

From:

LAW OFFICES OF
DAVID J. FARRELL
25909 PALA STE 310
MISSION VIEJO CA 92691-2778

To:

FORD MOTOR COMPANY
WORLD HEADQUARTERS
CONSUMER LITIGATION
1 AMERICAN RD STE 400
DEARBORN MI 48126

LAW OFFICES OF
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FORD MOTOR COMPANY
RECEIVED
CLAIMS UNIT

JUL 23 2020

OFFICE OF THE,
GENERAL COUNSEL

DAVID J. FARRELL
djf@davidjfarrell.com

July 17, 2020

Ford Motor Company
World Headquarters
Consumer Litigation
1 American Rd Ste 400
Dearborn MI 48126

Re: Our Client : Nicolas Colmenero
Vehicle : 2018 Ford EcoSport
VIN : MAJ3P1TE6JC178992

To Whom It May Concern:

Please be advised that Nicolas Colmenero has retained this office to represent him concerning the above-referenced vehicle. Please direct all communication concerning this matter through this office. The following is a demand that Ford Motor Company (Ford) provide Mr. Colmenero restitution/remedies pursuant to the Song-Beverly Consumer Warranty Act (**Lemon Law.**)

1. FACTS

On, or about, March 31, 2019, Mr. Colmenero purchased the vehicle brand new from Ford of West Covina in West Covina, California. The vehicle came with an express warranty from Ford.

The vehicle has been delivered to an authorized Ford service and repair facility on approximately two separate occasions for warranty repairs upon the following nonconformity including, but not limited to - defective engine; etc. Please be advised that since April 20, 2020, the vehicle has been out of service as a result of attempted warranty repairs approximately 43 days. Approximately 42 of these 43 out of service days were consecutive.

The nonconformity is covered by the Ford warranty.

2. LIABILITY & REMEDIES

The **Lemon Law** requires the warrantor of new motor vehicle to provide restitution to the buyer when the warrantor is unable to conform the vehicle to the warranty after a reasonable number of repair attempts.

Here, the vehicle was delivered to an authorized Ford service and repair facility on approximately two separate occasions for warranty repairs upon the vehicle's defective engine. Since April 20, 2020, the vehicle has been out of service as a result of attempted warranty repairs approximately 43 days. Approximately 42 of these 43 out of service days were consecutive. Ford has been unable to conform the vehicle to the warranty after a reasonable number of repair attempts.

The **Lemon Law** applies to nonconformities that substantially impair the vehicle's use, value or safety to the buyer. Here, the vehicle is not safe or reliable due to its defective engine and the excessive number of days the vehicle has been out of service as a result of attempted warranty repairs.

Ford has breached the express warranty related to the vehicle. As such, Mr. Colmenero is entitled to restitution, incidental damages, consequential damages and the payment of reasonable attorney's fees.

The **Lemon Law** requires that a vehicle be made to conform to the warranty within 30 days of presentation for warranty repairs. Here, the vehicle was out of service as a result of attempted warranty repairs approximately 42 consecutive days. Ford has violated this **Lemon Law** provision.

Please be advised this letter also acts to place Ford on notice that it has breached the implied warranty of merchantability related to the vehicle. This is so because the vehicle is not fit for its ordinary purpose and will not pass without objection in the trade under the contract description due to the vehicle's defective engine. As a result of this breach, Mr. Colmenero is entitled to the price paid for the vehicle, incidental damages, consequential damages and the

Ford Motor Company
July 17, 2020
Page 3

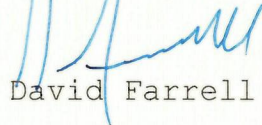
payment of reasonable attorney's fees.

This vehicle is clearly a **LEMON** and qualifies for restitution/the price paid for the vehicle pursuant to the **Lemon Law**. Therefore, Mr. Colmenero demands that Ford provide him restitution/the price paid for the vehicle, incidental damages, consequential damages and pay reasonable attorney's fees as provided by the **Lemon Law**. Should Ford refuse to provide Mr. Colmenero restitution for the express warranty breach, Ford may be required to pay him a civil penalty not to exceed two times the amount of his actual damages for this willful refusal.

Please note that if this matter is not resolved within 30 days of this letter's date, I will recommend that Mr. Colmenero file a lawsuit against Ford alleging, among other things, breaches of express and implied warranties in violation of the **Lemon Law**.

Enclosed herein are copies of the following documents - sale contract; repair orders/invoices; etc. I look forward to your prompt attention to this matter.

Sincerely,



David Farrell

DF/km
Enclosures

cc: Nicolas Colmenero

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

Dealer Number 1025980 Contract Number _____ R.O.S. Number N/A Stock Number 130452
 DEAL# 24288

Buyer Name and Address (Including County and Zip Code) ANDRES COLMENERO 222 S 3RD AVE LA PUENTE CA 91746 LOS ANGELES COUNTY	Co-Buyer Name and Address (Including County and Zip Code) NICOLAS COLMENERO 222 S 3RD AVE LA PUENTE CA 91746-2577 LOS ANGELES COUNTY	Seller-Creditor (Name and Address) FORD OF WEST COVINA 2000 E. GARNEY AVE S. WEST COVINA, CA 91791
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You, the Buyer (and Co-Buyer, if any), may buy the vehicle below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay the Seller - Creditor (sometimes "we" or "us" in this contract) the Amount Financed and Finance Charge in U.S. funds according to the payment schedule below. We will figure your finance charge on a daily basis. The Truth-In-Lending Disclosures below are part of this contract.

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2018	FORD ECOSPORT	36	MAJ3P1TE6JC17899Z	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
<u>1.90</u> %	\$ <u>1981.11</u> (e)	\$ <u>35169.84</u> (e)	\$ <u>35169.84</u> (e)	\$ <u>0.00</u> is
(e) means an estimate				

YOUR PAYMENT SCHEDULE WILL BE:		
Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of	N/A	N/A
One Payment of	N/A	N/A
One Payment of	N/A	N/A
One Payment of	N/A	Monthly beginning
One Payment of	<u>488.47</u>	<u>05/15/2019</u>
One final payment	N/A	N/A
One final payment	<u>488.47</u>	<u>04/15/2025</u>

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.

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	\$ <u>24495.00</u> (A)
1. Cash Price Vehicle	\$ <u>24495.00</u>
2. Cash Price Accessories	\$ <u>N/A</u>
3. Other (Nontaxable)	\$ <u>N/A</u>
Describe <u>N/A</u>	\$ <u>N/A</u>
Describe <u>N/A</u>	\$ <u>N/A</u>
B. Document Processing Charge (not a governmental fee)	\$ <u>85.00</u> (B)
C. Emissions Testing Charge (not a governmental fee)	\$ <u>N/A</u> (C)
D. (Optional) Theft Deterrent Device(s)	
1. (paid to) <u>STERIS</u>	\$ <u>1295.00</u> (D1)
2. (paid to) <u>N/A</u>	\$ <u>N/A</u> (D2)
3. (paid to) <u>N/A</u>	\$ <u>N/A</u> (D3)
E. (Optional) Surface Protection Product(s)	
1. (paid to) <u>N/A</u>	\$ <u>N/A</u> (E1)

STATEMENT OF INSURANCE
 NOTICE: No person is required as a condition of financing the purchase of a motor vehicle to purchase or negotiate any insurance through a particular insurance company, agent or broker. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.

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

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 (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit.

Buyer X Andres Colmenero
 Co-Buyer X Nicolas Colmenero
 Seller X Ford of West Covina

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 1K 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 72 Mos. Debt Cancellation Agreement
 I want to buy a debt cancellation agreement.
 Buyer Signs X Andres Colmenero

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 1L.

11 Company <u>N/A</u>	Term <u>N/A</u> Mos. or <u>N/A</u> Miles
12 Company <u>N/A</u>	Term <u>N/A</u> Mos. or <u>N/A</u> Miles
13 Company <u>N/A</u>	Term <u>N/A</u> Mos. or <u>N/A</u> Miles
14 Company <u>N/A</u>	Term <u>N/A</u> Mos. or <u>N/A</u> Miles

2. (paid to) N/A \$ N/A (E2)
 F. EV Charging Station (paid to) N/A \$ N/A (F)
 G. Sales Tax (on taxable items in A through F) N/A \$ N/A (G)
 H. Electronic Vehicle Registration or Transfer Charge 2458.15 \$ 2458.15 (H)
 (not a governmental fee) (paid to) N/A \$ 0.00 (H)
 I. (Optional) Service Contract(s)
 1. (paid to) N/A \$ N/A (I1)
 2. (paid to) N/A \$ N/A (I2)
 3. (paid to) N/A \$ N/A (I3)
 4. (paid to) N/A \$ N/A (I4)
 5. (paid to) N/A \$ N/A (I5)
 J. Prior Credit or Lease Balance (e) paid by Seller to
 Vehicle 1 FORD MOTOR CREDIT Vehicle 2 N/A \$ 3538.60 (J)
 (see downpayment and trade-in calculation)
 K. (Optional) Debt Cancellation Agreement ALLY GAP \$ 395.00 (K)
 L. (Optional) Used Vehicle Contract Cancellation Option Agreement \$ N/A (L)
 M. Other (paid to) N/A \$ N/A (M)
 For N/A
 N. Other (paid to) N/A \$ N/A (N)
 For N/A
Total Cash Price (A through N) \$ 32796.73 (1)
2. Amounts Paid to Public Officials
 A. Vehicle License Fees ESTIMATE \$ 167.00 (A)
 B. Registration/Transfer/Titling Fees \$ 198.00 (B)
 C. California Tire Fees \$ 7.00 (C)
 D. Other CLCC AGREEMENT \$ 20.00 (D)
Total Official Fees (A through D) \$ 392.00 (2)
3. Amount Paid to Insurance Companies
 (Total premiums from Statement of Insurance) \$ N/A (3)
4. State Emissions Certification Fee or State Emissions Exemption Fee \$ N/A (4)
5. Subtotal (1 through 4) \$ 33188.73 (5)
6. Total Downpayment
 A. Total Agreed Value of Property Being Traded-In (see Trade-In Vehicle(s)): \$ 5000.00 (A)
 Vehicle 1 \$ 5000.00 Vehicle 2 \$ N/A
 B. Total Less Prior Credit or Lease Balance (e) \$ 10038.60 (B)
 Vehicle 1 \$ 10038.60 Vehicle 2 \$ N/A
 C. Total Net Trade-In (A-B) (indicate if negative number) \$ 5038.60 (C)
 Vehicle 1 \$ 5038.60 Vehicle 2 \$ N/A
 D. Deferred Downpayment Payable to Seller \$ N/A (D)
 E. Manufacturer's Rebate \$ 1500.00 (E)
 F. Other N/A \$ N/A (F)
 G. Cash, Cash Equivalent, Check, Credit Card, or Debit Card \$ N/A (G)
Total Downpayment (C through G) \$ 6.00 (6)
 (If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1J above)
7. Amount Financed (5 less 6) \$ 33182.73 (7)

Term N/A Mos. or N/A Miles
 IS Company N/A
 Term N/A Mos. or N/A Miles
 Buyer X N/A

Trade-In Vehicle(s)
1. Vehicle 1
 Year 2015 Make FORD
 Model FLEXIA Odometer 53003
 VIN 3FA0F6B70K4154638
 a. Agreed Value of Property \$ 5000.00
 b. Buyer/Co-Buyer Retained Trade Equity \$ 5000.00
 c. Agreed Value of Property Being Traded-In (a-b) \$ 0.00
 d. Prior Credit or Lease Balance \$ 10038.60
 e. Net Trade-In (c-d) (must be ≥ 0 for buyer/co-buyer to retain equity) \$ -5038.60
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) \$ 5000.00 *
 Total Prior Credit or Lease Balance (1d+2d) \$ 10038.60 *
 Total Net Trade-In (1e+2e) \$ 5038.60 *
 (*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 _____, Year _____
 SELLER'S INITIALS _____

Agreement to Arbitrate: By signing below, you agree that, pursuant to the Arbitration Provision on the reverse side of this contract, you or we may elect to resolve any dispute by neutral, binding arbitration and not by a court action. See the Arbitration Provision for additional information concerning the agreement to arbitrate.
 Buyer Signs X [Signature]
 Co-Buyer Signs X [Signature]

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 the back of this contract, any assignee of this contract will not be obligated to pay the Prior Credit or Lease Balance shown in Trade-In Vehicle(s) or any refund.

Buyer Signature X [Signature] Co-Buyer Signature X [Signature]

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: _____

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 both you and we must sign it. No oral changes are binding.

Buyer Signs X [Signature] Co-Buyer Signs X [Signature]

SELLER'S RIGHT TO CANCEL If Buyer and Co-Buyer sign here, the provisions of the Seller's Right to Cancel section on the back giving the Seller the right to cancel if Seller is unable to assign this contract to a financial institution will apply.

Buyer X [Signature] Co-Buyer X [Signature]

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.

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 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 BUYER SHALL SIGN TO ACKNOWLEDGE THAT HE/SHE UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

X [Signature] X [Signature]

No additional terms to be entered in this box.

Buyer 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 unilateral change.

Buyer Signature X [Signature] Co-Buyer Signature X [Signature]

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.

HERE 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. See 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 BOTH SIDES OF THIS CONTRACT, INCLUDING THE ARBITRATION PROVISION ON THE REVERSE SIDE, BEFORE SIGNING BELOW. YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED-IN COPY WHEN YOU SIGNED IT.

Buyer Signature X [Signature] Date 03/31/19 Co-Buyer Signature X [Signature] Date 03/31/19

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 _____ Address _____

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.

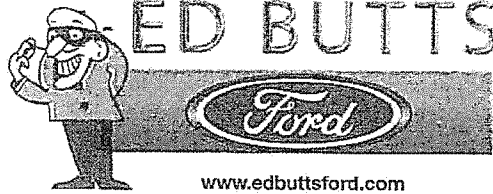
Guarantor X _____ Date 03/31/19 Guarantor X _____ Date 03/31/19
Address _____ Address _____

Seller Signs _____ Date _____ By X _____ Title _____

AW FORM NO. 553-CA-ARB (REV. 7/16)
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SERVICE HOURS
 MONDAY THRU FRIDAY
 7:00 AM TO 6:00 PM
 SATURDAY
 7:00 AM TO 5:00 PM



B.A.R. # AA 003434
 EPA # CAD056458532
 P & A CODE 05546

www.edbuttsford.com
 1515 N. HACIENDA BLVD.
 LA PUENTE, CALIFORNIA 91744
 PHONE (626) 918-3673 • (800) 960-3673

service@edbuttsford.com

95701 CC86152 Q (04/13)

THE UNDERSIGNED HAS BEEN ADVISED AND MADE AWARE OF THE FOLLOWING RECOMMENDED REPAIRS AND DID NOT WANT TO HAVE THE REPAIRS DONE AT THIS TIME.

ON BEHALF OF SERVICE DEALER I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICE DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.

SIGNATURE _____

DATE _____

(SIGNED) _____

DEALER, GENERAL MANAGER, OR AUTHORIZED PERSON _____

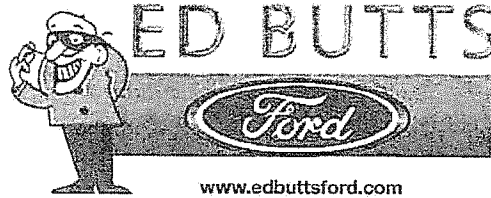
(DATE) _____

Adv: 213 JASON N GONZALES	Tag 6997	License 8JKW832	MAJ3P1TE6 JC178992	Page 1	Invoice C85000	
Invoice to			Driver/Owner Information			
COLMENERO, NICOLAS 222 S 3RD AVE LA PUENTE, CA 91746 Cell: (626) 404-9251			COLMENERO, NICOLAS 222 S 3RD AVE LA PUENTE, CA 91746 Cell: (626) 404-9251			
For Office Use			Vehicle Information			
Odometer in: 8352	Out: 8353	Dist: DEF CUS C	Final	18 FORD ECOSPORT SE FWD 4DR SUV BLACK		
Begin: 07/06/19	Done: 07/06/19	Invoiced: 07/06/19 10:22 VG	Inservice: 03/31/19	Production: 12/06/17		
Customer Concern						
Concern 24	CUSTOMER STATES SERVICE SPECIAL LUBE, OIL AND FILTER CHANGE			Operation	Tech	Amount
Correction	LUBE, OIL & FILTER CHANGE, INSPECT AND TOP OFF ALL FLUIDS			FORD8	400	15.60
Parts	Part Number	PO#	Note	Description	Qty	Sell
	FMC KIT910			FILTER KIT	1	**0.00
	FMC FL 910S			KIT - ELEMENT & GASK	1 S	6.00
	020 XO5W20QSP		GOG	OIL-ENGINE RETAIL	5 S	3.25
	Tech 400 TECHNICIAN, DUM					
Type: C	Line Flags: HAZ			Subtotal		
				PARTS		6.00
				GAS-OIL-GREASE		16.25
				HAZARDOUS WASTE CHG		1.00
				LAB-MECHANICAL		15.60
				TOTAL CHARGE FOR CONCERN		38.85
Concern 25	CUSTOMER STATES MULTI POINT VISUAL BRAKE INSPECTION			Operation	Tech	Amount
Correction	GREEN OVER 5MM OR 7/32" DISC OVER 2MM OR 3/32" DRUM			GBK	423	0.00
	Tech 423 CERVANTES, LUIS			Subtotal		
Type: C				TOTAL CHARGE FOR CONCERN		0.00
Concern 26	CUSTOMER STATES EXPRESS LUBE MULTI-POINT INSPECTION			Operation	Tech	Amount
Correction	COMPLETED MULTI-POINT INSPECTION			99PX	423	0.00
	Tech 423 CERVANTES, LUIS			Subtotal		
Type: C				TOTAL CHARGE FOR CONCERN		0.00
Concern 27	CUSTOMER STATES PERFORM MULTI-POINT INSPECTION			Operation	Tech	Amount
Correction	COMPLETED MULTI-POINT INSPECTION			99P	423	0.00

OUR LABOR IS WARRANTED FOR 12 MONTHS OR 12,000 MILES WHICHEVER - OCCURS FIRST.
 MAINTENANCE SERVICES LABOR IS WARRANTED FOR 30 DAYS OR 1,000 MILES.
 WARRANTY VALID IF RETURNED TO US AT THE CUSTOMER'S EXPENSE, FOR ADJUSTMENT.

X

SERVICE HOURS
 MONDAY THRU FRIDAY
 7:00 AM TO 6:00 PM
 SATURDAY
 7:00 AM TO 5:00 PM



B.A.R. # AA 003434
 EPA # CAD056458532
 P & A CODE 05546

www.edbuttsford.com
 1515 N. HACIENDA BLVD.
 LA PUENTE, CALIFORNIA 91744
 PHONE (626) 918-3673 • (800) 960-3673

service@edbuttsford.com

95701 CC086152 Q (04/13)

THE UNDERSIGNED HAS BEEN ADVISED AND MADE AWARE OF THE FOLLOWING RECOMMENDED REPAIRS AND DID NOT WANT TO HAVE THE REPAIRS DONE AT THIS TIME

ON BEHALF OF SERVICING DEALER(I) HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.

SIGNATURE _____ DATE _____

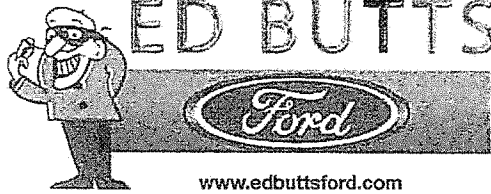
(SIGNED) _____ DEALER, GENERAL MANAGER, OR AUTHORIZED PERSON (DATE) _____

Adv: 213 JASON N GONZALES	Tag 6997	License 8JKW832	MAJ3P1TE6 JC178992	Page 2 (Last)	Invoice C85000
Invoice to: COLMENERO, NICOLAS			Driver/Owner: COLMENERO, NICOLAS		
Invoiced: 07/06/19 10:22:39 VG			18 FORD ECOSPORT SE FWD 4DR SUV BLACK		
27-1	GREEN TIRE 7/32" OR GREATER		GTIRE	423	0.00
	Tech 423 CERVANTES, LUIS		Subtotal		
Type: C			TOTAL CHARGE FOR CONCERN 0.00		
summary of charges for invoice C85000			Payment Distribution for Invoice C85000		
PARTS	6.00	TOTAL CHARGE	41.08		
GAS-OIL-GREASE	16.25	CASH DUE	41.08		
HAZARDOUS WASTE CHG	1.00				
LAB-MECHANICAL	15.60				
SUB-TOTAL	38.85				
SALES TAX	2.23				
TOTAL CHARGE	41.08				
<p>I HEREBY ACKNOWLEDGE THAT THE ESTIMATE STATED ON THIS REPAIR ORDER WAS APPROVED PRIOR TO THE WORK BEING DONE. I ALSO ACKNOWLEDGE THAT I WAS CONTACTED AND APPROVED ANY REVISED ESTIMATE SHOWN ON THIS INVOICE.</p> <p>Estimate 45.00</p> <p>If you have any questions - please see JASON N GONZALES P&A CODE 05546 BAR #AA003434 EPA #CAD 056458532</p>					

OUR LABOR IS WARRANTED FOR 12 MONTHS OR 12,000 MILES WHICHEVER - OCCURS FIRST.
 MAINTENANCE SERVICES LABOR IS WARRANTED FOR 30 DAYS OR 1,000 MILES.
 WARRANTY VALID IF RETURNED TO US AT THE CUSTOMER'S EXPENSE, FOR ADJUSTMENT



SERVICE HOURS
 MONDAY THRU FRIDAY
 7:00 AM TO 6:00 PM
 SATURDAY
 7:00 AM TO 5:00 PM



B.A.R. # AA 003434
 EPA # CAD056456532
 P & A CODE 05546

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 1515 N. HACIENDA BLVD.
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service@edbuttsford.com

95701 CC066162 Q (04/13)

THE UNDERSIGNED HAS BEEN ADVISED AND MADE AWARE OF THE FOLLOWING RECOMMENDED REPAIRS AND DID NOT WANT TO HAVE THE REPAIRS DONE AT THIS TIME.

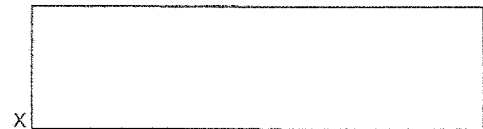
ON BEHALF OF SERVICE'S DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICEING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.

SIGNATURE _____ DATE _____

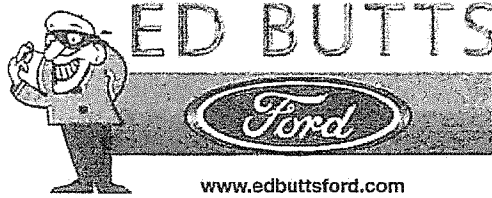
(SIGNED) _____ DEALER, GENERAL MANAGER, OR AUTHORIZED PERSON (DATE) _____

Adv: 213 JASON N GONZALES	Tag 4609	License 8JKW832	MAJ3P1TE6 JC178992	Page 1	Invoice C87573	
Invoice to			Driver/Owner Information			
COLMENERO, NICOLAS 222 S 3RD AVE LA PUENTE, CA 91746 Cell: (626) 404-9251 work: (626) 404-9251			COLMENERO, NICOLAS 222 S 3RD AVE LA PUENTE, CA 91746 Cell: (626) 404-9251 work: (626) 404-9251			
For Office Use			Vehicle Information			
Odometer in: 14872 out: 14873		Dist: DEF CUS C Final		18 FORD ECOSPORT SE FWD 4DR SUV BLACK		
Begin: 10/07/19	Done: 10/07/19	Invoiced: 10/07/19 16:03 JJ	Inservice: 03/31/19	Production: 12/06/17		
Customer Concern						
Concern 24	CUSTOMER STATES SERVICE SPECIAL LUBE, OIL AND FILTER CHANGE			Operation	Tech	Amount
Correction	LUBE, OIL & FILTER CHANGE, INSPECT AND TOP OFF ALL FLUIDS			FORD8	400	15.60
Parts	Part Number	PO#	Note	Description	Qty	Sell
	FMC KIT910			FILTER KIT	1	**0.00
	FMC FL 910S			KIT - ELEMENT & GASK	1 S	6.00
	020 XO5W20QSP		GOG	OIL-ENGINE RETAIL	5 S	3.25
	Tech 400	TECHNICIAN, DUM				
	Line Flags: HAZ			Subtotal		
Type: C				PARTS		6.00
				GAS-OIL-GREASE		16.25
				HAZARDOUS WASTE CHG		1.00
				LAB-MECHANICAL		15.60
				TOTAL CHARGE FOR CONCERN		38.85
Concern 25	CUSTOMER STATES MULTI POINT VISUAL BRAKE INSPECTION			Operation	Tech	Amount
Correction	GREEN OVER 5MM OR 7/32" DISC OVER 2MM OR 3/32" DRUM			GBK	236	0.00
	Tech 236 ALSHAMRI, LAWRE			Subtotal		
Type: C				TOTAL CHARGE FOR CONCERN		0.00
Concern 26	CUSTOMER STATES EXPRESS LUBE MULTI-POINT INSPECTION			Operation	Tech	Amount
Correction	COMPLETED MULTI-POINT INSPECTION			99PX	236	0.00
	Tech 236 ALSHAMRI, LAWRE			Subtotal		
Type: C				TOTAL CHARGE FOR CONCERN		0.00
Concern 27	CUSTOMER STATES PERFORM MULTI-POINT INSPECTION			Operation	Tech	Amount
Correction	COMPLETED MULTI-POINT INSPECTION			99P	236	0.00

OUR LABOR IS WARRANTED FOR 12 MONTHS OR 12,000 MILES WHICHEVER - OCCURS FIRST.
 MAINTENANCE SERVICES LABOR IS WARRANTED FOR 30 DAYS OR 1,000 MILES.
 WARRANTY VALID IF RETURNED TO US AT THE CUSTOMER'S EXPENSE, FOR ADJUSTMENT.



SERVICE HOURS
 MONDAY THRU FRIDAY
 7:00 AM TO 6:00 PM
 SATURDAY
 7:00 AM TO 5:00 PM



B.A.R. # AA 003434
 EPA # CAD056458532
 P & A CODE 05546

1515 N. HACIENDA BLVD.
 LA PUENTE, CALIFORNIA 91744
 PHONE (626) 918-3673 • (800) 960-3673

service@edbuttsford.com

95701 CC686152 Q (04/13)

THE UNDERSIGNED HAS BEEN ADVISED AND MADE AWARE OF THE FOLLOWING RECOMMENDED REPAIRS AND DID NOT WANT TO HAVE THE REPAIRS DONE AT THIS TIME.

ON BEHALF OF SERVICING DEALER I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN, SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.

 SIGNATURE DATE

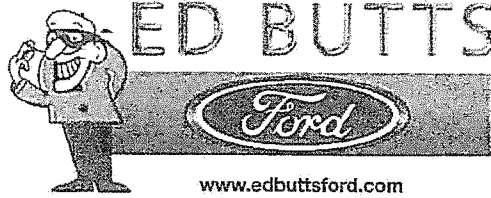
 (SIGNED) DEALER, GENERAL MANAGER, OR AUTHORIZED PERSON (DATE)

Adv: 213 JASON N GONZALES	Tag 4609	License 8JKW832	MAJ3P1TE6 JCL78992	Page 2 (Last)	Invoice C87573
Invoice to: COLMENERO, NICOLAS			Driver/Owner: COLMENERO, NICOLAS		
Invoiced: 10/07/19 16:03:36 JI			18 FORD ECOSPORT SE FWD 4DR SUV BLACK		
27-1	GREEN BATTERY TEST OK @ THIS TIME	GBATT	236	0.00	
27-2	GREEN TIRE 7/32" OR GREATER Tech 236 ALSHAMRI, LAWRE	GTIRE	236	0.00	
Type: c		Subtotal			
TOTAL CHARGE FOR CONCERN				0.00	
Summary of charges for Invoice C87573			Payment Distribution for Invoice C87573		
PARTS	6.00	TOTAL CHARGE	41.08		
GAS-OIL-GREASE	16.25	CASH DUE	41.08		
HAZARDOUS WASTE CHG	1.00				
LAB-MECHANICAL	15.60				
SUB-TOTAL	38.85				
SALES TAX	2.23				
TOTAL CHARGE	41.08				
I HEREBY ACKNOWLEDGE THAT THE ESTIMATE STATED ON THIS REPAIR ORDER WAS APPROVED PRIOR TO THE WORK BEING DONE. I ALSO ACKNOWLEDGE THAT I WAS CONTACTED AND APPROVED ANY REVISED ESTIMATE SHOWN ON THIS INVOICE. Estimate 45.00 If you have any questions - please see JASON N GONZALES P&A CODE 05546 BAR #AA003434 EPA #CAD 056458532					

OUR LABOR IS WARRANTED FOR 12 MONTHS OR 12,000 MILES WHICHEVER - OCCURS FIRST
 MAINTENANCE SERVICES LABOR IS WARRANTED FOR 30 DAYS OR 1,000 MILES.
 WARRANTY VALID IF RETURNED TO US AT THE CUSTOMER'S EXPENSE, FOR ADJUSTMENT.

X

SERVICE HOURS
 MONDAY THRU FRIDAY
 7:00 AM TO 6:00 PM
 SATURDAY
 7:00 AM TO 5:00 PM



B.A.R. # AA 003434
 EPA # CAD056458532
 P & A CODE 05546

1515 N. HACIENDA BLVD.
 LA PUENTE, CALIFORNIA 91744
 PHONE (626) 918-3673 • (800) 960-3673

service@edbuttsford.com

95701 CCR86152 Q (04/13)

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ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR 11 YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.

SIGNATURE _____

DATE _____

(SIGNED) _____

DEALER, GENERAL MANAGER, OR AUTHORIZED PERSON _____

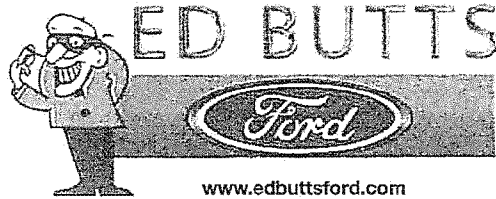
(DATE) _____

Adv: 150 MICHELLE SANCHEZ	Tag 2515	License 8JKW832	MAJ3PITE6 JC178992	Page 1	Invoice C89427	
Invoice to			Driver/Owner Information			
COLMENERO, NICOLAS 222 S 3RD AVE LA PUENTE, CA 91746 Cell: (626) 404-9251 Work: (626) 404-9251			COLMENERO, NICOLAS 222 S 3RD AVE LA PUENTE, CA 91746 Cell: (626) 404-9251 work: (626) 404-9251			
For Office Use			Vehicle Information			
Odometer in: 20637	out: 20637	Dist: DEF CUS C	Final	18 FORD ECOSPORT SE FWD 4DR SUV BLACK		
Begin: 12/27/19	Done: 12/27/19	Invoiced: 12/27/19 13:17 VG	Inservice: 03/31/19	Production: 12/06/17		
Customer Concern						
Concern 24	CUSTOMER STATES THE WORKS SERVICE SPECIAL LOF & TIRE ROTATION			Operation	Tech	Amount
Correction	PERFORMED THE WORKS OIL AND FILTER CHANGE, TIRE ROTATION			WRKS	400	* 23.70
Comment	INSPECT AND TOP OFF ALL FLUIDS					
Parts	Part Number	PO#	Note	Description	Qty	Sell
	FMC KIT910			FILTER KIT	1	**0.00 **0.00
	FMC FL 910S			KIT - ELEMENT & GASK	1 S	6.00 6.00
	020 xo5w20QSP		GOG	OIL-ENGINE RETAIL	5 S	3.25 16.25
	Tech 400	TECHNICIAN, DUM				
	Line Flags: HAZ			Subtotal		
Type: C				PARTS		6.00
				GAS-OIL-GREASE		16.25
				HAZARDOUS WASTE CHG		1.00
				LAB-MECHANICAL		23.70
				WORKS		6.00-
				TOTAL CHARGE FOR CONCERN		40.95
Concern 25	CUSTOMER STATES EXPRESS LUBE MULTI-POINT INSPECTION			Operation	Tech	Amount
Correction	COMPLETED MULTI-POINT INSPECTION			99PX	400	0.00
25-1	GREEN BATTERY TEST OK @ THIS TIME			GBATT	400	0.00
25-2	GREEN OVER 5MM OR 7/32" DISC OVER 2MM OR 3/32" DRUM			GBK	400	0.00
25-3	YELLOW 4/32 TO 6/32 FT IN GREEN REAR IN YELLOW...			YTIRE	400	0.00
	Tech 400 TECHNICIAN, DUM			Subtotal		
Type: C				TOTAL CHARGE FOR CONCERN		0.00
Concern 26	CUSTOMER STATES PERFORM MULTI-POINT INSPECTION			Operation	Tech	Amount
Correction	PERFORM MULTI-POINT INSPECTION			99P	400	0.00

OUR LABOR IS WARRANTED FOR 12 MONTHS OR 12,000 MILES WHICHEVER - OCCURS FIRST
 MAINTENANCE SERVICES LABOR IS WARRANTED FOR 30 DAYS OR 1,000 MILES.
 WARRANTY VALID IF RETURNED TO US AT THE CUSTOMER'S EXPENSE, FOR ADJUSTMENT.

X

SERVICE HOURS
 MONDAY THRU FRIDAY
 7:00 AM TO 6:00 PM
 SATURDAY
 7:00 AM TO 5:00 PM



B.A.R. # AA 003434
 EPA # CAD056458532
 P & A CODE 05546

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 1515 N. HACIENDA BLVD.
 LA PUENTE, CALIFORNIA 91744
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95701 CC686152 0 (04/13)

THE UNDERSIGNED HAS BEEN ADVISED AND MADE AWARE OF THE FOLLOWING RECOMMENDED REPAIRS AND DID NOT WANT TO HAVE THE REPAIRS DONE AT THIS TIME.

ON BEHALF OF SERVING DEALER HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE, UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CORRECTED IN ANY WAY WITH ANY ACCIDENT NEGLIGENCE OR ABUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR 1 YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD

 SIGNATURE DATE

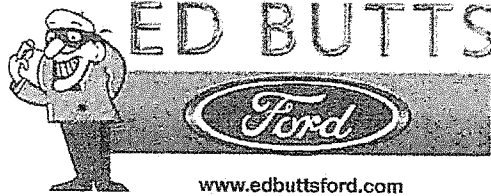
 (SIGNED) DEALER, GENERAL MANAGER, OR AUTHORIZED PERSON (DATE)

Adv: 150 MICHELLE SANCHEZ	Tag 2515	License 8JKW832	MAJ3P1TE6 JC178992	Page 2 (Last)	Invoice C89427
Invoice to: COLMENERO, NICOLAS			Driver/Owner: COLMENERO, NICOLAS		
Invoiced: 12/27/19 13:17:03 VG			18 FORD ECOSPORT SE FWD 4DR SUV BLACK		
Type: c	Tech 400 TECHNICIAN, DUM		Subtotal		TOTAL CHARGE FOR CONCERN 0.00
Summary of charges for Invoice C89427			Payment Distribution for Invoice C89427		
PARTS	6.00	TOTAL CHARGE	43.18		
GAS-OIL-GREASE	16.25	CASH DUE	43.18		
HAZARDOUS WASTE CHG	1.00				
LAB-MECHANICAL	23.70				
LAB DISCOUNT	6.00-				
SUB-TOTAL	40.95				
SALES TAX	2.23				
TOTAL CHARGE	43.18				
I HEREBY ACKNOWLEDGE THAT THE ESTIMATE STATED ON THIS REPAIR ORDER WAS APPROVED PRIOR TO THE WORK BEING DONE. I ALSO ACKNOWLEDGE THAT I WAS CONTACTED AND APPROVED ANY REVISED ESTIMATE SHOWN ON THIS INVOICE.					
Estimate 48.00					
If you have any questions - please see MICHELLE SANCHEZ					
P&A CODE 05546 BAR #AA003434					
EPA #CAD 056458532					

OUR LABOR IS WARRANTED FOR 12 MONTHS OR 12,000 MILES WHICHEVER - OCCURS FIRST
 MAINTENANCE SERVICES LABOR IS WARRANTED FOR 30 DAYS OR 1,000 MILES.
 WARRANTY VALID IF RETURNED TO US AT THE CUSTOMER'S EXPENSE, FOR ADJUSTMENT.



SERVICE HOURS
 MONDAY THRU FRIDAY
 7:00 AM TO 6:00 PM
 SATURDAY
 7:00 AM TO 5:00 PM



B.A.R. # AA 003434
 EPA # CAD056458532
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1515 N. HACIENDA BLVD.
 LA PUENTE, CALIFORNIA 91744
 PHONE (626) 918-3673 • (800) 960-3673

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95701 CO66152 Q (04/13)

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ON BEHALF OF SERVICING DEALER, HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.

SIGNATURE _____ DATE _____

(SIGNED) _____ DEALER, GENERAL MANAGER, OR AUTHORIZED PERSON (DATE) _____

Adv: 150 MICHELLE SANCHEZ Tag 7154 License 8JKW832 MAJ3PITE6 JC178992 Page 1 Invoice C91568

Invoice to		Driver/Owner Information	
COLMENERO, NICOLAS 222 S 3RD AVE LA PUENTE, CA 91746 Cell: (626) 404-9251 Work: (626) 404-9251		COLMENERO, NICOLAS 222 S 3RD AVE LA PUENTE, CA 91746 Cell: (626) 404-9251 Work: (626) 404-9251	
For Office Use		Vehicle Information	
Odometer in: 26420	out: 26422	Dist: DEF CUS C	Quote
18 FORD ECOSPORT SE FWD 4DR SUV BLACK			
Begin: 03/24/20	Done: 03/24/20	Invoiced: 06/08/20 15:56 VG	Inservice: 03/31/19
		Production: 12/06/17	

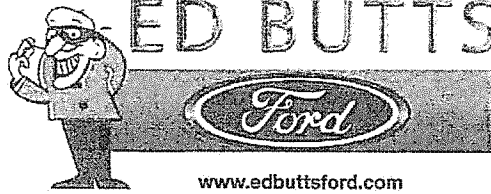
Quote after Final Bill ***Customer Waiting*** Reprinted 1 times

Concern	Correction	Part Number	PO#	Note	Description	Operation	Tech	Amount
24	CUSTOMER STATES SERVICE SPECIAL LUBE, OIL AND FILTER CHANGE					FORD8	400	15.60
	LUBE, OIL & FILTER CHANGE, INSPECT AND TOP OFF ALL FLUIDS						*	**
		FMC KIT910			FILTER KIT	Qty	Sell	**
		FMC FL 9105			KIT - ELEMENT & GASK	1 S	6.00	6.00
		020 XO5W20QSP		GOG	OIL-ENGINE RETAIL	5 S	3.25	16.25
	Tech 400 TECHNICIAN, DUM							
Type: C	Line Flags: HAZ					Subtotal		6.00
						PARTS		6.00
						GAS-OIL-GREASE		16.25
						HAZARDOUS WASTE CHG		1.00
						LAB-MECHANICAL		15.60
						TOTAL CHARGE FOR CONCERN		38.85
25	CUSTOMER STATES EXPRESS LUBE MULTI-POINT INSPECTION					99PX	400	0.00
	COMPLETED MULTI-POINT INSPECTION					GBATT	400	0.00
25-1	GREEN BATTERY TEST OK @ THIS TIME					GTIRE	400	0.00
25-2	GREEN TIRE 7/32" OR GREATER					GBK	400	0.00
25-3	GREEN OVER 5MM OR 7/32" DISC OVER 2MM OR 3/32" DRUM							
	Tech 400 TECHNICIAN, DUM							
Type: C						Subtotal		0.00
						TOTAL CHARGE FOR CONCERN		0.00

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SIGNATURE _____

DATE _____

(SIGNED) _____

DEALER, GENERAL MANAGER, OR AUTHORIZED PERSON _____

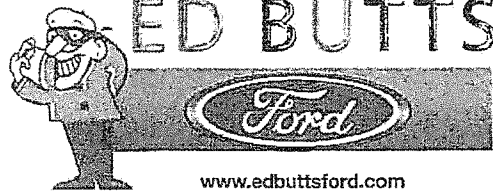
(DATE) _____

Adv: 150 MICHELLE SANCHEZ	Tag 7154	License 8JKW832	MAJ3P1TE6 JC178992	Page 2 (Last)	Invoice C91568
Invoice to: COLMENERO, NICOLAS			Driver/Owner: COLMENERO, NICOLAS		
Invoiced: 06/08/20 15:56:08 VG			18 FORD ECOSPORT SE FWD 4DR SUV BLACK		
Summary of Charges for Invoice C91568			Payment Distribution for Invoice C91568		
PARTS	6.00	TOTAL CHARGE	41.08		
GAS-OIL-GREASE	16.25	CASH DUE	41.08		
HAZARDOUS WASTE CHG	1.00				
LAB-MECHANICAL	15.60				
SUB-TOTAL	38.85				
SALES TAX	2.23				
TOTAL CHARGE	41.08				
Customer waiting					
<p>I HEREBY ACKNOWLEDGE THAT THE ESTIMATE STATED ON THIS REPAIR ORDER WAS APPROVED PRIOR TO THE WORK BEING DONE. I ALSO ACKNOWLEDGE THAT I WAS CONTACTED AND APPROVED ANY REVISED ESTIMATE SHOWN ON THIS INVOICE.</p> <p>Estimate 45.00</p> <p>If you have any questions - please see MICHELLE SANCHEZ P&A CODE 05546 BAR #AA003434 EPA #CAD 056458532</p>					

OUR LABOR IS WARRANTED FOR 12 MONTHS OR 12,000 MILES WHICHEVER - OCCURS FIRST
 MAINTENANCE SERVICES LABOR IS WARRANTED FOR 90 DAYS OR 1,000 MILES.
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SERVICE HOURS
 MONDAY THRU FRIDAY
 7:00 AM TO 6:00 PM
 SATURDAY
 7:00 AM TO 5:00 PM



B.A.R. # AA 003434
 EPA # CAD056458532
 P & A CODE 05546

1515 N. HACIENDA BLVD.
 LA PUENTE, CALIFORNIA 91744
 PHONE (626) 918-3673 • (800) 960-3673

service@edbuttsford.com

95701 CC6861R2 Q (04/13)

THE UNDERSIGNED HAS BEEN ADVISED AND MADE AWARE OF THE FOLLOWING RECOMMENDED REPAIRS AND DID NOT WANT TO HAVE THE REPAIRS DONE AT THIS TIME.

ON BEHALF OF SERVICING DEALER, HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE. UNLESS OTHERWISE SHOWN, SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.

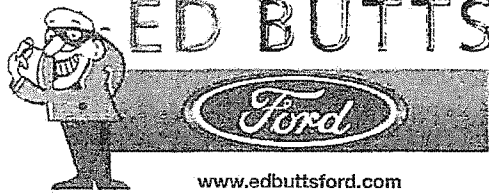
SIGNATURE _____ DATE _____ (SIGNED) DEALER, GENERAL MANAGER, OR AUTHORIZED PERSON (DATE)

Adv: 213 JASON N GONZALES	Tag 3932	License 8JKW832	MAJ3P1TE6 JCL178992	Page 1	Invoice W92008	
Invoice to			Driver/Owner Information			
COLMENERO, NICOLAS 222 S 3RD AVE LA PUENTE, CA 91746 Cell: (626) 404-9251 Work: (626) 404-9251			COLMENERO, NICOLAS 222 S 3RD AVE LA PUENTE, CA 91746 Cell: (626) 404-9251 Work: (626) 404-9251			
For Office Use			Vehicle Information			
Odometer in: 27112	Out: 27113	Dist: DEF WAR W	Prelim	18 FORD ECOSPORT SE FWD 4DR SUV BLACK		
Begin: 04/20/20	Done: 06/01/20	Invoiced: 06/01/20 12:42 JI	Inservice: 03/31/19	Production: 12/06/17		
Customer Concern						
Concern 51	CUSTOMER STATES LOW OIL PRESSURE WARNING CHECK AND ADVISE			Operation	Tech Units	Amount
Cause	51			51	425 0.0	0.00
Correction	SEE LINE 52 Tech 425 VELASQUEZ, VICT CONCERN CD : A99 Repair Type 11					
Type: w				Subtotal		
				TOTAL CHARGE FOR CONCERN		0.00
Concern 52	CUSTOMER STATES KNOCKING/TICKING NOISE FROM ENGINE AREA			Operation	Tech Units	Amount
Cause	CHECK AND ADVISE OIL PUMP TIMING BELT BROKEN AND BELT TEETH STRIPPED OIL PUMP SEIZED			6007E	425 0.7	80.61
Correction	VERIFIED CUSTOMER CONCERN KNOCKING TICKING NOISE COMING FROM ENGINE WITH LOW OIL PRESSURE MESSAGE ON PERF FDRS SELF TEST RETRIVED CODES P0012,P0014,P0299,P0340,P144A CONTACT HOTLINE 117228810 AS PER HOTLINE INSTRUCTION PERF INSPECTION REMOVE VALVE COVER AND OIL PAN FOUND OIL PUMP SEIZED AND OIL AND OIL PUMP TIMING BELT TENSIONER BROKEN AND BELT TEETH STRIPPED INSPECT MAIN BEARING & ROD BEARINGS AND CAM JOURNALS ALL SCORED FOUND TURBO CHARGER IMPELLER BEARINGS DAMAGED EXCESSIVE MOVEMENT UP & DOWN MOVEMENT FOUND METAL AND OIL IN CHARGE AIR COOLER PERF COST CAP RESULTS ARE TO REPLACE ENGINE PERF					
52 - 1	OIL PUMP TIMING BELT TENSIONER BROKEN AND BELT TEETH STRIPPED INSPECT MAIN BEARING & ROD BEARINGS AND CAM JOURNALS ALL SCORED FOUND TURBO CHARGER IMPELLER BEARINGS DAMAGED EXCESSIVE MOVEMENT UP & DOWN MOVEMENT FOUND METAL AND OIL IN CHARGE AIR COOLER PERF COST CAP RESULTS ARE TO REPLACE ENGINE PERF			MT6007E1	425 0.6	69.10
52 - 2	PRIOR APPROVAL OBTAIN PRIOR APPROVAL CODE THGE065077 REPLACE ENGINE MTIME TO TRANSFER PARTS MTIME TO REPLACE CHARGE AIR COOLER INCLUDING R & R BUMPER FACIA MTIME FOR ENGINE CONDITION INSPECTION REPLACED TURBOCHARGER AND INTAKE MANIFOLD RESET ENGINE MISFIRE LEARN ROAD TEST VEH AFTER REPAIRS OK			6007A	425 8.1	932.80
52 - 3	52			MT6007A34	425 4.1	472.16

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 MAINTENANCE SERVICES LABOR IS WARRANTED FOR 30 DAYS OR 1,000 MILES.
 WARRANTY VALID IF RETURNED TO US AT THE CUSTOMER'S EXPENSE. FOR ADJUSTMENT.

X

SERVICE HOURS
 MONDAY THRU FRIDAY
 7:00 AM TO 6:00 PM
 SATURDAY
 7:00 AM TO 5:00 PM



B.A.R. # AA 003434
 EPA # CAD056458532
 P & A CODE 05546

1515 N. HACIENDA BLVD.
 LA PUENTE, CALIFORNIA 91744
 PHONE (626) 918-3673 • (800) 960-3673

service@edbuttsford.com

95701 C0606152 Q (04/13)

THE UNDERSIGNED HAS BEEN ADVISED AND MADE AWARE OF THE FOLLOWING RECOMMENDED REPAIRS AND DID NOT WANT TO HAVE THE REPAIRS DONE AT THIS TIME.

ON BEHALF OF SERVICE DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR ABUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICEING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.

SIGNATURE

DATE

(SIGNED)

DEALER, GENERAL MANAGER, OR AUTHORIZED PERSON

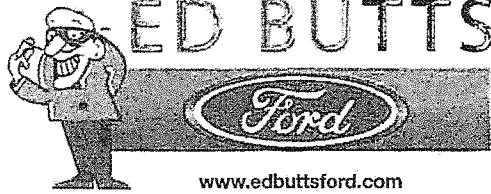
(DATE)

Adv: 213 JASON N GONZALES	Tag 3932	License 8JKW832	MAJ3P1TE6 JC178992	Page 2	Invoice W92008
Invoice to: COLMENERO, NICOLAS			Driver/Owner: COLMENERO, NICOLAS		
Invoiced: 06/01/20 12:42:23 JI			18 FORD ECOSPORT SE FWD 4DR SUV BLACK		
52-4	52			MT6775A	425 2.1 241.84
52-5	52			MT6007AXQ	425 0.2 23.03
Parts	Part Number	PO#	Note	Description	Qty List Sell
	FMC W715618 S437			NUT	4 0.54 0.39 1.56
	FMC BMSZ 2A572 A			GASKET - VACUUM PUMP	1 8.55 7.48 7.48
	FMC W715309 S300			STUD	4 4.19 3.05 12.20
	FMC W716271 S437			NUT	4 2.50 1.83 7.32
	FMC AA5Z 9E583 A			SEAL	1 1.77 1.55 1.55
	SPO CMSZ 9424 A			MANIFOLD ASY - INLET	1 88.93 77.91 77.91
	FMC G1FZ 6006 A		NSTK	*SERVICE ENGINE ASY	1 2829.36 2829.36 2829.36
	SPO F1FZ 9N454 G			HEAT SHIELD	1 16.15 14.15 14.15
	SPO CMSZ 6C683 A			FILTER ASY	1 10.29 6.76 6.76
	SPO W716271 S437			NUT	4 2.50 1.83 7.32
	SPO H1BZ 6K775 A			COOLER ASY - ENGINE	1 170.02 136.52 136.52
	SPO CMSZ 6K682 L			TURBOCHARGER ASY	1 578.35 464.41 464.41
	SPO CMSZ 6L092 A			TUBE ASY - DRAIN	1 52.38 45.89 45.89
	SPO CMSZ 9J323 A			TUBE ASY	1 9.13 8.00 8.00
	SPO CMSZ 9450 A			GASKET	1 17.23 15.10 15.10
	SPO W500414 S442			BOLT	2 5.00 3.65 7.30
	SPO W715309 S300			STUD	4 4.19 3.05 12.20
	SPO 4R8Z 6N652 A			GASKET	1 3.09 2.48 2.48
	FMC CMSZ 9229 A		NSTK	*KIT - "O" RING	1 175.16 140.66 140.66
	SPO F1FZ 6379 A			BOLT - HEX.HEAD	6 0.90 0.79 4.74
	FMC FL 9105			KIT - ELEMENT & GASK	1 6.82 5.48 5.48
	020 X05W20QSP		GOG	OIL-ENGINE RETAIL	5 4.19 4.19 20.95
	FMC SP 538 A		NSTK	*SPARK PLUG	3 16.75 13.45 40.35
	FMC CMSZ 6K679 B		NSTK	*PIPE - OIL FEED	1 26.49 21.27 21.27
	SPO GN1Z 5A215 A			CLAMP - EXHAUST	1 12.43 12.16 12.16
	Parts: Count	47.00	Allowance:	1229.78	
	Tech	425 VELASQUEZ, VICT			
			CONCERN CD : A99		
	FP- G1FZ6006A				
	Repair Type II				
				Subtotal	
				PARTS	3882.17
				GAS-OIL-GREASE	20.95

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 WARRANTY VALID IF RETURNED TO US AT THE CUSTOMER'S EXPENSE, FOR ADJUSTMENT.

X

SERVICE HOURS
 MONDAY THRU FRIDAY
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 SATURDAY
 7:00 AM TO 5:00 PM



B.A.R. # AA 003434
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 P & A CODE 05546

1515 N. HACIENDA BLVD.
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95701 CC680152 Q (04/13)

THE UNDERSIGNED HAS BEEN ADVISED AND MADE AWARE OF THE FOLLOWING RECOMMENDED REPAIRS AND DID NOT WANT TO HAVE THE REPAIRS DONE AT THIS TIME

ON BEHALF OF SERVING DEALER HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREIN IS ACCURATE. UNLESS OTHERWISE SHOWN, SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR 11 YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.

SIGNATURE

DATE

(SIGNED)

DEALER, GENERAL MANAGER, OR AUTHORIZED PERSON

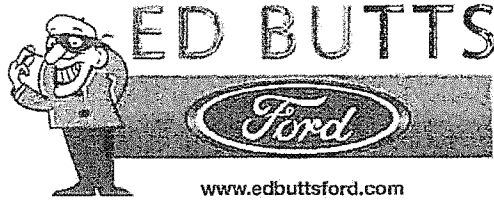
(DATE)

Adv: 213 JASON N GONZALES	Tag 3932	License 8JKW832	MAJ3PITE6 JC178992	Page 3 (Last)	Invoice W92008
Invoice to: COLMENERO, NICOLAS			Driver/Owner: COLMENERO, NICOLAS		
Invoiced: 06/01/20 12:42:23 JI			18 FORD ECOSPORT SE FWD 4DR SUV BLACK		
Type: w		LAB-MECHANICAL	1819.54		
		TOTAL CHARGE FOR CONCERN	5722.66		
Summary of charges for Invoice W92008			Payment Distribution for Invoice W92008		
PARTS	3882.17	TOTAL CHARGE	5724.76		
GAS-OIL-GREASE	20.95	FAC WARRANTY	5724.76		
LAB-MECHANICAL	1819.54				
SUB-TOTAL	5722.66				
SALES TAX	2.10				
TOTAL CHARGE	5724.76				
<p>I HEREBY ACKNOWLEDGE THAT THE ESTIMATE STATED ON THIS REPAIR ORDER WAS APPROVED PRIOR TO THE WORK BEING DONE. I ALSO ACKNOWLEDGE THAT I WAS CONTACTED AND APPROVED ANY REVISED ESTIMATE SHOWN ON THIS INVOICE.</p> <p>Estimate 0.01</p> <p>If you have any questions - please see JASON N GONZALES P&A CODE 05546 BAR #AA003434 EPA #CAD 056458532</p>					

OUR LABOR IS WARRANTED FOR 12 MONTHS OR 12,000 MILES WHICHEVER - OCCURS FIRST.
 MAINTENANCE SERVICES LABOR IS WARRANTED FOR 90 DAYS OR 1,000 MILES.
 WARRANTY VALID IF RETURNED TO US AT THE CUSTOMER'S EXPENSE, FOR ADJUSTMENT.



SERVICE HOURS
 MONDAY THRU FRIDAY
 7:00 AM TO 6:00 PM
 SATURDAY
 7:00 AM TO 5:00 PM



B.A.R. # AA 003434
 EPA # CAD056458532
 P & A CODE 05546

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95701 CC686152 Q (04/13)

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SIGNATURE _____ DATE _____

(SIGNED) _____ DEALER, GENERAL MANAGER, OR AUTHORIZED PERSON (DATE) _____

Adv: 213 JASON N GONZALES	Tag 3294	License 8JKW832	MAJ3P1TE6 JC178992	Page 1 (Last)	Invoice W93372
Invoice to COLMENERO, NICOLAS 222 S 3RD AVE LA PUENTE, CA 91746 Cell: (626) 404-9251 Work: (626) 404-9251			Driver/Owner Information COLMENERO, NICOLAS 222 S 3RD AVE LA PUENTE, CA 91746 Cell: (626) 404-9251 Work: (626) 404-9251		
For Office Use Odometer in: 29312 Out: 29313 Dist: DEF WAR W Prelim			Vehicle Information 18 FORD ECOSPORT SE FWD 4DR SUV BLACK		
Begin: 06/29/20	Done: 06/30/20	Invoiced: 06/30/20 13:52 JI	Inservice: 03/31/19	Production: 12/06/17	
Customer Concern					
Concern 51	CUSTOMER STATES ENGINE NOISE TICKING/KNOCK NOISE DOES IT MORE AT START UP WHEN COLD CHECK AND ADVISE			Operation	Tech Units
Cause	51			51	425 0.0
Correction	VERIFIED CONCERN COMPARED TO STOCK UNIT NOISE ON COLD START IN STOCK UNIT NOISE IS CHARACTERISTICS OF ENGINE DESIGN NORMAL VERIFIED WITH SERVICE MANAGER. Tech 425 VELASQUEZ, VICT CONCERN CD : A99			Amount 0.00	
Type: w	Repair Type 11			Subtotal	
TOTAL CHARGE			TOTAL CHARGE FOR CONCERN		
0.00			0.00		
summary of charges for Invoice W93372			Payment Distribution for Invoice W93372		
TOTAL CHARGE 0.00			FAC WARRANTY 0.00		
			TOTAL CHARGE 0.00		
I HEREBY ACKNOWLEDGE THAT THE ESTIMATE STATED ON THIS REPAIR ORDER WAS APPROVED PRIOR TO THE WORK BEING DONE. I ALSO ACKNOWLEDGE THAT I WAS CONTACTED AND APPROVED ANY REVISED ESTIMATE SHOWN ON THIS INVOICE. Estimate 0.01 If you have any questions - please see JASON N GONZALES P&A CODE 05546 BAR #AA003434 EPA #CAD 056458532					

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