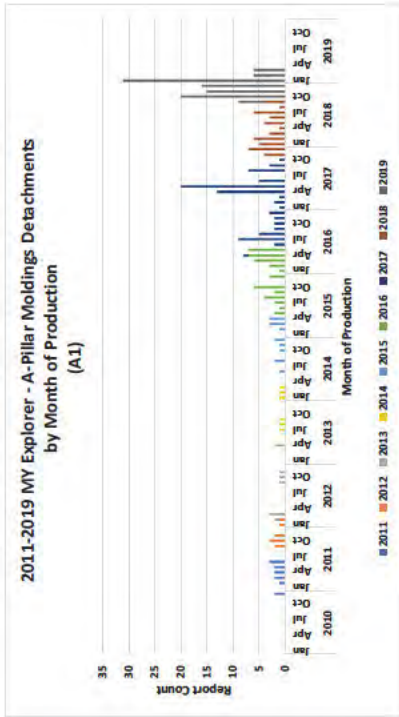


INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)



suggested_category	A1	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	Grand Total
Count of vin	Column Labels	2	2	2	2	2	2	2	2	2	2	2
Row Labels	2011		2	10	7							17
	Jan		1									1
	Feb		2									2
	Mar		2									2
	Apr		2									2
	May		2									2
	Jun		3									3
	Jul											
	Aug											
	Sep			2								2
	Oct			3								3
	Nov			2								2
	Dec			2	7							9
	2012			1	1							2
	Jan			1								1
	Feb			1								2
	Mar			1	3							3
	Apr											
	May											
	Jun											
	Jul											
	Aug											
	Sep				1							1
	Oct				1							1
	Nov				1							1
	Dec				2	3						5
	2013											
	Jan											
	Feb											
	Mar											
	Apr				2							2
	May											
	Jun											
	Jul									1		1
	Aug									1		1
	Sep									1		1

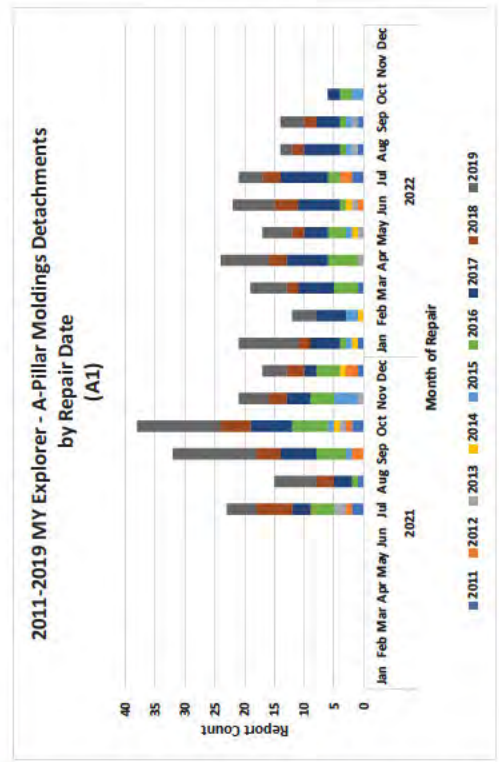


Nov	4	4	
Dec	7	7	
<b>2018</b>	<b>33</b>	<b>56</b>	<b>89</b>
Jan	5		5
Feb	6		6
Mar	3		3
Apr	1		1
May	4		4
Jun	3		3
Jul	6		6
Aug	1		1
Sep	4	5	9
Oct		20	20
Nov	15	15	15
Dec	16	16	16
<b>2019</b>	<b>43</b>	<b>43</b>	<b>43</b>

Jan	31	31	31
Feb	6	6	6
Mar		6	6
Apr			
May			
Jun			
Jul			
Aug			
Sep			
Oct			
Nov			
Dec			
<b>Grand Total</b>	<b>12</b>	<b>9</b>	<b>44</b>
		<b>6</b>	<b>14</b>
		<b>9</b>	<b>44</b>
		<b>79</b>	<b>99</b>
			<b>316</b>

suggested\_category A1

Count of Vin Row Labels	2011	2012	2013	2014	2015	2016	2017	2018	2019	Grand Total
2021	6	6	4	2	6	24	25	24	49	146
Jan										
Feb										
Mar										
Apr										
May										
Jun										
Jul		2	1	2		4	3	6	5	23
Aug		1				1	3	3	7	15
Sep		2			1	5	6	4	14	32
Oct		2	1	1	1	6	7	5	14	38
Nov		1	1		4	4	4	3	5	21
Dec		1	2	1	4	2	3	4		17
<b>2022</b>	<b>6</b>	<b>3</b>	<b>5</b>	<b>4</b>	<b>8</b>	<b>20</b>	<b>54</b>	<b>20</b>	<b>50</b>	<b>170</b>
Jan	1	1	1	1	1	1	5	2	10	21
Feb					1	2	5	2	4	12
Mar	1				4	6	2	6		19
Apr			1		5	7	3	8		24
May			1	1	1	3	4	2	5	17
Jun			1	1	1	1	7	4	7	22
Jul			2	2		2	8	3	4	21
Aug			1	1	1	1	6	2	2	14
Sep			1	1	1	1	4	2	4	14
Oct					2	2	2			6
Nov										
Dec										
<b>Grand Total</b>	<b>12</b>	<b>9</b>	<b>9</b>	<b>6</b>	<b>14</b>	<b>44</b>	<b>79</b>	<b>44</b>	<b>99</b>	<b>316</b>



repairedCountry (Multiple Items)

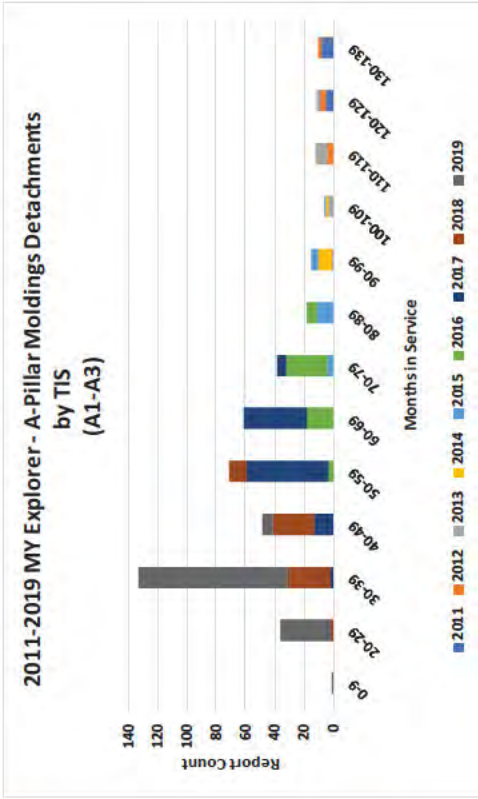
Count of suggested_category	A1		A3		A3 Total		Grand Total
	2021	2022	2021	2022	2021	2022	
2011	5	6	11	1	1	1	12
2012	6	3	9	1	1	1	10
2013	4	5	9	1	4	5	14
2014	2	4	6	2	3	5	11
2015	6	8	14	1	6	7	21
2016	24	20	44	3	9	12	56
2017	24	48	72	18	21	39	111
2018	24	16	40	11	14	25	65
2019	46	47	93	24	16	40	133
<b>Grand Total</b>	<b>141</b>	<b>157</b>	<b>298</b>	<b>60</b>	<b>75</b>	<b>135</b>	<b>433</b>

MY	Claims	New 2022 Claims Total	Volume	R/1000
2011	1530	1542	82807	18.6
2012	1415	1425	86866	16.4
2013	2748	2762	239413	11.5
2014	1942	1953	209115	9.3
2015	2040	2061	224409	9.2
2016	1367	1423	279428	5.1
2017	758	869	357721	2.4
2018	0	65	272857	0.2
2019	0	133	140970	0.9
				<b>14.8</b>
				<b>12.9</b>
				<b>9.4</b>
				<b>7.4</b>
				<b>6.8</b>
				<b>2.5</b>
				<b>0.3</b>
				<b>0</b>
				<b>0</b>



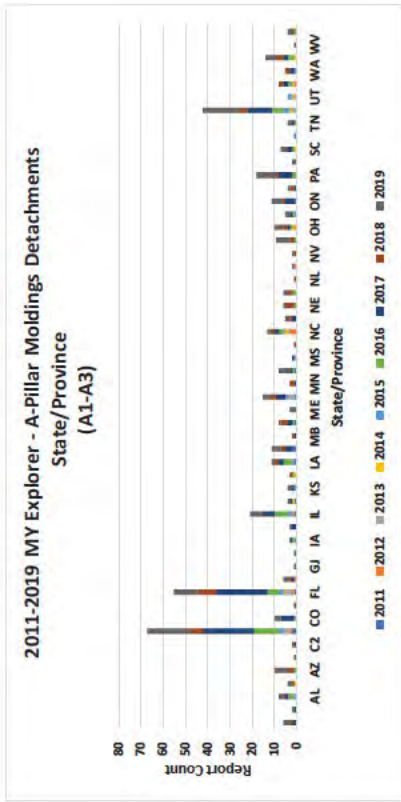
suggested\_category (Multiple Items)

Count of vin Row Labels	2011	2012	2013	2014	2015	2016	2017	2018	2019	Grand Total				
0-9									1	1				
20-29								2	34	36				
30-39							2	29	102	133				
40-49							13	28	7	48				
50-59						3	56	12		71				
60-69						18	43			61				
70-79					4	28	6			38				
80-89					11	7				18				
90-99					1	9	5			15				
100-109					3	2	1			6				
110-119					4	8				12				
120-129					5	4	2			11				
130-139					8	2				10				
<b>Grand Total</b>					<b>13</b>	<b>10</b>	<b>14</b>	<b>11</b>	<b>21</b>	<b>56</b>	<b>120</b>	<b>71</b>	<b>144</b>	<b>460</b>



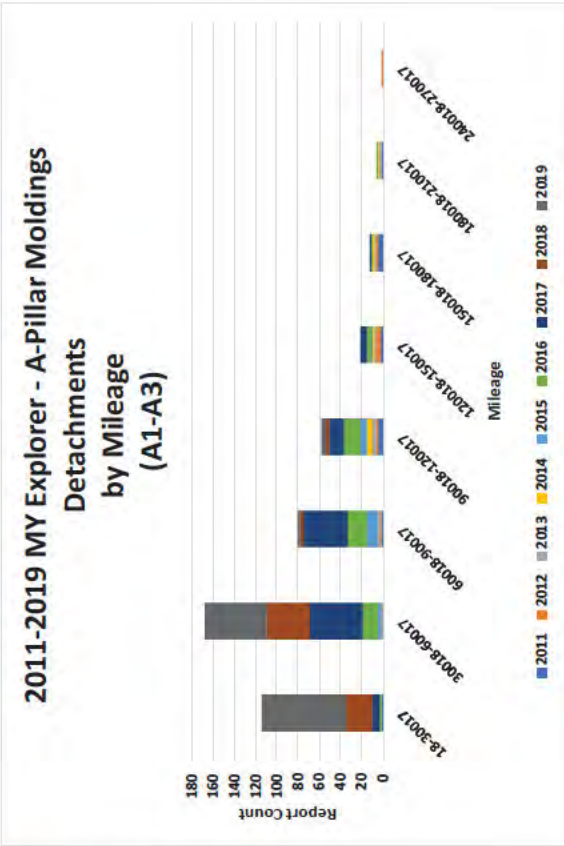
suggested\_category (Multiple Items)

Count of vin	2011	2012	2013	2014	2015	2016	2017	2018	2019	Grand Total
AB							2	1	3	6
AL							1	1	1	3
AR					1	3	1	1	2	8
AZ				1				1	2	4
BC						1		3	6	10
CA	2	1	3		2	11	23	6	19	67
CO			1			6		3		10
CT								1		1
FL	1	1	3	1	2	5	23	8	11	55
GA		1					1	1	3	6
GJ									1	1
HI									1	1
IA					1	1	1			3
ID									2	2
IL	1	1			2	6	5	1	5	21
IN		1			1	1	1	1	1	4
KS					1	1	1	1	2	4
KY				1					1	2
LA	1	1		1	4	2	2	1	11	22
MA	2				3	2	4			11
MB							1	1	1	3
MD	1				1	2	3	1	8	15
ME									3	3
MI	1		3		1	4	3	3	15	27
MN						1	2	3	3	9
MO					1	1	1	4	8	15
MS	1				1				2	4
MT								1	1	2
NC		3	1	1	2	2	2	1	13	22
ND						2	1	2	5	10
NE					1		4	1	6	12
NJ						2	2	2	6	12
NL								1	1	2
NM							1		1	2
NV								1	1	2
NY							1	2	6	9
OH		1		1	1	1	2	4	10	20
OK									2	2
ON	1				1		4	1	5	11
OR							1	2	1	4
PA						2	6	1	9	18
PR								2	2	4
SC					1	1	2	3	7	14
SD									1	1
TN							1	1	2	4
TX			2	1	3	5	11	4	16	42
UT			1	1	2				4	8
VA		1		1	1	1	2	2	8	16
WA					1		2	2	5	10
WI				1		3	2	3	14	23
WV									1	1
WY						1	1	2	4	8
Grand Total	13	10	14	11	21	56	120	71	144	460

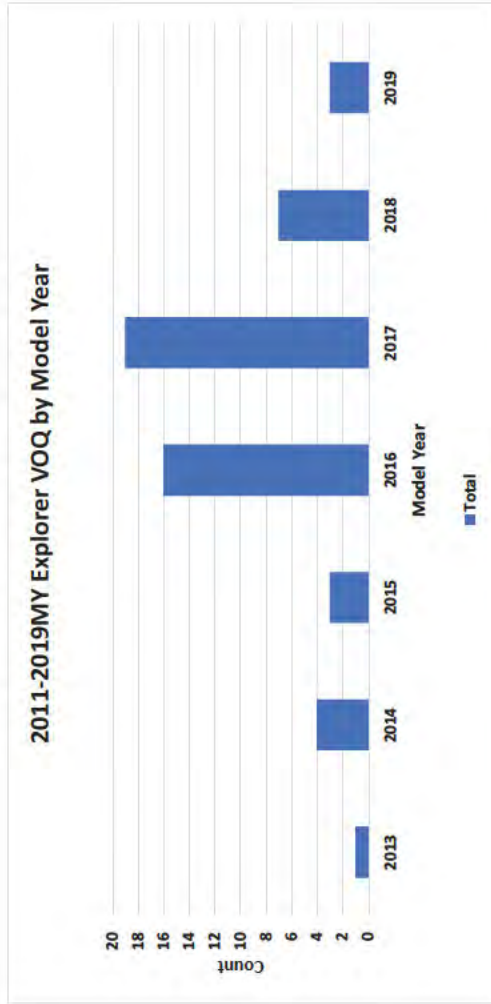


suggested\_category (Multiple Items)

Count of vin Row Labels	2011	2012	2013	2014	2015	2016	2017	2018	2019	Grand Total
18-30017	1					2	7	25	79	114
30018-60017		2	2	3	14	50	40	59		168
60018-90017	1	1	2	1	10	18	42	3	2	80
90018-120017	4	2	4	5	6	16	14	3	4	58
120018-150017	2	4	2	2	1	4	6			21
150018-180017	4	2	2	2	1	1	1			12
180018-210017	1	2	2	1	1	1				6
240018-270017		1								1
<b>Grand Total</b>	<b>13</b>	<b>10</b>	<b>14</b>	<b>11</b>	<b>21</b>	<b>56</b>	<b>120</b>	<b>71</b>	<b>144</b>	<b>460</b>

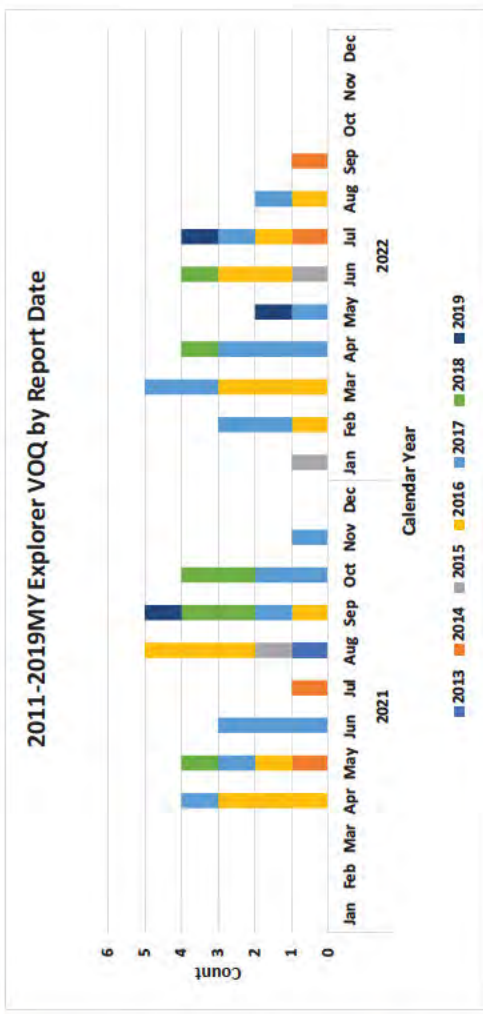


Category	A1
Row Labels	Count of VIN
2013	1
2014	4
2015	3
2016	16
2017	19
2018	7
2019	3
<b>Grand Total</b>	<b>53</b>



Category A1

Count of VIN Row Labels	2013	2014	2015	2016	2017	2018	2019	Grand Total
2021	1	2	1	1	8	9	5	1
Jan								27
Feb								
Mar				3	1			4
Apr				1	1	1		4
May		1			3			3
Jun								1
Jul								5
Aug	1		1	3				5
Sep				1	1	2	1	5
Oct					2	2		4
Nov						1		1
Dec								26
2022	2	2	2	8	10	2	2	26
Jan								1
Feb				1	2			3
Mar				3	2			5
Apr					3	1		4
May						1	1	2
Jun				1	2			4
Jul					1	1	1	4
Aug	1				1	1		2
Sep								1
Oct								
Nov								
Dec								
<b>Grand Total</b>	<b>1</b>	<b>4</b>	<b>3</b>	<b>16</b>	<b>19</b>	<b>7</b>	<b>3</b>	<b>53</b>



Pull/Run Date 10/25/2022  
CDSID [REDACTED]

Selection Summary

source system key VOQ Ford;  
make Ford LM;  
model year 2019; 2018; 2017; 2016; 2015; 2014; 2013; 2012; 2011;  
vehicle line EXPLORER;  
commodity category body;  
commodity level1 exterior; structure/sheetmetal;  
date 2021-03-26; 2022-10-25;  
Selections body - exterior -> Total  
Selections body - structure/sheetmetal -> Total

Disclaimer:

This data is for use as one of several potential awareness indicators for the Ford Motor Co. Enhanced Concern Identification System. It is unverified, draft, summary data generated from a computer word search of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary

---

**From:** Landry, Mike (M.P.)  
**Sent:** Wednesday, May 5, 2021 7:27 PM  
**To:** Diaz, Adrian (A.D.); Smolarek, David (D.T.)  
**Subject:** FW: 2012-2014 Explorer A-Pillar Trim

FYI....

Regards,

*Mike Landry*

**Manager, Car & Small Utility Vehicle Investigations  
Automotive Safety Office**

**DESK:** (313) 322-9510

**CELL:** (313) 269-4747

**E-MAIL:** [mlandry@ford.com](mailto:mlandry@ford.com)



---

**From:** Tuneff, Mark (M.S.) <[mtuneff@ford.com](mailto:mtuneff@ford.com)>  
**Sent:** Thursday, April 22, 2021 4:34 PM  
**To:** Smolarek, David (D.T.) <[dsmolar3@ford.com](mailto:dsmolar3@ford.com)>; Landry, Mike (M.P.) <[mlandry@ford.com](mailto:mlandry@ford.com)>; Diaz, Adrian (A.D.) <[adiaz41@ford.com](mailto:adiaz41@ford.com)>  
**Subject:** RE: 2012-2014 Explorer A-Pillar Trim

A little more background. . . I looked back at some old meetings and this was on Paul's tracking sheet for about one month in January 2018. They brought it up in December 2017 and sent us some VOQs. We provided them drawings, dimensions including the weight and a sample part from each side of the vehicle. It isn't on any of Paul's subsequent monthly tracking sheets.

---

**From:** Smolarek, David (D.T.) <[dsmolar3@ford.com](mailto:dsmolar3@ford.com)>  
**Sent:** Thursday, April 22, 2021 4:08 PM  
**To:** Landry, Mike (M.P.) <[mlandry@ford.com](mailto:mlandry@ford.com)>; Diaz, Adrian (A.D.) <[adiaz41@ford.com](mailto:adiaz41@ford.com)>  
**Cc:** Tuneff, Mark (M.S.) <[mtuneff@ford.com](mailto:mtuneff@ford.com)>  
**Subject:** FW: 2012-2014 Explorer A-Pillar Trim

FYI...more background

---

**From:** Tuneff, Mark (M.S.) <[mtuneff@ford.com](mailto:mtuneff@ford.com)>  
**Sent:** Thursday, April 22, 2021 2:43 PM  
**To:** Gaduski, Michael (M.) <[mgaduski@ford.com](mailto:mgaduski@ford.com)>; Smolarek, David (D.T.) <[dsmolar3@ford.com](mailto:dsmolar3@ford.com)>  
**Subject:** RE: 2012-2014 Explorer A-Pillar Trim

Hi Mike and Dave, the short answer is no. This item was first brought up back when NHTSA reorganized and we were still External and Internal. Danny Hillman brought it up in a regular meeting to "discuss with Ford." They had some

VOQs and asked I believe for a warranty run. They also asked for drawings to understand what the part was and then asked for samples. I believe you may have been the one that coordinated the warranty run and getting them parts. My recollection is that after they saw how light the parts were, and we identified that in some instances the trim likely separated after the windshield had been replaced they didn't ask any more questions. I don't believe they ever sent an inquiry and the requests were verbal in our meetings with Paul and the team. Danny frequently called with requests and questions without emails.

---

**From:** Gaduski, Michael (M.) <[mgaduski@ford.com](mailto:mgaduski@ford.com)>  
**Sent:** Thursday, April 22, 2021 2:18 PM  
**To:** Smolarek, David (D.T.) <[dsmolar3@ford.com](mailto:dsmolar3@ford.com)>  
**Cc:** Tuneff, Mark (M.S.) <[mtuneff@ford.com](mailto:mtuneff@ford.com)>  
**Subject:** RE: 2012-2014 Explorer A-Pillar Trim

This was not brought in to CCRG, so if anything there may have been a MA #. I did a quick search and could not find anything though.

Mark, Do you know if the Explorer A-Pillar Trim has a MA #? This was a drive-by that I helped with back in 2018 when I was an FCG.

**Mike Gaduski**  
Safety Investigations Engineer  
FPS| Suite 500  
O: 313-845-8445  
[mgaduski@ford.com](mailto:mgaduski@ford.com)



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**From:** Smolarek, David (D.T.) <[dsmolar3@ford.com](mailto:dsmolar3@ford.com)>  
**Sent:** Thursday, April 22, 2021 1:46 PM  
**To:** Gaduski, Michael (M.) <[mgaduski@ford.com](mailto:mgaduski@ford.com)>  
**Subject:** RE: 2012-2014 Explorer A-Pillar Trim

Hey Mike,

Do you know if there was ever a CCRG# opened for this investigation?

Regards,

**Dave Smolarek**  
Senior Safety Investigations Engineer – Car and Small Utility Vehicles  
Automotive Safety Office  
Phone (313) 319-9974  
[DSMOLAR3@ford.com](mailto:DSMOLAR3@ford.com)

---

**From:** Gaduski, Michael (M.) <[mgaduski@ford.com](mailto:mgaduski@ford.com)>  
**Sent:** Tuesday, August 4, 2020 3:56 PM  
**To:** Love, Keith (K.A.) <[klove@ford.com](mailto:klove@ford.com)>

Cc: Smolarek, David (D.T.) <[dsmolar3@ford.com](mailto:dsmolar3@ford.com)>

Subject: FW: 2012-2014 Explorer A-Pillar Trim

Keith,

Here's what I sent Dave a few months ago on this. I don't think we ended up taking any action on this.

These applique pieces get removed when the windshield is replaced, and **needs to be replaced with new parts when reinstalled**. See trim removal instructions PDF and video below that describes this.

[https://v\[REDACTED\]](https://v[REDACTED])

**Mike Gaduski**

Safety Investigations Engineer

FPS| Suite 500

O: 313-845-8445

[mgaduski@ford.com](mailto:mgaduski@ford.com)



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**From:** Gaduski, Michael (M.)

**Sent:** Wednesday, May 13, 2020 9:55 AM

**To:** Smolarek, David (D.T.) <[DSMOLAR3@ford.com](mailto:DSMOLAR3@ford.com)>

**Subject:** 2012-2014 Explorer A-Pillar Trim

Dave,

I did the leg work on this "drive-by" investigation, but Mark Tuneff communicated all off the material during the monthly meetings. At that time only Mark and Todd called into the meetings with NHTSA so I'm not sure how the material was presented.

First Meeting:

All warranty from the A-pill trim. (Attachment 1)

- I did an AWS search for all warranty of the A-pillar trims
- I did not read or take out any reports for finish/noise concerns
- Showed there was a spike in warranty at launch, but warranty got better over the years

Second Meeting:

Specs and mounting instructions of the A-pill trim piece (Attachment 2,3,4)

- Dimensions and weight I got from engineering/supplier
- Removal Instructions from PTS, work shop manual
- Part print and revision history

Follow up to Second Meeting:

Mailed A-pill components to NHTSA (see attached picture)

- We shipped these parts to NHTSA to show them that the pieces are made of plastic and light weight.

Resolution:

We did not take any actions as a result of talks with NHTSA, I think once we sent the parts to them they stopped asking questions and closed their concern.

**Mike Gaduski**

Safety Investigations Engineer

FPS| Suite 500

O: 313-845-8445

[mgaduski@ford.com](mailto:mgaduski@ford.com)



---

**From:** Diaz, Adrian (A.D.)  
**Sent:** Monday, January 30, 2023 12:25 PM  
**To:** Smolarek, David (D.T.); Shinska, John (J.A.); Lopez, Martin (M.D.); Vazquez, Valeria (A.); Buczkowski, Maria (M.); Ritter, Suzanne (S.M.)  
**Subject:** FW: PE23-001/2011-2019 Ford Explorer/Windshield Trim Panel Detachment  
**Attachments:** PE23\_001 opening resume.pdf

Team,

This is what NHTSA will be posting in their website regarding the Explorer A-Pillar Trim concerns. I have not seen it yet published in their website, but it should be available anytime soon.

I have asked for the actual questions.

Val... in the meantime, let's look at the VOQs that they are referring to and update your charts accordingly. Let's understand how many alleged road hazards (let's also do the same for all our internal data).

Adrian

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**From:** Kivett, Peter (NHTSA) <Peter.Kivett@dot.gov>  
**Sent:** Monday, January 30, 2023 6:59 AM  
**To:** Diaz, Adrian (A.D.) <adiaz41@ford.com>  
**Cc:** Hillman, Daniel (NHTSA) <Daniel.Hillman@dot.gov>; Lee, Michael (NHTSA) <Michael.Lee@dot.gov>  
**Subject:** PE23-001/2011-2019 Ford Explorer/Windshield Trim Panel Detachment

**WARNING:** This message originated outside of Ford Motor Company. Use caution when opening attachments, clicking links, or responding.

Adrian

Per our conversation, attached is a copy of the PE23-001 opening resume. Please coordinate with Danny Hillman if you have any questions.

Thank You,

Pete  
Division Chief VDD C



U.S. Department  
of Transportation  
**National Highway  
Traffic Safety  
Administration**

# ODI RESUME

**Investigation:** PE 23-001  
**Date Opened:** 01/27/2023  
**Investigator:** Daniel Hillman **Reviewer:** Peter Kivett  
**Approver:** Stephen Ridella  
**Subject:** Windshield Trim Panel Detachment

## MANUFACTURER & PRODUCT INFORMATION

**Manufacturer:** Ford Motor Company  
**Products:** 2011-2019 Ford Explorer  
**Population:** 1,864,480 (Estimated)

**Problem Description:** A windshield trim panel can detach while driving at highway speeds. This could cause the detached piece to hit the windshield of a vehicle, or even a motorcyclist, following behind the subject vehicle and cause a loss of vehicle control and a crash.

## FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
<b>Complaints:</b>	164	TBD	TBD
<b>Crashes/Fires:</b>	0	TBD	TBD
<b>Injury Incidents:</b>	0	TBD	TBD
<b>Number of Injuries:</b>	0	TBD	TBD
<b>Fatality Incidents:</b>	0	TBD	TBD
<b>Number of Fatalities:</b>	0	TBD	TBD

## ACTION / SUMMARY INFORMATION

**Action:** Open a Preliminary Evaluation.

**Summary:**

The Office of Defects Investigation (ODI) has received 164 complaints on model year 2011-2019 Ford Explorer vehicles alleging a windshield trim panel on the vehicle detached while driving at highway speeds. Some of the complaints reported that the driver of the vehicle following behind the subject Ford vehicle allegedly was startled when the trim piece hit the windshield and momentarily lost control of the vehicle.

ODI has opened a Preliminary Evaluation to assess the scope, frequency and consequence of the alleged defect in the subject vehicles.

The ODI reports cited below can be viewed on NHTSA.gov using the following reference numbers:

11497490, 11497214, 11496748, 11491809, 11490115, 11489184, 11486700, 11484465, 11484398, 11484160, 11482519, 11481000, 11479067, 11477314, 11476845, 11475721, 11474698, 11473341, 11473217, 11472207, 11471332, 11470414, 11468081, 11466173, 11464915, 11464179, 11463960, 11460668, 11460232, 11460068, 11459992, 11458199, 11457562, 11456681, 11455330, 11454504, 11452932, 11451873, 11446450, 11444063, 11442217, 11440387, 11436890, 11436709, 11435595, 11435182, 11432613, 11431606, 11431197, 11430627, 11430136, 11429918, 11426503, 11426389, 11426027, 11423661, 11423503, 11421226, 11420502, 11418701, 11418475, 11418090, 11416003, 11414142, 11407271, 11406865, 11406852, 11404915, 11400160, 11399448, 11365466, 11363716, 11362448, 11360235, 11352540, 11350327, 11350264, 11344084, 11338484, 11329017, 11328028, 11282607, 11282459, 11280305, 11253721, 11253267, 11242744, 11241798, 11241043, 11232621, 11229349, 11219639, 11216925, 11197379, 11195976, 11195911, 11195908, 11181370, 11174309, 11170513, 11166085, 11162886, 11162158, 11156014, 11155936, 11155160, 11145368, 11142772, 11139583, 11133449, 11132891, 11122363, 11119670, 11119555, 11113583, 11113576, 11110598, 11102660, 11101206, 11092064,

11091284, 11075250, 11072017, 11065705, 11061001, 11047363, 11047098, 11042881, 11041156, 11030193, 11025183, 11025018, 11022474, 11021648, 11021020, 11016390, 11015341, 11013502, 11013423, 11013308, 11012662, 11011352, 11003482, 11001605, 11000407, 11000185, 11000023, 10993756, 10992897, 10991964, 10985877, 10985070, 10983460, 10978831, 10978604, 10968299, 10968209, 10966454, 10958548, 10934505, 10918132, 10916740, 10916252 and 10915996.

REDACTED FOR RELEVANCE

4-20-21



21-214 EXPLORE A-PILLAR TRIM

VOQ'S - RELATED TO A-PILLAR

NO ACTION - PREVIOUS INVESTIGATION

158 TOTAL LOOSE? DETACH VOQ'S

2011-21

8 VOQ'S - IN 2021

PAT REED  
DAVID  
SMOLANEK

NEED PVT SUPPORT

NOTE TO MIKE MUSLEH

ERIC

REDACTED FOR RELEVANCE





21-214 EXP. AV A-PILLAR TRIM

MIKE MUSLET } NO SHOW

PAT REED TARGET TRG JUNE?

HANDLE OFFLINE ROSS. TRUCK

DAVE SMOLAREK 21-214

5.18.21

EXPLORER A. PILLAR TEAM DISCUSSION

138 VOQ'S A3 - FALLS OFF

2012 - 1256	2011 1325
2013 1384 ?	2012 1239
2014 1555	2013 2558
2015 1905	2014 1695
2016 2160	2015 1648
	2016 746
	2017 131
	2018 3
TARGET JUNE 7 TRG	2019 2

WAIT FOR EMM TO KICK-OFF 14D

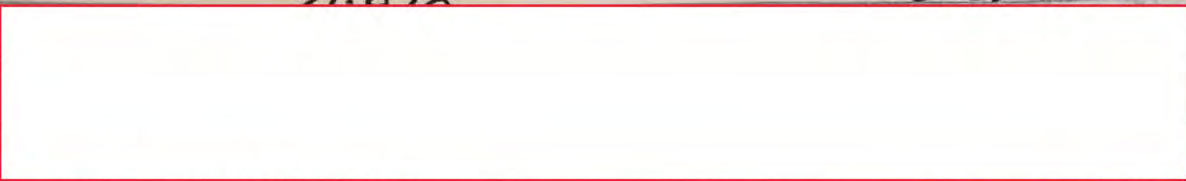
REVIEW MONDAY

REDACTED FOR RELEVANCE



21-098

6-23-21



REDACTED FOR RELEVANCE

EMM EXPLORER A-PILLAR TRIM 6-23-21

21-214

RICKY JACKSON

REC. CLOSING. BUT NEED TO CHECK NEW PANT #

IN 2019

F/U EMM

REDACTED FOR RELEVANCE



REDACTED FOR RELEVANCE

7-17-21



21-214 2011-19 EXPLORED A-PILLAR TRIM  
DAVES. ENM - 12/1000 STABLE  
CLOSE ON NOTES

REDACTED FOR RELEVANCE



---

**From:** Smolarek, David (D.T.)  
**Sent:** Wednesday, May 5, 2021 5:01 PM  
**To:** Parker, Valencia (V.L.)  
**Cc:** Landry, Mike (M.P.)  
**Subject:** Part Demand - Explorer A-Pillar

Hello Valencia,

Can your team assist with the service part demand for the following part numbers to assist in a safety investigation?

BB5Z-7803144-AA  
BB5Z-7803136-AA  
BB5Z-7803136-AB

BB5Z-7803145-AA  
BB5Z-7803137-AA  
BB5Z-7803137-AB

Regards,

**Dave Smolarek**

Senior Safety Investigations Engineer – Car and Small Utility Vehicles  
Automotive Safety Office  
Phone (313) 319-9974  
[DSMOLAR3@ford.com](mailto:DSMOLAR3@ford.com)

---

**From:** Smolarek, David (D.T.)  
**Sent:** Wednesday, August 5, 2020 1:35 AM  
**To:** Ott, David (D.J.); Love, Keith (K.A.); Gaduski, Michael (M.)  
**Cc:** Landry, Mike (M.P.)  
**Subject:** RE: 2012-2014 Explorer A-Pillar Trim

I reached out to Mike for this information a couple months ago, and have a lot of this already captured. I was using some of this information in the road hazard discussions we were having. I will revisit and make sure I have all of the info captured.

Regards,

### **Dave Smolarek**

Senior Safety Investigations Engineer – Car and Small Utility Vehicles  
Automotive Safety Office  
Phone (313) 319-9974  
Desk (313) 390-9533  
[DSMOLAR3@ford.com](mailto:DSMOLAR3@ford.com)

---

**From:** Ott, David (D.J.) <[dott@ford.com](mailto:dott@ford.com)>  
**Sent:** Tuesday, August 4, 2020 6:58 PM  
**To:** Love, Keith (K.A.) <[klove@ford.com](mailto:klove@ford.com)>; Gaduski, Michael (M.) <[mgaduski@ford.com](mailto:mgaduski@ford.com)>; Smolarek, David (D.T.) <[dsmolar3@ford.com](mailto:dsmolar3@ford.com)>  
**Cc:** Landry, Mike (M.P.) <[mlandry@ford.com](mailto:mlandry@ford.com)>  
**Subject:** RE: 2012-2014 Explorer A-Pillar Trim

Thanks all.

Hoping Dave can pull the comparative info together based on the prior CCRG/FRC info.

Dave

---

**From:** Love, Keith (K.A.) <[klove@ford.com](mailto:klove@ford.com)>  
**Sent:** Tuesday, August 4, 2020 4:07 PM  
**To:** Gaduski, Michael (M.) <[mgaduski@ford.com](mailto:mgaduski@ford.com)>; Smolarek, David (D.T.) <[dsmolar3@ford.com](mailto:dsmolar3@ford.com)>  
**Cc:** Landry, Mike (M.P.) <[mlandry@ford.com](mailto:mlandry@ford.com)>; Ott, David (D.J.) <[dott@ford.com](mailto:dott@ford.com)>  
**Subject:** RE: 2012-2014 Explorer A-Pillar Trim

Thanks Mike. Between you and Dave might you be able to put together a comparison between this A pillar and the roof rack trim detachment topics? Adrian requested this and I believe that, since the A pillar topic was a cust sat, he is interested in looking at similarities and differences and whether it is appropriate to pursue the same path for the roof rack trim? We would probably look at reports, rates, projections (if we did any), mass of the object, etc.

Are either of you in a position to do it?

---

**From:** Gaduski, Michael (M.) <[mgaduski@ford.com](mailto:mgaduski@ford.com)>  
**Sent:** Tuesday, August 4, 2020 3:56 PM  
**To:** Love, Keith (K.A.) <[klove@ford.com](mailto:klove@ford.com)>  
**Cc:** Smolarek, David (D.T.) <[dsmolar3@ford.com](mailto:dsmolar3@ford.com)>  
**Subject:** FW: 2012-2014 Explorer A-Pillar Trim

Keith,

Here's what I sent Dave a few months ago on this. I don't think we ended up taking any action on this.

These applique pieces get removed when the windshield is replaced, and **needs to be replaced with new parts when reinstalled**. See trim removal instructions PDF and video below that describes this.

<https://www> 

**Mike Gaduski**

Safety Investigations Engineer

FPS| Suite 500

O: 313-845-8445

[mgaduski@ford.com](mailto:mgaduski@ford.com)



---

**From:** Gaduski, Michael (M.)  
**Sent:** Wednesday, May 13, 2020 9:55 AM  
**To:** Smolarek, David (D.T.) <[DSMOLAR3@ford.com](mailto:DSMOLAR3@ford.com)>  
**Subject:** 2012-2014 Explorer A-Pillar Trim

Dave,

I did the leg work on this "drive-by" investigation, but Mark Tuneff communicated all off the material during the monthly meetings. At that time only Mark and Todd called into the meetings with NHTSA so I'm not sure how the material was presented.

First Meeting:

All warranty from the A-pill trim. (Attachment 1)

- I did an AWS search for all warranty of the A-pillar trims
- I did not read or take out any reports for finish/noise concerns
- Showed there was a spike in warranty at launch, but warranty got better over the years

Second Meeting:

Specs and mounting instructions of the A-pill trim piece (Attachment 2,3,4)

- Dimensions and weight I got from engineering/supplier
- Removal Instructions from PTS, work shop manual
- Part print and revision history

Follow up to Second Meeting:

Mailed A-pill components to NHTSA (see attached picture)

- We shipped these parts to NHTSA to show them that the pieces are made of plastic and light weight.

Resolution:

We did not take any actions as a result of talks with NHTSA, I think once we sent the parts to them they stopped asking questions and closed their concern.

**Mike Gaduski**

Safety Investigations Engineer

FPS| Suite 500

O: 313-845-8445

[mgaduski@ford.com](mailto:mgaduski@ford.com)



---

**From:** Donovan, Kevin (K.M.)  
**Sent:** Monday, May 17, 2021 4:57 PM  
**To:** Smolarek, David (D.T.); VanBelle, Laura (L.A.)  
**Subject:** RE: A-Pillar SNAP Investigation

Hi Dave,

I threw something on the calendar at 1:15 as I saw you and Laura were both available. Given the short notice, I can also find some time tomorrow.

Thanks,  
Kevin

---

**From:** Smolarek, David (D.T.) <[dsmolar3@ford.com](mailto:dsmolar3@ford.com)>  
**Sent:** Monday, May 17, 2021 12:45 PM  
**To:** VanBelle, Laura (L.A.) <[lvanbel1@ford.com](mailto:lvanbel1@ford.com)>  
**Cc:** Donovan, Kevin (K.M.) <[kdonov11@ford.com](mailto:kdonov11@ford.com)>  
**Subject:** RE: A-Pillar SNAP Investigation

Can we take a look at the bulk categorizing on this one and see if we are able to start yet? A1 and B1 are the most critical categories, and we have pretty high percentages on those. We are hoping to move fast to a TRG on this one, so the sooner we can get these run the better.

Please let me know your thoughts.

Regards,

**Dave Smolarek**

Senior Safety Investigations Engineer – Car and Small Utility Vehicles  
Automotive Safety Office  
Phone (313) 319-9974  
[DSMOLAR3@ford.com](mailto:DSMOLAR3@ford.com)

---

**From:** VanBelle, Laura (L.A.) <[lvanbel1@ford.com](mailto:lvanbel1@ford.com)>  
**Sent:** Wednesday, May 12, 2021 3:11 PM  
**To:** Smolarek, David (D.T.) <[dsmolar3@ford.com](mailto:dsmolar3@ford.com)>  
**Cc:** Donovan, Kevin (K.M.) <[kdonov11@ford.com](mailto:kdonov11@ford.com)>  
**Subject:** RE: A-Pillar SNAP Investigation

Hi Dave,

Great work on getting your percentage accuracy up!

I would suggest running more "suggested category" A3 in the filter to see if you can get the percentage accuracy up on that, and even with the B1, B2 categories prior to bulk categorizing, depending on what your preferred accuracy percentage tolerance will be. Nicely done!

Also note that you can uncategorized the prediction model as well if you are uncomfortable with the results.

In your output, you will be able to know who read the category or if it was bulk categorized.

I think you are in good shape!

Let me know if you need anything else.

As I mentioned in today's meeting, I would be happy to show you how to export your data and run the macro to fix our output (column headers, text to columns on true dates/mileage/TIS) for better grouping on pivot tables and standardized MOP, MOR, TIS, Mileage, State/Provence charts.

Laura

---

**From:** Smolarek, David (D.T.) <[dsmolar3@ford.com](mailto:dsmolar3@ford.com)>

**Sent:** Wednesday, May 12, 2021 3:05 PM

**To:** Donovan, Kevin (K.M.) <[kdonov11@ford.com](mailto:kdonov11@ford.com)>; VanBelle, Laura (L.A.) <[lvanel1@ford.com](mailto:lvanel1@ford.com)>

**Subject:** A-Pillar SNAP Investigation

I used some of the suggestions from our meeting earlier, and I have improved the accuracy. I can try and run a few more A3s through tomorrow and see if I can improve that category. Let me know if there are any more next steps before we can start bulk categorization.

Prediction		
	category	Accuracy (#Accepted/#Suggested)
<input type="checkbox"/>	A1	93% (287/310)
<input type="checkbox"/>	A2	0% (0/0)
<input type="checkbox"/>	A3	56% (18/32)
<input type="checkbox"/>	B1	85% (133/156)
<input type="checkbox"/>	B2	83% (25/30)
<input type="checkbox"/>	C	82% (59/72)

Regards,

**Dave Smolarek**

Senior Safety Investigations Engineer – Car and Small Utility Vehicles

Automotive Safety Office

Phone (313) 319-9974

[DSMOLAR3@ford.com](mailto:DSMOLAR3@ford.com)

---

**From:** Vazquez, Valeria (A.)  
**Sent:** Monday, October 17, 2022 9:17 PM  
**To:** Smolarek, David (D.T.)  
**Subject:** RE: Data Update - 21-214

Sure.

---

**From:** Smolarek, David (D.T.) <dsmolar3@ford.com>  
**Sent:** Monday, October 17, 2022 3:33 PM  
**To:** Vazquez, Valeria (A.) <avazqu45@ford.com>  
**Subject:** Data Update - 21-214

Hello Val,

Can you please update the data on the investigation attached? The raw data is available on my shared drive at the path below:

[\\FMC9001210\p](#) [REDACTED] Investigations\21-214\_Explorer A-Pillar Trim

Let me know if you want to set up a quick call to go through the data I ran last time. Thank you!

***Dave Smolarek***

***CCRG Manager – Unibody Platforms***

***Automotive Safety Office***

*Phone: (313) 319-9974*

*e-mail: [dsmolar3@ford.com](mailto:dsmolar3@ford.com)*

---

**From:** Smolarek, David (D.T.)  
**Sent:** Thursday, April 22, 2021 6:53 PM  
**To:** Diaz, Adrian (A.D.)  
**Cc:** Landry, Mike (M.P.)  
**Subject:** Re: Explorer A-Pillar

I don't have a date. I have requested that info from PD.

On Apr 22, 2021, at 2:47 PM, Diaz, Adrian (A.D.) <adiaz41@ford.com> wrote:

Thanks Dave. When was the gluing in the plant implemented?

---

**From:** Smolarek, David (D.T.) <dsmolar3@ford.com>  
**Sent:** Thursday, April 22, 2021 2:01 PM  
**To:** Landry, Mike (M.P.) <mlandry@ford.com>; Diaz, Adrian (A.D.) <adiaz41@ford.com>  
**Subject:** Explorer A-Pillar

Regards,

**Dave Smolarek**

Senior Safety Investigations Engineer – Car and Small Utility Vehicles  
Automotive Safety Office  
Phone (313) 319-9974  
[DSMOLAR3@ford.com](mailto:DSMOLAR3@ford.com)

---

**From:** Smolarek, David (D.T.)  
**Sent:** Wednesday, May 19, 2021 1:48 PM  
**To:** Jackson, Rickey (R.J.)  
**Subject:** RE: Smolarek, David (D.T.) shared "21-214\_Explorer A-Pillar Warranty Analysis\_05-18-2021" with you.

A1 – Detach while driving  
A3 – Missing – no further info  
B1 – Loose/rattle/wind noise/etc  
B2 – Cracked A-Pillar Trim  
C – Non-responsive

---

**From:** Jackson, Rickey (R.J.) <rjack259@ford.com>  
**Sent:** Wednesday, May 19, 2021 9:22 AM  
**To:** Smolarek, David (D.T.) <dsmolar3@ford.com>  
**Subject:** RE: Smolarek, David (D.T.) shared "21-214\_Explorer A-Pillar Warranty Analysis\_05-18-2021" with you.

Thanks Dave,  
What do the A3, B1, B2 and C represent?

---

**From:** Smolarek, David (D.T.) <dsmolar3@ford.com>  
**Sent:** Wednesday, May 19, 2021 8:06 AM  
**To:** Bysouth, Bradley (B.) <bbysouth@ford.com>; Jackson, Rickey (R.J.) <rjack259@ford.com>; Collins, Jorge (J.C.) <jcolli11@ford.com>  
**Subject:** Smolarek, David (D.T.) shared "21-214\_Explorer A-Pillar Warranty Analysis\_05-18-2021" with you.




## Smolarek, David (D.T.) shared a file with you

Here's the document that Smolarek, David (D.T.) shared with you.



21-214\_Expl [REDACTED]

 This link only works for the direct recipients of this message.

Open



[Privacy Statement](#)

---

**From:** Smolarek, David (D.T.)  
**Sent:** Tuesday, April 20, 2021 2:27 PM  
**To:** Reed, Patrick (P.J.); Musleh, Michael (A.)  
**Cc:** Landry, Mike (M.P.)  
**Subject:** U502 Explorer A-Pillar Trim Investigation

Hello Michael/Pat,

As discussed in CCRG, we are looking for PD to provide an analysis on the A-Pillar trim concern. There have been 133 VOQs for detachment to date. Please work to provide the following information for the next CCRG follow-up:

- Physical analysis of the means of affixing to the vehicle.
- Analysis of any changes that were made over the model run (2011-19)
- Potential solutions to improve performance

Let me know if you will be ready for next week's CCRG.

Regards,

**Dave Smolarek**

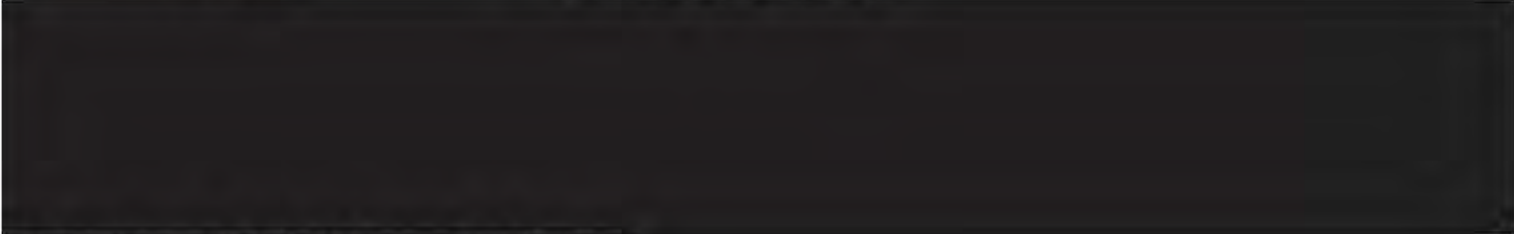
Senior Safety Investigations Engineer – Car and Small Utility Vehicles  
Automotive Safety Office  
Phone (313) 319-9974  
[DSMOLAR3@ford.com](mailto:DSMOLAR3@ford.com)

---

**From:** Miller, Jessica (.) <jmill159@ford.com>  
**Sent:** Tuesday, November 15, 2022 12:47 PM  
**To:** Vazquez, Valeria (A.)  
**Subject:** RE: Explorer A Pillar Molding  
**Attachments:** D162102\_Bailey\_Customer Demand.pdf

Good Morning Vall

REDACTED FOR PRIVILEGE



**From:** Vazquez, Valeria (A.) <avazqu45@ford.com>  
**Sent:** Tuesday, November 15, 2022 7:15 AM  
**To:** Miller, Jessica (.) <jmill159@ford.com>  
**Subject:** RE: Explorer A Pillar Molding

Jessie

Good morning,

For the A pillar molding property damage claim that you sent me, is there any additional info? Or do you happen to know that one ended up?

Vin: 1FMHK8F89BGA 

Thanks!

Val

---

**From:** Miller, Jessica (.) <jmill159@ford.com>  
**Sent:** Thursday, November 3, 2022 12:02 PM  
**To:** Vazquez, Valeria (A.) <avazqu45@ford.com>  
**Subject:** RE: Explorer A Pillar Molding

Awesome and thanks! 😊

---

**From:** Vazquez, Valeria (A.) <avazqu45@ford.com>  
**Sent:** Thursday, November 3, 2022 1:58 PM  
**To:** Miller, Jessica (.) <jmill159@ford.com>  
**Subject:** RE: Explorer A Pillar Molding

Everything ok here as well!

You are the best and the fastest! Thanks Jessie!

---

**From:** Miller, Jessica (.) <jmill159@ford.com>  
**Sent:** Thursday, November 3, 2022 11:56 AM  
**To:** Vazquez, Valeria (A.) <avazqu45@ford.com>  
**Subject:** RE: Explorer A Pillar Molding

Hi Val!

Doing okay here – hope things are well on your end! 😊

Please find the attached search results for your request. There was only one property damage claim (the first one) and the rest are consumer/lemon law matters. I reviewed the notes and/or GSAR records for these and put the info in the far right column. Please let me know if you have any questions or need anything else – thanks!

---

**From:** Vazquez, Valeria (A.) <[avazqu45@ford.com](mailto:avazqu45@ford.com)>

**Sent:** Thursday, November 3, 2022 9:32 AM

**To:** Miller, Jessica (.) <[jmill159@ford.com](mailto:jmill159@ford.com)>

**Subject:** Explorer A Pillar Molding

Hi Jessie!

Hope you are doing great!

Quick favor - could you please help me check if we have any suits or legal claims regarding the A Pillar Moldings for the Explorer MY 2011-2019?

Symptoms are : detachment of the A pillar molding, or looseness on the A pillar moldings, or rattle/flapping noises. Worst case are the detachments at high speeds.

We are reopening this investigation and need to know if there is anything “formal”

Thanks!

Val

**Valeria Vázquez** | Senior Investigations Engineer

Automotive Safety Office (ASO)

E-mail: [avazqu45@ford.com](mailto:avazqu45@ford.com) | Phone: +52 (55) 7931 4810

PH # [REDACTED]

12/22/17

[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

OGC Lit  
Product Claims

JAN - 8 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 re-presentation.

Sincerely,  
[REDACTED]

11  
pages enclosed/submitted.

[REDACTED]  
PH # [REDACTED]

11/6/2017

[REDACTED]  
St. Petersburg, FL  
[REDACTED]

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

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

(I am presently pro se)

Mr. ~~Mull~~ Mulally:

I am the owner of a 2011 Ford Explorer Limited purchased in May 2017 with 80,000 miles on it — VIN: 1FMRK8F89BGA [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 ~~time that~~ 2 times this year that it had to be replaced. The part cost \$140.00 online and ~~\$143~~ \$13.50 Labor. Luckily when it flew off with me in traffic it did not cause the <sup>other</sup> 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,

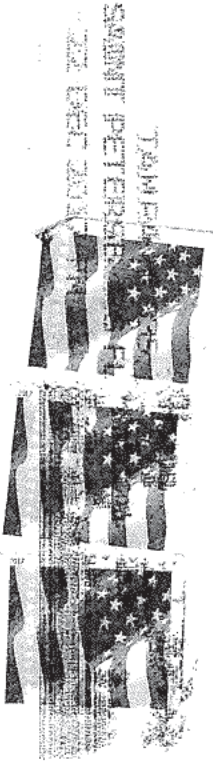
[Redacted Signature]

11/6/2017

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

[Redacted Signature]

St. Petersburg, FL



ATTN, Bradley Gayton, GC

Ford Motor Company Products

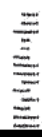
Claims Dept.

Office of General Counsel

P.O. Box 70

Dearborn, MI 48121-0070

48121-0070



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PAGE 1

ST PETERSBURG, FL

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 355 NEAL THOMPSON

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/ OUT, TAG. Row 1: KONA BLUE, 11, FORD EXPLORER, 1FMHK8F89BGZ, [REDACTED], 87819/87820, T115G.

Table with columns: DEL DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE. Row 1: 23MAY17 DD, 17:00, 25OCT17, CASH, 03NOV17.

Table with columns: R.O. OPENED, READY, OPTIONS. Row 1: 10:40, 25OCT17, 11:41, 03NOV17, SOLD-STK:17040420 DLR:26144.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Row 1: A, INSTALL RIGHT FRONT A-PILLER TRIM CUSTOMER HAS OWN PART, 99, 11/03/2017, 116 CB45, 13.50, 13.50.

Table with columns: PARTS, LABOR, OTHER, TOTAL LINE. Row 1: B, C/S HE HAS DING IN LEFT REAR HAS SAFE GUARD PROTECTION, 99 COMPLETE, 723 CS, 0.00, 0.00, 45.00, 45.00.

Table with columns: PARTS, LABOR, OTHER, TOTAL LINE. Row 1: C, SEND TO FORD FOR OPEN RECALLS, 99 COMPLETE, 723 IS, 0.00, 0.00, 0.00, (N/C).

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.

"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 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].

Table with columns: DESCRIPTION, TOTALS. Rows include: 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

Dimmitt 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

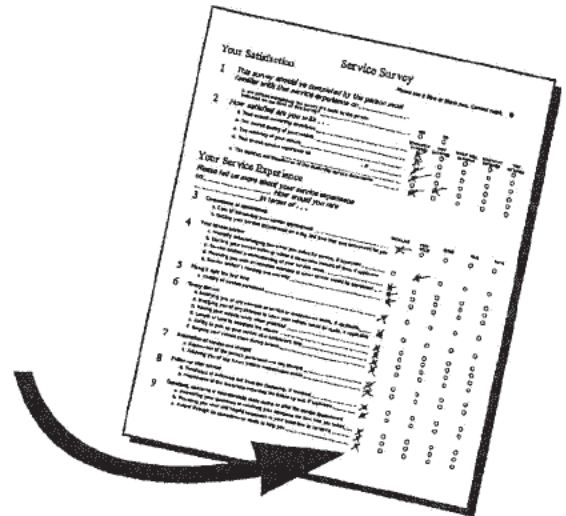
Dear [REDACTED]

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)

**COMPLETE THIS SECTION ON DELIVERY**

A. Signature

X *Lois A. Palmer*  Agent  
 Addressee

B. Received by (Printed Name)

*Lois A. Palmer*

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

PS Form 3811, July 2015 PSN 7530-02-000-9053

Domestic Return Receipt

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

Domestic Mail Only

For delivery information, visit our website at [www.usps.com](http://www.usps.com)®

DEARBORN, MI [Redacted] OFFICIAL USE

Certified Mail Fee	\$3.25
Extra Services & Fees (check box, add fee as appropriate)	\$7.75
<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
Postage	\$0.49
<b>Total Postage and Fees</b>	<b>\$8.59</b>



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  
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

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

CRD	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 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.

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					
<b>TOTAL</b>	<b>\$133.93</b>					

CUSTOMER COPY

PE23-001-000045-ER



# 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: 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: 00

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](mailto:andram@1aauto.com)>  
**Date:** Dec 13, 2017 3:49 PM  
**Subject:** Invoice  
**To:** [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**  
1A Auto  
Customer Service  
Visit us at: [www.1aauto.com](http://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\*\*\*

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.	
[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 <sup>problem/</sup> failure which had to have existed, without <sup>earlier</sup> 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/<sup>flaw</sup> 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. <sup>2 pgs.</sup> IV<sup>-1</sup> and V, ~~2~~ 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 70  
Dearborn, MI 48211-0070

D

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

PAGE 1

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				

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 32.45 32.45  
 1 19330001 (S)FILTER 6.50 6.50 6.50  
 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 0.00 0.00  
 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 0.00 0.00  
 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 0.00 0.00  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

| -8529

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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	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
HAZ.DISP/DEDUCT.	(a) F X W.
TOTAL CHARGES	
EXT.WARR/BUS/DISC/INS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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

CUSTOMER COPY

(a)-(b)

1058271



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 2

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

	Charge Description	Date	Quantity	Per	Rate	Total
<b>RENTER</b>	TIME & DISTANCE	12/07 - 12/27	3	WEEK	\$144.00	\$432.00
	REFUELING CHARGE	12/07 - 12/27				\$0.00
	<b>Subtotal:</b>					<b>\$432.00</b>
<b>DATE &amp; TIME OUT</b>	<b>Taxes &amp; Surcharges</b>					
12/07/2017 10:59 AM	GOVT SURCHARGE	12/07 - 12/27	20	DAY	\$2.00	\$40.00
<b>DATE &amp; TIME IN</b>	SALES TAX	12/07 - 12/27			7%	\$33.99
12/27/2017 09:02 AM	TIRE AND BATTERY FEE	12/07 - 12/27	20	DAY	\$0.02	\$0.40
<b>BILLING CYCLE</b>	VEHICLE LICENSE FEE	12/07 - 12/27	20	DAY	\$0.66	\$13.20
24-HOUR	<b>Total Charges:</b>					<b>\$519.59</b>
<b>CAR CLASS CHARGED</b>	<b>Bill-To / Deposits</b>					
CCAR	DEPOSITS					(\$519.59)
<b>VEH #1 2017 NISN VERS ADSV</b>	<b>Total Estimated Amount Due</b>					<b>\$0.00</b>

VIN# 3N1CN7AP9HK  
 LIC#  
 MILES DRIVEN 315  
 CAR CLASS: CCAR

**PAYMENT INFORMATION**

AMOUNT PAID	TYPE	CREDIT CARD NUMBER
\$10.59	Visa	XXXXXXXXXX
\$509.00	Visa	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]

**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 #:

# 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

37 PETERSBURG, FL  
HOME: CONT.

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	11	FORD EXPLORER	1FMHK8F89BGZ		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

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

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

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

PLEASE PAY THIS AMOUNT 645.43

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

CUSTOMER #:

# 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 1

SERVICE ADVISOR: 4245 RICKY HOLLAWAY

ST PETERSBURG, FL

HOME: CONT:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	11	FORD EXPLORER	1FMHK8F89BGZ		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
------	--------	------	------	-------	------	-----	-------

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) CUSE 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.

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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 #:

# 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: CONT:

Repair Shop Registration Number

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	11	FORD EXPLORER	1FMHK8F89BGA		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.\*\*

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

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

3** INSTALL WINDSHIELD TRIM - PART IN BOX, REAR OF VEH	11 LIGHT GEN LINE	7973	CF	0.00	0.00	0.00	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

3\*\* ENGINE ASSEMBLY - REMOVE AND INSTALL (LABOR ONLY)

CAUSE:

EN81 Engine Assembly - Remove and Install (Labor Only)

7973 WFXM

2 DG1Z\*9448\*A GASKET

12 \*W712244\*S300 STUD

1 DL2Z\*6006\*D SERVICE ENGINE ASY

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

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

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

CUSTOMER #:

# 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: CONT:

Repair Shop Registration Number:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	11	FORD EXPLORER	1FMHK8F89BGA		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
							(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:

(N/C)

(N/C)

(N/C)

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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



**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](mailto:andram@1aauto.com)>  
**Date:** Dec 13, 2017 3:49 PM  
**Subject:** Invoice  
**To:** [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**  
1A Auto  
Customer Service  
Visit us at: [www.1aauto.com](http://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.

**Disclaimer**

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This email has been scanned for viruses and malware, and may have been automatically archived by **Mimecast Ltd**, an innovator in Software as a Service (SaaS) for business. Providing a **safer** and **more useful** place for your human generated data. Specializing in; Security, archiving and compliance. To find out more [Click Here](#).

(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.
[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
						<b>Subtotal</b>	\$140.95
						<b>Misc</b>	\$0.00
						<b>Tax</b>	\$0.00
						<b>Freight</b>	\$0.00
						<b>Trade Discount</b>	\$0.00
						<b>Total</b>	\$140.95

(b)

# 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: 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: 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.~~ 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. [REDACTED]  
CASH RETAIL COUNTER  
\*\*DO NOT CHANGE INFORMATION ON  
2011 EXPLORER  
[REDACTED]

S  
H  
I  
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
<p><b>DISCLAIMER OF WARRANTY:</b> 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><b>If Payment Is Made By Check</b> 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

AutoNation

CUSTOMER COPY

(b)

St. Petersburg FL

cert. ltr

CERTIFIED MAIL



Bradley Gayton, & C  
Claims Dept. (Ford MC)  
Off. of General Counsel  
P.O. Box 70  
Dearborn, MI ~~48121~~-0070  
48121



1000



48121

U.S. POSTAGE  
PAID  
SAINT PETERSBUR  
JAN 12 1988  
AMOUNT

\$7.01

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 Moulding  
Second Replacement.

2011 Ford Explorer  
VIN 1FMFK8F89BGA [REDACTED]

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

[REDACTED]

St. Petersburg FL

Ph [REDACTED]

[REDACTED]

CUSTOMER #:

# 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	T1931	
DEL DATE	PRGD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JAN11 DE			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 B:
							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.



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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

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 #:

# 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

\*INVOICE\*

PAGE 1

ST PETERSEBURG, FL  
HOME  
Shop Registration Number

CONT:

CELL:

SERVICE ADVISOR: 4245 RICKY HOLLAWAY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	11	FORD EXPLORER	1FMHK8F89BGA		89052/89052	T1931

DEL DATE	PRGD 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

LINE OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A MULTI-POINT INSPECTION DECLINED  
MULTI-D MULTI-POINT INSPECTION DECLINED  
7973 FEPS (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 BBSZ\*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 FEPS (N/C)  
SUBL WASH & VAC SECURITY GEEZ 30665 (N/C)  
FEPS (N/C)  
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

D \*\*\*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.

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

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 12.00 or 12% of the total cost of labor and parts, whichever is greater, to the Repair Order. This charge will not exceed \$50.00. 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 load-carrying battery sold in the state (s.403.7185).  
ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

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

	<b>Sale</b>
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:	00
User ID:	burrowsj1

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