

CASE NUMBER: [REDACTED] STATUS: Information Provided  
OPEN: 01-21-2020 CLOSED: 01-21-2020 BUSINESS UNIT NAME: Ford  
RESPONSE TEAM: Lincoln Concierge NA CRC COMMUNICATION: Phone  
CASE CLASS LV 1234: Feedback | Product | Negative | General/Other  
DEALER NAME: George Ballentine Ford Lincoln, Inc.  
PA CODE: 00973 DLR SALES CODE: 21794 REGION: S2 ZONE: S2W  
VIN: [REDACTED] MODEL YEAR: 2020 MODEL: AVIATOR MILEAGE: 3,500  
BODY STYLE: J7W - AVIATOR SIGNATURE RWD 4-DR MPV  
LAST NAME FIRST NAME MIDDLE: [REDACTED]  
ADDRESS: [REDACTED]  
CITY STATE ZIP COUNTRY: CROSS HILL | SC | [REDACTED] | USA  
HOME PHONE [REDACTED]  
SYMPTOMS: Driver Aides & Information | Speed Control | Performance | Loses Speed  
ANALYST NAME: Donald Burnham OPEN ANALYST NAME: Donald Burnham  
COMMENTS:  
2020-01-21 21:13:39

\*\*\*CSM Don ext 77947 IBC from Client\*\*\* CLIENT SAYS: calling with issues about issues with adaptive cruise control. Client says this is the 2nd time in for same issue and client feels there is blockage. Client feels that something is blocking the sensors and that it happens more on rainy days Client is expecting vehicle to work the way you want. Client says was driving at 40 in cruise control when cruise control decided to go to 35 on it's own. Client says they are an electronic expert and feels there is a glitch in system that DLR cannot find. cannot find. Client feels DLR needs engineering support. Client feels there is a loose electrical connection and that it is going to take engineer to find loose connection. Client feels DLR needs support beyond what they have at DLR. Client says wife was looking on internet and saw that this issue has been around since the 2013 model and that the internet suggest that they realign the sensors. PER CLIENT DLR SAYS: louis, service advisor, informed client that vehicle is working the way it is supposed to. CSM advised; Congratulated client on purchase of new vehicle and apologized client is having issues. CSM informed client that CSM can note case as negative feedback towards product. CSM informed client that all negative feedback cases are taken very seriously and that while they are normally handled internally, if Lincoln has any questions they will reach out to client. CSM offered, Client declined, to reach out to DLR to inform DLR of client negative feedback and to get the progress of the repairs. CSM offered, client declined, to reach out to another DLR to schedule service to get 2nd opinion. Client says will call Louis at DLR and inform DLR of client internet findings and advise DLR to realign the sensors.

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

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved  
 OPEN: 03-02-2020 CLOSED: 04-13-2020 BUSINESS UNIT NAME: Ford  
 RESPONSE TEAM: Lincoln Concierge NA CRC COMMUNICATION: Phone  
 CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | CCT Criteria |  
 DEALER NAME: Tuttle-Click Ford  
 PA CODE: 05556 DLR SALES CODE: 71069 REGION: W1 ZONE: W1C  
 VIN: [REDACTED] MODEL YEAR: 2020 MODEL: AVIATOR MILEAGE: 9,781  
 BODY STYLE: J9X - AVIATOR BLK LBL AWD 4-DR MPV  
 LAST NAME FIRST NAME MIDDLE: [REDACTED]  
 ADDRESS: [REDACTED]  
 CITY STATE ZIP COUNTRY: COTO DE CAZA | CA [REDACTED] | USA  
 HOME PHONE: [REDACTED]  
 SYMPTOMS: Stop/Steer/Ride | Pedals/Lever | Brake | UNKNOWN  
 ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: Mel Lukasik  
 COMMENTS:

2020-03-02 01:52:46 NHL – In April of 2019, the DLR reached out to hotline for a concern with 12 pillars and outer tail light have micro scratches in them. The DLR attempted a repair as per SSM 47066, but it was not to the CLT's satisfaction; they were then provided authorization to replace on 4-17-2019 FSE – N/A CURRENT CONCERN: The CLT is experiencing excessive noise coming from the brakes. She has been to the DLR at least four times for this particular issue before this case. She is also having an issue with error messages as well as a performance issue with the front-facing camera. HISTORY OF ISSUE: FIRST REPAIR ATTEMPT: 9/16/19. The CLT came in for a clicking noise that she heard from the front end at slow speeds. At that time, the DLR completed SSM. SECOND REPAIR ATTEMPT: 10/3/19. The CLT came in for the brake noise for the first time. On this attempt, the DLR replaced the front brake pads. There was also notes of a front end noise/thump but the DLR was unable to duplicate the issue. THIRD ATTEMPT: 11/6/19. On this attempt, the CLT had the rear brakes replaced. (2) This is the first time that the CLT reported error message concerns. On this trip, the DLR performed SSM 48280. FOURTH ATTEMPT: 12/11/19. Is the second time that the CLT came in for error messages, but the DLR was unable to duplicate and no DTCs captured. This was also when the CLT reported issues with the Liftgate opening. This was also not duplicated at the time of inspection. FIFTH ATTEMPT: 2/4/2020. The CLT came in with another attempt for Error messages as well as for the brakes. On this attempt, the DLR was unable to duplicate the error messages but did attempt a repair to the brakes. On this attempt they replaced the front ones for the second time due to hard spots. WHAT DO THEY NEED FROM ME? At this point, the only immediate need is being available for further rental/loaner coverage assistance, but there is also some appearance of CLT frustrations at the issues. The DLR feels that this would be the time that LMC's CRC should be involved to prevent any further ESCL in the CLT's disposition. \*\*\*\*\* STATUS FOR THE CONCERN: There is a standing appointment for the CLT to come in on the 4th of March at about 1. I have already spoken with Lexi about this issue prior to the case being put together. In that call, I advised the DLR that Hotline is going to be an essential tool for them and that I will be relying heavily on those reports for the sake of client engagement to support that we are exhausting our resources. NEXT STEPS: The DLR requested that I attempt an OBC with the CLT today to discuss any client dis-satisfiers that she may not be privy to at this time.

2020-03-02 02:18:03 > | OBC TO CLT | [REDACTED]. The focus of the call was to collect CLT perspective on the symptoms. BRAKE - She confirmed that this is happening when she is going through a drive-in and she has to move slowly. She states that this is happening after about 30 min to a hour of driving. ERROR MESSAGES - Service the four wheel drive error message is on. It is giving her the impression that there is a drive-ability issue. She states that there hasn't been a drastic change in the drive performance that would leave her to believe that there is a actual concern with how the vehicle is working. - Hill Start Assist message came on - Driver Control Malfunction - Service Advance Trac comes on sometimes - Pre-Collision Assist not available - there was also a error message about a Reverse system, but she can't recall currently. Beyond the Pre-Collision there was no other change in performance of the vehicle beyond the adaptive cruise loosing operation. FRONT CAMERA - There have been a few occasions, while parking that the CLT turns the system on. The Screen will flicker and when it should pull the view it doesn't. - there was one instance when this happens that the screen totally went out, but it hasn't happened since. Note: that there was a issue recently Pre-Collision Assist Error message was on for only a day, but the next key cycle the error went away. \*\*\*\*\* CSM ADVS: We discussed the action plan that was discussed with Lexi. I advs the CLT that I would be reaching out to the DLR on the 4th to get a ETA for when they feel they would have enough to submit to hotline. I opened the door for communications on if they are unable to dupl again; that she would consider letting a team member at the DLR driver her vehicle home and back to try and get that to dupl. Currently the CLT has not provided a major impression of frustrations, but hopefully that will not change through the course of this contact.

2020-03-05 02:30:36 > | OBC TO DLR | (949)472-5271. At the time of the call, the DLR contact was unable to come to the phone. I left a message indicating that I would try again tomorrow in the event that she has already left for the day.

2020-03-06 03:06:54 > | OBC TO DLR | (949)472-5271. I was unable to connect with the SA to get a status report. I was unsuccessful in connecting with the DLR contact to get a status report. In the interest of case management, I will be working with a ACOM to have this contact touched tomorrow during the day and the F/U booked to speak with the CLT for Sunday.

2020-03-06 18:48:11 CSM Kuljeet 77820 assisting CSM Mel 77835 | OBC to DLR - I called and got VM for Lexi, i called back in to see if I can get a SM, his name is Dan but he had to leave early so he was not there I asked the operator if there is a way to page her, she said she does not and she walked over to Lexi's desk to see if she is with someone, she is not at her desk. I left a message with the operator and then asked if i can leave a VM for Lexi as well to give me a call back

2020-03-06 19:52:15 CSM Kuljeet 77820 assisting CSM Mel 77835 | OBVM to DLR - SA Lexi I called and left Lexi another message to give me a call to talk about the CLT's vehicle as a couple of attempts have been made to get information on the vehicle

2020-03-06 22:36:03 | CSM Alyssa x77913| OBC to dealer | Called and tried service a few times. No answer. Called again and got sales. Spoke with someone and advised we were trying to get this information on two vehicle and need a call back today. Let him know I was here for another hour and provided my info. Prev CSM did request Sm and I would just like to get the information without escalating this further. Advised he understood and would be happy to walk over to her and give her my info. Thanked and wished him a happy weekend.

2020-03-06 22:39:01 | CSM Alyssa x77913| OBC to dealer | Called and tried service a few times. No answer. Called again and got sales. Spoke with someone and advised we were trying to get this information on two vehicle and need a call back today. Let him know I was here for another hour and provided my info. Prev CSM did request Sm and I would just like to get the information without escalating this further. Advised he understood and would be happy to walk over to her and give her my info. Thanked and wished him a happy weekend.

2020-03-09 00:57:40 I have sent a email to the SA seeking more information on the status of this concern. By now, I was expecting contacts to be open with hotline, but they have not reached out to them as of yet. I hope to have a reply to the email tomorrow. If I don't, I will be reaching out to the SM to advise him of what I am requesting.

2020-03-09 21:27:26 > | IBC FROM DLR | Currently the tech team is still in the diagnosis phase. She spoke with the Tech TL looked at the vehicle first. Based on his exam, the vehicle was assigned to a specialized tech. They have been tag teaming this repair issue. They have found a list of codes that they will be looking into. She is hoping that they will have a hotline contact opened about this vehicle within the next day or so. If she doesn't see one by the time I come in tomorrow, she would value that offer of speaking with the Service Principles to explain why this step is vital right now. \*\*\*\*\* RENTAL ASSIST AGREEMENT/ DLR & CSM WHAT TYPE OF LOANER: LINCOLN COST PER DAY: 45.00 DATE THEY WENT IN: 03/04 LINCOLN PORTION: 03/16 - 03/22 (pending repair) CLIENT/ESP PORTION: 2 days (90.00) DLR PORTION: 03/06 - 03/15

2020-03-09 22:46:51 > | OBC TO CLT [REDACTED]. The purpose of the call was to check in with [REDACTED] as it pertains to the current repair status. I was able to speak with the CLT and for the time being she appears to be comfortable. She states that she is mostly waiting to hear what the DLR has to say about the repairs before seeking anything else beyond repairing the issues. I advs the CLT that I would be checking in with her on 03/11

2020-03-12 01:28:01 [REDACTED] Currently indicates that there is NOT a hotline report/contact open on this vehicle. I feel at this point, I have allowed the DLR proper time to have this contact open. I will be making another OBC to the DLR to speak with the SM about getting with the Tech team that is involved with this client issue and see if this will positively impact the current status of the repairs.

2020-03-12 01:49:38 The following email has been sent to the DLR team that I have emails for requesting action on having a hotline contact opened. It also denotes that I will be contacting the DLR again tomorrow. It further advs that if I don't see actions with that hotline contact by the 15th, that it could impact my final decisions as to how much of the loaner costs the CRC is willing to cover in support of the dealerships repair status.

2020-03-13 23:15:27 > | OBC to dealer | CSM spoke to Service who advised that parts for the vehicle are coming in on Monday for the vehicle. Service could not confirm this would result in a complete repair for vehicle. CSM left VM for SM regarding opening a ticket on hotline if the parts do not solve the issue at this time. CSM is setting a F/U for Tuesday 3/17/2020.

2020-03-17 02:33:21 > | OBC TO DLR | Parts have been ordered and are landing tomorrow or Wed at the latest. They feel confident that once they have them installed that they will be able to release the vehicle. The part that they are waiting on should resolve the error messages that the CLT has been having issues with. Brake noise that the CLT is experiencing have not been duplicated \*\*\*\*\* I advs to Craig that even if the issues with the brakes are not duplicated, I would prefer that hotline is involved. I further explained that all I was looking for is to have the previous repair attempts reported to them with the fact that the CLT still has a complaint. Once they have responded, I will be in a better position to support the DLR that they have exhausted all resources towards addressing the issue.

2020-03-18 01:27:48 > | OBC TO DLR | (949)472-5271. The purpose of the call was to collect any additional data to support the repair status. At the time of the call, Craig wasnt able to come to the phone. I left a message requesting a call back as soon as possible.

2020-03-18 23:44:18 I have made four attempts to speak with the SA today in regards to repair status. I have left a message each time. This last attempt no message was left. BECAUSE OF THE COMMUNICATIONS ISSUES THAT I AM CURRENTLY EXPERIENCING, I will be emailing additional resources at the CRC to seek further assistance with getting the DLR to come to the phone for repair status and reporting updates to hotline.

2020-03-19 14:07:51 > | OBC to DLR | (949)472-5271 LVM requesting Craig call back as we cant seem to get in touch with him regarding two cases. Need repair status, and informed Craig I am in the office on 6PM EST, and CSM Mel will be in at 3:30 PM EST.

2020-03-19 16:40:08 > | OBC to DLR | (949)472-5271 | Aaron DLR states the parts that are on order have not arrived as of yet, veh repair is on hold until come in.

2020-03-20 00:15:12 [REDACTED] - Hotline still reflects no contact to discuss the continuing concerns that the CLT is having with the brake system. I am going to check in with the DLR first thing next week. If they have not begun to inspect the brake issues; I will determine how much time they will need to complete one job before addressing this one. After that, if there is not a hotline is not contacted, I will be opening a Tech SME to review this case and see if other paths are needed to ensure the client is not coming back for the same issues.

2020-03-20 00:15:56 Email that was sent to the DLR

2020-03-20 18:34:01 >> CSM made OBC to client @ [REDACTED] 3x's, each time CSM received a busy signal, CSM rescheduling F/U for 03/23/2020

2020-03-23 18:23:48 (CSM TELEKIA X77832 ASSISTING CSM MEL) OBC to DLR @9494725200, SA Craig not available at the moment, CSM left message requesting a CB, CSM rescheduling F/U for 03/25/2020

2020-03-23 18:29:40 (CSM TELEKIA X77832 ASSISTING CSM MEL) OBC to client @9 [REDACTED], CSM left VM requesting a CB regarding referenced case, CSM rescheduling F/U for 03/25/00

2020-03-24 19:28:05 CSM advised client that I attempted to reach her to advised that DLR has opened Tech Hotline Ticket and is currently working with the Tech Assist Center to diagnose and resolve concern, Client advised that DLR may be closed, states that the state of California has closed down all non-essential workplaces due to the Corona Virus, CSM advised client that CSM Mel will update her upon speaking with DLR

2020-03-25 20:18:14 After review of the report, the DLR has successfully attempting to duplicate the fault message that the CLT was experiencing, but thus far no further appearance has occurred nor any unusual faults found. I will be reaching out to the CLT today to verify if anyone has spoken with her about these follow up inqu. - Frequency of the fault (Daily, Weekly, Multiple times per day) - How long the fault lasts - How is the concern resolved (goes away on own, cycling the Ignition) - Possible weather related or Car wash - Time of day (after start up, when Hot) Should someone have already spoken to the CLT or if the vehicle has sense been returned to the CLT I will be supporting the decisions of the DLR as they have done all they can do until the issues are more frequent.

2020-03-25 20:29:09 > | OBC TO CLT | [REDACTED] Craig called the CLT today and talked to her about the unable to duplicate concerns. He did advs that the other concerns were resolved so there is a perception that this may be what was causing those error messages to appear FOLLOW UP Q ANSWERS: - random timing, it would come up for a couple days and then stop. Truthfully, there is nothing further that the CLT can advs to the DLR to help get those error messages to appear again. CURRENTLY: The vehicle is still at the DLR as Craig is still working on the brake issues. \*\*\*\*\* CSM ADVS: I advs the CLT of my review of the resources and that in the interest of CLT satisfaction; I will be applying a 6/100 PremiumCARE coverage to her vehicle. It is peace of mind insurance that should the issues return beyond the factory warranty, that she has continuing support from LMC. I will be sending the CLT a follow up email regarding this. She is also aware that at this point, there is no additional follow ups planned between her and I and I will be checking in with Craig tomorrow.



2020-03-26 18:20:03 \*WEB\*We have attempted to duplicate the brake noise concern. We have tried at different times of the day and evening. Also during different weather and temps. Inspected the brake system. No problems found at this time.

2020-03-26 22:40:40 > | OBC TO DLR | The purpose of the call was to talk to Craig and clarify the note. He states that they plan to complete one final road test with the vehicle to try and duplicate the brake issue. Should nothing happen, they plan to release the vehicle back to the client. I advs the DLR to email me the data for submitting the reimbursement codes in a email. I will work on it Sunday and ensure that they have the resources as early as Monday to close the contact on their end.

2020-03-26 22:52:36 Email to the CLT

2020-03-29 19:09:00 The following attachment has been submitted to the DLR for request of the final invoice data to support the loaner claims. In my email it states that I am giving them till the 5th to get those forms to me. Should they not be received in that allowed time, I may need to review the contacts with additional resources at the CRC. (It will be the third attempt requesting the documentation at that point)

2020-03-31 22:25:27 \*WEB\*I emailed the rental invoice on 03/30/20 I am attaching it here also

2020-04-01 23:16:25 > | OBC TO CLT | [REDACTED]. The CLT has accepted the offer and the following has been submitted up on her behalf. CASE NUMBER [REDACTED]

2020-04-02 12:41:07 COM Shaneria transmitted case [REDACTED] on 4/2.

2020-04-10 19:00:15 CSM Dehane x 77911 | IBC from dealer| SA Craig from the dealer called and stated that he has discussed R.O information with CSM Mel, but stated that a new repair order needed to be created. SA Craig stated that he has emailed the CSM but wanted to discuss additional information with the CSM that was sent via email. SA Craig stated that he would like to speak with CSM Mel and would like a return call made to 949 472-5200. I was able to get some of the repair order information from SA Craig. P&A: 05556 RO #: 992602 RO Open Date: 3/4/2020 RO Mileage: 9781 Line: 08 Parts: Labor: \$ Tax: Total: 720.00 Client Share: \$ 00 Dealer Share: \$ CSM Share: \$ P11 Approval Code: Loaner days

2020-04-13 01:46:39 MSPA855873 was sent in reply. Case closed.

CASE ATTACHMENTS:

|                     |             |                                                                                |
|---------------------|-------------|--------------------------------------------------------------------------------|
| 2020-03-02 01:52:46 | Mel Lukasik | <a href="#">[REDACTED].msg</a>                                                 |
| 2020-03-12 01:49:38 | Mel Lukasik | <a href="#">[REDACTED].msg</a>                                                 |
| 2020-03-20 00:15:56 | Mel Lukasik | <a href="#">RE [REDACTED]</a>                                                  |
| 2020-03-26 22:52:36 | Mel Lukasik | <a href="#">Lincoln Concierge Relationship Center CASE NUMB [REDACTED].msg</a> |
| 2020-03-29 19:09:00 | Mel Lukasik | <a href="#">[REDACTED].msg</a>                                                 |
| 2020-03-31 22:25:27 | SYSTEM      | <a href="#">KWENTUS RENTAL.pdf</a>                                             |

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**From:** Lexi Combs <lcombs@tuttleclick.com>  
**Sent:** Friday, February 28, 2020 8:16 PM  
**To:** Lukasik, Melissa (M.)  
**Subject:** [REDACTED]  
**Attachments:** [REDACTED].pdf

Good Afternoon Mel,

Please see my attached notes(scribbled, sorry) about the situation we discussed with a Lincoln Aviator customer. She is expecting a phone call from you on Sunday if you are able to – it would be greatly appreciated. She is so unbelievably patient and is becoming so frustrated(understandably so). Thank You!

All The Best,

*Lexi Combs*

Assistant Service Advisor  
Tuttle-Click Lincoln  
43 Auto Center Drive | Irvine, CA 92618  
Main: (949)472-5200  
Direct: (949)472-5271



RO # 984035 2/4/20 Mileage 8135

Lines:

Codes were cleared? then not duplicated and sent home...

2nd front set?

1- Ford Maint. ✓

2- Multi point ✓

3- C/S "AdvanceTrac" "4wd mal" "pre collision assist not avail" "hill assist not avail" messages keep popping up on instrument cluster unable to duplicate - no work done

4- C/S brakes still squeaking at low speeds replaced front brake pads (hard spots)

5- rental ✓

6- Lincoln Pick up ✓

stated still under investigation no further diag done

RO # 968721 12/11/19 Mileage 4890

1- C/S multiple error messages came on for features unavailable No work done

2- C/S tailgate wouldn't open NO work done (not duplicated)

3- Lincoln Pick up ✓

rear now?

RO # 959237 11/6/19 Mileage 4810

1- C/S brakes still squeaking replaced rear pads

2- C/S a bunch of fault messages popped up and then went away SSM 48280 - NO work done

3- C/S drive control malfunction displayed SSM 48280

4- Lincoln Pick up ✓

not the same out given same SSM by different technician



RD # 949308 10/3/19 Mileage 1668

- 1<sup>st</sup> set of front → 1- C/S brakes are squeaking when braking at slow speeds replaced front brakes  
2- C/S thumping noise while driving NFF  
3- C/S garage door opener not pairing reprogrammed  
4- Lincoln pick up ✓  
5- recall 19C07 ✓

RD # 946002 9/23/19 Mileage 706

- 1- tuffcoat (internal) ✓  
2- internal rental ✓

RD # 943873 9/14/19 Mileage 72

- 1- there is a clicking noise heard from front end at slow speeds SSM 48145  
2- 19C04 ✓

RD # 943490 9/13/19 ~~000~~ Mileage 71

- 1- PDI ✓  
2- N/C Detail ✓

\* Appointment set for 3/4/20 @ 1pm to have error messages, front camera issues, and squeaky brakes looked at for the 4<sup>th</sup> time \*

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**From:** Lukasik, Melissa (M.)  
**Sent:** Wednesday, March 11, 2020 9:48 PM  
**To:** 'Craig Whitacre - Tuttle Click Ford Lincoln (cwhitacre@tuttleclick.com)'; 'Emiliano (EALJANDRO@tuttleclick.com)'  
**Cc:** 'Lexi Combs'  
**Subject:** [REDACTED]  
**Importance:** High

Good Evening Everyone,

I hope and trust that this email is finding you well today. I am reaching out in regards to the status of [REDACTED] and her repair concerns with her 2020 Aviator. This was a client contact that Lexi requested that I open due to the repair issues and the fact that your team may require additional loaner vehicle assistance through the administration of inspections and repair. As of tomorrow, the case will have been opened for a week and currently Lexi hasn't been provided any additional substantial updates and when I make inquiries as to the status of opening a hotline contact she told me that she is working on it, but the tech's don't appear to be working with her on that.

I need to ensure that we are all on the same page as to why it is important at this point that we start pulling those resources in. Based on the client's service history with these complaints; I feel that additional guidance is necessary to ensure that we are exhausting all resources to resolving the issues once and for all, that we have supporting data in the event that the CLT's disposition escl and this case turns into a GFR.

As of the 15<sup>th</sup>, I will be reviewing this case for additional loaner assistance. My decisions will be impacted by the Hotline contact. If I do not see a report and the Tech or Shop Foreman consistently updating that record I will only be covering the days that we can show that work was being done to the vehicle. Please also understand that the Aviator launch has been bumpy at best and all Aviator cases are being monitored closely by everyone in Lincoln Motor Company. Your team is one of the best that I have had the pleasure to work with and I want to ensure that you continue to excel. I will be in the office tomorrow at 3:30 PM EST. Since Lexi and I couldn't connect on the phone today I will be moving the follow up to tomorrow to check on this case again.

Should Craig or the Service Manager want to speak with me, I will be available and happy to clarify any part of the email to ensure that we are all on the same book, page, line so that the client's experience continues to remain as positive as we can ultimately control.

Talk to you all soon,

*Mel Lukasik*  
Concierge Service Manager  
Lincoln Client Relationship Center  
Phone: 888-214-2155 ext: 77835 | eFax: 888-410-0295  
Email: [mlukasik2@lincoln.com](mailto:mlukasik2@lincoln.com)



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**From:** Lukasik, Melissa (M.)  
**Sent:** Thursday, March 19, 2020 8:15 PM  
**To:** 'Craig Whitacre'  
**Subject:** RE: [REDACTED]

What about her brake issue? I am still not seeing any reports to hotline as I had requested. Please ensure that steps completion before returning her vehicle. It will support a robust resolution call with the CLT.

Thank you,

*Mel Lukasik*

Concierge Service Manager  
Lincoln Client Relationship Center  
Phone: 888-214-2155 ext: 77835 | eFax: 888-410-0295  
Email: [mlukasi2@lincoln.com](mailto:mlukasi2@lincoln.com)



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**From:** Craig Whitacre <[cwhitacre@tuttleclick.com](mailto:cwhitacre@tuttleclick.com)>  
**Sent:** Thursday, March 19, 2020 10:57 AM  
**To:** Lukasik, Melissa (M.) <[mlukasi2@lincoln.com](mailto:mlukasi2@lincoln.com)>  
**Subject:** Re: [REDACTED]

Good morning. I returned [REDACTED] vehicle yesterday. As for [REDACTED]. We are doing the final road test today. As long as that goes well I will arrange the return later today.

Thank you.

Craig Whitacre  
Ford-Lincoln Service Advisor  
Tuttle Click Ford-Lincoln  
949-472-5240

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**From:** Lukasik, Melissa (M.) <[mlukasi2@lincoln.com](mailto:mlukasi2@lincoln.com)>  
**Sent:** Monday, March 16, 2020 6:08 PM  
**To:** Craig Whitacre <[cwhitacre@tuttleclick.com](mailto:cwhitacre@tuttleclick.com)>  
**Subject:** [REDACTED]



Ok, I got off the phone with [REDACTED]. She is happy that your nearing completion, but is still wanting to know more about what was repaired. She feels that the module yall are replacing to attend to the TPS issue is the same module that was previously replaced.

I advs to the CLT that it wasn't but I didn't know enough about the mechanical parts to be able to advise her correctly the differences between the two components.

She also wanted to know the status of the SYNC issue. I wasn't sure if this module would be in association to that complaint as well or if we haven't been able to duplicate the following issue:

***SYNC: The CLT states that there is an issue with connecting to her phone with Bluetooth (she has an iPhone 6S that is performing with an iOS of 13.3.1) She is also noticing that the screen is freezing up.***

For now, I left the CLT with the feeling that if nothing has been done to attend to that, it could be that a software update may resolve the issues that she is having. Other than that, she may ask who has been test driving the vehicle. I think this question is due to the "viral outbreak" but I assured her that with the level of precautions that Lincoln has us going through here at the CRC that it is probably double the levels of efforts at the dealership level.

I just didn't want you flying blind with [REDACTED] cause she seems really sweet, but I know how fast those faces can turn on people. Look forward to any follow ups you may have with this contact. For now, I am booking a follow up for Wednesday should something change please reach out to me after 3:30 PM EST or email me.

Thanks again,

*Mel Lukasiak*

Concierge Service Manager  
Lincoln Client Relationship Center  
Phone: 888-214-2155 ext: 77835 | eFax: 888-410-0295  
Email: [mlukasi2@lincoln.com](mailto:mlukasi2@lincoln.com)



THE LINCOLN MOTOR COMPANY



*Lincoln Confidentiality:*

*This email may contain privileged communications. If you have received it in error, please delete it immediately and notify the sender. For security reasons, please do not submit any sensitive personally identifiable information, such as credit card numbers, driver license number, SSN, DOB, etc. Thank you.*

---

**From:** Lukasik, Melissa (M.)  
**Sent:** Thursday, March 26, 2020 6:52 PM  
**To:** [REDACTED]  
**Subject:** Lincoln Concierge Relationship Center // CASE NUMB: [REDACTED]  
**Attachments:** 2020 Lincoln Protect PremiumCare.pdf

Good Afternoon [REDACTED],

I hope that this email today is finding you and your family well. I wanted to check in and let you know that I checked in again with Craig today and we have not been able to successfully duplicate the brake issue. He already told me that he has brought this to your attention. The current action plan that they have is to take the vehicle out again tomorrow as it is supposed to be warmer and see if this has an impact on the symptoms appearance. If no change has occurred, the dealership will have to make preparations for the vehicle's return at least the symptoms are more frequent.

I want to assure you that I kept a tight watch on this contact and I feel that they have exhausted all our technical resources towards resolving the concerns. The reports should provide further assistance to our efforts towards researching this issue further and see if we can better understand why this is happening and what additional steps or updates may need to be done to make this a resolved issue for you.

In the meantime, I have evaluated this opportunity, and in the interest of client satisfaction I felt that it would not only be necessary to focus on the future and providing as many assurances I can that you have the support of Lincoln Motor Company. The attached PDF document is a brochure of an Extended Protection Plan that Lincoln Motor Company will be purchasing for you. It is the most comprehensive coverage that we offer to the bumper to bumper. Please know that it isn't technically a continuation of the New Vehicle Warranty. It offers the same protection benefits to over 1,000 mechanical components on your vehicle.

I will be waiting for a confirmation email from Craig that the vehicle has been returned. Upon which I will submit the paper work in, and within a week the coverage will be active on the VIN. Should you have any questions about the coverage or materials, please know that my hours of operation have temporarily changed. I am in the office 2 PM to 10:30 PM EST.

Thank you for being a Lincoln Owner,

*Mel Lukasik*

Concierge Service Manager  
Lincoln Client Relationship Center  
Phone: 888-214-2155 ext: 77835 | eFax: 888-410-0295  
Email: [mlukasik2@lincoln.com](mailto:mlukasik2@lincoln.com)



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## Experience First-Class Service.



The Lincoln Protect PremiumCARE coverage is 100% backed by Lincoln.

- Service provided at Lincoln and Ford dealerships in the U.S., Canada and Mexico
- Lincoln-authorized parts used for covered repairs
- Factory-trained and certified technicians

## Experience Peace of Mind.



The Lincoln Protect PremiumCARE coverage is there with 24-hour Roadside Assistance when the unexpected happens.

- Includes tire change, lockout, out-of-fuel and battery jump-start assistance
- Towing Assistance (up to \$100 per occurrence)
- Emergency Travel Expense (up to \$1,000 within the first 5 days per occurrence)
- Destination Assistance (up to \$75)

► **Call 1-800-521-4140**

Plus, rental vehicle benefits.

- Standard coverage includes \$45 a day for up to 10 days for covered repairs
- Purchase an Enhanced Rental Option for coverage of \$60 a day for up to 10 days for covered repairs

## Experience Added Security.



Key Services is a benefit within your Lincoln Protect PremiumCARE coverage. The technology in today's keys/key fobs makes it expensive to replace.

- Your Lincoln Protect Key Services option will replace or reprogram your key(s) and/or fob(s) if they are:
  - Misplaced
  - Damaged and will not work

## Experience Personal Service.



Lincoln Protect Pickup, Delivery and Loaner Service Option.

This option provides convenient personalized service, which allows you more free time rather than spending your valuable time in a dealership. Service includes:

- Round-trip service drop-off or pickup & delivery with loaner
- Two-day loaner vehicle per service visit



Lincoln Protect®

# PremiumCARE

Extended Service Plan

### For New Lincoln Protect Plans:

- Coverage begins with the original in-service date (New Vehicle Limited Warranty start date) and zero miles. Your selected coverage expires upon reaching the earlier of time or mileage.

### For Used Lincoln Protect Plans:

#### Vehicles within the New Vehicle Limited Warranty

- Eligible Lincoln, Ford and Mercury vehicles that have New Vehicle Limited Warranty remaining at the time of purchase – coverage begins at the signature date and current mileage. Coverage ends at the earlier of the number of months purchased or the number of miles purchased from the expiration of the New Vehicle Limited Warranty.

#### Vehicles outside the New Vehicle Limited Warranty

- Coverage for Lincoln, Ford and Mercury vehicles beyond the New Vehicle Limited Warranty and all competitive-make vehicles begins at the signature date and current mileage. Your selected coverage expires upon reaching the earlier of time or mileage.

0% APR interest-free Installment Payment Plan with flexible payment options is available when the extended service plan is not included in the vehicle financing; everyone qualifies, making it the smart choice.

**0% APR**

**IPP** Installment Payment Plan  
ADMINISTERED BY BUDCO FINANCIAL



Lincoln Protect®

This brochure is intended to provide general information about a PremiumCARE extended service plan offered by Lincoln Protect. It was printed for the October 2020 plan year. Prices and plan details may have changed after the brochure was printed. Plan availability, benefits, coverage and provider may vary by state. Please refer to your plan's service contract for the actual terms and conditions, including a list of covered repairs.

In Florida, Lincoln Protect is a Service Contract from Ford Motor Service Company (License #19-383364381).

In Texas, Lincoln Protect is a Service Contract from Ford Motor Service Company (License #SCP-165).

20FLP-PCBRCH-L  
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Printed in the U.S.A.

November 2019

1000+  
COVERED  
COMPONENTS



THE LINCOLN MOTOR COMPANY

## Elegance for Miles.

With a Lincoln Protect PremiumCARE extended service plan, you are protected from unforeseen covered repairs on your vehicle for up to the earlier of 8 years or 150,000 miles.

8 years  
150,000  
miles

That's well beyond the New Vehicle Limited Warranty that comes with your vehicle. Now is the time to protect your investment with a Lincoln Protect PremiumCARE extended service plan.

Why Lincoln Protect PremiumCARE coverage is such a great value.

The price for parts and labor to repair many major components can be significant. One repair bill can easily exceed the price of your Lincoln Protect PremiumCARE coverage. It's clear that this coverage can quickly pay for itself.

Headlamp & Tail Lamp  
Assembly\*  
**\$2,624**

Engine\*  
**\$5,994**

Steering Gear\*  
**\$1,851**



A/C Evaporator Core\*  
**\$1,608**

Transmission\*  
**\$4,605**

Lane Alert System\*  
**\$1,650**

### DEDUCTIBLE OPTIONS

|                                                 | STANDARD | OPTIONAL                       |
|-------------------------------------------------|----------|--------------------------------|
| New Lincoln and Competitive-make Vehicle Plans  | \$100    | \$0, \$50, \$200, Disappearing |
| Used Lincoln and Competitive-make Vehicle Plans | \$100    | \$50, \$200, Disappearing      |

\*These examples are based on an average estimated U.S. retail repair cost for a Lincoln MKX. Actual repair costs will vary by vehicle and dealer location.

## Experience Customization.

Based on your driving needs, you can customize a Lincoln Protect PremiumCARE extended service plan that's right for you.

### NEW PLAN TIME AND MILEAGE OPTIONS Available within New Vehicle Limited Warranty

| Plan Length or Miles Covered (Coverage ends at the earlier of years or mileage) | 3 Years | 4 Years | 5 Years | 6 Years | 7 Years | 8 Years |
|---------------------------------------------------------------------------------|---------|---------|---------|---------|---------|---------|
| 36,000 Miles                                                                    | ■       | ■       | ✓       | ✓       | ✓       | ✓       |
| 48,000 Miles                                                                    | ✓       | ✓       | ✓       | ✓       | ✓       | ✓       |
| 60,000 Miles                                                                    | ✓       | ✓       | ✓       | ✓       | ✓       | ✓       |
| 75,000 Miles                                                                    | ✓       | ✓       | ✓       | ✓       | ✓       | ✓       |
| 100,000 Miles                                                                   | ✓       | ✓       | ✓       | ✓       | ✓       | ✓       |
| 125,000 Miles                                                                   | ✓       | ✓       | ✓       | ✓       | ✓       | ✓       |
| 150,000 Miles                                                                   | ✓       | ✓       | ✓       | ✓       | ✓       | ✓       |

■ Not offered.

### USED PLAN TIME AND MILEAGE OPTIONS Available Beyond the New Vehicle Limited Warranty

Coverage lengths range from 1 year/12,000 miles to 6 years/75,000 miles for Model Year 2006 and newer vehicles.



# PremiumCARE

## 1,000+ Covered Components (Partial List)

## High-Tech Components Covered by Lincoln Protect

## Insist on Lincoln Protect



### ENGINE

- All Internally Lubricated Parts
- Cylinder Block
- Cylinder Heads
- Diesel Fuel Injectors
- Diesel Injector Lines
- Diesel Injector Pump
- Diesel Lift Pump
- Engine Mounts
- Exhaust (Manifold and Bolts)
- Flywheel
- Flywheel Ring Gear
- Fuel Tank and Metal Lines
- Gas Fuel Injectors
- Gas Injector Lines
- Harmonic Balancer and Bolt
- Intake (Manifold and Bolts)
- Oil Pan
- Oil Pump
- PCM Module
- Radiator
- Radiator Fan (Clutch or Motor)
- Seals and Gaskets
- Thermostat
- Thermostat Housing
- Timing Chain Cover
- Timing Chain (Gears or Belt)
- Turbocharger/Supercharger Unit (Factory-Installed)
- Valve Covers
- Water Pump



### TRANSMISSION

- All Internally Lubricated Parts
- Release Hubs and Bearings
- Seals and Gaskets
- Torque Converter
- Transfer Case (Including All Internal Parts)
- Transmission Case
- Transmission Linkage
- Transmission Module (External)
- Transmission Mounts



### ELECTRICAL

- LED Lighting or Lamp Assemblies – Interior and Exterior (Factory-Installed)\*\*
- Alternator
- Audiophile Sound System
- Charge and Volt Gauges
- Clock (Electric)
- Control Trac 4WD System
- Driver's Seat Position Sensor
- Dual-Zone Electronic Auto Temp Control
- Electronic Ignition Module
- Fuel Pump
- Heated Backglass (Electrical Only – Not Glass Damage or Breakage)
- High Intensity Discharge (HID) Headlamps Igniter/Ballast\*\*
- Ignition Coil and Lock
- Ignition Module (Electric)
- Ignition Switch
- Incandescent/Halogen Bulbs – Interior and Exterior\*\*
- Intelligent 4WD Systems
- Power Mirrors (Electrical Only – Not Mirror or Glass Damage or Bulbs)
- Power Running Boards
- Radiator Fan Relay
- Rear Window Power Sunshade
- Speedometer/Odometer (Electrical and Mechanical)
- Starter Motor
- Starter Motor Solenoid
- Switches (Manually Operated, Electrical)
- Temperature Gauge
- Voltage Regulator
- Wiper-Activated Headlamps
- Wiper Motors
- Wiring Harnesses (Excluding Spark Plug Wires)



### BRAKES

- Anti-Lock Brake Module and Sensor
- Brake Booster (Power)
- Calipers
- Combination Valve
- ETA Pump Hose Assembly
- Metal Lines and Fittings
- Master Cylinder Parking Brake Linkage and Cables
- Retainers and Clips
- Self-Adjusters
- Shaft (Brake Pedal)
- Springs
- Wheel Cylinders



### FRONT AND REAR SUSPENSION

- Ball Joints (Upper and Lower)
- Control Arms (Upper and Lower)
- Control Arm Shafts and Bushings
- Linkage and Bushings
- Load Leveler Suspension System
- MacPherson Style Struts
- Roll Stability Control
- Spindle and Spindle Support Springs
- Stabilizer Bar
- Tie Rods



### REAR/FRONT-WHEEL-DRIVE AXLE

- Axle Shafts
- Bearings (Front and Rear)
- Rear: Drive Axle Housing and Front Axle Housing for 4x4 (Including All Internal Parts)
- Front: Final Drive Housing and Rear Axle Housing for AWD (Including All Internal Parts)
- Driveshaft
- Locking Rings (Four-Wheel Drive)
- Seals and Gaskets
- Universal and Constant Velocity Joints
- Viscous Coupler/Flexible Coupler



### STEERING

- Column Lock (Tilt Wheel)
- Control Valve
- Cooler and Metal Lines
- Electronic Power Assisted Steering
- Idler Arm
- Power Steering Pump/Electric Power Steering Actuator
- Pulley Assembly
- Seals and Gaskets
- Steering Column
- Steering Gear Housing, Manual and Power (Including All Internal Parts)
- Steering Shaft
- Underbody Linkages and Couplings



### AIR CONDITIONING AND HEATING

- A/C Accumulator
- A/C Clutch
- A/C Clutch Bearings
- A/C Compressor
- A/C Compressor Clutch Switch
- A/C Compressor Head
- A/C Compressor Seals
- A/C Condenser
- Auto Temp Control
- Evaporator
- Field Coil
- Heater Blower Motor
- Heater Control Assembly
- Heater Core Assembly
- Instrument Panel Registers and Air Ducts
- Pulley



### SAFETY

- Airbag Module Assembly
- Collision Avoidance System
- Diagnostic Module Assembly (Airbag)
- Door Ajar Warning Switch Assembly
- Guides, Bezels, Brackets and Supports (Safety Belts/Shoulder Straps)
- Head Restraint Retainers and Sleeves (Safety Belt)
- Key, SecuriLock® (Microchip-Encoded Key)
- Lock Cylinder (Door)
- Lock Lever Assembly (Door)
- Lock Lever Assembly (Tailgate)
- Lock Lever Retainers, Clips and Brackets
- Module (Passive Restraint)
- Safety Belt Buckle (Front and Rear)
- Safety Belt Motor Drive Assembly
- Safety Belt Restraint Carrier
- Safety Belt Retractors
- Safety Belt Track Assembly
- Safety Belt Warning Chime Assembly
- Safety Canopy
- Sensors (Airbag)
- Shoulder Strap Track Assembly
- Wiring Assembly (Airbag)



### EMISSIONS

- Air Check Valve Assembly
- Air Control Valve
- Air Idle Vacuum Valve
- Air Supply Valve (Hose and Tube)
- Barometric Pressure Sensor
- DEF System (Excludes Catalyst)
- ECC Relay Assembly
- EGR Control Valve
- EGR Pressure Sensor
- EGR Regulator Assembly
- EGR Valve Adapter
- Electronic Throttle Control
- EVAP Vapor Storage Canister
- Idler Air Control Valve
- Knock Sensor
- Mass Air Flow/Intake Air Temp Sensor
- Oxygen Sensor
- PCV Hose Assembly
- PCV Valve
- PCV Vapor Filter
- Reductant Urea System
- Temperature Sensor (Engine Coolant)
- Vacuum Restrictor
- VAF Sensor
- Variable Camshaft Timing (VCT) Phasers

High-Tech components in today's vehicles can make the repair process much more complicated – and more costly. Below is just a partial list of the **High-Tech components covered by Lincoln Protect PremiumCARE:**



### HIGH-TECH

- Adaptive Cruise Control
- Adaptive Headlamp System (Excluding Lamp Housing, Bulbs)
- Air Suspension (Selected Electronic Components)
- Anti-Theft Alarm (Factory-Installed)
- Auto Lock and Auto Unlock System
- Automatic Park Assistant
- Blind Spot Info Sys (Electrical Only – Not Mirror or Glass Damage or Bulbs)
- Cross Traffic System
- Enhanced Active Park Assist System
- Forward Sensing System
- Fuel Mixer (Alternative)
- In-Dash Garmin™ Voice-Activated Navigation System (Factory-Installed and Dealer)
- Instrument Cluster (Excluding Dash Pad)
- Intelligent Oil Life Monitor System
- Keyless Entry System (Excluding Door Handles)
- Lane Depart Warning
- LincolnLink™ System
- Lincoln Work Solutions Asset Security (if equipped)
- Message Center
- Power Antenna
- Power Door Locks and Retainer Clips (Excludes Door Handles)
- Power Seat Motors
- Power Window Motors/Regulators
- Rain-Sensing Wipers
- Rear Console Refrigeration
- Reverse Camera System
- Reverse Sensing System
- SecuriCode™ Keyless Entry
- SecuriLock® Passive Anti-Theft Ignition System
- Sensor (Alcohol)
- SOS Post-Crash Alert System
- Speed Control
- Stationary Elevated Ride Control
- SYNC MyLincoln Touch (Excludes Software Upgrades)
- Trailer Brake Module
- Unique Hybrid/Electric Vehicle Components (Excluding High-Voltage Battery and Cables)



### AUDIO

- Antenna, Radio (Base Assembly)
- Brackets
- Cables and Wiring
- Cellular Phone, Receiver, Handset, Speaker Assembly and Antenna (Factory-Installed)
- Compass and Therm Readout Displays
- Controls (Rear Seat)
- Radio (AM, AM/FM), Speakers, Digital CD Player, Graphic Equalizer, Premium Sound Amplifier (Factory-Installed)
- Rear Entertainment System (Factory-Installed)

The Lincoln Protect PremiumCARE extended service plan is so comprehensive, it's easier to refer you to what isn't covered – here are some examples:

#### Generally Covered by Your Auto Insurance

Examples include: fixed (non-moving) body parts, bumpers, glass, moldings, ornamentation, paint, rust, sheet metal, structural underbody framework, side and rearview mirrors (glass and housing), water leaks, wind noise, weather strips, wheels, wheel studs, wheel covers, convertible top and bow.

#### Repairs Related to Your Maintenance Requirements

Items listed in your vehicle's owner guide. Examples include: batteries of all types and cables, belts, hoses, hose clamps, brakes (front hub, drums, shoes, linings, disc rotors, pads), manual transmission clutch disc, exhaust system (includes catalytic converter), spark plugs, squeaks, rattles, tires, wheel balancing, wheel alignment, all lamps and lights (LED and HID lights, bulbs, sealed beam and lenses) except when purchased with New or Incomplete PremiumCARE Interior/Exterior Lighting Option, fogging of lamp assemblies, shock absorbers, service adjustments and cleaning, and scheduled maintenance services.

#### Other Components and Repairs

Fabric, liners, fasteners, carpets, dash pad, wiper blades, knobs, trim, upholstery, physical damage or cosmetic issues, repairs covered by manufacturer recalls, any insurance or if the vehicle is within the time and mileage limits of any warranty, repairs caused by improper unreasonable use, unauthorized alterations or modifications of the vehicle, and repairs caused by lack of required or recommended maintenance. Costs or expenses for the teardown, rental expense, inspection or diagnosis of failures not covered by this Agreement. Refer to contract for details.

## 100% Backed by Lincoln

**24-Hour Roadside Assistance**  
**1-800-521-4140**

## Pickup & Delivery Services

1,000+ Covered Components

## High-Tech Components Covered

## Rental Benefits

## Key Services

## Lincoln-Authorized Parts

## Transferable

## Service in the U.S., Canada and Mexico

## Lincoln Certified Technicians

\*\*Interior/Exterior Lighting – coverage included only if Lighting Option is purchased.



---

**From:** Lukasik, Melissa (M.)  
**Sent:** Sunday, March 29, 2020 3:07 PM  
**To:** 'Craig Whitacre - Tuttle Click Ford Lincoln (cwhitacre@tuttleclick.com)'; 'Emiliano (EALJANDRO@tuttleclick.com)'  
**Subject:** [REDACTED]  
**Importance:** High

Hey Craig,

This is just a friendly reminder that I need the conclusion invoices for both [REDACTED] as well as [REDACTED]. I want to ensure that we resolve the loaner invoices for your teams before EOM.

Please ensure that you have the following attached in your reply. This will ensure that as soon as I receive them I can cut the associated codes and ensure that the Warranty Admin and SM isn't stressing towards the end of month. I will be in the office all week between 2:00 and 10:30 PM EST. I will be moving the contacts down to the 5<sup>th</sup> as I am aware of the client levels coming in need to be more of a priority.

Please reply as soon as possible

Thanks again,

*Mel Lukasik*  
Concierge Service Manager  
Lincoln Client Relationship Center  
Phone: 888-214-2155 ext: 77835 | eFax: 888-410-0295  
Email: [mlukasik2@lincoln.com](mailto:mlukasik2@lincoln.com)



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TUTTLE-CLICK FORD LINCOLN  
43 AUTO CENTER DRIVE  
IRVINE, CA 92618  
PH: (949)472-5350

# Invoice FORD-

Date: 03/30/2020

Invoice Date: 03/30/2020

TRABUCO CANYON, CA  
PH

FORD SERVICE

Policy #:

Claim #:

Date Of Loss:

RO Number:

PO Number:

Agreement Number:

Company Number: 00002

| Vehicle Number | Vehicle Type          | Vehicle Plate | VIN | Date Rented         | Date Returned |
|----------------|-----------------------|---------------|-----|---------------------|---------------|
|                | 2019 LINCOLN NAUTILUS |               |     | 03/04/2020 12:07 PM |               |

Description

RATE CHARGE

Amount

1170.00

Total Charges

1170.00

Charged 26 Day(s)

Company Total: 1,170.00

Company Payments: 0.00

Tax ID:

Net Due From Company: 1,170.00

Please Make Check Payable To and Remit To:

43 AUTO CENTER DRIVE  
IRVINE, CA 92618

DUE UPON RECEIPT

Company Number: 00002

Agreement Number:

Please Pay This Amount: 1,170.00



CASE NUMBER: [REDACTED] STATUS: Information Provided  
 OPEN: 05-22-2020 CLOSED: 06-04-2020 BUSINESS UNIT NAME: Ford  
 RESPONSE TEAM: Lincoln Concierge NA CRC COMMUNICATION: Phone  
 CASE CLASS LV 1234: Vehicle Concern | Buyback Request | Non-California Vehicle |  
 DEALER NAME: Banner Ford of Monroe, LLC  
 PA CODE: 05530 DLR SALES CODE: 23183 REGION: C3 ZONE: C3D  
 VIN: [REDACTED] MODEL YEAR: 2020 MODEL: AVIATOR MILEAGE: 1,800  
 BODY STYLE: J7X - AVIATOR SIGNATURE AWD 4-DR MPV  
 LAST NAME FIRST NAME MIDDLE: [REDACTED] |  
 ADDRESS: [REDACTED]  
 CITY STATE ZIP COUNTRY: MONROE | LA [REDACTED] | USA  
 HOME PHONE: [REDACTED]  
 SYMPTOMS: Start/Run/Move | Odor | Not Listed | UNKNOWN  
 ANALYST NAME: Katherine Charbonneau OPEN ANALYST NAME: Katherine Charbonneau  
 COMMENTS:

2020-05-22 22:06:17 Client Says: His vehicle has a burning smell and the steering default message, this is the second time and the client does not want this car. He bought in GA and lives in LA CSM Apologized for the concern, I am happy to assist, confirmed profile and held client while I called dealer to arrange PUDL with loaner OBC to dealer 8883880263 Jim Taylor Lincoln, spoke with Willie they have only 2 loaner and both booked until next Wednesday or Thursday, dealer is closing now but is open on Monday  
 ===== Client wants notes reviewed from m his previous case CAS-[REDACTED] I advised I see that he contact the CRC on 11/24 and received his vehicle back 11/26 satisfied with repair, he was given a 4 year LMP as compensation, Client is seeking compensation for his hour that he has wasted this evening with the same issue on the vehicle. I did advise client that CSM will open up a GFR for the client and that we will I need to have the vehicle diagnosed and are committed to the Warranty and I will review both GA and LA Lemon Law on his behalf. Client decided to bring car to Banner Ford and not the Lincoln dealer out of town. client provided my contact, case number, offered survey NEXT STEPS: CSM will open GFR and set follow up to call dealer and client Tuesday for update on diagnosis

2020-05-22 23:25:34 \*\*\*CSM Dante EXT 77909 assisting\*\*\* IBC from CLT looking to add to his case. The vehicle removed itself from my wife's phone and could not be started from the phone again. This was not like this earlier today. I want to add this to the list of issues I have with the vehicle. I have the Lincoln way app, but the actual PAAK does not work for her phone. The clt is highly displeased with this concern that he is experiencing. If this issue continues, I will be going for a lemon law. I am trying to buy american make cars, but the concerns are making me doubt it. CSM apologized to the clt for the concerns he is having and will send the case update to his CSM. Next steps: Send CSM Katherine an email on the case.

2020-05-25 14:03:58 > | IBC from the Client | [REDACTED] | [REDACTED] | Received call from CLT looking to advise that he is on the way to Banner Ford to have his vehicle diagnosed. He is going to wait and see if it needs to be left there or not for diagnosis/repairs. CSM advised that I will make sure to let CSM Kate know that he has brought in his vehicle since it seems like she is performing a GFR on his behalf. CLT advised that this was supposed to be his wife's dream car and he is sorry if he came off in a bad way at first but he is just really frustrated. CLT will call back later on today if the vehicle needs to be left or not. NEXT STEPS: CSM will email CLT contact info and will advise CSM Kate that vehicle is being brought in.

2020-05-25 14:05:14 > | Email to Client| [REDACTED] Mr. [REDACTED] | Good Morning, Hello Mr. [REDACTED] | I hope that this email finds you well. I have included my direct contact information below. My office hours are Sunday - Thursday from 8:00 AM - 4:30 PM EST. If you were to have any questions or concerns please do not hesitate to reach out to me and I will be more than happy to help. Thank you for being a valued member of our Lincoln family, I hope that you have a wonderful rest of your day. Kind Regards, Caroline Albanese Concierge Service Manager Lincoln Client Relationship Center Phone: 888-214-2155 ext: 77917 | eFax: 877-232-0172 Email: CALBANE3@lincoln.com NEXT STEPS: CSM will let CSM Kate know that the vehicle is being brought in.

2020-05-25 22:29:56 CSM Charlotte ext 77811 assisting Kate C | IBC from CLT SA Tarra Thorten adv the CLT he needs a module. CLT wanted to update CSM. CSM will adv Kate C who has a F/U to contact the DLR tomorrow. Next Steps: Email CSM Kate. There is a F/U activity set to call DLR 5/26.

2020-05-26 14:23:58 OBC to dealer 3183883300 spoke with Tara the SA, they have ordered a part this morning and she is sending me the RO information via email CSM Updated the GFR activity and will monitor current part and repair status, NEXT STEPS Call client to let him know I am aware of the part needed ordering and will monitor current repair

2020-05-26 14:30:48 OBC to client [REDACTED] to let client know that the I have collected the current ROS form banner, are there any other servicing dealers, Client informed me Banner is the only dealer he's been to and he is not in a loaner of any kind, they have a 2nd vehicle CSM Set follow up for 5/28 with client NEXT STEPS: Check parts arrival and update client 5/28

2020-05-28 17:54:39 obc TO DEALER 3183883300 all VM were full in the service department Spoke with Receptionist Rose and asked that someone get back to me with an update by end of the day NEXT STEPS: 3rd attempt to call dealer for status and update client today

2020-05-28 20:39:36 OBC to dealer 3183883300 Spoke with Tara and she said they are waiting on a part it is steering column housing and that it was ordered on 5/25 Client is driving their vehicle Transferred to Billy in parts: he said the part arrived yesterday Transferred back to Tara in service and her VM is full OBC to dealer 3183883300 spoke with Tara She will call client to schedule him and leave me a VM when he is due to come in NEXT STEPS: Confirm appointment with dealer and set up customer sat call with client

2020-05-31 22:15:18 EXT 77907>>>IBC from CLT: CLT states that the veh has been experiencing an issue with the washer fluid leaking. The veh has an adaptive cruise control issue that the DLR was awaiting parts for as of now. The CLT has since put over a gallon of wiper fluid. CLT wishes for someone within LMC to F/U with the DLR and have an an appointment scheduled to address the wiper fluid leak that has caused a mess in the CLT's Garage. NEXT STEPS: CSM will F/U with the DLR and advise of the windshield wiper fluid leak and have the DLR reach out to the CLT for scheduling for diagnosis and repair if possible. CSM will also F/U with the DLR and parts department to confirm the possibility for parts escalation by EOB 06/01 via CSM Kate C.

2020-05-31 22:42:45 EXT 77907>>>OBE TO CLT AT [REDACTED] Hello Mr. [REDACTED], I am reaching out to you per our last conversation with my direct contact information listed below as well as the contact information for your Concierge Kate. I will also be posting your case number dealing with the concern that you mentioned to me today. Thank you for your continued patience in dealing with your vehicle concerns and thank you for being the best part of Lincoln! Case Number: [REDACTED] Kate C: ext. 77926 Sincerely,

2020-06-01 15:50:41 OBC to client [REDACTED] advised his part is in and he said the vehicle is leaking windshield fluid a whole gallon on his garage floor. OBC TO dealer [REDACTED] spoke with Tara to let her know of the windshield leak. 3 way call with client and he is going to drop off the vehicle today. he does not need a loaner. NEXT STEPS: Call dealer for status and update client 6/3

2020-06-01 18:08:25 CSM JEFF 77906 IBC from s/a looking for correct contact info for clt. CSM provided # per clt profile

2020-06-01 18:56:43 IBC from client he said the dealer offered to buy the vehicle from him, what can the CRC do toward the trade. CSM ADVISED: At this time the vehicle repair is still not finished and I would recommend we wait until the repair is finished to give him every benefit of the LA Lemon law. Client agrees. NEXT STEPS: call dealer 6/3 for status and update client

2020-06-03 20:09:05 OBC to dealer 3183883300 cannot leave VM, box is full 2nd attempt Spoke with Phillip they have ordered a part and it is due in steering column housing assembly [REDACTED] TRANSFERRED TO JODY IN PARTS He say he thinks the part was installed today, he transferred me back to Philip in service and I left a message asking that he or Tara call before the end of the day for status and so I can update the client. NEXT STEPS: 2nd attempt to collect status and inform client by the EOB today

2020-06-03 22:01:11 OBC to dealer 3183883300 Spoke to Tara and the car is coming before they close. NEXT STEPS: Customer sat call and GFR review 6/4

2020-06-04 20:09:49 COM reviewed case. At this time vehicle does not appear to meet LL guidelines. GFR denied.

2020-06-04 21:45:33 OBC to client [REDACTED] Client is happy with the repair and speaks very highly of Tara at the dealership. CSM ADVISED Client that the vehicle does not meet the state of LA or the state of GA lemon Law guidelines and at this time Lincoln will not be replacing the vehicle. Client thanked me for the assistance and wanted to know how he would be compensated for his loss time out of the vehicle. CSM see that in January of 2020 he was provided with a LMP and therefore I do not have another GWG available in the same 12 month period but I would be please to send some Lincoln swag to him and Mrs. [REDACTED]. Client said his wife likes to shop. NEXT STEP: request SWAG cargo holder and umbrella to be sent to the client and set F/U in outlook calendar to make sure client received the package on 6/30

2020-06-04 21:47:55 email to Deb Hello Deb, Mr. and Mrs. [REDACTED] Monroe, LA [REDACTED] Please send a cargo holder and umbrella. Client likes to shop, so I figured a cargo holder is a good fit, if you have any other ideas, please feel free to choose what you think is best. Thank you Deb!! Katherine Charbonneau

2020-06-04 21:48:09 NEXT STEPS; CLOSING CASE

CASE ATTACHMENTS:



CASE NUMBER: [REDACTED] STATUS: Information Provided  
OPEN: 05-28-2020 CLOSED: 05-28-2020 BUSINESS UNIT NAME: Ford  
RESPONSE TEAM: Lincoln Concierge NA CRC COMMUNICATION: Phone  
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has not been to dealer |  
DEALER NAME:  
PA CODE: DLR SALES CODE: REGION: ZONE:  
VIN: [REDACTED] MODEL YEAR: 2020 MODEL: AVIATOR MILEAGE: 3,403  
BODY STYLE: J7X - AVIATOR SIGNATURE AWD 4-DR MPV  
LAST NAME FIRST NAME MIDDLE: [REDACTED] |  
ADDRESS: [REDACTED]  
CITY STATE ZIP COUNTRY: BENNINGTON | NE | [REDACTED] | USA  
HOME PHONE: [REDACTED]  
SYMPTOMS: Driver Aides & Information | Warning Indicators/Messages/Chimes | Collision Avoidance | Stays On  
ANALYST NAME: Terri Pring OPEN ANALYST NAME: Terri Pring  
COMMENTS:

2020-05-28 19:41:02

CLIENT ADV: Front camera is malfunctioning Something in the owner's manual that says he needs to clean a sensor Need to know where the sensor is. Do you know how to take it apart? Or should I take it to DLR? PER CLIENT, DLR SAYS: n/a CSM ADV: CSM apologized for situation, happy to help. OM states on pg 304 where those two cameras are. I cannot recommend that you take the veh apart. If you do that, it would be at your own risk of damaging further. I would recommend having DLR look at it to diagnose the issue and provide the correct fix. NEXT STEPS: Email clt with case number and contact info

2020-05-28 20:37:13

OBE to CLT: Mr. [REDACTED] It was a pleasure to speak with you this afternoon regarding your 2020 Aviator. I was so sorry to hear that you were encountering issues with your cruise control and pre-collision assist. As discussed on our call, the pictorial on page 304 of your owner's manual shows where the sensor is located. However, I cannot recommend taking things apart to fix or clean yourself at the risk of voiding the warranty. I would recommend taking the vehicle to your preferred dealer to make certain there is nothing further hindering the performance of these features. Should you have any questions, concerns, or comments you would like to add to the case, please feel free to reach out. My direct contact information can be found in the signature to this email, and your case number is referenced in the subject line. Should I for whatever reason be unavailable, please reach out to the Client Relationship Center at (800) 521-4140 and provide your case number, and any one of my colleagues will be able to assist you. Kind regards, NEXT STEPS: close case

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Information Provided  
OPEN: 06-12-2020 CLOSED: 06-18-2020 BUSINESS UNIT NAME: Ford  
RESPONSE TEAM: Lincoln Concierge NA CRC COMMUNICATION: Phone  
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has not been to dealer |  
DEALER NAME: LaFayette Lincoln  
PA CODE: 00960 DLR SALES CODE: 26413 REGION: S2 ZONE: NEG  
VIN: [REDACTED] MODEL YEAR: 2020 MODEL: AVIATOR MILEAGE: 9,000  
BODY STYLE: J7X - AVIATOR SIGNATURE AWD 4-DR MPV  
LAST NAME FIRST NAME MIDDLE: [REDACTED]  
ADDRESS [REDACTED]  
CITY STATE ZIP COUNTRY: SANFORD | NC | [REDACTED] | USA  
HOME PHONE: [REDACTED]  
SYMPTOMS: Driver Aides & Information | Warning Indicators/Messages/Chimes | AdvanceTrac/Traction Control | Flashes  
ANALYST NAME: Katherine Charbonneau OPEN ANALYST NAME: Katherine Charbonneau  
COMMENTS:

2020-06-12 17:11:13 CLIENT SAYS: She has lost confidence in the car this is the second time in 6 months having warning lights come on. She was down 1 day in January. Currently she had Collision Assist Traction Control Hill assist and Four wheel drive are all flashing. She has an appointment with dealer Monday. CSM ADVISED I apologize for the concern, reassured the client we are committed to the warranty and will provide all resources to repair the vehicle. I will call the dealer and monitor the repair and speak with the client EOB Monday. Provided my contact and offered survey. NEXT STEPS: call dealer Monday for status and update client.

2020-06-15 15:11:49 OBC to dealer 8884812219 LVM with Bruce the SA to call me regarding the vehicle concerns I told her I would monitor the repair. NEXT STEPS: 2nd attempt by EOB.

2020-06-15 17:31:36 IBC from client to let me know that driving in reverse the vehicle came to a harsh stop and there were no obstacles and also when she was driving to work today the screen went blank this morning. Also accelerating the car stumbled. She updated the dealer this morning. Next steps: I will call the dealer for status and update the client by the end of the day.

2020-06-15 20:57:17 OBC to dealer 8884812219 Spoke with Bruce and he was just about to call the client to let her know tech order a part for hill assist which is due in 2 days the rest of the concerns were reprogramming. NEXT STEPS< call dealer and client Thursday for updates and ETA on vehicle return.

2020-06-18 15:26:22 OBC to dealer 8884812219 to parts Spoke with Butch and he said he does not see a part ordered for this car. Transferred to service LVM for Bruce to call me back, parts says they have no order for this vehicle please look into this and call me with status. NEXT STEPS: Call Bruce about part by EOB and update client.

2020-06-18 20:54:10 OBC TO DEALER Spoke with Bruce and the vehicle was done and returned 6/16. Next steps: Customer Satisfaction call. OBC to client [REDACTED] she said the vehicle has a frozen screen during phone call last night on the way home, I offered to call the dealer to get the vehicle picked up and the client declined because the next time she restarted the car it was fine. Client will call me if she has an additional concerns, Next Steps CSM Closing case.

CASE ATTACHMENTS:



CASE NUMBER: [REDACTED] STATUS: Resolved  
OPEN: 10-06-2020 CLOSED: 10-08-2020 BUSINESS UNIT NAME: Ford  
RESPONSE TEAM: Lincoln Concierge NA CRC COMMUNICATION: Phone  
CASE CLASS LV 1234: Vehicle Concern | Document Technical Hotline Action | |  
DEALER NAME: Chapman Ford Lincoln Sales  
PA CODE: 29555 DLR SALES CODE: REGION: N3 ZONE: N3A  
VIN: [REDACTED] MODEL YEAR: 2020 MODEL: AVIATOR MILEAGE: 997  
BODY STYLE: J7X - AVIATOR SIGNATURE AWD 4-DR MPV  
LAST NAME FIRST NAME MIDDLE: [REDACTED] |  
ADDRESS: [REDACTED]  
CITY STATE ZIP COUNTRY: OCEAN CITY | NJ | [REDACTED] | USA  
HOME PHONE: [REDACTED]  
SYMPTOMS: Driver Aides & Information | Speed Control | Performance | Disengage/Dropout  
ANALYST NAME: Christine Moreton OPEN ANALYST NAME: Robert Marchese

COMMENTS:

2020-10-06 16:37:31

The Lincoln Technical Assistance Center is opening a TAR due to a lack of technical progress and time down. The vehicle has an adaptive cruise control fault message and the system is inoperative. They were unable to perform the FDRS alignment procedure and replaced the CCM. They are now able to perform the procedure but it fails every time. We have advised to use a straight edge to measure the distance of the CCM to the edge of each tire on both sides, which they state they have done but to the edge of each axle shaft and have equal distance. They also state that the Align Off PID reads 0, no aftermarket wheels tires are installed, no tints or any modifications to the front bumper. We suspect that the CCM is still not properly aligned and advised the dealer to continue to check alignments and consult with the customer about any possible front end collision.

2020-10-08 16:38:22

OBC to DLR; spoke with S/A RAY. Repair Order # 558197 open date: 9/16/2020 mileage : 992 They are working with Tech hotline and FSE. CLT has been content so far. No call is required to the CLT. CSM advised Ray that he call me if this CLT ever becomes needing of CRC communication and then I will speak with the CLT and see about meeting any expectations he may have. Ray understood. CSM closing case for now. \*\*\*If CLT should call into the CRC ;; please transfer him to me x 77925 \*\*\*\*

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: In Progress  
OPEN: 10-12-2020 CLOSED: BUSINESS UNIT NAME: Ford  
RESPONSE TEAM: Lincoln Concierge NA CRC COMMUNICATION: Phone  
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | CCT Criteria |  
DEALER NAME: Hamilton Ford  
PA CODE: 20422 DLR SALES CODE: 56511 REGION: W3 ZONE: W3A  
VIN: [REDACTED] 8 MODEL YEAR: 2020 MODEL: AVIATOR MILEAGE: 3,800  
BODY STYLE: J7W - AVIATOR SIGNATURE RWD 4-DR MPV  
LAST NAME FIRST NAME MIDDLE: [REDACTED] |  
ADDRESS: [REDACTED]  
CITY STATE ZIP COUNTRY: CLOVIS | NM [REDACTED] | USA  
HOME PHONE: [REDACTED]  
SYMPTOMS: Driver Aides & Information | SYNC/Digital Experience | Information/Display | Inoperative  
ANALYST NAME: SYSTEM OPEN ANALYST NAME: Kelsie Hammond  
COMMENTS:

2020-10-12 19:05:11 CLT SAYS: His wife's vehicle has had several problems since they first bought it back in early 2020. While driving home from the DLR, the cruise control would not work and the speeds capped at 55. The DLR had it for a week and resolved. After that, the CLT has had more and more issues including: mirrors do not fold sometimes, lincoln logo does not always display, when phone is plugged in - the SYNC screen & dash go blank. He has it in his possession currently while DLR (working with Gene Messler Lincoln & Hamilton Ford, locally) while waiting for a part to come in. The DLR plans to replace the "brain of the veh" (APIM). CLT says they have had veh in at least a month and a half in for service at both DLRs combined. He would just like this info notated just in case the repairs do not resolve issue. CLT is not req to be followed up with at this time apart from repair satisfaction. PER CLT, DLR SAYS: Waiting for part to come in. Has CLT in loaner. CSM ADV: Apologized for concerns. Adv I will notate this information and will check in with CLT when veh is repaired to make sure they are not having further issues. CSM will email CLT my information if they need it. CSM will work with DLR on back end but CLT does not need/want to be updated. next steps: open case. email clt.

2020-10-12 19:07:49 Mr. [REDACTED] Thank you so much for your time today as you explained the concerns with your Aviator. I'm so sorry for all of these issues and am very hopefully that replacing the "brain" of the vehicle will resolve the electrical issues you have been having. I will check in with the dealership to monitor repairs and follow up with you about a week after you get the vehicle back to see if it has been giving you any further issues of if they resolved. My information is located at the bottom of this message. I'm in the office everyday excluding Friday & Saturday from 1:30 - 10pm EST for your assistance. Your case number is: [REDACTED] Kelsie Hammond

2020-10-13 23:21:14 > CSM calling DLR for repair status/loaner assist/back order part inquiry but was placed on hold 5-10 min & CSM disconnected. next steps: call dlr again

2020-10-14 22:53:01 > CSM called Gene Messler Lincoln & they adv they have no info on veh. next steps: call Hamilton Ford

2020-10-14 22:53:51 > CSM spoke with parts dept & verified part is on b/o. part #: [REDACTED] P&A: 24622 Part manager name: Edson Washburn 888-692-7517 next steps: part esc

2020-10-14 23:00:02 P&A correction: 20422

2020-10-14 23:07:43 > CSM spoke with parts department bc part # provided is not showing up as EMR back ordered. CSM was adv that I was given wrong part # bc that one is already here. They will locate correct part # and email CSM khammo17@lincoln.com next steps: wait for email, call again if none rec'd

2020-10-15 01:51:02 > I started a parts case [REDACTED] We are waiting on Seat Bolts Part# W709980-S439X Update DOR/COR# 10011 FCSD# K31075 We need two (2) packages totaling eight (8) bolts. Thanks, Edwin Washburn

2020-10-15 01:52:43 > Part #: W709980-S439X Order date: 10/1 DOR/COR# 10011 FCSD# K31075 PART #: W709980S439X ENG #: W709980S439XD PART NAME: SCREW DATE OFF B/O: 10/23/20 B/O RANKING: DATE MERCHANDISER REMARKS 1. FILL EM-ORDS FROM: YY PACKAGER UPON RECEIPT 2. CAUSAL DESCRIPTN1: XC PACKAGER DELAY 3. CAUSAL DESCRIPTN2: WC PACKAGER DELAY 4. 100520 SHIPPED 272PCS TO FILL BACK ORDERS BY 10/16/20

2020-10-19 00:08:36 CSM kelsie ext 77902 checking part p&a: 20422 part # W709980S439X cor/dor: 10011 order date:10/01 ALLOCATED BY PDC ON 10/16

2020-10-22 21:28:42 > CSM spoke with DLR parts dept who confirmed the parts have arrived. CSM spoke with SA Frank who adv he will have CLT come in early next week and it will take a few days for repairs. He adv I can check in 10/28. next steps: call DLR repair status 10/28 \*\*csm note: CLT adv he does not want updates, just to be contacted for repair satisfaction\*\*

2020-10-28 23:12:48 > CSM spoke with SA [REDACTED] who adv they are almost done with repairs, but one of the parts that arrived was the incorrect one. They believe the correct part will arrive tomorrow, and if/when it does they will have repairs done after lunch. CSM will check back in with DLR tomorrow. next steps: call DLR 10/29

2020-10-29 23:07:01 > SA unavailable at this time. next steps: call dlr again 11/2

2020-11-02 20:07:53 csm kelsie ext 77902 ibvm from ethan tucker dlr replaced apim clt got veh back friday, had to take it back for more problems but did not specify req call back @ [REDACTED]

2020-11-02 20:32:45 > CSM spoke with CLT who adv he had to bring the veh back to the DLRSHp bc of new problems: - window will not close. stuck open. - sync screen freezes It does appear the SYNC screen going blank when phone plugs in has resolved, and mirrors fold, welcome light appears. CLT adv his wife does not want this veh anymore and at 6 months pregnant, does not want to deal with the stress of going in and out of the shop any longer. Veh was purchased in TX but registered in NM. CSM adv I will review for LL and have results no later than 11/9. next steps: email clt

2020-11-02 20:35:22 Mr. [REDACTED], Thank you so much for your time today. I'm so sorry that your Aviator has experienced further issues after getting it back from the dealership. Due to multiple concerns, I understand and respect your request for a buyback. I wanted to provide, in writing, that I will be reviewing for this over the next 5 business days and will have your results no later than 11/9. Kelsie Hammond

2020-11-04 20:22:29 > CSM spoke with service dept who adv SA on this case is at lunch & to CB to speak with him. SA is [REDACTED] next steps: call DLR before 7:30 EST

2020-11-05 20:22:11 > CSM spoke with DLR SA [REDACTED] and confirmed RO info for most recent visits: mileage: 5903 ro#6103076 9/16 - 10/30 ro#6104398 11/2 - current mileage: 5928 window concern stuck open has 2 window regulators ordered, not on b/o next steps: review gfr with com

2020-11-09 15:42:23 COM reviewed case. At this time vehicle does appear to meet LL guidelines for NM state LL. GFR approved.

2020-11-10 00:33:51 > CSM spoke with CLT & adv we will be buying veh back. CSM will contact DLR's and advise. CSM set expectation for possibility of having to drive bought back veh if it is repaired. CLT is in situation where selling DLR provided loaner bc local repairing DLR does not have one for them. CSM will call both DLRs. CSM will upload GFR approval today and CLT should be contacted by Monday at the latest. CSM will f/u 11/18. next steps: upload GFR, call both DLRs (Hamilton Ford & Gene Messler Lincoln), FU with CLT by 11/18

2020-11-10 01:47:23 Ford RAV Case Transmission Case Number: [REDACTED]

2020-11-10 20:33:54 COM transmitted RAV case [REDACTED]

2020-11-11 23:59:36 > CSM spoke with Concierge, Logan, who adv the CLT is not in a loaner but a sales lot vehicle. They will need it back once repairs are completed at Hamilton Ford. next steps: call Hamilton Ford to adv of bb

2020-11-12 00:07:38 > CSM spoke with SA [REDACTED] who adv the window regulators failed on veh but they resolved the concern and they are functioning normally now. Had no coorealation to the APIM replacement. CSM adv the veh has been bought back. next steps: fu with clt to adv of loaner expectations while bb processing

2020-11-12 00:17:20 > CSM spoke with CLT & adv the expectations as far as the BB process goes w/ his loaner. Hamilton Ford (repairing dlr) is completed with repairs and Gene Messler (selling dlr who provided loaner from sales lot) would need loaner back once they get repaired Aviator back. CLT understood. He asked if the veh is labeled as a lemon if he chooses to keep it. CSM adv to confirm with RAV, but I do not believe so if it is not fully processed as a buyback since it is proprietary that it was bought back at this time. CLT understood but said he will likely trade veh for new one. Since repairs are complete & RAV has been in contact, CSM clear to close case. next steps: close case



CASE ATTACHMENTS:

CASE NUMBER: ██████████ STATUS: Resolved  
OPEN: 11-12-2020 CLOSED: 11-12-2020 BUSINESS UNIT NAME: Ford  
RESPONSE TEAM: Lincoln Concierge NA CRC COMMUNICATION: Phone  
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has not been to dealer |  
DEALER NAME: Varsity Lincoln, Inc.  
PA CODE: 10011 DLR SALES CODE: 45335 REGION: CE ZONE: CEC  
VIN: ██████████ MODEL YEAR: 2020 MODEL: AVIATOR MILEAGE: 11,474  
BODY STYLE: J7X - AVIATOR SIGNATURE AWD 4-DR MPV  
LAST NAME FIRST NAME MIDDLE: ██████████  
ADDRESS: ██████████  
CITY STATE ZIP COUNTRY: BRIGHTON | MI | ██████████ USA  
HOME PHONE: ██████████  
SYMPTOMS: Driver Aides & Information | Warning Indicators/Messages/Chimes | Not Listed | UNKNOWN  
ANALYST NAME: Amanda Eldridge OPEN ANALYST NAME: Amanda Eldridge  
COMMENTS:

2020-11-12 16:09:37 (Transfer from FORD CRC REFERENCED CASE ██████████ - THIS WAS A BUYBACK CASE WHICH WAS DENIED) CLIENT SAYS: SHE JUST GOT HER VEHICLE BACK AND SHE IS TRAVELING AND WAS USING HER CRUISE CONTROLS AND THE VEHICLE WENT TO SLOW DOWN AND NOBODY WAS IN FRONT OF HER, CLIENT SAYS IT JUST HAPPENED 10 MINS AGO. I HAVE HAD THIS VEHICLE IN FOUR TIMES AND THEY JUST REPLACED THE COMPUTER. CLIENT SAYS SHE DOESN'T HAVE TIME TO BRING IT IN BUT IS SCARED SOMETHING ELSE IS GOING TO HAPPEN. PER CLIENT, DEALER SAYS: N/A CSM ADVISED: APOLOGIZED FOR THE CONCERN AND THE INCONVENIENCE. CSM TOLD CLIENT I NEED TO GET YOU TO THE DLR OR ON THE PHONE SINCE YOU HAVE A CONCERN. CSM SAYS I NEED TO AT LEAST LET THEM KNOW THIS IS HAPPENING. CSM MADE OBC TO VARSITY LINCOLN 248-305-5300 - SERVICE MANAGER MARK FROM QUICK LANES ON THE LINE TO TAKE OVER CLIENTS CALL AND CONCERN. CLIENT ASKED FOR S.A PAT BUT HE WAS NOT AVAILABLE. CSM DOCUMENTING CONCERN. DLR CAN SCHEDULE CLIENT IN FOR CONCERN. CSM ASKED HER COM ABOUT THE OTHER CASE SINCE IT IS ON FORD SIDE. SAYS I NEED TO MAKE MY OWN CASE. SINCE I CAN'T ADD ANYTHING TO IT. CSM DID NOT VERIFY CLIENT INFO SINCE CALL WAS NOT ORIGINALLY HOW THE CASE WAS SUPPOSE TO TRANSFER FROM FORD TO LINCOLN. COM SAYS THAT'S OK. DOCUMENT AS NOT BEEN TO DEALER. NEXT STEPS: CSM CLOSE CASE

2020-11-12 16:16:05 CSM ADDING NOTE- CSM PUT VIN INTO SYSTEM FOUND CASE FROM CSM ALEX ON 10/21/2020  
██████████

2020-11-12 16:16:50 NEXT STEPS: CSM KEEPING CASE CLOSED.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Information Provided  
OPEN: 11-19-2020 CLOSED: 12-04-2020 BUSINESS UNIT NAME: Ford  
RESPONSE TEAM: Lincoln Concierge NA CRC COMMUNICATION: Phone  
CASE CLASS LV 1234: Vehicle Concern | Buyback Request | Non-California Vehicle | CCT Criteria  
DEALER NAME: Coccia Ford  
PA CODE: 01394 DLR SALES CODE: 16302 REGION: N3 ZONE: N3B  
VIN: [REDACTED] MODEL YEAR: 2020 MODEL: AVIATOR MILEAGE: 3,849  
BODY STYLE: J7X - AVIATOR SIGNATURE AWD 4-DR MPV  
LAST NAME FIRST NAME MIDDLE: [REDACTED] |  
ADDRESS [REDACTED]  
CITY STATE ZIP COUNTRY: PECKVILLE | PA [REDACTED] | USA  
HOME PHONE: [REDACTED]  
SYMPTOMS: Driver Aides & Information | Warning Indicators/Messages/Chimes | Powertrain Malfunction (wrench image) | Stays On  
ANALYST NAME: Bertha Carey OPEN ANALYST NAME: Bertha Carey  
COMMENTS:

2020-11-19 22:23:35 Mr. [REDACTED] CLIENT SAYS: CLT states he has nothing but issues with vehicle. He's had 6 different loaners. Whenever CLT takes it to the DLR he has to drive 30 minutes. CLT loves vehicle and color. CLT is looking for a way Lincoln can assist as he feels the vehicle is at the shop more than with him. CLT wants to know if we can take care of a payment or if there's a possibility of it to be replaced with a vehicle same color. CLT states vehicle doesn't get fixed properly. CLT is documenting whenever anything happens to see if he can assist DLR. CLT advised he asked DLR to call him when Field engineer is set to go to DLR so his vehicle is not just waiting on him. CLT states the anti traction & ranch stay on disabling the cruise control on the highway. PER CLIENT, DLR SAYS: DLR advised CLT they will have hotline involved to continue to help. DLR advised CLT they will be emailing him repairs orders per request. CRC ADVISED: CSM advised I will speak to DLR to see if there were able to get a field eng. to take a look at vehicle. Advised CLT I will reach back tomorrow by EOB. CSM confirmed with CLT that he wanted me to do a GFR and to see if we can take care of a payment. CSM advised I will be more than happy to follow the vehicle through repairs. CSM also advised if there's something he notices that DLR can't duplicate to take a video \*not while driving\* so they can look at. Next Steps: Call DLR

2020-11-24 00:42:05 | CSM Bertha x77967| OBC to dealer | 5708238888\*1 Spoke to Chris/SM DLR stated FSE was at the DLR Friday 11/20. CLT was advised FSE was not able to come DLR due to COVID 19. CLT brought vehicle 11/21. Vehicle is in the DLR. CSM advised I will call back 11/30 to see if we can have the FSE come to DLR> Next steps: Call CLT

2020-11-24 00:43:17 | CSM Bertha x77967| OBC to client |@ [REDACTED] CSM tried reaching CLT but call got disconnected. Next steps: Call CLT

2020-11-24 18:38:16 Spoke to Tangi/SM @5708238888 DLR took so long between October to November 18 due to Hotline working on the vehicle. FSE came out 11/18 to look at vehicle. CLT brought vehicle back 11/20 because lights came back on. DLR stated the FSE didn't go back due to them not being able to go to DLR because of COVID 19. DLR stated the electrical issue was hard to find and had hotline involved the whole time. Next steps: Call CLT

2020-11-24 18:40:51 | CSM Bertha x77967| OBC to client |@ [REDACTED] CSM left a VM with contact information and requested a call back. CSM advised CLT I will reach back 11/27. CSM advised CLT I knew vehicle was in DLR. Next steps: Call CLT

2020-11-25 15:49:11 > \*\*assisting on a case\*\* | IBC from DLR| Aspen Pyle called wanting to know if a decision has been made on the GFR. CSM Marcela advised DLR that at this time a decision has not been made however the CLT requested on 11/19/20 so a decision will be made today in order to honor our 5 business day decision timeline. DLR request that CSM Bertha email her that a decision has been made and DLR will pull GCCT up to see if it was an approval or denial. DLR email is apyle5@lincoln.com

Next Steps:  
CSM Bertha F/U w/DLR via email no later than 830pm EST that a decision has been made. CSM Marcela will email CSM Bertha case notes from call.

2020-11-25 17:11:26 | CSM Bertha x77967| IBC from client [REDACTED] CLT left VM stating his vehicle is back on the shop. CLT was returning my and requested a call back. Next steps: Call CLT with GFR decision

2020-11-25 22:45:49 COM reviewed case. At this time vehicle does appear to meet LL guidelines. GFR approved.

2020-11-25 22:46:33 GCCT error could not add RO repair order to validation. Attached RO under notes on tab. Will also add them on case notes.

2020-11-25 22:52:45 | CSM Bertha x77967| OBC to client [REDACTED] CSM left VM for CLT with contact information and requested a call back. Next steps: Call Call; GFR was approved

2020-11-25 23:03:50 | CSM Bertha x77967| OBE to dealer | apyle5@lincoln.com Good evening Mr. Pyle, After a thorough review, I am able to request for a vehicle replacement/repurchase at this time. I will continue to try to reach the client to update him on the decision. I appreciate your dealership's commitment to assist the client. Regards, Bertha Carey Concierge Service Manager Lincoln Client Relationship Center Phone: 888-214-2155 ext: 77967 | eFax: Email: BCAREY12@LINCOLN.COM Next steps: Call CLT 12/1

2020-11-25 23:11:46 | CSM Bertha x77967| OBC to client |@ [REDACTED] Spoke to CLT and advised him the GFR determination. Advised him I should be wrapped up with everything Tuesday. Advised CLT I will reach back 12/4 to see if RAV has contacted him. Next steps: Call CLT 12/4

2020-11-26 01:07:40 Ford RAV Case Transmission CASE NUMBER: [REDACTED]

2020-11-26 18:20:51 GCCT wouldn't upload other symptoms Driver aides& information>4X2/4X4>Stays On Driver aides& information>AdvanceTrac/Traction Control>Stays On

2020-11-30 15:26:57 COM transmitted RAV case [REDACTED]

2020-11-30 15:59:08 > | IBC from DLR | Aspen wanted to know if the veh was approved the GFR. CSM advised it looks like it did and they are waiting for RAV to reach out to the CLT. Aspen thanked me. Next Steps: Check to see if RAV reached out to CLT

2020-12-02 16:33:12 > | IBC from Zone Manager | Spoke with ZM Aspen. She asked if buyback was approved. She is advised that it was and CSM is reaching out to CLT on Friday to make sure she he has been contacted. Next steps: Reach out to CLT and make sure RAV has contacted him.

2020-12-04 22:38:10 | CSM Bertha x77967| OBC to client [REDACTED] Spoke to [REDACTED] CLT stated Frank contacted him and next Friday he will have a meeting with RAV for the buyout. CSM inquired if there's anything else I can assist him with and CLT stated no. CSM advised I will be closing this case and to enjoy his holidays. Next steps: Close case



CASE ATTACHMENTS:

[REDACTED]

[REDACTED]

[REDACTED]

COCCIA FORD LINCOLN  
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WILKES-BARRE, PA 18702  
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|                                      |                   |                  |            |                             |                |              |             |
|--------------------------------------|-------------------|------------------|------------|-----------------------------|----------------|--------------|-------------|
| PECKVILLE, PA                        |                   | VEHICLE ID       | MILES IN   | MILES OUT                   | DATE/TIME IN   | DATE OUT     | INVOICE NO. |
|                                      |                   |                  | 1785       | 1785                        | 08/03/20 16:08 | 08/05/20     |             |
| VEHICLE DESCRIPTION                  |                   |                  |            |                             | TAG NO.        | STATUS       |             |
| 2020 LINCOLN AVIATOR RE (CERAMIC PE) |                   |                  |            |                             |                | COMPLETE     |             |
| CONTROL NO.                          | LICENSE PLATE NO. | CUST. LABOR RATE | PROD. DATE | IN-SERV DATE                | DELIV. DATE    | DELIV. MILES | TERMS       |
| 61841                                |                   | 105              |            | 08/03/20                    | 08/03/20       | 1589         | No Charge   |
| HOME PHONE                           | WORK PHONE        | CELL PHONE       | STOCK NO.  | SERV. ADV.                  |                | OWNER ADV.#  |             |
|                                      |                   |                  | L-L16353   | CHRIS B (570)408 1219 (458) |                |              |             |

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SERVICE DEPT HOURS OF OPERATION  
MONDAY THRU FRIDAY 7:00 AM UNTIL 5:30 PM  
SATURDAY 7:00 AM UNTIL 2:00 PM

ACCESSORIZE YOUR NEW OR USED TRUCK OR CAR. VISIT OUR NEW ACCESSORY CENTER 1600 ROUTE 315 LAFLIN, PA. (570)-655-8845

DO YOU NEED BODY, PAINT OR COLLISION REPAIRS? CONTACT OUR COLLISION CENTER 1600 ROUTE 315 LAFLIN, PA. (570)-655-8845

| Line                                      | Op-Code                                                                                                                                                                                                                                                                     | Fail Code | Tech                  | Hours  | Type     | Amount              | Cost |
|-------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|-----------------------|--------|----------|---------------------|------|
| A                                         | 99P                                                                                                                                                                                                                                                                         |           | A6                    | 0.00   | Internal |                     |      |
| Concern                                   | VEHICLE REPORT CARD - MULTI POINT INSPECTION                                                                                                                                                                                                                                |           |                       |        |          |                     |      |
| Cause                                     | mpi                                                                                                                                                                                                                                                                         |           |                       |        |          |                     |      |
| Correction                                | PERFORM A THOROUGH INSPECTION OF YOUR VEHICLES KEY COMPONENTS . PROVIDE A DETAILED VEHICLE CHECK-UP REPORT . CHECK AND TOP OFF FLUID LEVELS , INSPECT WIPERBLADES , TEST BATTERY , INSPECT TIRE AND BRAKE WEAR , INSPECT SAFETY SYSTEMS AND COMPONENTS FOR LEAKS AND DAMAGE |           |                       |        |          |                     |      |
| Additional Operations                     |                                                                                                                                                                                                                                                                             |           |                       | OpCode | Hours    | Tech                |      |
|                                           |                                                                                                                                                                                                                                                                             |           |                       | 99P    | 0.00     | A6                  |      |
|                                           |                                                                                                                                                                                                                                                                             |           |                       | GBATT  | 0.00     | A6                  |      |
|                                           |                                                                                                                                                                                                                                                                             |           |                       | GBK    | 0.00     | A6                  |      |
|                                           |                                                                                                                                                                                                                                                                             |           |                       | GTIRE  | 0.00     | A6                  |      |
| Technician Clock Time                     |                                                                                                                                                                                                                                                                             |           |                       |        |          |                     |      |
| A6 W 08/03/20 16:52 - 08/03/20 16:52 0.00 |                                                                                                                                                                                                                                                                             |           |                       |        |          |                     |      |
| Total Work Time                           |                                                                                                                                                                                                                                                                             | 0.00      | Total Diagnostic Time |        | 0.00     | Total Straight Time |      |
|                                           |                                                                                                                                                                                                                                                                             |           |                       |        |          | 0.00                |      |

|                                              |                                                                                                                                                                        |         |          |            |
|----------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|----------|------------|
| B                                            | A6                                                                                                                                                                     | 0.00    | Warranty | \$87.30    |
|                                              |                                                                                                                                                                        | 0.90    |          |            |
| Concern                                      | Customer states passenger door wont open from inside                                                                                                                   |         |          |            |
| Cause                                        | causal 14529 code 01                                                                                                                                                   |         |          |            |
| Correction                                   | checked for codes and no codes for door switch. preforemd pinpoint test and removed passenger side door panel and found switch broken. replaced door switch and now ok |         |          |            |
| Warranty Claim Information                   |                                                                                                                                                                        |         |          |            |
| Claim Type:                                  | 11                                                                                                                                                                     | CstCrn: | L09      | CondCd: 01 |
| CauPrt:                                      | 14529                                                                                                                                                                  |         |          |            |
| KOEO DTC:                                    | DSYMP                                                                                                                                                                  |         |          |            |
| KOEC DTC:                                    | DSYMP                                                                                                                                                                  |         |          |            |
| KOER DTC:                                    | DSYMP                                                                                                                                                                  |         |          |            |
| Additional Operations                        |                                                                                                                                                                        | OpCode  | Hours    | Tech       |
| Trim Panel - Front Door - Remove and Install |                                                                                                                                                                        | 23943A  | 0.30     | A6         |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                   |                     |                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                |                          |             |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|---------------------|-----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|--------------------------|-------------|
| PECKVILLE, PA                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                   | VEHICLE ID          | MILES IN              | MILES OUT                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | DATE/TIME IN   | DATE OUT                 | INVOICE NO. |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                   |                     | 1785                  | 1785                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | 08/03/20 16:08 | 08/05/20                 |             |
| VEHICLE DESCRIPTION                                                                                                                                                                                                                                                                                                                                                                                                                                               |                   |                     |                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | TAG NO.        | STATUS                   |             |
| 2020 LINCOLN AVIATOR RE (CERAMIC PE)                                                                                                                                                                                                                                                                                                                                                                                                                              |                   |                     |                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                | COMPLETE                 |             |
| CONTROL NO.                                                                                                                                                                                                                                                                                                                                                                                                                                                       | LICENSE PLATE NO. | CUST. LABOR RATE    | PROD. DATE            | IN-SERV DATE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | DELIV. DATE    | DELIV. MILES             | TERMS       |
| 61841                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                   | 105                 |                       | 08/03/20                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | 08/03/20       | 1589                     | No Charge   |
| HOME PHONE                                                                                                                                                                                                                                                                                                                                                                                                                                                        | WORK PHONE        | CELL PHONE          | STOCK NO.             | SERV. ADV.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                | OWNER ADV.#              |             |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                   |                     | L-L16353              | CHRIS B (570)408 1219 (458)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                |                          |             |
| Line                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Op-Code           | Fail Code           | Tech                  | Hours                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Type           | Amount                   | Cost        |
| B                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Continued         |                     |                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                |                          |             |
| Additional Operations                                                                                                                                                                                                                                                                                                                                                                                                                                             |                   |                     |                       | OpCode                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Hours          | Tech                     |             |
| Control and Link Assembly or Inside Door Handle - R                                                                                                                                                                                                                                                                                                                                                                                                               |                   |                     |                       | 27406B4                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | 0.10           | A6                       |             |
| Body / Chassis / Electrical (BCE) - Test                                                                                                                                                                                                                                                                                                                                                                                                                          |                   |                     |                       | 12651D                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | 0.20           | A6                       |             |
| Body/Chassis/Electrical - Diagnostic Pin Point Test                                                                                                                                                                                                                                                                                                                                                                                                               |                   |                     |                       | 12651D45                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | 0.30           | A6                       |             |
| Technician Clock Time                                                                                                                                                                                                                                                                                                                                                                                                                                             |                   |                     |                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                |                          |             |
| A6 W 08/03/20 16:22 - 08/03/20 16:52 0.50                                                                                                                                                                                                                                                                                                                                                                                                                         |                   |                     |                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                |                          |             |
| Total Work Time                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                   | 0.50                | Total Diagnostic Time |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 0.00           | Total Straight Time 0.00 |             |
| Part Number                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Description       | Qty.                | Unit Price            | Ext. Price                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Cost           |                          |             |
| LC5Z 14018 AA                                                                                                                                                                                                                                                                                                                                                                                                                                                     | SWITCH ASY        | 1                   | \$64.74               | \$64.74                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | \$46.24        |                          |             |
| Parts Total...                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                   |                     |                       | \$64.74                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | \$46.24        |                          |             |
| Total Hours:                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                   |                     |                       | 0.90                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Line Total...  | \$152.04                 | \$46.24     |
| C +                                                                                                                                                                                                                                                                                                                                                                                                                                                               | A6                |                     | 0.00                  | Internal                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                |                          |             |
| +                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                   |                     | 1.10                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                |                          |             |
| Concern Customer states SWAPPED SWITCH FOR CUSTOMER FROM ANOTHER A VEHICLE                                                                                                                                                                                                                                                                                                                                                                                        |                   |                     |                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                |                          |             |
| Correction CAR WAS DELIVERED                                                                                                                                                                                                                                                                                                                                                                                                                                      |                   |                     |                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                |                          |             |
| Warranty Claim Type: F                                                                                                                                                                                                                                                                                                                                                                                                                                            |                   | Authorization Code: |                       | Service Cont No:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                |                          |             |
| Non-Customer Totals                                                                                                                                                                                                                                                                                                                                                                                                                                               |                   |                     |                       | Customer Totals                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                |                          |             |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Acct.             | Amount              | Cost                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Acct.          | Amount                   | Cost        |
| W - Labor                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 5720              | \$87.30             | \$15.30               | Total Amount Due                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                |                          |             |
| W - Parts                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 5460              | \$64.74             | \$46.24               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                |                          |             |
| I - Labor                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 5730              | \$56.00             | \$18.70               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                |                          |             |
| TOTAL WARRANTY                                                                                                                                                                                                                                                                                                                                                                                                                                                    | 1140              | \$152.04            |                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                |                          |             |
| TOTAL INTERNAL                                                                                                                                                                                                                                                                                                                                                                                                                                                    | 7050              | \$56.00             |                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                |                          |             |
| <p>The factory warranty constitutes all of the warranties in respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. *WHEELS MUST BE RE-TORQUED AFTER 100 MILES*</p> |                   |                     |                       | <p>Dear Valued Customer,<br/>Thank you for choosing Coccia Ford Lincoln, Inc. for all of your service needs. We appreciate your business. Our goal is to provide you with the best service experience possible. If for any reason you feel you may have a question comment or concern with your visit, please contact us and we will do everything possible to make sure you are satisfied. We want to continue to earn your trust and patronage.<br/>Thank you,<br/>Tangi Whitesell, Service Manager Coccia Ford Lincoln<br/>(570) 408-1217<br/>tangi@cocciafords.com</p> |                |                          |             |
| CUSTOMER SIGNATURE                                                                                                                                                                                                                                                                                                                                                                                                                                                |                   |                     |                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                |                          |             |

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|                                      |                   |                  |            |                 |                |              |             |
|--------------------------------------|-------------------|------------------|------------|-----------------|----------------|--------------|-------------|
| PECKVILLE, PA                        |                   | VEHICLE ID       | MILES IN   | MILES OUT       | DATE/TIME IN   | DATE OUT     | INVOICE NO. |
|                                      |                   |                  | 1812       | 1812            | 08/10/20 12:20 | 08/10/20     |             |
| VEHICLE DESCRIPTION                  |                   |                  |            |                 | TAG NO.        | STATUS       |             |
| 2020 LINCOLN AVIATOR RE (CERAMIC PE) |                   |                  |            |                 |                | COMPLETE     |             |
| CONTROL NO.                          | LICENSE PLATE NO. | CUST. LABOR RATE | PROD. DATE | IN-SERV DATE    | DELIV. DATE    | DELIV. MILES | TERMS       |
| 61841                                |                   | 105              |            | 08/03/20        | 08/03/20       | 1589         | No Charge   |
| HOME PHONE                           | WORK PHONE        | CELL PHONE       | STOCK NO.  | SERV. ADV.      |                | OWNER ADV.#  |             |
|                                      |                   |                  | L-L16353   | JUAN RAJO (741) |                |              |             |

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MONDAY THRU FRIDAY 7:00 AM UNTIL 5:30 PM  
SATURDAY 7:00 AM UNTIL 2:00 PM

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DO YOU NEED BODY, PAINT OR COLLISION REPAIRS? CONTACT OUR COLLISION CENTER 1600 ROUTE 315 LAFLIN, PA. (570)-655-8845

| Line                                       | Op-Code                                                                                                                                                                                                                                                                     | Fail Code | Tech                  | Hours | Type          | Amount              | Cost   |
|--------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|-----------------------|-------|---------------|---------------------|--------|
| A                                          | 99P                                                                                                                                                                                                                                                                         |           | A35                   | 0.00  | Customer      | \$0.00              |        |
| Concern                                    | VEHICLE REPORT CARD - MULTI POINT INSPECTION                                                                                                                                                                                                                                |           |                       |       |               |                     |        |
| Correction                                 | PERFORM A THOROUGH INSPECTION OF YOUR VEHICLES KEY COMPONENTS . PROVIDE A DETAILED VEHICLE CHECK-UP REPORT . CHECK AND TOP OFF FLUID LEVELS , INSPECT WIPERBLADES , TEST BATTERY , INSPECT TIRE AND BRAKE WEAR , INSPECT SAFETY SYSTEMS AND COMPONENTS FOR LEAKS AND DAMAGE |           |                       |       |               |                     |        |
| Total Hours:                               |                                                                                                                                                                                                                                                                             |           |                       | 0.00  | Line Total... | \$0.00              | \$0.00 |
| B                                          |                                                                                                                                                                                                                                                                             |           | A35                   | 0.20  | Internal      | \$3.68              |        |
| Concern                                    | Customer states driver side rear tire has a nail i it. check and advise                                                                                                                                                                                                     |           |                       |       |               |                     |        |
| Cause                                      | verified nail in tire. removed the nail. did not pucture tire no leak found.                                                                                                                                                                                                |           |                       |       |               |                     |        |
| Technician Clock Time                      |                                                                                                                                                                                                                                                                             |           |                       |       |               |                     |        |
| A35 W 08/10/20 12:41 - 08/10/20 12:55 0.23 |                                                                                                                                                                                                                                                                             |           |                       |       |               |                     |        |
| Total Work Time                            |                                                                                                                                                                                                                                                                             | 0.23      | Total Diagnostic Time |       | 0.00          | Total Straight Time | 0.00   |
| Total Hours:                               |                                                                                                                                                                                                                                                                             |           |                       | 0.20  | Line Total... | \$3.68              | \$0.00 |

Warranty Claim Type: F

Authorization Code:

Service Cont No:

|                                      |                   |                  |            |                 |             |                |             |             |
|--------------------------------------|-------------------|------------------|------------|-----------------|-------------|----------------|-------------|-------------|
| PECKVILLE, PA                        |                   | VEHICLE ID       |            | MILES IN        | MILES OUT   | DATE/TIME IN   | DATE OUT    | INVOICE NO. |
|                                      |                   |                  |            | 1812            | 1812        | 08/10/20 12:20 | 08/10/20    |             |
| VEHICLE DESCRIPTION                  |                   |                  |            |                 |             | TAG NO.        | STATUS      |             |
| 2020 LINCOLN AVIATOR RE (CERAMIC PE) |                   |                  |            |                 |             |                | COMPLETE    |             |
| CONTROL NO.                          | LICENSE PLATE NO. | CUST. LABOR RATE | PROD. DATE | IN-SERV DATE    | DELIV. DATE | DELIV. MILES   | TERMS       |             |
|                                      |                   | 105              |            | 08/03/20        | 08/03/20    | 1589           | No Charge   |             |
| HOME PHONE                           | WORK PHONE        | CELL PHONE       | STOCK NO.  | SERV. ADV.      |             |                | OWNER ADV.# |             |
|                                      |                   |                  |            | JUAN RAJO (741) |             |                |             |             |

| Non-Customer Totals |       |        |        | Customer Totals  |       |        |      |
|---------------------|-------|--------|--------|------------------|-------|--------|------|
|                     | Acct. | Amount | Cost   |                  | Acct. | Amount | Cost |
| I - Labor           | 5730  | \$3.68 | \$3.68 | Total Amount Due |       | \$0.00 |      |
| TOTAL INTERNAL      | 7750  | \$3.68 |        |                  |       |        |      |

The factory warranty constitutes all of the warranties in respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. \*WHEELS MUST BE RE-TORQUED AFTER 100 MILES\*

CUSTOMER SIGNATURE

Dear Valued Customer,  
 Thank you for choosing Coccia Ford Lincoln, Inc. for all of your service needs. We appreciate your business. Our goal is to provide you with the best service experience possible. If for any reason you feel you may have a question comment or concern with your visit, please contact us and we will do everything possible to make sure you are satisfied. We want to continue to earn your trust and patronage.  
 Thank you,  
 Tangi Whitesell, Service Manager Coccia Ford Lincoln  
 (570) 408-1217  
 tangi@cocciafords.com



COCCIA FORD LINCOLN  
577 EAST MAIN STREET  
WILKES-BARRE, PA 18702  
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|                                      |                   |                  |            |                             |             |              |
|--------------------------------------|-------------------|------------------|------------|-----------------------------|-------------|--------------|
| VEHICLE ID                           |                   | MILES IN         | MILES OUT  | DATE/TIME IN                | DATE OUT    | INVOICE NO.  |
| [REDACTED]                           |                   | 1812             | 1812       | 08/10/20 15:40              | 08/10/20    | [REDACTED]   |
| VEHICLE DESCRIPTION                  |                   |                  |            | TAG NO.                     | STATUS      |              |
| 2020 LINCOLN AVIATOR RE (CERAMIC PE) |                   |                  |            |                             | COMPLETE    |              |
| CONTROL NO.                          | LICENSE PLATE NO. | CUST. LABOR RATE | PROD. DATE | IN-SERV DATE                | DELIV. DATE | DELIV. MILES |
| [REDACTED]                           | [REDACTED]        | 105              |            | 08/03/20                    | 08/03/20    | 1589         |
| HOME PHONE                           | WORK PHONE        | CELL PHONE       | STOCK NO.  | SERV. ADV.                  |             | OWNER ADV.#  |
| [REDACTED]                           | [REDACTED]        | [REDACTED]       | L-L16353   | STEVE M (570)408-1218 (573) |             |              |

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| Line            | Op-Code                               | Fail Code   | Tech | Hours             | Type          | Amount   | Cost    |
|-----------------|---------------------------------------|-------------|------|-------------------|---------------|----------|---------|
| A               |                                       |             | C73  | 0.00              | Internal      | \$0.00   |         |
| Concern         | Customer states repair steering wheel |             |      |                   |               |          |         |
| Correction      | repair steering wheel                 |             |      |                   |               |          |         |
| Sublet Code     |                                       | Vendor Name |      | PO# / Description |               | Cost     |         |
| OSL             |                                       | #           |      | [REDACTED]        |               | \$106.25 | \$85.00 |
| Sublet Total... |                                       |             |      |                   |               | \$106.25 | \$85.00 |
| Total Hours:    |                                       |             |      | 0.00              | Line Total... | \$106.25 | \$85.00 |

Warranty Claim Type: F

Authorization Code:

Service Cont No:

Non-Customer Totals

|                | Acct. | Amount   | Cost    |
|----------------|-------|----------|---------|
| I - Sublets    | 5750  | \$106.25 | \$85.00 |
| TOTAL INTERNAL | 7050  | \$106.25 |         |

Customer Totals

|                  | Acct. | Amount | Cost |
|------------------|-------|--------|------|
| Total Amount Due |       | \$0.00 |      |

The factory warranty constitutes all of the warranties in respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. \*WHEELS MUST BE RE-TORQUED AFTER 100 MILES\*

CUSTOMER SIGNATURE

Dear Valued Customer,  
Thank you for choosing Coccia Ford Lincoln, Inc. for all of your service needs. We appreciate your business. Our goal is to provide you with the best service experience possible. If for any reason you feel you may have a question comment or concern with your visit, please contact us and we will do everything possible to make sure you are satisfied. We want to continue to earn your trust and patronage.

Thank you,  
Tangi Whitesell, Service Manager Coccia Ford Lincoln  
(570) 408-1217  
tangi@cocciafords.com

08/11/20 14:00

INVOICE

OFFICE COPY

Page 1 of 1

PE24-012 000040 GCCT PLV



COCCIA FORD LINCOLN  
577 EAST MAIN STREET  
WILKES-BARRE, PA 18702  
570-823-8888 FAX 570-270-4154  
WWW.COCCIA CARS.COM

|                                      |                   |                  |            |                            |                |              |             |
|--------------------------------------|-------------------|------------------|------------|----------------------------|----------------|--------------|-------------|
| PECKVILLE, PA                        |                   | VEHICLE ID       | MILES IN   | MILES OUT                  | DATE/TIME IN   | DATE OUT     | INVOICE NO. |
|                                      |                   |                  | 2655       | 2665                       | 08/31/20 15:11 | 09/02/20     |             |
| VEHICLE DESCRIPTION                  |                   |                  |            |                            | TAG NO.        | STATUS       |             |
| 2020 LINCOLN AVIATOR RE (CERAMIC PE) |                   |                  |            |                            |                | COMPLETE     |             |
| CONTROL NO.                          | LICENSE PLATE NO. | CUST. LABOR RATE | PROD. DATE | IN-SERV DATE               | DELIV. DATE    | DELIV. MILES | TERMS       |
| 61841                                |                   | 115              |            | 08/03/20                   | 08/03/20       | 1589         | No Charge   |
| HOME PHONE                           | WORK PHONE        | CELL PHONE       | STOCK NO.  | SERV. ADV.                 |                | OWNER ADV.#  |             |
|                                      |                   |                  |            | ALEXIS (570)408-1236 (264) |                |              |             |

WELCOME TO COCCIA FORD LINCOLN, INC. WHERE SERVICE MAKES THE DIFFERENCE AND YOUR COMPLETE SATISFACTION IS OUR GOAL. WE APPRECIATE YOUR BUSINESS.

SERVICE DEPT HOURS OF OPERATION  
MONDAY THRU FRIDAY 7:00 AM UNTIL 5:30 PM  
SATURDAY 7:00 AM UNTIL 2:00 PM

ACCESSORIZE YOUR NEW OR USED TRUCK OR CAR. VISIT OUR NEW ACCESSORY CENTER 1600 ROUTE 315 LAFLIN, PA. (570)-655-8845

DO YOU NEED BODY, PAINT OR COLLISION REPAIRS? CONTACT OUR COLLISION CENTER 1600 ROUTE 315 LAFLIN, PA. (570)-655-8845

| Line                                                          | Op-Code                                                                                                                                                                                                                                                                                                              | Fail Code                  | Tech | Hours                    | Type     | Amount         | Cost          |
|---------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|------|--------------------------|----------|----------------|---------------|
| A *                                                           |                                                                                                                                                                                                                                                                                                                      |                            | A9   | 0.00                     | Warranty | \$48.50        |               |
| *                                                             |                                                                                                                                                                                                                                                                                                                      |                            |      | 0.50                     |          |                |               |
| Concern                                                       | Customer States WARNING MESSAGES KEEP GOING OFF - PRE COLLISION WARRANTY, HILL START, 4WD MALFUNCTION, COFFEE CUP, PLEASE CHK AND ADVISE                                                                                                                                                                             |                            |      |                          |          |                |               |
| Cause                                                         | road test vehicle 5 miles on 9/1/20 and cnd the concern. performed fdrs quick test multiple network dtcs that havent been set in 1000 miles, cleared all dtcs and re road test 9/2/20 durring rainy weather conditions with no change. 10 miles total road test no further action taken until vehicle concern arises |                            |      |                          |          |                |               |
| <b>Warranty Claim Information</b>                             |                                                                                                                                                                                                                                                                                                                      |                            |      |                          |          |                |               |
| Claim Type: 11                                                |                                                                                                                                                                                                                                                                                                                      | CstCrm: G32                |      | CondCd: 42               |          |                |               |
| CauPrt: 10849                                                 |                                                                                                                                                                                                                                                                                                                      |                            |      |                          |          |                |               |
| KOEO DTC: DSYMP                                               |                                                                                                                                                                                                                                                                                                                      |                            |      |                          |          |                |               |
| KOEC DTC: DSYMP                                               |                                                                                                                                                                                                                                                                                                                      |                            |      |                          |          |                |               |
| KOER DTC: DSYMP                                               |                                                                                                                                                                                                                                                                                                                      |                            |      |                          |          |                |               |
| <b>Additional Operations</b>                                  |                                                                                                                                                                                                                                                                                                                      |                            |      |                          |          |                |               |
|                                                               |                                                                                                                                                                                                                                                                                                                      |                            |      | OpCode                   | Hours    | Tech           |               |
| Body/Chassis/Electrical - Diagnostic Pin Point Test           |                                                                                                                                                                                                                                                                                                                      |                            |      | 12651D45                 | 0.30     | A9             |               |
| Body / Chassis / Electrical (BCE) - Test                      |                                                                                                                                                                                                                                                                                                                      |                            |      | 12651D                   | 0.20     | A9             |               |
| <b>Technician Clock Time</b>                                  |                                                                                                                                                                                                                                                                                                                      |                            |      |                          |          |                |               |
| A9 D 09/02/20 09:00 - 09/02/20 09:03 0.05                     |                                                                                                                                                                                                                                                                                                                      |                            |      |                          |          |                |               |
| Total Work Time 0.00                                          |                                                                                                                                                                                                                                                                                                                      | Total Diagnostic Time 0.05 |      | Total Straight Time 0.00 |          |                |               |
| <b>Misc. Code Description Qty. Unit Price Ext. Price Cost</b> |                                                                                                                                                                                                                                                                                                                      |                            |      |                          |          |                |               |
| LOA                                                           |                                                                                                                                                                                                                                                                                                                      | Loaner                     |      | 1.0                      | \$45.00  | \$45.00        | \$0.00        |
| <b>Misc Total...</b>                                          |                                                                                                                                                                                                                                                                                                                      |                            |      |                          |          | <b>\$45.00</b> | <b>\$0.00</b> |
| <b>Total Hours: 0.50</b>                                      |                                                                                                                                                                                                                                                                                                                      |                            |      | <b>Line Total...</b>     |          | <b>\$93.50</b> | <b>\$0.00</b> |
| Warranty Claim Type: F                                        |                                                                                                                                                                                                                                                                                                                      | Authorization Code:        |      | Service Cont No:         |          |                |               |

|                                        |                   |                  |            |                            |             |                |             |             |
|----------------------------------------|-------------------|------------------|------------|----------------------------|-------------|----------------|-------------|-------------|
| [REDACTED]<br>PECKVILLE, PA [REDACTED] |                   | VEHICLE ID       |            | MILES IN                   | MILES OUT   | DATE/TIME IN   | DATE OUT    | INVOICE NO. |
|                                        |                   | [REDACTED]       |            | 2655                       | 2665        | 08/31/20 15:11 | 09/02/20    | [REDACTED]  |
| VEHICLE DESCRIPTION                    |                   |                  |            |                            |             | TAG NO.        | STATUS      |             |
| 2020 LINCOLN AVIATOR RE (CERAMIC PE)   |                   |                  |            |                            |             |                | COMPLETE    |             |
| CONTROL NO.                            | LICENSE PLATE NO. | CUST. LABOR RATE | PROD. DATE | IN-SERV DATE               | DELIV. DATE | DELIV. MILES   | TERMS       |             |
| [REDACTED]                             | [REDACTED]        | 115              |            | 08/03/20                   | 08/03/20    | 1589           | No Charge   |             |
| HOME PHONE                             | WORK PHONE        | CELL PHONE       | STOCK NO.  | SERV. ADV.                 |             |                | OWNER ADV.# |             |
| [REDACTED]                             |                   | [REDACTED]       | L-L16353   | ALEXIS (570)408-1236 (264) |             |                |             |             |

| Non-Customer Totals |       |         |        | Customer Totals  |       |        |      |
|---------------------|-------|---------|--------|------------------|-------|--------|------|
|                     | Acct. | Amount  | Cost   |                  | Acct. | Amount | Cost |
| W - Labor           | 5720  | \$48.50 | \$8.00 | Total Amount Due |       | \$0.00 |      |
| Misc.Chg            | 7760  | \$45.00 |        |                  |       |        |      |
| TOTAL WARRANTY      | 1140  | \$93.50 |        |                  |       |        |      |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>The factory warranty constitutes all of the warranties in respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. *WHEELS MUST BE RE-TORQUED AFTER 100 MILES*</p> <p>_____</p> <p>CUSTOMER SIGNATURE</p> | <p>Dear Valued Customer,</p> <p>Thank you for choosing Coccia Ford Lincoln, Inc. for all of your service needs. We appreciate your business. Our goal is to provide you with the best service experience possible. If for any reason you feel you may have a question comment or concern with your visit, please contact us and we will do everything possible to make sure you are satisfied. We want to continue to earn your trust and patronage.</p> <p>Thank you,<br/>Tangi Whitesell, Service Manager Coccia Ford Lincoln<br/>(570) 408-1217<br/>tangi@cocciaacars.com</p> |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

COCCIA FORD LINCOLN  
577 EAST MAIN STREET  
WILKES-BARRE, PA 18702  
570-823-8888 FAX 570-270-4154  
WWW.COCCIAFORD.COM

|                                      |                   |                  |            |                 |             |              |
|--------------------------------------|-------------------|------------------|------------|-----------------|-------------|--------------|
| VEHICLE ID                           |                   | MILES IN         | MILES OUT  | DATE/TIME IN    | DATE OUT    | INVOICE NO.  |
| [REDACTED]                           |                   | 3475             | 3475       | 10/01/20 10:22  | 11/18/20    | [REDACTED]   |
| VEHICLE DESCRIPTION                  |                   |                  |            | TAG NO.         | STATUS      |              |
| 2020 LINCOLN AVIATOR RE (CERAMIC PE) |                   |                  |            |                 | COMPLETE    |              |
| CONTROL NO.                          | LICENSE PLATE NO. | CUST. LABOR RATE | PROD. DATE | IN-SERV DATE    | DELIV. DATE | DELIV. MILES |
| [REDACTED]                           | [REDACTED]        | 115              |            | 08/03/20        | 08/03/20    | 1589         |
| HOME PHONE                           | WORK PHONE        | CELL PHONE       | STOCK NO.  | SERV. ADV.      |             | OWNER ADV.#  |
| [REDACTED]                           | [REDACTED]        | [REDACTED]       | L-L16353   | JUAN RAJO (741) |             |              |

WELCOME TO COCCIA FORD LINCOLN, INC. WHERE SERVICE MAKES THE DIFFERENCE AND YOUR COMPLETE SATISFACTION IS OUR GOAL. WE APPRECIATE YOUR BUSINESS.

SERVICE DEPT HOURS OF OPERATION  
MONDAY THRU FRIDAY 7:00 AM UNTIL 5:30 PM  
SATURDAY 7:00 AM UNTIL 2:00 PM

ACCESSORIZE YOUR NEW OR USED TRUCK OR CAR. VISIT OUR NEW ACCESSORY CENTER 1600 ROUTE 315 LAFLIN, PA. (570)-655-8845

DO YOU NEED BODY, PAINT OR COLLISION REPAIRS? CONTACT OUR COLLISION CENTER 1600 ROUTE 315 LAFLIN, PA. (570)-655-8845

| Line                       | Op-Code                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Fail Code   | Tech | Hours         | Type       | Amount     | Cost    |
|----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|------|---------------|------------|------------|---------|
| A *                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |             | A9   | 0.00          | Warranty   | \$77.60    |         |
| *                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |             |      | 0.80          |            |            |         |
| Concern                    | Customer states 4WD MALFUNCTIONING LIGHT KEEPS COMING ON. ONLY AT HIGHWAY SPEEDS USUALLY IT WILLTURN ON AND HE CANT USE THE ALL WHEEL DRIVE                                                                                                                                                                                                                                                                                                                                                                                 |             |      |               |            |            |         |
| Correction                 | fdrs test c00a6:07 stored in awd module tsb 20-2071 applies r and r front halfshaft speed sensor and topped of diff fluid as instructed, cleared all dtcs and retest,                                                                                                                                                                                                                                                                                                                                                       |             |      |               |            |            |         |
| Warranty Claim Information |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |             |      |               |            |            |         |
| Claim Type: 11             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | CstCm: P82  |      | CondCd: 42    |            | HldInd: Y  |         |
| Additional Operations      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |             |      |               | OpCode     | Hours      | Tech    |
|                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |             |      |               | 202071A    | 0.80       | A9      |
| Part Number                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Description |      | Qty.          | Unit Price | Ext. Price | Cost    |
| X                          | L1MZ 4B409 A                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | RING        |      | 1             | \$19.50    | \$19.50    | \$13.93 |
| Parts Total...             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |             |      |               |            | \$19.50    | \$13.93 |
| Total Hours: 0.80          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |             |      | Line Total... |            | \$97.10    | \$13.93 |
| B *                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |             | A38  | 6.40          | Warranty   | \$2,328.00 |         |
| *                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |             |      | 24.00         |            |            |         |
| Concern                    | Customer states 4WD MALFUNCTIONING LIGHT KEEPS COMING ON. ONLY AT HIGHWAY SPEEDS USUALLY IT WILLTURN ON AND HE CANT USE THE ALL WHEEL DRIVE                                                                                                                                                                                                                                                                                                                                                                                 |             |      |               |            |            |         |
| Cause                      | fdrs test c00a6:07 stored in awd module tsb 20-2071 applies r and r front halfshaft speed sensor and topped of diff fluid as instructed, cleared all dtcs and retest, ok. C/S 4wd malfuction light keeps coming on, verify concern. Self tested system. Pulled same codes as last visit. C00A6: 4WD transfer case unit actuator U0415 invalid data received from anti-lock brake system. U0418 Invalid data received from anti-lock brake module Found SSM 48701 for codes U0415, there are symptoms so SSm can be ignored. |             |      |               |            |            |         |

|                                      |                   |                  |            |                 |             |                |           |             |
|--------------------------------------|-------------------|------------------|------------|-----------------|-------------|----------------|-----------|-------------|
| PECKVILLE, PA                        |                   | VEHICLE ID       |            | MILES IN        | MILES OUT   | DATE/TIME IN   | DATE OUT  | INVOICE NO. |
|                                      |                   |                  |            | 3475            | 3475        | 10/01/20 10:22 | 11/18/20  |             |
| VEHICLE DESCRIPTION                  |                   |                  |            |                 |             | TAG NO.        | STATUS    |             |
| 2020 LINCOLN AVIATOR RE (CERAMIC PE) |                   |                  |            |                 |             |                | COMPLETE  |             |
| CONTROL NO.                          | LICENSE PLATE NO. | CUST. LABOR RATE | PROD. DATE | IN-SERV DATE    | DELIV. DATE | DELIV. MILES   | TERMS     |             |
|                                      |                   | 115              |            | 08/03/20        | 08/03/20    | 1589           | No Charge |             |
| HOME PHONE                           | WORK PHONE        | CELL PHONE       | STOCK NO.  | SERV. ADV.      |             | OWNER ADV.#    |           |             |
|                                      |                   |                  | L-L16353   | JUAN RAJO (741) |             |                |           |             |

| Line       | Op-Code                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Fail Code | Tech | Hours | Type | Amount | Cost |
|------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|------|-------|------|--------|------|
| B *        | Continued                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |           |      |       |      |        |      |
| Cause      | <p>Check history: already replaced for this issue is the transfer case actuator, the transfer case and the front transfer case speed sensor, concern still present.</p> <p>Perform pinpoint test F.</p> <p>F1: No speed sensor codes present.</p> <p>F2: check front half shaft speed sensor for voltage, battery voltage present.</p> <p>F3: Remove front seat, Remove front seat carpet to gain access to All Wheel Drive module C3841. Check for open on signal return circuit, no opens present.</p> <p>F4: Check signal return for short to voltage. none present. F7: Check front ring and pinion. one wheel spins when turning the driveshaft. passes test.</p> <p>F8: Remove transfer case clutch actuator and rotate by hand, The transfer case reduction gearset and ball ramp are working as designed.</p> <p>F9: Check transfer case actuator position sensor voltage. 5.3 Volts present.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |           |      |       |      |        |      |
| Correction | <p>F10: Check internal actuator windings resistance, All less than 100 ohms.</p> <p>F12: check for sensor wires short to sensor ground, none present.</p> <p>F13: Check for motor shorts to ground, none found.</p> <p>F14: Re-install all components, clear codes, shut car off for 1 min and perform road test.</p> <p>Road tested car, concern still present. states to install new transfer case</p> <p>Remove cowl, wiper arms, wiper arm transmissions, hood shocks and battery junction box to gain access to C192, inspect for corrosion or water intrusion, none found, inspect connectors C1990 and C145 also, pass inspection.</p> <p>Load test wires from AWD module to front halfshaft speed sensor, passes load test, no shorts and no opens.</p> <p>Load test all wires from AWD module to Transfer case clutch actuator including VED29, VED28, RED34, LED34, VED26, VED27 and GD382.</p> <p>Remove under body shields and heat shield to gain access to visual inspect harnesses to transfer case and to front halfshaft speed sensor, no damage found.</p> <p>All pass. Re-install all components and road test, concern still present. Contacted hotline because pinpoint test F states to install new transfer case which was previously done.</p> <p>Update abs module as per hotline and road test. light did not come back on.</p> <p>Customer picked car back up and brought it right back with the light on, Concern still present.</p> <p>Continued in tech notes.</p> |           |      |       |      |        |      |

#### Warranty Claim Information

Claim Type: 11      CstCrm: P82      CondCd: X2      HldInd: Y  
CauPrt: 14405

| Additional Operations                      | OpCode    | Hours | Tech |
|--------------------------------------------|-----------|-------|------|
| Seat Assembly - Front - Remove and Install | 63100AL   | 0.50  | A38  |
|                                            | MT1265145 | 5.60  | A38  |
|                                            | MT4B409   | 0.30  | A38  |
| FordLTG ERROR:                             | MT14405   | 17.60 | A9   |



|                                      |                   |                  |            |                 |             |              |
|--------------------------------------|-------------------|------------------|------------|-----------------|-------------|--------------|
| VEHICLE ID                           |                   | MILES IN         | MILES OUT  | DATE/TIME IN    | DATE OUT    | INVOICE NO.  |
| [REDACTED]                           |                   | 3475             | 3475       | 10/01/20 10:22  | 11/18/20    | 65253        |
| VEHICLE DESCRIPTION                  |                   |                  |            | TAG NO.         | STATUS      |              |
| 2020 LINCOLN AVIATOR RE (CERAMIC PE) |                   |                  |            |                 | COMPLETE    |              |
| CONTROL NO.                          | LICENSE PLATE NO. | CUST. LABOR RATE | PROD. DATE | IN-SERV DATE    | DELIV. DATE | DELIV. MILES |
| [REDACTED]                           | [REDACTED]        | 115              |            | 08/03/20        | 08/03/20    | 1589         |
| HOME PHONE                           | WORK PHONE        | CELL PHONE       | STOCK NO.  | SERV. ADV.      |             | OWNER ADV.#  |
| [REDACTED]                           |                   |                  | L-L16353   | JUAN RAJO (741) |             |              |

| Line | Op-Code | Fail Code | Tech | Hours | Type | Amount | Cost |
|------|---------|-----------|------|-------|------|--------|------|
|------|---------|-----------|------|-------|------|--------|------|

B \* Continued

Technician Clock Time

|                                       |                            |                                       |      |
|---------------------------------------|----------------------------|---------------------------------------|------|
| A9 D 10/01/20 13:10 - 10/01/20 13:22  | 0.20                       | A9 W 10/01/20 13:22 - 10/01/20 14:19  | 0.95 |
| A38 W 10/02/20 14:05 - 10/02/20 14:57 | 0.87                       | A38 W 10/05/20 07:25 - 10/05/20 11:54 | 4.48 |
| A38 W 10/05/20 13:25 - 10/05/20 14:08 | 0.72                       | A38 W 10/05/20 16:05 - 10/05/20 16:29 | 0.40 |
| A38 W 10/06/20 08:24 - 10/06/20 08:41 | 0.28                       | A38 W 10/08/20 11:28 - 10/08/20 11:54 | 0.43 |
| A38 W 10/13/20 10:55 - 10/13/20 14:21 | 3.43                       | A9 D 10/22/20 11:20 - 10/22/20 12:32  | 1.20 |
| A9 W 10/30/20 10:15 - 10/30/20 12:06  | 1.85                       | A9 W 10/30/20 12:20 - 10/30/20 13:33  | 1.22 |
| A9 W 10/30/20 15:24 - 10/30/20 15:59  | 0.59                       | A9 W 11/03/20 10:38 - 11/03/20 11:55  | 1.29 |
| A9 W 11/03/20 13:22 - 11/03/20 14:45  | 1.39                       | A9 S 11/10/20 11:03 - 11/10/20 14:24  | 3.35 |
| A9 W 11/13/20 13:41 - 11/13/20 13:41  | 0.00                       | A9 S 11/13/20 14:03 - 11/13/20 16:36  | 2.55 |
| A9 S 11/18/20 09:42 - 11/18/20 10:54  | 1.20                       | A9 S 11/18/20 11:31 - 11/18/20 14:08  | 2.62 |
| Total Work Time 17.90                 | Total Diagnostic Time 1.40 | Total Straight Time 9.72              |      |

| Part Number     | Description | Qty. | Unit Price | Ext. Price | Cost     |
|-----------------|-------------|------|------------|------------|----------|
| L1MZ 7P238 A    | MODULE      | 1    | \$229.47   | \$229.47   | \$163.91 |
| GU2Z 14S411 KA  | WIRE ASY    | 5    | \$68.99    | \$344.95   | \$246.40 |
| DU2Z 14474 CA   | TERMINAL    | 5    | \$5.53     | \$27.65    | \$19.75  |
| 3U2Z 14S411 TZA | WIRE ASY    | 1    | \$38.49    | \$38.49    | \$27.49  |
| EU2Z 14474 AB   | TERMINAL    | 1    | \$7.32     | \$7.32     | \$5.23   |
| KU2Z 14474 AA   | TERMINAL    | 1    | \$8.61     | \$8.61     | \$6.15   |
| Parts Total...  |             |      |            | \$656.49   | \$468.93 |

Total Hours: 24.00

Line Total... \$2,984.49 \$468.93

C + A38 3.10 Warranty \$300.70

Concern Customer states coolant leaking  
Cause C/S coolant is leaking under car. Verify concern. Pressure test system. Found coolant leaking form hose that enters the heater core under neath the cowl. Parts covered under bumper to bumper, ordered.  
Correction Remove wiper arms, upper cowl, Battery junction box, and entire lower cowl to gain access to line. Drain coolant. Remove and replace line, Fill and bleed coolant system. Re-pressure test and check, see no leaks. Re-install all components and road test car. Re-check for leaks, none found. verify repair.

Warranty Claim Information

Claim Type: I1 CstCm: L87 CondCd: D1 HldInd: Y

Additional Operations

Pressurize. Leak Test. Discharge. Evacuate and Charge  
Hose-Heater - Replace

| OpCode | Hours | Tech |
|--------|-------|------|
| 19700A | 1.00  | A38  |
| 18472A | 2.10  | A38  |

Technician Clock Time

|                                       |      |                                       |      |
|---------------------------------------|------|---------------------------------------|------|
| A38 W 10/13/20 15:42 - 10/13/20 15:43 | 0.02 | A38 W 10/14/20 15:07 - 10/14/20 16:29 | 1.37 |
| A38 W 10/16/20 07:02 - 10/16/20 09:54 | 2.87 |                                       |      |

|                                      |                   |                  |            |                 |             |              |
|--------------------------------------|-------------------|------------------|------------|-----------------|-------------|--------------|
| VEHICLE ID                           |                   | MILES IN         | MILES OUT  | DATE/TIME IN    | DATE OUT    | INVOICE NO.  |
| [REDACTED]                           |                   | 3475             | 3475       | 10/01/20 10:22  | 11/18/20    | [REDACTED]   |
| VEHICLE DESCRIPTION                  |                   |                  |            | TAG NO.         | STATUS      |              |
| 2020 LINCOLN AVIATOR RE (CERAMIC PE) |                   |                  |            |                 | COMPLETE    |              |
| CONTROL NO.                          | LICENSE PLATE NO. | CUST. LABOR RATE | PROD. DATE | IN-SERV DATE    | DELIV. DATE | DELIV. MILES |
| [REDACTED]                           | [REDACTED]        | 115              |            | 08/03/20        | 08/03/20    | 1589         |
| HOME PHONE                           | WORK PHONE        | CELL PHONE       | STOCK NO.  | SERV. ADV.      | OWNER ADV.# |              |
| [REDACTED]                           | [REDACTED]        | [REDACTED]       | L-L16353   | JUAN RAJO (741) |             |              |

| Line                                           | Op-Code        | Fail Code  | Tech                  | Hours         | Type     | Amount                   | Cost |
|------------------------------------------------|----------------|------------|-----------------------|---------------|----------|--------------------------|------|
| C +                                            | Continued      |            |                       |               |          |                          |      |
| Technician Clock Time (cont.)                  |                |            |                       |               |          |                          |      |
| Total Work Time                                |                | 4.26       | Total Diagnostic Time |               | 0.00     | Total Straight Time 0.00 |      |
| Part Number                                    | Description    | Qty.       | Unit Price            | Ext. Price    | Cost     |                          |      |
| X L1MZ 18472 BAD                               | HOSE - HEATER  | 1          | \$73.25               | \$73.25       | \$52.32  |                          |      |
| VC 13DL G                                      | ANTI-FREEZE    | 1          | \$19.22               | \$19.22       | \$13.73  |                          |      |
| Parts Total...                                 |                |            |                       | \$92.47       | \$66.05  |                          |      |
| Total Hours: 3.10                              |                |            |                       | Line Total... | \$393.17 | \$66.05                  |      |
| D +                                            |                | C24        | 0.00                  | Internal      |          |                          |      |
| Concern vehicle payment gcct case [REDACTED]   |                |            |                       |               |          |                          |      |
| Correction csm declined vehicle payment        |                |            |                       |               |          |                          |      |
| E +                                            |                | C24        | 0.00                  | Warranty      | \$0.00   |                          |      |
| Concern rental assistance gcct case [REDACTED] |                |            |                       |               |          |                          |      |
| Correction rental assistance [REDACTED]        |                |            |                       |               |          |                          |      |
| Warranty Claim Information                     |                |            |                       |               |          |                          |      |
| Claim Type: 13                                 |                | CstCm: A99 |                       | CondCd: 82    |          | HldInd: Y                |      |
| CauPrt: RENTAL                                 |                |            |                       | SubCd: P11    |          |                          |      |
| AppCds: MSPA921279                             |                |            |                       |               |          |                          |      |
| Misc. Code                                     | Description    | Qty.       | Unit Price            | Ext. Price    | Cost     |                          |      |
| REN                                            | Rental         | 16.0       | \$45.00               | \$720.00      | \$0.00   |                          |      |
| Misc Total...                                  |                |            |                       | \$720.00      | \$0.00   |                          |      |
| Total Hours: 0.00                              |                |            |                       | Line Total... | \$720.00 | \$0.00                   |      |
| F +                                            | MB7500         | A9         | 0.00                  | Internal      |          |                          |      |
| +                                              |                |            | 1.20                  |               |          |                          |      |
| Concern THE "WORKS" LOF,TIRE ROTATION,QCM      |                |            |                       |               |          |                          |      |
| Correction performed the works                 |                |            |                       |               |          |                          |      |
| Technician Clock Time                          |                |            |                       |               |          |                          |      |
| A9 W 11/18/20 14:08 - 11/18/20 14:08           |                | 0.00       | Total Diagnostic Time |               | 0.00     | Total Straight Time 0.00 |      |
| Total Work Time                                |                | 0.00       |                       |               |          |                          |      |
| Part Number                                    | Description    | Qty.       | Unit Price            | Ext. Price    | Cost     |                          |      |
| KU2Z 6731 A                                    | KIT - ELEMENT  | 1          | \$5.12                | \$5.12        | \$5.12   |                          |      |
| XO 5W30 Q1SP                                   | MOTORCRAFT SAE | 5          | \$3.82                | \$19.10       | \$19.10  |                          |      |
| XO 5W30 Q1SP                                   | MOTORCRAFT SAE | 1          | \$3.82                | \$3.82        | \$3.82   |                          |      |



|                                      |                   |                  |            |                 |             |              |
|--------------------------------------|-------------------|------------------|------------|-----------------|-------------|--------------|
| VEHICLE ID                           |                   | MILES IN         | MILES OUT  | DATE/TIME IN    | DATE OUT    | INVOICE NO.  |
| [REDACTED]                           |                   | 3475             | 3475       | 10/01/20 10:22  | 11/18/20    | [REDACTED]   |
| VEHICLE DESCRIPTION                  |                   |                  |            | TAG NO.         | STATUS      |              |
| 2020 LINCOLN AVIATOR RE (CERAMIC PE) |                   |                  |            |                 | COMPLETE    |              |
| CONTROL NO.                          | LICENSE PLATE NO. | CUST. LABOR RATE | PROD. DATE | IN-SERV DATE    | DELIV. DATE | DELIV. MILES |
| [REDACTED]                           | [REDACTED]        | 115              |            | 08/03/20        | 08/03/20    | 1589         |
| HOME PHONE                           | WORK PHONE        | CELL PHONE       | STOCK NO.  | SERV. ADV.      |             | OWNER ADV.#  |
| [REDACTED]                           | [REDACTED]        | [REDACTED]       | L-L16353   | JUAN RAJO (741) |             |              |

| Line           | Op-Code   | Fail Code | Tech | Hours | Type | Amount  | Cost    |
|----------------|-----------|-----------|------|-------|------|---------|---------|
| F +            | Continued |           |      |       |      |         |         |
| Parts Total... |           |           |      |       |      | \$28.04 | \$28.04 |

Warranty Claim Type: F      Authorization Code:      Service Cont No:

| Non-Customer Totals |       |            |          | Customer Totals  |       |        |      |
|---------------------|-------|------------|----------|------------------|-------|--------|------|
|                     | Acct. | Amount     | Cost     |                  | Acct. | Amount | Cost |
| W - Labor           | 5720  | \$2,706.30 | \$531.90 | Total Amount Due |       | \$0.00 |      |
| W - Parts           | 5460  | \$768.46   | \$548.91 |                  |       |        |      |
| I - Labor           | 5730  | \$19.20    | \$19.20  |                  |       |        |      |
| I - Parts           | 5470  | \$5.12     | \$5.12   |                  |       |        |      |
| Misc.Chg            | 7760  | \$720.00   |          |                  |       |        |      |
| I - Parts-Other     | 5780  | \$22.92    | \$22.92  |                  |       |        |      |
| TOTAL WARRANTY      | 1140  | \$4,194.76 |          |                  |       |        |      |
| TOTAL INTERNAL      | INTRL | \$47.24    |          |                  |       |        |      |

The factory warranty constitutes all of the warranties in respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. \*WHEELS MUST BE RE-TORQUED AFTER 100 MILES\*

CUSTOMER SIGNATURE

Dear Valued Customer,  
 Thank you for choosing Coccia Ford Lincoln, Inc. for all of your service needs. We appreciate your business. Our goal is to provide you with the best service experience possible. If for any reason you feel you may have a question comment or concern with your visit, please contact us and we will do everything possible to make sure you are satisfied. We want to continue to earn your trust and patronage.  
 Thank you,  
 Tangi Whitesell, Service Manager Coccia Ford Lincoln  
 (570) 408-1217  
 tangi@cocciafords.com



# Coccia

577 E Main Street Wilkes Barre, PA 18702  
www.coccia cars.com  
570-823-8888 FAX 570-270-4154



## LINCOLN

|                                      |                   |                  |            |                 |             |              |
|--------------------------------------|-------------------|------------------|------------|-----------------|-------------|--------------|
| VEHICLE ID                           |                   | MILES IN         | MILES OUT  | DATE/TIME IN    | DATE OUT    | RO NO.       |
| [REDACTED]                           |                   |                  |            | 11/23/20 10:21  |             | [REDACTED]   |
| VEHICLE DESCRIPTION                  |                   |                  |            | TAG NO.         | STATUS      |              |
| 2020 LINCOLN AVIATOR RE (CERAMIC PE) |                   |                  |            |                 |             |              |
| CONTROL NO.                          | LICENSE PLATE NO. | CUST. LABOR RATE | PROD. DATE | IN-SERV DATE    | DELIV. DATE | DELIV. MILES |
| 61841                                | [REDACTED]        | 115              |            | 08/03/20        | 08/03/20    | 1589         |
| HOME PHONE                           | WORK PHONE        | CELL PHONE       | STOCK NO.  | SERV. ADV.      | OWNER ADV.# |              |
| [REDACTED]                           | [REDACTED]        | [REDACTED]       | L-L16353   | JUAN RAJO (741) |             |              |

WELCOME TO COCCIA FORD LINCOLN, INC. WHERE SERVICE MAKES THE DIFFERENCE AND YOUR COMPLETE SATISFACTION IS OUR GOAL. WE APPRECIATE YOUR BUSINESS.

SERVICE DEPT HOURS OF OPERATION  
MONDAY THRU FRIDAY 7:00 AM UNTIL 5:30 PM  
SATURDAY 7:00 AM UNTIL 2:00 PM

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

X \_\_\_\_\_ CASH  
\_\_\_\_\_ CHARGE

| Line    | Type                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Op-Code | Tech |
|---------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|------|
| A       | Customer                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 99P     | A9   |
| Concern | VEHICLE REPORT CARD - MULTI POINT INSPECTION                                                                                                                                                                                                                                                                                                                                                                                                                       |         |      |
| B       | Customer                                                                                                                                                                                                                                                                                                                                                                                                                                                           |         | A9   |
| Concern | Customer states<br>Customer states 4WD MALFUCTIONING LIGHT KEEPS COMING ON. ONLY AT HIGHWAY SPEEDS<br>USUALLY IT WILLTURN ON AND HE CANT USE THE ALL WHEEL DRIVE<br>Customer states 4WD MALFUCTIONING LIGHT KEEPS COMING ON. ONLY AT HIGHWAY SPEEDS<br>USUALLY IT WILLTURN ON AND HE CANT USE THE ALL WHEEL DRIVE<br>Customer states 4WD MALFUCTIONING LIGHT KEEPS COMING ON. ONLY AT HIGHWAY SPEEDS<br>USUALLY IT WILLTURN ON AND HE CANT USE THE ALL WHEEL DRIVE |         |      |

### SHOWN BELOW ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE

| R.O. # | P/T | Date     | Miles | Adv. | Op-Code | Tech | Description                                                                   |
|--------|-----|----------|-------|------|---------|------|-------------------------------------------------------------------------------|
| 63249  | W   | 08/31/20 | 2655  | 264  |         | A9   | Customer States WARNING MESSAGES KEEP GOING OFF - PRE COLLISION WARRANTY, HIL |
| 61821  | I   | 08/10/20 | 1812  | 573  |         | C73  | Customer states repair steering wheel                                         |
| 61801  | C   | 08/10/20 | 1812  | 741  | 99P     | A35  | VEHICLE REPORT CARD - MULTI POINT INSPECTION                                  |
|        |     |          |       |      |         | A35  | Customer states driver side rear tire has a nail i it. check and advise       |
| 61353  | I   | 08/03/20 | 1785  | 458  | 99P     | A6   | VEHICLE REPORT CARD - MULTI POINT INSPECTION                                  |
|        |     |          |       |      |         | A6   | Customer states passenger door wont open from inside                          |
|        |     |          |       |      |         | A6   | Customer states SWAPPED SWITCH FOR CUSTOMER FROM ANOTHER A VEHICLE            |
| 61340  | I   | 08/03/20 | 1589  | 255  | SI      | A80  | STATE INSPECTION                                                              |

CASE NUMBER: [REDACTED] STATUS: Information Provided  
OPEN: 12-14-2020 CLOSED: 12-14-2020 BUSINESS UNIT NAME: Ford  
RESPONSE TEAM: Lincoln Concierge NA CRC COMMUNICATION: Phone  
CASE CLASS LV 1234: Vehicle Concern | Buyback Request | Non-California Vehicle |  
DEALER NAME: Bob Maxey Lincoln, Inc.  
PA CODE: 10931 DLR SALES CODE: 45125 REGION: CE ZONE: CEC  
VIN: [REDACTED] MODEL YEAR: 2020 MODEL: AVIATOR MILEAGE: 8,000  
BODY STYLE: J7X - AVIATOR SIGNATURE AWD 4-DR MPV  
LAST NAME FIRST NAME MIDDLE: [REDACTED] |  
ADDRESS: [REDACTED]  
CITY STATE ZIP COUNTRY: GROSSE POINTE SHORES | MI [REDACTED] | USA  
HOME PHONE: [REDACTED]  
SYMPTOMS: Driver Aides & Information | SYNC/Digital Experience | Information/Display | UNKNOWN  
ANALYST NAME: Leslie Gibson OPEN ANALYST NAME: Leslie Gibson  
COMMENTS:  
2020-12-14 21:55:45

CLIENT SAYS:

Mrs. [REDACTED] states that her dealer has been unable to duplicate her concerns. She has taken it the dealer 3 times.

1. Sync screen goes blank
2. White smoke coming out of the tail pipe
3. Brakes slam on when in reverse, as if something is behind her.

PER CLT/DLR SAYS:

n/a

CRC ADVISED:

I expressed how sorry I was for the concerns.

CSM placed OBC to dealer 313-251-7481 and spoke to SM Phil. He states this is the 3rd time the client has brought the vehicle to the dealer, they have not been able to duplicate the concerns on any visit.

NEXT STEPS:

Close case

2020-12-14 21:59:16

CSM unable to add additional symptom codes.

2. White smoke coming out of the tail pipe
3. Brakes slam on when in reverse, as if something is behind her.

Next Steps:

Keep case closed

2020-12-14 22:02:59

COM reviewed case with CSM on live call. At this time vehicle does not appear to meet LL guidelines, as vehicle's concerns have not been duplicated and there is no repair history on vehicle GFR denied.

2020-12-14 22:07:23

Client stated that she wants LMC to replace her vehicle.

CSM advised the client that we would not be able to replace her vehicle. I advised the client that in order to evaluate her request there needs to be a repair history.

Unfortunately, as the dealer has been unable to duplicate her concerns there is no repair history.

Client disconnected the call.

NEXT STEPS:

Keep case closed

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: In Progress  
OPEN: 01-11-2021 CLOSED: BUSINESS UNIT NAME: Ford  
RESPONSE TEAM: Lincoln Concierge NA CRC COMMUNICATION: Phone  
CASE CLASS LV 1234: Vehicle Concern | Buyback Request | |  
DEALER NAME: Lincoln South Coast  
PA CODE: 11366 DLR SALES CODE: 54328 REGION: WE ZONE: WEA  
VIN: [REDACTED] MODEL YEAR: 2020 MODEL: AVIATOR MILEAGE:  
BODY STYLE: J7W - AVIATOR SIGNATURE RWD 4-DR MPV  
LAST NAME FIRST NAME MIDDLE: [REDACTED]  
ADDRESS: [REDACTED]  
CITY STATE ZIP COUNTRY: RANCHO SANTA MARGARITA | CA | [REDACTED] | USA  
HOME PHONE: [REDACTED]  
SYMPTOMS: Driver Aides & Information | Warning Indicators/Messages/Chimes | Service Engine Soon (Engine Image) | Stays On  
ANALYST NAME: SYSTEM OPEN ANALYST NAME: Lenny Lara  
COMMENTS:  
2021-01-11 18:17:08

CLT says:  
CLT called in and is upset that he has been to the DLR 3 times already. All kinds of issues with the vehicle from the vehicle braking by itself to electrical issues. Now the vehicle keeps switching the drive mode by itself, the main screen goes blank and there is an error message that pops up. Also the rear view camera doesn't seem to work. He has an app on 1/14. (IN MY OPINION HE SEEMS TO WANT TO HAVE LINCOLN TAKE THE VEHICLE BACK)

Per CLT DLR Says:  
NA

CSM Advised:  
Explained that I will be noting this case with all his concerns and will follow up /w the DLR and see if there is anything I can do to assist and may even advise to get engineering involved so we can get his issue resolved. Offered him his case number.

Next Step:  
Will FU /w DLR & CLT 1/14. May offer an ESP for the amount of vehicle being down.

2021-01-14 20:12:59 [CSM Lynn x77807 | IBC From Dealer | SM Jill called to speak with CSM Lara Lenny. CSM not available. SM advised the CLT was told by Lincoln that a FSE was coming to the DLR to look at the CLT's vehicle. CSM advised SM was told to the CLT by CSM Lara, "will follow up /w the DLR and see if there is anything I can do to assist and may even advise to get engineering involved so we can get his issue resolved." CSM Lynn advised the CLT misunderstood, that CSM Lara said MAY even advise DLR to get FSE involved. CSM advised SM, Lincoln has not called for a FSE. Next Step: EMAIL CSM, ALYSHIA

2021-01-14 23:58:12

> | OBC to dealer |

CSM spoke to Jill who advised that she does not yet have an update but will send one when she does Via email.

Next steps: Call CLT.

2021-01-15 00:01:59

> | OBC to client [REDACTED]

CSM left VM stating that I was taking over the case. I advised that I did speak with Jill at the DLR however there is no update as of yet as she is still assessing the concerns. I advised that I would follow up again on 1/20/2021.

Next steps: Call DLR for update. Call CLT feel out for GFR as CSM Lenny advised of.

2021-01-20 21:16:02

[CSM Lynn x77807 | IBC from client | CLT called today 01/20/2021 and requested a buy back. CLT advised, he has had so many vehicle concerns he no longer wants the vehicle. CLT advised, the back up camera does not work, the emergency brake is applied while driving all by itself, drive mode goes through all the modes while driving all by itself. Now the tailgate will not open with the push of the button, it has to be opened manually. CLT advised CLT has the vehicle, it is Not at the DLR at this time. CLT advised the vehicle is scheduled to go to the DLR 01/27/2021 to have the tailgate concern addressed by the DLR. CSM advised, I think we will wait until after the vehicle goes to the DLR to address your request for buyback/replacement. I will follow up Thursday 01/28/2021. Provided direct contact information. Next Step: Speak with COM

2021-01-20 22:37:56

[CSM Lynn x77807 | OBC to CLT | Name(s) on the Title: [REDACTED] VIN: [REDACTED] Current Mileage: 9,600 Ownership Status: Purchased State Where the Vehicle was Purchased: CA State Where the Vehicle is Registered: CA Purchased from Dealer: Yes Dealership (if yes): Causo Lincoln Primary Reason for Repurchase: Many electrical issues, and the the auto braking system that will apply itself while the vehicle is traveling at a high rate of speed. This action has almost caused an accident. CSM advised CLT CSM Alyshia will be his CSM. Alyshia will be follow up with CLT 01/28/2021. Next Step: Email CSM Alyshia.

2021-01-21 16:07:38

TO MEGAN

2021-01-22 13:47:26

GFR opened. Beginning investigation/review.



2021-01-22 21:25:54  
OBC Caruso Ford - Brittany in service went over repair history.

2021-01-22 21:54:03  
OBCLincoln South Coast - SA Abel went over repair history. Updated GFR.

2021-01-22 22:11:48  
Initial recommendation complete, sending to CCA for initial recommendation.

2021-01-25 16:32:16  
CCA review in progress.

2021-01-25 22:22:27  
Initial CCA Recommendation: Please follow up with the dealership and customer regarding diagnosis/repairs for said 01/27/21 appointment. Update GFR document regarding same, hold final decision until diagnosis/repairs are complete.

2021-01-28 21:12:53  
OBCLincoln South Coast - Jill in service provided repair lines on open RO, states they are still diagnosing concerns at this time. Updated GFR and will follow up with SA Abel next week for repair status.

2021-01-28 21:47:22  
CSM Lisa | EXT 77918 | OBC to the dealer | Lincoln South Coast: 8447288789  
I spoke to Anna. I asked for Service.  
I was disconnected.  
Next Step:  
Call again

2021-01-28 21:51:52  
CSM Lisa | EXT 77918 | OBC to the dealer | Lincoln South Coast: 8447288789  
I spoke to Fiara. I asked for Service.  
I spoke to Jill  
Status: She doesn't have update yet aside from they put a synch screen in and an update on the FDIM.  
Brought it up to the current software. Still working on it.  
  
Next steps:  
Monitor GFR  
Cnt Dealer for update 2/4

2021-02-02 16:46:30  
OBCLincoln South Coast - Jill in service provided remaining repair details. Updated GFR.

2021-02-02 17:06:42  
Final recommendation complete, sending to CCA for final recommendation.

2021-02-02 18:32:25  
CCA review in progress.

2021-02-02 19:42:18  
CCA Review Complete. Transferring to RES for Escalated Review.

2021-02-03 21:02:42  
> | IBC from client |  
CSM spoke to client who advised that he has brought the vehicle back a few times and there seems to be a new problem every week. I advised that I have sent this to be reviewed by the CA LL department and they will be sending a letter in 30 days with the approval or denial. I advised client that if he is still having issue to please bring the vehicle back to the DLR. I offered to transfer however CLT declined. I advised I would follow up again on 2/10/2021.  
  
Next steps: Call DLR regarding repair. Call CLT.

2021-02-05 17:30:57  
Transfer to TL/COM for review

2021-02-05 17:36:21  
COM approves, assigning to Samto process approval letter.

2021-02-05 18:36:58  
APPROVAL UPLOADED TO PORTAL, TRACKING IS 484074  
LETTER WILL BE SENT WITHIN THE NEXT 3 BUSINESS DAYS

2021-02-10 13:55:27  
CA REVIEW LETTER SENT TO CUSTOMER ON 2-9-21

2021-02-11 20:09:48

> | OBC to client | [REDACTED]

CSM spoke to Client who advised he had spoken to CA LL. I advised I would be closing my case and he would move forward with that department.

Next steps: Close case.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved  
OPEN: 02-06-2021 CLOSED: 02-27-2021 BUSINESS UNIT NAME: Ford  
RESPONSE TEAM: Lincoln Concierge NA CRC COMMUNICATION: Phone  
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | CCT Criteria |  
DEALER NAME: Bruce Walters Ford Sales Inc  
PA CODE: 02132 DLR SALES CODE: 46674 REGION: G3 ZONE: CEH  
VIN: [REDACTED] MODEL YEAR: 2020 MODEL: AVIATOR MILEAGE:  
BODY STYLE: J7X - AVIATOR SIGNATURE AWD 4-DR MPV  
LAST NAME FIRST NAME MIDDLE: [REDACTED] |  
ADDRESS: [REDACTED]  
CITY STATE ZIP COUNTRY: HAROLD | KY [REDACTED] | USA  
HOME [REDACTED]  
SYMPTOMS: Driver Aides & Information | Warning Indicators/Messages/Chimes | Not Listed | UNKNOWN  
ANALYST NAME: Jeffrey Slone OPEN ANALYST NAME: Jeffrey Slone  
COMMENTS:  
2021-02-06 19:18:32

CSM JEFF

C/S having continuous electrical issues Cruise control failed. multiple warning lights, will be taking to dlr but is concerned about ongoing issues outside of warranty

per clt dlr says N/A

CSM adv: will want to speak with dlr about ongoing issues but can provide a 6-100000 PMP as goodwill  
adv will send contact email and wait for clt to update on appt

n/s send contact email set f/u for clt reply

2021-02-13 14:40:55 CMS JEFF 77906 ibe FROM CLT Jeff, Thank you so much for your help. I'll take the aviator to Walters Ford Lincoln Pikeville ky on Monday. If they have a loaner. [REDACTED]

2021-02-13 14:50:27 CSM JEFF IBE from clt Jeff, Thank you so much for your help. I'll take the aviator to Walters Ford Lincoln Pikeville ky on Monday. If they have a loaner. [REDACTED]

2021-02-13 14:52:45 CSM JEFF OBE to clt Hello, Were you able to get a service appointment? Also, I attached a brochure on the ESP we were discussing. Please let me know about the appointment. Thanks. next step 2-20 for clt reply

2021-02-20 14:35:43 CSM JEFF OBE to clt Good Morning, I do not see where I received a response about your appointment. Also, have you had time to look at the brochure on the ESP. I will go ahead with getting that uploaded if you would like. Thanks. next step clt reply 2-27

2021-02-27 14:37:04 CSM JEFF No response from clt Next step CSM closing case will reopen if clt engages

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved  
OPEN: 02-10-2021 CLOSED: 03-10-2021 BUSINESS UNIT NAME: Ford  
RESPONSE TEAM: Lincoln Concierge NA CRC COMMUNICATION: Phone  
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | CLP / Lincoln Loyalty Criteria |  
DEALER NAME: Bob-Boyd Lincoln, Inc.  
PA CODE: 10754 DLR SALES CODE: 46400 REGION: CE ZONE: CEE  
VIN: [REDACTED] MODEL YEAR: 2020 MODEL: AVIATOR MILEAGE: 4,429  
BODY STYLE: J8X - AVIATOR PHEV AWD 4-DR MPV  
LAST NAME FIRST NAME MIDDLE [REDACTED] |  
ADDRESS [REDACTED]  
CITY STATE ZIP COUNTRY: DUBLIN | OH [REDACTED] | USA  
HOME PHONE: [REDACTED]  
SYMPTOMS: Driver Aides & Information | Warning Indicators/Messages/Chimes | Service Engine Soon (Engine Image) | Intermittent  
ANALYST NAME: Amanda Eldridge OPEN ANALYST NAME: Amanda Eldridge  
COMMENTS:  
2021-02-10 17:38:05

(Transfer from Lincoln Way)  
CLIENT SAYS: SHE HAS A 2020 AVIATOR WITH 4317 MILES, YESTERDAY SHE WAS DRIVING ABOUT 100 MILES AWAY FROM HER HOME AND HER CHECK ENGINE LIGHT CAME ON, CLIENT SAYS THE VEHICLE CHECK ENGINE LIGHT WENT OFF TODAY, TODAY THE DLR FIRST TOLD HER SHE COULDN'T GET AN APPT. UNTIL TUESDAY BUT AFTER HER HUSBAND CALLED AND SPOKE TO THE DLR THEY TOLD HER THEY COULD SCHEDULE HER IN FOR TOMORROW 2/11 AT 9:30AM, CLIENT SAYS I HAVE AN ISSUE WITH MY BLUE-BOOTH EVERY TIME I USE IT IT SOUNDS LIKE AN ECKO WHILE TALKING.

PER CLIENT, DEALER SAYS: N/A

CSM ADVISED: APOLOGIZED FOR THE CONCERN AND THE INCONVENIENCE. CSM TOLD CLIENT I WILL FOLLOW UP WITH BOB-BOYD LINCOLN BY 2/12 TO GET A DIAGNOSIS ON YOUR VEHICLE. I AM UNSURE SINCE THE WARNING LIGHT IS NO LONGER ON IT WILL PULL A CODE BUT I WANT TO REASSURE YOU I WILL BE WORKING WITH YOU ON YOUR VEHICLE CONCERN. I WILL BE SENDING YOU AN EMAIL NOW WITH OUR CASE INFORMATION AND MY CONTACT INFORMATION.

NEXT STEPS: CNT DLR/ VEHICLE UPDATE/ CNT CLIENT 2/12

2021-02-10 17:41:10

OBE TO THE [REDACTED]

Hi Mrs. [REDACTED]

I hope this email finds you well, I wanted to provide you our case number [REDACTED]. I will followup with you on Friday 2/12. I will be calling service to inform the Service dept that I am working with you on your concerns.

Sincerely,

Amanda Eldridge  
Concierge Service Manager  
Lincoln Customer Relationship Center  
Phone: 888-214-2155 ext: 77949 | eFax: 866-984-5190  
Email: AELDRID7@lincoln.com

2021-02-10 17:46:24

> [OBC to the DLR] 844-345-8846 spoke to Rob-  
They will be dropping Thursday 2/11 her husband said he is taking her to the airport so they don't need one.  
The Bluetooth concern is a known issue and do not have a fix for it.

NEXT STEPS- CNT DLR/ CNT CLIENT 2/12

2021-02-10 17:46:47

IBE FROM THE CLIENT [REDACTED]

Thank you!

As a follow up. The spot i got was online. When we called back the service person who answered didn't know how that had opened up as they were slammed. However he did say to bring it in and hopefully sometime tomorrow they could run diagnostics. I am out of town from Friday until Monday so leaving it over the weekend is ok-however with the weekend I'm guessing it will just sit there until Tuesday if they need to make adjustments.

Thank you for your assistance!

[REDACTED]  
The Close Connection  
KW Consultants  
[REDACTED]  
Dublin, OH [REDACTED]



2021-02-10 17:52:42

OBE TO THE [REDACTED]

Hi Mrs. [REDACTED]

I just spoke with Rob, he says your husband will be bringing the vehicle in tomorrow, (I know you said probably dropping it off tonight) I asked if you needed a loaner, but he said your husband was going to be bringing you to the airport, so you didn't need one.

Rob says he will Start diagnostics more than likely Thursday, Friday morning 2/12. I will call him and get an update and then contact you by Friday.

Sincerely,

Amanda Eldridge  
Concierge Service Manager  
Lincoln Customer Relationship Center  
Phone: 888-214-2155 ext: 77949 | eFax: 866-984-5190  
Email: AELDRID7@lincoln.com

2021-02-10 18:03:11

IBE FROM THE [REDACTED]

We had asked-but were told none were available. So i have a convertible that i can bring out of storage. Just the heat is a little questionable with it!

[REDACTED]  
The Close Connection  
KW Consultants  
[REDACTED]  
Dublin, Oh [REDACTED]

2021-02-10 18:03:50

OBE TO THE [REDACTED]

I can always look into if the dealership works with an Enterprise or a rental reimbursement as well if that becomes an issue Mrs. [REDACTED]

Sincerely,

Amanda Eldridge  
Concierge Service Manager  
Lincoln Customer Relationship Center  
Phone: 888-214-2155 ext: 77949 | eFax: 866-984-5190  
Email: AELDRID7@lincoln.com

2021-02-12 15:28:37

> [OBC to the DLR] 844-345-8846 spoke to Rob-  
VEHICLE IS Not at the DLR. CSM yes ok

NEXT STEPS- EMAIL CLIENT 2/12

2021-02-12 15:29:00

OBE TO THE CLIENT [REDACTED]

Hi Mrs. [REDACTED]

I hope all is well, I called Service to get an update on your vehicle, Service Rob said that your vehicle isn't at the dealership?

I was just following up with you.

Sincerely,

Amanda Eldridge  
Concierge Service Manager  
Lincoln Customer Relationship Center  
Phone: 888-214-2155 ext: 77949 | eFax: 866-984-5190  
Email: AELDRID7@lincoln.com

2021-02-12 16:38:57

IBE FROM THE [REDACTED]

Correct. My husband, Rion spoke with the service department and was told they would not have time to look at it yesterday as they were slammed. He said to drop it off today and they would see what they could do. So it will be there in about half an hour.  
Side note-the service engine light went on again yesterday. Off again today.

Thank you for following up!

If it helps-these are my notes for Car issues

In cruise control-it dings and shows canceled but doesn't kick off. Shows a steering wheel picture?

Back right panel is sticking out

Phone often echoes or drops while in conversation but if i put it on my phone the signal and sound is just fine. Of course it happened literally the next phone call after we spoke!

Service engine light keeps coming on. To note-this has happened after getting gas. Not sure if it's related.

[REDACTED]  
The Close Connection  
KW Consultants  
[REDACTED]  
Dublin, Oh [REDACTED]

2021-02-12 17:09:25

OBE TO THE [REDACTED]

Thank you for the update. I added the picture to the case notes. I will set a follow up for Monday 2/15 to speak with Rob and then contact you with an update.

Sincerely,

Amanda Eldridge  
Concierge Service Manager  
Lincoln Customer Relationship Center  
Phone: 888-214-2155 ext: 77949 | eFax: 866-984-5190  
Email:AELDRID7@lincoln.com

2021-02-12 20:25:26

IBE from client

[REDACTED]  
Fri 2/12/2021 3:00 PM

They really have been kind and helpful after we got past the first woman! He dropped it off and got a rental. Sounds like maybe to day but might be Monday before they can look at it. Which is absolutely fine.  
Thank you!

[REDACTED]  
The Close Connection  
KW Consultants  
[REDACTED]  
Dublin, Oh [REDACTED]

2021-02-15 16:19:55

> [OBC to the DLR] 844-345-8846 spoke to S.A Rob-they dropped it off Noon Friday, I be getting it in today  
More of an update tomorrow Tuesday, February 16th,

In cruise control-it dings and shows canceled but doesn't kick off. Shows a steering wheel picture?  
Back right panel is sticking out  
Phone often echoes or drops while in conversation but if i put it on my phone the signal and sound is just fine.  
Of course it happened literally the next phone call after we spoke!

Service engine light keeps coming on. To note-this has happened after getting gas. Not sure if it's related  
NEXT STEPS- EMAIL CLIENT 2/15

2021-02-15 16:23:11

OBE TO THE CLIENT [REDACTED]

Hi Mrs. [REDACTED]

I hope all is well, I just called the Dealership spoke to Rob. He says he will be diagnosing the vehicle today 2/15, I will have more information tomorrow 2/16. I gave him the list of things to look over, he says he has the same list, I will contact you tomorrow when I get more of an update 2/16.

Thank you,

Amanda Eldridge  
Concierge Service Manager  
Lincoln Customer Relationship Center  
Phone: 888-214-2155 ext: 77949 | eFax: 866-984-5190  
Email: AELDRID7@lincoln.com

2021-02-15 16:45:40

IBE FROM THE [REDACTED]

Sounds good. Thank you!

[REDACTED]  
The Close Connection  
KW Consultants  
[REDACTED]  
Dublin, OH [REDACTED]

2021-02-16 18:04:22

> [OBC to the DLR] 614-863-2800 spoke to S.A Rob-  
Working on it now. Don't have an update yet. CSM says I will call you in a little bit later.  
Same time zone.

NEXT STEPS- CALL DLR/ GET UPDATE/ CNT CLIENT 2/16

2021-02-16 21:51:08

> [OBC to the DLR] 614-863-2800 spoke to S.A Wendy –  
Picked up the vehicle, check engine, update PCM for this, Update for the APIM , the number was put it back  
in , IPMB update for cruise control.  
back pane put in place.

NEXT STEPS- EMAIL CLIENT 2/16

2021-02-16 21:55:15

OBE TO THE CLIENT [REDACTED]

Greetings Mrs. [REDACTED]

I hope this email finds you well, I was informed that the vehicle was picked up today, I do not know if you are home now or still traveling?

I was told that Bob- Boyd Lincoln did an update on the PCM module, which was for the check engine light coming on, an update for the APIM module which would be the fix for the phone echoing, an update IPMB for the cruise control and the back panel was put back in place.

Please let me know how the vehicle is when you can.

Sincerely,

Amanda Eldridge  
Concierge Service Manager  
Lincoln Customer Relationship Center  
Phone: 888-214-2155 ext: 77949 | eFax: 866-984-5190  
Email: AELDRID7@lincoln.com

2021-02-17 16:12:03

IBE FROM THE [REDACTED]

Very impressed by the service team. Very efficient and friendly. They said that the updates they performed should take care of most of the issues but they weren't 100% on it being able to cure the phone issue. Unfortunately, the phone system still doesn't work the way it should. It was so distorted that I had to get off two different calls today. My phone while not on the speaker system worked just fine so it wasn't a cellular connection issue.

It sounds like this is more of a Lincoln issue rather than a fix from the service department. Can you tell me what is going on and the timeline for this to be fixed? I really need this to function as expected as my car is often my office!

I appreciate the follow up!

[REDACTED]  
The Close Connection  
KW Consultants  
[REDACTED]  
Dublin, [REDACTED]  
[REDACTED]

2021-02-17 16:59:34

OBE TO THE [REDACTED]

Greetings Mrs. [REDACTED]

I hope all is well, I reached out to my Technical support here in office, He wanted me to ask you, if you have tried using another phone to see if it is doing this with anyone phone.

Example: can you try to contact your husband's phone then call someone and see if it is happening as well? I will still keep looking into this for you.

Sincerely,

Amanda Eldridge  
Concierge Service Manager  
Lincoln Customer Relationship Center  
Phone: 888-214-2155 ext: 77949 | eFax: 866-984-5190  
Email: AELDRID7@lincoln.com

2021-02-22 20:59:15

> [OBC to the DLR] 614-863-2800 spoke to S.A Staten-  
Letting the DLR know the vehicle is not fixed.  
Replaced the APIM on the Aviator.

Replaced interior mic.

We do anything Late next week.  
Wednesday March 3rd PUDL-  
Next steps – call client 2/22

2021-02-22 21:01:19

> [OBC to the CLIENT] [REDACTED] – LVM TO CLIENT SAYING THAT I WAS TRYING  
TO Talk with her ABOUT HER CONCERN TO A S/A STATEN WHO SAID THEY HAD A SIMILAR ISSUE  
WITH AN AVATOR AND ENDED UP REPLACING THE APIM AND THE INTERIOR MIC.  
I WAS TRYING TO SET UP A PUDL FOR YOU BUT I DO NOT KNOW YOUR SCHEDULE.

NEXT STEPS – CALL CLIENT / 2ND ATTEMPT 2/24

2021-02-22 21:05:04

OBE TO THE CLIENT [REDACTED] "

Hi Mrs. [REDACTED]

I hope this email finds you well, I reached out to Service Advisor Staten who informed me that they had a similar client with the same concern, they replaced an APIM and a interior mic on the vehicle for another client possibly what we need to do with your vehicle concern.

I went to ask about the next appointment and they said March 3rd, 4th and 5th they can do pickup and delivery service, but I don't know your schedule.

Please let me know so I can help resolve this concern for you and your family.

Sincerely,

Amanda Eldridge  
Concierge Service Manager  
Lincoln Customer Relationship Center  
Phone: 888-214-2155 ext: 77949 | eFax: 866-984-5190  
Email: AELDRID7@lincoln.com

2021-02-23 14:18:44

IBE to the [REDACTED]

Hi! Thank you! Any of those dates are fine, I'm happy to drop it off. I just would need a rental for the days it's gone.  
Much appreciated!

[REDACTED]  
The Close Connection  
KW Consultants

[REDACTED]  
Dublin, OH [REDACTED]  
[REDACTED] (work)  
[REDACTED] (cell)

2021-02-23 14:27:31

> [OBC to the DLR] 614-863-2800 spoke to S.A Staten- hi Mrs. [REDACTED] will go ahead and take the March 3rd apt. what time 10am? Address on file same as GCCT. CSM will go ahead and email client this infor. DLR says if she needs to change it have her call us directly.

NEXT STEPS- EMAIL CLIENT 2/23

2021-02-23 14:27:50

OBE TO THE CLIENT [REDACTED]

Hi [REDACTED]

I hope all is well, Appointment for Pick Up and Delivery, Wednesday March 3rd, 2021, at 10am  
Address the REDCAP concierge will be going to (this is the name of the company who picks up and brings you a vehicle) 7630 BELLAIRE AVEDUBLIN, OH 43017.

If you need to change this, I spoke to Staten directly in Service he said just give them a call directly.  
I will set a follow up for you March 3rd so I can get an update on the concern.

Sincerely,

Amanda Eldridge  
Concierge Service Manager  
Lincoln Customer Relationship Center  
Phone: 888-214-2155 ext: 77949 | eFax: 866-984-5190  
Email: AELDRID7@lincoln.com

2021-02-23 21:26:11

CSM Hollie [x77829] assisting CSM Amanda: IBC from DLR: SM steve adv that the clt vehicle is at his dlr and to please leave this case open. Csm adv SM steve I will update your csm to disregard the portal message.  
SM steve says thank you.

Next steps:  
Update csm

2021-02-23 21:29:35

> [OBC to the DLR] 614-863-2800 spoke to S.M Steve-

They do not have a fix for this vehicle and they bought back.

He had the wrong case.

NEXT STEPS- CNT DLR/ GET UPDATE/ CNT CLIENT 3/3

2021-02-24 18:22:29

\*WEB\*we(dealer) reached out to the team we were working with on the previous Aviator with a phone echo issue, all the powers that be agree, they do not want to bring vehicle in at this time due to knowledge that all that has been done to date was ineffective at resolving. a workaround is referenced by having phone in privacy mode to avoid echo until engineering has figured this one out. thread attached!

2021-02-24 18:33:19

> [OBC to the CLIENT] [REDACTED] – LVM to client-  
I wanted to let you know, that the DLR did try to resolve this issue and they have already tried to fix this concern with an update at this time we will be Canceling March 3rd apt.  
I have a couple of work around that I will go ahead and email you this but we do not have a fix for an echo noise.

Next steps- Email client 2/24

2021-02-24 18:43:56

OBE TO THE CLIENT [REDACTED]

Hi Mrs. [REDACTED]

I hope all is well, I just found out from the Service Manager at Bob Boyd Lincoln, who says that this issue will not get resolved with the APIM being replaced. I was told this is a known issue and they have had a couple of work arounds until they find a resolution, which is not going to determine for sure if we will ever have a fix for this concern.

I was told by the Dealership Rep to have you try :

1. Use Apple/Android Carplay and use a cord.
2. When on the phone click privacy when on the call using Sync and bring them back to the phone and back out of Privacy to the sync. So Basically, click Privacy twice.

At this time, your appointment has been cancelled.

Please if you have any questions regarding this, I will be here until 5:30pm EST.  
I will be in a meeting from 3:30-4:30pm EST today.

Sincerely,

Amanda Eldridge  
Concierge Service Manager  
Lincoln Customer Relationship Center  
Phone: 888-214-2155 ext: 77949 | eFax: 866-984-5190  
Email: AELDRID7@lincoln.com

2021-02-24 21:16:12

IBE FROM THE CLIENT

[REDACTED]  
Wed 2/24/2021 3:45 PM

Ugh. I'll try the cord. As for the privacy-interesting you mention it. More than Once when i go to private because of the robot sound or the echo it puts me back on speaker. Works properly for a minute. Then goes bad again. But I'll give it a shot. Do they have any time line for fixing this? Is this all Lincoln cars? As i mentioned before-if i had known this- i wouldn't have bought this car. I use it way too much to not have it functioning properly. I'll give the cord a shot.  
Touch base later this week?

[REDACTED]  
The Close Connection  
KW Consultants  
[REDACTED]  
Dublin, OH [REDACTED]

2021-02-24 21:21:41

OBE TO THE CLIENT

Hi Mrs. [REDACTED]

I understand your frustration, I really thought I could have this resolved this way. I would like for your feedback, Friday Possibly? I can always do a Negative feedback towards this feature. For internal use. I do not have a time frame on when this is going to get resolved if at all.

I was told this is common on this vehicle.

I apologize for the inconvenience.  
I will set a follow up for Friday 2/26.

Sincerely,

Amanda Eldridge  
Concierge Service Manager  
Lincoln Customer Relationship Center  
Phone: 888-214-2155 ext: 77949 | eFax: 866-984-5190  
Email: AELDRID7@lincoln.com

2021-02-24 22:08:31

IBE FROM THE CLIENT [REDACTED]

Do other owners just not care about it not working?

[REDACTED]  
The Close Connection  
KW Consultants  
[REDACTED]  
Dublin, OH [REDACTED]  
[REDACTED] (cell)



2021-02-24 22:11:01

OBE TO THE CLIENT [REDACTED]

Hi Mrs [REDACTED]

You have been my first case with this concern, I didn't know this was a known problem until today leading into my call with Lincoln rep for the Dealership. He said they just found a work around for now and to tell the client to try these two that have worked for those clients with similar issues.

Again, I do apologize for the inconvenience.

Sincerely,

Amanda Eldridge  
Concierge Service Manager  
Lincoln Customer Relationship Center  
Phone: 888-214-2155 ext: 77949 | eFax: 866-984-5190  
Email: AELDRID7@lincoln.com

2021-02-24 22:15:36

IBE FROM THE CLIENT

[REDACTED]  
Wed 2/24/2021 5:14 PM

I was just curious!

[REDACTED]  
The Close Connection  
KW Consultants  
[REDACTED]  
Dublin, OH [REDACTED]  
[REDACTED] (work)  
[REDACTED] (cell)

2021-02-26 15:52:29

OBE TO THE CLIENT [REDACTED]

Greetings Mrs [REDACTED],

I hope all is well with you, I wanted to follow up with you in regard to the work arounds to see if it helps.

I know your extremely busy, when you can provide me feedback.

Thank you,

Amanda Eldridge  
Concierge Service Manager  
Lincoln Customer Relationship Center  
Phone: 888-214-2155 ext: 77949 | eFax: 866-984-5190  
Email: AELDRID7@lincoln.com

2021-03-02 17:21:52

OBE to the client [REDACTED]"

Hi Mrs. [REDACTED],

I hope all is well, I am going to close out our case here at Lincoln Concierge. If and when the software update becomes available, the dealership, or the Lincoln Way app will send you a notification for you to bring the vehicle into your local dealership.  
At this time, I do not have any more information in regards to the Echo noise.

Sincerely,

Amanda Eldridge  
Concierge Service Manager  
Lincoln Customer Relationship Center  
Phone: 888-214-2155 ext: 77949 | eFax: 866-984-5190  
Email: AELDRID7@lincoln.com

2021-03-02 17:53:25

NEXT STEPS- CSM CLOSE CASE

2021-03-02 18:31:13

IBE FROM THE CLIENT

[REDACTED]  
Tue 3/2/2021

I'm sorry I didn't reply sooner. I was trying to get more time with the cord to make sure I was doing it right. Can you please keep this open? I get about 5 minutes a call. Then the robot noise kicks in or the echo hits. This is a safety issue to me as everytime I mess with it it is distracting my driving. We need to figure out some solution! It also kicks me off and on the phone. Are they seeing that as well with others? Do the 2021 models have the same issue?

[REDACTED]  
The Close Connection  
[REDACTED] Dublin OH [REDACTED]  
[REDACTED] (office)  
[REDACTED] (cell)

2021-03-02 18:37:45

OBE TO THE CLIENT [REDACTED]

Greetings Mrs. [REDACTED],

I will re-open the case, I will look into my technical assistance for this concern, I'll try and see if I get an answer for March 4th, follow up, I can ask about 2021 model having issue see if I can find out more.

Regards,

Amanda Eldridge  
Concierge Service Manager  
Lincoln Customer Relationship Center  
Phone: 888-214-2155 ext: 77949 | eFax: 866-984-5190  
Email: AELDRID7@lincoln.com

2021-03-02 20:32:09

TAR TEMPLATE MADE BY ME:

#Repair Attempts:1  
Days Out of Service: 2 (2/15/-2/16)  
Vehicle at the Dealer(Y/N): NO  
Tech or Parts SME Activity fully completed and submitted on New Case (Y/N): N/A  
Dealer Contact Name: Steve  
Dealer Contact Title: Service Manager  
Dealer Contact #:614-863-2800  
Vehicle Repaired (Y/N): NO  
High Overview of Vehicle Concern: Phone Echos when using Bluetooth

2021-03-03 17:45:38

\*WEB\*TECHLINE CONTACT ANSWER 03.03.2021

2021-03-04 17:32:11

HOTLINE - 117964992-  
dlr was told to contact the client-  
Engineering is investigate and the dlr will be notified when update becomes available.

2021-03-04 17:32:51

OBE TO THE CLIENT [REDACTED] "

Greetings Mrs [REDACTED]

I hope all is well, I was informed that theEngineering team is investigating this concern and was told the dealership will be notified when update becomes available.  
At this time,I will be closing out this case.We will not have a resolution untilfuture notice.

I thank you for being a part of Lincoln.

Sincerely,

Amanda Eldridge  
Concierge Service Manager  
Lincoln Customer Relationship Center  
Phone: 888-214-2155 ext: 77949 | eFax: 866-984-5190  
Email:AELDRID7@lincoln.com

2021-03-08 17:34:53

Technical Assistance Request submitted by Dealer on 3/3. Concern is being reviewed. No ETA on repair at this time pending Engineering investigation. No additional repairs advised at this time.

2021-03-08 20:14:21

Phone call distortion/echo is currently being investigated by Engineering, and there is currently no ETA on the resolution. No repairs are advised at this time.

2021-03-10 16:05:40

While there is no ETA on the repair for this issue. Android Auto/Apple Car Play can be used as an alternative to Bluetooth Phone use and as an intermediate solution for this issue.

2021-03-10 17:40:02

NEXT STEPS- CSM CLOSE CASE

CASE ATTACHMENTS:

2021-02-12 16:39:41

Amanda Eldridge

[CHECK LIGHT ON .HEIC](#)

2021-02-24 18:22:29

SYSTEM

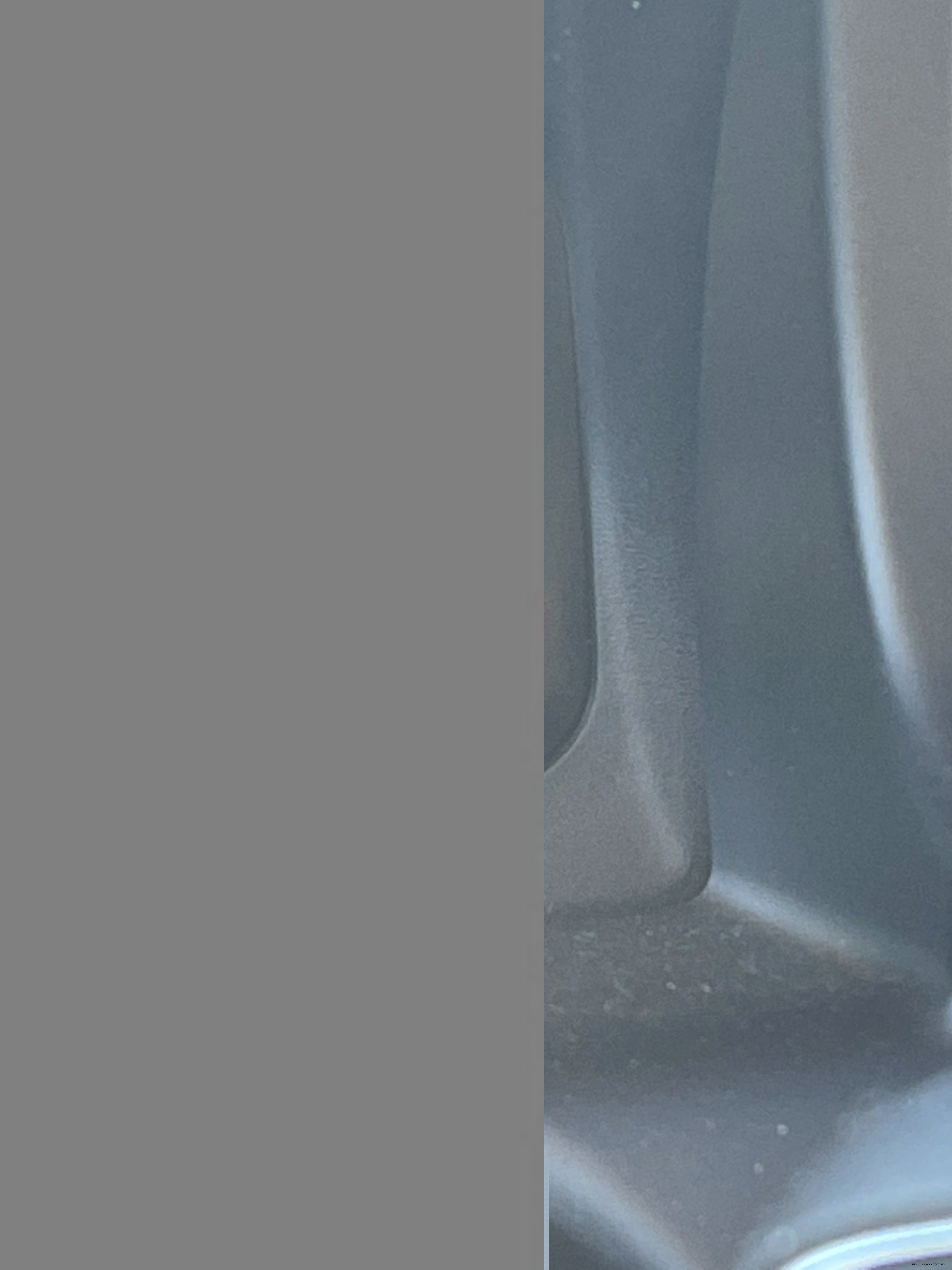
[echo.pdf](#)

2021-03-03 17:45:38

SYSTEM

[ECHO.8.png](#)







## Steve Kesler

---

**From:** Hallberg, Keith (S.) <khallbe2@ford.com>  
**Sent:** Wednesday, February 24, 2021 11:53 AM  
**To:** Steve Kesler  
**Subject:** RE: [REDACTED]

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

I do not believe there is a fix for this issue other than using "privacy mode" – and I know that is unacceptable. Since Ben's vehicle has the same concern, I am sure there is no fix current. I would not venture down that rabbit hole.

Thanks,

*Keith S. Hallberg*

Field Service Engineer

Cincinnati/Detroit - Greatlakes

Cell – 513-578-9894

Fax – 877-228-5179

Khallbe2@ford.com

---

**From:** Steve Kesler <skesler@bobboyd.com>  
**Sent:** Wednesday, February 24, 2021 11:22 AM  
**To:** Sime, Benjamin (B.T.) <bsime@lincoln.com>  
**Cc:** Hallberg, Keith (S.) <khallbe2@ford.com>; Bill Dawes <wdawes@bobboyd.com>  
**Subject:** RE: [REDACTED]

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

Ben,

The CRC has directed an Aviator in to us with an Echo on the receiving end of phone calls. This is scheduled for march 3<sup>rd</sup>....I don't believe we should start the "process" that yielded poor results for [REDACTED] and possibly end up in the same boat after hours of making these "attempts" to repair something no one believes there is a fix for yet.

***The last time we went through this it took my top tech days and days to work through everything from parts acquisition, programming debacles and spotty support , all of which has [REDACTED] as a candidate for an RAV.***

Unless there is someone confident at Lincoln that "knows" the fix for this issue, I think we are spinning wheels and will result in a poor outcome.....

Maybe someone at Lincoln wants to share the "work-around" with this client, as this is an embarrassing to have to provide work-arounds ?

New Case:

[REDACTED]

Save

Cancel

ACTIONS ▾

Change Vehicle

Change Customer on Case

Edit Cu

Active – In Progress

## Summary

Case Title/Number \*

[REDACTED]

Customer \*

[REDACTED]

Dealer

Bob-Boyd Lincoln, Inc.

Priority

None

VIN

[REDACTED]

**From:** Sime, Benjamin (B.T.) <[bsime@lincoln.com](mailto:bsime@lincoln.com)>

**Sent:** Monday, February 1, 2021 2:08 PM

**To:** Steve Kesler <[skesler@bobboyd.com](mailto:skesler@bobboyd.com)>

**Subject:** RE: [REDACTED]

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

I don't have a good answer Steve. We have a problem that doesn't have a fix for. I appreciate all you do. I'm not sure how we can approach differently.

Not sure what to do but a replacement is most likely not going to fix. The workaround will help in the meantime.



---

**From:** Steve Kesler <[skesler@bobbyd.com](mailto:skesler@bobbyd.com)>  
**Sent:** Monday, February 1, 2021 1:47 PM  
**To:** Sime, Benjamin (B.T.) <[bsime@lincoln.com](mailto:bsime@lincoln.com)>  
**Subject:** FW: [REDACTED]

So confused

So, am I to follow the tech assist teams direction on repairs, but share a "Work-around" with clients in the event their direction results in us spinning our wheels?

How are we to know the repairs we are directed to perform wont fix the vehicle. We even verified with a call to her husband....

Over and out!

---

**From:** Cody Culbertson <[cculbertson@bobbyd.com](mailto:cculbertson@bobbyd.com)>  
**Sent:** Saturday, January 30, 2021 9:03 AM  
**To:** Bill Dawes <[wdawes@bobbyd.com](mailto:wdawes@bobbyd.com)>; Steve Kesler <[skesler@bobbyd.com](mailto:skesler@bobbyd.com)>; Sime, Benjamin (B.T.) <[bsime@lincoln.com](mailto:bsime@lincoln.com)>  
**Subject:** RE: [REDACTED]

I agree. Ben, am I able to tell her that we are going to go that route? She wants answers today.

Cody Culbertson  
Sales Manager  
**Bob-Boyd Lincoln of Columbus**  
614-863-2800

---

**From:** [Bill Dawes](#)  
**Sent:** Friday, January 29, 2021 8:30 PM  
**To:** [Cody Culbertson](#); [Steve Kesler](#); [Sime, Benjamin \(B.T.\)](#)  
**Subject:** Re: [REDACTED]

Let's try a new vehicle

Bill Dawes  
Owner  
Bob-Boyd Auto Family  
[wdawes@bobbyd.com](mailto:wdawes@bobbyd.com)  
(614) 759-3394

---

**From:** Cody Culbertson <[cculbertson@bobbyd.com](mailto:cculbertson@bobbyd.com)>  
**Sent:** Friday, January 29, 2021 5:40:43 PM  
**To:** Bill Dawes <[wdawes@bobbyd.com](mailto:wdawes@bobbyd.com)>; Steve Kesler <[skesler@bobbyd.com](mailto:skesler@bobbyd.com)>; Sime, Benjamin (B.T.) <[bsime@lincoln.com](mailto:bsime@lincoln.com)>  
**Subject:** Re: [REDACTED]



Unfortunately I just got this text from [REDACTED]

7:36



241

AK

Today 7:35 PM



I'm so sorry to bother you on Friday evening, but I wanted let you know that I got my vehicle back today and my t call from the Aviator, the ech

Cody Culbertson

Get [Outlook for iOS](#)

---

**From:** Bill Dawes <[wdawes@bobbyd.com](mailto:wdawes@bobbyd.com)>  
**Sent:** Thursday, January 28, 2021 9:40:45 AM  
**To:** Steve Kesler <[skesler@bobbyd.com](mailto:skesler@bobbyd.com)>; Sime, Benjamin (B.T.) <[bsime@lincoln.com](mailto:bsime@lincoln.com)>  
**Cc:** Cody Culbertson <[cculbertson@bobbyd.com](mailto:cculbertson@bobbyd.com)>  
**Subject:** Re: [REDACTED]



Bill Dawes  
Owner  
Bob-Boyd Auto Family  
[wdawes@bobbyd.com](mailto:wdawes@bobbyd.com)  
(614) 759-3394

---

**From:** Steve Kesler <[skesler@bobbyd.com](mailto:skesler@bobbyd.com)>  
**Sent:** Thursday, January 28, 2021 8:21:05 AM  
**To:** Sime, Benjamin (B.T.) <[bsime@lincoln.com](mailto:bsime@lincoln.com)>; Bill Dawes <[wdawes@bobbyd.com](mailto:wdawes@bobbyd.com)>  
**Cc:** Cody Culbertson <[cculbertson@bobbyd.com](mailto:cculbertson@bobbyd.com)>  
**Subject:** RE: [REDACTED]

Well,

Seems someone must of known the fix was coming with a FDRS update last night, just thought we would try it this morning and it is now not aborting the update

---

**From:** Sime, Benjamin (B.T.) <[bsime@lincoln.com](mailto:bsime@lincoln.com)>  
**Sent:** Wednesday, January 27, 2021 2:51 PM  
**To:** Bill Dawes <[wdawes@bobbyd.com](mailto:wdawes@bobbyd.com)>; Steve Kesler <[skesler@bobbyd.com](mailto:skesler@bobbyd.com)>  
**Cc:** Cody Culbertson <[cculbertson@bobbyd.com](mailto:cculbertson@bobbyd.com)>  
**Subject:** RE: [REDACTED]

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Bill,

I am looking into this as a possibility. The concern is that a new Aviator would have the same issue, as we know this concern has affected many units.

Trying to get an eta from programming engineers.

Ben

---

**From:** Bill Dawes <[wdawes@bobbyd.com](mailto:wdawes@bobbyd.com)>  
**Sent:** Wednesday, January 27, 2021 2:39 PM  
**To:** Sime, Benjamin (B.T.) <[bsime@lincoln.com](mailto:bsime@lincoln.com)>; kesler, steven <[skesler@bobbyd.com](mailto:skesler@bobbyd.com)>

Cc: Cody Culbertson <[cculbertson@bobboyd.com](mailto:cculbertson@bobboyd.com)>

Subject: Re: [REDACTED]

Ben,

I had brought this client up in a conversation with Lincoln a few weeks back or even maybe a month ago when she was having trouble with an aviator. They seemed very receptive to offering her a buyback. We're doing something to put her in another car, because they looked at her as an influencer. Why don't we just try to go down that path, if she'd even be interested. You guys handle it however you'd like I just wanted to throw that in. Thanks

Bill Dawes

Owner

Bob-Boyd Auto Family

[wdawes@bobboyd.com](mailto:wdawes@bobboyd.com)

(614) 759-3394

---

From: Sime, Benjamin (B.T.) <[bsime@lincoln.com](mailto:bsime@lincoln.com)>

Sent: Wednesday, January 27, 2021 2:19:03 PM

To: Steve Kesler <[skesler@bobboyd.com](mailto:skesler@bobboyd.com)>

Cc: Bill Dawes <[wdawes@bobboyd.com](mailto:wdawes@bobboyd.com)>; Cody Culbertson <[cculbertson@bobboyd.com](mailto:cculbertson@bobboyd.com)>

Subject: RE: [REDACTED]

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Just sent note to Chris. Thank you for letting me know.

Ben

---

From: Steve Kesler <[skesler@bobboyd.com](mailto:skesler@bobboyd.com)>

Sent: Wednesday, January 27, 2021 2:16 PM

To: Sime, Benjamin (B.T.) <[bsime@lincoln.com](mailto:bsime@lincoln.com)>

Cc: Bill Dawes <[wdawes@bobboyd.com](mailto:wdawes@bobboyd.com)>; Cody Culbertson <[cculbertson@bobboyd.com](mailto:cculbertson@bobboyd.com)>

Subject: [REDACTED]

Update:

Now close to 24 hours since we have heard a thing.....



---

**Steve Kesler**

Lincoln Master Service Director

Lincoln of Columbus

614-863-2800 x152









## Additional Diagnostics/Comments:

Comment from Syst: Comment Date: 04/21/2014 11:40am

One

Current data does not appear to be any further reduced based on the FTY data indicating that a reduction in the active drug concentration (not that (not reduced) at the time of interest yet, if it is recommended to stop the current dose (continued) to prevent increasing the exposure and that the laboratory will conduct more data (continued) to monitor. Additional research is being performed and this research has at this time it is recommended to monitor (continued) for information to be reported concerning the concern.

Thank you for your patient's evaluation.

PE24-012 000078 GCCT PLV

CASE NUMBER: [REDACTED] STATUS: Resolved  
 OPEN: 03-03-2021 CLOSED: 03-15-2021 BUSINESS UNIT NAME: Ford  
 RESPONSE TEAM: Lincoln Concierge NA CRC COMMUNICATION: Phone  
 CASE CLASS LV 1234: Vehicle Concern | Buyback Request | |  
 DEALER NAME: Dave Sinclair Lincoln  
 PA CODE: 10301 DLR SALES CODE: 63675 REGION: CE ZONE: CEB  
 VIN: [REDACTED] MODEL YEAR: 2020 MODEL: AVIATOR MILEAGE: 11,470  
 BODY STYLE: J7X - AVIATOR SIGNATURE AWD 4-DR MPV  
 LAST NAME FIRST NAME MIDDLE: [REDACTED]  
 ADDRESS: [REDACTED]  
 CITY STATE ZIP COUNTRY: SAINT LOUIS | MO [REDACTED] | USA  
 HOME PHONE: [REDACTED]  
 SYMPTOMS: Driver Aides & Information | Speed Control | Performance | Fluctuates  
 ANALYST NAME: Kathryn Hutley OPEN ANALYST NAME: Lyndsey Hill  
 COMMENTS:

2021-03-03 15:47:43 Client Says: I have been having an issue with the Adaptive Cruise Control where it will change the rate of speed on it's. It will be usually 20 miles over the speed limit or 20 miles under. It's is really annoying. Per CLT, DLR says: DLR has spoken with Hotline and was advised CLT needs to adjust the tolerance on the speed for the cruise control. CRC advised: CSM apologized and advised that on page 278 of the OM it list how to adjust the tolerance. CLT advised he has already done this and it is still doing the same thing. CSM advised that CLT should go to DLR to have concern readdressed. CLT understood. CSM offered phone number to CLT for future questions or concerns. CLT denied. Next Steps: Close Case

2021-03-05 19:53:20 CSM KateH x77934 \ IBC FROM CLIENT:\ he was told by his dealer to ask for a GFR but he does not know what it is. He is still having concerns with his car and is taking it to the dealer every other month. Alex is the SA who told him to ask us to buy it back and Terri is the salesperson. CSM apologized and said that she would have an answer by 3/12/21. Next steps: call dealer

2021-03-05 20:08:53 CSM KateH x77934 \ OBC TO DEALER: \ 3147292700 Alex said he did kinda mention that it can be bought back as an option, but CSM said that we try to refrain from that, but if he can send me the ROs I will do what I can. Next steps: GFR due 3/12/21 and CSM will review on 3/10/21

2021-03-06 02:08:53 ACOM reset follow up

2021-03-10 16:55:46 CSM KateH x77934 \ OBC TO CLIENT: \ [REDACTED] Need to know where it is financed did he have any aftermarket parts CSM left message for client to call me back and that his GFR is approved. next steps: add ROs in GFR.

2021-03-10 17:00:39 CSM KateH x77934 \ IBC FROM CLIENT: \ He said he is paying LAFS added floormats to his car. CSM said the RAV was approved and she would send it to them and see if he was contacted by RAV by 3/15/21.

2021-03-10 19:42:16 COM Anthony- GFR Case Reviewed- RAV Approved

2021-03-10 22:35:42 CSM KateH x77934 \ OBC TO DEALER: \ 3147292700 Alex. He said the client is not in a rental and currently has the car. CSM advised him we are repurchasing it and he said okay. next steps: finish morley

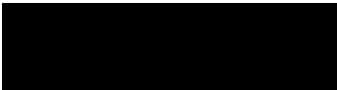
2021-03-10 22:38:07 490651 is RAV next steps: see if client was contacted by RAV on 3/15/21.

2021-03-10 22:57:54 COM Anthony- Morley CASE NUMBER: 490651 transmitted

2021-03-15 16:17:12 CSM KateH x77934 \ OBC TO CLIENT: \ [REDACTED] He has been contacted and has his car back. CSM thanked him and will close the case.

CASE ATTACHMENTS:  
2021-03-08 17:46:53

Kathryn Hutley





# Dave Sinclair Lincoln South

7500 S. Lindbergh Blvd.  
St. Louis, MO 63125  
Phone: 314-729-2700

RO: 422622-OPEN

Cashier:

Date Out: 03/05/2021

Status: REPRINT

Time-In: 13:12 Out: 10:00

Miles-In: 11441 Out: 11447

Customer: [REDACTED] Stock #: 20109

VIN: [REDACTED] 2020 LINC AVIATOR RE BRG

Sold By: TERENCE L BOMMARITO

SAINT LOUIS MO [REDACTED]

Home: [REDACTED] Work: [REDACTED] Cellular: [REDACTED] Delivered: 01/15/2020

E-mail: [REDACTED] In Service: 01/15/2020

Advisor: 008096-ALEXANDER J SCHILLING Hat: 410

Date In: 03/03/2021

| OP | Acct | Tech | Hours | Complaint/Cause/Correction | Per Unit | Extended Price |
|----|------|------|-------|----------------------------|----------|----------------|
|----|------|------|-------|----------------------------|----------|----------------|

[ WARRANTY ]

A SW 008284W 11  
CUSTOMER STATES AFTER PLACING VEHICLE IN REVERSE IPC  
DISPLAYS NOT IN PARK AND DOOR WAS AJAR  
CHECK FOUND DOOR AJAR LAMP ON ORDERED LEFT FRONT DOOR LATCH  
PART ON BACK ORDER TIL WEEK OF 3/22

Labor Op:

Parts: 0 SO [REDACTED] LATCH

[ WARRANTY ]

B SW 008284W 11  
CUSTOMER STATES USING PHONE AS KEY ATTEMPT TO START CAR AND  
SAID NO KEY FOB DETECTED  
CHECK OUT EEC TEST NO DTCS REPROGRAMMED TCU TO LATEST  
SOFTWARE

HRS 0.2 Labor Op: 12651D

HRS 0.1 12651D4

[ WARRANTY ]

C SW 008284W 11  
CUSTOMER STATES WHEN ACCELERATING FROM A STOP RADIO VOLUME  
SHUT OFF FOR 5 SECONDS AND THEN RETURNED TO SET VOLUME  
ROAD TEST MULTIPLE TIMES UNABLE TO VERIFY CONCERN MAY BE  
CORRECTED BY SYNC UPDATE LINE D

Labor Op:

[ WARRANTY ]

D SW 008284W 11  
CUSTOMER STATES WITH TOUCH SCREEN ON RADIO TURNS ON PRESETS  
FOR DIFFERENT STATION THAN SELECTED ON DIFFERENT BAND  
REPROGRAMMED SYNC TO LATEST SOFTWARE LEVEL

Labor Op:

[ WARRANTY ]



# Dave Sinclair Lincoln South

7500 S. Lindbergh Blvd.  
St. Louis, MO 63125  
Phone: 314-729-2700

RO: 422622-OPEN

Cashier:

Date Out: 03/05/2021

Status: REPRINT

Time-In: 13:12 Out: 10:00

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Customer: [REDACTED] Stock #: 20109

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SAINT LOUIS MO

Home: [REDACTED] Work: [REDACTED] Cellular: [REDACTED] Delivered: 01/15/2020

E-mail: [REDACTED] In Service: 01/15/2020

Advisor: 008096-ALEXANDER J SCHILLING Hat: 410

Date In: 03/03/2021

| OP | Acct | Tech | Hours | Complaint/Cause/Correction | Per Unit | Extended Price |
|----|------|------|-------|----------------------------|----------|----------------|
|----|------|------|-------|----------------------------|----------|----------------|

|   |    |         |    |                                                                                                                                                                                                                                                                                                                                     |  |  |
|---|----|---------|----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|
| E | SW | 008284W | 11 | CUSTOMER STATES MUST HIT TWICE TO TURN ON MANUAL HIGH BEAMS<br>CHECKED HIGH BEAM OPERATION FDRS HEADLAMP CONTROL MODULE<br>PASSED CHECKED OASIS NO TSBS OR SSMS WHEN AUTO HEADLAMP MODE<br>FIRST MANUAL IS FOR AUTO HIGH BEAMS REMOVE FOR HIGH BEAMS<br>FOUND OK WHEN IN MANUAL MODE ONE CLICK AND HIGH BEAMS<br>OPERATION FOUND OK |  |  |
|---|----|---------|----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|

Labor Op:

[ CUSTOMER PAY ]

|   |     |         |    |                                                                                                                                                                         |  |  |
|---|-----|---------|----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|
| F | SCP | 008284W | 11 | CUSTOMER STATES USING INTELLEAGENT CRUISE CONTROL ADAPTS TO<br>DIFFERENT SPEEDS<br>REPROGRAMMED IPMB CONCERN STILL PRESENT OPEN HOTLINE CONTACT<br>WILL ADVISE CUSTOMER |  |  |
|---|-----|---------|----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|

Labor Total: 0.00

Operation Total: 0.00

[ WARRANTY ]

|   |    |         |    |        |  |  |
|---|----|---------|----|--------|--|--|
| G | SW | 000099W | 25 | RENTAL |  |  |
|---|----|---------|----|--------|--|--|

Labor Op:

[ WARRANTY ]

|   |    |         |    |                               |  |  |
|---|----|---------|----|-------------------------------|--|--|
| H | SW | 000099W | 69 | CONCIERGE PICK UP AND DELIVER |  |  |
|---|----|---------|----|-------------------------------|--|--|

Labor Op:

[ INTERNAL ]

|   |    |         |  |                        |  |  |
|---|----|---------|--|------------------------|--|--|
| I | SI | 000099C |  | COMPLIMENTARY CAR WASH |  |  |
|---|----|---------|--|------------------------|--|--|

Customer Total Due: 0.00

Service & Parts Hours  
Monday-Friday 7 AM to 5:30 PM  
Saturday 8 AM to 4:30 PM

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Acetylene, Adhesive Compounds, Belt Dressing, Brake Cleaning Solvents, Chlorine Cleaner, Detergents, Drill Bits, Emory Cloth, Fabric Cleaner, Fender Protectors, Gasket Sealing Compounds, Glass Cleaner, Glazing, Krylon Paint, Lubricants, Masking Material, Minor Hardware, Nuts, Bolts, and Washers, Oxygen, Parts Cleaning Solvents, Plastic Floor Mats, Polishing Dices, Primers and Sealers, Sand Paper, Silicon Spray Solder, Tapes, Thinners, Thin Cement, Urethanes, Valve Grinding Stone, Welding Rods, and Wiping Cloths

Signature: \_\_\_\_\_

Thank you for allowing us to serve you!

Printed: 03/05/2021 04:21:36 PM





# Dave Sinclair Lincoln South

7500 S. Lindbergh Blvd.  
St. Louis, MO 63125  
Phone: 314-729-2700

RO: 420849-CLOSED

Cashier: 002237

Date Out: 12/31/2020

Status: MODIFIED REPRINT

Time-In: 09:17 Out: 12:47

Miles-In: 8832 Out: 8854

Customer: [REDACTED] Stock #: 20109

VIN: [REDACTED] 2020 LINC AVIATOR RE BRG

Sold By: TERENCE L BOMMARITO

SAINT LOUIS MO

Home: [REDACTED] Work: [REDACTED] Cellular: [REDACTED] Delivered: 01/15/2020

E-mail: [REDACTED] In Service: 01/15/2020

Advisor: 008096-ALEXANDER J SCHILLING Hat: 756

Date In: 12/09/2020

| OP | Acct | Tech | Hours | Complaint/Cause/Correction | Per Unit | Extended Price |
|----|------|------|-------|----------------------------|----------|----------------|
|----|------|------|-------|----------------------------|----------|----------------|

[ WARRANTY ]

A SW 008284W 11  
ADAPTIVE CRUISE CONTROL DOES NOT FOLLOW CORRECT SPEED LIMIT  
ROAD TEST SEVERAL TIMES FDRS DIAG NO DTCS PERFORMED NETWORK  
TEST FOUND OK CONTACT HOTLINE PERFORM IPMA GWM HUD OPERATING  
AS DESIGNED OBTAINED MORE INFO FROM CUSTOMER FOUND  
OPERATING AS DESIGNED

HRS 2.0 Labor Op: MTDIAG

Parts: 1 NPNRECAL

[ INTERNAL ]

B SI 000099C  
RENTAL RA# 11482  
CHARGED OUT ON LINE C

[ WARRANTY ]

C SW 000099 69  
CONCIERGE PICK UP AND DELIVER  
2 DAYS RENTAL \$90.00 20145 2020NAUTILUS  
[REDACTED] PDL A99 82

Labor Op:

Parts: 1 F NPNDelivery

[ INTERNAL ]

D SI 000099  
COMPLIMENTARY CAR WASH

[ WARRANTY ]

E SW 008284W 12  
CUSTOMER SAYS DRIVERS DOOR WOULD NOT CINCH CLOSE AT TIMES  
ADVISE  
EEC TEST NO DTCS REPROGRAMMED DRIVERS DOOR MODULE RECHECK  
UNABLE TO VERIFY AFTER SEVERAL ATTEMPTS  
HRS 0.2 Labor Op: 12651D



# Dave Sinclair Lincoln South

7500 S. Lindbergh Blvd.

St. Louis, MO 63125

Phone: 314-729-2700

RO: 420849-CLOSED

Cashier: 002237

Date Out: 12/31/2020

Status: MODIFIED REPRINT

Time-In: 09:17 Out: 12:47

Miles-In: 8832 Out: 8854

Customer: [REDACTED] Stock #: 20109

VIN: [REDACTED] 2020 LINC AVIATOR RE BRG

Sold By: TERENCE L BOMMARITO

SAINT LOUIS MO

Delivered: 01/15/2020

Home: [REDACTED] Work: [REDACTED] Cellular: [REDACTED] In Service: 01/15/2020

E-mail: [REDACTED]

Advisor: 008096-ALEXANDER J SCHILLING Hat: 756 Date In: 12/09/2020

| OP | Acct | Tech | Hours | Complaint/Cause/Correction | Per Unit | Extended Price |
|----|------|------|-------|----------------------------|----------|----------------|
|----|------|------|-------|----------------------------|----------|----------------|

|        |   |   |           |          |  |  |
|--------|---|---|-----------|----------|--|--|
|        |   |   | HRS 0.3   | MT19J235 |  |  |
| Parts: | 1 | F | NPN19J235 |          |  |  |

Customer Total Due: 0.00

Service & Parts Hours  
Monday-Friday 7 AM to 5:30 PM  
Saturday 8 AM to 4:30 PM

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MISCELLANEOUS SHOP AND ENVIRONMENTAL FEE To provide for the miscellaneous shop items related to the performance of automotive service, DAVE SINCLAIR LINCOLN SOUTH assesses customers a 6% miscellaneous shop and environmental fee on labor up to a maximum of \$50.00. We charge this fee on most automotive services and it represents our cost for various items listed below and profit. This is not a tax or government fee.  
Acetylene, Adhesive Compounds, Belt Dressing, Brake Cleaning Solvents, Chlorine Cleaner, Detergents, Drill Bits, Emory Cloth, Fabric Cleaner, Fender Protectors, Gasket Sealing Compounds, Glass Cleaner, Glazing, Krylon Paint, Lubricants, Masking Material, Minor Hardware, Nuts, Bolts, and Washers, Oxygen, Parts Cleaning Solvents, Plastic Floor Mats, Polishing Discs, Printers and Sealers, Sand Paper, Silicon Spray, Solder, Tapes, Thinners, Thin Cement, Urethanes, Valve Grinding Stone, Welding Rods, and Wiping Cloths

Signature: \_\_\_\_\_

Thank you for allowing us to serve you!

Printed: 03/05/2021 04:21:49 PM



# Dave Sinclair Lincoln South

7500 S. Lindbergh Blvd.  
St. Louis, MO 63125  
Phone: 314-729-2700

RO: 420401-CLOSED  
Cashier: 002237  
Date Out: 11/19/2020  
Status: MODIFIED REPRINT  
Time-In: 13:26 Out: 13:26  
Miles-In: 8489 Out: 8489

Customer: [REDACTED] Stock #: 20109

VIN: [REDACTED] 2020 LINC AVIATOR RE BRG

Sold By: TERENCE L BOMMARITO

SAINT LOUIS MO

Home: [REDACTED] Work: [REDACTED] Cellular: [REDACTED] Delivered: 01/15/2020

E-mail: [REDACTED] In Service: 01/15/2020

Advisor: 008105-KEITH W RUFF

Hat: 354

Date In: 11/18/2020

| OP | Acct | Tech | Hours | Complaint/Cause/Correction | Per Unit | Extended Price |
|----|------|------|-------|----------------------------|----------|----------------|
|----|------|------|-------|----------------------------|----------|----------------|

[ WARRANTY ]

|        |    |            |                                |                                                          |  |  |
|--------|----|------------|--------------------------------|----------------------------------------------------------|--|--|
| A      | SW | 204019L    | PML                            |                                                          |  |  |
|        |    |            |                                | PERFORM COMPLIMENTRY MAINTENANCE                         |  |  |
|        |    |            |                                | MOTORCRAFT OIL AND FILTER, ROTATE TIRES, TOP OFF FLUIDS, |  |  |
|        |    |            |                                | CHECK TIRE PSI. PERFORM MULTI-POINT INSPECTION.          |  |  |
|        |    |            |                                | HRS 0.9 Labor Op: MBASIC                                 |  |  |
|        |    |            |                                | HRS 0.4 MBASIC1                                          |  |  |
| Parts: | 6  | XO5W30Q1SP | MOTORCRAFT SAE 10W-30 API GF-6 |                                                          |  |  |
|        | 1  | KU2Z6731A  | KIT - ELEMENT & GASKET - OIL F |                                                          |  |  |
|        | 1  | F NPNMAINT |                                |                                                          |  |  |

[ INTERNAL ]

B SI 204019C  
COMPLIMENTARY CAR WASH

Customer Total Due: 0.00

Service & Parts Hours  
Monday-Friday 7 AM to 5:30 PM  
Saturday 8 AM to 4:30 PM

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Acetylene, Adhesive Compounds, Belt Dressing, Brake Cleaning Solvents, Chlorine Cleaner, Detergents, Drill Bits, Emory Cloth, Fabric Cleaner, Fender Protectors, Gasket Sealing Compounds, Glass Cleaner, Glazing, Krylon Paint, Lubricants, Masking Material, Minor Hardware, Nuts, Bolts, and Washers, Oxygen, Parts Cleaning Solvents, Plastic Floor Mats, Polishing Discs, Primers and Sealers, Sand Paper, Silicon Spray, Solder, Tapes, Thinners, Trim Cement, Urethanes, Valve Grinding Stone, Welding Rods, and Wiping Cloths

Signature: \_\_\_\_\_

Thank you for allowing us to serve you!

Printed: 03/05/2021 04:21:58 PM



# Dave Sinclair Lincoln South

7500 S. Lindbergh Blvd.  
St. Louis, MO 63125  
Phone: 314-729-2700

RO: 419485-CLOSED

Cashier: 204046

Date Out: 10/14/2020

Status: MODIFIED REPRINT

Time-In: 09:32 Out: 11:39

Miles-In: 7734 Out: 7734

Customer: [REDACTED] Stock #: 20109

VIN: [REDACTED] 2020 LINC AVIATOR RE BRG

Sold By: TERENCE L BOMMARITO

SAINT LOUIS MO

Delivered: 01/15/2020

Home: [REDACTED] Work: [REDACTED] Cellular: [REDACTED] In Service: 01/15/2020

E-mail: [REDACTED]

Advisor: 008096-ALEXANDER J SCHILLING Hat: 534 Date In: 10/12/2020

OP Acct Tech Hours Complaint/Cause/Correction Per Unit Extended Price

[ WARRANTY ]

A SW 008087W 11  
CUSTOMER STATES AWD WARNING LAMP DISPLAYED CHECK AND ADVISE  
VERIFIED CONCERN EEC TEST C00A6 FOUND TSB 20-2071 RETRIEVE  
DTCS AND REPLACE THE HALFSHAFT SPEED SENSOR  
HRS 0.8 Labor Op: 202071A  
Parts: 1 F L1MZ4B409A RING

[ CUSTOMER PAY ]

B SCP 000099C 01 Labor Total: 0.00  
SET TIRE PRESSURES TO CORRECT PRESSURE  
RESET ALL TIRE PRESSURES TO PROPER PRESSURE

Operation Total: 0.00

[ INTERNAL ]

C SI 000099C  
DO NOT WASH DUE TO PINSTRIPE INSTALL FOR 4 DAYS

[ INTERNAL ]

D SI 000099W  
RN 11174 RENTAL / PICDEL 1 DAY  
POLICY PDL RENTAL MOVED TO LINE E

[ WARRANTY ]

E SW 000099W 69  
PICK UP CUSTOMERS VEHICLE FOR REPAIRS AND DROP OFF  
RENTAL PDL A99 82  
AFTER REPAIRS ARE COMPLETED RETURNED CUSTOMERS VEHICLE BACK  
TO THEM AND BRING BACK LOANER  
2020 MKZ VIN [REDACTED]

Labor Op: DELIVERY

Parts: 1 F NPNDelivery

Customer Total Due: 0.00

Service & Parts Hours  
Monday-Friday 7 AM to 5:30 PM  
Saturday 8 AM to 4:30 PM

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Acetylene, Adhesive Compounds, Bolt Dressing, Brake Cleaning Solvents, Chlorine Cleaner, Degreasers, Drill Bits, Emery Cloth, Fabric Cleaner, Fender Protectors, Gasket Sealing Compounds, Glass Cleaner, Glazing, Krylon Paint, Lubricants, Masking Material, Minor Hardware, Nuts, Bolts, and Washers, Oxygen, Parts Cleaning Solvents, Plastic Floor Mats, Polishing Discs, Primers and Sealers, Sand Paper, Silicon Spray, Solder, Tapes, Thinners, Trim Cement, Urethane, Valve Grinding Stone, Welding Rods, and Wiping Cloths

Signature: \_\_\_\_\_

Thank you for allowing us to serve you!

Printed: 03/05/2021 04:22:10 PM





# Dave Sinclair Lincoln South

7500 S. Lindbergh Blvd.  
St. Louis, MO 63125  
Phone: 314-729-2700

RO: 417946-CLOSED

Cashier: 204046

Date Out: 08/20/2020

Status: MODIFIED REPRINT

Time-In: 08:28 Out: 11:10

Miles-In: 7199 Out: 7286

Customer: [REDACTED] Stock #: 20109

VIN: [REDACTED] 2020 LINC AVIATOR RE BRG

Sold By: TERENCE L BOMMARITO

SAINT LOUIS MO

Delivered: 01/15/2020

Home: [REDACTED] Work: [REDACTED] Cellular: [REDACTED] In Service: 01/15/2020

E-mail: [REDACTED]

Advisor: 008096-ALEXANDER J SCHILLING Hat: 292 Date In: 08/12/2020

OP Acct Tech Hours Complaint/Cause/Correction Per Unit Extended Price

[ WARRANTY ]

A SW 204019W 11  
CUSTOMER STATES RADIO SCREEN BLANK AND WILL NOT SHUT OFF  
AT TIMES  
VERIFIED SCREEN GOES BLANK AT TIMES PERFORMED SYNC UPDATE  
CONCERN STILL PRESENT PERFORMED PPT OBTAIN RVC CODE REPLACED  
APIM REPROGRAMMED RECK FOUND OK RVC CODE [REDACTED]  
HRS 0.8 Labor Op: 12652A  
HRS 0.2 12652D  
HRS 0.3 12652D45  
HRS 0.1 12652D1  
HRS 0.3 12652D46M  
HRS 0.9 MT14D212  
Parts: 1 F NPN14D212

[ WARRANTY ]

\*B SW 204042W 02  
CUSTOMER STATES REVERSE BRAKE ASSIST ACTIVATES WITH NO  
OBJECTS AROUND CUSTOMER ADDED  
VERIFIED REVERSE PARK AID CONCERN CHECK OASIS FOUND TSB  
202135 REPROGRAMMED IPMB CLEARED CODES RECK FOUND OK  
HRS 0.7 Labor Op: 202135A  
ADD  
Parts: 1 F NPN19H405

[ INTERNAL ]

\*C SI 000099C  
COMPLIMENTARY CAR WASH

[ WARRANTY ]

\*D SW 000099W 25  
RN 10892 RENTAL PROVIDED TO LINCOLN CUSTOMER 1 DAY  
POLICY [REDACTED]  
1 DAY RENTAL RN 10892 STK 20210



# Dave Sinclair Lincoln South

7500 S. Lindbergh Blvd.  
St. Louis, MO 63125  
Phone: 314-729-2700

RO: 417946-CLOSED

Cashier: 204046

Date Out: 08/20/2020

Status: MODIFIED REPRINT

Time-In: 08:28 Out: 11:10

Miles-In: 7199 Out: 7286

Customer: [REDACTED] Stock #: 20109

VIN: [REDACTED] 2020 LINC AVIATOR RE BRG

Sold By: TERENCE L BOMMARITO

SAINT LOUIS MO [REDACTED]

Delivered: 01/15/2020

Home: [REDACTED]

Work: [REDACTED]

Cellular: [REDACTED]

In Service: 01/15/2020

E-mail: [REDACTED]

Advisor: 008096-ALEXANDER J SCHILLING

Hat: 292

Date In: 08/12/2020

| OP | Acct | Tech | Hours | Complaint/Cause/Correction |
|----|------|------|-------|----------------------------|
|----|------|------|-------|----------------------------|

| Per Unit | Extended Price |
|----------|----------------|
|----------|----------------|

|                  |            |
|------------------|------------|
| 2020 AVIATOR VIN | [REDACTED] |
|------------------|------------|

Labor Op: RENTAL

Parts: 1 F NPNRENTAL

Customer Total Due: 0.00

Service & Parts Hours  
Monday-Friday 7 AM to 5:30 PM  
Saturday 8 AM to 4:30 PM

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Acetylene, Adhesive Compounds, Belt Dressing, Brake Cleaning Solvents, Chlorine Cleaners, Detergents, Drill Bits, Emory Cloth, Fabric Cleaner, Fender Protectors, Gasket Sealing Compounds, Glass Cleaners, Glazing, Krylon Paint, Lubricants, Masking Material, Minor Hardware, Nuts, Bolts, and Washers, Oxygen, Parts Cleaning Solvents, Plastic Floor Mats, Polishing Discs, Primers and Sealers, Sand Paper, Silicon Spray, Solder Tapes, Thinners, Urea Cement, Urethanes, Valve Grinding Stone, Welding Rods, and Wiping Cloth.

Signature: \_\_\_\_\_

Thank you for allowing us to serve you!

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Page 2 of 2  
PE24-012 000088 GCCTPLV





# Dave Sinclair Lincoln South

7500 S. Lindbergh Blvd.  
St. Louis, MO 63125  
Phone: 314-729-2700

RO: 416883-CLOSED

Cashier: 204046

Date Out: 07/01/2020

Status: MODIFIED REPRINT

Time-In: 10:49 Out: 15:41

Miles-In: 6825 Out: 6825

Customer: [REDACTED] Stock #: 20109

VIN: [REDACTED] 2020 LINC AVIATOR RE BRG

Sold By: TERENCE L BOMMARITO

SAINT LOUIS MO

Delivered: 01/15/2020

Home: [REDACTED] Work: [REDACTED] Cellular: [REDACTED] In Service: 01/15/2020

E-mail: [REDACTED]

Advisor: 008096-ALEXANDER J SCHILLING Hat: 178 Date In: 07/01/2020

OP Acct Tech Hours Complaint/Cause/Correction Per Unit Extended Price

[ WARRANTY ]

A SW 204042W 11  
CUSTOMER STATES VEHICLE WILL NOT RECOGNIZE PHONE AS A KEY  
CHECK AND PERFORMED SSM 48749 RECHECK CLEARED DTCS ALL  
PASSED AFTER PERFORMING BRAKE ASSIST UNAVAILABLE PERFORMED  
SSM 48701 RECK FOUND OK  
HRS 1.0 Labor Op: MT19A390  
Parts: 1 F NPN19A390

[ CUSTOMER PAY ]

B SCP 204042 99P Service Kit Total: 0.01  
PERFORM FREE MULTIPOINT INSPECTION  
Kit Charges - Labor: 0.01  
Batt Code: GBATT Tire Code: GTIRE Brake Code: GBK  
MPI W/O: -0.01  
Operation Total: 0.00

[ INTERNAL ]

C SI 000099C  
COMPLIMENTARY CAR WASH

[ INTERNAL ]

D SI 000099W  
RN 10667 RENTAL / PICDEL 1 DAY  
POLICY PDL  
1 DAY RENTAL RN 10667 STK 20075  
RENTAL MOVED TO LINE E

[ WARRANTY ]

E SW 000099W 69  
RN 10667 PICK UP CUSTOMERS VEHICLE FOR REPAIRS AND DROP OFF  
RENTAL [REDACTED]  
AFTER REPAIRS ARE COMPLETED RETURNED CUSTOMERS VEHICLE BACK  
TO THEM AND BRING BACK LOANER



# Dave Sinclair Lincoln South

7500 S. Lindbergh Blvd.

St. Louis, MO 63125

Phone: 314-729-2700

RO: 416883-CLOSED

Cashier: 204046

Date Out: 07/01/2020

Status: MODIFIED REPRINT

Time-In: 10:49 Out: 15:41

Miles-In: 6825 Out: 6825

Customer: [REDACTED] Stock #: 20109

VIN: [REDACTED] 2020 LINC AVIATOR RE BRG

Sold By: TERENCE L BOMMARITO

SAINT LOUIS MO

Delivered: 01/15/2020

Home: [REDACTED] Work: [REDACTED]

Cellular: [REDACTED] In Service: 01/15/2020

E-mail: [REDACTED]

Advisor: 008096-ALEXANDER J SCHILLING Hat: 178

Date In: 07/01/2020

| OP | Acct | Tech | Hours | Complaint/Cause/Correction | Per Unit | Extended Price |
|----|------|------|-------|----------------------------|----------|----------------|
|----|------|------|-------|----------------------------|----------|----------------|

|               |            |  |  |  |  |  |
|---------------|------------|--|--|--|--|--|
| 2020 NAUT VIN | [REDACTED] |  |  |  |  |  |
|---------------|------------|--|--|--|--|--|

Labor Op: DELIVERY

Parts: 1 F NPNDelivery

Customer Pay Labor: 0.01

Customer Pay Miscellaneous: -0.01

Customer Total Due: 0.00

Service & Parts Hours  
Monday-Friday 7 AM to 5:30 PM  
Saturday 8 AM to 4:30 PM

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Signature: \_\_\_\_\_

Thank you for allowing us to serve you!

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# Dave Sinclair Lincoln South

7500 S. Lindbergh Blvd.  
St. Louis, MO 63125  
Phone: 314-729-2700

RO: 414492-CLOSED

Cashier: 204046

Date Out: 03/16/2020

Status: MODIFIED REPRINT

Time-In: 10:56 Out: 15:55

Miles-In: 890 Out: 897

Customer: [REDACTED] Stock #: 20109

VIN: [REDACTED] 2020 LINC AVIATOR RE BRG

Sold By: TERENCE L BOMMARITO

SAINT LOUIS MO [REDACTED]

Delivered: 01/15/2020

Home: [REDACTED] Work: [REDACTED]

Cellular: [REDACTED] In Service: 01/15/2020

E-mail: [REDACTED]

Advisor: 008096-ALEXANDER J SCHILLING Hat: 934

Date In: 03/04/2020

| OP | Acct | Tech | Hours | Complaint/Cause/Correction | Per Unit | Extended Price |
|----|------|------|-------|----------------------------|----------|----------------|
|----|------|------|-------|----------------------------|----------|----------------|

[ WARRANTY ]

A SW 008284W 10  
CUSTOMER STATES CHARGING SYSTEM SERVICE SOON FAULT LAMP  
DISPALYS ON IPC  
ROAD TEST UNABLE TO VERIFY CONCERN CHECK CHARGING SYSTEM  
CHARGING 14V TEST BATTERY FOUND OK IDS TEST FOUND B11D808 IN  
BCM FOR CHARGING SYSTEM SENSOR BATTEY MONITORING MODULE A  
PERFORMED PPT F1 TIGHTENED ALL BATTERY CONNECTION AT BATTERY  
AND BCM TIGHTENED GROUND AT BOTH FRONT FENDERS CLEARED DTC  
ROAD TEST

HRS 0.3 Labor Op: 10654C  
HRS 0.2 12650D  
HRS 0.3 12650D45

Parts: 1 F NPNDIAG

[ CUSTOMER PAY ]

B SCP 008284C 12  
CUSTOMER STATES HANDS FREE LIFTGATE INOP  
CHECK OPERATION FOUND SHUT OFF IN IPC TURN ON RECHECKED  
FOUND OK

Labor Total: 0.00

Operation Total: 0.00

[ INTERNAL ]

C SI 008284W  
CUSTOMER STATES VEHICLE WILL NOT LOCK  
UNABLE TO VERIFY AT THIS TIME

[ INTERNAL ]

D SI 008284W  
CUSTOMER STATES KEYLESS ENTRY PAD INOP AND WILL NOT LOCK  
UNABLE TO VERIFY AT THIS TIME

[ WARRANTY ]

E SW 008284W 07



# Dave Sinclair Lincoln South

7500 S. Lindbergh Blvd.  
St. Louis, MO 63125  
Phone: 314-729-2700

RO: 414492-CLOSED  
Cashier: 204046  
Date Out: 03/16/2020  
Status: MODIFIED REPRINT  
Time-In: 10:56 Out: 15:55  
Miles-In: 890 Out: 897

Customer: [REDACTED] Stock #: 20109

VIN: [REDACTED] 2020 LINC AVIATOR RE BRG

Sold By: TERENCE L BOMMARITO

SAINT LOUIS MO

Delivered: 01/15/2020

Home: [REDACTED] Work: [REDACTED] Cellular: [REDACTED] In Service: 01/15/2020

E-mail: [REDACTED]

Advisor: 008096-ALEXANDER J SCHILLING Hat: 934 Date In: 03/04/2020

| OP | Acct | Tech | Hours | Complaint/Cause/Correction | Per Unit | Extended Price |
|----|------|------|-------|----------------------------|----------|----------------|
|----|------|------|-------|----------------------------|----------|----------------|

CUSTOMER STATES IPC DISPLAYS NOT IN PARK WHEN DRIVING  
UNABLE TO VERIFY CONCERN AT THIS TIME AFTER MULTIPLE ROAD  
TESTS

HRS 1.2 Labor Op: NPF

Parts: 1 F NPNNPF

[ INTERNAL ]

F SI 008284W

CUSTOMER STATES HEADS UP DISPLAY SHOWS WRONG SPEED LIMIT  
UNABLE TO VERIFY CONCERN AT THIS TIME

[ CUSTOMER PAY ]

G SCP 008284 11

Labor Total: 21.00

CUSTOMER STATES VEHICLE ONLY DISPLAYS ONE TRIPOMETER  
MUST SWITCH TO TRIP 2 THROUGH IPC

SP: -21.00

Operation Total: 0.00

[ INTERNAL ]

H SI 008284W

CUSTOMER STATES WHEN USING PHONE TO REMOTE START APP  
DISPLAYS ENGINE START FAILED BUT VEHICLE STARTS  
ENGINEERING IS CURRENTLY INVESTIGATING WILL MONITOR OASIS  
FOR UPDATES

[ CUSTOMER PAY ]

I SCP 008284 99P

Service Kit Total: 0.01

PERFORM FREE MULTIPOINT INSPECTION

Kit Charges - Labor: 0.01

Batt Code: GBATT Tire Code: GTIRE Brake Code: GBK

MPI W/O: -0.01

Operation Total: 0.00

[ INTERNAL ]





# Dave Sinclair Lincoln South

7500 S. Lindbergh Blvd.  
St. Louis, MO 63125  
Phone: 314-729-2700

RO: 414492-CLOSED

Cashier: 204046

Date Out: 03/16/2020

Status: MODIFIED REPRINT

Time-In: 10:56 Out: 15:55

Miles-In: 890 Out: 897

Customer: [REDACTED] Stock #: 20109 VIN: [REDACTED] 2020 LINC AVIATOR RE BRG  
Sold By: TERENCE L BOMMARITO

SAINT LOUIS MO [REDACTED]

Home: [REDACTED] Work: [REDACTED] Cellular: [REDACTED] Delivered: 01/15/2020

E-mail: [REDACTED] In Service: 01/15/2020

Advisor: 008096-ALEXANDER J SCHILLING Hat: 934 Date In: 03/04/2020

| OP | Acct | Tech | Hours | Complaint/Cause/Correction | Per Unit | Extended Price |
|----|------|------|-------|----------------------------|----------|----------------|
|----|------|------|-------|----------------------------|----------|----------------|

|   |    |         |  |                        |  |  |
|---|----|---------|--|------------------------|--|--|
| J | SI | 000099C |  | COMPLIMENTARY CAR WASH |  |  |
|---|----|---------|--|------------------------|--|--|

[ WARRANTY ]

K SW 000099W 25  
RN 10195 RENTAL PROVIDED TO LINCOLN CUSTOMER 2 DAYS  
POLICY CLP [REDACTED]  
2 DAY RENTAL RN 10195 STK 18X76  
18 MKX VIN [REDACTED]

Labor Op:

Parts: 1 F NPNRENTAL

[ WARRANTY ]

L SW 000099W SD  
SURPRISE CUSTOMER WITH LINCOLN MERCHANDISE  
[REDACTED]  
SURPRISE CUSTOMER WITH LINCOLN MERCHANDISE  
[REDACTED]  
GOFT BALLS, TUMBLER, & KEYCHAIN

Labor Op:

|        |   |           |                  |
|--------|---|-----------|------------------|
| Parts: | 1 | LC9799    | PROV1 GOLF BALLS |
|        | 1 | LC9993    | TRAVEL TUMBLER   |
|        | 1 | LC9893    | KEY TAG          |
|        | 1 | F NPNGIFT |                  |

|                             |        |
|-----------------------------|--------|
| Customer Pay Labor:         | 21.01  |
| Customer Pay Miscellaneous: | -21.01 |
| Customer Total Due:         | 0.00   |

Service & Parts Hours  
Monday-Friday 7 AM to 5:30 PM  
Saturday 8 AM to 4:30 PM

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Signature: [REDACTED]

Thank you for allowing us to serve you!

Printed: 03/05/2021 04:23:29 PM

CASE NUMBER: [REDACTED] STATUS: Information Provided  
OPEN: 03-05-2021 CLOSED: 03-05-2021 BUSINESS UNIT NAME: Ford  
RESPONSE TEAM: Lincoln Concierge NA CRC COMMUNICATION: Phone  
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has not been to dealer |  
DEALER NAME:  
PA CODE: DLR SALES CODE: REGION: ZONE:  
VIN: [REDACTED] MODEL YEAR: 2020 MODEL: AVIATOR MILEAGE: 14,856  
BODY STYLE: J7X - AVIATOR SIGNATURE AWD 4-DR MPV  
LAST NAME FIRST NAME MIDDLE: [REDACTED]  
ADDRESS: [REDACTED]  
CITY STATE ZIP COUNTRY: brighton | MI [REDACTED] | USA  
HOME PHONE:  
SYMPTOMS: Driver Aides & Information | Speed Control | Performance | UNKNOWN  
ANALYST NAME: Lisa Relaford OPEN ANALYST NAME: Lisa Relaford  
COMMENTS:  
2021-03-05 16:26:51

Client says:

[REDACTED]  
Brighton MI  
Email: [REDACTED]

2020 Aviator  
[REDACTED]

Issue: Adaptive cruise control was turned off.. She wants to know how to turn it back on?

Per client Dlr says: NA  
CSM advised:  
I apologized for the concern.

P99 - Cruise control buttons  
P269 - adaptive cruise control

Cruise control needs to be on to use Adaptive cruise control.  
We turns it on, enabled Adaptive cruise control.

The system is not working.  
I went over conditions that may adversely affect it:

The system may not correctly operate in any of the following conditions: • Your vehicle is not centered in the lane. • The lane is too narrow or wide. • The system does not detect at least one lane marking or when lanes merge or split. • You switch the direction indicator on. • Limited steering torque input is applied. • Areas under construction or new infrastructure. • When modifications to the steering system have been made. • When using a spare tire

She is not experiencing these issues. Further, she states that her heads up display will come on randomly - when she has not enabled it.

She will take it to a dealer when she gets home.

I agreed that is the best option. I advised her to call us back if she has any further concerns and we are happy to help.

Next step:  
Close the case



CASE ATTACHMENTS:

CASE NUMBER: [REDACTED]  
OPEN: 03-13-2021 CLOSED: 03-13-2021  
RESPONSE TEAM: Lincoln Concierge NA CRC  
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance |

STATUS: Information Provided  
BUSINESS UNIT NAME: Ford  
COMMUNICATION: Phone

DEALER NAME:

PA CODE:

DLR SALES CODE:

REGION:

ZONE:

VIN: [REDACTED]

MODEL YEAR: 2020

MODEL: AVIATOR

MILEAGE: 13,000

BODY STYLE: J9X - AVIATOR BLK LBL AWD 4-DR MPV

LAST NAME FIRST NAME MIDDLE: [REDACTED]

ADDRESS: [REDACTED]

CITY STATE ZIP COUNTRY: ROCKWALL | TX | [REDACTED] | USA

HOME PHONE:

SYMPTOMS: Driving Performance | Unintended Acceleration | Cruise/ Steady Speed | Always

ANALYST NAME: Donald Burnham

OPEN ANALYST NAME: Donald Burnham

COMMENTS:

2021-03-13 22:49:04

\*\*\*CSM Don ext 77947 IBC from Client\*\*\* CLIENT SAYS: calling to document that client having issue with cruise control and unexpected acceleration. Client says vehicle will jump from 70MPH to 90 MPH and client did not touch anything. PER CLIENT DLR SAYS: N/A CSM ADVISED: congratulated client on purchase of vehicle and apologized client having cruise control issues. CSM advised unable to remote diag vehicle and advised client may wish to take to dlr for diag, client agreed. \*\*\*NEXT STEP\*\*\* CSM closing csse

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved  
OPEN: 03-24-2021 CLOSED: 04-09-2021 BUSINESS UNIT NAME: Ford  
RESPONSE TEAM: Lincoln Concierge NA CRC COMMUNICATION: Phone  
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | CCT Criteria |  
DEALER NAME: Joe Cooper Lincoln of Edmond  
PA CODE: 11377 DLR SALES CODE: 67212 REGION: CE ZONE: CEB  
VIN: [REDACTED] MODEL YEAR: 2020 MODEL: AVIATOR MILEAGE: 8,000  
BODY STYLE: J7X - AVIATOR SIGNATURE AWD 4-DR MPV  
LAST NAME FIRST NAME MIDDLE: [REDACTED]  
ADDRESS: [REDACTED]  
CITY STATE ZIP COUNTRY: STILLWATER | OK [REDACTED] | USA  
HOME PHONE [REDACTED]  
SYMPTOMS: Driver Aides & Information | Warning Indicators/Messages/Chimes | Not Listed | UNKNOWN  
ANALYST NAME: Tyler Galliher OPEN ANALYST NAME: Tyler Galliher  
COMMENTS:  
2021-03-24 22:04:03

CLIENT ADV: 2020 aviator down for 5 months out of the 7 I have owned it. Veh went back and forth for sunroof leak repair, now I just got it back after bringing it in for the 2nd time for an electrical issue and the veh is already having issues on the way home from DLR. I think its time to start thinking about a different vehicle.

PER CLIENT, DLR SAYS: N/A

CSM ADV: CSM apologized and adv I can perform GFR and explained process, CSM adv I will review repair history and follow up on 3/31 to provide decision. CLT agreed.

Next steps: Perform GFR

2021-03-29 16:09:55

>  
OBC to DLR @ 4054759600  
CSM LVM for service requesting a call back to discuss CLTs veh adv CLT called in and opened case with CRC CSM needs to speak with SA regarding the vehicle concerns.

Next steps: Contact DLR, complete GFR and adv CLT

2021-04-01 13:34:44

[CSM Alex x77842 | IBC from dealer | Spoke with Tyler, SA DLR says I wanted to reach out and get an update on this case. The CLT has reached out to me and mentioned that CSM Tyler was going to reach out to him, but he has not heard from CSM Tyler as of yet. CSM advised I see that CSM Tyler has an appointment set up to speak with the DLR, and advise the CLT set for today 4/1/21. I will let him know we spoke, CSM provided CSM Tyler's Schedule to Tyler, SA. DLR says Ok thank you. Can you please let CSM Tyler know that I will be in a meeting from 11:00 a.m. - 12:00 p.m. Central Time? CSM advised I would be happy to do so for you. NEXT STEPS: Update CSM Tyler, No change in F/U.

2021-04-01 15:24:51

>  
OBC to DLR @ 4054759600  
CSM spoke with SM Tyler Original concern was Sunroof leaking veh down with DLR months waiting for parts, veh could not be returned with active leak. Now that leak is resolved CLT has issue with 4wd inactive error message on dash downhill assist error message, veh auto turns off cruise control. DLR updates software per THL instructions and DLR would attempt to bring veh back to CLT and messages would come back on again on way to CLT. DLR has veh ready for delivery again and they have put about 100 miles on veh since last update but CLT wants to wait on GFR decision before accepting veh. CSM adv I will let SM Tyler know decision ASAP.

tblevins@cooperautogroup.com

Next steps: Complete GFR adv DLR & CLT

2021-04-01 15:58:25

>

CSM completed GFR sent to COM for further review

Case Number: [REDACTED]  
Customer Name: [REDACTED]  
VIN: [REDACTED]  
Current Mileage: 8752  
Warranty Start Date: 01/18/2020  
Year/Model: 2020 Aviator  
Total # of Days Down: 109  
Number of Repair Attempts: 4

Current RO Information/Details  
RO Number: [REDACTED]  
RO Open Date: 03/25/21-03/27/21

STATE INFORMATION  
State Where Purchase: OK  
State Where Registered: OK

DEALER INFORMATION  
Purchase from Dealer?: Yes  
Dealership Name: Joe Cooper Lincoln of Edmond  
Vehicle Repaired: YES  
Vehicle currently at Dealer: YES  
Customer in Rental: YES

Is/Has FSE been involved in repairs: No but DLR has been working with THL  
PRIMARY CONCERN/REASON FOR REPURCHASE: CLT says water leaking into veh from sunroof. DLR confirmed found glass was not sealed properly and drains were clogged. DLR ordered resealed and blew out drains. CLT brought veh back water leaking from sunroof again DLR confirmed water leaking from sunroof, found drain tube not routed properly DLR replaced drain tube and confirmed sunroof no longer leaking. DLR replaced headliner and multiple interior trim pieces due to water damage. At this point due to water testing and waiting for parts veh has been down for 79 days. CLT recently brought veh back in March for an error message for downward hill assist, 4wd inactive, and cruise control becomes inop. DLR worked with THL and performed multiple updates from 3/04/21-3/25/21 and again from 3/25/21-3/27/21 to correct concern but everytime DLR attempted to deliver veh back to CLT the error messages would return on the way there.

COM Anthony- GFR Case Reviewed- RAV Approved

2021-04-01 18:17:59

2021-04-01 18:25:03

>

CSM sent OBE to SM Tyler

Good Afternoon Tyler,

My manager reviewed the case and has approved the refund/replacement of Mr. [REDACTED] vehicle, I will contact him shortly to let him know as well. Our RAV team will be in touch with you sometime next week to go through the next steps in the process with you.

Thanks again for the info this morning, have a great day.

2021-04-01 18:27:50

>

OBC to CLT @ [REDACTED]  
CSM LVM for CLT adv that review has been completed of CLTs request for refund or replacement. Adv CLT can call back to discuss the decision, if not CSM will make another attempt to contact CLT on 4/5

Next steps: Adv CLT GFR approval 4/5

2021-04-01 20:56:35

| CSM Lyndsey x77819| IBC from client | Spoke with CLT and he advised he was returning a call from CSM Tyler G. CSM advised that Tyler is not available at this time and offered to assist. CSM advised that the we are able to honor request for vehicle to be repurchased/replaced. CSM advised someone from RAV will reach out in 3-5 business days to discuss next steps moving forward. CLT understood and was pleased. Next Steps: Update CSM Tyler G.

2021-04-07 01:52:54

CSM transmitted the RAV case in Morley, the case number is [REDACTED]

2021-04-07 13:52:23

COM Anthony- Morley CASE NUMBER: [REDACTED] transmitted

2021-04-08 15:19:41

RAV has made contact with the customer and the RAV is moving forward

CASE ATTACHMENTS:



CASE NUMBER: [REDACTED] STATUS: Resolved  
OPEN: 05-24-2021 CLOSED: 05-24-2021 BUSINESS UNIT NAME: Ford  
RESPONSE TEAM: Lincoln Concierge NA CRC COMMUNICATION: Phone  
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has not been to dealer |  
DEALER NAME: Bergey's Lincoln  
PA CODE: 11331 DLR SALES CODE: 15130 REGION: NE ZONE: NEC  
VIN: [REDACTED] MODEL YEAR: 2021 MODEL: AVIATOR MILEAGE:  
BODY STYLE: J8X - AVIATOR PHEV AWD 4-DR MPV  
LAST NAME FIRST NAME MIDDLE: [REDACTED]  
ADDRESS: [REDACTED]  
CITY STATE ZIP COUNTRY: WILMINGTON | DE | [REDACTED] | USA  
HOME PHONE: [REDACTED]  
SYMPTOMS: Driver Aides & Information | Driver Alert | Performance | UNKNOWN  
ANALYST NAME: Mel Lukasik OPEN ANALYST NAME: Mel Lukasik  
COMMENTS:  
2021-05-24 16:20:29

CLIENT SAYS

The CLT is seeking assistance with a performance issue with the vehicle but also to clarify what is going on with a recall that he received a notice about in his App.  
- The CLT states that intermittently, when the adaptive cruise control is on, the speed information is not populating on the HUD or dashboard monitor.  
He wasn't sure if parts were available for 21C09

PER CLIENT DLR SAYS  
NA

CSM ADVISED: Based on the information provided to me by the CLT I felt that there was no trouble shoot in the o/m that would support a trouble shoot attempt. I advs to the CLT that the DLR should be involved to inspect this issue. I advs that I would document his concerns just in case the CRC can be of service in the future.

Next Step:  
- DOC and close

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: In Progress  
OPEN: 07-27-2021 CLOSED: BUSINESS UNIT NAME: Ford  
RESPONSE TEAM: Lincoln Concierge NA CRC COMMUNICATION: Phone  
CASE CLASS LV 1234: Vehicle Concern | Buyback Request | Non-California Vehicle | CCT Criteria  
DEALER NAME: Fairway Lincoln  
PA CODE: 00977 DLR SALES CODE: 26192 REGION: S2 ZONE: NED  
VIN: [REDACTED] MODEL YEAR: 2020 MODEL: AVIATOR MILEAGE: 19,127  
BODY STYLE: J7X - AVIATOR SIGNATURE AWD 4-DR MPV  
LAST NAME FIRST NAME MIDDLE: [REDACTED] |  
ADDRESS: [REDACTED]  
CITY STATE ZIP COUNTRY: EASLEY | SC | [REDACTED] | USA  
HOME PHONE [REDACTED]  
SYMPTOMS: Driver Aides & Information | SYNC/Digital Experience | Information/Display | Inoperative  
ANALYST NAME: Autumn Lewis OPEN ANALYST NAME: Alyshia Burke  
COMMENTS:  
2021-07-27 18:43:11

CLIENT SAYS: I have a Aviator and it has been at the DLR so many times for a screen repair. It's happening so much that basically all the other features in the vehicle are not operable. Fairway Lincoln stated that I would need to take the vehicle back the way it is until they figure out how to fix it.

- 1) Where is the vehicle located? SC
- 2) Mileage of vehicle ? 16000
- 3 ) Is the vehicle leased or purchased? Purchased  
Client original owner? Original
- 4.a) If no, date purchased? 12/31/2019
- 4.b) Who was the vehicle purchased from: F/L DLR, individual, or 3rd Party? DLR
- 5) State where the vehicle was purchased? PA
- 6) State where the vehicle is registered? SC
- 7) Is the client in a loaner? If yes, who is paying? If no, do you need a loaner? Loaner
- 8) Client's alleged number of repair attempts for the SAME non-conformity? 5-6  
Number of repair attempts for ALL non-conformities? 6-7
- 9) Alleged number of days out of service for warranty repairs?  
Type of days? (Calendar or business) 30 plus days
- 10) All dealers where repair attempts have occurred? Fairway Lincoln
- 11) Determine if repairs were covered under an ESP or other maintenance plan (check Oasis). B2B

PER CLIENT, DLR SAYS:

CRC ADVISED: I would be happy to do a GFR. I will reach out again on 8/3/2021.

Next steps: Visual review.

2021-07-30 21:45:59

COM reviewed case. At this time COM does not recommend replacement. GFR denied.

2021-07-30 21:56:17

>| OBC to dealer |

CSM spoke to Chris in Service who advised of the following and stated that these RO are accurate and there is not any others.

Template for RO's/Repairs:

R/O #: 742734

R/O Open Date: 8/27/2020- 8/28/2020

Mileage at RO: 7253

What repairs were made: trim and button issues/SYNC no repair

Days:1

Template for RO's/Repairs:

R/O #: 762752

R/O Open Date: 2/25/2021-3/2/2021

Mileage at RO: 13476

What repairs were made: SYNC

Days:6

Template for RO's/Repairs:

R/O #: 778557

R/O Open Date: 7/1/2021-7/14/2021

Mileage at RO: 16643

What repairs were made: SYNC screen freezing

Days: 13

Template for RO's/Repairs:

R/O #: 781880

R/O Open Date: 7/28/2021-7/28/2021

Mileage at RO: 16968

What repairs were made: Steering wheel

Days: 1

2021-08-03 00:11:29

CSM Dehane x 77911 | IBC from Client| Client called to speak with csm Alyshia who was not available at the time of the call. The client stated that she was calling for the gfr decision. csm informed the client that at this time the gfr has been denied and that a follow up is set for 8/3 for the client to receive a follow up call. The client stated that she will wait for the follow up call. Next steps Email case notes. Follow up with client in regards to gfr

2021-08-03 20:07:49

> |OBC to the Client|

Called out to advise we would not be able to say why the GFR was denied. Can tell her this is not a permanent answer but our decision at this time. CLT thanked. CSM wanting to assist as best as we can. Asked if CLT would be willing to go to another DLR for second opinion. CLT advised she would if we were able to work out a rental vehicle and potentially have the veh looked at before she leaves for vacation in two weeks. CSM would reach out to Benson Ford and see if they have loaners or rental contract. Advised if they didn't, we would be able to refund 72.00/day while the veh was down. CLT thanked. CSM would try and get info and call her back by EOD by we would reach out to her no later than 8/6/21 with an update. CLT thanked.

CSM next steps:

Call DLR - Benson Ford - Loaners? Contracts?

Call CLT with answer - no later than 8/6

2021-08-04 19:03:06

CSM Lisa | EXT 77918 | OBC to the dealer: Benson Ford: 8648555383

I asked for Service.

User Mailbox is full and cannot accept any more messages

Next step:

Cnt the dealer again on 8/5

2021-08-05 16:11:46

| CSM Cori - EXT 77932 | OBC TO CLT [REDACTED]

CLT advised she does not have an appt scheduled. CLT is leaving for vacation next week. Concern is the whole SYNC keeps freezing to where she cannot do anything. CLT does not trust vehicle and she had to travel to Florida. DLR has done updates, replaced multiple parts, etc. CSM advised CLT to try to get a second opinion on the vehicle. But Benson Lincoln does not have any loaners. CSM advised we will reach out to Benson Lincoln and Fairway to see if they can provide a loaner so the vehicle can get looked at.

NEXT STEPS:

Call DLR - Benson Ford - Loaners? Contracts?

Call CLT with answer - no later than 8/6

2021-08-06 21:35:27

OBE to CLT|

Hello Ms. [REDACTED]

I hope you are having a great day thus far.

I wanted to reach out and let you know that we are still working with your dealership in regard to their loaner availability. I was not able to get confirmation on loaner assistance at this time. We will be in touch as soon as we receive the necessary information and I apologize that we don't have anything solid at this time.

Thank you so much for your patience throughout this process and for continuing to be a part of our Lincoln Family.

Kind regards,

CSM next steps:

Cnt the dealer -Benson Ford - Loaners? Contracts? > Call CLT with answer

2021-08-08 23:27:29

> | IBC from client [REDACTED] CLT called in to inform she's now experiencing a thumping noise coming from the driver's side of the veh. Doesn't feel safe driving. Outlined she has plans to travel to FL soon and would like this addressed before then. Would like a call tomorrow with updates on rental availability through a nearby DLR. CSM apologized for CLT's experience. Agreed to offer what guidance I can and to document the case with the new concern. Offered to look into nearby DLRs for us to contact regarding rental availability. Note, CLT declined rental reimbursement. Next steps: Notify case owner. Keep follow-up as set. Include contact information for nearby DLRs.

2021-08-08 23:28:58

\*\* NOTICE \*\* CLT mentioned next nearest Lincoln DLR (Vic Bailey) is too far away. Nearest Fords: George Coleman 47 Plaza Drive Travelers Rest, SC 29690 (833) 874-4491 and; Anderson 3900 Clemson Blvd Anderson, SC 29621 (833) 736-2562 Next steps: Keep follow-up as set. Notify case owner.

2021-08-09 17:43:11

> |OBC to the DLR|  
VM for SM Mike|

Need to know why they are advising they will not work on the vehicle.

CSM next steps:

Call DLR

2021-08-09 17:57:57

> |OBC to the DLR| (864) 855-5383| SA Tasha to SA Kenneth|

SA advised they are not able to claim warranty. CSM advised this is only the case for rental and PUDL, not repair. DLR understood. Appointments 3 weeks out. CSM thanked.

CSM next steps:

Advise CSM

2021-08-09 17:58:40

CLT SAYS: She has a new problem rattling in driving side and hears a tap tap tap tap when moving and can't get a service appointment and said she was told to go to Benson Ford and that she wouldn't mind going there, as it is near her.

PER CLIENT DLR SAYS: NA

CSM ADVS: CSM apologized and offered CSM contact info (CLT declined) and offered to call DLR (CLT agreed).

> |OBC to the DLR| (864) 855-5383|SA Ken said she has to go to a Lincoln dealer.

> |OBC to the DLR| (864) 242-5060|SA Jessica Waiting on part for her. We ordered a steering part on last visit when we scratched her vehicle and the part is in. She said they can get the CLT a loaner but it is not an Aviator.

Back to CLT: CSM apologized and said DLR has a part ready for you, can provide a loaner (not an Aviator) and can get you scheduled (CLT agreed).

NEXT STEPS: Set follow up in 7 days on Monday, August 16, 2021.

2021-08-09 18:00:41

\*\*Emailed CSM\*\*

2021-08-10 13:53:31

> | IBC from the Client [REDACTED] |

CSM received call from CLT advising the vehicle is at the DLR currently and they told her they do not know right away how to repair the concern with her sync screen. they have another Aviator with the same issue and do not know what to do. CLT was advised by her SA that we didn't have all of the RO information and the GFR decision was incorrect. CLT is going on vacation and can't deal with this, she needs a loaner vehicle that is large enough and does not want to spend \$2000 for a rental for a week. CLT thinks this is a safety concern.

CSM assured we spoke with SA Chris who provided us with all RO's for the related concern. CLT is more than welcome to leave vehicle or make an appointment for when she returns from vacation. We can reimburse her for \$72.00 a day as discussed with Alyssa previously. CSM clarified she is at DLR currently to have the steering part replaced that came in. She is being told they don't know how to repair the vehicle. CSM assured if she leaves the vehicle at the DLR or when she goes into the appointment we can open a technical escalation to provide the DLR with any resources they might need for a repair. CLT is very concerned with having a rental or loaner for vehicle and refused to pay for it. CSM advised multiple times that there is no other option for rental or loaner if DLR is not able to provide her with one that is large enough. CLT advised she might as well just get a lawyer at this point. CSM advised that is within her rights and if she does we will not be able to work with her anymore. CLT understood. CSM advised to let her CSM know if and when she decides to leave vehicle for further repairs and diagnosis. CLT advised 'thanks for nothing' and hungup on CSM.

NEXT STEPS:

CSM will advise CSM Alyshia and leave f/u for 08/10 to see if case can be closed or to review next steps.

2021-08-11 18:58:00

CSM Terri CSM- EXT 77963>>assisting CSM IBC FROM CLNT [REDACTED] / SPOKE TO@ [REDACTED] CLNT advised the CSM assisting that she has been trying to reach Alyssa and CSM advised the CLNT that she is out today and the CLNT has her vehicle but is concerned to take it on her trip to FL because the noise concern is still there and the CLNT is afraid to drive the vehicle and the DLR advised the CLNT that there is another vehicle there with the same noise and they have not been able to figure it out and gave the vehicle back to the CLNT. CLNT is going to take her vehicle to VIC BAILEY and they advised the CLNT that they work with enterprise and that she needs a large vehicle to go on her trip.. CLNT is looking for the CSMS assistance because she does not want to pay for it out of pocket a \$2000 bill. CS,M assisting advised the CLNT that she needs to have her vehicle in the DLR first of all for assistance even if she drops it off at the DLR and they cant look at until Monday. CLNT is going to call the DLR to get her vehicle in there as soon as possible and needs her CSM to call her tomorrow in regards to getting a rental. CSM advised the CLNT that if the DLR works with enterprise that they should be able to assist her and we can reimburse for up to \$72.00 a day. CSM advised the CLNT that I will have her CSM follow up as early as possible but no latter then the EOB because the CLNT is worried that time is running out for her VAC.. CSM advised that she needs to call her DLR to get the vehicle in and CSM will have her CSM reach out tomorrow morning if possible. NEXT STEP update CSM and SET F/U FOR TOMORROW BEOB

2021-08-12 16:43:54

> | OBC to dealer |

CSM called DLR 2 times and both times service did not answer. I left a VM for a call back. I left my name and number along with the clients name and last 8 of VIN.

Next steps: Call DLR again for update.

2021-08-12 18:00:38

Email sent to Zone.

2021-08-12 20:38:03

> | OBC to client |

CSM spoke to client who advised that she is bringing her vehicle to Vic Bailey tomorrow and she is waiting on enterprise to call her back regarding a rental and she is hoping that they have an SUV but understood the situation of loaners. I advised client that there is an update out for the SYNC system and as far as the knocking noise the DLR will have to address that. I advised I would follow up with the client again on 8/20/2021.

Next steps: Call DLR regarding repair. Call CLT and update.

2021-08-20 19:28:35

> | OBC to dealer |

CSM left VM with SD Mr. Clary and advised that this client ws calling regarding her vehicle issues and not being able to resolve the issues. I advised that I believe it might be the update that is needed and that they would need to use a USB drive and not their computer to update to fix issue.

Next steps: Call CLT.

2021-08-20 20:54:46

> | OBC to client |

CSM spoke to client who advised that she emailed me last Friday to tell me that enterprise did not have a vehicle for her and that she drove her vehicle to FL. She advised that she is hoping to make it back and does have an appointment on 8/23/2021.

CSM advised that I did not receive an email and we figured out that she sent to CSM Alyssa and not me. I apologized for the trouble and stated that I would follow up with her and the DLR on 8/24/2021.

Next steps: Call DLR regrading concerns and update client.



2021-08-23 17:40:44

> | IBC FROM CLT| SPOKE TO | Mrs. [REDACTED] She was calling to report that the vehicle was dropped at the DLR today. She also wanted to make note of an additional symptom that has been confirmed and advs to the DLR. SYMPT | Camera is malfunctioning again, it's a blue screen. These symptoms began on Saturday. She is in a rental vehicle that the DLR was able to provide her. She was wanting to clarify if she was going to have to pay for it first then be reimbursed, or if we were paying the DLR direct. CSM | I advs to the CLT that I saw notes for SYNC so i have confidence that her CSM will be advising the DLR of the more recent updates that will remedy alot of the performance issues she has been having with SYNC operations. Should those efforts not fix it, the next step would be to report to tech resources and continue towards a completed repair and a solved concern. I will make sure that the CSM is aware of the call, but for now the appointment to check in will remain as scheduled. Next Step: - CLT has case number and extn for owning csm - Complete activities - email CSM

2021-08-24 16:55:38

> | OBC to dealer |

CSM spoke to DLR and was told that everyone is too busy to update me. They advised someone would call me back.

Next steps: Call CLT.

2021-08-24 17:35:19

> | OBE to dealer |bclary@vicbaileyaudio.com

Hello Mr. Clary,

Client: [REDACTED]

VIN: [REDACTED]

GCCT case [REDACTED]

We have a mutual client named [REDACTED] who has her vehicle in at your dealership. I believe she needs the Echo update that has come out for all the SYNC issues with the Aviators. I have been informed that this update has to be done with a USB drive and not the computer for it to work correctly. If I could please have an update regarding this client I would greatly appreciate it.

Thank You,

2021-08-24 21:41:18

> | IBE from dealer |

According to our FSE, Matt Abela this vehicle has the latest update available installed. He directions to us is there should be another update coming but not yet available

> | OBE to dealer |bclary@vicbaileyaudio.com

Hello Mr. Clary,

I do not see a ticket opened in tech hotline stating this. A new TSB was just put out that should take care of the following issues below. I have been told my multiple dealerships that the update does not work correctly unless a thumb drive is used and not a laptop. I need to be able to see a hotline ticket regarding this and unfortunately not just a call to your FSE.

#### Summary

This article supersedes TSB 21-2150 to update the Issue, Action and Service Procedure.  
Issue: Some 2019-2020 Edge/F-150/Fusion/Continental/MKZ/Nautilus, 2019-2021 Mustang/Ranger/Transit Connect, 2020-2021 EcoSport/Escape/Expedition/Explorer/F-Super Duty/Aviator/Corsair/Navigator and 2021 Bronco Sport vehicles with SYNC 3 may experience various SYNC performance related concerns including but not limited to:

- Intermittent audio echo/robotic voice heard during a Bluetooth phone call
- Wi-Fi connection message pop-up every key cycle
- Frozen unresponsive touchscreen
- Solid blue screen when moving forward at speeds above 16 km/h (10 mph) (2019 vehicles only)
- Rear parking aid camera remains on the screen at speeds below 16 km/h (10 mph) (2019 vehicles only)
- Inoperative infotainment applications
- Poor/no AppLink function
- Apple CarPlay not launching on connection or a black screen when connected
- Voice prompts that skip or have short pauses while directions are being provided
- Sirius Travel Link™ not working properly with active subscription
- Remote start not able to be scheduled from FordPass or Lincoln Way (2020 vehicles only)
- Blank screen or frozen screen
- System states "In Michigan" when trying to select a Point Of Interest (POI) on the navigation system
- System scrolls through FM presets on screen when listening to Bluetooth or when on Android Auto/CarPlay
- Climate control features missing after previous update

This may be due to the SYNC Software. To correct the condition, follow the Service Procedure to update the accessory protocol interface module (APIM) software.

NOTE: Ford has found some of the APIMs replaced and returned for inspection contained an outdated software level and the APIM did not require replacement. The customer concern may have been resolved by updating the APIM with latest level of software. The SYNC 3 Universal Thumb Drive will be able to update the APIM software without the use of a scan tool and does not require the process to be monitored. Ford will be monitoring APIM replacements to confirm TSB directed software updates have been performed.

Action: Follow the Service Procedure steps to correct the condition on vehicles that meet all of the following criteria:

- One of the following vehicle lines:
  - 2019-2020 Edge/F-150/Fusion/Continental/MKZ/Nautilus
  - 2019-2021 Mustang/Ranger/Transit Connect
  - 2020-2021 EcoSport/Escape/Expedition/Explorer/F-Super Duty/Aviator/Corsair/Navigator
  - 2021 Bronco Sport
- Equipped with SYNC 3
- At least one of the following infotainment concerns:
  - Intermittent audio echo/robotic voice heard during a Bluetooth phone call
  - Wi-Fi connection message pop-up every key cycle
  - Frozen unresponsive touchscreen
  - Solid blue screen when moving forward at speeds above 16 km/h (10 mph) (2019 vehicles only)
  - Rear parking aid camera remains on the screen at speeds below 16 km/h (10 mph) (2019 vehicles only)
  - Inoperative infotainment applications
  - Poor/no AppLink function
  - Apple CarPlay not launching on connection or a black screen when connected
  - Voice prompts that skip or have short pauses while directions are being provided
  - Sirius Travel Link™ not working properly with active subscription
  - Remote start not able to be scheduled from FordPass or Lincoln Way (2020 vehicles only)
  - Blank screen or frozen screen
  - System states "In Michigan" when trying to select a Point Of Interest (POI) on the navigation system
  - System scrolls through FM presets on screen when listening to Bluetooth or when on Android Auto/CarPlay
  - Climate control features missing after previous update

Warranty Status: Eligible under provisions of New Vehicle Limited Warranty (NVLW)/Service Part Warranty (SPW)/Special Service Part (SSP)/Extended Service Plan (ESP) coverage. Limits/policies/prior approvals are not altered by a TSB. NVLW/SPW/SSP/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

Labor Times

Description Operation No. Time

Reprogram The APIM Using The SYNC 3 Universal Thumb Drive (Do Not Use With Any Other Labor Operations) 212263A 0.3 Hrs. Repair/Claim Coding

Causal Part: 14G371

Condition Code: 04 Service Procedure

1. Verify that the SYNC 3 universal thumb drive is titled SG3v202107 or later (later software levels will have a higher numerical value). Is the SYNC 3 universal thumb drive title SG3v202107 or later?

(1). Yes - proceed to Step 2.

(2). No - download the SYNC 3 Universal USB Updater Application under the Service Tips section of Professional Technician System (PTS). Review the instructions and use Scan for Updates and Update USB. Proceed to Step 2.

• NOTE: If needed, this is a one time upload to the SYNC 3 universal thumb drive. Downloading the files to laptop and updating the SYNC 3 universal thumb drive could take up to 2 1/2 hours depending on internet speed. Once the SYNC 3 universal thumb drive is updated, it can be used over and over again to update all vehicles in this article.

2. Disconnect all customer connected universal serial bus (USB) items from all media hub locations in the vehicle.

3. Start the vehicle.

4. Insert the SYNC 3 universal thumb drive into the USB port on the media hub.

5. The module automatically updates with no user input required.

(1). Modules already at the latest software level will indicate this after approximately 30 seconds.

(2). Module programming for a non-updated module does not need to be monitored and can take

approximately 20-30 minutes.

(3). Once the reprogramming has completed, the screen will display a message indicating the module is up to date.

6. Remove the SYNC 3 universal thumb drive when complete. The screen returns to the SYNC 3 home screen. Reconnect any of the customer USB items. No vehicle or system restarts are required.

2021-08-24 21:45:45

> | OBC to client | [REDACTED]

CSM left Vm with client advising that I had reached out to SM Mr. Clary about the SYNC issue and advised there was an update that was put out somewhat recently (since last at DLR). I advised I updated the DLR on that and stated the update does take care of many of the SYNC concerns. I advised that I would follow up again on 8/30/2021.

Next steps: EMAIL DLR for update, call clt.

2021-08-30 16:38:39

> | IBE from dealer |

There isn't a hotline case, I called my FSE about this before we agreed to look at it. He has viewed the data log and history. He does say the latest is in the vehicle. We are still addressing other concerns.

2021-08-30 16:39:04

> | OBE to dealer | bclary@vicbaileyaudio.com

Hello Mr. Clary,  
I understand that you talked to him directly. I'm stating that I need to have a hotline opened for this concern if the update is not fixing it. Even if they say the same thing, I need to see it documented there.  
Thank You,

2021-08-30 16:39:27

> | OBE to dealer | bclary@vicbaileyaudio.com

Hello Brad,  
How is this repair coming along? I hope you are having a great day!  
Thank You,

2021-08-30 22:30:05

> | OBC to client | [REDACTED]

CSM spoke to client and advised that I have not yet heard back from the DLR regarding her repairs. I advised that I would do so again 8/31/2021. Client stated she has not heard from DLR either and that they did tell her they got an update from Corporate and it might have been the one we came out with right after that. I advised I will speak to them. Client also advised she's been paying for a vehicle she doesn't have and wanted to know what Lincoln can do. I advised we can look at GWG towards the end of repair.

Note: Client at very end stated she feels like she got a lemon. GFR might be in order if talks persist.

Next steps: Call DLR/Email for update. Call CLT.

2021-08-31 20:23:56

> | OBC to dealer |

CSM left Vm with Mr. Clary advising that I was calling for an update. I advised that I have emailed as well. I stated that the customer has not heard anything and is asking for an update and I would like to provide this. I left my phone number for a call back.

Next steps: Call CLT.

2021-08-31 21:33:09

> | OBC to client | [REDACTED]

CSM spoke to Ms. [REDACTED] and advised that I did call and email the DLR again today however I did not hear back with an update. I advised that they may be short staffed and I would try again tomorrow for an update.

Next steps: Call/Email DLR to get update. Call CLT.

2021-09-01 20:01:31

> | IBE from dealer |

Sorry, I have been out. We are waiting for a tire to take care of the bumping noise, Everything else has completed.

2021-09-01 20:01:52

> | OBE to dealer | bclary@vicbaileyaudio.com

Hello Mr. Clary,  
Is the client SYNC system working normally?

2021-09-01 20:10:03

> | OBC to client | [REDACTED]

CSM spoke to [REDACTED] and advised that all other repairs are complete however they are waiting on a tire. Client advised that this is an AWD vehicle and replacing only 1 tire can cause damage to the vehicle. I advised I would email Mr. Clary regarding this and follow up again 9/2/2021.

Next step: Email DLR regarding tire.

2021-09-01 20:10:33

> | OBE to dealer | bclary@vicbaileyaudio.com

Hello Mr. Clary,  
This is an AWD vehicle are you only replacing 1 tire or all 4?

2021-09-02 19:43:12

> | OBE to dealer | bclary@vicbaileyaudio.com

CSM resent email to SM

Hello Mr. Clary,  
This is an AWD vehicle are you only replacing 1 tire or all 4? Is the client SYNC system working normally?

Thank you,

2021-09-02 21:30:50

> | OBC to dealer | (864) 585-3600

CSM called DLR and left VM for Mr. Clary advising that I was attempting to get an update regarding client vehicle and asked for a call or email back. I left my number to follow up or suggested replying to my email when available.

Next steps: Call CLT.

2021-09-02 21:37:26

> | OBC to client | [REDACTED]

CSM spoke to [REDACTED] and advised that I have not heard back from the DLR as of yet however I would assume that they are addressing our areas of concern. I advised that I will follow up again on 9/7/2021.

Next steps. Check email for update from DLR or call. Call CLT.

2021-09-07 19:18:47

> | OBE to dealer | bclary@vicbaileyaudio.com

Hello Mr. Clary,  
May I have an update? This is an AWD vehicle are you only replacing 1 tire or all 4? Is the client SYNC system working normally?

2021-09-07 19:19:52

> | IBE from dealer |

SYNC has been updated with thumb drive. Do not know if it made any difference due to the fact it has been operating properly since it has been in our possession

2021-09-07 19:20:15

> | OBE to dealer | bclary@vicbaileyaudio.com

Hello Mr. Clary,  
What about the tires?

2021-09-07 22:42:13

> | OBC to [REDACTED]

CSM spoke to client and advised that the SYNC system was update with a thumb drive and that they did get one tire. I advised that I have emailed repeatedly about the number of tires and it being all wheel drive and have not gotten a clear answer. I advised I would follow up again on 9/10/2021.

Next steps: Call/Email DLR about AWD and replacing 1 tire. Call CLT.

2021-09-10 22:29:14

| CSM Megan EXT 77940 | OBC to DLR | 8645853600 Receptionist adv service dept already closed for the day unable to further assist.

2021-09-10 23:40:52

| CSM Megan EXT 77940 assisting Alyshia| OBC to CLT | [REDACTED]  
CSM adv tried to reach out to DLRship but was not able to get ahold of them hoping they reached out to CLT directly to provide an update on her repair status. CLT adv has not heard from DLR since she brought vehicle in 3 weeks ago. CLT adv has not gotten any repair updates from DLR and is very dissatisfied with her experience. CLT adv she will not be using this DLR again in future. CSM apologized for inconvenience and negative experience adv would address this with the DLR and request they contact her directly and provide repair updates. CSM adv we will also keep reaching out to DLR to ensure we get her an update on her repair status.

CLT adv based on tire pressure on LW app DLR has not done anything with other tires only the one which she feels is a problem for her 4 wheel drive train, alignment, and balancing. CLT wants to know why they are only replacing one and why not the rest. CSM adv unsure adv Alyshia has inquired about this a few times and we have not been able to get any information but will continue trying to get update and see if they are planning on doing all 4 tires.

CLT adv in addition to her negative experience with her vehicle the rental vehicle she has been using through Enterprise has had a check engine light come on. CLT has already spoke with closer Enterprise DLRship who adv they will try to provide her with a comparable swap but also requested for her to visit a Firestone Tire repair facility to swap the tires out. CLT does not want to wait at another repair shop for her rental vehicle in addition to waiting for hers. CSM adv understood and completely agree, will work with DLR to see if we have any alternative options for a vehicle for her while they work to address her concerns.

NEXT STEPS: CSM will F/U with DLR and CLT repair updates09/13/21.

2021-09-13 22:27:10

CSM pushing follow up due to time

2021-09-14 00:54:03

> |IBC from the Client| Spoke to [REDACTED]  
Cas [REDACTED]  
Client is requesting her CSM to provide her with an update. Advised that no updates notated in case I will email your CSM and request she F/U with you and the dlrshp tomorrow.

2021-09-14 14:49:43

> | IBC FROM CLT| SPOKE TO | Mrs. [REDACTED] She wanted to speak with the CRC about a message that she has received. She was advs by the DLR that the updates that we were certain would resolve her complaint, have not. The DLR is still pulling a U1800 code. In addition to that, they are declaring the knocking noise she has been hearing as a tire issue, but is only calling for one to be replaced. She advs that there is roughly about 18K on these tires and as a AWD vehicle, she felt that this should be a full set recommendation. CSM | Based on her feedback, the natural next step is for the DLR to connect with hotline to communicate this concern. As to the concerns with the tire, I was only able to offer a general response, I advs that depending on the tread wear of the other three, it may not be within specifications to where it will have a negative impact on the AWD system. Until I speak with the DLR I can't state that this fact, applies to her case. Next Step: - OBC to the DLR to have them update hotline - if no contact is made, verify how long case has been open and open TAC - Update CSM and request OBC to CLT today if time permits

2021-09-14 14:55:43

> | OBC TO DLR | (864) 585-3600 SPOKE TO | Brad's VM When requesting the SM, I was sent to this POC extension. I left a message advs that the CLT's case is under a GFR status and we need to discuss the more recent contacts with the CLT and hotline regarding this issue.

2021-09-15 20:31:50

> | OBE to dealer |bclary@vicbaileyauto.com

Mr. Clary,

Ok and will the client be ok with one tire with the AWD? She seems to be worried about that.

2021-09-15 20:32:22

> | IBE from dealer |

Don't know but I can only replace what fails

2021-09-15 20:47:30

Template for RO's/Repairs:  
R/O #: 742734  
R/O Open Date: 8/27/2020- 8/28/2020  
Mileage at RO: 7253  
What repairs were made: trim and button issues/SYNC no repair  
Days:1

Template for RO's/Repairs:  
R/O #: 762752  
R/O Open Date: 2/25/2021-3/2/2021  
Mileage at RO: 13476  
What repairs were made: SYNC  
Days:6

Template for RO's/Repairs:  
R/O #: 778557  
R/O Open Date: 7/1/2021-7/14/2021  
Mileage at RO: 16643  
What repairs were made: SYNC screen freezing  
Days: 13

Template for RO's/Repairs:  
R/O #: 781880  
R/O Open Date: 7/28/2021-7/28/2021  
Mileage at RO: 16968  
What repairs were made: Steering wheel  
Days: 1

Template for RO's/Repairs:  
R/O #: 510333  
R/O Open Date: 8/23/2021  
Mileage at RO: 18586  
What repairs were made: SYNC and Knocking, back camera  
Days: 24

2021-09-15 20:52:14

COM re-reviewed case. At this time COM does not recommend replacement. GFR denied.

2021-09-15 21:18:11

> | OBC to client [REDACTED]

CSM spoke to client and advised that at this time the vehicle is deemed repaired. I advised that the DLR was still pulling codes for the SYNC but was unable to duplicate the concerns. I further more advised that the DLR stated changing one tire was fine as the other tires are not low enough to cause a problem. I went on to state that at this time the GFR was denied but I will check back on 9/22/2021 to ensure that repairs are complete.

Next steps: Call CLT regarding repair? GWG?

2021-09-16 18:49:23

[CSM Joseph x77965 | IBC from client | CLT says my vehicle has been at the DLR for 26 days. I just picked it up and the knocking noise in my tire area is still happening so it is going to have to go right back in. Can you update the notes on my case about this. CSM advised yes I will. I see CSM Alyshia has a F/U scheduled for 09/22. CLT says can you have her call me back today? CSM advised I will let her know your request. NEXT STEPS: Contact CLT back.

2021-09-16 22:46:00

> | OBC to client | [REDACTED]

CSM spoke to client who advised that she received her vehicle back however when she took it on the highway the knocking noise was still happening. Client advised that she is going to take it to Fairway Ford however she does not have a appointment until 10/6/2021. I asked that client call or email me when her vehicle is at the DLR so that I can resume assisting her. She stated she would.

Next steps: Close case pending client contact.

2021-09-22 17:47:41

Updated VOR record to indicate vehicle currently on road. Please update to off road again when it is back in a dealer (~10/6), resetting to the new date

2021-10-06 19:16:54

> | OBC to dealer | (864) 585-3600

CSM spoke to service who advised the vehicle was brought in today and is being worked up but not sure about a diagnosis. I was transferred to Lyndsey Burgers VM SA. I asked for an update and left my phone number for a call back.

Next Steps: Call CLT.



2021-10-06 21:23:49

> | OBC to client [REDACTED]

CSM spoke to client and advised that I did speak with DLR but they did not have a diagnosis as of yet. Client advised that she was told they have another vehicle doing the same thing there and they do not have a repair as of yet. I assured client that I would work with DLR for next steps and follow up with her again on 10/8/2021.

Note: TAR needs to be opened.

Next steps: Reach out to DLR about next steps/update. Call CLT to update.

2021-10-08 19:21:48

> | OBC to dealer | (864) 585-3600

CSM spoke to Wayne who advised that the vehicle is repaired and returned to the client. I advised that I have not been able to talk them about rental and was unsure if they needed assistance. Wayne advised that he would email me the information later. I gave email address and phone number.

Note: Not the DLR that vehicle is currently at?

Template for Rental:

Mileage:

ESP?:

RO OPEN DATE:

R/O #:

Line #:

IN RENTAL/LOANER:

Lincoln or other:

DAILY RATE:

CUST PORTION:

ESP PORTION:

DLR PORTION:

LINCOLN PORTION:

Next steps: call new DLR.

2021-10-08 19:31:39

> | OBC to dealer |  
(833) 805-2617 Fairway Lincoln

CSM spoke to Lyndsey who advised that they have done some testing but they do not have a firm diagnosis. I advised to please open a hotline if needed. Lyndsey advised that may be their next steps. She advised to follow up again on 10/12/2021 for more information,

Next steps: Open TAR call CLT.

2021-10-08 23:14:19

> | OBC to client [REDACTED]

CSM spoke to Mr. [REDACTED] who advise that SA Lyndsey did follow up with her today and she advised that they did find the reason for the knocking it was a hose rubbing on the CV joint and that has been repaired. Lyndsey went on to state that the update was not done on the vehicle at Vic Bailey and they will be doing that as well and replacing the steering wheel from previous damage. [REDACTED] also advised that the seat was not repaired at the last DLR and Lyndsey advised they would repair that as well. I advised that I would follow up again on 10/1/2021.

Next steps: Speak to DLR regarding repairs. Call CLT with an update.

2021-10-13 18:05:21

> | OBC to dealer |  
(833) 805-2617 Fairway Lincoln

CSM spoke Lyndsey who advised that the vehicle went back to the client and there has been no further contact. Lyndsey advised there was no rental needed as they did not go over their 10 days.

Note: Last DLR has never sent over a copy of rental after multiple time of asking.

Next steps: Call CLT offer GWG. Lease or own?

2021-10-13 18:16:02

> | OBC to client [REDACTED]

CSM spoke [REDACTED] who advised that after the update the area that shows the temperature no longer shows what the temp is. She also stated that the SYNC system has a lag when using. I advised that I would update SA Lyndsey on this so that they can update the tech notes and see if there may be an additional update in the future to address these issues. I offered client a PremiumCare Plan client asked that we speak about it the next time that we talk on 10/19/2021.

Note: All other repairs seem fine at this time.

Next steps: Call Lyndsey about continued issues with SYNC system and temp. Call CLT.

2021-10-19 19:05:22

> | OBC to dealer |  
(833) 805-2617 Fairway Lincoln

CSM spoke to Lyndsey SA who stated she spoke to client and she is coming back in on 10/28/2021 to have issues looked at. She went on to say that the temperature issues is known by the engineers and there is suppose to be an update in January of 2022 to address that. She went on to state that they will look at other concerns to see if they can fix those.

Next steps: Call CLT to update.

2021-10-19 19:13:36

> | OBC to client [REDACTED]

CSM spoke to [REDACTED] who advised that she does not want a PremiumCare plan she just no longer wants the vehicle. I advised I would of course review her case again and contact her back on 10/26/2021.

Next steps: Talk to COM.

2021-10-19 19:28:35

Template for RO's/Repairs:  
R/O #: 742734  
R/O Open Date: 8/27/2020- 8/28/2020  
Mileage at RO: 7253  
What repairs were made: trim and button issues/SYNC no repair  
Days:1

Template for RO's/Repairs:  
R/O #: 762752  
R/O Open Date: 2/25/2021-3/2/2021  
Mileage at RO: 13476  
What repairs were made: SYNC  
Days:6

Template for RO's/Repairs:  
R/O #: 778557  
R/O Open Date: 7/1/2021-7/14/2021  
Mileage at RO: 16643  
What repairs were made: SYNC screen freezing  
Days: 13

Template for RO's/Repairs:  
R/O #: 781880  
R/O Open Date: 7/28/2021-7/28/2021  
Mileage at RO: 16968  
What repairs were made: Steering wheel  
Days: 1

Template for RO's/Repairs:  
R/O #: 510333  
R/O Open Date: 8/23/2021  
Mileage at RO: 18586  
What repairs were made: SYNC and Knocking, back camera  
Days: 26

2021-10-26 21:51:06

> | OBC to client [REDACTED]

CSM spoke to client and advised that we would need to work towards repair and not a replacement. I offered GWG again and client advised that she would rather that money go towards her vehicle. She said her payments were roughly \$729 and she has been down many days and would like 3 months of payments.

CSM advised that I would review this further.

Next steps: Talk to COM.

2021-10-29 23:09:43

> | OBC to client [REDACTED]

CSM spoke to [REDACTED] who advised her vehicle is back at the DLR and they are working on changing out the APIM again and a new console and it will likely be there for a while. I advised I would need a copy of her vehicle payment and she stated it was sent. I advised client that I would follow up with her and DLR again on 11/5/2021.

Next steps: Call DLR for update. Parts needed? Call CLT.

2021-11-05 22:06:52

CSM checked Uptime it appears vehicle is done however I have not been able to confirm with DLR.

Next steps: Talk to COM regarding discretionary BB. Vehicle payment?

2021-11-05 22:39:29

> | OBE to Client [REDACTED]

Hello [REDACTED],

I have not directly spoken to the dealership since we last spoke. I was out with an illness; however, I have received your vehicle payment statements and I thank you for those. I know that you asked for 3 vehicle payments, and we are looking into that but first and foremost I want to make sure you receive your vehicle back and it is repaired to your liking. Once your vehicle is received back, I would like to give you 1-2 weeks to ensure that your vehicle does not need to go back to the dealership for continued repairs.  
Thank You,

2021-11-10 19:35:10

> | OBC to DLR |(864) 242-5060

CSM spoke to Lyndsey who advised that vehicle is repaired and went back to client to day. She said that it was repaired on Monday but they kept it to ensure everything was fixed.

Next steps: Email CLT.

2021-11-11 03:28:24

ACOM reset follow up 11/11/21

2021-11-11 21:00:42

CSM Laura EXT 77953 Email To Client

Dear [REDACTED]

I am assisting my associate Alyshia on your case. I see from the notes that you received your vehicle back yesterday or possibly today. I know Alyshia wanted to follow up with you in a couple of weeks to verify that all is well with the vehicle and you are happy with the repairs before processing a goodwill gesture for you. So, I will reset a follow up for her to contact you on November 22nd. If you have any questions or concerns before that date please reach out to Alyshia at Ext 77938.

Kind regards,

next steps FU with clt, still happy with repairs? process GWG

2021-11-16 22:47:20

> | IBC from Client |

CSM spoke to [REDACTED] who advised that once again her infotainment screen that controls the whole vehicle went out again twice and froze one other time. She advised that also the recirculation of air is not staying on. She went on to say that she had another appointment on December 14th as that was the soonest. I advised that I would do some research and reach back out to her on 11/23/2021.

Next steps: Speak to COM. Discretionary?

2021-11-19 23:16:38

> | IBE from Client |

Just to add to the list of problems my Bluetooth is not working correctly. Previously if I was on the phone when starting the car it would automatically transfer over. Now it has to be plugged in or it will not work.

2021-11-19 23:19:22

> | IBE from Client |

My backup camera stopped working now too. Please see attached video below

2021-11-22 21:41:57

CSM sent email to COM.

2021-11-22 23:02:13

> | OBE to CLT [REDACTED]

Hello [REDACTED],

Thank you for keeping me updated. I am still following this case closely and once vehicle is back at the dealership, I will be assisting them with next steps for repairs and making sure appropriate people are involved. I will be advocating for you through this process.  
Thank You,

2021-11-24 20:27:50

> | OBC to client [REDACTED]

CSM spoke to client who advised that she was unable to talk and to call her back in an hour. She advised that I was suppose to talk to her yesterday I tried to advise that I reached out a day early via email to update as I know she has a busy work schedule. However client hung up.

Note: Contacted CLT via email 11/22 advising the vehicle will need to return to the DLR and I would be advocating for her.

Next steps: Call CLT back.

2021-11-24 22:22:57 Ibc from: [REDACTED] SPOKE TO: [REDACTED] Extensive case trying to get a hold of Alyshia Burke she called talked to her briefly asked her to call back in a hour bit haven't heard anything trying to call but its saying she is unavailable 77938, Csm asked clt if i could place on brief hold to see if can can get Cs otl or some info on case, clt disconnected while on hold NEXT STEPS: Update Csm

2021-11-24 22:24:36

> | IBC from Client |

CSM spoke to [REDACTED] and advised we do need to see the vehicle go back in to the DLR and we will be advocating for her. Client advised there are many more electrical things happening also with the stopping of the vehicle when it's not needed. I advised I would follow up with her again on 12/1/2021.

Next steps: Closer to appointment day.

2021-12-01 20:51:35

> | OBE to Client [REDACTED]

Hello [REDACTED]

We last spoke 11/24/2021 and I advised that we will need to have the vehicle go back in to the dealership to confirm concerns the vehicle is having. You advised that your appointment was Dec 14th as this was the earliest the dealership was able to have you come in. I want to assure you that I am still involved in this case and that I will be here with you until the case is resolved. I will follow up with you and the dealership closer to your appointment day. Please let me know if there is anything I should be made aware of that we have not already spoke of.

Thank You,

2021-12-15 20:18:38

> | IBC from DLR |

CSM spoke to Lindsey who advised they did the update and are waiting to see if it fixes the issues.

Next steps: Call CLT.

2021-12-15 22:50:34

> | IBC from Client [REDACTED]

CSM left VM with [REDACTED] advising I spoke to the DLR who is addressing issues and doing an update and should have more information tomorrow.

Next steps: Call DLR for update. Call CLT.

2021-12-16 21:33:03

> | OBC to DLR |(864) 242-5060 Lindsey SA

CSM spoke to DLR who advised that the update has fixed all issues and they're still trying to verify the lane keep issue.

Next steps: Update client.

2021-12-16 23:29:09

Email sent to SME

2021-12-16 23:45:40

> | OBC to client |

CSM spoke to client and advised that all concerns besides lane keep have been resolved it appears. I advised that I would follow up again on 12/21/2021. Client advised that SA Lindsey said the vehicle would be done tomorrow. I advised to not pick up vehicle until 12/21/2021 as I more information is needed.

Next steps: Call DLR regarding concerns. Check email from SME. Call CLT. Mileage 20371.

2021-12-20 21:54:05

> | IBC from DLR |

CSM spoke to Lindsey who advised vehicle is repaired and they were not able to duplicate the lane keep problem. I advised I would follow up again tomorrow with more information.

Next steps: Talk to COM.

2021-12-21 23:15:34

> | OBC to DLR |

CSM left VM with service advising to not return Clients vehicle and that a TAR request will be opened for it and the vehicle will need to stay there.

Next steps: Call CLT.

2021-12-21 23:24:54

> | OBE to Client [REDACTED]

[REDACTED]  
I have informed the dealership that you will not be picking up your vehicle yet. My technician here has opened a ticket and will be following along with the case. We do not want your vehicle returned to you as this will then close the ticket and work would then cease and we would then have to start over. I will be following up with you again tomorrow 12/22/2021.  
Thank You,

2021-12-22 17:35:42

> | IBC from DLR |

CSM spoke to Lindsey who advised that Client [REDACTED] need her Large vehicle for the holidays and there is no loaners bigger than what she has. I advised that I spoke to my SME and he opened a hotline to ensure the TSB is being performed correctly and would like the vehicle to stay there until this is looked at however if she needs her vehicle then I understand. I advised we would have to start this process over if she did take the vehicle. I advised that I would contact her today.

Next steps: Call CLT.

2021-12-22 23:29:23

> | OBC to client |

CSM spoke to client who advised that she found a rental for \$209 a day and would be gone from Dec 23-Jan 3rd I advised that we are able to help with that however that would be her GWG. Client stated that she asked for a VP and I said I would do that and now I'm saying I will not. I advised that I am very specific in my wording and advised that we would be happy to offer a GWG towards the end of her repair however we like to make sure we take everything into account and only make the final determination after everything has been assessed. I went on to state that this is one of those things we take into consideration as we would be paying \$2000 and this would then be a GWG that we offered. Client stated that it wasn't fair that we would be taking away her GWG because the vehicle is at the DLR and can't be fixed. I advised in no way are we taking it away however the NVLM states we will repair vehicle under warranty and we are doing so and she is currently in a loaner however we would like to accommodate her travels if the 3rd row is needed. I advised GWG are GWG and not mandatory however we like to make our clients happy as best we can and understand that there is a gray area and we are here to help. Client was still unhappy and advised that she will not be picking up her vehicle or taking the loaner. I advised that I will follow up next week.

Next steps: Check TAR

2021-12-27 20:24:01

> | OBC to DLR |(864) 242-5060 Lindsey SA

CSM spoke to DLR who advised that Lindsey is off for a week sick. I asked that the DLR add to the Hotline that the TSB they and other DL have performed have worked for a little while but then problems come back a day after returning vehicle to client. They did so while on the phone with me.

Next steps: Call CLT.

2022-01-03 17:45:27

> | OBC to DLR |(864) 242-5060 Lindsey SA

CSM left VM for Lindsey advising that I was looking for an update on client's vehicle.

Note: Hotline contact has been made. Where are we with that? Are they following what it says and keeping in contact.

Next steps: Call DLR, Call CLT.

2022-01-03 23:53:09

> | OBE to Client [REDACTED]

Hello [REDACTED]  
I hope you had a wonderful Holiday season. I have been monitoring your vehicle at the dealership they do have direction from our engineers on how to proceed further and I will continue to monitor and update you. I will follow up with you again on 1/7/2022.  
Thank You,

Next steps: Review hotline talk to COM if needed

2022-01-07 21:24:56

> | IBE from Client |

My vehicle again is not working properly. Please see attached video. Now I can't access my phone or CarPlay

2022-01-07 21:25:05

> | OBC to DLR |(864) 242-5060 Lindsey SA

CSM spoke to DLR who advised that they have ordered the part that hotline has recommended. They stated the vehicle was returned to her while waiting on this part.

Next steps: Talk to COM.

2022-01-07 22:08:19

> | OBE to Client [REDACTED]

Hello [REDACTED]

I spoke with your dealership today who advised they are aware that this is not working properly, and they are ordering a part that our engineers have recommended to repair vehicle. I will check back in with you on 1/12/2022 to see where we are with part and repair.  
Thank You,

2022-01-12 14:23:23

Updated VOR record to reflect customer is driving the vehicle while waiting for the part. Please set to VOR again once the vehicle is back at the dealer, setting the off road date to when it returns.

2022-01-12 18:09:48

> | OBC to DLR |(864) 242-5060 Lindsey SA

CSM called DLR was told to call back to speak to Lindsey when she's back from lunch.

Next steps: Call DLR.

2022-01-12 20:16:57

> | OBC to DLR |(864) 242-5060 Lindsey SA

CSM left VM with Lindsey to call me back regarding [REDACTED] I advised I was looking for an update on the part situation and left my phone number for a call back.

Next steps: Call DLR.

2022-01-12 22:57:45

> | OBE to Client [REDACTED]

Hello [REDACTED]

I have checked in with your dealership today it appears that they have received the main part needed to repair your vehicle and repair should be starting soon. I will follow up with you again on 1/19/2022.  
Thank You,

2022-01-18 20:49:09

> | OBC to DLR |(864) 242-5060 Lindsey SA

CSM spoke to Lindsey who advised they have all the parts the FSE told them to get. Lindsey went on to say they are picking up the vehicle tomorrow and the FSE will be there 1/20/2022 to help with repair.

Next steps: Update Client.

2022-01-19 20:30:07

> | IBE from Client |

When I spoke with them last there was four different pieces needed for the repair. They are to contact me when all pieces arrive.

2022-01-19 20:30:43

> | OBE to Client [REDACTED]

Hello [REDACTED]

I spoke with Lindsey yesterday and she advised that they would be picking up your vehicle today and that they do have all the parts needed to do the repair. She went on to advise that they would be working on your vehicle on 1/20/2022. I will follow up again with you on 1/21/2022.  
Thank You,

2022-01-21 18:24:50

> | OBC to DLR |(864) 242-5060 Lindsey SA

CSM spoke to Lindsey who advised all parts that FSE advised DLR to replace have been done and its working great. Lindsey went on to state the Matt the FSE spoke to the shop Foreman Nathan and based off other vehicle with similar issues advised the DLR to change out the TCU as well. Lindsey advised that part should be in on Monday and is hoping to keep the vehicle until that time.

Next steps: Talk to COM.

2022-01-21 23:21:46

> | OBE to Client [REDACTED]

Hello [REDACTED]

I spoke with Lindsey today who advised that they changed all the parts that the engineer advised them of, and the vehicle is running great. They did receive word to also change out an additional part after further review to ensure this doesn't happen again in the future. The additional part should be in on Monday or Tuesday. I will follow up with you again on 1/26/2022.  
Thank You

2022-01-26 21:57:40

> | OBC to DLR |(864) 242-5060 Lindsey SA

CSM spoke to Lindsey who advised that the TCU has been shipped and should be there tomorrow. She went on to say that she has updated the client through email as that is what the client requested.

Next steps: Update client.

2022-01-26 22:00:22

> | OBE to Clier [REDACTED]

Hello [REDACTED]

I spoke with Lindsey today who advised the TCU part has shipped and should be arriving tomorrow. I will follow up with you again on 1/28/2022 with another update.

Thank You,

2022-01-28 21:33:38

> | OBC to DLR |(864) 242-5060 Lindsey SA

CSM spoke to Lyndsey who advised that they are returning the vehicle today after installing the TCU and everything is working fine. We talked about rental however realized that it was within the first 10 days and that it would be on the DLR.

RENTAL ASSISTANCE TEMPLATE

WARRANTY START DATE:

MILEAGE: 20492

ESP: PUDL

RO NUMBER: 801038

RO OPEN DATE: 1/7/2022

RO LINE NUMBER: c

IN RENTAL/LOANER: (yes/no) Loaner

LINCOLN OR OTHER: (\$45/\$72 [Navigator & MKT] Lincoln – All other Ford rates \$35/\$60 [Navigator & MKT]) Ford

DAILY RATE: 40

ESP PORTION:

DLR PORTION: 1/19/2022-1/28/2022 All DLR

LINCOLN PORTION: 0

Next steps: Call CLT to go over repair.

2022-01-28 21:37:44

> | OBC to client |

CSM spoke to [REDACTED] and advised that her vehicle will be returned to her later today and that I planned on following up next week on repairs to ensure her satisfaction. CSM to follow up on 2/3/2022.

Next steps: Contact cli regarding repairs. Talk to COM about GWG.

2022-02-03 23:10:16

> | OBC to client |

CSM spoke to [REDACTED] who advised that 10 mins after receiving her vehicle back last week it went back to the DLR however she now has it back. She went on to say she has only had it for a day so far. I advised that I would follow up with her again next week on 2/10/2022 and for her to send a copy of her VP to me.

Next steps: Look at email for VP talk to COM. Call CLT about repairs.

2022-02-10 22:52:10

COM verified through Smart Vincent that monthly veh pay is \$738.84.

2022-02-10 22:55:11

COM approving 1 veh pay at \$738.84 as well as 6/100 ESP attached to vehicle, as one-time GWG for client satisfactions.

2022-02-10 23:04:03

> | OBC to client [REDACTED]

CSM spoke to [REDACTED] who advised that her vehicle again has a black screen and she will be emailing me and Lindsey the video and making another appointment at the DLR. I advised to update me of the appointment date so that I can follow up with her accordingly.

Next steps: Check email for update and appointment date. Do work for DS BB

2022-02-11 19:10:01

|CSM Joseph x77934 | IBC from Zone Manager | ZM advised calling to see what we are assisting with this CLT. CSM advised there is approval for 1 VP and and ESP. I also see as of yesterday the problem is persisting. ZM says are we working on a BB? CSM advised we are looking into the possibility of one but this is being done on the back end and not something the CLT is aware of from what I can tell. ZM advised okay can you have CSM Alyshia call me? CSM advised I will let her know your request. NEXT STEPS: Update CSM Alyshia.

2022-02-11 22:08:53

|CSM [REDACTED] x77950 | IBC from Zone Manager | asking for clients address, in the middle of the call she said received a text and said rep. just sent it to her, so she said never mind and thanked CSM. Next steps- Check email for update and appointment date. Talk to COM about DIS BB again 2/15

2022-02-14 17:18:06

RAV HAS MADE CONTACT WITH THE CUSTOMER AND THE RAV IS MOVING FORWARD

2022-02-17 22:40:35

CSM sent email to RAV



2022-02-17 22:44:08

> | IBE from Client |

Good morning. I sent you information on my payments. Are you still going to process what we discussed before? I've sent them to you twice.

2022-02-17 22:44:28

> | OBE to Client |

Hello

I did receive your information regarding your vehicle payment for potential reimbursement. I also have a note that you are speaking to a Ms. Packer from the Reacquired Vehicle Department, is this correct?

Thank You,

2022-02-18 20:57:40

> | IBE from Client |

No mam. I haven't talked to anyone by that name. Someone by the name of Jeremiah Elsbury that has reached out to me.

2022-02-18 20:58:14

> | OBE to Client |

Hello

I reached out the Reacquired Vehicle Department and they did inform me that Mr. Elsbury has contacted you. I will not be able to provide a goodwill gesture however, I have reached out to Mr. Elsbury and informed him that we did speak about a vehicle payment so that it can be taken into consideration. You will work from this point on with Mr. Elsbury. Thank you for being a part of our Lincoln family.

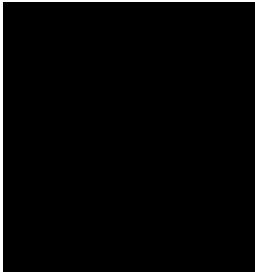
Thank You

2022-02-18 20:58:40

Next steps: CSM closing case. Client will move forward with RAV.

CASE ATTACHMENTS:

|                     |               |
|---------------------|---------------|
| 2021-11-05 22:06:52 | Alyshia Burke |
| 2021-11-22 21:41:57 | Alyshia Burke |
| 2021-12-21 23:20:45 | Alyshia Burke |
| 2022-01-07 21:19:02 | Alyshia Burke |
| 2022-02-10 22:15:47 | Alyshia Burke |



6:16

LincolnWay



AA

accountmanager.lincoln.com



L I N C O L N



MENU

2020 AVIAT



SETTINGS

Are you looking for your account statement history? Click the History and Statements button below.



Payments

History & Statements

Self Services

2020 LINC AVIAT

Account number:



Your last payment of **\$738.84** was received on 10/04/2021.

Feedback

**\$738.84** ⓘ

Total amount due on 11/14/2021

[CHANGE DUE DATE](#) [REQUEST PAYMENT EXTENSION](#)

MAKE A PAYMENT

ENROLL IN AUTOMATIC PAYMENTS

YOUR NEXT LINCOLN IS

DEALS WITHIN REACH.

YOUR DEALER IS READY



LIVE CHAT



6:16

LincolnWay



AA

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L I N C O L N



MENU

2020 AVIAT



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Are you looking for your account statement history? Click the History and Statements button below.



Payments

History & Statements

Self Services

2020 LINC AVIAT

Account number:



Your last payment of **\$738.84** was received on 10/04/2021.

Feedback

**\$738.84** ⓘ

Total amount due on 11/14/2021

[CHANGE DUE DATE](#) [REQUEST PAYMENT EXTENSION](#)

MAKE A PAYMENT

ENROLL IN AUTOMATIC PAYMENTS

YOUR NEXT LINCOLN IS

DEALS WITHIN REACH.

YOUR DEALER IS READY



LIVE CHAT







2020 AVIAT



SETTINGS

Are you looking for your account statement history? Click  
the History and Statements button below.



Payments

History &amp; Statements

Self Services

2020 LINC AVIAT

Account number:



Your last payment of **\$738.84**  
was received on 01/28/2022.

Feedback

**\$0.00** 

Total amount due on 02/14/2022

REQUEST PAYMENT EXTENSION

MAKE A PAYMENT

ENROLL IN AUTOMATIC PAYMENTS



CASE NUMBER: [REDACTED] STATUS: In Progress  
OPEN: 08-31-2021 CLOSED: BUSINESS UNIT NAME: Ford  
RESPONSE TEAM: Lincoln Concierge NA CRC COMMUNICATION: Social Media  
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | CCT Criteria |  
DEALER NAME: Gordie Boucher Lincoln  
PA CODE: 10514 DLR SALES CODE: 42549 REGION: CE ZONE: CED  
VIN: [REDACTED] MODEL YEAR: 2020 MODEL: AVIATOR MILEAGE: 10,707  
BODY STYLE: J9X - AVIATOR BLK LBL AWD 4-DR MPV  
LAST NAME FIRST NAME MIDDLE: [REDACTED] |  
ADDRESS: [REDACTED]  
CITY STATE ZIP COUNTRY: HARTLAND | WI | [REDACTED] | USA  
HOME PHONE [REDACTED]  
SYMPTOMS: Stop/Steer/Ride | Steering/Steering Wheel | Feel/Wander/Pull | Left  
ANALYST NAME: SYSTEM OPEN ANALYST NAME: Todd Gerundo  
COMMENTS:

2021-08-31 20:47:08 Lincoln Social Media (Facebook) NOTE; Please verify mailing and email addresses. CLIENT STATES: The steering has been in now three times and next week will be the fourth. What's going on- at speed of 40-50 mph and if I'm driving is a turn (best is a S style turn) the car continues to turn and would probably do a 180" turn if I let the wheel go, not a good idea. But normally a car would return to center or straight not this one. Left is more prominent then turning right. Both are a problem. It steers itself and to correct I really have to hold onto the wheel. The dealership hasn't experienced it yet. My son drove it and it took off on him right into oncoming traffic he wasn't prepared to have it happen to that degree and it scared the crap out of him. For that matter it scares me too. I just know I cannot remotely remove both hands off the steering wheel in a turn. It steers like a beast If this issue is not cleared by next year this time sadly Lincoln can have it back. Other than this issue which is big I love this car!!! PER CLIENT, DEALER STATES: No appts avail. CLIENT SEEKING: Repair assistance. CRC ADVISED: Escalating to Tier 2 CCT for further review, contact to dealer/client to explore next steps. NOTE: Please do not call client prior to 6:30 EST, 4:30 MT, at her request.

2021-09-01 14:24:36 Assigning to Daytime agent for handling and case ownership.

2021-09-01 16:13:38 [CSM Alex x77842 | OBC to client |@ [REDACTED] Spoke with CLT CSM advised that we are reaching out due to a social media case that was generated and wanted to discuss her concern. CLT appreciated the call and filled in the CSM on the details of her steering wheel issue. She had brought the vehicle in numerous times (3-4) but the concern has yet to be replicated by the Tech. CLT says she rode with a tech and he said he "somewhat" felt what she was talking about. CSM assured CLT that once she brings in her vehicle, the CSM would be involved. CSM set F/U for 9/23 to reach out to CLT to confirm vehicle was dropped off. CSM then will contact DLR to discuss repair options and possibility of contacting hotline. CSM noticed multiple Outstanding Field Service Actions on vehicle to discuss with DLR. NEXT STEPS: Contact CLT was vehicle dropped off at DLR? / Contact DLR to discuss repair

2021-09-23 18:32:34 [CSM Alex x77842 | OBC to client [REDACTED] Spoke with CLT CSM asked if CLT has dropped off vehicle. CLT says they came and got it today. CSM advised that he will reach out and provide CLT update by Tuesday. CLT thinks DLR should only have it for the day and asked for CSM to reach out and find out if they are going to need it longer than a day. CSM agreed to call CLT. NEXT STEPS: Contact DLR

2021-09-23 18:39:27 [CSM Alex x77842 | OBC to dealer |@4147719789 Spoke with Michelle SA CSM asked if DLR would need vehicle longer than 1 day. DLR says no oil change and maintenance has been done, waiting to do a few recalls but then they will release the vehicle back to the CLT. CSM thanked DLR. NEXT STEPS: Contact CLT

2021-09-23 18:40:14 [CSM Alex x77842 | OBC to client [REDACTED] Spoke with CLT CSM advised that DLR will be returning the vehicle sometime today. CSM set F/U for Sunday to offer GWG and get feedback on repair. CLT thanked CSM. NEXT STEPS: Contact CLT for Feedback / Offer GWG

2021-09-26 18:44:44 [CSM Alex x77842 | OBC to client [REDACTED] LVM for CLT CSM asked about feedback and requested for CLT to call back. CSM offered to purchase LMP on CLT behalf. NEXT STEPS: Check for CLT call / Call CLT offer LMP

2021-09-27 17:22:13 [CSM Alex x77842 | OBC to client [REDACTED] LVM for CLT CSM wanted to purchase a LMP for the CLT. CSM requested call back for CLT to accept GWG. CSM will F/U with CLT on Thursday. NEXT STEPS: Contact CLT offer LMP

2021-09-27 18:39:51 [CSM Alex x77842 | IBC from client |@ [REDACTED] Spoke with CLT CSM asked CLT if she would like a LMP to be purchased. CLT says she has BL maintenance plan already. CSM offered to purchase PC plan. CLT says that would be great. CLT says the concern has still not been taken care of. CSM apologized and offered to assist with repair once vehicle was back at DLR. CSM will F/U with CLT on Wednesday to confirm appointment details. CLT says steering wheel feels like it wants to make a 180 degree turn on it's own. CSM apologized for concern and will contact CLT for appointment details on Wednesday. NEXT STEPS: Contact CLT (Has appointment been set?)

2021-09-29 19:02:21 [CSM Alex x77842 | OBC to client [REDACTED] Spoke with CLT CSM asked if CLT had a chance to set up an appointment. CLT says no she has been busy taking care of her Aunt. CLT will make an appointment by Friday or sometime tomorrow. CSM set F/U to get appointment details on 10/6. NEXT STEPS: Contact CLT (Did CLT set up appointment?)

2021-10-06 14:09:09

> [OBC to the DLR] Uptown Ford 414-771-9000  
Spoke to S.A Robin- Assisting Colleague Alex Berry-  
DLR says Vehicle was here/ left on October 1st PUDL October 1st.  
Had it September 23rd- returned to client on October 1, 2021st  
Client says "Steering wheel feels like it wants to make a 180 degree turn on its own"  
Imagining, Recall 201S24 Harness recall battery 21C29 update SYNC 20 SYNC.  
CSM says the notes are showing couldn't duplicate concern.  
Wheel does not feel like it's working client says almost had an accident. Tech couldn't duplicate concern.

Next Steps- CNT client 10/6

2021-10-06 14:17:57

> [OBC to the Client] [REDACTED] [REDACTED] Assisting CSM Alex Berry – CSM introduced herself. Client says Appointment for October 15th, 2021 and Also with the Sales to Test Drive the similar Package, might trade the vehicle. CSM says I apologize for this inconvenience. I promise we will resolve your concern. Client says she asked if we have an promotions on a 2022 Aviator. CSM told client since Friday is October 15th I will have Alex follow up the Monday after if that is ok. Client says that is perfectly fine. That way he can follow up with DLR and you.

NEXT STEPS- Client appt is Oct 15th. CSM setting FU with DLR and Client Monday 10/18

2021-10-18 14:59:31 CSM Sharon x77878 | OBC to client [REDACTED] LVM for CLT in regards to her vehicle being in the shop or if she traded it in for a similar one. Asked her to call me back with some information. Next Steps: check for CLT call/call CLT if none

2021-10-18 19:27:11 [CSM Alex x77842 | OBC to client |@ [REDACTED] Spoke with CLT CSM asked CLT about status of repair. CLT says DLR was unable to replicate concern. DLR is willing to drive with CLT on 10/29/21 back to CLT's home to go on the roads that CLT is experiencing steering wheel issue. CSM set F/U for 10/31/21 to collect feedback and get latest update. Possibly offer GWG. NEXT STEPS: Contact CLT for information on drive with SM

2021-10-31 20:04:28 [CSM Alex x77842 | OBC to client |@ [REDACTED] LVM for CLT CSM advised he was looking to see about how the test drive with the SM went. CSM provided new EXT and set F/U for Tuesday. NEXT STEPS: Contact CLT for information on test drive with SM / Offer LMP if everything is good.

2021-11-02 18:47:24 [CSM Alex x77842 | OBC to client |@ [REDACTED] Spoke with CLT CSM asked about test drive with SM. CLT says it did not end up happening because she had a family emergency with her father. CSM apologized for emergency. CLT will bring veh to DLR around time of next oil change to try and identify the steering wheel concern. CSM asked when Oil change was necessary. CLT says Dec 22. CSM will F/U on Dec 15 to see if appointment has been arranged. NEXT STEPS: Contact CLT (Is appointment set up?)

2021-12-15 15:08:48 [CSM Alex x77842 | OBC to client |@ [REDACTED] Spoke with CLT CSM asked CLT if she has made an appointment as of yet. CLT says she is happy I called because she forgot and is going to make an appointment now; CLT says she founds something different, she turned off the lane assist and the steering wheel concern seemed to be better. CLT recalls an instance she was with her husband and was sitting at a stoplight. The steering wheel began to turn on it's own as she parked. CLT is concerned about the steering wheel and would like DLR to look at it. CSM offered to assist with appointment. CLT declined and advised she could make the appointment on her own. CSM offered to F/U with CLT on Monday to get some details on the appointment. CLT agreed. NEXT STEPS: Contact CLT (Get appointment details).

2021-12-20 18:46:20 [CSM Alex x77842 | OBC to client [REDACTED] LVM for CLT CSM advised that he was looking to see when she was able to get an appointment. CSM requested callback and provided contact details. CSM will contact F/U with CLT on Tuesday if no call back. NEXT STEPS: Contact CLT (Get appointment details)

2021-12-21 18:40:44 [CSM Alex x77842 | OBC to client [REDACTED] LVM for CLT CSM advised that he was looking to see when she was able to get an appointment. CSM requested callback and provided contact details. CSM will contact F/U with CLT on Wednesday if no call back. NEXT STEPS: Contact CLT (Get appointment details)

2021-12-22 15:48:39 [CSM Alex x77842 | OBC to client [REDACTED] Spoke with CLT CSM asked if an appointment has been scheduled. CLT says yes the vehicle will go in on Monday. CLT has requested a tech ride with her to experience the concern on the vehicle. CSM advised that was a great idea. CLT thinks she knows what is going on. When park assist turns off, the car acts about 1000 times better. CLT says she is going to tell them that and to check the sensors and cameras. While at a stop light, the steering wheel would turn left on it's own sometimes it goes right but it is more pronounced to the left. CSM will F/U with CLT on Tuesday but advised CLT to reach out if she needed to before then. CLT understood and thanked CSM. NEXT STEPS: Contact DLR for Update (Is vehicle at DLR?) / Update CLT

2021-12-27 20:06:57 [CSM Alex x77936] IBC from client | @ VM from CLT This is [REDACTED] I just wanted to let you know I dropped off my vehicle today for the steering/camera issue. Follow up with the DLR if you could. Service tech didn't leave good notes when I tried to explain what was going on. Any questions feel free to give me a call. Thanks NEXT STEPS: Contact DLR for update / Update CLT

2021-12-28 17:41:51 [CSM Alex x77936] OBC to dealer | @ [REDACTED] CSM received generic service VM CSM advised to have the adviser working on this CLT's vehicle to please give him a call and discuss the repairs. CSM provided contact number and extension. NEXT STEPS: Contact DLR for Update / Update CLT

2021-12-28 17:44:53 [CSM Alex x77936] OBC to dealer | @ 888-432-2325 CSM received generic VM and did not leave message. NEXT STEPS: No Change

2021-12-28 18:42:05 4147719000 Spoke with Zack SA CSM asked about repair. DLR says: It's finished. Oil change was done, tire light was on we couldn't pull any codes. She had an issue with her steering would pull. Tech found that after 40mph the lane assist turns on. Basically it pulls you when you are going outside of the lane. No codes or visual problem. We advised the CLT to bring it back in if she is still experiencing issues after we turned the Lane Assist feature off. CSM advised if the DLR could contact hotline if CLT is still experiencing problems. DLR agreed. CSM asked if CLT has been contacted. DLR says that he just spoke with the CLT and advised accordingly. CSM thanked DLR. NEXT STEPS: Contact CLT

2021-12-28 18:43:00 Addition to notes below: [CSM Alex x77936] OBC to dealer | @4147719000

2021-12-28 18:46:57 [CSM Alex x77936] OBC to client |@ [REDACTED] LVM for CLT CSM advised that the DLR was unable to replicate any concerns on the vehicle. DLR has turned off the lane assist feature and would like to see if problems are still prevalent in the vehicle after the feature has been turned off. CSM will F/U with CLT on Wednesday to see about getting CLT feedback and to discuss some additional options. NEXT STEPS: Contact CLT for Feedback

2021-12-29 21:33:26 \*\*\*\*CSM ASSISTING\*\*\*\* [CSM Chad x77850] OBC to client |@ [REDACTED] Spoke to CLT: to make sure she had her vehicle. She was unable to test the vehicle do to snow and surgery. CLT did mention that she had the lane assist off prior to sending to DLR and it works better than with it on. CSM advised Alex will follow up on Wednesday 01/05/2022 to advise of repair feedback and develop next steps with CLT. NEXT STEPS Follow up with Clt on Wednesday 01/05/2022

2022-01-05 18:52:17 [CSM Chad x77850] OBC to client [REDACTED] LVM- Let CLT know we are following up about feedback on the VEH. Will call back tomorrow. Next Steps Contact CLT about feedback on VEH repair.

2022-01-06 20:35:08 [CSM Alex x77936] OBC to client |@ [REDACTED] Spoke with CLT CSM asked about feedback on vehicle. CLT says vehicle is driving fine but the lane assist feature is screwing up as soon as it gets turned on. CLT will not allow family to drive vehicle because she believes it is unsafe. CLT is looking into trading her her vehicle to purchase and build something else. CSM apologized and offered to assist CLT with setting up an appointment at another DLR for a second opinion. CLT agreed to this idea and was connected into DLR to arrange appointment. CSM connected CLT to DLR and advised he will reach out next week Tuesday 1/11/22 to get appointment details. NEXT STEPS: Contact CLT (Get appointment details)

2022-01-11 21:03:46 [CSM Chad x77850] OBC to client |@ [REDACTED] Spoke to CLT and she advised that she has an appt on Jan 31 at Gordie Boucher Lincoln. CSM will reach out on Jan 31 to confirm the VEH was dropped off. Next Steps Call CLT on Jan 31

2022-01-31 21:09:02 [CSM Alex x77936] OBC to client |@ [REDACTED] Spoke with CLT CSM asked if veh had been dropped off at the new DLR. CLT says they are preparing to drop it back off today. DLR was unable to replicate. CSM advised they would need to replicate for repairs to take place. CLT understood and would like some time to drive the vehicle before she made a decision on going to another DLR. CSM advised that would be fine and that he would evaluate CLT for potential GWG once she had a chance to drive and also to obtain CLT feedback. CLT agreed. CSM will F/U with CLT on Feb 7th to get feedback and offer GWG. NEXT STEPS: Contact CLT for Feedback / Offer PC Plan as GWG

2022-02-07 23:14:24 [CSM Derick x77216] OBC to client |@ [REDACTED] Spoke to CLT CSM checked on her choice between; another DLR Opinion or us purchasing a PremiumCARE Protection Plan on her behalf. CLT has chosen to have the PremiumCARE Plan to be purchased on her behalf. But is still interested in potentially getting another appt. at DLR. CSM advised that we would purchase the plan and follow up with the client to let her know the plan had been activated. Client thanked CSM, agreed to be contacted on Thursday. Next Steps: Submit PC Plan in Morley. / Will F/U on Thursday.

2022-02-07 23:35:05 Ford ESP Case Transmission CASE NUMBER: [REDACTED] 5 NEXT STEPS: Contact CLT advise if PC is active,

2022-02-10 17:15:57 [CSM [REDACTED] x77945] OBC to client [REDACTED] Spoke to: CLT CSM advised CLT the pc plan CSM Alex purchased was active and reflective on her VEH. CSM advised CLT of the survey that will be generated and thanked her for being a Lincoln CLT. CLT was thankful. NEXT STEPS: Send survey/ close case.

2022-02-10 17:19:13 [CSM [REDACTED] x77945] OBE to client | @ [REDACTED] Good afternoon Mrs. [REDACTED], I am pleased to inform you that the PremiumCARE plan I have purchased for you is now active and reflecting on your vehicle. This plan can be utilized at any Ford or Lincoln dealership, and has comprehensive coverage on thousands of components on your vehicle. Repairs using this plan will only cost you the standard \$100 deductible. This plan is good until January 4, 2027 or 100,000 miles, whichever occurs first. I will include a link that will describe the plans benefits in detail for your convenience: <https://lincolnprotect.lincoln.com/premiumcare> It has been a pleasure to work with you. Please let me know if I can be of any further assistance to you regarding your vehicle. I will be sending out a survey within the next 24-48 hours for you to evaluate your experience with Alex. Lincoln and I both value your candid feedback. Thank you for being a loyal Lincoln client. Have a wonderful day,

2022-02-10 17:19:39 Addition to notes below NEXT STEPS: Close case

2022-03-26 20:08:57 IBC from CLT [REDACTED] CLT adv that they are experiencing the same issues with the veh upon last CSM closing the case. CLT called in to let us know that she will be having the veh picked up. PER CLT DLR SAYS:N/a CSM apologized for CLT experiencing the same issue with the veh. CSM adv to take the veh back to DLR so they can be our eyes and ears. CSM stated we will be more than happy to look into what ways we will be able to assist and follow up on the repairs. CSM will set F/U for working CSM on 3/29. CSM assigning case to last working agent upon CLT request. CSM adv CLT to call back when veh has been picked up. NEXT STEPS: reopen case, set f/u for 3/29, update csm

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Information Provided  
OPEN: 09-02-2021 CLOSED: 09-22-2021 BUSINESS UNIT NAME: Ford  
RESPONSE TEAM: Lincoln Concierge NA CRC COMMUNICATION: Web  
CASE CLASS LV 1234: Dealer - Vehicle Concern | CSM Assistance Request | Vehicle Loyalty Allowance |  
DEALER NAME: Lincoln of Wayne  
PA CODE: 11234 DLR SALES CODE: 14324 REGION: NE ZONE: NEB  
VIN: [REDACTED] MODEL YEAR: 2020 MODEL: AVIATOR MILEAGE: 13,670  
BODY STYLE: J7X - AVIATOR SIGNATURE AWD 4-DR MPV  
LAST NAME FIRST NAME MIDDLE: [REDACTED]  
ADDRESS: [REDACTED]  
CITY STATE ZIP COUNTRY: HAWTHORNE | NJ | [REDACTED] | USA  
HOME PHONE: [REDACTED]  
SYMPTOMS: Driver Aides & Information | Warning Indicators/Messages/Chimes | Brake System | UNKNOWN  
ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: SYSTEM  
COMMENTS:

2021-09-02 14:57:32 CSM Jonathan 77827 reviewing case Case Number : [REDACTED] Customer : [REDACTED]  
Business Phone : [REDACTED] Home Phone : [REDACTED] Mobile Phone : [REDACTED] LTV Score : [REDACTED] Vehicle Purchase  
Status : Original Owner Ford Credit Contract Number : [REDACTED] Part Number : [REDACTED] Dealer Name : Lincoln of Wayne  
Dealer P&A : 11234 Dealer phone : 9736969700 VIN : [REDACTED] Year : 2020 Make : LINCOLN  
Model : AVIATOR Mileage : 13670 Engine Specification : [REDACTED] Transmission Specification : [REDACTED] Warranty Start Date :  
2019-11-30 Open Recall/FSA : [REDACTED] ESP : [REDACTED] Hotline Contact : [REDACTED] Warranty History : [REDACTED] DLR SAYS: CRUISE  
CONTROL MALFUNCTIONING, LANE KEEP ASSIST IS NOT VIBRATING, REAR BRAKE ASSIST ERROR  
MESSAGE OCCASIONALLY, WHEN PUTTING IN REVERSE, WHEN SLOWING DOWN AND TRYING TO  
GO AGAIN, FEELING A HESITATION AND STUTTER BEFORE GOING, AM STATIC, CRC ADVISED: After  
review we will assist with rental starting on 9/3 until 9/13 up to \$72 a day, can re evaluate if needed. NEXT  
STEPS: check veh status with dlr

2021-09-13 12:33:21 CSM Jonathan 77827 OBE to dlr requesting update on case

2021-09-13 12:33:33 CSM Jonathan 77827 IBE from dlr stating TECHLINE CASE STARTED

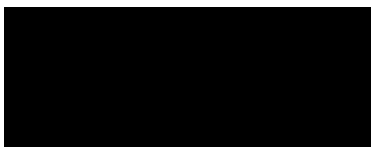
2021-09-13 12:35:24 CSM Jonathan 77827 Rental 9/3 until 9/17 up to \$72 a day, can re evaluate if needed. NEXT STEPS: check  
veh status with dlr

2021-09-17 13:47:31 CSM Jonathan 77827 OBE to dlr stating tech hot line responded back stating is considered normal of  
characteristic on 9/15. Has the vehicle been returned to the client? NEXT STEPS: check veh status with dlr

2021-09-22 17:51:04 CSM Jonathan 77827 P&A: 11234 RO: 076891 RO OPEN: 8/23/21 LINE#: 25 P11 COST: \$1296.00 dlr \$864  
MILEAGE: 13670 Approval code MSPA446599. P11 NEXT STEPS; closing case

CASE ATTACHMENTS:  
2021-09-22 17:46:15

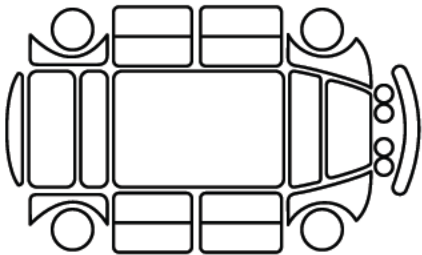
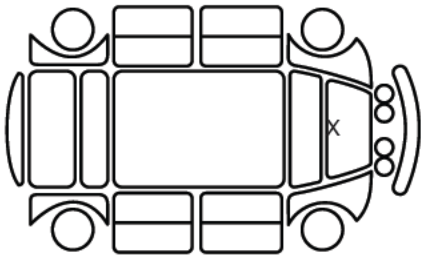
Jonathan Varela



| CUSTOMER INFORMATION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  |            |  |                                          | RO#                              |               | Unit#         |                  | RA#     |     |     |     |     |   |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|------------|--|------------------------------------------|----------------------------------|---------------|---------------|------------------|---------|-----|-----|-----|-----|---|
| Customer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  |            |  |                                          |                                  |               | 71105#83      |                  | A762    |     |     |     |     |   |
| Home Address                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |  |            |  |                                          | Service Name                     |               | PO            |                  |         |     |     |     |     |   |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |            |  |                                          | VEHICLE INFORMATION              |               |               |                  |         |     |     |     |     |   |
| City                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  | State      |  | Zip                                      | Date and time                    | OUT           | Date and time | IN               |         |     |     |     |     |   |
| HAWTHORNE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  | NJ         |  |                                          | 8/23/2021                        | 9:17 AM       | 9/21/2021     | 11:45 AM         |         |     |     |     |     |   |
| Driver's License No.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  | State      |  | Expires                                  | Date and time                    | DUE IN        | Advisor:      |                  |         |     |     |     |     |   |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  | NJ         |  | 11/16/2023                               | 8/24/2021                        | 9:17 AM       | stephen rossi |                  |         |     |     |     |     |   |
| Birth Date                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |  | Telephone  |  |                                          |                                  |               |               |                  |         |     |     |     |     |   |
| 943                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |            |  |                                          |                                  |               |               |                  |         |     |     |     |     |   |
| <b>ONLY THE BELOW NAMED PERSONS ARE AUTHORIZED AS ADDITIONAL DRIVERS.<br/>IF NONE, PRINT "NONE" ACROSS THIS SECTION AND HAVE SIGNED BY CUSTOMER.</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  |            |  |                                          | No.                              |               | State         |                  |         |     |     |     |     |   |
| Additional Driver's Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  | Birth Date |  | Year                                     |                                  | Make          |               |                  |         |     |     |     |     |   |
| NONE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  |            |  | 2020                                     |                                  | Lincoln       |               |                  |         |     |     |     |     |   |
| Driver's License No.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  | State      |  | Expires                                  |                                  | Model         |               | Color            |         |     |     |     |     |   |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |            |  |                                          |                                  | Aviator       |               | WHITE            |         |     |     |     |     |   |
| Additional Driver's Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  | Birth Date |  | Tag #                                    |                                  |               |               |                  |         |     |     |     |     |   |
| NONE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  |            |  |                                          |                                  |               |               |                  |         |     |     |     |     |   |
| Driver's License No.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  | State      |  | Expires                                  |                                  | Miles Allowed |               |                  |         |     |     |     |     |   |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |            |  |                                          |                                  |               |               |                  |         |     |     |     |     |   |
| CUSTOMER INSURANCE INFORMATION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |            |  |                                          | Mileage OUT                      |               | Mileage IN    |                  |         |     |     |     |     |   |
| Insurer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  | P          |  | Expiration Date                          |                                  | 6199          |               | 7361             |         |     |     |     |     |   |
| Allstate                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  |            |  | 9/14/2021                                |                                  |               |               |                  |         |     |     |     |     |   |
| Agent                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |  | Telephone  |  | Miles Driven                             |                                  | 1162          |               | Chargeable Miles |         |     |     |     |     |   |
| Allstate                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  |            |  |                                          |                                  |               |               |                  |         |     |     |     |     |   |
| Insured Vehicle Year/Make/Model/Color                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |  |            |  |                                          | FUEL                             |               |               |                  |         |     |     |     |     |   |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |            |  |                                          | IN                               | F             | 7/8           | 3/4              | 5/8     | 1/2 | 3/8 | 1/4 | 1/8 | E |
| License No.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  |            |  |                                          | OUT                              | X             | 7/8           | 3/4              | 5/8     | 1/2 | 3/8 | 1/4 | 1/8 | E |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |            |  |                                          | RATES DO NOT INCLUDE FUEL        |               |               |                  | CHARGES |     |     |     |     |   |
| <input type="checkbox"/> PERMISSION TO TOW TRAILER WITH LOAD CAPACITY IN EXCESS OF 2,000 POUNDS; NOT TO EXCEED MANUFACTURER'S WEIGHT SPECIFICATIONS.<br><br>You are required to return the Vehicle with at least the same amount of fuel as when rented. If you do not return the Vehicle with at least the same amount of fuel; you will pay us a refueling fee of \$ _____ plus fuel @ \$5.00 per gallon.<br><br>Unless otherwise noted, any daily rate is based on a 24-hour period.<br><br>Notice: New Jersey requires that every child (1) under 2 years of age and weighing less than 30 pounds be transported in a rear facing child passenger restraint system equipped with a five-point harness, (2) under 4 years of age and weighing less than 40 pounds be transported in a rear facing child passenger restraint system equipped with a five-point harness (until the child outgrows the manufacturer's recommended top height or weight) or in a forward facing child passenger restraint system equipped with a five-point harness, and (3) under 8 years of age and less than 57 inches in height be transported in a forward facing child passenger restraint system equipped with a five-point harness (until the child outgrows the manufacturer's recommended top height or weight, at which point the child shall be secured in a rear booster seat) or in a booster seat. You are responsible for supplying a child safety seat or renting one from us.<br><br>The following are "Prohibited Uses": Use by an unauthorized driver; smoking, vaping or use of tobacco products in the Vehicle; use of the Vehicle by anyone under the influence of alcohol or prescription or non-prescription drugs; and carrying persons or property for hire or providing transportation network company or other transportation services. See Paragraph 6 of the Terms and Conditions for other Prohibited Uses and additional information.<br><br>By signing below, you: agree to the terms and conditions of this Agreement set forth on this Face Page, the Vehicle Condition Report, and all pages of the Vehicle Use Terms and Conditions; acknowledge that you had an opportunity to read the entire Agreement before signing; authorize us to process a separate payment card voucher in your name for all Charges, including Tolls and Violations and to release your billing/rental information to third parties for billing/processing and other legitimate purposes; permit us to reserve against your payment card the amount noted in the Charges column; agree that binding consideration exists, as further described in Section 2 of the Terms and Conditions of this Agreement; and authorize us to adjust your payment card account to reflect changes in amounts due or overpaid as a result of our final audit.<br><b>ALL CHARGES SUBJECT TO FINAL AUDIT</b> |  |            |  |                                          | HOURS: _____ @ \$ _____ PER HOUR |               |               |                  |         |     |     |     |     |   |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |            |  |                                          | DAYS: 30 @ \$ 72.00              |               |               |                  | 2160.00 |     |     |     |     |   |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |            |  |                                          | WEEKS: _____ @ \$ _____          |               |               |                  |         |     |     |     |     |   |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |            |  |                                          | MILES: _____ @ _____¢ PER MILE   |               |               |                  |         |     |     |     |     |   |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |            |  |                                          | TOTAL TIME & MILEAGE CHARGES ➡   |               |               |                  |         |     |     |     |     |   |
| TAXABLE FUEL 2.52 GAL. @ \$5.00                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |            |  | 12.60                                    |                                  |               |               |                  |         |     |     |     |     |   |
| TAXABLE SUB-TOTAL ➡                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |            |  |                                          |                                  |               |               |                  |         |     |     |     |     |   |
| TAX @ _____%                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |  |            |  |                                          |                                  |               |               |                  |         |     |     |     |     |   |
| NON-TAXABLE FUEL _____ GAL. @ \$ _____                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |  |            |  |                                          |                                  |               |               |                  |         |     |     |     |     |   |
| DOMESTIC SECURITY FEE @ \$5/DAY                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |            |  |                                          |                                  |               |               |                  |         |     |     |     |     |   |
| NET DUE CUSTOMER DEPOSIT / REFUND / OTHER                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  |            |  |                                          |                                  |               |               |                  |         |     |     |     |     |   |
| SUB-TOTAL                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  |            |  |                                          |                                  |               |               |                  |         |     |     |     |     |   |
| TOTAL CHARGE ➡                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |            |  | 2160.00                                  |                                  |               |               |                  |         |     |     |     |     |   |
| METHOD OF PAYMENT                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |  |            |  | REFUNDED                                 |                                  |               |               |                  |         |     |     |     |     |   |
| \$ _____ <input type="checkbox"/> CHECK<br><input type="checkbox"/> AMEX <input type="checkbox"/> MC<br><input type="checkbox"/> VISA <input type="checkbox"/> OTHER<br>EXPIRES _____<br># _____<br><input type="checkbox"/> CARD VERIFIED                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |  |            |  | \$ _____<br>CUSTOMER INITIALS<br>X _____ |                                  |               |               |                  |         |     |     |     |     |   |



VEHICLE REPORT

| Condition OUT:                                                                     |                                           |                                                    | Condition IN:                                                                       |                                           |                                                    |
|------------------------------------------------------------------------------------|-------------------------------------------|----------------------------------------------------|-------------------------------------------------------------------------------------|-------------------------------------------|----------------------------------------------------|
| <input type="text" value="Left Head Light"/>                                       |                                           | <input type="text" value="Right Head Light"/>      | <input type="text" value="Left Head Light"/>                                        |                                           | <input type="text" value="Right Head Light"/>      |
| <input type="text" value="Left Front Panel"/>                                      | <input type="text" value="Front Bumper"/> | <input type="text" value="Right Front Panel"/>     | <input type="text" value="Left Front Panel"/>                                       | <input type="text" value="Front Bumper"/> | <input type="text" value="Right Front Panel"/>     |
| <input type="text" value="Left Front Tire"/>                                       | <input type="text" value="Hood"/>         | <input type="text" value="Right Front Tire"/>      | <input type="text" value="Left Front Tire"/>                                        | <input type="text" value="Hood"/>         | <input type="text" value="Right Front Tire"/>      |
| <input type="text" value="Left Driver Door"/>                                      | <input type="text" value="Roof"/>         | <input type="text" value="Right Front Pass Door"/> | <input type="text" value="Left Driver Door"/>                                       | <input type="text" value="Roof"/>         | <input type="text" value="Right Front Pass Door"/> |
| <input type="text" value="Left Rear Door"/>                                        | <input type="text" value="Rear Window"/>  | <input type="text" value="Right Rear Pass Door"/>  | <input type="text" value="Left Rear Door"/>                                         | <input type="text" value="Rear Window"/>  | <input type="text" value="Right Rear Pass Door"/>  |
| <input type="text" value="Left Rear Tire"/>                                        | <input type="text" value="Rear Bumper"/>  | <input type="text" value="Right Rear Tire"/>       | <input type="text" value="Left Rear Tire"/>                                         | <input type="text" value="Rear Bumper"/>  | <input type="text" value="Right Rear Tire"/>       |
| <input type="text" value="Left Rear Panel"/>                                       |                                           | <input type="text" value="Right Rear Panel"/>      | <input type="text" value="Left Rear Panel"/>                                        |                                           | <input type="text" value="Right Rear Panel"/>      |
| <input type="text" value="Left Tail Light"/>                                       |                                           | <input type="text" value="Right Tail Light"/>      | <input type="text" value="Left Tail Light"/>                                        |                                           | <input type="text" value="Right Tail Light"/>      |
|  |                                           |                                                    |  |                                           |                                                    |

## New Jersey Vehicle Use Agreement Terms and Conditions ("Terms and Conditions")

1. **Definitions.** "Agreement" means all terms and conditions found on the "Face Page" and on all pages of these Terms and Conditions. "You" or "your" means the person identified as the Customer on the Face Page, each person signing this Agreement, every Authorized Driver and each person or organization to whom charges are billed by us at its or the Customer's direction. You are jointly and severally bound by this Agreement. "We," "us" or "our" means the independent automobile dealer or its affiliate named elsewhere in this Agreement. "Vehicle" means the automobile or truck identified in this Agreement and each vehicle we substitute for it, and all its tires, tools, accessories, equipment, keys and documents. The Vehicle may be a temporary substitute for a Customer-owned or Customer-leased vehicle that you have given us the opportunity to service or repair ("Service Replacement Vehicle"). "Rental Period" means the period from the time you take possession of the Vehicle until the time that the Vehicle is either returned to or recovered by and checked in by us. "Loss of Use" means the loss of our ability to use the Vehicle for any purpose due to damage to it or loss of it during the Rental Period, including uses other than for rental, such as display for rent or sale, opportunity to upgrade or sell, or transportation of employees. "Daily Vehicle Rate" means either: your daily time and mileage fee; or, for Service Replacement Vehicles, the daily time and mileage fee that we typically charge for vehicles of the same type as the Vehicle. "Diminished Value" means the actual cash value of the Vehicle just prior to damage or loss less the value of the Vehicle after repair or replacement. "Charges" means the fees and charges that are incurred under this Agreement. "Vehicle License Fee" means our estimate of the average per day per vehicle portion of our total annual vehicle licensing, titling, and registration costs.

2. **Nature of Contract; Consideration; Indemnity and Warranties.** This Agreement is a contract for rental of the Vehicle offered to you. This rental is solely a bailment for mutual consideration. By signing the Face Page, you agree to all terms and conditions of this Agreement and acknowledge that binding consideration exists, as follows: our opportunity to service or repair a vehicle you left with us; financial benefits we receive from others for the service/repair work; financial benefits we receive from others to obtain and use this Vehicle as a Service Replacement Vehicle; a fee you pay us; and/or the rights and obligations of this Agreement. To the extent permitted by New Jersey law, you: (a) agree to indemnify us, defend us and hold us harmless from all claims, liability, costs and attorney fees we incur resulting from or arising out of this Agreement or your use of the Vehicle; and (b) we make no warranties, express, implied or apparent, regarding the Vehicle, no warranty of merchantability and no warranty that the Vehicle is fit for a particular purpose.

3. **Authorized Drivers.** You represent that you are a capable and validly licensed driver.

(a) **Definition.** "Authorized Driver" means: (i) the Customer and the Customer's spouse or domestic partner; (ii) additional drivers listed by us in this Agreement; (iii) if the Customer is a business entity, "Authorized Driver" includes Customer employees who are permissible drivers on the business entity's auto insurance policy; (iv) the Customer's employer, employee or coworker who is engaged in a common business activity with the Customer; (v) a licensed driver driving the Vehicle to a medical or police facility during an emergency; and (vi) a person who parks the Vehicle in a commercial establishment. (b) **Requirements.** Each Authorized Driver must possess a valid driver's license and meet our age restrictions: (i) if the Vehicle is a Service Replacement Vehicle, and the Customer is the sole registered owner of a vehicle left with us for service or repair, then the Customer and the Customer's spouse or domestic partner must be at least age 18. Otherwise, the Customer and the Customer's spouse or domestic partner must be at least age 21; and (ii) an Authorized Driver defined in paragraphs 3(a)(i) through 3(a)(iv) must be at least age 21. There are no minimum age requirements for Authorized Drivers defined in Paragraphs 3(a)(v) and 3(a)(vi). Authorized Drivers are the only persons permitted to drive the Vehicle.

4. **Inspection; Condition and Return of Vehicle.** You must return the Vehicle to our office on the date and time specified on the Face Page (or sooner upon our demand) with at least as much fuel as when rented, unless we offer, and you purchase, pre-paid fuel. We may repossess the Vehicle at your expense without notice to you if the Vehicle is abandoned or used in violation of law or this Agreement. You may extend the Rental Period for up to one week if you obtain our consent before the date due, and we may require you to return the Vehicle to our office for inspection. The total Rental Period may not exceed 30 days under any circumstances. The Vehicle must be returned in the same condition that you received it except for ordinary wear. If the Vehicle is returned after closing hours, you remain responsible for all damage to or loss of it until we inspect it on reopening for business, and Charges may continue to accrue. You must obtain our prior written approval before servicing the Vehicle or replacing parts or accessories. You will check and maintain Vehicle fluid levels. You grant us, our agents, assigns and each person with a financial interest in the Vehicle the right to inspect the Vehicle during the Rental Period.

5. **Responsibility for Damage or Loss; Reporting to Police.** Regardless of fault, you are responsible for theft or loss of the Vehicle and all damage to it, including damage caused by collision, weather, road conditions, acts of nature, theft, and vandalism. Your responsibility includes: (a) all physical damage to the Vehicle measured as follows: (i) if we determine that the Vehicle is a total loss, the actual cash value of the Vehicle; (ii) if we determine that the Vehicle is repairable: (A) the difference between the value of the Vehicle immediately before the damage and the value immediately after the damage; or (B) the reasonable estimated retail value or actual cost of repair plus Diminished Value; (b) Loss of Use, which shall be measured by multiplying the Daily Vehicle Rate by the actual or estimated number of days from the date the Vehicle is damaged until it is replaced or repaired, which you agree represents a reasonable estimate of Loss of Use damages and not a penalty. Loss of Use shall be payable regardless of fleet utilization; (c) a reasonable administrative fee based on damage repair estimates; (d) towing, storage, and impound charges and other reasonable incidental and consequential damages; and (e) all costs associated with our enforcement of this Agreement or collection of Charges, including attorneys' fees, collection fees, and costs whether or not litigation is commenced. You are responsible for replacing missing equipment and Vehicle documents and keys. You must report all Vehicle accidents and incidents of theft or vandalism to us and the police upon discovery.

6. **Prohibited Uses.** The following uses of the Vehicle are prohibited and constitute material breaches of this Agreement. The Vehicle shall not be used: (a) by anyone who is not an Authorized Driver or not licensed to drive, or by anyone whose driving license is suspended; (b) by anyone under the influence of alcohol or prescription or non-prescription drugs; (c) by anyone who obtained the Vehicle or extended the Rental Period by giving us false, fraudulent or misleading information; (d) for an illegal purpose or in the commission of a felony or other crime; (e) to carry persons or property for hire or to provide transportation network company or other transportation services; (f) to tow an object in excess of 2,000 pounds, unless specifically approved by notation on the Face Page, or to push anything; (g) in a race or speed contest; (h) to teach anyone to drive; (i) outside the United States or Canada, or outside the geographic area described elsewhere in this Agreement, if any; (j) on an unpaved surface; (k) when the odometer has been tampered with or disconnected; (l) when it is reasonable to expect you to know that further operation of the Vehicle would damage it; (m) if applicable, by anyone who lacks experience driving a vehicle with manual transmission; (n) to transport an animal (other than a service animal); (o) to carry more passengers than the number of existing seatbelts; (p) by anyone driving or operating the Vehicle while using a hand-held wireless communication device (or other device that is capable of receiving or transmitting telephonic communications, electronic data, mail or text messages) while not in a hands-free mode; (q) in a willful or reckless manner or to intentionally damage the Vehicle or cause injury or property damage to others; or (r) by anyone who is smoking, vaping, or using tobacco products in the Vehicle. PROHIBITED USE OF THE VEHICLE VIOLATES THIS AGREEMENT AND VOIDS ALL LIABILITY AND OTHER INSURANCE COVERAGE (TO THE EXTENT PERMITTED BY NEW JERSEY LAW).

7. **Responsibility to Others.** You are responsible for all damage or loss you cause to others. You agree to maintain automobile insurance during the term of this Agreement which provides to the owner, to us, and to you, the following primary coverage: (a) Bodily injury ("BI") and property damage ("PD") liability coverage; (b) Personal injury protection ("PIP"), no-fault, or similar coverage where required; and (c) Uninsured/underinsured ("UM"/"UIM") coverage where required. Your insurance coverage will provide at least the minimum limits of coverage required by the financial responsibility laws of the state where the loss occurs. Where permitted by law, by signing this Agreement, you reject UM, UIM, and supplemental no-fault or PIP coverages. Where we are required to provide such coverage, you hereby select the minimum limits required by law. Because you are providing auto insurance, we are not. In states where the law requires us to provide insurance, your insurance will be primary. Any insurance we are required to provide applies only to claims of accidental BI and PD resulting from the use of the auto, and is excess to any other valid and collectible insurance whether primary, secondary, excess or contingent. New Jersey Notice: New Jersey law generally does not permit rejection of PIP, no-fault or UM/UIM. The New Jersey minimum financial responsibility limits have been selected for those coverages on your behalf. Our insurance policy contains exclusions, conditions, and limitations applicable to anyone claiming coverage. You agree to cooperate with our insurer if any claim is made, and give us immediate notice of damage, claim, or lawsuit against you. Our insurance applies only in the United States and Canada. Engaging in a Prohibited Use described in paragraph 6 or any other material breach of this Agreement will void any insurance coverage.

8. **Reserve: Charges.** You permit us to reserve against your payment card at the time of rental a reasonable amount in addition to estimated total charges. We may use the reserve to pay all Charges. We will authorize the release of any excess reserve upon the completion of your rental. Your payment card issuer's rules will apply to your credit line or account being credited for the excess, which may not be immediately released by your card issuer. You will pay us all Charges, including: (a) taxes, surcharges, and other fees; (b) a return check fee if you pay us with a check returned unpaid (up to the maximum permitted under New Jersey law); (c) all expenses we incur recovering the Vehicle if it is not returned to the renting location on the date and time promised; (d) all costs we incur collecting payment from you or otherwise enforcing our rights under this Agreement; (e) a late fee on all Charges that are not paid when due to the extent permitted by New Jersey law; (f) a reasonable fee to clean the Vehicle if it is returned with evidence of smoking, vaping, or animals or otherwise substantially less clean than when received by you; (g) fuel and a refueling fee if you return the Vehicle with less fuel than when received by you; (h) applicable time and mileage fee; (i) a mileage charge based on our experience if the odometer is tampered with; (j) towing, storage charges, Tolls, Violations, forfeitures, court costs, penalties and all other costs we incur resulting from your use of the Vehicle; (k) a reasonable fee if you lose the keys, key fob, or toll transponder to the Vehicle; and (l) a surcharge if you do not return the Vehicle on the date and time and to the location specified on the Face Page. All Charges are subject to our final audit.

9. **Responsibility for Tolls, Traffic Violations, and Other Charges.** You are liable for all tolls ("Tolls") and parking citations, photo enforcement fees, fines for toll evasion, and other fines, fees, and penalties (each a "Violation") assessed against you, us or the Vehicle during the Rental Period. If we are notified by charging authorities that we may be responsible for payment of a Toll or Violation, you agree that we or a processing firm ("Processor") may, in our sole discretion and without prior notice to you, pay the Toll or Violation plus applicable taxes on your behalf directly to the appropriate authority. If we or a Processor elect to pay a Toll or Violation, you may not be able to challenge the validity of the Toll or Violation before the charging authority. We or the Processor will charge you the face value of the Toll or Violation and any taxes, plus an administrative fee per Toll and Violation. If we or a Processor, in our sole discretion, elect to transfer liability for a Toll or Violation assessed against the Vehicle during the Rental Period to you personally, we or the Processor will charge you an administrative fee per Toll or Violation. You authorize us to release your rental and payment card information to the charging authorities and the Processor for processing and billing purposes. If we or the Processor pay a Toll or Violation, you authorize us and the Processor to charge all payments and administrative fees to the payment card you used in connection with this Agreement. Certain toll roads do not accept cash. To avoid toll violations and associated fines, fees, and taxes (and our administrative fees), you must pay all tolls with a personal transponder that is accepted on the road; use only cash lanes and pay cash; plan a route to avoid tolls; or consult local authorities for other payment methods.

10. **Personal Property and Information.** To the extent permitted by New Jersey law, you release us, our agents, and our employees from all claims for loss of or damage to personal property that was left with us or carried in the Vehicle. If you fail to claim property left in the Vehicle for more than 30 days, we may dispose of that property in a manner we choose. You agree that we may disclose personally identifiable information about you to applicable law enforcement agencies or to our affiliates or third parties in connection with enforcement of our rights under this Agreement and for other legitimate business purposes. The Vehicle may be equipped with an infotainment system, which may download your personal contacts, communications, location or other digital data. You should wipe all personal information from the Vehicle's systems before returning it.

11. **Telematics Notice and Release.** You acknowledge that the Vehicle may be equipped with a telematics system, global positioning satellite ("GPS") technology, an electronic locator device, and/or an event data recorder (collectively "Telematics System"). Your use of the Vehicle may be remotely monitored by us or on our behalf through a Telematics System to the extent permitted by law. Remote monitoring may include the collection of Vehicle data, such as location, odometer, oil life, fuel level, tire pressure, battery charge, diagnostic trouble codes, and other elements that we may deem necessary or desirable. You acknowledge that these systems may use cellular telephone, wireless technology, or radio signals to transmit data, and therefore you should have no expectation of privacy related to the use of this Vehicle. You shall inform any and all drivers and passengers of the Vehicle of the terms of this paragraph. We are not responsible for the operability of any Telematics System included with the Vehicle. To the extent permitted by law, you agree to release and indemnify, defend and hold us, the operator of the Telematics System, wireless carriers, and other suppliers of components or services harmless from any damage to persons or property caused by failure of a Telematics System to operate properly, or otherwise arising from the use of the Telematics System.

12. **Miscellaneous.** No term of this Agreement can be waived or modified except by a writing that we have signed or on a form that we provide. This Agreement constitutes the entire agreement between you and us. All prior representations and agreements between you and us regarding the use of the Vehicle are void. Our waiver of a breach of this Agreement, our acceptance of payment from you, or our failure, refusal or neglect to exercise our rights under this Agreement does not constitute a waiver of another provision of this Agreement. You waive all recourse against us for criminal prosecutions we take against you for breach of this Agreement. TO THE EXTENT PERMITTED BY NEW JERSEY LAW, YOU RELEASE US FROM ALL LIABILITY FOR CONSEQUENTIAL, SPECIAL OR PUNITIVE DAMAGES IN CONNECTION WITH THIS TRANSACTION OR THE RESERVATION OR USE OF A VEHICLE. The limitation regarding recovery of punitive damages is not applicable to claims brought for violations of the New Jersey Consumer Fraud Act. This Agreement will be governed by the laws of the State of New Jersey. If a provision of this Agreement is deemed void the remaining provisions are valid and enforceable.

Customer Initial \_\_\_\_\_

CASE NUMBER: [REDACTED] STATUS: Resolved  
OPEN: 09-16-2021 CLOSED: 09-29-2021 BUSINESS UNIT NAME: Ford  
RESPONSE TEAM: Lincoln Concierge NA CRC COMMUNICATION: Phone  
CASE CLASS LV 1234: Vehicle Concern | Buyback Request | Non-California Vehicle | CCT Criteria  
DEALER NAME: Landmark Ford  
PA CODE: 08559 DLR SALES CODE: 74022 REGION: W5 ZONE: W5B  
VIN: [REDACTED] MODEL YEAR: 2020 MODEL: AVIATOR MILEAGE: 24,006  
BODY STYLE: J7X - AVIATOR SIGNATURE AWD 4-DR MPV  
LAST NAME FIRST NAME MIDDLE: [REDACTED] |  
ADDRESS: [REDACTED]  
CITY STATE ZIP COUNTRY: PORTLAND | OR | [REDACTED] | USA  
HOME PHONE: [REDACTED]  
SYMPTOMS: Driver Aides & Information | Warning Indicators/Messages/Chimes | Powertrain Malfunction (wrench image) | Flashes  
ANALYST NAME: Randall Shirlaw OPEN ANALYST NAME: Bertha Carey  
COMMENTS:

2021-09-16 17:05:02 [REDACTED] CLIENT SAYS: I was on the highway driving the vehicle. It will change from modes by itself, dash flickers on and off, the four wheel drive not working. I was in cruise control and turned it off as it was close to the house and that's when we were close to the vehicle. Service trac control was on. I dropped on. CLT states I was on a vacation. Weeks to fix it. The wrench light came on but the cruise control came on. DLR can't duplicate it. I don't feel safe driving the vehicle anymore. I've never paid for a car and had the worst experience. The dash intermittently turns on and off. I drive 800 miles and getting closer to my house all the lights came on. When you speed last minute the trac control is not on and you can't use cruise control. Unless you give me a nice warranty on it, I'll keep it. Something happening to the drive train while going 75- 80MPH. What if the brakes stop working. Oct 4, is the first available appointment. I don't have another car. What if anti-brake stopped working? I want this bought back. AWD- 4 wheel drive is bad when it's not working. Radio volume goes up and down. PER CLIENT, DLR SAYS: LANDMARK FORD LINCOLN. Sherri Wallace 5036391131/SA OBC to DLR| 5036391131 CSM advised Sherri/service manager just called clt is she available? DLR advised the appointment is for tire repair. There's a new air leak on the passenger side. CRC ADVISED: CSM advised that I'll do GFR and advise you if the vehicle is eligible for it to be replaced or repurchased. CSM advised I'll call you 9/23 with decision Next steps: milestone

2021-09-16 17:09:52 1) Where is the vehicle located? clt 2) Mileage of vehicle? 24006 3) Is the vehicle leased or purchased? leased 4) Is client original owner? yes 5) State where the vehicle was purchased? OR 6) State where the vehicle is registered? OR 7) Is the client in a loaner? no 8) Client's alleged number of repair attempts for the same non-conformity? 0 9) Alleged number of days out of service for warranty repairs?51 10) All dealers where repair attempts have occurred? Landmark Ford Lincoln 11) Determine if repairs were covered under an ESP or other maintenance plan (check Oasis). NVLW Next steps: milestone

2021-09-16 17:36:13 COM approved GFR

2021-09-16 18:02:17 RAV: 628243 NEXT STEPS: CHECK

2021-09-17 14:56:57 Ford RAV Case Transmission CASE NUMBER: [REDACTED]

2021-09-22 22:08:12 OBC to CLT [REDACTED] CSM left voicemail advising I see that RAV has reached out to you. They will be your POC. But feel free to call if I can assist I will. next steps: call dlr

2021-09-22 22:11:06 OBC to DL [REDACTED] CSM will call dlr back tomorrow as CLT called on the other line. next steps: call dlr; did we diagnose vehicle? were we able to duplicate concern?

2021-09-22 22:28:30 IBC from CLT [REDACTED] CLT states RAV hasn't reached out to me. They will be your POC once they do but I'll call you 9/25 to ensure we've been able to get you get a hold of you. If for some reason we haven't then I will provide the number. But feel free to call if Marie/rav calls you. CSM advised I don't know if they brake your lease and you start a new one. CLT states I love this car but I don't feel safe in it. CLT states I'll get a new one of this vehicle if I have to. CLT is contact Lincoln is standing by their products next steps: call dlr

2021-09-22 22:28:58 \*\*clt is expecting car 9/23\*\* next steps: call dlr

2021-09-24 15:47:31

RAV has made contact with the customer and the RAV is moving forward

2021-09-25 19:26:22 OBC to CLT [REDACTED] RAV did reach out to me. CSM advised call me in the future if theres' anything else I can assist with. CLT thanked for f/u. next steps: close case

2021-09-28 21:51:42 OBC to DLR| 5036391131 Sherri/service manager CSM left contact information and requested to know did we give the vehicle back? Is it at the dlr still? Please advise so I can update my notes next steps: call dlr

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Information Provided  
OPEN: 09-21-2021 CLOSED: 09-21-2021 BUSINESS UNIT NAME: Ford  
RESPONSE TEAM: Lincoln Concierge NA CRC COMMUNICATION: Phone  
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has not been to dealer |  
DEALER NAME:  
PA CODE: DLR SALES CODE: REGION: ZONE:  
VIN: [REDACTED] MODEL YEAR: 2020 MODEL: AVIATOR MILEAGE: 20,599  
BODY STYLE: J7X - AVIATOR SIGNATURE AWD 4-DR MPV  
LAST NAME FIRST NAME MIDDLE: [REDACTED] |  
ADDRESS: [REDACTED]  
CITY STATE ZIP COUNTRY: SINTON | TX | [REDACTED] | USA  
HOME PHONE: [REDACTED]  
SYMPTOMS: Driver Aides & Information | Warning Indicators/Messages/Chimes | 4x2/4x4 | Flashes  
ANALYST NAME: Terri Pring OPEN ANALYST NAME: Terri Pring  
COMMENTS:

2021-09-21 20:48:53 NAME: [REDACTED] PHONE: [REDACTED] EMAIL: [REDACTED] ADDRESS: [REDACTED]  
[REDACTED] CLV: 89 VEH: 2020 Aviator VIN: [REDACTED] WSD: 29-August-  
2020 MILEAGE: 20599 DLR: Access Ford Lincoln of Corpus Christi CLT SAYS: got car 8/29/2020 There's  
something wrong with car, called DLR, they said they can't service car until end of October. Then said they  
might be able to look at it if I drop it off, but they don't have loaners. Electrical or computer system issue - a lot  
of features aren't working. Dash is flashing drive control malfunction, pre-collision error. Cruise control going  
on and off. DLR saying that veh is safe, but don't feel that way. Not getting services I was promised upon sale  
of veh. PER CLT DLR SAYS: no loaners till end of October CSM ADVISED: -CSM apologized for concerns  
-DLRs are experiencing shortage of loaners at this time, but Lincoln does have provisions in place to assist  
with cost of outside rental. -CLT is responsible for finding rental in their area, Lincoln will reimburse for up to  
\$72 a day for time veh is in for service. -Will send contact info and case number via email. NEXT STEPS:  
email clt, close case

2021-09-21 20:54:08 OBE to CLT: [REDACTED] It was a pleasure to speak with you this afternoon regarding your 2020 Aviator. I  
was so sorry to hear that you were experiencing multiple warnings on your dashboard. as discussed on our  
call, Lincoln does have provisions in place to assist with outside rental costs when dealers are unable to  
provide loaners for warranty service. Once you have procured a rental vehicle from the agency of your  
choice, please feel free to let us know so that we can follow the repair and offer assistance to the dealer.  
Lincoln can reimburse for up to \$72 a day while your vehicle is in for service. Should you have any further  
questions or concerns, please do not hesitate to reach out. My direct contact information can be found in the  
signature to this email, and your case number is referenced in the subject line. Please note that I will be out of  
the office from 9/22 until 9/26 with no access to email. Should you need immediate assistance while I am out,  
please reach out to the Client Relationship Center at (800) 521-4140 and provide your case number, and any  
one of my colleagues will be able to assist you. Kind regards, NEXT STEPS: close case

CASE ATTACHMENTS:



CASE NUMBER: [REDACTED] STATUS: Information Provided  
OPEN: 09-25-2021 CLOSED: 09-25-2021 BUSINESS UNIT NAME: Ford  
RESPONSE TEAM: Lincoln Concierge NA CRC COMMUNICATION: Phone  
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Outside Criteria |  
DEALER NAME: Irwin Lincoln  
PA CODE: 10423 DLR SALES CODE: 14105 REGION: NE ZONE: NEC  
VIN: [REDACTED] MODEL YEAR: 2020 MODEL: AVIATOR MILEAGE: 16,540  
BODY STYLE: J7X - AVIATOR SIGNATURE AWD 4-DR MPV  
LAST NAME FIRST NAME MIDDLE: [REDACTED] |  
ADDRESS: [REDACTED]  
CITY STATE ZIP COUNTRY: FREEHOLD | NJ | [REDACTED] | USA  
HOME PHONE: [REDACTED]  
SYMPTOMS: Driver Aides & Information | Warning Indicators/Messages/Chimes | Not Listed | UNKNOWN  
ANALYST NAME: Heather Ruttle OPEN ANALYST NAME: Heather Ruttle  
COMMENTS:  
2021-09-25 13:09:19

CLT SAYS: while driving home after service she is getting weird messages. Drive mode selection reduced due to system fault, pre-collision not available, hillside assist not available. She said she was there at DLR two weeks ago and had gone for maintenance and her door button had broken and she went back and had that repaired. She said she thinks they did the recall. She said she hasn't been back to DLR since this concern. Irwin Lincoln in Freehold, SA Nick.

PER CLIENT DLR SAYS: n/a

CSM ADVS: CSM apologized and said sees recall on VIN [REDACTED] and said first step is diagnosis and offered to call DLR (CLT said no her husband is unhappy with DLR and CSM said can search other DLRS and CLT said no call Irwin please) CSM offered her contact information for future inquiries to CLT and CLT requested an email (CSM agreed/emailed CLT). CSM did say CLT can go to Ford/Lincoln dealers.

> [OBC to the DLR] (732) 462-1818| SA Cat

CSM called DLR and dealer said can get client scheduled in next few weeks. She said they have no loaners and CSM said there is a recall on VIN, please contact SSSC with questions if needed.

BACK to CLT: CSM said Cat SA said there are openings in next couple of weeks and offered to transfer call (CLT agreed).

NEXT STEPS: Close case until future contact for inquiries.

2021-09-25 13:09:38

> [Email to Client]

Hello Ms. [REDACTED]

I hope this finds you well.

I am sending you a courtesy e-mail containing my contact information as well as my hours.

I am in the office from 8:00 am to 4:30 pm. My days off are Thursday and Sunday. Feel free to reach out if you have any questions or concerns in the future. I would be happy to help!

Thank you so much for being a part of the Lincoln family. Have a great rest of your day!

Warm regards,

NEXT STEPS: Close case until future contact for inquiries.

2021-10-01 12:28:15

> |Email From Client [REDACTED]

Hi [REDACTED]

Thank you for your assistance. I made an appt for Oct 12 at Irwin Lincoln.

BTW, My husband found a complaint report on the NHTSA website about the safety errors messages that were very similar to what I experienced.

So I feel better that I am not the only one. I am hopeful it can be resolved with a software update.

Enjoy your days off.

And Thanks Again!

NEXT STEPS: CSM review, keep case closed.

<https://www.nhtsa.gov/vehicle/2020/LINCOLN/AVIATOR/SUV/4WD>

February 17, 2021 NHTSA ID NUMBER: 11396700 Components: SERVICE BRAKES, BACK OVER PREVENTION, FORWARD COLLISION AVOIDANCE

NHTSA ID Number [REDACTED]  
Incident Date January [REDACTED] 2021  
Consumer Location RICHMOND, VA  
Vehicle Identification Number [REDACTED]  
Summary of Complaint

CRASH No  
FIRE No  
INJURIES 0  
DEATHS 0

BRAKES FAILED WHEN DRIVING DOWN MY DRIVEWAY, WHICH IS A STEEP HILL. RECEIVED SIX ERROR "SERVICE NOW" MESSAGES: SERVICE ADVANCE TRAC, CHECK BRAKE SYSTEM, HILL DESCENT CONTROL FAULT, PARK BRAKE MALFUNCTION, PRE-COLLISION ASSIST NOT AVAILABLE. WAS ABLE TO ROLL TO A STOP AND HAD TO CALL TOW TRUCK. SUBSEQUENT CONVERSATION WITH DEALER SERVICE DEPT, WAS TOLD RECALL 20U29 APPLIES. GAVE ME A DOZEN 'CODES' FOR FAULTY/AFFECTED SYSTEMS ON CAR BEFORE I STOPPED HIM BECAUSE I DID NOT UNDERSTAND THE ACRONYMS. I HAVE SEARCHED AND CANNOT FIND A RECALL BY THAT NUMBER. THE BRAKE FAILURE WAS SCARY AND I AM GLAD IT OCCURRED AT HOME.

2021-10-01 12:40:53

> |Email to Client| [REDACTED]

Hello Ms. [REDACTED]

Thank you for your email to Lincoln. I am confident that DLR and update will work.

The best next step is to work with the dealer, but please reach out if you need assistance beyond your appointment date.

Thank you for being a part of our Lincoln family. Have a great day!

Kind Regards,

NEXT STEPS: Keep case closed until future contact.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: In Progress  
 OPEN: 11-09-2021 CLOSED: BUSINESS UNIT NAME: Ford  
 RESPONSE TEAM: Tier 3 Consumer Affairs NA CRC COMMUNICATION: Letter  
 CASE CLASS LV 1234: Consumer Intervention | Demand Letters | |  
 DEALER NAME: Mark McLarty Ford  
 PA CODE: 05023 DLR SALES CODE: 23205 REGION: C3 ZONE: C3B  
 VIN: [REDACTED] MODEL YEAR: 2020 MODEL: AVIATOR MILEAGE:  
 BODY STYLE: J7X - AVIATOR SIGNATURE AWD 4-DR MPV  
 LAST NAME FIRST NAME MIDDLE: [REDACTED]  
 ADDRESS: [REDACTED]  
 CITY STATE ZIP COUNTRY: SHERIDAN | AR | [REDACTED] | USA  
 HOME PHONE: [REDACTED]  
 SYMPTOMS: Driver Aides & Information | Warning Indicators/Messages/Chimes | 4x2/4x4 | UNKNOWN  
 ANALYST NAME: SYSTEM OPEN ANALYST NAME: Shekar Tippireddy  
 COMMENTS:  
 2021-11-09 16:54:59

11/09/2021 cdonley2 X76796

11/09/2021: Cust submitting MVDN dated 10/29/2021. Received by FMC 11/09/2021 c/s The vehicle has been out of service at least 15 days to repair one or more substantial defects. C/S defects: Lights come on dash: 4WD Malfunction Service Required, Drive Control Malfunction Service Required, PreCollision Assist Not Available, Service Advance Trac and when this occurs all of those functions fail on the automobile, including the disabling of the cruise control.

Cust seeks: Final resolution under Arkansas Lemon Law. --Final repair attempt.  
Consumer Affairs scanning information for handling.

2021-11-09 16:55:08

11/09/2021 cdonley2 X76796 CALA checked and VIN is not listed on OGC VIN list

2021-11-09 16:55:22

11/09/2021 cdonley2 X76796 CALA made OBC to McLarty Daniel Ford Lincoln 479) 250-0922. Spoke with Service and cust has not had vehicle there.

2021-11-09 16:55:48

11/09/2021 cdonley2 X76796 CALA made OBC to Mark McLarty Ford 501-945-1200. Spoke with Gabby in Service and she advised the VIN# is [REDACTED] and Butch Sawyers is the SM and his email address is (bsawyers@mclartyauto.com) and SA is Jennifer Warden (jwarden@mclartyautocom).

2021-11-09 16:56:14

11/09/2021 cdonley2 X76796 CALA made OBC to Cust [REDACTED] Cust advised vehicle arrived vehicle arrived 7/30/2021 at Mark McLarty Ford and they replaced the front axle actuator and have attempted to repair computer and have been unable to resolve the concern.

2021-11-09 17:00:37

11/09/2021: TFOAM # 20320514 OPENED

2021-11-11 15:34:32

11/09/2021 cdonley2 X76796 CALA made OBC to Mark McLarty Ford 501-945-1200. Spoke with Mia she advised SA is not available and she is not able to assist and requested CALA call back.

2021-11-11 15:34:40

11/10/2021 cdonley2 X76796 CALA received IBEs from FSE: Can we book this FRA for either Nov 30th, or Dec 2nd? In either case, please have the customer leave the vehicle at the dealership by 9:00 am on either day they choose. I would recommend that when you set the appointment with the dealer that you ask for Glenn Zumbaum. He is the best SA they have and I know him well. He used to be the SM there as well. The SM Butch Sauers is kind of hands off on the day to day customer handling. Here is Glenn's contact info.

2021-11-11 15:34:49

11/11/2021 cdonley2 X76796 CALA made OBC to wrong DLR in error 479) 250-0922. Did not leave a message at McLarty Daniel Ford

2021-11-11 15:35:00

11/11/2021 cdonley2 X76796 CALA made OBC to Mark McLarty Ford 501-945-1200. Spoke with SA Jennifer and she advised tech is waiting for repsonse from hotline SA advised that they thought repair was fixed on 9/30 but when cust picked up vehicle the fault lights came up on dash and they have been working on to resolve. CALA requested email address and she advised is (jwarden1@mclartyauto.com) and she advised the SM address is (csauers@mclartyauto.com)

2021-11-11 15:41:43

Per below cust came in to pick up 9/10 not 9/30

2021-11-11 15:49:24

11/11/2021 cdonley2 X76796 CALA sent OBE to FSE : Please contact the dealership for possible assistance as the vehicle has been down since July 30, 2021.  
I spoke with the Service Advisor, Jennifer Warden, and she advised they have been unable to resolve the fault warnings that come up and have been working with hotline but no resolution.

2021-11-11 15:49:33

11/11/2021 cdonley2 X76796 CALA received IBE from FSE: Are you saying that the vehicles at the dealership right now? I find it hard to believe that the vehicle would be down since July and me not already notified about it if the technical assistance center was in fact working with the dealership. Something doesn't sound right about this. If the shop foreman had a vehicle that he could not repair since July, he would've contacted me probably by now. I need to go there early next week on another issue more than likely, if the vehicle is there I can do both at the same time. Again, please advise with the vehicle is at the dealership right now?

2021-11-11 15:49:45

11/11/2021 cdonley2 X76796 CALA made OBC to DLR Mark McLarty Ford 501-945-1200. Spoke with SA Jennifer Warden and she advised vehicle is down since 7/30 and is still there. CALA advised have notified FSE and he will be in touch with dealership

2021-11-11 15:49:55

11/11/2021 cdonley2 X76796 CALA sent OBE to FSE: . the vehicle is there now. The assigned Service Advisor is Jennifer Warden (jwarden1@mlartyauto.com).  
I will wait for you to advise different dates for the FRA before notifying the customer.

2021-11-11 16:00:09

11/11/2021 cdonley2 X76796 CALA sent OBE to SM Butch Sauers (csauers@mclartyauto.com) at Mark McLarty Ford requesting DLR Report and ROs.

2021-11-11 16:11:43

11/11/2021 cdonley2 X76796 CALA received IBE from FSE: OK, I'm off until Tuesday morning. I may be back in Monday but I'm not sure yet.

2021-11-11 16:11:56

11/11/2021 cdonley2 X76796 CALA made OBC to [REDACTED] CALA advised cust have requested repair history from McLarty Ford and have reached out to engineer. CALA advised FSE is out of office rest of this week but possibly Monday or more likely Tuesday he will be available to go out to dealership for FRA inspection

2021-11-11 16:12:08

11/11/2021 cdonley2 X76796 CALA sent OBE to FSE: Okay -have a good weekend. Keep me posted upon your return.

2021-11-16 19:42:26

11/16/2021 cdoney2 X76796 CALA received IBE from FSE: I now know the rest of the story. As per the TAC report comments, the dealership drove the car 15 miles one time and 32 miles another without an issue and they thought the car was fixed. These repairs were attempted in May 2020, Aug 2020 and again in Mar 2021.  
As you can see this all occurred prior to July 2021. In July, the car once again was thought to be repaired and parked outside for the customer to pick up.  
According to the shop foreman, unfortunately the customer's wife contracted COVID and passed away. That is the reason why the car has been sitting since July  
, at least that is the shop foreman's understanding of what has happened and why the vehicle was still at the dealership. When the customer came to pick up the car just recently after he settled his affairs regarding his wife's passing, the vehicle acted up again with the same issue. Now the vehicle is back in the shop being repaired, and the shop foreman did actually find an issue with the wiring. I will visit tomorrow and look at the car with the shop foreman to address the final repair attempt request. From what the SF is saying, we feel confident we can fix this issue.

2021-11-16 19:42:32

11/16/2021 cdonley2 X76796 CALA made OBC to Cust [REDACTED] Left VM.

2021-11-16 19:49:43

11/16/2021 cdonley2 X76796 CALA sent OBE to SM Butch Sauers (csauers@mclartyauto.com) at Mark McLarty Ford requesting DLR Report and ROs. 2ND REQUEST

2021-11-17 21:20:32

11/16/2021 cdonley2 X76796 CALA made OBC to Cust 11/17/2021 cdonley2 X76796 to cust [REDACTED]. CALA advised FSE schedule to go out and inspect vehicle today.

2021-11-19 13:19:23

11/17/2021 cdonley2 x76796 CALA received McLarty Ford DLR report and ROs

2021-11-19 13:28:17

11/19/2021 cdonley2 X76796 CALA sent OBE to SM Butch Sauers (csauers@mclartyauto.com) at Mark McLarty Ford requesting repair update

2021-11-23 13:43:12

11/19/2021: cdonley2 X76796 CALA received IBE from SM Butch Sauers: FSE had us order a complete wiring harness. This vehicle had repairs done at the Factory for this issue. We are waiting on a harness to arrive

2021-11-23 13:44:18

11/19/2021 cdonley2 X76796 CALA sent OBE to SM Butch Sauers (csauers@mclartyauto.com) at Mark McLarty Ford requesting if there are parts on backorder and if so requesting part# and DOR#

2021-11-23 13:46:53

11/23/2021 cdonley2 X76796 CALA sent OBE to SM Butch Sauers (csauers@mclartyauto.com) at Mark McLarty Ford requesting if there are parts on backorder and if so requesting part# and DOR# 2ND REQUEST

2021-11-23 13:49:57

11/23/2021 cdonley2 X76796 CALA made OBC to Mark McLarty Ford 501-945-1200. Left VM for SM Butch Sauers

2021-11-23 14:25:57

11/23/2021 cdonley2 X76796 CALA received IBE from SM Butch Sauers at Mark McLarty Ford: Harness just arrived and we are working on installing it

2021-11-29 18:47:46

11/19/2021 cdonley2 x76796 CALA received IBE from FSE:  
I inspected this vehicle on Wednesday. The vehicle was in the shop already and a major wire harness was already on order. The wire harness in question appears to have been repaired once already at the plant and plant vehicle repair history seems to support that. The harness was available and likely arrives this week. It will then take the dealership 1-2 days to get it installed. Once installed, they will need a day to quality check the repair since it has a history of being intermittent. The SF and Jennifer the SA handling the customer agreed that it is possible that it will be done this coming Wednesday. Once I have word that the vehicle is completed and not exhibiting any further issues I can send you my FSE FRA report.

2021-11-29 18:51:00

11/29/2021 cdonley2 X76796 CALA sent OBE to SM Butch Sauers (csauers@mclartyauto.com) at Mark McLarty Ford requesting repair update

2021-12-01 19:30:32

11/29/2021 cdonley2 X76796 CALA received IBE from SM Butch Sauers at Mark McLarty Ford: They are working on it but it is a complete harness through the engine compartment it will take awhile

2021-12-01 19:32:20

12/01/2021 cdonley2 X76796 CALA sent OBE to SM Butch Sauers (csauers@mclartyauto.com) at Mark McLarty Ford requesting repair update/ETA

2021-12-03 19:30:06

12/01/2021 cdonley2 X76796 CALA received IBE from SM Butch Sauers at Mark McLarty Ford: They are working on it but it is a complete harness through the engine compartment it will take awhile

2021-12-03 19:30:14

12/03/2021 cdonley2 X76796 CALA sent OBE to SM Butch Sauers (csauers@mclartyauto.com) at Mark McLarty Ford :Do they have a repair ETA yet?

2021-12-07 20:35:24

12/07/2021 cdonley2 X76796 CALA sent OBE to SM Butch Sauers (csauers@mclartyauto.com) at Mark McLarty Ford requesting repair update

2021-12-07 20:35:29

12/07/2021 cdonley2 x76796 CALA sent OBE To FSE requesting repair update.

2021-12-09 19:15:58

12/07/2021 cdonley2 X76796 CALA received IBE From SM Butch Sauers at Mark McLarty Ford: Still working maybe Monday

2021-12-09 19:16:06

12/09/2021 cdonley2 X76796 CALA sent OBE to SM Butch Sauers (csauers@mclartyauto.com) at Mark McLarty Ford asking if ETA is still for Monday

2021-12-10 20:06:09

12/10/2021 cdonley2 X76796 CALA received IBE Form SM Butch Sauers at Mark McLarty Ford: Still our goal

2021-12-10 20:13:07

12/10/2021 cdonley2 X76796 CALA made OBC to Cust [REDACTED]. CALA Advsieed cust repair eta is for Monday and CALA will be gone on vacation next week  
CALA provided Shirley's extension to cust if the vehicle has a concern after repair advised he contact her to notify FSE. Cust advised has gone beyond 10 days. CALA advised am aware and will complete the GFR upon return and if is eligible we will honor it but do need the FRA. Cust understands.  
Cust says he submitted a repurchase form.

2021-12-10 21:14:59

12/10: CBOEHM2 X 76792

rECD NEW LETTER FROM CUSTOMER

2021-12-20 21:24:16

12/20/2021 cdonley2 X76796 CALA sent OBE to SM Butch Sauers(csauers@mclartyauto.com) at Mark McLarty Ford : I was out on vacation last week and am following up on the repair. May I please have an update. If the repair has been completed may I please have a copy of the RO?

2021-12-22 15:16:17

12/09/2021 cdonley2 x76796 CALA received IBE from FSE: Sorry Catherine, I'm in all FSE meetings this week and have been waiting to hear back from the dealer on my request for a status.  
The harness arrived and is currently being installed. The one thing that we didn't realize is that engine removal is necessary to get this major wire harness installed correctly. The dealer expects to have the vehicle repair completed in approximately 4-5 business days.

2021-12-22 15:16:30

12/22/2021 cdonley2 X76796 CALA made OBC to Mark McLarty Ford 501-945-1200. Left VM for SM Butch Sauers.

2021-12-22 15:24:08

12/22/2021 cdonley2 X76796 CALA sent OBE to SM Butch Sauers(csauers@mclartyauto.com) at Mark McLarty Ford cc: FSE: May I please have an update on this repair. I was out of the office last week and the ETA for completion was Monday 12/13/2021. Has this repair been completed? If so, may I please have the RO copy for this repair and the FSE Inspection report?

2021-12-22 15:33:42

12/22/2021 cdonley2 X76796 CALA received IBE From FSE: Hello and thanks for your email. I will be out of the office beginning on Monday Dec 20th returning on Monday Jan 3rd.

2021-12-27 21:24:06

12/27/2021 cdonley2 X76796 CALA sent OBE to SM Butch Sauers(csauers@mclartyauto.com) at Mark McLarty Ford cc: FSE: May I please have a repair update?

2021-12-28 20:11:20

12/28/2021 cdonley2 X76796 CALA made OBC to SM Clarence Butch Sauers at McLarty Ford (501) 945-8246. Left VM.

2021-12-28 20:11:30

12/28/2021 cdonley2 X76796 CALA made OBC to Mark McLarty Ford 501-945-1200. Spoke with Kender and she advised SA is Jennifer (jwarden@mclartyauto.com) and they are waiting on a wiring harness

2021-12-28 20:11:49

12/28/2021 cdonley2 X76796 CALA made OBC to Mark McLarty Ford 501-945-1200. Spoke with Tim in parts and he advised they are waiting on a pigtail wiring harness that is on backorder and the part number is KU2Z14S411NA and DOR# 91222

2021-12-28 20:12:32

12/28/2021 cdonley2 X76796 Per DOES II:

Part # KU2Z14S411NA 91222 12/22 MDSR. HANDLING  
PART NAME: WIRE ASY

PART #: KU2Z 14S411NA ENG #: KU2J14B475NA  
PART NAME: WIRE ASY DATE OFF B/O: 00/00/00 B/O RANKING:  
DATE MERCHANDISER REMARKS  
1.  
2.



2021-12-28 20:12:45

12/28/2021 cdonley2 x76796 CALA made OBCs to the following DLRs searching D2D for part KU2Z14S411NA:  
(952) 431-1414 Apple Valley Ford Lincoln. Spoke with Chris in parts and he advised that they do have the part for sale D2D and they will sell the part to Mark McLarty Ford and he recommended they call the back counter at 952-431-5900 as he is working remotely and they can pull the part and take the payment.

2021-12-28 20:13:03

12/28/2021 cdonley2 x76796 CALA made OBC to Mark McLarty Ford (952) 431-1414. Spoke with Tim Littleton in parts and gave him the info for ordering the part D2D from Apple Valley Ford Lincoln

2021-12-28 20:13:24

12/28/2021 cdonley2 X76796 CALA sent OBE to Tim Littleton (tlittleton@mclartyauto.com) and SA Jennifer Warden (jwarden@mclartyauto.com) and SM Butch Sauers (csauers@mclartyauto.com) advising : I did locate this part (KU2Z14S411NA -wiring harness) for sale D2D: (952) 431-1414 Apple Valley Ford Lincoln. Spoke with Chris in parts and he advised that they do have the part for sale D2D and they will sell the part to Mark McLarty Ford and he recommended they call the back counter at 952-431-5900 as he is working remotely and they can pull the part and take the payment.

2022-01-03 17:28:51

1/03/2022 cdonley2 X76796 CALA received IBC from Cust. Cust wanting vehicle repurchased. CALA advised we did receive the request for repurchase and are waiting on the completion of the FRA at this time to complete the GFR. CALA Advised that the part was located for sale at another DLR and have provided this info to the dealership.

2022-01-03 18:03:33

1/03/2022 cdonley2 X76796 CALA made OBE to Mark McLarty Ford 501-945-1200. spoke with person handling overflow calls and they advised they would have to forward a message. CALA advised will email SA instead.

2022-01-03 18:03:44

01/03/2022 cdonley2 X76796 CALA sent OBE to PA Tim Littleton (tlittleton@mclartyauto.com) and SA Jennifer Warden (jwarden@mclartyauto.com) and SM Butch Sauers(csauers@mclartyauto.com) requesting repair update and if they were able to purchase the part D2D.

2022-01-04 14:21:23

01/04/2022 cdonley2 X76796 CALA received IBE from PA Tim Littleton advising part arrived this morning

2022-01-04 14:31:26

01/04/2022 cdonley2 X76796 CALA made OBC to Mark McLarty Ford 501-945-1200. Spoke with SM Butch. SM advised repair will take about 2 days.

2022-01-04 14:31:38

01/04/2022 cdonley2 X76796 CALA made OBC to Cust [REDACTED] CALA spoke with Cust and advised that the repair should be completed in 2 days. Cust advised he will not take the vehicle back and will sue Ford as he believes he has met qualification for repurchase. CALA advised GFR will be completed once FRA is complete and then will f/u to advise if vehicle is eligible we will honor lemon law. Cust advised he does not want the vehicle back

2022-01-04 14:40:47

01/04/2022 cdonley2 X76796 CALA sent OBE to SM Butch Sauers(csauers@mclartyauto.com) at Mark McLarty Ford requesting a copy of RO in process and days down for ROs

2022-01-07 20:55:29

01/07/2022 cdonley2 x76796 CALA sent OBE to SM Butch Sauers(csauers@mclartyauto.com) at Mark McLarty Ford requesting a copy of RO in process and days down for ROs 2ND REQUEST

2022-01-10 15:17:49

01/10/2022 cdonley2 X76796 CALA made OBC to Mark McLarty Ford 501-945-1200. Spoke with SM Butch Sauers and he went over the days down and advised he will send open RO for repair in process.

2022-01-11 15:22:22

01/11/2022 cdonley2 X76796 CALA received IBC from Cust. Cust advised DLR called him to advise the repair is complete and Cust advised he does not want the vehicle back and he will sue Ford if we do not buy back the vehicle thru the lemon law as he feels it meets the criteria. CALA advised spoke with SM yesterday and asked for the repair order to complete the good faith review. CALA Advised that have not yet received and will follow up and get the copy. Cust requested CALA contact Jennifer Warden at [REDACTED].

2022-01-11 15:22:28

01/11/2022 cdonley2 x76796 CALA made OBC to DLR Mark McLarty Ford 501-945-1200. CALA was advised Jennifer Warden is with a customer. CALA spoke with SM Butch Sauers and he will send over RO now.

2022-01-11 15:22:35

01/11/2022 cdonley2 X76796 CALA sent OBE to SM Butch Sauers(csauers@mclartyauto.com) at Mark McLarty Ford:May I please have a copy of the repair order that was just completed? How many days was the vehicle physically down for this repair?

2022-01-11 19:10:36

01/11/2022 cdonley2 X76796 CALA made OBC to SA Jennifer Warden 5019458272 at Mark McLarty Ford. Left VM. CALA made OBC to DLR Mark McLarty Ford 501-945-1200. Spoke with Kendra and she will send a copy of RO 191205

2022-01-11 19:11:34

01/11/2022 cdonley2 X76796 CALA received Mark McLarty Ford RO 190205

2022-01-11 19:20:22

01/11/2022 cdonley2 X76796 CALA sent IBE of RAV to COM for review:

After review, it appears this vehicle may meet the requirement for repurchase or replacement under the Arkansas State Lemon Law. Within the 24 month or 24,000 miles, whichever is latest Motor Vehicle Quality Assurance (MVQA) Period, the vehicle has been out of service for more than 30 days for warrantable repairs 177 days for engine concerns. The vehicle appears to meet the AR LL guidelines for R/R due to days out of service.

2022-01-11 21:49:02

\*\* PLEASE DO NOT PROVIDE THE INFORMATION BELOW TO A CUSTOMER WHO CALLS IN\*\*PLEASE REQUEST THAT THEY CONTACT THEIR BBB AGENT OR THEIR CONSUMER AFFAIRS LEGAL ANALYST\*\*  
COM Approves to RAV for repurchase only due to global manufacturing delays for new replacement units.

2022-01-12 14:07:24

01/11/2022 cdonley2 X76796 CALA received IBC from SA Jennifer Ward at Mark McLarty Ford. SA confirmed the days down on the ROS

2022-01-12 14:09:44

01/12/2022 cdonley2 x76796 CALA made OBC to Cust [REDACTED]. Left VM.

2022-01-12 14:59:47

01/12/2022 cdonley2 X76796 CALA received IBC From Cust. Cust advised he has already purchased a new vehicle and is seeking repurchase through Arkansas State Lemon Law. CALA advised is approved for repurchase and verified address and email. CALA advised will f/u in one week.

2022-01-12 14:59:58

01/12/2022 cdonley2 X76796 CALA transmitted Morley Case # 660066 to COM

2022-01-12 15:00:07

01/12/2022 cdonley2 X76796 CALA sent OBE to Cust [REDACTED]: RAV Document Preparation

2022-01-19 15:09:23

01/19/2022 cdonley2 X76796 CALA checked Morley Case # 660066 Status Initial Contacts

2022-01-19 15:10:07

01/19/2022 cdonley2 x76796 CALA made OBC to Cust [REDACTED] Cust advised he has heard from RAV.

2022-01-26 13:40:10

01/26/2022 cdonley2 X76796 CALA checked Morley Case # 660066 Status Formulate Worksheet

2022-02-03 15:32:15

02/03/2022 cdonley2 X76796 CALA checked Morley cAse # 660066 Status Awaiting Surrender- Signed Settlement and check to customer on file- waiting on Signed Repurchase Veh Property Control Form and check to lien holder to close

2022-02-11 13:27:16

02/11/2022 cdonley2 X76796 CALA checked Morley cAse # 660066 Status Awaiting Surrender- Signed Settlement and check to customer on file- waiting on Signed Repurchase Veh Property Control Form and check to lien holder to close

2022-02-21 15:50:32

02/21/2022 cdonley2 X76796 CALA checked Morley Case # 660066 Status Document/Repair/Recovery- Signed settlement and Repurchase Veh Property control forms on file and check to customer and check to lienholder on file- CALA to close case

2022-02-21 15:50:39

02/21/2022 cdonley2 X76796 CALA sent OBE to FSE requesting FSE report

2022-02-23 21:43:20

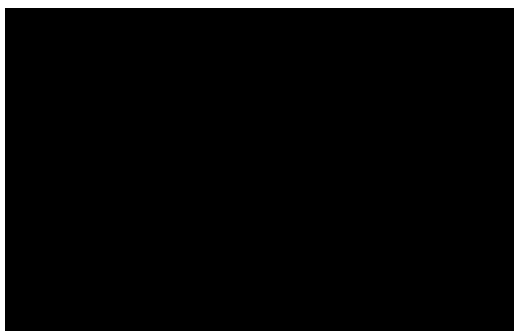
02/23/2022 cdonley2 X76796 CALA received FSE inspection

2022-02-25 13:42:43

02/25/2022 cdonley2 X76796 CALA closing Case

CASE ATTACHMENTS:

|                     |                  |
|---------------------|------------------|
| 2021-11-19 13:19:23 | Catherine Donley |
| 2021-11-19 13:19:37 | Catherine Donley |
| 2021-12-10 21:14:59 | Carrie Boehm     |
| 2022-01-11 19:11:34 | Catherine Donley |
| 2022-01-11 19:26:43 | Catherine Donley |
| 2022-02-23 21:43:20 | Catherine Donley |
| 2022-02-25 13:42:43 | Catherine Donley |





**CONSUMER AFFAIRS CASE INVESTIGATION  
DEALER REPORT REQUEST AND REPAIR HISTORY SUMMARY**

Please Return to: Carrie Boehm  
FAX: 866-984-7091 or Email to: cdonley2@ford.com

*Attn: Service Manager - Immediate Action Required – Please Complete and Return*

|                                                                                                                                                                                                                                                                                                                        |                   |         |       |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|---------|-------|
| Dealership Name                                                                                                                                                                                                                                                                                                        | Mark McLarty Ford |         |       |
| Service Manager                                                                                                                                                                                                                                                                                                        | Butch Sauers      |         |       |
| GCCT Case Number                                                                                                                                                                                                                                                                                                       | [REDACTED]        |         |       |
| Customer's Name                                                                                                                                                                                                                                                                                                        | [REDACTED]        |         |       |
| VIN                                                                                                                                                                                                                                                                                                                    | [REDACTED]        | Mileage | 19062 |
| <p>Summary of Vehicle Concern</p> <p>Lights come on dash: 4WD Malfunction Service Required, Drive Control Malfunction Service Required, PreCollision Assist Not Available, Service Advance Trac and when this occurs all of those functions fail on the automobile, including the disabling of the cruise control.</p> |                   |         |       |

**Requested Action:** The Dealership Report is an important document that the Consumer Affairs Team uses to prepare for arbitration. Please submit *accounting copies* of the repair orders, including technician punch times. **Please complete and return within 48 hours of receipt.**

| DEALERSHIP REPORT                        |                                                                                                                                                                                                                                                                                                                                                                                                                              |                                     |                                     |
|------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|-------------------------------------|
| Has someone from the Service Department: |                                                                                                                                                                                                                                                                                                                                                                                                                              | <b>Y</b>                            | <b>N</b>                            |
| 1.                                       | Spoken with the customer regarding the concern(s)?                                                                                                                                                                                                                                                                                                                                                                           | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| 2.                                       | Inspected the vehicle and verified the concern(s)?                                                                                                                                                                                                                                                                                                                                                                           | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| 3.                                       | Test driven the vehicle for the concern(s)?                                                                                                                                                                                                                                                                                                                                                                                  | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| 4.                                       | Test driven the vehicle with the customer for the concern(s)                                                                                                                                                                                                                                                                                                                                                                 | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| 5.                                       | Involved a Field Service Engineer with the customer's concern(s)                                                                                                                                                                                                                                                                                                                                                             | <input type="checkbox"/>            | <input type="checkbox"/>            |
| 6.                                       | Identified whether a backordered part was involved with the customer's concern(s)                                                                                                                                                                                                                                                                                                                                            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| 7.                                       | Determined whether the vehicle was used for commercial purposes (ex. lettering/decals/license plates)?                                                                                                                                                                                                                                                                                                                       | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| 8.                                       | Verified whether the vehicle was a part of a fleet with three or more vehicles?                                                                                                                                                                                                                                                                                                                                              | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| 9.                                       | <p>Verified whether the vehicle has a performance chip, lift kit, or other aftermarket accessory that has or is contributing toward the concern?</p> <ul style="list-style-type: none"> <li>If YES, please explain the diagnostics used to determine that the modification(s) have contributed toward the concern.</li> <li>Please list (Ford/non-Ford) aftermarket accessories and/or modifications.</li> </ul> <p>none</p> |                                     |                                     |
| 10.                                      | Confirmed whether or not the consumer is currently in a rental?                                                                                                                                                                                                                                                                                                                                                              | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |

| Dealership Report (Continued)                                                                                                                                                                                                                                                                                                                                  | Y                                   | N                                   |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|-------------------------------------|
| 11. Does the vehicle show signs of abuse, misuse, damage, or lack of maintenance? If yes, please explain.                                                                                                                                                                                                                                                      | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| 12. Is the concern(s) still present?                                                                                                                                                                                                                                                                                                                           | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| 13. Is the customer's concern(s) a normal operating characteristic of the vehicle? If yes, explain why below.                                                                                                                                                                                                                                                  | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| 14. Was the customer offered a service loaner/rental during service visit(s)?                                                                                                                                                                                                                                                                                  | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| <p>15. Please summarize conversations, dates, offers made, actions taken, and the name of dealership personnel involved.</p> <p>Provided with a loaner till recently when the customers wife passed and he no longer needed a loaner.</p> <p>We have installed a 4wd axle actuator and an wiring repair completed and now have a harness on order per FSE.</p> |                                     |                                     |
| <p>16. How many total days was the vehicle physically at the dealership for repairs?</p> <p>115</p>                                                                                                                                                                                                                                                            |                                     |                                     |
| <p>17. Any additional comments or information related to concern(s).</p> <p>Found that vehicle had the wiring harness repaired at the factory for issues. This was not in any information we could access.</p>                                                                                                                                                 |                                     |                                     |

Dealer Contact Name: Clarence Sauers

Title: Fixed Operations Director

Date: 11/16/21



# Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: VEH. DISABLED

Customer: [REDACTED]

Click to View Cust Copy

Phone(s): Contact: [REDACTED]

Main: [REDACTED]

Cell: [REDACTED]

Vehicle: [REDACTED]

2020 AVIAT

PRISTINE\_W-  
HITE\_MET\_T

Mileage: 19,062

Payment type: CASH

Waiter: No

Service advisor: 101084

Promised time: 05:00 PM

Estimate: 0.00

Tag number: [REDACTED]

Promised date: 10/07/2021

Customer Comments: No

A REPAIR COMPLETED 9/10/21 CUSTOMER CAME TO PICK UP AND BEFORE LEAVING ALL MESSAGES CAME BACK IN DASH - CUSTOMER STATES AFTER DRIVING FOR AWHILE SEVERAL MESSGAES STARTFLASING ACROSS THE DASH AND HIS CRUISE STOPS WORKING - MESSAGESARE 1)4WD MALFUNCTION 2)DRIVE CONTROL MALFUNCTION 3)PRECOLLISIONNOT AVLB 4)SVC ADVANCE TRAC

|       |   |                                                                                                                                                                                                                                                                                                                                                                                 |      |      |
|-------|---|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|------|
| BELEC | W | REPAIR COMPLETED<br>9/10/21 CUSTOMER CAME<br>TO PICK UP AND BEFORE<br>LEAVING ALL MESSAGES<br>CAME BACK IN DASH -<br>CUSTOMER STATES AFTER<br>DRIVING FOR AWHILE<br>SEVERAL MESSGAES<br>STARTFLASING ACROSS<br>THE DASH AND HIS<br>CRUISE STOPS WORKING<br>- MESSAGESARE 1)4WD<br>MALFUNCTION 2)DRIVE<br>CONTROL MALFUNCTION<br>3)PRECOLLISIONNOT<br>AVLB 4)SVC ADVANCE<br>TRAC | 0.00 | 0.00 |
|-------|---|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|------|

Tech(s): [REDACTED]

1 MODULE

113.52

4 SCREW

8.72

Pts: 122.24 Lbr: 0.00 Other: 0.00 Total Line A: 122.24

B LINCOLN MULTI POINT INSPECTION  
LMPI W LINCOLN MULTI POINT INSPECTION 0.00 0.00

Tech(s): [REDACTED]

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line B: 0.00

C LINCOLN WASH  
MISC CPC LINCOLN WASH 0.00 0.00

Tech(s): [REDACTED]

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line C: 0.00

D LINCOLN RENTAL  
LINCNT W LINCOLN RENTAL 0.00 0.00

Tech(s): [REDACTED]

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line D: 0.00

# Repair Order Detail - Internal Copy

RO Number: 185785

RO Status: VEH. DISABLED

Customer: [REDACTED]  
Phone(s): Contact: [REDACTED]  
Vehicle: [REDACTED]

Main: [REDACTED]  
2020 AVIAT

Click to View Cust Copy  
Cell: [REDACTED]  
PRISTINE\_W-  
HITE\_MET\_T

Mileage: 19,062  
Service advisor: 101084  
Tag number: T8497

Payment type: CASH  
Promised time: 05:00 PM  
Promised date: 10/07/2021

Waiter: No  
Estimate: 0.00  
Customer Comments: No

~~~~~  
E\*\* VEHICLE SLOW TO TURN OVER  
MISC W MISCELLANEOUS 0.00 0.00  
Tech(s):  
BAGM\*94RH7\*800 1 BATTERY 320.11  
BAGM\*94RH7\*800 -1 CORE RETURN -16.00  
Pts: 304.11 Lbr: 0.00 Other: 0.00 Total Line E: 304.11

Story: 19062 wp, fp 10654, fc 42, miles out 19062 verified slow  
to turn over,, charged and tested battery with grx tester  
failed test, replaced battery and performed bms reset, DTC  
CODE A0K M4MV ACES CODE FFFGM , retest and charging normally  
and starts normally  
~~~~~

|                           |      |
|---------------------------|------|
| Customer Pay              |      |
| Labor                     | 0.00 |
| Parts                     | 0.00 |
| Lube                      | 0.00 |
| Sublet                    | 0.00 |
| Miscellaneous/Shop Charge | 0.00 |
| Deductible                | 0.00 |
| Total Charges             | 0.00 |
| Less Insurance/Adjustment | 0.00 |
| Sales Tax                 | 0.00 |
| Total                     | 0.00 |

CUSTOMER #: N/A

## ACCOUNTING

Mark McLarty Ford Lincoln

4400 Landers Road  
North Little Rock, AR 72117  
Main: (501) 945-1200  
Service: (501) 945-8240  
Fax: (501) 945-8216  
www.MarkMcLartyFord.com

PAGE 1

HOME: CONT:N/A

BUS: CELL:

SERVICE ADVISOR: 100401 RANDEL LEE BRYANT

|            |  |            |  |                 |  |               |  |                   |  |                  |  |         |  |           |  |
|------------|--|------------|--|-----------------|--|---------------|--|-------------------|--|------------------|--|---------|--|-----------|--|
| BUS:       |  | COLOR:     |  | VIN:            |  | LICENSE:      |  | MILEAGE IN / OUT: |  | TAG:             |  |         |  |           |  |
| COLOR      |  | YEAR       |  | MAKE/MODEL      |  | VIN           |  | LICENSE           |  | MILEAGE IN / OUT |  | TAG     |  |           |  |
| PRISTINE W |  | 20         |  | LINCOLN AVIATOR |  |               |  |                   |  | 11/11            |  |         |  |           |  |
| DEL. DATE  |  | PROD. DATE |  | WARR. EXP.      |  | PROMISED      |  | PO NO.            |  | RATE             |  | PAYMENT |  | INV. DATE |  |
| DD16DEC19  |  |            |  |                 |  | 17:00 24JAN20 |  |                   |  | 129.95           |  | CASH    |  | 28JAN20   |  |

|               |        |               |                                |       |       |      |      |      |      |     |       |
|---------------|--------|---------------|--------------------------------|-------|-------|------|------|------|------|-----|-------|
| R.O. OPENED   |        | READY         | OPTIONS: STK:LGL21841          |       |       |      |      |      |      |     |       |
|               |        |               | ENG:TWIN-TURBOCHARGED 3.0L V6  |       |       |      |      |      |      |     |       |
| 19:54 23JAN20 |        | 09:59 28JAN20 | TRN:10-SPEED AUTO TRANSMISSION |       |       |      |      |      |      |     |       |
| LINE          | OPCODE | TECH          | TYPE                           | A/HRS | S/HRS | COST | SALE | COMP | LIST | NET | TOTAL |

A PDI

CAUSE: PDI

CONCERN CODE:

EPDIA PDI

733252 WPDC 0.00 0.10 170 1011 10.11 10.11

EPDIM LINC PDI

733252 WPDC 0.00 1.20 2040 12128 121.28 121.28

EPDIE LINC PDI OPERATION

733252 WPDC 0.00 0.50 850 5054 50.54 50.54

FC: PART#: COUNT:

0

0 TPARTS

CLAIM TYPE: LVP

AUTH CODE:

733252

3060

18193 TLABOR

PARTS: 0.00 LABOR: 181.93 OTHER: 0.00 TOTAL LINE A: 181.93

B NITROGEN

MISC NITROGEN

733252 IIC 0.00 0.50 850 20905 209.05 209.05

1 9PFCAP2 PETRAFLATE CAPS 2244 4488 0 44.88 44.88 44.88

PARTS: 44.88 LABOR: 209.05 OTHER: 0.00 TOTAL LINE B: 253.93

VERSION 1 (EMP# 733252,27JAN20 08:53): 11 0.50

C WINOW TINT

TINT WINOW TINT

733212 IIC 0.00 2.00 3500 8000 80.00 80.00

1 TINT2 TINT 780 4000 0 40.00 40.00 40.00

PARTS: 40.00 LABOR: 80.00 OTHER: 0.00 TOTAL LINE C: 120.00

VERSION 1 (EMP# 733212,27JAN20 12:47): 11 2.00

D ADDENDUM

MISC MISCELLANEOUS

733252 IIC 0.00 0.10 170 1280 12.80 12.80

MISC ADDENDUM

IIC

000

1000

10.00 10.00

PARTS: 0.00 LABOR: 12.80 OTHER: 10.00 TOTAL LINE D: 22.80

VERSION 1 (EMP# 733252,27JAN20 08:53): 11 0.10

INTERNAL PAY SHOP CHARGE FOR REPA

0

5000

50.00

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

**SHOP SUPPLY COSTS:**  
We have added a charge equal to 15% of the total cost of labor and parts, not to exceed \$50.00, to the Repair Order for shop supplies used in connection with this repair.

**ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.**

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

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE



CUSTOMER #: N/A

ACCOUNTING

Mark McLarty Ford Lincoln

4400 Landers Road  
North Little Rock, AR 72117  
Main: (501) 945-1200  
Service: (501) 945-8240  
Fax: (501) 945-8216  
www.MarkMcLartyFord.com

PAGE 1

HOME: CONT:N/A

BUS: CELL:

SERVICE ADVISOR: 101084 JENNIFER WARDEN

| COLOR      | YEAR | MAKE/MODEL      | VIN | LICENSE | MILEAGE IN / OUT | TAG   |
|------------|------|-----------------|-----|---------|------------------|-------|
| PRISTINE W | 20   | LINCOLN AVIATOR |     |         | 47/47            | T8239 |

| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED      | PONO. | RATE   | PAYMENT | INV. DATE |
|-----------|------------|------------|---------------|-------|--------|---------|-----------|
| DD16DEC19 |            |            | 17:00 04MAY20 |       | 140.00 | CASH    | 07MAY20   |

| R.O. OPENED   | READY         | OPTIONS:                                                                        |
|---------------|---------------|---------------------------------------------------------------------------------|
| 09:38 04MAY20 | 15:34 07MAY20 | STK:LGL21841<br>ENG:TWIN-TURBOCHARGED 3.0L V6<br>TRN:10-SPEED AUTO TRANSMISSION |

| LINE | OPCODE | TECH | TYPE | A/HRS | S/HRS | COST | SALE | COMP | LIST | NET | TOTAL |
|------|--------|------|------|-------|-------|------|------|------|------|-----|-------|
|------|--------|------|------|-------|-------|------|------|------|------|-----|-------|

A COMPLETE MULTI POINT INSPECTION

CAUSE: COMPLETED MULTI POINT INSPECTION

CONCERN CODE:

99P COMPLETE MULTI POINT INSPECTION

100177 ISP 0.00 0.00 0 0 0.00 0.00

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

B STOCK UNTI WITH MESSAGE "4WD Malfuntion SERVICE REQUIRED"

CAUSE:

CONCERN CODE:

12651D BODY / CHASSIS / ELECTRICAL (BCE) - TEST (

14A068/14B205/14C708/14D212/14G371/14G617/14

G618/15604/15K600) - L

100177 W 1.62 0.20 380 2021 20.21 20.21

12651D4 BCE MODULE - REPROGRAM/RECONFIGURE AS

BUILT DATA

100177 W 0.00 0.10 190 1011 10.11 10.11

FC: G32 04

PART#: 7P238

COUNT:

0

0 TPARTS

CLAIM TYPE:

AUTH CODE:

100177

570

3032 TLabor

PARTS: 0.00 LABOR: 30.32 OTHER: 0.00 TOTAL LINE B: 30.32

VERSION 1 (EMP# 100177,04MAY20 15:25): 47 ssm 48741 retrieved dtcs,  
pulled tsbs and ssms for symptom, reprogrammed awd module per ssm 48741  
VERSION 2 (EMP# 100177,07MAY20 14:08): 47 ssm 48741 retrieved dtcs,  
code p166e present pulled tsbs and ssms for symptom, reprogrammed awd  
module per ssm 48741

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**\* SHOP SUPPLY COSTS:**

We have added a charge equal to 15% 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.

**ALL PARTS ARE NEW  
UNLESS OTHERWISE  
INDICATED.**

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

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

CUSTOMER #: N/A

ACCOUNTING

PAGE 2

Mark McLarty Ford Lincoln

4400 Landers Road  
 North Little Rock, AR 72117  
 Main: (501) 945-1200  
 Service: (501) 945-8240  
 Fax: (501) 945-8216  
 www.MarkMcLartyFord.com

HOME: CONT:N/A

BUS: CELL:

SERVICE ADVISOR: 101084 JENNIFER WARDEN

| COLOR         | YEAR       | MAKE/MODEL      | VIN                            | LICENSE | MILEAGE IN / OUT | TAG     |           |      |      |     |       |
|---------------|------------|-----------------|--------------------------------|---------|------------------|---------|-----------|------|------|-----|-------|
| PRISTINE W    | 20         | LINCOLN AVIATOR |                                |         | 47/47            | T8239   |           |      |      |     |       |
| DEL. DATE     | PROD. DATE | WARR. EXP.      | PROMISED                       | PO NO.  | RATE             | PAYMENT | INV. DATE |      |      |     |       |
| DD16DEC19     |            |                 | 17:00 04MAY20                  |         | 140.00           | CASH    | 07MAY20   |      |      |     |       |
| R.O. OPENED   |            | READY           | OPTIONS: STK:LGL21841          |         |                  |         |           |      |      |     |       |
| 09:38 04MAY20 |            | 15:34 07MAY20   | ENG:TWIN-TURBOCHARGED 3.0L V6  |         |                  |         |           |      |      |     |       |
|               |            |                 | TRN:10-SPEED AUTO TRANSMISSION |         |                  |         |           |      |      |     |       |
| LINE          | OPCODE     | TECH            | TYPE                           | A/HRS   | S/HRS            | COST    | SALE      | COMP | LIST | NET | TOTAL |

\*\*\*\*\*  
 \* Need a Body Shop Estimate? \*  
 \* Visit www.mclartycollision.com and click on \*  
 \* "Get my estimate now" \*  
 \*\*\*\*\*

| DATE     | START | FINISH | DURATION | TYPE    | TECH   | LINE(S) | CHG     |
|----------|-------|--------|----------|---------|--------|---------|---------|
| 05-04-20 | 13:48 | 15:25  | 1.62     | W       | 100177 | B       |         |
| ACCOUNT  | SALE  | COST   | CONTROL  | ACCOUNT | SALE   | COST    | CONTROL |
| 14050    | 0     | 0      |          | 14030   | 3032   | 570     |         |
| 17323    | 0     | *****  |          | 11230   | 3032   | *****   |         |

COST, SALE, &amp; COMP TOTALS 570 3032 0

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**ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.**

| DESCRIPTION                   | TOTALS      |
|-------------------------------|-------------|
| LABOR AMOUNT                  | 0.00        |
| PARTS AMOUNT                  | 0.00        |
| GAS, OIL, LUBE                | 0.00        |
| SUBLET AMOUNT                 | 0.00        |
| MISC. CHARGES *               | 0.00        |
| TOTAL CHARGES                 | 0.00        |
| LESS INSURANCE                | 0.00        |
| SALES TAX                     | 0.00        |
| <b>PLEASE PAY THIS AMOUNT</b> | <b>0.00</b> |

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE



CUSTOMER #:

ACCOUNTING

Mark McLarty Ford Lincoln

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North Little Rock, AR 72117  
Main: (501) 945-1200  
Service: (501) 945-8240  
Fax: (501) 945-8216  
www.MarkMcLartyFord.com

SHERIDAN AR

PAGE 1

HOME: CONT:N/A  
BUS: CELL: SERVICE ADVISOR: 101084 JENNIFER WARDEN

| COLOR      | YEAR       | MAKE/MODEL      | VIN           | LICENSE | MILEAGE IN / OUT | TAG     |           |
|------------|------------|-----------------|---------------|---------|------------------|---------|-----------|
| PRISTINE W | 20         | LINCOLN AVIATOR |               |         | 135/135          |         |           |
| DEL. DATE  | PROD. DATE | WARR. EXP.      | PROMISED      | PO NO.  | RATE             | PAYMENT | INV. DATE |
| 19AUG20    | DD16DEC19  |                 | 17:00 18AUG20 |         | 140.00           | CASH    | 20AUG20   |

| R.O. OPENED   | READY         | OPTIONS:                                                                             |
|---------------|---------------|--------------------------------------------------------------------------------------|
| 13:59 18AUG20 | 13:42 20AUG20 | SOLD-STK:LGL21841<br>ENG:TWIN-TURBOCHARGED 3.0L V6<br>TRN:10-SPEED AUTO TRANSMISSION |

| LINE | OPCODE | TECH | TYPE         | A/HRS | S/HRS       | COST  | SALE       | COMP   | LIST        | NET | TOTAL |
|------|--------|------|--------------|-------|-------------|-------|------------|--------|-------------|-----|-------|
| A    | STOCK  | UNTI | BEING SOLD - | ON    | TESST       | DRIVE | THE WRENCH | LIGHT  | CAME ON AND |     |       |
|      |        |      | SAID 4 WHEEL | DRIVE | MALFUNCTION | -     | PLEASE     | ADVISE |             |     |       |

CAUSE:

CONCERN CODE:

7453D ELECTRONIC SHIFT - FOUR WHEEL DRIVE -  
DIAGNOSIS (7E453) - L

900117 W 3.94 0.50 1920 5054 50.54 50.54

7453D45 4X4 SYSTEMS - DIAGNOSTIC PIN POINT TEST -  
L

900117 W 0.00 0.30 1152 3032 30.32 30.32

7453D45WR 4X4 SYSTEMS - DIAGNOSTIC PIN POINT TEST  
- L WIRE REPAIR

900117 W 0.00 0.30 1152 3032 30.32 30.32

63100AL SEAT ASSEMBLY - FRONT - REMOVE AND  
INSTALL (63100) - L

900117 W 0.00 0.50 1920 5054 50.54 50.54

MTACCESS M TIME

900117 W 0.00 2.30 8832 23246 232.46 232.46

FC: P82 42

PART#: 14A005

COUNT:

0

0 TPARTS

CLAIM TYPE:

AUTH CODE:

900117

14976

39418 TLABOR

PARTS: 0.00 LABOR: 394.18 OTHER: 0.00 TOTAL LINE A: 394.18

VERSION 1 (EMP# 900117,19AUG20 08:38): 135 FC 28 FP 14A005 WARR

TEST AWD SYSTEM WITH FDRS RETRIEVED DTC C0631 14 PINPOINT TEST M1-YES

M2=NO CIRCUIT CED24 YE-BU WIRE HAS OPEN CIRCUIT REMOVED TRIM PANELS

UNDER ENGINE AND FRONT DRIVE AXLE FOR ACCESS TO CONNECTOR C1989

ACCESSED FRONT DRIVERS SEAT FOR ACCESS TO CONNECTOR C3841 FOR PINPOINT

TEST REMOVED ALL TRIM UNDER HOOD AND WIPER COWL FOR ACCESS TO CONNECTOR

C145 INSPECT PINS IN CONNECTOR OK REMOVED THE BATTERY JUNCTION BOX FOR

ACCESS TO CONNECTOR C912 INSPECT PIN 12 IN CONNECTOR FOUND PIN BENT

OVER NOT CONNECTED STRAIGHTENED PIN 12 IN CONNECTOR C192 MALE CONNECTOR

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ALL PARTS ARE NEW  
UNLESS OTHERWISE  
INDICATED.

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

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE



CUSTOMER #:

Mark McLarty Ford Lincoln

ACCOUNTING

4400 Landers Road  
North Little Rock, AR 72117  
Main: (501) 945-1200  
Service: (501) 945-8240  
Fax: (501) 945-8216  
www.MarkMcLartyFord.com

SHERIDAN AR

PAGE 2

HOME: CONT:N/A  
BUS: CELL: SERVICE ADVISOR: 101084 JENNIFER WARDEN

|            |  |            |                 |            |     |               |         |                  |  |        |         |           |
|------------|--|------------|-----------------|------------|-----|---------------|---------|------------------|--|--------|---------|-----------|
| COLOR      |  | YEAR       | MAKE/MODEL      |            | VIN |               | LICENSE | MILEAGE IN / OUT |  | TAG    |         |           |
| PRISTINE W |  | 20         | LINCOLN AVIATOR |            |     |               |         | 135/135          |  |        |         |           |
| DEL. DATE  |  | PROD. DATE |                 | WARR. EXP. |     | PROMISED      |         | PO NO.           |  | RATE   | PAYMENT | INV. DATE |
| 19AUG20    |  | DD16DEC19  |                 |            |     | 17:00 18AUG20 |         |                  |  | 140.00 | CASH    | 20AUG20   |

| R.O. OPENED   | READY         | OPTIONS:                                                                             |
|---------------|---------------|--------------------------------------------------------------------------------------|
| 13:59 18AUG20 | 13:42 20AUG20 | SOLD-STK:LGL21841<br>ENG:TWIN-TURBOCHARGED 3.0L V6<br>TRN:10-SPEED AUTO TRANSMISSION |

| LINE                                                                                                                                                                                                                                         | OPCODE | TECH | TYPE | A/HRS | S/HRS | COST | SALE | COMP | LIST | NET | TOTAL |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|------|------|-------|-------|------|------|------|------|-----|-------|
| RECONNECTED CONNECTOR AND RETEST CIRCUIT CED24 YE-BU PASSED TEST<br>REINSTALLED BATTERY JUNCTION BOX WIPER COWL AND ALL TRIM UNDER VEHICLE<br>CLEARED CODE ROAD TEST AND RETEST PASSED ALL TEST OUT MILEAGE 139<br>REQUEST M TIME FOR REPAIR |        |      |      |       |       |      |      |      |      |     |       |

B MULTI POINT INSPECTION NOT REQUIRED STOCK UNIT

NOMPI MULTI POINT INSPECTION NOT REQUIRED

900117 ISP 0.00 0.00 0 0 0.00 0.00  
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

\*\*\*\*\*  
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\* "Get my estimate now" \*  
\*\*\*\*\*

| DATE     | START | FINISH | DURATION | TYPE | TECH   | LINE(S) | CHG |
|----------|-------|--------|----------|------|--------|---------|-----|
| 08-18-20 | 14:07 | 17:09  | 3.03     | W    | 900117 | A       |     |
| 08-19-20 | 07:31 | 07:31  | 0.00     | W    | 900117 | A       |     |
|          | 07:43 | 08:38  | 0.91     | W    | 900117 | A       |     |
|          | 08:38 | 08:38  | 0.00     | W    | 900117 | B       |     |

| ACCOUNT | SALE  | COST  | CONTROL | ACCOUNT | SALE | COST  | CONTROL |
|---------|-------|-------|---------|---------|------|-------|---------|
| 14030   | 39418 | 14976 |         | 14050   | 0    | 0     |         |
| 11230   | 39418 | ***** |         | 17323   | 0    | ***** |         |

COST, SALE, &amp; COMP TOTALS 14976 39418 0

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**ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.**

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

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

CUSTOMER #: [REDACTED]

ACCOUNTING

Mark McLarty Ford Lincoln

4400 Landers Road  
North Little Rock, AR 72117  
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www.MarkMcLartyFord.com

SHERIDAN, AR [REDACTED]

PAGE 1

HOME:

CONT: [REDACTED]

BUS:

CELL: [REDACTED]

SERVICE ADVISOR: 101084 JENNIFER WARDEN

| COLOR      | YEAR | MAKE/MODEL      | VIN        | LICENSE | MILEAGE IN / OUT | TAG   |
|------------|------|-----------------|------------|---------|------------------|-------|
| PRISTINE W | 20   | LINCOLN AVIATOR | [REDACTED] |         | 5396/5396        | T6152 |

| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED     | PO NO. | RATE   | PAYMENT | INV. DATE |
|-----------|------------|------------|--------------|--------|--------|---------|-----------|
| 19AUG20   | DD16DEC19  |            | WAIT 14OCT20 |        | 140.00 | AE      | 14OCT20   |

| R.O. OPENED   | READY         | OPTIONS:                                                                             |
|---------------|---------------|--------------------------------------------------------------------------------------|
| 09:21 14OCT20 | 10:59 14OCT20 | SOLD-STK:LGL21841<br>ENG:TWIN-TURBOCHARGED 3.0L V6<br>TRN:10-SPEED AUTO TRANSMISSION |

| LINE | OPCODE | TECH | TYPE | A/HRS | S/HRS | COST | SALE | COMP | LIST | NET | TOTAL |
|------|--------|------|------|-------|-------|------|------|------|------|-----|-------|
|------|--------|------|------|-------|-------|------|------|------|------|-----|-------|

A WORKS (OIL & FILTER CHANGE AND TIRE ROTATION)

CAUSE: PERFORMED LUBE OIL AND FILTER CHANGE. REMOVED AND REPLACED OIL  
FILTER. DRAINED AND FILLED OIL. REMOVED AND ROTATED TIRES.  
PERFORMED MULTI-POINT INSPECTION.

WRKS WORKS (OIL & FILTER CHANGE AND TIRE  
ROTATION)

|        |                         |      |      |      |      |   |      |  |      |       |       |
|--------|-------------------------|------|------|------|------|---|------|--|------|-------|-------|
| 101193 | CPC                     | 0.00 | 0.50 | 2250 | 3400 |   |      |  |      | 34.00 | 34.00 |
| 1      | FL*2062*A KIT - ELEMENT |      |      |      |      |   |      |  |      |       |       |
|        | & GASKET - OIL F        |      |      | 512  | 931  | 0 | 9.31 |  | 9.31 |       | 9.31  |
| 6      | XO*5W30*BSP Motorcraft  |      |      |      |      |   |      |  |      |       |       |
|        | SAE 5W-30 API GF-5      |      |      | 1470 | 2370 | 0 | 3.95 |  | 3.95 |       | 23.70 |

PARTS: 33.01 LABOR: 34.00 OTHER: 0.00 TOTAL LINE A: 67.01

VERSION 1 (EMP# 3018,14OCT20 10:31): 5396

Performed the works.

oil and filter change.....101193  
rotate.....101193

B FORD/LINCOLN MULTI POINT INSPECTION

CAUSE: PERFORM FORD/LINCOLN MULTI POINT INSPECTION

LMPI FORD/LINCOLN MULTI POINT INSPECTION

|        |     |      |      |   |   |  |  |  |      |  |      |
|--------|-----|------|------|---|---|--|--|--|------|--|------|
| 101193 | ISP | 0.00 | 0.00 | 0 | 0 |  |  |  | 0.00 |  | 0.00 |
|--------|-----|------|------|---|---|--|--|--|------|--|------|

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

VERSION 1 (EMP# 3018,14OCT20 10:32): 5396 performed multi point  
inspection.....101193

C LINCOLN WASH

MISC MISCELLANEOUS

|     |     |      |      |   |   |  |  |  |      |  |      |
|-----|-----|------|------|---|---|--|--|--|------|--|------|
| 999 | ISP | 0.00 | 0.00 | 0 | 0 |  |  |  | 0.00 |  | 0.00 |
|-----|-----|------|------|---|---|--|--|--|------|--|------|

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

\*\*\*\*\*  
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\* "Get my estimate now" \*  
\*\*\*\*\*

\*\*\* NO RO PUNCH TIMES ON FILE \*\*\*

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INDICATED.

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

CUSTOMER #: [REDACTED]

ACCOUNTING

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SHERIDAN, AR [REDACTED]

PAGE 2

HOME: CONT: [REDACTED]  
BUS: CELL: [REDACTED] SERVICE ADVISOR: 101084 JENNIFER WARDEN

| COLOR         | YEAR       | MAKE/MODEL      | VIN                            | LICENSE | MILEAGE IN / OUT | TAG     |           |      |      |     |       |
|---------------|------------|-----------------|--------------------------------|---------|------------------|---------|-----------|------|------|-----|-------|
| PRISTINE W    | 20         | LINCOLN AVIATOR |                                |         | 5396/5396        | T6152   |           |      |      |     |       |
| DEL. DATE     | PROD. DATE | WARR. EXP.      | PROMISED                       | PO NO.  | RATE             | PAYMENT | INV. DATE |      |      |     |       |
| 19AUG20       | DD16DEC19  |                 | WAIT 14OCT20                   |         | 140.00           | AE      | 14OCT20   |      |      |     |       |
| R.O. OPENED   |            | READY           | OPTIONS: SOLD-STK:LGL21841     |         |                  |         |           |      |      |     |       |
| 09:21 14OCT20 |            | 10:59 14OCT20   | ENG:TWIN-TURBOCHARGED 3.0L V6  |         |                  |         |           |      |      |     |       |
|               |            |                 | TRN:10-SPEED AUTO TRANSMISSION |         |                  |         |           |      |      |     |       |
| LINE          | OPCODE     | TECH            | TYPE                           | A/HRS   | S/HRS            | COST    | SALE      | COMP | LIST | NET | TOTAL |

| ACCOUNT | SALE | COST  | CONTROL | ACCOUNT | SALE | COST  | CONTROL |
|---------|------|-------|---------|---------|------|-------|---------|
| 14000   | 3400 | 2250  |         | 14300   | 931  | 512   |         |
| 14750   | 2370 | 1470  |         | 14050   | 0    | 0     |         |
| 12850   | 637  | 0     |         | 17323   | 0    | ***** |         |
| 11042   | 7338 | ***** |         |         |      |       |         |

COST, SALE, & COMP TOTALS 4232 6701 0

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UNLESS OTHERWISE  
INDICATED.

| DESCRIPTION            | TOTALS |
|------------------------|--------|
| LABOR AMOUNT           | 34.00  |
| PARTS AMOUNT           | 33.01  |
| GAS, OIL, LUBE         | 0.00   |
| SUBLET AMOUNT          | 0.00   |
| MISC. CHARGES *        | 0.00   |
| TOTAL CHARGES          | 67.01  |
| LESS INSURANCE         | 0.00   |
| SALES TAX              | 6.37   |
| PLEASE PAY THIS AMOUNT | 73.38  |

CUSTOMER #: [REDACTED]

[REDACTED]

Mark McLarty Ford Lincoln

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North Little Rock, AR 72117  
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ACCOUNTING

SHERIDAN, AR [REDACTED]

PAGE 1

HOME: CONT: [REDACTED]  
BUS: CELL: [REDACTED] SERVICE ADVISOR: 101084 JENNIFER WARDEN

|            |            |            |                 |  |        |         |                  |           |
|------------|------------|------------|-----------------|--|--------|---------|------------------|-----------|
| COLOR      |            | YEAR       | MAKE/MODEL      |  | VIN    | LICENSE | MILEAGE IN / OUT | TAG       |
| PRISTINE W |            | 20         | LINCOLN AVIATOR |  |        |         | 10352/10352      | T6688     |
| DEL. DATE  | PROD. DATE | WARR. EXP. | PROMISED        |  | PO NO. | RATE    | PAYMENT          | INV. DATE |
| 19AUG20    | DD16DEC19  |            | WAIT 10MAR21    |  |        | 140.00  | CHG              | 18MAR21   |

|               |        |               |                                |       |       |      |      |      |      |     |       |
|---------------|--------|---------------|--------------------------------|-------|-------|------|------|------|------|-----|-------|
| R.O. OPENED   |        | READY         | OPTIONS: SOLD-STK:LGL21841     |       |       |      |      |      |      |     |       |
|               |        |               | ENG:TWIN-TURBOCHARGED 3.0L V6  |       |       |      |      |      |      |     |       |
| 09:16 10MAR21 |        | 15:33 18MAR21 | TRN:10-SPEED AUTO TRANSMISSION |       |       |      |      |      |      |     |       |
| LINE          | OPCODE | TECH          | TYPE                           | A/HRS | S/HRS | COST | SALE | COMP | LIST | NET | TOTAL |

A WORKS OIL CHANGE SERVICE \* The Works Oil Change Service \* Drain Old Oil and Add Up To 5 Quarts of Synthetic Blend Oil \* Install New Oil Filter \* Rotate Tires \* Top Off Fluids \* Perform Multi-point Inspection

|                               |                    |               |       |        |      |               |      |  |       |       |  |
|-------------------------------|--------------------|---------------|-------|--------|------|---------------|------|--|-------|-------|--|
| CONCERN CODE:                 |                    |               |       |        |      |               |      |  |       |       |  |
| WRKS WORKS OIL CHANGE SERVICE |                    |               |       |        |      |               |      |  |       |       |  |
| 101216                        | CPC                | 0.00          | 0.50  | 2250   | 3400 |               |      |  | 34.00 | 34.00 |  |
| 1                             | FL*2062*A          | KIT - ELEMENT |       |        |      |               |      |  |       |       |  |
|                               | & GASKET - OIL F   |               |       | 512    | 931  | 0             | 9.31 |  | 9.31  | 9.31  |  |
| 6                             | XO*5W30*BSP        | Motorcraft    |       |        |      |               |      |  |       |       |  |
|                               | SAE 5W-30 API GF-5 |               |       | 1470   | 2394 | 0             | 3.99 |  | 3.99  | 23.94 |  |
| PARTS:                        | 33.25              | LABOR:        | 34.00 | OTHER: | 0.00 | TOTAL LINE A: |      |  |       | 67.25 |  |

VERSION 1 (EMP# 101041,10MAR21 09:41): 10352  
Performed the works.  
oil and filter change.....100955  
rotate.....101216

\*\*\*\*\*  
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\* "Get my estimate now" \*  
\*\*\*\*\*

\*\*\* NO RO PUNCH TIMES ON FILE \*\*\*

| ACCOUNT | SALE | COST  | CONTROL | ACCOUNT | SALE | COST | CONTROL |
|---------|------|-------|---------|---------|------|------|---------|
| 14000   | 3400 | 2250  |         | 14300   | 931  | 512  |         |
| 14750   | 2394 | 1470  |         | 12850   | 639  | 0    |         |
| 11131   | 7364 | ***** | 31890   |         |      |      |         |

COST, SALE, & COMP TOTALS 4232 6725 0

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  |                                                                                                                                                                                                            |  |                                                |        |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|------------------------------------------------|--------|
| <b>WARRANTY DISCLAIMER:</b> ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. |  | <b>* SHOP SUPPLY COSTS:</b><br>We have added a charge equal to 15% 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. |  | 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.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |  | <b>ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.</b>                                                                                                                                                       |  | LABOR AMOUNT                                   | 34.00  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  |                                                                                                                                                                                                            |  | PARTS AMOUNT                                   | 33.25  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  |                                                                                                                                                                                                            |  | GAS, OIL, LUBE                                 | 0.00   |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  |                                                                                                                                                                                                            |  | SUBLET AMOUNT                                  | 0.00   |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  |                                                                                                                                                                                                            |  | MISC. CHARGES *                                | 0.00   |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  |                                                                                                                                                                                                            |  | TOTAL CHARGES                                  | 67.25  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  |                                                                                                                                                                                                            |  | LESS INSURANCE                                 | 0.00   |
| DATE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |  | CUSTOMER SIGNATURE                                                                                                                                                                                         |  | AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE |        |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  |                                                                                                                                                                                                            |  | PLEASE PAY THIS AMOUNT                         |        |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  |                                                                                                                                                                                                            |  | 73.64                                          |        |

CUSTOMER #: [REDACTED]

ACCOUNTING

Mark McLarty Ford Lincoln

4400 Landers Road  
North Little Rock, AR 72117  
Main: (501) 945-1200  
Service: (501) 945-8240  
Fax: (501) 945-8216  
www.MarkMcLartyFord.com

SHERIDAN, AR [REDACTED]

PAGE 1

HOME:

CONT: [REDACTED]

BUS:

CELL: [REDACTED]

SERVICE ADVISOR: 101084 JENNIFER WARDEN

| COLOR      | YEAR | MAKE/MODEL      | VIN        | LICENSE | MILEAGE IN / OUT | TAG   |
|------------|------|-----------------|------------|---------|------------------|-------|
| PRISTINE W | 20   | LINCOLN AVIATOR | [REDACTED] |         | 10352/10352      | T6688 |

| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED     | PO NO. | RATE   | PAYMENT | INV. DATE |
|-----------|------------|------------|--------------|--------|--------|---------|-----------|
| 19AUG20   | DD16DEC19  |            | WAIT 10MAR21 |        | 140.00 | CASH    | 18MAR21   |

|               |               |                                |      |       |       |      |      |      |      |     |       |
|---------------|---------------|--------------------------------|------|-------|-------|------|------|------|------|-----|-------|
| R.O. OPENED   | READY         | OPTIONS: SOLD-STK:LGL21841     |      |       |       |      |      |      |      |     |       |
|               |               | ENG:TWIN-TURBOCHARGED 3.0L V6  |      |       |       |      |      |      |      |     |       |
| 09:16 10MAR21 | 16:01 18MAR21 | TRN:10-SPEED AUTO TRANSMISSION |      |       |       |      |      |      |      |     |       |
| LINE          | OPCODE        | TECH                           | TYPE | A/HRS | S/HRS | COST | SALE | COMP | LIST | NET | TOTAL |

B Moved to: 177315C Line: A

999 Moved to: 177315C Line: A

999 ISP 0.00 0.00 0 0 0.00 0.00  
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C FORD/LINCOLN MULTI POINT INSPECTION

CAUSE: PERFORM FORD/LINCOLN MULTI POINT INSPECTION

LMPI FORD/LINCOLN MULTI POINT INSPECTION

101216 ISP 0.00 0.00 0 0 0.00 0.00  
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

VERSION 1 (EMP# 101041,10MAR21 09:41): 10352 performed multi point inspection.....101216

D CUSTOMER STATES CHECK ENGINE LIGHT IS ON CHECK AND ADVISE OF NEEDED REPAIRS.

CAUSE: .

CONCERN CODE:

202071A TSB

101193 W 1.60 0.80 3600 11200 112.00 112.00  
1 L1MZ\*4B409\*A RING 1393 2546 0 25.46 25.46 25.46

FC: E29 42

PART#: L1MZ\*4B409\*A

COUNT: 1393 2546 TPARTS

CLAIM TYPE:

AUTH CODE:

101193 3600 11200 TLABOR

PARTS: 25.46 LABOR: 112.00 OTHER: 0.00 TOTAL LINE D: 137.46

VERSION 1 (EMP# 101193,18MAR21 14:49): 10352 0.80 HOOKED VEHICLE TO FDRS. VERIFIED CHECK ENGINE LIGHT WAS ON FOR CODES DTC- C0633 & C00A6. REPAIRED UNDER TSB 20-2071. CLEARED DTC CODES AND ROAD TESTED. ISSUE RESOLVED. FAILED PART NUMBER 4B409. CONDITION CODE 42.

E LINCOLN WASH

MISC MISCELLANEOUS

999 ISP 0.00 0.00 0 0 0.00 0.00  
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

F CUSTOMER STATES MAIN SCREEN RATTLES AT TIMES

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ALL PARTS ARE NEW  
UNLESS OTHERWISE  
INDICATED.

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

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE



CUSTOMER #: [REDACTED]

Mark McLarty Ford Lincoln

ACCOUNTING

4400 Landers Road  
North Little Rock, AR 72117  
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www.MarkMcLartyFord.com

SHERIDAN, AR [REDACTED]

PAGE 2

HOME: [REDACTED] CONT: [REDACTED]  
BUS: [REDACTED] CELL: [REDACTED] SERVICE ADVISOR: 101084 JENNIFER WARDEN

|               |        |            |                 |              |                                |        |         |                  |      |           |       |
|---------------|--------|------------|-----------------|--------------|--------------------------------|--------|---------|------------------|------|-----------|-------|
| COLOR         |        | YEAR       | MAKE/MODEL      |              | VIN                            |        | LICENSE | MILEAGE IN / OUT |      | TAG       |       |
| PRISTINE W    |        | 20         | LINCOLN AVIATOR |              |                                |        |         | 10352/10352      |      | T6688     |       |
| DEL. DATE     |        | PROD. DATE | WARR. EXP.      | PROMISED     |                                | PO NO. | RATE    | PAYMENT          |      | INV. DATE |       |
| 19AUG20 DD    |        | 16DEC19    |                 | WAIT 10MAR21 |                                |        | 140.00  | CASH             |      | 18MAR21   |       |
| R.O. OPENED   |        |            | READY           |              | OPTIONS: SOLD-STK:LGL21841     |        |         |                  |      |           |       |
| 09:16 10MAR21 |        |            | 16:01 18MAR21   |              | ENG:TWIN-TURBOCHARGED 3.0L V6  |        |         |                  |      |           |       |
|               |        |            |                 |              | TRN:10-SPEED AUTO TRANSMISSION |        |         |                  |      |           |       |
| LINE          | OPCODE | TECH       | TYPE            | A/HRS        | S/HRS                          | COST   | SALE    | COMP             | LIST | NET       | TOTAL |

CAUSE: .

CONCERN CODE:

CND COULD NOT DUPLICATE CONCERN

731364 ISP 0.35 0.00 0 0 0.00 0.00  
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

VERSION 1 (EMP# 731364,18MAR21 15:08): 10352 check concern , test  
drive whit the chop foreman , did not duplicate the concern at this  
time .

VERSION 2 (EMP# 101084,18MAR21 15:22): 10352 check concern , test  
drive with the shop foreman , did not duplicate the concern at this  
time .

\*\*\* THE FOLLOWING WORK NOT DONE-TRANSFERRED TO RO#177315C \*\*\*

B Moved to: 177315C Line: A

\*\*\*\*\*  
\* Need a Body Shop Estimate? \*  
\*Visit www.mclartycollision.com and click on\*  
\* "Get my estimate now" \*  
\*\*\*\*\*

| DATE     | START | FINISH | DURATION | TYPE | TECH   | LINE(S) | CHG |
|----------|-------|--------|----------|------|--------|---------|-----|
| 03-15-21 | 07:42 | 08:03  | 0.35     | W    | 731364 | F       |     |
|          | 08:08 | 08:08  | 0.00     | W    | 731364 | F       |     |
|          | 18:18 | 18:18  | 0.00     | W    | 731364 | F       |     |
| 03-18-21 | 13:13 | 14:49  | 1.60     | W    | 101193 | D       |     |

| ACCOUNT | SALE  | COST  | CONTROL | ACCOUNT | SALE  | COST  | CONTROL |
|---------|-------|-------|---------|---------|-------|-------|---------|
| 14000   | 0     | 0     |         | 14050   | 0     | 0     |         |
| 14030   | 11200 | 3600  |         | 14500   | 2546  | 1393  |         |
| 17323   | 0     | ***** |         | 11230   | 13746 | ***** |         |

COST, SALE, & COMP TOTALS 4993 13746 0

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UNLESS OTHERWISE  
INDICATED.

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

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

CUSTOMER #:

Mark McLarty Ford Lincoln

ACCOUNTING

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North Little Rock, AR 72117  
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www.MarkMcLartyFord.com

SHERIDAN, AR

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]  
BUS: [REDACTED] CELL: [REDACTED] SERVICE ADVISOR: 101084 JENNIFER WARDEN

|            |            |                  |              |                             |        |         |                  |       |
|------------|------------|------------------|--------------|-----------------------------|--------|---------|------------------|-------|
| BUS:       |            | CELL: [REDACTED] |              | SERVICE ADVISOR: [REDACTED] |        |         |                  |       |
| COLOR      | YEAR       | MAKE/MODEL       |              | VIN                         |        | LICENSE | MILEAGE IN / OUT | TAG   |
| PRISTINE W | 20         | LINCOLN AVIATOR  |              | [REDACTED]                  |        |         | 16863/16863      | T6167 |
| DEL. DATE  | PROD. DATE | WARR. EXP.       | PROMISED     | PO NO.                      | RATE   | PAYMENT | INV. DATE        |       |
| 19AUG20    | DD16DEC19  |                  | WAIT 14JUL21 |                             | 140.00 | FOPASS  | 30JUN21          |       |

|               |        |               |                                |       |       |      |      |      |      |     |       |
|---------------|--------|---------------|--------------------------------|-------|-------|------|------|------|------|-----|-------|
| R.O. OPENED   |        | READY         | OPTIONS: SOLD-STK:LGL21841     |       |       |      |      |      |      |     |       |
|               |        |               | ENG:TWIN-TURBOCHARGED 3.0L V6  |       |       |      |      |      |      |     |       |
| 10:47 30JUN21 |        | 16:37 30JUN21 | TRN:10-SPEED AUTO TRANSMISSION |       |       |      |      |      |      |     |       |
| LINE          | OPCODE | TECH          | TYPE                           | A/HRS | S/HRS | COST | SALE | COMP | LIST | NET | TOTAL |

A Synthetic blend oil change and more. Tire Rotation and Pressure Check, Brake Inspection, Vehicle Checkup. Fluid Top Off, Battery Test, Filter Check, Belts and Hoses Check, Up to 5 quarts of Motorcraft oil and Motorcraft oil filter. Hybrid battery test excluded. Starting at 54.95, Price May Vary by Model.

WRKS Synthetic blend oil change and more. Tire Rotation and Pressure Check, Brake Inspection, Vehicle Checkup. Fluid Top Off, Battery Test, Filter Check, Belts and Hoses Check, Up to 5 quarts of Motorcraft oil and Motorcraft oil filter. Hybrid battery test excluded. Starting at 54.95, Price May Vary by Model.

|        |                         |      |      |      |      |   |      |      |       |       |
|--------|-------------------------|------|------|------|------|---|------|------|-------|-------|
| 101351 | CPC                     | 0.34 | 0.50 | 2250 | 3400 |   |      |      | 34.00 | 34.00 |
| 1      | FL*2062*A KIT - ELEMENT |      |      | 512  | 931  | 0 | 9.31 | 9.31 | 9.31  | 9.31  |
| 6      | XO*5W30*BSP Motorcraft  |      |      | 1470 | 2370 | 0 | 3.95 | 3.95 | 23.70 | 23.70 |
|        | SAE 5W-30 API GF-5      |      |      |      |      |   |      |      |       |       |

PARTS: 33.01 LABOR: 34.00 OTHER: 0.00 TOTAL LINE A: 67.01  
VERSION 1 (EMP# 101351,30JUN21 13:13): 16863  
Performed the works fuel saver.  
oil and filter change.....101351  
rotate.....101351

## B LINCOLN MULTI POINT INSPECTION

LMPI LINCOLN MULTI POINT INSPECTION

|        |     |      |      |   |   |  |  |  |      |      |
|--------|-----|------|------|---|---|--|--|--|------|------|
| 101351 | CPC | 0.00 | 0.00 | 0 | 0 |  |  |  | 0.00 | 0.00 |
|--------|-----|------|------|---|---|--|--|--|------|------|

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00  
VERSION 1 (EMP# 101351,30JUN21 13:13): 16863 Completed multi point inspection.....101351

## C PERFORM RECALL 21C09 IMAGE PROCESSING MODULE B SOFTWARE UPDATE

CAUSE: .

CONCERN CODE:

21C09B FSA

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

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE



CUSTOMER #:

## Mark McLarty Ford Lincoln

ACCOUNTING

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SHERIDAN, AR

PAGE 2

HOME: [REDACTED]

CONT: [REDACTED]

BUS: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 101084 JENNIFER WARDEN

| COLOR      | YEAR | MAKE/MODEL      | VIN        | LICENSE | MILEAGE IN / OUT | TAG   |
|------------|------|-----------------|------------|---------|------------------|-------|
| PRISTINE W | 20   | LINCOLN AVIATOR | [REDACTED] |         | 16863/16863      | T6167 |

| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED     | PO NO. | RATE   | PAYMENT | INV. DATE |
|-----------|------------|------------|--------------|--------|--------|---------|-----------|
| 19AUG20   | DD16DEC19  |            | WAIT 14JUL21 |        | 140.00 | FOPASS  | 30JUN21   |

| R.O. OPENED   | READY         | OPTIONS:                                                                             |
|---------------|---------------|--------------------------------------------------------------------------------------|
| 10:47 30JUN21 | 16:37 30JUN21 | SOLD-STK:LGL21841<br>ENG:TWIN-TURBOCHARGED 3.0L V6<br>TRN:10-SPEED AUTO TRANSMISSION |

| LINE | OPCODE | TECH   | TYPE | A/HRS | S/HRS | COST | SALE | COMP | LIST | NET   | TOTAL |
|------|--------|--------|------|-------|-------|------|------|------|------|-------|-------|
|      |        | 731364 | W    | 0.85  | 0.70  | 2023 | 9800 |      |      | 98.00 | 98.00 |

FC: PART#: COUNT:

0

0 TPARTS

CLAIM TYPE: 21C09

AUTH CODE:

731364

2023

9800 TLABOR

PARTS: 0.00 LABOR: 98.00 OTHER: 0.00 TOTAL LINE C: 98.00

VERSION 1 (EMP# 731364, 30JUN21 14:14): 16863 recall

Inspect for the availability of an IPMB software update

- DOES NOT PASS (An IPMB software update is available)

Program the IPMB to the latest software level using FDRS

D LINCOLN RENTAL

CONCERN CODE:

LINCRNT LINCOLN RENTAL

999 W 0.00 0.00 0 0 0.00 0.00

0

0 TPARTS

0

0 TLABOR

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

E LINCOLN WASH

MISC LINCOLN WASH

999 ISP 0.00 0.00 0 0 0.00 0.00

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

EST: 65.75 30JUN21 10:47 SA: 101084

CONTACT:

\*\*\*\*\*

\*\*\*\*\*  
\* Need a Body Shop Estimate? \*  
\* Visit www.mclartycollision.com and click on \*  
\* "Get my estimate now" \*  
\*\*\*\*\*

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UNLESS OTHERWISE  
INDICATED.**

## DESCRIPTION

## TOTALS

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

DATE CUSTOMER SIGNATURE

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

CUSTOMER #: [REDACTED]

ACCOUNTING

## Mark McLarty Ford Lincoln

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SHERIDAN, AR [REDACTED]

PAGE 3

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

SERVICE ADVISOR: 101084 JENNIFER WARDEN

| COLOR         | YEAR       | MAKE/MODEL      | VIN                            | LICENSE | MILEAGE IN / OUT | TAG     |           |      |      |     |       |
|---------------|------------|-----------------|--------------------------------|---------|------------------|---------|-----------|------|------|-----|-------|
| PRISTINE W    | 20         | LINCOLN AVIATOR |                                |         | 16863/16863      | T6167   |           |      |      |     |       |
| DEL. DATE     | PROD. DATE | WARR. EXP.      | PROMISED                       | PO NO.  | RATE             | PAYMENT | INV. DATE |      |      |     |       |
| 19AUG20       | DD16DEC19  |                 | WAIT 14JUL21                   |         | 140.00           | FOPASS  | 30JUN21   |      |      |     |       |
| R.O. OPENED   |            | READY           | OPTIONS: SOLD-STK:LGL21841     |         |                  |         |           |      |      |     |       |
|               |            |                 | ENG:TWIN-TURBOCHARGED 3.0L V6  |         |                  |         |           |      |      |     |       |
| 10:47 30JUN21 |            | 16:37 30JUN21   | TRN:10-SPEED AUTO TRANSMISSION |         |                  |         |           |      |      |     |       |
| LINE          | OPCODE     | TECH            | TYPE                           | A/HRS   | S/HRS            | COST    | SALE      | COMP | LIST | NET | TOTAL |

| DATE     | START | FINISH | DURATION | TYPE | TECH   | LINE(S) | CHG |
|----------|-------|--------|----------|------|--------|---------|-----|
| 06-30-21 | 12:53 | 13:13  | 0.34     | W    | 101351 | A       |     |
|          | 13:23 | 14:14  | 0.85     | W    | 731364 | C       |     |

| TRGT/ACCOUNT | SALE | COST  | CONTROL | TRGT/ACCOUNT | SALE | COST  | CONTROL |
|--------------|------|-------|---------|--------------|------|-------|---------|
| 140/14000    | 3400 | 2250  |         | 140/14300    | 931  | 512   |         |
| 140/14750    | 2370 | 1470  |         | 140/14030    | 9800 | 2023  |         |
| 140/14050    | 0    | 0     |         | 140/12850    | 637  | 0     |         |
| 140/11230    | 9800 | ***** |         | 140/17323    | 0    | ***** |         |
| 90/11130     | 7338 | ***** | F31890  |              |      |       |         |

COST, SALE, &amp; COMP TOTALS 6255 16501 0

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UNLESS OTHERWISE  
INDICATED.

| DESCRIPTION            | TOTALS |
|------------------------|--------|
| LABOR AMOUNT           | 34.00  |
| PARTS AMOUNT           | 33.01  |
| GAS, OIL, LUBE         | 0.00   |
| SUBLET AMOUNT          | 0.00   |
| MISC. CHARGES *        | 0.00   |
| TOTAL CHARGES          | 67.01  |
| LESS INSURANCE         | 0.00   |
| SALES TAX              | 6.37   |
| PLEASE PAY THIS AMOUNT | 73.38  |

DATE CUSTOMER SIGNATURE

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

CUSTOMER #: [REDACTED]

ACCOUNTING

Mark McLarty Ford Lincoln

4400 Landers Road  
North Little Rock, AR 72117  
Main: (501) 945-1200  
Service: (501) 945-8240  
Fax: (501) 945-8216  
www.MarkMcLartyFord.com

SHERIDAN, AR [REDACTED]

PAGE 1

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

SERVICE ADVISOR: 101084 JENNIFER WARDEN

| COLOR                             | YEAR       | MAKE/MODEL      | VIN                            | LICENSE | MILEAGE IN / OUT | TAG     |           |
|-----------------------------------|------------|-----------------|--------------------------------|---------|------------------|---------|-----------|
| PRISTINE W                        | 20         | LINCOLN AVIATOR |                                |         | 19039/19062      | T8532   |           |
| DEL. DATE                         | PROD. DATE | WARR. EXP.      | PROMISED                       | PO NO.  | RATE             | PAYMENT | INV. DATE |
| 19AUG20                           | DD16DEC19  |                 | 08:42 13AUG21                  |         | 140.00           | CASH    | 14SEP21   |
| R.O. OPENED                       |            | READY           | OPTIONS: SOLD-STK:LGL21841     |         |                  |         |           |
| 08:57 30JUL21                     |            | 14:03 14SEP21   | ENG:TWIN-TURBOCHARGED 3.0L V6  |         |                  |         |           |
|                                   |            |                 | TRN:10-SPEED AUTO TRANSMISSION |         |                  |         |           |
| LINE OPCODE TECH TYPE A/HRS S/HRS |            |                 | LIST                           |         | NET              | TOTAL   |           |

A CUSTOMER STATES AFTER DRIVING FOR AWHILE SEVERAL MESSGAES START  
FLASING ACROSS THE DASH AND HIS CRUISE STOPS WORKING - MESSAGES  
ARE 1)4WD MALFUNCTION 2)DRIVE CONTROL MALFUNCTION  
3)PRECOLLISION NOT AVLB 4)SVC ADVANCE TRAC

CAUSE: .  
CONCERN CODE:

7453D ELECTRONIC SHIFT - FOUR WHEEL DRIVE -  
DIAGNOSIS (7E453) - L

|        |                       |                  |      |       |       |   |        |        |
|--------|-----------------------|------------------|------|-------|-------|---|--------|--------|
| 100142 | W                     | 13.66            | 0.50 | 1770  | 7000  |   | 70.00  | 70.00  |
| 1      | L1MZ*3D102*A          | SHAFT -          |      |       |       |   |        |        |
|        | FRONT AXLE            |                  |      | 24188 | 44216 | 0 | 442.16 | 442.16 |
| 2      | *W719503*S439         | BOLT             |      | 650   | 1188  | 0 | 6.50   | 5.94   |
| 1      | LB5Z*3B477*A          | RETAINER -       |      |       |       |   |        |        |
|        | NUT                   |                  |      | 173   | 316   | 0 | 3.16   | 3.16   |
| 1      | *W520216*S440         | NUT              |      | 78    | 143   | 0 | 1.56   | 1.43   |
| 2      | *W720050*S440         | NUT              |      | 350   | 640   | 0 | 3.50   | 3.20   |
| 2      | *W711310*S440         | NUT              |      | 450   | 822   | 0 | 4.50   | 4.11   |
| 1      | L1MZ*00815*A          | "O" RING         |      | 106   | 194   | 0 | 1.94   | 1.94   |
| 1      | XG*11*                | GREASE - CHASSIS |      |       |       |   |        |        |
|        | LUBRICATION           |                  |      | 717   | 1311  | 0 | 13.11  | 13.11  |
| 1      | XY*75W140*QL          | OIL - REAR       |      |       |       |   |        |        |
|        | AXLE                  |                  |      | 1824  | 3334  | 0 | 33.34  | 33.34  |
| 1      | *W715479*S439         | BOLT             |      | 125   | 229   | 0 | 2.50   | 2.29   |
| 2      | *W719506*S440         | NUT              |      | 350   | 640   | 0 | 3.50   | 3.20   |
| 4      | *W721083*S439         | BOLT AND         |      |       |       |   |        |        |
|        | WASHER ASY - HEX.HEAD |                  |      | 396   | 724   | 0 | 1.98   | 1.81   |
| 2      | *W719503*S439         | BOLT             |      | 650   | 1188  | 0 | 6.50   | 5.94   |
| 2      | *W711310*S440         | NUT              |      | 450   | 822   | 0 | 4.50   | 4.11   |
| 4      | *W719413*S439         | BOLT AND         |      |       |       |   |        |        |
|        | WASHER ASY - HEX.HEAD |                  |      | 628   | 1148  | 0 | 3.14   | 2.87   |
| 2      | *W716979*S439         | BOLT             |      | 266   | 486   | 0 | 2.65   | 2.43   |
| 2      | *W719699*S442         | NUT -            |      |       |       |   |        |        |
|        | FLANGED               |                  |      | 174   | 318   | 0 | 1.74   | 1.59   |
| 2      | *W717521*S440         | NUT -            |      |       |       |   |        |        |

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

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

CUSTOMER #:

## Mark McLarty Ford Lincoln

ACCOUNTING

4400 Landers Road  
North Little Rock, AR 72117  
Main: (501) 945-1200  
Service: (501) 945-8240  
Fax: (501) 945-8216  
www.MarkMcLartyFord.com

SHERIDAN, AR

PAGE 2

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

SERVICE ADVISOR: 101084 JENNIFER WARDEN

| COLOR      | YEAR       | MAKE/MODEL      |               | VIN    | LICENSE | MILEAGE IN / OUT | TAG       |
|------------|------------|-----------------|---------------|--------|---------|------------------|-----------|
| PRISTINE W | 20         | LINCOLN AVIATOR |               |        |         | 19039/19062      | T8532     |
| DEL. DATE  | PROD. DATE | WARR. EXP.      | PROMISED      | PO NO. | RATE    | PAYMENT          | INV. DATE |
| 19AUG20 DD | 16DEC19    |                 | 08:42 13AUG21 |        | 140.00  | CASH             | 14SEP21   |

|               |               |                                |      |       |       |      |     |       |
|---------------|---------------|--------------------------------|------|-------|-------|------|-----|-------|
| R.O. OPENED   | READY         | OPTIONS: SOLD-STK:LGL21841     |      |       |       |      |     |       |
|               |               | ENG:TWIN-TURBOCHARGED 3.0L V6  |      |       |       |      |     |       |
| 08:57 30JUL21 | 14:03 14SEP21 | TRN:10-SPEED AUTO TRANSMISSION |      |       |       |      |     |       |
| LINE          | OPCODE        | TECH                           | TYPE | A/HRS | S/HRS | LIST | NET | TOTAL |

|                                                |     |      |   |       |       |       |
|------------------------------------------------|-----|------|---|-------|-------|-------|
| HEX.                                           | 432 | 790  | 0 | 4.32  | 3.95  | 7.90  |
| 1 L1MZ*6L612*B GASKET                          | 914 | 1671 | 0 | 16.71 | 16.71 | 16.71 |
| 4 *W719326*S439 BOLT AND WASHER ASY - HEX.HEAD | 200 | 364  | 0 | 1.00  | 0.91  | 3.64  |
| 1 *W712961*S439 BOLT                           | 53  | 97   | 0 | 1.06  | 0.97  | 0.97  |

7453D45 4X4 SYSTEMS - DIAGNOSTIC PIN POINT TEST -

L

100142 W 0.00 0.30 1062 4200 42.00 42.00

MT3D102 NTLTG TO ACCESS AND RPL PART

100142 W 0.00 8.20 29028 114800 1148.00 1148.00

FC: H19 42

PART#: L1MZ\*3D102\*A

COUNT:

33174 60641 TPARTS

CLAIM TYPE:

AUTH CODE:

100142

31860 126000 TLABOR

PARTS: 606.41 LABOR: 1260.00 OTHER: 0.00 TOTAL LINE A: 1866.41

VERSION 1 (EMP# 100142,10SEP21 09:04): 19062 wp, fp 3d102, fc 42, miles out 19062 verified warning message and lights fdrs bce diag code c0631:7f in AWD module, checked for messages in oasis for code and concern none found, ran pin point test p for code, p1 yes over 10k, p2 yes 0.8 ohms, p3 reconnected connectors and cleared code and road test at 2.8 miles light came back on and same code, directed to replace front axle disconnect actuator, per shop manual accessed cowl and support braces and wiper arm assembly, removed air cleaner housing and bracket, removed throttle body, disconnected steering shaft, installed engine support, removed under body covers, removed left front axle, dropped sub frame and trans mount to access and removed left catalytic converter to remove left motor mount for access to hidden bolt on axle disconnect actuator, replaced actuator, reassembled motor mount, cat, left drive axle and sub frame and trans mount, reassembled all trim and components on engine the were removed for repair, made sure no codes, road tested 20 miles no warning messages or lights performed final quick test making sure no pending codes all clear, m-time for abnormal

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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 |        |

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

CUSTOMER #: [REDACTED]

ACCOUNTING

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SHERIDAN, AR [REDACTED]

PAGE 3

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

SERVICE ADVISOR: 101084 JENNIFER WARDEN

| COLOR      | YEAR | MAKE/MODEL      | VIN        | LICENSE | MILEAGE IN / OUT | TAG   |
|------------|------|-----------------|------------|---------|------------------|-------|
| PRISTINE W | 20   | LINCOLN AVIATOR | [REDACTED] |         | 19039/19062      | T8532 |

| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED      | PO NO. | RATE   | PAYMENT | INV. DATE |
|-----------|------------|------------|---------------|--------|--------|---------|-----------|
| 19AUG20   | DD16DEC19  |            | 08:42 13AUG21 |        | 140.00 | CASH    | 14SEP21   |

| R.O. OPENED   | READY         | OPTIONS:                                                                             |
|---------------|---------------|--------------------------------------------------------------------------------------|
| 08:57 30JUL21 | 14:03 14SEP21 | SOLD-STK:LGI21841<br>ENG:TWIN-TURBOCHARGED 3.0L V6<br>TRN:10-SPEED AUTO TRANSMISSION |

| LINE | OPCODE | TECH | TYPE | A/HRS | S/HRS | LIST | NET | TOTAL |
|------|--------|------|------|-------|-------|------|-----|-------|
|------|--------|------|------|-------|-------|------|-----|-------|

access time and repair time as no labor op

B LINCOLN MULTI POINT INSPECTION

LMPI LINCOLN MULTI POINT INSPECTION

100142 CPC 0.31 0.00 0 0 0.00 0.00

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

C LINCOLN WASH

MISC LINCOLN WASH

999 CPC 0.00 0.00 0 0 0.00 0.00

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

D LINCOLN RENTAL

CAUSE: .

CONCERN CODE:

LINCRNT LINCOLN RENTAL

999 W 0.00 0.00 0 0 0.00 0.00

RENT P18 10 6819 0 40500 405.00 405.00

RTAX Arkansas Short Term Rental Tax 0 4500 45.00 45.00

FC: PART#: RENTAL COUNT: 0 0 TPARTS

CLAIM TYPE: P18

AUTH CODE:

999 0 0 TLABOR

PARTS: 0.00 LABOR: 0.00 OTHER: 450.00 TOTAL LINE D: 450.00

VERSION 1 (EMP# 900153,14SEP21 14:00): 19062 P18 10 6819 RENTAL

E\*\* PERFORM RECALL 21S34 BATTERY CABLE WIRE HARNESS INSPECTION

CAUSE: .

CONCERN CODE:

21S34B FSA

100142 W 0.35 0.50 1770 7000 70.00 70.00

1 LU5Z\*14A163\*B STRAP -

CABLE 130 238 0 2.38 2.38 2.38

FC: PART#: COUNT: 130 238 TPARTS

CLAIM TYPE: 21S34

AUTH CODE:

100142 1770 7000 TLABOR

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

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE



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SHERIDAN, AR

PAGE 4

HOME: [REDACTED]

CONT: [REDACTED]

BUS: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 101084 JENNIFER WARDEN

| COLOR      | YEAR       | MAKE/MODEL      |               | VIN | LICENSE | MILEAGE IN / OUT |         | TAG       |
|------------|------------|-----------------|---------------|-----|---------|------------------|---------|-----------|
| PRISTINE W | 20         | LINCOLN AVIATOR |               |     |         | 19039/19062      |         | T8532     |
| DEL. DATE  | PROD. DATE | WARR. EXP.      | PROMISED      |     | PO NO.  | RATE             | PAYMENT | INV. DATE |
| 19AUG20    | DD16DEC19  |                 | 08:42 13AUG21 |     |         | 140.00           | CASH    | 14SEP21   |

R.O. OPENED: [REDACTED] READY: [REDACTED] OPTIONS: SOLD-STK:LGL21841

08:57 30JUL21 14:03 14SEP21 ENG:TWIN-TURBOCHARGED 3.0L V6

TRN:10-SPEED AUTO TRANSMISSION

| LINE   | OPCODE | TECH   | TYPE  | A/HRS  | S/HRS | LIST          | NET   | TOTAL |
|--------|--------|--------|-------|--------|-------|---------------|-------|-------|
| PARTS: | 2.38   | LABOR: | 70.00 | OTHER: | 0.00  | TOTAL LINE E: | 72.38 |       |

VERSION 1 (EMP# 100142,30AUG21 08:49): 19039 wp, fp recall 21s34,

miles out 19039 per recall 21s34 inspected harness and passed

inspection, installed tie strap as outlined in recall

EST: 0.00 30JUL21 08:57 SA: 101084

CONTACT:

\*\*\*\*\*

\*\*\*\*\*  
\* Need a Body Shop Estimate? \*  
\* Visit www.mclartycollision.com and click on \*  
\* "Get my estimate now" \*  
\*\*\*\*\*

| DATE     | START | FINISH | DURATION | TYPE | TECH   | LINE(S) | CHG |
|----------|-------|--------|----------|------|--------|---------|-----|
| 08-18-21 | 10:40 | 10:59  | 0.31     | W    | 100142 | B       |     |
|          | 10:59 | 11:50  | 0.85     | W    | 100142 | A       |     |
| 08-30-21 | 08:29 | 08:50  | 0.35     | W    | 100142 | E       |     |
|          | 08:55 | 09:36  | 0.68     | W    | 100142 | A       |     |
| 09-08-21 | 08:40 | 11:55  | 3.25     | W    | 100142 | A       |     |
|          | 13:11 | 16:31  | 3.34     | W    | 100142 | A       |     |
| 09-09-21 | 07:57 | 09:21  | 1.40     | W    | 100142 | A       |     |
|          | 11:34 | 11:48  | 0.23     | W    | 100142 | A       |     |
|          | 12:57 | 13:07  | 0.17     | W    | 100142 | A       |     |
|          | 14:16 | 16:34  | 2.30     | W    | 100142 | A       |     |
| 09-10-21 | 07:38 | 09:04  | 1.44     | W    | 100142 | A       |     |

| TRGT/ACCOUNT | SALE   | COST  | CONTROL | TRGT/ACCOUNT | SALE   | COST  | CONTROL |
|--------------|--------|-------|---------|--------------|--------|-------|---------|
| 140/14030    | 133000 | 33630 |         | 140/14500    | 60879  | 33304 |         |
| 140/14000    | 0      | 0     |         | 140/17343    | 40500  | 0     | 6819    |
| 140/12430    | 4500   | 0     | 6819    | 140/11230    | 238879 | ***** |         |
| 140/11042    | 0      | ***** |         |              |        |       |         |

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

**\* SHOP SUPPLY COSTS:**  
We have added a charge equal to 15% of the total cost of labor and parts, not to exceed \$50.00, to the Repair Order for shop supplies used in connection with this repair.

**ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.**

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

DATE CUSTOMER SIGNATURE

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

CUSTOMER #:

ACCOUNTING

Mark McLarty Ford Lincoln

4400 Landers Road  
 North Little Rock, AR 72117  
 Main: (501) 945-1200  
 Service: (501) 945-8240  
 Fax: (501) 945-8216  
 www.MarkMcLartyFord.com

SHERIDAN, AR

PAGE 5

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

SERVICE ADVISOR: 101084 JENNIFER WARDEN

|                                   |            |                 |                                |         |                  |         |           |
|-----------------------------------|------------|-----------------|--------------------------------|---------|------------------|---------|-----------|
| COLOR                             | YEAR       | MAKE/MODEL      | VIN                            | LICENSE | MILEAGE IN / OUT | TAG     |           |
| PRISTINE W                        | 20         | LINCOLN AVIATOR |                                |         | 19039/19062      | T8532   |           |
| DEL. DATE                         | PROD. DATE | WARR. EXP.      | PROMISED                       | PO NO.  | RATE             | PAYMENT | INV. DATE |
| 19AUG20                           | DD16DEC19  |                 | 08:42 13AUG21                  |         | 140.00           | CASH    | 14SEP21   |
| R.O. OPENED                       |            | READY           | OPTIONS: SOLD-STK:LGL21841     |         |                  |         |           |
|                                   |            |                 | ENG:TWIN-TURBOCHARGED 3.0L V6  |         |                  |         |           |
| 08:57 30JUL21                     |            | 14:03 14SEP21   | TRN:10-SPEED AUTO TRANSMISSION |         |                  |         |           |
| LINE OPCODE TECH TYPE A/HRS S/HRS |            |                 |                                | LIST    | NET              | TOTAL   |           |

COST, SALE, &amp; COMP TOTALS 66934 238879 0

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**ALL PARTS ARE NEW  
 UNLESS OTHERWISE  
 INDICATED.**

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

DATE CUSTOMER SIGNATURE

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE



CERTIFIED MAIL



*Miniseries*



Sheridan, Arkansas 72150



1000



U.S. POSTAGE PAID  
FCM LETTER  
SHERIDAN, AR  
72150  
NOV 30, 21  
AMOUNT

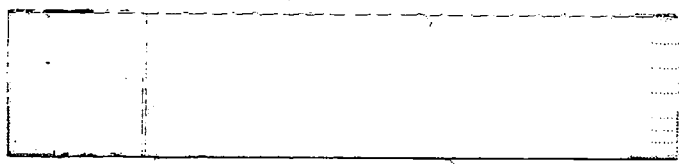
**\$7.38**

R2305E123982-07

*Lincoln Customer Care  
PO Box 6248  
Dearborn MI*



000176 GCCT PLV



Lincoln Customer Care  
P.O. Box 6248  
Dearborn, MI 48126

October 29, 2021

2021 DEC 9 PM 12:18  
COMM-FORD-NCDS-SET

Dear Sir or Madam:

I purchased a 2020 Lincoln Aviator on August 19, 2020 from McClarty Ford Lincoln and salesman Hosea Dorsch at 4400 N Landers RD. N. Little Rock, AR 72217. Since the original delivery of the vehicle it has been returned to the dealership a minimum of three times to the authorized service department at McClarty. This last time McClarty's authorized service department has had my vehicle since July 30, 2021. Till this date of December 1, 2021 the service department has not been able to repair the problem. This problem actually occurred the day of the test drive and I was assured that it was a fluke and had been thoroughly vetted by your service department. So I purchased the vehicle. This problem has occurred off and on the entire life of the vehicle but became so increasingly worse that I had to leave it for the past three months to no resolution. Your authorized service department has been wonderful but have made dozens of attempts to repair the vehicle to no avail.

The problem is while driving the vehicle warnings come on the screen: 4WD Malfunction Service Required, Drive Control Malfunction Service Required, Pre-Collision Assist Not Available, Service Advance Trac.

When this occurs all of those functions fail on the automobile, including the disabling of the cruise control.

These nonconformities substantially impair my use, the market value and safety of my vehicle. I did allow you one final opportunity to repair my vehicle beginning October 28, 2021. It is now December 1, 2021 and the automobile is not repaired. My Vehicle is a lemon under the Arkansas Lemon Law. I demand that my purchase price be refunded together with all other compensation to which I am entitled.

A copy of this notice is being sent to your Independent Dispute Settlement Program (IDSP), (BBB Auto Line/NCDS). I request my Lemon Law Claim be resolved within 40 days of your receipt of this letter. If you do not immediately agree to my demand for relief, I request a hearing before the IDSP.

I look forward to hearing from you soon. You can reach me at [REDACTED] day or night.

Sincerely,  
[REDACTED]

[REDACTED]

2100000000

10/20/21

I look forward to hearing from you soon. You can reach me at [REDACTED] day or

for letter. I received a response before the 10/20/21.

40 days of your receipt of this letter. If you do not immediately agree to my demand  
(10/20/21) (10/20/21) (10/20/21) I request my person may claim to be treated within  
a copy of this notice is being sent to your independent dispute settlement program

have no intention to return any of my other possessions to which I am entitled.

My vehicle is a person under the Arkansas person (10/20/21) demand that my business  
October 20, 2021. It is now December 1, 2021 and the automobile is not returned.  
My vehicle is still with you and you are obligated to return my vehicle promptly.  
These noncompliance substantially impair my use of the market value and safety of

disruption of the entire country.

When this occurs all of those functions rely on the automobile including the

collection agency for all other services. I have

mailing services required, public court mailing services required, etc.  
The problem is while waiting the vehicle maintains some on the screen. IWD

been working on the issue since dozens of attempts to return the vehicle to no avail.  
the last three months to no resolution. Your authorized service department has  
either the vehicle but because so increasingly worse that I had to leave it for  
department so I purchased the vehicle. This problem has occurred off and on the  
was stated that it was a fix and had been thoroughly tested by your service  
return the problem. This problem actually occurred the day of the last trial and I  
the last time of December 1, 2021 the service department had not been able to

McClary's authorized service department has had my vehicle since July 30, 2021.

of three times to the authorized service department at McClary. This last time  
the original delivery of the vehicle it has been returned to the dealership a minimum  
and someone hopes to get it back in 4000 in 4000. I have been told that since  
I purchased a 2020 Lincoln Aviator on August 14, 2020 from McClary. Ford Lincoln

Best 21 of 21/21/21

October 20, 2021

[REDACTED]

# Repair Order Detail - Internal Copy

RO Number: 191205

RO Status: CLOSED

Customer: [REDACTED]

Phone(s): Contact: [REDACTED]

Vehicle: [REDACTED]

Main: [REDACTED]

2020 AVIAT

PRISTINE\_W-  
HITE\_MET\_T

[Click to View Cust Copy](#)

Cell: (870)814-3842

Mileage: 19,184

Service advisor: 101084

Tag number: T1841

Payment type: CASH

Promised time: 08:30 AM

Promised date: 01/08/2022

Waiter: No

Estimate: 0.00

Customer Comments: No

~~~~~  
A      PERFORM RECALL 21S44 2020-2021 AVIATOR, EXPLORER,  
         CORSAIR-REAR/360 CAMERA IPMB BLUE SCREEN  
21S44B      W      FSA      0.70      98.00

Tech(s): 733176

Pts: 0.00 Lbr: 98.00 Other: 0.00 Total Line A: 98.00

Story: 19184 warr recall 21s44b 0.7 70 Inspect for the availability  
of an IPMB software update - DOES NOT PASS (An IPMB software  
update is available) Program the IPMB to the latest software  
level (version LB5T-14F017-AP or higher) using FDRS. Recall  
Comple

~~~~~  
B      LINCOLN MULTI POINT INSPECTION  
LMPI      ISP      LINCOLN MULTI POINT      0.00      0.00  
         INSPECTION

Tech(s): 733176

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line B: 0.00  
~~~~~

|                           |      |
|---------------------------|------|
| Customer Pay              |      |
| Labor                     | 0.00 |
| Parts                     | 0.00 |
| Lube                      | 0.00 |
| Sublet                    | 0.00 |
| Miscellaneous/Shop Charge | 0.00 |
| Deductible                | 0.00 |
| Total Charges             | 0.00 |
| Less Insurance/Adjustment | 0.00 |
| Sales Tax                 | 0.00 |
| Total                     | 0.00 |



**CASE INFORMATION:**

**Customer Name:** [REDACTED]  
**Vehicle:** 2020 Lincoln Aviator  
**VIN:** [REDACTED]  
**Warranty Start Date:** 08/29/2020  
**Mileage:** 19184

**CALA Name:** Catherine Donley  
**FMC Case Number:** [REDACTED]  
**Case Type:** Demand  
**Attorney:** None  
**State:** Arkansas

**Purchased:** ☒ New ☐ Used ☐ Leased (terms of lease)

**This Vehicle is in:** ☒ BTB Warranty ☒ Powertrain Warranty ☐ Diesel Warranty ☐ No Warranties

**Extended Service Plan:** ☒ NO ☐ YES

**REVIEW INFORMATION:**

**Offer:** ☐ Repurchase ☐ Replacement ☒ Option

**Resources Used:** ☒ Repair Order ☒ AWS ☒ GCQIS

After review, it appears this vehicle may meet the requirement for repurchase or replacement under the Arkansas State Lemon Law. Within the 24 month or 24,000 miles, whichever is latest Motor Vehicle Quality Assurance (MVQA) Period, the vehicle has been out of service for more than 30 days for warrantable repairs 177 days for engine concerns. The vehicle appears to meet the AR LL guidelines for R/R due to days out of service.





| <div> <div>2020 LINCOLN AVIATOR</div> <div>WSD = 08/29/2020</div> <div>ARKANSAS</div> </div> |           |                                                                                                                                                                                      |         |                                                                                                                                                                                                                                                                                                                          |                                                                                                                                               |           |
|----------------------------------------------------------------------------------------------|-----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| DLR                                                                                          | RO NUMBER | DATE                                                                                                                                                                                 | MILEAGE | VEHICLE CONCERN                                                                                                                                                                                                                                                                                                          | SERVICES PERFORMED / ACTIONS                                                                                                                  | DAYS DOWN |
| MARK MCLARTY FORD LINCOLN                                                                    | 159866    | 01/23/2020-01/28/2020                                                                                                                                                                | 11      | • Pre Delivery Inspection (PDI)                                                                                                                                                                                                                                                                                          | • Performed Pre Delivery Inspection (PDI)                                                                                                     | 6         |
|                                                                                              | 163999    | 05/04/2020-05/07/2020                                                                                                                                                                | 47      | • 4WD Malfunction Service Required message                                                                                                                                                                                                                                                                               | • Reprogrammed AWS per SSM 48741                                                                                                              | 4         |
|                                                                                              | 168723    | 08/18/2020-08/19/2020                                                                                                                                                                | 135     | • Wrench light on and 4 wheel drive malfunction light on                                                                                                                                                                                                                                                                 | • Straightened pin 12 in connector C192 Male connector                                                                                        | 2         |
| BEYOND WARRANTY START DATE 08/29/2020                                                        |           |                                                                                                                                                                                      |         |                                                                                                                                                                                                                                                                                                                          |                                                                                                                                               |           |
|                                                                                              | 177315    | 03/10/2021-03/18/2021<br>CEL (1)                                                                                                                                                     | 10352   | • Check engine light is on                                                                                                                                                                                                                                                                                               | • Found TSB-20-2071 Replaced failed part ring dif speed sensor                                                                                | 9         |
|                                                                                              | 182368    | 06/30/2021-06/30/2021<br>RECALL IPMB                                                                                                                                                 | 16863   | • Requested Recall 21C09 Image Processing Module B (IPMB) Software Update                                                                                                                                                                                                                                                | • Performed Recall 21C09-programmed IPMB to latest software level                                                                             | 1         |
|                                                                                              | 183683    | 07/30/2021-09/10/2021<br>4WD LIGHT (1)<br>DRIVE CONTROL MALF (1)<br>PRE COLLISION LIGHT (1)<br>SERVICE ADVANCE TRAC(1)<br>CRUISE CONTROL (1)<br>RECALL BATTERY CABLE WIRE HANESS (1) | 19039   | <ul style="list-style-type: none"> <li>• Several messages flashing and cruise control stops working: 4WD Malfunction message; Drive Control Malfunction message; pre collision not available message and service advance trac message</li> <li>• Requested Recall 21S34 Battery Cable Wire Harness Inspection</li> </ul> | <ul style="list-style-type: none"> <li>• Replaced front axle disconnect actuator</li> <li>• Performed Recall 21S34 installed strap</li> </ul> | 43        |





|                            |                     |                                                                                                                                                                                 |       |                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                         |
|----------------------------|---------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|
|                            | 185785              | 09/10/2021-01/11/2022<br><b>4WD LIGHT (2)</b><br><b>DRIVE CONTROL MALF (2)</b><br><b>PRE COLLISION LIGHT (2)</b><br><b>SERVICE ADVANCE TRAC(2)</b><br><b>CRUISE CONTROL (2)</b> | 19062 | <ul style="list-style-type: none"> <li>Several messages flashing and cruise control stops working; 4WD Malfunction message; Drive Control Malfunction message; pre collision not available message and service advance trac message</li> </ul> | <ul style="list-style-type: none"> <li>Replaced AWD module; Replaced pin 16 connector; Replaced engine wiring harness</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 124                     |
|                            | 191205              | 01/06/2022-01/08/2022<br><b>IPMB Recall (2)</b>                                                                                                                                 | 19184 | <ul style="list-style-type: none"> <li>Requested Recall 21S44</li> </ul>                                                                                                                                                                       | <ul style="list-style-type: none"> <li>Performed Recall 21S44Programmed the IPMB to the latest software level</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <b>Overl appin g RO</b> |
| <b>TOTAL DAYS</b>          |                     |                                                                                                                                                                                 |       |                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | 177                     |
| <b>NHL and TAR details</b> |                     |                                                                                                                                                                                 |       |                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                         |
|                            | M9OB<br>G006<br>NHL | 09/15/2021                                                                                                                                                                      | 19062 | <ul style="list-style-type: none"> <li>Traction assist light and AWS light came on</li> </ul>                                                                                                                                                  | <ul style="list-style-type: none"> <li>Understanding that the related circuits have passes load testing along with the resistance testing outlined in the PP test, with there being no change in the concern with the components installed, please overlay the the FADR and the FADS circuit between the AWD module and Front Axle Disconnect Actuator using new terminals if possible. If it is determined that the fault is no longer present after completing the overlay, complete the overlay between the individual connectors to isolate the fault to a specific harness.</li> </ul> |                         |



## STANDARD CLAIMS LIST

## AWS Online Report

Run Date: 11-JAN-22

Note: All Costs are in US Dollars

| VIN            | AWS VL | WERS VL                                                                                                                                                                                                                                                                                                                                                                        | MKT DER                 | BODY CAB | VER SERIES | DRIVE TYPE | PLANT CD    | TRANS CD | ENG COD | PROD DATE   | WARR DATE   | SELLING DEALER | SELL CNT | TIS                   | WCC  | PREF | BASE                     | SUFF           | VRT    | FUNCTION | VFG | CCC | CD |
|----------------|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|----------|------------|------------|-------------|----------|---------|-------------|-------------|----------------|----------|-----------------------|------|------|--------------------------|----------------|--------|----------|-----|-----|----|
|                | LT     | C/TV                                                                                                                                                                                                                                                                                                                                                                           | L                       | C/UB     | C/G2       | C/F        | AD          | C/ET     | C/YX    | 19-DEC-2019 | 19-AUG-2020 | 322658         | USA      | 0                     | *    | *    | *                        | *              |        | F9       | V00 | *   | *  |
| AWS Claim Key: |        | 287212                                                                                                                                                                                                                                                                                                                                                                         | Doc #:                  |          | FCC Auth:  | B          | Trx Code:   |          | LVP     | Labor Hrs:  | 1.8         | Labor Cost:    | 181.93   | Material Cost:        |      | 0    | Total Cost:              |                | 181.93 |          |     |     |    |
| Dlr Cd-Sub Cd: |        | 05023-*                                                                                                                                                                                                                                                                                                                                                                        | Name: MARK MCLARTY FORD |          |            | Ph:        | 501-9451200 |          | St: AR  | Ctry Cd:    | USA         | Reg Cd:        | NA       | Repr Date:23-JAN-2020 |      |      | RL Cmpl Date:28-JAN-2020 | DIST(Mile):11  |        |          |     |     |    |
| Cust Comments: |        | PDI                                                                                                                                                                                                                                                                                                                                                                            |                         |          |            |            |             |          |         |             |             |                |          |                       |      |      |                          |                |        |          |     |     |    |
| Tech Comments: |        |                                                                                                                                                                                                                                                                                                                                                                                |                         |          |            |            |             |          |         |             |             |                |          |                       |      |      |                          |                |        |          |     |     |    |
|                | LT     | C/TV                                                                                                                                                                                                                                                                                                                                                                           | L                       | C/UB     | C/G2       | C/F        | AD          | C/ET     | C/YX    | 19-DEC-2019 | 19-AUG-2020 | 322658         | USA      | 0                     | 2G03 | *    | 7P238                    | *              |        | FC       | V17 | A66 | 04 |
| AWS Claim Key: |        | 621111                                                                                                                                                                                                                                                                                                                                                                         | Doc #:                  |          | FCC Auth:  | 1          | Trx Code:   |          | 1       | Labor Hrs:  | .3          | Labor Cost:    | 30.32    | Material Cost:        |      | 0    | Total Cost:              |                | 30.32  |          |     |     |    |
| Dlr Cd-Sub Cd: |        | 05023-*                                                                                                                                                                                                                                                                                                                                                                        | Name: MARK MCLARTY FORD |          |            | Ph:        | 501-9451200 |          | St: AR  | Ctry Cd:    | USA         | Reg Cd:        | NA       | Repr Date:04-MAY-2020 |      |      | RL Cmpl Date:07-MAY-2020 | DIST(Mile):47  |        |          |     |     |    |
| Cust Comments: |        | STOCK UNTI WITH MESSAGE "4WD MALFUNCTION SERVICE REQUI RED"                                                                                                                                                                                                                                                                                                                    |                         |          |            |            |             |          |         |             |             |                |          |                       |      |      |                          |                |        |          |     |     |    |
| Tech Comments: |        | RETRIEVED DTCS, CODE P166E PRESENT PULLED TSBS AND SSMS FOR SYMPTOM, REPROGRAMMED AWD MODULE PER SSM 48741                                                                                                                                                                                                                                                                     |                         |          |            |            |             |          |         |             |             |                |          |                       |      |      |                          |                |        |          |     |     |    |
|                | LT     | C/TV                                                                                                                                                                                                                                                                                                                                                                           | L                       | C/UB     | C/G2       | C/F        | AD          | C/ET     | C/YX    | 19-DEC-2019 | 19-AUG-2020 | 322658         | USA      | 0                     | 7S12 | *    | 14A005                   | *              |        | F3       | V18 | A92 | 42 |
| AWS Claim Key: |        | 1235391                                                                                                                                                                                                                                                                                                                                                                        | Doc #:                  |          | FCC Auth:  | 1          | Trx Code:   |          | 1       | Labor Hrs:  | 3.9         | Labor Cost:    | 394.18   | Material Cost:        |      | 0    | Total Cost:              |                | 394.18 |          |     |     |    |
| Dlr Cd-Sub Cd: |        | 05023-*                                                                                                                                                                                                                                                                                                                                                                        | Name: MARK MCLARTY FORD |          |            | Ph:        | 501-9451200 |          | St: AR  | Ctry Cd:    | USA         | Reg Cd:        | NA       | Repr Date:18-AUG-2020 |      |      | RL Cmpl Date:19-AUG-2020 | DIST(Mile):135 |        |          |     |     |    |
| Cust Comments: |        | STOCK UNTI BEING SOLD - ON TESST DRIVE THE WRENCH LIGHT CAME ON AND SAID 4 WHEEL DRIVE MALFUNCTION - PLEASE ADVISE                                                                                                                                                                                                                                                             |                         |          |            |            |             |          |         |             |             |                |          |                       |      |      |                          |                |        |          |     |     |    |
| Tech Comments: |        | TEST AWD SYSTEM WITH FDRS RETRIEVED DTC C0631 14 PINPOINT TEST M1- YES M2=NO CIRCUIT CED24 YE-BU WIRE HAS OPEN CIRCUIT REMOVED TRIM PANELS UNDER ENGINE AND FRONT DRIVE AXLE FOR ACCESS TO CONNECTOR C1989 ACCESSED FRONT DRIVERS SEAT FOR ACCESS TO CONNECTOR C3841 FOR PINPOINT TEST REMOVED ALL TRIM UNDER HOOD AND WIPER COWL FOR ACCESS TO CONNECTOR C145 INSPECT PINS IN |                         |          |            |            |             |          |         |             |             |                |          |                       |      |      |                          |                |        |          |     |     |    |



CONNECTOR OK REMOVED THE BATTERY JUNCTION BOX FOR ACCESS TO CONNECTOR C912 INSPECT PIN 12 IN CONNECTOR FOUND PIN BENT OVER NOT CONNECTED STRAIGHTENED PIN 12 IN CONNECTOR C192 MALE CONNECTOR RECONNECTED CONNECTOR AND RETEST CIRCUIT CED24 YE-BU PASSED TEST REINSTALLED BATTERY JUNCTION BOX WIPER COWL AND ALL TRIM UNDER VEHICLE CLEARED CODE ROAD TEST AND RETEST PASSED ALL TEST OUT MILEAGE 139 REQUEST M TIME FOR REPAIR

|                |                                                                                                                                                                                                                      |        |                   |           |      |           |             |            |      |             |             |                |         |             |                       |      |       |               |             |     |                  |    |
|----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|-------------------|-----------|------|-----------|-------------|------------|------|-------------|-------------|----------------|---------|-------------|-----------------------|------|-------|---------------|-------------|-----|------------------|----|
|                | LT                                                                                                                                                                                                                   | C/TV   | L                 | C/UB      | C/G2 | C/F       | AD          | C/ET       | C/YX | 19-DEC-2019 | 19-AUG-2020 | 322658         | USA     | 7           | 5B03                  | L1MZ | 4B409 | A             | F2          | V51 | K24              | 42 |
| AWS Claim Key: | <a href="#">3559719</a>                                                                                                                                                                                              | Doc #: |                   | FCC Auth: | 1    | Trx Code: | 1           | Labor Hrs: | .8   | Labor Cost: | 112         | Material Cost: | 25.46   | Total Cost: | 137.46                |      |       |               |             |     |                  |    |
| Dlr Cd-Sub Cd: | 05023-*                                                                                                                                                                                                              | Name:  | MARK MCLARTY FORD |           |      | Ph:       | 501-9451200 |            | St:  | AR          | Ctry Cd:    | USA            | Reg Cd: | NA          | Repr Date:10-MAR-2021 |      |       | RL Cmpl Date: | 18-MAR-2021 |     | DIST(Mile):10352 |    |
| Cust Comments: | CUSTOMER STATES CHECK ENGINE LIGHT IS ON CHECK AND ADVISE OF NEEDED REPAIRS.                                                                                                                                         |        |                   |           |      |           |             |            |      |             |             |                |         |             |                       |      |       |               |             |     |                  |    |
| Tech Comments: | HOOKED VEHICLE TO FDRS. VERIFIED CHECK ENGINE LIGHT WAS ON FOR CODES DTC- C0633 & C00A6. REPAIRED UNDER TSB 20-2071. CLEARED DTC CODES AND ROAD TESTED. ISSUE RESOLVED. FAILED PART NUMBER 4B409. CONDITION CODE 42. |        |                   |           |      |           |             |            |      |             |             |                |         |             |                       |      |       |               |             |     |                  |    |

|                |                |        |                   |           |      |           |             |            |      |             |             |                |     |             |             |   |               |             |    |             |       |    |
|----------------|----------------|--------|-------------------|-----------|------|-----------|-------------|------------|------|-------------|-------------|----------------|-----|-------------|-------------|---|---------------|-------------|----|-------------|-------|----|
|                | LT             | C/TV   | L                 | C/UB      | C/G2 | C/F       | AD          | C/ET       | C/YX | 19-DEC-2019 | 19-AUG-2020 | 322658         | USA | 11          | 6Y20        | * | RENTAL        | *           | F9 | V99         | A99   | 82 |
| AWS Claim Key: | 4759879        | Doc #: |                   | FCC Auth: | B    | Trx Code: | *           | Labor Hrs: | 0    | Labor Cost: | 0           | Material Cost: | 0   | Total Cost: | 45          |   |               |             |    |             |       |    |
| Dlr Cd-Sub Cd: | 05023-*        | Name:  | MARK MCLARTY FORD |           |      | Ph:       | 501-9451200 | St:        | AR   | Ctry Cd:    | USA         | Reg Cd:        | NA  | Repr Date:  | 30-JUN-2021 |   | RL Cmpl Date: | 30-JUN-2021 |    | DIST(Mile): | 16863 |    |
| Cust Comments: | LINCOLN RENTAL |        |                   |           |      |           |             |            |      |             |             |                |     |             |             |   |               |             |    |             |       |    |
| Tech Comments: | P18 1 6689     |        |                   |           |      |           |             |            |      |             |             |                |     |             |             |   |               |             |    |             |       |    |

|                |                                                                                                                                                                         |       |                   |           |      |           |             |            |      |             |             |                |     |             |             |   |   |               |             |     |   |             |       |
|----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|-------------------|-----------|------|-----------|-------------|------------|------|-------------|-------------|----------------|-----|-------------|-------------|---|---|---------------|-------------|-----|---|-------------|-------|
|                | LT                                                                                                                                                                      | C/TV  | L                 | C/UB      | C/G2 | C/F       | AD          | C/ET       | C/YX | 19-DEC-2019 | 19-AUG-2020 | 322658         | USA | 11          | *           | * | * | *             | F9          | V00 | * | *           |       |
| AWS Claim Key: | 4700724                                                                                                                                                                 | Doc # |                   | FCC Auth: | O    | Trx Code: | 21C09       | Labor Hrs: | .7   | Labor Cost: | 98          | Material Cost: | 0   | Total Cost: | 98          |   |   |               |             |     |   |             |       |
| Dlr Cd-Sub Cd: | 05023-*                                                                                                                                                                 | Name: | MARK MCLARTY FORD |           |      | Ph:       | 501-9451200 | St:        | AR   | Ctry Cd:    | USA         | Reg Cd:        | NA  | Repr Date:  | 30-JUN-2021 |   |   | RL Cmpl Date: | 30-JUN-2021 |     |   | DIST(Mile): | 16863 |
| Cust Comments: | PERFORM RECALL 21C09 IMAGE PROCESSING MODULE B SOFTWARE UPDATE                                                                                                          |       |                   |           |      |           |             |            |      |             |             |                |     |             |             |   |   |               |             |     |   |             |       |
| Tech Comments: | INSPECT FOR THE AVAILABILITY OF AN IPMB SOFTWARE UPDATE - DOES NOT PASS (AN IPMB SOFTWARE UPDATE IS AVAILABLE) PROGRAM THE IPMB TO THE LATEST SOFTWARE LEVEL USING FDRS |       |                   |           |      |           |             |            |      |             |             |                |     |             |             |   |   |               |             |     |   |             |       |

|                |                                                                                                                                                                                                                              |        |                   |           |      |           |             |            |      |             |             |                |         |             |                       |      |       |               |             |     |                  |    |
|----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|-------------------|-----------|------|-----------|-------------|------------|------|-------------|-------------|----------------|---------|-------------|-----------------------|------|-------|---------------|-------------|-----|------------------|----|
|                | LT                                                                                                                                                                                                                           | C/TV   | L                 | C/UB      | C/G2 | C/F       | AD          | C/ET       | C/YX | 19-DEC-2019 | 19-AUG-2020 | 322658         | USA     | 12          | 5B03                  | L1MZ | 3D102 | A             | F2          | V51 | K24              | 42 |
| AWS Claim Key: | 5555607                                                                                                                                                                                                                      | Doc #: |                   | FCC Auth: | 1    | Trx Code: | E84         | Labor Hrs: | 9    | Labor Cost: | 1260        | Material Cost: | 611.95  | Total Cost: | 1871.95               |      |       |               |             |     |                  |    |
| Dlr Cd-Sub Cd: | 05023-*                                                                                                                                                                                                                      | Name:  | MARK MCLARTY FORD |           |      | Ph:       | 501-9451200 |            | St:  | AR          | Ctry Cd:    | USA            | Reg Cd: | NA          | Repr Date:30-JUL-2021 |      |       | RL Cmpl Date: | 10-SEP-2021 |     | DIST(Mile):19039 |    |
| Cust Comments: | CUSTOMER STATES AFTER DRIVING FOR AWHILE SEVERAL MESSGAES START FLASING ACROSS THE DASH AND HIS CRUISE STOPS WORKING - MESSAGES ARE 1)4WD MALFUNCTION 2)DRIVE CONTROL MALFUNCTION 3)PRECOLLISION NOT AVLB 4)SVC ADVANCE TRAC |        |                   |           |      |           |             |            |      |             |             |                |         |             |                       |      |       |               |             |     |                  |    |



## Tech Comments:

VERIFIED WARNING MESSAGE AND LIGHTS FDRS BCE DIAG CODE C0631:7F IN AWD MODULE, CHECKED FOR MESSAGES IN OASIS FOR CODE AND CONCERN NONE FOUND, RAN PIN POINT TEST P FOR CODE, P1 YES OVER 10K, P2 YES 0.8 OHMS, P3 RECONNECTED CONNECTORS AND CLEARED CODE AND ROAD TEST AT 2.8 MILES LIGHT CAME BACK ON AND SAME CODE, DIRECTED TO REPLACE FRONT AXLE DISCONNECT ACTUATOR, PER SHOP MANUAL ACCESSED COWL AND SUPPORT BRACES AND WIPER ARM ASSEMBLY, REMOVED AIR CLEANER HOUSING AND BRACKET, REMOVED THROTTLE BODY, DISCONNECTED STEERING SHAFT, INSTALLED ENGINE SUPPORT, REMOVED UNDER BODY COVERS, REMOVED LEFT FRONT AXLE, DROPPED SUB FRAME AND TRANS MOUNT TO ACCESS AND REMOVED LEFT CATALYTIC CONVERTER TO REMOVE LEFT MOTOR MOUNT FOR ACCESS TO HIDDEN BOLT ON AXLE DISCONNECT ACTUATOR, REPLACED ACTUATOR, REASSEMBLED MOTOR MOUNT, CAT, LEFT DRIVE AXLE AND SUB FRAME AND TRANS MOUNT, REASSEMBLED ALL TRIM AND COMPONENTS ON ENGINE THE WERE REMOVED FOR REPAIR, MADE SURE NO CODES, ROAD TESTED 20 MILES NO WARNING MESSAGES OR LIGHTS PERFORMED FINAL QUICK TEST MAKING SURE NO PENDING CODES ALL CLEAR, M-TIME FOR ABNORMAL ACCESS TIME AND REPAIR TIME AS NO LABOR OP

|                |                         |        |                      |              |             |           |    |             |      |                     |                     |                |             |                |             |             |        |   |    |     |     |    |
|----------------|-------------------------|--------|----------------------|--------------|-------------|-----------|----|-------------|------|---------------------|---------------------|----------------|-------------|----------------|-------------|-------------|--------|---|----|-----|-----|----|
|                | LT                      | C/TV   | L                    | C/UB         | C/G2        | C/F       | AD | C/ET        | C/YX | 19-<br>DEC-<br>2019 | 19-<br>AUG-<br>2020 | 322658         | USA         | 12             | 6Y20        | *           | RENTAL | * | F9 | V99 | A99 | 82 |
| AWS Claim Key: | <a href="#">5406917</a> | Doc #: |                      | FCC<br>Auth: | B           | Trx Code: | *  | Labor Hrs:  | 0    | Labor<br>Cost:      | 0                   | Material Cost: | 0           | Total Cost:    | 450         |             |        |   |    |     |     |    |
| Dlr Cd-Sub Cd: | 05023-*                 | Name:  | MARK MCLARTY<br>FORD | Ph:          | 501-9451200 | St:       | AR | Ctry<br>Cd: | USA  | Reg Cd:             | NA                  | Repr Date:     | 30-JUL-2021 | RL Cmplt Date: | 10-SEP-2021 | DIST(Mile): | 19039  |   |    |     |     |    |
| Cust Comments: | LINCOLN RENTAL          |        |                      |              |             |           |    |             |      |                     |                     |                |             |                |             |             |        |   |    |     |     |    |
| Tech Comments: | P18 10 6819 RENTAL      |        |                      |              |             |           |    |             |      |                     |                     |                |             |                |             |             |        |   |    |     |     |    |

|                |                                                                                                     |       |                   |           |             |           |       |            |      |             |             |                |             |                |             |             |       |   |    |     |   |   |
|----------------|-----------------------------------------------------------------------------------------------------|-------|-------------------|-----------|-------------|-----------|-------|------------|------|-------------|-------------|----------------|-------------|----------------|-------------|-------------|-------|---|----|-----|---|---|
|                | LT                                                                                                  | C/TV  | L                 | C/UB      | C/G2        | C/F       | AD    | C/ET       | C/YX | 19-DEC-2019 | 19-AUG-2020 | 322658         | USA         | 12             | *           | *           | *     | * | F9 | V00 | * | * |
| AWS Claim Key: | <a href="#">5407289</a>                                                                             | Doc # |                   | FCC Auth: | S           | Trx Code: | 21S34 | Labor Hrs: | .5   | Labor Cost: | 70          | Material Cost: | 2.38        | Total Cost:    | 72.38       |             |       |   |    |     |   |   |
| Dlr Cd-Sub Cd: | 05023-*                                                                                             | Name: | MARK MCLARTY FORD | Ph:       | 501-9451200 | St:       | AR    | Ctry Cd:   | USA  | Reg Cd:     | NA          | Repr Date:     | 30-JUL-2021 | RL Cmplt Date: | 30-AUG-2021 | DIST(Mile): | 19039 |   |    |     |   |   |
| Cust Comments: | PERFORM RECALL 21S34 BATTERY CABLE WIRE HARNESSINSPEC TION                                          |       |                   |           |             |           |       |            |      |             |             |                |             |                |             |             |       |   |    |     |   |   |
| Tech Comments: | PER RECALL 21S34 INSPECTED HARNESS AND PASSED INSPECTION, INSTALLED TIE STRAP AS OUTLINED IN RECALL |       |                   |           |             |           |       |            |      |             |             |                |             |                |             |             |       |   |    |     |   |   |

|                |                                                                                                                                                                                                                           |        |                   |           |      |           |             |            |      |             |             |                |     |             |             |   |                |             |    |             |       |   |
|----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|-------------------|-----------|------|-----------|-------------|------------|------|-------------|-------------|----------------|-----|-------------|-------------|---|----------------|-------------|----|-------------|-------|---|
|                | LT                                                                                                                                                                                                                        | C/TV   | L                 | C/UB      | C/G2 | C/F       | AD          | C/ET       | C/YX | 19-DEC-2019 | 19-AUG-2020 | 322658         | USA | 17          | *           | * | *              | *           | F9 | V00         | *     | * |
| AWS Claim Key: | <a href="#">6568151</a>                                                                                                                                                                                                   | Doc #: |                   | FCC Auth: | S    | Trx Code: | 21S44       | Labor Hrs: | .7   | Labor Cost: | 98          | Material Cost: | 0   | Total Cost: | 98          |   |                |             |    |             |       |   |
| Dlr Cd-Sub Cd: | 05023-*                                                                                                                                                                                                                   | Name:  | MARK MCLARTY FORD |           |      | Ph:       | 501-9451200 | St:        | AR   | Ctry Cd:    | USA         | Reg Cd:        | NA  | Repr Date:  | 06-JAN-2022 |   | RL Cmplt Date: | 06-JAN-2022 |    | DIST(Mile): | 19184 |   |
| Cust Comments: | PERFORM RECALL 21S44 2020-2021 AVIATOR, EXPLORER, CORSAIR-REAR/360 CAMERA IPMB BLUE SCREEN                                                                                                                                |        |                   |           |      |           |             |            |      |             |             |                |     |             |             |   |                |             |    |             |       |   |
| Tech Comments: | INSPECT FOR THE AVAILABILITY OF AN IPMB SOFTWARE UPDATE - DOES NOT PASS (AN IPMB SOFTWARE UPDATE IS AVAILABLE) PROGRAM THE IPMB TO THE LATEST SOFTWARE LEVEL (VERSION LB5T-14F017-AP OR HIGHER) USING FDRS. RECALL COMPLE |        |                   |           |      |           |             |            |      |             |             |                |     |             |             |   |                |             |    |             |       |   |





### FSE VEHICLE INSPECTION REPORT

|                     |                      |               |                        |
|---------------------|----------------------|---------------|------------------------|
| Customer Name:      | ██████████           | FMC360 Case#: | ██████████             |
| Year/Make/Model:    | 2020 Lincoln Aviator | GCQIS#:       | ██████████             |
| Dealership Name:    | Mark McLarty Ford/L  | VIN:          | ██████████             |
| City/State:         | North LR, AR         | P&A Code:     | ██████                 |
| Date of Inspection: | 17-Nov-2021          | Mileage in:   | 30,730 on 11/11/21     |
|                     |                      | Mileage out:  | 30,850 on 1/6/22       |
| Inspection by:      | Dave Martin          | Title:        | Field Service Engineer |

**1. Description of Customer's Concerns:**

Intermittently the following warnings appeared in the instrument cluster:

- 4WD Malfunction Service Required
- Drive Control Malfunction Service Required
- Pre-Collision Assist Not Available
- Service Advance Trac

When this occurs all those functions fail on the automobile, including the disabling of the cruise control

**2. Inspection/Tests Performed/Result (List all of concerns separately):**

Vehicle was diagnosed and worked on by the dealership and with assistance from the Technical Assistance Center prior to any FSE involvement. The Shop Foreman and TAC had the issue narrowed down to a wiring issue in one of the main wire harnesses. Resulting from FSEs research after being requested for FRA, it was suspect that the wire harness may have had repairs done to it previously which would have occurred at the assembly plant during production. It was decided that the best course of action was to replace the entire wire harness due to the intermittent nature of the concern and repeat failures.

**3. Repairs Performed (Per Concern):**

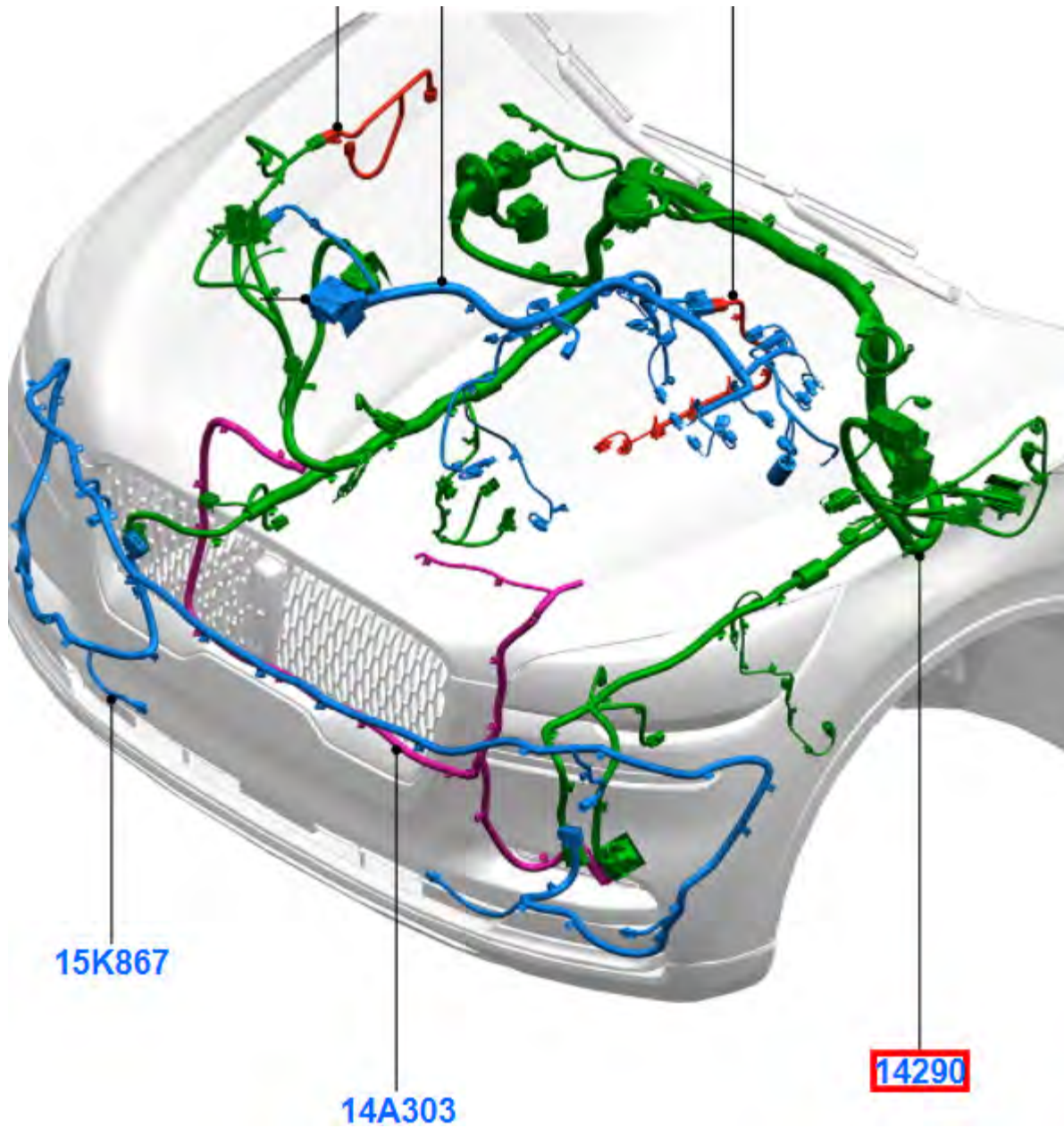
Replacement of the base part number 14290 wire harness was completed. This required removal of the engine assembly for access to replace this main wire harness resulting in a very extensive repair.

**4. Conclusion**

The related circuits in this main wire harness were affecting all the listed systems and was caused only by the wiring concerns in the 14290 wire harness. As per the SF, he drove the vehicle extensively for several days on and off before releasing the vehicle and he believed it was repaired. The attached picture illustrates the extent of the wiring associated with the 14290 harness as seen in green.



Insert pictures here (if requested):



### **Checklist for Demand matters**

If applicable, this checklist is a reminder to assist an agent with ensuring that all documents and resources were utilized to handle a customer's issue in order to effectively handle the demand:

| <b><u>Included</u></b>              | <b><u>Not applicable</u></b>        |                                                         |
|-------------------------------------|-------------------------------------|---------------------------------------------------------|
| <input checked="" type="checkbox"/> | <input type="checkbox"/>            | Customer's Demand letter/ MVDN and supporting documents |
| <input checked="" type="checkbox"/> | <input type="checkbox"/>            | Copy of FSE report                                      |
| <input checked="" type="checkbox"/> | <input type="checkbox"/>            | TFOAMS request                                          |
| <input checked="" type="checkbox"/> | <input type="checkbox"/>            | Dealer reports/ repair orders                           |
| <input checked="" type="checkbox"/> | <input type="checkbox"/>            | OASIS                                                   |
| <input checked="" type="checkbox"/> | <input type="checkbox"/>            | AWS                                                     |
| <input checked="" type="checkbox"/> | <input type="checkbox"/>            | Relevant GCQIS contacts                                 |
| <input checked="" type="checkbox"/> | <input type="checkbox"/>            | Relevant TSBs                                           |
| <input checked="" type="checkbox"/> | <input type="checkbox"/>            | Relevant recalls/ CSPs/ FSAs                            |
| <input type="checkbox"/>            | <input checked="" type="checkbox"/> | Relevant Special Service Messages                       |
| <input type="checkbox"/>            | <input checked="" type="checkbox"/> | RAV Denial document                                     |
| <input checked="" type="checkbox"/> | <input type="checkbox"/>            | RAV Approval document                                   |

***Note: Please place this checklist in each demand case file created in the G drive folder. Check the applicable boxes.***



CASE NUMBER: [REDACTED] STATUS: Resolved  
OPEN: 11-11-2021 CLOSED: 12-22-2021 BUSINESS UNIT NAME: Ford  
RESPONSE TEAM: Tier 3 Consumer Affairs NA CRC COMMUNICATION: Letter  
CASE CLASS LV 1234: Consumer Intervention | Demand Letters | |  
DEALER NAME: Grapevine Lincoln  
PA CODE: 06432 DLR SALES CODE: 67111 REGION: C1 ZONE: C1B  
VIN: [REDACTED] MODEL YEAR: 2020 MODEL: AVIATOR MILEAGE:  
BODY STYLE: J7X - AVIATOR SIGNATURE AWD 4-DR MPV  
LAST NAME FIRST NAME MIDDLE: [REDACTED]  
ADDRESS: [REDACTED]  
CITY STATE ZIP COUNTRY: COLLEYVILLE | TX | [REDACTED] | USA  
HOME PHONE:  
SYMPTOMS: Driver Aides & Information | Driver Alert | Performance | UNKNOWN  
ANALYST NAME: Anthony Gregory OPEN ANALYST NAME: P Rxsalp  
COMMENTS:  
2021-11-11 16:43:48

\*\*\*\*\*MANDE568 EXT 76790\*\*\*\*\*  
11/11/2021: VEH IS NOT ON THE OGC VIN LIST.

2021-11-11 16:48:59

\*\*\*\*\*MANDE568 EXT 76790\*\*\*\*\*  
11/11/2021:  
Stamp Date: 11/11/2021  
CALA Received: 11/11/2021  
11/11/2021 : Cust submitting DEMAND dated 11/11/2021. Received by FMC 11/11/2021

C/S:

I am writing to notify you of the problems I am experiencing with my 2020 Lincoln Aviator, VIN # [REDACTED] and to request that you correct this problem within thirty (30) days of your receipt of this letter. I purchased my vehicle from Hooks Lincoln, Fort Worth, Texas on or about December 14, 2019. For approximately the first year of ownership the vehicle was garaged due to Covid 19. Approximately 8 months later I began having trouble with the electronic system and in particular the Pre-Collision Assist. I would get constant warnings from both the computer screen and sent to my telephone app that the "Pre-Collision Assist Not Available" and would subsequently quit working. Not only did I lose the Pre-Collision warning I also lost the lane keeping warning and assist, the adaptive cruise control, the adaptive headlights and the correction assistant in the event of a front-end collision. I was not even sure that the airbags would deploy in the event of a collision. There would be "Alarm Triggers" when no one was interacting with the vehicle. "Hill Assist Warnings and failures, "Rear Parking Assist Failures" and many other electronic system failures. All of the failures were totally related to the safety of the vehicle and its occupants, or lack thereof. I sent my vehicle to Planet Lincoln Dallas for trouble shooting and repairs. Planet Lincoln had possession of my vehicle four (4) separate times and for a total of thirty (30) days in their possession. The specific dates are listed on the log attached hereto. To date Planet Lincoln has been unable to correct the problems and in fact has created more issues with every instance of possession. From door dents to paint damage and even breaking the safety restraint system in the front two seats. Attached is the time log, description of events, conversations and warning signals sent to my telephone app. During these attempts to repair my vehicle I have dealt with Planet Lincoln personnel that would not return my calls, refused to tell me exactly what they had found wrong or parts that were replaced, told me things that were not completely true and refused to furnish the repair orders on the vehicle that documented exactly what was done. In addition, I have pictures and videos of the damages that were done by Planet Lincoln. In fairness, Planet Lincoln did repair, to my satisfaction, most of the body and paint damage which they had done. These problems and their intermittent reoccurrence create a serious safety hazard. After 4 attempts and 30 days of possession, I have no confidence that Planet Lincoln will ever be able to correct these problems. I believe that this particular vehicle is a true lemon that has and continues to be an extremely dangerous, unreliable and extremesafety hazard to any occupants as well as the rest of the driving population. Therefore, I will expect you to repurchase the vehicle pursuant to Chapter 2301, Subchapter M of the Texas Occupations Code annotated. Please contact me on receipt of this letter at the above address or telephone number to arrange a mutually convenient date and time for you to have an opportunity to inspect the vehicle.

Cust seeks: FINAL REPAIR ATTEMPT

Consumer Affairs scanning information for handling.

2021-11-12 20:50:04

agreg040 Ext. 76797  
11/12: OBC to the customer at [REDACTED] CALA acknowledged receipt of the customer's demand letter. According to the customer, he has the vehicle. The customer's vehicle includes non-functioning front seatbelts. the customer stated that the vehicle incurred damages such as the seatbelt issue after repairs were performed at Planet Ford. The customer advised that he will not return his vehicle to Planet Ford for any additional repairs. the customer is currently working out in the field, and cannot write down my contact information. CALA will send my contact info. via email to [REDACTED]

2021-11-12 21:05:56

agreg040 Ext. 76797  
11/12: OBC to the customer at [REDACTED] CALA acknowledged receipt of the customer's demand letter. The customer advised that he currently has the vehicle, and will not return it the Planet Ford. According to the customer, the front seatbelts are not functioning properly after the vehicle was returned from Planet Ford. CALA sent my contact info. via email. The customer is working in the field, and cannot write down my info.

2021-11-15 15:14:36

agrego40 Ext. 76797  
11/15: CALA CHECKED VIN LIST. VIN NOT LISTED.

2021-11-15 20:47:03

CUST NAME: [REDACTED]  
[REDACTED]  
Colleyville, TX [REDACTED]  
CAS# [REDACTED]  
SCANNED: 11/11/21  
RECEIVED: 11/11/21  
VEH: 2020 Lincoln  
VIN: [REDACTED]  
LEASED:  
WSD: 12/14/2019  
SERVICING DLR(S): Planet Lincoln Love Field  
CCT: N  
BBB: N

-----  
Stamp Date:  
Received By:  
CALA Received: 11/11/21

agrego40 Ext. 76797  
11/12 : Cust submitting DEMAND dated 11/02/21. Received by FMC 11/11/21.  
C/S: I am writing to notify you of the problems I am experiencing with my 2020 Lincoln Aviator, VIN # [REDACTED] and to request that you correct this problem within thirty (30) days of your receipt of this letter. I purchased my vehicle from Hooks Lincoln, Fort Worth, Texas on or about December 14, 2019. For approximately the first year of ownership the vehicle was garaged due to Covid 19. Approximately 8 months later I began having trouble with the electronic system and in particular the Pre-Collision Assist. I would get constant warnings from both the computer screen and sent to my telephone app that the "Pre-Collision Assist Not Available" and would subsequently quit working. Not only did I lose the Pre-Collision warning I also lost the lane keeping warning and assist, the adaptive cruise control, the adaptive headlights and the correction assistant in the event of a front-end collision. I was not even sure that the airbags would deploy in the event of a collision. There would be "Alarm Triggers" when no one was interacting with the vehicle. "Hill Assist Warnings and failures," "Rear Parking Assist Failures" and many other electronic system failures. All of the failures were totally related to the safety of the vehicle and its occupants, or lack thereof. I sent my vehicle to Planet Lincoln Dallas for trouble shooting and repairs. Planet Lincoln had possession of my vehicle four (4) separate times and for a total of thirty (30) days in their possession. The specific dates are listed on the log attached hereto. To date Planet Lincoln has been unable to correct the problems and in fact has created more issues with every instance of possession. From door dents to paint damage and even breaking the safety restraint system in the front two seats. Attached is the time log, description of events, conversations and warning signals sent to my telephone app. During these attempts to repair my vehicle I have dealt with Planet Lincoln personnel that would not return my calls, refused to tell me exactly what they had found wrong or parts that were replaced, told me things that were not completely true and refused to furnish the repair orders on the vehicle that documented exactly what was done. In addition, I have pictures and videos of the damages that were done by Planet Lincoln. In fairness, Planet Lincoln did repair, to my satisfaction, most of the body and paint damage which they had done. These problems and their intermittent reoccurrence create a serious safety hazard. After 4 attempts and 30 days of possession, I have no confidence that Planet Lincoln will ever be able to correct these problems. I believe that this particular vehicle is a true lemon that has and continues to be an extremely dangerous, unreliable and extremesafety hazard to any occupants as well as the rest of the driving population. Therefore, I will expect you to repurchase the vehicle pursuant to Chapter 2301, Subchapter M of the Texas Occupations Code annotated. Please contact me on receipt of this letter at the above address or telephone number to arrange a mutually convenient date and time for you to have an opportunity to inspect the vehicle.

Cust seeks: FINAL REPAIR ATTEMPT  
agrego40 Ext. 76797  
11/12: OBC to the customer at [REDACTED]. CALA acknowledged receipt of the customer's demand letter. The customer advised that he currently has the vehicle, and will not return it the Planet Ford. According to the customer, the front seatbelts are not functioning properly after the vehicle was returned from Planet Ford. CALA sent my contact info. via email. The customer is working in the field, and cannot write down my info.  
agrego40 Ext. 76797  
11/15: CALA CHECKED VIN LIST. VIN NOT LISTED.

2021-11-22 15:41:34

agrego40 Ext. 76797  
11/22: OBC to the customer at [REDACTED]. The customer previously advised that he did want to take his vehicle back to Planet Ford. The customer advised that he would prefer to have the FSE inspect the vehicle at Grapevine Ford, in Grapevine, TX. CALA will open TFOAM.

2021-11-22 15:54:23

agrego40 Ext. 76797  
11/22: TFOAM [REDACTED] OPENED  
CUSTOMER NAME: [REDACTED]  
COMPLIANCE DATE: ASAP  
REASON FOR REQUEST: FSE ASSISTANCE REQUESTED FOR FINAL REPAIR ATTEMPT FOR TEXAS DEMAND.  
CONCERN: I began having trouble with the electronic system and in particular the Pre-Collision Assist. I would get constant warnings from both the computer screen and sent to my telephone app that the "Pre-Collision Assist Not Available" and would subsequently quit working. Not only did I lose the Pre-Collision warning I also lost the lane keeping warning and assist, the adaptive cruise control, the adaptive headlights and the correction assistant in the event of a front-end collision. According to the customer, the front seatbelts are not functioning properly after the vehicle was returned from Planet Ford.  
\*\*PLEASE PROVIDE 2 DATES THAT YOU HAVE AVAILABLE THAT YOU MAY BE ABLE TO VISIT OR ASSIST WITH FINAL REPAIR ATTEMPT. \*\*  
\*\*PLEASE COMPLETE THE ATTACHED FSE REPORT WITHIN 48 HOURS OF INSPECTION AND ATTACH TO THE TFOAM. THANK YOU.

2021-11-24 14:02:52

agrego40 Ext. 76797  
11/24: CALA pending FSE inspection dates.

2021-12-03 15:21:31

agrego40 Ext. 76797  
12/3: CALA received FSE inspection dates of 12/20, and 12/22. OBC to the customer at [REDACTED]. CALA advised the customer of the proposed FSE inspection dates. The customer chose 12/20/21, as the inspection date at Grapevine Ford. The customer advised that he will need a loaner vehicle. CALA sent email to FSE Blake, and advised him of the 12/20, inspection date.

2021-12-03 17:07:38

agrego40 Ext. 76797  
12/3: CALA called Grapevine Ford/Lincoln Serv. Dept. at (817) 481-3531. The Serv. Mgr. is Bob Leininger, BLeininger@VTAIG.com. CALA sent FSE notification to the Serv. Mgr. via email. CALA advised of the customer's need for a loaner vehicle. The customer's ESP includes Pick Up, Delivery, and Loaner vehicle coverage.

2021-12-03 17:20:53

agrego40 Ext. 76797  
12/3: CALA sent Dealer's Report to Grapevine Lincoln for completion.

2021-12-09 21:48:17

agrego40 Ext. 76797  
12/9: CALA responded to the customer's email regarding the FSE appmt. and loaner vehicle yesterday, 12/8/21. OBC to Grapevine Ford/Lincoln Serv. Dept. at (817) 481-3531. CALA spoke to Sammy, the operator, and left message for a return call from Bob Leininger, the Serv. Mgr. regarding a loaner vehicle, and the FSE appmt. for 12/20/21.

2021-12-10 16:56:50

agrego40 Ext 76797  
12/10: OBC to Grapevine Ford/Lincoln Serv. Dept. at (817) 481-3531. CALA left message for a return call from the Serv. Mgr. Bob Leininger. The customer has a State Arbitration case open also.

2021-12-13 20:41:21

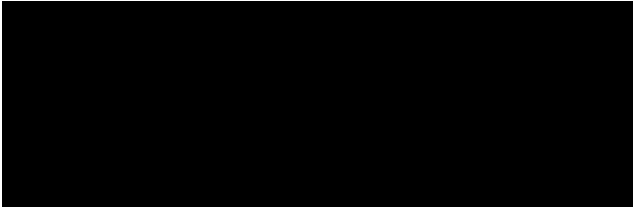
agrego40 Ext. 76797  
12/13: Pending return of Dealer's Report. Cust. needs loaner vehicle. Will close demand due to newly opened State Arbitration case.

2021-12-22 13:18:57

agrego40 Ext. 76797  
12/22: Closing demand. The customer has an open State Arbitration case. See [REDACTED]

CASE ATTACHMENTS:

|                     |                 |
|---------------------|-----------------|
| 2021-11-12 21:07:40 | Anthony Gregory |
| 2021-12-03 15:21:31 | Anthony Gregory |
| 2021-12-03 17:07:38 | Anthony Gregory |
| 2021-12-03 17:20:53 | Anthony Gregory |



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**From:** Gregory, Anthony (A.)  
**Sent:** Friday, November 12, 2021 4:02 PM  
**To:** [REDACTED]  
**Subject:** Blackwater Oil & Gas VIN# [REDACTED] [REDACTED]

Good Afternoon [REDACTED]

It was a pleasure speaking with you today. I will be handling your case as it relates to the Texas Lemon Law, and will be in contact with you within the next week to discuss your concerns further.

Respectfully,

***Anthony Gregory***

Consumer Affairs Legal Analyst

Ford Motor Company | Lincoln Motor Company

[agreg40@ford.com](mailto:agreg40@ford.com) | Phone: 866-567-6518 x76797 | efax: 888-637-2152



THE LINCOLN  
MOTOR COMPANY

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**From:** Gregory, Anthony (A.)  
**Sent:** Friday, December 3, 2021 10:19 AM  
**To:** Mullenix, Blake (B. G.)  
**Subject:** RE: TFOAM tracking number 20321396. Final Repair attempt dates. [REDACTED]  
[REDACTED]

Good Morning [REDACTED]:

The customer has agreed to have the vehicle inspected on 12/20/21.

Thanks,

**Anthony Gregory**

Consumer Affairs Legal Analyst  
Ford Motor Company | Lincoln Motor Company  
[agrego40@ford.com](mailto:agrego40@ford.com) | Phone: 866-567-6518 x76797 | efax: 888-637-2152



THE LINCOLN  
MOTOR COMPANY

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**From:** Mullenix, Blake (B. G.) <bmulleni@ford.com>  
**Sent:** Wednesday, December 1, 2021 12:53 PM  
**To:** Gregory, Anthony (A.) <AGREGO40@ford.com>  
**Subject:** TFOAM tracking number 20321396. Final Repair attempt dates.

Anthony,

Dec 20<sup>th</sup>- 22 are the only dates that work for me until the end of the year for Final repair attempt on TFOAMS [REDACTED].

**Blake Mullenix**

Field Service Engineer-Dallas Region  
**Cell:** (734)-790-0987  
**Email:** [bmulleni@ford.com](mailto:bmulleni@ford.com)

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**From:** Gregory, Anthony (A.)  
**Sent:** Friday, December 3, 2021 12:01 PM  
**To:** bleininger@vtaig.com  
**Subject:** [REDACTED] Oil VIN: [REDACTED] [REDACTED]

Good Morning Bob:

[REDACTED] has an appointment with FSE Blake for inspection/final repair attempt on Monday, December 20, 2021. He will be dropping his vehicle off that morning around 9 am. [Please do a test drive with the customer to verify the concerns.](#) The customer will be in need of a rental vehicle.

**Please advise if you are able to assist with arranging for a rental? Mr. [REDACTED] has an ESP, which includes Lincoln Pick Up, Delivery, and loaner.** If this is a warrantable repair, please charge the ESP, if not, please use the In Warranty Loaner Program for rental approval. If there is a shortfall, I will generate a P64 approval code to cover the rental.

If your dealership is on OWS, please complete the required activity, if you are not on OWS, please email me the RO#, line# and amount.

Customer concerns:

Thank you for your assistance.  
Respectfully,

**Anthony Gregory**

Consumer Affairs Legal Analyst

Ford Motor Company | Lincoln Motor Company

[agrego40@ford.com](mailto:agrego40@ford.com) | Phone: 866-567-6518 x76797 | efax: 888-637-2152



THE LINCOLN  
MOTOR COMPANY



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**From:** Gregory, Anthony (A.)  
**Sent:** Friday, December 3, 2021 12:19 PM  
**To:** bleininger@vtaig.com  
**Subject:** [REDACTED]  
**Attachments:** Dealer Report and Repair History V.2.docx

Dear Bob:

The above referenced consumer has filed a Demand Letter buyback request. Your dealership has been identified as a servicing dealer and can best provide the information required to properly investigate this consumer's claim. Please complete the following tasks:

1. Complete the attached report.
2. Collect the ACCOUNTING copies of all repair orders (warranty, non-warranty, dealer internal). If the vehicle is at your dealership now, we need a copy of that RO also.
3. Return the completed dealer report and all ROs to me by 3 p.m. on Tuesday, December 7, 2021, via fax or email.

Please feel free to contact me if you have any questions. Thanks for your assistance and prompt attention to this matter.

Respectfully,

**Anthony Gregory**

Consumer Affairs Legal Analyst

Ford Motor Company | Lincoln Motor Company

[agreg40@ford.com](mailto:agreg40@ford.com) | Phone: 866-567-6518 x76797 | efax: 888-637-2152



THE LINCOLN  
MOTOR COMPANY



**CONSUMER AFFAIRS CASE INVESTIGATION  
DEALER REPORT REQUEST AND REPAIR HISTORY SUMMARY**

Please Return to: Anthony Gregory  
FAX: 866 637-2152 or Email to: [agreg040@ford.com](mailto:agreg040@ford.com)

***Attn: Service Manager - Immediate Action Required – Please Complete and Return***

|                            |  |         |  |
|----------------------------|--|---------|--|
| Dealership Name            |  |         |  |
| Service Manager            |  |         |  |
| GCCT Case Number           |  |         |  |
| Customer's Name            |  |         |  |
| VIN                        |  | Mileage |  |
| Summary of Vehicle Concern |  |         |  |

**Requested Action:** The Dealership Report is an important document that the Consumer Affairs Team uses to prepare for arbitration. Please submit **accounting copies** of the repair orders, including technician punch times. **Please complete and return within 48 hours of receipt.**

| <b>DEALERSHIP REPORT</b>                                                                                                                                                                                                                                                                                                                                                                                     |  |                          |                          |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--------------------------|--------------------------|
| Has someone from the Service Department:                                                                                                                                                                                                                                                                                                                                                                     |  | <b>Y</b>                 | <b>N</b>                 |
| 1. Spoken with the customer regarding the concern(s)?                                                                                                                                                                                                                                                                                                                                                        |  | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Inspected the vehicle and verified the concern(s)?                                                                                                                                                                                                                                                                                                                                                        |  | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Test driven the vehicle for the concern(s)?                                                                                                                                                                                                                                                                                                                                                               |  | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Test driven the vehicle with the customer for the concern(s)                                                                                                                                                                                                                                                                                                                                              |  | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Involved a Field Service Engineer with the customer's concern(s)                                                                                                                                                                                                                                                                                                                                          |  | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Identified whether a backordered part was involved with the customer's concern(s)                                                                                                                                                                                                                                                                                                                         |  | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. Determined whether the vehicle was used for commercial purposes (ex. lettering/decals/license plates)?                                                                                                                                                                                                                                                                                                    |  | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. Verified whether the vehicle was a part of a fleet with three or more vehicles?                                                                                                                                                                                                                                                                                                                           |  | <input type="checkbox"/> | <input type="checkbox"/> |
| 9. Verified whether the vehicle has a performance chip, lift kit, or other aftermarket accessory that has or is contributing toward the concern? <ul style="list-style-type: none"> <li>If YES, please explain the diagnostics used to determine that the modification(s) have contributed toward the concern.</li> <li>Please list (Ford/non-Ford) aftermarket accessories and/or modifications.</li> </ul> |  |                          |                          |
| 10. Confirmed whether or not the consumer is currently in a rental/loaner?                                                                                                                                                                                                                                                                                                                                   |  | <input type="checkbox"/> | <input type="checkbox"/> |

| Dealership Report (Continued)                                                                                         |  | Y                        | N                        |
|-----------------------------------------------------------------------------------------------------------------------|--|--------------------------|--------------------------|
| 11. Has the consumer been placed in a rental/loaner during previous visits?                                           |  | <input type="checkbox"/> | <input type="checkbox"/> |
| 12. Does the vehicle show signs of abuse, misuse, damage, or lack of maintenance? If yes, please explain.             |  | <input type="checkbox"/> | <input type="checkbox"/> |
| 13. Is the concern(s) still present?                                                                                  |  | <input type="checkbox"/> | <input type="checkbox"/> |
| 14. Is the customer's concern(s) a normal operating characteristic of the vehicle? If yes, explain why below.         |  | <input type="checkbox"/> | <input type="checkbox"/> |
| 15. Was the customer offered a service loaner/rental during service visit(s)?                                         |  | <input type="checkbox"/> | <input type="checkbox"/> |
| 16. Please summarize conversations, dates, offers made, actions taken, and the name of dealership personnel involved. |  |                          |                          |
| 17. How many total days was the vehicle physically at the dealership for repairs?                                     |  |                          |                          |
| 18. Any additional comments or information related to concern(s).                                                     |  |                          |                          |
| Dealer Contact Name:                                                                                                  |  | Title:                   |                          |
| Date:                                                                                                                 |  |                          |                          |

CASE NUMBER: [REDACTED] STATUS: Resolved  
OPEN: 12-01-2021 CLOSED: 12-02-2021 BUSINESS UNIT NAME: Ford  
RESPONSE TEAM: Lincoln Concierge NA CRC COMMUNICATION: Phone  
CASE CLASS LV 1234: Vehicle Concern | Buyback Request | Non-California Vehicle | CCT Criteria  
DEALER NAME: Ted Britt Chantilly Ford  
PA CODE: 09098 DLR SALES CODE: 27007 REGION: N4 ZONE: N4A  
VIN: [REDACTED] MODEL YEAR: 2021 MODEL: AVIATOR MILEAGE: 14,000  
BODY STYLE: J7X - AVIATOR SIGNATURE AWD 4-DR MPV  
LAST NAME FIRST NAME MIDDLE: [REDACTED]  
ADDRESS: [REDACTED]  
CITY STATE ZIP COUNTRY: SOUTH RIDING | VA [REDACTED] | USA  
HOME PHONE [REDACTED]  
SYMPTOMS: Driver Aides & Information | BlueCruise/Active Glide | Performance | Disengage/Dropout  
ANALYST NAME: Kevin Portillo OPEN ANALYST NAME: Lisa Harrington  
COMMENTS:

2021-12-01 14:44:05 CSM Lisa Harrington CSM- EXT 77217>IBC FROM CLNT@ /SPOKE TO @ [REDACTED]  
CLT Says: He wants out of his new 2021 Aviator. [REDACTED] Miles 14000 CLT states there are  
issues with the technology package the Apple Radio is not working properly. CLT also states the cruise  
control stops while you are driving the vehicle. He is concerned for the safety of his wife and special needs  
child. When the vehicle is working properly they really love it. It's a beautiful vehicle. But after having the  
same problems with a 2020 Aviator he is fed up and wants out of the 2021 Aviator. PER CLNT DEALER  
SAYS: CLT's vehicle is currently in the shop at Ted Britt Ford of Chantilly 7036732300 SM is Brian Kearney.  
The vehicle was in the shop before Thanksgiving. The DLR told him it was fixed. Then the CLT's wife  
experienced the same problems again only worse so she brought it back to the DLR yesterday. CRC SAYS:  
CSM advised CLT I will f/u with the DLR and start a GFR process. Then f/u with CLT BEOB today with an  
update. NEXT STEP: Contact DLR

2021-12-01 15:40:50 CSM Lisa Harrington- EXT 77217>>OBC TO DLR @ /SPOKE TO@ Ted Britt Chantilly Ford/SA  
Cliff/7036732300 BUY BACK: RO- 560422 DAYS DOWN- RO START- 6/30/21 RO END- 7/2/21 MILES-  
5061 CONCERN- apple car play doesn't work, unable to use cruise control has to do with sync system. IN A  
LONER- Yes VEHICLE OFF ROAD- VEHICLE AT DLR- BUY BACK: RO- 588077 DAYS DOWN- RO  
START- 11/17/21 RO END- 11/18/21 MILES- 14098 CONCERN- apple car play doesn't work, unable to use  
cruise control has to do with sync system IN A LONER- Yes VEHICLE OFF ROAD- VEHICLE AT DLR- BUY  
BACK: RO- 590492 DAYS DOWN- RO START- 12/1/21 RO END- still with the DLR MILES- 14693  
CONCERN- apple car play doesn't work, unable to use cruise control has to do with sync system. now the  
wifi isn't working. volume not going thru apin. IN A LONER- NO VEHICLE OFF ROAD- VEHICLE AT DLR-  
YES DLR/Cliff the SA also stated they did a Sync update the issue they were having is with the sync,  
navigation, there is no repair at this time, Lincoln is working on the update. The apple car play, navigation, the  
entire Sync system affected. Right now there is no fix. They are waiting for a software update from Lincoln.  
No ETA on the update. He also mentioned they have the Lincoln Engineers working on this. Cliff also found  
an oil leak due to a broken o-ring. NEXT STEP Start GFR process.

2021-12-01 20:41:01 COM denying GFR

2021-12-01 21:52:40 CSM Lisa Harrington- EXT 77217>>OBC TO CLNT @ /SPOKE TO@ [REDACTED] CSM  
called CLT back to inform him I had to deny the GFR at this time. He was, needless to say, quite upset. He  
did mention he is a lawyer and asked if I understood what that meant. He said he wished he had shot himself  
in the head before buying another Lincoln. He said this does not end here. He will take it further. He  
demanded to speak with someone above me. NEXT STEP Escalate to supervisor.

2021-12-01 23:21:51 ACOM made OBC to CLT [REDACTED] ACOM left v/m advising of role and reason of the call. Acom advised  
that at this time Client's request for a replacement or a repurchase has been denied but client can always  
request another GFR in the future. ACOM acknowledged client's comment to retain an attorney and ACOM  
advised that his is right as a consumer or he can file for lemon law through his state, ACOM provided direct  
number if client would like to call ACOM back.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved  
OPEN: 12-08-2021 CLOSED: 12-08-2021 BUSINESS UNIT NAME: Ford  
RESPONSE TEAM: Lincoln Concierge NA CRC COMMUNICATION: Phone  
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has not been to dealer |  
DEALER NAME:  
PA CODE: DLR SALES CODE: REGION: ZONE:  
VIN: [REDACTED] MODEL YEAR: 2021 MODEL: CORSAIR MILEAGE: 1,000  
BODY STYLE: J2D - CORSAIR SIGNATURE AWD  
LAST NAME FIRST NAME MIDDLE: [REDACTED]  
ADDRESS: [REDACTED]  
CITY STATE ZIP COUNTRY: CLARKSTON | WA [REDACTED] | USA  
HOME PHONE: [REDACTED]  
SYMPTOMS: Safe & Secure | Cyber Security | Speed Control | Unintended/Unwanted Action  
ANALYST NAME: Ashley Kelley OPEN ANALYST NAME: Ashley Kelley  
COMMENTS:  
2021-12-08 22:08:13

CLT SAYS: Cruise Control Cancels its self; while he has it turned on

PER CLIENT DLR SAYS: N/A

CSM ADV: i would research the issue for him to see if there is anything that i may be able to assist with, while on the call; jabber lost connection and disconnected call. unable to call CLT back.

NEXT STEPS:  
Close Case

CASE ATTACHMENTS:



CASE NUMBER: ██████████ STATUS: Resolved  
OPEN: 03-18-2022 CLOSED: 04-05-2022 BUSINESS UNIT NAME: Ford  
RESPONSE TEAM: Lincoln Concierge NA CRC COMMUNICATION: Phone  
CASE CLASS LV 1234: Vehicle Concern | Document Technical Hotline Action | |  
DEALER NAME: Dave Sinclair Lincoln St. Peters  
PA CODE: 10988 DLR SALES CODE: 63197 REGION: CE ZONE: CEB  
VIN: ██████████ MODEL YEAR: 2021 MODEL: AVIATOR MILEAGE: 18,312  
BODY STYLE: J7X - AVIATOR SIGNATURE AWD 4-DR MPV  
LAST NAME FIRST NAME MIDDLE: | |  
ADDRESS:  
CITY STATE ZIP COUNTRY: | | |  
HOME PHONE:  
SYMPTOMS: Driver Aides & Information | Speed Control | Performance | Disengage/Dropout  
ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: Robert Gary  
COMMENTS:  
2022-03-18 17:11:32

The Lincoln Technical Assistance Center is requesting Technical assistance for this vehicle for a concern where using the cruise control, when the fault occurs, the lane keeping lines turn yellow, a single chime can be heard and momentary Cancelled message populates in the message center however the cruise control does not disengage.

2022-03-21 16:51:02 CSM JEFF 77989 FSE ASSIGNED PER HOTLINE OBE TO DLR Hello, Every so often I get a case opened by Hotline more or less to see if my office can help in any way. Not sure who is working with this vehicle/ client but can you forward this to the correct advisor. Thanks. NEXT STEP 3-25 FOR DLR REPLY

2022-03-25 17:03:46 CSM JEFF 77989 NO RESPONSE TO FIRST EMAIL OBE TO DLR Don't see where I got a response. Will you be needing help with loaner ? Thanks. NEXT STEP 3-30 FOR REPLY OR CLOSE CASE

2022-03-30 17:22:37 CSM JEFF APPEARS REPAIRS COMPLETED NEXT STEP CLOSE CA SE

2022-04-05 16:03:20 CSM JEFF 77989 IBE FROM DLR YES, PLEASE. Got in loaner vehilce on 03/08/2022 & got out on 03/29/2022 total of 20 days we took 10 days if you could assist on the other ten would be great. R.O. 496646 line D R.O. date 03/08/2022 miles 18312 See attached rental agreement. CSM OPENED FAR P 11 CODE MSPA288144 450.00 NEXT STEP CLOSE CASE

CASE ATTACHMENTS:  
2022-04-05 16:02:25

Jeffrey Slone



DAVE SINCLAIR LINCOLN ST. PETERS  
4760 NORTH SERVICE RD  
ST. PETERS, MISSOURI 63376  
(636) 441-4400

VEHICLE  
USE AGREEMENT  
FACE PAGE

CUSTOMER INFORMATION

Customer: [REDACTED]  
Home Address: [REDACTED]  
City: Ellisville State: MO Zip: [REDACTED]  
Driver's License No.: [REDACTED] State: MO Expires: 2/15/22  
Birth Date: [REDACTED] Telephone: [REDACTED]

RO#: [REDACTED] Unit#: 19  
Service Name: PO  
Date and time OUT: 3/8/22 Date and time IN: 3/28/22  
Date and time DUE IN: 3/9/22  
Vehicle VIN: [REDACTED]

VEHICLE INFORMATION

ONLY THE BELOW NAMED PERSONS ARE AUTHORIZED AS ADDITIONAL DRIVERS.  
IF NONE, PRINT "NONE" ACROSS THIS SECTION AND HAVE SIGNED BY CUSTOMER.

Additional Driver's Name: [REDACTED] Birth Date: [REDACTED]  
Driver's License No.: [REDACTED] State: [REDACTED] Expires: [REDACTED]  
Additional Driver's Name: [REDACTED] Birth Date: [REDACTED]  
Driver's License No.: [REDACTED] State: [REDACTED] Expires: [REDACTED]

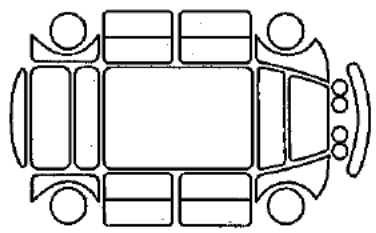
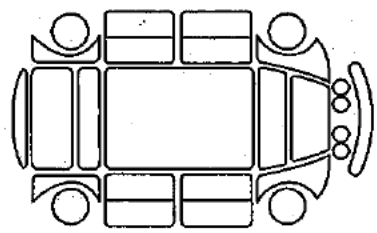
License No.: [REDACTED] State: [REDACTED]  
Year: 2019 Make: Lincoln  
Model: Nautilus Color: Black  
Tag #: [REDACTED]  
Miles Allowed: [REDACTED]

CUSTOMER INSURANCE INFORMATION

Insurer: Nation wide Policy No.: [REDACTED] Date: 6/8/22  
Agent: [REDACTED] Telephone: [REDACTED]  
Insured Vehicle Year/Make/Model/Color: [REDACTED]  
License No.: [REDACTED] State: [REDACTED]

Mileage OUT: 18916 Mileage IN: 20448  
Miles Driven: [REDACTED] Chargeable Miles: [REDACTED]  
FUEL  
IN (F) 7/8 3/4 5/8 1/2 3/8 1/4 1/8 E  
OUT (F) 7/8 3/4 5/8 1/2 3/8 1/4 1/8 E

VEHICLE REPORT

Condition OUT: [REDACTED]  
Condition IN: [REDACTED]  


RATES DO NOT INCLUDE FUEL

CHARGES

HOURS: 20 @ \$ 45 PER HOUR  
DAYS: 20 @ \$ 45  
WEEKS: [REDACTED] @ \$ [REDACTED]  
MILES: [REDACTED] @ \$ [REDACTED] PER MILE  
TOTAL TIME & MILEAGE CHARGES: 900.00  
TAXABLE FUEL [REDACTED] GAL. @ \$ [REDACTED]  
VEHICLE LICENSE FEE [REDACTED]  
ADDITIONAL DRIVER FEE [REDACTED]

☐ PERMISSION TO TOW TRAILER WITH LOAD CAPACITY IN EXCESS OF 2,000 POUNDS; NOT TO EXCEED MANUFACTURER'S WEIGHT SPECIFICATIONS.

You are required to return the Vehicle with at least the same amount of fuel as when rented. If you do not return the Vehicle with at least the same amount of fuel; you will pay us a refueling fee of \$ 4.00 plus fuel @ \$ 4.00 per gallon.

Unless otherwise noted, any daily rate is based on a 24-hour period.

7762

277497

MAR 8 2022

TAXABLE SUB-TOTAL: 900.00  
TAX @ [REDACTED] %  
NON-TAXABLE FUEL [REDACTED] GAL. @ \$ [REDACTED]  
VEHICLE LICENSE FEE [REDACTED]  
ESTIMATED TOTAL CHARGES  
NET DUE CUSTOMER DEPOSIT / REFUND / OTHER  
SUB-TOTAL  
TOTAL CHARGE: 900.00  
METHOD OF PAYMENT  
\$ [REDACTED] ☐ CHECK ☐ AMEX ☐ MC  
/ [REDACTED] EXPIRES ☐ VISA ☐ OTHER  
# [REDACTED] PE24-012 000206 GCCT PLV  
☐ CARD VERIFIED  
REFUNDED  
CUSTOMER INITIALS  
X



CASE NUMBER: [REDACTED] STATUS: Resolved  
 OPEN: 04-29-2022 CLOSED: 07-06-2022 BUSINESS UNIT NAME: Ford  
 RESPONSE TEAM: Lincoln Concierge NA CRC COMMUNICATION: Phone  
 CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | CCT Criteria |  
 DEALER NAME: Kendall Ford Lincoln  
 PA CODE: 29523 DLR SALES CODE: REGION: W5 ZONE: W5A  
 VIN: [REDACTED] MODEL YEAR: 2020 MODEL: AVIATOR MILEAGE: 29,000  
 BODY STYLE: J7X - AVIATOR SIGNATURE AWD 4-DR MPV  
 LAST NAME FIRST NAME MIDDLE: [REDACTED]  
 ADDRESS [REDACTED]  
 CITY STATE ZIP COUNTRY: ALBANY | OR | [REDACTED] | USA  
 HOME PHONE: [REDACTED]  
 SYMPTOMS: Driver Aides & Information | Warning Indicators/Messages/Chimes | Collision Avoidance | UNKNOWN  
 ANALYST NAME: Joseph Bartley OPEN ANALYST NAME: Joseph Bartley  
 COMMENTS:

2022-04-29 23:09:22 CLT SAYS: We have an issue with the pre-collision sensor going off and that turns off cruise control. The DLR says that this is something the engineers are working on and then I have heard nothing since. I do not want to let this go and then my warranty ends and I still have a problem. The DLR is great but they are an hour away so just seeing what can be done. We have tried cleaning the vehicle and detailing it to make sure no dirt sets the sensor off. Okay I will talk to you then thank you. PER CLT DLR SAYS: Engineers are working on the issue. CSM ADVISED: I apologize this is happening. I will reach out to the DLR to work with them and see if there are any updates and ensure that update was I reference to your vehicle directly. I will F/U Tuesday and let you know where we land on this. NEXT STEPS: Reach out to DLR. Update CLT.

2022-05-03 15:23:47 \*WEB\*I called this customer today and you have the wrong dealer. This customer resides in Oregon and goes to Kendle Lincoln not Kindle.

2022-05-03 15:53:20 CSM Jonathan 77991 IBC from client on 5/3 requesting to speak with CSM Joseph which advised not available -client states Joseph reached out to the wrong dlr, should be Kendall lincoln in Oregon and not kindle lincoln in NJ - i advised will make Joseph aware, have him reach out to the correct dlr and Joseph has a follow up for today, best contact [REDACTED] NEXT STEPS: check veh status with dlr then contact client on 5/3

2022-05-03 22:27:21 [CSM Joseph x77934 | OBC to dealer | @5413422151 CSM and DLR spoke back and forth through VM's. CSM advised I want to make sure we put in a hotline ticket. DLR says we did the first time and never heard back. I am planning to open a new one and I will call the CLT to set a new appointment. NEXT STEPS: Update CLT.

2022-05-03 22:30:13 [CSM Joseph x77934 | OBC to client | [REDACTED] CSM spoke with CLT [REDACTED]. CSM advised I spoke with the DLR they are going to submit a new ticket to hotline and with my involvement that should help make sure there is traction on getting this resolved. CLT says thank you did you look into an ESP? CSM advised I am looking into that as a GWG but GWG's are reserved to the end of repairs. CLT says I understand. CSM advised have you heard from the DLR about an appointment yet? CLT says no not yet. CSM advised I will F/U Friday and see where we land on this. NEXT STEPS: Contact DLR to check for appointment.

2022-05-06 18:13:25 [CSM Joseph x77934 | OBC to dealer | @5413422151 CSM left VM for SA Jessica. CSM advised calling to check and see if you set an appointment with the CLT. Please call me back on this. NEXT STEPS: Check for call back. Update CLT.

2022-05-06 23:56:39 [CSM Joseph x77934 | OBC to client | [REDACTED] CSM spoke with [REDACTED]. CSM advised calling to check if the DLR reached out to set up a new appointment. CLT says no not just yet. CSM advised I will reach out Tuesday and try to get the CLT and DLR on the line to get the appointment set up. NEXT STEPS: Check for appointment if not call CLT and DLR to set appointment.

2022-05-10 22:52:52 [CSM Joseph x77934 | OBC to dealer | @5413422151 CSM spoke with SA Jessica. CSM advised calling to see if the CLT was contacted to set an appointment? DLR says yes for the 17th at 9:45 Am. CSM advised thank you I appreciate it. NEXT STEPS: Contact CLT.

2022-05-10 22:55:01 [CSM Joseph x77934 | OBC to client | [REDACTED] CSM left VM with CLT [REDACTED]. CSM advised I spoke with the DLR and was advised that you have an appointment for 05/17 I will F/U again then and see how vehicle drop off went. NEXT STEPS: Check how vehicle drop off went.

2022-05-17 23:16:48 [CSM Joseph x77934 | IBC from client [REDACTED] CLT left VM for CSM. CLT says I heard back from the DLR and they said the window I had safelight replace is warped and causing the issue but I feel like I was having this issue before can you tell how long I have had the alerts? Also they said that the window is aftermarket so it voids the warranty I would like to check on that as well pleas call me back. NEXT STEPS: Call CLT back.

2022-05-17 23:32:30 [CSM Joseph x77934 | OBC to client | [REDACTED] CSM spoke with CLT [REDACTED]. CSM advised I got your VM and wanted to address some of the things that were brought up. As far as scanning the alerts our DLR is in the best position for that but past them the L:W team might be able to as well unfortunately I am unable to do that. I can connect you to LW after we wrap up. As far as the void the warranty if the part is after market it is voided in the warranty and the only way it voids anything else is if it is the source of other damage to other parts. CLT says I understand I have safelight coming out tomorrow to address the warp even though the DLR could not pinpoint where the warp was but Me and my wife are confident that the alerts were before the window was replaced. Can I speak with LW? CSM advised yes of course I will transfer you and F/U Friday to see where we land on this. CSM transferred call to LW. NEXT STEPS: Check on concern.

2022-05-20 23:48:37 [CSM Joseph x77934 | OBC to client | [REDACTED] CSM spoke with CLT [REDACTED] CSM advised calling to see how everything is going since safelight finished their repairs. CLT says I was mistaken my appointment is for Next Wednesday. I was able to gather information from the LW team they alerted me the first time I got this notification was when the glass was replaced. So it might very well be related. CSM advised I want to be sure on that I will F/U again Friday 05/27 to check if the problem is still happening after the window is replaced again. NEXT STEPS: Check for concern.

2022-05-27 23:59:26 [CSM Joseph x77934 | OBC to client | @ [REDACTED] CSM spoke with CLT [REDACTED] CSM advised calling to check how everything is after the safelight repair. CLT says actually they are having trouble getting the window. can you check back next Friday? CSM advised yes of course. NEXT STEPS: Check Repair status.

2022-06-03 23:47:13 |CSM Joseph x77934 | OBC to client | ██████████ CSM spoke with ██████████ CSM advised calling to check how everything is after the safelight repair. CLT says actually they are having trouble getting the window. can you check back next Friday? CSM advised yes of course. NEXT STEPS: Check Repair status.

2022-06-10 23:57:23 |CSM Joseph x77934 | OBC to client | ██████████ CSM spoke with CLT. CSM advised calling to see if Safe-light fixed the window. CLT says they are right now. CSM advised I will F/U Tuesday to see how everything is running then. NEXT STEPS: Check if concern is still happening.

2022-06-14 23:12:34 |CSM Joseph x77934 | OBC to client | @██████████ CSM spoke with CLT. CSM advised calling to see if Safe-light fixed the window. CLT says they replaced everything but the vehicle quickly popped a code yesterday. While they were here calibrating it they pulled out an ipod and had it calibrated in 2 minutes which seemed too fast for me so I reached out to SA Jessica and she is checking if she will be able to fully calibrate everything. CSM advised I would like to check again Wednesday to see where we land on this. CLT says that would be great thank you so much. NEXT STEPS: Check CLT SAT

2022-06-22 23:51:26 |CSM Joseph x77934 | OBC to client | ██████████ CSM spoke with CLT ██████████ CSM advised calling to see how the vehicle is running. CLT says so far everything is good we got that code the day the window was replaced but nothing since. We are still waiting to hear from the DLR about calibrating there. CSM advised well if anything comes up or if you need anything at all please do not hesitate to reach out to me. NEXT STEPS: Check for CLT response.

2022-06-22 23:55:07 |CSM Joseph x77934 | OBC to dealer | @5413422151 CSM spoke with SA Jessica. CSM advised CLT is waiting on a response about the DLR doing a full calibration. DLR says I never got that message. I will call him and get that set up. NEXT STEPS: Update CLT.

2022-06-23 00:04:15 |CSM Joseph x77934 | OBC to client | ██████████ CSM advised Is poke with the DLR they are going to call to set an appointment to calibrate the glass sensor. CLT says thank you so much. CSM advised if you need anything else please reach out. NEXT STEPS: Check for response.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved  
OPEN: 05-09-2022 CLOSED: 10-11-2022 BUSINESS UNIT NAME: Ford  
RESPONSE TEAM: Tier 3 Consumer Affairs NA CRC COMMUNICATION: Letter  
CASE CLASS LV 1234: Consumer Intervention | Demand Letters | |  
DEALER NAME: Gene Messer Ford of Amarillo  
PA CODE: 03565 DLR SALES CODE: 52250 REGION: C1 ZONE: C1C  
VIN: [REDACTED] MODEL YEAR: 2020 MODEL: AVIATOR MILEAGE:  
BODY STYLE: J7X - AVIATOR SIGNATURE AWD 4-DR MPV  
LAST NAME FIRST NAME MIDDLE: [REDACTED] |  
ADDRESS: [REDACTED]  
CITY STATE ZIP COUNTRY: AMARILLO | TX | [REDACTED] USA  
HOME PHONE: [REDACTED]  
SYMPTOMS: Driver Aides & Information | Warning Indicators/Messages/Chimes | Distance to Empty/Average Fuel Economy | Inaccurate  
ANALYST NAME: Daisy Chapman OPEN ANALYST NAME: P Rxsalp  
COMMENTS:  
2022-05-13 16:51:33

CUST NAME: [REDACTED]  
[REDACTED]  
Amarillo, TX  
CAS#: [REDACTED]  
SCANNED: 5/9/2022  
RECEIVED: 5/9/2022  
VEH: 2020 Aviator  
VIN: [REDACTED]  
LEASED:  
WSD: 1/25/2021  
SERVICING DLR(S): Gene Messer Ford of Amarillo  
[REDACTED]  
BBB: N

-----  
Stamp Date: 5/9/2022  
Received By:  
CALA Received: 5/9/2022  
agreg040 Ext. 76797  
05/13 : Cust submitting DEMAND dated 04/30/22. Received by FMC 05/09/22.  
C/S: The customer began having trouble with the electronics involving the viewing screen which controls most of the actions within the vehicle. The radio changes stations on its own. The cruise control issues invalid warnings constantly. The viewing screen goes black, or switches screens for a lengthy period of time, with a beep every five seconds. The miles to empty is never correct. The system shows that someone is sitting in various seats while no one is actually in the seats.  
Cust seeks: The customer is seeking the repurchasing of the vehicle if the issues cannot be repaired.  
Consumer Affairs scanning information for handling.

2022-05-13 16:57:30

agreg040 Ext 76797  
05/13: CALA CHECKED VIN LIST. VIN NOT LISTED.

2022-05-13 17:01:35

agreg040 Ext. 76797  
5/13: OBC to the customer at [REDACTED] CALA left voice message, and acknowledged receipt of the customer's demand letter. Need to speak to the customer regarding the current status and location of the vehicle.

2022-05-25 15:27:15

agreg040 Ext. 76797  
05/25: TFOAM # 20337941 OPENED  
CUSTOMER NAME: [REDACTED]  
COMPLIANCE DATE: ASAP  
REASON FOR REQUEST: FSE ASSISTANCE REQUESTED FOR FINAL REPAIR ATTEMPT FOR TEXAS DEMAND.  
CONCERN: The customer began having trouble with the electronics involving the viewing screen which controls most of the actions within the vehicle. The radio changes stations on its own. The cruise control issues invalid warnings constantly. The viewing screen goes black, or switches screens for a lengthy period of time, with a beep every five seconds. The miles to empty is never correct. The system shows that someone is sitting in various seats while no one is actually in the seats.  
\*\*PLEASE PROVIDE 2 DATES THAT YOU HAVE AVAILABLE THAT YOU MAY BE ABLE TO VISIT OR ASSIST WITH FINAL REPAIR ATTEMPT. \*\*  
\*\*PLEASE COMPLETE THE ATTACHED FSE REPORT WITHIN 48 HOURS OF INSPECTION AND ATTACH TO THE TFOAM. THANK YOU.



2022-06-02 20:13:33

agreg040 Ext.76797

6/2: CALA received FSE dates of 6/7, and 6/17, from FSE Jonathan. CALA received call from the customer on 6/1/22. CALA advised the customer of the proposed inspection dates. The customer agreed to 6/2/22, as the inspection date. CALA confirmed the same with FSE Jonathan via email. OBC to Gene Messer Ford of Amarillo. The Serv. Mgr. is Rudy Ibarra, ribarra@genemesser.com. CALA sent FSE notification to the Serv. Mgr.

Please advise if you are able to assist with arranging for a rental? Ms. Lewis has an ESP and if this is a warrantable repair, please charge the ESP, if not, please use the In Warranty Loaner Program for rental approval. If there is a shortfall, I will generate a P64 approval code to cover the rental.

If your dealership is on OWS, please complete the required activity, if you are not on OWS, please email me the RO#, line# and amount.

Customer concerns: The customer began having trouble with the electronics involving the viewing screen which controls most of the actions within the vehicle. The radio changes stations on its own. The cruise control issues invalid warnings constantly. The viewing screen goes black, or switches screens for a lengthy period of time, with a beep every five seconds. The miles to empty is never correct. The system shows that someone is sitting in various seats while no one is actually in the seats.

Thank you for your assistance.

Respectfully,

Anthony Gregory  
Consumer Affairs Legal Analyst  
Ford Motor Company | Lincoln Motor Company  
agreg040@ford.com | Phone: 866-567-6518 x76797 | efax: 888-637-2152

2022-06-02 20:19:15

agreg040 Ext. 76797

6/2: CALA sent Dealer's Report to Serv. Mgr. for completion via email.

Dear Rudy:

The above referenced consumer has filed a Demand Letter buyback request. Your dealership has been identified as a servicing dealer and can best provide the information required to properly investigate this consumer's claim. Please complete the following tasks:

Complete the attached report.

Collect the ACCOUNTING copies of all repair orders (warranty, non-warranty, dealer internal). If the vehicle is at your dealership now, we need a copy of that RO also.

Return the completed dealer report and all ROs to me by 3 p.m. on Monday, June 6, 2022, via fax or email.

Please feel free to contact me if you have any questions. Thanks for your assistance and prompt attention to this matter.

Respectfully,

Anthony Gregory  
Consumer Affairs Legal Analyst  
Ford Motor Company | Lincoln Motor Company  
agreg040@ford.com | Phone: 866-567-6518 x76797 | efax: 888-637-2152

2022-06-03 17:36:23

agreg040 Ext. 76797

6/3: CALA received call from the customer. The customer wanted to know if a loaner vehicle would be available for her on 6/7/22, during the time of the FSE inspection. CALA advised the customer that we always request a loaner vehicle for the customer, however we cannot guarantee that the dealership has loaner vehicles available at this time. OBC to OBC to Gene Messer Ford of Amarillo at (806) 355-7471. Left two voice messages with the serv. dept. regarding the same. OBC to the customer at [REDACTED] CALA advised the customer of my calls to Gene Messer Ford. CALA further advised the customer that I left two voice messages, but cannot no guarantee the loaner vehicle status.

2022-06-14 19:32:21

agreg040 Ext. 76797

6/14: CALA received FSE report. Conclusion: FSE concluded that customer concern of vehicle kneeling, and passive entry concerns are likely intermittent and shows evidence of this wit memory DTC's RFA/RTM. Advised dealer to address DTC's and to perform PPT N for erratic touchscreen operation.

2022-06-14 19:34:43

agreg040 Ext. 76797

6/14: OBC to the customer at [REDACTED] According to the customer, the vehicle is still at the dealership, and she has not heard from the serv. dept. OBC to Gene Messer Ford of Amarillo at (806) 355-7471. Left two voice messages with the serv. dept. regarding FSE's recommended repairs. Pending update on post FSE repairs.

2022-06-16 16:08:33

agrego40 Ext. 76797  
6/16: OBC to Gene Messer Ford of Amarillo at (806) 355-7471. CALA left voice message in the Serv. Dept. for an update on the customer's repairs.

2022-06-16 16:17:43

agrego40 Ext. 76797  
6/16: CALA received call from Jimmy at Gene Messer Ford. According to Jimmy, a screen was ordered for the customer's SYNC system, and the repairs should be completed hopefully by next week Tuesday, June 21, 2022. OBC to the customer at [REDACTED] CALA advised the customer of the current status of repairs.

2022-06-20 15:54:03

agrego40 Ext. 76797  
6/20: CALA received Dealer's Report. Will conduct GFR.

2022-06-24 21:20:17

agrego40 Ext. 76797  
6/24: OBC to Gene Messer Ford of Amarillo at (806) 355-7471. CALA left voice message in the Serv. Dept. for an update on the customer's repairs. Pending repair update. OBC to the customer at [REDACTED] CALA left voice message. We need to know if the vehicle has been released to the customer.

2022-06-28 18:00:00

agrego40 Ext. 76797  
6/24: OBC to Gene Messer Ford of Amarillo at (806) 355-7471. CALA left voice message in the Serv. Dept. for an update on the customer's repairs. Pending repair update.

2022-06-29 15:48:42

agrego40 Ext. 76797  
6/29: CALA received voice message from Jimmy, the Serv. advisor at Gene Messer Ford. According to Jimmy, the customer's vehicle was repaired, and the customer picked the vehicle up last week. OBC to the customer at [REDACTED] CALA left voice message for the customer. CALA advised the customer that we will be closing out the demand if there are no additional concerns at this time.

2022-06-29 17:17:10

agrego40 Ext. 76797  
6/29: CALA received call from the customer. According to the customer, she has not had time to test out the repairs, but will be going on an extended trip in a week. The customer asked that we do not close the file until she has had a chance to put some miles on the vehicle and test everything out. CALA will follow up with the customer once again before closing file.

2022-07-08 16:10:09

agrego40 Ext. 76797  
7/8: CALA received call from the customer. According to the customer, she is still experiencing the same concerns. The display screen changes on its own; the gas miles remaining is inaccurate. The customer advised that she would like to continue her pursuit of the Lemon Law. CALA advised the customer that we will document her most recent concerns, and that she should put the serv. dept. on notice of the most recent activity.

2022-07-08 17:35:19

agrego40 Ext. 76797  
7/8: CALA completed RAV Review based upon the numerous SYNC display and fuel mileage concerns.

2022-07-08 18:53:09

\*\* PLEASE DO NOT PROVIDE THE INFORMATION BELOW TO A CUSTOMER WHO CALLS IN\*\*PLEASE REQUEST THAT THEY CONTACT THEIR BBB AGENT OR THEIR CONSUMER AFFAIRS LEGAL ANALYST\*\*  
COM Approves to RAV for repurchase only due to global manufacturing delays for new replacement units.

2022-07-13 19:44:48

agrego40 Ext. 76797  
7/13: COM approved RAV Review for a repurchase. OBC to the customer [REDACTED] and advised her of our decision to repurchase her vehicle. Need to send Morley document list to customer.

2022-07-18 18:52:04

agreg040 Ext. 767979

7/18: CALA received call from the customer. CALA advised the customer that we will be sending the Morley Document list to her email today. The customer confirmed her email as : [REDACTED].

In order for the Reacquired Team to process your case smoothly, we would ask that you have the following documents available.

A copy of the original, signed bill of sale and finance contract for VIN#  
A copy of the title application

A copy of both the vehicle's current registration and the front and back of their title (if in their possession)

A copy of the driver's license of all titled owners

A written payoff statement from the customer's lienholder which includes the following information: A 10 day payoff amount w/ daily interest rate (per diem), account number, collateral information, and overnight payoff address

A payment history from the lienholder, detailing the payment amounts, and the amounts going to principal and interest

Thanks again,

Anthony Gregory  
Dispute Resolution Specialist  
Ford Motor Company  
agreg040@ford.com | Phone: 866-567-6518 x76797 | eFax: 866-637-2152

2022-07-18 18:58:05

agreg040 Ext. 76797

7/18: OBC to the customer at [REDACTED] and confirmed that the customer received the emailed Morley Doc request.

2022-07-27 17:27:53

agreg040 Ext. 76797

7/27: CALA received vehicle documents from the customer. Gene Messer Ford of Amarillo at (806) 355-7471. The New Car Sales Manager for Lincoln is John Simikian, jsimikian@genemesser.com. CALA uploaded documents to Morley for the repurchase. CALA called the customer at [REDACTED] and advised her that the Reacquired Vehicles Team will be in contact with her within the next couple of days.

2022-07-27 17:28:21

Dear Sue-Ann,

The following case, created by Anthony Gregory, requires review and approval before it can proceed.

RAV Case: [REDACTED]

CRM: [REDACTED]

Current Web Status: Pending

Please visit The Morley Reacquired Vehicle Management Portal - Ford RAV and review this case in the QA queue.

2022-08-10 11:51:27

agrego40 Ext. 76797

8/10: CALA received email from Morley. The customer is inquiring about delaying the repurchase process due to the fact that she will be without transportation. The customer has ordered a new vehicle, but is uncertain about the time frame of the arrival. CALA and COM suggested delaying the compliance date on behalf of the customer.

We can extend the compliance date for now but can we get a more firm ETA from the dealer and get Bill involved? I will approve a 40 day extension. This is not a replacement case... she is taking the refund so we can try to accommodate.

Sue-Ann Shaw  
Supervisor, Dispute Resolution Program & Consumer Affairs  
Ford Motor Company  
ssmellie@ford.com | Phone: 872-241-6789 | eFax: 866-984-8048

From: Alyssa Lange Alyssa.Lange@fordrav.com>  
Sent: Monday, August 8, 2022 2:01 PM  
To: Gregory, Anthony (A.) agrego40@ford.com>; Shaw, Sue-Ann (S.) SSMELLIE@ford.com>  
Cc: Mary Westhoff Mary.Westhoff@fordrav.com>  
Subject: RE: Case# [REDACTED] | [REDACTED]

Hello Anthony,

She did not have an ETA yet, but we find on average building vehicles takes around 6 months. That was part of her concern. She didn't know how long she might need to try and secure alternate transportation for.

Thank you,  
Alyssa Lange

From: Gregory, Anthony (A.) [mailto:agrego40@ford.com]  
Sent: Monday, August 8, 2022 1:59 PM  
To: Alyssa Lange Alyssa.Lange@fordrav.com>; Shaw, Sue-Ann (S.) SSMELLIE@ford.com>  
Cc: Mary Westhoff Mary.Westhoff@fordrav.com>  
Subject: RE: Case# [REDACTED]

Hi Alyssa:

Did the customer provide an ETA on the newly ordered vehicle? Perhaps we can extend the compliance date based upon the customer's vehicle situation.

Anthony Gregory  
Consumer Affairs Legal Analyst  
Ford Motor Company | Lincoln Motor Company  
agrego40@ford.com | Phone: 866-567-6518 x76797 | efax: 888-637-2152

From: Alyssa Lange Alyssa.Lange@fordrav.com>  
Sent: Monday, August 8, 2022 1:44 PM  
To: Shaw, Sue-Ann (S.) ssmellie@ford.com>; Gregory, Anthony (A.) AGREGO40@ford.com>  
Cc: Mary Westhoff Mary.Westhoff@fordrav.com>  
Subject: RE: Case# [REDACTED]

Good afternoon,

The customer is happy with the repurchase offer, but has also just ordered a 2023 Aviator the last week of July. She is asking how long she can wait to accept the offer as she has no other transportation right now. Would we be able to put this case on hold pending her ordered vehicle?

Thank you,  
Alyssa Lange

2022-09-29 13:31:38

09/29: cboehm2 x 76792 assisting agrego40 x 76797

According to Morley 781036 it is awaiting surrender. Dealership took possession of the vehicle on 09/06/2022. Check to customer and lien holder have been cut

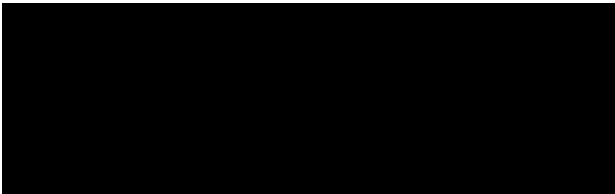
2022-10-11 17:10:49

agrego40 Ext. 76797

10/11: CALA checked Morley. Checks have been issued to the customer and lien holder. Closing file.

CASE ATTACHMENTS:

|                     |                 |
|---------------------|-----------------|
| 2022-06-14 19:32:21 | Anthony Gregory |
| 2022-06-20 15:54:03 | Anthony Gregory |
| 2022-07-08 17:35:19 | Anthony Gregory |
| 2022-10-11 17:10:49 | Anthony Gregory |





FSE VEHICLE INSPECTION REPORT

|                     |                      |              |       |
|---------------------|----------------------|--------------|-------|
| Customer Name:      |                      | FM360 Case#: |       |
| Year/Make/Model:    | 2020 Lincoln Aviator | GCQIS#:      | N/A   |
| Dealership Name:    | Gene Messer Amarillo | VIN:         |       |
| City/State:         | Amarillo, Texas      | P&A Code:    | 03565 |
| Date of Inspection: | 6/7/2022             | Mileage in:  | 22034 |
| Inspection by:      | Jsmi1343             | Mileage out: | 22119 |
|                     |                      | Title:       | FSE   |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                      |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------|
| 1.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Description of Customer's Concerns:                                  |
| <p>A. Distance to empty shows 250-260 miles till empty used to show 390-399 after fill. Shows 250-260 until half tank mark then shows correctly.</p> <p>B. Touchscreen goes black intermittently.</p> <p>C. "Failure of all safety features" warning in IPC will not clear until ignition is cycled.</p> <p>D. Touchscreen beeps and stations change on their own.</p> <p>E. Passenger not buckled warning for rear middle seat.</p> <p>F. Radio changes stations and volume adjusts on its own.</p> <p>G. Interior lights will turn on by themselves and will not go off until button is pushed</p> <p>H. Vehicle will not longer lower when turned off intermittently.</p> <p>I. "Vehicle Slowing down" message comes on randomly with no other vehicles around.</p> <p>J. "Engine Still Running" message after vehicle is shut off.</p> <p>K. Doors will not unlock when approaching vehicle, has to use key fob.</p> <p>L. Vehicle warns that objects are too close when nothing is around vehicle.</p> <p>M. Customer states "Cancelled" message shows on dash and beeps randomly when cruise control is on but nothing changes. Happens 8-10 times on 5 hour trip.</p>                                   |                                                                      |
| 2.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Inspection/Tests Performed/Result (List all of concerns separately): |
| <p>A. Upon entering vehicle take gas gauge was between ¼ and ½ tank and DTE read 100 miles to empty when entering FSE started vehicle and performed Self-test on PCM using VCM, no DTC's were retrieved, also performed self-test on IPC and no codes were found in either module. Found that DTE dropped 2 miles to 98 while idling un vehicle for about 10 minutes when performing self-tests and connecting FSE work phone to sync system for testing purposes. FSE and service manager filled tank to full mark and found that DTE read 262 miles to empty. FSE drove vehicle 85 miles during drive DTE rose to 268 miles empty, upon returning to dealer, the DTE reading was 251 and approximately an eighth of a tank was used. According to the WSM section 413-01&gt;Description and Operation, the DTE reading can be off as much as 50 miles; DTE reading can vary depending on driving style, parking on an inline or decline, remote start events, city/highway driving, or how tank is filled. FSE performed PPT AJ from above section of workshop manual which resulted in resetting KAM (Keep Alive Memory) as there were no faults in PCM or IPC. FSE directed tech to perform KAM reset.</p> |                                                                      |



|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                            |
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| <p>B. FSE used Bluetooth connection from business phone, which was linked to vehicles sync system, could not verify customer's concern.</p> <p>C. FSE could not verify concern.</p> <p>D. FSE found when changing stations on XM satellite radio stations they would at times randomly change on own, FSE also noticed that at times when selecting a station, it would not always change to selection. FSE noted that when scrolling left through XM stations, button became stuck and scrolling continued until the right scroll button was pressed; FSE found that touch screen will beep as if input are being pressed when no inputs were pressed at all. Directed tech to perform PPT N from section 415-00&gt;Diagnosis and Testing.</p> <p>E. FSE buckled and unbuckled all restraints and during test drive, FSE had the front passengers seat belt buckled, all seatbelt monitors on IPC performed normally and could not verify concern.</p> <p>F. FSE verified that seeking through XM stations the button will stick at times and station selected will not change to selection at times.</p> <p>G. FSE could not verify concern.</p> <p>H. FSE found that vehicle will lower but action is interrupted when door is opened as stated in section 204-05&gt;description and Operation. However, FSE found multiple DTC's in RFA and this module is responsible for detecting key and leveling upon approach, directed tech to address RFA/RTM DTC's. FSE could not verify customers' concern at this time.</p> <p>I. FSE found that on test drive, message only appeared when the Lane markings were not visible for an extended time or when the lane marking opened up as such for an exit ramp. IN addition, the message will alert if vehicle is on a straight stretch of road and no steering input is detected from the driver then message will appear. This message appears if there is no input to steering wheel after an extended time. FSE deems system is operating properly at this time</p> <p>J. FSE started engine multiple times with push button and using remote start function, could not verify concern.</p> <p>K. FSE could not verify customers concern however there were continuous memory DTCs that correlate to this concern, FSE recommended tech address these DTC"S in the RTM/RFA using published diagnostics.</p> <p>L. FSE could not verify concern, proximity warning messages appeared normally when parking vehicle near other vehicle and objects.</p> <p>M. FSE verified message appeared when there was no steering input and after two warning messages that hands were not on steering wheel. Message also appears when lane marking are not clear or preset, and lane keep will cancel. FSE deems system is working normally at this time.</p> | <p>3. Repairs Performed (Per Concern):</p> |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|





FSE recommended tech address screen concern using published diagnostics and address all DTC's found in RFA/RTM.

4. Conclusion

FSE concluded that customer concern of vehicle kneeling, and passive entry concerns are likely intermittent and shows evidence of this wit memory DTC's RFA/RTM. Advised dealer to address DTC's and to perform PPT N for erratic touchscreen operation.

Insert pictures here (if requested):





**CONSUMER AFFAIRS CASE INVESTIGATION  
DEALER REPORT REQUEST AND REPAIR HISTORY SUMMARY**

Please Return to: Anthony Gregory  
FAX: 866 637-2152 or Email to: [agreg040@ford.com](mailto:agreg040@ford.com)

*Attn: Service Manager - Immediate Action Required – Please Complete and Return*

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                      |         |       |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------|---------|-------|
| Dealership Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | GENE MESSER FORD LINCOLN OF AMARILLO |         |       |
| Service Manager                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Rudy Ibarra                          |         |       |
| GCCT Case Number                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | [REDACTED]                           |         |       |
| Customer's Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | [REDACTED]                           |         |       |
| VIN                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | [REDACTED]                           | Mileage | 16662 |
| <b>Summary of Vehicle Concern</b><br>CUSTOMER STATE SYNC SCREEN GOES BLANK INTERMITTENTLY. CUSTOMER TRAVELS FREQUENTLY TO DALLAS, A 6 HOUR DRIVE. DURNIG THAT DRIVE, THE TOUCH SCREEN LAGS/FREEZES. WILL CHANGE RADIO STATIONS ON ITS OWN, WILL GO TO DIFFERENT ICONS AND SETTINGS ON ITS OWN AND THE VOLUME WILL CHANGE ON ITS OWN.<br><br>CUSTOMER STATES THE WORD "CANCEL" FLASHES ON THE HEADS UP DISPLAY BUT THE CRUISE CONTROL STILL WORKS. AGAIN, THIS WILL HAPPEN MULTIPLE TIMES DURING A 6 HOUR TRIP.<br><br>CUSTOMER STATES SHE KEEPS GETTING A WARNING FOR THE LEFT REAR PASSENGER NOT BEING BUCKLED WHEN NO ONE OR NO ITEMS ARE ON THAT SEAT.<br><br>CUSTOMER STATES WHEN FUEL TANK IS FULL, IT SHOWS 250 MILES UNTIL EMPTY. IT WILL STAY AT 250 UNTIL IT GETS TO ABOUT 1/2 TANK THEN IT WILL START READING CORRECTLY.<br><br>CUSTOMER IS UNHAPPY WITH PERFORMANCE |                                      |         |       |

**Requested Action:** The Dealership Report is an important document that the Consumer Affairs Team uses to prepare for arbitration. Please submit *accounting copies* of the repair orders, including technician punch times. Please complete and return within 48 hours of receipt.

| DEALERSHIP REPORT                                                                                         |                                     |                                     |                                     |
|-----------------------------------------------------------------------------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| Has someone from the Service Department:                                                                  |                                     | Y                                   | N                                   |
| 1. Spoken with the customer regarding the concern(s)?                                                     | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| 2. Inspected the vehicle and verified the concern(s)?                                                     | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| 3. Test driven the vehicle for the concern(s)?                                                            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| 4. Test driven the vehicle with the customer for the concern(s)                                           | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| 5. Involved a Field Service Engineer with the customer's concern(s)                                       | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| 6. Identified whether a backordered part was involved with the customer's concern(s)                      | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| 7. Determined whether the vehicle was used for commercial purposes (ex. lettering/decals/license plates)? | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| 8. Verified whether the vehicle was a part of a fleet with three or more vehicles?                        | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                          |                                     |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|-------------------------------------|
| <p>9. Verified whether the vehicle has a performance chip, lift kit, or other aftermarket accessory that has or is contributing toward the concern?</p> <ul style="list-style-type: none"> <li>• If YES, please explain the diagnostics used to determine that the modification(s) have contributed toward the concern.</li> <li>• Please list (Ford/non-Ford) aftermarket accessories and/or modifications.</li> </ul> <p style="text-align: center;"><u>No</u></p> |                          |                                     |
| <p>10. Confirmed whether or not the consumer is currently in a rental/loaner?</p>                                                                                                                                                                                                                                                                                                                                                                                    | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

| Dealership Report (Continued)                                                                                                                                                                                                    | Y                                   | N                                   |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|-------------------------------------|
| 11. Has the consumer been placed in a rental/loaner during previous visits?                                                                                                                                                      | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| 12. Does the vehicle show signs of abuse, misuse, damage, or lack of maintenance? If yes, please explain.                                                                                                                        | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| 13. Is the concern(s) still present? <u>Can not Duplicate</u>                                                                                                                                                                    | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| <p>14. Is the customer's concern(s) a normal operating characteristic of the vehicle? If yes, explain why below.</p> <p><u>We Found that the word "Cancel" will show when there is no "Lane Line" for the Camera to see.</u></p> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| 15. Was the customer offered a service loaner/rental during service visit(s)?                                                                                                                                                    | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |

16. Please summarize conversations, dates, offers made, actions taken, and the name of dealership personnel involved.

None @ Dealership

17. How many total days was the vehicle physically at the dealership for repairs?

43 39 Days

18. Any additional comments or information related to concern(s).

Dealer Contact Name:

Rudy Khan

Title: Service Mgr

Date: 6/4/27

## ACCOUNTING

Invoice #

Taq #

# Gene Messer

F O R D - M A Z D A  
34th & Soncy - P.O. Box 51746  
AMARILLO, TEXAS 79159  
(806) 355-7471

32 Over

AMARILLO, TX

Home:

**Bus:**

Customer #

Cell:

Email

Service Advisor: 12415 JIMMI JUAREZ

**FOR SERVICE APPOINTMENT CALL (806) 352-3676**

|            |            |                 |               |        |      |         |           |               |               |
|------------|------------|-----------------|---------------|--------|------|---------|-----------|---------------|---------------|
| COLOR      | YEAR       | MAKE/MODEL      |               |        | VIN  |         | LICENSE   | MILEAGE IN    | MILEAGE OUT   |
| RED CARPET | 20         | LINCOLN AVIATOR |               |        |      |         |           | 16621         | 16662         |
| DEL DATE   | PROD. DATE | WARR. EXP.      | PROMISED      | PO NO. | RATE | PAYMENT | INV. DATE | R.O. OPENED   | READY         |
| 25JAN21    |            |                 | 17:00 12MAR22 |        | 0.00 | CASH    | 21FEB22   | 14:25 20JAN22 | 15:35 21FEB22 |

OPTIONS: SOLD-STK:LGL32995 DLR:03565 ENG:3.0 Liter GTD|TRN:AT

| LINE                                                                                                                                                                                                                                                                                              | OPCODE | TECH   | TYPE | A/HRS  | S/HRS | LIST          | NET  | TOTAL |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|--------|------|--------|-------|---------------|------|-------|
| A CUSTOMER STATE SYNC SCREEN GOES BLANK INTERMITTENTLY. CUSTOMER TRAVELS FREQUENTLY TO DALLAS, A 6 HOUR DRIVE. DURNIG THAT DRIVE, THE TOUCH SCREEN LAGS/FREEZES. WILL CHANGE RADIO STATIONS ON ITS OWN, WILL GO TO DIFFERENT ICONS AND SETTINGS ON ITS OWN AND THE VOLUME WILL CHANGE ON ITS OWN. |        |        |      |        |       |               |      |       |
| 01 MAINTENANCE                                                                                                                                                                                                                                                                                    |        |        |      |        |       |               |      |       |
|                                                                                                                                                                                                                                                                                                   | 33626  | CPF    | 2.12 | 0.00   | 0     | 0             | 0.00 | 0.00  |
| PARTS:                                                                                                                                                                                                                                                                                            | 0.00   | LABOR: | 0.00 | OTHER: | 0.00  | TOTAL LINE A: |      | 0.00  |
| 16621 UNABLE TO DUPLICATE CONCERN. FOUND NO CODES PRESENT. FOUND NO MESSAGES IN OASIS PRESENT. FOUND NO VISUAL CONCERN PRESENT. HOOKED UP 2 DIFFERENT PHONES. IPHONE X AND SAMSUNG GALAXY PHONE AND OPERATING PROPERLY. NO UPDATES AVAILABLE IN ANY MODULE. NO PROBLEM FOUND AT THIS TIME.        |        |        |      |        |       |               |      |       |
| B CUSTOMER STATES THE WORD "CANCEL" FLASHES ON THE HEADS UP DISPLAY BUT THE CRUISE CONTROL STILL WORKS. AGAIN, THIS WILL HAPPEN MULTIPLE TIMES DURING A 6 HOUR TRIP.                                                                                                                              |        |        |      |        |       |               |      |       |
| 01 MAINTENANCE                                                                                                                                                                                                                                                                                    |        |        |      |        |       |               |      |       |
|                                                                                                                                                                                                                                                                                                   | 33626  | CPF    | 8.44 | 0.00   | 0     | 0             | 0.00 | 0.00  |
| PARTS:                                                                                                                                                                                                                                                                                            | 0.00   | LABOR: | 0.00 | OTHER: | 0.00  | TOTAL LINE B: |      | 0.00  |
| 16621 UNABLE TO DUPLICATE CONCERNS. FOUND NO CODES PRESENT. FOUND NO VISUAL CONCERNS. FOUND NO RELATED MESSAGES I OASIS. TEST DROVE AND FOUND MESSAGE SAYING CANCEL WHEN ROAD LINES DISAPPEAR. COMPARED TO LIKE VEHICLE AND CONCERN NORMAL CHARACTERISTICS. NO PROBLEM FOUND AT THIS TIME.        |        |        |      |        |       |               |      |       |
| C CUSTOMER STATES SHE KEEPS GETTING A WARNING FOR THE LEFT REAR PASSENGER NOT BEING BUCKLED WHEN NO ONE OR NO ITEMS ARE ON THAT SEAT.                                                                                                                                                             |        |        |      |        |       |               |      |       |
| 01 MAINTENANCE                                                                                                                                                                                                                                                                                    |        |        |      |        |       |               |      |       |
|                                                                                                                                                                                                                                                                                                   | 33626  | CPF    | 0.00 | 0.00   | 0     | 0             | 0.00 | 0.00  |
| PARTS:                                                                                                                                                                                                                                                                                            | 0.00   | LABOR: | 0.00 | OTHER: | 0.00  | TOTAL LINE C: |      | 0.00  |
| 16662 UNABLE TO DUPLICATE CONCERN. FOUND NO CODES PRESENT. FOUND NO RELATED MESSAGES IN OASIS. TEST DROVE AND FOUND NO PROBLEM AT THIS TIME.                                                                                                                                                      |        |        |      |        |       |               |      |       |
| D CUSTOMER STATES WHEN FUEL TANK IS FULL, IT SHOWS 250 MILES UNTIL                                                                                                                                                                                                                                |        |        |      |        |       |               |      |       |

Limited Warranty on repairs for 24 months.

FOR A PERIOD OF 24 MONTHS, AT OUR DISCRETION WE WILL REPAIR OR REPLACE, AT PARTS WHICH WE DETERMINE ARE DEFECTIVE, AT NO COST TO OUR CUSTOMER, IN LIEU OF OR IN ADDITION TO THE FOREGOING, WE WILL PERFORM ANY LABOR, WHICH WE DETERMINE AS PERFORMED INCORRECTLY, AT NO COST TO OUR CUSTOMER. THIS LIMITED WARRANTY DOES NOT COVER DAMAGE TO OR CORROSION OF THE VEHICLE OR DAMAGE DUE TO ACCIDENTS, MISUSE, ALTERATIONS, MODIFICATIONS, DAMAGE CAUSED BY IMPROPER MAINTENANCE. THIS LIMITED WARRANTY DOES NOT COVER INCIDENTAL OR CONSEQUENTIAL DAMAGES, WHICH INCLUDE BUT ARE NOT LIMITED TO THE FOLLOWING: LOSS OF USE OF THE VEHICLE, LOSS OF TIME, CONVENIENCE, LOSS OF PROFITS, LOSS OF REVENUE OR PROFITS, LOGGING, LOSS OR DAMAGE TO PERSONAL PROPERTY, COMMERCIAL LOSS, AND LOSS OF REVENUE OR PROFITS. THE MANUFACTURER'S WARRANTIES EXPRESS OR IMPLIED, OTHER THAN THOSE WARRANTIES INCLUDED IN THE MANUFACTURER'S WARRANTY, ARE NOT AFFECTED BY THIS LIMITED WARRANTY.

Gene Messer Ford Lincoln Mercury of Amarillo and any other owner or servicer of this account may use any contact information you give us, including but not limited to email addresses, cell phone numbers, and landline numbers, to contact you, including but not limited to, using automated dialing equipment, automated messages and prerecorded messages for informational purposes related to this account, including servicing. In addition, by signing below, you agree that Gene Messer Ford Lincoln Mercury of Amarillo and any other owner or servicer of this account may deliver or cause to be delivered advertisements and/or telemarketing calls and text messages using an automatic telephone dialing system or a prerecorded or artificial voice message to the phone number that is attached to your account. You also understand that you are not required to provide this authorization as a condition of obtaining credit or any other product or service.

**SIGNATURE** \_\_\_\_\_

In addition to the charges for parts, labor, tax, etc. Gary Mosser Ford Lincoln Mercury of Amarillo also charges a "shop charge" as part of the repair bill. This "shop charge" is to help defray the costs of certain materials that cannot be accurately itemized, but which are generally used in the repair and service of vehicles. These items include, but are not limited to, rags, nuts, bolts, screws, and cleaner, small amounts of lubricant, etc. This charge is calculated as a percentage of the total labor charge.

**STATEMENT OF DISCLAIMER:** The Seller hereby disclaims all of the warranties with respect to the sale of this Non-Volatile. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this Non-Volatile.

**Notice Pursuant to §70.001, Texas Property Code**

I am the person signing acting on behalf of the person, who is obligated to pay for repair of the motor vehicle subject to this contract, understand that this vehicle is subject to repossession in accordance with §9.009 Texas Business and Commerce Code, a written order for payment for repair on the vehicle is stopped, distorted because of insufficient funds, or funds, or because the drawer or maker of the order has no account or the account on which it is drawn has been closed,

(Date) \_\_\_\_\_ Signature of Person Responsible or Agent for Person Responsible \_\_\_\_\_

**X** \_\_\_\_\_  
Signature of Applicant/Responsible Party/Agent for Applicant/Responsible Party

information you give us, including but not limited to email addresses, cell phone

information you give us, including but not limited to email addresses, cell phone numbers and text messages, and messages and prerecorded messages for informational purposes related to the program.

and any other owner or servicer of this account may deliver or cause to be recorded or attested in accordance with the above wishes that be attached to

recorded or artificial voice message to the phone number that is attached to your product or service.

DATE OF SERVICE: \_\_\_\_\_  
 SIGNATURE: \_\_\_\_\_

as part of the repair bill. This "chop change" is to help defray the costs of certain

not limited to, rags, nuts, bolts, screws, and cleaner, small amounts of lubricant, etc. The

ING COPY

Page 1

... ..

|                        |                |        |  |
|------------------------|----------------|--------|--|
| DESCRIPTION            | LABOR AMOUNT   | TOTALS |  |
|                        | PARTS AMOUNT   |        |  |
|                        | GAS, OIL, LUBE |        |  |
|                        | SUBLET AMOUNT  |        |  |
|                        | MISC. CHARGES  |        |  |
|                        | TOTAL CHARGES  |        |  |
|                        | ADJUSTMENTS    |        |  |
|                        | SALES TAX      |        |  |
| PLEASE PAY THIS AMOUNT |                |        |  |

**ACCOUNTING COPY**

Page 1 of 3

**THANK YOU!**

PE24-012 000223 GCCT PLV

PE24-012 000224 GCCT PLV

ACCOUNTING

Invoice #:

Tag #:

Gene Messer

F O R D - M A Z D A

34th & Soncy • P.O. Box 51745

AMARILLO, TEXAS 79159

(806) 355-7471

FOR SERVICE APPOINTMENT CALL (806) 352-3676

AMARILLO, TX

Home:

Bus:

Customer:

Cell:

Email:

Service Advisor: 12415 JIMMI JUAREZ

|            |  |            |  |                 |  |               |  |         |  |            |  |               |  |
|------------|--|------------|--|-----------------|--|---------------|--|---------|--|------------|--|---------------|--|
| COLOR      |  | YEAR       |  | MAKE/MODEL      |  | VIN           |  | LICENSE |  | MILEAGE IN |  | MILEAGE OUT   |  |
| RED CARPET |  | 20         |  | LINCOLN AVIATOR |  |               |  |         |  | 16621      |  | 16662         |  |
| DEL DATE   |  | PROD. DATE |  | WARR. EXP.      |  | PROMISED      |  | PO NO.  |  | RATE       |  | PAYMENT       |  |
| 25JAN21    |  |            |  |                 |  | 17:00 12MAR22 |  |         |  | 0.00       |  | CASH          |  |
|            |  |            |  |                 |  |               |  |         |  | INV. DATE  |  | R.O. OPENED   |  |
|            |  |            |  |                 |  |               |  |         |  | 21FEB22    |  | 14:25 20JAN22 |  |
|            |  |            |  |                 |  |               |  |         |  |            |  | READY         |  |
|            |  |            |  |                 |  |               |  |         |  |            |  | 15:35 21FEB22 |  |

OPTIONS: SOLD-STK:LGL32995 DLR:03565 ENG:3.0 Liter GTDI TRN:AT

LINE OPCODE TECH TYPE A/HRS S/HRS LIST NET TOTAL  
EMPTY. IT WILL STAY AT 250 UNTIL IT GETS TO ABOUT 1/2 TANK THEN  
IT WILL START READING CORRECTLY.

01 MAINTENANCE

33626 CPF 0.94 0.00 0 0 0.00 0.00  
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

16662 VERIFIED CONCERN DTE READING INCORRECT. FOUND NO CODES  
PRESENT. FOUND NO RELATED MESSAGES IN OASIS. PERFORMED PPT BY SYMPTOM  
CHART. AJ1-NO, AJ2-YES, AJ3-NO, AJ4-NO. RESET KAM AND CLEARED CODES.  
THE SYSTEM IS OPERATING NORMAL AT THIS TIME.

E LINC WASH AND VACLINCOLN WASH AND VACLINCOLN WASH AND VAC  
LINCW LINC WASH AND VACLINCOLN WASH AND  
VACLINCOLN WASH AND VAC

999 CPF 0.00 0.00 0 0 0.00 0.00  
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

F PERFORM MULTI-POINT INSPECTION

99F PERFORM MULTI-POINT INSPECTION

33626 CPF 0.00 0.00 0 0 0.00 0.00  
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

G\*\* CUSTOMER REQUEST PERFORM RECALL 21S44

CAUSE: --

21S44B inspect for the availability of an IPMB  
software update

33626 WF 0.73 0.70 2450 10010 100.10 100.10  
FC: PART#: COUNT: 0 0 TPARTS

CLAIM TYPE: 21S44

AUTH CODE:

33626

2450 10010 TLABOR  
PARTS: 0.00 LABOR: 100.10 OTHER: 0.00 TOTAL LINE G: 100.10

16662 PERFORMED RECALL 21S44 AND REPROGRAMMED IPMB

COMPANY NAME FORDPREMAINT  
COMPANY PHONE  
POLICY NUMBER TBD.INSI  
POLICY TERM 60

Limited Warranty on repairs for 24 months.

FOR A PERIOD OF 24 MONTHS AT OUR DISCRETION WE WILL REPAIR OR REPLACE ANY PARTS WHICH WE DETERMINE ARE DEFECTIVE, AT NO COST TO OUR CUSTOMER. IN LIEU OF OR IN ADDITION TO THE FOREGOING, WE WILL REPERFORM ANY LABOR, WHICH WE DETERMINE WAS PERFORMED INCORRECTLY, AT NO COST TO OUR CUSTOMER. ALL REPAIRS MUST BE PERFORMED IN OUR SERVICE DEPARTMENT. THIS LIMITED WARRANTY DOES NOT COVER DAMAGE DUE TO ACCIDENTS, MISUSE, ALTERATIONS, MODIFICATIONS, DAMAGE CAUSED BY THE ENVIRONMENT, OR CONSEQUENTIAL DAMAGES, EXAMPLES OF WHICH INCLUDE BUT ARE NOT LIMITED TO THE FOLLOWING: LOSS OF USE OF THE VEHICLE, LOSS OF TIME, INCONVENIENCE, EXPENSE FOR CAR RENTAL, GASOLINE, TELEPHONE, TRAVEL, LODGING, LOSS OR DAMAGE TO PERSONAL PROPERTY, COMMERCIAL LOSS, AND LOSS OF REVENUE OR PROFITS. THERE ARE NO OTHER WARRANTIES EXPRESSED OR IMPLIED, OTHER THAN THOSE WARRANTIES INCLUDED IN THE MANUFACTURER'S WARRANTY.

Gene Messer Ford Lincoln Mercury of Amarillo and any other owner or service of this account may use any contact information you give us, including but not limited to email addresses, cell phone numbers, and landline numbers, to contact you, including but not limited to, using automated dialing equipment, automated messages and prerecorded messages for informational purposes related to this account, including servicing. In addition, by signing below, you agree that Gene Messer Ford Lincoln Mercury of Amarillo and any other owner or service of this account may deliver or cause to be delivered advertisements and/or telemarketing calls and text messages using an automatic telephone dialing system or a prerecorded or artificial voice message to the phone number that is attached to your account. You also understand that you are not required to provide this authorization as a condition of obtaining credit or any other service.

SIGNATURE X

STATEMENT OF DISCLAIMER: The factory warranty constitutes all of the warranties with respect to the sale of this vehicle. The dealer hereby expressly disclaims all warranties other than those stated on the vehicle's title and any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor disclaims any other person's ability to assume or disclaim liability in connection with the sale of this vehicle.

Notice Pursuant to §70.001, Texas Property Code

I am the person or agent acting on behalf of the person, who is obligated to pay for repair of the motor vehicle subject to the repair contract. I understand that this vehicle is subject to repossession in accordance with §9.008, Texas Business and Commerce Code. If a written order for payment for repair on the vehicle is stopped, dishonored because of insufficient funds, no funds, or because the drawer or maker of the order has no account or the account on which it is drawn has been closed.

X (Date) Signature of Person Responsible or Agent for Person Responsible

| DESCRIPTION | LABOR AMOUNT | PARTS AMOUNT | GAS, OIL, LUBE | SUBLET AMOUNT | MISC. CHARGES | TOTAL CHARGES | ADJUSTMENTS | SALES TAX | PLEASE PAY THIS AMOUNT |
|-------------|--------------|--------------|----------------|---------------|---------------|---------------|-------------|-----------|------------------------|
|             |              |              |                |               |               |               |             |           |                        |
|             |              |              |                |               |               |               |             |           |                        |
|             |              |              |                |               |               |               |             |           |                        |
|             |              |              |                |               |               |               |             |           |                        |
|             |              |              |                |               |               |               |             |           |                        |
|             |              |              |                |               |               |               |             |           |                        |
|             |              |              |                |               |               |               |             |           |                        |
|             |              |              |                |               |               |               |             |           |                        |
|             |              |              |                |               |               |               |             |           |                        |
|             |              |              |                |               |               |               |             |           |                        |

In addition to the charges for parts, labor, tax, etc. Gene Messer Ford Lincoln Mercury of Amarillo also charges a "shop charge" as part of the repair bill. This "shop charge" is to help defray the costs of certain materials that are not accurately itemized, but which are generally used in the repair and service of vehicles, these items include, but are not limited to, tags, nuts, bolts, screws, and cleaner, small amounts of lubricant, etc. The charge is calculated as a percentage of the total labor charge.

ACCOUNTING COPY

Page 2 of 3

THANK YOU!



**Gene Messer**

F O R D - M A Z D A  
 34th & Soric - P.O. Box 51746  
 AMARILLO, TEXAS 79159  
 (806) 355-7471

FOR SERVICE APPOINTMENT CALL (806) 352-3676

ACCOUNTING

Invoice #:

Tag #:

AMARILLO, TX

Home:

Bus:

Customer #:

Cell:

Email:

Service Advisor: 12415 JIMMI JUAREZ

| COLOR      | YEAR       | MAKE/MODEL      |               |        | VIN  |         | LICENSE   | MILEAGE IN    | MILEAGE OUT   |
|------------|------------|-----------------|---------------|--------|------|---------|-----------|---------------|---------------|
| RED CARPET | 20         | LINCOLN AVIATOR |               |        |      |         |           | 16621         | 16662         |
| DEL DATE   | PROD. DATE | WARR. EXP.      | PROMISED      | PO NO. | RATE | PAYMENT | INV. DATE | R.O. OPENED   | READY         |
| 25JAN21    |            |                 | 17:00 12MAR22 |        | 0.00 | CASH    | 21FEB22   | 14:25 20JAN22 | 15:35 21FEB22 |

OPTIONS: SOLD-STK:LGL32995 DLR:03565 ENG:3.0 Liter GTDI TRN:AT

LINE OPCODE TECH TYPE A/HRS S/HRS  
 EFFECTIVE DATE 25 JAN 2021  
 DEDUCTIBLE 0.00  
 MILEAGE LIMIT  
 BEGIN MILES 44  
 END MILES  
 COMPONENTS

LIST NET TOTAL

\*\*\*\*\*  
 \*CASH ( ) CHECK ( ) CASH INT ( ) \*  
 \*CHARGE ( ) CONTROL ( ) \*  
 \*VS/MC/DEBIT ( ) AMEX ( ) DISC ( ) GE ( ) \*  
 \*\*\*\*\*

| DATE     | START | FINISH | DURATION | TYPE | TECH  | LINE(S) | CHG |
|----------|-------|--------|----------|------|-------|---------|-----|
| 02-16-22 | 08:27 | 10:34  | 2.12     | W    | 33626 | A       |     |
|          | 10:34 | 19:00  | 8.43     | W    | 33626 | B       |     |
| 02-17-22 | 09:43 | 09:44  | 0.01     | W    | 33626 | B       |     |
|          | 09:44 | 10:40  | 0.94     | W    | 33626 | D       |     |
| 02-18-22 | 10:12 | 10:56  | 0.73     | W    | 33626 | G       |     |

| TRGT/ACCOUNT | SALE | COST  | CONTROL | TRGT/ACCOUNT | SALE  | COST  | CONTROL |
|--------------|------|-------|---------|--------------|-------|-------|---------|
| 601/4500001  | 0    | 0     |         | 601/4501001  | 10010 | 2450  |         |
| 601/101504   | 0    | ***** |         | 601/121001   | 10010 | ***** |         |

COST, SALE, &amp; COMP TOTALS 2450 10010 0

**Limited Warranty on repairs for 24 months.**

FOR A PERIOD OF 24 MONTHS AT OUR DISCRETION WE WILL REPAIR OR REPLACE ANY PARTS WHICH WE DETERMINE ARE DEFECTIVE, AT NO COST TO OUR CUSTOMER. IN LIEU OF OR IN ADDITION TO THE FOREGOING, WE WILL REPERFORM ANY LABOR WHICH WE DETERMINE WAS PERFORMED INCORRECTLY, AT NO COST TO OUR CUSTOMER. ALL REPAIRS MUST BE PERFORMED IN OUR SERVICE DEPARTMENT. THIS LIMITED WARRANTY DOES NOT COVER DAMAGE DUE TO ACCIDENTS, ABUSE, ALTERATIONS, MODIFICATIONS, DAMAGE CAUSED BY THE ENVIRONMENT, OR DAMAGE CAUSED BY IMPROPER MAINTENANCE. THIS LIMITED WARRANTY DOES NOT COVER INCIDENTAL OR CONSEQUENTIAL DAMAGES, EXAMPLES OF WHICH INCLUDE BUT ARE NOT LIMITED TO THE FOLLOWING: LOSS OF USE OF THE VEHICLE, LOSS OF TIME, INCONVENIENCE, EXPENSE FOR CAR RENTAL, GASOLINE, TELEPHONE, TRAVEL, LODGING, LOSS OR DAMAGE TO PERSONAL PROPERTY, COMMERCIAL LOSS, AND LOSS OF REVENUE OR PROFITS. THERE ARE NO OTHER WARRANTIES EXPRESS OR IMPLIED, OTHER THAN THOSE WARRANTIES INCLUDED IN THE MANUFACTURER'S WARRANTY.

Gene Messer Ford Lincoln Mercury of Amarillo and any other owner or service of this account may use any contact information you give us, including but not limited to email addresses, cell phone numbers, and landline numbers, to contact you, including but not limited to, using automated dialing equipment, automated messages and prerecorded messages for informational purposes related to this account, including servicing, in addition, by signing below, you agree that Gene Messer Ford Lincoln Mercury of Amarillo and any other owner or service of this account may deliver or cause to be delivered advertisements and/or telemarketing calls and text messages using an automatic telephone dialing system or a prerecorded or artificial voice message to the phone number that is attached to your account. You also understand that you are not required to provide this authorization as a condition of obtaining credit or any other product or service.

SIGNATURE X

STATEMENT OF DISCLAIMER: The history warranty concludes all of the warranties with respect to the sale of this vehicle. The dealer hereby expressly disclaims all warranties, whether express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Dealer neither assumes nor disavows any other person to assume for it any liability in connection with the sale of this vehicle.

**Notice Pursuant to §70.001, Texas Property Code**

I am the person or agent acting on behalf of the person, who is obligated to pay for repair of the motor vehicle subject to the repair contract. I understand that this vehicle is subject to repossession in accordance with §9.509, Texas Business and Commerce Code, if a written order for payment for repair on the vehicle is stopped, dishonored because of insufficient funds, no funds, or because the drawer or maker of the order has no account or the account on which it is drawn has been closed.

(Date) Signature of Person Responsible or Agent for Person Responsible

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

In addition to the charges for parts, labor, tax, etc. Gene Messer Ford Lincoln Mercury of Amarillo also charges a "shop charge" as part of the repair bill. This "shop charge" is to help defray the costs of certain materials that cannot be accurately itemized, but which are generally used in the repair and service of vehicles. These items include, but are not limited to, rags, nuts, bolts, screws, and cleaner; small amounts of lubricant, etc. This charge is calculated as a percentage of the total labor charge.

ACCOUNTING COPY

Page 3 of 3

THANK YOU!

ACCOUNTING

Invoice #:

Tag #:

**Gene Messer**FORD MAZDA  
34th & Soncy P.O. Box 51746  
AMARILLO, TEXAS 79159  
(806) 355-7471

FOR SERVICE APPOINTMENT CALL (806) 352-3676

AMARILLO, TX

Home:

Bus:

Customer #

Cell:

Email:

Service Advisor: 12415 JIMMI JUAREZ

|                                        |  |            |  |                 |  |               |  |         |  |            |  |               |  |
|----------------------------------------|--|------------|--|-----------------|--|---------------|--|---------|--|------------|--|---------------|--|
| COLOR                                  |  | YEAR       |  | MAKE/MODEL      |  | VIN           |  | LICENSE |  | MILEAGE IN |  | MILEAGE OUT   |  |
| RED CARPET                             |  | 20         |  | LINCOLN AVIATOR |  |               |  |         |  | 10326      |  | 10326         |  |
| DEL DATE                               |  | PROD. DATE |  | WARR. EXP.      |  | PROMISED      |  | PO NO.  |  | RATE       |  | PAYMENT       |  |
| 25JAN21                                |  |            |  |                 |  | 17:00 15SEP21 |  |         |  | 0.00       |  | CASH          |  |
|                                        |  |            |  |                 |  |               |  |         |  | INV. DATE  |  | R.O. OPENED   |  |
|                                        |  |            |  |                 |  |               |  |         |  | 22SEP21    |  | 09:54 15SEP21 |  |
|                                        |  |            |  |                 |  |               |  |         |  |            |  | 17:41 22SEP21 |  |
| OPTIONS: SOLD STK# 6123295 P/L 3-15-21 |  |            |  |                 |  |               |  |         |  |            |  |               |  |

OPTIONS: SOLD-STK:LGL32095 DLR:03565 ENG:3.0 Liter GTDI TRN:AT

LINE OPCODE TECH TYPE A/HRS S/HRS

A BASIC MAINTENANCE SERVICE - K

CAUSE:

MBASIC BASIC MAINTENANCE SERVICE - K

38610 WFM 0.90 0.90 1305 3277

MBASIC1 ENGINE OIL AND OIL FILTER - REPLACE

(6714/6731) - L

38610 WFM 0.00 0.40 0 1456

MBASIC2 ENGINE AIR FILTER - REPLACE (9601) - L

38610 WFM 0.00 0.20 0 728

MULTI MULTIPOINT INSPECTION

38610 WFM 0.00 0.20 0 728

1 FL\*2062\*A KIT - ELEMENT

&amp; GASKET - OIL F

563

788

0

10.24

7.88

7.88

5 XO\*5W30\*5Q3SP

MOTORCRAFT SAE 5W-30 API

GF-6A

2375

3325

0

6.65

6.65

33.25

1 XO\*5W30\*Q1SP MOTORCRAFT

SAE 10W-30 API GF-6

485

679

0

6.79

6.79

6.79

1 FA\*1884\* ELEMENT ASY -

AIR CLEANER

1207

1690

0

21.95

16.90

16.90

FC: a99 82

PART#: maint

COUNT:

CLAIM TYPE: gcl

AUTH CODE:

38610

4630

6482 TPARTS

PARTS: 64.82 LABOR: 61.89 OTHER: 0.00

6189 TLABOR

10326 DRAINED OIL AND FILLED WITH 5W30 6QTS, REPLACED OIL FILTER

126.71

WITH NEW ONE, ROTATED TIRES FRONT TO REAR, REPLACED AIR FILTER

B CUSTOMER STATES BRAKES SQUEEK INTERMITTENT

20 BRAKES

PARTS: 13301 CPF 0.00 0.00 0 0

0.00

0.00

10326 BRAKES TESTED GOOD AT THIS TIME.

0.00

TOTAL LINE B:

0.00

## Limited Warranty on repairs for 24 months.

FOR A PERIOD OF 24 MONTHS AT OUR DISCRETION WE WILL REPAIR OR REPLACE ANY PARTS WHICH WE DETERMINE ARE DEFECTIVE, AT NO COST TO OUR CUSTOMER, IN LIEU OF OR IN ADDITION TO THE FOREGOING, WE WILL REPAIR ANY LABOR, WHICH WE DETERMINE WAS PERFORMED INCORRECTLY AT NO COST TO OUR CUSTOMER. ALL REPAIRS MUST BE PERFORMED IN OUR SERVICE DEPARTMENT. THIS LIMITED WARRANTY DOES NOT COVER DAMAGE DUE TO ACCIDENTS, MISUSE, ALTERATIONS, MODIFICATIONS, DAMAGE CAUSED BY THE ENVIRONMENT, OR CONSEQUENTIAL DAMAGES. THIS LIMITED WARRANTY DOES NOT COVER INCIDENTAL OR CONSEQUENTIAL DAMAGES, EXAMPLES OF WHICH INCLUDE BUT ARE NOT LIMITED TO THE FOLLOWING: LOSS OF USE OF THE VEHICLE, LOSS OF TIME, INCONVENIENCE, EXPENSE FOR CAR RENTAL, GASOLINE, TELEPHONE, TRAVEL, LODGING, LOSS OR DAMAGE TO PERSONAL PROPERTY, COMMERCIAL LOSS, AND LOSS OF REVENUE OR PROFITS. THERE ARE NO OTHER WARRANTIES EXPRESS OR IMPLIED, OTHER THAN THOSE WARRANTIES INCLUDED IN THE MANUFACTURER'S WARRANTY.

Gene Messer Ford Lincoln Mercury of Amarillo and any other owner or servicer of this account may use any contact information you give us, including but not limited to, using automated dialing equipment, automated messages and prerecorded messages for informational purposes related to this account, including servicing. In addition, by signing below, you agree that Gene Messer Ford Lincoln Mercury of Amarillo and any other owner or servicer of this account may deliver or cause to be delivered advertisements and/or telemarketing calls and text messages using an automatic telephone dialing system or a prerecorded or artificial voice message to the phone number that is attached to your account. You also understand that you are not required to provide this authorization as a condition of obtaining credit or any other product or service.

SIGNATURE

X

(Date) Signature of Person Responsible or Agent for Person Responsible

X

I am the person or agent acting on behalf of the person who is obligated to pay for repair of the motor vehicle subject to the repair contract. I understand that this vehicle is subject to repossession in accordance with §9.609, Texas Business and Commerce Code. If a written order for payment for repair on the vehicle is stopped, dishonored because of insufficient funds, no funds, or because the drawer or maker of the order has no account on which it is drawn, it is null and void.

X

I understand that this vehicle is subject to repossession in accordance with §9.609, Texas Business and Commerce Code. If a written order for payment for repair on the vehicle is stopped, dishonored because of insufficient funds, no funds, or because the drawer or maker of the order has no account on which it is drawn, it is null and void.

X

I understand that this vehicle is subject to repossession in accordance with §9.609, Texas Business and Commerce Code. If a written order for payment for repair on the vehicle is stopped, dishonored because of insufficient funds, no funds, or because the drawer or maker of the order has no account on which it is drawn, it is null and void.

X

I understand that this vehicle is subject to repossession in accordance with §9.609, Texas Business and Commerce Code. If a written order for payment for repair on the vehicle is stopped, dishonored because of insufficient funds, no funds, or because the drawer or maker of the order has no account on which it is drawn, it is null and void.

X

I understand that this vehicle is subject to repossession in accordance with §9.609, Texas Business and Commerce Code. If a written order for payment for repair on the vehicle is stopped, dishonored because of insufficient funds, no funds, or because the drawer or maker of the order has no account on which it is drawn, it is null and void.

X

I understand that this vehicle is subject to repossession in accordance with §9.609, Texas Business and Commerce Code. If a written order for payment for repair on the vehicle is stopped, dishonored because of insufficient funds, no funds, or because the drawer or maker of the order has no account on which it is drawn, it is null and void.

| DESCRIPTION | LABOR AMOUNT           | TOTALS |
|-------------|------------------------|--------|
|             | PARTS AMOUNT           |        |
|             | GAS, OIL, LUBE         |        |
|             | SUBLET AMOUNT          |        |
|             | MISC. CHARGES          |        |
|             | TOTAL CHARGES          |        |
|             | ADJUSTMENTS            |        |
|             | SALES TAX              |        |
|             | PLEASE PAY THIS AMOUNT |        |

ACCOUNTING COPY

Page 1 of 4

THANK YOU!

PE24-012 000226 GCCT PLV

## ACCOUNTING

Invoice #:

Tag #:

## Gene Messer

F O R D .. M A Z D A

34th &amp; Soncy • P.O. Box 51746

AMARILLO, TEXAS 79159

(806) 355-7471

FOR SERVICE APPOINTMENT CALL (806) 352-3676

AMARILLO, TX

Home:

**Bus:**

Customer #

Service Advisor: 12415 JIMMI JUAREZ

### Cells

Email:

|            |            |                 |               |        |      |         |           |               |               |
|------------|------------|-----------------|---------------|--------|------|---------|-----------|---------------|---------------|
| COLOR      | YEAR       | MAKE/MODEL      |               |        | VIN  |         | LICENSE   | MILEAGE IN    | MILEAGE OUT   |
| RED CARPET | 20         | LINCOLN AVIATOR |               |        |      |         |           | 10326         | 10326         |
| DEL DATE   | PROD. DATE | WARR. EXP.      | PROMISED      | PO NO. | RATE | PAYMENT | INV. DATE | R.O. OPENED   | READY         |
| 25JAN21    |            |                 | 17:00 15SEP21 |        | 0.00 | CASH    | 22SEP21   | 09:54 15SEP21 | 17:41 22SEP21 |

OPTIONS: SOLD-STK: LGL32995 DLR: 03565 ENG: 3.0 Liter GTDI TRN: AT

| LINE                                                                                 | OPCODE                                                                                                                                             | TECH   | TYPE  | A/HRS  | S/HRS |               | LIST | NET         | TOTAL |
|--------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|--------|-------|--------|-------|---------------|------|-------------|-------|
| C                                                                                    | CUSTOMER STATES LAN KEEP ASSIST INOP                                                                                                               |        |       |        |       |               |      |             |       |
|                                                                                      | 01 MAINTENANCE                                                                                                                                     |        |       |        |       |               |      |             |       |
|                                                                                      |                                                                                                                                                    |        | 13301 | ISPF   | 0.00  | 0.00          | 0    | 0           | 0.00  |
| PARTS:                                                                               | 0.00                                                                                                                                               | LABOR: | 0.00  | OTHER: | 0.00  | TOTAL LINE C: |      |             | 0.00  |
| 10326 LANE ASSIST WAS SWITCHED OFF. TURNED ON LANE ASSIST. WORKING AS INTENDED       |                                                                                                                                                    |        |       |        |       |               |      |             |       |
| D                                                                                    | CUSTOMER STATES ONLY ONE SPEAKER IS WORKING                                                                                                        |        |       |        |       |               |      |             |       |
|                                                                                      | 01 MAINTENANCE                                                                                                                                     |        |       |        |       |               |      |             |       |
|                                                                                      |                                                                                                                                                    |        | 13301 | CPF    | 0.00  | 0.00          | 0    | 0           | 0.00  |
| PARTS:                                                                               | 0.00                                                                                                                                               | LABOR: | 0.00  | OTHER: | 0.00  | TOTAL LINE D: |      |             | 0.00  |
| 10326 RADIO WORKING AS INTENDED AT THIS TIME.                                        |                                                                                                                                                    |        |       |        |       |               |      |             |       |
| E                                                                                    | CUSTOMER STATES DISTANCE TO EMPTY NOT ACCURATE. ONLY GOES UP TO 299 MILES WHEN FULL, THEN WILL STAY THERE FOR A FEW DAYS BEFORE IT STARTS TO LOWER |        |       |        |       |               |      |             |       |
|                                                                                      | 01 MAINTENANCE                                                                                                                                     |        |       |        |       |               |      |             |       |
|                                                                                      |                                                                                                                                                    |        | 13301 | CPF    | 0.00  | 0.00          | 0    | 0           | 0.00  |
| PARTS:                                                                               | 0.00                                                                                                                                               | LABOR: | 0.00  | OTHER: | 0.00  | TOTAL LINE E: |      |             | 0.00  |
| F                                                                                    | CUSTOMER STATES SYNC TOUCH SCREEN CHANGES ON ITS OWN CAUSE:                                                                                        |        |       |        |       |               |      |             |       |
|                                                                                      | 212294A Reprogram The APIM Using The SYNC 3 Universal Thumb Drive                                                                                  |        |       |        |       |               |      |             |       |
|                                                                                      |                                                                                                                                                    |        | 13301 | WF     | 1.25  | 0.30          | 900  | 3120        | 31.20 |
| FC:                                                                                  | e40 04                                                                                                                                             |        |       |        |       |               |      |             |       |
| PART#:                                                                               | 14g371                                                                                                                                             |        |       |        |       |               |      |             |       |
| COUNT:                                                                               | 0 TPARTS                                                                                                                                           |        |       |        |       |               |      |             |       |
| CLAIM TYPE:                                                                          |                                                                                                                                                    |        |       |        |       |               |      |             |       |
| AUTH CODE:                                                                           |                                                                                                                                                    |        |       |        |       |               |      |             |       |
|                                                                                      | 13301                                                                                                                                              |        |       |        |       | 900           |      | 3120 TLABOR |       |
| PARTS:                                                                               | 0.00                                                                                                                                               | LABOR: | 31.20 | OTHER: | 0.00  | TOTAL LINE F: |      |             | 31.20 |
| 10326 VERIFIED CONCERN. PERFORMED TSB 21-2294. UPDATED SYNC TO LASTEST CONFIGURATION |                                                                                                                                                    |        |       |        |       |               |      |             |       |
| G                                                                                    | CUSTOMER STATES WASHER FLUID WILL NOT SPRAY, NOT SURE IF IT HAS FLUID                                                                              |        |       |        |       |               |      |             |       |
|                                                                                      | 01 MAINTENANCE                                                                                                                                     |        |       |        |       |               |      |             |       |
|                                                                                      |                                                                                                                                                    |        | 13301 | CPF    | 0.00  | 0.00          | 0    | 0           | 0.00  |

Limited Warranty on repairs for 24 months.

FOR A PERIOD OF 24 MONTHS OR TO OUR DISCRETION WE WILL REPAIR OR REPLACE ANY PARTS WHICH WE DETERMINE ARE DEFECTIVE, AT NO COST TO OUR CUSTOMER, IN LIEU OF OR IN ADDITION TO THE FOREGOING, WE WILL REPAIR/LABOR, WHICH WE DETERMINE WAS PERFORMED CORRECTLY, AT NO COST TO OUR CUSTOMER. THIS WARRANTY DOES NOT COVER DAMAGE TO OR CORROSION OF THE VEHICLE OR DAMAGE DUE TO ACCIDENTS, MISUSE, ALTERATIONS, MODIFICATIONS, DAMAGE CAUSED BY THE ENVIRONMENT, OR DAMAGE CAUSED BY IMPROPER MAINTENANCE. THIS LIMITED WARRANTY DOES NOT COVER INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO THE FOLLOWING: LOSS OF USE OF THE VEHICLE, LOSS OF TIME, CONFINEMENT, LOSS OF PROFITS, LOSS OF BUSINESS, LOSS OF REVENUE, LOSS OF DATA, LOSS OF OR DAMAGE TO PERSONAL PROPERTY, COMMERCIAL LOSS, AND LOSS OF REVENUE OR PROFITS. THERE ARE NO OTHER WARRANTIES EXPRESSED OR IMPLIED, OTHER THAN THOSE WARRANTIES INCLUDED IN THE

Gene Messer Ford Lincoln Mercury of Amarillo and any other owner or servicer of this account may use any contact and landline numbers, to contact you, including but not limited to, using autotelephone dialing equipment, automatic answering machines, facsimile machines, e-mail, or other electronic means, for promotional purposes, including servicing. In addition, by signing below, you agree that Gene Messer Ford Lincoln Mercury of Amarillo may use your name and telephone number in its advertising and promotional materials, including newspaper advertisements and/or telemarketing calls and text messages using an automatic telephone dialing system or a prerecorded message. You understand that you are not required to provide this authorization as a condition of obtaining credit or any other financial product from Gene Messer Ford Lincoln Mercury of Amarillo.

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

**Notice Pursuant to §70.001, Texas Property Code**

When the person or agent dealing on behalf of the person who is obligated to pay for the motor vehicle subject to this order is subject to repossession in accordance with § 8.606, the Tax and Business and Commerce Commission. If a written order for payment for repair on the vehicle is stopped, dishonored because of insufficient funds, or because the drawer or maker of the order has no account or the account on which it is drawn has been closed.

(Date) Signature of Person Responsible or Agent for Person Responsible

Information you give us, including but not limited to email addresses, cell phone numbers, text messages and prerecorded messages for informational purposes related to this account, to and any other owner or service of this account may deliver or cause to be delivered recorded or artificial voice message to the phone number that is attached to your account, product or service.

OWNER'S SIGNATURE 

|                        |                |        |  |
|------------------------|----------------|--------|--|
| DESCRIPTION            | LABOR AMOUNT   | TOTALS |  |
|                        | PARTS AMOUNT   |        |  |
|                        | GAS, OIL, LUBE |        |  |
|                        | SUBLET AMOUNT  |        |  |
|                        | MISC. CHARGES  |        |  |
|                        | TOTAL CHARGES  |        |  |
|                        | ADJUSTMENTS    |        |  |
|                        | SALES TAX      |        |  |
| PLEASE PAY THIS AMOUNT |                |        |  |

In addition to the charges for parts, labor, tax, etc. Gurni Motor Ford Lincoln Mercury of Amarillo also charges a "shop charge" as part of the repair bill. This "shop charge" is to help defray the costs of certain materials that cannot be accurately itemized, but which are generally used in the repair and service of vehicles. These items include, but are not limited to, nuts, bolts, screws, and cleaner, small amounts of lubricant, etc. This charge is calculated as a percentage of the total labor charge.

**ACCOUNTING COPY**

Page 2 of 4

**THANK YOU!**

PE24-012 000227 GCCT PLV





ACCOUNTING

Invoice #:

Tag #:

**Gene Messer**

F O R D - M A Z D A  
34th & Soncy - P.O. Box 51746  
AMARILLO, TEXAS 79159  
(806) 355-7471

FOR SERVICE APPOINTMENT CALL (806) 352-3676

AMARILLO, TX

Home:

Bus:

Customer #:

Cell:

Email:

Service Advisor: 12415 JIMMI JUAREZ

| COLOR      | YEAR       | MAKE/MODEL      |               |        | VIN  |         | LICENSE   | MILEAGE IN    | MILEAGE OUT   |
|------------|------------|-----------------|---------------|--------|------|---------|-----------|---------------|---------------|
| RED CARPET | 20         | LINCOLN AVIATOR |               |        |      |         |           | 10326         | 10326         |
| DEL DATE   | PROD. DATE | WARR. EXP.      | PROMISED      | PO NO. | RATE | PAYMENT | INV. DATE | R.O. OPENED   | READY         |
| 25JAN21    |            |                 | 17:00 15SEP21 |        | 0.00 | CASH    | 22SEP21   | 09:54 15SEP21 | 17:41 22SEP21 |

OPTIONS: SOLD-STK:LGL32995 DLR:03565 ENG:3.0 Liter GTDI TRN:AT

LINE OPCODE TECH TYPE A/HRS S/HRS

LIST

NET

TOTAL

\*\*\*\*\*  
\*CASH ( ) CHECK ( ) CASH INT ( ) \*  
\*  
\*CHARGE ( ) CONTROL ( ) \*  
\*  
\* VS/MC/DEBIT ( ) AMEX ( ) DISC ( ) GE ( ) \*  
\*\*\*\*\*

| DATE     | START | FINISH | DURATION | TYPE | TECH  | LINE(S) | CHG |
|----------|-------|--------|----------|------|-------|---------|-----|
| 09-15-21 | 12:11 | 13:05  | 0.90     | W    | 38610 | A       |     |
| 09-21-21 | 14:28 | 15:43  | 1.25     | W    | 13301 | F       |     |

| TRGT/ACCOUNT | SALE  | COST  | CONTROL | TRGT/ACCOUNT | SALE | COST  | CONTROL |
|--------------|-------|-------|---------|--------------|------|-------|---------|
| 601          | 6189  | 1305  |         | 601          | 6482 | 4630  |         |
| 601          | 0     | 0     |         | 601          | 0    | 0     |         |
| 601          | 3120  | 900   |         | 601          | 535  | 0     |         |
| 601          | 16326 | ***** |         | 601          | 0    | ***** |         |
| 601          | 0     | ***** |         |              |      |       |         |

COST, SALE, &amp; COMP TOTALS 6835 15791 0

**Limited Warranty on repairs for 24 months.**

FOR A PERIOD OF 24 MONTHS AT OUR DISCRETION WE WILL REPAIR OR REPLACE ANY PARTS WHICH WE DETERMINE ARE DEFECTIVE, AT NO COST TO OUR CUSTOMER, IN LIEU OF OR IN ADDITION TO THE FOREGOING, WE WILL REPERFORM ANY LABOR WHICH WE DETERMINE WAS PERFORMED INCORRECTLY, AT NO COST TO OUR CUSTOMER. ALL REPAIRS MUST BE PERFORMED IN OUR SERVICE DEPARTMENT. THIS LIMITED WARRANTY DOES NOT COVER DAMAGE CAUSED BY ACCIDENTS, MISUSE, ALTERATIONS, MODIFICATIONS, DAMAGE CAUSED BY THE ENVIRONMENT, OR CONSEQUENTIAL DAMAGES. EXAMPLES OF WHICH INCLUDE BUT ARE NOT LIMITED TO THE FOLLOWING: LOSS OF USE OF THE VEHICLE, LOSS OF TIME, INCONVENIENCE, EXPENSE FOR CAR RENTAL, GASOLINE, TELEPHONE, TRAVEL, LODGING, LOSS OR DAMAGE TO PERSONAL PROPERTY, COMMERCIAL LOSS, AND LOSS OF REVENUE OR PROFITS. THERE ARE NO OTHER WARRANTIES EXPRESSED OR IMPLIED, OTHER THAN THOSE WARRANTIES INCLUDED IN THE MANUFACTURER'S WARRANTY.

Gene Messer Ford Lincoln Mercury of Amarillo and any other owner or service of this account may use any contact information you give us, including but not limited to email addresses, cell phone numbers, and landline numbers, to contact you, including but not limited to, using automated dialing equipment, automated messages and prerecorded messages for informational purposes related to this account, including servicing. In addition, by signing below, you agree that Gene Messer Ford Lincoln Mercury of Amarillo and any other owner or service of this account may deliver or cause to be delivered advertisements and/or telemarketing calls and text messages using an automatic telephone dialing system or a prerecorded or artificial voice message to the phone number that is attached to your account. You also understand that you are not required to provide this authorization as a condition of obtaining credit or any other form of service.

STATEMENT OF DISCLAIMER: The factory warranty constitutes all of the warranties with respect to the sale of this item. The dealer hereby expressly disclaims all warranties other than those included in the factory warranty, including any implied warranty of merchantability, or fitness for a particular purpose. Seller neither assumes nor disclaims any other person's or entity's liability in connection with the sale of this item.

**Notice Pursuant to §70.001, Texas Property Code**

I am the person or agent acting on behalf of the person, who is obligated to pay for repair of the motor vehicle subject to the repair contract. I understand that this vehicle is subject to repossession in accordance with §96.009, Texas Business and Commerce Code, if a written order for payment for repair on the vehicle is stopped, dishonored because of insufficient funds, no funds, or because the drawer or maker of the order has no account or the account on which it is drawn has been closed.

X (Date) Signature of Person Responsible or Agent for Person Responsible

SIGNATURE X

| 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   |
| ADJUSTMENTS            | 0.00   |
| SALES TAX              | 0.00   |
| PLEASE PAY THIS AMOUNT | 0.00   |

In addition to the charges for parts, labor, tax, etc. Gene Messer Ford Lincoln Mercury of Amarillo also charges a "shop charge" as part of the repair bill. This "shop charge" is to help defray the costs of certain materials that cannot be accurately itemized, but which are generally used in the repair and service of vehicles. These items include, but are not limited to, rags, nuts, bolts, screws, and cleaner, small amounts of lubricant, etc. This charge is calculated as a percentage of the total labor charge.

ACCOUNTING COPY

Page 4 of 4

THANK YOU!

PE24-012 000229 GCCT PLV



ACCOUNTING

Invoice #:

Tag #:

**Gene Messer**

F O R D - M A Z D A

34th &amp; Soncy - P.O. Box 51746

AMARILLO, TEXAS 79159

(806) 355-7471

FOR SERVICE APPOINTMENT CALL (806) 352-3676

AMARILLO, TX

Home:

Bus:

Customer #:

Cell:

Email:

Service Advisor: 12415 JIMMI JUAREZ

| COLOR                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  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| DEL DATE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               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DATE | WARR. EXP.      | PROMISED      | PO NO. | RATE | PAYMENT | INV. DATE | R.O. OPENED   | READY         |
| 25JAN21                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                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| OPTIONS: SOLD STK# 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|            |                 |               |        |      |         |           |               |               |

OPTIONS: SOLD-STK:LGL32995 DLR:03565 ENG:3.0 Liter\_GTDI TRN:AT

LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET TOTAL  
 A CUSTOMER STATES AUDIO INOP, SCREEN WILL CHANGE ON ITS OWN, FROM RADIO  
 TO HOME SCREEN TO APP SCREEN TO SETTINGS, ETC.

01 MAINTENANCE

36755 ISPF 0.00 0.00 0 0 0.00 0.00  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B CUSTOMER STATES SHE TRIED TO START VEHICLE BUT NOTHING HAPPEND. THE  
 ERROR MESSAGE "COMPLETE FAILURE OF SAFETY FEATURES" SHOWED ADN  
 WOULD NOT START. AFTER LETTING IT SET FOR 5 MINUTES, IT FINALLY  
 STARTED WITH NO ERROR MESSAGES.

01 MAINTENANCE

36755 ISPF 0.00 0.00 0 0 0.00 0.00  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C CUSTOMER REQUEST PERFORM RECALL 20U29  
 CAUSE:

MT20U29B reprogram the following modules to the  
 latest level

35481 WF 1.10 1.10 1925 11793 117.93 117.93

FC: PART#: 12A650 COUNT: 0 0 TPARTS

CLAIM TYPE: 20U29

AUTH CODE:

35481

PARTS: 0.00 LABOR: 117.93 OTHER: 0.00 TOTAL LINE C: 117.93

6540 USING FDRS I UPDATED THE ABS, IPMB, PCM, APIM, SYNC 3, HVAC,  
 PSCM, AND RGTW MODULES AND CLEARED ALL CMDTC'S RECALL 20U29 COMPLETE

ACCORDING TO OASIS TEST DROVE VEHICLE OPERATING AS DESIGNED  
 D CUSTOMER REQUEST PERFORM RECALL 21S34

CAUSE:

21S34B Inspect battery cable wire harness

35481 WF 2.45 0.50 875 5361 53.61 53.61

FC: PART#: COUNT: 0 0 TPARTS

CLAIM TYPE: 21S34

AUTH CODE:

35481

PARTS: 0.00 LABOR: 53.61 OTHER: 0.00 TOTAL LINE D: 53.61

## Limited Warranty on repairs for 24 months.

FOR A PERIOD OF 24 MONTHS AT OUR DISCRETION WE WILL REPAIR OR REPLACE ANY PARTS WHICH WE DETERMINE ARE DEFECTIVE, AT NO COST TO OUR CUSTOMER, IN LIEU OF OR IN ADDITION TO THE FOREGOING, WE WILL REPERFORM ANY LABOR, WHICH WE DETERMINE WAS PERFORMED INCORRECTLY, AT NO COST TO OUR CUSTOMER. ALL REPAIRS MUST BE PERFORMED IN OUR SERVICE DEPARTMENT. THIS LIMITED WARRANTY DOES NOT COVER DAMAGE CAUSED BY IMPROPER MAINTENANCE, THIS LIMITED WARRANTY DOES NOT COVER INCIDENTAL OR CONSEQUENTIAL DAMAGES, EXAMPLES OF WHICH INCLUDE BUT ARE NOT LIMITED TO THE FOLLOWING: LOSS OF USE OF THE VEHICLE, LOSS OF TIME, INCONVENIENCE, EXPENSE FOR CAR RENTAL, GASOLINE, TELEPHONE TRAVEL, LOSING, LOSS OR DAMAGE TO PERSONAL PROPERTY, COMMERCIAL LOSS, AND LOSS OF REVENUE OR PROFITS. THERE ARE NO OTHER WARRANTIES EXPRESS OR IMPLIED, OTHER THAN THOSE WARRANTIES INCLUDED IN THE MANUFACTURERS WARRANTY.

Gene Messer Ford Lincoln Mercury of Amarillo and any other owner or service of this account may use any contact information you give us, including but not limited to email addresses, cell phone numbers, and landline numbers, to contact you, including but not limited to, using automated dialing equipment, automated messages and prerecorded messages for informational purposes related to this account, including servicing, in addition, by signing below, you agree that Gene Messer Ford Lincoln Mercury of Amarillo and any other owner or service of this account may deliver or cause to be delivered advertisements and/or telemarketing calls and text messages using an automatic telephone dialing system or a prerecorded or artificial voice message to the phone number that is attached to your account. You also understand that you are not required to provide this authorization as a condition of obtaining credit or any other product or service.

SIGNATURE X

STATEMENT OF DISCLAIMER: The factory warranty constitutes all of the warranties with respect to the sale of this vehicle. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability, or fitness for a particular purpose. Seller neither assumes nor disavows any other person is assumed for any liability in connection with the sale of this vehicle.

## Notice Pursuant to §70.001, Texas Property Code

I am the person or agent acting on behalf of the person, who is obligated to pay for repair of the motor vehicle subject to the repair contract. I understand that this vehicle is subject to repossession in accordance with §58.009, Texas Business and Commerce Code. If a written order for payment for repair on the vehicle is stopped, dishonored because of insufficient funds, or because the drawer or maker of the order has no account or the account on which it is drawn has been closed.

X (Date) Signature of Person Responsible or Agent for Person Responsible

| DESCRIPTION | LABOR AMOUNT | PARTS AMOUNT | GAS, OIL, LUBE | SUBLET AMOUNT | MISC. CHARGES | TOTAL CHARGES | ADJUSTMENTS | SALES TAX | PLEASE PAY THIS AMOUNT |
|-------------|--------------|--------------|----------------|---------------|---------------|---------------|-------------|-----------|------------------------|
|             |              |              |                |               |               |               |             |           |                        |
|             |              |              |                |               |               |               |             |           |                        |
|             |              |              |                |               |               |               |             |           |                        |
|             |              |              |                |               |               |               |             |           |                        |
|             |              |              |                |               |               |               |             |           |                        |
|             |              |              |                |               |               |               |             |           |                        |
|             |              |              |                |               |               |               |             |           |                        |
|             |              |              |                |               |               |               |             |           |                        |
|             |              |              |                |               |               |               |             |           |                        |

In addition to the charges for parts, labor, tax, etc. Gene Messer Ford Lincoln Mercury of Amarillo also charges a "shop charge" as part of the repair bill. This "shop charge" is to help defray the costs of certain materials that are not accurately itemized, but which are generally used in the repair and service of vehicles. These items include, but are not limited to, rags, rags, belts, screws, and cleaner, small amounts of lubricant, etc. This charge is calculated as a percentage of the total labor charge.

ACCOUNTING COPY

Page 1 of 3

THANK YOU!

PE24-012 000230 GCCT PLV



## ACCOUNTING

Invoice #:

Tag #:

**Gene Messer**

F O R D - M A Z D A

34th &amp; Soncy P.O. Box 51746

AMARILLO, TEXAS 79159

(806) 355-7471

FOR SERVICE APPOINTMENT CALL (806) 352-3676

AMARILLO, TX

Home:

Bus:

Customer #

Cell:

Email:

Service Advisor: 12415 JIMMI JUAREZ

| COLOR      | YEAR       | MAKE/MODEL      |               | VIN    |      | LICENSE |           | MILEAGE IN    | MILEAGE OUT   |
|------------|------------|-----------------|---------------|--------|------|---------|-----------|---------------|---------------|
| RED CARPET | 20         | LINCOLN AVIATOR |               |        |      |         |           | 6540          | 6540          |
| DEL DATE   | PROD. DATE | WARR. EXP.      | PROMISED      | PO NO. | RATE | PAYMENT | INV. DATE | R.O. OPENED   | READY         |
| 25JAN21    |            |                 | 17:00 26JUL21 |        | 0.00 | CASH    | 30JUL21   | 13:05 26JUL21 | 18:13 30JUL21 |

OPTIONS: SOLD-STK4LGL32995 DLR:03565 ENG:3.0\_Liter\_GTDI TRN:AT

LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET TOTAL  
 6540 INSPECTED THE WIRE HARNESS NO DAMAGE TO ANY WIRES THE HARNESS  
 PASSES INSPECTION RECALL 21S34 COMPLETE  
 E CUSTOMER REQUEST PERFORM RECALL 21C09  
 CAUSE:

21C09B PROGRAM THE IPMB

35481 WF 0.99 0.70 1225 7505

75.05 75.05

EC: PART#: COUNT:

0

0 TPARTS

CLAIM TYPE: 21C09

AUTH CODE:

35481

1225

7505 TLABOR

PARTS: 0.00 LABOR: 75.05 OTHER: 0.00 TOTAL LINE E: 75.05

6540 PERFORMED SOFTWARE UPDATE ON IPMB AND CLEARED ALL CMDTC'S

RECALL 21C09 COMPLETE ACCORDING TO STEPS IN THE WORKSHOP MANUAL

F LINC WASH AND VACLINCOLN WASH AND VACLINCOLN WASH AND VAC

LINCW LINC WASH AND VACLINCOLN WASH AND

VACLINCOLN WASH AND VAC

36755 CPF 0.00 0.00 0 0

0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00

TOTAL LINE F: 0.00

G PERFORM MULTI-POINT INSPECTION

99P PERFORM MULTI-POINT INSPECTION

36755 CPF 0.00 0.00 0 0

0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00

TOTAL LINE G: 0.00

COMPANY NAME

FORDPREMAINT

COMPANY PHONE

POLICY NUMBER

TBD,INS1

POLICY TERM

60

EFFECTIVE DATE

25 JAN 2021

DEDUCTIBLE

0.00

MILEAGE LIMIT

BEGIN MILES

44

END MILES

COMPONENTS

## Limited Warranty on repairs for 24 months.

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Gene Messer Ford Lincoln Mercury of Amarillo and any other owner or servicer of this account may use any contact information you give us, including but not limited to email addresses, cell phone numbers, and landline numbers, to contact you, including but not limited to, using automated dialing equipment, automated messages and prerecorded messages for informational purposes related to this account, including servicing. In addition, by signing below, you agree that Gene Messer Ford Lincoln Mercury of Amarillo and any other owner or servicer of this account may deliver or cause to be delivered advertisements and/or telemarketing calls and text messages using an automatic telephone dialing system or a prerecorded or artificial voice message to the phone number that is attached to your account. You also understand that you are not required to provide this authorization as a condition of obtaining credit or any other service.

SIGNATURE X

STATEMENT OF DISCLAIMER: The factory warranty constitutes all of the warranties with respect to the sale of this vehicle. The dealer hereby expressly disclaims all other warranties, including any implied warranty of merchantability or fitness for a particular purpose. Such disclaimer does not constitute any other person to assume for it any liability in connection with the sale of this item.

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X (Date) Signature of Person Responsible or Agent for Person Responsible

| DESCRIPTION | LABOR AMOUNT           | TOTALS |
|-------------|------------------------|--------|
|             | PARTS AMOUNT           |        |
|             | GAS, OIL, LUBE         |        |
|             | SUBLET AMOUNT          |        |
|             | MISC. CHARGES          |        |
|             | TOTAL CHARGES          |        |
|             | ADJUSTMENTS            |        |
| TOTAL       | SALES TAX              |        |
|             | PLEASE PAY THIS AMOUNT |        |

In addition to the charges for parts, labor, tax, etc., Gene Messer Ford Lincoln Mercury of Amarillo also charges a "shop charge" as part of the repair bill. This "shop charge" is to help defray the costs of certain materials that cannot be accurately itemized, but which are generally used in the repair and service of vehicles. These items include, but are not limited to, rags, mats, bolts, screws, and disposal, small amounts of lubricant, etc. This charge is calculated as a percentage of the total labor charge.

ACCOUNTING COPY

Page 2 of 3

THANK YOU!





ACCOUNTING

Invoice #:

Gene Messer

F O R D M A Z D A

34th &amp; Sancy P.O. Box 51746

AMARILLO, TEXAS 79159

(806) 355-7471

FOR SERVICE APPOINTMENT CALL (806) 352-3676

AMARILLO, TX

Home:

Bus:

Customer #:

Cell:

Email:

Service Advisor: 12415 JIMMI JUAREZ

| COLOR      | YEAR       | MAKE/MODEL      |               | VIN    |      | LICENSE |           | MILEAGE IN    | MILEAGE OUT   |
|------------|------------|-----------------|---------------|--------|------|---------|-----------|---------------|---------------|
| RED CARPET | 20         | LINCOLN AVIATOR |               |        |      |         |           | 6540          | 6540          |
| DEL DATE   | PROD. DATE | WARR. EXP.      | PROMISED      | PO NO. | RATE | PAYMENT | INV. DATE | R.O. OPENED   | READY         |
| 25JAN21    |            |                 | 17:00 26JUL21 |        | 0.00 | CASH    | 30JUL21   | 13:05 26JUL21 | 18:13 30JUL21 |

OPTIONS: SOLD-STK:LGL32995 DLR:03565 ENG:3.0 Liter GTDI TRN:AT

| LINE  | OPCODE | TECH | TYPE | A/HRS | S/HRS | COST             | SALE        | COMP     | LIST   | NET          | TOTAL |
|-------|--------|------|------|-------|-------|------------------|-------------|----------|--------|--------------|-------|
| ***** |        |      |      |       |       |                  |             |          |        |              |       |
|       |        |      |      |       |       | *CASH ( )        | CHECK ( )   |          |        | CASH INT ( ) | *     |
|       |        |      |      |       |       | *CHARGE ( )      | CONTROL ( ) |          |        |              | *     |
|       |        |      |      |       |       | *VS/MC/DEBIT ( ) | AMEX ( )    | DISC ( ) | GE ( ) |              | *     |
| ***** |        |      |      |       |       |                  |             |          |        |              |       |

| DATE     | START | FINISH | DURATION | TYPE | TECH  | LINE(S) | CHG |
|----------|-------|--------|----------|------|-------|---------|-----|
| 07-29-21 | 08:17 | 09:16  | 0.99     | W    | 35481 | E       |     |
|          | 10:34 | 11:40  | 1.10     | W    | 35481 | C       |     |
|          | 11:41 | 14:08  | 2.45     | W    | 35481 | D       |     |

| TRGT/ACCOUNT | SALE  | COST  | CONTROL | TRGT/ACCOUNT | SALE  | COST  | CONTROL |
|--------------|-------|-------|---------|--------------|-------|-------|---------|
| 601          |       | 0     | 0       | 601          | 24659 | 4025  |         |
| 601          |       | 0     | 0       | 601          | 0     | ***** |         |
| 601          | 24659 | ***** |         | 601          | 0     | ***** |         |

COST, SALE, &amp; COMP TOTALS 4025 24659 0

## Limited Warranty on repairs for 24 months.

FOR A PERIOD OF 24 MONTHS AT OUR DISCRETION WE WILL REPAIR OR REPLACE ANY PARTS WHICH WE DETERMINE ARE DEFECTIVE, AT NO COST TO OUR CUSTOMER, IN LIEU OF OR IN ADDITION TO THE FOREGOING, WE WILL REPERFORM ANY LABOR, WHICH WE DETERMINE WAS PERFORMED INCORRECTLY, AT NO COST TO OUR CUSTOMER. ALL REPAIRS MUST BE PERFORMED IN OUR SERVICE DEPARTMENT. THIS LIMITED WARRANTY DOES NOT COVER DAMAGE DUE TO ACCIDENTS, MISUSE, ALTERATIONS, MODIFICATIONS, DAMAGE CAUSED BY THE ENVIRONMENT, OR DAMAGE CAUSED BY IMPROPER MAINTENANCE. THIS LIMITED WARRANTY DOES NOT COVER INCIDENTAL OR CONSEQUENTIAL DAMAGES, EXAMPLES OF WHICH INCLUDE BUT ARE NOT LIMITED TO THE FOLLOWING: LOSS OF USE OF THE VEHICLE, LOSS OF TIME, INCONVENIENCE, EXPENSE FOR CAR RENTAL, GASOLINE, TELEPHONE, TRAVEL, LODGING, LOSS OR DAMAGE TO PERSONAL PROPERTY, COMMERCIAL LOSS, AND LOSS OF REVENUE OR PROFITS. THERE ARE NO OTHER WARRANTIES EXPRESS OR IMPLIED, OTHER THAN THOSE WARRANTIES INCLUDED IN THE MANUFACTURER'S WARRANTY.

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X (Date) Signature of Person Responsible or Agent for Person Responsible

X

SIGNATURE

CUSTOMER

X

| 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   |
| ADJUSTMENTS            | 0.00   |
| SALES TAX              | 0.00   |
| PLEASE PAY THIS AMOUNT | 0.00   |

ACCOUNTING COPY

Page 3 of 3

THANK YOU!

PE24-012 000232 GCCT PLV

PE24-012 000233 GCCT PLV

ACCOUNTING

Invoice #:

Tag #:

Gene Messer

FORD - MAZDA  
34th & Soncy - P.O. Box 51746  
AMARILLO, TEXAS 79159  
(806) 355-7471

FOR SERVICE APPOINTMENT CALL (806) 352-3676

AMARILLO, TX

Home:

Bus:

Customer #

Cell

Email

Service Advisor: 12415 JIMMI JUAREZ

|            |  |            |  |                 |  |               |  |         |  |            |  |               |  |
|------------|--|------------|--|-----------------|--|---------------|--|---------|--|------------|--|---------------|--|
| COLOR      |  | YEAR       |  | MAKE/MODEL      |  | VIN           |  | LICENSE |  | MILEAGE IN |  | MILEAGE OUT   |  |
| RED CARPET |  | 20         |  | LINCOLN AVIATOR |  |               |  |         |  | 4420       |  | 4420          |  |
| DEL DATE   |  | PROD. DATE |  | WARR. EXP.      |  | PROMISED      |  | PO NO.  |  | RATE       |  | PAYMENT       |  |
| 25JAN21    |  |            |  |                 |  | 17:00 26APR21 |  |         |  | 0.00       |  | CASH          |  |
|            |  |            |  |                 |  |               |  |         |  | INV. DATE  |  | R.O. OPENED   |  |
|            |  |            |  |                 |  |               |  |         |  | 08MAY21    |  | 09:22 26APR21 |  |
|            |  |            |  |                 |  |               |  |         |  |            |  | 13:54 08MAY21 |  |

OPTIONS: SOLD-STK:LGL32995 DLR:03565 ENG:3.0 Liter GTDI TRN/AT

| LINE                                                                      | OPCODE      | TECH                                                                 | TYPE                      | A/HRS  | S/HRS  | COST          | SALE          | COMP    | LIST    | NET     | TOTAL  |
|---------------------------------------------------------------------------|-------------|----------------------------------------------------------------------|---------------------------|--------|--------|---------------|---------------|---------|---------|---------|--------|
| A                                                                         |             |                                                                      |                           |        |        |               |               |         |         |         |        |
| A CUSTOMER STATES HEADLINER SAGS AND HAS CREASE MIDWAY BY SUNROOF OPENING |             |                                                                      |                           |        |        |               |               |         |         |         |        |
| CAUSE:                                                                    |             |                                                                      |                           |        |        |               |               |         |         |         |        |
|                                                                           | 51916A      |                                                                      | HEADLINING-ROOF - REPLACE |        |        |               |               |         |         |         |        |
|                                                                           |             |                                                                      | (51916/51942/51944) - L   |        |        |               |               |         |         |         |        |
|                                                                           | 13301       |                                                                      | WP 12.43                  | 3.00   | 7500   | 31197         |               |         |         | 311.97  | 311.97 |
|                                                                           | 1           | LC5Z*                                                                | 7851916*KAL               |        |        |               |               |         |         |         |        |
|                                                                           |             |                                                                      | HEADLINING - ROOF         |        | 200739 | 281035        | 0             | 3345.65 | 2810.35 | 2810.35 |        |
|                                                                           | 2           | HT4Z*                                                                | 19C149*AT BEZEL           |        | 512    | 716           | 0             | 4.27    | 3.58    | 7.16    |        |
|                                                                           | FC:         | T53                                                                  | 33                        |        |        |               |               |         |         |         |        |
|                                                                           | PART#:      | LC5Z*                                                                | 7851916*KAL               |        |        |               |               |         |         |         |        |
|                                                                           | COUNT:      |                                                                      |                           |        | 201251 | 281751        | TPARTS        |         |         |         |        |
|                                                                           | CLAIM TYPE: |                                                                      |                           |        |        |               |               |         |         |         |        |
|                                                                           | AUTH CODE:  |                                                                      |                           |        |        |               |               |         |         |         |        |
|                                                                           | 13301       |                                                                      |                           |        | 7500   | 31197         | TLABOR        |         |         |         |        |
|                                                                           | PARTS:      | 2817.51                                                              | LABOR:                    | 311.97 | OTHER: | 0.00          | TOTAL LINE A: |         |         | 3129.48 |        |
|                                                                           | 4420        | VERIFIED CONCERN. REMMOVED PASSENGER FRONT SEAT, A B AND C           |                           |        |        |               |               |         |         |         |        |
|                                                                           | 4420        | PILLAR TRIM, REAR CARGO TRIM, REMOVED HEADLINER. INSTALLED HARNESS,  |                           |        |        |               |               |         |         |         |        |
|                                                                           | 4420        | MODULE AND SPEAKERS ONTO NEW HEADLINER. INSTALLED HEADLINER, TRIM    |                           |        |        |               |               |         |         |         |        |
|                                                                           | 4420        | PANELS AND SEAT. TESTED GOOD.                                        |                           |        |        |               |               |         |         |         |        |
|                                                                           | B           | CUSTOMER STATES AFTER HER CAR SITS FOR 2 HOURS, SHE CAN HEAR THE CAR |                           |        |        |               |               |         |         |         |        |
|                                                                           |             | MAKE CLICKING NOISES, ETC                                            |                           |        |        |               |               |         |         |         |        |
|                                                                           | 01          | MAINTENANCE                                                          |                           |        |        |               |               |         |         |         |        |
|                                                                           | 13301       | ISPF                                                                 | 0.00                      | 0.00   | 0      | 0             |               |         | 0.00    | 0.00    |        |
|                                                                           | 0.00        | LABOR:                                                               | 0.00                      | OTHER: | 0.00   | TOTAL LINE B: |               |         |         | 0.00    |        |
|                                                                           | 4420        | CLICKING NOISE WAS VERIFIED AS AIR SUSPENSION AIRING DOWN.           |                           |        |        |               |               |         |         |         |        |
|                                                                           | C           | CUSTOME STATES THE AUDIO VOLUME WILL GO UP/DOWN ON ITS OWN AND THE   |                           |        |        |               |               |         |         |         |        |
|                                                                           |             | CHANNELS WILL CHANGE ON THEIR OWN.                                   |                           |        |        |               |               |         |         |         |        |
|                                                                           | 01          | MAINTENANCE                                                          |                           |        |        |               |               |         |         |         |        |
|                                                                           | 13301       | ISPF                                                                 | 0.00                      | 0.00   | 0      | 0             |               |         | 0.00    | 0.00    |        |
|                                                                           | 0.00        | LABOR:                                                               | 0.00                      | OTHER: | 0.00   | TOTAL LINE C: |               |         |         | 0.00    |        |
|                                                                           | 4420        | TEST DROVE 6 MILES. RADIO WORKING AS INTENDED AT THIS TIME.          |                           |        |        |               |               |         |         |         |        |
|                                                                           | D           | LINC WASH AND VACLINCOLN WASH AND VACLINCOLN WASH AND VAC            |                           |        |        |               |               |         |         |         |        |
|                                                                           |             | LINCW LINC WASH AND VACLINCOLN WASH AND                              |                           |        |        |               |               |         |         |         |        |

Limited Warranty on repairs for 24 months.

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SIGNATURE X

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(Date) Signature of Person Responsible or Agent for Person Responsible

X

| DESCRIPTION | LABOR AMOUNT           | TOTALS |
|-------------|------------------------|--------|
|             | PARTS AMOUNT           |        |
|             | GAS, OIL, LUBE         |        |
|             | SUBLET AMOUNT          |        |
|             | MISC. CHARGES          |        |
|             | TOTAL CHARGES          |        |
|             | ADJUSTMENTS            |        |
| TOTAL       | SALES TAX              |        |
|             | PLEASE PAY THIS AMOUNT |        |

ACCOUNTING COPY

Page 1 of 3

THANK YOU!





ACCOUNTING

Invoice #:

Tag #:

**Gene Messer**

F O R D - M A Z D A

34th &amp; Soncy - P.O. Box 51746

AMARILLO, TEXAS 79159

(806) 355-7471

FOR SERVICE APPOINTMENT CALL (806) 352-3676

AMARILLO, TX

Home:

Bus:

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Service Advisor: 12415 JIMMI JUAREZ

| COLOR      | YEAR       | MAKE/MODEL      |               |        | VIN  |         | LICENSE   | MILEAGE IN    | MILEAGE OUT   |
|------------|------------|-----------------|---------------|--------|------|---------|-----------|---------------|---------------|
| RED CARPET | 20         | LINCOLN AVIATOR |               |        |      |         |           | 4420          | 4420          |
| DEL DATE   | PROD. DATE | WARR. EXP.      | PROMISED      | PO NO. | RATE | PAYMENT | INV. DATE | R.O. OPENED   | READY         |
| 25JAN21    |            |                 | 17:00 26APR21 |        | 0.00 | CASH    | 08MAY21   | 09:22 26APR21 | 13:54 08MAY21 |

OPTIONS: SOLD-STK:LGL12995 DLR:03565 ENG:3.0 Liter GTDI TRN:AT

| LINE         | OPCODE | TECH   | TYPE  | A/HRS   | S/HRS | COST         | SALE | COMP   | LIST   | NET     | TOTAL |
|--------------|--------|--------|-------|---------|-------|--------------|------|--------|--------|---------|-------|
| TRGT/ACCOUNT |        | SALE   | COST  | CONTROL |       | TRGT/ACCOUNT |      | SALE   | COST   | CONTROL |       |
| 601/         |        | 31197  | 7500  |         |       | 601/         |      | 281751 | 201251 |         |       |
| 601/         |        | 0      | 0     |         |       | 601/         |      | 0      | 0      |         |       |
| 601/         |        | 312948 | ***** |         |       | 601/         |      | 0      | *****  |         |       |
| 601/         |        | 0      | ***** |         |       |              |      |        |        |         |       |

COST, SALE, &amp; COMP TOTALS 208751 312948 0

**Limited Warranty on repairs for 24 months.**

FOR A PERIOD OF 24 MONTHS AT OUR DISCRETION WE WILL REPAIR OR REPLACE ANY PARTS WHICH WE DETERMINE ARE DEFECTIVE, AT NO COST TO OUR CUSTOMER. IN LIEU OF OR IN ADDITION TO THE FOREGOING, WE WILL REPERFORM ANY LABOR, WHICH WE DETERMINE WAS PERFORMED INCORRECTLY, AT NO COST TO OUR CUSTOMER. ALL REPAIRS MUST BE PERFORMED IN OUR SERVICE DEPARTMENT. THIS LIMITED WARRANTY DOES NOT COVER DAMAGE DUE TO ACCIDENTS, MISUSE, ALTERATIONS, MODIFICATIONS, DAMAGE CAUSED BY THE ENVIRONMENT, OR DAMAGE CAUSED BY IMPROPER MAINTENANCE. THIS LIMITED WARRANTY DOES NOT COVER INCIDENTAL OR CONSEQUENTIAL DAMAGES, EXAMPLES OF WHICH INCLUDE BUT ARE NOT LIMITED TO THE FOLLOWING: LOSS OF USE OF THE VEHICLE, LOSS OF TIME, INCONVENIENCE, EXPENSE FOR CAR RENTAL, GASOLINE, TELEPHONE TRAVEL, LODGING, LOSS OR DAMAGE TO PERSONAL PROPERTY, COMMERCIAL LOSS, AND LOSS OF REVENUE OR PROFITS. THERE ARE NO OTHER WARRANTIES EXPRESS OR IMPLIED, OTHER THAN THOSE WARRANTIES INCLUDED IN THE MANUFACTURER'S WARRANTY.

Gene Messer Ford Lincoln Mercury of Amarillo and any other owner or service of this account may use any contact information you give us, including but not limited to email addresses, cell phone numbers, and faxline numbers, to contact you, including but not limited to, using automated dialing equipment, automated messages and prerecorded messages for informational purposes related to this account, including servicing. In addition, by signing below, you agree that Gene Messer Ford Lincoln Mercury of Amarillo and any other owner or service of this account may deliver or cause to be delivered advertisements and/or telemarketing calls and text messages using an automatic telephone dialing system or a prerecorded or artificial voice message to the phone number that is attached to your account. You also understand that you are not required to provide this authorization as a condition of obtaining credit or any other service.

CUSTOMER SIGNATURE X

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

**Notice Pursuant to §70.001, Texas Property Code**

I am the person or agent acting on behalf of the person, who is obligated to pay for repair of the motor vehicle subject to the repair contract. I understand that this vehicle is subject to repossession in accordance with §5503, Texas Business and Commerce Code. If a written order for payment for repair on the vehicle is stopped, dishonored because of insufficient funds, no funds, or because the drawer or maker of the order has no account or the account on which it is drawn has been closed.

X (Date) Signature of Person Responsible or Agent for Person Responsible

| 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   |
| ADJUSTMENTS            | 0.00   |
| SALES TAX              | 0.00   |
| PLEASE PAY THIS AMOUNT | 0.00   |

In addition to the charges for parts, labor, tax, etc., Gene Messer Ford Lincoln Mercury of Amarillo also charges a "shop charge" as part of the repair bill. This "shop charge" is to help defray the costs of certain materials that cannot be accurately itemized, but which are generally used in the repair and service of vehicles, these items include, but are not limited to, rags, nuts, bolts, screws, and cleaner, small amounts of lubricant, etc. This charge is calculated as a percentage of the total labor charge.

ACCOUNTING COPY

Page 3 of 3

THANK YOU!

PE24-012 000235 GCCT PLV





Tag #

F O R D M A Z D A  
34th & Sancy - P.O. Box 51746  
AMARILLO, TEXAS 79159  
(806) 355-7471

Customer #

Email:

Service Advisor: 12415 JIMMI JUAREZ

FOR SERVICE APPOINTMENT CALL (806) 352-3676

|            |            |                 |               |            |      |         |           |               |               |
|------------|------------|-----------------|---------------|------------|------|---------|-----------|---------------|---------------|
| COLOR      | YEAR       | MAKE/MODEL      |               | VIN        |      | LICENSE |           | MILEAGE IN    | MILEAGE OUT   |
| RED CARPET | 20         | LINCOLN AVIATOR |               | [REDACTED] |      |         |           | 200           | 200           |
| DEL DATE   | PROD. DATE | WARR. EXP.      | PROMISED      | PO NO.     | RATE | PAYMENT | INV. DATE | R.O. OPENED   | READY         |
| 25JAN21    |            |                 | 17:00 05FEB21 |            | 0.00 | CASH    | 20APR21   | 08:39 05FEB21 | 10:36 20APR21 |

OPTIONS: SOLD-STK:LGL32995 DLR:03565 ENG:3.0 Liter GTDI TRN:AT

| LINE                                                                                    | OPCODE | TECH   | TYPE | A/HRS | S/HRS | COST   | SALE | COMP | LIST          | NET  | TOTAL |
|-----------------------------------------------------------------------------------------|--------|--------|------|-------|-------|--------|------|------|---------------|------|-------|
| A CUSTOMER STATES HEADLINER SAGS AND HAS CREASES MIDWAY BY SUNROOF OPENING              |        |        |      |       |       |        |      |      |               |      |       |
| 01 MAINTENANCE                                                                          |        |        |      |       |       |        |      |      |               |      |       |
|                                                                                         | 13301  | ISPF   |      | 0.00  | 0.00  | 0      | 0    |      |               | 0.00 | 0.00  |
| PARTS:                                                                                  | 0.00   | LABOR: |      | 0.00  | 0.00  | OTHER: | 0.00 |      | TOTAL LINE A: |      | 0.00  |
| 200 PART ON ORDER, WILL RETURN AT A LATER DATE.                                         |        |        |      |       |       |        |      |      |               |      |       |
| B CUSTOMER STATES SUSPENSION MAKING NOISE, NO SURE IF BECAUSE AIR SUSPENSION TURNED OFF |        |        |      |       |       |        |      |      |               |      |       |
| 01 MAINTENANCE                                                                          |        |        |      |       |       |        |      |      |               |      |       |
|                                                                                         | 999    | ISPF   |      | 0.00  | 0.00  | 0      | 0    |      |               | 0.00 | 0.00  |
| PARTS:                                                                                  | 0.00   | LABOR: |      | 0.00  | 0.00  | OTHER: | 0.00 |      | TOTAL LINE B: |      | 0.00  |
| C LINC WASH AND VACLINCOLN WASH AND VACLINCOLN WASH AND VAC                             |        |        |      |       |       |        |      |      |               |      |       |
| LINCW LINC WASH AND VACLINCOLN WASH AND VACLINCOLN WASH AND VAC                         |        |        |      |       |       |        |      |      |               |      |       |
|                                                                                         | 999    | ISPF   |      | 0.00  | 0.00  | 0      | 0    |      |               | 0.00 | 0.00  |
| PARTS:                                                                                  | 0.00   | LABOR: |      | 0.00  | 0.00  | OTHER: | 0.00 |      | TOTAL LINE C: |      | 0.00  |
| D PERFORM MULTI-POINT INSPECTION                                                        |        |        |      |       |       |        |      |      |               |      |       |
| 99P PERFORM MULTI-POINT INSPECTION                                                      |        |        |      |       |       |        |      |      |               |      |       |
|                                                                                         | 999    | ISPF   |      | 0.00  | 0.00  | 0      | 0    |      |               | 0.00 | 0.00  |
| PARTS:                                                                                  | 0.00   | LABOR: |      | 0.00  | 0.00  | OTHER: | 0.00 |      | TOTAL LINE D: |      | 0.00  |

|                |               |
|----------------|---------------|
| COMPANY NAME   | FORDPREMMAINT |
| COMPANY PHONE  |               |
| POLICY NUMBER  | TBD.INS1      |
| POLICY TERM    | 60            |
| EFFECTIVE DATE | 25 JAN 2021   |
| DEDUCTIBLE     | 0.00          |
| MILEAGE LIMIT  |               |
| BEGIN MILES    | 44            |
| END MILES      |               |
| COMPONENTS     |               |

~ -6117

Limited Warranty on repairs for 24 months.

FOR A PERIOD OF 24 MONTHS AT OUR DISCRETION WE WILL REPAIR OR REPLACE ANY PART WHICH WE DETERMINE IS DEFECTIVE, AT NO COST TO OUR CUSTOMER, IN LIEU OF OR IN ADDITION TO THE FOREGOING, WE WILL REPAIR/LABOR ONLY, WHICH WE DETERMINE WAS PERFORMED CORRECTLY AT NO COST TO OUR CUSTOMER. THIS WARRANTY DOES NOT COVER DAMAGE DUE TO ACCIDENTS, MISUSE, ALTERATIONS, MODIFICATION, IMPROPER MAINTENANCE CAUSED BY THE CUSTOMER OR DAMAGE CAUSED BY IMPROPER MAINTENANCE. THIS LIMITED WARRANTY DOES NOT COVER INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO THE FOLLOWING: LOSS OF USE OF THE VEHICLE, LOSS OF TIME, INCONVENIENCE, EXPENSE FOR TRANSPORTATION, LOSS OF PROFITS, LOSS OF BUSINESS, LOSS OF LOGGING, LOSS OF DAMAGE TO PERSONAL PROPERTY, COMMERCIAL LOSS, AND LOSS OF REVENUE OR PROFITS. OTHER WARRANTIES EXPRESSED OR IMPLIED, OTHER THAN THOSE WARRANTIES INCLUDED IN THE MANUFACTURER'S MANUAL, ARE HEREBY DISCLAIMED.

Gene Messer Ford Lincoln Mercury of Amarillo and any other owner or servicer of this account may use any contact information you give us, including but not limited to email addresses, cell phone numbers, and landline numbers, to contact you, including but not limited to, using automated dialing equipment, automated messages and prerecorded messages for informational purposes related to this account, including servicing. In addition, by signing below, you agree that Gene Messer Ford Lincoln Mercury of Amarillo and any other owner or servicer of this account may deliver or cause to be delivered advertisements and/or telemarketing calls and text messages using an automatic telephone dialing system or a prerecorded or artificial voice message to the phone number that is attached to your account. You also understand that you are not required to provide this authorization as a condition of obtaining credit or any other product or service.

**SIGNATURE** \_\_\_\_\_

In addition to the charges for parts, labor, tax, etc. Gene Messer Ford Lincoln Mercury of Amarillo also charges a "shop charge" as part of the repair bill. This "shop charge" is to help defray the costs of certain materials that cannot be accurately itemized, but which are generally used in the repair and service of vehicles. These items include, but are not limited to, nuts, nuts, bolts, screws, and washers, small amounts of lubricant, etc. This charge is calculated as a percentage of the total labor charge.

**STATEMENT OF DISCLAIMER:** The factory warranty constitutes all of the warranties with respect to the sale of this equipment. This Seller hereby expressly disclaims all warranties other express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor undertakes any other person to assume for it any liability in connection with the sale of this equipment.

**Notice Pursuant to §70.001, Texas Property Code**

I am the person or agent acting on behalf of the person, who is obligated to pay for repair of the motor vehicle subject to the repair contract. I understand that this vehicle is subject to repossession in accordance with \$9,000. Texas Business and Commerce Code. If a warrant is issued for payment for repair on the vehicle is stopped, dishonored because of insufficient funds, no funds, or because the drawer or maker of the order has no account or the account on which it is drawn has been closed.

(Date) \_\_\_\_\_ Signature of Person Responsible or Agent for Person Responsible \_\_\_\_\_

X

Information you give us, including but not limited to email addresses, cell phone numbers, and messages and prerecorded messages for informational purposes related to this account, to and any other owner or servicer of this account may deliver or cause to be delivered recorded or artificial voice message to the phone number that is attached to your account, recorded or service.

OWNER'S SIGNATURE \_\_\_\_\_

|             |                        |        |  |
|-------------|------------------------|--------|--|
| DESCRIPTION | LABOR AMOUNT           | TOTALS |  |
|             | PARTS AMOUNT           |        |  |
|             | GAS, OIL, LUBE         |        |  |
|             | SUBLET AMOUNT          |        |  |
|             | MISC. CHARGES          |        |  |
|             | TOTAL CHARGES          |        |  |
|             | ADJUSTMENTS            |        |  |
|             | SALES TAX              |        |  |
|             | PLEASE PAY THIS AMOUNT |        |  |

**ACCOUNTING COPY**

Page 1 of 2

**THANK YOU!**

PE24-012 000236 GCCT PLV

ACCOUNTING

Invoice #:

Tag #:

**Gene Messer**

F O R D M A Z D A

34th &amp; Soncy - P.O. Box 51746

AMARILLO, TEXAS 79159

(806) 355-7471

FOR SERVICE APPOINTMENT CALL (806) 352-3676

AMARILLO, TX

Home:

Bus:

Customer #

Cell:

Email:

Service Advisor: 12415 JIMMI JUAREZ

|                                                                 |  |            |  |                 |  |               |  |         |  |            |  |               |  |
|-----------------------------------------------------------------|--|------------|--|-----------------|--|---------------|--|---------|--|------------|--|---------------|--|
| COLOR                                                           |  | YEAR       |  | MAKE/MODEL      |  | VIN           |  | LICENSE |  | MILEAGE IN |  | MILEAGE OUT   |  |
| RED CARPET                                                      |  | 20         |  | LINCOLN AVIATOR |  |               |  |         |  | 200        |  | 200           |  |
| DEL DATE                                                        |  | PROD. DATE |  | WARR. EXP.      |  | PROMISED      |  | PO NO.  |  | RATE       |  | PAYMENT       |  |
| 25JAN21                                                         |  |            |  |                 |  | 17:00 05FEB21 |  |         |  | 0.00       |  | CASH          |  |
|                                                                 |  |            |  |                 |  |               |  |         |  | INV. DATE  |  | R.O. OPENED   |  |
|                                                                 |  |            |  |                 |  |               |  |         |  | 20APR21    |  | 08:39 05FEB21 |  |
|                                                                 |  |            |  |                 |  |               |  |         |  |            |  | READY         |  |
|                                                                 |  |            |  |                 |  |               |  |         |  |            |  | 10:36 20APR21 |  |
| OPTIONS: SOLD-STK:LGI.32995 DLR:03565 ENG:3.0 Liter GTDI TRN-AT |  |            |  |                 |  |               |  |         |  |            |  |               |  |

OPTIONS: SOLD-STK:LGL32995 DLR:03565 ENG:3.0 Liter GTDI TRN:AT

| LINE                              | OPCODE | TECH | TYPE | A/RS | S/RS | COST        | SALE | COMP           | LIST | NET      | TOTAL |
|-----------------------------------|--------|------|------|------|------|-------------|------|----------------|------|----------|-------|
| *****                             |        |      |      |      |      |             |      |                |      |          |       |
| *CASH ( )                         |        |      |      |      |      | CHECK ( )   |      | CASH INT ( ) * |      |          |       |
| *****                             |        |      |      |      |      |             |      |                |      |          |       |
| *CHARGE ( )                       |        |      |      |      |      | CONTROL ( ) |      |                |      |          |       |
| *****                             |        |      |      |      |      |             |      |                |      |          |       |
| * VS/MC/DEBIT ( )                 |        |      |      |      |      | AMEX ( )    |      | DISC ( )       |      | GE ( ) * |       |
| *****                             |        |      |      |      |      |             |      |                |      |          |       |
| *** NO EQ PUNCH TIMES ON FILE *** |        |      |      |      |      |             |      |                |      |          |       |

\*\*\* NO RO PUNCH TIMES ON FILE \*\*\*

| TRGT/ACCOUNT | SALE | COST | CONTROL | TRGT/ACCOUNT | SALE | COST  | CONTROL |
|--------------|------|------|---------|--------------|------|-------|---------|
| 601          |      | 0    | 0       | 601/         | 0    | ***** |         |

COST, SALE, &amp; COMP TOTALS

0 0 0

## Limited Warranty on repairs for 24 months.

FOR A PERIOD OF 24 MONTHS AT OUR DISCRETION WE WILL REPAIR OR REPLACE ANY PARTS WHICH WE DETERMINE ARE DEFECTIVE, AT NO COST TO OUR CUSTOMER, IN LIEU OF OR IN ADDITION TO THE FOREGOING, WE WILL REPERFORM ANY LABOR, WHICH WE DETERMINE WAS PERFORMED INCORRECTLY, AT NO COST TO OUR CUSTOMER. ALL REPAIRS MUST BE PERFORMED IN OUR SERVICE DEPARTMENT. THIS LIMITED WARRANTY DOES NOT COVER DAMAGE CAUSED BY ACCIDENTS, MISUSE, ALTERATIONS, MODIFICATIONS, DAMAGE CAUSED BY THE ENVIRONMENT, OR CONSEQUENTIAL DAMAGES, EXAMPLES OF WHICH INCLUDE BUT ARE NOT LIMITED TO THE FOLLOWING: LOSS OF USE OF THE VEHICLE, LOSS OF TIME, INCONVENIENCE, EXPENSE FOR CAR RENTAL, GASOLINE, TELEPHONE, TRAVEL, LODGING, LOSS OR DAMAGE TO PERSONAL PROPERTY, COMMERCIAL LOSS, AND LOSS OF REVENUE OR PROFITS. THERE ARE NO OTHER WARRANTIES EXPRESSED OR IMPLIED, OTHER THAN THOSE WARRANTIES INCLUDED IN THE MANUFACTURER'S WARRANTY.

Gene Messer Ford Lincoln Mercury of Amarillo and any other owner or service of this account may use any contact and telephone numbers, to contact you, including but not limited to, using automated dialing equipment, automated advertising, including servicing, in addition, by signing below, you agree that Gene Messer Ford Lincoln Mercury of Amarillo and any other owner or service of this account may deliver or cause to be delivered advertisements and/or telemarketing calls and text messages using an automatic telephone dialing system or a pre-recorded or artificial voice message to the phone number that is attached to your account. You also understand that you are not required to provide this authorization as a condition of obtaining credit or any other service.

STATEMENT OF DISCLOSURE: The factory warranty, excludes all of the warranties with respect to the sale of this vehicle. The Seller hereby expressly disclaims all warranties, either express or implied, including any limited warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for any liability in connection with the sale of the vehicle.

## Notice Pursuant to §70.001, Texas Property Code

I am the person or agent acting on behalf of the person, who is obligated to pay for repair of the motor vehicle subject to the repair ordered. I understand that this vehicle is subject to repossession in accordance with §9.609, Texas Business and Commerce Code, if a written order for payment for repair on the vehicle is stopped, dishonored because of insufficient funds, no funds, or because the drawer or maker of the order has no account or the account on which it is drawn has been closed.

X (Date) Signature of Person Responsible or Agent for Person Responsible

Information you give us, including but not limited to email addresses, cell phone numbers, messages and pre-recorded messages for informational purposes related to this account, and any other owner or service of this account may deliver or cause to be delivered advertisements and/or telemarketing calls and text messages using an automatic telephone dialing system or a pre-recorded or artificial voice message to the phone number that is attached to your account.

SIGNATURE X

In addition to the charges for parts, labor, tax, etc., Gene Messer Ford Lincoln Mercury of Amarillo also charges a "shop charge" as part of the repair bill. This "shop charge" is to help defray the costs of certain materials that cannot be accurately itemized, but which are generally used in the repair and service of vehicles. These items include, but are not limited to, rags, nuts, bolts, screws, and cleaner, small amounts of lubricant, etc. This charge is calculated as a percentage of the total labor charge.

ACCOUNTING COPY

Page 2 of 2

THANK YOU!

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

## INVOICE

Invoice #:

Tag #:

**Gene Messer**

F O R D - M A Z D A

34th &amp; Soncy - P.O. Box 51746

AMARILLO, TEXAS 79159

(806) 355-7471

FOR SERVICE APPOINTMENT CALL (806) 352-3676

Home: Bus: Customer #: N/A

Cell: Email:

Service Advisor: 2535 WILLIAM DANIEL P

|          |  |            |  |                 |  |               |  |           |  |               |  |               |  |
|----------|--|------------|--|-----------------|--|---------------|--|-----------|--|---------------|--|---------------|--|
| COLOR    |  | YEAR       |  | MAKE/MODEL      |  | VIN           |  | LICENSE   |  | MILEAGE IN    |  | MILEAGE OUT   |  |
|          |  | 20         |  | LINCOLN AVIATOR |  |               |  |           |  | 7             |  | 7             |  |
| DEL DATE |  | PROD. DATE |  | WARR. EXP.      |  | PROMISED      |  | PO NO.    |  | RATE          |  | PAYMENT       |  |
|          |  |            |  |                 |  | 17:00 26JAN21 |  |           |  | 0.00          |  | CASH          |  |
|          |  |            |  |                 |  |               |  | INV. DATE |  | R.O. OPENED   |  | READY         |  |
|          |  |            |  |                 |  |               |  | 27JAN21   |  | 14:43 26JAN21 |  | 15:23 27JAN21 |  |

OPTIONS: DLR-03565 ENG-1.0 Liter GTDI

OPTIONS: DLR:03565 ENG:3.0\_Liter GTDI

## How did we do?

REVIEW US ONLINE BY  
SCANNING THIS CODEGoogle  
Reviewsyelp  
Small People. Real Reviews.

cars.com



DealerRater

LINE OPCODE TECH TYPE HOURS  
A 2 YEAR STATE INSPECTION  
SI2 2 YEAR STATE INSPECTION  
11190 ISC

LIST NET TOTAL

(N/C)

B NEW CAR DETAIL  
CAUSE: COMPLETED BY LUBBOCK AUTO SPA  
NCD NEW CAR DETAIL  
999 INTL  
SUBJ LUBBOCK AUTO SPA PO#831542  
INTL

(N/C)

(N/C)

EST: 0.01 26JAN21 14:43 SA: 2535

CONTACT:

\*\*\*\*\*

\*\*\*\*\*  
\*CASH ( ) CHECK ( ) CASH INT ( ) \*  
\*  
\*CHARGE ( ) CONTROL ( ) \*  
\*  
\* VS/MC/DEBIT ( ) AMEX ( ) DISC ( ) GE ( ) \*  
\*\*\*\*\*

## Limited Warranty on repairs for 24 months.

FOR A PERIOD OF 24 MONTHS AT OUR DISCRETION WE WILL REPAIR OR REPLACE ANY PARTS WHICH WE DETERMINE ARE DEFECTIVE, AT NO COST TO OUR CUSTOMER, IN USE OF OR IN ADDITION TO THE FOREGOING, WE WILL REPAIR ANY LABOR, WHICH WE DETERMINE WAS PERFORMED INCORRECTLY, AT NO COST TO OUR CUSTOMER. ALL REPAIRS MUST BE PERFORMED IN OUR SERVICE DEPARTMENT. THIS LIMITED WARRANTY DOES NOT COVER DAMAGE CAUSED BY IMPROPER MAINTENANCE, DAMAGE CAUSED BY THE ENVIRONMENT, OR CONSEQUENTIAL DAMAGES, EXAMPLES OF WHICH INCLUDE BUT ARE NOT LIMITED TO THE FOLLOWING: LOSS OF USE OF THE VEHICLE, LOSS OF TIME, INCONVENIENCE, EXPENSE FOR CAR RENTAL, GASOLINE, TELEPHONE, TRAVEL, LODGING, LOSS OR DAMAGE TO PERSONAL PROPERTY, COMMERCIAL LOSS, AND LOSS OF REVENUE OR PROFITS. THERE ARE NO OTHER WARRANTIES EXPRESSED OR IMPLIED, OTHER THAN THOSE WARRANTIES INCLUDED IN THE MANUFACTURER'S WARRANTY.

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CUSTOMER SIGNATURE

STATEMENT OF DISCLAIMER: The factory warranty, and hence, all of the warranties with respect to the sale of this vehicle, are hereby expressly disavowed by the Seller, who is obligated to pay for repair of the motor vehicle subject to the repair contract. I understand that this vehicle is subject to repossession in accordance with §9.603, Texas Business and Commerce Code, if a written order for payment for repair on the vehicle is dropped, dishonored because of insufficient funds, no funds, or because the drawer or maker of the order has no account, or the account on which it is drawn has been depleted.

## Notice Pursuant to §70.001, Texas Property Code

I am the person or agent acting on behalf of the person, who is obligated to pay for repair of the motor vehicle subject to the repair contract. I understand that this vehicle is subject to repossession in accordance with §9.603, Texas Business and Commerce Code, if a written order for payment for repair on the vehicle is dropped, dishonored because of insufficient funds, no funds, or because the drawer or maker of the order has no account, or the account on which it is drawn has been depleted.

X (Date) Signature of Person Responsible or Agent for Person Responsible

DESCRIPTION

|                        |      |
|------------------------|------|
| 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 |
| ADJUSTMENTS            | 0.00 |
| SALES TAX              | 0.00 |
| PLEASE PAY THIS AMOUNT | 0.00 |

TOTALS

In addition to the charges for parts, labor, tax, etc. Gene Messer Ford Lincoln Mercury of Amarillo also charges a "shop charge" as part of the repair bill. This "shop charge" is to help defray the costs of certain materials that cannot be accurately itemized, but which are generally used in the repair and service of vehicles. These items include, but are not limited to, rag, mats, bolts, screws, and cleaner, small amounts of lubricants, etc. This charge is calculated as a percentage of the total labor charge.

CUSTOMER COPY

Page 1 of 1

THANK YOU!



## INVOICE

Invoice #:

Tag #:

**Gene Messer**FORD MAZDA  
34th & Soncy • P.O. Box 51746  
AMARILLO, TEXAS 79159  
(806) 355-7471

Home: Bus: Customer #: N/A

Cell: Email:

Service Advisor: 2535 WILLIAM DANIEL P

FOR SERVICE APPOINTMENT CALL (806) 352-3676

| COLOR    | YEAR       | MAKE/MODEL      |               |        | VIN  |         | LICENSE   | MILEAGE IN    | MILEAGE OUT   |
|----------|------------|-----------------|---------------|--------|------|---------|-----------|---------------|---------------|
|          | 20         | LINCOLN AVIATOR |               |        |      |         |           | 7             | 7             |
| DEL DATE | PROD. DATE | WARR. EXP.      | PROMISED      | PO NO. | RATE | PAYMENT | INV. DATE | R.O. OPENED   | READY         |
|          |            |                 | 17:00 26JAN21 |        | 0.00 | CASH    | 27JAN21   | 14:43 26JAN21 | 15:23 27JAN21 |

OPTIONS: DLR:03565 ENG:3.0\_Liter\_GTDI

## How did we do?

REVIEW US ONLINE BY  
SCANNING THIS CODEGoogle  
Reviewsyelp  
Real People. Real Reviews.

cars.com



DealerRater

LINE OPCODE TECH TYPE HOURS  
A 2 YEAR STATE INSPECTION  
SI2 2 YEAR STATE INSPECTION  
11190 ISC

LIST NET TOTAL

(N/C)

B NEW CAR DETAIL  
CAUSE: COMPLETED BY LUBROCK AUTO SPA  
NCD NEW CAR DETAIL  
999 INTL  
SUBL LUBROCK AUTO SPA PO#831542  
INTL

(N/C)

(N/C)

EST: 0.01 26JAN21 14:43 SA: 2535  
CONTACT:

\*\*\*\*\*  
\*CASH ( ) CHECK ( ) CASH INT ( ) \*  
\*CHARGE ( ) CONTROL ( ) \*  
\* VS/MC/DEBIT ( ) AMEX ( ) DISC ( ) GE ( ) \*  
\*\*\*\*\*

## Limited Warranty on repairs for 24 months.

FOR A PERIOD OF 24 MONTHS AT OUR DISCRETION WE WILL REPAIR OR REPLACE ANY PARTS WHICH WE DETERMINE ARE DEFECTIVE, AT NO COST TO OUR CUSTOMER, IN LIEU OF OR IN ADDITION TO THE FOREGOING, WE WILL REPERFORM ANY LABOR WHICH WE DETERMINE WAS PERFORMED INCORRECTLY, AT NO COST TO OUR CUSTOMER. ALL REPAIRS MUST BE PERFORMED IN OUR SERVICE DEPARTMENT. THIS LIMITED WARRANTY DOES NOT COVER DAMAGE CAUSED BY IMPROPER MAINTENANCE. THIS LIMITED WARRANTY DOES NOT COVER INCIDENTAL OR CONSEQUENTIAL DAMAGES. EXAMPLES OF WHICH INCLUDE BUT ARE NOT LIMITED TO THE FOLLOWING: LOSS OF USE OF THE VEHICLE, LOSS OF TIME, INCONVENIENCE, EXPENSE FOR CAR RENTAL, GASOLINE, TELEPHONE, TRAVEL, LODGING, LOSS OR DAMAGE TO PERSONAL PROPERTY, COMMERCIAL LOSS, AND LOSS OF REVENUE OR PROFITS. THERE ARE NO OTHER WARRANTIES EXPRESS OR IMPLIED, OTHER THAN THOSE WARRANTIES INCLUDED IN THE MANUFACTURER'S WARRANTY.

Gene Messer Ford Lincoln Mercury of Amarillo and any other owner or servicer of this account may use any contact information you give us, including but not limited to email addresses, cell phone numbers, and landline numbers, to contact you, including but not limited to, using automated dialing equipment, automated messages and prerecorded messages for informational purposes related to this account, including service, in addition, by signing below, you agree that Gene Messer Ford Lincoln Mercury of Amarillo and any other owner or servicer of this account may deliver or cause to be delivered advertisements and/or telemarketing calls and text messages using an automatic telephone dialing system or a prerecorded or artificial voice message to the phone number that is attached to your account. You also understand that you are not required to provide this authorization as a condition of obtaining credit or any other product or service.

STATEMENT OF DISCLAIMER: The factory warranty constitutes all of the warranties with respect to the sale of this item. The dealer hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Neither the dealer nor its authorized agent shall be liable for any liability in connection with the sale of this item.

## Notice Pursuant to §70.001, Texas Property Code

I am the person or agent acting on behalf of the person, who is obligated to pay for repair of the motor vehicle subject to the repair contract. I understand that this vehicle is subject to repossession in accordance with §96.009, Texas Business and Commerce Code, if a written order for payment for repair on the vehicle is stopped, dishonored because of insufficient funds, no funds, or because the drawer or maker of the order has no account or the account on which it is drawn has been closed.

X (Date) Signature of Person Responsible or Agent for Person Responsible

SIGNATURE X

| 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   |
| ADJUSTMENTS            | 0.00   |
| SALES TAX              | 0.00   |
| PLEASE PAY THIS AMOUNT | 0.00   |

FILE COPY

Page 1 of 1

THANK YOU!



INTERNAL

Invoice #:

Tag #:

Gene Messer

FORD - MAZDA  
34th & Soncy - P.O. Box 51748  
AMARILLO, TEXAS 79159  
(806) 355-7471

FOR SERVICE APPOINTMENT CALL (806) 352-3676

Home: Bus: Customer #: N/A

Cell: Email:

Service Advisor: 2535 WILLIAM DANIEL P

|          |            |                 |               |        |      |         |           |               |               |
|----------|------------|-----------------|---------------|--------|------|---------|-----------|---------------|---------------|
| COLOR    | YEAR       | MAKE/MODEL      |               |        | VIN  |         | LICENSE   | MILEAGE IN    | MILEAGE OUT   |
|          | 20         | LINCOLN AVIATOR |               |        |      |         |           | 7             | 7             |
| DEL DATE | PROD. DATE | WARR. EXP.      | PROMISED      | PO NO. | RATE | PAYMENT | INV. DATE | R.O. OPENED   | READY         |
|          |            |                 | 17:00 26JAN21 |        | 0.00 | CASH    | 27JAN21   | 14:43 26JAN21 | 15:23 27JAN21 |

OPTIONS: DLR:03565 ENG:3.0\_Liter\_GTDI

| LINE                                 | OPCODE  | TECH  | TYPE   | HOURS      | LIST       | NET    | TOTAL  |
|--------------------------------------|---------|-------|--------|------------|------------|--------|--------|
| A                                    | 2       | YEAR  | STATE  | INSPECTION |            |        |        |
|                                      | SI2     | 2     | YEAR   | STATE      | INSPECTION |        |        |
|                                      |         | 11190 | ISC    | 0.20       |            | 7.00   | 7.00   |
| *****                                |         |       |        |            |            |        |        |
| B                                    | NEW     | CAR   | DETAIL |            |            |        |        |
| CAUSE: COMPLETED BY LUBBOCK AUTO SPA |         |       |        |            |            |        |        |
| NCD NEW CAR DETAIL                   |         |       |        |            |            |        |        |
|                                      |         | 999   | INTL   | 0.10       |            | 25.00  | 25.00  |
| SUBL                                 | LUBBOCK | AUTO  | SPA    | PO#831542  |            |        |        |
|                                      |         | INTL  |        |            |            | 271.25 | 271.25 |
| *****                                |         |       |        |            |            |        |        |

EST: 0.01 26JAN21 14:43 SA: 2535

CONTACT:

\*\*\*\*\*

|                                            |      |
|--------------------------------------------|------|
| INTERNAL PAY SHOP CHARGE FOR REPAIR ORDER  | 4.00 |
| *****                                      |      |
| *CASH ( ) CHECK ( ) CASH INT ( )           | *    |
| *CHARGE ( ) CONTROL ( )                    | *    |
| * VS/MC/DEBIT ( ) AMEX ( ) DISC ( ) GE ( ) | *    |
| *****                                      |      |

COST, SALE, & COMP TOTALS 15045 30325 0

Limited Warranty on repairs for 24 months.

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Gene Messer Ford Lincoln Mercury of Amarillo and any other owner or servicer of this account may use any contact information you give us, including but not limited to email addresses, cell phone numbers, and landline numbers, to contact you, including but not limited to, using automated dialing equipment, automated messages and prerecorded messages for informational purposes related to this account, including servicing. In addition, by signing below, you agree that Gene Messer Ford Lincoln Mercury of Amarillo and any other owner or servicer of this account may deliver or cause to be delivered advertisements and/or telemarketing calls and text messages using an automatic telephone dialing system or a prerecorded or artificial voice message to the phone number that is attached to your account. You also understand that you are not required to provide this authorization as a condition of obtaining credit or any other product or service.

CUSTOMER SIGNATURE X

STATEMENT OF DISCLAIMER: The factory warranty constitutes all of the warranties with respect to the sale of this equipment. The dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume any liability in connection with the sale of this equipment.

Notice Pursuant to §70.001, Texas Property Code

I am the person or agent acting on behalf of the person, who is obligated to pay for repair of the motor vehicle subject to the repair contract. I understand that this vehicle is subject to repossession in accordance with §9.009, Texas Business and Commerce Code, if a written order for payment for repair on the vehicle is stopped, dishonored because of insufficient funds, no funds, or because the drawer or maker of the order has no account or the account on which it is drawn has been closed.

X (Date) Signature of Person Responsible or Agent for Person Responsible

|                        |        |
|------------------------|--------|
| LABOR AMOUNT           | 32.00  |
| PARTS AMOUNT           | 0.00   |
| GAS, OIL, LUBE         | 0.00   |
| SUBLET AMOUNT          | 271.25 |
| MISC. CHARGES          | 4.00   |
| TOTAL CHARGES          | 307.25 |
| ADJUSTMENTS            | 0.00   |
| SALES TAX              | 0.00   |
| PLEASE PAY THIS AMOUNT | 307.25 |

In addition to the charges for parts, labor, tax, etc. Gene Messer Ford Lincoln Mercury of Amarillo also charges a "shop charge" as part of the repair bill. This "shop charge" is to help defray the costs of certain materials that cannot be accurately itemized, but which are generally used in the repair and service of vehicles. These items include, but are not limited to, rags, rags, bolts, screws, and cleaner, small amounts of lubricants, etc. This charge is calculated as a percentage of the total labor charge.

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Page 1 of 1

THANK YOU!

PE24-012 000240 GCCT PLV

**Hertz**

# 0 RN RR  
VIN#  
CLM#

COMPANY RATE 10 @ \$ 32.8 / DAY \$ 328.00

|                             |          |      |        |
|-----------------------------|----------|------|--------|
| SUBTOTAL                    |          | T \$ | 328.00 |
| CHARGES ADDED DURING RENTAL |          |      |        |
| LDW                         | DECLINED | \$   |        |
| PDW                         | DECLINED | \$   |        |
| LIS                         | DECLINED | \$   |        |
| PAI, PEO                    | DECLINED | \$   |        |

|                       |    |       |
|-----------------------|----|-------|
| SERVICE CHARGES/TAXES |    |       |
| SURCHARGE             | \$ | 19.40 |

|                                          |    |        |
|------------------------------------------|----|--------|
| TAX 15.00 % ON EST. TAXABLE TTL \$347.40 | \$ | 52.11  |
| COMPANY CHARGE                           | \$ | 399.51 |

|                   |    |      |
|-------------------|----|------|
| CUSTOMER BALANCE: | \$ | 0.00 |
|-------------------|----|------|

STATEMENT OF CHARGES - NOT VALID FOR RENTAL

**CASE INFORMATION:**

**Customer Name:** [REDACTED]  
**Vehicle:** 2020 Aviator  
**VIN:** [REDACTED]  
**Warranty Start Date:** 1/25/2021  
**Mileage:** 22000+

**CALA Name:** Anthony Gregory  
**GCCT Case Number:** [REDACTED]  
**Case Type:** Demand  
**Attorney:** NA  
**State:** Texas

**Purchased:** ☒ New ☐ Used ☐ Demo ☐ Leased (terms of lease)

**This Vehicle is in:** ☒ BTB Warranty ☐ Powertrain Warranty ☐ Diesel Warranty ☐ No Warranties

**Extended Service Plan:** ☐ NO ☒ YES

**REVIEW INFORMATION:**

**Offer:** ☐ Repurchase ☐ Replacement ☐ Option

**Resources Used:** ☐ Repair Order ☐ AWS ☐ GCQIS

After review, it appears this vehicle may meet the requirement for repurchase or replacement under the Texas Lemon Law Presumption Period. Within the 24 Month/24000 Mile Period the vehicle has been out of service for more than 30 days for warrantable repairs, an excess of 100 days for SYNC screen display; warning indicators; and false fuel mileage concerns. The vehicle appears to meet the Texas Lemon Law guidelines for R/R due to days out of service, and repair attempts.

| DLR                                                       | RO<br>NUMBER | DATE             | MILEAGE | VEHICLE CONCERN                                                                                                                                                                                                                                                                            | SERVICES PERFORMED /<br>ACTIONS                                                                                                                                                                                                     | DAYS<br>DOWN |
|-----------------------------------------------------------|--------------|------------------|---------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|
| TEXAS LEMON LAW PRESUMPTION PERIOD: 24 MONTHS/24000 MILES |              |                  |         |                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                     |              |
| Gene<br>Messer<br>Ford                                    | 544313       | 2/5 –<br>4/20/21 | 200     | <ul style="list-style-type: none"><li>• The customer states the headliner sags and has creases midway by sunroof.</li><li>• The customer states the suspension is making noise. Not if it is because air suspension is turned off.</li></ul> <b>Headliner Sagging<br/>Suspension Noise</b> | <ul style="list-style-type: none"><li>• Part on order. Will return at a later time.</li></ul>                                                                                                                                       | 75           |
|                                                           | 548272       | 4/26 –<br>5/8/21 | 4420    | <ul style="list-style-type: none"><li>• The customer states the headliner sags and has crease midway by sunroof opening.</li><li>• The customer states that after her car sits for two</li></ul>                                                                                           | <ul style="list-style-type: none"><li>• Installed headliner, trim, and panels.</li><li>• Clicking noise was verified as air suspension airing down.</li><li>• Test drove 6 miles. Radio working as intended at this time.</li></ul> | 13           |





|  |        |                |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                      |   |
|--|--------|----------------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|
|  |        |                |       | <p>hours, she can hear the car making clicking noises.</p> <ul style="list-style-type: none"> <li>• The customer states the audio volume will go up/down on its own, and the channels will change on their own.</li> </ul> <p>Headliner Sagging<br/>Changing Display Screen1</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                      |   |
|  | 552861 | 7/26 – 7/30/21 | 6540  | <ul style="list-style-type: none"> <li>• The customer states the audio is inoperable. The screen will change on its own from radio to home screen, to app screen settings.</li> <li>• The customer states she tried to start the vehicle but nothing happened. The error message “Complete Failure of Safety Features” showed and would not start. After letting it sit for five minutes, it finally started with no error messages.</li> <li>• The customer requested the recall 20U29 to be performed.</li> <li>• The customer requested recall 21S34(Inspect battery cable harness) to be performed.</li> <li>• The customer request recall 21C09B( program IPMB) to be performed.</li> </ul> <p><b>Changing Display2<br/>Failure of Safety Warnings</b></p> | •                                                                                                                                                                                                                                                                                                                                                                    | 5 |
|  | 555313 | 9/15 – 9/22/21 | 10326 | <ul style="list-style-type: none"> <li>• The customer states the brakes squeak intermittently.</li> <li>• The customer states the lane keep assist is inoperable.</li> <li>• The customer states only one speaker is working.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | <ul style="list-style-type: none"> <li>• Brakes tested. Good at this time.</li> <li>• The lane assist was switched off. Turned on lane assist. Working as intended.</li> <li>• The radio is working as intended at this time.</li> <li>• Reprogrammed the APIM using the SYNC3 Universal thumb drive.</li> <li>• Verified concern. Performed TSB 21-2294.</li> </ul> | 8 |



|  |        |                |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |    |
|--|--------|----------------|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|
|  |        |                |       | <ul style="list-style-type: none"> <li>• The customer states the SYNC touch screen changes on its own.</li> <li>• The customer states the washer fluid will not spray, and is not sure if it has fluid.</li> <li>• The customer states that while driving, the driver seat lumbar started to adjust on its own.</li> </ul> <p><b>Squeaking Brakes<br/>Lane Keep Failure<br/>Audio Speak Failure<br/>Changing Display3<br/>Driver Seat Malfunction</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <ul style="list-style-type: none"> <li>• Maintenance.</li> <li>• Test drove six miles. The driver seat is working as intended.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |    |
|  | 561049 | 1/20 – 2/21/22 | 16621 | <ul style="list-style-type: none"> <li>• The customer states the SYNC screen goes blank intermittently. The customer travels frequently to Dallas which is a six hour drive. During that time, the touch screen lags/freezes, or will change the radio stations on its own. The screen will go to different icons and settings on its own, and the volume will change on its own.</li> <li>• The customer states the word cancel flashes on the heads up display, but the cruise control still works. Again, this will happen multiple times during a six hour trip.</li> <li>• The customer states that she keeps getting a warning for the left rear passenger not being buckled when on one or no items are on that seat.</li> <li>• The customer states that when fuel tank is full, it shows 250 miles until empty. It will stay at 250 until it gets to about one half tank, then it will start reading correctly.</li> </ul> | <ul style="list-style-type: none"> <li>• Unable to duplicate the concern. Found no codes present. Found no messages in OASIS. Found no visual concern present. Hooked up two different phones. iPhone X and Samsung Galaxy. Both were operating properly. No updates available in any module. No problem found at this time.</li> <li>• Unable to duplicate concerns. Found no codes present. Found no visual concerns. Found no related messages. Test drove and found message saying cancel when road lines disappear. Compared to like vehicle, and concern was a normal characteristic. No problem found at this time.</li> <li>• Unable to duplicate concern. Found no codes present. Found no related messages in OASIS. Test drove and found not problem at this time.</li> <li>• Verified concern. DTE reading incorrect. Found no codes present. Found no related messages in OASIS. Performed PPT by symptom chart. Aj1-No, Aj2-Yes, Aj3-No, Aj4-No. Reset Kam and cleared codes. The system is operating normal at this time.</li> <li>• Performed recall 21S44, and reprogrammed IPMB.</li> </ul> | 33 |



|                        |  |          |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                        |   |
|------------------------|--|----------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|
|                        |  |          |       | <ul style="list-style-type: none"> <li>• The customer requested recall 21S44 to be performed.</li> </ul> <p><b>Changing Display4<br/>Inaccurate Fuel/ Mileage<br/>Display<br/>Seat Warning Display</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                        |   |
| Field Service Engineer |  | 6/7/2022 | 22034 | <p>Description of Customer's Concerns:</p> <ul style="list-style-type: none"> <li>A. Distance to empty shows 250-260 miles till empty used to show 390-399 after fill. Shows 250-260 until half tank mark then shows correctly.</li> <li>B. Touchscreen goes black intermittently.</li> <li>C. "Failure of all safety features" warning in IPC will not clear until ignition is cycled.</li> <li>D. Touchscreen beeps and stations change on their own.</li> <li>E. Passenger not buckled warning for rear middle seat.</li> <li>F. Radio changes stations and volume adjusts on its own.</li> <li>G. Interior lights will turn on by themselves and will not go off until button is pushed</li> <li>H. Vehicle will not longer lower when turned off intermittently.</li> <li>I. "Vehicle Slowing down" message comes on randomly with no other vehicles around.</li> <li>J. "Engine Still Running" message after vehicle is shut off.</li> </ul> | <p><u>FSE recommended tech address screen concern using published diagnostics and address all DTC's found in RFA/RTM.</u></p> <p>Conclusion</p> <p><u>FSE concluded that customer concern of vehicle kneeling, and passive entry concerns are likely intermittent and shows evidence of this wit memory DTC's RFA/RTM. Advised dealer to address DTC's and to perform PPT N for erratic touchscreen operation.</u></p> | 1 |





|                                  |  |  |  |                                                                                                                                                                                                                                                                                                                                            |          |     |
|----------------------------------|--|--|--|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-----|
|                                  |  |  |  | <p>K. Doors will not unlock when approaching vehicle, has to use key fob.</p> <p>L. Vehicle warns that objects are too close when nothing is around vehicle.</p> <p>M. Customer states "Cancelled" message shows on dash and beeps randomly when cruise control is on but nothing changes. Happens 8-10 times on 5 hour trip.</p> <p>•</p> |          |     |
| Beyond Bumper to Bumper Warranty |  |  |  |                                                                                                                                                                                                                                                                                                                                            |          |     |
|                                  |  |  |  | •                                                                                                                                                                                                                                                                                                                                          | • Repair |     |
|                                  |  |  |  | •                                                                                                                                                                                                                                                                                                                                          | •        |     |
| Beyond Powertrain Warranty       |  |  |  |                                                                                                                                                                                                                                                                                                                                            |          |     |
|                                  |  |  |  | •                                                                                                                                                                                                                                                                                                                                          | •        |     |
| TOTAL DAYS                       |  |  |  |                                                                                                                                                                                                                                                                                                                                            |          | 135 |
| NHL and TAR details              |  |  |  |                                                                                                                                                                                                                                                                                                                                            |          |     |
|                                  |  |  |  | •                                                                                                                                                                                                                                                                                                                                          | •        |     |



## STANDARD CLAIMS LIST

### AWS Online Report

Info

| VIN                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | GSAR VL | WERS VL | MKT DER | BODY CAB | VER SERIES | DRIVE TYPE | PLANT CD | TRANS CD | ENG COD | PROD DATE   | WARR DATE   | SELLING DEALER | SELL CNT | TIS | WCC  | PREF | BASE    | SUFF | VRT | FUNCTION | VFG | CCC | CD |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|---------|---------|----------|------------|------------|----------|----------|---------|-------------|-------------|----------------|----------|-----|------|------|---------|------|-----|----------|-----|-----|----|
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | LT      | C/TV    | L       | C/UB     | C/G2       | C/F        | AD       | C/ET     | C/YX    | 15-AUG-2020 | 25-JAN-2021 | 367018         | USA      | 0   | *    | *    | *       | *    |     | F9       | V00 | *   | *  |
| <p><b>GSAR Claim Key:</b> 1477627 <b>Doc:</b> 05143501 <b>FCC Auth:</b> B <b>Trx Code:</b> LVP <b>Labor Hrs:</b> 1.9 <b>Labor Cost:</b> 175.6 <b>Material Cost:</b> 0 <b>Total Cost:</b> 175.6</p> <p><b>Dlr Cd-Sub Cd:</b> 01185-* <b>Name:</b> MCKAY FORD LINCOLN <b>Ph:</b> 580-2566465 <b>St:</b> OK <b>Ctry Cd:</b> USA <b>Reg Cd:</b> NA <b>Repr Date:</b> 08-SEP-2020 <b>RL Cmplt Date:</b> 15-SEP-2020 <b>DIST(Mile):</b> 5</p> <p><b>Cust Comments:</b> NEW VEHICLE PREP AND DELIVERY</p> <p><b>Tech Comments:</b> VERIFIED. PERFORMED EPDI USING PTS WEBSITE. PERFORMED VISUAL, CHECKED &amp; SET ALL TIRE PRESSURE, CHECK ALL FLUID LEVELS. INSTALLED ALL LOOSE SHIPPED ITEMS. REMOVED PROTECTIVE COVERS. ROAD TEST, PROBLEM SOLVED.</p>                                                                                                                 |         |         |         |          |            |            |          |          |         |             |             |                |          |     |      |      |         |      |     |          |     |     |    |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | LT      | C/TV    | L       | C/UB     | C/G2       | C/F        | AD       | C/ET     | C/YX    | 15-AUG-2020 | 25-JAN-2021 | 367018         | USA      | 4   | 6C03 | LC5Z | 7851916 | KAL  |     | F7       | V74 | B73 | 34 |
| <p><b>GSAR Claim Key:</b> 4217168 <b>Doc:</b> 548272A <b>FCC Auth:</b> 1 <b>Trx Code:</b> 1 <b>Labor Hrs:</b> 3 <b>Labor Cost:</b> 311.97 <b>Material Cost:</b> 2817.52 <b>Total Cost:</b> 3129.49</p> <p><b>Dlr Cd-Sub Cd:</b> 03565-* <b>Name:</b> GENE MESSER FORD OF AMARILLO <b>Ph:</b> 806-3557471 <b>St:</b> TX <b>Ctry Cd:</b> USA <b>Reg Cd:</b> NA <b>Repr Date:</b> 26-APR-2021 <b>RL Cmplt Date:</b> 08-MAY-2021 <b>DIST(Mile):</b> 4420</p> <p><b>Cust Comments:</b> CUSTOMER STATES HEADLINER SAGS AND HAS CREASE MIDWAY BY SUNROOF OPENING</p> <p><b>Tech Comments:</b> HEADLINER DEFECTIVE CAUSING SAG AND CREASE VERIFIED CONCERN. REMOVED PASSENGER FRONT SEAT, A B AND C PILLAR TRIM, REAR CARGO TRIM, REMOVED HEADLINER. INSTALLED HARNESS, MODULE AND SPEAKERS ONTO NEW HEADLINER. INSTALLED HEADLINER, TRIM PANELS AND SEAT. TESTED GOOD.</p> |         |         |         |          |            |            |          |          |         |             |             |                |          |     |      |      |         |      |     |          |     |     |    |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | LT      | C/TV    | L       | C/UB     | C/G2       | C/F        | AD       | C/ET     | C/YX    | 15-AUG-2020 | 25-JAN-2021 | 367018         | USA      | 7   | 7C06 | LU5Z | 14A163  | B    |     | F9       | V00 | *   | *  |
| <p><b>GSAR Claim Key:</b> 5031584 <b>Doc:</b> 552861D <b>FCC Auth:</b> S <b>Trx Code:</b> 21S34 <b>Labor Hrs:</b> 0.5 <b>Labor Cost:</b> 52 <b>Material Cost:</b> 1.82 <b>Total Cost:</b> 53.82</p> <p><b>Dlr Cd-Sub Cd:</b> 03565-* <b>Name:</b> GENE MESSER FORD OF AMARILLO <b>Ph:</b> 806-3557471 <b>St:</b> TX <b>Ctry Cd:</b> USA <b>Reg Cd:</b> NA <b>Repr Date:</b> 26-JUL-2021 <b>RL Cmplt Date:</b> 30-JUL-2021 <b>DIST(Mile):</b> 6540</p> <p><b>Cust Comments:</b> CUSTOMER REQUEST PERFORM RECALL 21S 34</p> <p><b>Tech Comments:</b> INSPECTED THE WIRE HARNESS NO DAMAGE TO ANY WIRES THE HARNESS PASSES INSPECTION RECALL 21S34 COMPLETE</p>                                                                                                                                                                                                        |         |         |         |          |            |            |          |          |         |             |             |                |          |     |      |      |         |      |     |          |     |     |    |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | LT      | C/TV    | L       | C/UB     | C/G2       | C/F        | AD       | C/ET     | C/YX    | 15-AUG-2020 | 25-JAN-2021 | 367018         | USA      | 7   | 2G01 | *    | 12A650  | *    |     | FC       | V29 | E29 | 04 |
| <p><b>GSAR Claim Key:</b> 4998195 <b>Doc:</b> 552861C <b>FCC Auth:</b> O <b>Trx Code:</b> 20U29 <b>Labor Hrs:</b> 1.1 <b>Labor Cost:</b> 114.39 <b>Material Cost:</b> 0 <b>Total Cost:</b> 114.39</p> <p><b>Dlr Cd-Sub Cd:</b> 03565-* <b>Name:</b> GENE MESSER FORD OF AMARILLO <b>Ph:</b> 806-3557471 <b>St:</b> TX <b>Ctry Cd:</b> USA <b>Reg Cd:</b> NA <b>Repr Date:</b> 26-JUL-2021 <b>RL Cmplt Date:</b> 30-JUL-2021 <b>DIST(Mile):</b> 6540</p> <p><b>Cust Comments:</b> CUSTOMER REQUEST PERFORM RECALL 20U 29</p> <p><b>Tech Comments:</b> USING FDRS I UPDATED THE ABS, IPMB, PCM, APIM, SYNC 3, HVAC, PSCM, AND RGTM MODULES AND CLEARED ALL CMDTC'S RECALL 20U29 COMPLETE ACCORDING TO OASIS TEST DROVE VEHICLE OPERATING AS DE SIGNED</p>                                                                                                             |         |         |         |          |            |            |          |          |         |             |             |                |          |     |      |      |         |      |     |          |     |     |    |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | LT      | C/TV    | L       | C/UB     | C/G2       | C/F        | AD       | C/ET     | C/YX    | 15-AUG-2020 | 25-JAN-2021 | 367018         | USA      | 7   | *    | *    | *       | *    |     | F9       | V00 | *   | *  |
| <p><b>GSAR Claim Key:</b> 4998133 <b>Doc:</b> 552861E <b>FCC Auth:</b> O <b>Trx Code:</b> 21C09 <b>Labor Hrs:</b> 0.7 <b>Labor Cost:</b> 72.79 <b>Material Cost:</b> 0 <b>Total Cost:</b> 72.79</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |         |         |         |          |            |            |          |          |         |             |             |                |          |     |      |      |         |      |     |          |     |     |    |



|                        |                                                                                                                                                                                                                                                                                                                                                                                                                                              |              |                                    |      |                  |                 |                  |       |                   |             |                    |        |                       |                 |                      |                 |                    |       |  |    |     |     |    |
|------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|------------------------------------|------|------------------|-----------------|------------------|-------|-------------------|-------------|--------------------|--------|-----------------------|-----------------|----------------------|-----------------|--------------------|-------|--|----|-----|-----|----|
| <u>Dlr Cd-Sub Cd:</u>  | 03565-*                                                                                                                                                                                                                                                                                                                                                                                                                                      | <u>Name:</u> | GENE MESSER<br>FORD OF<br>AMARILLO |      | <u>Ph:</u>       | 806-<br>3557471 | <u>St:</u>       | TX    | <u>Ctry Cd:</u>   | USA         | <u>Reg Cd:</u>     | NA     | <u>Repr Date:</u>     | 26-JUL-<br>2021 | <u>RL Cmpl Date:</u> | 30-JUL-<br>2021 | <u>DIST(Mile):</u> | 6540  |  |    |     |     |    |
| <u>Cust Comments:</u>  | CUSTOMER REQUEST PERFORM RECALL 21C 09                                                                                                                                                                                                                                                                                                                                                                                                       |              |                                    |      |                  |                 |                  |       |                   |             |                    |        |                       |                 |                      |                 |                    |       |  |    |     |     |    |
| <u>Tech Comments:</u>  | PERFORMED SOFTWARE UPDATE ON IPMB AND CLEARED ALL CMDTC'S RECALL 21C09 COMPLETE ACCORDING TO STEPS IN THE WORKSHOP MAN UAL                                                                                                                                                                                                                                                                                                                   |              |                                    |      |                  |                 |                  |       |                   |             |                    |        |                       |                 |                      |                 |                    |       |  |    |     |     |    |
|                        | LT                                                                                                                                                                                                                                                                                                                                                                                                                                           | C/TV         | L                                  | C/UB | C/G2             | C/F             | AD               | C/ET  | C/YX              | 15-AUG-2020 | 25-JAN-<br>2021    | 367018 | USA                   | 8               | 6Y05                 | *               | MAINT              | *     |  | F9 | V99 | A99 | 82 |
| <u>GSAR Claim Key:</u> | <u>5528864</u>                                                                                                                                                                                                                                                                                                                                                                                                                               | <u>Doc:</u>  | 555313A<br>GENE MESSER             |      | <u>FCC Auth:</u> | H               | <u>Trx Code:</u> | 0968S | <u>Labor Hrs:</u> | 1.7         | <u>Labor Cost:</u> | 123.75 | <u>Material Cost:</u> | 64.82           | <u>Total Cost:</u>   | 193.92          |                    |       |  |    |     |     |    |
| <u>Dlr Cd-Sub Cd:</u>  | 03565-*                                                                                                                                                                                                                                                                                                                                                                                                                                      | <u>Name:</u> | FORD OF<br>AMARILLO                |      | <u>Ph:</u>       | 806-<br>3557471 | <u>St:</u>       | TX    | <u>Ctry Cd:</u>   | USA         | <u>Reg Cd:</u>     | NA     | <u>Repr Date:</u>     | 15-SEP-<br>2021 | <u>RL Cmpl Date:</u> | 22-SEP-<br>2021 | <u>DIST(Mile):</u> | 10326 |  |    |     |     |    |
| <u>Cust Comments:</u>  | BASIC MAINTENANCE SERVICE - K                                                                                                                                                                                                                                                                                                                                                                                                                |              |                                    |      |                  |                 |                  |       |                   |             |                    |        |                       |                 |                      |                 |                    |       |  |    |     |     |    |
| <u>Tech Comments:</u>  | DRAINED OIL AND FILLED WITH 5W30 6QTS, REPLACED OIL FILTER WITH NEW ONE, ROTATED TIRES FRONT TO REAR, REPLACED AIR FI LTER                                                                                                                                                                                                                                                                                                                   |              |                                    |      |                  |                 |                  |       |                   |             |                    |        |                       |                 |                      |                 |                    |       |  |    |     |     |    |
|                        | LT                                                                                                                                                                                                                                                                                                                                                                                                                                           | C/TV         | L                                  | C/UB | C/G2             | C/F             | AD               | C/ET  | C/YX              | 15-AUG-2020 | 25-JAN-<br>2021    | 367018 | USA                   | 8               | 7W20                 | *               | 14G371             | *     |  | F1 | V80 | A86 | 04 |
| <u>GSAR Claim Key:</u> | <u>5510161</u>                                                                                                                                                                                                                                                                                                                                                                                                                               | <u>Doc:</u>  | 555313F<br>GENE MESSER             |      | <u>FCC Auth:</u> | 1               | <u>Trx Code:</u> | 1     | <u>Labor Hrs:</u> | 0.3         | <u>Labor Cost:</u> | 31.2   | <u>Material Cost:</u> | 0               | <u>Total Cost:</u>   | 31.2            |                    |       |  |    |     |     |    |
| <u>Dlr Cd-Sub Cd:</u>  | 03565-*                                                                                                                                                                                                                                                                                                                                                                                                                                      | <u>Name:</u> | FORD OF<br>AMARILLO                |      | <u>Ph:</u>       | 806-<br>3557471 | <u>St:</u>       | TX    | <u>Ctry Cd:</u>   | USA         | <u>Reg Cd:</u>     | NA     | <u>Repr Date:</u>     | 15-SEP-<br>2021 | <u>RL Cmpl Date:</u> | 22-SEP-<br>2021 | <u>DIST(Mile):</u> | 10326 |  |    |     |     |    |
| <u>Cust Comments:</u>  | CUSTOMER STATES SYNC TOUCH SCREEN CHANGES ON ITS OWN                                                                                                                                                                                                                                                                                                                                                                                         |              |                                    |      |                  |                 |                  |       |                   |             |                    |        |                       |                 |                      |                 |                    |       |  |    |     |     |    |
| <u>Tech Comments:</u>  | VERIFIED CONCERN. PERFORMED TSB 21-2294. UPDATED SYNC TO LASTEST CONFIGURATION                                                                                                                                                                                                                                                                                                                                                               |              |                                    |      |                  |                 |                  |       |                   |             |                    |        |                       |                 |                      |                 |                    |       |  |    |     |     |    |
|                        | LT                                                                                                                                                                                                                                                                                                                                                                                                                                           | C/TV         | L                                  | C/UB | C/G2             | C/F             | AD               | C/ET  | C/YX              | 15-AUG-2020 | 25-JAN-<br>2021    | 367018 | USA                   | 13              | *                    | *               | *                  | *     |  | F9 | V00 | *   | *  |
| <u>GSAR Claim Key:</u> | <u>7020227</u>                                                                                                                                                                                                                                                                                                                                                                                                                               | <u>Doc:</u>  | 561049G<br>GENE MESSER             |      | <u>FCC Auth:</u> | S               | <u>Trx Code:</u> | 21S44 | <u>Labor Hrs:</u> | 0.7         | <u>Labor Cost:</u> | 100.1  | <u>Material Cost:</u> | 0               | <u>Total Cost:</u>   | 100.1           |                    |       |  |    |     |     |    |
| <u>Dlr Cd-Sub Cd:</u>  | 03565-*                                                                                                                                                                                                                                                                                                                                                                                                                                      | <u>Name:</u> | FORD OF<br>AMARILLO                |      | <u>Ph:</u>       | 806-<br>3557471 | <u>St:</u>       | TX    | <u>Ctry Cd:</u>   | USA         | <u>Reg Cd:</u>     | NA     | <u>Repr Date:</u>     | 20-JAN-<br>2022 | <u>RL Cmpl Date:</u> | 21-FEB-<br>2022 | <u>DIST(Mile):</u> | 16621 |  |    |     |     |    |
| <u>Cust Comments:</u>  | CUSTOMER REQUEST PERFORM RECALL 21S 44                                                                                                                                                                                                                                                                                                                                                                                                       |              |                                    |      |                  |                 |                  |       |                   |             |                    |        |                       |                 |                      |                 |                    |       |  |    |     |     |    |
| <u>Tech Comments:</u>  | PERFORMED RECALL 21S44 AND REPROGRAMMED IPMB                                                                                                                                                                                                                                                                                                                                                                                                 |              |                                    |      |                  |                 |                  |       |                   |             |                    |        |                       |                 |                      |                 |                    |       |  |    |     |     |    |
|                        | LT                                                                                                                                                                                                                                                                                                                                                                                                                                           | C/TV         | L                                  | C/UB | C/G2             | C/F             | AD               | C/ET  | C/YX              | 15-AUG-2020 | 25-JAN-<br>2021    | 367018 | USA                   | 17              | 7F09                 | *               | 10D889             | *     |  | F7 | V70 | G33 | 42 |
| <u>GSAR Claim Key:</u> | <u>8329233</u>                                                                                                                                                                                                                                                                                                                                                                                                                               | <u>Doc:</u>  | 567269D<br>GENE MESSER             |      | <u>FCC Auth:</u> | 1               | <u>Trx Code:</u> | E83   | <u>Labor Hrs:</u> | 1.2         | <u>Labor Cost:</u> | 171.6  | <u>Material Cost:</u> | 0               | <u>Total Cost:</u>   | 171.6           |                    |       |  |    |     |     |    |
| <u>Dlr Cd-Sub Cd:</u>  | 03565-*                                                                                                                                                                                                                                                                                                                                                                                                                                      | <u>Name:</u> | FORD OF<br>AMARILLO                |      | <u>Ph:</u>       | 806-<br>3557471 | <u>St:</u>       | TX    | <u>Ctry Cd:</u>   | USA         | <u>Reg Cd:</u>     | NA     | <u>Repr Date:</u>     | 07-JUN-<br>2022 | <u>RL Cmpl Date:</u> | 27-JUN-<br>2022 | <u>DIST(Mile):</u> | 22034 |  |    |     |     |    |
| <u>Cust Comments:</u>  | CUSTOMER STATES TOUCH SCREEN BEEPS LIKE SOMEONE IS TOUCHING THE SCREEN AND CHANGES ON ITS OWN. CUSTOMER CAN TOUCH THE SCREEN OR BUTTONS BELOW SCREEN BUT NOTHING MAKES IT STOP. CUSTOMER HAS TO TURN VEHICLE OFF AND RESTART.                                                                                                                                                                                                                |              |                                    |      |                  |                 |                  |       |                   |             |                    |        |                       |                 |                      |                 |                    |       |  |    |     |     |    |
| <u>Tech Comments:</u>  | VERIFIED CONCERN TOUCH SCREEN NOT WORKING PROPERLY. FOUND NO CODES PRESENT. FOUND NO VISUAL CONCERNS PRESENT. FOUND NO TSB'S, SSM'S OR GSB'S PRESENT. PERFORMED APIM GUIDED ROUTINE AND PASSED TEST. FIELD SERVICE ENGINEER CONTACTED ME AND CAME AND DIAGNOSED VEHICLE. RECOMMENDED REPLACEMENT OF FRONT CONTROL DISPLAY MODULE. REPLACED FRONT DISPLAY INTERFACE MODULE PER FIELD SERVICE ENGINEER. RVC: RRE71QV3E8RY0. CASUAL PART 10D885 |              |                                    |      |                  |                 |                  |       |                   |             |                    |        |                       |                 |                      |                 |                    |       |  |    |     |     |    |
|                        | LT                                                                                                                                                                                                                                                                                                                                                                                                                                           | C/TV         | L                                  | C/UB | C/G2             | C/F             | AD               | C/ET  | C/YX              | 15-AUG-2020 | 25-JAN-<br>2021    | 367018 | USA                   | 17              | 7M02                 | LC5T            | 18B955             | UH    |  | F1 | V81 | A07 | 42 |
| <u>GSAR Claim Key:</u> | <u>8111223</u>                                                                                                                                                                                                                                                                                                                                                                                                                               | <u>Doc:</u>  | 42812602<br>FORD                   |      | <u>FCC Auth:</u> | 1               | <u>Trx Code:</u> | E83   | <u>Labor Hrs:</u> | 0           | <u>Labor Cost:</u> | 0      | <u>Material Cost:</u> | 439.75          | <u>Total Cost:</u>   | 439.75          |                    |       |  |    |     |     |    |
| <u>Dlr Cd-Sub Cd:</u>  | 67803-*                                                                                                                                                                                                                                                                                                                                                                                                                                      | <u>Name:</u> | COMPONENT<br>SALES, LLC            |      | <u>Ph:</u>       | *-*             | <u>St:</u>       | MI    | <u>Ctry Cd:</u>   | USA         | <u>Reg Cd:</u>     | NA     | <u>Repr Date:</u>     | 09-JUN-<br>2022 | <u>RL Cmpl Date:</u> | 09-JUN-<br>2022 | <u>DIST(Mile):</u> | 22034 |  |    |     |     |    |
| <u>Cust Comments:</u>  | 1878# F1085485 - Dealer RO# 567269                                                                                                                                                                                                                                                                                                                                                                                                           |              |                                    |      |                  |                 |                  |       |                   |             |                    |        |                       |                 |                      |                 |                    |       |  |    |     |     |    |
| <u>Tech Comments:</u>  | 1878# F1085485 - Dealer RO# 567269                                                                                                                                                                                                                                                                                                                                                                                                           |              |                                    |      |                  |                 |                  |       |                   |             |                    |        |                       |                 |                      |                 |                    |       |  |    |     |     |    |





|                                                                            |             |
|----------------------------------------------------------------------------|-------------|
| Base Price:                                                                | \$74,456.00 |
| Documentary Fee:                                                           | \$149.00    |
| Sales Tax:                                                                 | \$3,534.75  |
| Registration/License/Title Fees:                                           | \$156.00    |
| Ford Service Contracts:                                                    | \$1,650.00  |
| Dealer's Inventory Tax:                                                    | \$144.32    |
| Additional Fees:                                                           | \$45.75     |
| Less Usage (4,218 miles / 120,000 + 18,158 miles / 120,000 * \$72,706.00): | \$8,056.43  |
| Less Rebates/Incentives:                                                   | \$1,750.00  |
| Less Payoff of Original Vehicle (good through 9/21/2022):                  | \$39,287.84 |
| Total Amount Due To Client:                                                | \$31,041.55 |
| Total Repurchase Amount:                                                   | \$70,329.39 |

**NOTE: If you owe money to Lincoln Motor Company, payment must be made in certified funds – no personal checks.**

If this offer is acceptable, please sign and return this letter via email at [alyssa.lange@fordrav.com](mailto:alyssa.lange@fordrav.com) or by fax at 877.489.3091. Upon receipt of your signed offer letter, I will contact you to schedule your closing appointment. I can be reached by phone at 877.477.1024 if you have any questions or concerns.

Upon successful surrender of your vehicle, you will receive a check for any funds due to you, if applicable. **A separate payoff check will be sent to your lien holder, if applicable, via overnight delivery upon receipt of all completed repurchase paperwork.**

Sincerely,

Alyssa Lange  
Customer Quality, Repurchase Coordinator

*08/26/2022*

**Co-Client's: Signature, Printed Name and Date**



L I N C O L N

**Please note that the facilitating dealership will be expected to ensure the following:**

- That all necessary paperwork is completely and correctly filled out in order for Lincoln Motor Company to obtain a clear certificate of title for your vehicle. This documentation may include, but is not limited to, the following:

Power of attorney documents

Odometer statements

Authorization for payoff

Obtaining these documents is vital to paying off your lien (if applicable) and transferring legal responsibility of your vehicle from you to Lincoln Motor Company.

- That your vehicle is being returned in acceptable condition, with no damages aside from normal wear and tear.
- That all factory-installed options and equipment are turned in with the vehicle, including all keys, key fobs and remotes.

You will be held financially responsible for any missing equipment.

**Returning the signed offer letter to Lincoln Motor Company indicates that you understand and agree to the following conditions:**

- I understand I am responsible for this vehicle, legally and financially, until all required documents have been properly signed, executed and returned to Lincoln Motor Company.
- I understand Lincoln Motor Company strongly recommends my lien account be kept current and that failing to make monthly payments may adversely affect my credit rating.
- I understand any and all abnormal wear and tear conditions outlined in the repurchase calculation letter are my financial responsibility.
- I agree to have any damage to the vehicle repaired and all unacceptable aftermarket equipment removed prior to the vehicle surrender date.
- I agree the vehicle will be returned with all factory-installed options and equipment.
- I understand all legal owners of this vehicle must attend the vehicle surrender appointment and will be required to sign all requested documentation.
- I agree to and accept the terms and conditions outlined herein.

[Redacted Signature]

by 08/26/2022

**Co-Client's Signature, Printed Name and Date**

CASE NUMBER: [REDACTED] STATUS: Information Provided  
OPEN: 05-22-2022 CLOSED: 05-22-2022 BUSINESS UNIT NAME: Ford  
RESPONSE TEAM: Lincoln Concierge NA CRC COMMUNICATION: Phone  
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has not been to dealer |  
DEALER NAME:  
PA CODE: DLR SALES CODE: REGION: ZONE:  
VIN: [REDACTED] MODEL YEAR: 2022 MODEL: NAUTILUS MILEAGE:  
BODY STYLE: J9J - NAUTILUS BLK LBL AWD 4DR  
LAST NAME FIRST NAME MIDDLE: [REDACTED]  
ADDRESS: [REDACTED]  
CITY STATE ZIP COUNTRY: SOUTH OZONE PARK | NY [REDACTED] | USA  
HOME PHONE [REDACTED]  
SYMPTOMS: Driver Aides & Information | BlueCruise/Active Glide | Performance | UNKNOWN  
ANALYST NAME: Lianna Davis OPEN ANALYST NAME: Lianna Davis  
COMMENTS:  
2022-05-22 17:58:16

Clt said: Black label 2022 Nautilus. Clt states vehicle is not staying in lanes and he has on adaptive cruise control.

Clt Dlr said: Hasn't been to dlr

CSM Advised: I attempted to assist and educate the clt on how the adaptive cruise control function works on his veh. I also advised clt if he continues to have concerns to get his veh into a Lincoln/Ford dlr

Next steps: No further assistance needed close case



CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved  
OPEN: 07-05-2022 CLOSED: 08-02-2022 BUSINESS UNIT NAME: Ford  
RESPONSE TEAM: Lincoln Concierge NA CRC COMMUNICATION: Phone  
CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | CCT Criteria |  
DEALER NAME: Confidence Ford of Norman  
PA CODE: 00791 DLR SALES CODE: 52209 REGION: C1 ZONE: C1D  
VIN: [REDACTED] MODEL YEAR: 2022 MODEL: NAUTILUS MILEAGE: 234  
BODY STYLE: J8K - NAUTILUS RESERVE AWD 4DR  
LAST NAME FIRST NAME MIDDLE: [REDACTED] |  
ADDRESS: [REDACTED]  
CITY STATE ZIP COUNTRY: BLACKWELL | OK | [REDACTED] | USA  
HOME PHONE [REDACTED]  
SYMPTOMS: Start/Run/Move | Moving | UNKNOWN | UNKNOWN  
ANALYST NAME: Jaleesa Vasquez OPEN ANALYST NAME: Jaleesa Vasquez  
COMMENTS:

2022-07-05 15:11:05 CLT SAYS: Inquired about next steps because she just purchased a new vehicle and its at the shop. CLT purchased a 2022 Nautilus, picked up on June 11th, she drove it to Oklahoma city and ha the cruise control on, while driving it would slow down as if a car was in front of her, clt stated she never put that option on and doesn't know hwy it slowed down. After driving a bit it picked back up in speed. After arriving at the destination, she got back in the vehicle and it wouldn't change gears, she played with it for a bit she took it straight to the DLR in Oklahoma City (200 miles away from home). She was advs by SA Josh that she needs a new Clutch Piston which is on backorder. CLT stated shw was advs that it may be better to get a new transmission and CLT agrees, she does not want re-built parts in the vehicle as this is a very new car, sh would prefer all new parts. PER CLT DLR SAYS: N/A CSM ADVISED: Apologized for the inconvenience and advs will be happy to work with the DLR to calibrate and see where they are in repairs, if parts have been ordered and loaner availability. CLT stated she is not in a loaner but her sales rep Ronnie is working on that now and requested she contact CRC to open a case first. Reached out to Confidence Ford and left VM for SA Josh regarding ETA and RO information. CLT is requesting a vehicle payment reimbursement. Advs once we get information needed we can certainly put that into consideration, however we need to ensure repairs are completed first. Provided case # and contact info. CLT understood and thanked. NEXT STEPS: Reach out to SA Josh for update on vehicle status NOTE: COPIS was created for back ordered parts.

2022-07-07 21:56:35 CSM Jaleesa x 77765 >> OBC to DLR (877) 672-2681 SPOKE TO: Reached out to confidence ford to get vehicle status update and RO info. No answer, NEXT STEPS: FU with DLR by 7/11 on update.

2022-07-07 22:17:18 CSM Jaleesa x 77765 >> OBC to DLR (877) 672-2681 SPOKE TO: SA Josh and he advs new transmission is being replaced and should be completed by tomorrow as long as there's no complications. SA stated he just spoke with the LCT to advs of this just before i called. Advs with FU with CLT as well. NEXT STEPS: FU with CLT

2022-07-07 22:21:03 CSM Jaleesa x 77765 >> OBC to CLT [REDACTED] SPOKE TO: CLT and she is aware of update, she just spoke with SA. CLT stated she is going on vacation on Saturday and will have her local DLR pick it up for her. She will be away for a week and requested that I FU with her by 7/21. CSM advs will set FU then to ensure vehicle is running ok. CLT thanked. NEXT STEPS: Set FU with CLT for 7/21

2022-07-21 15:10:55 CSM Jaleesa x 77765 >> OBC to CLT [REDACTED] SPOKE TO: CLT and she stated she picked up the vehicle this past Monday, the 18th, and so far its running good. CLT requested a vehicle payment reimbursement due to the time it has been down. CSM advs will review and for CLT to send in a copy of monthly payment. Advs once received, CSM will FU with CLT to advs of decision. CLT understood and thanked and will send in email of vehicle payment. NEXT STEPS: FU with CLT. Once email is received, calibrate with COM on VP approval.

2022-07-21 16:45:55 CSM Jaleesa x 77765 >> OBC to DLR (877) 672-2681 SPOKE TO: SA Josh to clarify the RO and days down. RO# 320941 RO Date 06/13/22 Mileage 234 Transmission was replaced NEXT STEPS: calibrate with com on VP approval.

2022-07-21 18:05:54 COM approving VP\$1,332.57

2022-07-21 18:58:34 Morley Case #: 775218 Primary reason for Reimbursement Offer(s): Reimbursement of VP due to days down GCCT Case #: [REDACTED] Client Information: [REDACTED] BLACKWELL, OK [REDACTED] Reimbursement Information: Vehicle payment for 1 month approved Consequential Expense Reimbursement: N/A Amount: N/A Vehicle Payment Reimbursement: ASSISTING Amount: \$1,332.57 Rental Reimbursement: N/A Amount: N/A Repair Reimbursement: N/A Reason for Customer Reimbursement: VEHAPAY

2022-07-21 19:41:03 CSM Jaleesa x 77765 >> OBC to CLT [REDACTED] SPOKE TO: CLT and advs of approval for 1 month VP and advs will continue to FU with her until card is received. Advs it can take about 10 business day. CLT understood and thanked. NEXT STEPS: FU with CLT by 8/1

2022-07-22 18:59:01

Ford Cash Settlement/Debit Card Case Transmission  
CASE NUMBER: 775218

2022-08-01 16:51:09 CSM Jaleesa x 77765 >> OBC to CLT [REDACTED] SPOKE TO: No one, left VM regarding DC status. Will FU with CLT by tomorrow. NEXT STEPS: FU with CLT by 8/2

2022-08-02 16:08:56 CSM Jaleesa x 77765 >> OBC to CLT [REDACTED] SPOKE TO: No one, left VM for CLT, returning call as CLT left CSM a VM stating she drives a truck around state and will not be back home until January to activate the card. Left VM advising the card will expire in 6 months and the remaining balance will be sent out via check. Advs in message will send a final email but if she needs to discuss anything further, clt may contact CSM. left contact info NEXT STEPS: Send EOC, close case

2022-08-02 16:16:10

Sent EOC to CLT  
NEXT STEPS: CLOSE CASE

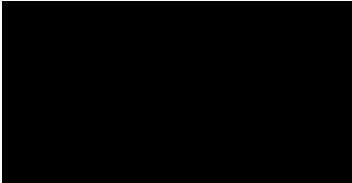
2022-08-02 16:18:28

IBE from CLT

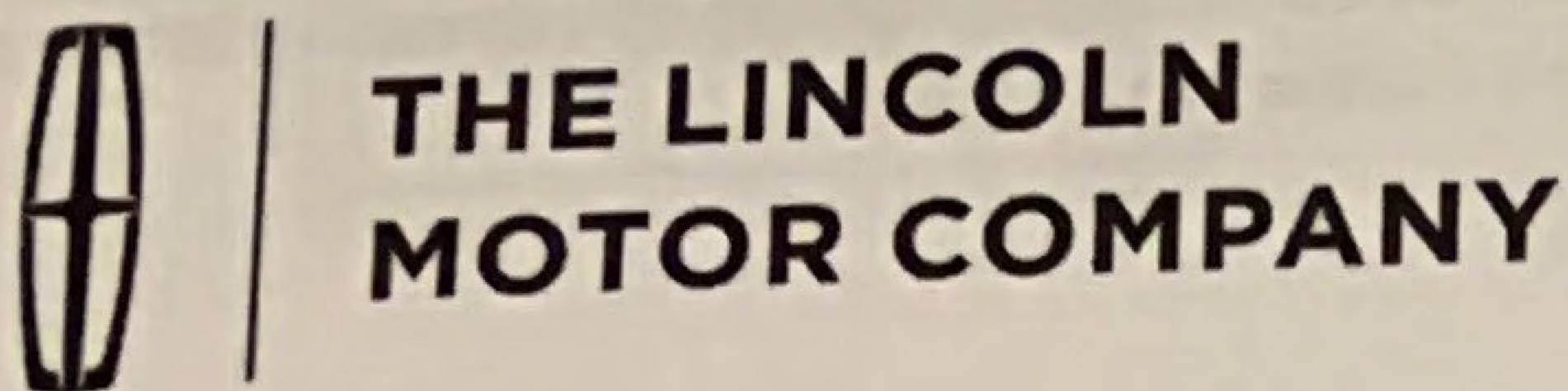
Thank you for your assistance.

CASE ATTACHMENTS:

|                     |                 |
|---------------------|-----------------|
| 2022-07-22 14:06:29 | Jaleesa Vasquez |
| 2022-08-02 16:16:10 | Jaleesa Vasquez |







Your Account Information

Account Number [REDACTED]  
Vehicle Description 2022 LINC NAUTIL  
VIN [REDACTED]  
  
Statement Date 06/30/2022  
Payoff Amt Good Thru \$ 72,765.19 07/25/2022  
Final payment date 06/25/2027  
  
Customer Service Center 1-888-498-8801  
Hours of Operation Mon-Fri 7am - 8pm CST  
Sat 7am - 5pm CST  
Website Address lincoln.com/finance

Refer to next page for additional contact information and Important Notices.

Your Transaction(s) Since Last Statement

| DATE | DESCRIPTION | AMOUNT |
|------|-------------|--------|
|------|-------------|--------|

Payments received after statement date are not reflected.

Your Amount(s) Due

| DATE       | DESCRIPTION             | AMOUNT             |
|------------|-------------------------|--------------------|
| 07/25/2022 | Payment Due             | \$ 1,332.57        |
|            | <b>TOTAL AMOUNT DUE</b> | <b>\$ 1,332.57</b> |



Mark,

Thank you for choosing Lincoln Automotive Financial Services – a financing experience designed around you and your new vehicle.

We appreciate you as a client and are dedicated to making sure every aspect of the financing process is smooth, effortless and satisfying.

If you have any questions, please contact us at **888-498-8801** or **Lincoln.com/finance**.

DETACH AND RETURN REMITTANCE COUPON FOR EACH ACCOUNT PAID



LINCOLN  
AUTOMOTIVE FINANCIAL SERVICES

Customer Service Center  
P.O. Box 542000  
Omaha NE 68154-8000

Account Number [REDACTED]  
Payment Due Date 07/25/2022  
TOTAL AMOUNT DUE \$ 1,332.57

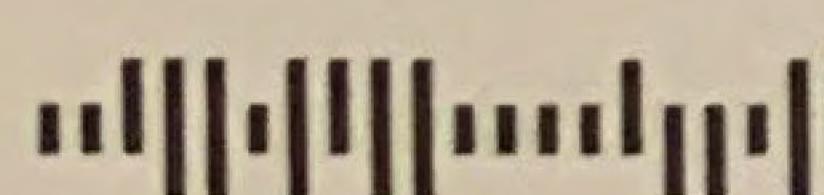
If Payment Received AFTER 08/04/2022  
Please Pay \$ 1,399.20

ENTER TOTAL AMOUNT PAID ABOVE

SEND PAYMENT TO:

III

Lincoln Automotive Financial Services  
P.O. Box 650575  
Dallas TX 75265-0575



BLACKWELL OK

1480630000

1134-01-0021356-0001-0024131



## Vasquez, Jaleesa (J.)

---

**From:** Vasquez, Jaleesa (J.)  
**Sent:** Tuesday, August 2, 2022 12:16 PM  
**To:** Leha Manry  
**Subject:** [REDACTED]

Dear [REDACTED]

I hope this email finds you well. Thank you for allowing me to assist you with your vehicle concerns. In regards to the Debit Card for the vehicle payment, the card will expire in 6 months from when it was processed. Being that the card was processed and issued in July, it will set to expire some time in January. Unfortunately I am not sure exactly when, so when you come back you still may be able to activate it. If so, you will need the last 4 digits of your case number which is **8491**.

If not, and the card has already expired, you will then receive a check with the balance in the mail.

As I will be completing your case, please look for an email in the next 24 hours with a brief survey regarding your experience with me in completing your case – Lincoln and I value your candid feedback to understand how we can improve in the future.

Should you need to contact me again, you may reach me directly at this email address ([JVASQU66@LINCOLN.COM](mailto:JVASQU66@LINCOLN.COM)) or by phone at 888-214-2155 ext. 77765. If I'm unavailable, please leave me a detailed message and I will return your call as soon as possible. Note: for a quicker response, please provide your case number indicated above.

Thank you again for contacting Lincoln, I appreciate your loyalty.

Regards,

**Jaleesa V.**

Client Service Manager

Lincoln Client Relationship Center

Phone: (888) 214-2155 EXT. 77765





CASE NUMBER: [REDACTED] STATUS: Information Provided  
 OPEN: 07-07-2022 CLOSED: 09-26-2022 BUSINESS UNIT NAME: Ford  
 RESPONSE TEAM: Lincoln Concierge NA CRC COMMUNICATION: Phone  
 CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | CCT Criteria |  
 DEALER NAME: Tom Roush, Inc. dba Tom Roush Lincoln  
 PA CODE: 11507 DLR SALES CODE: 46331 REGION: CE ZONE: CEE  
 VIN: [REDACTED] MODEL YEAR: 2022 MODEL: AVIATOR MILEAGE:  
 BODY STYLE: J7X - AVIATOR RESERVE AWD 4DR  
 LAST NAME FIRST NAME MIDDLE [REDACTED]  
 ADDRESS [REDACTED]  
 CITY STATE ZIP COUNTRY: ZIONSVILLE | IN | [REDACTED] USA  
 HOME PHONE: [REDACTED]  
 SYMPTOMS: Driver Aides & Information | SYNC/Digital Experience | Information/Display | Inoperative  
 ANALYST NAME: Jacob Herron OPEN ANALYST NAME: Jacob Herron  
 COMMENTS:  
 2022-07-07 18:04:12 CLT SAYS: VEH has many issues and is tired of nothing getting fixed. Brand new Lincoln Aviator. Has issues with SYNC screen going blank and stereo not working has to turn off and turn back on VEH for it to start working. Cruise control stops sensing CLT hands and disengages. Seat coolers aren't working. Message pops up telling CLT to take a break. CLT would either like everything fixed or just to be placed in another VEH. PER CLT DLR SAYS: Call Lincoln they can help you get a buy back. CSM ADVISED: Will contact DLR and start a GFR process but will also work towards getting the VEH repaired. Will follow up with CLT on the 18th as that is when they get back from Vacation. -CSM apologized NEXT STEPS: Start GFR Call DLR  
 2022-07-12 21:11:09 OBC to dealer (913178965561) SPOKE TO: SA, CSM asked for RO's on VEH. SA said there are only 2 RO's for the VEH in total. Currently getting fixed. CSM said AWS reflects the same. CSM asked for DLR to email CSM the RO's for VEH. DLR said was unaware of the seat cooling issue and other things CLT told CSM. NEXT STEPS: F/U with CLT  
 2022-07-14 00:00:38 OBC to client [REDACTED] SPOKE TO: CLT VM, CSM requested CLT call CSM back to ask 14 GFR questions. CSM thanked. NEXT STEPS: F/U with CLT  
 2022-07-14 21:28:35 OBC to client [REDACTED] SPOKE TO: CLT VM, CSM asked CLT to call CSM back to answer few questions for GFR. CSM said will not be in office tomorrow or weekend but will be in until 9:30 est tonight. NEXT STEPS: F/U with questions for GFR  
 2022-07-14 22:15:58 Type of purchase: New Purchase state: Illinois Purchase date: 14-April-2022 Mileage at the time of purchase: 0 Name of selling dealer, business, or seller: Fair oaks Lincoln Registered owner(s) name(s) for the vehicle: [REDACTED] State/province where the vehicle is currently registered: Indiana Is the vehicle primarily used for personal or business reasons? Personal If a business, the total number of vehicles the business has registered in California: 0 Was the vehicle purchased or leased by a full-time active duty member of the Armed Forces who was stationed or residing in California at the time of purchase/lease or at the time the buyback request was filed? Primary mechanical concern for buyback request: Lost confidence too many issues with VEH per CLT Name of all dealers or mechanics where the vehicle has been serviced or repaired: Tom Roush Lincoln Is the vehicle currently at the dealer? Yes If the vehicle is currently at the dealer: No Name of dealer (if applicable) and Service Advisor (SA): Bill Date vehicle arrived at the dealer: About a month ago for 2 days at DLR Does the customer require a rental? No  
 2022-07-20 11:49:54 COM Anthony- COM reviewed case. At this time COM does not recommend replacement. GFR Not Approved  
 2022-07-21 19:44:48 OBC to client [REDACTED] SPOKE TO: CLT, CSM let know that GFR denied. CSM asked if has been contacted by DLR. CLT said no and now Lane assist isn't working, Back up camera isn't working, SYNC not coming on most of the time and has to start and restart VEH to get SYNC to turn on. CSM told CLT will follow up with DLR to get info on part and ETA on arrival. NEXT STEPS: F/U with DLR and CLT  
 2022-07-21 20:18:33 OBC to dealer (913178965561) SPOKE TO: DLR, CSM asked if any parts in. DLR said yes camera but since CLT having all issues he needs to set up appt with DLR to get DIAG. NEXT STEPS: F/U with CLT  
 2022-07-21 20:20:24 OBC to client [REDACTED] SPOKE TO: CLT, CSM let know that back up camera is in but CLT needs to set up appt with DLR and CSM will follow up with CLT to make sure when date is of APPT. NEXT STEPS: F/U with CLT  
 2022-07-26 20:01:19 OBC to client [REDACTED] SPOKE TO: CLT VM, CSM asked for CLT to call CSM in regard to CLT setting appt with DLR for DIAG. NEXT STEPS: F/U with CLT  
 2022-07-26 22:21:59 OBC to client [REDACTED] SPOKE TO: CLT, CSM asked CLT if they set up appt with DLR. CLT said no will need to do it tomorrow as has been busy. NEXT STEPS: F/U with CLT  
 2022-08-03 18:21:14 OBC to client [REDACTED] SPOKE TO: CLT VM, CSM asked if CLT set appt with DLR and to call CSM back. NEXT STEPS: F/U with CLT get appt.  
 2022-08-03 20:57:41 IBC from client [REDACTED] SPOKE TO: CLT left VM for CSM saying that appt with DLR is August 23rd. CSM will follow up August 23rd. NEXT STEPS: Follow up with DLR and CLT  
 2022-08-23 20:11:34 OBC to dealer (913178965561) SPOKE TO: DLR VM, CSM asked for SA to call CSM back with an update on CLT VEH so may update CLT. NEXT STEPS: F/U with CLT  
 2022-08-24 21:32:46 OBC to dealer (913178965561) SPOKE TO: DLR VM, CSM asked for SA to call CSM back with an update on CLT VEH so may update CLT. NEXT STEPS: F/U with CLT  
 2022-08-25 18:32:42 OBC to dealer (913178965561) SPOKE TO: SA Brent, CSM asked if VEH has been seen and what's the status. SA told CSM not seen yet pretty backed up. CSM thanked. NEXT STEPS: F/U with CLT  
 2022-08-31 21:42:41 OBC to dealer (913178965561) SPOKE TO: SA VM, CSM asked for Service to call CSM back with update on CLT VEH. NEXT STEPS: F/U with CLT  
 2022-09-02 19:36:10 OBC to dealer (913178965561) SPOKE TO: SA VM, CSM asked for Service to call CSM back with update on CLT VEH. NEXT STEPS: F/U with CLT  
 2022-09-02 19:38:28 OBC to client [REDACTED] SPOKE TO: CLT VM, CSM asked if CLT has heard from DLR and to give CSM call back to discuss case. NEXT STEPS: F/U with DLR and CLT  
 2022-09-07 21:27:18 OBC to dealer (913178965561) SPOKE TO: SA VM, CSM asked for Service to call CSM back with update on CLT VEH. NEXT STEPS: F/U with CLT  
 2022-09-09 18:12:45 OBC to dealer (913178965561) SPOKE TO: SA Heath VM, CSM asked for Service to call CSM back with update on CLT VEH. NEXT STEPS: F/U with CLT

2022-09-13 18:28:55 OBC to dealer (913178965561) SPOKE TO: SA Heath VM, CSM asked for Service to call CSM back with update on CLT VEH. NEXT STEPS: F/U with CLT

2022-09-13 21:03:16 OBC to client ( ) SPOKE TO: CLT VM, CSM asked if CLT has heard from DLR and to give CSM call back to discuss case. NEXT STEPS:F/U with DLR and CLT

2022-09-15 20:01:48 OBC to client ( ) SPOKE TO: CLT VM, CSM asked if CLT has heard from DLR and to give CSM call back to discuss case. NEXT STEPS:F/U with DLR and CLT

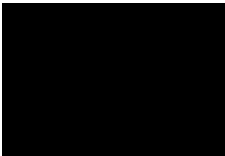
2022-09-19 22:41:37 OBC to client ( ) SPOKE TO: CLT VM, CSM told CLT that VEH needs to be seen by another DLR. CSM advised CLT to call CSM back regarding case. NEXT STEPS:F/U with DLR and CLT

2022-09-22 20:35:58 OBC to client ( ) SPOKE TO: CLT VM, CSM told CLT that VEH needs to be seen by another DLR. CSM asked if CLT found another DLR to use. NEXT STEPS:F/U with CLT

2022-09-26 21:09:04 OBC to client ( ) SPOKE TO: CLT, CSM asked if CLT got apt with new DLR. CLT said no is very upset and will retain legal counsel or look into it. CSM apologized for issues. CSM gave contact information for OGC. CSM let CLT know will receive a email survey regarding experience with CLT. CLT thanked said will keep CSM information incase needed. NEXT STEPS: Close case

CASE ATTACHMENTS:

|                     |              |
|---------------------|--------------|
| 2022-07-12 22:09:32 | Jacob Herron |
| 2022-07-12 22:10:20 | Jacob Herron |





# REPAIR ORDER - AUDIT COPY

\*VOIDED REPAIR ORDER\*

|                               |         |         |                |                 |                 |
|-------------------------------|---------|---------|----------------|-----------------|-----------------|
| *VOIDED REPAIR ORDER*         |         |         | Work Phone     | R/O Open Date   | R/O Number      |
|                               |         |         |                | 6/08/22         |                 |
|                               |         |         | Home Phone     | R/O Close Date  | Receipt No.     |
|                               |         |         |                | 6/08/22         | Original        |
|                               |         |         | Body           | Mileage In      | Mileage Out     |
|                               |         |         | RESERVE AWD    | 4519            |                 |
| Year                          | Make    | Model   | License Number | Service Advisor |                 |
| 2022                          | LINCOLN | AVIATOR |                | BILL FLETCHER   |                 |
| Vehicle Identification Number |         |         | Color          | Account No.     | Delivery Date   |
|                               |         |         | BLACK          |                 | In-Service Date |
|                               |         |         |                |                 |                 |

VOIDED DOCUMENT

|                       | INTERNAL | SERVICE CONT. | WARRANTY | CUSTOMER PAY | COST |
|-----------------------|----------|---------------|----------|--------------|------|
| LABOR                 |          |               |          |              |      |
| PARTS                 |          |               |          |              |      |
| DEDUCTIBLE            |          |               |          |              |      |
| SUBLET                |          |               |          |              |      |
| SHOP SUPPLIES         |          |               |          |              |      |
| HAZARDOUS MATERIALS   |          |               |          |              |      |
| SALES TAX OR TAX I.D. |          |               |          |              |      |
| SPECIAL ORDER DEPOSIT |          |               |          |              |      |
| DISCOUNTS             |          |               |          |              |      |
|                       |          |               |          |              |      |
|                       |          |               |          |              |      |



# Tom Roush Lincoln



13927 Trade Center Drive  
Fishers, Indiana 46038  
Service: 317-399-7475  
Main: 317-399-7474  
Fax: 317-516-5986

SERVICE DEPARTMENT HOURS  
7:30 a.m. to 6:00 p.m.  
Monday - Friday  
7:30 a.m. to 12:00 p.m. Saturday

| R/O Open Date           | R/O Number  |
|-------------------------|-------------|
| 06/08/22                |             |
| R/O Close Date          | Status      |
| 06/09/22                | Reprint     |
| Mileage In              | Mileage Out |
| 4519                    | 4519        |
| Service Advisor / Tag # |             |
| BILL FLETCHER/997       |             |

| [REDACTED]               |         |         | Work Phone  | Vehicle Identification Number |                 |
|--------------------------|---------|---------|-------------|-------------------------------|-----------------|
| ZINOSILLE, IN [REDACTED] |         |         | Home Phone  | Delivery Date                 | In-Service Date |
|                          |         |         |             | 00/00/00                      | 00/00/00        |
| Year                     | Make    | Model   | Body        | Color                         | License Number  |
| 2022                     | LINCOLN | AVIATOR | RESERVE AWD | BLACK                         |                 |

| DESCRIPTION OF SERVICE AND PARTS                                                                                                                                                                                                                                                     | AMOUNT               |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|
| Cell: [REDACTED]                                                                                                                                                                                                                                                                     |                      |
| #1 - MR 80LIZ: MISC<br>CUSTOMER STATES THE REVERSE CAMERA IS INOP<br>CHECK AND ADVISE<br>Caused by<br>DIAGNOSIS, CONTACT HOTLINE, PINPOINT TEST AND<br>FOUND CAMERA TO BE THE FAILURE.<br>Tech: HOUSE TECH(00)<br>Ordered JL7Z 19G490 B :CAMERA - PARKING<br>SPERCIAL ORDERED CAMERA | Internal<br>Internal |
| #2 - MR LPSPDL: PICK-UP & DELIVERY - ROUND-TRIP<br>PICK-UP & DELIVERY - ROUND-TRIP [VALET]<br>Caused by<br>CP:DELIVERY<br>Corrected by : (A99-PDL) (82)<br>Tech: HOUSE TECH(00)<br>pick up and delivery with rental car                                                              | Warranty             |
| #3 - ZF 00LIZ99P: SERVICE INSPECTION ---- ***** 5 STAR *****<br>Tech: HOUSE TECH(00)                                                                                                                                                                                                 | Internal             |
| #4 - ZF 81LIWASH: LINCOLN WASH / CAR WASH VOUCHER<br>Tech: HOUSE TECH(00)                                                                                                                                                                                                            | Internal             |
| #5 - ZF 56L1DR: 17 1 DAY RENTAL<br>Caused by<br>[REDACTED]                                                                                                                                                                                                                           |                      |

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



CASE NUMBER: [REDACTED] STATUS: Resolved  
OPEN: 08-07-2022 CLOSED: 06-13-2023 BUSINESS UNIT NAME: Ford  
RESPONSE TEAM: Lincoln Concierge NA CRC COMMUNICATION: Phone  
CASE CLASS LV 1234: Vehicle Concern | Proactive Support | |  
DEALER NAME: Seth Wadley Lincoln  
PA CODE: 04126 DLR SALES CODE: 67331 REGION: C1 ZONE: CEG  
VIN: [REDACTED] MODEL YEAR: 2020 MODEL: AVIATOR MILEAGE: 37,229  
BODY STYLE: J7X - AVIATOR SIGNATURE AWD 4-DR MPV  
LAST NAME FIRST NAME MIDDLE: [REDACTED] |  
ADDRESS: [REDACTED]  
CITY STATE ZIP COUNTRY: NORMAN | OK | [REDACTED] | USA  
HOME PHONE [REDACTED]  
SYMPTOMS: Driver Aides & Information | Warning Indicators/Messages/Chimes | AdvanceTrac/Traction Control | Flashes  
ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: Marcel Jomaa  
COMMENTS:  
2022-08-07 03:12:54

CLIENT SAYS:

[REDACTED] spouse). [REDACTED] | VIN: [REDACTED]  
2022. Aviator. We were traveling home and getting error messages to contact the dealer. It said reverse brake assist not available, service advance trac - pre-collision assist not available. My wife has a long drive coming up this Monday and want to be sure the vehicle is safe to drive. Since dealer is closed tomorrow, I don't know what to do. We spoke with CSM, Taylor last week. But I tried to contact her extension and I was told it's not a working extension.

PER CLIENT DLR SAYS:  
N/A

CSM ADVISED:  
Will document concerns. Cannot determine cause of error messages without seeing a Lincoln dealership to know for sure. I will email CSM, Taylor and ask her to follow up with you when she returns on 8/8/22. Call CRC in the meantime with any questions you may have. We will review to see how we can best assist you.

NEXT STEPS:  
Close case.

2022-08-07 03:16:53

\*Update to previous note: Next steps:  
Email CSM, Taylor requesting client follow up for 8/8/22.

2022-08-07 03:36:44

>IBC FROM CLIENT:

SPOKE TO: Mr. [REDACTED]  
Client says he tried to email CSM, Taylor, but email bounced back as invalid. Client asked if he could email the information instead.

CSM ADVISED:  
Provided my email and acknowledged that I have received client's emails. I will ensure client has a follow up call on 8/8/22, from CRC either way.

NEXT STEPS:  
Review emails. Email team for further assistance.

2022-08-08 14:48:14

> | OBC to the Client [REDACTED] | SPOKE TO: [REDACTED]

Not impressed with the car but the copr location is awesome.

Sunday they drove and no issues came up. They made an appointment for Tulsa but it was cancelled so now shes on her way back. They will be bringing it into Ford DLR there. Cooper Lincoln is terrible. Lights and alerts were coming up and steering wheel turns 90 degrees sometimes but stays driving straight. Asked if when they went to DLR if he should direct them to us for help. CSM advised the DLR is the one who will be able to diagnose and such and would be able to fix what is happening. I could assist with costs and such but he is under B2B so it is probable there will be none. CLT thanked. CSM asked what CLT was looking for with assistance. CLT advised nothing really, the only thing is if the DLR does not have a loaner veh, they would need something. CSM approved 72/day for up to 7 days a week. Will email CLT and he can let me know if this is something they need when they get to DLR. CLT thanked.

Steering wheel was 90\* and it was going straight. - has video.  
Alerts for multiple things

NEXT STEPS:  
Close case until CLT contacts and advises they need rental assistance.

2022-08-08 14:48:47

OBE to CLT| Mr. [REDACTED]

Hello Mr. [REDACTED]

I hope this finds you well.

I am sending you a courtesy e-mail containing my contact information as well as your case number; CAS-[REDACTED]

I am in the office from 8:00 am to 4:30 pm. My days off are Tuesday and Saturday. Feel free to reach out if you have any questions or concerns. I would be happy to help!

Thank you so much for being a part of the Lincoln family. Have a great rest of your day!

Warm regards,

2022-08-08 16:40:45

| CSM Joan ext. 77767 | \*ASSISTING Alyssa\* | IBC from client [REDACTED]

Stated he is going to the DLR today and they will be securing a rental. He/his wife have not received an email and client confirmed email as [REDACTED]. Will resend email.

Next Steps: Email case manager

2022-08-08 16:44:46

| CSM Joan - EXT 77767|\*ASSISTING Alyssa\*| Email to Client [REDACTED]

Hello [REDACTED]

I hope this finds you well.

I am sending you a courtesy e-mail containing your case managers contact information as well as your case number; [REDACTED]

The Lincoln Concierge call back number is 888-214-2155 and your case manager Alyssa's extension is 77969.

Alyssa is available from 8:00 am to 4:30 pm and she is out of the office on Tuesdays and Saturdays. Feel free to reach out if you have any questions or concerns and we will be happy to assist!

Thank you so much for being a part of the Lincoln family. Have a great rest of your day!

Best Wishes,

Next Steps: Email case manager

2022-08-15 15:13:18

> | OBC to the Client | [REDACTED] SPOKE TO: [REDACTED] VM |

Left VM advising I was trying to see if they needed more rental approved and get DLR info. No answer.

CSM next steps:

Try [REDACTED]

2022-08-15 15:16:57

> | OBC to the Client | [REDACTED] |SPOKE TO: Mr. [REDACTED]

Answered but in a meeting asked for call back in a few minutes. CSM advised I would try and email him if I was not able. CLT thanked.

CSM next steps:

Call/email CLT - need more rental approval?

2022-08-15 16:36:28

Hello Mr. And Mrs. [REDACTED]

I hope this finds you well.

I was reaching out to discuss your case. The representative who spoke with you last advised you were going to a dealership but did not advise of which one. Is the vehicle still down, if so, at what dealership? I can approve another week of rental if the vehicle is still down at this time. When you have time, please let me know!

I appreciate your patience and for being a part of the Lincoln family. Hope you are having a great day!

Warm Regards,

2022-08-15 17:41:58

CSM Sandra CSM- EXT 77854>>assisting CSM IBC FROM CLNT [REDACTED] / SPOKE TO@ [REDACTED]  
CLT advised he needs to extend the rental and wanted to verify the CSM on the case. CLT's wife received a VM stating the emails both came back as not deliverable so ASST CSM verified them. CLT would like a call back from the CSM NEXT STEP: update notes and email CSM Alyssa

2022-08-15 18:16:12

IBE from CLT|

Alyssa,

My wife said you tried to email us but it was not deliverable. Not sure what's going on there but I've CC'd here and I just spoke with someone at Lincoln and they confirmed both of our addresses were correct in the system. For reference, they are:

[REDACTED]

We have the Lincoln at Seth Wadley in Pauls Valley, OK. Our contact is [REDACTED], and the number is [REDACTED] if you need to get any information from them. I did speak with them on Friday and she said they did not have an updates for us so we do need to extend our rental. I've attached a picture of the receipt for the first week.

Regards,

Andrew

2022-08-15 18:17:55

>| Email to Client| Husband - [REDACTED]

Hello [REDACTED]

I hope this finds you well.

Thank you for getting back to me. I sent an email this morning but was not aware my emails were not going through. Please disregard the email if/when it does arrive as you provided the answers I needed. Thank you!

I have approved another week of rental and attached the invoice provided. I will follow up with the dealership and provide an update to you by the end of the week.

I appreciate your patience and for being a part of the Lincoln family. Have a wonderful rest of your day!

Warm Regards,

2022-08-19 14:34:38

> | OBC to the DLR | (405) 338-4788 | SPOKE TO: SA Allison |

Called out for update on vehicle. so far they have not been able to get the car to duplicate any issues. CSM asked if they could maybe test drive with the CLT to see if it occurs, possibly. Requested hotline be contacted. Advise of the situation and what they have done and see if they have any information. If nothing, we will have to return the CLT their veh and wait for issue to occur to bring back in. SA will speak with SM. Thanked.

NEXT STEPS:  
Call CLT

2022-08-19 14:42:07

> | OBC to the Client [REDACTED] | SPOKE TO: [REDACTED] |

Called out to provide update. CLT thanked for follow ups and advised his experience with us is awesome. Sad to not have his car but the way we are handling it is great. CSM thanked. Advised I would keep in touch with the DLR and follow up with him no later than Wed, 24th. CLT thanked.

NEXT STEPS:

Check for Hotline  
Call/Email DLR for update  
Call CLT by 8/24

2022-08-19 14:49:14

Rental

WARRANTY START DATE: 12/13/19

ESP : Yes; PremCare

RO Number:  
RO Open Date: 8/15/22 - Check  
RO Line Number:  
Mileage: 27986 -Check

Lincoln or other: Other

DAILY RATE: 72.00/day  
ESP PORTION:  
DLR PORTION: 8/8 - 8/17 - 10 days - 720.00  
LINCOLN PORTION: 8/18 - 8/25 - 8 days - 576.00

TOTAL: \$1296.00

2022-08-22 17:17:33

> | OBC to the DLR | (405) 338-4788 | SPOKE TO: Reception |

Advised Sa was no in today but would send to someone who could help. On hold for 5 min. CSM disconnected and will try again for update.

NEXT STEPS:

Call DLR for update

Call CLT to provide and approve more rental if needed.

2022-08-24 17:18:33

> | OBC to the Client | [REDACTED] | SPOKE TO: [REDACTED]

Called out and provided update. CLT thanked. Approved for another week of rental and advised I would follow up with her as soon as I got more information from the DLR. CLT thanked.

CSM next steps:

Call DLR

Call CLT to provide update

2022-08-24 17:20:40

Rental

WARRANTY START DATE: 12/13/19

ESP : Yes; PremCare

RO Number:

RO Open Date: 8/15/22 - Check

RO Line Number:

Mileage: 27986 -Check

Lincoln or other: Other

DAILY RATE: 72.00/day

ESP PORTION:

DLR PORTION: 8/8 - 8/17 - 10 days - 720.00

LINCOLN PORTION: 8/18 - 8/25 - 15 days - 1080.00

TOTAL: \$1800.00

2022-08-29 16:48:04

IBE from CLT|

Alyssa,

Will you please provide us with a full service history of the Lincoln, including prior owner(s).

Thank you.

-- Andrew

2022-08-29 17:45:24

CSM reviewed with COM to make sure this was not information we would be able to send to the CLT

2022-08-29 17:45:51

OBE to CLT|

Good afternoon [REDACTED]

I hope this finds you well.

I apologize but that is information I am unable to provide. This is something that you would have to request from the dealership. I am not sure if they will be able to provide history on previous owner repairs but they would definitely be able to provide a list of yours.

I have not received and update on repairs as of today but I will be in touch as soon as I have some information. If you have any other questions, please let me know!

I appreciate your patience and for being a part of Lincoln. Have a wonderful rest of your day!

Warm Regards,

2022-08-29 17:58:04

> | OBC to the DLR | (405) 338-4788 | SPOKE TO: SA Allison |

Called out for update. Diag complete? Repairs needed? Advised they found no issues and were calling CLT to come pick up the vehicle. CSM thanked.

NEXT STEPS:

Call CLT once veh is picked up. Advise to download LW app and if issue occurs in the future we can re-evaluate veh at DLR.



2022-08-29 18:04:50

Rental

WARRANTY START DATE: 12/13/19

ESP : Yes; PremCare

RO Number:  
RO Open Date: 8/15/22 - Check  
RO Line Number:  
Mileage: 27986 -Check

Lincoln or other: Other

DAILY RATE: 72.00/day  
ESP PORTION:  
DLR PORTION: 8/8 - 8/17 - 10 days - 720.00  
LINCOLN PORTION: 8/18 - 8/25 - 20 days - 1440.00

TOTAL: \$2160.00

2022-08-29 19:10:46

8/29 ACOM approving rental over DOA  
CSM to get approval again on 9/6 if client is still in rental.

2022-08-31 19:30:50

██████████ CSM JEFF 77989 IBC FROM CLT ANDREW MILLS CLT ADV HAS SPOKEN WITH DLR WHO ADVISED VEH COMPLETED BUT WOULD LIKE TO SPEAK WITH FACING CSM BEFORE PICKING UP CSM ADV: CSM CURRENTLY UNAVAIL BUT DOES HAVE A F/U SCHED FOR TODAY CLT REQUESTED HE CALL HIM ██████████ NEXT STEP UPDATE CSM VIA WEBEX

2022-08-31 21:02:01

> | OBC to the Client | ██████████ | SPOKE TO: ██████████ |

Called out and CLT advised veh was done. Not very happy. Everything just seems like " normal conditions" DLR had forwarded email from Tech and he sees that they at least tried. CLT will download the app and will pick up the veh. CSM advised I would follow up with him by next Sunday. CLT thanked.

NEXT STEPS:  
Check into GFR for CLT

2022-08-31 21:10:21

1) Where is the vehicle located? DLR 2) Mileage of vehicle? 28000 3) Is the vehicle leased or purchased? Purchased 4) Is client original owner? No 4.a) If no, date purchased? 5/9/22 4.b) Who was the vehicle purchased from: F/L DLR, individual, or 3rd Party? JOE COOPER LINCOLN OF EDMOND 5) State where the vehicle was purchased? OK 6) State where the vehicle is registered? OK 7) Is the client in a loaner? If yes, who is paying? If no, do you need a loaner? Yes - CSM 8) Client's alleged number of repair attempts for the same non-conformity? 3+ 9) Alleged number of days out of service for warranty repairs? 30+ 10) All dealers where repair attempts have occurred? BLUEBONNET FORD - JOE COOPER LINCOLN OF EDMOND - SETH WADLEY LINCOLN reverse brake assist not available, service advance trac - pre-collision assist not available. Steering wheel turn 90\* sometimes while he is going straight.

2022-09-05 22:21:38

CSM Jasmine CSM- EXT 77856>>assisting CSM IBC FROM CLNT @ ██████████ / SPOKE TO@ Mr. ██████████ CLT reached out asking a question regarding CLT VHL. CLT stated that when VHL is in adaptive cruise control and the tolerances for the speed limit is set to 80 and the speed limit switches from 75 to 70 the VHL automatically jumps to 80 miles per hour which is not right. CLT wanted to know if there was any way CSM could help trouble shoot issue or could assist w/ resolving issue. CSM attempted to assist but was unable to CSM informed CLT that there was no way CSM could trouble shoot issue over the phone it would be best for CLT to take issue to DLR. CLT was not satisfied and asked for supervisor as CLT felt that hire manager would know how to do so. CSM was able to deescalate and advised CLT any info CSM gave would be the same info he would receive from anyone else regarding issue. CLT did not want to go out of his way to take VHL to DLR CLT stated that they have been out of a VHL for weeks now and do not want to go through the same process again of getting a rental and dealing with a dealership. CLT wanted to know if there was a tech they could talk to that could walk CLT through steps to troubleshoot or fix the software related to the issue. CSM stated unfortunately there was not and informed CLT the best thing to do would be to take VHL back to DLR where CLT could get assistance from DLR and we could escalate issue to field tech if needed. CLT stated that CLT would do that and wanted all the info documented. CSM informed CLT that CSM Alyssa had a follow up scheduled for 9/7 but CSM would have her reach out tomorrow regarding the new issue. CLT is also having an issue w/ back up camera not working 100% of the and it already had been replaced 2 months ago. CLT stated CLT would take VHL to DLR and wants further assistance w/ rental and repairs CLT requested a call back to him not his wife at ██████████ NEXT STEP update CSM

2022-09-07 12:26:52

\*\* CSM is off on Tuesdays\*\*

IBE from CLT | ██████████ | Tuesday 9:47 AM |

Alyssa, please see email below for rental car charges we paid while the Lincoln was in the shop.

I called and spoke with someone yesterday because we're still having issues. On 09.03.2022 the backup camera started acting up again, this time it was just black and said it was not available. I've added the video to my shared Google Drive and attached it here. Also, I've nailed down exactly how to get the car to duplicate it speeding up to 100 mph while on IntelligentCruise. Is there any way I can work with someone there directly to explain steps to reproduce?

-- Andrew

2022-09-07 12:59:30

OBE to CLT|

Good morning [REDACTED]

I hope this finds you well.

I apologize you are still having issues with the vehicle. Unfortunately, the only technical aspect we have available to work with the public is our dealership. Once you are there, I can have the manager request the field service engineer again to assist them with repairs. This can only be done once the vehicle is down at the dealership. Are we trying a different dealership or will you be going back to Seth Wadley?

I will also get started on this refund for the rental you needed. Please confirm the address we have below is the correct address and, when you have time, please let me know when the vehicle will be back at the dealership. I will make a note on the case file to make sure the technician is contacted.

[REDACTED]  
NORMAN OK, [REDACTED]

I appreciate your patience and for being a part of the Lincoln family. Hope you have a wonderful day!

Warm Regards,

2022-09-07 13:43:49

RENTAL

WARRANTY START DATE:12/13/2019

ESP : Premcare CPO

RO Number: NA  
RO Open Date:  
RO Line Number:  
Mileage:

Lincoln or other: Other - Hertz

DAILY RATE: 72/day  
ESP PORTION: 72/day - 5 days  
DLR PORTION: 8/9 - 8/18 - 10 days - 720.00  
LINCOLN PORTION: 8/19 - 9/2 - 15 days - 1080.00

Total approved for CLT - 1800.00  
Total Hertz Rental bill from CLT - 1681.25

2022-09-07 14:02:08

DAILY RATE: 72/day  
ESP PORTION: 72/day - 5 days  
DLR PORTION: 8/9 - 8/18 - 10 days - 720.00  
LINCOLN PORTION: 8/19 - 9/2 - 15 days - 1080.00

Total approved for CLT - 1800.00  
Total Hertz Rental bill from CLT - 1681.25

2022-09-07 14:33:51

IBE from CLT|

Thanks Alyssa, yes the address below is incorrect.

I reached out to SW yesterday and they said the car has displayed 120+ codes, per day, since we left on 09/01. I realize you need it at the dealership to troubleshoot, but can you have a tech work with Terry, the shop foreman at SW, to better understand the issue before we bring it in? Also, how can we get a loaner vehicle that's equivalent in features? I appreciate that you all are covering the rental, but pretty much any rental we get has far fewer creature comforts than the Aviator. Can you compel the dealership to provide us something from their inventory?

On the note about the 120+ error codes per day. I'm pretty frustrated it spent so much time at the dealership and they either didn't think to connect to it through Lincoln Way or are unable to do so. Is there a mechanism that would allow a dealership to tap into the system and pull these codes without it being connected? If so, did they try that? If they tried it, why didn't these codes show up then? If there is not a way for them to connect, there should be and I'd like for you to pass that feedback up the chain.

Lastly, about the cruise control, I genuinely believe it's a bug in how the system was designed. It works consistently, but it doesn't work the way anyone I've talked to would expect. Can you research the expected behavior for me? I've read the manual and found where it talks about how to set it, but it doesn't explain expected behavior. Here is the scenario...

You're using Intelligent Cruise Control and you're driving 75 mph. You pass a 70 mph speed limit sign. Given the following two settings, how should the car react?

- 1) Your 'Tolerance' setting is at 0 mph
- 2) Your 'Tolerance' setting is at +10 mph

Thanks,

Andrew

Continuous codes with SSM/TSB/GSB since 9/1/22. Multiple other codes in system but no articles attached.

-----  
ACM|U2101:00:08 - Control Module Configuration Incompatible

SSM - 49490  
-----

APIM| C1001:01:08 - Vision System Camera

SSM - 50388  
GSB - 22-7034  
-----

RFA|B1592:31:49 - Antenna #6 #4 #8 #7 #5  
RFA| B15A5:56:48  
Bluetooth Low Energy Module (BLEM)

SSM 50845  
-----

RFA | B1597:49:49 - Antenna #11 #2 # 6 #4 #8 #7 #5 #10 #9 #3

RFA|P1269:00:49  
Immobilizer Code Not Programmed

SSM 48518  
-----

PCM| U0103:00:28  
Lost Communication With Gear Shift Control Module A

SSM 49685  
-----

OCSM| U024C:00:28 -Lost Communication with Seat Control Module 'H'

APIM| U0121:00:08 - Lost Communication with Seat Control Module 'G'

TSB - 19-2390  
-----

BCM| U0198:87:08 - Lost Communication With Telematic Control Module 'A'

SSM 50726

2022-09-08 14:16:36

GFR|

( Transport damage )

RO number: 567929

RO open date: 05-FEB-2020- 27-MAR

RO open mileage: 13

Vehicle issue: Front end damage

Vehicle repair: Damage on arrival from transport. Bumper and grille, headlamps, hood, left fender A pillar rocker moulding. Replaced bumper and bracket, replaced front distance sensor. Replaced L headlamp and daytime running lamp. L Fender, L rocker moulders.

Days down for this visit: 52 days

RO number: 1422980

RO open date: 9/2/20 - 9/8/20

RO open mileage: 297

Vehicle issue: Keyless entry pad will not light up.

Vehicle repair: Installed new L Keypad

Days down for this visit: 7

RO number: 4175006

RO open date: 5/3/21 - 5/12/21

RO open mileage: 8766

Vehicle issue: Pre collision assist not working

Vehicle repair: replaced front halfshaft

Days down for this visit: 10 days

RO number: 7613263

RO open date: 4/15/22 - 4/22/22

RO open mileage: 25494

Vehicle issue: Recall

Vehicle repair: Recall 21S44

Days down for this visit: 8

- ( 21S44 completed for the 360-degree camera. According to our records, the software calibration was incorrect for that previous repair. Needs new reprogramming.

RO number: 8296301

RO open date: 6/14/22 - 6/28/22

RO open mileage: 26000

Vehicle issue: backup camera blue until veh is turned off and on again / Muffler came loose / bad echo when radio on

Vehicle repair: replaced camera and re-assembled. / Replaced tail pipe assembly / TSB-22-2225, update sync.

Days down for this visit: 15 days

RO number: Unknown

RO open date: 8/9 - 9/2

RO open mileage:

Vehicle issue: Blue screen and camera not working. / reverse brake assist not available, service advance trac - pre-collision assist not available. Steering wheel turn 90\* sometimes while he is going straight.

Vehicle repair: DLR advised no issues. TAR was involved and requested LW app to be given VHA approval. CLT did.

Days down: 25 days

CLT going back to DLR. 50+ codes showing now that VHA approve

2022-09-08 15:14:32

OBE to CLT|

Good morning Mr. [REDACTED]

I hope this finds you well.

I will make sure an engineer works with the foreman as soon as the vehicle is down at the dealership. On the point of the loaner I do have to apologize. I have no power over the dealership and would not be able to compel them to provide an inventory vehicle for a loaner. I would be able to assist with a rental refund as with the previous repair. As far as how the dealership is able to pull codes I am again unfamiliar with the process. This would be something I would have to defer to the dealership on but I will absolutely put in the feedback.

The cruise control expected behavior in detail is again something I would have to defer to the dealership on. I have general information and have done my best to answer but, if you have more questions they would have to be answered by the dealership as they are our technical end. Anything they are maybe unfamiliar with can be discussed with the engineer when they are connected. I also provided a link to a YouTube video that provided information. I hope it helps!

From my understanding you have adaptive cruise control and not the intelligent cruise control. With your scenario I believe things should work like this. You're using Adaptive Cruise Control and you're driving 75 mph. You pass a 70 mph speed limit sign. The vehicle registers it.

1) Your 'Tolerance' setting is at 0 mph – The vehicle would slow to 70mph as you have not advised the veh to exceed.

2) Your 'Tolerance' setting is at +10 mph – The vehicle would speed up 5 miles to 80 mph as you have advised the vehicle to exceed the limit by +10 mph.

[https://www.youtube.com/watch?v=\[REDACTED\]](https://www.youtube.com/watch?v=[REDACTED])

I appreciate you being a part of the Lincoln family and hope you are having a wonderful day!

Warm Regards,

2022-09-08 15:20:43

WSD - 12/13/19

State:  
Presumption time: 1y?  
Requirements: 4+ repairs/ 30+ days

2022-09-08 16:16:47

Submit Morley

DAILY RATE: 72/day  
ESP PORTION: 72/day - 5 days  
DLR PORTION: 8/9 - 8/18 - 10 days - 720.00  
LINCOLN PORTION: 8/19 - 9/2 - 15 days - 1080.00

Total approved for CLT - 1800.00  
Total Hertz Rental bill from CLT - 1681.25

2022-09-09 17:54:35

IBE from MR [REDACTED]

Thanks Alyssa,

I tried to attach a picture here from my phone and Gmail didn't do something right and it messed up the other email chain, sorry.

So, that video has nothing to do with 'Intelligent Cruise Control' or the Tolerance setting. I don't know what you guys call it internally, but I can tell you the screen looks like the screen in this article(halfway down), which feels like 3 different 'Cruise Control' modes to me, one of them being 'Intelligent' which is the setting we have turned on. The 'Tolerance' setting only shows when you click the 'Intelligent' option.

Interestingly enough, I started browsing this site and there are a TON of articles about issues with the 2019-2022 Aviators, mostly electrical... seems familiar.

I've read how you expect this to behave and you are the first person I've interacted with who expects it to behave that way. I've asked 12 people, those in and around me as well as colleagues that live all over the USA. Every single one of them expected the same behavior, which was not the behavior you described. The behavior they expected, and the behavior I expected, was for a 'Tolerance' to tolerate you to be above or below a posted speed limit by the amount set. In the examples below, the car would slow to 70 for the first example and allow you to stay at 75 on the second. Not a single person, including folks who sell Ford/Lincoln cars and those who service them, expected it to add the 'Tolerance' to the detected speed. If that is working as expected, I'd like to get feedback to whomever created and/or approved the feature. At the very least, they need to add some additional content to the Tolerance screen that explains how it works. However, in my opinion, "Tolerance" is a poor choice of wording and needs to be changed or the feature needs to be reworked.

I'm confused on why you need the car at the dealership in order to troubleshoot. Here is the feedback Cleo provided via email to the dealership:

TO aid with investigation, we also recommend that the Customer be advised to download and activate the Lincoln way App, as this will allow us to see any faults that occur in real time and determine a repair strategy should the concerns occur again. In this case, the Customer should contact the Dealer to notify of the concern. The Dealer can then review Connected Vehicle information to determine potential causes. At that time, we should also determine vehicle location when fault occurs to identify what could be a normal condition.

When I read that I have 2 action items: download the Lincoln App, notify them of concerns. I've done those things. As I read on, I understand that Lincoln (this is Cleo's email, so 'us' means Lincoln) can see any faults 'in real time'. If you can see issues in real time, that tells me you don't need to have the car in the shop to see issues and determine a repair strategy. Moreover, "The Dealer can then review Connected Vehicle Information to determine potential causes". None of those instructions indicate I must take the vehicle to the shop so you all can work with the dealership on a strategy for repair. Can you confirm with Cleo I must take it to the dealership before he can review the errors with the dealership?

- [REDACTED]



2022-09-11 12:24:07

OBE to CLT|

Good afternoon [REDACTED]

I hope this finds you well.

I understand that others have told you different but I am confident in the information I provided. According to your owner's manual intelligent adaptive cruise control combines speed sign recognition with adaptive cruise control to adjust the cruise set speed to the speed limit detected by the speed sign recognition system. There is no set speed for this setting. For example, if the speed sign recognition system detects a 50mph (80km/h) speed limit, the cruise set speed is updated to 50mph (80km/h) +/- the driver's selected speed offset. If you were driving at 75 mph and the vehicle detected a sign that showed 70 mph, your vehicle would slow down to 70 mph. If a tolerance were set at 10, the vehicle would go from 75 mph to 80 mph as 80 would be 10+ the registered speed limit sign. Please note: You cannot set the tolerance more than 20mph (30km/h) above or below the recognized speed.

In regard to Cleo's email, we have done all the steps we can with the vehicle not at the dealership. He requested the Lincoln way app be given approval, you agreed and completed that for us. You reached out to the dealership as requested and advised the issues were still happening. They reviewed the vehicle data and have not been able to determine a potential cause. The information they can see happens in real time but it is only saved information. At this time, the vehicle needs to get to the dealership for further diagnosis. Please let me know when you have set an appointment so I can note the case.

I appreciate your patience and for being a part of the Lincoln family. Hope you are having a wonderful day.

Warm Regards,

2022-09-11 12:24:22

IBE from CLT|From: [REDACTED]  
Sent: Friday, September 9, 2022 4:12 PM  
To: Martinez, Alyssa (A.)  
Cc: [REDACTED]  
Subject: Re: Hertz E-Mail Statement of Charges

I understand. The blurb you just sent about how it works, is that in the owners manual somewhere?

-- [REDACTED]

2022-09-11 12:39:15

OBE to CLTs|Good morning [REDACTED],

I hope this finds you well.

Yes, this is located in your owner's manual. We have converted to a HTML version so there are no page numbers but once you are in the manual it will give a list of sections. This was found in the Adaptive Cruise Control section. There are other sub-sections within that may also be useful to you!

I appreciate you being a part of Lincoln and hope you are having a wonderful day!

Warm Regards,

2022-09-12 19:56:33

IBE from CLT|From: [REDACTED]  
Sent: Sunday, September 11, 2022 10:31 AM  
To: Martinez, Alyssa (A.) amart658@lincoln.com>  
Cc: [REDACTED]  
Subject: Re: Hertz E-Mail Statement of Charges

Alyssa,

I am at the airport, headed out of town, and will not be back until Thursday. With me being gone, it will not be possible for Andrew to get my Aviator to the dealership and coordinate the rental being a solo driver. Is it possible to get the Aviator towed so they can get started on it ASAP?

Also, I am attaching a picture of the manual in my vehicle that pertains to tolerance in the adaptive cruise control section. I do not see the language that refers to tolerance being an offset. Is this the correct area to reference?

Thanks,

[REDACTED]

2022-09-12 19:57:17

OBE to CLT]

Good morning [REDACTED]

I hope this finds you well.

The physical copy of the owner's manual is not always the most up to date. We suggest using the Owner's manual located on our Lincoln.com website as this is the most up to date manual. This is where I found the provided information. I have a link for your convenience.

2020 Aviator Owner's Manual (fordservicecontent.com)

As far as being able to tow the vehicle while you are gone, I think this is possible but I would suggest reaching out to roadside assistance to see what may need to be left, if anything, for this to be done.

If you have anymore questions please let me know! I am happy to help! I appreciate you being a part of the Lincoln family and hope you are having a wonderful day.

Warm Regards,

2022-09-12 19:57:58

IBE from CLT]ThanksAlyssa. Please pass feedback along to whoever maintains this documentation that it should be updated to use wording which actually uses the feature name. In this blurb, it talks about how it will add the 'selected speed offset.' to the detected speed, but the car doesn't have a 'selected speed offset', instead it has a 'tolerance'. Again, tolerance is the wrong word for this feature based on how it works. Offset is certainly a better word.

I'll reach out to roadsideassistance to have the vehicle towed to PV on Monday. Since [REDACTED] is out of town we won't need a rental until she's back on Thursday. Getting it to the dealership on Monday will save 3 days of rental fees.

Speaking of rental fees, how are we looking on the refund?

-- [REDACTED]

2022-09-12 19:58:37

Submit Morley

DAILY RATE: 72/day  
ESP PORTION: 72/day - 5 days  
DLR PORTION: 8/9 - 8/18 - 10 days - 720.00  
LINCOLN PORTION: 8/19 - 9/2 - 15 days - 1080.00

Total approved for CLT - 1800.00  
Total Hertz Rental bill from CLT - 1681.25

2022-09-15 14:03:28

Hey Alyssa,

We had the vehicle towed to the dealership on Monday. How long does reimbursement for the rental take?

-- [REDACTED]

2022-09-15 15:14:09

COM reviewed case. At this time COM does not recommend replacement. GFR denied.

OPP

2022-09-15 21:31:08

CSM Kuljeet 77959 assisting CSM Alyssa | IBC from CLT CLT called in i let him know CSM Alyssa was not available but i would be more than happy to see if i can assist, as the client was speaking GCCT and Jabber dropped CLT was no longer on the line Next Step Update CSM Alyssa

2022-09-15 22:09:29

CLT asked if this was Lincoln concierge. CSM adv that is the name of our dept but we do not set up t he PUDL service, adv service dept @ DLR would be the resource for this. CLT adv his veh is already @ DLR and he had it towed in. CLT is upset the DLR did not offer PUDL and he rec'd a marketing promotion from Lincoln saying "Do not worry, we will always pick your car up, provide you a loaner, and return your car when it is serviced". CLT described this as false advertising. CSM apologized as it is based on DLR availability. CLT states this is not mentioned in the advertisement.

CSM called DLR & spoke w/ Allison. CSM asked if they are able to provide loaner. DLR adv they do not have any available at this time but placed him on waiting list - did not specify how long list is but adv it is "a lot".

DLR adv they are replacing "gateway module" and hope to have it completed by tomorrow or early next week. DLR adv they were planning to f/u with CLT. CSM adv to please maintain that follow up bc he is escalated.

CSM went back on line w/ CLT & adv DLR does not have loaners available at this time but CLT is on waiting list. CSM adv of repair status.

CLT adv he has not rec'd any updates from Lincoln and we are not providing what is advertised so he cannot recommend Lincoln.

CLT adv he called in previously and spoke w/ CSM Kuljeet - adv he believes she ended call purposefully. CSM apologized (Lincoln's entire system dropped at the time CLT was on call - CSM did not hang up.) CLT adv he wants this to be reviewed & he wants to be contacted to verify if he was hung up on. CSM apologized as no escalation can be placed on this request as we are managers ans no supervisor would be able to speak w/ CLT. CLT adv "That's cute. I know you have a supervisor". CSM apologized again & adv I a manager & able to listen to his concerns. CSM adv we will focus on the repair and assist him with everything we can.

CLT adv he will locate a supervisor on LinkedIn to address he feels he was hung up on. CSM apologized as there will be no supervisor contact for this.

next steps: FU with CLT on repair status 9/16

2022-09-16 14:17:33

Morley Case #:  
Primary reason for Reimbursement Offer(s): Rental  
GCCT Case #: [REDACTED]  
Client Information:  
Name: [REDACTED]  
Mailing Address: [REDACTED]  
NORMAN OK [REDACTED]  
Is the customer a citizen of India? No  
VIN: [REDACTED]  
Reimbursement Information  
Reason for Customer Reimbursement: Rental  
Rental Reimbursement: Assisting  
Amount: 1681.25

2022-09-16 14:21:41

Debit Card

Morley Case #: 795130

Primary reason for Reimbursement Offer(s): Rental  
GCCT Case #: [REDACTED]

Client Information:

Name: [REDACTED]  
Mailing Address: [REDACTED]  
NORMAN OK [REDACTED]  
Is the customer a citizen of India? No  
VIN: [REDACTED]

Reimbursement Information  
Reason for Customer Reimbursement: Rental  
Rental Reimbursement: Assisting  
Amount: 1681.25

2022-09-16 14:21:57

Ford Cash Settlement/Debit Card Case Transmission  
CASE NUMBER: [REDACTED]

2022-09-16 14:29:04

> | OBC to the Client | [REDACTED] | SPOKE TO: [REDACTED] | VM |

Called out to advise of update on Dc. Should be mailed out Tuesday/Thursday. Let him know I was reaching out to the DLR for another update and left contact info for call back.

CSM next steps:  
Check hotline for update  
Call DLR with any questions

2022-09-16 15:43:44

> | OBC to the DLR | (405) 338-4788 | SPOKE TO: SA Allison |

Ordered Motor and it should be here Monday. CSM will follow up on Wed.

CSM next steps:  
DLR call for update  
CLT call to advise of update - DC sent out? COM note?

2022-09-19 20:29:48

COM transmitted Comerica case2020 Lincoln Aviator">795130.

2022-09-19 20:53:58

\*\* Assisting \*\* > |OBC to the DLR| 4053384788 SPOKE TO: Allison Called DLR ADV I am reaching out on behalf of CSM who is OOTO, ADV I am reaching out to check status of CLTs vehicle repairs, DLR ADV that CLTs repairs are ongoing, DLR ADV they put gateway module in, but still receiving some warning lights, DLR ADV that she has received several calls on this CLT. NEXT STEPS: Update CLT on DC Arrival

2022-09-19 20:58:20

\*\* Assisting \*\* >|Email to Client| [REDACTED] Good Afternoon, [REDACTED] I hope this email finds you well. I am reaching out on behalf of your Case Manager Alyssa as she is out of the office today, I am reaching out to advise that your debit card for reimbursement has been processed, Once the debit card arrives, there will be a packet that comes with the card to explain benefits and activation. The packet will contain steps needed to activate the card, and the link to the Comerica Activation website. I am showing that your debit card should arrive no later than 10/06/22, Alyssa will reach out no later than EOD 10/07/22 to verify that you have been able to receive your debit card. To activate the card, you will need the last 4 digits of the numeric section of your case number. As your case number is [REDACTED], your activation PIN will be 3738. Alyssa will remain your main point of contact in this case, will continue to work with your dealership until the repairs have been completed. If you have any questions in the meantime, please do not hesitate to reach out to either of us. Thank you so much for being one of the best parts of Lincoln! Warm Regards, NEXT STEPS: Call DLR > Repair Update Available? Call CLT by EOD 10/07/22 > DC received?

2022-09-21 20:21:03

CSM Freda \*\* Assisting\*\* EXT 77852 IBC from Client

SPOKE TO: clt requested update on case. csm inquired if clt received email from 9/19. clt adv he has received email. csm adv according to latest update, repair is still ongoing. dlr adv the gateway module has been installed, but still receiving warning lights. csm adv f/u is scheduled for tomorrow by end of business.

NEXT STEPS: Email csm.

2022-09-25 20:47:48

> | OBC to the Client | [REDACTED] | SPOKE TO: [REDACTED]

Waiting on part for keypad. CLT really not happy about his situation and wants to know when he will qualify the buyback. CSM advised I would not be able to give that. CLT asked if CSM knew the OK LL. CSM advised not really. CLT advised that was not comforting and directed CSM to contact Lincoln legal team to find out and get information on the situation. CSM advised this was not necessary as LL was a legal process and not something I handle. If he wanted a BB that way he would have to do the whole legal process. CLT advised he did not want to do this. CSM advised I would continue to look at the case and if it came down to me being able to repurchase I would. Until then I would advise of repairs. CLT advised about how he had been hung up on previously. Wanted to know if anyone could check into this and make sure. He asked about it previously but no one ever got back to him about it. Advised that the other agent just told him we had no supervisors. CSM advised I would have SUP look into this. Would he like a call back? CLT declined. " utilize a training opportunity as he was very upset that day and it only made things worse. " CLT thanked for time.

NEXT STEPS:  
Contact DLR for update  
Contact CLT to provide

2022-09-28 18:22:27

> IBC from the client [REDACTED] SPOKE TO: [REDACTED] requesting to speak with CSM Alyssa which advised not in the office today -dlr states veh is ready for pick up but cant pick up until friday -client would like to know if we can tow the veh back or have the dlr deliver the veh back ++OBC to RTL spoke with Allision - advised client can not pick up until friday, would like to know if veh can be delivered to the client which dlr states the person who handles the PUDL left for the day but will submit request and to call back tomorrow to see if can be done or not = I advised client we have request for the veh to be delivered, we wont know until tomorrow which CSM Alyssa will touch base to provide an update NEXT STEPS: check with dlr if veh can be delivered then touch base with client with update

2022-09-29 17:28:00

\*\*\*Assisting\*\*\*  
CSM Lianna x77218 OBC to RTL 4052075206

Spoke to: SA Allison advised Clt veh was already dropped off

Next step: Email CSM Alyssa and reset f/u

2022-09-30 15:29:37

\*\*ASSISTING\*\*

CSM Rachelle Lewis EXT 77859 OBC to Client [REDACTED]

Spoke to: Lm w/ clt to check veh sat. ADV csm will reach out again on Monday.

Next steps: email csm

2022-10-03 18:42:30

IBE from CLT]

Please see attached receipt for charges from Hertz for the second stint. Total charges were \$993.51 paid in two payments, \$484.99 and \$508.52.

Regards,

On Fri, Sep 30, 2022 at 9:25 AM [REDACTED] > wrote:  
Hey Alyssa,

There was a mixup in how much we actually paid to Hertz. The invoice I sent you showed \$1,681.25 and that was the amount on the card you sent. However, if you look at it closely you'll see there is a line item titled 'Voucher Value' for \$-622.68. They actually charged us in two separate transactions for this rental, the first was \$622.68 and the second was \$1,681.25 for a total of \$2,303.93. I've attached the original receipt I sent you, a receipt I requested from Hertz that shows ALL charges for that rental, and our bank statement. Please issue a refund for the additional \$622.68. Also, we got the Lincoln yesterday and we will be taking the rental back today. Once we do that I'll send you all charges for the second round.

Thanks,

2022-10-07 20:24:34

> | OBC to the Client | [REDACTED] | SPOKE TO: [REDACTED]

Electric issues gone but clicking in engine now. Will take it in at some point. CSM is happy that the other issues were resolved but apologized for new issue. CLT not worried about it, just annoying. CSM understood. Would complete the Final DC for him totaling - 1616.19. CLT thanked.

CSM next steps:  
Submit DC in Morley.

2022-10-09 16:11:44

8/9 - 9/2 - 25 days @ 72.00/day - 1800.00

Rental receipt - 8/9 - 9/2 - 25 days - 2303.93

Already provided \$ 1681.25. - Rental 1

CSM needs to add 622.68 to next DC. - This attachment shows payment

2022-10-09 16:13:09

1681.25 - Already provided to the CLT  
622.68 - [REDACTED] Hertz Invoice Details from rental 1.

Plus 2nd rental

(9/16 - 9/30 - 15 days @ 72/day = 1080.00 )

9/16 - 9/30 - 15 days @ 66.24 = 993.51 -CLT paid  
( attachment)

CSM owes CLT - \$1616.19

2022-10-09 17:10:23

Morley Case #:  
Primary reason for Reimbursement Offer(s)  
GCCT Case #: [REDACTED]  
Client Information:  
Name: [REDACTED]  
Mailing Address: [REDACTED]  
NORMAN OK, [REDACTED]  
Is the customer a citizen of India? No  
VIN: [REDACTED]  
Reimbursement Information  
Reason for Customer Reimbursement: Rental  
Rental Reimbursement: Assisting  
Amount: 1616.19

2022-10-09 17:10:42

Morley Case #: 800729  
Primary reason for Reimbursement Offer(s)  
GCCT Case #: [REDACTED]  
Client Information:  
Name: [REDACTED]  
Mailing Address: [REDACTED]  
NORMAN OK, [REDACTED]  
Is the customer a citizen of India? No  
VIN: [REDACTED]  
Reimbursement Information  
Reason for Customer Reimbursement: Rental  
Rental Reimbursement: Assisting  
Amount: 1616.19



2022-10-12 14:03:22

OBC to DLR| SPOKE TO SM|

Asked if they were refunding CLT the 10 days as I have not gotten an answer. Advised she would look into this as she was not aware of EFC. CSM provided number and contact info. Thanked.

CSM next steps:

DLR call

Submit whole DC or take off 720.00

2022-10-14 15:08:23

OB PM to DLR|

Hello!

Just touching base to see if the clients check for your portion of the rental has gone out as of yet. ( first 10 days) when you have time, please reach out!

Alyssa

888-214-2155 ext 77969

Amart658@Lincoln.com

2022-10-14 15:10:56

\*\* CSM double checking if DLR is assisting with rental refund ( 10 days - 720.00 ) before COM will submit\*\*

2022-10-17 16:31:09

\*\*Assisting\*\* > |OBC to the RTL| 4052075206 SPOKE TO: Stacey SM Called DLR requested to speak with DLR SM, ADV reaching out being as we are seeking assistance from the DLR to cover their portion of rental for the first 10 days, DLR ADV they were not aware that the CLT was in a rental, CSM apologized, DLR ADV that they had loaners available they could have offered her, DLR ADV that its hard for her to approve something that they were not made aware of, CSM ADV that i understood. CSM ADV will process rental for CLT. NEXT STEPS: Process Morley

2022-10-17 16:39:49

\*\*Assisting\*\* > |Email to Client| [REDACTED] Good Afternoon, [REDACTED] I hope this email finds you well. I am reaching out on behalf of your case manager Alyssa being as she is out of the office today. I am reaching out being as we are working on getting the rental reimbursement processed for you, at this time we do not have an estimated time of arrival, due to a processing error, but are working to resolve this as soon as possible, I will have Alyssa follow up with you no later than end of business day Thursday 10/20/22 with any updates available at that time. If you have any questions in the meantime, please do not hesitate to reach out to either of us. Thank you so much for being one of the best parts of Lincoln! Warm Regards, NEXT STEPS: Process Morley Update CLT by EOD 10/20/22

2022-10-19 21:18:02

Morley Case #: [REDACTED]  
Primary reason for Reimbursement Offer(s)  
GCCT Case #: [REDACTED]  
Client Information:  
Name [REDACTED]  
Mailing Address: [REDACTED]  
NORMAN OK, [REDACTED]  
Is the customer a citizen of India? No  
VIN [REDACTED]  
Reimbursement Information  
Reason for Customer Reimbursement: Rental  
Rental Reimbursement: Assisting  
Amount: 1616.19

2022-10-19 21:19:26

Requested DC be pushed through as DLR is not getting back to us about their 10 day refund. COM review 10/20 if no note.

2022-10-19 21:54:39

Ford Cash Settlement/Debit Card Case Transmission CASE NUMBER: [REDACTED]

2022-10-19 21:54:53

COM aapproved

2022-10-19 21:58:21

COM approving full rental reimbursement through Comerica, as RTL is unwilling to provide their 10 days of coverage.

2022-10-20 20:16:52

OBE to CLT|

Hello Mr. & Mrs [REDACTED]

I hope this finds you well.

I wanted to reach out to you and advise that I was able to get the processing issue corrected. I should have a date of arrival by mid-week. I will follow up with a date of arrival no later than 10/26/22. Please let me know if you have any questions!

I appreciate your patience and hope you are having a wonderful day!

Warm Regards,

2022-10-26 15:00:57

IBE from CLT|

Hey Alyssa!

We've been seeing some more strange behavior with the car so I reached out to Allison with Seth Wadely earlier this week. I just heard back from her and she confirmed for me that we're seeing 15+ error codes per day, mostly around bluetooth. I think the car needs to go back to them for troubleshooting. Here is a list of the issues I've seen [REDACTED] may be able to add more:

Consistent issues that can be duplicated:

Clicking noise coming from under hood, driver's side. This is there when the car starts and is idle, it gets louder when the car is driven at low speed, and goes away as you go faster.  
Driver's side door pad does not work as expected, takes 5+ attempts to get it to lock. This has been replaced twice. Intermittent issues:

Driver's side seat not moving back when car is turned off  
Driver's side seat not adjusting to correct position based on key fob or pushing setting button  
Received a 'Reverse Brake Assist Not Available' error  
Android Auto failed to work with either of our phones, turned the car on and off and restarted our phones--  
Andrew

2022-10-26 16:48:44

DC processed. Email CLT update on time-frame

2022-10-26 16:54:46

Should arrive around 11/11

2022-10-26 18:52:08

OBE to CLT|

Good afternoon Mr. And Mrs. [REDACTED]

I am so sorry to hear we are having to go back to the dealership. I will reach out to them today and find out when we can get you in with a loaner vehicle. I will follow up as soon as I hear. If you happen to hear from them before I do, please let me know when we are going in!

As far as your debit card goes, I have checked and it looks like it has completed processing at this time. Arrival should be around 11/11/22. The debit card will arrive in a plain white envelope and the activation pin will be 3738. Please let me know if you have any questions.

I appreciate you being a part of the Lincoln family and hope you are having a wonderful day!

Warm Regards,

2022-10-31 18:02:00

Consistent issues that can be duplicated:

Clicking noise coming from under hood, driver's side. This is there when the car starts and is idle, it gets louder when the car is driven at low speed, and goes away as you go faster.  
Driver's side door pad does not work as expected, takes 5+ attempts to get it to lock. This has been replaced twice. Intermittent issues:

Driver's side seat not moving back when car is turned off  
Driver's side seat not adjusting to correct position based on key fob or pushing setting button  
Received a 'Reverse Brake Assist Not Available' error  
Android Auto failed to work with either of our phones, turned the car on and off and restarted our phones

2022-10-31 18:12:19

> | OBC to the DLR | (405) 338-4788 | SPOKE TO: SA Allison |

Advised CLT was in need of another appointment. Loaner list is backed out 40 people. CSM understood. Without loaner when could we get him in, tomorrow. CSM thanked. Would reach out with update from CLT on if he would like to come in or wait.

CSM next steps:  
Email CLT

2022-10-31 18:17:27

OBE to CLT|

Hello Mr. & Mrs. [REDACTED]

I hope this finds you well.

I am reaching out today to see which option you would like to move forward with. At this time, the loaner list for Seth Wadley is about 35+ people out. Allison is not able to give me a date on when we might be able to get in with a loaner. I asked how soon for an appointment without a loaner and she advised as early as tomorrow.

Would you like to wait until there is a loaner available or would you like to rent another vehicle and have the vehicle in sooner?

When you have time, please let me know what you would prefer! I appreciate your patience and hope you are having a great day.

Warm Regards,

2022-11-06 17:52:29

IBE from CLT| Mrs. [REDACTED]

Alyssa,

At this point, we would like to be on the list for the loaner option/time frame looks like. The issues we are having are not safety issues. Should something change and we wish to move forward more expediently, I will let you know.

Can you please advise, once you speak with Seth Wadley, what they estimate the time frame to be?

Thank you,

2022-11-06 17:52:46

OBE to CLT| [REDACTED]

Good morning [REDACTED]

I hope you are having a great day!

I understand and will reach out to them this week. As soon as I have a time-frame I will be back in touch. Please let me know if there is anything else I can do!

I appreciate your patience and for being a part of the Lincoln family. Hope you are having a wonderful day!

Warm Regards,

2022-11-09 19:12:11

> | OBC to the DLR | (405) 338-4788 | SPOKE TO: SA |

Called out to have CLT put on loaner list. Asked if CLT purchased from there. No. RTL advised they only give loaners to CLT who purchased. CSM asked for RTL SM contact info. Will email to see if we can get something worked out.

CSM next steps:  
RTL contact

2022-11-14 17:46:53

> | OBC to the DLR | (405) 338-4788 | SPOKE TO: SM Staci |

Called out to see if we could get the CLT in a loaner veh even though they did not purchase from them. Sm advised they should be able to manage that and asked what was wrong with the veh. CSM provided info and SM would contact CLT to see when they could get them in next. CSM thanked.

CSM next steps;  
SM email about rental assistance  
CLT contact by Sunday to see if they had reached out

2022-11-14 17:57:38

OBE to RTL|Staci  
Service Manager  
Staci@SethwadleyFord.com.com|

Good afternoon,

Just reaching out so you have my contact information as well as the note that I will be assisting with the cost of the loaner vehicle.

Thank you again so much for helping me out with this! I appreciate you!!

Warm Regards,

2022-11-20 19:49:02

OBE to CLTs |

Good afternoon Mr. & Mrs. [REDACTED]

I hope this finds you well.

Just reaching out to see if the service manager from Seth Wadley had reached out about an appointment yet? I spoke with her this week about a loaner vehicle and she advised she would be in touch. Please let me know when we have the appointment set for!

I appreciate your patience and for being a part of the Lincoln family. Hope you have a wonderful rest of your day!

Warm Regards,

2022-11-23 15:54:29

No email from CLT

2022-11-30 20:19:02

OBE to SM|

Good afternoon!

Just reaching out to see if someone had been able to contact them about an appointment with a loaner. When you have time, please let me know!

Hope you're having a great day!

Warm Regards,

2022-12-11 20:07:55

> | OBC to the Client | [REDACTED] | SPOKE TO: Mr [REDACTED] |

Called out to see if I could make contact as I have reached out multiple times to CLT and RTL and no contact back has been made. Advised I would have to close the case if there was not update moving forward. Requested call back.

CSM next steps:  
UTC email if no contact back  
EOC email if still no contact after UTC

2022-12-14 19:39:17

IBE from CLTs| Ladies, Please see the forwarded email for what we're seeing with the vehicle. The most pressing is obviously the leaking situation. Alyssa & Jaleesa, I've added both of you to this thread so you can keep the info at Lincoln up to date. We've taken the vehicle to Seth Wadley and they provided us a loaner (THANK YOU [REDACTED]!!!). --[REDACTED] ----- Forwarded message ----- From: [REDACTED] Date: Wed, Dec 14, 2022 at 9:20 AM Subject: Weird situations with the car To: [REDACTED] --Potential for sunroof leaking, water on floor board between 2nd and 3rd rows, standing water in spare tire area. Appears to be a cut in the seal of the sunroof. Consistently, there has been a "creaking" noise with the sunroof in various driving situations since we have had the vehicle. --There is a rattling sound that comes from under the driver's side of the dash when accelerating. It almost sounds as if there is a small piece of plastic being hit by fan blades. --A number of the electrical issues that were previously happening with the information center, Bluetooth, and Android Auto have returned. Examples: very loud playing of music between giving instructions when AA is connected before muting, difficulty with understanding commands, and feedback being heard by the other party while I am speaking to them on Bluetooth. --Several times a situation has occurred where I have turned off the vehicle, exited the driver's side and closed the door, and then another door has been opened (either someone else got out of the vehicle or I have gone to another door to open it to get something out) and the alarm will go off. The car has not been locked in between the closing of the driver's side door and the opening of another door. --Several times I have started driving in the morning and the car has been in "deep snow" driving mode) when it was in "Normal" driving mode when the car had been stopped prior without spec

2022-12-14 19:40:39

IBE from RTL|

From: Allison Ladusau  
Sent: Wednesday, December 14, 2022 12:46 PM  
To: [REDACTED]; Vasquez, Jaleesa (J.); Martinez, Alyssa (A.)  
Cc: [REDACTED]  
Subject: RE: Weird situations with the car

GOT IT ALL THANK YOU

2022-12-14 19:54:33

RENTAL ASSISTANCE TEMPLATE WARRANTY START DATE: 13 December 2019 MILEAGE: 36,785  
ESP: yes, CPO PremiumCare RO NUMBER: RO OPEN DATE: 12/14/22 RO LINE NUMBER: IN  
RENTAL/LOANER: Yes LINCOLN OR OTHER: Lincoln DAILY RATE: \$72.00 ESP PORTION: 12/14/22-  
12/19/22 - \$360.00 DLR PORTION: 12/20/22 - 12/30/22 - \$720.00 LINCOLN PORTION: 12/31/22 - 1/6/22 -  
\$504.00

2022-12-14 19:57:51

OBE to CLT and RTL|

Hello everyone!

I am happy we are moving forward. I have noted the case and will follow up as soon as we have an update.

I appreciate you being a part of the Lincoln family and hope you are having a wonderful day!

Warm Regards,

2022-12-16 18:43:09

> | OBC to retailer | Seth Wadley |4052075206| SPOKE TO: SA Allison

CSM inquired about the status of veh diagnosis. SA advised that the CLT veh had not yet been diagnosed and they are experiencing delay.

NEXT STEPS: Follow up with RTL/CLT as scheduled.

2022-12-20 04:14:06

#### RENTAL ASSISTANCE TEMPLATE

WARRANTY START DATE: 13 December 2019  
MILEAGE: 36,785  
ESP: yes, CPO PremiumCare 5 days  
RO NUMBER:  
RO OPEN DATE: 12/14/22  
RO LINE NUMBER:  
IN RENTAL/LOANER: Yes  
LINCOLN OR OTHER: Lincoln  
DAILY RATE: \$72.00  
ESP PORTION: 12/14/22-12/18/22 - 5 days - \$360.00  
DLR PORTION: 12/19/22 -12/28/22 - 10 days - \$720.00  
LINCOLN PORTION: 12/29/22 - 1/6/22 - 9 days - \$648.00

TOTAL: \$1,728.00

2022-12-20 14:35:03

> | OBC to retailer | Seth Wadley | 4052075206 | SPOKE TO: SA Allison SA states that internet was down for three days and that veh hasn't been diagnosed yet. SA states that veh will not be diagnosed today- says service has four veh ahead of the [REDACTED] veh. CSM advised that we would follow up with RTL by end of business on Tuesday December 27, 2022. \*\*SA told me on Friday 12/16 that they had experienced an internet outage for three-four days and were behind on service. This is the second time. NEXT STEPS: Contact CLT with update today. Follow up with RTL Tuesday, December 27, 2022.

2022-12-20 15:35:33

> | OBC to the Client | [REDACTED] | SPOKE TO: Mr. [REDACTED] CSM contacted CLT to provide an update about diagnosis. CLT thanked. CLT advised that he feels there is a sunroof leak and requested that veh be stored inside due to expected extreme weather conditions. CSM advised that I would contact RTL and advise of CLT concern. CSM advised that we would follow up with RTL and CLT on Tuesday December 27, 2022 for an update about the diagnosis and repair status. NEXT STEPS: Follow up with the RTL/CLT for update by Tuesday December 27, 2022.

2022-12-21 19:15:34

> | OBE to client | [REDACTED]

Hello!

The clients are worried about the upcoming weather considering the leaks. Is there a way the veh can be stored inside or maybe covered and a waterproof cover? Just trying to make sure we don't have more issues due to the conditions.

Thank you in advance!

Warm Regards,

2022-12-21 20:03:29

IBE from RTL| SA [REDACTED] |

YES.

2022-12-26 19:27:36

#### RENTAL ASSISTANCE TEMPLATE

WARRANTY START DATE: 13 December 2019  
MILEAGE: 36,785  
ESP: yes, CPO PremiumCare 5 days  
RO NUMBER:  
RO OPEN DATE: 12/14/22  
RO LINE NUMBER:  
IN RENTAL/LOANER: Yes  
LINCOLN OR OTHER: Lincoln  
DAILY RATE: \$72.00  
ESP PORTION: 12/14/22-12/18/22 - 5 days - \$360.00  
DLR PORTION: 12/19/22 -12/28/22 - 10 days - \$720.00  
LINCOLN PORTION: 12/29/22 - 1/6/22 - 9 days - \$648.00

TOTAL: \$1,728.00

2022-12-27 17:20:00

> | OBC to retailer | Seth Wadley | 4052075206 | SPOKE TO: Service Reception CSM requested CB from SA Allison regarding the veh of [REDACTED] and [REDACTED] Service reception advised they would let Allison know. CSM thanked. NEXT STEPS: Follow up with RTL within the next two hours if no contact from SA Allison.

2022-12-27 18:39:14

> | OBC to retailer | Seth Wadley | 4052075206 | SPOKE TO: SA Josh CSM requested to speak with SA Allison. SA Allison was unavailable. SA Josh advised CSM to contact the RTL back in 15 minutes or so to get in touch with SA Allison. CSM thanked. NEXT STEPS: RTL contact back in about 15 minutes to speak with SA Allison regarding [REDACTED] veh.

2022-12-27 18:56:58

> | OBC to retailer | Seth Wadley | 4052075206 | SPOKE TO: SA Allison VM CSM requested CB from SA regarding the diagnosis and repair status of the [REDACTED] veh. CSM left CRC phone number and direct extension. NEXT STEPS: Contact the RTL before the end of the business day. Contact CLT with update of diag/repair status



2022-12-27 19:01:12

> | OBE to retailer | allison@sethwadley.com

Good Afternoon Allison,

I am reaching out to get an update on the [REDACTED] vehicle as far as diagnosis and repair status. Please advise me as soon as you are able so that I can update our mutual client. Thanks!

If you have any additional questions or concerns, please reach out to either myself or the Lincoln Conceirge Team to assist you.

Regards

2022-12-27 19:25:56

> | IBC from retailer | Seth Wadley | 4052075206 | SPOKE TO: SA Allison \*\*transfer\*\* SA advised CSM that there is significant mold presence within the veh from the leak. CSM inquired about the repair process and requested preliminary quote on repairs. SA advised that warranty will want them to go in an clean everything. SA advised that the headliner, which is originally light cream colored, is a purple color and that they will need to remove headliner and carpet to attempt to clean it. SA requested direction of repair from CSM. CSM advised SA that I would touch base with case manager and reach back out. NEXT STEPS: Follow up with RTL regarding repair.

2022-12-27 19:29:52

RENTAL ASSISTANCE TEMPLATE WARRANTY START DATE: 13 December 2019 MILEAGE: 36,785  
ESP: yes, CPO PremiumCare 5 days RO NUMBER: RO OPEN DATE: 12/14/22 RO LINE NUMBER: IN  
RENTAL/LOANER: Yes LINCOLN OR OTHER: Lincoln DAILY RATE: \$72.00 ESP PORTION: 12/14/22-  
12/18/22 - 5 days - \$360.00 DLR PORTION: 12/19/22 -12/28/22 - 10 days - \$720.00 LINCOLN PORTION:  
12/29/22 - 1/6/22 - 9 days - \$648.00 TOTAL: \$1,728.00

2022-12-27 19:33:25

OBE to RTL|

Hello Allison!

With this new update I would only be able to advise discussing with the client. We cannot overrule warranty recommendation. If the recommendation is to clean first and then repair, I would have to second that. As long as we follow warranty steps this should be covered right? The client is not looking at any cost to them so far right?

Warm Regards,

2022-12-27 19:55:22

> | OBC to retailer | Seth Wadley | 4052075206 | SPOKE TO: Service CSM requested to speak to SA Allison. Service told CSM that SA Allison was out to lunch. Service advised that they would let SA Allison know that I called. CSM thanked. NEXT STEPS: RTL contact back before the EOD, CLT contact with update

2022-12-27 21:18:59

> | IBE from retailer | allison@sethwadley.com

OK WE WILL CLEAN AND GO FROM THERE. NO THE CUSTOMER IS NOT OUT OF POCKET FOR ANY OF THIS AS OF RIGHT NOW.

2022-12-27 21:24:02

> | OBC to client | [REDACTED] | SPOKE TO: [REDACTED] CSM contacted CLT to advise that RTL stated they are still diagnosing veh. CSM advised we would follow up with CLT by Wednesday, January 4, 2023. NEXT STEPS: F/U with RTL/CLT by Wednesday, January 4, 2023 for diagnosis and repair update

2023-01-04 15:19:54

\*\*assisting\*\* > | OBC to retailer | Seth Wadley Lincoln | 4052075206 | SPOKE TO: Service CSM contacted RTL to obtain an update about CLT veh. CSM requested SA Allison. RTL advised that SA Allison was unavailable. CSM requested CB at direct extension from SA Allison. NEXT STEPS: RTL contact back after 12:00pm, f/u with CLT today as scheduled.

2023-01-04 16:49:56

\*\*assisting\*\* > | OBC to retailer | Seth Wadley Lincoln | 4052075206 | SPOKE TO: SA Allison CSM contacted RTL to get an update about CLT veh. SA advised they are working on it. Carpet is cleaned up. Headliner arrived yesterday. After cleaning it up and put back together, will retest the electrical components. SA advised that CLT contact was made the other day and that the CLT is aware of what is going on. NEXT STEPS: F/U with CLT as scheduled.

2023-01-04 16:56:30

\*\*assisting\*\* > | OBC to client | [REDACTED] | SPOKE TO: [REDACTED] CSM contacted CLT to advise that the RTL is working on the veh still. CSM advised that the RTL stated approximately two weeks until veh completion. CLT thanked. CSM advised that we would follow up by EOB on Wednesday January 11, 2023. NEXT STEPS: RTL follow up by Monday January 9, 2023 and CLT contact back by Wednesday January 11, 2023.

2023-01-09 18:52:50

RENTAL ASSISTANCE TEMPLATE

WARRANTY START DATE: 13 December 2019

MILEAGE: 36,785

ESP: yes, CPO PremiumCare 5 days

RO NUMBER:

RO OPEN DATE: 12/14/22

RO LINE NUMBER:

IN RENTAL/LOANER: Yes

LINCOLN OR OTHER: Lincoln

DAILY RATE: \$72.00

ESP PORTION: 12/14/22-12/18/22 - 5 days - \$360.00

DLR PORTION: 12/19/22 -12/28/22 - 10 days - \$720.00

LINCOLN PORTION: 12/29/22 - 1/16 /22 - 19 days - \$1,368.00

TOTAL: 34 days - \$2,448.00

2023-01-09 19:12:16

> | OBC to the DLR | 4052075206 | SPOKE TO: SA Allison |

Called out to see how Ms. [REDACTED] repairs were going. Going well. Headliner almost in. One part needed is coming in tomorrow. Hoping to put everything in and be done next week. CSM will check in again by next Friday 1/20. RTL will reach out if complete before then.

NEXT STEPS:  
CLT contact

2023-01-11 16:20:48

> | OBC to client | ph

SPOKE TO: [REDACTED], asked CSM to make sure there is no rust damage from the water. CLT thanked for the update. CLT brought up wanting to look into a buyback if rust is present and a brief timeline of how the process works.

CSM advised the RTL one part is arriving yesterday and hope to have everything done by next week. CSM agreed to make sure rust is not present and would contact retailer. CSM said we will be in contact next week to update on repairs from RTL. CLT contact 1/18/23. CSM advised we cant go into great detail for legal reasons but could provide basic information, CSM advised client looks up Lemon Laws for her state.

NEXT STEPS: RTL/CLT contact no later then 1/18/23

2023-01-13 22:18:25

RENTAL ASSISTANCE TEMPLATE WARRANTY START DATE: 13 December 2019 MILEAGE: 36,785  
ESP: yes, CPO PremiumCare 5 days RO NUMBER: RO OPEN DATE: 12/14/22 RO LINE NUMBER: IN  
RENTAL/LOANER: Yes LINCOLN OR OTHER: Lincoln DAILY RATE: \$72.00 ESP PORTION: 12/14/22-  
12/18/22 - 5 days - \$360.00 DLR PORTION: 12/19/22 -12/28/22 - 10 days - \$720.00 LINCOLN PORTION:  
12/29/22 - 1/16 /22 - 19 days - \$1,368.00 TOTAL: 34 days - \$2,448.00

2023-01-18 15:29:21

> | OBC to retailer | | ph:4052075206

SPOKE TO: SA Allyson, veh is ready to be picked up. CLY has been contacted as of yesterday to get veh.

CSM thanked for the update

NEXT STEPS: CLT contact for update

2023-01-18 16:11:09

> | OBC to client | ph [REDACTED]

SPOKE TO: VM. CSM advised veh is ready to be picked up and we will check in next week on 1/25/23 to see how repairs went.

NEXT STEPS: CLT contact 1/25 for veh update

2023-01-23 18:53:56

> \*ASSISTING\* IBC from CLT @ [REDACTED] SPOKE TO: - CLT stated she just received her veh back on Thursday and now the veh is not starting - CSM adv CLT to contact Roadside Assistance and adv that her case will be noted and her CSM Alyssa will also be adv - CSM adv CLT that Alyssa is scheduled to F/U with her by COB Wed 01/25 NEXT STEPS: - CSM will notate case and email call details

2023-01-23 20:20:22

CLT SAYS:

My car is on its way to the rtl and I need a rental and a confirmation number to get one. I already have a case open and my case manager has just been adding on to my present case with any of my concerns. CLT also wants to do a GFR REVIEW, when asked to do so CLT said she rather do it when she is at home and can have her docu to help answer the questioner.

PER CLT RTL SAYS:  
No loaners available at this time.

CSM ADV:

To reach out to the rtl and see if they have any affiliations with any rental company's to get her a loaner, CSM adv that I would review her case and see if we can assist in rental reimbursement. Adv the clt that I would try to work on her case today but if I cant make contact with her rtl I would FU with her and the rtl again tomorrow 1/24/23

NEXT STEPS:

Reach out to rtl 1/23 and see about the loaner avali/ Review this case and see how many GWG she has already / FU with clt tomorrow 1/24 if no answer is available from rtl/DO GFR questions with CLT/Update CSM Alyssa on new CLTs needs.

2023-01-23 23:10:23

> \*ASSISTING\* IBC from CLT @ [REDACTED] SPOKE TO: - CLT stated that she spoke wit her CSM earlier regarding possible rental assistance after her veh was towed in for a no start and was adv that her CSM will F/U with her by COB tomorrow to adv if they can assist with a rental - CLT is seeking rental asst approval tonight so she can rent a veh for work tomorrow and stated that the previous CSM's she worked with always approved rental once the veh arrived at the RTL - CSM adv CLT that we do not approve rental asst until the veh has been diagnosed and repairs are confirmed to be covered under an applicable warranty and reassured CLT that CSM Linda is looking into poss rental asst and will be F/U with her by COB tomorrow as she has been adv - CSM adv CLT she is welcome to rent a veh for work tomorrow and email her rental agreement to Linda; however, I cannot guarantee rental asst at this time and adv CLT to await Linda's call regarding poss rental asst - CLT understood NEXT STEPS: - CSM will notate case and email call details to CSM Linda

2023-01-24 15:31:49

OB SMS to CLT |

Good morning Mrs. [REDACTED]

I am so sorry to hear we are having the issue again. I have noted my approval for you to get a rental vehicle for \$72.00/day until we are able to get you in a loaner. Please let me know once you have rented one so I am able to get it in the case notes.

If you have any other questions or concerns please do not hesitate to reach out.

~ Alyssa

2023-01-24 17:20:35

GFR| STATE: OK PRESUMPTIONS: 1y/Unlimited REQUIREMENTS: 4+/ 30+ WSD: 12/13/2019 (Transport damage) RO number: 567929 RO open date: 05-FEB-2020 - 27-MAR RO open mileage: 13 Vehicle issue: Front end damage Vehicle repair: Damage on arrival from transport. Bumper and grille, headlamps, hood, left fender A pillar rocker moulding. Replaced bumper and bracket, replaced front distance sensor. Replaced L headlamp and daytime running lamp. L Fender, L rocker moulders. Days down for this visit: 52 days RO number: 1422980 RO open date: 9/2/20 - 9/8/20 RO open mileage: 297 Vehicle issue: Keyless entry pad will not light up. Vehicle repair: Installed new L Keypad Days down for this visit: 7 RO number: 4175006 RO open date: 5/3/21 - 5/12/21 RO open mileage: 8766 Vehicle issue: Pre collision assist not working Vehicle repair: replaced front halfshaft Days down for this visit: 10 days RO number: 7613263 RO open date: 4/15/22 - 4/22/22 RO open mileage: 25494 Vehicle issue: Recall Vehicle repair: Recall 21S44 Days down for this visit: 8 - ( 21S44 completed for the 360-degree camera. According to our records, the software calibration was incorrect for that previous repair. Needs new reprogramming. RO number: 8296301 RO open date: 6/14/22 - 6/28/22 RO open mileage: 26000 Vehicle issue: backup camera blue until veh is turned off and on again / Muffler came loose / bad echo when radio on Vehicle repair: replaced camera and re-assembled. / Replaced tail pipe assembly / TSB-22-2225, update sync. Days down for this visit: 15 days RO number: Unknown RO open date: 8/9 - 9/2 RO open mileage: Vehicle issue: Blue screen and camera not working. / reverse brake assist not available, service advance trac - pre-collision assist not available. Steering wheel turn 90\* sometimes while he is going straight. Vehicle repair: DLR advised no issues. TAR was involved and requested LW app to be given VHA approval. CLT did. Days down: 25 days

2023-01-24 17:24:05

GFR| Part 2 | STATE: OK PRESUMPTIONS: 1y/Unlimited REQUIREMENTS: 4+/ 30+ WSD: 12/13/2019 Total Days down within presumption: 17 days Total days down without "transport issue": 65 days Total days down: 117 days Veh is currently in at RTL for repairs.

2023-01-24 17:34:30

> | OBC to the DLR | (405) 207-5206 | SPOKE TO: SA Allison |  
Called out to SA to see what was going on. Veh is down but they have not been able to diag yet. A couple days behind. CSM thanked. Loaners/Rentals?. Nothing at this time. CSM requested CLT be put on list for one in case diag is lengthy. Follow up by Friday 1/27/23.

Dead Battery  
Outside Ambient Lights will not turn off for an hour or so  
Door handle lights do the same  
NEXT STEPS:  
CLT contact

2023-01-25 20:19:08

COM re-reviewed case. At this time COM does not recommend replacement. GFR denied.

OPPTT

2023-01-30 21:49:25

> | OBC to the Client [REDACTED] | SPOKE TO: [REDACTED] VM |

Called out to CLT and left VM that I was complete with GFR. Will follow up by 2/3.

NEXT STEPS:

RTL contact for update  
CLT call

2023-02-03 16:22:30

Assisting CSM >| OBC to the RTL | 4052075206 | SPOKE TO: Allison | CSM called for repair updates. RTL advised that they were able to lubricate the sunroof to ease the noise but due to weather they could not do a drive. RTL advised that due to weather conditions they were unable to give an ETA on repairs and could not duplicate the check engine lights and Not starting issue. NEXT STEPS: F/U with CTL for repair updates and GFR results

2023-02-03 16:30:19

Assisting CSM >| OBC to the Client [REDACTED] | SPOKE TO: VM | CSM called for repair updates. CSM advised that sunroof has been lubed to alleviate the noise however due to weather test drives and the ability to replicate other symptoms such as not starting or vehicle check engine light has not been replicated as of yet. CSM left callback details for any questions. CSM advised that we will F/u with CLT no later than 2/8  
NEXT STEPS: RTL call for update - CLT call for GFR answer - 3rd attempt

2023-02-08 16:43:10

Assisting CSM >| OBC to the RTL | 4052075206 | SPOKE TO: Allison | Called RTL for repair updates. RTL advised that weather has improved and they can do road test again but still cant duplicate issues with rattling noise and check engine light. no vehicles in front of CLT's and CSM advised they should reach out to HOTLINE if needed. RTL they are still trying to diag or duplicate symptom. NEXT STEPS: F/u with CLT for repair updates

2023-02-08 19:56:29

Assisting CSM >| IBC from the Client [REDACTED] | SPOKE TO: Mr [REDACTED] | CLT called back for repair updates. CSM advised that they are currently working on repairs and CSM advised that we would suggest a Field Service Engineer. CSM advised of GFR denial and CLT said he will not be interested in an ESP for a GWG. CLT said he would want a Jump Pack as a GWG. CSM confirmed that CLT would prefer to only go thru email updates. CLT provided [REDACTED]. CLT requesting ETA on repairs. CSM advised that we would have to get in touch with the DLR first for an update NEXT STEPS : F/U with RTL for HOTLINE

2023-02-08 20:21:53

Assisting CSM >| OBC to the Client | 4052075206 | SPOKE TO: Allison | CSM called to confirm that they need to get in touch with HOTLINE. RTL said they normally do but will double check they will reach out to hotline NEXT STEPS: F/U with RTL for repair updates

2023-02-13 16:25:14      Assisting CSM >| OBC to the RTL | 4052075206 | SPOKE TO: Allison | CSM called for repair updates. RTL advised that they are unable to duplicate starting issue and rattle issue. CSM reminded to make sure to reach out to HOTLINE. RTL advised that they will make sure to reach out. NEXT STEPS: F/U with CLT with updates.

2023-02-13 19:21:08      >| Email to Client| Hey Good Afternoon [REDACTED], How are you? I hope this email finds you well. I just wanted to touch base and let you know that got off the phone with Allison from Seth Wadley Lincoln. I was advised that they are still currently unable to duplicate the issues of Rattling noise and Starting concern. I was able to escalate their process of diagnosis. Much like I had explained in our previous conversation, I have gotten our Subject matter expert into advising and or guiding the technicians into finding the accurate and immediate diagnosis for you vehicle. I will continue to keep updating with the Retailer on any new information I have but I will touch base with you again no later than Monday next 2/20 I apologize of any delays we are exploring all avenues on what else we can do to keep your repairs moving. Thank you for being a part of the Lincoln Family, Have a wonderful day! NEXT STEPS: F/U with RTL for updates

2023-02-17 20:01:25      |OBC to RTL|  
 \*\*assisting Alyssa\*\*  
 SPOKE TO: Allison

CSM SAYS: Do we have an update on a daig for the noises the Clt was discribing? Have they opened a hotline for the no start problem yet?

RTL SAYS: Yes we figured out it was the track for the sunroof. We ordered the new track yesterday. We still havent found out whats going on with the no start. I dont know if they opened a hotline but I know the are talking with FSE.

NEXT STEPS:  
 Update CLT

2023-02-19 19:58:59      Assisting CSM >| IBC from the Client | [REDACTED] | SPOKE TO: [REDACTED] Had been in correspondence from CLT on his vehicle symptoms per Tech SME. Noise Symptom: Sounds like a click or tapping noise coming from the front engine bay. Sound is more prominent when turning right. sound is described by CLT as if a solid item is hitting a fan like item with obvious repeating clicks. most obvious during slow speeds and not weather related issue. can sometimes be heard in the driver and pass seats. Starting Symptom : CLT said that Seth Wadley had their vehicle for 6 weeks for a water leak coming from their sunroof. during that time CLT was explained that DLR had stripped the vehicle bare to find if there was water damage such as corrosion on any other water damage. 5 days after vehicle was returned to CLT vehicle would not start back up. CLT claims that there is an unknown reason as to why vehicle had been drained and may be due to being stripped. NEXT STEPS:F/U with Tech SME

2023-02-20 17:14:50      Assisting CSM >| OBC to the RTL | ### | SPOKE TO: Allison | Called for repair updates. RTL advised that they are still doing repairs. CSM advised to call hotline. RTL understands and will reach out if needed. NEXT STEPS:F/U with Tech SME

2023-02-21 15:55:34      OBC to RTL -4052075206|  
 Spoke to: RTL | Allison

CSM calling to see about the no start and when ETA of other repairs should be completed

RTL squeaks no start can't duplicate the start did trouble shoot with hotline and all is coming back normal should have the moon roof leak and headliner done by EOW or by sometime next week.

CSM okay I will have them f/u on Friday with you.

NEXT STEPS:  
 F/U w/RTL on Friday  
 F/U w/CLT update

2023-02-21 17:27:22      Assisting CSM >| OBC to the Client | ### | SPOKE TO: alyssa | Called to get details on repairs from S/A. S/A not available. RTL Promised to call back. NEXT STEPS: re convene with tech SME

2023-02-24 21:42:20      Assisting CSM >| IBC from the Client | ### | SPOKE TO: [REDACTED] | Clt called to relay info that DLR has installed new sunroof. CLT was informed by DLR that a step to diagnose knocking concern is to open engine apart to find issue. CLT requested a GFR if DLR opens engine. NEXT STEPS:F/ U with CLT for GFR

2023-02-24 22:58:06      GFR has already been denied this month. GFR will stay denied

2023-02-26 18:20:13      >| Email to Client| Hey [REDACTED] Happy Sunday! I hope this email finds you well. I just wanted to touch base with you and let you know I am still awaiting repair updates from Allison, based on our conversation on Friday you had suggested for us to reconsider our Re Acquisition results. As always, I am happy to look at the facts again and see where we stand. I just want to set up the expectation that we may have to wait on the Allison for any new developing facts. Please rest assure that all your requests for us to re acquire your vehicle are all under extreme inspections. As we are always advocating for all our clients we are always exploring all possible avenues. If you want to talk over the phone I would be happy to go over this email with my number below. Thank you again for being a part of the Lincoln Family and have a wonderful Sunday! NEXT STEPS: F/U with RTL on repair updates

2023-02-26 20:16:31

> | Email To RTL | allison@sethwadley.com | SPOKE TO: SA Allison |

Hello!

I just wanted to check in and get a thorough update as I have been training recently. I think the veh is still down at this time, track repairs on the sunroof?

I am going to owe either you or the CLT rental but I am not seeing anything as far as repairs for this current ro. Is everything so far covered under the ESP? Also if you could fill out the info below so I can add it to the case I would appreciate it. If the repairs are not covered please fill that part out too! Thank you!

P&A Code: 04126  
Repair Order #:  
Open Date:  
Mileage:  
Line:

Part:  
Labor:  
Total:

I hope you're having a great day!

Warm Regards,

2023-02-26 20:30:19

RENTAL - ACOM approval by 3/5

WARRANTY START DATE: 12/13/19  
P&A Code: 04126  
ESP : PremCare - \$72.00 for 5 days

RO Number:  
RO Open Date: 1/23/23  
RO Line Number:  
Mileage: 37,229

Lincoln or other: Other

DAILY RATE: \$72.00  
ESP PORTION: 5 days - \$360.00 - 1/23 - 1/27  
DLR PORTION: 10 days - \$720.00 - 1/28 - 2/6  
LINCOLN PORTION: 29 days - \$2,088.00 - 2/7 - 3/7  
Total: \$2,520.00 - 44 days

2023-02-27 17:27:10

IBE from RTL | From: Allison Ladusau Sent: Monday, February 27, 2023 12:00 PM To: Martinez, Alyssa (A.) ; Denney, Taylor (T.) Subject: RE: Hello from Lincoln - [REDACTED] I FILLED IN THE BLANKS AND IT ALL COVERED UNDER WARRANTY AS OF RIGHT NOW P&A Code: 04126 Repair Order #:404137 Open Date:1/23/2023 Mileage:37166 Line:B Part: Labor: Total:

2023-02-27 17:35:06

> | Email To RTL | allison@sethwadley.com | SPOKE TO: SA Allison |

Thank you!

Are we going to have to open the engine for the knocking sound?

2023-02-27 19:14:47

> | Email From RTL |allison@sethwadley.com | SPOKE TO: SA Allison |

Sent: Monday, February 27, 2023 1:22 PM  
To: Martinez, Alyssa (A.) ; Denney, Taylor (T.)  
Subject: RE: Hello from Lincoln [REDACTED]

I WAS JUST ADVISED THAT WE ARE GOING TO FIND A LIKE VEHICLE TO COMPARE IT TO BEFORE WE GO THAT DIRECTION. ONCE WE DO THAT, THEN THAT WILL DETERMINE WHAT DIRECTION TO GO IN.

2023-02-27 19:15:19

> | Email To RTL | allison@sethwadley.com | SPOKE TO: SA Allison |

Thank you. I will reach out later this week. Hope you have a great rest of your day!

2023-03-01 17:13:35

Sent to COM for GFR re-review

2023-03-01 21:50:13

OBE to RTL|

Hello!

Just reaching out to see if we were able to look into another like veh? Also, I am trying to still get this CLT out of the veh. I need you guys to open another ticket on the knocking noise and advise what has been done to diagnose it please. I see the one in there from the leak ( THANK YOU ) but nothing for this issue yet. I really appreciate your help!

Warm Regards,



2023-03-03 16:16:05

IBE from RTL|

WE CAN NOT FIND ONE TO USE. WE HAVE NONE IN INVENTORY. WE ARE GOING TO DO AN OIL CHANGE AND THEN TEST IT. THERE IS NOT MUCH MORE WE CAN DO AT THIS TIME. UNLESS SOMETHING COMES IN WHILE IT IS HERE.

2023-03-03 16:16:22

OBE to RTL|

No worries, I get it! If you could just advise hotline of what's going on at this point that is perfect

2023-03-03 17:01:31

COM review about discretionary

2023-03-06 14:18:32

Hotline has been opened

2023-03-06 14:41:59

> | OBC to the Client [REDACTED] | SPOKE TO: [REDACTED] VM

CSM reached out to advise the dealership is working with our field service engineers to diagnose the noise concern. We have not received a definite cause for the issue as yet. We will follow up with you no later than 3/12 Sunday, with further info.

NEXT STEPS:  
F/U call RTL for update -  
call CLT with update

2023-03-09 20:00:56

\*\*\*\*\*ASSISTING\*\*\*\*\*

CSM Amber x77766 IBC from DEL [REDACTED]

Spoke to: DEL and he said the RTL reached out to him and said they are working with FSA and need they to rebuild or replace engine. DEL stated that vehicle has been in and out of the shop since May 9, 2022, and DEL wants a buyback. DEL is also requesting fin assist for rental reimbursement. I informed DEL that I would initiate a GFR for his buyback request, and I told him that I would have Alyssa follow up with him BEOB 3/13 to discuss his case further.

Next step: email Alyssa case notes

2023-03-10 19:02:15

If technical assistance is still needed, please open a new Tech SME assistance request so it can be formally escalated

2023-03-13 14:38:16

CSM Assisting CSM Lynn x77865 | OBSMS to CLT | SPOKE TO: [REDACTED] SMS Good morning Ms. [REDACTED]. I am reaching out to you with an update on the vehicle buy back request. Your case manager Alyssa is still working on this currently. Also, we are still working with the retailer on expediting the repairs. Please send any receipts you have accumulated thus far for rentals and we can look into getting reimbursement at this time, but refunds come once car is repaired. I just wanted you to be aware that the refunds do not come until repairs are completed. However, we are looking into them for you now. We will follow up with you by Friday March 24, 2023. Thank you for being a part of the Lincoln family, have a great day. NEXT STEPS: F/U Fri 3/17 for COM approval F/U with CLT Fri 3/24

2023-03-13 18:10:54

RENTAL - WARRANTY START DATE: 12/13/19 P&A Code: 04126 ESP : PremCare - \$72.00 for 5 days  
RO Number: RO Open Date: 1/23/23 RO Line Number: Mileage: 37,229 Lincoln or other: Other DAILY  
RATE: \$72.00 ESP PORTION: 5 days - \$360.00 - 1/23 - 1/27 DLR PORTION: 10 days - \$720.00 - 1/28 - 2/6  
LINCOLN PORTION: 39 days - \$2,808.00 - 2/7 - 3/17 Total: \$3,888.00 - 54 days

2023-03-17 14:01:35

RENTAL - WARRANTY START DATE: 12/13/19 P&A Code: 04126 ESP : PremCare - \$72.00 for 5 days RO  
Number: RO Open Date: 1/23/23 RO Line Number: Mileage: 37,229 Lincoln or other: Other DAILY RATE:  
\$72.00 ESP PORTION: 5 days - \$360.00 - 1/23 - 1/27 DLR PORTION: 10 days - \$720.00 - 1/28 - 2/6  
LINCOLN PORTION: 46 days - \$3,312.00 - 2/7 - 3/24 Total: \$4,392.00 - 61 days

2023-03-17 14:17:26

CSM Lynn x77865 \*\*Assisting CSM Alyssa\*\* | OBC to RTL |4052075206 | SPOKE TO: Allison SM

SM advised CSM that Ford Tech is coming today to hopefully assist with repairs. SM mentioned "cost cap for engine" Advised SM that CSM will F/U with them on Mon 3/20 for repair update. CSM verified that FSE is involved in GCQIS.

NEXT STEPS: F/U with RTL Mon 3/20 for repair update

2023-03-17 20:24:06

ACOM approving rental over DOA  
LINCOLN PORTION: 46 days - \$3,312.00 - 2/7 - 3/24

2023-03-17 21:32:22

\*\*\*CSM ASSISTING\*\*\* |CSM Chad x77850| IBC from client | @ Spoke to CLT- CLT wants to make sure that the cost cap is included in the GFR decision. CLT doesn't know if we want to keep paying rental . CLT not comfortable in rental compared to his 2020 Aviator. CLT mentioned that he is out of pocket \$4k at this point. CLT stated they submitted the Cost Cap but engine was not available per DLR. CLT wanted to know if we could get him into a Aviator until his VEh is fixed. CLT also wanted to know if their invoices for rental can be paid in advance since there is no repair date in sight. Next Step Update Case Handler

2023-03-20 17:14:43

\*\* email CLT and request receipts for rental refund\*\*

2023-03-20 20:51:28

OB SMS to CLT |

Hello [REDACTED]

When you have time please email me a copy of your rental receipts so I can start processing your refund. I appreciate your patience and for being a part of the Lincoln family. Have a wonderful day!

~ Alyssa

2023-03-26 21:10:30

GFR still denied. CSM needs receipts and CLTs has not been able to send them. Reaching out to CLT again for receipts so I can look into refund now. Call RTL to see if they can get CLT into comparable veh while repairs are continuing.

2023-03-27 19:36:19

> | OBC to the Client [REDACTED] | SPOKE TO: [REDACTED] | Called out to advised I was not able to repurchase veh. At this time I can look into the refund of her rental as the CLT is still paying out of pocket for it. CLT has not been able send receipt as Hertz will not provide one until she returns the car. She will be doing the tomorrow to switch into a new one. Will send it then. CSM thanked. Will reach out with an update on DC and repair time-frame by Sunday, 4/2. CLT thanked. NEXT STEPS: RTL contact - Update on time-frame Part on BO? - Get Part info for escalation CLT contact by 4/2

2023-03-27 19:41:51

> | OBC to the RTL | 4052075206 | Seth Wadley Lincoln | SPOKE TO: Reception | Looking for SA Allison. Not available, offered to take message. Advised I was looking for an update on time-frame and part info for CLT. Will advise. CSM thanked. NEXT STEPS: RTL contact - Update on time-frame - 2nd attempt Part on BO? - Get Part info for escalation CLT contact by 4/2

2023-03-30 18:25:36

IBE from CLT |

Serg and Alyssa, please confirm you got this and it's enough for you to begin the refundprocess.

Thanks,

Rental total for CLT -

2023-03-30 18:26:08

OBE to CLT |

Hello [REDACTED]

I hope this finds you well.

I am now off on Wednesday, I apologize. I have received the screen shot and this seems like it will be just fine. I have attached it to the case and will start working on the paperwork. As soon as I have an update on when I will be able to send it out, I will advise. No later than 4/4/23. If you have any other questions or concerns please let me know. I am happy to look into things.

I appreciate you being a part of the Lincoln family and hope you are having a wonderful day!

Warm Regards,

2023-03-30 18:26:56

CLT total 63 days @ \$4,396.23

2023-03-30 18:27:45

RENTAL -

WARRANTY START DATE: 12/13/19

P&A Code: 04126

ESP : PremCare - \$72.00 for 5 days

RO Number:

RO Open Date: 1/23/23

RO Line Number:

Mileage: 37,229

Lincoln or other: Other

DAILY RATE: \$72.00

ESP PORTION: 5 days - \$360.00 - 1/23 - 1/27

DLR PORTION: 10 days - \$720.00 - 1/28 - 2/6

LINCOLN PORTION: 53 days - \$3,816.00 - 2/7 - 3/31

Total: \$4,896.00 - 68 days

2023-03-30 18:39:03

> | OBC to the RTL | 4052075206 | Seth Wadley Lincoln | SPOKE TO: PA Ty|

Allison not available so just trying to get update on if parts are needed still or if they have arrived. PA advised all parts for engine are in. CSM thanked. Would reach out to SA Allison for timeframe.

NEXT STEPS:

RTL contact - Update on time-frame - 2nd attempt  
CLT contact by 4/4

2023-03-30 18:40:41 RENTAL - WARRANTY START DATE: 12/13/19 P&A Code: 04126 ESP : PremCare - \$72.00 for 5 days RO Number: RO Open Date: 1/23/23 RO Line Number: Mileage: 37,229 Lincoln or other: Other DAILY RATE: \$72.00 ESP PORTION: 5 days - \$360.00 - 1/23 - 1/27 DLR PORTION: 10 days - \$720.00 - 1/28 - 2/6 LINCOLN PORTION: 60 days - \$4,320.00 - 2/7 - 4/7 Total: \$5,400.00 - 75 days

2023-03-30 19:01:09 3/30 ACOM approving rental over DOA - please cut code.

2023-04-04 17:43:59 LINCOLN PORTION: 60 days - \$4,320.00 - 2/7 - 4/7

ASSISTING  
OBC to RTL - 4052075206  
Spoke to: RTL | POC Allison |

CSM calling for update on [REDACTED] 20 Aviator for Alyssa who is OOTO today any updates?  
RTL Engine is in since Friday have not taken apart yet. Will take a little bit ETA for process starting it this week. The tech has never done one on a Aviator and will use hotline if needed so might take him sometime  
CSM okay but all parts are in  
RTL correct  
CSM I will have Alyssa F/U with you on Friday

NEXT STEPS:  
SMS the CLT update

2023-04-07 16:53:38 Obc to dlr: 4052075206 SPOKE TO: Allison Csm calling for update on taking apart engine . sa advised working on engine no time frame as of yet may take a bit more time have drop trans and his first time doing it on an Aviator. Csm advised I understand but so far everything is going well? Sa confirms. Csm advised a f/u for Thursday NEXT STEP: Update clt

2023-04-10 13:53:04 OBE to RTL |

Good morning!

I am back in the office and saw that you spoke with another case manager about the [REDACTED] engine repairs. It was stated that it may take some time as this is the first time the tech is doing this on this veh. If you guys can please reach out to hotline and advised what was found so we can get some guidance I would appreciate it. At this time my amount for rental is up to around 5,000.00. I am hoping to get this repair completed sooner rather than later.

I actually need to provide the \$5,000.00 to the CLT soon. If you could please fill out the information below and provide me a line number so I can get a code for you guys to cut a check that would be great. I appreciate the help!

P&A Code: 04126  
Repair Order #:  
Open Date: 1/23/23  
Mileage: 37,229  
Line:

Warm Regards,

2023-04-11 20:09:40 IBE from RTL | From: Allison Ladusau Sent: Tuesday, April 11, 2023 3:49 PM To: Martinez, Alyssa (A.) Subject: RE: Hello from Lincoln [REDACTED] THE ENGINE IS BEING REPLACED. IT IS NOW OUT OF THE VEHICLE AND PARTS ARE BEING TRANSFERRED. THIS REPAIR SHOULD BE COMPLETED HOPEFULLY BY THE MIDDLE OF NEXT WEEK IF NOT SOONER. I DID PROVIDE THE INFORMATION YOU NEEDED BELOW. P&A Code: 04126 Repair Order #:404137 Open Date: 1/23/23 Mileage: 37,229 Line:A

2023-04-11 20:19:45 RENTAL - WARRANTY START DATE: 12/13/19 P&A Code: 04126 ESP : PremCare - \$72.00 for 5 days Repair Order #: 404137 Open Date: 1/23/23 Mileage: 37,229 Line: A Lincoln or other: Other DAILY RATE: \$72.00 ESP PORTION: 5 days - \$360.00 - 1/23 - 1/27 DLR PORTION: 10 days - \$720.00 - 1/28 - 2/6 LINCOLN PORTION: 69 days - \$4,968.00 - 2/7 - 4/16 - Send P17 email Total: \$6,048.00 - 84 days RTL advised repairs are looking to be complete by 4/21

2023-04-11 20:22:58 \$4,396.23 - CLT is requesting this now as they are paying out of pocket. COM review

2023-04-13 21:15:21 RENTAL - Providing CLT refund for \$4,396.23 \$69.78/day for 63 days - \$4,396.23 WARRANTY START DATE: 12/13/19 P&A Code: 04126 ESP : PremCare - \$72.00 for 5 days Repair Order #: 404137 Open Date: 1/23/23 Mileage: 37,229 Line: A Lincoln or other: Other DAILY RATE: \$72.00 ESP PORTION: 5 days - \$360.00 - 1/23 - 1/27 DLR PORTION: 10 days - \$720.00 - 1/28 - 2/6 LINCOLN PORTION: 69 days - \$4,968.00 - 2/7 - 4/16 - Send P17 email Total: \$6,048.00 - 84 days RTL advised repairs are looking to be complete by 4/21

2023-04-13 21:27:23 IBE from CLT | From: [REDACTED] Sent: Wednesday, April 12, 2023 3:08 PM To: Martinez, Alyssa (A.) Cc: Saberon, Serg (S.) ; [REDACTED] Subject: Re: Hertz Receipt Hello Alyssa and Serg, Will you please provide an update on this? -- [REDACTED]

2023-04-13 21:44:23 Debit Card Morley Case #: Primary reason for Reimbursement Offer(s): Rental refund due to days down during repairs GCCT Case #: [REDACTED] Client Information: Name: [REDACTED] Mailing Address: [REDACTED] NORMAN OK, [REDACTED] Is the customer a citizen of India? No VIN: [REDACTED] Reimbursement Information Reason for Customer Reimbursement: Rental refund due to days down during repairs Total: \$4,396.23

2023-04-13 21:45:08 OBE to CLT | Hello [REDACTED] I hope this finds you well. I am off on Wednesdays now, I apologize. I have submitted the paperwork for your debit card, currently it looks like it has completed processing and will be sent out next week. Your debit card will arrive within 5-10 business days. You will receive a welcome letter with more details and the great benefits of the card. Before it ships out, your current address is still right? I will be able to change it still if not. [REDACTED] NORMAN OK, [REDACTED] As far as your vehicle, the dealership is working as quickly as possible to get repairs completed. They are hoping for the end of next week. I will continue following along and update you if the time frame changes, no later than 4/21/23. I appreciate your patience and for being a part of the Lincoln family. Hope you are having a wonderful day! Warm Regards,

2023-04-13 22:29:06 IBE from CLT | Thanks Alyssa, The address is correct. -- [REDACTED]

2023-04-13 22:29:17

Submit DC

2023-04-14 15:57:18

Debit Card Morley Case #: [REDACTED] Primary reason for Reimbursement Offer(s): Rental refund due to days down during repairs GCCT Case #: [REDACTED] Client Information: Name: [REDACTED] Mailing Address: [REDACTED] NORMAN OK, 73026 Is the customer a citizen of India? No VIN: [REDACTED] Reimbursement Information Reason for Customer Reimbursement: Rental refund due to days down during repairs Total: \$4,396.23

2023-04-14 15:57:22

Ford Cash Settlement/Debit Card Case Transmission CASE NUMBER: [REDACTED]

2023-04-17 16:43:36

OBE to RTL |Allison Ladusau |

Good morning!

I appreciate you providing the information! Does it still look like were going to be complete by Thursday?

Warm Regards,

2023-04-18 21:10:13

IBE from RTL | From: Allison Ladusau Sent: Tuesday, April 18, 2023 4:56 PM To: Martinez, Alyssa (A.) Subject: RE: Hello from Lincoln - [REDACTED] THE VEHICLE WILL BE COMPLETE TOMORROW AND READY FOR PICK. WE ARE GETTING IT CLEANED UP IN DETAIL

2023-04-18 21:13:40

> | OBC to the RTL | 4052075206 | Seth Wadley Lincoln | SPOKE TO: SA Allison | Advised wanted to get rental figured out. Advised they were still responsible for the 10 days as per EFC12590. Apoke with warranty admin to explain and got email address to send final rental bill from CLT. RTL thanked. Cwilson@SethWadley.com Rental will go on line J NEXT STEPS: CLT contact for repair satisfaction and request last rental receipt.

2023-04-18 21:18:39

RENTAL - Providing CLT refund for \$4,396.23 \$69.78/day for 63 days - \$4,396.23 WARRANTY START DATE: 12/13/19 P&A Code: 04126 ESP : PremCare - \$72.00 for 5 days Repair Order #: 404137 Open Date: 1/23/23 Mileage: 37,229 Line: J Lincoln or other: Other DAILY RATE: \$72.00 ESP PORTION: 5 days - \$360.00 - 1/23 - 1/27 DLR PORTION: 10 days - \$720.00 - 1/28 - 2/6 LINCOLN PORTION: 69 days - \$4,968.00 - 2/7 - 4/16 - Send P17 email Total: \$6,048.00 - 84 days RTL advised repairs are looking to be complete by 4/21

2023-04-20 16:26:19

IBE from CLT |From: [REDACTED]  
Sent: Wednesday, April 19, 2023 6:15 PM  
To: Martinez, Alyssa (A.) ; [REDACTED]  
Subject: [REDACTED] Receipt for Reimbursement

Alyssa,

I returned the rental car today and the receipt totaling \$1141.97 is outlined below.

2023-04-20 16:39:01

RENTAL - Providing CLT refund for \$4,396.23 \$69.78/day for 63 days - \$4,396.23 WARRANTY START DATE: 12/13/19 P&A Code: 04126 ESP : PremCare - \$72.00 for 5 days Repair Order #: 404137 Open Date: 1/23/23 Mileage: 37,229 Line: J Lincoln or other: Other DAILY RATE: \$72.00 DLR PORTION: 10 days - \$720.00 - 1/23 - 2/1 LINCOLN PORTION: 77 days - \$5,544.00 - 2/2 - 4/19 Total: \$6,264.00 - 87 days \*\* Calculations at approved amount\*\*

2023-04-20 16:57:28

RENTAL -

WARRANTY START DATE: 12/13/19  
P&A Code: 04126  
ESP : PremCare - \$72.00 for 5 days

Repair Order #: 404137  
Open Date: 1/23/23  
Mileage: 37,229  
Line: J

Lincoln or other: Other

DAILY RATE: Approx \$51.91

Dates: 1/23 - 4/19 - 87 days total

DC already provided for 63 days @ \$69.78/day - \$4,396.23

DLR PORTION: 10 days @ \$51.91 - \$519.10  
LINCOLN PORTION: 12 days @ \$51.91 - \$622.87

Total: \$5,538.20 - 85 days

\*\* Number based off receipt totals \*\*

2023-04-20 17:17:57

P11 for 12 days @ \$51.91/day - MSPA124533

2023-04-20 17:19:04

IBE from RTL |From: Allison Ladusau allison@sethwadley.com>  
Sent: Wednesday, April 19, 2023 1:29 PM  
To: Martinez, Alyssa (A.) amart658@lincoln.com>  
Cc: Charlie Wilson cwilson@sethwadley.com>  
Subject: RE: Hello from Lincoln - [REDACTED]

HELLO I JUST WANTED TO LET YOU KNOW THE VEHICLE IS COMPLETELY FINISHED.

2023-04-20 17:19:06 OBE to RTL | Thank you!! I got the receipt from the client and the total for the last 22 days came out to \$1141.97. I highlighted what's important to your dealership below as well as the P11 code. Please let me know when the check for the client is ready and I will see if they want to pick it up or have you mail it out. RENTAL - WARRANTY START DATE: 12/13/19 P&A Code: 04126 ESP : PremCare - \$72.00 for 5 days Repair Order #: 404137 Open Date: 1/23/23 Mileage: 37,229 Line: J Lincoln or other: Other DAILY RATE: Approx \$51.91 Dates: 1/23 - 4/19 - 87 days total DC already provided for 63 days @ \$69.78/day - \$4,396.23 DLR PORTION: 10 days @ \$51.91 - \$519.10 LINCOLN PORTION: 12 days @ \$51.91 - \$622.87 Total: \$5,538.20 - 85 days P11 for 12 days @ \$51.91/day - MSPA124533

2023-04-20 18:49:02 OBE to CLT | Good afternoon Mrs. [REDACTED], I hope this finds you well. Thank you for the receipt. I have submitted my portion to the dealership and we are working on getting a check for your final amount. The initial amount was sent on a debit card and should be arriving around 5/2/23 from what I am seeing. As soon as the dealer states the check is ready I will reach out and see if you would like to pick it up or have it mailed. I appreciate your patience through this and for being a part of the Lincoln family. Hope you are having a wonderful day! Warm Regards,

2023-04-23 19:10:18 IBE from CLT | From: [REDACTED] Sent: Thursday, April 20, 2023 3:21 PM To: Martinez, Alyssa (A.) Cc: [REDACTED] Subject: Re: [REDACTED] Rental Receipt for Reimbursement Alyssa, Can I please clarify that you are saying Seth Wadley Ford will be writing me the reimbursement check for the \$1141.97 rental charge?

2023-04-23 19:10:49 OBE to CLT | Good afternoon Mrs. [REDACTED] I hope this finds you well. Yes, at this time I am trying to get the final portion of the rental refund provided through Seth Wadley in the form of a check. The dealership is assisting with a portion of the final portion of the rental and I am not able to take funds from them. As soon as the processing is complete I will reach out! Warm Regards,

2023-04-24 18:01:58

Assisting CSM

>| IBC from the Client [REDACTED] | SPOKE TO: [REDACTED] |

CLT was transferred to assisting CSM wanting to speak with CM or Assisting CSM. CLT is upset that the SA Alison sent the CLT a \$60 invoice for the oil change service needed for the engine replacement. CLT advised that SA has in fact waived this fee and CLT is not paying anything out of pocket. CLT wants to document call concern to reduce redundant bureaucracy in LMC. CSM understands and CLT explained that CM may call him directly to discuss this matter further.

NEXT STEPS: Update CM

2023-05-01 03:07:12 CSM William X77768 ASSISTING/IBC FROM CLIENT [REDACTED] Spoke to: [REDACTED] CLT requested case number for debit card/ CSM provided 4 digit pin for CLT Next Steps: Contact CSM Serg

2023-05-01 16:26:58 > | OBC to the Client | [REDACTED] | SPOKE TO: Mrs. [REDACTED] | Called out to make sure all was well and see if the check had arrived. No answer. Left contact info for call back. NEXT STEPS: CLT contact for repair satisfaction - 2nd attempt

2023-05-05 21:35:54 OB SMS to CLT | [REDACTED] | Second attempt for repair satisfaction | Good evening! I was just reaching out again to make sure the repairs were to your satisfaction. I also wanted to check in and see if the refund the dealership had mailed out arrived. I saw you had received the debit card and wanted to make sure everything was in order before closing the case. When you have time, please let me know. I hope you are having a wonderful day! ~ Alyssa

2023-05-05 21:36:45 IB SMS from CLT [REDACTED] | Customer Hi Alyssa. Can you give me a call?

2023-05-05 22:11:19 > | OBC to the Client | [REDACTED] | SPOKE TO: Mrs. and Mr. [REDACTED] | Called out to make sure all was well and see if the check had arrived. They have gotten all of the refund for the rental, CLT thanked. Currently having a little issue with the veh. Lane Keep Assist is glitching he thinks. Was told there was a potential GSB for it - 23-7031. CLT wanted it noted but he is not going to go to RTL for it right away. Not really an issue. Just curious on if its supposed to do that. CSM understand and directed back to the RTL for the questions. CLT advised he did tell them and will make an appointment when more issues come up. Its not really a bother and his wife does not use the lane assist. Its her veh so its whatever for now. CSM advised I would note and advised I would open another case when that time came, just call or email me. CLTs thanked. CSM wished safe travels on their trip and advised I was going to go through the case to make sure I have not missed an offer or something I owed them. CLTs thanked again. Follow up with them by Thursday 5/11/23 - When CLT is on roads, the veh likes to merge through all lines that are not solid. If they are on the highway and an exit they are not taking comes up, the solid line opens and the veh tries to merge into the lane through the opening. All lines. CLT almost pushed into median. NEXT STEPS: Check case - All GWGs provided? Offer one last thing? - Check ESP/LMP/ CLT prev mentioned Jump pack? Call CLT by 5/11 with either an offer or to advise all good and closing case

2023-05-12 17:26:34 8/8 - CLT went to Cooper Lincoln - Not a great time. 8/10 - CLT went to Seth Wadley - electric issues 8/29 - back with CLT 9/16 - DC for rental \$1681.25 9/18ish - Veh back at RTL - electric issues 9/25 - GFR - denied 10/3 - rental correction DC 10/7 - veh has new issue 10/19 - Rental DC sent with correction added \$1616.19 10/26 - More issues happening with veh. Need appointment with loaner - electric issues and noise NOV - Trying to get appt with loaner 12/14 - Veh at RTL with loaner - electric issues and noise, leak 1/16 - veh complete 1/23 - veh back at RTL - Noise and electric issues 1/24 - GFR still denied 2/13 - Veh still down - hotline open, working on rattle 2/24 - GFR denied again 3/17 - repairs still ongoing 4/19 - repairs complete - rental. -\$5019.10

2023-05-12 20:34:14 Look into LMP for CLT - Offer - See if there is anything else they would prefer.

2023-05-12 21:36:15

OB SMS to CLT [REDACTED] |

Hello!

I just wanted you to know I completed my review and it looks like nothing was missed during the case. At this time I am looking into a good will gesture I can offer due to the length of our case together. If there is anything you can think of that I may be able to look into, please let me know!

Hope you're having a great day!

~ Alyssa

2023-05-12 21:46:33 LMP 3/36,000 Morley Case Number [REDACTED]



2023-05-14 15:59:11 | CSM Sherrie | 77769 | assisting CSM Alyssa IBC from client @ [REDACTED] SPOKE TO: [REDACTED] delegate He called stating that he found a bug, unexpected user experience. He pulled into parking space and the bumper was over the curb. When he turned the VEH off the air suspension had relaxed and rested the front of the VEH on curb. When he started the VEH it did not raise back up. So he put VEH in reverse and had to scrape his VEH over the curb. He would like to know if there is any damage what does he do? He wants to let us know that there is an error with the product. I advised that looking into the OM there does not seem to be a way to turn the feature off. It is a monitor system. I advised that knowing that the VEH lowers when the VEH is turned off not to park over the parking spot barricade. If there is damage he will need to reach out to his insurance company for any assistance. He stated that so we are stating that it is his fault. He thought that the VEH would beep at him or not lower but it did not. I advised that he knew that it lowers when stopping and I would advise not to park over the barricade. I can provide feedback to our team so they can look into it internally. He stated that if there is damage then this will be a problem. It was the VEH that did it not something that he did. I advised that I will update his CSM. NEXT STEPS: Update CSM.

2023-05-15 17:29:12 OB SMS to CLT [REDACTED] | Good morning! I just wanted to reach out and offer to purchase a maintenance plan due to the time-frame of our case together. This plan would be good for 3 years or 36,000 miles, whichever comes first. I would be happy to purchase this on your behalf. If there is something else you like me to look into in its stead, please let me know! I would be happy to review. ~ Alyssa

2023-05-15 18:02:54 IB SMS from CLT | [REDACTED] |

Hi Alyssa, thanks for letting me know. Would this new plan be above and beyond what I currently have on the CPO? Also, [REDACTED] ran into an issue yesterday. I am tied up today but you are welcome to call him about it at [REDACTED]

2023-05-15 18:07:02 OB SMS to CLT | You're welcome! Yes, this plan would be in addition to your premiumCare plan. This is the best maintenance plan I am able to provide to my clients and costs \$550.00. It will cover your oil and filter changes, multi-point inspections, tire rotations, and has options for synthetic oil. I did see he called. The manager he spoke with yesterday is correct, if there is any damage causing issues to the vehicle, you would need to work with insurance. ~ Alyssa

2023-05-19 14:27:06 IB SMS from CLT | [REDACTED] | Customer 5:40 PM : Alyssa, we will accept the maintenance plan. Thank you system

2023-05-19 14:29:45 Ford ESP Case Transmission CASE [REDACTED]

2023-05-22 16:30:37 COM Anthony- Morley Ford ESP Case Transmission CASE [REDACTED] transmitted

2023-05-26 14:15:29 2023 LIMITED MAINT 36/45K-5K INTERVAL STANDARD DEDUCTIBLE: 0 USD OWNER NAME: [REDACTED] DISTANCE: 85264 EXPIRATION DATE: 05/22/2026

2023-05-26 14:50:39 OB SMS to CLT | Plan attached | Good morning! I wanted to reach out this morning and let you know that the plan I purchased on your behalf is active and attached to your vehicle. This plan can be used at any Ford or Lincoln dealership in the USA at 5K mile intervals. 2023 LIMITED MAINT 36/45K-5K INTERVAL STANDARD DEDUCTIBLE: 0 USD OWNER NAME: [REDACTED] DISTANCE: 85264 EXPIRATION DATE: 05/22/2026 You will receive paperwork in the mail in the next few weeks. While it may ask for a signature, there is nothing you need to send back. Do you have any questions before I close your case? ~ Alyssa

2023-05-30 16:04:20 >| Email to Client| [REDACTED] 2nd attempt | Good afternoon Mrs. [REDACTED] I hope this finds you well. I am reaching out again to let you know that the plan I purchased on your behalf is active and attached to your vehicle. This plan can be used at any Ford or Lincoln dealership in the USA at 5K mile intervals. 2023 LIMITED MAINT 36/45K-5K INTERVAL STANDARD DEDUCTIBLE: 0 USD OWNER NAME: [REDACTED] DISTANCE: 85264 EXPIRATION DATE: 05/22/2026 You will receive paperwork in the mail in the next few weeks. While it may ask for a signature, there is nothing you need to send back. Do you have any questions before I close your case? Warm Regards,

2023-06-01 19:14:16 No email back from CLT as of yet.

2023-06-04 17:19:54 [CSM Christine B. x 77519] IBC from CLT | [REDACTED] \*\*\*Assisting\*\*\* Spoke To: Mrs. [REDACTED] CLT calling states vehicle engine light is on and app states something to do with emission. CLT states thinks is related to the gas cap cover but not sure. CLT inquired for next steps. CSM advised to bring vehicle to service for further assistance and diag on engine light. CLT states concerned to drive vehicle and hour with this issue. CSM advised CLT can use RA to have vehicle towed if concerned on the safety of vehicle. CSM also advised contact service before going so service can advise on appt and if CLT ok to drive vehicle. Next Steps: Email CSM Alyssa with update

2023-06-05 19:29:13 >| IBC from the Client | [REDACTED] | SPOKE TO: Mrs. [REDACTED] | Advised the veh was at the RTL and she was using a new one. Confidence Ford Lincoln in Norman. They put in her loaner veh and she is waiting on diagnosis. CSM thanked. Will reach out and make sure they have all my contact information. Follow up as soon as I have something. CLT thanked. New issue: CEL on - LW app advised it was an emissions system issue NEXT STEPS: RTL contact

2023-06-05 20:42:13 Changing RTL from Seth Wadley to Confidence Ford Lincoln in Norman.

2023-06-08 16:08:17

\*Assisting CSM Alyssa\* Elizabeth X 77456 X IBC from [REDACTED] >>

Spoke to: Client stated she has been working with Csm Alyssa and advised she had a general question regarding her warranty. Client stated she had her engine replaced by Seth Wadley Lincoln. Client stated that she brought her vehicle on Sunday to Confidence Ford, as she was getting an error message for the emission. Client stated per the rtl that there was a small rot on the seal of the gas tank and paid for the repairs. Client stated she did pick her vehicle up. Client stated a couple days later the same error message came on. Client stated she contact Seth Wadley Lincoln, who advised that the rtl would like to check the seals on the engine to make sure none of the seals came loose. Client stated she would like to confirm if this is covered under warranty. Csm advised she does have her powertrain warranty and CPO warranty. Csm advised the client that the rtl would need to do a diagnosis to confirm warranty coverage. Client understood.

Client advised that her husband is currently bringing their vehicle to Seth Wadley Lincoln today. Csm advised I can see if csm Alyssa is available for her. Client declined. Csm advised I will update her csm to advise her vehicle is being brought to the rtl today. Csm advised of follow up for tomorrow. Client understood.

Next steps: Update csm

2023-06-09 19:17:17 Changed back to Seth Wadley Lincoln from confidence Ford

2023-06-09 19:22:45 OB Email to RTL | Charlie Wilson | Hello again. I hear the vehicle is back again and I was just reaching out to see if there was an update on things. Please let me know when you have time. Warm Regards,

2023-06-09 19:25:33 OB SMS to CLT | [REDACTED] | Hello Mrs. [REDACTED]. I hope this finds you well. Just reaching out to let you know I am waiting on an update from Seth Wadley. I will let you know as soon as I hear from them! I hope you are having a wonderful day. ~ Alyssa

2023-06-09 21:31:32

> | Email From RTL |allison@sethwadley.com | SPOKE TO: SA Allison |

From: Allison Ladusau  
Sent: Friday, June 9, 2023 5:30 PM  
To: Martinez, Alyssa (A.) ; Charlie Wilson  
Subject: RE: Hello from Lincoln - [REDACTED]

VEH CAME IN YESTERDAY AND HAS ALREADY LEFT. WE GOT IT HANDLED IN ONE DAY. SO THAT'S GOOD!

2023-06-09 21:34:08 > | Email To RTL | allison@sethwadley.com | SPOKE TO: SA Allison | From: Martinez, Alyssa (A.) Sent: Friday, June 09, 2023 4:31 PM To: Allison Ladusau ; Charlie Wilson Subject: RE: Hello from Lincoln - [REDACTED] Oh wonderful! What was wrong?

2023-06-09 21:34:42 > | Email From RTL |allison@sethwadley.com | SPOKE TO: SA Allison | From: Allison Ladusau Sent: Friday, June 9, 2023 5:32 PM To: Martinez, Alyssa (A.) ; Charlie Wilson Subject: RE: Hello from Lincoln - [REDACTED] JUST THE PURGE VALVE

2023-06-09 21:35:12 > | Email To RTL | allison@sethwadley.com | SPOKE TO: SA Allison | Amazing. You guys are awesome! I hope you have a wonderful weekend

2023-06-13 15:13:25 8/8 - CLT went to Cooper Lincoln - Not a great time. 8/10 - CLT went to Seth Wadley - electric issues 8/29 - back with CLT 9/16 - DC for rental \$1681.25 9/18ish - Veh back at RTL - electric issues 9/25 - GFR - denied 10/3 - rental correction DC 10/7 - veh has new issue 10/19 - Rental DC sent with correction added \$1616.19 10/26 - More issues happening with veh. Need appointment with loaner - electric issues and noise NOV - Trying to get appt with loaner 12/14 - Veh at RTL with loaner - electric issues and noise, leak 1/16 - veh complete 1/23 - veh back at RTL - Noise and electric issues 1/24 - GFR still denied 2/13 - Veh still down - hotline open, working on rattle 2/24 - GFR denied again 3/17 - repairs still ongoing 4/19 - repairs complete - rental. -\$5019.10 5/5 - Check arrived to CLT for rental refund. Glitch with Lane keep assist. Noted. Not going to RTL for. 5/14- CLT called in about suspension bug. When he turned the VEH off the air suspension had relaxed and rested the front of the VEH on curb. Advised normal feature of veh 5/15 - Offered LMP - 3/36 - CLT accepted 5/22 - LMP added - Attempted CLT contact 5/26 - LMP added - Attempted CLT contact 6/4 - CLT calls in advising CEL light on 6/5 - Veh at RTL - Confidence Ford Lincoln - fixed 6/8 - CLT calls in - Veh having same issue - Going to RTL today - Seth Wadley Lincoln - Finished same day. -PURGE VALVE repaired

2023-06-13 15:22:30 OB SMS to CLT | Repair satisfaction - first attempt | Hello, I just wanted to reach out to you and make sure all was well with the vehicle before closing out the case. I heard that it was repaired same day at Seth Wadley and they advised things went well. When you have time, please let me know. I appreciate you being a part of the Lincoln family and hope you're having a great morning! ~ Alyssa

2023-06-13 16:02:00 IB SMS from CLT | [REDACTED] | Customer Alyssa, Yes, everything seems to be fine with it so far! OB SMS to CLT | Wonderful! I am very happy to hear it. Do you have any questions before I close out the case? ~ Alyssa

2023-06-13 16:50:55 IB SMS from CLT | [REDACTED] | Customer No ma'am! OB SMS to CLT | Perfect! Please save my contact information and do not hesitate to reach out to me in the future if you need me. I am happy to help as best as I can! I appreciate your time and hope you have a wonderful rest of your week. ~ Alyssa

2023-06-13 17:00:54

COM review email to close sent

2023-06-13 18:11:19 OBE to CLT | | EOC email | Hello Mrs. [REDACTED] Thank you for contacting Lincoln Motor Company and allowing us to assist you with your 2020 Lincoln Aviator regarding case [REDACTED]. Partnering with Seth Wadley Lincoln, I am glad I was able to help with getting your vehicle repaired and keeping you updated throughout the process. As a reminder, your maintenance plan is also active and has been attached to your VIN to use when you would like. As I will be completing your case, please look for an email in the next 24 hours with a brief survey regarding my efforts and your experience with me in completing your case – Lincoln and I value your feedback. You may receive an additional survey regarding your retailer and vehicle at a later date. Should you need to contact me again, you may reach me directly at Amart658@Lincoln.com or by phone at 1-888-214-2155 ext. 77969. If I'm unavailable, please leave me a detailed message and I will return your call as soon as possible. Note: for a quicker response, please provide your case number indicated above. Thank you for being a valued client and a part of the extended Lincoln family. Warm Regards,

CASE ATTACHMENTS:

|                     |                 |
|---------------------|-----------------|
| 2022-09-07 14:02:08 | Alyssa Martinez |
| 2022-10-03 18:42:30 | Alyssa Martinez |
| 2022-10-09 16:11:44 | Alyssa Martinez |
| 2022-10-09 16:13:09 | Alyssa Martinez |
| 2023-03-30 18:25:36 | Alyssa Martinez |
| 2023-03-30 18:26:56 | Alyssa Martinez |
| 2023-04-11 20:22:58 | Alyssa Martinez |
| 2023-04-20 16:26:19 | Alyssa Martinez |



THE HERTZ CORPORATION  
Web: www.hertz.com



Rental Agreement No: [REDACTED]  
Date: 09/02/2022  
Document: [REDACTED]

Direct All Inquiries To:  
THE HERTZ CORPORATION  
PO BOX 26120  
OKLAHOMA CITY, OK 73126-0120

CHARGE DETAIL

Renter: [REDACTED]  
Account No.: \*\*\*\*\* MC  
CDP No.: [REDACTED]  
CDP Name: HERTZ MEMBER PROGRAM

[REDACTED]  
NORMAN, OK [REDACTED]

RENTAL REFERENCE

Rental Agreement No: [REDACTED]  
Reservation ID: [REDACTED]  
I.T. No.: [REDACTED]  
Voucher: [REDACTED]

RENTAL DETAILS

Rate Plan: IN: VSTAT5 OUT: NOAW7  
Rented On: 08/09/2022 14:33 LOC# [REDACTED]  
NORMAN, OK  
Returned On: 09/02/2022 15:34 LOC# [REDACTED]  
NORMAN, OK  
Car Description: SIR MURANOFWSNS [REDACTED]  
Veh. No.: [REDACTED]  
CAR CLASS Charged: L MILEAGE In: 49,927  
Rented: F4 Out: 48,249  
Reserved: L Driven: 1,678

MISCELLANEOUS INFORMATION

|          |        |       |            |      |         |
|----------|--------|-------|------------|------|---------|
| CC AUTH: | 41926P | DATE: | 2022/08/09 | AMT: | 200.00  |
| CC AUTH: | 41926P | DATE: | 2022/08/09 | AMT: | 1682.00 |
| CC AUTH: | 74658P | DATE: | 2022/08/28 | AMT: | 624.00  |
| CC AUTH: | 43146P | DATE: | 2022/08/19 | AMT: | 1247.00 |

RENTAL CHARGES

|            |     |        |         |
|------------|-----|--------|---------|
| WEEKS      | 3 @ | 542.64 | 1627.92 |
| EXTRA HRS  | 1 @ | 54.27  | 54.27   |
| EXTRA DAYS | 3 @ | 108.53 | 325.59  |
| SUBTOTAL   |     |        | 2007.78 |

VOUCHER VALUE -622.68  
TAX 14.75% 296.15

TOTAL CHARGES 1681.25 USD

Gold Plus Rewards Points

Earned this rental: 2008

E-RETURN RECEIPT

THANK YOU FOR RENTING FROM HERTZ

Direct All Inquiries To:  
THE HERTZ CORPORATION  
PO BOX 26120  
OKLAHOMA CITY, OK 73126-0120  
UNITED STATES

Rental Agreement No: [REDACTED]  
Date: 09/02/2022  
Document: 982001586836

Renter: [REDACTED]  
Account No.: [REDACTED]

Web: www.hertz.com

TOTAL CHARGES

1681.25 USD



Rental Record#

# 01 RM  
RES

Rental Agreement

| INITIAL CHARGES                                                                  |         |                         |                |           |           |
|----------------------------------------------------------------------------------|---------|-------------------------|----------------|-----------|-----------|
| RENT RT                                                                          |         | \$ 395.41/ WEEK         | @              | 2/ WEEKS  | \$ 790.82 |
| RENT RT                                                                          |         | \$ 26.49/ HOUR          | @              | 2/ HOURS  | \$ 52.98  |
| SUBTOTAL                                                                         |         |                         |                | T \$      | 843.80    |
|                                                                                  |         |                         |                |           |           |
| CHARGES ADDED DURING RENTAL                                                      |         |                         |                |           |           |
| LDW <i>i</i>                                                                     |         | DECLINED                |                |           |           |
| LIS <i>i</i>                                                                     |         | DECLINED                |                |           |           |
| PAI, PEC <i>i</i>                                                                |         | DECLINED                |                |           |           |
| PREM RD SVC <i>i</i>                                                             |         | DECLINED                |                |           |           |
| * ADDITIONAL CHARGES                                                             |         |                         |                |           |           |
| SERVICE CHARGES/TAXES                                                            |         |                         |                |           |           |
| Return Change Fee                                                                |         | Accepted                |                | T \$      | 10.00     |
| Late Return Fee                                                                  |         | \$ 12.00 per day        |                | T \$      | 12.00     |
| TAX                                                                              | 14.750% | ON TAXABLE TTL OF       |                | \$ 865.80 | \$ 127.71 |
| VOUCHER -                                                                        |         | 1                       |                | \$        | - 484.99  |
| TOTAL AMOUNT DUE                                                                 |         |                         |                | \$ 508.52 |           |
| CHARGED ON                                                                       |         | MC                      | <div></div>    |           |           |
|                                                                                  |         |                         |                |           |           |
|                                                                                  |         |                         |                |           |           |
| For more transparency of above charges, please hover over the fee or go to       |         |                         |                |           |           |
| <a href="http://WWW.HERTZ.COM/CHARGEEXPLAINED">WWW.HERTZ.COM/CHARGEEXPLAINED</a> |         |                         |                |           |           |
|                                                                                  |         |                         |                |           |           |
| VEHICLE:                                                                         |         | <div></div>             |                |           |           |
| LICENSE:                                                                         |         | <div></div>             |                |           |           |
| FUEL:                                                                            |         | FULL 8 / 8 OUT 8 / 8 IN |                |           |           |
| MILEAGE IN:                                                                      |         | 45892                   | TR-X MILES:    |           |           |
| MILEAGE OUT:                                                                     |         | 44515                   | MILES ALLOWED: |           |           |
| MILES DRIVEN:                                                                    |         | 1377                    | MILES CHARGED: |           |           |
| CDP:                                                                             |         | XXXXXXX                 |                |           |           |
|                                                                                  |         |                         |                |           |           |
| RENTED:                                                                          |         | NORMAN HLE              |                |           |           |
| RENTAL:                                                                          |         | 09/16/22 10:39          |                |           |           |
| RETURN:                                                                          |         | 09/30/22 12:55          |                |           |           |
| RETURNED:                                                                        |         | NORMAN HLE              |                |           |           |
| COMPLETED BY:                                                                    |         | 3120 / OKNLE01          |                |           |           |
|                                                                                  |         |                         |                |           |           |
| PLAN IN:                                                                         |         | CNVW                    | RATE CLASS: L  |           |           |
| PLAN OUT:                                                                        |         | CNVW                    |                |           |           |
|                                                                                  |         |                         |                |           |           |





THE HERTZ CORPORATION  
Phone: 1-888-444-6025  
E-mail: CUSTOMER-RELATIONS@HERTZ.COM



Rental Agreement No: [REDACTED]  
Invoice Date: [REDACTED]  
Document: [REDACTED]

Direct All Inquiries To:  
THE HERTZ CORPORATION  
TRAVEL INDUSTRY DEPT 1087  
PO BOX 121087  
DALLAS, TX 75312-1087

REPRINT

Renter: [REDACTED]  
Account No.: [REDACTED]  
CDP No.: [REDACTED]  
CDP Name: HERTZ MEMBER PROGRAM

PREPAID DEPARTMENT HAC  
INES SCHNEIDER  
US TO US  
PO BOX 25485  
OKLAHOMA CITY, OK 73134

#### RENTAL REFERENCE

Rental Agreement No: [REDACTED]  
Reservation ID: [REDACTED]  
I.T. No.: [REDACTED]  
Voucher: [REDACTED]

#### RENTAL DETAILS

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NORMAN, OK  
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NORMAN, OK  
Car Description: SIR MURANOFWSNS 3954AP  
Veh. No.: [REDACTED]  
CAR CLASS Charged: L MILEAGE In: 49,927  
Rented: F4 Out: 48,249  
Reserved: L Driven: 1,678

#### MISCELLANEOUS INFORMATION

#### RENTAL CHARGES

|               |     |        |             |
|---------------|-----|--------|-------------|
| WEEKS         | 3 @ | 542.64 | 1627.92     |
| EXTRA HRS     | 1 @ | 54.27  | 54.27       |
| EXTRA DAYS    | 3 @ | 108.53 | 325.59      |
| SUBTOTAL      |     |        | 2007.78     |
| TAX           |     | 14.75% | 296.15      |
| TOTAL CHARGES |     |        | 2303.93 USD |
| VOUCHER VALUE |     |        | 622.68 USD  |

#### Gold Plus Rewards Points

Earned this rental: 2008

THANK YOU FOR RENTING FROM HERTZ

DETACH AND SEND WITH PAYMENT-DO NOT STAPLE OR FOLD

Please include Rental Agreement No on your check.

Rental Agreement No: [REDACTED]  
Invoice Date: [REDACTED]  
Document: [REDACTED]

REMIT TO:  
THE HERTZ CORPORATION  
TRAVEL INDUSTRY DEPT 1087  
PO BOX 121087  
DALLAS, TX 75312-1087  
UNITED STATES

Renter: [REDACTED]  
Account No.: [REDACTED]

VOUCHER VALUE 622.68 USD

PAYMENT -622.68 USD

AMOUNT DUE: 0.00 USD

Phone: 1-888-444-6025  
E-mail: CUSTOMER-RELATIONS@HERTZ.COM

PE24-012 000299 GCCT PLV



Rental Record#

# 01 RM  
RES

Rental Agreement

| INITIAL CHARGES                                                                  |         |                       |                |           |           |
|----------------------------------------------------------------------------------|---------|-----------------------|----------------|-----------|-----------|
| RENT RT                                                                          |         | \$ 395.41/ WEEK       | @              | 2/ WEEKS  | \$ 790.82 |
| RENT RT                                                                          |         | \$ 26.49/ HOUR        | @              | 2/ HOURS  | \$ 52.98  |
| SUBTOTAL                                                                         |         |                       |                | T \$      | 843.80    |
|                                                                                  |         |                       |                |           |           |
| CHARGES ADDED DURING RENTAL                                                      |         |                       |                |           |           |
| LDW ⓘ                                                                            |         | DECLINED              |                |           |           |
| LIS ⓘ                                                                            |         | DECLINED              |                |           |           |
| PAI, PEC ⓘ                                                                       |         | DECLINED              |                |           |           |
| PREM RD SVC ⓘ                                                                    |         | DECLINED              |                |           |           |
| * ADDITIONAL CHARGES                                                             |         |                       |                |           |           |
| SERVICE CHARGES/TAXES                                                            |         |                       |                |           |           |
| Return Change Fee                                                                |         | Accepted              |                | T \$      | 10.00     |
| Late Return Fee                                                                  |         | \$ 12.00 per day      |                | T \$      | 12.00     |
| TAX                                                                              | 14.750% | ON TAXABLE TTL OF     |                | \$ 865.80 | \$ 127.71 |
| VOUCHER -                                                                        |         | 1                     |                | \$        | - 484.99  |
| TOTAL AMOUNT DUE                                                                 |         |                       |                | \$ 508.52 |           |
| CHARGED ON                                                                       |         | MC                    | <div></div>    |           |           |
|                                                                                  |         |                       |                |           |           |
|                                                                                  |         |                       |                |           |           |
| For more transparency of above charges, please hover over the fee or go to       |         |                       |                |           |           |
| <a href="http://WWW.HERTZ.COM/CHARGEEXPLAINED">WWW.HERTZ.COM/CHARGEEXPLAINED</a> |         |                       |                |           |           |
|                                                                                  |         |                       |                |           |           |
| VEHICLE:                                                                         |         | <div></div>           |                |           |           |
| LICENSE:                                                                         |         | <div></div>           |                |           |           |
| FUEL:                                                                            |         | FULL 8 /8 OUT 8 /8 IN |                |           |           |
| MILEAGE IN:                                                                      |         | 45892                 | TR-X MILES:    |           |           |
| MILEAGE OUT:                                                                     |         | 44515                 | MILES ALLOWED: |           |           |
| MILES DRIVEN:                                                                    |         | 1377                  | MILES CHARGED: |           |           |
| CDP:                                                                             |         | XXXXXXX               |                |           |           |
|                                                                                  |         |                       |                |           |           |
| RENTED:                                                                          |         | NORMAN HLE            |                |           |           |
| RENTAL:                                                                          |         | 09/16/22 10:39        |                |           |           |
| RETURN:                                                                          |         | 09/30/22 12:55        |                |           |           |
| RETURNED:                                                                        |         | NORMAN HLE            |                |           |           |
| COMPLETED BY:                                                                    |         | 3120 / OKNLE01        |                |           |           |
|                                                                                  |         |                       |                |           |           |
| PLAN IN:                                                                         |         | CNVW                  | RATE CLASS: L  |           |           |
| PLAN OUT:                                                                        |         | CNVW                  |                |           |           |
|                                                                                  |         |                       |                |           |           |





## INITIAL CHARGES

|          |    |              |   |          |      |         |
|----------|----|--------------|---|----------|------|---------|
| RENT RT  | \$ | 420.57/ WEEK | @ | 9/ WEEKS | \$   | 3785.13 |
| SUBTOTAL |    |              |   |          | T \$ | 3785.13 |

## CHARGES ADDED DURING RENTAL

|             |          |
|-------------|----------|
| LDW         | DECLINED |
| LIS         | DECLINED |
| PAI, PEC    | DECLINED |
| PREM RD SVC | DECLINED |

\* ADDITIONAL CHARGES

## SERVICE CHARGES/TAXES

|                   |          |                      |         |         |            |
|-------------------|----------|----------------------|---------|---------|------------|
| Return Change Fee | Accepted |                      |         | T \$    | 10.00      |
| Late Return Fee   | Accepted | @ \$                 | 12.00   | per day | T \$ 36.00 |
| TAX               | 14.750%  | ON TAXABLE TTL OF \$ | 3831.13 | \$      | 565.10     |

## TOTAL AMOUNT DUE

CHARGED ON MC

\$ 4396.23

FOR EXPLANATION OF THE ABOVE CHARGES,  
PLEASE ASK A REPRESENTATIVE OR GO TO  
[WWW.HERTZ.COM/CHARGEEXPLAINED](http://WWW.HERTZ.COM/CHARGEEXPLAINED)

VEHICLE:

LICENSE:

FUEL:

MILEAGE IN: 47341

MILEAGE OUT: 43669

MILES DRIVEN: 3672

CDP:

RENTED:

RENTAL:

RETURN:

RETURNED:

COMPLETED BY:

PLAN IN: CNVW

PLAN OUT:

FULL8/8 OUT8/8 IN

TR-X MILES:

MILES ALLOWED:

MILES CHARGED:

124784-CITICORP AUTOMATIC DISC

NORMAN HLE

01/26/2308:08

03/28/2316:25

NORMAN HLE

9683/QKNLE01

RATE CLASS: Q4

CNVW



## INITIAL CHARGES

|          |    |              |   |          |      |         |
|----------|----|--------------|---|----------|------|---------|
| RENT RT  | \$ | 420.57/ WEEK | @ | 9/ WEEKS | \$   | 3785.13 |
| SUBTOTAL |    |              |   |          | T \$ | 3785.13 |

## CHARGES ADDED DURING RENTAL

|             |          |
|-------------|----------|
| LDW         | DECLINED |
| LIS         | DECLINED |
| PAI, PEC    | DECLINED |
| PREM RD SVC | DECLINED |

\* ADDITIONAL CHARGES

## SERVICE CHARGES/TAXES

|                   |          |                      |         |         |            |
|-------------------|----------|----------------------|---------|---------|------------|
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| Late Return Fee   | Accepted | @ \$                 | 12.00   | per day | T \$ 36.00 |
| TAX               | 14.750%  | ON TAXABLE TTL OF \$ | 3831.13 | \$      | 565.10     |

## TOTAL AMOUNT DUE

CHARGED ON MC

\$ 4396.23

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PLEASE ASK A REPRESENTATIVE OR GO TO  
[WWW.HERTZ.COM/CHARGEEXPLAINED](http://WWW.HERTZ.COM/CHARGEEXPLAINED)

VEHICLE:

LICENSE:

FUEL:

MILEAGE IN: 47341

MILEAGE OUT: 43669

MILES DRIVEN: 3672

CDP:

RENTED:

RENTAL:

RETURN:

RETURNED:

COMPLETED BY:

PLAN IN: CNVW

PLAN OUT:

FULL8/8 OUT8/8 IN

TR-X MILES:

MILES ALLOWED:

MILES CHARGED:

124784-CITICORP AUTOMATIC DISC

NORMAN HLE

01/26/2308:08

03/28/2316:25

NORMAN HLE

9683/OKNLE01

RATE CLASS: Q4

CNVW

## INITIAL CHARGES

|          |    |              |   |          |      |         |
|----------|----|--------------|---|----------|------|---------|
| RENT RT  | \$ | 420.57/ WEEK | @ | 9/ WEEKS | \$   | 3785.13 |
| SUBTOTAL |    |              |   |          | T \$ | 3785.13 |

## CHARGES ADDED DURING RENTAL

|             |          |
|-------------|----------|
| LDW         | DECLINED |
| LIS         | DECLINED |
| PAI, PEC    | DECLINED |
| PREM RD SVC | DECLINED |

\* ADDITIONAL CHARGES

## SERVICE CHARGES/TAXES

|                   |          |                      |         |         |            |
|-------------------|----------|----------------------|---------|---------|------------|
| Return Change Fee | Accepted |                      |         | T \$    | 10.00      |
| Late Return Fee   | Accepted | @ \$                 | 12.00   | per day | T \$ 36.00 |
| TAX               | 14.750%  | ON TAXABLE TTL OF \$ | 3831.13 | \$      | 565.10     |

## TOTAL AMOUNT DUE

CHARGED ON MC

\$ 4396.23

FOR EXPLANATION OF THE ABOVE CHARGES,  
PLEASE ASK A REPRESENTATIVE OR GO TO  
[WWW.HERTZ.COM/CHARGEEXPLAINED](http://WWW.HERTZ.COM/CHARGEEXPLAINED)

VEHICLE:

LICENSE:

FUEL:

MILEAGE IN: 47341

MILEAGE OUT: 43669

MILES DRIVEN: 3672

CDP:

RENTED:

RENTAL:

RETURN:

RETURNED:

COMPLETED BY:

PLAN IN: CNVW

PLAN OUT:

FULL8/8 OUT8/8 IN

TR-X MILES:

MILES ALLOWED:

MILES CHARGED:

124784-CITICORP AUTOMATIC DISC

NORMAN HLE

01/26/2308:08

03/28/2316:25

NORMAN HLE

9683/OKNLE01

RATE CLASS: Q4

CNVW

# Your Receipt

VIEW RECEIPT

# 02 PN

RR  
RES

## KELSEA MILLS

### INITIAL CHARGES

|                 |    |              |   |             |    |               |
|-----------------|----|--------------|---|-------------|----|---------------|
| RENT RT         | \$ | 307.87/ WEEK | @ | 3/ WEEKS    | \$ | 923.61        |
| RENT RT         | \$ | 61.57/ DAY   | @ | 1/ DAYS     | \$ | 61.57         |
| <b>SUBTOTAL</b> |    |              |   | <b>T \$</b> |    | <b>985.18</b> |

### CHARGES ADDED DURING RENTAL

|             |          |
|-------------|----------|
| LDW         | DECLINED |
| LIS         | DECLINED |
| PAI, PEC    | DECLINED |
| PREM RD SVC | DECLINED |

\* ADDITIONAL CHARGES

### SERVICE CHARGES/TAXES

|                   |          |                      |             |              |
|-------------------|----------|----------------------|-------------|--------------|
| Return Change Fee | Accepted |                      | <b>T \$</b> | <b>10.00</b> |
| TAX               | 14.750%  | ON TAXABLE TTL OF \$ | \$          | 146.79       |

### TOTAL AMOUNT DUE

CHARGED ON MC

FOR EXPLANATION OF THE ABOVE CHARGES,

PLEASE ASK A REPRESENTATIVE OR GO TO

[WWW.HERTZ.COM/CHARGEEXPLAINED](http://WWW.HERTZ.COM/CHARGEEXPLAINED)

VEHICLE:

LICENSE:

FUEL:

MILEAGE IN: 25021

MILEAGE OUT: 23595

MILES DRIVEN: 1426

CDP:

RENTED:

RENTAL:

RETURN:

RETURNED:

COMPLETED BY:

PLAN IN: OAUWB

PLAN OUT:

FULL8/8 OUT8/8 IN

TR-X MILES:

MILES ALLOWED:

MILES CHARGED:

124784-CITICORP AUTOMATIC DISC

NORMAN HLE

03/28/2316:41

04/19/2316:30

NORMAN HLE

9683/OKNLE01

RATE CLASS: Q4

OAUWB

[www.Hertz.com](http://www.Hertz.com)

PE24-012 000305 GCCT PLV

CASE NUMBER: [REDACTED] STATUS: Information Provided  
OPEN: 10-24-2022 CLOSED: 10-24-2022 BUSINESS UNIT NAME: Ford  
RESPONSE TEAM: Lincoln Concierge NA CRC COMMUNICATION: Phone  
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | CCT Criteria |  
DEALER NAME:  
PA CODE: DLR SALES CODE: REGION: ZONE:  
VIN: [REDACTED] MODEL YEAR: 2021 MODEL: AVIATOR MILEAGE: 22,263  
BODY STYLE: J7X - AVIATOR SIGNATURE AWD 4-DR MPV  
LAST NAME FIRST NAME MIDDLE: [REDACTED] |  
ADDRESS: [REDACTED]  
CITY STATE ZIP COUNTRY: OKLAHOMA CITY | OK | [REDACTED] | USA  
HOME PHONE [REDACTED]  
SYMPTOMS: Driver Aides & Information | BlueCruise/Active Glide | Message/Notification | Inaccurate  
ANALYST NAME: Jaleesa Vasquez OPEN ANALYST NAME: Jaleesa Vasquez  
COMMENTS:  
2022-10-24 15:09:20

CLT SAYS: Inquired about additional assistance with his vehicle and the alert he gets when using cruise control. CLT states he drives alot and when using the cruise control he often gets a message "keep hands on the wheel" while his hands are placed on the wheel consistently. CLT stated this is very frustrating and has taken it to 2 DLR's, one in Maine and the other in Oklahoma and neither are able to duplicate the concerns. CLT inquired if this is a software issue that maybe the programming needs to be reset PER CLT DLR SAYS: cannot duplicate concerns CSM ADVISED: Apologized for the inconvenience and advs per the OM it states when that message comes up its to alert to keep hands on the wheel but alos provide steering input, meaning make some movement to indicate awareness while still keeping the hands on the wheel. CLT understood and stated it makes sense but its hard to tell and test it out when it happens only when driving for an extended time. CSM advs will create a case and get details documented and will transfer to LW for additional technical assistance to see if theres anything with the SYNC system that needs updating. If not, it may be suggested to bring the vehicle back to the DLR, and CSM will be happy to assist the DLR with opening a technical hotline request so our technical experts can provide additional assistance and resources to resolve. CLT understood and thanked. CSM advs will email case info, provided number to LW and transferred call NEXT STEPS: close case

CASE ATTACHMENTS:



CASE NUMBER: [REDACTED] STATUS: Information Provided  
OPEN: 11-02-2022 CLOSED: 11-02-2022 BUSINESS UNIT NAME: Ford  
RESPONSE TEAM: Lincoln Concierge NA CRC COMMUNICATION: Phone  
CASE CLASS LV 1234: Feedback | Product | Negative | General/Other  
DEALER NAME: Gordie Boucher Lincoln  
PA CODE: 10514 DLR SALES CODE: 42549 REGION: CE ZONE: CED  
VIN: [REDACTED] MODEL YEAR: 2022 MODEL: NAVIGATOR MILEAGE: 5,800  
BODY STYLE: J2T - NAVIGATOR BL 4X4 4DR  
LAST NAME FIRST NAME MIDDLE: [REDACTED]  
ADDRESS: [REDACTED]  
CITY STATE ZIP COUNTRY: KANSASVILLE | WI | [REDACTED] | USA  
HOME PHONE:  
SYMPTOMS: Driver Aides & Information | BlueCruise/Active Glide | Performance | Fluctuates  
ANALYST NAME: Donald Burnham OPEN ANALYST NAME: Donald Burnham  
COMMENTS:

2022-11-02 02:00:21 CLT SAYS: calling to give negative feedback about vehicle saying adaptive cruise control has stopped working twice and just today client had to forcefully apply brakes to keep from hitting vehicle in front of client. Client upset no warning saying adaptive cruise control. Client upset saying issue is danger and feels client vehicle not only vehicle this happens to. PER CLT DLR SAYS: N/A CSM ADVISED: apologized and offered to begin GWG of GFR of BB Eval for possible repurchase of vehicle, client declined. Advised will not negative feedback that client feels this is a safety issue and that this needs to be documented and resolved NEXT STEPS: CSM closing case.

2022-11-02 02:00:47 CSM Don ext 77939 OBE to Client [REDACTED] [REDACTED] I hope this email finds you well. I was sorry to hear about the Adaptive Cruise Control issue that you are having with your 2022 Navigator. I have noted your concern that you feel that the adaptive cruise control not working as well as not giving any warning that the adaptive cruise control is disengaged is a safety concern. I've created a negative feedback case, case number listed above. I've also noted that I offered to begin a Good Will Gesture of a Good Faith Review of a Buyback Evaluation for the possible repurchase of your vehicle and that you declined, for now, until the Retailer can look at the vehicle again. My direct contact information is listed below if you need any further assistance. Best Regards,

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved  
OPEN: 11-18-2022 CLOSED: 12-12-2022 BUSINESS UNIT NAME: Ford  
RESPONSE TEAM: Lincoln Concierge NA CRC COMMUNICATION: Web  
CASE CLASS LV 1234: Vehicle Concern | Buyback Request | Non-California Vehicle | CCT Criteria  
DEALER NAME: Middlekauff Ford Lincoln  
PA CODE: 09880 DLR SALES CODE: 55466 REGION: W4 ZONE: WEG  
VIN: [REDACTED] MODEL YEAR: 2022 MODEL: AVIATOR MILEAGE: 8  
BODY STYLE: J7X - AVIATOR RESERVE AWD 4DR  
LAST NAME FIRST NAME MIDDLE: [REDACTED] |  
ADDRESS: [REDACTED]  
CITY STATE ZIP COUNTRY: GOODING | ID [REDACTED] | USA  
HOME PHONE: [REDACTED]  
SYMPTOMS: Driver Aides & Information | Warning Indicators/Messages/Chimes | Not Listed | UNKNOWN  
ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: SYSTEM  
COMMENTS:  
2022-11-22 22:32:11

CLT SAYS: 2022 Aviator RAV BB. clt adv veh has been 4 weeks during this repair. 2 weeks prior. clt adv veh is not drivable. clt adv has received part on Friday. clt adv veh would not staty on cruise control; receive messages to app powertrain malfunction. clt adv had to take out seats to re wire. clt adv RTL has been been in contact with FSE. Jay Kalteenbach SM

vin# [REDACTED]  
miles: around 10,000

- 1) Where is the vehicle located? RTL
- 2) Mileage of vehicle: 10,000
- 3) Is the vehicle leased or purchased? purchased
- 4) Is client original owner? Yes
- b) Who was the vehicle purchased from? Performance Ford Lincoln Bountiful
- 5) State where the vehicle was purchased? UT
- 6) State where the vehicle is registered? ID
- 7) Is the client in a loaner? Yes
- 8) Clients alleged number of repair attempts for the same non-conformity? 3
- 9) Alleged number of days out of service for warranty repairs? 5 7 28
- 10) All dealers where repair attempts have occurred? Middlekauff Ford

PER CLT DLR SAYS: contact Lincoln to open RAV buyback case.

CSM ADVISED: csm adv will conduct internal review to determine if veh qualifies for repurchase. csm adv will f/u with clt by eob next Tuesday in regards. csm provided direct contact info.

NEXT STEPS: Obtain RO info; Obtain approval/denial to conduct GFR; f/u with clt to adv.

2022-11-28 20:28:54

CSM Freda EXT 77852 OBC to RTL  
[REDACTED]

SPOKE TO: Cody adv clt only has 2 RO's; one was for oil change and tire rotation. Cody adv will take csm's email, and have SA on case send all information.

NEXT STEPS: Obtain RO's; obtain approval/ denial to conduct GFR; f/u with clt to adv.

2022-11-29 18:40:48

CSM Freda EXT 77852 OBC to RTL  
[REDACTED]

SPOKE TO: Chad SA adv will send copy of repair order. Chad SA adv there is only one for current repair. No previous service history.

NEXT STEPS: Obtain RO; Calibrate with COM for approval/denial to conduct GFR; f/u with clt to adv.

2022-11-29 23:31:08

CSM Freda EXT 77852 OBC to Client  
[REDACTED]

SPOKE TO: Delegate adv RTL heard from engineer that buyback was excepted. csm adv that buyback has not been approved at Lincoln, and that RTL may have a separate case going in regards. CLT adv she does not believe that is the case; she believes the RTL may not know what they are talking about. clt stated that RTL adv her to bring loaner back, and pick up veh. csm adv will f/u with clt in regards to internal review by eob tomorrow. Apologized for confusion.

NEXT STEPS: Obtain approval/denial to conduct GFR; f/u with clt to adv.

2022-11-30 17:02:32

CSM Freda EXT 77852 OBC to RTL [REDACTED]

SPOKE TO: csm inquired about information provided to clt in regards to her veh being expected to be bought out, therefore clt needs to pick up veh today. Jandani SA adv that is not the case, and offered to connect csm to SM. Jay SM not repurchasing veh. veh has electrical issue; fse has been out twice. fse advised RTL to stop repair attempt because clt has applied for repurchase. csm adv RTL to continue to attempt repair if possible. csm adv RTL requested RO's twice, and has not received a copy. RTL adv csm has not received RO's because it is still open. csm requested a copy of open RO if possible; RTL agreed.

NEXT STEPS: Obtain approval/denial to conduct GFR.

2022-11-30 17:44:26

CSM Freda EXT 77852 Email From RTL [REDACTED]

Good morning,

Please see attached service history for customer; Jen Visser, on the 2022 Lincoln Aviator.

Thank you,

Jandina Myers  
Service Advisor  
Middlekauff Ford Service  
[REDACTED]

NEXT STEPS: Conduct GFR; Calibrate with COM; f/u with clt to adv.

2022-11-30 21:42:16

COM reviewed case. At this time COM recommends replacement. GFR approved.

2022-11-30 22:07:54

CSM Freda EXT 77852 OBC to Client [REDACTED]

SPOKE TO: clt. csm adv repurchase was approved. clt adv received veh today after RTL had it for 5 weeks not repaired, and veh was not washed. clt adv all of the indicator bells, sounds, and indicator messages are constantly going off. csm adv RAV team will f/u with clt within 5 to 7 business days. csm adv will f/u on next Wednesday in regards.

NEXT STEPS: f/u with clt in regards to RAV contact.

2022-11-30 23:04:11

COM transmitted RAV case 2022 Lincoln Aviator">812928.

2022-12-01 15:51:49

RAV has received and accepted the case. Customer contact is forthcoming.

2022-12-02 17:01:45

\*WEB\*I HAVE UPDATED THE AMOUNT FOR RENTAL. WE REPAIRED CUSTOMERS VEHICLE BUT IT IS STILL HAVING ISSUES, CUSTOMER HAS STARTED THE BUY BACK PROCESS. CUSTOMER RETURNED RENTAL ON 11/30/2022

2022-12-07 17:31:58

CSM Freda EXT 77852 OBC to Client [REDACTED]

SPOKE TO: lvm for clt in regards to RAV contact. csm provided direct contact info.

NEXT STEPS: f/u with clt in regards to RAV contact; close case.

2022-12-07 18:06:34

CSM Freda EXT 77852 IBC from Client [REDACTED]

SPOKE TO: clt adv the RAV did not reach out to clt; csm updated desired contact info. clt adv to have RAV call [REDACTED]. csm adv will notify RAV of changes, and they will reach out in regards soon. csm adv will f/u with clt on Monday to confirm contact.

NEXT STEPS: Email RAV department in regards to clt contact; f/u with clt in regards to contact.

2022-12-08 22:33:20

CSM Anjuleena x77761 OBC to CLT [REDACTED]

Spoke to: LVM for clt letting clt know her contact information was updated with our RAV team and she should be contacted by them within the next few days. CSM also informed clt CSM Freda will f/u with clt on Monday.

Next step: Email CSM

2022-12-12 21:45:42

[REDACTED]  
CSM spoke w/ Mrs. Visser. She adv RAV has been in contact & they are working w/ them from here. CSM closing case.

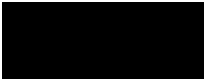
next steps: close case

2022-12-12 21:46:06

No email on file to send closing case email. CSM closing case.

CASE ATTACHMENTS:  
2022-11-30 17:44:26

Freda Pennyfeather





# M MIDDLEKAUFF

FORD LINCOLN



1243 Blue Lakes Blvd N.  
Twin Falls, Idaho 83303

PO Box 1299  
(208) 736-2480

SERVICE DEPARTMENT HOURS  
7:30 a.m. to 6:00 p.m.  
Monday - Friday  
8:00 a.m. - 4:00 p.m.-Saturday

|                               |                 |
|-------------------------------|-----------------|
| R/O Open Date                 | R/O Number      |
| 09/07/22                      | 6265717/1       |
| R/O Close Date                | Status          |
| 11/30/22                      | Pre-Invoice     |
| Mileage In                    | Mileage Out     |
| 8365                          | 8365            |
| Service Advisor / Tag #       |                 |
| MYERS, JANDINA                |                 |
| Vehicle Identification Number |                 |
|                               |                 |
| Delivery Date                 | In-Service Date |
|                               |                 |
| Color                         | License Number  |
|                               |                 |

|             |  |            |  |
|-------------|--|------------|--|
| GOODING, ID |  | Work Phone |  |
|             |  | Home Phone |  |

| DESCRIPTION OF SERVICE AND PARTS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | AMOUNT                                                                           |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------|
| <p>#1 - Customer Reports:<br/>customer states while driving with cruise control on, it will randomly shut off while driving<br/>Caused by<br/>customer states cruise control will kick off randomly while driving.<br/>Tech: NELSON, BRANDON (BN1) 002577037<br/>Work performed by ENTE001 :<br/>Installed LC5Z 19H405 E :CONTROL ASY - AUDIO/VISUA Qty: 1<br/>Installed LC5Z 7824347 BR :PANEL Qty: 1<br/>Installed LC5Z 7824346 BR :PANEL Qty: 1<br/>Installed LC5Z 16A238 D :DEFLECTOR - AIR Qty: 1<br/>Installed GD9Z 5400817 A :CLIP Qty: 4<br/>verified concern, found cruise will say (cancelled) and need to be re enabled. also found intermittent fault messages (gear shift sys fault) park assist fault, etc. Followed pinpoint test for abs module lost communication with GSM was led to replace gsm. upon attempt to PMI GSM found intermittent communications circuit concerns. Contacted hotline and was led through diagnostics, eventually was checking wiring on the phone with lincoln specialist, and was decided to replace harness 14401 in the dash. Removed and replaced instrument panel/ip harness following workshop manual procedures, test drove, concern still present. Rear/front camera cycling</p> | <p>Warranty<br/>Warranty<br/>Warranty<br/>Warranty<br/>Warranty<br/>Warranty</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."

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

(C) 2023 FORD, INC. - Dealership Application Group (800) 645-1028

PE24-012 000313 GCCT PLV

# M MIDDLEKAUFF

FORD LINCOLN



1243 Blue Lakes Blvd N.  
Twin Falls, Idaho 83303

PO Box 1299  
(208) 736-2480

SERVICE DEPARTMENT HOURS  
7:30 a.m. to 6:00 p.m.  
Monday - Friday  
8:00 a.m. - 4:00 p.m.-Saturday

| R/O Open Date  | R/O Number  |
|----------------|-------------|
| 09/07/22       | 6265717/2   |
| R/O Close Date | Status      |
| 11/30/22       | Pre-Invoice |
| Mileage In     | Mileage Out |
| 8365           | 8365        |

Service Advisor / Tag #

MYERS, JANDINA

Vehicle Identification Number

GOODING, ID

Work Phone

Home Phone

Delivery Date

In-Service Date

| Year | Make    | Model   | Body        | Color | License Number |
|------|---------|---------|-------------|-------|----------------|
| 2022 | LINCOLN | AVIATOR | RESERVE AWD |       |                |

## DESCRIPTION OF SERVICE AND PARTS

through on apim screen multiple warning messages  
communications faults still present. recommend  
further diagnosis.

### #2 - Customer Reports:

customer states powertrain message on screen  
check and advise

Installed L1MZ 7D443 C :MODULE - TRANSFER SHIFT CL Qty: 1

Warranty

### #3 - Customer Reports:

wrench light on

Installed N1MZ 14401 F :WIRING ASY - MAIN N Qty: 1

Installed W714409 S439 :BOLT Qty: 1

Warranty

Warranty

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

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

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



# WARRANTY REPAIR ORDER

|                               |         |         |                |                 |                   |
|-------------------------------|---------|---------|----------------|-----------------|-------------------|
| GOODING, ID                   |         |         | Work Phone     | R/O Open Date   | R/O Number        |
|                               |         |         |                | 09/07/22        | 6265717/1         |
|                               |         |         | Home Phone     | R/O Close Date  | Cross Reference # |
|                               |         |         |                |                 |                   |
|                               |         |         | Body           | Mileage In      | Mileage Out       |
|                               |         |         | RESERVE AWD    | 8365            | 8365              |
| Year                          | Make    | Model   | License Number | Service Advisor |                   |
| 2022                          | LINCOLN | AVIATOR |                | MYERS, JANDINA  |                   |
| Vehicle Identification Number |         |         | Color          | Delivery Date   | In-Service Date   |
|                               |         |         |                |                 |                   |

| DESCRIPTION OF SERVICE AND PARTS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | COST                  | AMOUNT         |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|----------------|
| <p>#1 - Customer Reports: customer states while driving with cruise control on, it will randomly shut off while driving</p> <p>Cause: customer states cruise control will kick off randomly while driving.</p> <p>Tech: 0.00hrs @</p> <p>Sublet: ENTE001:PO#7162685:IV#:ENTERPRISE RENT-A-C</p> <p>Part: LC5Z 19H405 E:CONTROL ASY - AUDIO/VISU 1 278.45 487.93</p> <p>Part: LC5Z 7824347 BR:PANEL 1 70.48 123.50</p> <p>Part: LC5Z 7824346 BR:PANEL 1 69.58 121.93</p> <p>Part: LC5Z 16A238 D:DEFLECTOR - AIR 1 80.00 140.18</p> <p>Part: GD9Z 5400817 A:CLIP 4 18.24 31.96</p> <p>verified concern, found cruise will say (cancelled) and need to be re enabled. also found intermittent fault messages (gear shift sys fault) park assist fault, etc. Followed pinpoint test for abs module lost communication with GSM was led to replace gsm. upon attempt to PMI GSM found intermittent communications circuit concerns. Contacted hotline and was led through diagnostics, eventually was checking wiring on the phone with lincoln specialist, and was decided to replace harness 14401 in the dash. Removed and replaced instrument panel/ip harness following workshop manual procedures, test drove, concern still present. Rear/front camera cycling through on apim screen multiple warning messages communications faults still present. recommend further diagnosis.</p> <p>Sub-Total Parts: 516.75 905.50</p> |                       |                |
| <p>#2 - Customer Reports: customer states powertrain message on screen check and advise</p> <p>Part: L1MZ 7D443 C:MODULE - TRANSFER SHIFT C 1 163.00 285.62</p> <p>Part interchanges with part# TM355</p> <p>Sub-Total Parts: 163.00 285.62</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                       |                |
| <p>#3 - Customer Reports: wrench light on</p> <p>Part: N1MZ 14401 F:WIRING ASY - MAIN 1 296.00 518.68</p> <p>Part: W714409 S439:BOLT 1 .31 .54</p> <p>Sub-Total Parts: 296.31 519.22</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                       |                |
| ACCOUNT #                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | LABOR                 | .00            |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | PARTS                 | 976.06 1710.34 |
| METHOD                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | SUBLET                | .00            |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | SHOP SUPPLIES         | .00            |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | SALES TAX OR TAX I.D. | .00            |
| RECEIPT #                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | DEDUCTIBLE            | .00            |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | TOTAL DUE             | 976.06 1710.34 |

CASE NUMBER: [REDACTED]  
OPEN: 01-03-2023      CLOSED:  
RESPONSE TEAM: Lincoln Concierge NA CRC  
CASE CLASS LV 1234: | | |

STATUS: Information Provided  
BUSINESS UNIT NAME: Ford  
COMMUNICATION: Phone

DEALER NAME:

PA CODE:

DLR SALES CODE:

REGION:

ZONE:

VIN:

MODEL YEAR:

MODEL:

MILEAGE:

BODY STYLE:

LAST NAME FIRST NAME MIDDLE: [REDACTED]

ADDRESS [REDACTED]

CITY STATE ZIP COUNTRY: PROVIDENCE FRG | VA | [REDACTED] | USA

HOME PHONE: [REDACTED]

SYMPTOMS: | | |

ANALYST NAME:

OPEN ANALYST NAME: Shana Pruitt

COMMENTS:

2023-01-03 01:32:51

CLIENT SAYS : After driving his new purchase home CLT had a waring indicator come on that the cruise control has been disabled due to the forward facing camera. CLT realized the vehicle needs to go back to the RTL but after researching online he found our number and would like to see if we can assess the situation.

PER CLIENT RETAILER SAYS: N/A

CSM ADVISED: Advised the CLT that the RTL would have to look at the vehicle to determine what is wrong with the camera. Something may have obstructed the view or possibly something happened post-delivery. Until we get it into the RTL we won't know until the tech takes a look at it. CLT was frustrated that he already has to take his new purchase back. I apologized and asked if he had any other questions. CLT stated he did but since I wasn't able to help with his concern he does not want to ask me. I apologized and advised that we rely on the RTL for specifics to concerns. I'd be happy to try and answer any questions he has. CLT declined.

NEXT STEPS: Close case

CASE ATTACHMENTS:

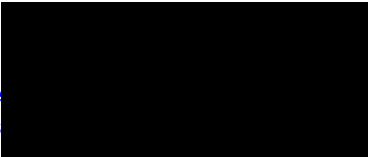


|                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|-----------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CASE NUMBER: [REDACTED]                                   | STATUS: Resolved                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| OPEN: 02-27-2023                                          | CLOSED:                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| RESPONSE TEAM: VLA Processing NA CRC                      | BUSINESS UNIT NAME: Ford                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| CASE CLASS LV 1234:                                       | COMMUNICATION: Web                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| DEALER NAME:                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| PA CODE:                                                  | DLR SALES CODE:                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| VIN:                                                      | MODEL YEAR:                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| BODY STYLE:                                               | REGION:                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| LAST NAME FIRST NAME MIDDLE: [REDACTED]                   | ZONE:                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| ADDRESS: [REDACTED]                                       | MODEL:                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| CITY STATE ZIP COUNTRY: BROUSSARD   LA   [REDACTED]   USA | MILEAGE:                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| HOME PHONE: [REDACTED]                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| SYMPTOMS:                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| ANALYST NAME:                                             | OPEN ANALYST NAME:                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| COMMENTS:                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 2023-02-27 20:13:39                                       | CSM JEFF 77989 OBC TO DLR 337-984-5100 S/M JUSTIN DLR SAYS MULTIPLE CONCERNS. VEH BACK AT DLR AFTER REVING TO 6500 RPM'S UPON START UP CSM ADV: NEED TO COMPLETE GFR BEFORE SUBMITTING FOR VLA REQUESTED REPAIR HISTORY NEXT STEP GFR 2-28                                                                                                                                                                                                                                       |
| 2023-03-01 17:35:02                                       | GFR REVIEW RO 832903 10-3-22 TO 10-12-22 9 DAYS MILES 349 MILES FUEL DOOR STICKING WARNING MESSAGE WHILE USING CRUISE CONTROL RO 834686 1-18 TO 2-23 36 DAYS 2646 MILES WARNING MESSAGE WHILE USING CRUISE CONTROL HARSH DOWNSHIFT FUEL DOOR OPENS UNCOMMANDED TRIM LOOSE AROUND DOORS LIFTGAYE CONCERN RO 835289 2-27-OPEN 3 DAYS + 2802 MILES ENGINE REVING TO 6500 RPM ON TAKEOFF SAME CONCERN WITH WARNINGS USING CRUISE ROUGH IDLE VLA AMOUNT 9902.00 setting 3-2 to submit |
| 2023-03-02 14:33:26                                       | CSM JEFF 77989 SUBMITTED VLA REQUEST FOR REVIEW                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 2023-03-02 14:50:35                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|                                                           | COM denying GFR, approving VLA                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 2023-03-02 15:32:21                                       | CSM JEFF 77989 OBC TO DLR 337-984-5100 S/M JUSTIN CSM ADV VLA APPROVAL AND TO DISCUSS AMOUNT WITH RAV AS SYSTEM DOES NOT ALLOW AMONTS ABOVE 7000.00 BUT VLA AMOUNT SHOULD BE 9900.00 NEXT STEP ASSIGN TO VLA                                                                                                                                                                                                                                                                     |
| 2023-03-03 13:47:23                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|                                                           | OBE to Justin Stroderd – SrvcM – 337 984 5100 jstroderd@courtesyautomotive.com to confirm POC and attached Welcome Letter                                                                                                                                                                                                                                                                                                                                                        |
| 2023-03-03 14:32:56                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|                                                           | IBE from POC Justin asking for an increase of the VLA to \$9700.00. OBE to Shana Barns at Ford asking her to review case again and see if dealer qualifies for an increase or if she cannot approve an increase to let me know who the dealer can contact to increase the VLA amount. Dealer states he wants \$9700.00 as customer did not qualify for a BB                                                                                                                      |
| 2023-03-03 18:07:19                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|                                                           | Case closed as a new VLA of \$9902.00 will be approved by Keith Barron and DLR will then be sent new VLA information                                                                                                                                                                                                                                                                                                                                                             |
| 2023-03-03 20:28:13                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|                                                           | OBE to Justin Stroderd – SrvcM – 337 984 5100 jstroderd@courtesyautomotive.com . He confirmed he is POC, also attached Welcome Letter                                                                                                                                                                                                                                                                                                                                            |
| 2023-03-29 12:49:13                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|                                                           | IBE from POC Justin with signed Disclosure attached. Submitted case for payment                                                                                                                                                                                                                                                                                                                                                                                                  |
| 2023-03-29 12:49:47                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|                                                           | VLA was increased to \$9,902.00 by Keith Barron                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 2023-04-04 13:52:35                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|                                                           | DLR was paid \$9,202.00 and should have been paid \$9,902.00. Requested \$700.00 short payment be manually processed so that dealer can be paid in full.                                                                                                                                                                                                                                                                                                                         |
| 2023-04-14 18:31:31                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|                                                           | Chkd if William has submitted the short payment amount of \$700.00                                                                                                                                                                                                                                                                                                                                                                                                               |
| 2023-05-04 14:37:04                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|                                                           | OBE to POC advising that short payment of \$700.00 was manually processed on 4/27/2023                                                                                                                                                                                                                                                                                                                                                                                           |
| 2023-05-04 14:54:42                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|                                                           | Dealer received full VLA amount of (\$9202 plus \$700 = \$9902                                                                                                                                                                                                                                                                                                                                                                                                                   |

CASE ATTACHMENTS:

|                     |                |
|---------------------|----------------|
| 2023-03-03 13:47:23 | Veronica Bauer |
| 2023-03-03 20:28:13 | Veronica Bauer |
| 2023-03-29 12:49:13 | Veronica Bauer |

|                                                        |
|--------------------------------------------------------|
| <a href="#">Courtesy Lincoln - Welcome Letter</a>      |
| <a href="#">Courtesy Lincoln 1 - Welcome Letter</a>    |
| <a href="#">Courtesy Lincoln 1 - Signed Disclosure</a> |



VIN: [REDACTED]

|                    |                                                                                        |
|--------------------|----------------------------------------------------------------------------------------|
| Dealership Name:   | Courtesy Lincoln                                                                       |
| Street Address:    | 4010 Ambassador Caffery Parkway                                                        |
| City, State ZIP:   | Lafayette LA 70503                                                                     |
| Parts (P&A) Code:  | 11356                                                                                  |
| Dealer Sales Code: | 22641                                                                                  |
| VLA Contact:       | Justin Stroder                                                                         |
| Email Address:     | <a href="mailto:jstroderd@courtesyautomotive.com">jstroderd@courtesyautomotive.com</a> |
| Phone #:           | 337-984-5100                                                                           |

We have received your Vehicle Loyalty Allowance (VLA) approval for the above unit in the amount of \$7,000.00. Please be sure to complete the VLA process in the required timeframe of 180 days from the approval date of 03/02/2023.

As a reminder, Ford only issues the Vehicle Loyalty Allowance payment via the dealer parts statement to the dealership once the following terms are met:

- 1.) The dealership trades the original customer out of the vehicle approved for VLA
- 2.) The VLA vehicle is disposed of using one of the two approved options below:

#### Approved VLA Vehicle Disposal Options

- 1.) **Retail Sale:** Sell the vehicle at your dealership and complete the VLA disclosure to the next retail buyer. Send in the completed disclosure form to VLA Headquarters (HQ) within 180 days from the VLA approval date. If unable to sell the vehicle within this time frame, an extension will need to be requested through VLA HQ and reviewed. Extensions are normally granted and are good for another 90 days.
- 2.) **Retain Vehicle:** Register and title the vehicle in your dealership name and send proof of the vehicle's registration to VLA. Once proof of registration is received, VLA will process the VLA payment to the dealership. It is expected the vehicle will be kept in dealer usage for a minimum of six months. Retained vehicles are commonly used as loaner, shuttle or dealership delivery units.

If you have any further questions or concerns, please do not hesitate to contact me at 877 477 1023 X 1969 or [Veronica.Bauer@fordrav.com](mailto:Veronica.Bauer@fordrav.com) or [VLA@fordRAV.com](mailto:VLA@fordRAV.com)

VIN: [REDACTED]

**Dealership Name:** Courtesy Lincoln  
**Street Address:** 4010 Ambassador Caffery Parkway  
**City, State ZIP:** Lafayette LA 70503  
**Parts (P&A) Code:** 11356  
**Dealer Sales Code:** 22641  
**VLA Contact:** Justin Stroderd  
**Email Address:** [jstroderd@courtesyautomotive.com](mailto:jstroderd@courtesyautomotive.com)  
**Phone #:** 337 984 5100

We have received your Vehicle Loyalty Allowance (VLA) approval for the above unit in the amount of \$9,902.00. Please be sure to complete the VLA process in the required timeframe of 180 days from the approval date of 03/03/2023.

As a reminder, Ford only issues the Vehicle Loyalty Allowance payment via the dealer parts statement to the dealership once the following terms are met:

- 1.) The dealership trades the original customer out of the vehicle approved for VLA
- 2.) The VLA vehicle is disposed of using one of the two approved options below:

#### Approved VLA Vehicle Disposal Options

- 1.) **Retail Sale:** Sell the vehicle at your dealership and complete the VLA disclosure to the next retail buyer. Send in the completed disclosure form to VLA Headquarters (HQ) within 180 days from the VLA approval date. If unable to sell the vehicle within this time frame, an extension will need to be requested through VLA HQ and reviewed. Extensions are normally granted and are good for another 90 days.
- 2.) **Retain Vehicle:** Register and title the vehicle in your dealership name and send proof of the vehicle's registration to VLA. Once proof of registration is received, VLA will process the VLA payment to the dealership. It is expected the vehicle will be kept in dealer usage for a minimum of six months. Retained vehicles are commonly used as loaner, shuttle or dealership delivery units.

If you have any further questions or concerns, please do not hesitate to contact me at 877 477 1023 X 1969 or [Veronica.Bauer@fordrav.com](mailto:Veronica.Bauer@fordrav.com) or [VLA@fordRAV.com](mailto:VLA@fordRAV.com)



## PF24-012 000322 GCCT PLV



CASE NUMBER: [REDACTED] STATUS: Information Provided  
OPEN: 03-08-2023 CLOSED: 03-08-2023 BUSINESS UNIT NAME: Ford  
RESPONSE TEAM: Lincoln Concierge NA CRC COMMUNICATION: Phone  
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | CCT Criteria |  
DEALER NAME: Fort Mill Ford  
PA CODE: 01015 DLR SALES CODE: 21279 REGION: S2 ZONE: S2A  
VIN: [REDACTED] MODEL YEAR: 2020 MODEL: CORSAIR MILEAGE: 14,281  
BODY STYLE: J1D - CORSAIR BASE AWD PREMIER  
LAST NAME FIRST NAME MIDDLE: [REDACTED] |  
ADDRESS [REDACTED]  
CITY STATE ZIP COUNTRY: BETHEL PARK | PA | [REDACTED] | USA  
HOME PHONE [REDACTED]  
SYMPTOMS: Driver Aides & Information | Speed Control | Controls | UNKNOWN  
ANALYST NAME: Sandra Easterling OPEN ANALYST NAME: Sandra Easterling  
COMMENTS:

2023-03-08 21:47:43 CLT Says: CLT is travelling and last week had a recall done for the b/u camera. Monday they left home and set the cruise control for 65 mph and it suddenly sped up to 90 mph. CLT was able to reset to 65 and then it happened again. CLT turned the cruise control off. He arrived at his in-laws and tried contacting Mark Ficken Lincoln but they said they were too busy doing oil changes and refused to call back with an appointment. CLT needs assistance with an appointment so he can get back on the road. PER CLNT RTL SAYS: Mark Ficken Lincoln said they are too busy with oil changes and they are the only Lincoln RTL in SC and wouldn't give CLT an appointment even though it's a safety concern. CRC SAYS: CSM looked for another RTL and advised a Ford RTL can repair vehicle. Attempted to call with CLT but no answer. CSM advised I will continue to call and follow up with CLT afterward. CSM has 2 RTL to try but Fort Mill is the closest and will try them first. NEXT STEP: follow up with CLT today about an appointment

2023-03-08 21:49:13 CSM Sandra- EXT 77854>>OBC TO RTL@8035475454 /SPOKE TO@Reservation CSM advised the CLT is travelling and has a safety concern. SA doesn't have an appointment until 3/17/2023 but since it's a safety concern will contact Service to see if the vehicle can be looked at tomorrow and will call CLT today NEXT STEP: update CLT

2023-03-08 21:50:56 CSM Sandra EXT 77854 >> OBC TO CLT@[REDACTED]/SPOKE TO@[REDACTED] CSM advised the RTL will call today whether they can see the vehicle tomorrow. CSM provided number so CLT will recognize the call and provided number for Rock Hill Ford in case Fort Mill can't take the vehicle tomorrow. NEXT STEPS: document and close case

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved  
OPEN: 03-10-2023 CLOSED: 03-10-2023 BUSINESS UNIT NAME: Ford  
RESPONSE TEAM: Lincoln Concierge NA CRC COMMUNICATION: Phone  
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | CCT Criteria |  
DEALER NAME: Paul Clark Ford  
PA CODE: 04799 DLR SALES CODE: 24479 REGION: S3 ZONE: S3D  
VIN: [REDACTED] MODEL YEAR: 2023 MODEL: NAVIGATOR MILEAGE: 1,900  
BODY STYLE: J2L - NAVIGATOR RESERVE 4X4 4DR  
LAST NAME FIRST NAME MIDDLE: [REDACTED] |  
ADDRESS: [REDACTED]  
CITY STATE ZIP COUNTRY: MANKATO | MN | [REDACTED] | USA  
HOME PHONE: [REDACTED]  
SYMPTOMS: Driver Aides & Information | BlueCruise/Active Glide | UNKNOWN | UNKNOWN  
ANALYST NAME: # FordGCCTIntegrationUpdateModifiedDate- OPEN ANALYST NAME: Oscar Perez  
DataVerse-PROD  
COMMENTS:  
2023-03-10 16:06:36

CLT SAYS |  
Having issues > adaptive cruise control as well as > collision prevention alert coming on > also having issues with Lincoln way app > purchased 2023 Navigator 2 weeks ago > 1,900 miles > VIN [REDACTED] > CLT is currently in Florida visiting from Macon, GA.

PER CLIENT, RETAILER SAYS|  
First available date for service March 21st.

CSM ADVISED |  
3 way call to RTL > scheduled drop off day > transferredto Lincoln way.

NEXT STEP |  
Close case - reopen if clt needs further assistance.

2024-03-04 22:45:40

CLT SAYS: [REDACTED]. CLT bought navigator a year ago in Feb, drove it to Florida, had issue. ford rtl on island in fl, got it fixed, needed chip that never came. went home worked with rtl there, never had loaner. waiting for them to have a car for loaner and no luck, they never had a loaner. clt came back to Florida RTL, asking for chip any way Lincoln can do something to get chip? cruise control doesn't work bc of chip, few other things clt getting aggravated. CLT thinks Lincoln rtl in Indianapolis has the part, wants to see if they can send it to fl rtl there to get it serviced. clt would need loaner for about 2 days 1 night. mn west end lincoln fl paul clark ford PER CLT DLR SAYS: paul clark in florida says part is on order, will take a month bc coming from china they started an expedited case. they are trying as hard as possible since this is a ford rtl, they dont have a car for clt says looking for a loaner stand loaner . clt would need loaner for about 2 days 1 night. CSM ADVISED: csm adv she would reach out to the rtls, to see if we can start a copis case or if one is already started on veh, to see if d2d is available for part and see if the things required to request loaner are present in current case w rtl. NEXT STEPS:

2024-03-04 23:02:53

>OBC TO RTL [REDACTED] SPOKE TO: SA says they spoke to parts, they have the part in and can send it over to Paul Clark ford in florida. says to conviene directly with the parts manager on this. iformation being [REDACTED] [REDACTED] NEXT STEPS: reach out to paul clark ford, ask com/acom about ford stand alone rental approval.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved  
OPEN: 03-31-2023 CLOSED: 04-28-2023 BUSINESS UNIT NAME: Ford  
RESPONSE TEAM: Lincoln Concierge NA CRC COMMUNICATION: Web  
CASE CLASS LV 1234: Dealer - Vehicle Concern | CSM Assistance Request | At Risk of Defection |  
DEALER NAME: Bill Collins Ford  
PA CODE: 05695 DLR SALES CODE: 47022 REGION: G3 ZONE: G3D  
VIN: [REDACTED] MODEL YEAR: 2021 MODEL: AVIATOR MILEAGE: 41,361  
BODY STYLE: J7X - AVIATOR SIGNATURE AWD 4-DR MPV  
LAST NAME FIRST NAME MIDDLE [REDACTED] |  
ADDRESS: [REDACTED]  
CITY STATE ZIP COUNTRY: HENRYVILLE | IN | [REDACTED] | USA  
HOME PHONE: [REDACTED]  
SYMPTOMS: Driver Aides & Information | Warning Indicators/Messages/Chimes | UNKNOWN | UNKNOWN  
ANALYST NAME: Mel Lukasik OPEN ANALYST NAME: SYSTEM  
COMMENTS:

2023-03-31 20:59:59 \*WEB\*Hello Good afternoon, We're seeking rental assistance due to a multi line concern repair order on a Lincoln Aviator. Pre collision fault warning, vehicle has reduced power when braking and then giving the vehicle gas, second row seats rattle when driving, hood rattling at high speeds, center console separating, cruise control is inoperative and recall. Ro# 100295 Reference - 622603 Ro open date - 3/21/23 Ro mileage - 41,361 Rental line - 09 Date CLT went in rental - 3/21/23 Cost per day - 50.00 CLT is in a 2020 Lincoln MKZ Thank you, Chris

2023-03-31 22:08:55

CONCERN |Drivability, Driver's Warning messages & Information (Pre-Collins) / Rental Assistance Request

VIN | [REDACTED]

Number of Repair Attempts |1St Attempt Per AWS  
Hotline Involved |N

SERVICE POC |Christopher Fingar  
Best Contact Method |Portal Messages / For more detailed conversations cfingar@e-pulsetrak.com

RTL STATES | We're seeking rental assistance due to a multi-line concern repair order on a Lincoln Aviator. Pre collision fault warning, vehicle has reduced power when braking and then giving the vehicle gas, second row seats rattle when driving, hood rattling at high speeds, center console separating, cruise control is inoperative and recall.

Next Steps |  
- Document call with the DLR  
- Monitor for criteria to be met  
- If no Hotline or COPIS, deny contact  
- If there are resources involved, calibrate rental to when they open and submit outline to COM for approval  
- FU with the DLR on that approval no later than Tuesday

2023-03-31 22:09:07

> | IBC FROM RTL |

SPOKE TO | Chris, SA  
He wanted to let me know that this contact is coming down the pipe. He is asking for some time to allow the SA on the floor the opportunity to utilize their newer system and ensure that there is either a Hotline contact active or verification on if there is a part delay.

CSM | I explained to the DLR that I can keep the case opened, but I am not able to begin the rental calibration until such time that I have those resources appearing. I advs that they will have till Tuesday to complete the tasks before I attempt a FU. If at that time there are no supporting resources I will send the calibration up and see if I am approved. The DLR is aware that there is a possible denial lurking; but we will see the final result on next FU.

NXT STP:  
- Monitor for changes to hotline or copis  
- If none, OBC to the DLR.

2023-04-04 18:35:04

Since the case began, there has not been a COPIS or Hotline contact. I have sent a email to Chris requesting the POC information that is involved with this repair at the DLR level. The hope is that if I call them direct they understand that I can't start a calibration unless one of those are involved. If TAC is needed I will continue to collect data to support a SME submission.

2023-04-04 21:55:20

> | OBC TO RTL|

SPOKE TO |Chris, SA  
He advs that he has not yet received any new information that would help support the calibration of this cases loaner.

I have sent him a email that he will be forwarding to the SM letting him know that the CRC is unable to calibrate this case until one of the following is met:

- Hotline contact  
- COPIS  
- I open a Tac  
- or there is special



2023-04-06 22:11:48

> | IBC FROM RTL |

SPOKE TO |Chris, SA

He advs that he is still trying to work towards getting a hotline contact opened, he advs that the Tech is unsure on what to open it on.

- Braking concern, Pedal on order
- Park Aid
- Hood alignment

CSM | I was able to only find a perceived multi attempt on alignment issues. Since adjustments were done to the passenger side of the vehicle; could that of had a impact on the alignment and provide details pertaining to the gaps and how it compares to the WSM description on what is within acceptable thresholds.

Until a Hotline contact or COPIS - Part Delay Order status is involved I am unable to begin a calibration or submit a request for approval.

NXT STP:

- OBC to the DLR on Tuesday if no hotline ticket
- Document repair status
- Close contact if no resource come into play that will allow for the denial of coverage to be appealed.

2023-04-07 18:38:28

Hotline Involved |Y,119936082

OPEN DATE } 04/07 @ 08:45:19

STATUS | Pending. The submission is for brake pedal efforts and performance. CLT advs that it sticks when attempting to use cruise control features.

NXT STP:

- Send Calibration to COM for Review
- FU with DLR on resolution
- Add calibration once approved

2023-04-07 18:53:06

COM approving rental over DOA

2023-04-07 18:58:21

Currently, the DLR has been sent a email advising of the approval with the following calibration. I advs that I would be monitoring the hotline contact next wk and if I didn't see any changes that I would be making a OBC on 04/13 to get a repair calibration status.

CLT CLV | 99

WARRANTY START DATE: 3/19/2021

MILEAGE: 41,361

ESP: CCOMPPDL

RO NUMBER: 100295 Reference - 622603

RO OPEN DATE: 3/21/23

RO LINE NUMBER: 09

P&A CODE: 05695

IN RENTAL/LOANER: Rental

LINCOLN OR OTHER: MKZ

DAILY RATE: 50.00

ESP PORTION: Up to 2 Days Available

RTL PORTION: 3/21 – 04/06 = 16 \*50 = 800

LINCOLN PORTION: 04/07 – 04/14 = 8 \*50 = 400

2023-04-13 20:51:18

> | OBC TO RTL |502-387-1233

SPOKE TO |Chris's VM

I have left a message asking for him to FU with me on the progress of this case and repair. I brought to his attention once more that the Tech was guided to the parts escalation path if they are experiencing issues in obtaining the part.

I will be sending a FU email that explains that I need action on collecting that feedback. If COPIS or hotline is not updated by 4/19, I will be forced to suspend the loaner until such time that Hotline is updated or a COPIS shows up (whichever comes first)

CLT CLV | 99

WARRANTY START DATE: 3/19/2021

MILEAGE: 41,361

ESP: CCOMPPDL

RO NUMBER: 100295 Reference - 622603

RO OPEN DATE: 3/21/23

RO LINE NUMBER: 09

P&A CODE: 05695

IN RENTAL/LOANER: Rental

LINCOLN OR OTHER: MKZ

DAILY RATE: 50.00

ESP PORTION: Up to 2 Days Available

RTL PORTION: 3/21 – 04/06 = 16 \*50 = 800

LINCOLN PORTION: 04/07 – 04/19 = 13 \*50 = 650

2023-04-14 15:40:40

I have received a email from Chris promising that the Electrical team will be updating the hotline contact to this repair. A promise date has not been given as to when I would likely see those changes.

I sent back the following calibration for the rental, but stressed that if there are no updates that will be the last calibration change until it is.

CLT CLV | 99

WARRANTY START DATE: 3/19/2021

MILEAGE: 41,361

ESP: CCOMPPDL

RO NUMBER: 100295 Reference - 622603

RO OPEN DATE: 3/21/23

RO LINE NUMBER: 09

P&A CODE: 05695

IN RENTAL/LOANER: Rental

LINCOLN OR OTHER: MKZ

DAILY RATE: 50.00

ESP PORTION: Up to 2 Days Available

RTL PORTION: 3/21 – 04/06 = 16 \*50 = 800

LINCOLN PORTION: 04/07 – 04/21 = 15 \*50 = 750

2023-04-19 16:04:59

Hotline Ticket [REDACTED]

Status|The contact was updated as per my conversation with the SA. Unfortunately it was not enough detail to support next step actions given by that team/departement

NXT STP:

- Send email to the DLR requesting further calibration
- determine if slow downs are due to shop capacity
- If not, and it is necessary, open SME requ

2023-04-19 18:08:00

I got a reply back from Chris that did confirm that the recommendations given by hotline was able to resolve the complaint of the CLT and that this VIN is currently in its wrap up phase before delivery back to the CLT.

I have sent a reply letting him know that I will be putting the case in a wrap up phase also and unless otherwise advised, suspending the continued use of the loaner vehicle after 04/21 and adjusting as needed to match the data provided in the loaner invoice. I have asked that he notify me immediately if anything delays the current projected release.

CLT CLV | 99  
WARRANTY START DATE: 3/19/2021  
MILEAGE: 41,361  
ESP: CCOMPPDL

RO NUMBER: 100295 Reference - 622603  
RO OPEN DATE: 3/21/23  
RO LINE NUMBER: 09  
P&A CODE: 05695

IN RENTAL/LOANER: Rental  
LINCOLN OR OTHER: MKZ  
DAILY RATE: 50.00

ESP PORTION: Up to 2 Days Available  
RTL PORTION: 3/21 – 04/06 = 16 \*50 = 800  
LINCOLN PORTION: 04/07 – 04/21 = 15 \*50 = 750

2023-04-19 20:30:50

> | IBC FROM RTL |502-387-1233

SPOKE TO |Chris, SA  
As of our call, it was in clean up, there was a body shop concern but other bookings will be needed to have it addressed.

CSM | I will continue to monitor for the final loaner invoice. If not in hand by Friday I will FU with the DLR to determine if more time is needed.

NXT STP:  
- Monitor for close out  
- provide code and close

2023-04-21 19:52:52

> | OBC TO RTL |502-387-1233

SPOKE TO |Chris, SA  
Wanted to check in and let me know that the VIN has been released back to the CLT and we are in a holding pattern to collect the final loaner invoice from the Enterprise team

CLT CLV | 99  
WARRANTY START DATE: 3/19/2021  
MILEAGE: 41,361  
ESP: CCOMPPDL

RO NUMBER: 100295 Reference - 622603  
RO OPEN DATE: 3/21/23  
RO LINE NUMBER: 09  
P&A CODE: 05695

IN RENTAL/LOANER: Rental  
LINCOLN OR OTHER: MKZ  
DAILY RATE: 50.00

ESP PORTION: Up to 2 Days Available  
RTL PORTION: 3/21 – 04/06 = 16 \*50 = 800  
LINCOLN PORTION: 04/07 – 04/21 = 15 \*50 = 750

CSM | I advs that I would check in next Friday if I have not seen the case update with the final loaner invoice file.

NXT STP:  
- Monitor for invoice  
- OBC to the DLR 04/28 to calibrate.

2023-04-28 13:39:45

\*WEB\*Hello Good morning, I've attached the rental agreement to the case. Thank you, Chris

2023-04-28 17:24:49

> | OBC TO RTL |502-387-1233

SPOKE TO |Chris, SA  
I let him know that I was working on this closure and took notice of the fact it was a RO that got changed due to system updates and wanted to ensure the outlines accuracy.

The following has been confirmed and the DLR is aware that once code is published they will have copy of it in a EOC email.

NXT STP:  
- Finish code.  
- close on completion.

2023-04-28 17:32:41

After verifying the loaner invoice, [REDACTED] was sent back to the DLR to honor the promises outline below to the loaner vehicle.

CLT CLV | 99  
WARRANTY START DATE: 3/19/2021  
MILEAGE: 41,361  
ESP: CCOMPPDL

RO NUMBER: 100295 Reference - 622603  
RO OPEN DATE: 3/24/23  
RO LINE NUMBER: 08  
P&A CODE: 05695

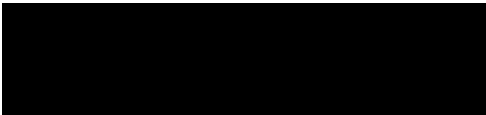
IN RENTAL/LOANER: Rental  
LINCOLN OR OTHER: MKZ  
DAILY RATE: 50.00

ESP PORTION: Up to 2 Days Available  
RTL PORTION: 3/21 – 04/06 = 16 \*50 = 800  
LINCOLN PORTION: 04/07 – 04/21 = 15 \*50 = 860.20

CASE ATTACHMENTS:

2023-04-28 13:39:45  
2023-04-28 17:32:41

SYSTEM  
Mel Lukasik







BILL COLLINS FORD

Rental Company: ENTERPRISE RENT-A-CAR

Invoice#: [REDACTED]

Alternate Invoice  
Number: [REDACTED]

**Bill To: H31081**

BILL COLLINS FORD  
ATTN: FINGAR CHRIS  
4220 BARDSTOWN RD  
LOUISVILLE, KY 402183200

**RENTER INFORMATION:**

Renter: [REDACTED]

**RENTAL INFORMATION:**

**Rental Branch Location:**

ENTERPRISE RENT-A-CAR(5871)  
4220 BARDSTOWN RD  
LOUISVILLE, KY 402183295  
(502) 456-3320

**ADDITIONAL INFORMATION:**

PO Number 100295  
Owner's Vehicle: 2020 LINCOLN AVIATOR  
Additional Driver:

**Repair Facility:**

BILL COLLINS FORD  
LOUISVILLE, KY 40218-3200  
(502) 459-9550

**RENTAL DETAIL:**

Rental Period: 3/21/23 to 4/21/23 (31 days)

**Billed Period: 3/21/23 to 4/21/23 (31 days)**

|                                | Quantity | Rate  | Amount            |
|--------------------------------|----------|-------|-------------------|
| <b>Products and Services</b>   |          |       |                   |
| TIME & DISTANCE                | 31       | 46.35 | \$1,436.85        |
| NO CHARGE DISTANCE             | 0        | 0.00  | \$0.00            |
| <b>Taxes and Surcharges</b>    |          |       |                   |
| MOTOR VEHICLE RENTAL EXCISE TA | 1        | 0.00% | \$89.09           |
| KY U-DRIVE-IT TAX              | 1        | 0.00% | \$86.21           |
| VEHICLE LICENSE COST RECOVERY  | 31       | 1.55  | \$48.05           |
| <b>Total Charges:</b>          |          |       | \$1,660.20        |
| <b>Less Amount Received:</b>   |          |       | \$0.00            |
| <b>Total Amount Due:</b>       |          |       | <b>\$1,660.20</b> |

**VEHICLES RENTED:**

| Effective Date and Time | Year | Make | Model | VIN        | Starting Mileage | Ending Mileage | Mileage | Rate Charged |
|-------------------------|------|------|-------|------------|------------------|----------------|---------|--------------|
| 3/21/23 9:24 AM         | 2020 | LINC | MKZ   | [REDACTED] | 41780            | 43634          | 1854    | \$46.35      |

## Rental Invoice

Please Return This Portion with Remittance

**Make Payment To:**

**ENTERPRISE RENT-A-CAR(58LB)**

PO BOX 800092  
KANSAS CITY, MO 64180  
Federal ID [REDACTED]

**Total Charges:** \$1,660.20

**Less Amount Received:** \$0.00

**Total Amount Due.....** **\$1,660.20**

Please include on your check:

Invoice# [REDACTED]

## Lukasik, Mel (M.)

---

**From:** Lukasik, Mel (M.)  
**Sent:** Friday, April 28, 2023 1:32 PM  
**To:** Chris Fingar  
**Subject:** RE: URGENT PRIORITY | C [REDACTED]

**Importance:** High



CLT CLV | 99  
WARRANTY START DATE: 3/19/2021  
MILEAGE: 41,361  
ESP: CCOMPPDL

RO NUMBER: [REDACTED] Reference - [REDACTED]  
RO OPEN DATE: 3/24/23  
RO LINE NUMBER: 08  
P&A CODE: 05695

IN RENTAL/LOANER: Rental  
LINCOLN OR OTHER: MKZ  
DAILY RATE: 50.00

ESP PORTION: Up to 2 Days Available  
RTL PORTION: 3/21 – 04/06 = 16 \*50 = 800  
LINCOLN PORTION: 04/07 – 04/21 = 15 \*50 = 860.20

### MEL LUKASIK

Client Service Manager  
Lincoln Concierge Relationship Center  
Phone: 888-214-2155. Ext 77967 | eFax: 888-410-0295



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---

**From:** Chris Fingar <cfingar@collinsautogroup.com>

**Sent:** Wednesday, April 19, 2023 3:11 PM

**To:** Lukasik, Mel (M.) <mlukasi2@lincoln.com>

**Subject:** Re: URGENT PRIORITY | [REDACTED]

call me when you're free

Chris Fingar

Bill Collins Ford Lincoln

502-371-3222



Valued Customers— we are pleased to share with you that we are making some changes to our email services to better handle your needs. By incorporating our umbrella of brands, all previous email address extensions from @billcollinsford.com and @e-pulsetrak.com will be changing to @collinsautogroup.com. We would appreciate it if you would make note of this in your records & email systems, to continue to receive future emails from us & our personnel.

---

**From:** Lukasik, Mel (M.) <mlukasi2@lincoln.com>

**Sent:** Wednesday, April 19, 2023 2:09 PM

**To:** Chris Fingar <cfingar@collinsautogroup.com>

**Subject:** RE: URGENT PRIORITY [REDACTED]

Got the new intel saved to the case and have put it in a wrap up phase. If you do not see that VIN going back to the CLT before EOB Friday I need to know ASAP so that adjustments can be made to the template. When I wrap on a contact, I suspend the loaner coverage until the invoice is received or the DLR tells me the VIN is still being worked on and why.

CLT CLV | 99

WARRANTY START DATE: 3/19/2021

MILEAGE: 41,361

ESP: CCOMPPDL

RO NUMBER: 100295 Reference - 622603

RO OPEN DATE: 3/21/23

RO LINE NUMBER: 09

P&A CODE: 05695

IN RENTAL/LOANER: Rental  
LINCOLN OR OTHER: MKZ  
DAILY RATE: 50.00

ESP PORTION: Up to 2 Days Available  
RTL PORTION: 3/21 – 04/06 = 16 \*50 = 800  
LINCOLN PORTION: 04/07 – 04/21 = 15 \*50 = 750

**MEL LUKASIK**

Client Service Manager  
Lincoln Concierge Relationship Center  
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---

**From:** Chris Fingar <[cfingar@collinsautogroup.com](mailto:cfingar@collinsautogroup.com)>  
**Sent:** Wednesday, April 19, 2023 1:21 PM  
**To:** Lukasik, Mel (M.) <[mlukasi2@lincoln.com](mailto:mlukasi2@lincoln.com)>  
**Subject:** Re: URGENT PRIORITY [REDACTED]

Hello Good afternoon,

Sorry for the delay. The clients vehicle is currently getting cleaned for the redeliver. Per the service advisor Matt all repairs have now been completed.

Thank you,

Chris Fingar  
Bill Collins Ford Lincoln  
502-371-3222



Valued Customers— we are pleased to share with you that we are making some changes to our email services to better handle your needs. By incorporating our umbrella of brands, all previous email address extensions from @billcollinsford.com and @e-pulsetrak.com

will be changing to @collinsautogroup.com. We would appreciate it if you would make note of this in your records & email systems, to continue to receive future emails from us & our personnel.

---

**From:** Lukasik, Mel (M.) <[mlukasik2@lincoln.com](mailto:mlukasik2@lincoln.com)>

**Sent:** Wednesday, April 19, 2023 12:02 PM

**To:** Chris Fingar <[cfingar@collinsautogroup.com](mailto:cfingar@collinsautogroup.com)>

**Subject:** RE: URGENT PRIORITY | [REDACTED]

I saw the "update" on the hotline contact and am a little confused by it. All Heidi advise in the update was thank you. Is this VIN done? If it isn't I need her to clearly communicate what's going on currently so that they can offer tips.

**MEL LUKASIK**

Client Service Manager

Lincoln Concierge Relationship Center

Phone: 888-214-2155. Ext 77967 | eFax: 888-410-0295



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---

**From:** Lukasik, Mel (M.)

**Sent:** Friday, April 14, 2023 11:36 AM

**To:** Chris Fingar <[cfingar@collinsautogroup.com](mailto:cfingar@collinsautogroup.com)>

**Subject:** RE: URGENT PRIORITY | [REDACTED]

**Importance:** High

If I don't say it enough, I appreciate everything that your doing to help me at the shop level. I have the template calibrated to include next wk; but if they fail to get the hotline contact done; this may have to be the last calibration until I see those updates.

CLT CLV | 99

WARRANTY START DATE: 3/19/2021

MILEAGE: 41,361

ESP: CCOMPPDL

RO NUMBER: 100295 Reference - 622603

RO OPEN DATE: 3/21/23

RO LINE NUMBER: 09

P&A CODE: 05695

IN RENTAL/LOANER: Rental



LINCOLN OR OTHER: MKZ

DAILY RATE: 50.00

ESP PORTION: Up to 2 Days Available

RTL PORTION: 3/21 – 04/06 = 16 \*50 = 800

LINCOLN PORTION: 04/07 – 04/21 = 15 \*50 = 750

**MEL LUKASIK**

Client Service Manager

Lincoln Concierge Relationship Center

Phone: 888-214-2155. Ext 77967 | eFax: 888-410-0295



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---

**From:** Chris Fingar <[cfingar@collinsautogroup.com](mailto:cfingar@collinsautogroup.com)>

**Sent:** Friday, April 14, 2023 10:16 AM

**To:** Lukasik, Mel (M.) <[mlukasi2@lincoln.com](mailto:mlukasi2@lincoln.com)>

**Subject:** Re: URGENT PRIORITY | [REDACTED]

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

Hello Good morning,

I asked the Electrical team to update the hotline case as you requested.

Thank you,

Chris Fingar

Bill Collins Ford Lincoln

502-371-3222



Valued Customers— we are pleased to share with you that we are making some changes to our email services to better handle your needs. By incorporating our umbrella of brands, all previous email address extensions from @billcollinsford.com and @e-pulsetrak.com will be changing to @collinsautogroup.com. We would appreciate it if you would make note of this in your records & email systems, to continue to receive future emails from us & our personnel.

---

**From:** Lukasik, Mel (M.) <[mlukasi2@lincoln.com](mailto:mlukasi2@lincoln.com)>  
**Sent:** Thursday, April 13, 2023 4:55 PM  
**To:** [cfingar@e-pulsetrak.com](mailto:cfingar@e-pulsetrak.com) <[cfingar@e-pulsetrak.com](mailto:cfingar@e-pulsetrak.com)>  
**Subject:** RE: URGENT PRIORITY | [REDACTED]

Sorry, the part Bit was meant for Toni Cook. Not [REDACTED]. However the concerns about no updates to that hotline contact since the 7<sup>th</sup> and the consequences of not having that ticket updated stands. In order for me to continue the coverage; hotline needs to be kept in the loop the entirety of the repair.

**MEL LUKASIK**

Client Service Manager  
Lincoln Concierge Relationship Center  
Phone: 888-214-2155. Ext 77967 | eFax: 888-410-0295



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---

**From:** Lukasik, Mel (M.)  
**Sent:** Thursday, April 13, 2023 4:49 PM  
**To:** [cfingar@e-pulsetrak.com](mailto:cfingar@e-pulsetrak.com)  
**Subject:** RE: URGENT PRIORITY | [REDACTED]  
**Importance:** High

Chris, I need contact on this one as of today. The hotline contact hasn't changed since Friday and I am concerned that the part issues that the tech notated in this contact is not being addressed. Its only being intensified by the fact that I haven't seen a COPIS open either.

PLEASE, its important that I know if that part is in hand yet or not. If it isn't than I need the Parts Manager's email address to harass them about getting that order in as an emergency and be able to ship the part order data to my SME to get COPIS going. I am willing to give you till next Wed. If I don't have anything to work with; I am going to be forced to suspend the rental calibration until either there is a COPIS or the Tech updates hotline (whichever comes first)

**MEL LUKASIK**

Client Service Manager  
Lincoln Concierge Relationship Center  
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---

**From:** Lukasik, Mel (M.)

**Sent:** Friday, April 7, 2023 2:57 PM

**To:** [cfingar@e-pulsetrak.com](mailto:cfingar@e-pulsetrak.com)

**Subject:** RE: URGENT PRIORITY | [REDACTED]

**Importance:** High

Breathe Easier 😊 I am setting a FU to call you Thursday if I don't see anything changing in the hotline contact 😊

CLT CLV | 99

WARRANTY START DATE: 3/19/2021

MILEAGE: 41,361

ESP: CCOMPPDL

RO NUMBER: 100295 Reference - 622603

RO OPEN DATE: 3/21/23

RO LINE NUMBER: 09

P&A CODE: 05695

IN RENTAL/LOANER: Rental

LINCOLN OR OTHER: MKZ

DAILY RATE: 50.00

ESP PORTION: Up to 2 Days Available

RTL PORTION: 3/21 – 04/06 = 16 \* 50 = 800

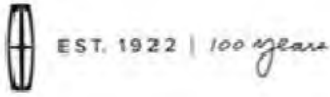
LINCOLN PORTION: 04/07 – 04/14 = 8 \* 50 = 400

**MEL LUKASIK**

Client Service Manager

Lincoln Concierge Relationship Center

Phone: 888-214-2155. Ext 77967 | eFax: 888-410-0295



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---

**From:** Lukasik, Mel (M.)  
**Sent:** Tuesday, April 4, 2023 2:37 PM  
**To:** [cfingar@e-pulsetrak.com](mailto:cfingar@e-pulsetrak.com)  
**Subject:** URGENT PRIORITY | [REDACTED]  
**Importance:** High

CLIENT NAME | [REDACTED]

VIN | [REDACTED]

RO NUMBER: [REDACTED] Reference - [REDACTED]

CONCERN | Drivability, Driver's Warning messages & Information (Pre-Collins) / Rental Assistance Request

Same goes for this one Chris,

Until hotline or COPIS are involved all I can do is let time collect to the DLR portion of the loaner vehicle. I am more than happy to follow up with the POC that is managing this contact at the DLR to see if I can help inspire the contacts that are needed to give you the approval your looking for.

**MEL LUKASIK**  
Client Service Manager  
Lincoln Concierge Relationship Center  
Phone: 888-214-2155. Ext 77967 | eFax: 888-410-0295



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CASE NUMBER: [REDACTED] STATUS: Information Provided  
OPEN: 04-17-2023 CLOSED: 07-14-2023 BUSINESS UNIT NAME: Ford  
RESPONSE TEAM: Lincoln Concierge NA CRC COMMUNICATION: Phone  
CASE CLASS LV 1234: Vehicle Concern | Proactive Support | Field Escalation |  
DEALER NAME: Driver's Village, Inc.  
PA CODE: 11202 DLR SALES CODE: 14178 REGION: NE ZONE: NEA  
VIN: [REDACTED] MODEL YEAR: 2021 MODEL: AVIATOR MILEAGE: 37,891  
BODY STYLE: J7X - AVIATOR SIGNATURE AWD 4-DR MPV  
LAST NAME FIRST NAME MIDDLE: [REDACTED]  
ADDRESS: [REDACTED]  
CITY STATE ZIP COUNTRY: HAMILTON | NY | [REDACTED] | USA  
HOME PHONE: [REDACTED]  
SYMPTOMS: Driving Performance | Lack/Loss of Power | Acceleration | Intermittent  
ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: Bertha Carey  
COMMENTS:

2023-04-17 13:10:20 | CSM Bertha x77940| OBE to client [REDACTED] Good morning Mr. [REDACTED] Thank you for contacting Lincoln Motor Company, it was a pleasure speaking with you. If you have any questions, please don't hesitate to call. I will return your call no later than April 24, 2023 with more information. For your reference your case number is [REDACTED] next steps: check email

2023-04-17 13:22:01 CLIENT SAYS: when you pull away from the stop sign and press on the gas pedal, it won't do anything. It won't go out of different gears. The cruise control was on and it went to the lowest gear. I was going 75 mph, I had to pull over. PER CLIENT, RETAILER SAYS: Burdick Ford- Randy CRC ADVISED: csm apologized and advised I can see if vehicle is eligible for a refund. Csm advised I do need to gather some information so I need to get extra information I will do my best to gather everything and get a decision by 4/24. csm advised I will still prefer the vehicle to go back so I can ensure it's working correctly. Next steps: open up milestone

2023-04-17 13:22:54 1) Where is the vehicle located? client possession 2) Mileage of vehicle? 36551 3) Is the vehicle leased or purchased? Purchased 4) Is client original owner? yes 5) State where the vehicle was purchased? NY 6) State where the vehicle is registered? NY 7) Is the client in a loaner? no 8) Client's alleged number of repair attempts for the same non-conformity? 5 9) Alleged number of days out of service for warranty repairs? 30 days 10) All retailers where repair attempts have occurred? Purdick lincoln Next steps: open up milestone

2023-04-17 14:07:40 COM Shaneria conducted GFR. RAV denied.

2023-04-18 19:10:43 CSM Bertha x77940| IBE from client [REDACTED] Hi Bertha, Thank you so much for helping me get a process started. I did get a hold of Randy in Service at Burdick Lincoln in Cicero. They are swapping our car out Thursday to get it there. However, he did say that he may not be able to look at it then. This has been a long and drawn out process. I know this is a bulletin and not a recall. However, it should be a recall as my wife has been stuck in an intersection with no throttle response three (3) times. On the thruway we had the cruise control set at 79 mph and all of a sudden the car shifted down into what had to be its lowest gear, revving the RPM's through the roof prompting us to pullover on the side of the road. If a truck was behind us, it definitely would have been an accident. The transmission clunks and shakes the car at cruising speed 55-80 mph. This is also sporadic, not happening all of the time. I believe a plate in the transmission was replaced or added, and a valve of some sort was replaced. I have been told this is what Lincoln's engineers are coming up with for a solution. The car had no issue for the first year and a half we've owned it. I hope we can get a solution. Does this get reported to the NHTSA? It's definitely not safe. Regards, [REDACTED] next steps: check email

2023-04-18 19:20:16 CSM Bertha x77940| OBE to client [REDACTED] have notated your experience and symptoms so we can look at it internally. We take every experience into consideration and work with the NHTSA to get recalls done as the safety of our clients is our main priority. Once it's there I'll see when they can actually work with your vehicle. I can't ensure we are using all of our resources if the retailer is not actively working on it. But I'll check with them when I get in the office Monday May 24. next steps: check email

2023-04-21 16:38:57 CSM Bertha x77940| OBC to retailer| 3156996300 Spoke to Randy/sa we did PUDL on 4/20. I will be in vacation for two weeks. You can contact Genie/service manager or Frank/sa while I am away or email lincolnservicedvoffers.com. we won't diagnose it until 4/26 next steps: check with rtl did we duplicate concern?

2023-04-24 18:23:09 CSM Bertha x77940| OBC to client [REDACTED]  
csm left voicemail for rtl to advise clt that the rtl won't look at the vehicle until 4/26. csm advised I will not call them again until 4/28 to give them time to diagnose the vehicle. Frank or Genie will be point of contact while Randy/sa is on vacation  
next steps:  
deny gfr; check with rtl (Frank or Genie) did we duplicate concern?

2023-04-24 18:59:28 CSM Bertha x77940| OBC to retailer| 3156996300 left voicemail Genie Brooks and requested a call back to see if we diagnosed the vehicle for clt next steps: check with rtl did we duplicate the concern?; deny gfr for clt

2023-04-24 19:00:48 CSM Bertha x77940| IBC from client [REDACTED]  
clt left voicemail requesting a call back because it's ridiculous the rtl can't look at the vehicle now.  
next steps:  
deny gfr; check with rtl (Frank or Genie) did we duplicate concern?



2023-04-25 20:30:28 CSM Bertha x77940| OBC to client [REDACTED] spoke to Mr. [REDACTED] csm advised I love the loaners. The clunking noise on the transmission is causing damage. csm advised after doing the gfr at this time my recommendation is to repair it. csm advised I will work with rtl to get it resolved. I don't want to get the car, i should look at other vehicles. I want to know what timeline i am looking at. csm advised you have other resources as consumer, but i can't ensure they are doing everything until they start on your vehicle. clt advised I am sure i can get a lawyer for a buyback, but i want all the ro. csm advised if you want all the repair orders you have to get them printed. csm advised I can't provide any repair order information. csm advised I'll speak to you 4/28 after speaking to rtl next steps: call rtl did we duplicate concern?

2023-04-26 16:40:45 CSM Bertha x77940| OBC to retailer| 3156996300 spoke to Frank/service manager rtl advised we haven't finish diagnosing it yet. we are looking over the circuit. we have a tech hotline involved. csm thanked rtl next steps: check with rtl did we duplicate the concern?; call clt with updates

2023-04-28 13:25:19 | CSM Bertha x77940| IBE from client [REDACTED]

2023-04-28 14:41:55 CSM Bertha x77940| OBC to retailer| 3156996300 csm left voicemail for Frank/service manager to see if they are done diagnosing the vehicle. recommendation was advised last monday from hotline next steps: check with rtl

2023-04-28 14:47:02 CSM Bertha x77940| OBC to retailer| 3156996300 spoke to Frank/sa one transmission tech. as soon as he is one with the vehicle is working on he will go back to this one again. csm understood. RTL advised tech can work on it next Tuesday 5/2, if everything on the other repair goes well next steps: check with rtl

2023-04-28 14:55:49 | CSM Bertha x77940| OBC to client [REDACTED] clt no longer wants calls just email communication. csm advised that's fine but the questions you are inquiring are technical which I am not a tech so I can't advise. clt is frustrated on the process and would rather not speak to me about this over the phone anymore next steps: email clt only

2023-04-28 15:38:19 CSM Bertha x77940| OBE to client [REDACTED] Good morning [REDACTED] I completely understand how frustrating it is to have the vehicle back at the retailer. I am not an ASE certified technician so I can't advise on any process or repair steps we are doing. The retailer can advise any repairs done to the vehicle. My main priority is to get the vehicle repaired and for the retailer to use all of our resources. The retailer has escalated this case to the field for further support. However, the retailer only has one transmission tech who hasn't been able to work on your vehicle since I advised they were working on it. As soon as he finishes the current repair, he will further diagnose your vehicle. I acknowledge you want a timeline, but until we ensure we do everything we can to repair the vehicle that timeline is not specified. We want to ensure your vehicle is repaired to satisfaction. Every recall is attached to the vehicle identification number which at the moment, you don't have any active recalls. When it comes to complaints field to NHTSA, I have no resources to see anything filled. next steps: check email

2023-04-28 17:56:49 CSM Bertha x77940| IBE from client [REDACTED] Hi Bertha, At this point I would like to escalate this to Lincoln offering a buy back. The car is not safe, and I won't be returning the loaner issued until this is resolved. Sent from my iPhone Next steps: Check email

2023-04-28 18:02:51 | CSM Bertha x77940| OBE to client [REDACTED] Good afternoon [REDACTED], You have requested a Goodfaith review when we first spoke, as discussed on April 25, 2023, at this time, my recommendation is to repair it. Your loyalty is very important to us, I am positive we are going to get the vehicle repaired. When the retailer is working on your vehicle again and can provide more information, I will request for them to reach out to you directly. next steps: check email

2023-05-03 14:47:54 CSM Bertha x77940| OBC to retailer| 3156996300 spoke to Carrie/sa csm requested to know if we started on the car again? rtl advised Frank or Jamie are not available to advise. rtl will provide details to contact me again next steps: check with rtl

2023-05-03 17:52:33 CSM Bertha x77940| OBC to retailer| 3156996300 spoke to Allison/receptionist rtl advised they are working on it but the service advisor who is working with them is on vacation. csm advised he is in vacation until 5/12, Jamie or frank should be updating me on diagnostics. rtl advised Anthony advised they are not available but they are diagnosing it again. csm advised if we can update Hotline on finding i would appreciate it. next steps: check with rtl

2023-05-05 13:16:49 CSM Bertha x77940| OBC to retailer| 3156996300 CSM left voicemail for Jamie Brooks/sa requesting an update on the diagnostic. csm advised I don't see we've updated hotline after their recommendation. but last time i was speaking to Frank he advised me we will work on it this week. csm provided contact information next steps: check with rtl

2023-05-05 13:56:41 CSM Bertha x77940|IBC from retailer| 3156996300 Jamie Brooks/sa left voicemail the parts arrived today. the clt requested to have us drive the vehicle before it gets returned to him. we should be able to start repair today next steps: check with rtl

2023-05-05 14:02:41 CSM Bertha x77940| OBE to client [REDACTED] Good morning Mr. [REDACTED] The retailer advised me the parts they were waiting on arrived today. They will test drive the vehicle after repair is done. Once they can confirm it's repaired, the retailer will contact you. next steps: check email

2023-05-12 16:39:51 CSM Bertha x77940| OBC to retailer|3152431911 spoke to Jamie/service manager rlt advised it has been repaired and should be receiving it today or maybe he got it already. he requested for us to drive it a few times before receiving it. csm thanked rtl. rtl advised he is not in the office but is sure it's completed. next steps: email clt did you get the car back?

2023-05-19 15:04:07 CSM Bertha x77940| OBC to retailer|3152431911 spoke to Jamie/service manager rtl advised the vehicle was ready for pick up on 5/17. CLT wanted more miles put on it before being returned. csm thanked rtl. rtl advised they will reach out so the clt can pick it up next steps: send email

2023-05-19 15:10:19 CSM Bertha x77940| OBE to client [REDACTED] Good morning [REDACTED], The vehicle has been ready since May 17, they have driven it multiple times to ensure it is repaired to satisfaction. When you receive it, please confirm you are satisfied with repairs. Your Lincoln loyalty is appreciated. next steps: check email

2023-05-22 12:48:12 | CSM Bertha x77940| OBE to client [REDACTED] Good morning [REDACTED], I hope you have a wonderful weekend. Please let me know if you were able to pick up the vehicle, I want to confirm you are satisfied with repairs. next steps: check email

2023-05-24 19:22:21

Assisting CSM Bertha|CSM Francis x77512| OBC to retailer| 3152431911

Call went to voicemail.

NEXT STEPS:

Email CLT

2023-05-24 19:29:36

Assisting CSM Bertha|CSM Francis x77512| OBE to client [REDACTED]

Good Afternoon [REDACTED]

I am reaching out to you regarding your Lincoln Aviator. Drivers Village advised that your vehicle repairs were completed 05/17. We are looking to confirm that you were able to retrieve your vehicle. When you are available please do either give your Client Service Manager Bertha a call at 888-214-2155 EXT 77940 or email us back directly. Thank you in advance for your time.

NEXT STEPS:

Follow up with RLT and CLT, was veh picked up?

2023-05-31 14:29:37

| CSM Bertha x77940| OBE to client | [REDACTED] May 31, 2023 [REDACTED]  
[REDACTED] Hamilton, NY [REDACTED] Lincoln Motor Company Case #: [REDACTED] Dear [REDACTED] I have attempted to contact you, but have been unable to reach you. I would like to confirm you are satisfied with repairs. If you have any further questions or concerns regarding this repair, or any additional comments or feedback, please do not hesitate to reach out to me. If I'm unavailable, please leave me a detailed message and I will return your call as soon as possible. As your Lincoln representative, I would like an opportunity to respond. Please contact me at 888-214-2155 extension 77940 or respond to this email if I can still be of any assistance to you. I am available 7:30 AM to 4:00 PM EST. As I will be completing your case, please look for an email in the next 24 hours with a brief survey regarding your experience with me in completing your case – Lincoln and I value your feedback. You may receive an additional survey regarding your retailer and vehicle at a later date. Thank you for being a valued customer and a part of the Lincoln family. Respectfully, next steps: close case if no reply

2023-05-31 18:30:21

CSM Bertha x77940|IBE from client [REDACTED] Bertha. The transmission slipped yesterday, jerking the car yesterday evening with my wife driving. Not fixed yet. I think it may be time to get an attorney involved..... next steps: check email

2023-05-31 19:38:59

CSM Bertha x77940|OBE to client [REDACTED] Good afternoon [REDACTED], I truly apologize the vehicle's performance is still giving you concerns. I would recommend taking the vehicle to the retailer so we can see if they can duplicate it. I know we have replaced some items while it's been at their location. As a consumer, you have many rights. Seeking legal is one of them. I do ask however to be informed if you do in fact seek legal guidance. Once it's at the retailer again, I can ensure we are using all our resources again. Your loyalty is very important to us, we want to make sure we do everything we can to get the vehicle repaired and back in your possession. next steps: check email

2023-06-01 16:27:07

CSM Bertha x77940| OBC to retailer| 3156996300 spoke to Jamie/sa. RTL advised the clt hasn't reached out yet but will keep it in mind. csm advised clt advised me the vehicle is jerking. rtl advised I'll wait for clt to reach out so we can see what the problem is. csm understood. next steps: check with clt did you reach out to rtl?

2023-06-02 15:53:42

CSM Bertha x77940|OBE to client [REDACTED] Good morning [REDACTED], I have spoken to the service manager who advised me the vehicle doesn't have a set day to come back. Could I verify if you are going to bring it back or are you going to work with another retailer? next steps: check email

2023-06-06 15:41:08

| CSM Bertha x77940| OBE to client | [REDACTED] Good morning [REDACTED], Your loyalty is very important to us, please reach out when your vehicle is at a retailer. My main priority is to ensure we use all of our resources for you. I haven't heard from you the last few emails. I am honoring your request of only contacting via email. Please reach at your earliest convenience if there is anything else I can assist you with. next steps: close case if no contact

2023-06-06 17:05:02

CSM Bertha x77940|IBE from client | [REDACTED] Vehicle is back at Burdick Lincoln as of yesterday. Sent from my iPhone Apparently another bulletin was recently released. next steps: check with rtl what is going on? did we duplicate concern

2023-06-06 17:19:55

CSM Bertha x77940| OBC to retailer|3156996300 csm left voicemail for Anthony/sa to see if we were able to duplicate the concern. next steps: call rt did we duplicate the concern?

2023-06-07 20:02:52

CSM Bertha x77940| OBC to retailer|3156996300 spoke to Matt/sa. we ordered the transmission 6/6. it was dropped of on 6/5. rental is \$45/per day. Anthony is still service advisor. csm thanked rtl for information next steps: call rt did we duplicate the concern?

2023-06-08 17:58:00

CSM Bertha x77940| OBC to retailer| 3156996300 csm left voicemail for parts to see if I can get order confirmation number and Yshipper next steps: call rtl can i get yshipper and confirmation #?

2023-06-08 18:47:44

CSM Bertha x77940|IBC from retailer| 3156996300 ext 3066

Kyle/parts left voicemail for clt advising we just got it this morning 6/8

next steps:  
email clt

2023-06-08 19:05:09

CSM Bertha x77940|OBE to client | [REDACTED]

Good afternoon [REDACTED],

I am sure your service advisor will contact you with the information. I was just informed; the retailer received the needed parts today. As soon as they replace the parts on your vehicle and ensure its repaired to satisfaction, they will contact you.

After you get the vehicle, I will want to give you time to drive the vehicle. I would like to ensure you are satisfied with the repairs, if you can please keep me updated.

next steps:  
check email

2023-06-08 19:33:00

DAILY RATE: 45 RTL PORTION: 6/5-6/14 CRC PORTION: 6/15- if needed next steps: if still being worked on get ro number

2023-06-09 13:46:59

CSM Bertha x77940|IBE from client [REDACTED]

Hi Bertha,

Apparel here is another recall that Lincoln has no remedy for. The rear camera is failing. Is this correct? I just spoke with my dealer and before they were considering a buyback. Now it sounds like that's off the table. Is my lemon part of this recall? Please confirm.

Evan

Sent from my iPhone

next steps:  
check email; reply

2023-06-09 14:40:58

CSM Bertha x77940|OBE to client [REDACTED] Good morning [REDACTED], Our team is working diligently with suppliers to identify the root cause of the issue. Currently, we do not have a remedy for the recall 23S23 at this time. Your vehicle has been affected with this recall. You will receive an updated mail when we have a resolution. I am not a Lemon Law representative, I can't advise you if your vehicle meets criteria. next steps: call rtl

2023-06-13 15:00:07

CSM Bertha x77940|OBC to retailer| 3156996300 ext 3066| spoke to Rick/sa We are putting in the transmission today. If everything goes well he will get the vehicle tomorrow. next steps: no rental assistance as there's no pars in back order. copis was only communicated with 1 day

2023-06-15 13:42:49

CSM Bertha x77940| OBC to retailer|3156996300 Spoke to Frank/service manager Repairs are done. Csm advised I'll cover the detail P&A: 11202 RO #: 124873 RO Open Date: 6/5 RO Mileage: 37276 Line: 8 \$69.95 warranty price Total: \$ 93.73 clt pay next steps: cut p11 code

2023-06-15 13:48:48

| CSM Bertha x77940| OBE to retailer|lincolnservice@dvooffers.com Good morning, P&A: 11202 RO #: 124873 RO Open Date: 6/5 RO Mileage: 37276 Line: 8 P11: MSPA950378; approved for 69.95. Thank you for allowing to pay for the detail on his car ([REDACTED]). next steps: check email

2023-06-15 14:45:03

| CSM Bertha x77940| IBE from client | [REDACTED] Hi Bertha, I received a call earlier this morning to let me know the car is done. I requested last week that when is repaired, I would like the car fully detailed at no charge. I felt that was more than fair construe amount of times our vehicle has been in for repair. Can you confirm this will be completed? [REDACTED] Sent from my iPhone next steps: check email

2023-06-15 14:58:12

| CSM Bertha x77940| OBE to client | [REDACTED] Good morning [REDACTED], I have provided the funds to the retailer directly, you should not have to pay for the detail as I covered it for you. next steps: check email

2023-06-22 16:55:54

| CSM Bertha x77940| OBE to client | [REDACTED] Good afternoon [REDACTED], I would like to double check how the vehicle is driving. Are you satisfied with the repairs? next steps: check email

2023-06-23 13:33:35

CSM Bertha x77940| IBE from client | [REDACTED] Haven't driven enough to determine. Please keep me posted on the status of the recall on the back up camera, so I can get it in quick and then get rid of the car. next steps: check email

2023-06-26 12:00:51

CSM Bertha x77940| OBE to client | [REDACTED] Good morning [REDACTED], I'll wait for you to drive the vehicle. Please let me know when you can confirm satisfaction of repair. When it comes to the recall, you will be the first to find out via mail and your Lincoln Way application. next steps: check email

2023-07-10 15:42:00

CSM Bertha x77940| OBE to client | [REDACTED] Good morning [REDACTED], I want to confirm if you had a chance to drive the vehicle a bit more? I want to ensure you are satisfied with the repairs. next steps: check email

2023-07-10 16:30:00

CSM Bertha x77940| IBE from client | [REDACTED] Hi Bertha, The car sits in my garage awaiting the rear camera recall solution so I can get rid of it. next steps: check email

2023-07-13 13:10:02

CSM Bertha x77940| OBE to client | [REDACTED] Good morning [REDACTED], I apologize for our delay on getting a resolution for the recall. You should be receiving another letter from us shortly. The investigation is not done, but we have a temporary solution arriving via mail. While we wait for a solution, I would like to show you our gratitude for being part of our Lincoln family by offering to purchase the next 12 oil changes, tire rotations, and multipoint inspections within in the next 4 years or 60,000 on top of your current mileage (whichever occurs first). Would that be something you would like to accept from me? next steps: check email

2023-07-13 16:35:13

CSM Bertha x77940| OBE to client | [REDACTED] Good afternoon [REDACTED], I am unable to assist in the voluntary replacement of your vehicle at this time. The Good Faith Review of is not a legal process, it is a good will process that Lincoln has which at this time determined my recommendation was to repair the vehicle. No further repairs have occurred since the last time I did the Good Faith Review. Should circumstances change, I would be happy to re-review in the future. The recall we are investigating further is not something I will be able to take into consideration as we are working diligently to advise on a final repair. next steps: check email

2023-07-13 20:24:52

\*WEB\*vehicle has been completed and returned to customer, can case be closed. Thanks

2023-07-14 11:50:32

CSM Bertha x77940| IBE from client | [REDACTED] I would love for Lincoln to buy the car back. Sent from my iPhone next steps: close case

CASE ATTACHMENTS:  
2023-04-28 13:25:19

Bertha Carey



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**From:** [REDACTED]  
**Sent:** Thursday, April 27, 2023 12:00 PM  
**To:** Carey, Bertha (B.)  
**Cc:** [REDACTED]  
**Subject:** 2021 Lincoln Aviator

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

Hi Bertha,

As per our conversation on Tuesday 4/25/23 you stated the dealer would be contacting me yesterday and you would be contacting me Friday. No call from the dealer yesterday, so I reached out this morning and talked to a service manager named Jamie. Once again, I was told no work is being performed on the car but they are in contact with Lincoln. Service is waiting for Lincoln engineers to let them know what is planned to get this issue resolved. This is very disappointing purchasing a new 2021 Lincoln Aviator that we paid sticker price in the amount of \$67,937 dollars. This issue has once again, been going on for six (6) months. Even if Lincoln can come up with a fix which at this point I would be very surprised, the car/ transmission/ and/or engine has to be severely damaged due to the grinding, clunking, and rapid rise in RPM's. We love this car but know there is permanent damage to components. Lincoln is about to lose a customer for life and I can't believe customer service has not come up with a resolution. Very disappointed to say the least.

Questions for you:

-You've repeatedly mentioned to me that the dealer trying to repair the car, has not used all the resources available to them. Speaking with the Service Department, they mentioned they are dealing directly with Lincoln and their engineers on this. Can you kindly let me know what these resources are?

-What is Lincoln doing to try and resolve an issue with this bulletin that they are unaware of how to repair?

-If a repair is found, how will the damaged components from the grinding, clunking, and maxing of RPM's be addressed?

-How is this not a recall because it is a safety issue? Examples would be, when you have no throttle in the middle of an intersection (3 times with my wife driving), or on the thruway and your car is in cruise control going 79 MPH and the transmission shifts into what had to have been the lowest gear, lunging passengers forward. Prompting to shift lanes and get onto the shoulder of the road because you couldn't maintain speed.

-Is Lincoln aware of any safety complaints being filed to the NHTSA due to this issue?

-What kind of timeline for Lincoln to decide on a resolution?

Regards,

[REDACTED]

--

[REDACTED]  
*PARRY'S, -Experience a Modern Day General Store/ Parry's Services LLC/ Ashling Acres*  
*NYS Certified WBE #* [REDACTED]  
[REDACTED]  
Hamilton, NY [REDACTED]  
[REDACTED]





CASE NUMBER: CAS: [REDACTED] STATUS: Resolved  
OPEN: 04-17-2023 CLOSED: 06-08-2023 BUSINESS UNIT NAME: Ford  
RESPONSE TEAM: Lincoln Concierge NA CRC COMMUNICATION: Phone  
CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | CCT Criteria |  
DEALER NAME: Jim Taylor Lincoln  
PA CODE: 08396 DLR SALES CODE: 22291 REGION: C3 ZONE: CEG  
VIN: [REDACTED] MODEL YEAR: 2020 MODEL: AVIATOR MILEAGE: 55,000  
BODY STYLE: J9X - AVIATOR BLK LBL AWD 4-DR MPV  
LAST NAME FIRST NAME MIDDLE [REDACTED]  
ADDRESS [REDACTED]  
CITY STATE ZIP COUNTRY: RUSTON | LA | [REDACTED] | USA  
HOME PHONE: [REDACTED]  
SYMPTOMS: Driver Aides & Information | Warning Indicators/Messages/Chimes | Service Engine Soon (Engine Image) | Stays On  
ANALYST NAME: Francis Henrichsen OPEN ANALYST NAME: Jonathan Kirk  
COMMENTS:  
2023-04-17 22:37:01

Intelligent cruise is not working but client states it is. This has happened a few times. And has been in to the dlrshp a few times. Friday was returned and now check engine light is on .  
Client is requesting that we repurchase her veh that has 55,000 miles .  
[REDACTED]

Dlrshp Advised : N/A

CRC ADVISED : Advised that the veh will not be replaced denied GFR request. Advised our commitment to the veh warranty advised we can fallow along on the repair . Provided my contact info.

NEXT STEPS: close case.

2023-04-17 22:37:20

ACOM REVIEWED CASE BB DENIED.

2023-04-18 21:13:28

[CSM Francis x77512] IBC from client [REDACTED]  
SPOKE [REDACTED]

CLT stated she appeals the decision that was made. CLT stated she would like to get out of this VEH. CSM advised that I can conduct another GFR however if there has been no changes since previous GFR then the answer will not change. CLT stated she has three active concerns; Check engine light, proximity sensor when beeping is low, Intelligent Cruise is working but a warning signal popped and stated intelligent cruise is not working. CSM advised I will work case and follow up with RTL 04/19 and CLT 04/21.

NEXT STEPS:

Follow up with RTL about engaging hotline 04/19, 04/21

2023-04-19 15:53:08

[CSM Francis x77512] OBC to retailer| 3182552590  
SPOKE TO: Willie

RTL advised CLT dropped off VEH 04/18 and they expect to have diagnostic by end of day today 04/19. RTL advised the CLT is not in loaner. CSM advised I will follow up 04/21.

NEXT STEPS:

Follow up with CLT

2023-04-19 15:59:39

[CSM Francis x77512] OBC to client [REDACTED]

Left voicemail advising RTL will have diagnostic today. CSM advised I will follow up again 04/21 and left contact details.

NEXT STEPS:

Follow up with RTL and CLT 04/21

2023-04-21 20:06:07

[CSM Francis x77512] OBC to retailer| 3182552590  
SPOKE TO: Willie

RTL stated that they are currently wrapping up repairs and expect to have the VEH ready today for CLT pick up.

NEXT STEPS:

Follow up with CLT

2023-04-21 20:10:17

[CSM Francis x77512] OBC to client [REDACTED]  
SPOKE [REDACTED]

CSM advised the CLT that RTL stated they expect the VEH to complete

NEXT STEPS:

Follow up with RTL & CLT 04/24, was repair completed, how car driving?

2023-04-24 17:34:42

[CSM Francis x77512] IBC from client [REDACTED]

CLT left voicemail stating the VEH is still exhibiting concerns. CLT stated that the beeper is still sounding weak, door panel lights are intermittently inoperative, CLT stated that there is smoke that comes out of the exhaust.

NEXT STEPS:

Follow up with CLT

2023-04-24 17:35:42

[CSM Francis x77512] OBC to client [REDACTED]  
SPOKE TO: [REDACTED]

CLT answered and hung up.

NEXT STEPS:

Send CLT SMS

2023-04-27 20:56:29

[CSM Francis x77512] OBC to client [REDACTED]

Left voicemail with contact details.

NEXT STEPS:

Follow up with CLT 05/02

2023-05-02 21:06:55

Assisting CSM >| OBC to the Client | [REDACTED] | SPOKE TO: [REDACTED] Called to ask about current vehicle status. CLT explained that she got the vehicle Thursday evening 4/27. On 4/28 Friday CLT has seen the concern resurface with driver assist sensor aids giving a weak sound compared to the normal sounds. Since Friday the concerns has not shown up again and over all the CLT is happy with the repair. CLT said she is happy with DLR and has no major grievances with anybody. CLT just wanted to express that given the vehicle's history she is not super confident in the repair. CSM empathized and explained that I will update CM about current status and CM will reach back out no later than Thursday 5/4 on next steps. NEXT STEPS: Email CM

2023-05-04 20:49:36

[CSM Francis x77512] OBC to client [REDACTED]

Left voicemail with contact details.

NEXT STEPS:

Follow up with CLT offer LMP 05/10

2023-05-10 17:12:41

[CSM Francis x77512] OBC to client [REDACTED]

Left voicemail with contact details.

NEXT STEPS:

Send SMS, coordinate a good time to call

2023-05-10 20:53:49

[CSM Francis x77512] OBC to client [REDACTED]  
SPOKE TO: [REDACTED]

CLT stated she saw a couple glitches on the VEH but has been driving well otherwise. CLT did state she had ONE camera glitch on her VEH today. CLT stated she is not currently confident on her repairs due to the continues concerns. CSM reassured the CLT and stated that I will be her Concierge moving forward. If CLT VEH exhibits any of these concern again through the end of the year I will provide with Fin assist on the deductible.

NEXT STEPS:

Follow up with CLT is she wants to accept LMP 05/15

2023-05-12 17:47:29

[CSM Francis x77512] OBC to client [REDACTED]  
SPOKE TO: [REDACTED]

CLT stated she has not experienced any additional concerns sense last communication. CLT stated that she would like compensation to offset the inconvenience of diminished value of her VEH. CSM advised I cannot take that into consideration. CLT stated she feels the LMP is does not equate and offset the inconvenience of constantly having to take her VEH to RTL. CSM advised CLT I can reimburse for the deductible she just paid for un able to duplicate. CSM advised I can assist with deductibles that are for the same concerns she has currently through the end of the year. CLT stated she needed additional reassurance being her current ESP was going to expire, CSM advised I cannot add an additional ESP when she already has one. CSM advised that I can review her request once the VEH current ESP is expired if she continues to have concerns. CLT accepted LMP and additional resolutions offered. CSM advised I will follow up 05/17.

NEXT STEPS:

Submit LMP and follow up with RTL for Rcpt for deductible. Follow up with CLT 05/17

2023-05-12 17:55:31

Morely

Ford ESP Case Transmission  
CASE NUMBER [REDACTED]

2023-05-12 19:36:24

Ford ESP Case Transmission  
CASE NUMBER [REDACTED]

2023-05-15 15:32:04

[CSM Francis x77512] OBC to retailer| 3182552590  
SPOKE TO: Willie

CSM asked RTL for a copy of CLT previous repair and her out of pocket expenses so that I can provide CLT GWG. CSM provided email address.

NEXT STEPS:

Follow up on RTL email. Follow up with CLT

2023-05-15 20:50:37

[CSM Francis x77512] OBC to client [REDACTED]

Left voicemail with contact details.

NEXT STEPS:

Follow up on RTL for receipt, follow up with CLT 05/18

2023-05-18 20:15:22

[CSM Francis x77512] OBC to client [REDACTED]  
SPOKE [REDACTED]

CSM confirmed with CLT that I have received the receipt of the deductible and will submit for the debit card.  
CSM advised I will follow up to ensure CLT received card by 06/08.

NEXT STEPS:

Submit Morley for Debit card, follow up with CLT 06/08

2023-05-18 20:39:21

#### COMERICA DEBIT CARD REIMBURSEMENT TEMPLATE

Morley Case # [REDACTED]

Primary reason for Reimbursement Offer(s)

GCCT Case #: [REDACTED]

Client Information

Name: [REDACTED]

Mailing Address: [REDACTED] RUSTON, LA [REDACTED]

Is the customer a citizen of India? NO

VIN: [REDACTED]

CLV: 99

Reimbursement Information (fill in each payment type entered in Morley Case, enter N/A if not applicable, or confirm supporting documents are attached to case)

Consequential Expense Reimbursement: Assisting

Amount: \$100

Vehicle Payment Reimbursement: N/A

Amount: Total Amount for reimbursement

Rental Reimbursement: N/A

Amount: Total Amount for reimbursement

Repair Reimbursement: N/A

Causal Part Number: Part number is required for repair reimbursement requests.

Amount: Total Amount for reimbursement

For Item #13 on the submission form (notate as many as needed): Reason for Customer Reimbursement:  
Consequential Expenses = CONEXP, Vehicle Payment = VEHPAY, Rentals = RENTAL, Repair  
Reimbursement = Casual Part Code

CONEXP

2023-05-23 11:39:19

Ford Cash Settlement/Debit Card Case Transmission  
CASE NUMBER [REDACTED]

2023-06-08 21:55:20

CSM Sean x 77478 OBC to C [REDACTED]  
ASSISTING

Spoke to:CLT, she was able to inform me that she has received her debit card and already used it. CSM ADV  
franci will be closing the case soon and she can expect a survey in regards to her experience.

NEXT STEPS:

update csm



[CSM Francis x77512] OBE to client | [REDACTED]

Subject Line: Lincoln Motor Company – Case Completion

Hello [REDACTED]

Thank you for contacting Lincoln Motor Company and allowing us to assist you with your Lincoln Aviator regarding case [REDACTED]. Partnering with [REDACTED], I am glad I was able to address your concerns and get the part expedited while keeping you updated throughout the process.

The repair was completed by a Lincoln factory-trained technician using Lincoln-authorized parts. Moreover, I was happy to reimburse you for your \$100 deductible because you are such a loyal client.

As I will be completing your case, please look for an email in the next 24 hours with a brief survey regarding my efforts and your experience with me in completing your case – Lincoln and I value your feedback. You may receive an additional survey regarding your retailer and vehicle at a later date.

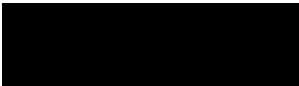
Should you need to contact me again, you may reach me directly at fhenrich@lincoln.com or by phone at 1-888-214-2155 ext. 77512. If I'm unavailable, please leave me a detailed message, and I will return your call as soon as possible. Note: for a quicker response, please provide your case number indicated above.

Thank you for being a valued client and a part of the extended Lincoln family.

NEXT STEPS: Close case

CASE ATTACHMENTS:  
2023-05-18 20:02:48

Francis Henrichsen





Customer Pay Invoice  
**\$100.00**

RO#

Check-in: Wed Feb 15, 2023 | 5:26 PM

1605 North Service Road East Ruston, LA 71270 (318) 255 - 2590  
<https://www.jimtaylordford.com>

**Customer**

[REDACTED]  
RUSTON, LA [REDACTED]

**Pickup-Customer**

Same as Customer

**Billing-Customer**

Same as Customer

**Vehicle**

2020 Lincoln Aviator-  
GRAY

53,423 Mi In / 53,425 Mi  
Out

In Service: 09/18/2020

**Service Advisor**

WILLIE CATO  
938

|    |     |                                                                                             |              |        |
|----|-----|---------------------------------------------------------------------------------------------|--------------|--------|
| 1. | con | CUSTOMER STATES SPEED LIMIT HOLOGRAM<br>SOMETIMES IS BLANK OR DISPLAYS WRONG SPEED<br>LIMIT | Customer Pay | \$0.00 |
|----|-----|---------------------------------------------------------------------------------------------|--------------|--------|

Job added by JULIE PERRY on Wed Feb 15, 2023 | 5:26 PM

con -Customer Concern

Labor \$0.00

1. PERFORMMED SW RECONFIGURATION

|    |     |                                                                                     |              |          |
|----|-----|-------------------------------------------------------------------------------------|--------------|----------|
| 2. | con | CUSTOMER STATES REAR CAMERA SOMETIMES<br>FLICKERS BUT YOU CAN STILL SEE THE PICTURE | Customer Pay | \$100.00 |
|----|-----|-------------------------------------------------------------------------------------|--------------|----------|

Job added by JULIE PERRY on Wed Feb 15, 2023 | 5:26 PM

**Insurance Information**

|               |                   |            |       |
|---------------|-------------------|------------|-------|
| Insurance No. | Insurance Company | Mobile No. | Email |
| LDS           | LDS               | [REDACTED] |       |

|            |          |
|------------|----------|
| Deductible | \$100.00 |
|------------|----------|

|                   |          |
|-------------------|----------|
| Insurance Payable | \$138.40 |
|-------------------|----------|

|                |        |
|----------------|--------|
| Deductible Tax | \$0.00 |
|----------------|--------|

|                       |        |
|-----------------------|--------|
| Insurance Payable Tax | \$0.00 |
|-----------------------|--------|

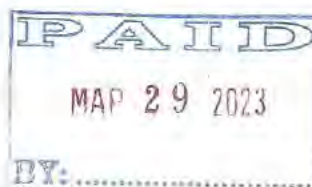
|                       |       |          |
|-----------------------|-------|----------|
| con -Customer Concern | Labor | \$130.00 |
|-----------------------|-------|----------|

1. COMPLETED DIAG. TESTING & REPLACED BACK UP CAMERA & PROGRAMMED TO VEHICLE

|       |         |
|-------|---------|
| Parts | \$85.85 |
|-------|---------|

JL7Z 19G490B - CAMERA - PARKING 1- \$85.85

SOR



© Tekion Corp 2023

Customer Copy v1 | Page 1 of 3  
Wed Mar 29, 2023 | 2:55 PM

PE24-012 000355 GCCT PLV



Customer Pay Invoice  
**\$100.00**

1605 North Service Road East Ruston, LA 71270 (318) 255 - 2590  
<https://www.jimtaylorford.com>

RO# : [REDACTED]

Check-in: Wed Feb 15, 2023 | 5:26 PM

**Customer**



**Billing-Customer**

Same as Customer

**Vehicle**

2020 Lincoln Aviator-  
GRAY



**Service Advisor**

WILLIE CATO

938

**SOR No**



**Requested By**

WILLIE CATO

**SOR Date**

17 Feb 2023

**SOR Qty**

1

3. 82

CUSTOMER STATES WHILE DRIVING, VEHICLE SHOW AND  
OBJECT IS NEAR WHEN NOTHING IS AROUND

Customer Pay

\$0.00

Job added by WILLIE CATO on Wed Mar 29, 2023 | 9:11 AM

82 -WARNING LIGHT CHIMES CONCERN

Labor

\$0.00

1. WAS NOT ABLE TO DUPLICATE AT TIME

**Additional Fees**

**Sale Amount**

SS - Shop Supplies

\$0.00

Labor \$130.00

Parts \$85.85

Sublet Labor \$0.00

Sublet Parts \$0.00

Fees \$0.00

Discounts \$0.00

Tax \$22.55

Deductible \$100.00

Insurance/Warranty - \$138.40

**Original Estimate**

Wed Feb 15, 2023 | 5:26 PM

\$0.00

**Invoice Total \$100.00**

TERMS STRICTLY CASH OR APPROVED CREDIT CARD. ESTIMATES ARE FOR PARTS AND LABOR ONLY, MATERIALS ARE EXTRA. WE ACCEPT MOST CREDIT CARDS. I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in the part shipments by the supplier or transporter. I hereby grant you/or your employee permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. Any expressed mechanics lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The owner of the above described vehicle agrees to pay any reasonable attorney's fee and court costs incurred in the collection of this account, or the perfection of any lien. A \$5.00 PER DAY CHARGE MAY BE ASSESSED AFTER THE CUSTOMER BEEN NOTIFIED FOR VEHICLE PICKUP.





Customer Pay Invoice  
\$100.00

RO#

Check-in: Wed Feb 15, 2023 | 5:26 PM

1605 North Service Road East Ruston, LA 71270 (318) 255 - 2590  
<https://www.jimtaylordford.com>

Customer

Billing-Customer

Same as Customer

Vehicle

2020 Lincoln Aviator-  
GRAY

Service Advisor

WILLIE CATO

938

#### DISCLAIMER OF WARRANTIES

The only warranties, applying to the part(s) are those which may be offered by the manufacture. The selling dealer hereby expressly disclaims all warranties. The Selling dealer hereby expressly disclaims all warranties either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes 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 to property, damages of loss of use, loss of time, loss of profits, or income, or any other incidental damages.

X

Customer Signature

Date

OUR GOAL IS 100% CUSTOMER SATISFACTION! IN ORDER TO SERVICE YOUR NEEDS PROMPTLY AND PROFESSIONALLY, WE WELCOME YOUR IDEAS AND SUGGESTIONS. IF YOU HAVE ANY QUESTIONS OR CONCERNS, PLEASE CONTACT VINCENT DISPENZA (SERVICE MANAGER) OR DANNY JARMON (PARTS MANAGER) AT 318-255-2590. ALL FORD PART PURCHASES HAS A 2 YEAR/UNLIMITED MILEAGE WARRANTY.



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Customer Copy v1 | Page 3 of 3  
Wed Mar 29, 2023 | 2:55 PM

PE24-012 000357 GCCT PLV



CASE NUMBER: [REDACTED] STATUS: Information Provided  
OPEN: 04-20-2023 CLOSED: 04-20-2023 BUSINESS UNIT NAME: Ford  
RESPONSE TEAM: Lincoln Concierge NA CRC COMMUNICATION: Phone  
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has not been to dealer |  
DEALER NAME: Steet Ponte Ford  
PA CODE: 08676 DLR SALES CODE: 13206 REGION: N1 ZONE: N1D  
VIN: [REDACTED] MODEL YEAR: 2021 MODEL: CORSAIR MILEAGE: 11,142  
BODY STYLE: J5D - CORSAIR SIGNATURE PHEV AWD  
LAST NAME FIRST NAME MIDDLE: [REDACTED]  
ADDRESS: [REDACTED]  
CITY STATE ZIP COUNTRY: WHITESBORO | NY | [REDACTED] USA  
HOME PHONE: [REDACTED]  
SYMPTOMS: Driver Aides & Information | Speed Control | Performance | UNKNOWN  
ANALYST NAME: Jaleasa Jenkins OPEN ANALYST NAME: Jaleasa Jenkins  
COMMENTS:  
2023-04-20 19:46:04

CLT SAYS: has a 2021 Corsair HYBRID Plug in [REDACTED] and CLT's HUD when it is on cruise control it is not decreasing or increasing speed like it used too. CLT says that he had a bad experience w RTL Driver's Village and do not wish to go back to them because of them lying to him and saying they fixed the issue but veh is still doing the same thing that it was doing. CLT was wanting to know if there is a EV Ford RTL that can service his HYBRID veh?

PER CLT, RTL SAYS: N/A

CSM ADVISED: showed empathy and was very sorry for what the CLT experienced at the Lincoln RTL. CSM adv CLT that she is more than happy to look into other RTLs that can give him a second opinion. CSM adv CLT that she will contact local Ford RTL Steet Ponte Ford and will ask them if they can service CLT's Lincoln.

NEXT STEPS: CSM will contact CLT after and close case.

2023-04-20 19:50:18

\*\*CSM JAY x77484\*\* |OBC TO RTL|

@3157363381

CSM spoke to the Lincoln Rep George at RTL Steet Ponte Ford. George says that they will be able to service CLT's veh. They have all the technology to assist there. CSM was thankful.

NEXT STEPS: FU w CLT/CLOSE CASE.

2023-04-20 19:52:11

\*\*CSM JAY x77484\*\* |OBC TO CLIENT|

[REDACTED]  
CSM spoke to CLT. CSM let CLT know that he can take his veh up to RTL Steet Ponte Ford and they will be able to assist. CLT thanked CSM for her assist.

NEXT STEPS: Close case.

CASE ATTACHMENTS:

CASE NUMBER: ██████████ STATUS: Resolved  
OPEN: 05-26-2023 CLOSED: 06-15-2023 BUSINESS UNIT NAME: Ford  
RESPONSE TEAM: Lincoln Concierge NA CRC COMMUNICATION: Web  
CASE CLASS LV 1234: Dealer - Vehicle Concern | CSM Assistance Request | Financial Assistance - VehPay; ConExp; Refund |  
DEALER NAME: Sesi Lincoln  
PA CODE: 10183 DLR SALES CODE: 45350 REGION: CE ZONE:  
██████████ MODEL YEAR: 2022 MODEL: CORSAIR MILEAGE: 20,818  
BODY STYLE: J2D - CORSAIR RESERVE 4X4 4DR  
LAST NAME FIRST NAME MIDDLE: ██████████  
ADDRESS: ██████████  
CITY STATE ZIP COUNTRY: DEXTER | MI | ██████████ | USA  
HOME PHONE:  
SYMPTOMS: Driver Aides & Information | BlueCruise/Active Glide | Performance | Unintended/Unwanted Action  
ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: SYSTEM  
COMMENTS:

2023-05-26 18:48:40 Customer has been experiencing abnormal issues with their adaptive cruise (operation will cancel or continue running when deactivated) diagnosis and repair has required assistance for the Techline has at this point has reached 8 days. We assume it will finish early next week but will go beyond 10 days for the rental. Looking for rental assistance at this time Active hotline? YES WSD: 5/24/22 RO #: 226818 RO open date: 5/18/23 Mileage: 20818 Line: G Date CLT went into loaner: 5/18/23 Daily rate: \$45 DLR: \$450 ESP: TBD CRC: 5/28-6/4 \$315

2023-06-02 13:42:29 OBE to DLR: "Farris Snowden" Good morning, I am following up on the case you created for ██████████ Has the repair been completed at this time? Thank you, Margaret Aitken

2023-06-08 13:53:05 IBE from DLR: Good Morning, The repair on ██████████ vehicle was completed yesterday, and the rental returned. I'm am waiting on the rental bill now and will send it as soon as recieved. Thank you, Farris Snowden

2023-06-15 12:30:45 OBE to DLR: Farris Snowden Active hotline? YES WSD: 5/24/22 RO #: 226818 RO open date: 5/18/23 Mileage: 20818 Line: G Date CLT went into loaner: 5/18/23 Daily rate: \$45 DLR: \$450 ESP: TBD CRC: 5/28-6/7 \$495 P11: ██████████

CASE ATTACHMENTS:  
2023-06-15 12:24:47

Margaret Aitken





Site navigation

SESI LINCOLN / MERCURY

[Create Authorization](#)[Find Customer](#)[Action Items](#)[Completed Actions](#)[Reports](#)[Administration](#)[Help](#)

Dealership: 01 ANN ARBOR

File Owner: MCMANUS, KEN

Customer File:  
CLOSED

for

PO Number:

[<< Previous](#)[Go to Vehicles Rented](#) [Invoice](#)

## RENTER INFORMATION:

DEXTER, MI

## Phone Numbers:

Home

Ext:

E-mail:

## Note to Self Only:

Process

## RENTAL INFORMATION:

Current Rental Status: Payment List

Ticket Number:

Reservation Number:

Authorized Class: Luxury

Days/Rate: 21 days up to No Limit /day

Rental Start Date: 6/18/23

## ENTERPRISE RENT-A-CAR Location:

ENTERPRISE RENT-A-CAR2036

3880 JACKSON RD

STE A

ANN ARBOR, MI 48103-1864

(734) 930-4900

## VEHICLES RENTED:

| Effective Date and Time | Year | Make | Model | VIN | Starting Mileage | Ending Mileage | Mileage | Rate Charged |
|-------------------------|------|------|-------|-----|------------------|----------------|---------|--------------|
| 5/18/23 12:50 PM        | 2020 | LINC | NAUT  |     | 84699            | 85577          | 878     | \$80.00      |

## ADDITIONAL INFORMATION:

PO Number:

Owner's Vehicle: 2022 LINCOLN CORSAIR

Vehicle Condition: Unknown

Additional Driver:

## NOTEBOOK:

☐ Extensions
 ☐ Request Extension
 ☐ Maintain Authorization

## Repair Facility:

SESI LINCOLN/MERCURY

ANN ARBOR MI 48103-4594

(734) 668-6100

| Date             | Author            | Message                                                                                                                                                                 |
|------------------|-------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 6/8/23 10:57 AM  | RENTAL, BRANCH2.0 | Ticket 9SN4N3 closed on 6/7/23 at 4:05 PM.                                                                                                                              |
| 6/8/23 10:57 AM  | SYSTEM, ARMS      | Invoice sent for Approval/Payment<br>AMOUNT DUE \$1355.63                                                                                                               |
| 6/8/23 8:15 AM   | RENTAL, BRANCH2.0 | Ticket was close pended.<br>ESQI, GOOD TO CLOSE<br>Ticket has been close pended on 6/7/23.                                                                              |
| 6/8/23 8:10 AM   | RENTAL, BRANCH2.0 | Ticket has been un-pended                                                                                                                                               |
| 6/8/23 8:09 AM   | RENTAL, BRANCH2.0 | ESQI<br>Ticket has been close pended on 6/8/23.                                                                                                                         |
| 6/7/23 1:56 PM   | MCMANUS, KEN      | Authorization changed by MCMANUS, KEN at 1:56 PM.<br>Rental extended by MCMANUS, KEN at 1:56 PM for 7 day(s).<br>Current authorized date is 6/8/23.<br>Extended 7 days. |
| 6/1/23 9:29 AM   | MCMANUS, KEN      | Rental extended by MCMANUS, KEN at 8:29 AM for 12 day(s).<br>Current authorized date is 6/1/23.                                                                         |
| 6/1/23 9:28 AM   | RENTAL, BRANCH2.0 | TXT Sesi to update auth.                                                                                                                                                |
| 5/18/23 12:58 PM | RENTAL, BRANCH2.0 | Ticket 9SN4N3 opened on 5/18/23 at 12:50 PM.                                                                                                                            |
| 5/18/23 12:57 PM | RENTAL, BRANCH2.0 | Repair Facility set to SESI LINCOLN/MERCURY.                                                                                                                            |
| 5/9/23 3:40 PM   | RENTAL, BRANCH2.0 | Authorization confirmed by Enterprise at 3:40 PM.<br>Reservation number XX2Z0L.                                                                                         |
| 5/9/23 3:40 PM   | MCMANUS, KEN      | Authorization sent at 2:40 PM for 2 days.<br>Authorized by MCMANUS, KEN.<br>Direct Bill Authorization set at 100 %<br>SESI LINCOLN 5/19@1PM                             |

Enterprise® Employee ☒ Note To Self

\* Time is displayed based on your local time zone: GMT-04:00



[Top Of Page](#)**Invoicing:**

**RENTAL INFORMATION:**  
**ENTERPRISE RENT-A-CAR Location:**  
 ENTERPRISE RENT-A-CAR (2038)  
 3880 JACKSON RD  
 STE A  
 ANN ARBOR, MI 48103-1954  
 (734) 930-4900

**INVOICE:**

Invoice Number: [REDACTED]  
 Alternate Invoice Number: [REDACTED]  
 Invoice Date: 6/8/23

**ADDITIONAL INFORMATION:**

Renter: [REDACTED]  
 PO Number: [REDACTED]

☐ Print Rental History too

Printer Friendly Page

View as PDF

**AUTHORIZATION DETAIL:**

Days: 21  
 Rate: No Limit  
 Direct Bill Percent: 100%  
 Total Authorized: \$0.00\*

**RENTAL DETAIL:**

Rental Period: 6/18/23 to 6/7/23 (21 days)  
 Billed Period: 6/18/23 to 6/7/23 (21 days)

| Products and Services         | Quantity | Rate   | Amount     |
|-------------------------------|----------|--------|------------|
| TIME & DISTANCE               | 21       | \$0.00 | \$1,260.00 |
| NO CHARGE DISTANCE            | 0        | 0.00   | \$0.00     |
| <b>Taxes and Surcharges</b>   |          |        |            |
| MICHIGAN SALES TAX            | 1        | 0.00%  | \$76.73    |
| VEHICLE LICENSE COST RECOVERY | 21       | 0.90   | \$18.90    |
| <b>Direct Bill %:</b>         |          |        | 100%       |
| <b>Total Charges:</b>         |          |        | \$1,355.63 |
| <b>Amount Received:</b>       |          |        | \$0.00     |
| <b>Total Amount Due:</b>      |          |        | \$1,355.63 |

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U.S. Patent No. 7,275,038 covers the Automated Rental Management System (ARMS®) and related systems and programs. Other U.S. and foreign patents pending.

CASE NUMBER: [REDACTED] STATUS: Information Provided  
 OPEN: 06-13-2023 CLOSED: 08-28-2023 BUSINESS UNIT NAME: Ford  
 RESPONSE TEAM: Lincoln Concierge NA CRC COMMUNICATION: Phone  
 CASE CLASS LV 1234: Vehicle Concern | Parts Issue | Unit Down (not drivable) |  
 DEALER NAME: Woodhouse Lincoln  
 PA CODE: 10670 DLR SALES CODE: 63008 REGION: CE ZONE:  
 VIN: [REDACTED] MODEL YEAR: 2020 MODEL: AVIATOR MILEAGE: 46,148  
 BODY STYLE: J7X - AVIATOR SIGNATURE AWD 4-DR MPV  
 LAST NAME FIRST NAME MIDDLE: [REDACTED] |  
 ADDRESS: [REDACTED]  
 CITY STATE ZIP COUNTRY: ELKHORN | NE | [REDACTED] | USA  
 HOME PHONE: [REDACTED]  
 SYMPTOMS: Start/Run/Move | Noise | Moving/Driving | Always  
 ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: Bertha Carey  
 COMMENTS:  
 2023-06-13 16:17:15 CLIENT SAYS: 3 years ago noise the computer kept coming on. The wheel broke when I was driving i. sensors high speed the brakes come on automatically. In cruise control it stopped on by itself. Randomly some apps are disabled. 4 messages intermittently. Twice a month. The noise occurs when the weather gets warmer on the driver side while driving. PER CLIENT, RETAILER SAYS: Woodhouse -dwayne CRC ADVISED: Csm apologized and advised I can see what options we have after I take a look at the vehicle. Csm was texting clt but he had to disconnect. Next steps: Gfr decision 6/20  
 2023-06-13 16:22:23 1) Where is the vehicle located? DLR 2) Mileage of vehicle? 42k 3) Is the vehicle leased or purchased? Purchased 4) Is client original owner? No 4.a) If no, date and mileage purchased? 3,000 ; 2020 4.b) Who was the vehicle purchased from? L DLR 5) State where the vehicle was purchased? CO 6) State where the vehicle is registered? 7) Is the client in a loaner? Yes, rtl 8) Client's alleged number of repair attempts for the same non-conformity? 10-15 9) Alleged number of days out of service for warranty repairs? 21 days 10) All retailers where repair attempts have occurred? Woodhouse Lincoln next steps: milestone  
 2023-06-13 17:51:17 CSM Bertha x77940| OBC to retailer| 4025921044 Spoke to Dwayne/sa We ordered both control arms. We haven't been able to able to duplicate the brake on it's on when driving in cruise control. We can't pin point the nose but will have a tech work on it since the last tech retired. rtl provided contact information dwayne.mayes@woodhouse.com or 4025041917 next steps: check with rtl; have we duplicated the concern? had a tech started to see where the noise is pin pointed where the noise is coming from?  
 2023-06-13 19:21:17  
 COM Shaneria conducted GFR. RAV denied.  
 2023-06-15 12:36:49 | CSM Bertha x77940| OBE to retailer| dwayne.mayes@woodhouse.com Good morning Dwayne, Has a new tech started looking at the [REDACTED] vehicle [REDACTED]? next steps: check email  
 2023-06-19 12:58:52 CSM Bertha x77940| OBE to retailer| dwayne.mayes@woodhouse.com Good morning Dwayne, Can I get any updates on Mr [REDACTED] vehicle [REDACTED]? next steps: check email  
 2023-06-19 13:05:56 CSM Bertha x77940| OBC to retailer|4025041917 Spoke to Justin/sa RTL advised the vehicle doesn't appear to be here. Grinding noise under shield was causing rattling so we replaced the clips. next steps: deny gfr  
 2023-06-19 18:27:53 | CSM Bertha x77940| OBC to client [REDACTED] csm left voicemail for clt advising him i do have answer about gfr and want to ensure you are satisfied with repairs. next steps: call clt deny; offer Imp 4/60 as gwg  
 2023-06-20 16:20:22 CSM Bertha x77940| OBC to retailer|4025921044 csm left voicemail for rtl advising the noise came back if they can call clt back so we can advise when we can look at it next steps: deny gfr  
 2023-06-21 19:00:25 CSM Bertha x77940| OBC to retailer|4025921044 Spoke to Michelle/sa csm advised I'll have him make sure that time works best for him. RTL advised Dwayne's extension is 18383. rtl advised we can do pudl on 7/6 the pudl 8-10 am. or he can drop of the vehicle 7 am to get a loaner. next steps: deny gfr; call clt  
 2023-06-21 19:52:56 CSM Bertha x77940|IBC from client| [REDACTED] My wheel broke off last year. The rtl can't see it for two weeks. Take this vehicle off my hand. I have to go to the rtl every three months. It took me a while to get the vehicle in . The noise is clearly there. If it's hot the noise will happen. I bring it to you. What is going to happen different. In two weeks I will be doing same thing. The vehicle I got the car 6/15, with the same problem I experienced from last year. Your dealership has ASE certified technicians, that are working side by side with all of Lincoln's resources to repair your vehicle. We are following policy's and warranties. Clt advised if I do a left turn I hear it, it's the same noise. I am driving an unsafe because you can't accommodate me into getting it today. Csm advised we have to work with loaner availability. I own the vehicle, it's not even about payments. Fix this noise and don't give me the vehicle until it gets fixed. clt wants something in writing saying we are asking him to drive the vehicle as he deems unsafe. next steps: check with rtl can we look at the vehicle?  
 2023-06-22 15:16:33 CSM Bertha x77940| OBC to DIERS LINCOLN| 4027046923| Spoke to Shawn/sa We can look at it 6/27 Tuesday, should be able to diagnose the vehicle within an hour just depending on what is going on with the vehicle. No loaners at the moment but might get something next week. next steps text clt advise call rtl to get in, they don't have a loaner at the moment but are hoping to get some next week.  
 2023-06-22 16:08:42 | CSM Bertha x77940| OBE to client [REDACTED] Good morning [REDACTED] I have spoken to Sean from Diers Lincoln, the are able to look at your vehicle June 27, 2023. Please call them (4027046923) to set up a time that works best for you. They have advised they can look at it the same day. The retailer advised though they don't have a loaner, they are expecting some next week. They will do their best to accommodate you and provide a loaner. However, they can't guarantee one will be available. While we encourage our Retailers to provide loaners when possible, a delay in obtaining one is likely due to limited inventory. The service manager at your Retailer is the best person to make arrangements for a time when a loaner is available while your vehicle is being repaired. Unfortunately, I can only help them work with the loaners they have available. I took the liberty to assist on making an appointment for July 6, 2023 with a loaner. They are able to pick up the vehicle between 8- 10 A.M., if those times don't work for you could drop off your vehicle at 7 A.M. to pick up your loaner. I would recommend speaking to Dwayne the drop off would work best for you. next steps: check email  
 2023-06-22 19:51:05 CSM Bertha x77940| IBE from client | [REDACTED] I will keep the July 6th appointment, all I ask is that these services just be recorded somewhere in the event that this issue is not resolved after this next visit. What options do I have if this issue is not resolved after this next appointment? next steps: check email

2023-06-26 13:00:44 CSM Bertha x77940|OBE to client [REDACTED] Good morning [REDACTED] I am confident we will repair the vehicle to satisfaction. If for some reason the vehicle has to go back to the retailer, I'll ensure we are using all of our resources for you. We do have follow policy and warranties procedure for the repairs. Your retailer has ASE certified technicians, that work side by side with all of Lincoln's resources to repair your vehicle. next steps: check email

2023-07-07 19:03:38 CSM Bertha x77940| OBC to retailer|4025921044 Spoke to Trobet/sa dropped off on 7/6. front axle shaft. tsb that explains what we are doing. W71751S440 is on back order until 7/28 but we have to wait 24 hours to make copis we will make it 7/10. TRAVETTE.DENNIS@WOODHOUSE.COM next steps: call rtl get updates

2023-07-10 19:48:28 | CSM Bertha x77940| OBE to retailer| TRAVETTE.DENNIS@WOODHOUSE.COM Good afternoon, I know we spoke about W71751S440 being in back order. I don't see a copis for it. Did we get part some how or are we still waiting for it? next steps: check email

2023-07-11 19:43:27 CSM Bertha x77940| IBE from retailer| TRAVETTE.DENNIS@WOODHOUSE.COM Yes, we are closed on Saturday and Sunday. My parts team is opening it up now. Travette Dennis Service Manager Woodhouse Place Lincoln 8652 S 145th St Omaha NE 68138 402-504-1517 www.Woodhouse.com next steps: check email

2023-07-11 19:48:36 P&A: 10670 PART [REDACTED] Copis Case: [REDACTED] COR/DOR: 07063 FCSD#: S68787 DATE ORDERED: 7/6 ON EMR? E OFF B/O DATE: 07/28/23 POC: jason.vanscoy@woodhouse.com next steps: check email

2023-07-18 12:20:16 | CSM Bertha x77940| OBE to retailer| TRAVETTE.DENNIS@WOODHOUSE.COM Good morning Travette, Thank you for opening the Copis case. How much is rental? Since the part still haven't been shipped can I get the below information so I can assist with rental reimbursement starting July 20? RO Number: RO Open Date: Mileage: RO Line Number: next steps: check email

2023-07-18 12:20:33

Rental

DAILY RATE: 45  
ESP PORTION: 7/6-7/10  
RTL PORTION: 7/11-7/19  
CRC PORTION: 7/20 - if needed

RO [REDACTED]  
date 07/06/2023  
mileage 46148  
ro line 03

next steps:  
confirm repair order and daily rate

2023-07-18 13:16:06

COM Shaneria approved rental at 72 per day up to 2,000.

2023-07-18 18:14:23 CSM Bertha x77940|IBE from retailer| TRAVETTE.DENNIS@WOODHOUSE.COM He is currently in Lincoln Loaner \$45.00 per day. RO 281708 date 07/06/2023 mileage 46148 ro line 03 next steps: check email

2023-07-25 15:24:39 CSM Bertha x77940| OBE to retailer| TRAVETTE.DENNIS@WOODHOUSE.COM Good morning, How are the repairs going? next steps: check email

2023-07-25 15:25:32 Rental DAILY RATE: 45 ESP PORTION: 7/6-7/10 RTL PORTION: 7/11-7/19 CRC PORTION: 7/20 - (\$270) RO 281708 date 07/06/2023 mileage 46148 ro line 03 next steps: check email

2023-07-25 18:50:23 CSM Bertha x77940| IBE from retailer| TRAVETTE.DENNIS@WOODHOUSE.COM Parts arrived yesterday and it is in the shop being worked on. As long as everything goes smooth it should be done tomorrow Sent from my iPhone next steps: check email

2023-07-27 13:29:36 CSM Bertha x77940| IBE from retailer| TRAVETTE.DENNIS@WOODHOUSE.COM Good Morning, The vehicle is finished and was returned back to the client yesterday. Travette Dennis Service Manager Woodhouse Place Lincoln 8652 S 145th St Omaha NE 68138 402-504-1517 www.Woodhouse.com next steps: check email

2023-07-27 15:08:40 Rental RO 281708 date 07/06/2023 mileage 46148 ro line 03 DAILY RATE: 45 ESP PORTION: 7/6-7/10 RTL PORTION: 7/11-7/19 CRC PORTION: 7/20 - 7/26 (\$315) next steps: check email

2023-07-27 15:20:27 CSM Bertha x77940| OBE to retailer| TRAVETTE.DENNIS@WOODHOUSE.COM Good morning, RO 281708 date 07/06/2023 mileage 46148 ro line 03 DAILY RATE: 72 ESP PORTION: 7/6-7/10 RTL PORTION: 7/11-7/20 CRC PORTION: 7/21 - 7/26 (\$432) Approved for \$432, MSPA584765. next steps: check email

2023-07-27 15:33:01 CSM Bertha x77940| IBE from retailer| TRAVETTE.DENNIS@WOODHOUSE.COM thank you Travette Dennis Service Manager Woodhouse Place Lincoln 8652 S 145th St Omaha NE 68138 402-504-1517 www.Woodhouse.com next steps: check with clt how is vehicle?

2023-07-28 18:24:04 CSM Bertha x77940| IBE from client [REDACTED] Good morning... I received my vehicle back from Woodhouse Lincoln on Wednesday and sure enough that grinding noise has not been solved. What are my next steps in addressing this vehicle and this issue? I have attached videos I took yesterday evening and this morning. Am extremely frustrated at this point, please advise. [REDACTED] next steps: check email

2023-07-28 18:27:02 | CSM Bertha x77940| IBC from client [REDACTED] Spoke to [REDACTED] Clt advised the noise is back. csm advised I heard it on the video. Csm inquired if the clt had reached out to the rtl. Call was dropped Next steps: Call rtl and call clt

2023-07-28 18:48:27 | CSM Bertha x77940| OBC to retailer| 4025921044 csm left voicemail for rtl advising the noise is back for clt if they can reach back to me next steps: call clt

2023-07-28 18:49:39 CSM Bertha x77940| IBE from client [REDACTED] Yes I heard you say you were contacting the retailer, I stay by my phone until I hear from you. The backup camera is also glitching significantly, I will send a video of that as well next steps: check email

2023-07-28 19:05:21 | CSM Bertha x77940| OBC to client [REDACTED] spoke to [REDACTED] I called this morning but rtl hasn't called back. I will be back in a week 8/5 (Vacation 7/29-8/5). Since I got the car back, it was 100 degrees and today it was 90. It normally occurs when it's warmer. The scraping noise is worse now. When the determination change if they keep repairing but the noise is still there? csm advised until we advise you it can't be repaired, we still want to repair it as that is my recommendation. Next steps: Check email

2023-07-28 19:06:30 | CSM Bertha x77940| OBE to retailer| TRAVETTE.DENNIS@WOODHOUSE.COM Good afternoon Travette, Client is still experiencing the noise. Could we reach out to Hotline see what they advise? next steps: check email

2023-07-28 19:07:18 | CSM Bertha x77940| IBE from retailer| TRAVETTE.DENNIS@WOODHOUSE.COM Dwayne, please reach out to the customer about the noise he is still experiencing. next steps: check email

2023-07-28 19:10:53 | CSM Bertha x77940| OBE to retailer| TRAVETTE.DENNIS@WOODHOUSE.COM Good afternoon, The client is going on vacation tomorrow. Can he drop off the vehicle today so we can look at it? He will be back 8/5, so he would need a loaner or his vehicle repaired. I am sure if you were able to hear it the noise in the video but he advised the noise is there when it's warmer outside. Please let me know what the game plan is so we can be on the same page. next steps: check email

2023-07-28 20:13:34 | CSM Bertha x77940| OBC to client [REDACTED] Spoke to [REDACTED] csm advised rtl is expecting your vehicle dropped off, they will provide a loaner 85 for you. Dwayne/sa will call you EOB in case you have any questions next steps: check with rtl did we duplicate concern

2023-07-31 11:39:56 | CSM Bertha x77940| OBE to retailer| TRAVETTE.DENNIS@WOODHOUSE.COM; Dwayne.Mayes@Woodhouse.Com Good afternoon, The client is going on vacation tomorrow. Can he drop off the vehicle today so we can look at it? He will be back 8/5, so he would need a loaner or his vehicle repaired. I am sure if you were able to hear it the noise in the video but he advised the noise is there when it's warmer outside. Please let me know what the game plan is so we can be on the same page. next steps: check email

2023-07-31 11:40:28 | CSM Bertha x77940| IBE from retailer| TRAVETTE.DENNIS@WOODHOUSE.COM; Dwayne.Mayes@Woodhouse.Com We can absolutely have him drop it off while he is on vacation and i set up a loaner for him when he returns on 8/5 Travette Dennis Service Manager Woodhouse Place Lincoln 8652 S 145th St Omaha NE 68138 402-504-1517 www.Woodhouse.com next steps: check email

2023-08-02 18:44:24 Assisting>OBCtoRTL (4025921044): Spoke to: Travette Dennis/ Service Manager Just received car, haven't started diagnosis, no updates on parts, CLT out of country until Monday, CSM adv that CSM Bertha will follow up with no later than 8/9, Adv they can get clt in loaner Next Steps: Update and email CSM Bertha

2023-08-03 18:49:05 CSM Bertha x77940| OBE to retailer| TRAVETTE.DENNIS@WOODHOUSE.COM; Dwayne.Mayes@Woodhouse.Com Good afternoon, I know the client will be back on 8/5, will we have a loaner for him 8/5? Also, I was advised we started looking at the vehicle 8/2, did we duplicate the noise I sent? next steps: call clt did you get rental?

2023-08-04 16:11:47 CSM Bertha x77940| OBE to retailer| TRAVETTE.DENNIS@WOODHOUSE.COM ;dwayne.mayes@woodhouse.com Perfect, did the part arrive? If the vehicle is repaired today. Can we drop it off so they can use their spare to pick up their vehicle keys when they come back 8/5? next steps: check email

2023-08-04 16:14:27 CSM Bertha x77940| IBE from retailer|TRAVETTE.DENNIS@WOODHOUSE.COM dwayne.mayes@woodhouse.com We were able to duplicate the noise, it is coming from the knuckle. Part should be here tomorrow and ready to go Sent from my iPhone next steps: check email

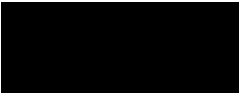
2023-08-04 20:00:49 CSM Bertha x77940| IBE from retailer|TRAVETTE.DENNIS@WOODHOUSE.COM dwayne.mayes@woodhouse.com Hi, This vehicle is done. Sending to get it hand washed now. We will get it delivered back. Dwayne Mayes Lincoln Service Advisor Woodhouse Lincoln 8652 S 145th street Omaha, NE 68138 P: 402-504-1517 Ext. 18383 WWW.WOODHOUSE.COM next steps: check email

2023-08-17 12:59:19 CSM Bertha x77940| OBE to retailer| dwayne.mayes@woodhouse.com Good morning, I was wondering if the client ever called you to get the camera interim repair done? next steps: check email

2023-08-17 16:44:26 CSM Bertha x77940| OBC to retailer|4027046923 csm left voicemail for rtl requesting to know if they can call clt to make an appointment for the interim repair we have for clt next steps: check with clt did rtl reach out to you?

2023-08-24 17:22:41 | CSM Bertha x77940| OBC to client [REDACTED] csm left voicemail to see if he is able to get the sync screen interim repair taken care of. csm advised I haven't been able to confirm the appointment from either you or Dwayne. next steps: call clt 3rd attempt; did you get the car in?

CASE ATTACHMENTS:

|                     |              |                                                                                                        |
|---------------------|--------------|--------------------------------------------------------------------------------------------------------|
| 2023-06-19 19:40:07 | Bertha Carey |                      |
| 2023-06-21 19:21:39 | Bertha Carey |                                                                                                        |
| 2023-07-27 15:14:45 | Bertha Carey | <a href="#">rental slip.pdf</a>                                                                        |
| 2023-07-28 18:25:23 | Bertha Carey | <a href="#">IMG_bn.MOV</a>                                                                             |
| 2023-07-28 18:29:40 | Bertha Carey | <a href="#">IMG_nb.MOV</a>                                                                             |
| 2023-07-28 18:44:00 | Bertha Carey | <a href="#">IMG</a>  |



# WARRANTY REPAIR ORDER

ELKHORN, NE

|                 |  |                 |                   |
|-----------------|--|-----------------|-------------------|
| Work Phone      |  | R/O Open Date   | R/O Number        |
| Home Phone      |  | 05/24/23        | 6280713/1         |
| Body            |  | R/O Close Date  | Cross Reference # |
| License Number  |  | Mileage In      | Mileage Out       |
|                 |  | 44974           | 45435             |
| Service Advisor |  |                 |                   |
| Dwayne Mayes    |  | 9630            |                   |
| Delivery Date   |  | In-Service Date |                   |
|                 |  |                 |                   |

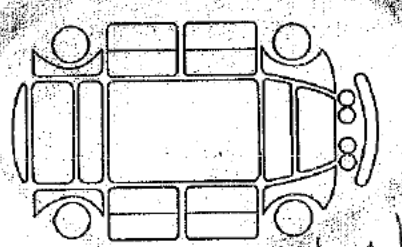
| DESCRIPTION OF SERVICE AND PARTS                                                                                                                                                                                                                                                                                                                                                                                    |   |         |          |             |           | COST                  | AMOUNT |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|---------|----------|-------------|-----------|-----------------------|--------|
| Cell:                                                                                                                                                                                                                                                                                                                                                                                                               |   |         |          |             |           |                       |        |
| #1 - Customer Reports: THERE ARE SEVERAL ERROR MESSAGES THAT COME ON THE DASH (HILL ASSIST)                                                                                                                                                                                                                                                                                                                         |   |         |          |             |           |                       |        |
| Tech: 789/8719 0.00hrs @ could not duplicate. no codes present on eec test. road tested. no lights on dash related to concern. no further concerns at this time. after test driving again. Found codes C00A6:74 and P166E in the ABS module. found SSM 49045 to reprogram AWD module due to these codes. cleared codes and test drove. codes never came back after 3 test drives. no further concerns at this time. |   |         |          |             |           |                       |        |
| #2 - Customer Reports: THERE IS A GRINDING NOISE FROM THE FRONT END OF THE VEHICLE                                                                                                                                                                                                                                                                                                                                  |   |         |          |             |           |                       |        |
| Tech: 789/8719 0.00hrs @ verified concern. found undershield loose and causing noises coming from front of vehicle. installed new clips. no further concerns at this time.                                                                                                                                                                                                                                          |   |         |          |             |           |                       |        |
| #5 - WPD: LINCOLN WARRANTY PICK UP AND DELIVERY                                                                                                                                                                                                                                                                                                                                                                     |   |         |          |             |           |                       |        |
| #6 - WCR: WARRANTY CAR RENTAL                                                                                                                                                                                                                                                                                                                                                                                       |   |         |          |             |           |                       |        |
| Line                                                                                                                                                                                                                                                                                                                                                                                                                | 1 | 6/08/23 | Tech 258 | Start 14:16 | End 14:17 | Hours                 | .02    |
| Line                                                                                                                                                                                                                                                                                                                                                                                                                | 1 | 6/15/23 | Tech 789 | Start 11:45 | End 11:49 | Hours                 | .07    |
| Line                                                                                                                                                                                                                                                                                                                                                                                                                | 2 | 6/08/23 | Tech 258 | Start 14:12 | End 14:13 | Hours                 | .02    |
| Line                                                                                                                                                                                                                                                                                                                                                                                                                | 3 | 6/08/23 | Tech 258 | Start 14:10 | End 14:12 | Hours                 | .03    |
| Line                                                                                                                                                                                                                                                                                                                                                                                                                | 4 | 6/08/23 | Tech 258 | Start 14:12 | End 14:12 | Hours                 | .00    |
| ACCOUNT #                                                                                                                                                                                                                                                                                                                                                                                                           |   |         |          |             |           | LABOR                 | .00    |
|                                                                                                                                                                                                                                                                                                                                                                                                                     |   |         |          |             |           | PARTS                 | .00    |
| METHOD                                                                                                                                                                                                                                                                                                                                                                                                              |   |         |          |             |           | SUBLET                | .00    |
|                                                                                                                                                                                                                                                                                                                                                                                                                     |   |         |          |             |           | SHOP SUPPLIES         | .00    |
|                                                                                                                                                                                                                                                                                                                                                                                                                     |   |         |          |             |           | SALES TAX OR TAX I.D. | .00    |
| RECEIPT #                                                                                                                                                                                                                                                                                                                                                                                                           |   |         |          |             |           | DEDUCTIBLE            | .00    |
|                                                                                                                                                                                                                                                                                                                                                                                                                     |   |         |          |             |           | TOTAL DUE             | .00    |

WOODHOUSE LINCOLN  
8652 S 145TH STREET  
OMAHA, NE 68138  
(402) 592-1044

VEHICLE  
USE AGREEMENT  
FACE PAGE

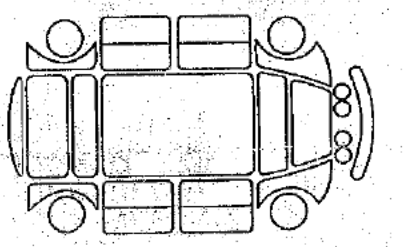
| CUSTOMER INFORMATION                                                                                                                         |           |            |  | RO#                                                                           |           |
|----------------------------------------------------------------------------------------------------------------------------------------------|-----------|------------|--|-------------------------------------------------------------------------------|-----------|
| Customer                                                                                                                                     |           |            |  | Birth Date                                                                    |           |
| Home Address                                                                                                                                 |           |            |  | Service Name                                                                  | PO        |
| City                                                                                                                                         | Ed Platte |            |  | State                                                                         | NE        |
| Driver's License No.                                                                                                                         |           |            |  | Expires                                                                       | 6-11-27   |
| Tel.                                                                                                                                         |           |            |  | E-mail Address                                                                |           |
| ONLY THE BELOW NAMED PERSONS ARE AUTHORIZED AS ADDITIONAL DRIVERS.<br>IF NONE, PRINT "NONE" ACROSS THIS SECTION AND HAVE SIGNED BY CUSTOMER. |           |            |  |                                                                               |           |
| Additional Driver's Name                                                                                                                     |           | Birth Date |  | Year                                                                          | 23        |
| Driver's License No.                                                                                                                         |           | State      |  | Expires                                                                       |           |
| Additional Driver's Name                                                                                                                     |           | Birth Date |  | Year                                                                          |           |
| Driver's License No.                                                                                                                         |           | State      |  | Expires                                                                       |           |
| Vehicle VIN                                                                                                                                  |           |            |  | Plate/Tag No.                                                                 |           |
| Make                                                                                                                                         |           |            |  | Model                                                                         | Navigator |
| Color                                                                                                                                        |           |            |  | Color                                                                         | Silver    |
| Please select one:                                                                                                                           |           |            |  | <input type="checkbox"/> Temporary Substitute <input type="checkbox"/> Rental |           |
| Miles Allowed                                                                                                                                |           |            |  |                                                                               |           |
| Mileage OUT                                                                                                                                  |           |            |  | Mileage IN                                                                    |           |
| Miles Driven                                                                                                                                 |           |            |  | Chargeable Miles                                                              |           |
| FUEL                                                                                                                                         |           |            |  |                                                                               |           |
| IN (F) 7/8 3/4 5/8 1/2 3/8 1/4 1/8 E                                                                                                         |           |            |  |                                                                               |           |
| OUT (F) 7/8 3/4 5/8 1/2 3/8 1/4 1/8 E                                                                                                        |           |            |  |                                                                               |           |
| RATES DO NOT INCLUDE FUEL                                                                                                                    |           |            |  |                                                                               |           |
| CHARGES                                                                                                                                      |           |            |  |                                                                               |           |
| HOURS: @ \$ PER HOUR                                                                                                                         |           |            |  |                                                                               |           |
| DAYS: @ \$                                                                                                                                   |           |            |  |                                                                               |           |
| WEEKS: @ \$                                                                                                                                  |           |            |  |                                                                               |           |
| MILES: @ PER MILE                                                                                                                            |           |            |  |                                                                               |           |
| TOTAL TIME & MILEAGE CHARGES →                                                                                                               |           |            |  |                                                                               |           |
| TAXABLE FUEL GAL. @ \$                                                                                                                       |           |            |  |                                                                               |           |
| TAXABLE SUB-TOTAL →                                                                                                                          |           |            |  |                                                                               |           |

Condition OUT:



Interior Damage: *MM*

Condition IN: CUST. INT: DATE:



Interior Damage:

PERMISSION TO TOW TRAILER WITH LOAD CAPACITY IN EXCESS OF

CASE NUMBER: [REDACTED] STATUS: In Progress  
OPEN: 07-10-2023 CLOSED: BUSINESS UNIT NAME: Ford  
RESPONSE TEAM: Lincoln Concierge NA CRC COMMUNICATION: Phone  
CASE CLASS LV 1234: Vehicle Concern | Buyback Request | Non-California Vehicle | CCT Criteria  
DEALER NAME: Wallace Lincoln  
PA CODE: 10570 DLR SALES CODE: 25160 REGION: NE ZONE: NEF  
VIN: [REDACTED] MODEL YEAR: 2023 MODEL: AVIATOR MILEAGE: 8,852  
BODY STYLE: J9X - AVIATOR BLACK LABEL AWD 4DR  
LAST NAME FIRST NAME MIDDLE [REDACTED] |  
ADDRESS: [REDACTED]  
CITY STATE ZIP COUNTRY: PALM CITY | FL [REDACTED] | USA  
HOME PHONE [REDACTED]  
SYMPTOMS: Driver Aides & Information | Speed Control | Performance | UNKNOWN  
ANALYST NAME: Taylor Denney OPEN ANALYST NAME: Taylor Denney  
COMMENTS:  
2023-07-10 17:48:29

GFR Initial Intake Questions to Client:

- 1) Where is the vehicle located? (DLR, client possession, or third party?) Wallace Lincoln Ft Pierce
- 2) Mileage of vehicle? 8000
- 3) Is the vehicle leased or purchased? PURCHASED
- 4) Is client original owner? YES
- 4.a) If no, date and mileage purchased?
- 4.b) Who was the vehicle purchased from? (F/L DLR, individual, or 3rd Party?)
- 5) State where the vehicle was purchased? FL
- 6) State where the vehicle is registered? FL
- 7) Is the client in a loaner? If yes, who is paying? If no, do you need a loaner? YES, RTL
- 8) Client's alleged number of repair attempts for the same non-conformity? 3
- 9) Alleged number of days out of service for warranty repairs? 90
- 10) All retailers where repair attempts have occurred? Wallace Lincoln

2023-07-10 17:58:27

CLT SAYS: CLT advised that he bought a 2023 Aviator BL in December 2022. CLT advised that the veh has been in the shop for 3 of the last 6 months. CLT advised that he has been looking at Lemon Law. CLT advised that he spoke to SM today regarding this. CLT believes that his veh is a lemon. CLT wants veh replaced. CLT advised that he really wants the veh but he is unhappy with the time that it has been in the shop. CLT advised that right after he bought the car, the following week, the HUD when cruise control is set, the cruise control dings as cancelled. CLT advised that this doesn't actually cancel the cruise control. CLT advised that when holding steering wheel, the HUD is advising to keep hands on steering wheel. CLT advised that nav completely went out. CLT advised that green indicator that shows what cruise is set at disappears. CLT advised that the set speed limit is dropping out. CLT advised that there are also issues with the speakers not functioning properly. CLT advised that many of the issues are intermittent. CLT advised that RTL had a FSE come out and look at the veh. PER CLT, DLR SAYS: RTL has had FSE come out and look at veh. CLT should contact CRC for information regarding good will programs for loan offset and lemon law. CSM ADVISED: CSM advised that I am not a lawyer or legal analyst and cannot quote lemon law. CSM advised that we can perform a GFR to determine if the veh is eligible for repair or repurchase. CSM advised that the GFR is a non-legal process that we are able to do here at Lincoln and that any and all offers for the veh would come from the RAV team. CSM advised that I would like to follow up with CLT no later than EOB on Friday July 14, 2023. CSM thanked. NEXT STEPS: GFR; CLT contact no later than EOB on Friday July 14, 2023.

2023-07-11 15:57:05

> | OBC to retailer | Wallace Lincoln | 7724616060 | SPOKE TO: SA Aaron CSM advised that I am reaching out on behalf of a CLT who has requested a GFR. CSM advised that I need to verify number of days down. SA advised that he isn't sure and the advisor that worked this case is no longer with the RTL. CSM inquired if there was a way to verify with tech time stamps for days down. CSM advised that I need a more concrete depiction of days down. SA advised that he would confirm with his SM. CSM thanked. SA advised the following information: RO#: [REDACTED] - veh down entire time RO open: 3/20/23 RO close: 5/5/23 miles: 5300 concern: paint repairs, door, cruise control, front bumper repair: see AWS RO#: 454013 - out of RTL for a week (7 days) RO open: 6/2/23 RO close: ---- miles: 7637 concern: instrumentation/dash cruise control issue; repair: replaced cruise control module; hotline contact CSM thanked for information. SA thanked. CSM advised that I will reach back out if additional information is needed. CSM thanked. NEXT STEPS: GFR to COM; CLT contact BEOB on Friday 7/14/23

2023-07-12 13:22:53

COM approved GFR

2023-07-13 17:42:08

> | OBC to client | [REDACTED] | SPOKE TO: [REDACTED] VM CSM contacted CLT to advise of GFR determination. CSM requested CB at direct line. CSM thanked. CSM advised that I would be following up no later than Saturday July 15, 2023. CSM thanked. NEXT STEPS: CLT contact no later than Saturday July 15, 2023 regarding GFR

2023-07-15 17:37:05

> | OBC to client | [REDACTED] | SPOKE TO: [REDACTED] VM CSM contacted CLT to advise of GFR determination. CSM requested CB at direct line. CSM thanked. CSM advised that I would be following up no later than Tuesday July 18, 2023. CSM thanked. NEXT STEPS: CLT contact no later than Tuesday July 18, 2023 regarding GFR

2023-07-18 15:21:15

> | OBC to client | [REDACTED] | SPOKE TO: [REDACTED] CSM advised that the CLT GFR was approved. CSM advised that we are able to progress through with RAV team. CLT advised that the issue returned the day he got his veh. CLT advised that he picked the veh up one week ago today. CLT advised that he has had the issue reoccur three times in the last week. CSM advised that I'm sorry to hear this. CSM advised that CLT would be able to discuss more in depth with RAV team. CSM advised that I would be following up no later than one week from today, Tuesday July 25, 2023. CLT inquired about ordering a new veh, a 2024 Aviator. CSM advised that per resources that I'm not seeing a 2024 Aviator to be available. CSM advised that we have a 2024 Nautilus, Navigator, and Corsair showing available as options. CLT advised that he looked online regarding the refinish for 2024 Navigator body style to a more slanted back which is closer to Aviator. CSM advised that CLT can explore all options through lincoln.com > vehicles tab. CLT thanked. CSM thanked. CSM advised that I am going to submit the paperwork on my end and that someone from RAV team should be reaching out in approximately 3 to 5 business days. CLT thanked. CSM thanked. NEXT STEPS: Submit Morley. CLT contact no later than 1 week from today, July 25, 2023.

2023-07-18 16:17:48

Ford RAV Case Transmission CASE NUMBER: [REDACTED]

2023-07-20 21:18:02

Ford RAV Case Transmission  
CASE NUMBER: [REDACTED]

2023-07-22 01:30:52

RAV has received and accepted the case. Customer contact is forthcoming.

2023-07-25 14:23:38

> | OBC to client | [REDACTED] | SPOKE TO: [REDACTED] VM CSM advised that I am contacting regarding RAV team contact. CSM advised that specialist may have reached out via phone or email. CSM requested CB at direct line if CLT was contacted by RAV. CSM advised that I would be following up no later than Friday July 28, 2023 regarding RAV team contact. CSM thanked. NEXT STEPS: CLT contact regarding RAV team contact on Friday July 28, 2023

2023-07-28 13:18:54

> | OBC to client | [REDACTED] | SPOKE TO: [REDACTED] VM CSM advised that I am reaching out to see if RAV specialist has contacted yet. CSM advised that they do reach out by phone or email and that emails have potentially gone into SPAM. CSM requested a call back with updates. CSM provided direct line. CSM thanked. CSM advised that I would be following up BEOB tomorrow, Saturday July 29, 2023. CSM thanked. NEXT STEPS: CLT contact BEOB tomorrow, Saturday July 29, 2023 - FINAL ATTEMPT FOR RAV TEAM CONTACT

2023-07-29 12:37:31

> | IBVM from client | [REDACTED] | SPOKE [REDACTED] "Hey Taylor, it's [REDACTED]. I'm returning your call. Thanks for following up. I have uh heard from the rea- the team and I've been supplying them information. We're still gathering some information for them and I've supplied them with just about everything at this point, minus a few things. Feel free to give me a call back at any time. [REDACTED]. And again, I greatly appreciate the follow up. Again, [REDACTED] Thank you." NEXT STEPS: F/u with CLT BEOB on Saturday July 29, 2023.

2023-07-29 19:07:05

> | OBC to client | [REDACTED] | SPOKE TO: [REDACTED] VM CSM advised that I'm following up regarding VM left for CSM. CSM advised that I'm happy to hear that RAV specialist has made contact. CSM advised that as the RAV team is creating their case with you, we are going to move towards closing out the case with Lincoln. CSM advised that I would be following up one more time BEOB on Monday July 31, 2023. CSM thanked. CSM advised direct line for call back. NEXT STEPS: email out to CLT regarding any additional questions/concerns; if no response to email by Monday July 31, 2023; EOC email >> close case

2023-07-29 19:14:23

> | OBE to client | [REDACTED] Good Afternoon [REDACTED] I wanted to reach out and touch base with you regarding our case together. As the reacquired vehicle team have reached out and begun their case with you, I am going to move towards closing out the case here with Lincoln. If you have questions or concerns, please reach out via phone or email. Thank you for being the best part of Lincoln! Kind regards,

2023-08-01 00:31:27

Assisting CSM >| OBC to the Client [REDACTED] | SPOKE TO: [REDACTED] | Called CLT for final contact before closing case. CLT reports that RAV has made contact and that he is extremely pleased with CM. CSM reiterated we will send an end of case email together with CM's contacts. CLT understands and branded close NEXT STEPS: close case 8/1

2023-08-05 20:59:51

> | OBE to client | [REDACTED] Good Afternoon [REDACTED], In reference to case number: CAS-[REDACTED] Thank you for contacting Lincoln Motor Company and allowing us to assist you with your 2023 Lincoln Aviator. Partnering with Wallace Lincoln, I am glad I was able to approve and process your request for the repurchase or replacement of your vehicle. It was a pleasure to work with you [REDACTED] and I look forward to being your Lincoln Concierge with your next Lincoln vehicle. Please keep in mind that any questions related to the repurchase or replacement of your vehicle should be directed to your Reacquired Vehicles Specialist. Your specialist will work with you through the remainder of the process, helping you to make the best decision for you and your family. Your specialist will provide their direct contact information when they reach out to you, and that will be their best contact method. The Reacquired Vehicle Specialist's general office number is 877-477-1023. As I will be completing your case, please look for an email in the next 24 hours with a brief survey regarding my efforts and your experience with me in completing your case – Lincoln and I value your feedback. You may receive an additional survey regarding your retailer and vehicle at a later date. Should you need to contact me again, you may reach me directly at tdenney@lincoln.com or by phone at 1-888-214-2155 ext. 77763. If I'm unavailable, please leave me a detailed message, and I will return your call as soon as possible. Note: for a quicker response, please provide your case number indicated above. Thank you for being a valued client and a part of the extended Lincoln family. Kind Regards,

CASE ATTACHMENTS:



CASE NUMBER: [REDACTED] STATUS: Resolved  
OPEN: 08-04-2023 CLOSED: 09-11-2023 BUSINESS UNIT NAME: Ford  
RESPONSE TEAM: Lincoln Client Roadside Outreach COMMUNICATION: Phone  
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Clear Path to Repair |  
DEALER NAME: Bob Maxey Lincoln, Inc.  
PA CODE: 10931 DLR SALES CODE: 45125 REGION: CE ZONE: CEC  
VIN: [REDACTED] MODEL YEAR: 2023 MODEL: CORSAIR MILEAGE: 352  
BODY STYLE: J2C - CORSAIR RESERVE 4X2 4DR  
LAST NAME FIRST NAME MIDDLE: | |  
ADDRESS:  
CITY STATE ZIP COUNTRY: | | |  
HOME PHONE:  
SYMPTOMS: Driver Aides & Information | Warning Indicators/Messages/Chimes | Brake System | UNKNOWN  
ANALYST NAME: Kuljeet Hothi OPEN ANALYST NAME: Kuljeet Hothi  
COMMENTS:

2023-08-04 13:30:52 CSM Kuljeet 77959 | OBC to DLR - 3138854000 SPOKE TO: SA Rod I called and spoke with SA Rod, he stated that he does know about the vehicle but he is not the SA who wrote up the ticket that would be SA William he was with a client at this time, i provided him with the last 8 of the VIN as well as the phone number i have on file for the client, it is coming up under the business name, i asked if he can tell me what the issue was for the reason it came in. It came in for an anti brake fault, a pre- collision assist message popped up while the client was driving and also heard a clunking noise while she was driving SA thinks there may be a bad module, I asked if i could get the VM for William if he was busy with a client he stated he did have a VM but had not connected me, he said bye and disconnected the call Next Step Call DLR

2023-08-04 19:29:29 CSM Kuljeet 77959 | OBC to DLR - 3138854000  
SPOKE TO: VM for Will Maloochey  
I called and let the operator know i wanted to talk to SA William she then transferred me over and i got a VM for Will Maloochey  
I left a message stating the client's full name, last 8 of the VIN for their vehicle as well as my contact information, i had asked for a call back and that i was calling as i understand the client's vehicle was towed in, was wanting to know the reason for the tow and if they had diagnosed the vehicle. i let him know that i spoke with SA Rod and needed to get more information on the vehicle being a 2023 Lincoln Corsair with its low mileage  
Next Step  
Call DLR to get an update on the vehicle

2023-08-07 14:34:23 CSM Kuljeet 77959 | OBC to DLR - 3138854000  
SPOKE TO: William  
I spoke with SA William he stated that they had to order the wheel bearing and speed sensor, and that the wheel bearing is in they just need the speed sensor and that should arrive by tomorrow and that the repair should be completed by Wednesday at the latest, i got the phone number for the client he stated that he calls her [REDACTED] he does not have a first name for her  
CLT - [REDACTED]  
Next Step  
txt CLT and then call her on 08/08/2023 reach out to DLR on 08/08/2023 also to make sure repairs were completed

2023-08-08 15:43:47 CSM Kuljeet 77959 | OBC to DLR - 3138854000 SPOKE TO: William I called and spoke with SA William he said that the vehicle has been completed and returned to the client as of yesterday. i confirmed this again, he said it was, i let him know client had reached out to me, and had stated that she did not like the way her vehicle was handled, and that she finally got a call from you yesterday. i asked if he knew anything about what the client was saying, he said she may have been the client that was screaming at him as they did not have a loaner for the client, and that he was not able to do anything about that, he said the case was taken out of his hands on Friday when it got towed in, i let him know i will be reaching back out to the client as i did text her and if i had any questions i will reach out to him Next Step Respond to client's text

2023-08-15 20:19:35 CSM Kuljeet 77959 | OBC to CLT - [REDACTED] I called and spoke with the client things are going ok, she said there is another issue and she has been able to record it a little bit she said she does not know if its normal or not or if there is a glitch this happens when she is driving she is in her lane and she is not moving out of it, when she is driving its not the lane keeping assist she gets a beeping sound, and the car on the display, for the vehicle moves over to the left and then back in again when driving she is in her lane it will move from center to left, beeping sound is normally short I asked if she is able to take her vehicle into the DLR she said she can but it will be Friday of this week or Monday, i let her know that i will reach out to her by Monday to confirm, she said she gave the DLR a bad survey due to this as it should not have happened for her brand new vehicle i let her know i understand and she is correct that it should not have happened Next Step Call DLR to let them know client will be coming back in with vehicle and then call CLT Monday the 21st

2023-08-15 20:26:31 CSM Kuljeet 77959 | OBC to DLR - 313-885-4000 SPOKE TO: SA Roderick I called and spoke with SA Roderick to let him know client will be coming back in either Friday or Monday with her vehicle she will be calling to schedule it he said Monday is better, i let him know that the issue was the image of the vehicle where it is centered on the dash and then it moves to the left and back into the center the client does not feel its got anything to do with the lane keep assist, they will look into it Next Step Call DLR to see if vehicle came in and then call CLT

2023-08-21 15:16:59 CSM Kuljeet 77959 | OBC to DLR - 3138854000 SPOKE TO: SA Rod I asked if the client's vehicle came back in? I was told it was not showing it to be back, he said he can call the client, i asked if he could? SA Rod said he will go ahead and call the client to get her vehicle back in Next Step Call CLT

2023-08-21 15:37:43 CSM Kuljeet 77959 | OBC to CLT [REDACTED] SPOKE TO: CLT I called and spoke with the client she said she did take her vehicle in on Friday, She poke with SM Joe, they went out for a test drive together and they were not able to duplicate the concern, I was told by the client that it normally happens when she is driving on the highway , she said she is going back on Friday so that the SM can take it out with her to drive more miles and on the highway to where it happens. CLT said she showed him the video and he could not determine the issue from a video. CLT was told by SM Joe to come in on Friday at her time and they can look at it again, CLT thinks she may be able to go in at 10am but things may change, i let her know that i will reach out to her on Monday the 28th once she has taken it back to see what can be done Next Step Call DLR and speak with SM Joe and then call CLT

2023-08-28 19:07:16 CSM Kuljeet 77959 | OBC to DLR - 3138854000 SPOKE TO: SM Joe I called and spoke with SM Joe, he stated the client came back once and that was not last week but the week before, client travels and was meant to go to lansing and then drive back she was going to see how things were on her drive and then decide from there, he said when he test drove it with her he could not duplicate the concern, I let him know that i will reach out to client Next Step Call CLT

2023-08-28 19:49:41 CSM Kuljeet 77959 | OBVM to [REDACTED] SPOKE TO: VM for CLT I called and left a VM for the client i stated that i was reaching out to find out how things were going with her vehicle, i let her know that i spoke with the DLR and i understand she has not been back since the last time she took it to show the SM, i understand she may be travelling and wanted to reach back out to her by Wednesday the 6th to see if the issue had occurred again, i provided my contact information if she needs to call back in Next Step Call CLT to see if the issue is still happening with her vehicle

2023-09-06 18:53:11 CSM Kuljeet 77959 | OBC to DLR - [REDACTED] SPOKE TO: M [REDACTED] I called and spoke with the client, she stated that the issues she had had not presented itself anymore, when she working the navigation the issue she had no longer presents itself and that the DLR may have reset it for her, also there was an issue with the air conditioning to where the windows would fog up really badly and had to turn the AC down a lot to cool down, but stated she believes that the vehicle needs to run longer to take care of that iissue She said everything else is fine and there are no issues, i let her know i wanted to offer her a GWG of ESP -LMP 4/60 and explained what it would cover, CLT was happy with this, i let the client know i will be reaching out to her by Wednesday the 13th to let her know once its added Next Step Upload LMP to Morley and then call CLT on 09/13

2023-09-06 19:03:22 Ford ESP Case Transmission CASE NUMBER [REDACTED]

2023-09-07 00:59:44

Ford ESP Case Transmission  
CASE NUMBER: 878257

2023-09-11 18:29:34 CSM Kuljeet 77959 | OBC to CLT - [REDACTED] SPOKE TO: CLT I called and spoke with the client, i let her know that the ESP for LMP was added to her VIN and let her know again as to what it covered, CLT was happy with this, i let her know that if she has any issues or concerns, i will be sending her an email that has my contact information and that she may get an email survey on how i assisted her, she may get a separate one for the DLR, CLT understood and had no questions for me Next Step Send EOC email and close case

2023-09-11 18:33:52 CSM Kuljeet 77959 | OBE to CLT - [REDACTED] Hello Ms. [REDACTED] Thank you for contacting Lincoln Motor Company and allowing us to assist you with your Lincoln Corsair regarding case - [REDACTED] Partnering with Bob Maxey Lincoln Inc. I am glad I was able to resolve all the concerns with your vehicle. I was able to expedite the part needed for the repair while keeping you updated throughout the process. The Lincoln Protect -Limited Maintenance plan I purchased on your behalf was added to your vehicle to provide you with peace of mind knowing Lincoln has your back. This plan has a retail value of \$550 that covers tire rotations, oil changes and multi-point inspections for your vehicle and comes with other great benefits should you have an issue in the future. As I will be completing your case, please look for an email in the next 24 hours with a brief survey regarding my efforts and your experience with me in completing your case – Lincoln and I value your feedback. You may receive an additional survey regarding your retailer and vehicle at a later date. Should you need to contact me again, you may reach me directly at khoti2@lincoln.com or by phone at 1-888-214-2155 ext. 77959. If I'm unavailable, please leave me a detailed message, and I will return your call as soon as possible. Note: for a quicker response, please provide your case number indicated above. Thank you for being a valued client and a part of the extended Lincoln family. Warmest Regards KAY HOTHI Concierge Service Manager Lincoln Client Relationship Center Phone: 888-214-2155 ext: 77959 | eFax: 866-655-9818

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Information Provided  
OPEN: 08-07-2023 CLOSED: 08-15-2023 BUSINESS UNIT NAME: Ford  
RESPONSE TEAM: Lincoln Concierge NA CRC COMMUNICATION: Phone  
CASE CLASS LV 1234: Vehicle Concern | Buyback Request | Non-California Vehicle | CCT Criteria  
DEALER NAME: Gettel Lincoln  
PA CODE: 11371 DLR SALES CODE: 25261 REGION: NE ZONE: NEF  
VIN: [REDACTED] MODEL YEAR: 2021 MODEL: AVIATOR MILEAGE: 31,802  
BODY STYLE: J7X - AVIATOR SIGNATURE AWD 4-DR MPV  
LAST NAME FIRST NAME MIDDLE [REDACTED]  
ADDRESS: [REDACTED]  
CITY STATE ZIP COUNTRY: PORT CHARLOTTE | FL | [REDACTED] | USA  
HOME PHONE:  
SYMPTOMS: Start/Run/Move | Noise | Not Listed | UNKNOWN  
ANALYST NAME: Catherine Weingard OPEN ANALYST NAME: Jaleesa Vasquez  
COMMENTS:

2023-08-07 21:07:57 CLT SAYS: inquired about additional assistance with starting a buyback for the vehicle. CLT stated he took the vehicle to the DLR multiple times and is now being told the vehicle is supposed to sound that way. CLT stated when he reverses parks in his drive way, then pulls out it will make a clunking noise. Also when CLT goes to brake, it will make the loud sound like a bang. CLT adv other concerns, The super cruise control started working fine but after, it would veer to the left. Once it will hit the line it would correct itself. CLT stated if this is how the vehicle is, i do not feel safe or comfortable to continue driving it. Ed Howard Lincoln confirmed the noise and then called back a few days later stating nothing is wrong so CLT is unsure at this point PER CLT DLR SAYS: CSM ADVISED: Apologized for the inconvenience and advs of the GFR process and explained how it works. CLT understood and agreed to proceed. CSM advs will contact the DLR and gather info and will FU by End of the week with a decision, possibly sooner. CLT understood. CSM provided case # and contact info.. CLT thanked. NEXT STEPS:

2023-08-07 21:08:20

\*Intake questions\*

- 1) Where is the vehicle located? At DLR but CT is picking up today from Ed Howard Lincoln
- 2) Mileage of vehicle? 31,802
- 3) Is the vehicle leased or purchased? purchased
- 5) State where the vehicle was purchased? FL
- 6) State where the vehicle is registered? FL
- 7) Is the client in a loaner? If yes, who is paying? If no, do you need a loaner?
- 8) Client's alleged number of repair attempts for the same non-conformity? 5
- 9) Alleged number of days out of service for warranty repairs? 30+
- 10) All dealers where repair attempts have occurred? Gettel Lincoln, Sam Galloway and Ed Howard Lincoln

2023-08-10 18:20:45 CSM Jaleesa x 77765 >> OBC to DLR 9413476766 (Gettel Lincoln) SPOKE TO: No one, Left VM for Service to request RO history for CLT's request. Left contact info for a call back. NEXT STEPS: Reach out to Sam Galloway Lincoln for RO history

2023-08-10 18:48:30 CSM Jaleesa x 77765 >> OBC to DLR 9416763590 (Gettel Lincoln) \*IB VM from SA Dan who advs he was the SA working with CLT and provide the RO history. Left # with ext. 32104\* SPOKE TO: SA Dan who advs he can send in the RO history via email but the majority of the times the vehicle was in they were not able to duplicate the problem. SA stated they were driving around with the CLT and would hear the noise and advs the CLT that its happening because of the way he is driving the vehicle NEXT STEPS: Check email response from Gettel Lincoln, reached out to Sam Galloway Ford

2023-08-10 18:59:35 CSM Jaleesa x 77765 >> OBC to DLR 239) 936-3673 SPOKE TO: No one, Left VM for SA Randy for RO history NEXT STEPS: Reach out to Ed Howard Lincoln

2023-08-10 19:06:07 CSM Jaleesa x 77765 >> OBC to DLR 941) 921-4402 (Ed Howard Lincoln) SPOKE TO: SA Lanora who advs she can send an email copy of the RO history but this is the only time they really had the vehicle and it was no problem found. They did order a part for his over head console but thats a separate concern. SA Lanora provided her email address so CSM can send an OBE with request and SA can reply back with RO LSMILEY@EDHOWARDAUTOS.COM NEXT STEPS: Check email response from DLR's with RO history. Submit for GFR by 8/11

2023-08-10 19:08:07

Sent OBE to SA Lenora for RO info  
Hello Lenora,  
I hope this email finds you well. As discussed, id you can send me a copy of the client's current RO/RO history so we can conduct a review for a possible repurchase/replacement of the vehicle. If you have any questions, please feel free to contact me.

Thank you for your assistance with this. Have a great day!  
Regards,  
Jaleesa V.  
Client Service Manager  
Lincoln Client Relationship Center  
Phone: (888) 214-2155 EXT. 77765

2023-08-10 19:09:41

IBE from SA Dan with RO history from Gettel Lincoln

2023-08-11 17:50:06

IBE from Ed Howard with RO history

2023-08-11 18:35:25

COM denied GFR

2023-08-15 20:20:10

CSM Jaleesa x 77765 >> OBC to CLT [REDACTED] SPOKE TO: CLT to advs of GFR decision. CLT stated he is not safe with this vehicle and it should not be making that clunking noise when braking it sounds like you hit a brick wall whenever it happens. CSM asked if it was every time he brakes, OR was it just at a harsh stop? CLT stated only at a harsh stop, however it shouldn't do that. CLT stated he is a mechanic with a shop and has been in service for over 30 years so hes been working on cars his whole life and this is not a normal characteristic. CLT inquired about escalating the matter to someone higher and have an engineer sit with him int he vehicle to hear it. CSM advs we can escalate the issue with our tech team, however the service tech needs to be the on to initiate the request when they have found the concern. If nothing is verified, they will not escalate to a FSE to come out. CLT understood and asked if he takes it elsewhere. CSM advs we aren't able to assist if the vehicle isn't at a Lincoln/Ford DLR, however, if the mechanic he takes it too finds a concern/issue, CSM advs to bring in the RO and we can show it to ou DLR's for another look. CLT understood and stated he doesn't think he wants to do that, he may just open a case and get an attorney. CSM apologized and advs if so, this case will close and no further assistance on this case can be offered. CLT understood and thanked. CSM advs will send a closing email which will have my contact info if needed. CLT thanked. NEXT STEPS: Send EOC to CLT. Close case

2023-08-15 20:24:31

Sent OBE to CLT

Hello [REDACTED]

Thank you for contacting Lincoln Motor Company and allowing us to assist you with your 2021 Lincoln Aviator regarding [REDACTED]. Partnering with Gettel Lincoln, Sam Galloway and Ed Howard Lincoln, I do apologize we were not able to approve your request at this time for a re-purchase/replacement of the vehicle. Please note a Good Faith Review is not a legal process, it is a good will process that Lincoln has which will determine if we can assist our clients with a voluntary repurchase or replacement of their vehicle.

Based on the Good Faith Review of repair history, days out of service, and circumstances, I recommend not replacing or repurchasing your vehicle, as the Good Faith Review performed calls for a repair rather than a replacement. However, If you would like us to further assist and advocate for your vehicle repair, you can always reach back out to us once your vehicle is at the dealer for service and I would be more than happy to assist in any way I can.

As I will be completing your case, please look for an email in the next 24 hours with a brief survey regarding my efforts and your experience with me in completing your case – Lincoln and I value your feedback. You may receive an additional survey regarding your retailer and vehicle at a later date.

Should you need to contact me again, you may reach me directly at JVASQU66@LINCOLN.COM or by phone at 1-888-214-2155 ext. 77765. If I'm unavailable, please leave me a detailed message and I will return your call as soon as possible. Note: for a quicker response, please provide your case number indicated above.

Thank you for being a valued client and a part of the extended Lincoln family.

Jaleesa V.

Client Service Manager

Lincoln Client Relationship Center

Phone: (888) 214-2155 EXT. 77765

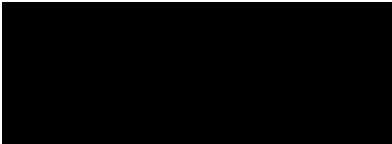
2023-08-21 18:52:15

> > | IBC from CLT | [REDACTED] SPOKE TO [REDACTED] CLT is calling to gather Service History documentation as CLT states that they were directed from Facing CSM. As CLT states that they were working with Lemon Law attorney, CSM would not be able to further conversation and would like to provide contact information to OGC for further assistance. CLT clarified, as they are not working with attorney, and would like the information sent has he does not want to scan the documents in manually. CSM would like to be able to review resources and read though case to best further assist CLT, however, CLT declined and would like to speak with another agent. CSM attempted to connect CLT with Facing CSM, but they were unavailable. CLT has yet to hear back from previously sent text messages, CSM apologized and advised tat those messages should be received by owning manager. As CSM was attempting to connect CLT with another CSM, CLT disconnected on hold. NEXT STEPS: Case Remains Closed



CASE ATTACHMENTS:

|                     |                 |
|---------------------|-----------------|
| 2023-08-10 19:09:41 | Jaleesa Vasquez |
| 2023-08-11 17:50:06 | Jaleesa Vasquez |



08/10/2023  
14:47:03

## HISTORY LISTING

PAGE 1

CUSTOMER NAME :

SERIAL NO. :

R.O NO. : 557186

R.O DATE : 03/31/2023

R.O TYPE : S

MILEAGE : 28054

ADVISOR NO. : 149365

JOB NUMBER : 1 OPERATION 98LIZ OP. DESC. BODY MECHANICAL  
SALE TYPE : W TECHNICIAN NO(S). 77877  
COMPLAINT : CUSTOMER STATES INSTALL SOP ADHESIVE FOR HOOD  
SUBLET TO BODY SHOP  
CAUSE : BODY SHOP WAS BACKED UP AND ASKED THAT IT BE RESCHEDULED FOR  
A LATER DATE AGAIN, CUSTOMER WAS OK WITH THAT

JOB NUMBER : 2 OPERATION 47LIZ OP. DESC. AXLE/DIFFERENTIAL  
SALE TYPE : W TECHNICIAN NO(S). 77877  
COMPLAINT : CUSTOMER STATES HE'S GETTING A BANGING IN BACK OF VEHICLE  
CAUSED BY 3/4 OF AN INCH OF LAY IN REAR DIFF. BUSHING  
CAUSE : ROAD TEST IN ATTEMPT TO VERIFY NOISE (DID NOT VERIFY)  
PERFORMED FDRS VEHICLE SCAN FOR ANY DYNAMIC CODES, VEHICLE  
HAS NUMEROUS "LOSS COMMUNICATION" IN ALL MODULES STORED IN  
CONTINUES CODES. SUSPECT AFTERMARKET SCAN TOOL WAS HOOKED  
WHILE VEHICLE WAS RUNNING WHICH WILL SET CODES (ATTACHED  
PRINT OUT) CLEARED CODES AND RERUN SELF TEST PASSED. CHECKED  
AND COMPARED VEHICLE HEIGHTS L/F 32 7/8- R/F 32 3/4- L/R  
33.5- R/R 33.5. PERFORMED DYNAMIC SUSPENSION TEMP  
CALIBRATIONS, PERFORMED SUSPENSION HEIGHT SENSOR  
CALIBRATION. RAISED VEHICLE AND INSPECT DIFF BUSHINGS AND  
MOVEMENT (PASSED) ATTACHED VIDEO. TIGHTEN DIFF BUSHINGS AND  
LOWER CONTROL ARMS FOR POSSIBLE LOOSENESS. (OK)

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
[REDACTED]

JOB NUMBER : 3 OPERATION 00LIZ99P OP. DESC. MPI INSPECTION  
SALE TYPE : W TECHNICIAN NO(S). 77877  
COMPLAINT : Perform a thorough inspection of your vehicle and provide a  
detailed Vehicle Report Card. Check Fluid Levels, Inspect  
Wiper Blades, Test Battery, Inspect Tires and Brake Wear,  
Inspect safety systems and components for leaks and damage.  
CAUSE : PERFORM MULTI-POINT VEHICLE INSPECTION AND RECORD RESULTS ON  
VEHICLE REPORT CARD.  
CORRECTION : Perform multi-point vehicle inspection and record results on  
Vehicle Report Card

JOB NUMBER : 4 OPERATION 00LIZVTP OP. DESC. VIRTUAL TECH PRG  
SALE TYPE : W TECHNICIAN NO(S). 77877  
COMPLAINT : LINCOLN OF CHARLOTTE COUNTY VIRTUAL TECHNICIAN PROGRAM

JOB NUMBER : 5 OPERATION 00LIZ02 OP. DESC. RED CAP  
SALE TYPE : W TECHNICIAN NO(S). 77877  
COMPLAINT : CLAIM TYPE 11 = VEHICLE COVERAGE OWS  
PROGRAM CODE = PDL  
CUSTOMER CONCERN CODE = A99



08/10/2023  
14:47:03

## HISTORY LISTING

PAGE 2

CAUSE : CONDITION CODE =82 CAUSAL PART = DELIVERY  
CORRECTION : PICDEL FOR PICKUP & DELIVERY \$55

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
[REDACTED]

JOB NUMBER : 6 OPERATION 51LIZ OP. DESC. BODY ELECTRICAL  
SALE TYPE : W TECHNICIAN NO(S). 77877  
COMPLAINT : C/S THE MEM SEATS SEAM TO HAVE A DIFF POSITION EVERY TIME HE  
GETS IN  
CAUSE : BODY ELEC DIAG RETRIEVED DTCS (NONE RELATED) AFTER CLEARING  
ALL COMMUNICATION CODES IN CONT MEM. TEST SYSTEM OPERATION  
OVER SEVERAL DAYS AND DID NOT VERIFY. MONITOR PID DATA BATT  
S.O.C. DOWN TO 49% (CHARGE AND TEST BATTERY PASSED) ATTACHED  
PRINT OUT. RESET BCM BATTERY STAT OF CHARGE AND OK. VERIFIED  
WORKING AS DESIGNED AT THIS TIME

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
[REDACTED]

JOB NUMBER : 7 OPERATION 51LIZ12 OP. DESC. GENERAL CONCERN  
SALE TYPE : W TECHNICIAN NO(S). 77877  
COMPLAINT : C/S Up until recently, when I used adaptive cruise it would  
just do its thing. Over the last couple of months, when  
activated, it will veer left until almost or actually  
running the line over and then put me in the center, SEEMS  
LIKE IT IS GETTING WORSE  
CAUSE : LANE KEEPING SYSTEM INACCURATE ON ROAD TEST. BODY ELEC DIAG  
(NO DTCS) CHECKED FOR TSB AND SSMS NONE RELATED. ROAD TEST  
AND FINDS IT DOES NOT STAY CENTERED, PERFORMED 360 DEGREE  
CAMERA ALIGNMENT AND PERFORMED IMAGE PROCESSING MOD A  
ALIGNMENT. CLEARED FAULT CODES GENERATED BY PROGRAMMING, RE  
RUN SELF TEST PASSED POST ROAD TEST PASSED VERIFIED REPAIR  
WORKING AS DESIGNED  
CORRECTION : MIL 28066

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
[REDACTED]

JOB NUMBER : 8 OPERATION 30LIZ01 OP. DESC. AUTO TRANS CONCERN  
SALE TYPE : W TECHNICIAN NO(S). 5552  
COMPLAINT : C/S WHEN THE CAR IS PUT INTO GEAR IT SLAMS  
CAUSE : VERIFIED CONCERN, WHEN PUT INTO GEAR CAR HAS A HARSH  
ENGAGEMENT. CLEARED AND RESET KAM. PERFORMED ADAPTIVE  
STRATEGY RELEARN,  
PERFORMED ROAD TEST CALIBRATION AND VERIFIED REPAIR WORKING  
AS DESIGNED

JOB NUMBER : 9 OPERATION 70LIZ OP. DESC. SUBLET  
SALE TYPE : W TECHNICIAN NO(S).  
COMPLAINT : P18 EXCESSIVE RENTAL  
CORRECTION : P18 EXCESSIVE RENTAL

08/10/2023  
14:47:03

HISTORY LISTING

PAGE 3

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| WARRANTY | : | CLAIM NO. | OPERATION NO. | CLAIM NO. | OPERATION NO. |
|----------|---|-----------|---------------|-----------|---------------|
|----------|---|-----------|---------------|-----------|---------------|

[REDACTED]

COMMENTS : ++VALET++



08/10/2023

14:47:10

## HISTORY LISTING

PAGE 1

CUSTOMER NAME : [REDACTED]

SERIAL NO. : [REDACTED]

R.O NO. : [REDACTED]

R.O DATE : 02/03/2023

R.O TYPE : S

MILEAGE : 26559

ADVISOR NO. : 78431

JOB NUMBER : 1 OPERATION 00LIZ02 OP. DESC. RED CAP

SALE TYPE : W TECHNICIAN NO(S). 77877

COMPLAINT : CLAIM TYPE 11 = VEHICLE COVERAGE OWS  
PROGRAM CODE = PDL

CUSTOMER CONCERN CODE = A99

CAUSE : CONDITION CODE =82 CAUSAL PART = DELIVERY

CORRECTION : PICDEL FOR PICKUP &amp; DELIVERY \$55

WARRANTY : CLAIM NO. [REDACTED] OPERATION NO. CLAIM NO. OPERATION NO.

JOB NUMBER : 2 OPERATION 11LIZ01 OP. DESC. ENGINE CONCERN

SALE TYPE : W TECHNICIAN NO(S). 77877

COMPLAINT : CUSTOMER STATES VEHICLE HAS A RATTLE/TICK NOISE UNDER HOOD  
THAT HAS BEEN GETTING WORSE. SOUND LIKE HIGH PRESSURE PUMP.  
START VEHICLE COLD THE VEHICLE HAS A REALLY LOUD TICK, TURNS  
INTO A RATTLE. MIGHT HAVE A TSB TO ADDRESS THIS ISSUECORRECTION : NVH DIAG VERIFIED NOISE WITH ENGINE EAR TO HIGH PRESSURE  
FUEL PUMP. CLICKING. COMPAIRED WITH STOCK UNIT AND TOOK  
VIDEO/AUDIO OF SIDE BY SIDE ENGINE NOISES. BOTH ENGINES MAKE  
SIMILAR NOISES. PUMP NOISE IS A NORMAL CHARACTERISTIC.  
SOMETIMES LOUDER AT 1ST START UP AND GRADUALLY GETS QUIETER.  
NORMAL CHARACTERISTIC OF VEHICLE. AFTER GETTING MORE INFO  
FROM ANOTHER TECK. THE NOISE IS NOT A PHASER NOISE. IT'S  
HIGH PRESSURE PUMP NOISE

WARRANTY : CLAIM NO. [REDACTED] OPERATION NO. CLAIM NO. OPERATION NO.

JOB NUMBER : 3 OPERATION 30LIZ01 OP. DESC. AUTO TRANS CONCERN

SALE TYPE : W TECHNICIAN NO(S). 77877

COMPLAINT : CUSTOMER STATES WHEN PUTTING VEHICLE IN DRIVE OR REVERSE YOU  
GET A THUNP/CLUNK. THIS HAS BEEN GETTING WORSE. IT NEVER DID  
IT WHEN NEW. WHEN YOU LET OFF THE GAS AND THE REAPPLY GAS  
YOU GET A CLUNKCORRECTION : NVH DIAG, VERIFIED CLUNK BETWEN REV AND DRIVE, CHECK TSB'S  
AND SSM'S AND FOUND 1 SSM #50529 FOR ACCELERATED MAIN  
CONTROL ROUTINE. FURTHER RESEACH FOUND THIS PROCEDURE WAS  
COMPLETED LAST VISIT IN  
COMPARED THIS VEHICLE WITH STOCK UNIT AND FOUND BOTH HAVE  
THE SAME FEEL DURING SHIFTING  
NORMAL CHARACTERISTIC

JOB NUMBER : 4 OPERATION 51LIZ01 OP. DESC. BODY ELECT CONCERN

SALE TYPE : W TECHNICIAN NO(S). 77877

COMPLAINT : CUSTOMER STATES THE DISPLAY WILL ROLL OR GLITCH WHEN BACKUP  
CAMERA IS IN USE

CAUSE : SEE JOB 10 RECALL



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## HISTORY LISTING

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JOB NUMBER : 5 OPERATION 98LIZ OP. DESC. BODY MECHANICAL  
SALE TYPE : W TECHNICIAN NO(S). 77877  
COMPLAINT : CUSTOMER STATES THE HOOD CLOSES REALLY HARD AND THE GAP IN  
FRONT OF THE HOOD SEEMS REALLY BIG/ BY THE HEADLAMPS.  
CORRECTION : CLEAN AND LUBE HOOD LATCH AND ADJUST HOOD BUMPERS

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
[REDACTED]

JOB NUMBER : 6 OPERATION 98LIZ01 OP. DESC. GENERAL BODY MECH  
SALE TYPE : W TECHNICIAN NO(S). 77877  
COMPLAINT : WHEN DRIVING AT HIGHWAY SPEEDS THE HOOD SEEMS TO FLUTTER  
ALOT  
CAUSE : SPECIAL ORDERED SPECIAL EPOXY FOR REPAIR  
CORRECTION : CUSTOMER WILL BE NOTIFIED WHEN PARTS COME IN

JOB NUMBER : 7 OPERATION 00LIZ99P OP. DESC. MPI INSPECTION  
SALE TYPE : W TECHNICIAN NO(S). 77877  
COMPLAINT : Perform a thorough inspection of your vehicle and provide a  
detailed Vehicle Report Card. Check Fluid Levels, Inspect  
Wiper Blades, Test Battery, Inspect Tires and Brake Wear,  
Inspect safety systems and components for leaks and damage.  
CAUSE : PERFORM MULTI-POINT VEHICLE INSPECTION AND RECORD RESULTS ON  
VEHICLE REPORT CARD.  
CORRECTION : Perform multi-point vehicle inspection and record results on  
Vehicle Report Card

JOB NUMBER : 8 OPERATION 00LIZVTP OP. DESC. VIRTUAL TECH PRG  
SALE TYPE : W TECHNICIAN NO(S). 77877  
COMPLAINT : LINCOLN OF CHARLOTTE COUNTY VIRTUAL TECHNICIAN PROGRAM

JOB NUMBER : 9 OPERATION 05LIZ OP. DESC. \*\*\*RECALL\*\*\*  
SALE TYPE : W TECHNICIAN NO(S). 77877  
COMPLAINT : CUSTOMER STATES PERFORM RECALL 23S02 RECALL CAMERA-  
INOPERATIVE REAR 360 DEGREE CAMERA WITH BLUE SCREEN  
CAUSE : RECALL  
CORRECTION : REPROGRAM IPMB

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
[REDACTED]

JOB NUMBER : 10 OPERATION 05LIZ1 OP. DESC. \*\*\* RECALL \*\*\*  
SALE TYPE : W TECHNICIAN NO(S). 77877  
COMPLAINT : CUSTOMER STATES PERFORM RECALL 22C35 SEAT BELT REMINDER  
CAUSE : RECALL  
CORRECTION : REPROGRAM ACM

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

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## HISTORY LISTING

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-----  
[REDACTED]  
JOB NUMBER : 11 OPERATION 51LIZ OP. DESC. BODY ELECTRICAL  
SALE TYPE : W TECHNICIAN NO(S). 77877  
COMPLAINT : CUSTOMER STATES WHEN YOU USE THE ADAPTIVE CRUISE CONTROL.  
THE VEHICLE GOES WAY OFF TO THE LEFT. IT DOES'NT CENTER IN  
THE LANE  
CORRECTION : PERFORM BODY/ELECTRICAL DIAG. NO DTC'S. CHECK TSB'S AND  
SSM'S. NONE RELATED. ROAD TEST WHILE MONITORING LANE KEEPING  
SYSTEM. FOUND WORKING AS DESIGNED.

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
[REDACTED]

JOB NUMBER : 12 OPERATION 51LIZZ OP. DESC. BODY ELECT CONCERN  
SALE TYPE : W TECHNICIAN NO(S). 77877  
COMPLAINT : CUSTOMER STATES THE SETTINGS WILL CHANGE FOR THE LUMBAR IN  
THE DRIVERS SEAT. SOME TIMES IT WILL BE AT THE TOP OTHER  
TIMES IT WILL BE IN THE MIDDLE OR THE LOW POSITION. CHECK  
AND ADV  
CAUSE : COULD NOT DUPLICATE CONCERN  
CORRECTION : CONTACTED HOTLINE # 119840361. NO CASES BEING TRACKED AT  
THIS TIME. MUST DUPLICATE FOR PROPER DAIG

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
[REDACTED]

JOB NUMBER : 13 OPERATION 51LIZZ1 OP. DESC. BODY ELECT CONCERN  
SALE TYPE : W TECHNICIAN NO(S). 77877  
COMPLAINT : CUSTOMER STATED LAST WEEK WHEN HE WENT INTO THE SEAT MENU.  
THE BAR MENU WAS THERE BUT NONE OF THE BARS HAD YELLOW AND  
CUSTOMER COULD NOT ADJUST WITH THE PLUS OR MINUS  
CAUSE : COULD NOT DUPLICATE CONCERN

JOB NUMBER : 14 OPERATION 70LIZ OP. DESC. SUBLET  
SALE TYPE : W TECHNICIAN NO(S).  
COMPLAINT : P18 EXCESSIVE RENTAL  
CORRECTION : P18 EXCESSIVE RENTAL

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
[REDACTED]

COMMENTS : ++VALET++



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## HISTORY LISTING

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CUSTOMER NAME :

SERIAL NO. :

R.O NO.

R.O DATE : 02/03/2023  
MILEAGE : 26559

R.O TYPE : S  
ADVISOR NO. : 78431

JOB NUMBER : 1 OPERATION 00LIZ02 OP. DESC. RED CAP

SALE TYPE : W TECHNICIAN NO(S). 77877

COMPLAINT : CLAIM TYPE 11 = VEHICLE COVERAGE OWS  
PROGRAM CODE = PDL

CUSTOMER CONCERN CODE = A99

CAUSE : CONDITION CODE =82 CAUSAL PART = DELIVERY

CORRECTION : PICDEL FOR PICKUP & DELIVERY \$55

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

JOB NUMBER : 2 OPERATION 11LIZ01 OP. DESC. ENGINE CONCERN

SALE TYPE : W TECHNICIAN NO(S). 77877

COMPLAINT : CUSTOMER STATES VEHICLE HAS A RATTLE/TICK NOISE UNDER HOOD  
THAT HAS BEEN GETTING WORSE. SOUND LIKE HIGH PRESSURE PUMP.  
START VEHICLE COLD THE VEHICLE HAS A REALLY LOUD TICK, TURNS  
INTO A RATTLE. MIGHT HAVE A TSB TO ADDRESS THIS ISSUE

CORRECTION : NVH DIAG VERIFIED NOISE WITH ENGINE EAR TO HIGH PRESSURE  
FUEL PUMP. CLICKING. COMPARED WITH STOCK UNIT AND TOOK  
VIDEO/AUDIO OF SIDE BY SIDE ENGINE NOISES. BOTH ENGINES MAKE  
SIMILAR NOISES. PUMP NOISE IS A NORMAL CHARACTERISTIC.  
SOMETIMES LOUDER AT 1ST START UP AND GRADUALLY GETS QUIETER.  
NORMAL CHARACTERISTIC OF VEHICLE. AFTER GETTING MORE INFO  
FROM ANOTHER TECH. THE NOISE IS NOT A PHASER NOISE. IT'S  
HIGH PRESSURE PUMP NOISE

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

JOB NUMBER : 3 OPERATION 30LIZ01 OP. DESC. AUTO TRANS CONCERN

SALE TYPE : W TECHNICIAN NO(S). 77877

COMPLAINT : CUSTOMER STATES WHEN PUTTING VEHICLE IN DRIVE OR REVERSE YOU  
GET A THUMP/CLUNK. THIS HAS BEEN GETTING WORSE. IT NEVER DID  
IT WHEN NEW. WHEN YOU LET OFF THE GAS AND THE REAPPLY GAS  
YOU GET A CLUNK

CORRECTION : NVH DIAG, VERIFIED CLUNK BETWEEN REV AND DRIVE, CHECK TSB'S  
AND SSM'S AND FOUND 1 SSM #50529 FOR ACCELERATED MAIN  
CONTROL ROUTINE. FURTHER RESEARCH FOUND THIS PROCEDURE WAS  
COMPLETED LAST VISIT IN  
COMPARED THIS VEHICLE WITH STOCK UNIT AND FOUND BOTH HAVE  
THE SAME FEEL DURING SHIFTING  
NORMAL CHARACTERISTIC

JOB NUMBER : 4 OPERATION 51LIZ01 OP. DESC. BODY ELECT CONCERN

SALE TYPE : W TECHNICIAN NO(S). 77877

COMPLAINT : CUSTOMER STATES THE DISPLAY WILL ROLL OR GLITCH WHEN BACKUP  
CAMERA IS IN USE

CAUSE : SEE JOB 10 RECALL

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## HISTORY LISTING

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JOB NUMBER : 5 OPERATION 98LIZ OP. DESC. BODY MECHANICAL  
SALE TYPE : W TECHNICIAN NO(S). 77877  
COMPLAINT : CUSTOMER STATES THE HOOD CLOSES REALLY HARD AND THE GAP IN  
FRONT OF THE HOOD SEEMS REALLY BIG/ BY THE HEADLAMPS.  
CORRECTION : CLEAN AND LUBE HOOD LATCH AND ADJUST HOOD BUMPERS

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
[REDACTED]

JOB NUMBER : 6 OPERATION 98LIZ01 OP. DESC. GENERAL BODY MECH  
SALE TYPE : W TECHNICIAN NO(S). 77877  
COMPLAINT : WHEN DRIVING AT HIGHWAY SPEEDS THE HOOD SEEMS TO FLUTTER  
ALOT  
CAUSE : SPECIAL ORDERED SPECIAL EPOXY FOR REPAIR  
CORRECTION : CUSTOMER WILL BE NOTIFIED WHEN PARTS COME IN

JOB NUMBER : 7 OPERATION 00LIZ99P OP. DESC. MPI INSPECTION  
SALE TYPE : W TECHNICIAN NO(S). 77877  
COMPLAINT : Perform a thorough inspection of your vehicle and provide a  
detailed Vehicle Report Card. Check Fluid Levels, Inspect  
Wiper Blades, Test Battery, Inspect Tires and Brake Wear,  
Inspect safety systems and components for leaks and damage.  
CAUSE : PERFORM MULTI-POINT VEHICLE INSPECTION AND RECORD RESULTS ON  
VEHICLE REPORT CARD.  
CORRECTION : Perform multi-point vehicle inspection and record results on  
Vehicle Report Card

JOB NUMBER : 8 OPERATION 00LIZVTP OP. DESC. VIRTUAL TECH PRG  
SALE TYPE : W TECHNICIAN NO(S). 77877  
COMPLAINT : LINCOLN OF CHARLOTTE COUNTY VIRTUAL TECHNICIAN PROGRAM

JOB NUMBER : 9 OPERATION 05LIZ OP. DESC. \*\*\*RECALL\*\*\*  
SALE TYPE : W TECHNICIAN NO(S). 77877  
COMPLAINT : CUSTOMER STATES PERFORM RECALL 23S02 RECALL CAMERA-  
INOPERATIVE REAR 360 DEGREE CAMERA WITH BLUE SCREEN  
CAUSE : RECALL  
CORRECTION : REPROGRAM IPMB

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
[REDACTED]

JOB NUMBER : 10 OPERATION 05LIZ1 OP. DESC. \*\*\* RECALL \*\*\*  
SALE TYPE : W TECHNICIAN NO(S). 77877  
COMPLAINT : CUSTOMER STATES PERFORM RECALL 22C35 SEAT BELT REMINDER  
CAUSE : RECALL  
CORRECTION : REPROGRAM ACM

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.



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## HISTORY LISTING

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[REDACTED]  
JOB NUMBER : 11 OPERATION 51LIZ OP. DESC. BODY ELECTRICAL  
SALE TYPE : W TECHNICIAN NO(S). 77877  
COMPLAINT : CUSTOMER STATES WHEN YOU USE THE ADAPTIVE CRUISE CONTROL.  
THE VEHICLE GOES WAY OFF TO THE LEFT. IT DOES'NT CENTER IN  
THE LANE  
CORRECTION : PERFORM BODY/ELECTRICAL DIAG. NO DTC'S. CHECK TSB'S AND  
SSM'S. NONE RELATED. ROAD TEST WHILE MONITORING LANE KEEPING  
SYSTEM. FOUND WORKING AS DESIGNED.

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
[REDACTED]

JOB NUMBER : 12 OPERATION 51LIZZ OP. DESC. BODY ELECT CONCERN  
SALE TYPE : W TECHNICIAN NO(S). 77877  
COMPLAINT : CUSTOMER STATES THE SETTINGS WILL CHANGE FOR THE LUMBAR IN  
THE DRIVERS SEAT. SOME TIMES IT WILL BE AT THE TOP OTHER  
TIMES IT WILL BE IN THE MIDDLE OR THE LOW POSITION. CHECK  
AND ADV  
CAUSE : COULD NOT DUPLICATE CONCERN  
CORRECTION : CONTACTED HOTLINE # 119840361. NO CASES BEING TRACKED AT  
THIS TIME. MUST DUPLICATE FOR PROPER DAIG

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
[REDACTED]

JOB NUMBER : 13 OPERATION 51LIZZ1 OP. DESC. BODY ELECT CONCERN  
SALE TYPE : W TECHNICIAN NO(S). 77877  
COMPLAINT : CUSTOMER STATED LAST WEEK WHEN HE WENT INTO THE SEAT MENU.  
THE BAR MENU WAS THERE BUT NONE OF THE BARS HAD YELLOW AND  
CUSTOMER COULD NOT ADJUST WITH THE PLUS OR MINUS  
CAUSE : COULD NOT DUPLICATE CONCERN

JOB NUMBER : 14 OPERATION 70LIZ OP. DESC. SUBLET  
SALE TYPE : W TECHNICIAN NO(S).  
COMPLAINT : P18 EXCESSIVE RENTAL  
CORRECTION : P18 EXCESSIVE RENTAL

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
[REDACTED]

COMMENTS : ++VALET++



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## HISTORY LISTING

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CUSTOMER NAME : [REDACTED] SERIAL NO. : [REDACTED]

R.O NO. : [REDACTED] R.O DATE : 11/01/2022 R.O TYPE : S  
MILEAGE : 24455 ADVISOR NO. : 149365

JOB NUMBER : 1 OPERATION 47LIZ OP. DESC. AXLE/DIFFERENTIAL  
SALE TYPE : W TECHNICIAN NO(S). 5552  
COMPLAINT : C/S THAT THERE IS A CLUNK IN THE REAR. C/S THINKS IT IS A  
MOUNT. SEEMS TO HAPPEN WHEN YOUR GOING AND LET OFF THEN GET  
BACK ON IT MAKES THE CLUNK  
CAUSE : ROAD TEST VERIFIED SENSATION, NO LOOSE COMPONENTS NO RELATED  
TSBS OR SSMS THIS IS FELT BECAUSE TCM STRATEGY USES TCC AND  
TRANS CONTROLS TO USE PARTIAL ENGINE BREAKING ON DECEL AND  
WHEN YOU RELEASE GAS AND GO BACK ON IT LIGHTLY YOU FEEL  
NORMAL BACK LASH DUE TO 10 SPEED DESIGN THERE IS NO COAST  
CLUTCH. CONDITIONS ARE NORMAL AT THIS TIME

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
[REDACTED]

JOB NUMBER : 2 OPERATION 00LIZ99P OP. DESC. MPI INSPECTION  
SALE TYPE : W TECHNICIAN NO(S). 5552  
COMPLAINT : Perform a thorough inspection of your vehicle and provide a  
detailed Vehicle Report Card. Check Fluid Levels, Inspect  
Wiper Blades, Test Battery, Inspect Tires and Brake Wear,  
Inspect safety systems and components for leaks and damage.  
CAUSE : PERFORM MULTI-POINT VEHICLE INSPECTION AND RECORD RESULTS ON  
VEHICLE REPORT CARD.  
CORRECTION : Perform multi-point vehicle inspection and record results on  
Vehicle Report Card

JOB NUMBER : 3 OPERATION 00LIZVTP OP. DESC. VIRTUAL TECH PRG  
SALE TYPE : W TECHNICIAN NO(S). 5552  
COMPLAINT : LINCOLN OF CHARLOTTE COUNTY VIRTUAL TECHNICIAN PROGRAM

JOB NUMBER : 4 OPERATION 09LIZ01 OP. DESC. FUEL SYSTEM CONCERN  
SALE TYPE : W TECHNICIAN NO(S). 5552  
COMPLAINT : C/S THAT THE FUEL PUMP IS GETTING LOUDER. IT IS CHATTERING  
AFTER IT GETS WARM. SAID THE HIGH PRESSURE FUEL PUMP SEEMS  
WAY TO LOUD  
CAUSE : CHECKED HP FUEL PUMP, HOOK UP FDRS EEC TEST AND PERFORMED HP  
FUEL TEST, PASSES. THIS IS A MECHANICAL PUMP AND WILL BE  
LOUDER WHICH IS NORMAL. REFER TO OASIS SSM 49953 ENGINE  
SOUND ENHANCEMENT TO HELP REDUCE UNDESIRE ENGINE NOISE  
ACCESSED ACM AND ENABLED ACTIVE NOISE CONTROL BUT AS  
COMPARED TO LIKE VEHICLES THIS NOISE IS NORMAL.

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
[REDACTED]

JOB NUMBER : 5 OPERATION 60LIZ OP. DESC. INTERIOR TRIM  
SALE TYPE : W TECHNICIAN NO(S). 5552



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COMPLAINT : C/S THAT THE PASSENGER FRONT DOOR WINDOW SWITCH AND DRIVER'S DOOR MEMORY BUTTON RATTLES WHEN SWITCH TO MUSIC. MAKES A LOUD BUZZING SOUND FROM THE PANELS

CAUSE : UNABLE TO VERIFY CONCERN AT THIS TIME SWITCH PACKS ARE ALL TIGHT AND AS COMPAIRED TO LIKE VEHICLE NEW SWITCHES ARE THE SAME.

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

JOB NUMBER : 6 OPERATION 30LIZ01 OP. DESC. AUTO TRANS CONCERN

SALE TYPE : W TECHNICIAN NO(S). 5552

COMPLAINT : C/S HARD DOWN SHIFTING. SEEMS TO BE A DAILY THING NORMALLY 3 TO 2 TO 1 SLAMS INTO GEAR HARSH ENOUGH TO FEEL

CAUSE : ROAD TEST UNABLE TO VERIFY ANY ABNORMAL DOWNSHIFTS NO DTCS PRESENT REFER TO OASIS SSM 50529 AND PERFORMED MAIN CONTROL BREAK IN PROCEDURE AND RESET KAM.

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

JOB NUMBER : 7 OPERATION 51LIZ OP. DESC. BODY ELECTRICAL

SALE TYPE : W TECHNICIAN NO(S). 5552

COMPLAINT : C/S THAT THE CAMERA GLITCHES - IT TURNS BLACK SCREEN WHEN CAMERA ON. SEEMS LIKE EVERY TIME HE GETS TO WORK OR HOME SO A SHORT DRIVE THE SCREEN IS BLACK OR SPOTTY CANT SEE FOR A FEW SEC. THE FRONT CAMERA IS STARTING TO DO IT ALSO NOT SURE IF CAMERA OR A SCREEN PROBLEM

CAUSE : REAR CAMERA WENT BLUE HOOK UP FDRS AND HAS DTCS C1001:87 IN APIM PP TEST A1 = YES A2=YES A3=YES A4=YES A5=NO (R&I APIM AND REAR PANELS TO ACCESS AND TEST COAX CABLES) A6=YES A7= YES A8= YES REPLACE REAR CAMERA ORDERED AND REPLACED REAR CAMERA. RETEST AND PASSED NO DTCS FOR FRONT CAMERA AT THIS TIME. USUALLY WHEN ONE GOES OUT THE OTHERS WILL BE EFFECTED.

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

JOB NUMBER : 8 OPERATION 51LIZ01 OP. DESC. BODY ELECT CONCERN

SALE TYPE : W TECHNICIAN NO(S). 5552

COMPLAINT : C/S THE SYNC SCREEN IS FLICKERING AT TIMES SEEMS LIKE WHEN USING BACK UP CAMERA

CAUSE : TSB 22-2254 APIM UPDATES FOR FLICKERING SCREEN AND VARIOUS SYNC RELATED ISSUES, PERFORMED UPDATE AND RETEST AND VERIFIED REPAIR SYNC IS WORKING AS DESIGNED

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

JOB NUMBER : 9 OPERATION 00LIZGBK OP. DESC. GREEN BRAKES

SALE TYPE : C TECHNICIAN NO(S). 5552

COMPLAINT : GREEN BRAKES

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JOB NUMBER : 10 OPERATION 00LIZGTIRE OP. DESC. GREEN TIRES  
SALE TYPE : C TECHNICIAN NO(S). 5552  
COMPLAINT : GREEN TIRES

JOB NUMBER : 11 OPERATION 00LIZGBATT OP. DESC. GREEN BATTERY  
SALE TYPE : C TECHNICIAN NO(S). 5552  
COMPLAINT : GREEN BATTERY

JOB NUMBER : 12 OPERATION 00LIZ02 OP. DESC. RED CAP  
SALE TYPE : W TECHNICIAN NO(S). 5552  
COMPLAINT : CLAIM TYPE 11 = VEHICLE COVERAGE OWS  
PROGRAM CODE = PDL  
CUSTOMER CONCERN CODE = A99  
CAUSE : CONDITION CODE =82 CAUSAL PART = DELIVERY  
CORRECTION : PICDEL FOR PICKUP & DELIVERY \$55

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
[REDACTED]

COMMENTS : ++VALET++



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## HISTORY LISTING

PAGE 1

CUSTOMER NAME : [REDACTED] SERIAL NO. : [REDACTED]

R.O NO. : [REDACTED] R.O DATE : 06/22/2022 R.O TYPE : S  
MILEAGE : 19970 ADVISOR NO. : 78431

JOB NUMBER : 1 OPERATION 46LIZALIGN OP. DESC. ALIGNMENT 4 WHEEL  
SALE TYPE : I TECHNICIAN NO(S). 5552  
COMPLAINT : SET CAMBER & TOE TO REQUIRED SETTINGS. ADJUST CASTER  
WHERE APPLICABLE. WAS DONE AND NOT PERFECT, ALIGN MACHINE  
WENT DOWN AND DIDNT GET TO FINISH  
CAUSE : CUSTOMER REQUESTED.  
CORRECTION : PERFORMED 4-WHEEL ALIGNMENT. NEUTRALIZED ARE RIDE AND RIDE  
HIEGHT. RESET REAR TOE AND FRONT TOE. RESET AND CALIBRATED  
LDS. ROAD TEST ALL OKAY

JOB NUMBER : 2 OPERATION 00LIZ02 OP. DESC. RED CAP  
SALE TYPE : W TECHNICIAN NO(S). 5552  
COMPLAINT : CLAIM TYPE 11 = VEHICLE COVERAGE OWS  
PROGRAM CODE = PDL  
CUSTOMER CONCERN CODE = A99  
CAUSE : CONDITION CODE =82 CAUSAL PART = DELIVERY  
CORRECTION : PICDEL FOR PICKUP & DELIVERY \$55

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
[REDACTED]

JOB NUMBER : 3 OPERATION 00LIZ99P OP. DESC. MPI INSPECTION  
SALE TYPE : C TECHNICIAN NO(S). 5552  
COMPLAINT : Perform a thorough inspection of your vehicle and provide a  
detailed Vehicle Report Card. Check Fluid Levels, Inspect  
Wiper Blades, Test Battery, Inspect Tires and Brake Wear,  
Inspect safety systems and components for leaks and damage.  
CAUSE : PERFORM MULTI-POINT VEHICLE INSPECTION AND RECORD RESULTS ON  
VEHICLE REPORT CARD.  
CORRECTION : Perform multi-point vehicle inspection and record results on  
Vehicle Report Card

JOB NUMBER : 4 OPERATION 00LIZVTP OP. DESC. VIRTUAL TECH PRG  
SALE TYPE : C TECHNICIAN NO(S). 5552  
COMPLAINT : LINCOLN OF CHARLOTTE COUNTY VIRTUAL TECHNICIAN PROGRAM

JOB NUMBER : 5 OPERATION 45LIZ OP. DESC. STEERING/SUSPENSION  
SALE TYPE : W TECHNICIAN NO(S). 5552  
COMPLAINT : C/S HEARS A RATTLE FROM THE DRIVER FRONT. IT IS A WIND TYPE  
SOUND MAYBE A LOOSE WHEEL LINER CAN TELL IT LOOKS LIKE IT  
ISNT TIGHT. SOUNDS LIKE A PLASTIC OR METAL SHIELD FLAPPING  
VERY NOTICEABLE AT 60 MPH OR BETTER  
IN WIND GETS LOUDER FASTER YOU GO. (CUSTOMER WILL COME IN  
AND RIDE WITH TECH IF CANT FIND)  
CAUSE : ROAD TEST VERIFIED RATTLE FLAPPING TYPE NOISE. NOTICED ON  
ACCELL AND CRUISING OVER 60 MPH. PERFORMED NVH NON  
ROTATIONAL DIAG WITH CHASSIS EARS. ISOLATED NOISE TO LEFT

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CORRECTION : FRONT BODY SEAM.  
REMOVED LOWER SHIELD AND INSPECTED. FOUND  
WATER SLED ABOVE LF HALFSHAFT LOOSE AND CONTACTING VC BOOT  
CLAMP. RESECURED WATER SHED AND REROAD TESTED. ALL OKAY

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

JOB NUMBER : 6 OPERATION 46LIZ OP. DESC. WHEELS/TIRES  
SALE TYPE : W TECHNICIAN NO(S). 5552  
COMPLAINT : DRIVER'S SIDE INNER REAR WELL NOT INSTALLED CORRECTLY.  
CAUSE : VERIFIED CONCERN  
CORRECTION : DRIVERS SIDE FRONT INNER FENDER WELL LOOSE AND MISSING  
RETAINERS. LOOSEN REMAINING RETAINERS, REPOSITIONED FENDER  
WELL AND INSTALLED NEW FASTENERS. FENDER WELL NOW SITTING  
CORRECTLY

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

JOB NUMBER : 7 OPERATION 45LIZ03 OP. DESC. SUSPENSION CONCERN  
SALE TYPE : W TECHNICIAN NO(S). 5552  
COMPLAINT : CUSTOMER STATES THERE IS A CLINKING TYPE NOISE IN LEFT FRONT  
WHEN DRIVING ABOUT 40 MPH  
CAUSE : RELATED TO JOB 5

JOB NUMBER : 8 OPERATION 00LIZGBATT OP. DESC. GREEN BATTERY  
SALE TYPE : C TECHNICIAN NO(S). 5552  
COMPLAINT : GREEN BATTERY

JOB NUMBER : 9 OPERATION 00LIZGBK OP. DESC. GREEN BRAKES  
SALE TYPE : C TECHNICIAN NO(S). 5552  
COMPLAINT : GREEN BRAKES

JOB NUMBER : 10 OPERATION 00LIZGTIRE OP. DESC. GREEN TIRES  
SALE TYPE : C TECHNICIAN NO(S). 5552  
COMPLAINT : GREEN TIRES

COMMENTS : ++VALET++



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14:47:43

## HISTORY LISTING

PAGE 1

CUSTOMER NAME : [REDACTED] SERIAL NO. : [REDACTED]

R.O NO. : [REDACTED] R.O DATE : 05/19/2022 R.O TYPE : S  
MILEAGE : 18712 ADVISOR NO. : 149365

JOB NUMBER : 1 OPERATION 00LIZ02 OP. DESC. RED CAP  
SALE TYPE : W TECHNICIAN NO(S). 77877  
COMPLAINT : CLAIM TYPE 11 = VEHICLE COVERAGE OWS  
PROGRAM CODE = PDL  
CUSTOMER CONCERN CODE = A99  
CAUSE : CONDITION CODE =82 CAUSAL PART = DELIVERY ... SUBMITTED ...  
CORRECTION : PICDEL FOR PICKUP & DELIVERY \$55

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
[REDACTED]

JOB NUMBER : 2 OPERATION 46LIZALIGN OP. DESC. ALIGNMENT 4 WHEEL  
SALE TYPE : C TECHNICIAN NO(S). 77877  
COMPLAINT : CHECKED SHEET AND WAS IN SPEC AND UNABLE TO RE DO AT THIS  
TIME UNDER WARRANTY, FORD ONLY COVERS TO GET INTO THE  
ACCEPTABLE RANGE AND ALL ARE IN SPEC. (ALIGNMENT MACHINE IS  
DOWN CURRENTLY) .

JOB NUMBER : 3 OPERATION 00LIZ99P OP. DESC. MPI INSPECTION  
SALE TYPE : W TECHNICIAN NO(S). 77877  
COMPLAINT : Perform a thorough inspection of your vehicle and provide a  
detailed Vehicle Report Card. Check Fluid Levels, Inspect  
Wiper Blades, Test Battery, Inspect Tires and Brake Wear,  
Inspect safety systems and components for leaks and damage.  
CAUSE : PERFORM MULTI-POINT VEHICLE INSPECTION AND RECORD RESULTS ON  
VEHICLE REPORT CARD.  
CORRECTION : Perform multi-point vehicle inspection and record results on  
Vehicle Report Card

JOB NUMBER : 4 OPERATION 00LIZVTP OP. DESC. VIRTUAL TECH PRG  
SALE TYPE : W TECHNICIAN NO(S). 77877  
COMPLAINT : LINCOLN OF CHARLOTTE COUNTY VIRTUAL TECHNICIAN PROGRAM

JOB NUMBER : 5 OPERATION 51LIZ OP. DESC. BODY ELECTRICAL  
SALE TYPE : W TECHNICIAN NO(S). 77877  
COMPLAINT : C/S WHEN DRIVING AND PLAYING MUSIC OR HITTING BUMPS GETS A  
RATTLE FROM THE DOOR. VERIFIED WITH TAPE IT IS COMING FROM  
THE WINDOW SWITCH. SWITCH WHEN HELD WILL STOP RATTLE SOUND  
AND LET GO BACK TO SOUND. WANTS THE DOOR PINS REPLACED IF  
NEEDS TO REMOVE DOOR PANEL  
CAUSE : ROAD TESTED AND VERIFIED CONCERN, CAN HEAR A RATTLE WHEN  
TRAVELING, ROAD TEST AND CAN HEAR WHEN GOING OVER BUMPS ECT.  
TAPED OFF ON ROAD TEST EXT TRIM NO CHANGE, NARROWED TO INT  
DOOR PANEL AND TESTED OUT SPEAKERS AND VERIFIED WORKING AS  
DESIGNED, FOUND THE RATTLE WHEN HITTING BUMPS OR PLAYING  
MUSIC LOUD FROM PASS WINDOW SWITCH AND ORDERED NEW SWITCH  
REPLACED AND VERIFIED SOUND IS GONE. REPLACED PASS WINDOW

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HISTORY LISTING

PAGE 2

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SWITCH AND RETESTED OK SOUND IS  
GONE.

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.



COMMENTS : ++VALET++



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## HISTORY LISTING

PAGE 1

CUSTOMER NAME : [REDACTED]

SERIAL NO. : [REDACTED]

R.O NO. : [REDACTED]

R.O DATE : 04/26/2022

R.O TYPE : S

MILEAGE : 18129

ADVISOR NO. : 149365

JOB NUMBER : 1 OPERATION 00LIZ02 OP. DESC. RED CAP

SALE TYPE : W TECHNICIAN NO(S). 77877

COMPLAINT : CLAIM TYPE 11 = VEHICLE COVERAGE OWS  
PROGRAM CODE = PDL

CUSTOMER CONCERN CODE = A99

CAUSE : CONDITION CODE =82 CAUSAL PART = DELIVERY

CORRECTION : PICDEL FOR PICKUP &amp; DELIVERY \$55

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
[REDACTED]

JOB NUMBER : 2 OPERATION 46LIZALIGN OP. DESC. ALIGNMENT 4 WHEEL

SALE TYPE : I TECHNICIAN NO(S). 77877

COMPLAINT : SET CAMBER & TOE TO REQUIRED SETTINGS. ADJUST CASTER  
WHERE APPLICABLE. C/S THE STEERING WHEEL IS OFF TO THE LEFT  
AND SEEMS TO DRIFT LEFT

CAUSE : CUSTOMER REQUESTED.

CORRECTION : COMPLETED ALIGNMENT. CHARGE TO SALES PER MIKE

JOB NUMBER : 3 OPERATION 40LIZ OP. DESC. BRAKES

SALE TYPE : W TECHNICIAN NO(S). 77877

COMPLAINT : C/S THAT THE REAR BRAKE ROTORS ARE WARPED. C/S WENT OUT OF  
TOWN DRIVES ON HIGHWAY AND THEN BACK IN TOWN CAR SEEMS TO  
HAVE A SHIMMY WANTS TO MAKE SURE THEY ARE GOOD. THINKS HAS A  
PULSATION FROM 30 MPH TO STOPCAUSE : ROAD TEST - UNABLE TO VERIFY CONCERN, LIFTED VEHICLE AND  
INSPECTED BRAKES , NO PILLING OR SCORING ON ROTORS, COULD  
NOT DUPLICATE CONCERN AT THIS TIME. RE- ROAD TEST WITH  
ADVISOR AND STILL UNABLE TO VERIFY. BRAKES ARE WORKING AS  
DESIGNED AT THIS TIME AND NO CODES OR SSM OR TSBS ON CONCERNWARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
[REDACTED]

JOB NUMBER : 4 OPERATION 30LIZ OP. DESC. AUTO TRANSMISSION

SALE TYPE : W TECHNICIAN NO(S). 77877

COMPLAINT : C/S THAT THE CAR CLUNKS IN REVERSE. THERE IS A DELAY INTO  
REVERSE. SEEMS TO TAKE A WHILE TO CHANGE AND IF YOU GIVE IT  
GAS IT CLUNKS. C/S TURNED OFF AUTO HOLD ALREADY. C/S CAN  
TAKE 5 SEC OR MORE TO CHANGE INTO REVERSE BUT NO MATTER HOW  
LONG YOU WAIT IT CLUNKS INTO GEAR. SEEMS LIKE FROM 2 TO 1  
HAS HARSH ENGAGEMENTCAUSE : AUTO TRANS DIAG AND RETRIEVED DTCS NONE RELATED, CHECKED FOR  
TSB OR SSM FOUND RELATED SSM #50529. PERFORMED TRANS  
ACCELERATED MAIN CONTROL BREAK IN ROUTINE. CLEAR TRANS  
ADAPTIVE LEARN, PERFORMED ADAPTIVE DRIVE CYCLES. RE TESTED  
NUMEROUS TIMES AND PASSES VERIFIED WORKING AS DESIGNED



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# HISTORY LISTING

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WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

JOB NUMBER : 5 OPERATION 00LIZ99P OP. DESC. MPI INSPECTION

SALE TYPE : W TECHNICIAN NO(S). 77877

COMPLAINT : Perform a thorough inspection of your vehicle and provide a detailed Vehicle Report Card. Check Fluid Levels, Inspect Wiper Blades, Test Battery, Inspect Tires and Brake Wear, Inspect safety systems and components for leaks and damage.

CAUSE : PERFORM MULTI-POINT VEHICLE INSPECTION AND RECORD RESULTS ON VEHICLE REPORT CARD.

CORRECTION : Perform multi-point vehicle inspection and record results on Vehicle Report Card

JOB NUMBER : 6 OPERATION 00LIZVTP OP. DESC. VIRTUAL TECH PRG

SALE TYPE : W TECHNICIAN NO(S). 77877

COMPLAINT : LINCOLN OF CHARLOTTE COUNTY VIRTUAL TECHNICIAN PROGRAM

JOB NUMBER : 7 OPERATION 51LIZ OP. DESC. BODY ELECTRICAL

SALE TYPE : W TECHNICIAN NO(S). 77877

COMPLAINT : C/S INTERMITTENTLY THE BACK UP CAMERA WONT WORK AND GOES ALL SEEMS LIKE THE BOTTOM OF SCREEN GLITCHES AND ONLY LAST A FEW SEC THEN GOES BACK TO NORMAL

CAUSE : BACK UP CAMERA PERFORMED BODY ELEC DIAG NO RELATED CODES , PERFORMED APIM / SYNC RESET CHECK FOR SYNC CALIBRATION AND FOUND UP TO DATE, CHECKED FOR TSB OR SSM NONE RELATED. UNABLE TO VERIFY CONCERN AT THIS TIME. ADVISE THE RESET AND MASTER RESET OF SYNC SYSTEM AND APIM MA HAVE SOLVED ISSUE PLEASE CALL AND LET US KNOW IF PROBLEM COMES BACK.

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

JOB NUMBER : 8 OPERATION 60LIZ OP. DESC. INTERIOR TRIM

SALE TYPE : W TECHNICIAN NO(S). 77877

COMPLAINT : C/S RATTLE IN RIGHT REAR DOOR. ALREADY EMPTIED IT OUT, SEEMS TO HAPPEN ANY TIME GOING OVER 55 MPH WONT STOP RATTILING

CAUSE : ROAD TEST WITH ADVISOR AND VERIFIED A RATTLE SOUND FROM REAR MIDDLE OF CAR, RAISE AND INSPECT UNDER BODY PANELS AND FOUND RIGHT SIDE LOOSE, TIGHTENED HUSH PANELS AND ROAD TESTED AGAIN PASSED NO SOUND PRESENT AT THIS TIME

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

JOB NUMBER : 9 OPERATION 60LIZ01 OP. DESC. INTERIOR TRIM CONCR

SALE TYPE : W TECHNICIAN NO(S). 77877

COMPLAINT : C/S THAT THE SPEAKER IS BLOWN IN FRONT PASSENGER DOOR. MAKES A CRACKLE SOUND MOST THE TIME (PLAY MICHAEL JACKSON BILLY JEAN DOES IT EVERYTIME) RADIO ONLY ON ABOUT 16

CAUSE : SYNC PHONE TO RADIO AND PLAYED SUGGESTED SONG "BILLY JEAN"



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## HISTORY LISTING

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AS LOUD AS CAR WILL GO AND UNABLE TO VERIFY CONCERN, TRIED  
SEVERAL OTHER SONGS AND STILL CANT GET A CRACKLE (ROAD TEST  
WITH ADVISOR STILL UNABLE TO VERIFY) ADVISE TO CALL AND GET  
BACK IN IF PROBLEM COMES BACK

JOB NUMBER : 10 OPERATION 11LIZ OP. DESC. ENGINE MINOR  
SALE TYPE : W TECHNICIAN NO(S). 77877  
COMPLAINT : C/S THAT WHEN CAR FIRST STARTED IN AM, THE ENGINE RATTLES  
FOR FIRST COUPLE MINUTES. FOR ABOUT 1 MIN COULD BE HIGH  
PRESSURE FUEL PUMP  
CAUSE : ENGINE SOUND ON COLD SOAK VERIFIED AND ISOLATED TO HIGH  
PRESSURE FUEL SYSTEM, COMPARED TO LIKE VEHICLE AND HAS THE  
SAME NOISE AND IS NORMAL CHARACTERISTIC

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
[REDACTED]

JOB NUMBER : 11 OPERATION 51LIZZ OP. DESC. BODY ELECT CONCERN  
SALE TYPE : W TECHNICIAN NO(S). 77877  
COMPLAINT : C/S INTERMITTENTLY TH4E SCREEN WILL FREEZE AND GLITCH ALSO  
NOTICED THE SCREEN GETS LIKE RAINBOW COLORED LINES ACROSS IT  
AND THEN THE WHOLE SCREEN WENT BLACK AND CAME BACK ON .  
THINKS WHEN YOU TURN OFF WIFI IT CAN CAUSE THE PROBLEM  
CAUSE : UNABLE TO VERIFY, ALREADY DID SYNC AND APIM RESET AND  
CHECKED FOR LATEST SOFTWARE WHICH MAY HAVE SOLVED ISSUE  
CUSTOMER WAS HAVING, ADVISE TO CALL AND GET BACK IN IF  
PROBLEM COMES BACK

JOB NUMBER : 12 OPERATION 00LIZSWASH OP. DESC. COURTESY WASH  
SALE TYPE : C TECHNICIAN NO(S). 77877  
COMPLAINT : LINCOLN SERVICE COURTESY WASH  
CORRECTION : PERFORMED LINCOLN COURTESY WASH

JOB NUMBER : 13 OPERATION 51LIZ12 OP. DESC. GENERAL CONCERN  
SALE TYPE : C TECHNICIAN NO(S). 77877  
COMPLAINT : C/S WANTS TO KNOW IF THERE IS A WAY TO ADD THE WIRELESS  
CHARGER THROUGH LINCOLN  
CAUSE : UNABLE TO FIND A FORD SYSTEM TO ADD, DID FIND SOME  
AFTERMARKET KITS BUT CANT BE INSTALLED HERE OR WARRANTIED

JOB NUMBER : 14 OPERATION 51LIZZ1 OP. DESC. BODY ELECT CONCERN  
SALE TYPE : W TECHNICIAN NO(S). 77877  
COMPLAINT : C/S ON THE HEAD LIGHTS AT NIGHT THEY SEEM TO BE OFF AND HAS  
LARGE BLACK SPOTS ON GARAGE MIGHT BE NORMAL JUST WANTS TO  
MAKE SURE IT IS NORMAL TO HAVE THE DARK SPOTS AT THE TOP  
DRIVER SIDE, LIGHTS UP ON BOTH SIDES OF IT  
CAUSE : NOTICED CUSTOMERS CONCERN ON LIGHT AND CHECKED WITH SIMILAR  
VEHICLE AND IS THE SAME. NORMAL CHARACTERISTIC

JOB NUMBER : 15 OPERATION 00LIZGBATT OP. DESC. GREEN BATTERY



LINCOLN  
(941) 921-4402

**ED HOWARD**  
**Lincoln Mazda**  
7110 South Tamiami Trail \* Sarasota, FL  
Fax: (941) 922-3843  
Repair Shop Registration Number: MV-5906



91072 SMI

|                                             |                   |                  |            |                     |             |                |                    |             |
|---------------------------------------------|-------------------|------------------|------------|---------------------|-------------|----------------|--------------------|-------------|
| [REDACTED]<br>PORT CHARLOTTE, FL [REDACTED] |                   | VEHICLE ID       |            | MILES IN            | MILES OUT   | DATE/TIME IN   | DATE OUT           | INVOICE NO. |
|                                             |                   | [REDACTED]       |            | 31792               | 31802       | 08/01/23 09:00 | 08/07/23           | [REDACTED]  |
| VEHICLE DESCRIPTION                         |                   |                  |            |                     |             | TAG NO.        | STATUS             |             |
| 2021 LINCOLN AVIATOR RE                     |                   |                  |            |                     |             | [REDACTED]     | PARTIAL-COMPLETE-P |             |
| CONTROL NO.                                 | LICENSE PLATE NO. | CUST. LABOR RATE | PROD. DATE | IN-SERV DATE        | DELIV. DATE | DELIV. MILES   | TERMS              |             |
| [REDACTED]                                  |                   |                  |            | 04/20/21            |             |                | No Charge          |             |
| CELL                                        | PHONE 2           | PHONE 3          | STOCK NO.  | SERV. ADV.          |             |                | RO COMMENT         |             |
| [REDACTED]                                  |                   |                  |            | LANORA SMILEY (338) |             |                |                    |             |

| Line          | Op-Code                                                                                                                                                                            | Fail Code | Tech | Hours | Type     | Amount |
|---------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|------|-------|----------|--------|
| A *           |                                                                                                                                                                                    |           | A81  |       | Warranty |        |
| Concern       | CUST STATES WHEN MODERATELY BRAKING, THERE IS A LOUD BANGING THROUGHOUT THE VEH, HAPPENS CONSISTENTLY, DOESN'T MATTER WHAT SPEED YOU ARE BRAKING FROM                              |           |      |       |          |        |
| Correction    | VERIFIED CUSTOMERS COMPLAINT, COMPARED TO LIKE UNIT AND IS A NORMAL FUNCTION OF THE BRAKING SYSTEM                                                                                 |           |      |       |          |        |
| B             |                                                                                                                                                                                    |           | A81  |       | Warranty |        |
| Concern       | CUST STATES WHEN HE PARKS ON A REVERSE INCLINE AND HE PUTS VEH IN DRIVE, IT MAKES A LOUD CLUNK                                                                                     |           |      |       |          |        |
| Correction    | COULD NOT DUPLICATE CONCERN, TEST DROVE VEHICLE WHILE MONITORING SHIFT SOLENOID PIDS AND NO CLUNKING OR SHIFTING CONCERNS PRESENT AT THIS TIME.                                    |           |      |       |          |        |
| C             |                                                                                                                                                                                    |           | A81  |       | Warranty |        |
| Concern       | CUST STATES WHEN HE TURNS ON ADAPTIVE CRUISE, 50% OF THE TIME IT VEERS WAY TO THE LEFT, THEN IT SEEMS TO FIND ITSELF AND WORKS OK, ANOTHER DEALER FIXED THIS, NOW IT HAS COME BACK |           |      |       |          |        |
| Correction    | COULD NOT DUPLICATE CONCERN,                                                                                                                                                       |           |      |       |          |        |
| D             |                                                                                                                                                                                    |           | A81  |       | Warranty |        |
| Concern       | CUST STATES AT 80MPH, EVERYTHING IN VEH IS SHAKING, CAN SEE VISORS SHAKING, SEATS SHAKING, STUFF IN HIS WORK BUCKET, A LOT OF SHAKING, AND IT IS GETTING WORSE                     |           |      |       |          |        |
| Correction    | DROVE VEHICLE AT 80MPH AND NO VIBRATIONS FELT.                                                                                                                                     |           |      |       |          |        |
| E             |                                                                                                                                                                                    |           | A81  |       | Customer | \$0.00 |
| Concern       | CUST STATES THE CORNERS OF THE TOW HITCH COVER KEEP POPPING OUT, EVERYDAY HE HAS TO PUSH THEM BACK IN                                                                              |           |      |       |          |        |
| Correction    | VERIFIED CONCERN, ORDERED HITCH COVER                                                                                                                                              |           |      |       |          |        |
| Line Total... |                                                                                                                                                                                    |           |      |       |          | \$0.00 |
| F             |                                                                                                                                                                                    |           | A81  |       | Warranty |        |
| Concern       | CUST STATES HE DOESN'T FEEL ANYTHING FROM A/C SEAT, CAN HEAR FAN/MOTOR RUNNING                                                                                                     |           |      |       |          |        |
| Correction    | CHECKED AC SEAT IS FUNCTIONS NORMAL, COMPARED TO LIKE UNIT.                                                                                                                        |           |      |       |          |        |

|                        |                                                                                                                                                          |                         |            |                     |                  |                |                    |             |
|------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|------------|---------------------|------------------|----------------|--------------------|-------------|
| [REDACTED]             |                                                                                                                                                          | VEHICLE ID              |            | MILES IN            | MILES OUT        | DATE/TIME IN   | DATE OUT           | INVOICE NO. |
|                        |                                                                                                                                                          | [REDACTED]              |            | 31792               | 31802            | 08/01/23 09:00 | 08/07/23           | [REDACTED]  |
| PORT CHARLOTTE, FL     |                                                                                                                                                          | VEHICLE DESCRIPTION     |            |                     |                  | TAG NO.        | STATUS             |             |
| [REDACTED]             |                                                                                                                                                          | 2021 LINCOLN AVIATOR RE |            |                     |                  | [REDACTED]     | PARTIAL-COMPLETE-P |             |
| CONTROL NO.            | LICENSE PLATE NO.                                                                                                                                        | CUST. LABOR RATE        | PROD. DATE | IN-SERV DATE        | DELIV. DATE      | DELIV. MILES   | TERMS              |             |
| [REDACTED]             |                                                                                                                                                          |                         |            | 04/20/21            |                  |                | No Charge          |             |
| CELL                   | PHONE 2                                                                                                                                                  | PHONE 3                 | STOCK NO.  | SERV. ADV.          |                  |                | RO COMMENT         |             |
| [REDACTED]             |                                                                                                                                                          |                         |            | LANORA SMILEY (338) |                  |                |                    |             |
| Line                   | Op-Code                                                                                                                                                  | Fail Code               | Tech       | Hours               | Type             | Amount         |                    |             |
| G                      |                                                                                                                                                          |                         | A81        |                     | Warranty         |                |                    |             |
| Concern                | CUST STATES AUTO UPDATES ISN'T WORKING PROPERLY, HE PAID FOR MOBILE WI-FI, HE CAN HOOK UP TO WI-FI HOT SPOT ON THE PHONE, BUT WON'T CONNECT TO VEH WI-FI |                         |            |                     |                  |                |                    |             |
| Cause                  | VERIFIED CONCERN,                                                                                                                                        |                         |            |                     |                  |                |                    |             |
| Correction             | PERFORMED SYNC UPDATE. RETEST OK                                                                                                                         |                         |            |                     |                  |                |                    |             |
| H                      |                                                                                                                                                          |                         | A81        |                     | Warranty         |                |                    |             |
| Concern                | CUST STATES WHEN HE GETS IN VEH, THE SEAT SETTINGS FOR INFLATORS IN SEAT JUST MOVE AROUND, THEY HAVE A MIND OF THEIR OWN, ALL OTHER MEMORY WORKS OK      |                         |            |                     |                  |                |                    |             |
| Correction             | NO PROBLEM FOUND THIS VISIT                                                                                                                              |                         |            |                     |                  |                |                    |             |
| I                      |                                                                                                                                                          |                         | A81        |                     | Warranty         |                |                    |             |
| Concern                | CUST STATES LH SIDE MAP LIGHT RANDOMLY COMES ON                                                                                                          |                         |            |                     |                  |                |                    |             |
| Cause                  | VERIFIED CONCERN, ORDERED OVERHEAD CONSOLE ASSY.                                                                                                         |                         |            |                     |                  |                |                    |             |
| J                      | 99P                                                                                                                                                      |                         | A81        |                     | Customer         |                | \$0.00             |             |
| Concern                | FREE MULTI-POINT INSPECTION                                                                                                                              |                         |            |                     |                  |                |                    |             |
|                        |                                                                                                                                                          |                         |            |                     |                  | Line Total...  | \$0.00             |             |
| K                      | QWASH                                                                                                                                                    |                         | D44        |                     | Internal         |                |                    |             |
| Concern                | COMPLIMENTARY WASH, THANK YOU FOR YOUR BUSINESS                                                                                                          |                         |            |                     |                  |                |                    |             |
| L                      | RENTAL                                                                                                                                                   |                         | A81        |                     | Warranty         |                |                    |             |
| Concern                | CUSTOMER REQUESTS RENTAL                                                                                                                                 |                         |            |                     |                  |                |                    |             |
| Correction             | SUPPLIED CUST WITH RENTAL                                                                                                                                |                         |            |                     |                  |                |                    |             |
| Misc. Code             |                                                                                                                                                          | Description             |            |                     | Qty.             |                |                    |             |
| REN                    |                                                                                                                                                          | Rental [REDACTED]       |            |                     | 7.0              |                |                    |             |
| Warranty Claim Type: F |                                                                                                                                                          | Authorization Code:     |            |                     | Service Cont No: |                |                    |             |



|                         |                   |                  |            |                     |                    |              |
|-------------------------|-------------------|------------------|------------|---------------------|--------------------|--------------|
| VEHICLE ID              |                   | MILES IN         | MILES OUT  | DATE/TIME IN        | DATE OUT           | INVOICE NO.  |
| [REDACTED]              |                   | 31792            | 31802      | 08/01/23 09:00      | 08/07/23           | [REDACTED]   |
| VEHICLE DESCRIPTION     |                   |                  |            | TAG NO.             | STATUS             |              |
| 2021 LINCOLN AVIATOR RE |                   |                  |            | [REDACTED]          | PARTIAL-COMPLETE-P |              |
| CONTROL NO.             | LICENSE PLATE NO. | CUST. LABOR RATE | PROD. DATE | IN-SERV DATE        | DELIV. DATE        | DELIV. MILES |
| [REDACTED]              | [REDACTED]        |                  |            | 04/20/21            |                    |              |
| CELL                    | PHONE 2           | PHONE 3          | STOCK NO.  | SERV. ADV.          |                    | RO COMMENT   |
| [REDACTED]              |                   |                  |            | LANORA SMILEY (338) |                    |              |

Totals

|                  |        |
|------------------|--------|
|                  | Amount |
| Total Amount Due | \$0.00 |

**WARRANTY DISCLAIMER:**

ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THIS 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 ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMERS 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:** A charge equal to 5% of the total of labor and parts, not to exceed \$50.00, will be added to the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s. 403.716], and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state [s. 403.7185].

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.

X \_\_\_\_\_  
Customer Signature Date

X \_\_\_\_\_  
Authorized Dealership Representative Signature Date

Section 501.98, Florida Statutes, requires at least 30 days before bringing any claim against a motor vehicle dealer for an unfair, or deceptive trade practice, a consumer must provide the dealer with a written demand letter stating the name address, and telephone number of the consumer; the name and address of the dealer, a description of the facts that serve as the basis of the claim; the amount of damages; and copies of any documents in the possession of the consumer which relate to the claim. Such notice must be delivered by the United States Postal Service or by a nationally recognized carrier, return receipt requested, to the address where the subject vehicle was purchased or leased or where the subject transaction occurred, or an address at which the dealer regularly conducts business. ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

X \_\_\_\_\_  
Customer Signature Date

CASE NUMBER: [REDACTED] STATUS: Information Provided  
OPEN: 08-14-2023 CLOSED: 08-14-2023 BUSINESS UNIT NAME: Ford  
RESPONSE TEAM: Lincoln Concierge NA CRC COMMUNICATION: Phone  
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | CCT Criteria |  
DEALER NAME: Lincoln of Coconut Creek  
PA CODE: 11482 DLR SALES CODE: 25256 REGION: NE ZONE: NEF  
VIN: [REDACTED] MODEL YEAR: 2020 MODEL: AVIATOR MILEAGE: 16,200  
BODY STYLE: J9X - AVIATOR BLK LBL AWD 4-DR MPV  
LAST NAME FIRST NAME MIDDLE: [REDACTED] |  
ADDRESS: [REDACTED]  
CITY STATE ZIP COUNTRY: CORAL SPRINGS | FL | [REDACTED] | USA  
HOME PHONE: [REDACTED]  
SYMPTOMS: Driver Aides & Information | SYNC/Digital Experience | Information/Display | Inoperative  
ANALYST NAME: Victoria Seybold OPEN ANALYST NAME: Victoria Seybold  
COMMENTS:

2023-08-14 23:14:59 DEL SAYS: del had backup camera recall done on the veh and it did not resolve the issue. Clt is also having issues with sync screen, brakes when backing up, and the collision assist malfunctioning. PER DEL DLR SAYS: Full fix for recall is not avail yet. CSM ADVISED: I adv clt to make an appt to have the other issues resolved and to call me if there are any further issues. Provided contact number. NEXT STEPS: close case.

CASE ATTACHMENTS:



CASE NUMBER: [REDACTED] STATUS: Resolved  
OPEN: 09-19-2023 CLOSED: 10-10-2023 BUSINESS UNIT NAME: Ford  
RESPONSE TEAM: Lincoln Concierge NA CRC COMMUNICATION: Phone  
CASE CLASS LV 1234: Vehicle Concern | Buyback Request | Non-California Vehicle | CCT Criteria  
DEALER NAME: Green Ford  
PA CODE: 01131 DLR SALES CODE: 21221 REGION: S2 ZONE: S2D  
[REDACTED] MODEL YEAR: 2023 MODEL: NAVIGATOR MILEAGE: 5,000  
BODY STYLE: J2T - NAVIGATOR BL 4X4 4DR  
LAST NAME FIRST NAME MIDDLE: [REDACTED]  
ADDRESS: [REDACTED]  
CITY STATE ZIP COUNTRY: GREENSBORO | NC | [REDACTED] | USA  
HOME PHONE: [REDACTED]  
SYMPTOMS: Driver Aides & Information | BlueCruise/Active Glide | Controls | Inoperative  
ANALYST NAME: Roberta Brown OPEN ANALYST NAME: Sandra Goulart  
COMMENTS:  
2023-09-19 20:16:47

CLT SAYS: I have a 2023 Navigator, that has been at the RTL for about 34 business days with countless electronic issues, ranging from the Active Glide coming on and staying on, the volume button not working, all icons on screen fading.  
When I turn heated seats on it cools.  
2 weeks after I purchased the VEH I had to bring it back to the RTL for the water that was leaking in to the VEH. The RTL had to remove all the trim and interior panels.  
The RTL has not been able to remove the stain on the roof from the water leak.  
The VEH has been to the RTL for repairs 5 times.

We are currently awaiting an Apim, RTL does not know when the part will be available  
RTL says the interface Module is not working.

The first time the VEH was brought to the RTL was due to a water through a speaker from the sunroof,  
RTL does not think the leak is to blame for the electronic issues.

at one point I had to bring the VEH into the RTL due to 17 different warning signals coming on, including active glide,  
Car play would not disconnect.  
Audio Icons fading.  
VEH has to be restarted to clear the monitor.  
Left trigger on steering wheel not working, RTL is unsure why.  
unable to change any setting on the monitor.  
RTL replaced Interface module.  
cruz control not working.  
CLT states she has a lemon, she wants us to replace or repurchase her VEH,  
CLT REQST GFR.

PER CLT DLR SAYS: RTL does not think the leak is to blame for the electronic issues.

CSM ADVISED: I will be happy to start a GFR for you.

CLT will be out of the country from 10/2-10/27d

I paid \$125,000 for this VEH, I got a lemon.  
The RTL is no help, they told me to call you.  
The service department is not keeping me updated.

SA Kevin Kraven  
Sales Bain Robert

NEXT STEPS: GFR questionnaire.

2023-09-19 20:21:59

GFR Initial Intake Questions to Client: 1) Where is the vehicle located? (DLR, client possession, or third party?) currently at RTL since Sept 1st 2) Mileage of vehicle? 5,000 3) Is the vehicle leased or purchased? purchased 4) Is client original owner? yes original June 10th 4.a) If no, date and mileage purchased? 4.b) Who was the vehicle purchased from? (F/L DLR, individual, or 3rd Party?) Green Lincoln 5) State where the vehicle was purchased? NC 6) State where the vehicle is registered? NC 7) Is the client in a loaner? If yes, who is paying? If no, do you need a loaner? 2018 MKZ loaner 8) Client's alleged number of repair attempts for the same non-conformity? 5 9) Alleged number of days out of service for warranty repairs? 33 business days 10) All retailers where repair attempts have occurred? Green Ford SA Kevin,

2023-09-19 21:00:09

<<CSM Sandra x77209 OBC/ to RTL SPOKE TO: Service Dept. Transferred me to VM xt 3513 LVM REQST all RO on VEH be emailed to me, NEXT STEPS: GFR milestones

2023-09-19 22:03:03

OBE/CLT [REDACTED], I hope this email finds you well. As per our conversation, I am emailing you to provide you the case number which is the subject line of this email and my contact information is listed below for your reference.. Thank you for being the best part of Lincoln.

2023-09-20 14:55:35

VIN: 5 [REDACTED]  
Case #: [REDACTED]  
CAS [REDACTED]  
Miles : 5000  
State: NC  
New or Used? New  
Is it still at the dealership: Yes  
If yes, RO start date: 09/01/2023  
Concern: Line A= blue cruise keeps coming on it happens while both hands are on the wheel front facing with no sun glasses . Line B= VEH automatically breaks , driver monitor fault message displays . Line C = sync screen sometimes freezes and will not move, Screen will often freeze when using direction button while hand is on left side of the steering wheel. Line D = customer states cup holder on rear middle console will not stay closed. Line E = customer states two placis trim pieces have fallen off of flash around center stack " parts on shelf but its beneath the radio. "  
  
Days down: 19 days  
Calendar or business days: Calendar  
Repair attempts total: 0  
Repair attempts for same repair: 0

2023-09-20 17:55:57

> OBC to RTL ( 3362928310 ) SPOKE TO: SA ADV to get the information below : VIN: [REDACTED] Case #: [REDACTED] Miles : 5000 State: NC New or Used? New Is it still at the dealership: Yes If yes, RO start date: 09/01/2023 Concern: Line A= blue cruise keeps coming on it happens while both hands are on the wheel front facing with no sun glasses . Line B= VEH automatically breaks , driver monitor fault message displays . Line C = sync screen sometimes freezes and will not move, Screen will often freeze when using direction button while hand is on left side of the steering wheel. Line D = customer states cup holder on rear middle console will not stay closed. Line E = customer states two placis trim pieces have fallen off of flash around center stack " parts on shelf but its beneath the radio. " Days down: 19 days Calendar or business days: Calendar Repair attempts total: 0 Repair attempts for same repair: 0 NEXT STEPS: F/u with SA to get rental detail information

2023-09-21 14:52:35

> OBC to RTL ( 3362928310 ) SPOKE TO: Called to speak to SA there was no answer so I left a detailed voicemail. NEXT STEPS: F/U with the SA after lunch time and gather the rental detail information

2023-09-21 19:10:04

> OBC to RTL ( 3362928310 ) SPOKE TO: Called to speak to SA there was no answer so I left a detailed voicemail. NEXT STEPS: F/U with the SA on 09/22/2023 to get the rental detail information

2023-09-22 16:32:17

OM Autumn- COM reviewed case. At this time COM does recommend replacement. GFR Approved

2023-09-22 16:33:44

COM Autumn- COM reviewed case. At this time COM does recommend replacement. GFR Approved

2023-09-22 18:39:03

> OBC TO CLT ( [REDACTED] )

SPOKE TO: DEL ( Wife)  
I ADV the DEL [REDACTED] , I am happy to let you know that I have completed your GFR, and I was able to approve your request. I will be submitting the paperwork today to our Re-Acquired Vehicles team, who will handle the case from here. They will assign your case to an agent, who will reach out within 5 business days and become your main point of contact. I will be in touch one last time to make sure that RAV reached out. informed the DEL that I would F/u on 10/02/2023. DEL also stated that they will be traveling to Greece and she's not sure if they will be there when I call, if not she said I could text her. CLT and DEL travel dates are : 10/02/2023-10/27/2023 for future reference.

NEXT STEPS: F/U with CLT on 10/02/2023 to see if RAV team reached out.

2023-09-22 18:41:33

> OBC RTL ( 3362928310 ) SPOKE TO: No answer Left VM . I called the SA to inform him of the CLT GFR approval. SA did not answer. I have tried multiple times to reach out to the SA and I have not been able to do so. NEXT STEPS: F/U with SA on 09/26/2023

2023-09-22 19:18:15

CSM transmitted

Ford RAV Case Transmission  
CASE NUMBER: [REDACTED]

2023-09-22 19:23:08

> OBC CLT ( [REDACTED] ) SPOKE TO: DEL I called DEL to ask if her VEH was registred and purchased in her home state. I also asked the CLT if she would like a new VEH or a buyback. NEXT STEPS: F/u with CLT on 10/02/2023 To see if RAV reached out

2023-09-22 21:39:48

COM transmitted case # [REDACTED]

2023-09-27 01:42:14

RAV has received and accepted the case. Customer contact is forthcoming.

2023-10-05 16:52:21

> OBC to CLT ( [REDACTED] ) SPOKE TO: CLT I called the CLT to see if the RAV team reach out to her. CLT stated that she talked to [REDACTED] from the RAV team and that she has his email and phone number. I also explained to the CLT that they will be her point of contact from know on and that I will send her a end of case email with my information on it, if she needs to reach out to me. NEXT STEPS: F/U with RTL to see if we owe any money for repairs.

2023-10-10 17:38:54

Reached out multiple times to RTL to see if we owed for repairs. Never received an answer. Closing case.

2023-12-07 22:41:19

> IBC to CLT ( [REDACTED] ) SPOKE TO: CLT CLT left me a VM, so I returned the call. CLT wanted to know why RAV has not reached out yet. I apologized to the CLT and ADV the CLT that they should be reaching out as soon as possible. NEXT STEPS : Case Closed.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Information Provided  
OPEN: 10-20-2023 CLOSED: 10-20-2023 BUSINESS UNIT NAME: Ford  
RESPONSE TEAM: Lincoln Concierge NA CRC COMMUNICATION: Phone  
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has not been to dealer |  
DEALER NAME: Parks Lincoln of Tampa  
PA CODE: 11645 DLR SALES CODE: 25168 REGION: NE ZONE: NEF  
VIN: [REDACTED] MODEL YEAR: 2023 MODEL: NAVIGATOR MILEAGE: 5,051  
BODY STYLE: J3T - NAVIGATOR L BL 4X4 4DR  
LAST NAME FIRST NAME MIDDLE: [REDACTED]  
ADDRESS: [REDACTED]  
CITY STATE ZIP COUNTRY: TAMPA | FL | [REDACTED] | USA  
HOME PHONE: [REDACTED]  
SYMPTOMS: Driver Aides & Information | Driver Alert | Performance | Inoperative  
ANALYST NAME: Klarissa Robertson OPEN ANALYST NAME: Klarissa Robertson  
COMMENTS:  
2023-10-20 15:26:05

CLT SAYS: she purchased her veh in June and has had a glitch with the front camera intermittently turns on and off. CLT adv that the pre-collision and cruise control also do not work. CLT adv she has had the veh to the rtl twice and mobile service coming out to diag nose the issue. CLT adv she wants to know what she can do and if she can go to another rtl. CLT adv her nearest rtl is the one she has been working with. CLT adv the mobile service came out to diagnose veh but has not heard back. CLT asked about diag. CLT said ok and adv she will need the time to be scheduled so that she can drop child off to school. PER CLT, DLR SAYS: N/A CSM ADVISED: CLT can take her veh to any Lincoln or Ford rtl. CSM adv Ford rtl are certified to take care of her veh. CSM adv they may not have loaners or other Lincoln privileges available however. CSM looked up other rtl in clt area. CSM adv I can call them if clt would like to see about appointment times or update. OBC to RTL |SPOKE TO: Faith in Service CSM adv I am calling for clt and asked about appointments for clt. RTL adv she has appointment for 11/8 with loaner or 10/24-25 without loaner. CSM asked rtl about diag for mobile service. RTL adv she spoke with Moble Service advisor and SA Harry who adv no conclusion to diag, but adv appt for 10/30 with full PUDL and they will be engaging the engineering tech. CSM adv I can adv clt and then transfer. RTL said ok. CSM adv clt of appointment times. CSM adv clt I will ask rtl. CSM adv clt that rtl is able to schedule appointment for 10/30 with PUDL and they will be engaging the engineering tech to resolve the issue. CSM offered to transfer clt. CSM adv she can work with dlr on that. CSM transferred clt to rtl and adv clt can call back if she has further questions or needs assistance. NEXT STEPS: Close case.



CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Information Provided  
OPEN: 11-10-2023 CLOSED: 11-10-2023 BUSINESS UNIT NAME: Ford  
RESPONSE TEAM: Lincoln Concierge NA CRC COMMUNICATION: Phone  
CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | CCT Criteria |  
DEALER NAME: Mark Ficken Lincoln  
PA CODE: 05437 DLR SALES CODE: 26350 REGION: S2 ZONE: NED  
VIN: [REDACTED] MODEL YEAR: 2023 MODEL: AVIATOR MILEAGE: 4,905  
BODY STYLE: J7W - AVIATOR RESERVE RWD 4DR  
LAST NAME FIRST NAME MIDDLE: [REDACTED] |  
ADDRESS: [REDACTED]  
CITY STATE ZIP COUNTRY: INDIAN TRAIL | NC [REDACTED] | USA  
HOME PHONE: [REDACTED]  
SYMPTOMS: Driver Aides & Information | Speed Control | Not Listed | UNKNOWN  
ANALYST NAME: Francis Henrichsen OPEN ANALYST NAME: Francis Henrichsen  
COMMENTS:  
2023-11-10 14:32:51

CLIENT SAYS:

CLT called in for financial compensation for his VEH concerns. CLT states that he does not feel that the Cruise control features on his VEH are safe and the CLT states that the RTL advised the CLT that it is working as designed. CLT states he wants his VEH upgraded to blue cruise or refunded for the cost of the feature. CLT states he is currently on the way to the RTL to pick up his VEH.

RETAILER SAYS:

CSM left voicemail for Ray, service manager asking for a call back and advised VLA may be an option?

CRC ADVISED:

CSM advised I cannot provide any kind of feedback on options for resolution until I speak with the RTL. CSM advised once CLT arrive at the RTL to have RTL reach out to CSM.

Next steps:

Follow up with RTL throw VLA on the table, follow up with CLT

2023-11-10 14:47:03

[CSM Francis x77512] OBC to retailer| 9802890490  
SPOKE TO: Ray, service manager

CSM asked for clarity on test driving the VEH and what the CLT is advising is unsafe about the Cruise Control. RTL states that the CLT states that they are having to put hand on the wheel and give the steering wheel some feedback at high speeds but when the RTL is driving the VEH they are able to use the feature with no concerns as long as they have hands on the wheel and are giving wheel feedback.

NEXT STEPS:

Follow up with CLT that the VEH is driving as intended. CLOSE CASE

2023-11-10 14:54:01

[CSM Francis x77512] OBC to client [REDACTED]  
SPOKE TO: John

CSM advised that the VEH is driving as intended. CLT stated it is not a safe and sufficient system and he believes it should be upgraded to the blue cruise that is on Navigator and F150's. CLT stated he is getting a lawyer. CSM advised it is the CLT right as consumer.

NEXT STEPS:

CLOSE CASE

CASE ATTACHMENTS:

CASE NUMBER: ██████████ STATUS: Information Provided  
OPEN: 11-13-2023 CLOSED: 11-13-2023 BUSINESS UNIT NAME: Ford  
RESPONSE TEAM: Lincoln Concierge NA CRC COMMUNICATION: Phone  
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | CCT Criteria |  
DEALER NAME: Devils Lake Ford  
PA CODE: 09226 DLR SALES CODE: 58761 REGION: G5 ZONE: G5X  
VIN: ██████████ MODEL YEAR: 2020 MODEL: AVIATOR MILEAGE: 40,000  
BODY STYLE:  
LAST NAME FIRST NAME MIDDLE: ██████████  
ADDRESS: ██████████  
CITY STATE ZIP COUNTRY: HOOPLE | ND | ██████████ | USA  
HOME PHONE ██████████  
SYMPTOMS: Driver Aides & Information | Warning Indicators/Messages/Chimes | Not Listed | UNKNOWN  
ANALYST NAME: Amy Williams OPEN ANALYST NAME: Amy Williams

COMMENTS:  
2023-11-13 15:19:39 CLT SAYS: CLT says 2020 Aviator Mileage 40,000. CLT says they have been having error codes the Cruise control button when you step on the brake it is malfunctioning. VEH has odor. CLT cannot get into the 6th of December. CLT says he is an hour and a half away from RTL. Devils Lake Ford. CLT. CLT is afraid to drive VEH mode where you turn to muddy or slippery is not working. PER CLT DLR SAYS: RTL cannot get there VEH in before the 6th of December. CSM ADVISED: CSM advised that CSM would advise that once the VEH is at the RTL CSM will monitor repair and open case once VEH is at the RTL. CLT may call back about getting into the RTL sooner. CSM offered to contact RTL since they advised CLT that they could rent CLT VEH. NEXT STEPS: CLOse case

CASE ATTACHMENTS:



CASE NUMBER: [REDACTED] STATUS: Information Provided  
OPEN: 11-13-2023 CLOSED: 11-13-2023 BUSINESS UNIT NAME: Ford  
RESPONSE TEAM: Lincoln Concierge NA CRC COMMUNICATION: Phone  
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has not been to dealer |  
DEALER NAME: Plaza Lincoln  
PA CODE: 11685 DLR SALES CODE: 25085 REGION: NE ZONE: NEE  
VIN: [REDACTED] MODEL YEAR: 2020 MODEL: AVIATOR MILEAGE: 89,000  
BODY STYLE: J7W - AVIATOR SIGNATURE RWD 4-DR MPV  
LAST NAME FIRST NAME MIDDLE: [REDACTED] |  
ADDRESS: [REDACTED]  
CITY STATE ZIP COUNTRY: GROVELAND | FL | [REDACTED] | USA  
HOME PHONE [REDACTED]  
SYMPTOMS: Stop/Steer/Ride | Pedals/Lever | Brake | Power Function  
ANALYST NAME: Ashley Kelley OPEN ANALYST NAME: Chaie Truss  
COMMENTS:  
2023-11-13 20:24:38

CLT SAYS: [2020 Aviator] 2:29 [REDACTED] veh been to RTL for similar issue, today driving veh - making left turn, braked and veh accelerated and I had to mash the brakes for them to actually stop. Door locked by itself with key inside. 2nd time this has happened, called RTL and business has not been the same they adv no rental/loaner veh avail for them. CLT adv she happy to reach out to new RTL. CLT happy with APPT style and will get veh towed either today or tomorrow. CLT thanked CSM greatly.  
[REDACTED] - Husband

VIN - [REDACTED]  
Mileage - 89,000  
Concern - Brake pedal accelerates - unless hard stop | Doors locked with key in veh  
RTL - 1st RTL - Central Florida Lincoln 2 RTL - Plaza Lincoln  
Diag - No

RTL SAYS AS PER CLT: "Couldn't get CLT loaner for about 30 days /

CSM SAYS: CSM apologized for CLT experience/concern and adv happy to review veh. CSM adv CLT of recall on veh [REDACTED] and explained wait list and RTL process. CSM adv regarding loaner/rental this is facilitated at RTL level and based on their availability. CSM did explain 2 ESP's on CLT veh and coverage time frame / expiration / rental coverage and adv repair must be covered under ESP. CSM offer to reach out to new RTL but also adv CLT RTL's are booked out until next year mostly. CSM reach out to RTL. \* Drop RTL. CSM adv CLT of RTL address and info, RA # and prompts, transfer to RA.

OBC to RTL | Plaza Lincoln | # 352-787-1255

SPOKE TO: Nomario - CSM adv of CLT needing APPT and inquired about APPT and loaner. Nomario adv 11/27 next avail but no loaner avail. CSM adv of ESP and could get rental if repair covered. Merged CLT and RTL - Nomario adv he can sneak CLT in but veh need to be towed since CLT scared to drive it. Nomario adv he can bring them in earlier for a diag just won't have a loaner. Nomario adv CLT as soon as veh is there, they will diag. CSM relieved RTL and assisted CLT with RA.

NEXT STEPS: Close Case.

2023-11-14 14:46:20

\*\* ROADSIDE PROACTIVE \*\* >| Vehicle Towed in for SVC 11/13/23 to Plaza Lincoln RO#: Not Listed RO Open: Not Listed NEXT STEPS: Keep Case Closed

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved  
OPEN: 12-04-2023 CLOSED: 12-04-2023 BUSINESS UNIT NAME: Ford  
RESPONSE TEAM: Lincoln Concierge NA CRC COMMUNICATION: Phone  
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | CCT Criteria |  
DEALER NAME: Sheehy Lincoln of Richmond  
PA CODE: 06707 DLR SALES CODE: 28661 REGION: N4 ZONE: NEG  
VIN: [REDACTED] MODEL YEAR: 2023 MODEL: NAVIGATOR MILEAGE: 7,097  
BODY STYLE: J2L - NAVIGATOR RESERVE 4X4 4DR  
LAST NAME FIRST NAME MIDDLE [REDACTED] |  
ADDRESS: [REDACTED]  
CITY STATE ZIP COUNTRY: MIDLOTHIAN | VA | [REDACTED] | USA  
HOME PHONE: [REDACTED]  
SYMPTOMS: Driver Aides & Information | BlueCruise/Active Glide | Performance | Unintended/Unwanted Action  
ANALYST NAME: Margaret Aitken OPEN ANALYST NAME: Myriah Herrera  
COMMENTS:

2023-12-04 14:56:03

CLT SAYS: Is there a way to use my cruse control without my Blue Cruz taking the wheel? I have had numerous electrical concerns with this vehicle and I have only had it since April. When I first got the car I could use Blue Cruz and i wouldn't have to have my hands on the wheel at all but now when i am using Adaptive Cruse Control it automatically turns on BC. It does not keep me centered on the lane and tries to steer me out of the lane. I find it very upsetting that I was not provided with a book copy of my owners manual and I have to pull over to access it in my vehicle. I also don't have access to it in the LW app. Finally, I find it very frustrating that I can not turn on and off my AC system without going into 3 different screens first. This is going to cause someone to get into an accident! PER CLT DLR SAYS: n/a CSM ADVISED: CSM apologized for the concern and provided CLT the way to order an OM online and advised that I can email her a PDF version to her. CLT agreed and thanked. CSM also advised that CLT should take her vehicle in for service so that they can check the BC system to ensure that it is working properly. CLT thanked. CSM provided CLT phone number for LW so she can trouble shoot with them regarding to schedule her appt with the RTL and connected CLT to LW rep Laura. Thanked for calling Lincoln NEXT STEPS: Send CLT email

2023-12-04 15:29:11

> | OBE to client [REDACTED] Good morning Mrs. [REDACTED], Thank you so much for taking the time to speak to me today regarding your concerns with your vehicles lack of an owner's manual and the functionality of your Blue Cruise feature. I hope that I was able to provide you some guidance with these features. I had attempted to attach a copy of the Owner's manual but unfortunately the File was too large for my system to send. I recommend downloading the manual through Lincoln.com to either your phone or computer for your convenience. I do apologize for the inconvenience. Should you have any further questions or concerns please feel free to reach out to me at any time. My contact information including office hours are below in my signature. Thank you for being the best part of Lincoln. Best Regards, NEXT STEPS: Close Case

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED]  
OPEN: 12-23-2023      CLOSED:  
RESPONSE TEAM: IVT Research NA CRC  
CASE CLASS LV 1234: In-Vehicle Technology | Navigation |  
DEALER NAME:  
PA CODE:      DLR SALES CODE:      REGION:      ZONE:  
VIN: [REDACTED]      MODEL YEAR: 2023      MODEL: NAVIGATOR      MILEAGE:  
BODY STYLE: J3L - NAVIGATOR L RESERVE 4X4 4DR  
LAST NAME FIRST NAME MIDDLE: [REDACTED]  
ADDRESS: [REDACTED]  
CITY STATE ZIP COUNTRY: Oceanville | NJ [REDACTED] | USA  
HOME PHONE: [REDACTED]  
SYMPTOMS: | |  
ANALYST NAME: SYSTEM  
COMMENTS:

STATUS: In Progress  
BUSINESS UNIT NAME: Ford  
COMMUNICATION: Phone

2023-12-23 14:26:20

VIN: [REDACTED] YR/MAKE/MODEL: 2023 L Navigator NAME: [REDACTED] PHONE: [REDACTED] EMAIL: [REDACTED]  
[REDACTED] SYNC Generation: 4 SYNC Version: 4.0.23223 Navigation equipped? Yes CLT SAYS:  
Kacie from CRC called on behalf of CLT whose 2023 L Navigator maps is showing incorrect speed limit  
causing issues with Bluecruise or cruise control. LWC ADV: :Confirmed VEH info. No leadership/tech at this  
time. ADV CLT I would research this and followup later today.

2023-12-23 17:42:00

Client'sName: [REDACTED]  
VIN: [REDACTED]  
Best Contact Method: [REDACTED]  
Sync Vers: 4  
Sync Gen: 4.0.23223  
Navigation Equipped: yes

CLT SAYS: Per notes below from earlier today>CLT provided the example that the speed limit on the  
spedway shows 65 mph, but his navigation shows 25 mph, which causes the Bluecruise to lower speed, or  
him to manually have to lower the speed. CLT ADV this issue is not only on the highway, but regular roads.  
CLT does not have any OTA updates available, and the last update was 12/06/2023. reached out to COM.  
Will be escalating this concern to IVT research due to recurring issue

2023-12-23 17:44:31

Good afternoon, [REDACTED]

As promised earlier today, I researched the concern that you were experiencing with your navigation speed  
limit not aligning to the one provided by the highways and roadways in your area. Instead of reaching our  
navigation department, we are first going to escalate this to our In-Vehicle Technology (IVT) research team to  
review the cause of this. I cannot provide an ETA on the resolution due to the holidays ahead; however, I will  
keep in touch with any updates I received, or the IVT research department may reach out to your directly.

Should you need any assistance in the meantime, please contact us using the information below. Happy  
Holidays, and thank you for being a part of Lincoln Way!

Karime  
Lincoln Way Concierge  
Phone: (833) 324-2330  
Hours: 8:00 AM-12:00 AM EST  
Email: kdelgad8@lincoln.com

2024-01-29 20:02:29

Customer says: The phone rang twice and then went to voicemail.

OBC to Cust: [REDACTED] - Good afternoon, [REDACTED] My name is Edward, I am calling from Ford's IVT  
Escalations team in regard to case number [REDACTED]. I'm sorry I'm unable to reach you, I'm following  
up regarding your escalated SYNC navigation case. I wanted to know if you were still having trouble with the  
speed recognition system in the vehicle or if the issue was resolved. Now according to the case notes, your  
navigation maps were displaying the incorrect speed limit regardless of what street or highway you were on,  
and this also would occur when you utilized BlueCruise. I did reach out to one of our engineers regarding this  
issue, and they believe that it has to do with the cameras on the vehicle. I did notice that the vehicle does  
have a couple of health alerts regarding the camera module. This is something that will need to be brought  
into the dealership for repair. If you would like, I can reach out to your preferred dealership to explain the  
situation further. When you get this voicemail, please email me at eteran3@ford.com. You can also call me at  
1-866-631-3788 EXT.76260. Thank you for being a part of the Lincoln family. Have a great rest of your day.

OBC to DLR: N/A



2024-01-29 20:04:19

Customer [REDACTED]

Customer issue: The speed recognition system is displaying the incorrect speed limits.

IVT Escalations TS: I reached out to Mohammed regarding this concern and he advised that something may be obstructing the camera. There are CMR DTCs that need to be addressed so the vehicle should be sent to the dealership. I called the customer and left a voicemail reiterating this information.

Research required: Mohammed A.

Next Steps: Wait for the customer to respond.

Follow up date: 1/31/2024

2024-01-30 13:08:12

CSM Kacie x77944 - Assisting  
CSM NOTES:

CLT called CSM left a voicemail regarding the issue and the phone call he got from IVT team. CSM sent IVT team member Edward Teran an email with the voicemail attached.

NEXT STEPS:

Send email to IVT team

2024-01-31 17:39:20

From: Copeland, Kacie (K.)  
Sent: Tuesday, January 30, 2024 8:06 AM  
To: Teran, Edward (E.)  
Subject: Lincoln Motor Company - [REDACTED]

Good Morning,

I had Mr. [REDACTED] regarding the case above call me regarding a message you left him about his Navigation showing the wrong speed limit. I have attached the voice message he left me. If you could please reachout to him that would be great.

Best Regards,

KACIE COPELAND  
Concierge Service Manager  
Lincoln Client Relationship Center  
Phone: 888-214-2155 Ext. 77944 | eFax: 833-530-1371

Lincoln Confidentiality:

This email may contain privileged communications. If you have received it in error, please delete it immediately and notify the sender. For security reasons, please do not submit any sensitive personally identifiable information, such as credit card numbers, driver license number, SSN, DOB, etc. Thank you.

2024-01-31 17:44:28

Voicemail Transcript: Hi Kacie, uh [REDACTED] here. Phone number [REDACTED] in reference to case number [REDACTED] I had gotten a message from Edward from the technology escalations team in reference to that case number, he wanted to know if I was still having trouble with the speed sign recognition. What I found is if I turn off the speed sign recognition in the car, it would maintain the speed that I set, although the display on the head-up display would still show the changing speed limit signs. so, to solve the issue of the car suddenly hitting the brakes to 25 MPH in a 65 MPH speed zone, if I turn off the speed sign recognition, it maintains the speed, so I don't know if there's been an update on the software to fix it or not. So that's my update so if you would like to discuss that or let me know if there's been some kind of an update, let me know. Thank you.

2024-01-31 17:49:32

Message sent via Webex to Mohammed Ahmed

@ 12:49 PM

Good afternoon, Mohammed. To follow up on this VIN, the customer advised that when he toggles off the speed sign recognition setting, his cruise control and BlueCruise maintain the speed he is at. His IPC will still show the speed limit change (i.e., 25 MPH on a 65 MPH), but the vehicle is still maintaining that 65 MPH when the setting is off. Should I still refer him to the dealership for the CMR DTC? Or is this a known issue with the IPC that'll be resolved with a future OTA?

2024-01-31 17:51:01

Message received via Webex from Mohammed Ahmed

@ 12:49 PM

No refer this customer to the dealership

2024-01-31 18:00:38

Customer says: The phone rang once and then went to voicemail.

OBC to Cust: [REDACTED] - Good afternoon, [REDACTED] My name is Edward, I am calling from Ford's IVT Escalations team in regard to case number [REDACTED]. I'm sorry I'm unable to reach you, I'm following up regarding your escalated SYNC navigation case. I did receive your voicemail, and I relayed the information you provided to our engineers. They are still insisting that there may be a problem with the camera module in the vehicle. Although toggling off the speed limit recognition setting may resolve the issue with the cruise control not breaking suddenly in a higher MPH zone, it's not normal functionality for it to do that or for the system to pick up the incorrect speed limit signs. This is something that will still need to be diagnosed and repaired at a dealership. Please let me know the name of your preferred dealership and I would be more than glad to reach out to them on your behalf. You can email me at [eteran3@ford.com](mailto:eteran3@ford.com) or call me at 1-866-631-3788 EXT.76260. Thank you for being a part of the Ford family. Have a great rest of your day.

OBC to DLR: N/A

2024-02-02 15:54:34

From: [REDACTED]  
Sent: Wednesday, January 31, 2024 1:18 PM  
To: Teran, Edward (E.)  
Subject: [REDACTED]

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

Hello Edward, thanks for the callback.

My Ford/Lincoln dealer is: Chapman Ford-Lincoln in Egg Harbor Twp.  
The Lincoln service representative is Bessy Corea [REDACTED]

Thanks, [REDACTED]

Sent from my iPhone

2024-02-02 16:19:09

Customer says: N/A

OBC to Cust: N/A

OBC to DLR: [REDACTED] - I was transferred to the service department and Bessy at the service desk picked up. I informed him that I was calling on behalf of a mutual customer of ours under the name [REDACTED]. I verified his phone number and she advised that the last time the vehicle had been was in November 2023 and it was regarding a remote control key fob light not blinking and the hands-free drive not working. I advised that this customer's current issue is regarding the speed limit recognition system. For example, if he is in a 65 MPH speed zone, the system will detect 25 MPH and break or lower his speed abruptly to match it. She asked if this was something that happened constantly. I informed him that to my knowledge, it does. The customer has resorted to turning off the speed sign recognition, but the IPC will still display 25 MPH in a 65 MPH zone. I asked if she could reach out to him regarding the specifics for scheduling the appointment and she said sure.

2024-02-02 16:25:02

From: Teran, Edward (E.)  
Sent: Friday, February 2, 2024 11:25 AM  
To: [REDACTED]  
Subject: RE: Navigation Functionality [REDACTED]

Good morning, [REDACTED],

Thank you for responding. I reached out to Chapman Ford-Lincoln in Egg Harbor and spoke to Bessy. I explained the issue you were experiencing, and she informed me that she would be reaching out to you soon regarding scheduling.

If you do not hear from her in a day or two, please reach out to Chapman Ford-Lincoln directly. I will follow up with you on Tuesday, the 6th, to confirm if an appointment was made. Please let me know if you have any questions.

Edward Teran  
IVT Escalation Specialist, Ford CX Team  
[eteran3@ford.com](mailto:eteran3@ford.com)

2024-02-06 17:06:21

From: Teran, Edward (E.)  
Sent: Tuesday, February 6, 2024 12:06 PM  
To: [REDACTED]  
Subject: RE: Navigation Functionality - [REDACTED]

Good afternoon, [REDACTED]

I am checking in regarding your escalated Navigation Functionality case. Did you receive a call from Chapman Ford-Lincoln regarding scheduling?

Edward Teran  
IVT Escalation Specialist, Ford CX Team  
[eteran3@ford.com](mailto:eteran3@ford.com)

2024-02-07 21:48:16

From: [REDACTED]  
Sent: Wednesday, February 7, 2024 8:37 AM  
To: Teran, Edward (E.)  
Subject: Re: Navigation Functionality - [REDACTED]

Hello Edward...  
Thanks for checking in!  
Yes, Chapman called and we made an appointment for next Wednesday February 14th for pickup service to look into a possible camera malfunction issue.  
[REDACTED]

2024-02-07 21:54:19

From: Teran, Edward (E.)  
Sent: Wednesday, February 7, 2024 4:54 PM  
To: [REDACTED]  
Subject: RE: Navigation Functionality - [REDACTED]

Good afternoon, [REDACTED],

Thank you for informing me of the appointment date. I will follow up with you after the repair to confirm if the issue was resolved. If you have any questions, please let me know.

Edward Teran  
IVT Escalation Specialist, Ford CX Team  
eteran3@ford.com

2024-02-08 14:47:34

Case Update - The customer has their appointment scheduled for the 14th. FU has been adjusted to the 15th.

2024-02-14 16:37:40

Case Update - The customer's appointment is today, but the vehicle history does not show anything yet.

2024-02-16 15:43:49

Customer says: N/A

OBC to Cust: N/A

OBC to DLR: [REDACTED] - Someone at the service desk picked up. She had me verify some information for the customer and transferred me over to the Service Advisor responsible for the repair. I was transferred over to Bessy and she advised that the vehicle was in two days ago. They actually weren't able to fix anything. The tech said that when he test drove it and everything, the problem was actually with the map of the car itself. Like he'll go into a parkway, set it up for 65 and when it hits a certain street, it detects the speed limit as 55 and automatically changes. So, it's the map that is connected with the vehicle that is causing the problem. They don't have an update on their end for it so they aren't sure what to do. They did reach out to the Technical Hotline, and they were advised that a lot of people are experiencing this issue. TAC is currently investigating and once they completed their investigation, Bessy will reach out to the customer to get them back into the dealership.

2024-02-16 15:52:41

From: Teran, Edward (E.)  
Sent: Friday, February 16, 2024 10:52 AM  
To: [REDACTED]  
Subject: RE: Navigation Functionality - [REDACTED]

Good morning [REDACTED]

I am following up regarding your escalated Navigation Functionality case. I reached out to Chapman Ford and spoke to service advisor Bessy. She informed me that the technician was able to diagnose and replicate the issue. He advised her that the issue was with the map data, not the cameras.

She did inform me that he reached out to the Technical Assistance Center for further guidance, and they are currently investigating the issue. She also advised that you had picked up the vehicle the same day.

Can you please confirm if you currently have the vehicle?

Edward Teran  
IVT Escalation Specialist, Ford CX Team  
eteran3@ford.com

2024-02-19 15:43:42

From: [REDACTED]  
Sent: Saturday, February 17, 2024 9:09 AM  
To: Teran, Edward (E.)  
Subject: Re: Navigation Functionality - [REDACTED]

Hello Edward... Yes, I have regained possession of my Navigator.

May I suggest that a solution to this problem that ALL Navigator owners are victim of, that the navigation system will be re-programmed to ignore any imbedded speed notations in the integrated map?  
This would allow the system to operate properly simply by reading the posted roadside signs!

Thanks for all of the attention this issue is receiving...  
[REDACTED]

2024-02-19 16:24:01

Customer says: He has a couple of minutes to talk. He is currently at work and is about to head to lunch. He said off the top of his head, he thought that would be a useful solution to fix our problem with the speed limit being inaccurately recognized. Whether that's what happens or what is needed, it was just an idea he wanted to suggest. He said he'd like Ford's consumer affairs mailing address as well. He's happy that someone is finally recognizing the issue. He's not sure if he's been the only one with it or not. He thanked me again for my assistance and did not have any questions.

OBC to Cust: [REDACTED] - I informed him that I was following up regarding his escalated navigation functionality case. I asked if he had a couple of minutes to discuss the case. I apologized for the disruption and I informed him that I would try to make it quick. I apologized to him for the frustration of this process. I empathized with the customer about the issue not being resolved. I also confirmed that I received his email, and I thanked him for letting me know that he currently has the vehicle. I also reviewed his suggestion and I stated that I would create a feedback case that that it can be reviewed internally by Ford. Once that case number is created, I will send it to him over email. I understood and I informed him that I would still get it documented. I could also provide him with Ford's Consumer Affairs mailing address so that he can also mail in a letter if he wants to with his suggestion. I informed him that I would get the mailing address sent to him over email as well. I did inform him that because the dealership has reached out to TAC, it is advised that at this time he continues to work with his dealership toward a resolution. This does mean the case will be closed, but if he has any questions, he does have my email - I stated closing remarks.

OBC to DLR: N/A

2024-02-19 17:12:34

From: Teran, Edward (E.)  
Sent: Monday, February 19, 2024 12:12 PM  
To: [REDACTED]  
Subject: RE: Navigation Functionality [REDACTED]

Good morning, [REDACTED]

It was a pleasure to speak with you on the phone. Again, thank you for confirming that you have the vehicle, and thank you for your suggestion. As mentioned, the feedback case number is [REDACTED]. It has been escalated and will be investigated internally by Ford.

Also, if you would like to mail a letter to Ford's Consumer Affairs, their mailing address will be provided below.

[REDACTED]  
Dearborn, [REDACTED]

Because the dealership has reached out to the Technical Assistance Center, it is recommended that you continue to work with the dealership toward a resolution, and as a result, your case with In-Vehicle Technology will be closed.

Thank you for letting me assist you with your concern. As I will be closing your case, please look out for an email containing a brief survey regarding your experience with me. Ford and I value your candid feedback to understand how we can improve in the future.

Thank you for being a part of the Ford family. Have a great rest of your day.

For any separate concerns, please contact our Customer Relationship Center:  
Ford US – 1-800-392-3673  
Contact Us | Ford® Customer Service, Help & Live Chat | Ford.com

Edward Teran  
IVT Escalation Specialist, Ford CX Team  
eteran3@ford.com

2024-02-19 21:38:01

From: Teran, Edward (E.)  
Sent: Monday, February 19, 2024 4:36 PM  
To: Bussendorf, Tabitha (T.)  
Cc: Aiello, Tracy (T.)  
Subject: Case Closure Request

Hello Tabitha,

[REDACTED]

This customer reported having an issue with the speed sign recognition system in the vehicle. I reached out to Mohammed, and Mohammed advised that the vehicle has a couple of CMR DTCs that may be impacting the camera system in the vehicle.

The customer was referred to the dealership, and although the tech was able to replicate the issue, he advised that it had nothing to do with the CMR system but the integrated maps in the navigation.

The dealership reached out to TAC, and TAC advised that this was a known issue. TAC advised that a fix has not been released yet as it is still being researched. In the meantime, the vehicle was returned to the customer.

The customer made a suggestion regarding the integrated maps, and I informed him that I would document his feedback. The case number for the feedback case was provided, including Ford's consumer affairs mailing address, in an email to the customer.

I informed the customer to continue working with the dealership toward a resolution. Am I okay with closing their case?

Edward Teran  
IVT Escalation Specialist, Ford CX Team  
eteran3@ford.com

2024-02-20 18:45:21

Case Update - TL Tabitha has not approved the case closure request yet.

2024-02-22 17:04:20

From: Bussendorf, Tabitha (T.)  
Sent: Tuesday, February 20, 2024 4:14 PM  
To: Teran, Edward (E.)  
Cc: Aiello, Tracy (T.)  
Subject: RE: Case Closure Request

Good afternoon Edward,

You are good to close this case.

Thank you,

Tabitha Bussendorf  
SheHerHers  
Over-the-Air Software Updates/IVT-OTA Research, Team Lead  
E:tbussend@ford.com  
E:tabitha.bussendorf@percepta.com



CASE ATTACHMENTS:

|                     |              |                                       |
|---------------------|--------------|---------------------------------------|
| 2024-01-31 17:39:20 | Edward Teran | <a href="#">VoiceMessage (15).wav</a> |
| 2024-01-31 17:44:28 | Edward Teran | <a href="#">VoiceMessage (15).wav</a> |

CASE NUMBER: [REDACTED] STATUS: Information Provided  
OPEN: 01-11-2024 CLOSED: 03-28-2024 BUSINESS UNIT NAME: Ford  
RESPONSE TEAM: Lincoln Concierge NA CRC COMMUNICATION: Phone  
CASE CLASS LV 1234: Vehicle Concern | Buyback Request | Non-California Vehicle | CCT Criteria  
DEALER NAME: Planet Lincoln Love Field  
PA CODE: 11395 DLR SALES CODE: 67510 REGION: CE ZONE: L02  
VIN: [REDACTED] MODEL YEAR: 2022 MODEL: CORSAIR MILEAGE: 12,113  
BODY STYLE: J2D - CORSAIR RESERVE 4X4 4DR  
LAST NAME FIRST NAME MIDDLE: [REDACTED]  
ADDRESS: [REDACTED]  
CITY STATE ZIP COUNTRY: Murphy | TX | [REDACTED] | USA  
HOME PHONE: [REDACTED]  
SYMPTOMS: Driver Aides & Information | Driver Alert | Not Listed | UNKNOWN  
ANALYST NAME: #fordprodprojectadvocate OPEN ANALYST NAME: Sandra Goulart  
COMMENTS:  
2024-01-11 02:25:52

CLT SAYS: we had a 2021 Corsair with electrical issues that where not able to be resolved, it was purchased back, we bought a 2022 Corsair, and we are having similar issues.  
The Heads up display is not working correctly  
The Infotainment blew  
The RTL is unable to fix it, they have contacted the field engineers and have no fix, nor an ETA.  
We want out.

PER CLT DLR SAYS: no fix

CSM ADVISED: I will submit your case.

NEXT STEPS: GFR questionnaire.

2024-01-11 02:39:33 GFR Initial Intake Questions to Client: 1) Where is the vehicle located? (DLR, client possession, or third party?) @RTL 2) Mileage of vehicle? 3) Is the vehicle leased or purchased? Purchased 4) Is client original owner? owner 4.a) If no, date and mileage purchased? 4.b) Who was the vehicle purchased from? (F/L DLR, individual, or 3rd Party?) LandMark Lincoln, Colorado 5) State where the vehicle was purchased? CO. 6) State where the vehicle is registered? TX 7) Is the client in a loaner? If yes, who is paying? If no, do you need a loaner? NO 8) Client's alleged number of repair attempts for the same non-conformity? 6 9) Alleged number of days out of service for warranty repairs? 30 10) All retailers where repair attempts have occurred? Planet Lincoln. SA Mike McNillan

2024-01-11 03:03:47 GFR Email to COM Questions: 1) Case #: [REDACTED] 2) VIN [REDACTED] 3) Mileage: 12,113 4) State Purchased: CO 5) State Registered: TX 6) Is client the original owner or subsequent?: YES 7) Is vehicle currently at DLR?: YES 7.a) If yes, RO start date: 8) Current Concern: Electronic, Heads up display 8.a) Verified by DLR?: yes, per clt 9) Days down (total): 30 10) Days down (this visit): 11) Calendar or business days: calendar 12) Repair attempts total: 6 per clt 13) Repair attempts for same repair: 14) What is your determination - should we buy it back or deny it? yes, based on attempts

2024-01-11 03:23:51 \*\*\*CSM Don ext 77939 assisting\*\*\* \*\*\*CSM Don ext 77939 IBC from Client\*\*\* Client calling in for case number CSM provided client with case number

2024-01-11 03:28:46 OBE/CLT [REDACTED] I hope this email finds you well. Sorry for the delay in getting this email to you. For your records, please find you case number as the subject line of this email. You can find my contact information below for your convenience. Have a wonderful rest of your night.

2024-01-11 03:37:05 OBE/RTL SM mmmcmillan@loveplanetlincoln.com Dear Mike McMillan, I am reaching out regarding our mutual client Mr. [REDACTED]. [REDACTED] has reached out to me requesting a buy back review, which I am conducting. I would appreciate it if you could at your earliest convenience email me any and all repair orders you have on this vehicle. [REDACTED] 2022 Corsair [REDACTED] Thank you and have a great day.

2024-01-14 20:43:24 IBE/CLT [REDACTED], Thank you for initiating the case we discussed for the 2022 Corsair Reserve. Upon receiving the car back from its most recent servicing attempt for the unresolved, ongoing problems with heads-up display system, we discovered a new problem that didn't previously exist. The cruise control system functions but none of the indicators that signify whether the system is active or engaged or the selected speed appear on the instrument cluster anymore, as they normally should. The problem is consistent and repeatable. For the sake of completeness, I will forward to you the email I sent to our service advisor at Planet Lincoln to make him aware of the problem and seek his further guidance. Thank you for your continued assistance. [REDACTED]

2024-01-15 14:04:25

2024-01-17 23:52:06 COM denied GFR  
<<CSM [REDACTED] x77209 OBC/ to RTL [REDACTED] SA Mike McNillan SPOKE TO: Daniela Left message REQST SA give me a call back, Provided Email address to get RO emailed to me. NEXT STEPS: Email SA mmmcmillan@loveplanetlincoln.com

2024-01-18 00:07:30

2024-01-18 00:11:27 COM approved GFR  
IBE//CLT Good Morning, [REDACTED]. We discovered new issue since receiving the car from the most recent attempt to fix the HUD unit. The "welcome lighting" that illuminates when the vehicle detects an approaching key fob no longer works with either fob. I made our Planet Lincoln Service Advisor aware yesterday. Yours truly,

2024-01-18 00:12:20 IBE/CLT [REDACTED] I am forwarding the email I sent to our service advisor at Planet Lincoln to advise him of and seek his guidance for the new problem with the cruise control system we are experiencing since receiving the car after the most recent service attempt for the heads-up display system. Sincerely, [REDACTED]  
[REDACTED] Begin forwarded message: From: [REDACTED] Date: January 13, 2024 at 1:38:50PM CST To: Mike McMillan Subject: 2022 Corsair Hi Mike. This probably is one of the last things you want to read but we are experiencing a new problem with the Corsair that didn't exist before the most recent service visit. The cruise control system functions but none of the indicators that signify whether the cruise control system is active, engaged or the selected speed appear on the instrument cluster since we received the car back from its most recent servicing for the heads-up display system problems from January 4 to January 11, 2024. The phenomenon is constant and repeatable. How should we proceed? Thank you. [REDACTED]

2024-01-18 00:23:15 <<CSM Sandra x77209 OBC/ to CLT [REDACTED] SPOKE TO: Mr. Dietch, CLT said that he was ADV by the SA that there will be an update available in 2 wks, and he wants to wait to see if that update will fix the issue. CLT will update me via email once he gets the VEH back in for the FSE update. NEXT STEPS: F/U W/CLT on Thursday 1/25/24

2024-01-25 21:21:27 OBE/CLT [REDACTED], I hope this email finds you well. Have you heard back from the dealership?

2024-01-25 21:28:32 <<CSM Sandra x77209 OBC/ to RTL [REDACTED] SA Mike McMillan SPOKE TO: =VM REQST SA F/U/W/ME Has the update become available? Has CLT been contacted? NEXT STEPS: Reach out to CLT

2024-01-30 22:05:09 <<CSM Sandra x77209 OBC/ to CLT [REDACTED] SPOKE TO: VM with SA Mike REQST SA give me a call back to let me know if the update the CLT was ADV on has been made available. NEXT STEPS: F/U/W/CLT

2024-01-30 22:10:11 OBE/CLT [REDACTED], I hope this email finds you well. Have you heard from the dealership if the software update is available?

2024-02-08 22:38:53  
  
OBC/ to CLT [REDACTED]  
  
SPOKE TO: Mr. [REDACTED]  
  
CLT states he has not yet been advised of the update being available. CLT is going to speak to RTL tomorrow and will follow up with me to let me know if it is available.  
  
NEXT STEPS: F/U W/CLT 2/13/24

2024-02-11 22:57:58 IBE/CLT received 2/10/24 Hi Sandra. I spoke with Mike McMillan and P.J. Neher, the service advisor and FBO manager at Planet Lincoln. Unfortunately, communication from Lincoln's technical resources has been sparse beyond the understanding that they are continuing to try to resolve the issue. With nothing specific to share at present, P.J. is actively seeking additional clarity for a meaningful update. Having already undergone repurchase with the vehicle this car was intended to replace and Lincoln no longer making an equivalent version, we are eager to give Lincoln every reasonable chance to resolve this issue after all we did to find this car. Especially given the self-contained nature of systems like Heads Up Displays, we remain unable to understand how replacing the entire system hasn't or wouldn't immediately resolve the malfunction. I am to speak again with P.J. at Planet Lincoln again after the weekend. Thank you again for your helpfulness.

2024-02-13 20:42:05 OBE/CT [REDACTED], I hope this email finds you well. Thank you for the update. I am sorry to hear that the update has not yet been made available. Please let me know if you want to continue waiting on it, or go forward with the replacement/repurchase of your vehicle.

2024-02-19 21:56:13 <<CSM Sandra x77209 OBC/ to CLT [REDACTED] SPOKE TO: LVM. ADV CLT I cannot hold the RAV any longer, I have to upload it to RAV, if CLT wants to continue waiting for updates from RTL, he may address that with RAV,. If I do not upload now the approval will expire. NEXT STEPS: Upload RAV

2024-02-19 22:19:45 VIN [REDACTED] CLV [REDACTED] Mileage 12,113 WSD Name. [REDACTED]  
[REDACTED] Addr. [REDACTED] Murphy TX [REDACTED] ph. [REDACTED] E-mail [REDACTED]  
DLR P&A 11395 RTL Contact. Mike McMillan Cont NO Morley Case 918993

2024-02-19 22:19:50 Ford RAV Case Transmission CASE NUMBER: [REDACTED] Are you sure you want to transmit the above case?

2024-02-19 22:21:34 IBE/CLT [REDACTED] I just received your voicemail. I apologize for not being able to accept your call. I'm still awaiting news from the dealership despite several inquiries made of them, so I don't know where we stand. I wasn't aware that we were facing such a pressing deadline given the lack of communication we've experienced. We want the car fixed if possible but we also don't want the repurchase opportunity to expire. Can Lincoln help us with the dealership communications so we at least will have exhausted every possibility before resorting to repurchase? I assure you that no one is more eager than we are for a resolution. Thank you. [REDACTED]

2024-02-19 22:30:18 > OBC/IBC to retailer 9728420130 SA Mike McMillan SPOKE TO: wrong phone number in GCCT  
NEXT STEPS: find better number on Lincoln.com

2024-02-19 22:38:02 > OBC/IBC to retailer 972) 954-2335 SA Mike McMillan SPOKE TO: Mike McMillan, SA says they are waiting for parts, no ETA, Asked what specifically we are waiting on, is it parts, or software? SA did not know, stated that parts has the INFO, Stated PJ is out, SA says, we are waiting for them to send us the parts, When asked who is them, SA stated Lincoln. CSM, REQST to be transferred to parts as SA did not have accurate INFO on hand. NEXT STEPS: Reach out to parts.

2024-02-19 22:40:19 > OBC/IBC to retailer 9728420130 Parts PJ. SPOKE TO: LVM, PJ is on Vcay until 2/20/24 REQST PJ, return my call or email me with update, what are we waiting on? parts? or software? is there an ETA? NEXT STEPS: Email RTL SM

2024-02-19 22:49:15 OBE/RTL RE: [REDACTED] [REDACTED] Mr. Garcia I hope this email finds you well, I am writing you hoping you could please assist me in getting some clarification on the above listed mutual client [REDACTED], reached out to me requesting a GFR review. The request has been approved and I just uploaded it to RAV, however the client advised me on January 17th, (at the time I gave him approval notification) that he had spoken to SA McMillan and was told that a software update was expected within a few weeks that should address the clients HUD concern. It has been just over a month and the client has not been updated, he has reached out to me to get said information. I did reach out to the SA today, however he was unsure if we are waiting on parts or software update. If you could please forward this email to the correct person who could provide me the information it would be greatly appreciated. As the client is requesting this from me as well. Thank you. Sandra

2024-02-19 23:05:27 OBE/CLT [REDACTED], I hope this email finds you well. As I stated on the voicemail, I left you earlier, I had to upload your request to be processed by our vehicle repurchase/replacement team, I can not postpone it any longer, as it has been over a month since I gave you the approval. I will remain the middle man on the case as the RAV team is not a client facing team. Once they review and make an offer I will close my case and you will continue working with them until resolution. If you want to continue waiting on a fix, once I see that they have accepted the case I will advise them to see if they can postpone. On the 17th of January when I advised you of the approval, you stated that the service adviser had told you an update would be available in two weeks, and we wished to postpone the process at that time. I followed up with you and the dealership on the 25th, and again on the 30th. We spoke on February 8th, at which time you advised you were going to get in touch with the service adviser the following day and follow up with me. I received an email from you on the 11th, at which time you stated the dealership did not have an ETA. I did speak to Service Adviser McMillian today, he was unclear as to specific details, Mr. McMillan advised me that PJ from the parts department would be more forthcoming on details of whether they are awaiting a software update or actual parts. I did reach out to the parts department as well, however Mr. PJ is on vacation currently, he is expected to return tomorrow, I did leave him a voicemail requesting follow up with me for clarification and possible ETA. In addition I also did email the GM, requesting he provide me this information as well. I anticipate I will get an update tomorrow. If and when I do, I will be sure to update you as well. Thank you [REDACTED]

2024-02-20 21:42:30 VIN [REDACTED] 4 CRM [REDACTED] CLV N/S Milage 12,113 WSD Name. [REDACTED] DLR  
[REDACTED] Addr. [REDACTED] Murphy TX [REDACTED] ph. [REDACTED] E-mail [REDACTED]  
P&A 1 [REDACTED] RTL Contact. Mike McMillian Cont NO Morley Case [REDACTED]

2024-02-20 21:49:11

Ford RAV Case Transmission  
CASE [REDACTED]

2024-02-21 22:20:40

RAV has received & accepted the case. Customer contact is forthcoming.

2024-02-27 00:30:55 OBE/CLT Mr. [REDACTED] I hope this email finds you well, I see in your case that the RAV team has started working on your case, have you been contacted?

2024-03-01 00:13:33 OBE/CLT

2024-03-08 00:29:18

RO

2024-03-12 21:56:33 OBE/CLT [REDACTED], I hope this email finds you well. I am just following up with you. Have you received an offer yet?

2024-03-12 21:57:05 IBE/CLT received 3/8 RAV has made contact.

2024-03-19 20:10:16 OBE/CLT [REDACTED] I hope this email finds you well. I am just following up with you. Have you received an offer yet?

2024-03-26 23:39:52 IBE/CLT received 3/19 I'm told it's in final review pending a formal offer some time in the next few days. On Mar 19, 2024, at 3:10PM, Goulart, Sandra (S.) wrote:

2024-03-27 01:08:42 IBE/CLT I'm told we will have a check Tuesday. Thank you for your help.

2024-04-10 00:08:57

Customer has accepted Cash Settlement in lieu of RAV repurchase/replacement

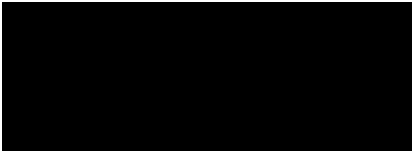
CASE ATTACHMENTS:

2024-03-08 00:29:18

2024-04-10 00:08:57

Sandra Goulart

Lacey Behmlander





## Confidential Settlement Agreement and Release

██████████ and ██████████ has agreed to the following Confidential Settlement Agreement and Release on the date of March 22, 2024:

1. ██████████ and ██████████ acknowledges acceptance of a cash settlement in the amount of \$10,000.00 in lieu of Ford's previous offer to repurchase or replace the subject vehicle.
2. ██████████ and ██████████ in consideration of Ford's cash payment of \$10,000.00, hereby releases and forever discharges FORD MOTOR COMPANY and all of its associated or affiliated companies and all of their associated and subsidiary companies, officers, agents, heirs, executors, administrators, successors, assigns, dealers, and each of them (collectively "FORD"), from any and all claims, lawsuits, liens, debts, dues, damages, judgments, executions and demands of every kind, whether currently known or unknown, and whether arising in the past or present (collectively the "Claims"), which relate to the 2022 Lincoln Corsair ██████████. Payment of said amount satisfies all damages to which ██████████ and ██████████ is entitled.
3. By signing this document, ██████████ and ██████████ promises and warrants that he/she/they is/are the sole owner of the 2022 Lincoln Corsair and that he/she/they and only he/she/they own(s) any claims, lawsuits, liens, debts, dues, damages, claims, judgments, executions and demands relating to the 2022 Lincoln Corsair. ██████████ and ██████████ promises and warrants that he/she/they has/have not sold, assigned, transferred or lost ownership interest in the 2022 Lincoln Corsair or the claims to any other person(s) or company(ies).
4. In consideration for Ford's agreement and the consideration set forth above, ██████████ and ██████████ agrees that all past and present claims related to the purchase, sale, repair, workmanship, warranties, manufacture, design, maintenance and/or other defects or damage relating to the 2022 Lincoln Corsair, as well as evidence of repairs, days out of service, lack of merchantability and/or fitness for particular use, are forever released and are deemed inadmissible and irrelevant in any future litigation.
5. FORD MOTOR COMPANY will continue to honor the terms of the 2022 Lincoln Corsair New Vehicle Limited Warranty. ██████████ expressly acknowledges and agrees that in the event that FORD should repurchase the 2022 Lincoln Corsair from ██████████ at a future date, the repurchase amount to be paid by FORD will be offset or reduced by the \$10,000.00 paid in consideration for this Release.
6. Notwithstanding any other provision in this Release ██████████ does not waive any unrelated personal injury or breach of warranty claims or causes of action, which may arise after the execution of this Release.

7. [REDACTED] agrees to keep the terms of this settlement confidential and not share the amount of the payment received with any other person or company, except for as is absolutely necessary to obtain confidential legal, tax or financial advice, or to respond to an inquiry from any governmental entity or agency regarding a tax filing.

8. This Release is the entire agreement between the parties. Any other agreement between the parties relating to the 2022 Lincoln Corsair [REDACTED] whether written or oral, is hereby replaced by this Agreement. Further, [REDACTED] acknowledges the terms of this Release are contractual and not a mere recital.

DATED: 3/26/24

BY: [REDACTED]

Subscribed and sworn to before me this

day of

March

26

2024

Karla Guillory  
Notary Public



CASE NUMBER: [REDACTED] STATUS: In Progress  
OPEN: 01-24-2024 CLOSED: BUSINESS UNIT NAME: Ford  
RESPONSE TEAM: Lincoln Concierge NA CRC COMMUNICATION: Phone  
CASE CLASS LV 1234: Vehicle Concern | Buyback Request | Non-California Vehicle | CCT Criteria  
DEALER NAME: Ed Howard Lincoln  
PA CODE: 11611 DLR SALES CODE: 25141 REGION: NE ZONE: NEF  
VIN: [REDACTED] 3 MODEL YEAR: 2023 MODEL: AVIATOR MILEAGE: 6,615  
BODY STYLE: J7W - AVIATOR RESERVE RWD 4DR  
LAST NAME FIRST NAME MIDDLE: [REDACTED]  
ADDRESS: [REDACTED]  
CITY STATE ZIP COUNTRY: PORT CHARLOTTE | FL | [REDACTED] | USA  
HOME PHONE [REDACTED]  
SYMPTOMS: Stop/Steer/Ride | Vibration | UNKNOWN | UNKNOWN  
ANALYST NAME: Autumn Lewis OPEN ANALYST NAME: Feyona Hall  
COMMENTS:  
2024-01-24 19:14:37

CLT SAYS:  
I am a retired management employee from Ford - have 2023 Aviator 2910k mile - in RTL for repairs - lost all my contacts for Ford internal services - want to get info over to the appropriate authorities - DLR says first Aviator with Cam Phasers - calling for CRC to follow along with repair and forward. They had to order parts - I had to drive to MI - took veh in Monday with 6000mil - parts are in - RTL says TSB out on Phasers for trucks and Nav ad not Aviator

ED HOWARD LINCOLN MAZDA 7110 S TAMIAMI TRAIL || SA - Lenora.

PER CLT RTL SAYS:  
TSB for phasers in nav and Ford trucks but first case with Aviator.

CSM ADVISED:  
Apologized and adv I will be happy to follow along with repair to ensure RTL utilize necessary resources. Adv of case start email with follow up date. CLT agreed. Branded close

NEXT STEPS:  
RTL contact

2024-01-24 21:46:37

> | OBC to RTL| Ed Howard Lincoln | 941-921-4403|

SPOKE TO:| SA Lenora regarding veh - SA says we ordered Cam Phasers for rattling noise - part came and he brought veh back with cam recall and adaptive cruise displays cancel while driving -SYNC display is blank for 20miles - SYNC touchscreen stays in day mode while driving at night. CSM asked if those concerns were replicated. SA says we have not been able to do that - I have technicians out sick and calling out so I am not sure when I will be able to get to it. CSM understood and adv of F/u by 1/31. SA agreed.

RO #: 96498  
RO LINE: A-E  
RO OPEN: 1/22/24  
RO MILE: 6143

NEXT STEPS:  
CLT email|| RTL update by 1/31

2024-01-24 22:47:19

>| OBE to CLT| [REDACTED]  
Subject: Lincoln Motor Company - Case Start

Hello [REDACTED],

I hope this finds you well.

I am sending you a courtesy e-mail containing my contact information as well as your case number [REDACTED]

I spoke with the service advisor working on your vehicle, they have not been able to diagnose the other concerns regarding Adaptive Cruise Control and the SYNC concern. I will reach out to you no later than Tuesday, 1/31/2024 with further updates.

I am in the office from 12:00 pm to 8:30 pm EST Sunday - Thursday. Feel free to reach out if you have any questions or concerns before 1/31/2024, I would be happy to help!

Thank you so much for being a part of the Lincoln family. Have a great rest of your day!

Best Regards,  
FEYONA HALL  
Concierge Service Manager

NEXT STEPS  
RTL/CLT update by 1/31

2024-01-31 22:28:41

> | OBC to RTL| Ed Howard Lincoln | 941-921-4403|

SPOKE TO:| SA Lenora regarding veh - SA says service the adv veh ETA at next week - Cam Phasers is a large repair and we are short staffed CSM understood requested email for seamless communication - SA provided CSM thanked.

NEXT STEPS:  
CLT update

2024-01-31 22:40:05

> |OBC to CLT [REDACTED] |

SPOKE TO:| LVM [REDACTED] regarding update - veh is being worked on - RTL adv ETA of next week - adv of F/u update by Thurs 2/8.

NEXT STEPS:  
RTL update? || CLT update by 2/8

2024-02-05 19:05:46

> | OBC to RTL| Ed Howard Lincoln  
Subject: Lincoln Motor Company - [REDACTED] RO: 96498  
Good day Lenora,

I am reaching out for n update regarding [REDACTED] veh repairs. Were the cam phasers installed? Were there any further concerns? And if you would verify the RO number , it seems to be a digit short.

Best Regards,  
[REDACTED]  
Concierge Service Manager

2024-02-05 21:12:43

COM approved rental starting on 2/5 up to csm DOA to be monitored every 7 days

2024-02-05 21:40:20

> | OBC to RTL| Ed Howard Lincoln | 941-921-4403|

SPOKE TO:| SM Travis regarding update with and rental assistance request - adv will only be able to assist with rental starting from 2/5/2024 and not for the 14 days prior. SM understood and adv that instructions given by Hotline was done and a FSE is scheduled to come out Wednesday - CSM adv of F/u 2/8

NEXT STEPS:  
Rental template -RTL/ CLT update by 2/8

2024-02-05 21:45:38

#### RENTAL ASSISTANCE TEMPLATE

WARRANTY START DATE: 5/2/2023  
MILEAGE: 6143  
ESP: NVLW  
RO NUMBER: 096498  
RO OPEN DATE: 1/22/2024  
RO LINE NUMBER: 1  
IN RENTAL/LOANER: yes  
LINCOLN OR OTHER: \$72  
DAILY RATE: \$72  
ESP PORTION: N/A  
DLR PORTION: 1/22 - 2/4/2024 (14 days \$1008.00)  
LINCOLN PORTION: 2/5/2024 - 2/11 (11 days \$504.00)

2024-02-08 18:22:26

> | IBE from RTL| Ed Howard Lincoln  
Subject: Lincoln Motor Company - [REDACTED] RO: 96498

Hello,

We have 5 digit RO numbers, you have to put a zero in front. We are still working on his vehicle.

Lanora Smiley  
Service Advisor

2024-02-08 18:35:55

> | OBC to RTL| Ed Howard Lincoln | 941-921-4403|

SPOKE TO:| SA Lenora regarding veh repairs - SA says we are working on it. CSM adv last I spoke with SM I was told FSE was coming out to look on veh - I need a bit more than we are just working on it. SA says I am not sure about any of that - CSM verified SA is overseeing repairs on veh - SA says yes but I don't know anything about that it came in for cam phasers have been waiting on parts and they arrived we have been working on it all week. CSM asked for an ETA repairs completion - SA adv tech says he is trying to have it back together tomorrow 2/9 by the end of the day - he says FSE did not come in to look at veh it came in for cam phasers. CSM apologized and adv maybe SM got confused with another cust - adv F/u by 2/12. SA agreed.

NEXT STEPS:  
CLT update

2024-02-08 23:47:26

> |OBC to CLT | [REDACTED]

SPOKE TO:| LVM Mr. [REDACTED] regarding update - veh is being worked on - RTL adv ETA by tomorrow - adv of F/u update by Thurs 2/12 and if you get veh back before Monday - update CSM. CLT agreed.

NEXT STEPS:  
RTL update? || CLT update by 2/12

2024-02-12 18:49:48

> |OBC to CLT | [REDACTED]

SPOKE TO:| [REDACTED] regarding update -CLT says have not heard from RTL - CSM adv F/u BEOBD CLT asked for F/u by Wednesday 2/14 CSM agreed.

NEXT STEPS:  
RTL update? || CLT update by 2/14

2024-02-12 21:57:02

> | OBC to RTL| Ed Howard Lincoln | 941-921-4403|

SPOKE TO:| SM Travis regarding veh repairs - SA says parts ordered and FSE came out and looked at veh - hoping to have CLT come to get veh tomorrow. CSM understood and adv of F/u by 2/14

NEXT STEPS:  
RTL update /CLT update by 2/14

2024-02-14 18:34:47

> | OBC to RTL| Ed Howard Lincoln | 941-921-4403|

SPOKE TO:| LVM SM Travis regarding veh repairs - requested CB.

NEXT STEPS:  
CLT update

2024-02-14 21:38:20

> | OBC to RTL| Ed Howard Lincoln | 941-921-4403|

SPOKE TO:| SM Travis regarding veh repairs - SM says oil leak after repair - got a new oil pan on today - topping off fluids and getting ready to test drive veh - ETA tomorrow - CSM adv F/u by Monday if veh is not already with CLT. Sm agreed.

NEXT STEPS:  
CLT update

2024-02-14 21:40:09

#### RENTAL ASSISTANCE TEMPLATE

WARRANTY START DATE: 5/2/2023  
MILEAGE: 6143  
ESP: NVLW  
RO NUMBER [REDACTED]  
RO OPEN DATE: 1/22/2024  
RO LINE NUMBER: 1  
IN RENTAL/LOANER: yes  
LINCOLN OR OTHER: \$72  
DAILY RATE: \$72  
ESP PORTION: N/A  
DLR PORTION: 1/22 - 2/4/2024 (14 days \$1008.00)  
LINCOLN PORTION: 2/5/2024 - 2/14 (9 days \$648.00)

2024-02-14 21:42:30

> |OBC to CLT [REDACTED] |

SPOKE TO:| Mr. [REDACTED] regarding update -CLT says have not heard from RTL - CSM adv F/u by Wednesday 2/19 CLT agreed.

NEXT STEPS:  
RTL update? || CLT update by 2/19

2024-02-19 18:47:59

> | OBC to RTL| Ed Howard Lincoln | 941-921-4403|

SPOKE TO:| SA Lenora regarding veh repairs - SA says called CLT and adv veh is ready. CSM adv will update CLT and adv SA to email CSM once veh is with CLT so I may provide my portion of the rental. SA says she cannot promise that - CSM adv if payment is needed for rental someone will have to contact me. SA agreed. CSM thanked.

NEXT STEPS:  
CLT update



2024-02-19 18:51:26

> |OBC to CLT | [REDACTED]

SPOKE TO:| LVM Mr. [REDACTED] regarding update - veh is repaired and ready for pick up adv to contact RTL - CSM adv F/u by Wednesday 2/21.

NEXT STEPS:  
CLT - veh picked up? by 2/21

2024-02-19 20:35:19

> | IBE from RTL| Ed Howard Lincoln  
Subject: Lincoln Motor Company - [REDACTED] RO: 96498

Mr. [REDACTED] picked his vehicle up.

Lanora Smiley  
Service Advisor

2024-02-21 20:49:11

> |OBC to CLT [REDACTED]

SPOKE TO:| LVM Mr. [REDACTED] regarding update - veh is repaired and back in your care - any issues ?  
CLT says veh seemed to be fine - CSM adv will review case before case completion adv of F/u by 2/27. CLT agreed.

NEXT STEPS:  
CLT - repair satis - A/COM review by 2/26

2024-02-27 23:11:48

> |OBC to CLT [REDACTED]

SPOKE TO:| LVM [REDACTED] regarding GWG - adv looking to purchase a Prem Mant plan Which covers maintenance services for 4 years/ 60,000 miles whichever occurs first, coverage begins at warranty start date with 12 uses. Adv will email the brochure for review.

NEXT STEPS:  
CLT - email brochure || CLT update by 3/4

2024-02-27 23:13:45

>| OBE to CLT| [REDACTED].NET  
Subject: Lincoln Motor Company - Good Will Gesture

Good day [REDACTED],

I investigated an appropriate Good Will gesture I believe is suitable for you and your vehicle. What I am offering is a Lincoln Protect Premium Maintenance Plan. Which covers maintenance services for 4 years/ 60,000 miles whichever occurs first, coverage begins at warranty start date with 12 uses. Plan covers engine oil and filter changes, multi- point inspections as well as 6 wear item coverages. I have attached the brochure for you to review before accepting or denying the plan.

Best Regards,  
FEYONA HALL  
Concierge Service Manager

2024-02-28 18:09:37

> | IBC from RTL| Ed Howard Lincoln | 941-921-4403|

SPOKE TO:| SM Travis says calling for rental - CSM adv did already provided P11 for 14 days at \$1008.00. CSM provided P11 [REDACTED]. SM thanked.

NEXT STEPS:  
CLT - accept / deny offer

2024-03-04 21:27:57

> |OBC to CLT [REDACTED]

SPOKE TO:| LVM [REDACTED] regarding GWG - adv looking to purchase a Prem Mant plan Which covers maintenance services for 4 years/ 60,000 miles whichever occurs first, coverage begins at warranty start date with 12 uses. Adv will email the brochure for review. Requested CB or email response to move forward.

NEXT STEPS:  
CLT - accept/deny GWG offer?

2024-03-06 18:24:10

> |OBC to CLT | [REDACTED]

SPOKE TO:| LVM [REDACTED] regarding GWG - adv looking to purchase a Prem Mant plan Which covers maintenance services for 4 years/ 60,000 miles whichever occurs first, coverage begins at warranty start date with 12 uses. Adv will email the brochure for review. Requested CB or email response to move forward. Adv of F/u by 3/12

NEXT STEPS:  
CLT - accept/deny GWG offer? | 2ND ATTEMPT BY 3/12

2024-03-12 18:39:39

> |OBC to CLT [REDACTED]

SPOKE TO:| Mr [REDACTED] regarding GWG - adv looking to purchase a Prem Mant plan Which covers maintenance services for 4 years/ 60,000 miles whichever occurs first, coverage begins at warranty start date with 12 uses. CLT says I have been pretty busy - I have not viewed brochure. CSM understood and sent email with brochure again. CLT says veh is exhibiting Coolant leak.. CSM asked if RTL has been contacted. CLT says not yet will probably do it this weekend - this veh is within 6K miles. CSM understood and adv that is why the maint plan is the best offer I have. Adv of F/u by 3/18. CLT agreed.

NEXT STEPS:

CLT - accept/deny GWG offer? | BY 3/18

2024-03-18 19:45:36

> |OBC to CLT [REDACTED]

SPOKE TO:| [REDACTED] regarding veh leak - CLT says veh is at RTL brought it this morning they said it could be coolant or oil - provided a loaner/rental with no ETA. CSM understood and adv will reach out to RTL and gather info - adv of F/u by 3/21- CLT agreed and asked for clarity regarding GWG - CSM adv offer is on hold as veh is still at RTL - but once veh is back with you we can proceed if CLT could like - CLT agreed.

NEXT STEPS:

RTL contact || CLT update by 3/21

2024-03-18 19:50:15

> | OBC to RTL| Ed Howard Lincoln | 941-921-4403|

SPOKE TO:| SA Anastasia regarding mutual CLT - diag? SA Anastasia says I am not to SA for this veh - no notes from tech yet - SA Lenora would be the POC if you call In tomorrow. CSM understood and thanked.

RO#: 98650

RO line: A-F

RO OPEN: 3/18/2024

RO mile: 6345

NEXT STEPS:

RTL diag??|| CLT update by 3/21

2024-03-19 19:35:28

> | IBC from RTL| Ed Howard Lincoln | 941-921-4403|

SPOKE TO:| SA Anastasia regarding mutual CLT - diag - requesting SA Lenora - SA Anastasia says SA Lenora will be back at 4:30 PM EST. Understood and thanked.

NEXT STEPS:

RTL diag??|| CLT update

2024-03-19 21:32:49

> | IBC from RTL| Ed Howard Lincoln | 941-921-4403|

SPOKE TO:| SA Lenora regarding mutual CLT - diag? SA says CLT had fluid leaking he believed it to be coolant - he brought in a sample on a paper towel and seemed to be oil - tech says it's an oil leak at the right side turbo oil feed line - we ordered oil line - it is not on BO - ETA 2 - 3 days. SA adv CLT was upset due to the fact we do not have any loaners to provide him. CSM adv cannot assist if certain criteria isn't met - SA says we are not asking for assistance just letting you know he made a comment that oil is getting on his garage floor. CSM understood and adv will explain to cust guidelines. SA says when parts arrive we will put him in a rental for the length of the repair. CSM understood an adv of F/u by 3/25 for repair stat. SA agreed.

NEXT STEPS:

CLT update

2024-03-19 22:24:18

> |OBC to CLT | [REDACTED]

SPOKE TO:| [REDACTED] regarding veh leak - adv RTL ordered part with ETA 2- 3 days - adv they will provide you a loaner once veh is in for repairs - adv F/u by 3/25. CLT says they found two oil leak and I think it stemmed from the cam phasers repairs. CSM apologize and adv of F/u for Monday.

NEXT STEPS:

RTL - repair stat | CLT update by 3/25

2024-03-25 17:39:41

> | OBC TO RTL| Ed Howard Lincoln | 941-921-4403|

SPOKE TO:| SA Anastasia regarding mutual CLT repair stat - SA says ticket is invoiced - not sur if veh is still here.

LVM SA Lenora regarding mutual CLT repair stat - requested CB.

NEXT STEPS:

CLT update

2024-03-25 17:50:47

> |OBC to CLT [REDACTED] |

SPOKE TO: [REDACTED] regarding veh repairs - have you had the veh back - CLT says they have not call me to say the parts came I yet - CSM understood and adv of F/u no later than Wed 3/27. CLT says when will we be able to do the LMT MNT plan/ CSM adv after veh is repaired. CLT understood.

NEXT STEPS:  
RTL contact || CLT update by 3/27

2024-03-26 18:31:37

> | IBVM from RTL| Ed Howard Lincoln | SA Lenora

SA adv all parts are not in yet.

NEXT STEPS:  
RTL parts arrived?|| CLT update by 3/27

2024-03-27 21:37:43

>Assisting CSM Fey | OBC TO RTL| Ed Howard Lincoln | 941-921-4403|

SPOKE TO:  
SA Lenora adv reaching out on behalf of CSM Feyona regarding -parts order status for mutual clt. SA says still waiting on parts , no ETA, adv will get CSM over to parts to gather more info

Spoke to :PA Scott regarding parts order status for mutual clt- PA Scott says parts were ordered on 03/18/24 however still has not arrived as yet/ adv part is not on BO- CSM requested parts number for the parts that have not arrived - PA said no parts have arrived yet / CSM provided case manager Feyonas email and req all parts # be sent to her - requested PA Scotts email for further communication

NEXT STEPS: update CSM|CLT contact

2024-03-27 22:47:02

> |OBC to CLT [REDACTED] |

SPOKE TO: [REDACTED] regarding veh repairs - adv RTL is still waiting on parts as they were expecting them to arrive this week - adv working with parts dept to track parts in order to expedite the repairs - CLT thanked for update CSM adv f F/u by 4/1 CLT agreed.

NEXT STEPS:  
Email RTL PA Scott || CLT update by 4/1

2024-03-28 17:14:10

> | IBE from RTL| Ed Howard Lincoln | SKESSLER@EDHOWARDAUTOS.COM  
Subject: Lincoln Motor Company - RO # 98650

the only thing i can recall from mondays 3/18/24 order is when i placed the order that the ford ordered system was down. the message on the screen was " your order was recieved but the system is currently down, we will process your order when the system is back up. dont reorder or you may recieve a duplicate order."

i will reorder the needed parts today.

Thank you

Scott Kessler  
Parts Manager  
Ed Howard Lincoln

2024-03-28 17:22:46

> | OBE TO RTL| Ed Howard Lincoln | SKESSLER@EDHOWARDAUTOS.COM  
Subject: Lincoln Motor Company - RO # 98650

Thank you for the update, Scott.

Please let me know the ETA on the parts once you have placed the order.

Best Regards,  
FEYONA HALL  
Concierge Service Manager

2024-04-01 22:07:47

> | OBE TO RTL| Ed Howard Lincoln | SKESSLER@EDHOWARDAUTOS.COM  
Subject: Lincoln Motor Company - RO # 98650

Good day, Scott,

Do we have any updates on the parts status for [REDACTED] ?

Best Regards,  
FEYONA HALL  
Concierge Service Manager

NEXT STEPS:  
CLT UPDATE

2024-04-01 22:59:34

> |OBC to CLT | [REDACTED]

SPOKE TO: [REDACTED] regarding veh repairs - adv RTL is still waiting on parts as they were expecting them to arrive this week - adv working with parts dept to track parts in order to expedite the repairs - parts arrived but with incorrect component. - CLT thanked for update CSM adv F/u by 4/4 CLT agreed.

NEXT STEPS:

Email RTL PA Scott || CLT update by 4/4

2024-04-04 18:21:00

> | IBC from RTL| Ed Howard Lincoln | 941-921-4403|

SPOKE TO: PA Scott regarding mutual CLT parts status - PA says parts arrived on Friday - emailed CLT not sure if it was the right email. CSM understood and adv will update CLT and adv him to reach out to SA to bring veh in. PA Scott thanked. CSM thanked.

NEXT STEPS:

CLT update

2024-04-04 18:31:51

> |OBC to CLT | [REDACTED]

SPOKE TO: [REDACTED] regarding veh parts ordered status - PA Scott says part arrived Friday 4/5 and he emailed you - did you receive it? CLT says nope - CSM adv part is in and offered to connect to SA for appt - CLT adv will do it on his own time - CSM adv to let CSM know the appt time and date - provided contact info - adv of F/u by 4/10. CLT agreed.

NEXT STEPS:

RTL - repair stat|| CLT update by 4/10

2024-04-10 19:36:20

> | IBC from RTL| Ed Howard Lincoln | 941-921-4403|

SPOKE TO: PA Scott regarding mutual CLT parts status - PA says parts arrived on Friday. PA Scott says parts came and I don't think the car is here.

SA Lenora regarding CLT - CLT says just dropped the car off a day or two ago - engine is out the veh tech in the middle of working on it . It will not be done today. CSM adv of F/u by 4/12

NEXT STEPS:

CLT update

2024-04-10 20:07:31

> |OBC to CLT | [REDACTED]

SPOKE TO: [REDACTED] regarding veh repair stat - adv SA Lenora says they are actively working on veh - adv of update with repairs by 4/12. CLT agreed and thanked.

NEXT STEPS:

RTL - repair stat | CLT update by 4/12

2024-04-12 21:47:15

> ASSISTING CSM FEYONA|OBC TO RTL | 941-921-4403|

SPOKE TO : SA Leanora regarding mutual clt [REDACTED] repair update - SA adv CSM the veh is still currently being worked on and the tech had to order an additional part and as of now there is not ETA for repair completion - CSM thanked and adv SA csm adv case manager will f/u for another repair update by 4/17 EOB

NEXT STEPS: UPDATE CSM | UPDATE CLT

2024-04-12 21:53:47

> ASSISTING CSM FEYONA|OBC TO CLT [REDACTED]

SPOKE TO : LVM [REDACTED] on behalf of CSM Feyona regarding repair sat- CSM adv CLT the dlr is still actively working on the veh and has ordered an additional part to move forward with the repair but as of now there is still no ETA for completion- CSM adv case manager would like to f/u by 4/17 EOB and adv CLT to reach out if they have any additional questions or concerns before that - provided case manager contact info - branded close

NEXT STEPS: RTL CONTACT | CLT REPAIR STAT

2024-04-17 17:57:15

> | OBC to RTL| Ed Howard Lincoln | 941-921-4403|

SPOKE TO: PA Lenora regarding mutual CLT repair stat? Last you spoke with a colleague you adv tech had to order additional part to complete repairs - calling to follow up. SA says I would have to go talk to the tech - tech says we got turbo line was waiting on and he will go put everything back together - ETA hopefully by Friday 4/19 - CSM adv of F/u by Friday - SA agreed.

NEXT STEPS:

CLT update

2024-04-17 18:02:27

> |OBC to CLT | [REDACTED] |

SPOKE TO: [REDACTED] regarding veh repair stat - adv SA Lenora says they are actively working on veh - the turbo line arrived and they are actively working to put veh back together to complete a test drive for before giving veh back to CLT - Adv of F/u by 4/23 with hopes CLT will receive veh over the weekend. CLT agreed.

NEXT STEPS:

RTL - repair stat by 4/19 | CLT update by 4/23

2024-04-19 21:15:45

> | OBC to RTL| Ed Howard Lincoln | 941-921-4403|

SPOKE TO:| SA Lenora regarding mutual CLT repair stat? SA says it's not ready we have to test drive it that's the last thing tech says. CSM understood and adv of F/u by Tues 4/23 SA agreed.

NEXT STEPS:

RTL - repair stat || CLT update by 4/23

2024-04-23 20:53:46

> | OBC to RTL| Ed Howard Lincoln | 941-921-4403|

SPOKE TO:| SA Lenora regarding mutual CLT repair stat? SA says he picked veh up today - just this afternoon. CSM thanked.

NEXT STEPS:

CLT update

2024-04-23 20:59:36

> |OBC to CLT | [REDACTED] |

SPOKE TO:| [REDACTED] regarding veh repair stat - adv SA Lenora says you piked veh up today? CLT says yes. CSM adv of F/u for repair satisfaction by Fri 4/26. CLT agreed.

NEXT STEPS:

CLT - repair satis by 4/26

2024-04-26 22:44:24

> |OBC to CLT | [REDACTED] |

SPOKE TO:| [REDACTED] regarding veh repair satisfaction. CLT says everything is working fine with veh . CSM adv of case completion but will reach out by Thurs 5/2 with a GWG offer. CLT agreed.

NEXT STEPS:

CLT - GWG offer PremMT by 5/2

2024-05-02 23:58:24

> |OBC to CLT [REDACTED] |

SPOKE TO:| [REDACTED] i regarding veh repair satisfaction - CLT says no issue - CSM adv would like to purchase a Prem Mant plan on his behalf Which covers maintenance services for 4 years/ 60,000 miles whichever occurs first, coverage begins at date and mileage of upload with 12 uses. CLT accepts offer asked for details on plan - CSM adv will email a copy of brochure and CLT responds with answer - CLT is certain he accepts just want the details - CLT provided exact mileage of veh - 6615 - requested CSM contact- CSM provided and adv of F/u by 5/8. CLT agreed.

NEXT STEPS:

Email brochure | submit Morley

2024-05-03 00:06:39

>| OBE to CLT| [REDACTED]

Subject: Lincoln Motor Company - Good Will Gesture

Good day [REDACTED] ,

I have attached a PDF copy of the 2024 Lincoln Protect Premium Maintenance Plans Brochure, which goes into the coverages in detail. During our conversation I advised it was added to current mileage of the vehicle, the plan begins on at the Warranty Start Date.

Please note that there are multiple plan durations on the brochure. What I am offering you is a Premium Maintenance plan that covers up to 4 years /60,000 miles whichever comes first, with 12 visits and \$0 deductible. Coverage begins at warranty start date.

Let me know if you have any further question. Thank you for being the best part of Lincoln!

Best Regards,

FEYONA HALL

Concierge Service Manager

2024-05-06 17:22:53

Ford ESP Case Transmission

CASE NUMBER [REDACTED]

2024-05-06 20:14:01

COM transmitted CASE NUMBER: [REDACTED]



2024-05-07 22:31:51

> |OBC to CLT | [REDACTED]

SPOKE TO: [REDACTED] regarding ESP PMT not yet attached to VIN - adv of F/u by 5/10 regarding ESP attached. CLT agreed.

NEXT STEPS:  
CHECK ESP ATTACHED || CLT update by 5/10

2024-05-10 21:32:42

> |OBC to CLT | [REDACTED]

SPOKE TO: [REDACTED] regarding ESP PMT - adv Plan is attached to VIN and ready for use at any local Lincoln/Ford RTL with an expiration date May 2, 2027 or at 61,000 miles, whichever occurs first - Adv of case completion - EOC email and survey. Branded close. CLT thanked.

NEXT STEPS:  
CLOSE CASE

2024-05-10 21:37:09

>| OBE to CLT [REDACTED]  
Subject Line: Lincoln Motor Company – Case Completion  
Hello [REDACTED]

Thank you for contacting Lincoln Motor Company and allowing us to assist you with your 2023 Lincoln Aviator regarding case [REDACTED]. Partnering with Ed Howard Lincoln, I am glad I was able to address your Cam Phasers concern; I was able to expedite the part needed for the repair while keeping you updated throughout the process.

The complimentary Lincoln Protect Premium Maintenance plan that was added to your vehicle is to provide you with peace of mind knowing Lincoln has your back. This plan has a retail value of \$1300 that covers your oil changes, tire rotations, and other great benefits up to 12 visits should you have an issue in the future. This plan is set to expire on May 2, 2027, or at 61,000 miles, whichever occurs first.

As I will be completing your case, please look for an email in the next 24 hours with a brief survey regarding my efforts and your experience with me in completing your case – Lincoln and I value your feedback. You may receive an additional survey regarding your retailer and vehicle at a later date.

Should you need to contact me again, you may reach me directly at fhall20@lincoln.com or by phone at 1-888-214-2155 ext. 77216. If I'm unavailable, please leave me a detailed message and I will return your call as soon as possible. Note: for a quicker response, please provide your case number indicated above.

Thank you for being a valued client and a part of the extended Lincoln family.

Best Regards,  
FEYONA HALL  
Concierge Service Manager

2024-05-10 23:45:18

> |OBC to CLT [REDACTED]

SPOKE TO: [REDACTED] regarding veh - veh started shaking violently and veh stalled while driving - got it off the road and it ran for 16 seconds - I got it in reverse and drove backwards slowly in order to get home safely - it's going to have to be towed back to Ed Howard Lincoln again and I understand it's Friday - I tried to call the service already - what are my next steps and what about a rental? CSM apologized for concerns and adv I would have to begin assistance on Monday given RTL is currently closed and I do not work Saturdays - but I would be happy to look into rental assistance. CLT says I want RTL to pick veh up and bring me a loaner tomorrow. CSM adv I cannot promise that and adv CLT to call into Lincoln CRC and request assistance with rental 0 adv will reopen case and work to have veh repaired. CLT says Ed Howard is 42 miles away - there was a strip torque converter bolt that was loose - it seems the engine let loose from converter and that's why I have to bring it back to Ed Howard Lincoln. CSM adv can connect with Lincoln RS and to see if they can set up a tow for tomorrow(5/11) to have veh at RL. CLT understood and agreed. CSM apologized again and adv of F/u by 5/13 and connected CLT with RS.

NEXT STEPS:  
RTL contact|| CLT update

2024-05-11 00:14:29

> ( Assisting CSM Fey - EXT 77216) | IBC FROM CLT | [REDACTED]

SPOKE TO: [REDACTED], CLT states vehicle is currently not working, had to pull off road due to shaking. The veh had just gotten back from a repair 2 weeks ago for an oil leak. CLT is seeking rental assistance asap. CSM adv unfortunately I would not be able to authorize any rental privileges being that the Service dept is closed at this hour. I do see you have a case opened with Feyona to follow up Monday. she would have to get in touch with RTL in order to authorize any rental privileges. CLT adv that they do not understand why rental isn't able to be authorized at the moment. CSM adv the veh would have to be at the RTL for CRC to contact and organize rental. CSM adv CLT to reach out to CRC on the weekend to organize rental. CLT expressed frustration but understood. CSM advocated that we will do what we can to assist CLT. CLT understood and thanked. Branded close and Survey.

NEXT STEPS: Update CSM Fey

2024-05-13 17:42:22

> | OBC to RTL| Ed Howard Lincoln | 941-921-4403|

SPOKE TO: SA Lenora regarding veh - SA says his car got towed in and we are working off the old RO - he has a loaner. CLT says he is afraid of veh and I told him to tell Lincoln - CSM adv if he does I will require RO Hist. Sa understood.

RO # [REDACTED]  
RO Open: 4/8

NEXT STEPS:  
CLT contact

2024-05-13 18:45:15

> |OBC to CLT [REDACTED]

SPOKE TO: [REDACTED] regarding veh - RTL have not begun diag as yet but adv you had something to say to RTL states that you do not want veh back. CLT says right - I have a safety issue with veh had this happened on a major road the car is not safe - it rumble shook violently and suddenly stopped on the road - the engine shut down and the veh came to an abrupt -CSM apologized and adv can conduct a GFR - explained the process and adv if approved, the RAV team will take over the case. CLT agreed - CSM conducted GFR intake and adv of 3-5 day process and adv of F/u by 5/16. CLT agreed.

NEXT STEPS:  
Conduct GFR||repair update by 5/16

2024-05-13 18:48:50

> |OBC to CLT | [REDACTED]

SPOKE TO: [REDACTED] regarding veh - RTL have not begun diag as yet but adv you had something to say to RTL states that you do not want veh back. CLT says right - I have a safety issue with veh had this happened on a major road the car is not safe - it rumble shook violently and suddenly stopped on the road - the engine shut down and the veh came to an abrupt -CSM apologized and adv can conduct a GFR - explained the process and adv if approved, the RAV team will take over the case. CLT agreed - CSM conducted GFR intake and adv of 3-5 day process and adv of F/u by 5/16. CLT agreed.

NEXT STEPS:  
Conduct GFR||repair update by 5/16

2024-05-13 18:53:44

> |OBE to RTL| Ed Howard Lincoln |smiley@edwardautos.com  
Subject: Lincoln Motor Company - [REDACTED] RO:99397

Hi Lenora,

[REDACTED] requested a buyback. I do need a copy of all repair order history you have with him. If you would please respond with the RO History so I may begin the review for his request.

Best Regards,  
FEYONA HALL  
Concierge Service Manager

NEXT STEPS:  
RTL sent RO? || CLT update by 5/16

2024-05-14 17:18:43

> |IBE from RTL| Ed Howard Lincoln |smiley@edwardautos.com  
Subject: Lincoln Motor Company - [REDACTED] RO:99397

Hello,

I am sending a total of 5 ROs, 94879, 96498, 98650, 99397, & 10676. If you need anything else, please let me know. RO 10676 is an RO, I opened today(I opened a new RO for this visit).

Lanora Smiley  
Ed Howard Lincoln

2024-05-14 23:00:27

> |OBC to CLT [REDACTED]

SPOKE TO: [REDACTED] regarding veh - attempted to get an update from RTL but was unsuccessful so left detailed message. Adv received all needed to conduct GFR and will begin the process and provide and - CLT says do you require anything from me for your review - with this latest incident veh did not come to a slow stop it stopped abruptly and could have caused an accident. CSM understood and adv that is well documented as well as the fact CLT has been facing these issues from December before contacting Lincoln CRC. CLT says he can review CSM's process as well. CSM adv that will not be necessary as all the information required is proprietary and internal to RTL and company - adv CLT CSM is advocating to provide a resolution that is suitable for the CLT. Adv of F/u by 5/17 CLT agreed and thanked.

NEXT STEPS:  
RTL - Repair stat | CLT update by 5/17

2024-05-15 17:06:42

COM Autumn- COM reviewed case. At this time COM does recommend replacement. GFR Approved

2024-05-15 23:36:27

> |OBC to CLT | [REDACTED]

SPOKE TO: [REDACTED] regarding GFR determination - I am happy to let you know that I have completed your GFR, and I was able to approve your request. I will be submitting the paperwork today to our Re-Acquired Vehicles team, who will handle the case from here. They will assign your case to an agent, who will reach out within 5 business days and become your main point of contact. Adv will reach out to see if a Rav agent made contact by 5/22. CLT agreed and asked for approval in writing - CSM adv will send a brief synopsis of convo. CLT agreed.

NEXT STEPS:  
Upload Morley | Email CLT

2024-05-15 23:42:39

> | OBE to CLT | [REDACTED]  
Subject: Lincoln Motor Company - Good Faith Review Determination [REDACTED]  
Good day, [REDACTED]

Per our discussion, I am happy to let you know that I have completed your Good Faith Review, and I was able to approve your request. I will be submitting the paperwork today to our Re-Acquired Vehicles team, who will handle the case from here. They will assign your case to an agent, who will reach out within 5 business days and become your main point of contact throughout the transaction. I will reach out by Wednesday, 5/22 to check if a Re-acquired Vehicle's specialist has contacted you.

Please feel free to contact me should you have any questions or concerns before next Wednesday, I would be happy to help!

Thank you for being the best part of Lincoln!

Best Regards,  
FEYONA HALL  
Concierge Service Manager

2024-05-16 00:22:16

Ford RAV Case Transmission  
CASE NUMBER [REDACTED]

2024-05-17 17:47:46

RAV has received & accepted the case. Customer contact is forthcoming.

2024-05-22 18:18:48

> |OBC to CLT | [REDACTED]

SPOKE TO: [REDACTED] regarding RAV contact - CLT says they reached out to him yesterday. CSM adv of case completion email and survey - adv any and all questions/concerns would refer to Rav specialist. CLT understood and thanked.

NEXT STEPS:  
A/COM REVIEW || CLOSE CASE

2024-05-22 18:21:39

> | OBE to CLT | [REDACTED]  
Subject Line: Lincoln Motor Company – Case Completion  
Hello [REDACTED]

Thank you for contacting Lincoln Motor Company and allowing us to assist you with your 2023 Lincoln Aviator regarding case [REDACTED]. Partnering with Ed Howard Lincoln, I am glad I was able to address your Cam Phasers concern; I was able to expedite the part needed for the repair while keeping you updated throughout the process.

The complimentary Lincoln Protect Premium Maintenance plan that was added to your vehicle is to provide you with peace of mind knowing Lincoln has your back. This plan has a retail value of \$1300 that covers your oil changes, tire rotations, and other great benefits up to 12 visits should you have an issue in the future. This plan is set to expire on May 2, 2027, or at 61,000 miles, whichever occurs first.

Please keep in mind that any questions related to the repurchase or replacement of your vehicle should be directed to your Reacquired Vehicles Specialist. Your specialist will work with you through the remainder of the process, helping you to make the best decision for you and your family. Your specialist will provide their direct contact information when they reach out to you, and that will be their best contact method. The Reacquired Vehicle Specialist general office number is 877-477-1022.

As I will be completing your case, please look for an email in the next 24 hours with a brief survey regarding my efforts and your experience with me in completing your case – Lincoln and I value your feedback. You may receive an additional survey regarding your retailer and vehicle at a later date.

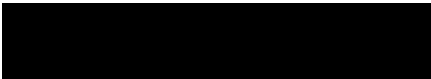
Should you need to contact me again, you may reach me directly at fhall20@lincoln.com or by phone at 1-888-214-2155 ext. 77216. If I'm unavailable, please leave me a detailed message and I will return your call as soon as possible. Note: for a quicker response, please provide your case number indicated above.

Thank you for being a valued client and a part of the extended Lincoln family.

Best Regards,  
FEYONA HALL  
Concierge Service Manager

CASE ATTACHMENTS:  
2024-05-14 17:18:43

Feyona Hall



LINCOLN  
(941) 921-4402

**ED HOWARD**  
**Lincoln Mazda**  
7110 South Tamiami Trail \* Sarasota, FL  
Fax: (941) 922-3843  
Repair Shop Registration Number: MV-5906



94879 WON

|                                  |                   |                  |            |                           |                    |              |
|----------------------------------|-------------------|------------------|------------|---------------------------|--------------------|--------------|
| VEHICLE ID                       |                   | MILES IN         | MILES OUT  | DATE/TIME IN              | DATE OUT           | INVOICE NO.  |
| [REDACTED]                       |                   | 2941             | 2941       | 12/06/23 15:30            | 12/07/23           | [REDACTED]   |
| VEHICLE DESCRIPTION              |                   |                  |            | TAG NO.                   | STATUS             |              |
| 2023 LINCOLN AVIATOR RE (SILVER) |                   |                  |            | [REDACTED]                | PARTIAL-COMPLETE-P |              |
| CONTROL NO.                      | LICENSE PLATE NO. | CUST. LABOR RATE | PROD. DATE | IN-SERV DATE              | DELIV. DATE        | DELIV. MILES |
| [REDACTED]                       | [REDACTED]        | [REDACTED]       | [REDACTED] | 05/02/23                  | 05/02/23           | 9            |
| HOME                             | PHONE 2           | PHONE 3          | STOCK NO.  | SERV. ADV.                |                    | RO COMMENT   |
| [REDACTED]                       | [REDACTED]        | [REDACTED]       | 23203      | ANASTASIIA TSYGANOK (865) |                    | [REDACTED]   |

| Line          | Op-Code                                                                                                                                                                                                                                                  | Fail Code | Tech | Hours | Type     | Amount |
|---------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|------|-------|----------|--------|
| A             |                                                                                                                                                                                                                                                          |           | A47  |       | Warranty |        |
| Concern       | Customer states THAT HE HEARS VERY LOUD RATTLING SOUND COMING OUT OF THE ENGINE WHEN HE STARTS THE VEHICLE IT GOES ABOUT FOR 10-15 SECONDS AND THEN IYT STOPS , AFTER IT RUNS FOR A WHILE IT DOES NOT MAKE THE SOUND IT HAS BEEN HAPPENING FOR FOUR DAYS |           |      |       |          |        |
| Cause         | VERFIED CONCERN, LISTENED WITH STETHOSCOPE AND NOISE COMING FROM TIMING COVER, VCT PHASERS ARE THE SOURCE OF THE NOISE, ORDERED PARTS                                                                                                                    |           |      |       |          |        |
| B             | 99P                                                                                                                                                                                                                                                      |           | A47  |       | Customer | \$0.00 |
| Concern       | FREE MULTI-POINT INSPECTION                                                                                                                                                                                                                              |           |      |       |          |        |
| Line Total... |                                                                                                                                                                                                                                                          |           |      |       |          | \$0.00 |

|         |                          |     |          |
|---------|--------------------------|-----|----------|
| D +     | RENTAL                   | A47 | Warranty |
| Concern | CUSTOMER REQUESTS RENTAL |     |          |

|                        |                     |                  |
|------------------------|---------------------|------------------|
| Warranty Claim Type: F | Authorization Code: | Service Cont No: |
| Totals                 |                     |                  |
| Total Amount Due       |                     | Amount<br>\$0.00 |

**WARRANTY DISCLAIMER:**

ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THIS 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 ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMERS 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:** A charge equal to 5% of the total of labor and parts, not to exceed \$50.00, will be added to the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718], and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state [s.403.7185].

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.

X  
Customer Signature \_\_\_\_\_ Date \_\_\_\_\_  
X  
Authorized Dealership Representative Signature \_\_\_\_\_ Date \_\_\_\_\_

Section 501.98, Florida Statutes, requires at least 30 days before bringing any claim against a motor vehicle dealer for an unfair, or deceptive trade practice, a consumer must provide the dealer with a written demand letter stating the name address, and telephone number of the consumer; the name and address of the dealer; a description of the facts that serve as the basis of the claim; the amount of damages; and copies of any documents in the possession of the consumer which relate to the claim. Such notice must be delivered by the United States Postal Service or by a nationally recognized carrier. Return receipt requested, to the address where the subject vehicle was purchased or leased or where the subject transaction occurred, or an address at which the dealer regularly conducts business. ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

X  
Customer Signature \_\_\_\_\_ Date \_\_\_\_\_

12/07/23 07:28

INVOICE

CUSTOMER COPY

Page 1 of 1

PE24-012 000442 GCCT PLV



LINCOLN  
(941) 921-4402

**ED HOWARD**  
**Lincoln Mazda**  
7110 South Tamiami Trail \* Sarasota, FL  
Fax: (941) 922-3843  
Repair Shop Registration Number: MV-5906



96498 WON

|                    |                   |                                  |            |                     |                |                    |             |
|--------------------|-------------------|----------------------------------|------------|---------------------|----------------|--------------------|-------------|
| [REDACTED]         |                   | VEHICLE ID                       | MILES IN   | MILES OUT           | DATE/TIME IN   | DATE OUT           | INVOICE NO. |
| [REDACTED]         |                   | [REDACTED]                       | 6143       | 6162                | 01/22/24 10:21 | 02/16/24           | [REDACTED]  |
| PORT CHARLOTTE, FL |                   | VEHICLE DESCRIPTION              |            |                     | TAG NO.        | STATUS             |             |
| [REDACTED]         |                   | 2023 LINCOLN AVIATOR RE (SILVER) |            |                     | [REDACTED]     | PARTIAL-COMPLETE-P |             |
| CONTROL NO.        | LICENSE PLATE NO. | CUST. LABOR RATE                 | PROD. DATE | IN-SERV DATE        | DELIV. DATE    | DELIV. MILES       | TERMS       |
| [REDACTED]         | [REDACTED]        | [REDACTED]                       | [REDACTED] | 05/02/23            | 05/02/23       | 9                  | No Charge   |
| HOME               | PHONE 2           | PHONE 3                          | STOCK NO.  | SERV. ADV.          |                | RO COMMENT         |             |
| [REDACTED]         | [REDACTED]        | [REDACTED]                       | 23203      | LANORA SMILEY (338) |                |                    |             |

| Line | Op-Code | Fail Code | Tech | Hours | Type | Amount |
|------|---------|-----------|------|-------|------|--------|
|------|---------|-----------|------|-------|------|--------|

|     |  |  |     |  |          |  |
|-----|--|--|-----|--|----------|--|
| A * |  |  | A47 |  | Warranty |  |
|-----|--|--|-----|--|----------|--|

Concern CUST STATES HE HEARS VERY LOUD RATTLING SOUND COMING OUT OF THE ENGINE WHEN HE STARTS THE VEHICLE, IT GOES ABOUT FOR 10-15 SECONDS AND THEN IT STOPS , AFTER IT RUNS FOR A WHILE IT DOES NOT MAKE THE SOUND-SOP

Cause Verified customer concern. Installed Chassis Ears and found noise to be coming from the VCT's. Replaced all 4 VCT's per WSM.  
Front cover stripped where alternator bolts thru the cover. Retapped hole and recured bolt. When oil was added to the engine, Tech noticed an oil leak coming from the oil pan. Upon further inspection tech found a small crack in the oil pan. Removed and replaced Oil Pan, refilled with oil and verified repair.  
Upon starting vehicle, tech heard a belt noise. Inspected belt and found top idler pulley damaged.

Correction Removed and replaced VCT's per WSM. After engine was reassembled, tech found oil leak front the oil pan. Removed and replaced oil pan. Upon startup tech heard a belt noise. Upon further inspection, tech found upper idler pulley damaged. Removed and replaced upper idler pulley. Road tested vehicle and verified repairs.

| Part Number   | Description    | Qty. |
|---------------|----------------|------|
| DS7Z 19B596 A | KIT - AIR COND | 1    |
| W520517 S440  | NUT - HEX.     | 2    |
| W719699 S442  | NUT - FLANGED  | 2    |
| CP9Z 6279 C   | BOLT           | 2    |
| L1MZ 6C525 C  | CAM            | 2    |
| L1MZ 6256 C   | SPROCKET - CAM | 2    |
| BB5Z 4B422 A  | CIRCLIP - INNE | 1    |
| CN1Z 7H424 B  | SEAL           | 2    |
| CP9Z 6279 C   | BOLT           | 2    |
| FT4Z 00815 A  | "O" RING       | 1    |
| FT4Z 6020 A   | GASKET         | 1    |
| FT4Z 6020 J   | GASKET         | 1    |
| FT4Z 6840 B   | GASKET         | 2    |

|                               |                   |                                  |            |              |                     |                |                    |             |
|-------------------------------|-------------------|----------------------------------|------------|--------------|---------------------|----------------|--------------------|-------------|
| [REDACTED]                    |                   | VEHICLE ID                       |            | MILES IN     | MILES OUT           | DATE/TIME IN   | DATE OUT           | INVOICE NO. |
| [REDACTED]                    |                   | [REDACTED]                       |            | 6143         | 6162                | 01/22/24 10:21 | 02/16/24           | [REDACTED]  |
| PORT CHARLOTTE, FL [REDACTED] |                   | VEHICLE DESCRIPTION              |            |              |                     | TAG NO.        | STATUS             |             |
| [REDACTED]                    |                   | 2023 LINCOLN AVIATOR RE (SILVER) |            |              |                     | [REDACTED]     | PARTIAL-COMPLETE-P |             |
| CONTROL NO.                   | LICENSE PLATE NO. | CUST. LABOR RATE                 | PROD. DATE | IN-SERV DATE | DELIV. DATE         | DELIV. MILES   | TERMS              |             |
| [REDACTED]                    | [REDACTED]        | [REDACTED]                       | [REDACTED] | 05/02/23     | 05/02/23            | 9              | No Charge          |             |
| HOME                          | PHONE 2           | PHONE 3                          | STOCK NO.  |              | SERV. ADV.          |                | RO COMMENT         |             |
| [REDACTED]                    | [REDACTED]        | [REDACTED]                       | 23203      |              | LANORA SMILEY (338) |                |                    |             |

| Line | Op-Code | Fail Code | Tech | Hours | Type | Amount |
|------|---------|-----------|------|-------|------|--------|
|------|---------|-----------|------|-------|------|--------|

A \* Continued

| Part Number  | Description    | Qty. |
|--------------|----------------|------|
| FT4Z 6840 C  | GASKET         | 1    |
| FT4Z 6N652 G | GASKET         | 4    |
| FT4Z 6N652 F | GASKET         | 1    |
| FT4Z 8507 C  | GASKET - WATER | 1    |
| JR3Z 6701 A  | SEAL ASY - CRA | 1    |
| JT4Z 6020 A  | GASKET         | 1    |
| JT4Z 6584 B  | GASKET         | 1    |
| JT4Z 6584 D  | GASKET         | 1    |
| JT4Z 6C683 A | FILTER ASY     | 1    |
| JT4Z 6N652 A | GASKET         | 1    |
| JT4Z 6N652 B | GASKET         | 1    |
| JT4Z 9E583 A | SEAL           | 1    |
| K2GZ 9440 A  | GASKET         | 1    |
| L1MZ 00815 A | "O" RING       | 1    |
| L1MZ 4382 D  | BOLT           | 4    |
| L1MZ 4382 B  | BOLT           | 2    |
| L1MZ 6584 A  | GASKET         | 1    |
| L1MZ 6584 B  | GASKET         | 1    |
| L1MZ 6584 C  | GASKET         | 1    |
| L1MZ 6710 A  | GASKET - OIL P | 1    |
| L1MZ 6L612 B | GASKET         | 1    |
| L1MZ 9448 A  | GASKET         | 1    |
| L1MZ 9J323 A | TUBE ASY       | 1    |
| N1MZ 4A015 B | SEALING RING   | 1    |
| W520517 S440 | NUT - HEX.     | 2    |
| W715564 S442 | BOLT           | 3    |
| W715618 S437 | NUT            | 2    |
| W715932 S439 | BOLT           | 2    |
| W716117 S437 | BOLT           | 2    |
| W719699 S442 | NUT - FLANGED  | 2    |
| BR3Z 6A340 A | BOLT           | 1    |
| 5L7Z 7D285 A | SEAL - SPECIAL | 1    |

|                               |                   |                                  |            |                     |             |                |                    |             |
|-------------------------------|-------------------|----------------------------------|------------|---------------------|-------------|----------------|--------------------|-------------|
| [REDACTED]                    |                   | VEHICLE ID                       |            | MILES IN            | MILES OUT   | DATE/TIME IN   | DATE OUT           | INVOICE NO. |
|                               |                   | [REDACTED]                       |            | 6143                | 6162        | 01/22/24 10:21 | 02/16/24           | [REDACTED]  |
| PORT CHARLOTTE, FL [REDACTED] |                   | VEHICLE DESCRIPTION              |            |                     |             | TAG NO.        | STATUS             |             |
| [REDACTED]                    |                   | 2023 LINCOLN AVIATOR RE (SILVER) |            |                     |             | [REDACTED]     | PARTIAL-COMPLETE-P |             |
| CONTROL NO.                   | LICENSE PLATE NO. | CUST. LABOR RATE                 | PROD. DATE | IN-SERV DATE        | DELIV. DATE | DELIV. MILES   | TERMS              |             |
| [REDACTED]                    | [REDACTED]        | [REDACTED]                       | [REDACTED] | 05/02/23            | 05/02/23    | 9              | No Charge          |             |
| HOME                          | PHONE 2           | PHONE 3                          | STOCK NO.  | SERV. ADV.          |             |                | RO COMMENT         |             |
| [REDACTED]                    | [REDACTED]        | [REDACTED]                       | 23203      | LANORA SMILEY (338) |             |                |                    |             |

| Line | Op-Code | Fail Code | Tech | Hours | Type | Amount |
|------|---------|-----------|------|-------|------|--------|
|------|---------|-----------|------|-------|------|--------|

A \* Continued

| Part Number   | Description    | Qty. |
|---------------|----------------|------|
| KX6Z 9C587 A  | ROLLER - TAPPE | 1    |
| FT4Z 12A227 A | RING           | 1    |
| L1MZ 4676 C   | SEAL ASY - OIL | 1    |
| XW4Z 6700 B   | SEAL ASY - CRA | 1    |
| W520216 S440  | NUT            | 2    |
| W716383 S437  | STUD           | 4    |
| W718758 S300  | DOWEL - PIN    | 4    |
| W719326 S439  | BOLT AND WASHE | 4    |
| W721083 S439  | BOLT AND WASHE | 3    |
| W719503 S439  | BOLT           | 1    |
| W520214 S440  | NUT            | 1    |
| KU2Z 6731 A   | KIT - ELEMENT  | 1    |
| L1MZ 00815 A  | "O" RING       | 1    |
| LB5Z 3B477 A  | RETAINER       | 2    |
| L1MZ 3B478 A  | CLAMP - BOOT   | 1    |
| L1MZ 4382 B   | BOLT           | 1    |
| BB5Z 4B422 A  | CIRCLIP - INNE | 1    |
| JT4Z 6C683 A  | FILTER ASY     | 1    |
| FT4Z 6N652 D  | GASKET         | 1    |
| L1MZ 6L612 B  | GASKET         | 1    |
| W520216 S440  | NUT            | 2    |
| W715131 S442  | BOLT           | 2    |
| W712961 S439  | BOLT           | 1    |
| W711310 S440  | NUT            | 2    |
| W714870 S430  | NUT            | 4    |
| W715618 S437  | NUT            | 4    |
| W715932 S439  | BOLT           | 2    |
| W716979 S439  | BOLT           | 2    |
| W719431 S439  | BOLT           | 2    |
| W716375 S900  | BOLT           | 8    |
| W719503 S439  | BOLT           | 1    |
| W721083 S439  | BOLT AND WASHE | 5    |

|                    |                   |                                  |            |                     |                |                    |             |
|--------------------|-------------------|----------------------------------|------------|---------------------|----------------|--------------------|-------------|
|                    |                   | VEHICLE ID                       | MILES IN   | MILES OUT           | DATE/TIME IN   | DATE OUT           | INVOICE NO. |
|                    |                   |                                  | 6143       | 6162                | 01/22/24 10:21 | 02/16/24           |             |
| PORT CHARLOTTE, FL |                   | VEHICLE DESCRIPTION              |            |                     | TAG NO.        | STATUS             |             |
|                    |                   | 2023 LINCOLN AVIATOR RE (SILVER) |            |                     |                | PARTIAL-COMPLETE-P |             |
| CONTROL NO.        | LICENSE PLATE NO. | CUST. LABOR RATE                 | PROD. DATE | IN-SERV DATE        | DELIV. DATE    | DELIV. MILES       | TERMS       |
|                    |                   |                                  |            | 05/02/23            | 05/02/23       | 9                  | No Charge   |
| HOME               | PHONE 2           | PHONE 3                          | STOCK NO.  | SERV. ADV.          |                | RO COMMENT         |             |
|                    |                   |                                  | 23203      | LANORA SMILEY (338) |                |                    |             |

| Line                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Op-Code                                                                                                                                                                                                                                                                                                                                              | Fail Code | Tech | Hours    | Type | Amount |             |             |      |               |                     |   |              |     |   |               |     |   |              |     |   |              |      |   |              |                |   |             |                |   |        |                |   |         |                |   |             |                        |    |             |                |   |             |          |   |             |               |   |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|------|----------|------|--------|-------------|-------------|------|---------------|---------------------|---|--------------|-----|---|---------------|-----|---|--------------|-----|---|--------------|------|---|--------------|----------------|---|-------------|----------------|---|--------|----------------|---|---------|----------------|---|-------------|------------------------|----|-------------|----------------|---|-------------|----------|---|-------------|---------------|---|
| A *                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Continued                                                                                                                                                                                                                                                                                                                                            |           |      |          |      |        |             |             |      |               |                     |   |              |     |   |               |     |   |              |     |   |              |      |   |              |                |   |             |                |   |        |                |   |         |                |   |             |                        |    |             |                |   |             |          |   |             |               |   |
| <table><tr><th>Part Number</th><th>Description</th><th>Qty.</th></tr><tr><td>W719511 S439</td><td>BOLT</td><td>6</td></tr><tr><td>W720050 S440</td><td>NUT</td><td>2</td></tr><tr><td>W716300 S450B</td><td>NUT</td><td>4</td></tr><tr><td>W719506 S440</td><td>NUT</td><td>2</td></tr><tr><td>5L7Z 7J324 A</td><td>RING</td><td>2</td></tr><tr><td>5L7Z 7D285 A</td><td>SEAL - SPECIAL</td><td>1</td></tr><tr><td>FL3Z 9439 A</td><td>GASKET - INTAK</td><td>3</td></tr><tr><td>TA 357</td><td>SEALANT - SILI</td><td>1</td></tr><tr><td>ZC 31 B</td><td>CLEANER - META</td><td>1</td></tr><tr><td>XO 5W30 DSP</td><td>MOTORCRAFT 5W30 API SN</td><td>12</td></tr><tr><td>L1MZ 6675 C</td><td>PAN ASY - ENGI</td><td>1</td></tr><tr><td>L1MZ 6758 G</td><td>TUBE ASY</td><td>1</td></tr><tr><td>FT4Z 8678 A</td><td>KIT - TENSION</td><td>1</td></tr></table> |                                                                                                                                                                                                                                                                                                                                                      |           |      |          |      |        | Part Number | Description | Qty. | W719511 S439  | BOLT                | 6 | W720050 S440 | NUT | 2 | W716300 S450B | NUT | 4 | W719506 S440 | NUT | 2 | 5L7Z 7J324 A | RING | 2 | 5L7Z 7D285 A | SEAL - SPECIAL | 1 | FL3Z 9439 A | GASKET - INTAK | 3 | TA 357 | SEALANT - SILI | 1 | ZC 31 B | CLEANER - META | 1 | XO 5W30 DSP | MOTORCRAFT 5W30 API SN | 12 | L1MZ 6675 C | PAN ASY - ENGI | 1 | L1MZ 6758 G | TUBE ASY | 1 | FT4Z 8678 A | KIT - TENSION | 1 |
| Part Number                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Description                                                                                                                                                                                                                                                                                                                                          | Qty.      |      |          |      |        |             |             |      |               |                     |   |              |     |   |               |     |   |              |     |   |              |      |   |              |                |   |             |                |   |        |                |   |         |                |   |             |                        |    |             |                |   |             |          |   |             |               |   |
| W719511 S439                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | BOLT                                                                                                                                                                                                                                                                                                                                                 | 6         |      |          |      |        |             |             |      |               |                     |   |              |     |   |               |     |   |              |     |   |              |      |   |              |                |   |             |                |   |        |                |   |         |                |   |             |                        |    |             |                |   |             |          |   |             |               |   |
| W720050 S440                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | NUT                                                                                                                                                                                                                                                                                                                                                  | 2         |      |          |      |        |             |             |      |               |                     |   |              |     |   |               |     |   |              |     |   |              |      |   |              |                |   |             |                |   |        |                |   |         |                |   |             |                        |    |             |                |   |             |          |   |             |               |   |
| W716300 S450B                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | NUT                                                                                                                                                                                                                                                                                                                                                  | 4         |      |          |      |        |             |             |      |               |                     |   |              |     |   |               |     |   |              |     |   |              |      |   |              |                |   |             |                |   |        |                |   |         |                |   |             |                        |    |             |                |   |             |          |   |             |               |   |
| W719506 S440                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | NUT                                                                                                                                                                                                                                                                                                                                                  | 2         |      |          |      |        |             |             |      |               |                     |   |              |     |   |               |     |   |              |     |   |              |      |   |              |                |   |             |                |   |        |                |   |         |                |   |             |                        |    |             |                |   |             |          |   |             |               |   |
| 5L7Z 7J324 A                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | RING                                                                                                                                                                                                                                                                                                                                                 | 2         |      |          |      |        |             |             |      |               |                     |   |              |     |   |               |     |   |              |     |   |              |      |   |              |                |   |             |                |   |        |                |   |         |                |   |             |                        |    |             |                |   |             |          |   |             |               |   |
| 5L7Z 7D285 A                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | SEAL - SPECIAL                                                                                                                                                                                                                                                                                                                                       | 1         |      |          |      |        |             |             |      |               |                     |   |              |     |   |               |     |   |              |     |   |              |      |   |              |                |   |             |                |   |        |                |   |         |                |   |             |                        |    |             |                |   |             |          |   |             |               |   |
| FL3Z 9439 A                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | GASKET - INTAK                                                                                                                                                                                                                                                                                                                                       | 3         |      |          |      |        |             |             |      |               |                     |   |              |     |   |               |     |   |              |     |   |              |      |   |              |                |   |             |                |   |        |                |   |         |                |   |             |                        |    |             |                |   |             |          |   |             |               |   |
| TA 357                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | SEALANT - SILI                                                                                                                                                                                                                                                                                                                                       | 1         |      |          |      |        |             |             |      |               |                     |   |              |     |   |               |     |   |              |     |   |              |      |   |              |                |   |             |                |   |        |                |   |         |                |   |             |                        |    |             |                |   |             |          |   |             |               |   |
| ZC 31 B                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | CLEANER - META                                                                                                                                                                                                                                                                                                                                       | 1         |      |          |      |        |             |             |      |               |                     |   |              |     |   |               |     |   |              |     |   |              |      |   |              |                |   |             |                |   |        |                |   |         |                |   |             |                        |    |             |                |   |             |          |   |             |               |   |
| XO 5W30 DSP                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | MOTORCRAFT 5W30 API SN                                                                                                                                                                                                                                                                                                                               | 12        |      |          |      |        |             |             |      |               |                     |   |              |     |   |               |     |   |              |     |   |              |      |   |              |                |   |             |                |   |        |                |   |         |                |   |             |                        |    |             |                |   |             |          |   |             |               |   |
| L1MZ 6675 C                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | PAN ASY - ENGI                                                                                                                                                                                                                                                                                                                                       | 1         |      |          |      |        |             |             |      |               |                     |   |              |     |   |               |     |   |              |     |   |              |      |   |              |                |   |             |                |   |        |                |   |         |                |   |             |                        |    |             |                |   |             |          |   |             |               |   |
| L1MZ 6758 G                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | TUBE ASY                                                                                                                                                                                                                                                                                                                                             | 1         |      |          |      |        |             |             |      |               |                     |   |              |     |   |               |     |   |              |     |   |              |      |   |              |                |   |             |                |   |        |                |   |         |                |   |             |                        |    |             |                |   |             |          |   |             |               |   |
| FT4Z 8678 A                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | KIT - TENSION                                                                                                                                                                                                                                                                                                                                        | 1         |      |          |      |        |             |             |      |               |                     |   |              |     |   |               |     |   |              |     |   |              |      |   |              |                |   |             |                |   |        |                |   |         |                |   |             |                        |    |             |                |   |             |          |   |             |               |   |
| B *                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                      |           | A47  | Warranty |      |        |             |             |      |               |                     |   |              |     |   |               |     |   |              |     |   |              |      |   |              |                |   |             |                |   |        |                |   |         |                |   |             |                        |    |             |                |   |             |          |   |             |               |   |
| Concern                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Campaign number: 23S23 INOPERATIVE REAR 360 DEGREE CAMERA WITH A BLUE SCREEN                                                                                                                                                                                                                                                                         |           |      |          |      |        |             |             |      |               |                     |   |              |     |   |               |     |   |              |     |   |              |      |   |              |                |   |             |                |   |        |                |   |         |                |   |             |                        |    |             |                |   |             |          |   |             |               |   |
| Correction                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Campaign number: 23S23 INOPERATIVE REAR 360 DEGREE CAMERA WITH A BLUE SCREEN<br>Performed 23S23 Campaign with IPMB Update.                                                                                                                                                                                                                           |           |      |          |      |        |             |             |      |               |                     |   |              |     |   |               |     |   |              |     |   |              |      |   |              |                |   |             |                |   |        |                |   |         |                |   |             |                        |    |             |                |   |             |          |   |             |               |   |
| <table><tr><th>Part Number</th><th>Description</th><th>Qty.</th></tr><tr><td>JL7Z 19G490 F</td><td>CAMERA PARKING SSSC</td><td>1</td></tr></table>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                      |           |      |          |      |        | Part Number | Description | Qty. | JL7Z 19G490 F | CAMERA PARKING SSSC | 1 |              |     |   |               |     |   |              |     |   |              |      |   |              |                |   |             |                |   |        |                |   |         |                |   |             |                        |    |             |                |   |             |          |   |             |               |   |
| Part Number                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Description                                                                                                                                                                                                                                                                                                                                          | Qty.      |      |          |      |        |             |             |      |               |                     |   |              |     |   |               |     |   |              |     |   |              |      |   |              |                |   |             |                |   |        |                |   |         |                |   |             |                        |    |             |                |   |             |          |   |             |               |   |
| JL7Z 19G490 F                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | CAMERA PARKING SSSC                                                                                                                                                                                                                                                                                                                                  | 1         |      |          |      |        |             |             |      |               |                     |   |              |     |   |               |     |   |              |     |   |              |      |   |              |                |   |             |                |   |        |                |   |         |                |   |             |                        |    |             |                |   |             |          |   |             |               |   |
| C                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                      |           | A47  | Warranty |      |        |             |             |      |               |                     |   |              |     |   |               |     |   |              |     |   |              |      |   |              |                |   |             |                |   |        |                |   |         |                |   |             |                        |    |             |                |   |             |          |   |             |               |   |
| Concern                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | CUST STATES ON A 700 MILE CONTINUOUS TRIP WITH ADAPTIVE CRUISE ENGAGED, A TONE AND AN ORANGE COLORED "CANCELLED" MESSAGE INTERMITTENTLY DISPLAYED FOR SEVERAL SECONDS ON THE HUD, THEN MESSAGE WOULD GO OFF, DIDN'T SEEM TO AFFECT OPERATION OF THE SYSTEM AND OCCURRED AT VARIOUS SPEEDS, HAS HAPPENED SEVERAL TIMES, HAPPENED ON THE WAY TO DEALER |           |      |          |      |        |             |             |      |               |                     |   |              |     |   |               |     |   |              |     |   |              |      |   |              |                |   |             |                |   |        |                |   |         |                |   |             |                        |    |             |                |   |             |          |   |             |               |   |
| Cause                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Roadtested vehicle. Verified customer concern. Scanned for codes. Found C1001:97:28. Checked for TSB/SSM's. Found GSB 23-7031 relevant. Checked CCM and IPMA for obstructions, No obstructions found. Checked ALGN_OFF Pid in CCM to see if a mounting issue was present. Value was at .1 degrees. CCM mount passed.                                 |           |      |          |      |        |             |             |      |               |                     |   |              |     |   |               |     |   |              |     |   |              |      |   |              |                |   |             |                |   |        |                |   |         |                |   |             |                        |    |             |                |   |             |          |   |             |               |   |

|                                  |                   |                  |            |                     |                    |              |
|----------------------------------|-------------------|------------------|------------|---------------------|--------------------|--------------|
| VEHICLE ID                       |                   | MILES IN         | MILES OUT  | DATE/TIME IN        | DATE OUT           | INVOICE NO.  |
| [REDACTED]                       |                   | 6143             | 6162       | 01/22/24 10:21      | 02/16/24           | [REDACTED]   |
| VEHICLE DESCRIPTION              |                   |                  |            | TAG NO.             | STATUS             |              |
| 2023 LINCOLN AVIATOR RE (SILVER) |                   |                  |            | [REDACTED]          | PARTIAL-COMPLETE-P |              |
| CONTROL NO.                      | LICENSE PLATE NO. | CUST. LABOR RATE | PROD. DATE | IN-SERV DATE        | DELIV. DATE        | DELIV. MILES |
| [REDACTED]                       | [REDACTED]        | [REDACTED]       | [REDACTED] | 05/02/23            | 05/02/23           | 9            |
| HOME                             | PHONE 2           | PHONE 3          | STOCK NO.  | SERV. ADV.          |                    | RO COMMENT   |
| [REDACTED]                       | [REDACTED]        | [REDACTED]       | 23203      | LANORA SMILEY (338) |                    | [REDACTED]   |

| Line                                                                  | Op-Code                                                                                                                                                                                                                                                                              | Fail Code | Tech     | Hours    | Type | Amount        |
|-----------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|----------|----------|------|---------------|
| <b>C</b>                                                              | Continued                                                                                                                                                                                                                                                                            |           |          |          |      |               |
| Correction                                                            | Performed IPMA alignment, then CCM alignment. Redrove vehicle. Cancelled message only came up at the intersection of Beneva and 41. Message came up 5 times at this intersection, indicating that this issue is most likely caused by the lack of road marking at this intersection. |           |          |          |      |               |
| <b>D</b>                                                              | A47                                                                                                                                                                                                                                                                                  |           | Warranty |          |      |               |
| Concern                                                               | CUST STATES WHEN HE STARTED VEH, DISPLAY REMAINED BLACK/BLANK, COMPLETELY INOP, STAYED BLACK/BLANK FOR A 20 MILE TRIP, BUT DIDN'T REOCCUR WHEN VEH WAS SHUT DOWN & RESTARTED                                                                                                         |           |          |          |      |               |
| Cause                                                                 | Verified customer concern. Found TSB 23-2307 relevant to this issue.                                                                                                                                                                                                                 |           |          |          |      |               |
| Correction                                                            | Updated APIM with the latest version of software.                                                                                                                                                                                                                                    |           |          |          |      |               |
| <b>E</b>                                                              | A47                                                                                                                                                                                                                                                                                  |           | Warranty |          |      |               |
| Concern                                                               | CUST STATES WHILE DRIVING VEHICLE AT NIGHT, TOUCHSCREEN STAYED IN FULL DAYLIGHT MODE, IT DIDN'T CHANGE COLOR INTO NIGHT MODE, CONDITION DIDN'T REAPPEAR ON RESTART                                                                                                                   |           |          |          |      |               |
| Cause                                                                 | Unable to duplicate customer concern. Scanned for codes, no codes present.                                                                                                                                                                                                           |           |          |          |      |               |
| Correction                                                            | Unable to verify customer concern.                                                                                                                                                                                                                                                   |           |          |          |      |               |
| <b>F</b>                                                              | 99P                                                                                                                                                                                                                                                                                  | A47       |          | Customer |      | \$0.00        |
| Concern                                                               | FREE MULTI-POINT INSPECTION                                                                                                                                                                                                                                                          |           |          |          |      |               |
| Correction                                                            | Completed.                                                                                                                                                                                                                                                                           |           |          |          |      |               |
| <b>Line Total...</b>                                                  |                                                                                                                                                                                                                                                                                      |           |          |          |      | <b>\$0.00</b> |
| <b>G</b>                                                              | QWASH                                                                                                                                                                                                                                                                                | D44       |          | Internal |      |               |
| Concern                                                               | COMPLIMENTARY WASH, THANK YOU FOR YOUR BUSINESS                                                                                                                                                                                                                                      |           |          |          |      |               |
| <b>H</b>                                                              | RENTAL                                                                                                                                                                                                                                                                               | A47       |          | Warranty |      |               |
| Concern                                                               | CUSTOMER REQUESTS RENTAL                                                                                                                                                                                                                                                             |           |          |          |      |               |
| <b>I +</b>                                                            | RENTAL                                                                                                                                                                                                                                                                               | A47       |          | Warranty |      |               |
| Concern                                                               | CUSTOMER REQUESTS RENTAL GCCT CASE OPENED                                                                                                                                                                                                                                            |           |          |          |      |               |
| Warranty Claim Type: F      Authorization Code:      Service Cont No: |                                                                                                                                                                                                                                                                                      |           |          |          |      |               |



|                    |                   |                                  |            |                     |             |                |                    |             |
|--------------------|-------------------|----------------------------------|------------|---------------------|-------------|----------------|--------------------|-------------|
| PORT CHARLOTTE, FL |                   | VEHICLE ID                       |            | MILES IN            | MILES OUT   | DATE/TIME IN   | DATE OUT           | INVOICE NO. |
|                    |                   |                                  |            | 6143                | 6162        | 01/22/24 10:21 | 02/16/24           |             |
|                    |                   | VEHICLE DESCRIPTION              |            |                     |             | TAG NO.        | STATUS             |             |
|                    |                   | 2023 LINCOLN AVIATOR RE (SILVER) |            |                     |             |                | PARTIAL-COMPLETE-P |             |
| CONTROL NO.        | LICENSE PLATE NO. | CUST. LABOR RATE                 | PROD. DATE | IN-SERV DATE        | DELIV. DATE | DELIV. MILES   | TERMS              |             |
|                    |                   |                                  |            | 05/02/23            | 05/02/23    | 9              | No Charge          |             |
| HOME               | PHONE 2           | PHONE 3                          | STOCK NO.  | SERV. ADV.          |             |                | RO COMMENT         |             |
|                    |                   |                                  | 23203      | LANORA SMILEY (338) |             |                |                    |             |

Totals

|                  |               |
|------------------|---------------|
|                  | <b>Amount</b> |
| Total Amount Due | <b>\$0.00</b> |

**WARRANTY DISCLAIMER:**

ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THIS 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 ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMERS 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: A charge equal to 5% of the total of labor and parts, not to exceed \$50.00, will be added to the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718], and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state [s.403.7185].

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.

X  
Customer Signature \_\_\_\_\_ Date \_\_\_\_\_

X  
Authorized Dealership Representative Signature \_\_\_\_\_ Date \_\_\_\_\_

Section 501.98, Florida Statutes, requires at least 30 days before bringing any claim against a motor vehicle dealer for an unfair, or deceptive trade practice, a consumer must provide the dealer with a written demand letter stating the name address, and telephone number of the consumer; the name and address of the dealer; a description of the facts that serve as the basis of the claim; the amount of damages; and copies of any documents in the possession of the consumer which relate to the claim. Such notice must be delivered by the United States Postal Service or by a nationally recognized carrier, return receipt requested, to the address where the subject vehicle was purchased or leased or where the subject transaction occurred, or an address at which the dealer regularly conducts business. ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

X  
Customer Signature \_\_\_\_\_ Date \_\_\_\_\_

**ED HOWARD****Lincoln Mazda**

7110 South Tamiami Trail \* Sarasota, FL

Fax: (941) 922-3843

Repair Shop Registration Number: MV-5906

**mazda**

(941) 924-6700

|                        |                                                                                                                                |                                  |            |                     |                  |                |            |                    |
|------------------------|--------------------------------------------------------------------------------------------------------------------------------|----------------------------------|------------|---------------------|------------------|----------------|------------|--------------------|
| [REDACTED]             |                                                                                                                                | VEHICLE ID                       |            | MILES IN            | MILES OUT        | DATE/TIME IN   | DATE OUT   | INVOICE NO.        |
| [REDACTED]             |                                                                                                                                | [REDACTED]                       |            | 6345                | 6345             | 03/18/24 09:22 | 03/19/24   | [REDACTED]         |
| PORT CHARLOTTE, FL     |                                                                                                                                | VEHICLE DESCRIPTION              |            |                     |                  |                | TAG NO.    | STATUS             |
| [REDACTED]             |                                                                                                                                | 2023 LINCOLN AVIATOR RE (SILVER) |            |                     |                  |                | [REDACTED] | PARTIAL-COMPLETE-P |
| CONTROL NO.            | LICENSE PLATE NO.                                                                                                              | CUST. LABOR RATE                 | PROD. DATE | IN-SERV DATE        | DELIV. DATE      | DELIV. MILES   | TERMS      |                    |
| [REDACTED]             | [REDACTED]                                                                                                                     | [REDACTED]                       | [REDACTED] | 05/02/23            | 05/02/23         | 9              | No Charge  |                    |
| HOME                   | PHONE 2                                                                                                                        | PHONE 3                          | STOCK NO.  | SERV. ADV.          |                  |                | RO COMMENT |                    |
| [REDACTED]             | [REDACTED]                                                                                                                     | [REDACTED]                       | 23203      | LANORA SMILEY (338) |                  |                |            |                    |
| Line                   | Op-Code                                                                                                                        | Fail Code                        | Tech       | Hours               | Type             | Amount         |            |                    |
| A                      |                                                                                                                                |                                  | A47        |                     | Warranty         |                |            |                    |
| Concern                | CUST STATES CK FOR FLUID LEAKING, SEEING PUDDLES ON GARAGE FLOOR                                                               |                                  |            |                     |                  |                |            |                    |
| Cause                  | Verified customer concern. removed Air intake hoses and CAC tube for access. Found oil leak at right side turbo oil feed line. |                                  |            |                     |                  |                |            |                    |
| Correction             | SOP oil feed and return lines for right side turbo.                                                                            |                                  |            |                     |                  |                |            |                    |
| B                      |                                                                                                                                |                                  | A47        |                     | Warranty         |                |            |                    |
| Concern                | CUST STATES HE SEES FLUID IN AN AREA ON TOP OF THE MOTOR                                                                       |                                  |            |                     |                  |                |            |                    |
| Cause                  | Verified customer concern. Found oil leak from number 4 ignition coil tube.                                                    |                                  |            |                     |                  |                |            |                    |
| Correction             | SOP left side valve cover gasket and and coil tube gaskets.                                                                    |                                  |            |                     |                  |                |            |                    |
| C                      |                                                                                                                                |                                  | A47        |                     | Warranty         |                |            |                    |
| Concern                | CUST STATES AT LOW SPEEDS HE HEARS A NOISE THAT HE DIDN'T HEAR BEFORE REPAIR, NOT SURE IF IT IS NORMAL                         |                                  |            |                     |                  |                |            |                    |
| Cause                  | Roadtested vehicle. No abnormal noises heard at this time.                                                                     |                                  |            |                     |                  |                |            |                    |
| D                      | 99P                                                                                                                            |                                  | A47        |                     | Customer         |                |            | \$0.00             |
| Concern                | FREE MULTI-POINT INSPECTION                                                                                                    |                                  |            |                     |                  |                |            |                    |
| Correction             | Completed                                                                                                                      |                                  |            |                     |                  |                |            |                    |
| Line Total...          |                                                                                                                                |                                  |            |                     |                  |                |            | \$0.00             |
| E                      | QWASH                                                                                                                          |                                  | D44        |                     | Internal         |                |            |                    |
| Concern                | COMPLIMENTARY WASH, THANK YOU FOR YOUR BUSINESS                                                                                |                                  |            |                     |                  |                |            |                    |
| F                      | RENTAL                                                                                                                         |                                  | A47        |                     | Warranty         |                |            |                    |
| Concern                | CUSTOMER REQUESTS RENTAL                                                                                                       |                                  |            |                     |                  |                |            |                    |
| Correction             | SUPPLIED CUST WITH RENTAL                                                                                                      |                                  |            |                     |                  |                |            |                    |
| Warranty Claim Type: F |                                                                                                                                | Authorization Code:              |            |                     | Service Cont No: |                |            |                    |

|                    |                   |                                  |            |                     |             |                |                    |             |
|--------------------|-------------------|----------------------------------|------------|---------------------|-------------|----------------|--------------------|-------------|
| [REDACTED]         |                   | VEHICLE ID                       |            | MILES IN            | MILES OUT   | DATE/TIME IN   | DATE OUT           | INVOICE NO. |
| [REDACTED]         |                   | [REDACTED]                       |            | 6345                | 6345        | 03/18/24 09:22 | 03/19/24           | [REDACTED]  |
| PORT CHARLOTTE, FL |                   | VEHICLE DESCRIPTION              |            |                     |             | TAG NO.        | STATUS             |             |
| [REDACTED]         |                   | 2023 LINCOLN AVIATOR RE (SILVER) |            |                     |             | [REDACTED]     | PARTIAL-COMPLETE-P |             |
| CONTROL NO.        | LICENSE PLATE NO. | CUST. LABOR RATE                 | PROD. DATE | IN-SERV DATE        | DELIV. DATE | DELIV. MILES   | TERMS              |             |
| [REDACTED]         | [REDACTED]        | [REDACTED]                       | [REDACTED] | 05/02/23            | 05/02/23    | 9              | No Charge          |             |
| HOME               | PHONE 2           | PHONE 3                          | STOCK NO.  | SERV. ADV.          |             |                | RO COMMENT         |             |
| [REDACTED]         | [REDACTED]        | [REDACTED]                       | 23203      | LANORA SMILEY (338) |             |                | [REDACTED]         |             |

Totals

|                  |               |
|------------------|---------------|
|                  | <b>Amount</b> |
| Total Amount Due | <b>\$0.00</b> |

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X \_\_\_\_\_  
 Customer Signature Date

X \_\_\_\_\_  
 Authorized Dealership Representative Signature Date

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X \_\_\_\_\_  
 Customer Signature Date

|                                  |                   |                  |            |                     |                    |              |
|----------------------------------|-------------------|------------------|------------|---------------------|--------------------|--------------|
| VEHICLE ID                       |                   | MILES IN         | MILES OUT  | DATE/TIME IN        | DATE OUT           | INVOICE NO.  |
| [REDACTED]                       |                   | 6497             | 6499       | 04/08/24 09:47      | 04/23/24           | [REDACTED]   |
| VEHICLE DESCRIPTION              |                   |                  |            | TAG NO.             | STATUS             |              |
| 2023 LINCOLN AVIATOR RE (SILVER) |                   |                  |            | [REDACTED]          | PARTIAL-COMPLETE-P |              |
| CONTROL NO.                      | LICENSE PLATE NO. | CUST. LABOR RATE | PROD. DATE | IN-SERV DATE        | DELIV. DATE        | DELIV. MILES |
| [REDACTED]                       | [REDACTED]        | [REDACTED]       | [REDACTED] | 05/02/23            | 05/02/23           | 9            |
| HOME                             | PHONE 2           | PHONE 3          | STOCK NO.  | SERV. ADV.          |                    | RO COMMENT   |
| [REDACTED]                       | [REDACTED]        | [REDACTED]       | 23203      | LANORA SMILEY (338) |                    | [REDACTED]   |

| Line                                                                                                                                                                                                                                                                                                                                                                                                                              | Op-Code                                                                                                                                                                                                                                                                                                                                                                                                                                 | Fail Code | Tech | Hours | Type     | Amount |             |             |      |              |                |   |               |        |   |               |        |   |              |              |   |              |          |   |              |          |   |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|------|-------|----------|--------|-------------|-------------|------|--------------|----------------|---|---------------|--------|---|---------------|--------|---|--------------|--------------|---|--------------|----------|---|--------------|----------|---|
| A                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                         |           | A47  |       | Warranty |        |             |             |      |              |                |   |               |        |   |               |        |   |              |              |   |              |          |   |              |          |   |
| Concern                                                                                                                                                                                                                                                                                                                                                                                                                           | CUST STATES CK FOR FLUID LEAKING, SEES PUDDLES ON GARAGE FLOOR-SOP                                                                                                                                                                                                                                                                                                                                                                      |           |      |       |          |        |             |             |      |              |                |   |               |        |   |               |        |   |              |              |   |              |          |   |              |          |   |
| Cause                                                                                                                                                                                                                                                                                                                                                                                                                             | Verified customer concern. Partially disassembled for access, then ran vehicle while partially disassembled to try to pinpoint the leak. Found leak coming from the front cover on the right side near the valve cover.<br>Oil noticed from around the right side turbo cooler line while engine was out.<br>Upon reassembly, the last torque converter stud was stripped and the nut would not thread. Rethread torque converter stud. |           |      |       |          |        |             |             |      |              |                |   |               |        |   |               |        |   |              |              |   |              |          |   |              |          |   |
| Correction                                                                                                                                                                                                                                                                                                                                                                                                                        | Remove engine for access per WSM, clean and reseal front cover. Replaced left side coil seals and both valve cover gaskets. Replaced right side turbo oil line that was wet where the tube goes into the fitting that bolts onto the engine.<br>Reassembled, road tested, checked for leaks and verified repair.                                                                                                                        |           |      |       |          |        |             |             |      |              |                |   |               |        |   |               |        |   |              |              |   |              |          |   |              |          |   |
| <table><tr><th>Part Number</th><th>Description</th><th>Qty.</th></tr><tr><td>L1MZ 9T515 A</td><td>TUBE ASY</td><td>1</td></tr><tr><td>L1MZ 6584 A</td><td>GASKET</td><td>1</td></tr><tr><td>JT4Z 6584 B</td><td>GASKET</td><td>1</td></tr><tr><td>BR3Z 6C535 B</td><td>SEAL - VALVE</td><td>3</td></tr><tr><td>L1MZ 9G440 B</td><td>TUBE ASY</td><td>1</td></tr><tr><td>L1MZ 9T516 A</td><td>TUBE ASY</td><td>1</td></tr></table> |                                                                                                                                                                                                                                                                                                                                                                                                                                         |           |      |       |          |        | Part Number | Description | Qty. | L1MZ 9T515 A | TUBE ASY       | 1 | L1MZ 6584 A   | GASKET | 1 | JT4Z 6584 B   | GASKET | 1 | BR3Z 6C535 B | SEAL - VALVE | 3 | L1MZ 9G440 B | TUBE ASY | 1 | L1MZ 9T516 A | TUBE ASY | 1 |
| Part Number                                                                                                                                                                                                                                                                                                                                                                                                                       | Description                                                                                                                                                                                                                                                                                                                                                                                                                             | Qty.      |      |       |          |        |             |             |      |              |                |   |               |        |   |               |        |   |              |              |   |              |          |   |              |          |   |
| L1MZ 9T515 A                                                                                                                                                                                                                                                                                                                                                                                                                      | TUBE ASY                                                                                                                                                                                                                                                                                                                                                                                                                                | 1         |      |       |          |        |             |             |      |              |                |   |               |        |   |               |        |   |              |              |   |              |          |   |              |          |   |
| L1MZ 6584 A                                                                                                                                                                                                                                                                                                                                                                                                                       | GASKET                                                                                                                                                                                                                                                                                                                                                                                                                                  | 1         |      |       |          |        |             |             |      |              |                |   |               |        |   |               |        |   |              |              |   |              |          |   |              |          |   |
| JT4Z 6584 B                                                                                                                                                                                                                                                                                                                                                                                                                       | GASKET                                                                                                                                                                                                                                                                                                                                                                                                                                  | 1         |      |       |          |        |             |             |      |              |                |   |               |        |   |               |        |   |              |              |   |              |          |   |              |          |   |
| BR3Z 6C535 B                                                                                                                                                                                                                                                                                                                                                                                                                      | SEAL - VALVE                                                                                                                                                                                                                                                                                                                                                                                                                            | 3         |      |       |          |        |             |             |      |              |                |   |               |        |   |               |        |   |              |              |   |              |          |   |              |          |   |
| L1MZ 9G440 B                                                                                                                                                                                                                                                                                                                                                                                                                      | TUBE ASY                                                                                                                                                                                                                                                                                                                                                                                                                                | 1         |      |       |          |        |             |             |      |              |                |   |               |        |   |               |        |   |              |              |   |              |          |   |              |          |   |
| L1MZ 9T516 A                                                                                                                                                                                                                                                                                                                                                                                                                      | TUBE ASY                                                                                                                                                                                                                                                                                                                                                                                                                                | 1         |      |       |          |        |             |             |      |              |                |   |               |        |   |               |        |   |              |              |   |              |          |   |              |          |   |
| B                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                         |           | A47  |       | Warranty |        |             |             |      |              |                |   |               |        |   |               |        |   |              |              |   |              |          |   |              |          |   |
| Concern                                                                                                                                                                                                                                                                                                                                                                                                                           | CUST STATES HE SEES FLUID IN AREA ON TOP MOTOR, LOOKS OILY-SOP                                                                                                                                                                                                                                                                                                                                                                          |           |      |       |          |        |             |             |      |              |                |   |               |        |   |               |        |   |              |              |   |              |          |   |              |          |   |
| Cause                                                                                                                                                                                                                                                                                                                                                                                                                             | Verified customer concern. Found Left side Coil seals leaking at the valve cover.                                                                                                                                                                                                                                                                                                                                                       |           |      |       |          |        |             |             |      |              |                |   |               |        |   |               |        |   |              |              |   |              |          |   |              |          |   |
| Correction                                                                                                                                                                                                                                                                                                                                                                                                                        | Removed valve cover and replaced coil seals on left valve cover. Reassembled and verified repair.                                                                                                                                                                                                                                                                                                                                       |           |      |       |          |        |             |             |      |              |                |   |               |        |   |               |        |   |              |              |   |              |          |   |              |          |   |
| <table><tr><th>Part Number</th><th>Description</th><th>Qty.</th></tr><tr><td>XW4Z 6700 B</td><td>SEAL ASY - CRA</td><td>1</td></tr><tr><td>DL3Z 19B596 B</td><td>KIT</td><td>1</td></tr><tr><td>HL3Z 19B596 A</td><td>KIT</td><td>1</td></tr><tr><td>W712961 S439</td><td>BOLT</td><td>1</td></tr><tr><td>W716117 S437</td><td>BOLT</td><td>1</td></tr></table>                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                         |           |      |       |          |        | Part Number | Description | Qty. | XW4Z 6700 B  | SEAL ASY - CRA | 1 | DL3Z 19B596 B | KIT    | 1 | HL3Z 19B596 A | KIT    | 1 | W712961 S439 | BOLT         | 1 | W716117 S437 | BOLT     | 1 |              |          |   |
| Part Number                                                                                                                                                                                                                                                                                                                                                                                                                       | Description                                                                                                                                                                                                                                                                                                                                                                                                                             | Qty.      |      |       |          |        |             |             |      |              |                |   |               |        |   |               |        |   |              |              |   |              |          |   |              |          |   |
| XW4Z 6700 B                                                                                                                                                                                                                                                                                                                                                                                                                       | SEAL ASY - CRA                                                                                                                                                                                                                                                                                                                                                                                                                          | 1         |      |       |          |        |             |             |      |              |                |   |               |        |   |               |        |   |              |              |   |              |          |   |              |          |   |
| DL3Z 19B596 B                                                                                                                                                                                                                                                                                                                                                                                                                     | KIT                                                                                                                                                                                                                                                                                                                                                                                                                                     | 1         |      |       |          |        |             |             |      |              |                |   |               |        |   |               |        |   |              |              |   |              |          |   |              |          |   |
| HL3Z 19B596 A                                                                                                                                                                                                                                                                                                                                                                                                                     | KIT                                                                                                                                                                                                                                                                                                                                                                                                                                     | 1         |      |       |          |        |             |             |      |              |                |   |               |        |   |               |        |   |              |              |   |              |          |   |              |          |   |
| W712961 S439                                                                                                                                                                                                                                                                                                                                                                                                                      | BOLT                                                                                                                                                                                                                                                                                                                                                                                                                                    | 1         |      |       |          |        |             |             |      |              |                |   |               |        |   |               |        |   |              |              |   |              |          |   |              |          |   |
| W716117 S437                                                                                                                                                                                                                                                                                                                                                                                                                      | BOLT                                                                                                                                                                                                                                                                                                                                                                                                                                    | 1         |      |       |          |        |             |             |      |              |                |   |               |        |   |               |        |   |              |              |   |              |          |   |              |          |   |

|                    |                   |                                  |            |                     |                |                    |             |
|--------------------|-------------------|----------------------------------|------------|---------------------|----------------|--------------------|-------------|
|                    |                   | VEHICLE ID                       | MILES IN   | MILES OUT           | DATE/TIME IN   | DATE OUT           | INVOICE NO. |
|                    |                   |                                  | 6497       | 6499                | 04/08/24 09:47 | 04/23/24           |             |
| PORT CHARLOTTE, FL |                   | VEHICLE DESCRIPTION              |            |                     | TAG NO.        | STATUS             |             |
|                    |                   | 2023 LINCOLN AVIATOR RE (SILVER) |            |                     |                | PARTIAL-COMPLETE-P |             |
| CONTROL NO.        | LICENSE PLATE NO. | CUST. LABOR RATE                 | PROD. DATE | IN-SERV DATE        | DELIV. DATE    | DELIV. MILES       | TERMS       |
|                    |                   |                                  |            | 05/02/23            | 05/02/23       | 9                  | No Charge   |
| HOME               | PHONE 2           | PHONE 3                          | STOCK NO.  | SERV. ADV.          |                | RO COMMENT         |             |
|                    |                   |                                  | 23203      | LANORA SMILEY (338) |                |                    |             |

| Line | Op-Code | Fail Code | Tech | Hours | Type | Amount |
|------|---------|-----------|------|-------|------|--------|
|------|---------|-----------|------|-------|------|--------|

B Continued

| Part Number  | Description            | Qty. |
|--------------|------------------------|------|
| W716979 S439 | BOLT                   | 2    |
| W719413 S439 | BOLT AND WASHE         | 2    |
| W719431 S439 | BOLT                   | 2    |
| W719503 S439 | BOLT                   | 2    |
| W719511 S439 | BOLT                   | 2    |
| JT4Z 6C683 A | FILTER ASY             | 1    |
| KU2Z 6731 A  | KIT - ELEMENT          | 1    |
| FT4Z 6N652 D | GASKET                 | 1    |
| FT4Z 6N652 F | GASKET                 | 1    |
| L1MZ 6L612 B | GASKET                 | 1    |
| FT4Z 6N652 E | GASKET                 | 1    |
| L1MZ 9448 A  | GASKET                 | 1    |
| W520214 S440 | NUT                    | 1    |
| W711310 S440 | NUT                    | 2    |
| W715618 S437 | NUT                    | 2    |
| W719506 S440 | NUT                    | 2    |
| W719699 S442 | NUT - FLANGED          | 2    |
| W720050 S440 | NUT                    | 3    |
| W716383 S437 | STUD                   | 2    |
| W520216 S440 | NUT                    | 2    |
| W721083 S439 | BOLT AND WASHE         | 4    |
| XL 5 A       | GREASE - CHASS         | 1    |
| VC 13 G      | ANTI-FREEZE            | 1    |
| YN 33 A      | REFRIGERANT -          | 7    |
| XO 5W30 DSP  | MOTORCRAFT 5W30 API SN | 6    |
| ZC 30 A      | REMOVER - SILI         | 1    |
| ZC 31 B      | CLEANER - META         | 1    |
| W719326 S439 | BOLT AND WASHE         | 1    |
| JT4Z 9E583 A | SEAL                   | 1    |
| L1MZ 6584 C  | GASKET                 | 1    |
| L1MZ 6710 A  | GASKET - OIL P         | 1    |
| W503317 S439 | BOLT                   | 2    |



|                    |                                                                                          |                                  |            |                     |             |                |                    |             |
|--------------------|------------------------------------------------------------------------------------------|----------------------------------|------------|---------------------|-------------|----------------|--------------------|-------------|
|                    |                                                                                          | VEHICLE ID                       |            | MILES IN            | MILES OUT   | DATE/TIME IN   | DATE OUT           | INVOICE NO. |
|                    |                                                                                          |                                  |            | 6497                | 6499        | 04/08/24 09:47 | 04/23/24           |             |
| PORT CHARLOTTE, FL |                                                                                          | VEHICLE DESCRIPTION              |            |                     |             | TAG NO.        | STATUS             |             |
|                    |                                                                                          | 2023 LINCOLN AVIATOR RE (SILVER) |            |                     |             |                | PARTIAL-COMPLETE-P |             |
| CONTROL NO.        | LICENSE PLATE NO.                                                                        | CUST. LABOR RATE                 | PROD. DATE | IN-SERV DATE        | DELIV. DATE | DELIV. MILES   | TERMS              |             |
|                    |                                                                                          |                                  |            | 05/02/23            | 05/02/23    | 9              | No Charge          |             |
| HOME               | PHONE 2                                                                                  | PHONE 3                          | STOCK NO.  | SERV. ADV.          |             |                | RO COMMENT         |             |
|                    |                                                                                          |                                  | 23203      | LANORA SMILEY (338) |             |                |                    |             |
| Line               | Op-Code                                                                                  | Fail Code                        | Tech       | Hours               | Type        | Amount         |                    |             |
| B                  | Continued                                                                                |                                  |            |                     |             |                |                    |             |
| Part Number        |                                                                                          | Description                      |            |                     | Qty.        |                |                    |             |
| K2GZ 9440 A        |                                                                                          | GASKET                           |            |                     | 1           |                |                    |             |
| TA 357             |                                                                                          | SEALANT - SILI                   |            |                     | 1           |                |                    |             |
| FT4Z 6A340 A       |                                                                                          | BOLT                             |            |                     | 1           |                |                    |             |
| W719413 S439       |                                                                                          | BOLT AND WASHE                   |            |                     | 2           |                |                    |             |
| W719511 S439       |                                                                                          | BOLT                             |            |                     | 1           |                |                    |             |
| FT4Z 6N652 F       |                                                                                          | GASKET                           |            |                     | 2           |                |                    |             |
| L1MZ 6L612 B       |                                                                                          | GASKET                           |            |                     | 1           |                |                    |             |
| FT4Z 6N652 E       |                                                                                          | GASKET                           |            |                     | 1           |                |                    |             |
| W715618 S437       |                                                                                          | NUT                              |            |                     | 4           |                |                    |             |
| W719699 S442       |                                                                                          | NUT - FLANGED                    |            |                     | 2           |                |                    |             |
| W720050 S440       |                                                                                          | NUT                              |            |                     | 1           |                |                    |             |
| RB5Z 9K540 A       |                                                                                          | INSULATOR                        |            |                     | 1           |                |                    |             |
| W719326 S439       |                                                                                          | BOLT AND WASHE                   |            |                     | 3           |                |                    |             |
| L1MZ 9J323 A       |                                                                                          | TUBE ASY                         |            |                     | 1           |                |                    |             |
| FT4Z 6020 A        |                                                                                          | GASKET                           |            |                     | 1           |                |                    |             |
| JT4Z 6020 A        |                                                                                          | GASKET                           |            |                     | 1           |                |                    |             |
| L1MZ 8507 B        |                                                                                          | GASKET - WATER                   |            |                     | 1           |                |                    |             |
| L1MZ 6584 B        |                                                                                          | GASKET                           |            |                     | 1           |                |                    |             |
| L1MZ 6584 A        |                                                                                          | GASKET                           |            |                     | 1           |                |                    |             |
| JT4Z 6584 D        |                                                                                          | GASKET                           |            |                     | 1           |                |                    |             |
| JT4Z 6584 B        |                                                                                          | GASKET                           |            |                     | 1           |                |                    |             |
| W716086 S442       |                                                                                          | STUD                             |            |                     | 2           |                |                    |             |
| W717253 S437       |                                                                                          | BOLT                             |            |                     | 14          |                |                    |             |
| W712611 S437       |                                                                                          | BOLT AND WASHE                   |            |                     | 2           |                |                    |             |
| W714662 S437       |                                                                                          | BOLT AND WASHE                   |            |                     | 2           |                |                    |             |
| FT4Z 6020 J        |                                                                                          | GASKET                           |            |                     | 1           |                |                    |             |
| L1MZ 6020 B        |                                                                                          | GASKET                           |            |                     | 1           |                |                    |             |
| W717521 S440       |                                                                                          | NUT - HEX.                       |            |                     | 2           |                |                    |             |
| L1MZ 6758 G        |                                                                                          | TUBE ASY                         |            |                     | 1           |                |                    |             |
| C                  | A47                                                                                      |                                  |            | Warranty            |             |                |                    |             |
| Concern            | CUST STATES HE HEARS A LOUDER WHINE AT LOWER RPMS, 1ST - 3RD GEAR, NORMALLY BEFORE 15MPH |                                  |            |                     |             |                |                    |             |
| Cause              | Roadtested vehicle twice, once with service manager, no abnormal noises noted.           |                                  |            |                     |             |                |                    |             |

|                   |                   |                                  |            |                     |             |                    |
|-------------------|-------------------|----------------------------------|------------|---------------------|-------------|--------------------|
| VEHICLE ID        |                   | MILES IN                         | MILES OUT  | DATE/TIME IN        | DATE OUT    | INVOICE NO.        |
|                   |                   | 6497                             | 6499       | 04/08/24 09:47      | 04/23/24    |                    |
| PORT CHARLOTTE FL |                   | VEHICLE DESCRIPTION              |            |                     | TAG NO.     | STATUS             |
|                   |                   | 2023 LINCOLN AVIATOR RE (SILVER) |            |                     |             | PARTIAL-COMPLETE-P |
| CONTROL NO.       | LICENSE PLATE NO. | CUST. LABOR RATE                 | PROD. DATE | IN-SERV DATE        | DELIV. DATE | DELIV. MILES       |
|                   |                   |                                  |            | 05/02/23            | 05/02/23    | 9                  |
| HOME              | PHONE 2           | PHONE 3                          | STOCK NO.  | SERV. ADV.          |             | RO COMMENT         |
|                   |                   |                                  | 23203      | LANORA SMILEY (338) |             |                    |

| Line                                                    | Op-Code   | Fail Code | Tech | Hours | Type     | Amount |
|---------------------------------------------------------|-----------|-----------|------|-------|----------|--------|
| C                                                       | Continued |           |      |       |          |        |
| Correction SEE TRAVIS FOR HOURS                         |           |           |      |       |          |        |
| D                                                       | 99P       |           | A47  |       | Customer | \$0.00 |
| Concern FREE MULTI-POINT INSPECTION                     |           |           |      |       |          |        |
| Correction Complete                                     |           |           |      |       |          |        |
| Line Total...                                           |           |           |      |       |          | \$0.00 |
| E                                                       | QWASH     |           | D44  |       | Internal |        |
| Concern COMPLIMENTARY WASH, THANK YOU FOR YOUR BUSINESS |           |           |      |       |          |        |
| F                                                       | RENTAL    |           | A47  |       | Warranty |        |
| Concern CUSTOMER REQUESTS RENTAL                        |           |           |      |       |          |        |
| Correction SUPPLIED CUST WITH RENTAL                    |           |           |      |       |          |        |

Warranty Claim Type: F

Authorization Code:

Service Cont No:

Totals

|                  |        |
|------------------|--------|
|                  | Amount |
| Total Amount Due | \$0.00 |

## WARRANTY DISCLAIMER:

ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THIS 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 ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMERS 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: A charge equal to 5% of the total of labor and parts, not to exceed \$50.00, will be added to the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718], and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state [s.403.7185].

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.

|   |                                                |      |
|---|------------------------------------------------|------|
| X | Customer Signature                             | Date |
| X | Authorized Dealership Representative Signature | Date |

Section 501.98, Florida Statutes, requires at least 30 days before bringing any claim against a motor vehicle dealer for an unfair, or deceptive trade practice, a consumer must provide the dealer with a written demand letter stating the name address, and telephone number of the consumer; the name and address of the dealer; a description of the facts that serve as the basis of the claim; the amount of damages; and copies of any documents in the possession of the consumer which relate to the claim. Such notice must be delivered by the United States Postal Service or by a nationally recognized carrier, return receipt requested, to the address where the subject vehicle was purchased or leased or where the subject transaction occurred, or an address at which the dealer regularly conducts business. ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

|   |                    |      |
|---|--------------------|------|
| X | Customer Signature | Date |
|---|--------------------|------|

04/23/24 11:06

INVOICE

CUSTOMER COPY

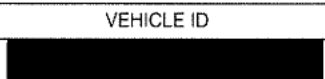
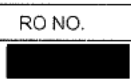
Page 4 of 4

PE24-012 000454 GCCT PLV

  
LINCOLN  
(941) 921-4402

**ED HOWARD**  
**Lincoln Mazda**  
7110 South Tamiami Trail \* Sarasota, FL  
Fax: (941) 922-3843  
Repair Shop Registration Number: MV-5906

  
mazda  
(941) 924-6700

|                                                                                  |                   |                                                                                   |            |              |                     |                |            |                                                                                     |
|----------------------------------------------------------------------------------|-------------------|-----------------------------------------------------------------------------------|------------|--------------|---------------------|----------------|------------|-------------------------------------------------------------------------------------|
|  |                   | VEHICLE ID                                                                        |            | MILES IN     | MILES OUT           | DATE/TIME IN   | DATE OUT   | RO NO.                                                                              |
|                                                                                  |                   |  |            | 6670         |                     | 05/14/24 09:07 |            |  |
| PORT CHARLOTTE, FL                                                               |                   | VEHICLE DESCRIPTION                                                               |            |              |                     |                | TAG NO.    | STATUS                                                                              |
|  |                   | 2023 LINCOLN AVIATOR RE (SILVER)                                                  |            |              |                     |                |            |                                                                                     |
| CONTROL NO.                                                                      | LICENSE PLATE NO. | CUST. LABOR RATE                                                                  | PROD. DATE | IN-SERV DATE | DELIV. DATE         | DELIV. MILES   | PROMISED   |                                                                                     |
|  |                   |                                                                                   |            | 05/02/23     | 05/02/23            | 9              |            |                                                                                     |
| HOME                                                                             | PHONE 2           | PHONE 3                                                                           | STOCK NO.  |              | SERV. ADV.          |                | RO COMMENT |                                                                                     |
|  |                   |                                                                                   | 23203      |              | LANORA SMILEY (338) |                |            |                                                                                     |

| Line    | Type                                                                                                                                                                                                                                                                                                                                                                           | Op-Code | Tech |
|---------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|------|
| A       | Warranty                                                                                                                                                                                                                                                                                                                                                                       |         |      |
| Concern | CUST STATES WHILE DRIVING AROUND 30MPH, AND MAKING A TURN IN A RESIDENTIAL AREA, VEH STARTED SHAKING VIOLENTLY, HE HEARD A LOUD RUMBLING/GRINDING NOISE, ENGINE STALLED, ENGINE REQUIRES MANUAL START MESSAGE CAME ON DASH, STARTED VEH A COUPLE OF TIMES, IT SHOOK AND STALLED, ABLE TO GET VEH RUNNING TO GET VEH TO SIDE OF ROAD, STALLED SEVERAL TIMES*****TOWED TO DEALER |         |      |
| B       | Customer                                                                                                                                                                                                                                                                                                                                                                       | 99P     |      |
| Concern | FREE MULTI-POINT INSPECTION                                                                                                                                                                                                                                                                                                                                                    |         |      |
| C       | Internal                                                                                                                                                                                                                                                                                                                                                                       | QWASH   |      |
| Concern | COMPLIMENTARY WASH, THANK YOU FOR YOUR BUSINESS                                                                                                                                                                                                                                                                                                                                |         |      |
| D       | Warranty                                                                                                                                                                                                                                                                                                                                                                       | RENTAL  |      |
| Concern | CUSTOMER REQUESTS RENTAL-DEALER                                                                                                                                                                                                                                                                                                                                                |         |      |

|                                  |                   |                  |            |                     |             |            |
|----------------------------------|-------------------|------------------|------------|---------------------|-------------|------------|
| VEHICLE ID                       |                   | MILES IN         | MILES OUT  | DATE/TIME IN        | DATE OUT    | RO NO.     |
| 6670                             |                   |                  |            | 05/14/24 09:07      |             |            |
| VEHICLE DESCRIPTION              |                   |                  |            | TAG NO.             | STATUS      |            |
| 2023 LINCOLN AVIATOR RE (SILVER) |                   |                  |            |                     |             |            |
| CONTROL NO.                      | LICENSE PLATE NO. | CUST. LABOR RATE | PROD. DATE | IN-SERV DATE        | DELIV. DATE | PROMISED   |
|                                  |                   |                  |            | 05/02/23            | 05/02/23    | 9          |
| HOME                             | PHONE 2           | PHONE 3          | STOCK NO.  | SERV. ADV.          |             | RO COMMENT |
|                                  |                   |                  | 23203      | LANORA SMILEY (338) |             |            |

**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 lien is hereby acknowledged to secure cost of labor, materials and any other authorized charges. I understand that a storage charge equal to \$5.00 will be assessed and shall accrue daily if I fail to pick up the vehicle within 3 working days after being notified that the repairs have been completed.

**SHOP SUPPLY COSTS :** A charge equal to 5% of the total of labor and parts, not to exceed \$50.00, will be added to the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718], and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state [s.403.7185].

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I understand that the dealership is not responsible for any delays caused by unavailability of parts or shipping by the supplier 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.

I hereby grant the Dealership permission to operate the vehicle on streets, highways or public roadways for the purpose of testing and/or inspecting the vehicle. I authorize the retrieval of on-board data as needed to facilitate vehicle repair, as well as sharing that data with the vehicle manufacturer for diagnostic or research purposes.

Customer Signature \_\_\_\_\_ Date \_\_\_\_\_

ESTIMATE/DIAGNOSTIC FEE \$ \_\_\_\_\_

REVISED EST.(1) \$ \_\_\_\_\_ DATE \_\_\_\_\_ TIME \_\_\_\_\_ BY \_\_\_\_\_

REVISED EST.(2) \$ \_\_\_\_\_ DATE \_\_\_\_\_ TIME \_\_\_\_\_ BY \_\_\_\_\_

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

X \_\_\_\_\_

You will be notified if the actual charges will exceed an estimate by \$10.00 or 10%, whichever is greater, not to exceed \$50.00. I hereby designate the individual named below to authorize additional repair work.

Name : \_\_\_\_\_ Phone : \_\_\_\_\_

**LABOR AND PARTS COSTS :** Labor charges are based on both a flat rate and an hourly rate unless otherwise indicated. ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED. Remanufactured and refurbished parts that meet manufacturer approved source requirements may be installed at our discretion. Additional information is available on request. You are entitled, upon request, to inspect all parts removed from the vehicle or, provided that the dealership does not have a warranty arrangement or exchange parts program with the manufacturer, supplier or distributor, to have them returned.

Discard Replaced Parts \_\_\_\_\_ (INITIAL) Save Replaced Parts \_\_\_\_\_ (INITIAL)

**CHARGES FOR DIAGNOSTIC/PARTIALLY COMPLETE WORK :** If I authorize diagnostic work to estimate the cost of repair or commencement of repairs, but do not authorize completion of a repair service, a charge will be imposed for disassembly, reassembly or partially completed work. The vehicle shall be reassembled to a condition reasonably similar as when received, unless I waive reassembly or the reassembled vehicle would be unsafe. Any charges will be directly related to the actual amount of labor or parts involved in the inspection repair or service.

Please read carefully, check one of the statements below, and sign:

I understand that under state law, I am entitled to a written estimate, if my final bill will exceed \$100.

☐ I request a written estimate.

☐ I do not request a written estimate as long as the repair costs do not exceed \$ \_\_\_\_\_. The shop may not exceed this amount without my written or oral approval.

☐ I do not request a written estimate.

X \_\_\_\_\_

Customer Signature

Date

CASE NUMBER: [REDACTED] STATUS: Information Provided  
OPEN: 03-22-2024 CLOSED: 04-18-2024 BUSINESS UNIT NAME: Ford  
RESPONSE TEAM: COMMUNICATION: Phone  
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | CCT Criteria |  
DEALER NAME: Harold Ford, Inc.  
PA CODE: [REDACTED] DLR SALES CODE: 48401 REGION: G2 ZONE: G2V  
VIN: [REDACTED] MODEL YEAR: 2021 MODEL: AVIATOR MILEAGE: 66,312  
BODY STYLE: J8X - AVIATOR PHEV AWD 4-DR MPV  
LAST NAME FIRST NAME MIDDLE: [REDACTED] |  
ADDRESS: [REDACTED]  
CITY STATE ZIP COUNTRY: FREMONT | IN | [REDACTED] USA  
HOME PHONE: [REDACTED]  
SYMPTOMS: Driving Performance | Unintended Acceleration | Cruise/ Steady Speed | Always  
ANALYST NAME: # FordTCC-DS-PROD01-GCCT OPEN ANALYST NAME: Christine Moreton  
COMMENTS:  
2024-03-22 18:41:41

CLIENT SAYS :  
His veh is at Harold Ford for unintended acceleration concern that happens especially when using cruise control when trying to de-accelerate. CLT is seeking assistance in getting the veh repaired.  
CLT is in a Ford Escape loaner that was provided to him by the dealer.

PER CLIENT, DEALER SAYS :  
Maybe taking the veh to Lincoln dealer would be better.

CRC ADVISED :  
I will need to speak with the dealer and I will call you back.  
CLT understood.

2024-03-22 19:25:34

OBC to Harold Ford at 260 665 9526 ; spoke to SA TREVOR

unintended acceleration concern is duplicating but the veh is not throwing any DTC  
CSM advised TREVOR to please have his tech open a tech hotline.  
Trevor understood and agreed.  
Trevor advised that the CLT is going out of State soon so they will need to swap the CLT out of the loaner and into a rental.  
CSM understood.  
CSM to follow up 3/26  
CRC to cover rental costs with P17 code.

repair order # 126443  
open date : 3/18/2024  
mileage : 66,312  
line number (rental) : ??

2024-03-22 20:23:07

OBC to CLT [REDACTED] ; spoke to [REDACTED] Advised CLT that the dealer is utilizing all their technical resources to address the vehicle concerns and that the dealer is working to swap him out of the loaner and get him in a rental so he make his out of state trip.  
CSM advised CLT that I will follow up again on Tuesday 3/26

2024-03-25 18:41:54

OBC to Harold Ford and spoke with TREVOR  
Trevor advised that they did open a tech escalation and the technician is following the direction of the FSE.  
CSM understood.

2024-03-25 19:11:20

COM approved rental

2024-03-26 13:26:48

OBC to Harold Ford at 260 665 9526; spoke with S/M TIM PERKINS - tim@bendavisonline.com  
CSM sent TIM a screen shot of tech hotline report.  
CSM advised TIM to please have the tech follow the directions of the FSE and provide a response back.  
CSM advised that I understand the concern is not a common one.  
Tim asked how he can request for the FSE to come out to their dealer to help them out on this one.  
CSM advised that they just have to respond to the FSE thru the tech hotline report and ask if he has the capacity to come out for a dealer visit.



2024-03-26 15:36:18

OBC to Harold Ford at 260 665 9526 ; CLT got into a Toyota Venza rental at \$50.00 a day thru Enterprise located at 1211 N Wayne Street Angola, IN 46703 phone # 260 668 4022

repair order # 126443  
open date : 3/18/2024  
mileage : 66,312  
line number (rental) : ??  
Lincoln CRC Share (P17) : 3/26 - 4/4 = 10 days at \$50.00 a day = \$500.00

2024-03-26 18:01:03

OBC to CLT at [REDACTED] ; no answer; no way to leave a message b/c the voicemail box is full  
CSM will try and call the CLT tomorrow 3/27

2024-03-27 16:26:00

OBC to CLT at [REDACTED] ; spoke to [REDACTED]  
Advised CLT of veh status.  
Advised CLT that I will follow up again on FRIDAY 3/29

2024-03-29 19:19:44

OBC to HAROLD FORD ; spoke with S/A TREVOR.  
They are replying back to the FSE today.

2024-03-29 19:20:23

OBC to CLT at [REDACTED] ; spoke to [REDACTED]  
Advised CLT of veh status.  
Advised that I would follow up again on Wed. 4/3

2024-04-03 20:27:12

CSM and FSE discussed vehicle concern.

2024-04-03 20:29:41

OBC to CLT at [REDACTED] ; spoke with [REDACTED] Advised CLT of veh status.  
Advised CLT that I will follow up again on 4/15

2024-04-03 20:30:47

repair order # 126443  
open date : 3/18/2024  
mileage : 66,312  
line number (rental) : ??  
Lincoln CRC Share (P17) : 3/26 - 4/15 = 21 days at \$50.00 a day = \$1,050.00

2024-04-15 13:23:34

OBC to dealer ; spoke with Trevor ; accelerator pedal was replaced and the vehicle was released back to the CLT on Friday 4/12  
Trevor will email me a copy of the rental invoice.

repair order # 126443  
open date : 3/18/2024  
mileage : 66,312  
line number (rental) : B  
Lincoln CRC Share (P17) : 3/26 - 4/15 = 21 days at \$50.00 a day = \$1,050.00

2024-04-15 13:45:21

OBC to CLT at [REDACTED] spoke to [REDACTED] ;  
He advised that he got his veh back and he is satisfied with the repairs and my assistance.  
He asked if the premium care esp that he bought can be transferred to the next owner of the vehicle  
CSM advised yes, and that he can call ESP ADMIN when he is ready to have it transferred.  
CLT understood.  
CSM advised CL of email survey. CLT understood.

2024-04-16 15:21:42

OBC to Enterprise at 260 668 4022 and spoke to JADE ; she advised that the DLR needs to go into ARMS and approve rental till 4/12 and then they will have a final invoice bill in the amount of \$1,003.60

2024-04-16 15:23:35

repair order # 126443  
open date : 3/18/2024  
mileage : 66,312  
line number (rental) : B  
P17 amount :\$1,003.60

2024-04-16 19:25:59

>  
OBC to Harold Ford at 260 665 9526 ; spoke with S/A Trevor  
S/A Trevor -trevor@haroldford.net  
He went into ARMS and extended the rental till 4/12  
CSM understood.  
CSM advised that I will call Enterprise now to see if they can email me a copy of the rental invoice.

2024-04-16 19:32:48

OBC to Enterprise at 260 668 4022and spoke to JADE ; she advised that she will email me the rental invoice tomorrow 4/17

2024-04-17 18:50:36

\*\*sent request for P17\*\*

repair order # 126443  
open date : 3/18/2024  
mileage : 66,312  
line number (rental) : B  
P17 amount:\$947.84

2024-04-17 21:12:04

Approved non-Lincoln brand rental exception for repairs completed at a Ford dealership. Program code P17 and approval code [REDACTED]

2024-04-18 12:38:50

repair order # 126443  
open date : 3/18/2024  
mileage : 66,312  
line number (rental) : B  
P17 amount:\$947.84  
P17 code : [REDACTED]

2024-04-18 12:46:48

Sent end of case email to CLT :

Hello [REDACTED]

Thank you for contacting Lincoln Motor Company and allowing us to assist you with your 2021 Lincoln Aviator PHEV AWD vehicle ; regarding case number [REDACTED] ; I am so very glad I could meet your expectations by ensuring all technical resources were utilized to confirm your vehicle was repaired in an efficient manner without the vehicle having to go to a different dealer and for keeping you updated during the repair process.

It was wonderful working with you ! As I will be completing your case, please look for an email in the next 24 hours with a brief survey regarding my efforts and your experience with me in completing your case – Lincoln and I value your feedback.

Should you need to contact me again, you may reach me directly at cmoreto1@lincoln.com or by phone at 1-888-214-2155 ext. 77972; If I'm unavailable, please leave me a detailed message and I will return your call as soon as possible. Note: for a quicker response, please provide your case number indicated above.

Thank you for being a valued client and a part of the extended Lincoln family,

Christine Moreton  
Client Service Manager  
Lincoln Concierge  
888-214-2155 ext:77972

2024-06-24 15:26:07

Sent end of case email to CLT :

Hello [REDACTED]

Thank you for contacting Lincoln Motor Company and allowing us to assist you with your 2021 Lincoln Aviator PHEV AWD vehicle ; regarding case number [REDACTED] ; I am so very glad I could meet your expectations by ensuring all technical resources were utilized to confirm your vehicle was repaired in an efficient manner without the vehicle having to go to a different dealer and for keeping you updated during the repair process.

It was wonderful working with you ! As I will be completing your case, please look for an email in the next 24 hours with a brief survey regarding my efforts and your experience with me in completing your case – Lincoln and I value your feedback.

Should you need to contact me again, you may reach me directly at cmoreto1@lincoln.com or by phone at 1-888-214-2155 ext. 77972; If I'm unavailable, please leave me a detailed message and I will return your call as soon as possible. Note: for a quicker response, please provide your case number indicated above.

Thank you for being a valued client and a part of the extended Lincoln family,

Christine Moreton  
Client Service Manager  
Lincoln Concierge  
888-214-2155 ext:77972

2024-06-24 15:26:27

Sent end of case email to CLT :

Hello [REDACTED],

Thank you for contacting Lincoln Motor Company and allowing us to assist you with your 2021 Lincoln Aviator PHEV AWD vehicle ; regarding case number [REDACTED] ; I am so very glad I could meet your expectations by ensuring all technical resources were utilized to confirm your vehicle was repaired in an efficient manner without the vehicle having to go to a different dealer and for keeping you updated during the repair process.

It was wonderful working with you ! As I will be completing your case, please look for an email in the next 24 hours with a brief survey regarding my efforts and your experience with me in completing your case – Lincoln and I value your feedback.

Should you need to contact me again, you may reach me directly at cmoreto1@lincoln.com or by phone at 1-888-214-2155 ext. 77972; If I'm unavailable, please leave me a detailed message and I will return your call as soon as possible. Note: for a quicker response, please provide your case number indicated above.

Thank you for being a valued client and a part of the extended Lincoln family,

Christine Moreton  
Client Service Manager  
Lincoln Concierge  
888-214-2155 ext:77972

2024-06-24 15:27:09

Sent end of case email to CLT :

Hello [REDACTED]

Thank you for contacting Lincoln Motor Company and allowing us to assist you with your 2021 Lincoln Aviator PHEV AWD vehicle ; regarding case number [REDACTED] ; I am so very glad I could meet your expectations by ensuring all technical resources were utilized to confirm your vehicle was repaired in an efficient manner without the vehicle having to go to a different dealer and for keeping you updated during the repair process.

It was wonderful working with you ! As I will be completing your case, please look for an email in the next 24 hours with a brief survey regarding my efforts and your experience with me in completing your case – Lincoln and I value your feedback.

Should you need to contact me again, you may reach me directly at cmoreto1@lincoln.com or by phone at 1-888-214-2155 ext. 77972; If I'm unavailable, please leave me a detailed message and I will return your call as soon as possible. Note: for a quicker response, please provide your case number indicated above.

Thank you for being a valued client and a part of the extended Lincoln family,

Christine Moreton  
Client Service Manager  
Lincoln Concierge  
888-214-2155 ext:77972

CASE ATTACHMENTS:  
2024-04-17 18:50:36

Christine Moreton

 [ental invoice \\$947.84.pdf](#)

RA #:  
Invoice #:  
Invoice Date:  
Account #:  
Reservation #:  
ARMS Alt Res #:



7111 W WASHINGTON ST  
46241-2811 INDIANAPOLIS, UNITED STATES

BILLING DETAIL

| Description                  | Qty    | Period | Rate                  | Amount |
|------------------------------|--------|--------|-----------------------|--------|
| Taxable Charges:             |        |        |                       |        |
| TIME & DISTANCE              | 17     | DAY    | 50.00                 | 850.00 |
| VEHICLE LICENSE FEE RECOVERY | 17     | DAY    | 0.23                  | 3.91   |
|                              |        |        | Taxable Subtotal:     | 853.91 |
| SALES TAX                    | 853.91 | %      | 7.00                  | 59.77  |
| Non-Taxable Charges:         |        |        |                       |        |
| RENTAL EXCISE TAX            | 853.91 | %      | 4.00                  | 34.16  |
|                              |        |        | Non-Taxable Subtotal: | 34.16  |
| Total (USD)                  |        |        |                       | 947.84 |

Balance Due (USD) 947.84

Individual line item charges such as rental rates for Time and Distance, percentage-based charges (e.g., sales taxes and fees or surcharges), and charges divided between multiple parties may be rounded up or down a whole cent to ensure that the charges equal the actual Total Amount Due and/or to avoid fractional cents.

Tax ID: 35-1416634

BILL TO

Harold Ford  
Attn: MARPLE, TREVOR  
830 E MAUMEE ST  
ANGOLA, IN, UNITED STATES 46703-9201

RENTAL INFORMATION

Driver:  
Check Out: 03/26/2024 11:03  
Location: ANGOLA  
Check In: 04/12/2024 08:00  
Location: ANGOLA  
Reserved Car Class: PCAR / PCAR  
Charged Car Class: PCAR / PCAR  
Type: VP  
Authorized Days: 17  
Authorized By: ARMS@  
Rate Plan: HAROLD FORD / FY21 STANDARD \$40 - DEALERSHIP  
Billing Name: Harold Ford

RENTAL VEHICLES

| # | Year       | Make | Model | Series | Class                    | Reg. Date | Start | End   |
|---|------------|------|-------|--------|--------------------------|-----------|-------|-------|
| 1 | 2022       | TOYO | VENZ  | GXLE   | SFAH                     |           | 03/26 | 04/12 |
| # | Lic. Plate | MRP  | CO2   | Fuel   | KM/M Beg. / End. / Total |           |       |       |
| 1 |            |      |       | UL     | 42570 / 42761 / 191      |           |       |       |
| # | VIN #      | Eng. | HP    | KW     | Unit                     |           |       |       |
| 1 |            |      | 176   | 129    | 7V4GCS                   |           |       |       |

CLAIM INFORMATION

Claim#/PO#/RO#: 126443  
Repair Shop: HAROLD FORD

FOR BILLING INQUIRIES

Tel#: +1 3177577100  
INDARADMIN@EM.COM

PAYMENT TERMS

Payment due within 30 days from the invoice date. Late payments subject to a fee.  
PAYMENT DUE BY: 05/31/2024  
Remit Payment to:  
ENTERPRISE LEASING CO OF INDIANAPOLIS  
P. O. BOX 800080  
KANSAS CITY, UNITED STATES 641800080

Fed Tax Id:  
Email Remit To: AskNationalPayments@em.com

BANKING INFORMATION

Bank Name: COMMERCE BANK



CASE NUMBER: [REDACTED] STATUS: In Progress  
OPEN: 04-23-2024 CLOSED: BUSINESS UNIT NAME: Ford  
RESPONSE TEAM: Lincoln Concierge NA CRC COMMUNICATION: Phone  
CASE CLASS LV 1234: Vehicle Concern | Parts Issue | Unit Down (not drivable) |  
DEALER NAME: Empire Ford of Huntington  
PA CODE: 09499 DLR SALES CODE: 13097 REGION: N1 ZONE: N1A  
VIN: [REDACTED] MODEL YEAR: 2022 MODEL: NAVIGATOR MILEAGE: 21,293  
BODY STYLE: J2L - NAVIGATOR RESERVE 4X4 4DR  
LAST NAME FIRST NAME MIDDLE: [REDACTED]  
ADDRESS: [REDACTED]  
CITY STATE ZIP COUNTRY: MELVILLE | NY | [REDACTED] USA  
HOME PHONE: [REDACTED]  
SYMPTOMS: Driver Aides & Information | Speed Control | Performance | Gains Speed  
ANALYST NAME: SYSTEM OPEN ANALYST NAME: Adonnica Smith  
COMMENTS:  
2024-04-23 17:56:35 CLT says [REDACTED] and calling in reference with vehicle . CLT says has shown had multiple repair attempts and per manufacturer another repair attempt is needed. CLT says [REDACTED] CLT says returning for steering and charge components installed but continues to have issue with adaptive cruise control RTL says per CLT: n/a CSM adv: apologized for issues and understands concern. CSM adv will monitor repair to ensure that all concerns have been addressed. CSM adv will send contact email and f/u with RTL and CLT for updates. CLT understood. CSM offered to further assist. CLT declined. CSM thanked CLT Next Steps: send contact email and f/u with RTL and CLT by 4/24 CSM notes -TSB 23-2040  
2024-04-23 18:26:36 >>OBE to CLT@ [REDACTED] CSM adv Thank you for contacting Lincoln. My name is Adonnica and I am your Client Service Manager. The purpose of my email today is to provide you with my contact information. Please be advised I am available Monday -Friday from 8:00 AM-4:30 PM EST. Your case number is [REDACTED] . I'll follow up with you by 4/24 to confirm your vehicle is in for service. If you have any concerns or questions before that time, do not hesitate to contact me via phone or by responding to this email. If I am unavailable, please leave me a message and I will contact you as soon as possible. I hope you have a wonderful day and thank you for being a part of the Lincoln family. Warmest regards, Next steps: f/u with RTL and CLT by 4/24  
2024-04-24 13:10:17 >>IBE from CLT@ [REDACTED] CLT says Hello I dropped the car off at Empire Lincoln Service advisor Robert Ciaccio 631 923-2145 x2114 I also spoke to the service manager He indicated that if there are no service codes - nothing to repair He was not happy to get another dealership's problem. Did not care about old loaner cars. In additions The loaner was a POS (Not point of sales) . I do not understand how the dealer can provide a 2018 car. (second time this happened this dealership)I paid a lot for this car and expected superior service and a late model loaner,not a car from the used car lot. This is not acceptable - Is this the standard that Lincoln sets for its dealerships. I really would like to know. Thanks Next steps:f/u with RTL and CLT  
2024-04-24 13:15:45 >>IBE from CLT@ [REDACTED] CLT says Hello I dropped the car off at Empire Lincoln, again. Service advisor Robert Ciaccio 631 923-2145 x2114 I also spoke to the service manager He indicated that if there are no service codes - nothing to repair He was not happy to get another dealership's problem. Did not care about old loaner cars. I should just be happy to get a loaner car We have very different opinions about loners, repairs. what defines a defect or a problem. This service will not end well In additions The loaner was a POS (Not point of sales) . I do not understand how the dealer can provide a 2018 car. (second time this happened this dealership) I paid a lot for this car and expected superior service and a late model loaner. not a car from the used car lot. Basically I see this as a FU. They figured out a way to make money off the allowance that Lincoln provides for loaner cars at the expense of the customer experience. This is not acceptable - Is this the standard that Lincoln sets for its dealerships. I really would like to know - why. [REDACTED] CPA PC Nassau Shores Professional Building [REDACTED] Massapequa, NY [REDACTED] Next steps:f/u with RTL and CLT  
2024-04-24 13:29:57 >>OBE to CLT@ [REDACTED] CSM adv I hope this email finds you well. I received your message and wanted to follow up with you. You have clarified your expectations; we have you in comparable alternative transportation for this concern. The retailers can only provide what vehicles they have in their fleet for service. This service is based on the retailers availability at your service time. If other clients have their newer models then you can wait for them to become available.I want to take into account everything that impacts you and focus on the priority of ensuring your vehicle's repair. I'll reach out to the retailer to verify your concerns. I'll follow up with you by 4/25. Thank you and enjoy your day! Next steps:f/u with RTL and CLT by 4/25  
2024-04-24 14:21:38 >>OBC to RTL@631 923-2145 x2114 Spoke to Robert C CSM adv checking for repair status. RTL says ordered parts and new concerns has not been verified. RTL says has some concerns with previous RTL and assisted CLT month previously. RTL says hasnt had a chance to look at vehicle. CSM understood and adv will f/u with RTL by 4/26. Next steps:f/u with RTL and CLT by 4/26  
2024-04-26 14:21:53 >>OBC to RTL@ (631) 565-7719 ext 2114 Spoke to: LVM for Rob Ciaccio CSM adv checking for repair status. CSM provided CLT and contact information for RTL f/u. CSM thanked RTL Next Steps:awaiting RTL f/u for CLT f/u  
2024-04-26 19:39:33 >>OBC to RTL@ (631) 565-7719 Spoke to: lady in service CSM adv checking for repair status RTL says still diagnosing vehicle. CSM thanked RTL for update. Next Steps:f/u with CLT  
2024-04-26 20:04:44 >>OBE to CLT@ [REDACTED] CSM adv Hello [REDACTED] I hope all is well. I am reaching out to advise that your vehicle is still being diagnosed. I would like to follow up with you no later than 5/1. If you have questions or concerns, before then, please reach out to me. Thank you for your time and enjoy your weekend. Next steps: f/u with RTL and CLT by 5/1  
2024-05-01 13:13:34 >>OBC to RTL@ (631) 565-7719 ext 2114 Spoke to SA [REDACTED] CSM adv checking for repair status. RTL says needs an update from FSE for vehicle. RTL says no ETA on completion. CSM thanked RTL for assistance. Next Steps: check hotline and f/u with CLT  
2024-05-01 13:14:55 CSM notes from HL -There is a TSB that applies to this condition. It is my suspicion that the modules were updated last visit like you stated, but the final steps (6-8) of the TSB were likely not completed. Please ensure that you have reviewed and completed TSB 23-2040. The symptoms for this vehicle are - traffic sign recognition inop and the DTCs in the connected vehicle history (March 07) indicate that this TSB applies to this vehicle. The TSB has you complete a specific set of module updates followed by the IPC configuration. If you are still having issues with the traffic sign recognition and the TSB has been completed, then replace the IPMA and re-evaluate the concern.

2024-05-01 13:26:22 >>OBC to CLT@ Spoke to: LVM for CSM adv calling for update. CSM adv spoke to RTL and parts arrived and working on concern with cruise control with internal resources. CSM adv will f/u by 5/6 and provided contact information for CLT f/u. CSM thanked CLT Next Steps: f/u with RTL and CLT by 5/6

2024-05-01 16:57:45 >>IBC from CLT@ Spoke to CLT says saw that CSM called home and wanted to follow up. CSM adv of RTL update on working on issue with cruise control and working on updates from internal resources. CLT says CSM seemed annoyed that CLT callback. CSM adv confirming best contact # which is business # during the day. CSM adv no issue with providing update. CLT asked what about vehicle being off road for 2 weeks previously. CSM adv CLT that vehicle was returned and awaiting parts. CSM adv of CLT contact when vehicle was going to return for installation. CLT says can i speak to a supervisor. CSM adv not a matter of authority. CSM adv that can review for a goodwill gesture once the vehicle is repaired. CLT says can i speake to a supervisor as CSM was annoyed. CLT says this is the second time I'm asking for a supervisor. CSM adv will have a sup follow up within 24 hours. CSM thanked CLT and d/c. Next steps: send sup escalation

2024-05-02 18:02:17 > | OBC to client |  
ACOM spoke to who advised that he is tired of bringing his vehicle back in and its never fixed. He advised that he asked for a GFR when he wrote it but that case was closed. I advised we would be happy to do another one. Client wanted to vent regarding case and his frustration.

Where is the vehicle located? (DLR, client possession, or third party?)NY  
Mileage of vehicle?19223  
Is the vehicle leased or purchased?Leased  
Is client original owner?Yes  
4.a) If no, date and mileage purchased?  
4.b) Who was the vehicle purchased from? (F/L DLR, individual, or 3rd Party?)DLR  
State where the vehicle was purchased?NY  
State where the vehicle is registered?NY  
Is the client in a loaner? If yes, who is paying? If no, do you need a loaner?Loaner  
Client's alleged number of repair attempts for the same non-conformity?4-5  
Alleged number of days out of service for warranty repairs? 30  
All dealers where repair attempts have occurred?Empire for of Huntington, Hassest of Wantheh  
NEXT STEPS: Finish GFR Contact client no later than 5/9/2024.

2024-05-06 13:21:49 CSM notes TSB 23-2040-HL adv to repeat steps 6-8 for adaptive cruise control.

2024-05-09 20:34:46 CSM resetting for 5/10

2024-05-10 20:37:04 >>OBC to CLT Spoke to: CSM adv I have completed a Good Faith Review and have determined that the concern with your vehicle can be resolved. I have reviewed your repair history, days out of service and taken the needed repairs and circumstances into consideration. As a result, your vehicle does not meet vehicle replacement guidelines. I am unable to honor your request for a vehicle replacement/repurchase at this time. Since the vehicle can be repaired, I will be seeking a final repair attempt and honoring the terms of your New Vehicle Limited Warranty.If you feel this decision was reached in error you may pursue independent arbitration through the BBB Autoline. CLT says issue has not been resolved waiting on parts. CSM adv will continue to monitor repair until completion. CSM adv can re review if not satisfied. CLT states CSM adv that misspoke to CLT and it's premature to make that decision. CLT request for supervisor call back. Next Steps:send sup escalation and f/u with RTL by 5/16

2024-05-10 23:19:38 > | OBC to client |  
ACOM left VM with client advising that I was calling at his request to speak to a supervisor. I advised that we have spoken previously regarding this and I did let him know that I would be in the background of the case guiding CSM and the information that she has given him is correct. We are not able to move forward with the repurchase or replacement and she will continue to monitor repairs. I advised that continuing to ask for me will not change the course of the case.

NEXT STEPS: Follow up as planned. Closing sup request.

2024-05-13 13:56:20 >>OBC to RTL@ (631) 565-7719 Spoke to: lady in service. CSM adv checking for repair status. RTL says SA Rob ooto. CSM adv of any update is fine. RTL says CLT picked up vehicle and waiting on parts. RTL says ordered IPMA no ETA on parts. CSM thanked RTL for assistance. Next Steps: f/u with RTL for parts information

2024-05-13 14:19:01 >>OBC to RTL@ (631) 565-7719 Spoke to Mike in parts CSM adv checking for parts information. RTL says b/o with no ETA. RTL says remarks 54 eta 5/24 NPD. ordered 5/01. CSM adv will see if can be escalated. CSM thanked RTL for assistance. Next steps: research part and f/u with RTL

2024-05-14 19:53:34 CSM notes b/o status -FCSD # N74822, COR # 58752 date-050124 PO# 58752 Part #: RL7Z14G647A Order or Order Confirmation #: N74822 Order Date: 050124 VIN #

2024-05-14 20:02:48 >>OBC to RTL@ (631) 565-7719 Spoke to: Robert CSM adv calling to see if possible to escalate part order with a COPIS. CSM adv does 6/5/24 and on emergency backorder. CSM thanked RTL for assistance Next Steps: f/u with SME assistance.

2024-05-15 14:46:39 >>OBE to RTL@mconlon@eagny.com , rcorrado@eagny.com CSM adv Hello, I am reaching out regarding a client He has a part that is on emergency back order- Is there anyway we can escalate the part further by doing a COPIS? Please let me know. Thank you for your time. Next steps: awaiting RTL f/u

2024-05-15 15:26:44 >>OBC to RTL@ (631) 565-7719 Spoke to Rob parts mgr CSM adv if possible to enter a copis to help expedite part . RTL agreed and entered COPIS. CSM thanked RTL for assistance. Next steps: continue to monitor parts and f/u with CLT for update.

2024-05-23 15:23:00 >>OBC to RTL@ (631) 565-7719 Spoke to: Rob in service CSM adv checking for part status RTL says arrived today and will reach out to CLT. CSM thanked RTL for assistance Next Steps: f/u with CLT

2024-05-23 15:28:39 >>OBE to CLT CSM adv Good Morning , I hope this email finds you well. I am following up to advise that your part arrived on 5/22. The retailer will be reaching out to you to schedule for the install. Please let me know when you're scheduled for service. I'll await your reply and follow up with you by 5/30. Thank you for your time and enjoy your holiday! Next steps: awaiting RTL and CLT f/u by 5/30

2024-05-24 13:00:22 >>OBE to CLT@ [REDACTED] CSM adv Good Morning [REDACTED] I hope you're having a good day. I received your message regarding your appointment. I'll follow up with you by 6/10 to confirm your vehicle is at the retailer. Thank you for your time and enjoy your holiday! Next steps: f/u with CLT by 6/10

2024-06-14 14:05:31 >>OBE to CLT@ [REDACTED] CSM adv Hello [REDACTED] I hope your day is going well. I just wanted to follow up to advise that an additional part was needed for your repair and should arrive by 6/19. I'll follow up with you at that time to confirm the part has arrived and a possible time for repair completion. If you have any questions or concerns before then, please reach out to me. Thank you and enjoy your week! Next steps: f/u with RTL and CLT by 6/19

2024-06-28 19:43:06 >>OBC to RTL@ (631) 565-7719 Spoke to SA Rob Ciaccio CSM adv checking for repair status. RTL says spoke to tech and should be completed by 7/1. RTL says will contact CLT. CSM agreed and thanked RTL for update Next Steps: f/u with CLT

2024-07-01 12:14:35 >>IBE from CLT@ [REDACTED] CLT says Hello So what is wrong with the car? What are they fixing? Why is it taking so long? What parts were ordered? Thanks Next steps: f/u with CLT

2024-07-02 18:27:19 >>OBC to RTL@ (631) 565-7719 Spoke to Rob in parts CSM adv checking for parts details. RTL says spoke to Bob and parts replaced and RTL is RT vehicle. CSM thanked RTL for assistance. Next steps: f/u with CLT and service RTL

2024-07-02 18:39:04 >>OBE to [REDACTED] CSM adv Hello [REDACTED], I wanted to follow up with you regarding your repair. All parts are installed and the vehicle is being tested by service manager to make sure all concerns have been addressed. They will contact you to advise when the vehicle will be ready for delivery. I'll follow up on 7/8 to confirm and check for the status of repairs. If you have any questions or concerns before then please reach out to me. Thank you for your time and enjoy your holiday! Next steps: awaiting RTL f/u and f/u with CLT by 7/8

2024-07-08 15:56:42 >>OBE to CLT@ [REDACTED] CSM adv Hello [REDACTED] I hope you enjoyed your holiday. I wanted to follow up to confirm your vehicle is in your possession and if you're satisfied with your repairs? Please let me know. I'll await your reply and follow up by 7/11. Thank you for your time and enjoy your week! Next steps: awaiting CLT f/u and review for GWG by 7/11

2024-07-15 13:33:20 Obe to clt: [REDACTED] Hello [REDACTED], I'm assisting my colleague Adonnica, who's out of the office today. Were you able to respond to Adonnica's last email if could you forward it to me so I can assist with moving the case along. NEXT STEP: Awaiting CLT f/u for gwg offer

2024-07-16 14:05:19 >>IBE from CLT [REDACTED] CLT says Hello All I can say is the the dealer in wrong - Its not his fault it is a defective car. The car has all the same issues that the car was brought in for. Please pull the service records. The car still has unintended deceleration issues. The car still has unintended acceleration issues. All the same issues as before. See attached video. The speed limit has never been 70 MPH in NYS, Never, Never, Never. The attached is show the mileage is after the last service It show the speed limit as 70 MPH - max speed is 55 MPH It shows the location when the video was taken. It was taken yesterday on the LIE The car was out of service or almost 2 months. - I pay a lot of money for the car to sit at the dealer, and the car is still defective. Please replace the vehicle. The vehicle is unsafe. These problem as been happening since Day 1 of ownership. Thanks Next steps: f/u with CLT

2024-07-16 20:47:33 >>OBE to CLT@ [REDACTED] CSM adv Hello Mr. [REDACTED], I apologize for the delay. I was out of the office until today. I received your message and wanted to follow up with you. I reviewed the video. The vehicle is operating as designed. I have already received and reviewed all the repair orders. This last repair attempt is the same repair order with parts installation. As we have already completed the good faith review and it was denied, I am inclined to offer a good will gesture for the repair inconvenience. If you wish not to accept the offer for the vehicle payment, I can look into other available options. Please let me know. I'll await your reply and follow up by 7/18. Thank you for your time and have a good day! Next steps: awaiting CLT f/u and f/u with CLT by 7/18

2024-07-18 19:43:56 >>IBE from CLT@ [REDACTED] CLT says Please explain how the vehicle is operating as designed? Next steps: f/u with CLT

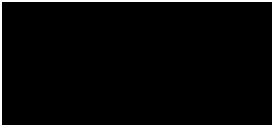
2024-07-18 19:54:40 >>OBC to RTL@ (631) 565-7719 Spoke to: LVM for SM Rob Corrado CSM adv checking to see if CLT has brought vehicle back to RTL. CSM adv of CLT and contact information for RTL f/u Next Steps: f/u with CLT

2024-07-18 20:41:41 >>OBE to CLT [REDACTED] m CSM adv Hello [REDACTED] I received your message and wanted to follow up with you. If you feel the issue is still present then you would need to advise the retailer. At this time, I will begin to complete your case. If you chose to accept my offer, please forward the requested information. I'll await your reply by 7/25. Regards, Next steps: awaiting CLT f/u or EOC by 7/25

2024-07-25 20:35:59 CSM notes no reply from CLT resetting f/u for 7/31

CASE ATTACHMENTS:  
2024-07-16 14:36:49

Adonnica Smith



CASE NUMBER: ██████████STATUS: Resolved

OPEN: 05-09-2024CLOSED: 05-09-2024BUSINESS UNIT NAME: Ford

RESPONSE TEAM: Lincoln Customer VOR OutreachCOMMUNICATION: Phone

CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Dealer Capacity |

DEALER NAME: Bayway Lincoln

PA CODE: 10093DLR SALES CODE: 67032REGION: CEZONE:

VIN: ██████████MODEL YEAR: 2020MODEL: AVIATORMILEAGE: 27,563

BODY STYLE: J9X - AVIATOR BLK LBL AWD 4-DR MPV

LAST NAME FIRST NAME MIDDLE: ██████████

ADDRESS: ██████████

CITY STATE ZIP COUNTRY: ALVIN | TX ██████████ | USA

HOME ██████████

SYMPTOMS: Driver Aides & Information | Warning Indicators/Messages/Chimes | AdvanceTrac/Traction Control | Stays On

ANALYST NAME: Amanda EldridgeOPEN ANALYST NAME: Amanda Eldridge

COMMENTS:

2024-05-09 18:26:43CSM Amanda -EXT 77950>> |OBC to the RTL | Bayway Lincoln 281-929-6500 spoke to Parts- Charles – R/O:335999 opened 5/2/2024- traction control wont turn off on manual, internment issue with seat cannot duplicate, and the other Slam brake re-programmed IPM , waiting for the tech to look at Traction control. RTL capacity Next Steps- CSM close case



CASE ATTACHMENTS:

CASE NUMBER: ██████████ STATUS: Resolved  
OPEN: 05-30-2024 CLOSED: 05-31-2024 BUSINESS UNIT NAME: Ford  
RESPONSE TEAM: Lincoln Concierge NA CRC COMMUNICATION: Phone  
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has not been to dealer |  
DEALER NAME:  
PA CODE: DLR SALES CODE: REGION: ZONE:  
VIN: ██████████ MODEL YEAR: 2023 MODEL: CORSAIR MILEAGE: 3,600  
BODY STYLE: J2D - CORSAIR RESERVE 4X4 4DR  
LAST NAME FIRST NAME MIDDLE: ██████████ |  
ADDRESS: ██████████  
CITY STATE ZIP COUNTRY: CASA GRANDE | AZ ██████████ USA  
HOME PHONE ██████████  
SYMPTOMS: Driver Aides & Information | Warning Indicators/Messages/Chimes | Collision Avoidance | Inoperative  
ANALYST NAME: Isiah Daley OPEN ANALYST NAME: Isiah Daley  
COMMENTS:  
2024-05-30 20:05:34

CASE ATTACHMENTS: