



**CONSUMER PROTECTION
LAW GROUP**

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October 14, 2025

VIA CERTIFIED MAIL

Ford Motor Company

P.O. Box 6248

Dearborn, MI 48126

To whom this may concern:

Please be advised that this firm represents [REDACTED] ("the claimants") in connection with the purchase of a defective 2021 Ford EcoSport, VIN [REDACTED] purchased on March 18, 2022, and their claim against Ford Motor Company ("Ford") under the **Magnuson-Moss Warranty Act**.

The claimants hereby revoke acceptance of the vehicle and demands cancellation of all contracts related to its purchase, along with the return of all monies paid or owed, including any down payment, payments made, trade-in value, and any incidental or consequential damages.

Please address all future communication to [REDACTED] at the address above. Having been notified of our representation, do not contact the claimants directly. All inquiries should be directed to [REDACTED]. Failure to comply with this directive will result in injunctive relief being sought against you.

I have enclosed a copy of the vehicle contract, along with copies of other relevant documents, including repair orders describing the complaints and work done while the vehicle was in an authorized repair facility. Please note that this vehicle complies with the requirements of the **Magnuson-Moss Warranty Act** (federal lemon law) because all work was done while it was covered by Ford's express and implied warranties.

1. FACTS AND LIABILITY

The facts in this matter are not in dispute. On March 18, 2022, Mr. [REDACTED] and Ms. [REDACTED] purchased a 2021 Ford EcoSport from Ford for a total price of **\$46,049.04**. The vehicle was sold

with express and implied warranties, guaranteeing its utility and performance. Unfortunately, this vehicle has proven defective in design, manufacture, and/or assembly.

The vehicle has exhibited serious defects, including loss of power while driving, failure to accelerate, illuminated warning lights, engine noise, and starting issues. After purchase, Mr. [REDACTED] and [REDACTED] experienced these issues and sought numerous repair attempts. Despite Ford's assurances and repairs under warranty, the problems persisted, significantly impairing the vehicle's safety and value.

On January 25, 2024, the vehicle was taken in for repair due to power loss, failure to accelerate, and illuminated warnings. After 27 days, it was returned on February 21, 2024. Repairs included replacing the canister purge valve, conducting diagnostics, and inspections. Despite these efforts, the issues recurred.

On September 5, 2025, the vehicle was towed for repairs due to engine noise, warning lights, and low oil pressure. It was out of service for 31 days and returned on October 6, 2025. Repairs included recall services for the oil-pump drive belt and timing belt, among others. Despite this, defects remain unresolved.

Over the course of ownership, Mr. [REDACTED] and Ms. [REDACTED] have made multiple repair attempts, with the vehicle out of service for a total of 58 days. These ongoing problems substantially impair its use, value, and safety, entitling them to relief under the law. Ford has failed to fulfill its warranty obligations, leaving the plaintiffs driving an unsafe and defective vehicle.

2. DEMAND TO SETTLE

Mr. [REDACTED] and Ms. [REDACTED] are entitled to full restitution under the **Magnuson-Moss Warranty Act** 15 U.S.C. 2301 et seq., to date, as follows:

Damage	Amount
Vehicle Purchase Value	\$46,049.04
<u>TOTAL</u>	\$46,049.04

Mr. [REDACTED] and Ms. [REDACTED] are entitled to recover costs as provided in the statute. However, in the spirit of compromise and to avoid protracted and unnecessary litigation, Mr. [REDACTED] and Ms. [REDACTED] hereby offer to settle for **\$51,049.04** in actual damages.

Courts have repeatedly upheld the rights of consumers under the Lemon Law and the Magnuson-Moss Warranty Act. For instance, in [REDACTED] v. *Porsche Cars North America, Inc.*, 38 Cal. App. 4th 294 (1995), the court affirmed that manufacturers must uphold warranty obligations and are liable when defects significantly impair the use, value, or safety of a vehicle. Similarly, in [REDACTED] v. *Kia Motors America, Inc.*, 193 Cal. App. 4th 187 (2011), the court emphasized that the consumer's right to restitution includes costs as well as incidental and consequential damages resulting directly from the defects. These cases illustrate that, when manufacturers fail to comply with their statutory duties, courts consistently side with consumers and award them full restitution to ensure accountability.

In the current matter, the repeated and unresolved issues with the claimants' 2021 Ford EcoSport demonstrate a failure by Ford to provide a vehicle conforming to its warranty. Given the strong legal precedent in favor of consumers under similar circumstances, we are confident that your company would not benefit from protracted litigation in this case.

Once you have had the opportunity to review this matter, please advise us as to whether you wish to discuss settlement or defend. We expect a response to this letter by **5:00 P.M. on November 13, 2025**. We ask that this letter is shared with all decision-makers and insurance companies. Please do not communicate directly with the claimants regarding this matter and forward all communications to this office. Thank you for your consideration in this matter. We look forward to your prompt response.

Very truly yours,

CONSUMER PROTECTION LAW GROUP

By: /s/ [Redacted Signature]

Enclosures: Purchase Agreement
Repair Orders
Registration

cc: [Redacted]

EXHIBIT A

(Purchase Agreement)



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

DEAL STK # CUST

Buyer Name and Address, Co-Buyer Name and Address, Seller - Creditor (Name and address)

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.

Table with columns: New/Used/Demo, Year, Make and Model, Weight (lbs.), Vehicle Identification Number, Primary Use For Which Purchased

You agree that we advised you whether, based on seller's knowledge, the vehicle was titled, registered, or used as a taxicab, police vehicle, short term rental or is a vehicle that is rebuilt or assembled from parts, a kit car, a replica, a flood vehicle, or a manufacturer buy back.

FEDERAL TRUTH-IN-LENDING DISCLOSURES table with columns: ANNUAL PERCENTAGE RATE, FINANCE CHARGE, Amount Financed, Total of Payments, Total Sale Price

Returned Payment Charge: If any check or other payment instrument you give us is dishonored or any electronic payment you make is returned unpaid, you will pay a charge of \$25 if the payment amount is \$50 or less; \$30 if the payment amount is over \$50; \$30 if the payment amount is over \$300; or such a amount as permitted by law.

Florida documentary stamp tax required by law in the amount of \$ 143.50 has been paid or will be paid directly to the Department of Revenue.

Your Payment Schedule Will Be:

Table with columns: Number of Payments, Amount of Payments, When Payments Are Due

You assign all manufacturer rebates and cash back incentives used as a downpayment on this contract to seller. You agree to complete all documents required for assignment of rebates and incentives.

Or As Follows: N/A

APPLICABLE LAW Federal law and the law of the state of Florida apply to this contract.

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 each installment. Prepayment. If you pay early, you may have to pay a penalty. 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, prepayment penalties, any required repayment in full before the scheduled date and security interest.

VENDOR'S SINGLE INTEREST INSURANCE (VSI insurance) If the preceding box is checked, the Creditor requires VSI insurance for the full term of the contract to protect the Creditor for loss or damage to the vehicle (collision, fire, theft, concealment, skip). VSI insurance is for the Creditor's sole protection. This insurance does not protect your interest in the vehicle. You may choose the insurance company through which the VSI insurance is obtained. If you elect to purchase VSI insurance through the Creditor, the cost of this insurance is \$ N/A and is also shown in item 5B of the Itemization of Amount Financed. The coverage is for the initial term of the contract. You authorize us to purchase Vendor's or Lender's Single Interest Insurance.

Buyer Signs X N/A Co-Buyer Signs X N/A Date: N/A

Trade-In Vehicle table with columns: Year, Make, Model, VIN, Gross Trade-In Allowance, Payoff Made by Seller

You assign to Seller all of your rights, title and interest in such trade-in vehicle(s). Except as expressly stated to Seller in writing, you represent that your trade-in vehicle(s) has not been involved in an accident, has not had any major body damage or required any major engine repair, and was not previously used as a taxicab, police vehicle, short term rental or is a vehicle that is rebuilt or assembled from parts, a kit car, a replica, a flood vehicle, or a manufacturer buy back.

Trade-In Payoff Agreement: Seller relied on information from you and/or the lender or lessor of your trade-in vehicle to arrive at the trade-in payoff amount shown above and in item 2 of the Itemization of Amount Financed as the Pay-Off Made by Seller. You understand that the amount quoted is an estimate. Seller agrees to pay the payoff amount shown above and in item 2 of the Itemization of Amount Financed as the Pay-Off Made by Seller. If the actual payoff amount is more than the amount shown above and in item 2 of the Itemization of Amount Financed, you agree to pay the difference. If the actual payoff amount is less than the amount shown above and in item 2 of the Itemization of Amount Financed, you agree to receive the difference. Your obligation of this contract will not be obligated to pay the Pay-Off Made by Seller shown above and in item 2 of any refund.

Buyer Signature X Co-Buyer Signature X

ITEMIZATION OF AMOUNT FINANCED

1 Cash Price (including \$ 1390.86 sales tax) \$ 30786.86 (1)

2 Total Downpayment

Gross Trade-In Allowance \$ 9000.00

Less Pay Off Made by Seller (c) \$ 15530.00

Equals Net Trade In \$ -6530.00

+ Cash \$ 2000.00

+ Other **REBATE(S)** \$ 1000.00

+ Other **N/A** \$ N/A

If total downpayment is negative, enter 0 and see 5J below) \$ 0.00 (2)

3 Unpaid Balance of Cash Trade-in (minus 2) \$ 30786.86 (3)

4 Pre-delivery Service Fees

A Pre-delivery Service Charge \$ 899.99

B Electronic Registration Filing Fee \$ 289.99

C **Tag Agency Fee** \$ 23.00

These charges represent costs and profit to the dealer for items such as inspecting, cleaning, and adjusting vehicles, and preparing documents related to the sale.

Total Pre-delivery Service Fees \$ 1212.98 (4)

5 Other Charges Including Amounts Paid to Others on Your Behalf (Seller may keep part of these amounts)

A Cost of Dealer Credit Insurance Paid to Insurance Company or Companies

Life \$ N/A

Disability \$ N/A

B Vendor's Single Interest Insurance Paid to Insurance Company \$ N/A

C Other Optional Insurance Paid to Insurance Company or Companies \$ N/A

D Upfront Gap Contract \$ 895.00

E Official Fees Paid to Government Agencies \$ N/A

F Government Documentary Stamp Taxes \$ 143.50

G ~~Other Government License and/or Registration Fees~~ \$ N/A

H Government License and/or Registration Fees

EL License/Lemon/Tire/Battery Fee \$ 250.00

I Government Certificate of Title Fees \$ N/A

J Other Charges (Seller must identify who is paid and describe purpose)

to GLOBAL LENDING for Prior Credit or Loans Balance (a) \$ 3530.00

to SERVICE CONT (ACW) for SERV CONTRACT \$ 1065.00

to N/A for N/A \$ N/A

to N/A for N/A \$ N/A

to MAINTENANCE (ACW) for MAINTENANCE \$ 1049.00

to N/A for N/A \$ N/A

to NSD for TCW \$ 425.00

to NSD for TIRE & WHEEL UTP \$ 1399.00

to N/A for N/A \$ N/A

Total Other Charges and Amounts Paid to Others on Your Behalf \$ 8933.34 (5)

6 Loan Processing Fee Paid to Seller (Prepaid Finance Charge) \$ N/A (6)

7 Amount Financed (3 plus 4 plus 5) \$ 40933.18 (7)

Insurance. 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 unless the box indicating Vendor's Single Interest Insurance is required is checked on page 1 of this contract. Your choice of insurance providers will not affect our decision to sell you the vehicle or extend credit to you.

If any insurance is included in this contract, all policies or certificates from the named insurance companies will describe the terms and conditions.

Check the insurance you want and sign below.

Optional Credit Insurance

Credit Life Buyer Co-Buyer Both

Term **N/A**

Credit Disability Buyer Co-Buyer Both

Term **N/A**

Premium:

Credit Life \$ **N/A**

Credit Disability \$ **N/A**

Home Office Address **N/A**

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. If you choose this insurance, the cost is shown in Item 5A of the Itemization of Amount Financed.

If the box above is checked to indicate if you want credit life insurance, please read and sign the following acknowledgment: 1. You understand that you have the option of accepting any other policy or policies you own or may procure for the purpose of covering in a combination of credit and/or other policies. (You have not signed this acknowledgment if the proposed credit life insurance policy does not contain this restriction.)

X N/A

Buyer _____ Date _____

X N/A

Co-Buyer _____ Date _____

X N/A

Buyer _____ Date _____

X N/A

Co-Buyer _____ Date _____

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**

OPTIONAL GAP CONTRACT. A gap contract (debt cancellation contract) 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 a gap contract, the charge is shown in Item 5D of the Itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this contract.

Term **72** Mos. **GAP (NSD)**

Name of Gap Contract _____

I want to buy a gap contract.

Buyer Signs **X**

Other Optional Insurance

<input type="checkbox"/> N/A	Type of Insurance	N/A	Term	<input type="checkbox"/> N/A	Type of Insurance	N/A	Term
Premium \$	N/A			Premium \$	N/A		
Ins. Co. Name & Address	N/A			Ins. Co. Name & Address	N/A		
	N/A				N/A		
<input type="checkbox"/> N/A	Type of Insurance	N/A	Term	<input type="checkbox"/> N/A	Type of Insurance	N/A	Term
Premium \$	N/A			Premium \$	N/A		
Ins. Co. Name & Address	N/A			Ins. Co. Name & Address	N/A		
	N/A				N/A		
<input type="checkbox"/> N/A	Type of Insurance	N/A	Term				
Premium \$	N/A						
Ins. Co. Name & Address	N/A						
	N/A						

Other optional insurance is not required to obtain credit. Your decision to buy or not buy other optional insurance will not be a factor in the credit approval process. It will not be provided unless you sign and agree to pay the extra cost.

I want the insurance checked in this box.

X N/A

Buyer Signature _____ Date _____

X N/A

Co-Buyer Signature _____ Date _____

LIABILITY INSURANCE COVERAGE FOR BODILY INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS IS NOT INCLUDED IN THIS CONTRACT.

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 neutral, binding arbitration and not by a court action. See the Arbitration Provision for additional information concerning the agreement to arbitrate.

Buyer Signs **X** _____ Co-Buyer Signs **X** _____

OTHER IMPORTANT AGREEMENTS

1. FINANCE CHARGE AND PAYMENTS

- a. **How we will figure Finance Charge.** We will treat any Prepaid Finance Charge as fully earned on the date of this contract. We will figure the rest of the finance charge on a daily basis at the Base Rate on the unpaid part of your Principal Balance. Your Principal Balance is the sum of the Amount Financed and the Prepaid Finance Charge, if any.
- 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 your Principal Balance and to other amounts you owe under this contract in any order we choose or 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 your Principal Balance at any time. If the contract is paid in full within six months after the date you sign it, we may impose an acquisition charge, not exceeding \$75, for services performed on your behalf for processing this contract. If you prepay, you must pay the earned and unpaid part of the Finance Charge and all other amounts due up to the date of your payment.
- e. **You may ask for a payment extension.** You may ask us for a deferral of the scheduled due date of all or any part of a payment (extension). If we agree to your request, we may charge you a \$15 extension fee. You must maintain the physical damage insurance required by this contract (see below) during any extension. If you do not have this insurance, we may buy it and charge you for it as this contract says. You may extend the term of any optional insurance you bought with this contract to cover the extension if the insurance company or your insurance contract permits it, and you pay the charge for extending this insurance. If you get a payment extension, you will pay additional finance charges at the Base Rate on the amount extended during the extension. You will also pay any additional insurance charges resulting from the extension, and the \$15 extension fee if we charge you this fee.

- 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. 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 started against you or your property; or
 - You break any agreements in this contract.

2. 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.
- 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, towing bills, 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 payments 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. 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 car without our written permission.
- d. **Insurance you must have on the vehicle.** You agree to have physical damage insurance covering 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 an additional insured and 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 at 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 obtain a refund of insurance, maintenance, service, or other contract charges, you agree that we may subtract the refund from what you owe.

- c. **You may have to pay collection costs.** If we hire an attorney to collect what you owe, you will pay the attorney's fee and court costs as the law allows. This includes any attorneys' fees we incur as a result of any bankruptcy proceeding brought by or against you under federal law.
- 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), we 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). We will tell you how much to pay to redeem. Your right to redeem ends when we sell the vehicle.
- 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 a rate not exceeding the highest lawful rate 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 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 those contracts and cancel them to obtain funds of unearned charges to reduce what you owe.

4. WARRANTIES SELLER DISCLAIMS

Unless the Seller makes a written warranty, enters 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.

5. Used Car Buyers Guide. The information you see on the window form for this vehicle is part of this contract. Information on the www.fordvehiclesany.com website and any Spanish translation. Guía para compradores de vehículos usados. La información que ves en el formulario de la ventana de venta es parte del presente contrato. La información del formulario de la ventana de venta no tiene efecto si no está incluida en el contrato de venta.

6. OPTIONAL SERVICE CONTRACTS

You are not required to buy a service contract to obtain credit. Your choice of service contract providers for any service contracts you buy will not affect our decision to sell or extend credit to you.

7. REJECTION OR REVOCATION

If you are permitted under Florida's Uniform Commercial Code to reject or revoke acceptance of the vehicle and you claim a security interest in the vehicle because of this, you must either (a) post a bond in the amount of the disputed balance; or (b) deposit all installment payments as they become due into the registry of a court of competent jurisdiction.

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.

8. SERVICING AND COLLECTION CONTACTS

You agree that we may try to contact you in writing by e-mail, or using pre-recorded, artificial voice messages, text messages, and automated telephone dialing systems, as the law allows. You also agree that we may try to contact you in these ways at any address or telephone number you provide us, even if the telephone number is a cell phone number or the results in a charge to you.

Seller's Right to Cancel

- a. 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 a few days for Seller to verify your credit, locate financing for you on the exact terms shown on page 1 of this contract, and assign this contract to a financial institution. You agree that Seller has the number of days stated on page 5 of this contract to assign this contract. You agree that if Seller is unable to assign this contract within this time period to any one of the financial institutions with whom Seller regularly does business under an assignment acceptable to Seller, Seller may cancel this contract. Seller's right to cancel this contract ends upon assignment of this contract.
- b. If Seller elects to cancel per Paragraph a above, Seller will give you written notice (or in any other manner in which actual notice is given to you). In that event, you may have the option of negotiating and signing a new contract with different financing terms (for example, a larger down payment, a higher annual percentage rate, a required cosigner, etc.) or you may pay with alternate funds arranged by you.
- c. Upon receipt of the notice of cancellation, you must return the vehicle to Seller within 48 hours in the same condition as when sold other than reasonable wear for the time you had it. Except as described below, Seller must give you back all consideration Seller has received from you in connection with this contract.
- d. If you do not return the vehicle within 48 hours after receipt of the notice of cancellation, you agree that Seller may use any lawful means to take it back (including repossession if done peacefully) and you will be liable for all expenses incurred by Seller in taking the vehicle from you, including reasonable attorney's fees. If you fail to return the vehicle within 48 hours after receipt of the notice of cancellation, you agree to pay Seller the charge shown in the Seller's Right to Cancel provision on page 5 of this contract for each day you do not return the vehicle after receipt of the notice of cancellation.
- e. While the vehicle is in your possession, all terms of this contract, including those relating to use of the vehicle and insurance for the vehicle, are in full force and you assume all risk of loss or damage to the vehicle. You must pay all reasonable costs for repair or any damage done to the vehicle while the vehicle is in your possession. Seller may deduct from any consideration due to you under paragraph c. above Seller's reasonable costs to repair the vehicle and any daily charges you incur if you fail to return the vehicle within 48 hours after receipt of the notice of cancellation. If Seller cancels this contract, the terms of this Seller's Right to Cancel provision (including those on page 5 of this contract) remain in effect even after you no longer have possession of the vehicle.

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 THEREOF. 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.

ARBITRATION PROVISION

PLEASE REVIEW - IMPORTANT - AFFECTS YOUR LEGAL RIGHTS

- 1. EITHER YOU OR WE MAY CHOOSE TO HAVE ANY DISPUTE BETWEEN US DECIDED BY ARBITRATION AND NOT IN COURT OR BY JURY TRIAL.
- 2. 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.
- 3. DISCOVERY AND RIGHTS TO APPEAL IN ARBITRATION ARE GENERALLY MORE LIMITED THAN IN A LAW SUIT, 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, and the arbitrability of the claim or dispute), ~~between you and this Seller's employees, agents, representatives, assigns, successors, affiliates~~ 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 on an individual basis and not as a class action. You expressly waive any right you may have to arbitrate a class action. You may choose the American Arbitration Association, 1033 Broadway, 10th Floor, New York, New York 10019 (www.adr.org), or any other organization to conduct the arbitration subject to our approval. 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 contract was executed. We will pay your filing, administration, service or case management fee and your arbitrator or hearing fee, all up to a maximum of \$5000, unless the law or the rules of the chosen arbitration organization require us to pay more. 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 provided 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 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 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 action rights, is deemed or found to be unenforceable for any reason, the remainder shall remain enforceable. If a waiver of class action rights is deemed or found to be unenforceable for any reason in a case in which class action allegations have been made, the remainder of this Arbitration Provision shall remain enforceable.

SELLER'S RIGHT TO CANCEL - If Buyer and Co-buyer sign here, the provisions of the Seller's Right to Cancel section on page 4, which gives the Seller the right to cancel if Seller is unable to assign this contract within 60 days, will apply. If you fail to return the vehicle within 48 hours after receipt of the notice of cancellation, you agree to pay Seller a charge of \$ 98.00 per day from the date of cancellation until the vehicle is returned or repossessed.

X Buyer Signs X Co-Buyer Signs

NO COOLING OFF PERIOD

State law does not provide for a "cooling off" or cancellation period for this sale. After you sign this contract, you may only cancel it if the seller agrees or for legal cause. You cannot cancel this contract simply because you change your mind. This notice does not apply to home solicitation sales.

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.

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to this contract must be in writing and we must sign it. No oral changes are binding. Buyer Signs X Co-Buyer Signs X

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.

See the rest of this contract for other important agreements.

NOTICE TO THE BUYER: a) Do not sign this contract before you read it or if it contains any blank spaces. b) You are entitled to an exact copy of the contract you sign. Keep it to protect your legal rights.

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 above, before signing below. You confirm that you received a completely filled-in copy when you signed it.

Buyer Signs X Date 03/18/2022 Co-Buyer Signs X Date 03/18/2022

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 sign here X N/A Address N/A

Seller Signs PIERCE AFL VF, LLC Date 03/18/2022 By X Title

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

Assigned with recourse Assigned without recourse Assigned with limited recourse

Seller: PIERCE AFL VF, LLC By Title

EXHIBIT B

(Repair Orders)



SUNRISE FORD
 SUNRISE VOLKSWAGEN
 6359 South US Hwy 1
 Fort Pierce, FL 34982
 Ford Direct: (772) 461-8000
 Volkswagen Direct: (772) 742-8333
 MV104312

CUSTOMER #: [REDACTED]

INVOICE

PAGE 1

SERVICE ADVISOR: 900937 MICHAEL KNIGHT

FORT PIERCE, FL [REDACTED]
 HOME: [REDACTED] CONT: [REDACTED]
 BUS: [REDACTED] CELL: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	21	FORD ECOSPORT	[REDACTED]		31296/31297	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PU. NO.	RATE	PAYMENT	INV. DATE
19MAR22 DD			17:00 30JAN24		0.00	CASH	21FEB24
R.O. OPENED	READY	OPTIONS: SOLD-STK: S1S444265 DLR: 66-60457					
17:40 25JAN24	13:52 21FEB24	ENG: 1.0_Liter 1) STOCK UNIT 2) KEY CODE 00910					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A		ENGINE OIL PUMP BELT TENSIONER REPLACEMENT					
		NWD ADVANCED NOTICE NO WORK NECESSARY					
		994469 ISP 0.00					(N/C)

31296 recall is an advanced notice.

B CUSTOMER STATES THE VEHICLE FELT LIKE IT WAS LOOSING POWER ON THE ROAD WHILE DRIVING.. THEN WOULDN'T ACCELERATE GOT A MESSAGE SAYING SOMETHING LIKE FULL ACCESSORY POWER MESSAGE.. THEN SHE SAID THE VEHICLE WOULDN'T TURN OVER.. CHECK AND ADVISE \$199.99

CAUSE:	DESCRIPTION	QUICK TEST	W	HOURS	LIST	NET	TOTAL
12650D	EEC SYSTEM DIAGNOSIS - (QUICK TEST) - N						
	994469 W 0.20						(N/C)
	1 MN1Z*9C047*B TUBE - FUEL FEED						(N/C)
12650DX1	EEC SYSTEM DIAGNOSIS - (QUICK TEST) - N						
	EXTRA TIME TO REPEAT FINAL QUICK TEST						
	994469 W 0.10						(N/C)
12650D22	VAPOR MANAGEMENT VALVE / CANISTER PURGE VALVE - REPLACE						
	(9B325/9C047/9C915/9D289/9G271/9J451) - L						
	994469 W 0.40						(N/C)
12650D45	ENGINE MODULE - DIAGNOSTIC PIN POINT TEST - L						
	994469 W 0.30						(N/C)

FC: E29142
 PART#: MN1Z*9C047*B
 COUNT:
 CLAIM TYPE:
 AUTH CODE:
 994469

We'll Treat You Right!

31296 CUSTOMER STATES CHECK ENGINE LIGHT CAME ON AND THAT THE VEHICLE HAD A HARD START AFTER FILLING UP FUEL. VERIFIED CONCERN. CHECKED FOR DTCS FOUND P1450. PERFORMED EVAP TEST USING FDRS. PER TEST FOUND PURGE VALVE LEAKING. REMOVED AND REPLACED PURGE VALVE.

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS PERFORMED BY THE DEALERSHIP "AS-IS". THE DEALERSHIP HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR ACCESSORIES OR ANY REPAIRS PERFORMED TO THE VEHICLE. THERE ARE NO WARRANTIES THAT EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE THAT THE MANUFACTURER OR DISTRIBUTOR MAY OFFER AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL, SPECIAL, INCIDENTAL, AND EXEMPLARY OR PUNITIVE DAMAGES, OR DAMAGES TO PROPERTY OR FOR LOSS OF USE, TIME, PROFIT OR INCOME.

We understand that the Dealership is not responsible for any delays caused by unavailability of parts or shipping by the supplier or transporter. We hereby grant the Dealership permission to operate the vehicle on streets, highways or public roadways for the purpose of testing and/or inspecting the vehicle. The Dealership is not responsible for loss or damage to the vehicle, loss of personal belongings or articles left in the vehicle in case of an act of God, fire, theft, or any other cause beyond Dealership's control.

In the event that any dispute arising from or relating to the goods, services or labor provided herein results in litigation, the prevailing party, in addition to all other relief, will be awarded its reasonable costs and expenses, including any expert witness fee and reasonable attorney's fees up to and including any appellate proceeding.

SHOP SUPPLY COSTS: We have added a charge equal to 14.9% of the total cost of labor and parts, not to exceed \$59.60, to the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida assesses a \$1.00 fee to be collected for each new tire sold in the state (s.403.718), and a \$1.50 fee to be collected for each new or unmanufactured lead-acid battery sold in the state (s.403.7185).

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

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

CUSTOMER SIGNATURE _____ AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE _____

CUSTOMER COPY



SUNRISE FORD
SUNRISE VOLKSWAGEN
5359 South US Hwy 1
Fort Pierce, FL 34982
Ford Direct: (772) 461-6000
Volkswagen Direct: (772) 742-8333
MV104312

INVOICE

PAGE 2

PORT PIERCE, FL 34982
HOME: [REDACTED] CONT [REDACTED]
BUS: [REDACTED] CELL [REDACTED]

COLOR [REDACTED] YEAR 21 MAKE/MODEL FORD ECOSPORT VIN [REDACTED] LICENSE [REDACTED] MILEAGE IN / OUT 31296 / 31297 TAG [REDACTED]

DEL DATE 19MAR22 DD PROD DATE 17:00 30JAN24 WARR EXP. 0.00 RATE CASH 21FEB24 INV DATE

R.O. OPENED 17:40 25JAN24 READY 13:52 21FEB24

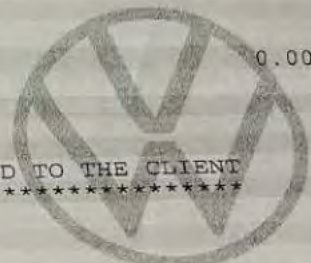
OPTIONS: SOLD-STK: S1S444265 DLR: 66-60457
ENG: 1.0 Liter 1) STOCK UNIT 2) KEY CODE 00910

SERVICE ADVISOR: 900937 MICHAEL KNIGHT

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
C REPLACEMENT TRANSPORTATION HAS BEEN PROVIDED TO THE CLIENT

CAUSE: RENTAL REPLACEMENT TRANSPORTATION HAS BEEN PROVIDED TO THE CLIENT

999 WCTP	0.00	(N/C)	
994469 WCTP	0.00	(N/C)	
	0.00	(N/C)	
CTPT LOANER TOLL ADMIN	\$5.00		
999 ISP	0.00	(N/C)	
CTPG FCTP LOANER FUEL CHARGE	\$5.99 GL		
999 CTPG	0.00		0.00
FC: PART#: RENTAL COUNT:			
CLAIM TYPE: P11			
AUTH CODE: MSPA654995			



31297 REPLACEMENT TRANSPORTATION HAS BEEN PROVIDED TO THE CLIENT

D 99P - PERFORM MULTI POINT INSPECTION
99P 99P - PERFORM MULTI POINT INSPECTION (N/C)
994469 ISP 0.00

ESTIMATE: 0.00 25JAN24 17:40 SA: 900937
CONTACT: *****

We'll Treat You Right!
Le Tratarémos Bien

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PERFORMED BY THE DEALERSHIP "AS-IS". THE DEALERSHIP HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR ACCESSORIES OR ANY REPAIRS PERFORMED TO THE VEHICLE. THERE ARE NO WARRANTIES THAT EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE THAT THE MANUFACTURER OR DISTRIBUTOR MAY OFFER AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL, SPECIAL, INCIDENTAL, AND EXEMPLARY OR PUNITIVE DAMAGES, OR DAMAGES TO PROPERTY OR FOR LOSS OF USE, TIME, PROFIT OR INCOME.

I understand that the Dealership is not responsible for any delays caused by unavailability of parts or shipping by the supplier or transporter. I hereby grant the Dealership permission to operate the vehicle on streets, highways or public roadways for the purpose of testing and/or inspecting the vehicle. The Dealership is not responsible for loss or damage to the vehicle, loss of personal belongings or articles left in the vehicle in case of any act of God, fire, theft, or any other cause beyond Dealership's control.

In the event that any dispute arising from or relating to the goods, services or labor provided herein results in litigation, the prevailing party, in addition to all other relief, will be awarded its reasonable costs and expenses, including any expert witness fee and reasonable attorney's fees up through and including any appellate proceeding.

* **SHOP SUPPLY COSTS:** We have added a charge equal to 14.9% of the total cost of labor and parts, not to exceed \$59.60, to the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718], and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state [s.403.7185].

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

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

DATE CUSTOMER SIGNATURE

CUSTOMER COPY

TELEPHONE CONSUMER PROTECTION ACT: By providing my wireless...
 I agree to receive text messages from the Dealer for the purpose of...
 I agree to receive text messages from the Dealer for the purpose of...
 I agree to receive text messages from the Dealer for the purpose of...



SUNRISE FORD
SUNRISE VOLKSWAGEN
 5359 South US Hwy 1
 Fort Pierce, FL 34982
 Ford Direct: (772) 481-6000
 Volkswagen Direct: (772) 742-8333
 MV104312

INVOICE

PAGE 1

SERVICE ADVISOR: 900229 CHRISTINA KLOSSET
 VIN: [REDACTED] LICENSE: [REDACTED] MILEAGE IN / OUT: [REDACTED] TAG: [REDACTED]

COLOR	YEAR	MAKE/MODEL	DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	R.O. DATE
	21	FORD ECOSPORT	19MAR22 DT	15:22 05SEP25	15:28 06OCT25	19:00 03OCT25		225.00	CASH	06OCT25

OPTIONS: SOLD-STK:S1S444265 DLR:66-60457
 ENG:1.0_Liter 1)STOCK UNIT 2)KEY CODE 00910

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

A THIS WAS A TOW IN, CUSTOMER ADVISES THE CHECK ENGINE LIGHT AND OIL LIGHT ON DASH AND VEHICLE IS MAKING A CHAIN NOISE FROM ENGINE BAY CHECK AND ADVISE

CAUSE: MT23S64B EcoSport: Remove the oil pan and inspect if engine failur

- 984993 W 11.80
- 1 JN1Z*6006*B SERVICE ENGINE ASY (N/C)
- CORE CHARGE W (N/C)
- 14 *W715474*S437 BOLT AND WASHER ASY - HEX HEAD (N/C)
- 1 *W715141*S442 BOLT (N/C)
- 1 BM5Z*00812*A BOLT - SPECIAL (N/C)
- 6 *W715195*S437 BOLT (N/C)
- 1 CM5Z*9450*A GASKET (N/C)
- 1 CM5Z*9E936*A GASKET (N/C)
- 1 CM5Z*8575*D THERMOSTAT ASY (N/C)
- 1 CM5Z*6L092*A TUBE ASY - DRAIN (N/C)
- 1 CM5Z*6K679*B PIPE - OIL FEED (N/C)
- 1 CM5Z*6K682*L TURBOCHARGER ASY (N/C)
- CORE CHARGE W (N/C)
- 1 CM5Z*2A451*B PUMP ASY - VACUUM (N/C)
- 2 CM5Z*6M280*G SOLENOID - ENGINE VARIABLE TIM (N/C)
- 3 HYFS*093*YECX SPARK PLUG (N/C)
- 1 F1FZ*9N454*K HEAT SHIELD (N/C)
- 1 CM5Z*9229*A KIT - "O" RING (N/C)
- 1 F1FZ*6B651*C DRIVE BELT - OIL PUMP (N/C)
- 1 E3BZ*6268*D BELT - TIMING (N/C)
- 1 F1FZ*6C348*D TENSIONER - DRIVE BELT (N/C)
- 10 *W716271*S437 NUT (N/C)
- 1 GN1Z*5A215*B CLAMP - EXHAUST (N/C)



Great You Right!
Cuidados Bien

WARRANTY DISCLAIMER: DEALERSHIP DOES NOT PROVIDE ANY GUARANTEE IN CONNECTION WITH THE PARTS, ACCESSORIES, OR REPAIR WORK OR SERVICES UNLESS OTHERWISE STATED IN A SIGNED WRITING. ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS AND SERVICES ARE PERFORMED BY THE DEALERSHIP "AS-IS" AND "WITH FAULTS" AND THE DEALERSHIP HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR SERVICES OR ANY REPAIRS PERFORMED TO THE VEHICLE. THERE ARE NO WARRANTIES THAT EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THAT THE MANUFACTURER OR DISTRIBUTOR MAY OFFER AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR IS LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES.

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

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

SUPPLY COSTS AND MANDATORY FEES: A charge equal to 14.9% of the total cost of labor and parts, not to exceed \$59.60, shall be added to the repair invoice. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.718), and a fee to be collected for each new or remanufactured battery sold in the state (s.403.7185).

I, the undersigned, agree that my electronic signature is the legal equivalent of my manual/handwritten signature on this document. By signing manually, or using any device, means, or action, I consent to the legally binding terms and conditions of this agreement. I further agree that my signature on this document is as valid as if I signed the document in writing. I am also confirming that I have read and understand the provisions on this and the following pages of this Repair Order Agreement, including but not limited to (1) Damages Limitation, (2) Mandatory Mediation, (3) Arbitration and Jury Trial Waiver and (4) Attorney's Fees.

CUSTOMER SIGNATURE

We impose a surcharge of 3.00% on all transaction amounts when paying with a credit card, which is not greater than our cost of acceptance.

CUSTOMER COPY



INVOICE

SUNRISE FORD
SUNRISE VOLKSWAGEN
5309 South US Hwy 1
Fort Pierce, FL 34982
Ford Direct: (772) 461-6000
Volkswagen Direct: (772) 742-8333
MV104312

PAGE 2

SERVICE ADVISOR: 900229 CHRISTINA KLOSSET
VIN: [REDACTED] LICENSE: [REDACTED] MILEAGE IN / OUT: [REDACTED] TAG: [REDACTED]

FORT PIERCE TEL 34982
HOME [REDACTED] CONT [REDACTED]
BUS: [REDACTED] CELL [REDACTED]

COLOR	YEAR	MAKE/MODEL	PROMISE	RATE	PAYMENT	R.O. DATE
SMOKE	21	FORD ECOSPORT	[REDACTED]	225.00	CASH	06OCT25
DEL DATE	PROD. DATE	WARR. EXP.	PROMISE			
19MAR22 DD			19:00 03OCT25		56349/56359	[REDACTED]
R.O. OPENED		READY				
15:22 05SEP25	15:28 06OCT25					

OPTION: SOLD-STK: S1S444265 DLR: 66-60457
ENG: 1.0 Liter 1) STOCK UNIT 2) KEY CODE 00910

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
1	J1BZ*9J323*A	TUBE	ASY				(N/C)
6	F1FZ*6379*A	BOLT - HEX.	HEAD				(N/C)
1	4R8Z*6N652*A	GASKET					(N/C)
1	BM5Z*2A572*A	GASKET - VACUUM	PUMP				(N/C)
3	*W716038*S437	STUD					(N/C)
8	*W715309*S300	STUD					(N/C)
1	BE8Z*6731*AC	KIT - ELEMENT & GASKET - OIL F					(N/C)
1	AA5Z*9E583*A	SEAL					(N/C)
4	*W715618*S437	NUT					(N/C)
1	VC*13*G	ANTI-FREEZE					(N/C)
5	XO*5W20*Q1SP	MOTORCRAFT SAE 5W-20 API GF-7A					(N/C)
1	*W711915*S437	BOLT - HEX.	HEAD				(N/C)
1	CM5Z*6A345*A	BOLT - HEX.	HEAD				(N/C)
4	CM5Z*00812*F	BOLT					(N/C)
2	CM5Z*00812*H	BOLT - SPECIAL					(N/C)
10	CM5Z*00812*E	BOLT					(N/C)
2	*W715992*S442	BOLT					(N/C)
12	*W500414*S442	BOLT					(N/C)
3	*W715991*S442	BOLT					(N/C)
3	*W718197*S437	BOLT					(N/C)
2	*W711508*S442	SCREW AND WASHER	ASY				(N/C)
1	CM5Z*6584*B	GASKET					(N/C)
1	CM5Z*6378*A	WASHER					(N/C)
1	TA*357*	SEALANT - SILICONE					(N/C)
1	ZC*30*A	REMOVER - SILICONE					(N/C)
1	PM*4*B	BRAKE CLEANER					(N/C)
1	ZC*31*B	CLEANER - METAL SURFACE					(N/C)
-1	JN1Z*6006*B	CORE RETURN					(N/C)
-1	CM5Z*6K682*L	CORE RETURN					(N/C)

MT23S64D Install the updated oil pump drive belt, oil pump drive be

WARRANTY DISCLAIMER: DEALERSHIP DOES NOT PROVIDE ANY GUARANTEE IN CONNECTION WITH THE PARTS, ACCESSORIES, OR REPAIR WORK OR SERVICES UNLESS OTHERWISE STATED IN A SIGNED WRITING. ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS AND SERVICES ARE PERFORMED BY THE DEALERSHIP "AS-IS" AND "WITH ALL FAULTS." AND THE DEALERSHIP HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR ACCESSORIES OR ANY REPAIRS PERFORMED TO THE VEHICLE. THERE ARE NO WARRANTIES THAT EXTEND BEYOND THOSE THAT THE MANUFACTURER OR DISTRIBUTOR MAY OFFER AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES.

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

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

SHOP SUPPLY COSTS AND MANDATORY FEES: A charge equal to 14.9% of the total cost of labor and parts, not to exceed \$69.60, will be added to the Repair Invoice. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.718), and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state (s.403.7185).

I acknowledge that I was notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that I received (or had the opportunity to inspect) any replaced parts. I hereby release any claim to any and all remaining replaced parts.

We impose a surcharge of 3.00% on all transaction amounts when paying with a credit card, which is not greater than our cost of acceptance.

CUSTOMER SIGNATURE

CUSTOMER COPY

EXHIBIT C

(Registration)



CO/AGY 24 / 1

T
B

FLORIDA VEHICLE REGISTRATION

Expires **Midnight Mon 10/20/2025**

PLATE	[REDACTED]	DECAL	[REDACTED]	COLOR	GRY	Reg. Tax	33.10	Class Code	1
YR/MK	2021/FORD	BODY	UT	TITLE	[REDACTED]	Init. Reg.		Tax Months	12
VIN	[REDACTED]	NET WT	3093	2ND DL#	[REDACTED]	County Fee	3.00	Back Tax Mos	
Plate Type	RGS					Mail Fee		Credit Class	
DL/FEID	[REDACTED]	Plate Issued	[REDACTED]			Sales Tax		Credit Months	
Date Issued	10/28/2024					Voluntary Fees			
						Grand Total	36.10		

IMPORTANT INFORMATION

1. The Florida license plate must remain with the registrant upon sale of vehicle.
2. The registration must be delivered to a Tax Collector or Tag Agent for transfer to a replacement vehicle.
3. Your registration must be updated to your new address within 30 days of moving.
4. Registration renewals are the responsibility of the registrant and shall occur during the 30-day period prior to the expiration date shown on this registration. Renewal notices are provided as a courtesy and are not required for renewal purposes.
5. I understand that my driver license and registrations will be suspended

FORT PIERCE, FL