

CUSTOMER #: 333811

266223

LINCOLN OF CINCINNATI

9620 Montgomery Road
Cincinnati, OH 45242
(513) 683-3800

www.montgomerylincoln.com

ACCOUNTING

JOAN M WICHMAN
5605 BRIDGETOWN RD APT 6
CINCINNATI, OH 45248-4301

PAGE 1

HOME:513-368-8121 CONT:513-368-8121 ** PRE-INVOICE **

BUS: CELL:513-368-8121 SERVICE ADVISOR: 31634 COREY JOYCE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SMOKE QUAR	14	LINCOLN MKX	2LMDJ6JK3EBL13471	PJW2288	67783/67783	T264A

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
12SEP17 DD	12MAY14		17:00 20DEC23		185.00	CASH	19DEC23

R.O. OPENED	READY	OPTIONS:
12:28 18DEC23	15:37 19DEC23	SOLD-STK:EBL13471 DLR:364358 ENG:3.7_Liter TRN:44J_SELECTSHIFT_AUTOMATIC_TRANS

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	-----	-------

A CUSTOMER STATES AT TIMES THE RADIO WILL TURN IT SELF ON OR OFF WHILE DRIVING. CUSTOMER STATES AT TIMES THE VEHICLE WILL NOT START. CUSTOMER STATES HAD BATTERY AND ALTERNATOR TESTED AND BOTH TESTED FINE. CUSTOMER STATES AT TIMES THE FRONT INTERFACE CONTROLS ARE INOP. CUSTOMER STATES STATES UNABLE TO ADJUST HEAT AND AC FROM THE FRONT INTERFACE. CHECK AND ADVISE.

100 CUSTOMER STATES AT TIMES THE RADIO WILL TURN IT SELF ON OR OFF WHILE DRIVING. CUSTOMER STATES AT TIMES THE VEHICLE WILL NOT START. CUSTOMER STATES HAD BATTERY AND ALTERNATOR TESTED AND BOTH TESTED FINE. CUSTOMER STATES AT TIMES THE FRONT INTERFACE CONTROLS ARE INOP. CUSTOMER STATES STATES UNABLE TO ADJUST HEAT AND AC FROM THE FRONT INTERFACE. CHECK AND ADVISE.

31789 HILL,RICHARD LIC#: 6344

INPS	0.00	0.00	0	0	0.00	0.00
------	------	------	---	---	------	------

VERSION 1 (EMP# 31789,19DEC23 08:26): 67783 BCE TESTED. RETRIEVED U2013 IN THE FCIM. CLEARED CODES AND RETESTED, CODE U2013RETURNED. PPT RECOMMENDATION IS TO REPLACE THE FCIM. PERFORMED BATTERY LOAD TEST. BATTERY FAILED LOAD TEST. RECOMMEND REPLACEMENT OF THE BATTERY.

VERSION 2 (EMP# 31789,19DEC23 08:27): 67783 BCE TESTED. RETRIEVED U2013 IN THE FCIM. CLEARED CODES AND RETESTED, CODE U2013RETURNED. PPT RECOMMENDATION IS TO REPLACE THE FCIM. PERFORMED BATTERY LOAD TEST. BATTERY FAILED LOAD TEST. RECOMMEND REPLACEMENT OF THE BATTERY.

PERFORMED AN ALTERNATOR TEST, ALTERNATOR PASSED TEST, CHARGING AROUND 14 VOLTS.

VERSION 3 (EMP# 31789,19DEC23 15:21): 67783 see lines e, f, and g for repair information

B PERFORM MULTI-POINT INSPECTION

99PV2 PERFORM MULTI-POINT INSPECTION

31789 HILL,RICHARD LIC#: 6344

CP	0.00	0.00	0	0	0.00	0.00
----	------	------	---	---	------	------

C Complimentary Exterior Wash and Interior Vacuum.

METHOD OF PAYMENT:

- Cash
- Check Amount _____
- Credit Card Date Paid _____

STATEMENT OF DISCLAIMER

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

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

CUSTOMER SIGNATURE

CUSTOMER SIGNATURE

CUSTOMER #: 333811

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PAGE 2

HOME:513-368-8121 CONT:513-368-8121 ** PRE-INVOICE **

BUS: CELL:513-368-8121 SERVICE ADVISOR: 31634 COREY JOYCE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SMOKE QUAR	14	LINCOLN MKX	2LMDJ6JK3EBL13471	PJW2288	67783/67783	T264A

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
12SEP17 DD	12MAY14		17:00 20DEC23		185.00	CASH	19DEC23

R.O. OPENED	READY	OPTIONS:
12:28 18DEC23	15:37 19DEC23	SOLD-STK:EBL13471 DLR:364358 ENG:3.7_Liter TRN:44J_SELECTSHIFT_AUTOMATIC_TRANS

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	-----	-------

600 Complimentary Exterior Wash and Interior Vacuum.

31789 HILL,RICHARD LIC#: 6344
CP 0.00 0.00 0 0 0.00 0.00

D** DOCUMENT STORAGE

DOC1 DOCUMENT STORAGE
9999 CP 0.00 0.00 0 0 0.00 0.00

DOC Document Storage 0 150 1.50 1.50

VERSION 1 (EMP# 9999,18DEC23 12:28): DOC1

VERSION 2 (EMP# 9999,19DEC23 08:50): DOC1 DOC1

E** Battery - Replace

EL10 Battery - Replace
31789 HILL,RICHARD LIC#: 6344

CP 0.00 1.00 3800 18500 185.00 185.00

1 BXT*65*650 BATTERY 13596 16995 0 169.95 169.95 169.95

VERSION 1 (EMP# 31789,19DEC23 15:16): 67783 PERFORMED BATTERY LOAD TEST, BATTERY FAILED LOAD TEST. TESTED ALTERNATOR, ALTERNATOR PASSED THE TEST. REMOVED AND REPLACED THE BATTERY AND RESET THE MONITORING SYSTEM.

VERSION 2 (EMP# 31789,19DEC23 15:21): 67783 0.80 PERFORMED BATTERY LOAD TEST, BATTERY FAILED LOAD TEST. TESTED ALTERNATOR, ALTERNATOR PASSED THE TEST. REMOVED AND REPLACED THE BATTERY AND RESET THE MONITORING SYSTEM.

VERSION 3 (EMP# 31634,19DEC23 15:34): 67783 1.00 PERFORMED BATTERY LOAD TEST, BATTERY FAILED LOAD TEST. TESTED ALTERNATOR, ALTERNATOR PASSED THE TEST. REMOVED AND REPLACED THE BATTERY AND RESET THE MONITORING SYSTEM.

F** FCIM - REPLACE

CAUSE: U2013 PRESENT IN FCIM.

EL001 FCIM - REPLACE
31789 HILL,RICHARD LIC#: 6344

CP 0.00 1.00 3800 18500 185.00 185.00

1 EA1T*18842*AA FCIM 31000 43400 0 434.00 434.00 434.00

ORDER NUMBER AER 03181222

METHOD OF PAYMENT:	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
<input type="checkbox"/> Cash <input type="checkbox"/> Check Amount _____ <input type="checkbox"/> Credit Card Date Paid _____	The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	
		CUSTOMER SIGNATURE	CUSTOMER SIGNATURE

CUSTOMER #: 333811

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PAGE 3

HOME:513-368-8121 CONT:513-368-8121 ** PRE-INVOICE **

BUS: CELL:513-368-8121 SERVICE ADVISOR: 31634 COREY JOYCE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SMOKE QUAR	14	LINCOLN MKX	2LMDJ6JK3EBL13471	PJW2288	67783/67783	T264A

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
12SEP17 DD	12MAY14		17:00 20DEC23		185.00	CASH	19DEC23

R.O. OPENED	READY	OPTIONS: SOLD-STK:EBL13471 DLR:364358 ENG:3.7_Liter TRN:44J_SELECTSHIFT_AUTOMATIC_TRANS					
12:28 18DEC23	15:37 19DEC23						

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	-----	-------

(PREPAID SPECIAL ORDER PART)

VERSION 1 (EMP# 3,19DEC23 15:20): 67783 1.00 BCE TESTED, RETRIEVED CODE U2013. CLEARED AND RETESTED, PPT RECOMMENDS REPLACEMENT OF THE FCIM. PART ON BACK ORDER, CUSTOMER TO RETURN FOR REPAIR.

VERSION 2 (EMP# 31634,19DEC23 15:34): 67783 1.00 BCE TESTED, RETRIEVED CODE U2013. CLEARED AND RETESTED, PPT RECOMMENDS REPLACEMENT OF THE FCIM. PART ON BACK ORDER, CUSTOMER TO RETURN FOR REPAIR. PART IS PREPAID FOR. CUSTOMER WILL OWE \$370.00 IN LABOR UPON COMPLETION.

G** CAMERA - REPLACE
EL001 CAMERA - REPLACE
31789 HILL,RICHARD LIC#: 6344
CP 0.00 1.00 3800 18500 185.00 185.00

1 EA1Z*19G490*A CAMERA	ASY	29457	50666	0	506.66	506.66	506.66
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VERSION 1 (EMP# 31789,19DEC23 15:19): 67783 1.00 REMOVED LIFTGATE TRIM PANEL. REMOVED AND REPLACED THE REAR PARK AID CAMERA. REINSTALLED LIFTGATE TRIM PANEL. PERFORMED CALIBRATION ON REAR PARK AID CAMERA. TESTED OPERATION, ALL CHECKS OK AT THIS TIME.

VERSION 2 (EMP# 31634,19DEC23 15:35): 67783 1.00 FOUND BACKUP CAMERA FAULT DURING INSPECTION. PERFORM PPT AND FOUND BACKUP CAMERA AT FAULT. REMOVED LIFTGATE TRIM PANEL. REMOVED AND REPLACED THE REAR PARK AID CAMERA. REINSTALLED LIFTGATE TRIM PANEL. PERFORMED CALIBRATION ON REAR PARK AID CAMERA. TESTED OPERATION, ALL CHECKS OK AT THIS TIME.

ESTIMATE: 2,460.61 19DEC23 08:50 SA: 31634
CONTACT:

ACCOUNTING

METHOD OF PAYMENT: <input type="checkbox"/> Cash <input type="checkbox"/> Check Amount _____ <input type="checkbox"/> Credit Card Date Paid _____	STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	DESCRIPTION	TOTALS
		LABOR AMOUNT	
CUSTOMER SIGNATURE	CUSTOMER SIGNATURE	PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	

CUSTOMER #: 333811

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PAGE 4

HOME:513-368-8121 CONT:513-368-8121 ** PRE-INVOICE **

BUS: CELL:513-368-8121 SERVICE ADVISOR: 31634 COREY JOYCE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SMOKE QUAR	14	LINCOLN MKX	2LMDJ6JK3EBL13471	PJW2288	67783/67783	T264A

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
12SEP17 DD	12MAY14		17:00 20DEC23		185.00	CASH	19DEC23

R.O. OPENED	READY	OPTIONS:
12:28 18DEC23	15:37 19DEC23	SOLD-STK:EBL13471 DLR:364358 ENG:3.7_Liter TRN:44J_SELECTSHIFT_AUTOMATIC_TRANS

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	LIST	NET	TOTAL

ESTIMATE:	388.50					18DEC23 12:28	SA: 31634	
CONTACT:								

CUSTOMER PAY SHOP SUPPLIES FOR RE 0 2500 25.00

I have recieved an explanation of the work performed. I acknowledge the accuracy of the description(s) of the problem(s) and or sympton(s) experienced as stated on this RO.
CUSTOMER SIGN OR INITIAL: _____

*** NO RO PUNCH TIMES ON FILE ***

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
2/433300	0	0		2/431100	55500	11400	
2/737250	150	0		2/451100	111061	74053	
2/737195	2500	0	SUPPLIES	2/222160	13199	0	
2/737110	0	*****		2/121060	182410	*****	

ACCOUNTING

COST, SALE, & COMP TOTALS 85453 169211 0

METHOD OF PAYMENT:	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS		
<input type="checkbox"/> Cash <input type="checkbox"/> Check Amount _____ <input type="checkbox"/> Credit Card Date Paid _____	The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	LABOR AMOUNT	555.00		
		PARTS AMOUNT	1110.61		
		GAS, OIL, LUBE	0.00		
		SUBLET AMOUNT	0.00		
		MISC. CHARGES	26.50		
		TOTAL CHARGES	1692.11		
		LESS INSURANCE	0.00		
		SALES TAX	131.99		
		CUSTOMER SIGNATURE	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	1824.10

CUSTOMER #: 333811

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INVOICE

PAGE 1

JOAN M WICHMAN
5605 BRIDGETOWN RD APT 6
CINCINNATI, OH 45248-4301
HOME: 513-368-8121 CONT: 513-368-8121
BUS: CELL: 513-368-8121

SERVICE ADVISOR: 31634 COREY JOYCE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	14	LINCOLN MKX	2LMDJ6JK3EBL13471	PJW2288	67783/67783	T264A	
DEL. DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
12SEP17	DD12MAY14		17:00 20DEC23		185.00	CASH	19DEC23
R.O. OPENED	READY	OPTIONS: SOLD-STK:EBL13471 DLR:364358 ENG:3.7_Liter TRN:44J_SELECTSHIFT_AUTOMATIC_TRANS					
12:28 18DEC23	15:37 19DEC23						

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

A CUSTOMER STATES AT TIMES THE RADIO WILL TURN IT SELF ON OR OFF WHILE DRIVING. CUSTOMER STATES AT TIMES THE VEHICLE WILL NOT START. CUSTOMER STATES HAD BATTERY AND ALTERNATOR TESTED AND BOTH TESTED FINE. CUSTOMER STATES AT TIMES THE FRONT INTERFACE CONTROLS ARE INOP. CUSTOMER STATES STATES UNABLE TO ADJUST HEAT AND AC FROM THE FRONT INTERFACE. CHECK AND ADVISE.

100 CUSTOMER STATES AT TIMES THE RADIO WILL TURN IT SELF ON OR OFF WHILE DRIVING. CUSTOMER STATES AT TIMES THE VEHICLE WILL NOT START. CUSTOMER STATES HAD BATTERY AND ALTERNATOR TESTED AND BOTH TESTED FINE. CUSTOMER STATES AT TIMES THE FRONT INTERFACE CONTROLS ARE INOP. CUSTOMER STATES STATES UNABLE TO ADJUST HEAT AND AC FROM THE FRONT INTERFACE. CHECK AND ADVISE.

31789 HILL, RICHARD LIC#: 6344

INPS 0.00

(N/C)

67783 see lines e, f, and g for repair information

B PERFORM MULTI-POINT INSPECTION

99PV2 PERFORM MULTI-POINT INSPECTION

31789 HILL, RICHARD LIC#: 6344

CP 0.00

0.00

0.00

C Complimentary Exterior Wash and Interior Vacuum.

600 Complimentary Exterior Wash and Interior Vacuum.

31789 HILL, RICHARD LIC#: 6344

CP 0.00

0.00

0.00

D** DOCUMENT STORAGE

DOC1 DOCUMENT STORAGE

9999 CP 0.00

0.00

0.00

DOC Document Storage

1.50

1.50

METHOD OF PAYMENT:

Cash

Check Amount 1,824.10

Credit Card Date Paid _____

STATEMENT OF DISCLAIMER

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DESCRIPTION

TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

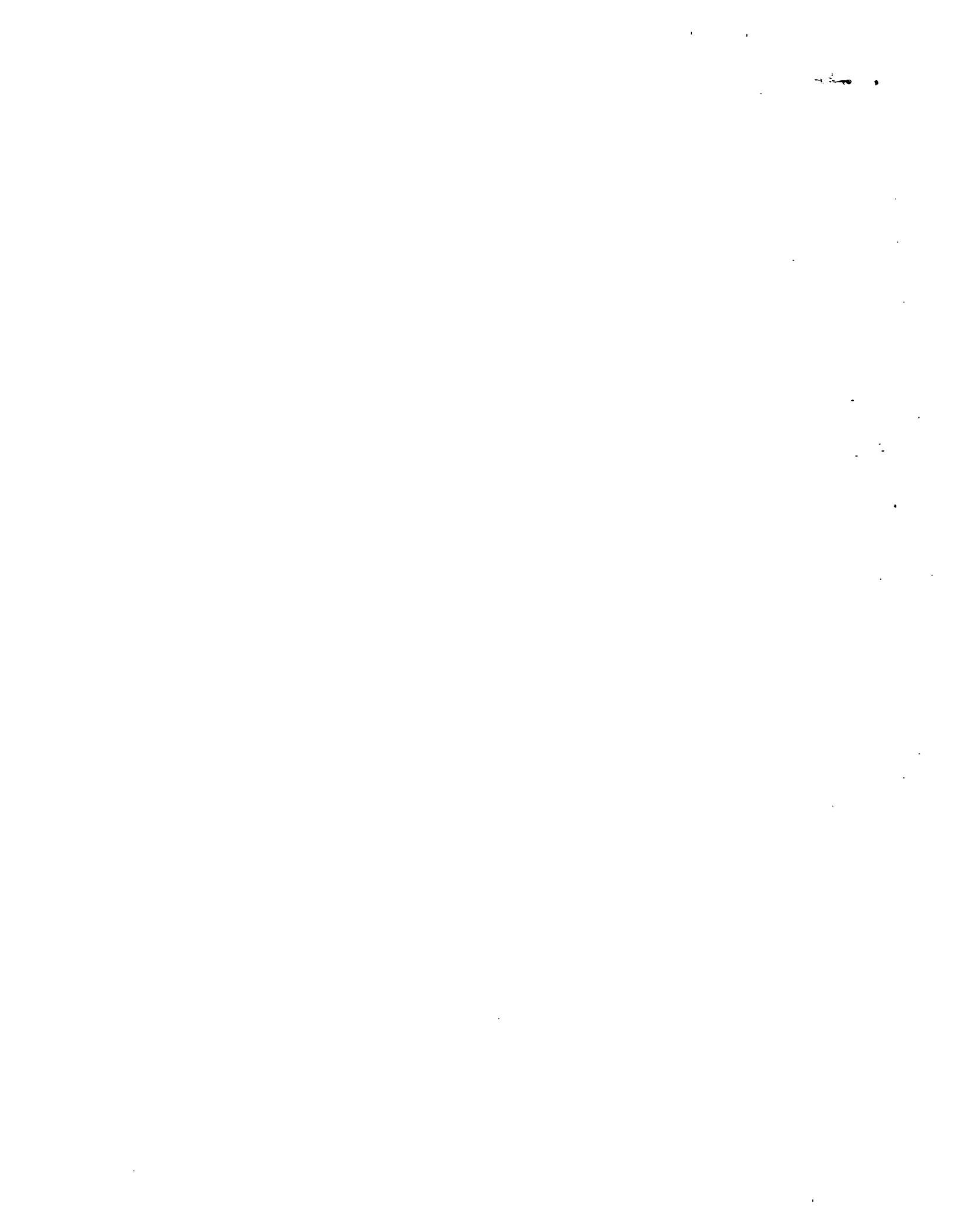
LESS INSURANCE

SALES TAX

PLEASE PAY THIS AMOUNT

CUSTOMER SIGNATURE

CUSTOMER SIGNATURE



CUSTOMER #: 333811

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INVOICE

JOAN M WICHMAN
5605 BRIDGETOWN RD APT 6
CINCINNATI, OH 45248-4301
HOME:513-368-8121 CONT:513-368-8121
BUS: CELL:513-368-8121

PAGE 2

SERVICE ADVISOR: 31634 COREY JOYCE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
SMOKE QUAR	14	LINCOLN MKX	2LMDJ6JK3EBL13471	PJW2288	67783/67783	T264A	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
12SEP17	DD12MAY14		17:00 20DEC23		185.00	CASH	19DEC23
R/O OPENED	READY	OPTIONS: SOLD-STK:EBL13471 DLR:364358 ENG:3.7_Liter TRN:44J_SELECTSHIFT_AUTOMATIC_TRANS					
12:28 18DEC23	15:37 19DEC23						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
DOC1	DOC1						

E** Battery - Replace
 EL10 Battery - Replace
 31789 HILL,RICHARD LIC#: 6344
 CP 1.00 185.00 185.00
 1 BXT*65*650 BATTERY 169.95 169.95 169.95
 67783 1.00 PERFORMED BATTERY LOAD TEST, BATTERY FAILED LOAD TEST.
 TESTED ALTERNATOR, ALTERNATOR PASSED THE TEST. REMOVED AND REPLACED THE
 BATTERY AND RESET THE MONITORING SYSTEM.

F** FCIM - REPLACE
 CAUSE: U2013 PRESENT IN FCIM.
 EL001 FCIM - REPLACE
 31789 HILL,RICHARD LIC#: 6344
 CP 1.00 185.00 185.00
 1 EA1T*18842*AA FCIM 434.00 434.00 434.00
 ORDER NUMBER AER 03181222
 (PREPAID SPECIAL ORDER PART)
 67783 1.00 BCE TESTED, RETRIEVED CODE U2013. CLEARED AND RETESTED,
 PPT RECOMMENDS REPLACEMENT OF THE FCIM. PART ON BACK ORDER, CUSTOMER TO
 RETURN FOR REPAIR. PART IS PREPAID FOR. CUSTOMER WILL OWE \$370.00 IN
 LABOR UPON COMPLETION.

G** CAMERA - REPLACE
 EL001 CAMERA - REPLACE
 31789 HILL,RICHARD LIC#: 6344
 CP 1.00 185.00 185.00
 1 EA1Z*19G490*A CAMERA ASY 506.66 506.66 506.66
 67783 1.00 FOUND BACKUP CAMERA FAULT DURING INSPECTION. PERFORM PPT
 AND FOUND BACKUP CAMERA AT FAULT. REMOVED LIFTGATE TRIM PANEL. REMOVED
 AND REPLACED THE REAR PARK AID CAMERA. REINSTALLED LIFTGATE TRIM PANEL.
 PERFORMED CALIBRATION ON REAR PARK AID CAMERA. TESTED OPERATION, ALL
 CHECKS OK AT THIS TIME.

METHOD OF PAYMENT: <input type="checkbox"/> Cash <input type="checkbox"/> Check Amount _____ <input type="checkbox"/> Credit Card Date Paid _____	STATEMENT OF DISCLAIMER <small>The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.</small>	DESCRIPTION	TOTALS
		LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
CUSTOMER SIGNATURE	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	

CUSTOMER #: 333811

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INVOICE

JOAN M WICHMAN

5605 BRIDGETOWN RD APT. 6

CINCINNATI, OH 45248-4301

HOME:513-368-8121 CONT:513-368-8121

BUS: CELL:513-368-8121

PAGE 3

SERVICE ADVISOR: 31634 COREY JOYCE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
SMOKE QUAR	14	LINCOLN MKX	2LMDJ6JK3EBL13471	PJW2288	67783/67783	T264A	
DEL. DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
12SEP17	DD12MAY14		17:00 20DEC23		185.00	CASH	19DEC23
R.O. OPENED	READY	OPTIONS: SOLD-STK:EBL13471 DLR:364358					
12:28 18DEC23	15:37 19DEC23	ENG:3.7_Liter TRN:44J_SELECTSHIFT_AUTOMATIC_TRANS					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

ESTIMATE: 2,460.61 19DEC23 08:50 SA: 31634

CONTACT:

ESTIMATE: 388.50 18DEC23 12:28 SA: 31634

CONTACT:

CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER 25.00

I have recieved an explanation of the work performed. I acknowledge the accuracy of the description(s) of the problem(s) and or sympton(s) experienced as stated on this RO.

CUSTOMER SIGN OR INITIAL: _____

ACCOUNTING

METHOD OF PAYMENT: <input type="checkbox"/> Cash <input type="checkbox"/> Check Amount _____ <input type="checkbox"/> Credit Card Date Paid _____	STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	DESCRIPTION	TOTALS
		LABOR AMOUNT	555.00
CUSTOMER SIGNATURE	CUSTOMER SIGNATURE	PARTS AMOUNT	1110.61
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	26.50
		TOTAL CHARGES	1692.11
		LESS INSURANCE	0.00
		SALES TAX	131.99
		PLEASE PAY THIS AMOUNT	1824.10

CUSTOMER #: 333811

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LINCOLN OF CINCINNATI

JOAN M WICHMAN
5605 BRIDGETOWN RD APT 6
CINCINNATI, OH 45248-4301
WICHMAN_GUNTHER_JOAN@FUSE.NET
HOME:513-368-8121 CONT:513-368-8121
BUS: CELL:513-368-8121

WORKORDER

9620 Montgomery Road
Cincinnati, OH 45242
(513) 683-3800
www.montgomerylincoln.com

PAGE 1

SERVICE ADVISOR: 31634 JOYCE, COREY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
SMOKE QUAR	14	LINCOLN MKX	2LMDJ6JK3EBL13471	PJW2288	67783/	T264A	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
12SEP17	DD12MAY14		17:00 18DEC23		185.00	CASH	
R.O OPENED	READY	OPTIONS: SOLD-STK:EBL13471 DLR:364358					
18DEC2023	12:28	ENG:3.7_Liter TRN:44J_SELECTSHIFT_AUTOMATIC_TRANS					

LINE OP CODE TECH... TYPE DESCRIPTIONS/INSTRUCTIONS

A 100 31789 CP CUSTOMER STATES AT TIMES THE RADIO WILL TURN IT SELF ON OR OFF WHILE DRIVING. CUSTOMER STATES AT TIMES THE VEHICLE WILL NOT START. CUSTOMER STATES HAD BATTERY AND ALTERNATOR TESTED AND BOTH TESTED FINE. CUSTOMER STATES AT TIMES THE FRONT INTERFACE CONTROLS ARE INOP. CUSTOMER STATES STATES UNABLE TO ADJUST HEAT AND AC FROM THE FRONT INTERFACE. CHECK AND ADVISE.

EST: TOTAL 370.00

B 99PV2 31789 CP PERFORM MULTI-POINT INSPECTION 989.00

C 600 31789 CP Complimentary Exterior Wash and Interior Vacuum. +691.66

D *DOC1 9999 CP DOCUMENT STORAGE 409.95

DOC Document Storage \$ 2,100.00

Preliminary Estimate : \$388.50

\$370.00 tax

DISCLAIMER OF WARRANTIES - Any warranties on the products sold hereby are made by the manufacturer of those products. This dealership hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and this dealership neither assumes nor authorizes any other persons to assume for it any liability in connection with the sale of said product. Buyer shall not be entitled to recover from this dealership any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.

In the event that you, the customer, authorize commencement but do not authorize a completion of a repair or service, a charge will be imposed for disassembly, reassembly, or partially completed work. Such charge will be directly related to the actual amount of labor and parts involved in the inspection, repair and service.

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

ORIGINAL ESTIMATE
UNDER OHIO LAW YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS. INITIAL YOUR CHOICE.

WRITTEN ESTIMATE *Jmw* ORAL ESTIMATE I DO NOT REQUEST AN ESTIMATE

REPLACED PARTS DISPOSITION
PARTS REPLACED: RETURN DISCARD *Jmw*

WARRANTY PARTS AND PARTS NEEDED FOR EXCHANGE WILL NOT BE RETURNED

CUSTOMERS ACCEPTANCE *Jmw* AUTHORIZED ADDITIONS \$ _____ DATE _____
SIGNATURE _____ TIME _____
BY _____

AUTH BY *Joan M. Wichman*

TECHNICIAN COPY



CUSTOMER #: 333811

266223

LINCOLN OF CINCINNATI

JOAN M WICHMAN
5605 BRIDGETOWN RD APT 6
CINCINNATI, OH 45248-4301
WICHMAN_GUNTHER_JOAN@FUSE.NET
HOME:513-368-8121 CONT:513-368-8121
BUS: CELL:513-368-8121

WORKORDER

9620 Montgomery Road
Cincinnati, OH 45242
(513) 683-3800
www.montgomerylincoln.com

PAGE 2

SERVICE ADVISOR: 31634 JOYCE, COREY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
SMOKE QUAR	14	LINCOLN MKX	2LMDJ6JK3EBL13471	PJW2288	67783/	T264A	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
12SEP17 DD	12MAY14		17:00 18DEC23		185.00	CASH	
R.O OPENED	READY	OPTIONS: SOLD-STK:EBL13471 DLR:364358					
18DEC2023 12:28		ENG:3.7 Liter TRN:44J_SELECTSHIFT_AUTOMATIC_TRANS					

I acknowledge the accuracy of the description(s) of the concern(s) experienced as stated on this RO

TECHNICIAN

DISCLAIMER OF WARRANTIES - Any warranties on the products sold hereby are made by the manufacturer of those products. This dealership hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and this dealership neither assumes nor authorizes any other persons to assume for it any liability in connection with the sale of said product. Buyer shall not be entitled to recover from this dealership any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.

In the event that you, the customer, authorize commencement but do not authorize a completion of a repair or service, a charge will be imposed for disassembly, reassembly, or partially completed work. Such charge will be directly related to the actual amount of labor and parts involved in the inspection, repair and service.

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

ORIGINAL ESTIMATE _____

UNDER OHIO LAW YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS. INITIAL YOUR CHOICE.

WRITTEN ESTIMATE _____ ORAL ESTIMATE _____ I DO NOT REQUEST AN ESTIMATE _____

REPLACED PARTS DISPOSITION

PARTS REPLACED: RETURN DISCARD

INITIAL _____ INITIAL _____

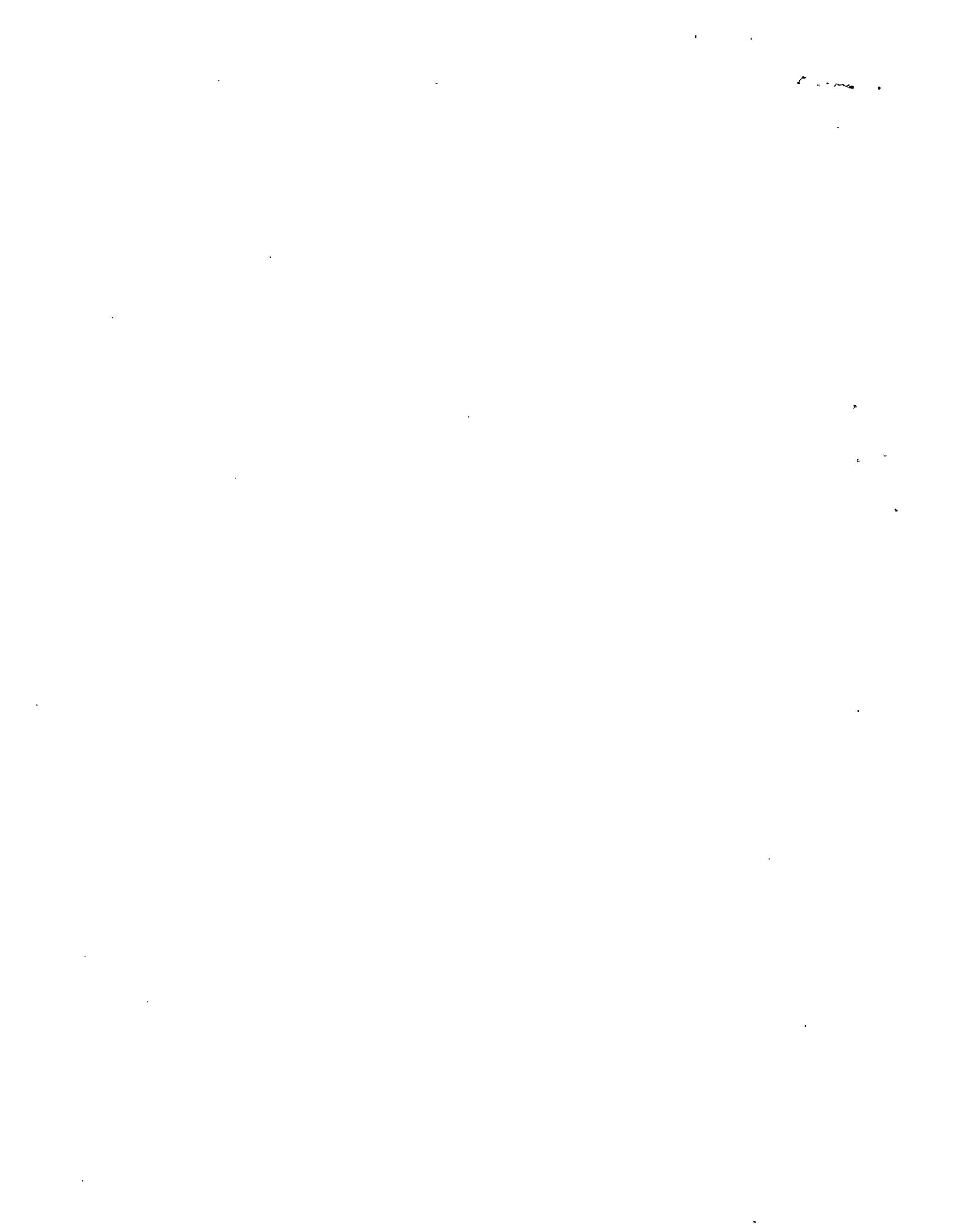
WARRANTY PARTS AND PARTS NEEDED FOR EXCHANGE WILL NOT BE RETURNED

CUSTOMERS ACCEPTANCE	AUTHORIZED ADDITIONS	DATE _____
SIGNATURE _____	\$ _____	TIME _____
		BY _____

AUTH BY _____

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE DISCOVER VISA CASH MC AMX

TECHNICIAN COPY



ADDITIONAL INFORMATION

PAINT COLOR: Smoked Quartz TC
PAINT CODE: TQ
GROSS VEHICLE WEIGHT: 5440 LB. GVW
RADIO: AM/FM CD/Clock
SYNC VERSION: GEN2
VHR ACTIVATED:
MODEM:

VEHICLE INFORMATION

VERSION/SERIES: LINCOLN/MERCURY SERIES
2014 Edge / MKX
BODY STYLE: Regular Wagon
ENGINE: 3.7L DOHC V6 Gas.
ENGINE CALIBRATION: DQ11FL0A
TRANSMISSION:
6 Speed Auto Transmission 6F50
FUEL TYPE: Gasoline
Sold to Fleet: NO

VEHICLE INFORMATION

DRIVE TYPE: 2 WHL L/H FRONT DRIVE
AXLE RATIO: 3.16 Ratio
AXLE CODE: 3E
WHEEL SIZE:
20 X 8.5" Polished Alum Wheel
TIRE: P245/50HR20 BSW A/S
Retail sales type: R

OUTSTANDING FIELD SERVICE ACTIONS

NO CAMPAIGN MESSAGE(S) FOUND

NO WARNING MESSAGES FOUND FOR THIS VIN

GENERAL WARRANTY INFORMATION

WARRANTY START DATE: 17-July-2014 BUILD DATE: 20-May-2014 RELEASE DATE: 20-May-2014
SALE MILEAGE: 00851

WARRANTY COVERAGE

COVERAGE TYPE: Bumper-to-Bumper COVERAGE DESCRIPTION: 4 years / 50,000 Miles (whichever occurs first)
ADDITIONAL INFO: New Vehicle Base Warranty

Some B-to-B parts have limited coverage available:

- a. Brake pads/linings are limited to 12 months / 18,000 mile coverage
- b. Wheel alignment and wheel balance are limited to 12 months / 12,000 mile coverage
- c. Windshields replaced for stress cracks are limited to 12 months / 12,000 mile coverage
- d. Windshield Wiper blades are limited to 6 months coverage
- e. Tires are prorated after 12,000 miles driven

COVERAGE TYPE: Corrosion Perforation COVERAGE DESCRIPTION: 5 years/ Unlimited miles
ADDITIONAL INFO: *

COVERAGE TYPE: Powertrain COVERAGE DESCRIPTION: 6 years / 70,000 Miles (whichever occurs first)
ADDITIONAL INFO: *

COVERAGE TYPE: Safety Restraint COVERAGE DESCRIPTION: 5 years / 60,000 Miles (whichever occurs first)
ADDITIONAL INFO: *

MARKETING MESSAGES

FordPass & Lincoln Access Rewards

Is your customer a FordPass or Lincoln Access Rewards Member?

Please click here to visit the Rewards Member Portal and verify account information

Competitive make ESP part verification

EXTENDED COVERAGES

COVERAGE CATEGORY: **CPCLIGHT**

0968 - EXPIRED

STANDARD DEDUCTIBLE: **100 USD**

EXPIRATION DATE: **07/17/2020**

TOWING: **0 USD**

ESP CONTRACT START DATE: **07/17/2014**

OWNER NAME: **Joan Wichman**

DISTANCE: **100000**

CONTRACT SOLD BY: **USA 10691**

OPTIONS: **KEYSVCRDSD,LIGHTING**

RENTAL: **45 UP TO 10 DAYS**

ESP CONTRACT START DATE:

07/17/2014

COVERAGE CATEGORY: **CLFLL**

0992 - EXPIRED

STANDARD DEDUCTIBLE: **0 USD**

EXPIRATION DATE: **07/17/2016**

TOWING: **0 USD**

ESP CONTRACT START DATE: **07/17/2014**

OWNER NAME:

VALUED LINCOLN CUSTOMER

DISTANCE: **25000**

CONTRACT SOLD BY: **USA 47266**

OPTIONS:

RENTAL: **0 UP TO 0 DAYS**

ESP CONTRACT START DATE:

07/17/2014

WARRANTY REPAIR HISTORY

NO RECENT REPAIR HISTORY ON VEHICLE

[Click Here for Full Warranty History](#)

CUSTOMER #: 333811

266223

LINCOLN OF CINCINNATI

9620 Montgomery Road
Cincinnati, OH 45242
(513) 683-3800
www.montgomerylincoln.com

ACCOUNTING

JOAN M WICHMAN
5605 BRIDGETOWN RD APT 6
CINCINNATI, OH 45248-4301

PAGE 1

HOME:513-368-8121 CONT:513-368-8121 ** PRE-INVOICE **

BUS: CELL:513-368-8121 SERVICE ADVISOR: 31634 COREY JOYCE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
SMOKE QUAR	14	LINCOLN MKX	2LMDJ6JK3EBL13471	PJW2288	67783/67783	T264A	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
12SEP17	DD12MAY14		17:00	20DEC23	185.00	CASH	19DEC23

R.O. OPENED: 12:28 18DEC23
 READY: 15:37 19DEC23
 OPTIONS: SOLD-STK:EBL13471 DLR:364358
 ENG:3.7_Liter TRN:44J_SELECTSHIFT_AUTOMATIC_TRANS

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	-----	-------

A CUSTOMER STATES AT TIMES THE RADIO WILL TURN IT SELF ON OR OFF WHILE DRIVING. CUSTOMER STATES AT TIMES THE VEHICLE WILL NOT START. CUSTOMER STATES HAD BATTERY AND ALTERNATOR TESTED AND BOTH TESTED FINE. CUSTOMER STATES AT TIMES THE FRONT INTERFACE CONTROLS ARE INOP. CUSTOMER STATES STATES UNABLE TO ADJUST HEAT AND AC FROM THE FRONT INTERFACE. CHECK AND ADVISE.

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31789 HILL,RICHARD LIC#: 6344

INPS	0.00	0.00	0	0	0.00	0.00
------	------	------	---	---	------	------

VERSION 1 (EMP# 31789,19DEC23 08:26): 67783 BCE TESTED. RETRIEVED U2013 IN THE FCIM. CLEARED CODES AND RETESTED, CODE U2013RETURNED. PPT RECOMMENDATION IS TO REPLACE THE FCIM. PERFORMED BATTERY LOAD TEST. BATTERY FAILED LOAD TEST. RECOMMEND REPLACEMENT OF THE BATTERY.

VERSION 2 (EMP# 31789,19DEC23 08:27): 67783 BCE TESTED. RETRIEVED U2013 IN THE FCIM. CLEARED CODES AND RETESTED, CODE U2013RETURNED. PPT RECOMMENDATION IS TO REPLACE THE FCIM. PERFORMED BATTERY LOAD TEST. BATTERY FAILED LOAD TEST. RECOMMEND REPLACEMENT OF THE BATTERY.

PERFORMED AN ALTERNATOR TEST, ALTERNATOR PASSED TEST, CHARGING AROUND 14 VOLTS.

VERSION 3 (EMP# 31789,19DEC23 15:21): 67783 see lines e, f, and g for repair information

B PERFORM MULTI-POINT INSPECTION

99PV2 PERFORM MULTI-POINT INSPECTION

31789 HILL,RICHARD LIC#: 6344

CP	0.00	0.00	0	0	0.00	0.00
----	------	------	---	---	------	------

C Complimentary Exterior Wash and Interior Vacuum.

METHOD OF PAYMENT: <input type="checkbox"/> Cash <input type="checkbox"/> Check Amount _____ <input type="checkbox"/> Credit Card Date Paid _____	STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	DESCRIPTION	TOTALS
		LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
LESS INSURANCE			
SALES TAX			
CUSTOMER SIGNATURE	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	

CUSTOMER #: 333811

266223

LINCOLN OF CINCINNATI

ACCOUNTING

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www.montgomerylincoln.com

JOAN M WICHMAN

5605 BRIDGETOWN RD APT 6
CINCINNATI, OH 45248-4301

PAGE 2

HOME:513-368-8121 CONT:513-368-8121 ** PRE-INVOICE **

BUS: CELL:513-368-8121 SERVICE ADVISOR: 31634 COREY JOYCE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
SMOKE QUAR	14	LINCOLN MKX	2LMDJ6JK3EBL13471	PJW2288	67783/67783	T264A	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
12SEP17	DD12MAY14		17:00 20DEC23		185.00	CASH	19DEC23

R.O. OPENED	READY	OPTIONS:
12:28 18DEC23	15:37 19DEC23	SOLD-STK:EBL13471 DLR:364358 ENG:3.7_Liter TRN:44J_SELECTSHIFT_AUTOMATIC_TRANS

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	LIST	NET	TOTAL
600								
Complimentary Exterior Wash and Interior Vacuum.								

31789 HILL,RICHARD LIC#: 6344								
CP	0.00	0.00	0	0			0.00	0.00

D** DOCUMENT STORAGE								
DOC1 DOCUMENT STORAGE								
9999	CP	0.00	0.00	0	0		0.00	0.00
DOC Document Storage								
				0	150		1.50	1.50

VERSION 1 (EMP# 9999,18DEC23 12:28): DOC1
 VERSION 2 (EMP# 9999,19DEC23 08:50): DOC1 DOC1

E** Battery - Replace								
EL10 Battery - Replace								
31789 HILL,RICHARD LIC#: 6344								
CP	0.00	1.00	3800	18500			185.00	185.00
1	BXT*65*650 BATTERY		13596	16995	0	169.95	169.95	169.95

VERSION 1 (EMP# 31789,19DEC23 15:16): 67783 PERFORMED BATTERY LOAD TEST, BATTERY FAILED LOAD TEST. TESTED ALTERNATOR, ALTERNATOR PASSED THE TEST. REMOVED AND REPLACED THE BATTERY AND RESET THE MONITORING SYSTEM.
 VERSION 2 (EMP# 31789,19DEC23 15:21): 67783 0.80 PERFORMED BATTERY LOAD TEST, BATTERY FAILED LOAD TEST. TESTED ALTERNATOR, ALTERNATOR PASSED THE TEST. REMOVED AND REPLACED THE BATTERY AND RESET THE MONITORING SYSTEM.
 VERSION 3 (EMP# 31634,19DEC23 15:34): 67783 1.00 PERFORMED BATTERY LOAD TEST, BATTERY FAILED LOAD TEST. TESTED ALTERNATOR, ALTERNATOR PASSED THE TEST. REMOVED AND REPLACED THE BATTERY AND RESET THE MONITORING SYSTEM.

F** FCIM - REPLACE								
CAUSE: U2013 PRESENT IN FCIM.								
EL001 FCIM - REPLACE								

31789 HILL,RICHARD LIC#: 6344								
CP	0.00	1.00	3800	18500			185.00	185.00
1	EALT*18842*AA FCIM		31000	43400	0	434.00	434.00	434.00
ORDER NUMBER AER 03181222								

METHOD OF PAYMENT:	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS	
<input type="checkbox"/> Cash	The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	LABOR AMOUNT		
<input type="checkbox"/> Check Amount _____		PARTS AMOUNT		
<input type="checkbox"/> Credit Card Date Paid _____		GAS, OIL, LUBE		
		SUBLET AMOUNT		
		MISC. CHARGES		
		TOTAL CHARGES		
		LESS INSURANCE		
		SALES TAX		
CUSTOMER SIGNATURE		CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	

CUSTOMER #: 333811

266223

LINCOLN OF CINCINNATI

ACCOUNTING

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Cincinnati, OH 45242
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JOAN M WICHMAN
5605 BRIDGETOWN RD APT 6
CINCINNATI, OH 45248-4301

PAGE 3

HOME:513-368-8121 CONT:513-368-8121 ** PRE-INVOICE **
BUS: CELL:513-368-8121 SERVICE ADVISOR: 31634 COREY JOYCE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
SMOKE QUAR	14	LINCOLN MKX	2LMDJ6JK3EBL13471	PJW2288	67783/67783	T264A	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
12SEP17	DD12MAY14		17:00 20DEC23		185.00	CASH	19DEC23

R/O OPENED: 12:28 18DEC23 READY: 15:37 19DEC23
 OPTIONS: SOLD-STK:EBL13471 DLR:364358
 ENG:3.7_Liter TRN:44J_SELECTSHIFT_AUTOMATIC_TRANS

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	LIST	NET	TOTAL
(PREPAID SPECIAL ORDER PART)								

VERSION 1 (EMP# 3,19DEC23 15:20): 67783 1.00 BCE TESTED, RETRIEVED CODE U2013. CLEARED AND RETESTED, PPT RECOMMENDS REPLACEMENT OF THE FCIM. PART ON BACK ORDER, CUSTOMER TO RETURN FOR REPAIR.
 VERSION 2 (EMP# 31634,19DEC23 15:34): 67783 1.00 BCE TESTED, RETRIEVED CODE U2013. CLEARED AND RETESTED, PPT RECOMMENDS REPLACEMENT OF THE FCIM. PART ON BACK ORDER, CUSTOMER TO RETURN FOR REPAIR. PART IS PREPAID FOR. CUSTOMER WILL OWE \$370.00 IN LABOR UPON COMPLETION.

G** CAMERA - REPLACE
 EL001 CAMERA - REPLACE

31789 HILL,RICHARD LIC#: 6344										
	CP	0.00	1.00	3800	18500		185.00	185.00		
1	EA1Z*19G490*A	CAMERA		ASY	29457	50666	0	506.66	506.66	506.66

VERSION 1 (EMP# 31789,19DEC23 15:19): 67783 1.00 REMOVED LIFTGATE TRIM PANEL. REMOVED AND REPLACED THE REAR PARK AID CAMERA. REINSTALLED LIFTGATE TRIM PANEL. PERFORMED CALIBRATION ON REAR PARK AID CAMERA. TESTED OPERATION, ALL CHECKS OK AT THIS TIME.

VERSION 2 (EMP# 31634,19DEC23 15:35): 67783 1.00 FOUND BACKUP CAMERA FAULT DURING INSPECTION. PERFORM PPT AND FOUND BACKUP CAMERA AT FAULT. REMOVED LIFTGATE TRIM PANEL. REMOVED AND REPLACED THE REAR PARK AID CAMERA. REINSTALLED LIFTGATE TRIM PANEL. PERFORMED CALIBRATION ON REAR PARK AID CAMERA. TESTED OPERATION, ALL CHECKS OK AT THIS TIME.

 ESTIMATE: 2,460.61 19DEC23 08:50 SA: 31634

CONTACT:

ACCOUNTING

METHOD OF PAYMENT:	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
<input type="checkbox"/> Cash <input type="checkbox"/> Check Amount _____ <input type="checkbox"/> Credit Card Date Paid _____	The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
CUSTOMER SIGNATURE	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	

CUSTOMER #: 333811

266223

LINCOLN OF CINCINNATI

ACCOUNTING

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JOAN M WICHMAN

5605 BRIDGETOWN RD APT 6
CINCINNATI, OH 45248-4301

PAGE 4

HOME:513-368-8121 CONT:513-368-8121 ** PRE-INVOICE **

BUS: CELL:513-368-8121 SERVICE ADVISOR: 31634 COREY JOYCE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
SMOKE QUAR	14	LINCOLN MKX	2LMDJ6JK3EBL13471	PJW2288	67783/67783	T264A	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
12SEP17	DD12MAY14		17:00 20DEC23		185.00	CASH	19DEC23

R.O OPENED	READY	OPTIONS:			
12:28 18DEC23	15:37 19DEC23	SOLD-STK:EBL13471 DLR:364358 ENG:3.7_Liter TRN:44J_SELECTSHIFT_AUTOMATIC_TRANS			
LINE OPCODE	TECH TYPE A/HRS	S/HRS	LIST	NET	TOTAL

ESTIMATE: 388.50 18DEC23 12:28 SA: 31634

CONTACT:

CUSTOMER PAY SHOP SUPPLIES FOR RE 0 2500 25.00

I have recieved an explanation of the work performed. I acknowledge the accuracy of the description(s) of the problem(s) and or sympton(s) experienced as stated on this RO.

CUSTOMER SIGN OR INITIAL: _____

*** NO RO PUNCH TIMES ON FILE ***

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
2/433300	0	0		2/431100	55500	11400	
2/737250	150	0		2/451100	11061	74053	
2/737195	2500	0	SUPPLIES	2/222160	13199	0	
2/737110	0	*****		2/121060	182410	*****	

ACCOUNTING

COST, SALE, & COMP TOTALS 85453 169211 0

METHOD OF PAYMENT:		STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS	
<input type="checkbox"/> Cash		The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	LABOR AMOUNT	555.00	
<input type="checkbox"/> Check Amount _____			PARTS AMOUNT	1110.61	
<input type="checkbox"/> Credit Card Date Paid _____			GAS, OIL, LUBE	0.00	
			SUBLET AMOUNT	0.00	
			MISC. CHARGES	26.50	
			TOTAL CHARGES	1692.11	
			LESS INSURANCE	0.00	
			SALES TAX	131.99	
			CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	1824.10
CUSTOMER SIGNATURE					

CUSTOMER #: 333811

266223

LINCOLN OF CINCINNATI

9620 Montgomery Road
Cincinnati, OH 45242
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www.montgomerylincoln.com

INTERNAL

JOAN M WICHMAN
5605 BRIDGETOWN RD APT 6
CINCINNATI, OH 45248-4301
HOME:513-368-8121 CONT:513-368-8121
BUS: CELL:513-368-8121

PAGE 1

SERVICE ADVISOR: 31634 COREY JOYCE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
SMOKE QUAR	14	LINCOLN MKX	2LMDJ6JK3EBL13471	PJW2288	67783/67783	T264A	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
12SEP17	DD12MAY14		17:00 20DEC23		185.00	CASH	19DEC23
R/O OPENED	READY	OPTIONS: SOLD-STK:EBL13471 DLR:364358					
12:28 18DEC23	15:37 19DEC23	ENG:3.7_Liter TRN:44J_SELECTSHIFT_AUTOMATIC_TRANS					

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

A CUSTOMER STATES AT TIMES THE RADIO WILL TURN IT SELF ON OR OFF WHILE DRIVING. CUSTOMER STATES AT TIMES THE VEHICLE WILL NOT START. CUSTOMER STATES HAD BATTERY AND ALTERNATOR TESTED AND BOTH TESTED FINE. CUSTOMER STATES AT TIMES THE FRONT INTERFACE CONTROLS ARE INOP. CUSTOMER STATES STATES UNABLE TO ADJUST HEAT AND AC FROM THE FRONT INTERFACE. CHECK AND ADVISE.

100 CUSTOMER STATES AT TIMES THE RADIO WILL TURN IT SELF ON OR OFF WHILE DRIVING. CUSTOMER STATES AT TIMES THE VEHICLE WILL NOT START. CUSTOMER STATES HAD BATTERY AND ALTERNATOR TESTED AND BOTH TESTED FINE. CUSTOMER STATES AT TIMES THE FRONT INTERFACE CONTROLS ARE INOP. CUSTOMER STATES STATES UNABLE TO ADJUST HEAT AND AC FROM THE FRONT INTERFACE. CHECK AND ADVISE.

31789 HILL,RICHARD LIC#: 6344

INPS	0.00	0.00	0.00
------	------	------	------

67783 see lines e, f, and g for repair information

F** FCIM - REPLACE

CAUSE: U2013 PRESENT IN FCIM.

EL001 FCIM - REPLACE

(PREPAID SPECIAL ORDER PART)

67783 1.00 BCE TESTED, RETRIEVED CODE U2013. CLEARED AND RETESTED, PPT RECOMMENDS REPLACEMENT OF THE FCIM. PART ON BACK ORDER, CUSTOMER TO RETURN FOR REPAIR. PART IS PREPAID FOR. CUSTOMER WILL OWE \$370.00 IN LABOR UPON COMPLETION.

METHOD OF PAYMENT: <input type="checkbox"/> Cash <input type="checkbox"/> Check Amount _____ <input type="checkbox"/> Credit Card Date Paid _____	STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	DESCRIPTION	TOTALS
	CUSTOMER SIGNATURE	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT
		LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	

