT	INV. DATE
01JAN12 DD			17:00 13JUL12			CASH	13JUL12

R/O OPENED: [REDACTED] READY: [REDACTED] OPTIONS: ENG:3.5_Liter_Ti-VCT

09:21 13JUL12 16:54 13JUL12

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
13141	NPF	TESTED THE AUTO START SYSTEM	WORKING FINE	SYSTEM WILL NOT WORK IF TO CLOSE TO THE CAR, HAVE ANOTHER KEY IN THE CAR, OR AUTO STARTED THREE TIMES IN A ROW, BUT BOTH REMOTES CHECK OUT OK AT THIS TIME AND AUTO START, MUST HIT LOCK AND AUTO START TWICE IN CONSESSION WITH NO PAUSES TO MAKE SYSTEM WORK			

EST: 38.06 13JUL12 09:21 SA: 6785

We want to make sure you are COMPLETELY SATISFIED and that you would DEFINITELY RECOMMEND us.

Please contact a Manager if you are not COMPLETELY SATISFIED.

PRO RATA %	TOTAL PARTS	PRO RATA %	TOTAL LABOR	TOTAL CLAIM	DESCRIPTION	TOTALS
					LABOR AMOUNT	-8.00
					PARTS AMOUNT	22.95
					GAS, OIL, LUBE	0.00
					SUBLET AMOUNT	0.00
					MISC. CHARGES	0.00
					TOTAL CHARGES	14.95
					LESS INSURANCE	0.00
					SALES TAX	1.11
					PLEASE PAY THIS AMOUNT	16.06

DEALER CODE 71J178 P & A CODE 20323

Rpt. Analysis Home

Report Mgmt Primary

Report Mgmt Query

Report Mgmt

Indicator Summary

Help Exit

GCQIS Report Analysis

Report Summary

Report 1 of 1

Query Name: REPORT RETRIEVAL

Folder Number:

[File Report To This Folder](#)

[File Report To A Folder](#)

[Exists in Folder\(s\)](#)

[Add Comments](#)

[Previous](#)

[Next](#)

[Save](#)

[Mail Report](#)

Download Options

Report Detail Section : [View Details](#)

[Attachments: 0](#)

Report# :

Received: 05/30/2012

CCRG/EPRC:

Reviewed Status:

Date:

Vehicle:

2012,EXPLORER 4X2 (U502) ,LIMITED,4 DOOR ,MPV ,1FMHK7F89CGA

Build Date: 11/16/2011

Odometer :

9,812 M

Engine:

3.5L CYCLO

Calibration: CUB1SN0A

Transmission:

6F50

Axle:

A/C: YES

Dealer:

USA 20323 Power Ford North Scottsdale

Phone#: (480) 596-2525

City:

Scottsdale

State:

Arizona

Country : USA

Originator:

DAN RUBLE

Symptom:

4 42 4 55 ST/RN/MV,MOVING,ENGAGE QUALITY ,FORWARD

Status:

VFG:

V48 GOOD AUTOMATIC TRANSMISSION

Additional Symptom:

ALLEGED SHIFT ISSUES IN HILLS

Fix:

Causal Component :

Condition Code:

Hotliner:

Phone: 000 000-0000

Regn Cd: W3 Phoenix

Engineering:

Phone:

TAR:

Dir Contact: DAN RUBLE

Phone: 000 000-0000

Title Cde: T

KOEO:**KOEC:****KOER:****Comments:**

REPAIR 05/30/2012 07:02PM AARON DOUGHTY MSS - FCSD - TECH SVC HOTLINE
 WEB FORM DATA - CONCERN:VEHICLE IS SHIFTING IMPROPERLY UP AND DOWN
 HILLS DIAGNOSTICS: SELF TEST NO CODES RAN OASIS NO MESSAGES ROAD
 TEST 11 MILES UNABLE TO VERFIY CONCERN PARTS REPLACED:NONE TECH
 QUESTION:ANY NONE CONCERNS WITH 6 SPEED TRANS SHIFT QUALITY UP AND
 DOWN HILLS?

RECOMM 05/30/2012 07:02PM AARON DOUGHTY MSS - FCSD - TECH SVC HOTLINE
 DANIEL, A NOTICEABLE DIFFERENCE IN TRANSMISSION OPERATION WILL BE
 SEEN WHEN DRIVING THE VEHICLE THROUGH HILLY TERRAIN, IF THE CRUISE
 CONTROL IS USED EVEN MORE SEVERE OR NOTICEABLE DIFFERENCES WILL BE
 SEEN. DRIVEABILITY ISSUES CAN ALSO CAUSE CAUSE IRREGULAR SHIFT
 BEHAVIOR WITHOUT SETTING CODES, VERIFICATION OF THE CALCULATED LOAD
 AND OTHER PCM INPUT (MAF, APP, BARO, TP, ETC.) WILL BE REQUIRED DURING
 THE EVENT TO IDENTIFY THIS TYPE OF FAULT. WITH NO CODES SET AND NO
 OTHER SIGNS OF A DRIVEABILITY OR TRANSMISSION CONCERN PRESENT AT THIS
 TIME, NO FURTHER DIAGNOSIS OR REPAIR CAN BE ADVISED. ADDITIONAL DETAIL
 FROM THE CUSTOMER REGARDING THE CONDITIONS PRESENT WHEN THE FAULT IS
 FELT MAY BE USEFUL. INFORMATION ON THE VEHICLE RUN TIME, VEHICLE
 TEMPERATURE, VEHICLE LOAD, AMBIENT TEMPERATURE, HVAC POSITION, SPEED,
 TERRAIN AND MOISTURE CONDITIONS WILL ALL BE HELPFUL IN BETTER
 UNDERSTANDING OR DUPLICATING THE FAULT. THE HOTLINE CURRENTLY HAS
 NO OTHER REPORTS OR KNOWN ISSUES INDICATING A SINGLE LIKELY OR COMMON
 POINT OF FAILURE ASSOCIATED WITH THE SYMPTOMS DESCRIBED.

Download Options

Folder Number: _____

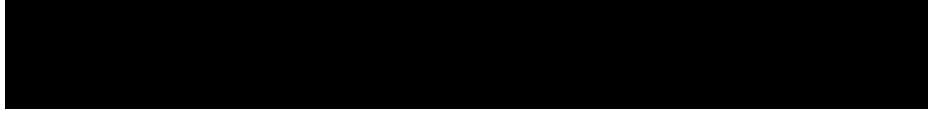
[File Report To This Folder](#)[File Report To A Folder](#)[Exists in Folder\(s\)](#)[Add Comments](#)[Previous](#)[Next](#)[Save](#)[Mail Report](#)

Requester: DALBANIC
Report Summary
Server: [REDACTED]

Ford Proprietary, Private

11-Jul-2012
Retention: None

Claim



TX

LAW OFFICES OF [REDACTED]
The Lemon Law Attorneys

[REDACTED]

[REDACTED]
Dallas, TX
Telephone [REDACTED]
Facsimile [REDACTED]

¹ Admitted in AZ, CA, FL, NY, NJ, and TX only
² Admitted in CA, MI, and WI only
³ Admitted in MI and NC only

December 11, 2017

RECEIVED

DEC 15 2017

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

OGC Lit
Consumer Claims

Re: [REDACTED]
2016 Ford Explorer
VIN 1FM5K7F80GGD [REDACTED]

Dear Sir/Madam:

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

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

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

Very truly yours

Law Offices of [REDACTED]
[REDACTED]

LAW OFFICES OF [REDACTED]
The Lemon Law Attorneys

[REDACTED]
Dallas, TX
Phone [REDACTED]
Fax [REDACTED]

November 5, 2018

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

Re: [REDACTED]
2016 Ford Explorer
VIN 1FM5K7F80GGD [REDACTED]

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Law Offices of [REDACTED] P.A.

[REDACTED]