

Toll Free Nationwide
1-888-565-3666
www.CarLemon.COM



Weisberg
Consumer Law Group, P.A.

Corporate Office:
5846 S. Flamingo Road, #290
Cooper City, FL 33330
954-212-2184 | 866-577-0963 Facsimile

J.D. Haas and Associates*
J.D. Haas **
1120 east 80th street, Ste. 200
Bloomington, MN 55420
JDHaas@AFCLaw.com
Extension 351

August 30, 2023

REQUEST FOR FINAL REPAIR PURSUANT TO MINNESOTA LEMON LAW

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

Re: [REDACTED] v. Ford Motor Company
Our Client(s): [REDACTED]
Vehicle: 2021 Ford Bronco Sport
VIN: 3EMCR9D9[REDACTED]
Our File Number: [REDACTED]

Dear Sir/Madam:

Please be advised that these offices represent the above-named individuals regarding claims against your company pursuant to the Federal Magnuson-Moss Warranty Act, the State Lemon Law and/or the Uniform Commercial Code with regard to the above-listed vehicle.

Pursuant to the Minnesota Lemon Law, our clients are also hereby providing you with a final opportunity to cure the above-listed defects and non-conformities.

Having been formally notified of our representation, we respectfully demand you not contact our clients for any reason. Instead, please direct all future contact and correspondence to these offices, and further, please consider this letter express and unequivocal revocation of any permission our clients may have provided you to call them. We reserve the right to seek injunctive relief against you should you fail to honor these directives.

Enclosed please find the sales and repair records in our clients' possession. As these records show, our clients paid an extraordinary sum of money for a vehicle riddled with numerous non-conformities

Co-Counsel with The Weisberg Consumer Law Group, PA**

**** admitted to practice in Iowa, Minnesota, Nebraska, North Dakota, South Dakota & Wisconsin**

***** Alex Weisberg, Managing Partner, admitted to practice in Florida & Illinois**

that cause a substantial impairment of the use, value and/or safety of the vehicle. The primary non-conformities include but are not limited to:

1. Defective brakes;
2. Defective exhaust;
3. Defective windows;
4. Defective electrical system;
5. Defective touch screen;
6. Defective steering system;
7. Defective transmission;
8. Defective heat shield;
9. Defective engine;
10. Defective compass; and
11. Any additional complaints actually made, whether contained on your company's invoices or otherwise.

These non-conformities constitute violations of both Federal and State law, as do the inordinate amount of unsuccessful repair attempts to cure the same. Specifically, when you chose to bind our clients to a written warranty limiting all remedies to repair or replacement of defective parts, you undertook the legal obligation to perform effective repairs within a reasonable amount of time. The inordinate amount of incompetent repairs within the applicable warranty period shows you failed to satisfy this obligation. Under basic principles of good faith, this means your limited remedy failed of its essential purpose. This failure caused harm for which our clients intend to seek redress.

To avoid the need for litigation, we respectfully demand that you take this vehicle back, return all funds paid towards the vehicle, cancel all applicable contracts, and provide compensation for the damages sustained to date, including our clients' attorneys' fees pursuant to the fee-shifting provisions of the Magnuson-Moss Warranty Act and/or Lemon Law. In exchange for meeting this demand, our clients will waive all loss of use and aggravation and inconvenience damages sustained to date.

This letter also constitutes notice under U.C.C. § 2-711(3) of our clients' security interest in the vehicle for return of the total amount above, plus expenses in handling and inspecting the vehicle. Until you pay this amount, our clients have the right to hold the vehicle and use it to the extent necessary to preserve it, to protect its security interest, and to minimize your damages. In addition, although our clients

require return of the monies identified above before substitute goods can be acquired, our clients reserve the right to mitigate all parties' damages by cover and reserves the right to claim such damages here. In addition, any attempt by you or your agents to repossess the car will be wrongful and will subject you to liability for conversion and for wrongful repossession under U.C.C. §§ 9-503 and 9-507 as well as other applicable Consumer Fraud remedies. If the seller (or, if applicable the assignee, or any creditor subject to the FTC Holder Rule) has filed a financing statement covering the goods, we demand, pursuant to U.C.C. § 9-404, that you file a termination statement within ten days to terminate your security interest and forward a copy to these offices. Since our clients have revoked acceptance, there is no outstanding secured obligation. If you do not file a termination statement within ten days and cooperate in removing the lien, you will be liable under U.C.C. § 9-404(1) for any loss caused our clients by your failure. Please also consider this letter prior direct written notification of the defects within our clients' vehicle and of our clients' intent to pursue a claim pursuant to the State Lemon Law.

In conclusion, we urge you to realize that a quick resolution of this matter will save all parties a great deal of time, money and effort. To this end, although we believe the above demands are reasonable, our clients remain open-minded to a diminution in value settlement, or any other suggestions for an equitable resolution you may have. We thus encourage you to contact these offices at your earliest convenience with an offer for resolution. Should you fail to do so in a timely manner, we will assume you do not seek amicable resolution and will file a claim in a court of law seeking all actual and exemplary damages available.

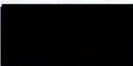
Best regards,



J.D. Haas
Attorney at Law

JDH/js
Enc.

CUSTOMER #:



638536



INVOICE

PAGE 1

9700 56th Ave. North
Plymouth, MN 55442
(763) 559-9111
www.superiorford.com

SERVICE ADVISOR: 4589 JEVAN KENNETH RASMUS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
KU AREA 51	21	FORD BRONCO SPORT	3FMCR9D98		17794/17794	T1520	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
24APR21 IS			18:00 26APR22			VM	26APR22
24APR21 DI	22MAR21						

R.O. OPENED	READY	OPTIONS:
26APR22	26APR22	SOLD-STK:21196 DLR:09331 ENG:999 2.0L ECOBOOST ENGINE TRN:448 8-SPD AUTO TRANSMISSION AXL:SCHEDULED

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A VEHICLE CHECK-UP - QUICK LANE							
CAUSE: VEHICLE CHECK-UP - QUICK LANE							
	Q99PX			VEHICLE CHECK-UP - QUICK LANE			
	4631			CQL		0.00	0.00
	GBATT			PERFORM BATTERY INSPECTION, BATTERY IS OK AT THIS TIME			
	4631			CQL		0.00	0.00
	NBK			Brake Linings not inspected			
	4631			CQL		0.00	0.00
	YTIRE			PERFORM TIRE INSPECTION, TIRES WILL REQUIRE ATTENTION SOON			
	4631			CQL		0.00	0.00

B SYNTHETIC BLEND GASOLINE ENGINE OIL AND FILTER CHANGE. LUBE ANY APPLICABLE CHASSIS POINTS. TOP OFF ALL TOP SIDE ACCESSIBLE FLUIDS.							
CAUSE: SYNTHETIC BLEND GASOLINE ENGINE OIL AND FILTER CHANGE. LUBE ANY APPLICABLE CHASSIS POINTS. TOP OFF ALL TOP SIDE ACCESSIBLE FLUIDS.							
	MBASIC			BASIC MAINTENANCE SERVICE - K			
	4631			WMQ			(N/C)
	MBASIC1			ENGINE OIL AND OIL FILTER - REPLACE (6714/6731) - L			
	4631			WMQ			(N/C)
	MULTI			MULTIPOINT INSPECTION			
	4631			WMQ			(N/C)
	1			FL*2114*B12 KIT - ELEMENT & GASKET - OIL F			(N/C)
	6			XO*5W30*BSP MOTORCRAFT 5W30 OIL			(N/C)
FC: A99 82							
PART#: MAINT							
COUNT:							
CLAIM TYPE: QCM							
AUTH CODE:							
4631							

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	We have added a charge equal to 8% of the total cost of labor and parts, not to exceed \$29.88, to the Repair Order for shop supplies used in connection with this repair.	LABOR AMOUNT		
		PARTS AMOUNT		
		GAS, OIL, LUBE		
		SUBLET AMOUNT		
		MISC. CHARGES *		
		TOTAL CHARGES		
		LESS DISCOUNT		
		OTHERWISE INDICATED.	SALES TAX	
	DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE	PLEASE PAY THIS AMOUNT

CUSTOMER #: [REDACTED]

644693



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PAGE 1

SERVICE ADVISOR: 4006 JOSEPH BRETTO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
KU AREA 51	21	FORD BRONCO SPORT	3FMCR9D9 [REDACTED]		22817/22817	T3973

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
24APR21 IS							
24APR21 DD	22MAR21		18:00 12SEP22			COUPS	16SEP22

R.O. OPENED	READY	OPTIONS:
12SEP22	16SEP22	SOLD-STK:21196 DLR:09331 ENG:999 2.0L ECOBOOST ENGINE TRN:448 8-SPD AUTO TRANSMISSION AXL:SCHEDULED

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

A 99P PERFORM CUSTOMER COMPLIMENTARY MULTI POINT VEHICLE INSPECTION
CAUSE: 99P PERFORM CUSTOMER COMPLIMENTARY MULTI POINT VEHICLE INSPECTION

99P 99P PERFORM CUSTOMER COMPLIMENTARY MULTI POINT VEHICLE INSPECTION	3823	CQL			0.00	0.00
GBATT PERFORM BATTERY INSPECTION, BATTERY IS OK AT THIS TIME	3823	CQL			0.00	0.00
RTIRE PERFORM TIRE INSPECTION, TIRES NEED REPLACEMENT	3823	CQL			0.00	0.00
YBK PERFORM BRAKE INSPECTION, BRAKES WILL REQUIRE ATTENTION SOON	3823	CQL			0.00	0.00

B DIAGNOSIS CUTS STATES THA WHEN DRIVING THE COMPASS WHILE PHONE PLUGGED IN NOT WORKING PROPERLY. WILL SHOW COMPLETLY DIFFERENT WAY.
DIAG DIAGNOSIS CUTS STATES THA WHEN DRIVING THE COMPASS WHILE PHONE PLUGGED IN NOT WORKING PROPERLY. WILL SHOW COMPLETLY DIFFERENT WAY

3823 C					0.00	0.00
--------	--	--	--	--	------	------

22817 SEE LINE D FOR REPAIR DETAILS.

C DIAGNOSIS AUTOMATIC WINDOWS ARE INTERMEDITE WORKING.
CAUSE:
12651D BODY / CHASSIS / ELECTRICAL (BCE) - TEST 3823 W (N/C)
12651D45 BODY/CHASSIS/ELECTRICAL - DIAGNOSTIC PIN POINT TEST - L 3823 W (N/C)
12651D4 BCE MODULE - REPROGRAM/RECONFIGURE AS BUILT DATA

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DATE	CUSTOMER SIGNATURE	LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES *	
		TOTAL CHARGES	
		LESS DISEUNT	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	

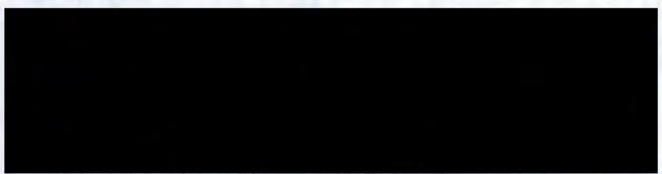
CUSTOMER #:



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SERVICE ADVISOR: 4006 JOSEPH BRETTO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MI LEAGE IN / OUT	TAG
		FORD BRONCO SPORT	3FMCR9D9		22817/22817	T3973

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PC NO.	RATE	PAYMENT	INV. DATE
24APR21 IS							
24APR21 DI	22MAR21		18:00 12SEP22			COUPS	16SEP22

R.O. OPENED	READY	OPTIONS:	SOLD-STK:21196 DLR:09331
12SEP22	16SEP22	ENG:999 2.0L ECOBOOST ENGINE	
		TRN:448 8-SPD AUTO TRANSMISSION AXL:SCHEDULED	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
		3823	W				(N/C)
	12651DX1	BODY / CHASSIS / ELECTRICAL (BCE) - TEST					
		3823	W				(N/C)

FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:
3823

22817 VERIFIED CONCERN, PERFORMED VISUAL INSPECTION, PASS, PERFORMED KOEO, CODE B1088:87 DDM, PINPOINT TESTED, PASS. PER SSM 50458, REPROGRAMMED THE DRIVERS DOOR MODULE TO THE LATEST SOFTWARE LEVEL, PERFORMED WINDOW CALIBRATION SEQUENCE ON THE FDRS, VERIFIED REPAIRS, RETESTED, PASS.

D CUSTOMER STATES TOUCH SCRREN IS NOT OPERATIVE MOST OF THE TIME. CHECK AND ADVISE

CAUSE: CUSTOMER STATES
222254A TSB 222254 OP A
3823 W
FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:
3823

(N/C)

22817 VERIFIED CONCERN, VISUAL INSPECTION PASSED, PER TSB 222254A, UPDATED THE SYNC SYSTEM WITH A USB FLASH DRIVE. VERIFIED REPAIRS.

E CUSTOMER STATES CATALYIC CONVERTER NEEDS TO BE LOOKED AT, HAS ODD SMELL COMMINGFROM EXHIST.

CAUSE: CUSTOMER STATES
GEN CUSTOMER STATES CATALYIC CONVERTER NEEDS TO BE LOOKED AT, HAS ODD SMELL COMMINGFROM EXHIST.
3823 C

0.00 0.00

22817 UNABLE TO VERIFY THE CONCERN, RAN OASIS, NO SSM OR TSBS THAT PERTAIN TO THIS CONCERN. TOLD JOE B. OF THE FINDINGS.

<p>WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE VEHICLE MANUFACTURER OR THE PARTS MANUFACTURER OR DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.</p> <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>	*SHOP SUPPLY COSTS: We have added a charge equal to 8% of the total cost of labor and parts, not to exceed \$29.89, to the Repair Order for shop supplies used in connection with this repair.	DESCRIPTION	TOTALS
		LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES *	
		TOTAL CHARGES	
		LESS DISCOUNT	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

CUSTOMER #:



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SERVICE ADVISOR: 4006 JOSEPH BRETTO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
KU AREA 51	21	FORD BRONCO SPORT	3FMCR9D98 [REDACTED]		22817/22817	T3973	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
24APR21 IS							
24APR21 DL	22MAR21		18:00 12SEP22			COUPS	16SEP22
R.O. OPENED	READY	OPTIONS: SOLD-STK:21196 DLR:09331					
12SEP22	16SEP22	ENG:999 2.0L ECOBOOST ENGINE					
		TRN:448 8-SPD AUTO TRANSMISSION AXL:SCHEDULED					

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

F CUSTOMER STATES: WHEN GETTING INTO THE CAR WHEN PUTTING FEET ON THE FLOORBOARD FEELS A VIBRATING METAL PEICE.

CAUSE: ELECTRONIC ENGINE CONTROL

1006D NON ROTATIONAL NOISE - WIRELESS ELECTRONIC CHASSIS EARS - DIAGNOSE - L
3823 W

(N/C)

1006DXQ NON ROTATIONAL NOISE - WIRELESS ELECTRONIC CHASSIS EARS - DIAGNOSE - L EXTRA TIME FOR A POST-REPAIR ROAD TEST.
3823 W

(N/C)

MT11130 TIME TO REMOVE UNDERBODY HEAT SHIELD AND REPOSITION
3823 W

(N/C)

FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:
3823

22817 VERIFIED CONCERN, VISUAL INSPECTION PASSED, RAN OASIS, NO SSM OR TSB THAT APPLIES, PERFORMED NVH DIAGNOSIS, RAISED VEHICLE ON HOIST, ISOLATED MULTIPLE RATTLE/BUZZ TYPE NOISES FROM UNDERBODY HEAT SHIELDS, 11130, REMOVED SHIELD, REPOSITIONED, REINSTALLED, VERIFIED REPAIRS DURING ROAD TEST.

G Customer states: WHEN SHIFTING 3RD TO 2ND CAR JERKS VERY HARD, VEHICLE STALLED OUT WHEN PULLING INTO A PARKING SPOT. CHECK AND ADVISE

CAUSE: ELECTRONIC ENGINE CONTROL

EEC Customer states: WHEN SHIFTING 3RD TO 2ND CAR JERKS VERY HARD, VEHICLE STALLED OUT WHEN PULLING INTO A PARKING SPOT. CHECK AND ADVISE
3823 C

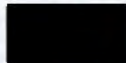
0.00 0.00

22817 UNABLE TO VERIFY THE CONCERN, RAN OASIS, NO SSM OR TSBS THAT PERTAIN TO THIS CONCERN. TOLD JOE B. OF THE FINDINGS.

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		LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES *	
		TOTAL CHARGES	
	LESS DISCOUNT		
	SALES TAX		

DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE	PLEASE PAY THIS AMOUNT
------	--------------------	--	------------------------

CUSTOMER #:



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PAGE 4

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Plymouth, MN 55442
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SERVICE ADVISOR: 4006 JOSEPH BRETTO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
KU AREA 51	21	FORD BRONCO SPORT	3FMCR9D98		22817/22817	T3973
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	RATE	PAYMENT	INV. DATE
24APR21 IS						
24APR21 DL	22MAR21		18:00 12SEP22		COUPS	16SEP22
R.O. OPENED	READY	OPTIONS: SOLD-STK:21196 DLR:09331				
12SEP22	16SEP22	ENG:999 2.0L ECOBOOST ENGINE				
TRN:448 8-SPD AUTO TRANSMISSION AXL:SCHEDULED						

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

H PERFORM FOUR WHEEL BRAKE INSPECTION. CUSTOMER STATES: SCREECHING/
HUMMING BRAKES WHEN IN REVERSE CHECK AND ADVISE

CAUSE: PERFORM FOUR WHEEL BRAKE INSPECTION

2001BBB BRAKE SHOES / PAD ASSEMBLIES - HYDRAULIC
- INSPECT (2001/2007/2200) - L
4620 W

1 JX6Z*2200*E PAD - BRAKE

(N/C)

(N/C)

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

4620

22817 rear brake pads replaced- MSEM124392 \$253.78 PCLP

I CUSTOMER LOST MAIN KEY TO VEHICLE. ADVISE.

CAUSE:

15607C PATS KEY - ERASE AND REPROGRAM (KEY) - L

3823 W

1 164*R8287* KEY FOB

1 164*R8261* KEY BLANK

(N/C)

(N/C)

(N/C)

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

3823

22817 REPLACED CUSTOMERS LOST IA KEY, PROGRAMMED KEY TO VEHICLE

J RENTAL VEHICLE

CAUSE: RENTAL VEHICLE

RENT RENTAL VEHICLE

3823 W

(N/C)

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

3823

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*SHOP SUPPLY COSTS:

We have added a charge equal to 6% of the total cost of labor and parts, not to exceed \$29.86, to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS ARE NEW ORIGINAL EQUIPMENT PARTS UNLESS OTHERWISE INDICATED.

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

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

CUSTOMER #: [REDACTED]

645610



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SERVICE ADVISOR: 4006 JOSEPH BRETTO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
KU AREA 51	21	FORD BRONCO SPORT	3FMCR9D98 [REDACTED]		22821/22825	T5856	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
24APR21 IS							
24APR21 DD	22MAR21		23:54 05OCT22			VM	06OCT22
R.O. OPENED	READY	OPTIONS: SOLD-STK:21196 DLR:09331					
29SEP22	06OCT22	ENG:999 2.0L ECOBOOST ENGINE					
		TRN:448 8-SPD AUTO TRANSMISSION AXL:SCHEDULED					

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

A C/S TIRES WORE PREMATURALLY, ADVISE
 CAUSE: GENERAL REPAIRS
 1007AD TIRE(S), WHEEL(S), AND/OR VALVE STEM(S) -
 REMOVE AND INSTALL OR REPLACE
 (1007/1015/1700/TIRE/TWC01) - L
 4624 W (N/C)
 4 9005*3122400* 225/65R17 (N/C)
 4 F2GZ*1700*E VALVE ASY (N/C)
 FC: PART#: COUNT:
 CLAIM TYPE:
 AUTH CODE:
 4624

22821
 replaced all four tires due to premature wear. all four tires
 wearing even.
 Old DOT codes/ LF, XL 6E 224B 0221/ LR, XL 6E 224B 0221/ RR, XL 6E
 224B 0221/ RF, XL 6E 224B 0221/ NEW DOT CODES/ LF, XL 6E 224B 5020/ LR,
 XL 6E 224B 5020/ RR, XL 6E 224B 5020/ RF, XL 6E 224B 5020

B** ROTATIONAL RATTLE NOISE FROM REAR
 CAUSE: ELECTRONIC ENGINE CONTROL
 BI Perform four wheel brake inspection. Customer
 states:
 3823 ISP (N/C)

MISC CUSTOMER PAY PORTION
 PO#645610
 CDED 709.14 709.14

NEW SERVICE HOURS
 MONDAY TO FRIDAY
 7:00 AM TO 6:00 PM
 CLOSED ON SATURDAY

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE VEHICLE MANUFACTURER OR THE PARTS MANUFACTURER OR DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.		*SHOP SUPPLY COSTS: We have added a charge equal to 8% of the total cost of labor and parts, not to exceed \$29.88, to the Repair Order for shop supplies used in connection with this repair.	DESCRIPTION	TOTALS
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.		ALL PARTS ARE NEW ORIGINAL EQUIPMENT PARTS UNLESS OTHERWISE INDICATED.	LABOR AMOUNT	0.00
DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE	PARTS AMOUNT	0.00
			GAS, OIL, LUBE	0.00
			SUBLET AMOUNT	0.00
			MISC. CHARGES *	709.14
			TOTAL CHARGES	709.14
			LESS DISCOUNT	0.00
			SALES TAX	0.00
			PLEASE PAY THIS AMOUNT	709.14

CUSTOMER #:



646958



INVOICE

PAGE 2

9700 56th Ave. North
Plymouth, MN 55442
(763) 559-9111
www.superiorford.com

SERVICE ADVISOR: 4626 NATASHA M SOMMERVOLD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
KU AREA 51	21	FORD BRONCO SPORT	3FMCR9D98		24932/24932	GIM070	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
24APR21 IS			18:00 27OCT22			VM	27OCT22
R.O. OPENED	READY	OPTIONS: SOLD-STK:21196 DLR:09331					
27OCT22	27OCT22	ENG:999 2.0L ECOBOOST ENGINE					
		TRN:448 8-SPD AUTO TRANSMISSION AXL:SCHEDULED					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

NEW SERVICE HOURS
MONDAY TO FRIDAY
7:00 AM TO 6:00 PM
CLOSED ON SATURDAY



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

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

*SHOP SUPPLY COSTS:
We have added a charge equal to 8% of the total cost of labor and parts, not to exceed \$29.98, to the Repair Order for shop supplies used in connection with this repair.

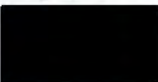
ALL PARTS ARE NEW ORIGINAL EQUIPMENT PARTS UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	37.95
PARTS AMOUNT	47.95
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	6.99
TOTAL CHARGES	92.89
LESS DISCOUNT	0.00
SALES TAX	3.61
PLEASE PAY THIS AMOUNT	96.50

DATE CUSTOMER SIGNATURE

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

CUSTOMER #:



631582



INVOICE

PAGE 1

9700 56th Ave. North
Plymouth, MN 55442
(763) 559-9111
www.superiorford.com

SERVICE ADVISOR: 4606 CARISSA D MILLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
KU AREA 51	21	FORD BRONCO SPORT	3FMCR9D98		10738/10738	TM070	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
24APR21 IS			18:00 16NOV21			CASH	16NOV21
24APR21 DL	22MAR21						

R.O. OPENED	READY	OPTIONS:
16NOV21	16NOV21	SOLD-STK:21196 DLR:09331 ENG:999 2.0L ECOBOOST ENGINE TRN:448 8-SPD AUTO TRANSMISSION AXL:SCHEDULED

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
VEHICLE CHECK-UP - QUICK LANE							
CAUSE: VEHICLE CHECK-UP - QUICK LANE							
Q99PX VEHICLE CHECK-UP - QUICK LANE							
				4589		0.00	0.00
GBATT PERFORM BATTERY INSPECTION, BATTERY IS OK AT THIS TIME							
				4589		0.00	0.00
GBK PERFORM BRAKE INSPECTION, BRAKES ARE OK AT THIS TIME							
				4589		0.00	0.00
GTIRE PERFORM TIRE INSPECTION, TIRES ARE OK AT THIS TIME							
				4589		0.00	0.00

B							
PERFORMED 10K M&W PER SMT							
CAUSE: SUPERIOR SERVICE. SYNTHETIC BLEND OIL AND FILTER CHANGE, TIRE ROTATION, FOUR WHEEL BRAKE INSPECTION. LUBE ALL CHASSIS POINTS AND TOP OFF ALL TOP SIDE APPLICABLE FLUIDS.							
MBASIC BASIC MAINTENANCE SERVICE - K							
				4589			(N/C)
				1			(N/C)
				6			(N/C)
MBASIC1 ENGINE OIL AND OIL FILTER - REPLACE (6714/6731) - L							
				4589			(N/C)
MULTI MULTIPOINT INSPECTION							
				4589			(N/C)

FC: A99 PART#: COUNT:

CLAIM TYPE: QCM

AUTH CODE:

4589

10738 PERFORMED OIL AND FILTER CHANGE, FILL ALL FLUIDS, CHECK TIRES, BELTS, COOLANT, ROTATE TIRES AND PERFORMED FOUR WHEEL BRAKE INSPECTION ON VEHICLE.

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE VEHICLE MANUFACTURER OR THE PARTS MANUFACTURER OR DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.	*SHOP SUPPLY COSTS:	DESCRIPTION	TOTALS
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.	We have added a charge equal to 8% of the total cost of labor and parts, not to exceed \$29.88, to the Repair Order for shop supplies used in connection with this repair.	LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES *	
		TOTAL CHARGES	
		LESS DISCOUNT	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	
		ALL PARTS ARE NEW ORIGINAL EQUIPMENT PARTS UNLESS OTHERWISE INDICATED.	

DATE

CUSTOMER SIGNATURE

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

CUSTOMER #:



631582



INVOICE

PAGE 2

9700 56th Ave. North
Plymouth, MN 55442
(763) 559-9111
www.superiorford.com

SERVICE ADVISOR: 4606 CARISSA D MILLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
KU AREA 51	21	FORD BRONCO SPORT	3FMCR9D98		10738/10738	TM070	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
24APR21 IS			18:00 16NOV21			CASH	16NOV21
R.O. OPENED	READY	OPTIONS: SOLD-STK:21196 DLR:09331					
16NOV21	16NOV21	ENG:999 2.0L ECOBOOST ENGINE					
		TRN:448 8-SPD AUTO TRANSMISSION AXL:SCHEDULED					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
EST: 86.45				16NOV21 14:21	SA: 4606		

CONTACT:

NEW SERVICE HOURS
MONDAY TO FRIDAY
7:00 AM TO 6:00 PM
CLOSED ON SATURDAY

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*SHOP SUPPLY COSTS:
We have added a charge equal to 8% of the total cost of labor and parts, not to exceed \$29.88, to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS ARE NEW ORIGINAL EQUIPMENT PARTS UNLESS OTHERWISE INDICATED.

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

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

CUSTOMER #:

653581



WORKORDER

PAGE 1

9700 56th Ave. North
Plymouth, MN 55442
(763) 559-9111
www.superiorford.com

SERVICE ADVISOR: 4449 MCCLELLAN, JOHN B

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
KU AREA 51	21	FORD BRONCO SPORT	3FMCR9D98		31493/	T7671	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
24APR21 IS							
24APR21	DE22MAR21		18:00	27MAR23		VM	
R.O. OPENED	READY	OPTIONS: SOLD-STK:21196 DLR:09331					
27MAR2023	12:30	ENG:999 2.0L ECOBOOST ENGINE					
		TRN:448 8-SPD AUTO TRANSMISSION AXL:SCHEDULED					
LINE OF CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS				
# A	Q99P	I	VEHICLE CHECK-UP - CARS AND LIGHT TRUCKS				

B REC C Customer states: gearbox whine type noise from upper engine area. Hears at slower speed down shift and coming to a stop. Happens more when in sport mode when accelerating

C REC C Customer states: compass is not showing correct, shows in random directions . advise

D LOF CQL SYNTHETIC BLEND GASOLINE ENGINE OIL AND FILTER CHANGE. LUBE ANY APPLICABLE CHASSIS POINTS. TOP OFF ALL TOP SIDE ACCESSIBLE FLUIDS.

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

PARTS: All parts installed are new original equipment parts unless otherwise indicated. Remanufactured and refurbished parts that meet manufacturer approved source part requirements may be installed at our discretion. Additional information is available upon request. Upon request, replaced parts will be returned to you (except any part which is required to be returned to a manufacturer, distributor or other person under a warranty or exchange agreement, returned pursuant to law, or is necessary for pending litigation). Any part subject to a warranty or exchange agreement will be available for you to examine for a period of five (5) business days after completion of repairs.

Discard Replaced Parts _____ (INITIAL) Save Replaced Parts _____ (INITIAL)

PAYMENT TERMS: I agree to pay for the inspection and repairs I authorize, along with the necessary materials, in Cash or approved credit card upon completion of the repairs unless the Dealership agrees to other payment arrangements in advance. An excess mechanics lien is hereby acknowledged to secure the cost of labor, materials, and any other authorized charges.

I understand that the Dealership is not responsible for any delays caused by the unavailability of parts or shipping by the parts manufacturer, distributor or transporter, nor is it responsible for loss or damage to the vehicle or articles left in the vehicle in case of fire, theft, hail, wind or any other cause beyond its control.

By Signing Below, I agree that: (1) I have read the Repair Order and I authorize the completion of the services/repairs listed above in accordance with the terms and conditions herein; (2) the Dealership is not responsible for any delays caused by the unavailability of parts or shipping by the parts manufacturer, supplier, or transporter or for any loss or damage to the vehicle or articles left in the vehicle in case of fire, theft, hail, wind or any other cause beyond its control; (3) the Dealership may operate the vehicle on streets, highways or public roadways for the purpose of testing and/or inspecting the vehicle; and (4) I authorize the retrieval of on-board data as needed to facilitate vehicle repairs and the sharing of that data with the vehicle manufacturer for diagnostic or research purposes.

Customer X _____ Date 3/27/25
Dealership _____

STORAGE CHARGES: I understand that a storage charge equal to \$50.00 will be assessed and shall accrue daily if I fail to pick up the vehicle within 2 working days from the date I am notified that the work on the vehicle has been completed or after the communication of an estimate if I fail to authorize repairs.

SHOP SUPPLY COSTS: A charge equal to 8% of the total cost of labor and parts, not to exceed \$25.00, will be added to the Repair Order for shop supplies used in connection with the repair.

CHARGES FOR WRITTEN ESTIMATE/PARTIALLY COMPLETED WORK: If I authorize commencement of repairs or disassembly of the vehicle or a vehicle component for purposes of a written estimate and do not authorize completion of a repair or service, I understand that a charge will be imposed for disassembly, diagnosis and reassembly of partially completed work and I agree to pay the same. Such charges will be directly related to the actual amount of labor and parts involved in the inspection, repair or service.

PRELIMINARY ESTIMATE \$ 92.95

ESTIMATE NOTICE: UPON REQUEST, OUR DEALERSHIP WILL PROVIDE YOU WITH A WRITTEN ESTIMATE FOR REPAIRS COSTING MORE THAN \$100 AND LESS THAN \$2,500 IF THE DEALERSHIP AGREES TO PERFORM THE REPAIRS. IF YOU REQUEST A WRITTEN ESTIMATE, THE FINAL REPAIR COST WILL NOT EXCEED THE WRITTEN ESTIMATE BY MORE THAN TEN PERCENT (10%) UNLESS YOU AUTHORIZE ADDITIONAL WORK AND/OR COSTS. AN ORAL ESTIMATE IS NOT SUBJECT TO THE ABOVE REPAIR COST LIMITATIONS. YOU CAN CHOOSE THE KIND OF ESTIMATE YOU WANT TO RECEIVE BY INITIATING BUZZES AND OF THE ABOVE CHOICES AND INDICATING THE BEST WAY TO CONTACT YOU.

_____ WRITTEN ESTIMATE _____ ORAL ESTIMATE _____ NO ESTIMATE
Initial Initial Initial
Telephone at: _____ Fax to: _____

Original Estimate (Parts & Labor)	Authorized Additional Repairs	Additional Repairs Approved By:	Days & Time	Telephone # Called
\$	\$			
Revised Estimate	\$			

TECHNICIAN COPY

CUSTOMER #:

653581



WORKORDER

PAGE 2

9700 56th Ave. North
Plymouth, MN 55442
(763) 559-9111
www.superiorford.com

SERVICE ADVISOR: 4449 MCCLELLAN, JOHN B

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE/IN/ OUT	TAG
	21	FORD BRONCO SPORT	3FMCR9D98		31493/	T7671

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
24APR21 IS							
24APR21 DD	22MAR21		18:00 27MAR23			VM	

R.O. OPENED	READY	OPTIONS: SOLD-STK:21196 DLR:09331
27MAR2023 12:30		ENG:999 2.0L ECOBOOST ENGINE
		TRN:448 8-SPD AUTO TRANSMISSION AXL:SCHEDULED

LINE OP CODE TECH... TYPE DESCRIPTIONS/INSTRUCTIONS

E EEC C Customer states: when plugging in their phone does not always connect and at times the touch screen will not come on advise

F EXTERIOR C Customer states: after vehicle sits for a extended time there is a droan type noise when backing up

G ENG C Customer states: intermittently there is a sulfur smell from the exhaust advise

H TRANS C Customer states: on light acceleration and letting foot off the gas there is a jerking feeling advise

I RENT I RENTAL VEHICLE

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PARTS: All parts installed are new original equipment parts unless otherwise indicated. Remanufactured and refurbished parts that meet manufacturer approved source part requirements may be installed at our discretion. Additional information is available upon request. Upon request, replaced parts will be returned to you (except any part which is required to be returned to a manufacturer, distributor or other person under a warranty or exchange agreement; retained pursuant to law; or is necessary for pending litigation). Any part subject to a warranty or exchange agreement will be available for you to examine for a period of five (5) business days after completion of repairs.

Discard Replaced Parts (INITIAL) Save Replaced Parts (INITIAL)

PAYMENT TERMS: I agree to pay for the inspection and repairs I authorize, along with the necessary materials, in cash or approved credit card upon completion of the repairs unless the Dealership agrees to other payment arrangements in advance. An express mechanics lien is hereby acknowledged to secure the cost of labor, materials, and any other authorized charges.

I understand that the Dealership is not responsible for any delays caused by the unavailability of parts or shipping by the parts manufacturer, distributor or transporter, nor is it responsible for loss or damage to the vehicle or articles left in the vehicle in case of fire, theft, hail, wind or any other cause beyond its control.

By Signing Below: I agree that: (1) I have read this Repair Order and I authorize the completion of the services/repairs listed above in accordance with the terms and conditions herein; (2) the Dealership is not responsible for any delays caused by the unavailability of parts or shipping by the parts manufacturer, supplier, or transporter or for any loss or damage to the vehicle or articles left in the vehicle in case of fire, theft, hail, wind or any other cause beyond its control; (3) the Dealership may operate the vehicle on streets, highways or public roadways for the purpose of testing and/or inspecting the vehicle; and (4) I authorize the retrieval of on-board data as needed to facilitate vehicle repairs and the sharing of that data with the vehicle manufacturer for diagnostic or research purposes.

Customer X Date
Dealer/CAP 2017 Ford Blue, LLC (1973 WORKORDER TYPE 3, 25W2C *45-18* Mfr. 007000)

STORAGE CHARGES: I understand that a storage charge equal to \$50.00 will be assessed and shall accrue daily if I fail to pick up the vehicle within 2 working days from the date I am notified that the work on the vehicle has been completed or after the communication of an estimate if I fail to authorize repairs.

SHOP SUPPLY COSTS: A charge equal to 8% of the total cost of labor and parts, not to exceed \$29.99, will be added to the Repair Order for shop supplies used in connection with the repair.

CHARGES FOR WRITTEN ESTIMATE/PARTIALLY COMPLETED WORK: If I authorize commencement of repairs or disassembly of the vehicle or a vehicle component for purposes of a written estimate and do not authorize completion of a repair or service, I understand that a charge will be imposed for disassembly, diagnosis and reassembly or partially completed work and I agree to pay the same. Such charges will be directly related to the actual amount of labor and parts involved in the inspection, repair or service.

PRELIMINARY ESTIMATE \$ 92.95

ESTIMATE NOTICE: UPON REQUEST, OUR DEALERSHIP WILL PROVIDE YOU WITH A WRITTEN ESTIMATE FOR REPAIRS COSTING MORE THAN \$100 AND LESS THAN \$7,500 IF THE DEALERSHIP AGREES TO PERFORM THE REPAIRS. IF YOU REQUEST A WRITTEN ESTIMATE, THE FINAL REPAIR COST WILL NOT EXCEED THE WRITTEN ESTIMATE BY MORE THAN TEN PERCENT (10%) UNLESS YOU AUTHORIZE ADDITIONAL WORK AND/OR COSTS. AN ORAL ESTIMATE IS NOT SUBJECT TO THE ABOVE REPAIR COST LIMITATIONS. YOU CAN CHOOSE THE KIND OF ESTIMATE YOU WANT TO RECEIVE BY INDICATING ONE OF THE FOLLOWING CHOICES AND INDICATING THE BEST WAY TO CONTACT YOU.

WRITTEN ESTIMATE ORAL ESTIMATE NO ESTIMATE
Telephone at: Fax to:

Original Estimate (Parts & Labor)	Authorized Additional Repairs	Additional Repairs Approved By:	Date & Time	Telephone # Called
\$	\$			
Revised Estimate	\$			

TECHNICIAN COPY

Dealer: 0933L

OASIS RESULT

Page 1

VIN: 3FMC9D05

Query Status: Complete

Query Date: 03/27/2023

Query Time: 12:13PM

User: jmcoclellan@f

Vehicle Information

VEHICLE DESCRIPTION: 2021 Subaru Sport
BODY STYLE: 5 DOOR SUV
ENGINE: 2.0L EcoBoost (240PS)

TRANSMISSION: 8 Speed Auto Transmission 8F35
PAINT COLOR: 3.00 Light Olive Metallic
ENGINE CALIBRATION: 4730

RADIO: 17 ALLOY WHEEL STYLE 1
GROSS VEHICLE WEIGHT: 4730

AXLE RATIO: 3.00 Light Olive Metallic
WHEEL SIZE: 225/45 R17 A/T

WHEEL BELLY: SYNC VERSION
VHR ACTIVATED

GEN3

WARRANTY START DATE: 04/23/2021

WARRANTY END DATE: 03/27/2021

WARRANTY MILEAGE: 00030

SALE MILEAGE: 00030

WARNING MESSAGES

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

OUTSTANDING FIELD SERVICE ACTIONS

NUMBER: 22D05

VEHICLE EMISSIONS CONTROL INFORMATION LABEL UPDATE

EXTENDED COVERAGES

0968 - USA 2021 BMW 72/75,000 PREMIUM CARE W/ROADSIDE

STANDARD REDUCTION: 100 USD

EXPIRATION DATE: 04/23/2027

DISTANCE: 75000

RENTAL: 35 UP TO 10 DAYS

OWNER NAME: DAVID BERGSTRÖM
OPTIONS: 1STDAYRENT,KEYSVCWEPA,LIGHTING

Dealer: 09331

OASIS RESULT

Page 2

VIN: 3FMC9D9D9[REDACTED]

Query Status: Complete

Query Date: 03/27/2023

Query Time: 12:13PM

User: jmccllainsf

TOWING: 0 USD

CONTRACT SOLD BY: USA 09331

ESP CONTRACT START DATE: 04/23/2021
CONTRACT SIGNATURE DATE: 04/24/2021
CONTRACT START DISTANCE: 30

OWNER OF VEHICLE MUST MATCH OWNER NAME ON OASIS FOR COVERAGE TO APPLY.
FOR KEY SERVICE CLAIMS, PRIOR APPROVAL IS REQUIRED THROUGH MESA.

0968 - EXPIRED
STANDARD DEDUCTIBLE: 0 USD
OWNER NAME: [REDACTED]
OPTIONS:
CONTRACT SOLD BY: USA 09331

ESP CONTRACT START DATE: 04/24/2021

----- WARRANTY REPAIR HISTORY -----

REPAIR DATE: 09/29/2022
WARRANTY CLAIM NUMBER: 645610
REPAIR HISTORY NOTES: REPLACED ALL FOUR TIRES DUE TO PREMATURE WEAR. ALL FOUR TIRES WEAR:NEVERN. OLD DOT CODES/ LF, XL6E224B0221/
LR, XL6E224B0221/ RR, XL6E224B0221/ RF, XL6E224B5020/ LR, XL6E224B5020/ RF, XL6E224B5020/ RF, XL6E224B5020/ RF.
DEALER: Superior/Brookdale Ford
ODOMETER: 000022821 M

PART NUMBER PART DESCRIPTION QUANTITY LABOR OP CONDITION CODE CONDITION DESC

9005 3122400 004
F2G2 1700 E 004
TWC01 000

REPAIR DATE: 09/12/2022
WARRANTY CLAIM NUMBER: 644693
REPAIR HISTORY NOTES: VERIFIED CONCERN, PERFORMED VISUAL INSPECTION, PASS, PERFORMED KOEO, CODE B1088:87 DDM, PINPOINT TESTED,
PASS. PER SSM 50458, REPROGRAMMED THE DRIVERS DOOR MODULE TO THE LATEST SOFTWARE LEVEL, PERFORMED WINDOWCALIBRATION SEQUENCE ON
THE FDRE, VERIFIED REPAIRS, RETESTED, PASS.
DEALER: Superior/Brookdale Ford
ODOMETER: 000022817 M

PART NUMBER PART DESCRIPTION QUANTITY LABOR OP CONDITION CODE CONDITION DESC

Dealer: 09331

CASIS RESULT

Page 3

VIN: 3FACR3D98H [REDACTED]

Query Status: Complete

Query Date: 03/27/2023

Query Time: 12:13PM

User: Jacqueline

149291

000

REPAIR DATE: 09/12/2022

DEALER: Superior/Brockdale Ford

WARRANTY CLAIM NUMBER: 644693

ODOMETER: 000022817 M

REPAIR HISTORY NOTES: VERIFIED CONCERN, VISUAL INSPECTION PASSED, PER TSB Z22254A, UPDATED THE SYNC SYSTEM WITH A DNS FRESH DRIVE. VERIFIED REPAIRS.

PART NUMBER

PART DESCRIPTION

QUANTITY

LABOR OP

CONDITION CODE

CONDITION DESC

14G371

000

REPAIR DATE: 09/12/2022

DEALER: Superior/Brockdale Ford

WARRANTY CLAIM NUMBER: 644593

ODOMETER: 000022817 M

REPAIR HISTORY NOTES: VERIFIED CONCERN, VISUAL INSPECTION PASSED, RAN OASIS, NO SSM OR TSB THAT APPLIES, PERFORMED VWR DIAGNOSIS, RAISED VEHICLE ON HOIST, ISOLATED MULTIPLE BATTLE/NOISE TYPE NOISES FROM UNDERBODY HEAD SHIELDS, ALL 10 REMOVED SHIELD, REPOSITIONED, REINSTALLED, VERIFIED REPAIRS DURING ROAD TEST.

PART NUMBER

PART DESCRIPTION

QUANTITY

LABOR OP

CONDITION CODE

CONDITION DESC

11130

000

REPAIR DATE: 09/12/2022

DEALER: Superior/Brockdale Ford

WARRANTY CLAIM NUMBER: 644593

ODOMETER: 000022817 M

REPAIR HISTORY NOTES: REAR BRAKE PADS REPLACED- MSEW124392 \$253.78 PCLP

PART NUMBER

PART DESCRIPTION

QUANTITY

LABOR OP

CONDITION CODE

CONDITION DESC

JX6Z 2200 E

001

REPAIR DATE: 09/12/2022

DEALER: Superior/Brockdale Ford

WARRANTY CLAIM NUMBER: 644693

ODOMETER: 000022817 M

REPAIR HISTORY NOTES: REPLACED CUSTOMERS LAST IN KEY, PROGRAMMED KEY TO VEHICLE DOCUMENTS ATTACHED PER YOUR REQUEST

Dealer: 69331

OASIS RESULT

Page 4

VIN: 3FMCK9D1

Query Status: Complete

Query Date: 03/23/2023

Query Time: 12:13PM

User: jmccllellansf

PART NUMBER PART DESCRIPTION QUANTITY LABOR OP CONDITION CODE CONDITION DESC

OSP 001
OSP 001
15K601 000

REPAIR DATE: 09/13/2022

DEALER: Superior/Brookdale Ford

WARRANTY CLAIM NUMBER: 634593

ODOMETER: 0000000000

REPAIR HISTORY NOTES: REPLACED CUSTOMERS LOST TA KEY.

PART NUMBER PART DESCRIPTION QUANTITY LABOR OP CONDITION CODE CONDITION DESC

KEYSVC 000
OSP 001

REPAIR DATE: 09/13/2022

DEALER: Superior/Brookdale Ford

WARRANTY CLAIM NUMBER: 634593

ODOMETER: 000022017 M

REPAIR HISTORY NOTES: RENTAL FOR 5 DAYS

PART NUMBER PART DESCRIPTION QUANTITY LABOR OP CONDITION CODE CONDITION DESC

RENTAL 000

REPAIR DATE: 04/26/2022

DEALER: Superior/Brookdale Ford

WARRANTY CLAIM NUMBER: 638536

ODOMETER: 000017794 M

REPAIR HISTORY NOTES: PERFORMED 18K MAINTENANCE SERVICE PER SMT.

PART NUMBER PART DESCRIPTION QUANTITY LABOR OP CONDITION CODE CONDITION DESC

M122 6731 A 001
XO 5W30 BSP 006
MAINT 000

SYMPTOM CODE INFORMATION

Dealer: 09331

VIN: JFWCR90 [REDACTED]

Query Status: Complete

OASIS RESULT

Query Date: 01/27/2023

Query Time: 12:13PM

User: jacclie.lanef

Page 5

805000 - NO CONCERN PRESENT - MAINTENANCE VISIT

THERE ARE NO SSMS FOR SYMPTOM ENTERED

THERE ARE NO TSBS FOR SYMPTOM ENTERED

CUSTOMER #:



46423



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INVOICE

DUPLICATE 1
PAGE 1

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www.minnetonkaford.com

SERVICE ADVISOR: 2596 KATIE JENSEN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
AREA51	21	FORD BRONSP	3FMCR9D9		34203/34227	T9436	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
23APR21 DD			18:00 16JUN23		0.00	CASH	22JUN23
R.O. OPENED	READY	OPTIONS: DLR:04193					
10:59 05JUN23	15:46 22JUN23						

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

A CUSTOMER STATES: THERE IS A SULFUR SMELL COMING FROM THE EXHAUST, MOSTLY SMELT OUTSIDE THE VEHICLE UNLESS IN A CLOSED AREA, THEN YOU CAN SMELL IT INSIDE THE VEHICLE. CHECK AND ADVISE EXHAUST DEFAULT

3169 C 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

PARTS: PASSED SELF TESTING, NO CATALYST CODES PRESENT. COULD NOT DUPLICATE THE ODOR WHEN COLD STARTING OR AFTER WARMING THE VEHICLE TO OPERATING TEMP. FOUND PINPOINT TESTS B1 NO, B2 ASKING TO CHECK FUEL INSIDE OF THE FUEL TANK FOR INCORRECT FUEL OR FUEL THAT CONTAINS A HIGH SULFUR CONTENT. SUGGESTION AT THIS TIME WOULD BE TO DRIVE ON THE CURRENT FUEL UNTIL IT IS AS EMPTY AS THE CUSTOMER IS COMFORTABLE DRIVING THE MILEAGE DOWN TO AND THEN REFILLING AT A DIFFERENT GAS STATION. MAKE SURE TO USE CORRECT FUEL TYPE AT A HIGH VOLUME, WELL RECOGNIZED LOCATION, SUCH AS BP. AFTER A COUPLE OF TANKS OF FUEL, SEE IF THE CONDITION IS CORRECTED. FUEL TYPE OR THE MAKEUP OF THE FUEL IS LIKELY THE SOURCE OF THE CONCERN.

B CUSTOMER STATES HIS COMPASS SHOWS THE WRONG DIRECTION- WILL BE DRIVING WEST THE COMPASS ON THE VEHICLE SHOWS A DIFFERENT DIRECTION. WHEN USING NAV SHOWS HIM GOING THE WRONG DIRECTION LIKE THE COMPASS SAYS . CHECK AND ADVISE

CAUSE: 14G670

REPAIR General Repair

3169 ISP

(N/C)

REPAIR AD

3169 ISP

(N/C)

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

ROAD TESTED THE VEHICLE TO TRY TO DUPLICATE THE CONCERN. UNABLE TO VERIFY THE CONCERN. THE COMPASS IS OPERATING PROPERLY AND THE VEHICLE IS NOT EQUIPPED WITH NAVIGATION. NAVIGATION MAY BE DONE THROUGH THE PHONE WHILE USING CAR PLAY OR ANDROID AUTO. NO RELATED CODES STORED AND THE COMPASS IS OPERATING PROPERLY AT THIS TIME. NOTE, GPS NEEDS OPEN SKY TO WORK PROPERLY AND IF DRIVING NEAR HIGH VOLTAGE POWER LINES OR

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	We have added a charge equal to 14% of the total cost of labor and parts, not to exceed \$50.00, to the Repair Order for shop supplies used in connection with this repair.	LABOR AMOUNT		
		PARTS AMOUNT		
		GAS, OIL, LUBE		
		SUBLET AMOUNT		
		MISC. CHARGES *		
	ALL PARTS ARE NEW ORIGINAL EQUIPMENT PARTS UNLESS OTHERWISE INDICATED.	TOTAL CHARGES		
		LESS INSURANCE		
		SALES TAX		
		PLEASE PAY THIS AMOUNT		

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

CUSTOMER #: [REDACTED]

46423



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INVOICE

DUPLICATE 1
PAGE 2

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www.minnetonkaford.com

SERVICE ADVISOR: 2596 KATIE JENSEN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
AREA51	21	FORD BRONSP	3FMCR9D9[REDACTED]		34203/34227	T9436	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
23APR21 DD			18:00 16JUN23		0.00	CASH	22JUN23
R.O. OPENED	READY	OPTIONS: DLR:04193					
10:59 05JUN23	15:46 22JUN23						

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

ANYTHING THAT WILL BLOCK THE VEHICLE TO THE OPEN SKY, THERE MAY BE A DISRUPTION OR INTERFERENCE CAUSING THE CONCERN. IF THIS OCCURS, MOVE THE VEHICLE INTO A POSITION AWAY FROM WHERE THIS OCCURS TO RESOLVE THE CONCERN. REVIEWED A VIDEO THE CUSTOMER SHARED, DRIVING WEST AND THE IPC MESSAGE CENTER SHOWED VEHICLE HEADING NORTH. CONCERN INTERMITTENT. DISCONNECTED THE BATTERY FOR AT LEAST 10 MINUTES AND HAD CABLES CONNECTED TO FULLY DISCHARGE. RECONNECTED THE CABLES, VERIFIED PROPER OPERATION. COULD NOT DUPLICATE THE FAULT BEFORE OR AFTER THE REPAIR. NPF SHEET ATTACHED. PER CUSTOMER CARE REQUEST, ESCALATED TO TAC FOR ENGINEERING SUPPORT. THIS IS THEIR RESPONSE: "As you noted, this vehicle is not equipped with navigation. This means that the customer complaint of their navigation showing them travelling in the wrong direction would be while using Android Auto or Apple Carplay as you mentioned. When using these services, the Sync system is merely a pass-thru. Any inaccuracies would be the result of the phone or the software, not the vehicle. Since he states that his navigation from the phone and the embedded compass, which are two completely independent and separate systems, indicated he was going in a certain direction, it is likely that he either truly was going in that direction, or the road itself was maybe NW and right on the verge of where it might switch from north to west in the display. No further repairs are recommended without verification of the concern."

C CUSTOMER STATES THERE IS AN ENGINE NOISE WHEN SHIFTING BETWEEN 2K AND 3K RPM HARD SHIFT/JERK- HAPPENS MORE AT CONSISTENT SPEEDS, THE RPM.S WILL ALSO FLUCTUATE. HARD SHIFTING WHEN ACCELERATING COLD ALSO. CHECK AND ADVISE

CAUSE:

REPAIR NPF

3080 ISP

(N/C)

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

test drove vehicle for 10 miles. once hot and once after sitting overnight. no issues heard or felt. vehicle drove and sounded normal. no codes present. no leaks present. operation is normal at this time.

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

CUSTOMER #: [REDACTED]

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PAGE 3

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SERVICE ADVISOR: 2596 KATIE JENSEN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
AREA51	21	FORD BRONSP	3EMCR9D9 [REDACTED]		34203/34227	T9436	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
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R.O. OPENED	READY	OPTIONS: DLR:04193					
10:59 05JUN23	15:46 22JUN23						
LINE OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL	

no problem found. NPF SHEET ATTACHED.

D CUSTOMER STATES REAR BRAKES ARE SQUEAKING IN REVERSE. HAD NEW PADS
PUT ON BY SUPERIOR. CHECK AND ADVISE

CAUSE: TSB 23-2041

BRAKES TSB 232041A 70
3169 W

2 DG9Z*2C150*B BKCF11 BOLT

1 XG*3*A 909977 LUBRICANT - UNIVERSAL

ANTI-SEI

1 PM*4*A 214020 BRAKE CLEANER

FC: N17 42

PART#: DG9Z*2C150*B

COUNT:

CLAIM TYPE:

AUTH CODE:

3169

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

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

GRUNT TYPE OF MOAN NOISE WHEN DRIVING IN REVERSE WAS DUPLICATED.
FOUND RELATED TSB 23-2041. WHEN REMOVING THE REAR WHEELS, FOUND RR
BRAKE CALIPER SPRING MISSING, SEE LINE P. PERFORMED TSB 23-2041,
REPLACED LOWER CALIPER BUSHINGS AS INSTRUCTED BY THE TSB. RETESTED OK
AFTER THE REPAIR.

E CUSTOMER STATES: NOISE IN THE ENGINE, MOST NOTICE BETWEEN 2K AND 3K
RPM.S OR 25 AND 35 MPH, WHEN DOWNSHIFTING- HIGHER PITCHED WHEN
WINDING DOWN LIKE IT IS AT HIGHER RPM.S THAN IT IS- ANOTHER
EXAMPLE IS IT IS REVVING DOWN BUT STUCK. CHECK AND ADVISE

ENGINE DEFAULT

3080 ISP

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

test drove vehicle for 10 miles. once hot and once after sitting
overnight. no issues heard or felt. vehicle drove and sounded normal.
no codes present. no leaks present. operation is normal at this time.

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

CUSTOMER #: [REDACTED]

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DUPLICATE 1
PAGE 4

SERVICE ADVISOR: 2596 KATIE JENSEN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
AREA51	21	FORD BRONSP	3FMCR9D98 [REDACTED]		34203/34227	T9436	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
23APR21 DE			18:00 16JUN23		0.00	CASH	22JUN23
R.O. OPENED	READY	OPTIONS: DLR:04193					
10:59 05JUN23	15:46 22JUN23						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
				no problem found.			

F CUSTOMER STATES: WHEN FIRST STARTING THE VEHICLE, IT WILL DRIVE FORWARD BUT THE STEERING WHEEL IS STILL LOCKED FOR AN UNKNOWN AMOUNT OF SECONDS. INTERMITTENT ISSUE. HAPPENED ONCE OR TWICE.
 CAUSE: 3C529

STEERING AP NEEDED FOR PROGRAMMING AS PER SSM 51459 DUE TO LACK OF LABOR OPERATYIONS 3169 W (N/C)
 FC: C50 04
 PART#: 3C529
 COUNT:
 CLAIM TYPE:
 AUTH CODE:
 3169

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00
 FOUND RELATED SSM 51459. REPROGRAMMED PSCM TO THE MOST CURRENT SOFTWARE LEVEL. CLEARED CMDTCS.

G CUSTOMER STATES CENTER SCREEN WILL BE BLACK WHEN STARTING THE CAR. DOESNT COME BACK ON UNLESS YOU SHUT DOWN AND RESTART THE CAR. INTERMITTENT ISSUE. CHECK AND ADVISE
 CAUSE: 14G229

12651D BODY / CHASSIS / ELECTRICAL (BCE) - TEST 3169 W (N/C)
 12651D4 BCE MODULE - REPROGRAM/RECONFIGURE AS BUILT DATA 3169 W (N/C)
 REPAIR AP TIME NEEDED FOR ADDITIONAL PROGRAMMING DUE TO LACK OF LABOR OPERATIONS 3169 W (N/C)
 FC: A46 04
 PART#: 14F642
 COUNT:

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

CUSTOMER #:

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Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG. Includes details for AREA51, 21 FORD BRONSP, 3FMCR9D98, 34203/34227, T9436.

Table with columns: DEL. DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE. Includes details for 23APR21 DD, 18:00 16JUN23, 0.00 CASH, 22JUN23.

Table with columns: R.O. OPENED, READY, OPTIONS: DLR:04193. Includes details for 10:59 05JUN23, 15:46 22JUN23.

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

CLAIM TYPE: AUTH CODE: 3169
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G: 0.00
COULD NOT DUPLICATE THE CONCERN. TSB 22-2254 HAS SIMILAR SYMPTOM LISTED, BUT SYNC APIM IS NOT LISTED AS HAVING AN UPDATED SOFTWARE VERSION...

H CUSTOMER STATES REAR RIGHT WINDOW WILL BOUNCE WHEN REACHING THE TOP. CHECK AND ADVISE

CAUSE: 14B291 ELECTRICAL MT14B291 NEEDED FOR REPAIRS DUE TO LACK OF LABOR OPERATIONS 3169 W (N/C)

FC: G07 X9 PART#: 14B291 COUNT: CLAIM TYPE: AUTH CODE: 3169

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE H: 0.00
PERFORMED SELF TESTS, PASS. PERFORMED RR POWER WINDOW INITIALIZATION PROCEDURE TO CALIBRATE ONE TOUCH DOWN AND ONE TOUCH UP...

I CUSTOMER STATES APPLE CAR PLAYS DOES NOT ALWAYS COME UP WHEN CONNECTING PHONE, BUT PHONE WILL BE CHARGING. CHECK AND ADVISE

Table with columns: WARRANTY DISCLAIMER, SHOP SUPPLY COSTS, DESCRIPTION, TOTALS. Includes details for LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, MISC CHARGES, TOTAL CHARGES, LESS INSURANCE, SALES TAX, PLEASE PAY THIS AMOUNT.

CUSTOMER #: [REDACTED]

46423



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PAGE 6

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
AREA51	21	FORD BRONSP	3FMCR9D98 [REDACTED]		34203/34227	T9436	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PG NO.	RATE	PAYMENT	INV. DATE
23APR21 DD			18:00 16JUN23		0.00	CASH	22JUN23
R.O. OPENED	READY	OPTIONS: DLR:04193					

10:59 05JUN23	15:46 22JUN23						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

ELECTRICAL ELECTRICAL DIAG/REPAIR							
3169	C					0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00						TOTAL LINE I:	0.00

PHONE AND CABLE WERE NOT LEFT IN THE VEHICLE TO ATTEMPT TO DUPLICATE THE CONCERN. USED ANOTHER TECHNICIANS DEVICE AND CABLE, WORKED PROPERLY AND COULD NOT DUPLICATE THE FAULT. SUGGEST MAKING SURE THE PHONE SOFTWARE IS AT THE MOST CURRENT LEVEL AND REBOOTING THE DEVICE. SUGGEST GETTING A BRAND NEW OEM APPLE USB CABLE, NOT AN AFTERMARKET CABLE, AND THEN RETESTING THE OPERATION. NORMAL OPERATION OBSERVED AT THIS TIME.

 J CUSTOMER STATES ONGOING NOISE CONCERN IN THE FLOOR. SEE OASIS HISTORY, WHEN GETTING INTO THE CAR WHENPUTTING FEET ON THE FLOORBOARD FEELS A VIBRATINGMETAL PEICE. NOISE GOES AWAY AFTER REPAIR BUT COMES BACK. CHECK AND ADVISE

- CAUSE:
- 1006D NON ROTATIONAL NOISE - WIRELESS ELECTRONIC CHASSIS EARS - DIAGNOSE - L
3169 W (N/C)
 - 1 JX6Z*5500*L ARM ASY - REAR SUSPENSION (N/C)
 - 2 *W719419*S439 BOLT (N/C)
 - 1 LX6Z*5C486*C MEF566 LINK - STABILIZER BAR (N/C)
 - 2 *W712503*S440 F NUT - HEX. (N/C)
 - 1006DXQ NON ROTATIONAL NOISE - WIRELESS ELECTRONIC CHASSIS EARS - DIAGNOSE - L EXTRA TIME FOR A POST-REPAIR ROAD TEST.
3169 W (N/C)
 - 5486B.KIT - STABILIZER BAR LINK - REAR - REPLACE (5A486/5C486/5C488/5K484) - L
3169 W (N/C)
 - 3001A CASTER, CAMBER, TOE-IN - CHECK - L
3169 W (N/C)
 - 3001A6F TOE-IN - CORRECT (FRONT/REAR) - L

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

CUSTOMER #: [REDACTED]

46423



MORRIE'S MINNETONKA FORD

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DUPLICATE 1
PAGE 7

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Fax: (952) 543-7677
www.minnetonkaford.com

SERVICE ADVISOR: 2596 KATIE JENSEN

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R.O. OPENED READY OPTIONS: DLR:04193

10:59 05JUN23 15:46 22JUN23

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		3169	W				(N/C)	
		3001A6BT TOE-IN - CORRECT (FRONT/REAR) - L						(N/C)
		3169	W				(N/C)	

FC: k09 42
PART#: LX6Z*5C486*C
COUNT:
CLAIM TYPE:
AUTH CODE:
3169

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE J: 0.00

WHILE DRIVING THE VEHICLE AT SLOW SPEEDS AND WHEN TURNING IN PARKING LOT STYLE MANEUVERS, THERE IS A CREAKING FROM THE REAR THAT WOULD FIT THE CUSTOMER DESCRIPTION. PERFORMED NVH DIAGNOSIS, USED CHASSIS EARS AND USED STETHOSCOPE WHILE THE VEHICLE WAS ON THE ALIGNMENT RACK AND COULD MANIPULATE THE REAR SUSPENSION UP AND DOWN TO GENERATE THE NOISE. NOISE SOUNDS LIKE A BUSHING IN THE RR SUSPENSION. REPLACED FORWARD REAR LOWER CONTROL ARM ASSY AND ROAD TESTED, NOISE CAME BACK AND IS INTERMITTENT. USED STETHOSCOPE WHILE ANOTHER TECH JOUNCING SUSPENSION TO LOCATE SOME NOISE FROM RR STABILIZER LINK. REPLACED RR STABILIZER LINK. CHECK ALIGNMENT, FRONT TOE AND REAR TOE OUT OF SPEC. ADJUSTED RR TOE AND THEN ADJUSTED LF TOE. ROAD TESTED OK AFTER THE REPAIRS. NOISE NO LONGER PRESENT AND VEHICLE STEERS PROPERLY.

K CUSTOMER STATES HAPPENED ONCE, HAD A CLICKING NOISE FROM THE REAR WHEN ACCELERATING FROM A STOP BUT WENT AWAY FAIRLY QUICK- HAPPENED MID DRIVE SO WARMED UP NOISE NOISE DIAG/REPAIR

3169 C 0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE K: 0.00

COULD NOT DUPLICATE THE NOISE DURING A ROAD TEST.

L CUSTOMER STATES HAPPENED ONE TIME, VEHICLE STALLED WHILE PARKING. ENGINE ENGINE DIAG/REPAIRS

3169 ISP (N/C)

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CUSTOMER #:



46423



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PAGE 8

SERVICE ADVISOR: 2596 KATIE JENSEN

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R.O. OPENED	READY	OPTIONS:	DLR:04193
10:59 05JUN23	15:46 22JUN23		

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

COULD NOT DUPLICATE THE CONCERN. LIKELY RELATED TO LINE M. SEE LINE M.

M CUSTOMER STATES HAPPENED TWICE- VEHICLE FAILS TO START/STARTS AND DIES OUT.

CAUSE:

9002A FUEL TANK - REMOVE AND INSTALL
(9002/9072/9076) - L
3169 W

- 8 *W720526*S450B BOLT (N/C)
- 4 *W711806*S450B BOLT (N/C)
- 2 LX6Z*4B496*A 468094 BOLT (N/C)
- 1 LX6Z*5A215*D CLAMP - EXHAUST (N/C)
- 1 4L3Z*9276*AA ACG807 GASKET (N/C)
- 1 LX6Z*9H307*A PFS1326 SENDER AND PUMP (N/C)

ASY

FCSD#Q04263

9002A6 FUEL PUMP - ELECTRIC - REPLACE
(9350/9A407/9C407/9H307/9H318) - L
3169 W

12650D EEC SYSTEM DIAGNOSIS - (QUICK TEST) - N
3169 W (N/C)

12650DX1 EEC SYSTEM DIAGNOSIS - (QUICK TEST) - N
EXTRA TIME TO REPEAT FINAL QUICK TEST
3169 W (N/C)

12650D45 ENGINE MODULE - DIAGNOSTIC PIN POINT
TEST - L
3169 W (N/C)

REPAIR ad
3169 W (N/C)

FC: d03 42

PART#: LX6Z*9H307*A

COUNT:

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	MISC. CHARGES *		
	TOTAL CHARGES		
	LESS INSURANCE		
	SALES TAX		
DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE	PLEASE PAY THIS AMOUNT

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LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

CLAIM TYPE:
AUTH CODE:
3169

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE M: 0.00

HOTLINE CONTACT ID 120026291. PERFORMED EEC TESTS, KOEC P008A:00-68. CLEARED CODE, DID NOT RETURN. FOUND RELATED SSM 51537 THAT STATES TO CHECK CONNECTIONS AND PINS BEFORE PERFORMING PINPOINT TESTS. VERIFIED PIN FIT AND CONNECTIONS FOR C1551B, C1035A, C110, C401, C4033, AND C4330. USED COMPRESSED AIR TO CLEAN CONNECTORS BEFORE DISCONNECTING AND BLEW THEM OFF AGAIN BEFORE RECONNECTING. PIN FIT DID NOT IDENTIFY ANY CONCERNS, PINS ARE IN PLACE WITHIN THE CONNECTORS, CONNECTORS DID NOT COME APART WHEN TUGGING ON THEM AND RECONNECTED THEM PROPERLY AFTER CHECKING THEM OUT. INSPECTED G404, REMOVED GROUND BOLT AND THE BOLT HAD SOME CORROSION AND WAS A LITTLE RUSTY ON THE THREADS NEAR THE GROUNDING EYELET END. USED WIRE WHEEL TO CLEAN THREADS AND USED A DISC TO CLEAN GROUND EYELET SURFACES. APPLIED SOME ANIT-SEIZE TO THE BOLT AND REINSTALLED THE GROUND EYELET WITH THE BOLT. DUE TO NOT IDENTIFYING ANY OTHER ISSUES, PERFORMED PINPOINT TESTS HC1 NO, HC2 YES, HC11 NO, HC12 YES, HC13 YES, HC14 YES. PINPOINT TEST RESULTS STATE TO REFER TO THE SYMPTOM CHARTS FOR FURTHER DIRECTION. CONTACTED HOTLINE. WHILE FUEL TANK DOWN TO CHECK CONNECTIONS, PINS, CIRCUITS DURING TESTING IT WAS SUGGESTED TO BLOW OUT THE FUEL LINES AND REPLACE THE FUEL PUMP ASSY. DISCONNECTED FUEL LINES AND BLEW AIR THROUGH THEM TO CLEAR THEM OUT OF POTENTIAL DIRT OR DEBRIS AS STATED. REPLACED FUEL PUMP ASSY. REINSTALLED AND CLEARED ALL CMDTCS. RETEST, COULD NOT DUPLICATE ANY FAULTS AFTER THE REPAIRS AND FINAL TESTS PASS.

N VEHICLE HEALTH REPORT

VHR VEHICLE HEALTH REPORT

3169 C

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE N: 0.00

O LOANER VEHICLE

LOANER 1FTEW1EP8PFB38473

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		SALES TAX	
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PARTS:		0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE O: 0.00

P** JOINT CONCERN WITH LINE D- DURING TSB FOUND MISSING RR CALIPER SPRING
 CAUSE: MISSING BRAKES DD ON

3169	ISP						(N/C)
REPAIR MT2B486 INSTALLED MISSING SPRING. M-TIME NEEDED DUE TO LACK OF LABOR OPERATIONS							
3169	ISP						(N/C)
1 DG9Z*2B486*B SPRING - BRAKE CALIPER							(N/C)
PARTS:		0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE P: 0.00

UPON INITIAL INSPECTION, FOUND THE RR BRAKE CALIPER SPRING MISSING. HAD BRAKES PREVIOUSLY DONE AT ANOTHER DEALER. REMOVE RR WHEEL, INSTALLED THE RR BRAKE CALIPER SPRING, AND REINSTALLED THE WHEEL.

#9436 CUSTOMER REQUESTED A
 LOANER CREATED 2023- 05-11
 01:01:00PM TAKEN BY STACY
 ENGBRETSEN fo r VIN:
 3FMCR9D98MRA65924

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			0.00

1

\$2.79 US POSTAGE
7 OZ FIRST-CLASS MAIL FLATS RATE

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FROM 33330

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Alexander Weisberg
Weisberg Consumer Law Group
5846 S Flamingo Rd, 290
Cooper City FL 33330

SHIP TO: Ford Motor Company
Customer Relationship Center
Po Box 6248
Dearborn MI 48121-6248



FORD MOTOR COMPANY

SEP 13 REC'D

COOPER CITY FL 33330





Michael Hartsock, Esq. 7001 N. Scottsdale Rd. Suite 2060 Scottsdale, AZ 85253
480-237-2744 (phone) (866) 226-1333 (fax) docs@amarlawgrp.com

July 18, 2023

Sent Via US Mail to:
Ford Motor Company
P.O. Box 6248
Dearborn, MI 48126

Sent via Email to:
ogcclaim@ford.com

RE:
Vehicle:
Our File Number:



Dear Sir/Madam:

Please be advised that Amar Law Group, PLLC represents [REDACTED] claim against Ford Motor Company ("Ford") pursuant to the Magnuson-Moss Warranty Act, 15 U.S.C. § 2301 *et seq.* ("MMWA") and Arizona law. Our client's claim pertains to her 2021 Ford Bronco VIN: 3FMCR9C64MRA98135 ("Bronco"). Having been formally notified of our representation, direct all future contacts and correspondence to Amar Law Group, PLLC, as listed above.

The Bronco experienced frequent and substantial defects during its warranty period. According to our client, the Bronco suffered from the following defects, nonconformities, and conditions: **engine (4 repair attempts)**, check engine light (3 repair attempts), electrical (3 repair attempts), PCM (2 repair attempts), sensor (2 repair attempts), accelerating condition (2 repair attempts), loss of power (2 repair attempts), overheating condition, HVAC, leaking condition, stalling condition, and battery.

This repair history is unreasonable under the law meeting what Ninth Circuit caselaw states is a reasonable number/opportunity for GMC to cure the defects and conditions. *See Milicevic v. Fletcher Jones Imports*, 402 F.3d 912 (9th Cir. 2005). *See also Bray*

v. Monaco, 371 F.Supp.2d 1135, 1139 (D.Ariz. 2005); *Muller v. Winnebago Indus.*, 318 F. Supp. 2d 844 (D. Ariz. 2004); *Haugland v. Winnebago*, 327 F.Supp.2d 1092 (D. Ariz. 2004); *Kalil Bottling Co. v. Burroughs Corp.*, 127 Ariz. 278; 619 P.2d 1055 (Ariz. App. 1980); *Roberts v. Morgensen Motors*, 135 Ariz. 162; 659 P.2d 1307 (Ariz. App. 1982). Further, Ford admitted the defective nature of the conditions within the Bronco by authorizing repairs under warranty. See *Milicevic*, at 919 (9th Cir. 2005) (“[b]y attempting to repair the [vehicle components] under warranty, [the manufacturer/warrantor] admitted the defective nature of these conditions”).

The repair history has caused substantial impairment in the use and value of the subject vehicle to our client. Further, the untimely repairs are inconsistent with the Ford brand name and expectation of quality. After giving Ford and its authorized dealership repair agents more than a reasonable opportunity to resolve these issues, our client has no other option but to pursue legal recourse. This letter constitutes direct written notification of the defects in our client’s Bronco and her intent to pursue claims under the 15 U.S.C. § 2301 *et seq.* and Arizona warranty common law.

To avoid litigation, our client requests diminution in value compensation plus payment of her attorneys’ fees as required by law. See 15 U.S.C. § 2310(d)(2) and A.R.S. § 12-341.01. You are hereby notified that Amar Law Group has a charging lien for attorneys’ fees in this matter. Our client would prefer to resolve this matter at this early stage and save the parties the burden and expense of litigation. You are hereby notified that Amar Law Group has a charging lien for attorneys’ fees in this matter.

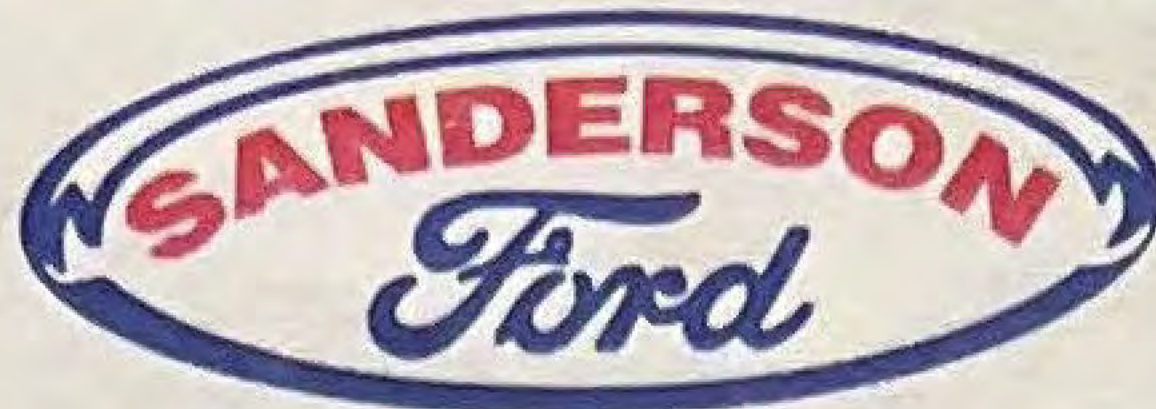
Accordingly, please contact our office within twenty-one (21) days if you wish to resolve this matter amicably. If we are not contacted within that time, we will be forced to file a formal claim in court. It is our desire, however, to work out these issues with Ford amicably and in a manner that is best for all parties involved. Thank you for your attention to this matter.

Sincerely,
/s/Michael Hartsock, Esq.

Cc: 

COLLISION CENTER

6409 N. 53rd AVE.
 GLENDALE, ARIZONA 85301
 (623) 842-8705



"The Dealership That Service Built"

CAR AND LIGHT TRUCK SERVICE

5121 W. MARYLAND AVE., GLENDALE, ARIZONA 85301
 (623) 842-8685

COMMERCIAL & FLEET SERVICES

6262 N. 51ST AVE.
 GLENDALE, ARIZONA 85301
 (623) 842-8685

Remit to: 6400 N 51st Ave., Glendale, AZ 85301

Hours: Monday-Friday 7:00am-6:00pm • Saturday 7:00am-3:00pm • Closed Sunday

CUSTOMER NO.	558834	ADVISOR	SCOTT HILL	583686	TAG NO.	8769	INVOICE DATE	04/07/23	INVOICE NO.	FOCS643245	
		LABOR RATE		LICENSE NO.	D7A2RE	MILEAGE	30,700	COLOR	SHADOW BLAC	STOCK NO.	214435
								DELIVERY DATE	11/05/21	DELIVERY MILES	46
								SELLING DEALER NO.	E	PRODUCTION DATE	
								R. O. DATE	03/30/23		
										MO: 30700	

JOB# 1 CHARGES-----

LABOR----- J# 1 13FOZ--DIAGNOSE *ENGINE REPAIR DIAG TECH(S):582101 WARRANTY

C/S THAT SHE WAS DRIVING HOME FROM WORK AND GOT A MESSAGE ON THE DASH BOARD STATING THAT THE ENGINE POWER WAS BEING REDUCED TO PREVENT THE VEHICLE FROM OVERHEATING. C/S THAT THERE IS A STRONG POSSIBLE COOLANT SMELL COMING FROM THE EXHAUST AND THERE WAS FLUID DRIPPING OUT OF EXHAUST. PLEASE ADVISE
 COOLANT LOSS CONCERN
 VERIFIED CONCERN, SMELLED COOLANT UPON START UP. CHECKED COOLANT LEVEL AND FOUND COOLANT EXCESSIVELY LOW. CHECKED CODES AND FOUND CODE P0217 AND P2602/COOLANT OVER TEMP AND COOLANT PUMP A CIRCUIT LOW. DIAGNOSIS, PERFORMED RELATIVE COMPRESSION TEST AND CYLINDER 2 IS 2% LOW WHICH IS OK. PERFORMED CYLINDER HEAD GASKET LEAKAGE TEST. PRESSURE COOLANT AND COOLANT SYSTEM HAS LOSS OF PRESSURE, CHECKED CYLINDERS USING BORESCOPE AND FOUND EXCESSIVE COOLANT INTRUSION FROM CYLINDER 2. FOUND SCORING FROM CYLINDER WALLS FROM CYLINDER 2 ONLY, (OTHER CYLINDERS HAS NO SCORING.) FOUND CYLINDER 2 VALVES ARE VISIBLY EXCESSIVELY LEAKING OIL AS WELL USING BORESCOPE. AT THIS POINT IT IS NEEDED TO REPLACE LONG BLOCK ASSEMBLY.
 6007E 0.7
 12650D47 0.1 (RELATIVE COMPRESSION TEST)
 12650DX1 0.1 (TEST DRIVE/RETEST)
 6007A 11.2 (REMOVE AND INSTALL ENGINE)
 6007A34 3.3 (SERVICE LONG BLOCK)

PARTS-----	QTY-----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	WARRANTY
	1	JX6Z-6006-AC	SERVICE ENGINE		WARRANTY
	4	-W715618-S437	NUT		WARRANTY
	2	VC-13DL-G	ANTI-FREEZE		WARRANTY
	1	FL-910S-B12	KIT - ELEMENT		WARRANTY
		BE8Z-6731-AC			
	1	JX6Z-6758-E	TUBE ASY		WARRANTY
				TOTAL - PARTS	0.00

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX FOCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR----- J# 2 75FOZ INFORMATION TECH(S):10 INTERNAL

22S73 PCM PROGRAMMING AND DRAIN TUBE INSTALLATION
 S.O.P PARTS ONLY

JOB# 2 TOTALS-----

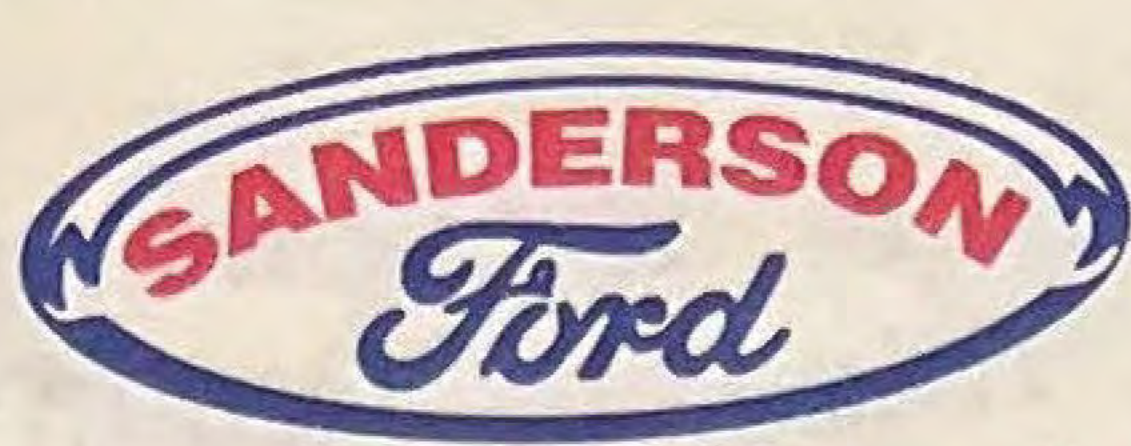
JOB# 2 JOURNAL PREFIX FOCS JOB# 2 TOTAL 0.00



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CUSTOMER NO. 558834	ADVISOR SCOTT HILL	583686	TAG NO. 8769	INVOICE DATE 04/07/23	INVOICE NO. FOCS643245
	LABOR RATE	LICENSE NO.	MILEAGE 88,700	COLOR SHADOW BLAC	STOCK NO. 214435
				DELIVERY DATE 11/05/21	DELIVERY MILES 46
				SELLING DEALER NO. E	PRODUCTION DATE
				R. O. DATE 03/30/23	
					MO: 30700

JOB# 3 CHARGES-----

LABOR-----
 J# 3 85FOZ RENTAL CAR TECH(S):10 WARRANTY
 CUSTOMER NEEDS RENTAL VEHICLE
 CUSTOMER IN RENTAL VEHICLE

SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----
 1222014 643245 04/07/23 RENTAL WARRANTY
 TOTAL - SUBLET 0.00

JOB# 3 TOTALS-----

JOB# 3 JOURNAL PREFIX FOCs JOB# 3 TOTAL 0.00

JOB# 4 CHARGES-----

LABOR-----
 J# 4+13FOZ GAS ENGINE REPAIR TECH(S):582101 WARRANTY
 UPON INSTALLATION AND INSPECTION FOUND THAT THE ENGINE OIL
 PRESSURE SWITCH HAS FAILED.
 P0521
 PERFORMED TEST DRIVE AFTER ENGINE REPLACEMENT. UPON TEST
 DRIVE, FOUND CEL CAME UP. DIAGNOSIS, CHECK CODES AND FOUND
 CODE P0521. PERFORMED PPT, M1: YES, M2: NO, M3:NO (USED PIDS
 TO CHECK EOP PRESSURE PER PPT) AND LED TO FAILED ENGINE OIL
 PRESSURE SENSOR. NEED TO SPW THE SENSOR DUE TO THE SENSOR
 CAME WITH THE NEW LONG BLOCK. PERFORMED ENGINE OIL PRESSURE
 SENSOR REPLACEMENT, RETEST, DRIVE TEST AND VERIFIED REPAIR.
 9278A 0.5
 12650D 0.2
 12650D45 0.3
 12650D80 0.1 (CHECK PIDS - EOP PRESS)

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
 1 GN1Z-9D290-D SENDER ASY - 0 WARRANTY
 TOTAL - PARTS 0.00

JOB# 4 TOTALS-----

JOB# 4 JOURNAL PREFIX FOCs JOB# 4 TOTAL 0.00

JOB# 5 CHARGES-----

LABOR-----
 J# 5+04FOZ--DIAGNOSE MAINTENANCE TECH(S):582101 WARRANTY
 UPON INSPECTION TECHNICIAN FOUND BAD CABIN HEATER PUMP
 CONNECTOR.
 CABIN HEATER COOLANT CONNECTOR



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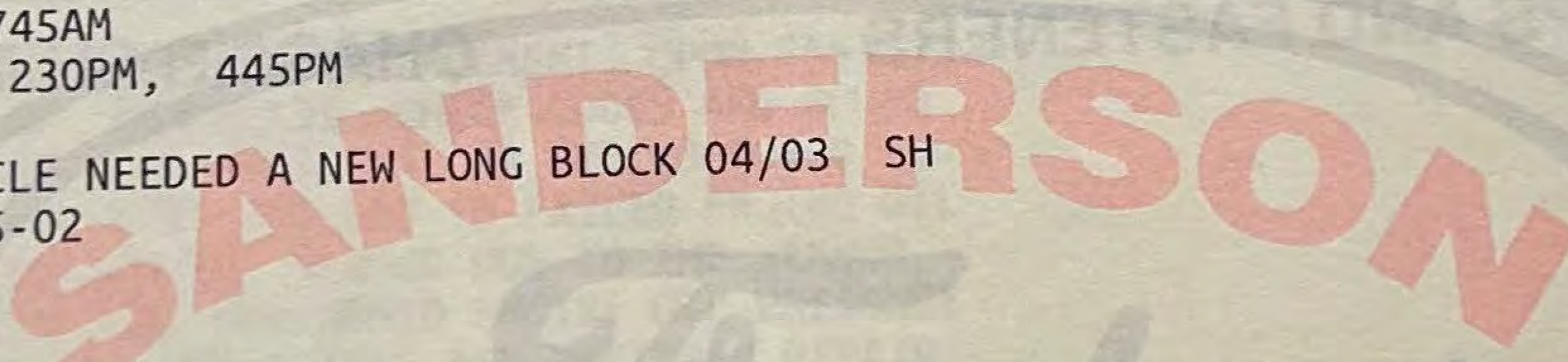
CUSTOMER NO. 558834	ADVISOR SCOTT HILL	583686	TAG NO. 8769	INVOICE DATE 04/07/23	INVOICE NO. FOCS643245
	LABOR RATE	LICENSE NO. P7A2RF	MILEAGE 30,700	COLOR SHADOW BLAC	STOCK NO. 214435
				DELIVERY DATE 11/05/21	DELIVERY MILES 46
				SELLING DEALER NO. E	PRODUCTION DATE
				R. O. DATE 03/30/23	
					MO: 30700

UPON TEST DRIVE, FOUND CEL CAME UP. CHECK CODES AND FOUND CODE P2602, COOLANT PUMP A CIRCUIT. FURTHER DIAGNOSIS AND FOUND CABIN HEATER COOLANT PUMP CONNECTOR WIRE HAS DAMAGE ON PIN 2 AND PIN 3 OF THE CONNECTOR. VERIFIED CONNECTOR FAILURE USING MULTIMETER. AT THIS POINT, IT IS NEEDED TO RESPLICE/REPAIR THE CONNECTOR. PERFORMED SPLICE CABIN HEATER COOLANT PUMP CONNECTOR. RETEST AND VERIFIED REPAIR. (HAD TO USE MTIME TO SPLICE/REPAIR THE CONNECTOR DUE TO NO LABOR OP) MTIME 0.9 (SPLICE DAMAGED CONNECTOR C1030)

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	WPT-1492	WIRE ASY		
		HUZZ-14S411-BA			
TOTAL - PARTS					0.00

JOB# 5 TOTALS -----
 JOB# 5 JOURNAL PREFIX FOCS JOB# 5 TOTAL 0.00

COMMENTS-----
 CALLED AND UPDATED CUSTOMER 04/07 745AM
 CALLED AND UPDATED CUSTOMER 04/06 230PM, 445PM
 CUSTOMER PAYS ZERO. WARRANTY PAY.
 CALLED AND UPDATED [REDACTED] THAT VEHICLE NEEDED A NEW LONG BLOCK 04/03 SH
 LEGACY INSURANCE, CLAIM#CAZ-0257285-02
 PICKED UP ON 04/07/23 ADH
 WARRANTY IN BUCKET 04/07/23 ADH



TOTALS-----	TOTAL LABOR....	0.00
[CHARGE ACCOUNT] ()	TOTAL PARTS....	0.00
[CHECK NUMBER] ()	TOTAL SUBLET...	0.00
[CREDIT CARD] ()	TOTAL G.O.G....	0.00
[CASH] ()	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	TOTAL INVOICE \$	0.00

All Claims for adjustments must be accompanied by this invoice within 24 months.
 The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied 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 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 profit, or income, or any other incidental damages.

CUSTOMER SIGNATURE

DUPLICATE INVOICE



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CUSTOMER NO. 558834	ADVISOR SCOTT HILL	TAG NO. 583686	INVOICE DATE 05/15/23	INVOICE NO. FOCS651127
		MILEAGE 8769	COLOR SHADOW BLAC	STOCK NO. 214435
			DELIVERY DATE 11/05/21	DELIVERY MILES 46
			SELLING DEALER NO. E	PRODUCTION DATE
			R. O. DATE 05/15/23	
				MO: 32649

JOB# 1 CHARGES-----

LABOR-----
J# 1 13FOZ--DIAGNOSE *ENGINE REPAIR DIAG TECH(S):582101 INTERNAL

C/S THAT THE VEHICLE LOSES POWER UPON ACCELERATION. C/S THAT WHEN SHE ATTEMPTS TO ACCELERATE THE RPM'S INCREASE BUT THE VEHICLE DOES NOT ACCELERATE AT ALL. PLEASE ADVISE. VEHICLE POWER CONCERN PERFORMED DIAGNOSIS, CHECKED CODES AND FOUND NO CODES. CHECKED OBD 6 AND FOUND NO MISFIRES. PERFORMED POWER BALANCE TEST AND PASSED. PERFORMED TEST DRIVE, DID MULTIPLE HARD ACCELERATIONS AND VEHICLE PRODUCES POWER LIKE A 1.5 LITER 3 CYLINDERS WOULD. VEHICLE PICKS UP SPEED GOOD. NO PROBLEMS FOUND AT ALL. (USED MTIME TO TEST DRIVE VEHICLE)
12650D 0.2
12650D47 0.1
MTIME 0.2 (TEST DRIVE/HARD ACCELERATIONS)

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX FOCs JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----
J# 2 54FOZ-RECHECK POSSIBLE RECHECK TECH(S):10 INTERNAL

ROAD TEST VEHICLE FOR POSSIBLE RECHECK, REF RO#643245
03/30/23 WE INSTALLED A NEW MOTOR.
POSSIBLE RECHECK

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX FOCs JOB# 2 TOTAL 0.00

COMMENTS-----

LEGACY INSURANCE, CLAIM#CAZ-0257285-02
PARK OUT 05/15/23 TK 3

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CUSTOMER NO. 558834	ADVISOR SCOTT HILL	583686	TAG NO. 8769	INVOICE DATE 05/15/23	INVOICE NO. FOCS651127
[REDACTED]				COLOR SHADOW BLAC	STOCK NO. 214435
				DELIVERY DATE 11/05/21	DELIVERY MILES 46
[REDACTED]				SELLING DEALER NO. F	PRODUCTION DATE
				R. O. DATE 05/15/23	
					MO: 32649

TOTALS-----

[CHARGE ACCOUNT] () [CREDIT CARD] ()
[CHECK NUMBER] () [CASH] ()

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

CUSTOMER SIGNATURE

DUPLICATE INVOICE *****



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CUSTOMER NO. 558834	ADVISOR SCOTT HILL	583686	TAG NO. 8782	INVOICE DATE 06/10/23	FOCS654513
LABOR RATE			LICENSE NO.	COLOR SHADOW BLAC	STOCK NO. 214435
MILEAGE 22,242			DELIVERY DATE 11/05/21	DELIVERY MILES 46	PRODUCTION DATE
SELLING DEALER NO. E				R. O. DATE 06/05/23	
					MO: 33395

JOB# 1 CHARGES-----

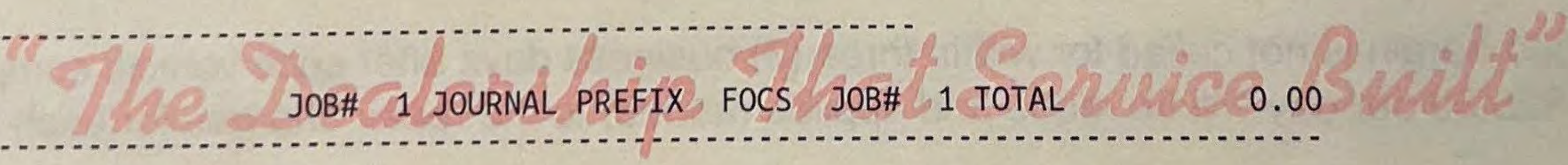
LABOR-----
 J# 1 13FOZ--DIAGNOSE *ENGINE REPAIR DIAG TECH(S):582101 WARRANTY

C/S THAT THE VEHICLE STALLS WHILE DRIVING AT NORMAL SPEEDS AND TEMPERATURES. CUSTOMER ALSO STATES THAT SHE IS GETTING AN INTERMITTENT WRENCH LIGHT AND THAT THE VEHICLE HAS SLOW ACCELERATION FROM A LIGHT AT TIMES. C/S THAT THIS HAS OCCURRED SINCE WE INSTALLED A NEW ENGINE. PLEASE ADVISE P130D
 CHECKED CODES AND FOUND P130D. PERFORMED PIN POINT TEST DG PER CODE. (NO MESSAGES FOUND FOR THE CODE). DG1:YES (P130D), DG7:NO (USED PIDS TO MONITOR KNK_CTRL WHILE DRIVING), DG7:YES(CYL3 INCREASED), DG8:NO(NO KNOCKS HEARD)AND LED TO FAILED KNOCK SENSOR PER PPT. (NO PROBLEMS FOUND WITH THE ENGINE HARNESS ROUTING AND NO FUEL INJECTOR OR ANY ABNORMAL NOISE HEARD). PERFORMED KNOCK SENSOR REPLACEMENT, HAS TO REMOVE AIR CLEANER INTAKE DUCT TO ACCESS, USED MTIME TO REPLACE KNOCK SENSOR. RESET KAM, RETEST, DRIVE TEST AND VERIFIED REPAIR AT THIS TIME.
 12650D 0.2
 12650D45 0.3
 12650DX1 0.1 (RETEST/FINAL DRIVE TEST)
 12650D81 0.5 (USED PIDS WHILE DRIVING)
 MTIME 0.5 (KNOCK SENSOR)

PARTS-----	QTY-----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	WARRANTY
	1	GN1Z-12A699-A	SENSOR - ENGIN		
				TOTAL - PARTS	0.00

SUBLET-----	PO#-----	VEND INV#-----	INV.DATE-----	DESCRIPTION-----	WARRANTY
	1227703		06/10/23	LOANER	
				TOTAL - SUBLET	0.00

JOB# 1 TOTALS-----
 JOB# 1 JOURNAL PREFIX FOCS JOB# 1 TOTAL 0.00



JOB# 2 CHARGES-----

LABOR-----
 J# 2 54FOZ-RECHECK POSSIBLE RECHECK TECH(S):10 INTERNAL

ROAD TEST VEHICLE FOR POSSIBLE RECHECK
 REF RO#651127 TECH#582101 32,649MI 05/15
 POSSIBLE RECHECK

JOB# 2 TOTALS-----
 JOB# 2 JOURNAL PREFIX FOCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----

LABOR-----
 J# 3 85FOZ RENTAL CAR TECH(S):10 WARRANTY

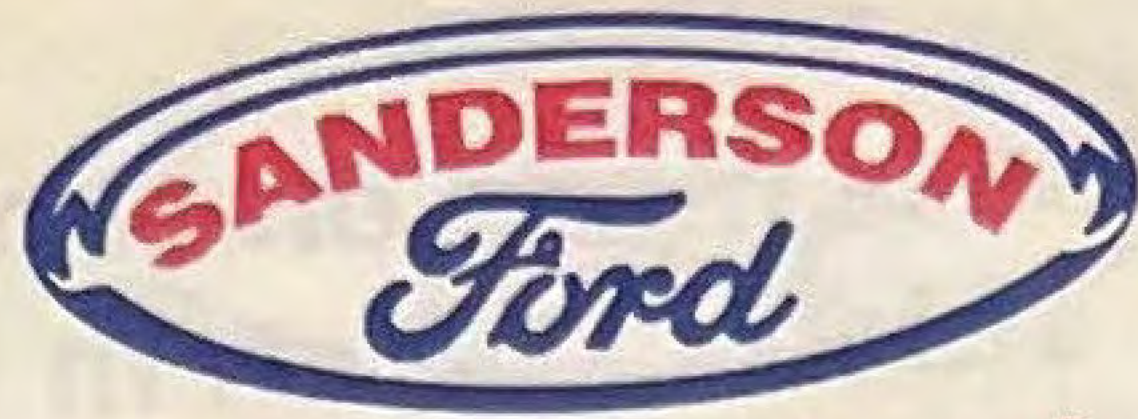
CUSTOMER NEEDS RENTAL VEHICLE



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CUSTOMER NO. 558834	ADVISOR SCOTT HILL	583686	TAG NO. 8782	INVOICE DATE 06/10/23	FOCS654513
	LABOR RATE	LICENSE NO.	MILEAGE 33,342	COLOR SHADOW BLAC	STOCK NO. 214435
				DELIVERY DATE 11/05/21	DELIVERY MILES 46
				SELLING DEALER NO. E	PRODUCTION DATE
				R. O. DATE 06/05/23	
					MO: 33395

SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----WARRANTY
 1227703 06/10/23 RENTAL TOTAL - SUBLET 0.00

JOB# 3 TOTALS-----
 JOB# 3 JOURNAL PREFIX FOCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES-----

LABOR-----
 J# 4+08FOZFM305 1 TIRE MOUNT/BALANCE TECH(S):523435 13.75
 MOUNT AND BALANCE ONE TIRE
 TIRE DISPOSAL FEE Michelin
 PRIMACY A/S Part #: 9004 72282 THE SPARE TIRE IS ON THE
 VEHICLE NOW. CALL ADVISOR WITH ANY QUESTIONS
 DOT 03L14 027X 3622
 E
 MOUNTED AND BALANCED ONE TIRE

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
 1 9004-72282 225/60R18 204.00
 TOTAL - PARTS 204.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
 CTIRE TIRE TAX 2.00
 TOTAL - MISC 2.00

JOB# 4 TOTALS-----
 LABOR 13.75
 PARTS 204.00
 MISC 2.00

JOB# 4 JOURNAL PREFIX FOCS JOB# 4 TOTAL 219.75

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
 JOB # A AEV ENVIRONMENTAL DISPOSAL CHARGE 3.00
 JOB # A SS SHOP SUPPLIES 1.10
 TOTAL - MISC 4.10

COMMENTS-----
 CUSTOMER PAYS \$242.72 SH 06/09
 PICKED UP AND PAID WITH VISA 06/10 AR



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	LABOR RATE	LICENSE NO. B7A2DF	MILEAGE 33,342	COLOR SHADOW BLAC	STOCK NO. 214435
				DELIVERY DATE 11/05/21	DELIVERY MILES 46
				SELLING DEALER NO. E	PRODUCTION DATE
				R. O. DATE 06/05/23	
					MO: 33395

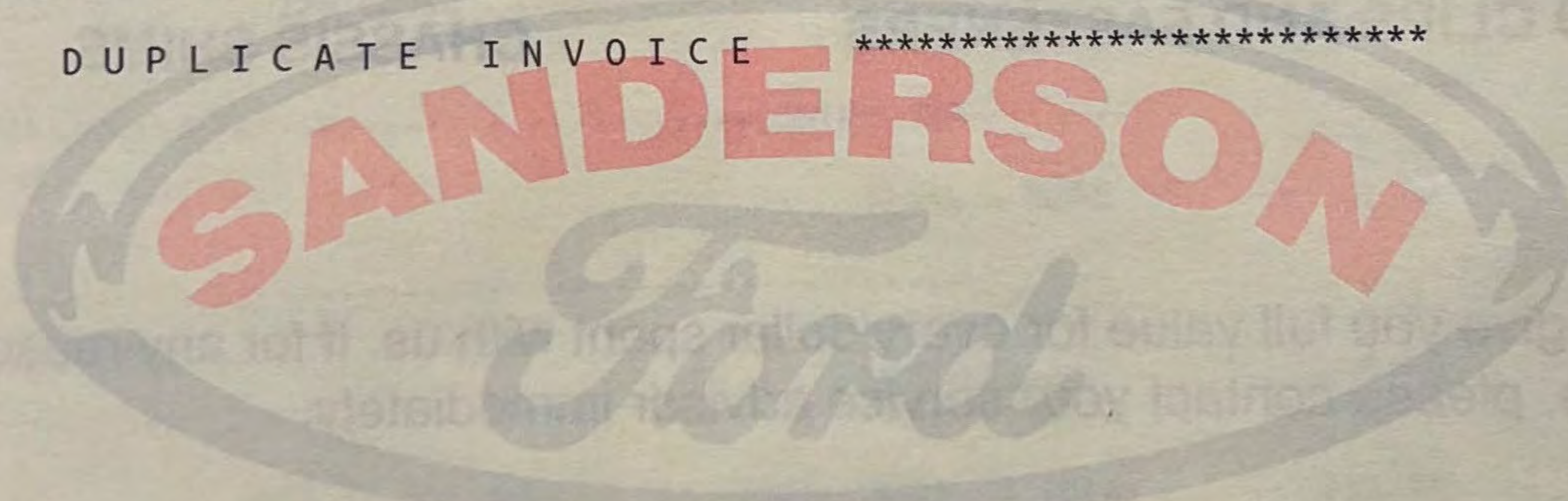
TOTALS-----

[CHARGE ACCOUNT] () [CREDIT CARD] ()
 [CHECK NUMBER] () [CASH] ()
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TOTAL LABOR....	13.75
TOTAL PARTS....	204.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	6.10
TOTAL MISC DISC	0.00
TOTAL TAX.....	18.87
TOTAL INVOICE \$	242.72

 CUSTOMER SIGNATURE

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CELL: 602-686-6979

CUSTOMER NO. 558834	ADVISOR SCOTT HTLI	TAG NO. 583686	8782	INVOICE DATE 06/22/23	INVOICE NO. FOCS657368
				COLOR SHADOW BLAC	STOCK NO. 214435
				DELIVERY DATE 11/05/21	DELIVERY MILES 46
				SELLING DEALER NO. E	PRODUCTION DATE
				R. O. DATE 06/22/23	
					MO: 33462

JOB# 1 CHARGES

LABOR-----
J# 1 06FOZ--DIAGNOSE *TUNE DIAGNOSIS TECH(S):397454 WARRANTY

CUSTOMER STATES THAT CHECK ENGINE LIGHT STAYS ON. LOW
VOLTAGE MESSAGE. TOW TRUCK DRIVER WAS ABLE TO JUMP START
VEHICLE. PLEASE ADVISE
DTC CODE 11CGR3RG0L2N
ACES CODE HD19R
ORIG BATT
YKOE0-PASS R-PASS C-U3003 IN MULTIPLE MODULES/CHARGE AND
TEST BATTERY/BATTERY FAILED/RR BATTERY/CLEAN
TERMINALS/PERFORMED BMS RESET/CLEARED CODES/STARTED NORMALLY
10+ TIMES/RETEST PASS

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	WARRANTY
	1	48AGM	AGM BATTERY		
				TOTAL - PARTS	0.00

JOB# 1 TOTALS-----
JOB# 1 JOURNAL PREFIX FOCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

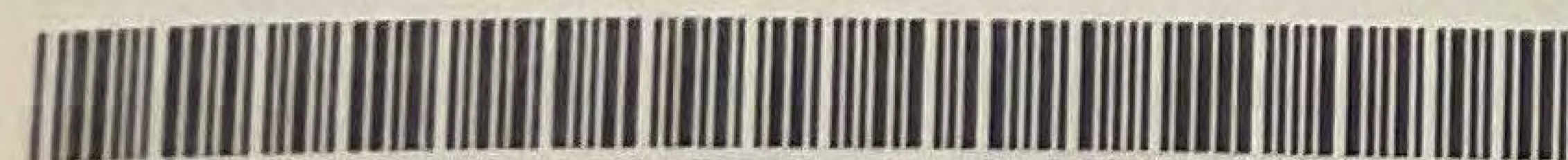
LABOR-----
J# 2 25FOZ RECALL TECH(S):603021 WARRANTY

22S73 PCM PROGRAMMING AND DRAIN TUBE INSTALLATION
PERFORMED RECALL 22S73 VEHICLE DID NOT HAVE FUEL SMELL
PRESENT. SUFFIX OF HOSE WAS AB APPLIED PRIMER TO HOSE THEN
LET CURE FOR 1 MINUTE APPLIED LOCTITE 638 AND INSTALLED
DRAIN TUBE. USING FDRS REPROGRAMMED PCM TO LATEST UPDATE
AVAILABLE THEN RESET CODES RECALL COMPLETE ALL OK AT THIS
TIME
22S73B 1.0 Hour

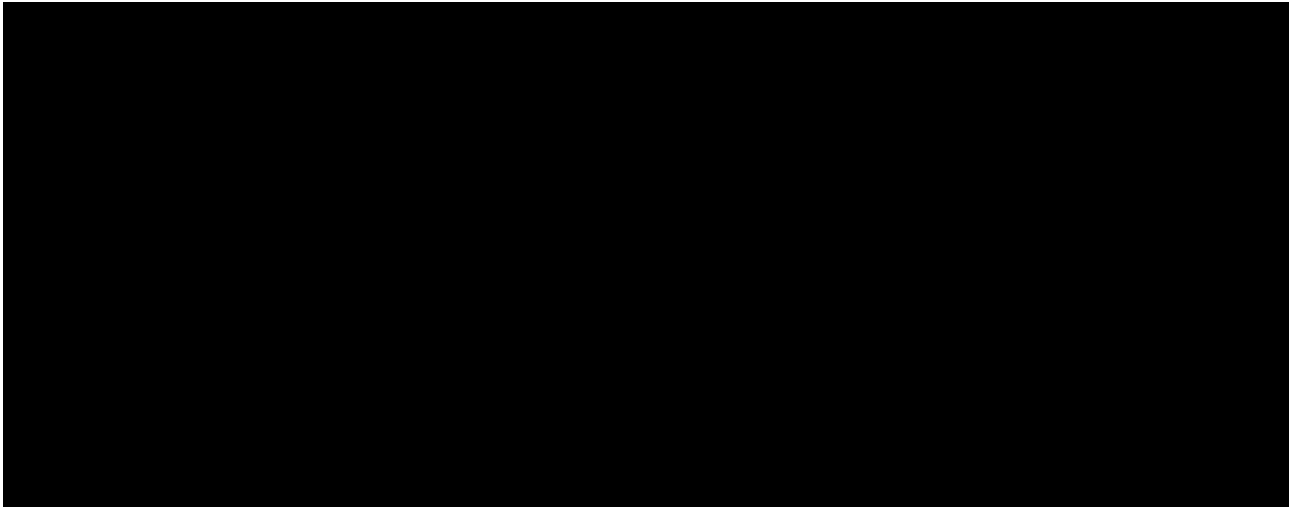
JOB# 2 TOTALS-----
JOB# 2 JOURNAL PREFIX FOCS JOB# 2 TOTAL 0.00

COMMENTS-----
CUSTOMER PAYS ZERO, BASE WARRANTY. SH 06/22
VEHICLE WAS TOWED IN, PARKED IN FIRST ROW.
PICKED UP 06/22 AR

TECHNICIAN CERTIFICATION-----
397454 AUSTIN DE RONDE 9172



0101IFOCS657368





KIMMEL & SILVERMAN

P.C.

1-800-LEMON LAW

www.lemonlaw.com

CORPORATE HEADQUARTERS

30 E. Butler Avenue
Ambler, PA 19002
P (215) 540-8888
F (215) 540-8817

WESTERN PA OFFICE, 100 Ross Street, Suite 330, Pittsburgh, PA 15219, P (412) 566-1001, F (215) 540-8817

NEW JERSEY OFFICE, Executive Quarters, 1930 E. Marlton Pike, Suite Q29, Cherry Hill, NJ 08003, P (856) 751-4152, F (856) 216-7344

DELAWARE OFFICE, Commonwealth Building, 260 Chapman Road, Suite 201, Newark, DE 19702, P (302) 525-6607, F (302) 525-6618

NEW YORK OFFICE, 1180 Avenue of the Americas, 8th Floor, New York, NY 10036, P (212) 719-7543, F (877) 617-2515

BUFFALO, NY OFFICE, 1207 Delaware Avenue, Suite 440, Buffalo, NY 14209, P (716) 332-6112, F (800) 863-1689

OHIO OFFICE, 4031 Colonel Glenn Highway, Suite 450, Beavercreek, OH 45431, P (937) 306-7220, F (215) 540-8817

SAN FRANCISCO, CA OFFICE, 1160 Battery Street East, Suite 100, #1099 San Francisco, CA 94111, P (415) 947-7827, F (215) 540-8817

SAN DIEGO, CA OFFICE, 101 West Broadway, Suite 300 PMB, #344 San Diego, CA 92101, P (619) 785-3003, F (215) 540-8817

LOS ANGELES, CA OFFICE, 811 Wilshire Boulevard, Suite 1700-241, Los Angeles, CA 90017, P (213) 340-7770, F (215) 540-8817

PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

April 25, 2023

VIA EMAIL ONLY

ogcclaim@ford.com

Ford Consumer Affairs

16800 Executive Plaza Drive 3NE-301

Dearborn, MI 48126

[REDACTED]

Dear Sir/Madam:

Please be advised that this office represents the above individual against Ford Motor Company pursuant to the MA Lemon Law, Uniform Commercial Code, Unfair Trade Practices Act, and Magnuson-Moss Warranty Claim. Kindly acknowledge our firm's representation and direct any and all correspondence to this office.

DO NOT HAVE ANY FURTHER CONTACT WITH OUR CLIENT WITH THE EXCEPTION OF COMMUNICATION NECESSARY TO EFFECTUATE CURRENT REPAIRS.

Thank you for your attention to this matter. If you have any questions, please do not hesitate to contact the undersigned.

Very truly yours,

Jacqueline C. Herritt
KIMMEL & SILVERMAN, PC

JCH\nc

[REDACTED]

JACQUELINE C. HERRITT¹ ¹⁶⁶ ⁰ ^{*}
ROBERT A. RAPKIN¹
ANGELA K. TROCCOLI¹ ⁰²
JASON L. GRESHES¹ ¹ ^{*} [^]
CHAD P. DOMAN¹ ¹ ^{*}
JACOB U. GINSBURG¹ ¹ ³
BLAKE K. WALSH¹ ¹ [&] ² ² ²
MARY HIGGINS¹ ^{*} ^x
JOHANNY GRULLON¹ ^{*}
LENNY BUSH, Of Counsel ¹ ^e

Service of Process Transmittal Summary

TO: Chuck Morici
Ford Motor Company
1 American Rd
Dearborn, MI 48126-2798

RE: Process Served in Massachusetts

FOR: Ford Motor Company (Domestic State: DE)

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

TITLE OF ACTION: [REDACTED] To: Ford Motor Company

DOCUMENT(S) SERVED: Letter, Statement Of Damages, Complaint, Exhibit(s)

COURT/AGENCY: TRIAL COURT OF MASSACHUSETTS DISTRICT COURT DEPARTMENT CAMBRIDGE DISTRICT COURT, MA
Case # 2352CV000370

NATURE OF ACTION: Product Liability Litigation - Lemon Law - 2022 Ford Bronco Sport, VIN:3FMCR9B6 [REDACTED]

PROCESS SERVED ON: C T Corporation System, Boston, MA

DATE/METHOD OF SERVICE: By Traceable Mail on 10/23/2023 postmarked: "Not Post Marked"

JURISDICTION SERVED: Massachusetts

APPEARANCE OR ANSWER DUE: Within 20 days after receipt complaint

ATTORNEY(S)/SENDER(S): Jason L. Greshes
KIMMEL & SILVERMAN, P.C.
30 East Butler Pike
Ambler, PA 19002
215-540-8888

ACTION ITEMS: CT has retained the current log, Retain Date: 10/23/2023, Expected Purge Date: 10/28/2023

Image SOP

REGISTERED AGENT CONTACT: C T Corporation System
155 Federal Street
Suite 700
Boston, MA 02110
877-564-7529
MajorAccountTeam2@wolterskluwer.com

The information contained in this Transmittal is provided by CT for quick reference only. It does not constitute a legal opinion, and should not otherwise be relied on, as to the nature of action, the amount of damages, the answer date, or any other information contained in the included documents. The recipient(s) of this form is responsible for reviewing and interpreting the included documents and taking appropriate action, including consulting with its legal and other advisors as necessary. CT

disclaims all liability for the information contained in this form, including for any omissions or inaccuracies that may be contained therein.

9589 0710 5270 0682 0104 86



KIMMEL & SILVERMAN

PC

30 East Butler Ave, Ambler, PA 19002

TO:

Ford Motor Company
Corporation System
115 Federal Street Suite 700
Boston, MA 02110

ROBERT M. SILVERMAN**
CRAIG THOR KIMMEL**

* Member, PA Bar
* Member, NJ Bar
* Member, DE Bar
* Member, NY Bar
* Member, MA Bar
* Member, MD Bar
* Member, OH Bar
* Member, NH Bar
* Member, CT Bar
* Member, TN Bar
* Member, WY Bar
* Member, DC Bar
* Member, CA Bar
* Member, WI Bar
* Member, FL Bar
* Member, AZ Bar
* Member, TX Bar
* Member, MI Bar
* Member, WV Bar
& Member, IL Bar
> Member, IN Bar



KIMMEL & SILVERMAN

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LOS ANGELES, CA OFFICE, 811 Wilshire Boulevard, Suite 1700-241, Los Angeles, CA 90017, P (213) 340-7770, F (215) 540-8817

PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

JACQUELINE C. HERRITT**
ROBERT A. RAPKIN**
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TERRY MARTIN**
JASON L. GRESHES**
CHAD P. DOMAN**
JACOB U. GINSBURG**
BLAKE K. WALSH**
MARY HIGGINS**
JOHANNY GRULLON**

October 19, 2023

CERTIFIED MAIL/RETURN RECEIPT REQUESTED

Ford Motor Company
c/o CT Corporation System
155 Federal Street, Suite 700
Boston, MA 02110

RE: 

Dear Sir or Madam:


Enclosed please find a copy of the Civil Cover Sheet, Summons and Complaint which have been filed against Ford Motor Company. Please refer the attached to the legal department.

Note: A responsive pleading is due 20 days after the receipt of the Complaint.

Very truly yours,

Jason L. Greshes
Jason L. Greshes

JLG/mm
Enclosures

STATEMENT OF DAMAGES G.L. c. 218, § 19A(a)	DOCKET NO.	Trial Court of Massachusetts	
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PLAINTIFF(s) [REDACTED]	DEFENDANT(s) Ford Motor Company	DATE FILED 10/12/2023
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INSTRUCTIONS: THIS FORM MUST BE COMPLETED AND FILED WITH THE COMPLAINT OR OTHER INITIAL PLEADING IN ALL DISTRICT AND BOSTON MUNICIPAL COURT CIVIL ACTIONS SEEKING MONEY DAMAGES.	COURT DIVISION Cambridge District Court
--	--

TORT CLAIMS	AMOUNT
A. Documented medical expenses to date:	
1. Total hospital expenses:	\$ _____
2. Total doctor expenses:	\$ _____
3. Total chiropractic expenses:	\$ _____
4. Total physical therapy expenses:	\$ _____
5. Total other expenses (<i>describe</i>) _____	\$ _____
SUBTOTAL:	\$ _____
B. Documented lost wages and compensation to date:	\$ _____
C. Documented property damages to date:	\$ _____
D. Reasonably anticipated future medical and hospital expenses:	\$ _____
E. Reasonable anticipated lost wages:	\$ _____
F. Other documented items of damage (<i>describe</i>): _____	\$ _____
G. Brief description of Plaintiff's injury, including nature and extent of injury: _____ _____ _____	

For this form, disregard double or treble damage claims; indicate single damages only. **TOTAL:** \$ _____

CONTRACT CLAIMS	AMOUNT
-----------------	--------

This action includes a claim involving collection of a debt incurred pursuant to a revolving credit agreement. Mass. R. Civ. P. 8.1(a)

Provide a detailed description of the claim(s): <u>M.G.L. ch. 90 § 70N 1/2</u>	\$ 33,929
<u>Magnuson Moss Warranty Improvement Act</u>	\$ 33,929
<u>M.G.L. ch. 93A</u>	\$ 101,787

For this form, disregard double or treble damage claims; indicate single damages only. **TOTAL:** \$ 169,645

[REDACTED]	DEFENDANT'S NAME AND ADDRESS: Ford Motor Company Corporation System 115 Federal Street Suite 700 Boston, MA 02110
------------	---

Complied with requirements of Rule 5 of the Supreme Judicial Court Uniform Rules of Practice and Procedure. Information about court-connected dispute resolution services and discuss with the court.

Date: 10/12/23

6. Further, Ford Motor Company, has voluntarily appeared in Massachusetts, and has affirmatively solicited business from Massachusetts consumers, in addition to directly conducting business with Massachusetts citizens.

7. Venue is also proper because a substantial part of the events giving rise to this action occurred within Massachusetts.

FACTS

8. On or about April 5, 2022, Plaintiff purchased a new 2022 Ford Bronco Sport from Sentry Ford Lincoln, bearing the Vehicle Identification Number 3FMCR9B69 [REDACTED] (the "Vehicle").

9. The Vehicle was manufactured by Defendant Ford Motor Company and is now registered in the Commonwealth of Massachusetts.

10. Sentry Ford Lincoln is a Massachusetts corporation with a principal place of business at 4100 Mystic Valley Parkway Medford, MA 02155. Sentry Ford Lincoln sells Ford Motor Company brand vehicles to the general public and is an authorized agent of Ford Motor Company in the Commonwealth of Massachusetts.

11. The purchase price of the Vehicle, including registration charges, document fees, and sales tax, but excluding certain other finance and collateral charges not specified, totaled more than \$33,929.00. A true and correct copy of the lease agreement is attached hereto, made a part hereof, and marked Exhibit "A".

12. In consideration for the purchase of the Vehicle, Defendant issued to Plaintiff several warranties, guarantees, affirmations and undertakings with respect to the reliability and workmanship of the Vehicle, and the remedial action that Defendant would undertake in the event that the Vehicle failed to meet the promised specifications.

13. The above-referenced warranties, guarantees, affirmations and undertakings were part of the basis of the bargain between Defendant and Plaintiff.

14. The bargain between the parties included an express 3 yr / 36,000 mile basic, 4 yr / 50,000 mile powertrain warranty, as well as other guarantees, affirmations and undertakings as stated in Defendant's warranty materials and owner's manual.

15. However, as a result of Defendant's ineffective repair attempts, the Vehicle has been impaired and is unable to be operated for all of its intended utilities.

16. Plaintiff may have resorted to Defendant's informal dispute settlement procedure.

17. Within the warranty period, Plaintiff complained to Defendant, either directly or through its agents, on at least four (4) separate occasions and the vehicle has been out of service for a total of 26 days (see copy of repair order attached as Exhibit "B" – "D"), about defects or non-conformities in the Vehicle, including but not limited to:

Date in	Date out	OOS	Mileage In	Issue(s)	Exhibit
08/01/22	08/08/22	8	3,629	Vehicle jerking and stalled – replaced fuel pump drive; something loose in tailgate – debris getting into tailgate.	B
01/16/23	01/18/23	3	8,622	Install drain tube and reflash PCM; vehicle sputtering after going high speed; lights stay on in front after shutting off vehicle for 10 minutes.	C
04/03/23	04/10/23	8	9,697	Vehicle intermittently stalls; vehicle had to be jumped; daytime runner stays on after vehicle has been shut off and locked; touch screen intermittently inoperable.	D
10/04/2023	Currently out of service	7+	-	Vehicle stalled out and engine shut off.	Vehicle is currently in possession of defendants

					authorized dealership
--	--	--	--	--	-----------------------

TOTAL DAYS OUT OF SERVICE: 26+

18. Plaintiff avers that the Vehicle has been subject to additional repair attempts for defects and conditions that Defendant's warranty dealer failed to document.

19. This cause of action arises out of Defendant's misrepresentations, various breaches of warranties, and violations of statutes as hereinafter alleged.

20. Plaintiff seeks judgement against Defendant, together with equitable relief. In addition, Plaintiff seeks damages from Defendant for incidental, consequential and actual damages including interest, costs, and actual attorneys' fees.

21. To the extent that further investigation reveals earlier repairs than were provided to Plaintiff in the form of repair orders, claim is made under M.G.L. ch. 90 § 7N½.

Count I
Violation of M.G.L. ch. 90 § 7N½

22. Plaintiff restates and reavers each and every allegation contained above, as if fully stated herein.

23. Defendant, through its authorized repair agent(s), made three or more repair attempts to address the same general defect in the Vehicle without success.

24. Defendant sold Plaintiff a defective vehicle that has never met the original purpose of "dependable, reliable and safe transportation," and has hindered Plaintiff with consistent malfunctions and impairments of use.

25. Due to Defendant's violation(s) of M.G.L. ch. 90 § 7N½, Plaintiff has incurred damage.

WHEREFORE, Plaintiff respectfully demands judgment against Defendant in an amount equal to the price of the subject vehicle, plus all collateral charges, attorneys' fees, and court costs.

Count II

Violation of the Magnuson Moss Warranty Improvement Act

26. Plaintiff restates and reavers each and every allegation contained above, as if fully stated herein.

27. Plaintiff is a 'buyer' under the Massachusetts Uniform Commercial Code, MGL c. 106. § 1-201.

28. Manufacturer and Seller are "sellers" under the Massachusetts Uniform Commercial Code, MGL c. 106 § 2-103.

29. The vehicle constitutes "goods" under the Massachusetts Uniform Commercial Code, MGL c. 106 § 2-105.

30. This is a "transaction in goods," to which MGL c. 106 § 2-102 is applicable.

31. The Magnuson Moss Warranty Improvement Act (the "Act") binds Defendant to all warranties implied by state law, in addition to those provided for in private transaction. Said warranties are imposed on all transactions in the state in which a vehicle is delivered.

32. Plaintiff avers that the provisions of the Act implicate and enhance all rights and remedies available under the Massachusetts UCC, as codified at M.G.L. ch. 106.

33. A violation of the Massachusetts UCC within a consumer transaction also constitutes a violation of the Act and entitles a prevailing consumer under 15 U.S.C. § 2310(d)(2) to damages and attorney fees.

34. By the terms of the Defendant's oral and written warranties, affirmations, promises, and/or service contracts regarding the Vehicle, Defendant agreed to provide Plaintiff with a reliable vehicle and to perform effective repairs on the Vehicle at no charge to Plaintiff.

35. Defendant failed to honor the express and implied warranties owed to Plaintiff, either under its own warranties or those constructed by Massachusetts law, and thereby violated the Magnuson Moss Warranty Improvement Act.

36. As a direct and proximate result of Defendant's failure to comply with the implied and express warranties that accompanied Plaintiff's purchase of the Vehicle, Plaintiff had suffered damages and, in accordance with 15 U.S.C. §2310(d)(1), Plaintiff is entitled to bring suit for such damages and other legal and equitable relief.

37. The vehicle's defects have rendered the manufacturer's limited warranty ineffective to the extent the limited remedy of repair and/or adjustment of defective parts failed of its essential purpose pursuant to M.G.L. ch. 2-719; and/or the above remedy is not the exclusive remedy under MGL ch. 2-719(1)(b).

38. Plaintiff hereby makes demands for all applicable relief pursuant to M.G.L. ch. 106 Section 2-313 and M.G.L. ch. 106 Section 2-711, M.G.L. ch. 106 Section 2-714 and M.G.L. ch. 106 Section 2-715.

39. Due to Defendant's violation of the Act, Defendant must reimburse Plaintiff for the reasonably incurred attorney's fees in accordance with the provisions of the Magnuson Moss Warranty Improvement Act.

WHEREFORE, Plaintiff respectfully demands judgment against Defendant in an amount equal to the price of the subject vehicle, plus all collateral charges, incidental and consequential damages, reasonable attorneys' fees, and all court costs.

Count III
Violation of M.G.L. ch. 93A

40. Plaintiff restates and reavers each and every allegation contained above, as if fully stated herein.

41. Ford Motor Company is engaged in 'trade or commerce' within the meaning of M.G.L. ch. 93A.

42. [REDACTED] is a "person" within the meaning of M.G.L. ch. 93A § 1.

43. In accordance with the provisions contained in M.G.L. ch. 93A § 9(3), Plaintiff served upon Ford Motor Company, a written demand for relief over thirty days prior to the filing of this action. A copy of the written demand is attached hereto, made a part hereof and marked as Exhibit "E". Proof of receipt is attached hereto, made a part hereof and marked as Exhibit "F".

44. More than thirty days have expired since Ford Motor Company's, receipt of Plaintiff's Chapter 93A demand letter, and no reasonable offer of settlement has been received from Ford Motor Company.

45. The conduct of Ford Motor Company, as alleged herein, constitutes willful and knowing violations of M.G.L. ch. 93A § 2, and as a result thereof, Plaintiff have been permanently and irreparably harmed.

WHEREFORE, Plaintiff respectfully demands judgment against Defendant in an amount equal to the price of the subject vehicle, plus all collateral charges, incidental and consequential damages, reasonable attorneys' fees, and all court costs.

JURY DEMAND

Plaintiff demands a jury by trial on all claims so triable.

WHEREFORE, Plaintiff prays for the following relief:

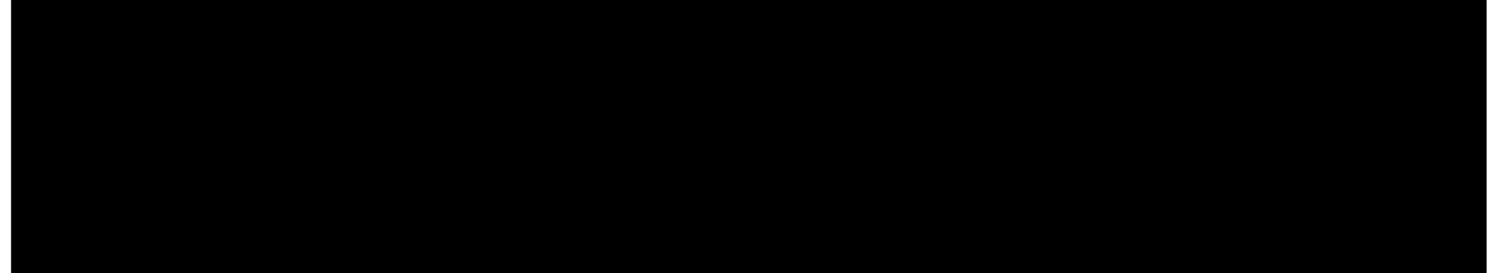
1. Judgment against Defendant in an amount equal to the price of the subject vehicle, plus all collateral charges, incidental and consequential damages, reasonable attorneys' fees, and all court costs;
2. For treble damages and attorney's fees and costs against Defendant, as permitted under M.G.L. ch. 93A § 9; and
3. For such other and further relief as the Court deems just and proper.

[REDACTED]
Respectfully Submitted,
[REDACTED]

[REDACTED] Jason Greshes, Esq., BBO #708119
Kimmel & Silverman, P.C.
30 East Butler Pike
Ambler, PA 19002
215-540-8888

Dated: 10/10/12

DATE 04/05/2022	DEAL NO.	STOCK NO. B12CR9B	SALESMAN William Dervishian
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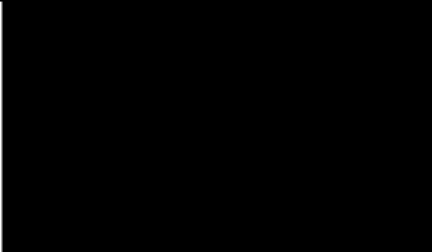
TRADE-IN Year 2012 Make Subaru Model Outback Type 2.5i Lim Color V.I.N. 4S4BRBK Odometer 0 (mi. <input type="checkbox"/> / km. <input type="checkbox"/> Transmission <input type="checkbox"/> Standard (Speeds) <input type="checkbox"/> Auto No. of Cyl. Pass. Doors Title No. State PREVIOUS OWNER Address City/State/Zip LIENHOLDER Address City/State/Zip Acct. No. Pay Off Good Until Balance Due \$ Additional Information - Vehicle Purchased LIENHOLDER Address City/State/Zip INSURANCE CO. Agen/Branch Address/City	WARRANTY INFORMATION <input type="checkbox"/> This vehicle carries an express warranty. You may obtain a copy of such warranty from the dealer upon request. <input type="checkbox"/> This vehicle does not carry an express warranty. (Initial Applicable Statement)	Price of Unit 33,530 00 Rebate Document Preparation (Includes bill of sale, Federal odometer statements, and other related document processing) 399 00 Additional Equipment/Items or Options
REGISTRATION FEE/TITLE FEE SALES TAX LICENSE PLATE NO. Application for Title <input type="checkbox"/> Application for Reg. <input type="checkbox"/> New <input type="checkbox"/> Transfer Registration No. Registration Fee \$ 25 00 Title Fee \$ 75 00 Mass. Sales Tax \$ 1,808 06 * Sales Tax amount is included in right hand column only when dealership check is issued in payment of Mass. Sales Tax.		

In the event I fail to take delivery of the vehicle purchased by me within forty-eight (48) hours after I have been notified by you that it is ready for delivery and pay the total contract price in the manner indicated, my deposit in the amount of \$ 1,000.00 may, at your option, be retained by you to compensate you in whole or in part for any losses sustained by you. Your right to retain my deposit shall be in addition to and not instead of any other right or remedy provided by applicable law including, without limiting the generality of the foregoing, the sale of the car or truck I agree to purchase. If the amount of my deposit exceeds actual damages sustained by you, you will promptly refund the difference to me.

Purchaser's Initials

THIS CONTRACT IS NOT BINDING UPON EITHER DEALER OR PURCHASER UNTIL SIGNED BY DEALER OR ITS AUTHORIZED REPRESENTATIVE. PURCHASER MAY CANCEL THIS CONTRACT AND RECEIVE A FULL REFUND AT ANY TIME UNTIL S/HE RECEIVES A COPY OF THIS CONTRACT SIGNED BY AN AUTHORIZED DEALER REPRESENTATIVE. PURCHASER MUST GIVE WRITTEN NOTICE OF CANCELLATION TO THE DEALER.

The front and back of this order comprise the entire agreement between the dealer and purchaser and no other agreement or understanding has been made or entered into. Purchaser represents and warrants no credit other than stated above has been extended to him/her by dealer. Purchaser represents and warrants that s/he has read and understands the materials printed on this motor vehicle purchase contract. Purchaser acknowledges receipt of a signed copy of this motor vehicle purchase contract.



1. Total Price	33,929 00
2. Discount	
3. Trade-in Allowance	5,000 00
4. Trade Difference (line 1 - lines 2 & 3)	28,929 00
5. *Mass. Sales Tax (% of line 5)	1,808 06
6. RMV - PLATES/TITLE	100 00
7.	
8. State Inspection	35 00
9.	
10. Special Registration Service: (out of state, vanity plates, etc.)	
11. Extended Service Plan	
12. Trade In Payoff Processing	
13. TOTAL CONTRACT PRICE (total of lines 4, 5, 6, 7, 8, 9, 10, 11 and 12)	30,872 06
14. Balance Due on Trade-In	
15. Subtotal (Total lines 13 and 14)	30,872 06
16. Deposit	1,000 00
17. Amount to be Financed	29,872 06
18. Cash due on Delivery	
19. TOTAL PAYMENT (total of lines 16, 17 and 18) (line 19 must equal line 15)	30,872 06



CASH OR CHECK ON DELIVERY

CUSTOMER #: 3392683

472647



The right way to buy a car. LINCOLN

4100 Mystic Valley Parkway
Medford, MA 02155
(781) 333-3333

Ford Service Direct Line: 781-333-3372
Lincoln Service Direct Line: 781-333-6172
Rent-A-Car Direct Line: 781-333-3374

Online Service Appointments: www.sentryautogroup.com

7100 ANTHONY CHIDSEY

LICENSE	MILEAGE IN/OUT	TAG
1GME29	3629/3633	T4486

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
20APR22	DD21MAR22		18:00 01AUG22		CASH	08AUG22

R.O. OPENED	READY	OPTIONS: SOLD-STK:22436 DLR:08811
12:30 01AUG22	07:46 08AUG22	ENG:1.5 Liter Dragon
LINE OPCODE	TECH TYPE	HOURS
		TRN:448 8-SPD AUTO TRANSMISSION AXL:ARR AT RAMP8F
		LIST NET TOTAL

A CUSTOMER STATES WHILE DRIVING CAR STARTED JERKING, ENGINE STARTED SPUTTERING, LOW RPMS THEN BACK TO NORMAL IDLE, THEN STALLED OUT. BATTERY LIGHT CAME ON ONCE IT STALLED. FIRST FEW TIMES ISSUE MANIFESTED NO ERROR MSG OR CHECK ENGINE. LAST INSTANCE VEHICLE LOST ENGINE POWER, SPUTTERED FOR 30 SECONDS, THEN STALLED COMPLETELY. VEHICLE STILL HAD AUXILARY POWER. ERROR ON FORD AP SAID "ENGINE CNTRL SYSTEM IS UNABLE TO CONTROL FUEL SYSTEM PRESSURE; ENGINE STOP/START FEATURE MAY BE DISABLED WHEN FAULT IS PRESENT".

CAUSE:

- 12650D EEC SYSTEM DIAGNOSIS - (QUICK TEST) - N
7926 W1 (N/C)
- 1 FU5Z*9D370*G CONTROL UNIT (N/C)
- 1 LX6Z*4B496*A BOLT (N/C)
- 4 *W711806*S450B BOLT (N/C)
- 12650DX1 EEC SYSTEM DIAGNOSIS - (QUICK TEST) - N
EXTRA TIME TO REPEAT FINAL QUICK TEST
7926 W1 (N/C)
- 12650D50 MODULE - FUEL PUMP DRIVER (FPDM) -
REPLACE (9345/9D370/9D372) - L
7926 W1 (N/C)
- NM NEW MODEL
7926 W1 (N/C)
- 9350B FUEL PUMP PRESSURE TEST ON VEHICLE -
DIAGNOSIS (9350/9A407/9H307) - L
7926 W1 (N/C)

FC: D03 42
PART#: FU5Z*9D370*G
COUNT:
CLAIM TYPE:
AUTH CODE:
7926

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
3633 Customer States Vehicle Started Jerking, Sputtering, and

 Lincoln Mercury Elite and Blue Oval Certified Dealer THANK YOU For bringing your vehicle to Sentry Ford Lincoln Mercury	Service Hours Mon - Fri 7:00 AM to 6:00 PM Thursday 7:00 AM to 7:00 PM Saturday 7:00 AM to 3:00 PM	DESCRIPTION	TOTALS
		LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		ENVIRONMENTAL/MISC.	
		TOTAL CHARGES	
		DEDUCTIBLE/ADJ.	

DISPOSAL OF HAZARDOUS WASTE
 The State of Massachusetts requires that all hazardous waste (Oil, Solvents, Anti-Freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner. Any charges for disposal of hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.

"ALL PARTS NEW UNLESS OTHERWISE INDICATED"



CUSTOMER COPY

PE24-002 000063 LC

CUSTOMER #: 3392683

472647



DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PONO.	PAYMENT	INV. DATE	
20APR22	DD21MAR22		18:00 01AUG22		CASH	08AUG22	
R.O. OPENED		READY		OPTIONS: SOLD-STK:22436 DLR:08811			
12:30 01AUG22		07:46 08AUG22		ENG:1.5 Liter Dragon			
TRN:448 8-SPD AUTO TRANSMISSION AXL:ARR AT RAMP8F							
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

Stalled Out. States Manifested First Few Times and No Message or Indicator, Sputtered and Stalled. States Ford App Says Unable to Control Fuel System Press. Upon Starting Vehicle Found No Warning Indicators Present, Vehicle Started and Idles without Issue and/or Concern. Performed On Demand Test. Pulled P008A Low System Fuel Pressure-Too Low. Do Not Know Where Customer Found Unable To Control Fuel Pressure Message. Allowed Vehicle to Get Operating Temp and Road Tested. Could Not Verify and/or Duplicate Concern at This Time. Checked Vehicle Connected Health, Found Concern to Be Intermittent. Connected Health Shows Concern Occurred on 7/29 and 7/30 and then Again on 8/1. Performed PPT HC1-HC2. Installed Mechanical Fuel Gauge, Found Fuel Press at 58PSI within Spec. Performed PPT HC11. Found No Pressure Loss Even After 5 Minutes. Performed PPT HC13. Monitored FLP and FRP while Mechanical Gauge Connected. Compared Reading, Found Pressure with 2 PSI and In Spec. Performed Road Test With Gauge. Found Pressure Will Stay at about 52PSI and Go Up and Down While Road Testing. Performed PPT HC15. Found No Restriction in Supply Line. Performed PPT HC16. Pressure at 52 PSI. WSM States that Testing Done and No Faults Found. Due to Concern Being Intermittent Attempted PPT HC While Wiggle Testing Harness. No Concerns Present. Inspected Ground G404 Due to Fuel Pump and Fuel Pump Drive Module Shared Ground. Found No Concerns. Inspected for Pin Fit, Damage and/or Intrusion Concern at Connector C401, Found No Concerns. R&R Tank and Inspected Connectors C4330 and C4033 for Pin Fit, Damage and/or Intrusion Concerns. Found No Concerns Present. Re-Assembled. Used Small Rubber Mallet Tapping Fuel Tank and Fuel Pump Drive Control Module to Recreate Road Shock. When Tapping Fuel Pump Drive Module Vehicle Started to Sputter and Almost Stall and Then Vehicle Straightened Out. Root Caus of Concern Due to Internal Fault of Fuel Pump Drive Module. R&R Fuel Tank. Replaced Fuel Pump Drive Module and Re-Assembled. Attempted Re-Creating Road Shock with Mallet After Repair. Found No Issue. Road Tested Vehicle and No Issues Found.

B Complementary Multipoint Inspection
99PX Complementary Multipoint Inspection



Lincoln Mercury Elite and Blue Oval Certified Dealer
THANK YOU
 For bringing your vehicle to Sentry Ford Lincoln Mercury

Service Hours
 Mon - Fri
 7:00 AM to 6:00 PM
 Thursday
 7:00 AM to 7:00 PM
 Saturday
 7:00 AM to 3:00 PM

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
ENVIRONMENTAL/MISC.	
TOTAL CHARGES	
DEDUCTIBLE/ADJ.	
SALES TAX	
PLEASE PAY THIS AMOUNT	
CUSTOMER SIGNATURE	

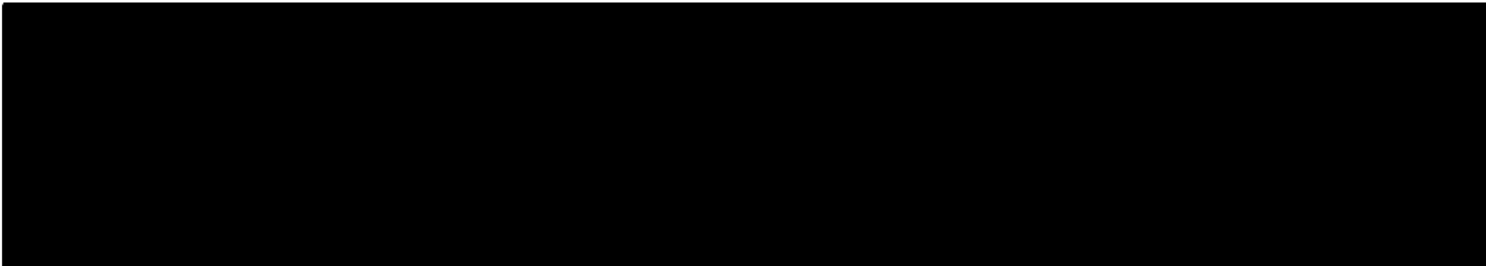


DISPOSAL OF HAZARDOUS WASTE
 The State of Massachusetts requires that all hazardous waste (Oil, Solvents, Anti-Freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner. Any charges for disposal of hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.

"ALL PARTS NEW UNLESS OTHERWISE INDICATED"

CUSTOMER #: 3392683

472647



DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
20APR22	DD21MAR22		18:00 01AUG22		CASH	08AUG22

R.O. OPENED READY OPTIONS: SOLD-STK:22436 DLR:08811
 ENG:1.5 Liter Dragon
 12:30 01AUG22 07:46 08AUG22 TRN:448 8-SPD AUTO TRANSMISSION AXL:ARR AT RAMP8F

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL	
		7926	CF			0.00	0.00	
PARTS:		0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

3633 Performed MPI.

-C You consent to receiving texts from us on your cell phone at the number you have provided. You agree that we may contact you regarding customer service updates or offers via text. If you do not agree, you may provide a landline number. You may opt out
 TEXT You consent to receiving texts from us on your cell phone at the number you have provided. You agree that we may contact you regarding customer service updates or offers via text. If you do not agree, you may provide a landline number. You may opt out

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

D CUSTOMER STATES THERE IS SOMETHING LOOSE IN REAR TAILGATE WHEN OPENING, CHECK AND ADVISE

CAUSE:

46404B PANEL-LIFTGATE INSIDE TRIM - REMOVE AND INSTALL (40704/42906/46404) - L
 7926 W1 (N/C)

46404B2 CORRECTION OF SQUEEKS & RATTLES OR PERFORM MINOR ADJUSTMENTS, ETC. - ADJUST - L
 7926 W1 (N/C)

FC: N51 07
 PART#: 40704
 COUNT:
 CLAIM TYPE:
 AUTH CODE:
 7926

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

3633 Customer States there is Something Loose in Tailgate when



Lincoln Mercury Elite and Blue Oval Certified Dealer
THANK YOU
 For bringing your vehicle to Sentry Ford Lincoln Mercury

Service Hours
 Mon - Fri 7:00 AM to 6:00 PM
 Thursday 7:00 AM to 7:00 PM
 Saturday 7:00 AM to 3:00 PM

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
ENVIRONMENTAL/MISC.	
TOTAL CHARGES	
DEDUCTIBLE/ADJ.	
SALES TAX	
PLEASE PAY THIS AMOUNT	
CUSTOMER SIGNATURE	

DISPOSAL OF HAZARDOUS WASTE
 The State of Massachusetts requires that all hazardous waste (Oil, Solvents, Anti-Freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner. Any charges for disposal of hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.

"ALL PARTS NEW UNLESS OTHERWISE INDICATED"

CUSTOMER #: 3392683

472647



The right way to buy a car. LINCOLN

4100 Mystic Valley Parkway
Medford, MA 02155
(781) 333-3333

Ford Service Direct Line: 781-333-3372
Lincoln Service Direct Line: 781-333-6172
Rent-A-Car Direct Line: 781-333-3374

On-Line Service Appointments: www.sentryautogroup.com

7100 ANTHONY CHIDSEY

LICENSE	MILEAGE IN/OUT	TAG
1GME29	3629/3633	T4486
PAYMENT	INV. DATE	
CASH	08AUG22	

20APR22 DD21MAR22 18:00 01AUG22
R.O. OPENED . READY . OPTIONS: SOLD-STK:22436 DLR:08811

12:30 01AUG22 07:46 08AUG22 ENG:1.5 Liter Dragon
TRN:448 8-SPD AUTO TRANSMISSION AXL:ARR AT RAMP8F

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

Opening. Verified Customer Concern of Noise Present Inside Tail Gate Trim Panel. Inspected Tail Gate, Trim Panel and Rear Compartment for Any Concerns and/or Damage. Found No Visual Concern, Did Notice Vehicle has Some Dirt/Debris and Little Sticks Inside Rear Compartment., R&R Tail Gate Trim Panel Upon Removal Some Very Small Sticks Branch or Leaf Sticks Fell Out. Re-Checked for Noise Before Installing Panel. No Noise. Re-Installed Trim Panel and Re-Checked. No Issue Found. Customer Concern is Due to Debris Getting Into Tail Gate.

ESTIMATE: 0.00 01AUG22 12:30 SA: 7100
CONTACT:

Please retain this invoice for your records.
All new Ford and Lincoln parts are covered by warranty see Advisor for details.

TAKE ADVANTAGE OF SENTRY'S EXTENDED HOURS
SATURDAYS 7:00AM TILL 3:00PM
NO APPOINTMENT NECESSARY



Lincoln Mercury Elite
and
Blue Oval Certified Dealer

THANK YOU

For bringing your vehicle to
Sentry Ford Lincoln Mercury

Service Hours
Mon - Fri
7:00 AM to 6:00 PM
Thursday
7:00 AM to 7:00 PM
Saturday
7:00 AM to 3:00 PM

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
ENVIRONMENTAL/MISC.	0.00
TOTAL CHARGES	0.00
DEDUCTIBLE/ADJ.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00
CUSTOMER SIGNATURE	

DISPOSAL OF HAZARDOUS WASTE
The State of Massachusetts requires that all hazardous waste (Oil, Solvents, Anti-Freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner. Any charges for disposal of hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.



"ALL PARTS NEW
UNLESS OTHERWISE
INDICATED"

CUSTOMER COPY

PE24-002 000066 LC

CUSTOMER #: 3392683

478529



The right way to buy a car. LINCOLN

4100 Mystic Valley Parkway
Medford, MA 02155
(781) 333-3333

Ford Service Direct Line: 781-333-3372
Lincoln Service Direct Line: 781-333-6172
Rent-A-Car Direct Line: 781-333-3374

Online Service Appointments: www.sentryautogroup.com

2514 SOPHEA PHOENG

LICENSE	MILEAGE IN/ OUT	TAG
1GME29	8622/8623	T3597

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
20APR22	DD21MAR22		18:00 17JAN23		CASH	18JAN23

R.O. OPENED	READY	OPTIONS: SOLD-STK:22436 DLR:08811
16:00 16JAN23	08:39 18JAN23	ENG:1.5 Liter Dragon
LINE OPCODE	TECH TYPE	HOURS
		TRN:448 8-SPD AUTO TRANSMISSION AXL:ARR AT RAMP8F
		LIST NET TOTAL

A PCM PROGRAMMING AND DRAIN TUBE INSTALLATION.

CAUSE: RECALL

22S73B INSTALL DRAIN TUBE AND REFLASH PCM
1955 W1

(N/C)
(N/C)

1 NX6Z*8A507*A HOSE - WATER OUTLET

FC: PART#: COUNT:
CLAIM TYPE: 22S73
AUTH CODE:
1955

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
8622 performed recall installed drain and reprogrammed pcm.

B Complementary Multipoint Inspection

99PX Complementary Multipoint Inspection
1955 CF

0.00 0.00

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

C VEHICLE SPATTERING AFTER GOING HIGH SPEED, THEN RUNNING AT A LOWER GEAR

CAUSE: NPF

NPF NO PROBLEM FOUND
1955 W1

(N/C)

FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:
1955

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00
8622 road tested vehicle and unable to verify issue. no codes or ssm or tsb found

D** C/S LIGHTS STAY ON IN THE FRONT OUTSIDE OF VEHICLE AFTER SHUTTING OFF UP TO 10 MINUTES YOU HAVE TO UNLOCK AND LOCK THE DOORS AND THEY SHUT OFF WITH IN A FEW SECONDS

CAUSE: NPF



Lincoln Mercury Elite
and
Blue Oval Certified Dealer
THANK YOU

For bringing your vehicle to
Sentry Ford Lincoln Mercury

Service Hours
Mon - Fri
7:00 AM to 6:00 PM
Thursday
7:00 AM to 7:00 PM
Saturday
7:00 AM to 3:00 PM

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
ENVIRONMENTAL/MISC.	
TOTAL CHARGES	
DEDUCTIBLE/ADJ.	
SALES TAX	



"ALL PARTS NEW
UNLESS OTHERWISE
INDICATED"

DISPOSAL OF HAZARDOUS WASTE
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CUSTOMER COPY

PE24-002 000067 LC

CUSTOMER #: 3392683

478529



The right way to buy a car. LINCOLN



4100 Mystic Valley Parkway
Medford, MA 02155
(781) 333-3333
Service Direct Line: 781-333-3372
Service Direct Line: 781-333-6172
A-Car Direct Line: 781-333-3374
Appointments: www.sentryautogroup.com

OPHEA PHOENG		
E.	MILEAGE IN/OUT	TAG
9	8622/8623	T3597
PAYMENT		INV. DATE
CASH		18JAN23

R.O. OPENED	READY	OPTIONS: SOLD-STK:22436 DLR:08811		
16:00 16JAN23 08:39 18JAN23		ENG:1.5 Liter Dragon		
LINE OPCODE TECH TYPE HOURS		TRN:448 8-SPD AUTO TRANSMISSION AXL:ARR AT RAMP8F		
		LIST	NET	TOTAL

NPF. NO PROBLEM FOUND.
1955 W1 (N/C)
FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:
1955

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00
8622 tested operation and is working as designed. scanned for codes
and found none. checked for tsbs and ssm and none found

ESTIMATE: 0.00 16JAN23 16:00 SA: 2514
CONTACT:

Please retain this invoice for your records.
All new Ford and Lincoln parts are covered by
warranty see Advisor for details.

TAKE ADVANTAGE OF SENTRY'S EXTENDED HOURS
SATURDAYS 7:00AM TILL 3:00PM
NO APPOINTMENT NECESSARY

 Blue Oval Certified "ALL PARTS NEW UNLESS OTHERWISE INDICATED"	Lincoln Mercury Elite and Blue Oval Certified Dealer THANK YOU For bringing your vehicle to Sentry Ford Lincoln Mercury	Service Hours Mon - Fri 7:00 AM to 6:00 PM Thursday 7:00 AM to 7:00 PM Saturday 7:00 AM to 3:00 PM	<table border="1"> <tr><th>DESCRIPTION</th><th>TOTALS</th></tr> <tr><td>LABOR AMOUNT</td><td>0.00</td></tr> <tr><td>PARTS AMOUNT</td><td>0.00</td></tr> <tr><td>GAS, OIL, LUBE</td><td>0.00</td></tr> <tr><td>SUBLET AMOUNT</td><td>0.00</td></tr> <tr><td>ENVIRONMENTAL/MISC.</td><td>0.00</td></tr> <tr><td>TOTAL CHARGES</td><td>0.00</td></tr> <tr><td>DEDUCTIBLE/ADJ.</td><td>0.00</td></tr> <tr><td>SALES TAX</td><td>0.00</td></tr> <tr><td>PLEASE PAY THIS AMOUNT</td><td>0.00</td></tr> <tr><td colspan="2">CUSTOMER SIGNATURE</td></tr> </table>	DESCRIPTION	TOTALS	LABOR AMOUNT	0.00	PARTS AMOUNT	0.00	GAS, OIL, LUBE	0.00	SUBLET AMOUNT	0.00	ENVIRONMENTAL/MISC.	0.00	TOTAL CHARGES	0.00	DEDUCTIBLE/ADJ.	0.00	SALES TAX	0.00	PLEASE PAY THIS AMOUNT	0.00	CUSTOMER SIGNATURE	
	DESCRIPTION	TOTALS																							
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PARTS AMOUNT	0.00																								
GAS, OIL, LUBE	0.00																								
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PLEASE PAY THIS AMOUNT	0.00																								
CUSTOMER SIGNATURE																									
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CUSTOMER #: 3392683

481360



The right way to buy a car. LINCOLN

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Medford, MA 02155
(781) 333-3333

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Lincoln Service Direct Line: 781-333-6172
Rent-A-Car Direct Line: 781-333-3374

On-Line Service Appointments: www.sentryautogroup.com

7100 ANTHONY CHIDSEY

LICENSE	MILEAGE IN/ OUT	TAG
1GME29	9697/9697	T2244
PAYMENT		INV. DATE
CASH		10APR23

R.O. OPENED	READY	OPTIONS: SOLD-STK:22436 DLR:08811
07:50 03APR23	13:55 10APR23	ENG:1.5 Liter Dragon
LINE OPCODE	TECH TYPE HOURS	TRN:448-8-SPD AUTO TRANSMISSION AXL:ARR AT RAMP8F
		LIST NET TOTAL

A Complementary Multipoint Inspection

99PX Complementary Multipoint Inspection

1955 CF		0.00	0.00
PARTS: 0.00	LABOR: 0.00	OTHER: 0.00	TOTAL LINE A: 0.00

B CUSTOMER STATES VEHLCE INTERMITANTLY STALLS AFTER BEING ON THE HW FOR 1 TO 2 HOURS. STALLS AT SPEEDS 20-30MPH. MOST OF THE TIME STARTS BACK UP, ONE OCCASION HAD TO BE JUMPED. ALSO STALLED AT LOCAL TRAFFIC SPEEDS. VERY INTERMITANT, CUSTOMER STILL WORRIED IT WILL OCCUR IN TRAFFIC

CAUSE: W

12650D EEC SYSTEM DIAGNOSIS - (QUICK TEST) - N
1955 W1 (N/C)

12650DX1 EEC SYSTEM DIAGNOSIS - (QUICK TEST) - N
EXTRA TIME TO REPEAT FINAL QUICK TEST
1955 W1 (N/C)

FC: D36 82
PART#: DIAG
COUNT:
CLAIM TYPE:
AUTH CODE:
1955

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

9697 PERFORMED SELF TEST AND NO HARD FAULTS FOUND. ROAD TESTED VEHICLE FOR ABOUT 10 MILE AND UNABLE TOR CREATE ISSUE.

C CUSTOMER STATES DAYTIME RUNNER STAY ON AFTER VEHICLE HAS BEEN SHUT OFF AND LOCKED. THE ONLY WAY TO GET LIGHTS OFF IS TO UNLOCK, OPEN DOOR, CLOSE DOOR, THEN LOCK AGAIN - CHECK AND ADVISE

S10 S10

1955 CF		0.00	0.00
PARTS: 0.00	LABOR: 0.00	OTHER: 0.00	TOTAL LINE C: 0.00

9697 CHECKED OPERATION OF RUNNING LIGHT WHILE EXITING VEHICLE CHECKED OVER A DOZEN TIMES WHILE VEHICLE IS IN SHOP AND CON NOT VERIFY

 THANK YOU For bringing your vehicle to Sentry Ford Lincoln Mercury	Service Hours Mon - Fri 7:00 AM to 6:00 PM Thursday 7:00 AM to 7:00 PM Saturday 7:00 AM to 3:00 PM	DESCRIPTION LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT ENVIRONMENTAL/MISC. TOTAL CH DEDUCTI SALES TA PLEASE THIS AM CUSTOME	TOTALS
	DISPOSAL OF HAZARDOUS WASTE The State of Massachusetts requires that all hazardous waste (Oil, Solvents, Anti-Freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner. Any charges for disposal of hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.		

"ALL PARTS NEW UNLESS OTHERWISE INDICATED"

CUSTOMER #: 3392683

481360



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Lincoln Service Direct Line: 781-333-6172
Rent-A-Car Direct Line: 781-333-3374

Online Service Appointments: www.sentryautogroup.com

7100 ANTHONY CHIDSEY

LICENSE	MILEAGE IN/OUT	TAG
1GME29	9697/9697	T2244
	PAYMENT	INV. DATE
	CASH	10APR23



R.O. OPENED	READY	OPTIONS: SOLD-STK:22436 DLR:08811
07:50 03APR23	13:55 10APR23	ENG:1.5 Liter Dragon
LINE OPCODE	TECH TYPE	HOURS
		TRN:448_8-SPD_AUTO_TRANSMISSION AXL:ARR AT RAMP8F
		LIST NET TOTAL

ISSUE. CHECKED FOR TSB AND SSM NONE FOUND

D INTERMITTANTLY, TOUCH SCREEN IS INOP, CUSTOMER HAS RADIO BUT NOTHING ELSE - CHECK AND ADVISE

S10 S10

PARTS:	1955 CF	0.00	0.00	0.00	0.00	0.00
LABOR:	0.00	0.00	0.00	0.00	0.00	0.00
OTHER:	0.00	0.00	0.00	0.00	0.00	0.00
TOTAL LINE D:						

9697 CHECKED OPERATION WHILE ROAD TESTING VEHICLE FOR OTHER CONCERN AND UNABLE TO VERIFY ISSUE. NO CODES FOUND IN SYSTEM

ESTIMATE: 0.00 03APR23 07:50 SA: 7100

CONTACT:

PRIORITY

Please retain this invoice for your records. All new Ford and Lincoln parts are covered by warranty see Advisor for details.

TAKE ADVANTAGE OF SENTRY'S EXTENDED HOURS
SATURDAYS 7:00AM TILL 3:00PM
NO APPOINTMENT NECESSARY

 THANK YOU For bringing your vehicle to Sentry Ford Lincoln Mercury	Service Hours Mon - Fri 7:00 AM to 6:00 PM Thursday 7:00 AM to 7:00 PM Saturday 7:00 AM to 3:00 PM	DESCRIPTION	TOTALS
		LABOR AMOUNT	0.00
 "ALL PARTS NEW UNLESS OTHERWISE INDICATED"	DISPOSAL OF HAZARDOUS WASTE The State of Massachusetts requires that all hazardous waste (Oil, Solvents, Anti-Freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner. Any charges for disposal of hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.	PARTS AMOUNT	0.00
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		ENVIRONMENTAL/MISC.	0.00
		TOTAL CHARGES	0.00
		DEDUCTIBLE/ADJ.	0.00
		SALES TAX	0.00
		PLEASE PAY THIS AMOUNT	0.00
		CUSTOMER SIGNATURE	

CUSTOMER COPY

PE24-002 000070 LC

ROBERT M. SILVERMAN
CRAIG THOR KIMMEL

- Member, PA Bar
- Member, NJ Bar
- Member, DE Bar
- Member, NY Bar
- Member, MA Bar
- Member, MD Bar
- Member, OH Bar
- Member, NH Bar
- Member, CT Bar
- Member, TN Bar
- Member, WY Bar
- Member, DC Bar
- Member, CA Bar
- Member, WI Bar
- Member, FL Bar
- Member, AZ Bar
- Member, TX Bar
- Member, MI Bar
- Member, IL Bar
- Member, IN Bar



KIMMEL & SILVERMAN

P.C.
1-800-LEMON LAW
www.lemonlaw.com

CORPORATE HEADQUARTERS
30 E. Butler Avenue
Ambler, PA 19002
P (215) 540-8888
F (215) 540-8817

- WESTERN PA OFFICE, 100 Ross Street, Suite 330, Pittsburgh, PA 15219
- NEW JERSEY OFFICE, Executive Quarters, 1930 E. Marlton Pike, Suite Q29, Cherry Hill, NJ 08003
- DELAWARE OFFICE, Commonwealth Building, 260 Chapman Road, Suite 201, Newark, DE 19711
- NEW YORK OFFICE, 1180 Avenue of the Americas, 8th Floor, New York, NY 10020
- BUFFALO, NY OFFICE, 1207 Delaware Avenue, Suite 440, Buffalo, NY 14202
- OHIO OFFICE, 4031 Colonel Glenn Highway, Suite 450, Beavercreek, OH 45424
- SAN FRANCISCO, CA OFFICE, 1160 Battery Street East, Suite 100, #1099 San Francisco, CA 94111, P (415) 947-7827, F (215) 540-8817
- SAN DIEGO, CA OFFICE, 101 West Broadway, Suite 300 PMB, #344 San Diego, CA 92101, P (619) 785-3003, F (215) 540-8817
- LOS ANGELES, CA OFFICE, 811 Wilshire Boulevard, Suite 1700-241, Los Angeles, CA 90017, P (213) 340-7770, F (215) 540-8817

PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

June 20, 2023

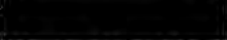

CERTIFIED MAIL

Ford Motor Company
16800 Executive Plaza Drive
Dearborn, Michigan 48126

CHAPTER 93A DEMAND LETTER YOU HAVE THIRTY DAYS TO RESPOND

Re: ny

Dear Sir or Madam:

Please be advised that this law firm represents  in regards to a new Ford Bronco Sport (the "Vehicle") that they purchased from Sentry Ford located in Medford, Massachusetts (the "Dealer"), on 4/20/2022. The Vehicle was defective upon purchase and was sold to our clients in an unfair and deceptive manner. This is  Chapter 93A Demand Letter.

In addition to deceptively marketing the Vehicle as sound and without defect, Ford Motor Company and the Dealer, its authorized agent, failed to successfully repair the many problems that plagued the Vehicle within a reasonable number of attempts and days out of service, thus egregiously violating the Massachusetts New Car Lemon Law. As a result, by marketing and selling the Vehicle to our clients under the premise that it was without defect, and then later

U.S. Postal Service
CERTIFIED MAIL® RECEIPT
Domestic Mail Only

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

OFFICIAL USE

Certified Mail Fee \$
Extra Services & Fees (check box, add fee as appropriate)
 Return Receipt (hardcopy) \$
 Return Receipt (electronic) \$
 Certified Mail Restricted Delivery \$
 Adult Signature Required \$
 Adult Signature Restricted Delivery \$

Postage \$
Total Postage and Fees \$

Sent To
Street and Apt. No., or PO Box No.
City, State, ZIP+4®

PS Form 3800, April 2015 PSN 7530-02-000-9047 See Reverse for Instructions

0320 595E E000 029T 2207



refusing to address the problems with the Vehicle to our clients' detriment and danger, Ford Motor Company has repeatedly violated the provisions of Chapter 93A.

██████████ intend to invoke their rights under the Massachusetts New Car Lemon Law (M.G.L. ch. 90 § 7N½), the Massachusetts Consumer Protection Act (M.G.L. ch. 93A and its subsections), and the Magnuson Moss Federal Warranty Act (U.S.C. Title 15, c. 50 § 2301-2312) in order to make themselves whole. Our clients hereby demand a rescission of the purchase agreement that they entered into with the Dealer, dated 4/20/2022, and further demand reimbursement for any and all damages recoverable under the Lemon Law, M.G.L. ch. 93A, and the federal Magnuson Moss Warranty Act, including attorney's fees, double or treble damages, and interest.

FACTS

On or about ██████████ our clients purchased the Vehicle from the Dealer in "new" condition, as defined by Massachusetts law. The basis of the bargain included the manufacturer's express warranties.

The actions of Ford Motor Company, its agents, employees, and/or servants have been unfair, deceptive, and in violation of M.G.L. ch. 93A. Ford Motor Company's actions and omissions have also exposed it to liability under the Massachusetts Lemon Law and the federal Magnuson Moss Act. Overall, Ford Motor Company undoubtedly sold our clients a car with defects, misrepresented the reliability of the Vehicle at the time of purchase, and failed to repair the Vehicle after purchase. Ford Motor Company's failure to conduct business in a fair and responsible fashion has left our client with no other option but to seek redress in a court of law.

LAWS AND ANALYSIS

I. CONSUMER PROTECTION ACT

The actions and omissions on the part of Ford Motor Company, in selling, attempting to repair, and failing to repair the Vehicle, all qualify as violations of M.G.L. ch. 93A. Further, Ford Motor Company failed to disclose material information about the Vehicle to Mr. Dylan Elliott and made material misrepresentations about the Vehicle to them prior to their purchase that affected their decision to purchase it.

M.G.L. ch. 93A § 2 (a) provides that "unfair methods of competition and unfair or deceptive acts or practices in the conduct of any trade or commerce are hereby declared unlawful." An act by a business is "deceptive" under Chapter 93A if it could reasonably be found to have caused a person to act differently from the way he would otherwise have acted. Brennan v. Carvel Corp., 929 F.2d 801(1991 Mass.)

940 CMR 3.05 provides:

- (1) No claim or representation shall be made by any means concerning a product which directly, or by implication, or by failure to adequately disclose additional relevant information, has the capacity or tendency or effect of deceiving buyers or prospective buyers in any material respect. This prohibition includes, but is not limited to, representations or claims relating to reliability, manner or time of performance, safety, strength, condition, or life expectancy of such a product, or financing relating to such a product, or the ease with which such product may be operated, repaired, or maintained or the benefit to be derived thereof (emphasis added).

940 CMR 3.16 provides:

Without limiting the scope of any other rule, regulation, or statute, an act or practice is a violation of M.G.L. ch. 93A § 2 if:

- (1) It is oppressive or otherwise unconscionable in any respect; or
- (2) Any person or other legal entity subject to this act fails to disclose to a buyer or prospective buyer any fact, the disclosure of which may have influenced the buyer or prospective buyer not to enter into the transaction; or
- (3) It fails to comply with existing statutes, rules, regulations or laws, meant for the protection of the public's health, safety or welfare promulgated by the Commonwealth or any political subdivision thereof intended to provide the consumers of this Commonwealth protection; or
- (4) Violates the Federal Trade Commission Act, the Federal Consumer Credit Protection Act or other Federal consumer protection statutes within purview of Section 2 of Chapter 93A (emphasis added).

Section VII (B) of the Rules and Regulations promulgated by the Attorney General pursuant to M.G.L. ch. 93A, § 2 (c) provides, in part, that “it shall be an unfair or deceptive act or practice to fail to perform or fulfill any promises or obligations arising under a warranty.” The definitions of “warranty” in the Rules and Regulations include the following: “an express warranty or guarantee includes any affirmation or fact or promise made by the seller to the buyer which relates to the goods and becomes part of the basis of the bargain.”

The facts of our clients' case demonstrate several violations of the above-cited legal authorities on the part of Ford Motor Company, and thereby our clients are entitled to the recovery of damages.

II. MASSACHUSETTS LEMON LAW

The Vehicle contains a variety of defects that substantially impair its “use, value and safety.” Our clients have had to return the Vehicle several times to the Dealer for a variety of problems.

In turn, M.G.L. ch. 90, § 7N ½ (4) provides, in part, that if a manufacturer fails to repair a vehicle within three attempts, or when a vehicle is out of service for a total of fifteen business

days or more after the consumer has returned the vehicle to the dealer, then the dealer shall accept the return of the vehicle from the consumer and refund the full repurchase price of the vehicle, less a reasonable allowance for use. In this case, Ford Motor Company has failed to repair various defects that plague the Vehicle.

Should our clients be forced to litigate this matter, they will be seeking all available and recoverable damages against Ford Motor Company, including the repurchase price of the Vehicle and attorney's fees and costs.

III. MAGNUSON MOSS WARRANTY ACT

██████████ will also be pursuing a claim under the Magnuson Moss Warranty Act if this matter proceeds to trial. Under this federal mandate, a warrantor has a duty to remedy the defects/malfunctions complained of by a consumer within a "reasonable time and without charge." Failure of the warrantor to meet the minimum federal requirements under the warranty enables the consumer to sue the warrantor.

Given the repair history of the Vehicle and Ford Motor Company's failure to repair its problems, ██████████ did not receive the benefit of the value of the Vehicle, nor the warranties that were part of the basis of the bargain.

CONCLUSION

For the reasons stated herein, ██████████ hereby demand the following:

1. Full rescission of the original purchase agreement;
2. Payment of any additional fees, charges, taxes, insurance payments (to the date of repurchase), and value of trade-in vehicle;
3. Payment of the loan pay-off and accompanying finance charges to the date of repurchase, and insurance payments to the date of repurchase;
4. Reimbursement for any diagnostics or other defect-related tasks performed on the Vehicle at their expense; and
5. Payment of their attorney's fees and costs.

Failure to forward the relief demanded within thirty days, or a reasonable offer of settlement, will result in the initiation of litigation against Ford Motor Company seeking damages, reasonable attorney's fees, interest and costs, all of which are permitted by under Massachusetts law and the Magnuson Moss Warranty Act.

Should you require any additional documentation to verify our client's damages or the bill for attorney's fees and costs, please do not hesitate to call.

Thank you for your attention to this matter. I look forward to your timely response.

Very truly yours,

Jacqueline C. Herritt

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* **Ford Consumer Affairs**
16800 Executive Plaza Drive 3NE-301
Dearborn, MI 48126

JUN 26 2023



9590 9402 2691 6351 8089 35

2 *Article Number (Transfer from service label)*

7022 1670 0003 3565 0230

- | | |
|--|---|
| <input type="checkbox"/> Service Type | <input type="checkbox"/> Priority Mail Express |
| <input type="checkbox"/> Adult Signature | <input type="checkbox"/> Registered Mail™ |
| <input type="checkbox"/> Adult Signature Restricted Delivery | <input type="checkbox"/> Registered Mail Restricted Delivery |
| <input type="checkbox"/> Certified Mail® | <input type="checkbox"/> Return Receipt for Merchandise |
| <input type="checkbox"/> Certified Mail Restricted Delivery | <input type="checkbox"/> Signature Confirmation |
| <input type="checkbox"/> Collect on Delivery | <input type="checkbox"/> Signature Confirmation Restricted Delivery |
| <input type="checkbox"/> Collect on Delivery Restricted Delivery | |
| <input type="checkbox"/> Restricted Delivery | |

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

Domestic Return Receipt





KIMMEL & SILVERMAN

P.C.

1-800-LEMON LAW

www.lemonlaw.com

CORPORATE HEADQUARTERS

30 E. Butler Avenue
Ambler, PA 19002
P (215) 540-8888
F (215) 540-8817

WESTERN PA OFFICE, 100 Ross Street, Suite 330, Pittsburgh, PA 15219, P (412) 566-1001, F (215) 540-8817

NEW JERSEY OFFICE, Executive Quarters, 1930 E. Marlton Pike, Suite Q29, Cherry Hill, NJ 08003, P (856) 751-4152, F (856) 216-7344

DELAWARE OFFICE, 501 Silverside Road, Suite 118, Wilmington, DE 19809, P (302) 525-6607, F (302) 525-6618

NEW YORK OFFICE, 1080 Avenue of the Americas, 8th Floor, New York, NY 10036, P (212) 719-7543, F (877) 617-2515

BUFFALO, NY OFFICE, 1207 Delaware Avenue, Suite 440, Buffalo, NY 14209, P (716) 332-6112, F (800) 863-1689

OHIO OFFICE, 4031 Colonel Glenn Highway, Suite 450, Beavercreek, OH 45431, P (937) 306-7220, F (215) 540-8817

SAN FRANCISCO, CA OFFICE, 75 Broadway, Suite 202, #1911 San Francisco, CA 94111, P (415) 947-7827, F (215) 540-8817

SAN DIEGO, CA OFFICE, 101 West Broadway, Suite 300 PMB, #344 San Diego, CA 92101, P (619) 785-3003, F (215) 540-8817

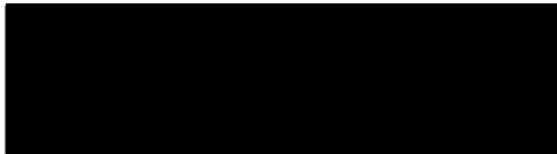
LOS ANGELES, CA OFFICE, 811 Wilshire Boulevard, Suite 1700-241, Los Angeles, CA 90017, P (213) 340-7770, F (215) 540-8817

PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

May 3, 2023

Email: claims@erskinelaw.com
Ford Consumer Affairs
16800 Executive Plaza Drive 3NE-301
Dearborn, MI 48126

Re:



Dear Sir/Madam:

As you know, this office represents the above-referenced individual for problems encountered with the 2022 Ford Bronco. I am enclosing the contract and repair slips. As you can see, my client has returned to the dealership for problems with the stalling.

Please let me know if Ford Motor Company is interested in attempting an early resolution in this matter. I will refrain from filing suit in this matter for 30 days while you evaluate my client's claim. If I do not hear from you within the next 30 days, suit will be prepared and filed.

I look forward to hearing from you.

Very truly yours,



Jacqueline C. Herritt

JCH/nc
Attachments

JACQUELINE C. HERRITT
ROBERT A. RAPKIN
ANGELA K. TROCEN
JOSEPH D. STEWARD III
JASON L. GRESHES
CHAD P. DOMAN
JACOB U. GINSBURG
BLAKE K. WALSH
MARY HIGGINS

ROBERT M. SILVERMAN
CRAIG THOR KIMMEL

Member, PA Bar
Member, NJ Bar
Member, DE Bar
Member, NY Bar
Member, MA Bar
Member, MD Bar
Member, OH Bar
Member, NH Bar
Member, CT Bar
Member, TN Bar
Member, WY Bar
Member, DC Bar
Member, CA Bar
Member, WI Bar
Member, IL Bar
Member, AZ Bar
Member, TX Bar
Member, MI Bar
Member, WV Bar
Member, IN Bar

CUSTOMER #: 3392683

472647



The right way to buy a car. LINCOLN

4100 Mystic Valley Parkway
Medford, MA 02155
(781) 333-3333

Ford Service Direct Line: 781-333-3372

Lincoln Service Direct Line: 781-333-6172

Rent-A-Car Direct Line: 781-333-3374

On-Line Service Appointments: www.sentryautogroup.com

7100 ANTHONY CHIDSEY

LICENSE	MILEAGE IN/ OUT	TAG
1GME29	3629/3633	T4486
	PAYMENT	INV. DATE
	CASH	08AUG22



R.O. OPENED READY OPTIONS: SOLD-STR:22436 DLR:08811

ENG:1.5 Liter Dragon

TRN:448 8-SPD AUTO TRANSMISSION AXL:ARR AT RAMP8F

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES WHILE DRIVING CAR STARTED JERKING, ENGINE STARTED SPUTTERING, LOW RPMS THEN BACK TO NORMAL IDLE, THEN STALLED OUT. BATTERY LIGHT CAME ON ONCE IT STALLED. FIRST FEW TIMES ISSUE MANIFESTED NO ERROR MSG OR CHECK ENGINE. LAST INSTANCE VEHICLE LOST ENGINE POWER, SPUTTERED FOR 30 SECONDS, THEN STALLED COMPLETELY. VEHICLE STILL HAD AUXILARY POWER. ERROR ON FORD AP SAID "ENGINE CNTRL SYSTEM IS UNABLE TO CONTROL FUEL SYSTEM PRESSURE; ENGINE STOP/START FEATURE MAY BE DISABLED WHEN FAULT IS PRESENT".

CAUSE:

- 12650D EEC SYSTEM DIAGNOSIS - (QUICK TEST) - N
7926 W1 (N/C)
- 1 FU5Z*9D370*G CONTROL UNIT (N/C)
- 1 LX6Z*4B496*A BOLT (N/C)
- 4 *W711806*S450B BOLT (N/C)
- 12650DX1 EEC SYSTEM DIAGNOSIS - (QUICK TEST) - N
EXTRA TIME TO REPEAT FINAL QUICK TEST
7926 W1 (N/C)
- 12650D50 MODULE - FUEL PUMP DRIVER (FPDM) -
REPLACE (9345/9D370/9D372) - L
7926 W1 (N/C)
- NM NEW MODEL
7926 W1 (N/C)
- 9350B FUEL PUMP PRESSURE TEST ON VEHICLE -
DIAGNOSIS (9350/9A407/9H307) - L
7926 W1 (N/C)

FC: D03 42
PART#: FU5Z*9D370*G
COUNT:
CLAIM TYPE:
AUTH CODE:
7926

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
3633 Customer States Vehicle Started Jerking, Sputtering, and



Lincoln Mercury Elite
and
Blue Oval Certified Dealer

THANK YOU

For bringing your vehicle to
Sentry Ford Lincoln Mercury

Service Hours

Mon - Fri
7:00 AM to 6:00 PM

Thursday
7:00 AM to 7:00 PM

Saturday
7:00 AM to 3:00 PM



DISPOSAL OF HAZARDOUS WASTE

The State of Massachusetts requires that all hazardous waste (Oil, Solvents, Anti-Freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner. Any charges for disposal of hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.

"ALL PARTS NEW
UNLESS OTHERWISE
INDICATED"

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
ENVIRONMENTAL/MISC.	
TOTAL CHARGES	
DEDUCTIBLE/ADJ.	
SALES TAX	
PLEASE PAY THIS AMOUNT	
CUSTOMER SIGNATURE	

CUSTOMER COPY

PE24-002 000078 LC

CUSTOMER #: 3392683

472647



The right way to buy a car. LINCOLN

4100 Mystic Valley Parkway
Medford, MA 02155
(781) 333-3333

Ford Service Direct Line: 781-333-3372

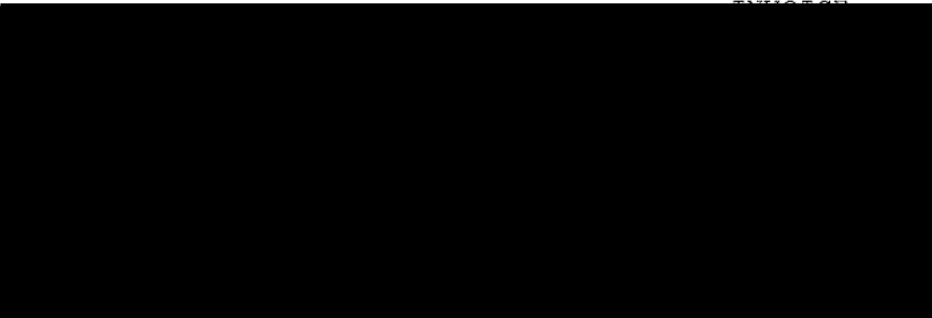
Lincoln Service Direct Line: 781-333-6172

Rent-A-Car Direct Line: 781-333-3374

On-Line Service Appointments: www.sentryautogroup.com

7100 ANTHONY CHIDSEY

LICENSE	MILEAGE IN/ OUT	TAG
1GME29	3629/3633	T4486
	PAYMENT	INV. DATE
	CASH	08AUG22



R.O. OPENED	READY	OPTIONS: SOLD-STK:22436 DLR:08811
12:30 01AUG22	07:46 08AUG22	ENG:1.5 Liter Dragon
LINE OPCODE TECH TYPE HOURS		TRN:448 8-SPD AUTO TRANSMISSION AXL:ARR AT RAMP8F
		LIST NET TOTAL

Stalled Out. States Manifested First Few Times and No Message or Indicator, Sputtered and Stalled. States Ford App Says Unable to Control Fuel System Press. Upon Starting Vehicle Found No Warning Indicators Present, Vehicle Started and Idles without Issue and/or Concern. Performed On Demand Test. Pulled P008A Low System Fuel Pressure-Too Low. Do Not Know Where Customer Found Unable To Control Fuel Pressure Message. Allowed Vehicle to Get Operating Temp and Road Tested. Could Not Verify and/or Duplicate Concern at This Time. Checked Vehicle Connected Health, Found Concern to Be Intermittent. Connected Health Shows Concern Occurred on 7/29 and 7/30 and then Again on 8/1. Performed PPT HC1-HC2. Installed Mechanical Fuel Gauge, Found Fuel Press at 58PSI within Spec. Performed PPT HC11. Found No Pressure Loss Even After 5 Minutes. Performed PPT HC13. Monitored FLP and FRP while Mechanical Gauge Connected. Compared Reading, Found Pressure with 2 PSI and In Spec. Performed Road Test With Gauge. Found Pressure Will Stay at about 52PSI and Go Up and Down While Road Testing. Performed PPT HC15. Found No Restriction in Supply Line. Performed PPT HC16. Pressure at 52 PSI. WSM States that Testing Done and No Faults Found. Due to Concern Being Intermittent Attempted PPT HC While Wiggle Testing Harness. No Concerns Present. Inspected Ground G404 Due to Fuel Pump and Fuel Pump Drive Module Shared Ground. Found No Concerns. Inspected for Pin Fit, Damage and/or Intrusion Concern at Connector C401, Found No Concerns. R&R Tank and Inspected Connectors C4330 and C4033 for Pin Fit, Damage and/or Intrusion Concerns. Found No Concerns Present. Re-Assembled. Used Small Rubber Mallet Tapping Fuel Tank and Fuel Pump Drive Control Module to Recreate Road Shock. When Tapping Fuel Pump Drive Module Vehicle Started to Sputter and Almost Stall and Then Vehicle Straightened Out. Root Caus of Concern Due to Internal Fault of Fuel Pump Drive Module. R&R Fuel Tank. Replaced Fuel Pump Drive Module and Re-Assembled. Attempted Re-Creating Road Shock with Mallet After Repair. Found No Issue. Road Tested Vehicle and No Issues Found.

B Complementary Multipoint Inspection
99PX Complementary Multipoint Inspection



Lincoln Mercury Elite
and
Blue Oval Certified Dealer

THANK YOU

For bringing your vehicle to
Sentry Ford Lincoln Mercury

Service Hours

Mon - Fri
7:00 AM to 6:00 PM

Thursday
7:00 AM to 7:00 PM

Saturday
7:00 AM to 3:00 PM



"ALL PARTS NEW
UNLESS OTHERWISE
INDICATED"

DISPOSAL OF HAZARDOUS WASTE

The State of Massachusetts requires that all hazardous waste (Oil, Solvents, Anti-Freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner. Any charges for disposal of hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
ENVIRONMENTAL/MISC.	
TOTAL CHARGES	
DEDUCTIBLE/ADJ.	
SALES TAX	
PLEASE PAY THIS AMOUNT	
CUSTOMER SIGNATURE	

CUSTOMER COPY

PE24-002 000079 LC

CUSTOMER #: 3392683

472647



The right way to buy a car. LINCOLN

4100 Mystic Valley Parkway
Medford, MA 02155
(781) 333-3333

Ford Service Direct Line: 781-333-3372

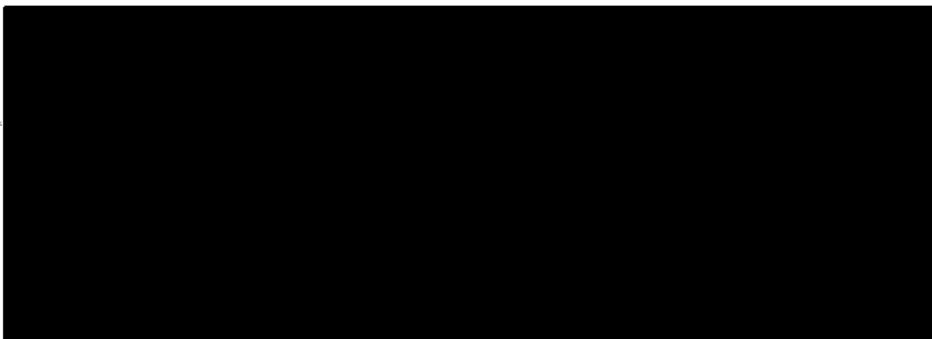
Lincoln Service Direct Line: 781-333-6172

Rent-A-Car Direct Line: 781-333-3374

On-Line Service Appointments: www.sentryautogroup.com

7100 ANTHONY CHIDSEY

LICENSE	MILEAGE IN/OUT	TAG
1GME29	3629/3633	T4486
	PAYMENT	INV. DATE
	CASH	08AUG22



R.O. OPENED	READY	OPTIONS: SOLD-STK:22436 DLR:08811
12:30 01AUG22	07:46 08AUG22	ENG:1.5 Liter Dragon
LINE OPCODE TECH TYPE HOURS		TRN:448 8-SPD AUTO TRANSMISSION AXL:ARR AT RAMP8F

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00
3633 Performed MPI.							

-C You consent to receiving texts from us on your cell phone at the number you have provided. You agree that we may contact you regarding customer service updates or offers via text. If you do not agree, you may provide a landline number. You may opt out TEXT You consent to receiving texts from us on your cell phone at the number you have provided. You agree that we may contact you regarding customer service updates or offers via text. If you do not agree, you may provide a landline number. You may opt out

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

D CUSTOMER STATES THERE IS SOMETHING LOOSE IN REAR TAILGATE WHEN OPENING, CHECK AND ADVISE

CAUSE: .
46404B PANEL-LIFTGATE INSIDE TRIM - REMOVE AND INSTALL (40704/42906/46404) - L
7926 W1 (N/C)
46404B2 CORRECTION OF SQUEEKS & RATTLES OR PERFORM MINOR ADJUSTMENTS, ETC. - ADJUST - L
7926 W1 (N/C)

FC: N51 07
PART#: 40704
COUNT:
CLAIM TYPE:
AUTH CODE:
7926

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:	0.00
3633 Customer States there is Something Loose in Tailgate when							

 Lincoln Mercury Elite and Blue Oval Certified Dealer THANK YOU For bringing your vehicle to Sentry Ford Lincoln Mercury	Service Hours Mon - Fri 7:00 AM to 6:00 PM Thursday 7:00 AM to 7:00 PM Saturday 7:00 AM to 3:00 PM	DESCRIPTION LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT ENVIRONMENTAL/MISC. TOTAL CHARGES DEDUCTIBLE/ADJ. SALES TAX PLEASE PAY THIS AMOUNT	TOTALS
	DISPOSAL OF HAZARDOUS WASTE The State of Massachusetts requires that all hazardous waste (Oil, Solvents, Anti-Freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner. Any charges for disposal of hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.		CUSTOMER SIGNATURE

"ALL PARTS NEW UNLESS OTHERWISE INDICATED"

CUSTOMER COPY

CUSTOMER #: 3392683

472647



The right way to buy a car. LINCOLN

4100 Mystic Valley Parkway
Medford, MA 02155
(781) 333-3333

Ford Service Direct Line: 781-333-3372

Lincoln Service Direct Line: 781-333-6172

Rent-A-Car Direct Line: 781-333-3374

Online Service Appointments: www.sentryautogroup.com

7100 ANTHONY CHIDSEY

LICENSE	MILEAGE IN/ OUT	TAG
1GME29	3629/3633	T4486
	PAYMENT	INV. DATE
	CASH	08AUG22

R.O. OPENED	READY	OPTIONS: SOLD-STK:22436 DLR:08811
12:30 01AUG22	07:46 08AUG22	ENG:1.5 Liter Dragon
LINE OPCODE	TECH TYPE HOURS	TRN:448 8-SPD AUTO TRANSMISSION AXL:ARR AT RAMP8F
		LIST NET TOTAL

Opening. Verified Customer Concern of Noise Present Inside Tail Gate Trim Panel. Inspected Tail Gate, Trim Panel and Rear Compartment for Any Concerns and/or Damage. Found No Visual Concern, Did Notice Vehicle has Some Dirt/Debris and Little Sticks Inside Rear Compartment. R&R Tail Gate Trim Panel Upon Removal Some Very Small Sticks Branch or Leaf Sticks Fell Out. Re-Checked for Noise Before Installing Panel. No Noise. Re-Installed Trim Panel and Re-Checked. No Issue Found. Customer Concern is Due to Debris Getting Into Tail Gate.

ESTIMATE: 0.00 01AUG22 12:30 SA: 7100

CONTACT:

Please retain this invoice for your records. All new Ford and Lincoln parts are covered by warranty see Advisor for details.

TAKE ADVANTAGE OF SENTRY'S EXTENDED HOURS
SATURDAYS 7:00AM TILL 3:00PM
NO APPOINTMENT NECESSARY

 Lincoln Mercury Elite and Blue Oval Certified Dealer THANK YOU For bringing your vehicle to Sentry Ford Lincoln Mercury	Service Hours Mon - Fri 7:00 AM to 6:00 PM Thursday 7:00 AM to 7:00 PM Saturday 7:00 AM to 3:00 PM	DESCRIPTION	TOTALS
		LABOR AMOUNT	0.00
		PARTS AMOUNT	0.00
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		ENVIRONMENTAL/MISC.	0.00
		TOTAL CHARGES	0.00
		DEDUCTIBLE/ADJ.	0.00
		SALES TAX	0.00
		PLEASE PAY THIS AMOUNT	0.00
		CUSTOMER SIGNATURE	

DISPOSAL OF HAZARDOUS WASTE
The State of Massachusetts requires that all hazardous waste (Oil, Solvents, Anti-Freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner. Any charges for disposal of hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.

"ALL PARTS NEW UNLESS OTHERWISE INDICATED"

CUSTOMER COPY

PE24-002 000081 LC

CUSTOMER #: 3392683

478529



The right way to buy a car. LINCOLN

4100 Mystic Valley Parkway
Medford, MA 02155
(781) 333-3333

Ford Service Direct Line: 781-333-3372

Lincoln Service Direct Line: 781-333-6172

Rent-A-Car Direct Line: 781-333-3374

On-Line Service Appointments: www.sentryautogroup.com

2514 SOPHEA PHOENG

LICENSE	MILEAGE IN/ OUT	TAG
1GME29	8622/8623	T3597
	PAYMENT	INV. DATE
	CASH	18JAN23

R.O. OPENED	READY	OPTIONS: SOLD-STK:22436 DLR:08811
16:00 16JAN23	08:39 18JAN23	ENG:1.5 Liter Dragon
LINE OPCODE	TECH TYPE	HOURS
A	PCM PROGRAMMING AND DRAIN TUBE INSTALLATION	
CAUSE: RECALL		
	22S73B INSTALL DRAIN TUBE AND REFLASH PCM	
	1955 W1	(N/C)
	1 NX6Z*8A507*A HOSE - WATER OUTLET	(N/C)
FC: PART#: COUNT:		
CLAIM TYPE: 22S73		
AUTH CODE:		
1955		
PARTS: 0.00	LABOR: 0.00	OTHER: 0.00 TOTAL LINE A: 0.00
8622 performed recall installed drain and reprogrammed pcm.		

B	Complementary Multipoint Inspection	
	99PX Complementary Multipoint Inspection	
	1955 CF	0.00 0.00
PARTS: 0.00	LABOR: 0.00	OTHER: 0.00 TOTAL LINE B: 0.00

C	VEHICLE SPUTTERING AFTER GOING HIGH SPEED, THEN RUNNING AT A LOWER GEAR	
CAUSE: NPF		
	NPF NO PROBLEM FOUND	
	1955 W1	(N/C)
FC: PART#: COUNT:		
CLAIM TYPE:		
AUTH CODE:		
1955		
PARTS: 0.00	LABOR: 0.00	OTHER: 0.00 TOTAL LINE C: 0.00
8622 road tested vehicle and unable to verify issue. no codes or ssm or tsb found		

D**	C/S LIGHTS STAY ON IN THE FRONT OUTSIDE OF VEHICLE AFTER SHUTTING OFF UP TO 10 MINUTES YOU HAVE TO UNLOCK AND LOCK THE DOORS AND THEY SHUT OFF WITH IN A FEW SECONDS	
CAUSE: NPF		



Lincoln Mercury Elite and Blue Oval Certified Dealer

THANK YOU

For bringing your vehicle to SENTRY Ford Lincoln Mercury



"ALL PARTS NEW UNLESS OTHERWISE INDICATED"

Service Hours

Mon - Fri 7:00 AM to 6:00 PM

Thursday 7:00 AM to 7:00 PM

Saturday 7:00 AM to 3:00 PM

DESCRIPTION

TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

ENVIRONMENTAL/MISC.

TOTAL CHARGES

DEDUCTIBLE/ADJ.

SALES TAX

PLEASE PAY THIS AMOUNT

CUSTOMER SIGNATURE

DISPOSAL OF HAZARDOUS WASTE

The State of Massachusetts requires that all hazardous waste (Oil, Solvents, Anti-Freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner. Any charges for disposal of hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.

CUSTOMER COPY

PE24-002 000082 LC

CUSTOMER #: 3392683

478529



The right way to buy a car. LINCOLN

4100 Mystic Valley Parkway
Medford, MA 02155
(781) 333-3333

Ford Service Direct Line: 781-333-3372

Lincoln Service Direct Line: 781-333-6172

Rent-A-Car Direct Line: 781-333-3374

On-Line Service Appointments: www.sentryautogroup.com

2514 SOPHEA PHOENG

LICENSE	MILEAGE IN/ OUT	TAG
1GME29	8622/8623	T3597
	PAYMENT	INV. DATE
	CASH	18JAN23

R.O. OPENED	READY	OPTIONS: SOLD-STK:22436 DLR:08811					
16:00 16JAN23	08:39 18JAN23	ENG:1.5 Liter Dragon					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

NPF NO PROBLEM FOUND

1955 W1

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

1955

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

8622 tested operation and is working as designed. scanned for codes and found none. checked for tsbs and ssm and none found

ESTIMATE: 0.00 16JAN23 16:00 SA: 2514

CONTACT:

Please retain this invoice for your records. All new Ford and Lincoln parts are covered by warranty see Advisor for details.

TAKE ADVANTAGE OF SENTRY'S EXTENDED HOURS
SATURDAYS 7:00AM TILL 3:00PM
NO APPOINTMENT NECESSARY



Lincoln Mercury Elite and Blue Oval Certified Dealer

THANK YOU

For bringing your vehicle to Sentry Ford Lincoln Mercury

Service Hours

Mon - Fri
7:00 AM to 6:00 PM

Thursday
7:00 AM to 7:00 PM

Saturday
7:00 AM to 3:00 PM



"ALL PARTS NEW UNLESS OTHERWISE INDICATED"

DISPOSAL OF HAZARDOUS WASTE

The State of Massachusetts requires that all hazardous waste (Oil, Solvents, Anti-Freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner. Any charges for disposal of hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
ENVIRONMENTAL/MISC.	0.00
TOTAL CHARGES	0.00
DEDUCTIBLE/ADJ.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00
CUSTOMER SIGNATURE	

CUSTOMER COPY

PE24-002 000083 LC

CUSTOMER #: 3392683

481360



The right way to buy a car. LINCOLN

4100 Mystic Valley Parkway
Medford, MA 02155
(781) 333-3333

Ford Service Direct Line: 781-333-3372

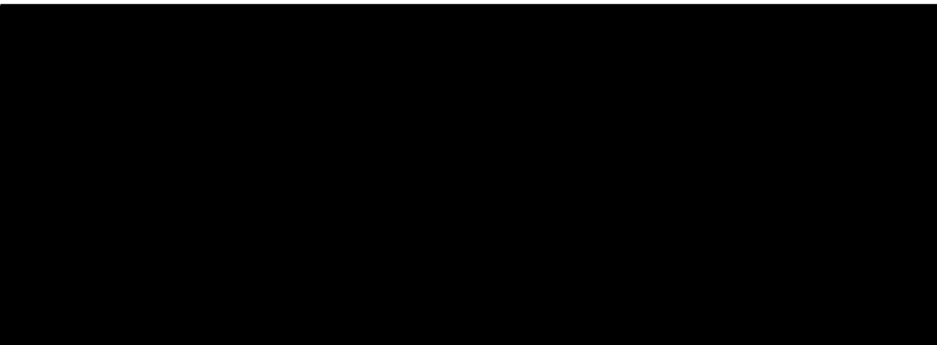
Lincoln Service Direct Line: 781-333-6172

Rent-A-Car Direct Line: 781-333-3374

On-Line Service Appointments: www.sentryautogroup.com

7100 ANTHONY CHIDSEY

LICENSE	MILEAGE IN/ OUT	TAG
1GME29	9697/9697	T2244
PAYMENT		INV. DATE
CASH		10APR23



R.O. OPENED	READY	OPTIONS: SOLD-STR:22436 DLR:08811
07:50 03APR23	13:55 10APR23	ENG:1.5 Liter Dragon
LINE OPCODE	TECH TYPE	HOURS
A	Complementary Multipoint Inspection	
	99PX Complementary Multipoint Inspection	
	1955 CF	0.00
PARTS:	0.00 LABOR:	0.00 OTHER: 0.00 TOTAL LINE A:
		0.00

LIST	NET	TOTAL
A		

B CUSTOMER STATES VEHLICE INTERMITANTLY STALLS AFTER BEING ON THE HW FOR 1 TO 2 HOURS. STALLS AT SPEEDS 20-30MPH. MOST OF THE TIME STARTS BACK UP, ONE OCCASION HAD TO BE JUMPED. ALSO STALLED AT LOCAL TRAFFIC SPEEDS. VERY INTERMITANT, CUSTOMER STILL WORRIED IT WILL OCCUR IN TRAFFIC

CAUSE: W
12650D EEC SYSTEM DIAGNOSIS - (QUICK TEST) - N
1955 W1 (N/C)
12650DX1 EEC SYSTEM DIAGNOSIS - (QUICK TEST) - N
EXTRA TIME TO REPEAT FINAL QUICK TEST
1955 W1 (N/C)

FC: D36 82
PART#: DIAG
COUNT:
CLAIM TYPE:
AUTH CODE:
1955

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
9697 PERFORMED SELF TEST AND NO HARD FAULTS FOUND. ROAD TESTED VEHICLE FOR ABOUT 10 MILE AND UNABLE TOR CREATE ISSUE.

C CUSTOMER STATES DAYTIME RUNNER STAY ON AFTER VEHICLE HAS BEEN SHUT OFF AND LOCKED. THE ONLY WAY TO GET LIGHTS OFF IS TO UNLOCK, OPEN DOOR, CLOSE DOOR, THEN LOCK AGAIN - CHECK AND ADVISE
S10 S10

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00
9697 CHECKED OPERATION OF RUNNING LIGHT WHILE EXITING VEHICLE
CHECKED OVER A DOZEN TIMES WHILE VEHICLE IS IN SHOP AND CON NOT VERIFY



Lincoln Mercury Elite
and
Blue Oval Certified Dealer
THANK YOU
For bringing your vehicle to
Sentry Ford Lincoln Mercury

Service Hours
Mon - Fri
7:00 AM to 6:00 PM
Thursday
7:00 AM to 7:00 PM
Saturday
7:00 AM to 3:00 PM

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
ENVIRONMENTAL/MISC.	
TOTAL CHARGES	
DEDUCTIBLE/ADJ.	
SALES TAX	
PLEASE PAY THIS AMOUNT	
CUSTOMER SIGNATURE	



"ALL PARTS NEW UNLESS OTHERWISE INDICATED"

DISPOSAL OF HAZARDOUS WASTE
The State of Massachusetts requires that all hazardous waste (Oil, Solvents, Anti-Freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner. Any charges for disposal of hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.

CUSTOMER COPY

CUSTOMER #: 3392683

481360



The right way to buy a car. LINCOLN

4100 Mystic Valley Parkway
Medford, MA 02155
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Ford Service Direct Line: 781-333-3372

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On-Line Service Appointments: www.sentryautogroup.com

7100 ANTHONY CHIDSEY



LICENSE	MILEAGE IN/ OUT	TAG
1GME29	9697/9697	T2244
	PAYMENT	INV. DATE
	CASH	10APR23

R.O. OPENED	READY	OPTIONS: SOLD-STK:22436 DLR:08811
07:50 03APR23	13:55 10APR23	ENG:1.5 Liter Dragon
LINE OPCODE	TECH TYPE	HOURS
		TRN:448 8-SPD_AUTO TRANSMISSION AXL:ARR AT RAMP8F
		LIST NET TOTAL

ISSUE. CHECKED FOR TSB AND SSM NONE FOUND

D INTERMITTANTLY, TOUCH SCREEN IS INOP, CUSTOMER HAS RADIO BUT NOTHING ELSE - CHECK AND ADVISE

S10 S10

PARTS:	1955 CF	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:	0.00
--------	---------	------	--------	------	--------	------	---------------	------

9697 CHECKED OPERATION WHILE ROAD TESTING VEHICLE FOR OTHER CONCERN AND UNABLE TO VERIFY ISSUE. NO CODES FOUND IN SYSTEM

ESTIMATE: 0.00 03APR23 07:50 SA: 7100

CONTACT:

PRIORITY

Please retain this invoice for your records. All new Ford and Lincoln parts are covered by warranty see Advisor for details.

TAKE ADVANTAGE OF SENTRY'S EXTENDED HOURS
SATURDAYS 7:00AM TILL 3:00PM
NO APPOINTMENT NECESSARY

 Lincoln Mercury Elite and Blue Oval Certified Dealer THANK YOU For bringing your vehicle to Sentry Ford Lincoln Mercury	Service Hours Mon - Fri 7:00 AM to 6:00 PM Thursday 7:00 AM to 7:00 PM Saturday 7:00 AM to 3:00 PM	DESCRIPTION LABOR AMOUNT 0.00 PARTS AMOUNT 0.00 GAS, OIL, LUBE 0.00 SUBLET AMOUNT 0.00 ENVIRONMENTAL/MISC. 0.00 TOTAL CHARGES 0.00 DEDUCTIBLE/ADJ. 0.00 SALES TAX 0.00 PLEASE PAY THIS AMOUNT 0.00 CUSTOMER SIGNATURE
	DISPOSAL OF HAZARDOUS WASTE The State of Massachusetts requires that all hazardous waste (Oil, Solvents, Anti-Freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner. Any charges for disposal of hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.	

"ALL PARTS NEW UNLESS OTHERWISE INDICATED"

CUSTOMER COPY

PE24-002 000085 LC



Sentry Ford Lincoln
4100 Mystic Valley Parkway
MEDFORD, MA 02155
(781) 395-6400 Fax

**MOTOR VEHICLE CASH
PURCHASE AGREEMENT**
For Consumer Use Only

DATE 04/05/2022	DEAL NO.	STOCK NO. B12CR9B	SALESMAN William Dervishian
--------------------	----------	----------------------	--------------------------------



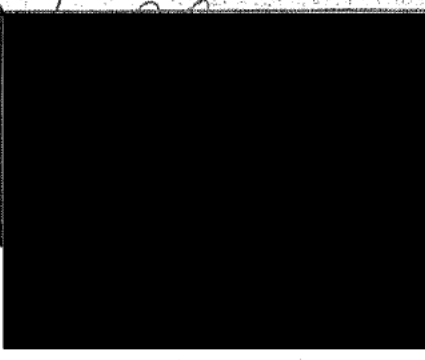
TRADE-IN	Year 2012	Make Subaru	WARRANTY INFORMATION	Price of Unit	33,530 00
Model Outback	Type 2.5i Lim	Color	<input type="checkbox"/> This vehicle carries an express warranty. You may obtain a copy of such warranty from the dealer upon request.	Rebate	
V.I.N. 4S4BRBK			<input type="checkbox"/> This vehicle does not carry an express warranty.	Document Preparation (Includes bill of sale, Federal odometer statements, and other related document processing)	399 00
Odometer 0	(mi. <input type="checkbox"/> / km. <input type="checkbox"/>)		(Initial Applicable Statement)	Additional Equipment/Items or Options	
Transmission <input type="checkbox"/> Standard (Speeds)					
No. of Cyl. Pass. Doors					
Title No. State					
PREVIOUS OWNER:					
Address					
City/State/Zip					
LIENHOLDER					
Address					
City/State/Zip					
Acct. No. Pay Off Good Until					
Balance Due \$					
Additional Information - Vehicle Purchased					
LIENHOLDER					
Address					
City/State/Zip					
INSURANCE CO.					
Agent/Branch					
Address/City					

In the event I fail to take delivery of the vehicle purchased by me within forty-eight (48) hours after I have been notified by you that it is ready for delivery and pay the total contract price in the manner indicated, my deposit in the amount of \$ 1,000.00 may, at your option, be retained by you to compensate you in whole or in part for any losses sustained by you. Your right to retain my deposit shall be in addition to and not instead of any other right or remedy provided by applicable law including, without limiting the generality of the foregoing, the sale of the car or truck I agree to purchase. If the amount of my deposit exceeds actual damages sustained by you, you will promptly refund the difference to me.

Purchaser's Initials

THIS CONTRACT IS NOT BINDING UPON EITHER DEALER OR PURCHASER UNTIL SIGNED BY DEALER OR ITS AUTHORIZED REPRESENTATIVE. PURCHASER MAY CANCEL THIS CONTRACT AND RECEIVE A FULL REFUND AT ANY TIME UNTIL S/HE RECEIVES A COPY OF THIS CONTRACT SIGNED BY AN AUTHORIZED DEALER REPRESENTATIVE. PURCHASER MUST GIVE WRITTEN NOTICE OF CANCELLATION TO THE DEALER.

The front and back of this order comprise the entire agreement between the dealer and purchaser and no other agreement or understanding has been made or entered into. Purchaser represents and warrants no credit other than stated above has been extended to him/her by dealer. Purchaser represents and warrants that s/he has read and understands the materials printed on this motor vehicle purchase contract. Purchaser acknowledges receipt of a signed copy of this motor vehicle purchase contract.



1. Total Price		33,929 00
2. Discount		
3. Trade-in Allowance	5,000 00	
4. Trade Difference (line 1 -lines 2 & 3)		28,929 00
5. *Mass. Sales Tax (% of line 5)		1,808 06
6. RMV - PLATES/TITLE		100 00
7.		
8. State Inspection		35 00
9.		
10. Special Registration Service: (out of state, vanity plates, etc.)		
11. Extended Service Plan		
12. Trade In Payoff Processing		
13. TOTAL CONTRACT PRICE (total of lines 4, 5, 6, 7, 8, 9, 10, 11 and 12)		30,872 06
14. Balance Due on Trade-In		
15. Subtotal (Total lines 13 and 14)		30,872 06
16. Deposit	1,000 00	
17. Amount to be Financed	29,872 06	
18. Cash due on Delivery		
19. TOTAL PAYMENT (total of lines 16, 17 and 18) (line 19 must equal line 15)		30,872 06

CASH OR CERTIFIED CHECK ON DELIVERY



REGISTRY OF MOTOR VEHICLES

CERTIFICATE OF REGISTRATION

M.G.L. Chapter 90 section 24B makes it a crime to alter this Certificate

MASSACHUSETTS DEPARTMENT OF TRANSPORTATION

Plate Type PAN	Registration Type PASSENGER NORMAL RED	Plate Number 1GME29	Effective Date 01-Oct-2022	Title Number CE567744	Expires On 	Month 09	Year 24
Model Year 2022	Make FORD	Model BRONCO	Model Number	Body Style UTIL	Color(s) GRAY	Vehicle Identification Number 3FMCR9 [REDACTED]	
Residential Address (If Different than Mailing)					Total Registered Weight for Commercial Vehicle or Trailer		
Garage Address 24 BAY STATE RD UNIT 9 CAMBRIDGE MA 021381285					US DOT Number for Commercial Vehicle		
Name(s) of Owner(s) and Mailing Address [REDACTED]					Insurance Company GOVERNMENT EMPLOYEES INSURANCE COMPANY		
					Maximum Seating Capacity for Vehicles for Hire		
					<i>Colleen J. O'Brien</i> Registrar of Motor Vehicles		
Lessee/In Custody Of							
Special Message				Change of Address <input type="checkbox"/> Residential <input type="checkbox"/> Mailing <input type="checkbox"/> Garage			

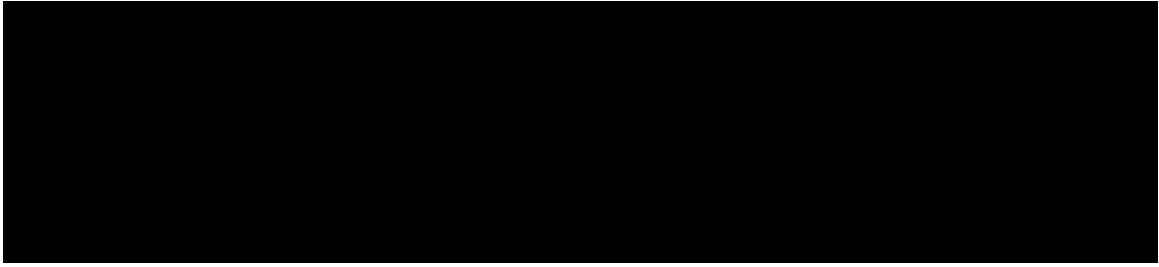
Important Information for Vehicle Owners

- **Certificate of Registration:** Every person operating a motor vehicle shall have the Certificate of Registration for the motor vehicle and/or trailer, in the vehicle, in some easily accessible place. The records of the RMV constitute the official status of the vehicle registration.
- **Change of Address:** By law, you must report any change of address to the RMV within 30 days. Visit Mass.Gov/RMV to change your address. Once you have reported the address change to the RMV, please write corrected address in box provided above.
- **No Insurance Card Required:** Massachusetts law does not require an insurance card. M.G.L. Chapter 90, section 34, and Chapter 175, Section 113A, requires the vehicle's owner to maintain a compulsory motor vehicle liability insurance policy or bond for bodily injury coverage and property damage insurance. The insurer is required by law to electronically notify the Registry of Motor Vehicles if coverage lapses. The vehicle owner is then notified by the RMV to obtain new insurance within 10 days or the registration will be revoked. Bonds are filed with the State Treasurer's Office.
- **Transferring Your Plates:** Massachusetts General Law (M.G.L. Chapter 90, Section 2) allows you to transfer valid registration plates from this vehicle to a newly acquired new or used motor vehicle or trailer while you obtain insurance and a new registration. See the Transferring a Registration Section on the RMV's website at www.mass.gov/rmv for more information.
- **Cancel the registration plates if:**
 - The vehicle has been sold or junked and the registration is not going to be transferred to another vehicle.
 - You move to another state and you register the vehicle in that state.
 - The insurance policy is not renewed or is cancelled and there is no plan to obtain a new policy.

241514177

IMPORTANT: PEEL EXPIRATION DECAL & ADHERE TO TOP RIGHT OF THE REAR LICENSE PLATE.







Michael Hartsock, Esq. 7001 N. Scottsdale Rd. Suite 2060 Scottsdale, AZ 85253
480-237-2744 (phone) (866) 226-1333 (fax) docs@amarlawgrp.com

September 6, 2023

Sent Via US Mail to:
Ford Motor Company
P.O. Box 6248
Dearborn, MI 48126

Sent via Email to:
ogcclaim@ford.com

RE:
Vehicle:
Our File Number:



Dear Sir/Madam:

Please be advised that Amar Law Group, PLLC represents [REDACTED] in her claim against Ford Motor Company ("Ford") pursuant to the Arizona Lemon Law and Magnuson-Moss Warranty Act, 15 U.S.C. § 2301 *et seq.* ("MMWA"). Our client's claim pertains to her 2021 Ford Bronco VIN: 3FMCR9D9 [REDACTED] ("Bronco"). Having been formally notified of our representation, direct all future contacts and correspondence to Amar Law Group, PLLC, as listed above.

The Bronco experienced frequent and substantial defects during its warranty period. According to our client, the Bronco suffered from the following defects, nonconformities, and conditions: **battery (4 repair attempts), electrical (4 repair attempts),** warning lights (3 repair attempts), non-starting condition (2 repair attempts), engine, knocking condition, popping condition, dying condition, stalling condition, EMC, Bluetooth, clicking condition, trim, and door. The vehicle has been out of service for more than **fifty-three (53) days and counting** for these warranty repairs, as it is currently in the shop with no estimated time on completion.

This repair history is unreasonable under the law meeting what Ninth Circuit caselaw states is a reasonable number/opportunity for Ford to cure the defects and conditions. *See Milicevic v. Fletcher Jones Imports*, 402 F.3d 912 (9th Cir. 2005). *See also Bray v. Monaco*, 371 F.Supp.2d 1135, 1139 (D.Ariz. 2005); *Muller v. Winnebago Indus.*, 318 F. Supp. 2d 844 (D. Ariz. 2004); *Haugland v. Winnebago*, 327 F.Supp.2d 1092 (D. Ariz. 2004); *Kalil Bottling Co. v. Burroughs Corp.*, 127 Ariz. 278; 619 P.2d 1055 (Ariz. App. 1980); *Roberts v. Morgensen Motors*, 135 Ariz. 162; 659 P.2d 1307 (Ariz. App. 1982). Further, Ford admitted the defective nature of the conditions within the Bronco by authorizing repairs under warranty. *See Milicevic*, at 919 (9th Cir. 2005) (“[b]y attempting to repair the [vehicle components] under warranty, [the manufacturer/warrantor] admitted the defective nature of these conditions”).

The repair history has caused substantial impairment in the use and value of the subject vehicle to our client. Further, the untimely repairs are inconsistent with the Ford brand name and expectation of quality. After giving Ford and its authorized dealership repair agents more than a reasonable opportunity to resolve these issues, our client has no other option but to pursue legal recourse. This letter constitutes direct written notification of the defects in our client’s Bronco and her intent to pursue claims under the 15 U.S.C. § 2301 *et seq.* and Arizona warranty common law.

To avoid litigation, our client requests a repurchase or replacement of the defective Bronco plus payment of her attorneys’ fees as required by law. *See* 15 U.S.C. § 2310(d)(2) and A.R.S. § 12-341.01. Our client would prefer to resolve this matter at this early stage and save the parties the burden and expense of litigation. You are hereby notified that Amar Law Group has a charging lien for attorneys’ fees in this matter.

Accordingly, please contact our office within twenty-one (21) days if you wish to resolve this matter amicably. If we are not contacted within that time, we will be forced to file a formal claim in court. It is our desire, however, to work out these issues with Ford amicably and in a manner that is best for all parties involved. Thank you for your attention to this matter.

Sincerely,
/s/Michael Hartsock, Esq.

Cc: Rachel Evans

CHAPMAN FORD

3950 N 89th Street
 Scottsdale, AZ 85251
 (480) 429-6900

SERVICE DEPARTMENT HOURS
 7:00 a.m. to 7:00 p.m.
 Monday - Friday
 7:00 a.m. - 5:00 p.m. Saturday

R/O Open Date	R/O Number
04/22/22	6783043/1
R/O Close Date	Status
04/22/22	Pre-Invoice
Mileage In	Mileage Out
7639	7639
Service Advisor / Tag #	

DESCRIPTION OF SERVICE AND PARTS

AMOUNT

#1 - QWRKS: THE WORKS PACKAGE CHANGE OIL AND FILTER
 LUBECHASSIS ROTATE TIRES
 0968 - USA 2021 NEW 24/25K PREM MAINT(M&W) 5K
 INTERVAL
 Tech: HOWIE VO (571)
 Installed BE8Z 6731 AB :KIT - ELEMENT & GASKET - 0 Qty: 1
 Installed XO 5W30 Q1SP :MOTORCRAFT SAE 5W-30 SN SN Qty: 6
 Performed oil and filter change and tire
 rotation, performed multipoint inspection
 MBASIC 0.8
 MBASIC1 0.2

Serv Contr
 Serv Contr
 Serv Contr

#2 - 99P: PERFORM MULTI POINT INSPECTION REPORT CARD
 MULTI POINT VEHICLE INSPECTION
 Sub Total: .00

#3 - Customer Reports:
 customer wants to know if vehicle can be started
 in eco mode
 Sub Total: .00

#4 - Customer Reports:
 passenger front door edge guard is peeling up
 Sub Total: .00

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

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

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



CHAPMAN FORD

3950 N 89th Street
 Scottsdale, AZ 85251
 (480) 429-6900

SERVICE DEPARTMENT HOURS
 7:00 a.m. to 7:00 p.m.
 Monday - Friday
 7:00 a.m. - 5:00 p.m. Saturday

R/O Open Date	R/O Number				
04/22/22	6783043/2				
R/O Close Date	Status				
04/22/22	Pre-Invoice				
Mileage In	Mileage Out				
7639	7639				
Service Advisor / Tag #					
BYRON MEAD/2576					
Vehicle Identification Number					
3FMCR9D91					
Delivery Date	In-Service Date				
Year	Make	Model	Body	Color	License Number
2021	FORD	BRONCO SPORT	BADLANDS 4X4	CACTUS GRA	

FORD PMP Exp: 26000 or 4/20/23 Ded: 0

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<p>#5 - Customer Reports: customer wants to know if illuminated cupholders can be added not supported Sub Total: .00</p>	
<p>#6 - Customer Reports: c/s vehicle makes clicking noises when turning off and sometimes lights will stay on</p>	
<p>#7 - Customer Reports: c/s bluetooth calls sound bad on other end of phone at times. sounds like a robot is talking Tech: [REDACTED] (280) 000765532 verify concern perform apim sync master reset concern still present perform apim sync test retrieve u2100 configuration fault attempt to reprogram update apim using thumb drive failed on 2 attempts perform pinpoint test g1 yes g2 no nec. reprogram apim using fdrs version 31.6.7. successful and nec. perform apim configuration clear dtc on demand self test pas pair iphone xr test pass 12652d .2 12652d1 .1 12652d45 .3 12652a .8 14g371</p>	Warranty
<p>#8 - Customer Reports: customer requests touch up paint pen</p>	

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

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

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



CHAPMAN FORD
 3950 N 89th Street
 Scottsdale, AZ 85251
 (480) 429-6900

SERVICE DEPARTMENT HOURS
 7:00 a.m. to 7:00 p.m.
 Monday - Friday
 7:00 a.m. - 5:00 p.m. Saturday

R/O Open Date	R/O Number
04/22/22	6783043/3
R/O Close Date	Status
04/22/22	Pre-Invoice
Mileage In	Mileage Out
7639	7639
Service Advisor / Tag #	
BYRON MEAD/2576	

[Redacted]			Work Phone	Vehicle Identification Number	
[Redacted]			Home Phone	3FMCR9D91 [Redacted]	
Year	Make	Model	Body	Color	License Number
2021	FORD	BRONCO SPORT	BADLANDS 4X4	CACTUS GRA	
FORD PMP Exp: 26000 or 4/20/23 Ded: 0					

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Installed PMPC 19500 7457A :TOUCH-UP PAINT	1@35.53
Sub Total: 35.53	35.53

#9 - Customer Reports: show customer trip counter	
Sub Total: .00	
Purchase Order:	

Please Note: #2576 CREATED 2022-04-18 12:29:00PM TAKEN BY KYLE STRINGFELLOW	

* Thank YOU for choosing Chapman Ford	**You *
* Make the Choice-We make the Difference**	*

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

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

LABOR	.00
PARTS	35.53
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	2.86
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	38.39

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



3950 N, 89th St. Scottsdale AZ US 85251 chapmanfordaz.com

Customer Pay Invoice
\$0.00

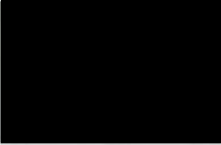
RO# : 503671 | Tag# : 2519

Check-in: Mon Dec 19, 2022 | 4:07 PM

Ready for Pickup: Mon Dec 19, 2022 | 4:56 PM

Promise Time: Thu Dec 22, 2022 | 5:00 PM

Customer



Billing-Customer

Same as Customer

Vehicle

2021 Ford Bronco Sport-
CACTUS GRAY

3FMCR9D91 [REDACTED]

12,015 Mi In / 12,015 Mi
Out

In Service: 04/20/2021

Service Advisor

Miguel Gamez

1.	99P	Perform Multi Point Inspection Report Card	Customer Pay	\$0.00
----	-----	--	--------------	--------

1.Perform Multi Point Inspection Report Card

99P -Perform Multi Point Inspection Report Card

Labor \$0.00

1. Performed Multi Point Inspection Report Card

2.	QWRKS	The Works 0968 - USA 2021 NEW 24/25K PREM MAINT(M&W) 5K INTERVAL	Warranty Pay	\$0.00
----	-------	---	--------------	--------

1.Maintenance needed

QWRKS -The works package change oil and filter lube

Labor \$0.00

1. The works package change oil and filter, rotate tires Oil Filter: FL-910-S Oil Capacity: 6qt (5.2L) Oil Type: XO-5W30-Q1SP MBASIC 0.8 MBASIC1 0.2 vehicle came in for an oil and oil filter change as well as rotation and inspection.

Parts

BE8Z 6731AB - KIT - ELEMENT & GASKET - OIL F 1

XO 5W30Q1SP - MOTORCRAFT SAE 5W-30 API GF-6A 6





Customer Pay Invoice
\$0.00

RO# : 118734 | Tag# : 6573

Check-in: Tue Mar 28, 2023 | 9:36 AM
Ready for Pickup: Thu Mar 30, 2023 | 2:48 PM
Promise Time: Fri Mar 31, 2023 | 5:00 PM

Jeromy Turner
Service Advisor

www.ChapmanFordAZ.com
robertturner@chapmanchoice.com

3950 N. 89th Street
Scottsdale, AZ 85251
Main (480) 946-3900
Direct (480) 420-1431
Fax (480) 945-0736

fordaz.com

er

Vehicle

2021 Ford Bronco Sport-
CACTUS GRAY

3FMCR9D9

13,671 Mi In / 13,673 Mi
Out

In Service: 04/20/2021

Service Advisor

Same as Customer

1. 99P Perform Multi Point Inspection Report Card Customer Pay \$0.00

1.Perform Multi Point Inspection Report Card

99P -Perform Multi Point Inspection Report Card

Labor \$0.00

1. Performed Multi Point Inspection Report Card

2. BDCDIAG Diagnosis- auto hold malfunction is error display Warranty Pay \$0.00

BDCDIAG -Diagnosis

Labor \$0.00

1. battery failed need battery

3. FSA 22L05 VEHICLE EMISSIONS CONTROL INFORMATION LABEL UPDATE Warranty Pay \$0.00

FSA -Field Service Action (Campaign)

Labor \$0.00

1. parts are not available yet

4. MISC customer states vehicle stalled and will not start now, had to have towed in the dealership. Warranty Pay \$0.00

MISC -Miscellaneous

Labor \$0.00

1. 0.4 hrs 10654c 0.2 10654c1 0.2 found battery dead tested battery failed dtc code 8q7-54ps aces code fd59m replaced battery assy check ok

Parts

BEF 48H6A - BATTERY 1

Sublet

\$0.00

Sublet Labor - \$0.00





3950 N, 89th St. Scottsdale AZ US 85251 chapmanfordaz.com

Customer Pay Invoice
\$0.00

RO# : 118734 | Tag# : 6573

Check-in: Tue Mar 28, 2023 | 9:36 AM

Ready for Pickup: Thu Mar 30, 2023 | 2:48 PM

Promise Time: Fri Mar 31, 2023 | 5:00 PM

Customer



Vehicle

2021 Ford Bronco Sport-
CACTUS GRAY

3FMCR9D91

13,671 Mi In / 13,673 Mi
Out

In Service: 04/20/2021

Service Advisor



Sublet Parts - \$0.00

5.	SUBLET	SUBLET JOB see line 4	Warranty Pay	\$0.00
----	--------	-----------------------	--------------	--------

1.see line 4

SUBLET -SUBLET JOB

Labor \$0.00

1. see line 4

Sublet

\$0.00

Sublet Labor - \$0.00

Sublet Parts - \$0.00

Labor \$0.00

Parts \$0.00

Sublet Labor \$0.00

Sublet Parts \$0.00

Fees \$0.00

Discounts \$0.00

Tax \$0.00

Deductible \$0.00

Insurance/Warranty \$0.00

Invoice Total \$0.00

Original Estimate

Tue Mar 28, 2023 | 9:36 AM

\$232.92





Customer Pay Invoice
\$0.00

3950 N, 89th St. Scottsdale AZ US 85251 chapmanfordaz.com

RO# : 118734 | Tag# : 6573
Check-in: Tue Mar 28, 2023 | 9:36 AM
Ready for Pickup: Thu Mar 30, 2023 | 2:48 PM
Promise Time: Fri Mar 31, 2023 | 5:00 PM

Customer



Vehicle

2021 Ford Bronco Sport-
CACTUS GRAY
3FMCR9D91[REDACTED]
13,671 Mi In / 13,673 Mi
Out
In Service: 04/20/2021

Service Advisor



TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE

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

DISCLAIMER OF WARRANTIES

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

X
Customer Signature

Date



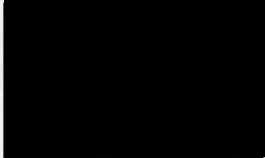


Customer Pay Invoice
\$0.00

3950 N, 89th St. Scottsdale AZ US 85251 chapmanfordaz.com

RO# : 119161 | Tag# : 6594
Check-in: Mon Apr 3, 2023 | 4:28 PM
Ready for Pickup: Mon Apr 10, 2023 | 1:14 PM
Promise Time: Thu Apr 6, 2023 | 5:00 PM

Customer



Billing-Customer

Same as Customer

Vehicle

2021 Ford Bronco Sport-
CACTUS GRAY
3FMCR9D91 [REDACTED]
13,701 Mi In / 137,033 Mi
Out
In Service: 04/20/2021

Service Advisor



2.	MISC	still having lots of codes and Battery Codes specifically.	Warranty Pay	\$0.00
----	------	--	--------------	--------

MISC -Miscellaneous Labor \$0.00

1. 10346, CODE 28

2. 12651D, 0.2,, 10346A, 1.6, M-TIME 1.7,, FOUND A VERY INTERMEDIANT PROBLEM WITH WARNING LAMPS COMING ON WHEN DRIVING AND FOBS INOP AT TIMES, DIAG AND FOUND MANY MODULES TO HAVE LOW AND HIGH VOLTAGE CODES, M-TIME TO DUPLICATE THE PROBLEM AND FOUND THE ALTERNATOR TO HAVE AN INTERNAL PROBLEM , REPLACED THE ALTERNATOR AND THEN REMOVED ALL CODES AND ROAD TESTED , CHECKED OUT OK

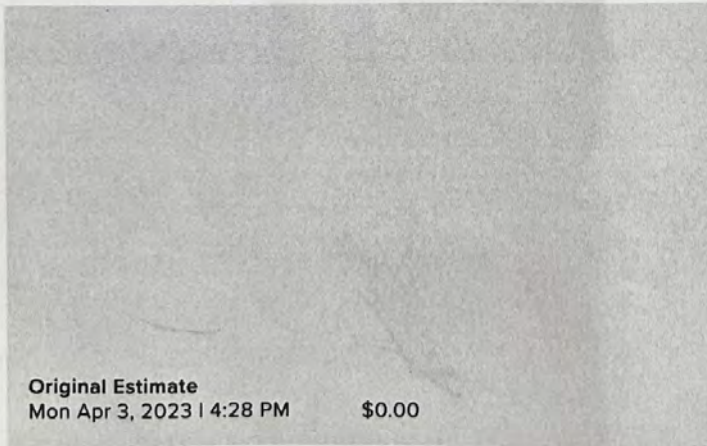
Parts

LX6Z 10346E - ALTERNATOR ASY 1 **SOR**

3.	MISC	None of her remote features work since repair last week.	Warranty Pay	\$0.00
----	------	--	--------------	--------

MISC -Miscellaneous Labor \$0.00

1. SEE LINE 2 for repairs



Labor	\$0.00
Parts	\$0.00
Sublet Labor	\$0.00
Sublet Parts	\$0.00
Fees	\$0.00
Discounts	\$0.00
Tax	\$0.00
Deductible	\$0.00
Insurance/Warranty	\$0.00
Invoice Total	\$0.00

Original Estimate
Mon Apr 3, 2023 | 4:28 PM \$0.00





FORD

3950 N, 89th St. Scottsdale AZ US 85251 chapmanfordaz.com

Customer Pay Invoice

\$0.00

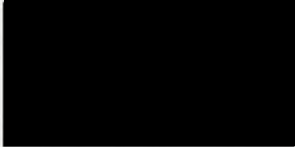
RO# : 119161 | Tag# : 6594

Check-in: Mon Apr 3, 2023 | 4:28 PM

Ready for Pickup: Mon Apr 10, 2023 | 1:14 PM

Promise Time: Thu Apr 6, 2023 | 5:00 PM

Customer



Vehicle

2021 Ford Bronco Sport-
CACTUS GRAY

3FMCR9D91

13,701 Mi In / 137,033 Mi
Out

In Service: 04/20/2021

Service Advisor



TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE

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

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

X
Customer Signature

Date





FORD

3950 N, 89th St. Scottsdale AZ US 85251 chapmanfordaz.com

Estimate

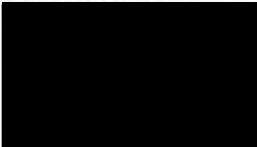
\$0.00

RO# : 126934 | Tag# : 6834

Check-in: Mon Jul 31, 2023 | 7:33 AM

Promise Time: Sat Aug 5, 2023 | 5:00 PM

Customer



Vehicle

2021 Ford Bronco Sport-
CACTUS GRAY

3FMCR9D91

13,705 MI In

In Service: 04/20/2021

Service Advisor



1.	99P	Perform Multi Point Inspection Report Card	Customer Pay	\$0.00
----	-----	--	--------------	--------

Job added by Jeromy Turner on Mon Jul 31, 2023 | 7:33 AM

1.Perform Multi Point Inspection Report Card

2.	MISC	tried to start vehicle, heard a popping noise through the speakers and now vehicle will not start. Acts like dead battery.	Customer Pay	\$0.00
----	------	--	--------------	--------

Job added by Timothy Beal on Mon Jul 31, 2023 | 7:33 AM

3.	loaner	LOANER VEHICLE	Warranty Pay	\$0.00
----	--------	----------------	--------------	--------

Job added by Timothy Beal on Mon Jul 31, 2023 | 7:33 AM

Additional Fees	Sale Amount
MAINSHOPSUPPLIES - MAIN SHOP SUPPLIES	\$0.00

	Labor	\$0.00
	Parts	\$0.00
	Sublet Labor	\$0.00
	Sublet Parts	\$0.00
	Fees	\$0.00
	Discounts	\$0.00
	Tax	\$0.00
	Estimate Total	\$0.00





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 chapmanfordaz.com

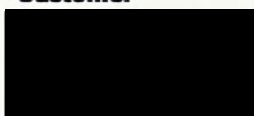
2021 Ford Bronco Sport -
 CACTUS GRAY
 VIN
 3FMCR9D91MAB3087
 2021 Ford Bronco Sport U03
 2.0L L4 400
 Turbocharged GAS F3
 AWD: All Sport Utility

Estimate
 Tag#: 6834 **\$0.00**

3950 N, 89th St. Scottsdale AZ US 85251 chapmanfordaz.com

RO# : 126934 | Tag# : 6834
 Check-in: Mon Jul 31, 2023 | 7:33 AM
 Promise Time: Sat Aug 5, 2023 | 5:00 PM

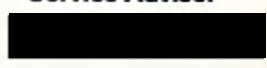
Customer



Vehicle

**2021 Ford Bronco Sport-
 CACTUS GRAY
 3FMCR9D91**

Service Advisor



TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE

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

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Windshield Washer Spray / Wiper Operation / Wiper (if applicable)	Steering System Leaks
Brake System	Transmission/Axle
Engine Oil Level	Drive Shaft Boots / Constant Velocity Boots / U- joints / Transmission Leaks (if equipped)
Filters, Belts, & Cooling Systems	Transmission / Differential / Check Fluid Level, Fluid Condition (if Equipped with a Dipstick)
Engine Air Filter	Other Services
Belts / Tension (condition and adjustment)	Muffler / Exhaust Pipes / Mountings
Cooling System Hoses / Heater Hoses / Air Conditioning Hoses and Connections	Fuel Lines and Connections / Fuel Tank / Fuel Tank Vapor Vent System Hoses
Battery	Inspect Nuts and Bolts on Body Chassis
Battery Terminals / Cables / Mountings	Tires
Safety Condition	Tread Depth
Under Vehicle	Left Front 4/32"
Steering/Suspension	Right Front 4/32"
Shock Absorbers / Suspension	Right Rear 4/32"
Steering Gear Box / Linkage and Bush / Ball Joints / Dust Covers	Left Rear 8/32"
Check For Fluid Leaks	Right Inner (if Equipped)
Engine Oil Level	Left Rear Inner (if Equipped)
Steering System Leaks	Tire Wear Pattern
	Left Front Tire Wear
	Right Front Tire Wear
	Right Rear Tire Wear
	Left Rear Tire Wear
	Right Rear Inner Tire Wear (if Equipped)
	Left Rear Inner Tire Wear (if Equipped)

Date Mon Jul 31, 2023 | 7:33 AM





Customer



Vehicle

2021 Ford Bronco Sport - CACTUS GRAY

VIN

3FMCR9D91

Badlands: Sport Utility 2.0L I4 4DR

Turbocharged GAS FI: AWD: AT: Sport Utility

16,038 Mi In / 16,038 Mi Out

KU# : 120934

Tag# : 6834

Location Type : CUSTOMER

Technician

Kyle Sorci - CAU1431

sales@chapmanfordaz.com

Multi-Point Inspection

1. 99P

Pass: 34

Caution

Fail: 1

Not Applicable: 1

Refer Notes

Interior & Exterior

Lights

Bulbs and Lights

Wipers, Windshield, & Horn

Windshield Washer Spray / Wiper Operation / Wiper Blades / Including Rear (if applicable)

Windshield / Window Condition

Horn Operation

Other Services

Clutch Operation (if equipped)

Cabin/HEPA Filter (if equipped)

Under Hood

Fluid Levels

Fluids: Oil / Coolant / Power Steering / Brake Fluid / Washer

Engine Oil Level

Filters, Belts, & Cooling Systems

Engine Air Filter

Belts / Tensioners (condition and adjustment)

Cooling System Hoses / Heater Hoses / Air Conditioning Hoses and Connections

Battery

Battery Terminals / Cables / Mountings

Battery Condition

Under Vehicle

Steering/Suspension

Shock Absorbers / Suspension

Steering Gear Box / Linkage and Boots / Ball Joints / Dust Covers

Check For Fluid Leaks

Engine Oil Leaks

Cooling System Leaks

Under Vehicle

Check For Fluid Leaks

Brake System Leaks

Transmission System Leaks

Steering System Leaks

Transmission/Axle

Drive Shaft Boots / Constant Velocity Boots / U-joints / Transmission Linkage (if equipped)

Transmission / Differential / Transfer Case (Check Fluid Level, Fluid Condition (if Equipped with a Dipstick))

Other Services

Muffler / Exhaust Pipes / Mountings

Fuel Lines and Connections / Fuel Tank Band / Fuel Tank Vapor Vent System Hoses

Inspect Nuts and Bolts on Body Chassis

Tires

Tread Depth

Left Front

6 / 32"

Right Front

6 / 32"

Right Rear

6 / 32"

Left Rear

6 / 32"

Right Rear Inner (if Equipped)

Left Rear Inner (if Equipped)

Tire Wear Pattern

Left Front Tire Wear

Right Front Tire Wear

Right Rear Tire Wear

Left Rear Tire Wear

Right Rear Inner Tire Wear (if Equipped)

Left Rear Inner Tire Wear (if Equipped)



+1(480) 420 - 1460
 sales@chapmanfordaz.com

Customer



Vehicle

2021 Ford Bronco Sport -
 CACTUS GRAY
 VIN
 3FMCR9D91 [REDACTED]
 Badlands: Sport Utility
 2.0L I4 4DR
 Turbocharged GAS FI:
 AWD: AT: Sport Utility
 16,038 Mi In / 16,038 Mi
 Out

KU# : 120934

Tag# : 6834

Location Type : CUSTOMER

Technician

Kyle Sorci - CAU1431

Multi-Point Inspection

Brakes

Check Brake Linings (measured in millimeters)

Left Front	8 mm	✓	⚠	✗	🚫
Right Front	8 mm	✓	⚠	✗	🚫
Right Rear	6 mm	✓	⚠	✗	🚫
Left Rear	6 mm	✓	⚠	✗	🚫

Inspection range information

Tread Depth - Left Front Range:

✓ 6/32" - 20/32" ✗ 0/32" - 3/32" ⚠ 4/32" - 5/32"

Tread Depth - Right Front Range:

✓ 6/32" - 20/32" ✗ 0/32" - 3/32" ⚠ 4/32" - 5/32"

Tread Depth - Right Rear Range:

✓ 6/32" - 20/32" ✗ 0/32" - 3/32" ⚠ 4/32" - 5/32"

Tread Depth - Left Rear Range:

✓ 6/32" - 20/32" ✗ 0/32" - 3/32" ⚠ 4/32" - 5/32"

Tread Depth - Right Rear Inner (if Equipped) Range:

✓ 6/32" - 20/32" ✗ 0/32" - 3/32" ⚠ 4/32" - 5/32"

Tread Depth - Left Rear Inner (if Equipped) Range:

✓ 6/32" - 20/32" ✗ 0/32" - 3/32" ⚠ 4/32" - 5/32"

Check Brake Linings (measured in millimeters) - Left Front Range:

✓ 6mm - 20mm ✗ 0mm - 3mm ⚠ 4mm - 5mm

Check Brake Linings (measured in millimeters) - Right Front Range:

✓ 6mm - 20mm ✗ 0mm - 3mm ⚠ 4mm - 5mm

Check Brake Linings (measured in millimeters) - Right Rear Range:

✓ 6mm - 20mm ✗ 0mm - 3mm ⚠ 4mm - 5mm

Check Brake Linings (measured in millimeters) - Left Rear Range:

✓ 6mm - 20mm ✗ 0mm - 3mm ⚠ 4mm - 5mm



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 m

Customer



Vehicle

2021 Ford Bronco Sport -
 CACTUS GRAY
 VIN
 3FMCR9D91 [REDACTED]
 Badlands: Sport Utility
 2.0L I4 4DR
 Turbocharged GAS FI:
 AWD: AT: Sport Utility
 16,038 Mi In / 16,038 Mi
 Out

RO#: 126934

Tag#: 6834

Location Type : CUSTOMER

Technician

Kyle Sorci - CAU1431

Services

1.	99P	Perform Multi Point Inspection Report Card	Customer Pay	\$0.00
----	-----	--	--------------	--------

99P -Perform Multi Point Inspection Report Card

Labor \$0.00

Technician

Kyle Sorci - CAU1431

1. Performed Multi Point Inspection Report Card

Total Labor
\$0.00

Total Parts
\$0.00

2.	MISC	Customer complains tried to start vehicle, heard a Very loud popping noise under the hood sounded like small explosion. and all the lights were flashing and engine was making a terrible knocking noise. also smelt a terrible smell, Tow truck driver tried to jump start the vehicle, to back out of her garage to put on the tow truck, battery was dead when arrived at dealership.	Customer Pay	\$0.00
----	------	--	--------------	--------

MISC -Miscellaneous

Labor \$0.00

Technician

Kyle Sorci - CAU1431

Total Labor
\$0.00

Total Parts
\$0.00

3.	loaner	LOANER VEHICLE	Warranty Pay	\$0.00
----	--------	----------------	--------------	--------

loaner -LOANER VEHICLE

Labor \$0.00

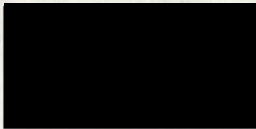
Technician

Kyle Sorci - CAU1431



+1(480) 420 - 1460
 sales@chapmanfordaz.co
 m

Customer



Vehicle

2021 Ford Bronco Sport -
 CACTUS GRAY
 VIN
 3FMCR9D91 [REDACTED]
 Badlands: Sport Utility
 2.0L L4 4DR
 Turbocharged GAS FI:
 AWD: AT: Sport Utility
 16,038 Mi In / 16,038 Mi
 Out

KU# : 120934

Tag# : 6834

Location Type : CUSTOMER

Technician

Kyle Sorci - CAU1431

Services

4. SBATTERY Replace Battery Customer Pay \$273.00

SBATTERY -Replace Battery Labor \$33.00

Technician

Kyle Sorci - CAU1431

Parts \$240.00

BEF 48H6A - BATTERY 1 - \$240.00

Total Labor
\$33.00

Total Parts
\$240.00

Additional Fees \$5.94

Additional Discount \$0.00

Tax \$19.79

Current Estimate \$298.73

Recommendations Estimate \$0.00

Current Estimate \$298.73

Approved Total \$0.00

Revised Estimate \$298.73

X
Customer Signature

Date

SA Notes

Jeromy Turner approved recommendations on behalf of Rachel Evans.

Mode Of Communication	Previous Estimate	Revised Estimate	Date and Time
Call	\$0.00	\$298.73	Thu Aug 3, 2023 at 07:11 AM

Note
replace Battery



3950 N, 89th St. Scottsdale AZ US 85251 chapmanfordaz.com

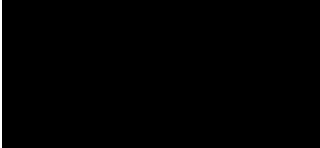
RO# : 126934 | Tag# : 6834

Check-in: Mon Jul 31, 2023 | 7:33 AM

Ready for Pickup: Wed Aug 9, 2023 | 12:28 PM

Promise Time: Sat Aug 5, 2023 | 5:00 PM

Customer



Billing-Customer

Same as Customer

Vehicle

2021 Ford Bronco Sport-
CACTUS GRAY

3FMCR9D9 [Redacted]

16,038 Mi In / 16,039 Mi
Out

In Service: 04/20/2021

Service Advisor

Jeremy Turner

1.	99P	Perform Multi Point Inspection Report Card	Warranty Pay	\$0.00
		1.Perform Multi Point Inspection Report Card		
		99P -Perform Multi Point Inspection Report Card	Labor	\$0.00
		1. Performed Multi Point Inspection Report Card		
2.	10654C, 10654C1, 10654C1BB	Customer complains tried to start vehicle, heard a Very loud popping noise under the hood sounded like small explosion. and all the lights were flashing and engine was making a terrible knocking noise. also smelt a terrible smell, Tow truck driver tried to jump start the vehicle, to back out of her garage to put on the tow truck, battery was dead when arrived at dealership.	Warranty Pay	\$0.00
		1.verified concern, vehicle no crank no start and no power, hooked up Jumper and then vehicle started, tested battery using rotunda tester and failed, but tested charging system with a load test and passes at 14.1 volts, need to replace battery and retest from there.		
		2.DTC 8Q0 R4H6-----ACES FD0DR		
		10654C -10654C	Labor	\$0.00
		1. see line 04 for battery replacement		
		2. Labor Ops---10654C: 0.20,		
		3. removed old battery and installed new one, hooked up FDRS and reset BMS and then cleared all DTCs, started and ran engine with AC on Max and tested charging system and charging at 14.1 volts.		
		4. Labor Ops---10654C1: 0.20, 10654C1BB: 0.10		
		Parts		
		BEF 48H6A - BATTERY 1		
		10654C1 -10654C1	Labor	\$0.00
		10654C1BB -10654C1BB	Labor	\$0.00





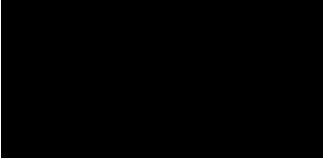
Customer Pay Invoice
\$0.00

3950 N, 89th St. Scottsdale AZ US 85251 chapmanfordaz.com

RO# : 126934 | Tag# : 6834

Check-in: Mon Jul 31, 2023 | 7:33 AM
Ready for Pickup: Wed Aug 9, 2023 | 12:28 PM
Promise Time: Sat Aug 5, 2023 | 5:00 PM

Customer



Vehicle

2021 Ford Bronco Sport-
CACTUS GRAY
3FMCR9D9 [REDACTED]
16,038 Mi In / 16,039 Mi
Out
In Service: 04/20/2021

Service Advisor

Jeromy Turner

3.	loaner	LOANER VEHICLE	Warranty Pay	\$0.00
1.customer still under 3/36 k warranty				
loaner -LOANER VEHICLE			Labor	\$0.00
1. customer had to use loaner for 8 days while we tried to figure out why her Batteries keep going dead.				

4.	SBATTERY	Replace Battery: Customer complains tried to start vehicle, heard a Very loud popping noise under the hood sounded like small explosion. and all the lights were flashing and engine was making a terrible knocking noise. also smelt a terrible smell, Tow truck driver tried to jump start the vehicle, to back out of her garage to put on the tow truck, battery was dead when arrived at dealership.	Warranty Pay	\$0.00
1.Battery Defective, Need to be replaced with new one.				
SBATTERY -Replace Battery			Labor	\$0.00
1. ASDASDASDASD				

		Labor	\$0.00
		Parts	\$0.00
		Sublet Labor	\$0.00
		Sublet Parts	\$0.00
		Fees	\$0.00
		Discounts	\$0.00
		Tax	\$0.00
		Deductible	\$0.00
		Insurance/Warranty	\$0.00
Original Estimate Mon Jul 31, 2023 7:33 AM			\$0.00
		Invoice Total	\$0.00





3950 N, 89th St. Scottsdale AZ US 85251 chapmanfordaz.com

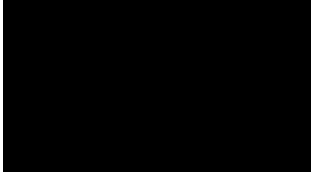
Customer Pay Invoice

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Customer



Vehicle

2021 Ford Bronco Sport-
CACTUS GRAY
3FMCR9D91 [REDACTED]
16,038 Mi In / 16,039 Mi
Out
In Service: 04/20/2021

Service Advisor

Jeremy Turner

SA Notes

Jeremy Turner approved recommendations on behalf of Rachel Evans.

Mode Of Communication	Previous Estimate	Revised Estimate	Date and Time
Call	\$0.00	\$298.73	Thu Aug 3, 2023 at 07:11 AM

Note
replace Battery

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE

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

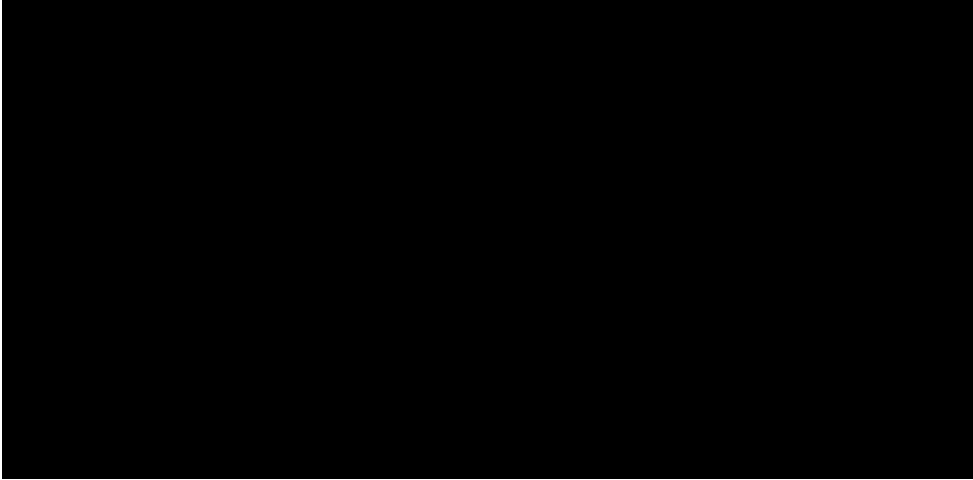
DISCLAIMER OF WARRANTIES

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

X
Customer Signature

Date





ALEX GILANIANS
A PROFESSIONAL LAW CORPORATION

Alex Gilanians, Esq.
alex@gilanians.com

100 W. Broadway, Suite 1060
Glendale, CA. 91210
Tel (818)548-1816 Fax (818)548-0049
www.gilanians.com

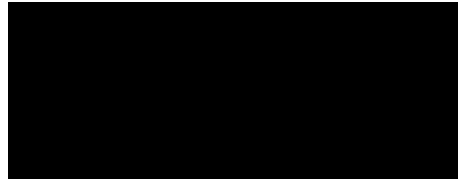
Joseph P. Pementall
jpp@gilanians.com

Connie Gutierrez, legal assistant
connie@gilanians.com

December 1, 2023

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

Re: Our client:
Vehicle:
VIN:
Subject:



Customer Care Agent:

We represent the above named client with respect to the above referenced vehicle purchased through an authorized dealer. This letter is to notify you that our client is demanding a buy back of her vehicle due to the numerous and continuous problems she has experienced with the vehicle since the purchase.

The California Lemon Law (Civ. Code, § 1793.22) protects the buyer of a new vehicle, like our client, when the vehicle is defective and cannot be repaired after a reasonable number of attempts. In such instances, the manufacturer is required to either replace or repurchase the vehicle, and she has elected to demand a repurchase.

Our client purchased her vehicle from an authorized dealer as a brand new vehicle with all warranties, and within the first few months of ownership began experiencing problems with the vehicle making it dangerous for the life and safety of the operator and passengers of the vehicle when in operation, especially while driving on a freeway. The vehicle was immediately taken to the service department with the complaints voiced to the service representative. Although assured that the problems had been resolved, our client has continued to experience the same and worse problems with the vehicle, which at this point qualify the vehicle for a buyback.

At this time, the subject vehicle leased by our client appears to have a serious defect that qualifies our client for relief under Civ. Code, § 1793.22 and therefore demands that the manufacturer buy back the vehicle and return all the monies paid, including incidental expenses to our client.

Customer Relationship Center
December 1, 2023
Page Two

To that end, demand is hereby made that our client be reimbursed the entire down payment, all the monthly payments, taxes and fees paid to date, including legal fees to date, in the amount of \$3,500, as was required to retain this office to oversee the buyback.

Enclosed please find a copy of the lease purchase agreement, the most current registration card and the vehicle repair work orders.

If you wish to discuss the above in person, feel free to reach out to the undersigned at your convenience.

Very truly yours,

Alex Gilanians

Alex Gilanians, Esq.
Alex Gilanians, A Prof Corp

DATE 10/30/23	TIME 8:57	CUST PAY	WARRANTY	INTERNAL	Please contact me by: <input type="checkbox"/> Text <input type="checkbox"/> Call <input type="checkbox"/> Either
NAME [REDACTED]					By marking the "text" box, you consent to receive text messages via automated technology from Galpin to any mobile phone number listed on this form. You acknowledge that we may use texting to notify you of your vehicle status, which may include service recommendations, requests for authorization to perform additional services or repairs, and other business purposes. Consent to receive text messages is not a condition to purchasing any product or service from Galpin. Message and data rates from your wireless carrier may apply. To stop receiving text messages, you may reply STOP to a Galpin text message at any time.
ADDRESS [REDACTED]					All parts are new unless specified otherwise.
CITY					I hereby authorize the estimated repairs to be performed along with the necessary labor, parts, and materials, and grant the dealer permission to operate the described vehicle on public thoroughfares for tests and inspection. I understand that due to the type of service requested, some repairs may be sublet. I have read and understand the information contained in this document, including the additional terms and conditions listed on the reverse side, and have received a copy.
HOME PHONE 19817399049					SIGNATURE [REDACTED]
MOBILE PHONE					
YEAR					ESTIMATE DOES NOT INCLUDE SALES TAX
MODEL Brunco Sport					
COLOR White					TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days [of the date shown above] if I choose not to authorize the services recommended. Cost of reassembling the vehicle \$ _____ This includes the cost of all parts and labor necessary to replace items that are normally destroyed by teardown of the vehicle or component, such as gaskets, seats, and O rings. (If you approve the teardown process and decline the recommended repairs, your vehicle may not be able to be restored to its former condition)
LICENSE NO					
MILEAGE 166491					<input type="checkbox"/> engine <input type="checkbox"/> transmission <input type="checkbox"/> other Customer Initials _____

SEE REVERSE SIDE FOR TERMS & CONDITIONS, AND LIMITED WARRANTY.

INSTRUCTIONS ON WORK TO BE DONE

TON

Driving on freeway and experienced vehicle stalled and loss of power no power recalls

Paper

Vehicle to remain 3 days for diagnosis and completion of recalls

*Sublet: If checked, this repair will be sublet. By signing above you authorize us to sublet the repair at an offsite facility. Upon request, we will disclose to you the name and location of the third party performing the sublet repair.



GALPIN

Automotive Center

15505 Roscoe Blvd., North Hills, CA 91343

7868 Orion St., Van Nuys, CA 91406

818-237-3273

818-922-3700

BAR #ARD 11206 EPA #CAD029453131

BAR #ARD41733 - BAR #RC4 1733 - EPA #CAL000290004

www.galpinford.com

Service Department Hours:

M-F: 7 a.m. to 7 p.m. Sat: 8 a.m. to 5 p.m.

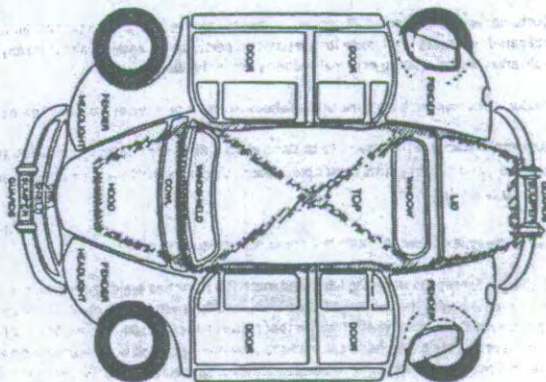
TO OUR CUSTOMERS

GALPIN CHARGES FOR REPAIR LABOR ARE NOT BASED ON ACTUAL MECHANICS' TIME SPENT ON THE JOB.

Rather, you are given a flat rate menu price which will be quoted to you and authorized by you in advance of the prescribed repair. If we discover that different or additional repairs are appropriate, you will be contacted for your advance approval. Our menu prices are computed internally by multiplying our retail hourly labor rate by a time factor allotted to the repair. This time factor and our menu prices are based on our evaluation of the complexity of the work required, our costs for doing business, and, of course, our desire to remain competitive.

We believe our menu pricing is advantageous to our customers because your price for a prescribed repair remains the same regardless of how long the repair actually takes to be completed.

PRIOR BODY DAMAGE



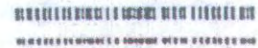
Notice to consumer: Please read important information on back

G-3000 FORD 6/19



Galpin Ford
 15505 Roscoe Blvd
 North Hills, CA 91343
 (818) 787-3800

Created 95173



Customer Copy

Receipt No. 737605

Amount **\$ 7,500.00**

Created by 95173

Voucher No A15191739

Receipt Date October 6 2021

Control No. 5257141

Company # 1

Pmt Method Cash-Sales Ford

7500.00

Stock Number **213005**

Received from -----

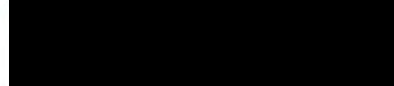


Type Normal Receipt
 GL Account 22300
 Drawer
 Deal No: 1514537

Accounting Date October 6 2021
 Period 10
 Posted to G/L Yes
 Deposited No

Comment DOWN PAYMENT/MICHAEL E/CASH

Account #	Description	Amount \$	Control#	Control2#	Description	1
1.1.10005	Cash Clearing-Sales	7500.00	26058	SALES		
1.1.22300	Customer Deposits	-7500.00	5257141	1514537		



Stock # 213005
Cust ID # 5257141
Deal # 1514537

LA 100 AF 1.126.0000

AGREEMENT TO FURNISH INSURANCE POLICY

(TO BE USED WITH SECURITY AGREEMENT ON SALE OF VEHICLE)

Date 10/05/2021

TO SELLER Galpin Motors inc

15505 Roscoe Blvd North Hills CA 91343

The undersigned Purchaser(s) agree(s) to furnish his/their own Insurance Policy, covering property which is the subject of a Security Agreement dated this 5th day of October, YR 21

The vehicle referred to herein is described as follows:

Year	Make	Model	Body	Vehicle Identification No.
<u>2021</u>	<u>Ford</u>	<u>Bronco Sport</u>	<u>Base</u>	<u>3FMCR9A67</u>

Such Insurance Policy must be delivered to the Seller within 10 days from the date hereof, and if Seller does not receive such Policy by the time stated, Seller may (but is not required to) procure insurance of the kind and type agreed to be furnished under the terms of the above mentioned Security Agreement.

Ins.Co. Alliance United Insurance Agent Alliance United Insurance

Po Box 260339 Northridge, Ca 91326 (866) 530-5500
ADDRESS OF AGENT - STREET CITY STATE ZIP AGENT'S PHONE NUMBER

Policy No. _____ Exp. Date 01/01/2022

Fire & Theft - Additional Coverage - \$ 1000.00 Deductible Comprehensive - \$ 1000.00 Deductible Collision

In the event I fail to furnish a valid insurance policy, or written evidence, from an insurance company for comprehensive and deductible collision insurance coverage, within the time specified from above date, I hereby agree to pay to Seller or its assignees any earned premium for any policy they may have to place for the above described vehicle in accordance with repayment procedures established under California Civil Code Section 2982.8.

I/we further agree to assume forthwith any and all responsibility for damage to the property referred to above or resulting from the use, maintenance or operation thereof, and agree to hold Seller free of any loss, claim, or liability resulting from any damage to said property or from the use, maintenance or operation thereof.

Loss Payee Ford Motor Credit Co

NOTICE TO BUYER: This Agreement does not authorize the ordering of Public Liability or Property Damage Insurance.

Any insurance ordered by the financial institution will cover loss of or damage to the above described vehicle only and will not include Public Liability or Property Damage Insurance.

"WARNING: IT IS YOUR RESPONSIBILITY UNDER CALIFORNIA LAW TO OBTAIN LIABILITY INSURANCE OR BE SUBJECT TO PENALTIES FOR VIOLATING SECTION 16020 OF THE VEHICLE CODE, WHICH MAY INCLUDE LOSS OF LICENSE OR A FINE. THE INSURANCE ACQUIRED BY THE LIENHOLDER DOES NOT PROVIDE LIABILITY COVERAGE AND DOES NOT SATISFY YOUR RESPONSIBILITY UNDER CALIFORNIA LAW."

[Redacted Signature]

[Redacted Signature]

CO-BUYER'S SIGNATURE

LAW FORM NO. LAWCA-228RS REV 6/13 ©2013 The Reynolds and Reynolds Company 10 ORDER: www.reynolds.com; 1-800-344-0996; fax 1-800-531-9255
The Printer makes no warranty, express or implied, as to content or fitness for purpose of this form. Consult your own legal counsel.

Pre-Contract Disclosure (Retail Installment Sale Contract)

Identification of Parties

Contract Date

Dealership

Dealer's Telephone

(848) 787 3800

Identification of Vehicle ("Vehicle")

Year

Make

Model

VIN

Optional Goods and Services

The following goods and services are NOT required as a condition to obtaining financing terms for the purchase of the Vehicle.

Optional Theft Deterrent Device(s):

(1)	N/A	\$	N/A
(2)	N/A	\$	N/A
(3)	N/A	\$	N/A

Optional Surface Protection Product(s):

(1)	N/A	\$	N/A
(2)	N/A	\$	N/A

Optional Service Contract(s):

(1)	N/A	\$	N/A
(2)	N/A	\$	N/A
(3)	N/A	\$	N/A
(4)	N/A	\$	N/A
(5)	N/A	\$	N/A

Optional Debt Cancellation Agreement(s): N/A \$ N/A

Optional Vehicle Contract Cancellation Option Agreement: \$ N/A

Optional Insurance Product: N/A \$ N/A

Total \$ N/A

Installment Payment EXCLUDING Listed Items: \$ 411.07

Installment Payment INCLUDING Listed Items: \$ 411.07

THE ABOVE INSTALLMENT PAYMENTS INCLUDE THE ITEMS DESCRIBED ABOVE, THE PRICE OF THE VEHICLE, GOVERNMENT FEES AND TAXES, FINANCE CHARGES, AND THE ADDITIONAL CHARGES SHOWN BELOW.

Other Goods, Services and Miscellaneous Charges

Cash Price of Additional Accessories	\$ N/A	Emissions Testing Charge	\$ N/A
Other (Nontaxable)	\$ N/A	Prior Credit or Lease Balance	\$ N/A
	\$ N/A	Other (to whom paid)	\$ N/A
EV Charging Station	\$ N/A	For: N/A	
Electronic Vehicle Registration or Transfer Charge	\$ 30.00	Other (to whom paid)	\$ N/A
Document Processing Charge	\$ 05.00	For: N/A	

By signing below, you acknowledge:

- All of the charges described above will be included in the retail installment sale contract accompanying the purchase of the Vehicle.
- This document was presented to you prior to signing the retail installment sale contract and you consent to including all the above charges in the retail installment sale contract.
- The goods and services are NOT required as a condition to obtaining financing terms for the purchase of the Vehicle.

Date 10/06/2021

Co-Buyer's Signature

LAW FORM NO. LAWCA-PCD 3/19 (Rev. 3/19)

© 2019 The Reynolds and Reynolds Company TO ORDER: www.reynolds.com; 1-800-344-0996; fax 1-800-531-9055

THE PRINTER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

STATE OF CALIFORNIA - DEPARTMENT OF MOTOR VEHICLES

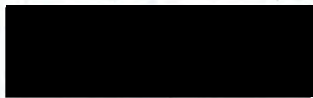
VALIDATED REGISTRATION CARD

TYPE VEHICLE USE AUTOMOBILE	REGISTRATION VALID FROM 10/05/2021 TO 10/08/2022	TYPE 11	LICENSE NUMBER 8YMM437	ENGINE NUMBER			
VEHICLE IDENTIFICATION NUMBER 3FMCR9A67	MAKE FORD	VLF CLASS JC	*YR 2021	YR MODEL 2021	TYPE VEH 110	DATE ISSUED 10/14/2021	
BODY TYPE MODEL UT	YEAR FIRST SOLD 2021	MP G	AXLE	WC	UNLADEN/G/CGW	TOTAL FEES PAID \$ 436.00	CC/ALCO 19
STICKER ISSUED U1456684	PRIOR HISTORY	PIC 4	DATE FEES RECEIVED 10/14/2021	OFFICE/TECH ID/SEQ V89J2 0002	MISC/EQ NO		

STICKER INSTRUCTIONS

- 1) CLEAN SURFACE - SCRAPE OFF ACCUMULATED STICKERS (WILL NOT STICK IF WET OR DIRTY).
- 2) PEEL STICKER FROM BACKING BY BENDING SHEET AT "PEEL HERE" LINE.
- 3) PLACE STICKER ON REAR PLATE AS SHOWN BELOW.

EXCEPT TRUCK TRACTORS AND COMMERCIAL VEHICLES WITH A DECLARED GROSS VEHICLE WEIGHT OF 10,000 LBS. OR MORE - MUST APPLY STICKER TO FRONT PLATE.



GLENDALE CA 91207
LIENHOLDER
FORD MOTOR CRDT CO LLC
PO BX 105704

ATLANTA GA 30348

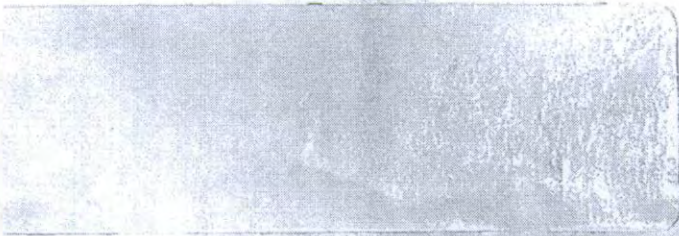
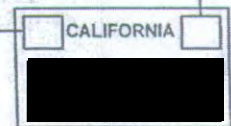


W 00000
R 00061
L 00202

A00 101421 11 8YMM437 394

YEAR:
In Top Right Corner

MONTH:
In Top Left Corner

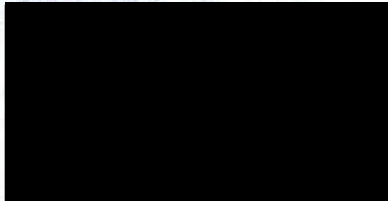


(Important Instructions on Reverse Side)

REGISTRATION CARD VALID FROM: 10/08/2022 TO: 10/08/2024

MAKE	YR MODEL	YR 1ST SOLD	VLF CLASS	TYPE VEH	TYPE LIC	LICENSE NUMBER
FORD	2021	2021	JC	120	11	[REDACTED]
BCDY TYPE MODEL	MP	MO	CC/ALCO	DT FEE RECVD	PIC	VEHICLE ID NUMBER
UT	G	EH	19	08/14/23	8	3FMCR9A67 [REDACTED]
TYPE VEHICLE USE	DATE ISSUED	STICKER ISSUED	PR EXP DATE			
AUTOMOBILE	08/14/23	[REDACTED]	10/08/2022			

REGISTERED OWNER



AMOUNT PAID
\$ 1353.00

AMOUNT RECVD

1353.00

CASH :
CHCK :
CRDT : 1353.00



LIENHOLDER

FORD MOTOR CRDT CO LLC
PO BX 105704

ATLANTA
GA

30348 [REDACTED]



GALPIN FORD QUALITY DELIVERY CHECKLIST

PORSCHE • FORD • LINCOLN • HONDA • MAZDA • VOLVO • JAGUAR
 VOLKSWAGEN • LOTUS • ASTON MARTIN • GALPIN AUTO SPORTS
 800-GO-GALPIN www.GALPINFORD.COM

Customer _____
 Address _____
 Vehicle Mo _____
 Phone: Co _____
 Email _____
 VIN VERI _____
 Lic Plate _____

Please call ahead for Service Reservations: 818-778-2172
 Reservation Hours: Monday - Friday 7 a.m. - 7 p.m.
 Saturday 8 a.m. to 5 p.m.

IMPORTANT FIRST SERVICE APPOINTMENT
 DATE _____ INITIALS _____

REGISTERED SYNCMYRIDE.COM/VHR/TDI ACTIVATION
 DATE _____ INITIALS _____

CUSTOMER CHECKLIST

<input checked="" type="checkbox"/> Full Tank of Gas	<input checked="" type="checkbox"/> Trunk/Hood Release	<input type="checkbox"/> Spare Tire/Jack	<input checked="" type="checkbox"/> N/A
<input checked="" type="checkbox"/> Radio/Clock-Set Time/Stations	<input checked="" type="checkbox"/> Emergency Fuel Shut Off	<input type="checkbox"/> Tire Repair System	<input checked="" type="checkbox"/> N/A
<input checked="" type="checkbox"/> Explanation of Nav/SYNC	<input type="checkbox"/> SIRIUS Explanation <input checked="" type="checkbox"/> N/A	<input type="checkbox"/> MYTouch	<input type="checkbox"/> N/A
<input checked="" type="checkbox"/> Capless Fuel Filter/ Gas Funnel Explanation <input type="checkbox"/> N/A	<input type="checkbox"/> Alarm/Sure Start Explanation, Brochure, Override button <input checked="" type="checkbox"/> N/A	<input type="checkbox"/> Childproof Locks	<input checked="" type="checkbox"/> N/A
<input checked="" type="checkbox"/> Introduction to Service Dept./ Service Reservation		<input type="checkbox"/> Warranty Book/Card Maintenance Schedule	

Would you be interested in attending one of our SYNCmyRide sessions?
 SYNC MYFordTouch YES NO

Is there anything that Galpin could do to make your experience more enjoyable?
 YES NO

On a scale of 1-5 (5 being Excellent), how satisfied are you with the overall preparation of your vehicle at delivery?
 1 2 3 4 5 Excellent

Suggestions/Comments: _____

ITEMS OR WORK PROMISED TO BE PERFORMED AT A LATER DATE

1. Vehicle sold and delivered!

2. _____

To best serve you, and to avoid any confusion or misunderstanding, all agreements must be in writing and signed by an authorized Galpin manager. No employee is authorized to make a verbal agreement. There are no items promised later that do not appear above. You agree to make arrangements for any later items within thirty (30) days from the delivery date, and to provide my own transportation while the work is performed.

NEW VEHICLES ONLY - CERTIFICATION OF DEALER'S DELIVERY AND PREPARATION OBLIGATIONS (Pursuant to California Vehicle Code § 3064)

If this is a new vehicle, dealer hereby certifies that it has fulfilled the delivery and preparation obligations specified by the franchisor (manufacturer). A copy of the delivery and preparation obligations, which includes the work and services that the dealer was required to perform in connection with those obligations, is provided upon delivery of the new vehicle and is located in the glove compartment. By signing below, you acknowledge receipt of this certification and understand that upon delivery, a copy of the delivery and preparation obligations is located in the glove compartment of your new vehicle. You understand that if this is a used vehicle, this certification is not applicable.

NUMBER OF ITEMS PROMISED 4

CUSTOMER _____ MANAGER _____

G117a-Ford rev 03/20 DISTRIBUTION: White - OFFICE Canary - CUSTOMER RELATIONS Pink - CUSTOMER

LAW 553-CA-ARB-e 7/16

RETAIL INSTALLMENT SALE CONTRACT - SIMPLE FINANCE CHARGE (WITH ARBITRATION PROVISION)

Dealer Number N/A Contract Number N/A R.O.S. Number N/A Stock Number N/A

Buyer Name and Address (Including County and Zip Code) 	Co-Buyer Name and Address (Including County and Zip Code) N/A	Seller-Creditor (Name and Address) GALPIN MOTORS INC 15505 ROSCOE BOULEVARD NORTH HILLS, CA 91343
---	---	--

You, the Buyer (and Co-Buyer, if any), may buy the vehicle below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on all pages of this contract. You agree to pay the Seller - Creditor (sometimes "we" or "us" in this contract) the Amount Financed and Finance Charge in U.S. funds according to the payment schedule below. We will figure your finance charge on a daily basis. The Truth-In-Lending Disclosures below are part of this contract.

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
New	2021	Ford Bronco Sport	18	3FMCR9A67	<input type="checkbox"/> Personal, family or household unless otherwise indicated below. <input type="checkbox"/> business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES				
ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of \$ 8,500.00 is \$ 38,097.04 (e)
3.90 %	\$ 3,218.23 (e)	\$ 26,308.81 (e)	\$ 29,597.04 (e)	\$ 38,097.04 (e)
(e) means an estimate				
YOUR PAYMENT SCHEDULE WILL BE:				
Number of Payments:	Amount of Payments:	When Payments Are Due:		
One Payment of	N/A	N/A		
One Payment of	N/A	N/A		
One Payment of	N/A	N/A		
72 Payments	\$ 411.07	Monthly beginning 11/19/2021		
N/A	N/A	N/A		
One final payment	N/A	N/A		
<p>Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.</p> <p>Prepayment. If you pay early, you may be charged a minimum finance charge.</p> <p>Security Interest. You are giving a security interest in the vehicle being purchased.</p> <p>Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, minimum finance charges, and security interest.</p>				

STATEMENT OF INSURANCE		
<p>NOTICE: No person is required as a condition of financing the purchase of a motor vehicle to purchase or negotiate any insurance through a particular insurance company, agent or broker. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.</p>		
Vehicle Insurance		
	Term	Premium
\$ N/A Ded. Comp., Fire & Theft	N/A Max.	\$ N/A
\$ N/A Ded. Collision	N/A Max.	\$ N/A
Bodily Injury \$ N/A Limits	N/A Max.	\$ N/A
Property Damage \$ N/A Limits	N/A Max.	\$ N/A
Medical N/A	N/A Max.	\$ N/A
N/A	N/A Max.	\$ N/A
Total Vehicle Insurance Premiums		\$ N/A
<p>UNLESS A CHARGE IS INCLUDED IN THIS AGREEMENT FOR PUBLIC LIABILITY OR PROPERTY DAMAGE INSURANCE, PAYMENT FOR SUCH COVERAGE IS NOT PROVIDED BY THIS AGREEMENT.</p> <p>You may buy the physical damage insurance this contract requires from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit.</p>		
		N/A

Agreement to Arbitrate: By signing below, you agree that, pursuant to the Arbitration Provision on page 7 of this contract, you or we may elect to resolve any dispute by neutral, binding arbitration and not by a court action. See the Arbitration Provision for additional information concerning the agreement to arbitrate.

N/A

Co-Buyer Signs X N/A

AUTO BROKER FEE DISCLOSURE

If this contract reflects the retail sale of a new motor vehicle, the sale is not subject to a fee received by an autobroker from us unless the following box is checked:

Name of autobroker receiving fee, if applicable: N/A



Galpin Ford Service

15505 Roscoe Blvd., North Hills, CA 91343

EPA # CAD029453131 • BAR # ARD11208

Open Mon-Fri 7am to 6pm • Saturday 8am to 5pm

Service 818.237.3273 • Service Reservations 844.287.7148 • Parts 818.778.2088 • Vehicle Sales 818.787.3800



A/R Number:		Invoice Number:
Customer Number:		Printed:
PO Number:		Copy Number: 1
Auth Number:		Date Opened: 04/20/2022
Service Writer: Tim Craft		Date Notified:
Terms & Conditions:		Date Delivered:
Type Of Sale:		By providing your electronic signature, you are confirming that you have read and accepted our Privacy Policies and acknowledge receipt and approval of the work, terms, and conditions described in your electronic repair invoice. If there was an increase in the original estimated price of parts or labor, you acknowledge notice and approval of that increase.
Year/Make/Model: 2021 Ford Bronco Sport	Stock Number:	Mileage In: 18390
Tag Number: PAPER 5358	Mileage Out:	18390

Customer Signature

Description	Quantity	List	Ext Total	Grand Total
1 Vehicle Concern				
BF- Customer States vehicle shaking and making a bumping type noise while driving (unknown as to where the noise is coming from)				
<u>1 -- Cause/Action to take</u>				
DUPLICATED CUSTOMER CONCER, USED CHASSIS EARS TO ISOLATE NOISE, FOUND NOISE COMING FROM LEFT REAR SHOCK. VERIFIED ALL FASTENERS TORQUED TO SPEC, NOISE STILL PRESENT NEED NEW LEFT REAR SHOCK				
<u>1 -- Correction Action Taken</u>				
PART ON ORDER, CUSTOMER TO RETURN WHEN PARTS ARRIVE				
Part Number	Failed	Description		
LX6Z18125AV		SHOCK ABSORBER ASY	0	
W7207105439		BOLT AND WASHER ASY HEX HEAD	0	
W7202385439		BOLT AND WASHER ASY HEX HEAD	0	
W5201025440		NUT FLANGED	0	
<u>Sub Total Parts</u>			93796	
2 Vehicle Concern				
22S21 RIGHT-HAND ENGINE OIL SEPARATOR INSPECTION				
<u>2 -- Cause/Action to take</u>				
..				
<u>2 -- Correction Action Taken</u>				
Vehicle passes inspection				
	93796			Warranty
3 Vehicle Concern				
Customer declined the following recommended service and repairs.***engine air filter and cabin air filter***				
<u>3 -- Cause/Action to take</u>				
Recommend: - ENGINE AIR FILTER - CABIN AIR FITLER - - -				
<u>3 -- Correction Action Taken</u>				
Customer declined all recommendations at this time.				
				0.00
4 Vehicle Concern				
Galpin Ford Service Department will check for any open Field Service Action Campaigns or Recalls.				
<u>4 -- Cause/Action to take</u>				
Check for recalls.				
<u>4 -- Correction Action Taken</u>				
Verified.				
				Warranty

Description	Quantity	List	Ext Total	Grand Total
5 Vehicle Concern				
Perform a tire pressure check/inflation service on your vehicle.				
<u>5 -- Cause/Action to take</u>				
Tire Pressure: Check.				
<u>5 -- Correction Action Taken</u>				
Performed a tire pressure check/inflation service on the operating tires of the vehicle. Front Left: <u>35</u> PSI Front Right: <u>35</u> PSI				
Rear Left: <u>35</u> PSI Rear Right: <u>35</u> PSI				
				Warranty
6 Vehicle Concern				
Perform courtesy Multi-Point Inspection (MPI)				
<u>6 -- Cause/Action to take</u>				
Multi-Point Inspection completed. See Attached Report Card.				
<u>6 -- Correction Action Taken</u>				
Technician performed courtesy Multi-point Inspection. See attachment				
				<u>0.00</u>
GALPIN CHARGES: FOR REPAIR LABOR ARE NOT BASED ON ACTUAL MECHANIC'S TIME SPENT ON THEN JOB. Rather, you are given a menu price which will be quoted to you and authorized by you in advance of the prescribed repair. If we discover that different or additional repairs are appropriate, you will be contacted for your advance approval of a revised quotation. Our menu prices are computed internally by multiplying our retail hourly labor rate by a time factor allotted to the repair. This time factor and our menu prices are based on our evaluation of the complexity of the work required, our costs for doing the business, and, of course, our desire to remain competitive. We believe our menu pricing is advantageous to our customers because your price for a prescribed repair remains the same regardless of how long the repair actually takes to be completed.				
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
SERVICE DEPARTMENT HOURS:				
MONDAY-FRIDAY: 7:00 A.M. TO 6:00 P.M.		"I acknowledge notice and oral approval of an increase in the original estimate price." Signature or initials		
SATURDAY: 8:00 A.M. TO 5:00 P.M.				
RESERVATIONS:: 844-287-7148		Notice to Consumer: Please read important information on back.		
SEE SERVICE SPECIALS @ WWW.GALPINSPECIALS.COM				

Notice to Consumer: Please read important information on back.

Galpin Ford/Lincoln Service Parts & Accessories Limited Warranty

The dealer (Galpin Ford, 15505 Roscoe Boulevard, North Hills, CA 91343) warrants that Ford parts and accessories found to be defective in factory-supplied material or workmanship will be repaired, replaced, or exchanged as follows:

Ford, Lincoln, Mercury Cars & Light Trucks:

- **Repairs prior to 10/1/2013:** 12 months/12,000 miles, whichever comes first from the part or accessory warranty start date.
- **Repairs on or after 10/1/2013:** 24 months/unlimited miles, from the part or accessory warranty start date.

650 and Higher Series Trucks:

- **Repairs prior to 10/1/2013:** 12 months/12,000 miles, whichever comes first from the part or accessory warranty start date.
- **Repairs on or after 10/1/2013:** 24 months/unlimited miles, from the part or accessory warranty start date.

The Warranty Start Date for Parts that are:

- **Dealer-installed:** The date of installation.
- **Sold Over-the-Counter:**
 - *To a retail purchaser:* The date of sale.
 - *To a fleet, general installer or wholesaler:* The date the part or accessory is installed (could be later than the date of sale).

The purchaser must return the defective part or accessory to the dealer's place of business during regular business hours for repair or replacement. The purchaser must present the original counter sale receipt or repair order for a dealer-installed part or accessory in order to validate the date and mileage on the vehicle at the date of sale or installation of the original part or accessory. If the purchaser is traveling or has moved to a different locality, any authorized Ford Motor Company dealer will fulfill this warranty.

THIS WARRANTY DOES NOT COVER PARTS AND ACCESSORIES THAT FAIL DUE TO ABUSE, MISUSE, NEGLIGENCE, ALTERATION, ACCIDENT, RACING, OR THE USE OF NONFORD PARTS, OR PARTS AND ACCESSORIES INSTALLED IN VEHICLES OTHER THAN THOSE LISTED IN THE COVERAGE STATEMENT INCLUDING OTHER FORD MOTOR COMPANY BRANDS, OR PARTS WHICH ARE REPLACED AS A PART OF NORMAL MAINTENANCE.

THERE IS NO OTHER EXPRESS WARRANTY OF FORD MOTOR COMPANY-SUPPLIED REPLACEMENT PARTS AND ACCESSORIES.

Galpin Ford disclaims any responsibility for loss of time, use of the part(s) or the vehicle involved, transportation, or any other incidental or consequential damages. ANY IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE,

ARE LIMITED TO THE DURATION AND TERMS OF THIS WRITTEN WARRANTY. The above limitations or exclusions may not apply, because some states do not allow limitations on how long an implied warranty lasts, or they may not allow the exclusion or limitation of incidental or consequential damages. This warranty gives you specific legal rights, and you may also have other rights that vary from state to state. The following parts and accessories have different parts, labor, parts allowance, or time/mileage coverage than what is described above. Please see a parts or service manager for more information.

- Air Conditioning System
- Battery
- Bed Liner and Cargo Linger
- Belts and hoses
- Bumper-MasterGuard
- Cellular Phone
- Diesel Engines
- Emissions Control System
- Ford Remanufactured Engine and Transmission Assemblies
- Lift Supports
- Motorcraft Parts
- Sheet Metal
- Shock absorbers and struts
- Spark plug wiring set
- Tires (tires are warranted by the tire manufacturer; see the manufacturer warranty brochure for details)
- Walker exhaust SDS System
- Wiper blades

⚠ WARNING: Operating, servicing and maintaining a passenger vehicle or off-highway motor vehicle can expose you to chemicals including engine exhaust, carbon monoxide, phthalates, and lead, which are known to the state of California to cause cancer and birth defects or other reproductive harm. To minimize exposure, avoid breathing exhaust, do not idle the engine except as necessary, service your vehicle in a well-ventilated area and wear gloves or wash your hands frequently when servicing your vehicle. For more information go to www.P65Warnings.ca.gov/passenger-vehicle.

NOTICE TO CONSUMER

A buyer of this product in California has the right to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been out of the buyer's hands for warranty repairs. If a defect exists within the warranty period, the warranty will not expire until the defect has been fixed. The warranty period will also be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer, or if the warranty repairs did not remedy the defect and the buyer notifies the manufacturer or seller of the failure of the repairs within 60 days after they were completed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement or a refund subject, in either case, to deduction of a reasonable charge for usage. This time extension does not affect the protections or remedies the buyer has under other laws.

1. Customer is hereby notified that the said property is not insured or protected to the amount of the actual cash value thereof, or otherwise against loss occasioned by theft, fire or vandalism while the property remains with the dealer.
2. Customer agrees to remove all personal property from vehicle, agrees that dealer is not obligated to inspect the vehicle for personal property, and releases dealer from any liability or obligation with respect to personal property left in the vehicle.
3. Dealer is not responsible for the unavailability of goods or services from third parties.
4. Customer authorizes the repairs to be done along with the necessary labor, parts, and materials, and hereby grants dealer permission to operate the vehicle on public thoroughfares for tests and inspection.
5. Due to the type of service requested, some repairs must be sublet.
6. All charges for repairs including labor and materials furnished are due and payable simultaneously with the delivery of the within described vehicle or prior delivery upon the expiration of three (3) days after notice that repairs have been completed. Such notice may be given (1) orally, via a telephone call made to a number provided by the customer on the reverse side of this form, (2) via written notification to the address provided by the customer on the reverse side of this form, or (3) electronically, via voice message, text message, or email, made to a telephone number or email address provided by the customer on the reverse side of this form. Notice shall be deemed to have been given upon transmission
7. of the electronic message or phone call, and, if mailed, upon deposit into the United States mail.
7. If the vehicle described herein is not called for within three (3) days after such notice is given, a storage charge of \$50.00 per day will be made for each day thereafter.
8. Dealer is authorized to deliver the vehicle described herein, or any of its contents, to any person presenting this receipt.
9. In addition to any and all other remedies available, customer authorizes dealer to have a lien on the vehicle described herein for all charges for repairs including labor and parts, storage and/or towing, and to enforce such lien. Said Dealer is hereby expressly authorized to sell said vehicle at public auction after giving a twenty (20) day written notice by certified mail to the legal owner, registered owner, and Department of Motor Vehicles of intent to do so. On the sale date, the vehicle shall be sold to highest cash bidder and the proceeds of sale must be used first to satisfy the lien plus storage costs and costs incident to sale, and the balance shall be forwarded to the Department of Motor Vehicles.
10. Any expenses incurred during the process of a lien sale, including reasonable attorney's fees, which may be necessarily incurred, will also be paid by the customer. If any charges described herein remain unpaid for thirty (30) days after such request for payment, dealer may refer such charges to its attorneys for collection and the customer will pay reasonable attorney's fees.



Galpin Ford Service

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EPA# CAD029453131 • BAR# ARD11208

Open Mon-Fri 7am to 6pm • Saturday 8am to 5pm

Service 818.237.3273 • Service Reservations 844.287.7148 • Parts 818.778.2088 • Vehicle Sales 818.787.3800



A/R Number:		Invoice Number
Customer Number: [REDACTED]		264680
PO Number:		Printed: OCT 30 23
Auth Number:		Copy # 2
Service Writer: Tim Craft		Date Opened: 04/28/22
Terms & Conditions:		Date Notified: 04/28/22
Type of Sale: Retail		Date Delivered: 04/28/22
Customer Signature		
Stock Number: 213005	Mileage In: 19075	
Tag Number: PAPER 5881	Mileage Out: 19081	

Original Estl.	Original Est. Date	Incr. Amt	New Amt	Date	Time	Person Cont.	How Cont.	Phone	Cont. By
\$	04/28/22								

Description	Qty Ord	Qty Del	Price	Ext Total	Grand Total
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1. Vehicle Concern					
BF- Customer States noise coming from rear. SOP in stock.					
1 - Cause/Action to Take					
5 - CC-30, 18125					
1 - Correction/Action Taken					
Performed road test to verify concern and found noise from rear end, from the left specifically. Installed chassis EARs and performed second road test to find left rear shock making noise. Removed and replaced left rear shock. Performed post road test to verify repair, pass.					
Part Number		Description			
LX6Z18125AV		SHOCK ABSORBER ASY	93796		0.00
	1		1		
<u>Sub Total Parts</u>					<u>Warranty</u>
SubTotal Job # 1					Warranty

2. Vehicle Concern					
Galpin Ford Service Department will check for any open Field Service Action Campaigns or Recalls.					
1 - Cause/Action to Take					
OPENRECALLS - Check for recalls.					
1 - Correction/Action Taken					
Verified.					
			999		0.00
<u>Sub Total Parts</u>					<u>Warranty</u>
SubTotal Job # 2					Warranty

3. Vehicle Concern					
Perform a tire pressure check/inflation service on your vehicle.					
1 - Cause/Action to Take					
TPCHECK - Tire Pressure Check.					
1 - Correction/Action Taken					
Performed a tire pressure check/inflation service on the operating tires of the vehicle.					
Front Left:	38 PSI	Front Right:	38 PSI		
Rear Left:	38 PSI	Rear Right:	38 PSI		
			999		0.00
<u>Sub Total Parts</u>					<u>Warranty</u>
SubTotal Job # 3					Warranty



Notice to Consumer: Please read Important Information on back.



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Service 818.237.3273 • Service Reservations 844.287.7148 • Parts 818.778.2088 • Vehicle Sales 818.787.3800



A/R Number:		Invoice Number
Customer Number: [REDACTED]		264680
PO Number:		Printed: OCT 30 23
Auth Number:		Copy # 2
Service Writer: Tim Craft		Date Opened: 04/28/22
Terms & Conditions:		Date Notified: 04/28/22
Type of Sale: Retail		Date Delivered: 04/28/22
Customer Signature		
Stock Number: 213005	Mileage In: 19075	
Tag Number: PAPER 5881	Mileage Out: 19081	

Original Estl.	Original Est. Date	Incr. Amt	New Amt	Date	Time	Person Cont.	How Cont.	Phone	Cont. By
\$	04/28/22								

Description	QtyOrd	Qty Del	Price	Ext Total	Grand Total
4. Vehicle Concern					
Perform courtesy Multi-Point Inspection (MPI)					
1 - Cause/Action to Take					
Q99PX - Multi-Point Inspection completed. See Attached Report Card.					
1 - Correction/Action Taken					
Technician performed courtesy Multi-point Inspection. See attachment					
					0.00
Sub Total Parts					0.00
SubTotal Job # 4					0.00

<p>GALPIN CHARGES FOR REPAIR LABOR ARE NOT BASED ON ACTUAL MECHANIC'S TIME SPENT ON THE JOB. Rather, you are given a menu price which will be quoted to you and authorized by you in advance of the prescribed repair. If we discover that different or additional repairs are appropriate, you will be contacted for your advance approval of a revised quotation. Our menu prices are computed internally by multiplying our retail hourly labor rate by a time factor allotted to the repair. This time factor and our menu prices are based on our evaluation of the complexity of the work required, our costs for doing business, and, of course, our desire to remain competitive.</p> <p>We believe our menu pricing is advantageous to our customers because your price for a prescribed repair remains the same regardless of how long the repair actually takes to be completed.</p>	<p>Total Labor 0.00</p> <p>Total Parts 0.00</p> <p>Total Sublet 0.00</p> <p>Misc. Chrgs 0.00</p> <p>Car Rental 0.00</p> <p>Freight 0.00</p> <p>Deductible 0.00</p> <p>Special Tax 0.00</p> <p>Haz. Mat. Chrg 0.00</p> <p>Sales Tax 0.00</p> <p>DEPOSIT 0.00</p>
	<p>AMOUNT DUE 0.00</p>

SERVICE DEPARTMENT HOURS:
MONDAY - FRIDAY: 7:00 A.M. TO 6:00 P.M.
SATURDAY: 8:00 A.M. TO 5:00 P.M.

RESERVATIONS: 844-287-7148

SEE SERVICE SPECIALS @ WWW.GALPINSPECIALS.COM

All parts are new unless otherwise specified.
 I acknowledge notice and oral approval of an increase in the original estimated price.
 Signature or Initials _____



Notice to Consumer: Please read important information on back.



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EPA# CAD029453131 • BAR# ARD11208

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Service 818.237.3273 • Service Reservations 844.287.7148 • Parts 818.778.2088 • Vehicle Sales 818.787.3800



	A/R Number:		Invoice Number	266301
	Customer Number:		Printed:	OCT 30 23
	PO Number:		Copy #	2
	Auth Number:		Date Opened:	05/16/22
	Service Writer:	Tim Craft	Date Notified:	06/07/22
	Terms & Conditions:		Date Delivered:	
Type of Sale:	Retail	Customer Signature		
Stock Number:	213005	Mileage In:	20957	
Tag Number:	GREEN 102	Mileage Out:	21012	

Original Est.	Original Est. Date	Incr. Amt	New Amt	Date	Time	Person Cont.	How Cont.	Phone	Cont. By
\$	05/16/22								

Description	QtyOrd	Qty Del	Price	Ext Total	Grand Total
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1. Vehicle Concern

TR- Customer States shake and vibration when backing out of a driveway and turning; felt in the rear of vehicle

1 - Cause/Action to Take

6 - Performed road test of vehicle and was able to duplicate customer concern. Performed vehicle inspection and checked the engine bay and found that the engine motor mount and transmission upper mount were worn out. after replacing parts, still vibron at reverse,, pinpoint test found rear axle assy. shutter while turning leaf and right.and reverse. clutch diff. worn out.

1 - Correction/Action Taken

installed upper transmission mount and engine mount road test multiple times up to 35 miles and replace rear axle assy. retest ok. roadtest 20 mile sno chattered.

Part Number	Description	QtyOrd	Qty Del
LX6Z6068M	HOUSING TRANSMISSION EXTENSI	1	1
LX6Z6038B	BRACKET ENGINE FRONT SUPPORT	1	1
W720206S439	SCREW AND WASHER ASY	4	4
W717958S439	STUD	3	3
W520214S440	NUT	3	3
W720849S439	SCREW AND WASHER ASY	2	2

95260 0.00

Sub Total Parts SubTotal Job # 1 Warranty Warranty

2. Vehicle Concern

Galpin Ford Service Department will check for any open Field Service Action Campaigns or Recalls.

1 - Cause/Action to Take

OPENRECALLS - Check for recalls.

1 - Correction/Action Taken

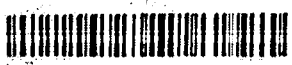
Verified.

999 0.00

Sub Total Parts SubTotal Job # 2 Warranty Warranty

3. Vehicle Concern

Perform a tire pressure check/inflation service on your vehicle.



Notice to Consumer: Please read important information on back.



Galpin Ford Service

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EPA# CAD029453131 • BAR# ARD11208

Open Mon-Fri 7am to 6pm • Saturday 8am to 5pm

Service 818.237.3273 • Service Reservations 844.287.7148 • Parts 818.778.2088 • Vehicle Sales 818.787.3800



Stock Number: 213005 Mileage In: 20957 Tag Number: GREEN 102 Mileage Out: 21012		A/R Number:	Invoice Number: 266301
		Customer Number:	Printed: OCT 30 23
		PO Number:	Copy # 2
		Auth Number:	Date Opened: 05/16/22
		Service Writer: Tim Craft	Date Notified: 06/07/22
Terms & Conditions:	Date Delivered:		
Type of Sale: Retail	Customer Signature		

Original Esti.	Original Est. Date	Incr. Amt	New Amt	Date	Time	Person Cont.	How Cont.	Phone	Cont. By
\$	05/16/22								

Description	QtyOrd	Qty Del	Price	Ext Total	Grand Total
1 - Cause/Action to Take TPCHECK - Tire Pressure Check. 1 - Correction/Action Taken Performed a tire pressure check/inflation service on the operating tires of the vehicle. Front Left: <u> 33 </u> PSI Front Right: <u> 33 </u> PSI Rear Left: <u> 33 </u> PSI Rear Right: <u> 33 </u> PSI Sub Total Parts SubTotal Job # 3		95014			0.00
4. Vehicle Concern Perform courtesy Multi-Point Inspection (MPI) 1 - Cause/Action to Take Q99PX - Multi-Point Inspection completed. See Attached Report Card. 1 - Correction/Action Taken Technician performed courtesy Multi-point Inspection. See attachment Sub Total Parts SubTotal Job # 4		95014			0.00 0.00 0.00
5. Vehicle Concern Customer Issued Rental Vehicle For Warranty: P99-Ford will pay up to 4 Days for qualifying repairs 1 - Cause/Action to Take WRENTAL - Warranty Rental Vehicle 1 - Correction/Action Taken Rental Vehicle Issued To Customer Sub Total Parts SubTotal Job # 5					0.00 Warranty Warranty
6. Vehicle Concern Customer declined the following recommended service and repairs. 1 - Cause/Action to Take DECL - Recommend: - engine air filter					



Notice to Consumer: Please read important information on back.

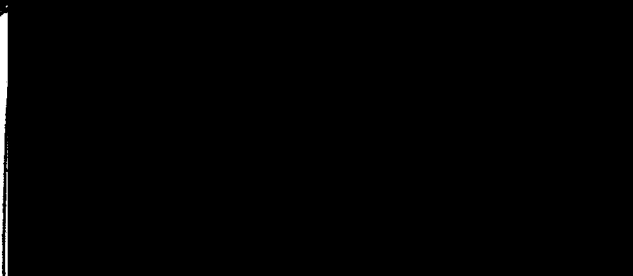


Galpin Ford Service

15505 Roscoe Blvd., North Hills, CA 91343
EPA# CAD029453131 • BAR# ARD11208
Open Mon-Fri 7am to 6pm • Saturday 8am to 5pm



Service 818.237.3273 • Service Reservations 844.287.7148 • Parts 818.778.2088 • Vehicle Sales 818.787.3800



A/R Number:	
Customer Number:	
PO Number:	
Auth Number:	
Service Writer:	Tim Craft
Terms & Conditions:	
Type of Sale:	Retail
Customer Signature	

Invoice Number	266301
Printed:	OCT 30 23
Copy #	2
Date Opened:	05/16/22
Date Notified:	06/07/22
Date Delivered:	

Stock Number:	213005	Mileage In:	20957
Tag Number:	GREEN 102	Mileage Out:	21012

Original Estl.	Original Est. Date	Incr. Amt	New Amt	Date	Time	Person Cont.	How Cont.	Phone	Cont. By
S	05/16/22								

Description	QtyOrd	Qty Del	Price	Ext Total	Grand Total
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1 - Correction/Action Taken

Customer declined all recommendations at this time.

Sub Total Parts
SubTotal Job # 6

0.00
0.00
0.00

7. Vehicle Concern

dealership initiated add -on line approved by management/foreman for the following repair/condition.....vibration continued after reair on line 1

1 - Cause/Action to Take

ADD - VERIFY CUSTOMER CONCERN, ROADTEST FOUND REAR DIFF SHUDDER WHEN YOU TURN LEFT AND RIGHT , MORE AT REVERSE...

1 - Correction/Action Taken

R/R BOTH DRIVE AXLE . R/R BOTH REAR BRAKE CALIPER AND HUB. R/R CENTER DRIVE SHAFT. RR/R REAR DIFF AND REPLACE DIFFERENTIAL ASSY. AND RETEST OK. ROADTEST 20 MIOLES NO SHUDDER OR VIBRATION.

Part Number	Description
K2GZ4000AG	AXLE ASY REAR

95260 ...

1 1

Sub Total Parts
SubTotal Job # 7

0.00
Warranty
Warranty

8. Vehicle Concern

Customer States RENTAL

1 - Cause/Action to Take

RENTAL

1 - Correction/Action Taken

RENTAL

Sub Total Parts

0.00
Warranty

Miscellaneous Charges and Deductions

SubTotal Job # 8

Warranty



Notice to Consumer: Please read important information on back.



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Service 818.237.3273 • Service Reservations 844.287.7148 • Parts 818.778.2088 • Vehicle Sales 818.787.3800

	A/R Number:	Invoice Number
	Customer Number:	266301
	PO Number:	Printed: OCT 30 23
	Auth Number:	Copy # 2
	Service Writer: Tim Craft	Date Opened: 05/16/22
	Terms & Conditions:	Date Notified: 06/07/22
Type of Sale: Retail	Date Delivered:	
Customer Signature		
Stock Number: 213005	Mileage In: 20957	
Tag Number: GREEN 102	Mileage Out: 21012	

Original Esti.	Original Est. Date	Incr. Amt	New Amt	Date	Time	Person Cont.	How Cont.	Phone	Cont. By
\$	05/16/22								

Description	QtyOrd	Qty Del	Price	Ext Total	Grand Total

<p>GALPIN CHARGES FOR REPAIR LABOR ARE NOT BASED ON ACTUAL MECHANIC'S TIME SPENT ON THE JOB. Rather, you are given a menu price which will be quoted to you and authorized by you in advance of the prescribed repair. If we discover that different or additional repairs are appropriate, you will be contacted for your advance approval of a revised quotation. Our menu prices are computed internally by multiplying our retail hourly labor rate by a time factor allotted to the repair. This time factor and our menu prices are based on our evaluation of the complexity of the work required, our costs for doing business, and, of course, our desire to remain competitive. We believe our menu pricing is advantageous to our customers because your price for a prescribed repair remains the same regardless of how long the repair actually takes to be completed.</p>	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
DEPOSIT	0.00	
AMOUNT DUE		0.00

SERVICE DEPARTMENT HOURS:
MONDAY - FRIDAY: 7:00 A.M. TO 6:00 P.M.
SATURDAY: 8:00 A.M. TO 5:00 P.M.

RESERVATIONS: 844-287-7148

SEE SERVICE SPECIALS @ WWW.GALPINSPECIALS.COM

All parts are new unless otherwise specified.
 I acknowledge notice and oral approval of an increase in the original estimated price.
 Signature or Initials _____



Notice to Consumer: Please read important information on back.

50250009372978
\$2.070
US POSTAGE
FIRST-CLASS
FROM 91210
12/01/2023
stamps.
endicia

b6

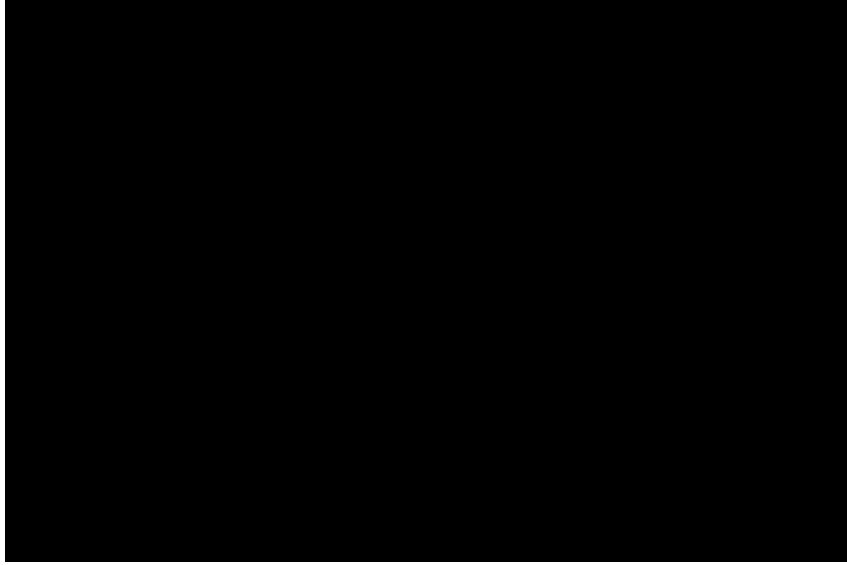
Alex Gilanians A Professional Corporation
100 W Broadway, Suite 1060
Glendale, CA 91210

FORD MOTOR COMPANY

DEC 18 REC'D

OFFICE OF THE GENERAL
COUNSEL

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





LEMON LAW EXPERTS

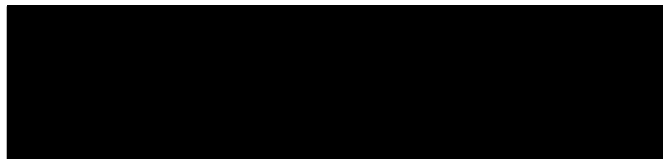
May 30, 2023

**** PLEASE RESPOND VIA EMAIL TO CONTACT@NOLEMON.COM ****

SENT VIA U.S. MAIL ONLY

**FMC Consumer Claims
Ford Motor Company**
One American Road, Suite 400
Dearborn, MI 48126

Re:



Notice of Representation by Counsel

Dear Sir or Madam:

Please be advised that our office has been retained to represent [REDACTED] with regard to claims against Ford Motor Company pursuant to the Song-Beverly Consumer Warranty Act, California *Civil Code* § 1790, *et. seq.*, (“California Lemon Law”) and/or the Federal Magnuson-Moss Warranty Act, 15 U.S.C. 2310, with regard to the above-referenced vehicle.

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

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

Our client hereby requests that you comply with California *Civil Code* § 1793.2(d)(2) and seeks relief for numerous defects, non-conformities, and unsuccessful repair attempts with regard to the subject vehicle. These defects and non-conformities include, but are not limited to the following:

1. Defective braking system;
2. Defective ignition system; and
3. Any additional complaints made by our client, whether or not they are contained in your company’s records or on any repair orders.

800 PARKVIEW DR N, EL SEGUNDO, CA 90245
TELEPHONE (310) 442-1410 • FACSIMILE (877) 566-8828
EMAIL: CONTACT@NOLEMON.COM • WWW.NOLEMON.COM

CONSUMER LAW EXPERTS, PC

Ford Motor Company

Re: Claudia I Menjivar v. Ford Motor Company

May 30, 2023

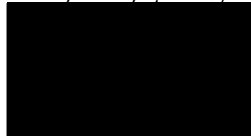
Page 2

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

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

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

Very truly yours,



JESSICA ANVAR

**** PLEASE RESPOND VIA EMAIL TO CONTACT@NOLEMON.COM ****

CONSUMER LAW EXPERTS, PC

Ford Motor Company

Re: [REDACTED]

May 30, 2023

Page 3

NOTICE OF LIEN

Re: [REDACTED]

TO ALL PARTIES AND THEIR ATTORNEYS OF RECORD:

PLEASE TAKE NOTICE that Consumer Law Experts, PC gives notice of a contractual lien for attorney's fees against ANY recovery in the above-referenced matter by Plaintiff, [REDACTED] Pursuant to California law, this lien is a priority lien.

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

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

Very truly yours,

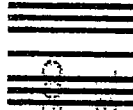
[REDACTED]

JESSICA ANVAR

062S0013366676



\$0.600
US POSTAGE
FIRST-CLASS
FROM 90045
MAY 30 2023
stamps
endicia

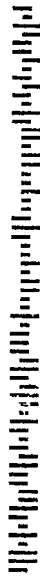


LOS ANGELES CA 90045
30 MAY 2023 PM 13

FORD MOTOR COMPANY

JUN 05 REC'D

OFFICE OF THE GENERAL
COUNSEL

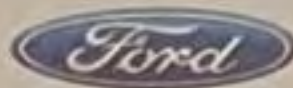


FMC CONSUMER CLAIMS
FORD MOTOR COMPANY
1 AMERICAN RD STE 400
DEARBORN MI 48126-2701

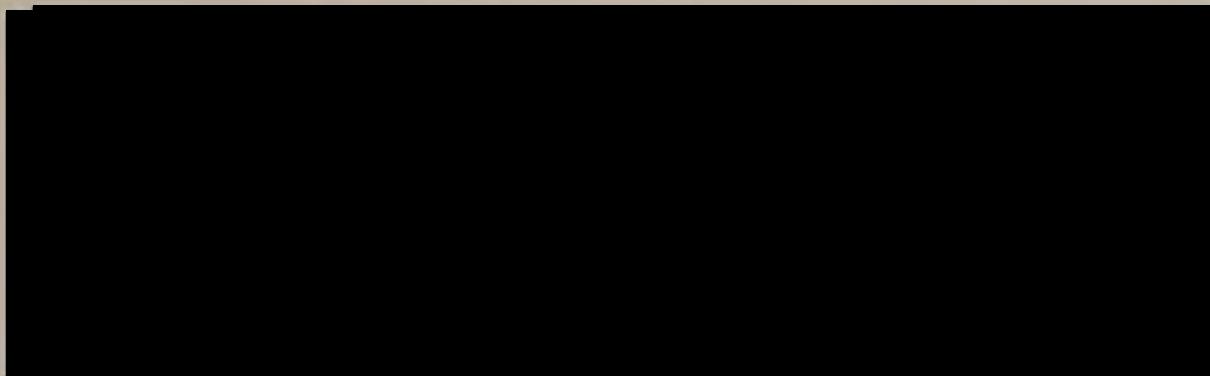


LEMON LAW EXPERTS

800 Parkview Dr N
El Segundo, CA 90245
www.nolemon.com



Ford Motor Company
Ford Customer Service Division
P. O. Box 1904
Dearborn, Michigan 48121-1904

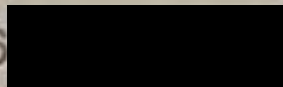


February 2023

***** IMPORTANT SAFETY RECALL *****

Safety Recall Notice 22S73 / NHTSA Recall 22V859

2021 Bronco Sport

Your Vehicle Identification Number (VIN): 3FMCR9A66 

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in your vehicle, with the VIN shown above.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

What is the issue?

On your vehicle there is a possibility that a fuel injector may crack, which may result in fuel accumulating on the top of the engine.

1 of 8
VI30977/428721/3873

© Copyright 2023 Ford Motor Company

VEHICLE SALE NOTIFICATION FOR 22S73

If you no longer own this vehicle and do not know the current owner, no further action is required.

I no longer own this vehicle. Vehicle has been sold/transferred to:

Name

Address Number

Street

City

State

Zip

CUSTOMER # : [REDACTED]

631762

INVOICE

PAGE 1

SERVICE ADVISOR: [REDACTED]

B.A.R. RE

99786

LICEN

COLOR	YEAR	MAKE/MODEL	VIN	LICEN
ICONIC-SIL	21	FORD Bronco Sport	3FMCR9A66 [REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PU NO.
28MAR21 DD			18:00 03OCT22	
R.O. OPENED	READY	OPTIONS: STK:N21142 DLR:019 ENG:.1.5L_ECOBOOST_ENGIN TR		
08:30 03OCT22	16:38 03OCT22			

LINE OPCODE TECH TYPE HOURS

A FRONT BRAKE PAD REPLACEMENT

CAUSE: recall 21c31

21C31B RECALL 21C31

997665 W

1 NZ6Z*2001*A KIT - BRAKE LINING

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

997665

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00

replaced front brake pads,, test drive ok

3 QCM MAINTANCE - - - PREM MAINT

CAUSE: .

MBASIC BASIC MAINTENANCE SERVICE - K

AVR Number: [Redacted]
 Customer Number: [Redacted]
 PO Number:
 Auth Number:
 Service Writer: Michelle Goertz
 Terms & Conditions:
 Type of Sale: Retail
 Invoice Number: **293832**
 Printed: MAR 18 23
 Copy # 1
 Date Opened: 03/17/23
 Date Notified: 03/18/23
 Date Delivered:

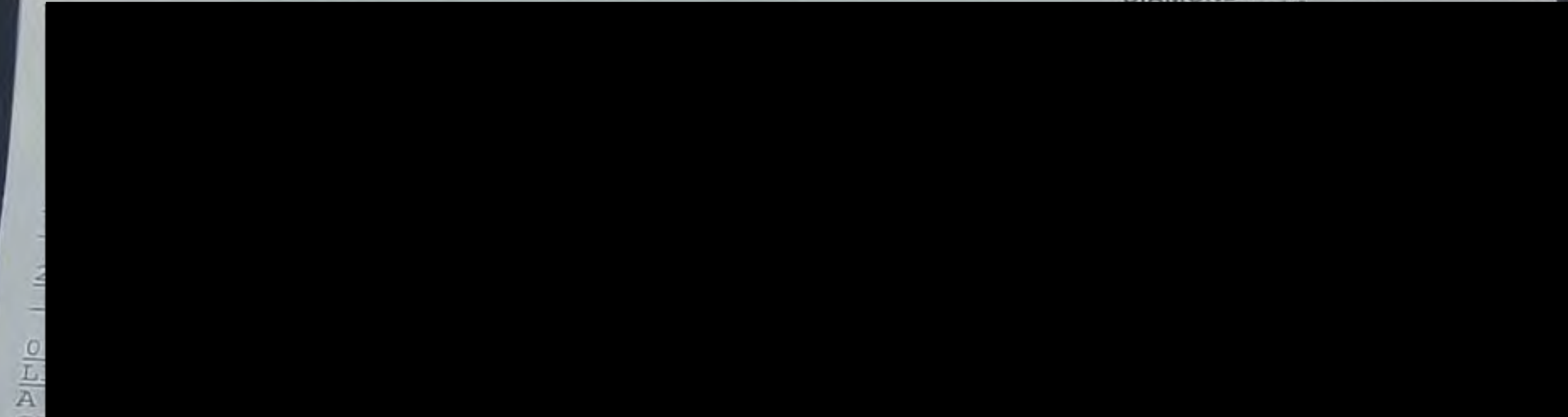
Stock Number:
 Tag Number: **PAPER 150**
 Mileage In: 28024
 Mileage Out: 28024

Original Estl.	Original Est. Date	Incr. Amt	New Amt
\$	03/17/23		

Date	Time	Person Cont.	How Cont.	Phone	Cont. By

Description

Description	QtyOrd	Qty Del	Price	Ext Total	Grand Total
<p>1. Vehicle Concern Vehicle received from tow truck operator. 1 - Cause/Action to Take TOW - TOW IN 1 - Correction/Action Taken The vehicle was towed in to the facility Part Number Description BAGM48H6760 BATTERY</p>		1	1		0.00
<p>Sub Total Parts SubTotal Job # 1</p>					Warranty Warranty
<p>2. Vehicle Concern Customer states she heard an audible "pop" noise and the instrument display went black and vehicle died. Vehicle had to be jump started and instrument display fluctuates on and off. Please check and advise. 1 - Cause/Action to Take found battery failed 1 - Correction/Action Taken replace battery check charging system ok 14.08 volts ok</p>		90202			0.00
<p>Sub Total Parts SubTotal Job # 2</p>					Warranty Warranty
<p>3. Vehicle Concern Galpin Ford Service Department will check for any open Field Service Action Campaigns or Recalls. 1 - Cause/Action to Take OPENRECALLS - Check for recalls. 1 - Correction/Action Taken Verified.</p>		999			0.00
<p>Sub Total Parts SubTotal Job # 3</p>					Warranty Warranty
<p>4. Vehicle Concern Perform a tire pressure check/inflation service on your vehicle. 1 - Cause/Action to Take TPCHECK - Tire Pressure Check</p>					



CAUSE: MBASIC BASIC MAINTENANCE SERVICE - K (N/C)
 997289 WM
 1 FL*910S* ABE8Z6731AB KIT - ELEMENT & GASKET (N/C)
 - OIL F (N/C)
 6 XO*5W20*BSP A MOTORCRAFT SAE 5W-20 API GF-6A
 1 FA*1939* AJX6Z9601A ELEMENT ASY - AIR (N/C)
 CLEANER (N/C)
 1 FP*89* 20241110JX6Z19N619BA MULTIPLE (N/C)
 SUPERCESSIONS
 MBASIC1 ENGINE OIL AND OIL FILTER - REPLACE
 (6714/6731) - L (N/C)
 997289 WM
 MBASIC2 ENGINE AIR FILTER - REPLACE (9600/9601) - L (N/C)
 997289 WM
 MBASIC4 CABIN AIR FILTER - REPLACE (19N619) - L (N/C)
 997289 WM
 MULTI MULTI - - - (N/C)
 997289 WM

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

997289
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

LOF ROTATE AIR FILTER CABIN FILTER (MISSED LAST SERVICE) MULTI
 MBASIC 0.8
 MBASIC1 0.2
 MBASIC2 0.2
 MBASIC4 0.1
 MULTI 0.2

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By	Date & Time	Authorization Obtained By
\$	\$			<input type="checkbox"/> In Person Approval <input type="checkbox"/> Telephone <input type="checkbox"/> Text <input type="checkbox"/> Email/Fax (See Attached)
Revised Estimate				<input type="checkbox"/> In Person Approval <input type="checkbox"/> Telephone <input type="checkbox"/> Text <input type="checkbox"/> Email/Fax (See Attached)

Tire pressure check/inflation service was performed.
 RF _____ psi LF _____ psi RR _____ psi LR _____ psi Initials _____
 Customer declined tire pressure check/inflation service.

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.

DATE _____ CUSTOMER SIGNATURE _____

*HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.
 Some Parts Not Returnable

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE _____

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

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

642009

* INVOICE *

PAGE 1

B.A.R. REG.# ARD00299364 EPA# CAL00461226

SERVICE ADVISOR: 997861 JESSICA DES JARDIN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
ICONIC-SII	21	FORD Bronco Sport	3FMCR9A66		31223/31325	TP883
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
28MAR21 DD			18:00 22MAY23			DEPOSIT
R.O. OPENED	READY	OPTIONS: STK:N21142 DLR:01912				
08:52 22MAY23	12:25 23MAY23	ENG:.1.5L_ECOBOOST_ENGIN TRN:.8-SP				

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

A PCM PROGRAMMING AND DRAIN TUBE INSTALLATION
 CAUSE: .
 22S73B 22s73b
 997675 W
 1 NX6Z*8A507*A HOSE - WATER OUTLET (N/C)
 1 MISC OTHER (N/C)
 FC: PART#: COUNT: (N/C)
 CLAIM TYPE:
 AUTH CODE:
 997675

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
 install tube and reprogram pcm per recall 22s73b 1.0

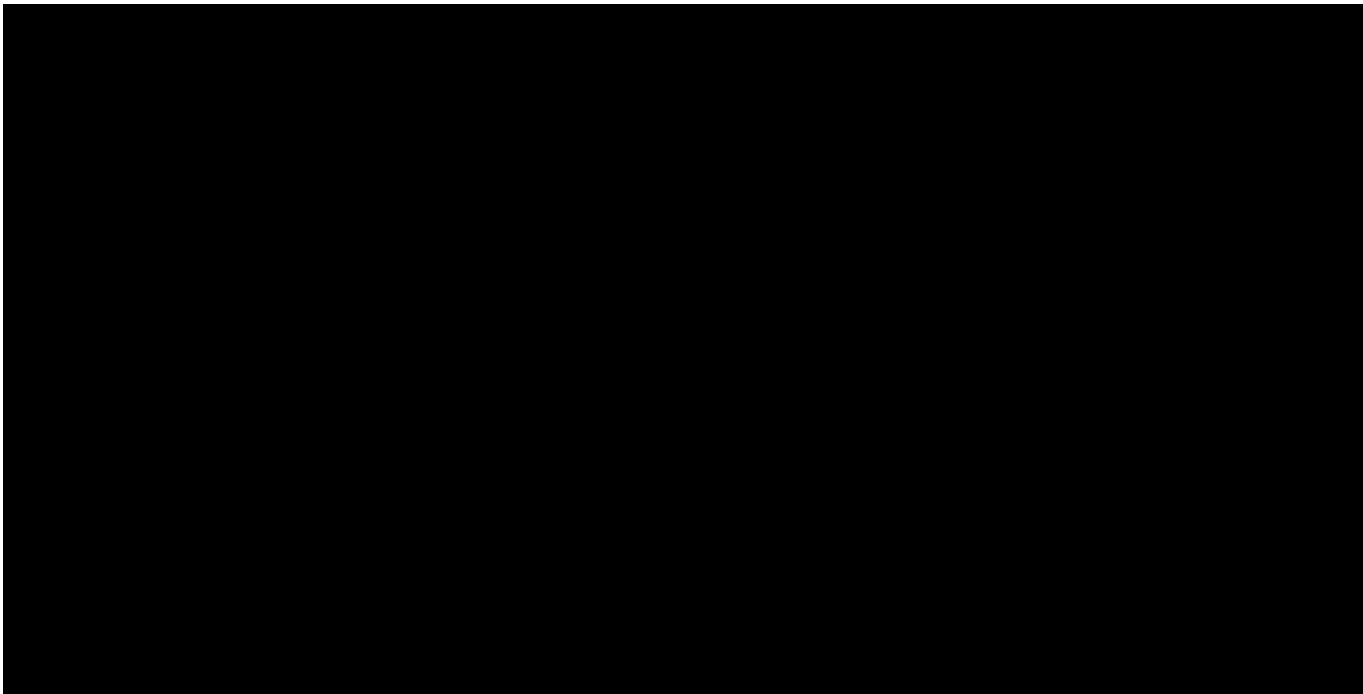
B CUSTOMER STATES POSSIBLE EXHAUST LEAK HAS A PINGING NOISE AND SMELL
 EXHAUST
 CAUSE: 5E212

5212A CATALYTIC CONVERTER - DIAGNOSIS
 (5E212/5F250) - L
 998258 W
 2 *W520103*S442 B NUT - HEX. (N/C)
 1 *W709601*S442 BOLT AND WASHER ASY - HEX. HEAD (N/C)
 1 JX6Z*6758*E TUBE ASY (N/C)
 1 LX6Z*5A215*A CLAMP - EXHAUST (N/C)
 1 JX6Z*5A215*C CLAMP - EXHAUST (N/C)
 1 LX6Z*5E212*KZ CONVERTER ASY (N/C)
 5212B CATALYTIC CONVERTER - REPLACE
 (5E212/5E213/5F250/5G218/5H270) - L (N/C)
 998258 W
 FC: PART#: COUNT: (N/C)
 CLAIM TYPE:
 AUTH CODE:
 998258

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


Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By	Date & Time	Authorization Obtained By <input type="checkbox"/> In Person Approval <input type="checkbox"/> Telephone <input type="checkbox"/> Text <input type="checkbox"/> Email/Fax (See Attached)	*HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
Revised Estimate				<input type="checkbox"/> In Person Approval <input type="checkbox"/> Telephone <input type="checkbox"/> Text <input type="checkbox"/> Email/Fax (See Attached)		LABOR AMOUNT	
<input type="checkbox"/> Tire pressure check/inflation service was performed. RF _____ psi LF _____ psi RR _____ psi LR _____ psi <input type="checkbox"/> Customer declined tire pressure check/inflation service.				Initials	<input type="checkbox"/> ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable	PARTS 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.				AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE	GAS, OIL, LUBE SUBLET AMOUNT WASTE DISPOSAL COSTS * TOTAL CHARGES LESS INSURANCE SALES TAX PLEASE PAY THIS AMOUNT		
DATE	CUSTOMER SIGNATURE						

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.



From: dcpform@ford.com
To: [Ordcalp, F \(F.\)](mailto:Ordcalp, F (F.))
Cc: abecarter@lhmauto.com
Subject: Dealer/Fleet Request For OGC Review
Date: Thursday, August 10, 2023 8:54:40 PM

Dealer/Fleet Request For OGC Review	
Dealership/Fleet Name:	Larry H. Miller Super Ford Salt Lake City
Requesting Dealer/Fleet:	Larry H. Miller Super Ford Salt Lake City
P&A Code:	08240
Contact Person:	Abe Carter
Title:	Service Director
Phone Number:	8014881885
Fax Number:	N/A
Email Address:	abecarter@lhmauto.com
Region:	Denver
Address:	1340 S. 500 W.
City:	Salt Lake City
State:	Utah
Zip Code:	84115
CUSTOMER/VEHICLE INFORMATION	
Warranty Start Date:	2021-11-11
Vehicle Year:	2021
Vehicle Model:	Bronco Sport
Vehicle VIN:	3FMCR9C64 [REDACTED]
Mileage:	22189
Customer/Fleet Name:	[REDACTED]
Street Address:	[REDACTED]
City:	[REDACTED]
State:	[REDACTED]
Zip Code:	[REDACTED]
Work Phone:	N/A
Email Address:	unknown@yahoo.com
Region:	[REDACTED]
	[REDACTED]

Incident Involves:	Accident
Date of Incident:	2023-02-26
County in which incident occurred:	Salt Lake County
Is customer alleging a component defect CAUSED the incident?	Yes
If yes, what type & details: If no, refer to Escalated Concern Handling section of the Customer Handling Roadmap	Customer was driving on the highway when the vehicle lost power. In order to get off of the road completely and out of the flow of traffic the driver had to make contact with the right side of the vehicle and a frozen snow bank.
Was a police report filed?	No
If yes, where:	
Has the insurance company been contacted?	Yes
What did the insurance company advise?	To talk to the manufacturer of the vehicle for possible coverage.
Name and phone number of owner's insurance company & agent's name:	
If the vehicle is a conversion unit, who is the coach builder?	
City:	
State:	
Zip Code:	
Vehicle Location:	Currently at our location.
Attorney Information (if	

applicable):	
CVO Contact (if applicable - Fleet Only):	
RESOLUTION THAT CUSTOMER IS SEEKING:	Customer would like the damage to be covered under warranty.
COMMENTS:	



Standard Claims List

user: TROQUEMO(F) Server: PROD Claims Loaded Through: 10-AUG-2023

END USER AGREEMENT: —

' This data is CONFIDENTIAL or SECRET. You are responsible for maintaining the security and confidentiality of the data contained within and shall use it only for product improvement, research and development, product safety, and security purposes authorized by Ford ("Authorized Purposes"). Data contained in this file may be shared within Ford internally only where required for Authorized Purposes. Only data in this file, that is specific to a Supplier Goods provide under Ford Global Production Terms and Conditions, may be shared with that Supplier and only where required for Authorized Purposes. Where possible, links to the files should be used in lieu of directly sending the files and/or the data contained. If data sent it should be encrypted. For questions, refer to the [Corporate Privacy policy](#) . Please note - this data may reveal and require notification to the appropriate Ford personnel of any potential TREAD and/or CCRG concerns. '

Info VIN Model Year:2021 Fixed Model Year: 2022 —

VIN	GSAR VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLAN T CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SEL L CNT	TIS	WCC	PREF	BASE	SUFF	VRT	FUNCTION	VFG	CCC	CD
3FMCR9C	M4	C/HD	F	C/UB	C/KC	C/E	A3	C/GM	C/Y1	25-OCT-2021	11-NOV-2021	171154	USA	2	1G88	*	NPF	*		F5	V49	N18	42
<p>GSAR Claim Key: 2215051 Doc: 8382631 FCC Auth: 1 Trx Code: 1 Labor Hrs: 0.2 Labor Cost: 29.01 Material Cost: 0 Total Cost: 29.01</p> <p>Dlr Cd-Sub Cd: 05485-* Name: RACEWAY FORD Ph: 951-7841000 St: CA Ctry Cd: USA Reg Cd: NA Repr Date: 04-JAN-2022 RL Cmpl Date: 04-JAN-2022 DIST(Mile): 2998</p> <p>Cust Comments: Customer states front end grind type sound present usually when the truck is idling check and advise</p> <p>Tech Comments: UNABLE TO VERIFY CUSTOMER CONCERN, NO FRONT END GRIND TYPE SOUND AT IDLE OR WHILE DRIVING. NO TSBS OR SSMS RELATED TO CONCERN. NO CODES PRESENT. RECCOMEND BRINGING VEHICLE BACK IF SOUND GETS WORSE/PRESENT MORE OFTEN LABOR OP: 12650D 0.2 HRS</p>																							
3FMCR9C	M4	C/HD	F	C/UB	C/KC	C/E	A3	C/GM	C/Y1	25-OCT-2021	11-NOV-2021	171154	USA	10	*	*	*	*		F9	V00	*	*
<p>GSAR Claim Key: 5320170 Doc: 65125003 FCC Auth: 5 Trx Code: 22521 Labor Hrs: 0.3 Labor Cost: 48 Material Cost: 0 Total Cost: 48</p> <p>Dlr Cd-Sub Cd: 08254-* Name: KEN GARFF FORD Ph: 801-7636800 St: UT Ctry Cd: USA Reg Cd: NA Repr Date: 01-SEP-2022 RL Cmpl Date: 01-SEP-2022 DIST(Mile): 11738</p> <p>Cust Comments: PERFORM RECALL #22521 RIGHT-HAND ENGINE OIL SEPARATOR INSPECTION</p> <p>Tech Comments: MOBILE RECALL SERVICE INSPECTED RIGHT-HAND ENGINE OIL SEPARATOR, INSPECTION PASSED. EVERYTHING OK.</p>																							





KIMMEL & SILVERMAN

P.C.

1-800-LEMON LAW

www.lemonlaw.com

CORPORATE HEADQUARTERS

30 E. Butler Avenue
Ambler, PA 19002
P (215) 540-8888
F (215) 540-8817

WESTERN PA OFFICE, 100 Ross Street, Suite 330, Pittsburgh, PA 15219, P (412) 566-1001, F (215) 540-8817

NEW JERSEY OFFICE, Executive Quarters, 1930 E. Marlton Pike, Suite Q29, Cherry Hill, NJ 08003, P (856) 751-4152, F (856) 216-7344

DELAWARE OFFICE, Commonwealth Building, 260 Chapman Road, Suite 201, Newark, DE 19702, P (302) 525-6607, F (302) 525-6618

NEW YORK OFFICE, 1180 Avenue of the Americas, 8th Floor, New York, NY 10036, P (212) 719-7543, F (877) 617-2515

BUFFALO, NY OFFICE, 1207 Delaware Avenue, Suite 440, Buffalo, NY 14209, P (716) 332-6112, F (800) 863-1689

OHIO OFFICE, 4031 Colonel Glenn Highway, Suite 450, Beavercreek, OH 45431, P (937) 306-7220, F (215) 540-8817

SAN FRANCISCO, CA OFFICE, 1160 Battery Street East, Suite 100, #1099 San Francisco, CA 94111, P (415) 947-7827, F (215) 540-8817

SAN DIEGO, CA OFFICE, 101 West Broadway, Suite 300 PMB, #344 San Diego, CA 92101, P (619) 785-3003, F (215) 540-8817

LOS ANGELES, CA OFFICE, 811 Wilshire Boulevard, Suite 1700-241, Los Angeles, CA 90017, P (213) 340-7770, F (215) 540-8817

PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

December 28, 2022

VIA EMAIL ONLY

ogcclaim@ford.com

Ford Consumer Affairs

16800 Executive Plaza Drive 3NE-301

Dearborn, MI 48126

[REDACTED]

Dear Sir/Madam:

Please be advised that this office represents the above individual against Ford Motor Company pursuant to the PA Lemon Law, Uniform Commercial Code, Unfair Trade Practices Act, and Magnuson-Moss Warranty Claim. Kindly acknowledge our firm's representation and direct any and all correspondence to this office.

DO NOT HAVE ANY FURTHER CONTACT WITH OUR CLIENT WITH THE EXCEPTION OF COMMUNICATION NECESSARY TO EFFECTUATE CURRENT REPAIRS.

Thank you for your attention to this matter. If you have any questions, please do not hesitate to contact the undersigned.

Very truly yours,

Robert A. Rapkin
KIMMEL & SILVERMAN, PC

[REDACTED]

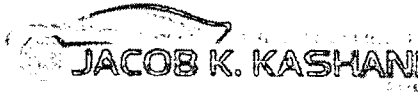
JACQUELINE C. HERRITT^{†§¶,○*}
ROBERT A. RAPKIN[†]
ANGELA K. TROCCOLI^{†§}
TERRY MARTIN[†]
JASON L. GRESHES^{†*,^}
CHAD P. DOMAN^{†,§*}
JACOB U. GINSBURG^{†,§}
BLAKE K. WALSH^{†,§,¶}
MARY HIGGINS^{*,x}
JOHANNY GRULLON^{*}

ROBERT M. SILVERMAN^{†,*,}
CRAIG THOR KIMMEL^{†,^}

⁺ Member, PA Bar
^{*} Member, NJ Bar
^x Member, DE Bar
[†] Member, NY Bar
[^] Member, MA Bar
[#] Member, MD Bar
[•] Member, OH Bar
[□] Member, NH Bar
[±] Member, CT Bar
[“] Member, TN Bar
^μ Member, WY Bar
[¶] Member, DC Bar
[◊] Member, CA Bar
[◦] Member, WI Bar
[§] Member, FL Bar
[‡] Member, AZ Bar
[§] Member, TX Bar
[§] Member, MI Bar
[‡] Member, WV Bar
[‡] Member, IL Bar
[>] Member, IN Bar



6315 Van Nuys Blvd. Ste 200
Van Nuys, CA 91401



Telephone: (818) 649-6666
Facsimile: (818) 649-6667

VIA U.S. MAIL ONLY

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

January 2, 2024

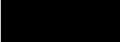

ATTENTION: LEGAL DEPARTMENT

RE: My Client
Vehicle
Vehicle Vin #
Complaint



: Multiple mechanical problems qualifying vehicle
for repurchase pursuant to California Civil Code
Section 1793.2 and California Civil Code Section 1793.22

Dear Ford Motor Company:

Please be advised that I have been retained as the attorney of record to represent 
 in regard to his claims against Ford Motor Company pursuant to California Civil Code
Section 1793.2 and California Civil Code Section 1793.22.

At this time this office requests Ford Motor Company to repurchase this vehicle in compliance with California Law. Please contact **Jacob Kashani** (Jacob@jkashanilaw.com) upon your receipt of this letter so that we may discuss this matter further.

Please immediately place a litigation hold on all correspondence and communications of any kind relating to the above referenced vehicle, and relating to the herein referenced client. Furthermore, pursuant to your dealership agreement with your authorized repair facilities, you are permitted to obtain all parts that have been removed from the above referenced vehicle relating to warranty related repairs. As such, said parts are within your custody and control.

Please make sure to obtain these parts pursuant to the dealership agreement, maintain a chain of custody relating to these parts, retain these parts during the pendency of this litigation, and please be prepared to produce these parts on demand for inspection by any experts that will be retained by my office.

Please advise this office within the next 30 days as to how your company wishes to proceed with this case. Thank you for your attention to this matter.



Jacob Kashani, Esq.



3315 Van Nuys Blvd., Suite 200
Van Nuys, CA 91401

SANTA CLARITA CA 913
2 JAN 2024 PM 3 L

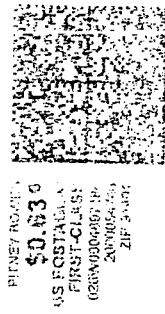
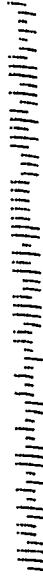
FORD MOTOR COMPANY

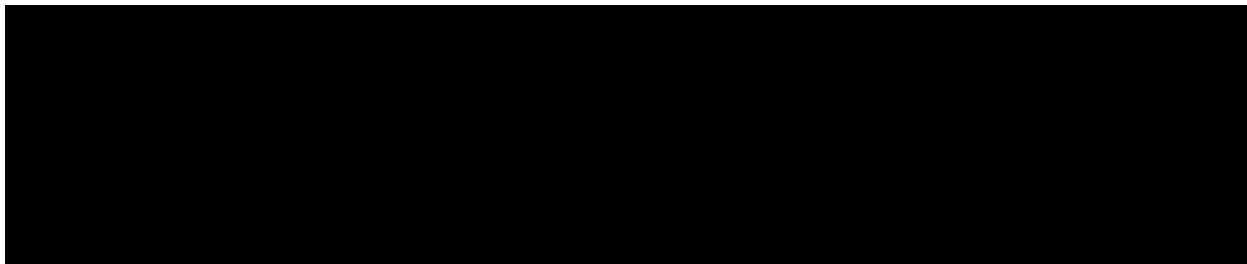
JAN 1 2 REC'D

OFFICE OF THE GENERAL
COUNSEL

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

48121-624848





MASSERAT LAW GROUP

LITIGATORS AND COUNSELLORS AT LAW

8383 WILSHIRE BLVD., SUITE 210
BEVERLY HILLS, CALIFORNIA 90211

(310) 895-7410 • FAX (310) 943-2315

WRITER:
SASSAN MASSERAT
SMASSERAT@MASSERATLAW.COM
DIRECT (310) 980-3614

SASSAN MASSERAT, ESQ.
PRINCIPAL
ANDREA BUDANO, ESQ.
OF COUNSEL (ILLINOIS)

August 31, 2022

Via Regular USPS and Efax

Customer Care – Legal Counsel
Ford Motor Company
POBOX 70
Dearborn MI 48121

In re:

To Whom This May Concern:

Please be advised that our firm has been retained as litigation counsel by [REDACTED] in relation to the above-referenced vehicle, that certain 2022 Ford Bronco Sport VIN 3FMCR9A6[REDACTED] (the “Subject Vehicle”), and particularly with respect to claims against Ford Motor Company (“Ford”) pursuant to the provisions of the Song Beverly Act (the “SB Act”), codified in California Civil Code Section 1793.2 and California Civil Code Section 1793.22. Effective immediately, please direct any and all inquiries and correspondence about the Subject Vehicle to my attention.

Our client purchased the Subject Vehicle on or about May 27, 2022 from Galpin Motors, Inc., a Ford authorized dealer. The Subject Vehicle is unquestionably a brand new vehicle, delivered to my client with 21 miles on it. Attached for your ease of reference please find a copy of the relevant contract.

Of note, the Subject Vehicle continues to be covered under the original manufacturer’s warranty, and it qualifies under the provisions of the Song-Beverly Act as a vehicle under warranty.

On or about July 22, 2022, barely a few months after purchase, the Subject Vehicle’s check engine light turned on, while [REDACTED] and her minor child were in the Subject Vehicle, driving on the highway. The Subject Vehicle slowed down and then stopped – exposing [REDACTED] and her child to great danger on the highway. The Subject Vehicle

¹ Inclusive of Ford Credit Company, Galpin Motors, Inc., CAB West LLC, and other liable parties.

T-Ford August 25, 2022

[REDACTED]

[REDACTED]

Customer Care – Legal Counsel
Ford Motor Company

Page 2 of 3

was taken to Star Ford Lincoln (Glendale), for repairs. Upon being notified that the Subject Vehicle had been repaired, it was released by the dealer on August 6, 2022.

Of note, when [REDACTED] picked up the Subject Vehicle, she noticed that the paperwork did not make any mention of the complaint about the Subject Vehicle slowing down and stopping. This resulted in the handwritten notations that you will notice on the August 6, 2022 report. It is my understanding that when the consumer met with the service manager at Star Ford Lincoln (Glendale), it was represented to them that these additional notations were not necessary because the Subject Vehicle had been fully diagnosed and repaired. This, as stated below, turned out to be inaccurate.

At a distance of less than two weeks, on or about August 22, 2022, the Subject Vehicle experienced the same issues, and it was taken to the same dealership. To date, the Subject Vehicle remains under further diagnosis and/or repair – for the same defects and conditions.

[REDACTED] life was jeopardized, along that of her minor child, by a dangerous defect or condition that continues to affect the Subject Vehicle. This, *per se*, constitutes grounds for the remedies under the SB Act.

Further, as you are presumably aware, pursuant to [REDACTED] v. Ford Motor Company, 109 Cal.App.4th 1205 (2003), the Subject Vehicle is considered, as a matter of law, defective and therefore susceptible to the repurchase demand herein.

Of note, the consumer keeps incurring out-of-pocket transportation expenses due to the issues affecting the Subject Vehicle.

Request for Repurchase pursuant to California Civil Code Sections 1793.2 and 1793.22

The enclosed repair and invoice history from a Ford authorized service facility speak for itself. Under California Law, it can be conclusively proven that the Subject Vehicle is susceptible to the repurchase provisions of the Act, as well as civil penalties and legal fees incurred in the process by an aggrieved consumer.

Furthermore, the prolonged term of the service subjected Ms. Venezia to loss of use, loss of income and other monetary damages (including rental expenses), not to mention legal fees and costs, which must be necessarily covered by Ford

Request is hereby made that you and your authorized dealer(s) immediately place a litigation hold on all correspondence and communication of any kind relating to the Subject Vehicle, and relating to the client referenced herein. Furthermore, pursuant to your dealership's agreement with your authorized repair facility, you are permitted to obtain all parts that have been removed from the Subject Vehicle relating to warranty related repairs. As such, said parts are within your custody and control. Please make sure to obtain these parts pursuant to the dealership agreement, maintain a chain of custody relating to these parts, retain these parts

[REDACTED]

[REDACTED]

T-Ford August 25, 2022

[REDACTED]

[REDACTED]

Customer Care – Legal Counsel
Ford Motor Company

Page 3 of 3

during the pendency of litigation, and thereafter produce them for inspection, upon demand, by our firm and/or any experts retained on behalf of [REDACTED]

Written Notice in Lieu of Return - Civil Code Section 1793.2(c)

As you are presumably aware, where a buyer cannot return a vehicle to an authorized dealer repair facility himself due to the nature of the defect for which he seeks repair, he must notify the manufacturer or its nearest repair facility within the state. Cal. Civil Code Section 1793.2(c). "Written notice... shall constitute return o the [vehicle] for purposes of this section." Id. This letter therefore shall serve as an additional notification and return of the Subject Vehicle to Ford. Under the Code, Ford "shall, at its option, service or repair the [vehicle] at the buyer's residence, or pick up the goods for service and repair, or arrange for transporting the goods to its service and repair facility" at its expense. Id.

* * *

[REDACTED]

[REDACTED]

Please contact the undersigned about this matter by no later than September 4, 2022. Failure to make [REDACTED] whole will subject Ford to claims under the Song-Beverly Act and the Magnuson-Moss Act, as well as for violations of California Business and Professions Code Section 17531 and 17535.

[REDACTED]

[REDACTED]

No rights or remedies are waived or otherwise relinquished – all of which legal or equitable rights and remedies are expressly reserved.

[REDACTED]

Very truly yours,

[REDACTED]

[REDACTED]

/s/
Sassan Masserat, Esq.
MASSERAT LAW GROUP

*Enc.: Star Ford Lincoln Glendale Repair orders
California Motor Vehicle Lease Agreement*

[REDACTED]

[REDACTED]

T-Ford August 25, 2022

[REDACTED]

[REDACTED]

STAR FORD LINCOLN

GLENDALE

1101 S Brand Blvd Glendale, CA 91204

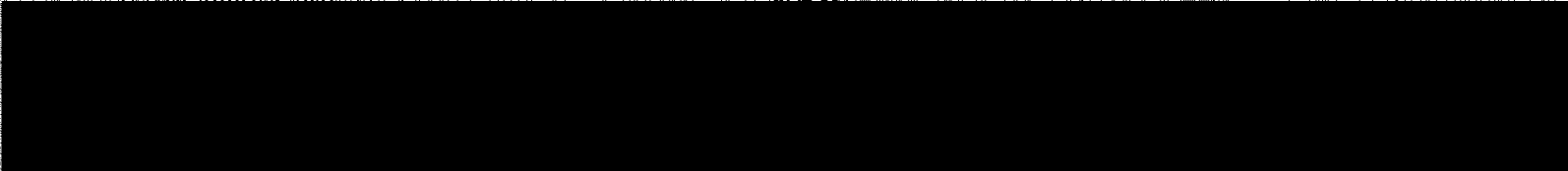
Phone: (818) 956-0977

Service: (818) 502-1901 • Fax: (818) 243-0578

SERVICE DEPARTMENT HOURS
 7:30 a.m. to 6:30 p.m.
 Monday - Friday
 8:00 a.m. to 5:00 p.m. Saturday

B.A.R. # REG ARD011052
 P.A. CODE 05537
 E.P.A # CAL 000361212
 CAL 000378943

R/O Open Date	07/30/22	418101/2
R/O Close Date	08/06/22	Status
Mileage In	1554	Mileage Out
Mileage In	1554	1554
Service Advisor / Tag #		
EDDIE GONZALEZ / 6047		



Year	Make	Model
2022	FORD	BRONCO SPORT

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
12650D81 .5 MT6H082 .3 12650DX1 .1 = 1.5	
#2 - 01FOAIRPRE: CHECK TIRE PRESSURE CHECK TIRE AIR PRESSURE Sub Total: .00	
Please Note: customer was advise 3 5 day for update do to shop work load,	

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

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

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



NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

STAR FORD LINCOLN GLENDALE

1101 S Brand Blvd Glendale, CA 91204
Phone: (818) 956-0977
Fax: (818) 502-1901 • Fax: (818) 243-0578

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:30 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday

B.A.R. # REG ARD011052
P.A. CODE 05537
E.P.A # CAL 000381212
CAL 000378943

07/30/22	4181017
R/O Close Date	Status
08/06/22	Pre-Invoice
Mileage In	Mileage Out
1554	1554
Service Advisor / Tag #	
EDDIE GONZALEZ / 6047	

Year: 2022 Make: FORD Model: BRONCO SPORT

	AMOUNT
#1 - 02FOZ: * DRIVEABILITY DIAG customer states check engine light and wrench light is on coming. please check and advise. Caused by VERIFIED THE CUSTOMER'S CONCERN OF CHECK ENGINE LIGHT ON. CHECKED OASIS FOR ANY BULLETINS, SERVICE MESSAGES, AND SERVICE HISTORY AND FOUND NO DOCUMENTS RELATED TO THE VEHICLE'S CONCERN. PERFORMED A DIAGNOSTIC SCAN USING THE FDRS TO FIND DIAGNOSTIC TROUBLE CODE P0302 P0316 P3402. PERFORMED A SOLENOID VALVE EXAMINATION AND DIAGNOSTIC. PERFORMED PINPOINT TEST PERFORMED PPT KH1-KH3. FOUND MONITORED (CONT'D IN CORRECTION...) Tech: RICARDO MARTINEZ (337) Installed H6BZ 6H082 A :SOLENOID ASY FOR CYLINDER POWER BALANCE, RE-ASSURING THE CYLINDERS ARE OPERATING. KH3- CHECK IF RESISTANCE BETWEEN CDC1 - PIN 2 VPWR - PIN 1, BETWEEN 5 OHMS- 14 OHMS. NO, STATES TO REPLACE CYLINDER DEACTIVATION SOLENOID. . FOUND THE SOLENOID VALVE IS OUT OF SPECS. REPLACED THE SOLENOID VALVE. CLEARED ALL CODES. ROAD TESTED 22 MILES VERIFIED REPAIRS, IN 1554 MILES, OUT 1576 MILES. FINAL TESTS, NO DTC'S. THE SYSTEM IS OPERATING AS DESIGNED. 12650D .2 12650D45 .3 12650D80 .1	Warranty Warranty
Qty: 1	

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

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

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

STAR FORD LINCOLN GLENDALE

1101 S Brand Blvd Glendale, CA 91204
Phone: (818) 956-0977
Service: (818) 956-1000

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:30 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday
B.A.R. # REG ARD011002

W/O Open Date	W/O Number
07/30/22	418101/2
W/O Open Date	W/O Number
08/04/22	Pre-Invoice
Mileage In	Mileage Out

DESCRIPTION OF SERVICE AND PARTS

12650D81 .5 MT6H082 .3 12650DX1 .1 = 1.5

AMOUNT

#2 - 01FOAIRPRE: CHECK TIRE PRESSURE
CHECK TIRE AIR PRESSURE
Sub Total: .00

Please Note: customer was advise 3-5 day for update do to shop work load,

CUSTOMER CAME IN ON 8/6 @ 12:06pm
 & ISSUE WAS THE CAR WOULD SLOW
 DOWN ON FREEWAY BY ITSELF UNTIL
 IT CAME TO A COMPLETE STOP. TRIED
 TO PULL OVER ON THE FREEWAY & IT WOULD
 NOT START/TURN ON AGAIN THEN THE
 ENGINE LIGHT CAME ON & WANTS
 THE EXPLANATION & MADE SURE IT WONT
 HAPPEN AGAIN. DISAPPOINTED. ALSO CAR
 WOULD SAY OBJECTS WERE TOO CLOSE TO VEHICLE
 WHEN THERE WAS NOTHING THERE

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

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

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

STAR FORD LINCOLN GLENDALE

1101 S Brand Blvd Glendale, CA 91204
 Phone: (818) 956-0977
 Service: (818) 502-1901 - Fax: (818) 243-0578
 www.starautogroup.com
 B.A.R. # REG ARD011052
 P.A. CODE 05537
 E.P.A # CAL 000381212
 CAL 000378943

SERVICE DEPARTMENT HOURS
 7:30 a.m. to 6:30 p.m.
 Monday - Friday
 8:00 a.m. to 5:00 p.m. Saturday

R/O Open Date	R/O Number
8/22/22	419242/2
Time Received	Time Promised
7:48	8/22 19:00
Current Mileage	Mileage Out
1742	
Estimate of Repairs	Service Advisor / Key Tag #
	SETA ALEXANIAN/3774

Job Number	Description of Work	Code
1.	CHECK ENGINE LIGHT CHECK ENGINE LIGHT IS ON	07FOTZ WARR - FORD WARR - FORD

Job Number	Description of Work	Code
2.	QUICK SERVICE 1 C/S FOR A FEW SECONDS EMENDATE DANGER LAMP COMES ON & THEN STOPS	06FOZ0 WARR - FORD

Job Number	Description of Work	Code
3.		

Job Number	Description of Work	Code
4.		

Job Number	Description of Work	Code
5.		

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

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

DISCLAIMER OF WARRANTIES

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

X _____

MASSERAT LAW GROUP

LITIGATORS AND COUNSELLORS AT LAW

8383 WILSHIRE BLVD., SUITE 210
BEVERLY HILLS, CALIFORNIA 90211

(310) 895-7410 • FAX (310) 943-2315

WRITER:
SASSAN MASSERAT
SMASSERAT@MASSERATLAW.COM
DIRECT (310) 980-3614

SASSAN MASSERAT, ESQ.
PRINCIPAL
ANDREA BUDANO, ESQ.
OF COUNSEL (ILLINOIS)

August 31, 2022

Via Regular USPS and Efax

Customer Care – Legal Counsel
Ford Motor Company
POBOX 70
Dearborn MI 48121

In re: 2022 Ford Bronco Sport (Maria [REDACTED])

To Whom This May Concern:

Please be advised that our firm has been retained as litigation counsel by [REDACTED] in relation to the above-referenced vehicle, that certain 2022 Ford Bronco Sport VIN 3FMCR9A68[REDACTED] (the “**Subject Vehicle**”), and particularly with respect to claims against Ford Motor Company (“**Ford**”¹) pursuant to the provisions of the Song Beverly Act (the “**SB Act**”), codified in California Civil Code Section 1793.2 and California Civil Code Section 1793.22. Effective immediately, please direct any and all inquiries and correspondence about the Subject Vehicle to my attention.

Our client purchased the Subject Vehicle on or about May 27, 2022 from Galpin Motors, Inc., a Ford authorized dealer. The Subject Vehicle is unquestionably a brand new vehicle, delivered to my client with 21 miles on it. Attached for your ease of reference please find a copy of the relevant contract.

Of note, the Subject Vehicle continues to be covered under the original manufacturer’s warranty, and it qualifies under the provisions of the Song-Beverly Act as a vehicle under warranty.

On or about July 22, 2022, barely a few months after purchase, the Subject Vehicle’s check engine light turned on, while [REDACTED] and her minor child were in the Subject Vehicle, driving on the highway. The Subject Vehicle slowed down and then stopped – **exposing [REDACTED] and her child to great danger on the highway.** The Subject Vehicle

¹ Inclusive of Ford Credit Company, Galpin Motors, Inc., CAB West LLC, and other liable parties.

T-Ford August 25, 2022 (MT Venezia)

Page 2 of 3

was taken to Star Ford Lincoln (Glendale), for repairs. Upon being notified that the Subject Vehicle had been repaired, it was released by the dealer on August 6, 2022.

Of note, when [REDACTED] picked up the Subject Vehicle, she noticed that the paperwork did not make any mention of the complaint about the Subject Vehicle slowing down and stopping. This resulted in the handwritten notations that you will notice on the August 6, 2022 report. It is my understanding that when the consumer met with the service manager at Star Ford Lincoln (Glendale), it was represented to them that these additional notations were not necessary because the Subject Vehicle had been fully diagnosed and repaired. This, as stated below, turned out to be inaccurate.

At a distance of less than two weeks, on or about August 22, 2022, the Subject Vehicle experienced the same issues, and it was taken to the same dealership. To date, the Subject Vehicle remains under further diagnosis and/or repair – for the same defects and conditions.

Needless to say, [REDACTED] life was jeopardized, along that of her minor child, by a dangerous defect or condition that continues to affect the Subject Vehicle. This, *per se*, constitutes grounds for the remedies under the SB Act.

Further, as you are presumably aware, pursuant to [REDACTED] *v. Ford Motor Company*, 109 Cal.App.4th 1205 (2003), the Subject Vehicle is considered, as a matter of law, defective and therefore susceptible to the repurchase demand herein.

Of note, the consumer keeps incurring out-of-pocket transportation expenses due to the issues affecting the Subject Vehicle.

Request for Repurchase pursuant to California Civil Code Sections 1793.2 and 1793.22

The enclosed repair and invoice history from a Ford authorized service facility speak for itself. Under California Law, it can be conclusively proven that the Subject Vehicle is susceptible to the repurchase provisions of the Act, as well as civil penalties and legal fees incurred in the process by an aggrieved consumer.

Furthermore, the prolonged term of the service subjected [REDACTED] to loss of use, loss of income and other monetary damages (including rental expenses), not to mention legal fees and costs, which must be necessarily covered by Ford

Request is hereby made that you and your authorized dealer(s) immediately place a litigation hold on all correspondence and communication of any kind relating to the Subject Vehicle, and relating to the client referenced herein. Furthermore, pursuant to your dealership's agreement with your authorized repair facility, you are permitted to obtain all parts that have been removed from the Subject Vehicle relating to warranty related repairs. As such, said parts are within your custody and control. Please make sure to obtain these parts pursuant to the dealership agreement, maintain a chain of custody relating to these parts, retain these parts

T-Ford August 25, 2022 (MT Venezia)

Customer Care – Legal Counsel
Ford Motor Company

Page 3 of 3

during the pendency of litigation, and thereafter produce them for inspection, upon demand, by our firm and/or any experts retained on behalf of [REDACTED]

Written Notice in Lieu of Return - Civil Code Section 1793.2(c)

As you are presumably aware, where a buyer cannot return a vehicle to an authorized dealer repair facility himself due to the nature of the defect for which he seeks repair, he must notify the manufacturer or its nearest repair facility within the state. Cal. Civil Code Section 1793.2(c). “Written notice...shall constitute return o the [vehicle] for purposes of this section.” Id. This letter therefore shall serve as an additional notification and return of the Subject Vehicle to Ford. Under the Code, Ford “shall, at its option, service or repair the [vehicle] at the buyer’s residence, or pick up the goods for service and repair, or arrange for transporting the goods to its service and repair facility” at its expense. Id.

* * *

Please contact the undersigned about this matter by no later than September 4, 2022. Failure to make [REDACTED] whole will subject Ford to claims under the Song-Beverly Act and the Magnuson-Moss Act, as well as for violations of California Business and Professions Code Section 17531 and 17535.

No rights or remedies are waived or otherwise relinquished – all of which legal or equitable rights and remedies are expressly reserved.

Very truly yours,

/s/

Sassan Masserat, Esq.

MASSERAT LAW GROUP

*Enc.: Star Ford Lincoln Glendale Repair orders
California Motor Vehicle Lease Agreement*

T-Ford August 25, 2022 (MT Venezia)

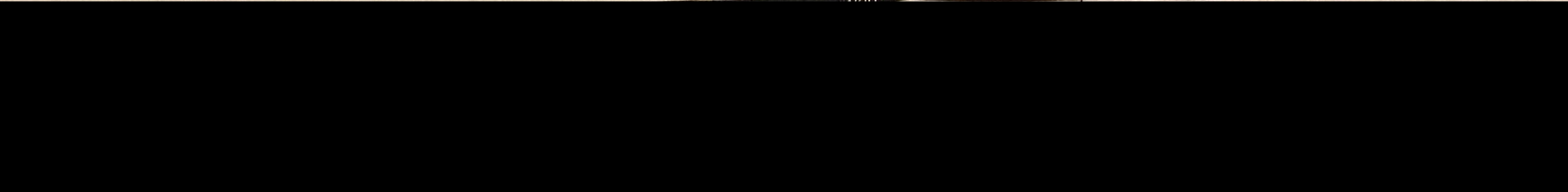
STAR FOR [REDACTED] DLN

1101 S Brand Blvd Glendale, CA 91204
 Phone: (818) 956-0977
 Service: (818) 502-1901 • Fax: (818) 243-0578
 www.starautogroup.com

SERVICE DEPARTMENT HOURS
 7:30 a.m. to 6:30 p.m.
 Monday - Friday
 8:00 a.m. to 5:00 p.m. Saturday

B.A.R. # REG ARD011052
 P.A. CODE 05537
 E.P.A # CAL 000381212
 CAL 000378943

R/O Open Date	07/30/22	418101/2
R/O Close Date	08/06/22	Status
Mileage In	1554	Pre-Invoice
Mileage Out	1554	Mileage Out
Service Advisor / Tag #		EDDIE GONZALEZ/6047
Vehicle Identification Number		



DESCRIPTION OF SERVICE AND PARTS	AMOUNT
12650D81 .5 MT6H082 .3 12650DX1 .1 = 1.5	
#2 - 01FOAIRPRE: CHECK TIRE PRESSURE CHECK TIRE AIR PRESSURE Sub Total: .00	
Please Note: customer was advise 3-5 day for update do to shop work load,	

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



NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

STAR FORD LINCOLN GLENDALE

1101 S Brand Blvd Glendale, CA 91204
Phone: (818) 956-0977
Service: (818) 502-1901 • Fax: (818) 243-0578
www.starautogroup.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:30 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday

B.A.R. # REG ARD011052
P.A. CODE 05537
E.P.A # CAL 000381212
CAL 000378943

07/30/22	4181017
R/O Close Date	Status
08/06/22	Pre-Invoice
Mileage In	Mileage Out
1554	1554
Service Advisor / Tag #	
EDDIE GONZALEZ / 6047	

Work Phone

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<p>#1 - 02FOZ: * DRIVEABILITY DIAG customer states check engine light and wrench light is on coming. please check and advise. Caused by VERIFIED THE CUSTOMER'S CONCERN OF CHECK ENGINE LIGHT ON. CHECKED OASIS FOR ANY BULLETINS, SERVICE MESSAGES, AND SERVICE HISTORY AND FOUND NO DOCUMENTS RELATED TO THE VEHICLE'S CONCERN. PERFORMED A DIAGNOSTIC SCAN USING THE FDRS TO FIND DIAGNOSTIC TROUBLE CODE P0302 P0316 P3402. PERFORMED A SOLENOID VALVE EXAMINATION AND DIAGNOSTIC. PERFORMED PINPOINT TEST PERFORMED PPT KH1-KH3 FOUND MONITORED (CONT'D IN CORRECTION...) Tech: RICARDO MARTINEZ (337) Installed H6BZ 6H082 A :SOLENOID ASY FOR CYLINDER POWER BALANCE, RE-ASSURING THE CYLINDERS ARE OPERATING. KH3- CHECK IF RESISTANCE BETWEEN CDC1 - PIN 2 VPWR - PIN 1, BETWEEN 5 OHMS- 14 OHMS. NO, STATES TO REPLACE CYLINDER DEACTIVATION SOLENOID. . FOUND THE SOLENOID VALVE IS OUT OF SPECS. REPLACED THE SOLENOID VALVE. CLEARED ALL CODES. ROAD TESTED 22 MILES VERIFIED REPAIRS, IN 1554 MILES, OUT 1576 MILES. FINAL TESTS, NO DTC'S. THE SYSTEM IS OPERATING AS DESIGNED. 12650D .2 12650D45 .3 12650D80 .1</p>	<p>Qty: 1 Warranty Warranty</p>

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LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
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 CAL 000378943

SERVICE DEPARTMENT HOURS
 7:30 a.m. to 6:30 p.m.
 Monday - Friday
 8:00 a.m. to 5:00 p.m. Saturday

R/O Open Date	R/O Number
8/22/22	419242/1
Time Received	Time Promised
7:48	8/22 19:00
Current Mileage	Mileage Out
1742	
Estimate of Repairs	Service Advisor / Key Tag #
	SETA ALEXANIAN/3774

Work Phone		Vehicle Identification Number	
[REDACTED]		3 FMCR9A68	
Home Phone		Delivery Date	In-Service Date
[REDACTED]			7/30/22
Year	Make	Body	Color
2022	FORD	BRONCO SPORT	
			License Number

Job Number	Description of Work	Code
1.	CHECK ENGINE LIGHT CHECK ENGINE LIGHT IS ON	07FOTZ WARR - FORD WARR - FORD

Job Number	Description of Work	Code
2.	QUICK SERVICE 1 C/S FOR A FEW SECONDS EMENDATE DANGER LAMP COMES ON & THEN STOPS	06FOZO WARR - FORD

Job Number	Description of Work	Code
3.		

Job Number	Description of Work	Code
4.		

Job Number	Description of Work	Code
5.		

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