

[REDACTED]

[REDACTED]



45 Regency Plaza
Glen Mills, Pa. 19342

tel: [REDACTED]
fax: [REDACTED]

[REDACTED]

Ms. [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Re: [REDACTED] v. [REDACTED]
Vehicle: [REDACTED]
VIN: [REDACTED]

Dear Sir or Madam:

This is notification that Timothy Abeel & Associates, P.C. represents the above individual against [REDACTED] for claims pursuant to the [REDACTED]. Kindly acknowledge our firm's representation and direct any and all correspondence to this office.

Please do not have any further contact with our client, only with the exception to expedite necessary warranty repairs.

Thank you for your attention to this matter. If you have any questions, please contact me at your convenience.

Sincerely,

[REDACTED]
[REDACTED], Esq.

TJA/slm



[REDACTED]



HORNE FREEDOM FORD, LLC.

2161 W. Hwy. 70 THATCHER, AZ 85552
(928) 428-1770 / (866) 428-1770 • Fax (928) 428-2733

[REDACTED]				DATE: 06/27/2023
2021	MAKE: Ford	MODEL: Bronco	COLOR: AREA 51	TIME IN: 09:52
MIL#182	MIL#182	FRS# 01/24/22 04/12/22	DISC: AZ	14:54
SEE ALSO	THATCHER AZ [REDACTED]			07/05/2023
	[REDACTED] W: (520) -			4263
	[REDACTED]			WRITER: TYSON\05

1) C/S VEHICLE CRANKS BUT WONT START. CHECK AND ADVISE.
 VERIFIED CUSTOMER CONCERN SCANNED VEHICLE 4 CODES P0627 PRESENT AGAIN RECENTLY REPAIRED AT FORD IN SCOTTSDALE FOLLOWD PPT KC TO DIAG KC1-YES,P0627 KC9-YES,0.4 OHMS KC12-YES,OL KC13-YES,OL KC14-NO,0 VOLTS KC15-NO KC16-NO, REC. A NEW FUEL PUMP CONTROL MODULE INSTALLED NEW FPCM CLEARED ALL CODES TEST DROVE TO VERIFY REPAIRS ALL OK AT THIS TIME REPAIR COMPLETE
 Warranty Claim Repair Type: -
 Condition Code: EN
 (Tech:03) A

Labor EN T03 15
 (F)LC3Z9D370C (CONTROL UNIT) 1

..... (Warranty)

2) IN WARRANTY LOANER PRENT
 Warranty Claim Repair Type: -
 Customer Concern Code: IWL
 Condition Code: IW
 (Tech:03) A

Labor IW IWL T03
 (NOTE: Repair Is NON-Taxable)

..... (Warranty)

MAKE SURE TO SIGN UP FOR FORD PASS REWARDS TO EARN 5% BACK!
 @FORDPASSREWARDS.COM

	W/C	INT.	CUSTOMER
DISCLAIMER OF WARRANTIES Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any 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. Page 1 of 1 Job [REDACTED]	TERMS		
	No returns on electrical or special order items. A restocking charge will be applied on all merchandise returned for credit or refund. No returns after 30 days.		
	Labor		.00
	Parts		.00
	Sublet/Fees		.00
	Shop Supplies		.00
	Oil/Grease		.00
	Sub Total		.00
Tax		.00	
Total		.00	

Customer Copy

AutoNation

AutoNation Ford Scottsdale

8555 E. FRANK LLOYD WRIGHT BLVD.
SCOTTSDALE, AZ 85260
(480) 991-3333

SERVICE DIRECT: (480) 596-2525

INVOICE

Invoice #: [REDACTED]

DUPLICATE 1

Tag #: [REDACTED]

Home [REDACTED]

Bus: [REDACTED]

Customer # [REDACTED]

Cell [REDACTED]

Email: email [REDACTED]

Home Advisor: **5556 CHRISTOPHER AUSTIN**

COLOUR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
	21	FORD BRONCO	[REDACTED]		16867	16872			
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
01JAN21 D			17:00 06JUN23			CASH	08JUN23	15:57 03JUN23	12:33 08JUN23

OPTIONS:

We are a proud retailer of Original Equipment (OE) parts, sourced from the vehicle manufacturer and backed by its limited warranty.

We also offer high quality non-OE parts that are suitable for your vehicle and fit all budgets and needs. If you have chosen a non-OE part, it will be identified on your invoice as "AP." These non-OE (AP*) parts are not sourced from the vehicle's manufacturer or covered by its warranty. Non-OE parts come with a limited warranty backed by AutoNation and/or the parts manufacturer.*

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES DRIVING DOWN THE FREEWAY GOT BATTERY LIGHT AND NOTIFICATION FULL ACCESSORY POWER ACTIVE. ENGINE LIGHT AND CAR SHUT DOWN COMPLETELY. PLEASE CHECK AND ADVISE.

CAUSE:

9002A FUEL TANK - REMOVE AND INSTALL (9002/9072/9076) - L 2487 WF				(N/C)
1 MB3Z*9H307*F SENDER AND PUMP ASY				(N/C)
1 4L3Z*9276*AA GASKET				(N/C)
4 *W721368*S439L BOLT AND WASHER ASY - HEX.HEAD				(N/C)
9002A6 FUEL PUMP - ELECTRIC - REPLACE (9350/9A407/9C407/9H307/9H318) - L 2487 WF				(N/C)
12650D EEC SYSTEM DIAGNOSIS - (QUICK TEST) - N 2487 WF				(N/C)
12650D45 ENGINE MODULE - DIAGNOSTIC PIN POINT TEST - L 2487 WF				(N/C)

FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:
2487

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00
16871 INTERNAL OPEN IN FUEL PUMP 9H307 VERIFIED ISSUE. CHECK PCM FOR CODES. FOUND P0627. CHECK OASIS. NO RELATED INFO. PERFORM PINPOINT TEST KC1. YES. KC9. NO, INFINITE OHMS. KC10. YES. KC11. NO, INFINITE OHMS. REPLACED FUEL PUMP DUE TO INTERNAL OPEN. CLEAR CODES. ROAD TEST. CONCERN IS RESOLVED. BASIC 9H307 CC 42							

B Customer requested to have Multi Point Inspection performed this visit
MULTI-A Customer requested to have Multi Point Inspection performed this visit

WARRANTY STATEMENT AND VEHICLE INSPECTION RIGHTS: PLEASE SEE THE TERMS ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

CALL/TEXT AUTHORIZATION: YOU HEREBY AUTHORIZE US TO MAKE RECURRING CALLS OR TEXTS TO YOU AT YOUR MOBILE NUMBER(S) SHOWN ABOVE, INCLUDING BY USE OF AN AUTOMATED SYSTEM, REGARDING SALES AND/OR SERVICE OF YOUR VEHICLE. YOU UNDERSTAND YOUR AGREEMENT IS NOT A CONDITION OF PURCHASING GOODS OR SERVICES AND YOU MAY OPT OUT BY NOTIFYING YOUR SERVICE ADVISOR OR TEXTING STOP TO ANY MESSAGE RECEIVED. MSG & DATA RATES MAY APPLY.

If we receive payments related to the goods or services provided hereunder from any third party (e.g., a check under a Service Contract), you agree that we may retain all such monies as if same was a payment from you and apply such funds to any outstanding indebtedness of yours. You hereby grant us a power of attorney to endorse or otherwise sign your name and to deposit such funds into the dealership's account to carry out the intent of this provision.

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 by your payment of the amount due.

SHOP SUPPLY AND ENVIRONMENTAL SERVICE CHARGES

We may charge shop supply costs of 16% of the total cost of labor, not to exceed \$65.00. In addition, we may charge you a fee for hazardous waste disposal related to the servicing of your vehicle.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

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

DESCRIPTION

TOTALS



INVOICE

Invoice #: [Redacted]
Tag #: [Redacted]

AutoNation

AutoNation Ford Scottsdale

8555 E. FRANK LLOYD WRIGHT BLVD.
SCOTTSDALE, AZ 85260
(480) 991-3333
SERVICE DIRECT: (480) 596-2525

Home: [Redacted] Bus: [Redacted]
Cell: [Redacted] Email: email [Redacted] Customer # [Redacted]

Service Advisor: 5556 CHRISTOPHER AUSTIN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
	21	FORD BRONCO	[Redacted]		16867	16872
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
01JAN21 D			17:00 06JUN23			CASH
OPTIONS:						
					08JUN23	15:57 03JUN23 12:33 08JUN23

We are a proud retailer of Original Equipment (OE) parts, sourced from the vehicle manufacturer and backed by its limited warranty.

We also offer high quality non-OE parts that are suitable for your vehicle and fit all budgets and needs. If you have chosen a non-OE part, it will be identified on your invoice as "AP*." These non-OE (AP*) parts are not sourced from the vehicle's manufacturer or covered by its warranty. Non-OE parts come with a limited warranty backed by AutoNation and/or the parts manufacturer.

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
				2487IFEPS			(N/C)
	GTIRE	TIRES	CHECK OK	2487IFEPS			(N/C)
	GBK	BRAKES	CHECK OK	2487IFEPS			(N/C)
	GBATT	BATTERY	CHECK OK	2487IFEPS			(N/C)
PARTS:				0.00	LABOR:	0.00	OTHER:
	16871	MPI	COMPLETED				TOTAL LINE B: 0.00

C Your Service Advisor has set your vehicle's next service appointment for (date) at (time). You will receive a email & phone call prior to this date to confirm the appointment. If you choose to reschedule, please call NSA Your Service Advisor has set your vehicle's next service appointment for (date) at (time). You will receive a email & phone call prior to this date to confirm the appointment. If you choose to reschedule, please call

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

ESTIMATE: 0.00 03JUN23 15:57 SA: 5556

WARRANTY STATEMENT AND VEHICLE INSPECTION RIGHTS: PLEASE SEE THE TERMS ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

CALL/TEXT AUTHORIZATION: YOU HEREBY AUTHORIZE US TO MAKE RECURRING CALLS OR TEXTS TO YOU AT YOUR MOBILE NUMBER(S) SHOWN ABOVE, INCLUDING BY USE OF AN AUTOMATED SYSTEM, REGARDING SALES AND/OR SERVICE OF YOUR VEHICLE. YOU UNDERSTAND YOUR AGREEMENT IS NOT A CONDITION OF PURCHASING GOODS OR SERVICES AND YOU MAY OPT OUT BY NOTIFYING YOUR SERVICE ADVISOR OR TEXTING STOP TO ANY MESSAGE RECEIVED. MSG & DATA RATES MAY APPLY.

If we receive payments related to the goods or services provided hereunder from any third party (e.g., a check under a Service Contract), you agree that we may retain all such monies as if same was a payment from you and apply such funds to any outstanding indebtedness of yours. You hereby grant us a power of attorney to endorse or otherwise sign your name and to deposit such funds into the dealership's account to carry out the intent of this provision.

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.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

SHOP SUPPLY AND ENVIRONMENTAL SERVICE CHARGES:		LABOR AMOUNT	0.00
D I S C O U N T	We may charge shop supply costs of 16% of the total cost of labor, not to exceed \$65.00. In addition, we may charge you a fee for hazardous waste disposal related to the servicing of your vehicle.	PARTS AMOUNT	0.00
	A L L	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		

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

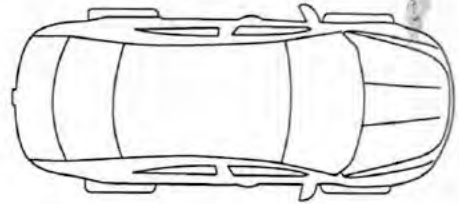
Customer Copy



Date: 06/03/2023
 Name: [REDACTED]
 Email: [REDACTED]
 VIN#: [REDACTED]
 Year/Make/Model: 2021 Ford BRONCO Plate#: _____
 Odometer: 16867 Inspect. Month: _____
 Owner Advantage Rewards*#: _____ Service Balance: _____
 Extended Service Plan: YES NO FordPass Member? YES NO

May contribute to vehicle efficiency and promote a greener environment

Check and OK at this time May require future attention Requires immediate attention



Note any exterior body damage or defects on diagram

EXTERIOR BODY

Serviced	DUE	Serviced	DUE
<input type="checkbox"/>	<input checked="" type="checkbox"/> THE WORKS	<input type="checkbox"/>	<input checked="" type="checkbox"/> Engine Air Filter
<input type="checkbox"/>	<input checked="" type="checkbox"/> Oil Change & Filter	<input type="checkbox"/>	<input checked="" type="checkbox"/> Engine Coolant
<input type="checkbox"/>	<input checked="" type="checkbox"/> Tire Rotation	<input type="checkbox"/>	<input checked="" type="checkbox"/> Transmission Fluid &/or Filter
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Multi-Point Inspection	<input type="checkbox"/>	<input checked="" type="checkbox"/> Cabin Air Filter
<input type="checkbox"/>	<input checked="" type="checkbox"/> Fuel Filter N/A	<input type="checkbox"/>	<input checked="" type="checkbox"/> Spark Plugs
<input type="checkbox"/> K Scheduled Maintenance			

This is only a partial list maintenance items and is NOT all-inclusive. Please consult your Owner's Manual or visit FordOwner.com for vehicle specific maintenance requirements. N/A is added if certain part is not applicable.

OK FILL	OK FILL	OK FILL
<input checked="" type="checkbox"/> Engine Oil	<input checked="" type="checkbox"/> Power Steering	<input checked="" type="checkbox"/> Transmission (if equipped with dipstick)
<input checked="" type="checkbox"/> Brake Reservoir	<input checked="" type="checkbox"/> Window Washer	<input checked="" type="checkbox"/> Coolant Recovery R

Serviced	Serviced	Serviced
<input type="checkbox"/>	<input checked="" type="checkbox"/> Horn	<input type="checkbox"/>
<input type="checkbox"/>	<input checked="" type="checkbox"/> Windshield	<input type="checkbox"/>
<input type="checkbox"/>	<input checked="" type="checkbox"/> Rear Wipers	<input type="checkbox"/>
<input type="checkbox"/>	<input checked="" type="checkbox"/> Front Lighting	<input type="checkbox"/>
<input type="checkbox"/>	<input checked="" type="checkbox"/> Rear Wipers (if equipped)	<input type="checkbox"/>
<input type="checkbox"/>	<input checked="" type="checkbox"/> Rear Lighting - 4-Way Flashers, Tailights, Stop Lights, Plate Lights	<input type="checkbox"/>

UNDER HOOD

Battery State of Health

0% 100%

Factory spec cold cranking amps _____ Actual cold cranking amps _____

Battery Condition

<input checked="" type="checkbox"/>	Cooling System - Hoses and Piping
<input checked="" type="checkbox"/>	Engine Air Filter
<input checked="" type="checkbox"/>	Engine Drive Belt(s)
<input checked="" type="checkbox"/>	Cabin Air Filter N/A

Serviced	Tire Tread Depth	7/32" or Greater / Over 5mm	6/32" to 4/32" / 5mm to 3mm	3/32" or Less / Less than 3mm
<input type="checkbox"/>	<input checked="" type="checkbox"/> Left Front Tire Condition	Size: _____	Tread Depth: >6	Tire PSI: _____ Age: _____
<input type="checkbox"/>	<input checked="" type="checkbox"/> Right Front Tire Condition	Size: _____	Tread Depth: >6	Tire PSI: _____ Age: _____
<input type="checkbox"/>	<input checked="" type="checkbox"/> Left Rear Tire Condition	Size: _____	Tread Depth: >6	Tire PSI: _____ Age: _____
<input type="checkbox"/>	<input checked="" type="checkbox"/> Right Rear Tire Condition	Size: _____	Tread Depth: >6	Tire PSI: _____ Age: _____
<input type="checkbox"/>	<input checked="" type="checkbox"/> Full Size/Temp Spare Tire Condition	Size: _____	Tread Depth: _____	Tire PSI: _____ Age: _____

Spare Not Inspected No Spare Tire *Tires should be replaced after 6 years regardless of tread wear.

Serviced	Brake Lining	Over 5 mm or 7/32" (Disc) or Over 2mm or 3/32" (Drum)	4 mm to 5mm or 4/32" to 7/32" (Disc) or 1.01 to 2mm or 2/32" to 3/32" (Drum)	3mm or less or 4/32" (Disc) or 1mm or 2/32" or less (Drum)
<input type="checkbox"/>	<input checked="" type="checkbox"/> Left Front Brake	Pad Thickness: _____	Rotor Actual: _____	Rotor Minimum Spec: <input type="checkbox"/>
<input type="checkbox"/>	<input checked="" type="checkbox"/> Right Front Brake	Pad Thickness: _____	Rotor Actual: _____	Rotor Minimum Spec: <input type="checkbox"/>
<input type="checkbox"/>	<input checked="" type="checkbox"/> Left Rear Brake	Pad/Shoe Thickness: _____	Rotor/Drum Actual: _____	Rotor/Drum Minimum Spec: <input type="checkbox"/>
<input type="checkbox"/>	<input checked="" type="checkbox"/> Right Rear Brake	Pad/Shoe Thickness: _____	Rotor/Drum Actual: _____	Rotor/Drum Minimum Spec: <input type="checkbox"/>

<input type="checkbox"/>	Left Front suspension, struts, steering linkage, brake lines/hoses	Notes: _____
<input type="checkbox"/>	Right Front suspension, struts, steering linkage, brake lines/hoses	Notes: _____
<input type="checkbox"/>	Left Rear suspension, shocks/struts, linkage, brake lines/hoses	Notes: _____
<input type="checkbox"/>	Right Rear suspension, shocks/struts, linkage, brake lines/hoses	Notes: _____
<input type="checkbox"/>	Exhaust System	Notes: _____
<input type="checkbox"/>	Drivetrain	Notes: _____

Additional Technician Comments:

by: Christopher Austin Customer Signature: _____
 Christopher Co

Be sure to visit FordOwner



HORNE FREEDOM FORD, LLC.

2161 W. Hwy. 70 THATCHER, AZ 85552
 (928) 428-1770 / (866) 428-1770 • Fax (928) 428-2733

YEAR: 2021	MAKE: Ford	MODEL: Bronco	COLOR: AREA 51	U	DATE: 09/08/2022
MILES IN: 5737	MILES OUT: 5737	FRISK: 01/24/22	LISC: AZ	THATCHER AZ	TIME IN: 08:04
SEE ALSO:					09/08/2022
					2727
					WRITER: MATT\24

CALL WHEN READY

(1) THE WORKS: 5 QTS MOTORCRAFT LOF & ROTATE \$54.95 COUPON PROVIDED COMPLETE. (Tech:11) A	WRK5 BE8Z6731AB X05W30BSP Total Repair (Customer)	WRK5 (KIT - ELEMENT) (MOTORCRAFT SAE)	T11 1 5	26.00 7.50 21.45 54.95
(2) PERFORM MULTI-POINT INSPECTION COMPLETE. REPLACED A WIPER BLADE AS NEEDED. (Tech:11) A	99P Total Repair (Customer)	99P	T11	.00 .00
(3) ADD: ADDITIONAL OIL NEEDED FOR WRKS COUPON COMPLETE. (Tech:11) A	Labor X05W30BSP WASTE DISP 37187 Total Repair (Customer)	ADD (MOTORCRAFT SAE)	T11 1	.00 4.29 3.00 7.29
(4) FIELD SERVICE ACTION: 22S44 Warranty Claim Repair Type: - (Tech:11) A	Labor (NOTE: Repair Is NON-Taxable)(Warranty)		T11	.00
(5) ADD: FOUND R SIDE WIPER NOT CLEANING COMPLETE. (Tech:11) A	17528AF (F)LU2Z17V528B (BLADE ASY -) Total Repair (Customer)		T11 1	.00 15.00 15.00

MAKE SURE TO SIGN UP FOR FORD
 PASS REWARDS TO EARN 5% BACK!
 @FORDPASSREWARDS.COM

DISCLAIMER OF WARRANTIES	TERMS	W/C	INT.	Labor	CUSTOMER
Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of this product. Any liability retained by the manufacturer is hereby prohibited by law.	No returns on electrical or special order items. A restocking charge will be applied on all merchandise returned for credit or refund. No cash or store credit will be given.			Parts	48.24
				Sublet/Fees	3.00
				Shop Supplies	3.38
				Oil/Grease	.00
				Sub Total	80.62
				Tax	4.70
				Total (Due)	85.32

Customer Copy



HORNE FREEDOM FORD, LLC.

2161 W. Hwy. 70 THATCHER, AZ 85552
 (928) 428-1770 / (928) 428-1770 • Fax (928) 428-2733

2021	MAKE Ford	MODEL Bronco	COLOR AREA 51	U	DATE 04/12/2023
MILE 15014	M 15014	FRST 04/24/22	LISC AZ	THATCHER AZ	TIME IN 07:54
SEE ALSO		04/12/22			09:02
					04/13/2023
				RES: (520)	WRITER TYSON\05

CALL WHEN READY

(1) CUSTOMER STATES LR SOFT TOP BUCKLE DOES NOT LATCH. CHECK AND ADVISE. ADJUSTED LR LATCH RETEST ALL OK NOW. Warranty Claim Repair Type: - (Tech:88) A

Labor T88 4
 (Warranty)

(2) C/S VEHICLE GOES INTO POWER SAVE MODE WHILE GOING DOWN FREEWAY. CHECK AND ADVISE. TEST DROVE VEHICLE. COULD NOT DUPLICATE CONCERN CHECKED CODES NONE. CHECKED TSB SSM NONE. SET M TIME FOR NPF. Warranty Claim Repair Type: - (Tech:88) A

Labor T88 8
 (Warranty)

(3) THE WORKS: MOTORCRAFT LOF & ROTATE TIRES THE WORKS COMPLETE. CHANGED ENGINE OIL REPLACED OIL FILTER ROTATED TIRES AND SET TIRES TO 35PSI. (Tech:93) A

WRKS	WRKS	WRKS	T93	37.45
BE8Z6731AB	(KIT - ELEMENT)	1		12.49
X05W30BSP	(MOTORCRAFT SAE)	6		29.94
Total Repair (Customer)				79.88

(4) PERFORM MULTI-POINT INSPECTION MULTIPOINT COMPLETE. REPLACED CABIN AIR FILTER DUE TO CONDITION. (Tech:93) A

99P	99P	99P	T93	.00
Total Repair (Customer)				.00

(5) REPLACE CABIN AIR FILTER COMPLETE (Tech:88) A

CABAF	CABAF	CABAF	T88	20.00
MB3Z19N619A	(FILTER - POLLE)	1		22.00
Total Repair (Customer)				42.00

MAKE SURE TO SIGN UP FOR FORD PASS REWARDS TO EARN 5% BACK!
 @FORDPASSREWARDS.COM

	W/C	INT.	CUSTOMER
TERMS			
No returns on electrical or special order items. A restocking charge will be applied on all merchandise returned for credit or refund. No returns after 30 days.			
Labor			57.45
Parts			64.43
Sublet/Fees			.00
Shop Supplies			14.63
Oil/Grease			.00
Sub Total			136.51
Tax			7.19
Total (Due)			143.70

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any 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.

Page 1 of 1

Job # [REDACTED]

Customer Copy

[REDACTED]

[REDACTED]

Service of Process Transmittal Summary

TO: [REDACTED]

RE: Process Served in [REDACTED]

FOR: [REDACTED] (Domestic State: [REDACTED])

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

TITLE OF ACTION: Re: [REDACTED] // To: [REDACTED]

DOCUMENT(S) SERVED: Summons, Cover Sheet(s), Attachment(s), Complaint, Notice(s), Stipulation and Order

COURT/AGENCY: [REDACTED]
Case # [REDACTED]

NATURE OF ACTION: Product Liability Litigation - [REDACTED] - [REDACTED] VIN: [REDACTED]

PROCESS SERVED ON: [REDACTED]

DATE/METHOD OF SERVICE: By Process Server on [REDACTED]

JURISDICTION SERVED: [REDACTED]

APPEARANCE OR ANSWER DUE: Within [REDACTED] after service (Document(s) may contain additional answer dates)

ATTORNEY(S)/SENDER(S): [REDACTED]

ACTION ITEMS: [REDACTED] has retained the current log, Retain Date: [REDACTED], Expected Purge Date: [REDACTED]
Image SOP

REGISTERED AGENT CONTACT: [REDACTED]

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

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



PROCESS SERVER DELIVERY DETAILS

Date:

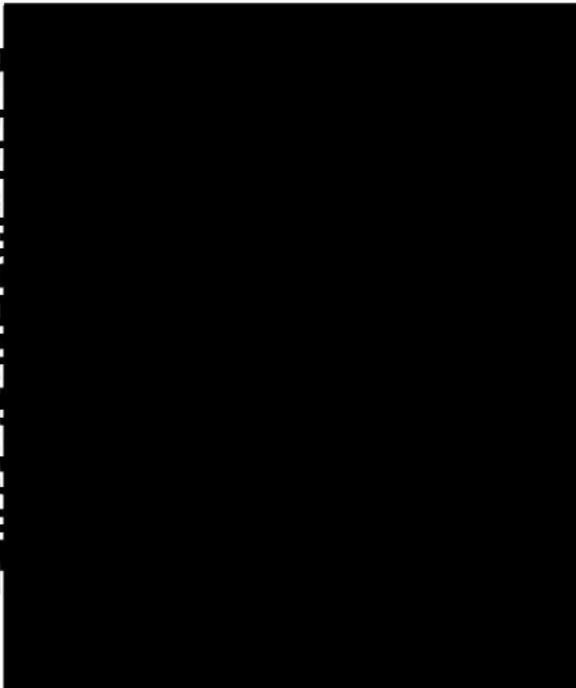


Server Name:



Entity Served	
Case Number	
Jurisdiction	CA

Inserts		



**SUMMONS
(CITACION JUDICIAL)**

FOR COURT USE ONLY
(SOLO PARA USO DE LA CORTE)

**NOTICE TO DEFENDANT:
(AVISO AL DEMANDADO):**

FORD MOTOR COMPANY, a [REDACTED], and DOES 1 through [REDACTED], inclusive

**YOU ARE BEING SUED BY PLAINTIFF:
(LO ESTÁ DEMANDANDO EL DEMANDANTE):**

[REDACTED],

NOTICE! You have been sued. The court may decide against you without your being heard unless you respond within [REDACTED]. Read the information below.

You have [REDACTED] after this summons and legal papers are served on you to file a written response at this court and have a copy served on the plaintiff. A letter or phone call will not protect you. Your written response must be in proper legal form if you want the court to hear your case. There may be a court form that you can use for your response. You can find these court forms and more information at the [REDACTED] ([REDACTED]), your county law library, or the courthouse nearest you. If you cannot pay the filing fee, ask the court clerk for a fee waiver form. If you do not file your response on time, you may lose the case by default, and your wages, money, and property may be taken without further warning from the court.

There are other legal requirements. You may want to call an attorney right away. If you do not know an attorney, you may want to call an attorney referral service. If you cannot afford an attorney, you may be eligible for free legal services from a nonprofit legal services program. You can locate these nonprofit groups at the [REDACTED] Web site ([REDACTED]), the [REDACTED] ([REDACTED]), or by contacting your local court or county bar association. **NOTE:** The court has a statutory lien for waived fees and costs on any settlement or arbitration award of [REDACTED] or more in a civil case. The court's lien must be paid before the court will dismiss the case. **¡AVISO!** Lo han demandado. Si no responde dentro de [REDACTED], la corte puede decidir en su contra sin escuchar su versión. Lea la información a continuación.

Tiene [REDACTED] DE CALENDARIO después de que le entreguen esta citación y papeles legales para presentar una respuesta por escrito en esta corte y hacer que se entregue [REDACTED] al demandante. [REDACTED] o una llamada telefónica no lo protegen. Su respuesta por escrito tiene que estar en formato legal correcto si desea que procesen su caso en la corte. Es posible que haya un formulario que usted pueda usar para su respuesta. Puede encontrar estos formularios de la corte y más información en el [REDACTED] ([REDACTED]), en la biblioteca de leyes de su condado o en la corte que le quede más cerca. Si no puede pagar la cuota de presentación, pida al secretario de la corte que le dé un formulario de exención de pago de cuotas. Si no presenta su respuesta a tiempo, puede perder el caso por incumplimiento y la corte le podrá quitar su sueldo, dinero y bienes sin más advertencia.

Hay otros requisitos legales. Es recomendable que llame a un abogado inmediatamente. Si no conoce a un abogado, puede llamar a un servicio de remisión a [REDACTED]. Si no puede pagar a un abogado, es posible que cumpla con los requisitos para obtener servicios legales gratuitos de un programa de servicios legales sin fines de lucro. Puede encontrar estos grupos sin fines de lucro en el sitio web de [REDACTED] ([REDACTED]), en el [REDACTED] ([REDACTED]) o poniéndose en contacto con la corte o el colegio de [REDACTED] locales. **AVISO:** Por ley, la corte tiene derecho a reclamar las cuotas y los costos exentos por imponer un gravamen sobre cualquier recuperación de [REDACTED] más de valor recibida mediante un acuerdo o una concesión de arbitraje en un caso de derecho civil. Tiene que pagar el gravamen de la corte antes de que la corte pueda desechar el caso.

The name and address of the court is:
(El nombre y dirección de la corte es): Contra [REDACTED]
[REDACTED]
[REDACTED]

CASE NUMBER:
(Número del Caso): [REDACTED]

The name, address, and telephone number of plaintiff's attorney, or plaintiff without an attorney, is:
(El nombre, la dirección y el número de teléfono del abogado del demandante, o del demandante que no tiene abogado, es):
[REDACTED], [REDACTED]

DATE: [REDACTED] Clerk, by [REDACTED] /s/ [REDACTED], Deputy (Fecha) (Secretario) (Adjunto)

(For proof of service of this summons, use Proof of Service [REDACTED] (form [REDACTED]).)
(Para prueba de entrega de esta citación use el formulario Proof of Service [REDACTED], ([REDACTED]).)



NOTICE TO THE PERSON SERVED: You are served

- as an individual defendant.
- as the person sued under the fictitious name of (specify):
- on behalf of (specify): [REDACTED], a [REDACTED] under: [REDACTED] (corporation) [REDACTED] 416.60 (minor) [REDACTED] 416.20 (defunct corporation) [REDACTED] (conservatee) [REDACTED] (association or partnership) [REDACTED] (authorized person) other (specify):
- by personal delivery on (date):

INSTRUCTIONS ON HOW TO COMPLETE THE COVER SHEET

To Plaintiffs and Others Filing [REDACTED]. If you are filing a [REDACTED] (for example, a complaint) in a civil case, you must complete and file, along with your [REDACTED], the Civil Case Cover Sheet contained on [REDACTED]. This information will be used to compile statistics about the types and numbers of cases filed. You must complete [REDACTED] through 6 on the sheet. In [REDACTED], you must check [REDACTED] for the case type that best describes the case. If the case fits [REDACTED] a general and a more specific type of case listed in [REDACTED], check the more specific one. If the case has multiple causes of action, check the box that best indicates the primary cause of action. To assist you in completing the sheet, examples of the cases that belong under [REDACTED] type in [REDACTED] are provided below. A cover sheet must be filed only with your initial paper. Failure to file a cover sheet with the [REDACTED] filed in a civil case may subject a party, its counsel, or [REDACTED] to sanctions under [REDACTED] and [REDACTED] of the [REDACTED].

To Parties in [REDACTED] Collections Cases. A "collections case" under [REDACTED] is defined as an action for recovery of money owed in a sum stated to be certain that is not [REDACTED], exclusive of interest and attorney's fees, arising from a transaction in which property, services, or money was acquired on credit. A collections case does not include an action seeking the following: (1) tort damages, (2) punitive damages, (3) recovery of real property, (4) recovery of personal property, or (5) a prejudgment writ of attachment. The identification of a case as a [REDACTED] collections case on this form means that it will be exempt from the general time-for-service requirements and case management rules, unless a defendant files a responsive pleading. A [REDACTED] collections case will be subject to the requirements for service and obtaining a judgment in [REDACTED].

To Parties in Complex Cases. In complex cases only, parties must also use the Civil Case Cover Sheet to designate whether the case is complex. If a plaintiff believes the case is complex under [REDACTED] of the [REDACTED], this must be indicated by completing the appropriate boxes in [REDACTED] and 2. If a plaintiff designates a case as complex, the cover sheet must be served with the complaint on all parties to the action. A defendant may file and serve no later than the time of its [REDACTED] a joinder in the plaintiff's designation, a counter-designation that the case is not complex, or, if the plaintiff has made no designation, a designation that the case is complex.

CASE TYPES AND EXAMPLES

Auto Tort

Auto [REDACTED]—Personal Injury/Property Damage/Wrongful Death
Uninsured Motorist [REDACTED] (if the case involves an uninsured motorist claim subject to arbitration, check this item instead of Auto)

Other [REDACTED] (Personal Injury/Property Damage/Wrongful Death) Tort

Asbestos [REDACTED]
Asbestos Property Damage
Asbestos Personal Injury/Wrongful Death
Product [REDACTED] (not asbestos or toxic/environmental) [REDACTED]
Medical Malpractice [REDACTED]
Medical Malpractice—Physicians & Surgeons
Other Professional Health Care Malpractice

Other [REDACTED] [REDACTED]
Premises [REDACTED] (e.g., slip and fall)
Intentional Bodily Injury/PD/WD (e.g., assault, vandalism)
Intentional Infliction of Emotional Distress
Negligent Infliction of Emotional Distress
Other [REDACTED]

Non-[REDACTED] (Other) Tort

Business Tort/Unfair Business Practice [REDACTED]
Civil Rights (e.g., discrimination, false arrest) (not civil harassment) [REDACTED]
[REDACTED] (e.g., slander, libel) [REDACTED]
Fraud [REDACTED]
Intellectual Property [REDACTED]
Professional Negligence [REDACTED]
Legal Malpractice
Other Professional Malpractice (not medical or legal)
Other Non-[REDACTED] Tort [REDACTED]

Employment

Wrongful Termination (36)
Other Employment [REDACTED]

Contract

Breach of Contract/Warranty [REDACTED]
Breach of Rental/Lease
Contract (not unlawful detainer or wrongful eviction)
Contract/Warranty Breach—Seller Plaintiff (not fraud or negligence)
Negligent Breach of Contract/Warranty
Other Breach of Contract/Warranty
Collections (e.g., money owed, open book accounts) (09)
Collection Case—Seller Plaintiff
Other Promissory Note/Collections Case
Insurance Coverage (not provisionally complex) [REDACTED]
Auto Subrogation
Other Coverage
Other Contract [REDACTED]
Contractual Fraud
Other Contract Dispute

Real Property

Eminent Domain/Inverse Condemnation (14)
Wrongful Eviction [REDACTED]
Other Real Property (e.g., quiet title) (26)
Writ of Possession of Real Property
Mortgage Foreclosure
Quiet [REDACTED]
Other Real Property (not eminent domain, landlord/tenant, or foreclosure)

Unlawful Detainer

Commercial [REDACTED]
Residential [REDACTED]
Drugs [REDACTED] (if the case involves illegal drugs, check this item; otherwise, report as Commercial or Residential)

Judicial Review

Asset Forfeiture (05)
Petition Re: Arbitration Award [REDACTED]
Writ of Mandate [REDACTED]
Writ—Administrative Mandamus
Writ—Mandamus on Limited Court Case Matter
Writ—Other Limited Court Case Review
Other Judicial Review (39)
Review of Health Officer Order
Notice of Appeal—Labor Commissioner Appeals

Provisionally Complex Civil Litigation (Cal. [REDACTED] of Court [REDACTED])

Antitrust/Trade Regulation [REDACTED]
Construction Defect (10)
Claims Involving Mass Tort [REDACTED]
Securities Litigation [REDACTED]
Environmental/Toxic Tort [REDACTED]
Insurance Coverage Claims (arising from provisionally complex case type listed above) [REDACTED]

Enforcement of Judgment

Enforcement of Judgment [REDACTED]
Abstract of Judgment (Out of County)
Confession of Judgment (non-domestic relations)
Sister State Judgment

(not unpaid taxes)

Petition/Certification of Entry of Judgment on Unpaid Taxes
Other Enforcement of Judgment Case

Miscellaneous Civil Complaint

[REDACTED]
Other Complaint (not specified above) (42)
Declaratory Relief Only
Injunctive Relief Only (non-harassment)
Mechanics Lien
Other Commercial Complaint Case (non-tort/non-complex)
Other Civil Complaint (non-tort/non-complex)

Miscellaneous Civil Petition

Partnership and Corporate Governance [REDACTED]
Other Petition (not specified above) [REDACTED]
Civil [REDACTED]
Workplace Violence
Elder/Dependent Adult Abuse
Election Contest
Petition for Name Change
Petition for Relief From Late Claim
Other Civil Petition

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[REDACTED]
[REDACTED], Esq. ([REDACTED] [REDACTED])
[REDACTED], Esq. ([REDACTED] [REDACTED])
[REDACTED], Esq. ([REDACTED] [REDACTED])
360 N. Pacific Coast Hwy., Suite 1010
El Segundo, CA 90245
Telephone: (310) 477-7990
Fax: (310) 477-7995

Per local Rule, This case is assigned to
[REDACTED] [REDACTED], for all purposes.

[REDACTED] for Plaintiff,
[REDACTED]

SUMMONS ISSUED

**SUPERIOR COURT OF CALIFORNIA
COUNTY OF CONTRA COSTA**

[REDACTED]
Plaintiff,
vs.
[REDACTED], a [REDACTED]
[REDACTED], and DOES 1 through [REDACTED],
inclusive,
Defendants.

Case No.: [REDACTED]

COMPLAINT

- 1. SONG-BEVERLY ACT
- 2. [REDACTED] N-[REDACTED] ACT

*Assigned for All Purposes to the
Honorable
Department*

Plaintiff, [REDACTED] alleges as follows against Defendants, FORD MOTOR COMPANY, and DOES 1 through [REDACTED] inclusive, on information and belief, formed after an inquiry reasonable under the circumstances:

GENERAL ALLEGATIONS

- 1. Plaintiff is an individual residing in the City of [REDACTED], and State of [REDACTED].

1 2. Defendant FORD MOTOR COMPANY is and was a [REDACTED] corporation registered
2 to do business in the [REDACTED] with its registered office in the City of [REDACTED]
3 of [REDACTED].

4 3. This cause of action arises out of the breach of warranty of the vehicle in question,
5 which occurred in the City of Walnut Creek, County of Contra Costa, State of [REDACTED].

6 4. Plaintiff does not know the true names and capacities, whether corporate, partnership,
7 associate, individual or otherwise of Defendant issued herein as Does 1 through [REDACTED], inclusive,
8 under the provisions of [REDACTED] of [REDACTED]. Defendants Does
9 1 through [REDACTED], inclusive, are in some manner responsible for the acts, occurrences and
[REDACTED] transactions set forth herein, and are legally liable to Plaintiff. Plaintiff will seek leave to amend
11 this Complaint to set forth the true names and capacities of the fictitiously named Defendants
12 together with appropriate charging allegations when ascertained.

13 5. All acts of corporate employees as alleged were authorized or ratified by an officer,
14 director or managing agent of the corporate employer.

15 6. Plaintiff purchased a [REDACTED] [REDACTED] [REDACTED], VIN: [REDACTED], ("the
16 vehicle").

17 7. Plaintiff received an express warranty from [REDACTED], through
18 which [REDACTED] undertook to preserve or maintain the utility or performance
19 of Plaintiff's vehicle or provide compensation if there was a failure in such utility or
20 performance. [REDACTED] provides the same express warranty whether a
21 vehicle is acquired through a cash sale, financed sale, or lease.

22 8. The vehicle was delivered to Plaintiff with serious defects and nonconformities to
23 warranty and developed other serious defects and nonconformities to warranty including, but not
24 limited to, various electrical and steering/suspension defects.

25 9. Prior to engaging counsel, Plaintiff attempted to resolve the claim informally, through
26 [REDACTED]'s customer service procedures.

27
28

1 32. Defendants violated the Mag-Moss Act when they breached the express warranty and
2 implied warranties by failing to repair the defects and nonconformities, or to replace or
3 repurchase the vehicle.

4 ■. Plaintiff performed all terms, conditions, covenants, promises and obligations required
5 to be performed on Plaintiff's part under the terms of the express warranty and implied warranty
6 except for those terms and conditions, covenants, promises and obligations or payments for
7 which performance and/or compliance has been excused by the acts and/or conduct of the
8 Defendant and/or by operation of law.

9 34. As a direct and proximate result of the acts and omissions of the Defendants, Plaintiff
10 has been damaged in the form of general, special and actual damages in an amount within the
11 jurisdiction of this Court, according to proof at trial.

12 35. Under the Act, Plaintiff is entitled to rescission of the contract, reimbursement of the
13 purchase price paid for the vehicle.

14 36. Plaintiff is entitled to all incidental, consequential and general damages resulting from
15 Defendants' failure to comply with their obligations under the ■.

16 37. Plaintiff is entitled under the ■ to recover as part of the judgment a sum
17 equal to the aggregate amount of costs and expenses, including attorney's fees, reasonably
18 incurred in connection with the commencement and prosecution of this action pursuant to 15
19 U.S.C. § 2310(d)(2).

20
21 WHEREFORE, Plaintiff prays for judgment against Defendants, as follows:

- 22 1. For general, special and actual damages according to proof at trial;
- 23 2. For rescission of the purchase contract and restitution of all monies expended;
- 24 3. For diminution in value;
- 25 4. For incidental and consequential damages according to proof at trial;
- 26 5. For civil penalty in the amount of ■ Plaintiff's actual damages;
- 27 6. For prejudgment interest at the legal rate;

725 Court Street
Martinez CA 94553

www.cc-courts.org



Officer

CASE NAME: [REDACTED] VS. [REDACTED]		CASE NUMBER: [REDACTED]
1. NOTICE IS HEREBY GIVEN THAT A CASE MANAGEMENT CONFERENCE IS SET IN THE ABOVE ENTITLED CASE AND WILL BE HELD IN THIS COURT ON:		
HEARING DATE: [REDACTED]	HEARING TIME: [REDACTED]	HEARING LOCATION: DEPARTMENT [REDACTED] [REDACTED]
THIS FORM, A COPY OF THE NOTICE TO PLAINTIFFS, THE ADR INFORMATION SHEET, A BLANK CASE MANAGEMENT STATEMENT, AND A BLANK ADR CASE MANAGEMENT STIPULATION AND ORDER FORM ARE TO BE SERVED ON OPPOSING PARTIES. ALL PARTIES SERVED WITH SUMMONS AND COMPLAINT/CROSS-COMPLAINT OR THEIR ATTORNEY OF RECORD MUST APPEAR.		
2. YOU MAY STIPULATE TO AN EARLIER CASE MANAGEMENT CONFERENCE. IF ALL PARTIES AGREE TO AN EARLY CASE MANAGEMENT CONFERENCE, PLEASE CONTACT THE COURT CLERK'S OFFICE AT [REDACTED] FOR UNLIMITED CIVIL AND LIMITED CIVIL CASES FOR ASSIGNMENT OF AN EARLIER DATE.		
3. YOU MUST BE FAMILIAR WITH THE CASE AND BE FULLY PREPARED TO PARTICIPATE EFFECTIVELY IN THE CASE MANAGEMENT CONFERENCE AND TO DISCUSS THE SUITABILITY OF THIS CASE FOR THE EASE PROGRAM, PRIVATE MEDIATION, BINDING OR NON-BINDING ARBITRATION, AND/OR USE OF A SPECIAL MASTER.		
4. AT ANY CASE MANAGEMENT CONFERENCE THE COURT MAY MAKE PRETRIAL ORDERS INCLUDING THE FOLLOWING: a) AN ORDER ESTABLISHING A DISCOVERY SCHEDULE b) AN ORDER REFERRING THE CASE TO ARBITRATION c) AN ORDER TRANSFERRING THE CASE TO LIMITED JURISDICTION d) AN ORDER DISMISSING FICTITIOUS DEFENDANTS e) AN ORDER SCHEDULING EXCHANGE OF EXPERT WITNESS INFORMATION f) AN ORDER SETTING SUBSEQUENT CONFERENCE AND THE TRIAL DATE g) AN ORDER CONSOLIDATING CASES h) AN ORDER SEVERING TRIAL OF CROSS-COMPLAINTS OR BIFURCATING ISSUES i) AN ORDER DETERMINING WHEN DEMURRERS AND MOTIONS WILL BE FILED		
<u>SANCTIONS</u>		
IF YOU DO NOT FILE THE CASE MANAGEMENT STATEMENT OR ATTEND THE CASE MANAGEMENT CONFERENCE OR PARTICIPATE EFFECTIVELY IN THE CONFERENCE, THE COURT MAY IMPOSE SANCTIONS (INCLUDING DISMISSAL OF THE CASE AND PAYMENT OF MONEY).		

[REDACTED], CONTRA COSTA [REDACTED]

I DECLARE UNDER PENALTY OF PERJURY THAT I AM NOT A PARTY TO THE WITHIN ACTION OR PROCEEDING; THAT ON THE DATE BELOW INDICATED, I SERVED A COPY OF THE FOREGOING NOTICE BY DEPOSITING SAID COPY ENCLOSED IN A SEALED ENVELOPE WITH POSTAGE THEREON FULLY PREPAID IN THE [REDACTED] MAIL AT [REDACTED] AS INDICATED ABOVE.

DATE: [REDACTED]

BY: [REDACTED], DEPUTY CLERK

[REDACTED]
725 Court Street
Martinez CA 94553
[REDACTED]
[REDACTED]



NOTICE OF HEARING HAS BEEN PRINTED FOR THE FOLLOWING ATTORNEYS/FIRMS OR PARTIES FOR
CASE NUMBER: [REDACTED] ON [REDACTED]:

[REDACTED] ESQ.
[REDACTED]
[REDACTED]
[REDACTED]

IN AND FOR THE

Plaintiff(s) / Cross Plaintiff(s)

vs.

Defendant(s) / Cross Defendant(s)

ADR Case Management Stipulation and Order (Unlimited Jurisdiction Civil Cases)

CASE NO:

ALL PARTIES STIPULATING TO ADR AND DELAYING THEIR CASE MANAGEMENT CONFERENCE MUST SUBMIT THE ORDER FOR THE JUDGE'S SIGNATURE AND FILE THIS FORM AT LEAST BEFORE THEIR CASE MANAGEMENT CONFERENCE. (NOT AVAILABLE IN COMPLEX LITIGATION CASES.) PARTIES MUST ALSO SEND A COPY OF THIS FILED STIPULATION AND ORDER TO THE ADR OFFICE: EMAIL adrweb@contracosta.courts.ca.gov FAX: (925) 608-2109 MAIL: P.O.

Counsel and all parties agree to delay their case management conference to attend ADR and complete pre-ADR discovery as follows:

- 1. Selection and scheduling for (ADR): a. The parties have agreed to ADR as follows: i. Mediation (connected Private) ii. Arbitration (Judicial Arbitration (non-binding) Private (non-binding) Private (binding)) iii. Neutral case evaluation b. The ADR neutral shall be selected by (date): (no after filing this form) c. ADR shall be completed by (date): (no more than after filing this form)

- 2. The parties will complete the following discovery plan: a. Written discovery: (Additional page(s) attached) i. Interrogatories to: ii. Request for Production of Documents to: iii. Request for Admissions to: iv. Independent Medical Evaluation of: v. Other: b. Deposition of the following parties or witnesses: (Additional page(s) attached) i. ii. iii. c. No Pre-ADR discovery needed

3. The parties also agree:

4. Counsel and self-represented parties represent they are familiar with and will fully comply with all local court rules related to ADR as provided in; will pay the fees associated with these services, and understand that if they do not, without good cause, comply with this stipulation and all relevant local court rules, they may be subject to sanctions.

Counsel for Plaintiff (print) Fax Signature Counsel for Plaintiff (print) Fax Signature

Counsel for Defendant (print) Fax Signature Counsel for Defendant (print) Fax Signature

Pursuant to the Stipulation of the parties, and subject to the Case Management Order to be filed, IT IS SO ORDERED that the Case Management Conference set for is vacated and rescheduled for at (/) Plaintiff / Plaintiff's counsel must notify all parties of the new case management conference. Dated: Judge of the

[REDACTED]

[REDACTED]

[REDACTED]

Jude Aoun, A Professional Corporation
The Law Office of Jude G. Aoun
1031 W. Ave. M-14, Suite C
Palmdale, CA 93551

Phone: 661.575.9760
Fax: 661.575.9765

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

September 5, 2023

Re: Our Client: [REDACTED]
Dealership Purchased: Autonation Ford Valencia
Repair Dealership: Autonation Ford Valencia
Date of Purchase: December 31, 2022
VIN: [REDACTED]
Vehicle Model: 2021 Ford Bronco

Revocation of Acceptance and Demand for Repurchase

Dear Manufacturer:

Our office has been retained to represent the above named claimant in connection with a Song-Beverly Consumer Warranty Act claim presented because of the manufacturer's and/or its authorized representatives' inability to repair the subject vehicle to conform to the warranty. Please cease any contacts with our client and direct all further communications regarding this matter to our attention. We will withhold filing a complaint for thirty days to allow for the possibility of amicable resolution. Please contact us if you are interested in discussing early settlement to avoid the time and costs of litigation.

Our client's claim is made under California's *Song-Beverly Consumer Warranty Act* as well as all other applicable state and federal consumer warranty laws. The claim is premised on the following facts and circumstances:

Ford Motor Company

RE: [REDACTED]

Date: September 5, 2023

Page: 2

1. On December 31, 2022 [REDACTED] purchased the subject certified pre-owned vehicle at Autonation Ford Valencia in Valencia, California. The vehicle was used primarily for personal, family and household purposes. At the time of the purchase, the vehicle had an odometer reading of 7,792 miles and was covered by the manufacturer's 4 year, 48,000 mile bumper to bumper warranty and 7 year, 100 thousand mile powertrain warranty.

2. The vehicle was also covered by an implied warranty that the vehicle would be fit for the ordinary purposes for which it was to be used.

3. Ms. [REDACTED] vehicle was towed to the dealership for the first time on July 12, 2023. She advised the technician that the vehicle lost power while driving. The steering wheel locked and the vehicle started shaking as she rolled to the side of the road. She tried restarting the vehicle, but it would not start. She also informed the technician that the A/C was blowing hot air. The technician verified both concerns. He pulled codes P0087 and P008A. He removed and replaced the fuel pump assembly. He then inspected the A/C and determined the center A/C register would not adjust. He removed and replaced the center left A/C register. (Repair Order 394835; **9 days in shop; 25,000 miles on odometer**)

4. The vehicle was resubmitted to the dealership on July 25, 2023 due to the A/C blowing hot air and the driver side window popping off the track when driving at freeway speeds. The technician claims he was unable to duplicate the window while test driving "for 16 miles," yet the mileage in and mileage out stayed the same. No work was performed. The technician also claimed he was unable to duplicate the A/C concern while test driving the vehicle for "61 miles." Again, the mileage in and mileage out never changed. No work was performed. (Please find picture of displaced window with attached invoice.) (Repair Order 395505; **8 days in shop; 26,331 miles on odometer**)

5. On August 14, 2023, Ms. [REDACTED] brought her vehicle back to the shop and advised the technician that the A/C will blow hot air. She also explained that the blower will switch from high to low while driving and that the vehicle starts shaking followed by a musty smell. The technician again claimed he was unable to duplicate the concern. However, he was able to pull code P0532. He removed and replaced the pressure transducer and the pig tail connector. (Repair Order 396651; **5 days in shop; 27,571 miles on odometer**)

Ford Motor Company

RE: [REDACTED]

Date: September 5, 2023

Page: 3

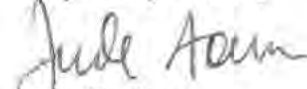
6. At the time of the writing of this letter, it is our office's understanding that the vehicle's A/C system continues to malfunction. Ms. [REDACTED] intends on resubmitting her vehicle at her earliest convenience for warranty repairs. Our office will forward Ford any and all additional invoices upon receipt.

The manufacturer's authorized repair facilities in California have not been able to correct these abnormalities despite having a reasonable number of repair opportunities. These problems persist despite Ms. [REDACTED] multiple efforts to obtain warranty repairs.

[REDACTED] hereby revokes acceptance and elects her statutory right to restitution. If the matter goes to litigation, Ms. [REDACTED] will also seek civil penalties based on Ford's refusal to honor its statutory warranty obligations. In addition, our client is willing to settle her statutory claim for attorney's fees and costs in the amount of \$4,000 if the matter is resolved without litigation.

We look forward to your prompt attention to the matter.

Very Truly Yours,



Jude G. Aoun,
Attorney at Law

REGISTRATION CARD VALID FROM: 02/08/2023 TO: 02/08/2024

MAKE	YR. MODEL	YR. 1ST SOLD	VLP CLASS	*YR	TYPE VER	TYPE LIC	LICENSE NUMBER
FORD	2021	2022	QF	2022	120	11	[REDACTED]
BODY TYPE MODEL	SE	NO					[REDACTED]
UT	G	EA					[REDACTED]
TYPE VEHICLE USE	DATE ISSUED	CC/ALCO	DT PER RECVD	PIC		STICKER ISSUED	[REDACTED]
AUTOMOBILE	01/19/23	19	01/19/23	2		[REDACTED]	

PR EXP DATE: 02/08/2033

REGISTERED OWNER [REDACTED]

AMOUNT PAID \$ 667.00

AMOUNT DUE	AMOUNT RECVD
\$ 667.00	CASH : 667.00
	CHCK : 667.00
	CRDT :

LITTLE ROCK CA [REDACTED]

LIENHOLDER
SCHOOLSFIRST FCU



LAW 553-CA-ARB-eps 8/22

FORM# 98689 DEAL# 114464 STORE# 121 STK# MLB05304 CUST# 7586112

RETAIL INSTALLMENT SALE CONTRACT – SIMPLE FINANCE CHARGE (WITH ARBITRATION PROVISION)

Buyer Name and Address (Including County and Zip Code) [REDACTED] LITTLEROCK, CA COUNTY: LOS ANGELES	Co-Buyer Name and Address (Including County and Zip Code) N/A	Seller-Creditor (Name and Address) AUTONATION FORD VALENCIA 23920 CREEKSIDE ROAD VALENCIA, CA 91355
--	---	---

You, the Buyer (and Co-Buyer, if any), may buy the vehicle below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements in this contract. You agree to pay the Seller - Creditor (sometimes "we" or "us" in this contract) the Amount Financed and Finance Charge in U.S. funds according to the payment schedule below. We will figure your finance charge on a daily basis. The Truth-in-Lending Disclosures below are part of this contract.

New/Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
USED	2021	FORD BRONCO	7792	[REDACTED]	Personal, family, or household unless otherwise indicated below <input type="checkbox"/> business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES				
ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of
4.74 %	\$ 9475.18 (e)	\$ 52836.86 (e)	\$ 62312.04 (e)	\$ 14452.74 is \$ 76764.78 (e)
(e) means an estimate				

STATEMENT OF INSURANCE			
Vehicle Insurance			
	Term	Premium	
\$ N/A Ded. Comp., Fire & Theft	N/A Mos.	\$ N/A	
\$ N/A Ded. Collision	N/A Mos.	\$ N/A	
Bodily Injury \$ N/A Limits	N/A Mos.	\$ N/A	
Property Damage \$ N/A Limits	N/A Mos.	\$ N/A	
Medical N/A	N/A Mos.	\$ N/A	
	N/A Mos.	\$ N/A	
Total Vehicle Insurance Premiums		\$	N/A

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of	\$ N/A	N/A
One Payment of	\$ N/A	N/A
One Payment of	\$ N/A	N/A
83	\$ 741.81	MONTHLY beginning 02/14/2023
N/A	\$ N/A	N/A
One final payment	\$ 741.81	01/14/2030

UNLESS A CHARGE IS INCLUDED IN THIS AGREEMENT FOR PUBLIC LIABILITY OR PROPERTY DAMAGE INSURANCE, PAYMENT FOR SUCH COVERAGE IS NOT PROVIDED BY THIS AGREEMENT.

You may buy the physical damage insurance this contract requires from anyone you choose who is acceptable to us. You may also provide the physical damage insurance through an existing policy owned or controlled by you that is acceptable to us. You are not required to buy any other insurance to obtain credit.

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.
Prepayment. If you pay early, you may be charged a minimum finance charge.
Security Interest. You are giving a security interest in the vehicle being purchased.
Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, minimum finance charges, and security interest.

Buyer [REDACTED]
 Co-Buyer [REDACTED] N/A
 Seller X [REDACTED]

Trade-In Payoff Agreement: Seller relied on information from you and/or the lienholder or lessor of your trade-in vehicle(s) to arrive at the payoff amount shown as the Prior Credit or Lease Balance in Trade-In Vehicle(s). You understand that the amount quoted is an estimate.

Seller agrees to pay the payoff amount shown as the Prior Credit or Lease Balance in Trade-In Vehicle(s) to the lienholder or lessor of the trade-in vehicle(s), or its designee. If the actual payoff amount is more than the amount shown as the Prior Credit or Lease Balance in Trade-In Vehicle(s), you must pay the Seller the excess on demand. If the actual payoff amount is less than the amount shown as the Prior Credit or Lease Balance in Trade-In Vehicle(s), Seller will refund to you any overage Seller receives from your prior lienholder or lessor. Except as stated in the "NOTICE" on [REDACTED] will not be obligated to pay the Prior Credit or Lease Balance shown in Trade-In Vehicle(s) or any refund.

Buyer Signature [REDACTED] Co-Buyer Signature X N/A

AUTO BROKER FEE DISCLOSURE

If this contract reflects the retail sale of a new motor vehicle, the sale is not subject to a fee received by an autobroker from us unless the following box is checked:

Name of autobroker receiving fee, if applicable: N/A

Agreement to Arbitrate: By signing below, you agree that, pursuant to the Arbitration Provision on page 5 of this contract, you or we may elect to resolve any dispute by [REDACTED] See the Arbitration Provision for additional information concerning the agreement to arbitrate.

Buyer Signs X [REDACTED] Co-Buyer Signs X N/A

ITEMIZATION OF THE AMOUNT FINANCED (Seller may keep part of the amounts paid to others.)

1. Total Cash Price

A. Cash Price of Motor Vehicle and Accessories	\$	57995.00	(A)
1. Cash Price Vehicle	\$	57995.00	
2. Cash Price Accessories	\$	N/A	
3. Other (Nontaxable) Describe <u>N/A</u>	\$	N/A	
4. Other (Nontaxable) Describe <u>N/A</u>	\$	N/A	
B. Document Processing Charge (not a governmental fee)	\$	85.00	(B)
C. Emissions Testing Charge (not a governmental fee)	\$	N/A	(C)
D. (Optional) Theft Deterrent Device(s)			
1. (paid to) <u>N/A</u>	\$	N/A	(D1)
2. (paid to) <u>N/A</u>	\$	N/A	(D2)
3. (paid to) <u>N/A</u>	\$	N/A	(D3)
E. (Optional) Surface Protection Product(s)			
1. (paid to) <u>N/A</u>	\$	N/A	(E1)
2. (paid to) <u>N/A</u>	\$	N/A	(E2)
F. EV Charging Station (paid to) <u>N/A</u>	\$	N/A	(F)
G. Sales Tax (on taxable items in A through F)	\$	5517.60	(G)
H. Electronic Vehicle Registration or Transfer Charge (not a governmental fee) (paid to) <u>AVRS</u>	\$	30.00	(H)
I. (Optional) Service Contract(s)			
1. (paid to) <u>N/A</u>	\$	N/A	(I1)
2. (paid to) <u>MOTOR WARRANTY SERV OF N.A.</u>	\$	2476.00	(I2)
3. (paid to) <u>N/A</u>	\$	N/A	(I3)
4. (paid to) <u>N/A</u>	\$	N/A	(I4)
5. (paid to) <u>N/A</u>	\$	N/A	(I5)
J. Prior Credit or Lease Balance (e) paid by Seller to <u>N/A</u> (see downpayment and trade-in calculation)	\$	N/A	(J)
K. Prior Credit or Lease Balance (e) paid by Seller to <u>N/A</u> (see downpayment and trade-in calculation)	\$	N/A	(K)
L. (Optional) Debt Cancellation Agreement	\$	495.00	(L)
M. (Optional) Used Vehicle Contract Cancellation Option Agreement	\$	N/A	(M)
N. Other paid to <u>N/A</u> For <u>N/A</u>	\$	N/A	(N)
O. Other paid to <u>N/A</u> For <u>N/A</u>	\$	N/A	(O)
Total Cash Price (A through O)	\$	66598.60	(1)

2. Amounts Paid to Public Officials

A. Vehicle License Fees	\$	376.00	(A)
B. Registration/Transfer/Titling Fees	\$	315.00	(B)
C. California Tire Fees	\$	N/A	(C)
D. Other <u>N/A</u>	\$	N/A	(D)
Total Official Fees (A through D)	\$	691.00	(2)

3. Amount Paid to Insurance Companies (Total premiums from Statement of Insurance)

4. <input type="checkbox"/> State Emissions Certification Fee or <input checked="" type="checkbox"/> State Emissions Exemption Fee	\$	N/A	(4)
5. Subtotal (1 through 4)	\$	67289.60	(5)

6. Total Downpayment

A. Total Agreed Value of Property Being Traded-In (see Trade-In Vehicle(s)):	\$	21600.00	(A)
Vehicle 1 \$ 21600.00 Vehicle 2 \$ <u>N/A</u>			
B. Total Less Prior Credit or Lease Balance (e)	\$	13147.26	(B)
Vehicle 1 \$ 13147.26 Vehicle 2 \$ <u>N/A</u>			
C. Total Net Trade-In (A-B)	\$	8452.74	(C)
Vehicle 1 \$ 8452.74 Vehicle 2 \$ <u>N/A</u>			
D. Deferred Downpayment Payable to Seller	\$	N/A	(D)
E. Manufacturer's Rebate	\$	N/A	(E)
F. Other <u>N/A</u>	\$	N/A	(F)
G. Other <u>N/A</u>	\$	N/A	(G)
H. Other <u>N/A</u>	\$	N/A	(H)
I. Cash, Cash Equivalent, Check, Credit Card, or Debit Card	\$	6000.00	(I)
Total Downpayment (C through I)	\$	14452.74	(6)

(If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1J and/or 1K above)

7. Amount Financed (5 less 6)	\$	52836.86	(7)
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OPTIONAL DEBT CANCELLATION AGREEMENT. A debt cancellation agreement is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy debt cancellation, the charge is shown in item 1L of the Itemization of Amount Financed. See your debt cancellation agreement for details on the terms and conditions it provides. It is a part of this contract.

Term 84 Mos. **SAFE-GUARD PRODUCTS**
Debt Cancellation Agreement

I want to buy _____
Buyer Signs _____

OPTIONAL SERVICE CONTRACT(S) You want to purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in item 1I.

1) Company N/A
Term N/A Mos. or N/A Miles
2) Company MOTOR WARRANTY SERV OF N.A.
Term 84 Mos. or 75,000 Miles
3) Company N/A
Term N/A Mos. or N/A Miles
4) Company N/A
Term N/A Mos. or N/A Miles
5) Company N/A
Term N/A Mos. or N/A Miles
Buyer _____

Trade-In Vehicle(s)

1. Vehicle 1
Year 2019 Make HONDA
Model ACCORD SEDAN Odometer 61886
VIN _____
a. Agreed Value of Property \$ 21600.00
b. Buyer/Co-Buyer Retained Trade Equity \$ N/A
c. Agreed Value of Property
 Being Traded-In (a-b) \$ 21600.00
d. Prior Credit or Lease Balance \$ 13147.26
e. Net Trade-In (c-d) (must be ≥ 0
 for buyer/co-buyer to retain equity) \$ 8452.74

2. Vehicle 2
Year N/A Make N/A
Model N/A Odometer N/A
VIN N/A
a. Agreed Value of Property \$ N/A
b. Buyer/Co-Buyer Retained Trade Equity \$ N/A
c. Agreed Value of Property
 Being Traded-In (a-b) \$ N/A
d. Prior Credit or Lease Balance \$ N/A
e. Net Trade-In (c-d) (must be ≥ 0
 for buyer/co-buyer to retain equity) \$ N/A

Total Agreed Value of Property
Being Traded-In (1c+2c) \$ 21600.00 *
Total Prior Credit or Lease
Balance (1d+2d) \$ 13147.26 *
Total Net Trade-In (1e+2e) \$ 8452.74 *

(*See item 6A-6C in the Itemization of Amount Financed)

OPTION: You pay no finance charge if the Amount Financed, item 7, is paid in full on or before
N/A, Year N/A

SELLER'S INITIALS N/A

OTHER IMPORTANT AGREEMENTS

FINANCE CHARGE AND PAYMENTS

- a. **How we will figure Finance Charge.** We will figure the Finance Charge on a daily basis at the Annual Percentage Rate on the unpaid part of the Amount Financed. Seller - Creditor may receive part of the Finance Charge.
- b. **How we will apply payments.** We may apply each payment to the earned and unpaid part of the Finance Charge, to the unpaid part of the Amount Financed and to other amounts you owe under this contract in any order we choose as the law allows.
- c. **How late payments or early payments change what you must pay.** We based the Finance Charge, Total of Payments, and Total Sale Price shown on page 1 of this contract on the assumption that you will make every payment on the day it is due. Your Finance Charge, Total of Payments, and Total Sale Price will be more if you pay late and less if you pay early. Changes may take the form of a larger or smaller final payment or, at our option, more or fewer payments of the same amount as your scheduled payment with a smaller final payment. We will send you a notice telling you about these changes before the final scheduled payment is due.
- d. **You may prepay.** You may prepay all or part of the unpaid part of the Amount Financed at any time. If you do so, you must pay the earned and unpaid part of the Finance Charge and all other amounts due up to the date of your payment. As of the date of your payment, if the minimum finance charge is greater than the earned Finance Charge, you may be charged the difference; the minimum finance charge is as follows: (1) \$25 if the original Amount Financed does not exceed \$1,000, (2) \$50 if the original Amount Financed is more than \$1,000 but not more than \$2,000, or (3) \$75 if the original Amount Financed is more than \$2,000.

d. Insurance you must have on the vehicle.

You agree to have physical damage insurance covering loss of or damage to the vehicle for the term of this contract. The insurance must cover our interest in the vehicle. You agree to name us on your insurance policy as loss payee. If you do not have this insurance, we may, if we choose, buy physical damage insurance. If we decide to buy physical damage insurance, we may either buy insurance that covers your interest and our interest in the vehicle, or buy insurance that covers only our interest. If we buy either type of insurance, we will tell you which type and the charge you must pay. The charge will be the premium for the insurance and a finance charge computed at the Annual Percentage Rate shown on page 1 of this contract or, at our option, the highest rate the law permits. If the vehicle is lost or damaged, you agree that we may use any insurance settlement to reduce what you owe or repair the vehicle.

- e. **What happens to returned insurance, maintenance, service, or other contract charges.** If we get a refund of insurance, maintenance, service, or other contract charges, you agree that we may subtract the refund from what you owe.

3. IF YOU PAY LATE OR BREAK YOUR OTHER PROMISES

- a. **You may owe late charges.** You will pay a late charge on each late payment as shown on page 1 of this contract. Acceptance of a late payment or late charge does not excuse your late payment or mean that you may keep making late payments. If you pay late, we may also take the steps described below.
- b. **You may have to pay all you owe at once.** If you break your promises (default), we may demand that you pay all you owe on this contract at once, subject to any right the law gives you to reinstate this contract.

Default means:

- You do not pay any payment on time;
- You give false, incomplete, or misleading information during credit application;
- You start a proceeding in bankruptcy or one is started against you or your property;
- The vehicle is lost, damaged, or destroyed; or
- You break any agreements in this contract.

The amount you will owe will be the unpaid part of the Amount Financed plus the earned and unpaid part of the Finance Charge, any late charges, and any amounts due because you defaulted.

- c. **You may have to pay collection costs.** You will pay our reasonable costs to collect what you owe, including attorney fees, court costs, collection agency fees, and fees paid for other reasonable collection efforts. You agree to pay a charge not to exceed \$15 if any check you give to us is dishonored.
- d. **We may take the vehicle from you.** If you default, we may take (repossess) the vehicle from you if we do so peacefully and the law allows it. If your vehicle has an electronic tracking device (such as GPS), you agree that we may use the device to find the vehicle. If we take the vehicle, any accessories, equipment, and replacement parts will stay with the vehicle. If any personal items are in the vehicle, we may store them for you. If you do not ask for these items back, we may dispose of them as the law allows.
- e. **How you can get the vehicle back if we take it.** If we repossess the vehicle, you may pay to get it back (redeem). You may redeem the vehicle by paying all you owe, or you may have the right to reinstate this contract and redeem the vehicle by paying past due payments and any late charges, providing proof of insurance, and/or taking other action to cure the default. We will provide you all notices required by law to tell you when and how much to pay and/or what action you must take to redeem the vehicle.

4. YOUR OTHER PROMISES TO US

- a. **If the vehicle is damaged, destroyed, or missing.** You agree to pay us all you owe under this contract even if the vehicle is damaged, destroyed, or missing.

GAP LIABILITY NOTICE

In the event of theft or damage to your vehicle that results in a total loss, there may be a gap between the amount you owe under this contract and the proceeds of your insurance settlement and deductible. THIS CONTRACT PROVIDES THAT YOU ARE LIABLE FOR THE GAP AMOUNT. An optional debt cancellation agreement for coverage of the gap amount may be offered for an additional charge.

- b. **Using the vehicle.** You agree not to remove the vehicle from the U.S. or Canada, or to sell, rent, lease, or transfer any interest in the vehicle or this contract without our written permission. You agree not to expose the vehicle to misuse, seizure, confiscation, or involuntary transfer. If we pay any repair bills, storage bills, taxes, fines, or charges on the vehicle, you agree to repay the amount when we ask for it.
- c. **Security Interest.**
You give us a security interest in:
 - The vehicle and all parts or goods put on it;
 - All money or goods received (proceeds) for the vehicle;
 - All insurance, maintenance, service, or other contracts we finance for you; and
 - All proceeds from insurance, maintenance, service, or other contracts we finance for you. This includes any refunds of premiums or charges from the contracts.

This secures payment of all you owe on this contract. It also secures your other agreements in this contract as the law allows. You will make sure the title shows our security interest (lien) in the vehicle. You will not allow any other security interest to be placed on the title without our

- f. **We will sell the vehicle if you do not get it back.** If you do not redeem, we will sell the vehicle. We will send you a written notice of sale before selling the vehicle. We will apply the money from the sale, less allowed expenses, to the amount you owe. Allowed expenses are expenses we pay as a direct result of taking the vehicle, holding it, preparing it for sale, and selling it. Attorney fees and court costs the law permits are also allowed expenses. If any money is left (surplus), we will pay it to you unless the law requires us to pay it to someone else. If money from the sale is not enough to pay the amount you owe, you must pay the rest to us. If you do not pay this amount when we ask, we may charge you interest at the Annual Percentage Rate shown on page 1 of this contract, not to exceed the highest rate permitted by law, until you pay.
- g. **What we may do about optional insurance, maintenance, service, or other contracts.** This contract may contain charges for optional insurance, maintenance, service, or other contracts. If we demand that you pay all you owe at once or we repossess the vehicle, you agree that we may claim benefits under these contracts and cancel them to obtain refunds of unearned charges to reduce what you owe or repair the vehicle. If the vehicle is a total loss because it is confiscated, damaged, or stolen, we may claim benefits under these contracts and cancel them to obtain refunds of unearned charges to reduce what you owe.

4. WARRANTIES SELLER DISCLAIMS

If you do not get a written warranty, and the Seller does not enter into a service contract within 90 days from the date of this contract, the Seller makes no warranties, express or implied, on the vehicle, and there will be no implied warranties of merchantability or of fitness for a particular purpose.

This provision does not affect any warranties covering the vehicle that the vehicle manufacturer may provide. If the Seller has sold you a certified used vehicle, the warranty of merchantability is not disclaimed.

- 5. Used Car Buyers Guide.** The information you see on the window form for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale.

Spanish Translation: Guía para compradores de vehículos usados. La información que ve en el formulario de la ventanilla para este vehículo forma parte del presente contrato. La información del formulario de la ventanilla deja sin efecto toda disposición en contrario contenida en el contrato de venta.

6. SERVICING AND COLLECTION CONTACTS

In consideration of our extension of credit to you, you agree to provide us your contact information for our servicing and collection purposes. You agree that we may use this information to contact you in writing, by e-mail, or using prerecorded/artificial voice messages, text messages, and automatic telephone dialing systems, as the law allows. You also agree that we may try to contact you in these and other ways at any address or telephone number you provide us, even if the telephone number is a cell phone number or the contact results in a charge to you. You agree that you will within a reasonable time notify us of any change in your name, address, or employment. You also agree to allow our agents and service providers to contact you as agreed above.

7. APPLICABLE LAW

Federal law and California law apply to this contract. If any part of this contract is not valid, all other parts stay valid. We may delay or refrain from enforcing any of our rights under this contract without losing them. For example, we may extend the time for making some payments without extending the time for making others.

8. WARRANTIES OF BUYER

You promise you have given true and correct information during your application for credit, and you have no knowledge that will make that information untrue in the future. We have relied on the truth and accuracy of that information in entering into this contract. Upon request, you will provide us with documents and other information necessary to verify any item contained in your credit application.

You waive the provisions of Calif. Vehicle Code Section 1808.21 and authorize the California Department of Motor Vehicles to furnish your residence address to us.

**CREDIT DISABILITY INSURANCE NOTICE
CLAIM PROCEDURE**

If you become disabled, you must tell us right away. (You are advised to send this information to the same address to which you are normally required to send your payments, unless a different address or telephone number is given to you in writing by us as the location where we would like to be notified.) We will tell you where to get claim forms. You must send in the completed form to the insurance company as soon as possible and tell us as soon as you do.

If your disability insurance covers all of your missed payment(s), WE CANNOT TRY TO COLLECT WHAT YOU OWE OR FORECLOSE UPON OR REPOSSESS ANY COLLATERAL UNTIL THREE CALENDAR MONTHS AFTER your first missed payment is due or until the insurance company pays or rejects your claim, whichever comes first. We can, however, try to collect, foreclose, or repossess if you have any money due and owing us or are otherwise in default when your disability claim is made or if a senior mortgage or lien holder is foreclosing.

If the insurance company pays the claim within the three calendar months, we must accept the money as though you paid on time. If the insurance company rejects the claim within the three calendar months or accepts the claim within the three calendar months on a partial disability and pays less than for a total disability, you will have 35 days from the date that the rejection or the acceptance of the partial disability claim is sent to pay past due payments, or the difference between the past due payments and what the insurance company pays for the partial disability, plus late charges. You can contact us, and we will tell you how much you owe. After that time, we can take action to collect or foreclose or repossess any collateral you may have given.

If the insurance company accepts your claim but requires that you send in additional forms to remain eligible for continued payments, you should send in these completed additional forms no later than required. If you do not send in these forms on time, the insurance company may stop paying, and we will then be able to take action to collect or foreclose or repossess any collateral you may have given.

Seller's Right to Cancel

- Seller agrees to deliver the vehicle to you on the date this contract is signed by Seller and you. You understand that it may take some time for Seller to verify your credit and assign the contract. You agree that if Seller is unable to assign the contract to any one of the financial institutions with whom Seller regularly does business under an assignment acceptable to Seller, Seller may cancel the contract.
- Seller shall give you written notice (or in any other manner in which actual notice is given to you) within 10 days of the date this contract is signed if Seller elects to cancel. Upon receipt of such notice, you must immediately return the vehicle to Seller in the same condition as when sold, reasonable wear and tear excepted. Seller must give back to you all consideration received by Seller, including any trade-in vehicle.
- If you do not immediately return the vehicle, you shall be liable for all expenses incurred by Seller in taking the vehicle from you, including reasonable attorney's fees.
- While the vehicle is in your possession, all terms of the contract, including those relating to use of the vehicle and insurance for the vehicle, shall be in full force and you shall assume all risk of loss or damage to the vehicle. You must pay all reasonable costs for repair of any damage to the vehicle until the vehicle is returned to Seller.

ARBITRATION PROVISION

PLEASE REVIEW - IMPORTANT - AFFECTS YOUR LEGAL RIGHTS

- EITHER YOU OR WE MAY CHOOSE TO HAVE ANY DISPUTE BETWEEN YOU AND US DECIDED BY ARBITRATION AND NOT IN COURT OR BY JURY TRIAL.**
- IF A DISPUTE IS ARBITRATED, YOU WILL GIVE UP YOUR RIGHT TO PARTICIPATE AS A CLASS REPRESENTATIVE OR CLASS MEMBER ON ANY CLASS CLAIM YOU MAY HAVE AGAINST US INCLUDING ANY RIGHT TO CLASS ARBITRATION OR ANY CONSOLIDATION OF INDIVIDUAL ARBITRATIONS.**
- DISCOVERY AND RIGHTS TO APPEAL IN ARBITRATION ARE GENERALLY MORE LIMITED THAN IN A LAWSUIT, AND OTHER RIGHTS THAT YOU AND WE WOULD HAVE IN COURT MAY NOT BE AVAILABLE IN ARBITRATION.**

Any claim or dispute, whether in contract, tort, statute or otherwise (including the interpretation and scope of this Arbitration Provision, any allegation of waiver of rights under this Arbitration Provision, and the arbitrability of the claim or dispute), between you and us or our employees, agents, successors or assigns, which arises out of or relates to your credit application, purchase or condition of this Vehicle, this contract or any resulting transaction or relationship (including any such relationship with third parties who do not sign this contract) shall, at your or our election, be resolved by neutral, binding arbitration and not by a court action. If federal law provides that a claim or dispute is not subject to binding arbitration, this Arbitration Provision shall not apply to such claim or dispute. Any claim or dispute is to be arbitrated by a single arbitrator only on an individual basis and not as a plaintiff in a collective or representative action, or a class representative or member of a class on any class claim. The arbitrator may not preside over a consolidated, representative, class, collective, injunctive, or private attorney general action. You expressly waive any right you may have to arbitrate a consolidated, representative, class, collective, injunctive, or private attorney general action. You or we may choose the American Arbitration Association (www.adr.org) or National Arbitration and Mediation (www.namadr.com) as the arbitration organization to conduct the arbitration. If you and we agree, you or we may choose a different arbitration organization. You may get a copy of the rules of an arbitration organization by contacting the organization or visiting its website.

Arbitrators shall be attorneys or retired judges and shall be selected pursuant to the applicable rules. The arbitrator shall apply governing substantive law and the applicable statute of limitations. The arbitration hearing shall be conducted in the federal district in which you reside unless the Seller-Creditor is a party to the claim or dispute, in which case the hearing will be held in the federal district where this transaction was originated. We will pay the filing, administration, service, or case management fee and the arbitrator or hearing fee up to a maximum of \$5,000, unless the law or the rules of the chosen arbitration organization require us to pay more. You and we will pay the filing, administration, service, or case management fee and the arbitrator or hearing fee over \$5,000 in accordance with the rules and procedures of the chosen arbitration organization. The amount we pay may be reimbursed in whole or in part by decision of the arbitrator if the arbitrator finds that any of your claims is frivolous under applicable law. Each party shall be responsible for its own attorney, expert and other fees, unless awarded by the arbitrator under applicable law. If the chosen arbitration organization's rules conflict with this Arbitration Provision, then the provisions of this Arbitration Provision shall control. Any arbitration under this Arbitration Provision shall be governed by the Federal Arbitration Act (9 U.S.C. §§ 1 et seq.) and not by any state law concerning arbitration. Any award by the arbitrator shall be in writing and will be final and binding on all parties, subject to any limited right to appeal under the Federal Arbitration Act.

You and we retain the right to seek remedies in small claims court for disputes or claims within that court's jurisdiction, unless such action is transferred, removed or appealed to a different court. Neither you nor we waive the right to arbitrate any related or unrelated claims by filing any action in small claims court, or by using self-help remedies, such as repossession, or by filing an action to recover the vehicle, to recover a deficiency balance, or for individual or statutory public injunctive relief. Any court having jurisdiction may enter judgment on the arbitrator's award. This Arbitration Provision shall survive any termination, payoff or transfer of this contract. If any part of this Arbitration Provision, other than waivers of class rights, is deemed or found to be unenforceable for any reason, the remainder shall remain enforceable. You agree that you expressly waive any right you may have for a claim or dispute to be resolved on a class basis in court or in arbitration. If a court or arbitrator finds that this class arbitration waiver is unenforceable for any reason with respect to a claim or dispute in which class allegations have been made, the rest of this Arbitration Provision shall also be unenforceable.

NOTICE: ANY HOLDER OF THIS CONSUMER CREDIT CONTRACT IS SUBJECT TO ALL CLAIMS AND DEFENSES WHICH THE DEBTOR COULD ASSERT AGAINST THE SELLER OF GOODS OR SERVICES OBTAINED PURSUANT HERETO OR WITH THE PROCEEDS HEREOF. RECOVERY HEREUNDER BY THE DEBTOR SHALL NOT EXCEED AMOUNTS PAID BY THE DEBTOR HEREUNDER.

The preceding NOTICE applies only to goods or services obtained primarily for personal, family or household use. In all other cases, Buyer will not assert against any subsequent holder or assignee of this contract any claims or defenses the Buyer (debtor) may have against the Seller, or against the manufacturer of the vehicle or equipment obtained under this contract.

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and binding.

Buyer Signs _____ Co-Buyer Signs X N/A

SELLER'S RIGHT TO CANCEL If Buyer and Co-Buyer sign here, the provisions of the Seller's Right to Cancel section on page 5 of this contract giving the Seller the right to cancel if Seller is unable to _____

Buyer X _____ Co-Buyer X N/A

THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS PROVIDED IN LAW MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

WARNING:
YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.

FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT. THE _____ UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

S/S _____ X N/A

N/A

Notice to buyer: (1) Do not sign this agreement before you read it or if it contains any blank spaces to be filled in. (2) You are entitled to a completely filled in copy of this agreement. (3) You can prepay the full amount due under this agreement at any time. (4) If you default in the performance of your obligations under this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement.

If you have a complaint concerning this sale, you should try to resolve it with the seller.

Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof. After this contract is signed, the seller may not change the financing or payment terms unless you agree in writing to the change. You do not have to agree to any change, and it is an unfair or deceptive practice for the seller to make a _____

Buyer Signature _____ Co-Buyer Signature X N/A

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

THERE IS NO COOLING-OFF PERIOD UNLESS YOU OBTAIN A CONTRACT CANCELLATION OPTION

California law does not provide for a "cooling-off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel this contract with the agreement of the seller or for legal cause, such as fraud. However, California law does require a seller to offer a two-day contract cancellation option on used vehicles with a purchase price of less than forty thousand dollars (\$40,000), subject to certain statutory conditions. This contract cancellation option requirement does not apply to the sale of a recreational vehicle, a motorcycle, or an off-highway motor vehicle subject to identification under California law. For the vehicle contract cancellation option agreement for details.

YOU AGREE TO THE TERMS OF THIS CONTRACT. YOU CONFIRM THAT BEFORE YOU SIGNED THIS CONTRACT, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT. YOU ACKNOWLEDGE THAT YOU HAVE READ ALL PAGES OF THIS CONTRACT, INCLUDING THE ARBITRATION PROVISION ON PAGE 5, BEFORE SIGNING BELOW. YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED-IN COPY WHEN YOU SIGNED IT.

Buyer Signature _____ 12/31/2022 Co-Buyer Signature X N/A Date N/A

Buyer Printed Name _____ Co-Buyer Printed Name N/A

If the "business" use box is checked in "Primary Use for Which Purchased": Print Name N/A Title N/A

Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other Owner Signature X N/A Address N/A

GUARANTY: To induce us to sell the vehicle to Buyer, each person who signs as a Guarantor individually guarantees the payment of this contract. If Buyer fails to pay any money owing on this contract, each Guarantor must pay it when asked. Each Guarantor will be liable for the total amount owing even if other persons also sign as Guarantor, and even if Buyer has a complete defense to Guarantor's demand for reimbursement. Each Guarantor agrees to be liable even if we do one or more of the following: (1) give the Buyer more time to pay one or more payments; (2) give a full or partial release to any other Guarantor; (3) release any security; (4) accept less from the Buyer than the total amount owing; or (5) otherwise reach a settlement relating to this contract or extend the contract. Each Guarantor acknowledges receipt of a completed copy of this contract and guaranty at the time of signing. Guarantor waives notice of acceptance of this Guaranty, notice of the Buyer's non-payment, non-performance, and default; and notices of the amount owing at any time, and of any demands upon the Buyer.

Guarantor X N/A Date N/A Guarantor X N/A Date N/A
Address N/A Address N/A

Seller Signs AUTONATION FORD VALENCIA Date 12/31/2022 By [Signature] Title F&I MGR

Seller assigns its interest in this contract to SCHOOLSFIRST FCU (Assignee) under the terms of Seller's agreement(s) with Assignee.

Assigned with recourse Assigned without recourse Assigned with limited recourse

Seller AUTONATION FORD VALENCIA

By X [Signature] Title F&I MGR



INVOICE
DUPLICATE 1

Invoice #: [REDACTED]
Tag #: [REDACTED]

LITTLEROCK, CA [REDACTED]
Home: [REDACTED] Bus: [REDACTED] Customer # [REDACTED] SMOG STATION
Cell: [REDACTED] Email: [REDACTED] home Service Advisor: 3827 MORGAN BUTEY # ARD 192643 EPA # [REDACTED] QC Quality Care

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
Green	21	FORD BRONCO	[REDACTED]	[REDACTED]	25000	25000			
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
31DEC22 D			17:00 12JUL23		0.00	CASH	20JUL23	15:52 12JUL23	14:02 20JUL23

CPTIONS: SOLD STK:MLB05304 DLR:30956 ENG:2.3 LITER TIVCT TRN:A

We are a proud retailer of Original Equipment (OE) parts, sourced from the vehicle manufacturer and backed by its limited warranty.

We also offer high quality non-OE parts that are suitable for your vehicle and fit all budgets and needs. If you have chosen a non-OE part, it will be identified on your invoice as "AP." These non-OE (AP*) parts are not sourced from the vehicle's manufacturer or covered by its warranty. Non-OE parts come with a limited warranty backed by AutoNation and/or the parts manufacturer.*

A CUSTOMER STATES AC IS BLOWING HOT AIR. PLEASE CHECK AND ADVISE
CAUSE: .
AC001 CUSTOMER STATES AC IS BLOWING HOT AIR.
PLEASE CHECK AND ADVISE
1599 URIARTE, MARIANO LIC#: 4~
WF 1.20
1 M2DZ*19893*AT LOUVRE ASY - VENT AIR
FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:
1599
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
25000 CENTER A/C REGISTER WILL NOT ADJUST , REPLACED CENTER LEFT
A/C RESISTER

B VEHICLE TOWED IN. CUSTOMER STATES WHEN DRIVING THE CAR LOST POWER AND STEERING WHEEL GOT STIFF. PULLED OVER AND THE CAR STARTED SHAKING AND TURNED OFF. TURNED THE CAR BACK ON AND DIED.
CAUSE: .
EN001 VEHICLE TOWED IN. CUSTOMER STATES WHEN DRIVING THE CAR LOST POWER AND STEERING WHEEL GOT STIFF. PULLED OVER AND THE CAR STARTED SHAKING AND TURNED OFF. TURNED THE CAR BACK ON AND DIED.
9951 WF 2.20
1 MB3Z*9H307*R SENDER AND PUMP ASY
FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:
9951
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
25000 FRDS DIAG KOEO P0087,P008A PIN POINT TEST FUEL CONTROL SYSTEM, DCL DISPLAY MONITOR PIDS, REST POWER TO PUMP OK, R&R FUEL TANK, REPLACED FUEL PUMP ASSY. RETEST OK CLEARED CODES ROAD TEST 5 MILES

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

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

SERVICE DEPARTMENT HOURS: 7:00 AM - 7:00 PM MON - FRI 8:00 AM - 6:00 PM SATURDAYS CLOSED SUNDAYS	ORIGINAL ESTIMATE \$	IN PERSON	"The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items."	LABOR AMOUNT	TOTALS	
PARTS DEPARTMENT HOURS: 7:00 AM - 6:00 PM MON - FRI 8:00 AM - 5:00 PM SATURDAYS CLOSED SUNDAYS	AUTHORIZED ADD'L REPAIRS \$	ADD'L REPAIRS DR'D BY		PHONED		PARTS AMOUNT
	AUTHORIZED ADD'L REPAIRS \$	DRIVER'S LIC. NO. OR I.D.		DATE		GAS, OIL, LUBE
	TOTAL \$	DATE		TIME		SUBLET AMOUNT
	I ACKNOWLEDGE NOTICE & ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.			MISC. CHARGES		
	SIGNATURE X		DATE	TOTAL CHARGES		
	CUSTOMER ACKNOWLEDGES & RECEIVES A COPY OF A COPY HEREOF:			LESS INSURANCE		
	SERVICE INSTALLED PARTS			SALES TAX		
	ACCRUED MILEAGE	ORIGINAL S.O. No.		PLEASE PAY THIS AMOUNT		
	PROGRAM CODE(S)	APPROVAL CODES	DEPARTMENT CODE			

INVOICE

Invoice #:

DUPLICATE 1

Tag #:



AutoNation



AutoNation Ford Valencia

23920 CREEKSIDE RD.
VALENCIA, CA 91355

DIRECT TO SERVICE: (661) 255-0066

MAIN: (661) 255-6600

LITTLEROCK, CA

Home: Bus: Customer #

home

SMOG STATION

VAR # ARD 192643 EPA #

QC

Quality Care

Cell: Email:

Service Advisor: 3827 MORGAN BUTEVAR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
Green	21	FORD BRONCO			25000	25000			
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE	R.O. OPENED	READY
31DEC22 D			17:00 12JUL23		0.00	CASH	20JUL23	15:52 12JUL23	14:02 20JUL23

OPTIONS: SOLD-STK:MLB05304 DLR:30956 ENG:2.3 LITER TIVCT TRN:A

C Customer requested to have Multi Point Inspection performed this visit
 MULTI-A Customer requested to have Multi Point Inspection performed this visit
 9951 CF 0.00 0.00 0.00 0.00 0.00 0.00
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00
 PERFORMED MULTI-POINT *****
 D DEALER OFFERED AND CUSTOMER APPROVED TIRE PRESSURE CHECK AND INFLATE SERVICE
 TPC DEALER OFFERED AND CUSTOMER APPROVED TIRE PRESSURE CHECK AND INFLATE SERVICE
 9951 CF 0.00 0.00 0.00 0.00 0.00 0.00
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00
 35 PSI *****
 E** ALTERNATE TRANSPORTATION FOR WARRANTY
 00ALTW ALTERNATE TRANSPORTATION FOR WARRANTY
 9951 WF 0.00 (N/C)
 SUBL RENTAL WF (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

 ESTIMATE: 0.00 12JUL23 15:52 SA: 3827
 !!!!!!!! AUTHORIZED ESTIMATE WAS MODIFIED !!!!!!!!

We are a proud retailer of Original Equipment (OE) parts, sourced from the vehicle manufacturer and backed by its limited warranty.

We also offer high quality non-OE parts that are suitable for your vehicle and fit all budgets and needs. If you have chosen a non-OE part, it will be identified on your invoice as "AP*." These non-OE (AP*) parts are not sourced from the vehicle's manufacturer or covered by its warranty. Non-OE parts come with a limited warranty backed by AutoNation and/or the parts manufacturer.

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SERVICE DEPARTMENT HOURS: 7:00 AM - 7:00 PM MON - FRI 8:00 AM - 6:00 PM SATURDAYS CLOSED SUNDAYS	ORIGINAL ESTIMATE \$	ADD'L REPAIRS C/D BY	IN PERSON PHONED	"The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items."	LABOR AMOUNT	0.00
AUTHORIZED ADD'L REPAIRS \$	DRIVER'S LIC. NO. OR I.D.	DATE	TIME		PARTS AMOUNT	0.00
PARTS DEPARTMENT HOURS: 7:00 AM - 6:00 PM MON - FRI 8:00 AM - 5:00 PM SATURDAYS CLOSED SUNDAYS	TOTAL \$	SIGNATURE X DATE			GAS, OIL, LUBE	0.00
ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED. ALL REMANUFACTURED PARTS WILL HAVE A CORE VALUE.	CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF: X		THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.		SUBLET AMOUNT	0.00
	PROGRAM CODE(S)	APPROVAL CODES	COMMITMENT CODE		MISC. CHARGES	0.00
	1	2	3		TOTAL CHARGES	0.00
					LESS INSURANCE	0.00
					SALES TAX	0.00
					PLEASE PAY THIS AMOUNT	0.00

Notice to Consumer: Please read important information on back.

Customer Copy

CSV

CUSTOMER #:



AutoNation



AutoNation Ford Valencia

23920 CREEKSIDE RD.

VALENCIA, CA 91355

DIRECT TO SERVICE (661) 255-0066

MAIN: (661) 255-6600

WORKORDER

PAGE 1

SMOG STATION

QC

Quality Care

HOME:

CONT:

BAR # ARD

EPA #

BUS:

CELL:

SERVICE ADVISOR: 3827 BUTEYN, MORGAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
Green	21	FORD BRONCO			25000/	T6490

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31DEC22 DD			17:00 12JUL23		0.00	CASH	

R.O. OPENED	READY	OPTIONS:
12JUL2023 15:52		SOLD-STK:MLB05304 DLR:30956 ENG:2.3_LITER_TIVCT TRN:A

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	AC001		WF	CUSTOMER STATES AC IS BLOWING HOT AIR. PLEASE CHECK AND ADVISE

NOTES: Factory OpCodes: | Include: | Notes: | Labor:
EST: TOTAL 186.00

# B	EN001		WF	VEHICLE TOWED IN. CUSTOMER STATES WHEN DRIVING THE CAR LOST POWER AND STEERING WHEEL GOT STIFF. PULLED OVER AND THE CAR STARTED SHAKING AND TURNED OFF. TURNED THE CAR BACK ON AND DIED.
-----	-------	--	----	--

NOTES: Factory OpCodes: | Include: | Notes: | Labor:
EST: TOTAL 186.00

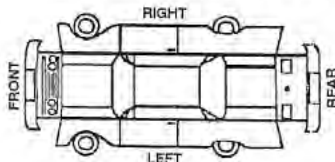
# C	MULTI-A		CF	Customer requested to have Multi Point Inspection performed this visit
-----	---------	--	----	--

# D	TPC		CF	DEALER OFFERED AND CUSTOMER APPROVED TIRE PRESSURE CHECK AND INFLATE SERVICE
-----	-----	--	----	--

I hereby authorize AutoNation to text me at my mobile number shown above, which I provided, regarding vehicle services. Messages and Data Rates May Apply.
Customer Signature _____

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein; in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.

- No Major Damage _____
- Some Light Scratches _____
- Scratches Throughout _____
- Scratches and Dings Throughout _____
- Major Damage _____
- Unable to determine condition of body _____



PRELIMINARY ESTIMATE \$ 0.00

AUTHORIZED BY X _____

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____

Date _____ Time _____ FAX # _____ BY _____

Revision Details _____ E-mail _____

In Person _____

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____

Date _____ Time _____ FAX # _____ BY _____

Revision Details _____ E-mail _____

In Person _____

"I acknowledge notice and oral approval of an increase in the original estimated price.

Notice to Consumer: Please read important information on back.

LCSV

INVOICE

Invoice #:

Tag #:



AutoNation



AutoNation Ford Valencia

23920 CREEKSIDE RD.

VALENCIA, CA 91355

DIRECT TO SERVICE: (661) 255-0086

MAIN: (661) 255-6600

LITTLEROCK, CA

Home:

Bus:

Customer #

SMOG STATION

Service Advisor: 3827 MORGAN BUTEYR # ARD 192643 EPA #

QC

Quality Care

Cell: home Email: home

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
Green	21	FORD BRONCO			26331	26331			
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
31DEC22 D			17:00 25JUL23		0.00	CASH	02AUG23	10:20 25JUL23	14:24 02AUG23

OPTIONS: SOLD-STK:MLB05304 DLR:30956 ENG:2.3 LITER TIVCT TRN:A

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A NO PROBLEM DESCRIPTION		
None DRIVER SIDE WINDOW NOT IN PLACE MAY BE OFF TRACK, POPS OUT OF PLACE WHEN DRIVING AT FWY SPEEDS PER CUST ADVISE		
PARTS:	0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:	(N/C) 0.00
26331 road test 16 miles cannot duplicate at this time		

B SEAT BELT LATCH PLATE ACCESS FSA 23C16		
23C16 SEAT BELT LATCH PLATE ACCESS FSA 23C16		
PARTS:	0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:	(N/C) 0.00

C A/C STOPS BLOWING COLD AT TIMES, SOMETIMES MAKES A RATTLING NOISE UNDER HOOD BEFORE IT STOPS BLOWING COLD PER CUST ADVISE		
None A/C STOPS BLOWING COLD AT TIMES, SOMETIMES MAKES A RATTLING NOISE UNDER HOOD BEFORE IT STOPS BLOWING COLD PER CUST ADVISE		
PARTS:	0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:	(N/C) 0.00
26331 ROAD TEST VEHICLE 61 MILES CANNOT DUPLICATE CONCERN AT THIS TIME. VEHICLE OPERATING NORMAL, AC OPERATING NORMAL. ADVISE CUSTOMER TO RETURN WHEN CONCERN IS PRESENT		

D ALTERNATE TRANSPORTATION FOR WARRANTY		
00ALTW ALTERNATE TRANSPORTATION FOR WARRANTY		
PARTS:	0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D:	(N/C) 0.00

E Multi-Point Inspection Not Required at This Time or included in maintenance package		
MULTI-N Multi-Point Inspection Not Required at		

SERVICE DEPARTMENT HOURS: 7:00 AM - 7:00 PM MON - FRI 8:00 AM - 6:00 PM SATURDAYS CLOSED SUNDAYS	ORIGINAL ESTIMATE \$	ADD'L REPAIRS OK'D BY	IN PERSON	"The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items."	LABOR AMOUNT	
PARTS DEPARTMENT HOURS: 7:00 AM - 6:00 PM MON - FRI 8:00 AM - 5:00 PM SATURDAYS CLOSED SUNDAYS	AUTHORIZED ADD'L REPAIRS \$	DRIVER'S LIC. NO.	PHONED		PARTS AMOUNT	
ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.	TOTAL \$	DATE	TIME		GAS, OIL, LUBE	
ALL REMANUFACTURED PARTS WILL HAVE A CORE VALUE.	SIGNATURE X	DATE			SUBLET AMOUNT	
SERVICE INSTALLED PARTS		ACCRUED MILEAGE		ORIGINAL R.O. No.	MISC. CHARGES	
PROGRAM CODE(S)		APPROVAL CODES		GOVERNMENT CODE	TOTAL CHARGES	
					LESS INSURANCE	
					SALES TAX	
					PLEASE PAY THIS AMOUNT	

Notice to Consumer: Please read important information on back.

Customer Copy

CSV

INVOICE

Invoice #:

Tag #:



AutoNation



AutoNation Ford Valencia

23920 CREEKSIDE RD.
VALENCIA, CA 91355

DIRECT TO SERVICE: (661) 255-0066

MAIN: (661) 255-6600

LITTLEROCK, CA

Home: Bus: Customer #

Cell: Email: home

Service Advisor: **3827 MORGAN BUTEVA** VIN # ARD 192643 EPA #

SMOG STATION



Quality Care

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
Green	21	FORD BRONCO			26331	26331			
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
31DEC22 D			17:00 25JUL23		0.00	CASH	02AUG23	10:20 25JUL23	14:24 02AUG23

OPTIONS: SOLD-STK:MLB05304 DLR:30956 ENG:2.3 LITER TIVCT TRN:A

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This Time or included in maintenance package
 9951IFEPS 0.00 (N/C)
 GTIRE DEALERSHIP INSPECTED ALL 4 TIRES ALL TIRES
 CURRENTLY 7/32NDS OR GREATER NO REPAIRS
 NECESSARY AT THIS TIME
 9951IFEPS 0.00 (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

 ESTIMATE: 0.00 25JUL23 10:20 SA: 3827

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

SERVICE DEPARTMENT HOURS: 7:00 AM - 7:00 PM MON - FRI 8:00 AM - 6:00 PM SATURDAYS CLOSED SUNDAYS	ORIGINAL ESTIMATE \$	ADD'L REPAIRS OK'D BY	IN PERSON	"The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items."	LABOR AMOUNT	0.00
PARTS DEPARTMENT HOURS: 7:00 AM - 6:00 PM MON - FRI 8:00 AM - 5:00 PM SATURDAYS CLOSED SUNDAYS	AUTHORIZED ADD'L REPAIRS \$	DRIVER'S LIC. NO. OR I.D.	PHONED		PARTS AMOUNT	0.00
	TOTAL \$	DATE	TIME		GAS, OIL, LUBE	0.00
ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.	I ACKNOWLEDGE NOTICE & ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE. SIGNATURE X DATE		CUSTOMER ACKNOWLEDGES A RECEIPT OF A COPY HEREOF: X		SUBLET AMOUNT	0.00
ALL REMANUFACTURED PARTS WILL HAVE A CORE VALUE.	SERVICE INSTALLED PARTS		THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.		MISC. CHARGES	0.00
	ACCRUED MILEAGE	ORIGINAL R.O. No.			TOTAL CHARGES	0.00
	PROGRAM CODE(S)	APPROVAL CODES			LESS INSURANCE	0.00
		COMMITMENT CODE			SALES TAX	0.00
					PLEASE PAY THIS AMOUNT	0.00

Customer Copy

Notice to Consumer: Please read important information on back.

CUSTOMER #: [REDACTED]



AutoNation



AutoNation Ford Valencia

23920 CREEKSIDE RD.
VALENCIA, CA 91355
DIRECT TO SERVICE (661) 255-0066
MAIN: (661) 255-6600



[REDACTED]
LITTLE ROCK, CA

WORKORDER

PAGE 1

SMOG STATION

BAR # ARD 192643

EPA #CAD981637408

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

SERVICE ADVISOR: 3827 BUTEYN, MORGAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
Green	21	FORD BRONCO	[REDACTED]	[REDACTED]	26331/	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31DEC22 DD			17:00 25JUL23		0.00	CASH	

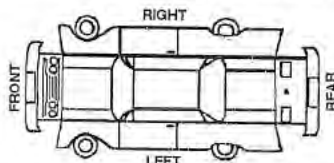
R.O. OPENED 25JUL2023 10:20
READY
OPTIONS: SOLD-STK:MLB05304 DLR:30956
ENG:2.3_LITER_TIVCT TRN:A

LINE OF CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	None	WF	DRIVER SIDE WINDOW NOT IN PLACE MAY BE OFF TRACK, POPS OUT OF PLACE WHEN DRIVING AT FWY SPEEDS PER CJST ADVISE
# B	23C16	WF	WFCRC SEAT BELT LATCH PLATE ACCESS FSA 23C16
# C	None	WF	A/C STOPS BLOWING COLD AT TIMES, SOMETIMES MAKES A RATTILING NOISE UNDER HOOD BEFORE IT STOPS BLOWING COLD PER CUST ADVISE
# D	00ALTW	WF	ALTERNATE TRANSPORTATION FOR WARRANTY 252A 0000454526
# E	MULTI-N	CF	Multi-Point Inspection Not Required at This Time or included in maintenance package

I hereby authorize AutoNation to text me at my mobile number shown above, which I provided, regarding vehicle services. Messages and Data Rates May Apply.
Customer Signature _____

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein; in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.

- No Major Damage
- Some Light Scratches
- Scratches Throughout
- Scratches and Dings Throughout
- Major Damage
- Unable to determine condition of body



PRELIMINARY ESTIMATE \$ 0.00

AUTHORIZED BY X _____

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____
Date _____ Time _____ FAX # _____ BY _____
Revision Details _____ E-mail _____
In Person _____

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____
Date _____ Time _____ FAX # _____ BY _____
Revision Details _____ E-mail _____
In Person _____

*I acknowledge notice and oral approval of an increase in the original estimated price. _____

Notice to Consumer: Please read important information on back.





AutoNation



AutoNation Ford Valencia

23920 CREEKSIDE RD.
VALENCIA, CA 91355

DIRECT TO SERVICE: (661) 255-0066
MAIN: (661) 255-6600

QC

Quality Care

INVOICE

Invoice #:

DUPLICATE 1

Tag #:

LITTLE ROCK, CA

Home:

Bus:

Customer

SMOG STATION

Cell:

Email:

home

Service Advisor: **3827 MORGAN BUTEY** # ARD 192643 EPA #

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
Green	21	FORD BRONCO			27571	27571			
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
31DEC22 D			17:00 14AUG23		0.00	CASH	18AUG23	10:48 14AUG23	16:22 18AUG23

OPTIONS: SOLD-STK:MLB05304 DLR:30956 ENG:2.3 LITER TIVCT TRN:A

We are a proud retailer of Original Equipment (OE) parts, sourced from the vehicle manufacturer and backed by its limited warranty.

We also offer high quality non-OE parts that are suitable for your vehicle and fit all budgets and needs. If you have chosen a non-OE part, it will be identified on your invoice as "AP." These non-OE (AP*) parts are not sourced from the vehicle's manufacturer or covered by its warranty. Non-OE parts come with a limited warranty backed by AutoNation and/or the parts manufacturer.*

A CUSTOMER STATES WHILE DRIVING AC GOES FROM BLOWING HIGH TO BLOWING LOW AND GOES IN AND OUT COLD AND WARM WHILE DRIVING VEHICLE STARTS SHAKING WHEN THIS HAPPENS STARTS SMELLING VERY MUSTY PLEASE CHECK. HAPPENED ON THE WAY HERE AND HAPPENED A COUPLE DAYS AGO AFTER DRIVING FOR ABOUT 5 MINUTES

CAUSE:

AC001 CUSTOMER STATES WHILE DRIVING AC GOES FROM BLOWING HIGH TO BLOWING LOW AND GOES IN AND OUT COLD AND WARM WHILE DRIVING VEHICLE STARTS SHAKING WHEN THIS HAPPENS STARTS SMELLING VERY MUSTY PLEASE CHECK. HAPPENED ON THE WAY HERE AND HAPPENED A COUPLE DAYS AGO AFTER DRIVING FOR ABOUT 5 MINUTES

1599 URIARTE, MARIANO LIC#: 4~
WF 2.20

1 HG1Z*19D594*A SWITCH - AIR CONDIT.SYSTEM - V
1 9U2Z*14S411*CD WIRE ASY

FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:
1599

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

L

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

27571 DROVE VEHICLE TO VERIFY CONCERN UNABLE TO DUPLICATE CONCERN CHECK OASIS FOUND SSM51358 CHECK FOR CODES P0532 IS PRESENT AS PER SSM REPLACED THE PRESSURE TRANSDUCER AND THE PIG TAIL CONNECTOR, ALSO ADVISE CUSTOMER OF SSM 51726 AIR FLOW MODE INLET STRATEGY

B ALTERNATE TRANSPORTATION FOR WARRANTY

00ALTW ALTERNATE TRANSPORTATION FOR WARRANTY
1599 URIARTE, MARIANO LIC#: 4~
WF 0.00

(N/C)

L

SUBL RENTAL

WF

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

(N/C)
0.00

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

SERVICE DEPARTMENT HOURS: 7:00 AM - 7:00 PM MON - FRI 8:00 AM - 6:00 PM SATURDAYS CLOSED SUNDAYS	ORIGINAL ESTIMATE \$	ADD'L REPAIRS IN PERSON	*The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.*	LABOR AMOUNT	TOTALS
PARTS DEPARTMENT HOURS: 7:00 AM - 6:00 PM MON - FRI 8:00 AM - 5:00 PM SATURDAYS CLOSED SUNDAYS	AUTHORIZED ADD'L REPAIRS \$	ADD'L REPAIRS OK'D BY PHONED		PARTS AMOUNT	
ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.	AUTHORIZED ADD'L REPAIRS \$	DRIVER'S LIC. NO. D.L.D.		GAS, OIL, LUBE	
ALL REMANUFACTURED PARTS WILL HAVE A CORE VALUE.	TOTAL \$	DATE TIME		SUBLET AMOUNT	
(CUSTOMER ACKNOWLEDGES A RECEIPT OF A COPY HEREOF: X)	SIGNATURE X DATE		MISC. CHARGES		
PROGRAM CODES: APPROVAL CODES: COMMITMENT CODES:	SERVICE INSTALLED PARTS ACCRUED MILEAGE ORIGINAL R.O. No.		TCTAL CHARGES		
			LESS INSURANCE		
			SALES TAX		
			PLEASE PAY THIS AMOUNT		

Notice to Consumer: Please read important information on back.

ASCV

Customer Copy



AutoNation



AutoNation Ford Valencia

23920 CREEKSIDE RD.
VALENCIA, CA 91355

DIRECT TO SERVICE: (661) 255-0066
MAIN: (661) 255-6600



INVOICE
DUPLICATE 1

Invoice #: [REDACTED]
Tag #: [REDACTED]

LITTLEROCK, CA [REDACTED]
Home: [REDACTED] Bus: [REDACTED]
Cell: [REDACTED] Email: [REDACTED]

Customer # [REDACTED]

SMOG STATION # ARD 192643 EPA # [REDACTED]
Service Advisor: **3827 MORGAN BUTEY**

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
Green	21	FORD BRONCO	[REDACTED]	[REDACTED]	27571	27571			
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
31DEC22 D			17:00 14AUG23		0.00	CASH	18AUG23	10:48 14AUG23	16:22 18AUG23

OPTIONS: SOLD-STK:MLB05304 DLR:30956 ENG:2.3 LITER TIVCT TRN:A

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C Customer requested to have Multi Point Inspection performed this visit
 MULTI-A Customer requested to have Multi Point Inspection performed this visit
 1599 URIARTE, MARIANO LIC#: 4~
 CF 0.00
 GBK DEALERSHIP ADVISED CUSTOEMR FRONT AND OR REAR BRAKES WHERE INSPECTED AND CURRENTLY MEASURE AT 5MM OR GREATER, REAR DRUMS MEASURE 2MM OR GR
 1599 URIARTE, MARIANO LIC#: 4~
 CF 0.00
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

 D DEALER OFFERED AND CUSTOMER APPROVED TIRE PRESSURE CHECK AND INFLATE SERVICE
 TPC DEALER OFFERED AND CUSTOMER APPROVED TIRE PRESSURE CHECK AND INFLATE SERVICE
 1599 URIARTE, MARIANO LIC#: 4~
 CF 0.00
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

 ESTIMATE: 0.00 14AUG23 10:48 SA: 3827

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

SERVICE DEPARTMENT HOURS: 7:00 AM - 7:00 PM MON - FRI 8:00 AM - 6:00 PM SATURDAYS CLOSED SUNDAYS	ORIGINAL ESTIMATE \$	ADD'L REPAIRS OK'D BY	IN PERSON	"The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items."	LABOR AMOUNT	0.00
PARTS DEPARTMENT HOURS: 7:00 AM - 6:00 PM MON - FRI 8:00 AM - 5:00 PM SATURDAYS CLOSED SUNDAYS	AUTHORIZED ADD'L REPAIRS \$	DRIVER'S LIC. NO. OR I.D.	PHONED		PARTS AMOUNT	0.00
ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED. ALL REMANUFACTURED PARTS WILL HAVE A CORE VALUE.	TOTAL \$	DATE	TIME	GAS, OIL, LUBE	0.00	
SIGNATURE X DATE				SUBLET AMOUNT	0.00	
CUSTOMER ACKNOWLEDGES A RECEIPT OF A COPY HEREOF: X				MISC. CHARGES	0.00	
SERVICE INSTALLED PARTS ACCRUED MILEAGE ORIGINAL R.O. No.				TOTAL CHARGES	0.00	
PROGRAM CODE(S) APPROVAL CODES CUMMUNITY CODE				LESS INSURANCE	0.00	
1 2 3				SALES TAX	0.00	
				PLEASE PAY THIS AMOUNT	0.00	

Notice to Consumer: Please read important information on back.

LC5V

CUSTOMER #: [REDACTED]

[REDACTED]



AutoNation



AutoNation Ford Valencia
23920 CREEKSIDE RD.
VALENCIA, CA 91355
DIRECT TO SERVICE (661) 255-0066
MAIN: (661) 255-6600

[REDACTED]
LITTLE ROCK, CA

WORKORDER
PAGE 1

SMOG STATION



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

BAR # ARD 192643 EPA # [REDACTED]

SERVICE ADVISOR: 3827 BUTEYN, MORGAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
Green	21	FORD BRONCO	[REDACTED]	[REDACTED]	27571/	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31DEC22 DD			17:00 14AUG23		0.00	CASH	

R.O. OPENED: 14AUG2023 10:48
 READY
 OPTIONS: SOLD-STK:MLB05304 DLR:30956
 ENG:2.3_LITER_TIVCT TRN:A

LINE OP CODE TECH... TYPE DESCRIPTIONS/INSTRUCTIONS
 # A AC001 WF CUSTOMER STATES WHILE DRIVING AC GOES FROM BLOWING HIGH TO BLOWING LOW AND GOES IN AND OUT COLD AND WARM WHILE DRIVING VEHICLE STARTS SHAKING WHEN THIS HAPPENS STARTS SMELLING VERY MUSTY PLEASE CHECK. HAPPENED ON THE WAY HERE AND HAPPENED A COUPLE DAYS AGO AFTER DRIVING FOR ABOUT 5 MINUTES
 NOTES: Factory OpCodes: | Include: | Notes: | Labor:

B 00ALTW CF ALTERNATE TRANSPORTATION FOR WARRANTY

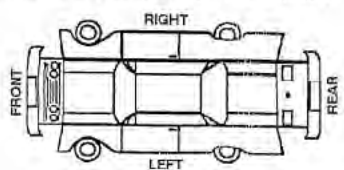
C MULTI-A CF Customer requested to have Multi Point Inspection performed this visit

D TPC CF DEALER OFFERED AND CUSTOMER APPROVED TIRE PRESSURE CHECK AND INFLATE SERVICE

I hereby authorize AutoNation to text me at my mobile number shown above, which I provided, regarding vehicle services. Messages and Data Rates May Apply.
 Customer Signature _____

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree: that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein; in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.

- No Major Damage
- Some Light Scratches
- Scratches Throughout
- Scratches and Dings Throughout
- Major Damage
- Unable to determine condition of body



PRELIMINARY ESTIMATE \$ 0.00

AUTHORIZED BY

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____
 Date _____ Time _____ FAX # _____ BY _____
 Revision Details _____ E-mail _____
 In Person _____

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____
 Date _____ Time _____ FAX # _____ BY _____
 Revision Details _____ E-mail _____
 In Person _____

*I acknowledge notice and oral approval of an increase in the original estimated price, _____

Notice to Consumer: Please read important information on back.

[REDACTED] LCSV

INVOICE

Invoice #:

Tag #:



AutoNation



AutoNation Ford Valencia

23920 CREEKSIDE RD. VALENCIA, CA 91355

DIRECT TO SERVICE: (661) 255-0066 MAIN: (661) 255-6600

LITTLE ROCK, CA

Home: Bus: Customer #:

SMOG STATION

Cell: Email: home

Service Advisor: 3827 MORGAN BUTEVAR # ARD 192643 EPA #



COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
Green	21	FORD BRONCO			32754	32754			
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
31DEC22 D			17:00 19OCT23		0.00	CASH	30OCT23	15:53 19OCT23	10:13 30OCT23

OPTIONS: SOLD-STK:MLB05304 DLR:30956 ENG:2.3 LITER TIVCT TRN:A

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A CUSTOMER STATES SOMETIMES CAR DOES NOT START RIGHT AWAY IT HAS A REALLY LONG CRANK AND SOMETIMES IT ONLY CLICKS LIKE THE BATTERY IS DEAD PLEASE CHECK

CAUSE:

EL001 CUSTOMER STATES SOMETIMES CAR DOES NOT START RIGHT AWAY IT HAS A REALLY LONG CRANK AND SOMETIMES IT ONLY CLICKS LIKE THE BATTERY IS DEAD PLEASE CHECK

9951 WF 1.50

1 MB3Z*11002*K STARTER MOTOR ASY

CORE CHARGE W

-1 MB3Z*11002*K CORE RETURN

2 *W714409*S439 BOLT

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

9951

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
32754 TEST BATTERY PASSED, TEST CRANKING SYSTEM, REPLACED FAULTY STARTER ASSYS. RETEST OK

B CUSTOMER STATES WHILE DRIVING VEHICLE WILL START SHAKING AND WHEN IT STARTS TO SHAKE AC GOES IN AND OUT AND BLOWS WARM PLEASE CHECK

EN001 CUSTOMER STATES WHILE DRIVING VEHICLE WILL START SHAKING AND WHEN IT STARTS TO SHAKE AC GOES IN AND OUT AND BLOWS WARM PLEASE CHECK

9951 WF 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
32754 FRDS DIAG KOEO PASS CODE, ROAD TEST 12 MILES UNABLE TO DUPLICATE CONCERN AT THIS TIME

C Customer requested to have Multi Point Inspection performed this visit
MULTI-A Customer requested to have Multi Point

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

SERVICE DEPARTMENT HOURS: 7:00 AM - 7:00 PM MON - FRI 8:00 AM - 6:00 PM SATURDAYS CLOSED SUNDAYS	ORIGINAL ESTIMATE \$	ADD'L REPAIRS OK'D BY	IN PERSON	"The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items."	LABOR AMOUNT	TOTALS	
PARTS DEPARTMENT HOURS: 7:00 AM - 6:00 PM MON - FRI 8:00 AM - 5:00 PM SATURDAYS CLOSED SUNDAYS	AUTHORIZED ADD'L REPAIRS \$	DRIVER'S LIC. NO. OR I.D. DATE	PHONED		DESCRPTION		PARTS AMOUNT
ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.	TOTAL \$	SIGNATURE X	DATE		GAS, OIL, LUBE		SUBLET AMOUNT
ALL REMANUFACTURED PARTS WILL HAVE A CORE VALUE.	CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF:				MISC. CHARGES		TOTAL CHARGES
	SERVICE INSTALLED PARTS ACCRUED MILEAGE		ORIGINAL R.O. NO.	LESS INSURANCE	SALES TAX		
	PROGRAM CODE(S)	APPROVAL DEER	COMMITMENT CODE	PLEASE PAY THIS AMOUNT			
	1	2	3				

Notice to Consumer: Please read important information on back.

INVOICE

Invoice #:

Tag #:



AutoNation



AutoNation Ford Valencia

23920 CREEKSIDE RD.

VALENCIA, CA 91355

DIRECT TO SERVICE: (661) 255-0066

MAIN: (661) 255-6600

LITTLEROCK, CA

Home:

Bus:

Customer #

Cell:

Email:

home

Service Advisor: **3827 MORGAN BUTEYAN**

SMOG STATION

RD 192643 EPA #

QC

Quality Car

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN	MILEAGE OUT		
Green	21	FORD BRONCO				32754	32754		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
31DEC22 D			17:00 19OCT23		0.00	CASH	30OCT23	15:53 19OCT23	10:13 30OCT23

OPTIONS: SOLD-STK:MLB05304 DLR:30956 ENG:2.3 LITER TIVCT TRN:A

Inspection performed this visit

9951 CF 0.00

GTIRE DEALERSHIP INSPECTED ALL 4 TIRES ALL TIRES CURRENTLY 7/32NDS OR GREATER NO REPAIRS NECESSARY AT THIS TIME

0.00 0.00

PARTS: 9951 CF 0.00

0.00 LABOR: 0.00 OTHER: 0.00

TOTAL LINE C: 0.00

0.00

PERFORMED MULTI-POINT

D DEALER OFFERED AND CUSTOMER APPROVED TIRE PRESSURE CHECK AND INFLATE SERVICE

TPC DEALER OFFERED AND CUSTOMER APPROVED TIRE PRESSURE CHECK AND INFLATE SERVICE

PARTS: 9951 CF 0.00

35 PSI

0.00 LABOR: 0.00 OTHER: 0.00

TOTAL LINE D: 0.00

0.00

E ALTERNATE TRANSPORTATION FOR WARRANTY

00ALTW ALTERNATE TRANSPORTATION FOR WARRANTY

SUBL RENTAL

1558 WF 0.00

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00

TOTAL LINE E: 0.00

(N/C)

F** SEAT BELT LATCH PLATE ACCESS

CAUSE:

23C16 SEAT BELT LATCH PLATE ACCESS

4665 WF 0.20

2 MB3Z*99610A94*AA CLIP

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

4665

(N/C)

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00

TOTAL LINE F: 0.00

0.00

SERVICE DEPARTMENT HOURS:
7:00 AM - 7:00 PM MON - FRI
8:00 AM - 6:00 PM SATURDAYS
CLOSED SUNDAYS

ORIGINAL ESTIMATE \$
AUTHORIZED ADD'L REPAIRS \$
ADD'L REPAIRS OK'D BY IN PERSON PHONED
DRIVER'S LIC. NO. DATE TIME

"The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items."

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

TOTAL
TOTAL
TOTAL
TOTAL
TOTAL
TOTAL
TOTAL
TOTAL
TOTAL
TOTAL

PARTS DEPARTMENT HOURS:
7:00 AM - 6:00 PM MON - FRI
8:00 AM - 5:00 PM SATURDAYS
CLOSED SUNDAYS

TOTAL \$
SIGNATURE X DATE
CUSTOMER ACKNOWLEDGES A RECEIPT OF A COPY HEREIN: X

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.
ALL REMANUFACTURED PARTS WILL HAVE A CORE VALUE.

PROGRAM CODE(S)	APPROVAL CODES	COMMITMENT CODE
1 2 3		

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Customer Copy

Notice to Consumer: Please read important information on back.

INVOICE

Invoice #:

Tag #:



AutoNation



AutoNation Ford Valencia

23920 CREEKSIDE RD.

VALENCIA, CA 91355

DIRECT TO SERVICE: (661) 255-0066

MAIN: (661) 255-6600

LITTLE ROCK, CA

Home: Bus:

Customer #

SMOG STATION

Cell Email home

Service Advisor: **3827 MORGAN BUTEY** # ARD 192643 EPA # **QC** Quality Care

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
Green	21	FORD BRONCO			32754	32754			
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
31DEC22 D			17:00 19OCT23		0.00	CASH	30OCT23	15:53 19OCT23	10:13 30OCT23

OPTIONS: SOLD-STK:MLB05304 DLR:30956 ENG:2.3 LITER TIVCT TRN:A

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32754 PERFORMED 23C16 INSTALLED LATCH PLATES

 G** REPLACE REAR VIEW CAMERA
 23S48 REPLACE REAR VIEW CAMERA
 4665 WF 0.00
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G: (N/C) 0.00
 32754 ADVANCED NOTICE

 ESTIMATE: 0.00 19OCT23 15:53 SA: 3827

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PARTS DEPARTMENT HOURS: 7:00 AM - 6:00 PM MON - FRI 8:00 AM - 5:00 PM SATURDAYS CLOSED SUNDAYS	AUTHORIZED ADD'L REPAIRS \$	DRIVER'S LIC. NO. DLID.	PHONED		PARTS AMOUNT	0.00
ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.	AUTHORIZED ADD'L REPAIRS \$	DATE	TIME		GAS, OIL, LUBE	0.00
ALL REMANUFACTURED PARTS WILL HAVE A CORE VALUE.	TOTAL \$	SIGNATURE X	DATE		SUBLET AMOUNT	0.00
	CUSTOMER ACKNOWLEDGES A RECEIPT OF A COPY HEREOF: X			THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.	MISC. CHARGES	0.00
	SERVICE INSTALLED PARTS ACCRUED MILEAGE		ORIGINAL R.O. No.		TOTAL CHARGES	0.00
	PROGRAM CODE(S)	APPROVAL CODES	COMMITMENT CODE		LESS INSURANCE	0.00
	1	2	3		SALES TAX	0.00
					PLEASE PAY THIS AMOUNT	0.00

DESCRIPTION

TOTALS

Customer Copy

Notice to Consumer: Please read important information on back.

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LEMON LAW GROUP PARTNERS PLC

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Chandler, AZ 85286

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September 20, 2023

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

Re: [REDACTED]
Vehicle: 2021 Ford Bronco
VIN: [REDACTED]

Dear Sir/Madam:

Please be advised that this law firm represents the legal interests of [REDACTED] relating to the purchase of the above-mentioned vehicle. Let this letter serve as notification that you immediately cease and desist all communications with our client. **The only exception is the dealership may communicate with our client in reference to current and future repairs. The dealer must also provide all necessary documentation for our client including but not limited to repair orders, sales documents and current registration.** Moreover, if you make any attempts to settle with our client without including all statutory relief, including all damages attorney fees and costs the consumer is entitled to, we may file suit against you. This letter hereby notifies you of our attorney's lien with respect to our client.

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

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

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

Respectfully submitted,

LEMON LAW GROUP PARTNERS PLC
By: s/n Trinette Kent and Garrett Kent
Attorneys for Plaintiff

CC: CarMax Scottsdale, 15350 N Hayden Rd, Scottsdale, AZ 85260

This investigation document contains the first fifty pages. You may request the full version through NHTSA.ODI.CED@dot.gov. Requests are answered as resources allow and in the order they are received.