

CUSTOMER #: 691339

266267

LINCOLN OF CINCINNATI

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

www.montgomerylincoln.com

ACCOUNTING

CRYSTAL KEIFFER

PAGE 1

HOME: CONT:513-295-1424

BUS: CELL:513-295-1424

SERVICE ADVISOR: 54 ROGER HENSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	14	LINCOLN MKZ	3LN6L2GK4ER807368		195210/195212	T295

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14 DD			17:00 21DEC23		185.00	CASH	26DEC23

R.O. OPENED READY OPTIONS: DLR:364358

08:15 20DEC23 09:51 26DEC23

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

A POWERTRAIN CONTROL MODULE REPROGRAMMING

CAUSE: RECALL

20E01B RECALL 20E01 REPROGRAM PCM

32652	W40	0.00	0.30	840	5030		50.30	50.30
-------	-----	------	------	-----	------	--	-------	-------

FC: PART#: COUNT: 0 0 TPARTS

CLAIM TYPE:

AUTH CODE:

32652 840 5030 TLABOR

VERSION 1 (EMP# 32652,21DEC23 12:45): 195210

PERFORMED PCM RECALL 20E01.

OP CODES: 20E01B

VERSION 2 (EMP# 54,21DEC23 13:38): 195210

PERFORMED PCM RECALL 20E01 PER INSTRUCTIONS

OP CODES: 20E01B

B BRAKE STOP LAMPS REMAIN ON

CAUSE: RECALL

22R01B 22R01 BRAKE STOP LAMP REMAINS ON

32652	W40	0.00	0.30	840	6707		67.07	67.07
-------	-----	------	------	-----	------	--	-------	-------

1	MR3Z*7583*A	BUMPER		181	319	0	3.19	3.19	3.19
---	-------------	--------	--	-----	-----	---	------	------	------

FC: PART#: COUNT: 181 319 TPARTS

CLAIM TYPE:

AUTH CODE:

32652 840 6707 TLABOR

VERSION 1 (EMP# 32652,21DEC23 12:45): 195210

PERFORMED RECALL 22R01.

OP CODES: 22R012

VERSION 2 (EMP# 54,21DEC23 13:40): 195210

PERFORMED RECALL 22R01 PER RECALL INSTRUCTIONS

OP CODES: 22R01B

C FRONT BRAKE FLEXIBLE HOSE REPLACEMENT

CAUSE: RECALL

23S12B 23S12 FUSION AND MKZ

32652	W40	0.00	1.30	3640	21799		217.99	217.99
-------	-----	------	------	------	-------	--	--------	--------

1 JG9Z*2078*B HOSE ASY -

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 #: 691339

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	14	LINCOLN MKZ	3LN6L2GK4ER807368		195210/195212	T295

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14 DD			17:00 21DEC23		185.00	CASH	26DEC23

R.O. OPENED	READY	OPTIONS:	DLR:364358
08:15 20DEC23	09:51 26DEC23		

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

		BRAKE				1480	2605	0	26.91	26.05	26.05
	1	JG9Z*2078*A	HOSE ASY -								
		BRAKE				1500	2640	0	27.27	26.40	26.40
	4	*W711784*S300	WASHER			364	640	0	1.82	1.60	6.40
	1	PM*20*	FLUID - BRAKE			909	1600	0	16.53	16.00	16.00

FC: PART#: COUNT: 4253 7485 TPARTS

CLAIM TYPE:

AUTH CODE:

32652 3640 21799 TLABOR

VERSION 1 (EMP# 32652,21DEC23 12:47): 195210

PERFORMED BRAKE HOSE RECALL 23S12.

OP CODES: 23S12B

D MOTORCRAFT SYNTHETIC BLEND OIL AND FILTER CHANGE, MULTI-POINT

INSPECTION.

1P MOTORCRAFT SYNTHETIC BLEND OIL AND FILTER

CHANGE, MULTI-POINT INSPECTION.

		32652	CP	0.00	0.40	1120	7400			74.00	74.00
--	--	-------	----	------	------	------	------	--	--	-------	-------

6 XO*5W30*BSP MOTORCRAFT

		SAE 5W-30	API GF-5			1950	2640	0	4.40	4.40	26.40
--	--	-----------	----------	--	--	------	------	---	------	------	-------

1 FL*500*SB12 FILTER ASY

		- OIL				544	1088	0	10.88	10.88	10.88
--	--	-------	--	--	--	-----	------	---	-------	-------	-------

1P OIL CHANGE

		LABOR	CPX			0	-947			-9.47	-9.47
--	--	-------	-----	--	--	---	------	--	--	-------	-------

		PARTS	CPX			0	-186			-1.86	-1.86
--	--	-------	-----	--	--	---	------	--	--	-------	-------

VERSION 1 (EMP# 32652,21DEC23 12:47): 195210 COMPLETED LUBE, OIL &

FILTER CHANGE

E Lincoln Multipoint Vehicle Inspection

L99P Lincoln Multipoint Vehicle Inspection

		32652	CP	0.00	0.00	0	0			0.00	0.00
--	--	-------	----	------	------	---	---	--	--	------	------

F Complimentary Exterior Wash and Interior Vacuum.

600 Complimentary Exterior Wash and Interior Vacuum.

		32652	INPS	0.00	0.00	0	0			0.00	0.00
--	--	-------	------	------	------	---	---	--	--	------	------

VERSION 1 (EMP# 54,21DEC23 13:41): 195210 PERFORMED COURTESY CAR

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

CUSTOMER #: 691339

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ACCOUNTING

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PAGE 3

HOME: CONT:513-295-1424

BUS: CELL:513-295-1424

SERVICE ADVISOR: 54 ROGER HENSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	14	LINCOLN MKZ	3LN6L2GK4ER807368		195210/195212	T295

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14 DD			17:00 21DEC23		185.00	CASH	26DEC23

R.O. OPENED READY OPTIONS: DLR:364358

08:15 20DEC23 09:51 26DEC23

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

WASH

G RENTAL CAR---\$45.00 PLUS TAX PER DAY

RENTAL RENTAL CAR---\$45.00 PLUS TAX PER DAY

32652	CP	0.00	0.00	0	0		0.00	0.00
-------	----	------	------	---	---	--	------	------

MISC RENTAL

CDRC	000	4500					45.00	45.00
------	-----	------	--	--	--	--	-------	-------

VERSION 1 (EMP# 54,21DEC23 13:41): 195210 RENTAL VEHICLE

H** 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# 9999,20DEC23 08:15): DOC1

VERSION 2 (EMP# 9999,21DEC23 10:39): DOC1 DOC1

ESTIMATE: 111.28 21DEC23 10:39 SA: 54

CONTACT:

ESTIMATE: 102.85 20DEC23 08:15 SA: 54

CONTACT:

CUSTOMER PAY SHOP SUPPLIES FOR RE 0 323 3.23

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

CUSTOMER SIGN OR INITIAL: _____

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

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	
		PLEASE PAY THIS AMOUNT	
CUSTOMER SIGNATURE	CUSTOMER SIGNATURE		

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PAGE 4

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SERVICE ADVISOR: 54 ROGER HENSON

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01JAN14 DD			17:00 21DEC23		185.00	CASH	26DEC23

R.O. OPENED	READY	OPTIONS:	DLR:364358
08:15 20DEC23	09:51 26DEC23		

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

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
2/432200	33536	5320		2/452200	7804	4434	
2/431100	7400	1120		2/457100	2508	1950	
2/451100	1088	544		2/435100	-947	0	
2/451500	-54	0		2/433300	0	0	
2/504000	4500	000		2/737250	150	0	
2/737195	323	0	SUPPLIES	2/222160	1167	0	
2/123000	41340	*****		2/737110	0	*****	
2/121060	16135	*****					

ACCOUNTING

COST, SALE, & COMP TOTALS 13368 56308 0

METHOD OF PAYMENT: <input type="checkbox"/> Cash <input type="checkbox"/> Check Amount _____ <input type="checkbox"/> Credit Card Date Paid _____	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
	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	74.00
		PARTS AMOUNT	37.28
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	49.73
		TOTAL CHARGES	161.01
CUSTOMER SIGNATURE	CUSTOMER SIGNATURE	LESS INSURANCE	11.33
		SALES TAX	11.67
		PLEASE PAY THIS AMOUNT	161.35

CUSTOMER #: 691339

266267

LINCOLN OF CINCINNATI

CRYSTAL KEIFFER

WORKORDER

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

www.montgomerylincoln.com

PAGE 1

closed

HOME: CONT: 513-295-1424
BUS: CELL: 513-295-1424 SERVICE ADVISOR: 54 HENSON, ROGER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	14	LINCOLN MKZ	3LN6L2GK4ER807368		195210/195212	T295	
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01JAN14 DD			17:00 20DEC23		185.00	CASH	
R/O OPENED	READY	OPTIONS: DLR: 364358					
20DEC2023 08:15							

LINE OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A 20E01		W40	POWERTRAIN CONTROL MODULE REPROGRAMMING

Completed 12/21 21E01B .3 Pd

# B 22R01		W40	BRAKE STOP LAMPS REMAIN ON
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Completed 12/21 22R01B .3 .4 Pd

# C 23S12		W40	FRONT BRAKE FLEXIBLE HOSE REPLACEMENT
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*Completed 12/21 23S12B 1.3 Fuel Ind - 369.41 Pd
rebrakes - 664.00*

# D 1P		CP	MOTORCRAFT SYNTHETIC BLEND OIL AND FILTER CHANGE, MULTI-POINT INSPECTION.
--------	--	----	---

*EST: TOTAL 99.95 Tune up - 657.00
Coolant 249.85
Et. Brakes - 81.00*

# E L99P		CP	Lincoln Multipoint Vehicle Inspection
----------	--	----	---------------------------------------

Estimate Rear view Camera - \$590.00 + tax

# F 600		CP	Complimentary Exterior Wash and Interior Vacuum.
---------	--	----	--

[Signature]

Authorization to Submit Warranty Claim

# G RENTAL		CP	RENTAL CAR -- \$45.00 PLUS TAX PER DAY
------------	--	----	--

*\$145.00 + tax
~~\$99.95~~ + 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.

ORIGINAL ESTIMATE
 UNDER OHIO LAW YOU HAVE THE RIGHT TO AN ESTIMATE IN 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 *[Signature]* TIME _____ BY _____

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.

AUTH BY: *[Signature]*

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

TECHNICIAN COPY

CUSTOMER #: 691339

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01JAN14 DD			17:00 20DEC23		185.00	CASH	

R.O. OPENED READY OPTIONS: DLR:364358

20DEC2023 08:15

LINE OP CODE TECH... TYPE DESCRIPTIONS/INSTRUCTIONS

H *DOC1 9999 CP DOCUMENT STORAGE

DOC Document Storage

Preliminary Estimate : \$102.85

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.

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PARTS REPLACED: RETURN DISCARD

WARRANTY PARTS AND PARTS NEEDED FOR EXCHANGE WILL NOT BE RETURNED

CUSTOMERS ACCEPTANCE

AUTHORIZED ADDITIONS

DATE

TIME

BY

SIGNATURE

\$

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

DISCOVER

VISA

CASH

MC

AMX

AUTH BY

TECHNICIAN COPY

9620 MONTGOMERY RD
CINCINNATI OH 45242
(513) 683-3800

**VEHICLE
USE AGREEMENT
FACE PAGE**

CUSTOMER INFORMATION				RO#	Unit#	RA#
Customer CRYSTAL KEIFFER			Birth Date 12/24/1986	266267	7779L	10175
Home Address 6989 GOSHEN RD				Service Name ROGER HENSON PO		
VEHICLE INFORMATION						
City GOSHEN		State OH	Zip 45122	Date and time OUT 12/20/2023 08:19	Date and time IN	
Driver's License No. SP471986		State OH	Expires 12/24/2023	Date and time DUE IN 12/21/2023 08:19		
Telephone 513-295-1424		E-Mail Address ckeiffer05@gmail.com		Vehicle VIN 5LMCJ1DA3PUL27779		
ONLY THE BELOW NAMED PERSONS ARE AUTHORIZED AS ADDITIONAL DRIVERS. IF NONE, PRINT "NONE" ACROSS THIS SECTION AND HAVE SIGNED BY CUSTOMER.				Plate/Tag No. State 45 6098		
Additional Driver's Name NONE			Birth Date	Year 2023	Make LINCOLN	
Driver's License No.			State Expires	Model CORSAIR	Color RED	
Additional Driver's Name NONE			Birth Date	Please select one: <input type="checkbox"/> Temporary Substitute <input type="checkbox"/> Rental		
Driver's License No.			State Expires	Miles Allowed 100/day		
CUSTOMER INSURANCE INFORMATION				Mileage OUT 42		
Insurer SAFECO	Policy No. K3883837	Expiration Date 12/30/2023		Mileage IN		
Agent RALPH RUHE AGENCY		Telephone 513-522-1292		Miles Driven Chargeable Miles		
Insured Vehicle Year/Make/Model/Color				FUEL		
License No. State				IN	F 7/8 3/4 5/8 1/2 3/8 1/4 1/8 E	
<input type="checkbox"/> PERMISSION TO TOW TRAILER WITH LOAD CAPACITY IN EXCESS OF 2,000 POUNDS; NOT TO EXCEED MANUFACTURER'S WEIGHT SPECIFICATIONS. You are required to return the Vehicle with at least the same amount of fuel as when rented. If you do not return the Vehicle with at least the same amount of fuel; you will pay us a refueling fee of \$ 15.00 plus fuel @ \$ 3.90 per gallon. Unless otherwise noted, any daily rate is based on a 24-hour period. • No Smoking / E-Cigarettes / Vaping • No Animals • No Consumption of food • Cleaning Fee of \$150 will apply if excessive cleaning is needed. • Loaner Vehicle is to return with SAME level of fuel as when rented or you will be charged \$15 plus the cost of fuel. • The vehicle's odometer may not exceed 5000 miles at any time during vehicle usage. Please contact the dealership should the odometer approach the stated mileage. If exceeded, charges may apply, up to the vehicle's experienced depreciation in value. • The loaner vehicle is to be returned within 24 hours of notification of completion of service on your vehicle before a \$45/day rental charge is added to your service bill. • Unless otherwise approved by Lincoln of Cincinnati, the Loaner Vehicle is not to be driven outside to state boundaries of Ohio, Indiana, or Kentucky. We recognize clients with needs to travel, and will address on a case by case basis. The following are "Prohibited Uses": Use by an unauthorized driver; smoking, vaping or use of tobacco products in the Vehicle; use of the Vehicle by anyone under the influence of alcohol or prescription or non-prescription drugs; and carrying persons or property for hire or providing transportation network company or other transportation services. See Paragraph 6 of the Terms and Conditions for other Prohibited Uses and additional information. By signing below, you: agree to the terms and conditions of this Agreement as set forth on this Face Page, the Vehicle Condition Report, and all pages of the Vehicle Use Agreement Terms and Conditions; acknowledge that you had an opportunity to read the entire Agreement before signing; authorize us to process a separate payment card voucher in your name for all Charges, including Tolls and Violations, and to release your billing/rental information to third parties for billing/processing and other legitimate purposes; permit us to reserve against your payment card the amount noted in the Charges column; agree that binding consideration exists, as further described in Section 2 of the Vehicle Use Agreement Terms and Conditions; and authorize us to adjust your payment card account to reflect changes in amounts due or overpaid as a result of our final audit. ALL CHARGES SUBJECT TO FINAL AUDIT				OUT	<input checked="" type="checkbox"/> 7/8 3/4 5/8 1/2 3/8 1/4 1/8 E	
RATES DO NOT INCLUDE FUEL 0 DAYS @ \$0.00/DAY (Reimbursed) \$0.20 PER MILE OVER 100/DAY TAXABLE SUB-TOTAL 0.00 7.8000% SALES TAX FUEL CHARGE \$3.90/GALLON TOTAL 0.00 Payments Refunds NET AMOUNT DUE				RENTAL CHARGES		
Method of payment						
CARD #:						
Expiration / CVW#						
METHOD OF PAYMENT			REFUNDED			
<input type="checkbox"/> CHECK <input type="checkbox"/> AMEX <input type="checkbox"/> MC <input type="checkbox"/> VISA <input type="checkbox"/> OTHER			\$ _____ X _____ # _____			
<input type="checkbox"/> CARD VERIFIED			\$ _____ X _____			
Customer <i>X Crystal Keiffer</i> Date 12/20/2023						

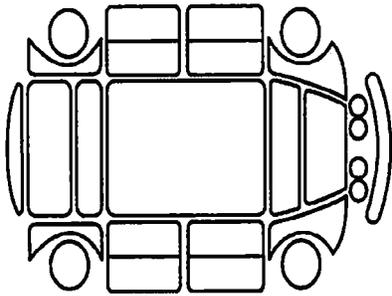
VEHICLE REPORT

Condition OUT:

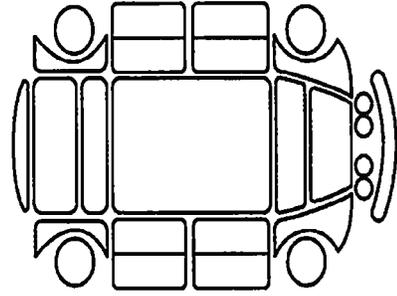
Condition IN:

CUST INT:

DATE:



Interior Damage: _____



Interior Damage: _____

Multi-State Vehicle Use Agreement Terms and Conditions ("Terms and Conditions")

1. **Definitions.** "Agreement" means all terms and conditions found on the "Face Page" and on all pages of these Terms and Conditions. "You" or "your" means the person identified as the Customer on the Face Page, each person signing this Agreement, every Authorized Driver and each person or organization to whom charges are billed by us at its or the Customer's direction. You are jointly and severally bound by this Agreement. "We," "us" or "our" means the independent automobile dealer or its affiliate named elsewhere in this Agreement. "Vehicle" means the automobile or truck identified in this Agreement and each vehicle we substitute for it, and all its tires, tools, accessories, equipment, keys and documents. The Vehicle may be a temporary substitute for a Customer-owned or Customer-leased vehicle that you have given us the opportunity to service or repair ("**Service Replacement Vehicle**"). "**Rental Period**" means the period from the time you take possession of the Vehicle until the time that the Vehicle is either returned to or recovered by and checked in by us. "**Loss of Use**" means the loss of our ability to use the Vehicle for any purpose due to damage to it or loss of it during the Rental Period, including uses other than for rental, such as display for rent or sale, opportunity to upgrade or sell, or transportation of employees. "**Daily Vehicle Rate**" means your daily time and mileage fee. For Service Replacement Vehicles, the Daily Vehicle Rate is the daily time and mileage fee that we typically charge for vehicles of the same type as the Vehicle. "**Diminished Value**" means the actual or perceived loss in market value or resale value which results from a direct or accident loss. "**Charges**" means the fees and charges that are incurred under this Agreement. "**Vehicle License Fee**" means our estimate of the average per day per vehicle portion of our total annual vehicle licensing, titling, and registration costs.

2. **Nature of Contract; Consideration.** This Agreement is a contract for rental of the Vehicle offered to you. This rental is solely a bailment for mutual consideration. You agree that you are not our agent for any purposes, and that you may not assign or transfer your obligations or sublease the Vehicle. By signing the Face Page, you agree to all terms and conditions of this Agreement and acknowledge that binding consideration exists, as follows: our opportunity to service or repair a vehicle you left with us; financial benefits we receive from others for the service/repair work; financial benefits we receive from others to obtain and use this Vehicle as a Service Replacement Vehicle; a fee you pay us; and/or the rights and obligations of this Agreement.

3. **Authorized Drivers.** You represent that you are a capable and validly licensed driver. **You and other "Authorized Drivers" are the only persons who are permitted to drive the Vehicle.** You understand that for purposes of this Agreement, "Authorized Driver" means: (a) the Customer and the Customer's spouse or domestic partner; (b) additional drivers listed by us in this Agreement; (c) if the Customer is a business entity, "Authorized Driver" includes Customer employees who are permissible drivers on the business entity's auto insurance policy; and (d) any person specifically authorized to drive the Vehicle under applicable law. Each Authorized Driver must possess a valid driver's license and be at least age 21, except that if the Vehicle is a Service Replacement Vehicle, and the Customer is the registered owner of a vehicle left with us for service or repair, then the Customer and the Customer's spouse or domestic partner must be at least age 18.

4. **Inspection; Condition and Return of Vehicle; No Warranties.** You agree that you are renting the Vehicle "As Is," and that you had an opportunity to inspect it before leaving the premises. You must return the Vehicle to our office on the date and time specified on the Face Page (or sooner upon our demand) with at least as much fuel as when rented, unless we offer, and you purchase, pre-paid fuel. You may extend the Rental Period for up to one week if you obtain our consent before the date due, and we may require you to return the Vehicle to our office for inspection. The total Rental Period may not exceed 30 days under any circumstances. **We may repossess the Vehicle at your expense without notice to you if the Vehicle is abandoned or used in violation of law or this Agreement.** The Vehicle must be returned in the same condition that you received it except for ordinary wear. If the Vehicle is returned after closing hours, you remain responsible for all damage to or loss of it until we inspect it on reopening for business, and Charges may continue to accrue. You must obtain our prior written approval before servicing the Vehicle or replacing parts or accessories. You will check and maintain Vehicle fluid levels. You grant us, our agents, assigns and each person with a financial interest in the Vehicle the right to inspect the Vehicle during the Rental Period. **To the extent permitted by law, we make no warranties, express, implied or apparent, regarding the Vehicle, no warranty of merchantability and no warranty that the Vehicle is fit for a particular purpose.**

5. **Responsibility for Damage or Loss; Reporting to Police.** Regardless of fault, you are responsible for theft or loss of the Vehicle and all damage to it, including damage caused by collision, weather, road conditions, acts of nature, theft, and vandalism. Your responsibility includes: (a) all physical damage to the Vehicle measured as follows: (i) if determined that the Vehicle is a total loss, the actual cash value of the Vehicle; (ii) if determined that the Vehicle is repairable: (A) the difference between the value of the Vehicle immediately before the damage and the value immediately after the damage; or (B) the reasonable estimated retail value or actual cost of repair plus Diminished Value (which, subject to state law and policy terms and conditions, is measured by calculating the actual cash value of the Vehicle just prior to damage less the value of the Vehicle after repair); (b) Loss of Use, which is measured by multiplying the Daily Vehicle Rate by the actual or estimated number of days from the date the Vehicle is damaged until it is replaced or repaired, which you agree represents a reasonable estimate of Loss of Use damages and not a penalty. **Loss of Use is payable regardless of fleet utilization;** (c) a reasonable administrative fee; (d) towing, storage, and impound charges and other reasonable incidental and consequential damages; and (e) all costs associated with our enforcement of this Agreement or collection of Charges, including attorneys' fees, collection fees, and costs whether or not litigation is commenced. You are responsible for replacing missing equipment and Vehicle documents and keys. You must report all Vehicle accidents and incidents of theft or vandalism to us and the police upon discovery.

6. **Prohibited Uses.** The following uses of the Vehicle are prohibited and constitute material breaches of this Agreement. **The Vehicle must not be used:** (a) by anyone who is not an Authorized Driver or not licensed to drive, or by anyone whose driving license is suspended; (b) by anyone under the influence of alcohol or prescription or non-prescription drugs; (c) by anyone who obtained the Vehicle or extended the Rental Period by giving us false, fraudulent or misleading information; (d) for an illegal purpose or in the commission of a felony or other crime; (e) to carry persons or property for hire, when logged into a transportation network platform (whether or not a passenger is occupying the Vehicle or when logged into a delivery network platform (whether or not goods, items, or products to be delivered are in the Vehicle)); (f) to tow an object in excess of 2,000 pounds, unless specifically approved by notation on the Face Page, or to push anything; (g) in a race or speed contest; (h) to teach anyone to drive; (i) outside the United States or Canada, or outside the geographic area described elsewhere in this Agreement, if any; (j) on an unpaved surface; (k) when the odometer has been tampered with or disconnected; (l) when it is reasonable to expect you to know that further operation of the Vehicle would damage it; (m) if applicable, by anyone who lacks experience driving a vehicle with manual transmission; (n) to transport an animal (other than a service animal); (o) to carry more passengers than the number of existing seatbelts; (p) to transport children without safety seats required by law; (q) by anyone driving or operating the Vehicle while using a hand-held wireless communication device (or other device that is capable of receiving or transmitting telephonic communications, electronic data, mail or text messages) while not in a hands-free mode; (r) in a willful or reckless manner or to intentionally damage the Vehicle or cause injury or property damage to others; or (s) by anyone who is smoking, vaping, or using tobacco products in the Vehicle. **PROHIBITED USE OF THE VEHICLE VIOLATES THIS AGREEMENT AND VOIDS ALL LIABILITY AND OTHER INSURANCE COVERAGE (TO THE EXTENT PERMITTED BY LAW).**

Multi-State Vehicle Use Agreement Terms and Conditions ("Terms and Conditions")

7. **Responsibility to Others.** You are responsible for all damage or loss you cause to others. You agree to maintain automobile insurance during the term of this Agreement which provides to the owner, to us, and to you, the following primary coverage: (a) Bodily injury ("BI") and property damage ("PD") liability coverage; (b) Personal injury protection ("PIP"), no-fault, or similar coverage where required; and (c) Uninsured/underinsured ("UM"/"UIM") coverage where required. Your insurance coverage will provide at least the minimum limits of coverage required by the financial responsibility laws of the state where the loss occurs. **Because you are providing auto insurance, we are not. In states where the law requires us to provide insurance, your insurance will be primary.** Any insurance we are required to provide applies only to claims of accidental BI and PD resulting from the use of the auto, and is excess to any other valid and collectible insurance whether primary, secondary, excess or contingent up to the minimum limits required by law. **To the extent permitted by law, by signing this Agreement, you reject UM, UIM, and supplemental no-fault or PIP coverages.** Where we are required to provide such coverage, you hereby select the minimum limits required by law. Our insurance policy contains exclusions, conditions, and limitations applicable to anyone claiming coverage. You agree to cooperate with our insurer if any claim is made, and give us immediate notice of damage, claim, or lawsuit against you. Our insurance applies only in the United States and Canada. Engaging in a Prohibited Use described in paragraph 6 or any other material breach of this Agreement will void any insurance coverage.

8. **Indemnification.** To the extent permitted by law, you agree to indemnify us, defend us and hold us harmless from all claims, liability, costs and attorney fees we incur resulting from or arising out of this Agreement, from the rental transaction, or the use of the Vehicle by you or any other person.

9. **Reserve; Charges.** You permit us to reserve against your payment card at the time of rental a reasonable amount in addition to estimated total charges. We may use the reserve to pay all Charges. We will authorize the release of any excess reserve upon the completion of your rental. Your payment card issuer's rules will apply to your credit line or account being credited for the excess, which may not be immediately released by your card issuer. You will pay us all Charges, including: (a) taxes, surcharges, and other fees; (b) a return check fee if you pay us with a check returned unpaid; (c) all expenses we incur recovering the Vehicle if it is not returned to the renting location on the date and time promised; (d) all costs we incur collecting payment from you or otherwise enforcing our rights under this Agreement; (e) a late fee on all Charges that are not paid when due; (f) a reasonable fee to clean the Vehicle if it is returned with evidence of smoking, vaping, or animals or otherwise substantially less clean than when received by you; (g) fuel and a refueling fee if you return the Vehicle with less fuel than when received by you; (h) applicable time and mileage fee; (i) a mileage charge based on our experience if the odometer is tampered with; (j) towing, storage charges, Tolls, Violations, forfeitures, court costs, penalties and all other costs we incur resulting from your use of the Vehicle; (k) a reasonable fee if you lose the keys, key fob, or toll transponder to the Vehicle; and (l) a surcharge if you do not return the Vehicle on the date and time and to the location specified on the Face Page. **All Charges are subject to our final audit.**

10. **Responsibility for Tolls, Traffic Violations, and Other Charges.** You are liable for all tolls ("Tolls") and parking citations, photo enforcement fees, fines for toll evasion, and other fines, fees, and penalties (each a "Violation") assessed against you, us or the Vehicle during the Rental Period. If we are notified by charging authorities that we may be responsible for payment of a Toll or Violation, you agree that we or a processing firm ("Processor") may, in our sole discretion and without prior notice to you, pay the Toll or Violation plus applicable taxes on your behalf directly to the appropriate authority. If we or a Processor elect to pay a Toll or Violation, you may not be able to challenge the validity of the Toll or Violation before the charging authority. We or the Processor will charge you the face value of the Toll or Violation and any taxes, plus an administrative fee per Toll and Violation. If we or a Processor, in our sole discretion, elect to transfer liability for a Toll or Violation assessed against the Vehicle during the Rental Period to you personally, we or the Processor will charge you an administrative fee per Toll or Violation. You authorize us to release your rental and payment card information to the charging authorities and the Processor for processing and billing purposes. If we or the Processor pay a Toll or Violation, you authorize us and the Processor to charge all payments and administrative fees to the payment card you used in connection with this Agreement. **Certain toll roads do not accept cash.** To avoid toll violations and associated fines, fees, and taxes (and our administrative fees), you must pay all Tolls with a personal transponder that is accepted on the road; use only cash lanes and pay cash; plan a route to avoid Tolls; or consult local authorities for other payment methods.

11. **Personal Property and Information.** To the extent permitted by law, you release us, our agents, and our employees from all claims for loss of or damage to personal property that was left with us or carried in the Vehicle. If you fail to claim property left in the Vehicle for more than 30 days, we may dispose of that property in a manner we choose. You understand that, to the extent permitted by law, we may collect and maintain copies of your valid driver's license and insurance information presented at the time of and in relation to this Agreement. You agree that we may disclose personally identifiable information about you to applicable law enforcement agencies or to our affiliates or third parties in connection with enforcement of our rights under this Agreement and for other legitimate purposes. **The Vehicle may be equipped with an infotainment system that permits you to connect your personal device and pre-set radio stations and GPS locations. If you use an infotainment system, the Vehicle may automatically load your address book, store your incoming, outgoing and missed telephone calls, and other information from your device. Follow the steps displayed on the Vehicle system screen to delete this information and the device from the Vehicle's memory. We are not responsible for assuring the privacy of that information and cannot guarantee that other persons will not have access to this information after you return the Vehicle.**

12. **Telematics and GPS Tracking.** (a) You acknowledge that the Vehicle may be equipped with a telematics system, global positioning satellite ("GPS") technology, an electronic locator device, and/or an event data recorder (collectively "Telematics System"). **Your use of the Vehicle may be remotely monitored by us or on our behalf through a Telematics System to the extent permitted by law.** Remote monitoring may include the collection of Vehicle data, such as location, odometer, oil life, fuel level, tire pressure, battery charge, diagnostic trouble codes, and other elements that we may deem necessary or desirable. You acknowledge that these systems may use cellular telephone, wireless technology, or radio signals to transmit data, and therefore you should have no expectation of privacy related to the use of this Vehicle. You shall inform any and all drivers and passengers of the Vehicle of the terms of this paragraph. We are not responsible for the operability of any Telematics System included with the Vehicle. To the extent permitted by law, you agree to release and indemnify, defend and hold us, the operator of the Telematics System, wireless carriers, and other suppliers of components or services harmless from any damage to persons or property caused by failure of a Telematics System to operate properly, or otherwise arising from the use of the Telematics System. (b) If your Vehicle has active Telematics System equipment, you understand that your use of the Vehicle is subject to the third-party Telematics System operator's terms and conditions, which may include system and service limitations, warranty exclusions, limitations of liability, and privacy practices relating to the collection, use, and sharing of information about you and the Vehicle. If the Vehicle does not have an active Telematics System, you agree not to activate it. **If you do activate a service in violation of this Agreement, you will be responsible for all subscription fees.** (c) We also reserve the right to use the Vehicle Telematics System in connection with your smart phone or other device to process the rental, including the start and end time, fuel levels, and mileage (to the extent permitted by law).

13. **Miscellaneous.** No term of this Agreement can be waived or modified except by a writing that we have signed or on a form that we provide. This Agreement constitutes the entire agreement between you and us. All prior representations and agreements between you and us regarding the use of the Vehicle are void. Our waiver of a breach of this Agreement, our acceptance of payment from you, or our failure, refusal or neglect to exercise our rights under this Agreement does not constitute a waiver of another provision of this Agreement. **TO THE EXTENT PERMITTED BY LAW, YOU: (A) RELEASE US FROM ALL LIABILITY FOR CONSEQUENTIAL, SPECIAL OR PUNITIVE DAMAGES IN CONNECTION WITH THIS TRANSACTION OR THE RESERVATION OR USE OF A VEHICLE; AND (B) WAIVE ALL RECOURSE AGAINST US FOR CRIMINAL PROSECUTIONS WE TAKE AGAINST YOU FOR BREACH OF THIS AGREEMENT.** If a provision of this Agreement is deemed void the remaining provisions are valid and enforceable.

Customer Initial: *X All*

Dealer: 10691 OASIS RESULT Query Status: Complete Query Date: 12/20/2023 Query Time: 08:13AM
VIN: 3LN6L2GK4ER807368

----- Vehicle Information -----
VEHICLE DESCRIPTION BODY STYLE ENGINE
2014 MKZ 4 Door Sedan 3.7L DOHC V6 Gas.
TRANSMISSION AXLE CODE ENGINE CALIBRATION
6 Speed Auto Transmission 6F50 39 EC91FL0A
PAINT COLOR RADIO GROSS VEHICLE WEIGHT
RUBY RED TC 4920
AXLE RATIO WHEEL SIZE TIRE
3.39 FINAL DRIVE RATIO 8.0 X 19" POLISHED ALUM WHL 245/40 R 19
WHEEL BASE SYNC VERSION VHR ACTIVATED

WARRANTY START DATE BUILD DATE GENERAL WARRANTY INFORMATION
11/13/2014 10/02/2013 SALE MILEAGE

----- NO WARNING MESSAGES FOUND FOR THIS VIN -----
----- OUTSTANDING FIELD SERVICE ACTIONS -----

NUMBER: 19K02
TAKATA AIRBAG INFLATOR EXTENDED COVERAGE

NUMBER: 20E01
POWERTRAIN CONTROL MODULE REPROGRAMMING

NUMBER: 20M01
CATALYTIC CONVERTER EXTENDED COVERAGE

Dealer: 10691 OASIS RESULT Query Time: 08:13AM
VIN: 3LN6L2GK4ER807368 Query Status: Complete Query Date: 12/20/2023

NUMBER: 22R01
BRAKE STOP LAMPS REMAIN ON

NUMBER: 23S12
FRONT BRAKE FLEXIBLE HOSE REPLACEMENT

----- EXTENDED COVERAGES -----

0992 - EXPIRED
EXPIRATION DATE: 11/13/2016
STANDARD DEDUCTIBLE: 0 USD
DISTANCE: 25000
OWNER NAME: VALUED LINCOLN CUSTOMER
RENTAL: 0 UP TO 0 DAYS
OPTIONS:
TOWING: 0 USD
CONTRACT SOLD BY: USA 47266

ESP CONTRACT START DATE: 11/13/2014

----- WARRANTY REPAIR HISTORY -----

NO RECENT REPAIR HISTORY ON VEHICLE

----- SYMPTOM CODE INFORMATION -----

805000 - NO CONCERN PRESENT - MAINTENANCE VISIT

THERE ARE NO SSMS FOR SYMPTOM ENTERED

THERE ARE NO TSBS FOR SYMPTOM ENTERED

CUSTOMER #: 691339

266267

LINCOLN OF CINCINNATI

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

www.montgomerylincoln.com

CRYSTAL KEIFFER

INVOICE

PAGE 3

HOME: CONT:513-295-1424
BUS: CELL:513-295-1424

SERVICE ADVISOR: 54 ROGER HENSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	14	LINCOLN MKZ	3LN6L2GK4ER807368		195210/195212	T295	
DEL. DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
01JAN14 DD			17:00 21DEC23		185.00	CASH	21DEC23
R.O. OPENED		READY		OPTIONS: DLR:364358			
08:15 20DEC23		13:42 21DEC23					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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H** DOCUMENT STORAGE							
DOC1 DOCUMENT STORAGE							
	9999	CP	0.00			0.00	0.00
DOC Document Storage						1.50	1.50
DOC1 DOC1							

 ESTIMATE: 111.28 21DEC23 10:39 SA: 54
 CONTACT:

 ESTIMATE: 102.85 20DEC23 08:15 SA: 54
 CONTACT:

CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER 3.23
 *****THE FOLLOWING WORK WAS RECOMMENDED BUT NOT PERFORMED*****
 ,,SUMMARY EL001 Rear Camera - Replace
 TU10 Spark Plugs - Replace
 CS03 Cooling System - Flush
 MA50 Wiper Blades, Front - Replace
 BK60 Brake Pads and Rotors, Rear (OEM) - Replace
 44K Perform Dealer Recommended Fuel Induction Service

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

METHOD OF PAYMENT:
 Cash
 Check Amount _____
 Credit Card Date Paid _____

STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS	
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	74.00	
	PARTS AMOUNT	37.28	
	GAS, OIL, LUBE	0.00	
	SUBLET AMOUNT	0.00	
	MISC. CHARGES	49.73	
	TOTAL CHARGES	161.01	
	LESS INSURANCE	11.33	
	SALES TAX	11.67	
	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	161.35



Claim Information

Print

Repair Order No: 266267 Repair Line: C Claim Status: PAID Date: 12/23/2023

Dealer Information

Dealer Name: Lincoln of Cincinnati Dealer Code: 10691 Suffix: Country: USA

Exceptions

Repair Order

VIN: 3UN6L2GK4ER807368 Vehicle: CDS33N MKZ ; LINCOLN M ; 3.7L DCHC Service Advisor ID: 001077207
 Repair Order Num: 266267 Repair Order Open Date: 12/20/2023 Odometer at Repair Order Open: 195210 M
 Special Use Vehicle Description: 5LMCJ1DA3PUL27779 Engine Operating Hours at Repair Order Open: License Location: OH

Repair Line Number: C Claim Type: 31-Field Service Action Sub-Code: 23S12
 Repair Line Completion Date: 12/21/2023 Odometer Reading at Repair Completion: 195212 Customer Concern Code: M
 Approval Code: Approval Code: Pre-Defined Repair Code:
 Engine Operating Hours at Repair Completion: Condition Code:
 Related Damage Indicator: Field Service Action Option Code:

Comments

Customer Comments: FRONT BRAKE FLEXIBLE HOSE REPLACEMENT RECALL 23S12

Technician Comments:

Dealer Comments:

Parts Information

Causal	PartNum	Description	Quantity	Unit Price	Invoice Num	Amount	Markup
	JG9Z2078B	HOSE ASY - BRAKE	1.00	14.80		26.05	11.25
	JG9Z2078A	HOSE ASY - BRAKE	1.00	15.00		26.40	11.40
	W711784S300	WASHER	4.00	0.91		6.41	2.77
	PM20	FLUID - BRAKE	1.00	9.09		16.00	6.91

Labor Information

Labor Operation Code	Description	Technician ID	Hours	Amount	Invoice Num
23S12B	Front Brake Flexible Hoses	002959468	1.3	217.98	

Miscellaneous Information

Misc. Expense Code	Description	Num Of Days	Hours	Amount	Invoice Num
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Test Results

MIL On Indicator

Type	Code
------	------

Repair Line SubTotal

Description	Amount	DAWA Percentage	Revised Total
Parts	74.86		74.86
Labor	217.98		217.98
Miscellaneous	0.00		0.00
(Customer Participation)			
(Dealer Participation)			
(Deductions)			
Totals	292.84		292.84
Markup	32.33		



Claim Information

Print

Repair Order No: 266267 Repair Line: B Claim Status: PAID Date: 12/23/2023

Dealer Information

Dealer Name: Lincoln of Cincinnati Dealer Code: 10691 Suffix: Country: USA

Exceptions

Repair Order

VIN	3LN6L2GK4E807368	Vehicle:	CD533N MKZ ; LINCOLN M ; 3.7L DOHC	Service Advisor ID:	001077207
Repair Order Num:	266267	Repair Order Open Date:	12/20/2023	Odometer at Repair Order Open:	195210 M
Special Use Vehicle Description:	5LMCJ1DA3PUL27779	Engine Operating Hours at Repair Order Open:		License Location:	OH

Repair Line Number:	B	Claim Type:	31-Field Service Action	Sub-Code:	22R01
Repair Line Completion Date:	12/21/2023	Odometer Reading at Repair Completion:	195212	Customer Concern Code:	M
Approval Code:		Approval Code:		Pre-Defined Repair Code:	
Engine Operating Hours at Repair Completion:		Condition Code:			
Related Damage Indicator:		Field Service Action Option Code:			

Comments

Customer Comments: BRAKE STOP LAMPS REMAIN ON RECALL 22R01

Technician Comments: PERFORMED RECALL 22R01 PER RECALL INSTRUCTIONS. VERIFIED REPAIR MILEAGE OUT 195212

Dealer Comments:

Parts Information

Causal	PartNum	Description	Quantity	Unit Price	Invoice Num	Amount	Markup
	MR3Z7583A	BUMPER	1.00	1.81		3.19	1.38

Labor Information

Labor Operation Code	Description	Technician ID	Hours	Amount	Invoice Num
22R01D	2015 Brake Light Stays On	002959468	0.4	67.07	

Miscellaneous Information

Misc. Expense Code	Description	Num Of Days	Hours	Amount	Invoice Num
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Test Results

MIL On Indicator

Type	Code
------	------

Repair Line SubTotal

Description	Amount	DAWA Percentage	Revised Total
Parts	3.19		3.19
Labor	67.07		67.07
Miscellaneous	0.00		0.00
(Customer Participation)			
(Dealer Participation)			
(Deductions)			
Totals	70.26		70.26
Markup	1.38		



Stacy L. Balzer
 Operating Director
 Service Engineering Operations
 Ford Customer Service Division

Ford Motor Company
 P. O. Box 1904
 Dearborn, Michigan 48121

May 31, 2023

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -
 Safety Recall 23S12**

Certain 2015-2019 Model Year Edge, 2013-2018 Model Year Fusion/MKZ, and 2016-2018 MKX Vehicles

Front Brake Flexible Hose Replacement

REF: **Customer Satisfaction Program 22N02 – Supplement #1**

Certain 2015-2019 Model Year Edge and Lincoln MKX Vehicles and 2013-2018 Model Year Fusion and Lincoln MKZ Vehicles

Front Brake Flexible Hose Replacement

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Edge	2015-2019	Oakville	March 2, 2015 through December 10, 2018
Fusion	2014-2017	Flat Rock	April 12, 2013 through February 29, 2016
Fusion	2013-2018	Hermosillo	February 3, 2012 through July 19, 2017
MKX	2016-2018	Oakville	July 9, 2015 through December 1, 2017
MKZ	2013-2018	Hermosillo	April 25, 2012 through July 19, 2017

US population of affected vehicles: 1,281,126 Affected vehicles are identified in OASIS and FSA VIN Lists. All vehicles previously repaired under 22N02 are not included in this program.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, brake fluid may leak from one or both front brake flexible hoses. If the brake fluid reservoir is depleted below a predetermined level, the brake fluid warning indicator light will illuminate. The driver may experience an increase in pedal travel together with a reduction in the rate of deceleration over time, increasing the risk of a crash.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to replace both front brake flexible hoses and perform a brake system bleed. This service must be performed on all affected vehicles at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of June 12, 2023. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

PLEASE NOTE:

Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$26,315 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.

ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Attachment IV: Front Fender Splash Shield Templates
Attachment V: Mobile Service Repair Assessment
Owner Notification Letters
Recall Reimbursement Plan

QUESTIONS & ASSISTANCE

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician System (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,



Stacy L. Balzer

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -
Safety Recall 23S12**

Certain 2015-2019 Model Year Edge, 2013-2018 Model Year Fusion/MKZ, and 2016-2018 MKX Vehicles
Front Brake Flexible Hose Replacement

MOBILE REPAIR RECOMMENDATIONS

- Confirm with the customer a mobile repair is feasible.
- Check OASIS before going to the customer's home or business to confirm if any other outstanding FSA needs to be completed.
- Transportation – due to the simplicity of this repair, a specialty vehicle is not required.

MOBILE REPAIR ADDITIONAL INFORMATION

Please ensure the technician brings the following to the mobile repair destination:

- Printed Technical Instructions.
- Printed Repair/Work Order or any other necessary documentation as customer copy(s).
 - Documents could also be emailed to the customer.
- Shirt/uniform and vehicle graphic with the dealership or Ford logos are recommended.
- Recommended tools and cleaning supplies: Cutting tool, electrical tape, marker, IDS (for ride height calibration routine).

MOBILE REPAIR QUESTIONS AND ASSISTANCE

Dealers participating in the Remote Experience Program:

- Refer to Electronic Field Communication - EFC12071 2023 Remote Experience Program.

MOBILE SERVICE REPAIR ASSESSMENT LEVEL

- All repairs in this program have the following assessment level:
عمر عمر - Enhanced Mobile Service

OASIS ACTIVATION

OASIS was activated on March 13, 2023.

FSA VIN LISTS ACTIVATION

FSA VIN Lists were available through <https://web.fsavinlists.dealerconnection.com> on March 13, 2023. Owner names and addresses were available on April 28, 2023.

NOTE: Your FSA VIN Lists may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this recall is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this recall.

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**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -
Safety Recall 23S12**

Certain 2015-2019 Model Year Edge, 2013-2018 Model Year Fusion/MKZ, and 2016-2018 MKX Vehicles
Front Brake Flexible Hose Replacement

SOLD VEHICLES

- Ford has not issued instructions to stop selling/delivering or driving used vehicles under this recall. Owners should contact their dealers for an appointment to have their vehicles remedied as soon as practicable.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

STOCK VEHICLES

- Correct all affected units in your new vehicle inventory before delivery.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

DEALER-OPERATED RENTAL VEHICLES

The Fixing America's Surface Transportation (FAST) Act law effective June 2016 prohibits a rental company from selling, renting, or leasing vehicles subject to a safety or compliance recall. Please consult your legal counsel for legal advice.

TITLE BRANDED / SALVAGED VEHICLES

Affected title-branded and salvaged vehicles are eligible for this recall.

OWNER REFUNDS

- **This safety recall must still be performed, even if the owner has paid for a previous repair. Claiming a refund will not close the recall on the vehicle.**
- Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the repair was performed before the date indicated in the reimbursement plan, which is posted with this bulletin. Owners are directed to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at P.O. Box 6251, Dearborn, MI 48121-6251.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with front brake flexible hose replacement.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

PICK-UP AND DELIVERY- Participating Dealers

Dealers participating in the Remote Experience Program:

- Refer to EFC12071, 2023 Remote Experience Program, Pickup & Delivery (PDL) Offset section for additional details.
- All customers affected by this program have the option of complimentary Vehicle Pick-up & Delivery service.

QUESTION 1: THE CONCEPT OF A GROUP

QUESTION 1.1: DEFINITION

A group is a set G equipped with a binary operation \cdot satisfying the following properties:

- (G1) **Closure:** For all $a, b \in G$, $a \cdot b \in G$.
- (G2) **Associativity:** For all $a, b, c \in G$, $(a \cdot b) \cdot c = a \cdot (b \cdot c)$.
- (G3) **Identity:** There exists an element $e \in G$ such that $e \cdot a = a \cdot e = a$ for all $a \in G$.
- (G4) **Inverses:** For every $a \in G$, there exists an element $a^{-1} \in G$ such that $a \cdot a^{-1} = a^{-1} \cdot a = e$.

These four properties are the defining characteristics of a group. The identity element e and the inverse element a^{-1} are unique for each element a in the group.

Examples of groups include the set of integers \mathbb{Z} under addition, the set of non-zero real numbers $\mathbb{R} \setminus \{0\}$ under multiplication, and the set of invertible $n \times n$ matrices over a field F under matrix multiplication.

The group operation is often denoted by \cdot or $*$. The identity element is often denoted by e or 1 . The inverse of an element a is denoted by a^{-1} .

It is important to note that the group operation is not necessarily commutative. A group where the operation is commutative is called an abelian group.

The order of a group is the number of elements in the set G . A group with a finite number of elements is called a finite group.

For a finite group G of order n , the order of any element $a \in G$ divides n . This is a consequence of Lagrange's theorem.

Another important property is that the order of an element a is the smallest positive integer k such that $a^k = e$.

The group operation is also associative, which allows us to write $a \cdot b \cdot c$ without parentheses.

The identity element e is the only element in the group that is its own inverse.

The inverse of the inverse of an element a is a itself, i.e., $(a^{-1})^{-1} = a$.

The group operation is also distributive over the inverse operation, i.e., $(a \cdot b)^{-1} = b^{-1} \cdot a^{-1}$.

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -
Safety Recall 23S12**

Certain 2015-2019 Model Year Edge, 2013-2018 Model Year Fusion/MKZ, and 2016-2018 MKX Vehicles
Front Brake Flexible Hose Replacement

LABOR ALLOWANCES

Vehicles	Description	Labor Operation	Labor Time
Fusion and MKZ	1.Replace Both Front Flexible Brake Hoses (Includes brake system bleed) 2.Modify Both Front Ride Height Sensor and Harness 3.Modify Both Front Wheel Arch Liners	23S12B	1.3 Hours
Edge and MKX	Replace Both Front Flexible Brake Hoses (Includes brake system bleed)	23S12C	1.0 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION**Special Program Part Ordering:**

To place an order for both left and right front flexible brake hoses and the banjo washers submit a Special Program order in the DOW system. **SSSC contact is not required to order K-Coded parts on this program.** More information can be found in EFC 10642.

Vehicle Line	Part Number	Description	Order Quantity	Claim Quantity
Fusion and MKZ	JG9Z-2078-B	Right Front Flexible Brake Hose	1	1
	JG9Z-2078-A	Left Front Flexible Brake Hose	1	1
Edge and MKX	J2GZ-2078-A	Right Front Flexible Brake Hose	1	1
	J2GZ-2078-B	Left Front Flexible Brake Hose	1	1
All Vehicles	W711784-S300	Banjo Washers	4	4

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.

Order the parts below through normal order processing channels:

PARTS REQUIREMENTS / ORDERING INFORMATION

Vehicle Line	Part Number	Description	Order Quantity	Claim Quantity
All Vehicles	PM-20	Brake Fluid	1	1

To guarantee the shortest delivery time, an emergency order for parts must be placed.

THE HISTORY OF THE UNITED STATES

BY

WILLIAM B. ECKHART, D.D., LL.D.,

PROFESSOR OF HISTORY IN HARVARD UNIVERSITY.

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**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -
Safety Recall 23S12**

Certain 2015-2019 Model Year Edge, 2013-2018 Model Year Fusion/MKZ, and 2016-2018 MKX Vehicles
Front Brake Flexible Hose Replacement

DEALER PRICE

For the latest prices, refer to DOES II.

PARTS RETENTION, RETURN, & SCRAPPING

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES. If a replaced part receives a scrap disposition, the part must be scrapped by all applicable local, state, and federal environmental protection and hazardous material regulations. Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall.

EXCESS STOCK RETURN

The excess stock returned for credit must have been purchased from Ford Customer Service Division by Policy Procedure Bulletin 4000.

REPLACED FSA PARTS INSPECTION AND SIGN OFF

Effective March 1st, 2021, all parts replaced as part of an FSA repair with a repair order open date of March 1st, 2021, or later must be inspected and signed off on the repair order by a member of your dealer fixed operations management team or an employee of the task has been delegated to. If the task is to be delegated to a non-management employee, the employee needs to be someone other than the technician who completed the repair and needs to understand the importance of completing this task consistently and accurately.

- All parts replaced as part of an FSA repair should be returned to the parts department following the Warranty Parts Retention and Return Policies.
- Inspect the replaced parts to verify the FSA repair was completed.
- If the FSA repair is found to be complete, the designated employee signs the repair order line or parts return stamp area (electronic or hand signed) for the FSA repair indicating the parts were inspected and validated to have been replaced.
- After the parts have been inspected, they should be handled based on the guidance in the parts status report in the Online Warranty System (Hold, Return, CORE, Scrap, etc.).
- This process is subject to review during warranty audits for FSA repairs with a repair order open date of March 1st, 2021, or later. Any eligible FSA claims requiring parts replacement found not to have been inspected and signed off during a warranty audit will be subject to chargeback and consideration for enrollment into the Dealer Incomplete Recall Repair Process.

Note: Other approvals (electronic or handwritten) for add-on repair lines, dealer-owned vehicle repairs, and repeat repairs do not qualify as FSA parts inspection approvals. The post-repair FSA parts inspection process (electronic or handwritten) is independent of other warranty approval requirements. The approval by the designated employee implies that the FSA parts were found to be replaced and must be able to be identified on the Repair Order. If multiple FSAs require approval on a single Repair Order, each applicable occurrence will require individual post-repair approval by the designated employee.



David J. Johnson
Director
Service Engineering Operations
Ford Customer Service Division

Ford Motor Company
P. O. Box 1904
Dearborn, Michigan 48121

March 17, 2021

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **NEW VEHICLE DELIVERY HOLD - Emission Recall 21E01**
Certain 2013-2016 Model Year F-Series Super Duty 6.7L Diesel and 2015-2019 Model Year Transit 3.2L Diesel Vehicles - Calibration for NOx Sensor and SCR System Faults

REF: **Customer Satisfaction Programs 21N02, 21N05, and 21N06**
Dated: March 17, 2021

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
F-Series Super Duty	2013-2016	Kentucky Truck	April 16, 2012 through July 03, 2016
Transit	2015-2019	Kansas City	February 10, 2014 through Oct 24, 2019

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS EMISSION RECALL

In all of the affected vehicles, the onboard diagnostic (OBD) system contains a software error that prevents illumination of the malfunction indicator light (MIL) if a fault is present in the front or rear nitrogen oxide (NOx) sensor or in the catalytic converter portion of the selective catalyst reduction (SRC) system. If there is a fault in the NOx sensor or the SCR, exhaust emissions may be elevated, and the MIL does not illuminate. After the powertrain control module (PCM) is reprogrammed with the updated calibration plus several customer drive cycles, the OBD system will be able to begin to detect these NOx sensor and SCR faults previously masked by the software error and will light the MIL if faults are found to be present.

SERVICE ACTION

Before delivering any new in-stock vehicles involved in this recall, dealers are to reprogram the PCM to latest calibration level using Integrated Diagnostic Software (IDS) release 120.07 or higher. This service must be performed at no charge to the vehicle owner.

NOTE: 21E01 must be completed by December 31, 2023 and its claim submitted before the three referenced customer satisfaction programs (21N02, 21N05, and 21N06) will be activated.

NOTE: The State of California and the Commonwealth of Massachusetts require the completion of emission recall repairs prior to vehicle registration renewal. For vehicles registered in these states, please provide the owner with a Vehicle Emission Recall Proof of Correction certificate after the repair has been performed. These certificates may be obtained by contacting your regional office.

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters are expected to be mailed the week of August 2, 2021. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

NOTE: Owners are being notified of Emission Recall 21E01 and of a potential eligibility of three related Customer Satisfaction programs (21N02, 21N05, and 21N06) with one combined owner notification letter.

PLEASE NOTE:

The sale of uncorrected new vehicles to customers could lead to penalties under applicable state and Federal regulations. Correct all vehicles in your new vehicle inventory prior to delivery.

ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Owner Notification Letter

QUESTIONS & ASSISTANCE

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician System (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,



David J. Johnson

NEW VEHICLE DELIVERY HOLD - Emission Recall 21E01

Certain 2013-2016 Model Year F-Series Super Duty 6.7L Diesel and 2015-2019 Model Year Transit 3.2L Diesel Vehicles - Calibration for NOx Sensor and SCR System Faults

OASIS ACTIVATION

OASIS will be activated on March 17, 2021.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> by March 17, 2021. Owner names and addresses will be available by April 16, 2021.

NOTE: Your FSA VIN Lists may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this recall is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this recall.

SOLD VEHICLES

- Ford has not issued instructions to stop selling/delivering or driving used vehicles under this emission recall. Owners should contact their dealer for an appointment to have their vehicles remedied as soon as practicable. Owners can continue to safely drive their vehicles.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

STOCK VEHICLES

- Use OASIS to identify and correct all affected vehicles in your new and used vehicle inventory.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this recall.

OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

NEW VEHICLE DELIVERY HOLD - Emission Recall 21E01

Certain 2013-2016 Model Year F-Series Super Duty 6.7L Diesel and 2015-2019 Model Year Transit 3.2L Diesel Vehicles - Calibration for NOx Sensor and SCR System Faults

ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For related damage and access time requirements, refer to the Warranty and Policy Manual / Section 6 – Ford & Lincoln Program Policies / General Information & Special Circumstances for FSA's / Related Damage.
- For vehicles within new vehicle powertrain warranty coverage, no SSSC approval is required, although related damage must be on a separate repair line with the "Related Damage" radio button checked.
 - Ford vehicles – 5 years or 60,000 miles
- For vehicles outside new vehicle powertrain warranty coverage, submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.

CLAIMS PREPARATION AND SUBMISSION

- **NOTE:** 21E01 must be completed by December 31, 2023 and its claim submitted before the three referenced customer satisfaction programs (21N02, 21N05, and 21N06) will be activated.
- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - When entering claims, select claim type 31: Field Service Action. The FSA number (21E01) is the sub code.
 - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
- **Related Damage/Additional labor and/or parts:** Must be claimed as Related Damage on a separate repair line from the FSA with same claim type and sub code as described in Claim Entry above.

IMPORTANT: Click the Related Damage Indicator radio button.

NEW VEHICLE DELIVERY HOLD - Emission Recall 21E01

Certain 2013-2016 Model Year F-Series Super Duty 6.7L Diesel and 2015-2019 Model Year Transit 3.2L Diesel Vehicles - Calibration for NOx Sensor and SCR System Faults

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
2013-2014 F-Super Duty - Reprogram the PCM/TCM using IDS release 120.07 or higher	21E01B	0.7 Hours
2015-2016 F-Super Duty - Reprogram the PCM using IDS release 120.07 or higher	21E01C	0.4 Hours
Transit - Reprogram the PCM using IDS release 120.07 or higher	21E01D	0.3 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.



David J. Johnson
 Director
 Service Engineering Operations
 Ford Customer Service Division

Ford Motor Company
 P. O. Box 1904
 Dearborn, Michigan 48121

May 13, 2022

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Regional Recall 22R01 – Supplement #1**
 Certain 2014 - 2015 Model Year, Fusion and MKZ and 2015 Model Year Mustang
 Vehicles

Brake Stop Lamps Remain On

REF: **Safety Recall 22S02**
 Certain 2014 - 2015 Model Year, Fusion and MKZ and 2015 Model Year Mustang
 Vehicles

Brake Stop Lamps Remain On

New! REASON FOR THIS SUPPLEMENT

- **Attachments:** Updated technical instructions for the Fusion and MKZ vehicles.
- **Labor Allowances:** Updated labor allowances to reflect Fusion, MKZ, Mustang and Hybrid vehicles.

AFFECTED VEHICLES

Vehicles identified below were **not originally sold** and are **not currently registered** in the high ambient temperature states covered under Safety Recall 22S02.

Vehicle	Model Year	Assembly Plant	Build Dates
Fusion	2014 – 2015	Flatrock	October 1, 2013 through April 19, 2015
Mustang	2015	Flatrock	February 11, 2014 through July 31, 2015
Fusion / MKZ	2014 – 2015	Hermosillo	October 1, 2013 through April 6, 2015

This program **does not apply** to vehicles originally sold in, or currently registered in the following states or countries/territories:

In the United States				
Texas	Louisiana	Mississippi	Alabama	Florida
Georgia	South Carolina	North Carolina	Virginia	Hawaii

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

Under Safety Recall 22S02, in some of the affected vehicles, exposure to a high temperature, high humidity, and high salinity environment is causing the brake pedal “stop bumper” to disintegrate and fall off on some of the affected vehicles resulting in the brake stop lamps remaining on continuously, even when the brake pedal is not applied. If the brake pedal bumper is missing on automatic transmission vehicles, the engine can be started, and the transmission can shift out of park without depressing the brake pedal.

For 22R01, owners will be instructed to request a repair under this regional program if their vehicle exhibits brake pedal concerns or if they are concerned about the brake pedals in their vehicles.

NOTE: Vehicles identified as originally sold, or currently registered in the high ambient temperature states are included in Safety Recall 22S02 and can be identified in OASIS.

SERVICE ACTION

Dealers are to replace the brake pedal bumper. This service must be performed on all affected vehicles at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters were mailed the week of April 8, 2022. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

PLEASE NOTE:

Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$21,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.

ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
New! Attachment III: Technical Information
Owner Notification Letters

QUESTIONS & ASSISTANCE

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician System (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,



David J. Johnson

Regional Program 22R01 – Supplement #1
Certain 2014 - 2015 Model Year, Fusion and MKZ and 2015 Model Year Mustang Vehicles
Brake Stop Lamps Remain On

OASIS ACTIVATION

OASIS has been activated since March 25, 2022.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will not be activated for this service action.

SOLD VEHICLES

- Ford has not issued instructions to stop selling/delivering or driving used vehicles under this regional program.
- Owners can continue to safely drive their vehicles if they ensure the doors are securely latched without using excessive effort before driving.

STOCK VEHICLES

Use OASIS to identify any affected vehicles in your used vehicle inventory.

DEALER-OPERATED RENTAL VEHICLES

The Fixing America's Surface Transportation (FAST) Act law effective June 2016 prohibits a rental company from selling, renting or leasing vehicles subject to a safety or compliance recall. Please consult your legal counsel for legal advice.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this recall.

OWNER REFUNDS

- **This regional program must still be performed, even if the owner has paid for a previous repair. Claiming a refund will not close the program on the vehicle.**
- Ford Motor Company is offering a refund for owner-paid repairs covered by this program if the repair was performed before the date of the Owner Notification Letter. This refund offer expires **September 18, 2022.**
- Owners are directed to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at P.O. Box 6251, Dearborn, MI 48121-6251.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with brake pedal replacement.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

Regional Program 22R01 – Supplement #1
Certain 2014 - 2015 Model Year, Fusion and MKZ and 2015 Model Year Mustang Vehicles
Brake Stop Lamps Remain On

ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For related damage and access time requirements, refer to the Warranty and Policy Manual / Section 6 – Ford & Lincoln Program Policies / General Information & Special Circumstances for FSA's / Related Damage.
- For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required, although related damage must be on a separate repair line with the "Related Damage" radio button checked.
 - Ford vehicles – 3 years or 36,000 miles
 - Lincoln vehicles – 4 years or 50,000 miles
- For vehicles outside new vehicle bumper-to-bumper warranty coverage, submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.

CLAIMS PREPARATION AND SUBMISSION

- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - When entering claims, select claim type 31: Field Service Action. The FSA number 22R01 is the sub code.
 - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
- **Related Damage/Additional labor and/or parts:** Must be claimed as Related Damage on a separate repair line from the FSA with same claim type and sub code as described in Claim Entry above.

IMPORTANT: Click the Related Damage Indicator radio button.
- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 22R01 - Misc. Expense: ADMIN
 - Misc. Expense: REFUND - Misc. Expense: 0.2 Hrs.
 - Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.

Regional Program 22R01 – Supplement #1
 Certain 2014 - 2015 Model Year, Fusion and MKZ and 2015 Model Year Mustang Vehicles
 Brake Stop Lamps Remain On

New LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace 1 Brake Pedal Bumper - <i>Mustang</i>	22R01B	0.3 Hours
Replace 1 Brake Pedal Bumper – <i>Fusion/MKZ/Hybrid</i>	22R01D	0.4 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity	Claim Quantity
MR3Z-7583-A	Brake Pedal Bumper	1	1

Order your parts through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

DEALER PRICE

For latest prices, refer to DOES II.

PARTS RETENTION, RETURN, & SCRAPPING

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES. If a replaced part receives a scrap disposition, the part must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall.

EXCESS STOCK RETURN

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

Regional Recall 22R01 – Supplement #1
Certain 2014 - 2015 Model Year, Fusion and MKZ and 2015 Model Year Mustang Vehicles
Brake Stop Lamps Remain On

REPLACED FSA PARTS INSPECTION AND SIGN OFF

Effective March 1st 2021 all parts replaced as part of an FSA repair with a repair order open date of March 1st 2021 or later must be inspected and signed off on the repair order by a member of your dealers fixed operations management team or an employee the task has been delegated to. If the task is to be delegated to a non-management employee, the employee needs to be someone other than the technician who completed the repair and needs to understand the importance of completing this task consistently and accurately.

- All parts replaced as part of an FSA repair should be returned to the parts department following the Warranty Parts Retention and Return Policies.
- Inspect the replaced parts to verify the FSA repair was completed.
- If the FSA repair is found to be complete, the designated employee signs the repair order line or parts return stamp area (electronic or hand signed) for the FSA repair indicating the parts were inspected and validated to have been replaced.
- After the parts have been inspected, they should be handled based on the guidance in the parts status report in the Online Warranty System (Hold, Return, CORE, Scrap, etc.).
- This process is subject to review during warranty audits for FSA repairs with a repair order open date of March 1st 2021 or later. Any eligible FSA claims requiring parts replacement, found not to have been inspected and signed off during a warranty audit will be subject to chargeback and consideration for enrollment into the Dealer Incomplete Recall Repair Process.

Note: Other approvals (electronic or handwritten) for add-on repair lines, dealer owned vehicle repairs, and repeat repairs do not qualify as FSA parts inspection approvals. The post repair FSA parts inspection process (electronic or handwritten) is independent from other warranty approval requirements. The approval by the designated employee implies that the FSA parts were found to be replaced and must be able to be clearly identified on the Repair Order. If multiple FSA's require approval on a single Repair Order, each applicable occurrence will require individual post repair approval by the designated employee.



Repair Order No: 266267 Repair Line: A Claim Status: PAID Date: 12/23/2023

Dealer Information

Dealer Name: Lincoln of Cincinnati Dealer Code: 10691 Suffix: Country: USA

Exceptions

Repair Order

VIN: 3LN6L2GK4ER807368 Vehicle: CD533N MKZ ; LINCOLN M ; 3.7L DOHC Service Advisor ID: 001077207
 Repair Order Num: 266267 Repair Order Open Date: 12/20/2023 Odometer at Repair Order Open: 195210 M
 Special Use Vehicle Description: 5LMC1DA3PUL27779 Engine Operating Hours at Repair Order Open: License Location: OH

Repair Line Number: A Claim Type: 31-Field Service Action Sub-Code: 20E01
 Repair Line Completion Date: 12/21/2023 Odometer Reading at Repair Completion: 195212 M Customer Concern Code:
 Approval Code: Approval Code: Pre-Defined Repair Code:
 Engine Operating Hours at Repair Completion: Condition Code:
 Related Damage Indicator: Field Service Action Option Code:

Comments

Customer Comments: POWERTRAIN CONTROL MODULE REPROGRAMMING RECALL 20E01

Technician Comments: PERFORMED PCM RECALL 20E01 PER INSTRUCTIONS. VERIFIED REPAIR MILEAGE OUT 195212

Dealer Comments:

CUSTOMER #: 691339

266267

LINCOLN OF CINCINNATI

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

www.montgomerylincoln.com

CRYSTAL KEIFFER

WARRANTY

PAGE 1

HOME: CONT: 513-295-1424
BUS: CELL: 513-295-1424 SERVICE ADVISOR: 54 ROGER HENSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	14	LINCOLN MKZ	3LN6L2GK4ER807368		195210/195212	T295	
DEL. DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14 DD			17:00 21DEC23		185.00	CASH	21DEC23

R.O. OPENED	READY	OPTIONS: DLR:364358
08:15 20DEC23	13:42 21DEC23	

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

A POWERTRAIN CONTROL MODULE REPROGRAMMING
 CAUSE: RECALL
 20E01B RECALL 20E01 REPROGRAM PCM
 32652 W40 0.30 50.30 50.30
 FC: PART#: COUNT: 0 0 TPARTS
 CLAIM TYPE:
 AUTH CODE: 32652 840 5030 TLABOR
 195210
 PERFORMED PCM RECALL 20E01 PER INSTRUCTIONS
 OP CODES: 20E01B

pd

B BRAKE STOP LAMPS REMAIN ON
 CAUSE: RECALL

22R01B 22R01 BRAKE STOP LAMP REMAINS ON
 32652 W40 0.30 50.30 50.30
 1 MR3Z*7583*A BUMPER 3.19 3.19 3.19
 FC: PART#: COUNT: 181 319 TPARTS
 CLAIM TYPE:
 AUTH CODE: 32652 840 5030 TLABOR
 195210
 PERFORMED RECALL 22R01 PER RECALL INSTRUCTIONS
 OP CODES: 22R01B

pd

C FRONT BRAKE FLEXIBLE HOSE REPLACEMENT
 CAUSE: RECALL

23S12B 23S12 FUSION AND MKZ
 32652 W40 1.30 217.98 217.98
 1 JG9Z*2078*B HOSE ASY - BRAKE 26.91 26.05 26.05
 1 JG9Z*2078*A HOSE ASY - BRAKE 27.27 26.40 26.40
 4 *W711784*S300 WASHER 1.82 1.60 6.40
 1 PM*20* FLUID - BRAKE 16.53 16.00 16.00
 FC: PART#: COUNT: 4253 7485 TPARTS

<input type="checkbox"/> CLAIMS REVIEW <input type="checkbox"/> CHECK APPROPRIATE BOX <input type="checkbox"/> AUTHORIZATION TO SUBMIT CLAIM <input type="checkbox"/> PARTS SCRAP OUT \$ _____ PARTS \$ _____ LABOR \$ _____ TOTAL AUTHORIZED SIGNATURE AND DATE <small>ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY REPRESENTATIVE OF FORD.</small>	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.	<table border="1"> <thead> <tr> <th>DESCRIPTION</th> <th>TOTALS</th> </tr> </thead> <tbody> <tr><td>LABOR AMOUNT</td><td></td></tr> <tr><td>PARTS AMOUNT</td><td></td></tr> <tr><td>GAS, OIL, LUBE</td><td></td></tr> <tr><td>SUBLET AMOUNT</td><td></td></tr> <tr><td>MISC. CHARGES</td><td></td></tr> <tr><td>TOTAL CHARGES</td><td></td></tr> <tr><td>LESS INSURANCE</td><td></td></tr> <tr><td>SALES TAX</td><td></td></tr> <tr><td>PLEASE PAY THIS AMOUNT</td><td></td></tr> </tbody> </table>	DESCRIPTION	TOTALS	LABOR AMOUNT		PARTS AMOUNT		GAS, OIL, LUBE		SUBLET AMOUNT		MISC. CHARGES		TOTAL CHARGES		LESS INSURANCE		SALES TAX		PLEASE PAY THIS AMOUNT	
DESCRIPTION	TOTALS																					
LABOR AMOUNT																						
PARTS AMOUNT																						
GAS, OIL, LUBE																						
SUBLET AMOUNT																						
MISC. CHARGES																						
TOTAL CHARGES																						
LESS INSURANCE																						
SALES TAX																						
PLEASE PAY THIS AMOUNT																						
(SIGNED) _____ DEALER, GENERAL MANAGER, OR AUTHORIZED PERSON (DATE) _____	CUSTOMER SIGNATURE _____																					

CUSTOMER #: 691339

266267

LINCOLN OF CINCINNATI

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

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CRYSTAL KEIFFER

WARRANTY

PAGE 2

HOME: CONT:513-295-1424

BUS: CELL:513-295-1424

SERVICE ADVISOR: 54 ROGER HENSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	14	LINCOLN MKZ	3LN6L2GK4ER807368		195210/195212	T295

DEL. DATE	PROD. DATE	WARR. EXP	PROMISED	PO. NO	RATE	PAYMENT	INV. DATE
01JAN14 DD			17:00 21DEC23		185.00	CASH	21DEC23

R.O. OPENED READY OPTIONS: DLR:364358

08:15 20DEC23	13:42 21DEC23	LIST	NET	TOTAL
---------------	---------------	------	-----	-------

CLAIM TYPE:
AUTH CODE:
32652 3640 21798 TLABOR
195210
PERFORMED BRAKE HOSE RECALL 23S12.
OP CODES: 23S12B

ESTIMATE: 111.28 21DEC23 10:39 SA: 54
CONTACT:

ESTIMATE: 102.85 20DEC23 08:15 SA: 54
CONTACT:

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

COST, SALE, & COMP TOTALS 9754 39662 0

CHECK APPROPRIATE BOX		
<input type="checkbox"/> CLAIMS REVIEW	<input type="checkbox"/> AUTHORIZATION TO SUBMIT CLAIM	<input type="checkbox"/> PARTS SCRAP OUT
\$ PARTS	\$ LABOR	\$ TOTAL

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	318.58
PARTS AMOUNT	78.04
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	396.62
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	396.62

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

CUSTOMER SIGNATURE

CUSTOMER #: 691339

266267

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CRYSTAL KEIFFER

INVOICE

PAGE 1

HOME: CONT: 513-295-1424

BUS: CELL: 513-295-1424

SERVICE ADVISOR: 54 ROGER HENSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	14	LINCOLN MKZ	3LN6L2GK4ER807368		195210/195212	T295	
DEL. DATE	PROD. DATE	WARR. EXP	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
01JAN14 DD			17:00 21DEC23		185.00	CASH	21DEC23
R.O. OPENED	READY	OPTIONS: DLR:364358					
08:15 20DEC23	13:42 21DEC23						

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

A POWERTRAIN CONTROL MODULE REPROGRAMMING

CAUSE: RECALL

20E01B RECALL 20E01 REPROGRAM PCM
32652 W40 0.30 (N/C)

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

32652

195210

PERFORMED PCM RECALL 20E01 PER INSTRUCTIONS

OP CODES: 20E01B

B BRAKE STOP LAMPS REMAIN ON

CAUSE: RECALL

22R01B 22R01 BRAKE STOP LAMP REMAINS ON
32652 W40 0.30 (N/C)

1 MR3Z*7583*A BUMPER (N/C)

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

32652

195210

PERFORMED RECALL 22R01 PER RECALL INSTRUCTIONS

OP CODES: 22R01B

C FRONT BRAKE FLEXIBLE HOSE REPLACEMENT

CAUSE: RECALL

23S12B 23S12 FUSION AND MKZ
32652 W40 1.30 (N/C)

1 JG9Z*2078*B HOSE ASY - BRAKE (N/C)

1 JG9Z*2078*A HOSE ASY - BRAKE (N/C)

4 *W711784*S300 WASHER (N/C)

1 PM*20* FLUID - BRAKE (N/C)

FC: PART#: COUNT:

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 #: 691339

266267

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CRYSTAL KEIFFER

INVOICE

PAGE 2

HOME: CONT:513-295-1424
BUS: CELL:513-295-1424

SERVICE ADVISOR: 54 ROGER HENSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	14	LINCOLN MKZ	3LN6L2GK4ER807368		195210/195212	T295	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14 DD			17:00 21DEC23		185.00	CASH	21DEC23
R.O. OPENED	READY	OPTIONS: DLR:364358					
08:15 20DEC23	13:42 21DEC23						

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

CLAIM TYPE:
AUTH CODE:
32652
195210
PERFORMED BRAKE HOSE RECALL 23S12.
OP CODES: 23S12B

D MOTORCRAFT SYNTHETIC BLEND OIL AND FILTER CHANGE, MULTI-POINT INSPECTION.
1P MOTORCRAFT SYNTHETIC BLEND OIL AND FILTER CHANGE, MULTI-POINT INSPECTION.
32652 CP 0.40 74.00 74.00
6 XO*5W30*BSP MOTORCRAFT SAE 5W-30 API GF-5 4.40 4.40 26.40
1 FL*500*SB12 FILTER ASY - OIL 10.88 10.88 10.88
1P OIL CHANGE CPX -11.33 -11.33
195210 COMPLETED LUBE, OIL & FILTER CHANGE

E Lincoln Multipoint Vehicle Inspection
L99P Lincoln Multipoint Vehicle Inspection
32652 CP 0.00 0.00 0.00

F Complimentary Exterior Wash and Interior Vacuum.
600 Complimentary Exterior Wash and Interior Vacuum.
32652 INPS 0.00 (N/C)
195210 PERFORMED COURTESY CAR WASH

G RENTAL CAR---\$45.00 PLUS TAX PER DAY
RENTAL RENTAL CAR---\$45.00 PLUS TAX PER DAY
32652 CP 0.00 0.00 0.00

MISC RENTAL CDRC 45.00 45.00
195210 RENTAL VEHICLE !

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	



Claim information

Print

Repair Order No: 266267 Repair Line: A Claim Status: PAID Date: 12/26/2023

Dealer Information

Dealer Name : Lincoln of Cincinnati Dealer Code : 10691 Suffix : Country : USA

Exceptions

Repair Order

VIN: 3LN6L2GK4ER807368 Vehicle: CD533N MKZ ; LINCOLN M ; 3.7L DOHC Service Advisor ID: 001077207
 Repair Order Num: 266267 Repair Order Open Date: 12/20/2023 Odometer at Repair Order Open: 195210 M
 Special Use Vehicle Description: 5LMCJ1DA3PUL27779 Engine Operating Hours at Repair Order Open: License Location: OH

Repair Line Number: A Claim Type: 31-Field Service Action Sub-Code: 20E01
 Repair Line Completion Date: 12/21/2023 Odometer Reading at Repair Completion: 195212 M Customer Concern Code:
 Approval Code: Approval Code: Pre-Defined Repair Code:
 Engine Operating Hours at Repair Completion: Condition Code:
 Related Damage Indicator: Field Service Action Option Code:

Comments

Customer Comments: POWERTRAIN CONTROL MODULE REPROGRAMMING RECALL 20E01

Technician Comments: PERFORMED PCM RECALL 20E01 PER INSTRUCTIONS. VERIFIED REPAIR MILEAGE OUT 195212

Dealer Comments:

Parts Information

Causal PartNum Description Quantity Unit Price Invoice Num Amount MarkUp

No items

Labor Information

Labor Operation Code Description Technician ID Hours Amount Invoice Num

20E01B	PCM Reprogram	002959468	0.3	50.30	
--------	------------------	-----------	-----	-------	--

Miscellaneous Information

Misc. Expense Code	Description	Num Of Days	Hours	Amount	Invoice Num
--------------------	-------------	-------------	-------	--------	-------------

Test Results

MIL On Indicator

Type

Code

Repair Line SubTotal

Description	Amount	DAWA Percentage	Revised Total
Parts	0.00		0.00
Labor	50.30		50.30
Miscellaneous (Customer Participation) (Dealer Participation) (Deductions)	0.00		0.00
Totals	50.30		50.30
Markup	0.00		



Claim information

Print

Repair Order No: 266267 Repair Line: B Claim Status: PAID Date: 12/26/2023

Dealer Information

Dealer Name: Lincoln of Cincinnati Dealer Code: 10591 Suffix: Country: USA

Exceptions

Repair Order

VIN: 3LN6L2GK4ER807368 Vehicle: CD533N MKZ ; LINCOLN M ; 3.7L DOHC Service Advisor ID: 001077207
 Repair Order Num: 266267 Repair Order Open Date: 12/20/2023 Odometer at Repair Order Open: 195210 M
 Special Use Vehicle Description: 5LMCJ1DA3PUL27779 Engine Operating Hours at Repair Order Open: License Location: OH

Repair Line Number: B Claim Type: 31-Field Service Action Sub-Code: 22R01

Repair Line Completion Date: 12/21/2023 Odometer Reading at Repair Completion: 195212 M Customer Concern Code:

Approval Code: Approval Code: Pre-Defined Repair Code:

Engine Operating Hours at Repair Completion: Condition Code:

Related Damage Indicator: Field Service Action Option Code:

Comments

Customer Comments: BRAKE STOP LAMPS REMAIN ON RECALL 22R01

Technician Comments: PERFORMED RECALL 22R01 PER RECALL INSTRUCTIONS. VERIFIED REPAIR MILEAGE OUT 195212

Dealer Comments:

Parts Information

Causal PartNum	Description	Quantity	Unit Price	Invoice Num	Amount	MarkUp
MR327583A	BUMPER	1.00	1.81		3.19	1.38

Labor Information

Labor Operation Code	Description	Technician ID	Hours	Amount	Invoice Num
22R01D	2015 Brake Light On	Stays 002959468	0.4	67.07	

Miscellaneous Information

Misc. Expense Code	Description	Num Of Days	Hours	Amount	Invoice Num
--------------------	-------------	-------------	-------	--------	-------------

Test Results

MIL On Indicator	Type	Code
------------------	------	------

Repair Line SubTotal

Description	Amount	DAWA Percentage	Revised Total
Parts	3.19		3.19
Labor	67.07		67.07
Miscellaneous (Customer Participation) (Dealer Participation) (Deductions)	0.00		0.00
Totals	70.26		70.26
Markup	1.38		



Claim Information

Print

Repair Order No: 266267 Repair Line: C Claim Status: PAID Date: 12/26/2023

Dealer Information

Dealer Name: Lincoln of Cincinnati Dealer Code: 10691 Suffix: Country: USA

Exceptions

Repair Order

VIN: 3LN6L2GK4ER807368 Vehicle: CD533N MKZ ; LINCOLN M ; 3.7L DOHC Service Advisor ID: 001077207 Repair Order Num: 266267 Repair Order Open Date: 12/20/2023 Odometer at Repair Order Open: 195210 M Special Use Vehicle Description: 5LMCJ1DA3PUL27779 License Location: OH

Repair Line Number: C Claim Type: 31-Field Service Action Sub-Code: 23512 Repair Line Completion Date: 12/21/2023 Odometer Reading at Repair Completion: 195212 M Customer Concern Code: Approval Code: Approval Code: Pre-Defined Repair Code: Engine Operating Hours at Repair Completion: Condition Code: Related Damage Indicator: Field Service Action Option Code:

Comments

Customer Comments: FRONT BRAKE FLEXIBLE HOSE REPLACEMENT RECALL 23S12

Technician Comments:

Dealer Comments:

Parts Information

Causal PartNum	Description	Quantity	Unit Price	Invoice Num	Amount	MarkUp
JG9Z2078B	HOSE ASY - BRAKE	1.00	14.80	26.05	11.25	
JG9Z2078A	HOSE ASY - BRAKE	1.00	15.00	26.40	11.40	
W7117845300	WASHER	4.00	0.91	6.41	2.77	
PM20	FLUID - BRAKE	1.00	9.09	16.00	6.91	

Labor Information

Labor Operation Code	Description	Technician ID	Hours	Amount	Invoice Num
23S12B	Front Brake Flexible Hoses	002959468	1.3	217.98	

Miscellaneous Information

Misc. Expense Code	Description	Num Of Days	Hours	Amount	Invoice Num
--------------------	-------------	-------------	-------	--------	-------------

Test Results

MIL On Indicator	Type	Code
------------------	------	------

Repair Line SubTotal

Description	Amount	DAWA Percentage	Revised Total
Parts	74.86		74.86
Labor	217.98		217.98
Miscellaneous (Customer Participation) (Dealer Participation) (Deductions)	0.00		0.00
Totals	292.84		292.84
Markup	32.33		

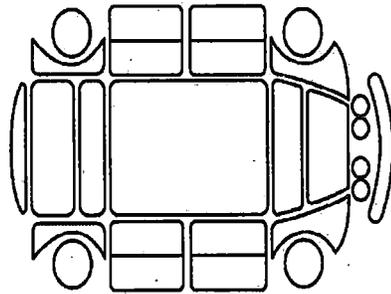
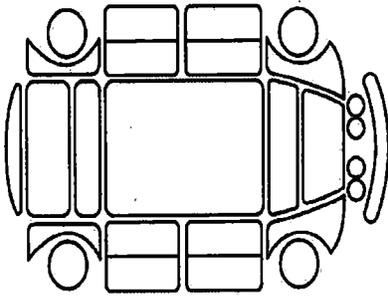
VEHICLE REPORT

Condition OUT:

Condition IN:

CUST INT:

DATE:



Interior Damage: _____

Interior Damage: _____

Multi-State Vehicle Use Agreement Terms and Conditions ("Terms and Conditions")

1. **Definitions.** "Agreement" means all terms and conditions found on the "Face Page" and on all pages of these Terms and Conditions. "You" or "your" means the person identified as the Customer on the Face Page, each person signing this Agreement, every Authorized Driver and each person or organization to whom charges are billed by us at its or the Customer's direction. You are jointly and severally bound by this Agreement. "We," "us" or "our" means the independent automobile dealer or its affiliate named elsewhere in this Agreement. "Vehicle" means the automobile or truck identified in this Agreement and each vehicle we substitute for it, and all its tires, tools, accessories, equipment, keys and documents. The Vehicle may be a temporary substitute for a Customer-owned or Customer-leased vehicle that you have given us the opportunity to service or repair ("**Service Replacement Vehicle**"). "**Rental Period**" means the period from the time you take possession of the Vehicle until the time that the Vehicle is either returned to or recovered by and checked in by us. "**Loss of Use**" means the loss of our ability to use the Vehicle for any purpose due to damage to it or loss of it during the Rental Period, including uses other than for rental, such as display for rent or sale, opportunity to upgrade or sell, or transportation of employees. "**Daily Vehicle Rate**" means your daily time and mileage fee. For Service Replacement Vehicles, the Daily Vehicle Rate is the daily time and mileage fee that we typically charge for vehicles of the same type as the Vehicle. "**Diminished Value**" means the actual or perceived loss in market value or resale value which results from a direct or accident loss. "**Charges**" means the fees and charges that are incurred under this Agreement. "**Vehicle License Fee**" means our estimate of the average per day per vehicle portion of our total annual vehicle licensing, titling, and registration costs.

2. **Nature of Contract; Consideration.** This Agreement is a contract for rental of the Vehicle offered to you. This rental is solely a bailment for mutual consideration. You agree that you are not our agent for any purposes, and that you may not assign or transfer your obligations or sublease the Vehicle. By signing the Face Page, you agree to all terms and conditions of this Agreement and acknowledge that binding consideration exists, as follows: our opportunity to service or repair a vehicle you left with us; financial benefits we receive from others for the service/repair work; financial benefits we receive from others to obtain and use this Vehicle as a Service Replacement Vehicle; a fee you pay us; and/or the rights and obligations of this Agreement.

3. **Authorized Drivers.** You represent that you are a capable and validly licensed driver. **You and other "Authorized Drivers" are the only persons who are permitted to drive the Vehicle.** You understand that for purposes of this Agreement, "Authorized Driver" means: (a) the Customer and the Customer's spouse or domestic partner; (b) additional drivers listed by us in this Agreement; (c) if the Customer is a business entity, "Authorized Driver" includes Customer employees who are permissible drivers on the business entity's auto insurance policy; and (d) any person specifically authorized to drive the Vehicle under applicable law. Each Authorized Driver must possess a valid driver's license and be at least age 21, except that if the Vehicle is a Service Replacement Vehicle, and the Customer is the registered owner of a vehicle left with us for service or repair, then the Customer and the Customer's spouse or domestic partner must be at least age 18.

4. **Inspection; Condition and Return of Vehicle; No Warranties.** You agree that you are renting the Vehicle "As Is," and that you had an opportunity to inspect it before leaving the premises. You must return the Vehicle to our office on the date and time specified on the Face Page (or sooner upon our demand) with at least as much fuel as when rented, unless we offer, and you purchase, pre-paid fuel. You may extend the Rental Period for up to one week if you obtain our consent before the date due, and we may require you to return the Vehicle to our office for inspection. The total Rental Period may not exceed 30 days under any circumstances. **We may repossess the Vehicle at your expense without notice to you if the Vehicle is abandoned or used in violation of law or this Agreement.** The Vehicle must be returned in the same condition that you received it except for ordinary wear. If the Vehicle is returned after closing hours, you remain responsible for all damage to or loss of it until we inspect it on reopening for business, and Charges may continue to accrue. You must obtain our prior written approval before servicing the Vehicle or replacing parts or accessories. You will check and maintain Vehicle fluid levels. You grant us, our agents, assigns and each person with a financial interest in the Vehicle the right to inspect the Vehicle during the Rental Period. **To the extent permitted by law, we make no warranties, express, implied or apparent, regarding the Vehicle, no warranty of merchantability and no warranty that the Vehicle is fit for a particular purpose.**

5. **Responsibility for Damage or Loss; Reporting to Police.** Regardless of fault, you are responsible for theft or loss of the Vehicle and all damage to it, including damage caused by collision, weather, road conditions, acts of nature, theft, and vandalism. Your responsibility includes: (a) all physical damage to the Vehicle measured as follows: (i) if determined that the Vehicle is a total loss, the actual cash value of the Vehicle; (ii) if determined that the Vehicle is repairable: (A) the difference between the value of the Vehicle immediately before the damage and the value immediately after the damage; or (B) the reasonable estimated retail value or actual cost of repair plus Diminished Value (which, subject to state law and policy terms and conditions, is measured by calculating the actual cash value of the Vehicle just prior to damage less the value of the Vehicle after repair); (b) Loss of Use, which is measured by multiplying the Daily Vehicle Rate by the actual or estimated number of days from the date the Vehicle is damaged until it is replaced or repaired, which you agree represents a reasonable estimate of Loss of Use damages and not a penalty. **Loss of Use is payable regardless of fleet utilization;** (c) a reasonable administrative fee; (d) towing, storage, and impound charges and other reasonable incidental and consequential damages; and (e) all costs associated with our enforcement of this Agreement or collection of Charges, including attorneys' fees, collection fees, and costs whether or not litigation is commenced. You are responsible for replacing missing equipment and Vehicle documents and keys. You must report all Vehicle accidents and incidents of theft or vandalism to us and the police upon discovery.

6. **Prohibited Uses.** The following uses of the Vehicle are prohibited and constitute material breaches of this Agreement. **The Vehicle must not be used:** (a) by anyone who is not an Authorized Driver or not licensed to drive, or by anyone whose driving license is suspended; (b) by anyone under the influence of alcohol or prescription or non-prescription drugs; (c) by anyone who obtained the Vehicle or extended the Rental Period by giving us false, fraudulent or misleading information; (d) for an illegal purpose or in the commission of a felony or other crime; (e) to carry persons or property for hire, when logged into a transportation network platform (whether or not a passenger is occupying the Vehicle or when logged into a delivery network platform (whether or not goods, items, or products to be delivered are in the Vehicle)); (f) to tow an object in excess of 2,000 pounds, unless specifically approved by notation on the Face Page, or to push anything; (g) in a race or speed contest; (h) to teach anyone to drive; (i) outside the United States or Canada, or outside the geographic area described elsewhere in this Agreement, if any; (j) on an unpaved surface; (k) when the odometer has been tampered with or disconnected; (l) when it is reasonable to expect you to know that further operation of the Vehicle would damage it; (m) if applicable, by anyone who lacks experience driving a vehicle with manual transmission; (n) to transport an animal (other than a service animal); (o) to carry more passengers than the number of existing seatbelts; (p) to transport children without safety seats required by law; (q) by anyone driving or operating the Vehicle while using a hand-held wireless communication device (or other device that is capable of receiving or transmitting telephonic communications, electronic data, mail or text messages) while not in a hands-free mode; (r) in a willful or reckless manner or to intentionally damage the Vehicle or cause injury or property damage to others; or (s) by anyone who is smoking, vaping, or using tobacco products in the Vehicle. **PROHIBITED USE OF THE VEHICLE VIOLATES THIS AGREEMENT AND VOIDS ALL LIABILITY AND OTHER INSURANCE COVERAGE (TO THE EXTENT PERMITTED BY LAW).**

Multi-State Vehicle Use Agreement Terms and Conditions ("Terms and Conditions")

7. **Responsibility to Others.** You are responsible for all damage or loss you cause to others. You agree to maintain automobile insurance during the term of this Agreement which provides to the owner, to us, and to you, the following primary coverage: (a) Bodily injury ("BI") and property damage ("PD") liability coverage; (b) Personal injury protection ("PIP"), no-fault, or similar coverage where required; and (c) Uninsured/underinsured ("UM"/"UIM") coverage where required. Your insurance coverage will provide at least the minimum limits of coverage required by the financial responsibility laws of the state where the loss occurs. **Because you are providing auto insurance, we are not. In states where the law requires us to provide insurance, your insurance will be primary.** Any insurance we are required to provide applies only to claims of accidental BI and PD resulting from the use of the auto, and is excess to any other valid and collectible insurance whether primary, secondary, excess or contingent up to the minimum limits required by law. **To the extent permitted by law, by signing this Agreement, you reject UM, UIM, and supplemental no-fault or PIP coverages.** Where we are required to provide such coverage, you hereby select the minimum limits required by law. Our insurance policy contains exclusions, conditions, and limitations applicable to anyone claiming coverage. You agree to cooperate with our insurer if any claim is made, and give us immediate notice of damage, claim, or lawsuit against you. Our insurance applies only in the United States and Canada. Engaging in a Prohibited Use described in paragraph 6 or any other material breach of this Agreement will void any insurance coverage.

8. **Indemnification.** **To the extent permitted by law, you agree to indemnify us, defend us and hold us harmless from all claims, liability, costs and attorney fees we incur resulting from or arising out of this Agreement, from the rental transaction, or the use of the Vehicle by you or any other person.**

9. **Reserve: Charges.** You permit us to reserve against your payment card at the time of rental a reasonable amount in addition to estimated total charges. We may use the reserve to pay all Charges. We will authorize the release of any excess reserve upon the completion of your rental. Your payment card issuer's rules will apply to your credit line or account being credited for the excess, which may not be immediately released by your card issuer. You will pay us all Charges, including: (a) taxes, surcharges, and other fees; (b) a return check fee if you pay us with a check returned unpaid; (c) all expenses we incur recovering the Vehicle if it is not returned to the renting location on the date and time promised; (d) all costs we incur collecting payment from you or otherwise enforcing our rights under this Agreement; (e) a late fee on all Charges that are not paid when due; (f) a reasonable fee to clean the Vehicle if it is returned with evidence of smoking, vaping, or animals or otherwise substantially less clean than when received by you; (g) fuel and a refueling fee if you return the Vehicle with less fuel than when received by you; (h) applicable time and mileage fee; (i) a mileage charge based on our experience if the odometer is tampered with; (j) towing, storage charges, Tolls, Violations, forfeitures, court costs, penalties and all other costs we incur resulting from your use of the Vehicle; (k) a reasonable fee if you lose the keys, key fob, or toll transponder to the Vehicle; and (l) a surcharge if you do not return the Vehicle on the date and time and to the location specified on the Face Page. **All Charges are subject to our final audit.**

10. **Responsibility for Tolls, Traffic Violations, and Other Charges.** You are liable for all tolls ("Tolls") and parking citations, photo enforcement fees, fines for toll evasion, and other fines, fees, and penalties (each a "Violation") assessed against you, us or the Vehicle during the Rental Period. If we are notified by charging authorities that we may be responsible for payment of a Toll or Violation, you agree that we or a processing firm ("Processor") may, in our sole discretion and without prior notice to you, pay the Toll or Violation plus applicable taxes on your behalf directly to the appropriate authority. If we or a Processor elect to pay a Toll or Violation, you may not be able to challenge the validity of the Toll or Violation before the charging authority. We or the Processor will charge you the face value of the Toll or Violation and any taxes, plus an administrative fee per Toll and Violation. If we or a Processor, in our sole discretion, elect to transfer liability for a Toll or Violation assessed against the Vehicle during the Rental Period to you personally, we or the Processor will charge you an administrative fee per Toll or Violation. You authorize us to release your rental and payment card information to the charging authorities and the Processor for processing and billing purposes. If we or the Processor pay a Toll or Violation, you authorize us and the Processor to charge all payments and administrative fees to the payment card you used in connection with this Agreement. **Certain toll roads do not accept cash.** To avoid toll violations and associated fines, fees, and taxes (and our administrative fees), you must pay all Tolls with a personal transponder that is accepted on the road; use only cash lanes and pay cash; plan a route to avoid Tolls; or consult local authorities for other payment methods.

11. **Personal Property and Information.** To the extent permitted by law, you release us, our agents, and our employees from all claims for loss of or damage to personal property that was left with us or carried in the Vehicle. If you fail to claim property left in the Vehicle for more than 30 days, we may dispose of that property in a manner we choose. You understand that, to the extent permitted by law, we may collect and maintain copies of your valid driver's license and insurance information presented at the time of and in relation to this Agreement. You agree that we may disclose personally identifiable information about you to applicable law enforcement agencies or to our affiliates or third parties in connection with enforcement of our rights under this Agreement and for other legitimate purposes. **The Vehicle may be equipped with an infotainment system that permits you to connect your personal device and pre-set radio stations and GPS locations. If you use an infotainment system, the Vehicle may automatically load your address book, store your incoming, outgoing and missed telephone calls, and other information from your device. Follow the steps displayed on the Vehicle system screen to delete this information and the device from the Vehicle's memory. We are not responsible for assuring the privacy of that information and cannot guarantee that other persons will not have access to this information after you return the Vehicle.**

12. **Telematics and GPS Tracking.** (a) You acknowledge that the Vehicle may be equipped with a telematics system, global positioning satellite ("GPS") technology, an electronic locator device, and/or an event data recorder (collectively "Telematics System"). **Your use of the Vehicle may be remotely monitored by us or on our behalf through a Telematics System to the extent permitted by law.** Remote monitoring may include the collection of Vehicle data, such as location, odometer, oil life, fuel level, tire pressure, battery charge, diagnostic trouble codes, and other elements that we may deem necessary or desirable. You acknowledge that these systems may use cellular telephone, wireless technology, or radio signals to transmit data, and therefore you should have no expectation of privacy related to the use of this Vehicle. You shall inform any and all drivers and passengers of the Vehicle of the terms of this paragraph. We are not responsible for the operability of any Telematics System included with the Vehicle. To the extent permitted by law, you agree to release and indemnify, defend and hold us, the operator of the Telematics System, wireless carriers, and other suppliers of components or services harmless from any damage to persons or property caused by failure of a Telematics System to operate properly, or otherwise arising from the use of the Telematics System. (b) If your Vehicle has active Telematics System equipment, you understand that your use of the Vehicle is subject to the third-party Telematics System operator's terms and conditions, which may include system and service limitations, warranty exclusions, limitations of liability, and privacy practices relating to the collection, use, and sharing of information about you and the Vehicle. If the Vehicle does not have an active Telematics System, you agree not to activate it. **If you do activate a service in violation of this Agreement, you will be responsible for all subscription fees.** (c) We also reserve the right to use the Vehicle Telematics System in connection with your smart phone or other device to process the rental, including the start and end time, fuel levels, and mileage (to the extent permitted by law).

13. **Miscellaneous.** No term of this Agreement can be waived or modified except by a writing that we have signed or on a form that we provide. This Agreement constitutes the entire agreement between you and us. All prior representations and agreements between you and us regarding the use of the Vehicle are void. Our waiver of a breach of this Agreement, our acceptance of payment from you, or our failure, refusal or neglect to exercise our rights under this Agreement does not constitute a waiver of another provision of this Agreement. **TO THE EXTENT PERMITTED BY LAW, YOU: (A) RELEASE US FROM ALL LIABILITY FOR CONSEQUENTIAL, SPECIAL OR PUNITIVE DAMAGES IN CONNECTION WITH THIS TRANSACTION OR THE RESERVATION OR USE OF A VEHICLE; AND (B) WAIVE ALL RECOURSE AGAINST US FOR CRIMINAL PROSECUTIONS WE TAKE AGAINST YOU FOR BREACH OF THIS AGREEMENT.** If a provision of this Agreement is deemed void the remaining provisions are valid and enforceable.

Customer Initial _____

Parts Information

Causal PartNum Description Quantity Unit Price Invoice Num Amount Markup

No items

Labor Information

Labor Operation Code Description Technician ID Hours Amount Invoice Num

20E01B PCM
Reprogram 002959468 0.3 50.30

Miscellaneous Information

Misc.
Expense Code Description Num Of Days Hours Amount Invoice Num

Test Results

MIL On Indicator

Type Code

Repair Line SubTotal

Description	Amount	DAWA Percentage	Revised Total
Parts	0.00		0.00
Labor	50.30		50.30
Miscellaneous (Customer Participation) (Dealer Participation) (Deductions)	0.00		0.00
Totals	50.30		50.30
Markup	0.00		