

[REDACTED]

[REDACTED]

**From:** [dcpform@ford.com](mailto:dcpform@ford.com)  
**To:** [Ordcalp, F \(F.\)](mailto:Ordcalp, F (F.))  
**Cc:** [carlos.guillen@teamsewell.com](mailto:carlos.guillen@teamsewell.com)  
**Subject:** Dealer/Fleet Request For OGC Review  
**Date:** Wednesday, August 30, 2023 6:31:50 PM

<b>Dealer/Fleet Request For OGC Review</b>	
<b>Dealership/Fleet Name:</b>	Sewell Ford Lincoln
<b>Requesting Dealer/Fleet:</b>	Sewell Ford Lincoln
<b>P&amp;A Code:</b>	02561
<b>Contact Person:</b>	Carlos Guillen
<b>Title:</b>	Lincoln Service Manager
<b>Phone Number:</b>	4324980270
<b>Fax Number:</b>	4324980488
<b>Email Address:</b>	carlos.guillen@teamsewell.com
<b>Region:</b>	USA
<b>Address:</b>	4400 Parks Legado
<b>City:</b>	Odessa
<b>State:</b>	Texas
<b>Zip Code:</b>	79765
<b>CUSTOMER/VEHICLE INFORMATION</b>	
<b>Warranty Start Date:</b>	08/06/2019
<b>Vehicle Year:</b>	2019
<b>Vehicle Model:</b>	Navigator
<b>Vehicle VIN:</b>	5LMJJ3TT3KE [REDACTED]
<b>Mileage:</b>	53225
<b>Customer/Fleet Name:</b>	[REDACTED] US Auto Max
<b>Street Address:</b>	[REDACTED]
<b>City:</b>	Odessa
<b>State:</b>	Texas
<b>Zip Code:</b>	[REDACTED]
<b>Contact Phone:</b>	[REDACTED]
<b>Work Phone:</b>	[REDACTED]
<b>Email Address:</b>	[REDACTED]
<b>Region:</b>	USA
<b>DETAILS OF INCIDENT</b>	

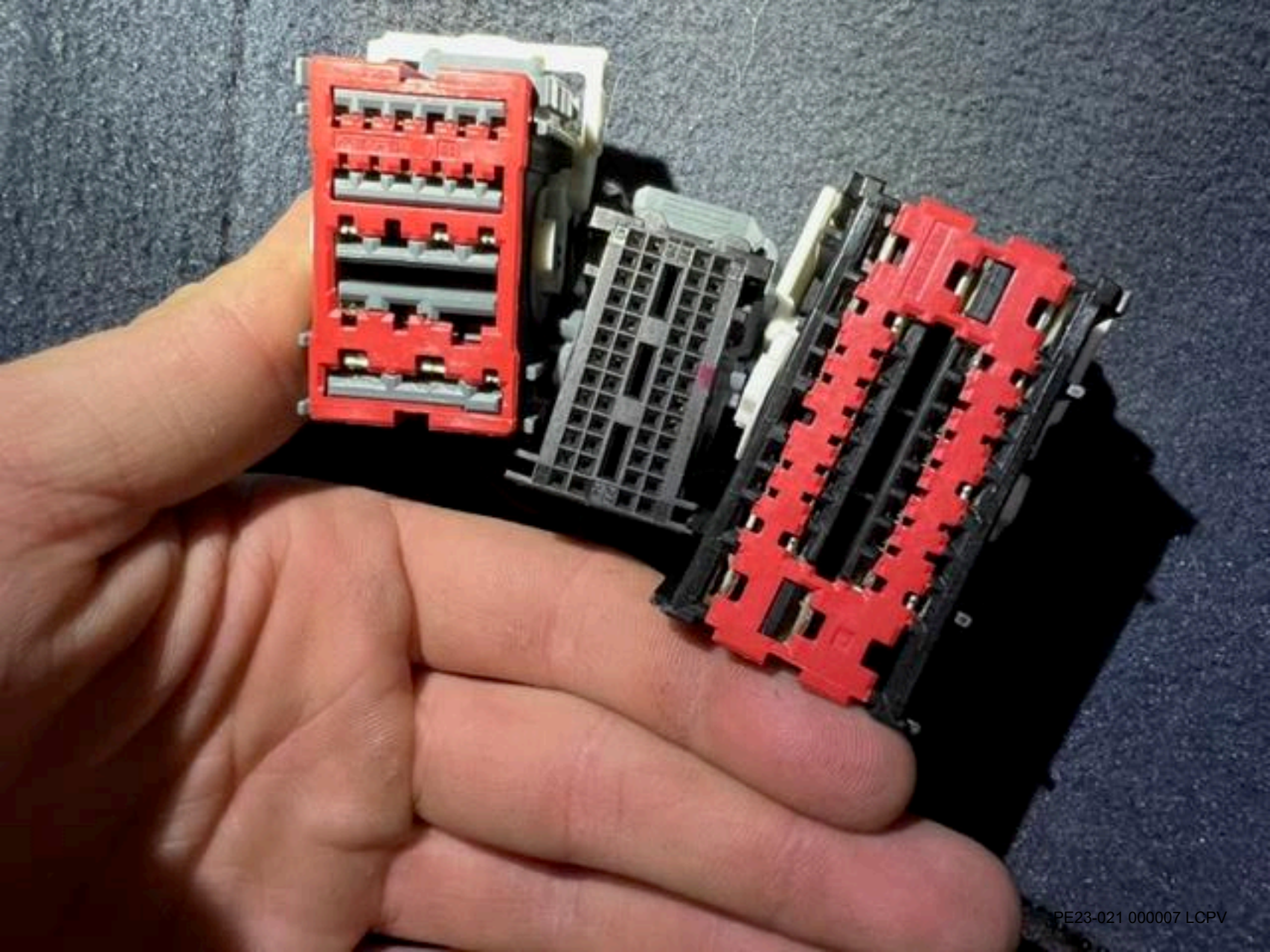
<b>Incident Involves:</b>	
<b>Date of Incident:</b>	2023-08-27
<b>County in which incident occurred:</b>	Ector
<b>Is customer alleging a component defect CAUSED the incident?</b>	Yes
<b>If yes, what type &amp; details:</b>  <b>If no, refer to Escalated Concern Handling section of the Customer Handling Roadmap</b>	Passenger side seatbelt pretensioner deployed with no crash event occurring while the vehicle was traveling 30 mph. The passenger was effected but we are uncertain of any possible ailments that could have been caused. The customer also notice smoke appear along with a burning type smell.
<b>Was a police report filed?</b>	No
<b>If yes, where:</b>	
<b>Has the insurance company been contacted?</b>	No
<b>What did the insurance company advise?</b>	
<b>Name and phone number of owner's insurance company &amp; agent's name:</b>	
<b>If the vehicle is a conversion unit, who is the coach builder?</b>	
<b>City:</b>	

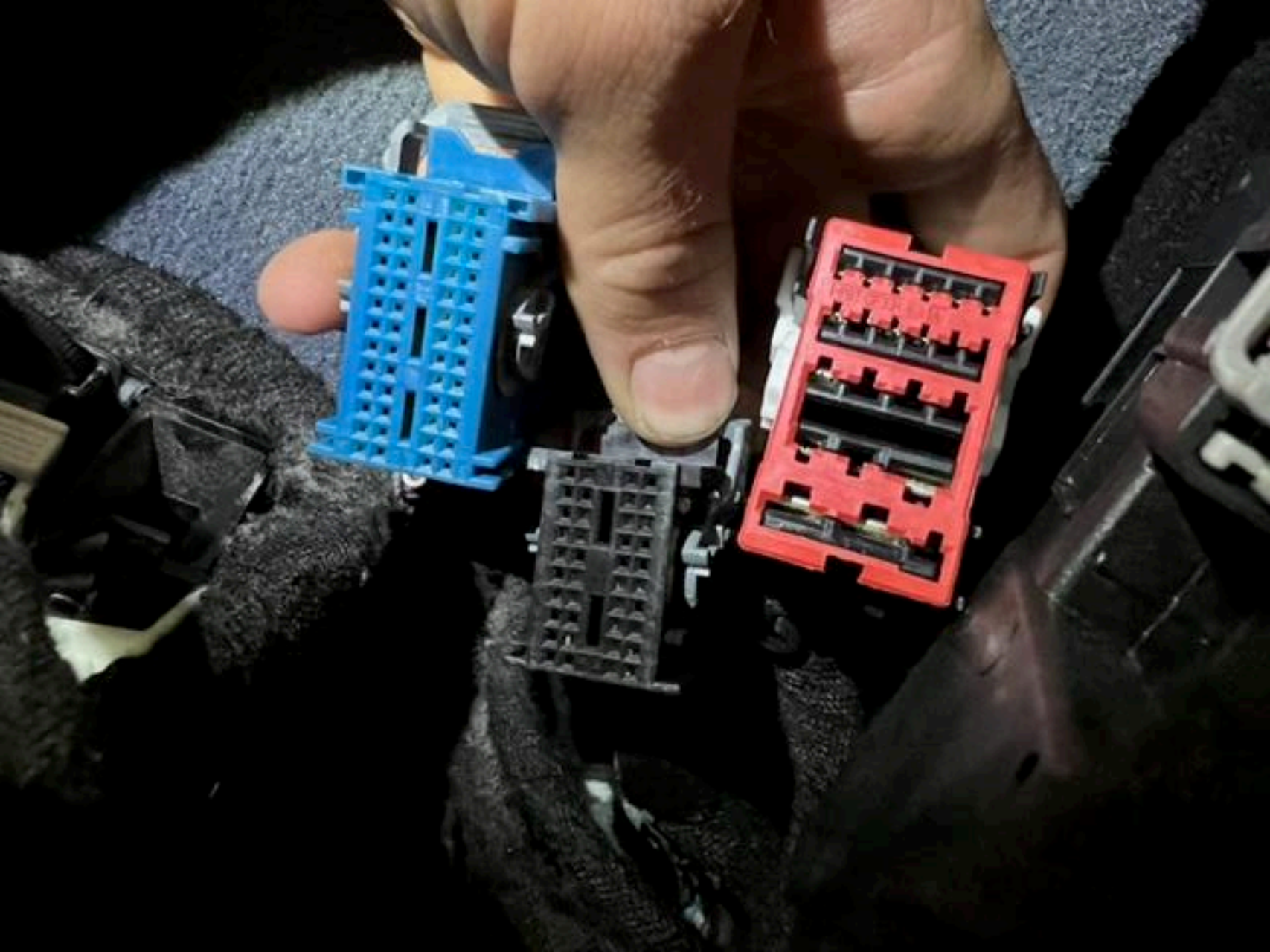
<b>State:</b>	
<b>Zip Code:</b>	
<b>Vehicle Location:</b>	Sewell Ford Lincoln 4400 Parks Legado Rd. Odessa Tx 79765
<b>Attorney Information (if applicable):</b>	
<b>CVO Contact (if applicable - Fleet Only):</b>	
<b>RESOLUTION THAT CUSTOMER IS SEEKING:</b>	Unknown at this time, the customer asked this to be escalated to the CEO. This is why we are submitting this OGC.
<b>COMMENTS:</b>	Please advice us on what to do from here. carlos.guillen@teamsewell.com, emmanuel.lopez@teamsewell.com

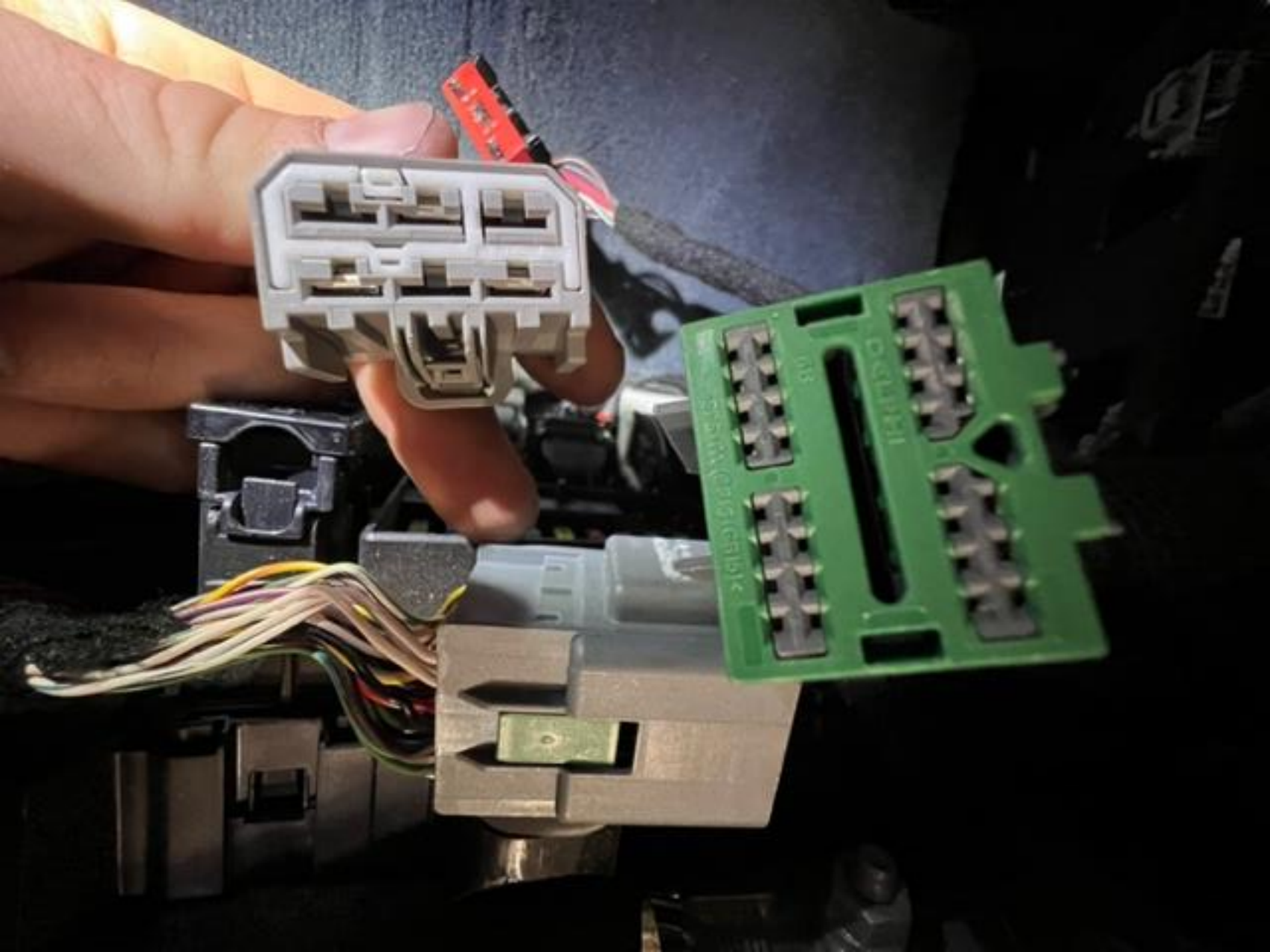


PE23-021 000005 LCPV











PE23-021 000010 LCPV





PE23-021 000012 LCPV







PE23-021 000015 LCPV





PE23-021 000017 LCPV



PE23-021 000018 LCPV



21 000019 LCPV











PE23-021 000024 LCP





PE23-021 000026 LCPV



PE23-021 000027 LCPV



















PE23-021 000036 LCPV





PE23-021 000038 LCPV



PE23-021 000039 LCPV







PE23-021 000042 LCPV







JIMMY BARBER  
CHASSIS MASTER  
7 YEARS

GENERAL AUTO SERVICE

PE23-021 000045 LCPV



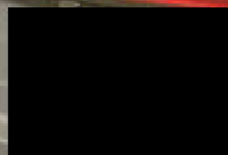
PE23-021 000046 LCPV



PE23-021 000047 LCPV



PE23-021 000048 LCPV



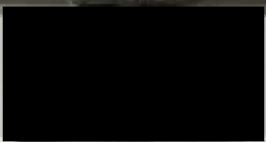
SEWELL



SEWELL



L I N C O L N



SEWELL





PE23-021 000053 LCPV



PE23-021 000054 LCPV



PE23-021 000055 LCPV



PE23-021 000056 LCPV





PE23-021 000058 LCPV





PE23-021 000060 LCPV



PE23-021 000061 LCPV







236-021 000064 LCPV



PE23-021 000065 LCPV







**HUNTER**  
Engineering Company

MADE IN USA







PE23-021 000071 LCPV





PE23-021 000073 LCPV



PE23-021 000074 LCPV















PE23-021 000081 LCPV







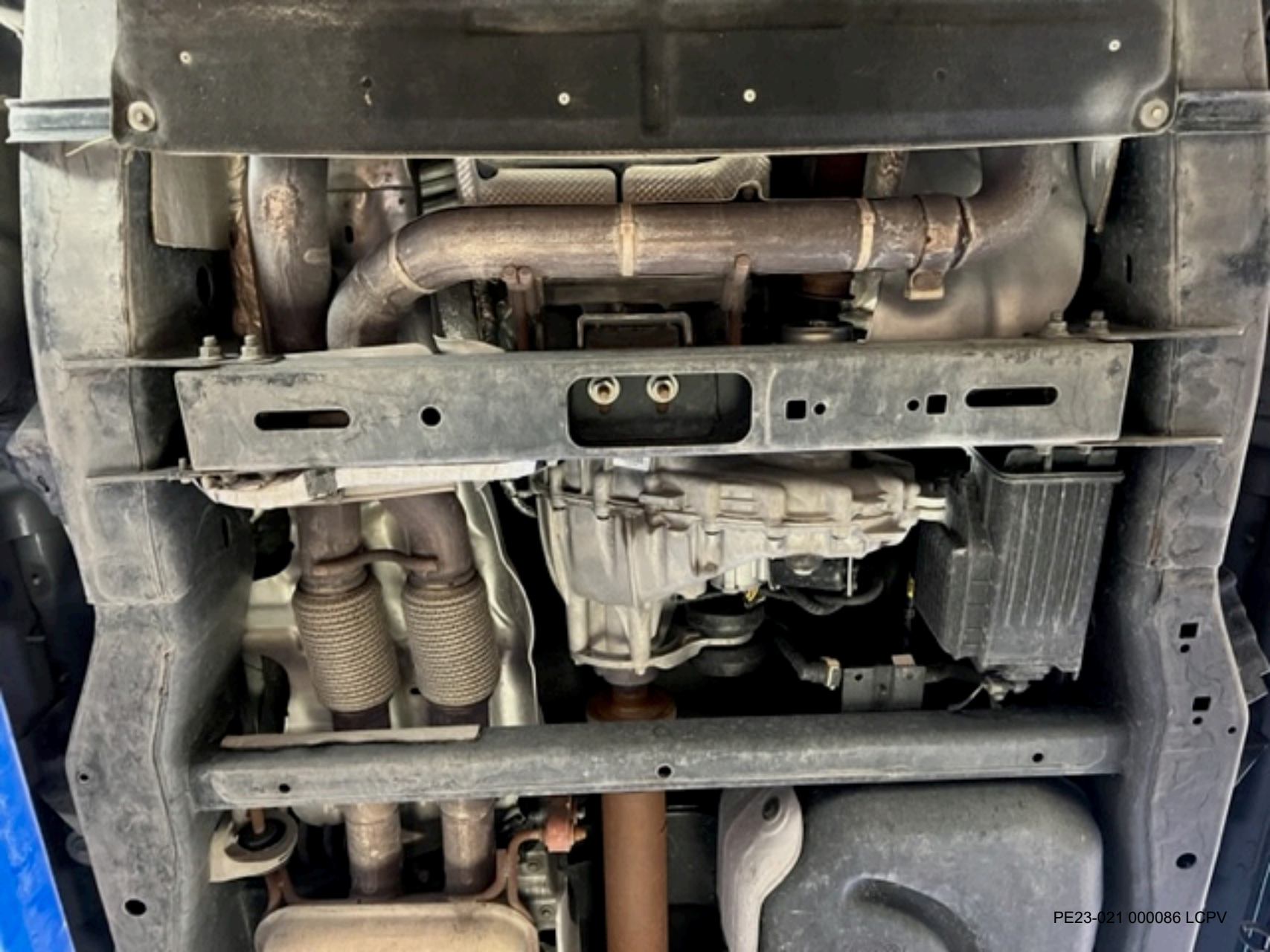
**HUNTER**  
Engineering Company

PE23-021 000084 LCPV



SA. MAST  
DRIVETRAIN -  
MASSIE MASTER  
MASTER

PE23-021 000085 LCPV





Level 01  
Level 02



















































<b>USAutomax Inc.</b> 1024 N County Rd W Odessa, TX 79763 Phone (H): Phone (W): (432) 337-2277 Phone (C): Phone Oth: Email: dannybrigh@hotmail.com		A/R Number: Customer Number: [REDACTED] PO Number: Auth Number: Service Writer: Carlos Guillen Gonza Estimate Amount: \$ 0.00 Terms & Conditions: Type of Sale: Retail	Invoice Number: [REDACTED] Printed: SEP 21 23 9:03 AM Copy # 1 Date Opened: 08/28/23 Date Notified: 09/21/23 Date Delivered: 09/21/23
Year/Make/Model: 2019 Lincoln NAVIGATOR L VIN: 5LMJJ3TT3 KE [REDACTED] License Number: [REDACTED] Color: Chroma Crystal Blue Stock Number: Mileage In: 53225 Tag Number: Mileage Out: 53229		<b>Customer Signature</b>	

Description	QtyOrd	Qty Del	Price	Ext Total	Grand Total
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**1. Guest reason for visit**

Customer States passenger side seat belt popped while driving the vehicle at about 30 mph. Customer states the pop was like a gun went off and was followed by smell, smoke. Customer states the seat belt tighten very hard and will not retract any more. Customer states he was not applying the brakes and was just coasting at about 30 mph. Please check and advice.

1 -- Cause/Action to Take  
CC42 [REDACTED]

1 -- Correction/Action Taken

VERIFIED CUSTOMER CONCERN. PULLED OASIS. NO TSB/SSM. FOUND B007F STORED IN RCM. AFTER INITIAL DIAG WAS INSTRUCTED TO CONTACT FORD DUE TO POTENTIAL LEGAL PURSUIT. SUBMITTED ALL DIAGNOSTIC INFO AND PICTURES TO A FORD CONTACT. INSPECTION AND DIAGNOSTIC INFO - WHILE GATHERING THE PHOTOS THE VEHICLE WAS THOROUGHLY INSPECTED. NO EVIDENCE OF AN ACCIDENT WAS FOUND. NEITHER OF THE BUMPERS SEEM TO HAVE MADE CONTACT WITH ANYTHING. ALL 4 TIRES AND WHEELS WERE ROUND WITH NO SIGNS OF IMPACT. THERE WAS NO EVIDENCE OF RODENTS INSIDE OR OUTSIDE THE VEHICLE. THE ONLY DAMAGE FOUND ON THE VEHICLE WAS THE 2 QUARTER SIZE DENTS IN THE LH FRONT DOOR. THERE WAS NO AFTERMARKET WIRING FOUND AROUND THE BATTERY, BJB, BCM, GWM, UNDER THE SEATS, CONSOLE, OR ANYWHERE BEHIND THE DASH. ALL RELATED RCM FUSES ARE CORRECT. NO FLUID DAMAGE WAS FOUND WITHIN THE BCM OR CONNECTORS. ALL SEAT BELTS ARE IN GOOD SHAPE. THE INSIDE OF THE BUCKLES WERE ALL CLEAN AND FREE FROM DEBRIS. ALL BUCKLES, SEAT BELTS, AND PRETENSIONERS (OTHER THAN THE RH FRONT) OPERATE AS THEY SHOULD. NO DAMAGE WAS FOUND WITHIN THE ENTIRETY OF THE INTERIOR. HOOKED UP SCAN TOOL AND FOUND B007F: 13:8B STORED IN RCM. NO OTHER RCM DTCS ARE PRESENT. THE ONLY OTHER DTCS ARE U0184 STORED IN THE APIM AND B14E4 STORED IN THE BCM. NO OTHER RCM DTCS OR RELATED FAULTS ARE SHOWN AS FAR BACK AS THE CONNECTED VEHICLE HISTORY SHOWS. INSPECTED PIDS AND FOUND NO CRASH EVENTS OR ANYTHING THAT WOULD INDICATE THERE WAS ANY REASON FOR THE PRETENSIONER TO GO OFF. THERE ARE NO OTHER SRS FAULTS OR EVENTS THAT OCCURED OTHER THAN THE RH FRONT PRETENSIONER. MONITORED THE DEPLOY\_24\_R PID AND FOUND IT IS READING 65 OHMS. INSTALLED JUMPER WIRE ACCROSS CONNECTOR C303 AND FOUND THE PID NOW READS 0.5 OHMS INDICATING NO CIRCUIT FAULT IS CURRENTLY

900548...

0.00



Sewell Ford Lincoln  
 4400 Parks Legado | Odessa, TX 79765  
 432.498.0421 | sewellford.com



**USAutomax Inc.**  
 1024 N County Rd W  
 Odessa, TX 79763  
 Phone (H): Phone (W): (432) 337-2277  
 Phone (C): Phone Oth:  
 Email: dannybrigh@hotmail.com

A/R Number:  
 Customer Number: [REDACTED]  
 PO Number:  
 Auth Number:

Invoice Number

Printed: SEP 21 23 9:03 AM  
 Copy # 1  
 Date Opened: 08/28/23  
 Date Notified: 09/21/23  
 Date Delivered: 09/21/23

Year/Make/Model: 2019 Lincoln NAVIGATOR L  
 VIN: 5LMJJ3TT3 KE [REDACTED]  
 License Number: [REDACTED] Color: Chroma Crystal Blue  
 Stock Number: Mileage In: 53225  
 Tag Number: Mileage Out: 53229

Service Writer: Carlos Guillen Gonza  
 Estimate Amount: \$ 0.00  
 Terms & Conditions:  
 Type of Sale: Retail

**Customer  
Signature**

**Description**

PRESENT. REMOVED THE RH FRONT SEAT, FLOOR CONSOLE, AND B-PILLAR TRIM PANEL TO INSPECT THE RCM, PRETENSIONER, AND WIRING BETWEEN THE PRETENSIONER AND RCM. NO FLUID OR RODENT DAMAGE WAS FOUND. NO VISIBLE CONCERNS WERE FOUND WITH THE HARNESS OR CONNECTORS. WENT AHEAD AND TESTED THE CIRCUITS BETWEEN CONNECTORS C303 AND C310B VERIFIED CIRCUITS CR179 (BU) AND RR179 (GY-BU) ARE INTACT AT 0.3 OHMS. NO SHORTS TO GROUND OR POWER. CIRCUITS ARE NOT SHORTED TOGETHER. WIGGLE TESTED THE HARNESS AND PIGTAILS. NO CONCERNS FOUND. UNABLE TO PINPOINT WHAT CAUSED THE PRETENSIONER TO GO OFF. WAS THEN INSTRUCTED BY THE FORD CONTACT THAT THEY WILL COVER THE REPAIR AND TO REPLACE BOTH FRONT SEAT BELT PRETENSIONERS THEN RELEASE THE VEHICLE BACK TO THE CUSTOMER. BOTH PRETENSIONERS WILL GO TO FORD ENGINEERING FOR FURTHER INVESTIGATION.

QtyOrd Qty Del Price Ext Total Grand Total

Part Number	Failed	Description	QtyOrd	Qty Del	Price	Ext Total	Grand Total
JL7Z78611B08AA	X	PRETENSIONER SEAT BELT RETRA	1	1			
JL7Z78611B...		SEAT BELT ASY	1	1			

Sub Total Parts  
 SubTotal Job # 1

Warranty  
 Warranty

**2. Guest reason for visit**

MULTI POINT INSPECTION  
 99P -  
 1 -- Correction/Action Taken  
 Multi Point Inspection completed

900548

Sub Total Parts

0.00  
 Internal Work

**3. Guest reason for visit**

Wash & Vacuum



Sewell Ford Lincoln  
 4400 Parks Legado | Odessa, TX 79765  
 432.498.0421 | sewellford.com



**USAutomax Inc.**  
 1024 N County Rd W  
 Odessa, TX 79763  
 Phone (H):  
 Phone (C):  
 Email: dannybrigh@hotmail.com

Phone (W): (432) 337-2277  
 Phone Oth:

A/R Number:  
 Customer Number:  
 PO Number:  
 Auth Number:

Invoice Number

Printed: SEP 21 23 9:03 AM  
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Year/Make/Model: 2019 Lincoln NAVIGATOR L  
 VIN: 5LMJJ3TT3 KE  
 License Number:  
 Stock Number:  
 Tag Number:

Color: Chroma Crystal Blue  
 Mileage In: 53225  
 Mileage Out: 53229

Service Writer: Carlos Guillen Gonza  
 Estimate Amount: \$ 0.00  
 Terms & Conditions:  
 Type of Sale: Retail

**Customer Signature**

**Description**

QtyOrd Qty Del Price Ext Total Grand Total

1 -- Cause/Action to Take  
 WASH - .  
 1 -- Correction/Action Taken  
 Vehicle Washed

TEST

Sub Total Parts 0.00  
 SubTotal Job # 3 0.00

**4. Guest reason for visit**

Lincoln Loaner 1 Day  
 1 -- Cause/Action to Take  
 LINLOAN1 - Complete  
 1 -- Correction/Action Taken  
 Lincoln Loaner 1 Day

TEST

Sub Total Parts 0.00  
 Warranty

Miscellaneous Charges and Deductions

SubTotal Job # 4  
 Warranty

Miscellaneous Charges and Deductions For All Jobs

TERMS: STRICTLY CASH, MAJOR CREDIT CARDS OR APPROVED CHECKS. NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL  
 DISCLAIMER OF WARRANTIES: The only warranties, if any, applying to the part(s) and/or service are those made by the manufacturer.  
 The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.

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**

REMIT PAYMENT TO: Sewell Ford  
 PO BOX 3432  
 Odessa, TX 79760-3432  
 (432) 498-0421

\*\*\*\*\*  
 CASH \$\$. CHECK#\$.  
 VISA - MASTERCARD - DISCOVER - DINERS  
 \$\$.  
 \*\*\*\*\*



<b>USAutomax Inc.</b> 1024 N County Rd W Odessa, TX 79763 Phone (H): Phone (W):(432) 337-2277 Cell Phone: Email Addr dannybrigh@hotmail.com	A/R Number: Customer Number: [REDACTED] PO Number: Auth Number:	Invoice Number [REDACTED]
	Service Writer: Carlos Guillen Gonza Estimate Amount: \$ Terms & Conditions: Type of Sale: Retail	Printed: 09/21/2023 9:03 AM Copy # 0 Date Opened: 08/28/23 Date Notified: 09/21/23 Date Delivered: 09/21/23 Date Complete: 09/21/23
Year/Make/Model: 2019 Lincoln NAVIGATOR L VIN: 5LMJJ3TT3 KE [REDACTED] License Number: [REDACTED] Color: Chroma Crystal Blue Stock Number: [REDACTED] Mileage In: 53225 Tag Number: [REDACTED] Mileage Out: 53229	<b>Customer Signature</b>	

DESCRIPTION	COST	HRS or QTY	LIST or LABOR	EXT TOTAL	GRAND TOTAL
<b>1. Customer statement of problem</b> W/ - Customer States passenger side seat belt popped while driving the vehicle at about 30 mph. Customer states the pop was like a gun went off and was followed by smell, smoke. Customer states the seat belt tighten very hard and will not retract any more. Customer states he was not applying the brakes and was just coasting at about 30 mph. Please check and advice. <u>1 -- Cause / Action to Take</u> CC42 [REDACTED] <u>1 -- Correction / Action Taken</u> VERIFIED CUSTOMER CONCERN. PULLED OASIS. NO TSB/SSM. FOUND B007F STORED IN RCM. AFTER INITIAL DIAG WAS INSTRUCTED TO CONTACT FORD DUE TO POTENTIAL LEGAL PURSUIT. SUBMITTED ALL DIAGNOSTIC INFO AND PICTURES TO A FORD CONTACT. INSPECTION AND DIAGNOSTIC INFO - WHILE GATHERING THE PHOTOS THE VEHICLE WAS THOROUGHLY INSPECTED. NO EVIDENCE OF AN ACCIDENT WAS FOUND. NEITHER OF THE BUMPERS SEEM TO HAVE MADE CONTACT WITH ANYTHING. ALL 4 TIRES AND WHEELS WERE ROUND WITH NO SIGNS OF IMPACT. THERE WAS NO EVIDENCE OF RODENTS INSIDE OR OUTSIDE THE VEHICLE. THE ONLY DAMAGE FOUND ON THE VEHICLE WAS THE 2 QUARTER SIZE DENTS IN THE LH FRONT DOOR. THERE WAS NO AFTERMARKET WIRING FOUND AROUND THE BATTERY, BJB, BCM, GWM, UNDER THE SEATS, CONSOLE, OR ANYWHERE BEHIND THE DASH. ALL RELATED RCM FUSES ARE CORRECT. NO FLUID DAMAGE WAS FOUND WITHIN THE BCM OR CONNECTORS. ALL SEAT BELTS ARE IN GOOD SHAPE. THE INSIDE OF THE BUCKLES WERE ALL CLEAN AND FREE FROM DEBRIS. ALL BUCKLES, SEAT BELTS, AND PRETENSIONERS (OTHER THAN THE RH FRONT) OPERATE AS THEY SHOULD. NO DAMAGE WAS FOUND WITHIN THE ENTIRETY OF THE INTERIOR. HOOKED UP SCAN TOOL AND FOUND B007F:13:8B STORED IN RCM. NO OTHER RCM DTCS ARE PRESENT. THE ONLY OTHER DTCS ARE U0184 STORED IN THE APIM AND B14E4 STORED IN THE BCM. NO OTHER RCM DTCS OR RELATED FAULTS ARE SHOWN AS FAR BACK AS THE CONNECTED VEHICLE HISTORY SHOWS. INSPECTED PIDS AND FOUND NO CRASH EVENTS OR ANYTHING THAT WOULD INDICATE THERE WAS ANY REASON FOR THE PRETENSIONER TO GO OFF. THERE ARE NO OTHER SRS FAULTS OR EVENTS THAT OCCURED OTHER THAN THE RH FRONT PRETENSIONER. MONITORED THE DEPLOY_24_R PID AND FOUND IT IS READING 65 OHMS. INSTALLED JUMPER WIRE ACCROSS CONNECTOR C303 AND FOUND THE PID NOW READS 0.5 OHMS INDICATING NO CIRCUIT FAULT IS CURRENTLY PRESENT. REMOVED THE RH FRONT SEAT, FLOOR CONSOLE, AND B-PILLAR TRIM PANEL TO INSPECT THE RCM, PRETENSIONER, AND WIRING BETWEEN THE PRETENSIONER AND RCM. NO FLUID OR RODENT DAMAGE WAS FOUND. NO VISIBLE CONCERNS WERE FOUND WITH THE HARNESS OR CONNECTORS. WENT AHEAD AND TESTED THE CIRCUITS BETWEEN CONNECTORS					
SvcWtr: Carlos Guillen ... Job Added: 08/28/23 10:24 AM					
	9005...				0.00

The Sewell Family of Companies, Inc.  
 4400 Parks Legado Rd  
 ODESSA TX 79765  
 (432) 498-0421



# Internal / Service Contract / Warranty Invoice

<b>USAutomax Inc.</b> 1024 N County Rd W Odessa, TX 79763 Phone (H): Phone (W):(432) 337-2277 Cell Phone: Email Addr dannybrigh@hotmail.com	A/R Number: Customer Number: [REDACTED] PO Number: Auth Number:	Invoice Number [REDACTED]
	Service Writer: Carlos Guillen Gonza Estimate Amount: \$ Terms & Conditions: Type of Sale: Retail	Printed: 09/21/2023 9:03 AM Copy # 0 Date Opened: 08/28/23 Date Notified: 09/21/23 Date Delivered: 09/21/23 Date Complete: 09/21/23
Year/Make/Model: 2019 Lincoln NAVIGATOR L VIN: 5LMJJ3TT3 KE [REDACTED] License Number: [REDACTED] Color: Chroma Crystal Blue Stock Number: [REDACTED] Mileage In: 53225 Tag Number: [REDACTED] Mileage Out: 53229	<b>Customer Signature</b>	

DESCRIPTION	COST	HRS or QTY	LIST or LABOR	EXT TOTAL	GRAND TOTAL
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C303 AND C310B VERIFIED CIRCUITS CR179 (BU) AND RR179 (GY-BU) ARE INTACT AT 0.3 OHMS. NO SHORTS TO GROUND OR POWER. CIRCUITS ARE NOT SHORTED TOGETHER. WIGGLE TESTED THE HARNESS AND PIGTAILS. NO CONCERNS FOUND. UNABLE TO PINPOINT WHAT CAUSED THE PRETENSIONER TO GO OFF. WAS THEN INSTRUCTED BY THE FORD CONTACT THAT THEY WILL COVER THE REPAIR AND TO REPLACE BOTH FRONT SEAT BELT PRETENSIONERS THEN RELEASE THE VEHICLE BACK TO THE CUSTOMER. BOTH PRETENSIONERS WILL GO TO FORD ENGINEERING FOR FURTHER INVESTIGATION.

lop	Part Number	Warranty ID	Failed	Description	Tech	lop	Act Hr					
1	JL7Z78611B08AA		X	PRETENSIONER SEAT BELT RETRA				244.72	1	405.75	405.75	
1	JL7Z78611B09AG			SEAT BELT ASY				243.47	1	403.67	403.67	
								<u>Sub Total Parts</u>				809.42
								<u>SubTotal Job # 1</u>				809.42

**2. Customer statement of problem**

I/ MULTI POINT INSPECTION

SvcWtr: Carlos Guillen ... Job Added: 08/28/23 10:24 AM

1 -- Correction / Action Taken  
 Multi Point Inspection completed

Warranty ID	Tech	lop	Act Hr		
				900548	0.00
				<u>Sub Total Parts</u>	0.00
				<u>SubTotal Job # 2</u>	0.00

**3. Customer statement of problem**

C/ Wash & Vacuum

SvcWtr: Carlos Guillen ... Job Added: 08/28/23 10:24 AM

1 -- Cause / Action to Take

1 -- Correction / Action Taken  
 Vehicle Washed

Warranty ID	Tech	lop	Act Hr		
				TEST	0.00
				<u>Sub Total Parts</u>	0.00
				<u>SubTotal Job # 3</u>	0.00

**4. Customer statement of problem**

SvcWtr: Carlos Guillen ... Job Added: 08/28/23 10:24 AM



# Internal / Service Contract / Warranty Invoice

<b>USAutomax Inc.</b> 1024 N County Rd W Odessa, TX 79763 Phone (H): Phone (W):(432) 337-2277 Cell Phone: Email Addr dannybrigh@hotmail.com	A/R Number: Customer Number: <span style="background-color: black; color: black;">XXXXXXXXXX</span> PO Number: Auth Number:	Invoice Number <span style="background-color: black; color: black;">XXXXXXXXXX</span>
	Service Writer: Carlos Guillen Gonza Estimate Amount: \$ Terms & Conditions: Type of Sale: Retail	Printed: 09/21/2023 9:03 AM Copy # 0 Date Opened: 08/28/23 Date Notified: 09/21/23 Date Delivered: 09/21/23 Date Complete: 09/21/23
Year/Make/Model: 2019 Lincoln NAVIGATOR L VIN: <b>5LMJJ3TT3 KE</b> <span style="background-color: black; color: black;">XXXXXXXXXX</span> License Number: <span style="background-color: black; color: black;">XXXXXXXXXX</span> Color: Chroma Crystal Blue Stock Number: Mileage In: 53225 Tag Number: Mileage Out: 53229	<b>Customer Signature</b>	

DESCRIPTION	COST	HRS or QTY	LIST or LABOR	EXT TOTAL	GRAND TOTAL
W/ - Lincoln Loaner 1 Day 1 -- Cause / Action to Take Complete 1 -- Correction / Action Taken Lincoln Loaner 1 Day					
Warranty ID                      Tech                      lop    Act Hr			TEST		0.00
Sub Total Parts	0.00				0.00
<b>Miscellaneous Charges and Deductions</b> Lincoln Loaner 1 Day					
SubTotal Job # 4	0.00				45.00
lop Ford Op Code      CDC    Con/Defect    AC 1    AC 2    RDI    ONP    FLH    OLI					
1    LINLOAN1					0.00    0.00

**Miscellaneous Charges and Deductions For All Jobs**  
 Payment Notes

Internal			Service Contract			Warranty			Customer Pay		
COST	Description	Retail	COST	Description	Retail	COST	Description	Retail	COST	Description	Retail
0.00	Labor	0.00	0.00	Labor	0.00	0.00	Labor	0.00	0.00	Labor	0.00
0.00	Parts	0.00	0.00	Parts	0.00	488.19	Parts	809.42	0.00	Parts	0.00
0.00	Sublet	0.00	0.00	Sublet	0.00	0.00	Sublet	0.00	0.00	Sublet	0.00
	Freight	0.00		Freight	0.00		Freight	0.00		Freight	0.00
	Car Rental	0.00		Car Rental	0.00		Car Rental	0.00		Car Rental	0.00
	Spec Tax	0.00		Deductible	0.00		Deductible	0.00		Deductible	0.00
	HazMat	0.00		Spec Tax	0.00		Spec Tax	0.00		Spec Tax	0.00
	Tax	0.00		Haz Mat	0.00		Haz Mat	0.00		Haz Mat	0.00
	Co-pay	0.00		Tax	0.00		SlsTax	0.00		Sls Tax	0.00
	Charge \$	0.00		Charge \$	0.00		Charge \$	0.00		Misc	0.00
	Misc	0.00		Misc	0.00		Misc	45.00		Misc	0.00
	Balance	0.00		Balance	0.00		Balance	854.42		Amt Due	0.00



FLEET VEHICLE NOTES:

[Empty space for fleet vehicle notes]

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
11/09/2022	[REDACTED]	41033	900533	900672 900672 900672 900672 TEST	W I I I C	LOF 99P WASHL	there is a rattle noise co when at a stop light the v Oil/Filter MULTI POINT INSPECTION Lincoln Wash

Dispatch #	Vehicle ID <b>5LMJJ3TT3 KE</b> [REDACTED]	Year/Make/Model 2019 / Lincoln / NAVIGATOR L	Production Dt	Stock No	License	RO No		
Cust Pickup <input type="checkbox"/>	USAutomax Inc. 1024 N County Rd W Odessa, TX 79763  (432) 337-2277	Customer No [REDACTED]	Color Chroma Crystal Blue	Delivery Date	Delivery Miles	Selling Dealer [REDACTED]	RO Date 08/28/23	
Time Received 10:24 AM	dannybrigh@hotmail.com	Service Contract	Contract No	Expiration Miles	Expiration Date	Mileage 53,225	Advisor No 900151	Advisor Carlos Guillen G...
Appointment <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<p>I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree: that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume nor authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein; in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged in the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.</p> <p style="text-align: center;">X</p>							

- 1 **W**  
Customer States passenger side seat belt popped while driving the vehicle at about 30 mph. Customer states the pop was like a gun went off and was followed by smell, smoke. Customer states the seat belt tighten very hard and will not retract any more. Customer states he was not applying the brakes and was just coasting at about 30 mph. Please check and advice.
- 2 **I** 99P  
MULTI POINT INSPECTION
- 3 **C** WASH  
Wash & Vacuum
- 4 **W** LINLOAN1  
Lincoln Loaner 1 Day

**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 of the repair agreement. I understand that this vehicle is subject to repossession in accordance with Business and Commerce Code, §9.609, if payment for the repair of the 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.

Signature of Person Responsible or Agent for Person Responsible X

Original Estimate \$	Revised Estimate \$	Additional Cost \$
Reason		Contacted By
Authorized By	<input type="checkbox"/> Person <input type="checkbox"/> Phone	Date   Time
Estimates do not include sales tax	2nd Revised Estimate \$	Additional Cost \$
Reason		Contacted By
Authorized By	<input type="checkbox"/> Person <input type="checkbox"/> Phone	Date   Time

Mileage Out: \_\_\_\_\_

OASIS RESULT:  
5LMJJ3TT3KE

USA  
EN

08/28/2023  
04:17 PM

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## Vehicle Information

VEHICLE DESCRIPTION 2019 Lincoln NAVIGATOR	BODY STYLE Extended Wagon	ENGINE 3.5L V6 GTDI
TRANSMISSION 10 Speed Auto Transmission (10R80)	AXLE CODE 3L	ENGINE CALIBRATION KTB9URNA
PAINT COLOR CHROMA CRYSTAL BLUE	RADIO	GROSS VEHICLE WEIGHT 7800 LB. GVW
AXLE RATIO 3.73 FINAL DRIVE RATIO	WHEEL SIZE	TIRE P285/45R22 110H A/S BSW H-RTD
WHEEL BASE	GOASIS VEHICLE LINE	SAVE LOCAL BODYSTYLE J3T
GOASIS BODYSTYLE	SYNC VERSION GEN3	VHR ACTIVATED

## WARNING MESSAGES

VERIFY STATE REGISTRATION, VIN MAY BE ELIGIBLE FOR CALIFORNIA EMISSIONS WTY

## GENERAL WARRANTY INFORMATION

WARRANTY START DATE  
08/06/2019

BUILD DATE  
06/24/2019

SALE MILEAGE

## OUTSTANDING FIELD SERVICE ACTIONS

NUMBER 22M03  
REPLACE FRONT AND OR SIDE CAMERAS IF FOGGY

## EXTENDED COVERAGES

0790 EXPIRED  
STANDARD DEDUCTIBLE: 0 USD  
OWNER NAME: LINCOLN BLACK LABEL CUSTOMER  
OPTIONS:  
EXPIRATION DATE: 08/06/2023  
DISTANCE: 999999  
RENTAL: 0 UP TO 0 DAYS  
TOWING: 0 USD  
CONTRACT SOLD BY: USA 40950  
ESP CONTRACT START DATE: 08/06/2019

# WARRANTY REPAIR HISTORY

DEALER: Sewell Ford-Lincoln

REPAIR DATE: 20221109

WARRANTY CLAIM NUMBER: [REDACTED]

ODOMETER: 000041033 M

verified customers concern checked oasis for tsbs and ssms relating to concern found tsb 21n03 replaced all four vcts and reprogrammed pcm per tsb 21n03 retested system and roadtested after new vcts and reprogram vehicle now operating within spec 6256 cc42

PART NUMBER W503280 S437

PART DESCRIPTION

QUANTITY 001

LABOR OP

CONDITION CODE

CONDITION DESC

PART NUMBER HL3Z 6584 A

PART DESCRIPTION

QUANTITY 001

LABOR OP

CONDITION CODE

CONDITION DESC

PART NUMBER ML3Z 6584 G

PART DESCRIPTION

QUANTITY 001

LABOR OP

CONDITION CODE

CONDITION DESC

PART NUMBER XW4Z 6700 AA

PART DESCRIPTION

QUANTITY 001

LABOR OP

CONDITION CODE

CONDITION DESC

PART NUMBER TA 357

PART DESCRIPTION

QUANTITY 001

LABOR OP

CONDITION CODE

CONDITION DESC

PART NUMBER ZC 30 A

PART DESCRIPTION

QUANTITY 001

LABOR OP

CONDITION CODE

CONDITION DESC

PART NUMBER ZC 31 B

PART DESCRIPTION

QUANTITY 001

LABOR OP

CONDITION CODE

CONDITION DESC

PART NUMBER PM 4 B

PART DESCRIPTION

QUANTITY 001

LABOR OP

CONDITION CODE

CONDITION DESC

PART NUMBER HL3Z 6A340 A

PART DESCRIPTION

QUANTITY 000

LABOR OP

CONDITION CODE

CONDITION DESC  
PART NUMBER AA5Z 6714 A  
PART DESCRIPTION  
QUANTITY 001  
LABOR OP  
CONDITION CODE  
CONDITION DESC  
PART NUMBER XO 5W30 BSP  
PART DESCRIPTION  
QUANTITY 006  
LABOR OP  
CONDITION CODE  
CONDITION DESC  
PART NUMBER VC 13DL G  
PART DESCRIPTION  
QUANTITY 002  
LABOR OP  
CONDITION CODE  
CONDITION DESC  
PART NUMBER FL3Z 8590 B  
PART DESCRIPTION  
QUANTITY 001  
LABOR OP  
CONDITION CODE  
CONDITION DESC  
PART NUMBER ML3Z 6C525 A  
PART DESCRIPTION  
QUANTITY 002  
LABOR OP  
CONDITION CODE  
CONDITION DESC  
PART NUMBER HL3Z 6279 A  
PART DESCRIPTION  
QUANTITY 004  
LABOR OP  
CONDITION CODE  
CONDITION DESC  
PART NUMBER HL3Z 8590 A  
PART DESCRIPTION  
QUANTITY 001  
LABOR OP  
CONDITION CODE  
CONDITION DESC  
PART NUMBER HL3Z 8527 B  
PART DESCRIPTION  
QUANTITY 001  
LABOR OP  
CONDITION CODE  
CONDITION DESC  
PART NUMBER HL3Z 8507 A  
PART DESCRIPTION  
QUANTITY 001  
LABOR OP  
CONDITION CODE  
CONDITION DESC  
PART NUMBER BR3Z 8527 A  
PART DESCRIPTION  
QUANTITY 001  
LABOR OP  
CONDITION CODE  
CONDITION DESC  
PART NUMBER BL3Z 9374 A  
PART DESCRIPTION  
QUANTITY 002  
LABOR OP

CONDITION CODE  
CONDITION DESC  
PART NUMBER AA5Z 9E583 A  
PART DESCRIPTION  
QUANTITY 001  
LABOR OP  
CONDITION CODE  
CONDITION DESC  
PART NUMBER W503275 S437  
PART DESCRIPTION  
QUANTITY 001  
LABOR OP  
CONDITION CODE  
CONDITION DESC  
PART NUMBER BR3Z 6020 A  
PART DESCRIPTION  
QUANTITY 001  
LABOR OP  
CONDITION CODE  
CONDITION DESC  
PART NUMBER HL3Z 8507 D  
PART DESCRIPTION  
QUANTITY 001  
LABOR OP  
CONDITION CODE  
CONDITION DESC  
PART NUMBER BC3Z 8590 F  
PART DESCRIPTION  
QUANTITY 001  
LABOR OP  
CONDITION CODE  
CONDITION DESC  
PART NUMBER BR3Z 6C535 A  
PART DESCRIPTION  
QUANTITY 001  
LABOR OP  
CONDITION CODE  
CONDITION DESC  
PART NUMBER ML3Z 6256 A  
PART DESCRIPTION  
QUANTITY 002  
LABOR OP  
CONDITION CODE  
CONDITION DESC  
PART NUMBER W714498 S900  
PART DESCRIPTION  
QUANTITY 002  
LABOR OP  
CONDITION CODE  
CONDITION DESC

## SYMPTOM CODE INFORMATION

\*\*\*\*\* Important Additional Information

SPECIAL SERVICE MESSAGES

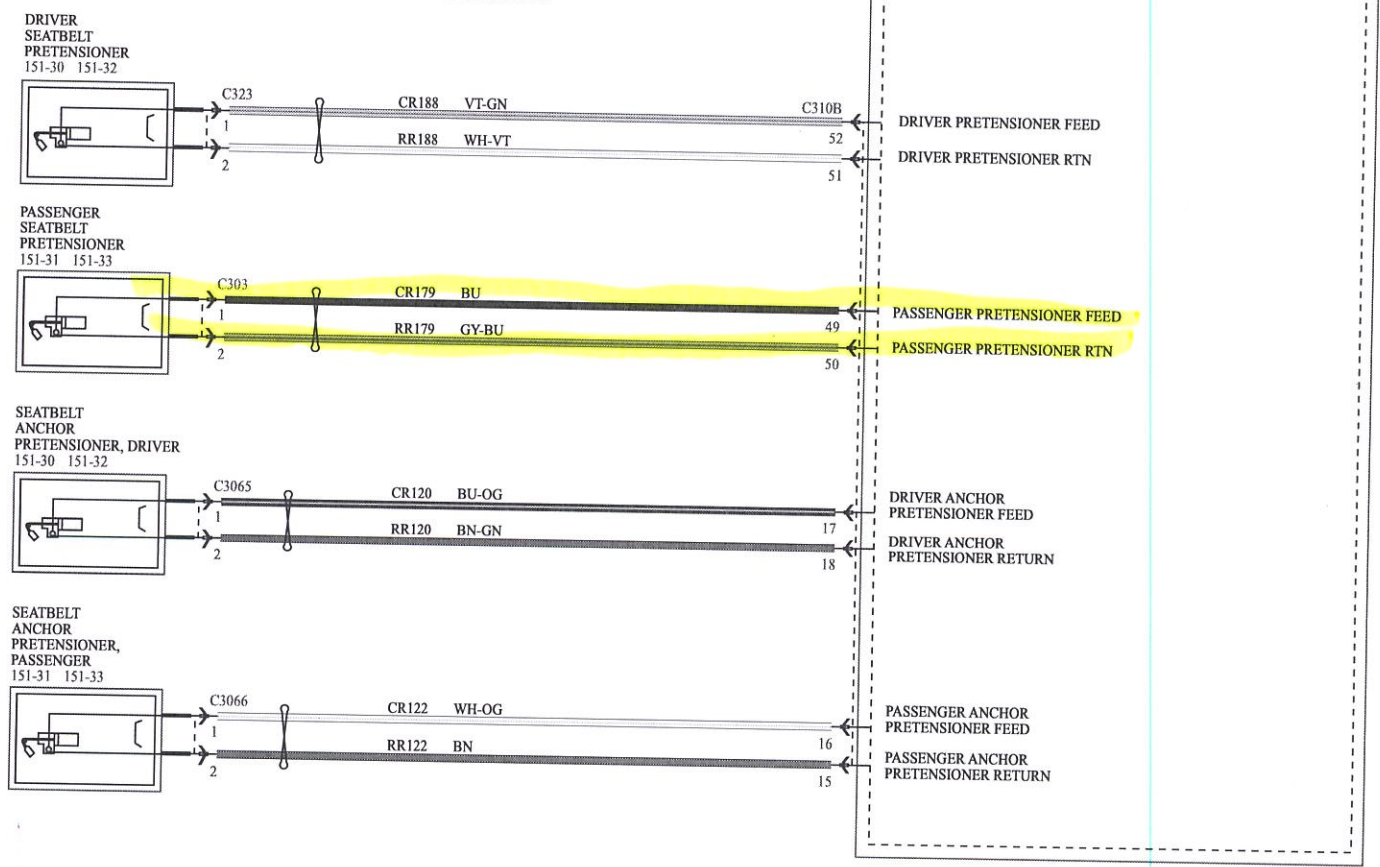
THERE ARE NO SSMS FOR SYMPTOM ENTERED

TECHNICAL SERVICE BULLETINS

THERE ARE NO TSBS FOR SYMPTOM ENTERED

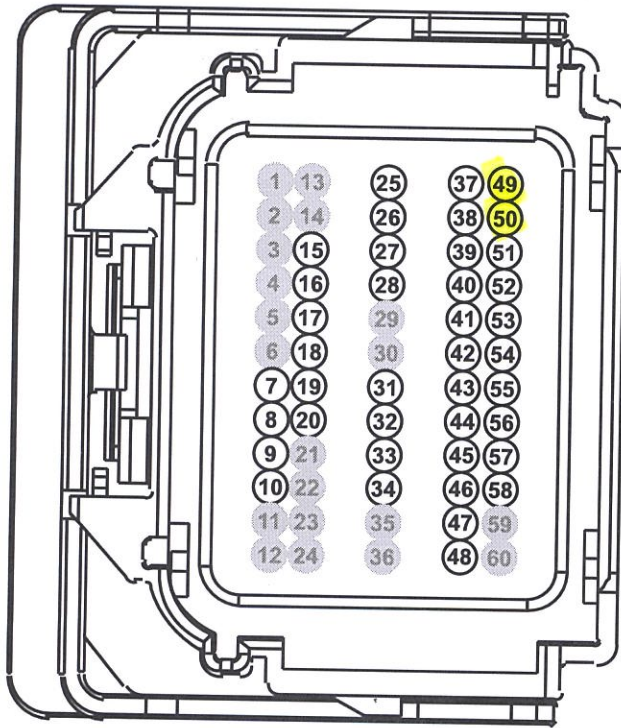
END OF OASIS REPORT FOR  
5LMJJ3TT3KE [REDACTED]

**Warning**  
 Do not attempt to diagnose or troubleshoot Supplemental Restraint System circuitry without consulting the Workshop Manual. Improper troubleshooting could cause the supplemental restraints to deploy inadvertently, causing injury.



Connector:	Description	Color	Harness	Base Part #	Service Pigtail
C310B	RESTRAINTS CONTROL MODULE (RCM)		14A005	part# N/A	Not Available

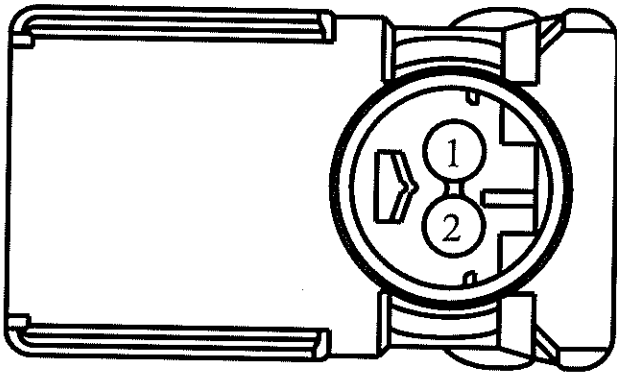
Check for Terminal Part Numbers



Pin	Circuit	Gauge	Circuit Function	Qualifier
1	*	*	Not Used	
2	*	*	Not Used	
3	*	*	Not Used	
4	*	*	Not Used	
5	*	*	Not Used	
6	*	*	Not Used	
7	RR181 (BU-OG)	20	CTRL MOD. - INFLATABLE SEATBELT ROW 2 PASSENGER OUTBOARD -	
8	CR181 (WH)	20	CTRL MOD. - INFLATABLE SEATBELT ROW 2 PASSENGER OUTBOARD +	
9	CR180 (YE)	20	CTRL MOD. - INFLATABLE SEATBELT ROW 2 DRIVER +	
10	RR180 (BN-GN)	20	CTRL MOD. - INFLATABLE SEATBELT ROW 2 DRIVER -	
11	*	*	Not Used	
12	*	*	Not Used	
13	*	*	Not Used	
14	*	*	Not Used	
15	RR122 (BN)	20	CTRL MOD. - SEATBELT PRETENSIONER FRONT PASSENGER OUTBOARD -	
16	CR122 (WH-OG)	20	CTRL MOD. - SEATBELT PRETENSIONER FRONT PASSENGER OUTBOARD +	
17	CR120 (BU-OG)	20	CTRL MOD. - SEATBELT PRETENSIONER FRONT DRIVER SIDE +	
18	RR120 (BN-GN)	20	CTRL MOD. - SEATBELT PRETENSIONER FRONT DRIVER SIDE -	
19	RR111 (YE-VT)	18	CTRL MOD. - INFLATABLE CURTAIN PASSENGER SIDE -	
20	CR111 (BN-WH)	18	CTRL MOD. - INFLATABLE CURTAIN PASSENGER SIDE +	
21	*	*	Not Used	
22	*	*	Not Used	
23	*	*	Not Used	
24	*	*	Not Used	
25	CR109 (BN-BU)	18	CTRL MOD. - INFLATABLE CURTAIN DRIVER SIDE +	
26	RR109 (BU-GN)	18	CTRL MOD. - INFLATABLE CURTAIN DRIVER SIDE -	
27	CR209 (WH-VT)	20	SENSOR - SEATBELT BUCKLE (SEATBELT REMINDER) ROW 3 PASSENGER SIDE OUTBOARD	
28	CR208 (GY)	20	SENSOR - SEATBELT BUCKLE (SEATBELT REMINDER) ROW 3 MIDDLE	
29	*	*	Not Used	
30	*	*	Not Used	
31	VR220 (VT-OG)	18	SENSOR - SIDE IMPACT ROW 2 PASSENGER SIDE	
32	RR134 (BN-BU)	18	CTRL MOD. - SENSOR SIDE IMPACT ROW 2 PASSENGER SIDE -	
33	RR133 (GY-BN)	18	CTRL MOD. - SENSOR SIDE IMPACT ROW 2 DRIVER SIDE -	
34	VR219 (GN-WH)	18	SENSOR - SIDE IMPACT ROW 2 DRIVER SIDE	

Connector:	Description	Color	Harness	Base Part #	Service Pigtail
C303	PASSENGER SEATBELT PRETENSIONER		14A005	part# N/A	See Below

Pin	Circuit	Gauge	Circuit Function	Qualifier
1	CR179 (BU)	20	CTRL MOD. - SEATBELT PRETENSIONER RETRACTOR FRONT PASSENGER OUTBOARD +	
2	RR179 (GY-BU)	20	CTRL MOD. - SEATBELT PRETENSIONER RETRACTOR FRONT PASSENGER OUTBOARD -	



Available Pigtail Kits	

Test could not be completed, Pass Responded Negatively Continuous (CMDTC) Historical DTCs On Demand DTC Information ☆ TSB/SSM/GSB Search DTC Column   Last Updated: August 29 - 01:41 PM  Hide Pass  Hide Permanent DTCs

Manual navigation to PTS for diagnostic procedures is required because automatic links to pinpoint tests are not supported on this vehicle or there is a temporary problem which prevents it.

Module	Network	DTC	FT	ST	Description	DTC Type	Time Since Set
ABS	HS2	Pass				CMDTC	
ACM	HS3	Pass				CMDTC	
APIM	HS1	U0164	00	08	+ Lost Communication With Radio	CMDTC	
ATCM	HS2	Pass				CMDTC	
BCM	HS1	B14E4	01	08	+ Extra Enhanced Exterior Lighting System	CMDTC	
BCMB	MS1	Pass				CMDTC	
BECMB	HS1	Pass				CMDTC	
CCM	HS2	Pass				CMDTC	
DACMC	HS3	Pass				CMDTC	
DCDC	HS1	Pass				CMDTC	
DCMR	HS1	Pass				CMDTC	
DDM	MS1	Pass				CMDTC	
DSM	MS1	Pass				CMDTC	
DSP	HS3	Pass				CMDTC	
FCIM	MS1	Pass				CMDTC	
GFM	HS3	Pass				CMDTC	
GSM	HS2	Pass				CMDTC	
GWM	HS2	Pass				CMDTC	
HCM	HS1	Pass				CMDTC	
HSWM	MS1	Pass				CMDTC	
HUD	HS3	Pass				CMDTC	
IPC	HS3	Pass				CMDTC	
IPMA	HS2	Pass				CMDTC	
IPMB	HS2	Pass				CMDTC	
OCSM	HS2	Pass				CMDTC	
PAM	HS1	Pass				CMDTC	
PCM	HS1	Pass				CMDTC	
PDM	MS1	Pass				CMDTC	
PSCM	HS2	Pass				CMDTC	
RACM	HS3	Pass				CMDTC	
RBM	MS1	Pass				CMDTC	
RCM	HS2	B007F	13	8B	- Passenger Seatbelt Pretensioner 'C' Deployment Control	CMDTC	1521 days, 11:04:00

**RCM - B007F : 13 : 8B**

B007F = Passenger Seatbelt Pretensioner 'C' Deployment Control

FT : 13 = Circuit Open

ST : 8B = Current DTC - Warning Lamp On Fault is currently present, warning lamp on (MIL, Wrench, Message Center, etc.)

This module uses GGDS Format 00 DTC descriptions.

+ Freeze Frame / Snapshot

RGTM	MS1	Pass				CMDTC	
RHVAC	MS1	Pass				CMDTC	
RTM	MS1	Pass				CMDTC	
SCCM	HS2	Pass				CMDTC	
SCMB	MS1	Pass				CMDTC	
SCME	MS1	Pass				CMDTC	
SCMG	MS1	Pass				CMDTC	

5LMJJ3T3KE



**FLEET VEHICLE NOTES:**

**SERVICE HISTORY**

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
11/09/2022	[REDACTED]	41033	900533	900672 900672 900672 TEST	W I I I C	LOF 99P WASHL	there is a rattle noise co when at a stop light the v Oil/Filter MULTI POINT INSPECTION Lincoln Wash

Dispatch #	Vehicle ID <b>5LMJJ3TT3 KE</b> [REDACTED]	Year/Make/Model 2019 / Lincoln / NAVIGATOR L	Production Dt	Stock No	License	RO No
Cust Pickup <input type="checkbox"/>	USAutomax Inc. 1024 N County Rd W Odessa, TX 79763	Customer No [REDACTED]	Color Chroma Crystal Blue	Delivery Date	Delivery Miles	Selling Dealer [REDACTED]
Time Received 10:24 AM	(432) 337-2277 dannybrigh@hotmail.com	Service Contract	Contract No	Expiration Miles	Expiration Date	Mileage 53,225
Appointment <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Advisor No 900151	Advisor Carlos Guillen G...	<p>I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree: that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume nor authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein; in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged in the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.</p>		

- 1 **W**  
Customer States passenger side seat belt popped while driving the vehicle at about 30 mph. Customer states the pop was like a gun went off and was followed by smell, smoke. Customer states the seat belt tighten very hard and will not retract any more. Customer states he was not applying the brakes and was just coasting at about 30 mph. Please check and advice.
- 2 **I 99P**  
MULTI POINT INSPECTION
- 3 **C WASH**  
Wash & Vacuum
- 4 **W LINLOAN1**  
Lincoln Loaner 1 Day

**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 of the repair agreement. I understand that this vehicle is subject to repossession in accordance with Business and Commerce Code, §9.609, if payment for the repair of the 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.

Signature of Person Responsible  
or Agent for Person Responsible X

Original Estimate \$	Revised Estimate \$	Additional Cost \$
Reason		Contacted By
Authorized By	<input type="checkbox"/> Person <input type="checkbox"/> Phone	Date   Time
Estimates do not include sales tax	2nd Revised Estimate \$	Additional Cost \$
Reason		Contacted By
Authorized By	<input type="checkbox"/> Person <input type="checkbox"/> Phone	Date   Time

Mileage Out: \_\_\_\_\_

CONNECTED VEHICLE DATA

Vehicle Status : Odometer: 53225 Miles | Fuel Level: 76% | TPMS: Monitoring | Oil Life: 69% [View Status](#)

Vehicle Status Date/Time: August 28, 2023 8:55 AM

Current VHA/DTC Status

VEHICLE HEALTH ALERTS: **Unknown**  
DIAGNOSTIC TROUBLE CODES: **Unknown**  
VHA/DTC DATE/TIME : \*Payload Not Received For Current Day

VHA/DTC 60 Day History [View Details](#)

VEHICLE HEALTH ALERTS:   
DIAGNOSTIC TROUBLE CODES:

OASIS RESULTS:5LMJJ3TT3KE

USA - EN

28-AUGUST-2023 / 11:19:28 EST  
LOCAL TIME: 28-AUGUST-2023 / 10:19:37 AM

VEHICLE INFORMATION

VEHICLE DESCRIPTION:  
**2019 Lincoln NAVIGATOR**  
BODY STYLE: **Extended Wagon**  
  
ENGINE: **3.5L V6 GTDI**  
ENGINE CALIBRATION: **KTB9URNA**  
TRANSMISSION:  
**10 Speed Auto Transmission (10R80)**  
FUEL TYPE: **Gasoline**  
Sold to Fleet: **NO**

VERSION/SERIES:  
**LINCOLN/MERCURY SERIES**  
DRIVE TYPE:  
**4 WHL L/H PART TIME DRIVE**  
AXLE RATIO: **3.73 Ratio**  
AXLE CODE: **3L**  
WHEEL SIZE:  
  
TIRE: **P285/45R22 110H A/S BSW H-RTD**  
Retail sales type: **R**

ADDITIONAL INFORMATION

PAINT COLOR: **CHROMA CRYSTAL BLUE**  
  
PAINT CODE: **EB**  
  
GROSS VEHICLE WEIGHT: **7800 LB. GVW**  
RADIO:  
SYNC VERSION: **GEN3**  
  
VHR ACTIVATED:  
MODEM: **4G**

OUTSTANDING FIELD SERVICE ACTIONS

- 22M03 REPLACE FRONT AND OR SIDE CAMERAS IF FOGGY

WARNING MESSAGES

VERIFY STATE REGISTRATION, VIN MAY BE ELIGIBLE FOR CALIFORNIA EMISSIONS WTY  
LAST KNOWN COUNTRY --> UNITED STATES (OWNER EFFECTIVE DATE - 21-August-2019)

GENERAL WARRANTY INFORMATION

WARRANTY START DATE: **06-August-2019** BUILD DATE: **24-June-2019** RELEASE DATE: **24-June-2019**  
SALE MILEAGE:

LINCOLN BLACK LABEL

This client may have the following member privileges available to them as a Black Label vehicle owner:

- \* Service pick-up and re-delivery option
- \* Anytime car wash

Verify these privileges based on the Extended Coverages below, which may vary by country/territory of purchase, and reaffirm these Extended Coverages with the client.

WARRANTY COVERAGE

COVERAGE TYPE: **Bumper-to-Bumper** COVERAGE DESCRIPTION: **4 years / 50,000 Miles (whichever occurs first)**  
ADDITIONAL INFO:

Some B-to-B parts have limited coverage available:

- a. Brake pads/linings are limited to 12 months / 18,000 mile coverage
- b. Wheel alignment and wheel balance are limited to 12 months / 12,000 mile coverage
- c. Windshields replaced for stress cracks are limited to 12 months / 12,000 mile coverage
- d. Windshield Wiper blades are limited to 6 months coverage
- e. Tires are prorated after 12,000 miles driven
- f. Utilize the LTIS policy for up to 36 months and 36,000 miles, where applicable, review EFC09678 for details.

COVERAGE TYPE: **Corrosion Perforation** COVERAGE DESCRIPTION: **5 years / Unlimited miles**  
ADDITIONAL INFO:

No perforation req.on Aluminum Panels

COVERAGE TYPE: **Powertrain** COVERAGE DESCRIPTION: **6 years / 70,000 Miles (whichever occurs first)**  
ADDITIONAL INFO: \*

COVERAGE TYPE: **Safety Restraint** COVERAGE DESCRIPTION: **5 years / 60,000 Miles (whichever occurs first)**

**MARKETING MESSAGES**

**FordPass & Lincoln Access Rewards**

**Is your customer a FordPass or Lincoln Access Rewards Member?**

**Please click here to visit the Rewards Member Portal and verify account information**

**EXTENDED COVERAGES**

COVERAGE CATEGORY: **CBLDET**

**0790 - EXPIRED**

STANDARD DEDUCTIBLE: **0 USD**

EXPIRATION DATE: **08/06/2023**

TOWING: **0 USD**

ESP CONTRACT START DATE: **08/06/2019**

[Competitive make ESP part verification](#)

OWNER NAME:

**LINCOLN BLACK LABEL CUSTOMER**

DISTANCE: **999999**

CONTRACT SOLD BY: **USA 40950**

OPTIONS:

RENTAL: **0 UP TO 0 DAYS**

ESP CONTRACT START DATE: **08/06/2019**

**WARRANTY REPAIR HISTORY**

**09-NOVEMBER-2022**

DEALER: **Sewell Ford-Lincoln**

WARRANTY CLAIM NUMBER: **[REDACTED]**

CONDITION DESC **DOES NOT OPERATE PROPERLY**

LABOR OP **21N03D**

ODOMETER: **000041033M**

CONDITION CODE **42**

[Click Here for Full Warranty History](#)

PART NUMBER	PART DESCRIPTION	QUANTITY
W503280 S437		001
HL3Z 6584 A		001
ML3Z 6584 G		001
XW4Z 6700 AA		001
TA 357		001
ZC 30 A		001
ZC 31 B		001
PM 4 B		001
HL3Z 6A340 A		001
AA5Z 6714 A		000
XO 5W30 BSP		001
VC 13DL G		006
FL3Z 8590 B		002
ML3Z 6C525 A		001
HL3Z 6279 A		002
HL3Z 8590 A		004
HL3Z 8527 B		001
HL3Z 8507 A		001
BR3Z 8527 A		001
BL3Z 9374 A		001
AA5Z 9E583 A		002
W503275 S437		001
BR3Z 6020 A		001
HL3Z 8507 D		001
BC3Z 8590 F		001
BR3Z 6C535 A		001
ML3Z 6256 A		001
W714498 S900		002

VERIFIED CUSTOMERS CONCERN CHECKED OASIS FOR TSBS AND SSMS RELATING TO CONCERN FOUND TSB 21N03 REPLACED ALL FOUR VCTS AND REPROGRAMMED PC M PER TSB 21N03 RETESTED SYSTEM AND ROADTESTED AFTER NEW VCTS AND REPROGRAM VEHICLE NOW OPERATING WITHIN SPEC 6256 CC42

W961  
33225

# SEWELL



LINCOLN

## SERVICE RECEPTION

DEALER VERIFICATION	
SERVICE ADVISOR	YES NO
SHOP FOREMAN	YES NO
SERVICE MANAGER	YES NO
TECHNICIAN	YES NO
CUSTOMER VERIFICATION	YES NO

VIN										FUEL				
5	2	M	2	3	T	3	K	0		E	1/4	1/2	3/4	F
YEAR	2019		MAKE	Lincoln		MODEL	Navigator		MILEAGE	53225		COLOR	LICENSE#	TAG#
LAST NAME	[REDACTED]					FIRST NAME	[REDACTED]					HOME PHONE	[REDACTED]	
ADDRESS	[REDACTED]										[REDACTED]			
CITY	Oman					STATE	TX		[REDACTED]					
EMAIL	[REDACTED]										RETURN CUST.	<input type="checkbox"/>		
EXTENDED SERVICE PLAN										CELL PHONE PROVIDER (TEXT)				
ESP ZURICH OTHER: _____ NONE					AT&T SPRINT VERIZON OTHER: _____									

CONCERN 1

CONCERN 2

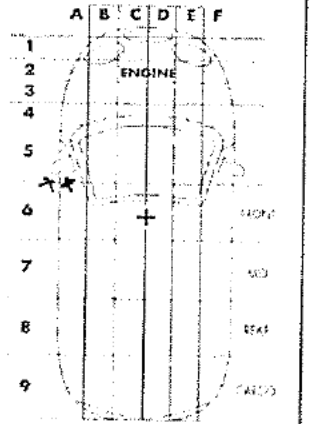
CONCERN 3

CONCERN 4

CONCERN 5

passenger side seat belt - air bag  
went out off, seat belt. now  
unusable

VEHICLE SYMPTOM AREA	HOW OFTEN?	VEHICLE OPERATING MODE	VEHICLE CONDITIONS	VEHICLE SPEED (mph)	WHEN VEHICLE IS?	AMBIENT CONDITION
Front of Vehicle	Always	Start Up	Accessories On	0	Turning Left	Below Zero
Engine Compartment	Daily (A.M./P.M.)	Idle	(define below)	1-9	Turning Right	below freezing (0°-19°)
Dash	Conditional	Gear Selection	Windows Open	10-19	Over Bumps	Below freezing (20°-32°)
Steering Wheel	Weekly	Accel Light	4x4	20-29	Up Hills	Temp -33°-49°
Accelerator Pedal	Monthly	Accel Moderate	Hauling	30-39	Down Hills	Temp -50°-69°
Brake Pedal	Intermittent	Accel Heavy	Towing	40-49	Upshifting	Temp -70°-89°
Clutch Pedal	Unknown	Steady Speed	Snow Plowing	50-59	Downshifting	Temp -90°+
Shift Lever/Knob		Deceleration	Other (define below)	60-69	Parked	Sunny
Seat		Coast Down		70+	in Traffic	Dry
Rear of Vehicle		Braking Soft	ROAD SURFACE	ENGINE TEMP		Windy
Top of Vehicle		Braking Normal	Smooth Paved	Cold		Wet/Humid
Floor Pan		Braking Hard	Rough Paved	Normal		Rain
Under Vehicle		Neutral	Bumpy	Hot		Snow
Other (define below)		Reverse	Wet			Ice
		Other (define below)				Other (define below)



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 this vehicle is subject to repossession in accordance with Business and Commerce Code, 9.609, if payment for the repair of the vehicle by a check, money order or credit card transaction is stopped, dishonored because of the insufficient funds, or 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.

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and the other material for such repair, and I agree that you shall not be responsible for the availability of parts or materials for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with the repair work herein; in case of fire, theft, or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle or elsewhere for the purpose of testing and/or inspecting such vehicle.

PAYABLE IN ODESSA, TECTOR COUNTY, TEXAS

MINIMUM CHARGE ON ALL WORK AND ESTIMATES FOR REPAIRS



<b>USAutomax Inc.</b> 1024 N County Rd W Odessa, TX 79763 Phone (H): Phone (W):(432) 337-2277 Cell Phone: Email Addr dannybrigh@hotmail.com	A/R Number: Customer Number: [REDACTED] PO Number: Auth Number:	Invoice Number [REDACTED]
	Service Writer: Carlos Guillen Gonza Estimate Amount: \$ Terms & Conditions: Type of Sale: Retail	Printed: 10/02/2023 8:37 AM Copy # 1 Date Opened: 08/28/23 Date Notified: 09/21/23 Date Delivered: 09/21/23 Date Complete: 09/21/23
Year/Make/Model: 2019 Lincoln NAVIGATOR L VIN: 5LMJJ3TT3 KE [REDACTED] License Number: [REDACTED] Color: Chroma Crystal Blue Stock Number: [REDACTED] Mileage in: 53225 Tag Number: [REDACTED] Mileage Out: 53229	<b>Customer Signature</b>	

DESCRIPTION	COST	HRS or LIST or QTY	EXT LABOR	EXT TOTAL	GRAND TOTAL
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<b>1. Customer statement of problem</b> W/ R1 Warranty, ESP, Special ProgCustomer States passenger side seat belt popped while driving the vehicle at about 30 mph. Customer states the pop was like a gun went off and was followed by smell, smoke. Customer states the seat belt tighten very hard and will not retract any more. Customer states he was not applying the brakes and was just coasting at about 30 mph. Please check and advice. <u>1 -- Cause / Action to Take</u> CC42 [REDACTED] <u>1 -- Correction / Action Taken</u> VERIFIED CUSTOMER CONCERN. PULLED OASIS. NO TSB/SSM. FOUND B007F STORED IN RCM. AFTER INITIAL DIAG WAS INSTRUCTED TO CONTACT FORD DUE TO POTENTIAL LEGAL PURSUIT. SUBMITTED ALL DIAGNOSTIC INFO AND PICTURES TO A FORD CONTACT. INSPECTION AND DIAGNOSTIC INFO - WHILE GATHERING THE PHOTOS THE VEHICLE WAS THOROUGHLY INSPECTED. NO EVIDENCE OF AN ACCIDENT WAS FOUND. NEITHER OF THE BUMPERS SEEM TO HAVE MADE CONTACT WITH ANYTHING. ALL 4 TIRES AND WHEELS WERE ROUND WITH NO SIGNS OF IMPACT. THERE WAS NO EVIDENCE OF RODENTS INSIDE OR OUTSIDE THE VEHICLE. THE ONLY DAMAGE FOUND ON THE VEHICLE WAS THE 2 QUARTER SIZE DENTS IN THE LH FRONT DOOR. THERE WAS NO AFTERMARKET WIRING FOUND AROUND THE BATTERY, BJB, BCM, GWM, UNDER THE SEATS, CONSOLE, OR ANYWHERE BEHIND THE DASH. ALL RELATED RCM FUSES ARE CORRECT. NO FLUID DAMAGE WAS FOUND WITHIN THE BCM OR CONNECTORS. ALL SEAT BELTS ARE IN GOOD SHAPE. THE INSIDE OF THE BUCKLES WERE ALL CLEAN AND FREE FROM DEBRIS. ALL BUCKLES, SEAT BELTS, AND PRETENSIONERS (OTHER THAN THE RH FRONT) OPERATE AS THEY SHOULD. NO DAMAGE WAS FOUND WITHIN THE ENTIRETY OF THE INTERIOR. HOOKED UP SCAN TOOL AND FOUND B007F:13:8B STORED IN RCM. NO OTHER RCM DTCS ARE PRESENT. THE ONLY OTHER DTCS ARE U0184 STORED IN THE APIM AND B14E4 STORED IN THE BCM. NO OTHER RCM DTCS OR RELATED FAULTS ARE SHOWN AS FAR BACK AS THE CONNECTED VEHICLE HISTORY SHOWS. INSPECTED PIDS AND FOUND NO CRASH EVENTS OR ANYTHING THAT WOULD INDICATE THERE WAS ANY REASON FOR THE PRETENSTIONER TO GO OFF. THERE ARE NO OTHER SRS FAULTS OR EVENTS THAT OCCURED OTHER THAN THE RH FRONT PRETENSIONER. MONITORED THE DEPLOY_24_R PID AND FOUND IT IS READING 65 OHMS. INSTALLED JUMPER WIRE ACCROSS CONNECTOR C303 AND FOUND THE PID NOW READS 0.5 OHMS INDICATING NO CIRCUIT FAULT IS CURRENTLY PRESENT. REMOVED THE RH FRONT SEAT, FLOOR CONSOLE, AND B-PILLAR TRIM PANEL TO INSPECT THE RCM, PRETENSIONER, AND WIRING BETWEEN THE PRETENSIONER AND RCM. NO FLUID OR RODENT DAMAGE WAS FOUND. NO VISIBLE CONCERNS WERE FOUND WITH THE HARNESS OR CONNECTORS.	SvcWtr: Carlos Guillen ... Job Added: 08/28/23 10:24 AM	9005...		<u>1351.00</u>	
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	Service Writer: Carlos Guillen Gonza Estimate Amount: \$ Terms & Conditions: Type of Sale: Retail	<b>Customer Signature</b>
Year/Make/Model: 2019 Lincoln NAVIGATOR L VIN: <b>5LMJJ3TT3 KE</b> License Number: <span style="background-color: black; color: black;">XXXXXXXXXX</span> Color: Chroma Crystal Blue Stock Number: Mileage In: 53225 Tag Number: Mileage Out: 53229		

DESCRIPTION	COST	HRS or QTY	LIST or LABOR	EXT TOTAL	GRAND TOTAL
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WENT AHEAD AND TESTED THE CIRCUITS BETWEEN CONNECTORS C303 AND C310B VERIFIED CIRCUITS CR179 (BU) AND RR179 (GY-BU) ARE INTACT AT 0.3 OHMS. NO SHORTS TO GROUND OR POWER. CIRCUITS ARE NOT SHORTED TOGETHER. WIGGLE TESTED THE HARNESS AND PIGTAILS. NO CONCERNS FOUND. UNABLE TO PINPOINT WHAT CAUSED THE PRETENSIONER TO GO OFF. WAS THEN INSTRUCTED BY THE FORD CONTACT THAT THEY WILL COVER THE REPAIR AND TO REPLACE BOTH FRONT SEAT BELT PRETENSIONERS THEN RELEASE THE VEHICLE BACK TO THE CUSTOMER. BOTH PRETENSIONERS WILL GO TO FORD ENGINEERING FOR FURTHER INVESTIGATION.

lop	Part Number	Warranty ID	Tech	Description	lop	Act Hr			
1	JL7Z78611B08AA	X		PRETENSIONER SEAT BELT RETRA			244.72	1	405.75 405.75
1	JL7Z78611B09AG			SEAT BELT ASY			243.47	1	403.67 403.67
							<u>Sub Total Parts</u>		<u>488.19</u>
							<u>SubTotal Job # 1</u>		<u>809.42</u>
									<u>2160.42</u>

**Recommendations**

hg flg

lop	Ford Op Code	CDC	Con/Defect	AC 1	AC 2	RDI	ONP	FLH	OLI
1	61108AT							1.20	0.00
2	AD	S22	42					5.80	0.00

**2. Customer statement of problem**

I/ MULTI POINT INSPECTION

SvcWtr: Carlos Guillen ... Job Added: 08/28/23 10:24 AM

1 -- Correction / Action Taken

Multi Point Inspection completed

Warranty ID	Tech	lop	Act Hr	
				900548
				<u>0.00</u>
<u>Sub Total Parts</u>				<u>0.00</u>
<u>SubTotal Job # 2</u>				<u>0.00</u>

**3. Customer statement of problem**

C/ Wash & Vacuum

SvcWtr: Carlos Guillen ... Job Added: 08/28/23 10:24 AM

1 -- Cause / Action to Take

1 -- Correction / Action Taken

# Internal / Service Contract / Warranty Invoice



<b>USAutomax Inc.</b> 1024 N County Rd W Odessa, TX 79763 Phone (H): Phone (W):(432) 337-2277 Cell Phone: Email Addr dannybrigh@hotmail.com	A/R Number: Customer Number: [REDACTED] PO Number: Auth Number:	Invoice Number [REDACTED]
	Service Writer: Carlos Guillen Gonza Estimate Amount: \$ Terms & Conditions: Type of Sale: Retail	Printed: 10/02/2023 8:37 AM Copy # 1 Date Opened: 08/28/23 Date Notified: 09/21/23 Date Delivered: 09/21/23 Date Complete: 09/21/23
Year/Make/Model: 2019 Lincoln NAVIGATOR L VIN: 5LMJJ3TT3 KE [REDACTED] License Number: [REDACTED] Color: Chroma Crystal Blue Stock Number: [REDACTED] Mileage In: 53225 Tag Number: [REDACTED] Mileage Out: 53229	<b>Customer Signature</b>	

DESCRIPTION	COST	HRS or QTY	LIST or LABOR	EXT TOTAL	GRAND TOTAL
Vehicle Washed				TEST	0.00
Warranty ID				lop Act Hr	
				<u>Sub Total Parts</u>	0.00
				<u>SubTotal Job # 3</u>	0.00

**4. Customer statement of problem**  
 W/ - Lincoln Loaner 1 Day  
1 -- Cause / Action to Take  
 Complete  
1 -- Correction / Action Taken  
 Lincoln Loaner 1 Day

SvcWtr: Carlos Guillen ... Job Added: 08/28/23 10:24 AM

DESCRIPTION	COST	HRS or QTY	LIST or LABOR	EXT TOTAL	GRAND TOTAL
Miscellaneous Charges and Deductions				TEST	0.00
Warranty ID				lop Act Hr	
				<u>Sub Total Parts</u>	0.00
				<u>SubTotal Job # 4</u>	0.00
lop Ford Op Code	CDC	Con/Defect	AC 1 AC 2	RDI ONP FLH OLI	
1 LINLOAN1				0.00 0.00	

**Miscellaneous Charges and Deductions For All Jobs**  
 Payment Notes

Internal		Service Contract		Warranty		Customer Pay		
COST	Description	Retail	COST	Description	Retail	COST	Description	Retail
0.00	Labor	0.00	0.00	Labor	0.00	294.00	Labor	1,351.00
0.00	Parts	0.00	0.00	Parts	0.00	488.19	Parts	809.42
0.00	Sublet	0.00	0.00	Sublet	0.00	0.00	Sublet	0.00
	Freight	0.00		Freight	0.00		Freight	0.00
	Car Rental	0.00		Car Rental	0.00		Car Rental	0.00
	Spec Tax	0.00		Deductible	0.00		Deductible	0.00
	HazMat	0.00		Spec Tax	0.00		Spec Tax	0.00
	Tax	0.00		Haz Mat	0.00		Haz Mat	0.00
	Co-pay	0.00		Tax	0.00		SlsTax	0.00
	Charge \$	0.00		Charge \$	0.00		Charge \$	0.00
	Misc	0.00		Misc	0.00		Misc	0.00
	Balance	0.00		Balance	0.00		Balance	2,160.42
							Amt Due	0.00